

Christchurch City Council
Point of Contact Service Satisfaction
Residents Survey Results

2023-2024

Monitoring and Research Team
Performance Management Unit
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Introduction

Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council’s Residents Survey framework assesses a total of 41 Performance Standards (levels of service) under 15 different Activities. It also assesses some other services for ongoing organisation performance trend monitoring. The Residents Survey includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Service Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The online survey is conducted in January and February each year with a representative sample of 770 residents aged 18 years and over (quotas are applied for age, gender and ward). The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 17 Performance Standards under 9 Activities. In February 2023 a Life in Christchurch booster survey was undertaken to boost participation by Māori, Pacific Peoples, Asian and those aged 18-24 years. This survey included some of the key General Service Satisfaction Survey questions such as overall service performance, ease of interaction with Council and core infrastructure satisfaction.
2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 24 Performance Standards under 9 Activities.

Infield: January	Infield: Throughout Year
<p>General Service Satisfaction Survey</p> <p>Resident satisfaction with Council services used by a wide range of the general population; 770 respondent sample aged 18+ years; +/- 3.5% on individual questions at 95% confidence level; mainly closed questions with response options + three open ended questions; representative online survey</p>	<p>Point of Contact Service Satisfaction Surveys</p> <p>Resident satisfaction with Council services used by direct service users at point of contact; sampling of a range of sites for each service with between approximately 5 and 3,400 respondents per service; short survey of closed questions with response options + two open ended questions; face to face surveying, online and postal</p>
<p>Services include:</p> <p>eg. governance and decision making, public information and participation, waterways and stormwater management, events and festivals, rubbish and recycling, active travel, roading, water supply, parking, disaster preparedness</p>	<p>Services include:</p> <p>eg. libraries, parks, public transport infrastructure, first point of contact customer services, events and festivals, resource consents, cemeteries, marine structures, community facilities, recreation and sport services, external communications, governance and decision making, parking, education programmes</p>
<p>Results: MAY</p>	<p>Results: MAY</p>
<p>Performance Framework</p> <p>Resident perceptions feed into performance monitoring and reporting of Council service delivery</p>	

NB: A Life in Christchurch booster survey may also be undertaken to ensure better representation across the Residents Survey by various ethnic groups and by young people

Methodology

- Survey questions based on Levels of Service in Activity Plans and/or existing surveys
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don’t know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately 5 to 3,400 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)

- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews¹.
- Overall 9,014 Point of Contact surveys were completed in 2023-2024: of those completed via the summer research programme, 30% were completed face to face; 3% were completed by mail drop or post and 67% were completed online. The overall completion rate for the summer point of contact surveys was 15%.

Customer Effort: Ease of Interacting With or Using Council Services

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

¹ With the potential for disruption to onsite surveying in 2021-2022 due to COVID restrictions, permanent changes were made to simplify the wording of many questions across the Residents Survey programme to ensure surveys could be delivered in a contactless manner if required. While the changes did not impact the intent of the questions, some caution is needed when comparing results to previous years.

Summary of Levels of Service Results: Point of Contact Surveys 2023-2024

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

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21
Citizens and Communities	Citizens and Customer Services	2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in	Community	At least 85%				98%	97%	98%	95%	97%	92%	97% ^a	95%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				68% ¹	71%	74% ¹	72%	76% ¹	73%	71% ^{a1}	59%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				88% ¹	85%	90% ¹	92%	90% ¹	88%	92% ^{a1}	93%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Community	At least 90%				95%	95%	96%	98%	94%	95%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				96%	93%	96%	94%	NA	NA	97%	96%
	Community Development and Facilities	4.1.27.1 Customers are satisfied with community development and capacity building initiatives	Community	80%				86%	76%	79%	66%	81%	71%	88%	71%
	Recreation, Sports, Community Arts and Events	2.8.5.2 Produce and deliver engaging programme of community events	Community	At least 80%				88%	80%	89% ¹	75%	82% ¹	76%	81% ¹	89%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				86%	76%	83%	85%	90%	78%	92%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				93%	85%	87%	76%	85%	75%	88%	90%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				92% ⁶	92%	91% ⁶	93%	94%	NA	94%	NA
Strategic Planning and Policy	Public Information and Participation	4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate	Community	67%				73%	64%	72%	67%	65%	59%	82%	76%
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks	Community	≥ 60%				54%	69%	61%	80%	56%	69%	63%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				99%	94%	99%	97%	99%	97%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				88%	87%	84%	80%	90%	89%	NA	91%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				85%	98%	84%	90%	72%	80%	86%	92%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				95% ⁴	93% ⁴	97% ⁴	93% ⁴	95% ⁴	95% ⁴	100% ²³	100% ³
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				50%	75%	56%	71%	60%	70%	NA	NA

		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				95%	96%	97%	95%	97%	91%	98%	99%
		10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors	Community	60%				75%	81%	65%	79%	67%	72%	71%	76%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				100%	99%	100%	99%	100%	97%	100%	99%
Regulatory and Compliance	Resource Consenting	9.2.7 % satisfaction of applicant with resource consenting process	Community	70%				86%	79%	71%	69%	77%	67%	73%	62%
	Building Regulation	9.1.15.2 Provide Case Management Services	Management	80%		NA		98% ⁷	97%	NA	NA	100%	NA	100%	NA
Transport	Transport	10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥50%				78% ⁵	90%	77% ⁵	79%	82% ⁵	84%	53% ⁵	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%				69%	85%	76%	91%	72%	83%	84%	92%

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

1 Sample may include non-residents of Christchurch. Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data is not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied methodology

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

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

4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred

5 From 2022-2023 onward, the LOS is measured via the point of contact survey. Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)





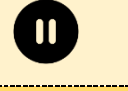






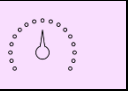


6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score

7 Surveyed via Residents Survey point of contact surveying from 2023-2024 onward. The case management service started in 2015-2016

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

Additional Service Satisfaction Results

Service	Detail	Old LOS Target ⁴	Old LOS Target Met ⁴	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Community Facilities	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				84%	87%	81%	78%	80%	73%	84%	73%	82%	66%
Sports Parks	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				67% ¹	85%	67% ¹	87%	70% ¹	87%	80% ¹	89%	73% ¹	85%
Regional Parks	Overall customer satisfaction with the presentation of the City's Parks – Regional Parks	≥ 80%				86%	87%	81%	80%	88%	89%	85%	91%	81%	90%

Marine Structures	Customer satisfaction with marine structure facilities (presentation)	90%				71%	81%	62%	79%	61%	72%	80%	76%	70%	81%	
Governance and Decision Making	Percentage of residents that understand how Council makes decisions (users of governance services)	NA	NA			46% ³	NA	45% ³	NA	42% ³	NA	36% ³	39%	42% ³	36%	
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			35%	NA	34%	NA	33%	NA	24%	39%	33%	36%	
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			48%	NA	44%	NA	44%	NA	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			19%	NA	23%	NA	27%	NA	NA	NA	NA	NA	NA
Transport	Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	≥ 90%				84%	96%	80%	97%	89%	96%	93%	98%	91%	94%	
	Transport network is safe for all users	NA	NA	NA		49%	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	Ease of travel by main mode today	NA	NA	NA		92%	NA	NA	NA	NA	NA	NA	NA	NA	NA	

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

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

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

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

Survey Results

Activity: Citizens and Customer Services

Walk In Customer Service

2.6.7.1 Recommended Level of Service Target: At least 85%

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

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

Methodology

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

Walk In:

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

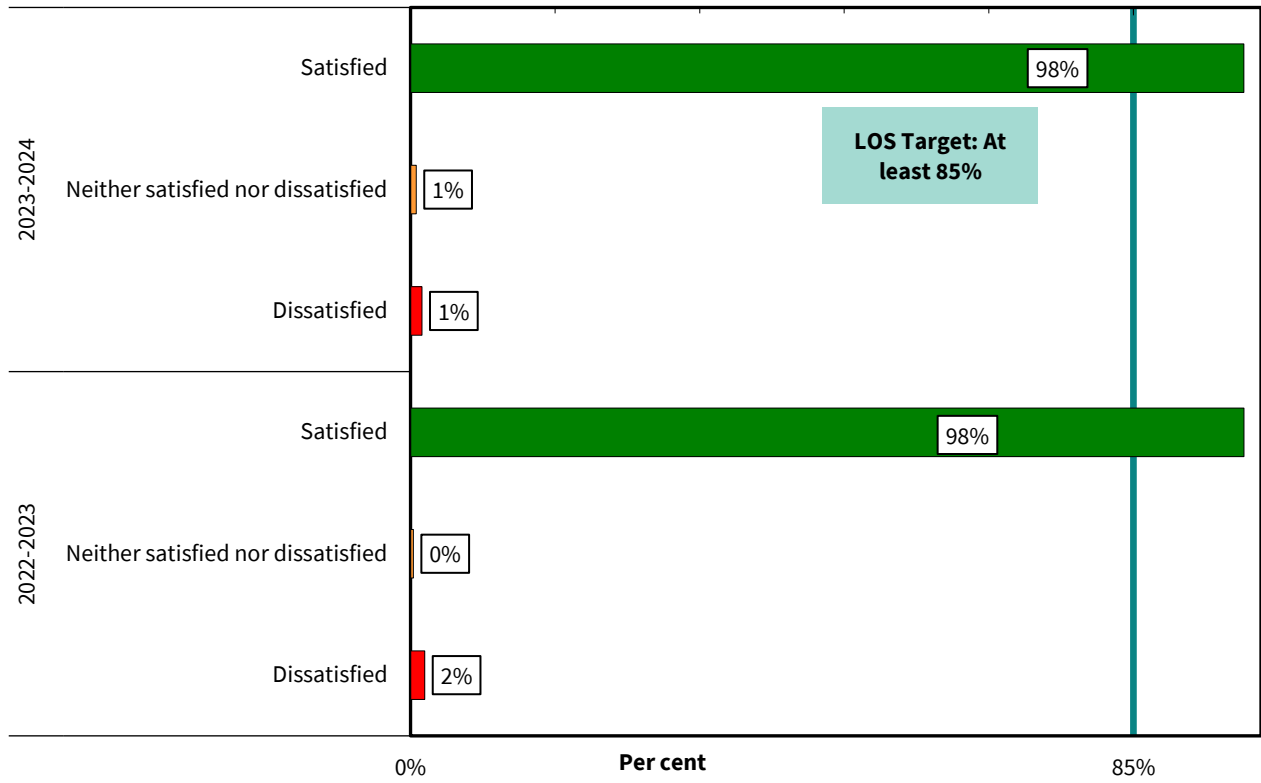
Time in field: Face to face surveying took place between November and December 2023

Sites Surveyed: 5

Completed Surveys: 150

Service Centres	Completed Surveys
CIVIC OFFICES (HEREFORD STREET)	50
FENDALTON SERVICE CENTRE	25
PAPANUI SERVICE CENTRE	25
SHIRLEY SERVICE CENTRE	25
TE HAPUA HALSWELL	25
Total	150

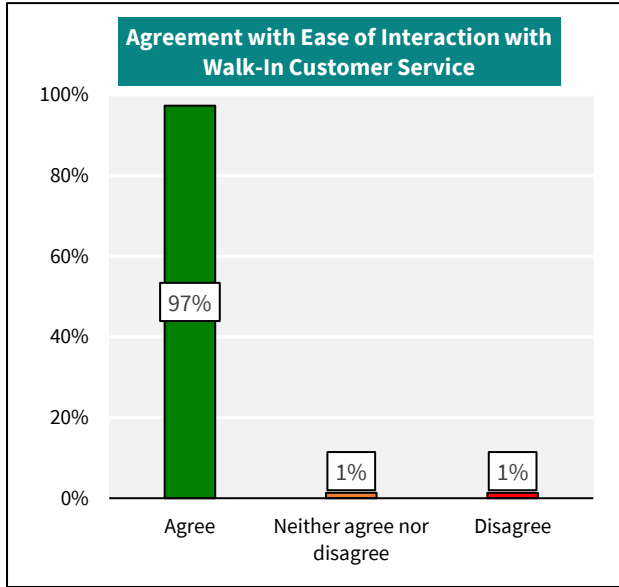
**Overall Satisfaction with First Point of Contact Customer Services
WALK IN (LOS 2.6.7.1)**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Walk in manner	n	124	22	1	2	0	0	149
	%	83.2%	14.8%	0.7%	1.3%	0.0%	0.0%	100.0%
Walk in understanding of needs	n	125	19	1	3	0	0	148
	%	84.5%	12.8%	0.7%	2.0%	0.0%	0.0%	100.0%
Walk in how we responded	n	126	20	1	2	0	0	149
	%	84.6%	13.4%	0.7%	1.3%	0.0%	0.0%	100.0%
Walk in professional and efficient	n	128	19	1	1	0	0	149
	%	85.9%	12.8%	0.7%	0.7%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	503	80	4	8	0	0	595
	%	84.5%	13.4%	0.7%	1.3%	0.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	95	63.8%
Agree	50	33.6%
Neither Agree nor Disagree	2	1.3%
Disagree	2	1.3%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	149	100.0%
Not applicable	0	

Email Customer Service

2.6.7.2 Recommended Level of Service Target: At least 80%

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

Target: At least 80% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via email

Methodology

LOS score calculated as an aggregate of the two survey questions stated below²:

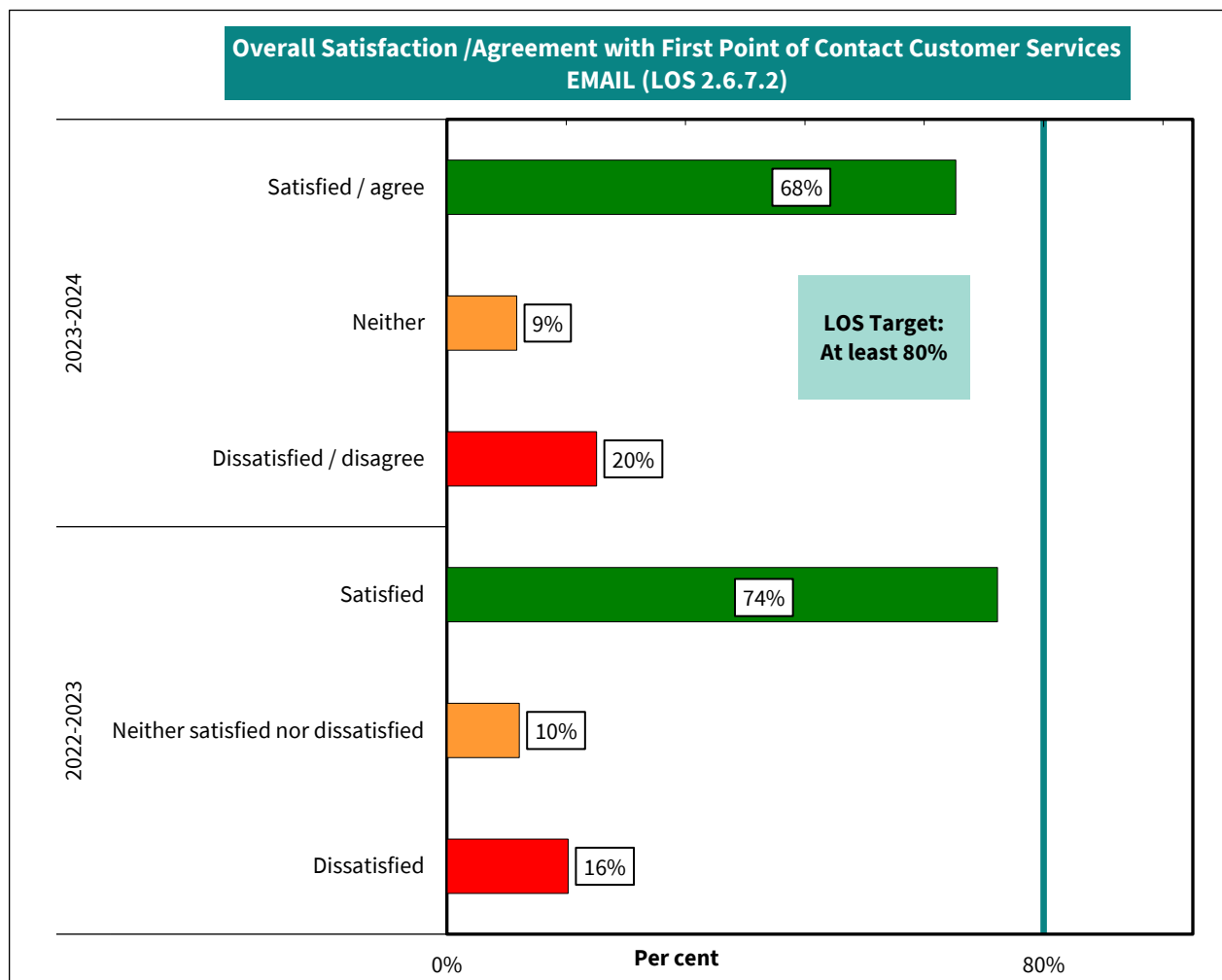
Email:

1. How satisfied or dissatisfied were you that our email customer service was **EFFICIENT** to use? *This includes saving you time and making it easy for information to be communicated between you and the Council*
2. How much do you agree or disagree that the Council makes it EASY for you TO MAKE CONTACT with us using email?

² Note: In 2021-2022, this level of service was measured using three questions: time taken to respond; email being clear, professional, and easy to understand; and email efficient way to communicate. In 2023-2024, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, the data from these two years is not directly comparable.

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 1,791 residents who had emailed the CCC email customer services email address from June to September. In total, 301 surveys were completed. The level of service result uses a random selection of 150 surveys to ensure balance with walk in and telephone services. However, all 301 surveys are included in the analysis of best and improvement aspects. 100% of surveys were completed online

Completed Surveys: 301



Results		Very Satisfied / Strongly Agree	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied / Strongly Disagree	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Email efficient way to communicate	n	50	48	16	17	16	3	150
	%	33.3%	32.0%	10.7%	11.3%	10.7%	2.0%	100.0%
Email ease of contact	n	42	64	12	12	15	4	149
	%	28.2%	43.0%	8.1%	8.1%	10.1%	2.7%	100.0%
LOS AVERAGE RATING	n	92	112	28	29	31	7	299
	%	30.8%	37.5%	9.4%	9.7%	10.4%	2.3%	100.0%

Telephone Customer Service

2.6.7.3 Recommended Level of Service Target: At least 85%

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

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

Methodology

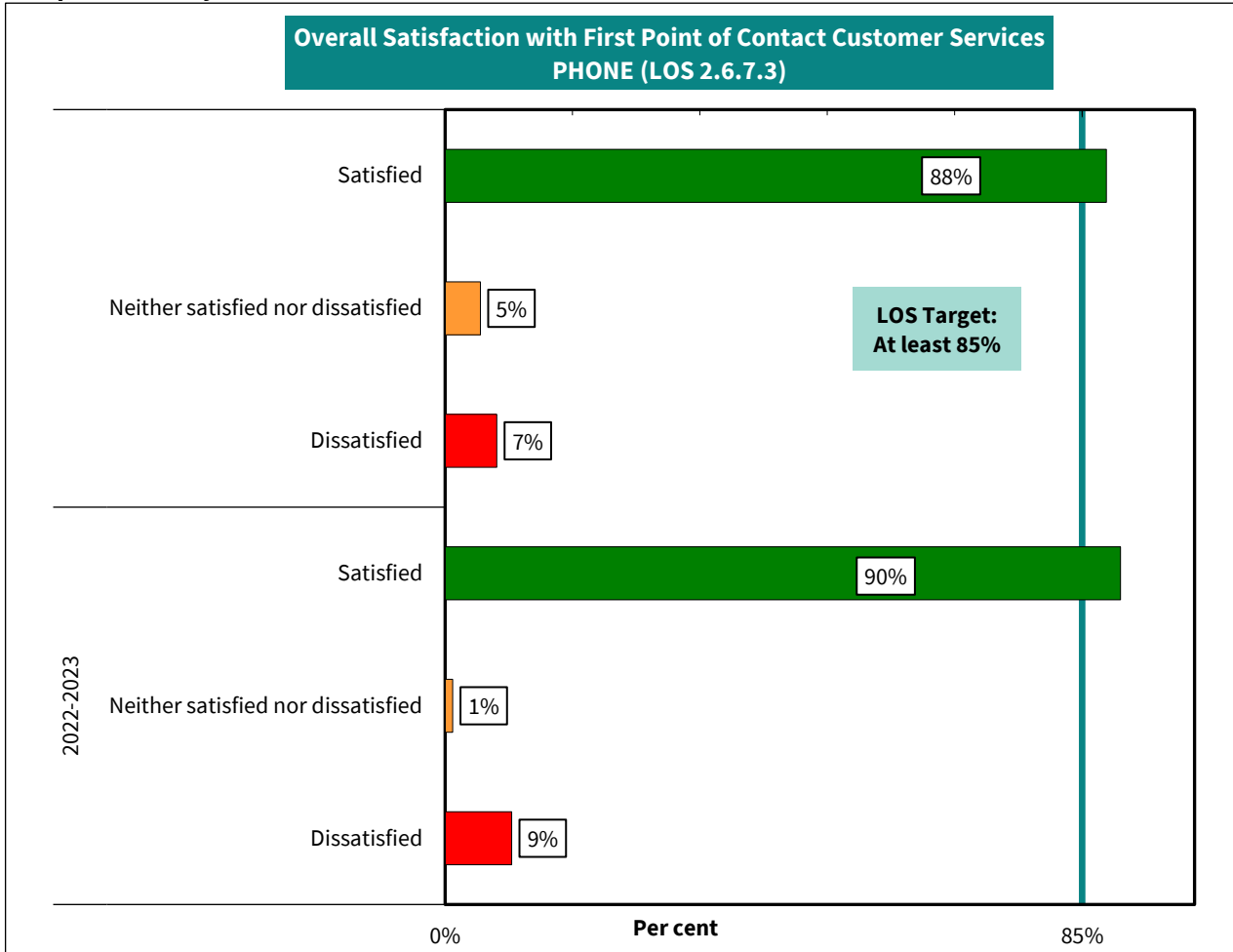
LOS score calculated as an aggregate of the four survey questions stated below:

Phone:

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

Time in field: The telephone survey was in field in November and December 2023, with surveys conducted with residents who had called the CCC telephone customer services line in September and November 2023. 100% of surveys were completed by telephone

