

Christchurch City Council
Point of Contact Service Satisfaction
Residents Survey Results

2017/2018



Monitoring and Research Team
Performance Management Unit
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Introduction

Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses service performance, including a total of 47 Performance Standards (levels of service) under 30 Activities and includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is aligned with Levels of Service in Activity Management Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The telephone survey is conducted in March each year with a random sample of 770 residents aged 18 years and over. The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 19 Performance Standards under 13 Activities.
2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 28 Performance Standards under 18 Activities.

Infield: MARCH

General Service Satisfaction Survey

Resident satisfaction with Council services used by a wide range of the general population; 770 sample aged 18+ years; +/- 3.5% at 95% confidence level; mainly closed questions with response options + two open ended questions; telephone survey

Services include:

eg. Governance and decision making, public participation in democratic processes, waterways and stormwater management, events and festivals, rubbish and recycling, active travel, roading, water supply, parking, disaster preparedness

Results: JUNE

Infield: Throughout Year

Point of Contact Service Satisfaction Surveys

Resident satisfaction with Council services used by direct service users at point of contact; sampling of a range of sites for each service with between approximately 5 and 1,500 respondents per service; short survey of closed questions with response options + two open ended questions; face to face surveying, online and postal

Services include:

eg. Libraries, garden and heritage parks, public transport infrastructure, first point of contact customer services, events and festivals, resource consents, neighbourhood parks, sports parks, regional parks, cemeteries, harbour and marine structures, community facilities, recreation and sport services, external communications, public participation in democratic processes, heritage grants, education programmes

Results: JUNE

Performance Excellence Monitoring

Resident perceptions feed into performance monitoring and reporting of Council service delivery

Methodology

- Survey questions based on CATER customer service principles and/or on Levels of Service in the Activity Management Plans
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately five to 2,200 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews.

- Overall, 6,679 Point of Contact surveys were completed in 2017-2018¹: 56% were completed face to face; 14% were completed by mail drop or post and 30% were completed online. The overall completion rate for the point of contact surveys was 47.3%².

Customer Effort: Ease of Interacting With or Using Council Services

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

¹ Including 1,618 at a range of events and festivals throughout the year.

² This excludes online surveys generated off business unit supplied email customer lists which had a separate completion rate of 32.3%.

Summary of Levels of Service Results: Point of Contact Surveys 2017-2018

CAUTION: Pre 2015-2016 results have been provided for general information only. Trends cannot be implied pre 2015-2016 due to significant question changes across all measures to reflect a more detailed customer focus component in level of service measurement^b

Activity Group	Activity	Performance Standard	LTP Performance Standard	2017-18 LOS Target	2017-18 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2017-18	Survey Result 2017-18	Effort / Ease of Interaction or Use 2017-18	Survey Result 2016-17	Effort / Ease of Interaction or Use 2016-17	Survey Result 2015-16	Effort / Ease of Interaction or Use 2015-16	Survey Result 2014-15	
Heritage Protection	Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	75%				100% ¹	100%	94%	83%	93%	100%	76%	
Community Services	Community Facilities	2.0.2 Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	Yes	At least 80%				77%	62%	81%	74%	80%	85%	96%	
	Customer Services and Online Channels	2.6.7.1 Customers are satisfied or very satisfied with the "first point of contact" council customer service	Yes	89%				88% ²	83%	90%	85%	90%	85%	Walk In: 98% Phone: 91% Email: 78%	
	Events and Festivals	2.8.3.1 Deliver, partner and produce events, programmes and festivals for the city	Yes	At least 90%				84% ²	86%	92%	90%	90%	92%	93%	90%
		2.8.6.1 Provide the events sector with strategic leadership, events support and advisory services	No	At least 80%				79%	73%	80%	81%	87%	88%	81%	
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Yes	At least 90%					95%	96%	95%	97%	93%	94%	97%
		3.1.8 Customer satisfaction with library programmes and events provided	Yes	90%					96%	96%	99%	98%	98%	94%	97%
Strategic Governance	Public Participation in Community and City Governance and Decision Making	4.1.10.1 Provide external communications and marketing that are timely, relevant, accurate and cost effective	Yes	At least 67%				66%	61%	54%	46%	56%	51%	68%	
		4.1.12.4 Provide media with information about the Council	No	Target to be set				60%	40%	82%	74%	55%	60%	NA	
		4.1.19 Percentage of residents that understand how Council makes decisions (users of governance services)	Yes	Deleted				51% ^a	31%	60%	33%	57%	27%	NA ³	
		4.1.21 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	Yes	Deleted				20%	31%	33%	33%	43%	27%	NA ³	
		4.1.27.2 Community development projects are provided, supported and promoted	No	90%				83%	72%	88%	72%	79%	68%	NA	
Parks and Open Spaces	Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities	Yes	> 90%				66%	70%	63%	70%	69%	70%	59%	
		6.0.3 Overall customer satisfaction with neighbourhood parks	Yes	At least 90%				58%	70%	62%	70%	60%	70%	56%	
	Garden and Heritage Parks	6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks	Yes	At least 90%				81%	86%	78%	81%	84%	79%	70%	
		6.2.2 Proportion of visitors satisfied with the appearance of The Botanic Gardens	Yes	At least 95%					96%	97%	96%	95%	98%	93%	99%
	Regional Parks	6.3.5 Provide, develop and maintain facilities to the satisfaction of park users	Yes	80%				71%	78%	69%	75%	70%	72%	83%	

	Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	At least 85%				80%	89%	88%	87%	73%	67%	61%
		6.4.5 Customer satisfaction with Council cemetery services	No	At least 95%				100% ¹	100%	100%	100%	100%	88%	75%
Sport and Recreation	Recreation and Sport Facilities	7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Yes	At least 80% 5.6 score (CERM Survey)				NA	NA	5.9	NA	6.0	NA	5.9
	Sports Parks	7.1.2 Deliver a high level of customer satisfaction with the range and quality of sports parks	Yes	90%				68%	83%	64%	79%	63%	70%	86%
Regulation and Enforcement	Resource Consenting	9.2.7 Satisfaction with resource consenting process	Yes	77%				68%	58%	64%	60%	74%	65%	81%
Transport	Public Transport Infrastructure	10.4.4 Ensure user satisfaction with the number and quality of bus shelters	Yes	≥ 70%				73%	82%	72%	76%	60%	57%	60%
		10.4.5 Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	Yes	≥ 90%				89% ⁴	97% ⁴	90%	94%	83%	85%	84%
	Transport Education	10.7.7 Maintain a high level of satisfaction with school 'Cycle Safe' education programme	No	≥ 95%				100%	100%	100%	100%	100%	99%	100%
	Harbour and Marine Structures	10.8.2 Proportion of customers satisfied with the state of marine structures provided by Council	Yes	55%				65%	77%	61%	70%	49%	47%	63%
Strategic Planning	Strategic Planning and Policy	17.0.36 Provide Build Back Smarter advice to home owners of existing homes	No	At least 90%				90%	90%	87%	78%	84%	84%	NA
Housing	Housing	18.0.5.2 At least 80% of Council housing tenants are satisfied with the overall condition of their unit	Yes	Deleted				NA	NA	64%	NA ⁵	51%	63%	68%
Natural Environment	Environmental Education	19.1.2 Environmental education programmes are delivered which provide students with knowledge and interest in the importance of biodiversity and ecosystems (Greenspace Programme)	No	At least 95%				99%	99%	100%	96%	100%	90%	100%
		19.1.4 Environmental Education programmes give students an understanding of how the city's waste system operates and city's water system and services work and helps them understand how their household and lifestyle practices can help conserve water (Water and Waste Programmes)	No	At least 95%				99%	98%	99%	98%	100%	97%	100%
		19.1.6 Teacher satisfaction with Civil Defence and Emergency Management education programmes	No	At least 95%				100%	91%	100%	100%	100%	100%	100%

a This score is based on a single 'understanding of Council decision making' question. If three questions are aggregated to calculate the overall understanding score (as is the case for LOS 4.1.18) (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions), the satisfaction score would drop to 32% in 2017-2018 and 43% in 2016-2017 and 38% in 2015-2016

b The 2.6.7 and 4.1.19 results and some 2017-2018 effort/ease results were updated in February 2019 due to calculation errors. The figures in the table above are correct

1 Caution must be taken in interpreting this result due to very low sample size

2 Sample may include non-residents of Christchurch

3 2015-2016 was the first year these LOS have been measured using a sample of Council governance process users. The same questions are asked in the General Service Satisfaction Survey which has a general random household sample

4 From 2016-2017 onward, this measure includes both Bus Interchange and suburban hubs

4 Ease of use question not applicable with transfer of tenancy services to Otautahi Community Housing Trust

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

Survey Results

Activity: Heritage Protection

1.4.7 Recommended Level of Service Target: 75%

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

Methodology

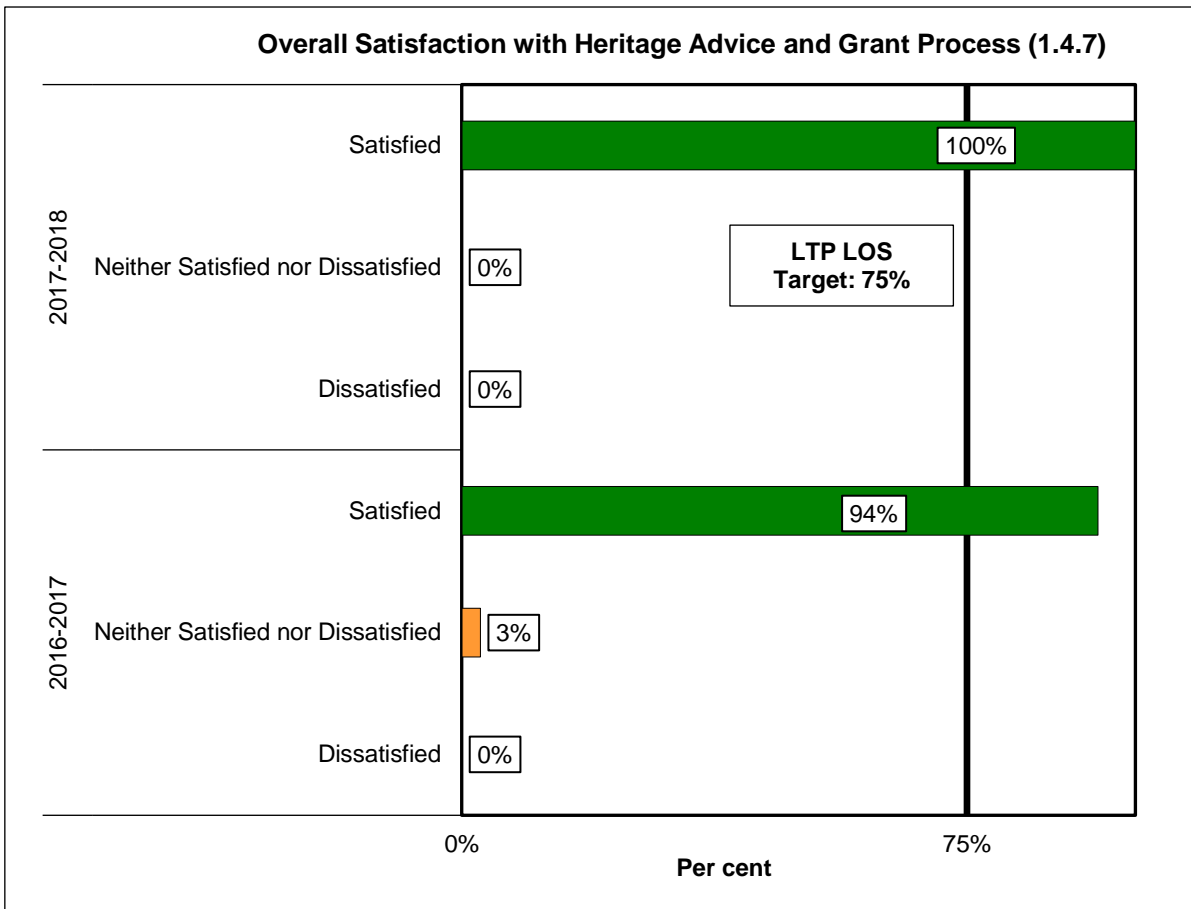
LOS score calculated as an aggregate of the six survey questions stated below:

- *1. Overall, how satisfied or dissatisfied were you with the level of grant approval? That is the actual dollar amount granted
- *2. Overall, how satisfied or dissatisfied were you with the manner of the Council heritage team staff you spoke to about your heritage grant? *Manner includes things such as communicating a caring, friendly and respectful attitude toward you*
- *3. Thinking now about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you that the Council heritage team understood your needs?
- *4. Thinking again about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you that the Council heritage team provided you with accurate information and guidance that was clear and easy to understand?
- *5. Overall, how satisfied or dissatisfied were you with the Council heritage team's ability to respond to your grant application? *Responsiveness includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had*
- *6. Thinking about the heritage incentive grant process, overall how satisfied or dissatisfied were you that the process was efficient? *This includes things such as the time taken to submit your application and receipts for work undertaken and, in some cases, the completion of a covenant*

Time in field: In September 2017, surveys were emailed to 7 residents who had received a heritage grant in the preceding 12 months.

Completed surveys: 5

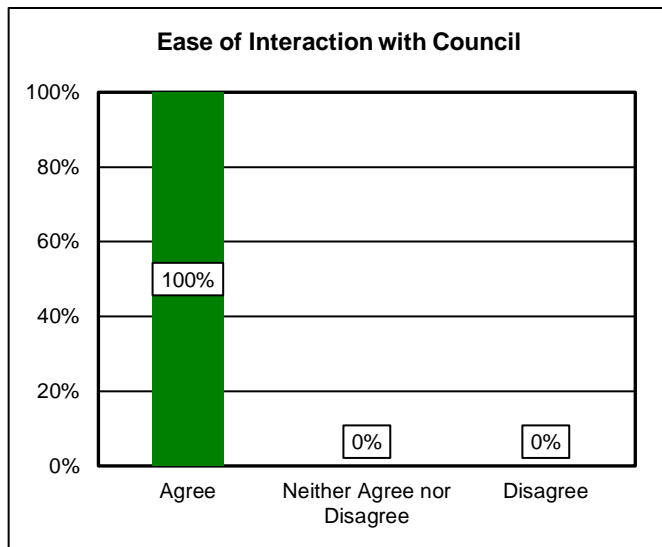
Note: The small number of responses means that caution must be applied when interpreting results.



Individual Satisfaction Results	Percentage
Very Satisfied	43.3%
Satisfied	56.7%
Neither Satisfied nor Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	40.0%
Agree	60.0%
Neither Agree nor Disagree	0.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Community Facilities

2.0.2 Recommended Level of Service Target: At least 80%

2.0.2 Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities

Methodology

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

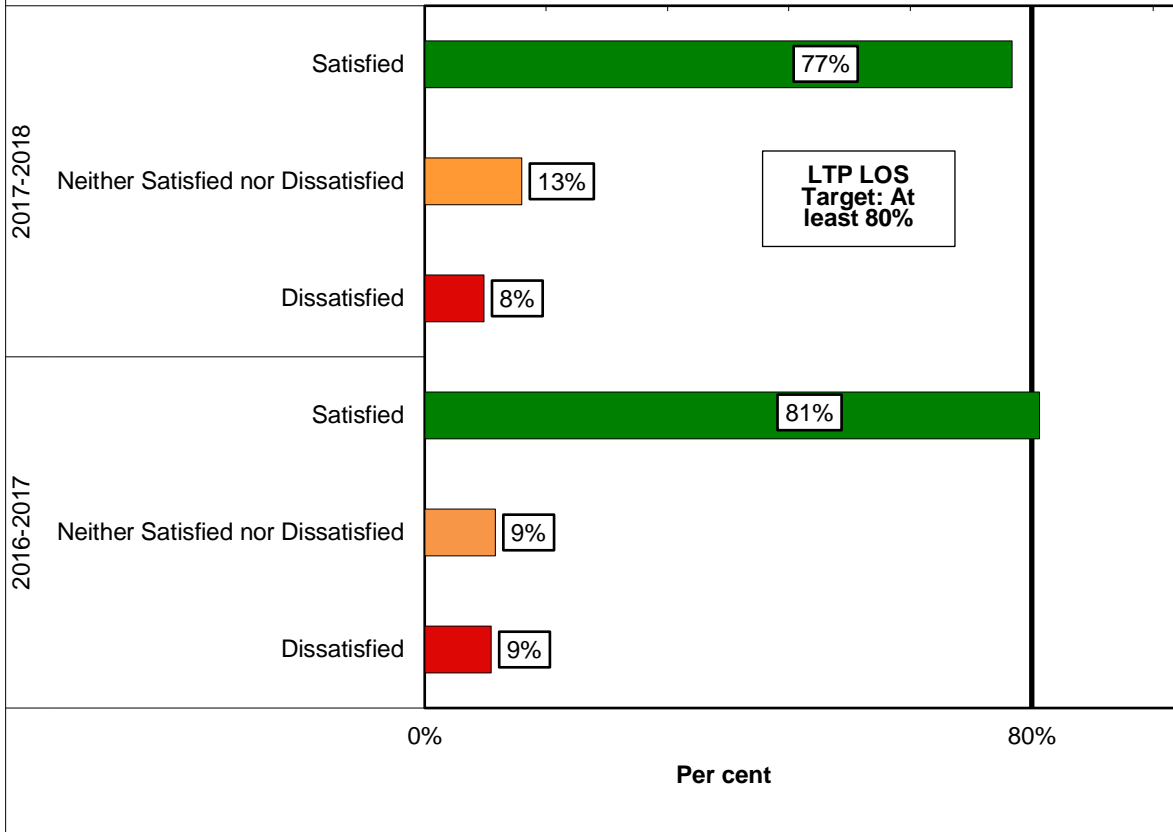
- *1. Overall, how satisfied or dissatisfied are you with the **CONDITION** of this facility? *Condition includes things such as maintenance and upkeep of the facility.*
- *2. Overall, how satisfied or dissatisfied are you with the **AVAILABILITY** of this facility? *Availability means the facility is available for booking when you want to use it.*
- *3. Overall, how satisfied or dissatisfied are you with the **ACCESSIBILITY** of this facility? *Accessibility includes ease of access to the facility, such as car parking and disability access, the facility is in an accessible location and that it feels comfortable and welcoming to users.*
- *4. Overall, how satisfied or dissatisfied are you that this facility is **FIT FOR PURPOSE**? *Fit for purpose includes the facility's layout, and the presence of equipment and other fixtures and fittings (such as appropriate lighting, appliances and furnishings) to support your activities*
- *5. Overall, how satisfied or dissatisfied are you that this facility provides **VALUE FOR THE MONEY** you pay to use the facility?
- *6. Overall, how satisfied or dissatisfied are you with the accuracy of information provided to you about this facility? *This includes things such as information that is correct, that is useful to your needs that you can rely on and that is clear and easy to understand.*
- *7. Thinking first about Council community facilities in general **IN CHRISTCHURCH**, overall, how satisfied or dissatisfied are you with the **RANGE** of community facilities available for hire and use? *Range means the variety of facilities available to meet your group's needs, including facilities of an appropriate size and type for your activities.*
- *8. And thinking now about Council community facilities in general **IN YOUR LOCAL AREA**, overall, how satisfied or dissatisfied are you with the **RANGE** of community facilities available for hire and use? *Range means the variety of facilities available to meet your group's needs, including facilities of an appropriate size and type for your activities.*

Time in field: In September 2017, surveys were emailed to 157 people who had hired Council Community Facilities during 2017.

Completed surveys: 77

Community Facilities	Completed Surveys
Abberley Park Hall	4
Aranui Wainoni Community Centre	5
Avice Hill Arts and Craft Centre	5
Fendalton Community Centre	6
Harvard Community Lounge	5
Hei Hei Community Centre	4
Lyttelton Recreation Centre	5
Matuku Takotako Sumner Centre	3
North New Brighton Community Centre	6
Orauwata Bishopdale Community Centre	5
Park View Community Lounge	5
Parklands Table Tennis Club	1
Richmond Neighbourhood Cottage	2
St Martins Community Centre	3
Te Hapua Halswell Centre	11
Templeton Community Centre	4
Waimairi Road Community Centre	3
Total	77

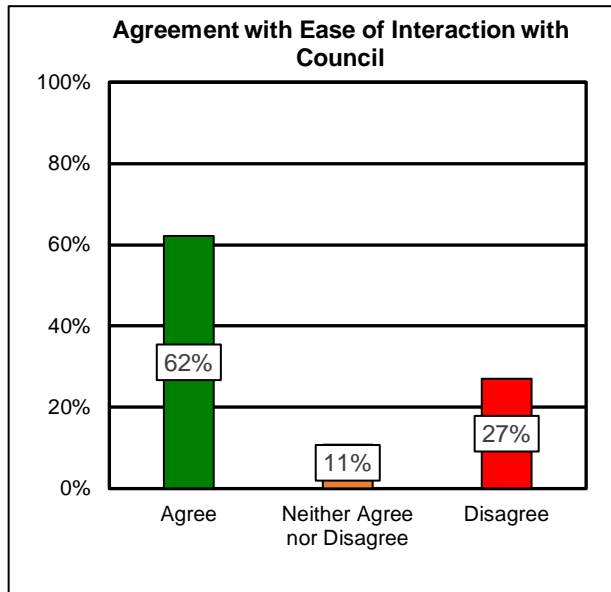
Satisfaction with Range and Quality of Council Operated Community Facilities (LOS 2.0.2)



Individual Satisfaction Results	Percentage
Very Satisfied	34.1%
Satisfied	43.4%
Neither satisfied nor Dissatisfied	12.8%
Dissatisfied	7.0%
Very Dissatisfied	0.8%
Don't Know	2.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding using community facilities? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate information and advice and facility options that meet your needs.*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	14.9%
Agree	47.3%
Neither Agree nor Disagree	10.8%
Disagree	18.9%
Strongly Disagree	8.1%
Don't Know	0.0%
Total	100.0%

Activity: Customer Services and Online Channels

2.6.7.1 Recommended Level of Service Target: 89%

2.6.7.1 Customers are satisfied or very satisfied with the "first point of contact" council customer service

Methodology

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

Walk In:

*1. Overall, how satisfied or dissatisfied were you with the manner of the customer services representative/s you spoke to today? *This includes things such as communicating a caring, friendly and respectful attitude toward you*

*2. *To best serve you, the customer services representative/s must ask the right questions to understand your needs, have knowledge of the relevant options available and provide you with accurate information that is clear and easy to understand.* Thinking about all of these things, overall, how satisfied or dissatisfied were you with the customer services representative/s' understanding of your enquiry today?

