

Christchurch City Council

2022 GENERAL SERVICE SATISFACTION SURVEY

Research Report | May 2022



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Section 1















Summary of Findings

Summary of Levels of Service Results: General Service Satisfaction Survey 2022

CAUTION: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years









✓	LOS target met	✗	LOS target not met	↻	Top performing services (85%+ satisfaction)
↻	Moderate performing service (between 50% to 84% satisfaction)	↻	Under performing services (less than 50% satisfaction)	↗	Increase in satisfaction score by 4% or more since last year
→	Satisfaction score remained same or within 3% of last year	↘	Decrease in satisfaction score by 4% or more since last year		Deleted level of service or not a level of service
NA	No information available				

Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	"2021-22 LOS Target Met"	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019
Governance	Governance and Decision Making	4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making)	Community	At least 41%	No	→	↻	26%	28%	26%	34%
		4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Community	At least 30%	Yes	→	↻	31%	33%	26%	32%
Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 To manage and maintain public artworks, monuments and artefacts	Community	≥ 65%	Yes	→	↻	66%	67%	64%	71%
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%	No	→	↻	50%	48%	51%	63%
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner City parks)	Community	≥ 80%	No	↘	↻	76%	82%	80%	82%
		6.8.5 Satisfaction with the overall availability of recreation facilities within the City's parks and foreshore network	Community	≥ 70%	Yes	→	↻	76%*	78%	75%	74%
Refuse Disposal	Solid Waste and Resource Recovery	8.0.3 Customer satisfaction with Customer satisfaction with kerbside collection service	Community	At least 80%	No	→	↻	78%	78%	82%	87%

Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	"2021-22 LOS Target Met"	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019
Stormwater Drainage	Stormwater Drainage	14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network	Community	≥ 40%	Yes	→		44%	45%	43%	47%
Transport	Transport	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities	Community	≥ 50%	No	→		49%	49%	44%	49%
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥ 50%	Yes	→		52%	50%	51%	59%
		10.5.2 Improve the perception that Christchurch is a cycling friendly City	Community	≥ 65%	Yes	→		65%	65%	61%	64%
		16.0.10 Maintain the perception that Christchurch is a walking friendly City	Community	≥ 85%	No			70%	74%	83%	85%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 25%	Yes	→		27%	29%	26%	27%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services	Community	≥ 67%	No	→		59%	60%	66%	71%
		12.0.1.13 Proportion of residents satisfied with the reliability of water supplies	Community	≥ 75%	Yes	→		77%	75%	72%	81%
Water Supply	Water Supply	12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 55%	Yes			57%	52%	54%	60%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%	No	→		46%	45%	48%	37%
Overall Satisfaction with Council Performance		NA						42%	49%	50%	62%
Ease of Interaction with Council		NA						53%	57%	65%	74%

* From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). These results are not directly comparable to results for 2022 onward

Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met ¹	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019
Governance and Decision Making	<i>Percentage of residents who agree the Council makes decisions in the best interests of the City</i>	NA	NA			31%	36%	37%	45%
	<i>Percentage of residents who feel the public has some or a large influence on the decisions the Council makes</i>	55%				25%	30%	30%	34%
Emergency Preparedness	<i>Improve the level of community and business awareness and preparedness of risks from hazards and their consequence</i>	NA		NA	NA	61%	NA	NA	69%
Events and Festivals	<i>Lead the promotion and marketing of Christchurch events and the City as an events destination (range of events and festivals)</i>	90%				60%	66%	66%	72%
City Promotions	<i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i>	85%				54%	62%	62%	67%

Key Insights

The 2022 General Services Satisfaction Survey has shown perceptions of the Council's service delivery across a broad range of services have stabilised over the past two years, following the general weakening of perceptions observed in 2020. But the overall trend is downward, albeit by small decreases for many services (of one to two percentage points).

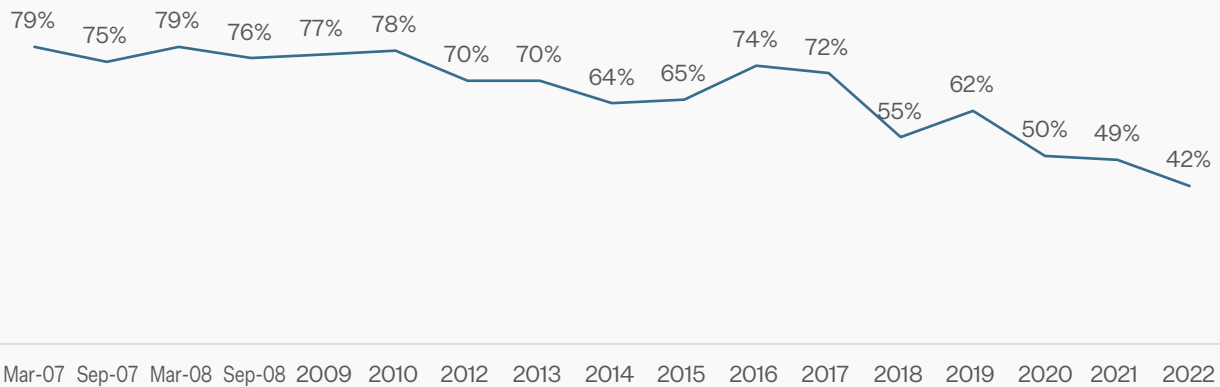
One-quarter of all activities (five of 20) have seen satisfaction levels rise over the past 12 months. These services include the maintenance of heritage buildings, customer perceptions of Council off-street parking facilities, reliability and quality of water supplies and the level of responsiveness to water supply issues. Three other activities had stabilised (kerbside collections, ease of use of on-street parking, and perceptions that Christchurch is a cycling-friendly City). Overall, increases in satisfaction levels were in the range of one to five percent.

“ They are excelling in the roll-out of the upgraded wastewater pumps and systems.”

But, like 2021, no services fall into the Council's higher satisfaction services category (where satisfaction levels are 85 percent or higher) in this year's Survey.

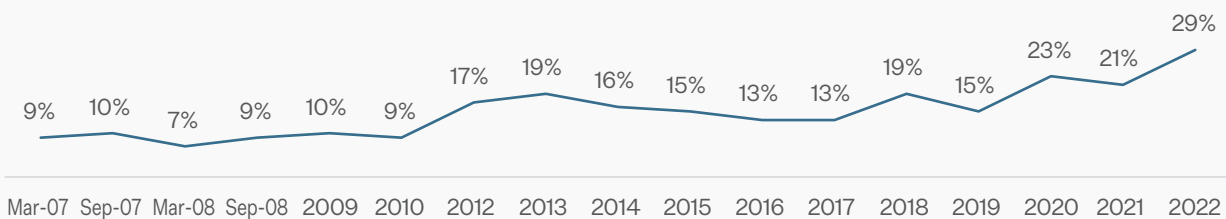
Furthermore, the overall satisfaction with the Council's performance fell to below 50 percent for the second year in a row. This satisfaction rating is the lowest since 2007.

1.1 Satisfaction with the Council's performance over time



Active dissatisfaction (as opposed to a neutral response) remains at record levels, as indicated by just under one in three participants (29 percent), despite a small drop in 2021.

1.2 Dissatisfaction with the Council's performance over time



Satisfaction levels have fallen for 12 of 20 services, typically by one to four percent. Like last year, particular concern around the ease of interaction with the Council (down 4 points to 53 percent) and perceptions that Christchurch is a walking-friendly City (down 4 points to 70 percent) continues:

- “ The council seems disconnected from the public and not as visible in a positive way as in the past.”
- “ ...footpaths should be in a condition that they can be used when using a wheelchair.”

Essentially, Christchurch residents judge the Council’s performance on the delivery of key services, ease of interaction with the Council, and perceptions that their concerns are not being listened to and acted upon. In 2022, proportionally more residents are unhappy with Council services than those that are, and their dissatisfaction has become more diverse over the past 12 months.

1.3 Top reasons for satisfaction/dissatisfaction with Council performance

	Number of comments	% of Total Sample	% of Comments (don't know removed)
Council is doing a good job overall	87	11%	17%
Unhappy with roads/more road maintenance	78	10%	15%
Disapprove of Council spending	69	9%	14%
General maintenance needed	68	9%	13%
Does not listen	66	9%	13%
Slow to/don't respond to problems/concerns	66	9%	13%
Unhappy with services provided	65	8%	13%
Too many cycle lanes	51	7%	10%
Parking expensive/lack of/parking issues	37	5%	7%
No problems/ issues	29	4%	6%
Rates increased	29	4%	6%
Unhappy with council staff	29	4%	6%
Disapprove of water chlorination handling	27	3%	5%
Poor communication	27	3%	5%
Room for improvement	26	3%	5%
Lack of public consultation	25	3%	5%
Respond to problems/ concerns	25	3%	5%
Too much bureaucracy	25	3%	5%
Council is dishonest	24	3%	5%
Council needs to take more action	24	3%	5%
Unhappy with rebuild progress	22	3%	4%
Poor customer service	20	3%	4%

Base: all respondents (n=773)

Disapproval of road and general maintenance, water supply, and disapproval of Council spending and responsiveness to problems or concerns are top-of-mind with many residents:

“ Roadworks - need to be of better quality as our area has recurring potholes and uneven surfaces as well as bike lanes being full of glass and rubbish constantly.”

“ I feel the council spends a lot on art and cultural items but pays its employees such as park rangers and gardeners very poorly when they do a good job.”

Other areas believed to be in greatest need of improvement are like previous years. These include parking, cycle lanes, waterways, and waste management concerns.

1.4 Areas the Council needs most to improve

Service	Number of comments	% of total sample	% of negative comments*
Roading	133	17%	23%
Water supply	64	8%	11%
Council decision-making/financial management: Reduce spending on Councillors + Council decision-making/financial management	50	6%	9%
Waste management	42	5%	7%
Information and communication	41	5%	7%
Cycleways	31	4%	5%
Footpaths	29	4%	5%
Waterways	29	4%	5%
Parking	28	4%	5%

Base: total dissatisfied/very dissatisfied (n=773) * Don't know responses removed

Like 2021, the bright spots include solid waste, recreational areas, libraries, and water reliability. Indeed, the top category was refuse disposal (78 percent satisfaction). In addition, central City parks remain a major point of pride and satisfaction for the City (75 percent satisfaction). Council’s libraries also continue to receive almost exclusively positive reviews:

“ I really like the recycling and rubbish services, compared to other councils I have dealt with...the waste disposal for Christchurch is the most comprehensive of all...”

“ I think that the Council provides parks and recreation facilities particularly well. Christchurch has always been known for its sports ability, and the Council enhances this reputation. We enjoy a lot of our time at parks, swimming pools, beaches and on the Port Hills. Everything is clean and well maintained.”

1.5 Areas Council delivers the best

	Number of Comments	% of Total Sample	% of Positive Comments*
Waste management	137	18%	28%
Parks, reserves, and green spaces	75	10%	15%
Libraries	64	8%	13%
Recreation & Sport Centres	40	5%	8%
Information and communication	27	3%	6%
Water supply	25	3%	5%
Events/ activities	20	3%	4%
Cycleways	19	2%	4%
Facilities and services in general	14	2%	3%

Base: total dissatisfied/very dissatisfied (n=773) * Don't know responses removed

Section 2

Research Method

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 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, road surfaces, etc. A representative sample of all City residents aged 18 and over is used to obtain resident satisfaction levels and then compared with the corresponding Level of Service (LOS) targets set out in the LTP.

Research Design

The Survey was completed amongst residents in the Christchurch and Banks Peninsula. The 2022 survey was conducted using an online-only method to improve cost efficiencies, giving shorter respondent completion times for respondents. This method was a repeat of the 2021 method, where respondents could complete the Survey at a time convenient to their commitments. Before 2021, the Survey was completed using telephone calls.

The fieldwork was undertaken between 24 January and 21 February 2022. The average completion time for the Survey was 18 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.

The Survey used a mixed sampling method to provide the most robust and representative sample.

Firstly, a panel from a research partner (Dynata). A series of techniques monitored data quality:

- A. 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.
- B. Illogical or inconsistent responding: This was monitored and detected using logic checks programmed into the script before the Survey went live.
- C. Overuse of item non-response (e.g., 'Don't Know'): respondents were identified and removed from the final data during quality checks.
- D. Dynata used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.
- E. Duplicate responses: Dynata supports various techniques to ensure duplicate responses are not possible.

Secondly, respondents from Research First's Christchurch resident database were boosted from participants of previous CCC event surveys who had agreed to participate in further samples.

There were n=1,416 survey responses, of which n=776 were completed surveys comprising n=653 from the Dynata panel and n=120 from the Research First resident survey database. The remaining responses were from respondents who:

- did not complete the Survey (n=132; 9.3 percent)
- 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) n=45; 3.2 percent
- were excluded due to full demographic quotas (n=463, 32.7 percent).
- answered inconsistently in their survey answers (n=3).

A representative sample of n=773 respondents completed the Survey (see section 2.3 below). This achieved sample 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.

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).

2.1 Age

	% 18+ Population (2018 Census)	Proportion of respondents	Number of respondents
18-24 years	17%	7%	52
25-49 years	43%	48%	368
50-64 years	22%	23%	180
65+ years	18%	22%	169
Prefer not to say		1%	4

2.2 Gender

	% 18+ Population (2018 Census)	Proportion of respondents	Number of respondents
Male	49%	49%	382
Female	49%	50%	380
Gender-diverse	N/A	0%	2
Prefer not to say	N/A	1%	9

2.3 Community Board

	% 18+ Population (2018 Census)	Proportion of respondents	Number of respondents
Banks Peninsula	3%	2%	17
Coastal-Burwood	13%	12%	92
Fendalton-Waimairi-Harewood	18%	21%	164
Halswell-Hornby-Riccarton	21%	22%	167
Linwood-Central-Heathcote	21%	19%	149
Papanui-Innes	13%	12%	89
Spreydon-Cashmere	12%	12%	95

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 charts' summed 'top two box' score may not exactly match the sum of the two discrete scores in the tables.

Section 3

Detailed Findings

Strategic Governance

We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making) (LOS 4.1.9)

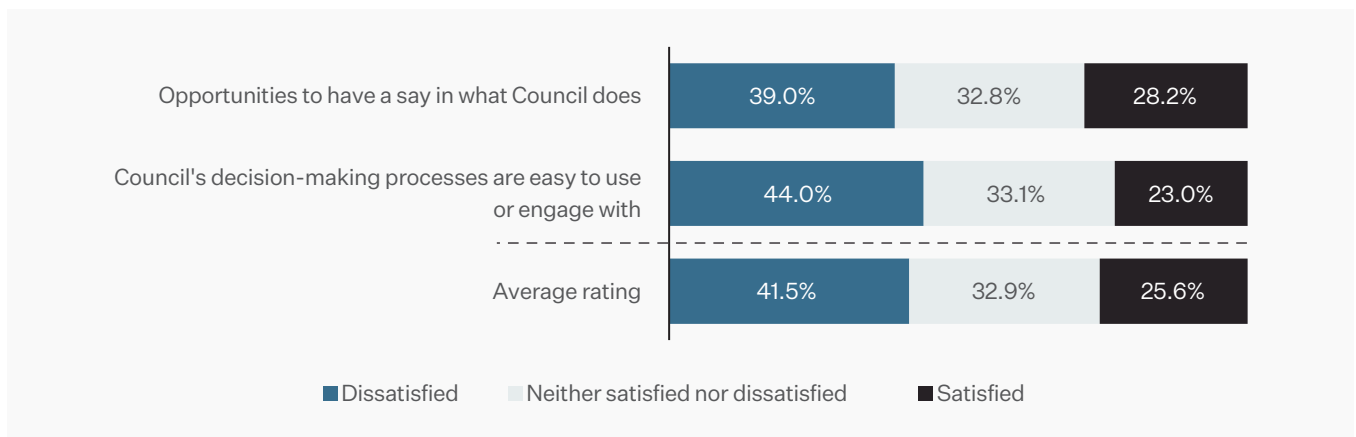
Survey participants were asked to evaluate the Council on their level of satisfaction regarding their perceptions about whether they feel they can participate in and contribute to Council decision making. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

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

On average, just over one-quarter (26%) of respondents are satisfied with their opportunities around engaging with the Council and the ease of that engagement. This LOS target is new to the 2022 survey. But this result falls well below the Level of Service (LOS) target of at least 41 percent.

3.1 Perceptions around engagement with the Council



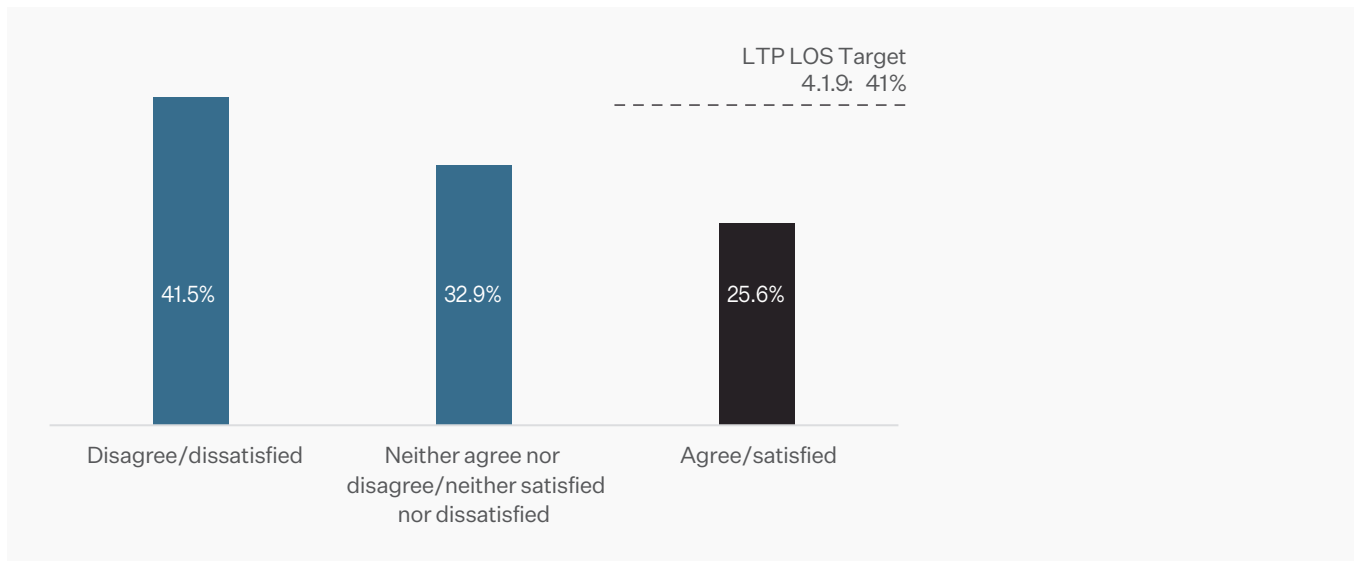
Base: total sample excluding Don't know/not applicable (n=748/732)

3.2 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	25	103	189	245	186	25
	%		13.8%	25.3%	32.8%	24.9%	3.3%
Council's decision-making processes are easy to use or engage with	n	41	115	207	242	148	20
	%		15.7%	28.3%	33.1%	20.2%	2.7%
Average Rating			14.7%	26.8%	32.9%	22.5%	3.0%

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

3.3 Average ratings of perceptions around engagement with the Council



“...most people are unaware of how the council works and what they are entitled to as ratepayers. It's not a healthy, well-functioning democratic and transparent process.”

“I suspect if the public understood some of the restrictions, funding issues, and moving parts around these decisions, we'd be a lot more understanding of perceived lack of progress on some issues. The main thing I'd like to see the council do more is to be open about why they are or aren't doing things.”

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’s effectiveness in fulfilling its governance role and the decision-making process. 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:

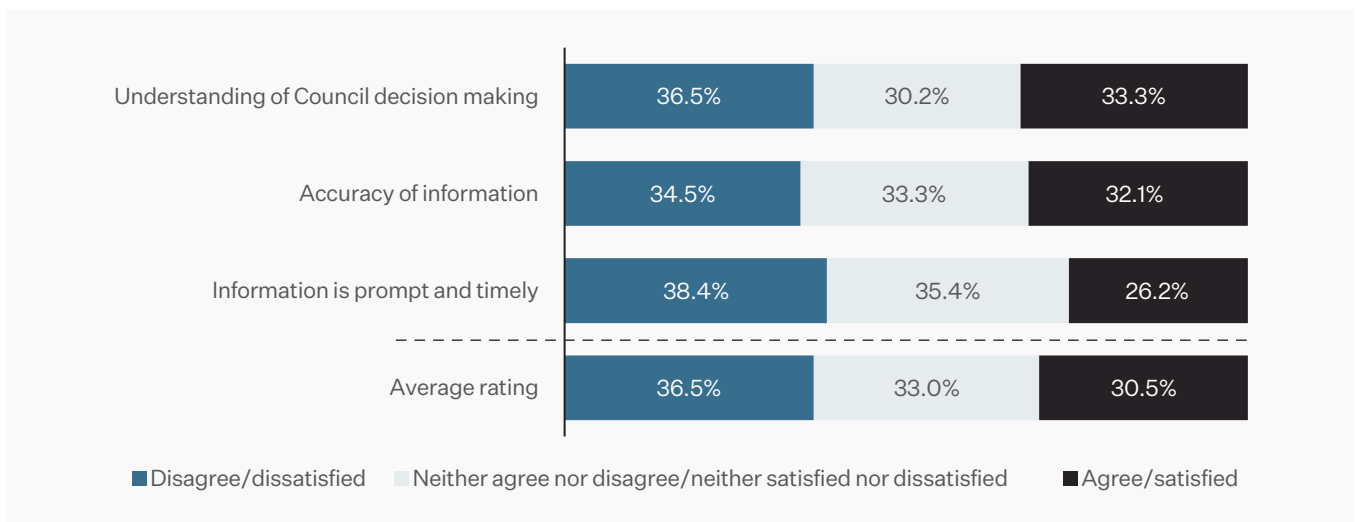
“Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”

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

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

On average, just over one in three (31 percent) rate Council’s decision-making process favourably. This result is a slight decline from 2021, when one third rated this measure favourably. However, this result exceeds the Level of Service (LOS) target of 30 percent.

3.4 Ratings of participation in and contribution to Council decision-making*



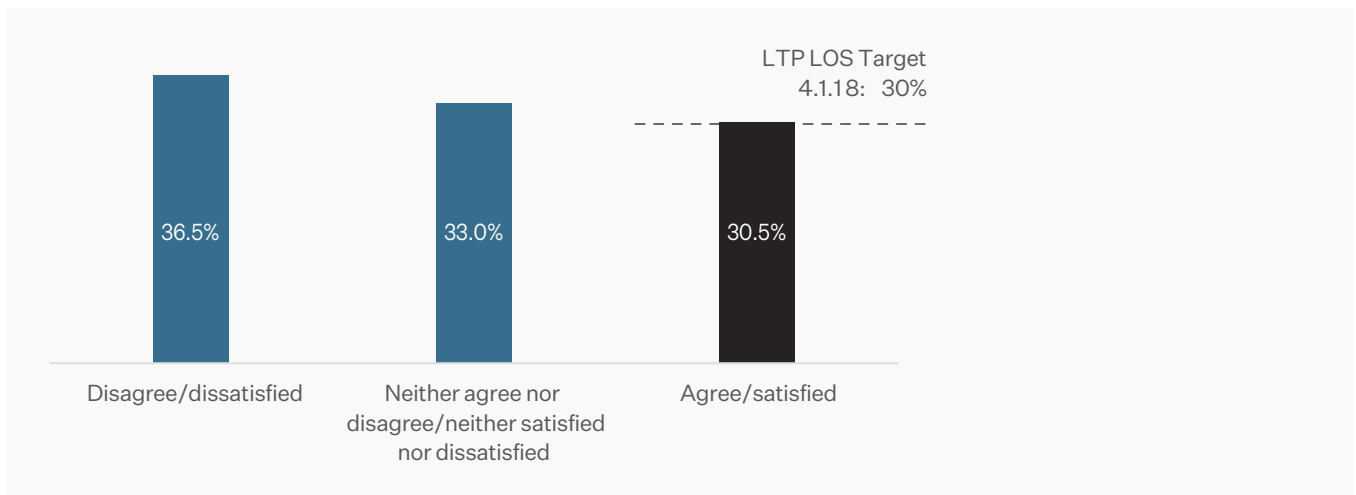
*Base: Total sample excluding don’t know/not applicable (n=754/741/740)

3.5 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	19	88	187	228	217	34
	%		11.7%	24.8%	30.2%	28.8%	4.5%
Accuracy of information	n	32	61	195	247	210	28
	%		8.2%	26.3%	33.3%	28.3%	3.8%
Information is prompt and timely	n	33	72	212	262	175	19
	%		9.7%	28.6%	35.4%	23.6%	2.6%
Average Rating			9.9%	26.6%	33.0%	26.9%	3.6%

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

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



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

“ I have a perception the council spends too much on pet projects and not enough on restoring infrastructure etc.”

Parks, Heritage & Coastal Environments

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:

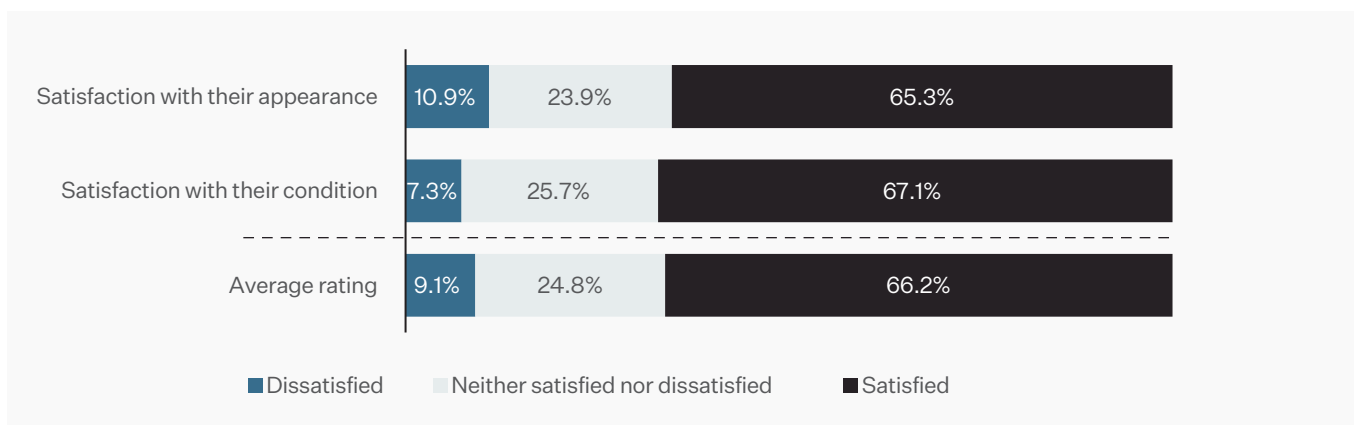
“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?”

“How satisfied or dissatisfied are you with their condition?”

Satisfaction has remained steady over the past 12 months. On average, just under two-thirds (66 percent) of residents are satisfied with the monuments’ appearance and condition; This result exceeds the Level of Service (LOS) target of 65 percent.

Residents from the Banks Peninsular Community Board were the most satisfied with the condition of their heritage assets, while those in Halswell-Hornby-Riccarton were the least satisfied.

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



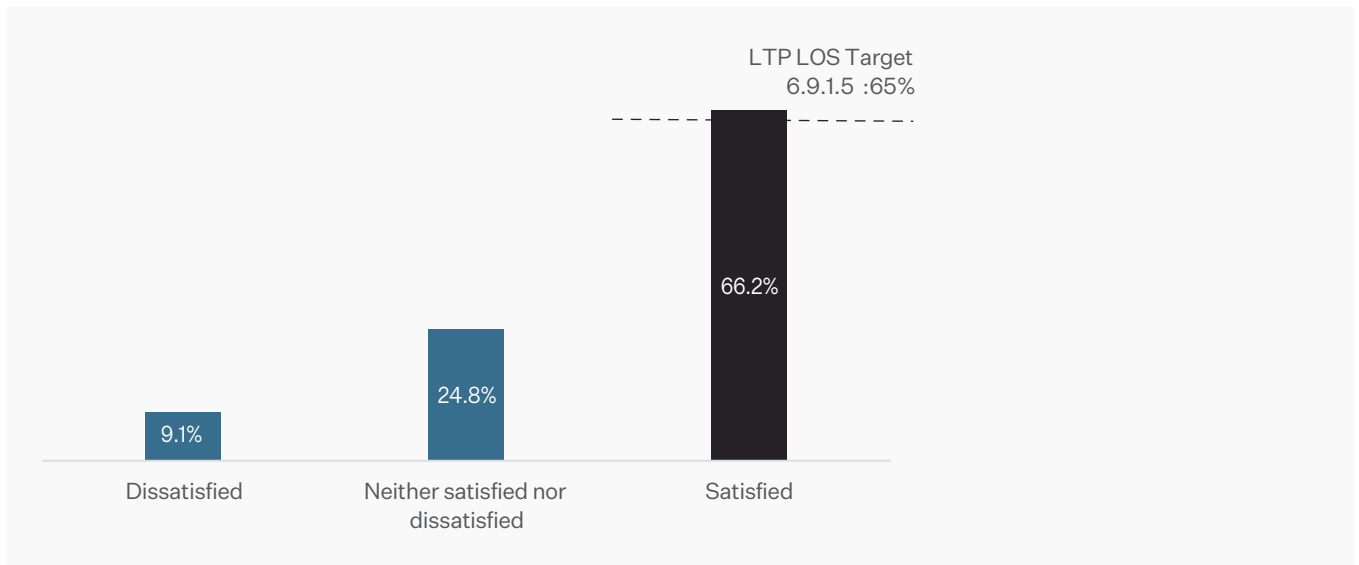
Base: Total sample excluding don’t know/not applicable (n=763/756)

3.8 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	10	20	63	182	409	89
	%		2.6%	8.3%	23.9%	53.6%	11.7%
Satisfaction with their condition	n	17	9	46	194	428	79
	%		1.2%	6.1%	25.7%	56.6%	10.4%
AVERAGE RATING			1.9%	7.2%	24.8%	55.1%	11.1%

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

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



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

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

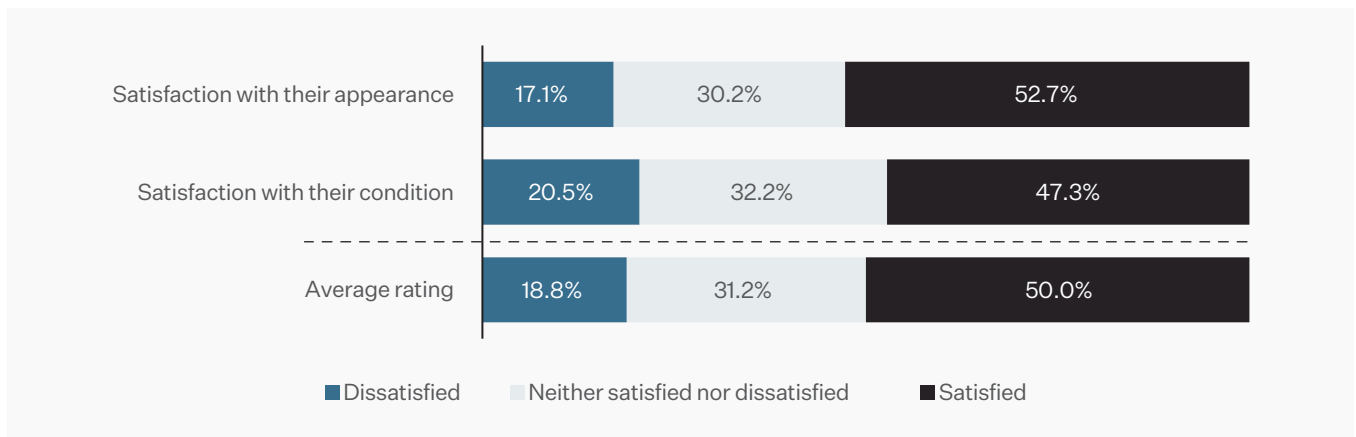
Survey participants were asked to evaluate the appearance and condition of the City’s heritage buildings. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“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. How satisfied or dissatisfied are you with the appearance of the City’s heritage buildings?”

