



RESEARCH FIRST



CHRISTCHURCH CITY COUNCIL

GENERAL SERVICE SATISFACTION SURVEY

Christchurch
City Council 

RESEARCH REPORT
April 2018

Contents

General Service Satisfaction Survey

Disclaimer

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1	Summary of Findings	3
2	Research Method	4
	2.1 Context	4
	2.2 Research Design	4
	2.3 Margin of Error	5
	2.4 Data Quality	5
3	Sample Composition	6
4	Detailed Findings	7
	4.1 Governance & Public Affairs	7
	4.2 City Promotions	13
	4.3 Council Facilities	16
	4.4 Waterways and Storm Water Management (LOS 14.0.3)	17
	4.5 Rubbish & Recycling	20
	4.6 Roothing	23
	4.7 Water	25
	4.8 Active Travel	27
	4.9 Parking	31
	4.10 Emergency Preparedness	36
	4.11 Overall Satisfaction	40
	4.12 What People Say the Council Does Well	43
	4.13 What People Say the Council Needs to do Better	44
5	Findings by Community Board	45
	5.1 Governance & Public Affairs	45
	5.2 City Promotions	49
	5.3 Council Facilities	52
	5.4 Waterways & Stormwater Management	53
	5.5 Rubbish & Recycling	56
	5.6 Roothing	57
	5.7 Water	59
	5.8 Active Travel	60
	5.9 Parking	62
	5.10 Emergency Preparedness	66
	5.11 Overall Satisfaction	68
	5.12 What People Say the Council Does Well	69
	5.13 What People Say the Council Needs to do Better	70
6	Findings by Age & Gender	71
	6.1 Governance & Public Affairs	71
	6.2 City Promotions	74
	6.3 Council Facilities	76
	6.4 Waterways & Stormwater Management	77
	6.5 Rubbish & Recycling	79
	6.6 Roothing	81
	6.7 Water	82
	6.8 Active Travel	83
	6.9 Parking	85
	6.10 Emergency Preparedness	89
	6.11 Overall Satisfaction	91
	6.12 What People Say the Council Does Well	92
	6.13 What People Say the Council Needs to do Better	93
7	Appendix 1: Questionnaire	94

1

Summary of Findings



What People Say the Council Does Well

1.1 Areas Where CCC Performed Above LOS Targets



Service	Target	Performance	Difference
Christchurch is a Cycle Friendly City (10.5.2)	35%	51%	+16%

Where the Council Meets Expectations

1.2 Areas Where CCC Performed In Line With LOS Targets



Service	Target	Performance	Difference
Satisfaction with Waste Water Services (11.0.1.6)	75%	79%	+4%
Satisfaction with Kerbside Recycling (8.0.3)	90%	93%	+3%
Satisfaction with Organic Waste (8.2.3)	80%	83%	+3%
Satisfaction with Residual Waste Collection (8.1.4)	90%	89%	-1%
Christchurch is a Walking Friendly City (16.0.10)	80%	76%	-4%

What People Say the Council Needs to do Better

1.3 Areas Where CCC Performed Below LOS Targets



Service	Target	Performance	Difference
Satisfaction with Condition of Christchurch Roads (excl. Residential Red Zone) (16.0.3)	27%	20%	-7%
Attendance at Disaster Preparedness Meetings (2.5.12)	17%	9%	-8%
Satisfaction with Water Supply (12.0.2.5)	90%	79%	-11%
Satisfaction with Council Decision Making Process (4.1.18)	40%	29%	-11%
Satisfaction with Condition of Christchurch Footpaths (excl. Residential Red Zone) (16.0.9)	47%	34%	-13%
Satisfaction with Information about Events and Festivals (5.3.1)	85%	72%	-13%
Satisfaction with Cycle Parking Facilities (10.5.7)	63%	47%	-16%
Safety at Council Run Parking Facilities (10.3.7)	65%	48%	-17%
Satisfaction with Range of Events and Festivals (2.8.2.1)	90%	70%	-20%
Satisfaction with Ability to Participate in and Contribute to Council Decision Making (4.1.9)	50%	28%	-22%
Public Level of Influence in the Democratic Process (4.1.20)	55%	33%	-22%
Satisfaction with Council Parking Facilities (10.3.3)	62%	39%	-23%
Satisfaction with Waterways and Storm Water Management Systems (14.0.3)	75%	35%	-40%

2

Research Method

2.1 Context

The Christchurch City Council's (CCC) annual General Service Satisfaction Survey (the Survey) has been conducted since 1991 to measure resident satisfaction with Council services.

The Survey's main focus is measurement of satisfaction with Council services and facilities detailed in the Long Term Plan (LTP). This includes general services that most or all residents in the city use, e.g., water supply, waste collection and road surfaces and so on. A representative sample of all city residents aged 18 and over has been used to obtain resident satisfaction levels and compare them with the corresponding Level of Service (LOS) targets set out in the LTP.

2.2 Research Design

The 2018 Residents Survey was completed using a telephone only method that called landlines and cell phones in the Christchurch region.

The fieldwork was undertaken between 4th March and the 29th March, with piloting taking place on the 4th and 5th March and then the surveying taking place between the 10th and 29th March 2018.

Sampling for the 2018 survey was conducted through a random and quota approach. Quotas were set to ensure that age, gender and geographic bias were not introduced to the sample frame. A set sampling interval ensured a random selection of numbers from throughout the region were called and statistical margins of error can be applied to the results with confidence.

2.1 Survey Response Rate

Total valid calls (less unusable, non-qualifiers and unavailable)	2205
Interrupted surveys	98
Refusals	1,335
Valid surveys	772
Survey Response Rate	35%

The margin of error for the achieved sample of n=772 is +/- 3.5% at a 95% confidence level. This is consistent with the previous GSS surveys.

2.3 Data Quality

To validate these results, a non-response survey was conducted with a small number of respondents (n=44) who refused or were unable to complete the full survey. Non-response survey participants were asked only one question, asking them to rate their overall satisfaction with the Council, using a five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

- “ I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.*
- “ Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?*

The results from the non-response survey reveal that the overall satisfaction level is in line with the level captured in the main survey.

3

Sample Composition

The achieved survey sample (n=772) was representative of the Christchurch City population in terms of age, gender and community board.

3.1 Age

	% Population (2013 Census)	Number of respondents	Proportion of respondents
18-24	13%	112	15%
25-49	43%	330	43%
50-64	24%	166	22%
65+	19%	164	21%

3.2 Gender

	% Population (2013 Census)	Number of respondents	Proportion of respondents
Male	49%	389	50%
Female	51%	383	50%

3.3 Community Board

	% Population (2013 Census)	Number of respondents	Proportion of respondents
Banks Peninsula	2%	19	2%
Coastal - Burwood	14%	108	14%
Fendalton - Waimairi - Harewood	19%	158	20%
Halswell - Hornby - Riccarton	19%	148	19%
Linwood - Central - Heathcote	20%	146	19%
Papanui - Innes	13%	96	12%
Spreydon - Cashmere	13%	97	13%

4

Detailed Findings

4.1 Governance & Public Affairs

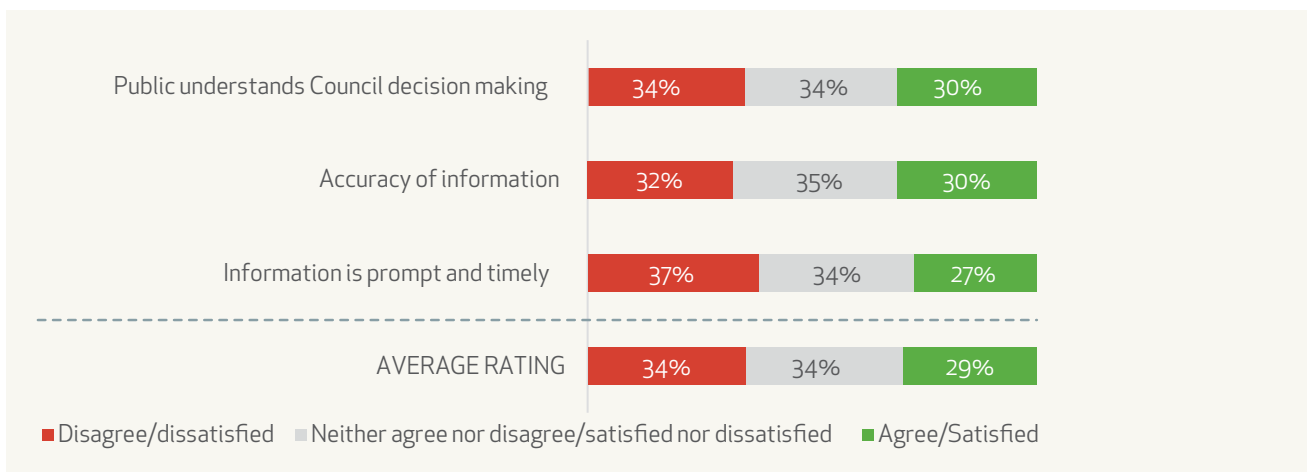
4.1.1 Ratings of the Council Decision Making Process (LOS 4.1.18)

Survey participants were asked to evaluate the City Council in relation to their governance role and the decision-making process used. Three factors were rated using a five-point Likert scale, where 1 = strongly agree/very satisfied; 3 = neither agree nor disagree/satisfied nor dissatisfied; and 5 = strongly disagree/very dissatisfied:

- “Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”
- “Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”
- “Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?”

Fewer than one third of survey participants (30%) claimed they understood Council decision making, 30% were satisfied with the accuracy of information about Council decisions and 27% were satisfied that information about decision making was prompt and timely. On average, 29% rated the Council’s decision-making process favourably. This result falls below the Level of Service (LOS) target of 40%.

4.1 Ratings of Council Decision Making Process

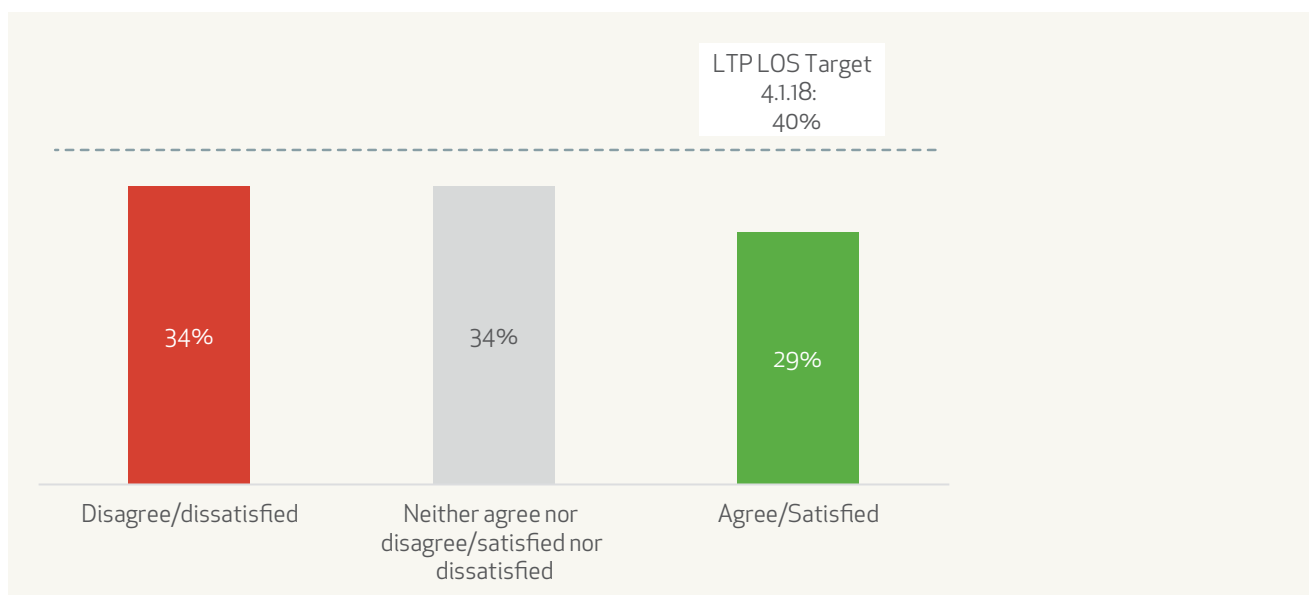


Sample: total sample (n=772)

4.2 Ratings of Council Decision Making Process

		Don't know/ not applicable	Strongly disagree/ very dissatisfied	Disagree/ dissatisfied	Neither agree nor disagree/ satisfied nor dissatisfied	Agree/ satisfied	Strongly agree/ very satisfied
PUBLIC UNDERSTANDS COUNCIL DECISION MAKING	n	14	75	191	260	196	36
	%	2%	10%	25%	34%	25%	5%
ACCURACY OF INFORMATION	n	19	61	183	274	207	28
	%	2%	8%	24%	35%	27%	4%
INFORMATION IS PROMPT AND TIMELY	n	18	73	214	261	181	25
	%	2%	9%	28%	34%	23%	3%
AVERAGE RATING	%	2%	9%	25%	34%	25%	4%

4.3 Average Rating of Council Decision Making Process



Sample: total sample (n=772)

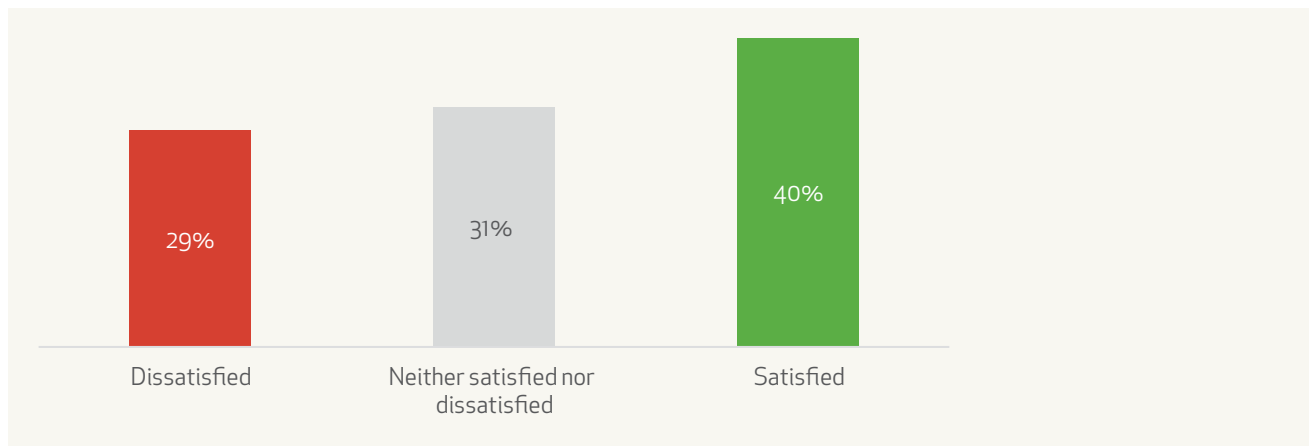
4.1.2 Council Decisions are in the Best Interests of the City

Survey participants were asked to rate their satisfaction with Council's decisions being made in the best interest of the city. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

“ Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?”

40% of respondents were satisfied that the Council makes decisions that are in the best interest of the city. No LOS target was set for this measure.

4.4 Satisfaction that Council Makes Decisions in the Best Interests of the City



Sample: total sample (n=772)

4.5 Satisfaction that Council Makes Decisions in the Best Interests of the City

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	8	66	154	239	252	53
%	1%	9%	20%	31%	33%	7%

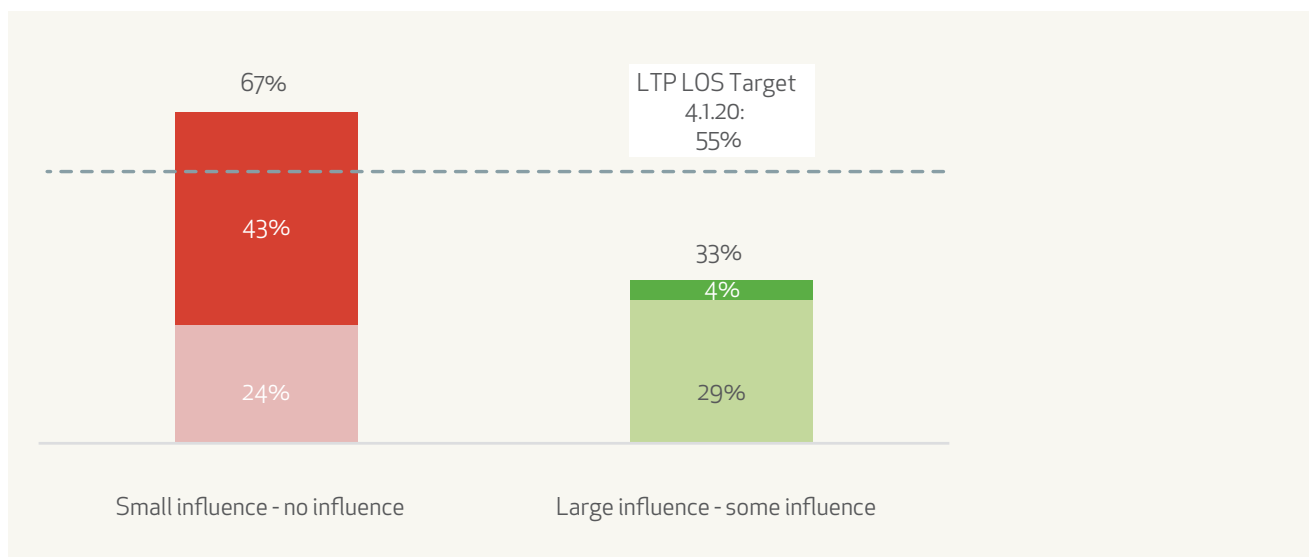
4.1.3 Public Level of Influence in the Democratic Process (LOS 4.1.20)

Survey participants were also asked to consider how much influence they believe the public has on the decision that the Council makes. Four answering options were provided: large influence; some influence; small influence; and no influence.

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

One third of survey participants (33%) felt public had some or a large influence. The LOS target for this measure is 55%.

4.6 Public Level of Influence in the Democratic Process



Sample: total sample (n=772)

4.7 Public Level of Influence in the Democratic Process

	Don't know/ not applicable	No influence	Small influence	Some influence	Large influence
n	5	182	334	223	28
%	1%	24%	43%	29%	4%

4.1.4 Participation in and Contribution to Council Decision Making (LOS 4.1.9)

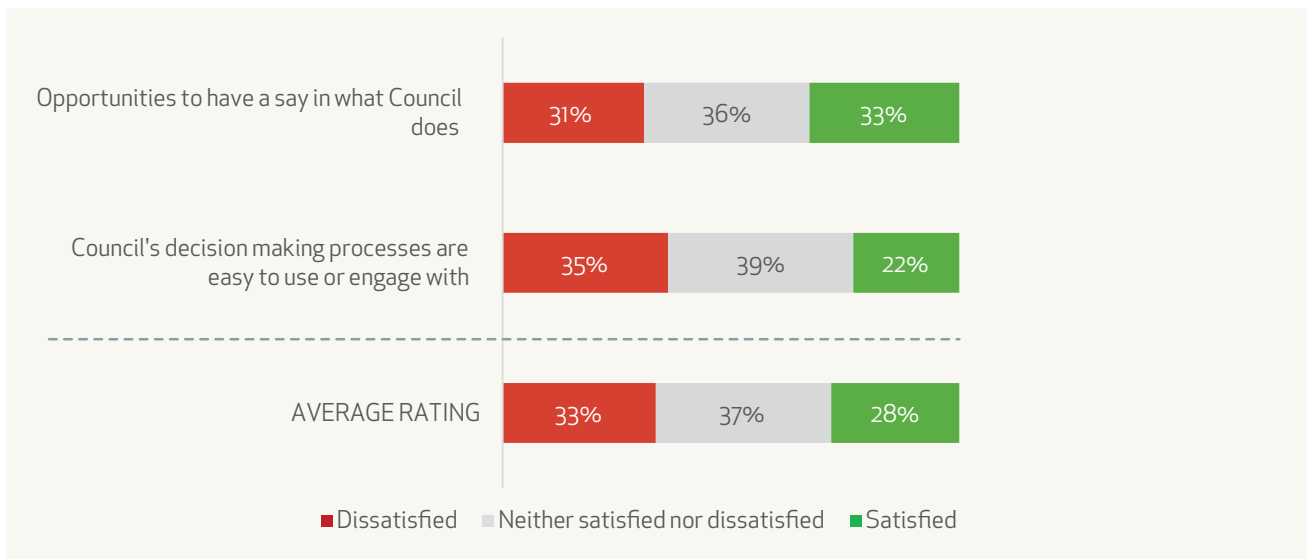
Survey participants were asked to rate their satisfaction with opportunities to participate in and contribute to Council decision making. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

“ Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

“ Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

About one third (32%) were satisfied with opportunities to have a say in what Council does and just under one quarter (22%) were satisfied that Council's decision making processes are easy to use and engage with. On average 28% of survey participants were satisfied, compared with LOS target of 50%.

