

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

**Notes:** A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

| 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 2024 | Survey Result 2024 | Survey Result 2023 | Survey Result 2022 | Survey Result 2021 | Survey Result 2020 | Survey Result 2019 | Survey Result 2018 | Survey Result 2017 | Survey Result 2016 |
|---|---|---|------------------------------|--------------------|------------------------|--|--|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Strategic Planning and Policy           | Public Information and Participation          | 4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making) | Community                    | At least 30%       |                        | ▬  |  | 28%                | 29%                | 26%                | 28%                | 26%                | 34%                | 28%                | 41%                | 38% <sup>0</sup>   |
| Governance                              | Governance and Decision Making                | 4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)  | Community                    | At least 34%       |                        | ▬  |  | 34%                | 35%                | 31%                | 33%                | 26%                | 32%                | 29%                | 41%                | 37%                |
| Parks, Heritage and Coastal Environment | Parks Heritage Management                     | 6.9.1.5 To manage and maintain public artworks, monuments and artefacts   | Community                    | ≥ 65%              |                        | ▬  |  | 68%                | 68%                | 66%                | 67%                | 64%                | 71%                | NA                 | NA                 | NA                 |
|   |   | 6.9.1.6 To manage and maintain Parks scheduled heritage buildings   | Community                    | ≥ 55%              |                        | ↗  |  | 61%                | 55%                | 50%                | 48%                | 51%                | 63%                | NA                 | NA                 | NA                 |
|   | Parks and Foreshore                           | 6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)  | Community                    | ≥ 80%              |                        | ↗  |  | 85%                | 77%                | 76%                | 82%                | 80%                | 82%                | NA                 | NA                 | NA                 |
|   |   | 6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network   | Community                    | ≥ 70%              |                        | ▬  |  | 76%                | 73%                | 76% <sup>0a</sup>  | 78%                | 75%                | 74%                | 73%                | 66%                | 68%                |
| Refuse Disposal                         | Solid Waste and Resource Recovery             | 8.0.3 Customer satisfaction with kerbside collection service  | Community                    | At least 85%       |                        | ▬  |  | 84%                | 82%                | 78%                | 78%                | 82%                | 87%                | 88%                | 91%                | 90%                |
| Stormwater Drainage                     | Stormwater Drainage                           | 14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network  | Community                    | ≥ 39%              |                        | ↗  |  | 51%                | 43%                | 44%                | 45%                | 43%                | 47%                | 35%                | 52%                | 50% <sup>1</sup>   |
| Transport                               | Transport                                     | 10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities  | Community                    | ≥ 50%              |                        | ▬  |  | 56%                | 55%                | 49%                | 49%                | 44%                | 49%                | 39%                | 48%                | 51% <sup>2</sup>   |
|   |   | 10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities   | Community                    |                    |                        |  |  | NA <sup>5</sup>    | NA <sup>5</sup>    | 52%                | 50%                | 51%                | 59%                | 48%                | 51%                | 47%                |
|   |   | 10.5.2 Improve perception that Christchurch is a cycling friendly city  | Community                    | ≥ 67%              |                        | ▬  |  | 65%                | 66%                | 65%                | 65%                | 61%                | 64%                | 51%                | 56%                | 53%                |
|   |   | 16.0.10 Improve the perception that Christchurch is a walking friendly city   | Community                    | ≥ 85%              |                        | ▬  |  | 74%                | 71%                | 70%                | 74%                | 83%                | 85%                | 76%                | 81%                | 84%                |
|   |   | 16.0.3 Improve resident satisfaction with road condition  | Community                    | ≥ 30%              |                        | ▬  |  | 27%                | 28%                | 27%                | 29%                | 26%                | 27%                | 20%                | 34%                | 37%                |
|   |   | 16.0.9 Improve resident satisfaction with footpath condition  | Community                    | ≥ 42%              |                        | ↗  |  | 36%                | 32%                | 35%                | 36%                | 40%                | 41%                | 34%                | 48%                | 51%                |
| Wastewater                              | Wastewater Collection, Treatment and Disposal | 11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services  | Community                    | ≥ 65%              |                        | ↗  |  | 66%                | 59%                | 59%                | 60%                | 66%                | 71%                | 79% <sup>3</sup>   | 79%                | 80%                |
| Water Supply                            | Water Supply                                  | 12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies  | Community                    | ≥ 80%              |                        | ↗  |  | 84%                | 79%                | 77%                | 75%                | 72%                | 81%                | NA                 | NA                 | NA                 |
|   |   | 12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems  | Community                    | ≥ 65%              |                        | ↗  |  | 64%                | 59%                | 57%                | 52%                | 54%                | 60%                | NA                 | NA                 | NA                 |

|  |    |  |           |       |  |  |  |            |     |     |     |     |     |                  |     |     |
|--|----|--|-----------|-------|--|--|--|------------|-----|-----|-----|-----|-----|------------------|-----|-----|
|  |    | 12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies | Community | ≥ 50% |  |  |  | <b>48%</b> | 53% | 46% | 45% | 48% | 37% | 79% <sup>4</sup> | 90% | 91% |
| <b>Overall Satisfaction with Council Performance</b> | NA |  |           |       |  |  |  | <b>46%</b> | 43% | 42% | 49% | 50% | 62% | 55%              | 72% | 74% |
| <b>Ease of Interaction with Council</b>              | NA |  |           |       |  |  |  | <b>60%</b> | 55% | 53% | 57% | 65% | 74% | 65%              | 67% | 70% |

