

Christchurch City Council
Point of Contact Service Satisfaction
Residents Survey Results

2021/2022

Monitoring and Research Team
Performance Management Unit
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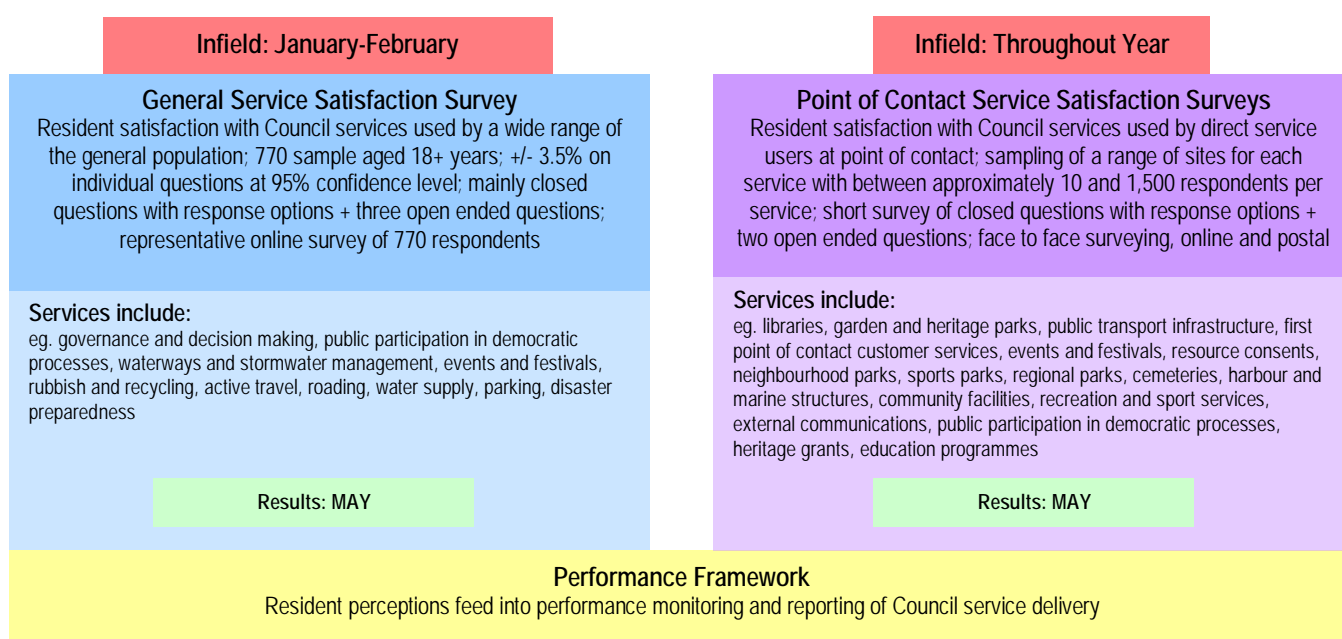
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Introduction

Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses a total of 40 Performance Standards (levels of service) under 14 different Activities¹. It also assesses some other services for ongoing organisation performance trend monitoring. The Residents Survey includes a two part framework:

- 1. General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Service Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The online survey is conducted in January and February each year with a representative sample of 770 residents aged 18 years and over (quotas are applied for age, gender and ward). The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 18 Performance Standards under 9 Activities. In February 2022 a Life in Christchurch booster survey was undertaken to boost participation by Maori, Pacific Peoples, Asian and those aged 18-24 years. This survey included some of the key General Service Satisfaction Survey questions such as overall service performance, ease of interaction with Council and core infrastructure satisfaction.
- 2. Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 22 Performance Standards under 8 Activities.



¹ Note that results for two levels of service are not available for this report. 2.8.5.2 Council funded events content and delivery results are not yet available due to event timings. The 3.1.8 library programmes and events LOS will not be measured this year due to COVID programme suspensions.

Methodology

- Survey questions based on Levels of Service in Activity Plans and/or existing surveys
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately 10 to 1,500 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews.
- With the potential for disruption to onsite surveying in 2021-2022 due to COVID restrictions, changes were made to simplify the wording of many questions across the Residents Survey programme to ensure surveys could be delivered in a contactless manner if required. While the changes did not impact the intent of the questions, some caution is needed when comparing results to previous years.
- Overall, 6,601 Point of Contact surveys were completed in 2021-2022²: of those completed via the summer research programme, 58.4% were completed face to face (including via additional booster surveys at some parks sites); 6.7% were completed by mail drop or post and 33.2% were completed online. The overall completion rate for the summer point of contact surveys was 30.2%.

Customer Effort: Ease of Interacting With or Using Council Services

Customer services research suggests that customers want, with minimal effort on their part, to be able to interact with organisations in the easiest possible way for them, with their needs met so that they can get on with their busy lives (Corporate Executive Board 2014 *Blinded by Delight: Why Service Fails and How to Fix It* CEB, Arlington). A measure of ease of interaction with Council services, based on customer services principles, has been added to all point of contact feedback forms. This question tests respondent perceptions of how easy it is for them to interact with or use a Council service, based on efficient and effective processes and/or receiving respectful, prompt and efficient service by staff who understand customer/citizen needs and who provide accurate advice and effective options to address needs and resolve issues.

² Including 405 at school education programmes throughout the year, 2,127 at recreation and sport facilities. 2.8.5.2 Events attendees have not been included in this total as these surveys were not completed at the time of publication of this report.

Summary of Levels of Service Results: Point of Contact Surveys 2021-2022

NOTES: In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

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 2021-22	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19	
Citizens and Communities	Citizens and Customer Services	2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in	Community	At least 85%				97%	92%	97% ^a	95%	99% ²	100%	98% ²	99%	
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				76% ¹	73%	71% ^{a 1}	59%	75% ^{1 2}	62%	70% ^{1 2}	48%	
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				90% ¹	88%	92% ^{a 1}	93%	89% ^{1 2}	78%	85% ^{1 2}	82%	
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Community	At least 90%				94%	95%	95%	97%	95%	97%	97%	94%	96%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				%	%	97%	96%	99%	100%	98%	94%	
	Community Development and Facilities	4.1.27.1 Customers are satisfied with community development and capacity building initiatives	Community	80%				81%	71%	88%	71%	82%	73%	80%	73%	
		Recreation, Sports, Community Arts and Events	2.8.5.2 Produce and deliver engaging programme of community events	Community	At least 80%				% ¹	%	81% ¹	89%	79% ¹	86%	81% ¹	75%
	2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch		Community	80%				90%	78%	92%	89%	88%	89%	90%	87%	
	7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch		Community	80%				85%	75%	88%	90%	87%	79%	76%	74%	
	7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities		Community	At least 80% 5.6 score (CERM Survey)				6.1	NA	6.1	NA	6.0	NA	6.0	NA	
Strategic Planning and Policy	Public Information and Participation	4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate	Community	67%				65%	59%	82%	76%	61%	57%	59%	48%	
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks	Community	≥ 60%				56%	69%	63%	69%	57%	69%	67%	69%	
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				99%	97%	97%	98%	97%	98%	96%	98%	
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				90%	89%	NA	91%	NA	90%	NA	85%	
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				72%	80%	86%	92%	65%	85%	78%	91%	
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				95% ⁴	95% ⁴	100% ^{2 3}	100% ³	98% ^{2 3}	100% ³	70% ^{2 3}	60% ³	
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				60%	70%	NA	NA	NA	NA	NA	NA	
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				97%	91%	98%	99%	94%	93%	97%	98%	

		10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors	Community	60%			67%	72%	71%	76%	65%	81%	71%	80%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%			100%	97%	100%	99%	100%	98%	100%	98%
Regulatory and Compliance	Resource Consenting	9.2.7 % satisfaction of applicant with resource consenting process	Community	70%			77%	67%	73%	62%	69%	63%	74%	65%
Transport	Transport	10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 71%			72%	83%	84%	92%	71%	83%	70%	88%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels

1 Sample may include non-residents of Christchurch

2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)

3 Caution must be taken in interpreting this result due to small sample size

4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction 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
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

Additional Service Satisfaction Results

Service	Detail	Old LOS Target ⁴	Old LOS Target Met ⁴	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2021-22	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19	Survey Result 2017-18	Effort / Ease of Interaction or Use 2017-18
Community Facilities	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				80%	73%	84%	73%	82%	66%	76%	61%	77%	62%
Sports Parks	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				70% ¹	87%	80% ¹	89%	73% ¹	85%	73% ¹	84%	68% ¹	83%
Regional Parks	Overall customer satisfaction with the presentation of the City's Parks – Regional Parks	≥ 80%				88%	89%	85%	91%	81%	90%	79%	85%	72% ²	78%
Marine Structures	Customer satisfaction with marine structure facilities (presentation)	90%				61%	72%	80%	76%	70%	81%	55%	80%	65%	77%
Governance and Decision Making	Percentage of residents that understand how Council makes decisions (users of governance services)	NA	NA			42% ³	NA	36% ³	39%	42% ³	36%	37% ³	36%	32% ³	31%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			33%	NA	24%	39%	33%	36%	28%	36%	20%	31%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			44%	NA	NA	NA	NA	NA	NA	NA	NA	NA

	<i>Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)</i>	NA	NA			27%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Transport	<i>Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs</i>	≥ 90%				89%	96%	93%	98%	91%	94%	93%	98%	89%	97%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks

2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)

3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)

4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Survey Results

Activity: Citizens and Customer Services

Walk In Customer Service

2.6.7.1 Recommended Level of Service Target: At least 85%

2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via walk in services

Methodology

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

Walk In:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you spoke to today was?
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?
3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*
4. How satisfied or dissatisfied were you that our walk-in service was PROFESSIONAL and EFFICIENT? *This includes fast service, helpful instructions or signs and the presentation of counter staff*

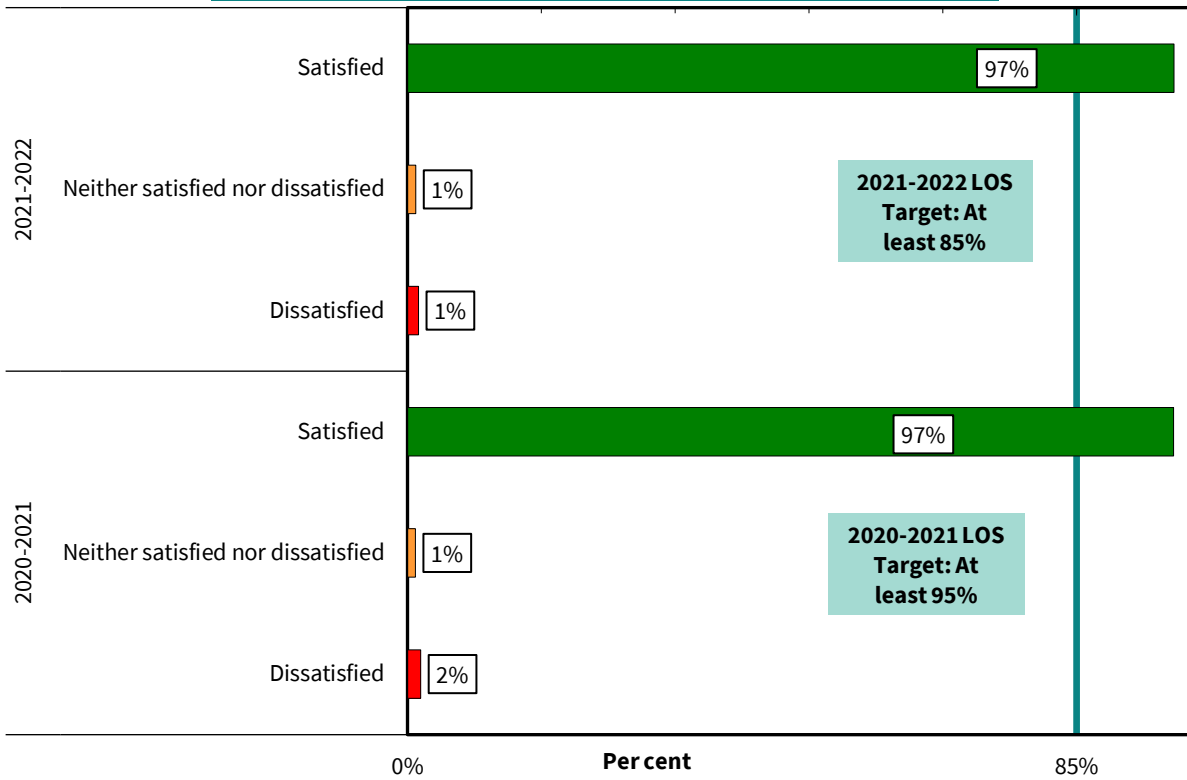
Time in field: Face to face and booster online panel surveying took place between November and December 2021

Sites Surveyed: 5 (plus additional sites mentioned in boosters)

Completed Surveys: 199

Service Centres	Completed Surveys
CIVIC OFFICES (HEREFORD STREET)	30
LINWOOD SERVICE CENTRE	25
PAPANUI SERVICE CENTRE	25
RICCARTON SERVICE CENTRE	22
TE HAPUA HALSWELL	15
LIFE IN CHRISTCHURCH PANEL BOOSTERS (range of sites)	82
Total	150

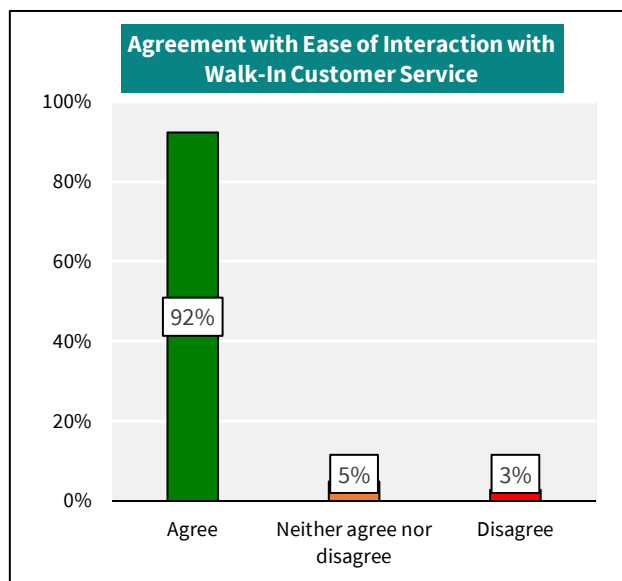
**Overall Satisfaction with First Point of Contact Customer Services
WALK IN (LOS 2.6.7.1)**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Walk in manner	n	120	22	2	0	1	0	145
	%	82.8%	15.2%	1.4%	0.0%	0.7%	0.0%	100.0%
Walk in understanding of needs	n	116	25	2	0	1	1	145
	%	80.0%	17.2%	1.4%	0.0%	0.7%	0.7%	100.0%
Walk in how we responded	n	103	32	1	1	2	0	139
	%	74.1%	23.0%	0.7%	0.7%	1.4%	0.0%	100.0%
Walk in professional and efficient	n	113	26	1	1	2	0	143
	%	79.0%	18.2%	0.7%	0.7%	1.4%	0.0%	100.0%
LOS AVERAGE RATING	n	452	105	6	2	6	1	572
	%	79.0%	18.4%	1.0%	0.3%	1.0%	0.2%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with our customer service counters?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	76	53.1%
Agree	56	39.2%
Neither Agree nor Disagree	7	4.9%
Disagree	2	1.4%
Strongly Disagree	2	1.4%
Don't Know	0	0.0%
Total	143	100.0%

Email Customer Service

2.6.7.2 Recommended Level of Service Target: At least 75%

2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 75% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via email

Methodology

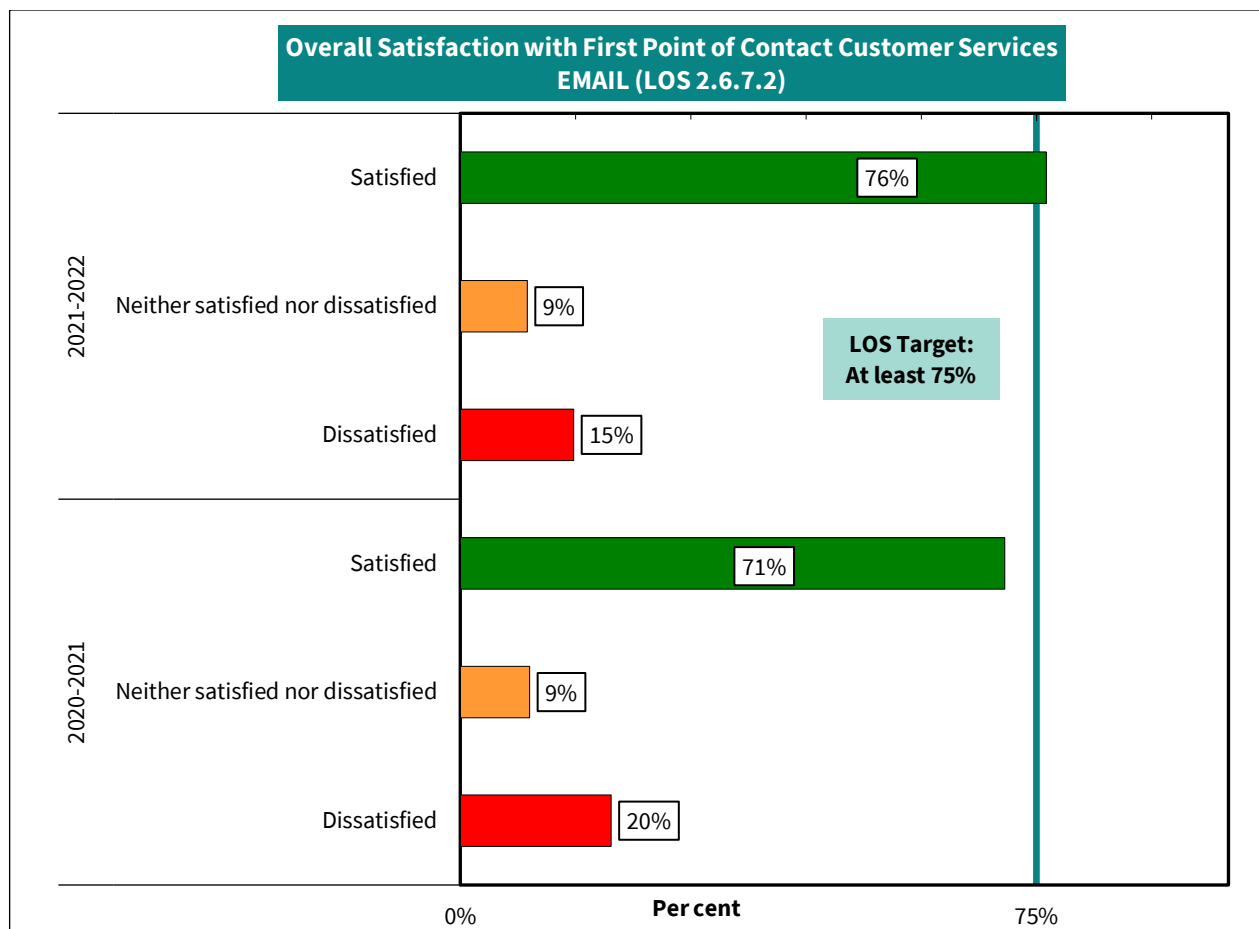
LOS score calculated as an aggregate of the three survey questions stated below:

Email:

1. How satisfied or dissatisfied were you with the TIME TAKEN before you received a FIRST RESPONSE from us to your email? *This includes an email thanking you for your enquiry and saying we will respond to you shortly or an email answering your enquiry*
2. How satisfied or dissatisfied were you that the first response email from us was CLEAR, PROFESSIONAL and EASY TO UNDERSTAND?
3. How satisfied or dissatisfied were you that our email customer service was EFFICIENT to use? *This includes saving you time and making it easy for information to be communicated between you and the Council*

Time in field: The online survey was infield in October and November 2021, with surveys emailed to 2,216 residents who had emailed the CCC email customer services email address from June to September. In total, 414 surveys were completed. 100% of surveys were completed online

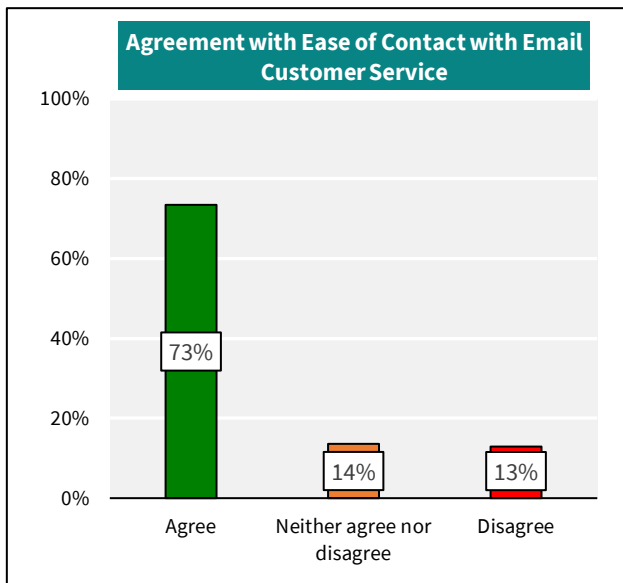
Completed Surveys: 414



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Email time taken to respond	n	62	54	11	7	16	0	150
	%	41.3%	36.0%	7.3%	4.7%	10.7%	0.0%	100.0%
Email clear, professional and easy to understand	n	54	63	12	6	14	0	149
	%	36.2%	42.3%	8.1%	4.0%	9.4%	0.0%	100.0%
Email efficient	n	55	53	16	11	12	1	148
	%	37.2%	35.8%	10.8%	7.4%	8.1%	0.7%	100.0%
LOS AVERAGE RATING	n	171	170	39	24	42	1	447
	%	38.3%	38.0%	8.7%	5.4%	9.4%	0.2%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO MAKE CONTACT with us using email?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	54	36.7%
Agree	54	36.7%
Neither Agree nor Disagree	20	13.6%
Disagree	6	4.1%
Strongly Disagree	13	8.8%
Don't Know	0	0.0%
Total	147	100.0%