“How satisfied or dissatisfied are you with the condition of these buildings?”

On average, half (50 percent) of residents are satisfied with the appearance and condition of the City’s heritage buildings, up from 48 percent in 2021. However, this result is below the Level of Service (LOS) target of 55 percent.

3.10 Satisfaction with appearance and condition of City’s heritage buildings



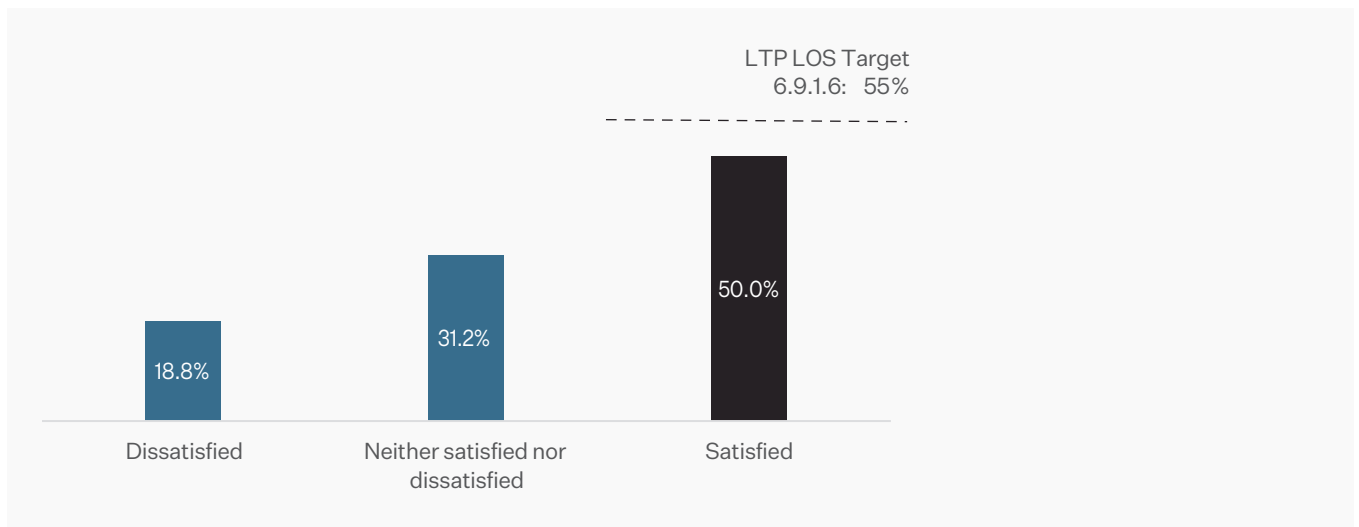
Base: Total sample excluding don’t know/not applicable (n=759/751)

3.11 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	14	26	104	229	340	60
	%		3.4%	13.7%	30.2%	44.8%	7.9%
Satisfaction with their condition	n	22	29	125	242	306	49
	%		3.9%	16.6%	32.2%	40.7%	6.5%
AVERAGE RATING			3.6%	15.2%	31.2%	42.8%	7.2%

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

3.12 Average level of satisfaction with City’s heritage buildings



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

Refuse Disposal

Customer satisfaction with kerbside collection (LOS 8.0.3)

Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. Three services were 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, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

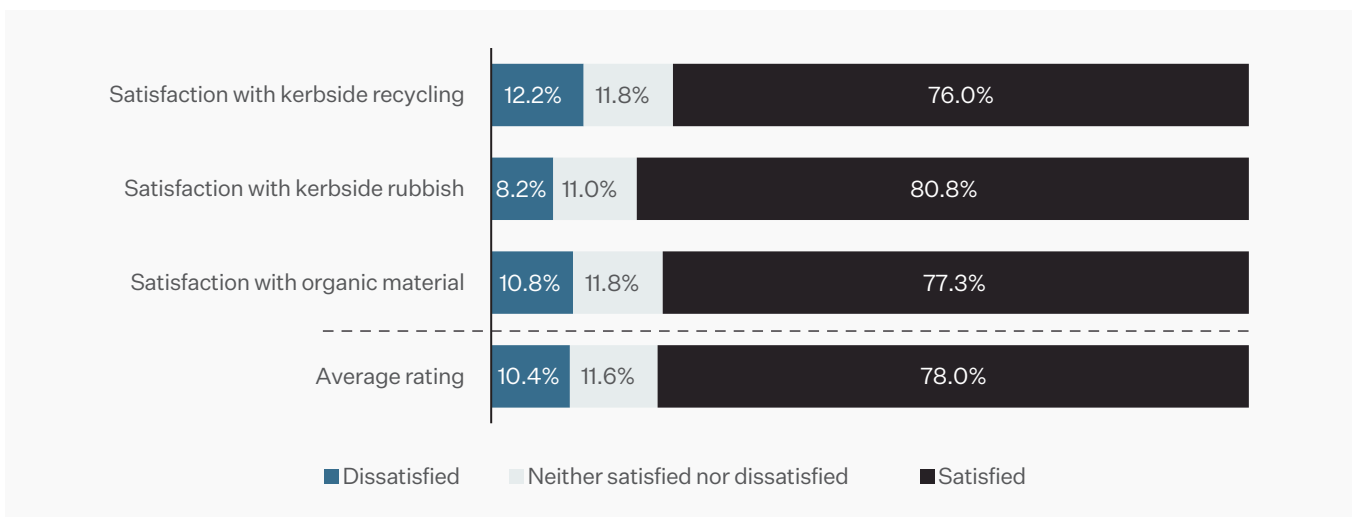
“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

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

Overall, just under eight in ten residents (78 percent) are satisfied with their refuse disposal services. This result falls just short of the Level of Service (LOS) target of 80 percent. But taken individually, all waste disposal services are comparable to 2021 satisfaction levels.

Residents over 65 years were more likely to be very satisfied with their kerbside rubbish services, specifically the green bin.

3.13 Satisfaction with kerbside collection services



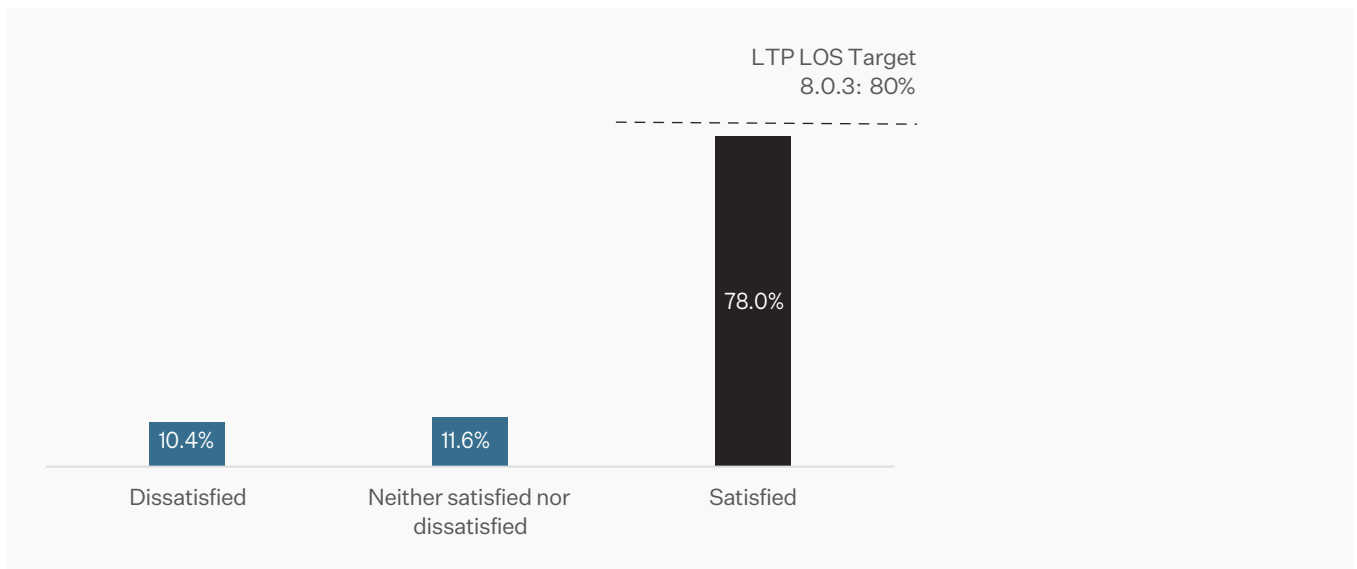
Base Total sample excluding don't know/not applicable (n=771/770/768)

3.14 Satisfaction with kerbside collection services*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with kerbside recycling	n	2	31	63	91	368	218
	%		4.0%	8.2%	11.8%	47.7%	28.3%
Satisfaction with kerbside rubbish	n	3	21	42	85	379	243
	%		2.7%	5.5%	11.0%	49.2%	31.6%
Satisfaction with organic material	n	5	29	54	91	367	227
	%		3.8%	7.0%	11.8%	47.8%	29.6%
AVERAGE RATING			3.5%	6.9%	11.6%	48.2%	29.8%

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

3.15 Average level of satisfaction with waste disposal services



“ Bin collection is very good - never have had a problem, and I like that the yellow bins have been checked in my area and people educated on what can and cannot go in it.”

“ I love the three bins for rubbish collections. It's one of the best ideas ever.”

Sewerage and Stormwater

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. How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

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

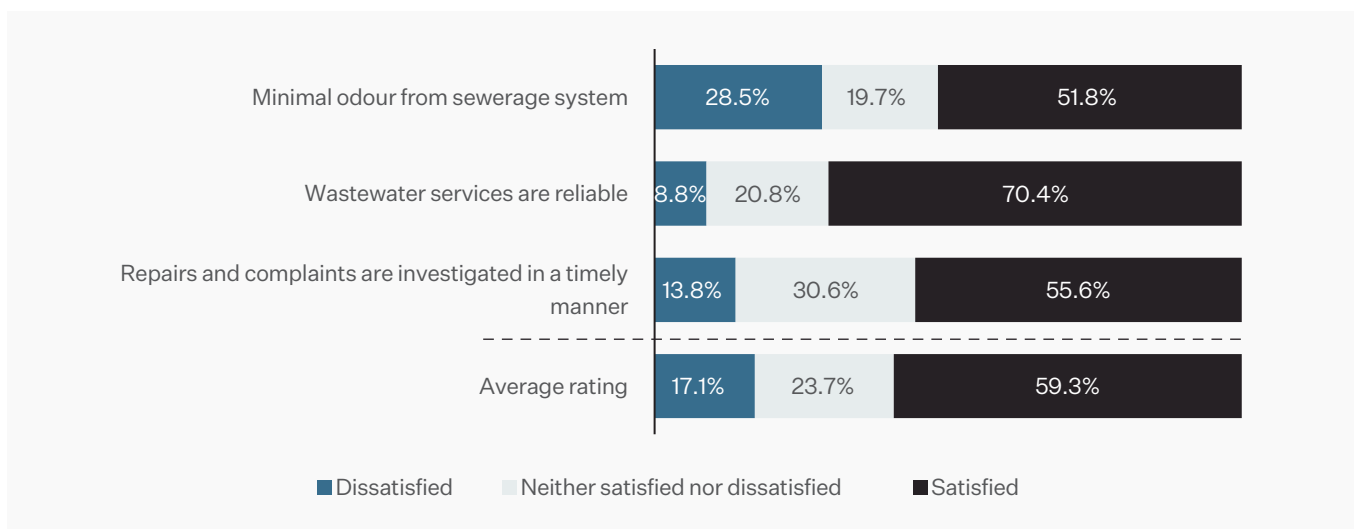
“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

On average, just under six in ten (59 percent) of residents were satisfied with the sewerage and wastewater facilities, a decrease of 1 percent over the past 12 months. But this result falls below the Level of Service (LOS) target of 67 percent.

Like 2020 and 2021, the Linwood-Central-Heathcote Community Board residents are less satisfied that there is a minimal odour from the sewerage system or that repairs and complaints are investigated in a timely manner.

“ The smell in the air. Recently I have been walking outside and been hit with a waft of sewerage smells.”

3.16 Satisfaction with sewerage and wastewater services



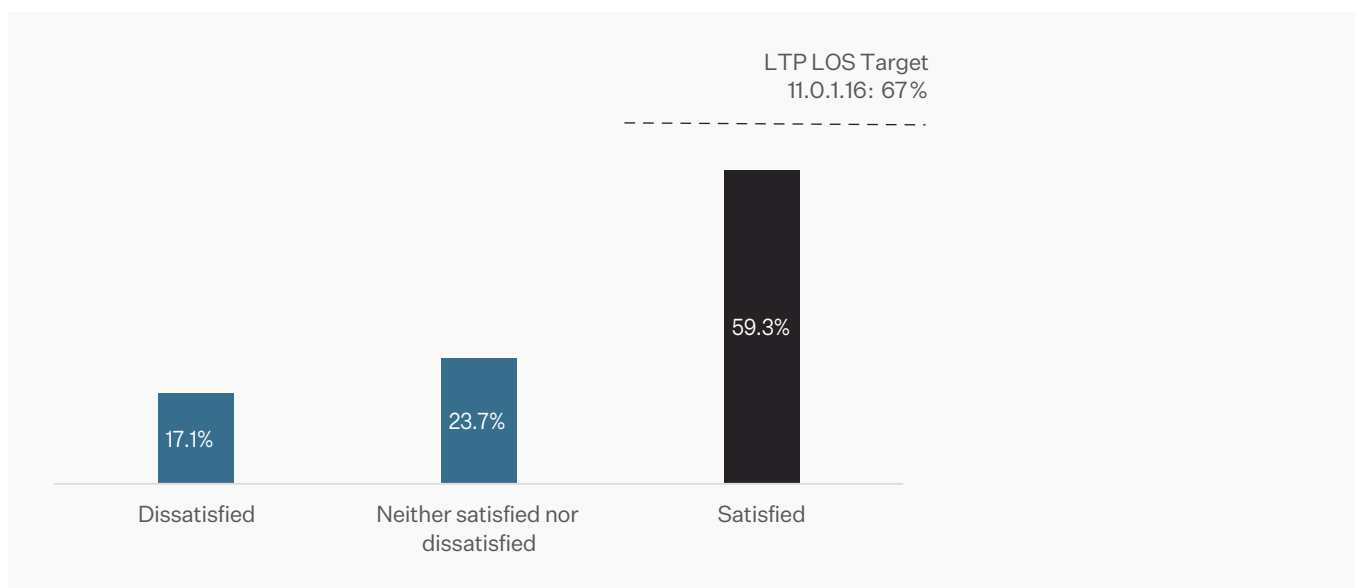
Base: Total sample excluding don't know/not applicable (n=736/746/674)

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	37	78	132	145	292	89
	%		10.6%	17.9%	19.7%	39.7%	12.1%
Wastewater services are reliable	n	27	26	40	155	410	115
	%		3.5%	5.4%	20.8%	55.0%	15.4%
Repairs and complaints are investigated in a timely manner	n	99	31	62	206	302	73
	%		4.6%	9.2%	30.6%	44.8%	10.8%
AVERAGE RATING			6.2%	10.8%	23.7%	46.5%	12.8%

* 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

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. How satisfied or dissatisfied are you with the condition of waterways?”

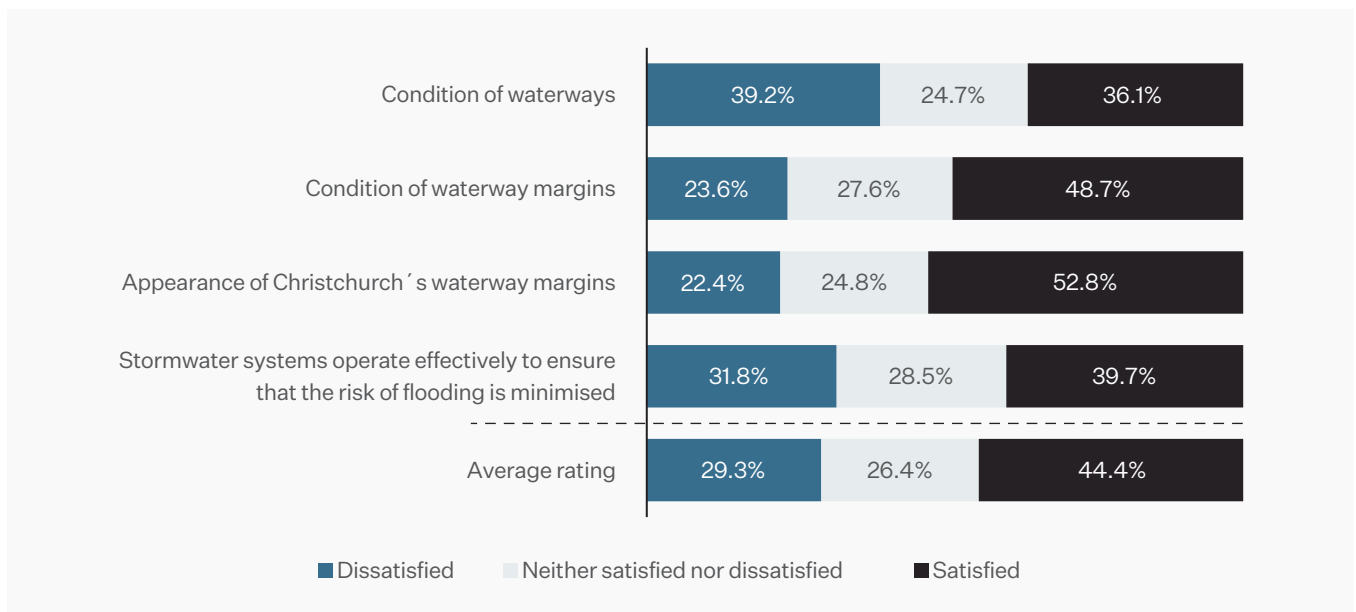
“How satisfied or dissatisfied are you with the condition of waterway margins?”

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

“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, 44 percent of residents were satisfied with the stormwater network, like 12 months ago (45 percent). This result is above the Level of Service (LOS) target of 40 percent.

3.19 Satisfaction with waterways and the stormwater network



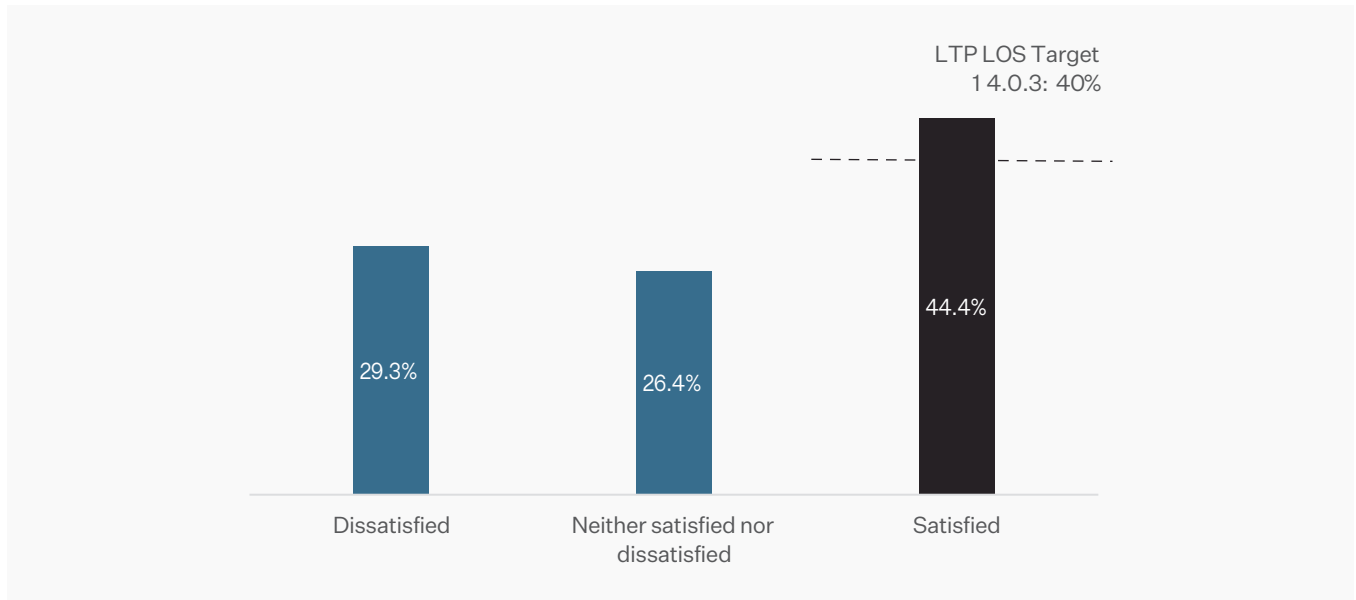
Base: total sample excluding Don’t know/not applicable (n=761/753/759/748)

3.20 Satisfaction with waterways and the stormwater network*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of waterways	n	12	95	203	188	248	27
	%		12.5%	26.7%	24.7%	32.6%	3.5%
Condition of waterway margins	n	20	50	128	208	335	32
	%		6.6%	17.0%	27.6%	44.5%	4.2%
Appearance of Christchurch's waterway margins	n	14	63	107	188	346	55
	%		8.3%	14.1%	24.8%	45.6%	7.2%
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	25	64	174	213	257	40
	%		8.6%	23.3%	28.5%	34.4%	5.3%
AVERAGE RATING			9.0%	20.3%	26.4%	39.3%	5.1%

* 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

“ I think the most important area personally is our waterways. Because our rivers, streams etc., are often parallel to a road/walkway, our water has continuous runoff that increases our water pollution. We have the privilege of having such beautiful, clean mountain water at our fingertips, yet treat the water in our City pretty poorly, in my opinion.”

Transportation

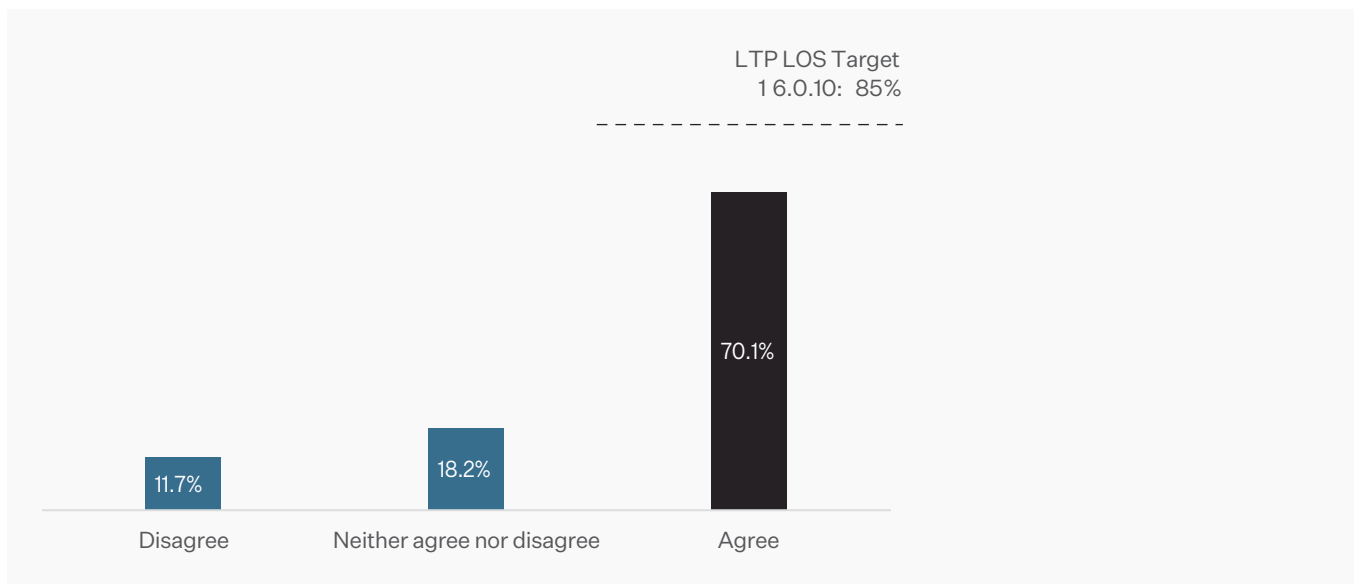
Improve the perception that Christchurch is a ‘walking-friendly’ City (LOS 16.0.10)

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:

“How much would you agree or disagree that Christchurch is a walking friendly City?”

Seven in ten participants (70 percent; down 4 percent over the past year) of residents agree that Christchurch is a ‘walking-friendly’ City; substantially 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=759)

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	14	29	60	138	409	123
	%		3.8%	7.9%	18.2%	53.9%	16.2%

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

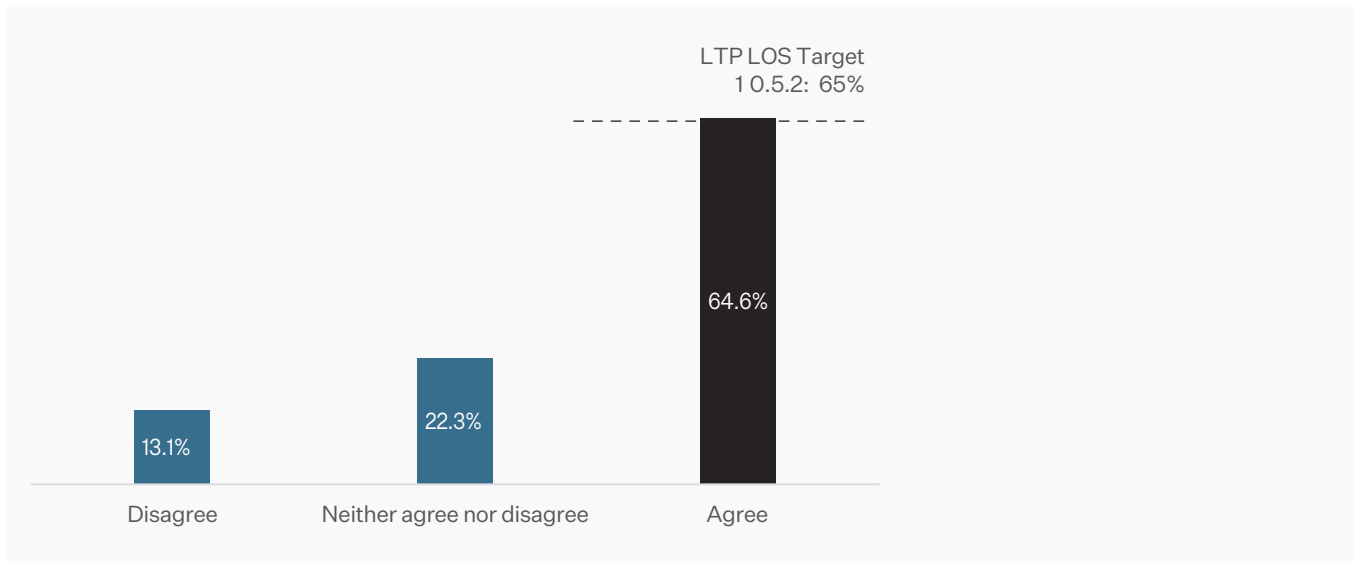
Improve the perception that Christchurch is a ‘cycling-friendly’ City (LOS 10.5.2)

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. 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, and this result has been stable over the past year. This result meets the Level of Service (LOS) target of 65 percent.

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



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

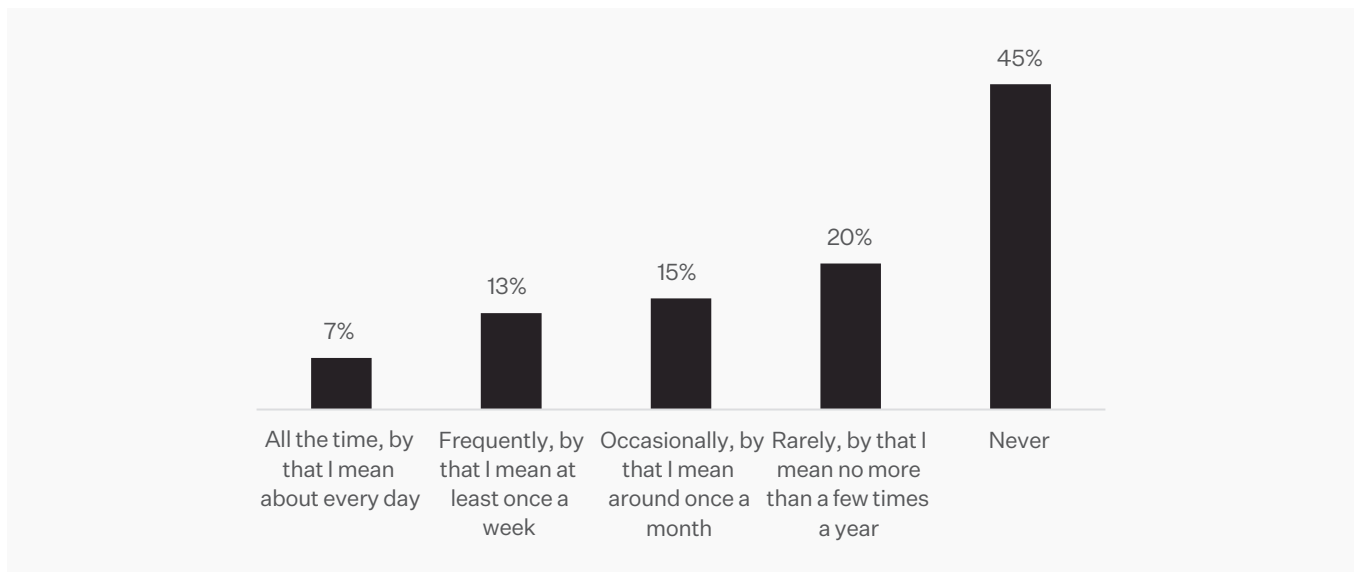
3.25 Level of agreement the Christchurch is a ‘cycle-friendly’ City*

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a cycle friendly City	n	30	30	67	166	365	115
	%		4.0%	9.0%	22.3%	49.1%	15.5%

* 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. Two in ten participants (20 percent) had cycled on public roads at least once a week. But this percentage has declined over the past year by 4 percent (down from 24 percent). Indeed, the percentage of those who never cycle has increased by 6 percent.

3.26 Frequency of cycling on public roads



Cycling is age and gender-dependent, where younger people are more likely to cycle than older people, and more males frequently cycle than females.

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

Roads and Footpaths

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:

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

Just over one quarter (27 percent) of residents are satisfied with the condition of roads. This result exceeds the Level of Service (LOS) target of 25 percent.

