

2023-2024 General Service Satisfaction Survey

Research Report

Prepared by Monitoring & Research

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Section 1: Summary of Findings

Summary of Levels of Service Results: General Service Satisfaction Survey 2024

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.

Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre-2016 data cannot be compared directly to later results.

All of the Level of Service measures relate to community performance standards.

Key for Table 1 and Table 2:















Table column	Icon	Icon description
Level of Service Target met	Yes	Yes
	No	No
Trend since last year		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
Performance of service relative to others		Top performing service (85%+ satisfaction)
		Moderate performing service (between 50% to 84% satisfaction)
		Underperforming service (less than 50% satisfaction)
N/A	N/A	No information available

Table 1: Summary of Level of Service results

Activity Group	Activity	Performance Standard	2023-2024 LOS Target	2023-2024 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Strategic Planning and Policy	Public Information and Participation	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 ⁰)	At least 30%	No			28%	29%	26%	28%
Governance	Governance and Decision Making	4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	At least 34%	Yes			34%	35%	31%	33%
Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 To manage and maintain public artworks, monuments and artefacts	≥ 65%	Yes			68%	68%	66%	67%
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	≥ 55%	Yes			61%	55%	50%	48%

Activity Group	Activity	Performance Standard	2023-2024 LOS Target	2023-2024 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	≥ 80%	Yes			85%	77%	76%	82%
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network0a	≥ 70%	Yes			76%	73%	76%	78%
Refuse Disposal	Solid Waste and Resource Recovery	8.0.3 Customer satisfaction with kerbside collection service	At least 85%	No			84%	82%	78%	78%
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 ¹	≥ 39%	Yes			51%	43%	44%	45%
Transport	Parking	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities ²	≥ 50%	Yes			56%	55%	49%	49%
	Active Travel	10.5.2 Improve the perception that Christchurch is a cycling friendly city	≥ 67%	No			65%	66%	65%	65%
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	≥ 85%	No			74%	71%	70%	74%
	Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	≥ 30%	No			27%	28%	27%	29%
		16.0.9 Improve resident satisfaction with footpath condition	≥ 42%	No			36%	32%	35%	36%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services ³	≥ 65%	Yes			66%	59%	59%	60%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of water supplies	≥ 80%	Yes			84%	79%	77%	75%
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	≥ 65%	No			64%	59%	57%	52%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies ⁴	≥ 50%	No			48%	53%	46%	45%
Overall Satisfaction with Council Performance		N/A	N/A	N/A			46%	43%	42%	49%
Ease of Interaction with Council		N/A	N/A	N/A			60%	55%	53%	57%

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

0a 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). Pre 2022 results are not directly comparable to results for 2022 onward

1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component

2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component

3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward

4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance* (there was also a minor question wording change in 2016)

Additional Service Satisfaction Results

Table 2: Summary of 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 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Governance and Decision Making	<i>Percentage of residents who agree the Council makes decisions in the best interests of the city</i>	N/A	N/A	→		32%	33%	31%	36%
	<i>Percentage of residents who feel the public has some or a large influence on the decisions the Council makes</i>	55%		→		26%	28%	25%	30%
Reputation and Trust ²	<i>The Council is open and transparent</i>	N/A	N/A	→		21%	24%	N/A	N/A
	<i>The Council can be trusted</i>	N/A	N/A	→		28%	28%	N/A	N/A
	<i>The Council has a good reputation</i>	N/A	N/A	→		27%	29%	N/A	N/A
	<i>The Council acts with integrity and honesty</i>	N/A	N/A	→		30%	29%	N/A	N/A
	<i>The Council is accountable for what it does</i>	N/A	N/A	→		32%	30%	N/A	N/A
	<i>The Council understands the needs of residents and what they care about</i>	N/A	N/A	→		26%	23%	N/A	N/A
	<i>The Council balances the needs of today's residents with planning for the future of the city</i>	N/A	N/A	N/A		34%	N/A	N/A	N/A
	<i>The Council communicates clearly with residents the results of Council decisions</i>	N/A	N/A	↘		28%	32%	N/A	N/A
	<i>The Council communicates clearly with residents about how their views have informed Council decisions</i>	N/A	N/A	→		19%	22%	N/A	N/A
	<i>The Council managers and staff are doing a good job</i>	N/A	N/A	→		34%	34%	N/A	N/A
	<i>The Council makes wise spending decisions</i>	N/A	N/A	→		16%	16%	N/A	N/A
	<i>The Council provides good value for ratepayers' money</i>	N/A	N/A	→		18%	20%	N/A	N/A
	<i>The Council honours the principles of the Treaty of Waitangi</i>	N/A	N/A	→		39%	37%	N/A	N/A
<i>Leadership of the Mayor and Councillors</i>	N/A	N/A	N/A		27%	30%	N/A	N/A	
Emergency preparedness	<i>Improve the level of community and business awareness and preparedness of risks from hazards and their consequence</i>	N/A	N/A	↘		56%	61%	61%	N/A

Service	Detail	Old LOS Target	Old LOS Target Met ¹	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
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%		→		66%	68%	60%	66%
City Promotions ²	<i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i>	85%				64%	60%	54%	62%
Refusal Disposal	<i>Recyclable materials (yellow bin)</i>	90%		→		83%	81%	76%	76%
	<i>Residual waste (red bin)</i>	90%		→		84%	84%	81%	80%
	<i>Organic material (green bin)</i>	80%		→		83%	81%	77%	77%
Transport	<i>Transport network is safe for all users</i>	N/A	N/A	N/A		42%	N/A	N/A	N/A
	<i>Ease of travel by usual mode of transport</i>	N/A	N/A	N/A		60%	N/A	N/A	N/A

1 The Old LOS Target is the last available target that had been set for these services (i.e. 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?

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

Key insights

Just over half of surveyed services (9 out of 17) met or exceeded their 2024 level of service targets.

The 2024 General Services Satisfaction Survey has shown perceptions of the Council’s service delivery across a broad range of services have improved over the past 12 months.

Satisfaction levels have increased for 11 of 17 services (that have level of service targets), typically by one to four percent. The largest increases since 2023 related to satisfaction with the Council’s management of the stormwater network, and satisfaction with the presentation of inner city parks. Satisfaction with both of these services increased by eight percentage points.

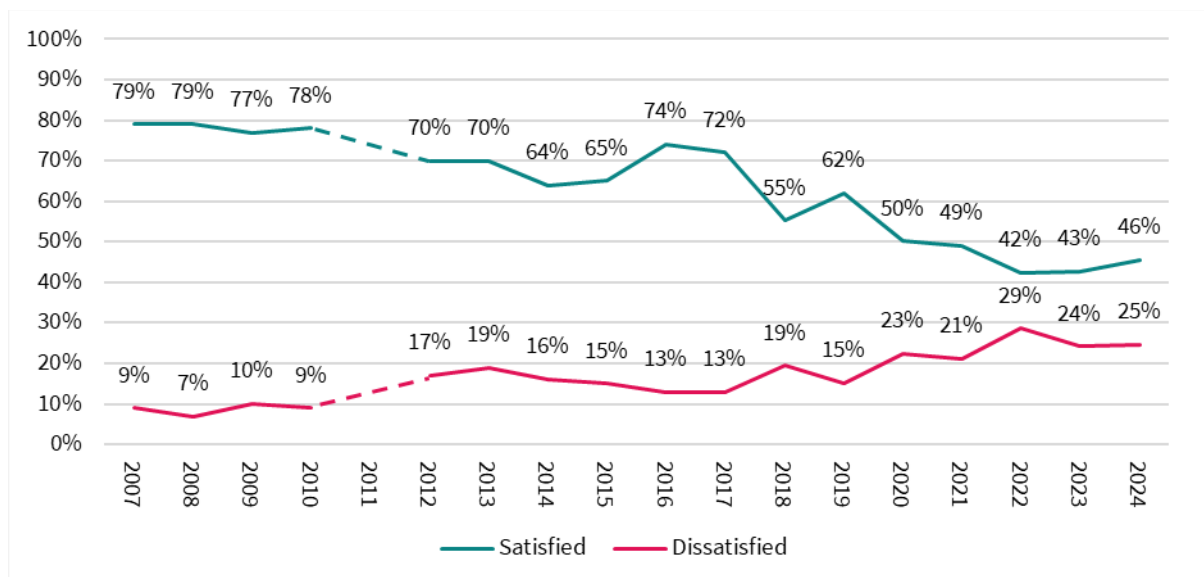
Four out of the 17 services had a one percentage point decrease in satisfaction levels since 2023, while one service (satisfaction with the quality of Council water supplied) declined by five percentage points. One service achieved the same score as in 2023.

Satisfaction with inner city parks (85%) was the only service falling into the Council’s highest satisfaction services category (where satisfaction levels are 85% or higher). This was the first time in three years that a service has met this threshold.

“The botanical gardens are largely well maintained and mostly very enjoyable to visit.”

Overall satisfaction with the Council’s performance (46%) remained below 50%, although this was three percentage points higher than in 2023.

Figure 1: Satisfaction and Dissatisfaction with Council’s performance over time



Dissatisfaction (as opposed to a neutral response) with the Council’s performance increased slightly to 25%, the second highest since 2007.

The top reasons given for dissatisfaction with Council performance related to roads and roading maintenance, disapproval of Council spending, and rates increases. The top reasons given for satisfaction with Council performance related to feeling the Council was doing a good job overall, being happy with services provided, and being happy with recreational facilities/parks/public amenities.

Table 3: Top 25 reasons for satisfaction/dissatisfaction with Council performance

	Number of comments	Percent of total sample
Unhappy with roads/more road maintenance	92	17%
Disapprove of Council spending	76	14%
Council is doing a good job overall	71	13%
Rates increased	55	10%
Happy with services provided	45	8%
Too many cycle lanes	41	7%
Slow to/ don't respond to problems/ concerns	37	7%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%
Poor communication	33	6%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	32	6%
Room for improvement	31	6%
No problems/ issues	29	5%
City is cleaned and well- maintained/areas are being tidy	29	5%
Responds in timely manner/dealt within a reasonable timeframe	28	5%
General maintenance needed	28	5%
Parking expensive/lack of/parking issues	28	5%
Council is doing a poor job overall	26	5%
Good customer service	24	4%
Lack of public consultation	24	4%
Happy with recycling and rubbish services	22	4%
Unhappy with the waterways/sewage services needs to improve	21	4%
Respond to problems/ concerns	19	3%
Lack of transparency/have behind the scene dealings	18	3%
Does not listen	17	3%
Need more recreational areas/improvement on parks and grounds/sport facilities	17	3%

Base: Total sample with don't know/nothing removed (n=555)

Key:

Red – Negative comments

Green – Positive comments

Disapproval of road and general maintenance, disapproval of Council decision making and spending, and water supply are top-of-mind with many residents. The areas believed to be in greatest need of improvement are in line with previous years:

“Repairs to roads. There are still a few spots across the city that are pretty bumpy.”

“Road quality needs to be prioritized. The pot holes, the state of the roads in some parts is terrible.”

“The behaviour of our elected representatives. Egos and petty behaviour need to stay at home and instead they need to focus on what is best for the city, both now but equally as importantly, in the future.”

Other areas perceived as needing improvement include information/communication received from Council, footpaths and waste management.

Table 4: One service that is most important to improve

Service	Number of comments	% of total sample	% of improvement comments*
Roading	176	23%	27%
Council decision-making/financial management	65	8%	10%
Water supply	56	7%	9%
Information and communication	47	6%	7%
Footpaths	40	5%	6%
Waste management	40	5%	6%
Parking	33	4%	5%
Cycleways	26	3%	4%
Public transport	21	3%	3%
Public space cleaning/ City beautification	20	3%	3%
Waterways	18	2%	3%
Parks, reserves and green spaces	16	2%	2%
Consents process	10	1%	2%
Sewerage/ Wastewater	10	1%	2%
Noise control	7	1%	1%
Earthquake recovery/ rebuild	7	1%	1%
Environment	5	1%	1%
Events/ activities	6	1%	1%
Housing	5	1%	1%
Recreation & Sports Centres	4	1%	1%
As stated in previous question	2	0%	0%
Other	30	2%	
Don't know	192	25%	
<i>Supplied positive comment despite being asked for improvement aspect</i>	14	2%	

*Base: all respondents (n=773), *n=658 ('Don't know' and positive responses removed)*

As with previous years, services felt to be performing best included waste management, parks and reserves, and libraries. These are consistently amongst the highest rated services by residents.

“The rubbish collection service is great. Any issues I've had they've dealt with so quickly.”

“Parks and recreation. We have some great parks and walking areas within a close distance around the city. The botanical gardens are beautiful and well kept.”

Table 5: The one service you feel the Council is performing the best in

Service	Number of comments	% of total sample	% of best comments*
Waste management	155	20%	23%
Parks, reserves and green spaces	115	15%	17%
Libraries	64	8%	10%
Recreation & Sport Centres	56	7%	8%
Public space cleaning/ City beautification	32	4%	5%
Information and communication	32	4%	5%
Events/ activities	28	4%	4%
Water supply	28	4%	4%
Facilities and services	25	3%	4%
Roading	20	3%	3%
Cycleways	15	2%	2%
Public Transport	15	2%	2%
Waterways	9	1%	1%
Rates spending and financial management	9	1%	1%
The rebuild	8	1%	1%
Community Support	7	1%	1%
Parking	7	1%	1%
Sewerage/ Wastewater	7	1%	1%
Animal Control	4	1%	1%
Footpaths	4	1%	1%
Emergency preparedness and response	4	1%	1%
Other	17	2%	
Don't know	195	25%	
<i>Supplied negative comment despite being asked for the best aspect</i>	37	5%	

Base: all respondents (n=773), *n=661 ('Don't know' and negative 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 (with the exception of 2011) 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 Christchurch and Banks Peninsula. The 2024 survey was conducted using an online-only method to improve cost efficiencies, giving shorter survey completion times for respondents. Before 2021, the survey was completed using telephone calls.

The fieldwork was undertaken between 13-30 January 2024. The median completion time for the survey was 14.49 minutes. The non-response bias evident in telephone surveys (where only residents prepared to commit to a half-hour interview to have their voices heard) was also minimised.

Research panels from Dynata and Consumerlink were used to collect the data. A series of techniques were used to monitor 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. The panel companies used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.
- E. Duplicate responses: the panel companies utilise various techniques to ensure duplicate responses are not possible.

There were n=1,030 survey responses, of which n=771 were completed surveys, comprising n=386 from the Dynata panel and n=385 from the Consumerlink resident survey database. The remaining responses were from respondents who:

- did not complete the survey (n=134; 13.0 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=61; 5.9 percent)
- were excluded due to full demographic quotas (n=61, 5.9 percent).

A representative sample of n=771 respondents completed the survey. 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. Additional Life in Christchurch booster survey results have been included as part of the age and ethnicity analysis of overall satisfaction with the Council's performance.

Open-ended responses were analysed from 773 respondents who completed this component of the survey.

New Questions for 2024

One new question related to trust and reputation was introduced in 2024:

- Satisfaction that the Council balances the needs of today's residents with planning for the future of the city.

Four new transport-related questions were introduced in 2024:

- Reasons for dissatisfaction with the condition of Christchurch's footpaths (for those who were dissatisfied)
- Whether the transport network is considered safe for all users
- The mode of transport most often used to travel in Christchurch in the last 12 months
- The ease of travelling by the selected mode of transport most often used.

All other questions from the previous survey remain unchanged.

Sample Composition

The achieved survey sample is representative of Christchurch City and the Banks Peninsula population in terms of age (Table 6), gender (Table 7) and community board (Table 8).

Table 6: Number of participants by age

Age	% 18+ Population (2018 Census)	% of Participants	# of Participants
18-24	13%	10%	75
25-34	20%	24%	185
35-49	25%	24%	182
50-64	23%	23%	176
65-79	14%	15%	117
80 years and over	5%	5%	35
Prefer not to say	N/A	0%	1
Total			771

Table 7: Number of participants by gender

Gender	% 18+ Population (2018 Census)	% of Participants	# of Participants
A man	49.5%	50%	385
A woman	50.5%	50%	383
Non-binary / another gender	N/A	0%	3
Total			771

Table 8: Number of participants by Community Board

Community Board	% 18+ Population (2018 Census)	% of Participants	# of Participants
Te Pātaka o Rākaihautū - Banks Peninsula	3%	2%	17
Waitai - Coastal-Burwood-Linwood	19%	21%	160
Waimāero - Fendalton-Waimairi-Harewood	19%	17%	132
Waipuna - Halswell-Hornby-Riccarton	19%	22%	169
Waipapa - Papanui-Innes-Central	19%	20%	158
Waihoru - Spreydon-Cashmere-Heathcote	20%	18%	135
Total			771

Notes on Reporting Conventions

Resident satisfaction with services is measured in this report by removing all respondents who answered, 'Don't Know', 'Not Applicable' or similar and combining the top two response scores: satisfied and very satisfied (or similar).

When reporting at a top-line level and comparing to LOS targets (Summary of findings section 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 exclude 'Don't Know', 'Not Applicable' or similar responses.

Due to rounding conventions, figures may not add up to 100 percent. This rounding explains any observed percentage differences between this report's tables and charts.

The final percentages used as the Levels of Service Results and Additional Services Satisfaction Results reported in the summary of findings sections are based on the charts in the details findings sections, 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

Advice and Support

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 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)	At least 30%	28%	

Key:

■ – has not met the Recommended Level of Service

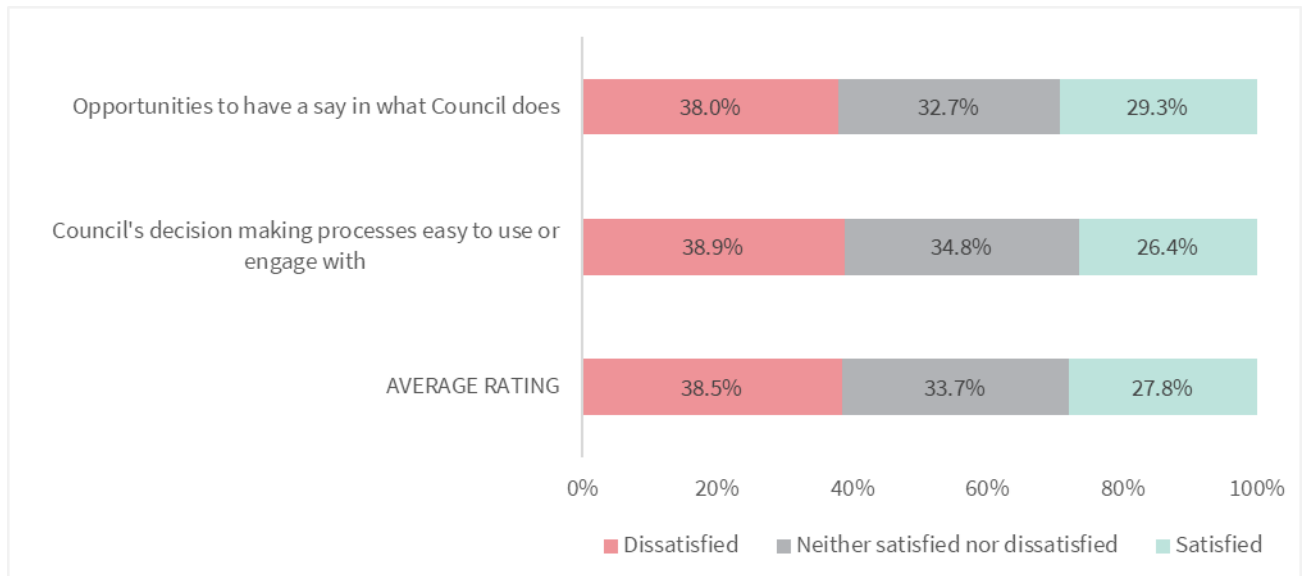
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate their satisfaction around engagement with the Council. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

- 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 and engage with?

The Level of Service (LOS) target for advice and support of 30% was not met, with a 28% overall service satisfaction score.

Figure 2: Perceptions around engagement with the Council



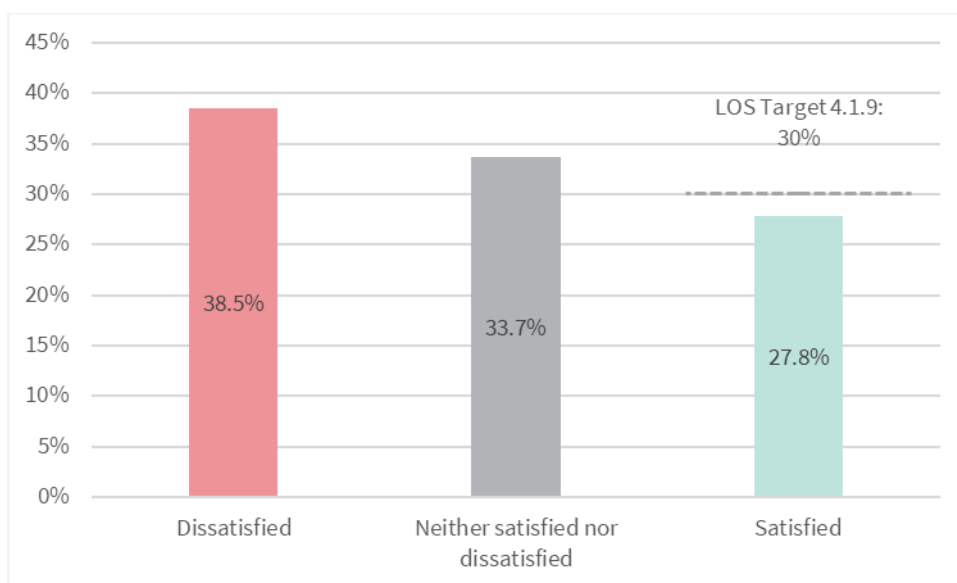
Base: total sample excluding 'don't know/not applicable' (n=744/728)

Table 9: Perceptions around engagement with the Council

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Opportunities to have a say in what Council does	n	34	184	243	206	77	27
	%	4.6%	24.7%	32.7%	27.7%	10.3%	
Council's decision making processes are easy to use and engage with	n	29	163	253	213	70	43
	%	4.0%	22.4%	34.8%	29.3%	9.6%	
AVERAGE RATING		4.3%	23.6%	33.7%	28.5%	10.0%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 3: Average ratings of perceptions around engagement with the Council



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

“More conversation before committing ratepayer money on stupid projects please.”

“Understanding of how and why decisions are made and an opportunity for people to submit their views with publication around this before decisions are made.”

Participation in and contribution to decision-making

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 4.1.18: Participation in and contribution to Council decision-making (understanding of decision making)	At least 34%	34%	

Key:

■ – has not met the Recommended Level of Service

■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate the City Council’s effectiveness in fulfilling its governance role and the decision-making process. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

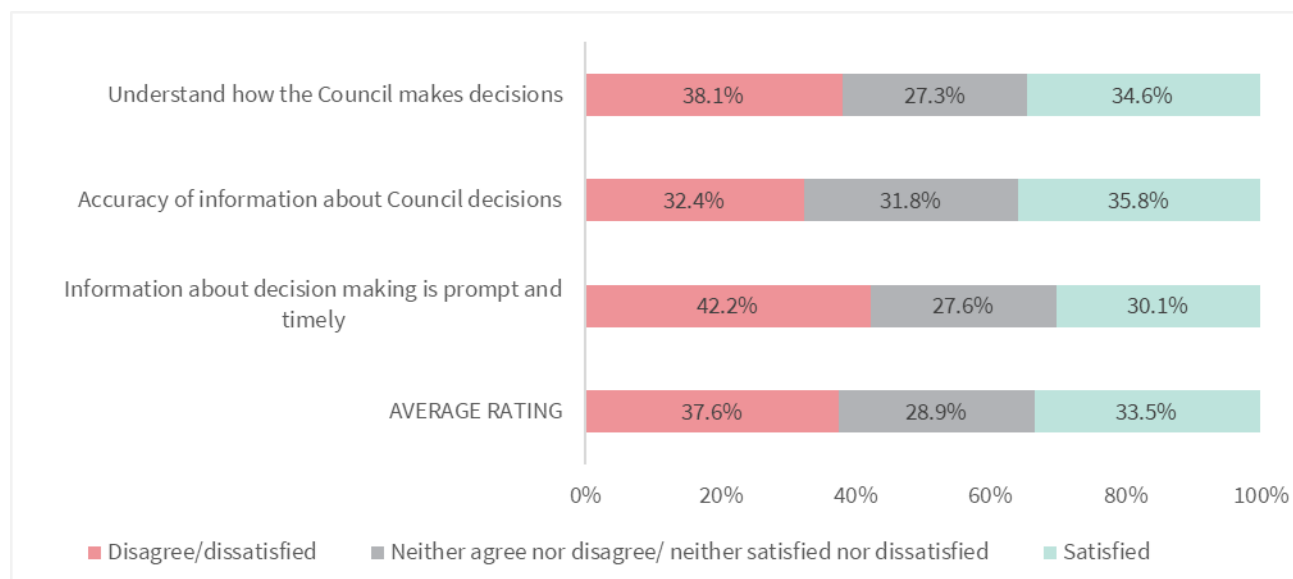
Thinking about Christchurch City Council,

- 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?

The Level of Service (LOS) target for participation in and contribution to decision-making of 34% was met, with a 34% overall service satisfaction score.

Satisfaction was highest for accuracy of information provided about Council decisions (35.8%), and lowest for information about decision-making being prompt and timely (30.1%).

Figure 4: Ratings of participation in and contribution to Council decision-making



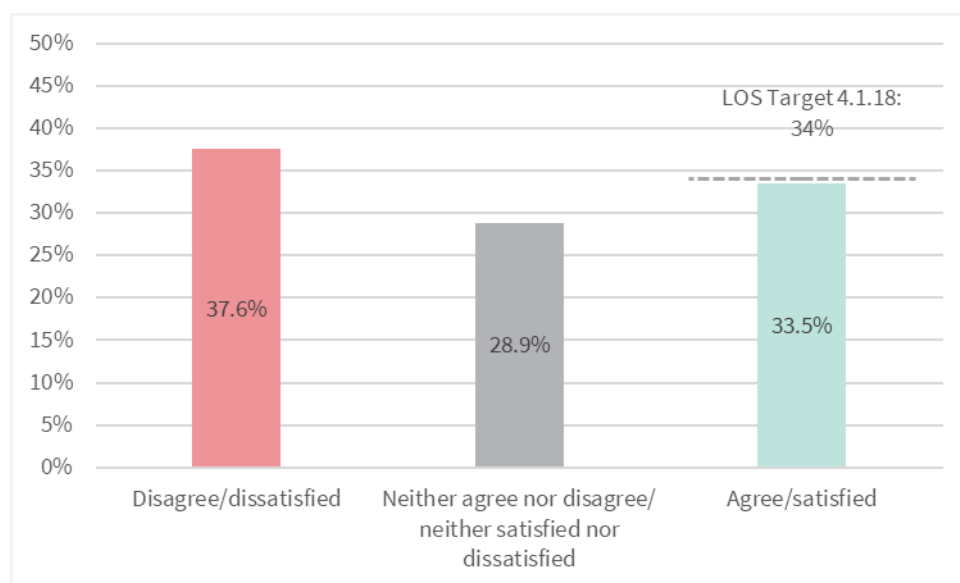
Base: total sample excluding 'don't know/not applicable' (n=755/751/753)

Table 10: Ratings of participation in and contribution to Council decision-making

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Understand how the Council makes decisions	n	41	220	206	215	73	16
	%	5.4%	29.1%	27.3%	28.5%	9.7%	
Accuracy of information about Council decisions	n	42	227	239	200	43	20
	%	5.6%	30.2%	31.8%	26.6%	5.7%	
Information about decision making is prompt and timely	n	30	197	208	270	48	18
	%	4.0%	26.2%	27.6%	35.9%	6.4%	
AVERAGE RATING		5.0%	28.5%	28.9%	30.3%	7.3%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 5: Average ratings of participation in and contribution to Council decision-making



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

“Communication with the rate payers. The council meetings are open to the public to attend. A transaction of the proceedings should be printed in all the community newspapers to allow Chch residents to read what is going on, who proposes items and those who disagree with proposals etc, this would provide greater transparency of the council's actions. Not everyone has the ability to attend council meetings, nor is there space for large numbers to attend.”

Parks, Heritage & Coastal Environments

Manage and maintain public artworks, monuments and artefacts

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.9.1.5: To manage and maintain Public Monuments, Sculptures, Artworks, and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks)	65%	68%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

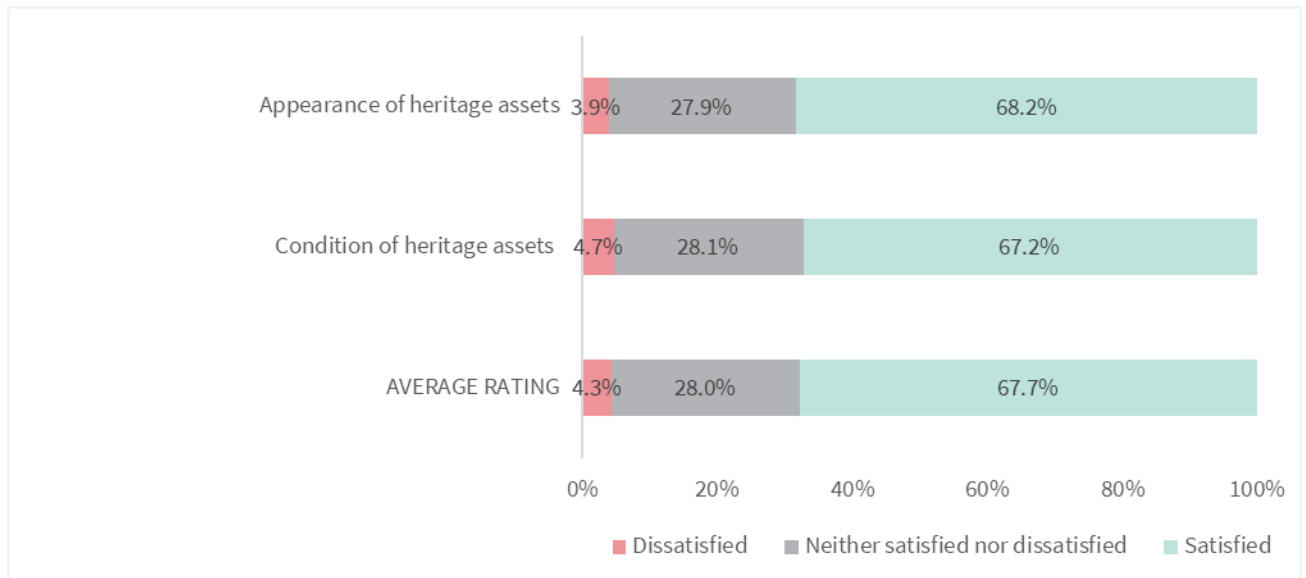
Survey participants were asked to evaluate the appearance and condition of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the city's heritage and character. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

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?

The Level of Service (LOS) target for managing and maintaining public artworks, monuments and artefacts of 65% was met, with a 68% overall service satisfaction score.