*3. Overall, how satisfied or dissatisfied were you with the customer services representative's ability to respond to your enquiry? *This includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had*

*4. Overall, how satisfied or dissatisfied were you that the Council's walk-in customer service was professional, efficient and easy to use? *This includes things such as waiting times, the user friendliness of instructions and signs and the physical presentation of the counter staff, including uniforms*

Call Centre:

*1. Overall, how satisfied or dissatisfied were you with the manner of the customer services representative/s you spoke to in your most recent call to the Council telephone customer services line? *This includes things such as communicating a caring, friendly and respectful attitude toward you*

*2. *To best serve you, the customer services representative/s must ask the right questions to understand your needs, have knowledge of the relevant options available and provide you with accurate information that is clear and easy to understand.* Thinking about all of these things, overall, how satisfied or dissatisfied were you with the customer services representative/s' understanding of your enquiry?

*3. Overall, how satisfied or dissatisfied were you with the customer services representative's ability to respond to your enquiry? *This includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had*

*4. Overall, how satisfied or dissatisfied were you that the Council's telephone customer service was professional, efficient and easy to use? *This includes things such as how long you had to wait before your call was transferred to a customer services representative and the user friendliness of telephone instructions*

Email:

*1. Overall, how satisfied or dissatisfied were you with the time taken before you received a FIRST RESPONSE from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*

*2. Overall, how satisfied or dissatisfied were you that the language used in the FIRST RESPONSE email you received from the Council was clear and easy to understand?

*3. Overall, how satisfied or dissatisfied were you that the Council's email customer service was professional, efficient and easy to use? *This includes things such as saving time when communicating with the Council, and ease of communicating the purpose of your enquiry (including the information you wanted to give the Council about your enquiry)*

Walk In:

Time in field: Surveying took place between November 2017 and December 2017.

Sites Surveyed: 5

Completed Surveys: 150

Service centres	Completed Surveys
Civic Offices	50
Beckenham Service Centre	25
Linwood Service Centre	25
Shirley Service Centre	25
Te Hapua Halswell	25
Total	150

Phone:

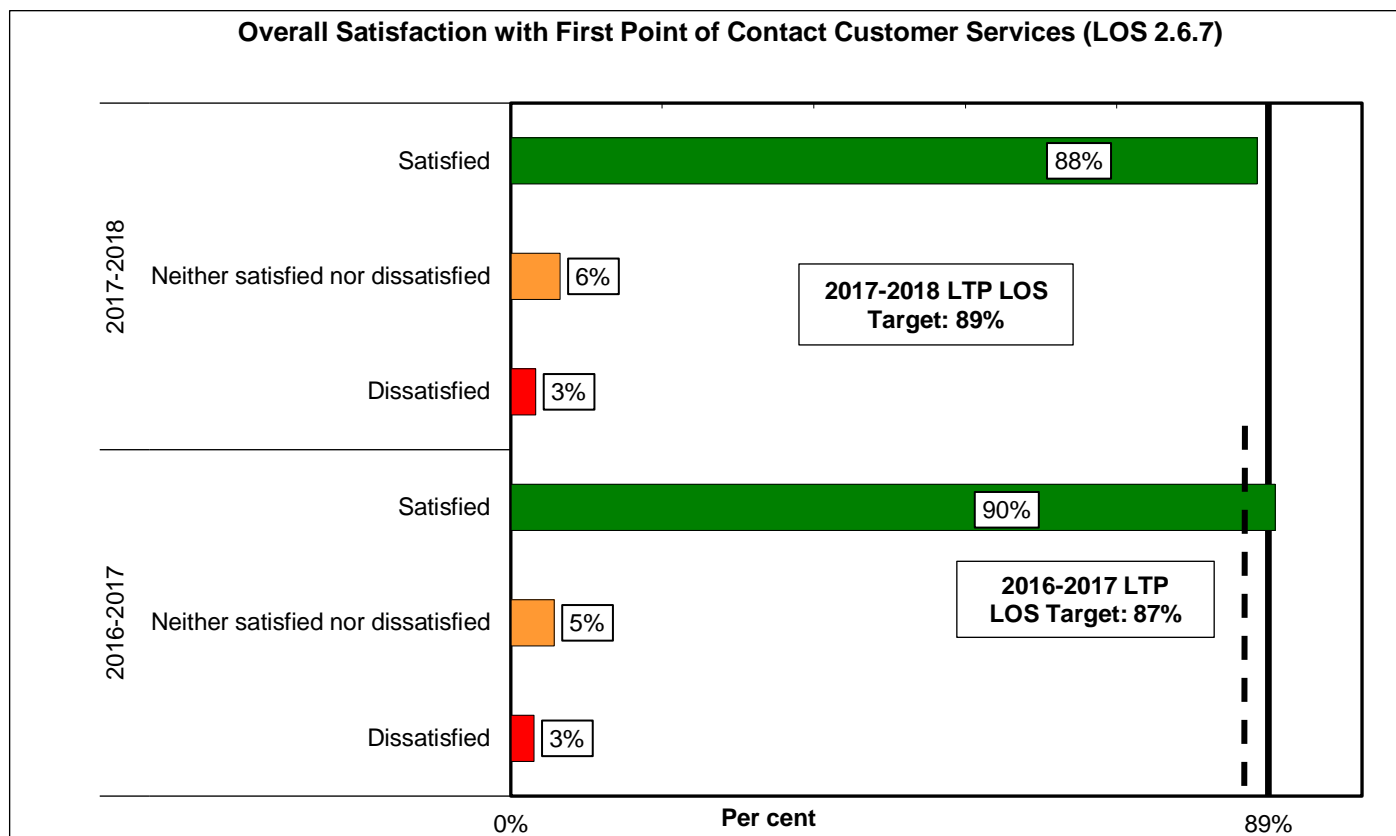
Time in field: The telephone customer services survey was administered using a random selection of people who had called the CCC telephone customer services line in October 2017. These people were telephoned in December 2017 and asked if they would give online feedback about the service.

Completed Surveys: 150

Email:

Time in field: The link to the web based survey was emailed out in September 2017, surveys were emailed to 1330 residents who had contacted the Council with a request during the previous month.

Completed Surveys: 413

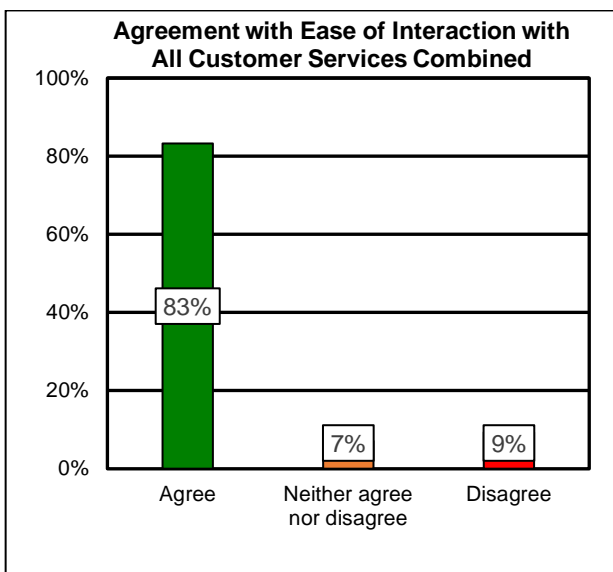


Note: The 2017-2018 result was updated in February 2019 due to a calculation error (originally reported as 93% satisfied; updated to 88%)

Individual Satisfaction Results	Percentage
Very Satisfied	60.1%
Satisfied	27.5%
Neither Satisfied nor Dissatisfied	5.8%
Dissatisfied	2.9%
Very Dissatisfied	0.0%
Don't Know	0.4%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your service needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



Individual Agreement Results	Percent
Strongly Agree	45.8%
Agree	37.5%
Neither Agree nor Disagree	7.1%
Disagree	4.2%
Strongly Disagree	5.1%
Don't Know	0.2%
Total	100.0%

Activity: Events and Festivals

2.8.3.1 Recommended Level of Service Target: At least 90%

2.2.8.2 Deliver, partner and produce events, programmes and festivals for the city

Methodology

LOS score based on the two survey questions stated below:

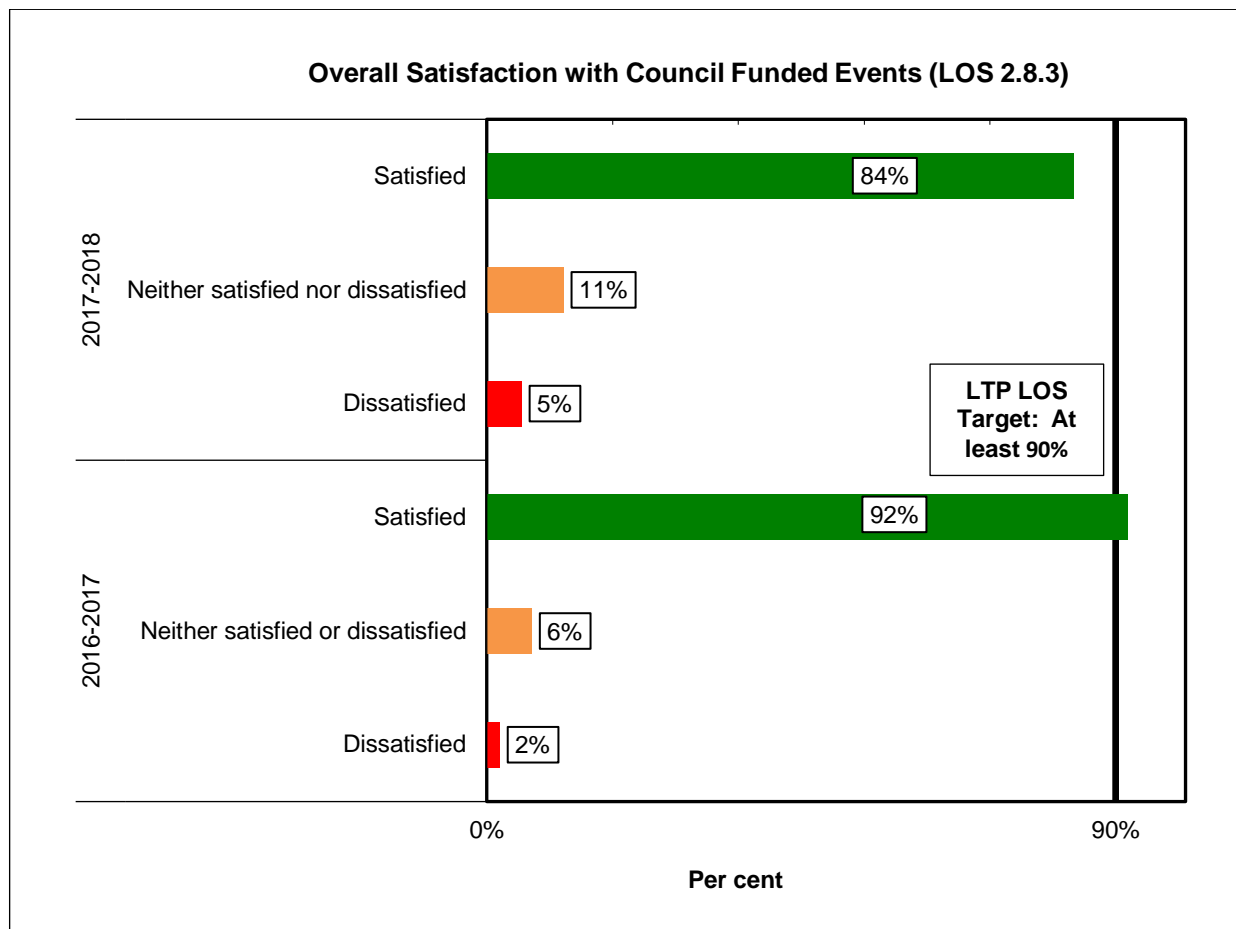
*1. Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event and includes being engaging, enjoyable and relevant to the audience.*

*2. Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event taking into account attendee needs*

Time in field: Events were surveyed online over a range of dates in 2017-2018

Completed Surveys: 1,618

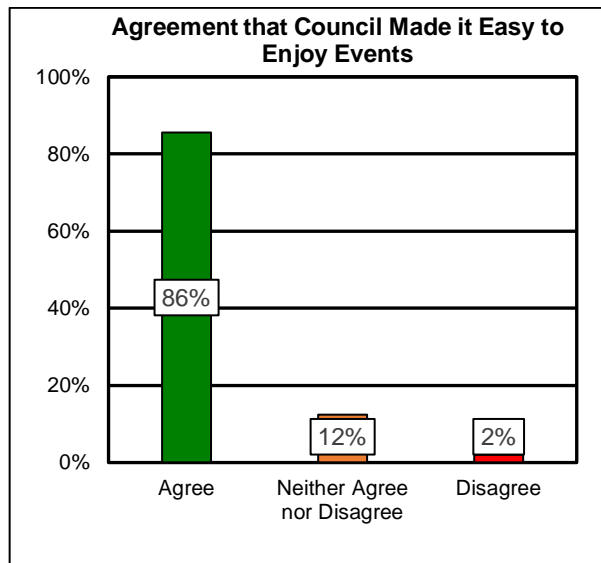
Events Surveyed: Guy Fawkes Fireworks Spectacular, KidsFest Providers, KidsFest Lantern Festival, New Year's Eve Party



Individual Satisfaction Results	Percentage
Very Satisfied	34.4%
Satisfied	49.6%
Neither Satisfied nor Dissatisfied	11.0%
Dissatisfied	4.3%
Very Dissatisfied	0.7%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to enjoy this event? *This includes having accurate information about the event, the content and presentation meeting your expectations, and respectful, prompt service by event organisers*



Individual Agreement Results	Ease of Enjoyment of Events
Strongly Agree	34.6%
Agree	50.9%
Neither Agree nor Disagree	12.4%
Disagree	1.2%
Strongly Disagree	0.8%
Don't Know	0.0%
Total	100.0%

2.8.6 Recommended Level of Service Target: At least 80%

2.8.6 Provide the events sector with strategic leadership, events support and advisory services (CCC event organiser satisfaction)

Methodology

LOS score based on the four survey questions stated below:

*1. Overall how satisfied or dissatisfied are you with the manner of the Council events staff you deal with? *This includes things such as communicating a respectful attitude toward you*

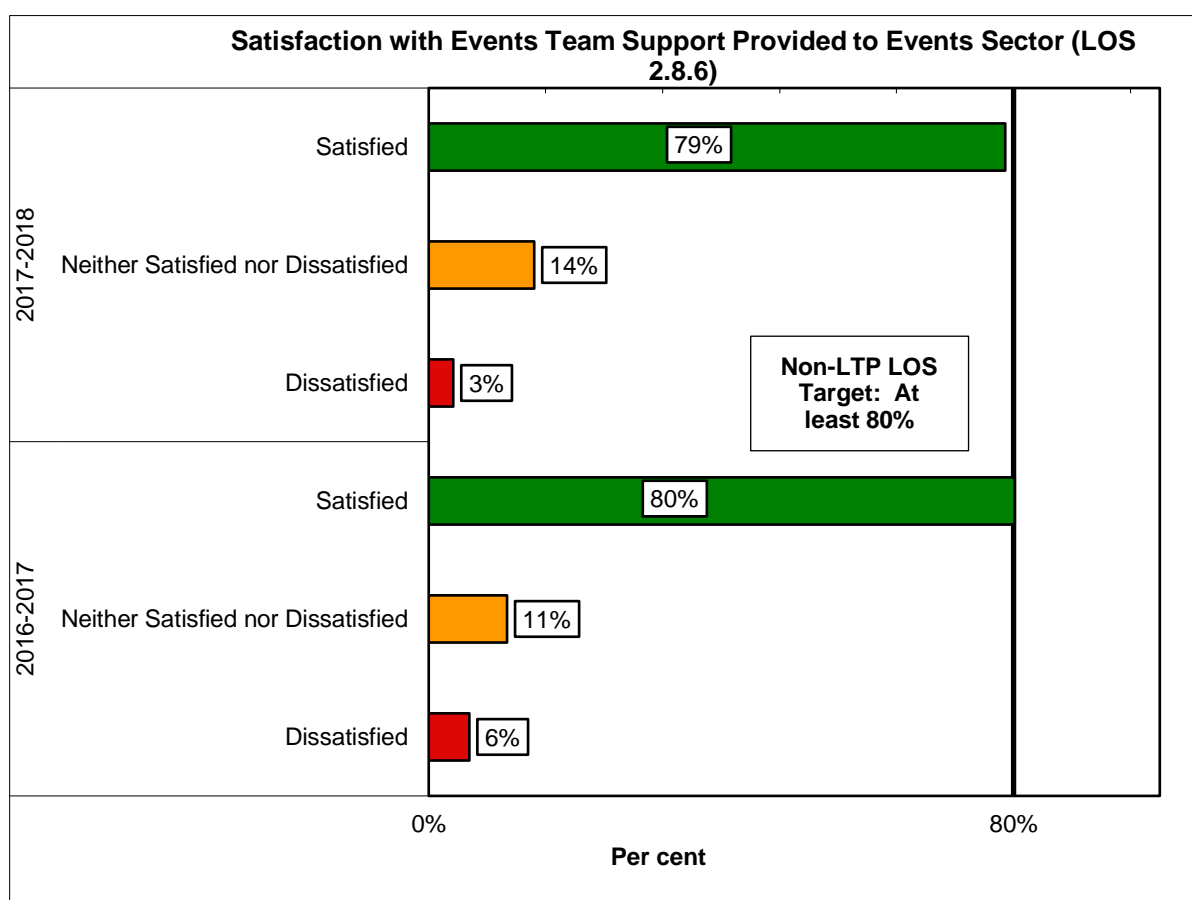
*2. Overall, how satisfied or dissatisfied are you with the accuracy of the information and advice provided to you by the Events Team? *This includes things such as giving you correct information, being able to rely on what you have been told*

*3. Overall, how satisfied or dissatisfied are you with the Events Team's ability to respond to your needs? *This includes helping you willingly and promptly by understanding your needs and offering information and options to meet those needs*

*4. Overall, how satisfied or dissatisfied are you with the *Be There* website? *This includes things such as being user-friendly and containing accurate information that is useful to the website's customers*

Time in field: In September 2017, a link to the survey was emailed to 226 respondents who had used the Events Partnerships and Development Team's services in the preceding 12 months

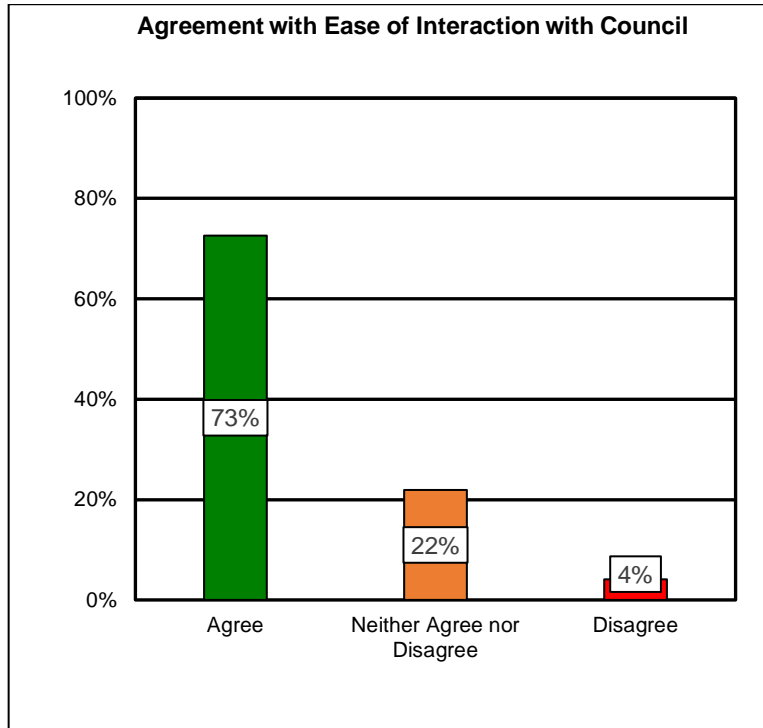
Completed Surveys: 77



Individual Satisfaction Results	Percentage
Very Satisfied	40.3%
Satisfied	38.6%
Neither Satisfied nor Dissatisfied	14.4%
Dissatisfied	3.4%
Very Dissatisfied	0.0%
Don't Know	3.4%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Events Team makes it EASY for you to interact with it regarding your events support needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	35.6%
Agree	37.0%
Neither Agree nor Disagree	21.9%
Disagree	4.1%
Strongly Disagree	0.0%
Don't Know	1.4%
Total	100.0%

Activity: Libraries

3.1.5 Recommended Level of Service Target: At least 90%

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

Methodology

LOS score based on the three survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you that the library services such as the self-service check outs, computers and the internet, digital resources, free wifi, the library website and library catalogues are efficient and easy to understand? *This includes things such as ease of access to the things you want to use, time taken for service, and user friendliness of instructions, information, services and signs*

*2. Overall how satisfied or dissatisfied are you with the range of books and other items available? *This includes things such as books, magazines, and DVDs available to borrow, and reference material in the libraries, and online resources such as digital books, online newspapers/magazines, etc.*

*3. Overall, how satisfied or dissatisfied are you with the manner and attentiveness of any library staff you came in contact with today? *This includes things such as communicating a caring, friendly and respectful attitude toward you, helping you willingly and promptly, having a good understanding of your enquiry or needs and providing you with accurate, easy to understand advice*

Time in field: Surveying took place using sequential mixed method surveying between November 2017 and December 2017

Completed Surveys: 300

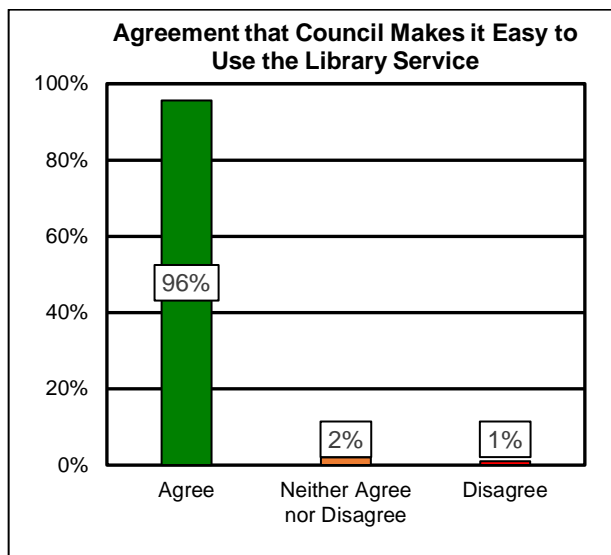
Library Site	Completed surveys
Central Manchester	60
Fendalton	60
Parklands	60
Te Hapua Halswell	60
Upper Riccarton	60
Total	300



Individual Satisfaction Results	Per cent
Very Satisfied	61.2%
Satisfied	33.6%
Neither Satisfied nor Dissatisfied	2.3%
Dissatisfied	1.1%
Very Dissatisfied	0.7%
Don't Know	1.1%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the library service? *This includes efficient self-service check outs, a user friendly library website, a wide range of books and digital resources available, and respectful, prompt service by knowledgeable library staff who understand your needs, and who provide you with accurate advice to address your enquiries*



Individual Agreement Results	Ease of Use of Library Service
Strongly Agree	55.6%
Agree	40.0%
Neither Agree nor Disagree	2.0%
Disagree	0.7%
Strongly Disagree	0.3%
Don't Know	1.4%
Total	100.0%

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with library programmes and events provided

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied were you with the process of joining the course? *This includes information about the course and how to join it.*

Thinking now about the course presenter...

