



# Christchurch City Council General Service Satisfaction Residents Survey

## Research Report

20 May 2014





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## Disclaimer

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# 1 Introduction and Design

**The Christchurch City Council's (CCC) Residents' Survey** is carried out annually to measure resident satisfaction with Council services and activities. The survey was initially conducted in 1991, and has been modified in structure several times since. It has been designed to ask questions about the activities and services the Christchurch City Council delivers, as outlined in its Activity Management Plans. The survey involves a representative random sample of all Christchurch residents aged 18 and over.

Since 2009/10, the Residents' Survey has focused on measuring satisfaction with Council activities detailed in the *Long Term Plan (LTP)*. For general activities that most or all residents in the city use, such as water supply, waste collection and road surfaces, a representative random sample of all city residents aged 18 and over has been used to measure resident satisfaction. The key objective has been identified as:

*Providing statistically reliable measures of the views of Christchurch residents on a range of services and facilities provided by Christchurch City Council.*

The General Service Satisfaction Survey was conducted during March of 2014, with data collection occurring from March 4th to 17th, 2014. The questionnaire was modified by Research First in conjunction with the Christchurch City Council, and was based on the survey used in previous years of data collection. A copy of the questionnaire used has been included as Appendix One to this report.

The survey was completed using a Computer Assisted Telephone Interview design (CATI), incorporating a six-time call back protocol. Respondents were screened, and any respondent who had not lived in Christchurch for a minimum of twelve months was excluded from the sample, (as was anyone who elected not to identify their suburb and those who could not effectively communicate in English).

An audit of ten percent of surveys was undertaken for data entry accuracy. As a quality control process, data cleaning was completed prior to any audit or production of data tables. The resulting data set provided a maximum margin of error of +/-3.5%<sup>1</sup>. Data were analysed using Q Professional™. Data were contrasted with specific Level of Service (LOS) targets, as outlined in the LTP.

<sup>1</sup> Maximum margin of error for a 50% sample at the 95% confidence interval



## 2 Sample Composition

The sample achieved provides both statistically robust results for the city as a whole and representative results by council ward. The sample is also statistically significant by age and gender of participants.

2.1		Gender Distribution of Respondents		
Gender	Number of Respondents	Percentage of Respondents	2013 Census	
Male	371	48%	51%	
Female	399	52%	49%	
<b>Total</b>	<b>770</b>			

2.2		Age Distribution of Respondents		
Age Group	Number of Respondents	Percentage of Respondents	2013 Census	
18-24	96	12%	12%	
25-49	335	44%	44%	
50-64	193	25%	25%	
65+	146	19%	19%	
<b>Total</b>	<b>770</b>			

2.3		Geographic Distribution of Respondents		
Ward	Number of Respondents	Percentage of Respondents	2013 Census	
Burwood/Pegasus	102	13%	13%	
Fendalton/Waimairi	141	18%	19%	
Ferrymead/ Hagley	103	13%	12%	
Heathcote/Spreydon	124	16%	17%	
Papanui/Shirley	148	19%	20%	
Riccarton/Wigram	126	16%	16%	
Banks Peninsula	26	3%	3%	
<b>Total</b>	<b>770</b>			

<sup>1</sup> Maximum margin of error for a 50% sample at the 95% confidence interval

### 3 At a Glance



**+9%**

Awareness of water conservation campaign



**On Target**  
Satisfaction with kerbside bin collection



**-13%**  
Overall Satisfaction

#### Where CCC performed well - Above LOS Targets

	2014	LOS	Difference
Safety in neighbourhood during the day	91%	81%	+ 10%
Awareness of water conservation campaign	79%	70%	+ 9%

#### In line with LOS targets (within 5% above or below)

	2014	LOS	Difference
Satisfaction with access to information	43%	40%	+ 3%
Satisfaction with kerbside collection - yellow bin	93%	90%	+ 3%
Satisfaction with kerbside collection, organicwaste (green bin)	82%	80%	+ 2%
Satisfaction with kerbside collection - red bin	90%	90%	=
Council makes decisions that are in the best interests of the city	47%	48%	- 1%
Satisfaction with information about events, activities and attractions in christchurch	84%	85%	- 1%
Satisfaction with condition of footpaths	43%	45%	- 2%
Level of agreement: Christchurch is a walking friendly city	77%	80%	- 3%
Satisfaction with the range of events and festivals	86%	90%	- 4%
Public understands Council decision making	36%	40%	- 4%

#### Where there is room for improvement - Below LOS targets

	2014	LOS	Difference
Satisfaction with water supply	74%	80%	- 6%
Satisfaction with Wastewater services	84%	90%	- 6%
Satisfaction with condition of roads	27%	35%	- 8%
Satisfaction with opportunities to have a say	34%	46%	- 12%
Level of agreement - Christchurch is a cycle friendly city	26%	40%	- 14%
Safety in neighbourhood during the night	52%	66%	- 14%
<b>Overall satisfaction</b>	64%	77%	- 13%
Satisfaction with waterways, (appearance, margins combined)	51%	66%	- 15%
Satisfaction with public level of influence	39%	55%	- 16%
Satisfaction with Ease of Use of Parking Meters	50%	97%	- 47%

### Services that have declined compared to 2013

	2014	2013	Difference
Level of Agreement - Christchurch is a Cycle Friendly City	26%	38%	- 12%
Satisfaction with Ease of Use of Parking Meters	50%	62%	- 12%
Improvement in Preparedness as a Result of Meetings - Business or organisations	51%	61%	- 10%
Improvement in Preparedness as a Result of Meetings - the Community	48%	58%	- 10%
Satisfaction with Wastewater services	74%	84%	- 10%

## 4 Detailed Findings

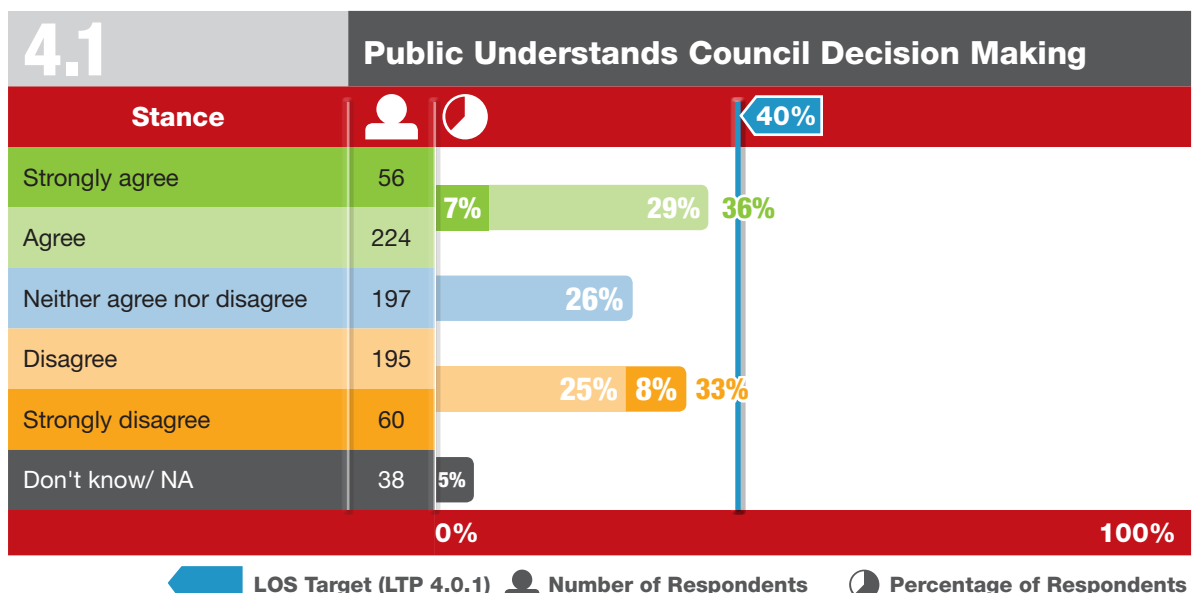
### 4.1 Governance and Public Affairs

#### 4.11 Understanding of Council Decision Making

Respondents were asked to rate the decision making process used by the City Council. They were asked to rate four factors regarding Council decision making on a five point scale. The first of these was:

*Thinking about Christchurch City Council, how much do you agree or disagree that you understand how the Council makes decisions?*

The five point scale was 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree. The Level of Service (LOS Target) for satisfaction with this statement is 'at least 40%'. The survey result demonstrated satisfaction of 36%, as is shown in Figure 4.1.

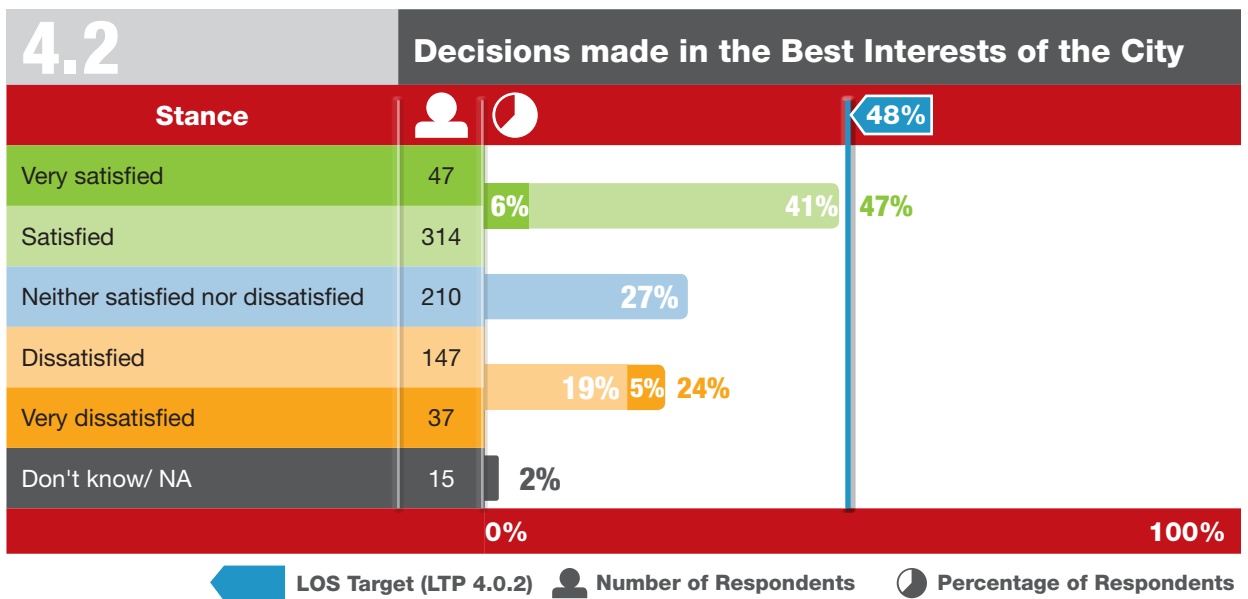


### 4.12 Council Decisions are in the Best Interests of the City

Survey participants were asked to consider their satisfaction that Council decisions are made in the best interests of the city, using a five point scale where 1 = very satisfied; 3 = neither satisfied nor unsatisfied; and 5 = very unsatisfied.

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

The LOS Target for satisfaction with this statement is 'at least 48%'. The survey result demonstrated satisfaction of 47%, as is shown in Figure 4.2.



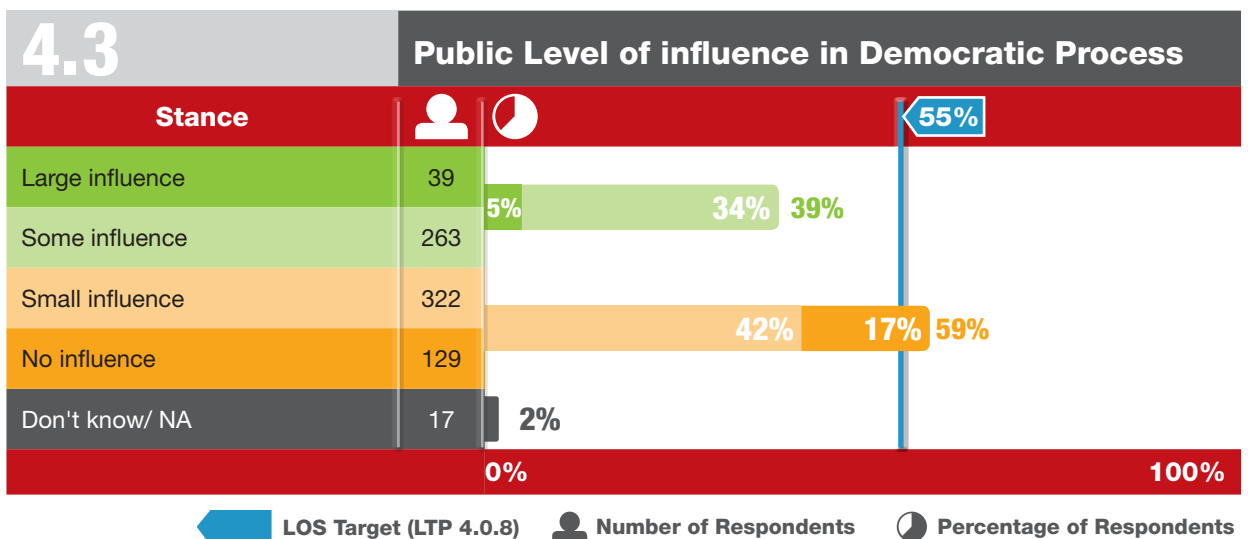


### 4.13 Public Participation in the Democratic Process

Participants were asked to consider how much influence they believe the public had on the decisions that the Council makes. Four choices were provided, being: large influence; some influence; small influence; and no influence.

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

The LOS target for the public having some or a large influence is 'at least 55%'. The response from the survey identified 39% of respondents believed the public had this level of influence, as shown in Figure 4.3.



### 3.14 Access to Information

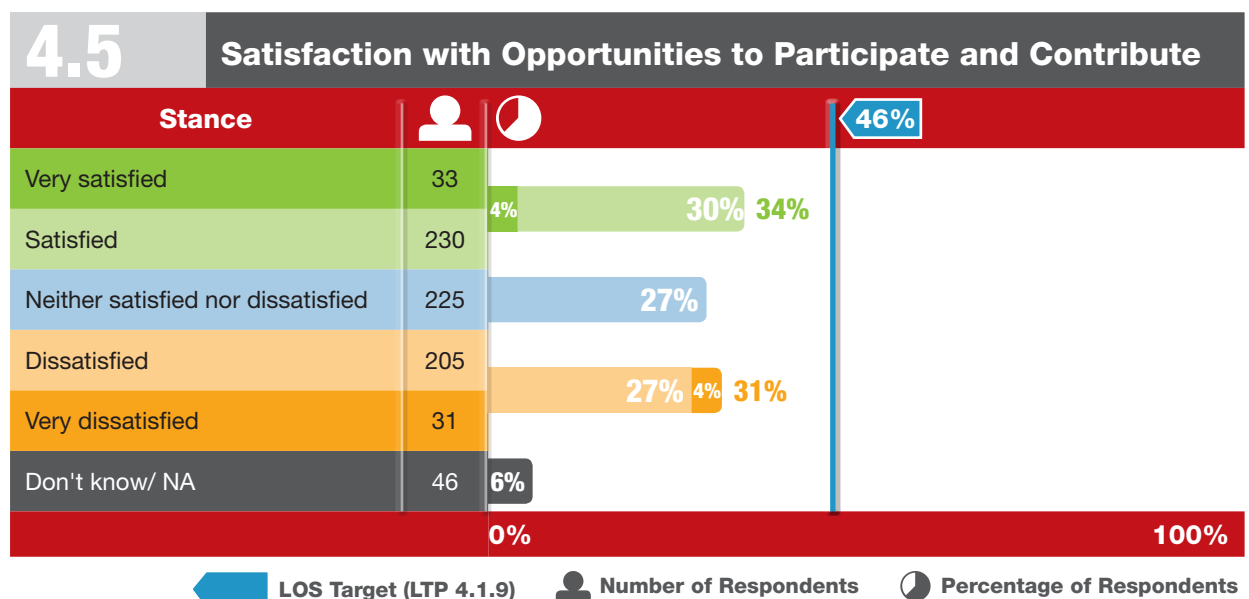
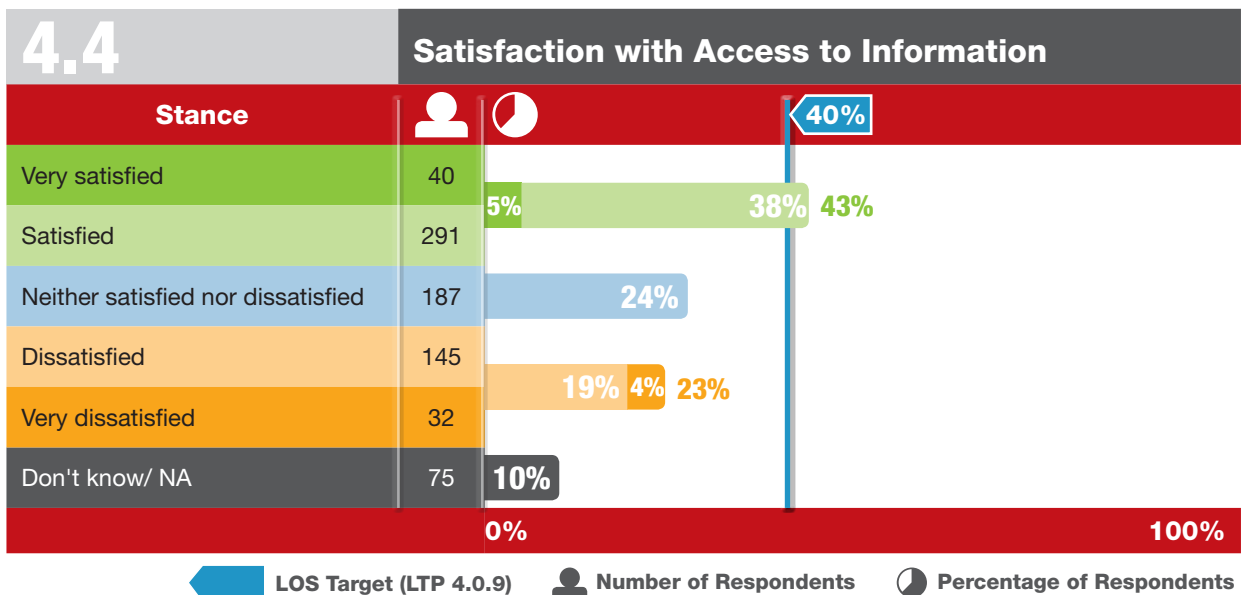
Respondents were asked to rate their overall satisfaction regarding access to information and having a say in what the Council does on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

*Overall, how satisfied or dissatisfied are you with the opportunities you have to access information about Council decisions?*

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

The LOS target for satisfaction with access to information is 'at least 40%'. The survey demonstrated satisfaction of 43% (Figure 4.4).

The level of satisfaction for opportunities to have a say in what the council does was 34%. The LOS target for satisfaction with opportunities to have a say is 'at least 46%' (Figure 4.5).



## 4.2 City Safety

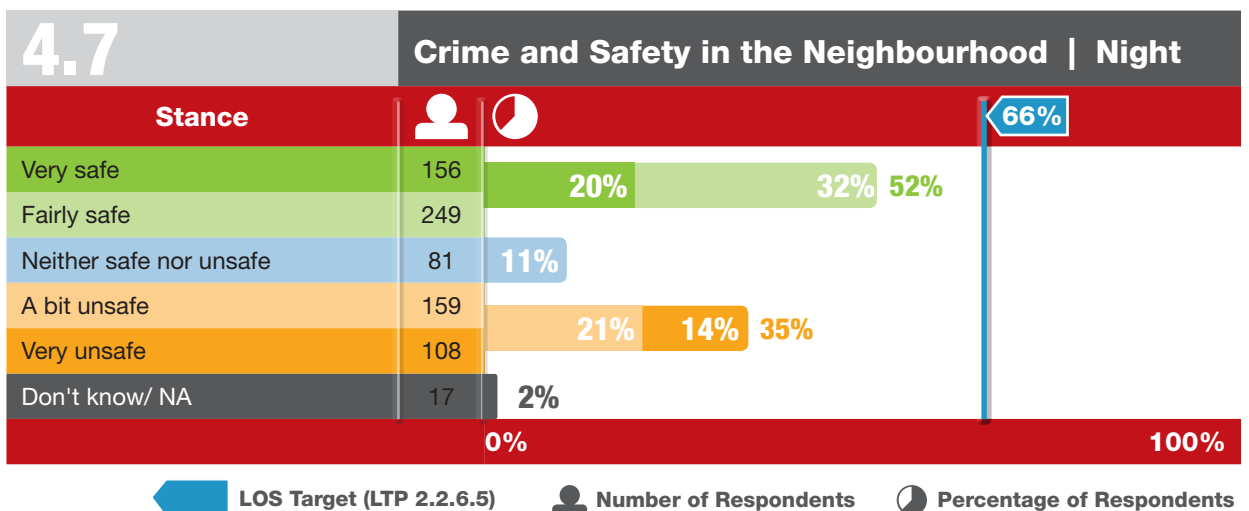
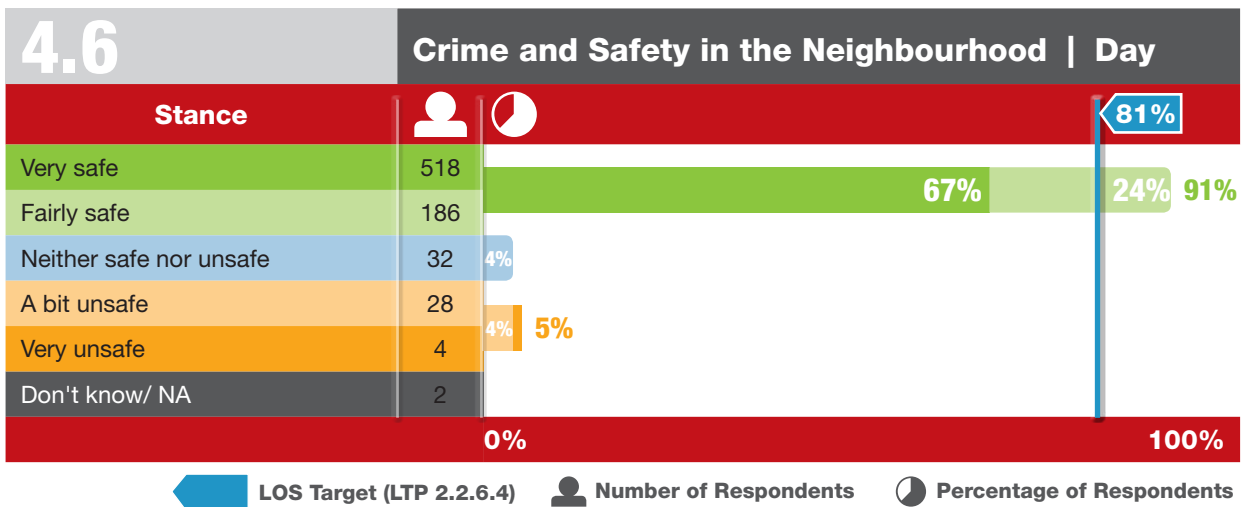
Survey participants were asked to think about issues of crime and safety in their neighbourhood by means of a five point scale where 1 = very safe; 3 = neither safe nor unsafe; and 5 = very unsafe.

How safe or unsafe do you feel in the following situations ....

- Walking alone in your neighbourhood during the day?
- Walking alone in your neighbourhood after dark?

Nearly all respondents (91%) noted they felt safe walking alone in their neighbourhood during the day (Figure 4.6). The LOS target for perception of neighbourhood safety in the daytime is 'at least 81%'.

Half (52%) of respondents felt safe walking alone in their neighbourhood after dark (Figure 4.7). The LOS target for this measure is 'at least 66%'.



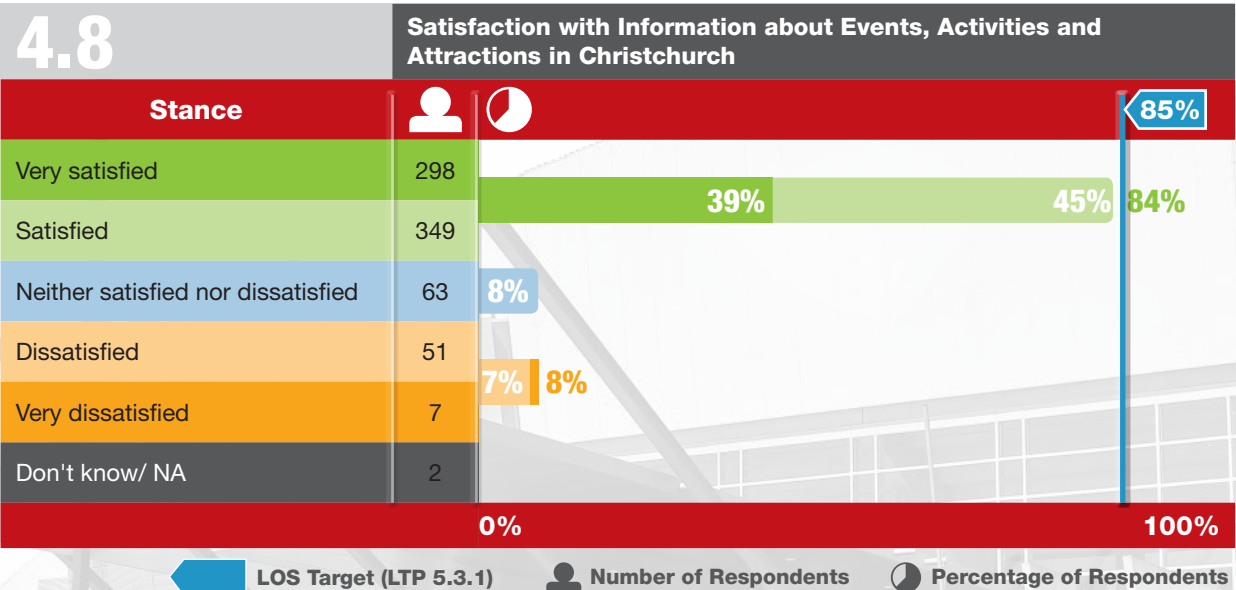
# 4.3 City Promotions

## 4.3.1 Information Regarding Activities, Events, and Attractions

Survey participants were asked to consider city events and festivals such as the World Buskers Festival and Cup and Show week; activities such as biking in the city or on the Port Hills and walking on the Pier; and attractions such as the Botanic Gardens. Having considered this background information, participants were asked:

*Overall, how satisfied or dissatisfied are you with the information provided to you about events, activities, and attractions in Christchurch?*

Respondents were asked to rate their overall satisfaction regarding information on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. Satisfied respondents accounted for 84% of the sample, compared to the LOS target of 85%. This data is shown in Figure 4.8.

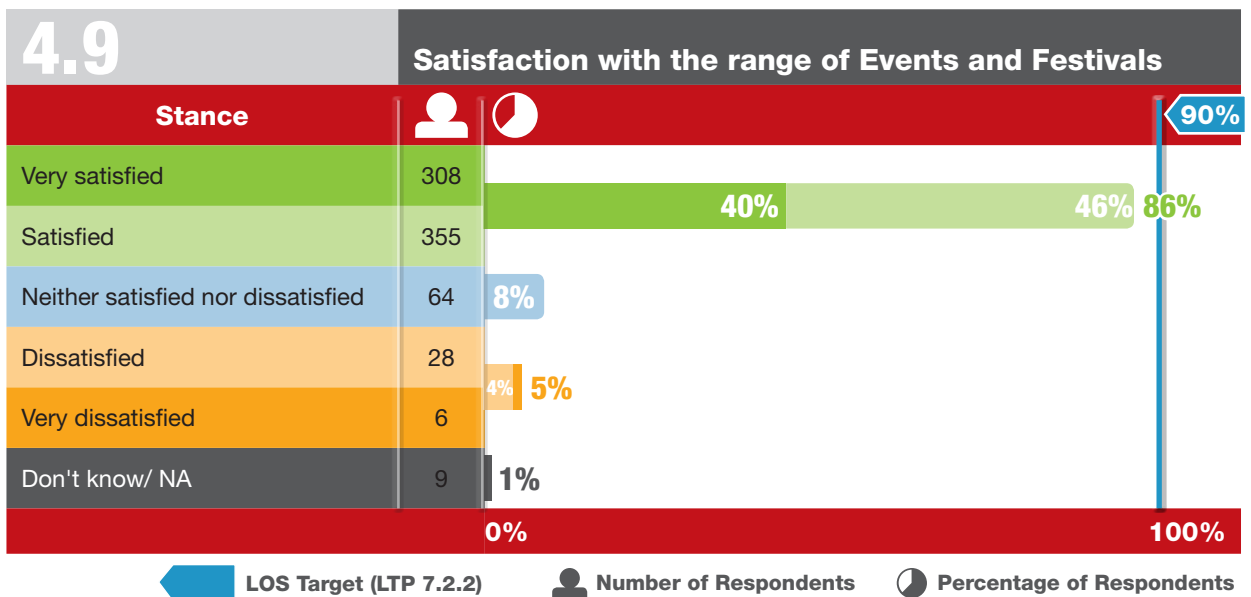


### 4.3.2 Range of Events and Festivals

Participants were asked to consider events and festivals, such as Classical Sparks, World Buskers Festival, the Ellerslie Flower Show, Christmas in the Park and local community festivals. They were asked to rate their overall satisfaction regarding the range of events on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

*Overall how satisfied or dissatisfied are you with the range of events and festivals? (Range means the variety of events and festivals during the year.)*

The LOS target is 'at least 90%', and the percentage of satisfied respondents was 86%, as shown in Figure 4.9.

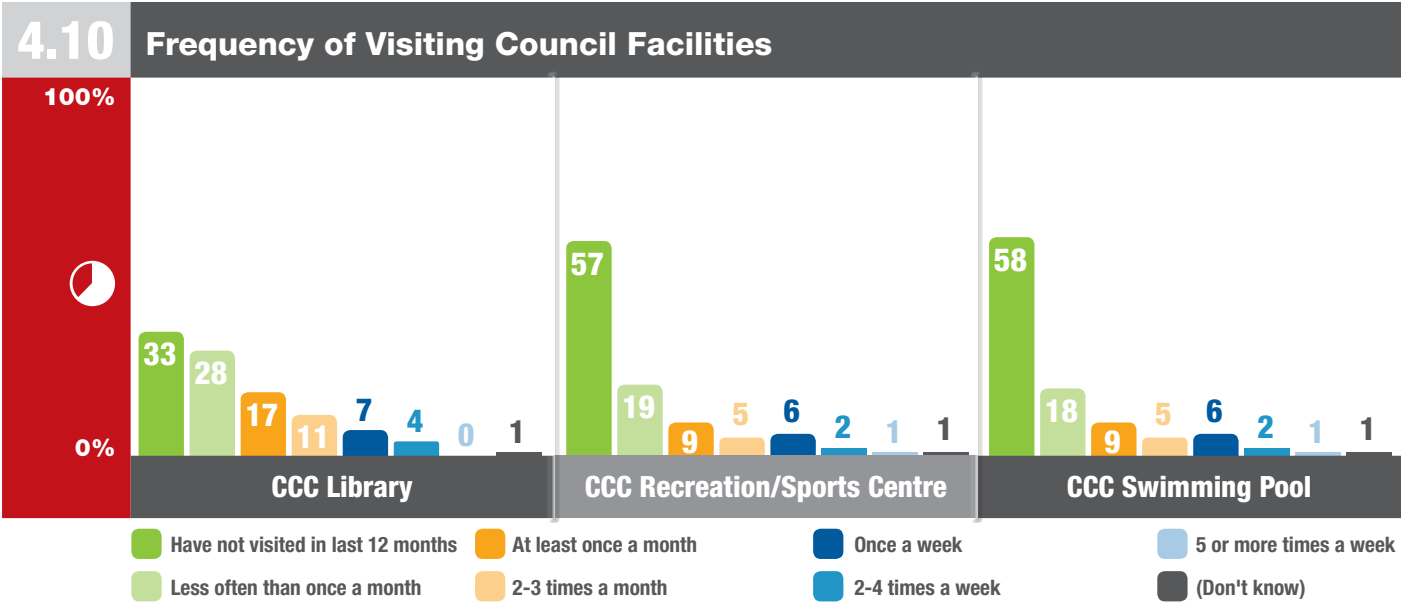


## 4.4 Council Facilities

Participants were asked to consider the Council provided arts, leisure, and recreation facilities, and were asked:

*In the last 12 months how often have you visited <facility>... ?*

Interviewers were allowed to prompt with names if required but not to read out the list of facilities. The responses demonstrated that very few residents used the identified Council facilities on a regular basis, with one tenth of the respondents visiting any facility once per week or more. The data is shown in Figure 4.10.



## 4.5 Waterways

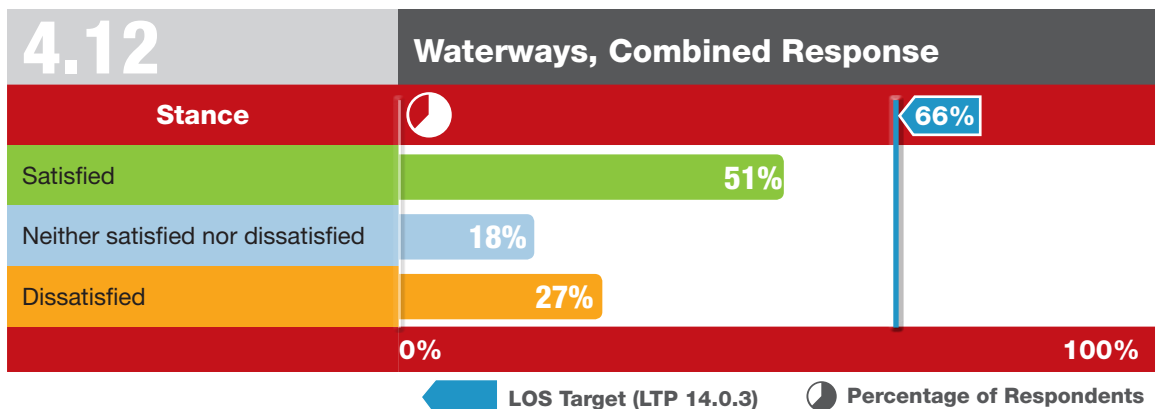
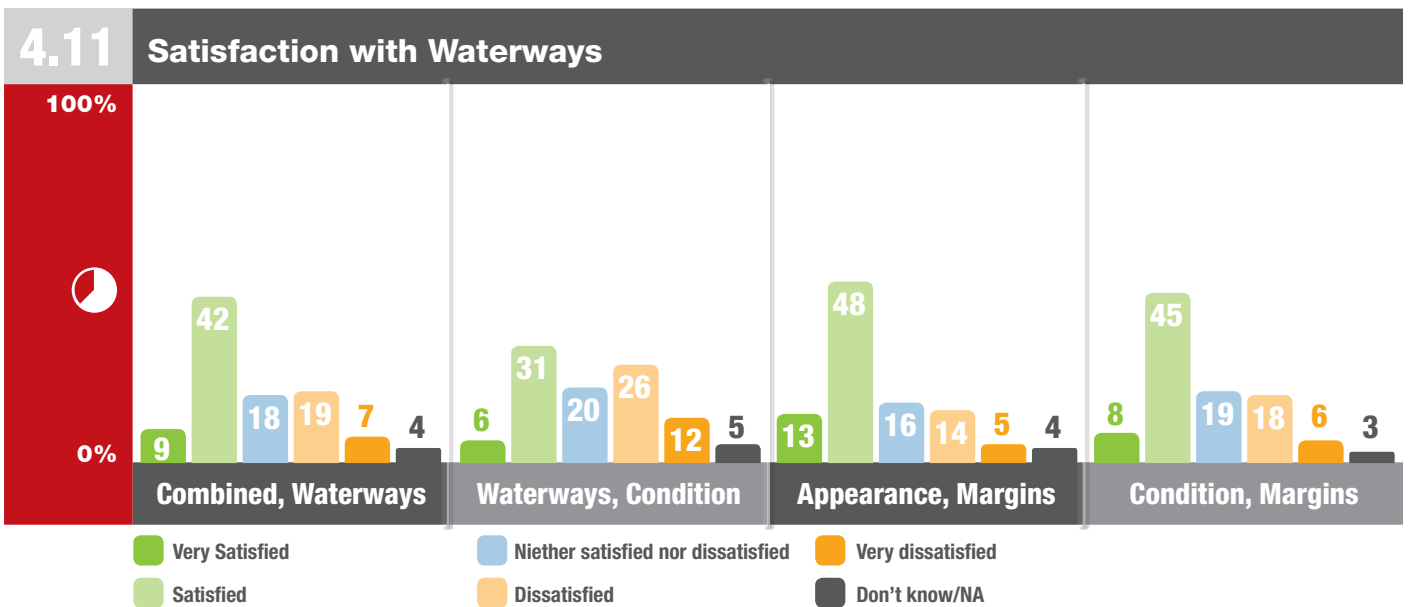
Participants were asked to consider waterways and drainage, with specific identification of waterways such as the Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere Streams, and utility waterways such as outfall drains, roadside swales, and timbered drains. Respondents were asked to rate their overall satisfaction regarding three groups of factors on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

*Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?*

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins<sup>1</sup>, which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)?

Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep.

Respondents reported a relatively low level of satisfaction with the condition of the waterways, with 37% noting they were either satisfied or very satisfied. Over half (61%) of the respondents were satisfied or very satisfied with the appearance of the waterway margins, and 53% were satisfied or very satisfied with the condition of the waterway margins, these results are shown in Figure 4.11. Figure 4.12 demonstrates that the combined satisfaction of all three measures was 51%, compared to the target LOS of 'at least 66%'.



<sup>1</sup> Participants were prompted with a definition of Waterway margins, noting 'Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds'.

# 4.6 Rubbish and Recycling

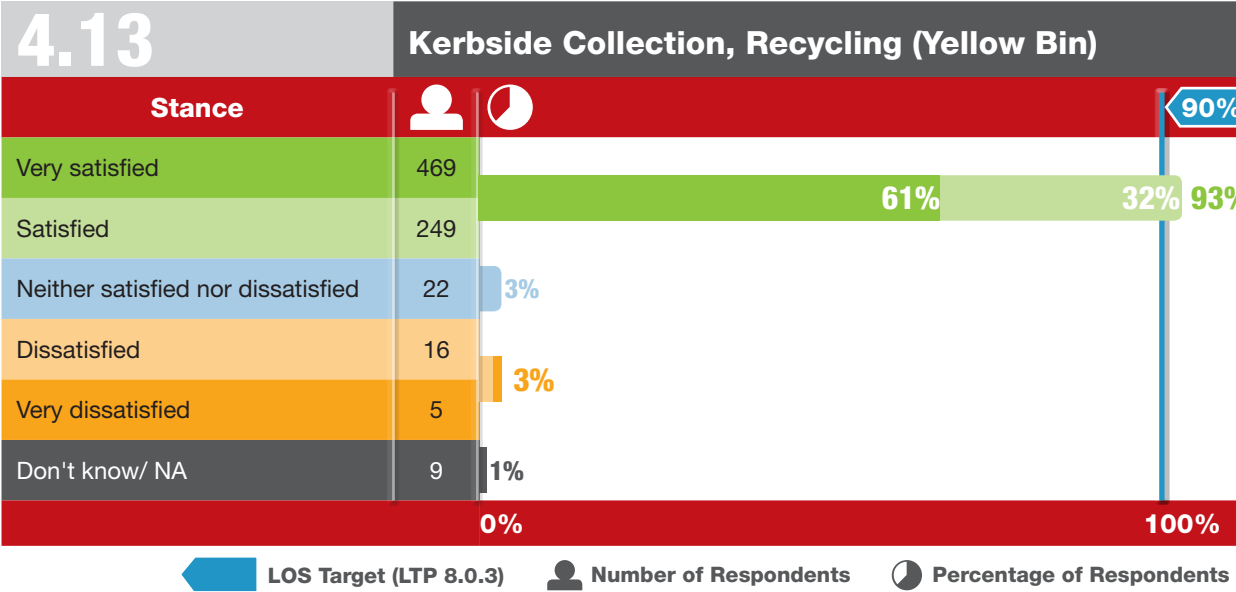
Respondents were asked to evaluate their satisfaction regarding the Council's kerbside collection of rubbish, including kerbside recycling; residual waste and organic waste. Respondents were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

## 4.6.1 Kerbside Recycling

When considering kerbside recycling, respondents were asked:

*Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials – your yellow bin?*

The LOS target for satisfaction is 'at least 90%'. The level of satisfaction from the survey was 93%, as shown in Figure 4.13.



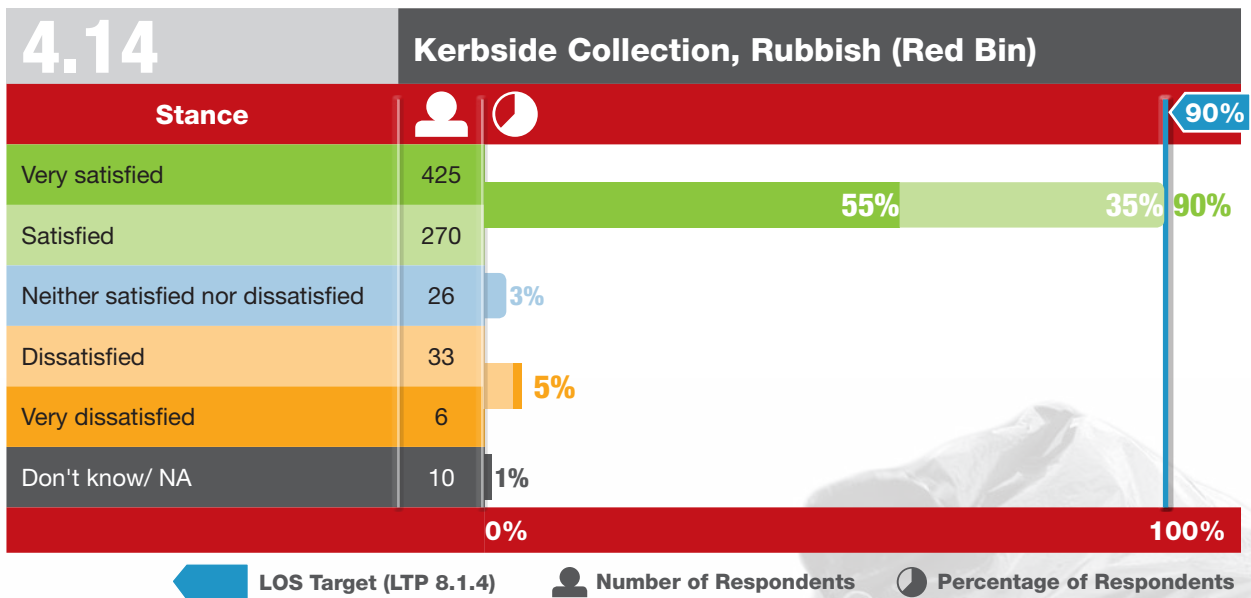


### 4.6.2 Residual Waste

When asked to consider 'residual' waste, respondents were asked:

*Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish – your red bin?*

The target LOS is 'at least 90%', and the survey response demonstrates a total satisfaction level of 90%. This data is shown in Figure 4.14.

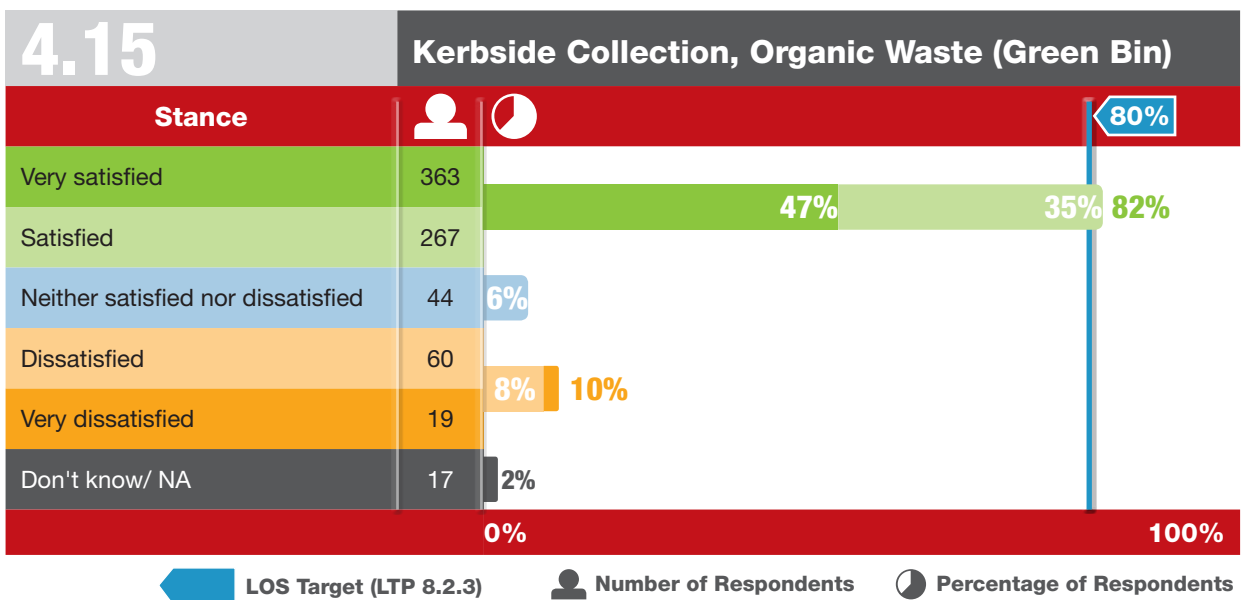


### 4.6.3 Organic Waste

When asked to consider organic waste, survey participants were asked:

*Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material -your green bin?*

The target LOS is 'at least 80%'. The satisfaction level from the survey data was 82%, as shown in Figure 4.15.



## 4.7 Roothing

### 4.7.1 The Road Network

Participants were asked to evaluate their perceptions of the road network.

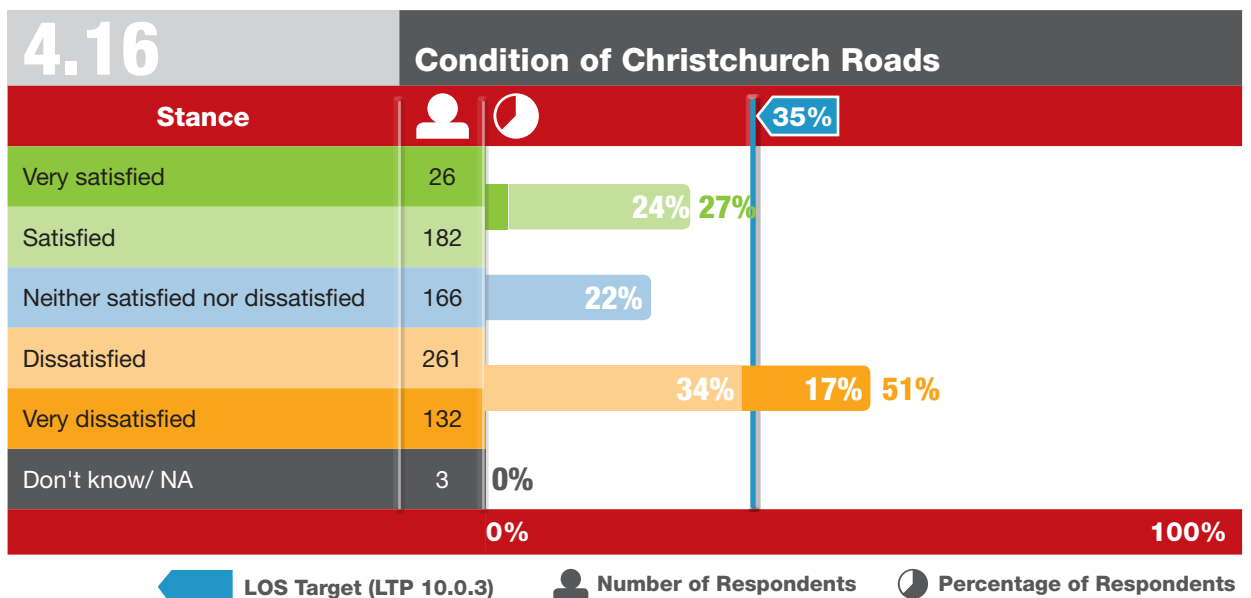
Respondents were asked to rate their overall satisfaction with two factors on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

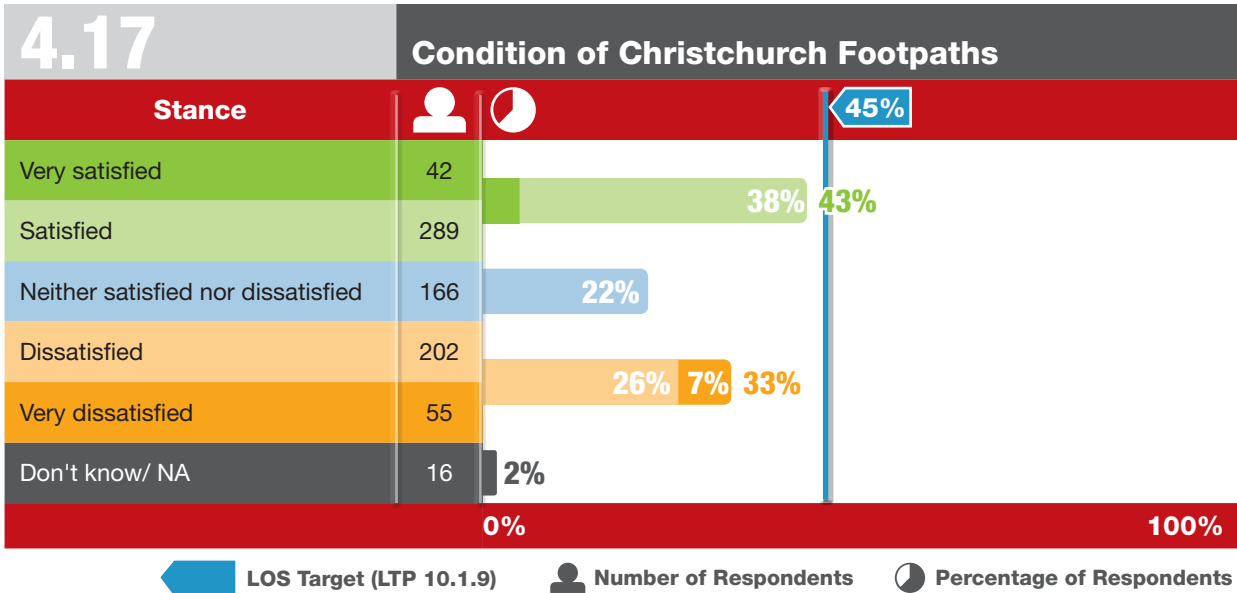
*Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads, which include things such as maintenance and upkeep?*

*Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths, which includes things such as maintenance and upkeep?*

The response demonstrated 27% satisfaction with the condition of Christchurch roads. The LOS target for this measure is 35% (Figure 4.16).

The level of satisfaction with Christchurch footpaths is 43%. The LOS target for this measure is 45% (Figure 4.17).





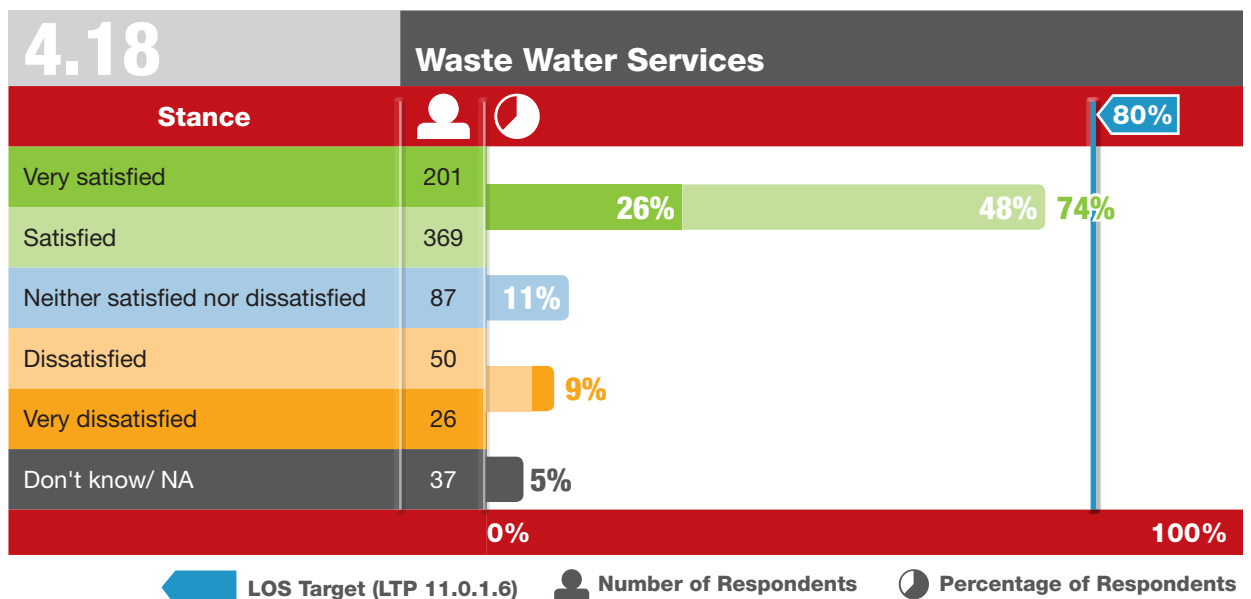
## 4.8 Water

### 4.8.1 Waste Water

Participants were asked to consider the city’s water supply and wastewater collection. A definition was provided, noting: waste water collection is about the underground pipes that take waste water away from homes once it has been used and to the treatment plant. It is NOT about storm water collection that collects water in gutters and storm water drains. Participants were asked:

*Overall how satisfied or dissatisfied are you with waste water services that aim to ensure blockages and odours don't occur?*

The response provided a total satisfied result of 74% compared to a target LOS of ‘at least 80%’. This data is shown in Figure 4.18.

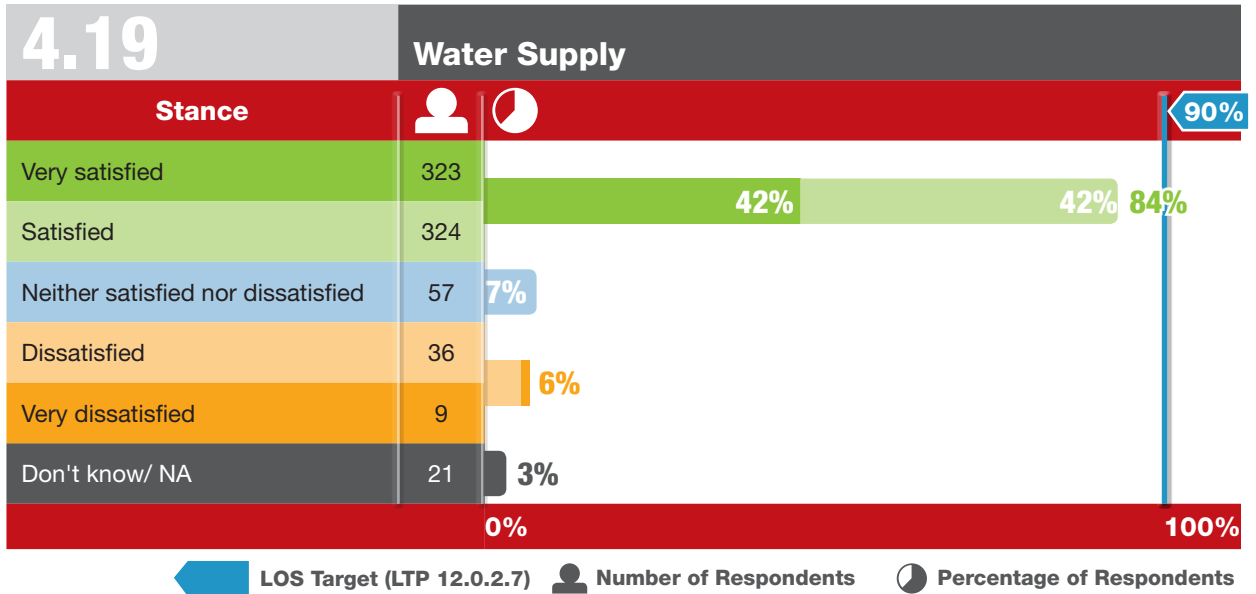


### 4.8.2 Water Supply

Respondents were asked to consider water supply, and asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. Respondents were asked:

*Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?*

The target LOS is 'at least 90%'. The survey response showed a satisfaction level of 84%. This is shown in Figure 4.19.

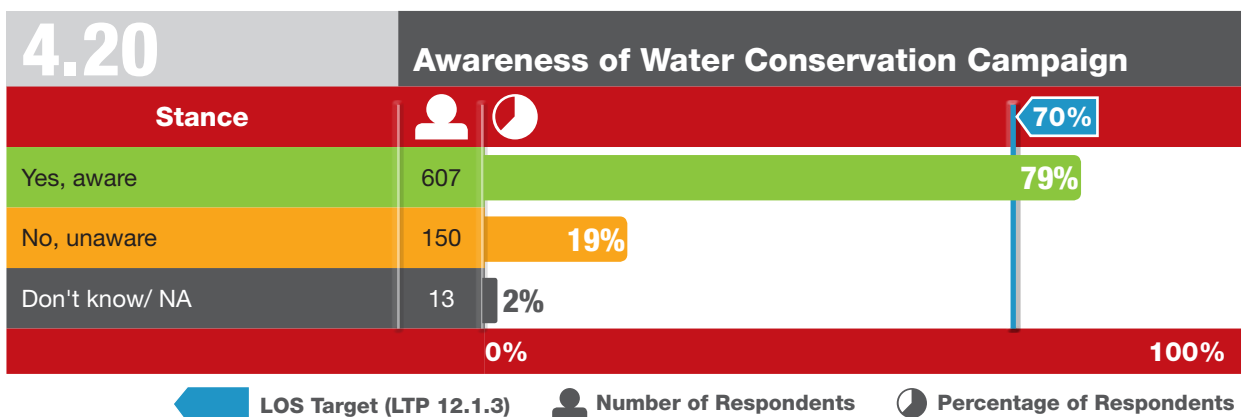


#### 4.8.3 Water Conservation

Respondents were provided a preamble concerning water conservation; the Council is actively encouraging residents through water conservation campaigns to use less water, especially during the summer months. Respondents were asked:

*Were you aware of the Council's water conservation campaigns before I mentioned it?*

79% of respondents acknowledged recalling the campaign, compared to a target LOS of 'at least 70%'. This is shown in Figure 4.20.



## 4.9 Active Travel

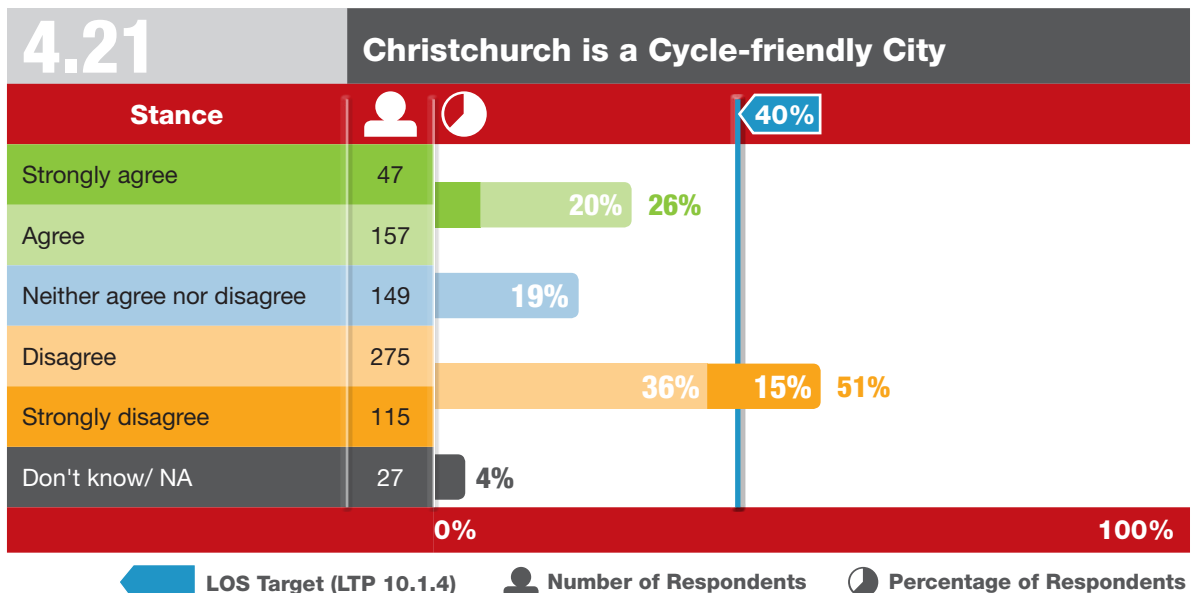
Participants were asked to consider their perceptions of active travel, and the following definition was provided: Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.

### 4.9.1 Cycling – Safety and Convenience

Respondents were asked to rate their agreement or disagreement with the following statement on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

*Overall, how much do you agree or disagree that Christchurch is a cycle friendly city, by which I mean cyclists being able to safely and conveniently travel around the city by cycle?*

Overall, 26% of respondents agreed that Christchurch was a cycle-friendly city, compared to a targeted LOS is 'at least 40%'. This is shown in Figure 4.21.

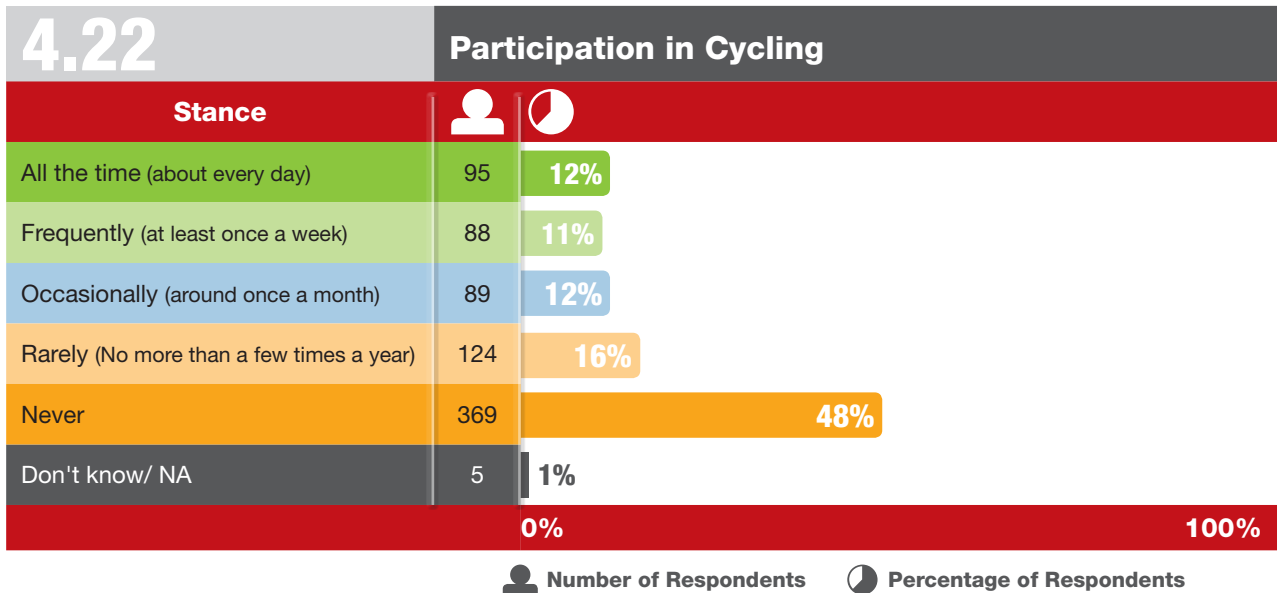


### 4.9.2 Cycling – Participation Levels

Respondents were asked to identify their personal level of participation in cycling. They were asked:

*And related to this, how often have you cycled on a public road in Christchurch in the last 12 months?*

Half of residents did not take part in cycling (48%). Of those who did, there was an even distribution across the frequency options provided, as shown in Figure 4.22.



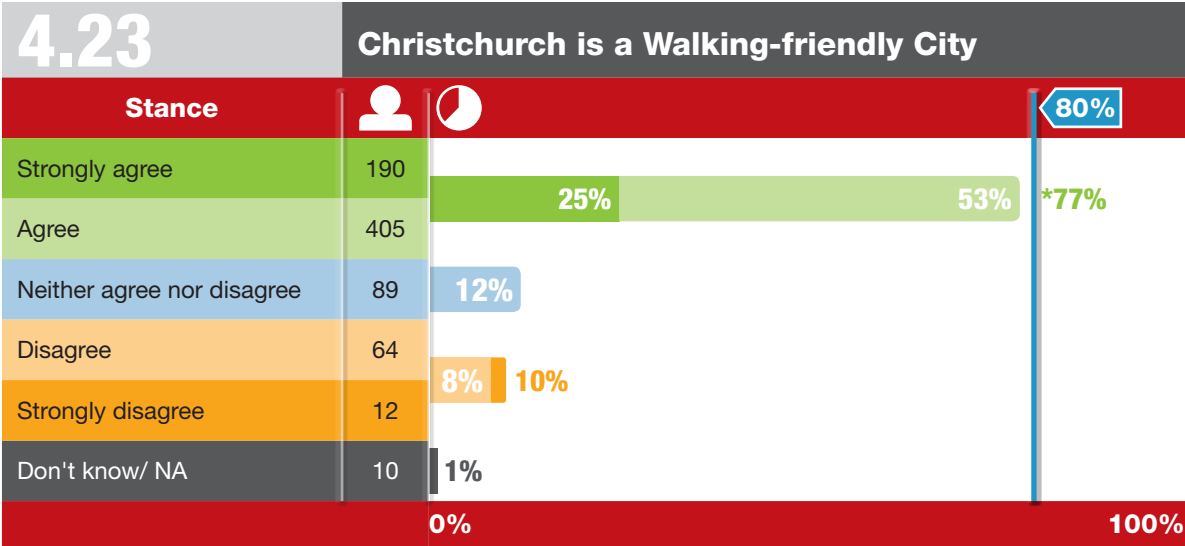
### 4.9.3 Walking – Safety and Convenience

In line with questions regarding cycling, respondents were asked to rate their agreement or disagreement with the following statement on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

*Overall, how much do you agree or disagree that Christchurch is a walking friendly city, by which I mean pedestrians being able to safely and conveniently travel around the city on foot?*

A majority (77%) of respondents acknowledged that Christchurch was a 'walking-friendly city', compared to the target LOS of 'at least 80%', as shown in Figure 4.23.





▶ LOS Target (LTP 10.1.5)    
  Number of Respondents    
  Percentage of Respondents

\*Note that the disparity here is due to rounding



#### 4.9.4 Pedestrian Malls

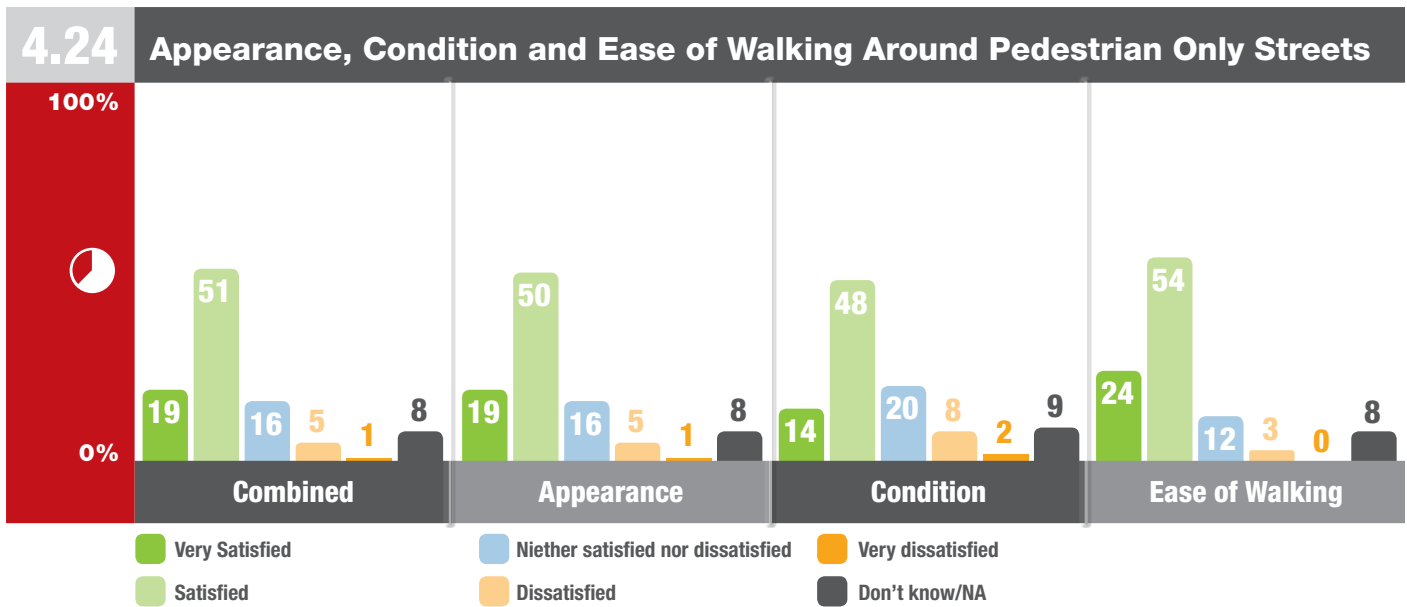
Respondents were provided with a preamble regarding pedestrian malls: In Christchurch there are a number of pedestrian malls, such as the City Mall and New Brighton Mall. They were then asked three questions, and asked to rate their overall satisfaction with these questions on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

*Overall how satisfied or dissatisfied are you with the appearance of pedestrian malls, which includes things such as the layout and type of plantings and layout and style of street furniture?*

*Overall how satisfied or dissatisfied are you with the condition of pedestrian malls, which includes things such as maintenance and upkeep?*

*Overall how satisfied or dissatisfied are you with how easy it is to walk around pedestrian only streets, which includes such things as how 'walking-friendly' the street environments are for shopping and spending time?*

Satisfaction with the appearance, condition and ease of walking around pedestrian only streets averaged 70%. Data is shown in Figure 4.24.

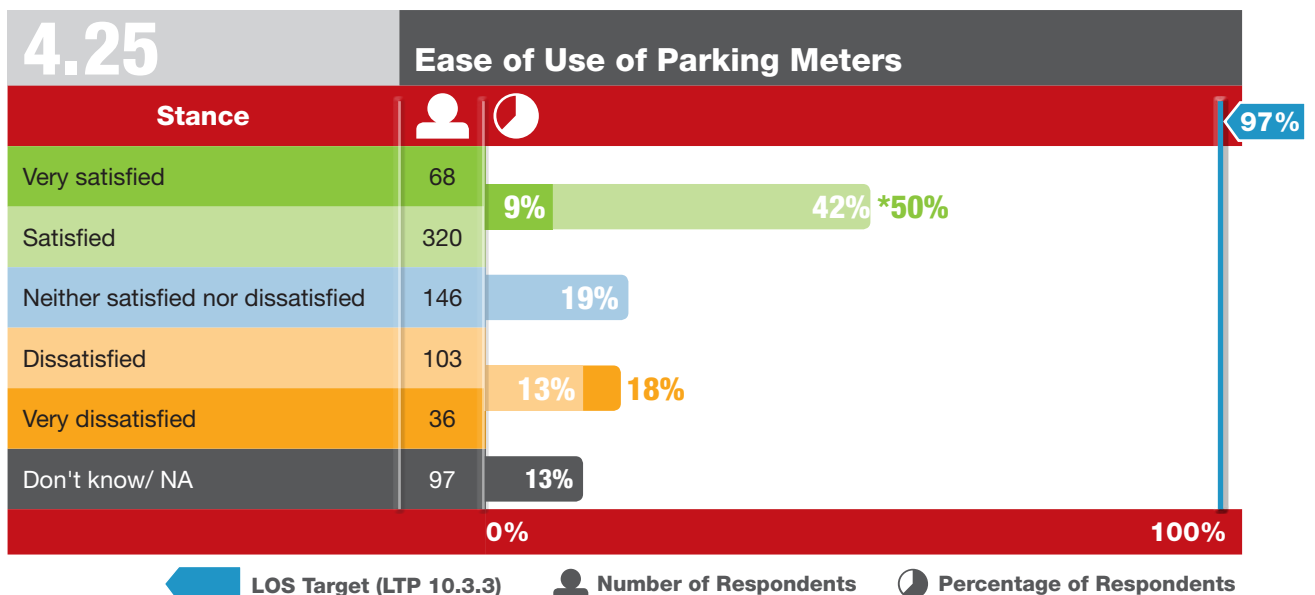


## 4.10 Parking

Participants were asked to rate their overall satisfaction regarding parking on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

The level of satisfied and very satisfied respondents was 50%, compared to a targeted LOS of 97%, as shown in Figure 4.25.