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



Base: Total sample excluding don't know/not applicable (n=769)

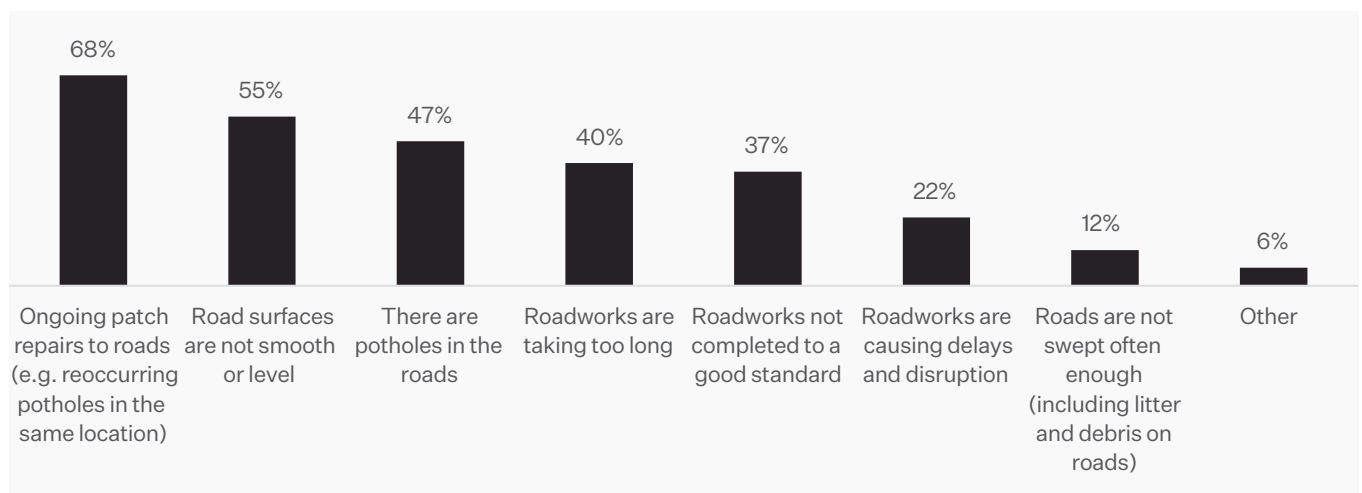
3.28 Satisfaction with the condition of roads, excluding residential red zone roads*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of roads	n	4	132	265	168	181	23
	%		17.2%	34.5%	21.8%	23.5%	3.0%

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

Survey participants who were dissatisfied or very dissatisfied with the condition of Christchurch’s roads were asked to identify the three main reasons why. The condition of the road surfaces (potholes and patch repairs, and roads not smooth) were the major reasons identified.

3.29 Reasons for dissatisfaction with the condition of the roads



* Don't know/not applicable responses have not been included in all percentages (n=397)

- “ We need better-designed roads, particularly in new developments like Wigram Skies. Safety at intersections needs to be improved, and visibility needs to be improved. Also, road works should NEVER be performed at night in residential areas.”
- “ Inspection ports in the roadway are, in many cases, recessed far too deeply (some as much as 20cms) potentially causing damage to the suspension of motor vehicles, if not the motorist’s control of their vehicle when crossing such a depression.”
- “ ...the roadworks only seem to finish briefly, and then the road cones come out again, and they start over again and again.”

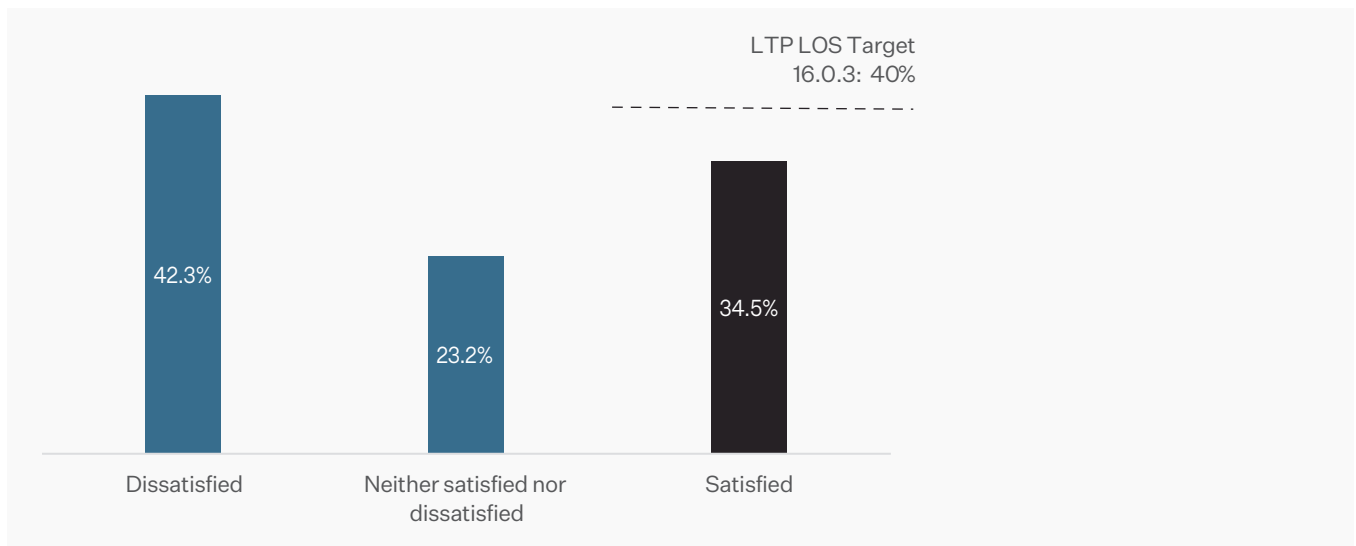
Improve resident satisfaction with footpath condition (LOS 16.0.9)

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:

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

Just over one-third (35 percent) of residents are satisfied with the footpaths in the City; below the Level of Service (LOS) target of 40 percent.

3.30 Satisfaction with the condition of footpaths, excluding residential red zone footpaths



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

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

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of footpaths excluding residential red zone footpaths	n	7	96	228	178	239	25
	%		12.5%	29.8%	23.2%	31.2%	3.3%

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

Water Supply

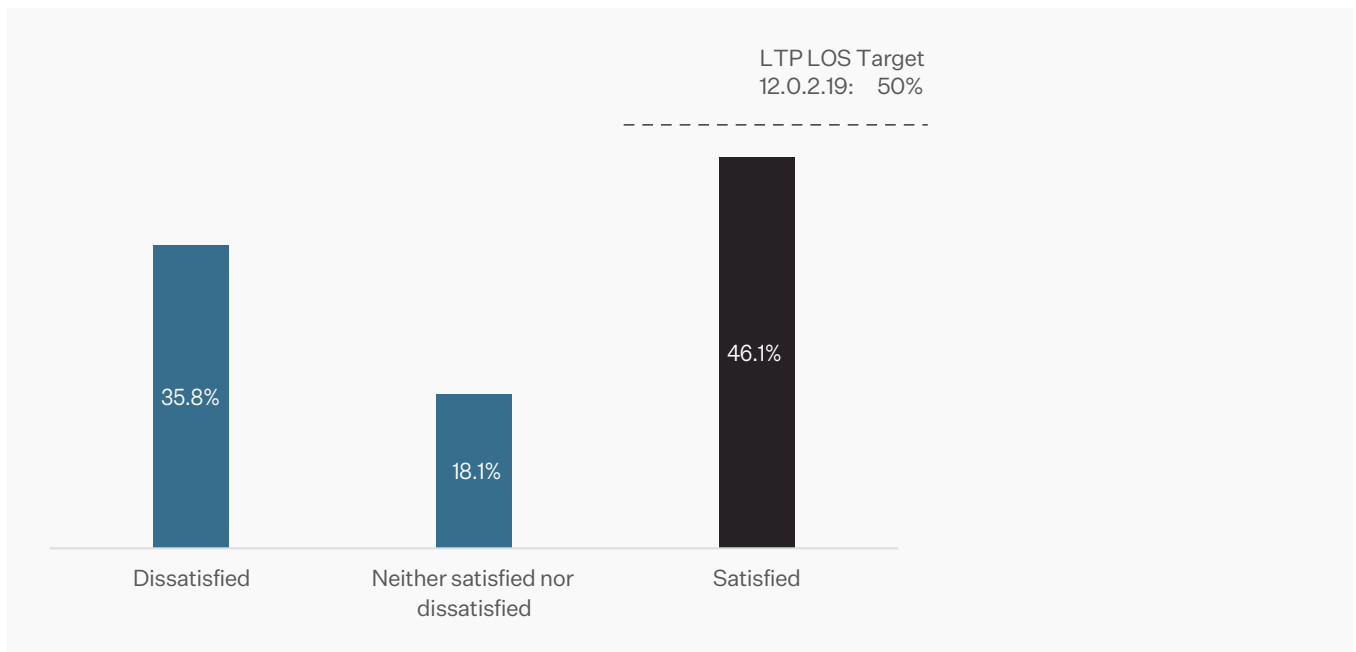
Proportion of residents satisfied with the quality of Council water supplies (LOS 12.0.2.19)

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:

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

Forty-six percent of residents were satisfied with the quality of the water supply, below the Level of Service (LOS) target of 50 percent. Although similar to 2021 (45 percent), it represents a significant improvement from 2019, when only 37 percent were satisfied.

3.32 Satisfaction with quality of water supply



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

3.33 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	7	103	171	139	257	96
	%		13.4%	22.3%	18.1%	33.6%	12.5%

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

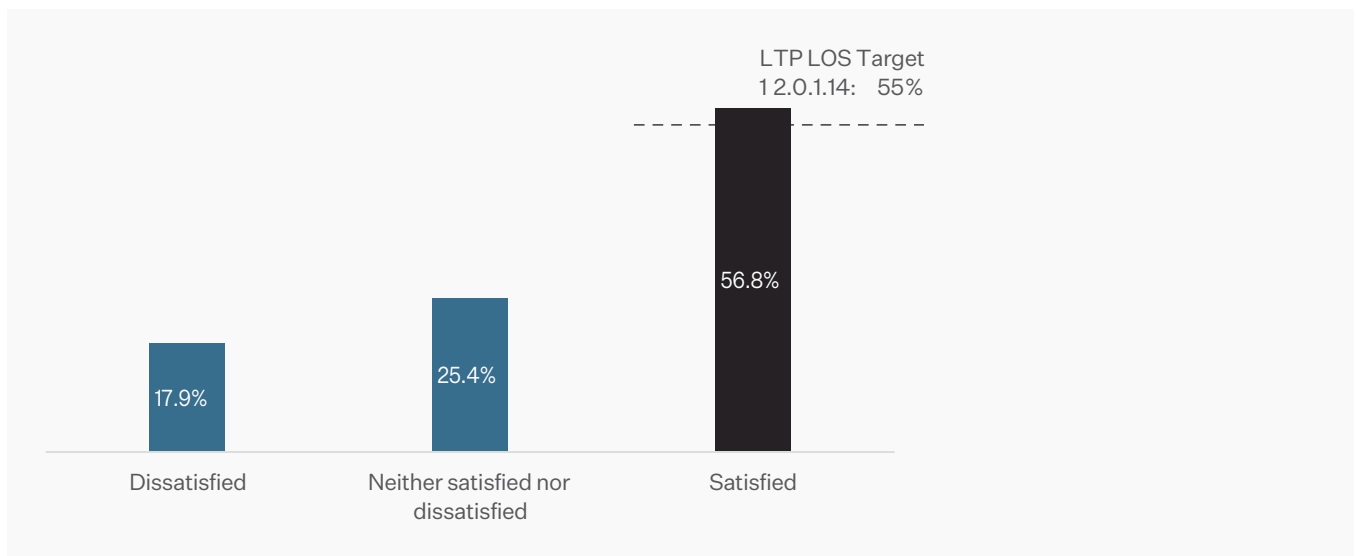
Proportion of residents satisfied with responsiveness of Council to water supply problems (LOS 12.0.1.14)

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:

“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 2021, where 52 percent of residents were satisfied, 57 percent of residents are satisfied with the responsiveness offered by the Council in 2022. This result exceeds the Level of Service (LOS) target of 55 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=794)

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	79	42	82	176	305	89
	%		6.1%	11.8%	25.4%	43.9%	12.8%

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

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

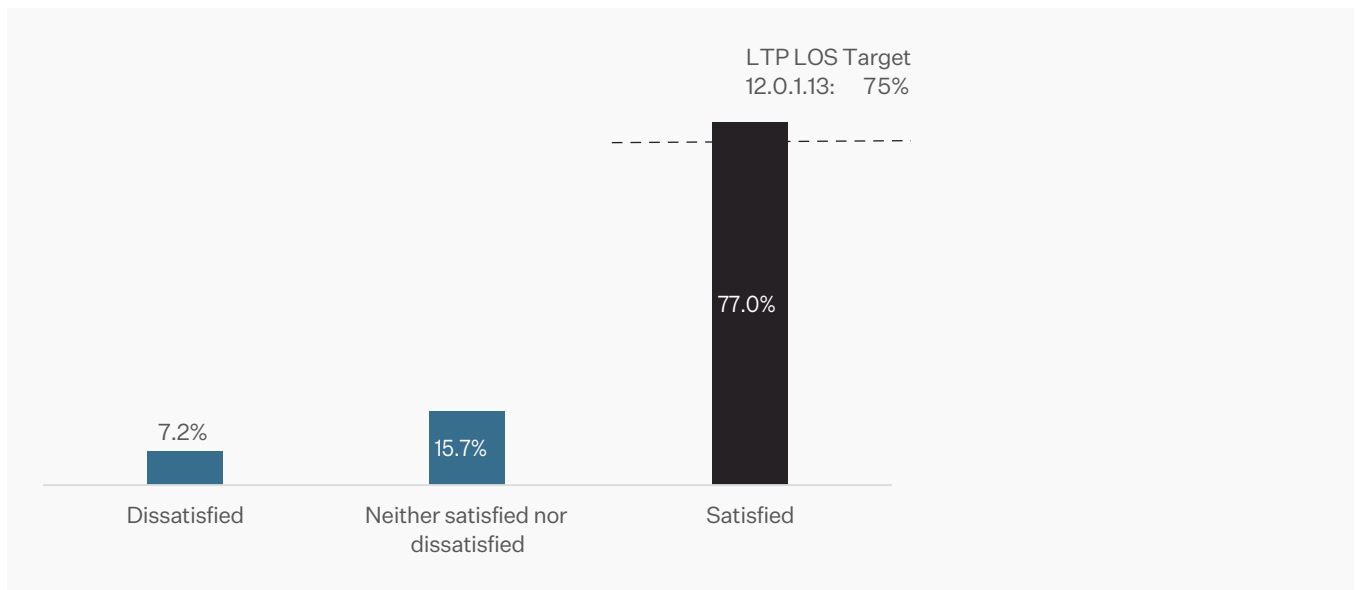
Survey participants were asked to rate their satisfaction with the reliability of the Council water supply using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“How satisfied or dissatisfied are you that the water supply is reliable?”

Just over three quarters (77 percent) of residents are satisfied with the reliability of the water supply. This result exceeds the Level of Service (LOS) target of 75 percent and slightly improved from 2021, when 75 percent were satisfied.

Residents of the Banks Peninsular and Coastal-Burwood Community Boards were significantly less satisfied with the water supply reliability.

3.36 Satisfaction with the reliability of water supply



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

3.37 Satisfaction rating with the reliability of water supply

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Reliability of water supply	n	11	16	39	120	385
	%		2.1%	5.1%	15.7%	50.5%

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

Parking

Survey participants were asked to rate their satisfaction concerning parking facilities run by the Council. Parking on-street was the predominant use of those facilities. Just under seven in ten (69 percent) of participants had parked on-street, and a half (50 percent) had parked in an off-street Council facility in the past 12 months. But about one in two (18 percent) participants had not parked their vehicle in a Council parking facility.

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

To evaluate satisfaction with Council parking facilities, four factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

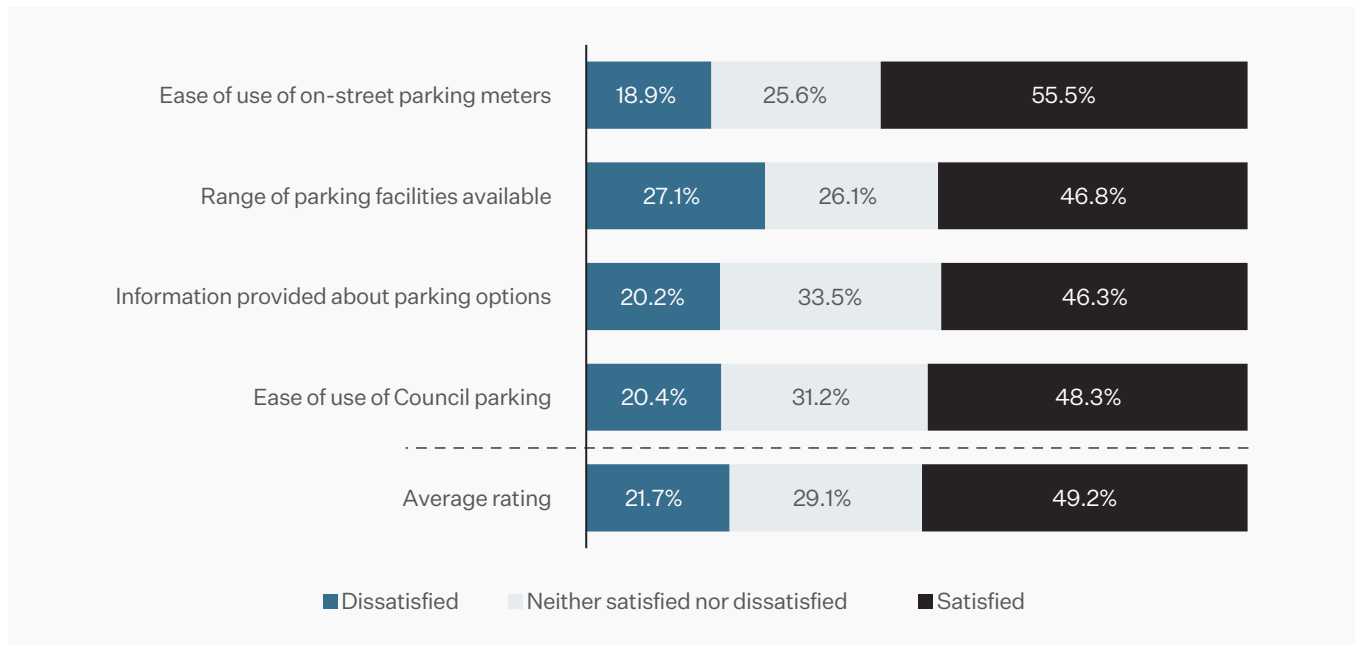
“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”

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

“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, the same result as in 2021. This result falls just below the Level of Service (LOS) target of 50 percent.

3.38 Satisfaction with on-street parking facilities



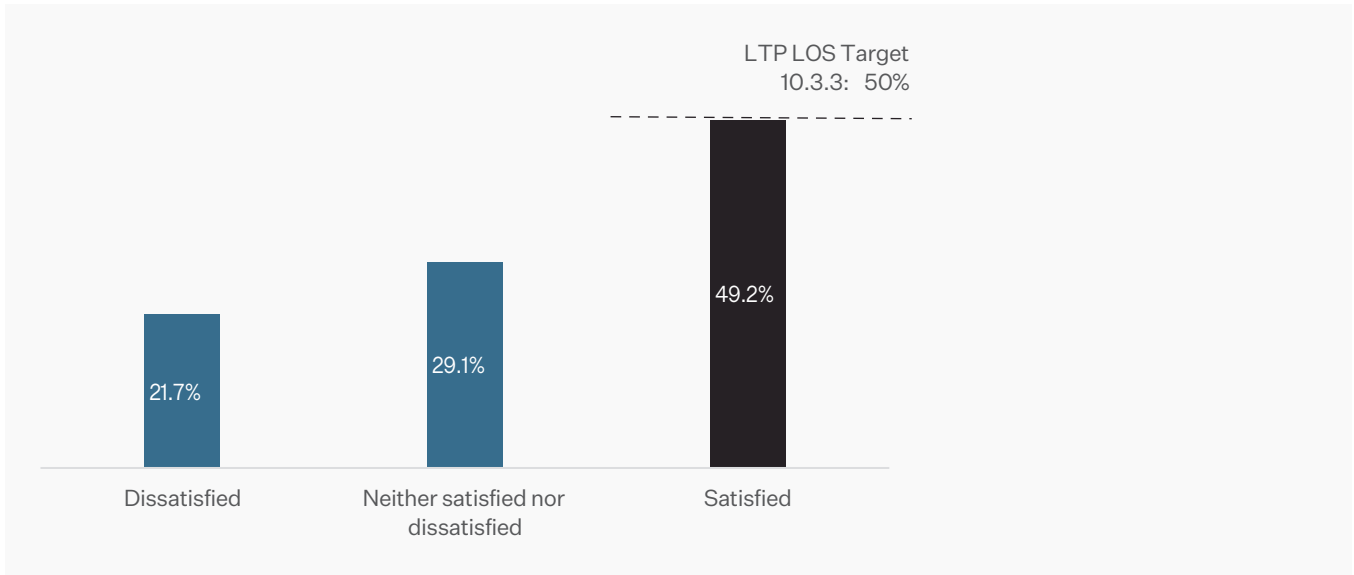
Base: Total sample excluding don't know/not applicable (n=719/728/732/724)

3.39 Satisfaction with on-street parking facilities

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Ease of use of on-street parking meters	n	34	44	92	184	334	65
	%		6.1%	12.8%	25.6%	46.5%	9.0%
Range of parking facilities available	n	25	56	141	190	284	57
	%		7.7%	19.4%	26.1%	39.0%	7.8%
Information provided about parking options	n	21	47	101	245	290	49
	%		6.4%	13.8%	33.5%	39.6%	6.7%
Ease of use of Council parking	n	29	49	99	226	293	57
	%		6.8%	13.7%	31.2%	40.5%	7.9%
AVERAGE RATING			6.8%	14.9%	29.1%	41.4%	7.9%

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

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 runoff 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:

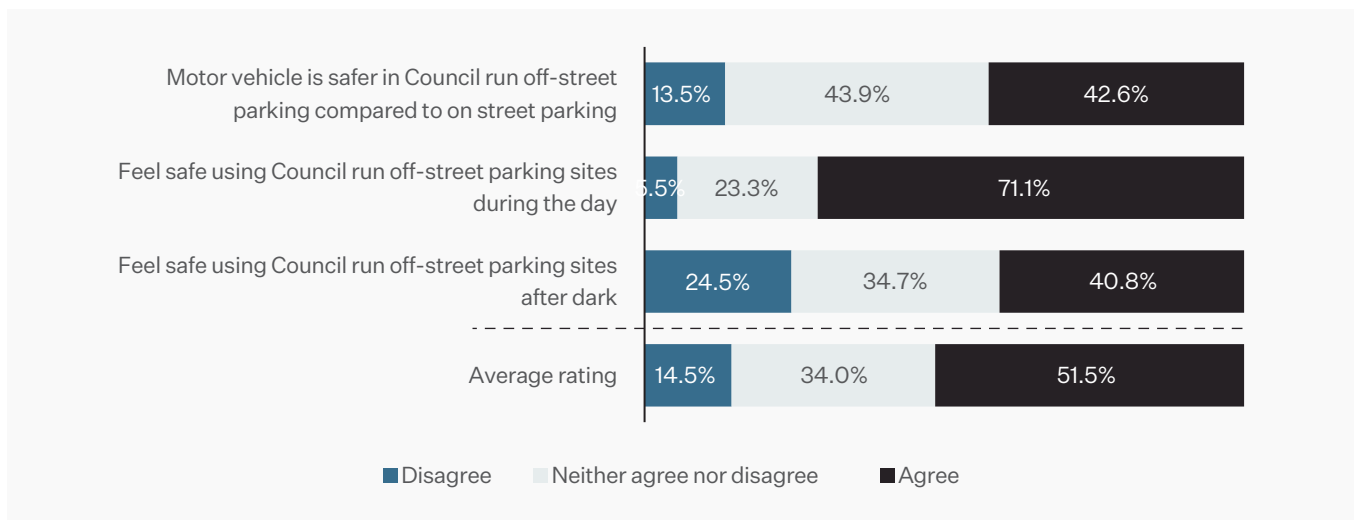
“How much would you agree or disagree that your motor vehicle is safer in Council-run off-street parking compared to on-street parking?”

“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, 52 percent agree that they feel safe using off-street parking. This result exceeds the Level of Service (LOS) target of 50 percent. These results show a slight improvement on 2021 (50 percent).

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



Base: Total sample excluding don't know/not applicable (n=706/707/677)

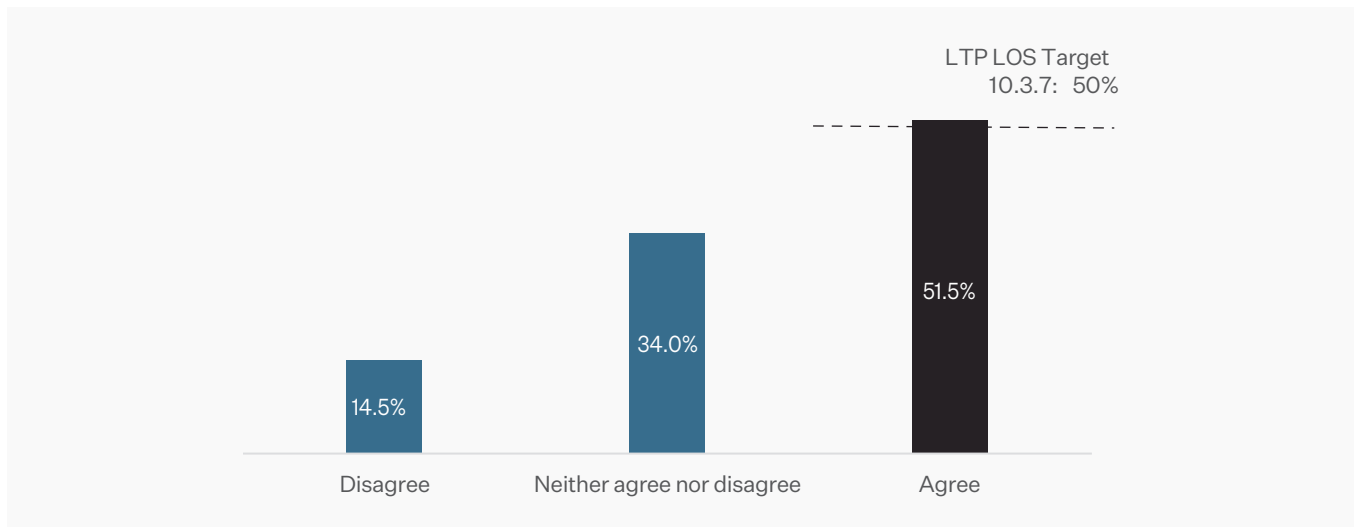
While most respondents felt safe using a Council run off-street parking facility during the day, less than half felt safe using these same facilities after dark. This sentiment was particularly salient for female respondents.

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	47	28	67	310	239	62
	%		4.0%	9.5%	43.9%	33.9%	8.8%
Feel safe using Council run off-street parking sites during the day	n	46	15	24	165	395	108
	%		2.1%	3.4%	23.3%	55.9%	15.3%
Feel safe using Council run off-street parking sites after dark	n	76	37	129	235	227	49
	%		5.5%	19.1%	34.7%	33.5%	7.2%
AVERAGE RATING			3.9%	10.6%	34.0%	41.1%	10.4%

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

Parks and Green Spaces

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

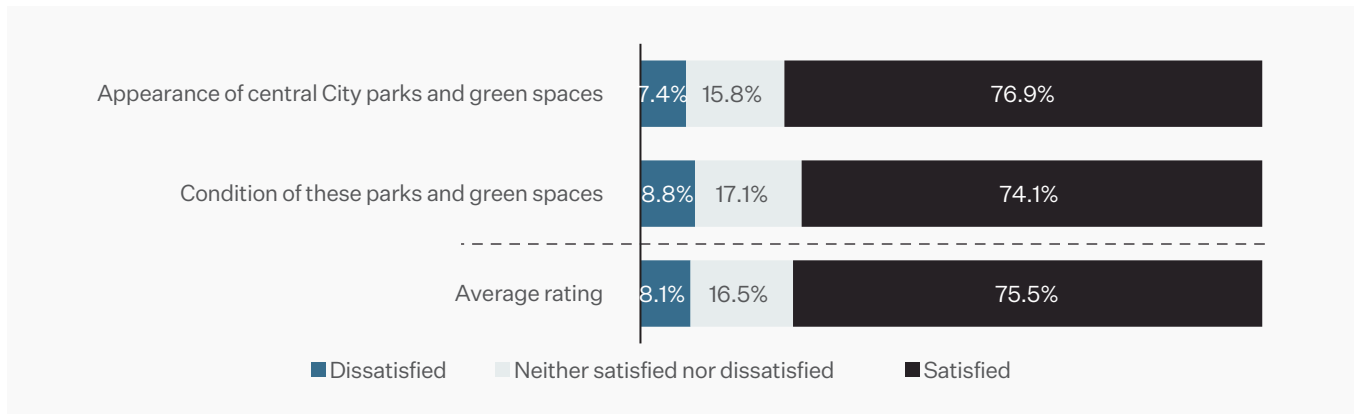
Survey participants were asked to rate their satisfaction with parks and green spaces. Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“How satisfied or dissatisfied are you with the appearance of central City parks and green spaces?”

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

On average, 76 percent of residents are satisfied with parks and green spaces, a decrease of 6 percent over the past 12 months. This result just falls below the Level of Service (LOS) target of 80 percent.

3.44 Satisfaction with parks and green spaces



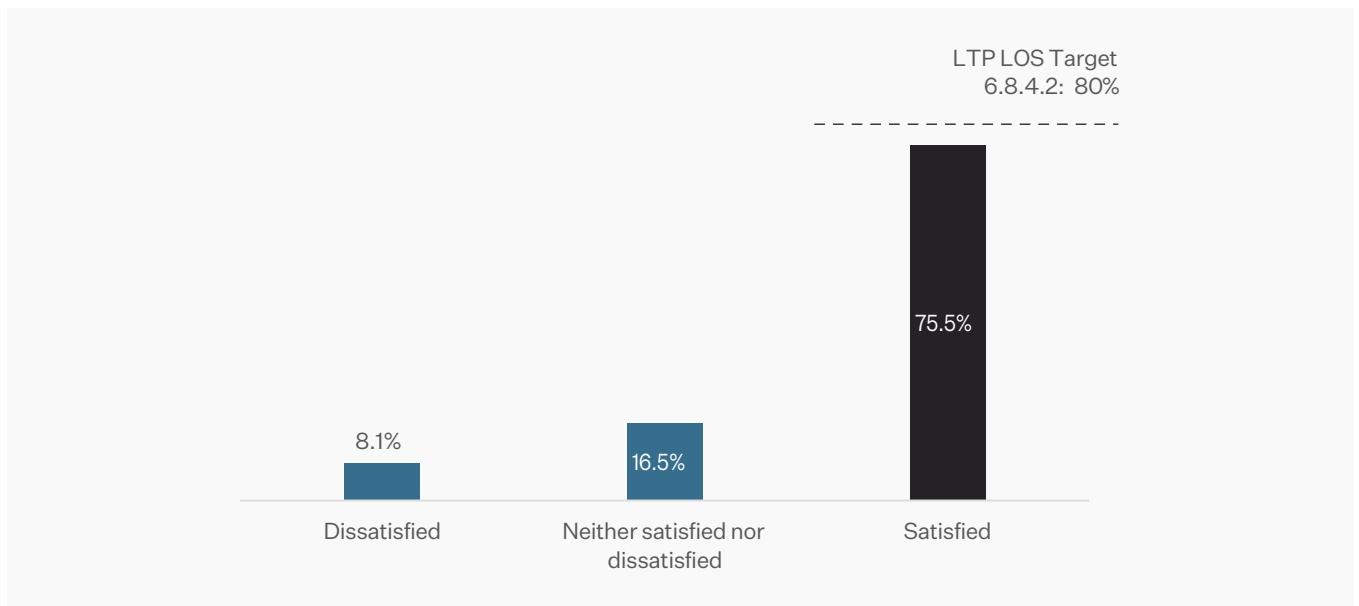
Base: total sample excluding Don’t know/not applicable (n=761/764)

3.45 Satisfaction with parks and green spaces

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Appearance of central City parks and green spaces	n	12	13	43	120	418	167
	%		1.7%	5.7%	15.8%	54.9%	21.9%
Condition of these parks and green spaces	n	9	17	50	131	405	161
	%		2.2%	6.5%	17.1%	53.0%	21.1%
AVERAGE RATING			2.0%	6.1%	16.5%	54.0%	21.5%

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

“ The central City parks and gardens are very well maintained.”