Telephone Customer Service

2.6.7.3 Recommended Level of Service Target: At least 85%

2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via phone

Methodology

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

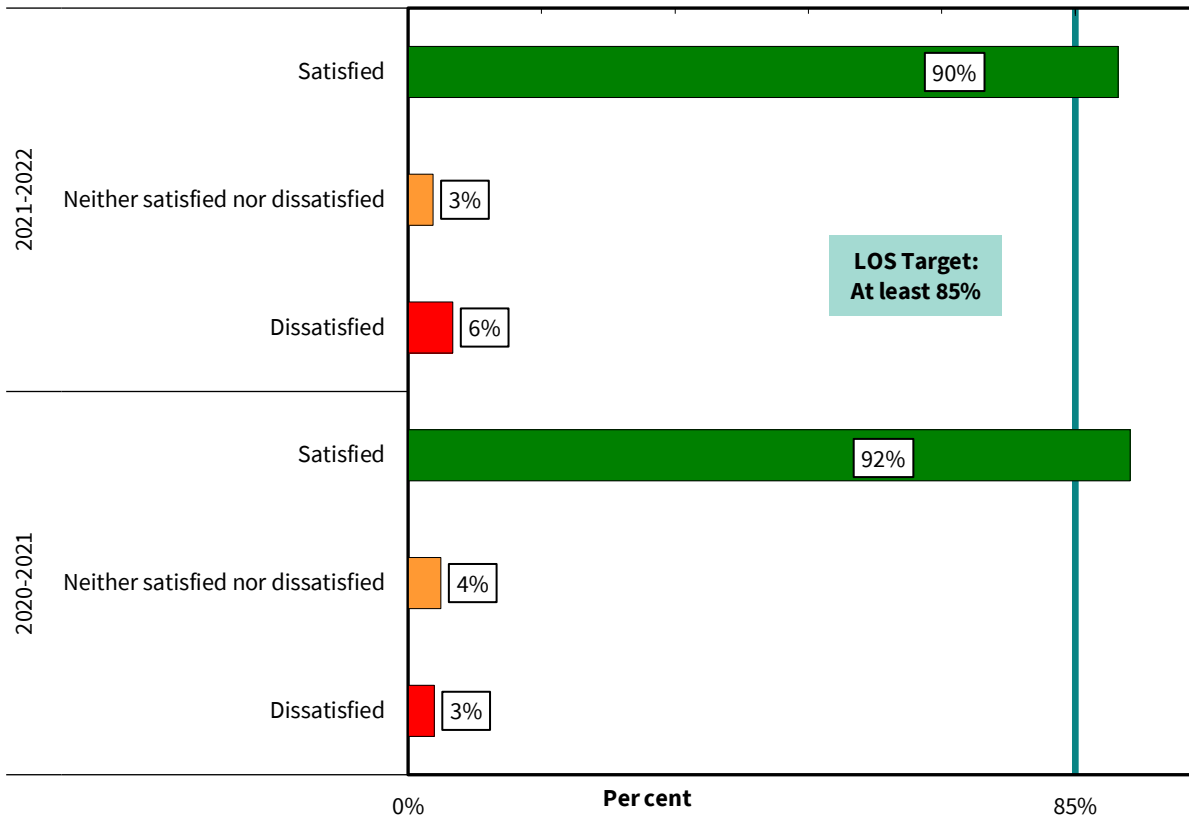
Phone:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you first spoke to was?
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?
3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*
4. How satisfied or dissatisfied were you that the Council's telephone customer service was PROFESSIONAL and EFFICIENT? *This includes waiting times, giving you fast service and providing helpful instructions*

Time in field: The telephone survey was in field in October 2021, with surveys conducted with residents who had called the CCC telephone customer services line in October and November 2021. 100% of surveys were completed by telephone

Completed Surveys: 150

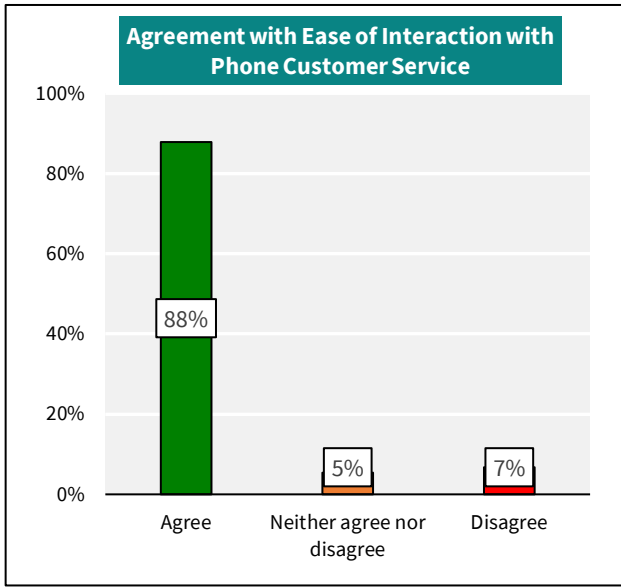
**Overall Satisfaction with First Point of Contact Customer Services
PHONE (LOS 2.6.7.3)**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Phone manner	n	114	24	7	1	2	1	149
	%	76.5%	16.1%	4.7%	0.7%	1.3%	0.7%	100.0%
Phone understanding of needs	n	112	27	5	2	4	0	150
	%	74.7%	18.0%	3.3%	1.3%	2.7%	0.0%	100.0%
Phone how we responded	n	95	28	4	8	11	2	148
	%	64.2%	18.9%	2.7%	5.4%	7.4%	1.4%	100.0%
Phone professional and efficient	n	113	27	3	2	4	1	150
	%	75.3%	18.0%	2.0%	1.3%	2.7%	0.7%	100.0%
LOS AVERAGE RATING	n	434	106	19	13	21	4	597
	%	72.7%	17.8%	3.2%	2.2%	3.5%	0.7%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with us by telephone?



Agreement Results		
	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	83	56.1%
Agree	47	31.8%
Neither Agree nor Disagree	8	5.4%
Disagree	4	2.7%
Strongly Disagree	6	4.1%
Don't Know	0	0.0%
Total	148	100.0%

Activity: Public Information and Participation

External Communications

4.1.10.1 Recommended Level of Service Target: 67%

4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate

Target: 67% of residents are satisfied that our communications, marketing and engagement activities are effective, helpful, and relevant

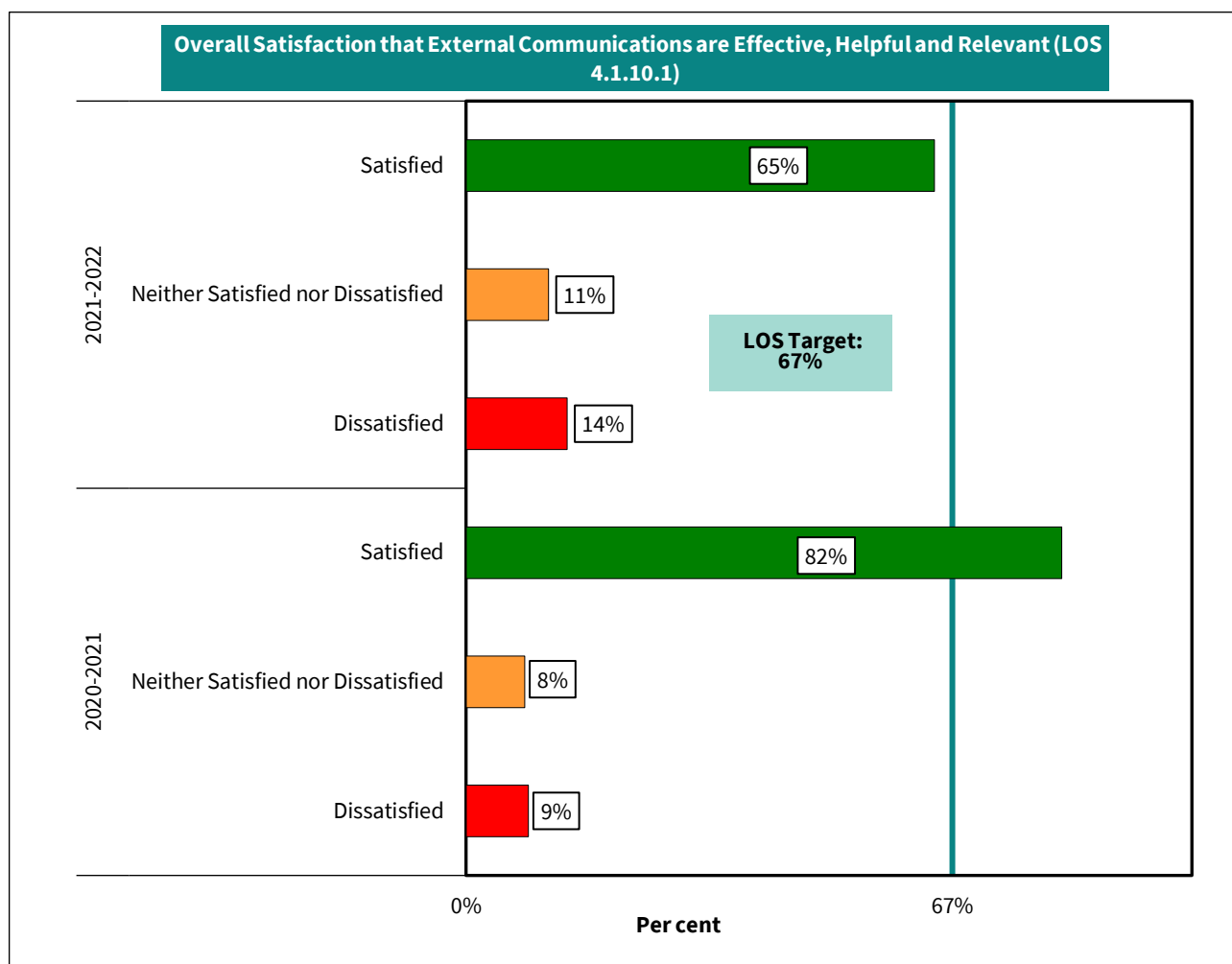
Methodology

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

1. How satisfied or dissatisfied are you that Council communications are TIMELY? *This means information is available at the right time*
2. How satisfied or dissatisfied are you that Council communications are RELEVANT? *This means information covers what the Council is doing and what you want to know*
3. How satisfied or dissatisfied are you that Council communications are ACCURATE? *This means information is correct*
4. How satisfied or dissatisfied are you that Council communications are CLEAR and EASY TO UNDERSTAND?

Time in field: Face to face surveying took place at a range of public sites between November and December 2021

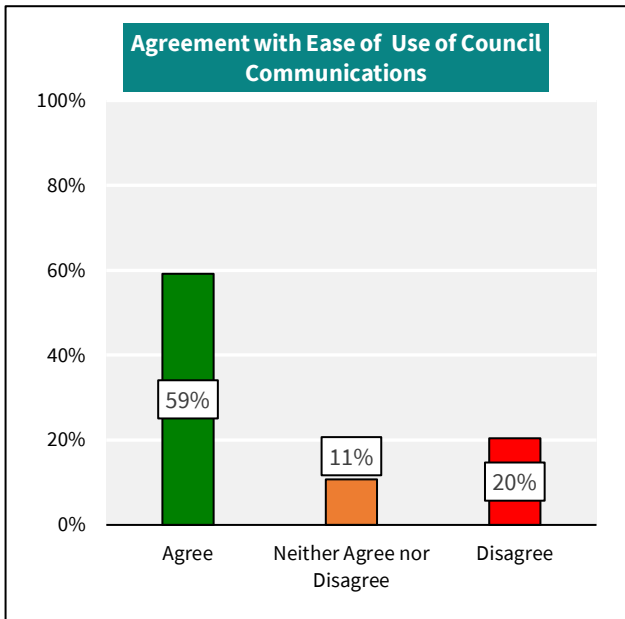
Completed Surveys: 300



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Timely communications (helpful)	n	11	164	39	33	8	35	290
	%	3.8%	56.6%	13.4%	11.4%	2.8%	12.1%	100.0%
Relevant communications	n	19	174	34	24	12	28	291
	%	6.5%	59.8%	11.7%	8.2%	4.1%	9.6%	100.0%
Accurate communications (effective)	n	12	175	30	30	12	37	296
	%	4.1%	59.1%	10.1%	10.1%	4.1%	12.5%	100.0%
Clean and easy to understand communications (helpful)	n	15	185	30	35	9	19	293
	%	5.1%	63.1%	10.2%	11.9%	3.1%	6.5%	100.0%
LOS AVERAGE RATING	n	57	698	133	122	41	119	1170
	%	4.9%	59.7%	11.4%	10.4%	3.5%	10.2%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council communications?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	7	2.4%
Agree	164	56.7%
Neither Agree nor Disagree	31	10.7%
Disagree	50	17.3%
Strongly Disagree	9	3.1%
Don't Know	28	9.7%
Total	289	100.0%

Activity: Community Development and Facilities

Community Development and Capacity Building Initiatives

4.1.27.1 Recommended Level of Service Target: 80%

4.1.27.1 Customers are satisfied with community development and capacity building initiatives

Target: 80% customer satisfaction with the delivery of community development and recreational events, programmes and initiatives

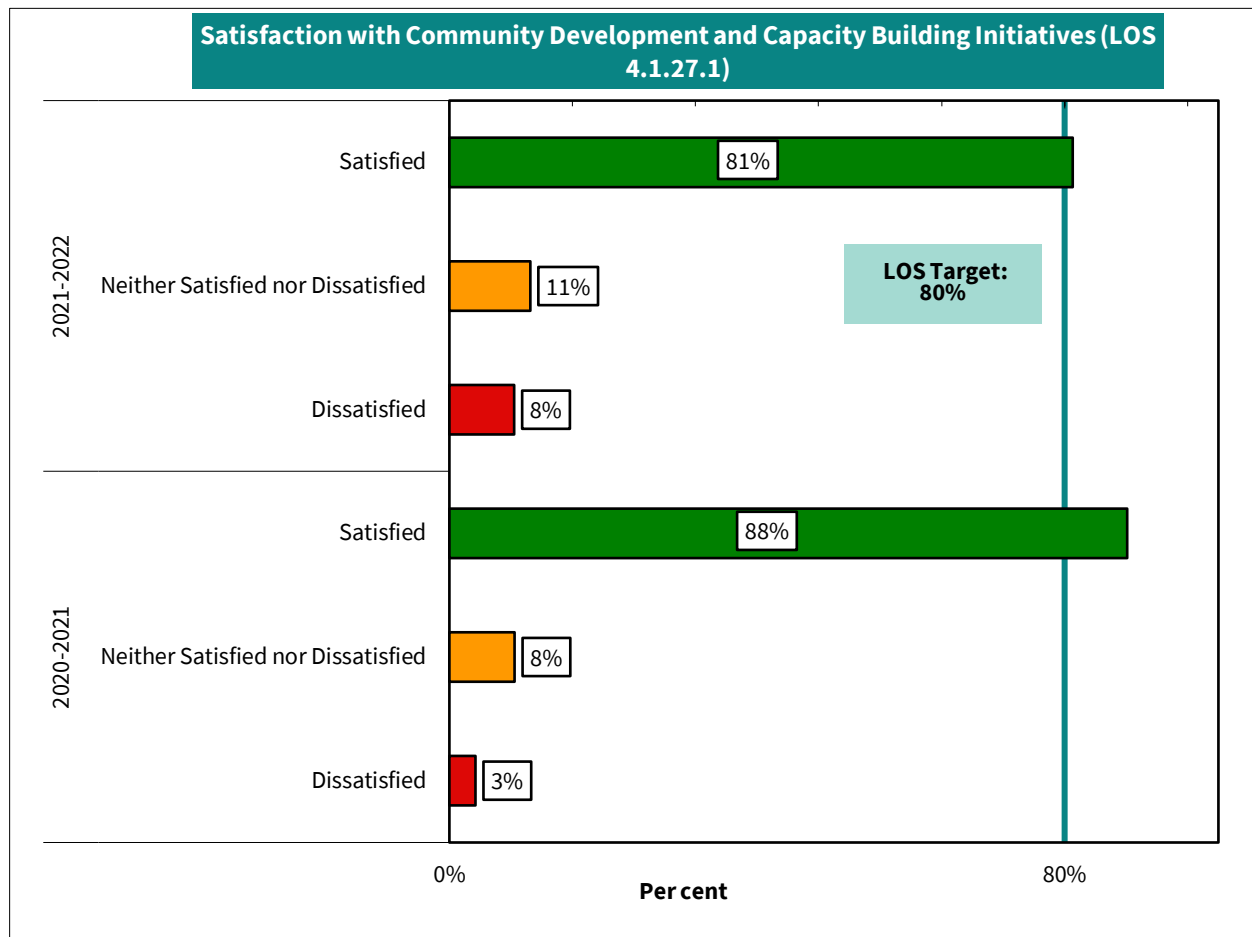
Methodology

LOS score based on the survey question stated below:

1. How satisfied or dissatisfied are you with the SUPPORT GIVEN to your community group by Council community capacity building staff? *This includes community development, community support and community recreation staff being friendly, respectful and responsive and providing information, resources and advice that is correct and helpful and providing networking and collaboration opportunities*

Time in field: The online survey was in field in October and November 2021, with surveys emailed to 345 community groups that have had contact with community governance teams from January 2021. 100% of surveys were completed online

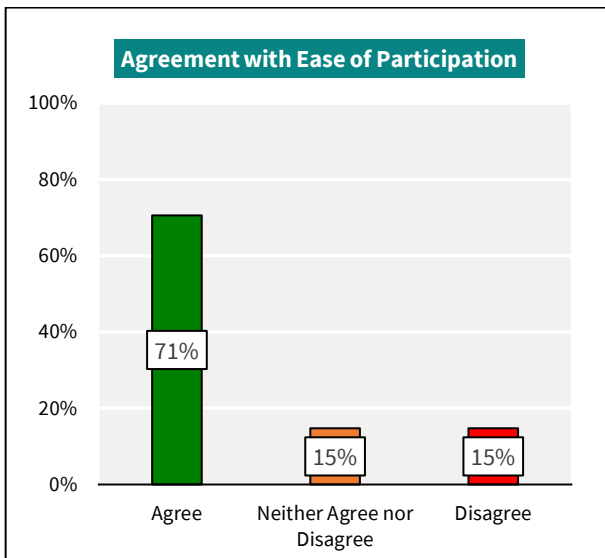
Completed Surveys: 97



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Support Given	n	40	37	10	6	2	0	95
LOS AVERAGE RATING	%	42.1%	38.9%	10.5%	6.3%	2.1%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO PARTICIPATE in our local community development and capacity building initiatives?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	19	20.0%
Agree	48	50.5%
Neither Agree nor Disagree	14	14.7%
Disagree	9	9.5%
Strongly Disagree	5	5.3%
Don't Know	0	0.0%
Total	95	100.0%

Activity: Libraries

Libraries

3.1.5 Recommended Level of Service Target: At least 90%

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

Target: At least 90% of library users satisfied with the library service

Methodology

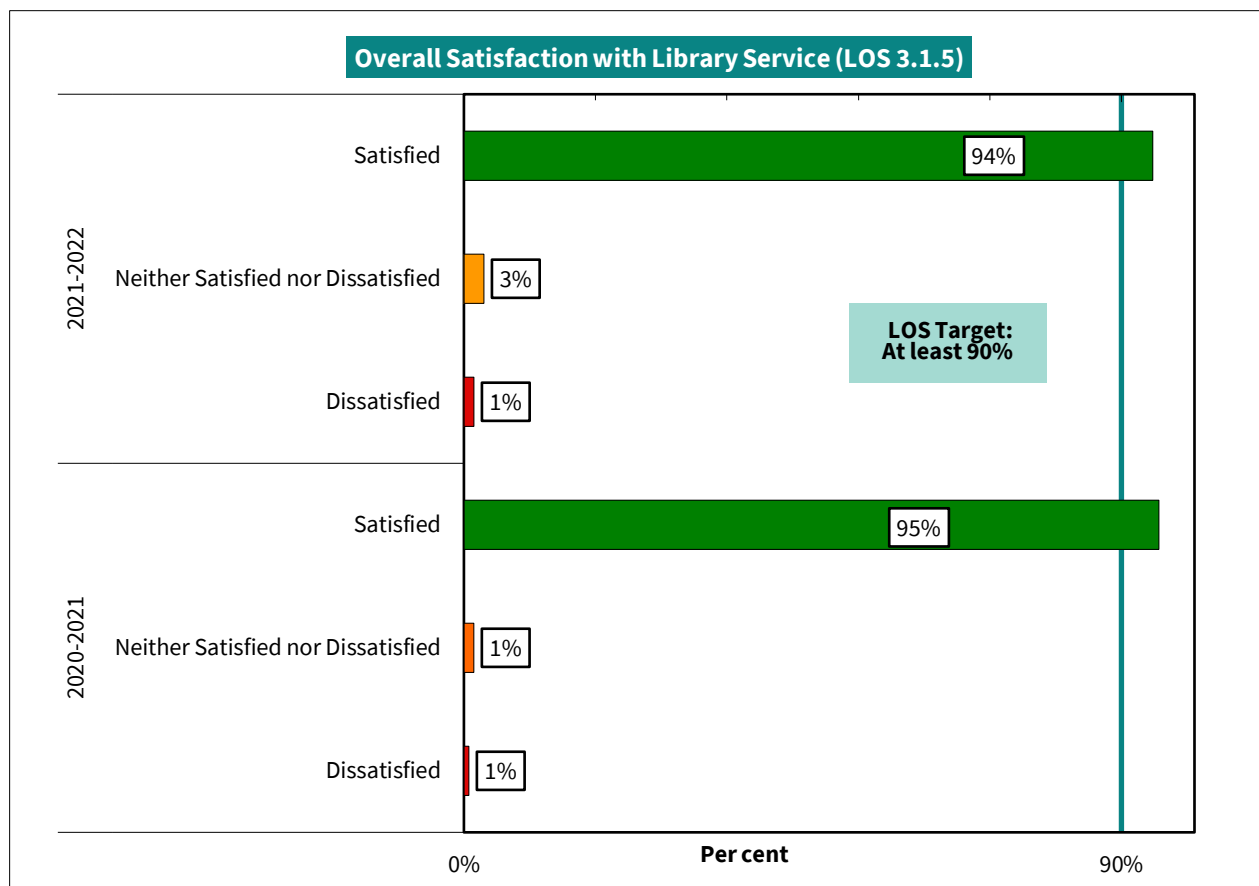
LOS score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied are you that library services are EFFICIENT, EASY TO UNDERSTAND and ACCESS? *This includes signs, self-service kiosks, computers, digital resources, free wifi, library catalogues and the library website*
2. How satisfied or dissatisfied are you with the RANGE of books and other items available? *This includes books, magazines, DVDs, reference material and digital resources like digital eBooks, eMagazines, PressReader, LinkedIn Learning, etc*
3. How satisfied or dissatisfied are you with how FRIENDLY, KNOWLEDGEABLE and HELPFUL the library staff are?