\*Note that the disparity here is due to rounding

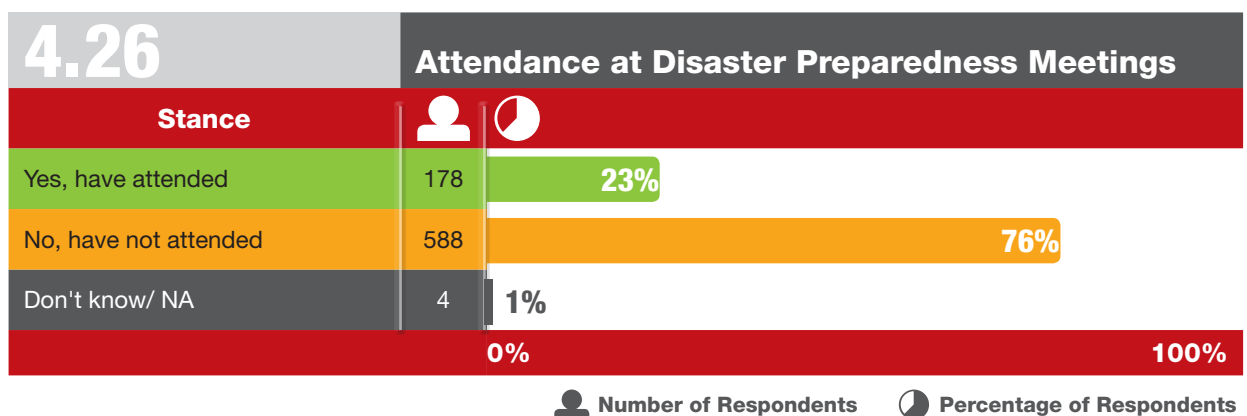
## 4.11 Disaster Preparedness

### 4.11.1 Attendance at Meetings

Participants were asked about their attendance at disaster preparedness meetings over the last twelve months.

*In the last 12 months, have you attended or participated in meeting/s or presentation/s about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc.*

Nearly one quarter (23%) had attended meetings about coping with disasters. This is shown in Figure 4.26.



### 4.11.2 Improvement in Preparedness

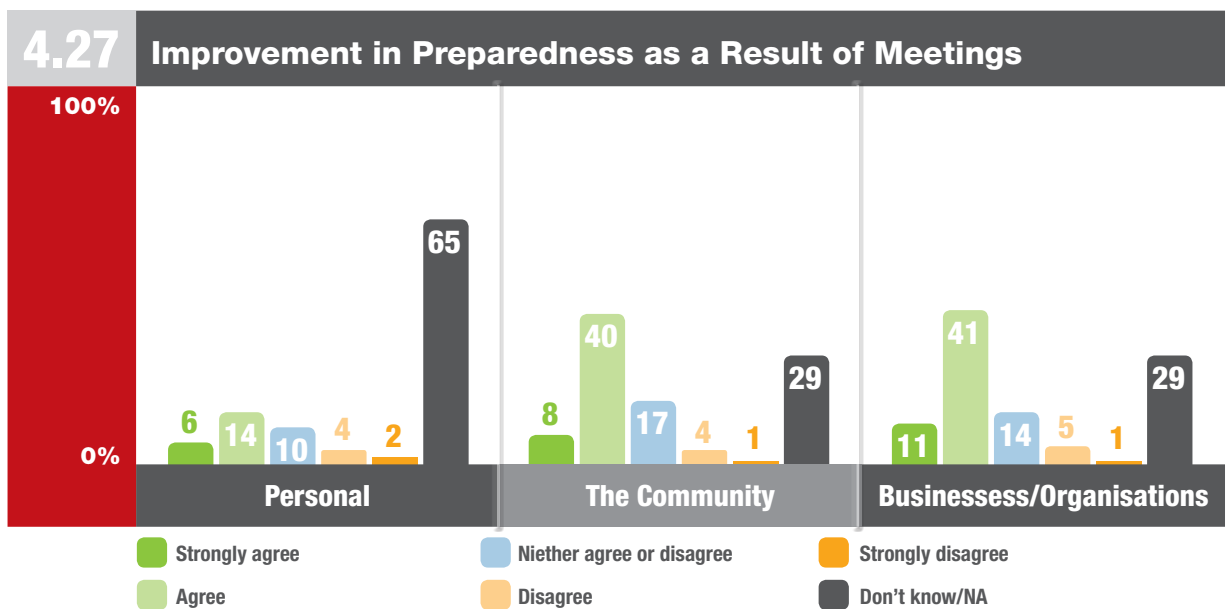
Respondents were asked to rate how these meetings had improved preparedness. This was measured by asking respondents to rate their agreement or disagreement with the following statements on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

*My personal preparedness has improved as a result of my attending or participating in these meetings or presentations.*

*The community's preparedness has improved as a result of people attending or participating in these meetings or presentations.*

*Businesses or organisations are better prepared as a result of staff attending or participating in these meetings or presentations.*

While 20% of residents agreed that attendance at these meetings had improved their disaster preparedness, half of residents felt that attendance at these meetings had improved community (48%) and business (52%) preparedness. This is shown in Figure 4.27.



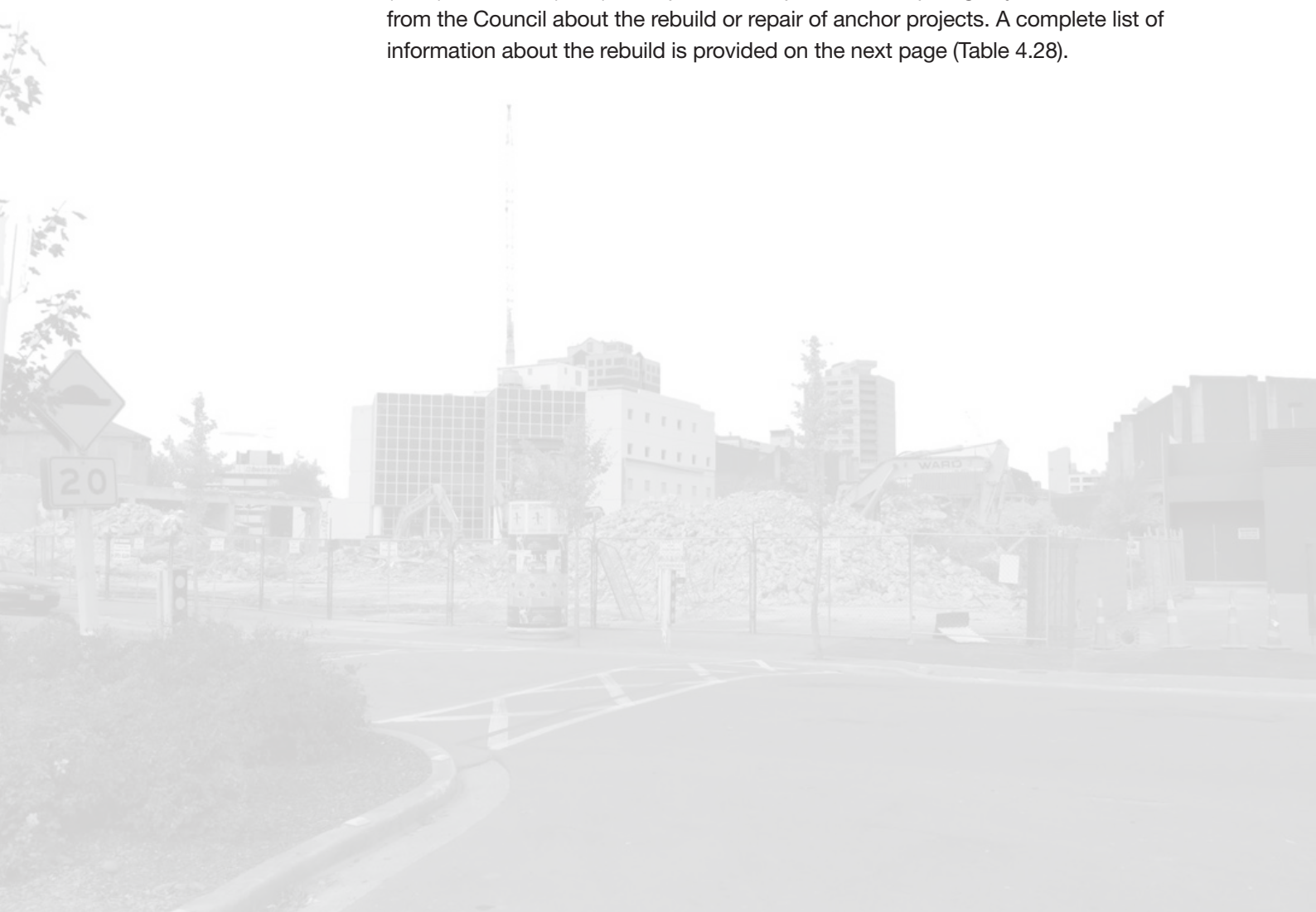


## 4.12 Repair & Rebuild of Council Facilities

Participants were informed about the programme of work to repair or rebuild Council-owned facilities as a result of the earthquakes. Participants were asked:

*What information do you want to receive from the Council about the repair or rebuild of anchor projects like the town hall and Council facilities such as community halls, social housing, libraries, green spaces and the facilities on them, recreation centres and swimming pools?*

The main information wanted was timeframes regarding the rebuild, including completion times of key stages (40%). This was followed by wanting to know about the cost associated with the rebuild (22%), any changes to the scope of the rebuild (21%) and opportunities for community input into the nature of the rebuild repairs (19%). One third (30%) of respondents reported not requiring any information from the Council about the rebuild or repair of anchor projects. A complete list of information about the rebuild is provided on the next page (Table 4.28).





## 4.28

## Information About Repair or Rebuild

		
Repair or rebuild time frames, including key when key stages will be completed	311	40%
Cost of repair or rebuild of a facility	172	22%
Scale of repair or changes in the rebuild of a facility e.g., improvements, or things that won't be included that were available previously	162	21%
Opportunities for community input into decisions about the nature of the repair or rebuild	148	19%
Access to facilities once opened including disability and mobility access issues	124	16%
Integration of environmental/ green solutions and future proofing	107	14%
Who is carrying out the repair or rebuild e.g., contractors, partnerships with other government agencies and the private sector	98	13%
Heritage conservation	97	13%
Information on specific rebuilds/ Local area	54	7%
Any information/ general info	49	6%
Progress	32	4%
Regular/ Current updates	21	3%
What will be repaired/ what won't	21	3%
How costs of repairs/ rebuilds are being met	14	2%
Design info of rebuilds	12	2%
Satisfied with level of information currently received	10	1%
Priorities/ Reason for priority	9	1%
Roading information/ Inconvenience	7	1%
Plans for new developments	5	1%
Benefits of rebuilt to community	3	0%
Profiles of Council staff members	1	0%
Housing information	1	0%
Who has purchased land	1	0%
Advanced warnings of demolitions	1	0%
Information/ Plans/ Maps for non- English speakers	1	0%
Where works are taking place	1	0%
No information required	234	30%



Participants were asked to give three best methods of delivering information about the facilities rebuild plan.

*What are the THREE best ways to keep you informed about the Facilities Rebuild Plan? The plan provides a framework for future decision making around the repair and rebuild of Council owned facilities.*



The best way to keep the residents informed about the repair and rebuild plan, (cited by almost half, 47% of respondents) is through community newspapers. Other popular ways of informing the public, included via mail-outs (35%), emails, (32%) and the Council or Future Christchurch websites (28%). Table 4.29 details the complete list of information sources suggested by respondents.







## 4.29 Best Information Sources

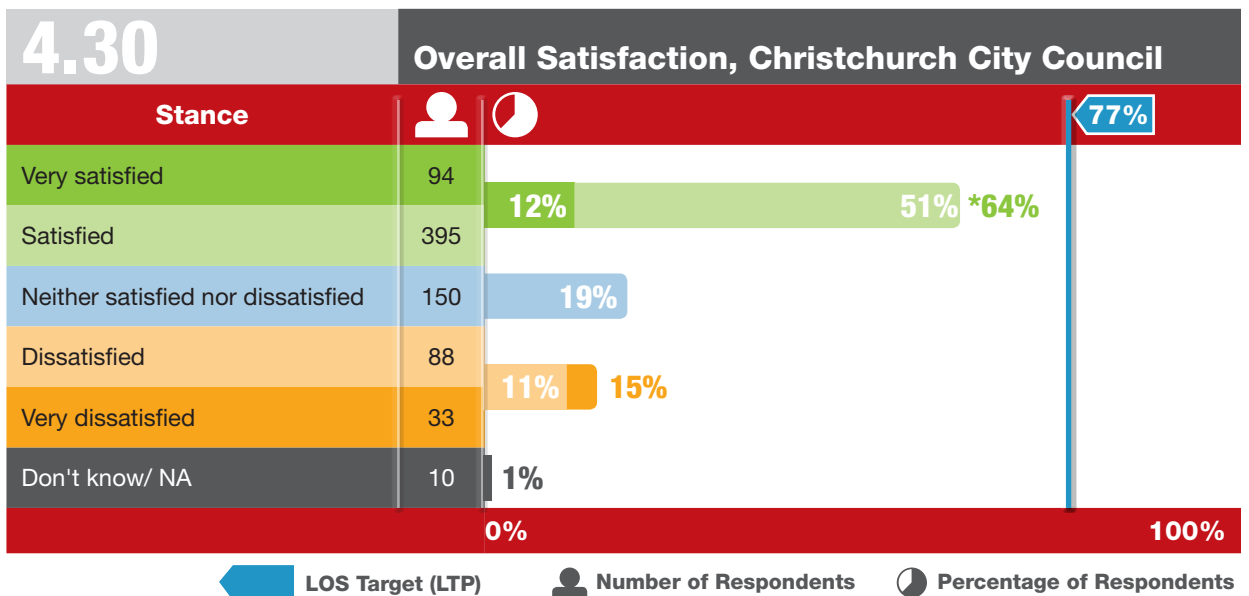
		
Community Newspapers	361	47%
Mail out/ Leaflets/ Pamphlets	266	35%
e-Newsletters/ emails	249	32%
The Council or Future Christchurch website	213	28%
Social media e.g., Council Facebook and Twitter pages	132	17%
The Press	103	13%
At your local Service Centre, Council Recreation & Sports Centre or Library	83	11%
Radio	60	8%
Television	54	7%
Notices with rates bill	39	5%
Through community groups you are part of	32	4%
Don't know	24	3%
Billboards	18	2%
Media (unspecified/ general)	12	2%
Online news websites	11	1%
Noticeboards	8	1%
Telephone	8	1%
Through other websites/ Internet	6	1%
Word of mouth	5	1%
Text messages	5	1%
Public meetings	5	1%
Public notices/ announcements	4	1%
Regularly updated timeline on website	3	0%
Press releases	3	0%
I-Sites	1	0%
Mobile phone app	1	0%
Public exhibition	1	0%
NET	770	100%

## 4.13 Overall Satisfaction

Survey participants were read the following preamble; I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents. Respondents were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

The level of satisfied respondents was 64% as is shown in Figure 4.30. The LOS target for the overall satisfaction with performance of council services is 77%.






















## 4.14 Things Done Well

Respondents were asked an open question:

*Thinking about all the services the Council provides, can you describe in as much detail as possible, the service you feel the Council is performing the best in delivering, and why?*

Responses have been grouped by common factors and are listed in Table 4.31. One fifth of the respondents identified rubbish collection as the service the Council performs the best.

4.31		Services Council Performs Best	
Service			
Good/ reliable rubbish collection service	165		21%
Activities & Events are good	94		12%
Good libraries	62		8%
Good roading/ roading maintenance	41		5%
Communication/ Provision of information	38		5%
Park maintenance/ Park staff/ Green areas	37		5%
Recreational facilities	30		4%
Getting the city up and running/ Post Earthquake repairs	21		3%
Good job/ service overall	17		2%
Infrastructure rebuild/ development	17		2%
Doing their best	15		2%
Clean water/ water supply	14		2%
Cleanliness of city	8		1%
Good at providing information about events/ activities	8		1%
Good public consultation	6		1%
Great bus services	6		1%
Prompt attention to issues when notified	6		1%



Sewerage	6	1%
Council have been working hard/ trying their best	5	1%
Great job promoting the city	5	1%
Council call centre staff do a good job	4	1%
Restart Mall	4	1%
No Comment	144	19%

### Responses Below 1%



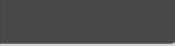
















Good to have free activities and events for families	3	City safety/ Crime	2
Stormwater/ drainage	3	Cost savings	2
Attention to and beautification of the rivers and banks	2	Council Rangers are passionate about mountain bike tracks	1
Building consents	2	Liquor licensing services	1
Council are proactive with mountain bike tracks in the Port Hills	2	New councillors have better media presence	1
Cycleway system is good	2	Council housing	1
Improved decision making/ prioritisations	2	Strengthening Communities	1
Walking tracks are pleasant and well maintained	2	Public amenities	1
Good signage	2	Street lighting	1
Refuse Station is user friendly	2	AMI Stadium	1
		Core services being provided well	1

## 4.15 Areas for Council to Improve

Respondents were asked an open question:

*Of all the services the Council provides, which is the service that you feel is most important for Council to improve over the next 12 months and why? Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area.*

Responses have been grouped by common factors and are listed in Table 4.32. The most common area identified as needing improvement was the condition of roads.

4.32		Services the Council Need to Improve	
Service			
Repair the roads	186		24%
Communication/ Consultation with the public	63		8%
Improve building consents process/ backlog	59		8%
Stormwater/ drainage issues	40		5%
Cycleways need to be improved	30		4%
Increase rebuild speed/ Take control	29		4%
Poor housing situation	21		3%
Lack of pools	20		3%
Bigger rubbish/ organic/ recycling bins	16		2%
Traffic management	16		2%
Transparency	16		2%
Maintenance of waterways	14		2%
Lack of recreational facilities (including for disabled)	12		2%
Listen to residents	12		2%
Better assessment of rebuild requirements/ Priorities	11		1%
Maintenance of council grounds/ parks/ gardens	11		1%
More parking around the city/ airport/ hospital	11		1%



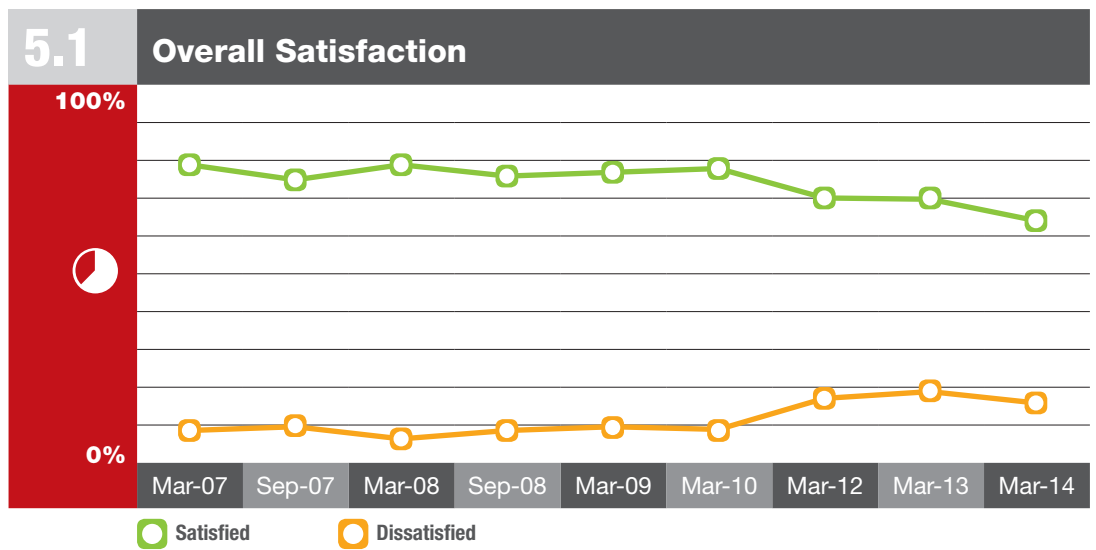
Council are not working together/ Infighting	10	1%
Poor footpaths	10	1%
East Christchurch neglected	9	1%
Improve street cleaning	9	1%
Social housing	8	1%
Collect rubbish weekly	6	1%
Lack of library facilities	6	1%
Cheaper parking	4	1%
Ellerslie Flower Show	4	1%
Lack of information about rebuild	4	1%
Sewerage system	4	1%
No Comment	70	9%

### Responses Below 1%

Greenwaste dumping/ bins should be free	3	Lack of recycling from building/ deconstruction sites	1
Poor street lighting making streets unsafe	3	Lack of variety with radio interviews	1
Affordable children's activities/ holiday programmes	2	Mayor has too many staff	1
Call Centre/ Contact	2	Mayor's radio interviews need to be better prepared	1
Collect rubbish in rural areas	2	Planning for climate change	1
Complaints process	2	Public toilets need improving	1
Cost of building permits	2	Rates are expensive	1
Everything needs improving to some degree	2	Variety of plantings	1
Lack of information about changes to bus routes	2	Waterways design	1
Noise control ineffective	2	Water conservation	1
Permanent repairs to infrastructure as opposed to patching	2	Buses should be free	1
Lack of youth programmes	2	Rateable valuations	1
Enforce dog control	2	Poor bus service	1
Lack of events/ concerts	2	Shorter surveys	1
City Care's lack of efficiency	1	Relationship with Central Government	1
Difficult to use computer book hire system	1	Payments online (rates/ fines etc.)	1
Emergency response/ contact	1	Internal communication	1
Heritage conservation	1	Rubbish collection service	1
Inorganic waste/ Large items collection	1	Drinking water of poor quality	1
Keep the Cathedral	1	Planning/ Enforcement lacking	1
Lack of community meetings	1	Get all services underground	1
		Get on with the job	1

## 5 Comparison with Previous Resident Surveys

The 2014 results were compared with the data from the years since March 2007. Overall satisfaction with the performance of the Council has been declining since March 2010 (77% satisfied in 2010 compared to 64% in 2014).



	Satisfied	Dissatisfied
March 2007	79%	9%
September 2007	75%	10%
March 2008	79%	7%
September 2008	76%	9%
March 2009	77%	10%
March 2010	78%	9%
March 2012	70%	17%
March 2013	70%	19%
March 2014	64%	16%

## 6 Analysis by Ward

The following tables provide detail based on the responses per ward. Abbreviations used are as follows:

- B-P Burwood – Pegasus;
- F-W Fendalton – Waimari;
- H-F Hagley - Ferrymead;
- S-H Spreydon - Heathcote;
- S-P Shirley - Papanui;
- R-W Riccarton – Wigram;
- BP Banks Peninsula

The margins of error for these subsamples are larger than the margin of error for the total sample (as sampling error is a function of the total size of the sample, irrespective of the size of population). It is important to keep this in mind, and to remember that the results become less precise as the sample size shrinks.

### 6.1 Governance and Public Affairs

*Thinking about Christchurch City Council, how much do you agree or disagree that you understand how the Council makes decisions?*

6.1		Public Understands Council Decision Making						
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP	
Strongly agree	3%	9%	7%	11%	5%	10%	4%	
Agree	23%	33%	37%	27%	30%	23%	38%	
Neither agree nor disagree	37%	24%	23%	24%	24%	26%	12%	
Disagree	25%	21%	20%	28%	32%	24%	27%	
Strongly disagree	8%	8%	8%	8%	5%	10%	12%	
Don't know/ NA	5%	5%	5%	2%	5%	8%	8%	

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

6.2		Council makes Decisions in the Best interest of the City						
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP	
Very satisfied	3%	9%	6%	6%	6%	6%	4%	
Satisfied	34%	41%	42%	43%	43%	40%	42%	
Neither satisfied nor dissatisfied	23%	31%	18%	28%	31%	30%	19%	
Dissatisfied	31%	13%	24%	17%	14%	19%	23%	
Very dissatisfied	8%	4%	7%	4%	5%	2%	4%	
Don't know/ NA	1%	1%	3%	2%	1%	2%	8%	





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

6.3		Public Level of Influence in the Democratic Process					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Large influence	3%	3%	9%	3%	6%	6%	12%
Some influence	34%	37%	29%	37%	30%	37%	31%
Small influence	40%	43%	41%	45%	43%	39%	42%
No influence	21%	16%	21%	13%	18%	14%	12%
Don't know/ NA	2%	2%	0%	2%	3%	4%	4%

Overall, how satisfied or dissatisfied are you with the opportunities you have to access information about Council decisions?

6.4		Satisfaction, Access to Information					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	1%	8%	4%	7%	3%	8%	0%
Satisfied	35%	40%	36%	40%	38%	38%	35%
Neither satisfied nor dissatisfied	31%	21%	21%	29%	25%	21%	19%
Dissatisfied	19%	17%	20%	13%	18%	26%	19%
Very dissatisfied	7%	2%	7%	4%	5%	2%	4%
Don't know/ NA	7%	13%	12%	7%	11%	6%	23%

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

6.5		Satisfaction with Opportunities to Participate and Contribute					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	1%	6%	5%	6%	3%	6%	0%
Satisfied	20%	31%	33%	31%	32%	31%	31%
Neither satisfied nor dissatisfied	36%	30%	22%	30%	30%	29%	23%
Dissatisfied	33%	22%	28%	27%	25%	25%	35%
Very dissatisfied	7%	2%	5%	2%	5%	5%	4%
Don't know/ NA	3%	9%	7%	4%	6%	6%	8%



## 6.2 City Safety

Thinking about issues of crime and safety, how safe or unsafe do you feel in the following situations:

*Walking alone in your neighbourhood during the day?*

*Walking alone in your neighbourhood after dark?*

6.6		Safety Perceptions During the Day					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very safe	56%	79%	58%	70%	59%	71%	100%
Fairly safe	26%	20%	29%	22%	30%	24%	0%
Neither safe nor unsafe	6%	1%	2%	4%	9%	4%	0%
A bit unsafe	10%	1%	8%	3%	3%	1%	0%
Very unsafe	1%	0%	3%	0%	0%	0%	0%
Don't know/ NA	1%	0%	0%	1%	0%	0%	0%

6.7		Safety Perceptions After Dark					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very safe	12%	23%	20%	15%	21%	19%	69%
Fairly safe	25%	35%	31%	39%	28%	38%	19%
Neither safe nor unsafe	11%	12%	6%	10%	14%	10%	0%
A bit unsafe	27%	18%	17%	24%	18%	23%	8%
Very unsafe	21%	11%	22%	9%	18%	10%	0%
Don't know/ NA	4%	1%	4%	3%	1%	0%	4%

## 6.3 City Promotions

*Overall how satisfied or dissatisfied are you with the information provided about events, activities and attractions in Christchurch?*

6.8		Information about Activities, Events and Attractions					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	27%	43%	34%	46%	37%	41%	38%
Satisfied	53%	45%	50%	42%	48%	37%	35%
Neither satisfied nor dissatisfied	10%	4%	9%	8%	8%	10%	12%
Dissatisfied	8%	7%	5%	3%	5%	10%	15%
Very dissatisfied	2%	0%	2%	1%	1%	1%	0%
Don't know/ NA	0%	0%	0%	0%	1%	1%	0%

*Overall how satisfied or dissatisfied are you with the range of events and festivals?*

6.9		Range of Events and Festivals					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	28%	41%	33%	44%	47%	44%	27%
Satisfied	47%	50%	54%	43%	39%	45%	46%
Neither satisfied nor dissatisfied	15%	6%	6%	10%	7%	6%	12%
Dissatisfied	6%	1%	4%	1%	5%	4%	12%
Very dissatisfied	3%	0%	0%	2%	1%	0%	0%
Don't know/ NA	1%	1%	3%	1%	1%	0%	4%

## 6.4 Council Facilities

*In the last twelve months, how often have you visited...*

6.10		Visits to Council Libraries					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
5 or more times a week	0%	1%	0%	0%	0%	0%	0%
2-4 times a week	3%	4%	3%	5%	5%	2%	0%
Once a week	11%	5%	8%	3%	11%	5%	15%
2-3 times a month	10%	12%	9%	14%	10%	11%	15%
At least once a month	13%	19%	19%	22%	13%	15%	15%
Less often than once a month	32%	25%	21%	31%	26%	31%	27%
Have not visited in last 12 months	31%	33%	39%	25%	34%	36%	27%
(Don't know)	0%	1%	1%	1%	0%	0%	0%

6.10a		Visits to Council Recreation and Sports Centres					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
5 or more times a week	1%	1%	0%	1%	0%	1%	0%
2-4 times a week	1%	4%	3%	2%	2%	2%	0%
Once a week	4%	9%	3%	7%	7%	6%	4%
2-3 times a month	5%	6%	3%	7%	5%	4%	0%
At least once a month	5%	10%	7%	15%	8%	9%	12%
Less often than once a month	14%	18%	15%	21%	22%	21%	19%
Have not visited in last 12 months	70%	50%	67%	46%	55%	56%	65%
(Don't know)	1%	2%	3%	1%	0%	1%	0%

6.10b		Visits to Council Swimming Pools					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
5 or more times a week	0%	2%	1%	0%	0%	0%	0%
2-4 times a week	1%	4%	2%	2%	2%	4%	0%
Once a week	5%	8%	3%	4%	7%	8%	4%
2-3 times a month	5%	5%	3%	7%	4%	4%	4%
At least once a month	8%	10%	7%	14%	10%	6%	8%
Less often than once a month	16%	15%	9%	19%	24%	25%	19%
Have not visited in last 12 months	65%	55%	72%	53%	53%	53%	65%
(Don't know)	1%	2%	4%	2%	0%	1%	0%

## 6.5 Waterways

Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?

6.11		Satisfaction with Condition of Waterways					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	6%	6%	6%	9%	5%	4%
Satisfied	23%	35%	38%	25%	35%	33%	27%
Neither satisfied nor dissatisfied	25%	23%	5%	19%	18%	25%	19%
Dissatisfied	27%	21%	32%	31%	22%	25%	27%
Very dissatisfied	22%	9%	14%	17%	9%	7%	12%
Don't know/ NA	2%	6%	6%	1%	6%	5%	12%

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes such things as the layout and types of plantings?

6.12		Satisfaction with Appearance of Waterway Margins					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	28%	41%	33%	44%	47%	44%	27%
Satisfied	47%	50%	54%	43%	39%	45%	46%
Neither satisfied nor dissatisfied	15%	6%	6%	10%	7%	6%	12%
Dissatisfied	6%	1%	4%	1%	5%	4%	12%
Very dissatisfied	3%	0%	0%	2%	1%	0%	0%
Don't know/ NA	1%	1%	3%	1%	1%	0%	4%

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

6.13		Satisfaction with Condition of Waterway Margins					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	3%	11%	6%	10%	9%	9%	8%
Satisfied	29%	50%	52%	42%	45%	52%	46%
Neither satisfied nor dissatisfied	18%	15%	17%	23%	20%	21%	27%
Dissatisfied	36%	16%	19%	18%	18%	10%	0%
Very dissatisfied	12%	2%	5%	7%	4%	4%	12%
Don't know/ NA	2%	6%	1%	1%	4%	5%	8%



## 6.6 Rubbish and Recycling

*Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials – your yellow bin?*

<b>6.14</b>		<b>Satisfaction with Kerbside Recycling (Yellow Bin)</b>					
<b>WARD</b>	<b>B-P</b>	<b>F-W</b>	<b>H-F</b>	<b>S-H</b>	<b>S-P</b>	<b>R-W</b>	<b>BP</b>
Very satisfied	69%	62%	54%	61%	64%	56%	54%
Satisfied	25%	34%	40%	29%	32%	36%	19%
Neither satisfied nor dissatisfied	3%	3%	1%	4%	3%	3%	0%
Dissatisfied	3%	0%	5%	5%	0%	2%	0%
Very dissatisfied	0%	1%	0%	1%	0%	2%	0%
Don't know/ NA	0%	0%	0%	0%	1%	1%	27%

*Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish – your red bin?*

<b>6.15</b>		<b>Satisfaction with Kerbside Collection, Rubbish (Red Bin)</b>					
<b>WARD</b>	<b>B-P</b>	<b>F-W</b>	<b>H-F</b>	<b>S-H</b>	<b>S-P</b>	<b>R-W</b>	<b>BP</b>
Very satisfied	61%	57%	47%	57%	60%	50%	42%
Satisfied	27%	36%	45%	31%	35%	39%	23%
Neither satisfied nor dissatisfied	5%	2%	2%	4%	3%	5%	0%
Dissatisfied	7%	4%	6%	7%	1%	3%	0%
Very dissatisfied	0%	1%	0%	1%	0%	2%	4%
Don't know/ NA	0%	0%	1%	0%	0%	1%	31%

*Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material – your green bin?*

<b>6.16</b>		<b>Satisfaction with Organic Waste (Green Bin)</b>					
<b>WARD</b>	<b>B-P</b>	<b>F-W</b>	<b>H-F</b>	<b>S-H</b>	<b>S-P</b>	<b>R-W</b>	<b>BP</b>
Very satisfied	53%	43%	40%	56%	49%	43%	42%
Satisfied	30%	38%	43%	29%	36%	35%	23%
Neither satisfied nor dissatisfied	7%	5%	3%	6%	6%	8%	0%
Dissatisfied	7%	11%	10%	6%	6%	9%	0%
Very dissatisfied	2%	4%	3%	1%	3%	3%	0%
Don't know/ NA	1%	0%	2%	1%	1%	2%	35%



## 6.7 Roading

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads, which include things such as maintenance and upkeep?

6.17	Condition of Christchurch Roads							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied		2%	9%	0%	2%	1%	4%	8%
Satisfied		11%	26%	27%	19%	26%	31%	19%
Neither satisfied nor dissatisfied		16%	21%	10%	31%	19%	28%	35%
Dissatisfied		43%	33%	46%	27%	33%	28%	23%
Very dissatisfied		27%	11%	17%	20%	20%	10%	15%
Don't know/ NA		1%	1%	1%	0%	0%	0%	0%

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths, which includes things such as maintenance and upkeep?

6.18	Condition of Christchurch Footpaths							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied		1%	9%	3%	6%	6%	6%	0%
Satisfied		30%	44%	35%	32%	36%	44%	46%
Neither satisfied nor dissatisfied		21%	16%	16%	23%	29%	24%	23%
Dissatisfied		26%	25%	35%	32%	21%	23%	15%
Very dissatisfied		19%	6%	9%	5%	6%	2%	4%
Don't know/ NA		3%	1%	3%	2%	2%	1%	12%

## 6.8 Water

*Overall how satisfied or dissatisfied are you with waste water services that aim to ensure blockages and odours don't occur?*

6.19	Waste Water Services							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied		22%	27%	23%	24%	32%	27%	19%
Satisfied		43%	50%	53%	50%	45%	49%	31%
Neither satisfied nor dissatisfied		13%	13%	9%	15%	9%	10%	8%
Dissatisfied		11%	3%	6%	6%	7%	8%	8%
Very dissatisfied		9%	1%	7%	2%	1%	2%	4%
Don't know/ NA		3%	6%	2%	3%	5%	3%	31%

*Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?*

6.20	Water Supply							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied		37%	51%	38%	33%	50%	42%	23%
Satisfied		42%	35%	57%	48%	35%	43%	23%
Neither satisfied nor dissatisfied		11%	7%	1%	12%	7%	7%	4%
Dissatisfied		6%	3%	3%	5%	5%	6%	8%
Very dissatisfied		3%	1%	0%	2%	1%	2%	0%
Don't know/ NA		1%	3%	1%	0%	2%	1%	42%





The Council is actively encouraging residents through water conservation campaigns to use less water, especially during the summer months. Campaigns include water conservation messages on backs of buses, bus shelters, billboards and in newspapers and on posters in some retail areas. It also includes online advertising and inserts in Council rates notices.