Satisfaction with the overall availability of recreation facilities within the City’s parks and foreshore network (LOS 6.8.5)

New to the 2022 survey, participants were asked to rate their satisfaction with the availability of recreation facilities within the City. Before 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). For this reason, these results are not directly comparable to results for 2022 onward.

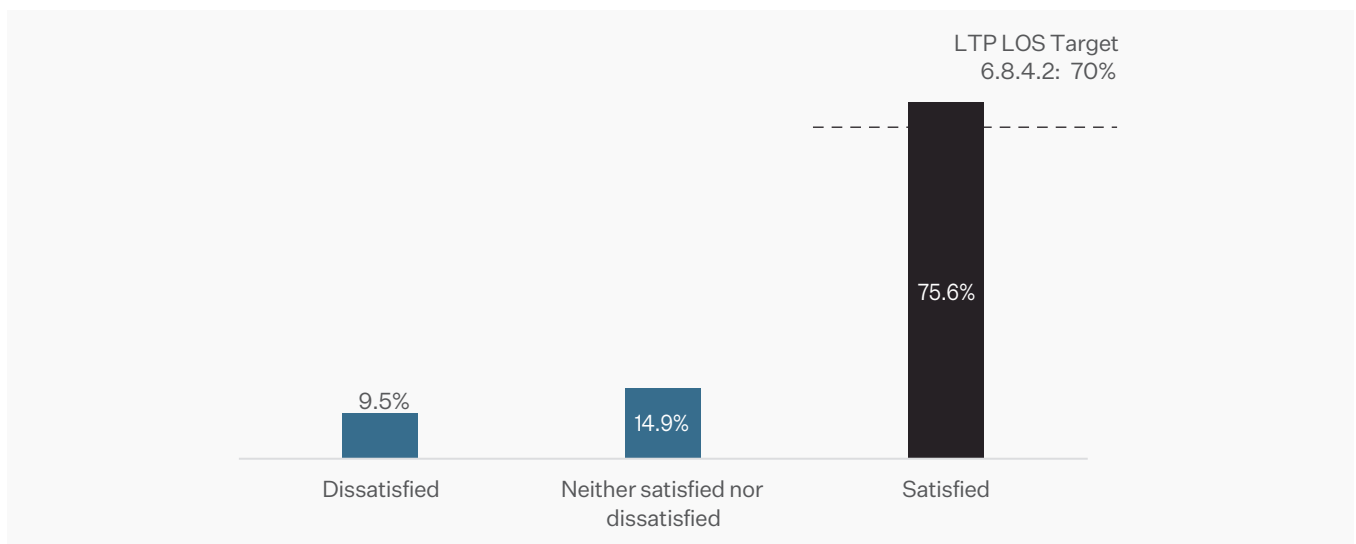
Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. The LOS was measured using the first factor only:

“Thinking about the City’s parks network as a whole, how satisfied or dissatisfied are you with the range of recreation facilities available in the City’s parks (including beach park areas)?”

“How satisfied or dissatisfied are you with the information provided about recreation facilities in the City’s parks (including beach park areas)?”

On average, 76 percent of residents are satisfied with the range of recreation facilities in the City’s parks. This result falls above the Level of Service (LOS) target of 70 percent.

3.47 Satisfaction with the range of recreation facilities available in the City’s parks



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

3.48 Satisfaction with the range of recreation facilities available in the City's parks and with information provided about facilities

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Range of recreation facilities available in the City's parks	n	15	15	57	113	433	140
	%		2.0%	7.5%	14.9%	57.1%	18.5%
Information provided about recreation facilities in the City's parks	n	19	11	55	188	401	99
	%		1.5%	7.3%	24.9%	53.2%	13.1%

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

Overall Satisfaction and Opportunities for Improvement

Overall satisfaction with the Council’s performance in delivering its services has declined substantially over the past 12 months (from 49% in 2021 to 42% in 2022). Levels of dissatisfaction have increased by the same amount (from 21 percent 12 months ago up to 29% in 2022).

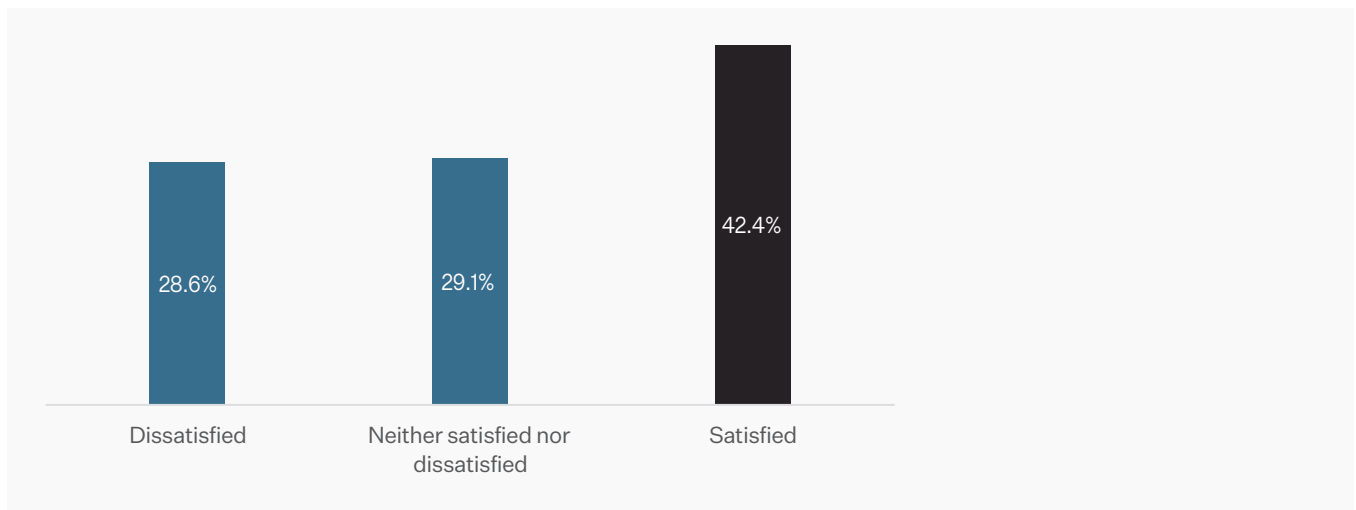
Generally, the main reasons for dissatisfaction are the Council’s provision of services and disapproval of Council spending.

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:

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?”

3.49 Overall satisfaction with the Council’s performance



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

3.50 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	20	72	143	219	280	39
	%		9.6%	19.0%	29.1%	37.2%	5.2%

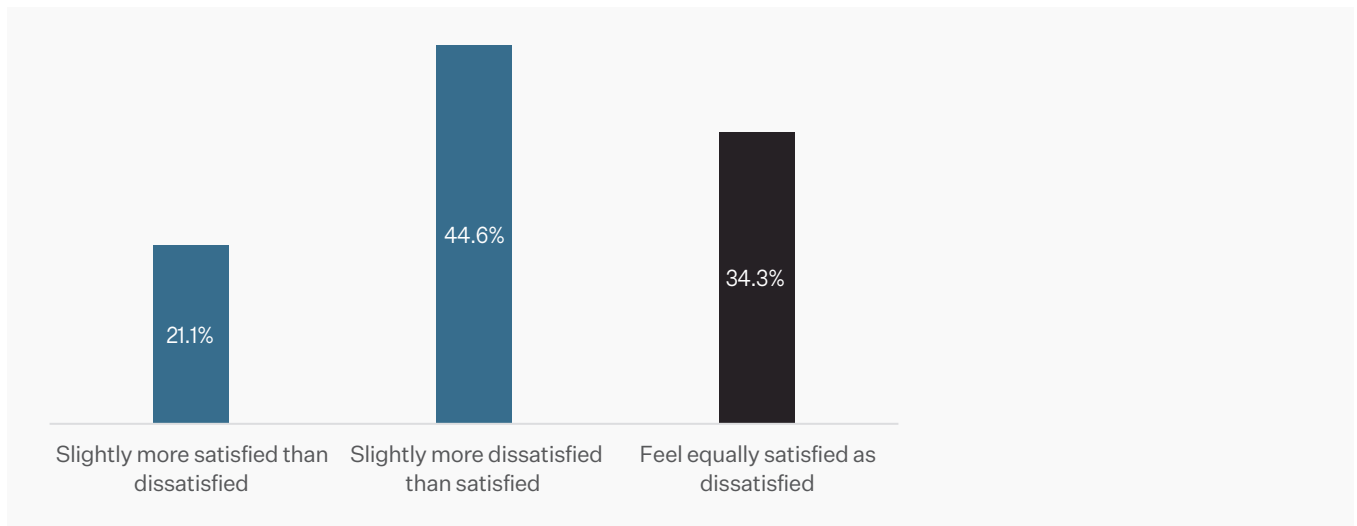
Don’t know/not applicable responses have not been included in all percentages

In 2022, 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?”

Like 12 months ago, more participants were slightly more dissatisfied than satisfied with the Council’s performance.

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



Base: total sample excluding Don’t know/not applicable (n=204)

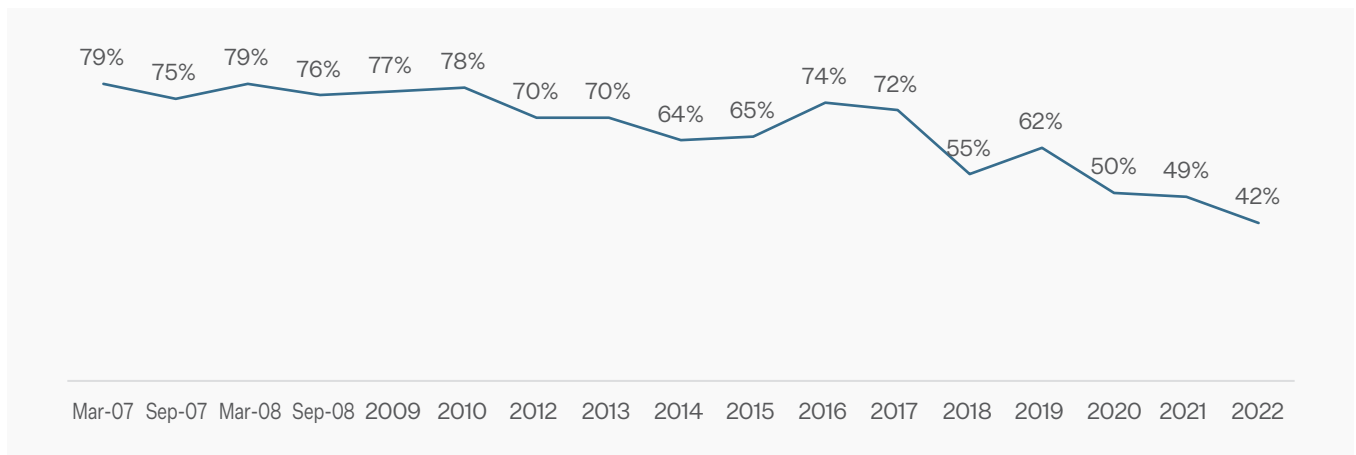
3.52 Feelings towards the Council’s overall performance (neutral perceptions)

		Don't Know/not applicable	Slightly more satisfied than dissatisfied	Slightly more dissatisfied than satisfied	Feel equally satisfied as dissatisfied
Overall feelings towards the Council’s overall performance	n	15	43	91	70
	%		21.1%	44.6%	34.3%

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

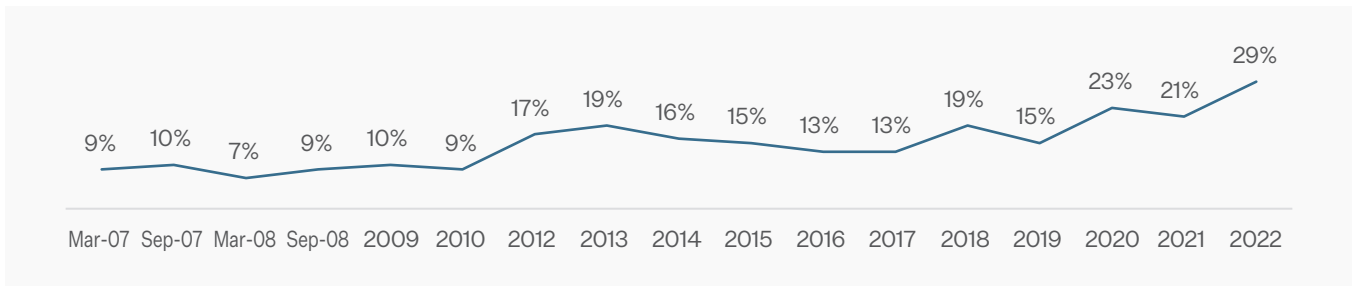
Satisfaction with the Council’s performance has fallen below 50 percent for the second time since 2007 and is at an all-time low.

3.53 Satisfaction with the Council’s performance over time



Dissatisfaction levels have increased dramatically over the past 12 months to an all-time high.

3.54 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?”

3.55 Reasons for satisfaction/dissatisfaction with the Council

	Total Number of Comments	% Comments*
Council is doing a good job overall	87	17%
Unhappy with roads/more road maintenance	78	15%
Disapprove of Council spending	69	14%
General maintenance needed	68	13%
Does not listen	66	13%
Slow to/don't respond to problems/ concerns	66	13%
Unhappy with services provided	65	13%
Too many cycle lanes	51	10%
Parking expensive/lack of/parking issues	37	7%
No problems/ issues	29	6%
Rates increased	29	6%
Unhappy with council staff	29	6%
Disapprove of water chlorination handling	27	5%
Poor communication	27	5%
Room for improvement	26	5%
Lack of public consultation	25	5%
Respond to problems/ concerns	25	5%
Too much bureaucracy	25	5%
Council is dishonest	24	5%
Council needs to take more action	24	5%
Unhappy with rebuild progress	22	4%
Poor customer service	20	4%
Happy with services provided	19	4%
Unhappy with covid 19 mandate/ passport for council facilities	18	4%
Area favouritism/more help for certain areas	15	3%
Good customer service	14	3%
Happy with recycling and rubbish services	14	3%

	Total Number of Comments	% Comments*
Unhappy with Mayor	13	3%
Council is doing a poor job overall	6	1%
Difficulties reporting issues to Council	4	1%
Other	9	2%

Base: total sample (n=773) *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 and Council spending as the key issues driving relative satisfaction.

3.56 Top reasons for satisfaction

	Number of Comments	% Total Sample	% Total Positive Comments*
Council is doing a good job overall	87	17%	46%
No problems issues	29	6%	15%
Respond to problems/concerns	25	5%	13%
Happy with services provided	19	4%	10%
Good customer service	14	3%	7%
Happy with recycling and rubbish services	14	3%	7%

* Don't know responses removed

- “ It does very well with most of our standard services, such as water supply and waste disposal.”
- “ Thinking about the overall performance of the Council, it's got excellent service.”

Major concerns focus on roading and/or general maintenance issues and disapproval of Council spending.

3.57 Areas the Council most needs to improve

	Number of Comments	% Total Sample	% Total Negative Comments*
Unhappy with roads/more road maintenance	78	15%	9%
Disapprove of Council spending	69	14%	8%
General maintenance needed	68	13%	8%
Does not listen	66	13%	8%
Slow to/ don't respond to problems/ concerns	66	13%	8%
Unhappy with services provided	65	13%	8%

* Don't know responses removed

“ I don't feel the council listens to their residents around spending on things like cycleways when they are not being used enough to warrant that spending. There are other things this City could be doing for a greater good.”

Ease of interaction with the Council

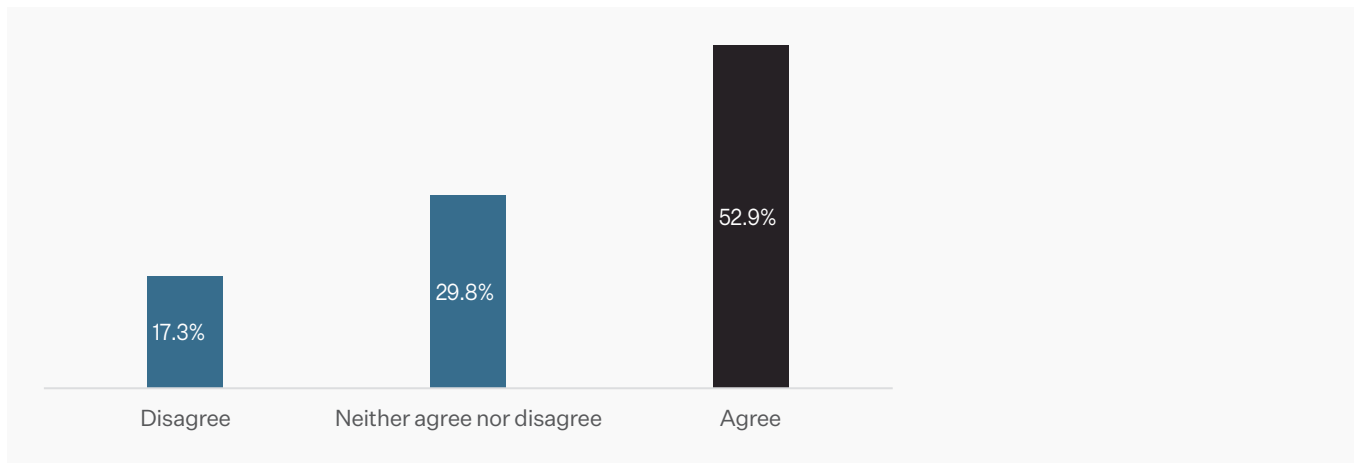
Residents were also asked about ease of interaction with the Council.

“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:

Just over half (53 percent) of all participants agreed that the Council makes it easy to interact with them. Although oscillating over time, this year’s result has the lowest level of agreement since measurements began (2016).

3.58 Agreement with ease of interaction



Base: total sample excluding Don't know/not applicable (n=722)

3.59 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	51	46	79	215	321	61
	%		6.4%	10.9%	29.8%	44.5%	8.4%

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

- “ Hard to get access to different areas in the Council for conversation with staff.”
- “ Good communication, easy to contact if there is a problem ie graffiti in my street, lots of up to date info on Council Facebook page.”

Best and Worst Services

Best Services

Residents were also asked to state what they thought was the Council's best service 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?”

Like the past three years, waste management is considered the best service Council provides. Parks, reserves, and green spaces are identified as the next best performing service, followed by libraries.

- “ Rubbish and recycling service. The collection is reliable; the truck drivers are safe and courteous. Recycling in New Zealand is so confusing. I never know what needs to go in the red or yellow bin, so having the ChCh Bins app is really appreciated.”
- “ Parks are great, and the library service is a lifesaver preventing lockdown boredom.”

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

Service	Number of Comments	% Total Sample	% Positive Comments*
Waste management	137	18%	28%
Parks, reserves, and green spaces	75	10%	15%
Libraries	64	8%	13%
Recreation & Sport Centres	40	5%	8%
Information and communication	27	3%	6%
Water supply	25	3%	5%
Events/ activities	20	3%	4%
Cycleways	19	2%	4%
Facilities and services in general	14	2%	3%
Community Support	11	1%	2%
The rebuild	9	1%	2%
Sewerage/ Wastewater	8	1%	2%
Public space cleaning/ City beautification	8	1%	2%
Public transport	4	1%	1%
Roading	3	0%	1%
Rates spending and financial management	3	0%	1%
Waterways	3	0%	1%
Animal control	2	0%	0.4%
Other	22	3%	4%
Don't know / nothing	283	37%	
Supplied negative comment despite being asked for best aspect	51	6.6%	

*Base: Total positive comments n=494. Don't know and negative responses removed

The findings are displayed in more detail below.

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

Service	In detail	Number of Comments	% Positive Comments*
Waste management	Generally good service/no issues	64	11%
Waste management	Reliable	25	4%
Waste management	Timely collection and service	19	3%
Waste management	Undefined	19	3%
Waste management	Communicate issues	11	2%
Waste management	Other	8	1%
Waste management	Friendly/responsive staff	6	1%
Waste management	Recycling and recycling options	5	1%
Waste management	Availability of bins/good size bins	2	0.4%
Waste management	Proper collection/no residue left behind	2	0.4%
Parks, reserves and green spaces	Well presented and maintained	62	11%
Parks, reserves and green spaces	Availability/number/variety	8	1%
Parks, reserves and green spaces	Good service to have	5	1%
Parks, reserves and green spaces	Other	3	1%
Parks, reserves and green spaces	Undefined	3	1%
Parks, reserves and green spaces	Good for the children	2	0.4%
Libraries	Good service/good libraries	33	6%
Libraries	Availability and variety of good/current resources/activities	14	3%
Libraries	Good librarians/staff	14	3%
Libraries	Availability of and access to libraries	7	1%
Libraries	Undefined	5	1%
Libraries	Other	3	1%
Libraries	Free access/free access to materials	2	0.4%
Libraries	Good/ modern infrastructure	1	0.2%
Recreation & Sport Centres	Availability and access to swimming pools	29	5%

Service	In detail	Number of Comments	% Positive Comments*
Recreation & Sport Centres	Generally good service	11	2%
Recreation & Sport Centres	Clean/well maintained	4	1%
Recreation & Sports Centres	Availability and access to walking tracks	2	0.4%
Recreation & Sport Centres	Other	2	0.4%
Information and communication	Good communication/clear	21	4%
Information and communication	Other	6	1%
Water supply	Generally good service	13	2%
Water supply	Maintenance done promptly/well maintained	8	1%
Water supply	Adequate and regular supply	2	0.4%
Water supply	Water quality/taste is good	2	0.4%
Events/ activities	Family friendly/for all ages	9	2%
Events/ activities	Availability/number/range	5	1%
Events/ activities	Well organised	5	1%
Events/ activities	Providing information on events	2	0.4%
Events/ activities	Free/affordable	2	0.4%
Events/ activities	Undefined	2	0.4%
Cycleways	Good quality	10	2%
Cycleways	Availability/number	10	2%
Cycleways	Other	1	0.2%
Cycleways	Undefined	1	0.2%
Facilities and services in general	Generally good service	14	3%
Community Support	Involvement of council	11	2%
The rebuild	Improving the look of the City	6	1%
The rebuild	Good progress being made	3	1%

Service	In detail	Number of Comments	% Positive Comments*
Sewerage/Wastewater	Generally good service	6	1%
Sewerage/Wastewater	Well maintained	3	1%
Public space cleaning/City beautification	Keeping spaces/City clean	7	1%
Public space cleaning/City beautification	Attract tourists/businesses	1	0.2%
Public transport	Generally a good/efficient service	4	1%
Roading	Roadworks/ Maintenance	2	0.4%
Roading	Other	1	0.2%
Rates spending and financial management	Other	3	1%
Waterways	Well maintained/ clean	3	1%
Animal control	Good service	2	0.4%
Emergency preparedness and response	Well prepared/good response	1	0.2%
Footpaths	Well maintained	1	0.2%
Other		20	4%
Negative comment		51	
Don't know		283	

Base: positive responses (n=558) * Don't know and negative 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 over one quarter (26 percent) of all respondents making a negative comment regarding the state of roads. Moreover, this concern has increased from 22 percent who identified this as a priority 12 months ago.

“ The roads and footpaths, not just patch up jobs that get washed away in the next rain.”

“ Many roads are still rough and have never been attended to since 2011. And when work is undertaken, it is with maximum inefficiency. And maximum cost, no doubt.”

Water supply was the next issue highlighted by 13 percent of respondents. This result is similar to 2021 levels (16 percent). Continued chlorination and water leaks that took time to fix were prominent issues.

“ Water leaks are not being repaired very promptly-water is being wasted.”

“ Drinking water - reduce/remove chlorination in drinking water. Having chlorine-free drinking water was such a massive asset for Christchurch.”

“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?”

3.62 One service that is most important to improve

Service	Number of Comments	% Total Sample	% Negative Comments*
Roading	133	17%	23%
Water supply	64	8%	11%
Council decision-making/financial management: Reduce spending on Councillors + Council decision-making/financial management	50	6%	9%
Waste management	42	5%	7%
Information and communication	41	5%	7%
Cycleways	31	4%	5%
Footpaths	29	4%	5%
Waterways	29	4%	5%
Parking	28	4%	5%
Parks, reserves, and green spaces	22	3%	4%
Public space cleaning/ City beautification	21	3%	4%
Sewerage/ Wastewater	17	2%	3%
Earthquake recovery/ rebuild	16	2%	3%
Public transport	12	2%	2%
Recreation & Sports Centres	8	1%	1%
Consents process	7	1%	1%
Events/ activities	4	1%	1%
Housing	1	0%	0.2%
Other	26	3%	4%
Don't know	246	32%	
Supplied positive comment despite being asked for improvement aspect	2	0.3%	

*Base: negative responses (n=581). Don't know and positive responses removed

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

Service	In detail	Number of Comments	% Negative Comments*
Roading	Fix roads/make smooth/remove potholes	64	9%
Roading	Better quality repair/less frequent repair/faster repair	50	7%
Roading	Other	14	2%
Roading	Improve traffic control/flow/accessibility	9	1%
Roading	Better communication/consultation	6	1%
Roading	Prioritise/focus repairs where needed most	6	1%
Roading	Allocate resources correctly	1	0.1%
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Water supply	Remove chlorine/other additives	44	6%
Water supply	Fix leaks	16	2%
Water supply	Other	9	1%
Water supply	Fix the wells/bore/aquifer/pumping stations	7	1%
Water supply	Improve or retain quality/smell/taste/appearance	3	0.4%
Water supply	Better communication/consultation	3	0.4%
Water supply	Halt sale of water to commercial interests	1	0.1%
Water supply	Devote more resource to fixing issues/Keep to timeline	1	0.1%
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Information and communication	Improve communication with the public/improve transparency	33	5%
Information and Communication	Consistency and clarity	11	2%
Information and communication	More consultations	4	1%
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Cycleways	Other	23	3%
Cycleways	Make more user-friendly/Less obstructive/Safer	7	1%
Cycleways	Clearer delineation between cycleways/road lanes	2	0.3%
<hr/>			
Council decision-making/financial management	Devise a better rates system	23	3%
Council decision-making/financial management	Improve communication and monitoring	11	2%
Council decision-making/financial management	Better quality staff	10	1%
Council decision-making/financial management	Reduce spending on Councillors	9	1%

Service	In detail	Number of Comments	% Negative Comments*
Council decision-making/financial management	Increase council transparency/address corruption/accountability	5	1%
Council decision-making/financial management	Reduce the level of bureaucracy/less red tape	3	0.4%
Council decision-making/financial management	Faster action on rebuild projects	1	0.1%
Waterways	More efforts made to dredge/keep clean/clean up pollutants	21	3%
Waterways	Building flood protection barriers	6	1%
Waterways	Pay attention to the entire waterway not sections	2	0.3%
Waterways	Planting along the river/make the rivers more presentable	1	0.1%
Waste management	Provide bigger bins/more bins/same size bins/replacement of bins	16	2%
Waste management	Better recycling options/information	13	2%
Waste management	Proper/better collection of waste	11	2%
Waste management	Other	4	1%
Waste management	Better delineation/education of recycling/organic/waste	3	0.4%
Waste management	Cost of collections/bins should be reconsidered	3	0.4%
Waste management	Increase collection frequency/change time of collection	1	0.1%
Parking	More parking/better quality parking	18	3%
Parking	Lower the cost/make it free in some areas	12	2%
Parking	Fair enforcement/better enforcement	3	0.4%
Footpaths	Fix footpaths/make smooth/remove hazards	15	2%
Footpaths	Better quality repair/less frequent repair/faster repair	10	1%
Footpaths	Clear debris/overhanging foliage	4	1%
Footpaths	Improve accessibility	3	0.4%
Footpaths	Pedestrian right of way clarifications	1	0.1%
Parks, reserves and green spaces	Improve maintenance/repair of park facilities	13	2%
Parks, reserves and green spaces	Increase maintenance staff	10	1%
Parks, reserves and green spaces	More facilities	2	0.3%

Service	In detail	Number of Comments	% Negative Comments*
Public space cleaning/City beautification	Clear leaves, dry grass, weeds/mow lawns/prune trees	11	2%
Public space cleaning/City beautification	Council should clean up/increase cleaning frequency	9	1%
Public space cleaning/City beautification	Planting more trees	3	0.4%
Public space cleaning/City beautification	Side streets and roadsides need attention	2	0.3%
Public space cleaning/City beautification	Provide feedback and representation	1	0.1%
Sewerage/Wastewater	Reduce unpleasant smells	13	2%
Sewerage/Wastewater	Improve drainage/runoff	2	0.3%
Sewerage/Wastewater	Prevent sewerage discharge into waterways	1	0.1%
Sewerage/Wastewater	Other	1	0.1%
Earthquake recovery/rebuild	Speed up the rebuild and rebuild processes	11	2%
Earthquake recovery/rebuild	More attention to the red zones	3	0.4%
Earthquake recovery/rebuild	Doing the job correctly/better rebuild decisions	2	0.3%
Earthquake recovery/rebuild	Other	1	0.1%
Public transport	Other	4	1%
Public transport	Improve service to raise usage/improve the service generally	3	0.4%
Public transport	Increase the number of buses and trips/reduce waiting time	2	0.3%
Public transport	Add/improve bus stops	2	0.3%
Public transport	Make the service more affordable	2	0.3%
Public transport	Cutting routes without proper consultation	1	0.1%
Public transport	Reinstate cancelled services	1	0.1%
Public transport	Drivers need to keep to the timetables	1	0.1%
Recreation & Sports Centres	Construct better quality facilities/add improvements	5	1%
Recreation & Sports Centres	Construct more facilities	2	0.3%
Recreation & Sports Centres	Make them cheaper/open them for longer	1	0.1%

Service	In detail	Number of Comments	% Negative Comments*
Consents process	Raise standards for the approval process/streamline the process	3	0.4%
Consents process	Reduce the time and costs related to the process	2	0.3%
Consents process	Improving staffing/quality of staff	2	0.3%
Consents process	Process needs to be more inclusive/less adversarial	1	0.1%
Events/activities	Provide more events and activities	3	0.4%
Events/activities	Improvement communication about events	1	0.1%
Housing	Safer housing	1	0.1%
Housing	Other	1	0.1%
Noise control	Not responding to complaints	3	0.4%
Get rid of COVID mandates		6	1%
Other		26	4%
Roading	Fix roads/make smooth/remove potholes	64	9%
Roading	Better quality repair/less frequent repair/faster repair	50	7%
Roading	Other	14	2%
Roading	Improve traffic control/flow/accessibility	9	1%
Roading	Better communication/consultation	6	1%
Roading	Prioritise/focus repairs where needed most	6	1%
Roading	Allocate resources correctly	1	0.1%
Water supply	Remove chlorine/other additives	44	6%
Water supply	Fix leaks	16	2%
Water supply	Other	9	1%
Water supply	Fix the wells/bore/aquifer/pumping stations	7	1%
Water supply	Improve or retain quality/smell/taste/appearance	3	0.4%
Water supply	Better communication/consultation	3	0.4%
Water supply	Halt sale of water to commercial interests	1	0.1%

Service	In detail	Number of Comments	% Negative Comments*
Water supply	Devote more resource to fixing issues/Keep to timeline	1	0.1%
Information and communication	Improve communication with the public/improve transparency	33	5%
Information and Communication	Consistency and clarity	11	2%
Other		26	5%
Don't know		246	
Supplied positive comment despite being asked for improvement aspect		2	
As stated in previous question		11	

*Base: negative responses (n=681). Don't know and positive responses removed

Additional Service Satisfaction Results

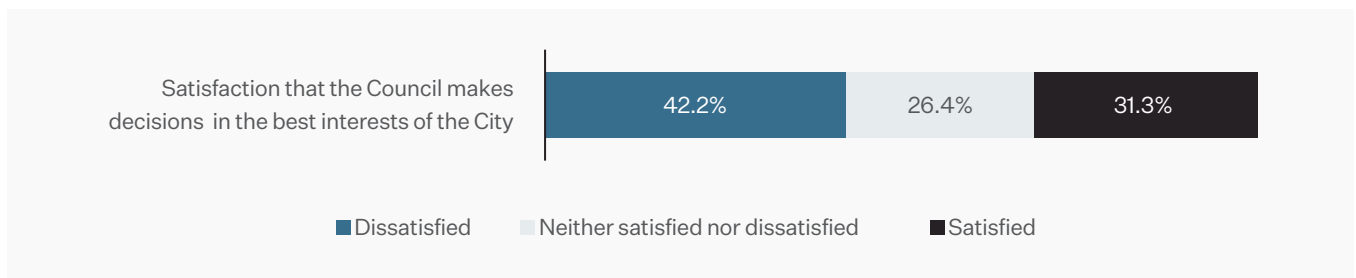
The following results are for measures that no longer have Levels of Service targets. However, they are reported here for future comparison.