4.8 Satisfaction with Ability to Participate in and Contribute to Council Decision Making

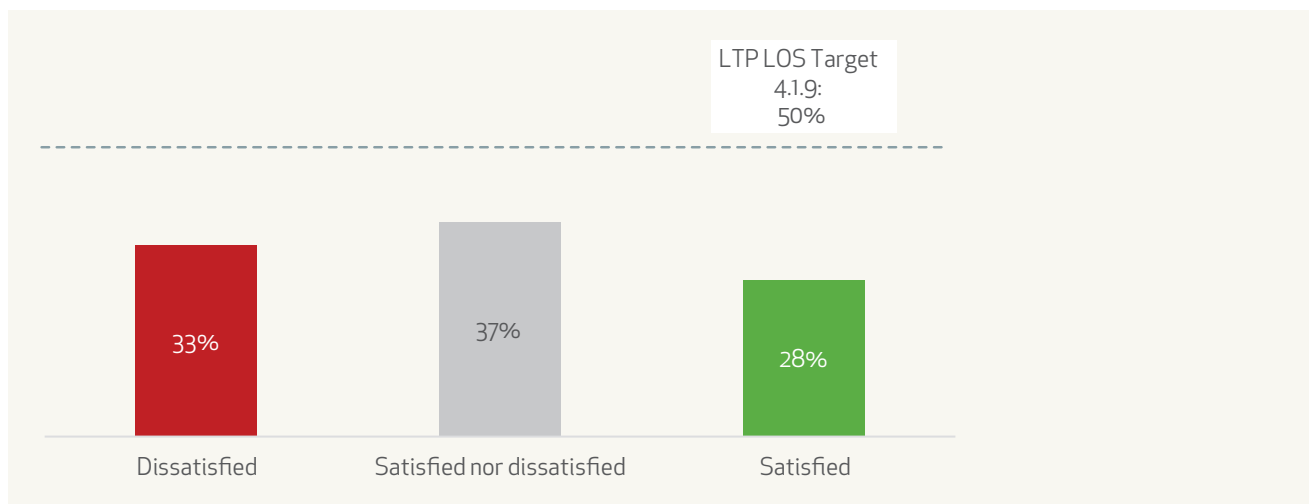


Sample: total sample (n=772)

4.9 Satisfaction with Ability to Participate in and Contribute to Council Decision Making

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Opportunities to have a say in what Council does	n	10	66	170	276	214	36
	%	1%	9%	22%	36%	28%	5%
Council's decision making processes are easy to use and engage with	n	27	58	212	302	150	23
	%	3%	8%	27%	39%	19%	3%
AVERAGE RATING	%	2%	8%	25%	37%	24%	4%

4.10 Average Satisfaction with Ability to Participate in and Contribute to Council Decision Making



Sample: total sample (n=772)

4.2 City Promotions

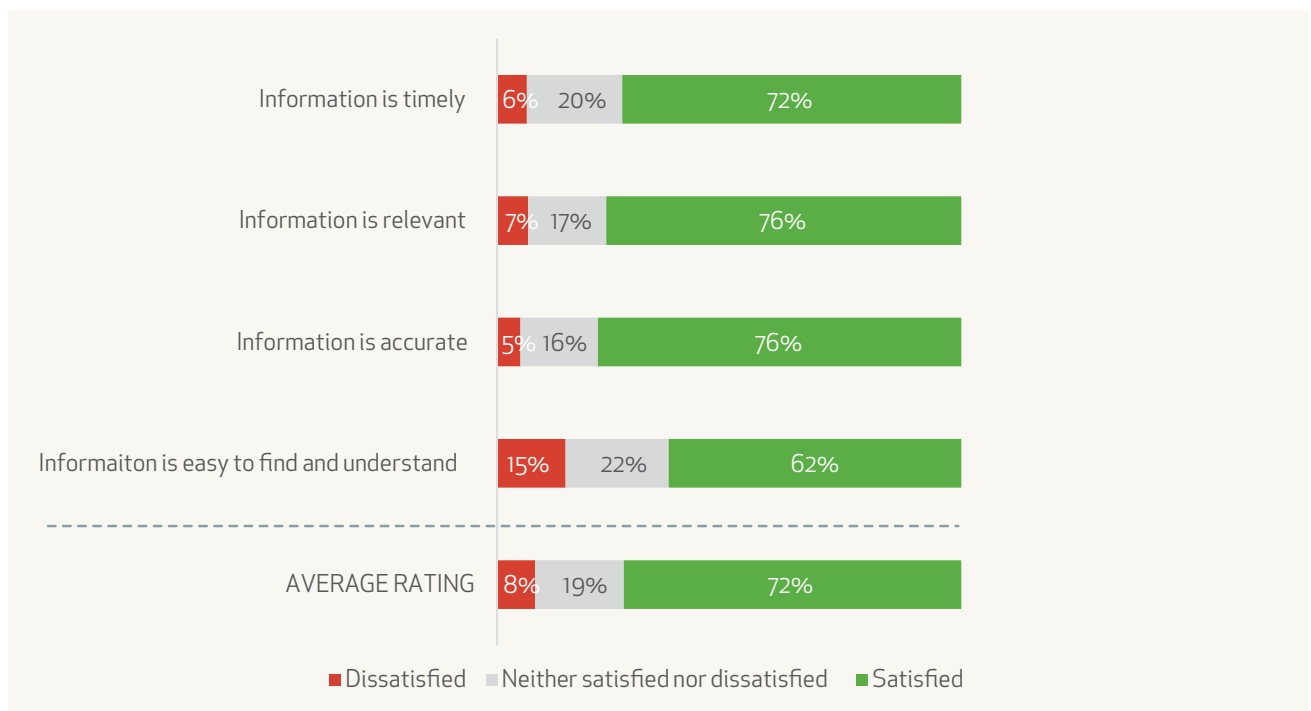
4.2.1 Satisfaction with Information about Events and Festivals (LOS 5.3.1)

Survey participants were reminded that Christchurch provides and supports a range of events, festivals and attractions, such as Sparks and Cup, walking or biking in the city and attractions such as the Botanic Gardens. They were then asked to consider the information provided to them by the Council about events and festivals and rate their satisfaction with its timeliness, relevance, accuracy and how easily it can be found and understood. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

- “ Overall, how satisfied or dissatisfied are you that the information is timely?
- “ Overall, how satisfied or dissatisfied are you that the information is relevant?
- “ Overall, how satisfied or dissatisfied are you that the information is accurate?
- “ Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

72% of survey participants were satisfied that the information about events and festivals is timely, 76% that it is relevant, 77% that it is accurate and 62% that it is easy to find and understand. On average, 72% were satisfied with information about events and festivals, compared with the LOS target of 85%.

4.11 Satisfaction with Information about Events and Festivals

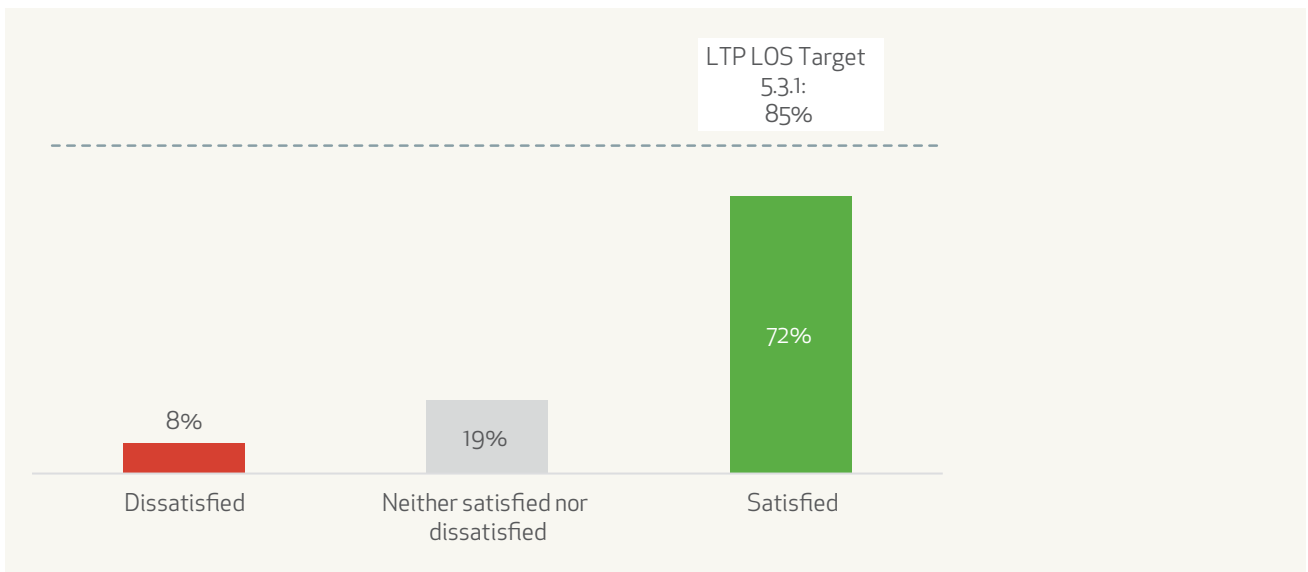


Sample: total sample (n=772)

4.12 Satisfaction with Information about Events and Festivals

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Information is timely	n	8	10	39	157	401	157
	%	1%	1%	5%	20%	52%	20%
Information is relevant	n	10	16	35	128	432	151
	%	1%	2%	5%	17%	56%	20%
Information is accurate	n	17	9	29	126	387	204
	%	2%	1%	4%	16%	50%	26%
Information is easy to find and understand	n	7	22	91	170	326	156
	%	1%	3%	12%	22%	42%	20%
AVERAGE RATING	%	1%	2%	6%	19%	50%	22%

4.13 Average Satisfaction with Information about Events and Festivals



Sample: total sample (n=772)

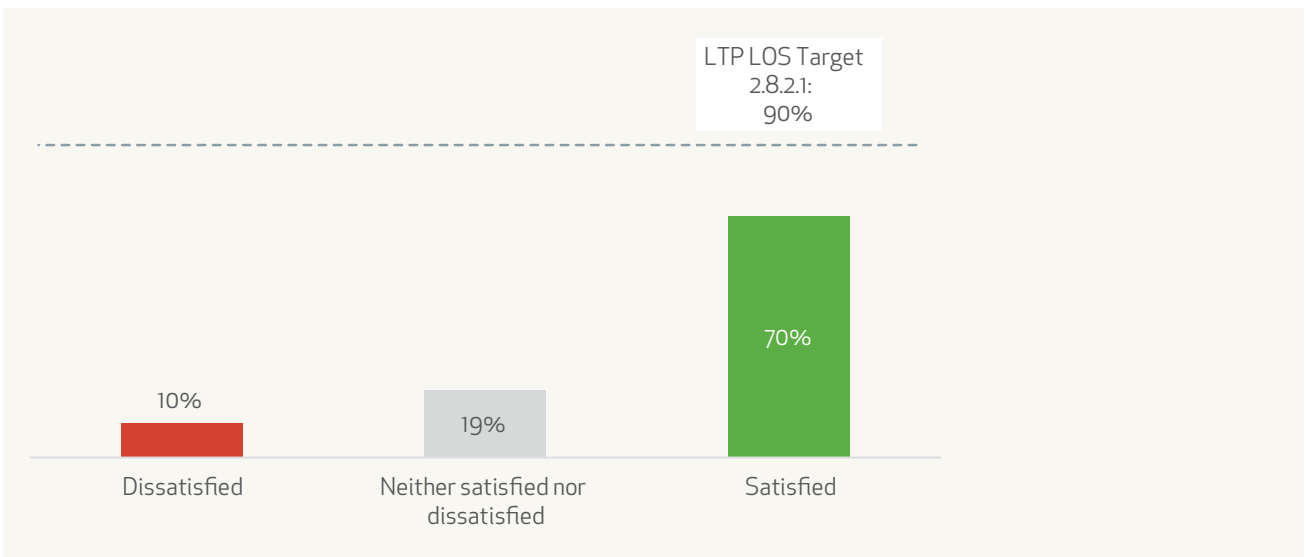
4.2.2 Range of Events and Festivals (LOS 2.8.2.1)

Survey participants were also asked to rate their satisfaction with the range of events and festivals, using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

“ Overall, how satisfied or dissatisfied are you with range of events and festivals?”

70% of survey participants were satisfied with a range of events and festivals, compared with the LOS target of 90%.

4.14 Satisfaction with Range of Events and Festivals



Sample: total sample (n=772)

4.15 Satisfaction with Range of Events and Festivals

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	6	16	62	150	337	201
%	1%	2%	8%	19%	44%	26%

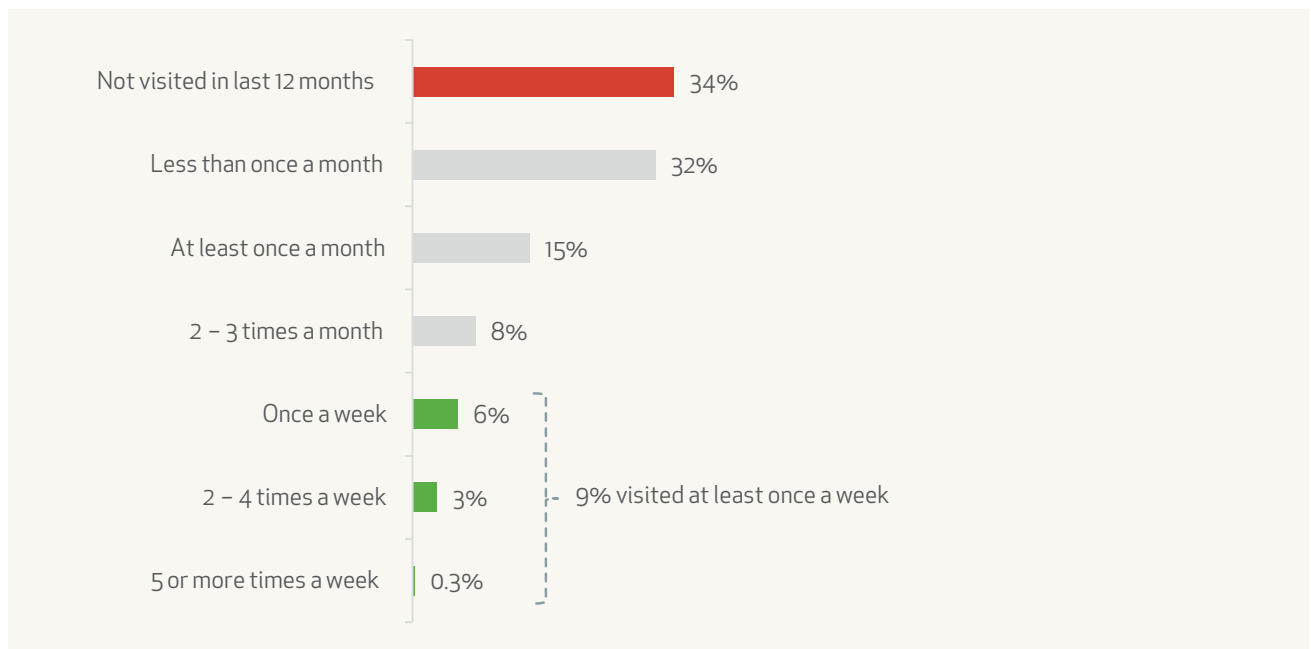
4.3 Council Facilities

Survey participants were asked about the frequency of their visits to Council-provided libraries in the last 12 months.

“ In the last 12 months, how often have you visited a Christchurch City Council library, including a community library?

About one in ten respondents (9%) used Council-provided libraries on a regular basis, i.e., at least once a week. In total, 66% of residents have visited a library in the past year.

4.16 Frequency of Visits to Christchurch City Council Libraries



Sample: total sample (n=772)

4.17 Frequency of Visits to Christchurch City Council Libraries

	Percentage of respondents	Number of respondents
Not visited in last 12 months	34%	266
Less than once a month	32%	247
At least once a month	15%	119
2 - 3 times a month	8%	64
Once a week	6%	46
2 - 4 times a week	3%	25
5 or more times a week	0.3%	2
Don't know/ not applicable	0.4%	3

4.4 Waterways and Storm Water Management (LOS 14.0.3)

Survey participants were asked to think about Christchurch's waterways: Albans and Cashmere streams, and utility waterways such as outfall drains, roadside swales and timbered drains. They were then asked to rate their satisfaction with the condition of city's waterways, appearance and condition of waterway margins¹, and city's storm water management systems². A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

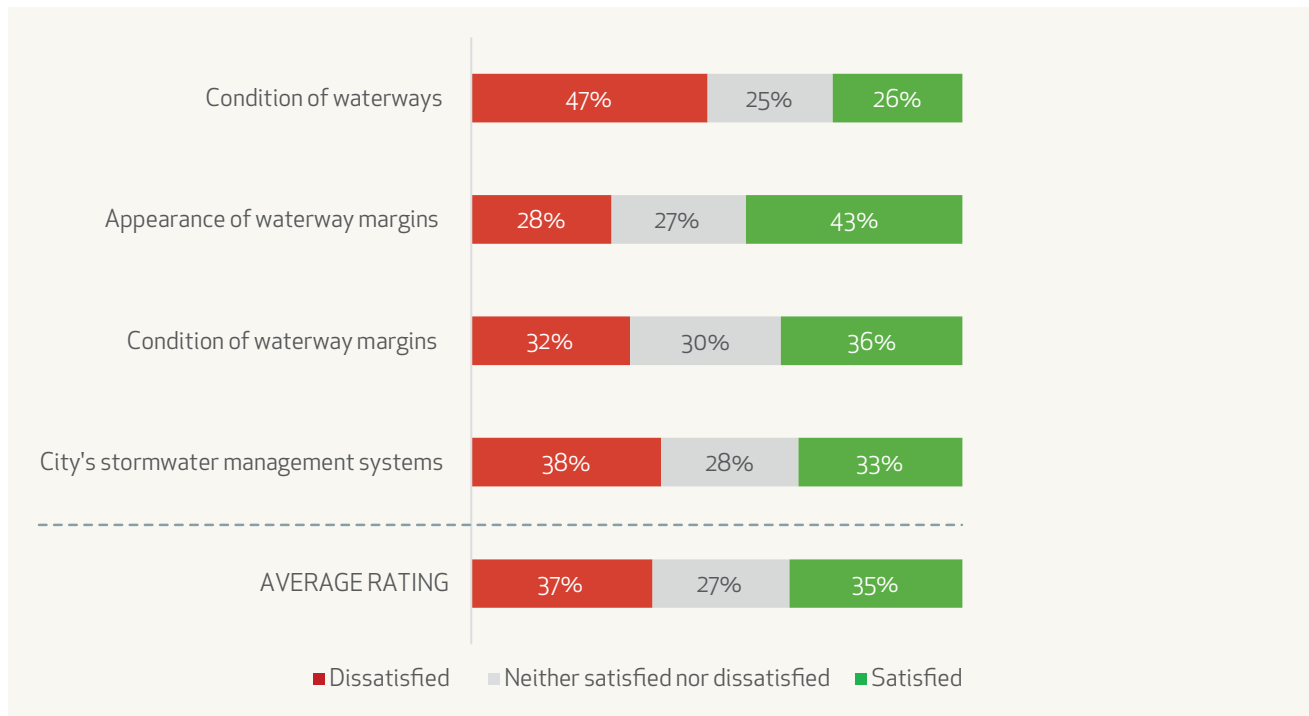
- “ Overall how satisfied or dissatisfied are you with the condition of waterways?*
- “ Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?*
- “ Overall how satisfied or dissatisfied are you with the condition of waterway margins?*
- “ Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised?*

About one quarter of respondents (26%) were satisfied with the condition of the waterways, 43% were satisfied with the appearance of the waterway margins, and 36% were satisfied with the condition of waterway margins. One third (33%) were satisfied that the city's storm water management systems operated effectively to minimise flooding risks. On average, 35% were satisfied with city's waterways and storm water management, compared with the LOS target of 75%.

1 Respondents were prompted with a definition of waterway margins: 'Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds.'

2 Respondents were prompted with a definition of stormwater management systems: 'Christchurch's storm water management involves managing storm water through things such as rivers, waterways, timbered drains and storm water pipes.'