Time in field: Face to face surveying took place between November and December 2021

Completed Surveys: 300

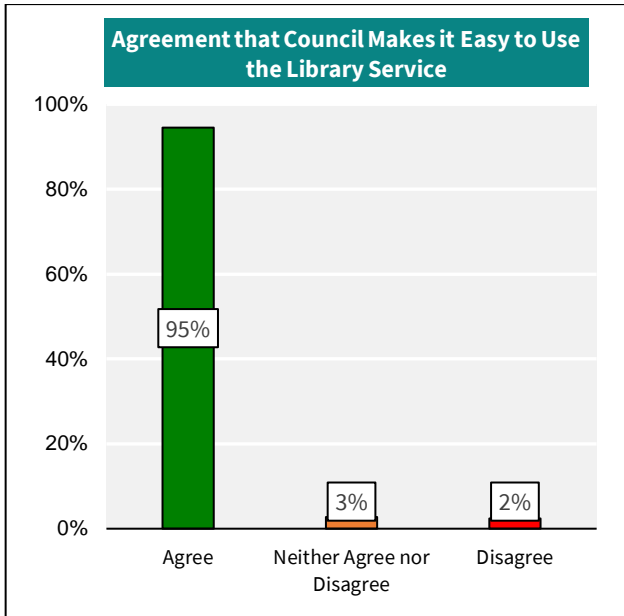
Library Site	Completed surveys
Turanga Central City Library	60
New Brighton	60
Shirley	60
Te Hapua Halswell	60
Upper Riccarton	60
Total	300



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Efficient, easy to understand and access	n	158	129	5	1	1	1	295
	%	53.6%	43.7%	1.7%	0.3%	0.3%	0.3%	100.0%
Range of books and other items	n	106	151	16	7	1	6	287
	%	36.9%	52.6%	5.6%	2.4%	0.3%	2.1%	100.0%
Staff friendly, knowledgeable and helpful	n	185	97	3	0	2	7	294
	%	62.9%	33.0%	1.0%	0.0%	0.7%	2.4%	100.0%
LOS AVERAGE RATING	n	449	377	24	8	4	14	876
	%	51.3%	43.0%	2.7%	0.9%	0.5%	1.6%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the library service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	114	39.2%
Agree	161	55.3%
Neither Agree nor Disagree	8	2.7%
Disagree	5	1.7%
Strongly Disagree	2	0.7%
Don't Know	1	0.3%
Total	291	100.0%

Libraries Programmes and Events

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with programmes and events

Target: 90% customer satisfaction across Children, Youth and Adults

Methodology

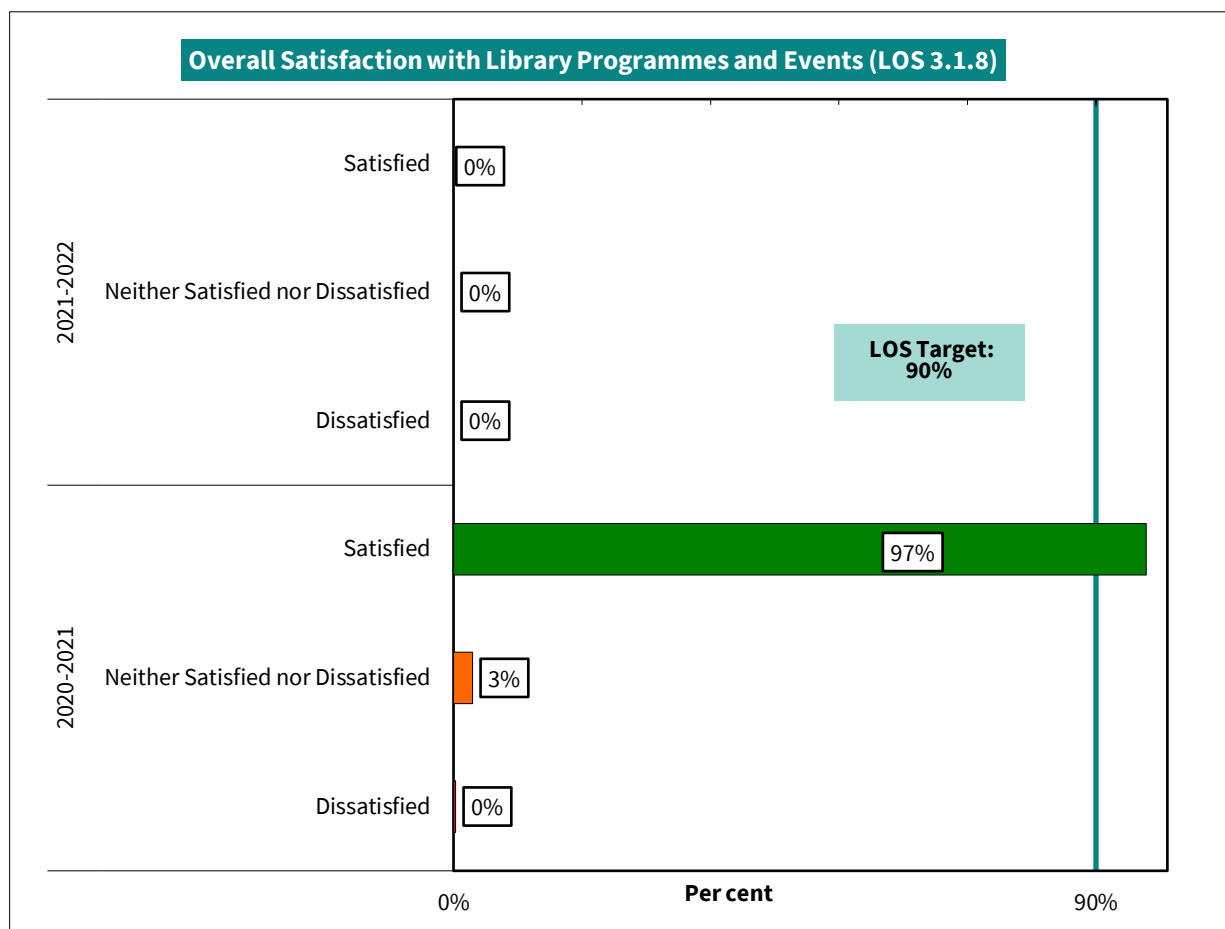
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied were you with the PROCESS OF JOINING / TAKING PART in the programme?
2. How satisfied or dissatisfied were you with how FRIENDLY and HELPFUL the staff were?
3. How satisfied or dissatisfied were you that staff KNEW ABOUT the topic?
4. How satisfied or dissatisfied were you that the programme was ENJOYABLE?

Time in field: The online pulse survey was in field throughout the year, with surveys emailed to those who attended library programmes and events over the year. 100% of surveys were completed online

Completed Surveys:

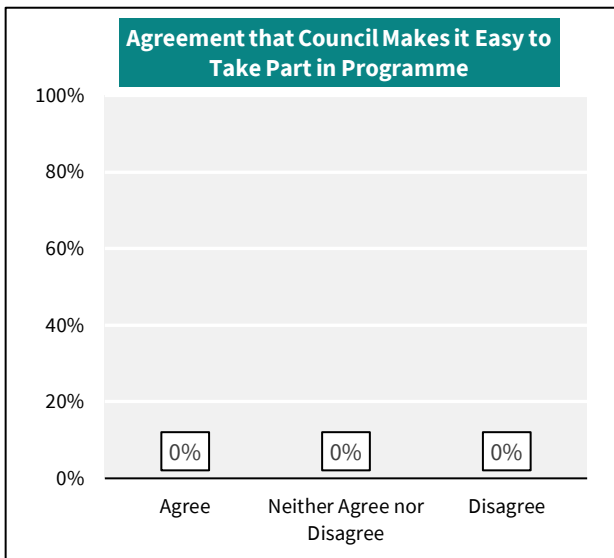
No results are available this year due to programme and event suspensions as a result of COVID restrictions



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Process of Joining / Taking Part in Programme	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Friendly and Helpful Staff	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Staff Knowledge of Topic	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Programme was Enjoyable	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
LOS AVERAGE RATING	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to TAKE PART in this course/programme?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	0	#DIV/0!
Agree	0	#DIV/0!
Neither Agree nor Disagree	0	#DIV/0!
Disagree	0	#DIV/0!
Strongly Disagree	0	#DIV/0!
Don't Know	0	#DIV/0!
Total	0	#DIV/0!

Activity: Recreation, Sports, Community Arts and Events

Community Events

2.8.5.2 Recommended Level of Service Target: At least 80%

2.8.5.2 Produce and deliver engaging programme of community events

Target: At least 80% satisfaction with the content and delivery across three delivered events

Methodology

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

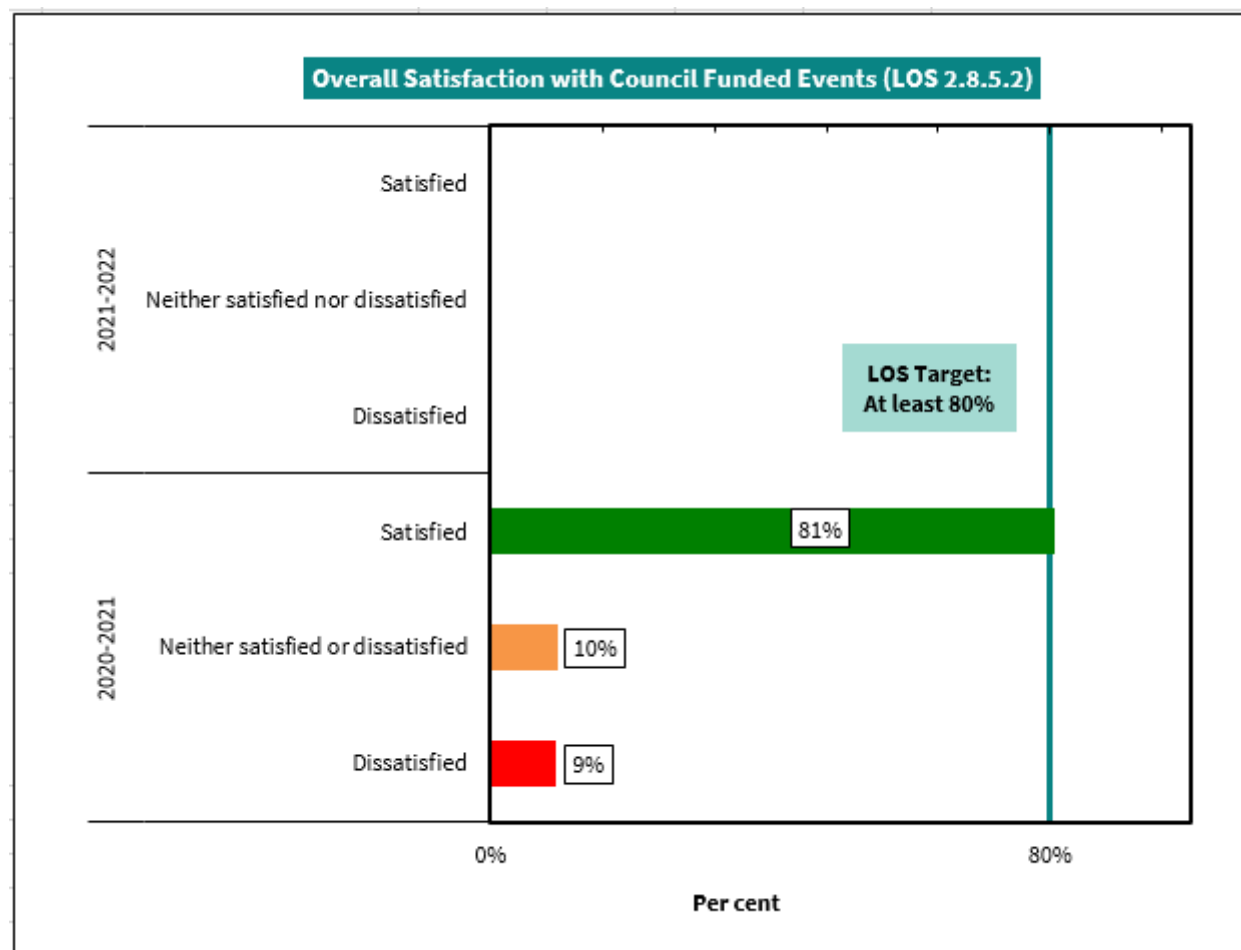
1. How satisfied or dissatisfied were you with the CONTENT of the event? *This includes what the event included and it being interesting and enjoyable*
2. How satisfied or dissatisfied were you with the DELIVERY of the event? *This includes how it was run and presented*

Time in field: The online survey was conducted with event attendees who attended selected events at a range of dates in 2021-2022

Completed Surveys:

Events Surveyed:

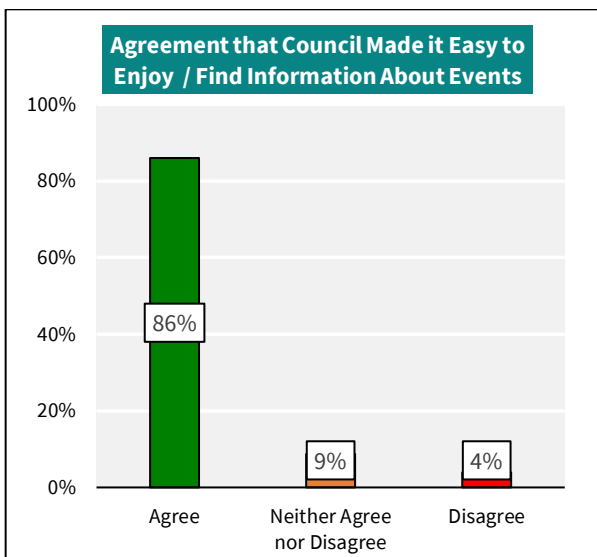
Results to be added at a later date



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Event content	n							
	%							
Event delivery	n							
	%							
LOS AVERAGE RATING	n							
	%							

Customer Effort: Ease of Interacting With or Using Council Services

Question: Matariki and Go Live events: How much do you agree or disagree that the Council made it EASY for you TO ENJOY this event?
 Tiramā Mai event: How much do you agree or disagree that the Council made it EASY for you TO FIND INFORMATION about this event?
 NB: from 2022-2023 onward, all events will use the ease of information question



Agreement Results	Number	Per cent
Not Applicable responses have been removed from the results		
Strongly Agree		
Agree		
Neither Agree nor Disagree		
Disagree		
Strongly Disagree		
Don't Know		
Total		

Event Support

2.8.6.2 Recommended Level of Service Target: 80%

2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch
Target: 80% satisfaction with the quality of Council event support

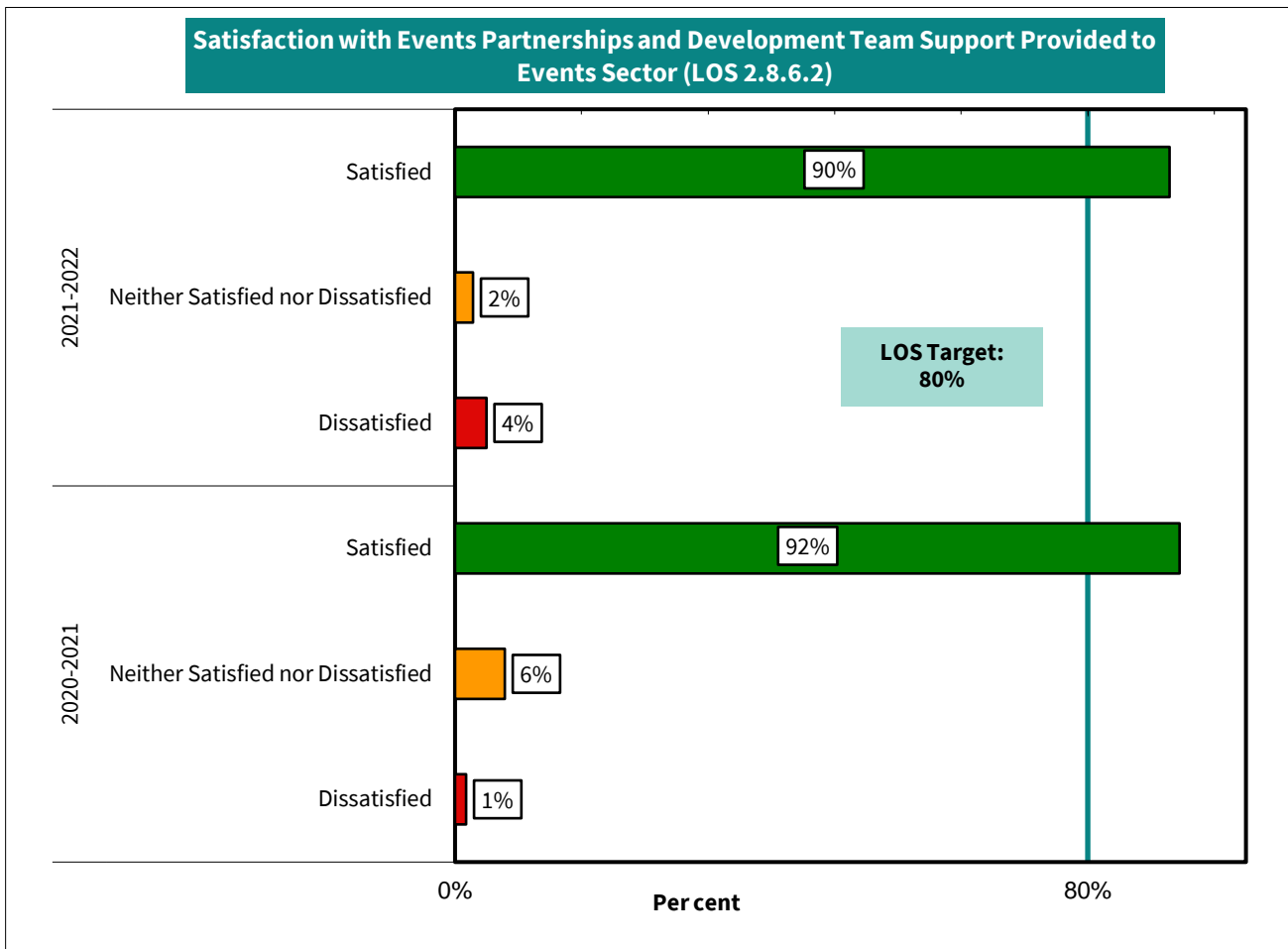
Methodology

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

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Events Partnerships and Development Team staff you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*
4. How satisfied or dissatisfied are you with the INFORMATION PROVIDED on the 'Running an event' support pages on the COUNCIL WEBSITE? *This includes the website being user-friendly and information that is correct and useful*

Time in field: The online survey was in field in October and November 2021, with surveys emailed to 172 respondents who had used the Events Partnerships and Development Team's services from January 2021. 100% of surveys were completed online

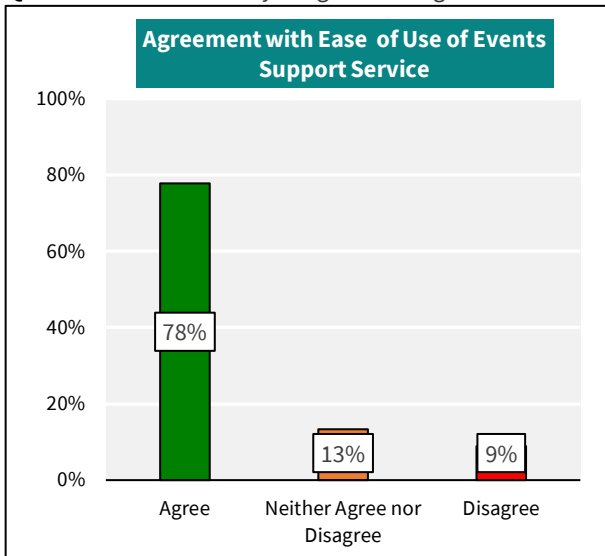
Completed Surveys: 45



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	36	7	0	2	0	0	45
	%	80.0%	15.6%	0.0%	4.4%	0.0%	0.0%	100.0%
Accuracy of information and advice	n	33	10	0	2	0	0	45
	%	73.3%	22.2%	0.0%	4.4%	0.0%	0.0%	100.0%
Ability to respond	n	31	11	2	1	0	0	45
	%	68.9%	24.4%	4.4%	2.2%	0.0%	0.0%	100.0%
Events support web pages	n	15	16	2	2	0	6	41
	%	36.6%	39.0%	4.9%	4.9%	0.0%	14.6%	100.0%
LOS AVERAGE RATING	n	115	44	4	7	0	6	176
	%	65.3%	25.0%	2.3%	4.0%	0.0%	3.4%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our events support service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	19	42.2%
Agree	16	35.6%
Neither Agree nor Disagree	6	13.3%
Disagree	3	6.7%
Strongly Disagree	1	2.2%
Don't Know	0	0.0%
Total	45	100.0%

Recreation and Sport Support

7.0.3.2 Recommended Level of Service Target: 80%

7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch
Target: 80% satisfaction with the quality of Council recreation and sport support

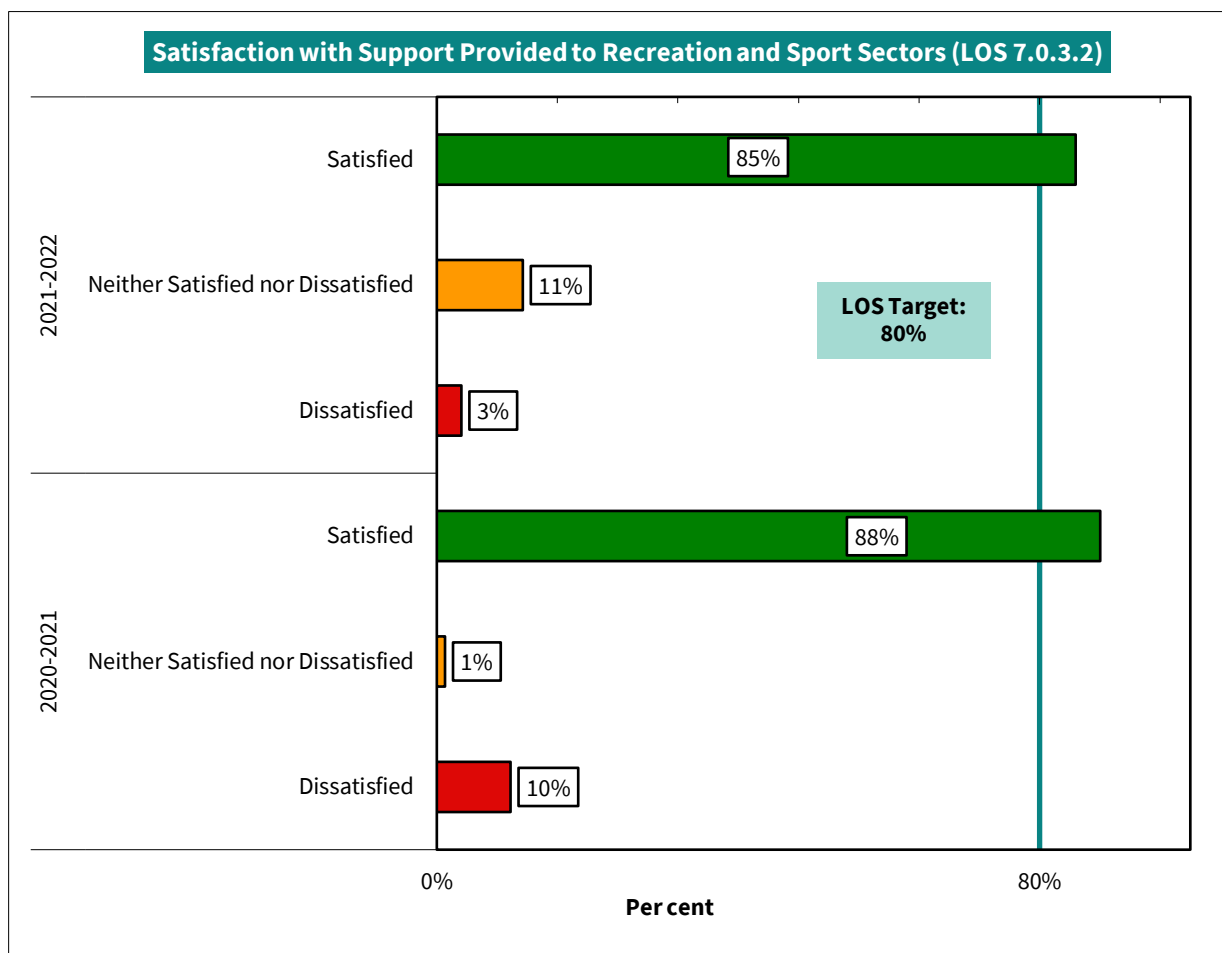
Methodology

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

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Recreation and Sport Services Team staff member/s you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*

Time in field: The online survey was in field in October and November 2021, with surveys emailed to 186 respondents who had used the Recreation Services Team's services from January 2021. 100% of surveys were completed online