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component  
0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward  
1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component  
2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component  
3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward  
4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance (there was also a minor question wording change in 2016)  
5 Surveyed via Point of Contact programme from 2022-2023 onward

|  |  |  |   |  |  |    |  |
|--|--|--|---|--|--|----|--|
|  | LOS target met   |  | Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars) |  | LOS target not met   |    | Baseline result or target to be set                |
|  | Higher satisfaction services (85%+ satisfaction)             |  | Moderate satisfaction services (between 50% to 84% satisfaction)                                      |  | Lower satisfaction services (less than 50% satisfaction)     |    | Deleted level of service or not a level of service |
|  | 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 | NA | No information available                           |

## Additional Service Satisfaction Results

| Service                               | Detail   | Old LOS Target | Old LOS Target Met <sup>1</sup> | Satisfaction Score Trend Since Last Year | Higher and Lower Satisfaction Services in 2024 | Survey Result 2024 | Survey Result 2023 | Survey Result 2022 | Survey Result 2021 | Survey Result 2020 | Survey Result 2019 | Survey Result 2018 | Survey Result 2017 | Survey Result 2016 | Survey Result 2015 | Survey Result 2014 |
|---------------------------------------|--|----------------|---------------------------------|--|--|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| <b>Governance and Decision Making</b> | Percentage of residents who agree the Council makes decisions in the best interests of the city              | NA             | NA                              |  |  | <b>32%</b>         | 33%                | 31%                | 36%                | 37%                | 45%                | 40%                | 55%                | 52%                | 52%                | 47%                |
|                                       | Percentage of residents who feel the public has some or a large influence on the decisions the Council makes | 55%            |                                 |  |  | <b>26%</b>         | 28%                | 25%                | 30%                | 30%                | 34%                | 33%                | 45%                | 42%                | 44%                | 39%                |
|                                       | The Council is open and transparent  | NA             | NA                              |  |  | <b>21%</b>         | 24%                | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |
|                                       | The Council can be trusted   | NA             | NA                              |  |  | <b>28%</b>         | 28%                | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |
|                                       | The Council has a good reputation  | NA             | NA                              |  |  | <b>27%</b>         | 29%                | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |
|                                       | The Council acts with integrity and honesty  | NA             | NA                              |  |  | <b>30%</b>         | 29%                | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |
|                                       | The Council is accountable for what it does  | NA             | NA                              |  |  | <b>32%</b>         | 30%                | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |
|                                       | The Council understands the needs of residents and what they care about                                      | NA             | NA                              |  |  | <b>26%</b>         | 23%                | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |
|                                       | The Council balances the needs of today's residents with planning for the future of the city                 | NA             | NA                              | NA                                       |  | <b>34%</b>         | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 | NA                 |

|                               |   |     |    |    |  |            |     |     |     |     |     |                  |     |     |     |     |
|-------------------------------|---|-----|----|----|--|------------|-----|-----|-----|-----|-----|------------------|-----|-----|-----|-----|
|                               | <i>The Council communicates clearly with residents the results of Council decisions</i>   | NA  | NA |    |  | <b>28%</b> | 32% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
|                               | <i>The Council communicates clearly with residents about how their views have informed Council decisions</i>                                    | NA  | NA |    |  | <b>19%</b> | 22% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
|                               | <i>Council managers and staff are doing a good job</i>  | NA  | NA |    |  | <b>34%</b> | 34% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
|                               | <i>The Council makes wise spending decisions</i>  | NA  | NA |    |  | <b>16%</b> | 16% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
|                               | <i>The Council provides good value for ratepayers' money</i>  | NA  | NA |    |  | <b>18%</b> | 20% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
|                               | <i>The Council honours the principles of the Treaty of Waitangi</i>   | NA  | NA |    |  | <b>39%</b> | 37% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
|                               | <i>Leadership of the Mayor and Councillors</i>  | NA  | NA | NA |  | <b>27%</b> | 30% | NA  | NA  | NA  | NA  | NA               | NA  | NA  | NA  | NA  |
| <b>Emergency Preparedness</b> | <i>Improve the level of community and business awareness and preparedness of risks from hazards and their consequence</i>                       | NA  | NA |    |  | <b>56%</b> | 61% | 61% | NA  | NA  | 69% | 71%              | NA  | NA  | NA  | NA  |
| <b>Events and Festivals</b>   | <i>Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)</i>            | 90% |    |    |  | <b>66%</b> | 68% | 60% | 66% | 66% | 73% | 70%              | 80% | 84% | 86% | 86% |
| <b>City Promotions</b>        | <i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i> | 85% |    |    |  | <b>64%</b> | 60% | 54% | 62% | 62% | 67% | 72% <sup>2</sup> | 79% | 83% | 83% | 84% |
| <b>Refusal Disposal</b>       | <i>Recyclable materials (yellow bin)</i>  | 90% |    |    |  | <b>83%</b> | 81% | 76% | 76% | 80% | 88% | 93%              | 94% | 95% | 95% | 93% |
|                               | <i>Residual waste (red bin)</i>   | 90% |    |    |  | <b>84%</b> | 84% | 81% | 80% | 85% | 88% | 89%              | 93% | 92% | 92% | 90% |
|                               | <i>Organic material (green bin)</i>   | 80% |    |    |  | <b>83%</b> | 81% | 77% | 77% | 81% | 84% | 83%              | 85% | 82% | 85% | 82% |

<sup>1</sup> 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?

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