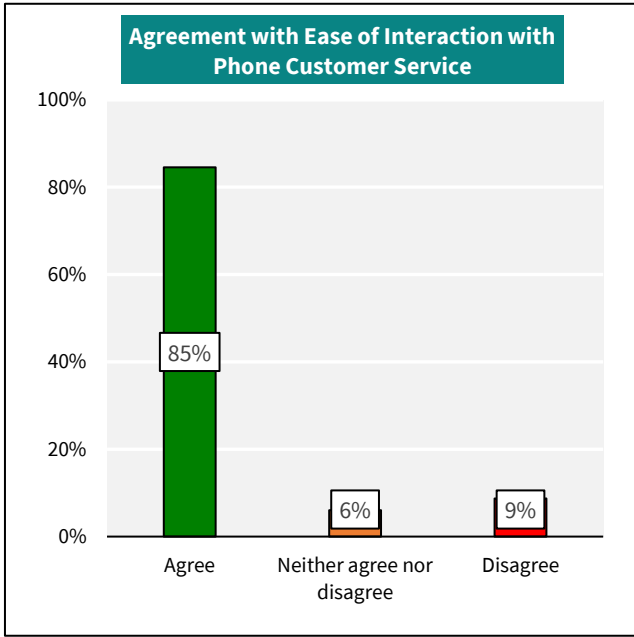
Completed Surveys: 150



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Phone manner	n	118	22	3	3	3	0	149
	%	79.2%	14.8%	2.0%	2.0%	2.0%	0.0%	100.0%
Phone understanding of needs	n	99	36	7	3	4	0	149
	%	66.4%	24.2%	4.7%	2.0%	2.7%	0.0%	100.0%
Phone how we responded	n	83	33	14	10	7	1	148
	%	56.1%	22.3%	9.5%	6.8%	4.7%	0.7%	100.0%
Phone professional and efficient	n	114	20	4	10	1	0	149
	%	76.5%	13.4%	2.7%	6.7%	0.7%	0.0%	100.0%
LOS AVERAGE RATING	n	414	111	28	26	15	1	595
	%	69.6%	18.7%	4.7%	4.4%	2.5%	0.2%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	81	54.4%
Agree	45	30.2%
Neither Agree nor Disagree	9	6.0%
Disagree	8	5.4%
Strongly Disagree	5	3.4%
Don't Know	1	0.7%
Total	149	100.0%
Not applicable	1	

Activity: Public Information and Participation

External Communications

4.1.10.1 Recommended Level of Service Target: 67%

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

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

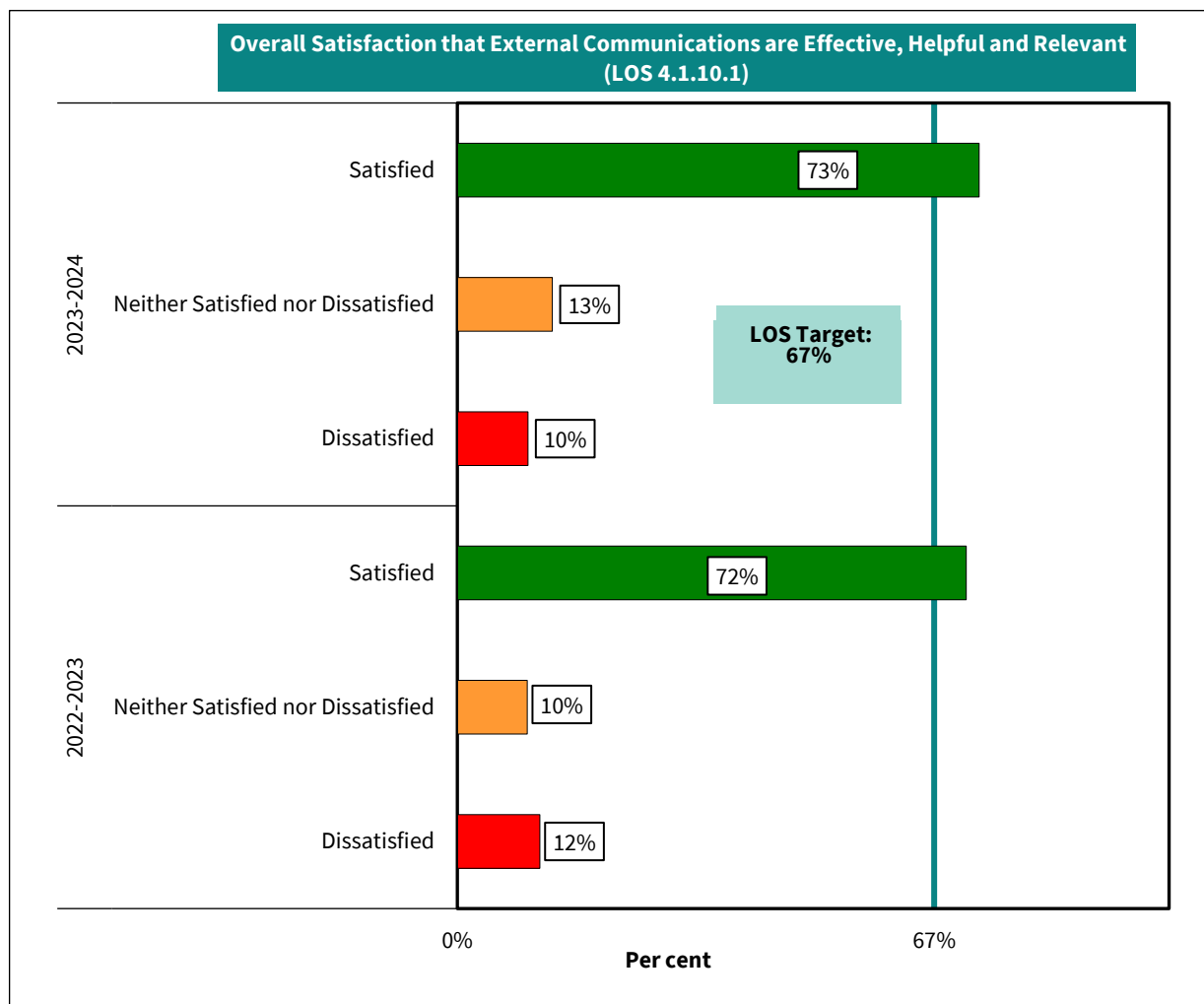
Methodology

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

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

Time in field: Face to face surveying took place at a range of public sites between November and December 2023

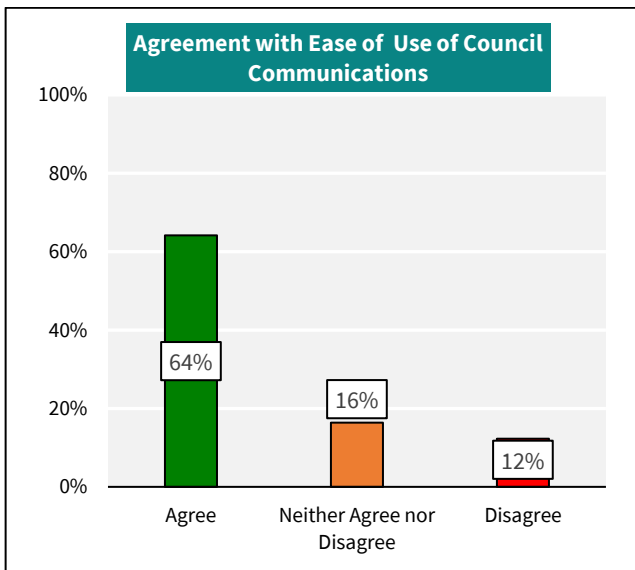
Completed Surveys: 300



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Timely communications (helpful)	n	27	176	51	20	11	15	300
	%	9.0%	58.7%	17.0%	6.7%	3.7%	5.0%	100.0%
Relevant communications	n	35	189	43	19	6	7	299
	%	11.7%	63.2%	14.4%	6.4%	2.0%	2.3%	100.0%
Accurate communications (effective)	n	39	175	41	20	10	15	300
	%	13.0%	58.3%	13.7%	6.7%	3.3%	5.0%	100.0%
Clean and easy to understand communications (helpful)	n	64	174	25	23	10	4	300
	%	21.3%	58.0%	8.3%	7.7%	3.3%	1.3%	100.0%
LOS AVERAGE RATING	n	165	714	160	82	37	41	1199
	%	13.8%	59.5%	13.3%	6.8%	3.1%	3.4%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	38	13.0%
Agree	150	51.2%
Neither Agree nor Disagree	48	16.4%
Disagree	22	7.5%
Strongly Disagree	14	4.8%
Don't Know	21	7.2%
Total	293	100.0%
Not applicable	4	

Activity: Community Development and Facilities

Community Development and Capacity Building Initiatives

4.1.27.1 Recommended Level of Service Target: 80%

4.1.27.1 Customers are satisfied with community development and capacity building initiatives

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

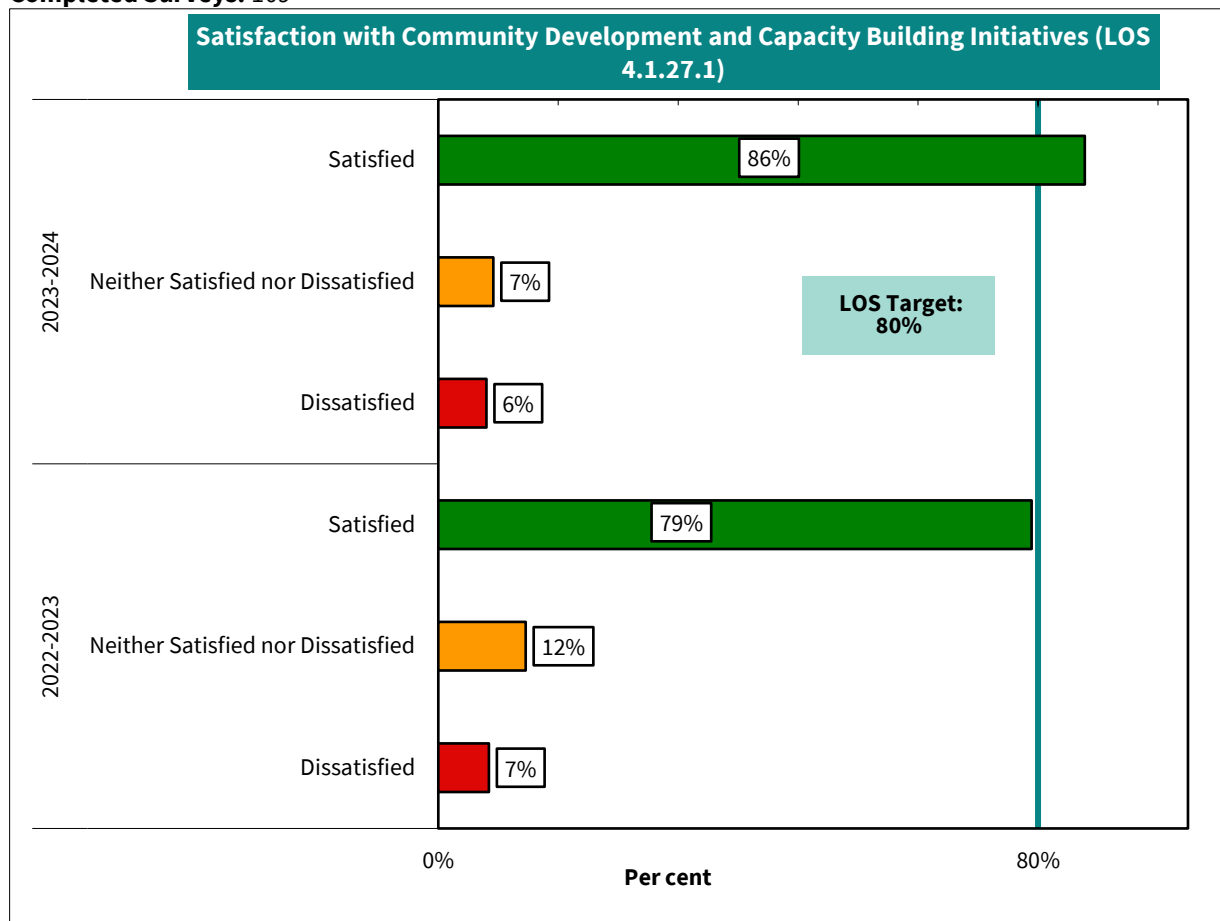
Methodology

LOS score based on the survey question stated below:

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

Time in field: The online survey was in field in October and November 2023, with surveys emailed to 209 community groups that have had contact with community governance teams from January 2023. 100% of surveys were completed online

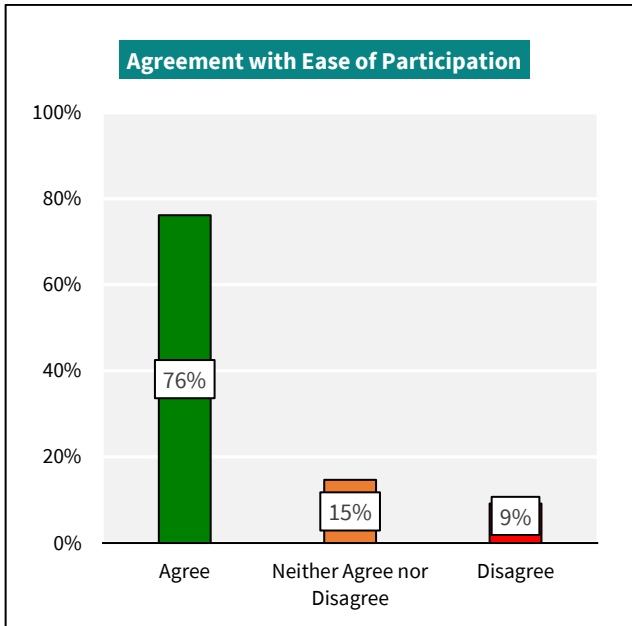
Completed Surveys: 109



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Support Given	n	64	30	8	3	4	0	109
LOS AVERAGE RATING	%	58.7%	27.5%	7.3%	2.8%	3.7%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	34	31.2%
Agree	49	45.0%
Neither Agree nor Disagree	16	14.7%
Disagree	9	8.3%
Strongly Disagree	1	0.9%
Don't Know	0	0.0%
Total	109	100.0%
Not applicable	0	

Activity: Libraries

Libraries

3.1.5 Recommended Level of Service Target: At least 90%

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries
Target: At least 90% of library users satisfied with the library service

Methodology

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

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

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 300

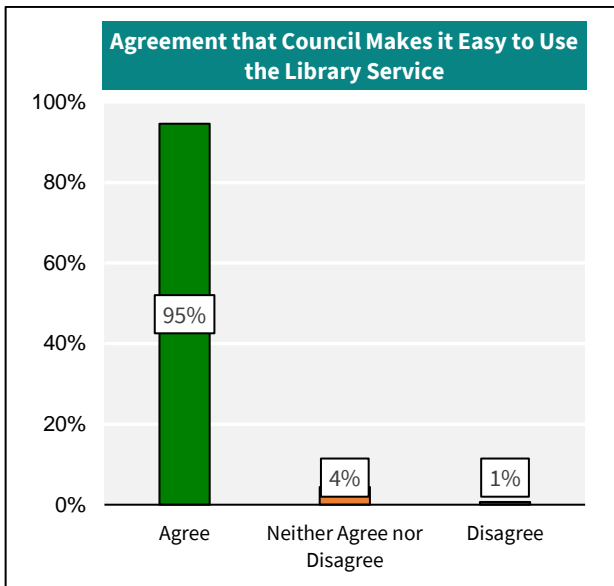
Library Site	Completed surveys
TURANGA	60
FENDALTON	60
PAPANUI	60
SHIRLEY	60
UPPER RICCARTON	60
Total	300



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Efficient, easy to understand and access	n	211	77	6	1	0	3	298
	%	70.8%	25.8%	2.0%	0.3%	0.0%	1.0%	100.0%
Range of books and other items	n	152	107	14	7	1	7	288
	%	52.8%	37.2%	4.9%	2.4%	0.3%	2.4%	100.0%
Staff friendly, knowledgeable and helpful	n	217	60	4	1	0	2	284
	%	76.4%	21.1%	1.4%	0.4%	0.0%	0.7%	100.0%
LOS AVERAGE RATING	n	580	244	24	9	1	12	870
	%	66.7%	28.0%	2.8%	1.0%	0.1%	1.4%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	163	55.1%
Agree	117	39.5%
Neither Agree nor Disagree	13	4.4%
Disagree	1	0.3%
Strongly Disagree	1	0.3%
Don't Know	1	0.3%
Total	296	100.0%
Not applicable	0	

Libraries Programmes and Events

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with programmes and events

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

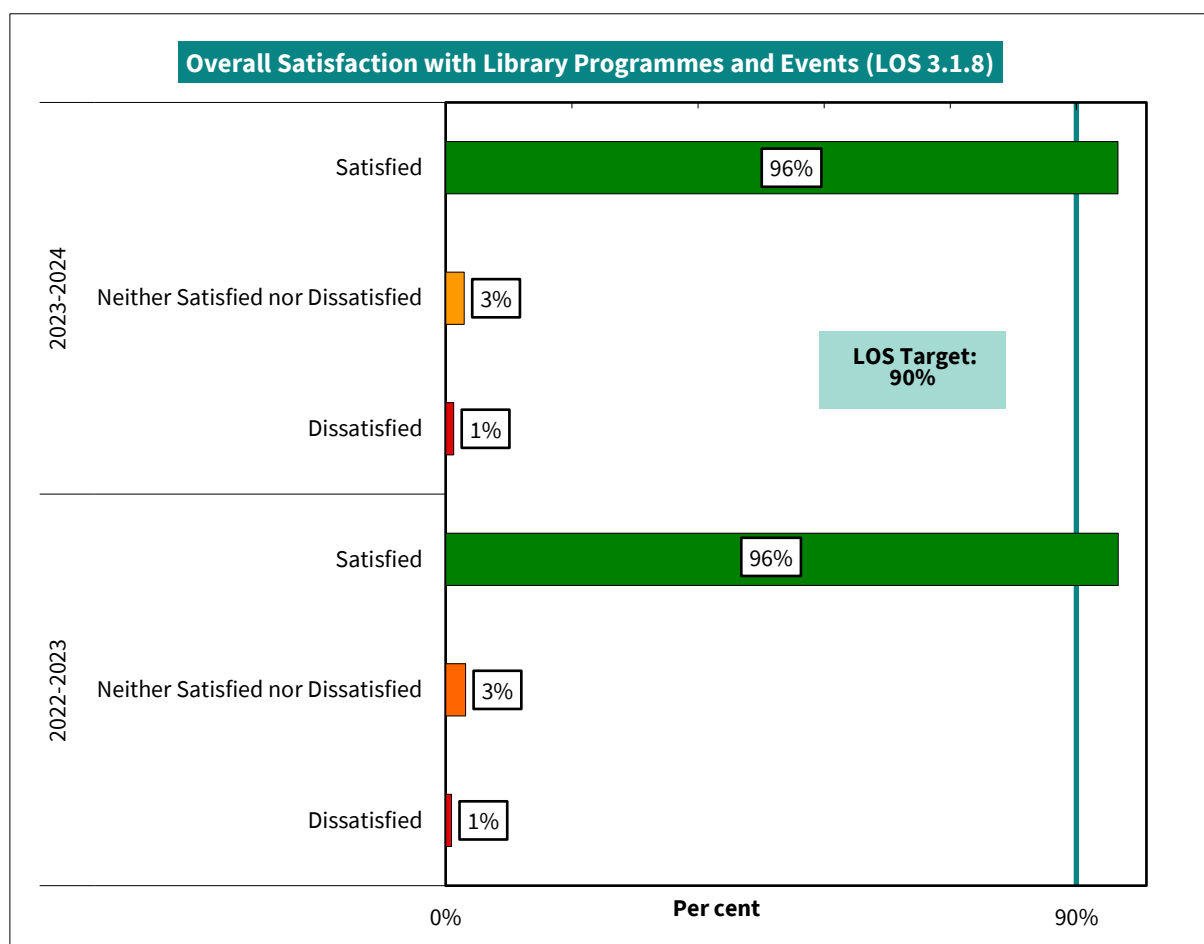
Methodology

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

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

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

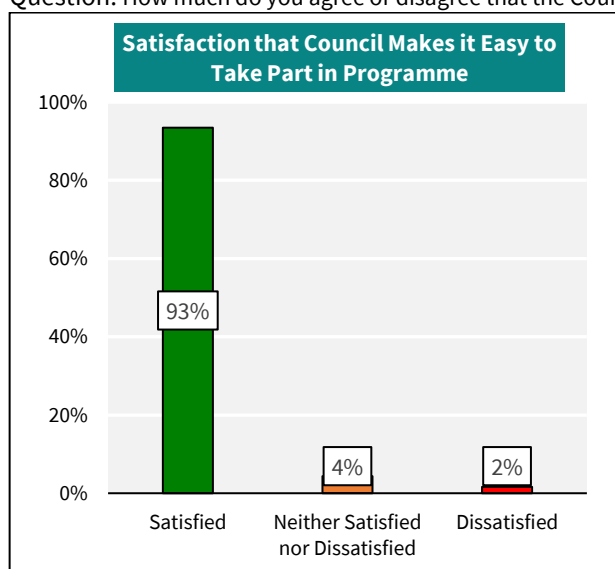
Completed Surveys: 390



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Process of Joining / Taking Part in Programme	n	292	81	7	5	2	1	388
	%	75.3%	20.9%	1.8%	1.3%	0.5%	0.3%	100.0%
Friendly and Helpful Staff	n	322	47	4	1	3	0	377
	%	85.4%	12.5%	1.1%	0.3%	0.8%	0.0%	100.0%
Staff Knowledge of Topic	n	305	56	10	1	4	0	376
	%	81.1%	14.9%	2.7%	0.3%	1.1%	0.0%	100.0%
Programme was Useful	n	274	82	16	2	2	3	379
	%	72.3%	21.6%	4.2%	0.5%	0.5%	0.8%	100.0%
LOS AVERAGE RATING	n	901	185	30	4	9	3	1132
	%	79.6%	16.3%	2.7%	0.4%	0.8%	0.3%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Very Satisfied	275	74.9%
Satisfied	68	18.5%
Neither Satisfied nor Dissatisfied	16	4.4%
Dissatisfied	2	0.5%
Very Dissatisfied	4	1.1%
Don't Know	2	0.5%
Total	367	100.0%
Not applicable	6	