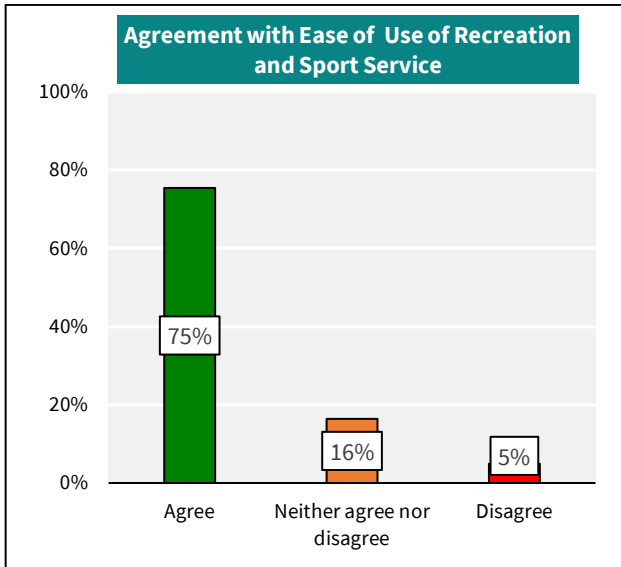
Completed Surveys: 62



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	32	22	6	1	0	1	62
	%	51.6%	35.5%	9.7%	1.6%	0.0%	1.6%	100.0%
Accuracy of information and advice	n	29	23	6	3	0	0	61
	%	47.5%	37.7%	9.8%	4.9%	0.0%	0.0%	100.0%
Ability to respond	n	26	24	9	2	0	0	61
	%	42.6%	39.3%	14.8%	3.3%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	87	69	21	6	0	1	184
	%	47.3%	37.5%	11.4%	3.3%	0.0%	0.5%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our recreation and sport support service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	16	26.2%
Agree	30	49.2%
Neither Agree nor Disagree	10	16.4%
Disagree	3	4.9%
Strongly Disagree	0	0.0%
Don't Know	2	3.3%
Total	61	100.0%

Recreation and Sport Facilities

7.0.7 Recommended Level of Service Target: At least 80% (CERM Survey)

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

Target: At least 80% of customers are satisfied with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)

Methodology

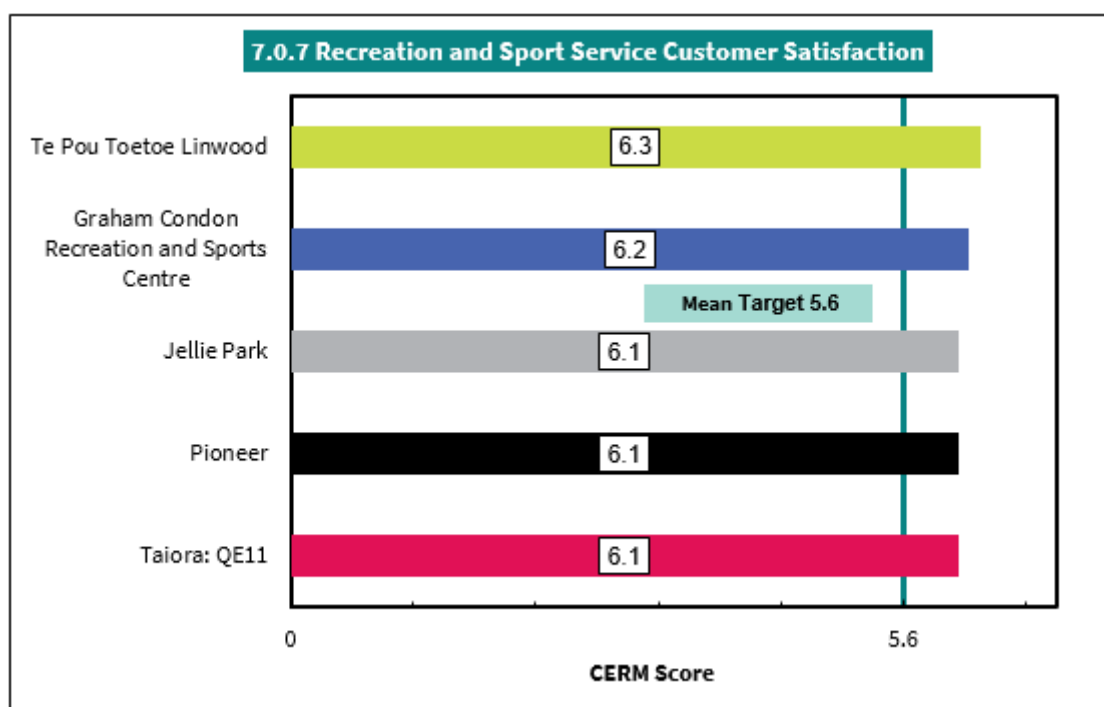
LOS score based on the survey question stated below:

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

Time in field: The online survey was carried out by the University of South Australia (CERM PI) and was emailed to those who had attended a facility during February 2022. 100% of surveys were completed online

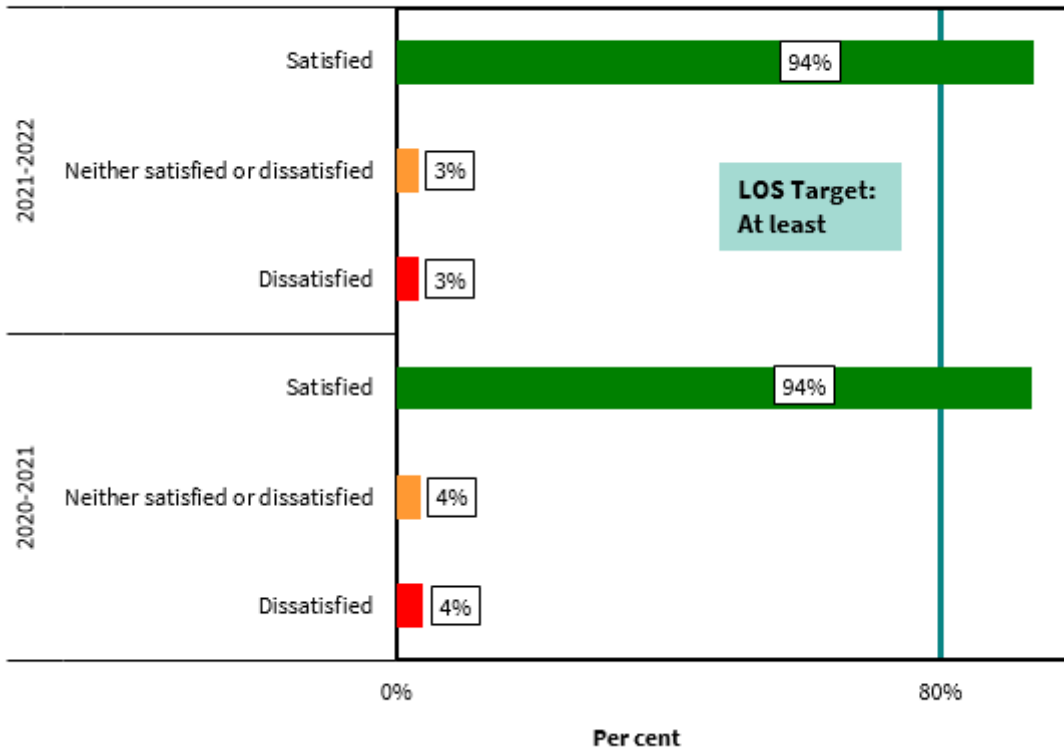
Completed Surveys: 2,127

Centres Surveyed: Graham Condon, Jellie Park, Pioneer and Taiora: QEII, Te Pou Toetoe Linwood



Recreation and Sport Centre	Taiora QEII	Pioneer	Jellie Park	Graham Condon	Te Pou Toetoe Linwood	TOTAL	
CERM Score	n	487	652	436	331	221	2,127
	Mean	6.1	6.1	6.1	6.2	6.3	6.1

Overall Satisfaction with the Range and Quality of Recreation and Sport Facilities (LOS 7.0.7)



NB: 2020-2021 results do not include Te Pou Toetoe Linwood

Activity: Parks and Foreshore

Community Parks

6.0.3 Recommended Level of Service Target: $\geq 60\%$

6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks

Target: Community Parks presentation: resident satisfaction $\geq 60\%$

Methodology

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

1. Overall, how satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. Overall, how satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

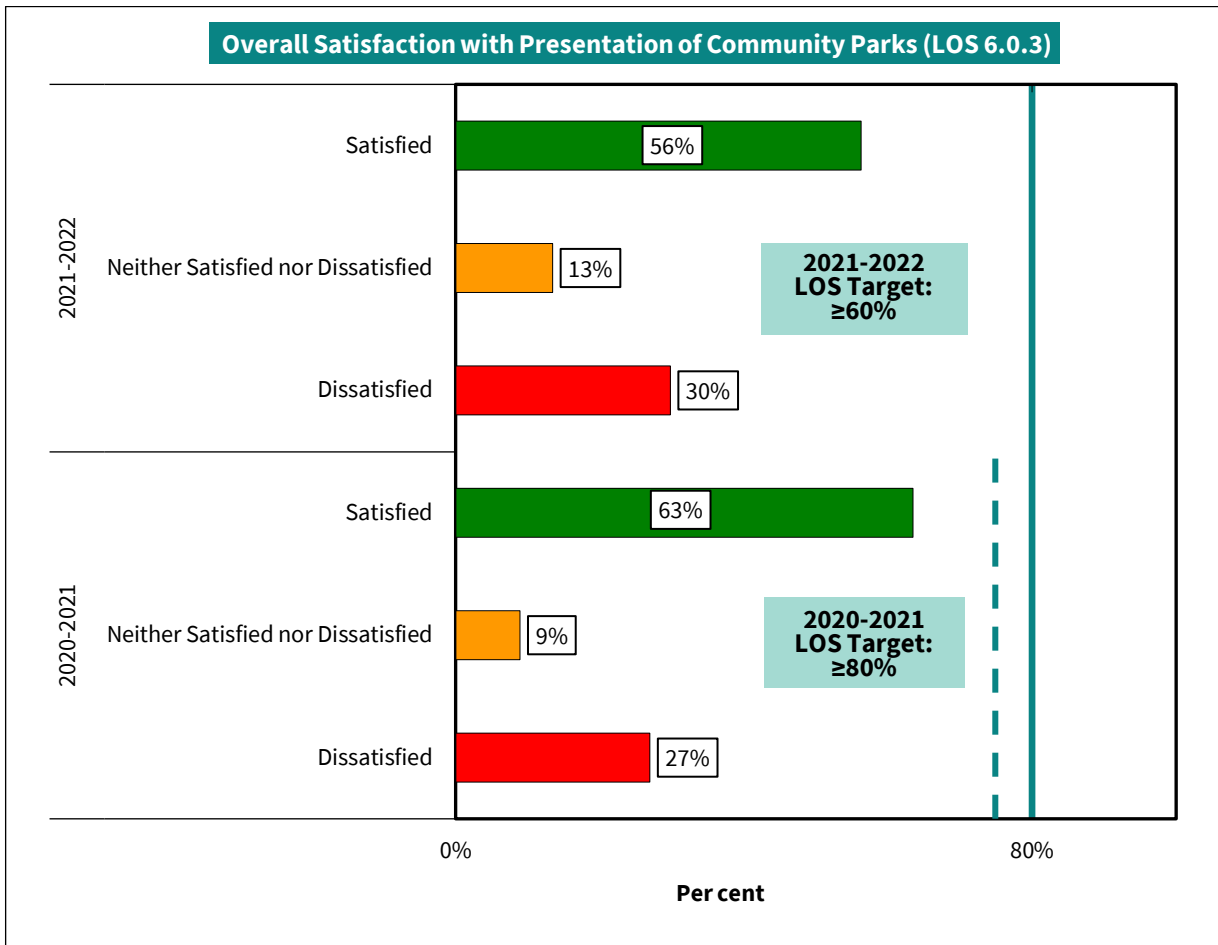
Time in field: The mail drop postal and online survey was delivered to households in the vicinity of community parks from November to December 2021. Surveys were also completed using our Life in Christchurch online panel where respondents gave feedback on a range of local parks throughout the city

Completed Surveys: 337

Sites surveyed:

Park Name	Number Completed Surveys
ARCON STREAM RESERVE	5
AVONDALE PLAYGROUND	7
BAYSWATER RESERVE	9
BENMORE GARDENS RESERVE	15
CAMPION RESERVE	10
CANBERRA RESERVE	7
CASHMERE VILLAGE GREEN	7
CASS BAY PLAYGROUND	27
CENTAURUS PARK	14
CHARTWELL RESERVE	9
COTTONWOOD RESERVE	2
CROSS RESERVE	4
ERICA PLAYGROUND	12
FERNBROOK PLAYGROUND	10
HYDE PARK	11
KING PARK	5
KOTUKU RESERVE	5
MARLENE RESERVE	7
NORRIE PARK	13
PALATINE RESERVE	9
RIDDER RESERVE	16
SHAMROCK RESERVE	9
STEWARTS BUSH	12
WOLSEY PLAYGROUND	7

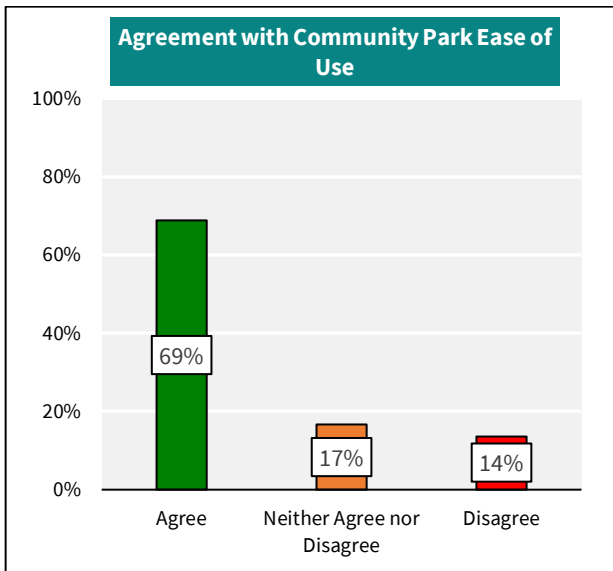
LIFE IN CHRISTCHURCH PANEL BOOSTERS (range of sites)	105
TOTAL	337



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	45	161	43	59	25	1	334
	%	13.5%	48.2%	12.9%	17.7%	7.5%	0.3%	100.0%
Park condition	n	32	134	46	80	34	2	328
	%	9.8%	40.9%	14.0%	24.4%	10.4%	0.6%	100.0%
LOS AVERAGE RATING	n	77	295	89	139	59	3	662
	%	11.6%	44.6%	13.4%	21.0%	8.9%	0.5%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	59	18.2%
Agree	164	50.6%
Neither Agree nor Disagree	54	16.7%
Disagree	34	10.5%
Strongly Disagree	10	3.1%
Don't Know	3	0.9%
Total	324	100.0%

Botanic Gardens and Mona Vale

6.2.2 Recommended Level of Service Target: $\geq 90\%$

6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks

Target: Botanic Gardens and Mona Vale presentation: resident satisfaction $\geq 90\%$

Methodology

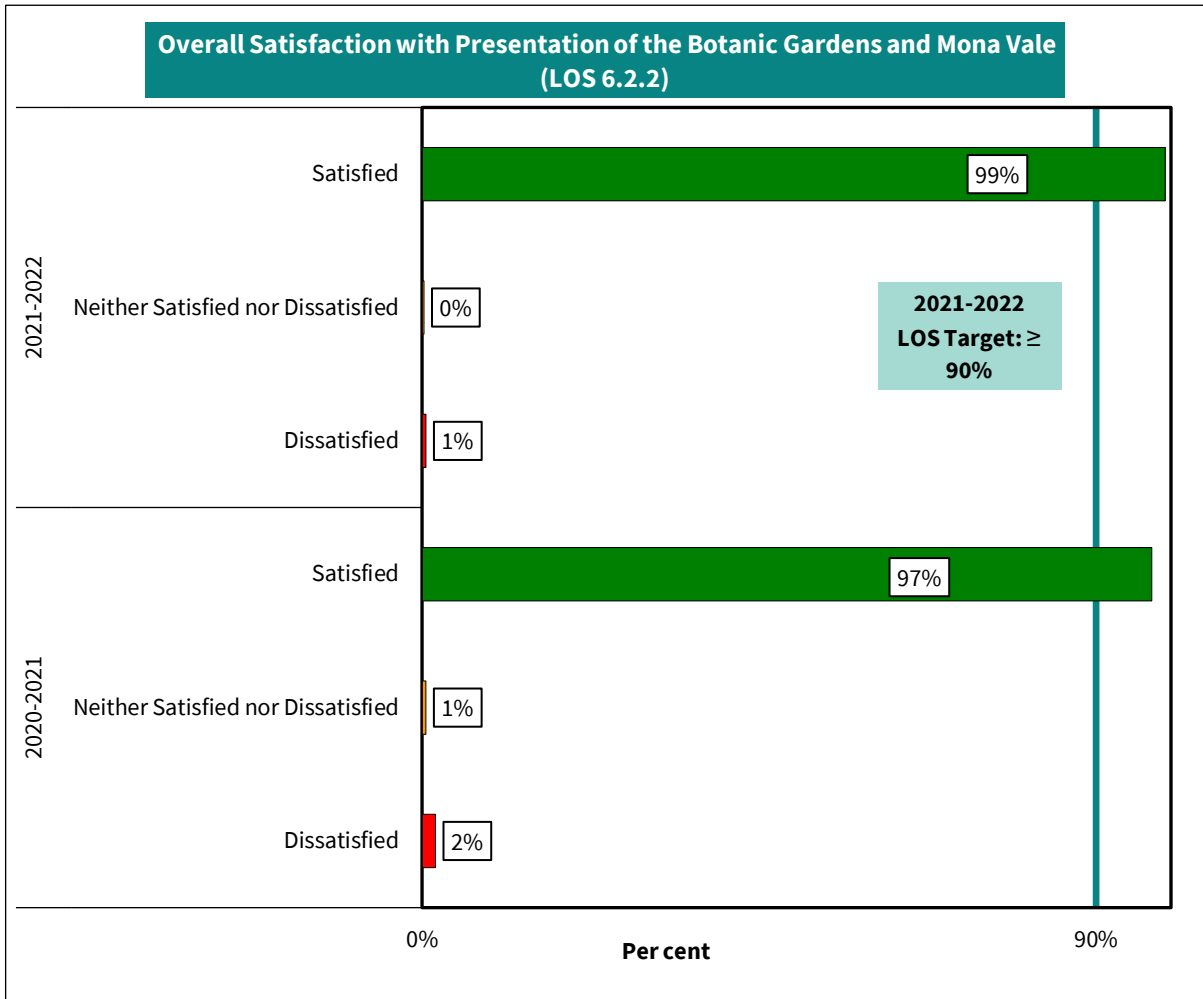
LOS score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of the Botanic Gardens? *This includes layout, plants, trees and gardens and layout and style of facilities such as the Visitor Centre, toilets, playgrounds, swimming pools and houses such as Cunningham House*
 2. How satisfied or dissatisfied are you with the CONDITION of the Gardens? *This includes maintenance and how it is looked after*
- OR
1. How satisfied or dissatisfied are you with the APPEARANCE of Mona Vale? *This includes layout, plants, trees and gardens and layout and style of facilities, such as the homestead and toilets*
 2. How satisfied or dissatisfied are you with the CONDITION of Mona Vale? *This includes things such as maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2021

Completed Surveys: 195

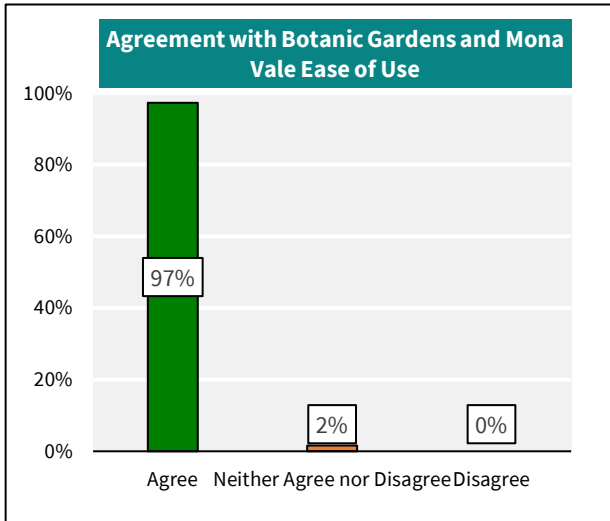
Park Name	Completed Surveys
BOTANIC GARDENS	150
MONA VALE	45
Total	195



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Botanic Gardens and Mona Vale appearance	n	151	40	0	0	1	0	192
	%	78.6%	20.8%	0.0%	0.0%	0.5%	0.0%	100.0%
Botanic Gardens and Mona Vale condition	n	142	48	1	0	1	0	192
	%	74.0%	25.0%	0.5%	0.0%	0.5%	0.0%	100.0%
LOS AVERAGE RATING	n	293	88	1	0	2	0	384
	%	76.3%	22.9%	0.3%	0.0%	0.5%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE <the Botanic Gardens> or <Mona Vale>?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	101	54.0%
Agree	81	43.3%
Neither Agree nor Disagree	3	1.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	2	1.1%
Total	187	100.0%

Regional Parks

6.3.5 Recommended Level of Service Target: $\geq 80\%$

6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks

Target: Regional Parks: resident satisfaction $\geq 80\%$

Methodology

LOS score based on the survey question stated below:

1. How satisfied or dissatisfied are you with the RANGE of RECREATION OPPORTUNITIES and NATURE EXPERIENCES at this park? *This includes areas for sitting, relaxing and playing (eg. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; and opportunities to enjoy nature (eg. native plantings and bird life)*

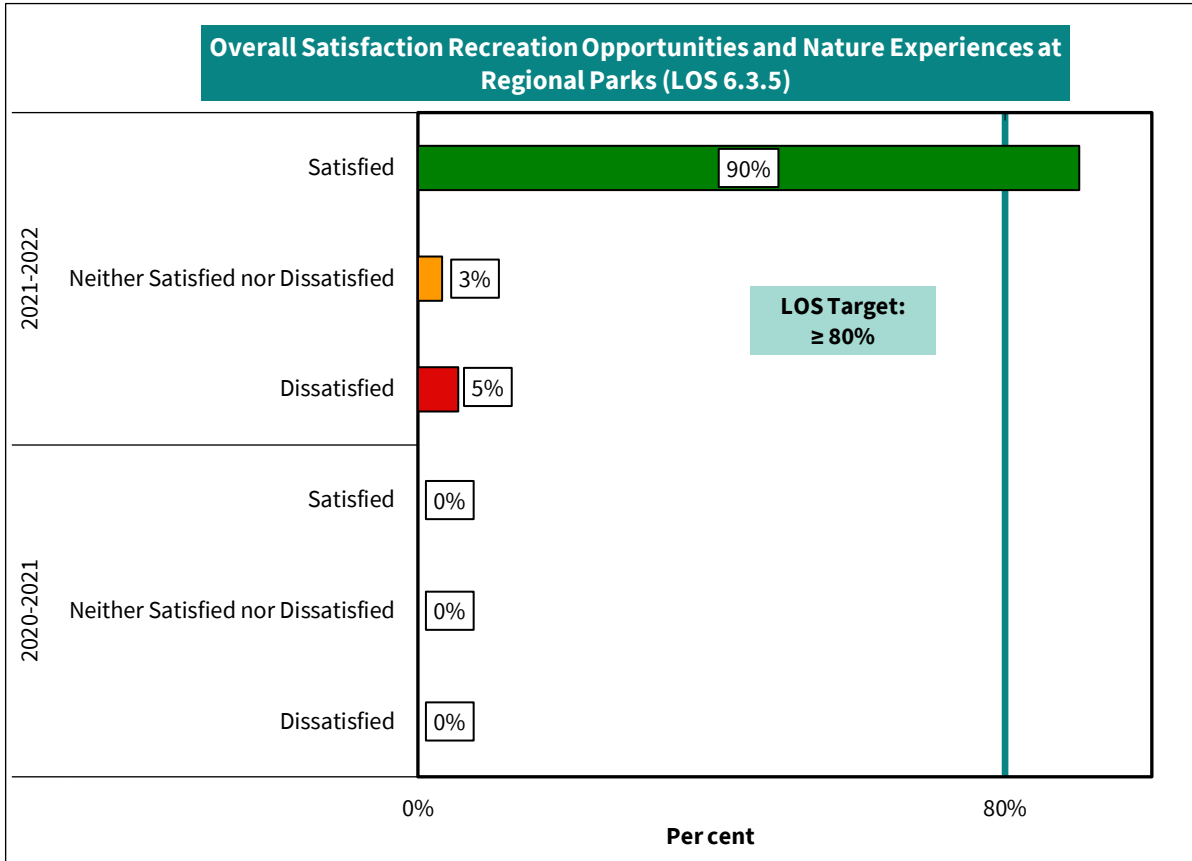
Time in field: Face to face and mail drop postal surveying took place between November and December 2021