*2. Overall, how satisfied or dissatisfied were you with how friendly and engaging they were?

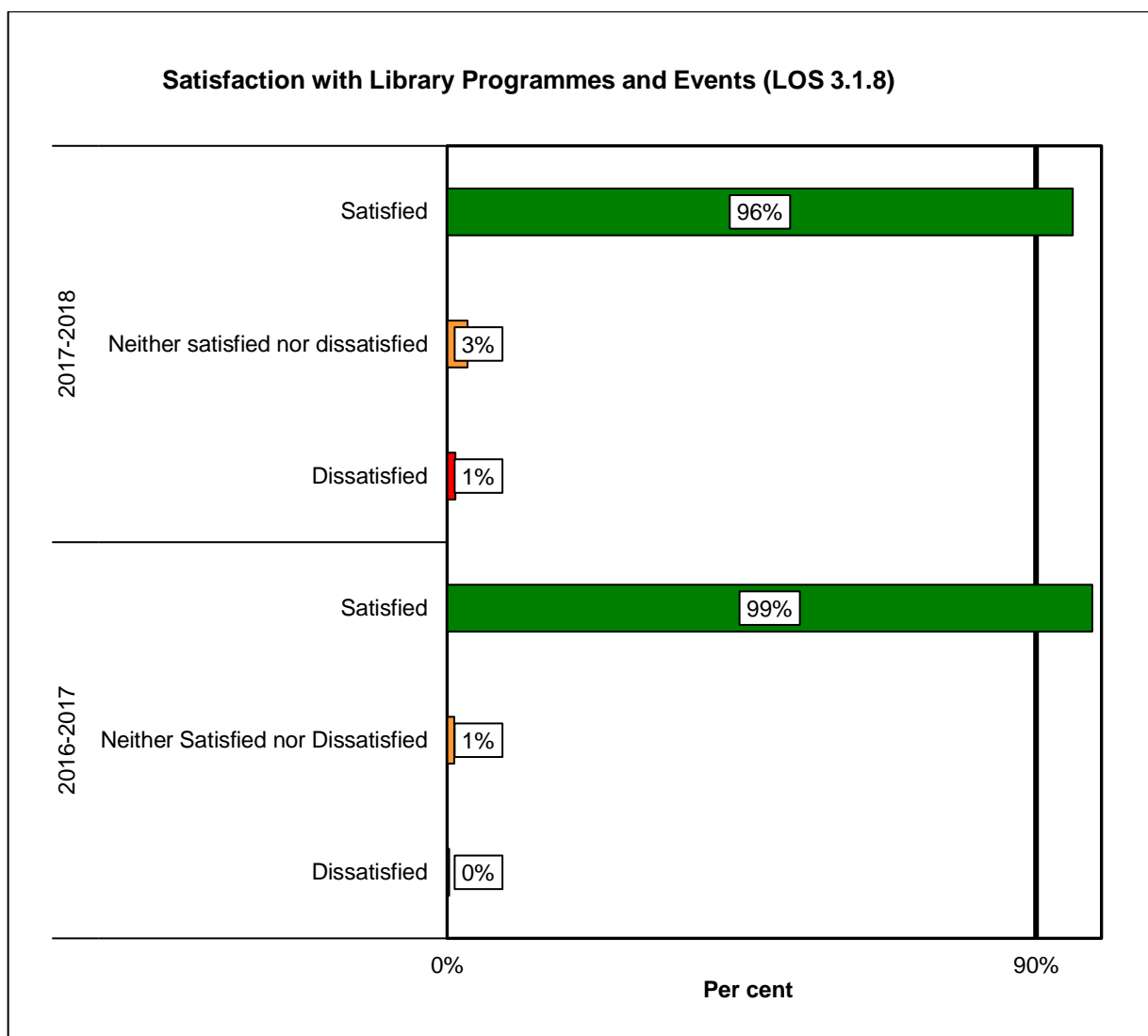
*3. Overall, how satisfied or dissatisfied were you with the presenter's knowledge of the topic? *This includes having a good understanding of the topic and of what people wanted to know*

Thinking now about the course content...

*4. Overall, how satisfied or dissatisfied were you that the course content was enjoyable, relevant and useful to you?

Time in field: Surveying took place between January and June 2018

Completed Surveys: 580

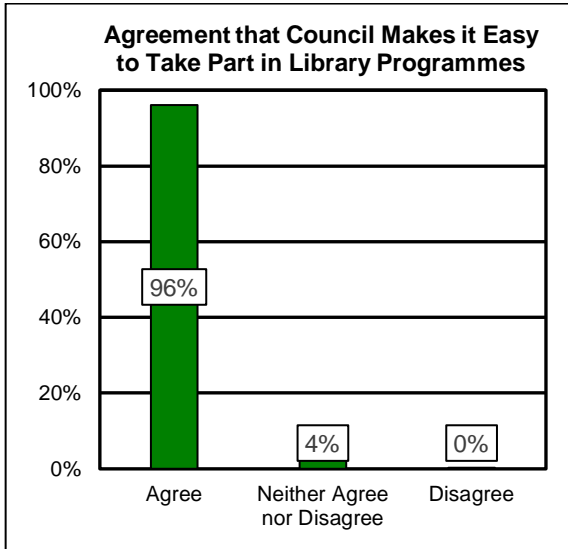


Individual Satisfaction Results	Percentage
Very Satisfied	70.3%
Satisfied	25.3%
Neither Satisfied nor Dissatisfied	3.1%
Dissatisfied	0.8%

Very Dissatisfied	0.5%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to take part in this course/programme? *This includes respectful and efficient service, and a course presenter who understood the topic and what you wanted to know about, and who provided information that was easy to understand*



Individual Agreement Results	Ease of Use of Library Programmes
Strongly Agree	70.7%
Agree	25.4%
Neither Agree nor Disagree	3.6%
Disagree	0.3%
Strongly Disagree	0.0%
Total	100.0%

Activity: Public Participation in Community and City Governance and Decision Making

4.1.10 Recommended Level of Service Target: At least 67%

4.1.10 Provide external communications and marketing that are timely, relevant, accurate and cost effective

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you that Council communications are timely? *Timely means that Council information is published at an appropriate time*

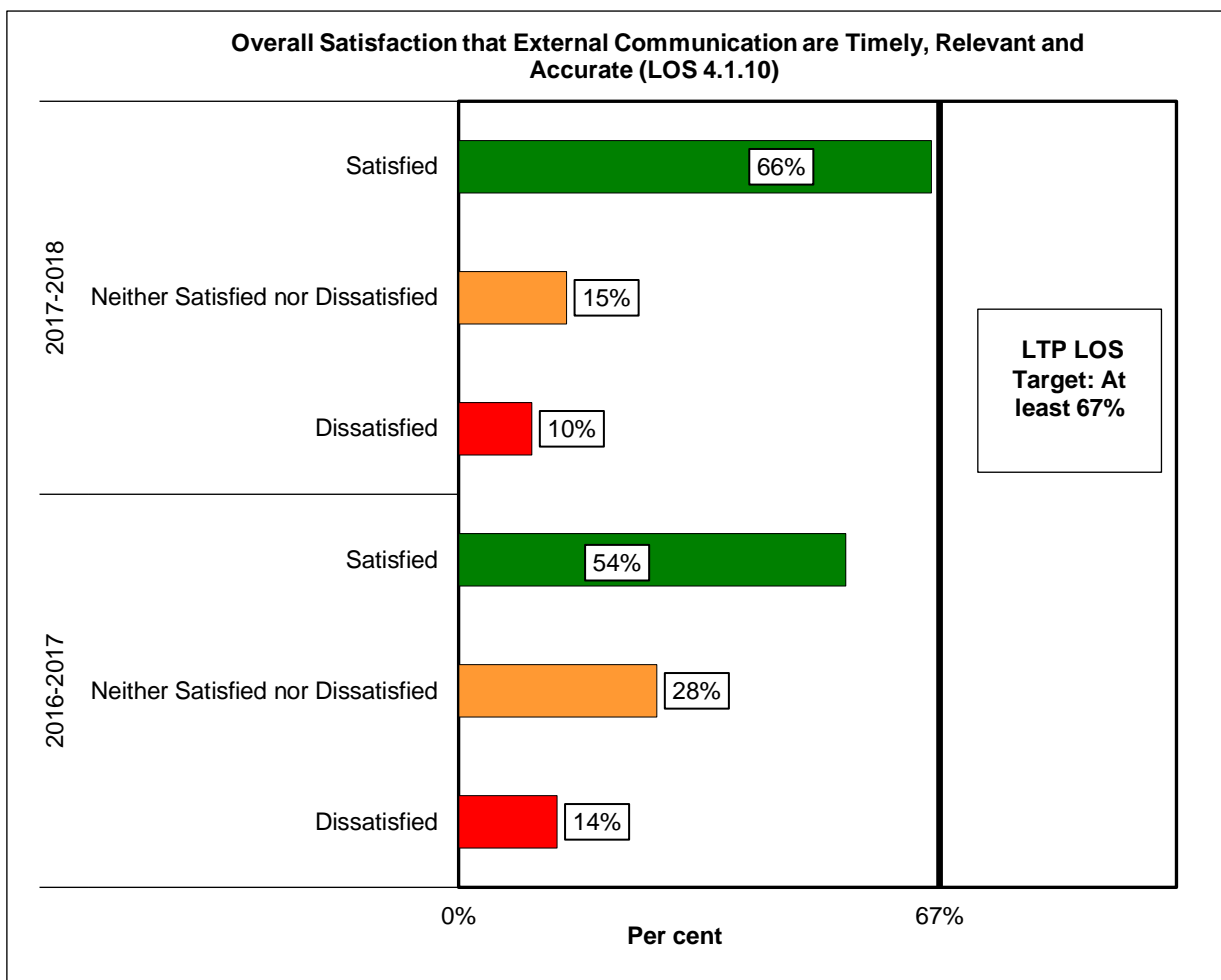
*2. Overall, how satisfied or dissatisfied are you that Council communications are relevant? *Relevant means that Council information is relevant for you in terms of what the Council is doing and what you want to know*

*3. Overall, how satisfied or dissatisfied are you that Council communications are accurate? *Accurate means that Council information is factually correct*

*4. Overall, how satisfied or dissatisfied are you that Council communications are clear and easy to understand?

Time in field: Surveying took place at a range of public sites using sequential mixed method surveying between December 2017 and January 2018.

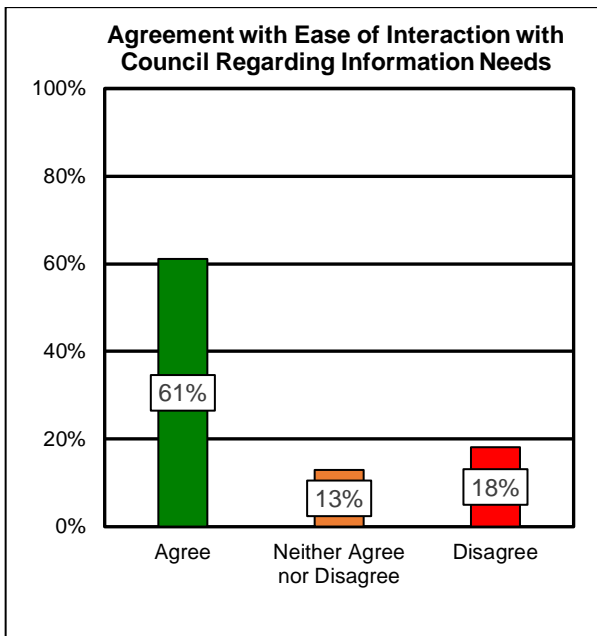
Completed Surveys: 300



Individual Satisfaction Results	Percentage
Very Satisfied	6.7%
Satisfied	59.1%
Neither Satisfied nor Dissatisfied	15.0%
Dissatisfied	9.2%
Very Dissatisfied	1.0%
Don't Know	8.9%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your information needs? *This includes timely and accurate communications by knowledgeable Council staff who understand residents' information needs, and who provide communications that are clear and easy to understand*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	8.1%
Agree	53.0%
Neither Agree nor Disagree	13.0%
Disagree	13.3%
Strongly Disagree	4.8%
Don't Know	7.8%
Total	100.0%

4.1.12 Recommended Level of Service Target: Target to be Set

4.1.12 Provide media with information about the Council

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you that Council information is timely? *Timely means that information is provided promptly or in an appropriate timeframe for media deadlines.*

*2. Overall, how satisfied or dissatisfied are you that Council information is relevant? *This means it is relevant in terms of the information you need to convey to your audiences about the Council.*

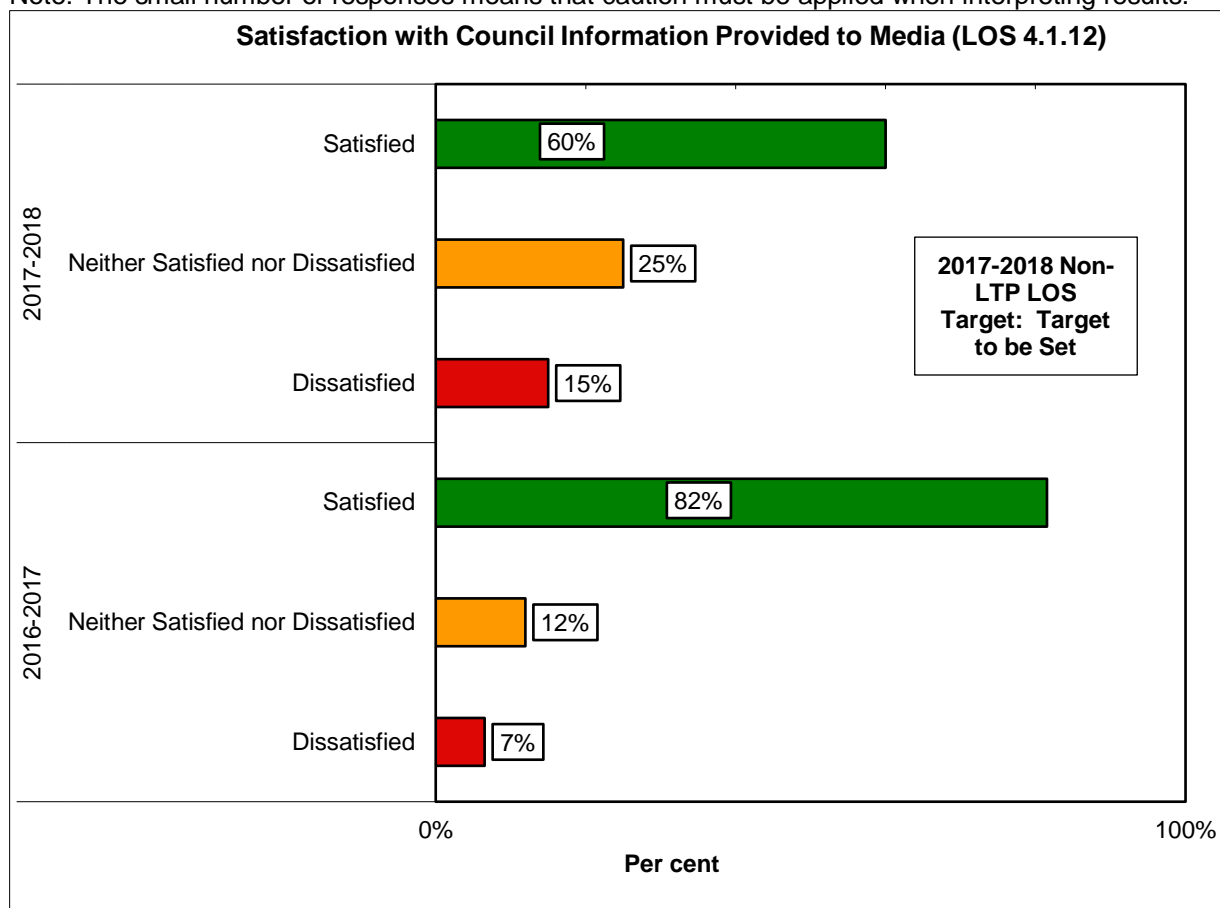
*3. Overall, how satisfied or dissatisfied are you that information provided to your organisation about the Council is accurate? *Accurate means that Council information is factually correct.*

*4. Overall, how satisfied or dissatisfied are you that Council information is clear and easy to understand?

Time in field: Surveys were emailed to media representatives between September 2017 and October 2017

Completed Surveys: 10

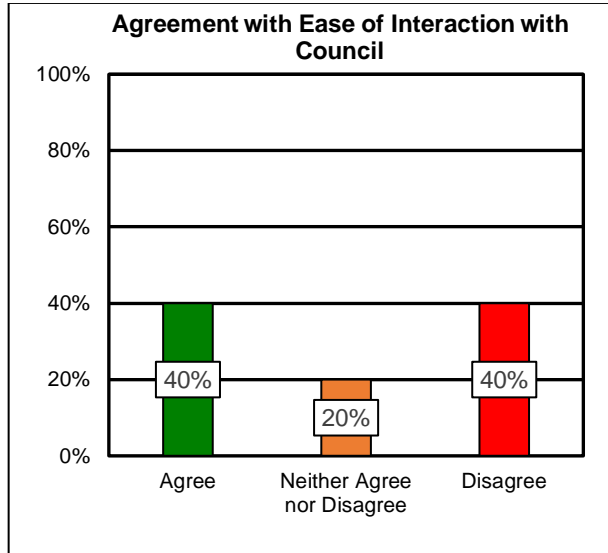
Note: The small number of responses means that caution must be applied when interpreting results.



Individual Satisfaction Results	Percentage
Very Satisfied	20.0%
Satisfied	40.0%
Neither Satisfied nor Dissatisfied	25.0%
Dissatisfied	15.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

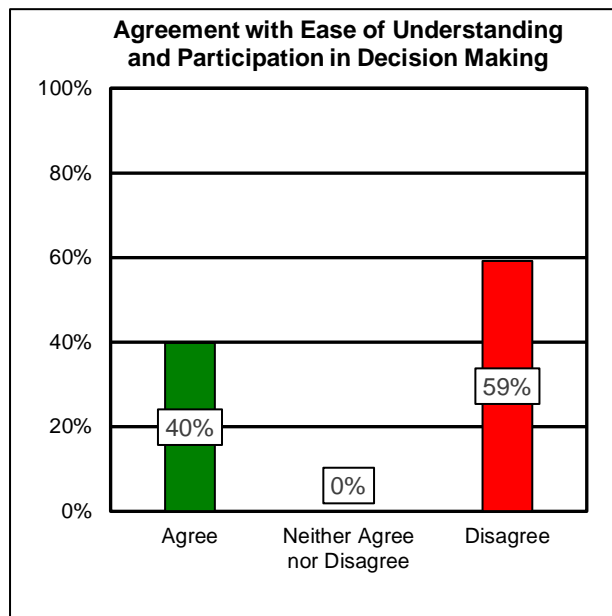
Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your information needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate information that is clear and easy to understand*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	10.0%
Agree	30.0%
Neither Agree nor Disagree	20.0%
Disagree	40.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: Overall, how much do you agree or disagree that the Council made it EASY for you to understand and participate in our decision making? *This includes things such as providing a range of options for engaging with us and for influencing decision making, providing clear instructions about our processes and timelines, accessibility of Council staff, councillors and community board members to talk about or help you understand decisions and providing accurate information about our decision making processes and about the reasons for our decisions.*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	4.1%
Agree	35.7%
Neither Agree nor Disagree	0.0%
Disagree	30.6%
Strongly Disagree	28.6%
Don't Know	1.0%
Total	100.0%

4.1.27.2 Recommended Level of Service Target: 90%

4.1.27.2 Community development projects are provided, supported and promoted

Methodology

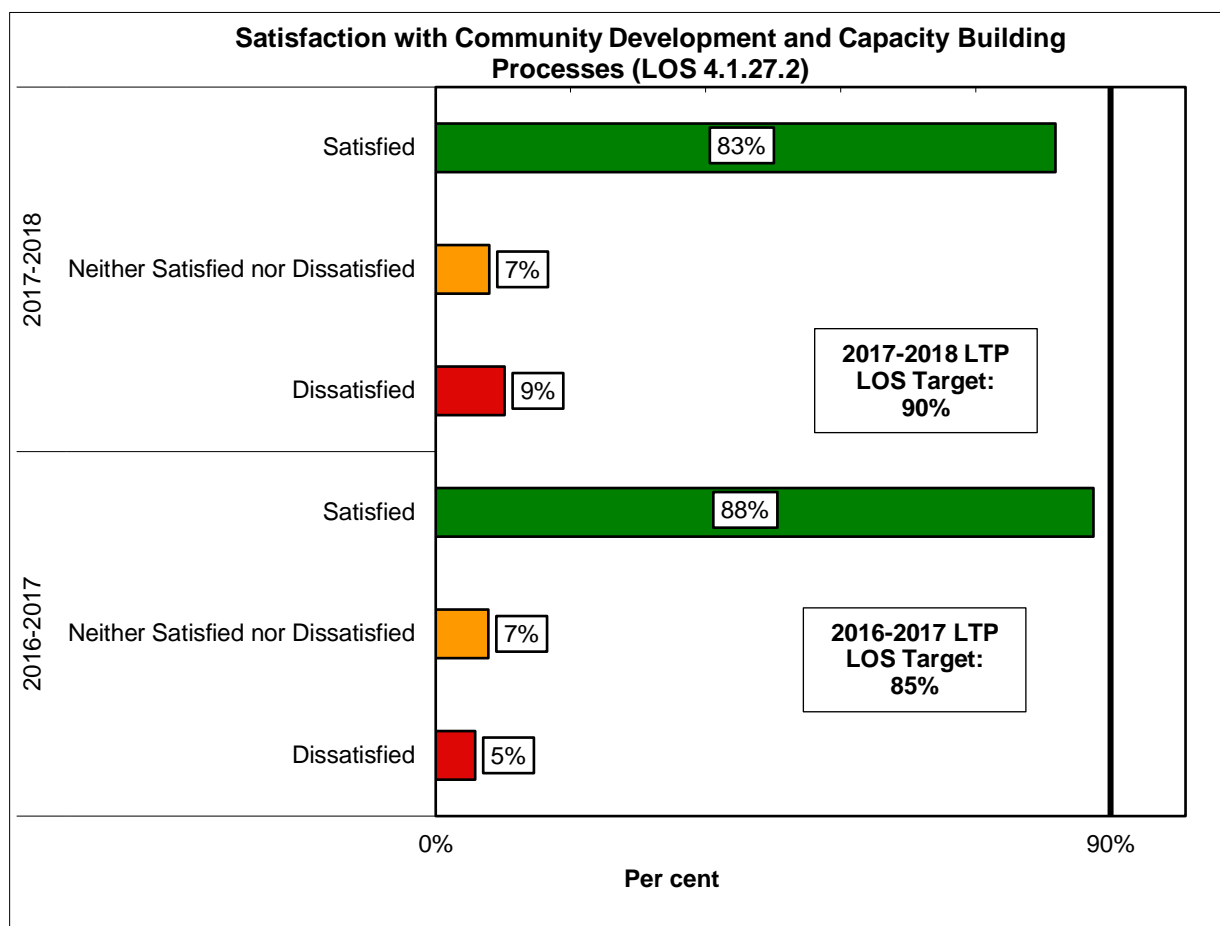
LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the **SUPPORT GIVEN** to your community group by the Council? *Support includes things such as information, advice, guidance, networking, collaboration and accessing resources*

*2. Overall, how satisfied or dissatisfied are you with how the Council has **ENGAGED** with your community group? *Engagement includes things such as meetings and communications with Council staff and decision makers about your group's aspirations, local or specific issues, your priorities for Council planning, as well as reciprocal information exchanges and building mutual understanding*

Time in field: In September 2017, surveys were emailed to 229 representatives of a range of community groups and residents associations that had contact with local Council community governance teams in the previous 12 months.