Activity: Recreation, Sports, Community Arts and Events

Community Events

2.8.5.2 Recommended Level of Service Target: At least 80%

2.8.5.2 Produce and deliver engaging programme of community events

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

Methodology

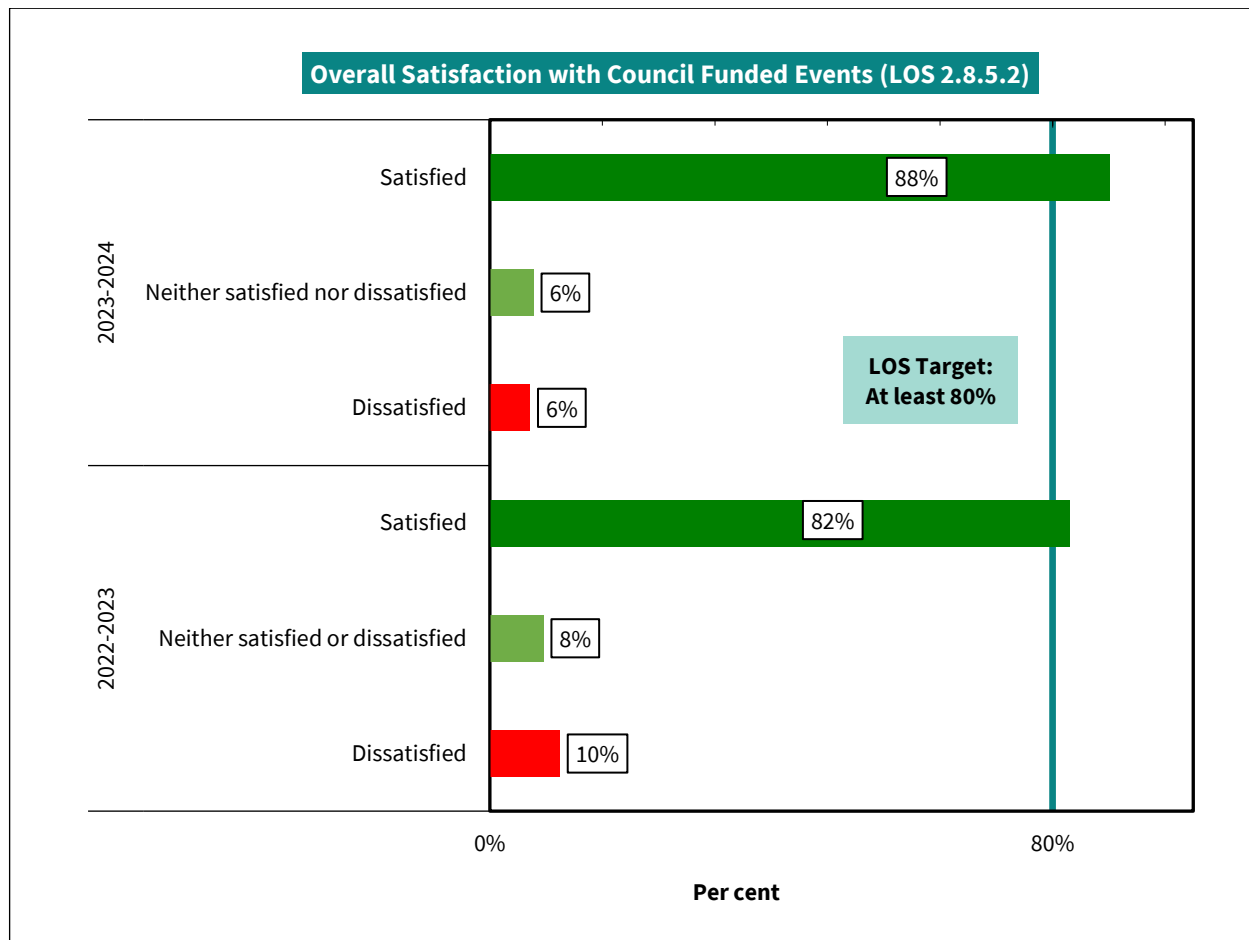
LOS score calculated as an aggregate of the two survey questions stated below:

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

Time in field: The online surveys were conducted with event attendees who attended selected events at a range of dates in late 2023 and 2024

Completed Surveys: 794

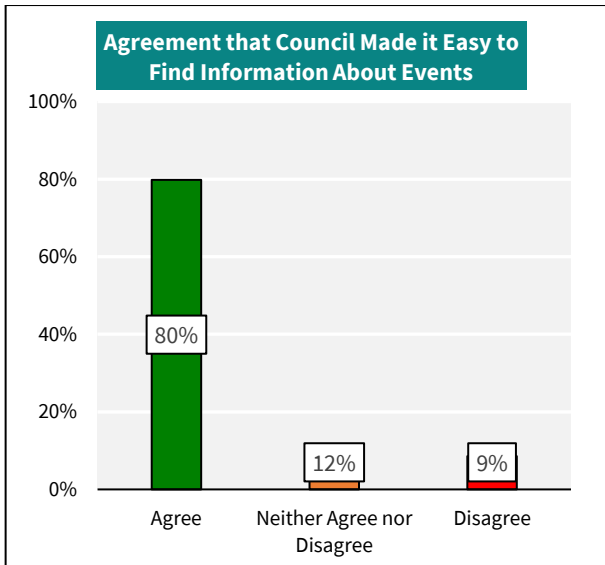
Events Surveyed: New Years Eve, Sparks and Kite Day



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Event content	n	411	290	49	24	17	0	791
	%	52.0%	36.7%	6.2%	3.0%	2.1%	0.0%	100.0%
Event delivery	n	395	294	49	33	16	0	787
	%	50.2%	37.4%	6.2%	4.2%	2.0%	0.0%	100.0%
LOS AVERAGE RATING	n	806	584	98	57	33	0	1578
	%	51.1%	37.0%	6.2%	3.6%	2.1%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you TO FIND INFORMATION about this event?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	311	39.8%
Agree	313	40.0%
Neither Agree nor Disagree	91	11.6%
Disagree	47	6.0%
Strongly Disagree	20	2.6%
Don't Know	0	0.0%
Total	782	100.0%

Event Support

2.8.6.2 Recommended Level of Service Target: 80%

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

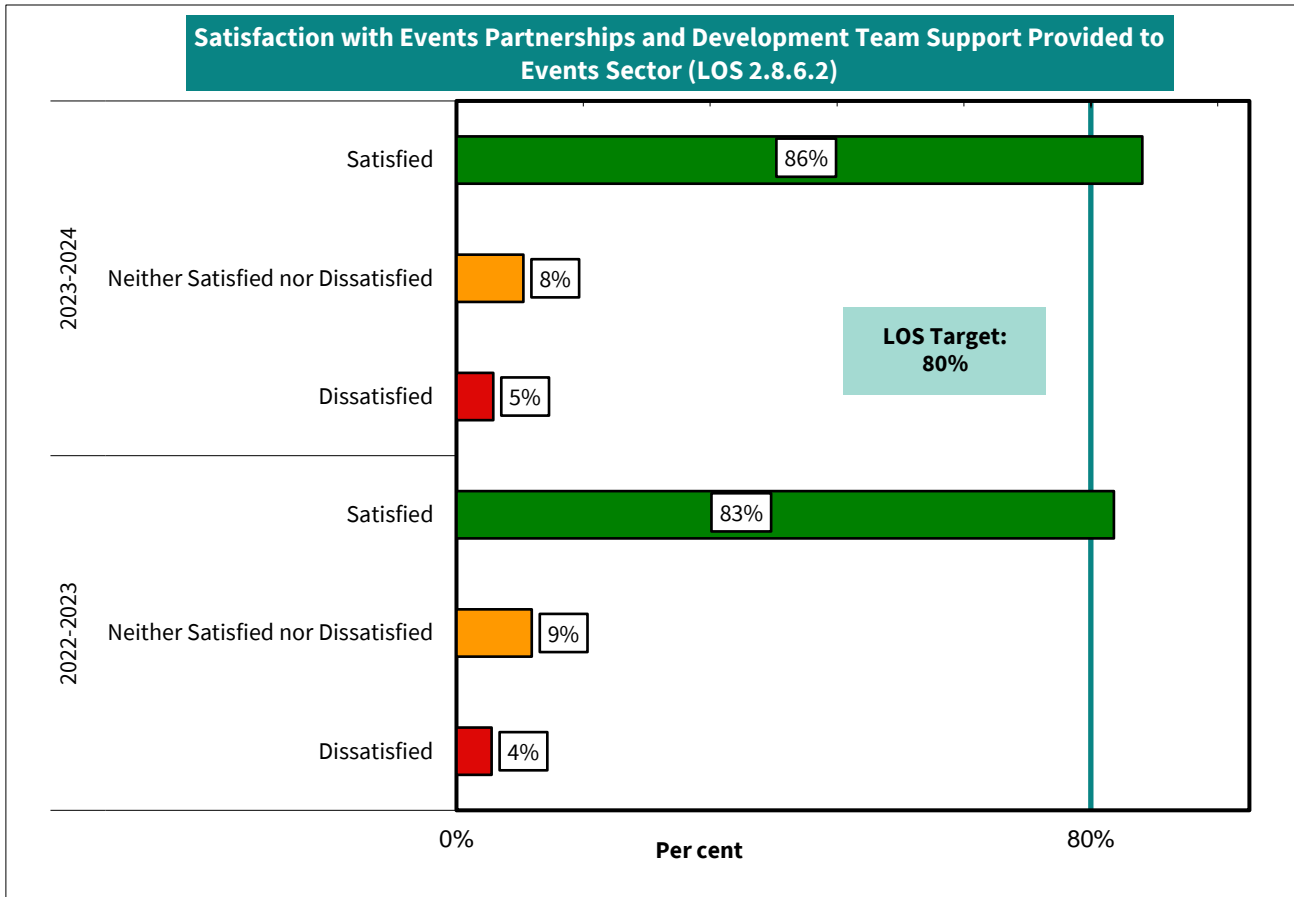
Methodology

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

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

Time in field: The online survey was in field in October and November 2023, with surveys emailed to 185 respondents who had used the Events Partnerships and Development Team's services from October 2022 onward. 100% of surveys were completed online

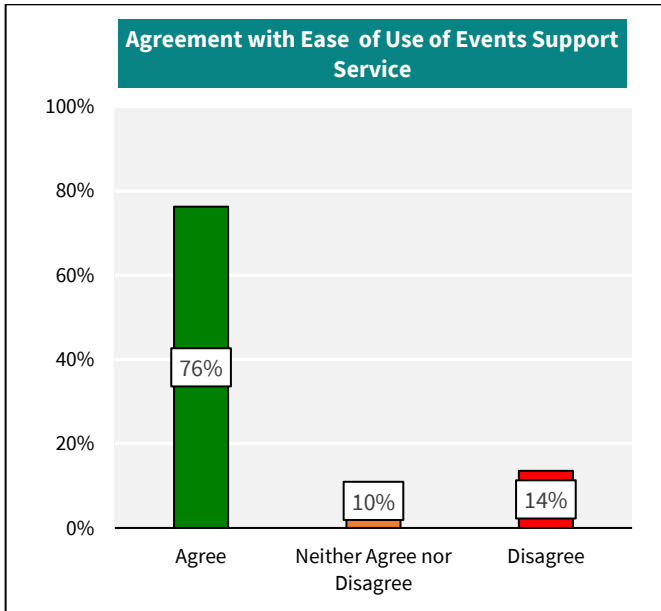
Completed Surveys: 61



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	39	18	2	1	1	0	61
	%	63.9%	29.5%	3.3%	1.6%	1.6%	0.0%	100.0%
Accuracy of information and advice	n	36	17	4	3	1	0	61
	%	59.0%	27.9%	6.6%	4.9%	1.6%	0.0%	100.0%
Ability to respond	n	36	19	3	3	0	0	61
	%	59.0%	31.1%	4.9%	4.9%	0.0%	0.0%	100.0%
Events support web pages	n	19	21	11	2	0	1	54
	%	35.2%	38.9%	20.4%	3.7%	0.0%	1.9%	100.0%
LOS AVERAGE RATING	n	130	75	20	9	2	1	237
	%	54.9%	31.6%	8.4%	3.8%	0.8%	0.4%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	25	42.4%
Agree	20	33.9%
Neither Agree nor Disagree	6	10.2%
Disagree	8	13.6%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	59	100.0%
Not applicable	1	

Recreation and Sport Support

7.0.3.2 Recommended Level of Service Target: 80%

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

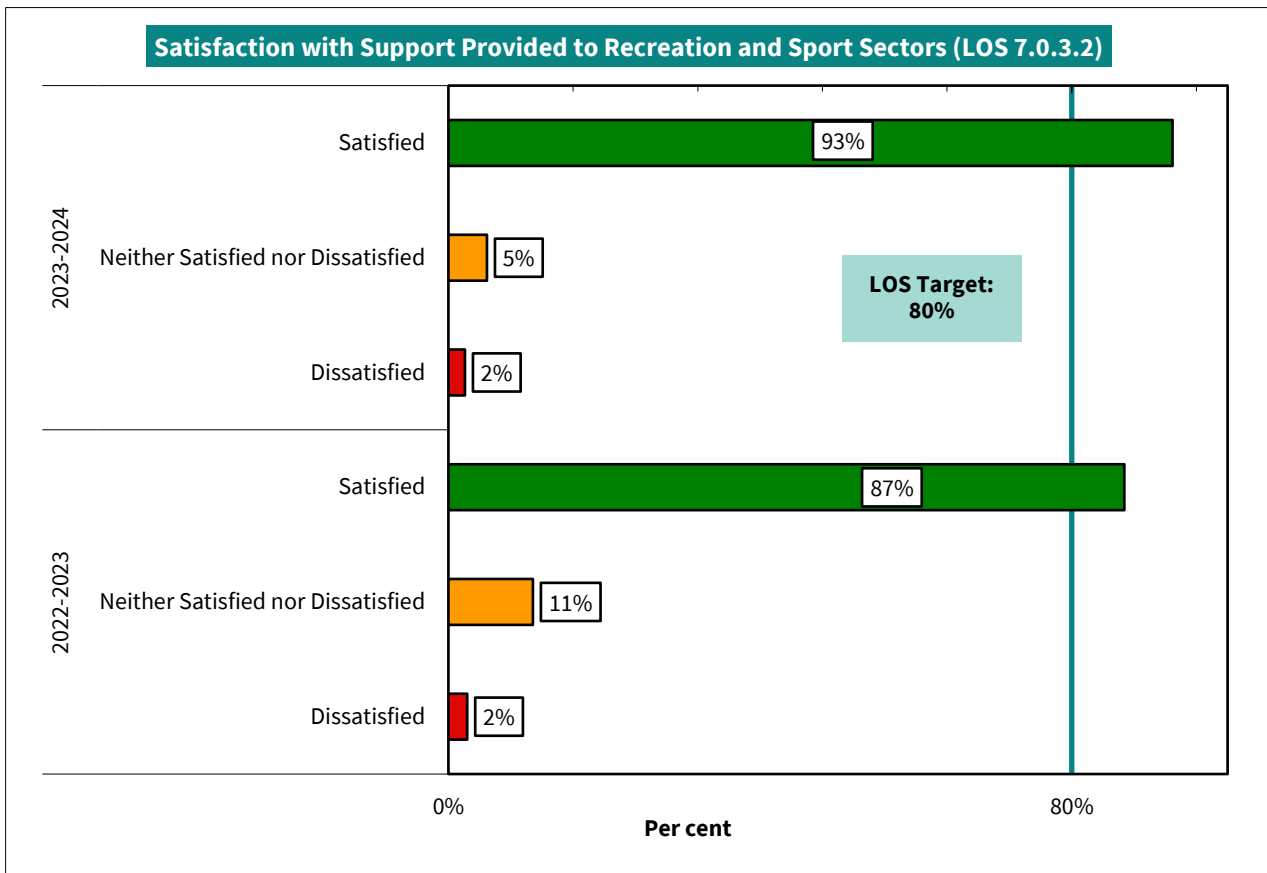
Methodology

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

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

Time in field: The online survey was in field in October and November 2023, with surveys emailed to 339 respondents who had used the Recreation Services Team's services from January 2023. 100% of surveys were completed online

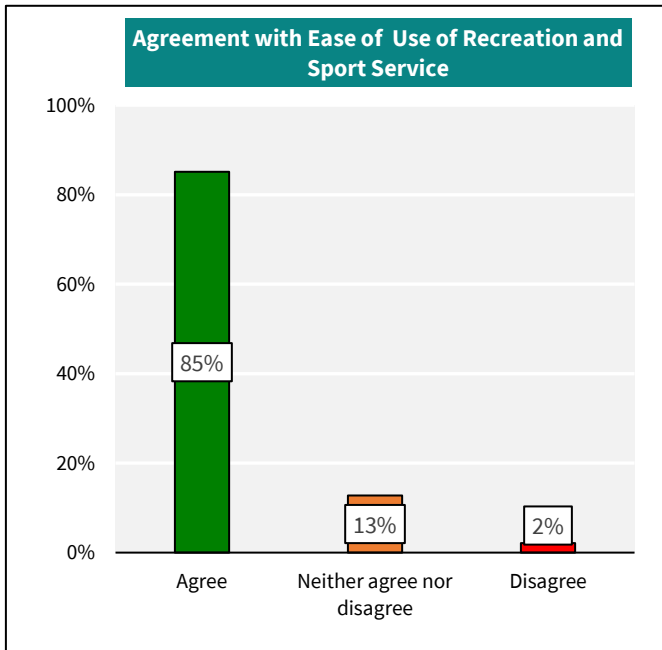
Completed Surveys: 96



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	62	26	4	1	1	0	94
	%	66.0%	27.7%	4.3%	1.1%	1.1%	0.0%	100.0%
Accuracy of information and advice	n	48	39	6	2	0	0	95
	%	50.5%	41.1%	6.3%	2.1%	0.0%	0.0%	100.0%
Ability to respond	n	51	37	4	1	1	0	94
	%	54.3%	39.4%	4.3%	1.1%	1.1%	0.0%	100.0%
LOS AVERAGE RATING	n	161	102	14	4	2	0	283
	%	56.9%	36.0%	4.9%	1.4%	0.7%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	32	34.0%
Agree	48	51.1%
Neither Agree nor Disagree	12	12.8%
Disagree	1	1.1%
Strongly Disagree	1	1.1%
Don't Know	0	0.0%
Total	94	100.0%
Not applicable	0	

Recreation and Sport Facilities

7.0.7 Recommended Level of Service Target: At least 80%

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

Target: At least 80% of customers are satisfied with the range and quality of facilities

Methodology³

LOS score based on the survey question stated below:

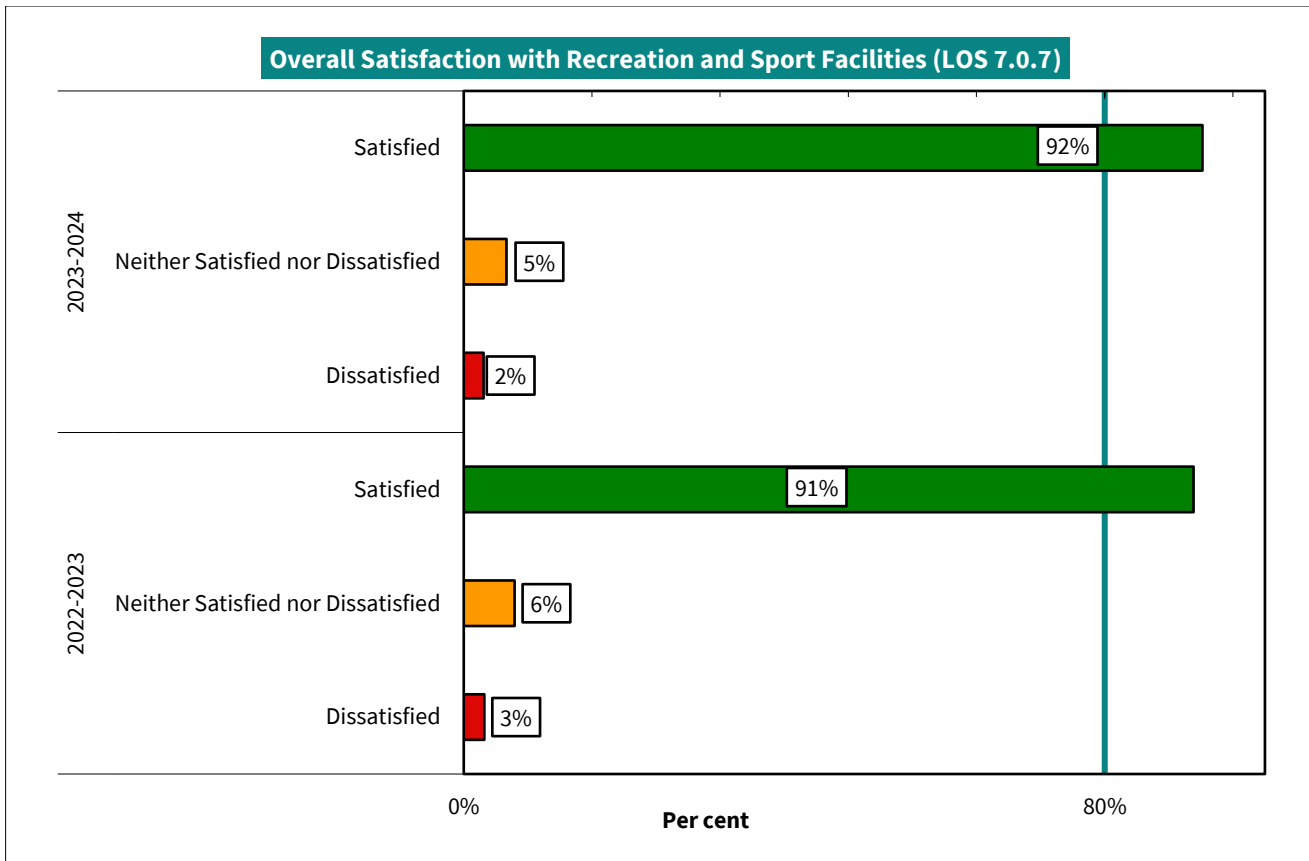
1. Overall, how satisfied or dissatisfied are you as a customer of this centre?

Time in field: Face to face surveying of casual users of seven facilities took place between November and December 2023. An online survey of facility members and concession card holders was carried out between October 2023 and March 2024. 100% of casual surveys were completed face to face and 100% of member and concession surveys were completed online.

Completed Surveys: 3,617

Centres Surveyed:

Recreation and Sport Centre Site	Completed surveys
Graham Condon Rec and Sport Centre	452
Jellie Park Rec and Sport Centre	799
Pioneer Rec and Sport Centre	969
Taiora QEII Rec and Sport Centre	922
Te Pou Toetoe Linwood Pool	418
Te Hapua Halswell Pool (casual users only)	25
Waltham Pool (casual users only)	25
Site unknown	7
Total	3,617

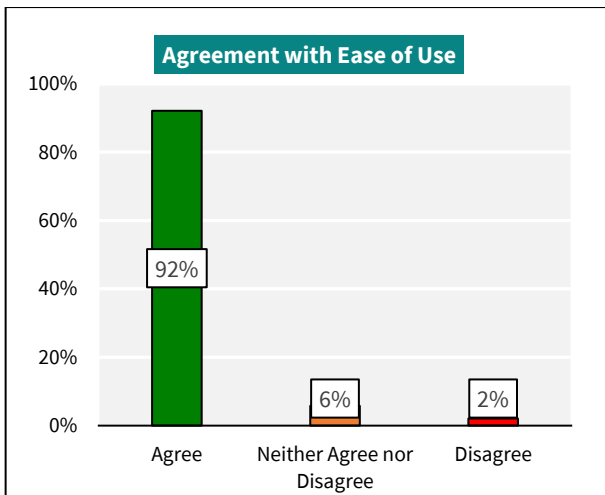


³ Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023.