Completed Surveys: 279

Sites Surveyed:

Regional Park	Completed
BOTTLE LAKE BEACH PARK	30
BOWENVALE PARK	16
BRIDLE PATH WALKWAY	40
CORONATION HILL RESERVE	9
CRACROFT CAVERNS RESERVE	10

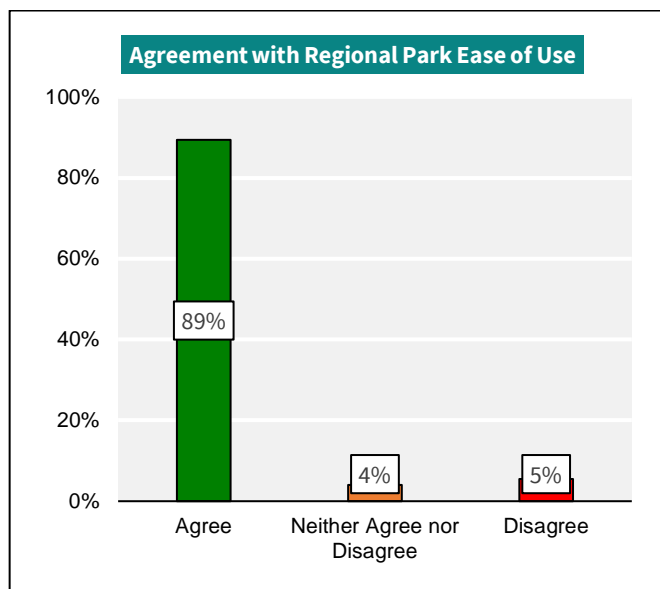
HALSWELL QUARRY PARK	30
NEW BRIGHTON BEACH (developed)	30
RAPAKI TRACK	30
ROTO KOHATU	30
VICTORIA PARK	30
WAIMAIRI BEACH	24
Total	279



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Recreational opportunities and ecological experiences	n	114	132	9	13	2	3	273
LOS AVERAGE RATING	%	41.8%	48.4%	3.3%	4.8%	0.7%	1.1%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	76	27.8%
Agree	168	61.5%
Neither Agree nor Disagree	11	4.0%
Disagree	13	4.8%
Strongly Disagree	2	0.7%
Don't Know	3	1.1%
Total	273	100.0%

Cemetery Administration Services

6.4.5 Recommended Level of Service Target: $\geq 95\%$

6.4.5 Cemeteries administration services meet customer expectations

Target: Customer satisfaction with cemetery administration services: $\geq 95\%$

Methodology

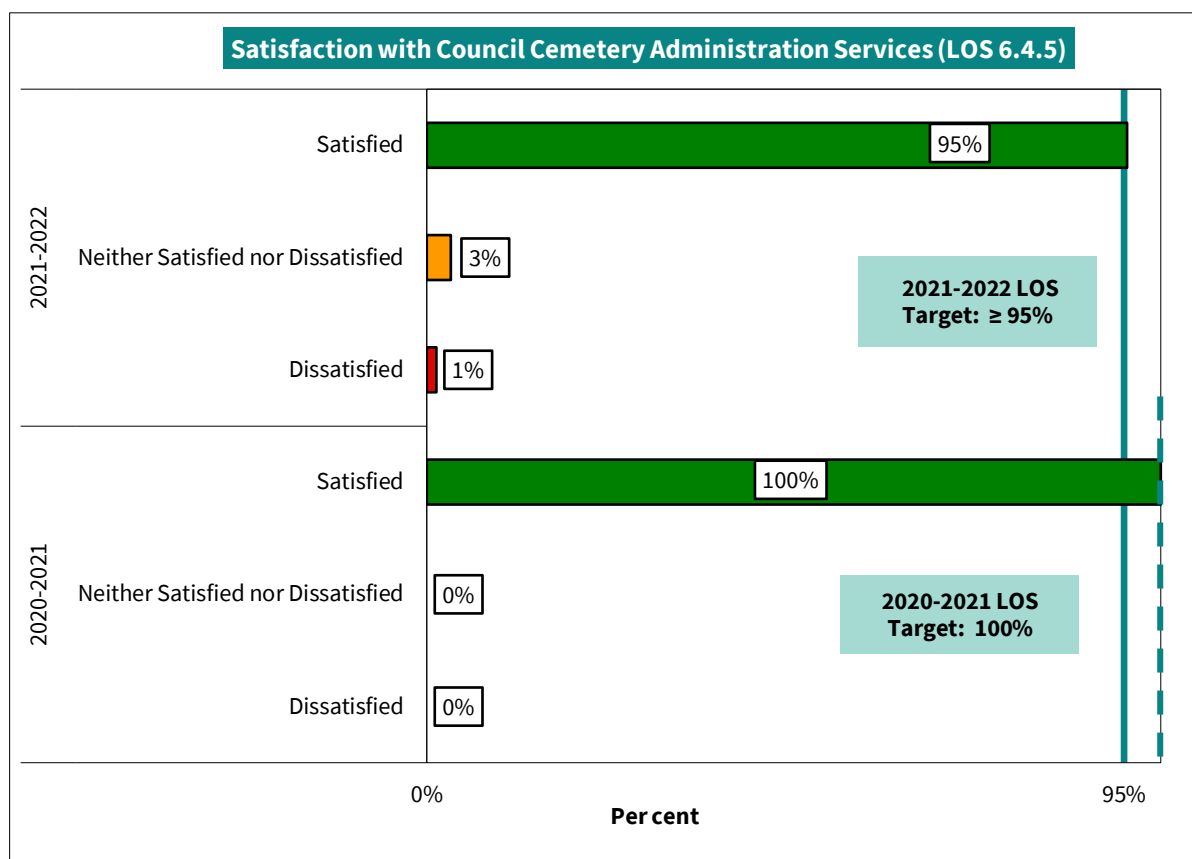
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the INFORMATION PROVIDED about plot location, ownership and availability? *This includes information that is correct and available to you*
2. How satisfied or dissatisfied are you with how FRIENDLY and RESPECTFUL the Council Cemetery Support Officers are?
3. How satisfied or dissatisfied are you that the (interment) application process is EASY TO USE? *This includes clear instructions and processes, and checking your needs were met and following up on any issues*
4. How satisfied or dissatisfied are you with the (interment) application RESPONSE TIME? *This includes time taken to contact you and general timeliness of communication from us*

Time in field: The online survey was in field in October 2021, with surveys emailed to 37 funeral directors and monumental masons who had used the Cemetery administration services in the preceding 12 months. The survey was also emailed to 152

resident customers who had used the Cemetery administration services since January 2021 (this excluded those who had used the service in the eight weeks before the survey due to sensitivities). 100% of surveys were completed online

Completed Surveys: 78



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Provision of information	n	60	14	4	0	0	0	78
	%	76.9%	17.9%	5.1%	0.0%	0.0%	0.0%	100.0%
Staff friendly and respectful	n	65	12	0	0	0	0	77
	%	84.4%	15.6%	0.0%	0.0%	0.0%	0.0%	100.0%
Ease of use of interment process	n	56	15	2	2	0	0	75
	%	74.7%	20.0%	2.7%	2.7%	0.0%	0.0%	100.0%
Interment application response time	n	52	17	4	2	0	0	75
	%	69.3%	22.7%	5.3%	2.7%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	233	58	10	4	0	0	305
	%	76.4%	19.0%	3.3%	1.3%	0.0%	0.0%	100.0%

Cemeteries

6.4.4 Recommended Level of Service Target: $\geq 85\%$

6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries

Target: Cemeteries presentation: resident satisfaction $\geq 85\%$

Methodology

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

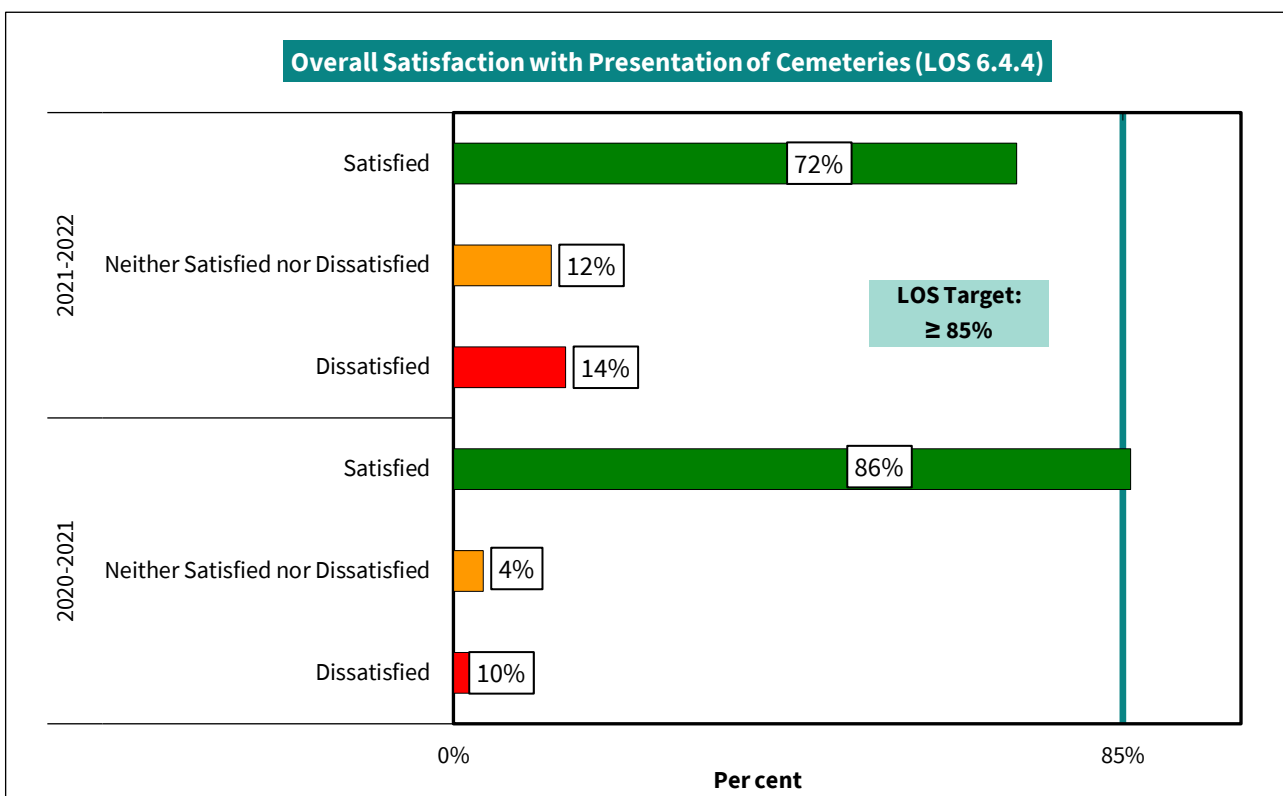
1. How satisfied or dissatisfied are you with the APPEARANCE of this cemetery? *This includes layout, plants, trees and gardens (excluding headstones)*
2. How satisfied or dissatisfied are you with the CONDITION of this cemetery? *This includes maintenance and how it is looked after (excluding headstones)*

Time in field: Face to face and mail drop postal and booster online panel surveying took place between November and December 2021

Completed Surveys: 165

Sites Surveyed:

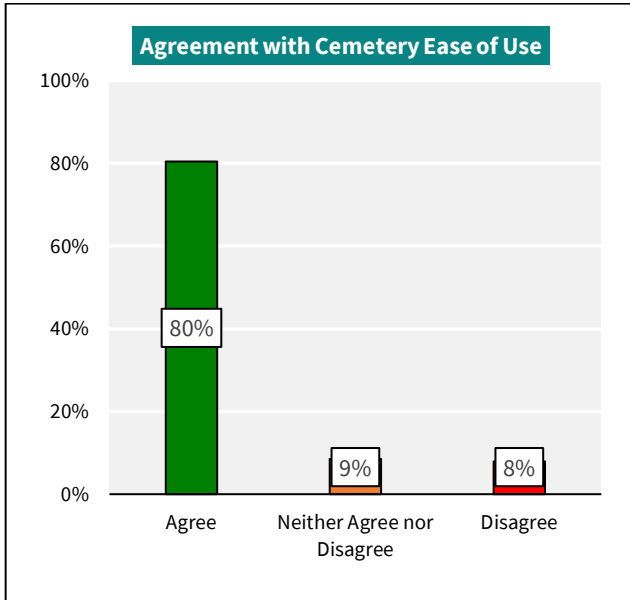
Cemeteries	Completed Surveys
AVONHEAD CEMETERY	34
BELFAST CEMETERY	32
BROMLEY CEMETERY	12
MEMORIAL PARK CEMETERY	14
RURU LAWN CEMETERY	21
LIFE IN CHRISTCHURCH PANEL BOOSTERS (range of sites)	52
Total	165



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Cemeteries appearance	n	34	88	18	13	10	2	165
	%	20.6%	53.3%	10.9%	7.9%	6.1%	1.2%	100.0%
Cemeteries condition	n	27	87	23	11	13	4	165
	%	16.4%	52.7%	13.9%	6.7%	7.9%	2.4%	100.0%
LOS AVERAGE RATING	n	61	175	41	24	23	6	330
	%	18.5%	53.0%	12.4%	7.3%	7.0%	1.8%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this cemetery?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	45	27.4%
Agree	87	53.0%
Neither Agree nor Disagree	14	8.5%
Disagree	9	5.5%
Strongly Disagree	4	2.4%
Don't Know	5	3.0%
Total	164	100.0%
Not applicable	0	

Hagley Park

6.8.4.1 Recommended Level of Service Target: $\geq 90\%$

6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park

Target: Hagley Park presentation: resident satisfaction $\geq 90\%$

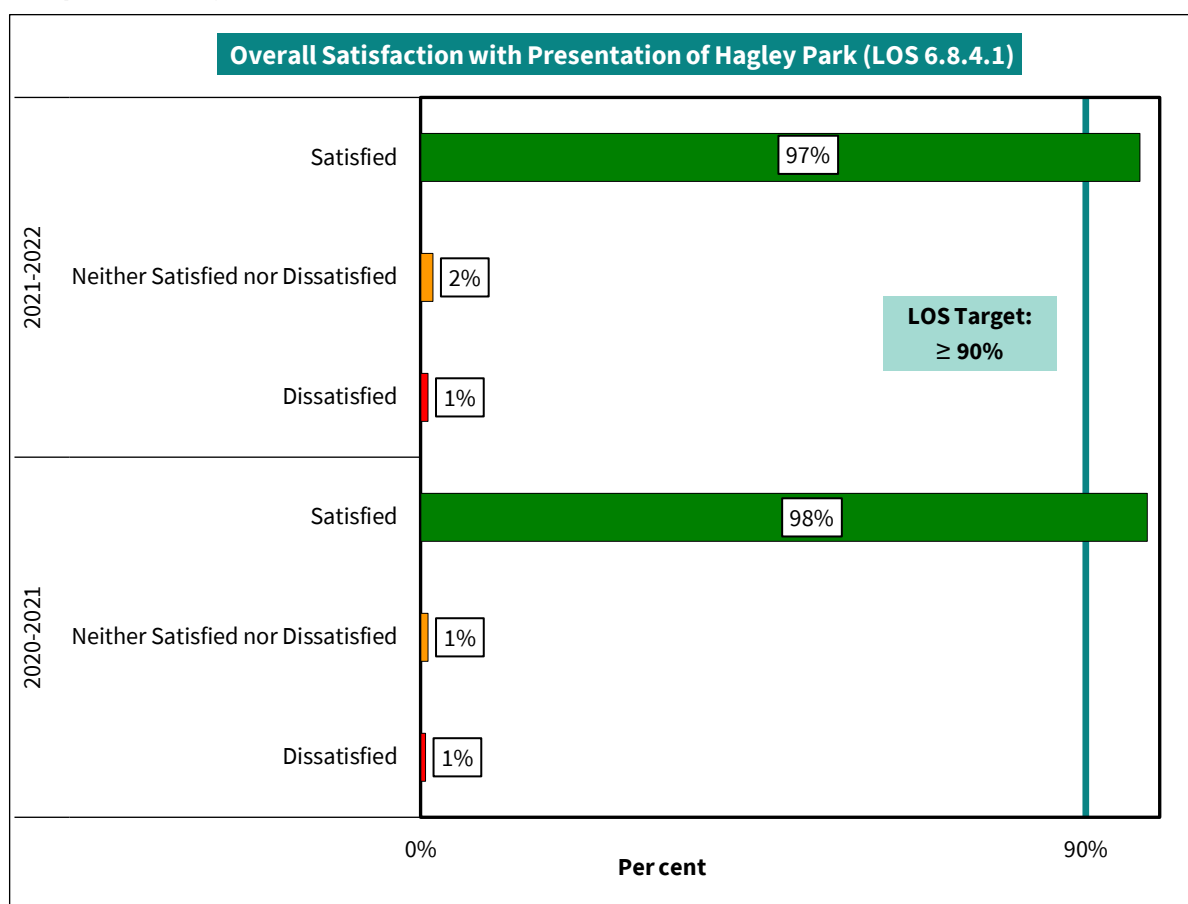
Methodology

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

1. How satisfied or dissatisfied are you with the APPEARANCE of Hagley Park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of Hagley Park? *This includes maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2021

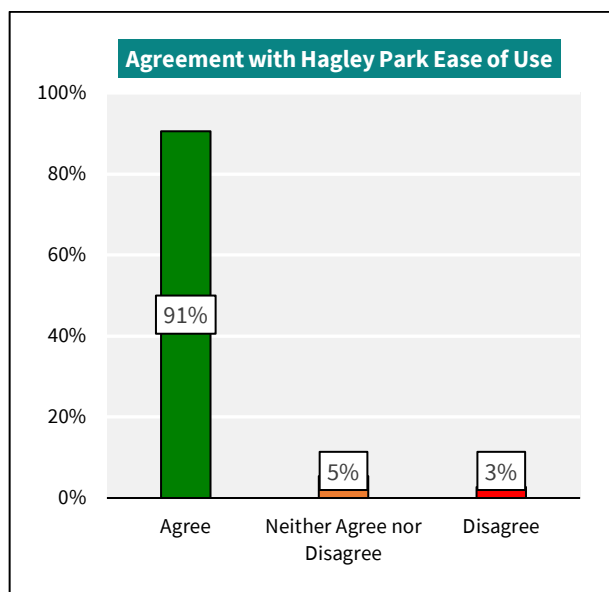
Completed Surveys: 150



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	102	45	3	0	0	0	150
	%	68.0%	30.0%	2.0%	0.0%	0.0%	0.0%	100.0%
Park condition	n	79	65	2	3	0	0	149
	%	53.0%	43.6%	1.3%	2.0%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	181	110	5	3	0	0	299
	%	60.5%	36.8%	1.7%	1.0%	0.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	60	40.5%
Agree	74	50.0%
Neither Agree nor Disagree	8	5.4%
Disagree	3	2.0%
Strongly Disagree	1	0.7%
Don't Know	2	1.4%
Total	148	100.0%

Council Park Sport Surfaces

6.8.1.6 Recommended Level of Service Target: $\geq 75\%$

6.8.5 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces

Target: Satisfaction $\geq 75\%$

Methodology

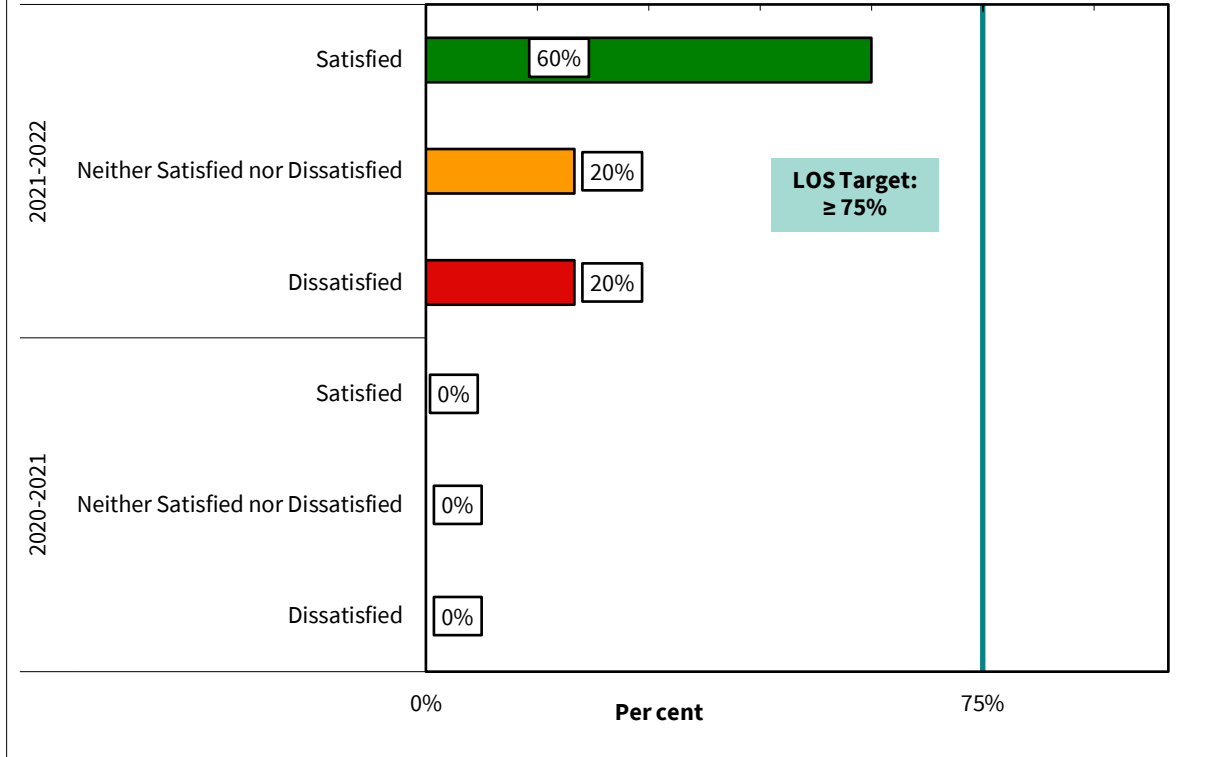
LOS score calculated as an aggregate of the two survey questions stated below:

1. Thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied that the sport surfaces are FIT FOR PURPOSE? *This includes surfaces meeting your needs such as type of surfaces available and their layout*
2. Again, thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied are you with the CONDITION of the sport surfaces? *This includes surface maintenance and upkeep*

Time in field: The online survey was infield in October 2021, with surveys emailed to 16 regional sports organisations who had used Council sports park surfaces from January 2021. 100% were completed online