*Were you aware of the Council's water conservation campaigns before I mentioned it?*

6.21	Awareness of Council's Water Conservation Campaign							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Yes, aware		80%	79%	80%	77%	80%	76%	77%
No, unaware		19%	20%	19%	22%	17%	22%	12%
Don't know/ NA		1%	1%	1%	1%	3%	2%	12%

## 6.9 Active Travel

*Overall, how much do you agree or disagree that Christchurch is a cycle friendly city, by which I mean cyclists being able to safely and conveniently travel around the city by cycle?*

6.22	Christchurch is a Cycle-Friendly City							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree		6%	5%	5%	6%	7%	9%	0%
Agree		22%	23%	18%	22%	20%	19%	8%
Neither agree nor disagree		25%	20%	19%	15%	21%	17%	19%
Disagree		33%	38%	38%	36%	32%	36%	38%
Strongly disagree		13%	11%	16%	19%	15%	15%	19%
Don't know/ NA		2%	2%	4%	2%	4%	4%	15%



And related to this, how often have you cycled on a public road in Christchurch in the last 12 months?

6.23	Participation in Cycling							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
All the time (about every day)		7%	15%	13%	17%	16%	7%	0%
Frequently (at least once a week)		14%	16%	11%	11%	8%	10%	8%
Occasionally (around once a month)		12%	10%	13%	13%	12%	10%	12%
Rarely (No more than a few times a year)		17%	21%	14%	13%	14%	16%	27%
Never		50%	38%	50%	44%	49%	56%	54%
Don't know/ NA		1%	0%	0%	2%	1%	1%	0%

Overall, how much do you agree or disagree that Christchurch is a walking friendly city, by which I mean pedestrians being able to safely and conveniently travel around the city on foot?

6.24	Christchurch is a Walking-Friendly City							
	WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree		18%	30%	18%	23%	28%	30%	8%
Agree		55%	53%	55%	49%	51%	49%	69%
Neither agree nor disagree		11%	9%	13%	17%	11%	11%	4%
Disagree		11%	9%	10%	7%	5%	8%	15%
Strongly disagree		3%	0%	1%	2%	2%	2%	0%
Don't know/ NA		3%	0%	3%	1%	1%	0%	4%



In Christchurch there are a number of Pedestrian Malls, such as the City Mall and New Brighton Mall.

*Overall how satisfied or dissatisfied are you with the appearance of pedestrian only streets, which includes things such as the layout and type of plantings and layout and style of street furniture?*

6.25		Appearance of Pedestrian Only Streets					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	10%	24%	19%	20%	22%	18%	8%
Satisfied	55%	48%	55%	49%	49%	47%	62%
Neither satisfied nor dissatisfied	19%	14%	15%	15%	19%	15%	23%
Dissatisfied	12%	4%	5%	5%	5%	5%	0%
Very dissatisfied	4%	0%	1%	2%	0%	1%	0%
Don't know/ NA	1%	11%	5%	9%	5%	14%	8%

*Overall how satisfied or dissatisfied are you with the condition of pedestrian only streets, which includes things such as maintenance and upkeep.*

6.26		Condition of Pedestrian Only Streets					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	5%	21%	11%	19%	17%	11%	8%
Satisfied	55%	49%	57%	40%	47%	42%	50%
Neither satisfied nor dissatisfied	24%	17%	18%	18%	22%	21%	12%
Dissatisfied	11%	6%	8%	9%	7%	8%	8%
Very dissatisfied	4%	0%	1%	3%	1%	0%	4%
Don't know/ NA	2%	8%	5%	11%	6%	17%	19%

*Overall how satisfied or dissatisfied are you with how easy it is to walk around pedestrian only streets, which includes things such as how 'walking friendly' the street environments are for shopping and spending time?*

6.27		Ease of Walking Around Pedestrian Streets					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	20%	31%	12%	26%	29%	20%	19%
Satisfied	56%	55%	66%	50%	50%	48%	58%
Neither satisfied nor dissatisfied	16%	6%	14%	10%	14%	13%	8%
Dissatisfied	5%	1%	4%	3%	1%	5%	4%
Very dissatisfied	1%	0%	0%	1%	0%	0%	0%
Don't know/ NA	3%	6%	5%	10%	6%	14%	12%

# 6.10 Parking

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

6.28	Ease of Use of Parking Meters						
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	12%	8%	11%	10%	8%	5%	15%
Satisfied	40%	43%	38%	41%	42%	44%	38%
Neither satisfied nor dissatisfied	21%	20%	12%	23%	16%	21%	23%
Dissatisfied	10%	19%	17%	9%	14%	13%	4%
Very dissatisfied	5%	4%	6%	6%	4%	5%	4%
Don't know/ NA	13%	6%	17%	12%	16%	11%	15%

# 6.11 Disaster Preparedness

*In the last 12 months, have you attended or participated in meeting/s or presentation/s about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc.*

6.29	Attendance at Meetings						
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Yes, have attended	35%	22%	29%	21%	16%	21%	23%
No, have not attended	65%	78%	70%	79%	83%	79%	73%
Don't know/ NA	0%	0%	1%	0%	1%	0%	4%



*My personal preparedness has improved as a result of my attending or participating in these meetings or presentations.*

6.30		Improvement in Personal Preparedness					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	14%	6%	5%	6%	3%	3%	4%
Agree	19%	11%	24%	11%	11%	11%	12%
Neither agree nor disagree	18%	9%	10%	6%	7%	11%	15%
Disagree	8%	1%	7%	1%	5%	3%	0%
Strongly disagree	2%	3%	3%	2%	1%	1%	0%
Don't know/ NA	40%	70%	51%	75%	73%	71%	69%

*The community's preparedness has improved as a result of people attending or participating in these meetings or presentations.*

6.31		Improvement in Community Preparedness					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	9%	13%	4%	9%	6%	6%	8%
Agree	43%	34%	49%	39%	38%	44%	35%
Neither agree nor disagree	19%	8%	13%	24%	24%	15%	15%
Disagree	10%	7%	4%	2%	2%	3%	4%
Strongly disagree	1%	1%	3%	2%	0%	2%	0%
Don't know/ NA	19%	38%	28%	25%	30%	29%	38%

*Businesses or organisations are better prepared as a result of staff attending or participating in these meetings or presentations.*

6.32		Improvement in Business/Organisation Preparedness					
WARD	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	9%	11%	6%	12%	11%	13%	12%
Agree	50%	35%	50%	39%	40%	43%	12%
Neither agree nor disagree	12%	11%	10%	19%	17%	12%	15%
Disagree	10%	4%	3%	4%	5%	2%	8%
Strongly disagree	1%	2%	2%	2%	0%	0%	0%
Don't know/ NA	19%	37%	30%	25%	27%	30%	54%



## 6.12 Repair & Rebuild of Council Facilities

The Council has a programme of work to repair or rebuild Council-owned facilities as a result of the earthquakes.

*What information do you want to receive from the Council about the repair or rebuild of anchor projects like the town hall, and Council facilities such as community halls, social housing, libraries, green spaces and the facilities on them, recreation centres and swimming pools?*

6.33	Repair and Rebuild Information						
	WARD	B-P	F-W	H-F	S-H	S-P	R-W
Repair or rebuild time frames, including key when key stages will be completed	53%	47%	43%	34%	30%	34%	69%
No information required	23%	29%	23%	34%	39%	33%	15%
Cost of repair or rebuild of a facility	29%	28%	30%	12%	16%	14%	54%
Scale of repair or changes in the rebuild of a facility e.g., improvements, or things that won't be included that were available previously	33%	23%	25%	15%	15%	14%	42%
Opportunities for community input into decisions about the nature of the repair or rebuild	32%	25%	21%	13%	8%	15%	42%
Access to facilities once opened including disability and mobility access issues	26%	21%	17%	9%	7%	16%	38%
Integration of environmental/ green solutions and future proofing	26%	16%	15%	8%	5%	12%	42%
Who is carrying out the repair or rebuild e.g., contractors, partnerships with other government agencies and the private sector	22%	16%	18%	6%	5%	10%	31%
Heritage conservation	22%	17%	13%	9%	6%	7%	35%
Information on specific rebuilds/ Local area	9%	6%	3%	10%	9%	6%	0%
Any information/ general info	5%	4%	9%	5%	7%	10%	4%
Progress	4%	4%	2%	6%	5%	4%	4%
Regular/ Current updates	0%	4%	3%	4%	1%	5%	4%
What will be repaired/ what won't	2%	1%	5%	3%	3%	2%	0%
How costs of repairs/ rebuilds are being met	3%	0%	1%	2%	4%	0%	4%
Design info of rebuilds	3%	0%	2%	0%	4%	0%	4%
Satisfied with level of information currently received	0%	2%	0%	5%	0%	1%	0%
Priorities/ Reason for priority	1%	0%	1%	2%	1%	2%	4%
Roading information/ Inconvenience	0%	1%	1%	1%	1%	1%	4%
Plans for new developments	0%	0%	1%	1%	1%	1%	0%
Other	0%	1%	1%	1%	3%	1%	4%



*What are the three best ways to keep you informed about the Facilities Rebuild Plan? The plan provides a framework or future decision making around the repair and rebuild of Council-owned facilities.*

6.34	Best Sources of Information						
	WARD	B-P	F-W	H-F	S-H	S-P	R-W
Community Newspapers	42%	53%	44%	47%	39%	54%	54%
Mail out/ Leaflets/ Pamphlets	34%	21%	34%	41%	43%	34%	35%
e-Newsletters/ emails	37%	43%	33%	23%	25%	32%	38%
The Council or Future Christchurch website	17%	35%	31%	23%	24%	33%	31%
Social media e.g., Council Facebook and Twitter pages	18%	28%	16%	12%	9%	20%	15%
The Press	15%	9%	14%	18%	16%	10%	12%
At your local Service Centre, Council Recreation & Sports Centre or Library	11%	13%	11%	11%	11%	7%	12%
Radio	7%	4%	9%	10%	11%	6%	8%
Television	9%	3%	4%	9%	10%	9%	0%
Notices with rates bill	5%	4%	4%	6%	6%	4%	8%
Through community groups you are part of	9%	4%	9%	1%	1%	4%	0%
Don't know	1%	3%	4%	4%	3%	3%	4%
Billboards	2%	1%	2%	4%	3%	1%	4%
Media (unspecified/ general)	2%	1%	3%	0%	3%	1%	0%
Online news websites	1%	0%	1%	1%	3%	2%	4%
Noticeboards	1%	1%	0%	1%	2%	2%	0%
Telephone	2%	1%	0%	1%	1%	2%	0%
Through other websites/ Internet	0%	0%	1%	2%	1%	1%	0%
Word of mouth	0%	0%	0%	2%	1%	1%	0%
Text messages	0%	1%	1%	1%	1%	1%	0%
Public meetings	0%	0%	1%	2%	1%	1%	0%
Public notices/ announcements	0%	1%	0%	0%	1%	0%	4%
Other	2%	1%	4%	1%	0%	0%	4%



## 6.13 Overall Satisfaction

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents.

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

6.35	Overall Satisfaction						
	WARD	B-P	F-W	H-F	S-H	S-P	R-W
Very satisfied	9%	13%	13%	7%	15%	17%	4%
Satisfied	49%	55%	42%	56%	51%	52%	46%
Neither satisfied nor dissatisfied	22%	19%	19%	21%	18%	18%	23%
Dissatisfied	13%	7%	17%	10%	12%	11%	15%
Very dissatisfied	7%	4%	9%	4%	3%	2%	4%
Don't know/ NA	1%	1%	1%	2%	1%	0%	8%



## 6.14 Things Done Well

*Thinking about all the services the Council provides, can you describe in as much detail as possible, the service you feel the Council is performing the best in delivering, and why?*

6.36	Service Council Performs Best						
	WARD	B-P	F-W	H-F	S-H	S-P	R-W
Good/ reliable rubbish collection service	25%	21%	19%	27%	18%	20%	15%
Activities & Events are good	14%	16%	15%	10%	12%	10%	4%
Good libraries	10%	6%	6%	9%	10%	6%	12%
Good roading/ roading maintenance	10%	4%	6%	3%	5%	6%	0%
Communication/ Provision of information	2%	6%	7%	6%	3%	5%	8%
Park maintenance/ Park staff/ Green areas	2%	5%	2%	7%	7%	2%	12%
Recreational facilities	3%	4%	1%	2%	6%	7%	0%
Getting the city up and running/ Post Earthquake repairs	3%	5%	1%	2%	4%	1%	0%
Good job/ service overall	1%	2%	2%	2%	3%	2%	4%
Infrastructure rebuild/ development	4%	3%	1%	2%	2%	2%	0%
Doing their best	3%	1%	1%	0%	3%	3%	0%
Clean water/ water supply	2%	1%	2%	2%	1%	3%	4%
Cleanliness of city	1%	0%	0%	2%	1%	2%	0%
Good at providing information about events/ activities	1%	1%	0%	1%	0%	4%	0%
Good public consultation	0%	0%	1%	1%	1%	0%	8%
Great bus services	2%	1%	1%	0%	1%	1%	0%
Prompt attention to issues when notified	0%	0%	3%	2%	1%	0%	0%
Sewerage	1%	0%	1%	1%	0%	2%	0%
Council have been working hard/ trying their best	0%	1%	1%	1%	0%	1%	0%
Great job promoting the city	0%	1%	2%	0%	1%	0%	0%
Council call centre staff do a good job	1%	0%	2%	0%	1%	0%	0%
Restart Mall	0%	1%	0%	1%	1%	0%	0%
Good to have free activities and events for families	1%	0%	1%	0%	0%	1%	0%
Stormwater/ drainage	0%	0%	2%	0%	0%	1%	0%
Other	4%	2%	9%	2%	3%	7%	8%
No Comment	19%	19%	21%	19%	15%	19%	27%



## 6.15 Areas for Council to Improve

*Of all the services the Council provides, which is the service that you feel is most important for Council to improve over the next 12 months and why? Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area.*

6.37	Service Council Needs to Improve						
	WARD	B-P	F-W	H-F	S-H	S-P	R-W
Repair the roads	29%	23%	24%	19%	22%	29%	19%
Communication/ Consultation with the public	7%	14%	4%	10%	9%	3%	12%
Improve building consents process/ backlog	11%	4%	11%	7%	9%	6%	4%
Stormwater/ drainage issues	5%	8%	3%	5%	4%	6%	4%
Cycleways need to be improved	1%	3%	1%	10%	2%	6%	4%
Increase rebuild speed/ Take control	1%	4%	7%	2%	5%	3%	8%
Poor housing situation	1%	3%	7%	2%	3%	2%	0%
Lack of pools	7%	1%	4%	1%	3%	1%	4%
Bigger rubbish/ organic/ recycling bins	1%	1%	0%	2%	4%	3%	0%
Traffic management	0%	1%	1%	2%	3%	4%	0%
Transparency	0%	2%	4%	2%	2%	2%	4%
Maintenance of waterways	3%	1%	3%	4%	1%	0%	0%
Lack of recreational facilities (including for disabled)	0%	2%	4%	0%	1%	2%	8%
Listen to residents	0%	2%	3%	1%	1%	3%	0%
Better assessment of rebuild requirements/ Priorities	1%	3%	0%	2%	1%	2%	4%
Maintenance of council grounds/ parks/ gardens	0%	0%	3%	2%	1%	2%	0%
More parking around the city/ airport/ hospital	0%	0%	2%	2%	2%	3%	0%
Council are not working together/ Infighting	2%	1%	0%	1%	2%	1%	4%
Poor footpaths	4%	1%	0%	1%	1%	2%	0%
East Christchurch neglected	5%	0%	1%	1%	0%	2%	0%
Improve street cleaning	1%	1%	1%	0%	1%	2%	0%
Social housing	1%	1%	2%	2%	1%	0%	0%
Collect rubbish weekly	1%	1%	2%	0%	0%	1%	4%
Lack of library facilities	1%	1%	2%	1%	1%	0%	0%
Cheaper parking	0%	1%	0%	1%	0%	2%	0%
Ellerslie Flower Show	1%	1%	0%	1%	1%	0%	0%
Lack of information about rebuild	0%	0%	0%	2%	1%	1%	0%
Sewerage system	1%	0%	0%	2%	1%	0%	0%
Greenwaste dumping/ bins should be free	1%	1%	0%	1%	0%	0%	0%
Poor street lighting making streets unsafe	0%	1%	0%	1%	1%	0%	0%
Other	7%	6%	6%	7%	7%	8%	12%
No Comment	9%	12%	7%	6%	11%	7%	12%

## 7 Analysis by Age and Gender

The following tables provide detail based on the responses per age and gender. The margins of error for these subsamples are larger than the margin of error for the total sample (as sampling error is a function of the total size of the sample, irrespective of the size of population). It is important to keep this in mind, and to remember that the results become less precise as the sample size shrinks.

### 7.1 Governance and Public Affairs

*Thinking about Christchurch City Council, how much do you agree or disagree that you understand how the Council makes decisions?*

7.1	Public Understands Council Decision Making					
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Strongly agree	5%	4%	8%	14%	9%	6%
Agree	20%	28%	31%	34%	31%	27%
Neither agree nor disagree	30%	25%	30%	17%	23%	28%
Disagree	29%	28%	19%	24%	24%	27%
Strongly disagree	9%	9%	8%	3%	8%	8%
Don't know/ NA	6%	4%	4%	8%	5%	5%

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

7.2	Council makes Decisions in the Best Interest of the City					
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	5%	4%	6%	11%	6%	7%
Satisfied	48%	36%	42%	47%	39%	42%
Neither satisfied nor dissatisfied	27%	32%	25%	19%	29%	26%
Dissatisfied	13%	22%	19%	18%	19%	19%
Very dissatisfied	2%	5%	7%	3%	5%	5%
Don't know/ NA	5%	1%	2%	3%	2%	2%



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

7.3	Public Participation in the Democratic Process						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Large influence		10%	4%	6%	3%	7%	3%
Some influence		40%	32%	33%	37%	31%	37%
Small influence		43%	46%	36%	39%	43%	41%
No influence		4%	17%	22%	18%	18%	16%
Don't know/ NA		3%	1%	3%	3%	2%	3%

Overall, how satisfied or dissatisfied are you with the opportunities you have to access information about Council decisions?

7.4	Satisfaction, Access to Information						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied		9%	3%	7%	5%	6%	5%
Satisfied		36%	35%	39%	42%	39%	37%
Neither satisfied nor dissatisfied		24%	27%	21%	23%	25%	24%
Dissatisfied		19%	20%	17%	18%	18%	20%
Very dissatisfied		4%	5%	4%	3%	4%	4%
Don't know/ NA		7%	10%	11%	10%	8%	11%

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

7.5	Satisfaction with Opportunities to Participate and Contribute						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied		3%	2%	8%	5%	5%	4%
Satisfied		28%	30%	28%	34%	31%	29%
Neither satisfied nor dissatisfied		34%	27%	28%	32%	28%	30%
Dissatisfied		24%	32%	26%	18%	27%	26%
Very dissatisfied		3%	4%	4%	5%	4%	4%
Don't know/ NA		7%	5%	6%	7%	5%	7%



## 7.2 City Safety

Thinking about issues of crime and safety, how safe or unsafe do you feel in the following situations:

*Walking alone in your neighbourhood during the day?*

*Walking alone in your neighbourhood after dark?*

<b>7.6</b>	<b>Safety Perceptions During the Day</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very safe	70%	67%	66%	68%	71%	64%
Fairly safe	21%	24%	25%	25%	23%	25%
Neither safe nor unsafe	6%	4%	4%	3%	4%	5%
A bit unsafe	3%	4%	4%	2%	2%	5%
Very unsafe	0%	1%	1%	0%	0%	1%
Don't know/ NA	0%	0%	0%	1%	0%	1%

<b>7.7</b>	<b>Safety Perceptions After Dark</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very safe	20%	20%	22%	18%	30%	11%
Fairly safe	35%	34%	31%	29%	41%	24%
Neither safe nor unsafe	8%	11%	10%	10%	9%	12%
A bit unsafe	23%	22%	17%	21%	13%	27%
Very unsafe	13%	12%	18%	14%	5%	22%
Don't know/ NA	1%	1%	2%	8%	1%	3%



## 7.3 City Promotions

*Overall how satisfied or dissatisfied are you with the information provided about events, activities and attractions in Christchurch?*

<b>7.8</b>	<b>Information about Activities, Events and Attractions</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	31%	36%	44%	43%	31%	46%
Satisfied	49%	45%	42%	47%	51%	40%
Neither satisfied nor dissatisfied	9%	9%	7%	8%	10%	7%
Dissatisfied	9%	8%	6%	1%	7%	7%
Very dissatisfied	0%	1%	1%	1%	1%	1%
Don't know/ NA	1%	0%	0%	0%	0%	0%

*Overall how satisfied or dissatisfied are you with the range of events and festivals?*

<b>7.9</b>	<b>Range of Events and Festivals</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	31%	41%	39%	44%	31%	48%
Satisfied	47%	46%	48%	44%	51%	41%
Neither satisfied nor dissatisfied	13%	7%	8%	8%	10%	7%
Dissatisfied	7%	3%	3%	3%	5%	2%
Very dissatisfied	1%	1%	1%	0%	1%	1%
Don't know/ NA	1%	1%	1%	1%	2%	1%



## 7.4 Council Facilities

*In the last twelve months, how often have you visited ...*

<b>7.10</b>		<b>Visits to Council Libraries</b>				
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
5 or more times a week	0%	0%	1%	0%	0%	0%
2-4 times a week	3%	2%	4%	7%	5%	3%
Once a week	2%	7%	6%	13%	5%	10%
2-3 times a month	8%	11%	10%	14%	8%	14%
At least once a month	24%	18%	15%	13%	13%	20%
Less often than once a month	25%	29%	29%	25%	27%	29%
Have not visited in last 12 months	38%	33%	35%	27%	42%	24%
(Don't know)	0%	0%	1%	1%	0%	1%

<b>7.10a</b>		<b>Visits to Council Recreation Centres</b>				
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
5 or more times a week	0%	1%	1%	1%	1%	1%
2-4 times a week	3%	4%	1%	1%	3%	2%
Once a week	7%	9%	4%	2%	5%	8%
2-3 times a month	11%	4%	5%	1%	4%	6%
At least once a month	7%	13%	8%	2%	10%	9%
Less often than once a month	23%	21%	18%	11%	19%	19%
Have not visited in last 12 months	46%	47%	61%	81%	58%	55%
(Don't know)	2%	0%	2%	1%	1%	1%

<b>7.10b</b>		<b>Visits to Council Swimming Pools</b>				
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
5 or more times a week	0%	0%	2%	0%	1%	0%
2-4 times a week	1%	4%	1%	2%	2%	2%
Once a week	5%	10%	2%	3%	3%	9%
2-3 times a month	5%	6%	6%	0%	5%	5%
At least once a month	8%	15%	4%	2%	9%	9%
Less often than once a month	28%	21%	13%	12%	16%	20%
Have not visited in last 12 months	51%	44%	69%	79%	63%	53%
(Don't know)	1%	1%	3%	2%	1%	2%

## 7.5 Waterways

Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?

7.11	Condition of Waterways					
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	4%	6%	7%	5%	5%	7%
Satisfied	47%	32%	25%	27%	33%	30%
Neither satisfied nor dissatisfied	19%	19%	20%	23%	20%	19%
Dissatisfied	20%	28%	26%	27%	27%	25%
Very dissatisfied	7%	10%	17%	14%	11%	13%
Don't know/ NA	3%	5%	5%	4%	4%	6%

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes such things as the layout and types of plantings?

7.12	Appearance of Waterway Margins					
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	13%	13%	11%	14%	11%	15%
Satisfied	56%	48%	49%	43%	51%	45%
Neither satisfied nor dissatisfied	20%	16%	18%	12%	16%	17%
Dissatisfied	8%	14%	13%	18%	15%	13%
Very dissatisfied	1%	4%	6%	6%	4%	5%
Don't know/ NA	2%	4%	3%	6%	3%	5%

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

7.13	Condition of Waterway Margins					
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	8%	8%	10%	8%	8%	8%
Satisfied	49%	47%	45%	40%	49%	42%
Neither satisfied nor dissatisfied	25%	19%	18%	17%	19%	19%
Dissatisfied	15%	19%	15%	23%	16%	20%
Very dissatisfied	0%	4%	9%	8%	5%	7%
Don't know/ NA	3%	3%	3%	4%	2%	5%





## 7.6 Rubbish and Recycling

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials – your yellow bin?

7.14		Kerbside Collection, Recycling (Yellow Bin)				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	46%	59%	65%	68%	62%	60%
Satisfied	45%	35%	27%	25%	31%	33%
Neither satisfied nor dissatisfied	9%	2%	2%	2%	4%	2%
Dissatisfied	0%	3%	2%	2%	2%	2%
Very dissatisfied	0%	1%	2%	0%	1%	1%
Don't know/ NA	0%	1%	2%	3%	1%	2%

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish – your red bin?

7.15		Kerbside Collection, Rubbish (Red Bin)				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	38%	53%	61%	65%	56%	55%
Satisfied	49%	37%	29%	30%	35%	35%
Neither satisfied nor dissatisfied	13%	4%	1%	0%	3%	4%
Dissatisfied	1%	5%	6%	2%	4%	5%
Very dissatisfied	0%	1%	2%	0%	1%	1%
Don't know/ NA	0%	1%	2%	3%	1%	1%

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material -your green bin?

7.16		Kerbside Collection, Organic Waste (Green Bin)				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	38%	53%	61%	65%	56%	55%
Satisfied	49%	37%	29%	30%	35%	35%
Neither satisfied nor dissatisfied	13%	4%	1%	0%	3%	4%
Dissatisfied	1%	5%	6%	2%	4%	5%
Very dissatisfied	0%	1%	2%	0%	1%	1%
Don't know/ NA	0%	1%	2%	3%	1%	1%

## 7.7 Roading

*Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads, which include things such as maintenance and upkeep?*

<b>7.17</b>		<b>Condition of Christchurch Roads</b>				
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	7%	2%	3%	3%	4%	3%
Satisfied	23%	21%	21%	32%	24%	23%
Neither satisfied nor dissatisfied	26%	19%	22%	25%	20%	23%
Dissatisfied	33%	37%	34%	27%	35%	33%
Very dissatisfied	10%	21%	19%	11%	17%	18%
Don't know/ NA	0%	0%	1%	1%	0%	1%

*Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths, which includes things such as maintenance and upkeep?*

<b>7.18</b>		<b>Condition of Christchurch Footpaths</b>				
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	15%	4%	5%	5%	5%	6%
Satisfied	39%	36%	37%	42%	40%	35%
Neither satisfied nor dissatisfied	27%	23%	20%	16%	22%	21%
Dissatisfied	17%	28%	27%	28%	25%	28%
Very dissatisfied	2%	8%	9%	5%	5%	9%
Don't know/ NA	1%	1%	3%	4%	3%	1%



## 7.8 Water

Overall how satisfied or dissatisfied are you with waste water services that aim to ensure blockages and odours don't occur?

7.19		Waste Water Services				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	20%	21%	31%	35%	27%	26%
Satisfied	47%	54%	39%	47%	51%	45%
Neither satisfied nor dissatisfied	16%	11%	11%	10%	8%	14%
Dissatisfied	8%	8%	6%	3%	6%	7%
Very dissatisfied	1%	4%	6%	1%	3%	4%
Don't know/ NA	8%	2%	7%	5%	5%	5%

Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?

7.20		Water Supply				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	40%	36%	46%	52%	41%	43%
Satisfied	42%	49%	34%	36%	43%	42%
Neither satisfied nor dissatisfied	10%	7%	8%	5%	8%	7%
Dissatisfied	8%	5%	3%	4%	5%	5%
Very dissatisfied	0%	1%	3%	0%	1%	2%
Don't know/ NA	0%	1%	6%	3%	3%	3%

The Council is actively encouraging residents through water conservation campaigns to use less water, especially during the summer months. Campaigns include water conservation messages on backs of buses, bus shelters, billboards and in newspapers and on posters in some retail areas. It also includes online advertising and inserts in Council rates notices. Were you aware of the Council's water conservation campaigns before I mentioned it?

7.21		Awareness of Water Conservation Campaign				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Yes, aware	51%	80%	88%	84%	78%	79%
No, not aware	46%	19%	11%	13%	19%	20%
Don't know/ NA	3%	1%	1%	3%	2%	1%



## 7.9 Active Travel

Overall, how much do you agree or disagree that Christchurch is a cycle friendly city, by which I mean cyclists being able to safely and conveniently travel around the city by cycle?

7.22		Christchurch is a Cycle-Friendly City				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Strongly agree	9%	5%	6%	7%	7%	5%
Agree	22%	19%	21%	23%	25%	16%
Neither agree nor disagree	23%	19%	19%	18%	20%	19%
Disagree	35%	40%	33%	30%	32%	39%
Strongly disagree	9%	16%	19%	11%	14%	16%
Don't know/ NA	1%	1%	3%	11%	2%	5%

And related to this, how often have you cycled on a public road in Christchurch in the last 12 months?

7.23		Participation in Cycling				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
All the time (about every day)	20%	13%	11%	8%	16%	9%
Frequently (at least once a week)	11%	16%	8%	5%	15%	8%
Occasionally (around once a month)	15%	14%	10%	5%	13%	11%
Rarely (No more than a few times a year)	25%	18%	18%	5%	17%	16%
Never	29%	39%	52%	75%	40%	55%
Don't know/ NA	0%	0%	0%	3%	0%	1%

Overall, how much do you agree or disagree that Christchurch is a walking friendly city, by which I mean pedestrians being able to safely and conveniently travel around the city on foot?

7.24		Christchurch is a Walking-Friendly City				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Strongly agree	24%	23%	28%	25%	25%	25%
Agree	58%	54%	48%	53%	52%	53%
Neither agree nor disagree	10%	11%	15%	9%	12%	11%
Disagree	6%	11%	7%	6%	8%	9%
Strongly disagree	1%	1%	2%	2%	2%	1%
Don't know/ NA	0%	0%	1%	5%	1%	2%



*In Christchurch there are a number of Pedestrian Malls, such as the City Mall and New Brighton Mall. Overall how satisfied or dissatisfied are you with the appearance of pedestrian only streets, which includes things such as the layout and type of plantings and layout and style of street furniture?*

<b>7.25</b>	<b>Appearance of Pedestrian Only Streets</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	26%	16%	22%	18%	15%	23%
Satisfied	51%	54%	47%	46%	51%	49%
Neither satisfied nor dissatisfied	16%	19%	12%	15%	20%	13%
Dissatisfied	1%	5%	6%	7%	5%	6%
Very dissatisfied	0%	1%	2%	1%	1%	2%
Don't know/ NA	6%	4%	11%	13%	9%	7%

*Overall how satisfied or dissatisfied are you with the condition of pedestrian only streets, which includes things such as maintenance and upkeep.*

<b>7.26</b>	<b>Condition of Pedestrian Only Streets</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	22%	12%	17%	10%	10%	18%
Satisfied	56%	51%	42%	43%	48%	48%
Neither satisfied nor dissatisfied	10%	21%	19%	23%	23%	17%
Dissatisfied	6%	9%	8%	6%	7%	9%
Very dissatisfied	0%	1%	2%	2%	1%	2%
Don't know/ NA	5%	5%	12%	16%	10%	8%

*Overall how satisfied or dissatisfied are you with how easy it is to walk around pedestrian only streets, which includes things such as how 'walking friendly' the street environments are for shopping and spending time?*

<b>7.27</b>	<b>Ease of Walking Around Pedestrian Only Streets</b>					
<b>AGE/GENDER</b>	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Very satisfied	33%	21%	25%	22%	19%	28%
Satisfied	49%	59%	48%	51%	56%	52%
Neither satisfied nor dissatisfied	14%	12%	11%	10%	15%	9%
Dissatisfied	1%	4%	4%	1%	2%	4%
Very dissatisfied	0%	0%	1%	0%	0%	1%
Don't know/ NA	3%	4%	11%	15%	9%	7%



## 7.10 Parking

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

7.28		Ease of Use of Parking Meters				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Very satisfied	8%	10%	8%	6%	7%	10%
Satisfied	39%	44%	44%	34%	43%	41%
Neither satisfied nor dissatisfied	25%	18%	17%	20%	21%	17%
Dissatisfied	11%	14%	15%	12%	13%	14%
Very dissatisfied	1%	5%	7%	4%	4%	6%
Don't know/ NA	16%	9%	10%	23%	13%	13%

## 7.11 Disaster Preparedness

In the last 12 months, have you attended or participated in meeting/s or presentation/s about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc.

7.29		Attendance at Meetings				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Yes, have attended	14%	21%	28%	27%	20%	26%
No, have not attended	86%	78%	72%	72%	80%	73%
Don't know/ NA	0%	1%	0%	1%	0%	1%

My personal preparedness has improved as a result of my attending or participating in these meetings or presentations.

7.30		Improvement in Personal Preparedness				
AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Strongly agree	6%	4%	9%	5%	4%	7%
Agree	10%	11%	16%	21%	14%	14%
Neither agree nor disagree	7%	9%	11%	12%	8%	12%
Disagree	1%	3%	6%	4%	3%	5%
Strongly disagree	2%	2%	1%	1%	2%	1%
Don't know/ NA	73%	70%	57%	58%	68%	62%



*The community's preparedness has improved as a result of people attending or participating in these meetings or presentations.*

7.31	Improvement in Community Preparedness					
	AGE/GENDER	18-24	25-49	50-64	65+	Male
Strongly agree	4%	7%	9%	11%	6%	10%
Agree	47%	40%	36%	43%	37%	43%
Neither agree nor disagree	20%	18%	15%	15%	20%	14%
Disagree	2%	5%	5%	3%	3%	6%
Strongly disagree	1%	2%	1%	1%	2%	1%
Don't know/ NA	26%	28%	35%	27%	32%	26%

*Businesses or organisations are better prepared as a result of staff attending or participating in these meetings or presentations.*

7.32	Improvement in Business/Organisation Preparedness					
	AGE/GENDER	18-24	25-49	50-64	65+	Male
Strongly agree	10%	10%	12%	11%	8%	13%
Agree	57%	42%	35%	36%	39%	43%
Neither agree nor disagree	9%	16%	13%	12%	16%	11%
Disagree	4%	5%	5%	3%	5%	5%
Strongly disagree	0%	1%	2%	1%	1%	1%
Don't know/ NA	19%	27%	33%	38%	30%	28%



## 7.12 Repair & Rebuild of Council Facilities

The Council has a programme of work to repair or rebuild Council-owned facilities as a result of the earthquakes.

*What information do you want to receive from the Council about the repair or rebuild of anchor projects like the town hall, and Council facilities such as community halls, social housing, libraries, green spaces and the facilities on them, recreation centres and swimming pools?*

7.33	Repair and Rebuild Information						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Repair or rebuild time frames, including key when key stages will be completed		44%	41%	41%	35%	37%	43%
No information required		27%	30%	26%	38%	35%	27%
Cost of repair or rebuild of a facility		13%	20%	26%	28%	23%	22%
Scale of repair or changes in the rebuild of a facility e.g., improvements, or things that won't be included that were available previously		17%	18%	24%	27%	18%	24%
Opportunities for community input into decisions about the nature of the repair or rebuild		16%	16%	23%	23%	16%	22%
Access to facilities once opened including disability and mobility access issues		9%	12%	20%	25%	12%	20%
Integration of environmental/ green solutions and future proofing		10%	11%	17%	19%	11%	17%
Who is carrying out the repair or rebuild e.g., contractors, partnerships with other government agencies and the private sector		5%	9%	17%	20%	11%	14%
Heritage conservation		7%	10%	16%	19%	11%	15%
Information on specific rebuilds/ Local area		10%	9%	5%	3%	6%	8%
Any information/ general info		8%	6%	6%	6%	7%	6%
Progress		5%	4%	4%	3%	5%	4%
Regular/ Current updates		0%	4%	3%	2%	2%	4%
What will be repaired/ what won't		2%	4%	2%	2%	4%	2%
How costs of repairs/ rebuilds are being met		1%	3%	2%	0%	2%	1%
Design info of rebuilds		2%	2%	2%	0%	2%	1%
Satisfied with level of information currently received		0%	2%	1%	1%	1%	2%
Priorities/ Reason for priority		0%	2%	1%	0%	1%	2%
Roading information/ Inconvenience		1%	2%	0%	0%	1%	1%
Plans for new developments		0%	1%	0%	1%	0%	1%
Other		1%	1%	1%	1%	2%	1%





*What are the three best ways to keep you informed about the Facilities Rebuild Plan? The plan provides a framework or future decision making around the repair and rebuild of Council-owned facilities.*

7.34	Best Sources of Information						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Community Newspapers		39%	41%	45%	68%	44%	50%
Mail out/ Leaflets/ Pamphlets		35%	39%	33%	27%	39%	31%
e-Newsletters/ emails		42%	36%	31%	18%	30%	34%
The Council or Future Christchurch website		29%	33%	26%	16%	27%	29%
Social media e.g., Council Facebook and Twitter pages		34%	19%	12%	9%	13%	21%
The Press		7%	13%	17%	15%	15%	12%
At your local Service Centre, Council Recreation & Sports Centre or Library		9%	9%	10%	17%	6%	15%
Radio		7%	7%	6%	11%	8%	8%
Television		8%	6%	8%	8%	7%	7%
Notices with rates bill		0%	6%	9%	2%	5%	5%
Through community groups you are part of		2%	4%	2%	8%	4%	5%
Don't know		5%	3%	2%	3%	3%	3%
Billboards		8%	3%	0%	0%	2%	3%
Media (unspecified/ general)		1%	1%	5%	0%	2%	1%
Online news websites		0%	2%	2%	0%	1%	2%
Noticeboards		2%	1%	0%	1%	1%	1%
Telephone		4%	1%	0%	1%	1%	1%
Through other websites/ Internet		1%	1%	1%	0%	1%	1%
Word of mouth		1%	1%	1%	1%	1%	1%
Text messages		2%	1%	1%	0%	1%	1%
Public meetings		2%	0%	1%	0%	1%	1%
Public notices/ announcements		3%	0%	0%	0%	1%	0%
Other		1%	1%	2%	1%	1%	2%



## 7.13 Overall Satisfaction

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents.