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 in three (31 percent) of residents have confidence Council makes decisions in the City’s best interests. However, this rating has reduced from 36% 12 months ago.

3.65 Confidence the Council makes decisions in the best interests of the City



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

3.66 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	13	129	192	201	205	33
	%		17.0%	25.3%	26.4%	27.0%	4.3%

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

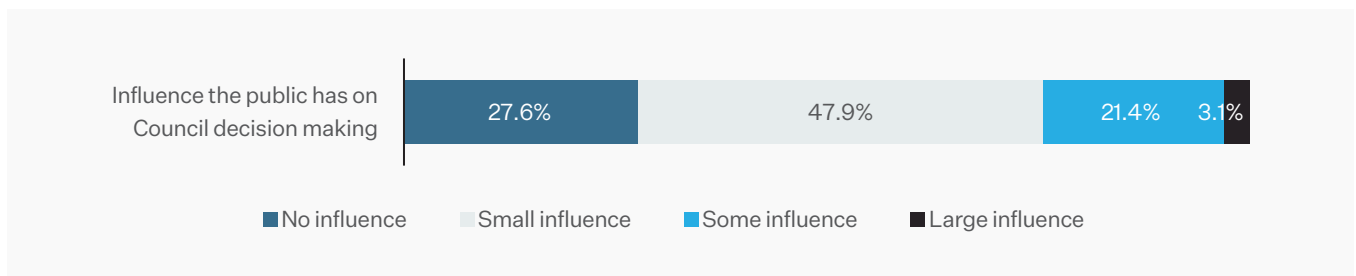
“ I believe that the City is well governed and managed. There is a definite improvement in the division between governance and management over the past year.”

“ Too many decisions made behind closed doors.”

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

Over three-quarters, (75%) of respondents feel they have only a small or no influence on Council decision-making.

3.67 Perceived level of influence the public has on Council decision-making



Base: total sample excluding Don't know/not applicable (n=749)

3.68 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	207	359	160	23
	%	27.6%	47.9%	21.4%	3.1%

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

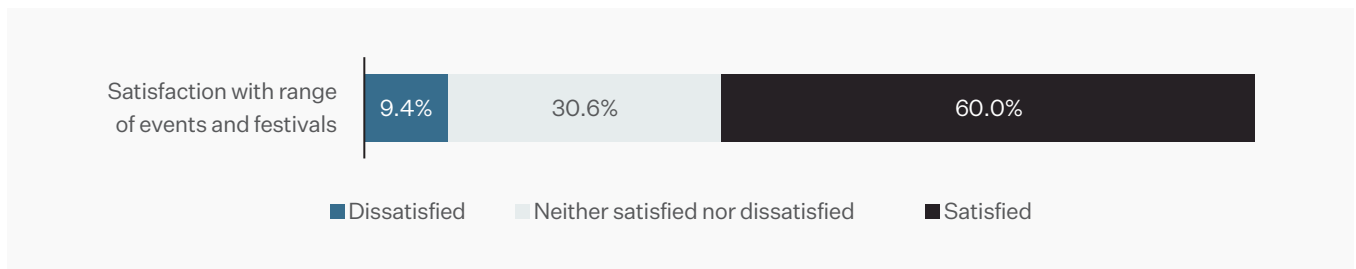
“ Consultations do not influence council decisions.”

Events and Festivals

“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 six of ten (60 percent) respondents are more than satisfied. COVID-19 likely will have affected this rating, particularly the increase in neutral ratings.

3.69 Satisfaction with range of events and festivals



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

3.70 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	31	17	53	227	348	97
	%		2.3%	7.1%	30.6%	46.9%	13.1%

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

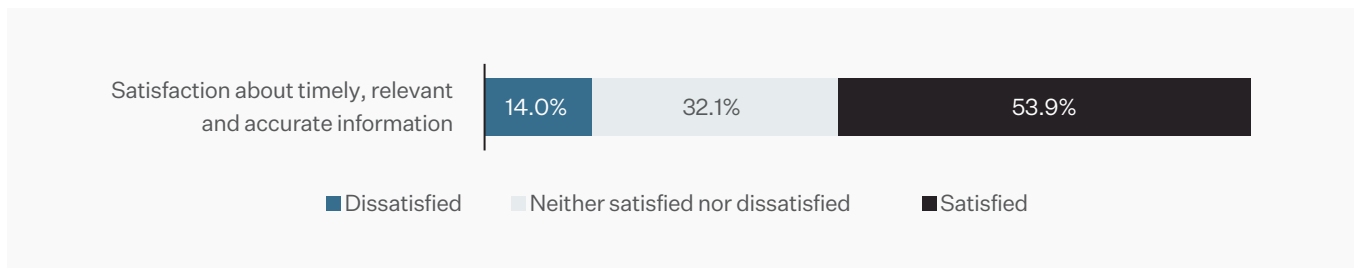
“Public services and events are great, and comms are good via different media platforms.”

City Promotions

“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 half (54 percent) of respondents, down from 62 percent last year.

3.71 Satisfaction with timely, relevant, and accurate information



Base: total sample excluding Don't know/not applicable (n=748)

3.72 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	25	24	81	240	322	81
	%		3.2%	10.8%	32.1%	43.0%	10.8%

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

Civil Defence and emergency management (LOS 2.5.12)

New to the 2022 survey were questions that asked participants about their household preparedness for natural disasters. Four factors were rated using a yes/no response:

“Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?

- **Stored enough water for three days?**
- **Stored enough food for three days?**
- **Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc.?”**

“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

Overall, about six in ten households are prepared for natural disasters. Having adequate food and securing household items were the most predominant preparation forms. But less than half of all households had an up-to-date emergency plan.

3.73 Household preparation for an emergency

		Don't know/ not applicable	Yes	No
Stored enough water for three days	n	28	380	365
	%		51.0%	49.0%
Stored enough food for three days	n	20	598	155
	%		79.4%	20.6%
Secured household items that might fall in an earthquake	n	31	491	251
	%		66.2%	33.8%
Up-to-date household emergency plan	n	40	337	396
	%		46.0%	54.0%
AVERAGE RANKING			60.6%	39.4%

Section 4

Appendix

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).

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	17	92	95	149	164	167	89
Strongly agree	5.9%	1.1%	7.4%	5.4%	2.4%	5.4%	4.5%
Agree	23.5%	20.7%	32.6%	24.8%	35.4%	23.4%	32.6%
Neither agree nor disagree	29.4%	35.9%	24.2%	26.8%	22.6%	36.5%	32.6%
Disagree	29.4%	23.9%	21.1%	29.5%	24.4%	21.0%	23.6%
Strongly disagree	11.8%	14.1%	12.6%	11.4%	12.2%	12.0%	4.5%
Don't know/ not applicable	0.0%	4.3%	2.1%	2.0%	3.0%	1.8%	2.2%

“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	17	92	95	149	164	167	89
Very satisfied	11.8%	1.1%	0.0%	4.7%	4.3%	2.4%	7.9%
Satisfied	29.4%	29.3%	23.2%	24.8%	30.5%	27.5%	25.8%
Neither satisfied nor dissatisfied	23.5%	30.4%	38.9%	28.9%	29.9%	35.9%	29.2%
Dissatisfied	35.3%	16.3%	29.5%	29.5%	24.4%	23.4%	25.8%
Very dissatisfied	0.0%	15.2%	6.3%	8.1%	7.3%	7.8%	4.5%
Don't know/ not applicable	0.0%	7.6%	2.1%	4.0%	3.7%	3.0%	6.7%

“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	17	92	95	149	164	167	89
Very satisfied	5.9%	0.0%	0.0%	2.0%	3.0%	4.2%	3.4%
Satisfied	23.5%	16.3%	18.9%	24.2%	23.2%	24.0%	27.0%
Neither satisfied nor dissatisfied	17.6%	35.9%	37.9%	30.9%	34.1%	34.7%	33.7%
Dissatisfied	35.3%	26.1%	29.5%	28.9%	28.7%	25.1%	24.7%
Very dissatisfied	11.8%	16.3%	10.5%	9.4%	6.7%	8.4%	6.7%
Don't know/ not applicable	5.9%	5.4%	3.2%	4.7%	4.3%	3.6%	4.5%

“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	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	2.1%	4.7%	3.0%	5.4%	7.9%
Satisfied	23.5%	20.7%	24.2%	28.2%	31.7%	22.8%	30.3%
Neither satisfied nor dissatisfied	17.6%	26.1%	24.2%	22.8%	22.0%	34.1%	27.0%
Dissatisfied	17.6%	30.4%	28.4%	27.5%	23.8%	20.4%	22.5%
Very dissatisfied	29.4%	16.3%	21.1%	16.1%	18.9%	14.4%	11.2%
Don't know/ not applicable	5.9%	4.3%	0.0%	0.7%	0.6%	3.0%	1.1%

“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	17	92	95	149	164	167	89
Large influence	0.0%	2.2%	3.2%	4.7%	1.8%	1.2%	6.7%
Some influence	29.4%	26.1%	16.8%	22.1%	15.2%	24.6%	18.0%
Small influence	29.4%	34.8%	51.6%	46.3%	53.7%	42.5%	50.6%
No influence	35.3%	31.5%	28.4%	24.8%	27.4%	26.3%	21.3%
Don't know/ not applicable	5.9%	5.4%	0.0%	2.0%	1.8%	5.4%	3.4%

“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	17	92	95	149	164	167	89
Very satisfied	11.8%	0.0%	1.1%	4.0%	3.7%	2.4%	6.7%
Satisfied	35.3%	22.8%	25.3%	20.1%	28.0%	21.0%	27.0%
Neither satisfied nor dissatisfied	5.9%	25.0%	33.7%	36.9%	26.2%	34.7%	37.1%
Dissatisfied	35.3%	26.1%	27.4%	20.8%	26.2%	25.1%	19.1%
Very dissatisfied	11.8%	19.6%	11.6%	16.1%	13.4%	10.8%	9.0%
Don't know/ not applicable	0.0%	6.5%	1.1%	2.0%	2.4%	6.0%	1.1%

“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	17	92	95	149	164	167	89
Very satisfied	0.0%	0.0%	1.1%	3.4%	3.0%	1.8%	6.7%
Satisfied	23.5%	18.5%	18.9%	16.1%	25.0%	15.6%	20.2%
Neither satisfied nor dissatisfied	11.8%	23.9%	31.6%	36.9%	26.8%	35.9%	32.6%
Dissatisfied	41.2%	28.3%	26.3%	24.8%	26.8%	25.7%	28.1%
Very dissatisfied	17.6%	20.7%	16.8%	16.1%	14.0%	14.4%	6.7%
Don't know/ not applicable	5.9%	8.7%	5.3%	2.7%	4.3%	6.6%	5.6%

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. how satisfied or dissatisfied are you with the appearance of these objects?”

4.8 Satisfaction with the 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	17	92	95	149	164	167	89
Very satisfied	5.9%	7.6%	10.5%	11.4%	15.2%	10.8%	12.4%
Satisfied	70.6%	50.0%	57.9%	56.4%	52.4%	46.1%	55.1%
Neither satisfied nor dissatisfied	11.8%	28.3%	25.3%	19.5%	22.6%	28.1%	19.1%
Dissatisfied	5.9%	6.5%	5.3%	8.1%	9.8%	9.0%	9.0%
Very dissatisfied	5.9%	5.4%	1.1%	3.4%	0.0%	4.2%	1.1%
Don't know/ not applicable	0.0%	2.2%	0.0%	1.3%	0.0%	1.8%	3.4%

“How satisfied or dissatisfied are you with their condition?”

4.9 Satisfaction with the 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	17	92	95	149	164	167	89
Very satisfied	0.0%	7.6%	7.4%	12.8%	10.4%	12.6%	9%
Satisfied	82.4%	54.3%	61.1%	53.0%	60.4%	44.3%	61%
Neither satisfied nor dissatisfied	17.6%	28.3%	25.3%	22.1%	21.3%	31.7%	22%
Dissatisfied	0.0%	3.3%	5.3%	8.7%	6.1%	6.6%	4%
Very dissatisfied	0.0%	2.2%	1.1%	0.7%	0.0%	3.0%	0%
Don't know/ not applicable	0.0%	4.3%	0.0%	2.7%	1.8%	1.8%	3%

“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. 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	17	92	95	149	164	167	89
Very satisfied	5.9%	8.7%	4.2%	10.7%	8.5%	6.0%	7.9%
Satisfied	41.2%	44.6%	44.2%	41.6%	47.6%	40.1%	48.3%
Neither satisfied nor dissatisfied	23.5%	31.5%	28.4%	26.2%	25.0%	37.1%	30.3%
Dissatisfied	23.5%	8.7%	16.8%	16.1%	15.9%	10.2%	10.1%
Very dissatisfied	5.9%	2.2%	4.2%	4.0%	2.4%	4.8%	1.1%
Don't know/ not applicable	0.0%	4.3%	2.1%	1.3%	0.6%	1.8%	2.2%

“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	17	92	95	149	164	167	89
Very satisfied	0.0%	6.5%	5.3%	7.4%	7.9%	4.2%	7.9%
Satisfied	47.1%	37.0%	37.9%	39.6%	45.1%	35.9%	39.3%
Neither satisfied nor dissatisfied	35.3%	34.8%	27.4%	28.9%	26.2%	37.7%	32.6%
Dissatisfied	17.6%	12.0%	21.1%	19.5%	16.5%	12.6%	15.7%
Very dissatisfied	0.0%	3.3%	5.3%	2.7%	3.0%	6.0%	2.2%
Don't know/ not applicable	0.0%	6.5%	3.2%	2.0%	1.2%	3.6%	2.2%

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	17	92	95	149	164	167	89
Very satisfied	35.3%	22.8%	34.7%	28.9%	31.1%	19.2%	36.0%
Satisfied	29.4%	44.6%	45.3%	43.0%	49.4%	55.1%	47.2%
Neither satisfied nor dissatisfied	17.6%	15.2%	8.4%	11.4%	9.1%	15.6%	9.0%
Dissatisfied	17.6%	7.6%	11.6%	11.4%	7.9%	5.4%	3.4%
Very dissatisfied	0.0%	8.7%	0.0%	4.7%	2.4%	4.8%	4.5%
Don't know/ not applicable	0.0%	1.1%	0.0%	0.7%	0.0%	0.0%	0.0%

“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	17	92	95	149	164	167	89
Very satisfied	41.2%	27.2%	38.9%	32.2%	32.9%	22.8%	38.2%
Satisfied	35.3%	47.8%	46.3%	47.7%	48.2%	55.1%	48.3%
Neither satisfied nor dissatisfied	17.6%	13.0%	8.4%	10.1%	12.2%	12.6%	6.7%
Dissatisfied	5.9%	8.7%	5.3%	5.4%	5.5%	4.8%	3.4%
Very dissatisfied	0.0%	1.1%	1.1%	4.0%	1.2%	4.8%	3.4%
Don't know/ not applicable	0.0%	2.2%	0.0%	0.7%	0.0%	0.0%	0.0%

“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	17	92	95	149	164	167	89
Very satisfied	35.3%	23.9%	34.7%	32.9%	29.9%	22.2%	34.8%
Satisfied	29.4%	46.7%	46.3%	45.6%	45.7%	53.9%	47.2%
Neither satisfied nor dissatisfied	17.6%	12.0%	11.6%	12.8%	12.8%	13.2%	4.5%
Dissatisfied	17.6%	8.7%	6.3%	4.7%	9.1%	4.8%	7.9%
Very dissatisfied	0.0%	7.6%	1.1%	2.7%	2.4%	5.4%	4.5%
Don't know/ not applicable	0.0%	1.1%	0.0%	1.3%	0.0%	0.6%	1.1%

Sewerage and Stormwater

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

4.15 Minimal odour from the sewerage system

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	17.6%	4.3%	11.6%	8.1%	14.0%	12.0%	18.0%
Satisfied	35.3%	35.9%	42.1%	28.2%	33.5%	43.1%	49.4%
Neither satisfied nor dissatisfied	5.9%	17.4%	22.1%	16.1%	23.8%	19.8%	12.4%
Dissatisfied	17.6%	19.6%	13.7%	23.5%	15.9%	14.4%	14.6%
Very dissatisfied	11.8%	19.6%	7.4%	22.8%	5.5%	4.2%	1.1%
Don't know/ not applicable	11.8%	3.3%	3.2%	1.3%	7.3%	6.6%	4.5%

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

4.16 Wastewater services are reliable

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	10.9%	12.6%	15.4%	15.9%	15.6%	18.0%
Satisfied	52.9%	48.9%	55.8%	53.0%	48.2%	56.3%	57.3%
Neither satisfied nor dissatisfied	5.9%	20.7%	26.3%	15.4%	25.0%	17.4%	19.1%
Dissatisfied	5.9%	6.5%	2.1%	6.7%	5.5%	5.4%	3.4%
Very dissatisfied	11.8%	7.6%	1.1%	7.4%	0.6%	2.4%	0.0%
Don't know/ not applicable	11.8%	5.4%	2.1%	2.0%	4.9%	3.0%	2.2%

“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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	4.3%	9.5%	8.1%	9.1%	10.2%	15.7%
Satisfied	17.6%	30.4%	42.1%	36.9%	43.3%	39.5%	43.8%
Neither satisfied nor dissatisfied	23.5%	29.3%	34.7%	26.8%	22.6%	25.7%	24.7%
Dissatisfied	17.6%	10.9%	4.2%	6.7%	12.8%	6.6%	3.4%
Very dissatisfied	0.0%	7.6%	1.1%	8.7%	2.4%	3.6%	0.0%
Don't know/ not applicable	29.4%	17.4%	8.4%	12.8%	9.8%	14.4%	12.4%

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

4.18 Condition of waterways

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	4.2%	2.0%	4.3%	3.0%	5.6%
Satisfied	41.2%	30.4%	22.1%	31.5%	37.8%	30.5%	36.0%
Neither satisfied nor dissatisfied	11.8%	29.3%	18.9%	21.5%	23.8%	30.5%	21.3%
Dissatisfied	5.9%	19.6%	38.9%	32.9%	17.7%	24.6%	31.5%
Very dissatisfied	29.4%	15.2%	15.8%	12.1%	14.0%	9.6%	4.5%
Don't know/ not applicable	5.9%	3.3%	0.0%	0.0%	2.4%	1.8%	1.1%

“How satisfied or dissatisfied are you with the condition of waterway margins?”

4.19 Condition of waterway margins

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	3.3%	2.1%	6.7%	4.3%	3.0%	5.6%
Satisfied	70.6%	30.4%	43.2%	40.3%	48.8%	43.7%	46.1%
Neither satisfied nor dissatisfied	17.6%	31.5%	22.1%	25.5%	23.8%	34.1%	23.6%
Dissatisfied	0.0%	19.6%	24.2%	18.1%	13.4%	12.6%	19.1%
Very dissatisfied	5.9%	10.9%	6.3%	8.7%	6.1%	3.6%	4.5%
Don't know/ not applicable	5.9%	4.3%	2.1%	0.7%	3.7%	3.0%	1.1%

“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	17	92	95	149	164	167	89
Very satisfied	11.8%	6.5%	5.3%	8.1%	9.8%	6.0%	4.5%
Satisfied	58.8%	30.4%	47.4%	45.0%	45.1%	45.5%	51.7%
Neither satisfied nor dissatisfied	11.8%	35.9%	16.8%	20.1%	20.7%	30.5%	24.7%
Dissatisfied	0.0%	14.1%	22.1%	13.4%	12.8%	12.0%	13.5%
Very dissatisfied	11.8%	10.9%	6.3%	12.8%	9.1%	4.2%	4.5%
Don’t know/ not applicable	11.8%	6.5%	5.3%	8.1%	9.8%	6.0%	4.5%

“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	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	2.1%	8.7%	6.1%	4.2%	5.6%
Satisfied	29.4%	33.7%	31.6%	34.2%	32.9%	32.3%	36.0%
Neither satisfied nor dissatisfied	17.6%	29.3%	25.3%	21.5%	25.6%	35.3%	29.2%
Dissatisfied	29.4%	20.7%	25.3%	24.2%	22.6%	19.8%	22.5%
Very dissatisfied	11.8%	9.8%	11.6%	9.4%	9.8%	4.8%	4.5%
Don’t know/ not applicable	5.9%	4.3%	4.2%	2.0%	3.0%	3.6%	2.2%

Transportation

“How much do you agree or disagree that Christchurch is a walking friendly City?”

4.22 Agreement that Christchurch is a walking friendly City

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Strongly agree	11.8%	14.1%	9.5%	18.1%	18.3%	15.6%	18.0%
Agree	41.2%	51.1%	58.9%	45.0%	54.9%	52.7%	60.7%
Neither agree nor disagree	17.6%	16.3%	23.2%	20.8%	17.7%	18.0%	9.0%
Disagree	23.5%	9.8%	2.1%	10.1%	4.9%	9.6%	6.7%
Strongly disagree	5.9%	2.2%	5.3%	5.4%	3.7%	3.0%	2.2%
Don't know/ not applicable	0.0%	6.5%	1.1%	0.7%	0.6%	1.2%	3.4%

“How much do you agree or disagree that Christchurch is a cycle friendly City?”

4.23 Christchurch is a cycle friendly City

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Strongly agree	17.6%	10.9%	10.5%	19.5%	15.2%	14.4%	15.7%
Agree	35.3%	44.6%	48.4%	44.3%	50.0%	45.5%	53.9%
Neither agree nor disagree	11.8%	22.8%	25.3%	19.5%	19.5%	24.6%	19.1%
Disagree	23.5%	7.6%	10.5%	10.1%	6.1%	9.6%	5.6%
Strongly disagree	5.9%	6.5%	3.2%	4.0%	4.9%	3.6%	0.0%
Don't know/ not applicable	5.9%	7.6%	2.1%	2.7%	4.3%	2.4%	5.6%

“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	17	92	95	149	164	167	89
All the time, by that I mean about every day	0.0%	3.3%	11.6%	10.7%	5.5%	4.2%	7.9%
Frequently, by that I mean at least once a week	11.8%	12.0%	10.5%	12.8%	12.8%	15.6%	11.2%
Occasionally, by that I mean around once a month	23.5%	12.0%	12.6%	17.4%	19.5%	13.8%	6.7%
Rarely, by that I mean no more than a few times a year	0.0%	28.3%	21.1%	16.1%	18.9%	16.2%	24.7%
Never	64.7%	39.1%	43.2%	42.3%	41.5%	45.5%	43.8%
Don't know/ not applicable	0.0%	5.4%	1.1%	0.7%	1.8%	4.8%	5.6%

Roads and Footpaths

“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	17	92	95	149	164	167	89
Very satisfied	5.9%	1.1%	2.1%	5.4%	1.8%	2.4%	4.5%
Satisfied	23.5%	17.4%	24.2%	22.1%	24.4%	23.4%	29.2%
Neither satisfied nor dissatisfied	11.8%	17.4%	23.2%	17.4%	22.6%	28.7%	19.1%
Dissatisfied	41.2%	37.0%	37.9%	34.2%	34.1%	30.5%	33.7%
Very dissatisfied	17.6%	26.1%	12.6%	20.1%	15.9%	15.0%	13.5%
Don't know/ not applicable	0.0%	1.1%	0.0%	0.7%	1.2%	0.0%	0.0%

“What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads?”

4.26 THREE MAIN reasons why you are dissatisfied

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	10	58	48	81	82	76	42
Road surfaces are not smooth or level	60.0%	55.2%	66.7%	49.4%	50.0%	55.3%	59.5%
There are potholes in the roads	60.0%	44.8%	31.3%	54.3%	46.3%	36.8%	69.0%
Roadworks are causing delays and disruption	10.0%	12.1%	20.8%	18.5%	31.7%	30.3%	14.3%
Roadworks are taking too long	40.0%	36.2%	31.3%	39.5%	41.5%	47.4%	38.1%
Roadworks not completed to a good standard	40.0%	48.3%	33.3%	38.3%	34.1%	35.5%	31.0%
Roads are not swept often enough (including litter and debris on roads)	20.0%	5.2%	14.6%	9.9%	20.7%	9.2%	4.8%
Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)	70.0%	79.3%	68.8%	71.6%	59.8%	65.8%	66.7%
Other – please specify	0.0%	8.6%	10.4%	4.9%	3.7%	5.3%	4.8%

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

4.27 Satisfaction with the condition of footpaths

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	1.1%	1.1%	5.4%	1.8%	4.8%	4.5%
Satisfied	29.4%	22.8%	33.7%	30.2%	34.1%	28.7%	36.0%
Neither satisfied nor dissatisfied	11.8%	19.6%	22.1%	23.5%	23.8%	25.7%	22.5%
Dissatisfied	35.3%	37.0%	28.4%	26.8%	29.3%	28.7%	28.1%
Very dissatisfied	23.5%	18.5%	13.7%	14.1%	9.8%	10.2%	9.0%
Don’t know/ not applicable	0.0%	1.1%	1.1%	0.0%	1.2%	1.8%	0.0%

Water Supply

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

4.28 Quality of water supply

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	17.6%	7.6%	6.3%	12.8%	15.9%	12.0%	16.9%
Satisfied	29.4%	31.5%	35.8%	24.8%	37.2%	34.1%	38.2%
Neither satisfied nor dissatisfied	11.8%	18.5%	17.9%	20.1%	16.5%	19.8%	14.6%
Dissatisfied	17.6%	29.3%	20.0%	28.2%	17.1%	19.2%	22.5%
Very dissatisfied	17.6%	10.9%	20.0%	14.1%	11.6%	14.4%	7.9%
Don't know/ not applicable	5.9%	2.2%	0.0%	0.0%	1.8%	0.6%	0.0%

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

4.29 Council repairs leaks and investigates complaints in a timely manner

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	13.0%	9.5%	10.1%	12.2%	10.8%	15.7%
Satisfied	17.6%	30.4%	35.8%	37.6%	44.5%	40.1%	49.4%
Neither satisfied nor dissatisfied	35.3%	25.0%	25.3%	21.5%	19.5%	25.1%	19.1%
Dissatisfied	17.6%	9.8%	13.7%	13.4%	11.0%	7.8%	6.7%
Very dissatisfied	5.9%	8.7%	4.2%	7.4%	2.4%	7.2%	2.2%
Don't know/ not applicable	17.6%	13.0%	11.6%	10.1%	10.4%	9.0%	6.7%

“How satisfied or dissatisfied are you that the water supply is reliable?”

4.30 Reliability of water supply

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	23.5%	25.0%	21.1%	26.2%	26.2%	25.7%	33.7%
Satisfied	35.3%	40.2%	56.8%	52.3%	56.1%	47.3%	43.8%
Neither satisfied nor dissatisfied	17.6%	18.5%	16.8%	14.8%	12.2%	17.4%	14.6%
Dissatisfied	0.0%	13.0%	4.2%	3.4%	3.0%	4.2%	6.7%
Very dissatisfied	17.6%	1.1%	1.1%	2.7%	0.6%	3.6%	0.0%
Don't know/ not applicable	5.9%	2.2%	0.0%	0.7%	1.8%	1.8%	1.1%

Parking

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

4.31 Usage of Council parking facility

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Yes, on-street	70.6%	72.8%	68.4%	66.4%	73.8%	67.1%	67.4%
Yes, Council off-street	41.2%	50.0%	56.8%	43.6%	48.8%	49.1%	61.8%
No	17.6%	17.4%	18.9%	22.1%	14.0%	19.2%	15.7%
Don't know/not applicable	5.9%	0.0%	2.1%	2.0%	1.2%	5.4%	3.4%

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

4.32 Ease of use of on-street parking meters

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	12.5%	6.5%	4.3%	8.9%	11.7%	8.9%	8.1%
Satisfied	50.0%	33.7%	55.9%	42.5%	47.5%	39.9%	47.7%
Neither satisfied nor dissatisfied	18.8%	28.3%	25.8%	25.3%	21.0%	24.7%	24.4%
Dissatisfied	18.8%	18.5%	5.4%	13.7%	11.1%	12.7%	10.5%
Very dissatisfied	0.0%	7.6%	4.3%	2.1%	6.2%	8.9%	7.0%
Don't know/ not applicable	0.0%	5.4%	4.3%	7.5%	2.5%	5.1%	2.3%

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

4.33 Range of parking facilities available

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	6.3%	7.6%	4.3%	6.2%	9.9%	7.6%	9.3%
Satisfied	43.8%	28.3%	41.9%	35.6%	43.2%	31.6%	46.5%
Neither satisfied nor dissatisfied	18.8%	25.0%	24.7%	27.4%	22.2%	29.7%	20.9%
Dissatisfied	25.0%	25.0%	17.2%	19.9%	17.3%	19.0%	12.8%
Very dissatisfied	6.3%	9.8%	6.5%	6.2%	6.2%	8.2%	9.3%
Don't know/ not applicable	0.0%	4.3%	5.4%	4.8%	1.2%	3.8%	1.2%

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

4.34 Information provided about parking options

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	6.3%	5.4%	5.4%	7.5%	7.4%	5.7%	7.0%
Satisfied	56.3%	26.1%	40.9%	38.4%	42.0%	37.3%	41.9%
Neither satisfied nor dissatisfied	12.5%	34.8%	35.5%	32.2%	33.3%	32.3%	30.2%
Dissatisfied	12.5%	21.7%	10.8%	12.3%	9.3%	15.8%	12.8%
Very dissatisfied	12.5%	8.7%	3.2%	5.5%	7.4%	5.7%	5.8%
Don't know/ not applicable	0.0%	3.3%	4.3%	4.1%	0.6%	3.2%	2.3%

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

4.35 Ease of use of Council parking

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	6.3%	6.5%	6.5%	9.6%	8.0%	7.6%	5.8%
Satisfied	43.8%	29.3%	46.2%	32.2%	43.8%	36.7%	46.5%
Neither satisfied nor dissatisfied	25.0%	30.4%	32.3%	32.9%	25.3%	31.6%	29.1%
Dissatisfied	18.8%	21.7%	8.6%	13.0%	13.0%	12.0%	10.5%
Very dissatisfied	0.0%	8.7%	3.2%	6.2%	7.4%	7.6%	5.8%
Do not read out: Don't know/ not applicable	6.3%	3.3%	3.2%	6.2%	2.5%	4.4%	2.3%

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

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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Strongly agree	6.3%	7.6%	5.4%	9.6%	9.9%	4.4%	14.0%
Agree	31.3%	37.0%	35.5%	32.2%	32.7%	32.3%	18.6%
Neither agree nor disagree	43.8%	38.0%	45.2%	37.0%	41.4%	41.8%	45.3%
Disagree	12.5%	8.7%	7.5%	11.6%	6.8%	8.9%	9.3%
Strongly disagree	0.0%	4.3%	2.2%	2.1%	3.7%	5.7%	4.7%
Don't know/ not applicable	6.3%	4.3%	4.3%	7.5%	5.6%	7.0%	8.1%

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

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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Strongly agree	25.0%	9.8%	12.9%	17.8%	16.7%	10.1%	16.3%
Agree	56.3%	56.5%	52.7%	45.2%	58.6%	51.9%	48.8%
Neither agree nor disagree	12.5%	17.4%	31.2%	23.3%	16.7%	24.1%	22.1%
Disagree	0.0%	6.5%	0.0%	3.4%	3.1%	3.8%	2.3%
Strongly disagree	0.0%	4.3%	0.0%	3.4%	1.2%	2.5%	0.0%
Don't know/ not applicable	6.3%	5.4%	3.2%	6.8%	3.7%	7.6%	10.5%

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

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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Strongly agree	0.0%	3.3%	5.4%	8.2%	8.6%	4.4%	9.3%
Agree	37.5%	34.8%	29.0%	29.5%	32.7%	27.2%	26.7%
Neither agree nor disagree	18.8%	27.2%	37.6%	32.9%	25.3%	36.7%	29.1%
Disagree	18.8%	19.6%	18.3%	14.4%	19.1%	15.8%	16.3%
Strongly disagree	12.5%	4.3%	2.2%	6.8%	3.7%	6.3%	3.5%
Don't know/ not applicable	12.5%	10.9%	7.5%	8.2%	10.5%	9.5%	15.1%

Parks

“How satisfied or dissatisfied are you with the appearance of central City parks and green spaces?”