Completed Surveys: 10

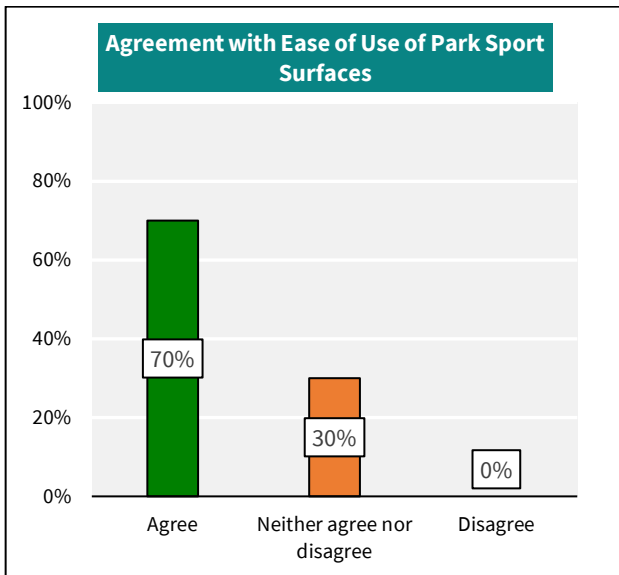
Regional Sports Organisations: Satisfaction with Park Sport Surfaces (LOS 6.8.1.6)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Surface fitness for purpose	n	2	5	2	0	1	0	10
	%	20.0%	50.0%	20.0%	0.0%	10.0%	0.0%	100.0%
Surface condition	n	2	3	2	0	3	0	10
	%	20.0%	30.0%	20.0%	0.0%	30.0%	0.0%	100.0%
LOS AVERAGE RATING	n	4	8	4	0	4	0	20
	%	20.0%	40.0%	20.0%	0.0%	20.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our sport surfaces?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	2	20.0%
Agree	5	50.0%
Neither Agree nor Disagree	3	30.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	10	100.0%

Marine Structures

10.8.1.1 Recommended Level of Service Target: 60%

10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors

Target: Customer satisfaction with the availability of marine structure facilities: 60%

Methodology

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

Resident Users

1. How satisfied or dissatisfied are you with being able to ACCESS marine structures for RECREATION? *This includes being in the right places and easy to get to and using them for things like launching boats, fishing and walking on them*
2. How satisfied or dissatisfied are you that there are ENOUGH marine structures of different types for RECREATION? *This includes wharves, jetties, ramps, rafts and moorings*
3. How satisfied or dissatisfied are you with being able to ACCESS marine structures for TRANSPORT? *This includes structures being in the right places and easy to get to for ferries, etc*

Commercial Operators

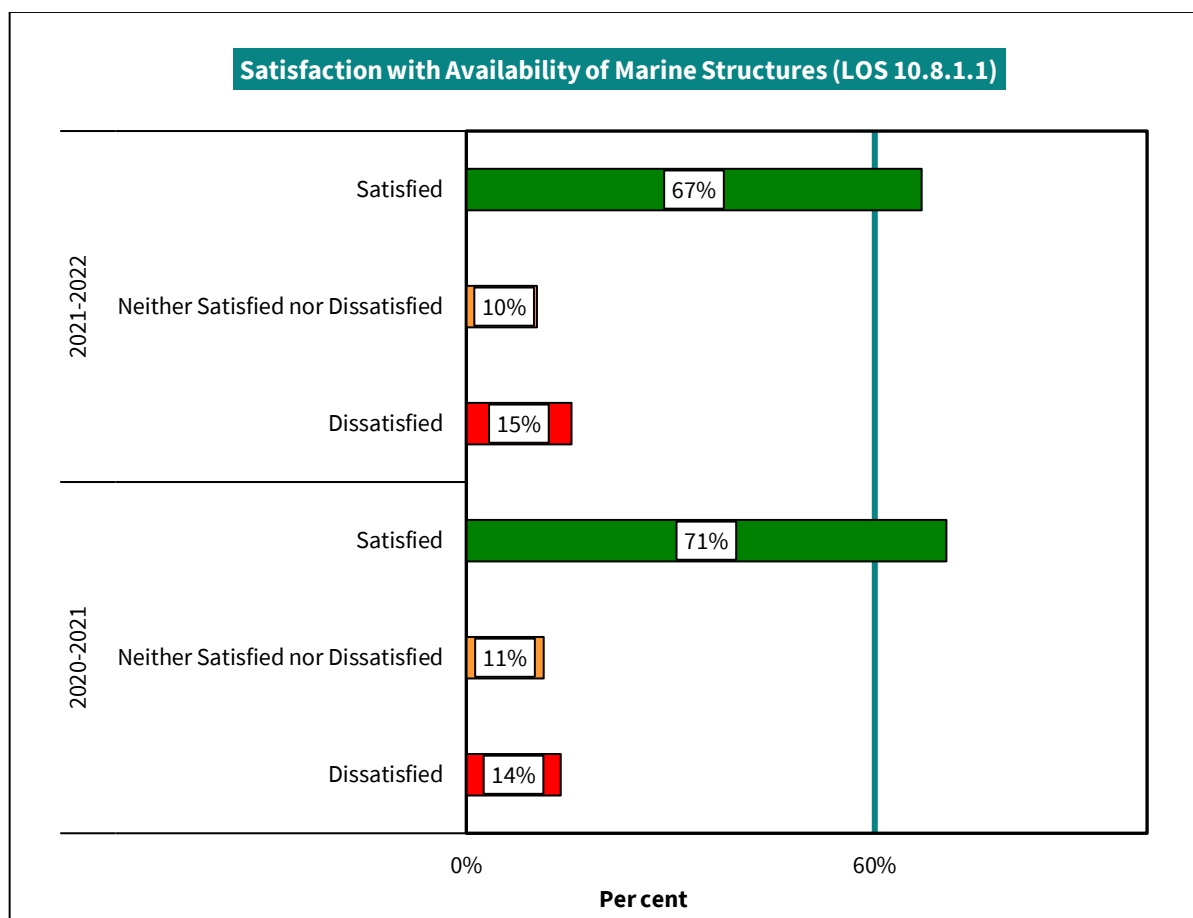
4. How satisfied or dissatisfied are you with being able to ACCESS marine structures for COMMERCIAL PURPOSES? *This includes structures being in the right places and easy to get to and using them for commercial activities such as launching boats, loading and unloading passengers and cargo, for refuelling and for tourism activities*
5. How satisfied or dissatisfied are you that there are ENOUGH marine structures of the different types outlined above for COMMERCIAL PURPOSES?

Time in field: An online survey was in field in October and November 2021, with surveys emailed to 14 commercial users who had used marine structures in the preceding 12 months. 100% of surveys were completed online
 Face to face surveying of residential marine structure users took place at marine structures between November and December 2021. In total 195 surveys were completed at 9 marine structures

Completed Surveys: 200 (including commercial users)

Sites surveyed (residential users):

Site	Number Completed Surveys
AKAROA BOAT PARK AND RECREATION GROUND JETTY AND SLIPWAY	15
AKAROA WHARF	30
CORSAIR BAY RAMP AND JETTY	15
DALY'S WHARF	20
DIAMOND HARBOUR WHARF	30
LYTTELTON MARINA PUBLIC RAMP AND JETTY	15
MONCK'S BAY PUBLIC RAMP	15
NEW BRIGHTON PIER	40
SCOTT PARK PUBLIC RAMPS	15
Total	195



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accessibility for recreation	n	36	98	17	20	1	9	181
	%	19.9%	54.1%	9.4%	11.1%	0.6%	5.0%	100.0%
Enough for recreation	n	13	89	15	11	1	15	157
	%	8.3%	56.7%	9.6%	14.0%	1.9%	9.6%	100.0%
Accessibility for transportation	n	9	55	15	10	7	9	105
	%	8.6%	52.4%	14.3%	9.5%	6.7%	8.6%	100.0%
Accessibility for commercial purposes	n	0	2	0	3	0	0	5
	%	0.0%	40.0%	0.0%	60.0%	0.0%	0.0%	100.0%
Enough for commercial purposes	n	0	1	0	3	1	0	5
	%	0.0%	20.0%	0.0%	60.0%	20.0%	0.0%	100.0%
LOS AVERAGE RATING	n	58	245	47	5	3	33	453
	%	12.8%	54.1%	10.4%	1.1%	0.7%	7.3%	100.0%

2021-2022 LOS Target: 60%

2020-2021 LOS 10.8.1.5 Target: ≥ 50%

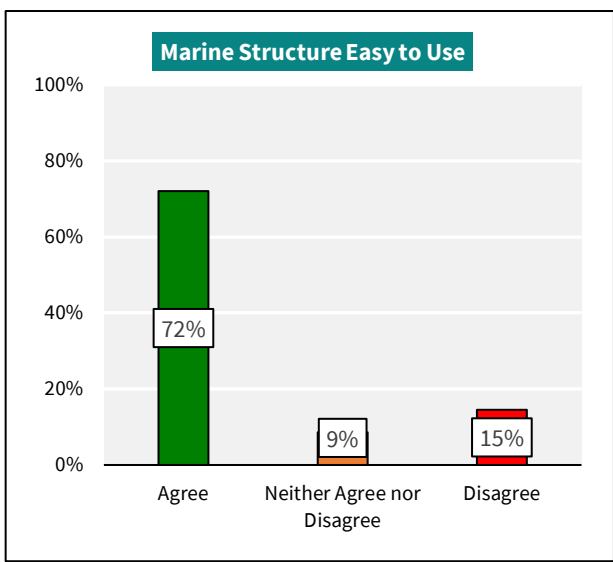
Customer Effort: Ease of Interacting With or Using Council Services

Questions:

How much do you agree or disagree that the Council makes it EASY for you TO USE this marine structure?

or

How much do you agree or disagree that the Council makes it EASY for you TO USE marine structures for commercial purposes?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	19	10.2%
Agree	115	61.8%
Neither Agree nor Disagree	16	8.6%
Disagree	22	11.8%
Strongly Disagree	5	2.7%
Don't Know	9	4.8%
Total	186	100.0%

Environmental, Conservation, Water and Civil Defence Education Programmes

19.1.6 Recommended Level of Service Target: 95%

19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes

Target: Teachers satisfied with education programmes delivered: 95%

Methodology

LOS score based on the survey question stated below:

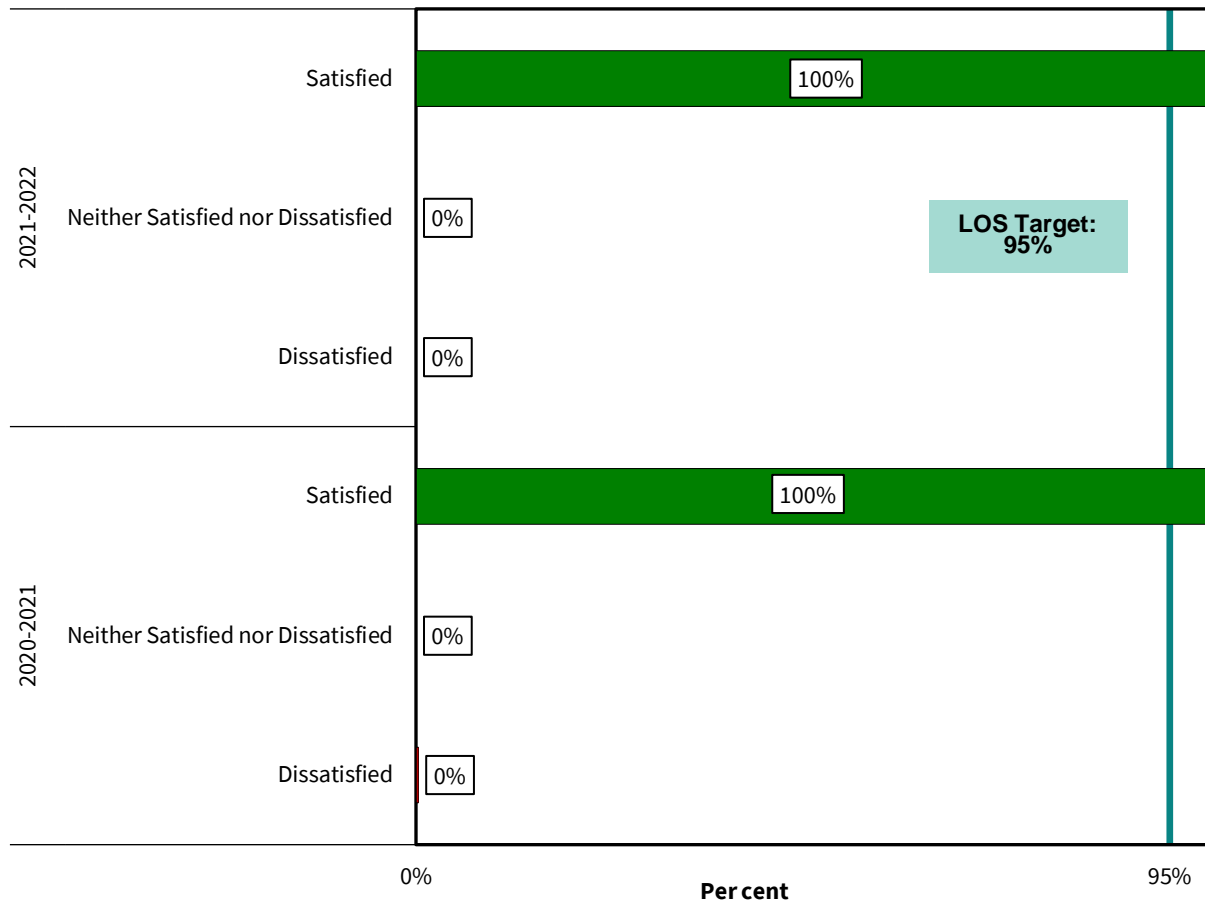
Overall, how satisfied or dissatisfied were you with the education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about protecting and enhancing our natural environment*

Time in field: The online pulse survey was in field throughout the year, with surveys emailed to teachers after their students had participated in education programmes over the year. 100% of surveys were completed online

Completed Surveys: 405

Education Programme
Coastal Management at North New Brighton beach
Creative and Native in the Botanic Gardens
Forest Explorer at Spencer Park
Forest Explorer in Bottle Lake Forest
Freshwater Frolicking at the Groynes
Future Proof : Climate Change
Have Your Say
Junior Park Explorers at Bottle Lake
Junior Park Explorers at Ernle Clark Reserve
Junior Park Explorers at Halswell Quarry
Junior Park Explorers at Mona Vale
Junior Park Explorers at the Groynes
Junior Park Explorers in Spencer Park
Junior Park Explorers in the Botanic Gardens
Junior Park Explorers in Travis Wetland
Native Nurturing in Victoria Park
On the Rocks at Sumner Beach
On The Rocks at Taylors Mistake Beach
Otautahi, Our City
Park Detectives at Mona Vale
Park Detectives Halswell Quarry
Park Detectives in the Botanic Gardens
Rocky Road of Discovery at Halswell Quarry
Saving the Sand Dunes at Le Bons Bay
Saving the Sand Dunes at New Brighton Beach
Saving the Sand Dunes at South Brighton Beach
Saving the Sand Dunes at Spencer Park Beach
A Waste of Time at various sites
Casting Magic with Worms at the Curators House in the Botanic Gardens
Casting Magic with Worms at the EcoDrop Metro Place, Bromley
Fertilising for the Future (EM Bokashi) at the EcoDrop Metro Place, Bromley
Fertilising for the Future (Worms) at the EcoDrop Metro Place, Bromley
Kidsfest Making Mini Worm Farms
Recycling Talk at the MRF
Tour of the Organic Processing Plant
Watch Your Waste at Metro Place, Bromley
Water for Life at Main Water Pumping Station
Water Talk
Stan's Got a Plan for Earthquakes
Coastal Management at North New Brighton beach
Creative and Native in the Botanic Gardens

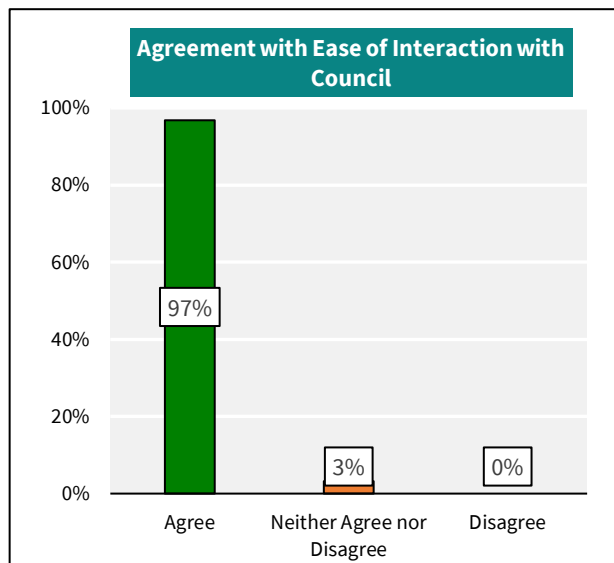
Overall Satisfaction with Education Programmes (LOS 19.1.6)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Overall satisfaction	n	373	32	0	0	0	0	405
LOS RATING	%	92.1%	7.9%	0.0%	0.0%	0.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	337	83.2%
Agree	55	13.6%
Neither Agree nor Disagree	13	3.2%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	405	100.0%

Activity: Resource Consenting

Resource Consenting Process

9.2.7 Recommended Level of Service Target: 70%

9.2.7 % satisfaction of applicant with resource consenting process

Target: 70% satisfaction achieved

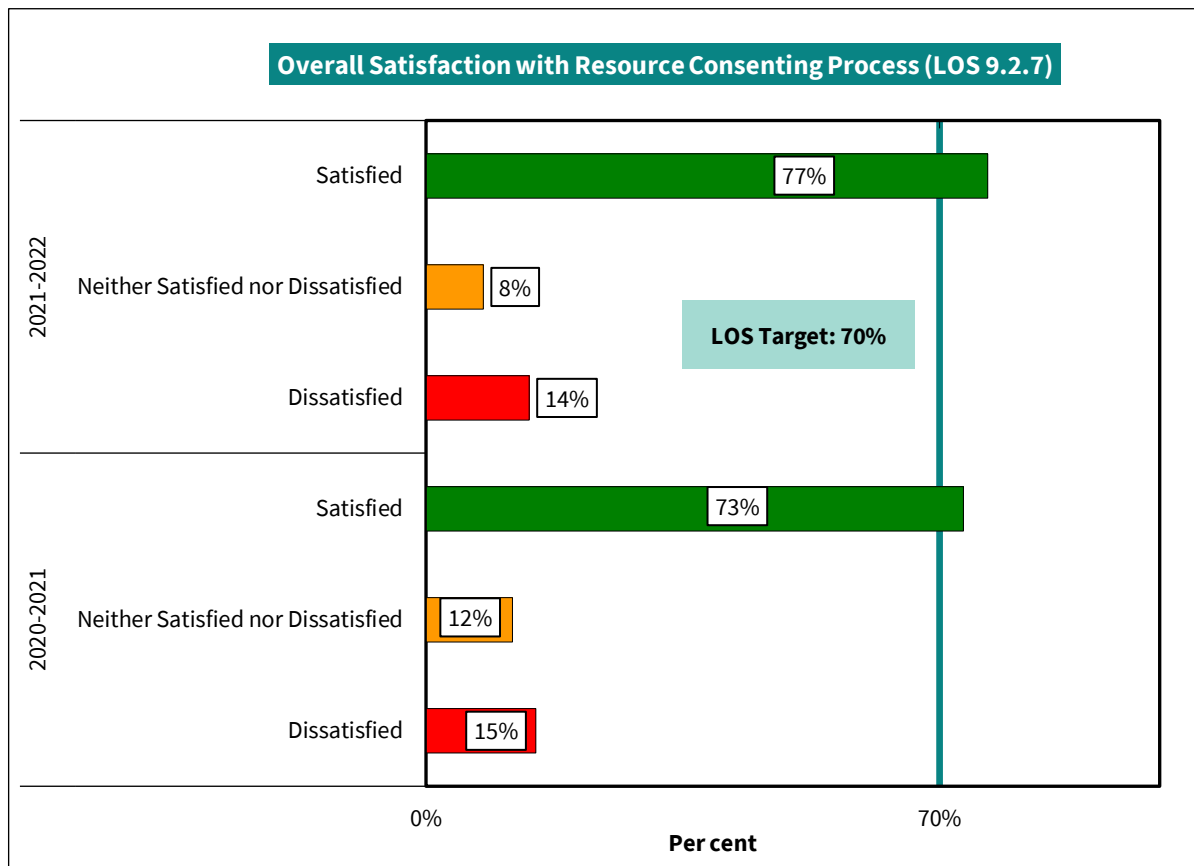
Methodology

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

1. Thinking about this resource consent, how satisfied or dissatisfied were you with the ACCURACY of the INFORMATION and ADVICE PROVIDED to you by planner/s? *This includes information being correct and reliable*
2. How satisfied or dissatisfied were you with you with the TIMELINESS of the INFORMATION and ADVICE provided to you? *This includes planners providing information and advice promptly*
3. How satisfied or dissatisfied were you with you with the MANNER of the planner/s you dealt with? *This includes planners being friendly and respectful*
4. How satisfied or dissatisfied were you with you with the TIME TAKEN to PROCESS your Consent application?