Figure 6: Satisfaction with the appearance and condition of monuments and other heritage objects



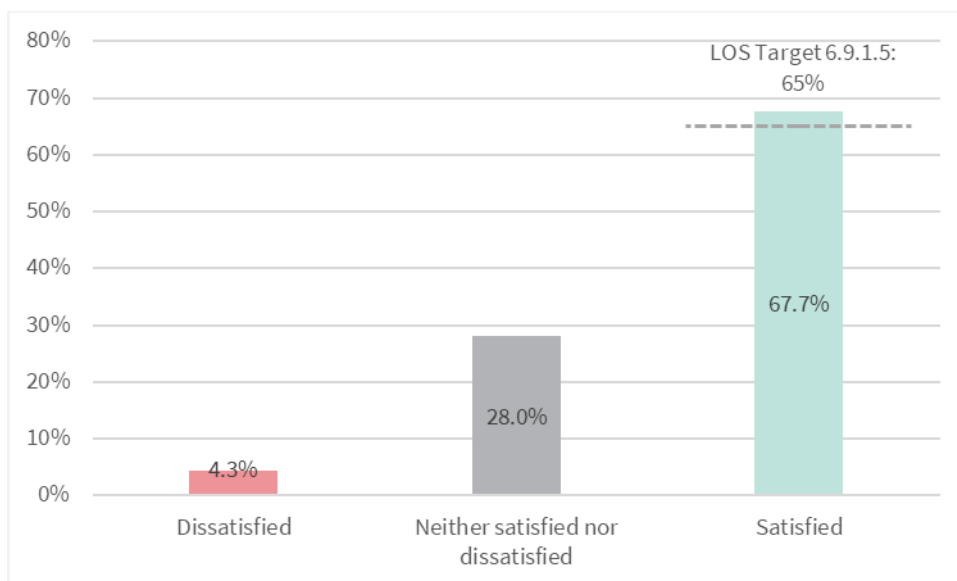
Base: total sample excluding 'don't know/not applicable' (n=746/740)

Table 11: Satisfaction with the appearance and condition of monuments and other heritage objects

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of heritage assets	n	102	407	208	25	4	25
	%	13.7%	54.6%	27.9%	3.4%	0.5%	
Condition of heritage assets	n	99	398	208	33	2	31
	%	13.4%	53.8%	28.1%	4.5%	0.3%	
AVERAGE RATING		13.5%	54.2%	28.0%	3.9%	0.4%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 7: Average level of satisfaction with the appearance and condition of monuments and other heritage objects



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

Manage and maintain parks scheduled heritage buildings

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.9.1.6: To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings)	55%	61%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

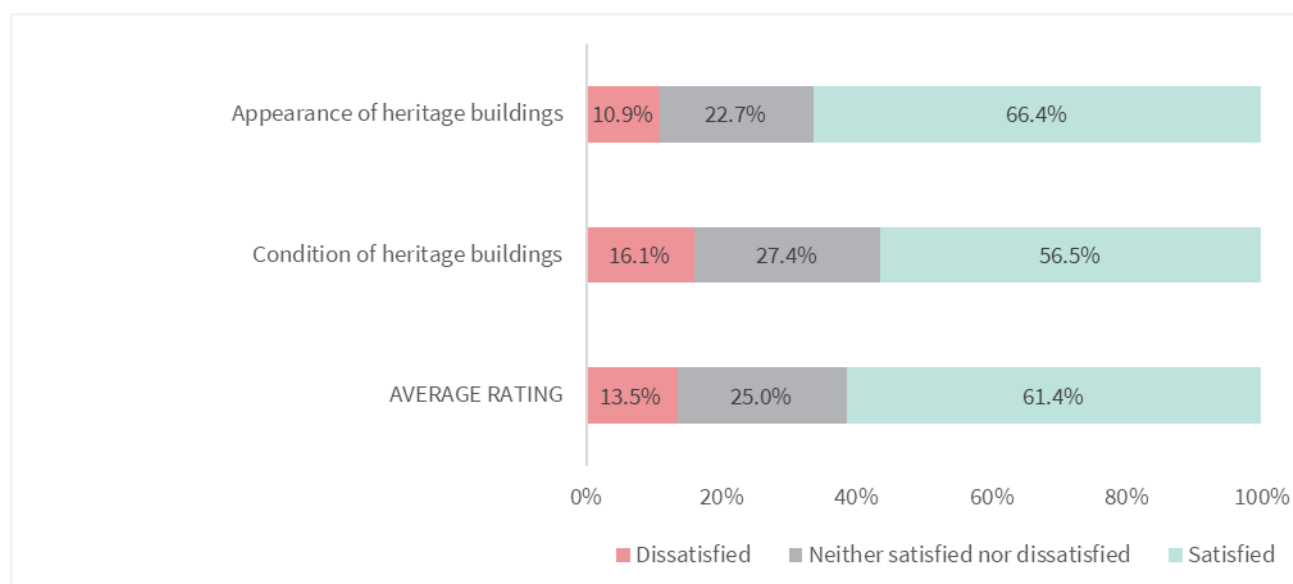
Survey participants were asked to evaluate the appearance and condition of the city’s heritage buildings. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

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?

The Level of Service target for managing and maintaining parks scheduled heritage buildings of 55% was met, with a 61% overall service satisfaction score.

Figure 8: Satisfaction with the appearance and condition of the city’s heritage buildings



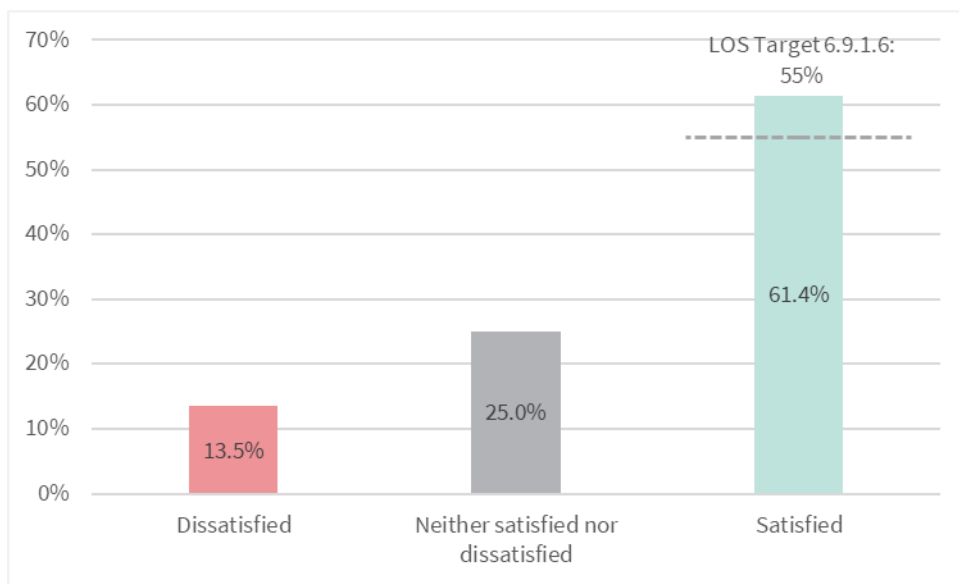
Base: total sample excluding ‘don’t know/not applicable’ (n=741/733)

Table 12: Satisfaction with the appearance and condition of the city’s heritage buildings

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of the city's heritage buildings	n	96	396	168	65	16	30
	%	13.0%	53.4%	22.7%	8.8%	2.2%	
Condition of these heritage buildings	n	78	336	201	90	28	38
	%	10.6%	45.8%	27.4%	12.3%	3.8%	
AVERAGE RATING		11.8%	49.6%	25.0%	10.5%	3.0%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 9: Average level of satisfaction with the city’s heritage buildings



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

Refuse Disposal

Kerbside collection

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 8.0.3: Customer satisfaction with kerbside collection service	At least 85%	84%	

Key:

■ – has not met the Recommended Level of Service

■ – has met or exceeded the Recommended Level of Service

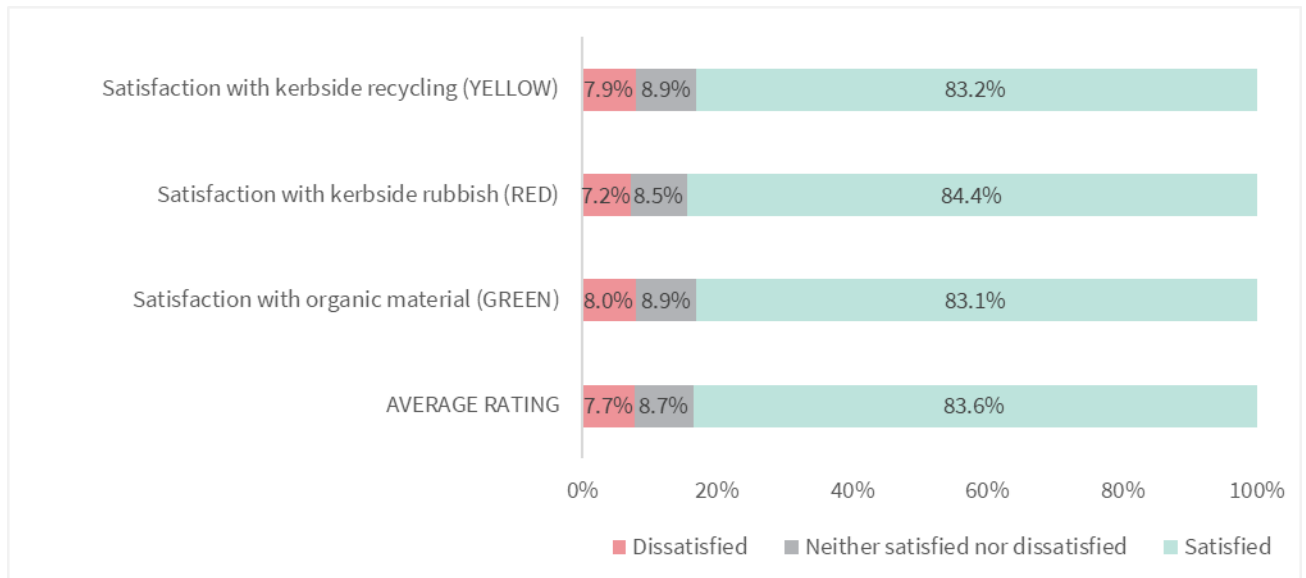
Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. A five-point Likert scale was used to rate their satisfaction. Three services were rated to measure the Level of Service:

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)?

The Level of Service target for kerbside collection of 85% was not met, with an 84% overall service satisfaction score.

Figure 10: Satisfaction with kerbside collection services



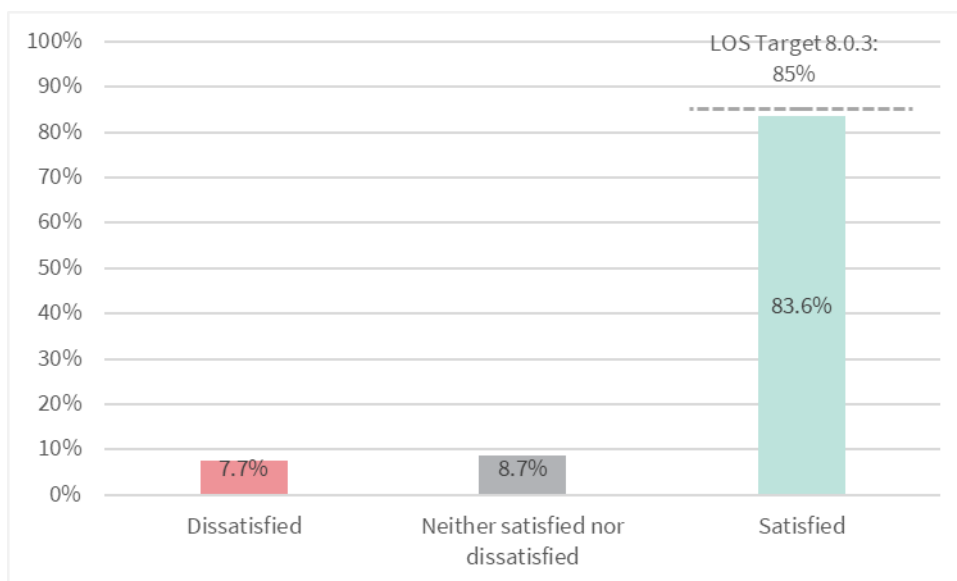
Base: total sample excluding 'don't know/not applicable' (n=768/768/764)

Table 13: Satisfaction with kerbside collection services

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with kerbside recycling	n	246	393	68	51	10	3
	%	32.0%	51.2%	8.9%	6.6%	1.3%	
Satisfaction with kerbside rubbish	n	254	394	65	39	16	3
	%	33.1%	51.3%	8.5%	5.1%	2.1%	
Satisfaction with organic material	n	247	388	68	45	16	7
	%	32.3%	50.8%	8.9%	5.9%	2.1%	
AVERAGE RATING		32.5%	51.1%	8.7%	5.9%	1.8%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 11: Average level of satisfaction with waste disposal services



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

“Rubbish Collection is excellent and any queries or complaints speedily acted upon. Collections at weekends when holidays have coincided with the usual days is greatly appreciated.”

“Recycling/Rubbish curbside collection. It simply works!”

Sewerage and Stormwater

Sewerage and wastewater services

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 11.0.1.16: Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services	65%	66%	

Key:

■ – has not met the Recommended Level of Service

■ – has met or exceeded the Recommended Level of Service

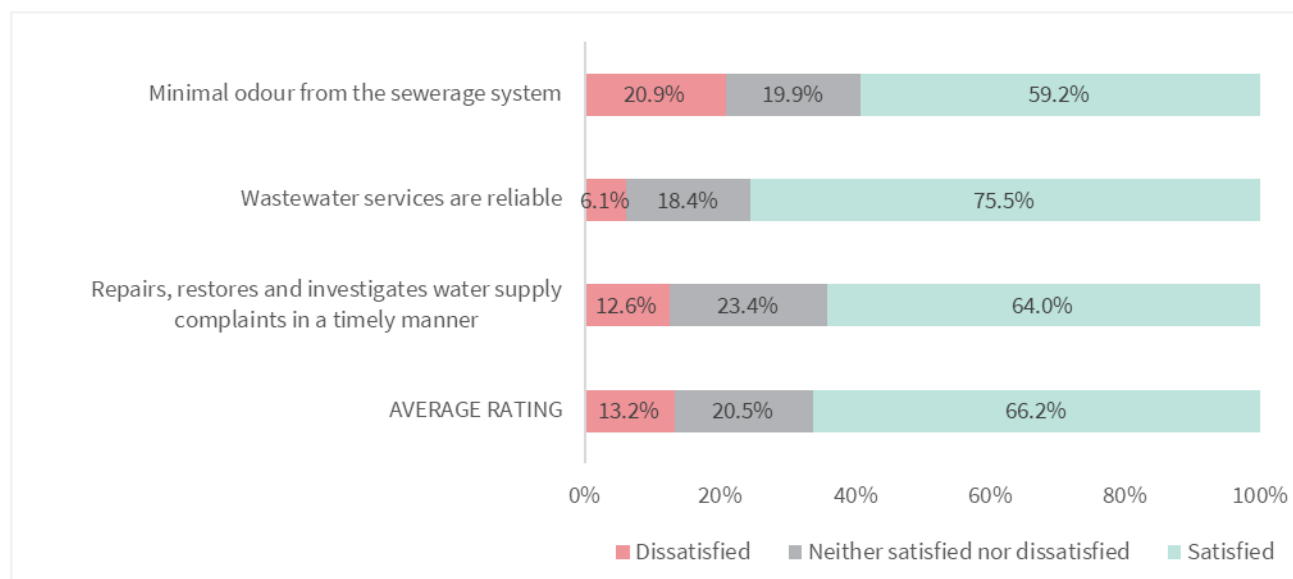
Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

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?

The Level of Service target for sewerage and wastewater services of 65% was met, with a 66% overall service satisfaction score.

Figure 12: Satisfaction with sewerage and wastewater services



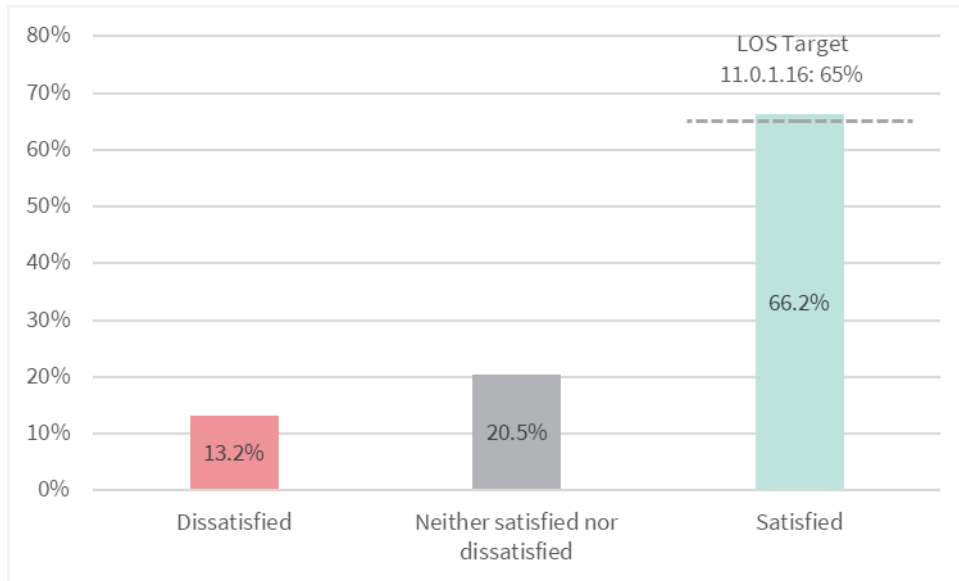
Base: total sample excluding 'don't know/not applicable' (n=740/734/689)

Table 14: Satisfaction with sewerage and wastewater services

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Minimal odour from the sewerage system	n	108	330	147	104	51	31
	%	14.6%	44.6%	19.9%	14.1%	6.9%	
Wastewater services are reliable	n	134	420	135	35	10	37
	%	18.3%	57.2%	18.4%	4.8%	1.4%	
Repairs and complaints are investigated in a timely manner	n	92	349	161	60	27	82
	%	13.4%	50.7%	23.4%	8.7%	3.9%	
AVERAGE RATING		15.4%	50.8%	20.5%	9.2%	4.1%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 13: Average level of satisfaction with sewerage and wastewater services



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

Waterways and stormwater network

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 14.0.3: Proportion of residents satisfied with the management of the Council's stormwater network	39%	51%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

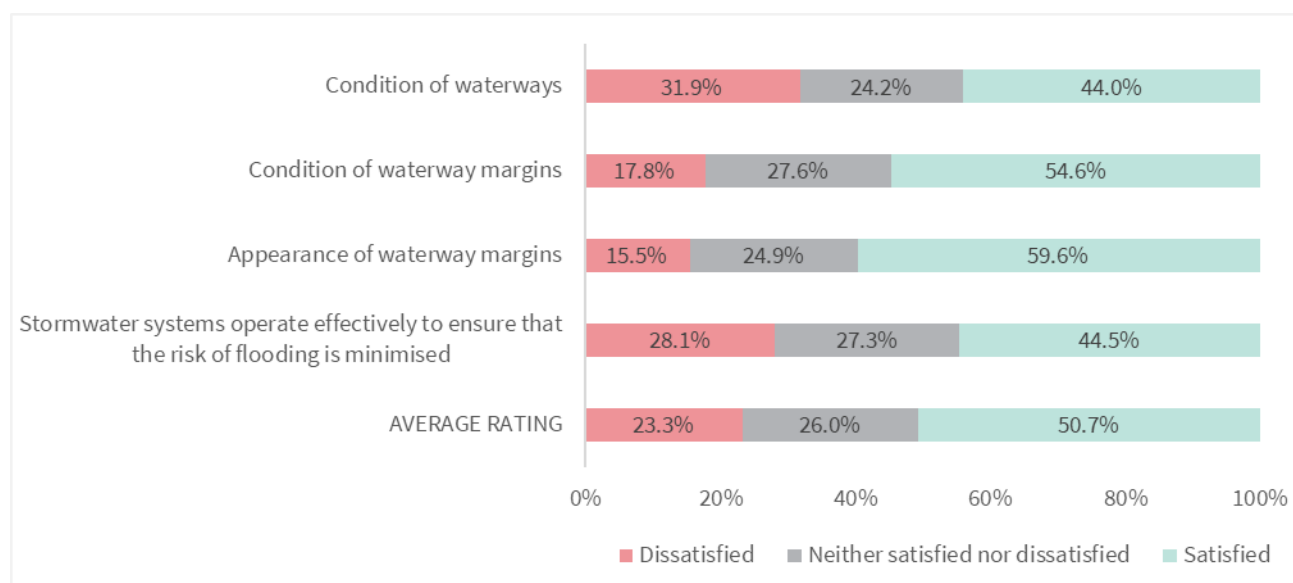
Survey participants were asked to evaluate certain aspects of the City's waterways and stormwater network. A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

Christchurch has several waterways such as the Ōtākaro Avon, Ōpāwaho Heathcote and Pūharakekenui 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?

The Level of Service target for waterways and the stormwater network of 39% was met, with a 51% overall service satisfaction score.

Figure 14: Satisfaction with waterways and the stormwater network



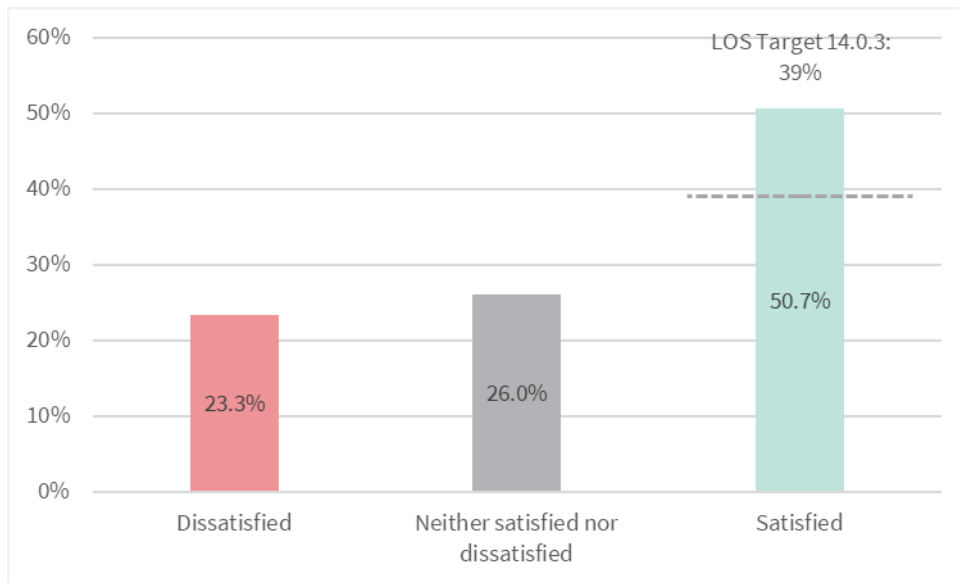
Base: total sample excluding 'don't know/not applicable' (n=737/731/743/732)

Table 15: Satisfaction with waterways and the stormwater network

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of waterways	n	43	281	178	174	61	34
	%	5.8%	38.1%	24.2%	23.6%	8.3%	
Condition of waterway margins	n	55	344	202	105	25	40
	%	7.5%	47.1%	27.6%	14.4%	3.4%	
Appearance of waterway margins	n	65	378	185	90	25	28
	%	8.7%	50.9%	24.9%	12.1%	3.4%	
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	49	277	200	154	52	39
	%	6.7%	37.8%	27.3%	21.0%	7.1%	
AVERAGE RATING		7.2%	43.5%	26.0%	17.8%	5.5%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 15: Average level of satisfaction with waterways and the stormwater network



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

“Stormwater maintenance has prevented any occurrences of surface flooding in the past year. This is a good example of preventative maintenance resulting in less costs down the line.”

Transportation

Walking-friendly city

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.10: Improve the perception that Christchurch is a 'walking-friendly' city	85%	74%	

Key:

■ – has not met the Recommended Level of Service

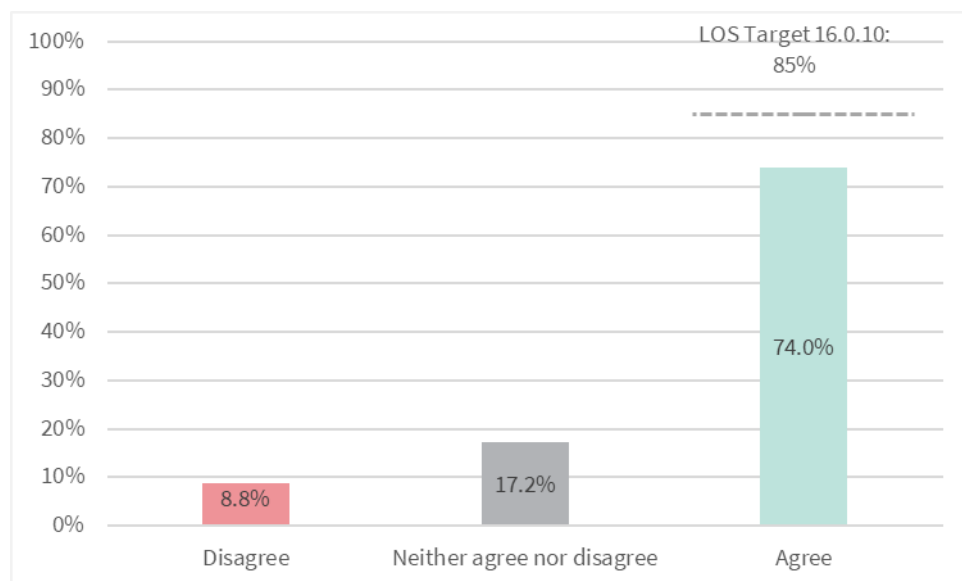
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate how walking-friendly they perceive Christchurch to be. A five-point Likert scale was used to rate their agreement. One factor was used to measure the Level of Service:

- How much would you agree or disagree that Christchurch is a walking friendly city?

The Level of Service target for 'walking-friendly' city of 85% was not met, with a 74% overall service agreement score.

Figure 16: Level of agreement that Christchurch is a walking-friendly city



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

Table 16: Level of agreement that Christchurch is a walking-friendly city

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is walking-friendly	n	142	422	131	45	22	9
	%	18.6%	55.4%	17.2%	5.9%	2.9%	

'Don't know/not applicable' responses excluded from percentage calculations

“I have visitors from overseas saying this is one of the best cities they have been in and I think that is largely due to new buildings and all the walking paths in central city and how well they are maintained.”

Cycling-friendly city

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 10.5.2: Improve the perception that Christchurch is a 'cycling-friendly' city	67%	65%	

Key:

■ – has not met the Recommended Level of Service

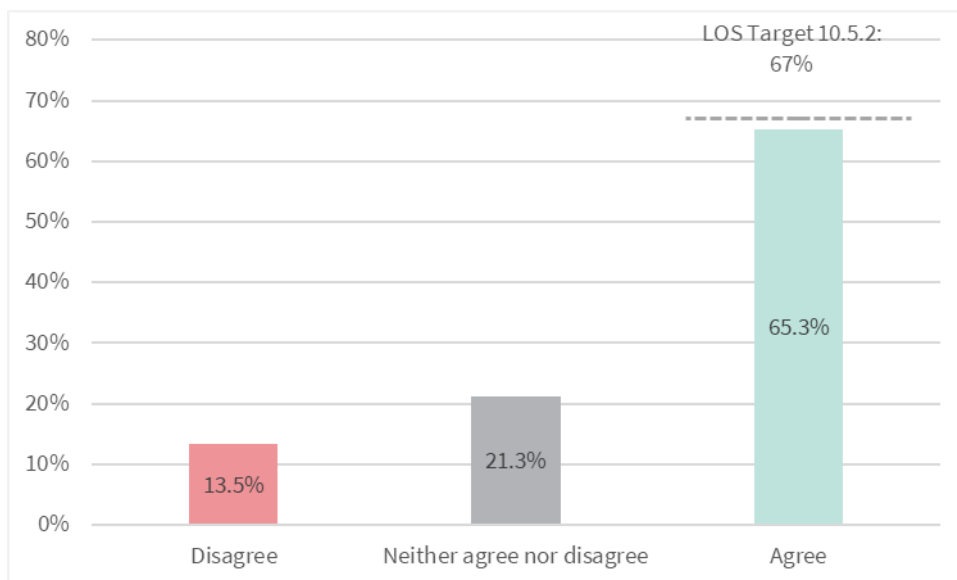
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate how cycle-friendly they perceive Christchurch to be. A five-point Likert scale was used to rate their agreement. One factor was used to measure the Level of Service:

- How much would you agree or disagree that Christchurch is a cycle friendly city?

The Level of Service target for 'cycling-friendly' city of 67% was not met, with a 65% overall service agreement score.

Figure 17: Level of agreement that Christchurch is a 'cycle-friendly' city



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

Table 17: Level of agreement that Christchurch is a cycle-friendly city

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is cycle-friendly	n	99	386	158	79	21	28
	%	13.3%	52.0%	21.3%	10.6%	2.8%	

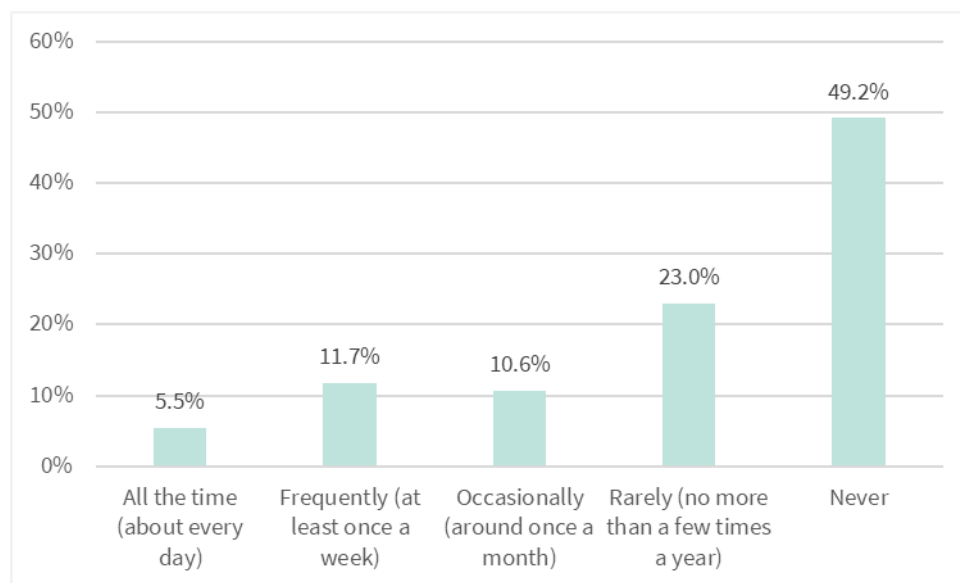
'Don't know/not applicable' responses excluded from percentage calculations

“The cycleways etc are very good, unfortunately often losing car parks to them isn't great.”

“I really like to see the new bike lanes that are coming in. It helps create safety for bikers but also helps to promote people to get outside and use them.”

Survey participants were asked an additional question, relating to how often they have cycled on a public road in Christchurch in the last 12 months. Fewer than one in five respondents (17%) had cycled on public roads at least once a week in the past 12 months. This percentage is down from previous years. Almost half of respondents reported they had never cycled in the last 12 months.

Figure 18: Frequency of cycling on public roads



Base: total sample excluding 'don't know/not applicable' (n=770)

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

Roads and Footpaths

Roadway condition

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.3: Improve resident satisfaction with roadway condition	30%	27%	

Key:

■ – has not met the Recommended Level of Service

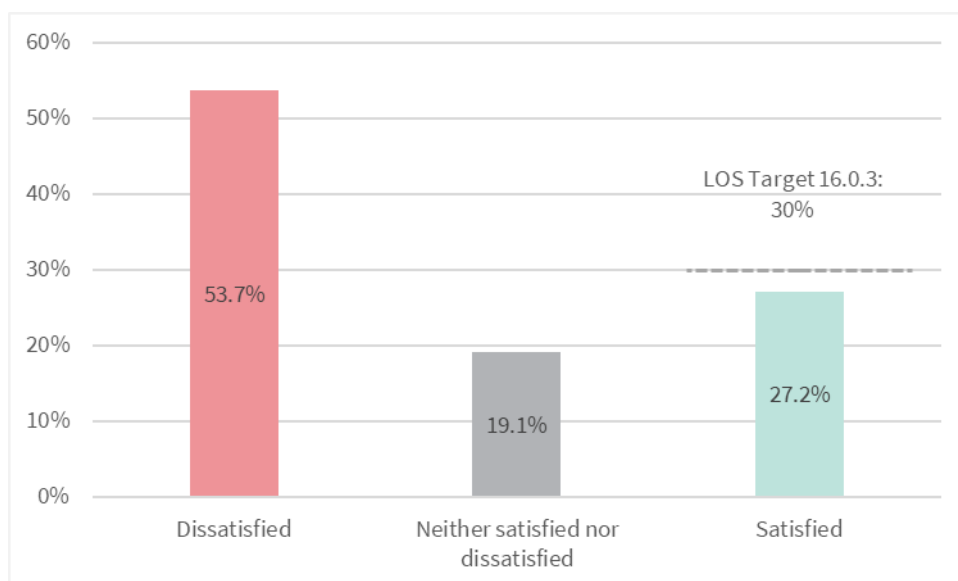
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding roads in the residential red zone. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

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

The Level of Service target for roading condition of 30% was not met, with a 27% overall service satisfaction score.