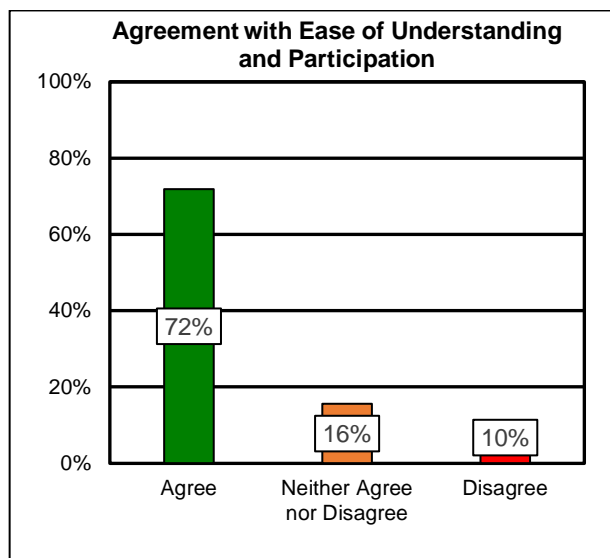
Completed Surveys: 98



Individual Satisfaction Results	Percentage
Very Satisfied	37.8%
Satisfied	44.9%
Neither Satisfied nor Dissatisfied	7.1%
Dissatisfied	5.1%
Very Dissatisfied	4.1%
Don't Know	1.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it **EASY** for you to understand and participate in our community development and engagement processes? *This includes things such as having a good understanding of your needs, providing you with timely and useful advice and information, providing access to useful resources, being responsive to your processes, providing a range of options for engaging with us and influencing our planning, providing clear instructions about our processes and timelines, and the accessibility of Council staff and community board members*



Individual Agreement Results	Ease of Understanding and Participation
Strongly Agree	21.9%
Agree	50.0%
Neither Agree nor Disagree	15.6%
Disagree	4.2%
Strongly Disagree	6.3%
Don't Know	2.1%
Total	100.0%

Activity: Neighbourhood Parks

6.0.2 Recommended Level of Service Target: >90%

6.0.2 Customer satisfaction with the range of recreation facilities

Methodology

LOS score based on the survey question stated below:

1. *Overall, how satisfied or dissatisfied are you with the mix of recreation facilities provided at this park? *Mix means the range or variety of recreation facilities available. Recreation facilities include things such as playgrounds*

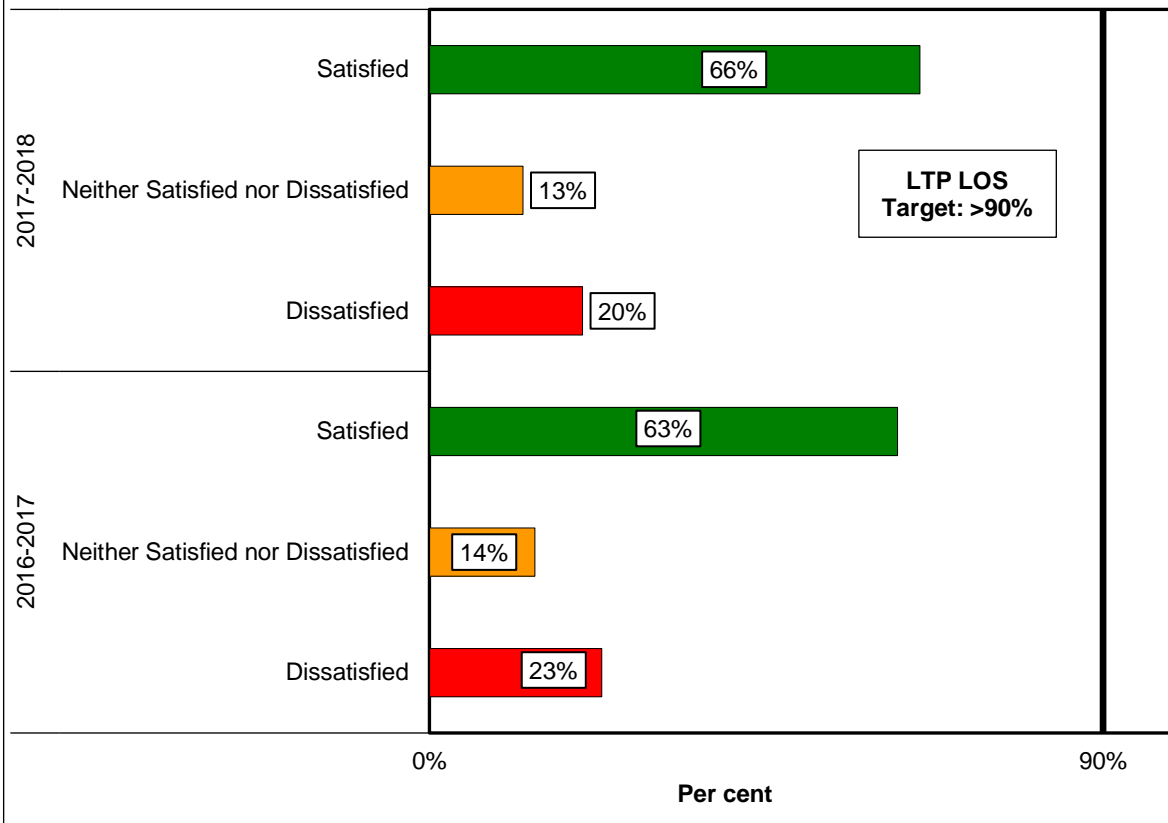
Time in field: Surveys were delivered to households in the vicinity of neighbourhood parks from November 2017 to December 2017 by post.

Completed Surveys: 277

Sites surveyed:

Park Name	Completed Surveys
Alwyn Park	9
Arden Reserve	13
Bishopdale Mall Reserve	12
Cornelius O'Connor Reserve	5
Crofts Reserve	17
Endeavour Playground	5
Fairway Reserve	25
Francis Reserve	19
Governors Bay Community Centre	4
Greendale Reserve	12
Holliss Reserve	23
Kaputone Springs Reserve	12
Mabel Howard Reserve	9
Matangi Reserve	6
Mendip Reserve	11
Nicholson Park	17
Paddington Playground	8
Ramore Reserve	9
Sabina Playground	8
Talbot Reserve	14
Torrens Reserve	7
Wales Reserve	9
Warner Reserve	15
Worcester Reserve	8
Total	277

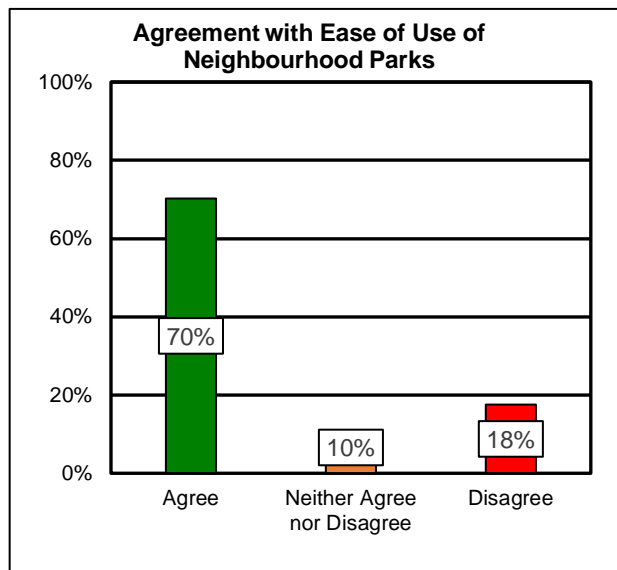
Overall Satisfaction with Range of Recreation Facilities at Neighbourhood Parks (LOS 6.0.2)



Individual Satisfaction Results	Percentage
Very Satisfied	17.0%
Satisfied	48.5%
Neither Satisfied nor Dissatisfied	12.5%
Dissatisfied	16.7%
Very Dissatisfied	3.8%
Don't Know	1.5%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a local neighbourhood park, the appearance of the park and having accurate information about the park*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	16.4%
Agree	53.8%
Neither Agree nor Disagree	9.5%
Disagree	13.4%
Strongly Disagree	4.2%
Don't Know	2.7%
Total	100.0%

6.0.3 Recommended Level of Service Target: ≥90%

6.0.3 Overall customer satisfaction with neighbourhood parks

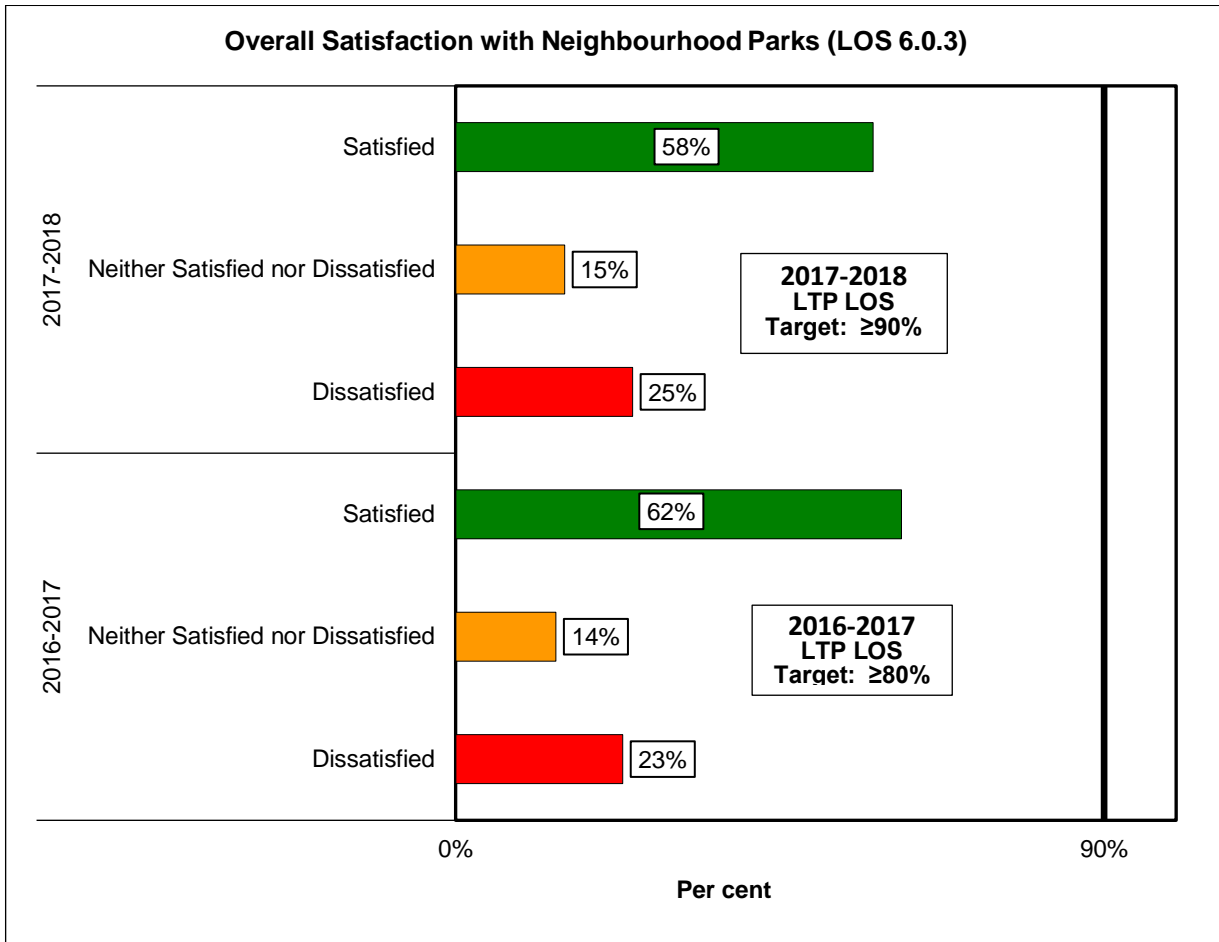
Methodology

LOS score based on the three survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this park? *Appearance includes things such as the park layout, plants, trees and/or gardens*

*2. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep.*

*3. Overall, how satisfied or dissatisfied are you with information provided for this park? *This includes things such as signs that are clear and easy to understand and the accuracy and availability of information about the park*



Individual Satisfaction Results	Percentage
Very Satisfied	13.2%
Satisfied	44.8%
Neither Satisfied nor Dissatisfied	15.1%
Dissatisfied	16.1%
Very Dissatisfied	8.4%
Don't Know	2.4%
Total	100.0%

Activity: Garden and Heritage Parks

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

6.2.2 Proportion of visitors satisfied with the appearance of the Botanic Gardens.

Methodology

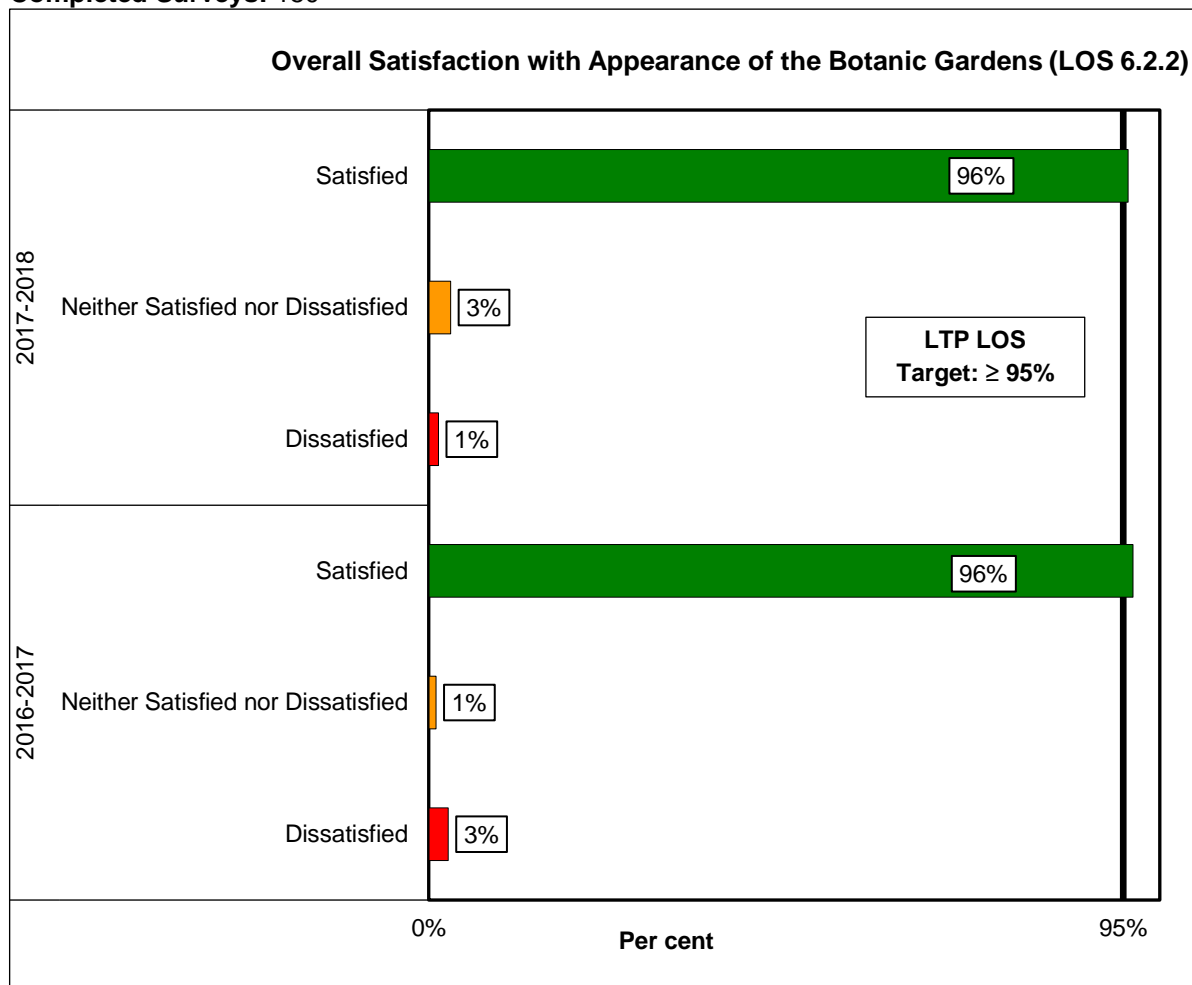
LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of the Botanic Gardens? *Appearance includes things such as the park layout, plants, trees and/or gardens and layout and style of facilities, such as the Visitor Centre, toilets, playgrounds, swimming pools and various houses such as Cunningham House.*

*2. Overall, how satisfied or dissatisfied are you with the condition of the Botanic Gardens? *Condition includes things such as maintenance and upkeep.*

Time in field: The survey was administered between November 2017 and December 2017 to users of the Botanic Gardens.