Time in field: The online survey was infield in October and November 2021, with surveys emailed to 410 resource consents applicants from January 2021. 100% of surveys were completed online

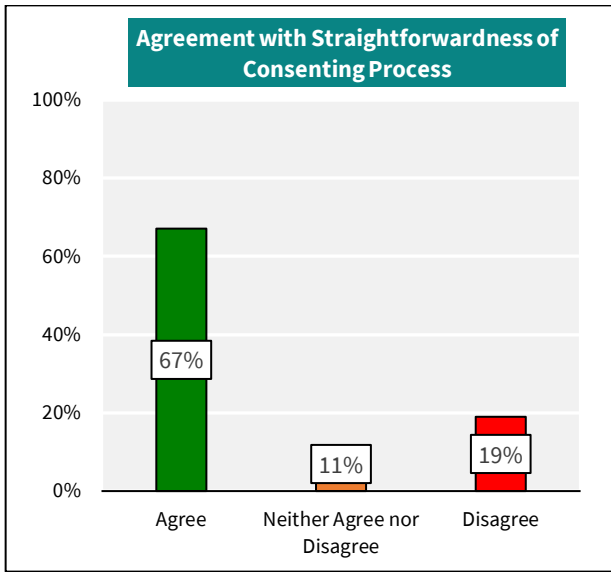
Completed Surveys: 82



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accuracy of information and advice	n	38	23	9	7	2	1	80
	%	47.5%	28.8%	11.3%	8.8%	2.5%	1.3%	100.0%
Timeliness of information and advice	n	27	33	7	6	7	1	81
	%	33.3%	40.7%	8.6%	7.4%	8.6%	1.2%	100.0%
Staff manner	n	49	22	3	3	2	1	80
	%	61.3%	27.5%	3.8%	3.8%	2.5%	1.3%	100.0%
Time taken to process consents	n	26	27	6	13	5	2	79
	%	32.9%	34.2%	7.6%	16.5%	6.3%	2.5%	100.0%
LOS AVERAGE RATING	n	140	105	25	29	16	5	320
	%	43.8%	32.8%	7.8%	9.1%	5.0%	1.6%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it STRAIGHTFORWARD for you to have your resource consent processed?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	23	29.1%
Agree	30	38.0%
Neither Agree nor Disagree	9	11.4%
Disagree	8	10.1%
Strongly Disagree	7	8.9%
Don't Know	2	2.5%
Total	79	100.0%

Activity: Transport

Public Transport Facilities

10.4.4 Recommended Level of Service Target: $\geq 71\%$

10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)

Target: $\geq 71\%$ resident satisfaction

Methodology

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

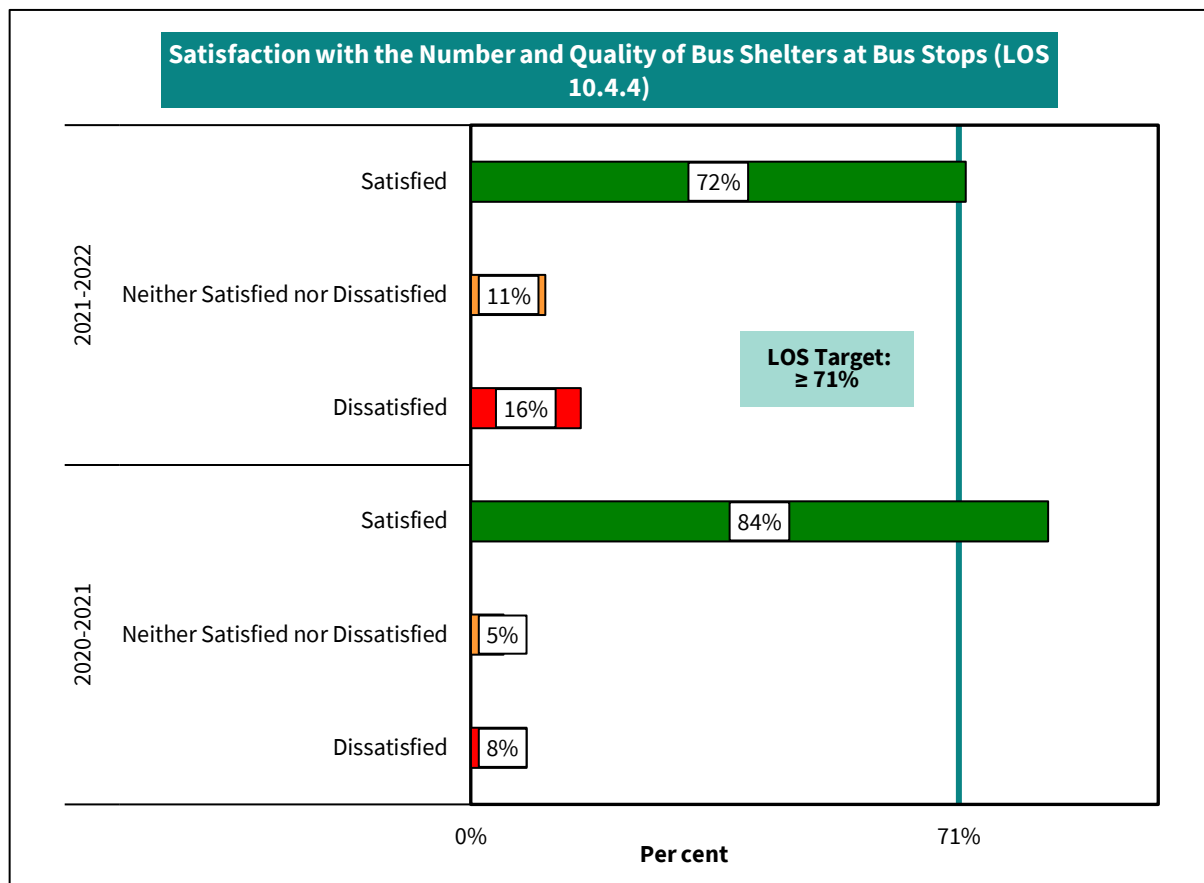
1. How satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?
2. How satisfied or dissatisfied are you with the DESIGN of bus shelters? *This includes seating and pillars and ability to protect from weather*
3. How satisfied or dissatisfied are you with the INFORMATION PROVIDED at bus shelters? *This includes bus stop signs, timetables and real time bus tracking to tell you when buses will get to your stop*
4. How satisfied or dissatisfied are you with the CONDITION of bus shelters? *This includes maintenance and how they are looked after (like cleanliness and no graffiti and vandalism)*

Time in field: Face to face surveying took place between November and December 2021

Completed Surveys: 250

Sites surveyed: 2

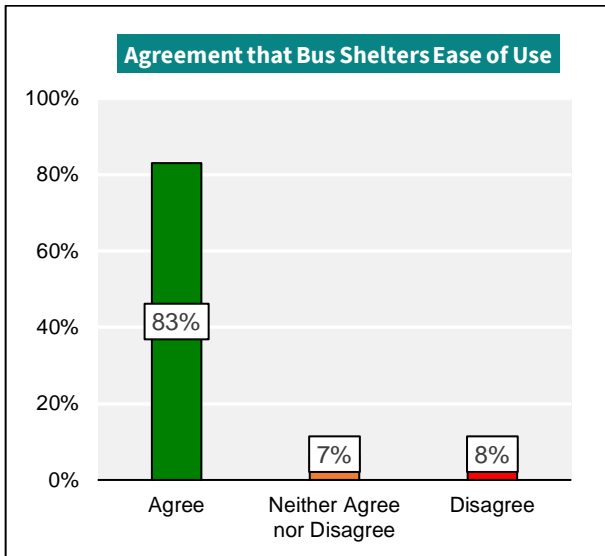
Bus Infrastructure	Completed Surveys
BUS INTERCHANGE	200
RICCARTON BUS LOUNGE	50
Total	250



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Bus shelter number	n	17	153	24	33	8	2	237
	%	7.2%	64.6%	10.1%	13.9%	3.4%	0.8%	100.0%
Bus shelter design	n	18	151	23	39	6	2	239
	%	7.5%	63.2%	9.6%	16.3%	2.5%	0.8%	100.0%
Bus shelter information	n	26	143	28	29	7	5	238
	%	10.9%	60.1%	11.8%	12.2%	2.9%	2.1%	100.0%
Bus shelter condition	n	17	159	28	26	4	2	236
	%	7.2%	67.4%	11.9%	11.0%	1.7%	0.8%	100.0%
LOS AVERAGE RATING	n	78	606	103	127	25	11	950
	%	8.2%	63.8%	10.8%	13.4%	2.6%	1.2%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE bus shelters?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	27	11.7%
Agree	164	71.3%
Neither Agree nor Disagree	15	6.5%
Disagree	16	7.0%
Strongly Disagree	3	1.3%
Don't Know	5	2.2%
Total	230	100.0%

Appendix 1: Satisfaction Results for Additional Services

A range of services continue to be surveyed as part of the Residents Survey programme for organisation performance trend monitoring purposes

Community Facilities

Range and Quality of Council Operated Community Facilities

Methodology

Score calculated as an aggregate of the eight survey questions stated below:

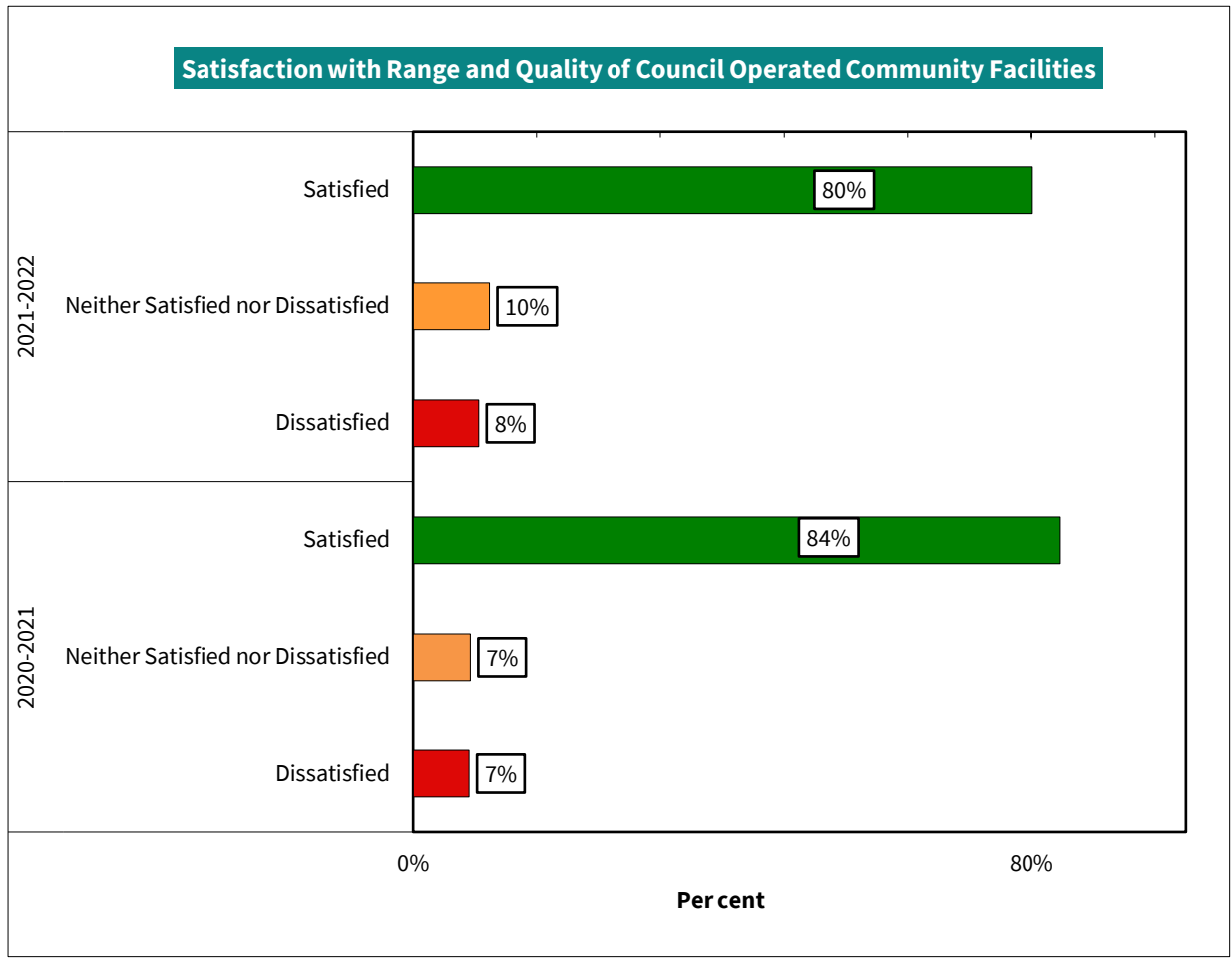
1. How satisfied or dissatisfied are you with the CONDITION of this facility? *This includes maintenance and how it is looked after*
2. How satisfied or dissatisfied are you with the AVAILABILITY of this facility? *This includes being able to book it when you want to use it*
3. How satisfied or dissatisfied are that people can GET AROUND and ACCESS this facility? *This includes the location of the facility, car parking and disability access*
4. How satisfied or dissatisfied are you that this facility is FIT FOR PURPOSE for your activities? *This includes layout, equipment, lighting, appliances and furnishings*
5. How satisfied or dissatisfied are you that this facility gives VALUE FOR THE MONEY you pay to use it?
6. How satisfied or dissatisfied are you with the ACCURACY OF INFORMATION PROVIDED about this facility? *This includes clear signs and instructions and information that is correct and available to people*
7. Thinking about Council community facilities IN CHRISTCHURCH, how satisfied or dissatisfied are you with the RANGE of facilities available for hire and use? *This includes options (like size and type) to meet your needs*
8. Thinking now about community facilities IN YOUR LOCAL AREA, how satisfied or dissatisfied are you with the RANGE of facilities available for hire and use?

Time in field: The online survey was in field in October and November 2021, with surveys emailed to 250 people who had hired Council Community Facilities from January 2021. 100% of surveys were completed online

Completed surveys: 84

Community Facilities	Number Completed Surveys
Abberley Park Hall	6
Aranui/Wainoni Community Centre	6
Avice Hill Community Centre	4
Fendalton Community Centre	6
Harvard Community Lounge	6
Hei Hei Community Centre	3
Lyttelton Recreation Centre	1
North New Brighton Community Centre	3
Orauwata Bishopdale Library and Community Centre	7
Parklands Community Centre	4
Parkview Community Lounge	5
Rarakau Riccarton Centre	5
St Martins Community Centre	2
South New Brighton Community Centre	1

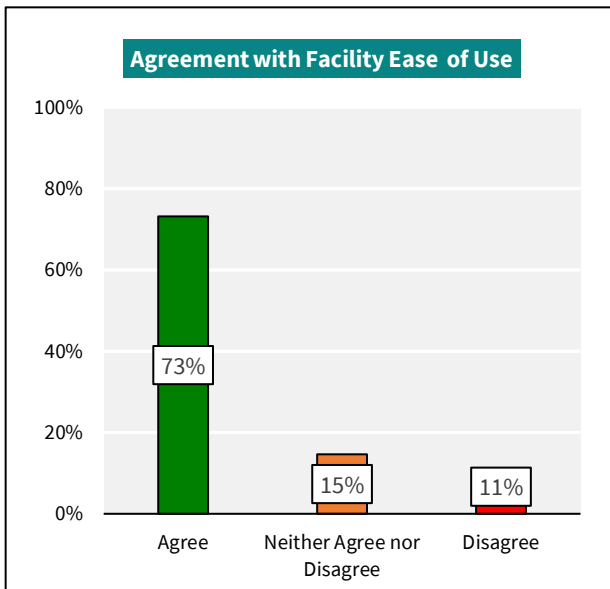
Te Hapua Halswell Centre	9
Templeton Community Centre	6
Waimairi Community Centre	9
Woolston Community Library	1
Total	84



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Condition	n	26	40	6	9	0	0	81
	%	32.1%	49.4%	7.4%	11.1%	0.0%	0.0%	100.0%
Availability	n	29	34	11	8	1	0	83
	%	34.9%	41.0%	13.3%	9.6%	1.2%	0.0%	100.0%
Getting around and accessing	n	34	43	1	3	0	0	81
	%	42.0%	53.1%	1.2%	3.7%	0.0%	0.0%	100.0%
Fit for purpose	n	33	36	6	6	0	0	81
	%	40.7%	44.4%	7.4%	7.4%	0.0%	0.0%	100.0%
Value for money	n	35	30	7	3	3	2	80
	%	43.8%	37.5%	8.8%	3.8%	3.8%	2.5%	100.0%
Accuracy of information	n	27	47	5	1	0	2	82
	%	32.9%	57.3%	6.1%	1.2%	0.0%	2.4%	100.0%
Range of facilities in Christchurch	n	22	36	12	7	1	3	81
	%	27.2%	44.4%	14.8%	8.6%	1.2%	3.7%	100.0%
Range of facilities in local area	n	17	31	16	10	3	3	80
	%	21.3%	38.8%	20.0%	12.5%	3.8%	3.8%	100.0%
AVERAGE RATING	n	223	297	64	47	8	10	649
	%	34.4%	45.8%	9.9%	7.2%	1.2%	1.5%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council-operated community facilities?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	24	29.3%
Agree	36	43.9%
Neither Agree nor Disagree	12	14.6%
Disagree	8	9.8%
Strongly Disagree	1	1.2%
Don't Know	1	1.2%
Total	82	100.0%

Sports Parks

Presentation of Sports Parks

Methodology

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

1. How satisfied or dissatisfied are with the RANGE OF SPORTS SUPPORT FACILITIES available at this park? *This includes toilets, changing rooms and drinking fountains*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*
3. How satisfied or dissatisfied are you with INFORMATION PROVIDED for this park? *This includes clear signs and information that is available to people*

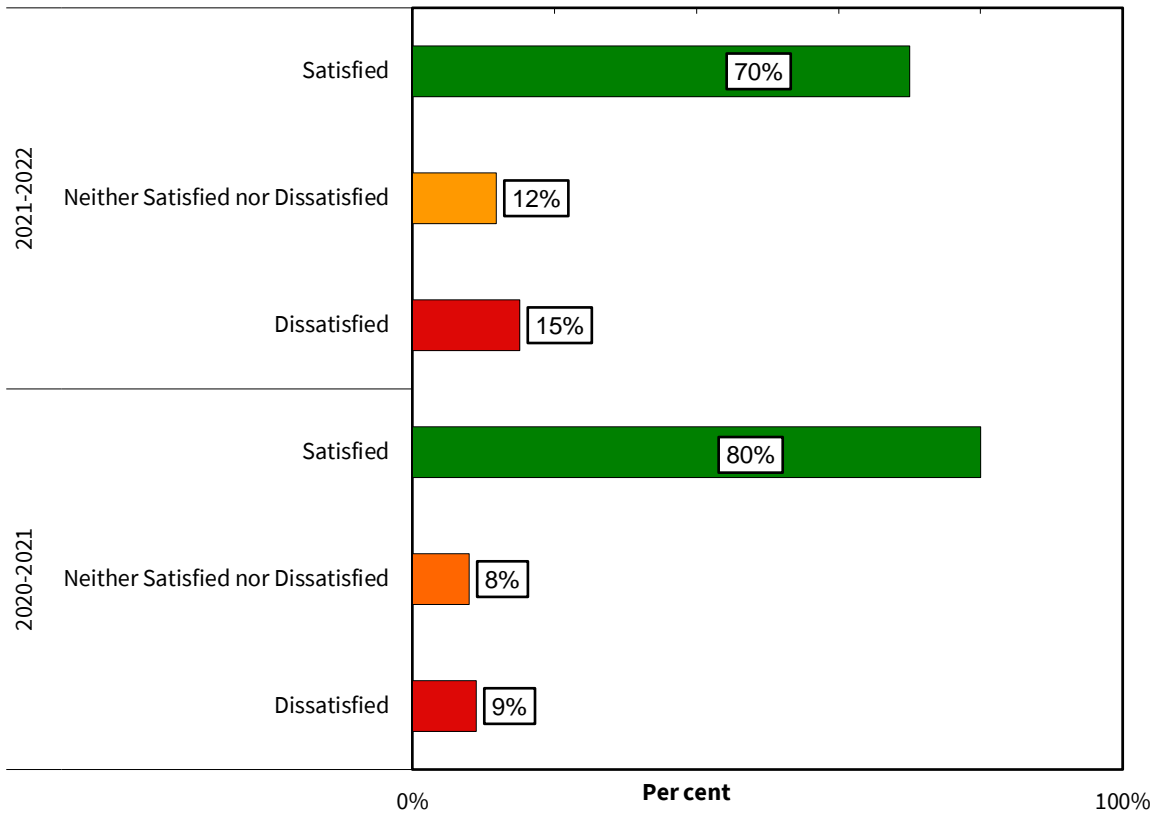
Time in field: Face to face and mail drop postal surveying took place between November and December 2021

Completed Surveys: 272

Sites Surveyed:

Park Name	Completed Surveys
BARRINGTON PARK	33
BECKENHAM PARK	6
BURNSIDE PARK	40
BURWOOD PARK	30
FERRIER PARK	8
HAGLEY PARK SOUTH	30
HANSEN PARK	34
RAWHITI DOMAIN	30
SOCKBURN PARK	10
WAINONI PARK	11
WALTER PARK	21
WESTBURN RESERVE	19
TOTAL	272

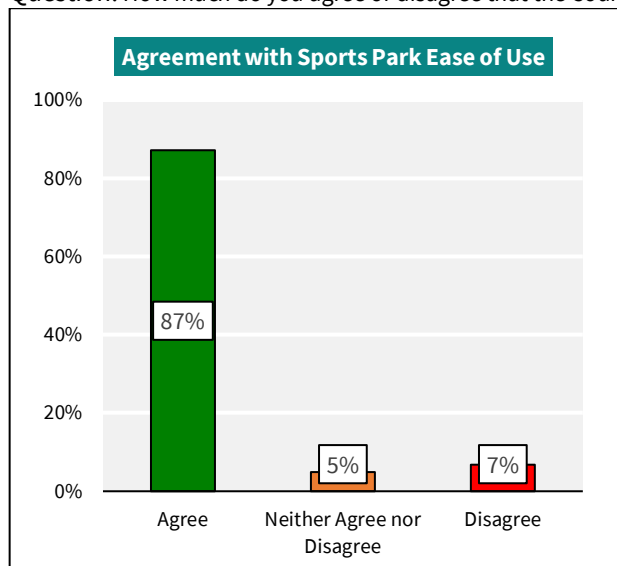
Overall Satisfaction with Range and Quality of Sports Parks



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Sport support facilities	n	47	132	27	30	11	12	259
	%	18.1%	51.0%	10.4%	11.6%	4.2%	4.6%	100.0%
Park condition	n	57	152	15	35	6	1	266
	%	21.4%	57.1%	5.6%	13.2%	2.3%	0.4%	100.0%
Park information provided	n	23	140	51	33	4	11	262
	%	8.8%	53.4%	19.5%	12.6%	1.5%	4.2%	100.0%
Getting around park	n	83	146	14	21	1	1	266
	%	31.2%	54.9%	5.3%	7.9%	0.4%	0.4%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results		
	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	66	24.9%
Agree	165	62.3%
Neither Agree nor Disagree	13	4.9%
Disagree	17	6.4%
Strongly Disagree	1	0.4%
Don't Know	3	1.1%
Total	265	100.0%

Regional Parks

Presentation of Regional Parks

Methodology

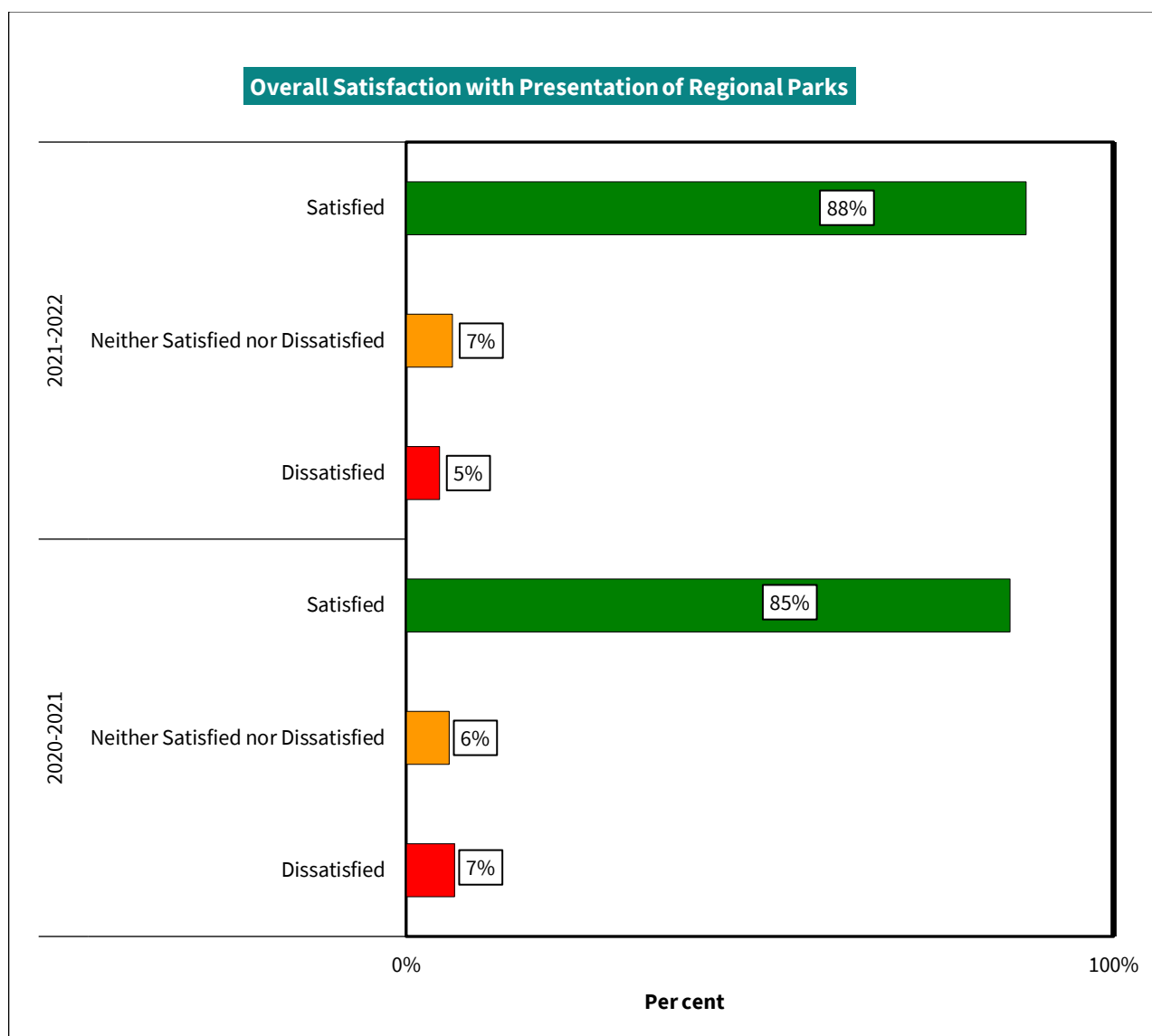
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