Figure 19: Satisfaction with the condition of roads, excluding residential red zone roads



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

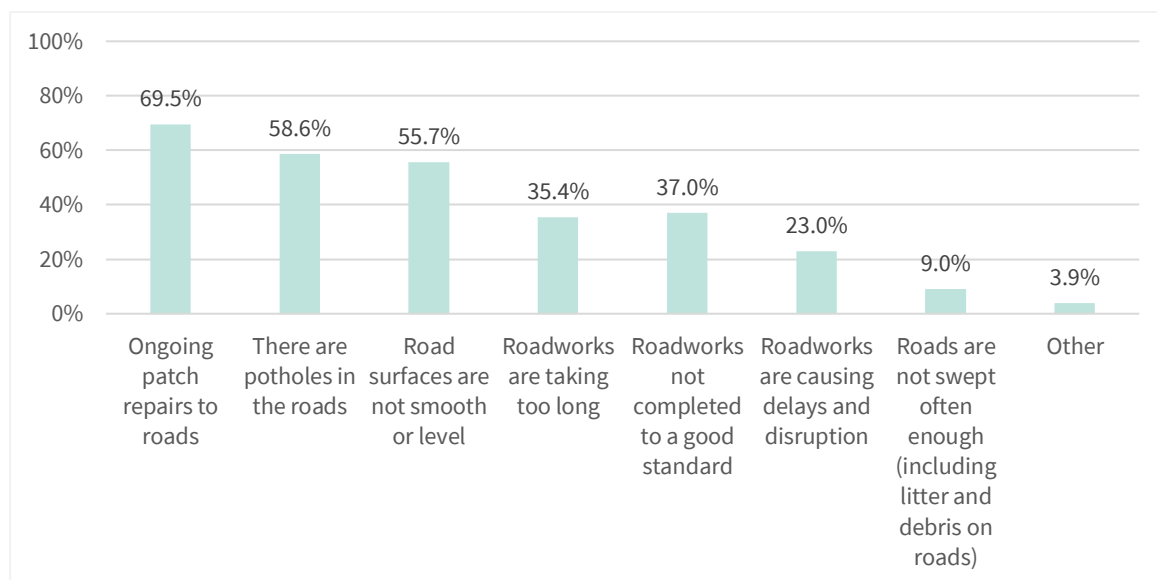
Table 18: Satisfaction with the condition of roads, excluding residential red zone roads

Condition of roads	n	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
		%	42	167	147	276	137
		5.5%	21.7%	19.1%	35.9%	17.8%	

'Don't know/not applicable' responses excluded from percentage calculations

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) was the major reason identified, followed by issues related to roadworks.

Figure 20: Reasons for dissatisfaction with the condition of the roads



Base: Dissatisfied sample excluding 'don't know/not applicable' (n=413)

“Roads-potholes get temporarily repaired but then are worse than ever. Then proper repairs take a long time.”

“The constant roadworks. While everyone appreciates these things need to happen, they are very annoying due to the fact they take so long. Roads get closed off for Day's, Weeks & Months at a time. Your normal route to & from work gets closed off. An alternative route is given, but causes mayhem with traffic jams, extra fuel & road rage. The Council don't take this into consideration when doing this.”

Footpath condition

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS16.0.9: Improve resident satisfaction with footpath condition	42%	36%	

Key:

■ – has not met the Recommended Level of Service

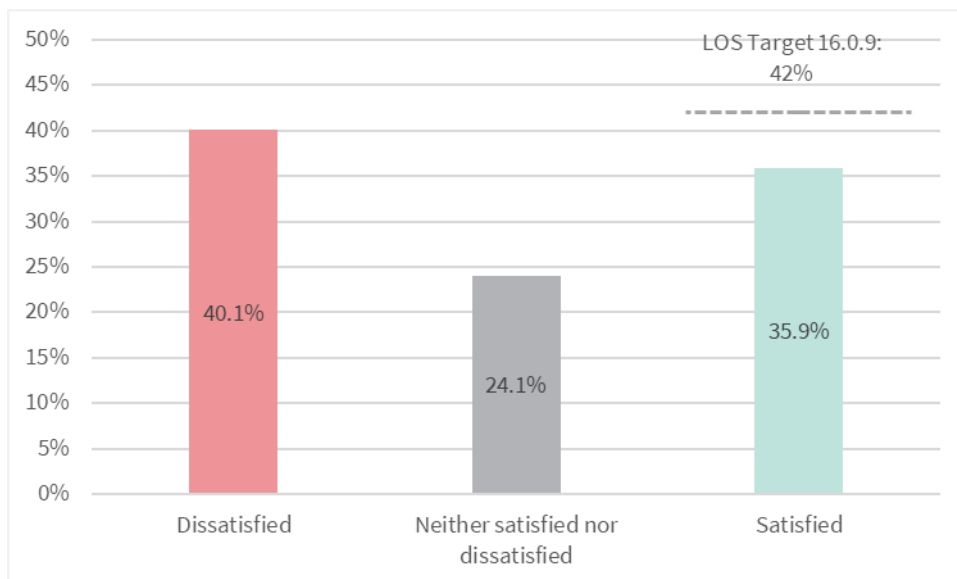
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the condition of footpaths in Christchurch. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths?

The Level of Service target for footpath condition of 42% was not met, with a 36% overall service satisfaction score.

Figure 21: Satisfaction with the condition of footpaths, excluding residential red zone footpaths



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

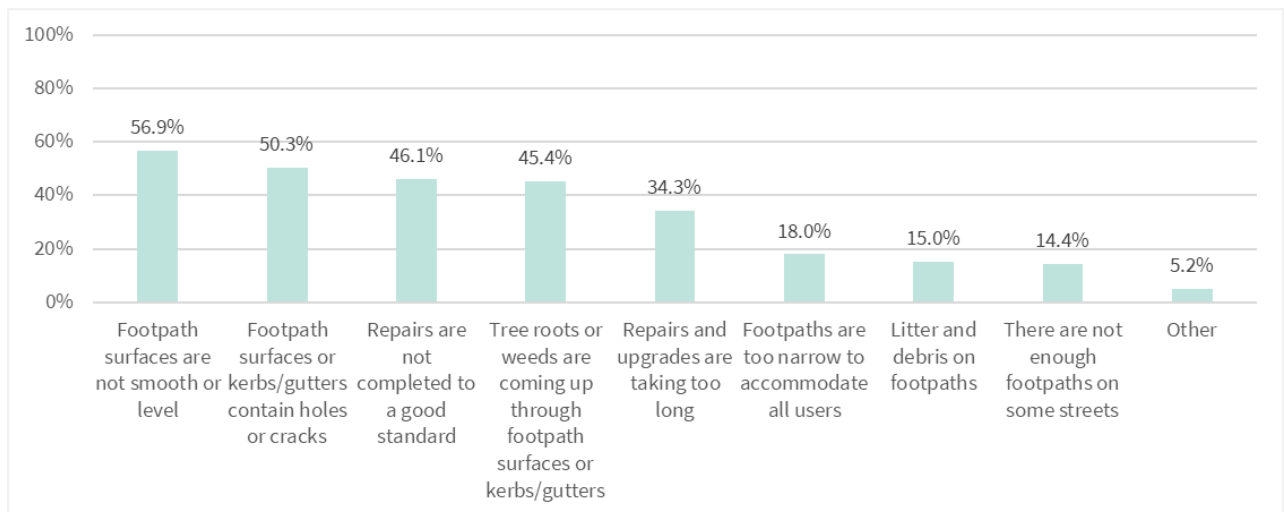
Table 19: Satisfaction with the condition of footpaths excluding residential red zone footpaths

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of footpaths excluding residential red zone footpaths	n	43	231	184	210	96	7
	%	5.6%	30.2%	24.1%	27.5%	12.6%	

'Don't know/not applicable' responses excluded from percentage calculations

Survey participants who were dissatisfied or very dissatisfied with the condition of Christchurch's footpaths were asked to identify the three main reasons why. The condition of footpath surfaces (not being smooth or containing holes/cracks) was the main reason identified, followed by repair and maintenance issues.

Figure 22: Reasons for dissatisfaction with the condition of the footpaths



Base: Dissatisfied sample excluding 'don't know/not applicable' (n=306)

Water Supply

Quality of water supply

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.2.19: Proportion of residents satisfied with the quality of Council water supplies	50%	48%	

Key:

■ – has not met the Recommended Level of Service

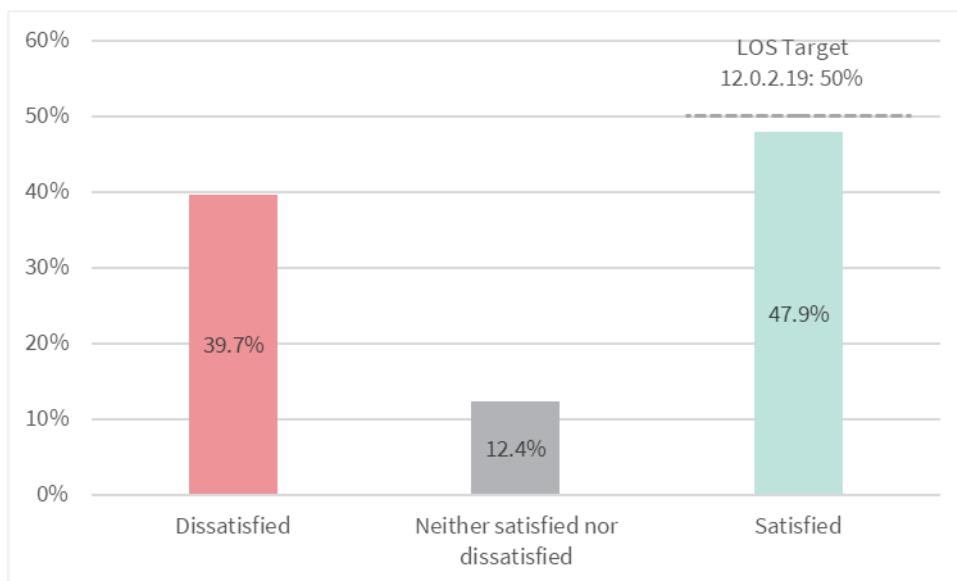
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the quality of the water supply. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

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

The Level of Service target for quality of water supply of 50% was not met, with a 48% overall service satisfaction score.

Figure 23: Satisfaction with quality of water supply



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

Table 20: Satisfaction with quality of water supply

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Quality of water supply	n	112	255	95	186	118	5
	%	14.6%	33.3%	12.4%	24.3%	15.4%	

'Don't know/not applicable' responses excluded from percentage calculations

“Our drinking water, some days it reeks of chlorine and I shouldn't have to buy water just to have a drink.”

“Get the additives out of the water. We had beautiful water for years, now I tend to buy bottled water.”

Responsiveness to water supply problems

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.1.14: Proportion of residents satisfied with responsiveness of Council to water supply problems	65%	64%	

Key:

■ – has not met the Recommended Level of Service

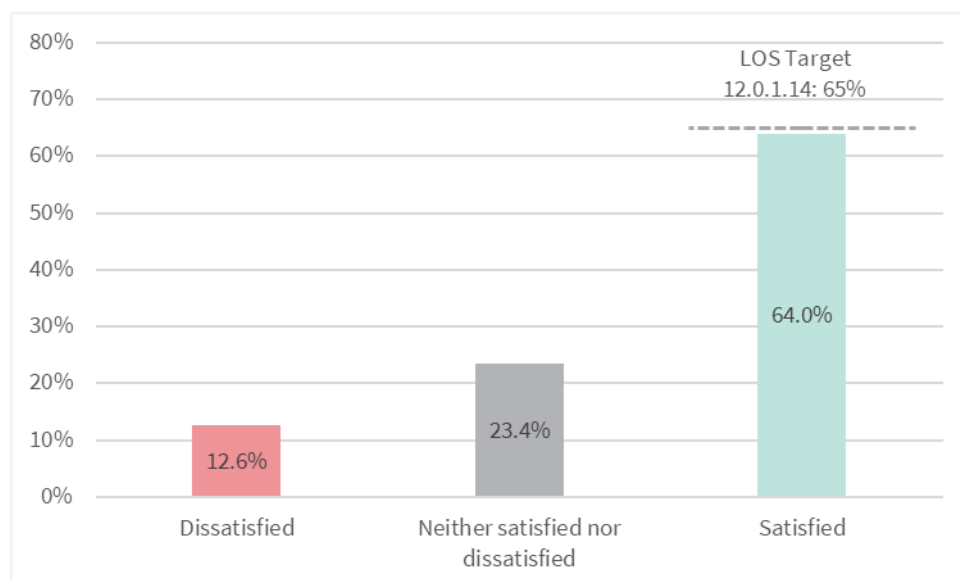
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the responsiveness of the water supply in Christchurch. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

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

The Level of Service target for responsiveness to water supply problems of 65% was not met, with a 64% overall service satisfaction score.

Figure 24: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner



Base: total sample excluding 'don't know/not applicable' (n=689)

Table 21: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council repairs leaks and investigates complaints in a timely manner	n	92	349	161	60	27	82
	%	13.4%	50.7%	23.4%	8.7%	3.9%	

'Don't know/not applicable' responses excluded from percentage calculations

“In my last house I had a water leak from my water meter and the council had it sorted very quickly without hassle or interruption. I was very impressed.”

“There are a couple of leaks around the area that haven't been fixed.”

Reliability of water supplies

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.1.13: Proportion of residents satisfied with the reliability of Council water supplies	80%	84%	

Key:

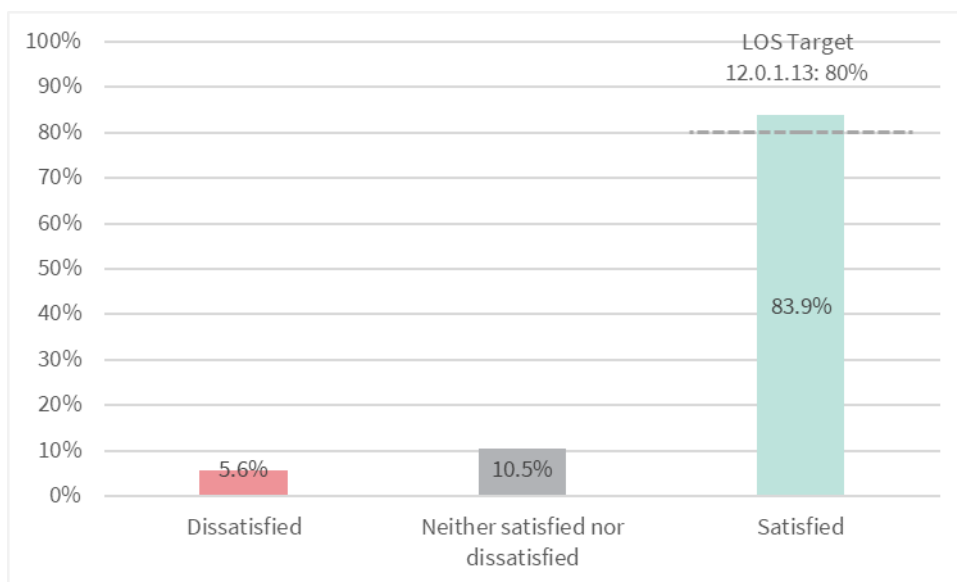
- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the reliability of the Council water supply. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

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

The Level of Service target for Reliability of water supplies of 80% was met, with an 84% overall service satisfaction score.

Figure 25: Satisfaction with the reliability of water supply



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

Table 22: Satisfaction rating with the reliability of water supply

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Reliability of water supply	n	213	428	80	34	9	7
	%	27.9%	56.0%	10.5%	4.5%	1.2%	

'Don't know/not applicable' responses excluded from percentage calculations

“Water services - prompt action to faults, minimal breaks in service delivery, reliable and quality domestic water supply.”

Parking

On-street parking

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 10.3.3: Improve customer perception about the ease of use of Council on-street parking facilities	50%	56%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

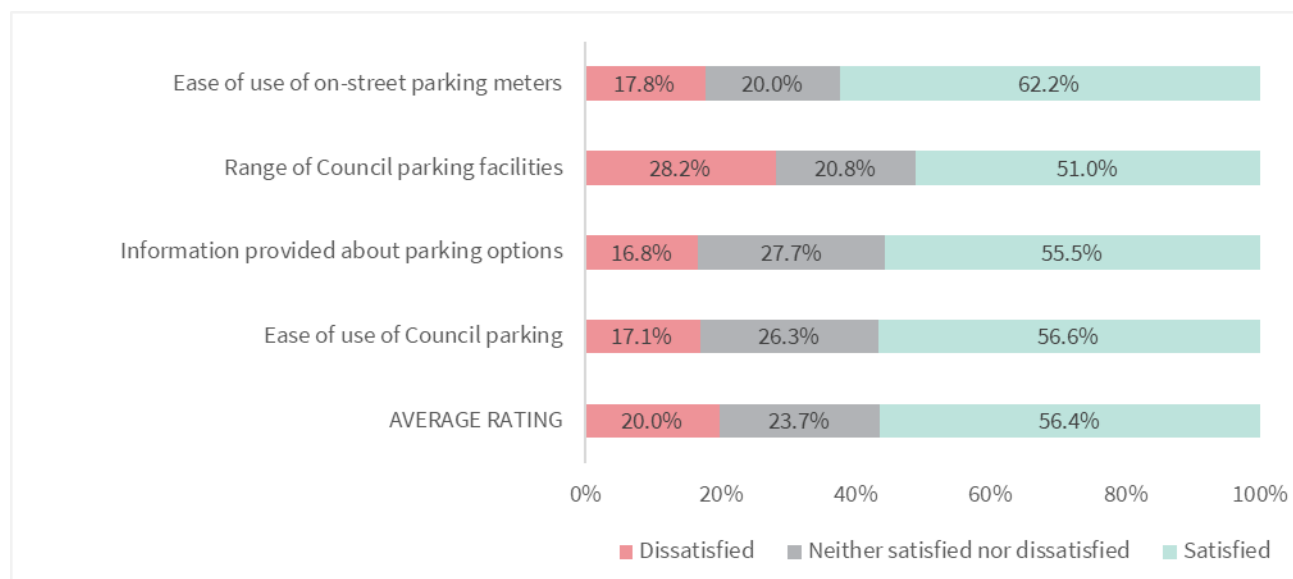
Survey participants were asked whether they had used Council parking facilities in the past 12 months and to rate their satisfaction with parking facilities run by the Council. Seventy percent of respondents had used Council on-street parking facilities, while 54% had used Council off-street parking facilities. Twelve percent had not parked their vehicle in a Council parking facility in the past 12 months.

A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

- 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?

The Level of Service target for on-street parking of 50% was met, with a 56% overall service satisfaction score.

Figure 26: Satisfaction with on-street parking facilities



Base: total sample excluding 'don't know/not applicable' (n=686/698/704/703)

Table 23: Satisfaction with on-street parking facilities

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Ease of use of on-street parking meters	n	95	332	137	91	31	50
	%	13.8%	48.4%	20.0%	13.3%	4.5%	
Range of Council parking facilities available	n	65	291	145	142	55	38
	%	9.3%	41.7%	20.8%	20.3%	7.9%	
Information provided about parking options	n	56	335	195	85	33	32
	%	8.0%	47.6%	27.7%	12.1%	4.7%	
Ease of use of Council parking	n	71	327	185	83	37	33
	%	10.1%	46.5%	26.3%	11.8%	5.3%	
AVERAGE RATING		10.3%	46.0%	23.7%	14.4%	5.6%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 27: Average level of satisfaction with on-street parking facilities



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

“Parking in our city is very important but we pay hefty fees to come into our city and it drives a lot of people away from the City. The money collected to come into the city needs to be spend on improving our network of transport so to encourage people to use our services.”

Parks and Foreshore

Presentation of city’s parks (inner-city parks)

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.8.4.2: Overall customer satisfaction with the presentation of the City’s Parks	80%	85%	

Key:

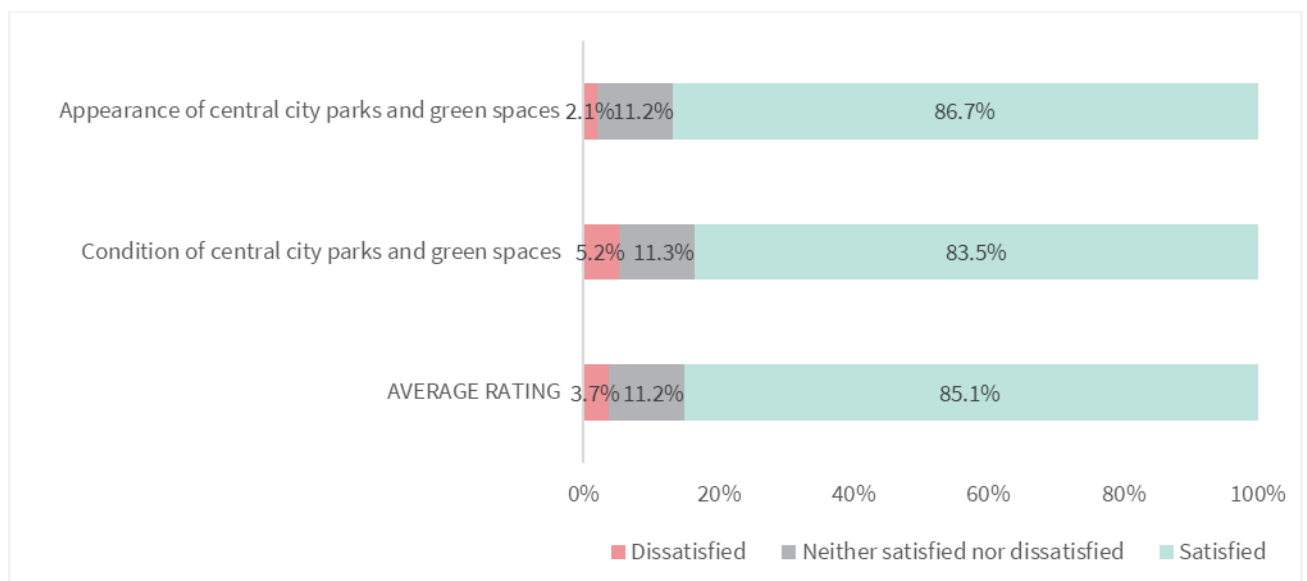
- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with central city parks and green spaces. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

- 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?

The Level of Service target for inner-city parks of 80% was met, with an 85% overall service satisfaction score.

Figure 28: Satisfaction with parks and green spaces (inner-city parks)



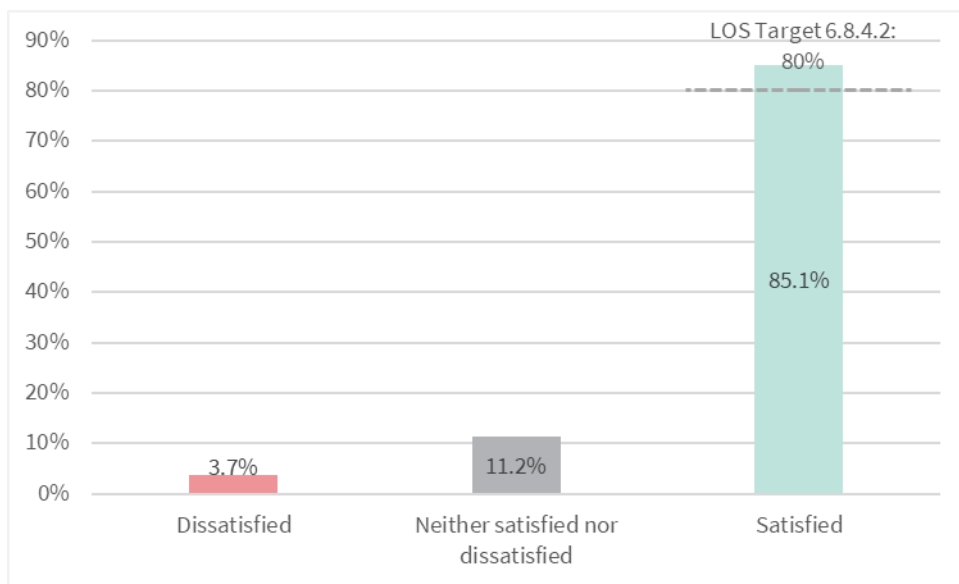
Base: total sample excluding ‘don’t know/not applicable’ (n=753/750)

Table 24: Satisfaction with parks and green spaces (inner-city parks)

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of central city parks and green spaces	n	206	447	84	10	6	18
	%	27.4%	59.4%	11.2%	1.3%	0.8%	
Condition of these parks and green spaces	n	181	445	85	31	8	21
	%	24.1%	59.3%	11.3%	4.1%	1.1%	
AVERAGE RATING		25.7%	59.3%	11.2%	2.7%	0.9%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 29: Average level of satisfaction with parks and green spaces



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

"The parks especially the botanic gardens are kept beautiful."

Availability of recreation facilities across the parks and foreshore network

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.8.5: Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	70%	76%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the availability of recreation facilities within the city¹. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

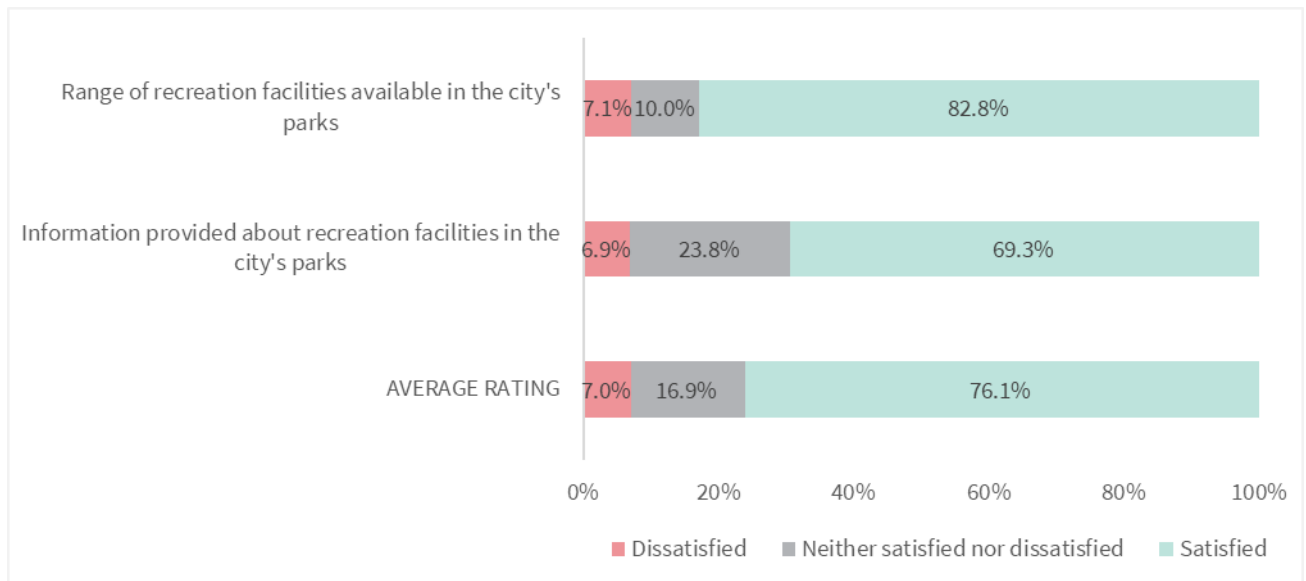
Thinking about the city's parks network as a whole,

- 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)?

The Level of Service target for the availability of recreation facilities within the parks and foreshore network of 70% was met, with a 76% overall service satisfaction score.

¹ Before 2022, this LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). For this reason, results from 2022-onwards are not directly comparable to pre-2022 results.

Figure 30: Satisfaction with the range and information provided about the city’s parks



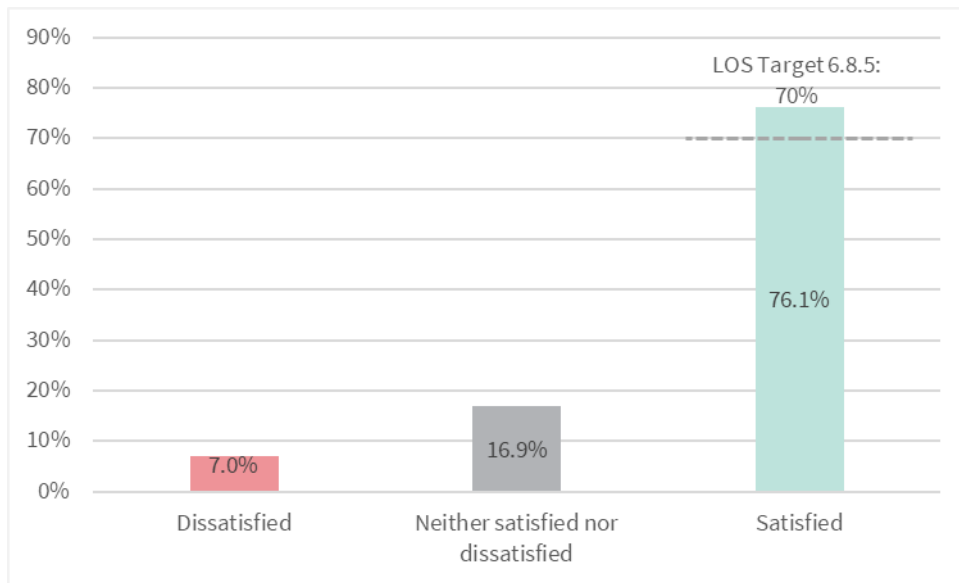
Base: total sample excluding 'don't know/not applicable' (n=758/740)

Table 25: Satisfaction with the range and information provided about the city’s parks

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Range of recreation facilities available in the city's parks	n	191	437	76	44	10	13
	%	25.2%	57.7%	10.0%	5.8%	1.3%	
Information provided about recreation facilities in the city's parks	n	114	399	176	45	6	31
	%	15.4%	53.9%	23.8%	6.1%	0.8%	
AVERAGE RATING		20.3%	55.8%	16.9%	5.9%	1.1%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 31: Average level of satisfaction with the range and information about the city's parks



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

"Parks and playgrounds. Heaps to choose from, good variety, interesting and varied options. Beautiful gardens. Great picnic tables. Clear signage about no dogs."

"They have a great range of parks & green spaces, including along waterways, & are pretty good at maintaining those."

Overall satisfaction and opportunities for improvement

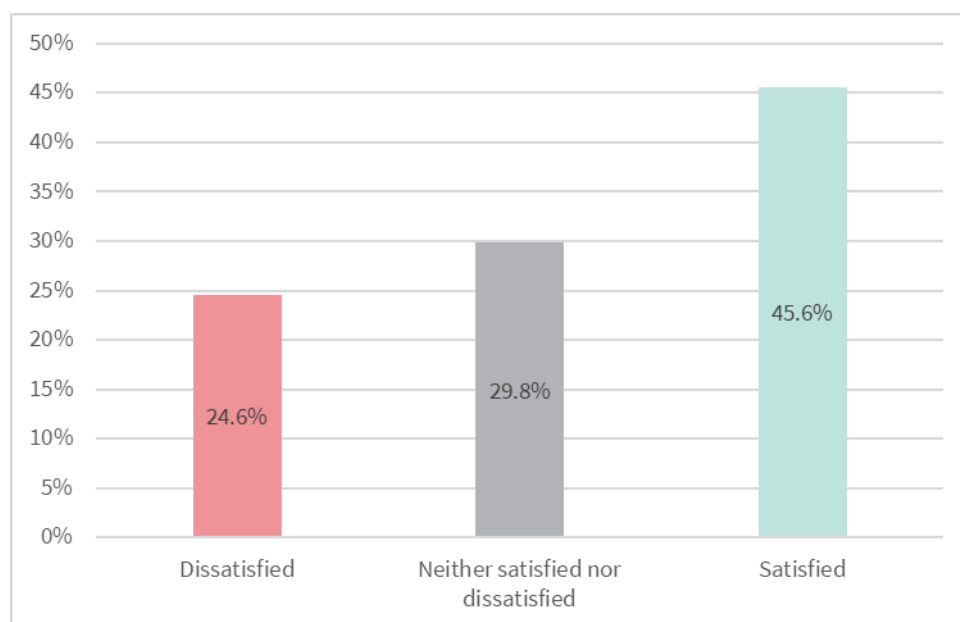
Overall satisfaction with performance in delivering services

Survey participants were asked to rate their satisfaction with the performance of the Council over the last 12 months. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure this:

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

Overall satisfaction with the Council’s performance in delivering its services has improved over the past 12 months (from 43% in 2023 to 46% in 2024). Levels of dissatisfaction are similar to last year’s.