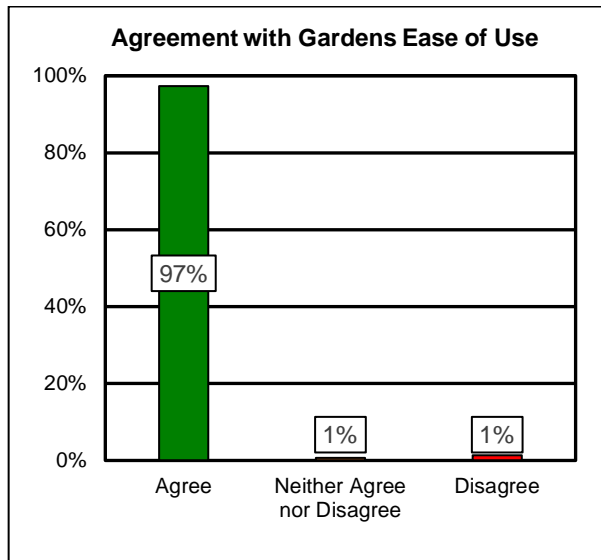
Completed Surveys: 150



Individual Satisfaction Results	Percentage
Very Satisfied	59.7%
Satisfied	36.0%
Neither Satisfied nor Dissatisfied	3.0%
Dissatisfied	1.0%
Very Dissatisfied	0.3%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the Botanic Gardens? *This includes things such as how easy it is to get around and use the Gardens, the provision of things you need and expect to see at the Gardens, the appearance of the Gardens and having accurate information about the Garden*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	48.0%
Agree	49.3%
Neither Agree nor Disagree	0.7%
Disagree	1.4%
Strongly Disagree	0.0%
Don't Know	0.7%
Total	100.0%

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

6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks (excluding the Botanic Gardens)

Methodology

LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this garden and heritage park? *Appearance includes things such as the park layout, plants, trees and/or gardens.*

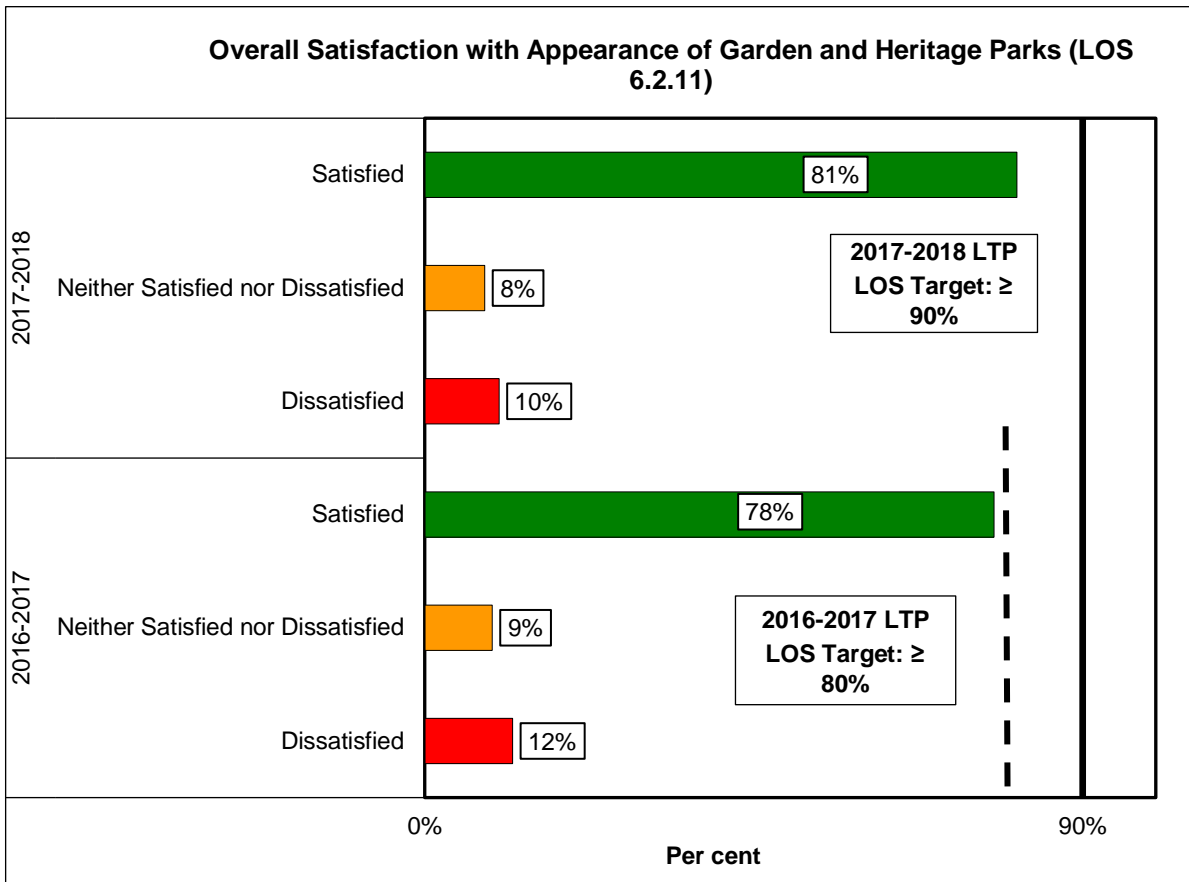
*2. Overall, how satisfied or dissatisfied are you with the condition of this garden and heritage park? *Condition includes things such as maintenance and upkeep.*

Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2017 and December 2017

Completed Surveys: 327

Sites Surveyed:

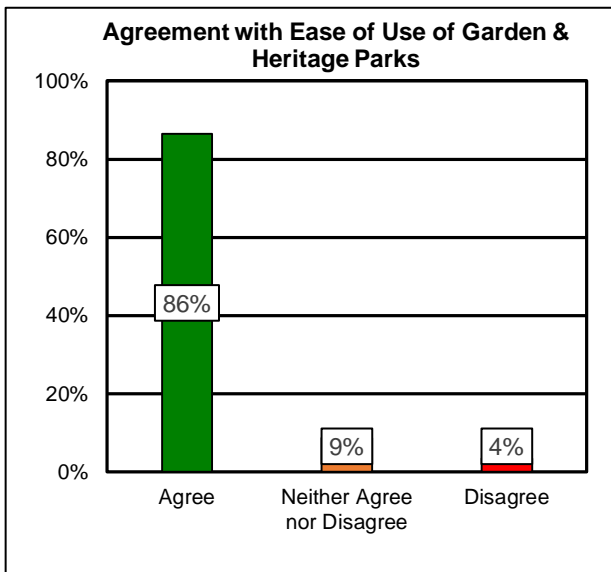
Park Name	Completed Surveys
Addington Cemetery	8
Cranmer Square	32
Jubilee Park	2
Risingholme Park	24
Rue Balguerie Playground	6
Little Hagley Park	45
Mona Vale	45
Scarborough Park	60
Bridge of Remembrance	60
Latimer Square	45
Total	327



Individual Satisfaction Results	Percentage
Very Satisfied	28.6%
Satisfied	52.4%
Neither Satisfied nor Dissatisfied	8.2%
Dissatisfied	7.3%
Very Dissatisfied	2.9%
Don't Know	0.6%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at garden and heritage parks, the appearance of the park and having accurate information about the park*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	28.6%
Agree	57.9%
Neither Agree nor Disagree	8.7%
Disagree	3.2%
Strongly Disagree	0.3%
Don't Know	1.3%
Total	100.0%

Activity: Regional Parks

6.3.5 Recommended Level of Service Target: 80%

6.3.5 Provide, develop and maintain facilities to the satisfaction of park users

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the range of recreation facilities provided at this park? *Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, playgrounds and picnic areas*

*2. Overall, how satisfied or dissatisfied are you with the appearance of this park? *Appearance includes things such as park layout, plants, trees and/or gardens*

*3. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep*

*4. Overall, how satisfied or dissatisfied are you with information provided for this park? *This includes things such as signs that are clear and easy to understand and the accuracy and availability of information about the park*

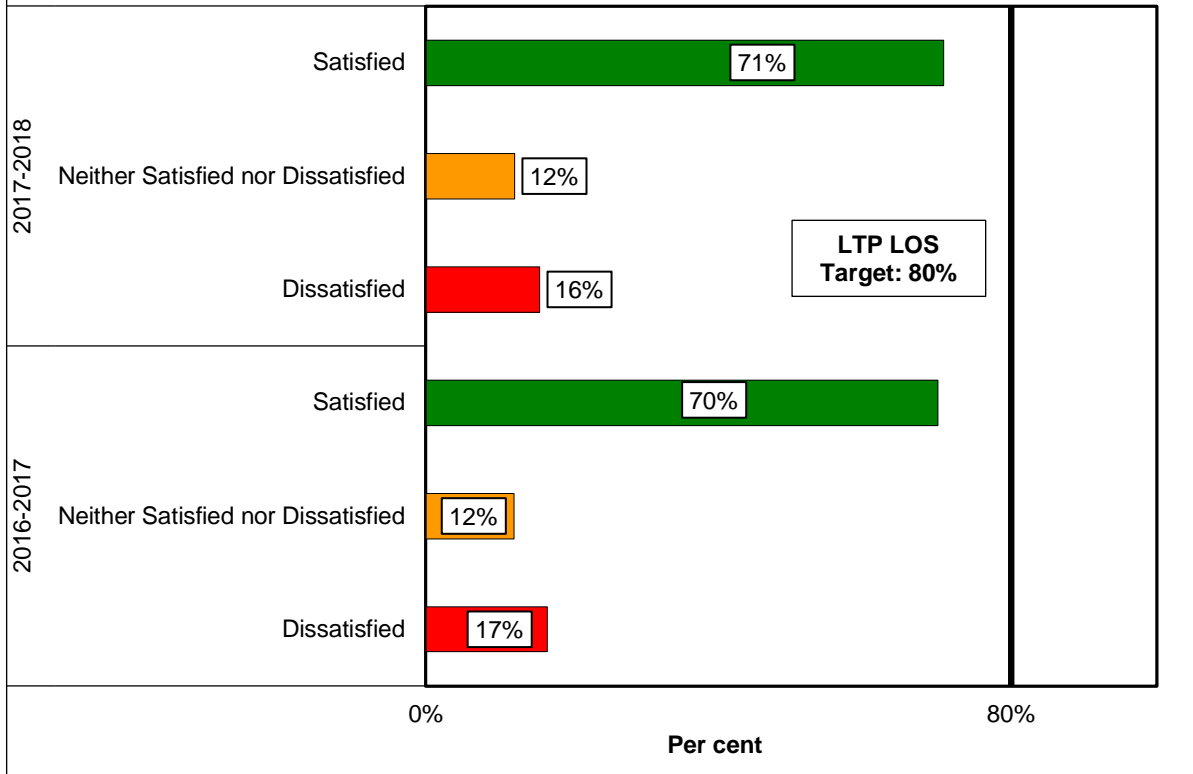
Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2017 and December 2017

Completed Surveys: 291

Sites Surveyed:

Regional Park	Completed Surveys
Barnett Park	23
Bowenvale Park	19
Coronation Hill Reserve	9
Greenwood Park	12
Spit Reserve	23
Waimairi Beach Park	25
Bottle Lake Beach Park	30
Halswell Quarry Park	30
New Brighton Beach	30
Rapaki Track	30
Roto Kohatu	30
Victoria Park	30
Total	291

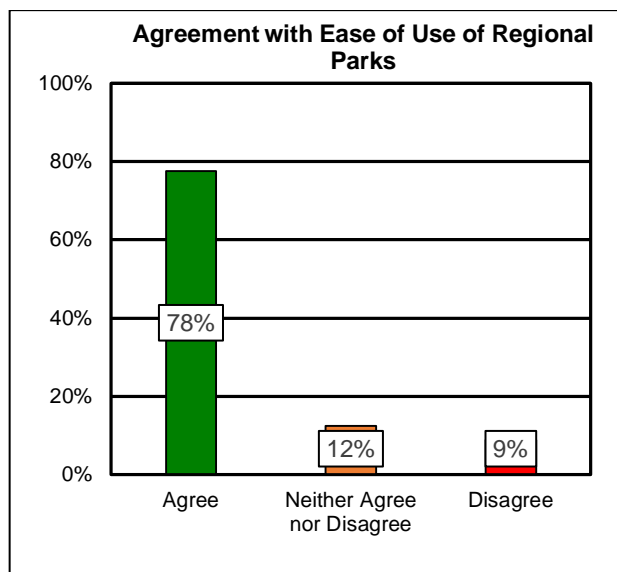
Overall Satisfaction with Facilities at Regional Parks (LOS 6.3.5)



Individual Satisfaction Results	Percentage
Very Satisfied	21.0%
Satisfied	49.8%
Neither Satisfied nor Dissatisfied	12.1%
Dissatisfied	12.0%
Very Dissatisfied	3.5%
Don't Know	1.5%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a regional park, the appearance of the park and having accurate information about the park*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	24.6%
Agree	53.0%
Neither Agree nor Disagree	12.5%
Disagree	7.1%
Strongly Disagree	1.8%
Don't Know	1.1%
Total	100.0%

Activity: Cemeteries

6.4.4 Recommended Level of Service Target: ≥85%

6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries

Methodology

LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this cemetery? *Appearance includes things such as the cemetery layout and type of plantings and layout and style of facilities (excluding headstones).*

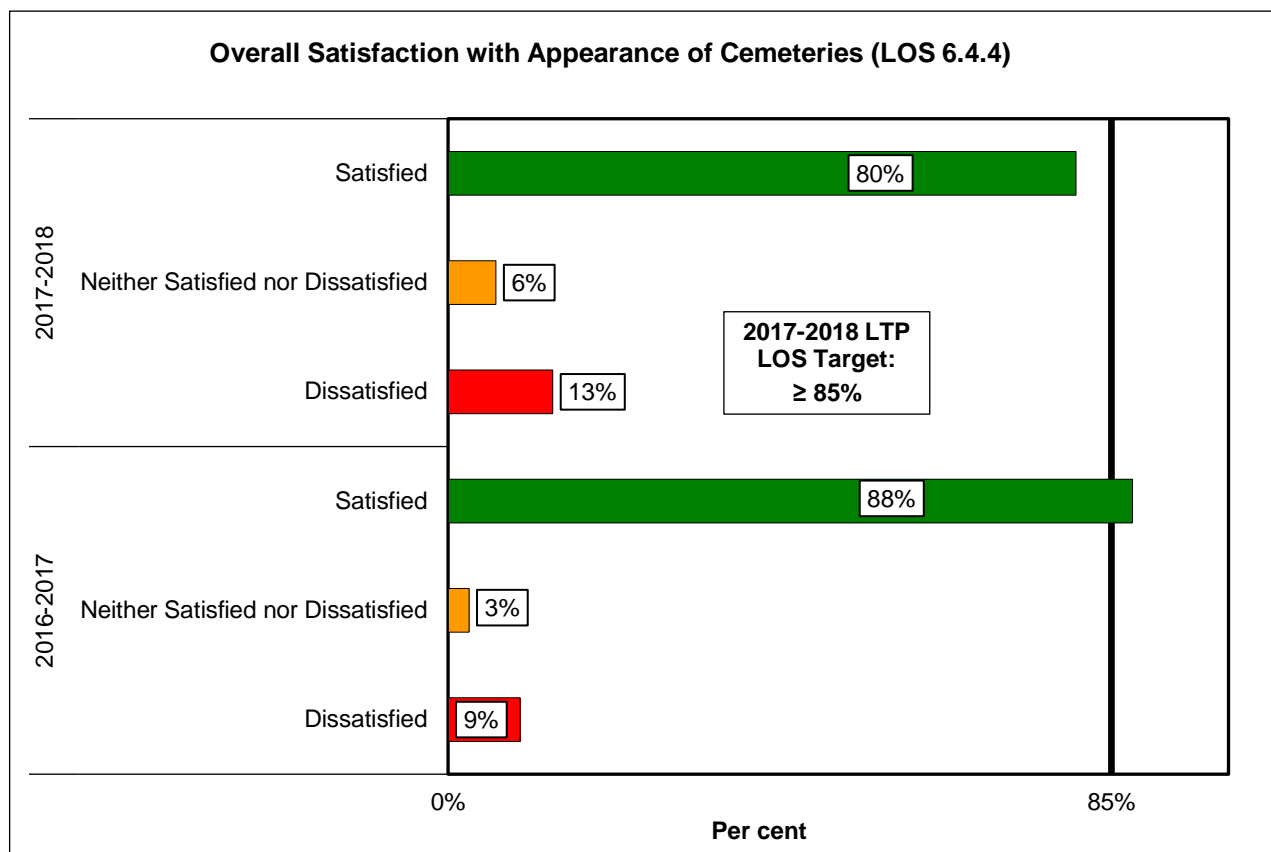
*2. Overall, how satisfied or dissatisfied are you with the condition of this cemetery? *Condition includes things such as maintenance and upkeep (excluding headstones).*

Time in field: Surveying took place using sequential mixed method surveying and mail drops between the November 2017 and December 2017.

Completed Surveys: 131

Sites Surveyed:

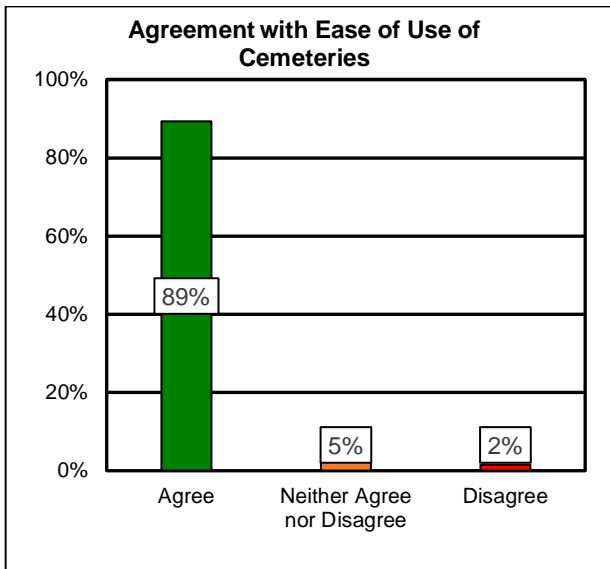
Cemeteries	Completed Surveys
Avonhead Cemetery	30
Belfast Cemetery	30
Memorial Park Cemetery	30
Ruru Lawn Cemetery	30
Waimairi Cemetery	11
Total	131



Individual Satisfaction Results	Percentage
Very Satisfied	24.5%
Satisfied	55.9%
Neither Satisfied nor Dissatisfied	6.1%
Dissatisfied	9.6%
Very Dissatisfied	3.8%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this cemetery? *This includes things such as how easy it is to get around and use the cemetery, the provision of things you need and expect to see at a cemetery, the appearance of the cemetery and having accurate information about the cemetery*



Individual Agreement Results	Ease of Use of Cemeteries
Strongly Agree	26.0%
Agree	63.4%
Neither Agree nor Disagree	5.3%
Disagree	0.0%
Strongly Disagree	1.5%
Don't Know	3.8%
Total	100.0%

6.4.5 Recommended Level of Service Target: ≥ 95%

6.4.5 Customer satisfaction with Council cemetery services

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the provision of information about plot location, ownership and availability? *This includes things such as the accuracy of the information and the information meeting your needs*

*2. Overall, how satisfied or dissatisfied are you with the manner of the Council cemetery services staff you have dealt with? *This includes things such as communicating a friendly and respectful attitude toward you*

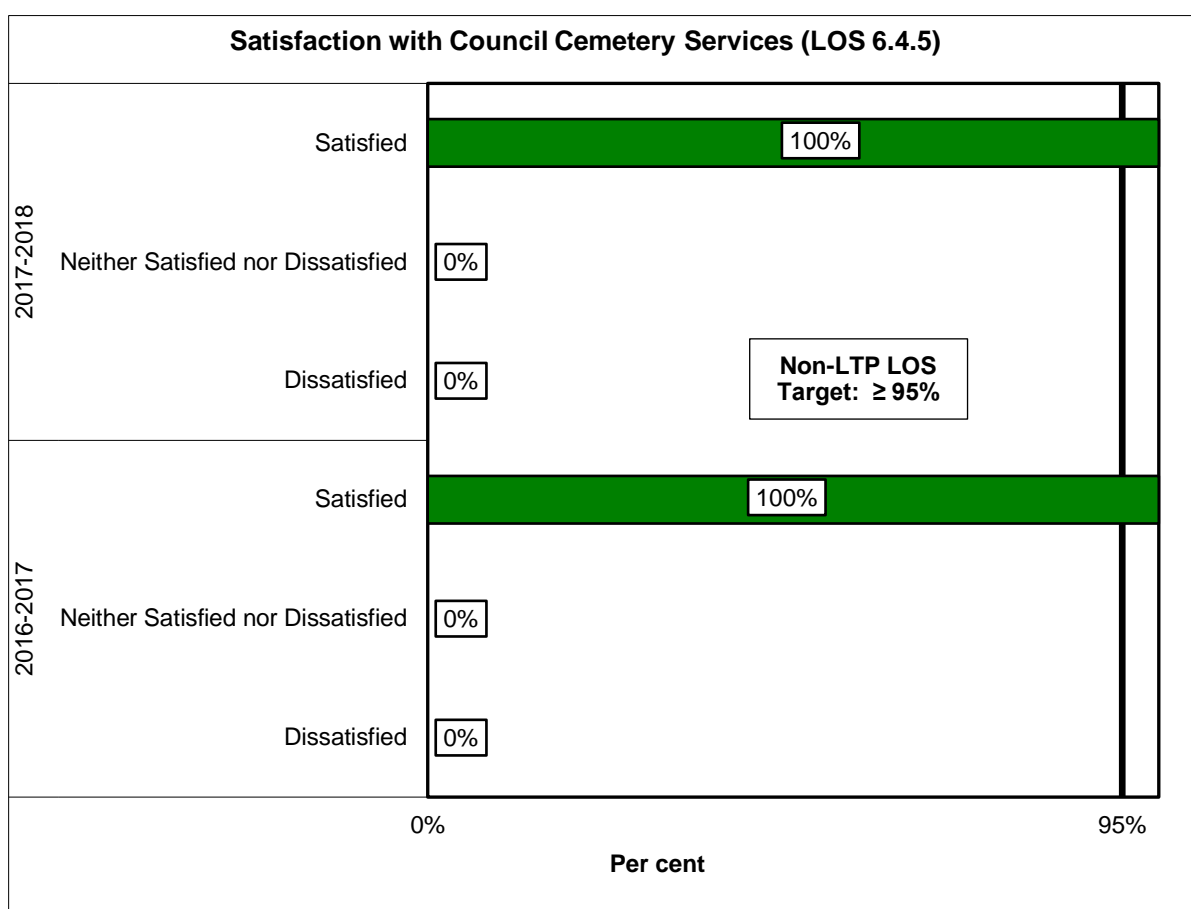
*3. Overall, how satisfied or dissatisfied are you with the Council's ability to respond to your applications? *This includes things such as serving you willingly and promptly, checking that your expectations have been met and offering to follow up on any other issues you might have*

*4. Overall, how satisfied or dissatisfied are you with the efficiency and ease of use of the interment application process?

Time in field: In September 2017 and October 2017, surveys were emailed to 18 funeral directors and monumental masons who had used the Christchurch City Council's cemetery services in the preceding 12 months.

Completed Surveys: 4

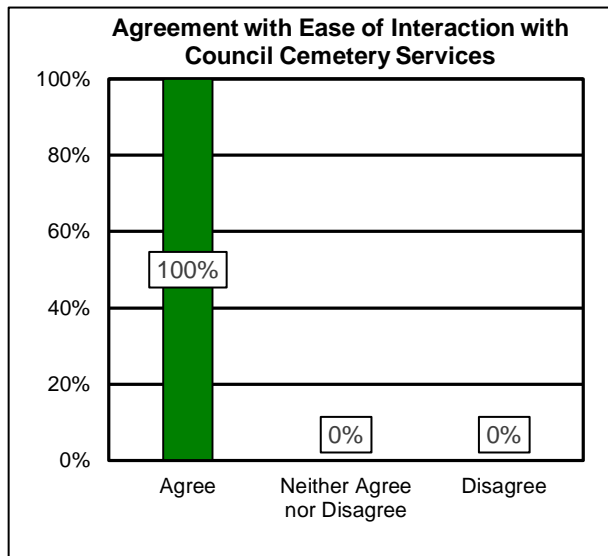
The small number of responses means that caution must be applied when interpreting results.