Time in field: Face to face and mail drop postal surveying took place between November and December 2021

Completed Surveys: 279

Sites Surveyed: see list in Regional Parks section above



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Park appearance	n	101	142	18	10	1	2	274
	%	36.9%	51.8%	6.6%	3.6%	0.4%	0.7%	100.0%
Park condition	n	76	163	18	15	0	4	276
	%	27.5%	59.1%	6.5%	5.4%	0.0%	1.4%	100.0%

Marine Structures

Presentation of Marine Structures

Methodology

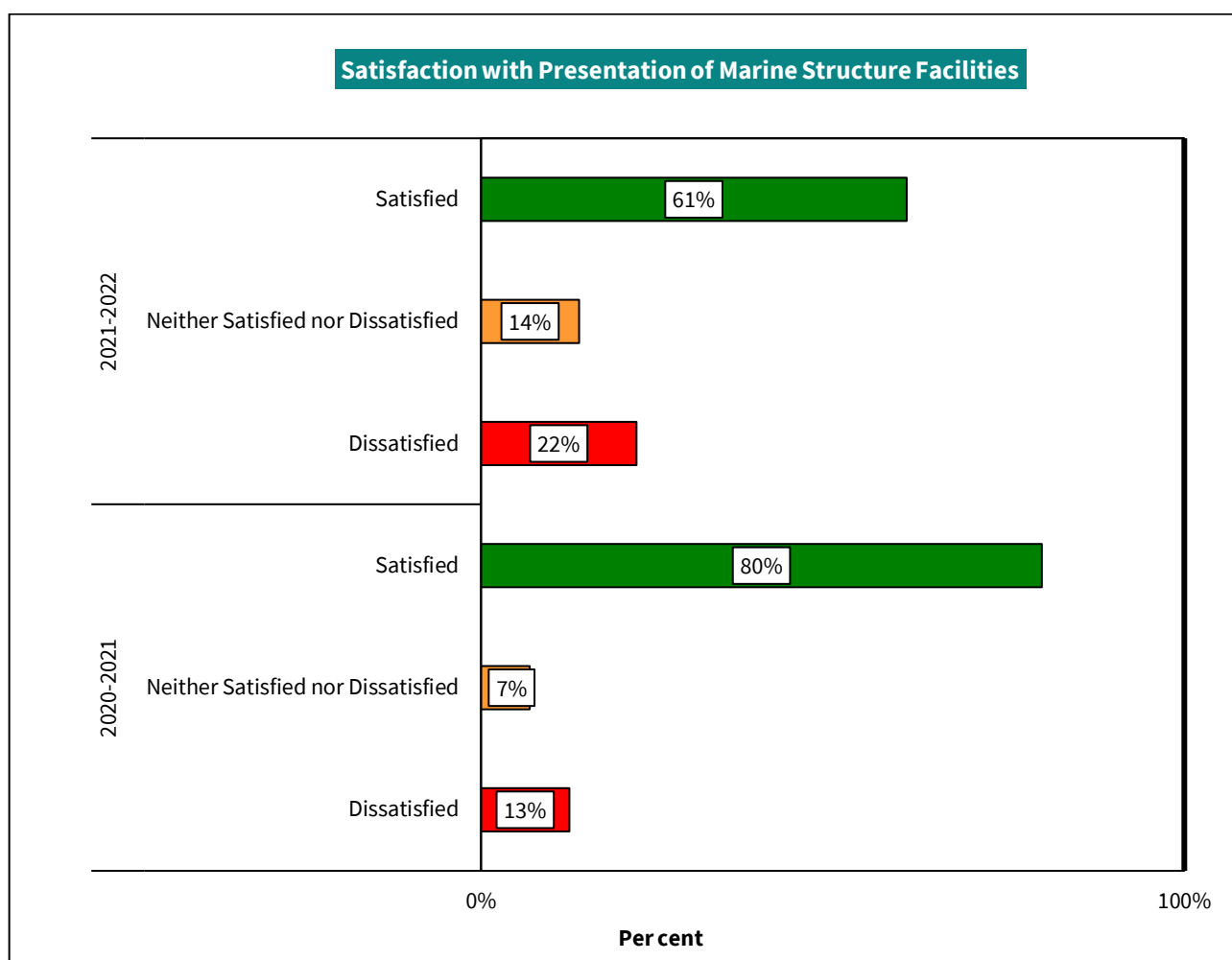
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this marine structure? *This includes layout, type and style of facilities*
2. How satisfied or dissatisfied are you with the CONDITION of this marine structure? *This includes maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2021

Completed Surveys: 195

Sites Surveyed: see list in Marine Structures section above



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Marine structure appearance	n	30	97	27	26	7	3	190
	%	15.8%	51.1%	14.2%	13.7%	3.7%	1.6%	100.0%
Marine structure condition	n	18	85	26	41	10	10	190
	%	9.5%	44.7%	13.7%	21.6%	5.3%	5.3%	100.0%
AVERAGE RATING	n	48	182	53	67	17	13	380
	%	12.6%	47.9%	13.9%	17.6%	4.5%	3.4%	100.0%

Governance and Decision Making: People Who Attended Hearings or Made Deputations

Methodology

Time in field: The online survey was in field in October 2021, with surveys emailed to 662 people who had attended a hearing or made a deputation to the Council or to a Council committee or community board from January 2021. 100% of surveys were completed online

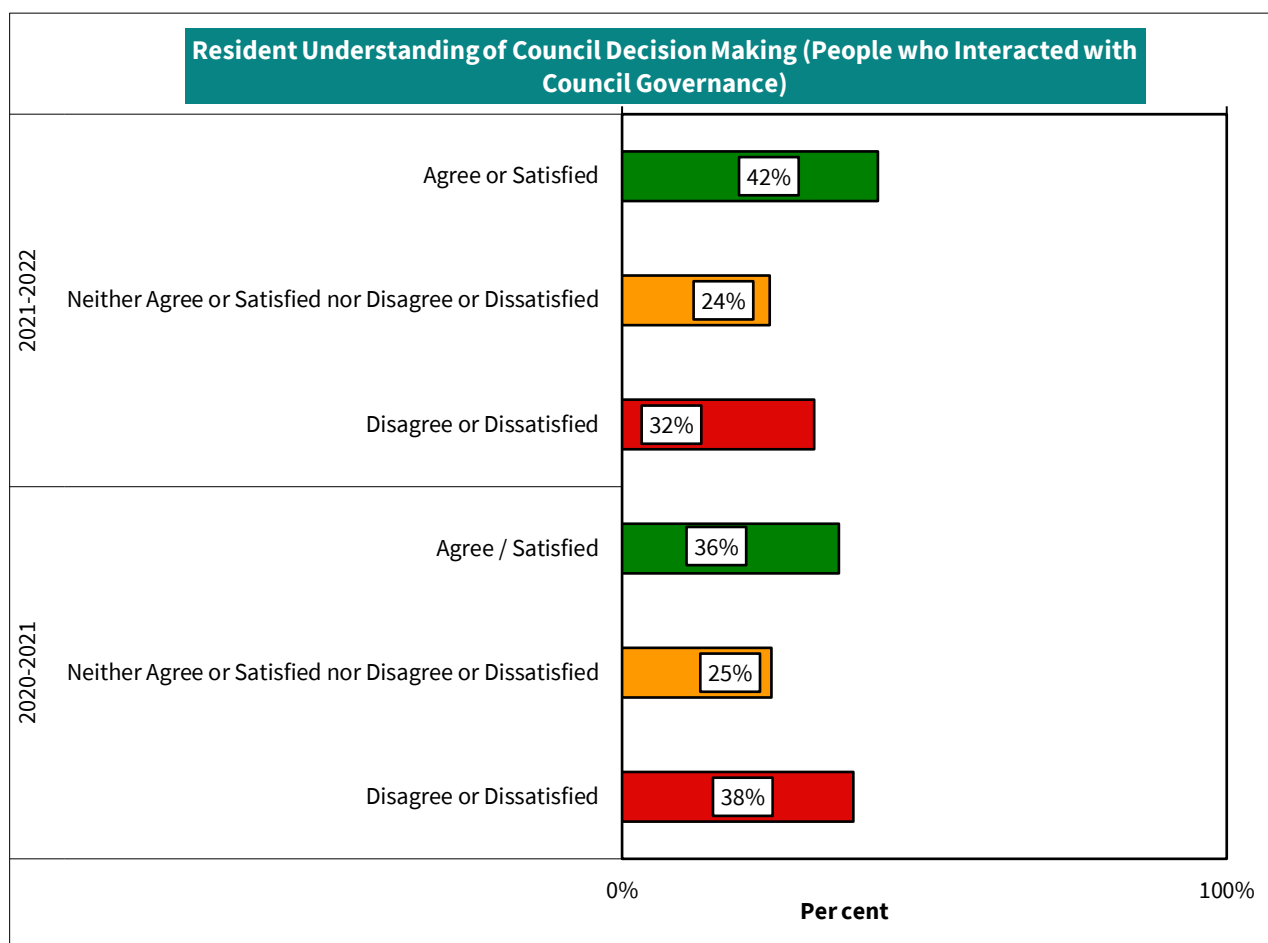
Completed Surveys: 200

Understanding of Council Decisions

Questions

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

1. How much do you agree or disagree that you UNDERSTAND how the Council makes decisions?
2. How satisfied or dissatisfied are you with 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*
3. How satisfied or dissatisfied are you that the public receives information about decision making in a PROMPT and TIMELY manner?



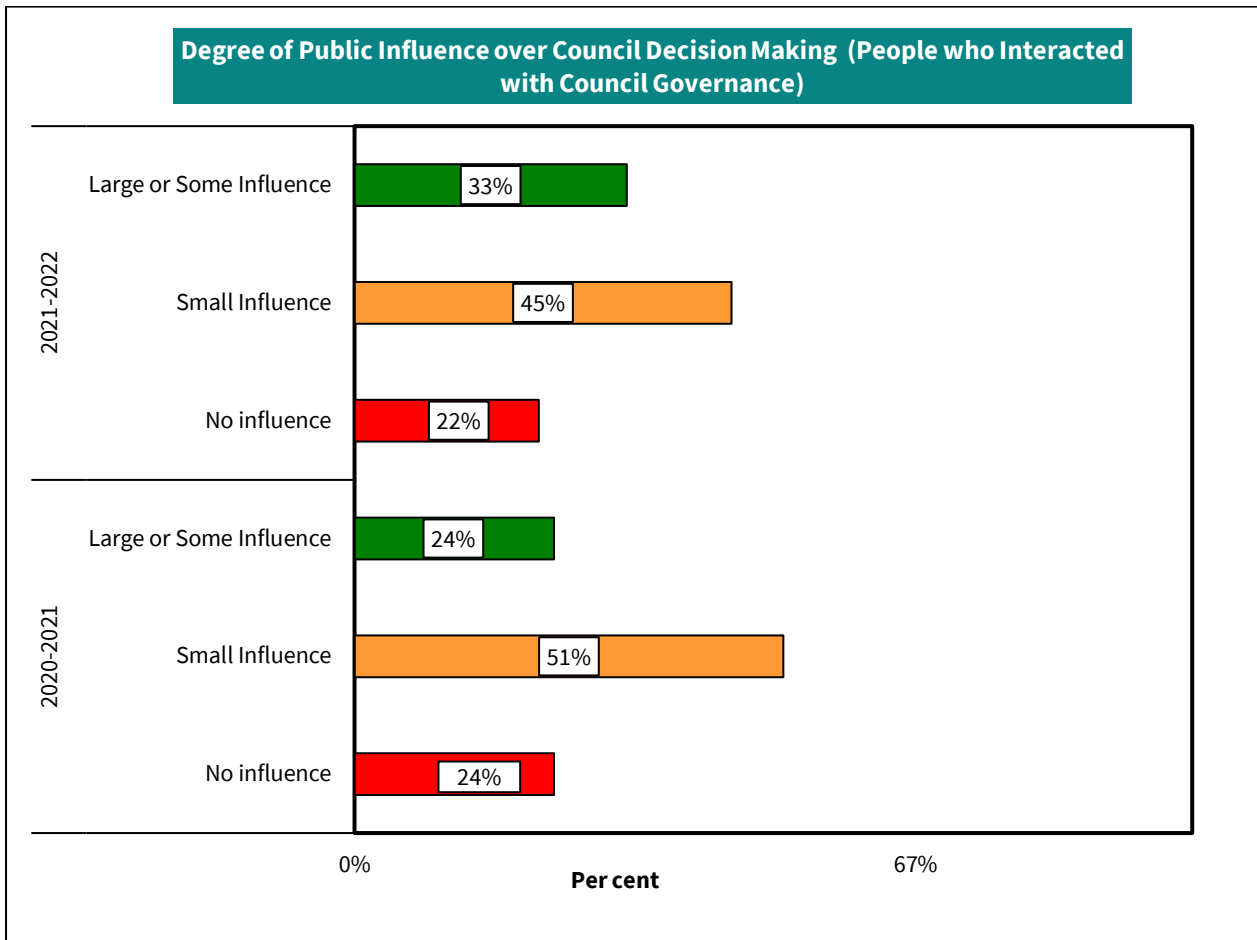
Satisfaction Results		Very Satisfied / Strongly Agree	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied / Strongly Disagree	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Understanding of decision making	n	25	98	38	21	10	7	199
	%	12.6%	49.2%	19.1%	10.6%	5.0%	3.5%	100.0%
Accuracy of information about decisions	n	11	57	52	49	30	0	199
	%	5.5%	28.6%	26.1%	24.6%	15.1%	0.0%	100.0%
Prompt and timely information about decisions	n	8	54	56	46	34	2	200
	%	4.0%	27.0%	28.0%	23.0%	17.0%	1.0%	100.0%
AVERAGE RATING	n	44	209	146	116	74	9	598
	%	7.4%	34.9%	24.4%	19.4%	12.4%	1.5%	100.0%

Public Influence on Council Decision Making

Question

Score based on the survey question stated below:

- How much INFLUENCE do you feel the public has on the decisions the Council makes?



Satisfaction Results		Large Influence	Some Influence	Small Influence	No Influence	Don't Know	TOTAL
Not Applicable responses have been removed from the results							
Influence on decision making	n	4	61	90	44	1	200
AVERAGE RATING	%	2.0%	30.5%	45.0%	22.0%	0.5%	100.0%

Opportunities to Participate in and Contribute to Council Decision Making

Questions

- How satisfied or dissatisfied are you with the OPPORTUNITIES TO HAVE A SAY in what the Council does?
- How satisfied or dissatisfied are you that the Council makes it EASY for you TO USE and ENGAGE with our decision making processes? *This includes clear instructions about processes and timelines, having options for engaging with us and being able to talk to staff and elected members about decisions*

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Opportunities to have a say	n	19	72	35	37	36	0	199
	%	9.5%	36.2%	17.6%	18.6%	18.1%	0.0%	100.0%
Decision making processes being easy to use and engage with	n	19	67	34	42	37	0	199
	%	9.5%	33.7%	17.1%	21.1%	18.6%	0.0%	100.0%
AVERAGE RATING	n	38	139	69	79	73	0	398
	%	9.5%	34.9%	17.3%	19.8%	18.3%	0.0%	100.0%

Making Decisions in Best Interests of City

Questions

- How satisfied or dissatisfied are you that the Council MAKES DECISIONS that are in the BEST INTERESTS of the city?

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Decisions made in best interests of city	n	6	48	45	65	32	3	199
AVERAGE RATING	%	3.0%	24.1%	22.6%	32.7%	16.1%	1.5%	100.0%

Public Transport Facilities

Appearance, Safety and Ease of Use of Bus Interchange and Hubs

Methodology

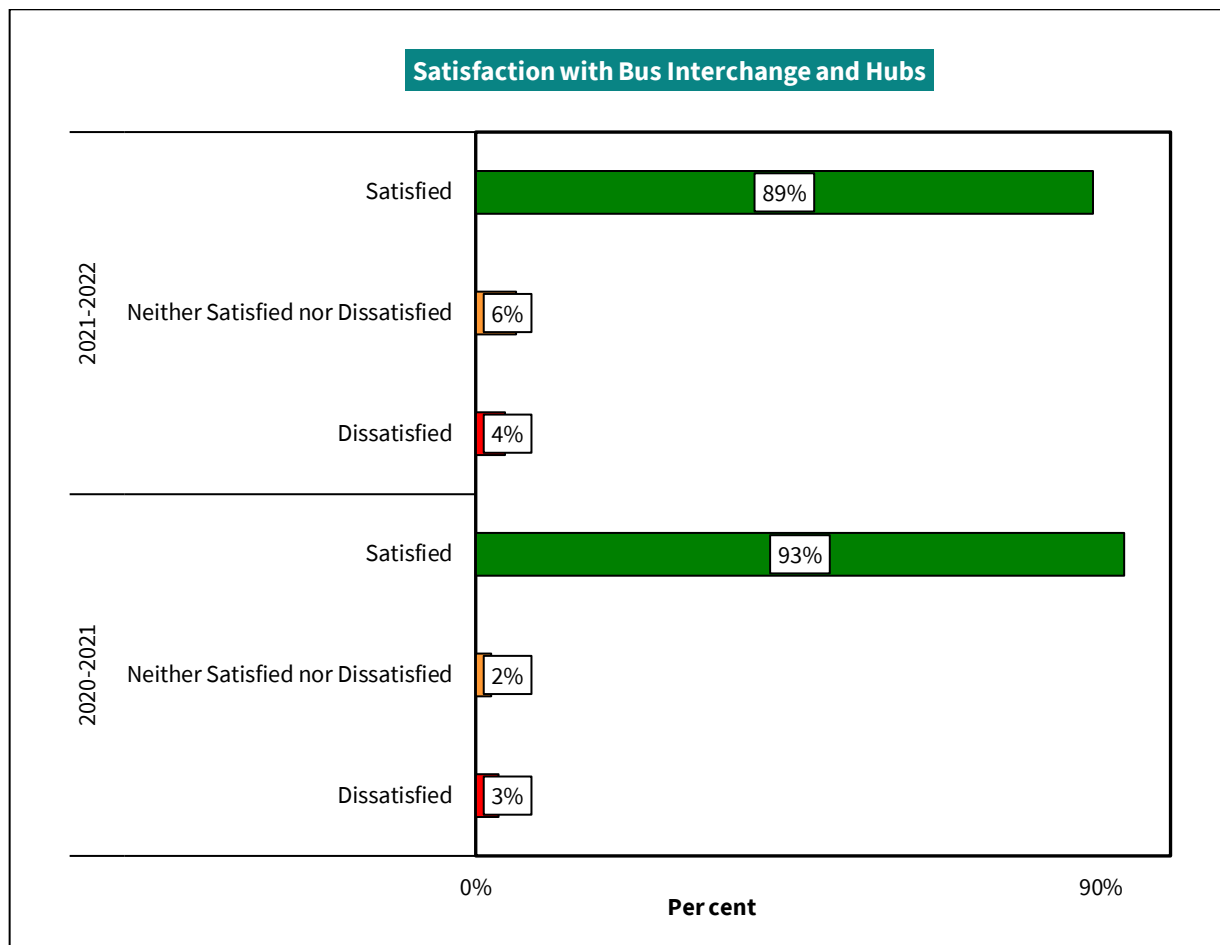
Score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of the Bus Interchange OR Hub/Lounge? *This includes layout, type and design*
2. How satisfied or dissatisfied are you with the CONDITION of the Bus Interchange OR Hub/Lounge? *This includes maintenance and how it is looked after (like cleanliness and no graffiti and vandalism)*
3. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge DURING THE DAY? *This includes safety from crime, amount of lighting, and road safety (like separating people from buses and other road users)*
4. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge AFTER DARK?

Time in field: Face to face surveying took place between November and December 2021

Completed Surveys: 250

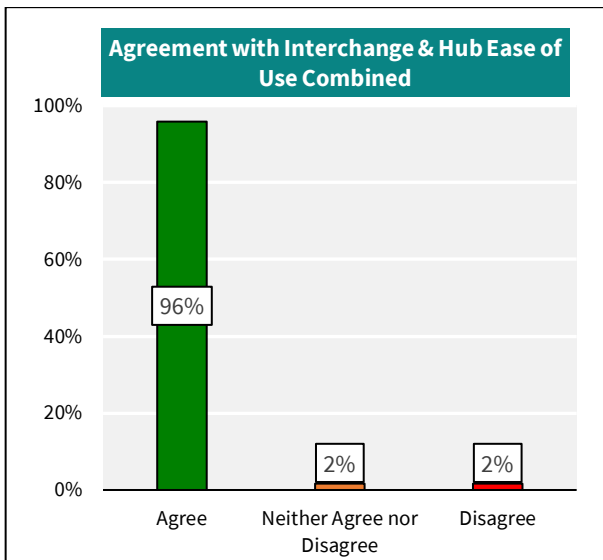
Sites surveyed: Bus Interchange, Riccarton Bus Lounge



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Interchange appearance	n	53	127	9	2	0	1	192
	%	27.6%	66.1%	4.7%	1.0%	0.0%	0.5%	100.0%
Interchange condition	n	48	137	7	1	0	0	193
	%	24.9%	71.0%	3.6%	0.5%	0.0%	0.0%	100.0%
Interchange safety during day	n	36	135	8	10	0	2	191
	%	18.8%	70.7%	4.2%	5.2%	0.0%	1.0%	100.0%
Interchange safety at night	n	9	70	14	17	3	6	119
	%	7.6%	58.8%	11.8%	14.3%	2.5%	5.0%	100.0%
Suburban hub appearance	n	12	36	1	0	0	1	50
	%	24.0%	72.0%	2.0%	0.0%	0.0%	2.0%	100.0%
Suburban hub condition	n	8	40	1	1	0	0	50
	%	16.0%	80.0%	2.0%	2.0%	0.0%	0.0%	100.0%
Suburban hub safety during day	n	9	38	3	0	0	0	50
	%	18.0%	76.0%	6.0%	0.0%	0.0%	0.0%	100.0%
Suburban hub safety at night	n	6	16	8	2	1	0	33
	%	18.2%	48.5%	24.2%	6.1%	3.0%	0.0%	100.0%
AVERAGE RATING	n	181	599	51	33	4	10	878
	%	20.6%	68.2%	5.8%	3.8%	0.5%	1.1%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the Interchange (or suburban hub/lounge)?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	69	28.6%
Agree	162	67.2%
Neither Agree nor Disagree	4	1.7%
Disagree	3	1.2%
Strongly Disagree	1	0.4%
Don't Know	2	0.8%
Total	241	100.0%