4.39 Appearance of central City parks and green spaces

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	35.3%	19.6%	17.9%	28.2%	22.6%	17.4%	20.2%
Satisfied	58.8%	52.2%	57.9%	45.0%	58.5%	51.5%	62.9%
Neither satisfied nor dissatisfied	0.0%	13.0%	17.9%	16.8%	12.2%	22.2%	10.1%
Dissatisfied	5.9%	5.4%	5.3%	8.1%	4.3%	5.4%	4.5%
Very dissatisfied	0.0%	5.4%	0.0%	1.3%	1.2%	2.4%	0.0%
Don't know/ not applicable	0.0%	4.3%	1.1%	0.7%	1.2%	1.2%	2.2%

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

4.40 Condition of these parks and green spaces

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	41.2%	19.6%	17.9%	23.5%	22.6%	17.4%	20.2%
Satisfied	47.1%	52.2%	55.8%	44.3%	52.4%	53.9%	60.7%
Neither satisfied nor dissatisfied	0.0%	13.0%	22.1%	18.1%	14.6%	21.6%	12.4%
Dissatisfied	0.0%	8.7%	3.2%	10.7%	6.7%	4.2%	5.6%
Very dissatisfied	11.8%	3.3%	0.0%	2.7%	2.4%	2.4%	0.0%
Don't know/ not applicable	0.0%	3.3%	1.1%	0.7%	1.2%	0.6%	1.1%

“The range of recreation facilities available in the City’s parks (including beach park areas)?”

4.40 Range of recreation facilities available

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	29.4%	15.2%	17.9%	20.1%	17.7%	17.4%	18.0%
Satisfied	41.2%	56.5%	60.0%	51.7%	57.9%	56.9%	56.2%
Neither satisfied nor dissatisfied	17.6%	12.0%	14.7%	15.4%	17.1%	13.2%	13.5%
Dissatisfied	5.9%	8.7%	5.3%	8.1%	6.1%	7.2%	10.1%
Very dissatisfied	5.9%	4.3%	0.0%	2.0%	0.6%	3.6%	0.0%
Don't know/Not applicable	0.0%	3.3%	2.1%	2.7%	0.6%	1.8%	2.2%

“Information provided about recreation facilities in the City’s parks (including beach park areas)?”

4.41 Information provided about recreation facilities

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	23.5%	7.6%	12.6%	14.8%	13.4%	13.8%	10.1%
Satisfied	47.1%	54.3%	45.3%	57.0%	54.3%	46.1%	55.1%
Neither satisfied nor dissatisfied	23.5%	25.0%	30.5%	15.4%	25.0%	26.9%	25.8%
Dissatisfied	5.9%	5.4%	7.4%	8.7%	4.9%	10.2%	4.5%
Very dissatisfied	0.0%	4.3%	0.0%	2.0%	0.6%	1.2%	1.1%
Don't know/Not applicable	0.0%	3.3%	4.2%	2.0%	1.8%	1.8%	3.4%

Events and Festivals

“How satisfied or dissatisfied are you with the range of events and festivals?”

4.42 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	17	92	95	149	164	167	89
Very satisfied	29.4%	9.8%	8.4%	13.4%	13.4%	12.0%	14.6%
Satisfied	35.3%	37.0%	48.4%	47.0%	46.3%	44.3%	47.2%
Neither satisfied nor dissatisfied	23.5%	37.0%	31.6%	23.5%	26.8%	33.5%	27.0%
Dissatisfied	5.9%	4.3%	8.4%	9.4%	6.7%	5.4%	6.7%
Very dissatisfied	5.9%	5.4%	1.1%	2.0%	1.8%	2.4%	0.0%
Don't know/ not applicable	0.0%	6.5%	2.1%	4.7%	4.9%	2.4%	4.5%

City Promotions

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

4.43 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	17	92	95	149	164	167	89
Very satisfied	17.6%	9.8%	6.3%	12.8%	9.8%	9.0%	14.6%
Satisfied	29.4%	33.7%	46.3%	39.6%	49.4%	37.1%	44.9%
Neither satisfied nor dissatisfied	35.3%	35.9%	29.5%	27.5%	28.0%	35.3%	30.3%
Dissatisfied	11.8%	8.7%	10.5%	13.4%	6.1%	14.4%	7.9%
Very dissatisfied	5.9%	8.7%	2.1%	2.7%	3.0%	2.4%	0.0%
Don't know/ not applicable	0.0%	3.3%	5.3%	4.0%	3.7%	1.8%	2.2%

Emergency preparedness

“Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?”

4.44 prepare for a natural disaster such as an earthquake

		Yes	No	Don't know
Stored enough water for three days	Banks Peninsula	64.7%	35.3%	0.0%
	Coastal-Burwood	52.2%	43.5%	4.3%
	Spreydon - Cashmere	56.8%	41.1%	2.1%
	Linwood-Central-Heathcote	49.7%	47.7%	2.7%
	Fendalton-Waimairi-Harewood	45.7%	52.4%	1.8%
	Halswell-Hornby-Riccarton	46.7%	48.5%	4.8%
	Papanui-Innes	44.9%	47.2%	7.9%
	TOTAL	49.2%	47.2%	3.6%
Stored enough food for three days	Banks Peninsula	76.5%	23.5%	0.0%
	Coastal-Burwood	76.1%	19.6%	4.3%
	Spreydon - Cashmere	82.1%	16.8%	1.1%
	Linwood-Central-Heathcote	78.5%	20.8%	0.7%
	Fendalton-Waimairi-Harewood	76.8%	21.3%	1.8%
	Halswell-Hornby-Riccarton	72.5%	24.6%	3.0%
	Papanui-Innes	82.0%	11.2%	6.7%
	TOTAL	77.4%	20.1%	2.6%
Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc	Banks Peninsula	76.5%	23.5%	0.0%
	Coastal-Burwood	63.0%	30.4%	6.5%
	Spreydon - Cashmere	64.2%	32.6%	3.2%
	Linwood-Central-Heathcote	64.4%	33.6%	2.0%
	Fendalton-Waimairi-Harewood	60.4%	36.6%	3.0%
	Halswell-Hornby-Riccarton	62.3%	31.7%	6.0%
	Papanui-Innes	67.4%	28.1%	4.5%
	TOTAL	63.5%	32.5%	4.0%

“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

4.45 up-to-date emergency plan

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Yes	58.8%	53.3%	43.2%	45.6%	39.0%	38.9%	44.9%
No	41.2%	40.2%	52.6%	51.7%	57.9%	52.7%	47.2%
Don't know/not applicable	0.0%	6.5%	4.2%	2.7%	3.0%	8.4%	7.9%

Overall Satisfaction

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

4.46 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	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	2.1%	6.0%	4.9%	6.6%	6.7%
Satisfied	23.5%	34.8%	36.8%	34.2%	37.2%	36.5%	40.4%
Neither satisfied nor dissatisfied	35.3%	27.2%	30.5%	29.5%	26.2%	29.3%	25.8%
Dissatisfied	23.5%	26.1%	15.8%	18.8%	21.3%	16.8%	10.1%
Very dissatisfied	11.8%	7.6%	12.6%	9.4%	6.7%	9.0%	12.4%
Don't know/ not applicable	0.0%	2.2%	2.1%	2.0%	3.7%	1.8%	4.5%

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

4.47 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	6	25	29	44	43	49	23
Overall, slightly more satisfied than dissatisfied	33.3%	16.0%	24.1%	27.3%	7.0%	22.4%	17.4%
Overall, slightly more dissatisfied than satisfied	50.0%	24.0%	44.8%	40.9%	53.5%	36.7%	43.5%
Feel equally satisfied as dissatisfied	0.0%	52.0%	31.0%	27.3%	39.5%	24.5%	30.4%
Don’t know	16.7%	8.0%	0.0%	4.5%	0.0%	16.3%	8.7%

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

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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	15	55	71	104	104	101	55
Council is doing a good job overall	0.0%	14.5%	16.9%	19.2%	19.2%	13.9%	23.6%
Unhappy with roads/more road maintenance	0.0%	27.3%	11.3%	12.5%	18.3%	11.9%	20.0%
Disapprove of Council spending	13.3%	23.6%	14.1%	11.5%	14.4%	14.9%	3.6%
General maintenance needed	20.0%	12.7%	12.7%	11.5%	18.3%	6.9%	20.0%
Slow to/ don’t respond to problems/ concerns	0.0%	1.8%	12.7%	15.4%	17.3%	17.8%	7.3%
Does not listen	6.7%	12.7%	12.7%	14.4%	11.5%	15.8%	10.9%
Unhappy with services provided	26.7%	20.0%	9.9%	17.3%	8.7%	11.9%	7.3%
Too many cycle lanes	0.0%	18.2%	11.3%	6.7%	14.4%	8.9%	3.6%
Parking expensive/lack of/ parking issues	0.0%	7.3%	2.8%	6.7%	14.4%	5.0%	7.3%
No problems/ issues	0.0%	7.3%	7.0%	5.8%	1.0%	6.9%	10.9%
Unhappy with council staff	0.0%	9.1%	8.5%	2.9%	7.7%	4.0%	5.5%
Rates increased	6.7%	3.6%	11.3%	5.8%	6.7%	3.0%	3.6%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Disapprove of water chlorination handling	6.7%	5.5%	2.8%	4.8%	8.7%	5.0%	3.6%
Poor communication	0.0%	0.0%	12.7%	8.7%	1.0%	6.9%	1.8%
Room for improvement	6.7%	5.5%	7.0%	7.7%	2.9%	4.0%	3.6%
Respond to problems/concerns	0.0%	5.5%	5.6%	2.9%	5.8%	5.9%	5.5%
Lack of public consultation	0.0%	3.6%	1.4%	4.8%	10.6%	5.0%	1.8%
Too much bureaucracy	6.7%	5.5%	7.0%	5.8%	2.9%	5.0%	3.6%
Council needs to take more action	0.0%	9.1%	5.6%	4.8%	2.9%	5.0%	3.6%
Council is dishonest	6.7%	9.1%	2.8%	4.8%	3.8%	5.9%	1.8%
Unhappy with rebuild progress	0.0%	3.6%	5.6%	4.8%	4.8%	5.0%	1.8%
Poor customer service	6.7%	1.8%	4.2%	2.9%	3.8%	6.9%	1.8%
Happy with services provided	20.0%	3.6%	1.4%	4.8%	2.9%	5.0%	0.0%
Unhappy with covid 19 mandate/passport for council facilities	13.3%	3.6%	7.0%	2.9%	1.0%	1.0%	7.3%
Area favouritism/ More help for certain areas	6.7%	5.5%	1.4%	2.9%	2.9%	1.0%	5.5%
Good customer service	0.0%	0.0%	1.4%	1.9%	2.9%	5.0%	5.5%
Happy with recycling and rubbish services	13.3%	1.8%	1.4%	1.9%	1.9%	4.0%	3.6%
Unhappy with Mayor	0.0%	3.6%	1.4%	1.9%	3.8%	3.0%	1.8%
Council is doing a poor job overall	0.0%	1.8%	1.4%	2.9%	0.0%	1.0%	0.0%
Difficulties reporting issues to Council	0.0%	1.8%	0.0%	0.0%	1.0%	2.0%	0.0%
Other	0.0%	0.0%	1.4%	1.0%	1.9%	4.0%	1.8%

*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?”

4.49 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	17	92	95	149	164	167	89
Strongly agree	5.9%	9.8%	5.3%	8.7%	7.3%	6.6%	11.2%
Agree	35.3%	33.7%	42.1%	47.0%	43.3%	38.3%	43.8%
Neither agree nor disagree	29.4%	33.7%	30.5%	23.5%	28.7%	30.5%	19.1%
Disagree	5.9%	8.7%	10.5%	10.7%	9.1%	11.4%	11.2%
Strongly disagree	17.6%	4.3%	6.3%	5.4%	4.9%	6.6%	6.7%
Don't know/ not applicable	5.9%	9.8%	5.3%	4.7%	6.7%	6.6%	7.9%

“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?”

4.50 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 respondents	14	45	58	94	93	89	46
Roading: Improved network/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Roading: Roadworks/ Maintenance	0.0%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%
Roading: Other	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Public transport: Generally, a good/efficient service	0.0%	2.2%	0.0%	1.1%	1.1%	1.1%	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%	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	0.0%	13.3%	15.5%	12.8%	14.0%	15.7%	19.6%
Waste management: Timely collection and service	0.0%	2.2%	3.4%	4.3%	4.3%	5.6%	6.5%
Waste management: Availability of bins/ good size bins	0.0%	0.0%	1.7%	1.1%	0.0%	0.0%	0.0%
Waste management: Recycling and recycling options	0.0%	2.2%	0.0%	0.0%	2.2%	1.1%	2.2%
Waste management: Proper collection/no residue left behind	0.0%	0.0%	0.0%	1.1%	0.0%	1.1%	0.0%
Waste management: Friendly/ responsive staff	0.0%	0.0%	1.7%	2.1%	2.2%	0.0%	2.2%
Waste management: Communicate issues	0.0%	0.0%	1.7%	4.3%	4.3%	1.1%	2.2%
Waste management: Reliable	0.0%	4.4%	6.9%	8.5%	3.2%	5.6%	6.5%
Waste management: Other	0.0%	2.2%	1.7%	2.1%	2.2%	1.1%	2.2%
Waste management: Undefined	14.3%	0.0%	5.2%	4.3%	5.4%	3.4%	4.3%
Parking: Access to parking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Good quality	0.0%	2.2%	6.9%	0.0%	1.1%	3.4%	2.2%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Cycleways: Availability/ number	0.0%	2.2%	3.4%	2.1%	2.2%	3.4%	0.0%
Cycleways: Other	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Cycleways: Undefined	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Availability/ number/ range	0.0%	4.4%	0.0%	1.1%	1.1%	0.0%	2.2%
Events/ activities: Providing information on events	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	2.2%
Events/ activities: Well organised	0.0%	2.2%	0.0%	0.0%	4.3%	0.0%	0.0%
Events/ activities: Family friendly/ for all ages	0.0%	2.2%	0.0%	1.1%	4.3%	2.2%	2.2%
Events/ activities: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Free/ affordable	0.0%	2.2%	0.0%	0.0%	0.0%	1.1%	0.0%
Events/ activities: Undefined	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	2.2%
Libraries: Good service/ good libraries	14.3%	15.6%	10.3%	5.3%	3.2%	2.2%	13.0%
Libraries: Availability and variety of good/current resources/activities	0.0%	0.0%	0.0%	1.1%	3.2%	6.7%	6.5%
Libraries: Availability of and access to libraries	0.0%	2.2%	1.7%	1.1%	1.1%	2.2%	2.2%
Libraries: Good/ modern infrastructure	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Libraries: Free access/ free access to materials	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	2.2%
Libraries: Good librarians/ staff	0.0%	8.9%	1.7%	3.2%	2.2%	2.2%	4.3%
Libraries: Other	7.1%	2.2%	1.7%	0.0%	0.0%	0.0%	0.0%
Libraries: Undefined	0.0%	0.0%	3.4%	2.1%	0.0%	1.1%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	7.1%	2.2%	5.2%	9.6%	3.2%	10.1%	6.5%
Recreation & Sport Centres: Generally good service	0.0%	6.7%	1.7%	5.3%	0.0%	1.1%	2.2%
Recreation & Sport Centres: Clean/ well maintained	0.0%	0.0%	0.0%	0.0%	1.1%	2.2%	2.2%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.0%	1.7%	1.1%	0.0%	0.0%	0.0%
Recreation & Sport Centres: Other	0.0%	2.2%	0.0%	0.0%	0.0%	1.1%	0.0%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Facilities and services in general: Generally good service	7.1%	0.0%	5.2%	3.2%	4.3%	2.2%	2.2%
Parks, reserves, and green spaces: Well-presented and maintained	21.4%	8.9%	8.6%	14.9%	20.4%	12.4%	10.9%
Parks, reserves, and green spaces: Availability/number/variety	7.1%	0.0%	5.2%	0.0%	0.0%	4.5%	0.0%
Parks, reserves, and green spaces: good service to have	14.3%	0.0%	1.7%	1.1%	1.1%	0.0%	0.0%
Parks, reserves, and green spaces: Good for the children	0.0%	2.2%	0.0%	0.0%	0.0%	1.1%	0.0%
Parks, reserves, and green spaces: Other	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	2.2%
Parks, reserves, and green spaces: Undefined	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Water supply: No issues with chlorine	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water supply: Adequate and regular supply	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	2.2%
Water supply: Water quality/ taste is good	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	2.2%
Water supply: Maintenance done promptly/well maintained	0.0%	2.2%	0.0%	2.1%	3.2%	2.2%	0.0%
Water supply: Generally good service	7.1%	4.4%	3.4%	2.1%	2.2%	4.5%	0.0%
Community Support: Involvement of council	0.0%	6.7%	1.7%	4.3%	1.1%	2.2%	0.0%
Sewerage/ Wastewater: Generally good service	7.1%	0.0%	1.7%	2.1%	0.0%	2.2%	0.0%
Sewerage/ Wastewater: Well-maintained	7.1%	0.0%	0.0%	0.0%	1.1%	1.1%	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%	2.2%	1.7%	0.0%	0.0%	0.0%	0.0%
The rebuild: Improving the look of the City	7.1%	4.4%	0.0%	2.1%	0.0%	1.1%	0.0%
The rebuild: good progress being made	0.0%	0.0%	0.0%	1.1%	1.1%	1.1%	0.0%
The rebuild: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public space cleaning/City beautification: Keeping spaces/ City clean	0.0%	4.4%	1.7%	1.1%	2.2%	1.1%	0.0%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.0%	1.7%	0.0%	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%	1.1%	1.1%	1.1%	0.0%
Information and communication: good communication/clear	0.0%	2.2%	5.2%	7.4%	2.2%	6.7%	4.3%
Information and communication: Other	0.0%	0.0%	0.0%	1.1%	0.0%	4.5%	2.2%
Waterways: Well-maintained/ clean	0.0%	2.2%	0.0%	0.0%	1.1%	0.0%	2.2%
Footpaths: Well-maintained	0.0%	2.2%	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%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	14.3%	2.2%	6.9%	4.3%	7.5%	1.1%	2.2%

*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?”

4.51 Most important service for Council to improve over next 12 months (coded table) (Q51)

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	15	59	71	108	111	99	62
As stated in previous question	0.0%	1.7%	2.8%	1.9%	2.7%	2.0%	1.6%
Roading: Fix roads/ make smooth/ remove potholes	13.3%	8.5%	11.3%	8.3%	16.2%	11.1%	17.7%
Roading: Better quality repair less frequent repair/ faster repair	0.0%	10.2%	4.2%	9.3%	13.5%	12.1%	6.5%
Roading: Improve traffic control/ flow/ accessibility	6.7%	0.0%	0.0%	0.9%	3.6%	2.0%	1.6%
Roading: Better communication/ consultation	0.0%	0.0%	0.0%	0.0%	1.8%	2.0%	3.2%
Roading: Prioritise/ focus repairs where needed most	0.0%	6.8%	0.0%	0.0%	0.0%	1.0%	1.6%
Roading: Allocate resources correctly	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Roading: Other	13.3%	1.7%	0.0%	1.9%	2.7%	4.0%	3.2%
Footpaths: Fix footpaths/ make smooth/ remove hazards	6.7%	3.4%	5.6%	3.7%	2.7%	0.0%	1.6%
Footpaths: Better quality repair/less frequent repair/faster repair	0.0%	0.0%	0.0%	1.9%	3.6%	2.0%	3.2%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.0%	0.0%	0.9%	0.9%	1.0%	1.6%
Footpaths: Improve Street lighting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Improve accessibility	0.0%	0.0%	1.4%	0.9%	0.9%	0.0%	0.0%
Cycleways: Make more user-friendly/Less obstructive/ Safer	0.0%	0.0%	1.4%	0.9%	2.7%	2.0%	0.0%
Cycleways: Clearer delineation between cycleways/road lanes	6.7%	0.0%	0.0%	0.0%	0.0%	1.0%	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%	1.7%	5.6%	2.8%	5.4%	6.1%	4.8%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Water supply: Remove chlorine/ other additives	6.7%	8.5%	9.9%	9.3%	8.1%	8.1%	6.5%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	0.0%	0.0%	1.4%	2.8%	1.8%	1.0%	0.0%
Water supply: Improve or retain quality/smell/ taste/ appearance	0.0%	1.7%	0.0%	0.9%	0.9%	0.0%	0.0%
Water supply: Fix leaks	6.7%	1.7%	2.8%	2.8%	2.7%	4.0%	3.2%
Water supply: Halt sale of water to commercial interests	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Water supply: better communication/ consultation	0.0%	0.0%	1.4%	0.0%	0.0%	1.0%	1.6%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Water supply: Other	6.7%	3.4%	0.0%	0.0%	2.7%	1.0%	3.2%
Council decision-making/ financial management: Reduce spending on Councillors	6.7%	0.0%	4.2%	2.8%	1.8%	0.0%	0.0%
Council decision-making/ financial management: More consultation on new building spending/more consultation generally	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Faster action on rebuild projects	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Council decision-making/ financial management: Focus more on infrastructure/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Increase council transparency/ address corruption/ accountability	6.7%	0.0%	1.4%	1.9%	0.0%	1.0%	0.0%
Council decision-making/ financial management: Improve communication and monitoring	6.7%	0.0%	1.4%	3.7%	0.0%	4.0%	1.6%
Council decision-making/ financial management: Channel council contracts to local companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Council decision-making/ financial management: Devise a better rates system	0.0%	5.1%	5.6%	4.6%	2.7%	7.1%	1.6%
Council decision-making/ financial management: better quality staff	0.0%	1.7%	2.8%	2.8%	1.8%	2.0%	0.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Developing clear plans and budgets/ long term/ independent thinking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Reduce the level of bureaucracy/ less red tape	0.0%	1.7%	0.0%	0.0%	0.9%	1.0%	0.0%
Public space cleaning/ City beautification: Council should clean-up/ increase cleaning frequency	0.0%	0.0%	4.2%	3.7%	0.0%	2.0%	0.0%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	6.7%	1.7%	1.4%	2.8%	2.7%	2.0%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	1.7%	1.4%	0.0%	0.0%	0.0%	0.0%
Public space cleaning/ City beautification: Planting more trees	0.0%	0.0%	1.4%	0.9%	0.0%	1.0%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Consents process: Process needs to be more inclusive/ less adversarial	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	3.2%
Consents process: Reduce the time and costs related to the process	6.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	1.6%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Parking: Fair enforcement/ better enforcement	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Parking: More parking/ better quality parking	0.0%	0.0%	4.2%	5.6%	2.7%	4.0%	3.2%
Parking: Lower the cost/ make it free in some areas	0.0%	1.7%	1.4%	2.8%	2.7%	2.0%	3.2%
Parking: Increase the time limit	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	6.7%	5.1%	8.5%	2.8%	4.5%	3.0%	0.0%
Waterways: Clamping down on dumping of waste into waterways/prevent pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Pay attention to the entire waterway not sections	0.0%	3.4%	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%	0.9%	0.0%	0.0%
Waterways: Building flood protection barriers	0.0%	0.0%	0.0%	0.9%	0.9%	2.0%	3.2%
Waterways: Improve the development process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Reduce unpleasant smells	6.7%	1.7%	1.4%	6.5%	1.8%	1.0%	0.0%
Sewerage/Wastewater: Improve drainage/ runoff	0.0%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Overhaul of treatment plant	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Prevent sewerage discharge into waterways	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Public transport: Cutting routes without proper consultation	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	0.0%	0.0%	0.0%	0.9%	0.9%	1.0%	0.0%
Public transport: Develop routes/services that meet all customers' needs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Reinstate cancelled services	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
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%	1.4%	0.0%	0.0%	1.0%	0.0%
Public transport: Drivers need to keep to the timetables	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Public transport: Add/improve bus stops	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	1.6%
Public transport: Make the service more affordable	0.0%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%
Public transport: Other	0.0%	0.0%	0.0%	1.9%	0.0%	1.0%	1.6%
Information and communication: Improve communication with the public/ improve transparency	6.7%	6.8%	7.0%	8.3%	6.3%	3.0%	6.5%
Information and Communication: Consistency and clarity	0.0%	1.7%	2.8%	3.7%	0.9%	3.0%	0.0%
Information and communication: More consultations	0.0%	3.4%	0.0%	0.0%	0.0%	2.0%	0.0%
Parks, reserves, and green spaces: Increase maintenance staff	0.0%	0.0%	2.8%	0.0%	3.6%	3.0%	1.6%
Parks, reserves, and green spaces: Improve maintenance/repair of park facilities	0.0%	3.4%	2.8%	0.0%	0.0%	6.1%	4.8%
Parks, reserves, and green spaces: Limit commercial activity in parks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves, and green spaces: More facilities	0.0%	0.0%	0.0%	0.0%	0.9%	1.0%	0.0%
Parks, reserves, and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	0.0%	0.0%	0.9%	0.9%	0.0%	0.0%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0.0%	3.4%	0.0%	0.0%	1.8%	1.0%	0.0%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Events/ activities: Improvement communication about events	0.0%	1.7%	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%	0.0%	2.8%	0.0%	0.0%	1.0%	0.0%
Housing: Safer housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
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%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Waste management: better delineation/ education of recycling/ organic/waste	0.0%	1.7%	0.0%	0.9%	0.9%	0.0%	0.0%
Waste management: Provide bigger bins/ more bins same size bins/ replacement of bins	0.0%	3.4%	0.0%	4.6%	3.6%	3.0%	3.2%
Waste management: Proper/ better collection of waste	0.0%	3.4%	0.0%	1.9%	3.6%	2.0%	1.6%
Waste management: better recycling options/ information	0.0%	5.1%	2.8%	2.8%	0.9%	3.0%	1.6%
Waste management: Increase collection frequency/change time of collection	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Waste management: Cost of collections/bins should be reconsidered	0.0%	1.7%	0.0%	0.9%	0.0%	1.0%	0.0%
Waste management: Other	6.7%	1.7%	0.0%	0.0%	0.9%	1.0%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.0%	1.7%	0.0%	0.0%	5.4%	2.0%	3.2%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	0.0%	1.7%	0.0%	0.0%	0.0%	1.0%	1.6%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Earthquake recovery/rebuild: Not rebuilding the Cathedral	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/rebuild: Management of Heritage properties	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/rebuild: Other	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Get rid of COVID mandates	6.7%	0.0%	4.2%	0.0%	0.0%	1.0%	1.6%
Noise control: not responding to complaints	0.0%	0.0%	2.8%	0.9%	0.0%	0.0%	0.0%
Other	0.0%	5.1%	11.3%	1.9%	2.7%	4.0%	9.7%

Don't know and positive responses removed

Findings by Age/Gender

The following section details survey findings by Age and Gender.

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?’”

4.52 Understanding of Council decision-making

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	3.8%	4.6%	1.7%	7.1%	6.0%	2.6%	50.0%
Agree	26.9%	25.0%	26.7%	36.1%	31.4%	24.5%	50.0%
Neither agree nor disagree	34.6%	28.0%	33.3%	26.6%	28.8%	30.3%	0.0%
Disagree	23.1%	28.8%	21.7%	17.8%	20.9%	27.4%	0.0%
Strongly disagree	11.5%	10.9%	13.9%	10.1%	11.8%	11.3%	0.0%
Don't know/ not applicable	0.0%	2.7%	2.8%	2.4%	1.0%	3.9%	0.0%

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

4.53 Accuracy of information

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.6%	1.1%	3.0%	3.7%	3.2%	50.0%
Satisfied	28.8%	25.0%	26.1%	33.1%	29.6%	25.0%	50.0%
Neither satisfied nor dissatisfied	36.5%	33.4%	28.9%	30.8%	30.1%	33.9%	0.0%
Dissatisfied	21.2%	26.4%	27.8%	20.1%	23.8%	26.6%	0.0%
Very dissatisfied	3.8%	6.5%	11.1%	8.9%	10.2%	5.5%	0.0%
Don't know/ not applicable	1.9%	4.1%	5.0%	4.1%	2.6%	5.8%	0.0%

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

4.54 Information is prompt and timely

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	1.9%	2.2%	1.7%	4.1%	0.0%	3.4%	1.3%
Satisfied	32.7%	22.0%	17.8%	26.6%	0.0%	23.3%	21.8%
Neither satisfied nor dissatisfied	34.6%	36.1%	32.2%	30.8%	25.0%	33.0%	35.0%
Dissatisfied	15.4%	27.7%	32.2%	24.3%	75.0%	25.7%	29.2%
Very dissatisfied	13.5%	7.3%	11.7%	10.1%	0.0%	12.0%	6.6%
Don't know/ not applicable	1.9%	2.2%	1.7%	4.1%	0.0%	3.4%	1.3%

“How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the City?”

4.55 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	52	368	180	169	382	380	2
Very satisfied	7.7%	4.3%	3.3%	4.1%	4.5%	4.2%	0.0%
Satisfied	34.6%	29.6%	18.9%	26.0%	24.1%	28.9%	0.0%
Neither satisfied nor dissatisfied	26.9%	27.2%	26.1%	23.1%	27.0%	24.2%	100.0%
Dissatisfied	19.2%	21.2%	32.2%	26.0%	26.4%	23.7%	0.0%
Very dissatisfied	9.6%	16.6%	17.2%	18.3%	17.3%	16.3%	0.0%
Don't know/ not applicable	1.9%	1.1%	2.2%	2.4%	0.8%	2.6%	0.0%

“How much influence do you feel the public has on the decisions the Council makes?”