Individual Satisfaction Results	Percentage
Very Satisfied	56.3%
Satisfied	43.8%
Neither Satisfied nor Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding our cemetery services? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or options that address your needs*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	25.0%
Agree	75.0%
Neither Agree nor Disagree	0.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Recreation and Sport Facilities

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

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

Methodology

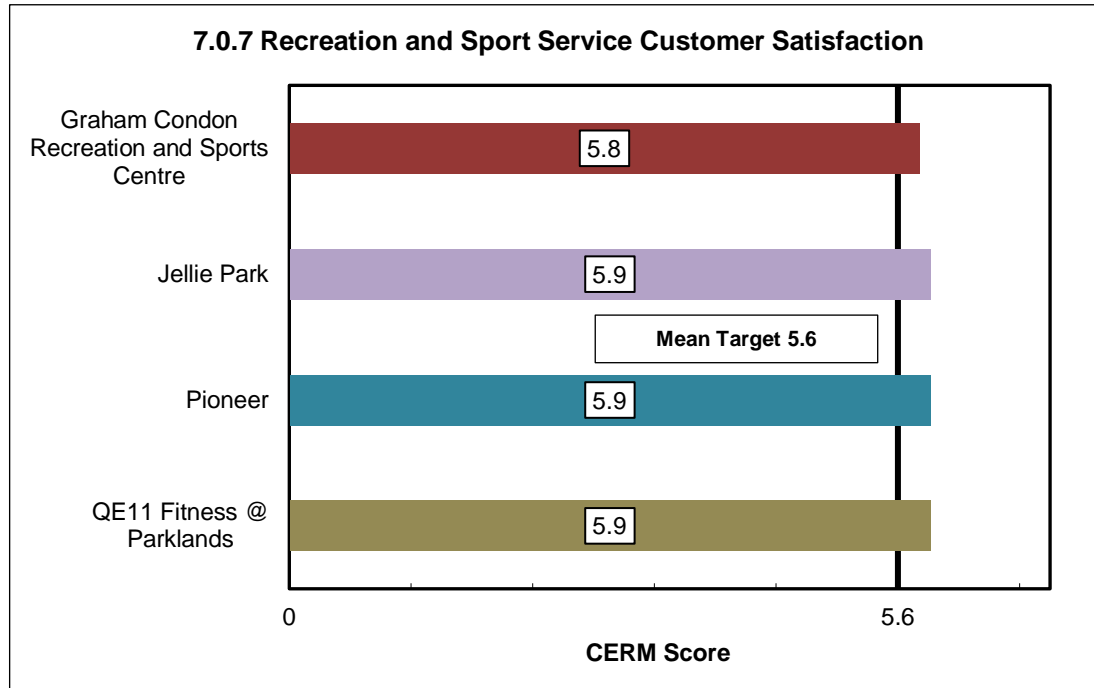
LOS score based on the survey question stated below:

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

Time in field: May-June 2017

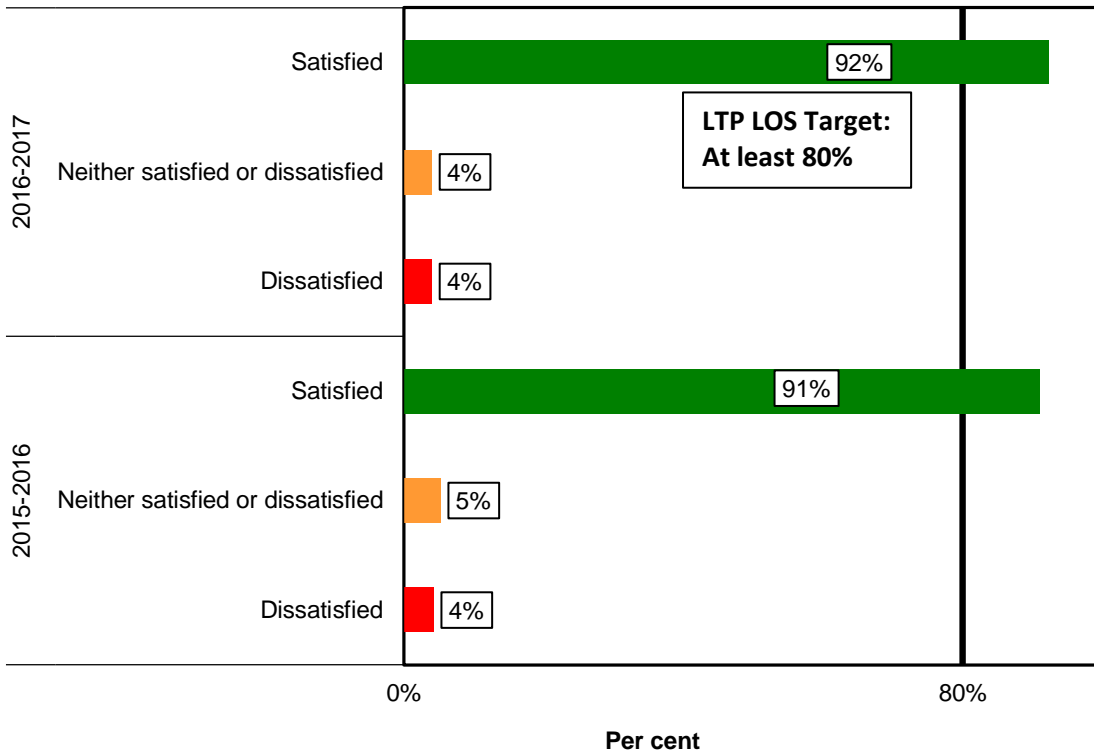
Completed Surveys: 1,410

Centres Surveyed: 4



Recreation and Sport Centre	CERM Result
Graham Condon Recreation and Sports Centre	5.8
Jellie Park	5.9
Pioneer	5.9
QE11 Fitness @ Parklands	5.9
All Centres	5.9

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



Activity: Sports Parks

7.1.2 Recommended Level of Service Target: 90%

7.1.2 Deliver a high level of customer satisfaction with the range and quality of sports parks

Methodology

LOS score based on the three survey questions stated below:

- *1. Overall, how satisfied or dissatisfied are with the range of sports support facilities available at this park? *This includes things such as toilets, changing rooms and drinking fountains.*
- *2. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep.*
- *3. Overall, how satisfied or dissatisfied are you with information provided for this park? *This includes things such as signs that are clear and easy to understand and the accuracy and availability of information about the park*

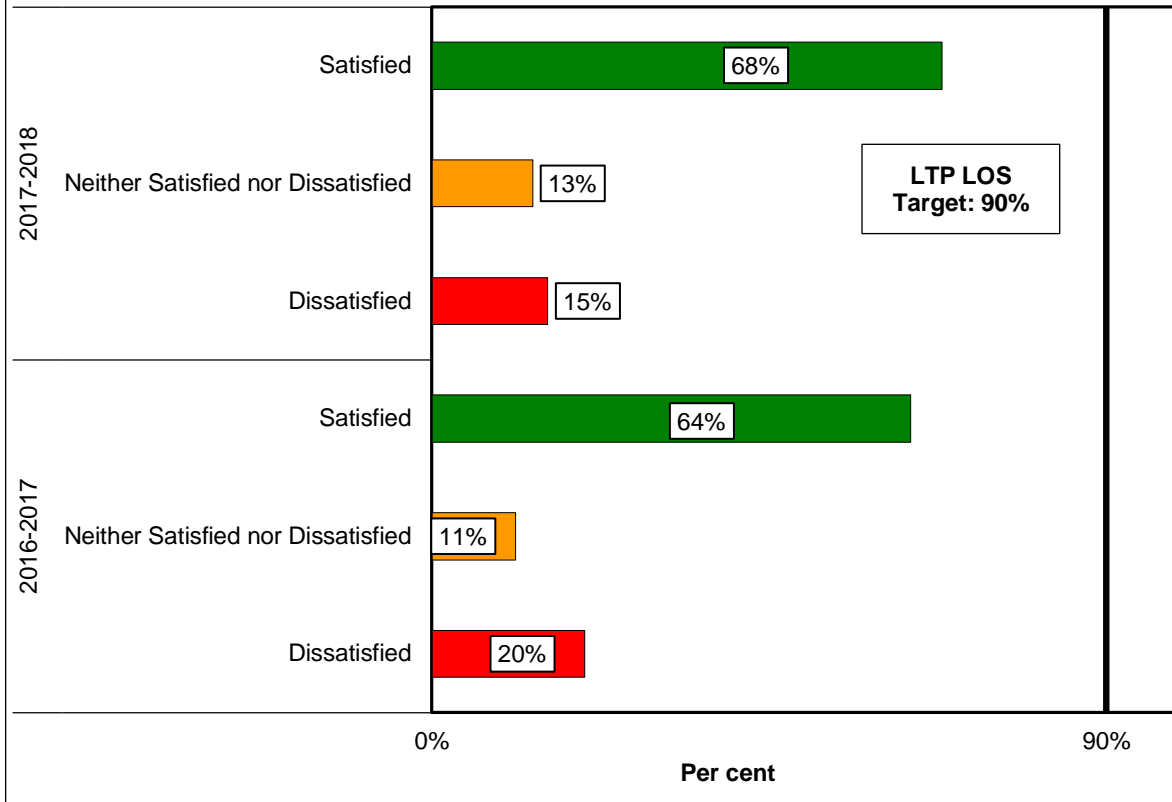
Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2017 and December 2017

Completed Surveys: 240

Sites surveyed:

Park Name	Completed Surveys
Burnside Park	40
Burwood Park	30
Clare Park	10
Elmwood Park	17
Hagley Park North	10
Hagley Park South	13
Jellie Park	14
Nunweek Park	30
Rawhiti Domain	30
Sheldon Park	9
Tulett Park	21
Warren Park	16
Total	240

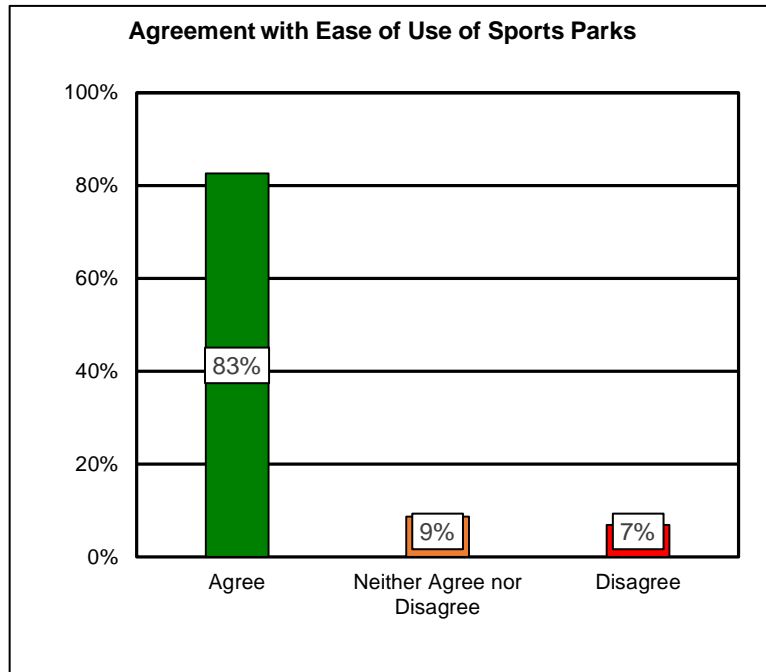
Overall Satisfaction with Range and Quality of Sports Parks (LOS 7.1.2)



Individual Satisfaction Results	Percentage
Very Satisfied	16.6%
Satisfied	51.4%
Neither Satisfied nor Dissatisfied	13.4%
Dissatisfied	12.1%
Very Dissatisfied	3.3%
Don't Know	3.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council make it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a sports park, the condition of the park and having accurate information about the park*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	19.1%
Agree	63.5%
Neither Agree nor Disagree	8.7%
Disagree	6.1%
Strongly Disagree	0.9%
Don't Know	1.7%
Total	100.0%

Activity: Resource Consenting

9.2.7 Recommended Level of Service Target: 77%

9.2.7 Percentage satisfaction with resource consenting process

Methodology

LOS score based on the four survey question stated below:

*1. Overall, how satisfied or dissatisfied were you with the accuracy of the information and advice provided to you by planner/s? *This includes things such as giving you correct information and being able to rely on what you were told*

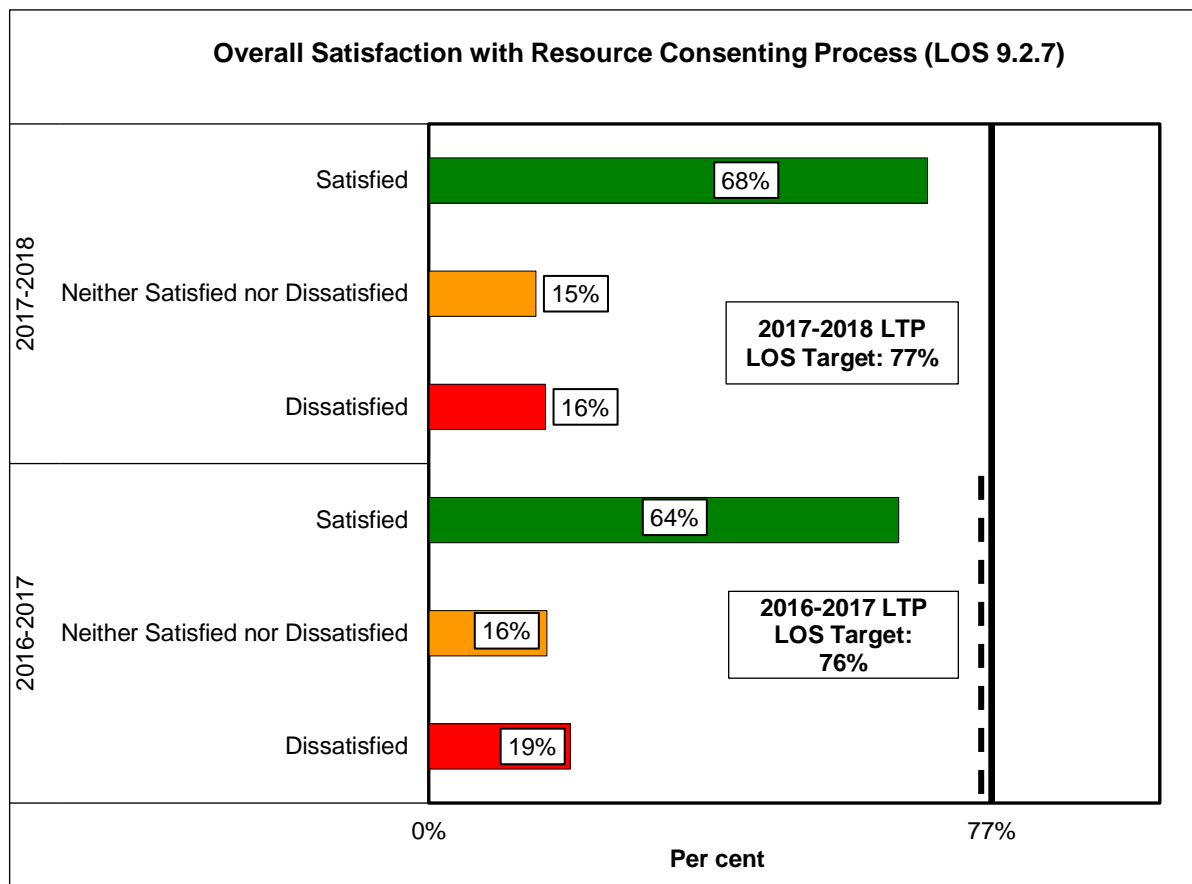
*2. Overall, how satisfied or dissatisfied were you with the timeliness of the information and advice provided to you? *This includes planners providing information and advice promptly*

*3. Overall how satisfied or dissatisfied were you with the manner of the planner/s you dealt with? *This includes things such as communicating a respectful attitude toward you*

*4. Overall how satisfied or dissatisfied were you with the time taken to process your Consent application?

Time in field: The resource consents survey was administered using online surveying. Between September 2017 and November 2017, surveys were emailed to 383 resource consents applicants since January 2017.

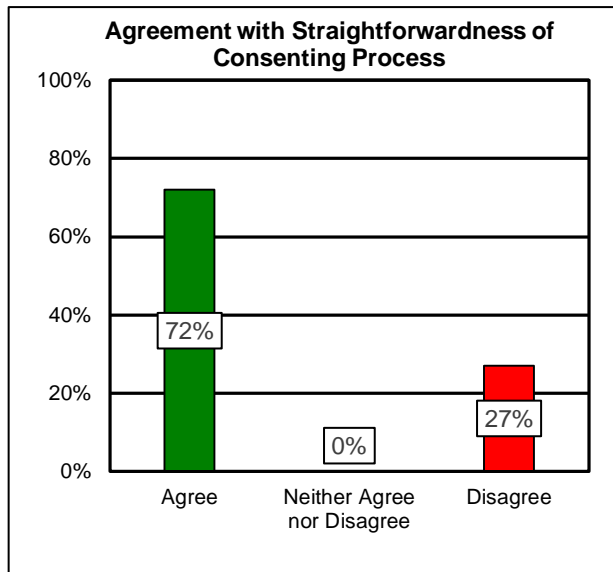
Completed Surveys: 101



Individual Satisfaction Results	Percentage
Very Satisfied	22.7%
Satisfied	45.5%
Neither Satisfied nor Dissatisfied	14.7%
Dissatisfied	9.6%
Very Dissatisfied	6.4%
Don't Know	1.1%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it straightforward for you to have your resource consent processed? *This includes respectful, prompt and efficient service by knowledgeable planning staff who understood your consent needs, and who provided you with accurate advice and effective options to ensure your consent was processed as quickly as possible*



Individual Agreement Results	Straightforwardness of Consenting Process
Strongly Agree	19.6%
Agree	52.3%
Neither Agreed nor Disagree	0.0%
Disagree	15.9%
Strongly Disagree	11.2%
Don't Know	0.9%
Total	100.0%

Activity: Public Transport Infrastructure

10.4.4 Recommended Level of Service Target: 70%

10.4.4 Ensure user satisfaction with the number and quality of bus shelters

Methodology

LOS score based on the four survey questions stated below:

Thinking about bus shelters at bus stops. Bus shelters are on street shelters at stops that provide protection from weather while waiting for a bus.

*1. Overall, how satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?

Thinking now about the quality of the bus shelters...

*2. Overall, how satisfied or dissatisfied are you with the design of bus shelters? *This includes things such as the layout, seating and pillars, type and style of bus shelters and protection from weather.*

*3. Overall, how satisfied or dissatisfied are you with the information provided to bus users at bus shelters? *This includes things such as bus stop signs, bus timetables and real time bus tracking that tell you when buses will arrive at your stop.*

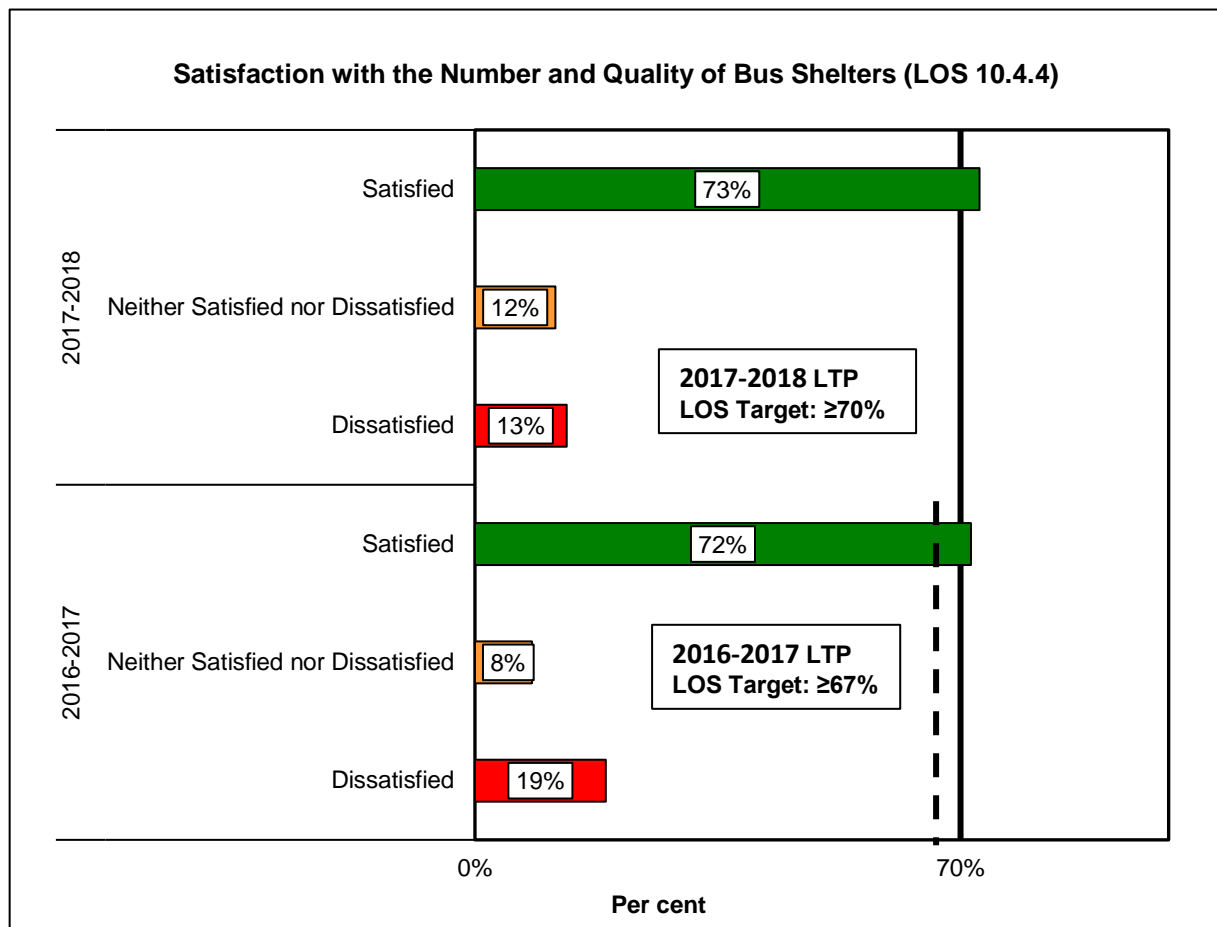
*4. Overall, how satisfied or dissatisfied are you with the condition of bus shelters? *Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).*

Time in field: Surveying took place using sequential mixed method surveying between November 2017 and December 2017.