Satisfaction Results <small>Not Applicable responses have been removed from the results</small>	Number	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Overall Satisfaction with Centre	n	1664	1656	192	72	17	0	3601
LOS AVERAGE RATING	%	46.2%	46.0%	5.3%	2.0%	0.5%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	1606	44.6%
Agree	1711	47.5%
Neither Agree nor Disagree	208	5.8%
Disagree	63	1.7%
Strongly Disagree	12	0.3%
Don't Know	2	0.1%
Total	3602	100.0%
Not applicable	0	

Activity: Parks and Foreshore

Community Parks

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

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

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

Methodology

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

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

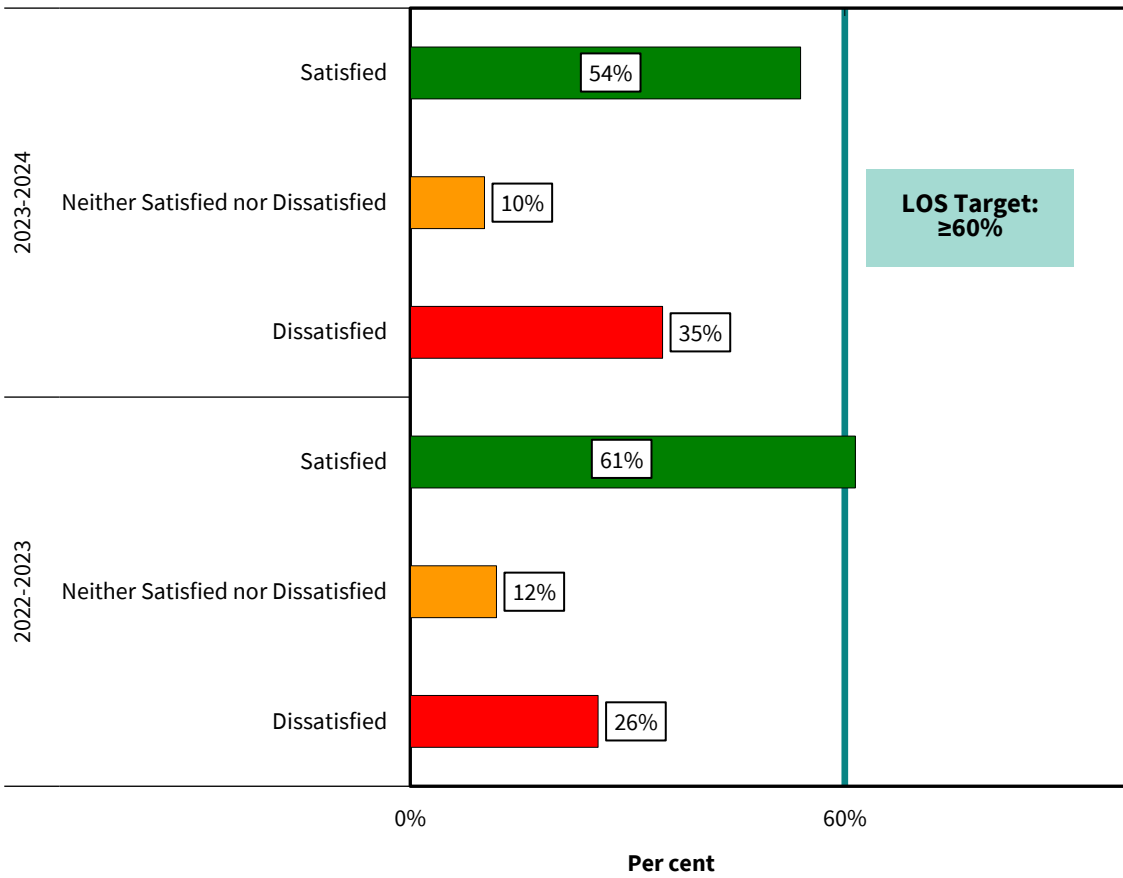
Time in field: The mail drop postal and online survey was delivered to households in the vicinity of community parks from November to December 2023. Surveys were also completed using our Life in Christchurch online panel where respondents gave feedback on a range of local parks throughout the city

Completed Surveys: 248

Sites surveyed:

Park Name	Number Completed Surveys
ALDRED RESERVE	9
ANNANDALE PARK	8
BANCROFT RESERVE	4
BENGAL RESERVE	20
BIRDSEY RESERVE	9
BRIGADOON RESERVE	13
CAMERON RESERVE	9
CARISBROOK PLAYGROUND	6
CUFFS ROAD PLAYGROUND	7
CURRIES RESERVE	7
FITZPATRICKS PARK	9
GRAMPIAN RESERVE	10
ISHWAR GANDA PARK	14
MAHARS PLAYGROUND	9
MERIVALE VILLAGE GREEN	8
PETRIE PARK	8
PITCAIRN PLAYGROUND	12
SETTLERS HILL WALKWAY	10
SHARNBROOK RESERVE	16
SISKA RESERVE	6
SOMERVILLE RESERVE	17
THACKERAY RESERVE	5
WAIWETU RESERVE	26
ZINNIA PARK	6
TOTAL	248

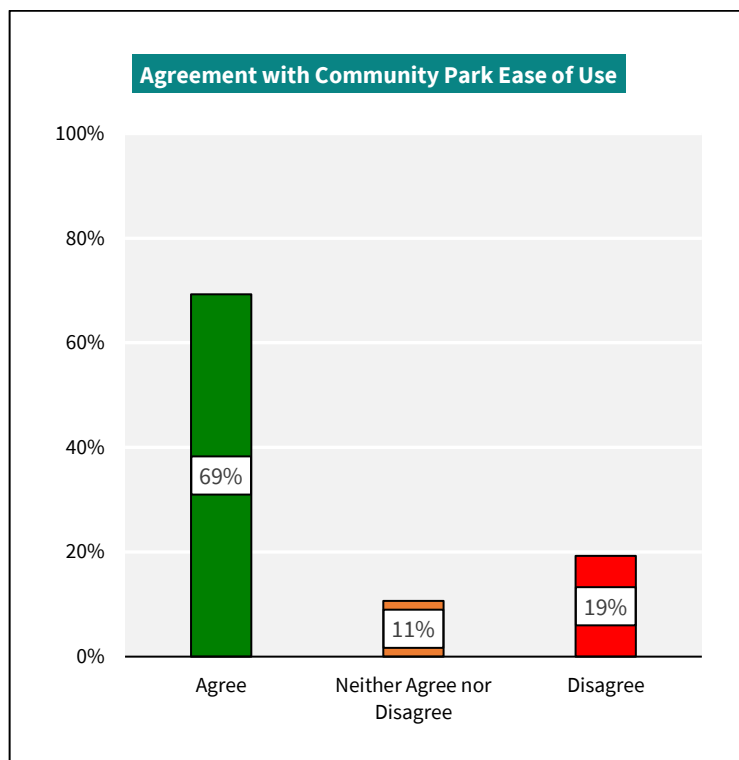
Overall Satisfaction with Presentation of Community Parks (LOS 6.0.3)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	29	101	30	54	28	3	245
	%	11.8%	41.2%	12.2%	22.0%	11.4%	1.2%	100.0%
Park condition	n	24	109	20	57	31	2	243
	%	9.9%	44.9%	8.2%	23.5%	12.8%	0.8%	100.0%
LOS AVERAGE RATING	n	53	210	50	111	59	5	488
	%	10.9%	43.0%	10.2%	22.7%	12.1%	1.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	51	20.9%
Agree	118	48.4%
Neither Agree nor Disagree	26	10.7%
Disagree	26	10.7%
Strongly Disagree	21	8.6%
Don't Know	2	0.8%
Total	244	100.0%
N/A	3	

Botanic Gardens and Mona Vale

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

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

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

Methodology

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

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

OR

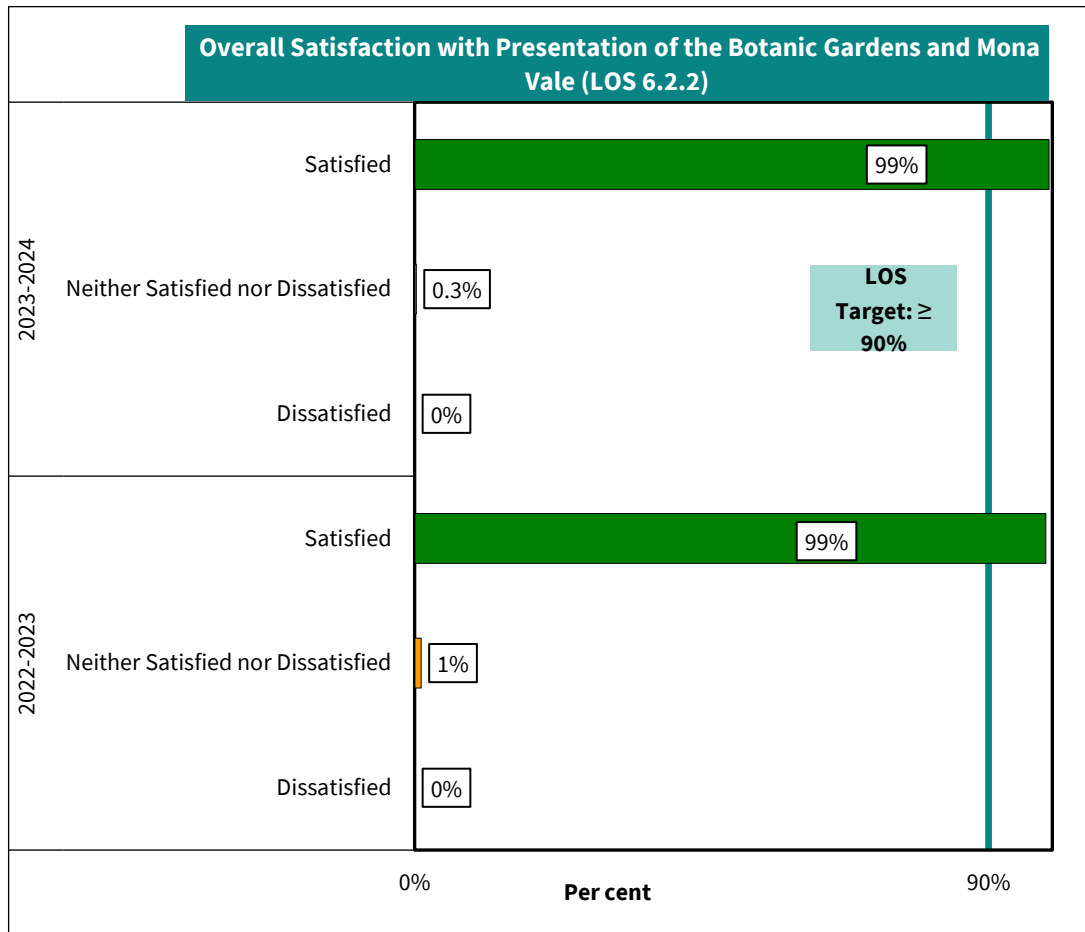
1. How satisfied or dissatisfied are you with the APPEARANCE of Mona Vale? *This includes layout, plants, trees and gardens and layout and style of facilities, such as the homestead and toilets*

2. How satisfied or dissatisfied are you with the CONDITION of Mona Vale? *This includes things such as maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2023

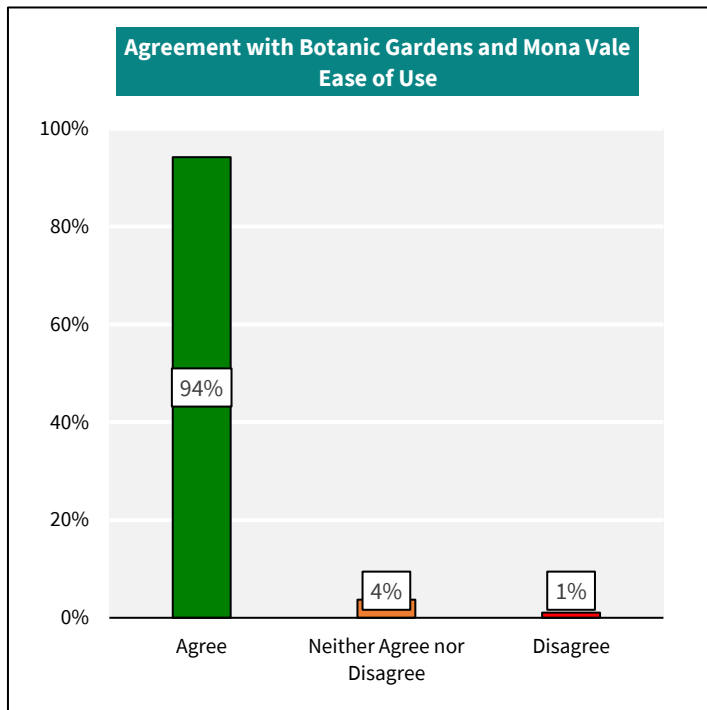
Completed Surveys: 195

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



Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	100	52.9%
Agree	78	41.3%
Neither Agree nor Disagree	7	3.7%
Disagree	2	1.1%
Strongly Disagree	0	0.0%
Don't Know	2	1.1%
Total	189	100.0%
Not applicable	1	

Regional Parks

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

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

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

Methodology

LOS score based on the survey question stated below:

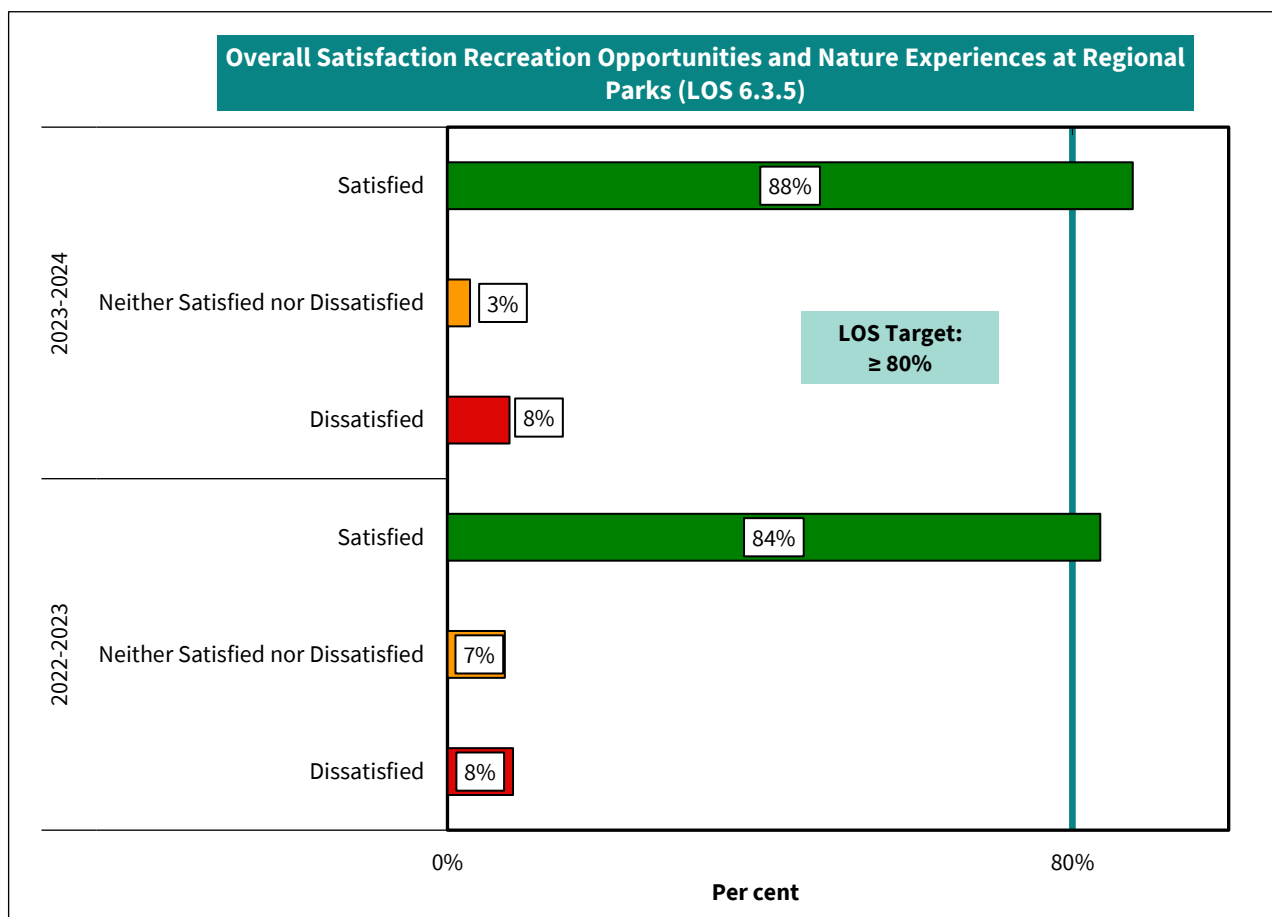
1. How satisfied or dissatisfied are you with the RANGE of RECREATION OPPORTUNITIES and NATURE EXPERIENCES at this park? *This includes areas for sitting, relaxing and playing (eg. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; and opportunities to enjoy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

Time in field: Face to face and mail drop postal surveying took place between November and December 2023

Completed Surveys: 281

Sites Surveyed:

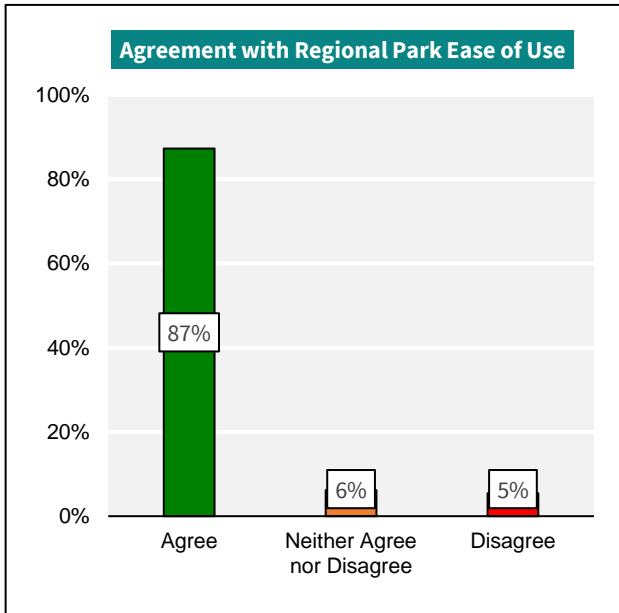
Regional Park	Completed
ELIZABETH PARK	24
FERRYMEAD PARK	19
SHAG ROCK	12
SPENCER PARK	22
TE WAOKU KAHIKATEA and KAPUTONE CONFLUENCE CONSERVATION PARK	13
TE WAOKU KAPUKA and KAPUTONE ESPLANADE RESERVE	11
BOTTLE LAKE BEACH PARK	30
HALSWELL QUARRY PARK	30
NEW BRIGHTON BEACH (developed)	30
RAPAKI TRACK	30
ROTO KOHATU	30
VICTORIA PARK	30
Total	281



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Recreational opportunities and ecological experiences	n	115	128	8	20	2	4	277
LOS AVERAGE RATING	%	41.5%	46.2%	2.9%	7.2%	0.7%	1.4%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	111	40.4%
Agree	129	46.9%
Neither Agree nor Disagree	17	6.2%
Disagree	14	5.1%
Strongly Disagree	1	0.4%
Don't Know	3	1.1%
Total	275	100.0%
Not applicable	1	

Cemetery Administration Services

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

6.4.5 Cemeteries administration services meet customer expectations

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

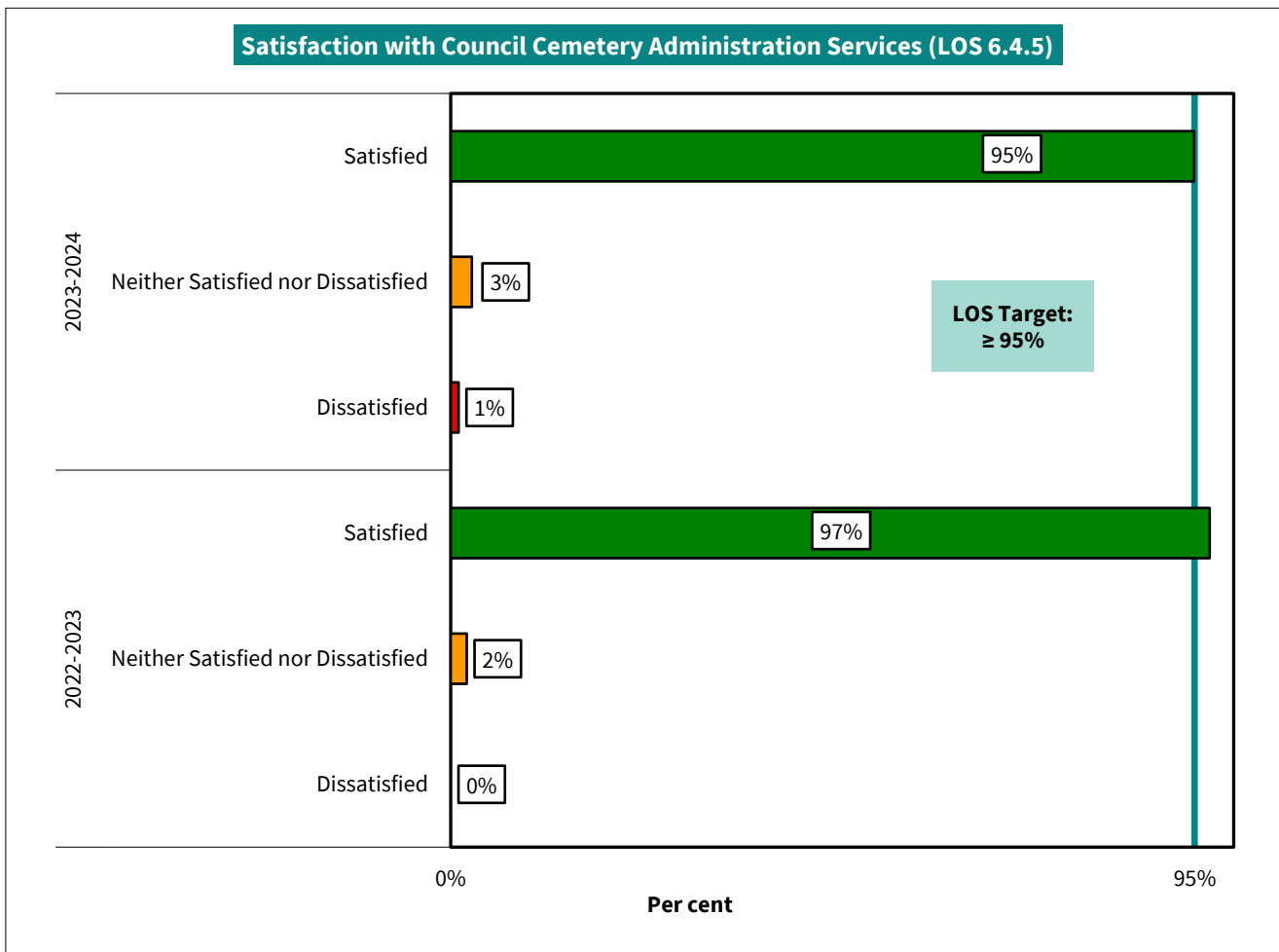
Methodology

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

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

Time in field: The online survey was in field in October 2023, with surveys emailed to 54 funeral directors and monumental masons who had used the Cemetery administration services in the preceding 12 months. The survey was also emailed to 127 resident customers who had used the Cemetery administration services since January 2023 (this excluded those who had used the service in the eight weeks before the survey due to sensitivities). 100% of surveys were completed online