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

7.35 AGE/GENDER	Overall Satisfaction					
	18-24	25-49	50-64	65+	Male	Female
Very satisfied	11%	10%	11%	18%	13%	12%
Satisfied	65%	52%	44%	51%	49%	53%
Neither satisfied nor dissatisfied	17%	19%	25%	16%	20%	19%
Dissatisfied	5%	13%	13%	11%	12%	11%
Very dissatisfied	1%	6%	4%	2%	4%	4%
Don't know/ NA	1%	0%	3%	2%	1%	1%



## 7.14 Things Done Well

*Thinking about all the services the Council provides, can you describe in as much detail as possible, the service you feel the Council is performing the best in delivering, and why?*

7.36	Service Council Performs Best						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Good/ reliable rubbish collection service		13%	21%	23%	25%	25%	18%
Activities & Events are good		16%	19%	8%	1%	9%	15%
Good libraries		7%	11%	5%	6%	4%	12%
Good roading/ roading maintenance		6%	5%	6%	5%	6%	4%
Communication/ Provision of information		6%	3%	6%	8%	4%	6%
Park maintenance/ Park staff/ Green areas		7%	3%	7%	5%	4%	6%
Recreational facilities		4%	5%	3%	2%	4%	4%
Getting the city up and running/ Post Earthquake repairs		4%	3%	3%	1%	2%	3%
Good job/ service overall		2%	2%	3%	2%	2%	3%
Infrastructure rebuild/ development		0%	2%	3%	3%	3%	2%
Doing their best		0%	1%	4%	1%	2%	2%
Clean water/ water supply		0%	1%	3%	3%	3%	1%
Cleanliness of city		1%	2%	0%	1%	1%	1%
Good at providing information about events/ activities		5%	1%	0%	0%	1%	1%
Good public consultation		2%	1%	1%	0%	0%	1%
Great bus services		0%	0%	2%	1%	1%	1%
Prompt attention to issues when notified		1%	1%	1%	1%	1%	1%
Sewerage		1%	0%	1%	2%	1%	1%
Council have been working hard/ trying their best		0%	0%	2%	1%	1%	1%
Great job promoting the city		1%	1%	1%	0%	1%	1%
Council call centre staff do a good job		0%	1%	1%	0%	1%	1%
Restart Mall		1%	0%	1%	0%	0%	1%
Good to have free activities and events for families		0%	1%	0%	0%	0%	1%
Other		3%	4%	5%	5%	5%	4%
No Comment		20%	16%	17%	27%	22%	16%



## 7.15 Areas for Council to Improve

*Of all the services the Council provides, which is the service that you feel is most important for Council to improve over the next 12 months and why? Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area.*

7.37	Service Council Needs to Improve						
	AGE/GENDER	18-24	25-49	50-64	65+	Male	Female
Repair the roads		25%	26%	21%	23%	27%	21%
Communication/ Consultation with the public		13%	8%	5%	9%	7%	10%
Improve building consents process/ backlog		3%	9%	9%	6%	9%	7%
Stormwater/ drainage issues		4%	5%	5%	5%	6%	5%
Cycleways need to be improved		9%	4%	3%	1%	4%	4%
Increase rebuild speed/ Take control		4%	5%	3%	2%	5%	3%
Poor housing situation		3%	1%	5%	3%	1%	4%
Lack of pools		1%	3%	3%	3%	2%	4%
Bigger rubbish/ organic/ recycling bins		2%	2%	2%	2%	2%	2%
Traffic management		2%	1%	3%	2%	3%	2%
Transparency		1%	2%	3%	2%	3%	1%
Maintenance of waterways		1%	2%	2%	2%	1%	3%
Lack of recreational facilities (including for disabled)		1%	2%	2%	0%	1%	2%
Listen to residents		1%	1%	2%	1%	1%	3%
Better assessment of rebuild requirements/ Priorities		0%	1%	2%	2%	2%	1%
Maintenance of council grounds/ parks/ gardens		1%	0%	2%	4%	1%	2%
More parking around the city/ airport/ hospital		3%	1%	2%	1%	1%	2%
Council are not working together/ Infighting		0%	1%	3%	0%	1%	1%
Poor footpaths		0%	1%	2%	1%	1%	2%
East Christchurch neglected		0%	2%	2%	0%	0%	2%
Improve street cleaning		1%	1%	1%	2%	1%	1%
Social housing		1%	1%	1%	1%	1%	2%
Collect rubbish weekly		0%	1%	1%	0%	0%	2%
Lack of library facilities		0%	1%	1%	1%	1%	1%
Cheaper parking		0	0	0	0	0	0
Ellerslie Flower Show		0%	1%	1%	1%	1%	0%
Lack of information about rebuild		0%	1%	0%	1%	1%	1%
Sewerage system		0%	1%	1%	1%	1%	0%
Greenwaste dumping/ bins should be free		0%	0%	2%	0%	0%	1%
Poor street lighting making streets unsafe		0%	1%	1%	0%	0%	1%
Other		9%	5%	9%	8%	6%	8%
No Comment		10%	7%	7%	16%	10%	8%

## A1 Verbatim Comments

### A1.1 Things the Council are Doing Well

#### Banks Peninsula

Activities provided are pretty good, communities need them more than ever. (Male, 25-49, Little River)

Cleaning the toilets and getting the rubbish collected. They are supplying a generally good service and it is definitely better now in comparison to the way it was with the previous council. The roads are very good too. (Male, 50-64, Little Akaroa)

Community areas like gardens etc. are very well maintained and accessible. (Male, 18-24, Lyttelton)

Council is addressing the necessities appropriately and listening to the public about what their needs are, their prioritising is according to public feedback. (Male, 18-24, Lyttelton)

Gardens. I am a gardener, and like going to the botanic gardens. (Female, 50-64, Port Levy)

I have been working with strengthening communities. I think that this body within the council is brilliant for communities and the council has helped with this a lot. (Female, 25-49, Little River)

I think the most consistent thing is the rubbish collection which is great. (Male, 25-49, Charteris Bay)

Libraries and water supply. (Male, 18-24, Lyttelton)

New mayor's approach will be more consultive which is what the city needs. (Female, 25-49, Lyttelton)

Refuse collection because they have divided and recycle a huge range of materials, keeping as much as possible out of landfill. (Male, 25-49, Lyttelton)

Satisfied with everything in Akaroa. (Female, 65+, Akaroa)

Services like libraries. Public transport is great. (Male, 65+, Little River)

Signage on city & Banks Peninsula roads make it very easy to navigate. (Male, 18-24, Akaroa)

The amount of green space they are including in the rebuild plan. I think it is going to make Christchurch a wonderful place. (Female, 65+, Duavachelle)

The best thing would be the communication with the public and keeping us aware of the progress. (Female, 65+, Church Bay)

The libraries, the range and facilities and having a delivery system to your local library is brilliant. (Female, 25-49, Lyttelton)

The people who work on the rubbish and recycling trucks are very good, if bins are not in right place they still get off the truck to collect the bins and if there's wind and bins are knocked over they pick them up and place them in the correct places. (Male, 25-49, Diamond Harbour)

They have concentrated well with our concerns with water supply and have kept up with rubbish collection well. I think they have kept the basic needs and services going to a good standard since their recent surplus of troubles. (Male, 50-64, Cass Bay)

This survey is assessing the lines of communication and the idea that they are trying to be more transparent is good. The idea that they are constrained and that they are having to make some hard decisions and that they are remaining transparent is good. (Male, 25-49, Ataahua)

#### Burwood/Pegasus

All of our basic services seem to be working well mostly rubbish collection. Council need to do everything we can to preserve our cathedral as we have lost so much and I do not see what the rush is to pull it down. (Female, 65+, Queenspark)

All the building consents and getting all the shops and houses and everything up and running. (Male, 50-64, New Brighton)

Anzac Drive Roading. (Female, 25-49, New Brighton)

Better decision making than in the past. (Female, 65+, Avondale)

Classical Sparks & Picnic in the Park but return the bus services for these events. (Male, 25-49, Avondale)

Council call centre staff are doing a good job. Very friendly and understanding. (Male, 25-49, Parklands)



Council's kerbside collection of rubbish bins. (Male, 25-49, North New Brighton)

Cycleway system is very good. (Male, 65+, Dallington)

Done a great job looking after the waste in all forms. We have a very clean city, and the council has been active in making sure all their services are up and running. Free events are great. They have been good with issuing and providing information e.g. events, up and coming things. Services in terms of libraries are great. Buses are wonderful. (Female, 25-49, Parklands)

Entertainment - functions, community events like Beer Fest in Hagley Park. Gives community something to do and enjoy for the day. Fairs, markets etc. would be a good idea also. (Male, 25-49, Aranui)

Festivals and events (although need to increase the variety) not a lot to do in Christchurch, these give us some hope, getting people out of their homes and making them happy. (Female, 25-49, Wainoni)

From my personal point of view, the rubbish collection is excellent. I've had issues with other people putting their rubbish in my bins so that they wouldn't close. I've phoned up about it and everyone has been helpful and say what they're going to do and do it. (Female, 50-64, New Brighton)

Good job at fixing infra-structure (water etc.). (Female, 50-64, Waimairi Beach)

I am enjoying the Art Side, The new street art and museum exhibitions (e.g. Banksy). (Female, 18-24, Burwood)

I feel that the Council is doing a good job at getting the city back together with the repairs taking place. (Male, 25-49, Parklands)

I feel that the waste collection is consistent and I'm happy with it. (Female, 25-49, North New Brighton)

I think they're doing their best with everything. (Female, 50-64, Parklands)

Keeping people informed regarding the rebuild. (Female, 18-24, Wainoni)

Keeping roads right. Trying their best, keep traffic flowing. (Female, 50-64, Parklands)

Keeping up and managing well after the earthquakes. (Female, 18-24, New Brighton)

Leanne (Mayor) is doing the best she can do, she is a very hard worker. I really like the fact that when my road/street was getting fixed I got an email weekly telling me what streets around my house and area would be closed due to getting fixed. (Male, 25-49, Dallington)

Libraries, open 7 days a week and being able to take a book out of one and bring back to another; so very convenient. (Female, 25-49, Parklands)

Library here in New Brighton and the association with SCIRT. Great horizontal infrastructure repairs. (Female, 25-49, North New Brighton)

Library services, there are so many easy to access libraries and the opening hours are good. Having a gym services in Parklands community is great. (Female, 25-49, Parklands)

Looking after parks and garden, really appreciate this. Christchurch is the garden city, believe it is part of lifting people's spirits, feedback from visitors to the city about how beautiful it is. Rubbish collection great, believe they're trying their best, but sometimes miss the mark. Think these two services are equal. (Female, 65+, North New Brighton)

Maintaining the relative normality of being able to keep the festivals going. Managing to keep the festivals like the World Buskers Festival up and running. (Male, 50-64, New Brighton)

Maintenance of the streets given the scale of the work that has needed to be done. (Male, 25-49, North New Brighton)

Power (electricity) because if there is a problem they sort out very quickly. (Male, 25-49, Waimairi Beach)

Providing a cohesive, active community feel with festivals, ongoing support for social and community functions, activities etc. (Female, 25-49, South Brighton)

Recreation services. (Male, 25-49, New Brighton)

Recreational facilities - Council is doing their best to make sure these are up and running soon. Some libraries needed fixing/relocating and the speed at which this was done was admirable. (Female, 65+, Southshore)

Recreational facilities because they provide a low cost option for sports and entertainment, libraries are also good. (Female, 25-49, Burwood)

Recycling & refuse collections, sports centres & the pools; keeping them up and running. Replaced the new Graham Condon pool. (Female, 25-49, Parklands)



Roading. (Female, 25-49, South Brighton)

Roading because there is a lot of roadworks outside. Finally they seem to be getting some progress done to it. (Male, 18-24, Avondale)

Roading because you always see them working at it. (Female, 50-64, Dallington)

Roading information. (Female, 65+, Aranui)

Roading; it's the main thing they are providing at the moment that's really important to the public for us to get to work. I normally drive around to activities so that's what they're doing best at the moment. (Male, 25-49, Aranui)

Roads and things. They're getting on getting all the pipes and bridges done. It's more important to get that done and things like re-housing people, rather than things like stadiums with roofs. When it's done it will be great but it will take time. They seem to be getting on with it. (Female, 65+, South Brighton)

Rubbish & recycling, drainage & sewerage, libraries. (Male, 50-64, Burwood)

Rubbish and recycling. It's a lot easier than it used to be with rubbish bags and a small recycling bin. (Male, 25-49, New Brighton)

Rubbish bins; would have been messy for rubbish bags during earthquake (Male, 25-49, Parklands)

Rubbish collection - seamless and happens without any trouble. (Female, 50-64, Burwood)

Rubbish collection. (Female, 50-64, Aranui)

Rubbish collection. (Male, 25-49, Avondale)

Rubbish collection. (Male, 65+, Parklands)

Rubbish collection is a good reliable service. (Female, 65+, New Brighton)

Rubbish collection is a good reliable service. (Male, 65+, Parklands)

Rubbish collection, water disposal & supply. (Male, 65+, North New Brighton)

Rubbish collection, bus timetables courteous road construction workers. (Female, 50-64, Queenspark)

Sewerage and drinking water supply under difficult circumstances given the work needed on roads and other infrastructure at the same time. (Male, 50-64, New Brighton)

Summer times; Music in the park; Buskers Festival. (Female, 50-64, South Brighton)

The 3 bin system. (Female, 50-64, Southshore)

The 3 bin systems. (Male, 50-64, Parklands)

The Arts and Recreational program is very good as there's plenty of variety such as the Ellerslie Flower Show and the Busking festival. (Male, 25-49, Parklands)

The arts, festivals and events because a city needs those type of things to give life to the city and add vibrancy which brings people together. (Female, 25-49, Southshore)

The building and road repairs even though it disturbs my daily life. I also feel that they are performing well by making sure that we have a good drainage system in place. (Female, 25-49, Burwood)

The bus service is a particularly good and useful service. (Female, 50-64, Aranui)

The collection of the rubbish bins. They always turn up, regardless of the weather, which is good because you don't want the rubbish to not be collected. (Male, 50-64, Aranui)

The community services libraries. (Female, 25-49, Parklands)

The Council maintaining some of Christchurch's infrastructure services such as keeping existing pools and libraries running and funding the resident groups. (Female, 25-49, South Brighton)

The Council provisions for parks, walkways and bike tracks, the libraries and the kerbside rubbish collection. (Female, 25-49, Burwood)

The Council supporting and holding events in Christchurch especially after the earthquakes as the city has badly needed them, it also gives families something to do as a unit. (Female, 25-49, Aranui)

The Council's kerbside rubbish collection. (Female, 25-49, Avondale)

The Council's kerbside rubbish collection is good but the green bin could be bigger. (Female, 25-49, Avondale)



The Council's recycling initiative in providing the wheelie bins has been very good and Council supporting and holding events but it would be good to have additional smaller events catering for all different races and culture to give people a better sense of community. (Male, 25-49, Wainoni)

The events are awesome. (Female, 18-24, Avondale)

The fireworks at New Brighton Pier is something myself and family have really enjoyed. (Male, 50-64, Parklands)

The kerbside rubbish bin collection and free and clean water supply. (Male, 25-49, Avondale)

The libraries are really good because they have a wide range of books and the librarians are always friendly. (Female, 18-24, North New Brighton)

The library, good collection and modern with good technology and information. (Female, 25-49, South New Brighton)

The Library, it is great for all ages, the service could not be better. (Female, 25-49, Burwood)

The methods they use at present are pretty good such as local community papers which contain useful information from the council; Information such as the book they send out called Summertime with phone numbers for emergencies and community event dates. (Female, 50-64, Aranui)

The range of different events. (Male, 50-64, Bottle Lake)

The rebuild they seem to be doing their best to concentrate on the roads & the drainage putting in lots of pipes. (Female, 50-64, Burwood)

The services such as rubbish collection has been good. (Male, 18-24, Parklands)

The Summertime festivals. (Female, 50-64, Parklands)

They are doing their best with bringing the services under the roads back, like the drainage. (Female, 65+, Wainoni)

They are starting to get the roads & the footpaths looking more respectable after four years. (Male, 65+, Parklands)

They have done really well getting the Brighton Library going again. (Female, 50-64, South New Brighton)

They're trying their hardest. The parks are very good. They are maintaining bits and pieces but they can't do it all. I'm happy with what they've achieved. (Female, 50-64, Wainoni/Aranui)

Waste collection. 3 bin system very pleasant and well thought out. Big improvement on the old bag and green box system. (Male, 50-64, Aranui)

Water services including waste water and drinking water. (Male, 65+, Wainoni)

### **Fendalton/Waimairi**

Activities for children and the tidiness of them. (Male, 25-49, Ilam)

A lot of the services are functioning as one would expect. The waste water is going away as it should and water is being supplied. The rubbish is being picked up. I am happy with the way the council overall. (Male, 25-49, Burnside)

Being honest is great. (Female, 25-49, Bishopdale)

Being up front and communicating more directly than it has for a long time. There seemed to have been factions with the old council where we weren't given a clear picture of what was happening. (Female, 65+, Ilam)

Botanic Gardens. (Female, 50-64, Russley)

Buses the way the buses fit in to the community they are good at times and service is generally good. (Male, 50-64, Burnside)

Clean water. (Male, 50-64, Fendalton)

Continuing on their provided services in light of the natural disaster. (Female, 18-24, Avonhead)

Council run events - Buskers Festival, Classical Sparks, and Ellerslie Flower Show always enjoyed them with my family. Love the variety of acts, particularly overseas acts. Especially enjoyed talking to different designers at the Flower Show, and the classical music and fireworks at Classical Sparks. (Female, 65+, Bryndwr)

Doing quite well with the recovery and the repair from the damage from the earthquakes in terms of the roading and the footpaths and the under roading as well, so the storm water draining. General maintenance. (Male, 18-24, Avonhead)

Entertainment side of what they provide to Christchurch. Variety is good and live shows are good. Recreation and park services are good. It's all great. Sporting events that come to Christchurch. Good at the social part of things such as trying to bring people back after the earthquakes including visitors and tourists. Promoting the city. (Female, 50-64, Fendalton)





Entertainment. They are trying really hard to deliver the entertainment activities well. They are successful in doing so, and this is giving people something to attend. (Female, 50-64, Avonhead)

Events are good like the Sparks in the Park. (Male, 18-24, Avonhead)

Events like the Buskers are promoted quite well and really good to go to. The recreational green spaces around the city are quite good as well. (Female, 18-24, Burnside)

Events managing is very well done. (Female, 25-49, Fendalton)

Events provided are good for putting the life back into the city and giving people something to do. (Female, 25-49, Merivale)

Festivals and events as the advertising is good and there is always something on. The Council has also managed to keep events going and even add to them. (Male, 25-49, Strowan)

Festivals and events, the Buskers festival was run really smoothly. (Female, 18-24, Avonhead)

Fix earthquake issues. (Female, 18-24, Burnside)

For me the feeling that things are not being hidden anymore and we are being kept more informed this new council is trying hard and things are improving. (Female, 65+, Bryndwr)

Getting infrastructure, getting sewerage system up and running. There were so many problems with it and they got it working very quickly. (Female, 50-64, Strowan)

Getting the swimming pools up and going after the earthquakes was great. The rubbish collection is great, always picked up, never missed a bin. (Male, 25-49, Merivale)

I am happy with the way they collect our rubbish. It is good service saves us from thinking about it. (Female, 50-64, Ilam)

I feel that they are doing the best at putting on public free events. (Female, 25-49, Burnside)

I haven't been overly impressed with the council but the rubbish collection is good. (Female, 25-49, Bishopdale)

I think that the Council has been very good with providing me with as much information as possible on the rebuild. I feel that they have done well with getting the community involved with the rebuild. (Male, 65+, Burnside)

I think that the rubbish collection and everything is really good. They're obviously taking recycling seriously. The recycling and green bins are a good initiative. (Female, 50-64, Yaldhurst)

I think the organization of events is very good. They are doing a good job at organizing events such as the Buskers Festival. It brings a lot of people into the city due to so much advertisement. It is a good event and everyone knows about it. I also like the change of the Buskers festival venue. (Female, 18-24, Ilam)

I would say that the rubbish collection has been seen to through thick and thin. No matter what happens the rubbish is always picked up. I am happy with the availability of the use of the Library. If one Library is closed I am able to go to another one. (Female, 65+, Strowan)

I'm happy with the rebuild I think it is going well with the new facilities, I'm really happy with the way they've reopened a lot of things and with the way Christchurch is looking I think that we have had a good say in what's happening as a community. (Female, 25-49, Avonhead)

In terms of the repair of infrastructure and roading, I think they are doing a good job. (Female, 25-49, Bishopdale)

Infrastructure because it has to in this area they are doing okay just by attempting to do this is a good thing. (Male, 65+, Merivale)

It is a safe place to cycle and walk because everyone seems very aware of cyclists. (Male, 18-24, Fendalton)

Jellie Park facilities. (Male, 25-49, Fendalton)

Keeping communication alive and moving. With events letting us know about events, they bring the city together, the council is trying really hard. Especially using social media, the events management is really great. (Female, 50-64, Ilam)

Keeping everything running daily through the challenges faced by the Council. (Female, 25-49, Bryndwr)

Keeping the parks maintained, providing them and adapting them to suit the people. (Female, 65+, Merivale)

Kerbside collection because it is saving the environment, saves me going to the dump and the plastic bins prevent cats and dogs getting into the rubbish. (Female, 50-64, Harewood)

Leisure and activities. The Council kept them up and running giving us somewhere to take the kids that is family friendly. (Male, 25-49, Bishopdale)



Libraries and pools are going well in my area. The pool has everything in it you could want. Libraries very helpful also. (Female, 50-64, Bishopdale)

Libraries. I appreciate having access to books and the staff are really good. Since the earthquakes they have had to move and set up somewhere else but they did that really well and quickly. I just have general appreciation of the staff and accessibility of books and things such as computers, CDs and DVDs, there's a lot there. (Female, 50-64, Bryndwr)

Library services, very good online service they have done their best to keep the library services, events programme very well run very well planned. Innovative in regards to the news. Congratulate the people who put up Cashel mall amazing work. (Female, 65+, Strowan)

Maintenance of rubbish relations is pretty good, storm waterways during the flood event, improvement of storm water ways. (Female, 25-49, Russley)

Organising events e.g. the buskers festival because I usually go along to them and they are well organised. (Female, 18-24, Ilam)

Overall the Council is handling the earthquake rebuild well. (Male, 25-49, Russley/Avonhead)

Park maintenance as all the Parks are kept well and look good. (Female, 18-24, Bryndwr)

Providing the basic services are solid. (Male, 25-49, Burnside)

Public funded events such as Crash Bash. (Male, 25-49, Ilam)

Public libraries. The service is always good, friendly, with a good range of information and online facilities. Always clean and tidy. (Female, 25-49, Burnside)

Public relations. The change of mayor, a mayor that is happy to be down on ground level with the local people is good. They are not shy to be there when difficult things arise. They are being seen through the bad times and not just the good. Being amongst the voters. (Female, 25-49, Bishopdale)

Range of events post-earthquake. Glad city getting sporting facilities back like Hagley Oval and hopefully the new stadium. (Male, 25-49, Bishopdale)

Rebuilding facilities such as libraries. (Female, 25-49, Bishopdale)

Recreational facilities are really good. Events organised at places like Jellie Park. (Male, 25-49, Bryndwr)

Recreational facilities, Buskers and staged events are done well. (Male, 65+, Harewood)

Recycling and rubbish collection. (Male, 25-49, Ilam)

Recycling and rubbish removal. Events and Festivals. (Female, 65+, Merivale)

Repair after the earthquakes is brilliant. It's good that we have kept the flower show and the Chinese New Year exhibit. (Female, 50-64, Bryndwr)

Roading is good. (Male, 18-24, Harewood)

Roading, they are always up to date with maintaining the road so it's in good condition. (Female, 25-49, Avonhead)

Roads are flowing very well considering the amount of repairs and roadworks that is going on. (Male, 65+, Strowan)

Rubbish collection. (Male, 25-49, Avonhead)

Rubbish collection. (Male, 65+, Fendalton)

Rubbish collection is consistent and reliable. (Female, 25-49, Burnside)

Rubbish collection, because it's easy to remember and you don't have to worry about it as you just put your bin out and you're done with it. (Female, 18-24, Harewood)

Rubbish collection, they have a good system which functions well. (Male, 18-24, Russley)

Rubbish collections. (Female, 25-49, Avonhead)

Rubbish service is great, like that it is each week. (Male, 25-49, Fendalton)

Setting up the Restart Mall. It is designed well and is a nice place to be. (Female, 18-24, Ilam)

Sorting out sport centres and events like Summertimes. Good variety of activities. (Male, 25-49, Avonhead)

Still in trying times and are striking the best happy medium across a broad spectrum that they can. (Male, 25-49, Bishopdale)

Stuff in the inner city because we need it. Like all the new buildings and shops. (Female, 25-49, Bishopdale)



They are doing the best they can do, uphill battle under the circumstances. They are doing an awesome job. (Female, 65+, Bishopdale)

The best service would be the clean-up and rubbish collecting. (Female, 50-64, Yaldhurst)

The best thing is keeping the roads open the best they can this work needs to be done to get Christchurch back on its feet fair less bickering going on now so things must be working better in my opinion (Male, 50-64, Avonhead)

The Council events like events in the park and other bits and pieces. The information sent out about it and the overall cross ages range. (Male, 18-24, Bishopdale)

The council have a huge, mammoth job to get things back to normality. They are approaching the citizens of Christchurch and wanting their input so they can balance the outcomes. They're making efforts trying to make their processes more open to the community. I am confident that if I have something important to say, it will be heard. (Male, 50-64, Burnside)

The council is trying to do their best on the roads because they have been so damaged. (Female, 25-49, Bishopdale)

The events that the Council puts on at Hagley Park and the fact that they're free and for everyone from young to old. (Female, 25-49, Burnside)

The events that they organise are good. The variety is good and the ones that are free are great. I like that as a rate payer I had an opportunity to purchase a discounted Ellerslie Flower Show ticket. (Female, 25-49, Harewood)

The Events. People need joy in their lives that bring people together. The Council is excellent at feel good activities. (Female, 25-49, Strowan)

The festival and events are well run and well-advertised. (Male, 25-49, Strowan)

The general running of the city in difficult circumstances. They are under stress and out of their depth with building consents and approvals because so much is going on. The council is doing its best with fairly scarce resources and the task is too big. With all earthquake repairs, the Council is trying to get things done so there is a long wait for approval. We are under-resourced but there isn't money for more. The budget is not sufficient to do all tasks now but people have objections about paying more rates. (Male, 65+, Russley/Avonhead)

The Library has a great range of services for everyone including the elderly and also children, they have great staff. You can see the money invested in the library goes a very long way help with education and even isolation within the community. (Female, 25-49, Ilam)

The new councillors are better than the last ones. They are in the news less often for bad things. (Male, 50-64, Fendalton)

The provision of recreational grounds and the management of the cycle track on the Port Hills and Botanical Gardens. (Male, 50-64, Burnside)

The provision of swimming pools. We use them every week and i couldn't be more happy. We use Pioneer. (Female, 25-49, Russley)

the public library being up and running has been great, it's a great meeting place for elderly and good for us teachers for resources. It is also a great place for young people to use computers. (Female, 25-49, Avonhead)

The public services like libraries and recreational facilities. The locations of the libraries is quite nicely spread out. Recreational centres are easy with membership. (Male, 18-24, Fendalton)

The rubbish and recycling area is one of the best areas. Kerbside collection is as good as gold. As good as anyone can do. (Male, 65+, Avonhead)

The rubbish and recycling programme is the best they can do (Female, 50-64, Avonhead)

The rubbish and recycling service is very good. Their water has been very good. The tree planting around the city is good and they have done a good job cleaning up the parks. (Female, 65+, Harewood)

The rubbish collection as it is good for recycling. (Female, 25-49, Burnside)

The rubbish Collection is brilliant due to having the three different bins, it makes everything so much easier. (Male, 25-49, Avonhead)

The rubbish collection is done well. Handling the after effects of earthquakes like the sewer and water, roads and so on. These things are still doing well in spite of the earthquakes. (Male, 50-64, Burnside)

The rubbish collection is great thanks you are doing well there. (Male, 18-24, Ilam)



The rubbish collection, the water supply and waste water are very good. The libraries are good and important and heaps of swimming pools are also important to the younger people. You are doing a good job. (Male, 50-64, Harewood)

The upkeep of the parks, the rubbish bins are always empty, the grass and plants are always maintained well. (Female, 25-49, Harewood)

The walkways and parks are in brilliant condition and are well cared for. (Female, 50-64, Avonhead)

The waste collection seems to be pretty good. It's prompt and not erratic. (Female, 18-24, Fendalton)

The way the rubbish pick up drop off is organised. (Female, 50-64, Bishopdale)

They are doing a good job with the recycling and rubbish service. (Male, 25-49, Bishopdale)

They are providing the sewage and water service well. (Male, 25-49, Bishopdale)

They are thinking about the people in the less fortunate areas and working out who needs help the most urgently. (Female, 25-49, Burnside)

They do a really good job of waste collection. This is done frequently and I think it's a good system. I like the way it separates general waste from organic etc. Public information re the system was good and this was essential in order to make system effective. Public events to raise the moral of the community are good, especially free events, as these are available to everyone despite socio-economic status. Also, there's a good amount of libraries, playgrounds, pools for children to use. (Female, 18-24, Bryndwr)

They have managed to keep the Library open and actually improved the service after the earthquake. (Male, 65+, Avonhead)

They provide free events for the public. I feel that it is nice for the community to get together and celebrate. (Female, 25-49, Burnside)

They provide good public facilities like the botanical gardens and Hagley park. Their waste systems are good. (Female, 50-64, Russley/Avonhead)

They try their best and depends on the maintenance of Christchurch. (Female, 50-64, Harewood)

Too many closed door meetings. (Male, 65+, Bishopdale)

Trying to get people back into the city. (Female, 25-49, Burnside)

Under the circumstances the council is doing a excellent job, for example the flooding response services. (Female, 25-49, Bishopdale)

Upkeep of the appearance of Christchurch such as gardens. Container village and inner city spots. (Female, 25-49, Fendalton)

Waste Removal. Clean, tidy, on-time and efficient. (Male, 25-49, Fendalton)

Well informed with people and communities. (Female, 65+, Burnside)

### **Ferrymead/ Hagley**

Access for info, easily got at everywhere. Easily kept informed. (Male, 18-24, Woolston)

Activities they put together like the children's day and Sparks in the Park. They are well organised and it is good to have free things to go to as a family. (Female, 25-49, Linwood)

All services mentioned in this survey are great. Cannot think of one only. (Female, 25-49, Linwood)

Botanical Gardens - services there are outstanding. Buskers Festival, Council activities are great. Family orientated, easy to access. (Female, 25-49, Linwood)

Building Inspectors are great to work with. Seem to genuinely want to help. New inspectors seem to be a bit of a problem for a while until they get to know builders better. (Male, 25-49, Sumner)

Buskers festival and other attractions/ summertime activities in the gardens are still going well. They are still doing well with the weekly rubbish collections. (Female, 25-49, Linwood)

Call services. The rubbish collection and maintenance of the stormwater drains after the weather we've had. (Male, 50-64, Linwood)

CCC is doing a great job promoting the city as a good place to be and encouraging people to live here. (Female, 50-64, Heathcote Valley)



City safety, less crime. (Female, 25-49, Woolston)

Communicating decisions they are making, appear to revisit decisions following public comments. (Male, 50-64, Ferrymead)

Council housing is good. My sons both applied for city housing, their applications were processed very well. (Female, 50-64, Bromley)

Council's kerbside rubbish collection because it's convenient and regular. (Female, 25-49, Mt. Pleasant)

Dealing with the aftermath of the earthquake with regards to roadways, water, waterways and drainage. I think that under Leanne Dalziel it is more open and clearer. (Female, 25-49, Woolston)

Delivery of water supply. Still getting non-treated water, generally pressure is very good, generally all residents have good water supply despite the earthquake. Three bin rubbish collection system very good. Has continued to be supplied to residents without hiccups since the earthquake. (Male, 25-49, Sumner)

Entertainment, I like what they are doing in the city to make it as welcoming as possible. Keeping things going and trying to get people back to Christchurch. Creating things to do in Christchurch. (Male, 25-49, Woolston)

Event stuff is really good because there is a lot of them, a lot of variety, they do not cost much to attend or get to and they are of a high quality. (Female, 50-64, North Linwood)

Feels that they are more open than they use to be and trying to include the community, and the walkways that they have made around the city, it is very important. (Female, 50-64, Phillipstown)

Festivals as there is good information provided. (Male, 25-49, Linwood)

Good job in delivering events and information about them. These keep the city vibrant and is an opportunity for people to come together. (Female, 25-49, Moncks Bay)

I believe the kerbside collections are the best. I've no issues always consistent and makes it easy for the household. (Male, 25-49, Phillipstown)

I feel that the Council is doing a good job with the community based events such as summer festivals. I am a stay at home dad with two young children and these Council event are very good for me. (Male, 25-49, Linwood)

I really like the wheeling bin system, works really well. The upkeep of the parks especially the botanical gardens. (Female, 65+, Linwood)

I think that the best service the Council offers is the public library. The libraries are useful and the staff are very friendly. (Female, 25-49, Woolston)

I think that the Council is doing their best in all areas. They are keeping us informed and up to date on the repairs and rebuild. (Male, 50-64, Mt. Pleasant)

I think that they are doing well on rubbish collection and disposal. They give good information on what happens to the rubbish and where it is going. I think they are doing a good job with how they are keeping the community informed with earthquake repairs and progress. (Female, 65+, Woolston)

I think the new Council is doing a great job over-all and I support what they're doing as a whole. (Male, 65+, Redcliffs)

I think the rubbish bins are most important and it is excellent. Also the water services are brilliant and I'm very satisfied. (Female, 65+, Woolston)

I'm happy with the rubbish collection. They deliver the service they promise and we get what we pay (too much) for. (Female, 25-49, Sumner)

I'm not sure which is the best. (Female, 65+, Linwood)

Impressed with the recycling in the three bin arrangement. It is very effective and allows us to think about where our rubbish is going and what we need to do with it. They get it every week no problems. (Female, 25-49, Avonside)

In Woolston the council do their best to provide a great service. (Male, 50-64, Woolston)

Information is being given to people well in different situations. E.g. State of the roads, what's happening with the roadworks and general information that people need to know to be able to get around the city and function on a daily basis. (Male, 25-49, Bromley)

It is a hard job and it is definitely a hard battle to fight. They have been supporting some of the more unique, cultural events like the Chinese Lantern Festival. Although it would be good if they could support them more, it is good that they do support those events. (Male, 25-49, Redcliffs)

Maintaining the services that we don't know how much we rely on e.g. rubbish collection. (Male, 25-49, Burnside)