4.18 Satisfaction with Waterways and Storm Water Management Systems

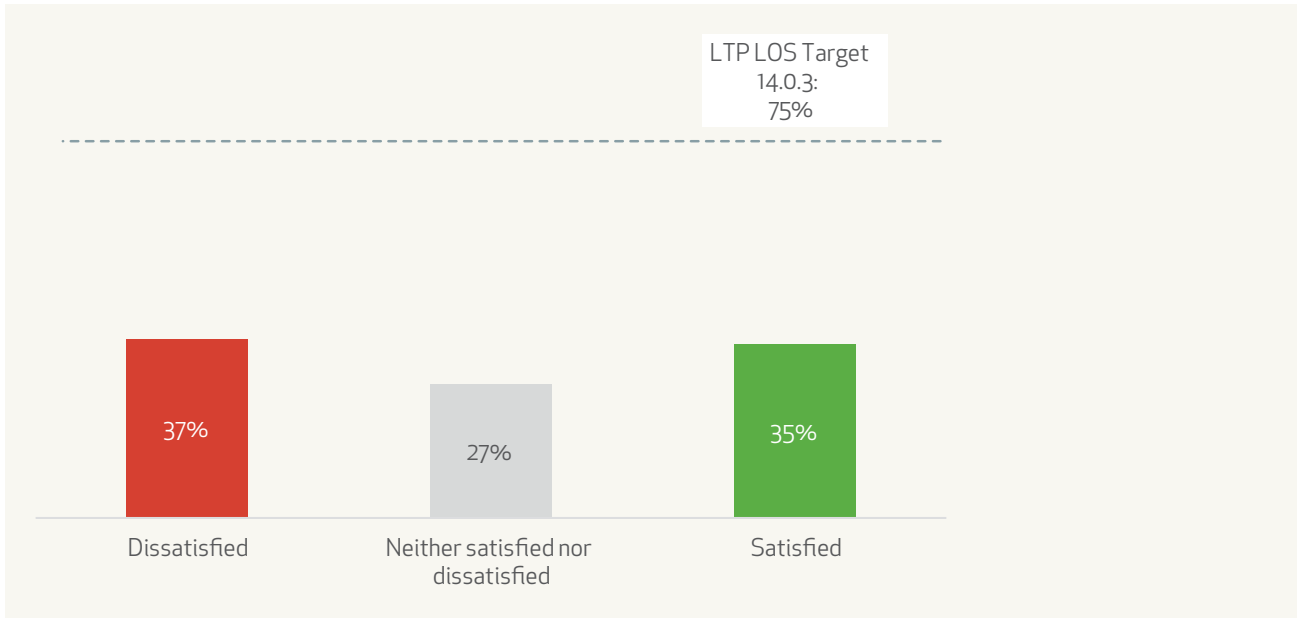


Sample: total sample (n=772)

4.19 Satisfaction with Waterways and Storm Water Management Systems

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of waterways	n	15	119	245	193	169	31
	%	2%	15%	32%	25%	22%	4%
Appearance of waterway margins	n	12	62	155	208	271	64
	%	2%	8%	20%	27%	35%	8%
Condition of waterway margins	n	17	66	178	232	235	44
	%	2%	9%	23%	30%	30%	6%
City's storm management systems	n	11	80	214	213	215	39
	%	1%	10%	28%	28%	28%	5%
AVERAGE RATING	%	2%	11%	26%	27%	29%	6%

4.20 Average Satisfaction with Waterways and Storm Water Management Systems



Sample: total sample (n=772)

4.5 Rubbish & Recycling

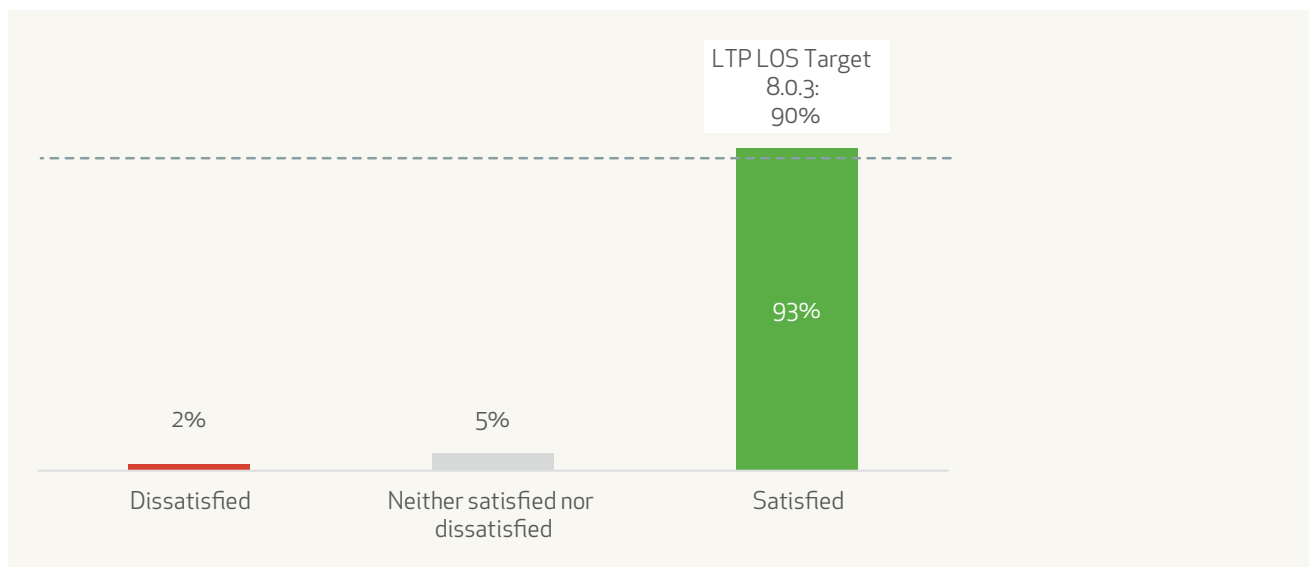
4.5.1 Kerbside Recycling (LOS 8.0.3)

Survey participants were asked to rate their satisfaction with kerbside collection of recyclable materials. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

“ Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?

93% of residents were satisfied with kerbside recycling, in line with the LOS target of 90%.

4.21 Satisfaction with Kerbside Recycling



Sample: total sample (n=772)

4.22 Satisfaction with Kerbside Recycling

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	6	4	11	35	292	424
%	1%	1%	1%	5%	38%	55%

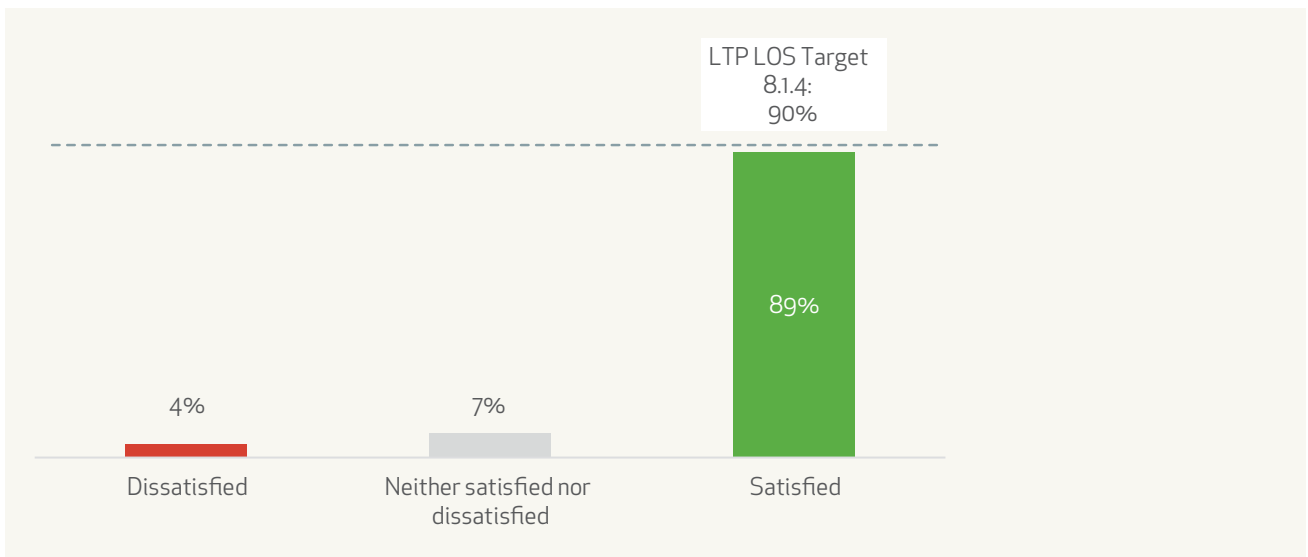
4.5.1 Residual Waste (LOS 8.1.4)

Survey participants were asked to rate their satisfaction with kerbside collection of residual waste. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

88% of residents were satisfied with kerbside recycling, in line with the LOS target of 90%.

4.23 Satisfaction with Residual Waste Collection



Sample: total sample (n=772)

4.24 Satisfaction with Residual Waste Collection

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	6	3	25	55	282	401
%	1%	1%	3%	7%	37%	52%

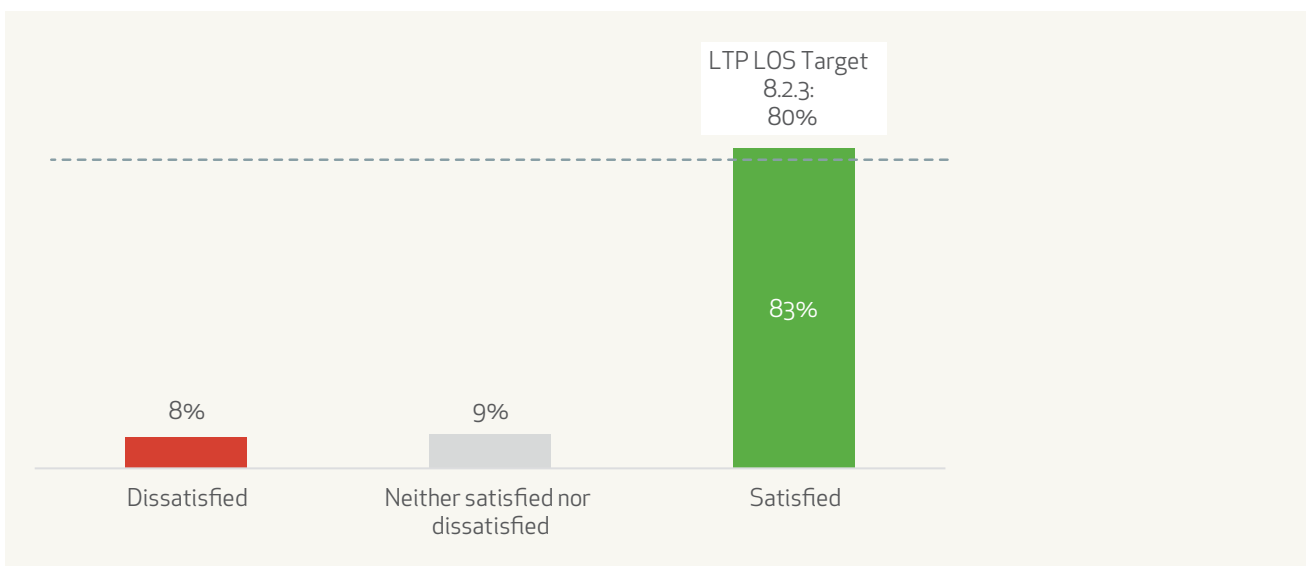
4.5.1 Organic Waste (LOS 8.2.3)

Survey participants were asked to rate their satisfaction with kerbside collection of organic materials. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

83% of residents were satisfied with kerbside recycling, in line with the LOS target of 80%.

4.25 Satisfaction with Organic Waste



Sample: total sample (n=772)

4.26 Satisfaction with Organic Waste

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	6	11	50	67	267	371
%	1%	1%	7%	9%	35%	48%

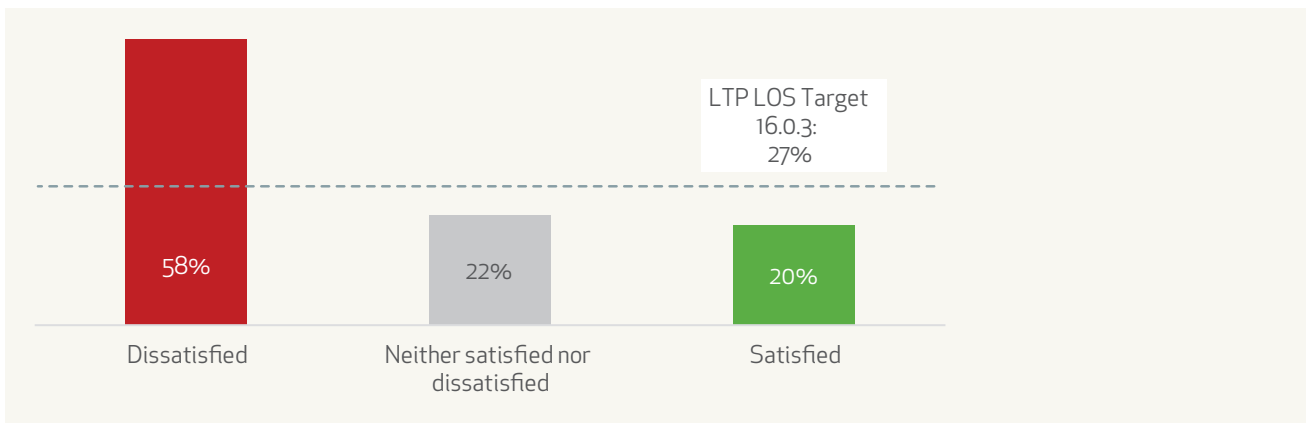
4.6 Roothing

Respondents were asked to rate their satisfaction with city's roads and footpaths (excluding the Residential Red Zone). A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

- “ Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads?
- “ Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths?

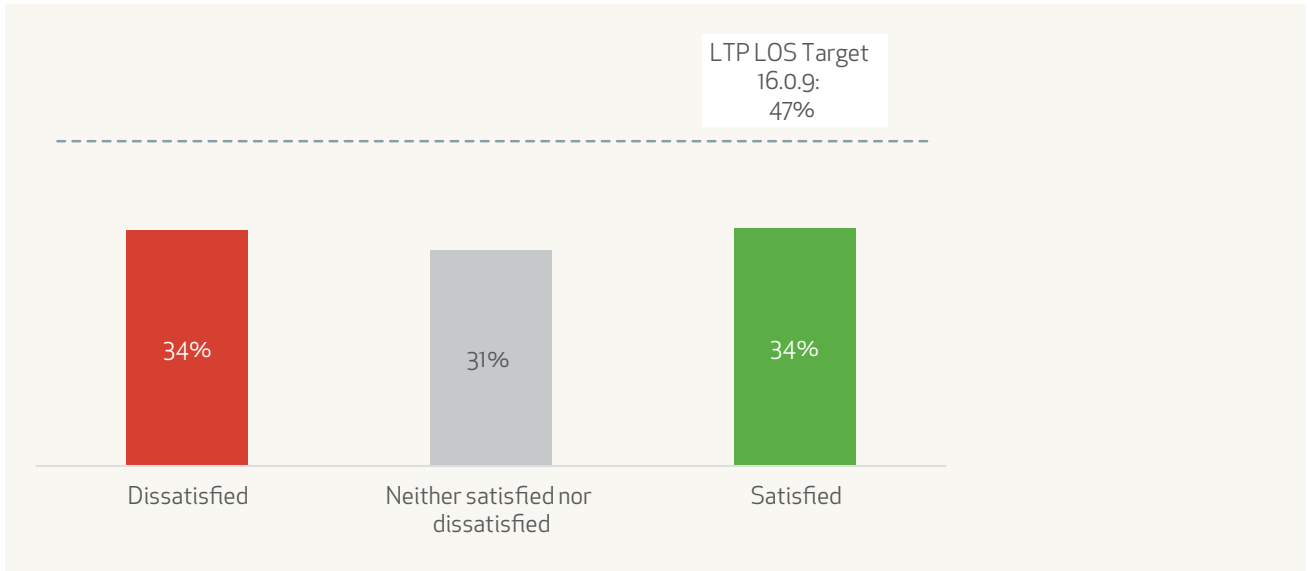
20% of survey participants were satisfied with the condition of Christchurch roads and 34% were satisfied with Christchurch footpaths. This compares with the LOS targets of 27% and 47% respectively.

4.27 Satisfaction with Condition of Christchurch Roads (excl. Residential Red Zone)



Sample: total sample (n=772)

4.28 Satisfaction with Condition of Christchurch Footpaths (excl. Residential Red Zone)



Sample: total sample (n=772)

4.29 Satisfaction with Condition of Christchurch Roads and Footpaths (excl. Residential Red Zone)

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Roads	n	1	154	291	171	133	22
	%	-	20%	38%	22%	17%	3%
Footpaths	n	6	71	191	240	220	44
	%	1%	9%	25%	31%	28%	6%

4.7 Water

Survey participants were asked a series of questions about Christchurch's waste water collection and water. Wastewater collection was defined in the following way:

“ Wastewater collection is about the underground pipes that take wastewater from your toilets, showers, etc. away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

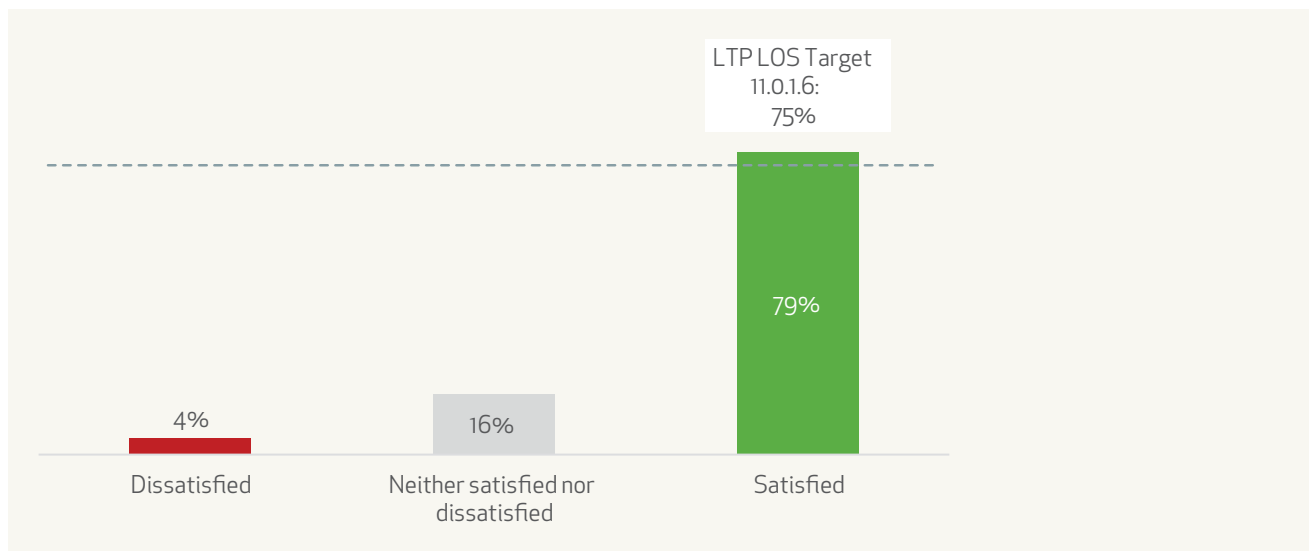
4.7.1 Waste Water (LOS 11.0.1.6)

Respondents were asked to rate their satisfaction with wastewater services, using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

“ Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

Over three quarters of residents (79%) were satisfied with city's wastewater services, in line with the LOS target of 75%.

4.30 Satisfaction with Waste Water Services



Sample: total sample (n=772)

4.31 Satisfaction with Waste Water Services

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	11	11	22	122	360	246
%	1%	1%	3%	16%	47%	32%

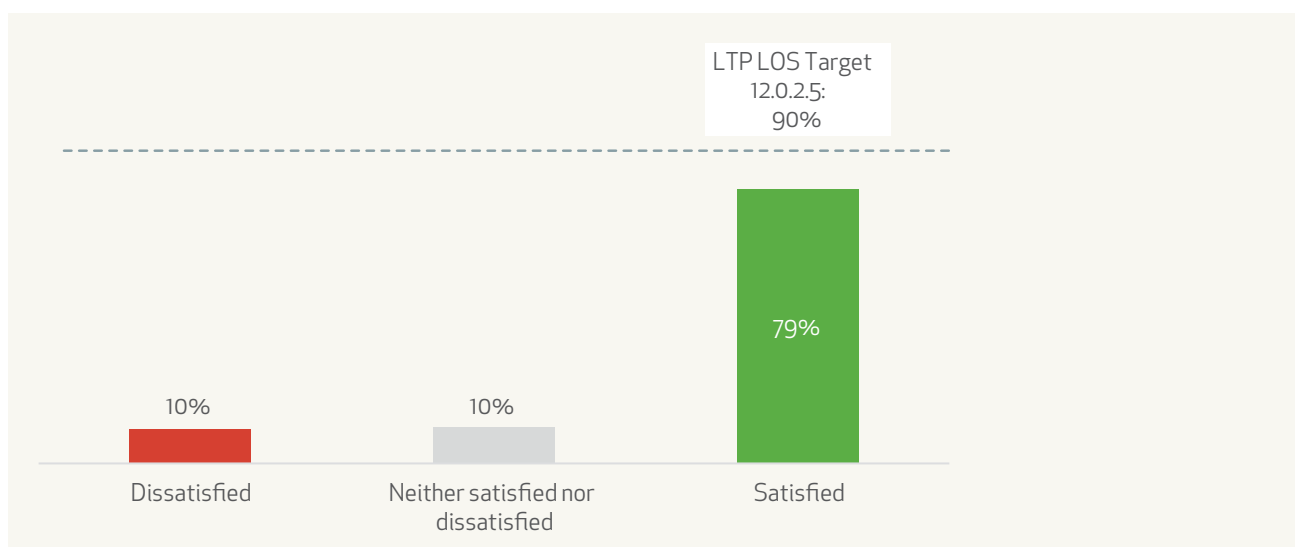
4.71 Waste Supply (LOS 12.0.2.5)

Respondents were asked to rate their satisfaction with the quality of water supply³, using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

Over three quarters of residents (79%) were satisfied with city's wastewater services, compared with the LOS target of 90%.

4.32 Satisfaction with Water Supply



Sample: total sample (n=772)

4.33 Satisfaction with Water Supply

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	4	28	48	81	255	356
%	1%	4%	6%	10%	33%	46%

³ Respondents were prompted with a definition of water supply: 'This is about clean, drinkable water being supplied to your house.'

4.8 Active Travel

Survey participants were asked a series of questions about active travel in Christchurch. Active travel was defined in the following way:

“ Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.

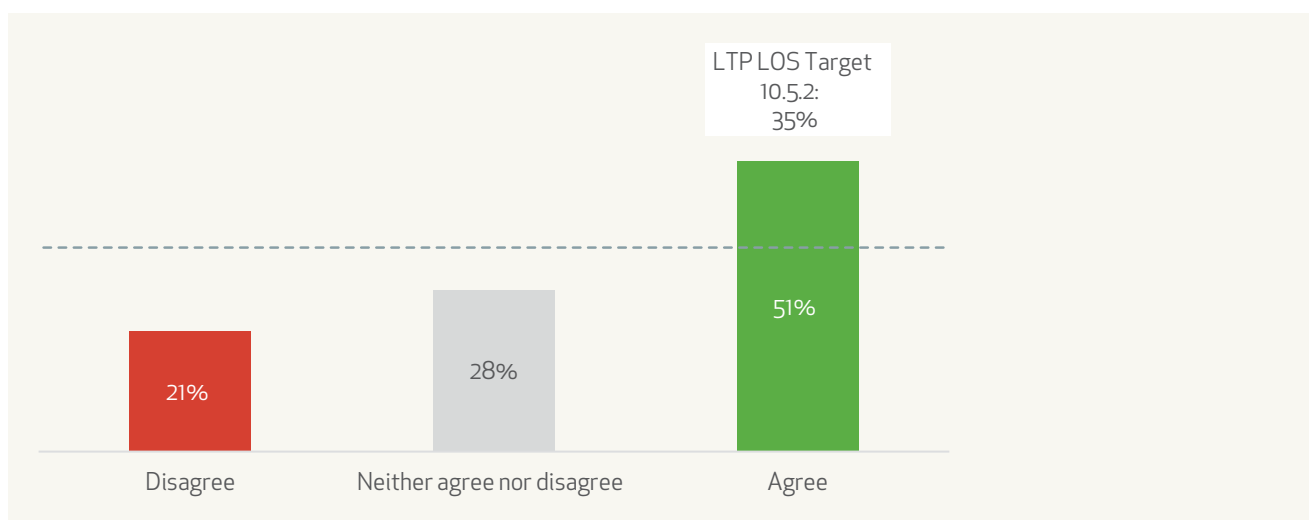
4.8.1 Perception of Christchurch as a Cycle Friendly City

Respondents were asked to rate their level of agreement that Christchurch is a cycle friendly city. A five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

“ Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

Half of survey participants (51%) agreed that Christchurch is a cycle friendly city, significantly above the LOS target for this measure of 35%.