Completed Surveys: 60



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Provision of information	n	60	23	3	3	0	0	89
	%	67.4%	25.8%	3.4%	3.4%	0.0%	0.0%	100.0%
Staff friendly and respectful	n	68	18	2	0	0	1	89
	%	76.4%	20.2%	2.2%	0.0%	0.0%	1.1%	100.0%
Ease of use of interment process	n	39	15	2	0	0	2	58
	%	67.2%	25.9%	3.4%	0.0%	0.0%	3.4%	100.0%
Interment application response time	n	38	20	1	0	0	1	60
	%	63.3%	33.3%	1.7%	0.0%	0.0%	1.7%	100.0%
LOS AVERAGE RATING	n	205	76	8	3	0	4	296
	%	69.3%	25.7%	2.7%	1.0%	0.0%	1.4%	100.0%

Cemeteries

6.4.4 Recommended Level of Service Target: ≥85%

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

Target: Cemeteries presentation: resident satisfaction ≥ 85%

Methodology

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

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

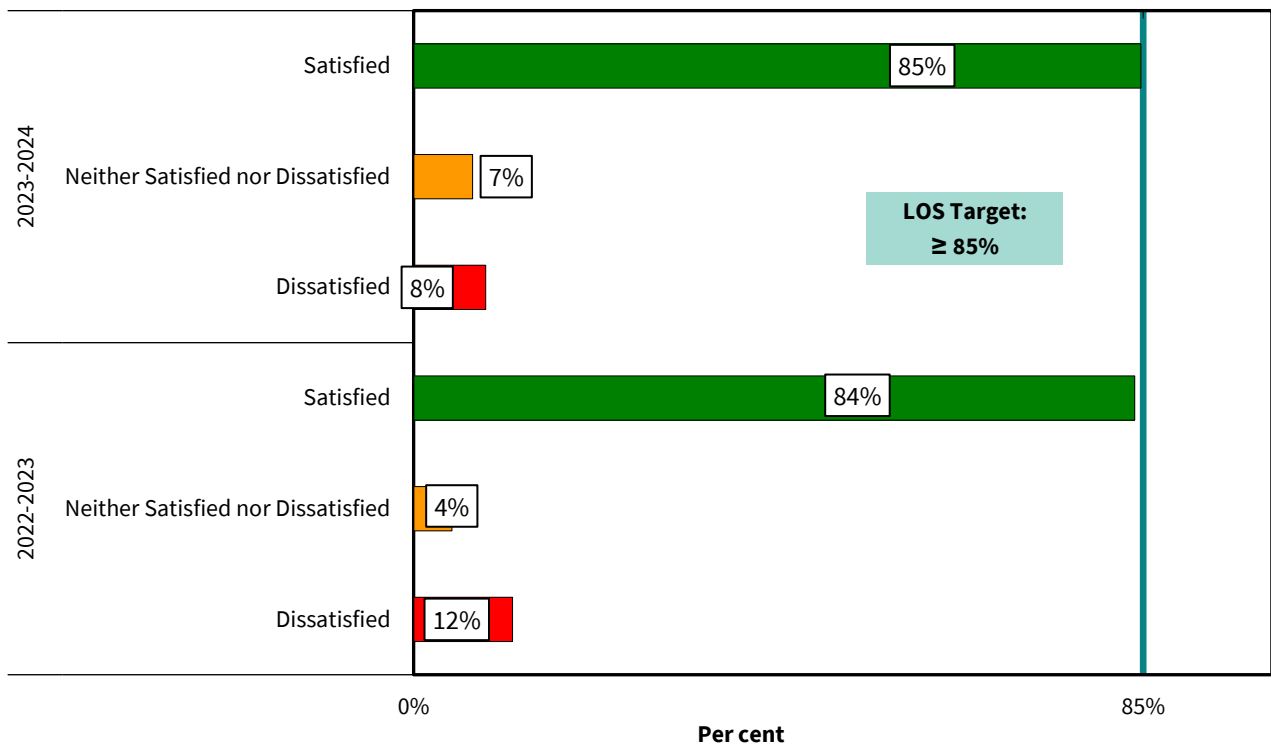
Time in field: Face to face and mail drop postal and booster online panel surveying took place between November and December 2023

Completed Surveys: 131

Sites Surveyed:

Cemeteries	Completed Surveys
AVONHEAD CEMETERY	30
BELFAST CEMETERY	30
MEMORIAL PARK CEMETERY	30
RURU LAWN CEMETERY	30
WAIMAIRI CEMETERY	11
Total	131

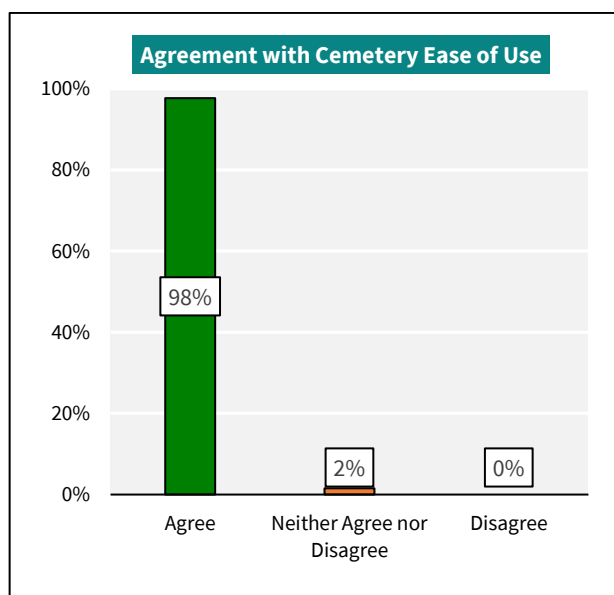
Overall Satisfaction with Presentation of Cemeteries (LOS 6.4.4)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Cemeteries appearance	n	57	62	6	5	1	0	131
	%	43.5%	47.3%	4.6%	3.8%	0.8%	0.0%	100.0%
Cemeteries condition	n	45	58	12	15	1	0	131
	%	34.4%	44.3%	9.2%	11.5%	0.8%	0.0%	100.0%
LOS AVERAGE RATING	n	102	120	18	20	2	0	262
	%	38.9%	45.8%	6.9%	7.6%	0.8%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	64	49.2%
Agree	63	48.5%
Neither Agree nor Disagree	2	1.5%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	1	0.8%
Total	130	100.0%
Not applicable	0	

Hagley Park

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

6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park

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

Methodology

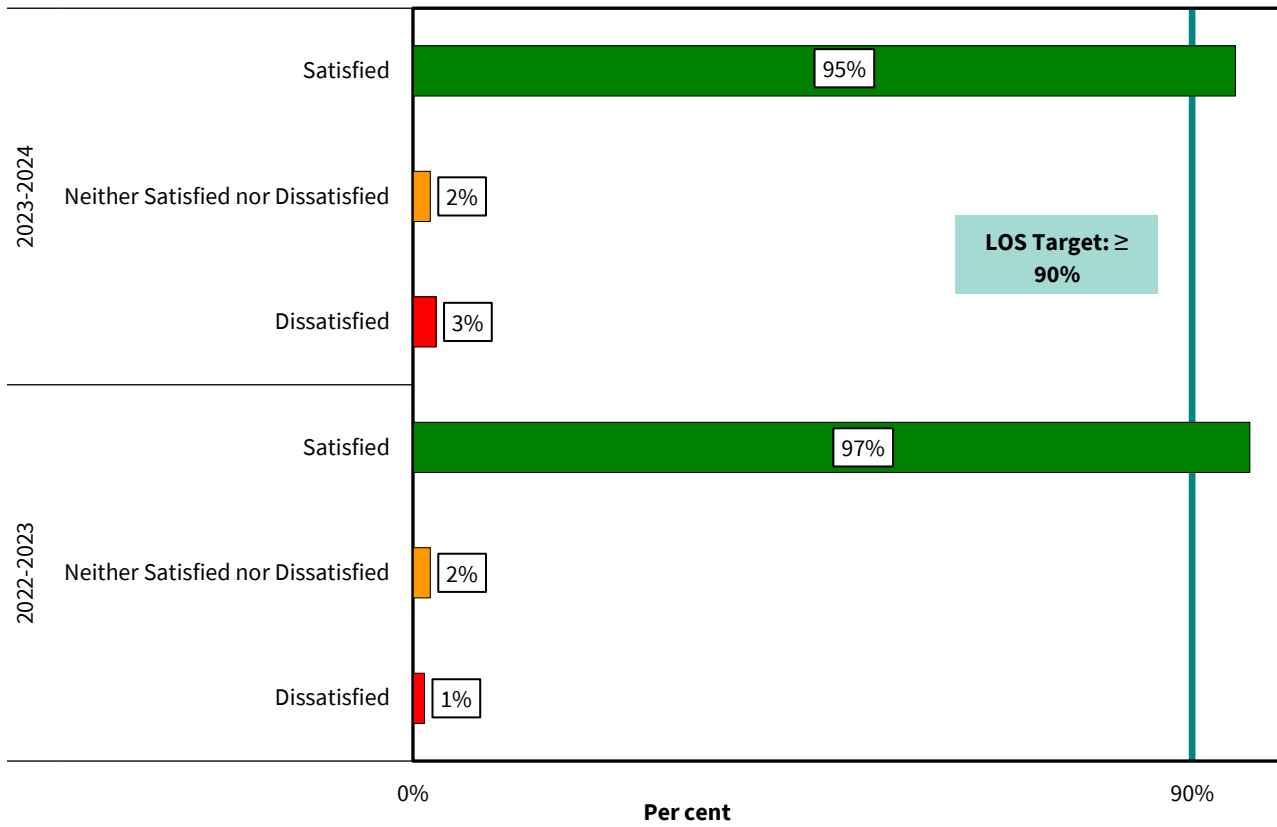
LOS score calculated as an aggregate of the two survey questions stated below:

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

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 150

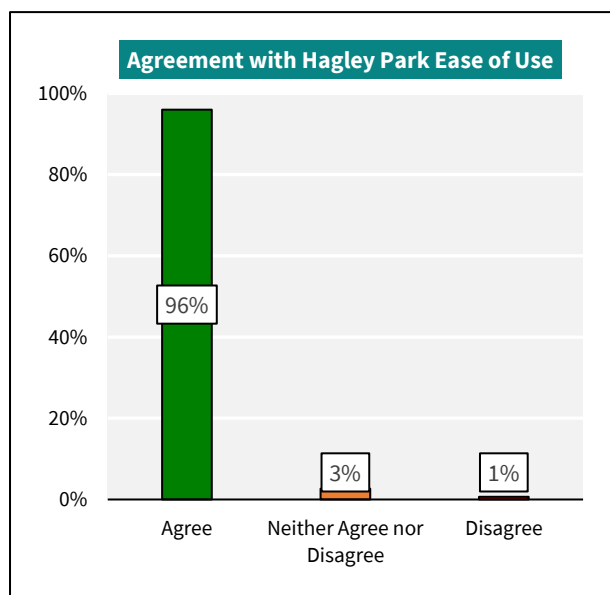
Overall Satisfaction with Presentation of Hagley Park (LOS 6.8.4.1)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	86	60	0	3	0	1	150
	%	57.3%	40.0%	0.0%	2.0%	0.0%	0.7%	100.0%
Park condition	n	77	62	6	5	0	0	150
	%	51.3%	41.3%	4.0%	3.3%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	163	122	6	8	0	1	300
	%	54.3%	40.7%	2.0%	2.7%	0.0%	0.3%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	69	46.0%
Agree	75	50.0%
Neither Agree nor Disagree	4	2.7%
Disagree	1	0.7%
Strongly Disagree	0	0.0%
Don't Know	1	0.7%
Total	150	100.0%
Not applicable	0	

Council Park Sport Surfaces

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

6.8.5 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces
Target: Satisfaction $\geq 75\%$

Methodology

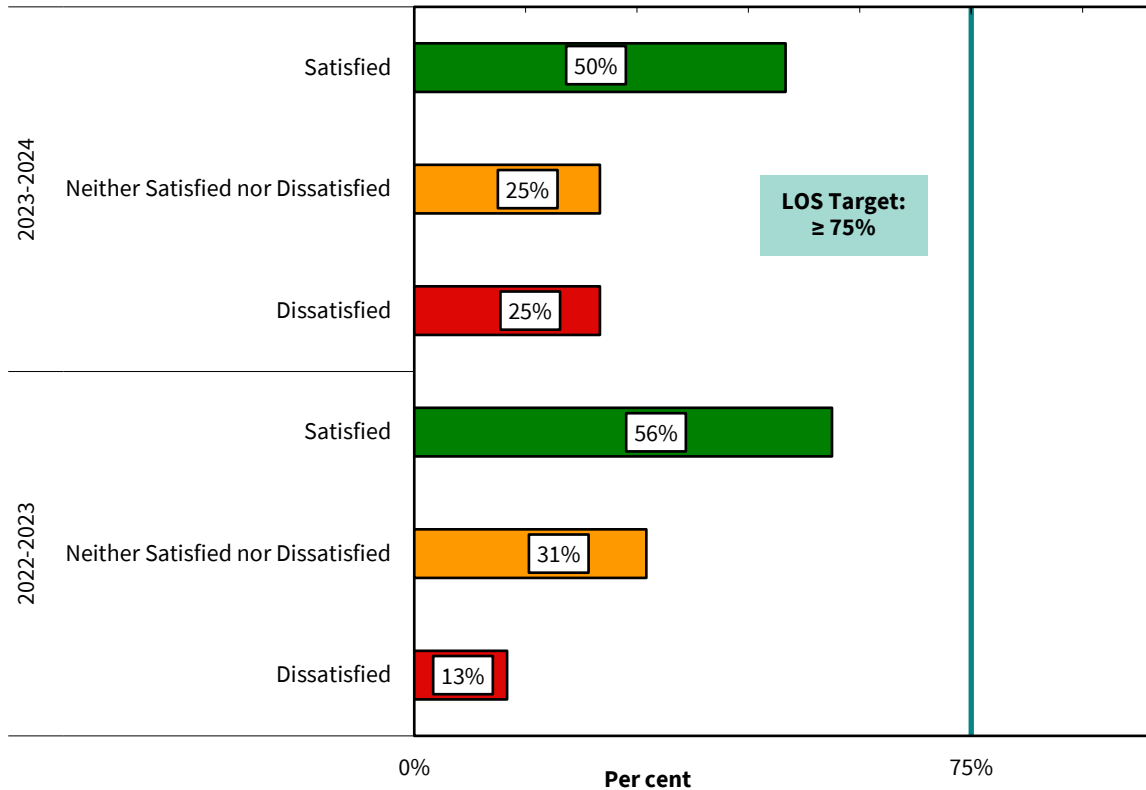
LOS score calculated as an aggregate of the two survey questions stated below:

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

Time in field: The online survey was in field in October 2023, with surveys emailed to 17 regional sports organisations who had used Council sports park surfaces from January 2023. 100% were completed online

Completed Surveys: 8

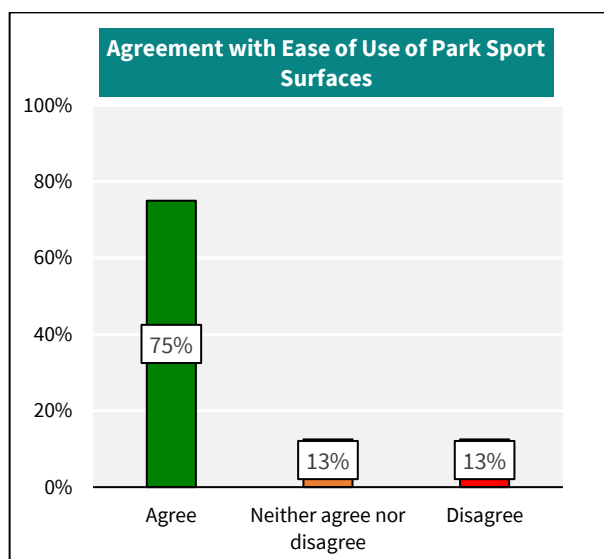
Regional Sports Organisations: Satisfaction with Park Sport Surfaces (LOS 6.8.1.6)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Surface fitness for purpose	n	1	4	2	1	0	0	8
	%	12.5%	50.0%	25.0%	12.5%	0.0%	0.0%	100.0%
Surface condition	n	1	2	2	1	2	0	8
	%	12.5%	25.0%	25.0%	12.5%	25.0%	0.0%	100.0%
LOS AVERAGE RATING	n	2	6	4	2	2	0	16
	%	12.5%	37.5%	25.0%	12.5%	12.5%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	3	37.5%
Agree	3	37.5%
Neither Agree nor Disagree	1	12.5%
Disagree	1	12.5%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	8	100.0%
Not applicable	0	

Marine Structures

10.8.1.1 Recommended Level of Service Target: 60%

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

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

Methodology

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

Resident Users

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

Commercial Operators

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

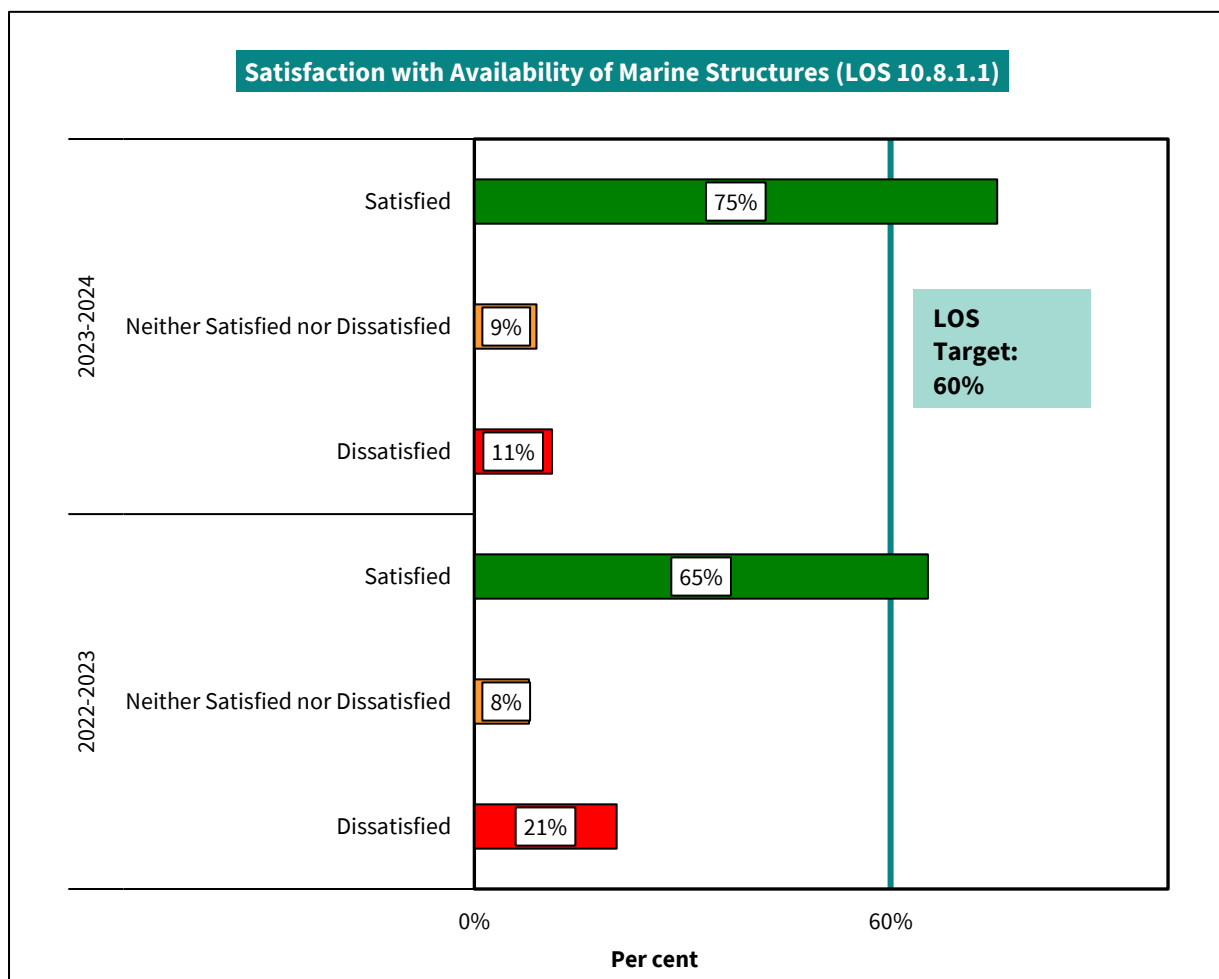
5. How satisfied or dissatisfied are you that there are ENOUGH marine structures of the different types outlined above for COMMERCIAL PURPOSES?