Completed Surveys: 250

Sites surveyed:

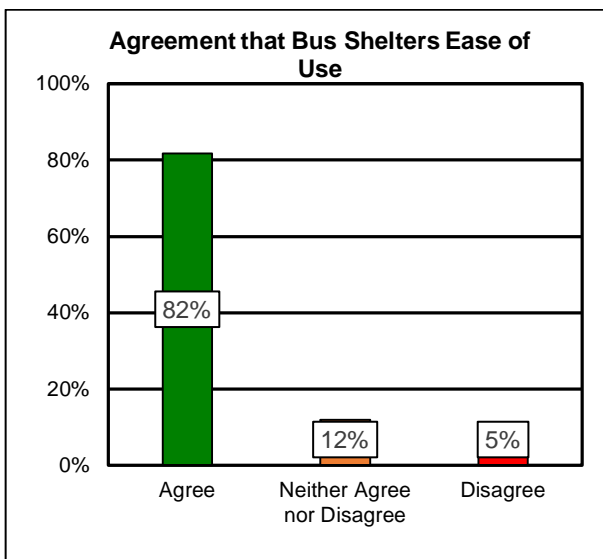
Bus Infrastructure	Completed Surveys
Bus Interchange	200
Riccarton Bus Lounge	50
Total	250



Individual Satisfaction Results	Percentage
Very Satisfied	14.1%
Satisfied	58.6%
Neither Satisfied nor Dissatisfied	11.6%
Dissatisfied	10.4%
Very Dissatisfied	2.8%
Don't Know	2.4%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use bus shelters? *This includes sufficient provision of shelters at bus stops and shelter facilities such as seating and protection from weather and that include accurate information about buses*



Individual Agreement Results	Ease of Use of Bus Shelters
Strongly Agree	16.5%
Agree	65.3%
Neither Agree nor Disagree	12.0%
Disagree	4.1%
Strongly Disagree	1.2%
Don't Know	0.8%
Total	100.0%

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

10.4.5.1 Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs

Methodology

NB: In 2015-2016 this LOS was measured based only on the Bus Interchange. Riccarton Lounge suburban hub was also surveyed from 2016/2017.

LOS score based on the four survey questions stated below:

Thinking now about the Bus Interchange in the city centre:

*1. Overall, how satisfied or dissatisfied are you with the appearance of the Bus Interchange? *Appearance includes things such as the layout, type and style of the facility.*

*2. Overall, how satisfied or dissatisfied are you with the condition of the Interchange? *Condition includes things such as maintenance and upkeep of the Interchange (including cleanliness and absence of graffiti and vandalism).*

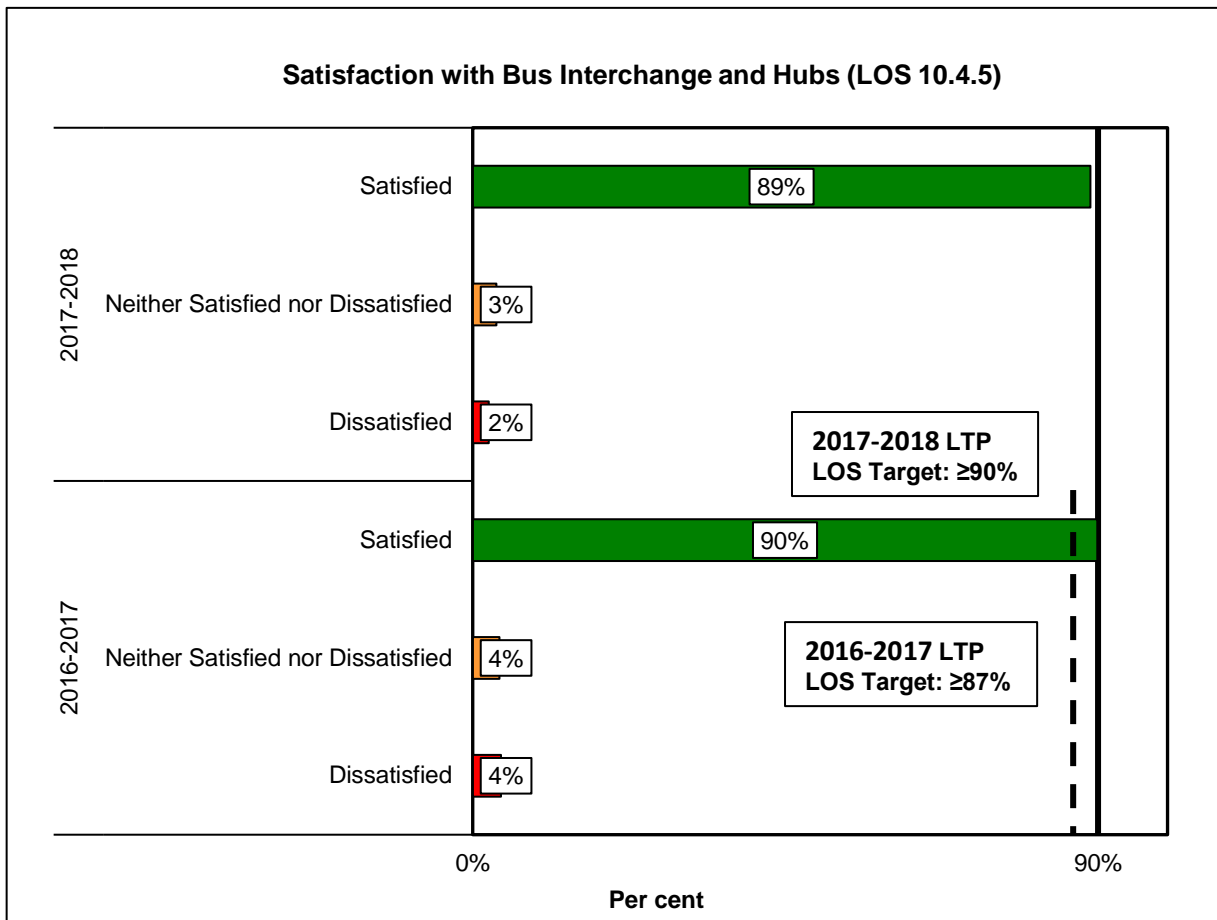
*3. Overall, how satisfied or dissatisfied are you with your personal safety at the Interchange DURING THE DAY? *Personal safety includes things such as safety from crime, level of lighting, and road safety issues such as separation of bus users from buses and from other road users.*

*4. Overall, how satisfied or dissatisfied are you with your personal safety at Interchange AFTER DARK?

Time in field: Surveying took place using sequential mixed method surveying between November 2017 and December 2017.

Completed Surveys: 250

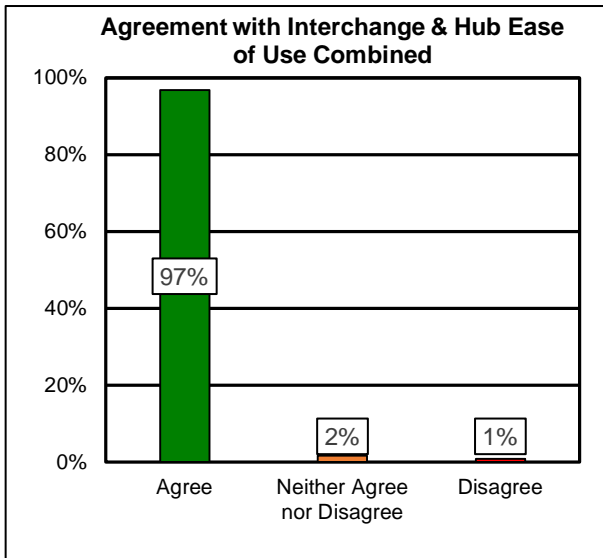
Sites surveyed: Bus Interchange, Riccarton Bus Lounge



Individual Satisfaction Results	Percentage
Very Satisfied	44.3%
Satisfied	44.6%
Neither Satisfied nor Dissatisfied	3.4%
Dissatisfied	1.5%
Very Dissatisfied	0.8%
Don't Know	5.4%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the Interchange? *This includes things such as the Interchange layout and design, access around the facility and platforms, finding the right bus, information and signage, and comfort of waiting areas, such as seating, heating level, and shelter provided from weather*



Individual Agreement Results	Ease of Use of Bus Interchange & Hubs Combined
Strongly Agree	42.3%
Agree	54.5%
Neither Agree nor Disagree	1.6%
Disagree	0.8%
Strongly Disagree	0.0%
Don't Know	0.8%
Total	100.0%

Activity: Transport Education

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

10.7.7 Teacher satisfaction with the Cycle Safe education programme

Methodology

LOS score based on the four survey questions stated below:

*How satisfied or dissatisfied were you with the programme's ability to help students learn about cycle maintenance, safety helmets and basic cycling skills?

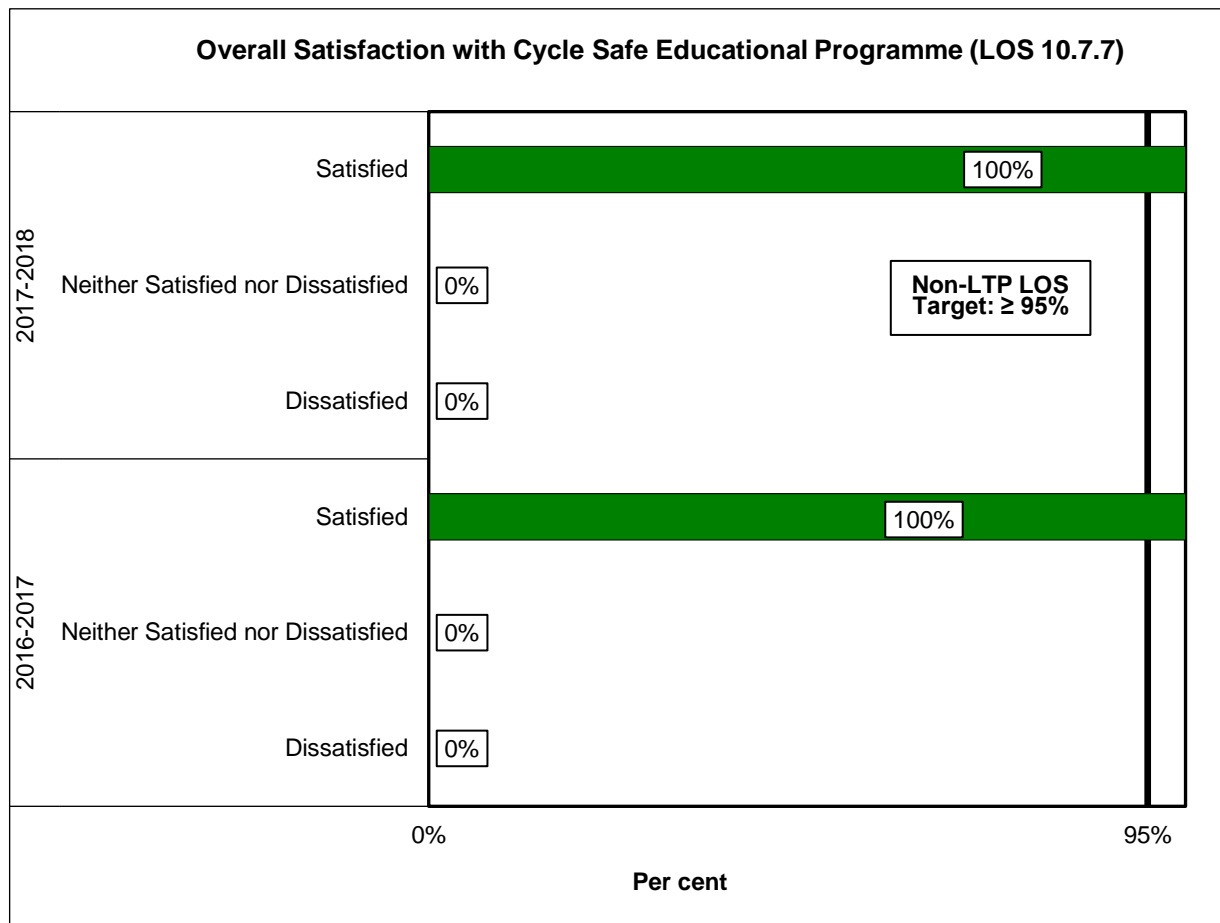
*How satisfied or dissatisfied were you that the programme content was relevant and appropriate for your students?

*How satisfied or dissatisfied were you with the *accuracy of information and advice provided?*

*How satisfied or dissatisfied were you with *the manner and attentiveness of the Instructors toward participants?*

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in a Cycle Safe education programme during 2017.

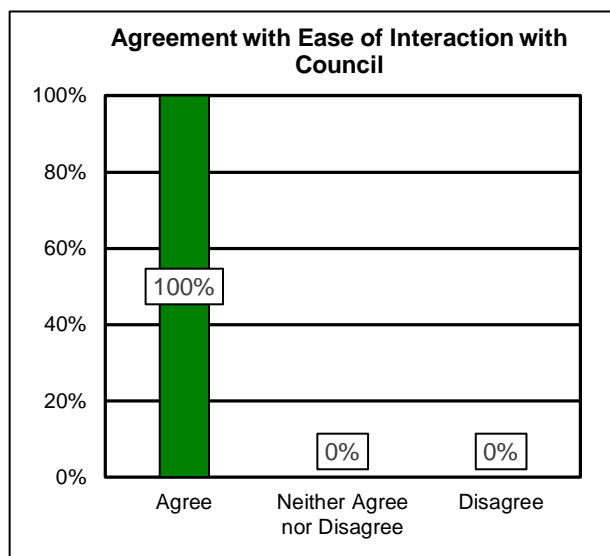
Completed Surveys: 69



Individual Satisfaction Results	Percentage
Very Satisfied	94.1%
Satisfied	5.9%
Neither Satisfied nor Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Individual Agreement Results	Ease of Interaction with Programme
Strongly Agree	91.0%
Agree	9.0%
Neither Agree nor Disagree	0.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Harbour and Marine Structures

10.8.2 Recommended Level of Service Target: 55%

10.8.2 Proportion of customers satisfied with the state of marine structures provided by Council

Methodology

LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this marine structure? *Appearance includes things such as the layout, type and style of facilities.*

*2. Overall, how satisfied or dissatisfied are you with the condition of this marine structure? *Condition includes things such as maintenance and upkeep.*

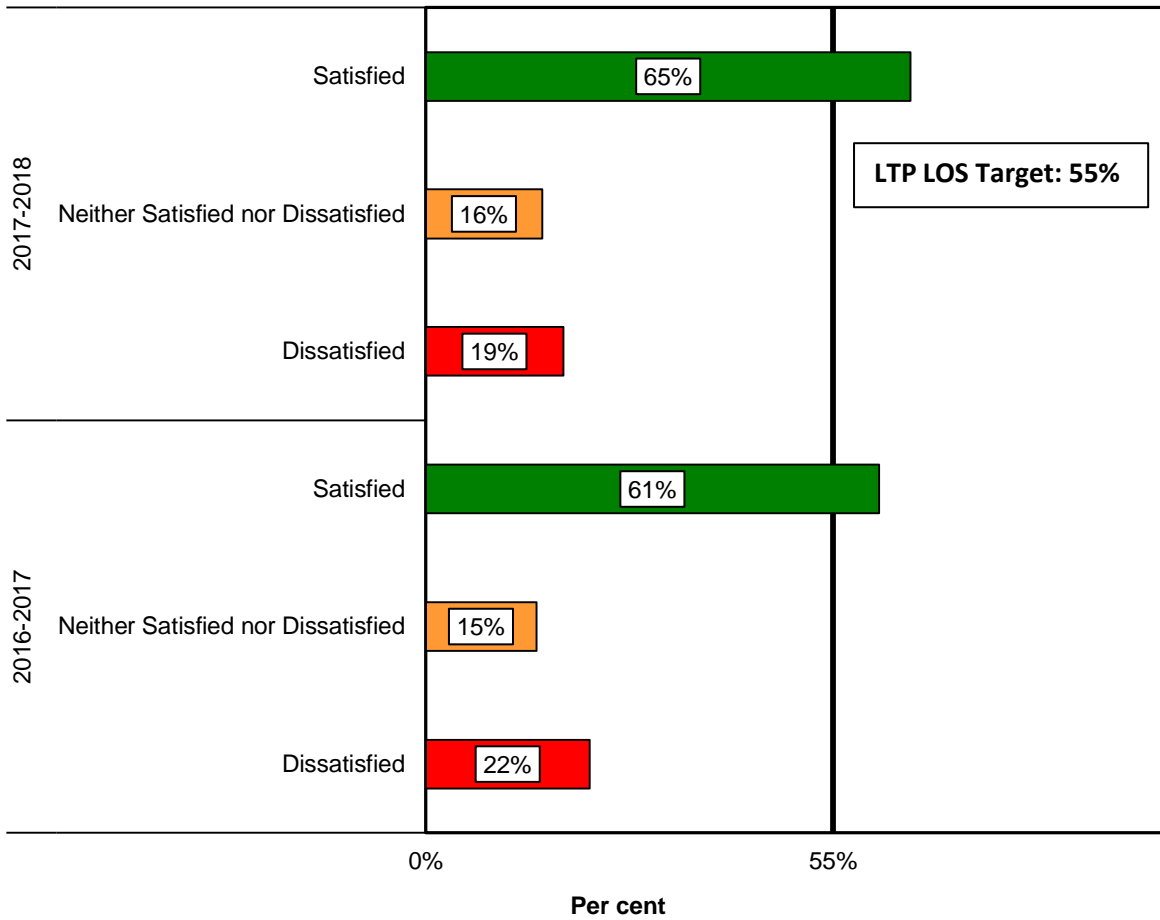
Time in field: The survey was administered to Harbour and Marine Structure users from November 2017 to December 2017.

Completed Surveys: 196

Sites surveyed:

Harbour and Marine Structure Name	Completed surveys
Akaroa Boat Park and Recreation Ground Jetty and Slipway	15
Akaroa Wharf	31
Corsair Bay Ramp and Jetty	15
Daly's Wharf	20
Diamond Harbour Wharf	30
Lyttleton Marina Public Ramp and Jetty	15
Moncks Bay Public Ramp	15
New Brighton Pier	40
Scott Park Public Ramp	15
Total	196

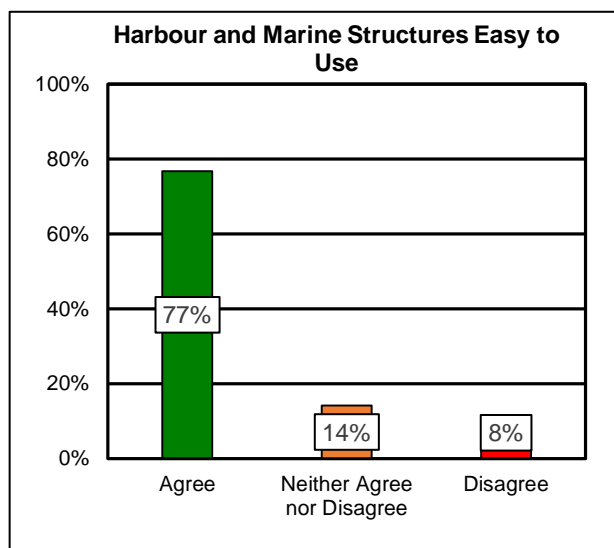
Satisfaction with State of Marine Structures (LOS 10.8.2)



Individual Satisfaction Results	Percentage
Very Satisfied	8.5%
Satisfied	57.0%
Neither Satisfied nor Dissatisfied	15.7%
Dissatisfied	14.2%
Very Dissatisfied	4.4%
Don't Know	0.3%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this wharf, jetty or pier? *This includes things such as how easy it is to access and use the structure, the provision of things you need and expect to see at this structure, its appearance and condition and having accurate information about the structure*



Individual Agreement Results	Ease of Use of Harbour & Marine Structures
Strongly Agree	13.7%
Agree	63.2%
Neither Agree nor Disagree	14.2%
Disagree	5.3%
Strongly Disagree	3.2%
Don't Know	0.5%
Total	100.0%

Activity: Strategic Planning and Policy

17.0.36 Recommended Level of Service Target: At least 90%

17.0.36 Provide Build Back Smarter advice to home owners of existing homes

Methodology

LOS score based on the five survey questions stated below:

Overall, how satisfied or dissatisfied were you with each of the following aspects of the Build Back Smarter service?