Noise control, fast response really informative and great communication. (Male, 25-49, Woolston)

Organising events to get people back into Christchurch. (Female, 25-49, Woolston)

Organising events to keep the city's moral up. (Male, 25-49, Sumner)

Picking up rubbish because they always do it. It's the best thing they do. The three bin service in Christchurch is better than any other city. (Male, 18-24, Woolston)

Public transport is very good. (Female, 50-64, Bromley)

Quality of water because compared with other cities, Christchurch's water supply is very superior. Also the recycling in Christchurch because Christchurch has a greater variety compared to other cities of what can be recycled and is doing a much better job at recycling. (Female, 65+, Sumner)

Rebuilding and road construction are good because we have to use the roads every day. (Male, 18-24, City Centre)

Repair of the roading. Maintaining the rubbish collection. (Female, 50-64, Central City)

Repairs, maintenance of the roads. They've had such a hard job doing this, I think they've been handling it well. Also the work they're doing in making riversides more picturesque and user friendly. (Female, 50-64, Redcliffs)

Rubbish - bins are very handy. (Male, 25-49, Woolston)

Rubbish - the way it works no complaints. happens every week with no issues. (Male, 50-64, Central City)

Rubbish and Recycling collection because you can separate your green waste, rubbish, recycling etc. and it's pretty efficient. (Female, 25-49, Linwood)

Rubbish collection. (Male, 50-64, Mt. Pleasant)

Rubbish collection because it is always on time and people are given help by the rubbish collectors to put rubbish in the bins. (Female, 25-49, Linwood)

Rubbish collection service is very easy. Put it at the gate, wheel it back in...very easy, it's great. 100% better than old rubbish bag and small recycling bin collection. Animals unable to rip into the bags. (Female, 25-49, Bromley)

Rubbish collections are very good because they are there every week on time and always leave the area tidy, for example, always pick up rubbish that might drop out of the bin. Also the libraries are good because they have good service, a nice atmosphere and plenty of variety of books. (Male, 50-64, Mt. Pleasant)

That there has been a change in focus from fixation with processes to accountability to the community. (Female, 50-64, Mt. Pleasant)

The Council holding and supporting community events as they bring Christchurch's population together. (Female, 25-49, Linwood)

The Council services with drainage and sewage as if there is a problem they are out there straight away and they fix the problem as best they can. (Female, 25-49, Bromley)

The council is more open to the public and talking honestly about the situation and the state the new council has found itself in i.e. finances and agreements to future rebuild. It is more honest now. (Female, 65+, Linwood)

The events and festivals are good. (Female, 25-49, Redcliffs)

The increase in libraries because it is good for the community. It is a portable it brings people together and there is council information there. (Male, 25-49, Woolston)

The information they provide online is really good, it's easy to find and easy to follow. It's user-friendly. The entertainment and that type of thing is really good. The rubbish collection is good but I do get a bit annoyed about having to retrieve bins from odd places. (Female, 50-64, Waltham)

The libraries and community services are good. (Female, 25-49, Bromley)

The libraries have been very well maintained even though they have moved around a lot, which is inevitable. But over the period of the earthquakes up until now the public libraries have had a policy of not allowing people to use the internet to renew books. Given that libraries' locations have changed a number of times and both central libraries have been almost completely blocked by roadworks, closed or moved, the ability to renew online is useful. The system could have been relaxed to allow people to renew rather than having to return books even though there is no demand for them. They need a renew system otherwise it's hard not to see them using the fine system as revenue collection. It's a simple adjustment to make. (Male, 25-49, Sumner)



The library is wonderful and I hope we get a new one in Sumner. It is a community centre for information, friendly service, school children and tourists use it. It is vital. Good for retired people with films, talking books etc. (Female, 65+, Sumner)

The libraries, council offices and recreation facilities because the council has done a good job opening and maintaining these facilities. (Female, 25-49, Heathcote Valley)

The roads and the footpaths. Making it safe and easy for the public. (Male, 18-24, Central City)

The rubbish collection has been good and they have done a good consistent job. The workers do a great job under some bad circumstances. (Female, 50-64, Linwood)

The rubbish collections. They go out every week as their supposed to. (Male, 50-64, Linwood)

The sewerage and water systems. The council have worked hard, done a good job and are delivering the results, which is people are getting rid of their waste effectively. (Male, 65+, Mt. Pleasant)

The tracks on the Port Hills are a huge asset of Christchurch. Continually opening more tracks, both new and repaired. Tracks are of excellent quality for cycling and walking/running. (Male, 25-49, Redcliffs)

Their events are well organised. (Male, 25-49, Avonside)

They are doing a brilliant job at collecting the rubbish regardless of all the road works that are going on. (Female, 25-49, Central City)

They are doing a good job on keeping us up to date with the repair and rebuilds. (Male, 50-64, Mt. Pleasant)

They are maintaining the roads quickly and are doing a good job with water treatment after the earthquakes. (Male, 18-24, Linwood)

They do a good job maintaining parks. The community functions/events are good. Rubbish pick up is good. (Male, 50-64, Ferrymead)

They do well offering activities e.g. the Buskers Festival. (Female, 18-24, Central City)

They have done a good job at keeping recreational facilities open. They have also done a good job at keeping the town happy by putting on events and festivals. (Female, 18-24, Linwood)

They pick up my rubbish but I have issues with the recycling. (Male, 50-64, Linwood)

They're doing a good job at jollying people along and lifting people's spirits, with concerts and events and things like that. It is vital to keep people's spirits up to stop them leaving Christchurch. They're looking after all their people, not just businesses. (Female, 50-64, Mt. Pleasant)

They're doing a good job with the rebuild of infrastructure. Pipes and drainage. Rubbish and recycling is going well. (Female, 65+, Redcliffs)

Trying to get the roading sorted. Doing a good job considering the damage. (Male, 25-49, Mt. Pleasant)

Very dissatisfied with services provided, especially to the eastern suburbs. (Female, 50-64, Ferrymead)

Walking tracks which give pleasure and health benefits. They are kept in great condition despite having lots of them. Plants and care of the in great. They should have signage for the Colin Meurk's tracks. (Female, 65+, Mt. Pleasant)

Water drainage because especially after the earthquakes, it was very hard to cope with and the council dealt with it very well. (Male, 50-64, Shirley)

Any time you ring the council they are very polite, very effective customer service and great follow up. (Female, 50-64, St. Martins)

When I have phoned up and asked them to attend to stuff, they have been good at doing it quickly and they do a great job. People who work in the parks do a great job. (Female, 65+, Woolston)

Where I live, getting tracks like Boulder Bay up and running so people can use them again. They've done a great job in maintaining and fixing areas like the City Mall and the flooding in Flockton Basin. Also they're doing their best at getting people into housing and getting resource consents processed quicker so people can work from places they wouldn't normally, to keep businesses up and running. (Male, 50-64, Sumner)

### **Heathcote/Spreydon**

Basic services like rubbish collection and water supply, given their circumstances they are doing well. (Female, 25-49, Spreydon)



CCC is really proactive with providing mountain biking tracks in the Port Hills. The Rangers are quite passionate about these. (Male, 25-49, Opawa)

Central City clear of rubbish. (Male, 18-24, Hoon Hay)

City upkeep, maintenance and beautification is fantastic. I think we have a beautiful city. Roads are good and utilities are great. (Male, 25-49, St. Martins)

Cleaning of public parks as the council does a good job. (Female, 50-64, Sydenham)

Collection of rubbish - is reliable and always on time. Green bins however need to be bigger. (Male, 25-49, Sydenham)

Communication - has made a huge improvement in it. Also, the events. (Female, 25-49, Opawa)

Communication; Being honest, Keeping us informed. This applies to the council as

it is now not the old council. Leanne Dalziel is doing a good job; Gives us the truth and no rubbish, doesn't sugar coat things. (Female, 50-64, St. Martins)

Community events such as Classical Sparks. (Female, 25-49, Opawa)

Council doing fantastic job of events in city. Keeping events going. (Female, 50-64, Cashmere)

Council supporting increased cultural diversity by funding community events and festivals and their support of safe and expanded cycle lanes if the funding goes ahead. (Female, 25-49, Spreydon)

Development of infrastructure as the costs are planned very well by the council. (Male, 25-49, St. Martins)

Entertainment events run well with information well provided. (Female, 25-49, Hoon Hay)

Entertainment on Sundays. Really good effort to put on free shows like lazy Sundays. (Male, 25-49, Somerfield)

Festivals are great, good for community, free shows. (Female, 25-49, Spreydon)

Festivals, events good way for council to give back to community. (Male, 25-49, Somerfield)

Gyms, pools and sports recreation centres are really good. (Female, 25-49, Cashmere)

I appreciate the library services and having the ability to access books. (Male, 25-49, St. Martins)

I feel that the Council run services are very good at the moment. Council services such as the libraries, swimming pools and recreation centres are excellent. I also feel that the Council is maintaining the parks very well. I feel that the Council activities for children are fantastic. (Female, 50-64, Spreydon)

I guess the City Council servicing of the roads must be good because they seem to be doing repairs on it 24/7. (Male, 25-49, Spreydon)

I think services like leisure and recreation are the best. (Female, 50-64, St. Martins)

I think they are doing a good job with the road works. They are doing quite well and I am very impressed. They are fixing the roads and pipes which is very important. (Male, 65+, St. Martins)

I think they do the rubbish and libraries well although they keep closing and moving them. Probably rubbish is the best one. It's reliable and seems very efficient, we put the rubbish out and it goes away, although it does wake us up in the morning. (Male, 65+, St. Martins)

I think they starting to communicate what is needed for the city, but I feel they need to be more upfront. They are doing a better job than the last council. (Male, 25-49, Sydenham)

I think the rubbish kerbside collection service is fantastic, libraries and the festivals. (Female, 65+, St. Martins)

I'd probably say the recycling of material and maintenance of bins. I'm very satisfied with the efficiency of the collection of recycling. (Male, 65+, St. Martins)

If Noise Control is contracted by the Council then I think they do a really good job at policing the area. (Female, 25-49, Waltham)

I'm happy with the library. The staff are friendly, The libraries are easy to get to. The reading material is a good selection. (Female, 65+, Heathcote)

I'm quite satisfied - I'm not complaining. I think they are doing a really good job and its remarkable considering the circumstances. (Female, 65+, St. Martins)

Information of rebuild supplied through mail drops. Good job at keeping people informed. Good connection for neighbours. (Female, 50-64, Sydenham)





Keeping the city clean of rubbish especially after high winds. (Male, 25-49, Addington)

Keeping the city running - maintenance of basic services is at a high standard. (Male, 50-64, St. Martins)

Keeping the libraries going for the community and having it open on a Sunday. (Female, 25-49, Somerfield)

Keeping the public well inform about what the council is doing and not having the close door meetings that used to happen. (Female, 65+, Sydenham)

Libraries have been built and maintained. If I didn't use CPIT library I would spend a lot of time there. (Female, 18-24, Huntsbury)

Libraries have been done really well. (Female, 50-64, Halswell)

Libraries - they seem like a good environment to be in. (Male, 18-24, St. Martins)

Local community i.e. library, sports facilities. Continuing and ensuring their survival. (Female, 25-49, St. Martins)

Local parks as the council do a fantastic job cleaning them and the parks appeal to all ages. (Female, 25-49, Hillmorton)

Maintenance of parks because there is no sign of neglect since the earthquakes. (Male, 18-24, Somerfield)

Managing the after effects from the earthquake. (Male, 25-49, Somerfield)

Parks - keeping things under control cutting grass clearing leaves. (Female, 65+, Spreydon)

Parks because I live near one and every time I go past I see someone from the council cleaning it up, two to three times a week. (Male, 18-24, Spreydon)

Provision of parks, green areas. Well kept and tidy and good place to relax. Maintenance kept up. (Male, 50-64, Somerfield)

Putting on events especially the free ones like Classical Sparks and Christmas in the Park. (Female, 25-49, Beckenham)

Recycling/rubbish collection as it happens on time and works really well. (Male, 25-49, Cashmere)

Road and underground services. (Male, 50-64, Cashmere)

Roads under the circumstances. Still very frustrating that there is so much of it going on. Wish that they would finish off one area before starting on another. (Female, 25-49, Spreydon)

Rubbish - regular pickup, don't spill any rubbish and drivers pick up bins. (Male, 65+, Somerfield)

Rubbish , never had any problems; put rubbish out and it is gone. (Male, 50-64, Cracroft)

Rubbish and recycling system and it is a fantastic system. It is a lot better than other councils rubbish collection around New Zealand. (Male, 25-49, Beckenham)

Rubbish bin system helps neighbourhood removal of rubbish. (Male, 25-49, Hoon Hay)

Rubbish bins, which is much better than the bags that the dogs would tear open. (Female, 65+, Barrington)

Rubbish collection - really good for the collection of rubbish. (Male, 65+, Somerfield)

Rubbish collection. (Male, 25-49, Sydenham)

Rubbish collection is excellent, it is on time and no problem of missing bins. (Male, 65+, Hillmorton)

Rubbish collection is good. (Female, 25-49, Addington)

Rubbish collection services. (Male, 50-64, Addington)

Rubbish collection, consistent and easy to understand. (Male, 50-64, Hoon Hay)

Rubbish collection - able to access and clear it. (Male, 65+, Hoon Hay)

Rubbish collectors regularly turn up when supposed to. (Female, 25-49, Spreydon)

Rubbish pick up as it is very consistent. (Female, 50-64, Beckenham)

Rubbish service is good. (Male, 65+, Cashmere)

Rubbish/recycling collection. It is one of the easiest, smoothest and efficient services. (Male, 50-64, Cashmere)

Servicing of parks and recreation facilities in local area. I see the workers around all the time doing a good job. (Female, 25-49, Somerfield)



South City Library; good location, good selection, nice environment and nice cafe. (Female, 25-49, Huntsbury)

The amount of buildings and activities that are up and running and the promotion and updating of the Council facilities including the Art Gallery. (Female, 50-64, Barrington)

The basic services are done well, such as kerbside collection. (Male, 65+, Huntsbury)

The bin collections are regular and on the same time each week. (Male, 25-49, Beckenham)

The City Mall, because walking through the City Mall feels pleasant, peaceful, relaxing and safe. (Female, 50-64, Avondale)

The community events using Hagley Park, like the Buskers Festival and the upcoming Ice Festival. It's a great use of space. The Restart Mall has been great. Also the Botanical Gardens with the new visitors' centre. Work out towards Sumner with the estuary walk and cycleway. The work around the river near the boatsheds has been good, if they continued the improvement of the river through the city that would be fantastic. (Female, 25-49, Beckenham)

The council is very prompt in responding to calls to remove graffiti and rubbish in the neighbourhood. (Male, 50-64, Opawa)

The Council ensuring the libraries have kept going. (Male, 50-64, Spreydon)

The council is doing a good job dealing with the conditions they have had to deal with from the earthquakes. (Male, 25-49, Cashmere)

The Council's kerbside rubbish collection as no city can survive long without recycling and also the Council facilities like the libraries and the swimming pools. (Female, 25-49, Spreydon)

The Council's kerbside rubbish collection because it's reliable and efficient. (Female, 50-64, St. Martins)

The events like Classical Sparks that the council puts on. (Female, 18-24, Spreydon)

The events such as the Buskers, Sparks in the Park etc., are family oriented and they get people out and involved. (Female, 25-49, Somerfield)

The festivals because it's good to have things that are free for people to go to. Good range. (Female, 18-24, Cashmere)

The kerb side rubbish collection has been great. They have been collecting regardless of the earthquakes. They have done a good job with the water supply service. It is hard to keep the water clean for the houses. The bridge repairs have been very good. We had a lot of bridge damage. They have done a good job with maintaining the bridge damages. A rail bridge in Heathcote has been fixed very quickly and it is great. (Male, 50-64, Cashmere)

The kerbside rubbish collection - I have never had any problems with it and it's so important. (Male, 65+, Cashmere)

The libraries are very well maintained. Quite a few services are available through the libraries, they provide social groups and things and educational things. Libraries are something the public gets a lot of use out of, many people don't use them, but for the people who do, they benefit a wide range of people, even if it's just kids having access to a wide range of books. They're also a gathering place for the community. (Female, 25-49, Beckenham)

The Libraries. The Computers and technology in the libraries is easily accessible. (Female, 18-24, Hoon Hay)

The new rubbish bin system you can't go wrong. The best thing that ever happened considering the old black rubbish bags. (Male, 65+, Spreydon)

The rebuild of the infrastructure, waste water is huge to co-ordinate and they are doing really well with that. (Female, 25-49, Opawa)

The refuse disposal is just amazing. There is so much and it does all seem to be going somewhere. The eco-store is brilliant. The new council is such an improvement on the old one. (Female, 50-64, St. Martins)

The rubbish collection because they tend to make sure it happens. It is regular and done well, and unobtrusive, and when things happen to prevent or obstruct it they get out and do it as soon as possible. (Male, 25-49, Cashmere)

The rubbish collection is second to none. It's terrific. Easy to wheel out my bin and it's gone. I don't have to go to the tip. (Male, 65+, Somerfield)

The rubbish collection is well organised and performs well. (Male, 50-64, Beckenham)



The rubbish collection service is well organised and efficient. (Female, 18-24, St. Martins)

The rubbish service as it has improved since the earthquake. (Female, 25-49, Heathcote Valley)

The water because we always have a clean water supply that is chemical free. (Male, 65+, Cashmere)

Their best performance at the moment is getting the wastewater . (Female, 18-24, St. Martins)

There's been a change of Council with a fresh perspective, more consultations going on and the Council isn't rushing the process. (Female, 25-49, Hoon Hay)

They are organising events in the city well. The events well publicised. There is a good variety of events. (Female, 25-49, Cashmere)

They are performing well in keeping the public up to date with what's going on, although a lot of the time things will get spoken about and within a week they will be forgotten about. (Male, 25-49, Addington)

They do look after the gardens. (Male, 25-49, Addington)

Trying to do best with more transparency and doing good work with repairs. (Male, 65+, Spreydon)

Underground services, stormwater drains back on track. (Male, 50-64, Huntsbury)

Water quality is good, essential for life. (Female, 50-64, Somerfield)

Well kept gardens, walkways and general cleanliness of the city, it is well tended. (Female, 50-64, Beckenham)

### **Papanui/Shirley**

A good job in keeping the street gutters clear from leaves. (Female, 25-49, Papanui)

Allowing the public to express their opinions and taking that in. (Female, 18-24, Marshlands)

Attending to the banks of the river and plantings doing their best to make it look nice. (Female, 65+, Mairehau)

Being kept informed of financial situation and the rebuild. (Male, 50-64, Shirley)

Central city rebuild. Impressed with some of the new buildings going up. (Female, 50-64, Mairehau)

Christchurch as a whole is so devastated, so I don't really have a view on this. Can't blame the Council totally for this though. (Male, 50-64, Mairehau)

Communications as the council are very good at keeping people informed about what's going on. (Female, 25-49, St. Albans)

Council have done a good job in informing the public about the rebuild. (Male, 18-24, Northwood)

Council have done well with informing residents about roadworks in advance and upcoming works. (Male, 18-24, St. Albans)

Customer Service - either call centre or counter staff are excellent. Doing a great job. (Female, 25-49, Casebrook)

Doing a good job overall. (Female, 65+, Shirley)

Events as there is a huge variety and they are always organised and advertised very well. (Male, 25-49, St. Albans)

Events because it is adding things all the time and events are good for family and friends. Some variation of events would be good. (Male, 25-49, Shirley)

Events like the flower show and Christmas in the Park are good. (Female, 25-49, Redwood)

Events they organize in the parks and Buskers etc. Often it is free entertainment. (Female, 50-64, Richmond)

Festivals and community events. These make a difference to the city, makes it a nice place to be despite what we've been through. (Male, 25-49, Richmond)

Festivals and entertainment they provide. Good variety, all age groups are catered for. Doing the best they can with the rebuild. Getting on with the roadworks, seem to be trying their best with this. (Female, 25-49, Edgware)

Fixing the roads around Christchurch. It does create problems with traffic but at least they're doing something. (Male, 18-24, Shirley)

Getting on with the rebuild considering the situation, roading is going ahead. (Male, 25-49, Richmond)

Given the circumstances they are handling everything quite well. (Male, 50-64, St. Albans)



Given the earthquake situation they are doing their best to provide community entertainment. (Female, 50-64, Marshlands)

Giving information and keeping people informed. (Female, 65+, Casebrook)

Good job on maintenance on the roads given the size of the maintenance and repair projects. (Male, 50-64, Belfast)

How they have been keeping our drinking water going, clean and drinkable. (Female, 50-64, Shirley)

I go to the library once a week. They have very good standards and services. (Male, 50-64, Mairehau)

I like the events they put on in Christchurch, great variety. Especially with small children, there's always something to do in Christchurch. (Female, 25-49, Northwood)

I think that they are doing the best they can with the way the city is at the moment. They are doing a good job at keeping the walk ways up to date. They have also done a good job keeping things going in the parks. (Female, 50-64, Redwood)

I think that we have a brilliant library system and anyone can join it. (Female, 25-49, Papanui)

I think they are doing their best with the recreational stuff like festivals, swimming pools and libraries. They are also all good ones. (Female, 25-49, St. Albans)

I use the library and they have a really good service that has come back on track quickly. I like the library because it has a good atmosphere. I like the community in the library. There are the old the young and the parents. The library staff are warm, helpful and welcoming. The library is inclusive of everyone and everybody. (Female, 50-64, Papanui)

I was impressed with the Rise Exhibition at the Museum. They are doing more and more interesting things. I have also found that noise control services have been very good. I have also had good dealings with the dog control services. (Female, 25-49, Mairehau)

I'm satisfied with what they've been doing, there's no one thing that stands out from the others. (Male, 18-24, St. Albans)

Infrastructure repairs. Staff have been trying to get it all back up and running and they are working as hard as they can. (Female, 25-49, Papanui)

Libraries have a high standard. I use them on regular basis. (Male, 25-49, Papanui)

Libraries services well reinstated after quakes. (Male, 65+, St. Albans)

Libraries. Staff are professional and relate to everyone. They're a safe place that's low cost to the public and they can use facilities to improve themselves. Good for all age groups, can take laptop and on bus routes. (Female, 25-49, Papanui)

Libraries. Rubbish collection. Parks. (Female, 65+, Redwood)

Library service is world class. We use it regularly the access to database web service are good and can access from home. It is a great service. (Male, 25-49, Shirley)

Library services are great. The staff, resources, website and pop up libraries (post earthquakes) are great. The library website is great with the resources, search and all the extra information on the library database and the ability to access it from home etc. (Female, 25-49, Papanui)

Looking after the Botanical Gardens because it is a nice place for locals and visitors to go. (Male, 50-64, St. Albans)

Maintaining parks. Lawns are always mowed very nicely, great access and freedom to use parks. Pool services are good as well, however would be good to have another one over this side of town. (Male, 25-49, St. Albans)

Maintaining the library system, the feedback sought from the public. More liaison between library and school to encourage young kids to go to library. Get kids excited about libraries. (Female, 25-49, Shirley)

Maintenance around my area is great, parks are always clean and I always see the council out cleaning up tagging. (Female, 25-49, Northcote)

Moving forward with the rebuild and working together (Male, 25-49, Belfast)

New Brighton library is great, I really enjoy going there. The festivals are amazing, the World Buskers Festival is great to have in Christchurch. The plantings and trees around Christchurch city are great. (Female, 25-49, Merivale)

Overall it seems to be a nice city to live in, everything works well. (Male, 50-64, Belfast)

Park areas because we need grassroots. (Male, 50-64, Shirley)



Parks - always kept tidy. (Female, 25-49, Mairehau)

Parks and Recreation Centres. Events are advertised quite well and Christchurch needs this sort of stuff. (Female, 50-64, Casebrook)

Parks and recreational areas always tidy which makes the city look good. (Female, 18-24, Richmond)

Parks and recreations centre are going well. The Botanical and Hagley Gardens upkeep is great and a credit to the council. (Male, 50-64, Northwood)

Post quake repairs. (Male, 65+, Papanui)

Providing entertainment, festivals and events that are free what is very good. (Female, 25-49, Redwood)

Public events, marvellous events like Sparks in the Park - only find it in New Zealand and things like that make it a great place to live. (Male, 25-49, St. Albans)

Rebuilding facilities and houses. They seem to be moving along. (Female, 65+, Shirley)

Recreation, parks and reserves with making the city look nice. (Male, 25-49, Regent's Park)

Recreation facilities are being run very well. (Male, 25-49, Northwood)

Recreational facilities. Child friendly. (Female, 25-49, Papanui)

Restart Mall is really good the planting and 'humanness' has created a really nice environment to be in. (Female, 25-49, Mairehau)

Roading - getting as much done as they can. (Male, 25-49, Casebrook)

Rubbish and waste collection they do this regardless of situation e.g. poor roads and weather, it is a very reliable service. (Female, 18-24, Richmond)

Rubbish as I have nothing to complain about its done very well. (Male, 25-49, Casebrook)

Rubbish collection - prompt, come when they say they do. Pleasant workers, make sure bins upright. (Female, 25-49, Belfast)

Rubbish collection - the 3 bin options stops rubbish going into landfill. (Male, 25-49, St. Albans)

Rubbish collection - very little rubbish lying around and collected efficiently on regular basis. (Female, 50-64, Papanui)

Rubbish collection is very good. Everything's done spot on as far as I'm concerned. Council is doing their best with everything under the conditions. (Male, 50-64, Richmond)

Rubbish collection, the recycling aspect of the new bin service. (Male, 25-49, Redwood)

Rubbish collection. It is reliable and it keeps going. (Male, 25-49, Casebrook)

Rubbish system is a good idea - separation of rubbish, recycling etc. Keeps everything a lot less smelly and contained in the one place. (Male, 25-49, Redwood)

Safety of others during the roadworks. Notifying us that there are going to be works in front of house. (Female, 25-49, Richmond)

Sports and Recreation Centres because we use them, they are well run and are very good. (Female, 50-64, St. Albans)

Restart Mall was done very well. Looks beautiful among all the ruins. Using the containers was brilliant. Getting it up and running so quickly was heartening and soul-fulfilling for the community. Recycling is also very good. Eco Shop may have gone a little too far up-market and it's far too expensive now. (Female, 50-64, Redwood)

Stirling job of getting libraries back up and running. Given the condition of roads out our way, the continued collection of rubbish is great and working really well. (Female, 25-49, Richmond)

Support of artists and things like the recent graffiti art competition. Support of festivals and events. Very broad-based, always a festival/event to suit different tastes. (Male, 50-64, Shirley)

Swimming pools - super cheap fun for families. (Male, 50-64, Papanui)

The bus service because they have increased the frequency of the service. (Male, 65+, Belfast)

The children's services like swimming pools and libraries because they have done a good job getting them up and running. (Female, 50-64, Casebrook)

The collection of rubbish is brilliant. (Male, 50-64, Papanui)



The concerts, ongoing which is great. Keeping Christchurch moving, nothing being put on hold after earthquakes. (Female, 25-49, Shirley)

The core services that are provided as the council is doing very well under the circumstances. (Male, 50-64, Shirley)

The council doing surveys as they want to hear opinions and will act on them. (Female, 25-49, Papanui)

The council has done a good job overall considering that the council as very little money. (Female, 50-64, Bottle Lake)

The council performs well in dealing with a crisis situation (e.g. floods) in getting things up and running. (Female, 25-49, Redwood)

The Council's kerb side rubbish collection because they come regularly every week and even when my road was closed at one end they still emptied the bins. (Female, 25-49, Dallington)

The current council is providing a good service to the situation it finds itself and the restrictions of that it had imposed by CERA. (Male, 50-64, Belfast)

The Events like Sparks in Parks, Buskers and different events for the people of Christchurch to attend. (Female, 25-49, Redwood)

The infrastructure because I believe they are working hard under difficult circumstances. (Male, 65+, Richmond)

The libraries because are great to the community for communication especially those who have limited access to computers and books. (Female, 65+, Papanui)

The library's, because they're always up to date with new books and music, they're not run down -they look good in appearance. (Female, 18-24, Belfast)

The new signage in the green spaces are marked out well. (Male, 25-49, Shirley)

The parks are alright. (Male, 18-24, Shirley)

The parks are always cut and clean. (Female, 65+, Redwood)

The parks are very well maintain with the grass, gardens. and walkways. (Male, 65+, St. Albans)

The parks like Hagley. They do good work on those, with regards to gardening. (Male, 18-24, St. Albans)

The promotion of Arts and Culture in the city. It is important to see Arts and Culture in a city and the council promote this well. (Male, 18-24, St. Albans)

The public amenities. The planning of getting as much facilities up and running as quick as possible. (Female, 50-64, Mairehau)

The recreation facilities because it is very well catered for children. (Male, 25-49, Papanui)

The recreation with the variety activities and also the cleanliness, tidiness and friendliness of the staff. (Female, 25-49, Mairehau)

The road sweeping keeping the drainage clear. (Male, 65+, Redwood)

The roads and infrastructure up and running. It is a big task and it is well sorted and under control. (Male, 50-64, St. Albans)

The rubbish collection because I do not have to go to the dump. (Female, 65+, Papanui)

The rubbish collection because it is consistent and efficient. (Male, 50-64, Casebrook)

The rubbish collection because it is done weekly and it is well done. If we did not have this service the city would be in a worst state than it is now. (Female, 65+, St. Albans)

The rubbish collection because it is easy and I do not have to go to the dump so often. (Male, 50-64, Casebrook)

The rubbish collection because it is on time, clean and reliable. It is brilliant. (Male, 65+, Belfast)

The rubbish collection because I've never had an issue. It is always on time and hardly ever any litter on the street from the rubbish collection. (Male, 18-24, Richmond)

The Rubbish Collection because there is no spills, they come early and take it all. (Female, 65+, Papanui)

The rubbish collection is always done very quickly. They often put the bins back on the footpaths. (Female, 25-49, St. Albans)

The rubbish collection is convenient, quick and it is doing its job. (Female, 65+, Redwood)

The rubbish collection is done well. (Male, 50-64, Papanui)



The rubbish collection is very good. They're on time. Nice friendly workers, no spillage. (Female, 65+, St. Albans)

The rubbish collection is very reliable and works well and is very good for the environment. (Male, 25-49, Papanui)

The rubbish collection it is reliable even with weather and earthquake constraints. (Female, 25-49, Mairehau)

The rubbish collection system is very good. It's very reliable even when the weather is bad or there are holidays. It's very well maintained. They're also doing very well with drainage of water around the city streets, although traffic complications are very frustrating. (Female, 25-49, Kainga)

The street lightening in Christchurch is marvellous. (Female, 65+, Shirley)

The three kerbside bins because they keep the street tidy, dogs can't get them. They are easy to manoeuvre and get back in. (Female, 25-49, Papanui)

The utility services have been good especially with the strain they are under. (Male, 50-64, Casebrook)

The variety of events and festival that the council run and provide to a wide age group. This gives opportunities for people to participate and experience things that they normal what not do and gives a sense of community and oneness that Christchurch needs. (Female, 25-49, Redwood)

The waste collection and water quality of good. The events that have been brought in and the free ones are great. (Male, 25-49, Parklands)

There is a great range of events. (Female, 18-24, Casebrook)

They are doing their best given the current situation. What they are doing with family events and bringing family's together. (Female, 50-64, Papanui)

They are doing their best under the pressure with regards to the general services. (Male, 25-49, Casebrook)

They are doing well and are working hard to build Christchurch up again. (Male, 18-24, Papanui)

They are fast with the repairs. I have seen them always working hard. (Male, 18-24, Papanui)

They are keeping up with the daily Council services such rubbish collection. The Council is keeping the community library and swimming pool open. (Male, 25-49, Casebrook)

Things like the World Buskers Festival and the Ellerslie Flower Show are very good. They are good distractions for people who have been through a lot. It attracts a range of people like older people but also teenagers and young kids. They should definitely keep doing things like that. (Male, 18-24, Mairehau)

Water because supply was maintained after the earthquakes; and the rubbish collection. (Male, 65+, Shirley)

### **Riccarton/Wigram**

All the activities going on year long. (Female, 25-49, Halswell)

All the invisible stuff - e.g. water supply. Maintaining a good standard etc. (Male, 25-49, Templeton)

Basic facility services. (Male, 65+, Westmorland)

Basic services (rubbish, water). The services they need to provide have been done well. (Male, 65+, Halswell)

Bus service; I like the bus passes; Our area is well catered for. (Female, 65+, Halswell)

CCC gyms and pools are good value for money. (Female, 25-49, Middleton)

Community awareness of events. There is a great range of events for the public. (Female, 18-24, Riccarton)

Council more accessible to the public, more open. (Female, 65+, Sockburn)

Council rubbish and recycling collection service is always good, always picked up and never any problems. (Male, 25-49, Halswell)

Doing all required things very well because I don't have to complain. (Male, 25-49, Sockburn)

Entertainment and events are excellent, like the Flower Show. (Female, 50-64, Hei Hei)

Everything is fine. (Female, 25-49, Riccarton)

Festival events - doing a fantastic job as we don't have a lot of places to go or things to do any longer. (Female, 25-49, Hornby)

Fixing up a really badly munted city, doing the roads, paths, drainage, waterways under trying conditions. It's an unenviable task and they're doing really well. (Female, 50-64, Riccarton)



Getting onto doing the green zone in the central city. They're supposed to be taking down buildings in central Christchurch. They're getting on quite well and doing quite a good job. (Male, 50-64, Lower Riccarton)

Good libraries especially their magazines. It could be improved but they are good. Particularly the electronic initiative, with having electronic magazines available. (Male, 25-49, Westmorland)

Good use of pools in the suburbs. Easy to get to a recreation centre. (Female, 18-24, Hei Hei)

Honestly I cannot think of anything. They're doing the best they can. If something's not working they should try something different and at the moment it's not working. (Male, 25-49, Halswell)

How the repairing of infrastructure is being planned and delivered (Male, 65+, Upper Riccarton)

I feel that they are doing a good job with the liquor licensing services. (Male, 65+, Hornby)

I think that they have done a good job at keeping the recreational system open throughout this time. They have also done a good job in giving information about the new things being built. The libraries have also been good. (Female, 25-49, Westmorland)

I think the best service they are doing is the public library service. They deliver books out to the Retirement Villages in Christchurch. There are over one hundred Retirement Villages in Christchurch. I'm not aware of other Cities that offer this service. (Male, 50-64, Avonhead)

I think the best would be the kerbside rubbish collection and waste management services. Have never had any problems of miss-pickups. We purchased the larger green bin from the council and it has been very handy and a lot cheaper than having it collected privately. This would be a service that I would describe as flawless. (Male, 25-49, Hei Hei)

I think they are doing a very good job with the roads and that they are working very hard, regardless of the criticisms they have been getting recently. (Male, 50-64, Westmorland)

Improving road conditions, because after repair they're in excellent condition. (Male, 25-49, Broomfield)

Information about what they are doing around earthquake recovery. (Female, 18-24, Upper Riccarton)

Information is well provided for events and festivals. Very happy with how much information there is about them. (Male, 18-24, Sockburn)

I've really enjoyed going to events like the Buskers Festival. They've been around and been very good. The way that they reach out to a wide audience is good. (Male, 25-49, Upper Riccarton)

Keeping the streets clean; Cleaning them on a regular basis. This includes the gutters. (Female, 65+, Upper Riccarton)

Keeping us informed about what is going on in Christchurch via signage on roadworks, website, newsletters, etc. (Female, 50-64, Halswell)

Libraries and recreational swimming pools, because they have been made more accessible since the earthquakes happened. (Male, 50-64, Halswell)

Looking after the parks. (Male, 65+, Westmorland)

Maintenance of waterways and footpaths is really good. (Female, 18-24, Riccarton)

Meeting the cultural needs of Christchurch through encouraging people to network in their community through community groups, libraries and community events like the Buskers Festival. (Female, 50-64, Halswell)

Our local sport and recreation facilities are performing very well. The general rebuild is going very well as well. (Male, 25-49, Sockburn)

Promoting activities such as arts and Buskers Festival. Lots of information provided and good amount of variety. (Female, 18-24, Avonhead)

Provisions of community events, variety of events and spread of the events over the year. (Male, 50-64, Upper Riccarton)

Public libraries are great especially for those with young children. New facilities have been built, story time, updating books, very friendly service, new automated lending service. (Female, 25-49, Halswell)

Recreational centres/ facilities are good. (Male, 25-49, Halswell)

Recreational centres are maintained to a good standard. I think they are doing a pretty good job considering the earthquakes. (Male, 25-49, Wigram)





Refuse station is user friendly. The plantings around the city is well cared for and maintained.