Figure 32: Overall satisfaction with the Council’s performance in delivering its services



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

Table 26: Overall satisfaction with the Council’s performance in delivering its services

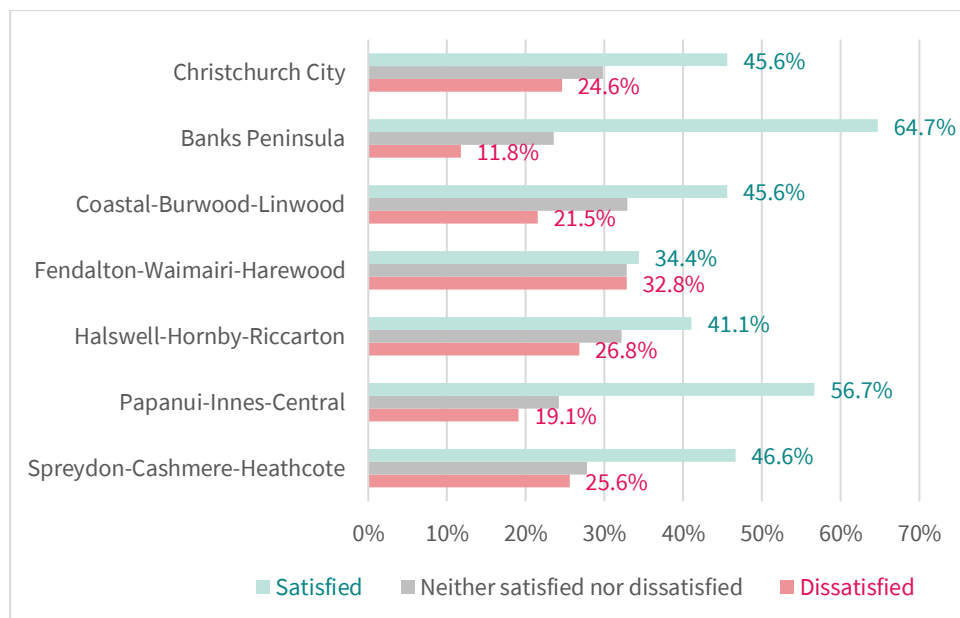
		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council's performance in delivering service over the last 12 months	n	43	304	227	143	44	10
	%	5.7%	39.9%	29.8%	18.8%	5.8%	

'Don't know/not applicable' responses excluded from percentage calculations

Banks Peninsula community board had the highest proportion of respondents satisfied with the Council’s performance (65%), followed by Papanui-Innes-Central (57%).

Fendalton-Waimairi-Harewood community board had the highest proportion of respondents dissatisfied with the Council's performance (33%).

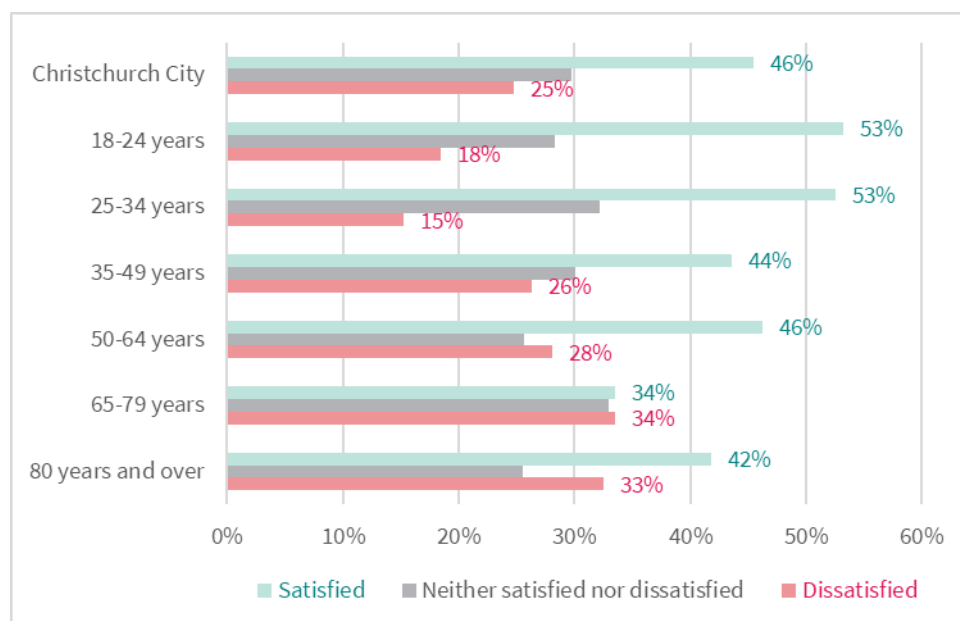
Figure 33: Overall satisfaction with the Council's performance, by community board



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

Overall performance satisfaction results varied by age, with younger age groups under 35 years more likely to be satisfied (53%) whereas those aged 65 years and over are less likely to be satisfied (38%).

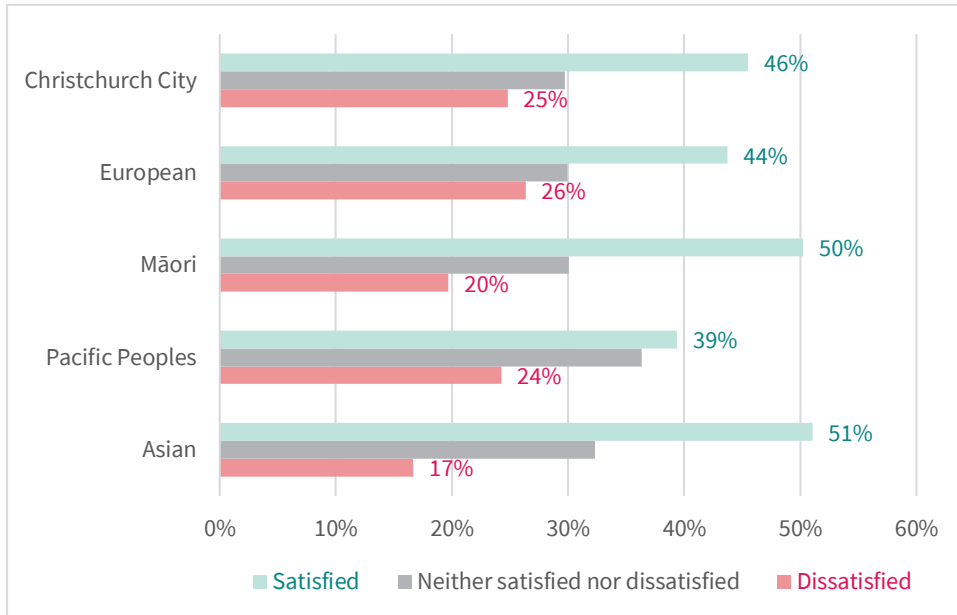
Figure 34: Overall satisfaction with the Council's performance, by age



Base: Total sample and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=1037)

As with previous years, Pacific Peoples were less likely to be satisfied this year at 39%, but the proportion satisfied has risen from 27% last year. However, caution is required as total numbers were small. Māori and Asian residents had very slightly higher overall performance satisfaction ratings.

Figure 35: Overall satisfaction with the Council’s performance, by ethnicity



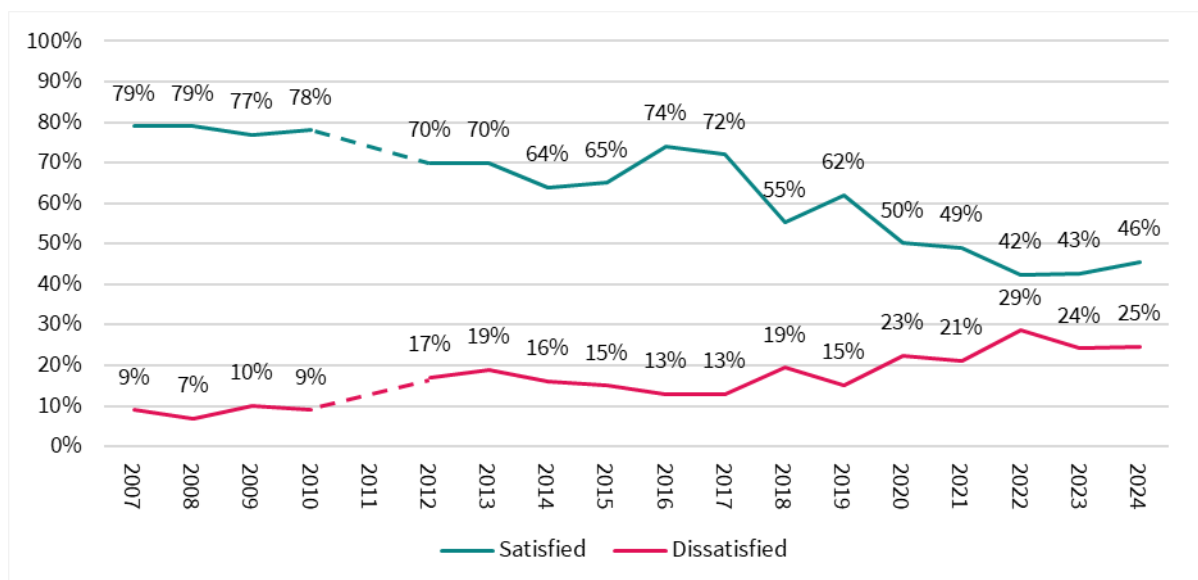
Base: Total sample and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=1037)

Satisfaction with Council performance over time

Overall satisfaction has been trending slightly upward in the last two years from an all time low of 42%. Prior to the earthquakes, satisfaction remained reasonably constant between 77% and 79%.

Dissatisfaction levels have remained at over 20% since 2020.

Figure 36: Satisfaction with the Council’s performance over time



Base: total sample excluding ‘don’t know/not applicable’

Reasons for satisfaction and dissatisfaction

Residents were asked to elaborate on why they are satisfied/dissatisfied with Council:

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

Many respondents gave a mix of both positive and negative reasons for their answers, which are shown in the following tables.

Table 27: Reasons for satisfaction/dissatisfaction with Council performance

	Number of comments	Percent of total sample
Unhappy with roads/more road maintenance	92	17%
Disapprove of Council spending	76	14%
Council is doing a good job overall	71	13%
Rates increased	55	10%
Happy with services provided	45	8%
Too many cycle lanes	41	7%
Slow to/ don't respond to problems/ concerns	37	7%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%
Poor communication	33	6%

Unhappy with the recycling and rubbish services/have issues regarding bin collections	32	6%
Room for improvement	31	6%
No problems/ issues	29	5%
City is cleaned and well- maintained/areas are being tidy	29	5%
Responds in timely manner/dealt within a reasonable timeframe	28	5%
General maintenance needed	28	5%
Parking expensive/lack of/parking issues	28	5%
Council is doing a poor job overall	26	5%
Good customer service	24	4%
Lack of public consultation	24	4%
Happy with recycling and rubbish services	22	4%
Unhappy with the waterways/sewage services needs to improve	21	4%
Respond to problems/ concerns	19	3%
Lack of transparency/have behind the scene dealings	18	3%
Does not listen	17	3%
Need more recreational areas/improvement on parks and grounds/sport facilities	17	3%
Unhappy with the public transportation services/needs improvement on public transportation	16	3%
Unhappy with the traffic management/need improvements on traffic	15	3%
Satisfied with the good range of events/provide lot of activities	14	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	13	2%
Good communication	12	2%
Unhappy with the lack of attendance of council employees/staffs are on long term absence	12	2%
Personal agendas are being put first/look after themselves	12	2%

Base: Total sample with don't know/nothing removed (n=555)

Key:

Red – Negative comments

Green – Positive comments

Overall, at the positive end of the spectrum, 13% (71) of all overall satisfaction comments were about the Council being perceived as doing a good job. Council doing a good job overall was also the top positive reason in 2023. Table 28 shows the top six positive responses.

Table 28: Reasons for satisfaction, (Top 6)

	Total respondents		Positive responses*
	Number of comments	% of total sample	% of positive comments
Council is doing a good job overall	71	13%	19%
Happy with services provided	45	8%	12%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%	9%
No problems/ issues	29	5%	8%
City is cleaned and well- maintained/ areas are being tidy	29	5%	8%
Responds in timely manner/dealt within a reasonable timeframe	28	5%	7%

Base: Total sample with don't know/nothing removed (n=555). *Positive responses (n=380)

“I just feel things run pretty smoothly in Christchurch and services are pretty reliable, and if they aren't, like buses, the Council moves to change that.”

“When I had to contact about an extra green bin at my property they were very easy to deal with. I love the parks and activities that they offer.”

“I am very satisfied with the work of the Council. They actively promote community development, care about the needs of residents, and take practical and effective measures to solve community problems.”

Overall, at the negative end of the spectrum, respondents continue to be pointed in identifying what makes them unhappy. Main reasons for dissatisfaction include unhappiness with roads and disapproval of Council spending, which is consistent with previous years. Table 29 shows the top six negative responses.

Table 29: Reasons for dissatisfaction, (Top 6)

	Total respondents*		Negative responses*
	Number of comments	% of total sample	% of negative comments
Unhappy with roads/more road maintenance	92	17%	11%
Disapprove of Council spending	76	14%	9%
Rates increased	55	10%	6%
Too many cycle lanes	41	7%	5%
Slow to/ don't respond to problems/ concerns	37	7%	4%
Poor communication	33	6%	4%

Base: Total sample with don't know/nothing removed (n=555). *Negative responses (n=850)

“CCC are not spending money wisely and they are not interested in the opinions of those whom they serve.”

“Getting things done takes forever. They leave roads in a terrible state and money is spent on the wrong things.”

“In general our roads are in terrible condition and our rates are too high.”

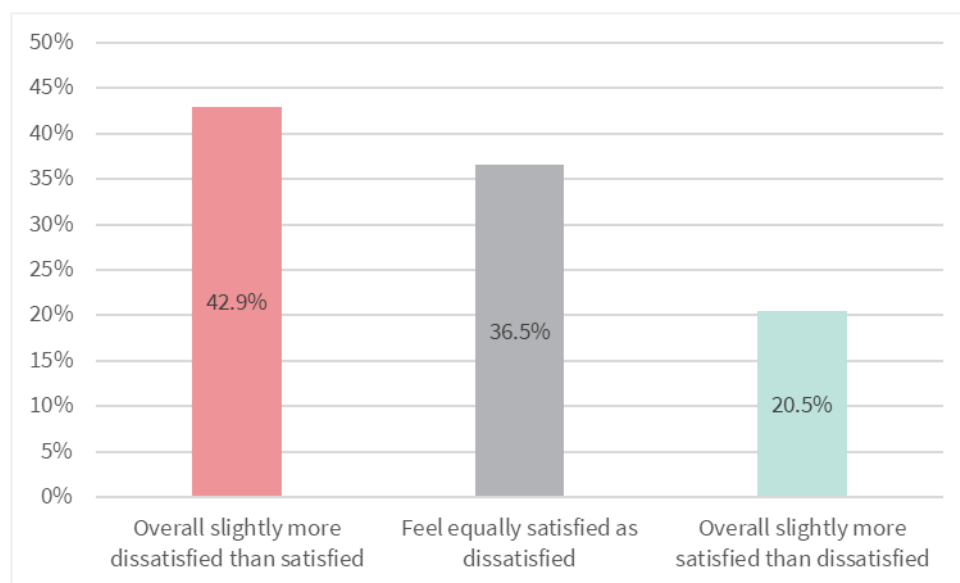
Overall satisfaction with performance – those who were neutral

In 2024, respondents who were neither satisfied nor dissatisfied with the Council’s performance in delivering its services were asked about their feelings towards the Council’s overall performance:

- 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 overall slightly more dissatisfied than were satisfied with the Council’s performance.

Figure 37: Feelings towards the Council’s overall performance (respondents who were neutral)



Base: Respondents who answered ‘neither satisfied nor dissatisfied’, excluding ‘don’t know/not applicable’ (n=219)

Table 30: Feelings towards the Council’s overall performance (respondents who were neutral)

		Overall slightly more satisfied than dissatisfied	Feel equally satisfied as dissatisfied	Overall slightly more dissatisfied than satisfied	Don't know
Overall feelings towards the Council’s overall performance	n	45	80	94	8
	%	20.5%	36.5%	42.9%	

‘Don’t know/not applicable’ responses excluded from percentage calculations

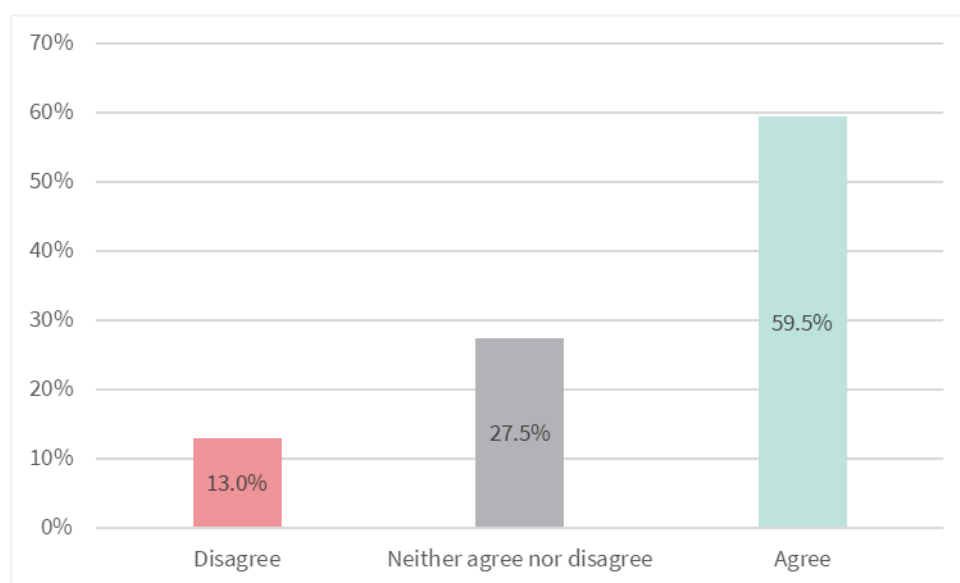
Ease of interaction with Council

Survey participants were asked about ease of interaction with the Council. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure this:

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

Sixty percent of all participants agreed that the Council makes it easy to interact with them. This has increased from 55% in 2023.

Figure 38: Agreement with ease of interaction



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

Table 31: Agreement with ease of interaction

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Council has made it easy for you to interact with it regarding your service needs	n	88	319	188	65	24	87
	%	12.9%	46.6%	27.5%	9.5%	3.5%	

“Had an issue with being overcharged. Issue was resolved but took a long time and a lot of work. Still missed some requested information.”

“Long wait times, don't have consideration for people's needs, lack of communication.”

“Whenever I have made enquiries they have been dealt with promptly.”

Best services

Survey participants were asked 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?

As in previous years, waste management is considered the best service Council provides. Parks, reserves, and green spaces is identified as the next best performing service, followed by libraries.

“Bin collection is consistent and timely.”

“Christchurch is blessed with a lot of public parks that are well maintained.”

“Libraries are fantastic spaces that are easily accessible, free to use and offer a great range of services.”

Table 32: The one service you feel the Council is performing the best in (summary)

Service	Number of comments	% of total sample	% of best comments*
Waste management	155	20%	23%
Parks, reserves and green spaces	115	15%	17%
Libraries	64	8%	10%
Recreation & Sport Centres	56	7%	8%
Public space cleaning/ City beautification	32	4%	5%
Information and communication	32	4%	5%
Events/ activities	28	4%	4%
Water supply	28	4%	4%
Facilities and services	25	3%	4%
Roading	20	3%	3%
Cycleways	15	2%	2%
Public Transport	15	2%	2%
Waterways	9	1%	1%
Rates spending and financial management	9	1%	1%
The rebuild	8	1%	1%
Community Support	7	1%	1%
Parking	7	1%	1%
Sewerage/ Wastewater	7	1%	1%
Animal Control	4	1%	1%
Footpaths	4	1%	1%
Emergency preparedness and response	4	1%	1%
Other	17	2%	
Don't know	190	25%	
Negative comment despite being asked for the best aspect	37	5%	

Base: all respondents (n=773), *n=661 ('Don't know' and negative responses removed)

The findings are displayed in more detail below.

Table 33: The one service you feel the Council is performing the best in, with the reason (detailed)

Service	In detail	Number of comments	% of best comments
Waste management	Generally good service/no issues	65	8%
	Timely collection and service	38	4%
	Undefined	26	3%
	Recycling and recycling options	18	2%
	Communicate issues	17	2%
	Reliable	15	2%
	Other	14	2%
	Availability of bins/ good size bins	10	1%
	Proper collection/no residue left behind	10	1%
	Friendly/ responsive staff	7	1%
	Easy with the app	6	1%
Parks, reserves and green space	Well presented and maintained	86	10%
	undefined	15	2%
	Availability/number/variety	14	2%
	Other	12	1%
	Family enjoys going to the park	5	1%
	Good service to have	4	0%
Libraries	Good service / good libraries	24	3%
	Availability and variety of good/current resources/activities	16	2%
	Good librarians/ staff	15	2%
	Other	10	1%
	Undefined	10	1%
	Good/ modern infrastructure	7	1%
	Free access/ free access to materials	6	1%
	Availability of and access to libraries	5	1%
Recreation and sports centres	Availability and access to swimming pools	25	3%
	Clean/ well maintained	16	2%
	Generally good service	10	1%
	Other	10	1%
	Friendly and helpful staff at the centre	5	1%
	Undefined	5	1%
	Availability and access to walking tracks	3	0%
Information and communication	Good communication/ clear	12	1%
	Easy to contact/ responsive	10	1%
	Different mode of communication (Facebook, online, face-face)	9	1%
	The use of an app - Snap Send Solve	7	1%
	Other	5	1%
Water supply	Water quality/ taste is good	10	1%
	Maintenance done promptly/ well maintained	9	1%
	Other	6	1%
	Generally good service	5	1%
	Adequate and regular supply	4	0%
	Undefined	2	0%
Events and activities	Availability/ number/ range	7	1%
	Well organised	7	1%
	undefined	6	1%
	Free/ affordable	5	1%
	Family friendly/ for all ages	4	0%
	Fun and enjoyable events	3	0%
	Other	2	0%
	Specific events and activities (Matariki, Kids Festivals, etc.)	3	0%
	Providing information on events	1	0%

Cycleways	Other	6	1%
	Good quality	5	1%
	Availability/ number	3	0%
	Undefined	3	0%
Facilities and services in general	Generally good service	20	2%
	Other	9	1%
Community support	Involvement of council	4	0%
	Other	3	0%
The rebuild	Other	5	1%
	Improving the look of the city	3	0%
	Good process being made	2	0%
Sewerage/ wastewater	Generally good service	5	1%
	Other	2	0%
Public space cleaning/ city beautification	Keeping spaces/ city clean	21	2%
	Other	7	1%
	Attract tourists/ businesses	6	1%
	Undefined	4	0%
Public transport	Generally a good/efficient service	10	1%
	Cheap and affordable bus rates	4	0%
	Other	4	0%
Roading	Roadworks/ Maintenance	13	2%
	Improved network/services	6	1%
	Other	3	0%
Rates spending and financial management	Other	6	1%
	Undefined	3	0%
Waterways	Well maintained/ clean	8	1%
	Other	3	0%
Animal control	Undefined	3	0%
	Good service	2	0%
Emergency preparedness and response	Other	3	0%
	Well prepared/ good response	1	0%
Footpaths	Well maintained	3	0%
	Other	1	0%
Parking	Other	6	1%
	Access to parking	4	0%
Don't know		195	
Negative comment despite being asked for the best aspect		37	

Don't know / nothing and negative comments removed. Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level

Services needing improvement

Survey participants were asked what service they thought was most important for the Council to improve:

- 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?

Roading has remained the most commonly cited service for improvement in the General Service Satisfaction Survey for a number of years.

“Making sure road works are completed in a timely manner and to a high standard.”

“Roading - put more effort into the roads that really need fixing and fix things properly not over and over again.”

Council decision-making / financial management and water supply remained the other key services that residents identified as needing improvement, which is consistent with previous years.

“I think overall the council are heading in the right direction, I think they need to listen to the public more and if they are going to increase rates actually show what these rates go towards.”

“Shocking rates increase despite election promises.”

“Reduce rates, stick to core business.”

“Water supply and pipes. So many leaking pipes, drinking water full of chlorine, but inconsistently. Sometimes its ok, sometimes it tastes like a swimming pool.”

Table 34: One service that is most important to improve (summary)

Service	Number of comments	% of total sample	% of improvement comments**
Roading	176	23%	27%
Council decision-making/financial management	65	8%	10%
Water supply	56	7%	9%
Information and communication	47	6%	7%
Waste management	40	5%	6%
Footpaths	40	5%	6%
Parking	33	4%	5%
Cycleways	26	3%	4%
Public transport	21	3%	3%
Public space cleaning/ City beautification	20	3%	3%
Waterways	18	2%	3%
Parks, reserves and green spaces	16	2%	2%
Sewerage/ Wastewater	10	1%	2%
Consents process	10	1%	2%
Earthquake recovery/ rebuild	7	1%	1%
Noise control	7	1%	1%
Events/ activities	6	1%	1%
Housing	5	1%	1%

Environment	5	1%	1%
Recreation & Sports Centres	4	1%	1%
As stated in previous question	2	0.3%	0.3%
Other	30	4%	5%
Don't know	192		
Positive comment despite being asked for improvement aspect	14		

* Base: all respondents (n=773), *n=644 ('Don't know' and positive responses removed)

The findings are displayed in more detail below.

Table 35: One service that is most important to improve, with the reason (detailed)

Service	In detail	Number of comments	% of improvement comments
Roading	Fix roads/ make smooth/ remove potholes	113	14%
	Better quality repair/ less frequent repair/ faster repair	48	6%
	Other	29	4%
	Improve traffic control/ flow/ accessibility	20	2%
	Undefined	17	2%
	Allocate resources correctly	7	1%
	Prioritise/ focus repairs where needed most	5	1%
	Better communication/ consultation	1	0%
Water supply	Remove chlorine/ other additives	27	3%
	Improve or retain quality/ smell/ taste/ appearance	31	4%
	Other	14	2%
	Undefined	4	0%
	Fix leaks	2	0%
	Fix the wells/ bore/ aquifer/ pumping stations	1	0%
	Halt sale of water to commercial interests	1	0%
Council decision-making/ financial management	Devise a better rates system	20	2%
	Increase council transparency/ address corruption/ accountability	15	2%
	Better quality staff	14	2%
	Avoid over expenditure/ expenditure on unnecessary projects	13	2%
	Other	9	1%
	Developing clear plans and budgets/ long term/independent thinking	7	1%
	Reduce spending on Councillors	3	0%
	Improve communication and monitoring	2	0%
	More consultation on new building spending/more consultation generally	1	0%
Waste management	Provide bigger bins/ more bins/ same size bins/ replacement of bins	17	2%
	Proper/ better collection of waste	13	2%
	Other	8	1%
	Increase collection frequency/ change time of collection	6	1%
	Better recycling options / information	5	1%
	Better delineation / education of recycling/organic/waste	3	0%
	Undefined	1	0%
Information and communication	Improve communication with the public/ improve transparency	33	4%
	Faster response to queries/concerns	7	1%
	More consultations	7	1%
	Other	7	1%
	Consistency and clarity	1	0%

Cycleways	Make more user-friendly/ Less obstructive/ Safer	16	2%
	Other	13	2%
	Ensure cycleways on arterial roads/ direct routes	1	0%
	Undefined	1	0%
Footpaths	Fix footpaths/ make smooth/ remove hazards	29	4%
	Improve accessibility	9	1%
	Clear debris/ overhanging foliage	6	1%
	Pedestrian right of way clarifications	5	1%
	Other	3	0%
	Undefined	1	0%
	Fix footpaths/ make smooth/ remove hazards	29	4%
Waterways	More efforts made to dredge/ keep clean/ clean up pollutants	9	1%
	Other	6	1%
	Planting along the river/make the rivers more presentable	5	1%
	Undefined	2	0%
	Clamping down on dumping of waste into waterways/prevent pollution	1	0%
Parking	More parking/better quality parking	19	2%
	Lower the cost/make it free in some areas	15	2%
	Other	3	0%
	Undefined	3	0%
	Fair enforcement/better enforcement	1	0%
Parks, reserves and greenspaces	Improve maintenance/repair of park facilities	12	1%
	More facilities	3	0%
	Other	3	0%
Public space cleaning/city beautification	Clear leaves, dry grass, weeds/ mow lawns/ prune trees	11	1%
	Planting more trees	4	0%
	Other	4	0%
	Council should clean up/ increase cleaning frequency	3	0%
Sewerage/ wastewater	Improve drainage/ runoff	4	0%
	Reduce unpleasant smells	4	0%
	Regular maintenance of drains and culverts	2	0%
Earthquake recovery/ rebuild	Speed up the rebuild and rebuild processes	3	0%
	Management of Heritage properties	2	0%
	More attention to the red zones	2	0%
	Other	2	0%
Public transport	Improve service to raise usage/ improve the service generally	12	1%
	Develop routes/services that meet all customers needs	3	0%
	Other	7	1%
	Undefined	2	0%
	Add / improve bus stops	1	0%
Recreation and sport centres	Construct more facilities	2	0%
	Make them cheaper/ open them for longer	1	0%
	Other	1	0%
Consents process	Raise standards for the approval process/ streamline the process	6	1%
	Other	4	0%
	Process needs to be more inclusive/ less adversarial	1	0%
	Reduce the time and costs related to the process	1	0%
Environment	Undefined	1	0%
	Address environmental issues	5	1%
Events/ activities	Provide more events and activities	6	1%
	Improvement communication about events	1	0%
Housing	Other	3	0%

	Safer housing	2	0%
	More housing	1	0%
Noise control	Fix noise control issues	5	1%
	Undefined	2	0%
Other	Other	30	4%
Don't know		192	
Positive comment despite being asked for improvement aspect		14	

Don't know / nothing and positive comments removed. Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level

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. Also included are reputation and trust measures.

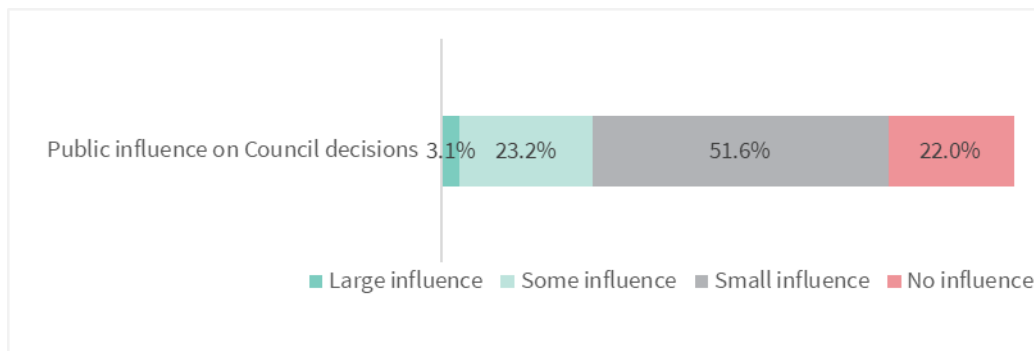
Governance and Decision Making

Survey participants were asked about their perception of public influence on Council decision making. A four-point Likert scale was used to rate their satisfaction.

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

Nearly three-quarters (74%) of respondents feel they have no or only a small influence on Council decision-making.

Figure 39: Perceived level of influence the public has on Council decision-making



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

Table 36: Perceived level of influence the public has on Council decision-making

Level of influence the public has on Council decision making		Large influence	Some influence	Small influence	No influence	Don't know/not applicable
		n	177	394	168	8
	%	3.1%	23.2%	51.6%	22.0%	

'Don't know/not applicable' responses excluded from percentage calculations

“Very indifferent staff often (at) times, going through consultation because it’s a requirement and not to benefit any projects in any way, not even being open to taking on feedback. You have to actively request information a lot of times, and sometimes the public excluded portions of council meetings are suspiciously long.”

