

# 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<sup>b</sup>

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% <sup>1</sup>	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% <sup>2</sup>	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% <sup>2</sup>	86%	92%	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% <sup>a</sup>	31%	60%	33%	57%	27%	NA <sup>3</sup>	
		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 <sup>3</sup>	
		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%	

	<b>Cemeteries</b>	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% <sup>1</sup>	100%	100%	100%	100%	88%	75%
<b>Sport and Recreation</b>	<b>Recreation and Sport Facilities</b>	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
	<b>Sports Parks</b>	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%
<b>Regulation and Enforcement</b>	<b>Resource Consenting</b>	9.2.7 Satisfaction with resource consenting process	Yes	77%				68%	58%	64%	60%	74%	65%	81%
<b>Transport</b>	<b>Public Transport Infrastructure</b>	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% <sup>4</sup>	97% <sup>4</sup>	90%	94%	83%	85%	84%
	<b>Transport Education</b>	10.7.7 Maintain a high level of satisfaction with school 'Cycle Safe' education programme	No	≥ 95%				100%	100%	100%	100%	100%	99%	100%
	<b>Harbour and Marine Structures</b>	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%
<b>Strategic Planning</b>	<b>Strategic Planning and Policy</b>	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
<b>Housing</b>	<b>Housing</b>	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 <sup>5</sup>	51%	63%	68%
<b>Natural Environment</b>	<b>Environmental Education</b>	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 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

5 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 by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year



Top performing services that other services could learn from (90%+ satisfaction)