4.34 Level of Agreement that Christchurch is a Cycle Friendly City



Sample: total sample (n=772)

4.35 Level of Agreement that Christchurch is a Cycle Friendly City

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
n	8	46	115	216	298	89
%	1%	6%	15%	28%	39%	12%

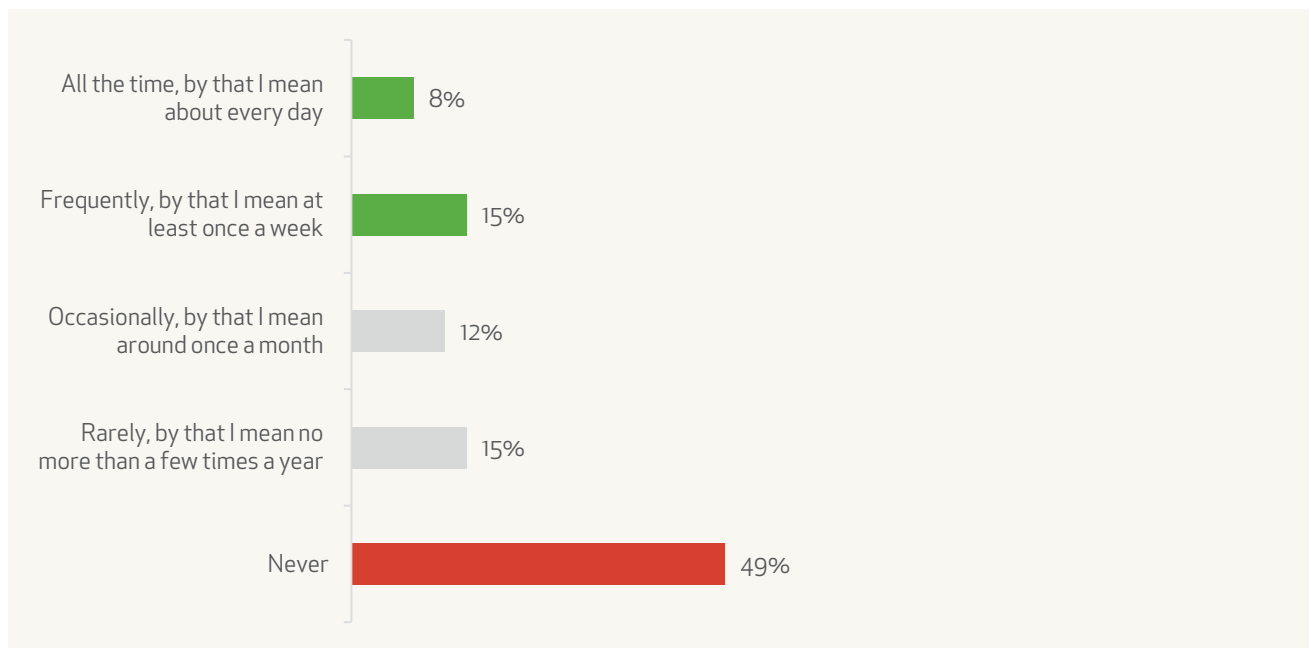
4.8.2 Perception of Christchurch as a Cycle Friendly City

Survey participants were also asked to identify how often they cycled.

“ And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...

Just over one in five respondents (23%) cycled at least once a week, while about half (49%) never cycled.

4.36 Participation in Cycling



Sample: total sample (n=772)

4.37 Participation in Cycling

	Percentage of respondents	Number of respondents
All the time, by that I mean about every day	8%	63
Frequently, by that I mean at least once a week	15%	117
Occasionally, by that I mean around once a month	12%	95
Rarely, by that I mean no more than a few times a year	15%	117
Never	49%	379
Don't know/ not applicable	0.1%	1

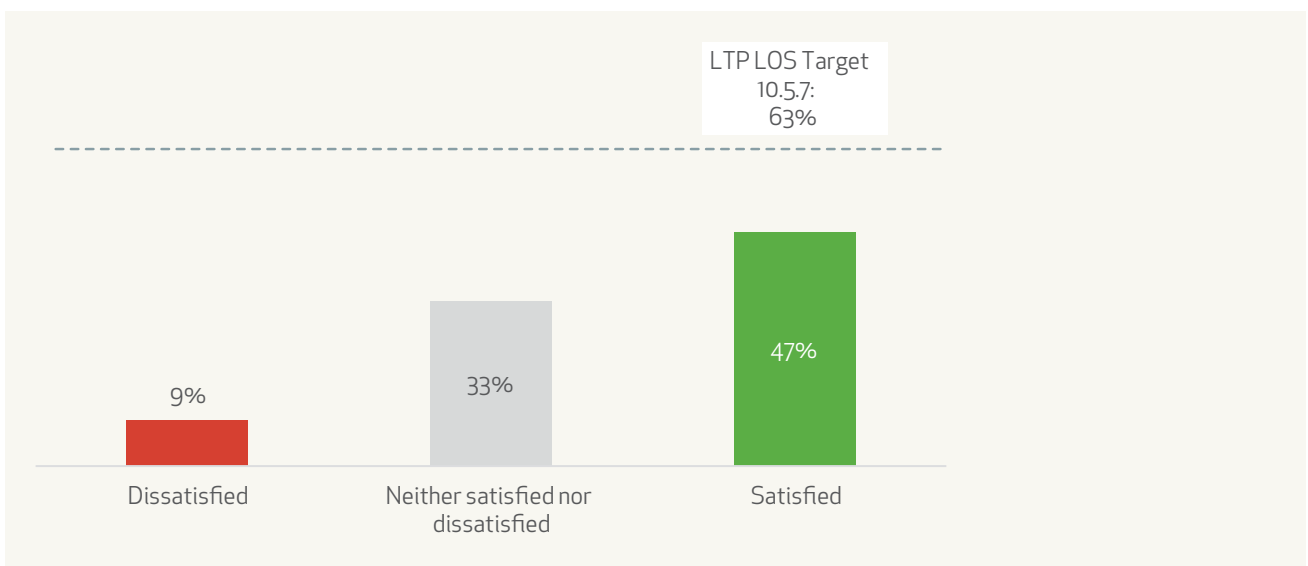
4.8.3 Cycle Parking Facilities (LOS 10.5.7)

Respondents were asked to rate their satisfaction with cycling facilities provided to cyclist, using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

“ And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

Just under half of residents (47%) were satisfied cycling parking facilities, compared with the LOS target of 63%.

4.38 Satisfaction with Cycle Parking Facilities



Sample: total sample (n=772)

4.39 Satisfaction with Cycle Parking Facilities

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	80	23	48	257	269	95
%	10%	3%	6%	33%	35%	12%

4.8.4 Perception of Christchurch as a Walking Friendly City

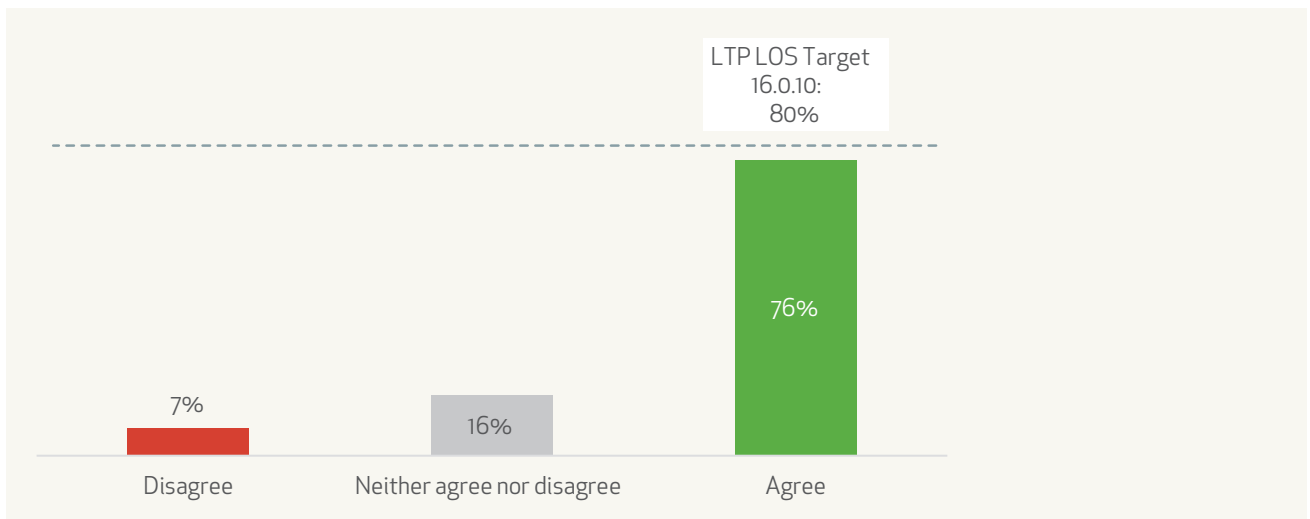
Survey participants were asked to consider the extent to which Christchurch is walking-friendly, including things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information.

They were then asked to rate their level of agreement that Christchurch is a walking friendly city. A five-point Likert scale was used, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

“ Overall, how much do you agree or disagree that Christchurch is a walking friendly city?”

Just over three quarters (76%) agreed that Christchurch is a walking-friendly city, in line with the LOS target for this measure of 80%.

4.40 Level of Agreement that Christchurch is a Walking Friendly City



Sample: total sample (n=772)

4.41 Level of Agreement that Christchurch is a Walking Friendly City

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
n	4	18	37	121	389	203
%	1%	2%	5%	16%	50%	26%

4.9 Parking

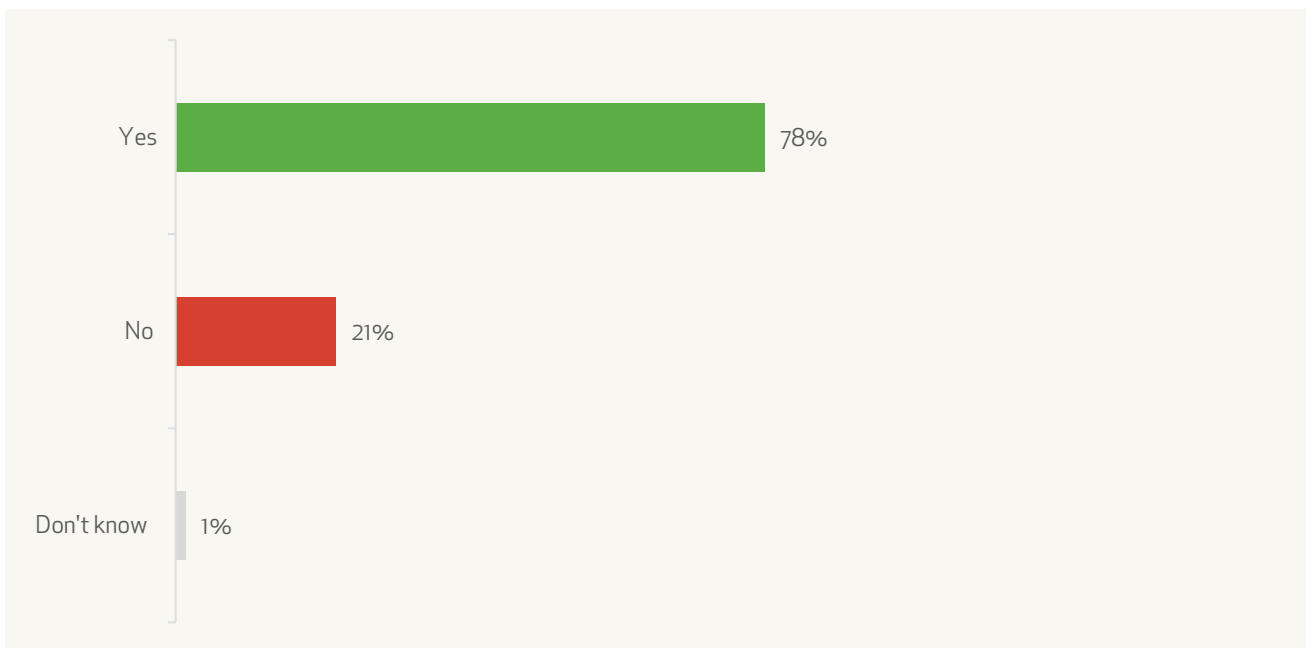
4.9.1 Use of Council Parking Facilities

Respondents were asked to specify whether they had used Council parking facilities in the previous 12 months.

“ Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Nearly four in ten survey participants (78%) had used Council parking facilities.

4.42 Use of Council Parking Facilities in the Last 12 Months



Sample: total sample (n=772)

4.43 Use of Council Parking Facilities in the Last 12 Months

	Number of respondents	Percentage of respondents
Yes	599	78%
No	163	21%
Don't know	10	1%

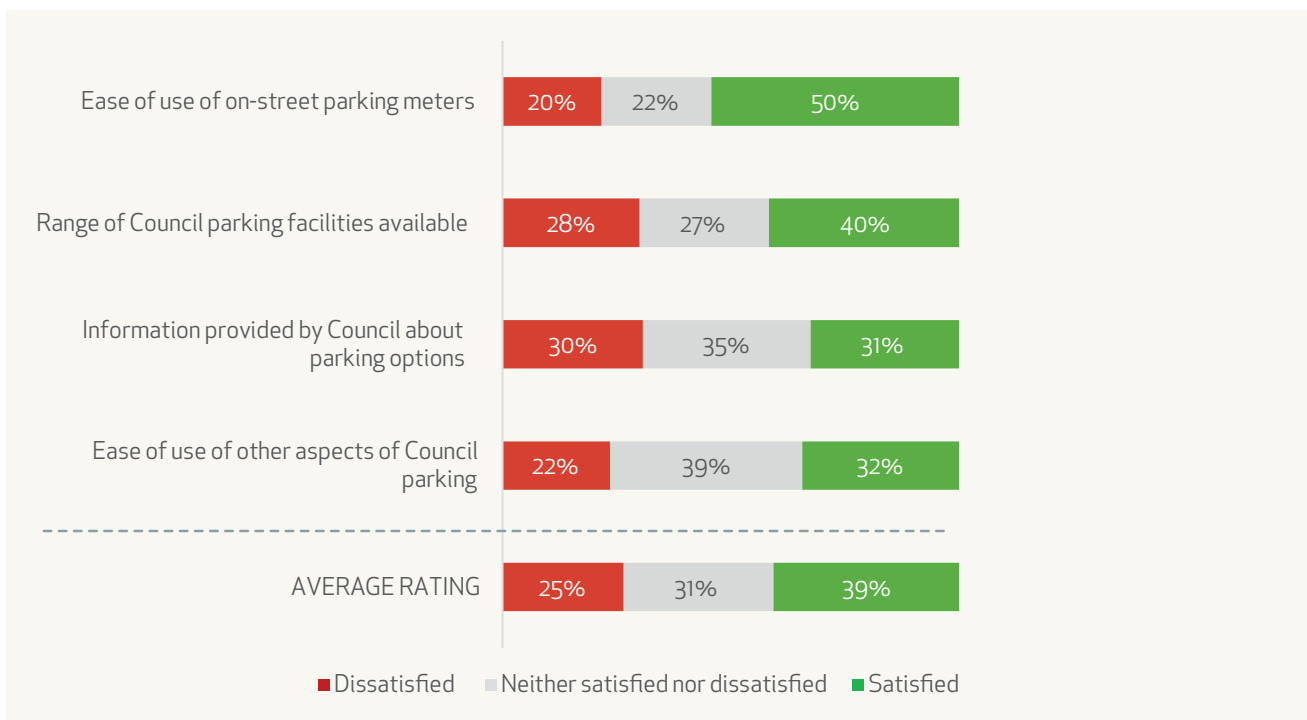
4.9.1 Satisfaction with Council Parking Facilities (LOS 10.3.3)

Survey participants were asked to rate their satisfaction with ease of using on-street parking meters, the range of parking facilities available, information provided about available parking options and ease of using other aspects of Council parking. A five-point Likert scale was used, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

- “ Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?
- “ Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you?
- “ Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options?
- “ Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking?

Half or survey participants (50%) were satisfied with ease of using on-street parking meters, 40% with range of parking facilities available, 31% with information provided by Council about parking options and 32% with ease of using other aspects of Council parking. On average, 39% satisfied with Council parking facilities, compared with the LOS target of 62%.

4.44 Satisfaction with Council Parking Facilities

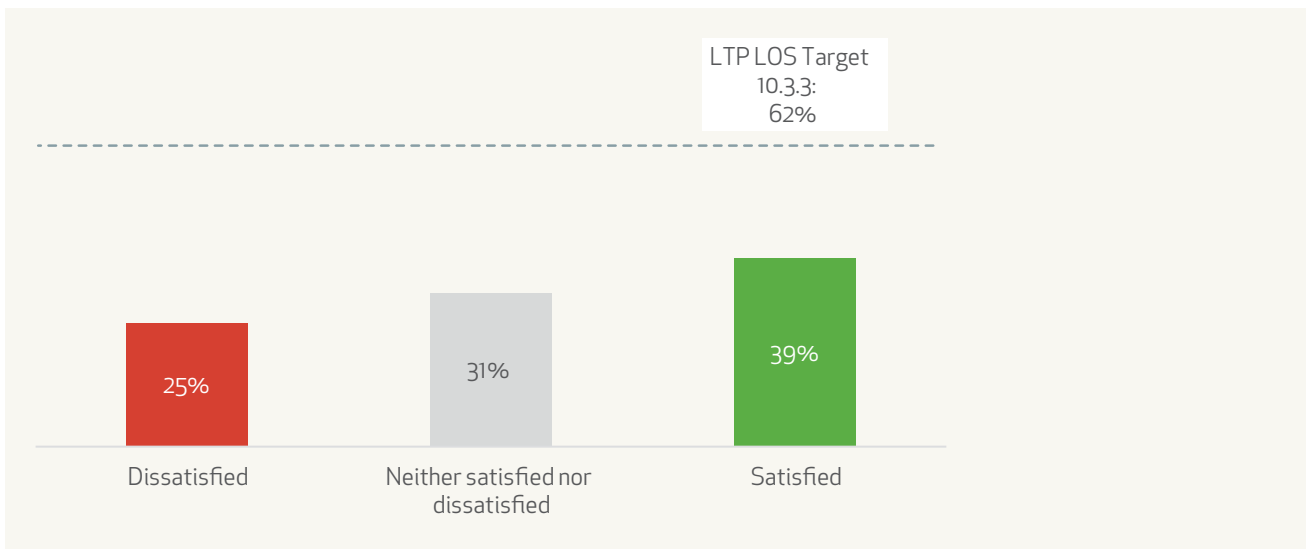


Sample: total sample (n=772)

4.45 Satisfaction with Council Parking Facilities

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Ease of use of on-street parking meters	n	57	59	96	172	294	94
	%	7%	8%	12%	22%	38%	12%
Range of Council parking facilities available	n	40	71	149	207	261	44
	%	5%	9%	19%	27%	34%	6%
Information provided by Council about parking options	n	40	51	174	269	202	36
	%	5%	7%	23%	35%	26%	5%
Ease of use of other aspects of Council parking	n	51	51	119	303	217	31
	%	7%	7%	15%	39%	28%	4%
AVERAGE RATING	%	6%	8%	17%	31%	32%	7%

4.46 Average Satisfaction with Council Parking Facilities



Sample: total sample (n=772)

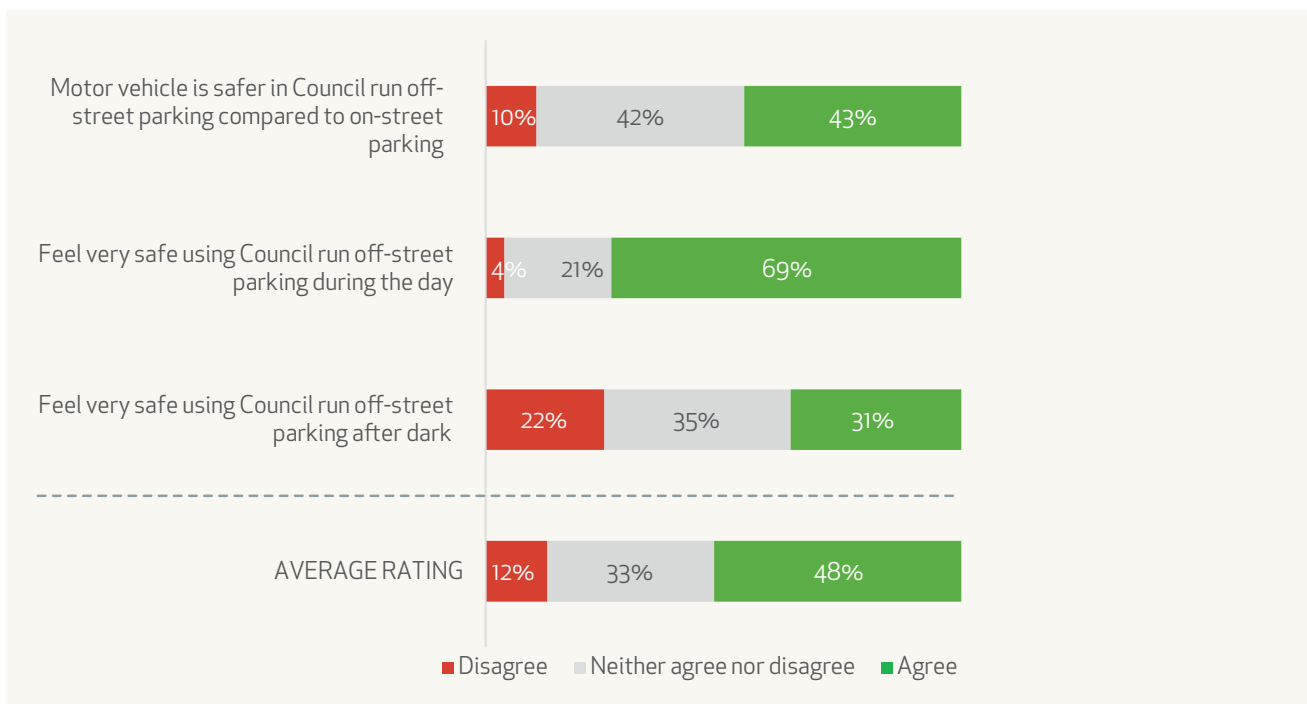
4.9.2 Safety at Council Run Parking Facilities (LOS 10.3.7)

Respondents were asked to evaluate different safety aspects of Council run parking facilities, using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

- “ Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking?
- “ Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day?
- “ Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark?