Reputation and Trust

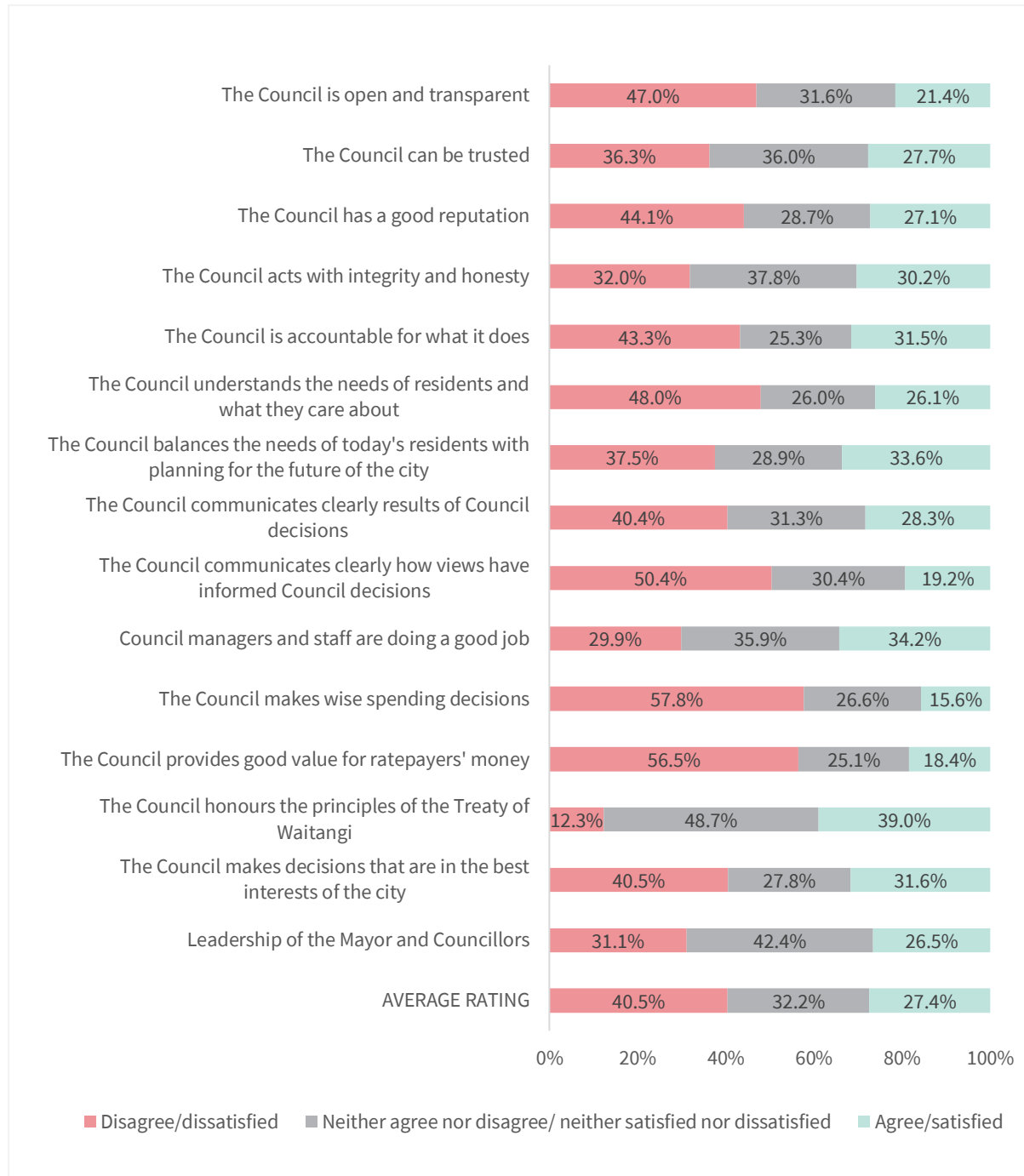
Survey participants were asked to rate their agreement or level of satisfaction with a list of statements revolving around their reputation and trust in the Council². A five-point Likert scale was used to rate their satisfaction. Fifteen factors were used to provide an overall score:

- Do you agree or disagree that the Council is open and transparent?
- Do you agree or disagree that the Council can be trusted?
- Do you agree or disagree that the Council has a good reputation?
- Do you agree or disagree that the Council acts with integrity and honesty?
- Do you agree or disagree that the Council is accountable for what it does?
- Do you agree or disagree that the Council understands the needs of residents and what they care about?
- Do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city?
- Do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?
- Do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?
- Do you agree or disagree that Council managers and staff are doing a good job?
- Do you agree or disagree that the Council makes wise spending decisions?
- Do you agree or disagree that the Council provides good value for ratepayers' money?
- Do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?
- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?
- How satisfied or dissatisfied are you with the leadership of the Mayor and Councillors?

On average, 27% of residents agree that the Council has a good reputation and can be trusted.

² A new series of questions was added to the 2023 survey focused on residents' agreement and satisfaction levels with various aspects regarding reputation and trust with the Council, with a further question added in 2024.

Figure 40: Agreement with reputation and trust statements about the Council



Base: total sample excluding 'don't know/not applicable'
 (n=756/755/759/748/756/763/754/753/744/746/748/741/544/765/746)

Table 37: Agreement and satisfaction with reputation and trust statements about the Council

		Strongly agree /very satisfied	Agree/ satisfied	Neither agree nor disagree/ Neither satisfied nor dissatisfied	Disagree/ Dissatisfied	Strongly disagree/ very dissatisfied	Don't know / not applicable
The Council is open and transparent	n	20	142	239	273	82	15
	%	2.6%	18.8%	31.6%	36.1%	10.8%	
The Council can be trusted	n	32	177	272	196	78	16
	%	4.2%	23.4%	36.0%	26.0%	10.3%	
The Council has a good reputation	n	28	178	218	248	87	12
	%	3.7%	23.5%	28.7%	32.7%	11.5%	
The Council acts with integrity and honesty	n	33	193	283	177	62	23
	%	4.4%	25.8%	37.8%	23.7%	8.3%	
The Council is accountable for what it does	n	45	193	191	214	113	15
	%	6.0%	25.5%	25.3%	28.3%	14.9%	
The Council understands the needs of residents and what they care about	n	31	168	198	262	104	8
	%	4.1%	22.0%	26.0%	34.3%	13.6%	
The Council balances the needs of today's residents with planning for the future of the city	n	28	225	218	196	87	17
	%	3.7%	29.8%	28.9%	26.0%	11.5%	
The Council communicates clearly with residents the results of Council decisions	n	24	189	236	227	77	18
	%	3.2%	25.1%	31.3%	30.1%	10.2%	
The Council communicates clearly with residents about how their views have informed Council decisions	n	24	119	226	270	105	27
	%	3.2%	16.0%	30.4%	36.3%	14.1%	
Council managers and staff are doing a good job	n	34	221	268	138	85	25
	%	4.6%	29.6%	35.9%	18.5%	11.4%	
The Council makes wise spending decisions	n	15	102	199	243	189	23
	%	2.0%	13.6%	26.6%	32.5%	25.3%	
The Council provides good value for ratepayers' money	n	21	115	186	243	176	30
	%	2.8%	15.5%	25.1%	32.8%	23.8%	
The Council honours the principles of the Treaty of Waitangi	n	45	167	265	41	26	227
	%	8.3%	30.7%	48.7%	7.5%	4.8%	
The Council makes decisions in the best interests of the city	n	32	210	213	196	114	6
	%	4.2%	27.5%	27.8%	25.6%	14.9%	
Leadership of the Mayor and Councillors	n	29	169	316	166	66	25
	%	3.9%	22.7%	42.4%	22.3%	8.8%	
AVERAGE RATING		4.1%	23.3%	32.2%	27.5%	13.0%	

'Don't know/not applicable' responses excluded from percentage calculations

“Be more transparent and listen to our needs. Stop increasing the rates, it is becoming unaffordable.”

“The council needs to be more transparent and honest with ratepayers and the Mayor is also included in this list. No person seems to be accountable for their actions and decisions.”

“Stop meetings behind closed doors. It may be months before one knows what has been discussed if at all. Is it so secretive or the Councillors do not want Joe Blog to know who voted for what.”

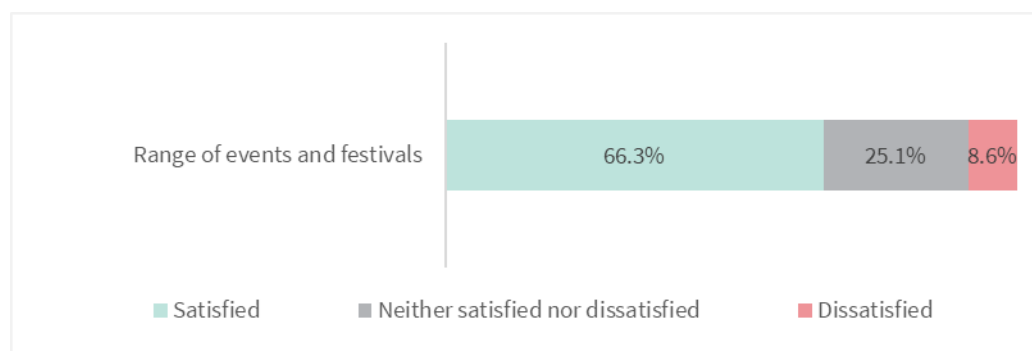
Events and festivals

Survey participants were asked about their satisfaction with the range of events and festivals. A five-point Likert scale was used to rate their satisfaction.

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

Satisfaction with the range of events and festivals is reasonably high, with two thirds of respondents stating they are satisfied or very satisfied.

Figure 41: Satisfaction with the range of events and festivals



Base: total sample excluding 'don't know/not applicable' (n=744)

Table 38: Satisfaction with the range of events and festivals

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with the range of events and festivals	n	106	387	187	53	11	27
	%	14.2%	52.0%	25.1%	7.1%	1.5%	

'Don't know/not applicable' responses excluded from percentage calculations

"The events the council hold are fantastic for the community and for families. They are planned perfectly."

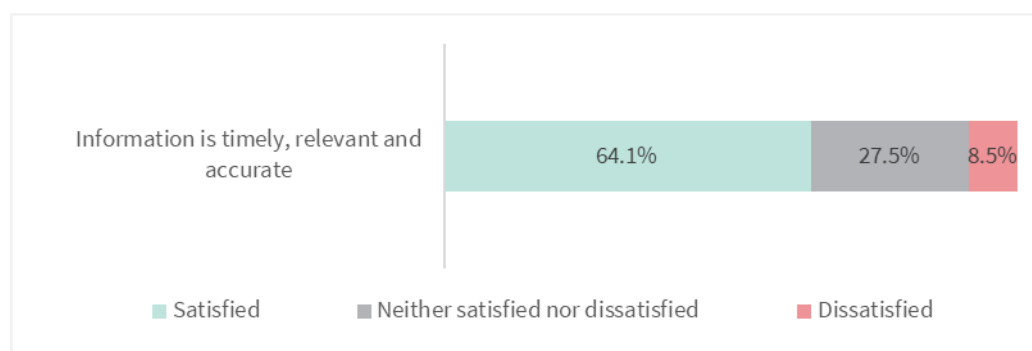
City promotions

Survey participants were asked about their satisfaction with the information received about city events and festivals. A five-point Likert scale was used to rate their satisfaction.

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

Almost two thirds (64%) of respondents were satisfied with information received about city events and festivals.

Figure 42: Satisfaction with timely, relevant, and accurate information



Base: total sample excluding 'don't know/not applicable' (n=754)

Table 39: Satisfaction with timely, relevant, and accurate information

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Information is timely, relevant and accurate	n	113	370	207	55	9	17
	%	15.0%	49.1%	27.5%	7.3%	1.2%	

'Don't know/not applicable' responses excluded from percentage calculations

"The council puts on great events, kid friendly, easy access to info with the What's On app and the events themselves are fun and interesting and varied too!"

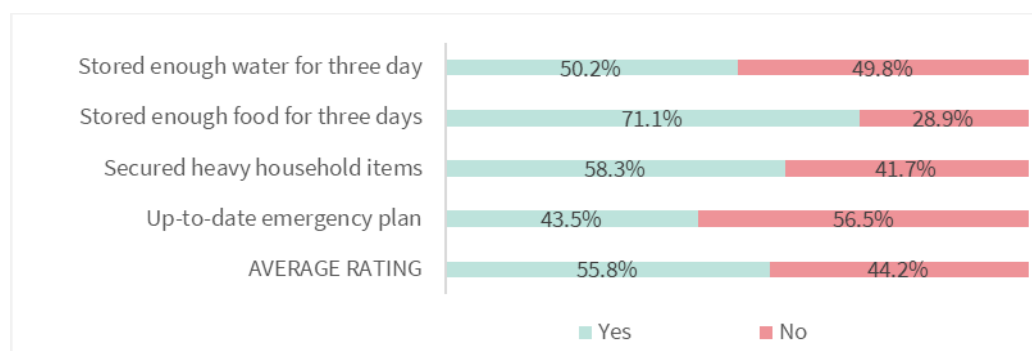
Civil Defence and emergency management

Survey participants were asked about their household preparedness for natural disasters³. A yes/no response option was used to rate their preparedness. Four factors were used to measure this:

- 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, 56% of households are prepared for natural disasters. Having an adequate food supply and securing heavy household items were the most predominant preparation forms. Less than half of all households (44%) had an up- to-date emergency plan.

Figure 43: Household preparedness for a natural disaster



Base: total sample excluding 'don't know/not applicable' (n=763/765/741/729)

Table 40: Household preparedness for a natural disaster

		Yes	No	Don't know / not applicable
Stored enough water for three days	n	383	380	8
	%	50.2%	49.8%	
Stored enough food for three days	n	544	221	6
	%	71.1%	28.9%	
Secured household items that might fall in an earthquake	n	432	309	30
	%	58.3%	41.7%	
Up-to-date household emergency plan	n	317	412	42
	%	43.5%	56.5%	
AVERAGE RATING		55.8%	44.2%	

'Don't know/not applicable' responses excluded from percentage calculations

³ These questions were re-introduced in 2022.

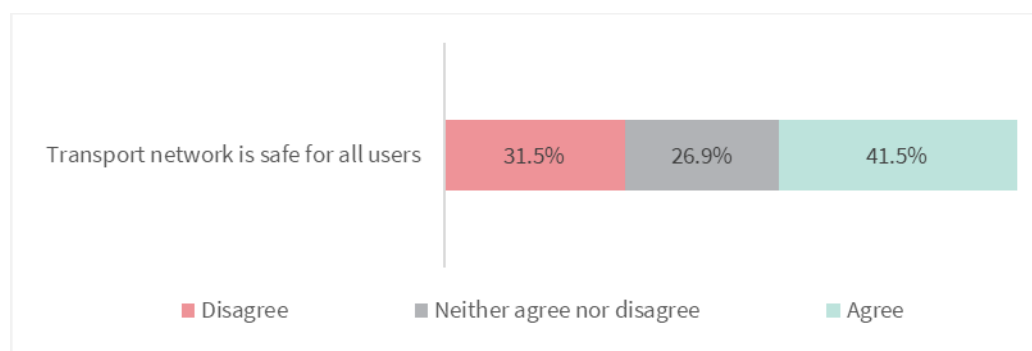
Transport safety

New for 2024, survey participants were asked the safety of the transport network for all users. A five-point Likert scale was used to rate their agreement.

- How much do you agree or disagree that our transport network is **SAFE** for **ALL** users so that everyone comes home healthy and safe each day?

42% of survey respondents agreed that the transport network is safe for all users, with 32% disagreeing.

Figure 44: Level of agreement that the transport network is safe for all users



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

Table 41: Level of agreement that the transport network is safe for all users

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Transport network is safe for all users	n	44	272	205	189	51	10
	%	5.8%	35.7%	26.9%	24.8%	6.7%	5.8%

'Don't know/not applicable' responses excluded from percentage calculations

“Safety for walkers and cyclists (and wheelchair, scooter, mobility scooters, etc.); especially around schools, high schools, university, polytech, hospital, and supermarkets. More needs to be done to slow down drivers.”

“Appreciate the efforts to provide safe travel spaces for cars, pedestrian, cyclists, but something needs to be done about e-scooters and bikes. They travel with more speed/power than others and can cause more serious accidents.”

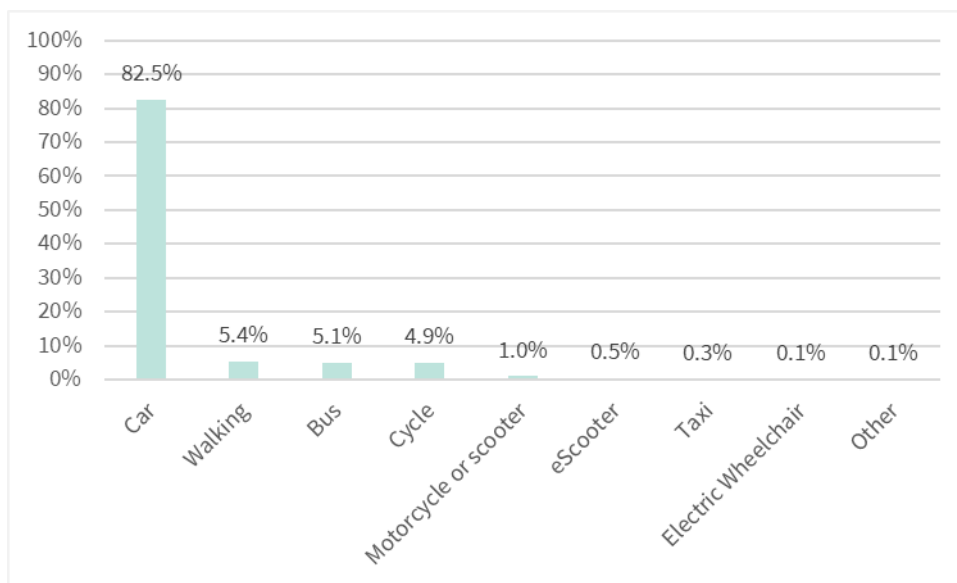
Transport ease

New for 2024, survey participants were asked their usual mode of transport they used most often, and the ease of travelling by that mode using a five-point Likert scale:

- How did you usually travel in Christchurch in the last 12 months? (select the ONE method you used the MOST OFTEN)
- How easy or difficult was it to travel by <<MODE>> in Christchurch in the last 12 months?

The majority of survey respondents (82.5%) travelled by car most often, followed by walking (5.4%), bus (5.1%), and cycle (4.9%).

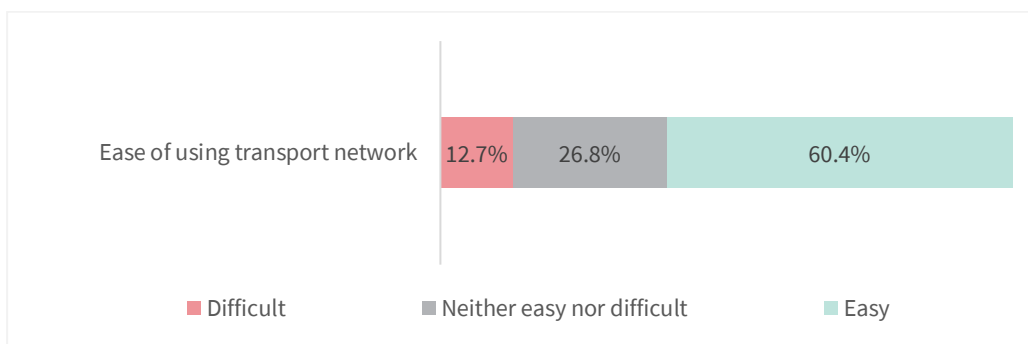
Figure 45: Mode of transport used most often



Base: total sample excluding 'don't know/not applicable' (n=771)

Overall, 60% of respondents reported that they found it easy to travel in Christchurch, while 13% found it difficult.

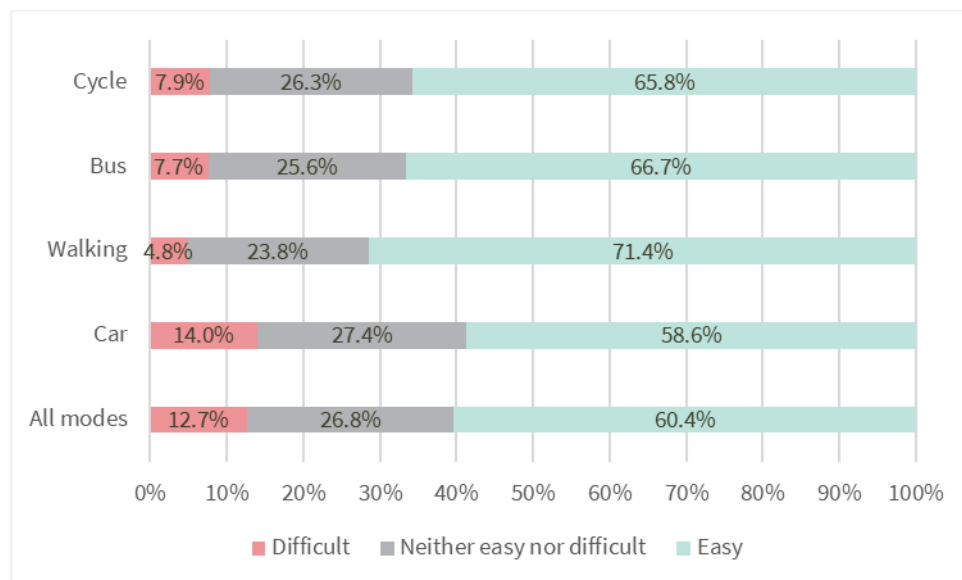
Figure 46: Level of agreement that it is easy to travel using usual mode of transport



Base: total sample excluding 'don't know/not applicable' (n=771)

When looking at the ease of travelling by the four main modes of transport used⁴, those usually travelling by car reported the lowest levels of ease and the highest levels of difficulty. Respondents who usually walked reported the highest levels of ease and the lower levels of difficulty.

Figure 47: Ease of travel around Christchurch, by four main modes and total modes



Base: total sample excluding 'don't know/not applicable' (n=771/636/42/39/38)

Table 42: Level of agreement that it is easy to travel using usual mode of transport

Usual mode	Very easy		Easy	Neither easy nor difficult	Difficult	Very difficult
	n	%	n	%	n	%
Car	89	14.0%	284	44.7%	174	27.4%
					79	12.4%
Walking	12	28.6%	18	42.9%	10	23.8%
					2	4.8%
Bus	9	23.1%	17	43.6%	10	25.6%
					2	5.1%
Cycle	4	10.5%	21	55.3%	10	26.3%
					3	7.9%
Motor cycle or scooter	2	25.0%	4	50.0%	2	25.0%
					0	0.0%
eScooter	3	75.0%	0	0.0%	0	0.0%
					1	25.0%
Taxi	1	50.0%	1	50.0%	0	0.0%
					0	0.0%
Electric wheelchair	0	0.0%	0	0.0%	1	100.0%
					0	0.0%
Other	1	100.0%	0	0.0%	0	0.0%
					0	0.0%
Total	121	15.7%	345	44.7%	207	26.8%
					87	11.3%

Base: total sample excluding 'don't know/not applicable' (n=771/636/42/39/38/8/4/2/1/1)

⁴ The other modes were each used by fewer than 10 respondents

“The cycle ways are amazing in Christchurch. They make it so much easier to get around the city safely.”

“Public transport! It's on time affordable and easy to use!”

“Roads and inner city parking! A lot of my friends won't go near the City centre because of narrow streets, wide footpaths and cycle lanes, including lack of parking. They prefer suburban malls where they can park and easily transport their purchases to their vehicles.”

Section 4: Appendix

Findings by Community Board

The following section details survey findings by Community Board.

Note percentages for community boards *include* don't know/not applicable in percentage calculations, so proportions are not directly comparable with the city-wide level of service proportions (which *exclude* don't know/not applicable responses).

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?'

Table 43: Understanding of Council decision-making

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	6.3%	1.5%	3.0%	5.7%	8.1%
Agree	29.4%	23.8%	26.5%	26.6%	31.6%	34.8%
Neither agree nor disagree	17.6%	29.4%	24.2%	29.6%	28.5%	21.5%
Disagree	17.6%	28.8%	34.1%	31.4%	23.4%	23.0%
Strongly disagree	5.9%	10.0%	10.6%	7.1%	8.2%	12.6%
Don't know/not applicable	5.9%	1.9%	3.0%	2.4%	2.5%	0.0%

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

Table 44: Accuracy of information

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	4.4%	1.5%	4.1%	5.1%	10.4%
Satisfied	23.5%	24.4%	25.8%	32.0%	37.3%	27.4%
Neither satisfied nor dissatisfied	29.4%	35.0%	31.8%	29.6%	29.7%	28.9%
Dissatisfied	23.5%	28.1%	32.6%	27.2%	19.6%	23.0%
Very dissatisfied	0.0%	5.6%	6.1%	4.1%	5.7%	7.4%
Don't know/not applicable	0.0%	2.5%	2.3%	3.0%	2.5%	3.0%

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

Table 45: Information is prompt and timely

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	3.1%	3.8%	1.2%	3.8%	6.7%
Satisfied	29.4%	25.0%	23.5%	23.7%	28.5%	26.7%
Neither satisfied nor dissatisfied	29.4%	29.4%	20.5%	28.4%	30.4%	24.4%
Dissatisfied	23.5%	33.8%	46.2%	37.3%	29.1%	31.1%
Very dissatisfied	0.0%	6.3%	4.5%	7.1%	5.7%	8.1%
Don't know/not applicable	0.0%	2.5%	1.5%	2.4%	2.5%	3.0%

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

Table 46: Perceived level of influence the public has on Council decision-making

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Large influence	5.9%	1.9%	3.0%	1.8%	3.2%	5.9%
Some influence	41.2%	20.6%	18.9%	21.3%	30.4%	20.7%
Small influence	47.1%	51.9%	51.5%	49.7%	51.9%	51.1%
No influence	5.9%	24.4%	25.8%	26.6%	12.7%	21.5%
Don't know/NA	0.0%	1.3%	0.8%	0.6%	1.9%	0.7%

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

Table 47: Opportunities to have a say in what Council does

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	2.5%	2.3%	3.0%	5.1%	8.1%
Satisfied	29.4%	21.9%	26.5%	21.9%	28.5%	20.0%
Neither satisfied nor dissatisfied	41.2%	33.8%	31.1%	29.0%	29.1%	34.1%
Dissatisfied	11.8%	26.9%	27.3%	29.6%	25.3%	25.9%
Very dissatisfied	0.0%	11.3%	9.8%	11.2%	9.5%	8.9%
Don't know/not applicable	0.0%	3.8%	3.0%	5.3%	2.5%	3.0%

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

Table 48: Council's decision-making processes are easy to use or engage with

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	1.3%	1.5%	1.8%	5.1%	7.4%

Satisfied	35.3%	18.1%	17.4%	20.7%	26.6%	20.7%
Neither satisfied nor dissatisfied	29.4%	40.0%	40.9%	28.4%	26.6%	29.6%
Dissatisfied	11.8%	26.3%	27.3%	33.7%	26.6%	25.2%
Very dissatisfied	0.0%	9.4%	7.6%	8.9%	9.5%	11.1%
Don't know/not applicable	0.0%	5.0%	5.3%	6.5%	5.7%	5.9%

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?

Table 49: Satisfaction with the appearance of monuments and other heritage objects

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	14.4%	10.6%	8.3%	17.7%	14.8%
Satisfied	58.8%	48.8%	58.3%	55.6%	51.3%	49.6%
Neither satisfied nor dissatisfied	11.8%	30.6%	24.2%	29.6%	24.1%	27.4%
Dissatisfied	5.9%	1.3%	3.0%	2.4%	4.4%	5.2%
Very dissatisfied	0.0%	0.6%	0.8%	1.2%	0.0%	0.0%
Don't know/not applicable	5.9%	4.4%	3.0%	3.0%	2.5%	3.0%

- How satisfied or dissatisfied are you with their condition?

Table 50: Satisfaction with the condition of monuments and other heritage objects

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	29.4%	11.9%	7.6%	8.9%	18.4%	15.6%
Satisfied	58.8%	48.8%	56.8%	52.7%	48.1%	51.9%
Neither satisfied nor dissatisfied	0.0%	29.4%	28.8%	30.8%	25.3%	23.0%
Dissatisfied	5.9%	5.0%	3.0%	3.6%	4.4%	5.2%
Very dissatisfied	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%
Don't know/not applicable	5.9%	5.0%	3.0%	3.6%	3.8%	4.4%

- 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?

Table 51: Satisfaction with the appearance of heritage buildings

	Te Pātaka o Rākaihautū -	Waitai – Coastal-	Waimāero – Fendalton-	Waipuna – Halswell-	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-
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	Banks Peninsula	Burwood-Linwood	Waimairi-Harewood	Hornby-Riccarton		Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	10.6%	6.8%	13.0%	13.9%	16.3%
Satisfied	41.2%	46.3%	53.0%	47.9%	57.0%	54.8%
Neither satisfied nor dissatisfied	23.5%	24.4%	25.0%	24.9%	16.5%	17.8%
Dissatisfied	5.9%	12.5%	9.8%	7.7%	6.3%	5.9%
Very dissatisfied	0.0%	4.4%	0.8%	0.6%	3.8%	0.7%
Don't know/not applicable	5.9%	1.9%	4.5%	5.9%	2.5%	4.4%

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

Table 52: Satisfaction with the condition of heritage buildings

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	7.5%	7.6%	7.7%	13.9%	12.6%
Satisfied	47.1%	40.0%	43.9%	43.2%	44.3%	46.7%
Neither satisfied nor dissatisfied	17.6%	27.5%	28.0%	30.2%	21.5%	23.7%
Dissatisfied	5.9%	16.9%	12.1%	10.7%	10.1%	8.9%
Very dissatisfied	0.0%	5.6%	3.0%	1.8%	5.7%	2.2%
Don't know/not applicable	5.9%	2.5%	5.3%	6.5%	4.4%	5.9%

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)?

Table 53: Satisfaction with kerbside recycling

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	35.3%	34.4%	22.7%	27.8%	38.0%	35.6%
Satisfied	58.8%	48.1%	53.8%	53.8%	49.4%	48.9%
Neither satisfied nor dissatisfied	5.9%	7.5%	12.1%	11.2%	5.7%	8.1%
Dissatisfied	0.0%	8.8%	9.8%	5.3%	5.1%	5.2%
Very dissatisfied	0.0%	0.6%	1.5%	0.6%	1.9%	2.2%
Don't know/not applicable	0.0%	0.6%	0.0%	1.2%	0.0%	0.0%

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

Table 54: Satisfaction with kerbside rubbish

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	29.4%	32.5%	25.8%	26.6%	41.8%	38.5%
Satisfied	58.8%	47.5%	54.5%	55.0%	48.7%	48.9%
Neither satisfied nor dissatisfied	11.8%	8.1%	12.1%	10.7%	3.2%	8.1%
Dissatisfied	0.0%	8.1%	4.5%	5.3%	4.4%	3.0%
Very dissatisfied	0.0%	2.5%	3.0%	1.8%	1.9%	1.5%
Don't know/not applicable	0.0%	1.3%	0.0%	0.6%	0.0%	0.0%

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

Table 55: Satisfaction with organic material

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	35.3%	31.3%	24.2%	29.6%	39.2%	34.8%
Satisfied	52.9%	46.9%	53.8%	52.1%	50.6%	48.1%
Neither satisfied nor dissatisfied	11.8%	10.6%	11.4%	9.5%	4.4%	8.1%
Dissatisfied	0.0%	8.8%	4.5%	5.3%	3.8%	7.4%
Very dissatisfied	0.0%	1.3%	4.5%	1.8%	1.9%	1.5%
Don't know/not applicable	0.0%	1.3%	1.5%	1.8%	0.0%	0.0%

Sewerage and Stormwater

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

Table 56: Minimal odour from the sewerage system

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	5.9%	10.0%	12.1%	17.8%	15.2%	15.6%
Satisfied	47.1%	32.5%	53.8%	42.0%	44.9%	42.2%
Neither satisfied nor dissatisfied	29.4%	21.3%	14.4%	17.2%	18.4%	23.0%
Dissatisfied	11.8%	20.6%	9.1%	11.8%	13.3%	11.9%
Very dissatisfied	0.0%	13.1%	6.1%	5.3%	3.8%	5.2%
Don't know/not applicable	5.9%	2.5%	4.5%	5.9%	4.4%	2.2%

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

Table 57: Wastewater services are reliable

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	16.3%	12.1%	20.1%	23.4%	12.6%
Satisfied	41.2%	48.8%	62.9%	53.3%	51.9%	59.3%
Neither satisfied nor dissatisfied	17.6%	21.3%	15.9%	15.4%	16.5%	18.5%
Dissatisfied	11.8%	8.8%	1.5%	5.9%	1.9%	3.0%
Very dissatisfied	0.0%	2.5%	1.5%	1.2%	1.3%	0.0%
Don't know/not applicable	5.9%	2.5%	6.1%	4.1%	5.1%	6.7%

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

Table 58: Repairs and complaints are investigated in a timely manner

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	11.9%	8.3%	10.7%	17.1%	11.1%
Satisfied	52.9%	41.9%	44.7%	48.5%	44.9%	45.2%
Neither satisfied nor dissatisfied	17.6%	26.3%	22.0%	17.8%	20.3%	18.5%
Dissatisfied	5.9%	8.8%	5.3%	8.9%	3.8%	12.6%
Very dissatisfied	0.0%	4.4%	4.5%	3.0%	1.9%	4.4%
Don't know/not applicable	11.8%	6.9%	15.2%	11.2%	12.0%	8.1%

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

Table 59: Condition of waterways

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	5.6%	2.3%	4.1%	8.2%	6.7%
Satisfied	41.2%	27.5%	40.9%	35.5%	36.7%	43.0%
Neither satisfied nor dissatisfied	17.6%	22.5%	27.3%	23.1%	25.3%	17.8%
Dissatisfied	17.6%	28.8%	15.9%	23.1%	20.9%	23.7%
Very dissatisfied	0.0%	10.6%	8.3%	7.7%	5.7%	8.1%
Don't know/not applicable	11.8%	5.0%	5.3%	6.5%	3.2%	0.7%

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

Table 60: Condition of waterway margins

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
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Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	5.0%	3.0%	6.5%	10.8%	8.9%
Satisfied	41.2%	40.6%	46.2%	42.0%	48.1%	47.4%
Neither satisfied nor dissatisfied	23.5%	28.1%	28.8%	26.6%	25.9%	21.5%
Dissatisfied	11.8%	19.4%	10.6%	14.2%	8.9%	14.8%
Very dissatisfied	0.0%	3.8%	2.3%	5.3%	0.6%	4.4%
Don't know/not applicable	5.9%	3.1%	9.1%	5.3%	5.7%	3.0%

- How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?