4.56 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	52	368	180	169	382	380	2
Large influence	5.8%	4.3%	0.0%	2.4%	3.1%	2.6%	0.0%
Some influence	38.5%	19.6%	17.8%	21.3%	22.5%	18.4%	0.0%
Small influence	38.5%	46.7%	52.8%	42.0%	44.2%	48.4%	100.0%
No influence	15.4%	25.8%	26.7%	32.0%	27.5%	26.8%	0.0%
Don't know/ not applicable	1.9%	3.5%	2.8%	2.4%	2.6%	3.7%	0.0%

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

4.57 Opportunities to have a say in what Council does

	18-24	25-49	50-64	65+	Prefer not to say	Male	Female	Gender diverse
Number of respondents	52	368	180	169	4	382	380	2
Very satisfied	7.7%	4.1%	0.6%	3.0%	4.7%	1.8%	0.0%	7.7%
Satisfied	17.3%	24.2%	25.6%	24.9%	24.9%	23.7%	0.0%	17.3%
Neither satisfied nor dissatisfied	32.7%	31.5%	28.9%	34.3%	31.2%	31.8%	50.0%	32.7%
Dissatisfied	28.8%	25.5%	26.1%	18.3%	22.8%	25.8%	50.0%	28.8%
Very dissatisfied	11.5%	11.4%	15.6%	16.0%	14.4%	12.4%	0.0%	11.5%
Don't know/ not applicable	1.9%	3.3%	3.3%	3.6%	2.1%	4.5%	0.0%	1.9%

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

4.58 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	52	368	180	169	382	380	2
Very satisfied	7.7%	3.0%	0.6%	2.4%	2.6%	2.6%	0.0%
Satisfied	19.2%	20.9%	16.1%	18.9%	20.4%	18.2%	50.0%
Neither satisfied nor dissatisfied	30.8%	27.2%	33.3%	37.9%	32.2%	30.5%	0.0%
Dissatisfied	32.7%	28.0%	26.7%	22.5%	25.7%	27.9%	50.0%
Very dissatisfied	7.7%	13.9%	18.9%	14.8%	16.2%	13.2%	0.0%
Don’t know/ not applicable	1.9%	7.1%	4.4%	3.6%	2.9%	7.6%	0.0%

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. how satisfied or dissatisfied are you with the appearance of these objects?”

4.59 Satisfaction with the appearance of monuments and other heritage objects

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	17.3%	10.1%	11.7%	13.0%	9.7%	12.9%	0.0%
Satisfied	50.0%	52.2%	56.7%	50.9%	53.9%	52.4%	100.0%
Neither satisfied nor dissatisfied	19.2%	24.7%	22.8%	23.1%	24.3%	22.6%	0.0%
Dissatisfied	9.6%	8.4%	6.1%	9.5%	8.1%	8.2%	0.0%
Very dissatisfied	3.8%	3.0%	1.7%	2.4%	3.4%	1.8%	0.0%
Don’t know/ not applicable	0.0%	1.6%	1.1%	1.2%	0.5%	2.1%	0.0%

“How satisfied or dissatisfied are you with their condition?”

4.60 Satisfaction with the condition of monuments and other heritage objects

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	9.0%	11.1%	9.5%	9.9%	10.0%	0.0%
Satisfied	46.2%	55.4%	55.6%	57.4%	54.7%	56.8%	100.0%
Neither satisfied nor dissatisfied	17.3%	26.4%	26.7%	23.1%	24.1%	25.5%	0.0%
Dissatisfied	11.5%	6.0%	4.4%	5.9%	7.6%	4.5%	0.0%
Very dissatisfied	0.0%	1.6%	0.6%	1.2%	2.1%	0.3%	0.0%
Don't know/ not applicable	5.8%	1.6%	1.7%	3.0%	1.6%	2.9%	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. how satisfied or dissatisfied are you with the appearance of the City’s heritage buildings?”

4.61 Satisfaction with their appearance

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	11.5%	7.9%	7.8%	6.5%	6.3%	8.7%	0.0%
Satisfied	38.5%	47.3%	39.4%	43.2%	45.5%	42.9%	100.0%
Neither satisfied nor dissatisfied	26.9%	27.4%	32.8%	32.0%	28.0%	31.1%	0.0%
Dissatisfied	15.4%	12.5%	17.8%	10.7%	14.7%	12.4%	0.0%
Very dissatisfied	7.7%	2.7%	2.2%	4.1%	4.2%	2.6%	0.0%
Don't know/ not applicable	0.0%	2.2%	0.0%	3.6%	1.3%	2.4%	0.0%

“How satisfied or dissatisfied are you with the condition of these buildings?”

4.62 Satisfaction with their condition

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	13.5%	6.5%	5.0%	5.3%	5.5%	6.8%	0.0%
Satisfied	36.5%	40.2%	41.7%	37.3%	38.2%	41.3%	100.0%
Neither satisfied nor dissatisfied	25.0%	31.3%	30.6%	33.7%	32.2%	30.5%	0.0%
Dissatisfied	19.2%	15.5%	18.9%	14.2%	17.8%	14.2%	0.0%
Very dissatisfied	5.8%	3.5%	2.8%	4.1%	4.5%	3.2%	0.0%
Don't know/ not applicable	0.0%	3.0%	1.1%	5.3%	1.8%	3.9%	0.0%

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)?”

4.63 Satisfaction with kerbside recycling

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	21.2%	25.3%	28.3%	36.7%	30.9%	25.3%	50.0%
Satisfied	46.2%	49.7%	48.3%	42.6%	44.0%	51.3%	50.0%
Neither satisfied nor dissatisfied	19.2%	11.7%	11.1%	10.1%	14.1%	9.2%	0.0%
Dissatisfied	13.5%	8.4%	8.3%	5.9%	6.0%	10.5%	0.0%
Very dissatisfied	0.0%	4.3%	3.9%	4.7%	5.0%	3.2%	0.0%
Don't know/ not applicable	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%

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

4.64 Satisfaction with kerbside rubbish

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	29.1%	29.4%	42.0%	33.5%	29.2%	50.0%
Satisfied	53.8%	48.6%	52.2%	45.6%	47.6%	50.8%	50.0%
Neither satisfied nor dissatisfied	9.6%	12.2%	11.1%	8.3%	12.3%	9.5%	0.0%
Dissatisfied	13.5%	6.0%	5.6%	1.8%	3.4%	7.6%	0.0%
Very dissatisfied	1.9%	3.5%	1.7%	2.4%	2.9%	2.4%	0.0%
Don't know/ not applicable	1.9%	0.5%	0.0%	0.0%	0.3%	0.5%	0.0%

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

4.65 Satisfaction with organic material

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	21.2%	26.4%	28.3%	39.6%	31.4%	27.1%	50.0%
Satisfied	50.0%	48.9%	47.8%	43.2%	44.8%	50.8%	50.0%
Neither satisfied nor dissatisfied	15.4%	13.0%	11.1%	8.3%	12.8%	10.3%	0.0%
Dissatisfied	5.8%	7.6%	9.4%	3.6%	5.8%	8.4%	0.0%
Very dissatisfied	5.8%	3.5%	3.3%	4.1%	4.7%	2.6%	0.0%
Don't know/ not applicable	1.9%	0.5%	0.0%	1.2%	0.5%	0.8%	0.0%

Sewerage and Stormwater

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

4.66 Minimal odour from the sewerage system

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	10.3%	8.3%	15.4%	11.5%	11.1%	50.0%
Satisfied	25.0%	41.3%	36.1%	35.5%	40.8%	35.3%	0.0%
Neither satisfied nor dissatisfied	17.3%	18.2%	20.6%	17.8%	18.3%	19.2%	0.0%
Dissatisfied	28.8%	16.8%	16.7%	14.8%	15.4%	18.9%	0.0%
Very dissatisfied	7.7%	9.8%	12.8%	8.9%	9.2%	11.1%	50.0%
Don't know/ not applicable	1.9%	3.5%	5.6%	7.7%	4.7%	4.5%	0.0%

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

4.67 Wastewater services are reliable

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	15.5%	11.7%	16.0%	14.1%	15.5%	50.0%
Satisfied	38.5%	52.2%	60.0%	51.5%	53.9%	52.9%	0.0%
Neither satisfied nor dissatisfied	25.0%	20.9%	16.7%	20.1%	21.5%	17.6%	50.0%
Dissatisfied	7.7%	5.4%	5.0%	4.1%	3.4%	7.1%	0.0%
Very dissatisfied	3.8%	2.7%	5.0%	3.0%	3.7%	3.2%	0.0%
Don't know/ not applicable	5.8%	3.3%	1.7%	5.3%	3.4%	3.7%	0.0%

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

4.68 Repairs and complaints are investigated in a timely manner

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	17.3%	9.2%	6.1%	11.2%	10.5%	7.9%	50.0%
Satisfied	36.5%	36.4%	40.0%	45.0%	39.8%	38.9%	0.0%
Neither satisfied nor dissatisfied	26.9%	30.2%	24.4%	20.1%	28.5%	23.9%	50.0%
Dissatisfied	7.7%	5.7%	11.1%	10.1%	6.3%	10.0%	0.0%
Very dissatisfied	1.9%	4.1%	5.0%	3.6%	4.5%	3.7%	0.0%
Don't know/ not applicable	9.6%	14.4%	13.3%	10.1%	10.5%	15.5%	0.0%

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

4.69 Condition of waterways

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	3.0%	2.8%	4.1%	3.9%	3.2%	0.0%
Satisfied	26.9%	34.0%	30.6%	32.0%	33.5%	30.3%	50.0%
Neither satisfied nor dissatisfied	28.8%	24.2%	22.8%	24.9%	21.7%	26.8%	50.0%
Dissatisfied	25.0%	24.7%	31.1%	24.9%	26.7%	26.1%	0.0%
Very dissatisfied	11.5%	12.5%	11.1%	12.4%	13.4%	11.3%	0.0%
Don't know/ not applicable	0.0%	1.6%	1.7%	1.8%	0.8%	2.4%	0.0%

“How satisfied or dissatisfied are you with the condition of waterway margins?”

4.70 Condition of waterway margins

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	3.3%	3.9%	5.3%	3.4%	4.7%	0.0%
Satisfied	40.4%	45.1%	42.2%	42.0%	46.6%	40.0%	100.0%
Neither satisfied nor dissatisfied	28.8%	28.0%	27.8%	23.1%	23.8%	29.7%	0.0%
Dissatisfied	11.5%	14.9%	18.9%	18.9%	18.6%	14.7%	0.0%
Very dissatisfied	7.7%	5.4%	6.1%	8.3%	6.3%	6.8%	0.0%
Don't know/ not applicable	3.8%	3.3%	1.1%	2.4%	1.3%	3.9%	0.0%

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

4.71 Appearance of Christchurch’s waterway margins

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	7.1%	6.7%	7.7%	7.1%	7.1%	0.0%
Satisfied	46.2%	45.4%	46.7%	41.4%	44.8%	44.2%	100.0%
Neither satisfied nor dissatisfied	21.2%	25.0%	23.3%	24.9%	23.8%	25.0%	0.0%
Dissatisfied	15.4%	13.3%	15.6%	12.4%	13.9%	13.9%	0.0%
Very dissatisfied	7.7%	6.8%	7.8%	11.8%	9.7%	6.8%	0.0%
Don't know/ not applicable	1.9%	2.4%	0.0%	1.8%	0.8%	2.9%	0.0%

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

4.72 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	52	368	180	169	382	380	2
Very satisfied	7.7%	6.0%	2.2%	5.9%	5.5%	4.7%	0.0%
Satisfied	30.8%	30.4%	36.7%	37.3%	35.9%	30.8%	100.0%
Neither satisfied nor dissatisfied	32.7%	27.7%	24.4%	27.8%	30.1%	24.5%	0.0%
Dissatisfied	21.2%	23.1%	25.0%	18.9%	17.8%	27.6%	0.0%
Very dissatisfied	3.8%	9.5%	8.9%	6.5%	8.4%	8.2%	0.0%
Don't know/ not applicable	3.8%	3.3%	2.8%	3.6%	2.4%	4.2%	0.0%

Transportation

“How much do you agree or disagree that Christchurch is a walking friendly City?”

4.73 Agreement that Christchurch is a walking friendly City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	26.9%	17.9%	9.4%	15.4%	15.4%	15.8%	50.0%
Agree	46.2%	51.6%	58.9%	51.5%	49.0%	56.8%	50.0%
Neither agree nor disagree	9.6%	19.0%	17.8%	17.8%	20.2%	15.8%	0.0%
Disagree	7.7%	6.8%	8.3%	8.9%	9.2%	6.6%	0.0%
Strongly disagree	5.8%	3.5%	3.9%	3.6%	4.5%	3.2%	0.0%
Don't know/ not applicable	3.8%	1.1%	1.7%	3.0%	1.8%	1.8%	0.0%

“How much do you agree or disagree that Christchurch is a cycle friendly City?”

4.74 Christchurch is a cycle friendly City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	21.2%	15.8%	11.1%	15.4%	14.1%	15.3%	50.0%
Agree	42.3%	46.2%	50.6%	47.9%	46.6%	48.2%	50.0%
Neither agree nor disagree	19.2%	21.7%	22.2%	20.1%	23.8%	18.9%	0.0%
Disagree	11.5%	9.2%	7.8%	7.1%	8.4%	8.9%	0.0%
Strongly disagree	1.9%	4.3%	3.9%	3.6%	4.5%	3.4%	0.0%
Don't know/ not applicable	3.8%	2.7%	4.4%	5.9%	2.6%	5.3%	0.0%

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

4.75 Frequency of cycling on public roads

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
All the time, by that I mean about every day	5.8%	8.2%	7.8%	3.6%	9.4%	4.2%	0.0%
Frequently, by that I mean at least once a week	23.1%	13.9%	10.6%	10.1%	16.5%	9.2%	0.0%
Occasionally, by that I mean around once a month	13.5%	19.0%	15.0%	5.3%	15.4%	13.7%	50.0%
Rarely, by that I mean no more than a few times a year	32.7%	23.4%	17.2%	9.5%	21.2%	17.9%	0.0%
Never	25.0%	34.2%	45.0%	66.9%	34.6%	51.8%	50.0%
Don't know/ not applicable	0.0%	1.4%	4.4%	4.7%	2.9%	3.2%	0.0%

Roads and Footpaths

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

4.76 Condition of roads

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.1%	1.7%	0.6%	3.1%	2.9%	0.0%
Satisfied	25.0%	23.1%	24.4%	22.5%	22.0%	25.0%	0.0%
Neither satisfied nor dissatisfied	25.0%	22.8%	18.3%	21.9%	21.5%	21.6%	0.0%
Dissatisfied	30.8%	34.5%	35.6%	33.7%	34.3%	34.5%	50.0%
Very dissatisfied	11.5%	14.4%	20.0%	21.3%	19.1%	15.0%	50.0%
Don't know/ not applicable	0.0%	1.1%	0.0%	0.0%	0.0%	1.1%	0.0%

“What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads?”

4.77 Reasons for dissatisfaction with the condition of Christchurch Roads

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	22	180	100	93	204	188	2
Road surfaces are not smooth or level	54.5%	57.2%	53.0%	51.6%	56.9%	51.6%	100.0%
There are potholes in the roads	36.4%	48.3%	48.0%	44.1%	44.1%	49.5%	50.0%
Roadworks are causing delays and disruption	27.3%	17.8%	25.0%	26.9%	21.6%	22.9%	0.0%
Roadworks are taking too long	63.6%	36.7%	35.0%	46.2%	43.1%	36.2%	100.0%
Roadworks not completed to a good standard	27.3%	37.8%	34.0%	40.9%	40.2%	34.6%	0.0%
Roads are not swept often enough (including litter and debris on roads)	4.5%	10.0%	12.0%	16.1%	12.3%	11.2%	0.0%
Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)	54.5%	72.2%	68.0%	64.5%	65.2%	71.8%	50.0%
Other – please specify	0.0%	5.0%	11.0%	3.2%	5.4%	6.4%	0.0%

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

4.78 Satisfaction with the condition of footpaths

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.3%	1.7%	1.2%	3.7%	2.9%	0.0%
Satisfied	32.7%	32.9%	34.4%	22.5%	29.6%	32.6%	0.0%
Neither satisfied nor dissatisfied	40.4%	24.7%	17.2%	20.1%	23.0%	22.6%	50.0%
Dissatisfied	13.5%	28.0%	30.0%	37.3%	28.8%	30.0%	50.0%
Very dissatisfied	5.8%	8.7%	16.1%	18.3%	14.1%	10.8%	0.0%
Don’t know/ not applicable	0.0%	1.4%	0.6%	0.6%	0.8%	1.1%	0.0%

Water Supply

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

4.79 Quality of water supply

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	17.3%	10.1%	11.1%	17.8%	15.7%	9.2%	0.0%
Satisfied	32.7%	32.3%	30.0%	39.6%	35.6%	31.3%	50.0%
Neither satisfied nor dissatisfied	17.3%	20.7%	13.9%	16.6%	16.2%	19.7%	0.0%
Dissatisfied	19.2%	22.0%	29.4%	14.8%	20.7%	23.4%	0.0%
Very dissatisfied	13.5%	13.9%	13.9%	11.2%	11.3%	15.0%	50.0%
Don't know/ not applicable	0.0%	1.1%	1.7%	0.0%	0.5%	1.3%	0.0%

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

4.80 Council repairs leaks and investigates complaints in a timely manner

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	13.5%	11.1%	11.1%	12.4%	11.5%	11.3%	0.0%
Satisfied	42.3%	39.4%	35.6%	43.8%	41.4%	37.9%	50.0%
Neither satisfied nor dissatisfied	15.4%	24.5%	24.4%	18.9%	21.5%	23.9%	50.0%
Dissatisfied	9.6%	9.0%	13.9%	11.2%	10.7%	10.3%	0.0%
Very dissatisfied	3.8%	4.1%	7.2%	7.1%	6.8%	3.9%	0.0%
Don't know/ not applicable	15.4%	12.0%	7.8%	6.5%	8.1%	12.6%	0.0%

“How satisfied or dissatisfied are you that the water supply is reliable?”

4.81 Reliability of water supply

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	26.9%	27.4%	22.2%	27.8%	28.3%	23.9%	0.0%
Satisfied	42.3%	46.7%	53.3%	54.4%	49.5%	50.8%	50.0%
Neither satisfied nor dissatisfied	15.4%	17.9%	13.9%	11.8%	13.6%	17.1%	0.0%
Dissatisfied	7.7%	5.2%	6.7%	2.4%	4.7%	5.0%	50.0%
Very dissatisfied	3.8%	1.9%	1.7%	2.4%	2.9%	1.3%	0.0%
Don't know/ not applicable	3.8%	0.8%	2.2%	1.2%	1.0%	1.8%	0.0%

Parking

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

4.82 Usage of Council parking facility

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Yes, on-street	71.2%	74.5%	66.1%	60.9%	71.2%	66.8%	100.0%
Yes, Council off-street	55.8%	51.1%	48.3%	49.1%	48.4%	52.4%	0.0%
No	9.6%	15.2%	20.6%	24.3%	18.6%	17.9%	0.0%
Don't know/not applicable	5.8%	1.9%	3.3%	1.8%	2.4%	2.9%	0.0%

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

4.83 Ease of use of on-street parking meters

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	12.2%	11.6%	4.6%	5.4%	6.7%	10.3%	50.0%
Satisfied	40.8%	47.9%	46.0%	35.5%	42.6%	46.1%	0.0%
Neither satisfied nor dissatisfied	20.4%	22.2%	24.7%	30.1%	27.3%	21.1%	50.0%
Dissatisfied	14.3%	8.6%	14.9%	16.9%	12.9%	11.9%	0.0%
Very dissatisfied	10.2%	6.1%	5.2%	4.8%	7.0%	4.9%	0.0%
Don't know/ not applicable	2.0%	3.6%	4.6%	7.2%	3.5%	5.7%	0.0%

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

4.84 Range of parking facilities available

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	10.2%	9.4%	4.6%	6.0%	7.8%	7.0%	50.0%
Satisfied	30.6%	39.6%	38.5%	34.3%	36.7%	38.2%	50.0%
Neither satisfied nor dissatisfied	16.3%	24.4%	25.3%	30.1%	24.7%	26.0%	0.0%
Dissatisfied	30.6%	15.8%	22.4%	17.5%	19.0%	18.7%	0.0%
Very dissatisfied	10.2%	8.3%	5.2%	7.2%	8.3%	6.8%	0.0%
Don't know/ not applicable	2.0%	2.5%	4.0%	4.8%	3.5%	3.3%	0.0%

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

4.85 Information provided about parking options

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	12.2%	7.5%	4.6%	4.8%	6.2%	6.8%	50.0%
Satisfied	30.6%	41.3%	37.4%	35.5%	34.9%	41.7%	50.0%
Neither satisfied nor dissatisfied	28.6%	32.7%	33.9%	31.9%	33.2%	31.7%	0.0%
Dissatisfied	14.3%	11.1%	16.1%	15.7%	15.0%	12.2%	0.0%
Very dissatisfied	14.3%	5.0%	5.2%	7.8%	7.8%	4.9%	0.0%
Don't know/ not applicable	0.0%	2.5%	2.9%	4.2%	2.9%	2.7%	0.0%

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

4.86 Ease of use of Council parking

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	14.3%	8.0%	4.6%	7.8%	7.8%	7.0%	50.0%
Satisfied	24.5%	42.9%	39.1%	33.1%	38.6%	39.0%	0.0%
Neither satisfied nor dissatisfied	16.3%	29.6%	33.9%	31.3%	30.8%	29.0%	50.0%
Dissatisfied	28.6%	10.5%	12.6%	15.1%	12.1%	14.6%	0.0%
Very dissatisfied	14.3%	5.5%	6.3%	6.6%	7.5%	5.7%	0.0%
Don't know/ not applicable	2.0%	3.3%	3.4%	6.0%	3.2%	4.6%	0.0%

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

4.87 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	49	361	174	166	373	369	2
Strongly agree	14.3%	10.5%	2.9%	7.2%	7.8%	8.4%	50.0%
Agree	36.7%	30.7%	29.3%	34.9%	34.0%	29.8%	0.0%
Neither agree nor disagree	34.7%	39.1%	47.1%	41.0%	40.8%	40.9%	50.0%
Disagree	6.1%	9.7%	10.9%	6.0%	6.4%	11.7%	0.0%
Strongly disagree	6.1%	3.9%	3.4%	3.0%	4.0%	3.5%	0.0%
Don't know/ not applicable	2.0%	6.1%	6.3%	7.8%	7.0%	5.7%	0.0%

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

4.88 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	49	361	174	166	373	369	2
Strongly agree	20.4%	15.8%	13.2%	10.8%	13.7%	15.2%	50.0%
Agree	42.9%	51.8%	55.2%	53.6%	53.1%	51.8%	50.0%
Neither agree nor disagree	20.4%	22.7%	20.7%	21.7%	22.3%	21.1%	0.0%
Disagree	8.2%	3.0%	2.3%	3.0%	2.7%	3.8%	0.0%
Strongly disagree	4.1%	1.9%	1.7%	1.8%	2.9%	1.1%	0.0%
Don't know/ not applicable	4.1%	4.7%	6.9%	9.0%	5.4%	7.0%	0.0%

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

4.89 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	49	361	174	166	373	369	2
Strongly agree	12.2%	8.9%	4.6%	1.8%	7.8%	5.1%	50.0%
Agree	26.5%	31.0%	29.9%	30.1%	33.0%	27.9%	0.0%
Neither agree nor disagree	28.6%	31.3%	35.6%	27.1%	33.0%	27.9%	50.0%
Disagree	18.4%	18.3%	12.6%	18.7%	12.9%	22.0%	0.0%
Strongly disagree	10.2%	3.9%	7.5%	3.0%	4.0%	6.0%	0.0%
Don't know/ not applicable	4.1%	6.6%	9.8%	19.3%	9.4%	11.1%	0.0%

Parks

“How satisfied or dissatisfied are you with the appearance of central City parks and green spaces?”

4.90 Appearance of central City parks and green spaces

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	28.8%	20.1%	23.3%	21.3%	21.2%	22.1%	0.0%
Satisfied	44.2%	56.5%	56.7%	49.1%	51.8%	56.3%	100.0%
Neither satisfied nor dissatisfied	11.5%	17.7%	10.6%	16.6%	17.0%	13.9%	0.0%
Dissatisfied	11.5%	4.1%	5.0%	7.7%	6.3%	4.7%	0.0%
Very dissatisfied	1.9%	1.1%	2.2%	2.4%	2.1%	1.3%	0.0%
Don't know/ not applicable	1.9%	0.5%	2.2%	3.0%	1.6%	1.6%	0.0%

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

4.91 Condition of these parks and green spaces

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	32.7%	19.8%	22.2%	18.3%	19.6%	21.6%	50.0%
Satisfied	40.4%	55.2%	53.9%	47.9%	51.3%	53.7%	50.0%
Neither satisfied nor dissatisfied	11.5%	17.9%	12.8%	20.7%	18.3%	15.5%	0.0%
Dissatisfied	13.5%	5.4%	6.1%	7.1%	6.5%	6.6%	0.0%
Very dissatisfied	1.9%	1.1%	3.9%	3.0%	3.1%	1.3%	0.0%
Don't know/ not applicable	0.0%	0.5%	1.1%	3.0%	1.0%	1.3%	0.0%

“The range of recreation facilities available in the City’s parks (including beach park areas)?”

4.92 range of recreation facilities available in the City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	17.4%	15.6%	22.5%	17.5%	19.2%	0.0%
Satisfied	53.8%	55.4%	61.1%	52.1%	58.1%	53.4%	50.0%
Neither satisfied nor dissatisfied	7.7%	16.3%	13.3%	14.2%	14.4%	14.7%	50.0%
Dissatisfied	13.5%	8.2%	5.6%	5.9%	5.8%	8.9%	0.0%
Very dissatisfied	5.8%	1.1%	3.3%	1.2%	2.9%	1.1%	0.0%
Don't know/Not applicable	0.0%	1.6%	1.1%	4.1%	1.3%	2.6%	0.0%

“Information provided about recreation facilities in the City’s parks (including beach park areas)?”

4.93 Information provided about recreation facilities

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	23.1%	11.1%	12.2%	14.2%	12.3%	13.4%	0.0%
Satisfied	40.4%	53.3%	57.2%	46.2%	51.3%	52.1%	100.0%
Neither satisfied nor dissatisfied	25.0%	24.7%	18.9%	29.0%	24.9%	23.9%	0.0%
Dissatisfied	11.5%	7.9%	6.1%	5.3%	7.3%	6.8%	0.0%
Very dissatisfied	0.0%	0.5%	3.3%	1.8%	2.1%	0.8%	0.0%
Don't know/Not applicable	0.0%	2.4%	2.2%	3.6%	2.1%	2.9%	0.0%

Events and Festivals

“How satisfied or dissatisfied are you with the range of events and festivals?”

4.94 Satisfaction with range of events and festivals

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	5.8%	13.6%	12.2%	13.0%	10.7%	13.9%	50.0%
Satisfied	50.0%	42.1%	48.9%	46.2%	45.5%	45.0%	0.0%
Neither satisfied nor dissatisfied	28.8%	30.4%	28.3%	27.2%	31.7%	27.1%	50.0%
Dissatisfied	13.5%	7.3%	6.7%	4.1%	6.8%	6.6%	0.0%
Very dissatisfied	0.0%	2.4%	1.1%	3.6%	2.4%	2.1%	0.0%
Don't know/ not applicable	1.9%	4.1%	2.8%	5.9%	2.9%	5.3%	0.0%

City Promotions

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

4.95 Satisfaction with timely, relevant, and accurate information

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	5.8%	13.6%	12.2%	13.0%	10.7%	13.9%	50.0%
Satisfied	50.0%	42.1%	48.9%	46.2%	45.5%	45.0%	0.0%
Neither satisfied nor dissatisfied	28.8%	30.4%	28.3%	27.2%	31.7%	27.1%	50.0%
Dissatisfied	13.5%	7.3%	6.7%	4.1%	6.8%	6.6%	0.0%
Very dissatisfied	0.0%	2.4%	1.1%	3.6%	2.4%	2.1%	0.0%
Don't know/ not applicable	1.9%	4.1%	2.8%	5.9%	2.9%	5.3%	0.0%

Emergency preparedness

“Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?”

4.96 prepare for a natural disaster such as an earthquake

		Yes	No	Don't know
	18-24	36.5%	51.9%	11.5%
	25-49	37.0%	58.7%	4.3%
	50-64	62.2%	35.6%	2.2%
	65+	64.5%	34.3%	1.2%
Stored enough water for three days	Prefer not to say	100.0%	0.0%	0.0%
	Male	52.9%	43.5%	3.7%
	Female	45.5%	51.3%	3.2%
	Gender diverse	50.0%	50.0%	0.0%
	Prefer not to say	44.4%	33.3%	22.2%

		Yes	No	Don't know
Stored enough food for three days	18-24	61.5%	25.0%	13.5%
	25-49	69.0%	28.3%	2.7%
	50-64	87.2%	11.7%	1.1%
	65+	89.3%	10.1%	0.6%
	Prefer not to say	100.0%	0.0%	0.0%
	Male	77.2%	19.1%	3.7%
	Female	77.6%	21.3%	1.1%
	Gender diverse	50.0%	50.0%	0.0%
	Prefer not to say	77.8%	0.0%	22.2%
	Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc	18-24	34.6%	51.9%
25-49		56.8%	38.0%	5.2%
50-64		71.7%	26.1%	2.2%
65+		78.1%	21.3%	0.6%
Prefer not to say		75.0%	25.0%	0.0%
Male		67.8%	27.2%	5.0%
Female		58.9%	38.2%	2.9%
Gender diverse		50.0%	50.0%	0.0%
Prefer not to say		77.8%	11.1%	11.1%

“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

4.97 emergency plan that outlines your preparation for natural disasters

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Yes	26.9%	34.8%	53.3%	56.8%	45.8%	40.5%	50.0%
No	59.6%	60.9%	42.8%	37.3%	47.9%	55.5%	50.0%
Don't know/not applicable	13.5%	4.3%	3.9%	5.9%	6.3%	3.9%	0.0%

Overall Satisfaction

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

4.98 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	52	368	180	169	382	380	2
Very satisfied	7.7%	4.6%	3.9%	6.5%	5.8%	3.7%	0.0%
Satisfied	40.4%	36.1%	42.2%	29.6%	35.1%	38.2%	0.0%
Neither satisfied nor dissatisfied	26.9%	31.0%	22.8%	29.0%	29.8%	26.1%	100.0%
Dissatisfied	15.4%	17.1%	20.0%	20.7%	17.0%	20.5%	0.0%
Very dissatisfied	5.8%	8.2%	10.6%	11.2%	9.7%	8.9%	0.0%
Don’t know/ not applicable	3.8%	3.0%	0.6%	3.0%	2.6%	2.6%	0.0%

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

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

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	14	114	41	49	114	99	2
Overall, slightly more satisfied than dissatisfied	14.3%	22.8%	17.1%	16.3%	18.4%	22.2%	0.0%
Overall, slightly more dissatisfied than satisfied	50.0%	36.0%	43.9%	51.0%	43.0%	40.4%	0.0%
Feel equally satisfied as dissatisfied	35.7%	33.3%	31.7%	28.6%	34.2%	28.3%	100.0%
Don’t know	0.0%	7.9%	7.3%	4.1%	4.4%	9.1%	0.0%

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

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

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	23	215	140	124	247	251	1
Other	4.3%	0.0%	2.1%	1.6%	1.2%	0.8%	0.0%
No problems/ issues	4.3%	6.0%	5.7%	5.6%	5.7%	6.0%	0.0%
Council is doing a good job overall	8.7%	20.9%	19.3%	10.5%	15.8%	18.3%	0.0%
Respond to problems/ concerns	8.7%	3.3%	7.1%	4.8%	4.5%	5.6%	0.0%
Slow to/ don't respond to problems/ concerns	8.7%	9.8%	12.1%	20.2%	15.8%	10.4%	0.0%
Good customer service	4.3%	3.7%	0.7%	3.2%	1.6%	3.6%	0.0%
Poor customer service	0.0%	3.7%	4.3%	4.0%	3.2%	4.8%	0.0%
Disapprove of Council spending	8.7%	11.6%	11.4%	19.4%	13.8%	13.9%	0.0%
Happy with services provided	4.3%	5.6%	2.1%	2.4%	5.7%	2.0%	0.0%
Unhappy with services provided	13.0%	14.9%	12.9%	9.7%	11.7%	13.9%	0.0%
Disapprove of water chlorination handling	4.3%	5.6%	6.4%	4.0%	4.0%	6.8%	0.0%
Disapprove of lime scooters	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Difficulties reporting issues to Council	0.0%	0.0%	2.9%	0.0%	0.0%	1.6%	0.0%
Poor communication	0.0%	5.6%	6.4%	4.8%	6.1%	4.8%	0.0%
Council needs to take more action	0.0%	5.6%	5.7%	3.2%	6.5%	2.8%	0.0%
Lack of public consultation	17.4%	4.7%	3.6%	4.8%	1.6%	8.4%	0.0%
Room for improvement	4.3%	5.6%	7.9%	1.6%	6.5%	3.6%	100.0%
Good communication	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.0%
Unhappy with Mayor	0.0%	1.9%	2.1%	4.8%	2.0%	3.2%	0.0%
Unhappy with council staff	0.0%	5.1%	5.7%	8.1%	6.5%	5.2%	0.0%
Unhappy with rebuild progress	8.7%	2.8%	7.1%	2.4%	4.9%	4.0%	0.0%
Unhappy about water bottling plant	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	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%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Council is doing a poor job overall	0.0%	0.9%	0.7%	2.4%	1.6%	0.8%	0.0%
Rates increased	0.0%	6.0%	5.0%	7.3%	5.3%	6.4%	0.0%
Parking expensive/lack of/parking issues	21.7%	8.4%	6.4%	4.0%	6.1%	8.8%	0.0%
Too many cycle lanes	4.3%	9.8%	10.0%	12.1%	10.9%	9.2%	0.0%
Disapprove of charging for water	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.0%
Object to the Anglican Cathedral fee	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.0%
Does not listen	17.4%	11.6%	11.4%	15.3%	14.6%	11.6%	0.0%
Too much bureaucracy	4.3%	4.2%	4.3%	7.3%	6.9%	2.8%	0.0%
Unhappy with covid 19 mandate/passport for council facilities	0.0%	4.2%	4.3%	2.4%	1.2%	6.0%	0.0%
Unhappy with roads/more road maintenance	8.7%	15.3%	18.6%	12.9%	14.6%	16.7%	0.0%
Happy with recycling and rubbish services	8.7%	2.3%	3.6%	1.6%	2.4%	3.2%	0.0%
Area favouritism/ More help for certain areas	4.3%	1.4%	2.9%	5.6%	2.8%	3.2%	0.0%
Council is dishonest	4.3%	3.7%	5.0%	6.5%	2.8%	6.8%	0.0%
General maintenance needed	4.3%	10.2%	16.4%	17.7%	9.7%	17.5%	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?”