Rubbish/recycling collection is great. (Female, 25-49, Riccarton)

Road work and keeping up the maintenance around parks etc. is being done very well. Perhaps they need to listen a bit more to the public. (Male, 25-49, Islington)

Road works are performed quickly and well. (Female, 65+, Avonhead)

Roading repair is getting sorted, slowly, but it is getting there. (Male, 25-49, Upper Riccarton)

Rubbish and recycling collection is great, always picked up, never any trouble. (Female, 50-64, Upper Riccarton)

Rubbish as the service is consistent and is always collected even if it falls on a public holiday. (Female, 25-49, Hornby)

Rubbish collection. (Female, 65+, Upper Riccarton)

Rubbish collection. (Male, 65+, Halswell)

Rubbish collection due to efficiency. Good system set up. (Male, 25-49, Halswell)

Rubbish collections because it is done by contractors. (Male, 50-64, Halswell)

Rubbish is good. It gets collected regularly and is dealt with quickly. The green bins need to be bigger, especially in summer when we are doing the gardening. They are trying to and are showing some initiative in helping those most vulnerable like the CanCare, the over 60s. They are doing joint work with churches and community groups which is good. The new mayor looks like she's trying to deal with the EQR stuff, and that she's trying to find real solutions for communities in regards to flooding. (Female, 25-49, Wigram)

Saving money. With the new major, cutting out perks like morning teas and things. Appearing to make the effort to save money. That's on the luxury things. They can't save millions if they can't save on little things. (Male, 50-64, Templeton)

Sewerage. Stormwater. (Male, 65+, Riccarton)

Standard functions like waste collection and water supply. (Male, 25-49, Avonhead)

Street repairs are being done as quickly as possible. (Female, 50-64, Halswell)

The activities and everything like the Ellerslie Flower Show carrying on after the earthquakes. (Female, 25-49, Hei Hei)

The Christchurch City Council have it bad they have a lot of work and doing the best they can and doing a great job for the little they have to work with (Male, 50-64, Addington)

The city libraries. The staff are friendly, They are open great hours and cheap to access. (Female, 25-49, Upper Riccarton)

The community recreational centres are good because easily accessible and have price ranges that are affordable. (Female, 18-24, Sockburn)

The cost cutting the Mayor has made on the councillors so called lunches and perks etc. I'm impressed with the way she's done that as it was costing us over \$50.00 a year to provide their lunches that's not necessary. (Female, 25-49, Hornby)

The council does all its services very well and in my personal experience I am very happy with everything. (Female, 50-64, Aidanfield)

The Council performs best at core services such as rubbish and sewerage. Given disruptions by quakes these services appear to have suffered the least and they also have the biggest impact on day to day life. (Male, 25-49, Middleton)

The cycleway along the southern motorway is very good because it is separated from traffic, fenced and has a good riding service. (Male, 25-49, Wigram)

The entertainment and things like libraries and swimming pools, and also beautifying the city. (Female, 25-49, Wigram)

The events because they are good and there is good information about them. (Male, 18-24, Upper Riccarton)

The events hosted by Christchurch City Council are the aspect I am most satisfied with e.g. Buskers and Flower Show. (Female, 18-24, Riccarton)

The free events and facilities like libraries. (Male, 25-49, Riccarton)

The information available for organised events and festivals and getting the relevant information out to the public. (Male, 18-24, Hornby)

The kerbside collection gets picked up every week without fail and you don't need to worry about it. It's reliable. (Male, 25-49, Hei Hei)



The Kerbside recycling of rubbish is very organised. The library facilities and festivals are great for families. (Male, 25-49, Halswell)

The kerbside rubbish bin collection. (Female, 50-64, Riccarton)

The kerbside rubbish collection. Our street has never been better since the kerbside collection was introduced. There are quite a few students in our street. The council has done very well there. (Male, 25-49, Riccarton)

The library service. This is because the library is a place that anyone can go to and is very cheap. The staff are always good too. (Female, 25-49, Halswell)

The library would have to be equal to anywhere. Overall, the library is excellent, technology and staff very good. (Female, 65+, Westmorland)

The management of recycling process is very well handled. They should however add an inorganic giveaway day as in Perth. Affordable dog registration following proof of sterilisation. (Female, 25-49, Sockburn)

The new AMI stadium in Addington is really good. The cricket pavilion in Hagley Park is really cool. (Female, 25-49, Hornby)

The rebuild billboards because it is showing that there is progress happening. (Female, 18-24, Sockburn)

The rebuild is being managed quite well considering the amount of work required. The events that are put on are very well done. (Female, 18-24, Riccarton)

The recycling is a great success. Also the maintenance of things like swimming pools, libraries and sports facilities. (Male, 25-49, Halswell)

The recycling service is performing well & road repairs are up to date. (Male, 18-24, Hornby)

The rubbish and recycling collection. (Male, 18-24, Middleton)

The rubbish bin service and facilities are really good and some are even free and this is wonderful and done well thanks. As long as there is something for people to do the job is being done well. (Female, 50-64, Upper Riccarton)

The rubbish collection is awesome, they're doing a great job there. (Female, 50-64, Halswell)

The rubbish collection is never not collected. The bins are not moved around and rubbish is not left on the streets. (Male, 25-49, Upper Riccarton)

The rubbish collections because it the main dealings I have with the council. (Male, 50-64, Halswell)

The rubbish collection works well. (Male, 50-64, Huntsbury)

The three bin rubbish collection is excellent. The parks system in general. Reserves are another although the standard seems to be dropping which is a big worry. I don't think enough resources are going into facilities. Sports and recreation, swimming, libraries facilities and very good too despite the earthquakes. Rooding in our area is good but that's not city wide. We use council facilities for horticulture purposes. We enjoyed the Ellerslie Flower Show and sponsorship that the council provides for that and we're hopeful that it continues. All of that range of events that the council sponsors are brilliant for the whole range of needs in the community. (Male, 65+, Broomfield)

The upkeep and maintenance of shrubs and things like that, making the place look good. The cleaning of streets is pretty good too. The upkeep and cleaning of grounds and parks. (Female, 25-49, Hornby)

They are doing a good job at making sure there are no rubbish bags on the street. (Male, 25-49, Hei Hei)

They are doing their best with the rubbish collection and keeping the streets clean. (Male, 50-64, Hornby)

They are very good at public relations, making themselves look good. (Female, 25-49, Westmorland)

They has done a good job with getting the road repairs up and running. (Female, 50-64, Halswell)

They have done a good job with keeping the community facilities clean and maintained. (Male, 65+, Hornby)

Trying their best under the circumstances to deal with people and their concerns - e.g. getting roading sorted etc. Communication has been good since the earthquake. (Female, 25-49, Halswell)

Upkeep of all recreational facilities despite the recent earthquake events. (Female, 25-49, Hornby)

Very happy about the new sewerage system in Halswell. (Female, 65+, Halswell)



Research First

Was great how fast the pot holes done Main South Road were fixed after the earthquake, they were very unsafe. (Female, 65+, Upper Riccarton)

Waste water. Water supply. (Male, 50-64, Halswell)

Water service is always good, never had any problems with water supply, and the price is good, even though its hidden in the rate costs, I know how much it is. (Male, 65+, Riccarton)

We like the library service. They now have a new system where the book's get transferred to and from different

libraries. I'm satisfied that there are newer book's coming through. (Female, 25-49, Halswell)

With the communication of events and range of events they do exceedingly well. There's good public information placing and providing a good place for it. (Female, 25-49, Riccarton)

Wonderful job with the water supply. Enjoy the events like Classical Sparks. (Male, 25-49, Hei Hei)

## A1 Verbatim Comments

### A1.2 Things the Council Could Improve

#### Banks Peninsula

Building consents. There are not enough skilled people in charge; not enough real understanding of what is going on. All they seem to be doing is ticking boxes and charging an arm and a leg. It is completely distorted. We are empowering people with no skill and not letting people who are skilled work. It's a pain to have to pay money to someone who doesn't know what they're doing when we know better. Everything needs to be taken to a standard that is not appropriate. They are trying to fit a whole range of different situations into one box and not having the flexibility to adapt to the ground conditions and family conditions in making a house safe. We need a lot more de-centralisation. Skilled jobs need to be put back into the hands of people who know what they're doing at the local level. After the storm, our road was full of potholes and it was graded today, but it took two weeks. One is prepared to be flexible when it took two weeks. One is prepared to be flexible when living in the country, but one would like to have some flexibility about what one gets to do on one's property. (Female, 50-64, Port Levy)

Communication of rebuild. Being more acknowledging of people's concerns and not running away. Being honest and getting more input from Cantabrians. (Female, 25-49, Lyttelton)

Communication, people need a better understanding of how and why the council makes its decisions. (Male, 18-24, Lyttelton)

Communication and being transparent about what they (the Council) are up to. The Council is not good at being open about what is going on and how decisions are made and how money is spent. (Female, 25-49, Lyttelton)

Cycleways need more and safer cycleways keeping them away from traffic corridors, better signage for designated areas for cycles. (Male, 25-49, Lyttelton)

First recreation centres in Lyttelton, we have absolutely nothing and it is terrible for the younger generation. Also after the school is demolished there will be no where for community groups. The building consents have been awful to deal with. We would also like our local swimming pool back. (Female, 25-49, Lyttelton)

Get on with things. I have lots of friends who are trying to build houses. The costs are too high and getting permission takes a long time, it just ends up taking too long. (Male, 50-64, Little Akaroa)

Greater transparency about council decision making and better opportunity for public involvement (Male, 18-24, Akaroa)

I think the building work and decisions being made about this are terrible and the council don't seem to have any idea what they are doing. I think they should let the government be more involved and then they can make the big decisions that the council don't seem to be able to make. (Male, 50-64, Akaroa)

I'm concerned with the leadership qualities in Christchurch city council, there doesn't seem to be any unity within the council itself, this is concerning as I think it slows progress for the rest of us. Also I am concerned with the council swimming pools, most of them have been closed due to the earthquakes and as I used to swim regularly it has impacted upon me a lot. (Male, 50-64, Cass Bay)

In general I think everything is moving very slow and I think that the politics is slowing everything down. I think that the council needs to be given some space from the government so that they can continue making progress. Also we have to travel 22km to remove our own rubbish, however we still pay towards rubbish removal. (Female, 25-49, Little River)

Maintenance on roads needs to be improved. As a motorcycle rider to university the roads are very unsafe with regards to exposed drains and manhole covers being off or loose. (Male, 18-24, Lyttelton)

Obviously the roading and the pavements need improving, also the gardens that overhang into walkways and pavement that cause pedestrians to be pushed from the path. (Female, 65+, Church Bay)

Roading is causing massive delays across the city. Some confusion over repairs and improvements to the city. (Male, 25-49, Little River)

Roading. All the way from here to Christchurch, I nearly break my back every time. They have filled the roads in and it's just lumps. The roads are dreadful. (Female, 65+, Port Levy)



Rubbish collection in Little River is too far away from the people living there. I don't live right in the township, and have to drive at least 20 or 30 minutes to Birdling's Flat to get rid of rubbish and recycling. It would be handy to have a place to dispose of all the rubbish in Little River, the current one is not satisfactory- it got soaking wet in the rain. (Male, 65+, Little River)

Rubbish collection. Provide wheelie bins for Duavachelle. When you consider that we are all driving our cars around to Barry's Bay, there is a large carbon footprint, and the truck drives right through Duavachelle anyway. (Female, 65+, Duavachelle)

Sporting facilities are one of the more crucial things for the younger generation. Getting the parks up and running and/or properly draining the swimming pools- the kids need something to do. (Male, 25-49, Ataahua)

Stormwater and drainage, even when the drains are not blocked the system cannot cope with heavy downpours especially in Lyttelton. (Male, 18-24, Lyttelton)

The indoor recreation centres need to be improved and some need to be fixed up so that we can reopen them and start using them again. (Male, 25-49, Charteris Bay)

The repairs on the roads need to be done correctly the first time, and they shouldn't be repairing the same thing 6 months later. Do it right the first time. (Male, 25-49, Diamond Harbour)

The rubbish bins (red) don't get picked up out here and when you call them they tell you that they will turn up but they don't and there is no information why. (Female, 25-49, Little River)

They are extremely bad at making sure that the rules considering noise controls are followed. The local camp ground have events that are not noise restricted at all and even after complaints the problem is not ever sorted. Even though we are a distance away we are still troubled by this and we don't seem to have any way of managing it as the council takes its time in helping us. We are also told not to contact noise control and to contact the council but they do nothing. (Male, 50-64, Little River)

## **Burwood/Pegasus**

Addressing flood risk and water quality in waterways by not building the streets higher than driveways and allowing

owners to raise their properties higher than the allowed limit during the rebuild. (Female, 25-49, South Brighton)

Better communication with public via its website. (Female, 65+, New Brighton)

Better cycle ways are needed to make cyclists safe and roads and cycle lanes need to be improved as the traffic congestion can be very bad (Male, 25-49, North New Brighton)

Building and building consents, they need to wake up their ideas. (Male, 50-64, Bottle Lake)

Building consent takes too long, people are waiting for months. They need the consent process down to a month. (Female, 25-49, Burwood)

Building consent, slowing up the process to much. Everything is hard, slow and too long. (Female, 25-49, South New Brighton)

Building Consents processed quicker (Male, 25-49, Avondale)

Charging too much for delivering green waste to the disposal centres as it is then processed and sold back to us. This dumping should be free. (Male, 50-64, Parklands)

Cleaning of gutters. There is a truck that drives around sucking the rubbish up, but it doesn't work. (Male, 50-64, New Brighton)

Connecting with the public: you don't always know what's going on. They should inform the public of what is going on, especially with serious things, like what they intend to do, how much it will cost and how long it will take. (Female, 65+, Wainoni)

Council should hire a contractor to tidy and maintain the waterways regularly especially in the Burwood/Pegasus area and Red Zone properties badly need upkeep as they're a fire risk (Female, 25-49, Avondale)

Council should provide a booklet perhaps mailed to householders, as we need more information with regards to the rebuild of council facilities and events that the Council is holding such as Sparks in the Park. (Female, 25-49, Burwood)

Damaged water pipes, sewerage and water drainage. We have just had a storm and the road looks like a river. The footpaths are badly damaged from the earthquakes and in urgent need of repair. (Female, 50-64, Aranui)



Do not empty the public rubbish bins often enough. The rubbish gets sprawled all over the community. Rubbish bins with lids would be a good idea. The council needs to take responsibility for open spaces such as lawn mowing on public spaces. (Female, 25-49, North New Brighton)

Do something with the waterways. Husband a fisherman, whitebaiter - rivers are dirty especially Avon. Need a good clean up, flush out, and get rid of sediment. (Female, 50-64, Parklands)

Ellerslie flower show is running at a loss and the process of the decision making in regards to Dave Henderson's property was highly flawed. (Female, 50-64, South New Brighton)

Fixing the roads as they have taken too long they start the roads and then do not finish the job off properly. (Female, 25-49, Wainoni)

Fixing the roads, footpaths. Get the roads sorted first, before less necessary facilities are rebuilt. (Male, 25-49, New Brighton)

Flooding in the East. Doing something to fix It is a lot worse after the earthquakes. (Male, 25-49, Avondale)

Footpaths and access to services as I am partially crippled (Male, 65+, South New Brighton)

Get on to fixing roads, footpaths. Footpaths especially many people walking and on mobility scooters. Major thing daily in this area. Also roads, potholes, rain makes more potholes. Devastating to see empty sections. Houses have come down, not looking good. Soul destroying to see the devastation. (Female, 65+, North New Brighton)

Get the roads fixed quicker. (Male, 65+, North New Brighton)

Housing, I am saying that because there are people that I know who are still waiting for the council to come in and do the rebuilding for their houses and give them a really good service. They need to go down and access those people's houses and they need to fix the problem. They really need to rebuild their house and not just fix some of the problems. One old lady on my street had had the council fix bits and pieces but it needed to be taken down and rebuilt. She sent a letter up to David Cunliffe, Labour's leader, and Cunliffe came down and assessed the problem and so Cunliffe spoke to John Key and now she's getting her house fixed, but there are still people moaning about their houses and they need to be fixed. (Male, 25-49, Aranui)

I feel that the Council needs to improve the local community services such as making sure there is good access to libraries and recreation centres. I feel that these are the most important at the moment. I also feel that the Mental Health service has been very badly affected by the earthquake. Anything the Council can do to support the wellbeing of the community will be very important. (Female, 25-49, Burwood)

I feel they must get the assets repaired as soon as possible. It has been three years since the earthquake and they need to get a move on. (Male, 25-49, New Brighton)

I think the rates are too high people are struggling to live everyday families & elderly, people on their own. I hear a lot of people say a lot about that. (Female, 50-64, Burwood)

I think they need to spend more time considering New Brighton and the East areas that are still damaged after the earthquake. (Female, 25-49, North New Brighton)

I would like to say roads but I know the council are strapped for cash but my wish would be to improve the roads and the flooding. (Female, 50-64, South New Brighton)

Improve consent process (building). Takings months to gain consent for even small structures on existing properties. Office in Smith St, horrible. Unhelpful, unfriendly. owner of sub division treated well, my husband treated very differently. (Female, 50-64, Waimairi Beach)

Instead of spending so much time in beautifying the centre of Christchurch which I accept, which needs to be done to attract visitors, there are so many areas round the rim including Burwood/Pegasus area that have been neglected. More regular maintenance is badly needed in these areas. (Female, 25-49, Avondale)

It would be good to hold more community meetings not just for updates on local issues but things affecting the whole of Christchurch. (Female, 18-24, Wainoni)

Just be a little bit quicker for the repair and maintenance of the roads (Male, 65+, Parklands)

Looking after people with mental health issues, and how they may get worse if they have to move out of their homes. (Female, 18-24, Burwood)

Maintenance and upkeep of footpaths, there are still large patches of gravel in our neighbourhood. (Female, 50-64, Aranui)



Maintenance and upkeep of roading and footpaths I have nearly had several accidents on these as I have a disability. (Female, 50-64, Aranui)

Management of the pool facilities should be managed better in terms of keeping them maintained. Managing the traffic around all of the roading repairs, finish a area rather than dig it up again for other services. (Male, 50-64, Burwood)

More communication. They should let people know what is going on. (Male, 50-64, Aranui)

More information is needed about street repairs and the repair or rebuild of facilities lost in our area. (Female, 25-49, Burwood)

My friend is having a hell of a job getting council permissions and that done with her house. But they're doing as well as they can. (Female, 65+, South Brighton)

Need a swimming pool for the east so children of Christchurch East can continue to learn to swim. (Female, 25-49, Parklands)

Noise control is a service that is provided. I have rung noise control and nothing has been done. I have rung a lot in the last twelve months and in the last twelve years, but they're only open during office hours. It's ridiculous that no one is answering the phone who can do anything, just call centre workers. (Female, 50-64, New Brighton)

Operate as unified body without infighting in order to make better decisions so that the left hand knows what the right hand is doing. (Female, 25-49, Aranui)

Pay more attention to East. Do not focus so much on the central city. Focus more on the suburbs. (Female, 50-64, South Brighton)

Provide a pickup service every 12 months for 'dumpable' items such as old furniture this would particularly benefit older people without the means to do this even if they had a \$2 donation system. (Male, 50-64, New Brighton)

Put a pool on the eastside so all my friends don't have to travel across town. Adults are complaining about other pools having to close because of children defecating in the pool. Facility needed with 'adult friendly' pool like QEII used to have. (Female, 50-64, Parklands)

QEII - we hear lots of different rumours. I want to see that the land there is being tested. Keep residents informed as to what's happening. Give us some idea of what's happening with our beloved QEII. Impressed with the way the new council are determined to work and speak with one voice. We don't have the scramble and public sniping at one another that we used to have. With Christchurch entering its 4th year of recovery, good that council is behaving in a much more cohesive manner. (Female, 65+, Southshore)

Recreation in east Christchurch. Needs to improve, stop infighting and improve it. (Female, 50-64, Burwood)

Repair work on roads, need more coordination, as there are roads closed that aren't being worked on, and it seems like they work on a road, stop and then they start again on it week later and works are still not fully completed. (Female, 25-49, Parklands)

Repairs to roading. I haven't seen any normal maintenance happening for several years, only spot and emergency repairs. Some roads are lumpier than others and could be improved a lot. (Male, 50-64, Aranui)

Returning swimming infra structure and facilities to the eastern suburbs to balance what other areas of the city have provided for them. This should be actively facilitated prior to the metro sport facility completion because local communities, particularly in the east, need to be able to return some sense of normality by having these available. Infra structure, especially roads, under stress so families having to travel across the city, this compounds transport issues the city are bearing at the moment. We are travelling to non-council facilities every day because there are none available locally. Would much prefer to be using a Council pool. (Female, 25-49, South Brighton)

Road and the upkeep of the areas around the Avon River as often these areas are unmowed which makes them look really messy. (Female, 18-24, Avondale)

Road and bridge repairs they seem to be dragging their feet and repair crews seem short of labour. (Male, 65+, Wainoni)

Roading for cycling around our local area. (Female, 25-49, Parklands)

Roading and footpaths, waterways, pedestrian areas. They need to press ahead with cycleways and concentrate on these areas. (Male, 65+, Dallington)



Roading and the sewerage and fluoride in the water to be completed. (Female, 65+, Queenspark)

Roading needs to be improved especially on the east side of town. (Male, 18-24, Parklands)

Roading system and works, the quality of the roading. (Male, 65+, Dallington)

Roads - sick and tired of driving around on them. Uneven, potholes, constantly having to repair car tyres, ball joints etc due to road conditions. Tend to spend a lot more money on vehicle maintenance. (Male, 25-49, Aranui)

Roads need fixing, driving on the damaged roads day in and day out does your head in. Seem to patch it and come back to rip the same bit of road up, never seem to be getting anywhere with it. They almost need to start at one end of the city and get it all done. (Female, 25-49, Wainoni)

Roads they are so damn bumpy around this area (Male, 65+, Parklands)

Roads, footpaths awful especially in the eastern suburbs. Council doesn't seem to have done anything since the earthquake. Being an invalid the condition of the roads and footpaths makes it even harder to get around. (Male, 25-49, Avondale)

Roads, footpaths drainage, lawn mowing of berms & gardens this side of town looks disgraceful. I have had to pick to pick up my friend of her driveway was flooded it has not been repaired since the earthquakes. This side of town seems like the too hard basket. (Female, 25-49, North New Brighton)

Roads. They're wrecking our cars. They need to get onto fixing whole roads instead of doing patch jobs, do the whole thing. There's an area here where they keep patching it up but it keeps sinking. Really concentrate about fixing whole roads. This is costing us, the last car I owned I had to sell because it was damaged from the roads and I couldn't afford to fix it. It is costing the common people. (Female, 50-64, Wainoni/Aranui)

Sewerage it's very important sometimes it takes a lot to get it up & running properly. One of the most important things they should be working on. (Female, 50-64, Dallington)

Slow resource consents (Female, 65+, Avondale)

Sort out the council building department, way too slow. All services - building permits, inspectors etc - take way too long. (Male, 25-49, Parklands)

Sorting out a community swimming pool over the east side. (Female, 25-49, South Brighton)

Speed of the eastern roading infrastructure rebuilds. Getting the road repairs and the waterway repairs done faster in the eastern suburbs. (Male, 50-64, New Brighton)

Speeding road repairs and keeping to the time frames that were originally set. When the time frames go over I do not know when it will be finish. If they could update the signs when a job goes over the time frames or before it goes over the time frame. (Male, 25-49, North New Brighton)

Stormwater facilities they could be a little quicker in the repairs & maintenance of this facility. (Male, 18-24, Avondale)

The buses because they seem to be late most of the time and the bus drivers are rude. (Female, 18-24, North New Brighton)

The consent approval process for housing is currently too slow and needs to be quicker. (Male, 25-49, Parklands)

The Council needs to speed up the building consent process for the rebuild, as people are paying out for rents they can't afford and the homeless will increase. (Female, 25-49, Aranui)

The East of Christchurch feels very neglected and forgotten about. Estuary top of Rocking Horse road is very smelly- usually cleared by council stuff to get rid of the green lettuce. More and different types of plantings around the waterways and sides of roads - Sick of flaxes everywhere. (Female, 50-64, Southshore)

The footpaths, swimming pool and the stormwater drainage. (Female, 50-64, Parklands)

The main council stop infighting and be pro-active and get on with the rebuild. Be more open. More ready with information about the rebuild. (Male, 50-64, Parklands)

The mayor seems a little uncertain about projects seems to um & ahh often when conducting radio interviews. (Female, 65+, Aranui)

The roading over this side of town which I know they have a lot to do. (Female, 25-49, Parklands)

The rebuild of the central city because if we want the city to grow and prosper we need to sort out the central city. (Male, 25-49, Waimairi Beach)





The roading and infra-structure particularly in the eastern suburbs: From a personal level I'm absolutely shocked and appalled that the Council has stated they'll fix the drainage and sewage but not the roads predominantly in the eastern suburbs yet they can pump more and more money in the Key Rebuild Program they are planning. They need to sort out the fundamentals first. (Male, 25-49, Avondale)

The roading infra-structure. Stop doing multiple streets in the same area to avoid massive congestion and do one street at a time instead of multiple e.g. Preston Rd, Marshlands Rd, Mairehu Rd, Burwood Rd, Anzac Drive all at the same time (Male, 25-49, Parklands)

The roads need more work, around Christchurch, maybe hire more workers, I understand there doing the best they can though. (Male, 25-49, Dallington)

The roads too many bumps would like to see more roads completed and repaired. (Female, 25-49, New Brighton)

There needs to be a swimming pool type facility on the East side of Christchurch. They can't dodge that. A swimming and leisure facility on the East side. There needs to be something to replace QE2 even smaller swimming pools, like the one there will be in the city centre. (Female, 18-24, New Brighton)

There seems to be patch up work on infrastructure rather than a concerted effort to have a plan to work from one area to the next doing permanent repairs. (Male, 65+, Parklands)

They could downgrade the size of red bin, upgrade size of green bin. Consultation in processes of rebuilding sports and retail facilities. (Female, 25-49, Parklands)

They need to hurry up and get the road works sorted out (Male, 25-49, New Brighton)

They need to improve on communication. They need to remember it is our City not theirs. (Female, 25-49, Burwood)

They need to improve the building consents process as it is too slow at the moment. The building services through the City Council take too much time. (Male, 18-24, Parklands)

They need to speed up decision making for swimming pools. It has already taken three half years and there is already a generation of swimmers lost. Cut the red tape and get on with it. (Female, 25-49, Southshore)

Though the council is working on the roads it is hard at times to tell whether they are working to maximum efficiency but I do appreciate the scale of the task. (Female, 25-49, Burwood)

The upkeep of waste water systems and sewage systems need to be better looked after. (Male, 25-49, Parklands)

Waste water management; For the recent flooding in Christchurch to happen the water isn't escaping freely so how good is our drainage system? The Council also needs to think in the long term when it comes to choosing the street planting, i.e. low maintenance and hardy but not so wild they have to be pruned constantly and in ten years be overcrowded (Male, 25-49, Wainoni)

### **Fendalton/Waimairi**

Activities for children during the holidays and making them more affordable for parents. Something during the day where parents can drop them off and pick them up. Something free or cheaper than Sports Canterbury. (Male, 25-49, Ilam)

After recent flooding we asked to have drains unblocked which did not happen. When it rains a lot we get flooded again which is very annoying. There are also leaks in the water pipes that cause flooding that are not sorted. (Male, 25-49, Avonhead)

As a travel agent I'm aware that visitors who come to the city find it hard to get into the centre because roads are closed. A video at the airport or information centre to show people how they can get into the centre would be good. (Female, 25-49, Bishopdale)

Better assessment of jobs required for the rebuild. (Male, 50-64, Burnside)

Building consent needs to happen faster they have had three years and they still haven't dealt with it properly this needs to be dealt with. (Male, 65+, Merivale)

Building consents and compliance. Need to get their act together. One person makes decision another changes it. (Male, 25-49, Ilam)

Building consents have been let go and this is particularly out of hand. Process is meant to take 20 days however my builder has told me it may take 6 weeks or more. Council employees have received too many perks in the past - rate payer funded functions, lunches, gifts etc ("Lolly Jar"). New mayor has put together a large personal staff that I don't think is necessary. (Female, 65+, Bryndwr)

Building consents needs to be better setup. (Female, 25-49, Harewood)



Careful consideration and listening to the public when making decisions. Making sure our dollars are spent properly and wisely. (Female, 50-64, Avonhead)

Choice of planting, I live in Avonhead and the natives that they plant such as flaxes look lovely while they are young but once they mature they start to look shabby. (Female, 25-49, Avonhead)

Christchurch is in a unique situation regarding information on roading work. Communication is big one, new mayor keeps putting the boot to council she wants her to be more a political biased views on regular things. (Female, 25-49, Fendalton)

Coming up with a plan for the city centre, which they don't undermine by letting too much development in the suburbs. (Female, 25-49, Burnside)

Communication about what they are currently doing. (Male, 25-49, Ilam)

Communication with the public about things changing and moving forward. (Male, 18-24, Bishopdale)

COMMUNICATION with the public, think they are making a good start with the council. (Male, 65+, Bishopdale)

Community liaison and taking on more of what the community wants and why. (Male, 50-64, Avonhead)

Consistency with their building consents. These should be issued faster and they shouldn't be picking on small silly things in that area. A house has been put up in an illegal place on a section and no one from council has approved the wiring or anything this person pays no rates and has no council consent the council have been told on several occasions but they have done nothing as they are too busy worrying about a person that has a non shutting gateway. The house that he has built is too close to the fence line to get consent and affects the house next door. (Female, 50-64, Bishopdale)

Continue and increase communication and be open and transparent. Updates are crucial, we need more than three avenues for information, like here we haven't received the newsletters. Communication wins wars. (Female, 50-64, Ilam)

Cycle safety. Just putting more information up and really encouraging cyclists to wear helmets and more driver safety in cycle lanes. (Female, 18-24, Fendalton)

Cycleways and pedestrian road safety. I am disappointed the cycle path plans will now take over 8 years rather than 5, intersection lights favour cars far too much. (Female, 25-49, Ilam)

Cycleways and Road Conditions. Cyclists need to be off heavy traffic usage roads in the inner city and suburbs. They should not be using main thoroughfares because of safety reasons. (Female, 18-24, Bryndwr)

Decision making and being able to have an input in how the City is being shaped. They seem to be getting input from older people and leaving young people out. They can get younger people more involved through social media. It will be good to give a wider opinion. (Female, 18-24, Ilam)

Definitely the storm water system. We've been waiting three years and when it rains our house floods. The underground of the roads needs to be fixed because it's costing more and more with insurance companies. It needs to be done not just in the red zone but in other areas like Bishopdale. It's just annoying, the water comes out and blocks everything. I'm thinking mainly about our street. (Female, 25-49, Bishopdale)

Drainage, during flooding there seemed to be a lot of blockages. (Female, 25-49, Fendalton)

Drainage, our street floods heaps because the storm water drains are always blocked. (Male, 25-49, Ilam)

Drinking water, is not what is used to be. (Female, 25-49, Merivale)

Ellerslie flower show should not be undertaken by the council. They bought a commercial activity. They have the opportunity to undertake their own flower show with its own name. (Male, 65+, Fendalton)

Engaging in a deliberate way with projects that are going to be put on hold, the projects that will be started in next 5 years, and those that will be completed within next 5 years. Council needs to ensure communities are participating in giving input in the rebuild and to try and put people's fears to rest. Health info will be critical with winter approaching. Ensure people are well informed. (Female, 65+, Ilam)

Enormous amount of work to the outer part of the city to be far more biker friendly. (Female, 50-64, Harewood)

Ensuring that resource consents are processed quickly. They should be quicker for individual people like they are for larger businesses. (Female, 65+, Merivale)

Frequency of bin collection because at the moment the red and yellow bins are collected in alternate weeks, I believe the red bin should be collected every week or it may start to smell bad. (Female, 25-49, Avonhead)



Financial performance. The increase in rates doesn't stack up with core services. Rate of repair is too slow. (Male, 25-49, Fendalton)

Fix roads driving is a nightmare and build more swimming pools. (Male, 50-64, Bryndwr)

Footpaths and Roads. Traffic peak flows have changed and the lights haven't changed to cope. Dangerous for cyclists and children. There also need more pedestrian crossings. (Female, 25-49, Burnside)

Get more swimming pools up and running again for the kids. There is a real lack of swimming pools. It would be nice to have a big facility again with a gym attached. (Female, 50-64, Fendalton)

Getting everything fixed as fast as possible to avoid roadworks. (Male, 18-24, Avonhead)

Handling of the waste water e.g. flooding. It does affect a big chunk of Christchurch so if we want to keep these people here we need to help them so that they want to stay. (Female, 50-64, Russley/Avonhead)

Housing, elderly services need to be improved and fixing the drains so people don't get flooded. I work in the health sector so I am seeing a lot of different issues arising. Housing should be put before the Town Hall. We also need to look at helping the disabled and providing services for them. (Male, 50-64, Yaldhurst)

I feel strongest about the poor people still suffering in bad homes or accommodation. The council needs to be able to clobber landlords charging too much rent and freeing up building consent it takes too long and people suffer. (Female, 65+, Bryndwr)

I feel that the Council should improve with getting the jobs done faster. (Female, 65+, Bishopdale)

I feel the Council can improve by keeping the pressure on the Government to act fast with the rebuild. (Male, 65+, Burnside)

I think they need to organise the road repairs in the city a bit better. They seem to shut off roads and make travelling in and out of the city very difficult. The roading in the eastern suburbs needs to be addressed quickly as well. (Female, 25-49, Harewood)

I think they should improve on the roading and how to make the traffic move and flow better. I also think they should get the earthquake repairs seen to as soon as they can. (Female, 65+, Strowan)

I would like them to improve on methods of paying Council fines. I would like to be able to pay my Council fines online rather than having to go into the Council building to pay it. I think they can improve on this service to make it easier for me. (Female, 50-64, Bryndwr)

I would like them to improve with how they give out information. I would like if they can put some more information on the Council website. When I go to pay the bill, if I need some information I am told to go to the Council department. It would be easier for me to get access to information when I go to pay my bill. (Female, 25-49, Burnside)

I would like to see the Avon river cleaned up, dredged out and made in to an olympic sized rowing course. No reason why they can't due to the empty areas out there. (Female, 65+, Harewood)

Improve the communities input into the reconstruction of Christchurch. (Female, 18-24, Burnside)

Improve their drainage work because there are too many major blockages. (Male, 65+, Strowan)

In fighting and disunity (Female, 25-49, Burnside)

Information about the council finances and how they are handling it. (Male, 65+, Harewood)

Just the advertisement of things going on. I never see or hear anything. Like my generation, the best way to advertise for us is online social media. We don't usually read the newspaper. (Male, 18-24, Avonhead)

Keep communication transparent and open for everybody so we can remain positive. (Female, 25-49, Strowan)

Keep going down the same road - more open interactions with the community. (Male, 50-64, Burnside)

Keeping the Cathedral. I feel that it is really important for Christchurch. I don't know how much the Council has to do with that. As in rebuilding it as it was instead of building a new one. (Female, 50-64, Yaldhurst)

Letting the public know what they are actually trying to do. Working on having an open and transparent agenda. There is a feeling that things are being done behind closed doors. (Female, 50-64, Avonhead)

Listen to the rate payers more, as we are in for a big kick up with our rates soon. Stay on track with the rebuild as it needs to be sorted. (Female, 50-64, Bryndwr)



Listening to the people of CHRISTCHURCH. (Female, 65+, Burnside)

Little local libraries and small facilities. It is an opportunity for the community to gather and the council should keep working on those community facilities, e.g. Bishopdale Library. (Female, 25-49, Bishopdale)

Losing QE2 and the delay in rebuilding. Also fixing humps and bumps in roads. (Female, 25-49, Bryndwr)

Maintenance is far too slow and needs to help faster and sooner and the city needs to think also of the younger people. (Male, 18-24, Ilam)

Making sure that people are being looked after since the earthquake in terms of accommodation. It's easier for people on higher incomes to secure temporary accommodation while homes are being repaired. Making sure that those who have been adversely affected by earthquake aren't being neglected, as I feel they have been, although I realise this is to do with national government also, not just local. (Female, 18-24, Bryndwr)

Maybe so many different groups within the council which don't have enough communication. And when it comes to proposed development not everyone is aware. (Female, 25-49, Avonhead)