Table 61: Appearance of Christchurch's waterway margins

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	7.5%	4.5%	8.9%	9.5%	11.1%
Satisfied	52.9%	45.6%	50.8%	43.2%	53.8%	52.6%
Neither satisfied nor dissatisfied	23.5%	24.4%	28.0%	25.4%	23.4%	18.5%
Dissatisfied	5.9%	18.1%	10.6%	11.2%	7.6%	11.1%
Very dissatisfied	0.0%	2.5%	1.5%	5.9%	1.3%	5.2%
Don't know/not applicable	5.9%	1.9%	4.5%	5.3%	4.4%	1.5%

- How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 62: Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	4.4%	3.8%	5.9%	7.0%	9.6%
Satisfied	35.3%	29.4%	30.3%	37.9%	41.8%	40.0%
Neither satisfied nor dissatisfied	17.6%	26.9%	29.5%	26.6%	27.2%	20.0%
Dissatisfied	23.5%	25.6%	22.7%	18.9%	14.6%	17.8%
Very dissatisfied	0.0%	9.4%	4.5%	5.3%	6.3%	8.9%
Don't know/not applicable	5.9%	4.4%	9.1%	5.3%	3.2%	3.7%

Transportation

- How much do you agree or disagree that Christchurch is a walking-friendly city?

Table 63: Agreement that Christchurch is a walking friendly-city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135

Strongly agree	17.6%	13.8%	15.2%	15.4%	29.7%	17.8%
Agree	70.6%	63.1%	56.1%	49.1%	52.5%	51.1%
Neither agree nor disagree	5.9%	17.5%	18.9%	19.5%	10.8%	20.0%
Disagree	5.9%	1.9%	6.8%	13.0%	2.5%	4.4%
Strongly disagree	0.0%	3.1%	1.5%	1.8%	3.8%	4.4%
Don't know/not applicable	0.0%	0.6%	1.5%	1.2%	0.6%	2.2%

- How much do you agree or disagree that Christchurch is a cycle-friendly city?

Table 64: Agreement that Christchurch is a cycle-friendly city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	10.6%	10.6%	12.4%	14.6%	15.6%
Agree	35.3%	53.1%	39.4%	51.5%	51.9%	54.8%
Neither agree nor disagree	29.4%	18.8%	29.5%	20.1%	16.5%	17.8%
Disagree	11.8%	10.0%	9.1%	12.4%	10.8%	8.1%
Strongly disagree	0.0%	3.8%	6.1%	1.2%	1.9%	1.5%
Don't know/not applicable	5.9%	3.8%	5.3%	2.4%	4.4%	2.2%

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

Table 65: Frequency of cycling on public roads

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
All the time, by that I mean about every day	5.9%	1.3%	8.3%	3.6%	7.0%	8.1%
Frequently, by that I mean at least once a week	29.4%	7.5%	10.6%	10.1%	10.8%	18.5%
Occasionally, by that I mean around once a month	5.9%	11.9%	9.1%	9.5%	10.8%	12.6%
Rarely, by that I mean no more than a few times a year	17.6%	20.6%	23.5%	26.0%	22.2%	23.0%
Never	41.2%	58.1%	48.5%	50.9%	49.4%	37.8%
Don't know/not applicable	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%

Roads and Footpaths

- How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?

Table 66: Condition of roads

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
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Number of respondents	17	160	132	169	158	17
Very satisfied	29.4%	4.4%	2.3%	4.1%	6.3%	7.4%
Satisfied	23.5%	18.1%	22.7%	17.2%	26.6%	24.4%
Neither satisfied nor dissatisfied	17.6%	10.6%	18.9%	19.5%	20.9%	26.7%
Dissatisfied	29.4%	42.5%	40.9%	36.7%	32.3%	26.7%
Very dissatisfied	0.0%	24.4%	15.2%	21.9%	13.3%	14.8%
Don't know/not applicable	0.0%	0.0%	0.0%	0.6%	0.6%	0.0%

- What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads?

Table 67: THREE MAIN reasons for dissatisfaction with condition of roads

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	5	107	74	99	72	56
Ongoing patch repairs to roads	20.0%	71.0%	64.9%	69.7%	70.8%	75.0%
There are potholes in the roads	100.0%	60.7%	60.8%	55.6%	59.7%	51.8%
Road surfaces are not smooth or level	60.0%	58.9%	52.7%	49.5%	63.9%	53.6%
Roadworks are taking too long	20.0%	33.6%	40.5%	37.4%	29.2%	37.5%
Roadworks not completed to a good standard	20.0%	37.4%	35.1%	36.4%	37.5%	41.1%
Roadworks are causing delays and disruption	60.0%	21.5%	33.8%	21.2%	15.3%	21.4%
Roads are not swept often enough (including litter and debris on roads)	0.0%	6.5%	6.8%	13.1%	9.7%	8.9%
Other – please specify	0.0%	4.7%	4.1%	4.0%	2.8%	3.6%

- How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths??

Table 68: Satisfaction with the condition of footpaths

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	5.9%	2.5%	3.8%	4.7%	8.9%	8.1%
Satisfied	47.1%	22.5%	30.3%	27.2%	37.3%	31.1%
Neither satisfied nor dissatisfied	23.5%	22.5%	23.5%	26.6%	21.5%	25.2%
Dissatisfied	23.5%	35.0%	28.8%	26.0%	21.5%	25.2%
Very dissatisfied	0.0%	16.9%	12.1%	14.2%	10.1%	9.6%
Don't know/not applicable	0.0%	0.6%	1.5%	1.2%	0.6%	0.7%

Table 69: THREE MAIN reasons for dissatisfaction with condition of footpaths

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	4	83	54	68	50	47
Footpath surfaces are not smooth or level	25.0%	60.2%	57.4%	54.4%	66.0%	46.8%
Footpath surfaces or kerbs/gutters contain holes or cracks	50.0%	48.2%	55.6%	47.1%	50.0%	53.2%
Repairs are not completed to a good standard	25.0%	60.2%	40.7%	32.4%	38.0%	57.4%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	0.0%	47.0%	57.4%	47.1%	50.0%	25.5%
Repairs and upgrades are taking too long	50.0%	28.9%	37.0%	36.8%	36.0%	34.0%
Footpaths are too narrow to accommodate all users	50.0%	13.3%	14.8%	16.2%	20.0%	27.7%
Litter and debris on footpaths	50.0%	16.9%	7.4%	19.1%	14.0%	12.8%
There are not enough footpaths on some streets	50.0%	7.2%	13.0%	23.5%	10.0%	17.0%
Other	0.0%	1.2%	3.7%	0.0%	8.0%	19.1%

- How much do you agree or disagree that our transport network is SAFE for ALL users?

Table 70: Transport network is safe for all users

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	3.1%	4.5%	5.9%	7.0%	6.7%
Agree	41.2%	38.8%	31.8%	32.5%	38.6%	33.3%
Neither agree nor disagree	29.4%	29.4%	26.5%	25.4%	23.4%	28.1%
Disagree	11.8%	20.6%	28.0%	28.4%	22.2%	25.2%
Strongly disagree	0.0%	8.1%	6.8%	6.5%	7.0%	5.2%
Don't know/not applicable	0.0%	0.0%	2.3%	1.2%	1.9%	1.5%

- How easy or difficult was it to travel by usual mode?

Table 71: Transport network is easy to use

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very easy	17.6%	3.1%	4.5%	5.9%	7.0%	6.7%
Easy	41.2%	38.8%	31.8%	32.5%	38.6%	33.3%
Neither easy nor difficult	29.4%	29.4%	26.5%	25.4%	23.4%	28.1%
Difficult	11.8%	20.6%	28.0%	28.4%	22.2%	25.2%
Very difficult	0.0%	8.1%	6.8%	6.5%	7.0%	5.2%

Don't know/not applicable	0.0%	0.0%	2.3%	1.2%	1.9%	1.5%
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Water Supply

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

Table 72: Quality of water supply

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	11.9%	15.9%	12.4%	14.6%	17.8%
Satisfied	29.4%	28.8%	31.8%	39.6%	36.7%	27.4%
Neither satisfied nor dissatisfied	11.8%	13.1%	15.9%	11.2%	11.4%	10.4%
Dissatisfied	23.5%	25.6%	20.5%	21.9%	21.5%	31.9%
Very dissatisfied	5.9%	19.4%	15.2%	14.8%	15.2%	12.6%
Don't know/not applicable	5.9%	1.3%	0.8%	0.0%	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?”

Table 73: Council repairs leaks and investigates complaints in a timely manner

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	11.9%	8.3%	10.7%	17.1%	11.1%
Satisfied	52.9%	41.9%	44.7%	48.5%	44.9%	45.2%
Neither satisfied nor dissatisfied	17.6%	26.3%	22.0%	17.8%	20.3%	18.5%
Dissatisfied	5.9%	8.8%	5.3%	8.9%	3.8%	12.6%
Very dissatisfied	0.0%	4.4%	4.5%	3.0%	1.9%	4.4%
Don't know/not applicable	11.8%	6.9%	15.2%	11.2%	12.0%	8.1%

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

Table 74: Reliability of water supply

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	24.4%	28.8%	28.4%	31.0%	26.7%
Satisfied	58.8%	56.3%	59.8%	54.4%	53.8%	53.3%
Neither satisfied nor dissatisfied	11.8%	10.0%	8.3%	8.9%	10.8%	14.1%
Dissatisfied	5.9%	5.6%	2.3%	6.5%	2.5%	4.4%
Very dissatisfied	0.0%	2.5%	0.0%	1.2%	0.6%	1.5%
Don't know/not applicable	5.9%	1.3%	0.8%	0.6%	1.3%	0.0%

Parking

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

Table 75: Usage of Council parking facility

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Yes, on-street	58.8%	66.9%	69.7%	65.7%	76.6%	74.8%
Yes, Council off-street	47.1%	55.0%	59.1%	52.7%	51.3%	55.6%
No	11.8%	13.8%	6.8%	17.2%	11.4%	11.9%

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

Table 76: Ease of use of on-street parking meters

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	12.5%	11.9%	9.7%	11.2%	16.9%	14.6%
Satisfied	43.8%	45.0%	50.0%	41.0%	47.4%	43.1%
Neither satisfied nor dissatisfied	37.5%	15.2%	20.2%	21.7%	19.5%	13.8%
Dissatisfied	0.0%	15.9%	10.5%	13.0%	9.7%	13.8%
Very dissatisfied	0.0%	4.6%	7.3%	5.0%	0.6%	4.6%
Don't know/not applicable	6.3%	7.3%	2.4%	8.1%	5.8%	10.0%

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

Table 77: Range of parking facilities available

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	18.8%	7.3%	4.0%	6.2%	14.3%	10.8%
Satisfied	37.5%	39.7%	41.1%	34.2%	41.6%	42.3%
Neither satisfied nor dissatisfied	31.3%	19.2%	25.0%	17.4%	19.5%	16.9%
Dissatisfied	12.5%	20.5%	16.9%	27.3%	14.3%	16.9%
Very dissatisfied	0.0%	8.6%	10.5%	6.8%	5.8%	6.9%
Don't know/not applicable	0.0%	4.6%	2.4%	8.1%	4.5%	6.2%

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

Table 78: Information provided about parking options

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	0.0%	7.9%	2.4%	5.6%	12.3%	10.0%
Satisfied	62.5%	43.0%	45.2%	42.2%	48.1%	47.7%
Neither satisfied nor dissatisfied	18.8%	27.2%	32.3%	25.5%	25.3%	23.8%
Dissatisfied	18.8%	14.6%	10.5%	18.0%	6.5%	6.2%
Very dissatisfied	0.0%	2.6%	5.6%	5.0%	3.9%	6.2%
Don't know/not applicable	0.0%	4.6%	4.0%	3.7%	3.9%	6.2%

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

Table 79: Ease of use of Council parking

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	6.3%	10.6%	4.8%	6.2%	14.9%	11.5%
Satisfied	56.3%	40.4%	45.2%	39.8%	50.6%	45.4%
Neither satisfied nor dissatisfied	31.3%	27.8%	25.8%	24.8%	24.7%	21.5%
Dissatisfied	6.3%	9.9%	16.1%	16.1%	4.5%	10.8%
Very dissatisfied	0.0%	5.3%	6.5%	6.8%	1.9%	5.4%
Don't know/not applicable	0.0%	6.0%	1.6%	6.2%	3.2%	5.4%

Parks

- How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?

Table 80: Appearance of central city parks and green spaces

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	21.9%	21.2%	23.7%	30.4%	37.8%
Satisfied	64.7%	62.5%	64.4%	59.8%	52.5%	49.6%
Neither satisfied nor dissatisfied	5.9%	11.9%	10.6%	13.0%	12.7%	5.9%
Dissatisfied	0.0%	0.6%	0.8%	0.6%	1.3%	3.7%
Very dissatisfied	0.0%	0.6%	0.8%	0.6%	0.6%	1.5%
Don't know/not applicable	5.9%	2.5%	2.3%	2.4%	2.5%	1.5%

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

Table 81: Condition of these parks and green spaces

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	19.4%	15.9%	21.9%	27.8%	34.1%
Satisfied	64.7%	61.3%	62.1%	58.0%	55.1%	51.1%
Neither satisfied nor dissatisfied	0.0%	12.5%	15.2%	11.8%	9.5%	7.4%
Dissatisfied	11.8%	3.1%	3.8%	4.1%	3.8%	4.4%
Very dissatisfied	0.0%	0.6%	0.8%	1.8%	0.6%	1.5%
Don't know/not applicable	11.8%	3.1%	2.3%	2.4%	3.2%	1.5%

- How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?

Table 82: The range of recreation facilities available

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	23.8%	21.2%	20.7%	26.6%	34.1%
Satisfied	82.4%	56.9%	56.1%	57.4%	57.6%	51.9%
Neither satisfied nor dissatisfied	0.0%	10.6%	13.6%	10.1%	8.9%	7.4%
Dissatisfied	5.9%	5.6%	4.5%	8.9%	4.4%	4.4%
Very dissatisfied	0.0%	1.9%	1.5%	1.2%	0.6%	1.5%
Don't know/not applicable	0.0%	1.3%	3.0%	1.8%	1.9%	0.7%

- How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's park (including beach park areas)?

Table 83: Information provided about recreation facilities

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	15.0%	9.1%	10.7%	19.0%	20.0%
Satisfied	70.6%	50.6%	50.8%	50.9%	51.9%	52.6%
Neither satisfied nor dissatisfied	11.8%	20.6%	31.8%	27.2%	17.7%	18.5%
Dissatisfied	0.0%	8.1%	5.3%	6.5%	4.4%	5.2%
Very dissatisfied	0.0%	1.3%	0.0%	0.6%	1.3%	0.7%
Don't know/not applicable	0.0%	4.4%	3.0%	4.1%	5.7%	3.0%

Events and Festivals

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

Table 84: Satisfaction with the range of events and festivals

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	12.5%	10.6%	10.7%	14.6%	20.7%
Satisfied	58.8%	48.8%	43.2%	50.9%	55.1%	51.1%
Neither satisfied nor dissatisfied	11.8%	26.3%	28.0%	24.9%	22.2%	21.5%
Dissatisfied	5.9%	9.4%	9.8%	7.1%	3.8%	4.4%
Very dissatisfied	0.0%	0.6%	2.3%	1.8%	1.9%	0.7%
Don't know/not applicable	5.9%	2.5%	6.1%	4.7%	2.5%	1.5%

City Promotions

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

Table 85: Satisfaction with timely, relevant, and accurate information

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	29.4%	11.3%	6.1%	11.8%	20.3%	22.2%
Satisfied	47.1%	48.8%	47.0%	46.7%	51.9%	45.2%
Neither satisfied nor dissatisfied	17.6%	27.5%	32.6%	30.8%	19.0%	25.9%
Dissatisfied	5.9%	7.5%	9.8%	7.7%	5.7%	5.2%
Very dissatisfied	0.0%	1.9%	0.8%	1.2%	1.3%	0.7%
Don't know/not applicable	0.0%	3.1%	3.8%	1.8%	1.9%	0.7%

Reputation and Trust

- How much do you agree or disagree that the Council is open and transparent?

Table 86: Council is open and transparent

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	3.8%	0.0%	0.6%	1.9%	4.4%
Agree	17.6%	17.5%	13.6%	14.8%	26.6%	19.3%
Neither agree nor disagree	17.6%	29.4%	33.3%	34.3%	32.3%	26.7%
Disagree	35.3%	34.4%	40.9%	37.9%	31.0%	33.3%
Strongly disagree	5.9%	13.1%	10.6%	10.7%	6.3%	13.3%
Don't know/not applicable	0.0%	1.9%	1.5%	1.8%	1.9%	3.0%

- How much do you agree or disagree that the Council can be trusted?

Table 87: Council can be trusted

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	3.1%	3.8%	4.1%	5.7%	1.5%
Agree	17.6%	19.4%	15.2%	20.1%	32.9%	27.4%
Neither agree nor disagree	23.5%	36.9%	36.4%	34.9%	34.8%	34.8%
Disagree	29.4%	25.6%	31.8%	28.4%	15.2%	26.7%
Strongly disagree	5.9%	13.8%	10.6%	10.1%	7.6%	8.9%
Don't know/not applicable	0.0%	1.3%	2.3%	2.4%	3.8%	0.7%

- How much do you agree or disagree that the Council has a good reputation?

Table 88: Council has a good reputation

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	3.1%	3.8%	3.6%	2.5%	3.0%
Agree	17.6%	27.5%	15.2%	20.1%	27.8%	24.4%
Neither agree nor disagree	35.3%	23.1%	32.6%	26.6%	33.5%	25.2%
Disagree	11.8%	32.5%	33.3%	36.7%	25.3%	35.6%
Strongly disagree	11.8%	11.9%	15.2%	11.2%	8.2%	10.4%
Don't know/not applicable	0.0%	1.9%	0.0%	1.8%	2.5%	1.5%

- How much do you agree or disagree that the Council acts with integrity and honesty?

Table 89: Council acts with integrity and honesty

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	11.8%	4.4%	2.3%	2.4%	3.8%	8.1%
Agree	29.4%	24.4%	19.7%	21.9%	34.2%	23.7%
Neither agree nor disagree	47.1%	38.1%	36.4%	36.7%	37.3%	33.3%
Disagree	5.9%	20.0%	28.8%	30.2%	13.3%	25.2%
Strongly disagree	5.9%	11.9%	9.1%	5.9%	7.0%	6.7%
Don't know/not applicable	0.0%	1.3%	3.8%	3.0%	4.4%	3.0%

- How much do you agree or disagree that the Council is accountable for what it does?

Table 90: Council is accountable for what it does

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	1.3%	6.1%	3.6%	8.9%	8.9%
Agree	35.3%	25.0%	13.6%	21.9%	30.4%	32.6%

Neither agree nor disagree	17.6%	24.4%	25.8%	28.4%	25.9%	19.3%
Disagree	17.6%	30.6%	37.1%	28.4%	20.9%	23.7%
Strongly disagree	11.8%	17.5%	15.9%	16.6%	10.1%	13.3%
Don't know/not applicable	0.0%	1.3%	1.5%	1.2%	3.8%	2.2%

- How much do you agree or disagree that the Council understands the needs of residents and what they care about?

Table 91: Council understands the needs of residents

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihorō – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	11.8%	1.3%	2.3%	4.7%	5.1%	5.9%
Agree	41.2%	22.5%	16.7%	16.6%	27.8%	23.0%
Neither agree nor disagree	17.6%	30.0%	25.0%	27.8%	24.7%	20.7%
Disagree	17.6%	28.1%	39.4%	36.7%	32.3%	36.3%
Strongly disagree	11.8%	18.1%	15.2%	13.0%	8.2%	13.3%
Don't know/not applicable	0.0%	0.0%	1.5%	1.2%	1.9%	0.7%

- How much do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city

Table 92: Council balances the needs of today's residents with planning for the future of the city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihorō – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	29.4%	1.9%	2.3%	1.8%	4.4%	5.2%
Agree	29.4%	31.3%	25.8%	26.0%	34.2%	28.1%
Neither agree nor disagree	23.5%	26.3%	28.0%	30.8%	24.1%	33.3%
Disagree	17.6%	26.3%	30.3%	27.8%	23.4%	20.0%
Strongly disagree	0.0%	12.5%	12.1%	13.0%	10.1%	9.6%
Don't know/not applicable	0.0%	1.9%	1.5%	0.6%	3.8%	3.7%

- How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?

Table 93: Council communicates clearly with residents the results of Council decisions

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihorō – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	11.8%	0.6%	2.3%	1.8%	4.4%	5.9%
Agree	29.4%	24.4%	18.9%	20.1%	29.1%	29.6%
Neither agree nor disagree	35.3%	33.8%	27.3%	28.4%	33.5%	28.9%
Disagree	17.6%	28.1%	37.9%	36.7%	22.8%	23.0%
Strongly disagree	5.9%	11.3%	12.1%	10.7%	6.3%	10.4%
Don't know/not applicable	0.0%	1.9%	1.5%	2.4%	3.8%	2.2%

- How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?

Table 94: Council communicates clearly with residents about how their views have informed decisions

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	1.3%	2.3%	1.8%	4.4%	3.7%
Agree	35.3%	16.3%	10.6%	10.7%	20.9%	16.3%
Neither agree nor disagree	11.8%	31.9%	25.8%	26.6%	32.3%	31.9%
Disagree	23.5%	31.9%	42.4%	40.8%	31.0%	30.4%
Strongly disagree	5.9%	15.0%	17.4%	16.0%	5.7%	15.6%
Don't know/not applicable	0.0%	3.8%	1.5%	4.1%	5.7%	2.2%

- How much do you agree or disagree that the Council managers and staff are doing a good job?

Table 95: Council managers and staff are doing a good job

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	5.0%	3.0%	1.8%	3.8%	7.4%
Agree	41.2%	32.5%	22.7%	27.8%	32.3%	25.2%
Neither agree nor disagree	29.4%	33.1%	34.1%	34.3%	39.2%	33.3%
Disagree	0.0%	15.0%	22.7%	20.7%	12.7%	21.5%
Strongly disagree	11.8%	10.6%	14.4%	13.0%	7.0%	10.4%
Don't know/not applicable	0.0%	3.8%	3.0%	2.4%	5.1%	2.2%

- How much do you agree or disagree that the Council makes wise spending decisions?

Table 96: The Council makes wise spending decisions

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	1.3%	0.0%	1.2%	2.5%	3.0%
Agree	35.3%	10.6%	10.6%	11.2%	15.2%	16.3%
Neither agree nor disagree	17.6%	29.4%	22.0%	23.7%	29.7%	24.4%
Disagree	11.8%	27.5%	41.7%	33.1%	30.4%	28.1%
Strongly disagree	17.6%	28.1%	24.2%	27.8%	18.4%	24.4%
Don't know/not applicable	0.0%	3.1%	1.5%	3.0%	3.8%	3.7%

- How much do you agree or disagree that the Council provides good value for ratepayers' money?

Table 97: The Council provides good value for ratepayers' money

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	1.3%	0.8%	1.2%	4.4%	3.7%
Agree	23.5%	16.9%	9.8%	12.4%	16.5%	17.8%
Neither agree nor disagree	17.6%	23.8%	28.8%	21.9%	27.8%	19.3%
Disagree	17.6%	28.1%	34.1%	33.7%	30.4%	33.3%
Strongly disagree	17.6%	25.6%	24.2%	26.0%	17.1%	21.5%
Don't know/not applicable	0.0%	4.4%	2.3%	4.7%	3.8%	4.4%

- How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?

Table 98: The Council honours the principles of the Treaty of Waitangi

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	5.0%	4.5%	4.7%	7.0%	5.9%
Agree	23.5%	21.9%	18.9%	17.8%	26.6%	23.0%
Neither agree nor disagree	35.3%	32.5%	30.3%	36.7%	34.2%	37.8%
Disagree	0.0%	7.5%	3.8%	5.9%	4.4%	5.2%
Strongly disagree	0.0%	4.4%	2.3%	4.1%	2.5%	3.7%
Don't know/not applicable	17.6%	28.8%	40.2%	30.8%	25.3%	24.4%

- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

Table 99: Satisfaction the Council makes decisions in the best interests of the city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	3.1%	5.3%	4.1%	3.8%	3.7%
Satisfied	41.2%	25.6%	19.7%	24.9%	33.5%	30.4%
Neither satisfied nor dissatisfied	23.5%	33.1%	24.2%	29.0%	27.2%	23.7%
Dissatisfied	17.6%	23.1%	34.8%	28.4%	20.9%	21.5%
Very dissatisfied	5.9%	13.8%	15.9%	13.6%	13.3%	19.3%
Don't know/not applicable	0.0%	1.3%	0.0%	0.0%	1.3%	1.5%

- How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?

Table 100: Satisfaction with the leadership of the Mayor and councillors

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
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Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	5.0%	1.5%	1.2%	4.4%	5.2%
Satisfied	23.5%	21.3%	15.9%	21.9%	25.9%	23.7%
Neither satisfied nor dissatisfied	35.3%	45.6%	46.2%	36.1%	43.0%	34.8%
Dissatisfied	23.5%	15.6%	23.5%	26.0%	19.0%	23.7%
Very dissatisfied	0.0%	8.8%	9.8%	9.5%	5.7%	10.4%
Don't know/not applicable	0.0%	3.8%	3.0%	5.3%	1.9%	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?

Table 101: Prepare for a natural disaster such as an earthquake

		Number	Yes	No	Don't know
Stored enough water for three days	Te Pātaka o Rākaihautū - Banks Peninsula	17	58.8%	41.2%	0.0%
	Waitai - Coastal-Burwood-Linwood	160	50.0%	50.0%	0.0%
	Waimāero - Fendalton-Waimairi-Harewood	132	50.8%	47.7%	1.5%
	Waipuna - Halswell-Hornby-Riccarton	169	40.8%	58.0%	1.2%
	Waipapa - Papanui-Innes-Central	158	49.4%	50.6%	0.0%
	Waihoru - Spreydon-Cashmere-Heathcote	135	58.5%	38.5%	3.0%
Stored enough food for three days	Te Pātaka o Rākaihautū - Banks Peninsula	17	88.2%	11.8%	0.0%
	Waitai - Coastal-Burwood-Linwood	160	70.0%	30.0%	0.0%
	Waimāero - Fendalton-Waimairi-Harewood	132	69.7%	28.8%	1.5%
	Waipuna - Halswell-Hornby-Riccarton	169	63.3%	35.5%	1.2%
	Waipapa - Papanui-Innes-Central	158	72.2%	27.8%	0.0%
	Waihoru - Spreydon-Cashmere-Heathcote	135	77.0%	21.5%	1.5%
Secured heavy household items that might fall in an earthquake, e.g. furniture, water cylinder, etc	Te Pātaka o Rākaihautū - Banks Peninsula	17	58.8%	35.3%	5.9%
	Waitai - Coastal-Burwood-Linwood	160	56.3%	39.4%	4.4%
	Waimāero - Fendalton-Waimairi-Harewood	132	50.8%	46.2%	3.0%
	Waipuna - Halswell-Hornby-Riccarton	169	53.3%	43.8%	3.0%
	Waipapa - Papanui-Innes-Central	158	52.5%	41.8%	5.7%
	Waihoru - Spreydon-Cashmere-Heathcote	135	68.1%	28.9%	3.0%

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

Table 102: Up-to-date emergency plan

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal-Burwood-Linwood	Waimāero - Fendalton-Waimairi-Harewood	Waipuna - Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru - Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Yes	52.9%	41.3%	35.6%	38.5%	40.5%	48.9%
No	41.2%	53.1%	58.3%	57.4%	52.5%	46.7%
Don't know/not applicable	5.9%	5.6%	6.1%	4.1%	7.0%	4.4%

Overall satisfaction

- Reasons for overall satisfaction rating with the performance of Christchurch City Council in delivering its services over the last 12 months:

Table 103: Top 25 reasons for satisfaction/dissatisfaction with the Council (coded table)*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	12	110	101	115	115	100
Unhappy with roads/more road maintenance	8%	21%	18%	20%	17%	7%
Disapprove of Council spending	0%	13%	20%	19%	8%	11%
Council is doing a good job overall	8%	12%	8%	12%	16%	17%
Rates increased	0%	9%	15%	12%	8%	7%
Happy with services provided	8%	8%	6%	5%	10%	12%
Too many cycle lanes	0%	6%	9%	8%	5%	10%
Slow to/ don't respond to problems/ concerns	8%	7%	5%	10%	4%	7%
Happy with the recreational facilities/good improvements on parks/public amenities	8%	7%	3%	4%	8%	7%
Poor communication	8%	3%	10%	7%	4%	6%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	0%	5%	6%	6%	6%	6%
Room for improvement	8%	7%	3%	4%	9%	4%
No problems/ issues	8%	6%	2%	4%	8%	5%
City is cleaned and well-maintained/areas are being tidy	0%	4%	7%	3%	10%	3%
Responds in timely manner/dealt within a reasonable timeframe	17%	5%	5%	3%	5%	5%
General maintenance needed	0%	5%	4%	6%	3%	8%
Parking expensive/lack of/parking issues	0%	4%	10%	5%	3%	4%
Council is doing a poor job overall	0%	3%	11%	3%	3%	6%
Good customer service	8%	3%	4%	3%	4%	8%
Lack of public consultation	0%	5%	8%	3%	6%	1%
Happy with recycling and rubbish services	8%	3%	4%	5%	5%	2%
Unhappy with the waterways/sewage services needs to improve	0%	6%	0%	5%	3%	4%
Respond to problems/ concerns	0%	3%	5%	3%	3%	5%
Lack of transparency/have behind the scene dealings	0%	4%	1%	4%	3%	4%
Does not listen	0%	5%	3%	2%	4%	1%
Need more recreational areas/improvement on parks and grounds/sport facilities	0%	4%	2%	5%	3%	2%

*Proportion of respondents who gave a reason, excluding 'Don't know' responses. Some respondents answered with more than one reason, so proportions sum to more than 100%

Key:

Red – Negative comments

Green – Positive comments

- 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?

Table 104: Agreement that Council has made it easy for you to interact with it

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly Agree	23.5%	8.8%	6.8%	7.7%	14.6%	18.5%
Agree	41.2%	36.9%	40.2%	41.4%	48.1%	40.0%
Neither agree nor disagree	23.5%	29.4%	27.3%	26.0%	19.0%	20.0%
Disagree	11.8%	10.0%	9.1%	8.9%	7.0%	6.7%
Strongly disagree	0.0%	2.5%	4.5%	2.4%	2.5%	4.4%
Don't know/not applicable	0.0%	12.5%	12.1%	13.6%	8.9%	10.4%

- 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?

Table 105: One service you feel the Council is performing the best in delivering (coded table)*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Waste management	8%	23%	28%	29%	22%	18%
Parks, reserves and green spaces	15%	17%	17%	19%	17%	18%
Libraries	31%	10%	9%	8%	10%	9%
Recreation & Sport Centres	0%	9%	6%	4%	11%	13%
Public space cleaning/ City beautification	0%	4%	3%	7%	7%	5%
Information and communication	8%	5%	4%	8%	2%	5%
Events/ activities	0%	5%	8%	3%	3%	3%
Water supply	8%	5%	8%	4%	3%	2%
Facilities and services	0%	3%	4%	3%	6%	3%
Roading	8%	2%	3%	4%	4%	2%
Cycleways	0%	2%	2%	1%	3%	4%
Public Transport	0%	1%	2%	4%	2%	4%
Waterways	8%	2%	1%	0%	2%	1%
Rates spending and financial management	0%	0%	2%	1%	2%	2%
The rebuild	0%	2%	1%	1%	2%	0%
Community Support	0%	3%	0%	0%	1%	2%
Parking	0%	1%	0%	1%	1%	2%
Sewerage/ Wastewater	8%	2%	0%	1%	1%	1%
Animal Control	0%	1%	1%	0%	1%	1%
Footpaths	0%	1%	0%	1%	1%	1%
Emergency preparedness and response	0%	2%	0%	0%	0%	2%
Other	8%	4%	2%	1%	1%	5%

*Proportion of comments, excluding 'Don't know' and negative responses.