*a. The Build Back Smarter appointment booking process. *This includes things such as the usefulness and accuracy of the information provided on the website and the ease of use of the website or the telemarketing approach*

*b. The verbal advice you received in your home from the assessor. *This includes things such as the manner of the assessor, and the provision of accurate, clear and easy to understand advice*

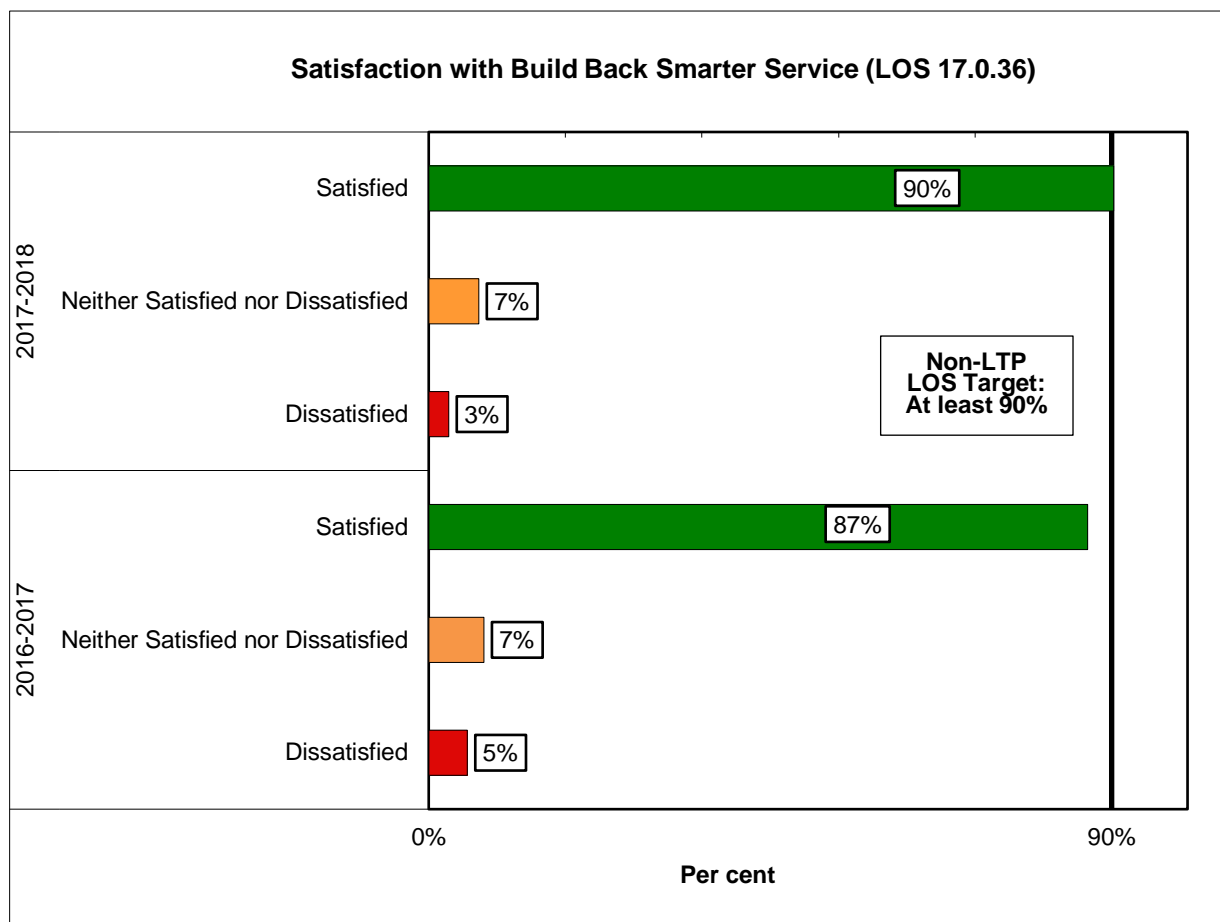
*c. The written advice you received in the Healthy Home Improvement Plan. *This includes things such as the provision of clear and easy to understand advice*

*d. The promptness of the first response from an advisor once your booking was made

*e. The ability of the advisor to understand your needs

Time in field: Surveys were emailed to service recipients in January 2018

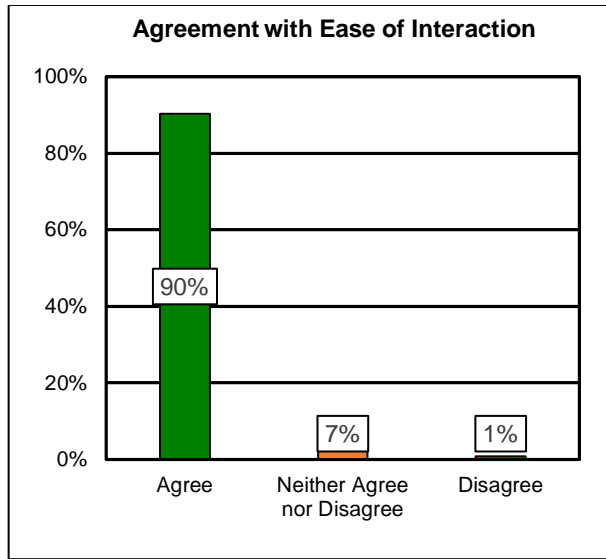
Completed Surveys: 125



Individual Satisfaction Results	Percentage
Very Satisfied	60.1%
Satisfied	30.2%
Neither Satisfied nor Dissatisfied	6.6%
Dissatisfied	2.5%
Very Dissatisfied	0.2%
Don't Know	0.5%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it **EASY** for you to interact with us regarding your service needs? *This includes respectful, prompt and efficient service by knowledgeable advisors who understood your needs, and who provided you with accurate advice or effective options that addressed your needs*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	51.8%
Agree	38.6%
Neither Agree nor Disagree	7.0%
Disagree	0.9%
Strongly Disagree	0.0%
Don't Know	1.8%
Total	100.0%

Activity: Environmental Education

19.1.2 Recommended Level of Service Target: At least 95%

19.1.2 Environmental education programmes are delivered which provide students with knowledge and interest in the importance of biodiversity and ecosystems (Greenspace education programme)

Methodology

LOS score based on the survey question stated below:

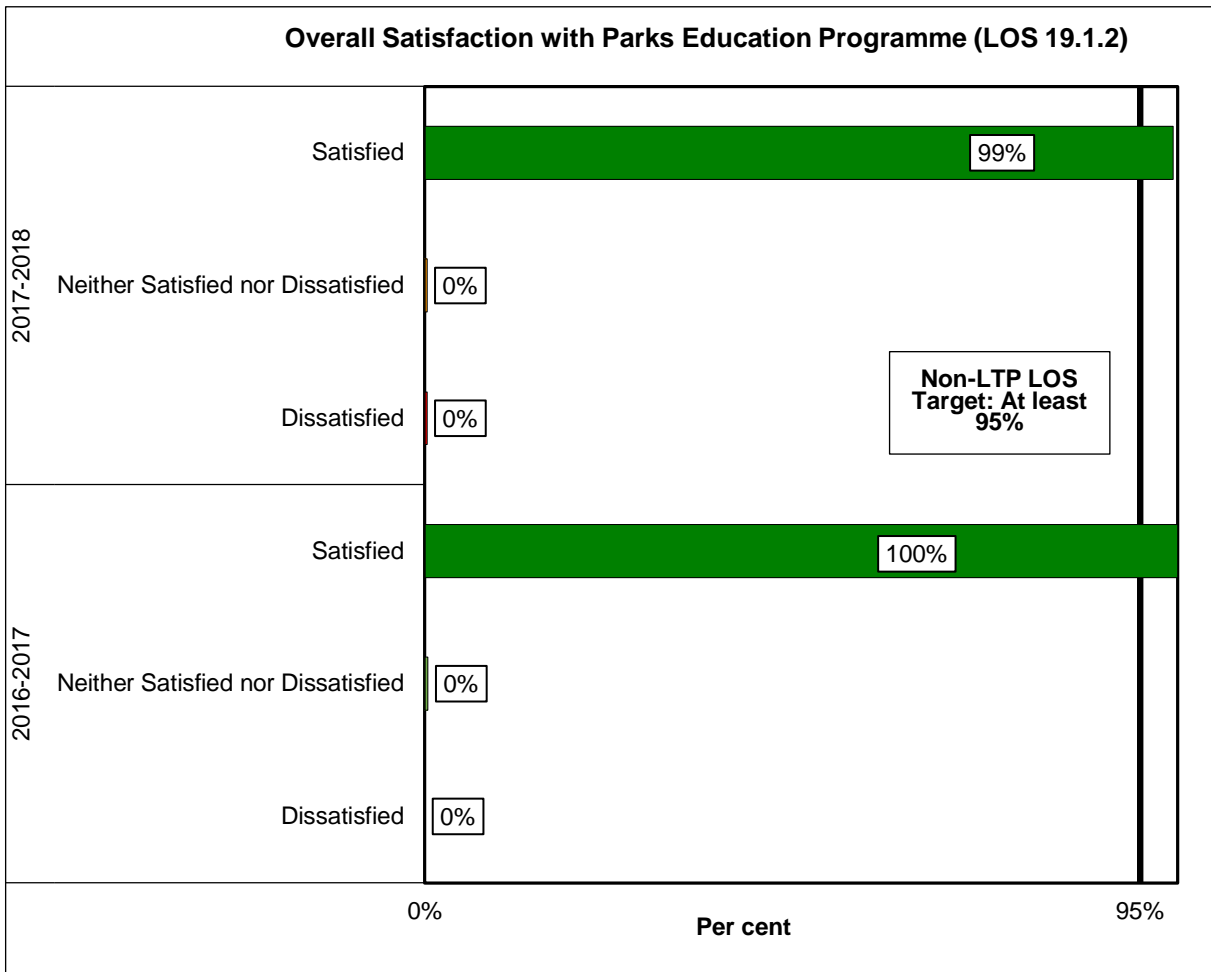
*Overall, how satisfied or dissatisfied were you with the **Parks** education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's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

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in an environmental education programme during 2017.

Completed Surveys: 337

Environmental Education Programme	Completed Surveys
Coastal Management	3
Coastal Management at North New Brighton Beach	1
Coastal Management at South New Brighton Beach	2
Creative and Native	4
Creative and Native in the Botanic Gardens	12
Forest Survivor at Spencer Park	20
Forest Survivor in Bottle Lake Forest	19
Freshwater Frolicking at Styx Mill Conservation Reserve	7
Freshwater Frolicking at the Groynes	27
Junior Park Explorers at Bottle Lake	5
Junior Park Explorers at the Groynes	4
Junior Park Explorers in Spencer Park	5
Junior Park Explorers in the Botanic Gardens	16
Junior Park Explorers in Travis Wetland	4
Junior Park Explorers in Victoria Park	9
Native Nurturing	3
Native Nurturing in Victoria Park	14
On the Rocks	2
On the Rocks at Sumner Beach	4
On The Rocks at Taylors Mistake Beach	9
Otautahi Our City	14
Our City Uncovered	3
Park Detectives in the Botanic Gardens	11
Rocky Road of Discovery at Halswell Quarry	7
Saving the Sand Dunes at North New Brighton Beach	9
Saving the Sand Dunes at South Brighton Beach	1
Saving the Sand Dunes at Spencer Park Beach	4
Saving the Sand Dunes at Sumner Beach	2
Saving the Sand Dunes at Waimairi Beach	13

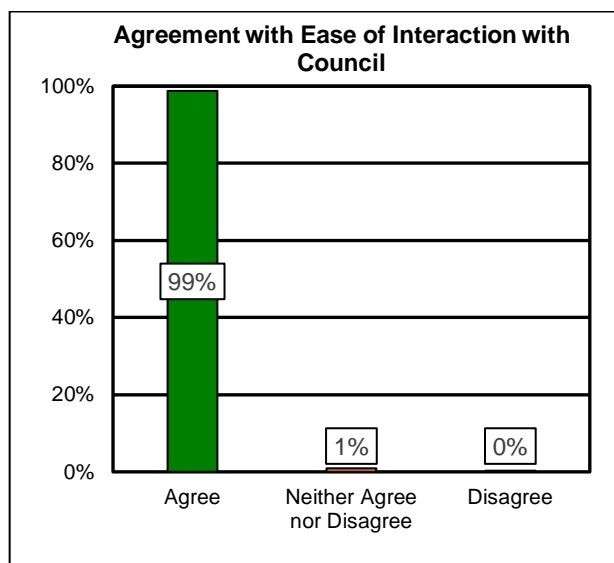
Searching the Shoreline at New Brighton Beach	6
Searching the Shoreline at North New Brighton Beach	11
Searching the Shoreline at Sumner Beach	11
Searching the Shoreline at Waimairi Beach	9
Wetlands Waders and Water Boatmen	10
Wetlands Waders and Water Boatmen at Travis Wetland	56
Total	337



Individual Satisfaction Results	Per cent
Very Satisfied	91.4%
Satisfied	8.0%
Neither Satisfied nor Dissatisfied	0.3%
Dissatisfied	0.3%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Individual Agreement Results	Ease of Interaction with Programme
Strongly Agree	84.3%
Agree	14.5%
Neither Agree nor Disagree	0.9%
Disagree	0.0%
Strongly Disagree	0.3%
Don't Know	0.0%
Total	100.0%

19.1.4 Recommended Level of Service Target: At least 95%

19.1.4 Environmental Education programmes give students an understanding of how the city's waste system operates and city's water system and services work and helps them understand how their household and lifestyle practices can help conserve water (water and waste education programmes)

Methodology

LOS score based on the two survey questions stated below:

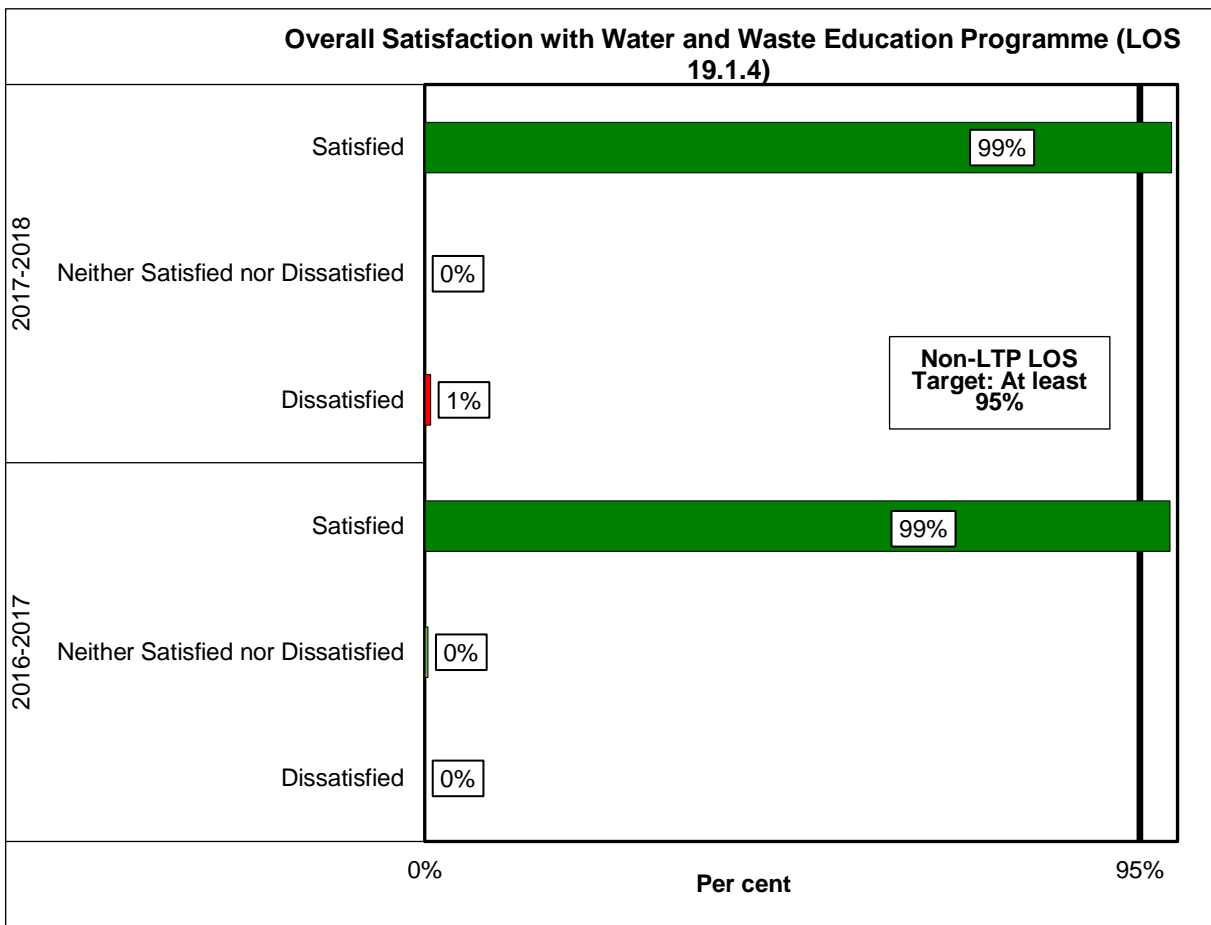
*1. Overall, how satisfied or dissatisfied were you with the **Water for Life** education Programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about valuing water resources.*

*2. Overall, how satisfied or dissatisfied were you with the **A Waste of Time** education Programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about recycling and waste management/minimisation.*

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in a water and waste education programme during 2017.

Completed Surveys: 127

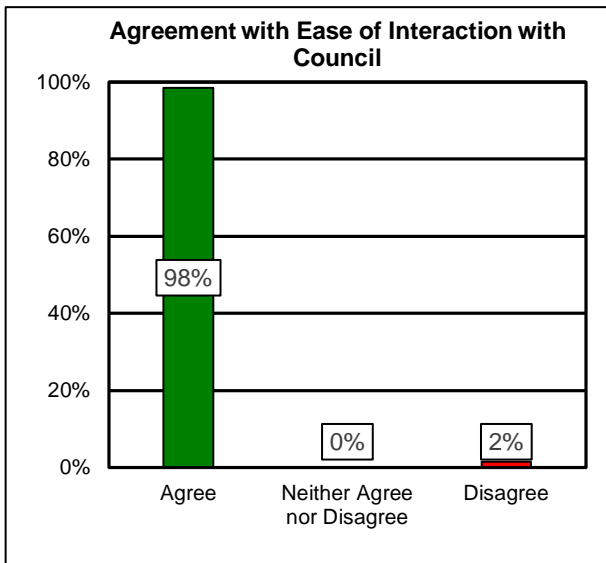
Water and Waste Education Programme	Completed Surveys
A Waste of Time	28
All Flushed Out	6
Casting Magic with Worms	33
Fertilising For the Future	11
Tour of the MRF	2
Watch Your Waste	15
Water for Life	32
Total	127



Individual Satisfaction Results	Per cent
Very Satisfied	93.7%
Satisfied	5.5%
Neither Satisfied nor Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.8%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Individual Agreement Results	Ease of Interaction with Programme
Strongly Agree	77.2%
Agree	21.3%
Neither Agree nor Disagree	0.0%
Disagree	0.8%
Strongly Disagree	0.8%
Don't Know	0.0%
Total	100.0%

19.1.6 Recommended Level of Service Target: At least 95%

19.1.6 Teacher satisfaction with Civil Defence and Emergency Management education programmes

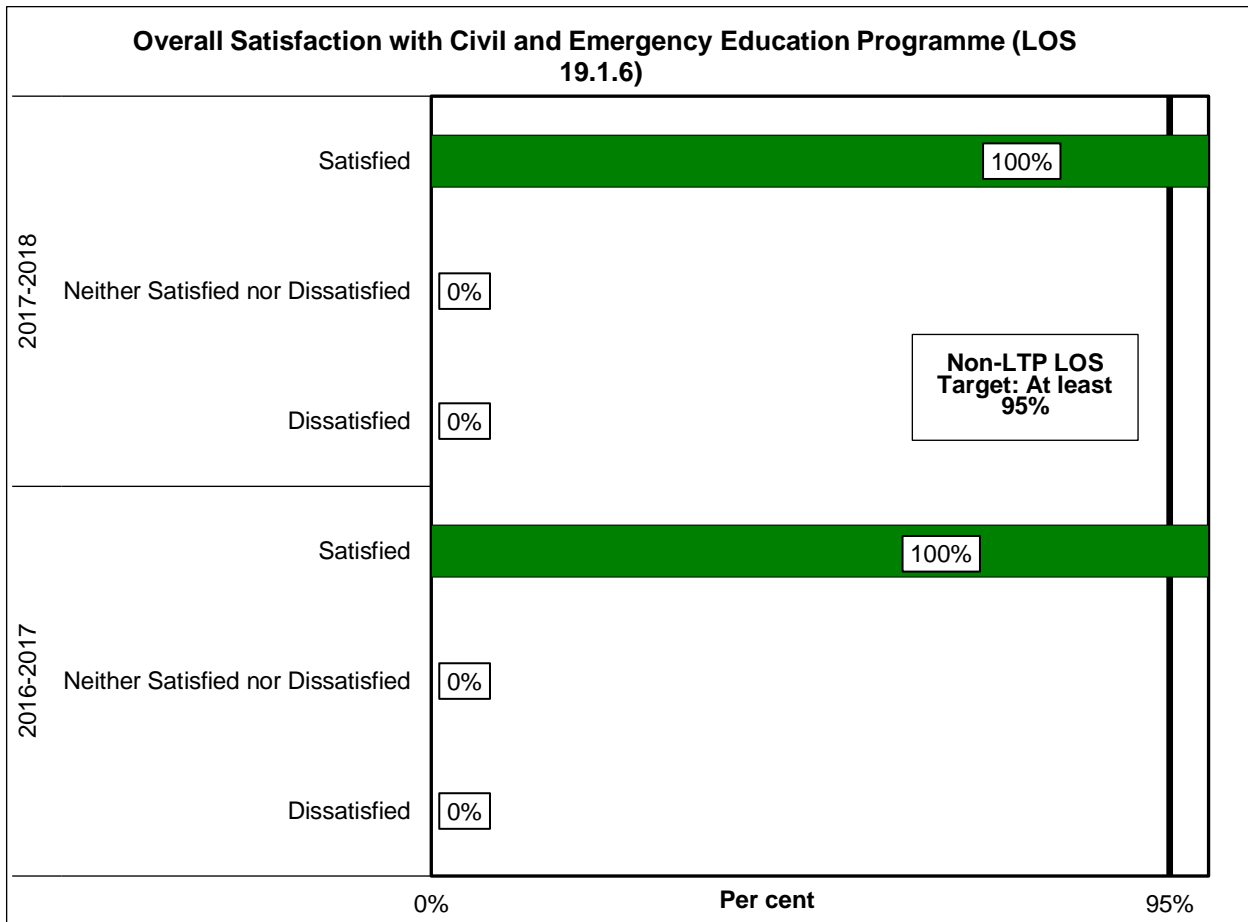
Methodology

LOS score based on the survey question stated below:

*Overall, how satisfied or dissatisfied were you with the **Stan's Got a Plan** civil defence emergency management education programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students prepare for disasters.*

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in an Emergency Management education programme during 2017.

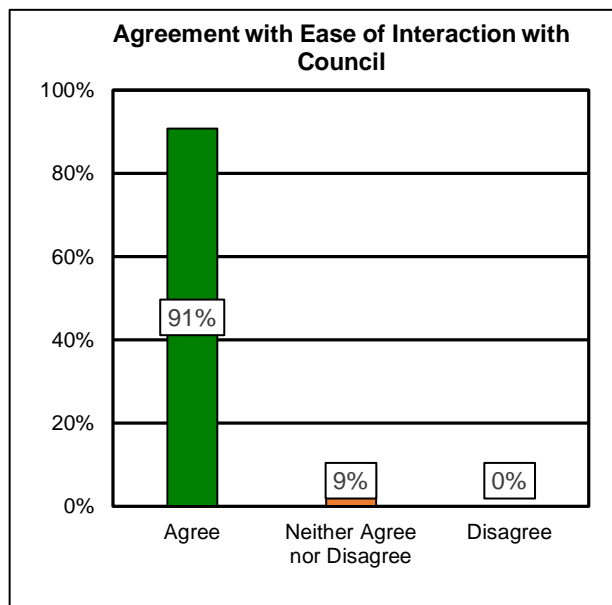
Completed Surveys: 22



Individual Satisfaction Results	Per cent
Very Satisfied	95.5%
Satisfied	4.5%
Neither Satisfied nor Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

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



Individual Agreement Results	Ease of Interaction with Programme
Strongly Agree	72.7%
Agree	18.2%
Neither Agree nor Disagree	9.1%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%