4.101 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	52	368	180	169	382	380	2
Strongly agree	9.6%	7.3%	7.8%	8.9%	5.8%	9.7%	0.0%
Agree	46.2%	44.0%	44.4%	32.5%	38.7%	44.2%	100.0%
Neither agree nor disagree	23.1%	27.4%	23.3%	33.7%	31.2%	24.5%	0.0%
Disagree	19.2%	8.2%	12.2%	9.5%	10.5%	10.3%	0.0%
Strongly disagree	0.0%	4.9%	8.9%	7.1%	6.8%	5.0%	0.0%
Do not read out: Don't know/ not applicable	1.9%	8.2%	3.3%	8.3%	7.1%	6.3%	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?”

4.102 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
Number of respondents	21	195	112	108	214	219	1
Roading: Improved network/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Roading: Roadworks/ Maintenance	0.0%	0.0%	1.8%	0.0%	0.5%	0.5%	0.0%
Roading: Other	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
Public transport: Generally, a good/efficient service	0.0%	1.0%	0.0%	1.9%	1.4%	0.5%	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%	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	28.6%	10.8%	15.2%	15.7%	14.5%	13.7%	0.0%
Waste management: Timely collection and service	4.8%	4.6%	6.3%	1.9%	4.2%	4.6%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Waste management: Availability of bins/ good size bins	0.0%	0.0%	1.8%	0.0%	0.9%	0.0%	0.0%
Waste management: Recycling and recycling options	0.0%	2.1%	0.0%	0.9%	0.5%	1.4%	100.0%
Waste management: Proper collection/no residue left behind	0.0%	0.0%	0.9%	0.9%	0.0%	0.9%	0.0%
Waste management: Friendly/ responsive staff	9.5%	0.5%	1.8%	0.9%	0.0%	2.7%	0.0%
Waste management: Communicate issues	4.8%	3.6%	0.9%	1.9%	1.4%	3.7%	0.0%
Waste management: Reliable	4.8%	7.2%	5.4%	2.8%	3.3%	7.8%	0.0%
Waste management: Other	0.0%	2.6%	0.0%	2.8%	2.3%	1.4%	0.0%
Waste management: Undefined	0.0%	3.6%	6.3%	4.6%	5.1%	3.7%	0.0%
Parking: Access to parking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Good quality	9.5%	1.0%	4.5%	0.9%	1.4%	3.2%	0.0%
Cycleways: Availability/ number	0.0%	2.1%	2.7%	2.8%	2.8%	1.8%	0.0%
Cycleways: Other	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%
Cycleways: Undefined	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
Events/ activities: Availability/ number/ range	0.0%	0.5%	1.8%	1.9%	0.5%	1.8%	0.0%
Events/ activities: Providing information on events	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Events/ activities: Well organised	4.8%	0.5%	1.8%	0.9%	0.5%	1.8%	0.0%
Events/ activities: Family friendly/for all ages	0.0%	2.6%	2.7%	0.9%	0.0%	4.1%	0.0%
Events/ activities: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Free/ affordable	0.0%	0.5%	0.9%	0.0%	0.0%	0.9%	0.0%
Events/ activities: Undefined	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Libraries: Good service/ good libraries	4.8%	7.2%	8.9%	5.6%	7.9%	5.9%	0.0%
Libraries: Availability and variety of good/current resources/activities	0.0%	3.6%	1.8%	3.7%	1.9%	4.1%	0.0%
Libraries: Availability of and access to libraries	0.0%	0.5%	0.9%	4.6%	2.3%	0.9%	0.0%
Libraries: Good/modern infrastructure	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Libraries: Free access/free access to materials	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Libraries: Good librarians/ staff	0.0%	2.1%	5.4%	3.7%	2.8%	3.7%	0.0%
Libraries: Other	0.0%	0.5%	1.8%	0.0%	1.4%	0.0%	0.0%
Libraries: Undefined	0.0%	1.0%	1.8%	0.9%	0.9%	1.4%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	9.5%	7.7%	7.1%	3.7%	6.5%	6.8%	0.0%
Recreation & Sport Centres: Generally good service	0.0%	3.6%	2.7%	0.9%	2.8%	2.3%	0.0%
Recreation & Sport Centres: Clean/ well maintained	0.0%	1.5%	0.0%	0.9%	1.4%	0.5%	0.0%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.5%	0.9%	0.0%	0.9%	0.0%	0.0%
Recreation & Sport Centres: Other	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Facilities and services in general: Generally good service	4.8%	3.1%	2.7%	3.7%	2.8%	3.7%	0.0%
Parks, reserves, and green spaces: Well-presented and maintained	14.3%	14.9%	15.2%	11.1%	13.1%	14.6%	0.0%
Parks, reserves, and green spaces: Availability/ number/variety	4.8%	2.1%	1.8%	0.9%	1.4%	2.3%	0.0%
Parks, reserves, and green spaces: good service to have	0.0%	1.5%	0.9%	0.9%	2.3%	0.0%	0.0%
Parks, reserves, and green spaces: Good for the children	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Parks, reserves, and green spaces: Other	0.0%	1.5%	0.0%	0.0%	0.9%	0.5%	0.0%
Parks, reserves, and green spaces: Undefined	0.0%	1.0%	0.9%	0.0%	0.5%	0.9%	0.0%
Water supply: No issues with chlorine	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water supply: Adequate and regular supply	0.0%	0.0%	0.0%	1.9%	0.5%	0.5%	0.0%
Water supply: Water quality/taste is good	0.0%	0.5%	0.0%	0.9%	0.9%	0.0%	0.0%
Water supply: Maintenance done promptly/ well maintained	0.0%	3.1%	0.0%	1.9%	3.3%	0.5%	0.0%
Water supply: Generally good service	4.8%	2.1%	2.7%	4.6%	4.2%	1.8%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Community Support: Involvement of council	4.8%	2.6%	3.6%	0.9%	0.9%	4.1%	0.0%
Sewerage/ Wastewater: Generally good service	0.0%	1.5%	0.9%	1.9%	1.9%	0.9%	0.0%
Sewerage/ Wastewater: Well-maintained	0.0%	0.5%	0.0%	1.9%	1.4%	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	4.8%	0.5%	0.0%	0.0%	0.0%	0.9%	0.0%
The rebuild: Improving the look of the City	0.0%	1.0%	2.7%	0.9%	1.9%	0.9%	0.0%
The rebuild: good progress being made	0.0%	0.5%	1.8%	0.0%	0.9%	0.5%	0.0%
The rebuild: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public space cleaning City beautification: Keeping spaces/ City clean	0.0%	1.0%	1.8%	2.8%	1.9%	1.4%	0.0%
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.9%	0.5%	0.0%	0.0%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	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%	0.5%	0.9%	0.9%	1.4%	0.0%	0.0%
Information and communication: good communication/clear	4.8%	4.6%	5.4%	4.6%	3.3%	6.4%	0.0%
Information and communication: Other	4.8%	1.0%	0.0%	2.8%	2.3%	0.5%	0.0%
Waterways: Well-maintained/clean	0.0%	0.5%	0.0%	1.9%	0.9%	0.5%	0.0%
Footpaths: Well-maintained	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	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%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.6%	1.8%	6.5%	4.7%	4.1%	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?”

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

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	22	230	147	124	250	269	1
As stated in previous question	4.5%	1.7%	0.0%	4.8%	1.6%	2.6%	0.0%
Roadings: Fix roads/ make smooth/ remove potholes	4.5%	10.4%	11.6%	17.7%	12.8%	11.5%	0.0%
Roadings: Better quality repair/less frequent repair/ faster repair	13.6%	7.8%	8.8%	12.9%	7.2%	11.9%	0.0%
Roadings: Improve traffic control/flow/ accessibility	0.0%	2.2%	2.7%	0.0%	2.4%	1.1%	0.0%
Roadings: Better communication/ consultation	0.0%	2.6%	0.0%	0.0%	0.4%	1.9%	0.0%
Roadings: Prioritise/ focus repairs where needed most	0.0%	0.4%	0.7%	3.2%	1.6%	0.7%	0.0%
Roadings: Allocate resources correctly	0.0%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%
Roadings: Other	4.5%	3.0%	3.4%	0.8%	2.8%	2.2%	100.0%
Footpaths: Fix footpaths/ make smooth/ remove hazards	0.0%	1.7%	2.0%	6.5%	3.2%	2.6%	0.0%
Footpaths: Better quality repair/less frequent repair/ faster repair	0.0%	1.3%	1.4%	4.0%	1.6%	2.2%	0.0%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.4%	0.0%	2.4%	0.8%	0.7%	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%	0.0%	0.7%	1.6%	0.4%	0.4%	0.0%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	4.5%	1.7%	0.0%	1.6%	1.2%	1.5%	0.0%
Cycleways: Clearer delineation between cycleways/ road lanes	4.5%	0.0%	0.7%	0.0%	0.4%	0.4%	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	13.6%	3.0%	5.4%	4.0%	4.4%	4.1%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Water supply: Remove chlorine/other additives	9.1%	10.0%	10.2%	3.2%	8.0%	8.6%	0.0%
Water supply: Fix the wells/bore/ aquifer/ pumping stations	0.0%	0.9%	2.0%	1.6%	2.0%	0.7%	0.0%
Water supply: Improve or retain quality/ smell/ taste/appearance	0.0%	0.4%	1.4%	0.0%	0.4%	0.7%	0.0%
Water supply: Fix leaks	0.0%	2.2%	3.4%	4.8%	2.8%	3.3%	0.0%
Water supply: Halt sale of water to commercial interests	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%
Water supply: better communication/ consultation	0.0%	0.0%	0.7%	1.6%	0.8%	0.4%	0.0%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%
Water supply: Other	4.5%	2.2%	0.0%	2.4%	2.4%	1.1%	0.0%
Council decision-making/ financial management: Reduce spending on Councillors	0.0%	1.3%	3.4%	0.8%	2.4%	1.1%	0.0%
Council decision-making/ financial management: More consultation on new building spending/more consultation generally	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Faster action on rebuild projects	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Council decision-making/ financial management: Focus more on infrastructure/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Increase council transparency/address corruption/ accountability	0.0%	0.4%	1.4%	1.6%	1.6%	0.4%	0.0%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	3.0%	0.0%	3.2%	3.2%	1.1%	0.0%
Council decision-making/ financial management: Channel council contracts to local companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Council decision-making/ financial management: Devise a better rates system	0.0%	3.5%	3.4%	8.1%	6.4%	2.6%	0.0%
Council decision-making/ financial management: better quality staff	0.0%	0.9%	2.7%	3.2%	3.2%	0.7%	0.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Developing clear plans and budgets/ long term/ independent thinking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Reduce the level of bureaucracy/ less red tape	0.0%	0.9%	0.7%	0.0%	0.8%	0.4%	0.0%
Public space cleaning/ City beautification: Council should clean-up/ increase cleaning frequency	0.0%	2.2%	0.0%	3.2%	1.6%	1.9%	0.0%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0.0%	2.2%	1.4%	2.4%	2.4%	1.9%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	0.9%	0.0%	0.0%	0.0%	0.7%	0.0%
Public space cleaning/City beautification: Planting more trees	0.0%	0.0%	1.4%	0.8%	0.4%	0.7%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%
Consents process: Process needs to be more inclusive/less adversarial	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Consents process: Raise standards for the approval process streamline the process	0.0%	0.0%	1.4%	0.8%	0.4%	0.7%	0.0%
Consents process: Reduce the time and costs related to the process	0.0%	0.4%	0.7%	0.0%	0.0%	0.7%	0.0%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.7%	0.8%	0.8%	0.0%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Parking: Fair enforcement/ better enforcement	0.0%	1.3%	0.0%	0.0%	0.8%	0.4%	0.0%
Parking: More parking/ better quality parking	0.0%	4.8%	3.4%	1.6%	1.6%	5.2%	0.0%
Parking: Lower the cost/ make it free in some areas	9.1%	3.0%	1.4%	0.8%	2.8%	1.9%	0.0%
Parking: Increase the time limit	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	4.5%	5.2%	3.4%	2.4%	5.2%	3.0%	0.0%
Waterways: Clamping down on dumping of waste into waterways/prevent pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Pay attention to the entire waterway not sections	0.0%	0.4%	0.0%	0.8%	0.4%	0.4%	0.0%
Waterways: Planting along the river/make the rivers more presentable	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Waterways: Building flood protection barriers	0.0%	1.7%	0.7%	0.8%	0.8%	1.1%	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	4.5%	1.7%	4.8%	0.8%	2.0%	3.0%	0.0%
Sewerage/ Wastewater: Improve drainage/ runoff	0.0%	0.0%	0.0%	1.6%	0.4%	0.4%	0.0%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Overhaul of treatment plant	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Prevent sewerage discharge into waterways	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%
Sewerage/ Wastewater: Other	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Public transport: Cutting routes without proper consultation	0.0%	0.0%	0.0%	0.8%	0.0%	0.4%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	4.5%	0.4%	0.0%	0.8%	0.4%	0.7%	0.0%
Public transport: Develop routes/services that meet all customers' needs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Reinstate cancelled services	0.0%	0.0%	0.0%	0.8%	0.0%	0.4%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
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%	0.4%	0.7%	0.0%	0.4%	0.4%	0.0%
Public transport: Drivers need to keep to the timetables	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%
Public transport: Add/improve bus stops	0.0%	0.0%	0.7%	0.8%	0.0%	0.7%	0.0%
Public transport: Make the service more affordable	0.0%	0.4%	0.7%	0.0%	0.0%	0.7%	0.0%
Public transport: Other	0.0%	0.4%	0.7%	1.6%	1.2%	0.4%	0.0%
Information and communication: Improve communication with the public/ improve transparency	4.5%	7.0%	5.4%	5.6%	6.8%	5.9%	0.0%
Information and Communication: Consistency and clarity	4.5%	2.2%	2.7%	0.8%	1.6%	2.2%	0.0%
Information and communication: More consultations	0.0%	1.7%	0.0%	0.0%	0.8%	0.7%	0.0%
Parks, reserves, and green spaces: Increase maintenance staff	0.0%	0.9%	2.0%	3.2%	2.4%	1.5%	0.0%
Parks, reserves, and green spaces: Improve maintenance/repair of park facilities	0.0%	2.6%	3.4%	1.6%	2.4%	2.6%	0.0%
Parks, reserves, and green spaces: Limit commercial activity in parks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves, and green spaces: More facilities	0.0%	0.4%	0.7%	0.0%	0.0%	0.7%	0.0%
Parks, reserves, and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	0.0%	0.7%	0.8%	0.4%	0.4%	0.0%
Recreation & Sports Centres: Construct better quality facilities/add improvements	0.0%	0.4%	2.0%	0.8%	1.2%	0.7%	0.0%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Events/ activities: Improvement communication about events	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	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%	1.3%	0.0%	0.0%	0.4%	0.7%	0.0%
Housing: Safer housing	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	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%	0.0%	0.0%	0.0%	0.4%	0.0%
Waste management: better delineation/ education of recycling/ organic/waste	0.0%	0.4%	0.7%	0.8%	0.0%	1.1%	0.0%
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	9.1%	3.0%	2.7%	2.4%	2.0%	4.1%	0.0%
Waste management: Proper/better collection of waste	4.5%	3.0%	2.0%	0.0%	1.6%	2.6%	0.0%
Waste management: better recycling options / information	4.5%	3.0%	3.4%	0.0%	2.0%	3.0%	0.0%
Waste management: Increase collection frequency/ change time of collection	4.5%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%
Waste management: Cost of collections/bins should be reconsidered	4.5%	0.9%	0.0%	0.0%	0.0%	1.1%	0.0%
Waste management: Other	4.5%	0.9%	0.7%	0.0%	0.4%	1.1%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.0%	2.6%	2.0%	1.6%	2.8%	1.5%	0.0%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.0%	0.4%	0.0%	0.8%	0.8%	0.0%	0.0%
Earthquake recovery rebuild: Rebuild on reclaimed land	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	4.5%	0.4%	0.0%	0.8%	0.0%	1.1%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: Management of Heritage properties	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: Other	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%
Get rid of COVID mandates	0.0%	1.7%	1.4%	0.0%	0.4%	1.9%	0.0%
Noise control: not responding to complaints	0.0%	1.3%	0.0%	0.0%	0.4%	0.7%	0.0%
Other	0.0%	4.8%	7.5%	3.2%	5.6%	4.5%	0.0%

**Don't know and positive responses removed*

Section 5

Questionnaire

Part One: Demographics

Q1. Have you lived in Christchurch for at least 12 months? Select one. SINGLE CODE.

-
- | | |
|---|----------------|
| 1 | Yes [CONTINUE] |
|---|----------------|
-
- | | |
|---|-------------------|
| 2 | No [NQ EXIT PAGE] |
|---|-------------------|
-

Q2. Which suburb do you live in? Select one. SINGLE CODE

SHOW LIST, AUTO CODE WARD BASED ON CLIENT SUPPLIED LIST (like done for Community Events J1947)

-
- | | | | |
|-----------------------|----------|-----------------------|----------|
| <input type="radio"/> | Harewood | <input type="radio"/> | Halswell |
|-----------------------|----------|-----------------------|----------|
-
- | | | | |
|-----------------------|----------|-----------------------|-----------|
| <input type="radio"/> | Waimairi | <input type="radio"/> | Riccarton |
|-----------------------|----------|-----------------------|-----------|
-
- | | | | |
|-----------------------|---------|-----------------------|----------|
| <input type="radio"/> | Papanui | <input type="radio"/> | Spreydon |
|-----------------------|---------|-----------------------|----------|
-
- | | | | |
|-----------------------|-----------|-----------------------|---------|
| <input type="radio"/> | Fendalton | <input type="radio"/> | Central |
|-----------------------|-----------|-----------------------|---------|
-
- | | | | |
|-----------------------|-------|-----------------------|----------|
| <input type="radio"/> | Innes | <input type="radio"/> | Cashmere |
|-----------------------|-------|-----------------------|----------|
-
- | | | | |
|-----------------------|---------|-----------------------|---------|
| <input type="radio"/> | Burwood | <input type="radio"/> | Linwood |
|-----------------------|---------|-----------------------|---------|
-
- | | | | |
|-----------------------|---------|-----------------------|-----------|
| <input type="radio"/> | Coastal | <input type="radio"/> | Heathcote |
|-----------------------|---------|-----------------------|-----------|
-
- | | | | |
|-----------------------|--------|-----------------------|-----------------|
| <input type="radio"/> | Hornby | <input type="radio"/> | Banks Peninsula |
|-----------------------|--------|-----------------------|-----------------|
-

Q3. Which of these age groups do you fall into? Select one. SINGLE CODE.

-
- | | |
|---|-------|
| 1 | 18-24 |
|---|-------|
-
- | | |
|---|-------|
| 2 | 25-49 |
|---|-------|
-
- | | |
|---|-------|
| 3 | 50-64 |
|---|-------|
-
- | | |
|---|-----|
| 4 | 65+ |
|---|-----|
-
- | | |
|---|-------------------|
| 5 | Prefer not to say |
|---|-------------------|
-

Q4. Which of the following best describes you? Select one. SINGLE CODE.

-
- | | |
|---|------|
| 1 | Male |
|---|------|
-
- | | |
|---|--------|
| 2 | Female |
|---|--------|
-
- | | |
|---|----------------|
| 3 | Gender Diverse |
|---|----------------|
-
- | | |
|---|-------------------|
| 4 | Prefer not to say |
|---|-------------------|
-

Q4a. Which ethnic group(s) do you identify with? Select all that apply.
MULTICODE.

-
- | | |
|----|------------------------|
| 1 | NZ European |
| 2 | Other European |
| 3 | Māori |
| 4 | Cook Islands Māori |
| 5 | Samoan |
| 6 | Tongan |
| 7 | Fijian |
| 8 | Niuean |
| 9 | Tokelauan |
| 10 | Chinese |
| 11 | Indian |
| 12 | Filipino |
| 13 | Japanese |
| 14 | Korean |
| 15 | Sri Lankan |
| 16 | Cambodian |
| 17 | Vietnamese |
| 18 | Middle Eastern |
| 19 | Latin American |
| 20 | African |
| 21 | Other – please specify |
-

Part Two: Introduction Statement

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

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.

Q5. How satisfied, or dissatisfied are you that the information provided is timely, relevant, and accurate? Select one. SINGLE CODE.

This includes the information being available at the right time to decide what you want to attend or take part in, telling you what you want to know and it being correct.

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

Q6. 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. How satisfied, or dissatisfied are you with the range of events and festivals? Select one. SINGLE CODE.

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

Part Four: Governance and Decision-Making

Thinking now about governance and decision making in our City. We want you to think about the decision-making processes rather than actual outcomes of decisions, which you may or may not have supported.

Q7. How much do you agree or disagree that you understand how the Council makes decisions? Select one. SINGLE CODE.

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

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q8. The accuracy of information provided to you about Council decisions. This includes being able to rely on what you are told and information being clear, correct, and available to people	1	2	3	4	5	99
Q9. The public receives information about decision making in a prompt and timely manner	1	2	3	4	5	99
Q11. The Council makes decisions that are in the best interests of the City	1	2	3	4	5	99
Q12. The opportunities to have a say in what Council does	1	2	3	4	5	99
Q13. The Council makes it easy for you to use and engage with its decision-making processes. This includes clear instructions about processes and timelines, having options for engaging with Council and being able to talk to staff and elected members about decisions	1	2	3	4	5	99

Q10. How much influence do you feel the public has on the decisions the Council makes? Select one. SINGLE CODE.

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.

How satisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q14. The condition of the waterways. This includes maintenance and how they are looked after	1	2	3	4	5	99
Q15. Waterway margins are usually 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. This includes maintenance and how they are looked after	1	2	3	4	5	99
Q16. The appearance of Christchurch's waterway margins. This includes layout, plants, shrubs, grasses, and reeds	1	2	3	4	5	99

The Council manages stormwater through things such as rivers, waterways, timbered drains, and stormwater pipes. How satisfied or dissatisfied are you that... Select one. SINGLE CODE.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q17. The City's stormwater management systems operate effectively to ensure the risk of flooding is minimised.	1	2	3	4	5	99

Part Six: Rubbish and Recycling

Thinking now about the Council’s rubbish and recycling collection and its three-bin kerbside collection service.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

This includes Council understanding resident rubbish, organics and recycling needs, provision of clear and correct information about what can go in each type of bin and about collection days and changes, prompt addressing of any issues, and the user friendliness of the bins and service.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q18. The Council’s kerbside collection of RECYCLABLE materials (your YELLOW bin)	1	2	3	4	5	99
Q19. The Council’s kerbside collection of RUBBISH (your RED bin)	1	2	3	4	5	99
Q20. The Council’s kerbside collection of ORGANIC materials (your GREEN bin)	1	2	3	4	5	99

Part Seven: Roothing

Thinking now about the condition of the City’s roads and footpaths.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q21. The condition of Christchurch’s roads, excluding the residential red zone roads? This includes maintenance and how they are looked after	1	2	3	4	5	99
Q22. The condition of Christchurch’s footpaths, excluding the residential red zone footpaths? This includes maintenance and how they are looked after	1	2	3	4	5	99

ONLY ASK Q21a IF Q21 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q21a. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads? ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS

1	Road surfaces are not smooth or level
2	There are potholes in the roads
3	Roadworks are causing delays and disruption
4	Roadworks are taking too long
5	Roadworks not completed to a good standard
6	Roads are not swept often enough (including litter and debris on roads)
7	Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)
8	Other – please specify [ANCHOR]
99	Don’t know [ANCHOR]

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.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don’t know/Not applicable
Q23. 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	1	2	3	4	5	99
Q24. That the wastewater services are reliable? This 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	1	2	3	4	5	99

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q25. That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? This includes blockages, overflows, or broken pipes	1	2	3	4	5	99

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q26. The quality of the water supply? This includes its taste, appearance. (e.g., sediment free) and with minimal water odour	1	2	3	4	5	99
Q27. That the water supply is reliable? This means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained	1	2	3	4	5	99
Q28. That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?	1	2	3	4	5	99

Part Nine: Active Travel

Thinking now about Active Travel in Christchurch. This is human-powered travel such as walking, cycling, skating, and kick scootering.

How much do you agree or disagree with each of the following? SINGLE CODE PER ROW

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q29. Christchurch is a cycle friendly City? This means that cyclists can travel safely and easily around the City by cycle, using roads and cycle lanes; supporting and understanding cyclist needs; provision of correct information about the cycling network; and user friendliness of signage and information	1	2	3	4	5	99

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q31. Christchurch is a walking friendly City? This includes pedestrians being able to travel safely and conveniently around the City on foot; supporting and understanding pedestrian needs; provision of correct information about the pedestrian network; and user friendliness of signage and information	1	2	3	4	5	99

Q30. How often have you cycled on a public road in Christchurch in the last 12 months? Select one. SINGLE CODE

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

Part Ten: Parking

Thinking now about parking a vehicle in Christchurch...

Q32. Have you parked a vehicle in a Council parking facility within the last 12 months? This includes on-street and off-street parking. Select all that apply. MULTI CODE

1	Yes, on-street
2	Yes, Council off-street
3	No [UNIQUE ITEM]
99	Don't know/not applicable [UNIQUE ITEM] [SKIP TO Q40]

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q33. The ease of use of on-street parking meters? This includes clear instructions, the purchasing of tickets, meters working correctly and the response from the Council when they aren't working	1	2	3	4	5	99
Q34. The range of Council parking options available to you. This includes on-street and off-street Council parking, parking permits and mobility parking	1	2	3	4	5	99
Q35. The information provided about Council parking options. This includes clear signs and instructions, and information that is correct and available to people	1	2	3	4	5	99
Q36. The ease of use of Council parking.	1	2	3	4	5	99

How much do you agree or disagree with the following? Select one. SINGLE CODE

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q37. That your motor vehicle is safer in Council off-street parking compared to on-street parking? This includes theft, damage from other cars or from posts, bollards or other things and damage from people (like vandalism)	1	2	3	4	5	99

Thinking about your personal safety, how much do you agree or disagree with the following? SINGLE CODE PER ROW

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q38. That you feel safe using Council off-street parking during the day	1	2	3	4	5	99
Q39. That you feel safe using Council off-street parking after dark?	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.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q40. The appearance of these objects. This includes layout, type, and style	1	2	3	4	5	99
Q41. The condition of these objects. This includes maintenance and how they are looked after	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.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q42. The appearance of the City’s heritage buildings. This includes layout, type, and style	1	2	3	4	5	99
Q43. The condition of these buildings. This includes maintenance and how they are looked after	1	2	3	4	5	99

Part Twelve: Parks

The Council’s parks network is made up of different types of sports, community, garden heritage and regional parks. These parks have recreation facilities to meet a range of needs and not all parks will have all types of facilities.

Q44a. Thinking about the City’s parks network as a whole, how satisfied, or dissatisfied are you with the range of recreation facilities available in the City’s parks (including beach park areas)? This includes areas for sitting and relaxing (e.g., spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; viewing areas; and facilities for playing sport (including sports surfaces, goal posts and changing rooms), etc. Select one. SINGLE CODE

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

Q44b. How satisfied or dissatisfied are you with information provided about recreation facilities in the City’s parks (including beach park areas)? This includes clear signs and information that is correct and available to people about what is at different parks Select one. SINGLE CODE

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

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

This includes small central 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.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q44. The appearance of central City parks and green spaces. This includes layout, plants, trees, and gardens	1	2	3	4	5	99
Q45. The condition of these parks and green spaces? This includes maintenance and how they are looked after	1	2	3	4	5	99

Part Thirteen: Emergency Management

Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding? Select one. SINGLE CODE PER ROW

	Yes	No	Don't know
Q46a. Stored enough water for three days	1	2	99
Q46b. Stored enough food for three days	1	2	99
Q46c. Secured heavy household items that might fall in an earthquake e.g., furniture, water cylinder, etc	1	2	99

Q47a. Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters? Select one. SINGLE CODE

Yes

No

Don't know/not applicable

Part Fourteen: Overall Satisfaction

We have nearly finished the survey, so 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.

Q48. Overall, how satisfied, or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? Select one. SINGLE CODE.

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

Q49. Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant. Giving your views helps the Council better understand how people feel about its performance. Verbatim. CODING REQUIRED.

o Don't know/nothing

ASK QX IF Q48 = OPTION 3 (NEITHER SATISFIED NOR DISSATISFIED).
OTHERWISE, SKIP TO Q50

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.

Q50. 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? 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. Select one. SINGLE CODE.

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

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.

Q51. 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. Giving your views helps the Council better understand what people feel it does well. Verbatim. CODING REQUIRED.

o Don't know/nothing

Q52. 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. Giving your views helps the Council better understand what people feel it needs to do better. Verbatim. CODING REQUIRED.

o Don't know/nothing

Part Sixteen: Completion

RF DATABASE RESPONDENTS ONLY.

Q53. For future feedback about services and issues impacting on Christchurch residents, would you consent to Christchurch City Council holding your email address and the demographic information that you have provided? This information allows us to better understand who is giving us feedback about services and issues impacting residents. All personal details remain confidential, and your survey responses will always be made anonymous.

The Council complies with the Privacy Act 2020. Any information you provide will be used for the sole purpose of contacting you about future feedback about our services and other issues impacting on Christchurch residents.

Yes (write email address)

No

Q54. Would you like to be entered into the prize draw? SINGLE CODE.

1 Yes GOTO Q55.

2 No END

Q55. Please enter your contact details for the prize draw.

Name

Phone number

END. Thank you for taking the time to complete our survey.

NQ. Thank you for your support.



Research First Ltd
Level 1, 23 Carlyle Street
Sydenham, Christchurch 8023
New Zealand
0800 101 275
www.researchfirst.co.nz