- 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?

Table 106: Most important service for Council to improve over the next 12 months (coded table)*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal- Burwood- Linwood	Waimāero – Fendalton- Waimairi- Harewood	Waipuna – Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru – Spreydon- Cashmere- Heathcote
Number of respondents	17	160	132	169	158	135
Roading	7%	28%	29%	28%	28%	25%
Council decision- making/financial management	0%	8%	12%	14%	7%	10%
Water supply	0%	10%	12%	7%	7%	9%
Information and communication	13%	9%	9%	7%	3%	7%
Footpaths	13%	6%	5%	5%	5%	10%
Waste management	7%	5%	3%	8%	12%	3%
Parking	13%	7%	7%	5%	3%	3%
Cycleways	0%	1%	2%	4%	6%	8%
Public transport	0%	3%	2%	5%	3%	3%
Public space cleaning/ City beautification	0%	4%	3%	4%	3%	2%
Waterways	0%	1%	3%	2%	3%	4%
Parks, reserves and green spaces	0%	2%	1%	5%	4%	1%
Consents process	20%	0%	2%	0%	2%	3%
Sewerage/ Wastewater	0%	3%	2%	0%	1%	3%
Noise control	0%	1%	1%	1%	1%	2%
Earthquake recovery/ rebuild	0%	1%	2%	0%	2%	1%
Environment	7%	0%	0%	1%	1%	2%
Events/ activities	7%	3%	0%	0%	1%	0%
Housing	0%	1%	0%	1%	1%	2%
Recreation & Sports Centres	0%	1%	2%	0%	0%	0%
Other	0%	0%	2%	2%	2%	6%

*Proportion of comments, excluding 'Don't know' and positive responses.

Findings by Age/Gender

The following section details survey findings by age and gender⁵.

Note percentages for demographic breakdowns *include* don't know/not applicable in percentage calculations, so proportions are not directly comparable with the city-wide level of service proportions (which *exclude* don't know/not applicable responses).

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?'

Table 107: Understanding of Council decision-making

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	2.7%	4.3%	9.3%	5.1%	2.6%	5.7%	8.3%	2.3%
Agree	36.0%	25.9%	24.2%	31.3%	29.9%	28.6%	33.8%	23.2%
Neither agree nor disagree	29.3%	26.5%	24.7%	25.0%	31.6%	25.7%	23.4%	30.0%
Disagree	21.3%	31.4%	30.2%	27.3%	25.6%	22.9%	24.4%	31.3%
Strongly disagree	5.3%	9.7%	10.4%	9.1%	9.4%	14.3%	8.8%	10.2%
Don't know/not applicable	5.3%	2.2%	1.1%	2.3%	0.9%	2.9%	1.3%	2.9%

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

Table 108: Accuracy of information

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	9.3%	6.5%	9.3%	1.7%	0.0%	8.6%	7.3%	3.7%
Satisfied	37.3%	33.5%	26.9%	27.8%	25.6%	22.9%	27.8%	31.1%
Neither satisfied nor dissatisfied	36.0%	33.5%	29.1%	29.0%	31.6%	25.7%	28.3%	33.7%
Dissatisfied	12.0%	21.1%	24.7%	32.4%	35.0%	25.7%	27.8%	24.0%
Very dissatisfied	4.0%	2.7%	6.6%	6.8%	6.8%	8.6%	6.5%	4.7%
Don't know/not applicable	1.3%	2.7%	3.3%	2.3%	0.9%	8.6%	2.3%	2.9%

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

Table 109: Information is prompt and timely

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
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⁵ Excludes gender diverse due to low sample size

Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	5.3%	3.8%	6.6%	1.7%	2.6%	2.9%	4.4%	3.1%
Satisfied	30.7%	32.4%	26.4%	22.7%	15.4%	22.9%	26.5%	24.8%
Neither satisfied nor dissatisfied	29.3%	29.7%	24.2%	26.7%	25.6%	25.7%	24.2%	29.5%
Dissatisfied	32.0%	27.6%	34.1%	38.6%	47.0%	28.6%	35.1%	35.2%
Very dissatisfied	2.7%	3.8%	5.5%	8.0%	8.5%	14.3%	7.5%	5.0%
Don't know/not applicable	0.0%	2.7%	3.3%	2.3%	0.9%	5.7%	2.3%	2.3%

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

Table 110: Perceived level of influence the public has on Council decision making

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Large influence	4.0%	4.9%	3.8%	2.3%	0.9%	0.0%	3.6%	2.6%
Some influence	37.3%	25.4%	28.6%	17.0%	15.4%	5.7%	24.2%	21.4%
Small influence	46.7%	54.6%	42.9%	54.0%	51.3%	68.6%	48.6%	53.8%
No influence	10.7%	14.1%	24.2%	25.6%	30.8%	25.7%	23.1%	20.6%
Don't know/NA	1.3%	1.1%	0.5%	1.1%	1.7%	0.0%	0.5%	1.6%

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

Table 111: Opportunities to have a say in what Council does

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	9.3%	7.0%	6.0%	1.1%	0.9%	0.0%	4.4%	4.4%
Satisfied	21.3%	20.5%	26.4%	22.7%	26.5%	28.6%	27.5%	20.1%
Neither satisfied nor dissatisfied	26.7%	36.8%	26.4%	34.1%	29.9%	34.3%	29.6%	33.4%
Dissatisfied	29.3%	22.7%	28.0%	28.4%	29.1%	20.0%	25.7%	27.7%
Very dissatisfied	8.0%	10.8%	10.4%	9.1%	10.3%	11.4%	9.9%	10.2%
Don't know/not applicable	5.3%	2.2%	2.7%	4.5%	3.4%	5.7%	2.9%	4.2%

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

Table 112: Council's decision-making processes are easy to use or engage with

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	2.7%	7.0%	5.5%	1.1%	0.9%	2.9%	4.4%	3.1%
Satisfied	24.0%	20.5%	22.5%	22.7%	15.4%	20.0%	22.3%	20.1%
Neither satisfied nor dissatisfied	36.0%	36.2%	29.1%	30.7%	39.3%	17.1%	31.2%	34.5%
Dissatisfied	24.0%	23.2%	29.7%	27.8%	30.8%	37.1%	26.8%	28.5%
Very dissatisfied	8.0%	8.1%	8.8%	10.8%	9.4%	8.6%	10.1%	7.8%
Don't know/not applicable	5.3%	4.9%	4.4%	6.8%	4.3%	14.3%	5.2%	6.0%

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?

Table 113: Satisfaction with the appearance of monuments and other heritage objects

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	18.7%	13.5%	14.8%	13.6%	7.7%	8.6%	15.3%	11.0%
Satisfied	54.7%	58.4%	47.3%	51.1%	53.8%	51.4%	53.2%	52.7%
Neither satisfied nor dissatisfied	22.7%	23.2%	30.2%	28.4%	26.5%	34.3%	24.4%	29.2%
Dissatisfied	0.0%	1.6%	4.4%	2.3%	6.8%	5.7%	3.9%	2.6%
Very dissatisfied	1.3%	0.0%	0.0%	0.6%	1.7%	0.0%	0.3%	0.8%
Don't know/not applicable	2.7%	3.2%	3.3%	4.0%	3.4%	0.0%	2.9%	3.7%

- How satisfied or dissatisfied are you with their condition?

Table 114: Satisfaction with the condition of monuments and other heritage objects

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	21.3%	11.9%	16.5%	11.9%	6.0%	8.6%	13.5%	12.3%
Satisfied	48.0%	58.4%	45.6%	51.7%	52.1%	51.4%	53.0%	50.4%
Neither satisfied nor dissatisfied	25.3%	23.2%	28.6%	26.7%	29.9%	34.3%	24.7%	29.0%
Dissatisfied	2.7%	2.7%	5.5%	2.8%	7.7%	5.7%	4.9%	3.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.6%	0.9%	0.0%	0.3%	0.3%
Don't know/not applicable	2.7%	3.8%	3.8%	6.3%	3.4%	0.0%	3.6%	4.4%

- 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?

Table 115: Satisfaction with the appearance of heritage buildings

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	25.3%	14.1%	15.9%	6.8%	8.5%	0.0%	11.2%	13.6%
Satisfied	52.0%	55.7%	47.3%	54.5%	45.3%	51.4%	51.7%	50.9%
Neither satisfied nor dissatisfied	13.3%	20.0%	19.2%	22.2%	33.3%	22.9%	24.2%	19.6%
Dissatisfied	5.3%	4.9%	11.0%	8.0%	9.4%	20.0%	8.1%	8.9%
Very dissatisfied	1.3%	2.7%	1.6%	1.7%	1.7%	5.7%	1.8%	2.3%
Don't know/not applicable	2.7%	2.7%	4.9%	6.8%	1.7%	0.0%	3.1%	4.7%

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

Table 116: Satisfaction with the condition of heritage buildings

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	20.0%	11.9%	11.5%	7.4%	6.0%	0.0%	8.8%	11.2%
Satisfied	50.7%	44.3%	39.6%	45.5%	39.3%	48.6%	43.9%	43.1%
Neither satisfied nor dissatisfied	13.3%	28.6%	20.9%	27.8%	36.8%	22.9%	29.6%	22.7%
Dissatisfied	6.7%	9.7%	17.0%	8.5%	12.0%	20.0%	10.1%	13.3%
Very dissatisfied	4.0%	2.7%	4.4%	4.0%	2.6%	5.7%	3.1%	4.2%
Don't know/not applicable	5.3%	2.7%	6.6%	6.8%	3.4%	2.9%	4.4%	5.5%

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)?

Table 117: Satisfaction with kerbside recycling

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	33.3%	31.9%	32.4%	23.9%	37.6%	45.7%	35.1%	29.0%
Satisfied	49.3%	48.6%	50.0%	56.3%	50.4%	48.6%	50.9%	50.7%
Neither satisfied nor dissatisfied	4.0%	10.3%	7.1%	12.5%	8.5%	2.9%	8.3%	9.4%
Dissatisfied	12.0%	7.0%	8.8%	6.3%	1.7%	0.0%	4.4%	8.9%
Very dissatisfied	1.3%	1.6%	1.6%	0.6%	1.7%	0.0%	0.8%	1.8%
Don't know/not applicable	0.0%	0.5%	0.0%	0.6%	0.0%	2.9%	0.5%	0.3%

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

Table 118: Satisfaction with kerbside rubbish

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	33.3%	31.9%	30.2%	29.5%	39.3%	45.7%	34.8%	31.3%
Satisfied	49.3%	50.8%	50.0%	54.5%	51.3%	45.7%	51.4%	50.4%
Neither satisfied nor dissatisfied	5.3%	8.6%	9.3%	10.8%	5.1%	8.6%	8.8%	8.1%
Dissatisfied	9.3%	5.4%	6.6%	4.0%	2.6%	0.0%	3.6%	6.5%
Very dissatisfied	2.7%	2.7%	3.3%	0.6%	1.7%	0.0%	1.0%	3.1%
Don't know/not applicable	0.0%	0.5%	0.5%	0.6%	0.0%	0.0%	0.3%	0.5%

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

Table 119: Satisfaction with organic material

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	32.0%	32.4%	28.6%	26.1%	41.0%	45.7%	36.1%	28.2%
Satisfied	53.3%	50.3%	51.1%	54.0%	46.2%	37.1%	47.5%	52.7%
Neither satisfied nor dissatisfied	6.7%	11.9%	6.6%	10.2%	5.1%	14.3%	8.8%	8.9%
Dissatisfied	8.0%	2.2%	9.9%	8.5%	1.7%	0.0%	5.7%	6.0%
Very dissatisfied	0.0%	2.7%	3.3%	0.6%	3.4%	0.0%	1.0%	3.1%
Don't know/not applicable	0.0%	0.5%	0.5%	0.6%	2.6%	2.9%	0.8%	1.0%

Sewerage and Stormwater

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

Table 120: Minimal odour from the sewerage system

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	14.7%	10.3%	17.0%	13.6%	12.8%	22.9%	16.1%	11.7%
Satisfied	30.7%	44.3%	45.6%	38.1%	47.0%	54.3%	46.5%	39.2%
Neither satisfied nor dissatisfied	22.7%	18.9%	11.0%	25.0%	23.9%	8.6%	19.5%	18.8%
Dissatisfied	21.3%	16.2%	15.4%	11.9%	6.8%	2.9%	9.9%	17.0%
Very dissatisfied	5.3%	7.0%	8.2%	5.7%	5.1%	8.6%	5.2%	8.1%
Don't know/not applicable	5.3%	3.2%	2.7%	5.7%	4.3%	2.9%	2.9%	5.2%

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

Table 121: Wastewater services are reliable

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	24.0%	20.0%	14.8%	14.8%	16.2%	17.1%	17.1%	17.5%
Satisfied	46.7%	54.6%	54.9%	55.7%	57.3%	54.3%	58.4%	50.7%
Neither satisfied nor dissatisfied	21.3%	15.1%	14.8%	18.2%	20.5%	22.9%	16.9%	18.0%
Dissatisfied	1.3%	4.9%	8.8%	4.5%	0.9%	0.0%	3.4%	5.7%
Very dissatisfied	1.3%	1.6%	1.6%	0.6%	1.7%	0.0%	0.8%	1.8%
Don't know/not applicable	5.3%	3.8%	4.9%	6.3%	3.4%	5.7%	3.4%	6.3%

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

Table 122: Repairs and complaints are investigated in a timely manner

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383

Very satisfied	24.0%	9.2%	13.2%	9.7%	10.3%	8.6%	13.0%	10.7%
Satisfied	37.3%	49.7%	41.8%	46.6%	47.0%	45.7%	48.6%	42.0%
Neither satisfied nor dissatisfied	21.3%	15.7%	24.2%	24.4%	17.9%	22.9%	20.5%	21.4%
Dissatisfied	4.0%	7.6%	6.6%	7.4%	12.8%	8.6%	8.1%	7.6%
Very dissatisfied	0.0%	3.2%	1.6%	3.4%	7.7%	8.6%	4.2%	2.9%
Don't know/not applicable	13.3%	14.6%	12.6%	8.5%	4.3%	5.7%	5.7%	15.4%

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

Table 123: Condition of waterways

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	8.0%	4.9%	10.4%	3.4%	2.6%	0.0%	7.8%	3.4%
Satisfied	40.0%	40.0%	35.2%	34.1%	35.0%	31.4%	38.7%	34.2%
Neither satisfied nor dissatisfied	24.0%	20.0%	25.8%	22.2%	24.8%	22.9%	20.5%	25.3%
Dissatisfied	14.7%	23.8%	15.9%	26.7%	27.4%	31.4%	22.6%	22.7%
Very dissatisfied	9.3%	8.1%	8.2%	6.3%	7.7%	11.4%	7.0%	8.9%
Don't know/not applicable	4.0%	3.2%	4.4%	7.4%	2.6%	2.9%	3.4%	5.5%

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

Table 124: Condition of waterway margins

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	14.7%	7.6%	10.4%	4.0%	3.4%	0.0%	8.3%	5.7%
Satisfied	49.3%	43.8%	50.0%	41.5%	41.0%	37.1%	44.4%	45.2%
Neither satisfied nor dissatisfied	21.3%	27.0%	22.5%	27.8%	31.6%	25.7%	26.8%	25.3%
Dissatisfied	6.7%	13.0%	11.0%	13.6%	17.9%	31.4%	13.5%	13.8%
Very dissatisfied	2.7%	1.6%	2.2%	4.5%	6.0%	2.9%	3.1%	3.4%
Don't know/not applicable	5.3%	7.0%	3.8%	8.5%	0.0%	2.9%	3.9%	6.5%

- How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?

Table 125: Appearance of Christchurch's waterway margins

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	21.3%	7.0%	9.3%	6.3%	5.1%	5.7%	10.4%	6.3%
Satisfied	49.3%	54.1%	50.5%	46.0%	46.2%	37.1%	47.8%	50.4%
Neither satisfied nor dissatisfied	18.7%	25.9%	22.0%	24.4%	24.8%	31.4%	21.6%	26.4%
Dissatisfied	6.7%	5.9%	11.5%	14.8%	17.9%	17.1%	15.1%	8.4%
Very dissatisfied	1.3%	2.2%	2.7%	3.4%	6.0%	5.7%	3.1%	3.4%
Don't know/not applicable	2.7%	4.9%	3.8%	5.1%	0.0%	2.9%	2.1%	5.2%

- How satisfied or dissatisfied are you that the city’s stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 126: Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	12.0%	5.4%	8.8%	3.4%	6.0%	2.9%	8.6%	4.2%
Satisfied	36.0%	34.6%	37.4%	35.8%	39.3%	22.9%	38.4%	33.4%
Neither satisfied nor dissatisfied	25.3%	25.4%	19.2%	28.4%	27.4%	48.6%	28.3%	23.5%
Dissatisfied	9.3%	21.1%	23.1%	21.0%	19.7%	17.1%	17.7%	22.2%
Very dissatisfied	5.3%	8.6%	6.6%	6.3%	6.0%	5.7%	3.9%	9.7%
Don't know/not applicable	12.0%	4.9%	4.9%	5.1%	1.7%	2.9%	3.1%	7.0%

Transportation

- How much do you agree or disagree that Christchurch is a walking-friendly city?

Table 127: Agreement that Christchurch is a walking friendly city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	25.3%	22.2%	17.6%	17.0%	14.5%	8.6%	19.7%	17.2%
Agree	54.7%	56.2%	57.1%	55.1%	51.3%	45.7%	54.8%	54.3%
Neither agree nor disagree	9.3%	15.7%	14.3%	19.9%	20.5%	28.6%	16.9%	17.2%
Disagree	5.3%	4.9%	6.6%	4.0%	9.4%	5.7%	4.9%	6.8%
Strongly disagree	4.0%	0.5%	3.3%	2.8%	4.3%	5.7%	2.9%	2.9%
Don't know/not applicable	1.3%	0.5%	1.1%	1.1%	0.0%	5.7%	0.8%	1.6%

- How much do you agree or disagree that Christchurch is a cycle-friendly city?

Table 128: Agreement that Christchurch is a cycle-friendly city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	14.7%	13.0%	15.4%	13.6%	8.5%	5.7%	14.8%	11.0%
Agree	50.7%	57.3%	52.2%	47.2%	42.7%	40.0%	50.1%	49.9%
Neither agree nor disagree	22.7%	16.2%	15.9%	22.2%	26.5%	34.3%	20.8%	20.4%
Disagree	9.3%	9.7%	10.4%	10.2%	12.0%	8.6%	8.6%	11.7%
Strongly disagree	1.3%	1.6%	3.3%	2.3%	5.1%	2.9%	2.9%	2.6%
Don't know/not applicable	1.3%	2.2%	2.7%	4.5%	5.1%	8.6%	2.9%	4.4%

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

Table 129: Frequency of cycling on public roads

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
All the time, by that I mean about every day	9.3%	4.3%	7.1%	6.8%	1.7%	0.0%	6.8%	4.2%
Frequently, by that I mean at least once a week	6.7%	12.4%	16.5%	11.4%	10.3%	0.0%	16.9%	6.5%
Occasionally, by that I mean around once a month	14.7%	8.1%	18.7%	10.8%	2.6%	0.0%	10.9%	10.4%
Rarely, by that I mean no more than a few times a year	30.7%	28.1%	18.1%	26.7%	17.1%	5.7%	21.8%	24.0%
Never	38.7%	46.5%	39.6%	44.3%	68.4%	94.3%	43.6%	54.6%
Don't know/not applicable	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%

Roads and Footpaths

- How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?

Table 130: Condition of roads

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	8.0%	7.0%	9.9%	2.3%	0.9%	0.0%	7.3%	3.7%
Satisfied	21.3%	27.0%	23.1%	17.6%	16.2%	22.9%	20.3%	23.0%
Neither satisfied nor dissatisfied	20.0%	17.3%	18.7%	21.6%	20.5%	11.4%	21.3%	16.7%
Dissatisfied	40.0%	32.4%	34.1%	37.5%	35.9%	45.7%	31.9%	39.7%
Very dissatisfied	10.7%	15.7%	14.3%	20.5%	26.5%	20.0%	19.2%	16.4%
Don't know/not applicable	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.0%	0.5%

- What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads?

Table 131: THREE MAIN reasons for dissatisfaction with condition of roads

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	38	89	88	102	73	23	197	215
Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)	65.8%	64.0%	70.5%	66.7%	75.3%	87.0%	70.1%	69.3%
There are potholes in the roads	55.3%	66.3%	53.4%	58.8%	58.9%	52.2%	57.4%	60.0%
Road surfaces are not smooth or level	60.5%	59.6%	54.5%	58.8%	49.3%	43.5%	52.8%	58.1%
Roadworks not completed to a good standard	23.7%	39.3%	35.2%	37.3%	45.2%	30.4%	41.1%	33.5%

Roadworks are taking too long	50.0%	29.2%	35.2%	34.3%	32.9%	47.8%	36.5%	34.0%
Roadworks are causing delays and disruption	36.8%	24.7%	23.9%	20.6%	15.1%	26.1%	20.3%	25.1%
Roads are not swept often enough (including litter and debris on roads)	5.3%	9.0%	6.8%	9.8%	12.3%	8.7%	9.1%	8.8%
Other – please specify	0.0%	0.0%	5.7%	7.8%	4.1%	0.0%	6.1%	1.9%

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

Table 132: Satisfaction with the condition of footpaths

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	6.7%	8.1%	9.3%	2.8%	0.9%	0.0%	7.3%	3.7%
Satisfied	44.0%	38.4%	28.0%	27.8%	14.5%	25.7%	20.3%	23.0%
Neither satisfied nor dissatisfied	18.7%	23.2%	22.0%	24.4%	35.9%	5.7%	21.3%	16.7%
Dissatisfied	21.3%	22.2%	26.4%	31.3%	29.9%	42.9%	31.9%	39.7%
Very dissatisfied	9.3%	6.5%	13.2%	12.5%	18.8%	25.7%	19.2%	16.4%
Don't know/not applicable	0.0%	1.6%	1.1%	1.1%	0.0%	0.0%	0.0%	0.5%

Table 133: THREE MAIN reasons for dissatisfaction with condition of footpaths

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	23	53	72	77	57	24	164	142
Footpath surfaces are not smooth or level (e.g. uneven)	60.9%	52.8%	56.9%	50.6%	64.9%	62.5%	53.7%	60.6%
Footpath surfaces or kerbs/gutters contain holes or cracks	34.8%	45.3%	50.0%	58.4%	45.6%	62.5%	54.9%	45.1%
Repairs are not completed to a good standard	34.8%	41.5%	55.6%	49.4%	38.6%	45.8%	47.6%	44.4%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	43.5%	50.9%	37.5%	45.5%	49.1%	50.0%	45.7%	45.1%
Repairs and upgrades are taking too long	30.4%	28.3%	30.6%	32.5%	45.6%	41.7%	40.9%	26.8%
Footpaths are too narrow to accommodate all users	30.4%	24.5%	20.8%	13.0%	10.5%	16.7%	14.0%	22.5%
Litter and debris on footpaths	17.4%	13.2%	13.9%	14.3%	21.1%	8.3%	15.9%	14.1%
There are not enough footpaths on some streets	21.7%	26.4%	18.1%	5.2%	10.5%	8.3%	8.5%	21.1%
Other – please specify	4.3%	5.7%	4.2%	6.5%	7.0%	0.0%	5.5%	4.9%

- How much do you agree or disagree that our transport network is SAFE for ALL users?

Table 134: Transport network is safe for all users

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383

Strongly agree	17.6%	3.1%	4.5%	5.9%	7.0%	6.7%	8.1%	3.4%
Agree	41.2%	38.8%	31.8%	32.5%	38.6%	33.3%	35.3%	35.5%
Neither agree nor disagree	29.4%	29.4%	26.5%	25.4%	23.4%	28.1%	27.3%	25.8%
Disagree	11.8%	20.6%	28.0%	28.4%	22.2%	25.2%	21.8%	26.9%
Strongly disagree	0.0%	8.1%	6.8%	6.5%	7.0%	5.2%	6.8%	6.5%
Don't know/not applicable	0.0%	0.0%	2.3%	1.2%	1.9%	1.5%	0.8%	1.8%

- How easy or difficult was it to travel by usual mode?

Table 135: Transport network is easy to use

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very easy	6.7%	5.9%	9.3%	4.5%	1.7%	2.9%	8.1%	3.4%
Easy	46.7%	39.5%	31.3%	33.0%	30.8%	34.3%	35.3%	35.5%
Neither easy nor difficult	17.3%	25.4%	23.6%	31.3%	32.5%	25.7%	27.3%	25.8%
Difficult	26.7%	22.2%	25.3%	22.7%	28.2%	25.7%	21.8%	26.9%
Very difficult	1.3%	5.4%	9.9%	6.3%	6.8%	8.6%	6.8%	6.5%
Don't know/not applicable	1.3%	1.6%	0.5%	2.3%	0.0%	2.9%	0.8%	1.8%

Water Supply

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

Table 136: Quality of water supply

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	21.3%	13.0%	13.7%	11.4%	15.4%	22.9%	17.1%	11.7%
Satisfied	42.7%	29.7%	36.8%	30.1%	29.9%	37.1%	35.1%	31.3%
Neither satisfied nor dissatisfied	4.0%	14.1%	9.9%	13.1%	17.9%	11.4%	13.5%	11.2%
Dissatisfied	22.7%	26.5%	20.9%	28.4%	20.5%	22.9%	21.0%	26.9%
Very dissatisfied	8.0%	16.2%	18.7%	15.9%	15.4%	5.7%	12.7%	18.0%
Don't know/not applicable	1.3%	0.5%	0.0%	1.1%	0.9%	0.0%	0.5%	0.8%

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

Table 137: Council repairs leaks and investigates complaints in a timely manner

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	24.0%	9.2%	13.2%	9.7%	10.3%	8.6%	13.0%	10.7%
Satisfied	37.3%	49.7%	41.8%	46.6%	47.0%	45.7%	48.6%	42.0%
Neither satisfied nor dissatisfied	21.3%	15.7%	24.2%	24.4%	17.9%	22.9%	20.5%	21.4%
Dissatisfied	4.0%	7.6%	6.6%	7.4%	12.8%	8.6%	8.1%	7.6%
Very dissatisfied	0.0%	3.2%	1.6%	3.4%	7.7%	8.6%	4.2%	2.9%

Don't know/not applicable	13.3%	14.6%	12.6%	8.5%	4.3%	5.7%	5.7%	15.4%
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- How satisfied or dissatisfied are you that the water supply is reliable?

Table 138: Reliability of water supply

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	40.0%	25.9%	27.5%	24.4%	25.6%	31.4%	28.8%	26.1%
Satisfied	41.3%	55.1%	57.1%	58.0%	59.0%	57.1%	56.4%	54.8%
Neither satisfied nor dissatisfied	13.3%	8.1%	10.4%	11.4%	12.0%	5.7%	9.6%	11.2%
Dissatisfied	4.0%	5.9%	4.4%	4.0%	3.4%	2.9%	4.2%	4.7%
Very dissatisfied	0.0%	2.7%	0.5%	1.1%	0.0%	2.9%	0.5%	1.8%
Don't know/not applicable	1.3%	2.2%	0.0%	1.1%	0.0%	0.0%	0.5%	1.3%

Parking

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

Table 139: Usage of Council parking facility

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Yes, on-street	74.7%	78.4%	71.4%	69.9%	59.0%	54.3%	68.6%	71.8%
Yes, Council off-street	53.3%	57.8%	56.0%	53.4%	49.6%	48.6%	48.8%	59.8%
No	6.7%	7.6%	8.8%	15.3%	23.1%	20.0%	14.0%	11.0%

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

Table 140: Ease of use of on-street parking meters

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	17.6%	18.3%	17.2%	5.3%	7.9%	9.1%	10.8%	14.8%
Satisfied	45.6%	52.0%	48.9%	44.4%	39.5%	12.1%	44.2%	46.2%
Neither satisfied nor dissatisfied	14.7%	12.0%	13.2%	22.2%	29.8%	33.3%	22.0%	15.4%
Dissatisfied	16.2%	10.9%	8.6%	15.2%	13.2%	15.2%	12.2%	12.4%
Very dissatisfied	4.4%	3.4%	4.6%	4.1%	2.6%	12.1%	3.0%	5.5%
Don't know/not applicable	1.5%	3.4%	7.5%	8.8%	7.0%	18.2%	7.9%	5.8%

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

Table 141: Range of parking facilities available

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
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Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	8.8%	11.4%	11.5%	6.4%	5.3%	6.1%	8.4%	9.3%
Satisfied	27.9%	40.0%	43.7%	35.7%	47.4%	30.3%	43.9%	35.4%
Neither satisfied nor dissatisfied	10.3%	16.0%	13.2%	28.7%	24.6%	30.3%	22.5%	17.0%
Dissatisfied	45.6%	19.4%	15.5%	17.5%	13.2%	15.2%	15.4%	22.8%
Very dissatisfied	5.9%	9.7%	9.8%	5.8%	4.4%	6.1%	4.6%	10.2%
Don't know/not applicable	1.5%	3.4%	6.3%	5.8%	5.3%	12.1%	5.1%	5.2%

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

Table 142: Information provided about parking options

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	5.9%	9.7%	7.5%	7.6%	6.1%	6.1%	7.3%	8.0%
Satisfied	48.5%	50.3%	50.0%	36.8%	45.6%	33.3%	44.4%	46.7%
Neither satisfied nor dissatisfied	22.1%	22.9%	20.7%	35.1%	28.9%	33.3%	28.7%	24.2%
Dissatisfied	17.6%	9.7%	12.1%	9.4%	14.0%	9.1%	10.6%	12.4%
Very dissatisfied	4.4%	4.0%	5.2%	5.3%	1.8%	9.1%	3.5%	5.5%
Don't know/not applicable	1.5%	3.4%	4.6%	5.8%	3.5%	9.1%	5.4%	3.3%

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

Table 143: Ease of use of Council parking

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	11.8%	12.6%	12.6%	5.8%	6.1%	6.1%	8.7%	10.7%
Satisfied	39.7%	49.1%	46.6%	40.9%	44.7%	33.3%	46.3%	42.6%
Neither satisfied nor dissatisfied	23.5%	20.0%	22.4%	32.7%	27.2%	24.2%	24.9%	25.3%
Dissatisfied	19.1%	9.1%	8.6%	9.9%	14.9%	15.2%	10.8%	11.5%
Very dissatisfied	4.4%	5.7%	5.2%	4.7%	2.6%	12.1%	3.8%	6.3%
Don't know/not applicable	1.5%	3.4%	4.6%	5.8%	4.4%	9.1%	5.4%	3.6%

Parks

- How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?

Table 144: Appearance of central city parks and green spaces

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	30.7%	29.2%	29.1%	27.8%	16.2%	22.9%	24.9%	28.5%
Satisfied	62.7%	56.8%	56.6%	54.0%	66.7%	51.4%	57.4%	58.5%

Neither satisfied nor dissatisfied	5.3%	10.8%	11.0%	11.4%	12.0%	17.1%	12.2%	9.7%
Dissatisfied	0.0%	1.6%	1.6%	1.1%	0.9%	2.9%	1.3%	1.3%
Very dissatisfied	0.0%	1.1%	0.5%	0.6%	1.7%	0.0%	0.8%	0.8%
Don't know/not applicable	1.3%	0.5%	1.1%	5.1%	2.6%	5.7%	3.4%	1.3%

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

Table 145: Condition of these parks and green spaces

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	29.3%	24.3%	24.7%	23.9%	16.2%	22.9%	20.3%	26.6%
Satisfied	53.3%	59.5%	59.3%	55.7%	60.7%	48.6%	58.4%	56.9%
Neither satisfied nor dissatisfied	9.3%	10.3%	10.4%	11.4%	12.0%	17.1%	12.7%	9.4%
Dissatisfied	4.0%	3.8%	3.8%	2.8%	6.8%	2.9%	4.2%	3.9%
Very dissatisfied	1.3%	1.6%	0.0%	0.6%	1.7%	2.9%	0.8%	1.3%
Don't know/not applicable	2.7%	0.5%	1.6%	5.7%	2.6%	5.7%	3.6%	1.8%

- How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?