43% of survey participants felt motor vehicles were safer in Council run off-street parking. 69% felt very safe using Council run off-street parking facilities during the day, while only 31% felt very safe doing the same in the dark. On average, 48% of respondents rated safety at Council run facilities favourably, compared with the LOS target of 65%.

4.47 Safety at Council Run Parking Facilities

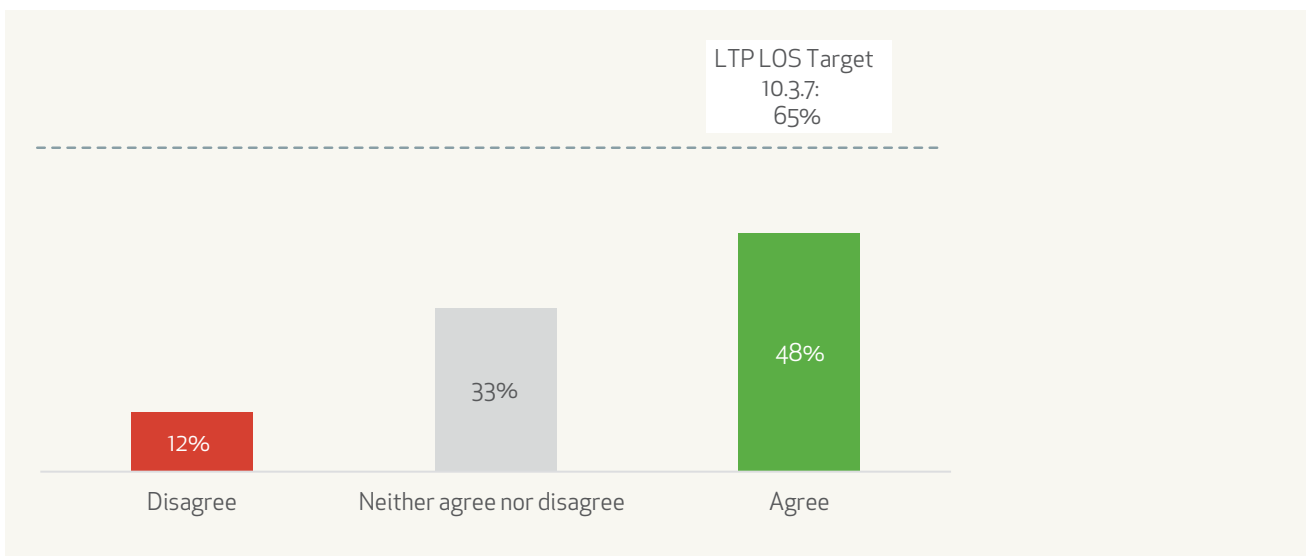


Sample: total sample (n=772)

4.48 Safety at Council Run Parking Facilities

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Motor vehicle is safer in Council run off-street parking compared to on-street parking	n	34	16	63	322	257	80
	%	4%	2%	8%	42%	33%	10%
Feel very safe using Council run off-street parking during the day	n	45	4	25	163	340	195
	%	6%	1%	3%	21%	44%	25%
Feel very safe using Council run off-street parking after dark	n	87	48	123	268	189	57
	%	11%	6%	16%	35%	24%	7%
AVERAGE RATING	%	7%	3%	9%	33%	34%	14%

4.49 Average Rating of Safety at Council Run Parking Facilities



Sample: total sample (n=772)

4.10 Emergency Preparedness

4.10.1 Disaster Preparedness

Survey participants were asked about certain measures they might have taken to prepare for emergencies.

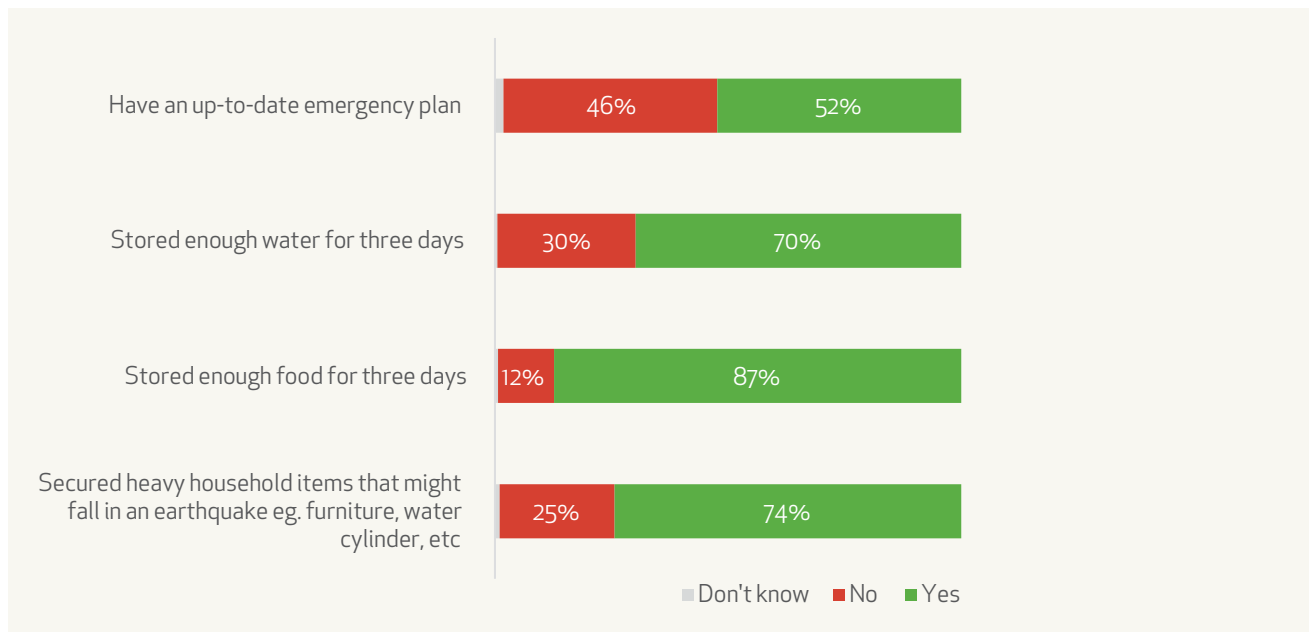
“ Has your household done any of following to prepare in case of a natural disaster?

- a) Stored enough water for three days
- b) Stored enough food for three days
- c) Secured heavy household items that might fall in an earthquake eg. furniture, water cylinder, etc

“ Does your household have an up-to-date emergency plan?

52% of respondents have an up-to-date emergency plan, 70% have stored enough water for three days, 87% have stored enough food for three days and 74% have secured heavy items that might fall in an earthquake.

4.50 Disaster Preparedness



Sample: total sample (n=772)

4.51 Disaster Preparedness

		Don't know	No	Yes
Have an up-to-date emergency plan	n	14	354	404
	%	2%	46%	52%
Stored enough water for three days	n	4	229	539
	%	1%	30%	70%
Stored enough food for three days	n	5	93	674
	%	1%	12%	87%
Secured heavy household items that might fall in an earthquake	n	8	190	574
	%	1%	25%	74%

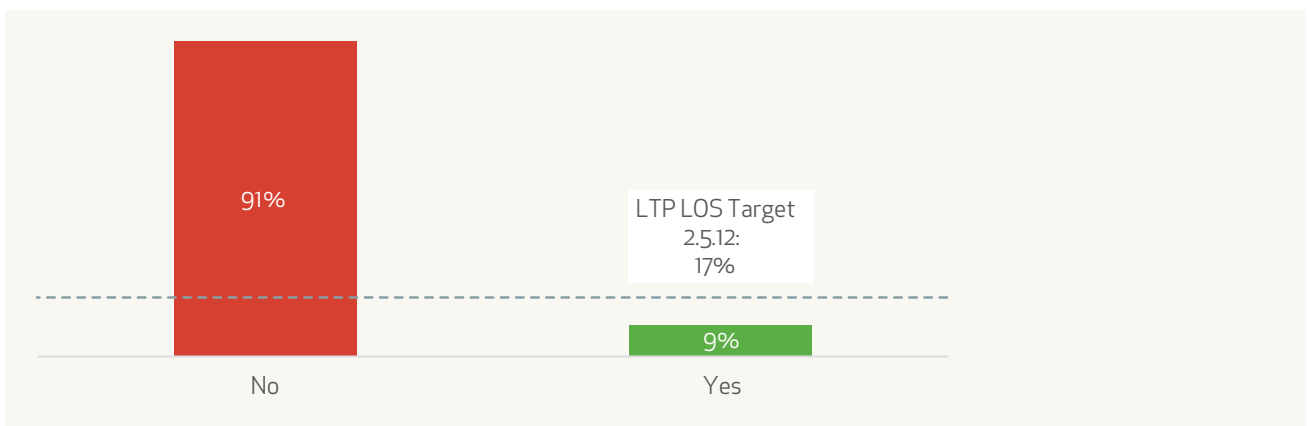
4.10.2 Attendance at Meetings (LOS 2.5.12)

Survey participants were also asked about their attendance at disaster preparedness meetings over the last twelve months:

“ In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster?”

Only about one in ten respondents (9%) have attending meetings about coping with disasters, compared with the LOS target of 17%.

4.52 Attendance at Disaster Preparedness Meetings



Sample: total sample (n=772)

4.53 Attendance at Disaster Preparedness Meetings

	Number of respondents	Percentage of respondents
Yes	72	9%
No	699	91%
Don't know	1	-

4.10.3 Improvement in Preparedness

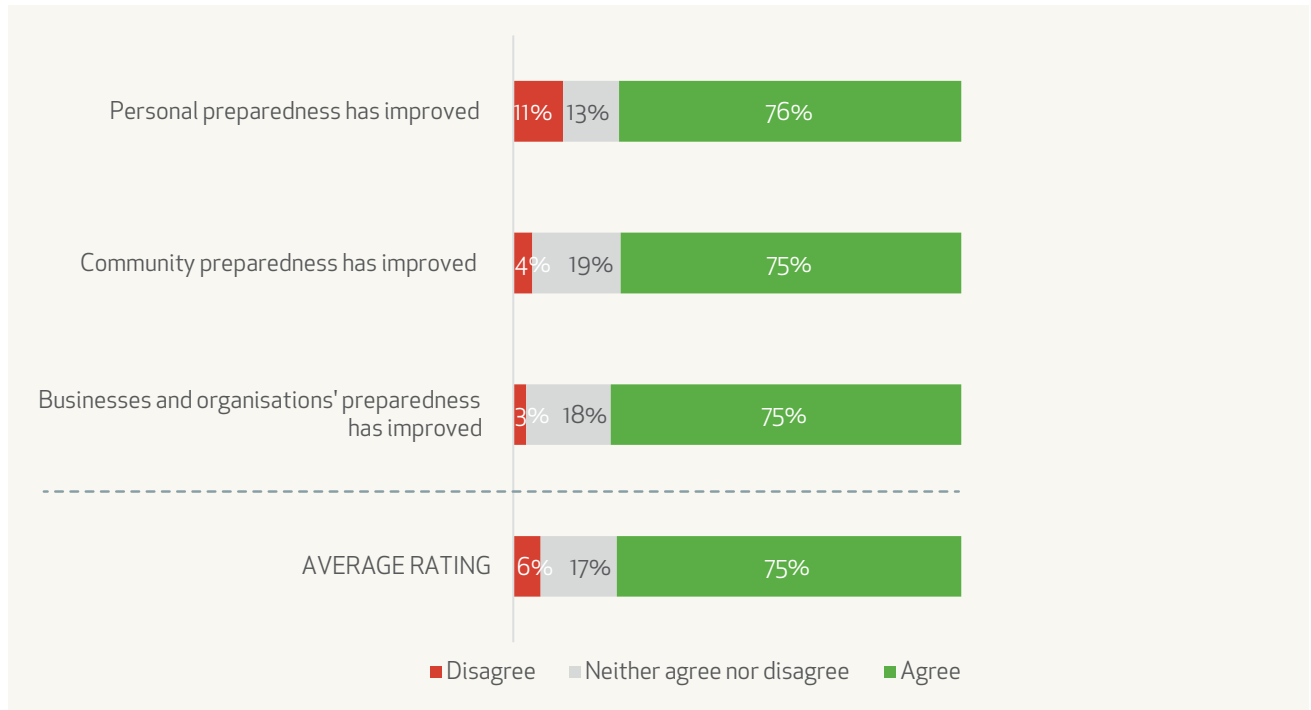
Those who had attended or participated in disaster preparedness meetings were asked to evaluate how attending such meetings had improved their preparedness. A five-point Likert scale was used, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

“ Thinking about the following situations, how much do you agree or disagree with the following..

- a) *My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning*
- b) *The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning*
- c) *Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations about disaster planning*

About three quarters of respondents agreed that attending the meetings had improved their personal preparedness, community preparedness and businesses and organisations' preparedness (76%, 75% and 75% respectively). On average, 75% of respondents felt disaster preparedness had improved.

4.54 Improvement in Preparedness as a Result of Meetings or Presentations



Sample: those who have attended or participated in disaster planning meetings or presentations (n=72)

4.55 Improvement in Preparedness as a Result of Meetings or Presentations

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Personal preparedness has improved	n	-	1	7	9	42	13
	%	-	1%	10%	13%	58%	18%
Community preparedness has improved	n	1	-	3	14	42	12
	%	1%	-	4%	19%	58%	17%
Businesses and organisations' preparedness has improved	n	3	-	2	13	42	12
	%	4%	-	3%	18%	58%	17%
AVERAGE RATING	%	2%	-	6%	17%	58%	17%

4.11 Overall Satisfaction

4.11.1 Overall Satisfaction with Christchurch City Council

Survey participants were asked to consider their impressions of Christchurch City Council overall, based on any dealings they might have had with the Council over the previous 12 months as well as all the services and facilities that the Council provides.

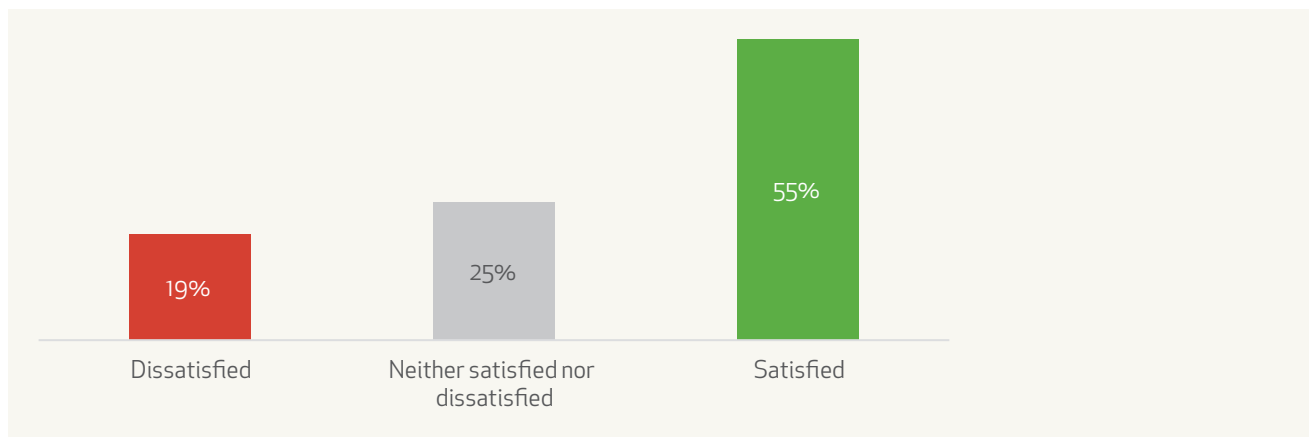
They were then asked to rate their satisfaction with Council's performance in the previous 12 months, using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

55% of respondents stated they were satisfied with Council performance. No LOS target was set for this measure.

Comparison of results over time show that, while the recorded satisfaction levels fluctuated between different measurement waves, the overall trend is that of a gradual decline. Overall satisfaction with Council's performance reached the lowest level to date in March 2018.

4.56 Overall Satisfaction with Christchurch City Council

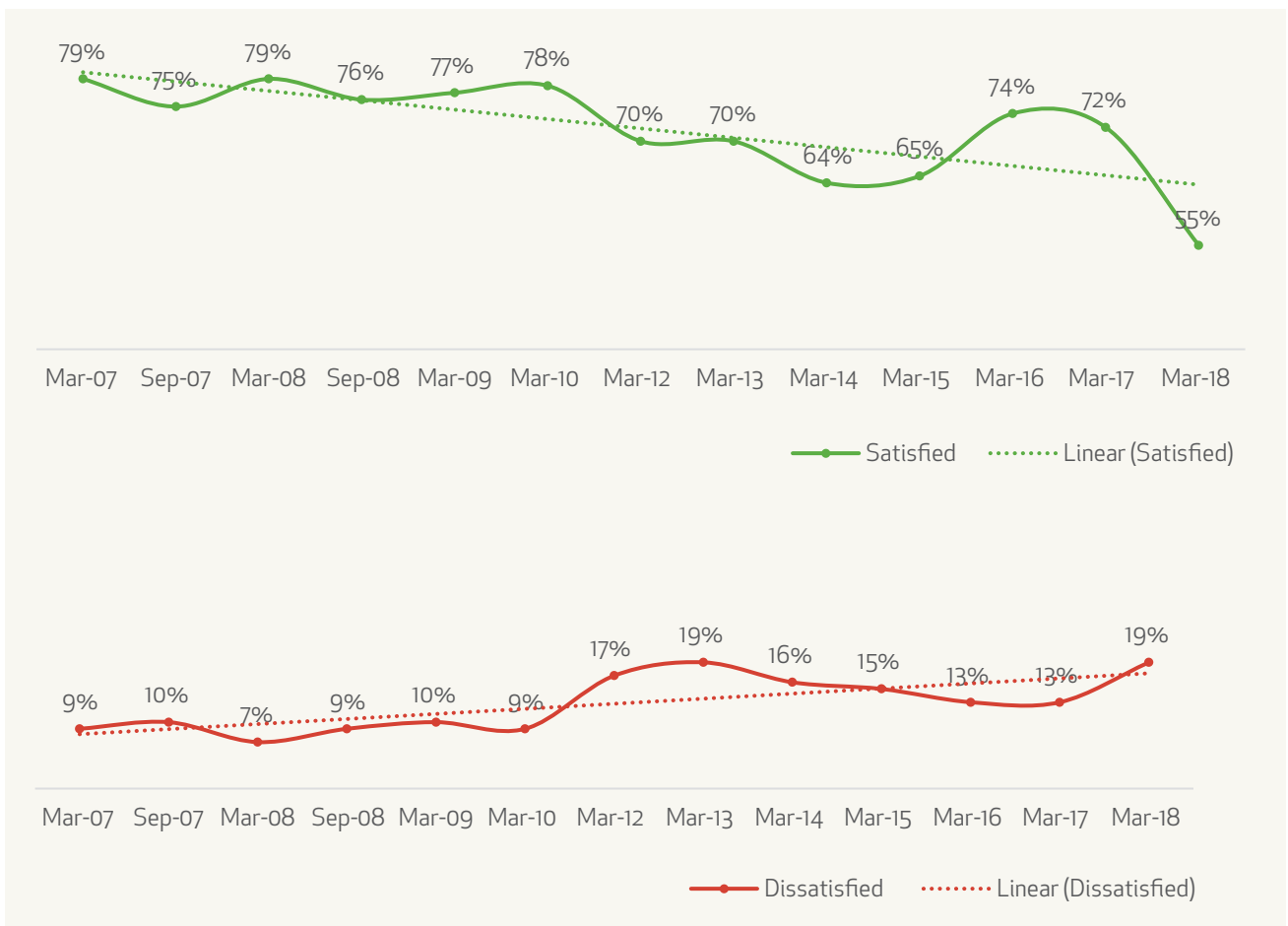


Sample: total sample (n=772)

4.57 Overall Satisfaction with Christchurch City Council

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
n	3	39	110	195	354	71
%	0%	5%	14%	25%	46%	9%

4.58 Overall Satisfaction with Christchurch City Council – Over Time



4.11.1 Council Made It Easy to Interact with It

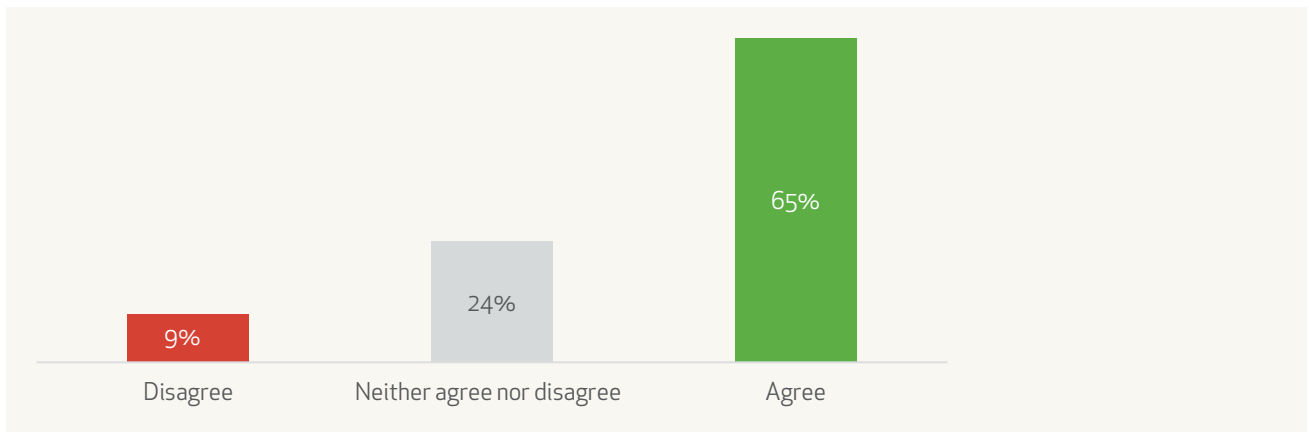
Participants were asked to consider their experience interacting with the Council over the period of the last 12 months, including such things as seeking advice, making an enquiry, complaint or payment, making a submission, applying for consent, visiting a public library or swimming pool as well as having rubbish or sewerage collected or using roads and the water supply.