Time in field: An online survey was infield in October and November 2023, with surveys emailed to 11 commercial users who had used marine structures in the preceding 12 months. 100% of surveys were completed online
Face to face surveying of residential marine structure users took place at marine structures between November and December 2023. In total 195 surveys were completed at 9 marine structures

Completed Surveys: 192 (including commercial users)

Sites surveyed (residential users):

Site	Number Completed Surveys
AKAROA BOAT PARK AND RECREATION GROUND JETTY AND SLIPWAY	15
AKAROA WHARF	30
CORSAIR BAY RAMP AND JETTY	15
DALY'S WHARF	20
DIAMOND HARBOUR WHARF	30
LYTTELTON MARINA PUBLIC RAMP AND JETTY	15
MONCK'S BAY PUBLIC RAMP	15
NEW BRIGHTON PIER	40
WINDSPORTS PARK RAMPS	7
Total	187



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accessibility for recreation	n	38	109	16	7	3	6	179
	%	21.2%	60.9%	8.9%	3.9%	1.7%	3.4%	100.0%
Enough for recreation	n	28	105	18	24	2	3	180
	%	15.6%	58.3%	10.0%	13.3%	1.1%	1.7%	100.0%
Accessibility for transportation	n	38	81	12	18	3	15	167
	%	22.8%	48.5%	7.2%	10.8%	1.8%	9.0%	100.0%
Accessibility for commercial purposes	n	0	2	1	1	1	0	5
	%	0.0%	40.0%	20.0%	20.0%	20.0%	0.0%	100.0%
Enough for commercial purposes	n	0	3	1	0	1	0	5
	%	0.0%	60.0%	20.0%	0.0%	20.0%	0.0%	100.0%
LOS AVERAGE RATING	n	104	300	48	50	10	24	536
	%	19.4%	56.0%	9.0%	9.3%	1.9%	4.5%	100.0%

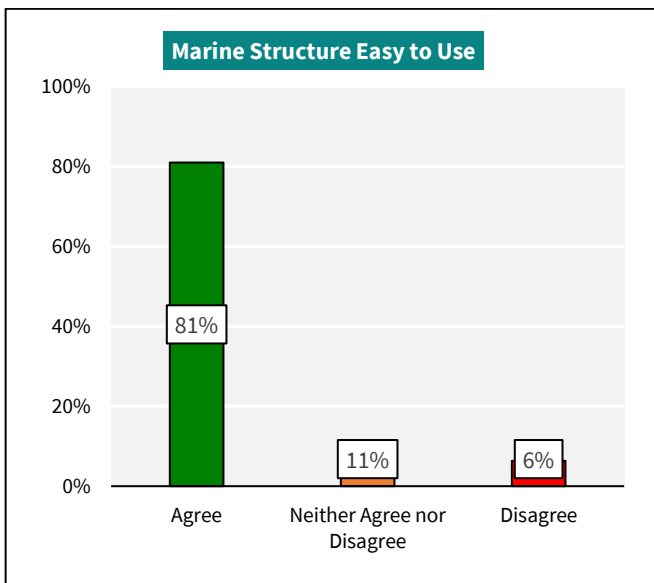
Customer Effort: Ease of Interacting With or Using Council Services

Questions:

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

or

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	47	24.9%
Agree	106	56.1%
Neither Agree nor Disagree	20	10.6%
Disagree	11	5.8%
Strongly Disagree	1	0.5%
Don't Know	4	2.1%
Total	189	100.0%
Not applicable	1	

Environmental, Conservation, Water and Civil Defence Education Programmes

19.1.6 Recommended Level of Service Target: 95%

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

Target: Teachers satisfied with education programmes delivered: 95%

Methodology

LOS score based on the survey question stated below:

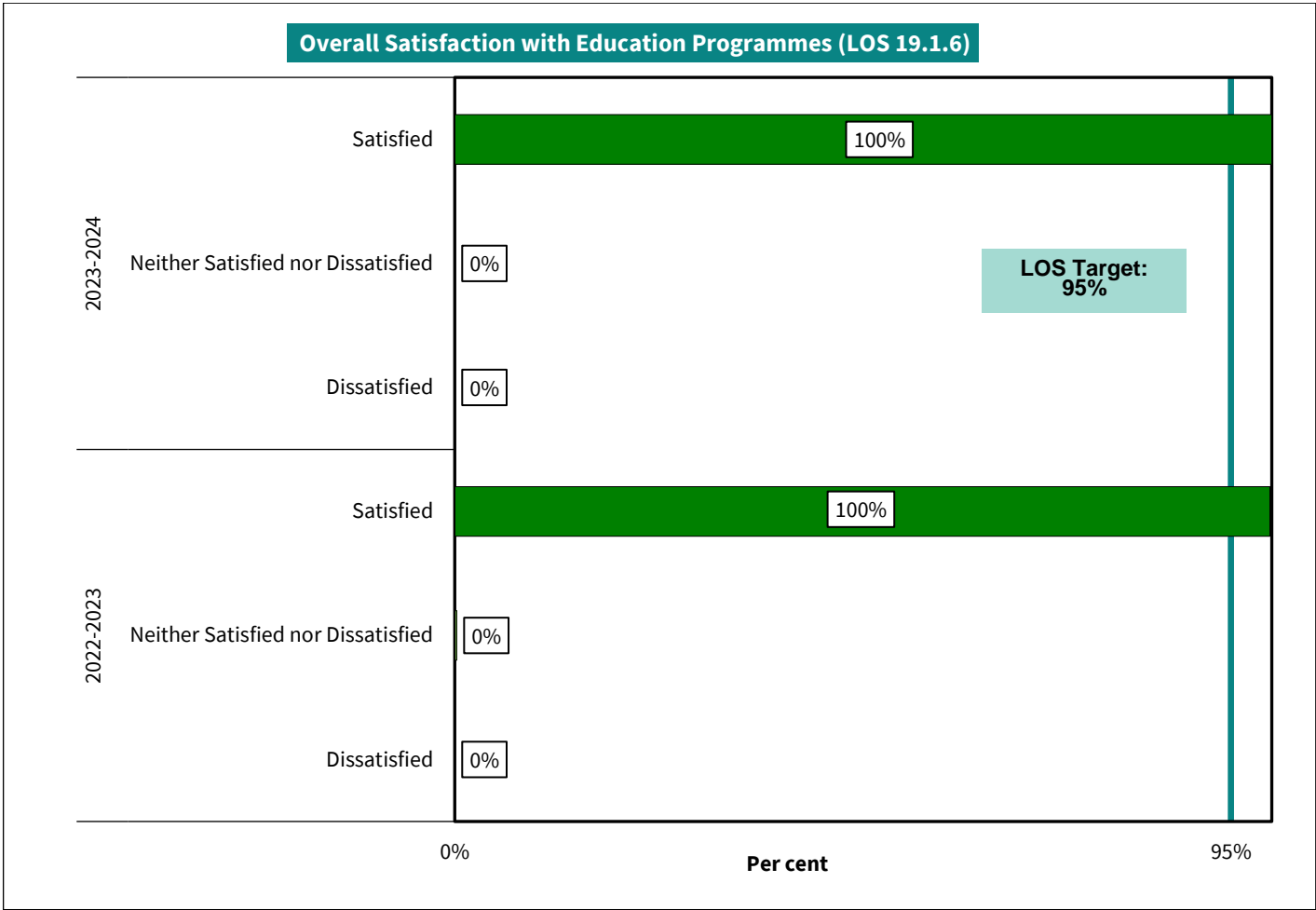
Overall, how satisfied or dissatisfied were you with the education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability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

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

Completed Surveys: 538

Education Programme
Coastal Management at New Brighton Beach
Creative and Native at Halswell Quarry Park
Creative and Native in the Botanic Gardens
ECE - The Insect World - Te Aitanga Pekepe
Forest Explorer at Spencer Park
Forest Explorer in Bottle Lake Forest
Freshwater Frolicking at the Groynes
Future Proof : Climate Change
Have Your Say
Junior Park Explorers at Ernle Clark Reserve
Junior Park Explorers at Halswell Quarry
Junior Park Explorers at Mona Vale
Junior Park Explorers at the Groynes
Junior Park Explorers Beckenham Ponds
Junior Park Explorers in the Botanic Gardens
Junior Park Explorers in Travis Wetland
Native Nurturing in Victoria Park
On the Rocks at Sumner Beach
Otautahi, Our City
Park Detectives at Halswell Quarry
Park Detectives in the Botanic Gardens
Rocky Road of Discovery at Halswell Quarry
Saving the Sand Dunes at Le Bons Bay
Saving the Sand Dunes at North New Brighton Beach
Saving the Sand Dunes at South Brighton Beach
Saving the Sand Dunes at Spencer Park Beach
Searching the Shoreline at North New Brighton Beach
Searching the Shoreline at South Brighton Beach
Searching the Shoreline at Spencer Park Beach
Searching the Shoreline at Sumner Beach
Searching the Shoreline at Waimairi Beach
Wetlands, Waders and Water Boatmen at Travis Wetland
A Waste of Time at various sites
All Flushed Out at the Christchurch Wastewater Treatment Plant
Casting Magic with Worms at the Curators House in the Botanic Gardens
Casting Magic with Worms at the EcoDrop Metro Place, Bromley
Watch Your Waste at Metro Place, Bromley

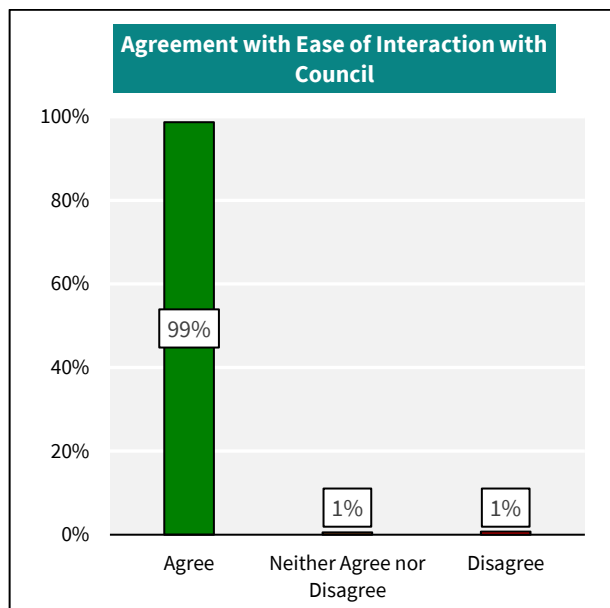
Water for Life at Main Water Pumping Station
Stan's Got a Plan for Earthquakes
Stan's Got a Plan for Floods
Stan's Got a Plan for Storms



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Overall satisfaction	n	501	37	0	0	0	0	538
LOS RATING	%	93.1%	6.9%	0.0%	0.0%	0.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	463	86.1%
Agree	68	12.6%
Neither Agree nor Disagree	3	0.6%
Disagree	1	0.2%
Strongly Disagree	3	0.6%
Don't Know	0	0.0%
Total	538	100.0%
Not applicable	0	

Activity: Building Regulation

Case Management Service

9.1.15.2 Recommended Level of Service Target: 80%

9.1.15.2 Provide Case Management Services

Target: 80% satisfaction achieved

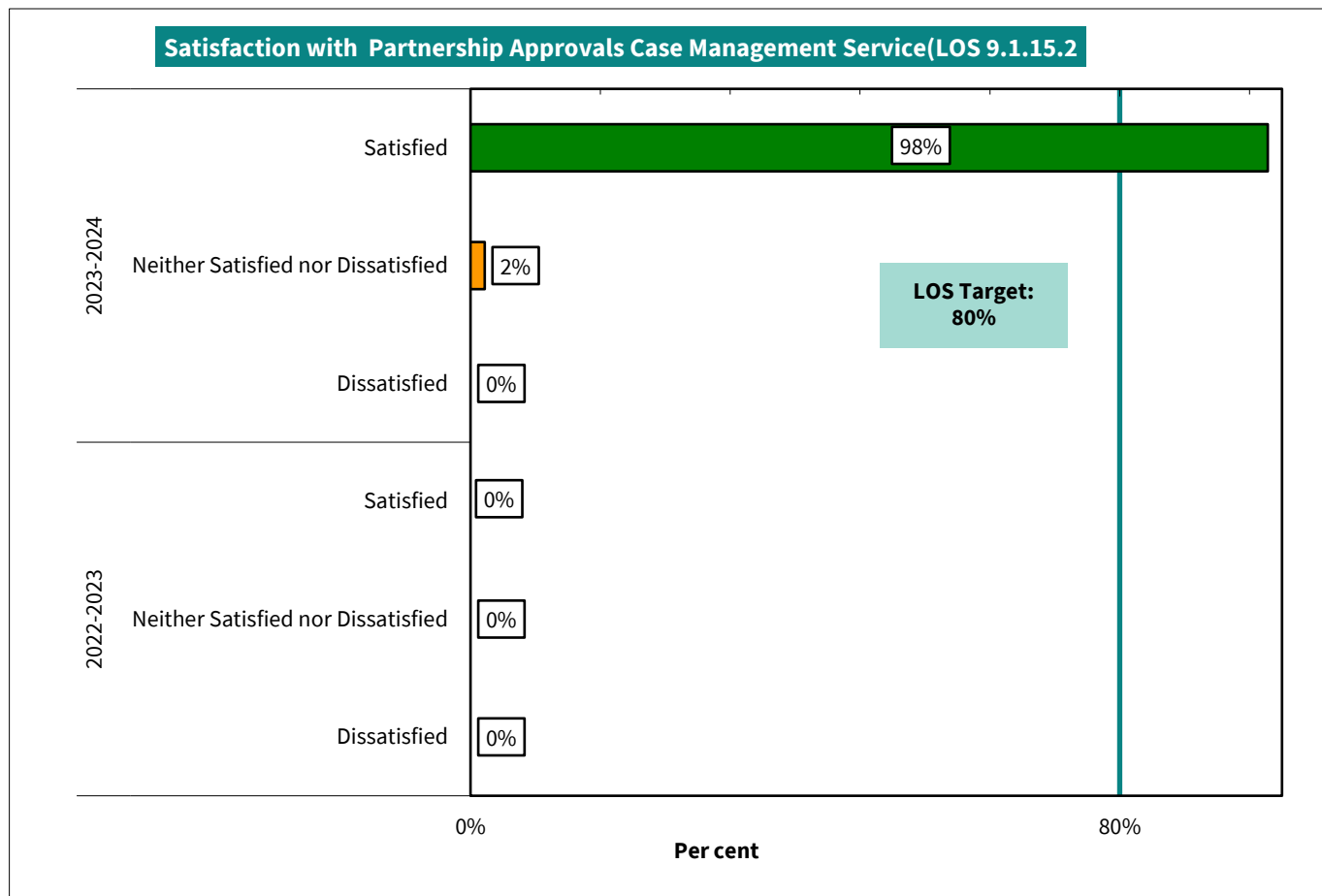
Methodology

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

1. How satisfied or dissatisfied were you with the ACCURACY of the INFORMATION and ADVICE provided to you by the case managers? *This includes it being correct and reliable*
2. How satisfied or dissatisfied were you with the case managers' ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*
3. How satisfied or dissatisfied were you with you with the MANNER of the case managers you dealt with? *This includes staff being approachable and supportive*

Time in field: The online survey was in field in September 2023, with surveys emailed to 120 case management service customers who used the service in the last 12 months. 100% of surveys were completed online

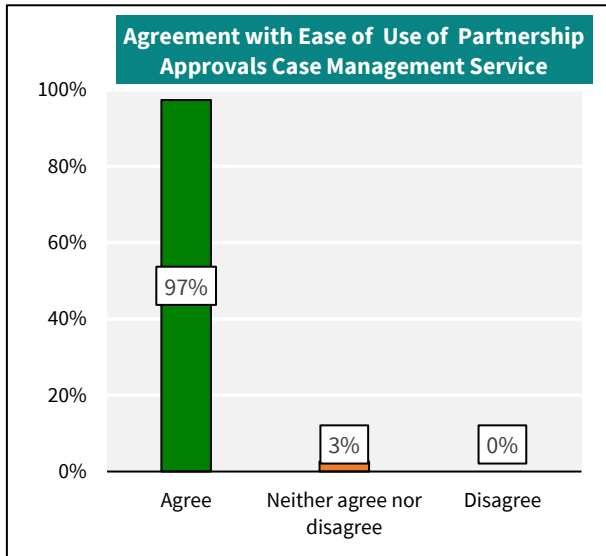
Completed Surveys: 38



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accuracy of information and advice	n	28	10	0	0	0	0	38
	%	73.7%	26.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Responsiveness of case managers	n	29	7	2	0	0	0	38
	%	76.3%	18.4%	5.3%	0.0%	0.0%	0.0%	100.0%
Manner of case managers	n	32	6	0	0	0	0	38
	%	84.2%	15.8%	0.0%	0.0%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	89	23	2	0	0	0	114
	%	78.1%	20.2%	1.8%	0.0%	0.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: Acknowledging the statutory requirements councils and developers must meet, how much do you agree or disagree that the Council’s case management service makes it EASY for you TO INTERACT with the Council for your development needs?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	22	57.9%
Agree	15	39.5%
Neither Agree nor Disagree	1	2.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	38	100.0%
Not applicable	0	

Activity: Resource Consenting

Resource Consenting Process

9.2.7 Recommended Level of Service Target: 70%

9.2.7 % satisfaction of applicant with resource consenting process

Target: 70% satisfaction achieved

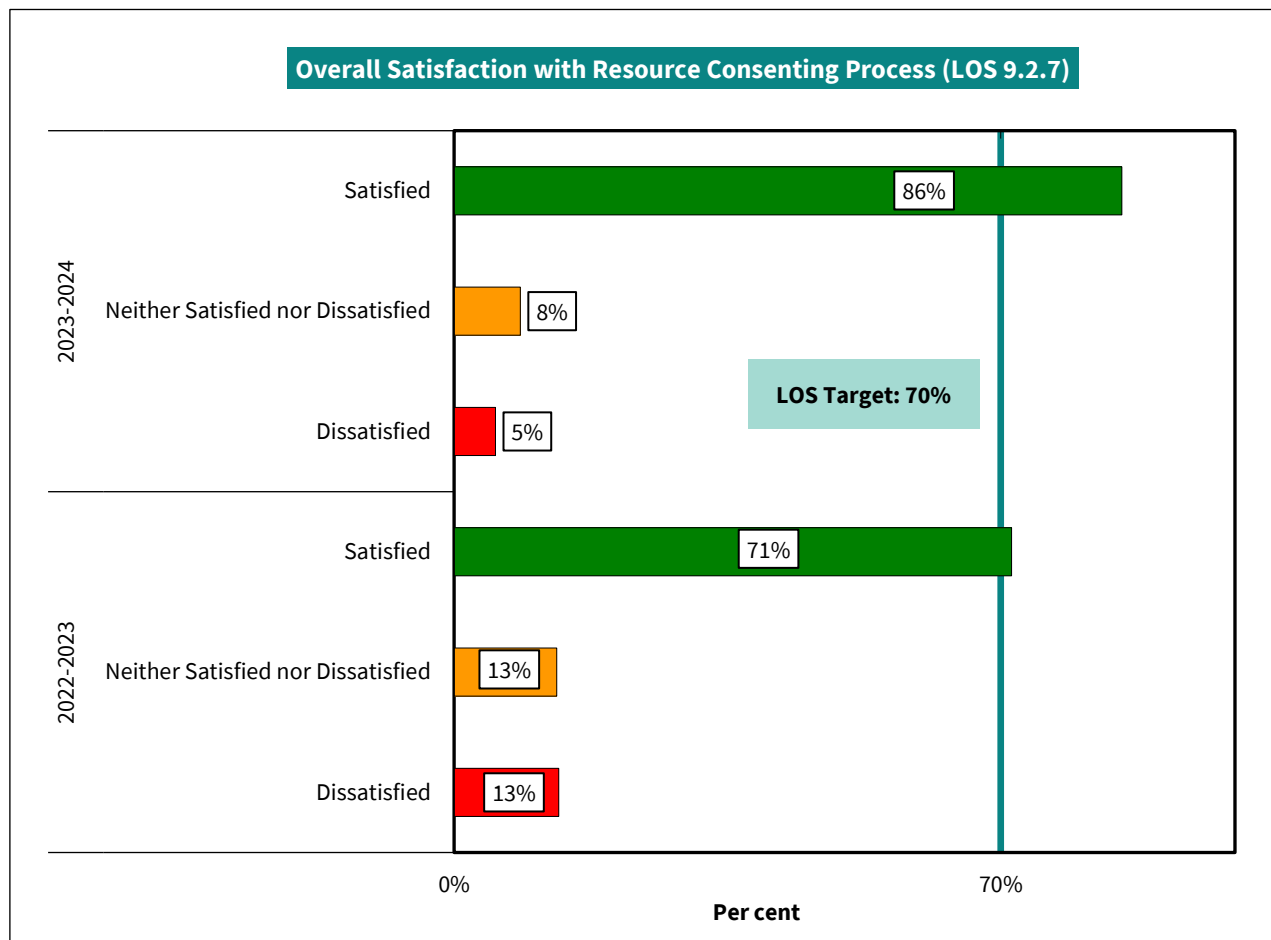
Methodology

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

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

Time in field: The online survey was in field in October and November 2023, with surveys emailed to 357 resource consents applicants from January 2023. 100% of surveys were completed online

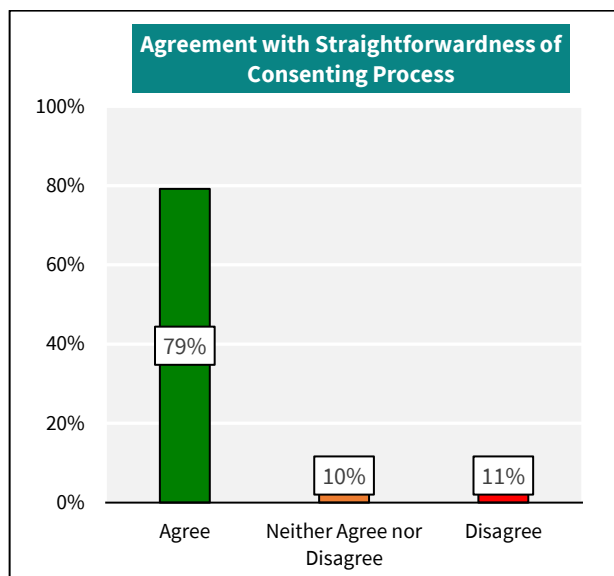
Completed Surveys: 73



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accuracy of information and advice	n	24	33	5	5	2	0	69
	%	34.8%	47.8%	7.2%	7.2%	2.9%	0.0%	100.0%
Timeliness of information and advice	n	17	46	5	0	2	1	71
	%	23.9%	64.8%	7.0%	0.0%	2.8%	1.4%	100.0%
Staff manner	n	31	36	2	0	1	0	70
	%	44.3%	51.4%	2.9%	0.0%	1.4%	0.0%	100.0%
Time taken to process consents	n	16	39	12	3	2	1	73
	%	21.9%	53.4%	16.4%	4.1%	2.7%	1.4%	100.0%
LOS AVERAGE RATING	n	88	154	24	8	7	2	283
	%	31.1%	54.4%	8.5%	2.8%	2.5%	0.7%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	22	30.6%
Agree	35	48.6%
Neither Agree nor Disagree	7	9.7%
Disagree	4	5.6%
Strongly Disagree	4	5.6%
Don't Know	0	0.0%
Total	72	100.0%
Not applicable	1	

Activity: Transport

Perception of Vehicle and Personal Safety at Council Off-Street Parking Facilities

10.3.7 Recommended Level of Service Target: 50%

10.3.7 % Maintain customer perception of vehicle and personal security at Council off-street parking facilities

Target: 50% satisfaction achieved

Methodology⁴

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

1. How much do you agree or disagree that your MOTOR VEHICLE is SAFER in Council off-street parking compared to on-street parking? *This includes theft, damage from other cars or from posts, bollards or other things and damage from people (like vandalism)*
2. Thinking about your PERSONAL SAFETY, how much do you agree or disagree that you feel safe using Council off-street

⁴ **NB:** The 2021-2022 LOS 10.3.7 results came from the General Service Satisfaction Survey and from 2022-2023 onward results came from point of contact surveys. Results across 2021-2022 and 2022-2023 are not comparable as the General Service Satisfaction Survey was carried out online, included non-users of Council parking buildings and was not restricted to assessment at two facilities. The 2022-2023 survey was carried out onsite at two facilities only and did not include non-users of parking buildings. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to 2022-2023 results: 82% satisfied, 12% neither and 5% dissatisfied.

parking DURING THE DAY?