Table 146: The range of recreation facilities available

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	25.3%	28.6%	24.2%	26.1%	17.1%	25.7%	26.2%	23.2%
Satisfied	60.0%	51.4%	58.8%	54.0%	65.8%	48.6%	56.4%	57.2%
Neither satisfied nor dissatisfied	6.7%	9.7%	8.8%	13.1%	7.7%	14.3%	10.9%	8.9%
Dissatisfied	5.3%	6.5%	6.6%	4.0%	5.1%	8.6%	4.4%	6.8%
Very dissatisfied	1.3%	1.1%	1.1%	1.7%	1.7%	0.0%	1.0%	1.6%
Don't know/not applicable	1.3%	2.7%	0.5%	1.1%	2.6%	2.9%	1.0%	2.3%

- How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's park (including beach park areas)?

Table 147: Information provided about recreation facilities

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	18.7%	18.9%	15.9%	12.5%	8.5%	11.4%	14.0%	15.7%
Satisfied	42.7%	53.5%	52.2%	51.1%	53.0%	57.1%	51.4%	52.0%
Neither satisfied nor dissatisfied	21.3%	17.3%	22.0%	27.3%	27.4%	22.9%	26.2%	19.3%
Dissatisfied	16.0%	5.4%	5.5%	2.8%	5.1%	5.7%	3.6%	8.1%
Very dissatisfied	0.0%	0.0%	1.6%	1.1%	0.9%	0.0%	0.5%	1.0%
Don't know/not applicable	1.3%	4.9%	2.7%	5.1%	5.1%	2.9%	4.2%	3.9%

Events and Festivals

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

Table 148: Satisfaction with the range of events and festivals

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	10.7%	15.7%	18.7%	10.2%	12.0%	8.6%	14.8%	12.8%
Satisfied	50.7%	49.7%	47.3%	55.7%	48.7%	42.9%	49.6%	50.9%
Neither satisfied nor dissatisfied	28.0%	25.9%	22.0%	24.4%	23.1%	22.9%	22.9%	25.3%
Dissatisfied	9.3%	5.9%	7.7%	5.7%	7.7%	5.7%	6.5%	7.3%
Very dissatisfied	1.3%	0.5%	1.1%	1.7%	1.7%	5.7%	1.8%	1.0%
Don't know/not applicable	0.0%	2.2%	3.3%	2.3%	6.8%	14.3%	4.4%	2.6%

City Promotions

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

Table 149: Satisfaction with timely, relevant, and accurate information

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	22.7%	15.7%	19.2%	10.2%	9.4%	8.6%	14.0%	15.4%
Satisfied	41.3%	49.2%	44.0%	50.6%	53.0%	45.7%	46.5%	49.3%
Neither satisfied nor dissatisfied	30.7%	24.9%	24.7%	29.5%	27.4%	25.7%	28.6%	25.1%
Dissatisfied	4.0%	7.6%	9.9%	5.7%	5.1%	11.4%	6.5%	7.8%
Very dissatisfied	1.3%	0.5%	0.5%	2.3%	1.7%	0.0%	1.8%	0.5%
Don't know/not applicable	0.0%	2.2%	1.6%	1.7%	3.4%	8.6%	2.6%	1.8%

Reputation and Trust

- How much do you agree or disagree that the Council is open and transparent?

Table 150: Council is open and transparent

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	0.0%	2.7%	6.6%	0.6%	1.7%	0.0%	4.7%	0.5%
Agree	29.3%	21.6%	17.6%	14.8%	16.2%	8.6%	20.0%	17.0%
Neither agree nor disagree	40.0%	34.6%	26.9%	33.0%	22.2%	34.3%	27.0%	34.7%
Disagree	24.0%	31.4%	33.5%	37.5%	47.0%	40.0%	36.4%	34.5%
Strongly disagree	5.3%	8.1%	12.6%	11.4%	12.8%	14.3%	11.2%	10.2%

Don't know/not applicable	1.3%	1.6%	2.7%	2.8%	0.0%	2.9%	0.8%	3.1%
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- How much do you agree or disagree that the Council can be trusted?

Table 151: Council can be trusted

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	4.3%	6.0%	1.7%	3.4%	0.0%	4.9%	3.4%
Agree	32.0%	28.6%	20.9%	21.6%	16.2%	14.3%	24.4%	21.7%
Neither agree nor disagree	41.3%	35.1%	34.1%	33.5%	35.9%	34.3%	31.7%	38.4%
Disagree	14.7%	24.3%	24.7%	30.1%	27.4%	28.6%	26.5%	24.5%
Strongly disagree	2.7%	5.9%	10.4%	10.8%	17.1%	20.0%	10.9%	9.4%
Don't know/not applicable	1.3%	1.6%	3.8%	2.3%	0.0%	2.9%	1.6%	2.6%

- How much do you agree or disagree that the Council has a good reputation?

Table 152: Council has a good reputation

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	6.7%	4.3%	5.5%	1.1%	2.6%	0.0%	4.4%	2.9%
Agree	33.3%	28.1%	20.3%	25.0%	13.7%	11.4%	24.9%	21.4%
Neither agree nor disagree	29.3%	27.6%	31.3%	24.4%	30.8%	22.9%	27.5%	29.2%
Disagree	21.3%	30.8%	28.0%	34.7%	36.8%	57.1%	30.6%	33.2%
Strongly disagree	6.7%	8.1%	13.2%	11.9%	16.2%	8.6%	12.2%	10.4%
Don't know/not applicable	2.7%	1.1%	1.6%	2.8%	0.0%	0.0%	0.3%	2.9%

- How much do you agree or disagree that the Council acts with integrity and honesty?

Table 153: Council acts with integrity and honesty

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	5.3%	4.9%	4.9%	3.4%	4.3%	0.0%	6.2%	2.3%
Agree	34.7%	24.9%	25.8%	23.3%	23.9%	14.3%	27.5%	22.5%
Neither agree nor disagree	42.7%	42.2%	37.4%	29.5%	29.9%	48.6%	31.9%	41.5%
Disagree	9.3%	19.5%	19.2%	31.8%	28.2%	28.6%	24.2%	21.7%
Strongly disagree	4.0%	4.9%	9.9%	8.0%	12.8%	8.6%	8.6%	7.6%
Don't know/not applicable	4.0%	3.8%	2.7%	4.0%	0.9%	0.0%	1.6%	4.4%

- How much do you agree or disagree that the Council is accountable for what it does?

Table 154: Council is accountable for what it does

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
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Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	5.4%	6.6%	2.8%	7.7%	8.6%	8.3%	3.4%
Agree	33.3%	26.5%	24.2%	22.7%	21.4%	28.6%	24.4%	25.8%
Neither agree nor disagree	29.3%	29.7%	21.4%	22.2%	24.8%	17.1%	22.1%	27.4%
Disagree	17.3%	24.9%	29.1%	31.3%	29.1%	37.1%	27.3%	27.9%
Strongly disagree	9.3%	11.4%	16.5%	18.2%	17.1%	8.6%	17.4%	12.0%
Don't know/not applicable	2.7%	2.2%	2.2%	2.8%	0.0%	0.0%	0.5%	3.4%

- How much do you agree or disagree that the Council understands the needs of residents and what they care about?

Table 155: Council understands the needs of residents

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	10.7%	4.9%	6.0%	0.6%	1.7%	0.0%	4.2%	3.9%
Agree	28.0%	31.4%	20.9%	20.5%	10.3%	5.7%	21.0%	22.2%
Neither agree nor disagree	32.0%	24.3%	22.5%	25.6%	29.1%	25.7%	26.0%	25.6%
Disagree	18.7%	29.7%	37.4%	35.2%	40.2%	45.7%	32.2%	35.8%
Strongly disagree	9.3%	9.2%	12.1%	16.5%	18.8%	20.0%	15.6%	11.5%
Don't know/not applicable	1.3%	0.5%	1.1%	1.7%	0.0%	2.9%	1.0%	1.0%

- How much do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city

Table 156: Council balances the needs of today's residents with planning for the future of the city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	9.3%	4.3%	4.9%	1.7%	0.9%	0.0%	3.6%	3.7%
Agree	36.0%	34.6%	29.1%	27.3%	23.1%	14.3%	27.5%	30.8%
Neither agree nor disagree	29.3%	27.6%	23.1%	30.7%	29.9%	40.0%	29.9%	26.6%
Disagree	18.7%	21.1%	26.4%	25.0%	32.5%	37.1%	25.2%	25.8%
Strongly disagree	5.3%	10.3%	13.2%	12.5%	12.8%	8.6%	12.7%	9.7%
Don't know/not applicable	1.3%	2.2%	3.3%	2.8%	0.9%	0.0%	1.0%	3.4%

- How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?

Table 157: Council communicates clearly with residents the results of Council decisions

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	4.0%	4.3%	4.9%	1.1%	0.9%	2.9%	4.4%	1.8%
Agree	29.3%	31.9%	25.3%	19.3%	17.1%	22.9%	23.6%	25.6%
Neither agree nor disagree	24.0%	29.7%	32.4%	34.1%	30.8%	22.9%	31.4%	29.5%
Disagree	33.3%	27.0%	25.3%	29.0%	35.9%	34.3%	26.8%	32.1%

Strongly disagree	8.0%	4.9%	8.8%	13.1%	14.5%	17.1%	12.5%	7.6%
Don't know/not applicable	1.3%	2.2%	3.3%	3.4%	0.9%	0.0%	1.3%	3.4%

- How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?

Table 158: Council communicates clearly with residents about how their views have informed decisions

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	5.3%	4.3%	6.0%	0.6%	0.0%	0.0%	3.4%	2.9%
Agree	17.3%	20.0%	17.6%	13.6%	7.7%	11.4%	17.9%	12.8%
Neither agree nor disagree	38.7%	33.0%	24.7%	23.9%	32.5%	28.6%	27.8%	31.1%
Disagree	26.7%	31.9%	34.1%	37.5%	41.9%	40.0%	31.9%	37.9%
Strongly disagree	8.0%	6.5%	13.7%	20.5%	17.1%	17.1%	16.4%	11.0%
Don't know/not applicable	4.0%	4.3%	3.8%	4.0%	0.9%	2.9%	2.6%	4.4%

- How much do you agree or disagree that the Council managers and staff are doing a good job?

Table 159: Council managers and staff are doing a good job

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	5.9%	5.5%	2.8%	1.7%	0.0%	4.9%	3.9%
Agree	42.7%	36.2%	26.4%	27.8%	16.2%	17.1%	27.3%	29.8%
Neither agree nor disagree	38.7%	38.9%	34.6%	33.0%	31.6%	22.9%	30.4%	39.2%
Disagree	4.0%	7.6%	20.9%	25.0%	25.6%	25.7%	20.5%	15.4%
Strongly disagree	5.3%	5.9%	9.3%	7.4%	24.8%	31.4%	14.3%	7.8%
Don't know/not applicable	1.3%	5.4%	3.3%	4.0%	0.0%	2.9%	2.6%	3.9%

- How much do you agree or disagree that the Council makes wise spending decisions?

Table 160: The Council makes wise spending decisions

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	4.0%	2.7%	3.3%	0.6%	0.0%	0.0%	2.3%	1.6%
Agree	14.7%	16.8%	18.7%	9.7%	6.8%	2.9%	14.8%	11.7%
Neither agree nor disagree	38.7%	29.7%	16.5%	29.5%	21.4%	22.9%	24.7%	26.9%
Disagree	18.7%	30.8%	33.5%	30.7%	37.6%	37.1%	29.9%	33.4%
Strongly disagree	17.3%	16.2%	25.3%	26.7%	34.2%	34.3%	26.5%	22.5%
Don't know/not applicable	6.7%	3.8%	2.7%	2.8%	0.0%	2.9%	1.8%	3.9%

- How much do you agree or disagree that the Council provides good value for ratepayers' money?

Table 161: The Council provides good value for ratepayers' money

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	2.7%	3.2%	6.0%	1.1%	0.0%	0.0%	3.6%	1.8%
Agree	12.0%	14.1%	24.2%	10.8%	12.0%	8.6%	16.6%	13.1%
Neither agree nor disagree	33.3%	28.6%	13.2%	29.5%	21.4%	20.0%	23.6%	24.5%
Disagree	32.0%	30.3%	29.1%	32.4%	32.5%	42.9%	29.4%	33.9%
Strongly disagree	8.0%	18.9%	25.3%	23.3%	32.5%	25.7%	24.7%	21.1%
Don't know/not applicable	12.0%	4.9%	2.2%	2.8%	1.7%	2.9%	2.1%	5.5%

- How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?

Table 162: The Council honours the principles of the Treaty of Waitangi

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	8.1%	6.6%	2.8%	5.1%	2.9%	7.8%	3.9%
Agree	25.3%	27.6%	22.0%	19.9%	15.4%	11.4%	20.5%	22.7%
Neither agree nor disagree	36.0%	28.6%	29.1%	41.5%	39.3%	37.1%	35.6%	33.2%
Disagree	8.0%	8.1%	6.0%	1.7%	4.3%	2.9%	2.9%	7.8%
Strongly disagree	5.3%	4.3%	3.3%	2.3%	2.6%	2.9%	1.8%	4.7%
Don't know/not applicable	17.3%	23.2%	33.0%	31.8%	33.3%	42.9%	31.4%	27.7%

- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

Table 163: Satisfaction the Council makes decisions in the best interests of the city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	5.3%	5.4%	4.4%	2.8%	3.4%	2.9%	5.2%	3.1%
Satisfied	32.0%	35.1%	28.0%	23.3%	20.5%	14.3%	25.5%	29.0%
Neither satisfied nor dissatisfied	30.7%	28.1%	26.4%	27.3%	27.4%	25.7%	25.5%	29.8%
Dissatisfied	24.0%	22.7%	25.3%	25.6%	29.1%	31.4%	25.7%	25.1%
Very dissatisfied	8.0%	8.1%	15.4%	19.9%	18.8%	22.9%	17.1%	12.5%
Don't know/not applicable	0.0%	0.5%	0.5%	1.1%	0.9%	2.9%	1.0%	0.5%

- How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?

Table 164: Satisfaction with the leadership of the Mayor and councillors

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	2.7%	3.2%	6.6%	4.0%	1.7%	0.0%	5.2%	2.3%
Satisfied	22.7%	24.9%	22.0%	23.3%	17.9%	8.6%	23.1%	20.6%

Neither satisfied nor dissatisfied	48.0%	44.3%	39.6%	35.2%	38.5%	54.3%	37.9%	43.9%
Dissatisfied	16.0%	16.8%	18.7%	28.4%	27.4%	20.0%	22.1%	21.1%
Very dissatisfied	4.0%	4.9%	9.3%	8.5%	14.5%	14.3%	10.9%	6.3%
Don't know/not applicable	6.7%	5.9%	3.8%	0.6%	0.0%	2.9%	0.8%	5.7%

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?

Table 165: Prepare for a natural disaster such as an earthquake

		Number	Yes	No	Don't know
Stored enough water for three days	18-24 years	75	26.7%	73.3%	0.0%
	25-34 years	185	34.1%	63.8%	2.2%
	35-49 years	182	47.3%	51.6%	1.1%
	50-64 years	176	57.4%	42.0%	0.6%
	65-79 years	117	74.4%	25.6%	0.0%
	80 years and over	35	74.3%	22.9%	2.9%
	Male	385	62.1%	36.9%	1.0%
	Female	383	37.3%	61.6%	1.0%
Stored enough food for three days	18-24 years	75	52.0%	44.0%	4.0%
	25-34 years	185	57.8%	41.1%	1.1%
	35-49 years	182	64.8%	34.6%	0.5%
	50-64 years	176	77.8%	22.2%	0.0%
	65-79 years	117	92.3%	7.7%	0.0%
	80 years and over	35	97.1%	2.9%	0.0%
	Male	385	82.3%	17.4%	0.3%
	Female	383	58.7%	39.9%	1.3%
Secured heavy household items that might fall in an earthquake, e.g. furniture, water cylinder, etc	18-24 years	75	38.7%	54.7%	6.7%
	25-34 years	185	43.2%	51.4%	5.4%
	35-49 years	182	53.3%	44.0%	2.7%
	50-64 years	176	67.6%	30.1%	2.3%
	65-79 years	117	72.6%	23.9%	3.4%
	80 years and over	35	62.9%	31.4%	5.7%
	Male	385	64.7%	32.5%	2.9%
	Female	383	47.3%	47.8%	5.0%

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

Table 166: Up-to-date emergency plan

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Yes	25.3%	24.9%	38.5%	51.1%	62.4%	54.3%	51.2%	31.3%
No	58.7%	68.6%	59.9%	44.3%	33.3%	40.0%	44.9%	62.1%
Don't know/not applicable	16.0%	6.5%	1.6%	4.5%	4.3%	5.7%	3.9%	6.5%

Overall satisfaction

- Reasons for overall satisfaction rating with the performance of Christchurch City Council in delivering its services over the last 12 months:

Table 167: Top 25 reasons for satisfaction/dissatisfaction with the Council (coded table)*

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	43	114	142	131	93	29	289	262
Unhappy with roads/more road maintenance	19%	16%	18%	15%	19%	10%	14%	20%
Disapprove of Council spending	14%	7%	13%	15%	22%	14%	17%	11%
Council is doing a good job overall	16%	24%	11%	10%	8%	3%	13%	12%
Rates increased	2%	12%	9%	8%	17%	0%	9%	11%
Happy with services provided	14%	11%	8%	8%	3%	3%	8%	8%
Too many cycle lanes	5%	4%	6%	13%	6%	7%	7%	8%
Slow to/ don't respond to problems/ concerns	9%	9%	7%	5%	6%	3%	6%	8%
Happy with the recreational facilities/good improvements on parks/public amenities	9%	10%	4%	5%	5%	0%	4%	8%
Poor communication	12%	4%	4%	5%	11%	10%	6%	6%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	2%	11%	6%	5%	3%	3%	4%	7%
Room for improvement	9%	11%	4%	2%	5%	3%	3%	8%
No problems/ issues	12%	5%	7%	5%	1%	0%	4%	7%
City is cleaned and well-maintained/areas are being tidy	14%	5%	4%	5%	4%	3%	3%	7%
Responds in timely manner/dealt within a reasonable timeframe	2%	5%	5%	8%	2%	3%	5%	5%
General maintenance needed	5%	3%	4%	5%	11%	3%	5%	5%
Parking expensive/lack of/parking issues	5%	4%	5%	7%	4%	3%	6%	5%
Council is doing a poor job overall	2%	2%	8%	4%	4%	10%	6%	4%
Good customer service	0%	3%	4%	7%	5%	7%	6%	3%
Lack of public consultation	5%	4%	5%	3%	3%	10%	3%	5%
Happy with recycling and rubbish services	5%	6%	3%	7%	0%	0%	4%	4%
Unhappy with the waterways/sewage services needs to improve	0%	4%	4%	4%	5%	3%	3%	5%
Respond to problems/ concerns	0%	4%	4%	3%	3%	7%	4%	3%
Lack of transparency/have behind the scene dealings	5%	4%	2%	2%	5%	3%	4%	3%
Does not listen	2%	4%	5%	0%	5%	0%	3%	3%

Need more recreational areas/improvement on parks and grounds/sport facilities	2%	5%	2%	2%	4%	0%	2%	4%
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*Proportion of respondents who gave a reason, excluding 'Don't know' responses. Some respondents answered with more than one reason, so proportions sum to more than 100%

Key:

Red – Negative comments

Green – Positive comments

- 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?

Table 168: Agreement that Council has made it easy for you to interact with it

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	13.3%	10.8%	14.8%	10.8%	6.8%	8.6%	12.2%	10.4%
Agree	36.0%	53.5%	40.1%	37.5%	34.2%	40.0%	40.5%	42.3%
Neither agree nor disagree	20.0%	16.8%	23.1%	30.1%	32.5%	25.7%	27.8%	21.1%
Disagree	10.7%	5.4%	9.3%	8.0%	11.1%	8.6%	8.3%	8.4%
Strongly disagree	2.7%	1.6%	3.3%	2.8%	6.0%	2.9%	2.3%	3.9%
Don't know/not applicable	17.3%	11.9%	9.3%	10.8%	9.4%	14.3%	8.8%	13.8%

- 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?

Table 169: One service you feel the Council is performing the best in delivering (coded table)*

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Waste management	14%	15%	16%	28%	43%	39%	29%	19%
Parks, reserves and green spaces	21%	18%	18%	20%	11%	10%	16%	19%
Libraries	5%	14%	8%	9%	9%	10%	7%	12%
Recreation & Sport Centres	11%	9%	9%	9%	5%	6%	6%	11%
Public space cleaning/ City beautification	12%	8%	3%	3%	2%	6%	3%	6%
Information and communication	4%	3%	8%	4%	4%	3%	5%	5%
Events/ activities	2%	6%	7%	3%	2%	0%	2%	6%
Water supply	2%	2%	4%	5%	6%	10%	7%	2%
Facilities and services	4%	5%	3%	3%	3%	6%	3%	4%
Roading	2%	6%	2%	1%	4%	0%	3%	3%
Cycleways	2%	1%	4%	3%	1%	0%	3%	1%
Public Transport	7%	1%	2%	1%	3%	0%	2%	3%
Waterways	5%	2%	1%	1%	0%	0%	1%	2%
Rates spending and financial management	0%	1%	2%	1%	2%	3%	2%	1%
The rebuild	5%	0%	2%	1%	0%	3%	1%	2%

Community Support	0%	1%	3%	0%	0%	0%	2%	0%
Parking	0%	2%	0%	1%	2%	0%	1%	1%
Sewerage/ Wastewater	0%	1%	1%	2%	1%	0%	1%	1%
Animal Control	2%	1%	1%	1%	0%	0%	0%	1%
Footpaths	2%	0%	0%	1%	2%	0%	1%	0%
Emergency preparedness and response	0%	0%	1%	1%	0%	0%	1%	0%
Other	2%	3%	5%	1%	1%	3%	3%	2%

**Proportion of comments, excluding 'Don't know' and negative responses.*

- 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?

Table 170: Most important service for Council to improve over the next 12 months (coded table)*

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Roading	27%	24%	25%	28%	35%	21%	31%	24%
Council decision-making/financial management	8%	7%	9%	9%	12%	30%	12%	8%
Water supply	6%	10%	9%	12%	5%	0%	7%	10%
Information and communication	10%	6%	8%	6%	8%	6%	9%	6%
Footpaths	2%	3%	7%	7%	7%	15%	7%	5%
Waste management	4%	9%	7%	5%	4%	6%	5%	8%
Parking	8%	6%	6%	3%	5%	6%	5%	6%
Cycleways	2%	4%	5%	4%	3%	6%	2%	6%
Public transport	8%	3%	3%	2%	3%	3%	3%	4%
Public space cleaning/ City beautification	0%	1%	2%	4%	7%	3%	4%	2%
Waterways	4%	6%	3%	2%	1%	0%	2%	3%
Parks, reserves and green spaces	0%	3%	3%	2%	4%	0%	1%	4%
Consents process	2%	1%	3%	2%	0%	3%	2%	2%
Sewerage/ Wastewater	4%	2%	1%	2%	1%	0%	2%	2%
Noise control	2%	1%	1%	2%	0%	0%	1%	1%
Earthquake recovery/ rebuild	4%	2%	0%	1%	1%	0%	1%	2%
Environment	2%	2%	1%	1%	0%	0%	0%	1%
Events/ activities	0%	3%	1%	0%	0%	0%	1%	1%
Housing	0%	0%	2%	1%	0%	0%	0%	1%
Recreation & Sports Centres	0%	2%	0%	1%	0%	0%	1%	1%
Other	10%	5%	4%	5%	4%	0%	5%	4%

**Proportion of comments, excluding 'Don't know' and positive responses.*

Section 5: Questionnaire

Part One: Quota Demographics

Now for some questions that help make sure the Council hears from a range of people in the city. Your individual information will not be reported.

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

<input type="checkbox"/>	Yes [CONTINUE]
<input type="checkbox"/>	No [EXIT PAGE]

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

SHOW LIST, AUTOCODE WARD AND COMMUNITY BOARD BASED ON CLIENT SUPPLIED LIST

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

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

<input type="checkbox"/>	18-24 years
<input type="checkbox"/>	25-34 years
<input type="checkbox"/>	35-49 years
<input type="checkbox"/>	50-64 years
<input type="checkbox"/>	65-79 years
<input type="checkbox"/>	80 years and over
<input type="checkbox"/>	Prefer not to say

Q4. Do you identify as? *Select one.* **SINGLE CODE.**

<input type="checkbox"/>	A man
<input type="checkbox"/>	A woman
<input type="checkbox"/>	Non-binary / another gender
<input type="checkbox"/>	Prefer not to say

Q5. Which ethnic group(s) do you identify with? *Select all that apply.* **MULTICODE**

1	NZ European
1	Other European
1	Māori
1	Cook Islands Māori
1	Samoan
1	Tongan
1	Fijian
1	Niuean
1	Tokelauan
1	Chinese
1	Indian
1	Filipino
1	Japanese
1	Korean
1	Sri Lankan
1	Cambodian
1	Vietnamese
1	Middle Eastern
1	Latin American
1	African
1	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.

Q6. 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.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q7. The Council supports a range of events and festivals such as Kids Fest, Le Race and local community events. How satisfied, or dissatisfied are you with the range of events and festivals? *Select one.* SINGLE CODE.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	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.

Q8. How much do you agree or disagree that you understand how the Council makes decisions? *Select one.*

SINGLE CODE.

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	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
Q9. The accuracy of information provided to you about Council decisions. <i>This includes being able to rely on what you are told and information being clear, correct and available to people</i>						
Q10. The public receives information about decision making in a prompt and timely manner						
Q11. The Council makes decisions that are in the best interests of the city						
Q12. The opportunities to have a say in what Council does						
Q13. The Council makes it easy for you to use and engage with its decision-making processes. <i>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</i>						
Q14. The leadership of the Mayor and Councillors						

Q15. How much influence do you feel the public has on the decisions the Council makes? *Select one.* SINGLE CODE.

	Large influence
	Some influence
	Small influence
	No influence
	Don't know/ not applicable

Part Five: Reputation and Trust

How much do you agree or disagree with the following statements? **SINGLE CODE PER ROW.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Q16. The Council is open and transparent						
Q17. The Council can be trusted						
Q18. The Council has a good reputation						
Q19. The Council acts with integrity and honesty						
Q20. The Council is accountable for what it does						
Q21. The Council understands the needs of residents and what they care about						
Q22. The Council balances the needs of today's residents with planning for the future of the city						
Q23. The Council communicates clearly with residents the results of Council decisions						
Q24. The Council communicates clearly with residents about how their views have informed Council decisions						
Q25. Council managers and staff are doing a good job						
Q26. The Council makes wise spending decisions						
Q27. The Council provides good value for ratepayers' money						
Q28. The Council honours the principles of the Treaty of Waitangi						

Part Six: Waterways

Christchurch has several waterways such as the Ōtākaro Avon, Ōpāwaho Heathcote and Pūharakekenui 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
Q29. The condition of the waterways. <i>This includes maintenance and how they are looked after</i>						
Q30. 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. <i>This includes maintenance and how they are looked after</i>						
Q31. The appearance of Christchurch's waterway margins. <i>This includes layout, plants, shrubs, grasses and reeds</i>						

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
Q32. The city's stormwater management systems operate effectively to ensure the risk of flooding is minimised.						

Part Seven: 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
Q33. The Council's kerbside collection of RECYCLABLE materials (your YELLOW bin)						
Q34. The Council's kerbside collection of RUBBISH (your RED bin)						
Q35. The Council's kerbside collection of ORGANIC materials (your GREEN bin)						

Part Eight: Roading

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
Q36. The condition of Christchurch's roads, excluding the residential red zone roads? <i>This includes maintenance and how they are looked after</i>						
Q37. The condition of Christchurch's footpaths, excluding the residential red zone footpaths? <i>This includes maintenance and how they are looked after</i>						

ONLY ASK Q38 IF Q36 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q38. 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**

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

ONLY ASK Q39 IF Q37 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q39. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's FOOTPATHS? **ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS**

	Footpath surfaces are not smooth or level (eg. uneven)
	Footpath surfaces or kerbs/gutters contain holes or cracks
	Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters
	Litter and debris on footpaths
	Repairs are not completed to a good standard (eg. ongoing patch repairs where holes/cracks return quickly)
	Repairs and upgrades are taking too long
	Footpaths are too narrow to accommodate all users
	There are not enough footpaths on some streets
	Other – please specify [ANCHOR]
	Don't know [ANCHOR]

Q40. How much do you agree or disagree that our transport network is **SAFE** for **ALL** users so that everyone comes home healthy and safe each day? *This includes motor vehicle users, motorcyclists, cyclists, pedestrians, eScooter and kick scooter riders, etc* *Select one.* **SINGLE CODE.**

	Strongly agree
	Agree
	Neither agree nor disagree
	Disagree
	Strongly disagree
	Don't know/ not applicable

Q41. How did you usually travel in Christchurch in the last 12 months? (select the ONE method you used the MOST OFTEN) **SINGLE CODE**

	Car
	Cycle
	Walking
	Bus
	Motorcycle or scooter
	eScooter
	Kick scooter or skateboard
	Other (please specify)

Q42. **FILTER BY MODE USED MOST OFTEN:** How easy or difficult was it to travel by <<MODE>> in Christchurch in the last 12 months? *Select one.* **SINGLE CODE.**

	Very easy
	Easy
	Neither easy nor difficult
	Difficult
	Very difficult
	Don't know/ not applicable

Part Nine: 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
Q43. That there is minimal odour from the sewerage system? <i>This includes odours from manholes in the street, treatment plants such as the one at Bromley and smaller plants on Banks Peninsula</i>						
Q44. That the wastewater services are reliable? <i>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</i>						
Q45. That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? <i>This includes blockages, overflows, or broken pipes</i>						

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
Q46. The quality of the water supply? <i>This includes its taste, appearance. (e.g., sediment free) and with minimal water odour</i>						
Q47. That the water supply is reliable? <i>This means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained</i>						
Q48. That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?						

Part Ten: Active Travel

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

Q49. How often have you cycled on a public road in Christchurch in the last 12 months? *Select one.* **SINGLE CODE**

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

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
Q50. Christchurch is a cycle friendly city? <i>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</i>						
Q51. Christchurch is a walking friendly city? <i>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</i>						

Part Eleven: Parking

Thinking now about parking a vehicle in Christchurch...

Q52. 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**

	Yes, on-street
	Yes, Council off-street
	No [UNIQUE ITEM]
	Don't know/ not applicable [UNIQUE ITEM] [SKIP TO Q57]

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
Q53. The ease of use of on-street parking meters? <i>This includes clear instructions, the purchasing of tickets, meters working correctly and the response from the Council when they aren't working</i>						
Q54. The range of Council parking options available to you. <i>This includes on-street and off-street Council parking, parking permits and mobility parking</i>						
Q55. The information provided about Council parking options. <i>This includes clear signs and instructions, and information that is correct and available to people</i>						
Q56. The ease of use of Council parking.						

Part Twelve: 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
Q57. The appearance of these objects. <i>This includes layout, type, and style</i>						
Q58. The condition of these objects. <i>This includes maintenance and how they are looked after</i>						

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
Q59. The appearance of the city's heritage buildings. <i>This includes layout, type, and style</i>						
Q60. The condition of these buildings. <i>This includes maintenance and how they are looked after</i>						

Part Thirteen: 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.

Q61. 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

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q62. 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

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

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

This includes small central city parks and reserves, Margaret Mahy Playground, squares such as Cranmer, Latimer, and Victoria squares, and the inner-city Ōtākaro/Avon River 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
Q63. The appearance of central city parks and green spaces. <i>This includes layout, plants, trees, and gardens</i>						
Q64. The condition of these parks and green spaces? <i>This includes maintenance and how they are looked after</i>						

Part Fourteen: 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? **SINGLE CODE PER ROW**

	Yes	No	Don't know/ not applicable
Q65. Stored enough water for three days			
Q66. Stored enough food for three days			
Q67. Secured heavy household items that might fall in an earthquake e.g. furniture, water cylinder, etc			

Q68. 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 Fifteen: 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.

Q69. 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.**

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q70. 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 Q71 IF Q69 = OPTION 3 (NEITHER SATISFIED NOR DISSATISFIED). OTHERWISE, SKIP TO Q72

Q71. Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the last 12 months?

	Overall slightly more satisfied than dissatisfied
	Overall slightly more dissatisfied than satisfied
	Feel equally satisfied as dissatisfied
	Don't know

Part Sixteen: 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.

- Q72. 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.

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know/ not applicable

To finish, 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.

- Q73. 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.*

Don't know/nothing

Q74. 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

Q75. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? *Select one.* **SINGLE CODE.**

	Yes
	No

ONLY ASK Q76 IF Q75 = OPTION 1 (YES)

Q76. Please supply your email address.

Email address

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