There were then asked to rate their level of agreement that Council made it easy to interact with it, using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

“Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs?”

Just under two thirds of survey participants (65%) agreed that the Council made it easy to interact with it over the last 12 months. No LOS target was set for this measure.

4.59 Level Agreement that Council Made It Easy to Interact with It



Sample: total sample (n=772)

4.60 Level Agreement that Council Made It Easy to Interact with It

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
n	5	17	57	188	365	140
%	1%	2%	7%	24%	47%	18%

4.12 What People Say the Council Does Well

Respondents were asked to consider things that the Council is doing well:

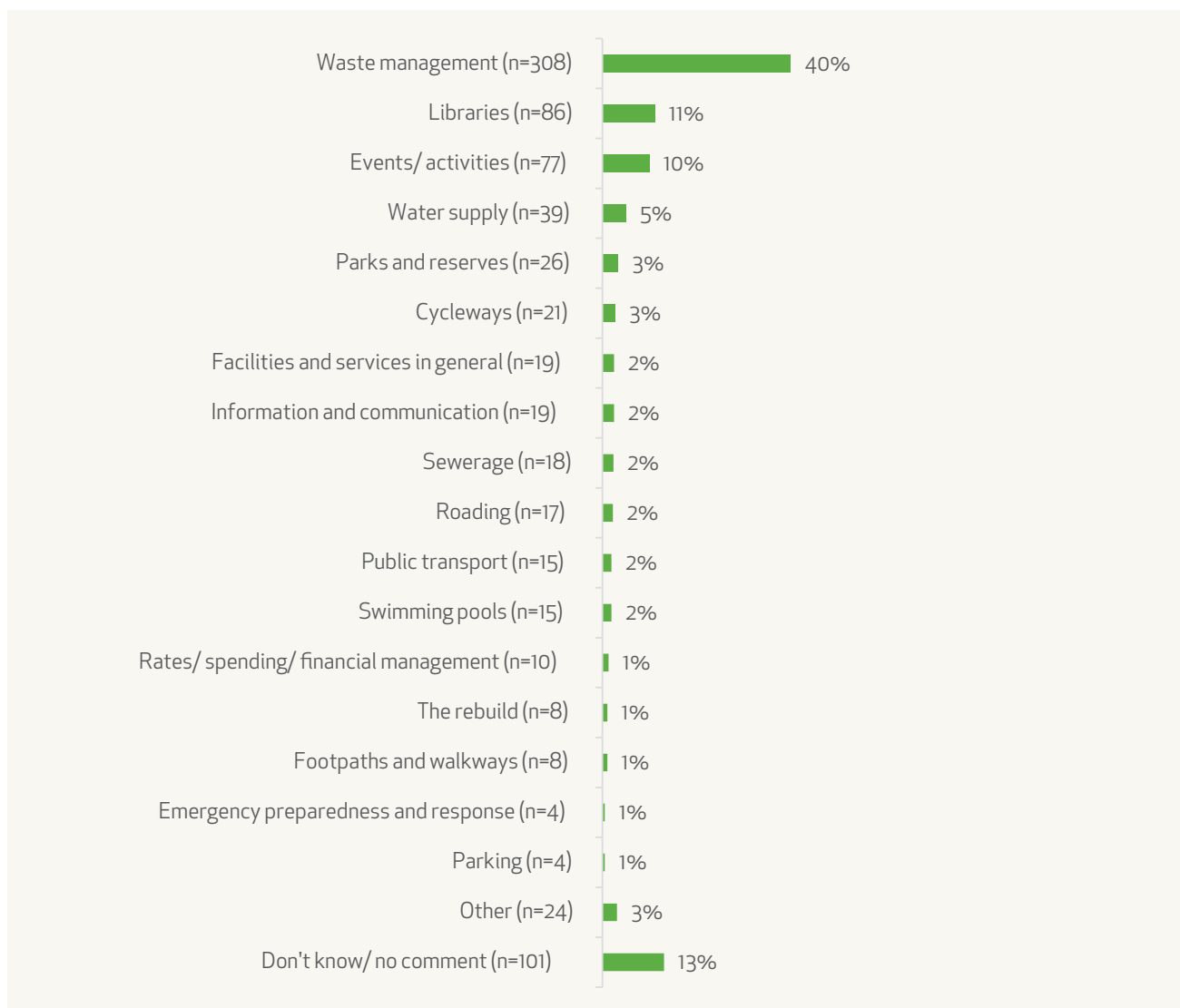
“ Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Responses have been grouped by common factors.

Participants were also asked:

“ Please describe in as much detail as possible why you think Council is performing best in this area.

4.61 Things Christchurch City Council Does Best



Sample: total sample (n=772)

4.13 What People Say the Council Needs to do Better

Respondents were then asked to consider things that Council should improve in the coming 12 months:

“ Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months?”

Responses have been grouped by common factors.

Participants were also asked:

“ Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area.”

4.62 Areas for Council to Improve



Sample: total sample (n=772)

5

Findings by Community Board

The following section details survey findings by Community Board. When reviewing these results, it is important to remember that the statistical margins of error for different subsamples are larger than the statistical margin of error for the total sample due to the lower sample sizes.

5.1 Governance & Public Affairs

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

5.1 Public Understands Council Decision Making

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	16%	6%	3%	5%	5%	5%	3%
Agree	32%	28%	27%	30%	18%	27%	21%
Neither agree nor disagree	21%	32%	35%	31%	39%	28%	36%
Disagree	16%	26%	23%	26%	23%	27%	28%
Strongly disagree	16%	7%	10%	6%	12%	11%	10%
Don't know/ not applicable	-	1%	2%	3%	2%	1%	2%

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

5.2 Satisfaction with the Accuracy of Information about Council Decisions

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	1%	6%	4%	5%	1%	1%
Satisfied	21%	24%	22%	32%	28%	24%	32%
Neither satisfied nor dissatisfied	32%	41%	38%	34%	33%	31%	36%
Dissatisfied	26%	24%	23%	18%	25%	33%	22%
Very dissatisfied	16%	7%	7%	9%	7%	8%	7%
Don't know/ not applicable	-	3%	4%	1%	2%	2%	2%

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

5.3 Satisfaction that Information About Decision Making is Prompt and Timely

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	2%	6%	4%	3%	2%	2%
Satisfied	26%	19%	25%	30%	23%	20%	19%
Neither satisfied nor dissatisfied	32%	45%	34%	25%	34%	28%	40%
Dissatisfied	26%	25%	21%	30%	25%	40%	32%
Very dissatisfied	16%	7%	10%	10%	12%	8%	6%
Don't know/ not applicable	-	1%	4%	1%	4%	2%	1%

“ Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

5.4 Satisfaction that Council makes Decisions in the Best Interest of the City

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	9%	6%	8%	5%	7%	6%
Satisfied	26%	36%	37%	34%	32%	25%	30%
Neither satisfied nor dissatisfied	21%	30%	30%	32%	32%	31%	33%
Dissatisfied	21%	14%	18%	16%	25%	27%	21%
Very dissatisfied	26%	9%	8%	9%	7%	6%	9%
Don't know/ not applicable	5%	2%	-	1%	0%	3%	1%

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

5.5 Public Level of Influence in the Democratic Process

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Large influence	5%	6%	4%	6%	2%	2%	0%
Some influence	32%	30%	28%	28%	32%	29%	25%
Small influence	42%	42%	49%	41%	40%	39%	47%
No influence	21%	22%	16%	24%	25%	30%	27%
Don't know/ not applicable	-	-	2%	-	1%	-	1%

“ Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

5.6 Satisfaction with Opportunities to Have a Say in What Council Does

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	4%	8%	6%	3%	4%	2%
Satisfied	42%	26%	28%	26%	32%	26%	24%
Neither satisfied nor dissatisfied	21%	38%	34%	36%	33%	34%	45%
Dissatisfied	11%	22%	23%	22%	20%	24%	24%
Very dissatisfied	26%	8%	6%	8%	12%	8%	4%
Don't know/ not applicable	-	2%	1%	1%	-	3%	1%

“ Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

5.7 Satisfaction with Council's Decision Making Processes Being Easy to Use or Engage with

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	2%	3%	5%	3%	3%	1%
Satisfied	32%	19%	22%	22%	18%	16%	16%
Neither satisfied nor dissatisfied	21%	47%	38%	36%	41%	35%	40%
Dissatisfied	32%	20%	27%	25%	26%	34%	35%
Very dissatisfied	16%	9%	6%	7%	10%	7%	4%
Don't know/ not applicable	-	3%	4%	4%	3%	4%	3%

5.2 City Promotions

“ Overall, how satisfied or dissatisfied are you that the information is **timely**.

5.8 Satisfaction that Information about Events and Festivals is Timely

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	19%	23%	22%	19%	15%	24%
Satisfied	53%	53%	53%	51%	47%	53%	57%
Neither satisfied nor dissatisfied	26%	23%	17%	18%	24%	21%	19%
Dissatisfied	11%	3%	4%	5%	7%	8%	1%
Very dissatisfied	5%	2%	1%	1%	1%	2%	-
Don't know/ not applicable	-	-	1%	1%	2%	1%	-

“ Overall, how satisfied or dissatisfied are you that the information is **relevant?**

5.9 Satisfaction that Information about Events and Festivals is Relevant

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	11%	22%	22%	22%	17%	10%	24%
Satisfied	53%	58%	57%	55%	53%	57%	57%
Neither satisfied nor dissatisfied	16%	12%	12%	18%	21%	22%	16%
Dissatisfied	5%	3%	6%	3%	7%	5%	2%
Very dissatisfied	16%	3%	3%	1%	1%	3%	1%
Don't know/ not applicable	-	2%	1%	1%	2%	2%	-

“ Overall, how satisfied or dissatisfied are you that the information is **accurate?**

5.10 Satisfaction that Information about Events and Festivals is Accurate

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	16%	30%	30%	28%	25%	18%	29%
Satisfied	32%	54%	53%	45%	49%	52%	54%
Neither satisfied nor dissatisfied	26%	10%	11%	22%	20%	19%	13%
Dissatisfied	11%	5%	3%	2%	3%	7%	2%
Very dissatisfied	16%	1%	1%	1%	1%	1%	1%
Don't know/ not applicable	-	1%	3%	3%	2%	3%	1%

“ Overall, how satisfied or dissatisfied are you that the information is **easy to find and understand?**

5.11 Satisfaction that Information about Events and Festivals is Easy to Find and Understand

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	14%	24%	23%	19%	20%	22%
Satisfied	21%	56%	39%	41%	46%	36%	39%
Neither satisfied nor dissatisfied	26%	18%	21%	22%	24%	23%	25%
Dissatisfied	37%	8%	11%	14%	7%	16%	12%
Very dissatisfied	11%	5%	2%	1%	3%	3%	2%
Don't know/ not applicable	-	-	3%	-	1%	2%	-

“ Overall, how satisfied or dissatisfied are you with the variety of events and festivals?

5.12 Satisfaction with Variety of Events and Festivals

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	21%	26%	25%	31%	27%	24%	22%
Satisfied	37%	45%	45%	45%	42%	40%	46%
Neither satisfied nor dissatisfied	21%	21%	18%	16%	20%	19%	25%
Dissatisfied	5%	6%	9%	5%	9%	15%	7%
Very dissatisfied	16%	2%	3%	3%	1%	2%	-
Don't know/ not applicable	-	-	1%	1%	1%	1%	-

5.3 Council Facilities

“ In the last 12 months, how often have you visited a Christchurch City Council library, including a community library?”

5.13 Frequency of Visits to Christchurch City Council Libraries

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Have used in the last year	68%	67%	65%	68%	60%	68%	65%
More than once a week	5%	3%	2%	6%	2%	4%	4%
Not visited in last 12 months	32%	33%	35%	31%	40%	32%	35%
Less than once a month	26%	33%	34%	32%	32%	29%	30%
At least once a month	21%	16%	15%	16%	11%	20%	18%
2 – 3 times a month	5%	6%	9%	9%	8%	9%	9%
Once a week	11%	9%	5%	5%	7%	5%	4%
2 – 4 times a week	5%	2%	2%	5%	2%	4%	4%
5 or more times a week	-	1%	-	1%	-	-	-
Don't know/ not applicable	-	-	1%	1%	-	-	-

5.4 Waterways & Stormwater Management

“ Overall how satisfied or dissatisfied are you with the **condition** of waterways?

5.14 Satisfaction with Condition of Waterways

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	6%	5%	3%	5%	2%	1%
Satisfied	11%	14%	27%	29%	17%	24%	20%
Neither satisfied nor dissatisfied	11%	28%	28%	25%	22%	23%	26%
Dissatisfied	42%	31%	27%	27%	35%	34%	37%
Very dissatisfied	32%	19%	9%	13%	20%	15%	16%
Don't know/ not applicable	5%	2%	3%	3%	1%	2%	-

“ Overall how satisfied or dissatisfied are you with the **appearance** of Christchurch's waterway margins?

5.15 Satisfaction with Appearance of Waterway Margins

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	11%	11%	8%	7%	10%	4%	8%
Satisfied	47%	27%	38%	42%	29%	35%	35%
Neither satisfied nor dissatisfied	26%	24%	30%	26%	22%	28%	33%
Dissatisfied	11%	27%	13%	16%	25%	26%	19%
Very dissatisfied	5%	10%	8%	7%	12%	4%	5%
Don't know/ not applicable	-	1%	3%	3%	1%	2%	-

“ Overall how satisfied or dissatisfied are you with the **condition** of waterway margins?

5.16 Satisfaction with Condition of Waterway Margins

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	7%	6%	6%	8%	3%	3%
Satisfied	32%	19%	33%	36%	29%	28%	34%
Neither satisfied nor dissatisfied	21%	32%	34%	28%	25%	34%	29%
Dissatisfied	11%	29%	19%	19%	23%	25%	30%
Very dissatisfied	26%	9%	6%	7%	13%	7%	4%
Don't know/ not applicable	5%	3%	3%	3%	1%	2%	-

“ Overall how satisfied or dissatisfied are you that the city’s storm water management systems operate effectively to ensure that the risk of flooding is minimised?

5.17 Satisfaction with City’s Storm Water Management Systems

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	4%	8%	7%	2%	3%	4%
Satisfied	26%	19%	28%	36%	25%	33%	24%
Neither satisfied nor dissatisfied	5%	32%	30%	21%	34%	22%	30%
Dissatisfied	16%	31%	23%	28%	29%	30%	29%
Very dissatisfied	47%	11%	9%	5%	10%	10%	12%
Don’t know/ not applicable	-	2%	2%	2%	1%	1%	1%

5.5 Rubbish & Recycling

“ Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?

5.18 Satisfaction with Kerbside Recycling

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	42%	56%	56%	60%	54%	49%	55%
Satisfied	42%	40%	39%	32%	36%	44%	37%
Neither satisfied nor dissatisfied	-	1%	4%	5%	7%	3%	6%
Dissatisfied	5%	2%	1%	2%	-	3%	1%
Very dissatisfied	-	2%	-	-	1%	1%	-
Don't know/ not applicable	11%	-	-	-	2%	-	1%

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

5.19 Satisfaction with Residual Waste Collection

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	47%	54%	51%	53%	50%	47%	58%
Satisfied	37%	39%	41%	34%	36%	38%	31%
Neither satisfied nor dissatisfied	-	2%	6%	8%	10%	9%	7%
Dissatisfied	5%	5%	1%	4%	1%	6%	3%
Very dissatisfied	-	1%	1%	-	1%	-	-
Don't know/ not applicable	11%	-	-	-	2%	-	1%

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

5.20 Satisfaction with Organic Waste Collection

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	47%	50%	51%	50%	48%	38%	49%
Satisfied	21%	35%	36%	34%	32%	40%	34%
Neither satisfied nor dissatisfied	-	8%	5%	8%	10%	13%	12%
Dissatisfied	16%	5%	8%	7%	6%	8%	3%
Very dissatisfied	5%	2%	1%	1%	1%	2%	1%
Don't know/ not applicable	11%	-	-	-	3%	-	-

5.6 Rooding

“ Overall how satisfied or dissatisfied are you with the condition of Christchurch’s roads but excluding the residential red zone roads?

5.21 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	1%	6%	5%	2%	0%	2%
Satisfied	5%	15%	22%	16%	18%	14%	18%
Neither satisfied nor dissatisfied	16%	23%	22%	22%	25%	23%	18%
Dissatisfied	26%	38%	38%	39%	33%	41%	41%
Very dissatisfied	47%	23%	13%	18%	21%	23%	22%
Don't know/ not applicable	5%	-	-	-	-	-	-

“ Overall how satisfied or dissatisfied are you with the condition of Christchurch’s footpaths but excluding the residential red zone footpaths?

5.22 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	4%	9%	7%	5%	2%	3%
Satisfied	16%	20%	30%	37%	29%	25%	26%
Neither satisfied nor dissatisfied	32%	41%	28%	26%	32%	28%	33%
Dissatisfied	26%	24%	25%	20%	23%	34%	26%
Very dissatisfied	21%	11%	5%	8%	10%	10%	11%
Don't know/ not applicable	-	-	1%	1%	1%	-	1%

5.7 Water

“ Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

5.23 Satisfaction with Waste Water Services

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	21%	37%	31%	32%	39%	25%	26%
Satisfied	26%	35%	53%	49%	45%	49%	51%
Neither satisfied nor dissatisfied	26%	19%	11%	15%	14%	19%	20%
Dissatisfied	11%	6%	3%	2%	1%	5%	-
Very dissatisfied	11%	2%	1%	1%	1%	1%	3%
Don't know/ not applicable	5%	2%	2%	1%	1%	1%	1%

“ Overall how satisfied or dissatisfied are you with the quality of the water supply?

5.24 Satisfaction with Water Supply

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	21%	42%	50%	45%	55%	44%	40%
Satisfied	53%	32%	33%	35%	27%	35%	34%
Neither satisfied nor dissatisfied	11%	9%	11%	10%	8%	7%	18%
Dissatisfied	5%	9%	4%	5%	5%	10%	4%
Very dissatisfied	5%	6%	1%	4%	4%	3%	3%
Don't know/ not applicable	5%	1%	-	-	1%	-	1%

5.8 Active Travel

“ Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

5.25 Level of Agreement that Christchurch is a Cycle Friendly City

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	5%	11%	8%	11%	12%	17%	12%
Agree	42%	39%	34%	41%	38%	38%	44%
Neither agree nor disagree	32%	22%	37%	26%	27%	23%	28%
Disagree	5%	18%	14%	18%	17%	15%	8%
Strongly disagree	16%	8%	6%	3%	5%	6%	6%
Don't know/ not applicable	-	2%	1%	1%	1%	2%	1%

“ And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...