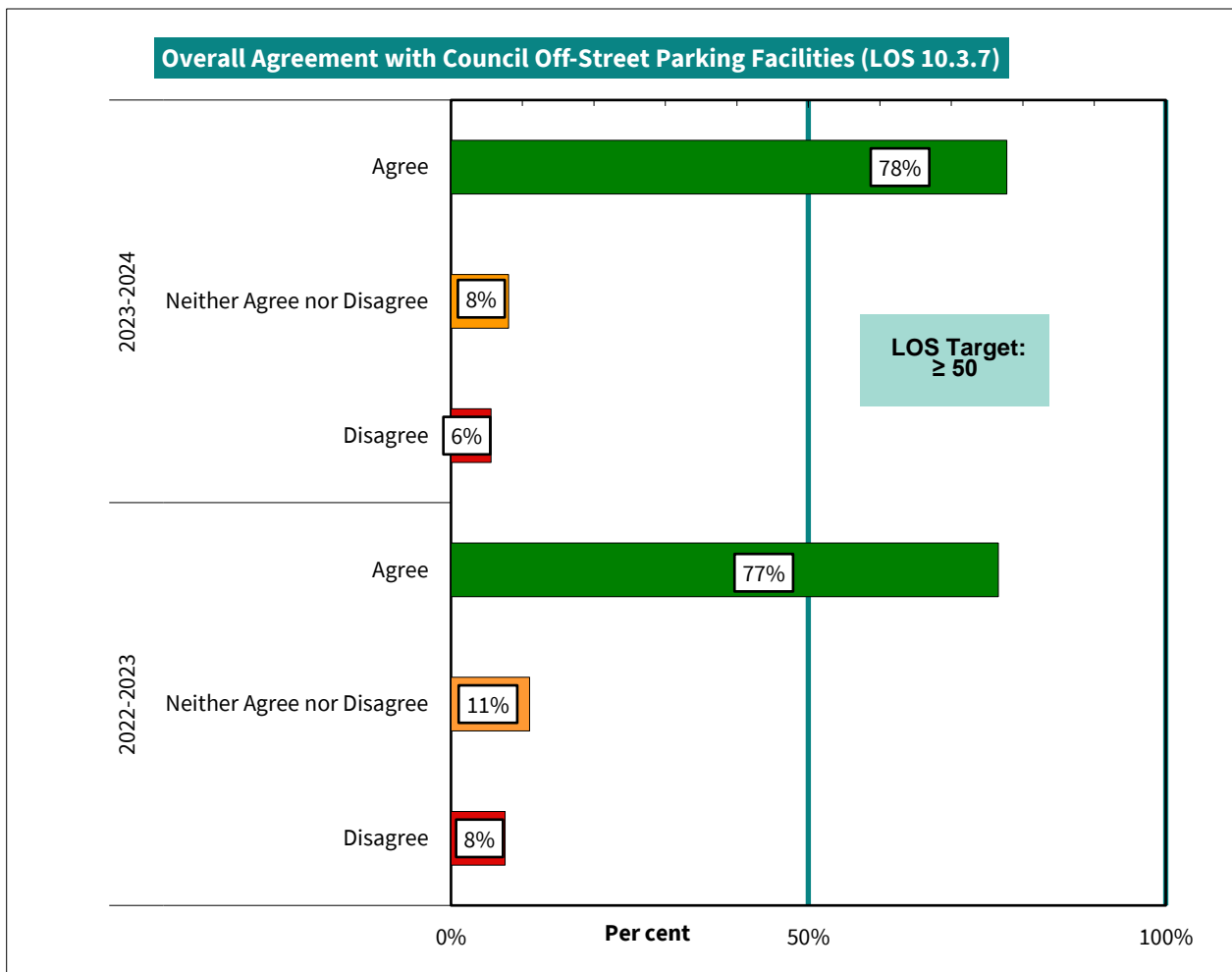
- Thinking about your PERSONAL SAFETY, how much do you agree or disagree that you feel safe using Council off-street parking AFTER DARK?

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 200

Sites surveyed: 2

Parking Facilities	Number Completed Surveys
ART GALLERY PARKING BUILDING	50
LICHFIELD PARKING BUILDING	150
Total	200

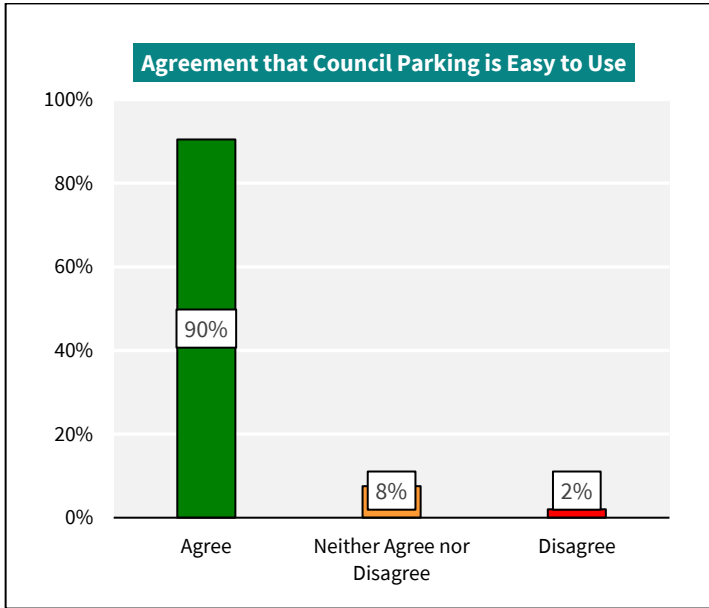


Agreement Results		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Vehicle safety in Council off-street parking	n	56	119	16	0	1	8	200
	%	28.0%	59.5%	8.0%	0.0%	0.5%	4.0%	100.0%
Personal safety during the day	n	39	139	10	3	0	8	199
	%	19.6%	69.8%	5.0%	1.5%	0.0%	4.0%	100.0%
Personal safety after dark	n	18	73	20	23	5	33	172
	%	10.5%	42.4%	11.6%	13.4%	2.9%	19.2%	100.0%

AVERAGE RATING	n	113	331	46	26	6	49	571
	%	19.8%	58.0%	8.1%	4.6%	1.1%	8.6%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	36	18.1%
Agree	144	72.4%
Neither Agree nor Disagree	15	7.5%
Disagree	2	1.0%
Strongly Disagree	2	1.0%
Don't Know	0	0.0%
Total	199	100.0%
Not applicable	1	

Public Transport Facilities

10.4.4 Recommended Level of Service Target: $\geq 73\%$

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

Target: $\geq 73\%$ resident satisfaction

Methodology

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

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

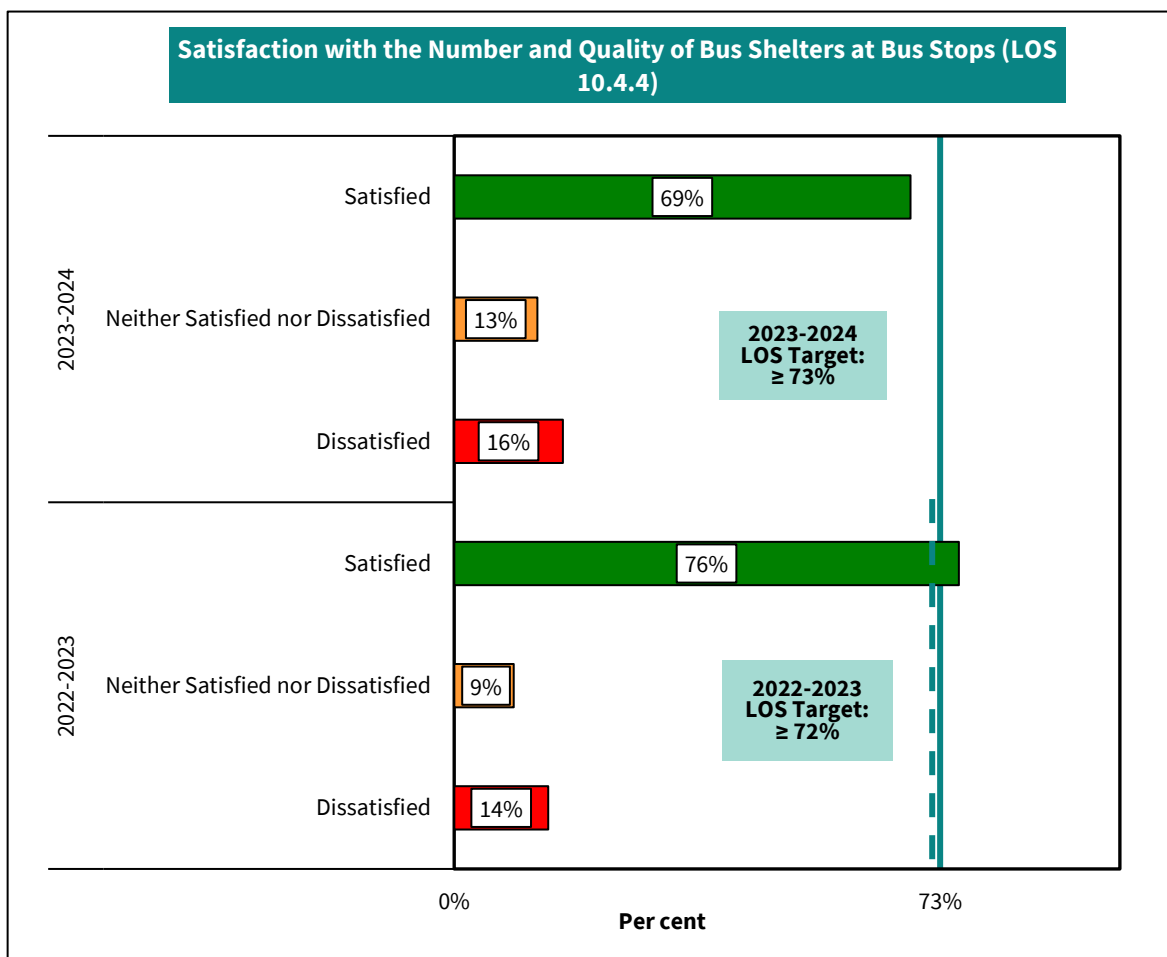
Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 250

Sites surveyed: 2

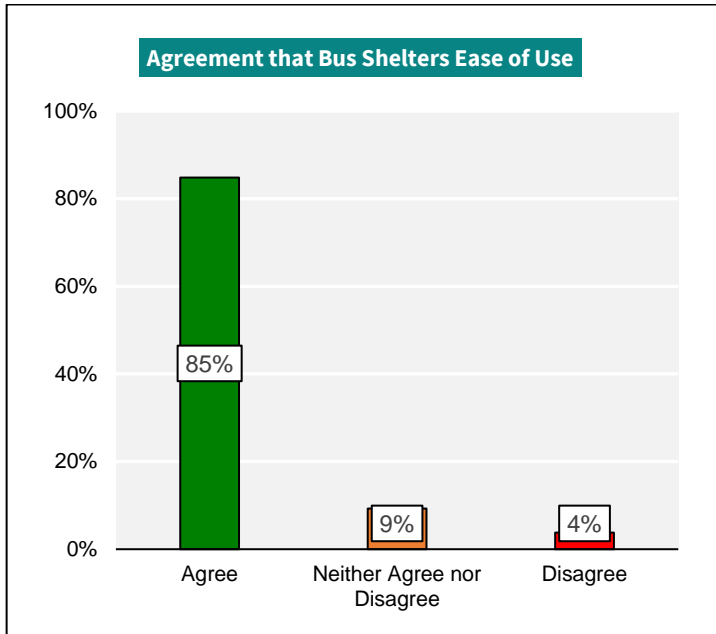
Bus Infrastructure	Completed Surveys
BUS INTERCHANGE	200
RICCARTON BUS LOUNGE	50
Total	250

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Bus shelter number	n	44	124	27	45	4	5	249
	%	17.7%	49.8%	10.8%	18.1%	1.6%	2.0%	100.0%
Bus shelter design	n	45	126	32	36	3	6	248
	%	18.1%	50.8%	12.9%	14.5%	1.2%	2.4%	100.0%
Bus shelter information	n	50	114	27	39	7	8	245
	%	20.4%	46.5%	11.0%	15.9%	2.9%	3.3%	100.0%
Bus shelter condition	n	38	139	38	24	4	7	250
	%	15.2%	55.6%	15.2%	9.6%	1.6%	2.8%	100.0%
LOS AVERAGE RATING	n	177	503	124	144	18	26	992
	%	17.8%	50.7%	12.5%	14.5%	1.8%	2.6%	100.0%



Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results		Number	Percent
Not Applicable responses have been removed from the results			
Strongly Agree		55	23.2%
Agree		146	61.6%
Neither Agree nor Disagree		22	9.3%
Disagree		5	2.1%
Strongly Disagree		4	1.7%
Don't Know		5	2.1%
Total		237	100.0%
Not applicable		1	

Appendix 1: Satisfaction Results for Additional Services

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

Community Facilities

Range and Quality of Council Operated Community Facilities

Methodology

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

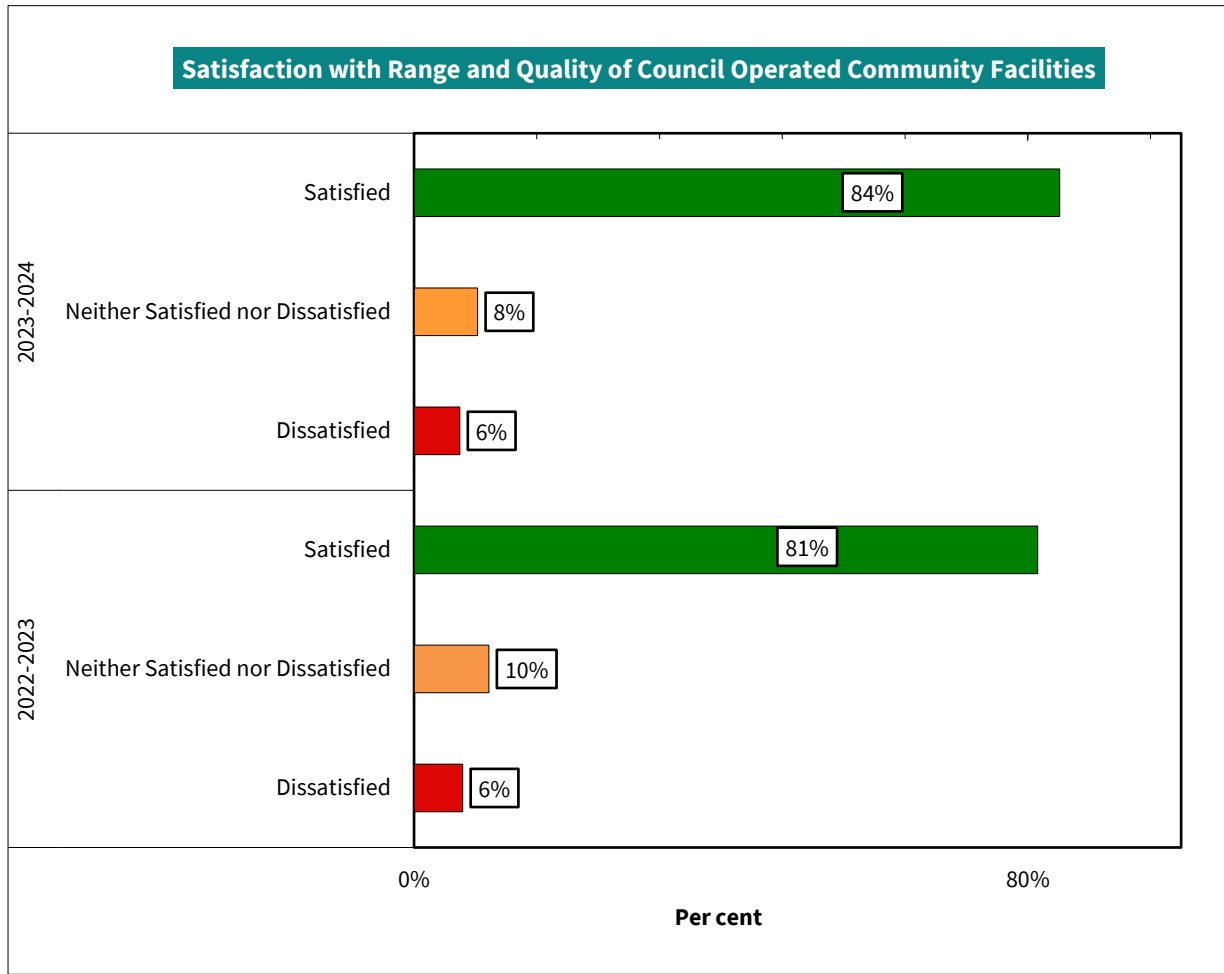
1. How satisfied or dissatisfied are you with the **CONDITION** of this facility? *This includes maintenance and how it is looked after*
2. How satisfied or dissatisfied are you with the **AVAILABILITY** of this facility? *This includes being able to book it when you want to use it*
3. How satisfied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

Time in field: The online survey was in field in October and November 2023, with surveys emailed to 222 people who had hired Council Community Facilities from January 2023. 100% of surveys were completed online

Completed surveys: 105

Community Facilities	Number Completed Surveys
Abberley Park Hall	4
Aranui/Wainoni Community Centre	8
Avice Hill Community Centre	5
Fendalton Community Centre	9
Harvard Community Lounge	5
Hei Hei Community Centre	6
Lyttelton/Mt Herbert Community Facility	0
Matuku Takotako Sumner Centre	3
North New Brighton Community Centre	6
Orauwata Bishopdale Library and Community Centre	8
Parklands Community Centre	5
Parkview Community Lounge	2
Rarakau Riccarton Centre	10

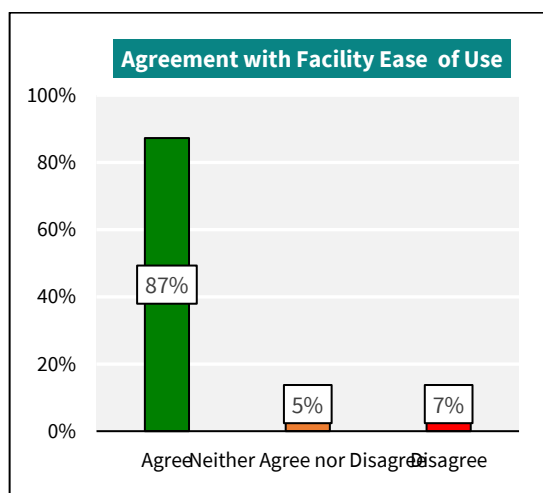
Richmond Community Cottage	2
South New Brighton Community Centre	4
St Martins Community Centre	6
Te Hapua Halswell Centre	10
Templeton Community Centre	6
Waimairi Community Centre	5
Woolston Community Library	1
Total	105



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Condition	n	30	56	6	9	3	1	105
	%	28.6%	53.3%	5.7%	8.6%	2.9%	1.0%	100.0%
Availability	n	56	40	6	2	1	0	105
	%	53.3%	38.1%	5.7%	1.9%	1.0%	0.0%	100.0%
Getting around and accessing	n	55	41	5	2	0	0	103
	%	53.4%	39.8%	4.9%	1.9%	0.0%	0.0%	100.0%
Fit for purpose	n	44	45	7	6	0	1	103
	%	42.7%	43.7%	6.8%	5.8%	0.0%	1.0%	100.0%
Value for money	n	48	46	4	2	2	1	103
	%	46.6%	44.7%	3.9%	1.9%	1.9%	1.0%	100.0%
Accuracy of information	n	51	43	7	1	1	0	103
	%	49.5%	41.7%	6.8%	1.0%	1.0%	0.0%	100.0%
Range of facilities in Christchurch	n	21	52	13	7	1	4	98
	%	21.4%	53.1%	13.3%	7.1%	1.0%	4.1%	100.0%
Range of facilities in local area	n	19	44	20	12	0	6	101
	%	18.8%	43.6%	19.8%	11.9%	0.0%	5.9%	100.0%
AVERAGE RATING	n	324	367	68	41	8	13	821
	%	39.5%	44.7%	8.3%	5.0%	1.0%	1.6%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	31	30.4%
Agree	58	56.9%
Neither Agree nor Disagree	5	4.9%
Disagree	4	3.9%
Strongly Disagree	3	2.9%
Don't Know	1	1.0%
Total	102	100.0%
Not applicable	0	

Sports Parks

Presentation of Sports Parks

Methodology

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

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

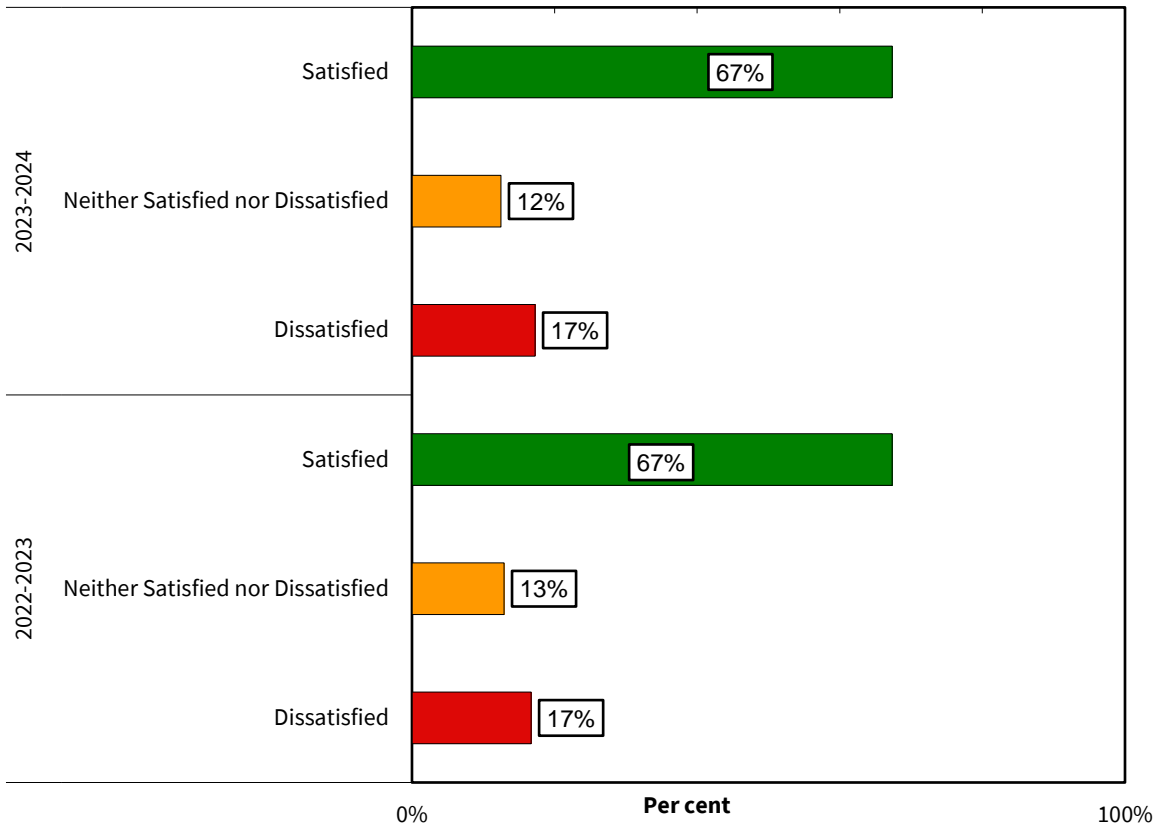
Time in field: Face to face and mail drop postal surveying took place between November and December 2023

Completed Surveys: 200

Sites Surveyed:

Park Name	Completed Surveys
ADDINGTON PARK	19
AKAROA RECREATION GROUND	4
BOWER PARK	9
HORNBY DOMAIN	5
KYLE PARK	7
LINWOOD PARK	7
SPREYDON DOMAIN	6
TE PAPA KURA REDCLIFFS PARK	13
BURNSIDE PARK	40
HAGLEY PARK SOUTH	30
LANCASTER PARK	30
NGA PUNA WAI	30
TOTAL	200

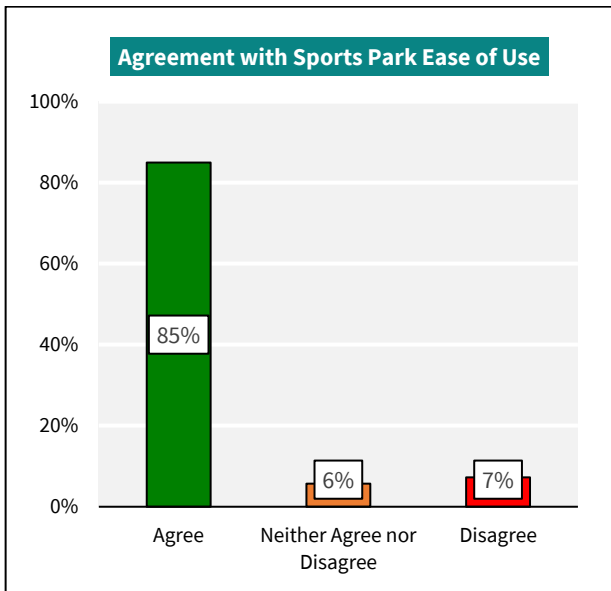
Overall Satisfaction with Range and Quality of Sports Parks



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Sport support facilities	n	34	85	17	37	13	4	190
	%	17.9%	44.7%	8.9%	19.5%	6.8%	2.1%	100.0%
Park condition	n	77	85	13	20	6	1	202
	%	38.1%	42.1%	6.4%	9.9%	3.0%	0.5%	100.0%
Park information provided	n	40	73	43	22	3	12	193
	%	20.7%	37.8%	22.3%	11.4%	1.6%	6.2%	100.0%
Getting around park	n	80	91	14	8	2	2	197
	%	40.6%	46.2%	7.1%	4.1%	1.0%	1.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	66	34.2%
Agree	98	50.8%
Neither Agree nor Disagree	11	5.7%
Disagree	9	4.7%
Strongly Disagree	5	2.6%
Don't Know	4	2.1%
Total	193	100.0%
Not applicable	4	

Regional Parks

Presentation of Regional Parks

Methodology

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

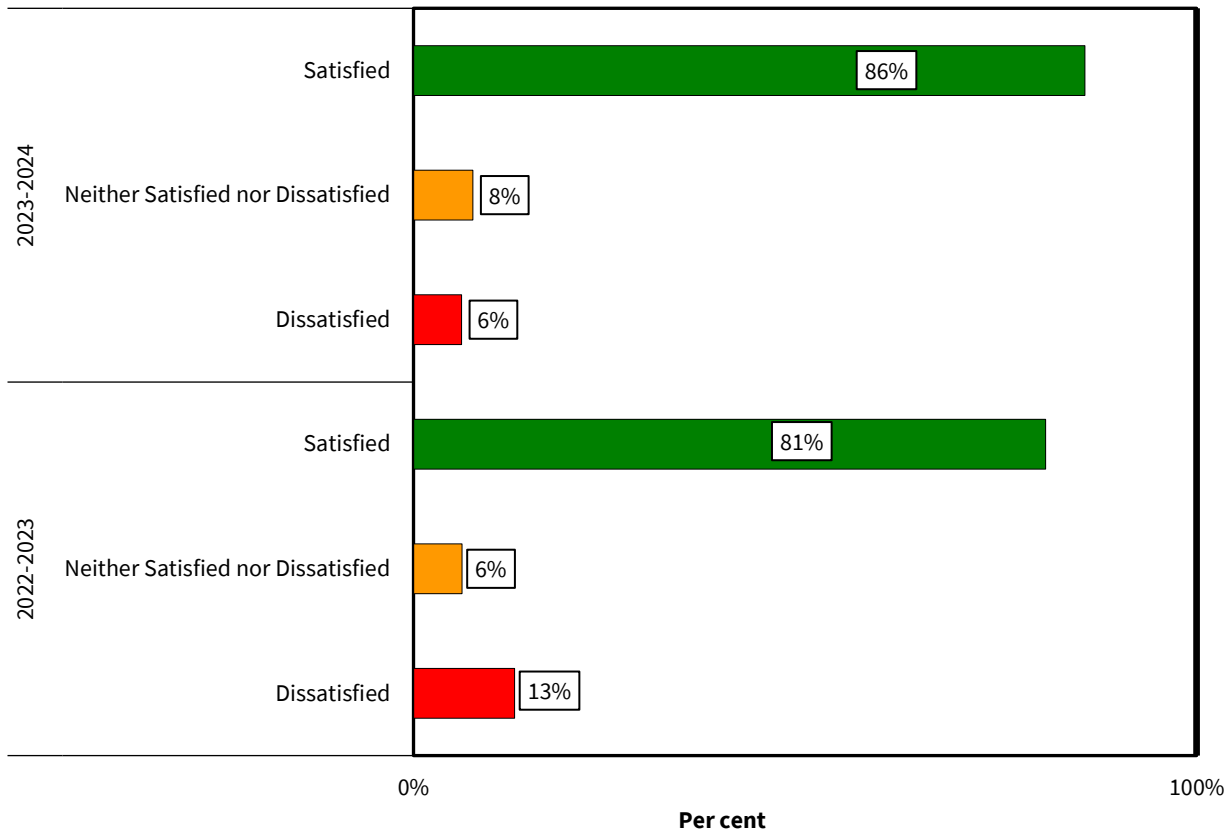
1. How satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

Time in field: Face to face and mail drop postal surveying took place between November and December 2023

Completed Surveys: 281

Sites Surveyed: see list in Regional Parks section above

Overall Satisfaction with Presentation of Regional Parks



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	114	131	14	15	2	2	278
	%	41.0%	47.1%	5.0%	5.4%	0.7%	0.7%	100.0%
Park condition	n	91	139	28	14	3	1	276
	%	33.0%	50.4%	10.1%	5.1%	1.1%	0.4%	100.0%
AVERAGE RATING	n	205	270	42	29	5	3	554
	%	37.0%	48.7%	7.6%	5.2%	0.9%	0.5%	100.0%

Marine Structures

Presentation of Marine Structures

Methodology

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

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

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 195

Sites Surveyed: see list in Marine Structures section above



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Marine structure appearance	n	43	103	11	24	5	1	187
	%	23.0%	55.1%	5.9%	12.8%	2.7%	0.5%	100.0%
Marine structure condition	n	35	84	20	38	8	1	186
	%	18.8%	45.2%	10.8%	20.4%	4.3%	0.5%	100.0%
AVERAGE RATING	n	78	187	31	62	13	2	373
	%	20.9%	50.1%	8.3%	16.6%	3.5%	0.5%	100.0%

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

Methodology

Time in field: The online survey was in field in October 2023, with surveys emailed to 453 people who had attended a hearing or made a deputation to the Council or to a Council committee or community board from January 2023. 100% of surveys were completed online

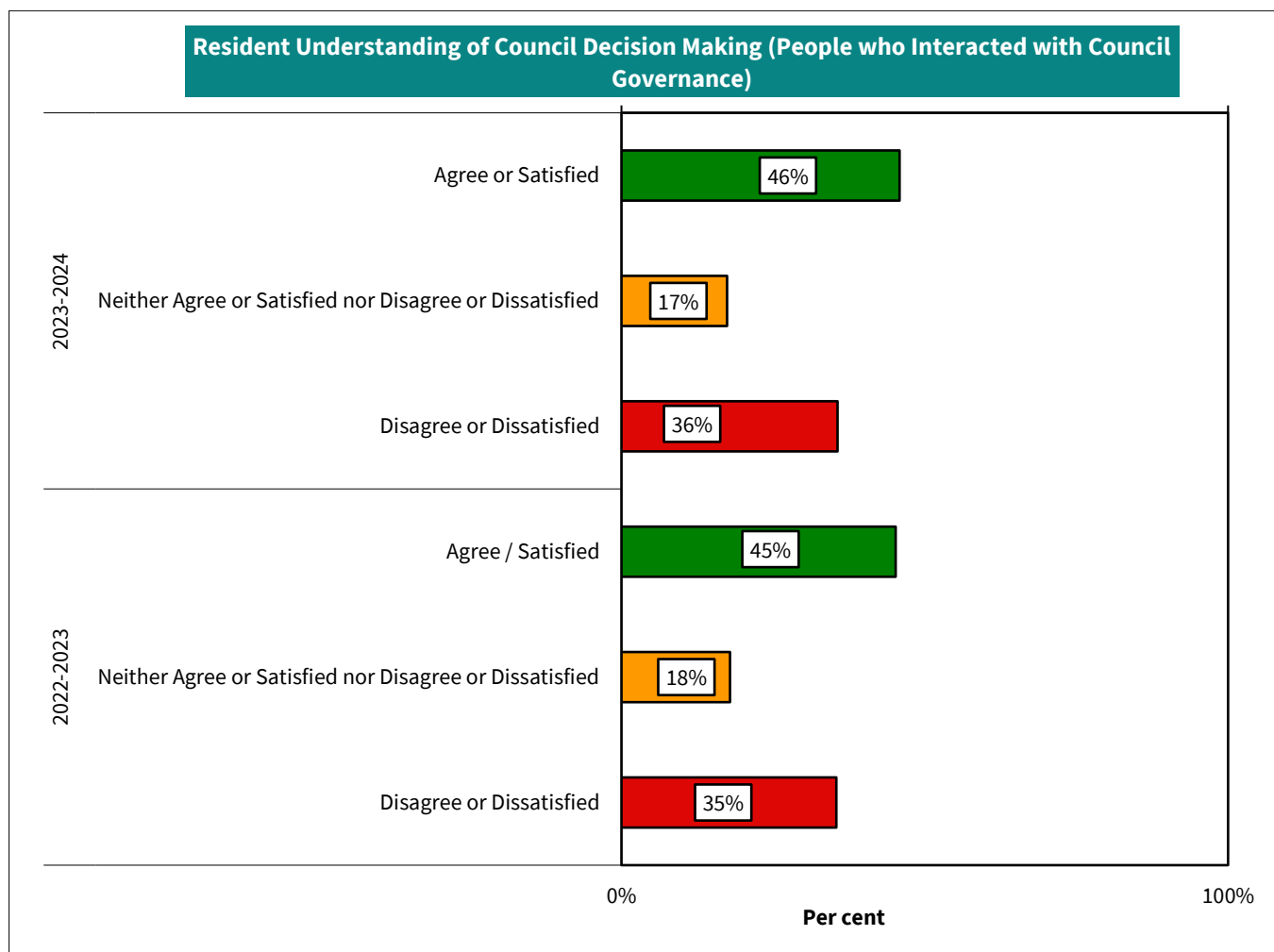
Completed Surveys: 210

Understanding of Council Decisions

Questions

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

1. How much do you agree or disagree that you UNDERSTAND how the Council makes decisions?
2. How satisfied or dissatisfied are you with the ACCURACY of information provided to you about Council decisions? *This includes being able to rely on what you are told and information being clear, correct and available to people*
3. How satisfied or dissatisfied are you that the public receives information about decision making in a PROMPT and TIMELY manner?



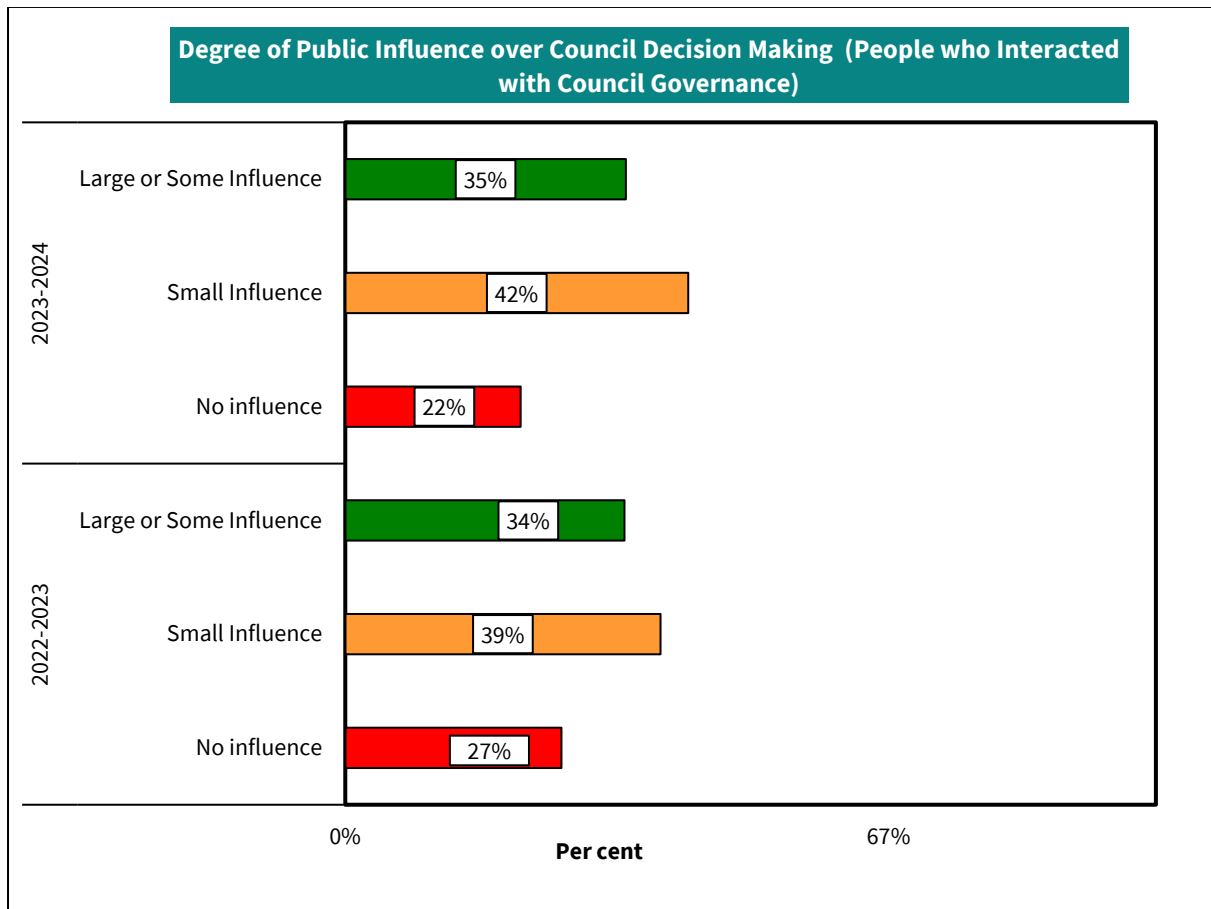
Satisfaction Results		Very Satisfied / Completely	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Understanding of decision making	n	32	100	32	21	21	4	210
	%	15.2%	47.6%	15.2%	10.0%	10.0%	1.9%	100.0%
Accuracy of information about decisions	n	16	61	35	55	39	3	209
	%	7.7%	29.2%	16.7%	26.3%	18.7%	1.4%	100.0%
Prompt and timely information about decisions	n	12	66	42	49	38	0	207
	%	5.8%	31.9%	20.3%	23.7%	18.4%	0.0%	100.0%
AVERAGE RATING	n	60	227	109	125	98	7	626
	%	9.6%	36.3%	17.4%	20.0%	15.7%	1.1%	100.0%

Public Influence on Council Decision Making

Question

Score based on the survey question stated below:

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



Satisfaction Results		Large Influence	Some Influence	Small Influence	No Influence	Don't Know	TOTAL
Not Applicable responses have been removed from the results							
Influence on decision making	n	11	61	88	45	3	208
AVERAGE RATING	%	5.3%	29.3%	42.3%	21.6%	1.4%	100.0%

Opportunities to Participate in and Contribute to Council Decision Making

Questions

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

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Opportunities to have a say	n	26	74	36	41	31	0	208
	%	12.5%	35.6%	17.3%	19.7%	14.9%	0.0%	100.0%
Decision making processes being easy to use and engage with	n	23	76	34	40	34	1	208
	%	11.1%	36.5%	16.3%	19.2%	16.3%	0.5%	100.0%
AVERAGE RATING	n	49	150	70	81	65	1	416
	%	11.8%	36.1%	16.8%	19.5%	15.6%	0.2%	100.0%

Making Decisions in Best Interests of City

Questions

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

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Decisions made in best interests of city	n	4	36	49	61	53	4	207
AVERAGE RATING	%	1.9%	17.4%	23.7%	29.5%	25.6%	1.9%	100.0%

Public Transport Facilities

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

Methodology

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

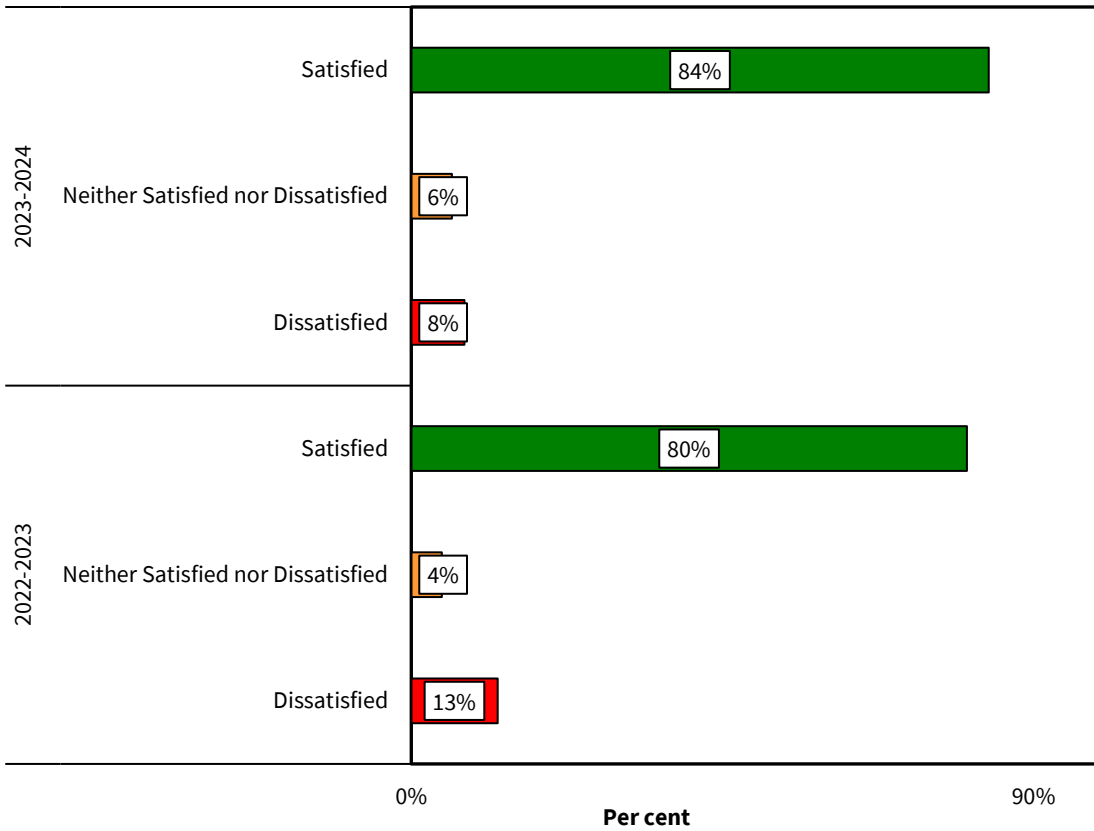
- How satisfied or dissatisfied are you with the APPEARANCE of the Bus Interchange OR Hub/Lounge? *This includes layout, type and design*
- How satisfied or dissatisfied are you with the CONDITION of the Bus Interchange OR Hub/Lounge? *This includes maintenance and how it is looked after (like cleanliness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

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 250

Sites surveyed: Bus Interchange, Riccarton Bus Lounge

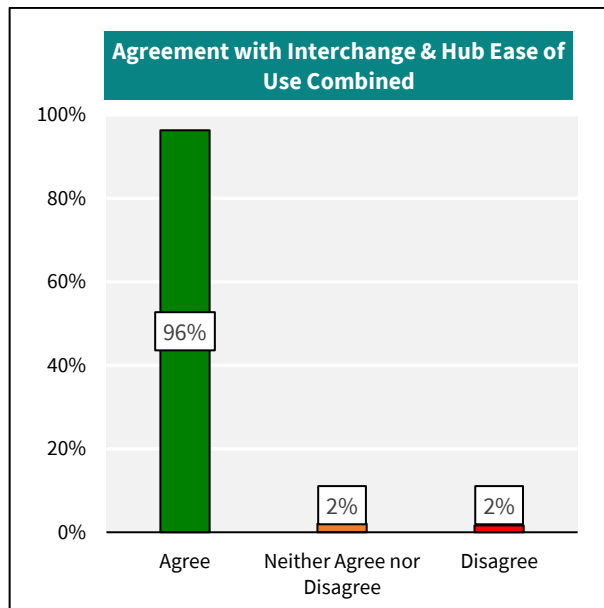
Satisfaction with Bus Interchange and Hubs



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Interchange appearance	n	87	101	6	5	1	0	200
	%	43.5%	50.5%	3.0%	2.5%	0.5%	0.0%	100.0%
Interchange condition	n	72	116	8	4	0	0	200
	%	36.0%	58.0%	4.0%	2.0%	0.0%	0.0%	100.0%
Interchange safety during day	n	55	111	14	16	3	1	200
	%	27.5%	55.5%	7.0%	8.0%	1.5%	0.5%	100.0%
Interchange safety at night	n	20	53	16	20	17	22	148
	%	13.5%	35.8%	10.8%	13.5%	11.5%	14.9%	100.0%
Suburban hub appearance	n	20	29	1	0	0	0	50
	%	40.0%	58.0%	2.0%	0.0%	0.0%	0.0%	100.0%
Suburban hub condition	n	16	31	3	0	0	0	50
	%	32.0%	62.0%	6.0%	0.0%	0.0%	0.0%	100.0%
Suburban hub safety during day	n	16	30	3	0	0	1	50
	%	32.0%	60.0%	6.0%	0.0%	0.0%	2.0%	100.0%
Suburban hub safety at night	n	5	20	4	6	0	3	38
	%	13.2%	52.6%	10.5%	15.8%	0.0%	7.9%	100.0%
AVERAGE RATING	n	291	491	55	51	21	27	936
	%	31.1%	52.5%	5.9%	5.4%	2.2%	2.9%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Agreement Results		Number	Percent
Not Applicable responses have been removed from the results			
Strongly Agree		99	40.6%
Agree		136	55.7%
Neither Agree nor Disagree		5	2.0%
Disagree		4	1.6%
Strongly Disagree		0	0.0%
Don't Know		0	0.0%
Total		244	100.0%
Not applicable		0	