5.26 Participation in Cycling

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Have cycled	26%	56%	51%	44%	55%	52%	54%
More than once a week	11%	15%	24%	22%	29%	24%	28%
All the time, by that I mean about every day	5%	2%	8%	8%	10%	8%	12%
Frequently, by that I mean at least once a week	5%	13%	16%	14%	18%	16%	15%
Occasionally, by that I mean around once a month	11%	19%	11%	11%	12%	9%	11%
Rarely, by that I mean no more than a few times a year	5%	21%	15%	11%	14%	19%	14%
Never	74%	44%	49%	56%	45%	48%	45%
Don't know/ not applicable	-	-	-	-	-	-	1%

“ And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

5.27 Satisfaction with Cycle Parking Facilities

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	7%	16%	15%	12%	13%	9%
Satisfied	21%	31%	40%	36%	32%	36%	35%
Neither satisfied nor dissatisfied	47%	38%	28%	33%	38%	33%	28%
Dissatisfied	-	10%	5%	7%	5%	3%	7%
Very dissatisfied	5%	4%	2%	2%	5%	1%	4%
Don't know/ not applicable	21%	9%	9%	7%	8%	14%	16%

“ Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

5.28 Level of Agreement that Christchurch is a Walking Friendly City

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	16%	19%	28%	33%	27%	25%	23%
Agree	53%	57%	49%	44%	53%	53%	47%
Neither agree nor disagree	11%	19%	15%	17%	10%	15%	23%
Disagree	5%	3%	6%	5%	5%	3%	5%
Strongly disagree	16%	2%	1%	-	4%	3%	2%
Don't know/ not applicable	-	-	1%	1%	1%	1%	-

5.9 Parking

“ Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

5.29 Use of Council Parking Facilities

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Yes	84%	72%	84%	76%	77%	75%	78%
No	16%	25%	15%	23%	22%	25%	20%
Don't know	-	3%	1%	1%	1%	-	2%

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

5.30 Satisfaction with Ease of Use of On-street Parking Meters

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	12%	15%	11%	12%	8%	15%
Satisfied	37%	37%	37%	36%	38%	47%	35%
Neither satisfied nor dissatisfied	21%	19%	25%	24%	24%	20%	20%
Dissatisfied	16%	13%	8%	16%	13%	10%	15%
Very dissatisfied	16%	9%	9%	7%	8%	6%	5%
Don't know/ not applicable	5%	10%	7%	6%	5%	8%	9%

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

5.31 Satisfaction with Range of Council Parking Facilities Available

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	5%	1%	9%	7%	4%	2%	8%
Satisfied	26%	30%	37%	32%	37%	34%	32%
Neither satisfied nor dissatisfied	16%	35%	21%	24%	29%	24%	33%
Dissatisfied	32%	20%	18%	22%	14%	25%	16%
Very dissatisfied	21%	8%	11%	11%	12%	3%	4%
Don't know/ not applicable	-	6%	4%	3%	4%	11%	6%

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

5.32 Satisfaction with Information Provided by Council About Parking Options

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	6%	6%	5%	5%	3%	3%
Satisfied	32%	28%	27%	23%	26%	28%	25%
Neither satisfied nor dissatisfied	26%	30%	34%	39%	36%	28%	41%
Dissatisfied	16%	25%	18%	21%	23%	32%	21%
Very dissatisfied	21%	7%	9%	8%	5%	3%	2%
Don't know/ not applicable	5%	5%	6%	3%	4%	5%	8%

“ Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking?

5.33 Satisfaction with Ease of Use of Other Aspects of Council Parking

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	-	5%	4%	5%	5%	1%	3%
Satisfied	21%	24%	30%	27%	27%	31%	31%
Neither satisfied nor dissatisfied	32%	39%	42%	40%	39%	35%	40%
Dissatisfied	26%	17%	9%	18%	16%	17%	15%
Very dissatisfied	21%	8%	7%	6%	8%	3%	4%
Don't know/ not applicable	-	7%	8%	3%	5%	13%	6%

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

5.34 Level of Agreement That Motor Vehicle is Safer in Council Run Off-Street Parking Compared to On-Street Parking

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	-	11%	13%	9%	10%	11%	9%
Agree	37%	31%	28%	30%	37%	36%	40%
Neither agree nor disagree	53%	40%	44%	46%	38%	39%	41%
Disagree	11%	13%	9%	10%	7%	4%	4%
Strongly disagree	-	2%	1%	1%	3%	4%	2%
Don't know/ not applicable	-	4%	5%	4%	5%	5%	3%

“ Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites **during the day?**

5.35 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites During the Day

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	16%	28%	32%	20%	26%	24%	21%
Agree	53%	37%	44%	45%	46%	44%	46%
Neither agree nor disagree	21%	20%	17%	29%	16%	18%	27%
Disagree	5%	5%	1%	1%	4%	9%	1%
Strongly disagree	-	4%	-	-	-	-	-
Don't know/ not applicable	5%	6%	5%	5%	8%	5%	5%

“ Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites **after dark?**

5.36 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites After Dark

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	5%	6%	11%	5%	8%	7%	5%
Agree	42%	18%	24%	26%	30%	20%	24%
Neither agree nor disagree	37%	35%	32%	40%	31%	34%	37%
Disagree	5%	21%	18%	15%	14%	16%	14%
Strongly disagree	5%	9%	6%	5%	6%	6%	5%
Don't know/ not applicable	5%	10%	10%	9%	11%	17%	14%

5.10 Emergency Preparedness

“ In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster?

5.37 Attendance at Disaster Preparedness Meetings

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Yes	37%	11%	11%	7%	9%	7%	6%
No	63%	89%	89%	93%	90%	93%	94%
Don't know	-	-	-	-	1%	-	-

“ Thinking about the following situations, how much do you agree or disagree with the following...

- a) My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning.

5.38 Improvement in Personal Preparedness*

	Banks Peninsula (n=7)	Coastal - Burwood (n=12)	Fendalton - Waimairi - Harewood (n=17)	Halswell - Hornby - Riccarton (n=10)	Linwood - Central - Heathcote (n=13)	Papanui - Innes (n=7)	Spreydon - Cashmere (n=6)
Strongly agree	14%	8%	12%	20%	31%	43%	-
Agree	71%	50%	76%	60%	38%	29%	83%
Neither agree nor disagree	-	33%	-	10%	15%	29%	-
Disagree	14%	8%	12%	10%	8%	-	17%
Strongly disagree	-	-	-	-	8%	-	-
Don't know/ not applicable	-	-	-	-	-	-	-

*Note: small sample sizes – results indicative only.

- b) *The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning.*

5.39 Improvement in Community's Preparedness*

	Banks Peninsula (n=7)	Coastal - Burwood (n=12)	Fendalton - Waimairi - Harewood (n=17)	Halswell - Hornby - Riccarton (n=10)	Linwood - Central - Heathcote (n=13)	Papanui - Innes (n=7)	Spreydon - Cashmere (n=6)
Strongly agree	29%	17%	12%	10%	23%	29%	-
Agree	71%	58%	59%	70%	38%	43%	83%
Neither agree nor disagree	-	25%	18%	20%	31%	29%	-
Disagree	-	-	12%	-	8%	-	-
Strongly disagree	-	-	-	-	-	-	-
Don't know/ not applicable	-	-	-	-	-	-	17%

* Note: small sample sizes – results indicative only.

- c) *Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations about disaster planning.*

5.40 Improvement in Businesses or Organisations' Preparedness*

	Banks Peninsula (n=7)	Coastal - Burwood (n=12)	Fendalton - Waimairi - Harewood (n=17)	Halswell - Hornby - Riccarton (n=10)	Linwood - Central - Heathcote (n=13)	Papanui - Innes (n=7)	Spreydon - Cashmere (n=6)
Strongly agree	29%	17%	18%	20%	23%	-	-
Agree	43%	42%	65%	70%	38%	71%	100%
Neither agree nor disagree	14%	25%	12%	10%	31%	29%	-
Disagree	-	-	6%	-	8%	-	-
Strongly disagree	-	-	-	-	-	-	-
Don't know/ not applicable	14%	17%	-	-	-	-	-

* Note: small sample sizes – results indicative only.

5.11 Overall Satisfaction

- “ I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.
- “ Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

5.41 Overall Satisfaction with Christchurch City Council

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Very satisfied	11%	12%	13%	7%	8%	6%	6%
Satisfied	32%	44%	45%	47%	51%	46%	42%
Neither satisfied nor dissatisfied	16%	26%	23%	26%	26%	22%	31%
Dissatisfied	16%	11%	15%	15%	11%	20%	15%
Very dissatisfied	26%	6%	4%	5%	3%	5%	4%
Don't know/ not applicable	-	-	-	-	1%	1%	1%

- “ Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs?

5.42 Agreement that Council Made it Easy to Interact With It

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Strongly agree	11%	14%	22%	17%	20%	18%	18%
Agree	42%	49%	44%	53%	46%	44%	49%
Neither agree nor disagree	32%	25%	25%	20%	25%	26%	24%
Disagree	5%	7%	7%	7%	6%	9%	8%
Strongly disagree	11%	4%	1%	1%	3%	2%	1%
Don't know/ not applicable	-	1%	1%	1%	0%	1%	-

5.12 What People Say the Council Does Well

“ Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

5.43 Things Christchurch City Council Does Best

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Waste management	26%	42%	39%	42%	40%	34%	43%
Libraries	26%	8%	12%	10%	9%	14%	12%
Events/ activities	-	14%	13%	8%	9%	5%	12%
Water supply	-	3%	7%	7%	5%	4%	3%
Parks and reserves	-	4%	3%	3%	3%	3%	5%
Cycleways	5%	-	2%	1%	4%	4%	6%
Facilities and services in general	-	2%	4%	1%	3%	4%	1%
Information and communication	5%	3%	2%	3%	1%	5%	-
Sewerage	11%	1%	3%	1%	3%	3%	1%
Roading	-	3%	3%	2%	2%	-	3%
Public transport	-	1%	1%	3%	4%	1%	1%
Swimming pools	-	5%	1%	3%	1%	2%	1%
Rates/ spending/ financial management	-	3%	2%	-	1%	2%	1%
The rebuild	-	2%	-	2%	1%	1%	1%
Footpaths and walkways	-	1%	1%	-	2%	1%	1%
Emergency preparedness and response	5%	-	-	-	1%	2%	-
Parking	-	-	1%	-	1%	-	1%
Other	5%	3%	4%	2%	3%	2%	4%
Don't know/ no comment	16%	11%	10%	18%	12%	21%	6%

5.13 What People Say the Council Needs to do Better

“ Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months?

5.44 Areas for Council to Improve

	Banks Peninsula (n=19)	Coastal - Burwood (n=108)	Fendalton - Waimairi - Harewood (n=158)	Halswell - Hornby - Riccarton (n=148)	Linwood - Central - Heathcote (n=146)	Papanui - Innes (n=96)	Spreydon - Cashmere (n=97)
Roading	26%	52%	37%	35%	36%	34%	35%
Information and communication	11%	4%	6%	6%	6%	14%	6%
Water supply	5%	9%	6%	8%	4%	4%	8%
Parking	-	3%	8%	9%	6%	5%	4%
Flood management/ storm water	26%	6%	8%	2%	3%	4%	10%
Footpaths and walkways	5%	8%	6%	2%	8%	7%	5%
Maintenance of services/ facilities	11%	6%	3%	4%	8%	4%	6%
Services/ infrastructure	16%	3%	4%	7%	6%	4%	5%
Cycleways	-	3%	8%	3%	5%	1%	5%
Public transport	-	5%	5%	2%	1%	1%	3%
The Council/ decision making/ financial management	5%	-	3%	5%	3%	2%	5%
Waste management	-	-	1%	1%	5%	3%	4%
The rebuild	-	4%	3%	1%	3%	1%	2%
Consents process	-	-	3%	1%	1%	6%	1%
Events/ activities	-	-	2%	2%	1%	1%	-
Swimming pools	-	1%	1%	1%	1%	2%	-
Sports facilities	-	1%	2%	2%	1%	1%	-
Sewerage	-	2%	-	1%	1%	1%	-
Don't know/ no comment	-	4%	7%	10%	10%	5%	7%

6

Findings by Age & Gender

The following section details survey findings by age and gender. When reviewing these results, it is important to remember that the statistical margins of error for different subsamples are larger than the statistical margin of error for the total sample due to the lower sample sizes.

6.1 Governance & Public Affairs

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

6.1 Public Understands Council Decision Making

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	2%	6%	5%	4%	6%	3%
Agree	24%	22%	28%	30%	30%	20%
Neither agree nor disagree	34%	37%	25%	35%	31%	37%
Disagree	26%	23%	28%	23%	23%	26%
Strongly disagree	9%	10%	13%	7%	8%	11%
Don't know/ not applicable	5%	2%	1%	1%	2%	2%

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

6.2 Satisfaction with the Accuracy of Information about Council Decisions

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	4%	4%	1%	4%	5%	3%
Satisfied	29%	25%	23%	33%	26%	27%
Neither satisfied nor dissatisfied	45%	36%	34%	29%	36%	35%
Dissatisfied	13%	25%	30%	23%	22%	26%
Very dissatisfied	3%	9%	10%	7%	9%	7%
Don't know/ not applicable	6%	1%	2%	3%	2%	3%

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

6.3 Satisfaction that Information About Decision Making is Prompt and Timely

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	6%	3%	2%	2%	4%	3%
Satisfied	32%	21%	16%	30%	24%	23%
Neither satisfied nor dissatisfied	34%	37%	35%	26%	35%	33%
Dissatisfied	18%	28%	32%	29%	26%	30%
Very dissatisfied	6%	8%	13%	10%	10%	9%
Don't know/ not applicable	4%	2%	2%	3%	2%	3%

“ Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

6.4 Satisfaction that Council makes Decisions in the Best Interest of the City

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	18%	5%	5%	5%	7%	7%
Satisfied	38%	33%	30%	31%	32%	33%
Neither satisfied nor dissatisfied	31%	34%	26%	30%	29%	33%
Dissatisfied	11%	19%	28%	20%	23%	17%
Very dissatisfied	2%	8%	10%	12%	9%	8%
Don't know/ not applicable	-	1%	1%	1%	-	2%

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

6.5 Public Level of Influence in the Democratic Process

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Large influence	11%	3%	3%	-	4%	3%
Some influence	48%	26%	20%	30%	28%	30%
Small influence	33%	48%	45%	38%	40%	47%
No influence	8%	21%	31%	31%	26%	21%
Don't know/ not applicable	-	1%	1%	1%	1%	-

“ Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

6.6 Satisfaction with Opportunities to Have a Say in What Council Does

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	9%	4%	2%	5%	5%	5%
Satisfied	35%	26%	25%	30%	28%	28%
Neither satisfied nor dissatisfied	36%	37%	41%	29%	36%	36%
Dissatisfied	13%	24%	23%	24%	22%	22%
Very dissatisfied	6%	8%	10%	10%	9%	8%
Don't know/ not applicable	2%	2%	-	2%	1%	2%

“ Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

6.7 Satisfaction with Council's Decision Making Processes Being Easy to Use or Engage with

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	8%	3%	1%	2%	4%	2%
Satisfied	26%	18%	16%	22%	19%	20%
Neither satisfied nor dissatisfied	40%	41%	39%	35%	38%	40%
Dissatisfied	18%	27%	33%	30%	29%	26%
Very dissatisfied	4%	8%	9%	9%	7%	8%
Don't know/ not applicable	4%	4%	3%	2%	3%	4%

6.2 City Promotions

“ Overall, how satisfied or dissatisfied are you that the information is **timely**.

6.8 Satisfaction that Information about Events and Festivals is Timely

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	14%	23%	20%	20%	16%	25%
Satisfied	54%	53%	50%	50%	53%	51%
Neither satisfied nor dissatisfied	23%	17%	22%	23%	22%	19%
Dissatisfied	8%	5%	4%	4%	5%	5%
Very dissatisfied	-	1%	2%	2%	2%	1%
Don't know/ not applicable	1%	-	2%	2%	1%	1%

“ Overall, how satisfied or dissatisfied are you that the information is **relevant?**

6.9 Satisfaction that Information about Events and Festivals is Relevant

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	15%	25%	17%	14%	15%	24%
Satisfied	58%	55%	56%	55%	54%	57%
Neither satisfied nor dissatisfied	17%	14%	20%	18%	20%	13%
Dissatisfied	6%	3%	4%	6%	6%	3%
Very dissatisfied	3%	2%	2%	3%	3%	1%
Don't know/ not applicable	1%	-	1%	4%	2%	1%

“ Overall, how satisfied or dissatisfied are you that the information is **accurate**?

6.10 Satisfaction that Information about Events and Festivals is Accurate

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	28%	32%	22%	18%	24%	29%
Satisfied	46%	51%	52%	49%	50%	51%
Neither satisfied nor dissatisfied	18%	13%	18%	20%	18%	14%
Dissatisfied	6%	2%	5%	5%	4%	3%
Very dissatisfied	1%	1%	1%	2%	2%	1%
Don't know/ not applicable	2%	1%	2%	5%	3%	2%

“ Overall, how satisfied or dissatisfied are you that the information is **easy to find and understand**?

6.11 Satisfaction that Information about Events and Festivals is Easy to Find and Understand

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	25%	22%	17%	16%	17%	23%
Satisfied	37%	44%	44%	41%	41%	43%
Neither satisfied nor dissatisfied	26%	19%	25%	22%	26%	18%
Dissatisfied	9%	11%	12%	15%	11%	13%
Very dissatisfied	4%	3%	1%	4%	4%	2%
Don't know/ not applicable	-	-	1%	2%	1%	1%

“ Overall, how satisfied or dissatisfied are you with the variety of events and festivals?

6.12 Satisfaction with Variety of Events and Festivals

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	21%	29%	27%	21%	22%	30%
Satisfied	44%	44%	44%	42%	42%	46%
Neither satisfied nor dissatisfied	21%	18%	17%	23%	22%	16%
Dissatisfied	12%	5%	10%	9%	10%	6%
Very dissatisfied	2%	2%	1%	2%	3%	1%
Don't know/ not applicable	-	-	1%	2%	1%	1%

6.3 Council Facilities

“ In the last 12 months, how often have you visited a Christchurch City Council library, including a community library?

6.13 Frequency of Visits to Christchurch City Council Libraries

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Have used in the last year	54%	68%	65%	67%	59%	72%
More than once a week	4%	4%	2%	5%	3%	4%
Not visited in last 12 months	46%	32%	34%	32%	41%	28%
Less than once a month	32%	32%	38%	27%	32%	32%
At least once a month	9%	19%	11%	17%	14%	17%
2 – 3 times a month	6%	9%	8%	9%	6%	10%
Once a week	3%	5%	6%	10%	4%	8%
2 – 4 times a week	3%	3%	2%	5%	3%	4%
5 or more times a week	1%	-	-	-	-	-
Don't know/ not applicable	-	-	1%	1%	1%	-

6.4 Waterways & Stormwater Management

“ Overall how satisfied or dissatisfied are you with the **condition** of waterways?

6.14 Satisfaction with Condition of Waterways

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	6%	5%	1%	4%	5%	3%
Satisfied	29%	22%	20%	18%	22%	22%
Neither satisfied nor dissatisfied	29%	28%	23%	18%	24%	26%
Dissatisfied	28%	30%	38%	31%	32%	32%
Very dissatisfied	8%	13%	17%	23%	16%	15%
Don't know/ not applicable	-	1%	1%	5%	1%	3%

“ Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?

6.15 Satisfaction with Appearance of Waterway Margins

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	12%	10%	6%	4%	9%	8%
Satisfied	38%	39%	31%	29%	34%	36%
Neither satisfied nor dissatisfied	35%	25%	28%	26%	26%	28%
Dissatisfied	12%	18%	26%	25%	20%	20%
Very dissatisfied	3%	6%	10%	13%	9%	7%
Don't know/ not applicable	1%	2%	-	3%	1%	2%

“ Overall how satisfied or dissatisfied are you with the condition of waterway margins?

6.16 Satisfaction with Condition of Waterway Margins

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	11%	6%	5%	3%	7%	4%
Satisfied	38%	35%	25%	21%	32%	29%
Neither satisfied nor dissatisfied	37%	28%	32%	27%	30%	31%
Dissatisfied	12%	20%	29%	31%	21%	26%
Very dissatisfied	2%	8%	8%	15%	10%	7%
Don't know/ not applicable	2%	2%	1%	4%	1%	3%

“ Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised?

6.17 Satisfaction with City's Storm Water Management Systems

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	12%	5%	3%	4%	5%	5%
Satisfied	29%	25%	27%	33%	33%	22%
Neither satisfied nor dissatisfied	34%	30%	27%	18%	27%	28%
Dissatisfied	18%	29%	29%	31%	23%	33%
Very dissatisfied	4%	10%	13%	12%	11%	10%
Don't know/ not applicable	3%	1%	1%	2%	1%	2%

6.5 Rubbish & Recycling

“ Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of **recyclable materials** (your yellow bin)?

6.18 Satisfaction with Kerbside Recycling

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	44%	57%	54%	60%	53%	57%
Satisfied	42%	37%	38%	37%	40%	36%
Neither satisfied nor dissatisfied	9%	4%	5%	1%	5%	4%
Dissatisfied	3%	2%	1%	1%	2%	1%
Very dissatisfied	1%	1%	1%	-	-	1%
Don't know/ not applicable	2%	-	1%	1%	-	1%

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

6.19 Satisfaction with Residual Waste Collection

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	35%	55%	55%	55%	50%	54%
Satisfied	43%	34%	36%	37%	38%	36%
Neither satisfied nor dissatisfied	14%	7%	5%	4%	7%	7%
Dissatisfied	5%	3%	3%	2%	4%	3%
Very dissatisfied	1%	-	-	1%	1%	-
Don't know/ not applicable	2%	-	1%	1%	-	1%

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

6.20 Satisfaction with Organic Waste Collection

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	43%	52%	45%	48%	48%	48%
Satisfied	42%	32%	33%	37%	34%	35%
Neither satisfied nor dissatisfied	12%	6%	14%	7%	9%	8%
Dissatisfied	2%	8%	8%	6%	7%	6%
Very dissatisfied	-	3%	1%	1%	1%	2%
Don't know/ not applicable	2%	-	1%	2%	1%	1%

6.6 Roading

“ Overall how satisfied or dissatisfied are you with the condition of Christchurch’s roads but excluding the residential red zone roads?

6.21 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	7%	3%	1%	1%	2%	3%
Satisfied	22%	17%	14%	16%	16%	18%
Neither satisfied nor dissatisfied	29%	26%	17%	15%	23%	21%
Dissatisfied	28%	36%	44%	41%	36%	39%
Very dissatisfied	14%	18%	23%	25%	22%	18%
Don't know/ not applicable	-	-	-	1%	-	-

“ Overall how satisfied or dissatisfied are you with the condition of Christchurch’s footpaths but excluding the residential red zone footpaths?

6.22 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	9%	7%	2%	5%	7%	4%
Satisfied	43%	29%	23%	23%	29%	28%
Neither satisfied nor dissatisfied	31%	35%	31%	24%	32%	30%
Dissatisfied	14%	22%	32%	30%	23%	26%
Very dissatisfied	3%	8%	12%	14%	8%	10%
Don't know/ not applicable	-	-	-	3%	1%	1%

6.7 Water

“ Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

6.23 Satisfaction with Waste Water Services

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	36%	34%	30%	27%	35%	29%
Satisfied	45%	45%	48%	49%	43%	50%
Neither satisfied nor dissatisfied	16%	16%	18%	12%	17%	14%
Dissatisfied	2%	2%	2%	5%	2%	4%
Very dissatisfied	1%	1%	1%	4%	2%	1%
Don't know/ not applicable	1%	1%	1%	3%	1%	2%

“ Overall how satisfied or dissatisfied are you with the quality of the water supply?

6.24 Satisfaction with Water Supply

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	52%	42%	50%	46%	46%	46%
Satisfied	27%	35%	27%	39%	32%	34%
Neither satisfied nor dissatisfied	12%	13%	10%	5%	10%	11%
Dissatisfied	7%	5%	10%	5%	8%	4%
Very dissatisfied	3%	5%	4%	2%	3%	5%
Don't know/ not applicable	-	-	-	2%	1%	-

6.8 Active Travel

“ Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

6.25 Level of Agreement that Christchurch is a Cycle Friendly City

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	15%	12%	10%	10%	12%	11%
Agree	51%	40%	30%	36%	38%	39%
Neither agree nor disagree	21%	25%	33%	34%	28%	28%
Disagree	12%	16%	17%	12%	14%	16%
Strongly disagree	2%	6%	9%	5%	7%	5%
Don't know/ not applicable	-	1%	1%	2%	1%	1%

“ And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...

6.26 Participation in Cycling

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Have cycled	55%	59%	53%	29%	59%	43%
More than once a week	20%	27%	29%	13%	30%	17%
All the time, by that I mean about every day	10%	8%	10%	5%	12%	5%
Frequently, by that I mean at least once a week	10%	19%	19%	8%	18%	12%
Occasionally, by that I mean around once a month	18%	15%	8%	7%	15%	10%
Rarely, by that I mean no more than a few times a year	18%	17%	16%	9%	15%	16%
Never	45%	41%	47%	71%	41%	57%
Don't know/ not applicable	-	-	-	1%	-	-

“ And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

6.27 Satisfaction with Cycle Parking Facilities

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	21%	13%	7%	10%	12%	13%
Satisfied	45%	35%	33%	30%	35%	34%
Neither satisfied nor dissatisfied	29%	35%	39%	27%	34%	32%
Dissatisfied	2%	5%	10%	7%	6%	6%
Very dissatisfied	-	5%	3%	2%	4%	2%
Don't know/ not applicable	4%	7%	10%	23%	8%	13%

“ Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

6.28 Level of Agreement that Christchurch is a Walking Friendly City

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	35%	28%	19%	24%	26%	26%
Agree	50%	52%	52%	47%	51%	50%
Neither agree nor disagree	12%	13%	22%	17%	16%	15%
Disagree	2%	5%	4%	7%	4%	5%
Strongly disagree	2%	2%	4%	2%	2%	3%
Don't know/ not applicable	-	-	-	2%	1%	1%

6.9 Parking

“ Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

6.29 Use of Council Parking Facilities

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Yes	77%	86%	78%	61%	77%	79%
No	23%	13%	20%	37%	23%	20%
Don't know	-	2%	1%	2%	1%	2%

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

6.30 Satisfaction with Ease of Use of On-street Parking Meters

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	12%	15%	13%	7%	11%	13%
Satisfied	34%	43%	33%	37%	41%	35%
Neither satisfied nor dissatisfied	28%	20%	24%	22%	22%	22%
Dissatisfied	14%	12%	10%	15%	10%	15%
Very dissatisfied	6%	7%	14%	4%	8%	7%
Don't know/ not applicable	6%	5%	5%	16%	7%	8%

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

6.31 Satisfaction with Range of Council Parking Facilities Available

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	5%	6%	5%	7%	6%	5%
Satisfied	35%	37%	33%	28%	36%	31%
Neither satisfied nor dissatisfied	26%	27%	28%	26%	25%	29%
Dissatisfied	23%	18%	17%	21%	20%	19%
Very dissatisfied	6%	9%	13%	7%	9%	10%
Don't know/ not applicable	4%	3%	4%	12%	4%	6%

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

6.32 Satisfaction with Information Provided by Council About Parking Options

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	4%	6%	1%	7%	4%	5%
Satisfied	29%	24%	26%	28%	26%	27%
Neither satisfied nor dissatisfied	33%	38%	37%	27%	34%	36%
Dissatisfied	23%	22%	22%	24%	23%	22%
Very dissatisfied	5%	7%	10%	3%	7%	6%
Don't know/ not applicable	5%	3%	4%	11%	5%	5%

“ Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking?

6.33 Satisfaction with Ease of Use of Other Aspects of Council Parking

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	4%	5%	1%	5%	4%	4%
Satisfied	32%	29%	26%	25%	27%	29%
Neither satisfied nor dissatisfied	46%	40%	40%	32%	39%	40%
Dissatisfied	8%	15%	17%	18%	17%	13%
Very dissatisfied	5%	6%	11%	4%	6%	7%
Don't know/ not applicable	4%	4%	5%	16%	7%	7%

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

6.34 Level of Agreement That Motor Vehicle is Safer in Council Run Off-Street Parking Compared to On-Street Parking

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	16%	9%	8%	12%	10%	10%
Agree	32%	35%	29%	36%	35%	32%
Neither agree nor disagree	38%	43%	49%	34%	39%	44%
Disagree	6%	8%	8%	9%	7%	9%
Strongly disagree	3%	3%	2%	-	3%	1%
Don't know/ not applicable	4%	3%	3%	9%	5%	4%

“ Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day?

6.35 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites During the Day

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	24%	28%	26%	19%	26%	25%
Agree	41%	45%	43%	45%	43%	45%
Neither agree nor disagree	24%	18%	25%	21%	21%	21%
Disagree	4%	4%	1%	2%	4%	3%
Strongly disagree	1%	0%	1%	1%	0%	1%
Don't know/ not applicable	5%	4%	4%	12%	6%	6%

“ Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites **after dark**?

6.36 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites After Dark

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	9%	8%	7%	6%	10%	4%
Agree	24%	28%	22%	20%	30%	19%
Neither agree nor disagree	36%	37%	37%	28%	33%	36%
Disagree	17%	15%	17%	16%	12%	20%
Strongly disagree	9%	6%	4%	7%	4%	9%
Don't know/ not applicable	5%	7%	13%	23%	11%	11%

6.10 Emergency Preparedness

“ In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster?

6.37 Attendance at Disaster Preparedness Meetings

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Yes	9%	8%	11%	10%	11%	7%
No	91%	92%	89%	90%	88%	93%
Don't know	-	-	-	1%	-	-

“ Thinking about the following situations, how much do you agree or disagree with the following...

- a) My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning.

6.38 Improvement in Personal Preparedness*

	18-24 (n=10)	25-49 (n=28)	50-64 (n=18)	65+ (n=16)	Male (n=44)	Female (n=28)
Strongly agree	50%	14%	17%	6%	20%	14%
Agree	30%	61%	56%	75%	55%	64%
Neither agree nor disagree	10%	18%	11%	6%	14%	11%
Disagree	10%	7%	17%	6%	9%	11%
Strongly disagree	-	-	-	6%	2%	-
Don't know/ not applicable	-	-	-	-	-	-

* Note: small sample sizes – results indicative only.

- b) *The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning.*

6.39 Improvement in Community's Preparedness*

	18-24 (n=10)	25-49 (n=28)	50-64 (n=18)	65+ (n=16)	Male (n=44)	Female (n=28)
Strongly agree	10%	18%	28%	6%	18%	14%
Agree	60%	46%	50%	88%	61%	54%
Neither agree nor disagree	30%	32%	11%	-	16%	25%
Disagree	-	4%	6%	6%	5%	4%
Strongly disagree	-	-	-	-	-	-
Don't know/ not applicable	-	-	6%	-	-	4%

* Note: small sample sizes – results indicative only.

- c) *Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations about disaster planning.*

6.40 Improvement in Businesses or Organisations' Preparedness*

	18-24 (n=10)	25-49 (n=28)	50-64 (n=18)	65+ (n=16)	Male (n=44)	Female (n=28)
Strongly agree	20%	11%	17%	25%	18%	14%
Agree	70%	57%	56%	56%	52%	68%
Neither agree nor disagree	10%	29%	17%	6%	20%	14%
Disagree	-	-	6%	6%	5%	-
Strongly disagree	-	-	-	-	-	-
Don't know/ not applicable	-	4%	6%	6%	5%	4%

* Note: small sample sizes – results indicative only.

6.11 Overall Satisfaction

- “ I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.
- “ Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

6.41 Overall Satisfaction with Christchurch City Council

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Very satisfied	14%	8%	5%	11%	8%	10%
Satisfied	45%	48%	46%	41%	46%	46%
Neither satisfied nor dissatisfied	30%	25%	25%	22%	24%	26%
Dissatisfied	8%	14%	17%	16%	16%	13%
Very dissatisfied	3%	4%	7%	8%	6%	4%
Don't know/ not applicable	-	-	-	1%	-	1%

- “ Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs?

6.42 Agreement that Council Made it Easy to Interact With It

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Strongly agree	23%	17%	14%	21%	15%	21%
Agree	40%	51%	43%	49%	46%	49%
Neither agree nor disagree	30%	23%	27%	21%	26%	23%
Disagree	4%	8%	11%	5%	10%	5%
Strongly disagree	2%	2%	4%	2%	3%	1%
Don't know/ not applicable	-	-	1%	2%	0%	1%

6.12 What People Say the Council Does Well

“ Thinking about all the services the Council provides, which is the one service you feel the Council is performing the **best** in delivering?

6.43 Things Christchurch City Council Does Best

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Waste management	26%	39%	47%	43%	42%	38%
Libraries	5%	14%	10%	10%	7%	16%
Events/ activities	12%	13%	10%	3%	8%	12%
Water supply	4%	5%	7%	3%	5%	5%
Parks and reserves	6%	4%	2%	2%	3%	4%
Cycleways	4%	3%	2%	2%	4%	2%
Facilities and services in general	1%	3%	3%	1%	4%	1%
Information and communication	3%	1%	3%	4%	2%	3%
Sewerage	1%	3%	2%	3%	3%	1%
Roading	4%	2%	-	3%	3%	1%
Public transport	4%	2%	1%	2%	1%	3%
Swimming pools	3%	3%	1%	1%	2%	2%
Rates/ spending/ financial management	-	1%	1%	3%	2%	1%
The rebuild	3%	0%	1%	2%	1%	1%
Footpaths and walkways	1%	2%	-	1%	1%	1%
Emergency preparedness and response	1%	-	2%	-	1%	-
Parking	-	1%	-	-	-	1%
Other	4%	3%	4%	2%	3%	3%
Don't know/ no comments	21%	9%	11%	18%	14%	12%

6.13 What People Say the Council Needs to do Better

“ Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months?

6.44 Areas for Council to Improve

	18-24 (n=112)	25-49 (n=330)	50-64 (n=166)	65+ (n=164)	Male (n=389)	Female (n=383)
Roading	31%	38%	37%	42%	41%	34%
Information and communication	5%	6%	7%	9%	6%	7%
Water supply	3%	8%	7%	5%	7%	6%
Parking	13%	6%	4%	4%	3%	9%
Flood management/ storm water	2%	6%	7%	7%	6%	5%
Footpaths and walkways	5%	5%	5%	7%	6%	6%
Maintenance of services/ facilities	4%	6%	6%	3%	5%	5%
Services/ infrastructure	5%	4%	8%	4%	6%	5%
Cycleways	6%	3%	7%	2%	4%	5%
Public transport	3%	4%	1%	3%	2%	4%
The Council/ decision making/ financial management	-	1%	4%	8%	4%	2%
Waste management	5%	3%	1%	1%	2%	3%
The rebuild	1%	2%	4%	2%	2%	3%
Consents process	-	2%	5%	1%	2%	2%
Events/ activities	1%	2%	-	1%	1%	1%
Swimming pools	1%	2%	1%	-	1%	1%
Sports facilities	1%	2%	-	1%	1%	1%
Sewerage	-	-	2%	2%	1%	1%
Don't know/ no comment	16%	7%	5%	4%	7%	7%

7

Appendix 1: Questionnaire

Good <time of day>, my name is <name> and I'm calling from Research First Limited. Today I'm calling on behalf of Christchurch City Council. We are conducting a survey about residents' satisfaction with Council services.

May I speak to the youngest person aged over 18 in your household?

Is now a good time or would you prefer I called you back?

Interviewer: please make an appointment to speak to the youngest person in the household if they are not currently available. Only ONE survey allowed per household.

Read out only if necessary

1. This survey is one of several ways in which the Council obtains feedback each year
2. The survey will take around 20 minutes depending on your answers
3. Everything you tell me will be treated as strictly confidential.
4. There are no right or wrong answers to these questions.

Part One: Quota Demographics

Recording statement: all our calls are recorded for quality assurance purposes.

2. Firstly, have you lived in Christchurch for at least 12 months?

- Yes (*continue*)
- No (*NQ exit page*)

3. Which suburb do you live in. *Write in.*

4. *Auto code ward .*

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

5. Which of these age groups do you fall into? *Read out*

- 18-24 25-49 50-64 65+

6. Which of the following best describes you? *Read out*

- Male
 Female
 Gender diverse

Part Two: Introduction Statement

Interviewer, read out: I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with particular statements. Remember, there are no right or wrong answers and we are just interested in your opinion.

I will read each question and then ask you to select an answer from a list that best matches your opinion.

Part Three: City Promotions

Interviewer, read out: Firstly, thinking about city events and festivals.

Christchurch provides and supports a range of events, festivals and attractions, such as Sparks , Cup and Show Week, walking or biking in the city and attractions like the Botanic Gardens. Thinking about the **information** provided to you by the Council about events and festivals...

7. Overall, how satisfied or dissatisfied are you that the information is timely,

If Necessary: This includes being available at an appropriate time to decide what events you want to attend? *Read full scale*

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied
 Do not read out: Don't know/ not applicable

8. Using the same scale: overall, how satisfied or dissatisfied are you that the information is relevant?
Do not read full scale only repeat if necessary

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

9. Overall, how satisfied or dissatisfied are you that the information is accurate? *Do not read full scale only repeat if necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

10. Overall, how satisfied or dissatisfied are you that the information is easy to find and understand? *Do not read full scale only repeat if necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

11. Overall, how satisfied or dissatisfied are you with the range of events and festivals?
Do not read full scale only repeat if necessary

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Four: Governance and Decision-Making

Interviewer, read out: Now, some questions about governance and decision making in our city.

12. Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions'? [Read out full scale](#)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not read out:* Don't know/ not applicable

13. Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? [Read out Scale](#)

Do not read following text unless necessary: This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

14. Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner? [Do not read full scale only repeat if necessary](#)

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

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

Read out scale

- Large influence
- Some influencer
- Small influence
- No influence
- Do not read out:* Don't know/ not applicable

16. Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city? *Do not read full scale only repeat if necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

17. Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does? *Read out full scale only if necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

17. Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

Do not read out the following text unless necessary: This includes things such as provision of clear instructions about processes and timelines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Five: Visiting Council Facilities

Interviewer, read out: Thinking now about visits to Council provided libraries.

18. In the last 12 months, how often have you visited a Christchurch City Council library, including a community library?

Interviewer, confirm the name of a library if necessary but do not read out list: Akaroa, Aranui, Bishopdale, Central Library Manchester, Central Library Peterborough, Diamond Harbour, Fendalton, Hornby, Linwood, Little River, Lyttelton, New Brighton, Papanui, Parklands, Redwood, Shirley, South (Beckenham), Spreydon, Te Hapua Halswell, Upper Riccarton, and the mobile library. *Read out timing options:*

- Not visited in last 12 months
- Less than once a month
- At least once a month
- Once a week
- 2 – 3 times a month
- 2 – 4 times a week
- 5 or more times a week
- Do not read out:* Don't know/ not applicable

Part Six: Waterways

Interviewer, read out: Christchurch has a number of waterways such as The Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales and timbered drains.

19. Overall how satisfied or dissatisfied are you with the condition of waterways? *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Interviewer, read out: Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds.

20. Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?

Do not read out the following text unless necessary which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

21. Overall how satisfied or dissatisfied are you with the condition of waterway margins?

Do not read out the following text unless necessary Condition includes things such as maintenance and upkeep.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Interviewer, read out: Christchurch's storm water management involves managing storm water through things such as rivers, waterways, timbered drains and storm water pipes.

22. Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised? *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Seven: Rubbish and Recycling

Interviewer, read out: Thinking now about the Council rubbish and recycling collection... I now have a series of questions about the Council run three-bin kerbside collection service.

23. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials (your yellow bin)? *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

24. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubish (your red bin)? *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

25. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin)? *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Eight: Roothing

Interviewer, read out: Thinking now about the city's roads and footpaths...

26. Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads?

Do not read out following text unless necessary: Condition includes things such as maintenance and upkeep.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

27. Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths?

Do not read out following text unless necessary: Condition includes things such as maintenance and upkeep.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Nine: Water

Interviewer, read out: I now want to ask you a series of questions about the city's waste water collection and water supply.

Wastewater collection is about the underground pipes that take wastewater from your toilets, showers etc. away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

28. Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly? *Do not read scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Interviewer, read out: Thinking now about water supply. This is about clean, drinkable water being supplied to your house.

New Text Overall how satisfied or dissatisfied are you with the quality of the water supply? *Do not read out following text unless necessary This includes things such as its taste, pressure and appearance.*

Do not read out scale unless necessary

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Ten: Active Travel

Interviewer, read out: Now, I would like to ask you some questions about active travel in Christchurch. Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.

29. Overall, how much do you agree or disagree that Christchurch is a cycle friendly city? *Read out full scale*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not read out:* Don't know/ not applicable

30. And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...*READ OUT*

- All the time, by that I mean about every day
- Frequently, by that I mean at least once a week
- Occasionally, by that I mean around once a month
- Rarely, by that I mean no more than a few times a year
- Never
- Do not read out:* Don't know/ not applicable

31. And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops? *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Interviewer, read out: Now thinking about the extent to which Christchurch is walking-friendly, **this** includes things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information.

32. Overall, how much do you agree or disagree that Christchurch is a walking friendly city? *Read out full scale*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not read out:* Don't know/ not applicable

Part Eleven: Parking

Interviewer, read out: Thinking now about parking a vehicle in Christchurch.

33. Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

- Yes
- No
- Do not read out:* Don't know/ not applicable

34. Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?

Do not read following text unless necessary This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working. *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

35. Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? *Do not read following text unless necessary:* This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking *Do not read out scale unless necessary*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

36. Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? [Do not read following text unless necessary](#) : *This includes things such as the clarity and accuracy of parking information, instructions and signage.*

[Do not read out scale unless necessary](#)

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- [Do not read out](#): Don't know/ not applicable

37. Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking?

[Do not read following text unless necessary](#): This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits. [Do not read out scale unless necessary](#)

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- [Do not read out](#): Don't know/ not applicable

38. Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking?

[Do not read following text unless necessary](#): This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc [Read full scale](#)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- [Do not read out](#): Don't know/ not applicable

39. Using the same scale: Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day? *Do not read out scale unless necessary*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not read out:* Don't know/ not applicable

40. Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark. *Do not read out scale unless necessary*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not read out:* Don't know/ not applicable

Part Twelve: Disaster Preparedness

41. In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster? *Do read out unless necessary: This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc*

- Yes (continue)
- No (skip to Q44)
- Do not read out:* Don't know/ not applicable (skip to Q44)

42. Thinking about the following situations, how much do you agree or disagree with the following... *Do not read out scale unless necessary*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	<i>Do not read out:</i> Don't know/NA
a) My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations about disaster planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Has your household done any of following to prepare in case of a natural disaster?

	Yes	No	<i>Do not read out:</i> Don't know
a) Stored enough water for three days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Stored enough food for three days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Secured heavy household items that might fall in an earthquake eg. furniture, water cylinder, etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. Does your household have an up-to-date emergency plan?

- Yes
- No
- Do not read out:* Don't know/ not applicable

Part Thirteen: Overall Satisfaction

Interviewer, read out: We have nearly finished the survey, but first I would like to ask you some questions about your impressions of the Council overall.

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides?

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

Do not read out scale unless necessary

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not read out:* Don't know/ not applicable

Part Fourteen: Things Done Well, and Opportunities for Improvement

Interviewer, read out:

All Christchurch residents use Council services over the course of the year. This may be by seeking advice, making an enquiry, complaint or payment, making a submission, applying for consent or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

46. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs?

Read out only if necessary: This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not read out:* Don't know/ not applicable

Interviewer, read out: Now we have four questions about the best things the Council does and the things that need improving most.

Read out only if necessary Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

47. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering? *Write verbatim, single service only*

48. Please describe in as much detail as possible why you think Council is performing best in this area? *Probe to no, probe to clarify. Write verbatim*

49. Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months? *Write verbatim, single service only*

50. Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area? *Probe to no, probe to clarify. Write verbatim*

Part Fifteen: Smoking Policy

Interviewer, read out: The Christchurch City Council Smokefree Public Places Policy encourages people not to smoke in Council-owned public areas. The Council wants to know if residents view e-cigarettes/vaping as similar to cigarette smoking and want them treated the same under the smokefree policy.

51. Do you support e-cigarettes/vaping being included in the current Council public places policy where smoking is discouraged?

- Yes
- No
- Do not read out:* Don't know/ not applicable

Part Sixteen: Completion

52. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? *Your survey responses will always be made anonymous, and your email address will not be used for any other purposes and will not be supplied to any third parties.*

- Yes (*write email address*)
- No

53. And finally, may I have your name and cellphone number for auditing purposes?

Name:

Phone number:



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