Mending the footpaths and roads, it is a long and drawn out process but cars can get wrecked and people can trip over. (Female, 25-49, Avonhead)

More councillors talking on the radio, not the same person all the time; Also if they consider when they plant trees outside of residences as the elderly find it hard to clean up leaves and clean out gutters (Female, 50-64, Avonhead)

More information about the rebuild plan especially what is happening in the empty areas. (Female, 25-49, Ilam)

More work on theatres. There is a lack of performance space. (Female, 18-24, Ilam)

Need to work really closely with the government, some of the mad crazy ideas are a bit out of reach, they need to rethink about huge centres such as rugby fields and stadiums, things that need to be put first such as rebuilding homes we can't afford filling up our city with stupid stuff that is totally out of scale. Buildings no higher than five storeys. (Female, 65+, Strowan)

No bickering in Council. (Male, 25-49, Fendalton)

Openly discussing Christchurch's financial state. Council housing facilities for the disadvantaged. (Male, 50-64, Ilam)

Our red bin is too small with 4 adults and a baby. With it only being emptied fortnightly it is overflowing. Weekly empty of rubbish would be good. (Female, 25-49, Russley)

Our road need to be tidied up and the scrabble over wintertime will put more pressure when it comes. We need better communication from the council. (Male, 65+, Ilam)

Parking prices need to be reduced because it has gone up a lot (\$1 per 30mins) in the last few months. I feel the parking hasn't improved to reflect the price increase. Unfair ticketing for parking, unfair because it's for ridiculous reasons. e.g. A car hanging over its parking space by a few centimetres. (Female, 18-24, Harewood)

Projects that offer the most benefit to the most people. (Male, 25-49, Burnside)

Proper housing for those whose homes have been damaged by the earthquakes take priority. (Female, 50-64, Russley)

Providing information about the inner city work, transparency over decision making. (Female, 25-49, Bishopdale)

Providing more council housing for low income earners and pensioners. (Female, 50-64, Harewood)

Recreation and sports centres, getting them up and running. Sorting out the stadium and thus getting that up and running. (Male, 25-49, Bishopdale)

Red zone needs clearing up, more car parks. (Male, 18-24, Harewood)

Repair to flood affected areas. (Male, 25-49, Avonhead)

Road maintenance and repair because there is a lot of rough roads about. (Male, 18-24, Fendalton)

Road maintenance or changes to roadways, (road works) are very slow and conflicting interests between contractors can lead to blockages to roadways. (Male, 18-24, Russley)

Roading improvements storm water drainage. Congestion on the road. Storm water issues like drain backups and smell. (Male, 25-49, Bishopdale)

Roading is the principle problem. With the sheer volume of what has to be done they are doing an excellent job. The volume of work makes it difficult. (Male, 65+, Russley/Avonhead)



Roading, but they're probably doing their best. There's a stretch of road near here that keeps getting potholes in it because of the earthquakes. It's a real mess over on the east side. I don't know enough about it to say what they should be doing to improve. Put all resources on parts of the city that are really bad. (Female, 50-64, Bryndwr)

Roading. Because it is impossible to get anywhere on time without stress. Need traffic management system that looks at the big picture. Need to tell schools and schools to tell parents. (Female, 25-49, Merivale)

Roading. Cycling safety is a concern as the roads are narrow and access is difficult at the moment in the central city as all repairs seem to be happening at once. (Male, 25-49, Strowan)

Roading. Travelling round town for cyclists is too dangerous because of closed off sections of road, the road condition and large trucks. (Male, 25-49, Bishopdale)

Roads and foot paths, as having trouble with the footpath wheeling people via footpaths is hard. And housing for those who do not have homes instead of worrying about cathedral, caring for the homeless. (Female, 50-64, Bishopdale)

Roads and footpaths repair work needs to be undertaken, but am unsure how long that would take and who's responsibility/job it is to do. (Male, 25-49, Bishopdale)

Road conditions where internet suppliers have dug up road and resurfaced, but road is still a mess. (Male, 25-49, Bryndwr)

Roads footpaths, rough in some areas. Need to organise. Last year they were disorganised and a lack of accountability for how many people like to walk and drive. (Male, 50-64, Burnside)

Safety at night. It is currently very unsafe to walk around at night. This need to be sorted out. (Male, 50-64, Fendalton)

Sorting out management and pay schemes and sorting out waterways and limits of effluent in waterways policy. (Male, 25-49, Avonhead)

Sport Centres need to be improved. Cowles Stadium basketball courts condition and the surrounding pathways condition are quite bad. (Female, 18-24, Avonhead)

The biggest thing is traffic management closing main streets without offering detours. Closing two main routes at the same time is crazy they need to think this through. Perhaps they could have got Kilmore street working right before closing St. Asaph St or restricting to one lane. The traffic build up is really bad. (Male, 50-64, Burnside)

The Christchurch roads need to be fixed faster and quicker. I know they are doing the best they can, but putting more people to work on them would get the job done quicker. The pot holes are really bad all over the city. (Male, 25-49, Merivale)

The council has not responded to a request at 82 Brynley Street to repair a dug up driveway/alley that services four properties. It was dug up to repair pipe from earthquakes. The Ellerslie name for flower show should be changed and the show should become a biannual event at most. The CCC needs to act cautiously about building the covered rugby stadium before other more needed projects. (Female, 65+, Merivale)

The Council has numerous staff employed for their expertise in roading, while I appreciate that there will be some gridlock since the earthquakes, I don't feel that the engineers have done a good enough job in devising contingencies to avoid the current situation that we have in Christchurch at the moment. (Female, 25-49, Burnside)

The Council has to get a better handle on the money being spent on the rebuild. Also roading and the stress the roadworks have on people. (Male, 25-49, Russley/Avonhead)

The council needs to provide larger green organic material bins for free. (Female, 50-64, Ilam)

The Council needs to work on improving the water and storm drain problem. (Male, 65+, Avonhead)

The Green Rubbish bins need to be bigger, and not have to pay a fee to make it bigger. (Male, 50-64, Avonhead)

The gutters in my street. (Male, 50-64, Fendalton)

The quality of the roads needs to improve at quicker rate. (Male, 25-49, Strowan)

The quality of the roads. My street is quite bad. They came to fix it but made it worse. (Male, 18-24, Fendalton)

The Roding. The major road works and more planning of traffic management of how to get from one place to another. Perhaps mail drops giving prior notice of alternative routes. (Female, 25-49, Bishopdale)

The Roding. Travelling to the Eastern suburbs is not good. I, and many friends, don't understand why the Council is fixing roads that don't appear to need it. (Female, 25-49, Burnside)

The roads around Christchurch have had it, and need fixing and repair quickly. (Female, 25-49, Bishopdale)



The roads regarding road closures and deviations. The digging up of footpaths and roads and not repairing them again in a timely manner. This is dangerous for everyone. (Female, 25-49, Burnside)

The roads in the city centre they are working on right now but it is taking a while, there are a lot of holes. They need more maintenance on the road and less time on the city's plans to make big sky scrapers. (Female, 25-49, Russley)

The roads need more work. Roads that need a lot of work are not getting the work done to them quickly. (Female, 50-64, Yaldhurst)

The roads need to be fixed more quickly, hire more people and put them on the roads that are getting worked on so there finished sooner. New Brighton mall needs to be pulled down and rebuilt, it's horrible around there, and I don't even want to bring people who visit Christchurch there. (Male, 25-49, Strowan)

There is a build up of leaves in the gutters in my area and they are not unblocked often and I feel the Council needs to do this unblocking more often. (Female, 50-64, Ilam)

They allow areas to be built on but don't provide enough parking. The council does not allow enough parking when allowing something to be built whether a subdivision or something. Hotels are automatically told how much parking is needed but for other things there is no regulation. For example with the Inland Revenue Department there are hundreds of people but no parking. People in the surrounding blocks cannot put bins out because people will move them to park. Streets should have parking limits on them to make people shift vehicles often. Businesses tell staff to shift cars when they see parking wardens. As far as council goes they should have to insist on the number of parks for anything built. (Male, 65+, Avonhead)

They need to be more open book in all the areas. Why can't we hear about it first instead of on the news? If we have to be accountable then they should be too. (Female, 25-49, Bishopdale)

They need to improve on communication. They say the road works will take only two months but they end up taking much longer and we are left in the dark with no explanation to why it is taking longer than said. They should provide more information and communicate better in the future. (Male, 25-49, Burnside)

They need to improve on the way they communicate. They waste a lot of time and money by not communicating between departments. I feel that they should work together

and this will improve the services. (Female, 25-49, Burnside)

They need to improve the east side of town faster than they are would be my only issue. Council should deal with this issue sooner rather than leaving it. I have heard of the terrible time people on the east are having with the roads, footpaths, water etc. Also more swimming pools would always be a bonus (Male, 50-64, Harewood)

They need to start tidying up the streets. For example, driving down Colombo St, under the Moorhouse Ave bridge, it's weedy, dusty, and messy; it's like there are no street cleaners go there anymore. It's as though the earthquake is being used as an excuse to not keep up with the maintenance. This is true for the whole city. (Female, 50-64, Strowan)

They need to work on a plan so that the flood doesn't happen. They also need to work on helping the people get out of the red zone. (Female, 50-64, Yaldhurst)

Transport and roadways, if they could not repair all the roadways at the same time. (Female, 18-24, Avonhead)

Transportation and roads (Female, 50-64, Bryndwr)

Transportation, lack of public services, e.g. Buses, and other forms of transport. Where is the NUMBER 10 bus? (Female, 65+, Bishopdale)

Waterways and drainage need better maintenance and upkeep. (Female, 25-49, Bishopdale)

### **Ferrymead/ Hagley**

1. Rubbish collection. Red bins should be collected weekly; green bin needs to be larger. Each 6-12 months I'd like to see a roadside collection of bulk furniture etc due to everyone having so many broken bits and pieces around their homes. Not everyone can make it to the dump or recycling centre. 2. Building consents for minor jobs have not been set up well even with the new system. Mine was given out to an Auckland firm which has took 3 times as long as it should have. (Female, 50-64, Redcliffs)

Need to be reducing fees regarding consents, land contributions etc for doing subdivisions. This is now a good 50% more than before. The high fees are hindering the region in moving forward. Fees are increasing section prices. With new rateable values reducing section prices, it's a two-fold cost. Christchurch being in the position it's in now, we can consult forever. We need someone to 'dictate' what's going to happen, and take responsibility for this. (Male, 25-49, Sumner)



A few more recreation facilities close to Bromley for disabled people. (Female, 50-64, Bromley)

Because of the road works the bus service changes and I feel that a lot of people rely on the buses and they are forever changing routes, finding some way of informing the public on the changes in the service. (Female, 50-64, Phillipstown)

Building consent speeds. (Male, 25-49, Woolston)

Building consents and the reason for that is the system is still to slow our council has the slowest rate in improving local applications and they need to be more quickly as there is more construction then anywhere. (Female, 50-64, Mt. Pleasant)

Building consents, making them more efficient. They really need to get a better balance of money spent on projects vs. the cost for the ratepayer, too much high profile spending/ costly projects at the cost of rising rates. (Male, 50-64, Ferrymead)

Building consents, they do not appear to have the right people handling this, the staff are too slow. (Female, 50-64, Heathcote Valley)

Building permits. This is the most important service for Council to provide with regards to the rebuild. Using the 'stick' or 'carrot' approach is not always beneficial to CCC or its clients. I don't believe we are treated as clients at times with this process. Regarding council community events, some of these I don't agree with the council being involved in - Beer Fest etc. Not positive for city as a whole. (Male, 25-49, Sumner)

Carry on the Council's rebuild plan for Christchurch and repair as much Earthquake damaged areas you can. (Male, 25-49, Linwood)

City rebuild because it would be easier for people to use services in the city. (Male, 18-24, City Centre)

Come up with more solutions rather than problems as to how we get through the devastation. Seems to be a lot of things still not up and running. (Male, 25-49, Bromley)

Consents are slow and need to be quicker. This seems to be an ongoing issue. (Male, 25-49, Woolston)

Council facilities like gyms. get them sorted out. (Male, 25-49, Woolston)

Council is still going ahead with their anchor projects even when the majority of people don't want a lot of them. For instance, why are we spending money on a new expensive stadium instead of repairing the one we have. The biggest mistake the council seems to be making is that although there seems to be no commercial buildings happening in the city other than restaurants and cafes, property developers are planning large additional buildings outside of the city centre which seems unnecessary without the population ready to lease them. I don't believe the council's anchor projects are enough to bring investors into Christchurch. I also think we are relying too much on CERA and the government's influence that are coming from outside of Christchurch. (Female, 25-49, Mt. Pleasant)

Council need to think about design and functionality of waterway especially areas that have been re-directed and re-shaped causing flooding. (Female, 18-24, Central City)

Cranmer square- poorly mowed. Need to improve mowing of green areas. (Male, 50-64, Central City)

Cycle lanes. Most cycle lanes terminate when the danger starts. At intersections most of the lanes stop before the intersection and restart on the other side. This is pointless as the majority of the risk occurs on your way through the intersection. There are a few now appearing that continue through the intersections. Quality of Avon River. River needs dredging and improving as it's choked up with weeds. (Male, 25-49, Redcliffs)

Dog control in red zone areas especially on River Road as dog handling seems to be out of control and the footpaths need to be fixed quickly and maintained regularly as some of them are a hazard for young children, strollers and the elderly. (Female, 25-49, Linwood)

Don't want big money spent on big things e.g. big sports stadiums in town. Want small things attended to first e.g. draining, paths, and potholes. They can spend festival money on smaller things. There is also lots of graffiti compared to lots of other cities. (Female, 65+, Woolston)

Drainage. Stopping water coming under the road and destroying property and non action of requests for help. Promises of help but no response. (Male, 65+, Taylor's Mistake)

Dredging the rivers because they're filthy and they're assisting the flooding and the water can't get away. (Female, 65+, Redcliffs)



Feel that the services to east side of Christchurch perhaps aren't as good as those on the other side of town. Particularly with potholes, road maintenance and repairs etc. I'd feel the same way if the situation was reversed and their side of town was the worst affected, while the eastside benefited from better service. (Female, 25-49, Bromley)

Fixing the roads. Releasing plan of what they are doing. (Male, 18-24, Woolston)

Getting consents for rebuilds and demolitions done quicker. Clearing the current backlog of consents. Having people that know and are skilled approving/check the consent requests and hiring them from overseas if it is necessary. (Male, 25-49, Sumner)

Getting the repairs to roads in Christchurch completed as soon as possible. (Female, 25-49, Woolston)

Houses/earthquake repairs - priority needs to be given to elderly or invalid residents. (Female, 25-49, Woolston)

Housing and consent and permits. Consent takes too long to get. We applied for building consent and 12 months later still nothing. They hold people up all the time. (Female, 50-64, Bromley)

Housing built as soon as possible so everyone can live like they were before the earthquake. (Male, 18-24, Central City)

Housing for those who need it because the situation has become out of control. The council have to take responsibility to enable everyone to have a decent house to live in. They can do this by including more money into their budget and make sure there is enough money to assist the greatest people in need. There need to be stronger priorities more of those who need it. (Female, 65+, Sumner)

Housing needs to be repaired more quickly from damage from the earthquakes. (Female, 18-24, Avonside)

I feel that the Council can improve on the funding for the rebuild. A lot of money has been wasted and they need to find a way to get more funds together for the repairs. (Male, 50-64, Mt. Pleasant)

I feel that the roads in Christchurch need improving. (Female, 25-49, Bromley)

I live in between two council flats. The council, ages ago, paid for the land remediation, and the homes now look completely abandoned. The gardens have grown completely out of control. The housing officers have been around two or three times and done inspections and yet it is still appalling. (Female, 25-49, Linwood)

I think if they can do something with the roading and footpaths that would be brilliant. (Female, 65+, Woolston)

I think that the Council needs to improve on the social housing. I think they need to make it better than it was before. There is a big housing need in Christchurch. (Female, 65+, Woolston)

I think the Heathcote and Avon rivers need a really good clean out. I'm not sure how they'd do that. They just look disgusting and I wouldn't want to fall into either river. They need a really good cleanout of weed and the garbage that went into them like sewage in the earthquakes. The state of the rivers is not the council's fault but it is their responsibility to keep them clean. Also with the plantings, there often isn't anything in the last metre or so, so it gets full of rubbish and dog dirt and stuff. (Female, 50-64, Waltham)

I think they can improve by building Council flats for the people of Christchurch. The flats should have a top floor for living and a bottom floor for a work space. (Female, 25-49, Woolston)

I think they can improve more by providing us with more information on progress of the rebuild. (Male, 50-64, Mt. Pleasant)

I would like the roads to be improved especially around Redcliffs which are in very poor repair. (Male, 65+, Redcliffs)

I would say the consents process needs improving. Our next door neighbour put an extractor fan right opposite our window. The council should have come and checked the area before approving that consent. They can improve on the way they handle building consents processing as well as resources. (Female, 25-49, Central City)

Immediate clean up of tree branches after storms. (Male, 65+, Phillipstown)





Improve the communication with the public. They need to be answering questions and providing timelines of when stuff will be completed. Make decisions and being proactive as opposed to sitting on their hands. Get things moving. Think of people outside the CBD. Work on things like flood prevention. Acknowledge things have changed. Dredge estuary and rivers to stop water from building up and flooding. (Male, 25-49, Burnside)

Improve the roadworks, have to complete faster. (Female, 25-49, Woolston)

Improve the sporting facilities and swimming pools by replacing QE2. It does not need to be a \$32 million dollar facility. (Male, 65+, Mt. Pleasant)

Improve their budgeting, prioritise, all the projects on a city wide basis balancing on city wide basis, you have an unbalanced situation really, and there are people struggling to find salvation in areas of facilities that need to be attended to. (Male, 50-64, Mt. Pleasant)

Information on decision making. Just more information on how we can have a say, and how we get it out there. Also how to change and vote or whatever they do. I know many people don't know. (Male, 18-24, Woolston)

Issues with building consents it is taking too long. They're being too pedantic about little points. They should be a bit more flexible. (Male, 25-49, Mt. Pleasant)

Just doing all it can to rebuild the city. Recreation centre in the east is important (Female, 25-49, Redcliffs)

Library services in the east side of Christchurch because money needs to be spent on them to get them back up to pre earthquake standard as it is not motivating to go them when they are the way they are. (Female, 50-64, North Linwood)

Look for small improvements everywhere because it is too easy to rest on their morals. (Male, 65+, Mt. Pleasant)

Looking after earthquake ridden homes and residents. Support the residents by repairing homes, providing emergency housing etc. Conduct a house to house inspection talking to owners/residents. EQC, Fletchers not doing this. (Female, 50-64, Ferrymead)

Needs to look more forward. E.g. more traffic on northern motorway after earthquakes. Don't think problems all the way through. Don't solve immediate problems first. (Male, 50-64, Ferrymead)

Not to pay their top guys as much as they do, as it's not fair we all do hard work. They are not worth the money they get paid. (Female, 50-64, St. Martins)

Parking around the airport as there is none and there are lots of yellow lines. (Male, 25-49, Linwood)

Parking at the hospital, long term parking options (i.e.. 1 week or more) and cheaper short term parking. (Female, 25-49, Linwood)

Provide paddling and swimming pools by rebuilding and repairing. (Female, 65+, Mt. Pleasant)

Recreational facilities in this area. We were promised a sports/aqua centre before the earthquake then it was suddenly cancelled this due to no money. However, they are building these facilities in other areas. Regarding waterway behind Linwood Park prior to earthquake there were no weeds, dirt etc now it has mud, weeds, even eels. Overflowed for first time with heavy rain last week. Weeds are clogging up waterways and it smells. (Female, 25-49, Linwood)

Road ways and how they can close all the main road off at the same time, should be one job at a time. (Male, 25-49, Avonside)

Roading and footpath construction as it affects everyone on a daily basis. The Council should be looking at double-laning the motorways, especially the ring road round QE2, I think that would get rid of the congestion and the problems with merging traffic. (Female, 25-49, Bromley)

Roading, residents are spending a lot more on travel around the city. More petrol being used due to roadworks and detours etc. We don't know when roadworks will pop up and detours will change. It makes it very hard to get around the city. Car repairs very expensive due to ill repair of roads. (Female, 50-64, Bromley)

Roading. Particularly main arteries. Some are absolutely shocking. The main road I have to navigate daily from Sumner to the City or airport is very bad. Get on with repairing it rather than patching. (Male, 50-64, Sumner)

Roading. They need to fix disruption to cars and traffic as quickly as possible. When people need to get to places and can't they just give up and businesses suffer. If it doesn't get repaired quickly the central city will die because people will move away to areas like Rolleston. (Male, 50-64, Sumner)



Roading. They need to get the cycleways up and running. Nothing's been done on this side of town since the earthquakes. The whole east side is getting no work, the bridges are taking forever to get repaired and the potholes and the roads are really rough, while they're repairing little potholes on the other side of town all the time. (Male, 50-64, Linwood)

Roads (Female, 65+, Linwood)

Roads because they are in shocking order-out of the red zone areas. The workers always muck around and they don't get done properly the first time. The storm waters need to be fixed because the water in them does not flow properly and floods out. (Male, 50-64, Mt. Pleasant)

Roads. Cones are put up, work is started, and then they leave it and don't come back for weeks. Some of the gutters in certain areas still need repairs, water lies everywhere. Some temporary repairs may have been done, but that's no good. Some of the council trade's people don't seem to work together. One lot dig up the roads, then another lot come along a while later and dig it up again. I know the roads are dug up for different reasons but why can't the council/companies work together and get everything done in one go. (Female, 50-64, Woolston)

Roadworks and roading because it is taking too much time. It is important for Christchurch residents, especially the roads out of the red zone in the eastern suburbs are in very bad shape. It should be the Council's first priority to get Christchurch's roading system back to the best roading system in the country. (Male, 50-64, Shirley)

Roadworks- there so many and we so fed up. Takes twice as long as before to get anywhere. I'm frustrated but I realize the council is doing its best. (Female, 25-49, Avonside)

Some of the roads need improving as they are not in a good condition. (Male, 25-49, Linwood)

The biggest bugbear is road maintenance and repair. Getting it all up to speed as soon as possible. (Male, 50-64, Linwood)

The Council needs to provide the community with some more Recreation Centres. They also need to tidy up the Township for example the gardens. The City gardens are nice but all the roads around it should be tidy. The footpaths in Christchurch need to be fixed and should all be level. The drains need to be maintained to cope with any future floods. (Female, 25-49, Bromley)

The council not dictating to people, or pushing their plans on the public where these plans are not welcome for example closing sports clubs and yacht clubs without consultation. (Male, 50-64, Heathcote)

The Heathcote River is the worst river in New Zealand for water quality I read in a local newspaper. I think there should be warning signs and more information about this to the public. (Male, 25-49, Woolston)

The heritage and cemetery conservation. Money was promised to help restore some grave sites after the quake but now everything is on hold. I think they could be doing more weed control and tree removal of unsuitable trees. As per conservation plans. Less money spent on public events such as fireworks and more money put into housing and maintenance. (Female, 65+, Linwood)

The roading because I travel to Sumner a lot and the road is terrible and bad for cars going over that. They really need to focus on the roading to make it easier for people to get from A to B without diversions. (Male, 25-49, Phillipstown)

The roads because we need a second access to get out of Sumner. We all need to use one tiny little road around the rocks. If there is an emergency what will happen? We need a route up to Evans pass so we can get out. (Female, 65+, Sumner)

The roads, because it often feels like there is no clear system with what's going on when there is road works. There seems to be no information on road works or plans for roads. (Female, 25-49, Heathcote Valley)

The rubbish collection only being once every two weeks- especially the red bin- because the rubbish bin gets filled very quickly and starts to overflow. It should be collected once a week. (Female, 25-49, Linwood)

The storm water drains systems and gutters. We have the very old gutters outside our house which still floods and the footpaths need doing too. (Female, 50-64, Linwood)

There are no swimming pools in the central city, they are all closed and getting pulled down. I would really like to go to one that is near or in my area and not other side of town. (Male, 25-49, Central City)

There is a lack of information about what is happening to the recycling rubbish collected. More clarity is required about when people are voting the council is taking notice of what the public wants and not just taking the Governments desire to have a covered rugby stadium. (Female, 50-64, Central City)



They need to get building consent organised it's a nightmare To get this city rebuilt they need to get rid of all the red tape and stop trying to protect their backsides and get moving this is very frustrating. (Male, 50-64, Linwood)

They need to improve on the roads and water supply. (Male, 18-24, Linwood)

They need to sort the roads out. The potholes that are continually coming back because they aren't fixed properly. (Female, 65+, Linwood)

They need to work harder on the drains and roads. Three and a half years have passed and it feels like it's just getting into action now and it's all happening at once. It feels like we'll be living with this for years e.g. Ferrymead bridge will take 2 years to fix. How is it taking so long? It is the only route in and out of Sumner. In situations such as this they need to sort it fast as possible. Make it a priority. (Female, 25-49, Sumner)

They need to get going with the rebuild. We need to see things happening, hitting the green light and getting the city rebuilt. Give Christchurch the city feel! Would be good to get businesses going again and it's a really hard battle getting past the council with consent processing. I would like to see more support for the local markets. The council should get involved with supporting some of the events rather than trying to run them all themselves; they should not take over, but just support them. The events should not be privately run. (Male, 25-49, Redcliffs)

They should build the roads and maintain the houses. (Male, 18-24, Central City)

They should get organised with building the swimming pool in New Brighton. (Female, 50-64, Bromley)

They've done a good job repairing roads but there are problems. We need a systematic one stop shop like a booklet explaining which roads are going to be affected when - just a consistent source of information so that I as a consumer can easily make adjustments to my travel. A portable booklet that I can travel around with, delivered weekly with the paper which thoroughly summarises problems with roads such as holdups, areas where there are bottlenecks, closures, etc. For example my doctor is in Colombo Street and there is no way I can find out in advance whether to approach there from Bealey Ave or Kilmore, because there are closures around there. It is the same for getting to the library and to a friend's place in an area with roadworks, There is no way of finding out in advance

which route to take. I want to know where closures are on the street. It's important to know to take evasive action to avoid blockages. For example several times a street has been blocked and the sign hasn't warned of the blockage at the beginning of the street, so I might go down the street to find it blocked later, when I am already committed to the route. It would be useful for the council to say "This is a good route which is unimpaired". Signs are the least that could be done but are often the only thing done. Also I'd like to know about Evans Pass, what's happening with it and when. No one seems to know when if ever it will be back in action, or if it's a priority or not. It would be nice to be told "forget it, we're not fixing it" or "we'll try to improve it". It's like one third of a triangle of the ways to Lyttelton. People from Sumner can't come around to Sumner and other bays with Evans Pass cut off. I'd also like to mention the issue of sewage odours - it is poorly dealt with on Scarborough Hill. There was an existing set of houses and then someone decided to make a subdivision further up the hill, creating much more sewage, but the council hasn't provided enough routes for the extra sewage to get down the hill. This leads to consistent loss of enjoyment to living where I live, it's like living next to a sewage plant. I'd like to see people who develop subdivisions and the council take more responsibility because downstream sewage odours are a nasty trick for people living further downhill. Developers should have to make sections available at the top of hills first so that those subdivisions are already there and people know about the problems beforehand. (Male, 25-49, Sumner)

To listen more to its business community. They need to be more aware of business's needs and make a conscious effort to meet them in regard to consents, infrastructure and roading. To communicate and include business needs within the plans and to minimise delays especially with consents. (Female, 25-49, Moncks Bay)

To rebuild the city faster because we need to increase the amount of jobs available and to attract more tourists into the city. (Female, 25-49, Linwood)

Upkeep of the council grounds, roadsides. I have written letters to the council and I shouldn't have to. (Female, 65+, Mt. Pleasant)

Water conservation, I think they could enforce water conservation in the dry times which they don't really do. I have never known anyone reprimanded for water wastage. Have alternate watering garden days, no washing cars and encourage grey water recycling. (Female, 25-49, Linwood)



What we can do to get 'hands untied' and rise up and have more control (for the council). (Female, 25-49, Woolston)

When we come back to Christchurch after being away what hits me is how unkempt things are like the smaller parks and gardens. They could employ students and the unemployed to maintain them, to make the city feel more loved. Also for visitors' first impressions, we have had earthquakes but we should still be doing all we can to beautify the city - not materialistically but just cleaning up rubbish and things like that. (Female, 50-64, Mt. Pleasant)

### **Heathcote/Spreydon**

A lot more detailed info about public city rebuilds. (Female, 65+, St. Martins)

As long as the do Waltham swimming pools I'll be happy (Female, 65+, St. Martins)

Becoming economically viable. Has become too political. margins so tiny it has become unprofitable (Female, 25-49, Beckenham)

Being more transparent on budgets and a reduction on spending on unnecessary projects i.e. the chalice. (Male, 65+, Cashmere)

Building consent process is tragic and slow. Need check list of criteria for each building. System based questionnaire. (Female, 25-49, Spreydon)

Building consents because it is a large cost and slow service. (Female, 25-49, Beckenham)

Building consents process. Getting their ability to issue consents back. (Male, 25-49, Cashmere)

Building consents to be organised, time delays. (Male, 50-64, Cracroft)

Building consents, too slow on processing and too expensive. (Male, 25-49, Hoon Hay)

Building consents: Could the Council speed up the process. (Male, 50-64, Spreydon)

Can not relate to anything specific on this question. (Female, 65+, Barrington)

Christchurch's foliage, especially the trees on the roadsides, median strips and the riverbanks, need regular maintenance. (Female, 50-64, St. Martins)

Cleaning up refuse centre grounds and surrounds (i.e. the entrance) by employing people to do this so that it was more pleasant place to go to. (Male, 65+, Hillmorton)

Cleaning up the waterways after flooding in particular clearing the weeds. (Female, 25-49, Hoon Hay)

Communicating with the people. Not backtracking on promises made and miscommunication. (Female, 25-49, Spreydon)

Communication with younger people could be better targeted e.g. Facebook or Twitter feeds (Female, 18-24, Huntsbury)

Complaints process, rang up council offices for agreement/info and they were totally unhelpful, don't want to know, very ignorant, they give stock answers for problems and put everyone in the same basket, they have the power to change things however hide behind government departments to try pass the buck. (Male, 50-64, Spreydon)

Condition of roads. Roadworks. Been going on too longwearing really thin. Completion time frames not being remotely adhered to. Ripping the roads up sealing them up then ripping up the same piece of road. (Female, 25-49, Opawa)

Consultation with community about planning and development of city. (Female, 25-49, St. Martins)

Costing and financing needs to be sorted. Rates going up to pay for things. (Male, 65+, Cashmere)

Costly decisions being made without consultation with public. Need transparency and for it to be understandable for the lay person. (Male, 25-49, Opawa)

Council headquarters' administration as although their customer service is friendly enough we've been waiting for a response from council about our drains for 3 weeks and just learned that nothing had been sorted out as our paperwork had been sent to the wrong office. (Female, 25-49, Waltham)

Council housing should be a priority to get people back into accommodation. (Male, 50-64, Opawa)

Council needs to make the survey a lot shorter, having it this long -winded is just a frustrating waste of time. (Male, 25-49, Somerfield)



Cycle safety, not safe at the moment, traffic is so bad which has made more people cycle in the city so it has to be improved, drivers are frustrated with the traffic which is making it more dangerous for bikes. They need to put more bollards up like they have already in some areas as they are very effective for improving cycle safety because it stops the cars going into the cycle lane. (Female, 25-49, Huntsbury)

Cycle ways need improving. Making Christchurch a more cycle friendly city. (Male, 18-24, Somerfield)

Cycleways - new system is up to 8 years away, should be reduced to 4 years as in original plan. (Male, 65+, Somerfield)

Cycleways - provide safer cycleways in the city including cycle lanes. (Female, 18-24, Hillsborough)

Cycleways should be dealt with now and not later. cycleways not maintained well. (Male, 65+, Huntsbury)

Cycling - room for improvement. Pathways designated for cycles including off-road tracks. city would benefit from improvements. (Male, 50-64, Cashmere)

Cycling around Christchurch. I would cycle a lot more if it was safer. There needs to be much better separation. Rubbish bins are unnecessarily large and rivers could be cleaner. (Male, 50-64, Opawa)

Cycling safety as its not getting near enough priority and it is absolutely critical. There have been many nasty cycling accidents. Also there are some cycleways in place but not necessarily the most direct route. (Male, 25-49, Cashmere)

Definitely roading and the maintenance of roads. I realise they have a massive job ahead. Koromiko Street where I live is worse than it was before they began and lots of streets are similar. They use my street as a dumping ground. They should have brought roads up to their previous standard. (Male, 65+, St. Martins)

Dudley creek, Flockton Ave flooding problems. Council needs to deal with that issue and other areas with similar flooding issues. (Female, 25-49, Somerfield)

Elected to show leadership but are listening to too many people and need to just get on with it. (Male, 65+, Huntsbury)

Facilities for the east. Very important for facilities to be made available for east side of town. (Female, 25-49, Opawa)

Fix the roads because they are damaged. Christchurch as a whole. (Male, 25-49, Sydenham)

Fix up the roads and back streets that need fixing. More emphasis on fixing the roads. (Male, 25-49, Waltham)

Flood prevention and the necessity to clean up the waterways and remove debris. (Male, 65+, Somerfield)

For household to have a large green bin at no extra cost because the small one is too small. (Female, 50-64, Somerfield)

General maintenance of things around the city, making sure they follow through and not leave work unfinished, as can impede on the public's enjoyment of the area. (Female, 18-24, Cashmere)

Giving people more of a voice with projects like the stadium with whether or not to spend money. Giving people a direct vote on these projects. I am strongly against the new stadium plans, the Addington stadium is hardly used and when it is it is not used to full capacity. We should keep the Addington stadium and if they want a new stadium the Rugby Union should pay for it as they use it and get the profits from it. (Female, 25-49, Spreydon)

I am disappointed in the way the Council is managing the waterways which should be a main attraction to our city and the red zone residential areas could be made into dog and people parks so the land doesn't go to waste, we need more support from central government. I need to mention also that the government needs to be cautious and go slowly when building more sub-divisions without the facilities to sustain them. (Female, 25-49, Spreydon)

I think the Council should focus on fixing the earthquake damage. (Female, 25-49, Heathcote)

I think the storm water system needs to improve because of the damage from the earthquakes. The council needs to address the storm water issues. (Male, 25-49, St. Martins)

I think we should have a bit more information on what they are going to do. I would like information on the rebuild such as the time frame and type of buildings they are going to build. (Male, 65+, St. Martins)

In emergency situations the council is still not performing. I have tried to ring there today regarding my concern with a house flooding and got no reply from council at all, there was no advice on who to contact to get something done. Their answer service was not functioning. Road cones were required to stop cars using road but could not find a service to provide them. People in Woolston area feeling quite neglected, there were no services there to help. (Female, 25-49, Opawa)



Increasing the amount and quality of maintenance of roadways. Managing the traffic flow in general and around road works. Keeping alternative roadways open and usable around roadworks. We have noticed cycling on the roads that potholes show up after rain. (Female, 25-49, Cashmere)

inner city development to get things moving again and getting people back into the central city. (Male, 65+, Hillmorton)

It's a long time since there has been any good concerts in Christchurch, that what I think is missing at the moment. Big events are good, larger events would bring more communities together. (Male, 50-64, Addington)

Library service and to improve the upkeep of the libraries. (Male, 65+, Spreydon)

Lighting is very poor, No lights on a lot of streets in the area that I live and work and I don't feel safe because all the streets are black, and a girl was attacked outside where I work. (Female, 25-49, Addington)

Maybe focus more on community focussed things like community centres and youth centres. Just the youth, you see a lot of them walking around. (Male, 25-49, Addington)

More maintenance on roads. (Male, 18-24, Hoon Hay)

More speeder road maintenance. (Male, 50-64, Beckenham)

More support for the people on the outskirts of the red zone who are still paying Council rates and living without basic amenities and the amount of homeless in Christchurch. (Female, 50-64, Barrington)

Most people think roading is the one most important thing to improve. Quite often all the ways out of our area are blocked. Some of the traffic planning during roadworks could improve. I'm not criticising them for doing roadworks because I know why they need to be done. (Male, 65+, St. Martins)

Need for clear and decisive decision making and communication of those decisions i.e. cycleways, rebuild, car parking. (Male, 50-64, St. Martins)

Need to dredge the waterways to prevent flooding and also get rid of the unsightly planting that is resulting in narrowing waterways so that the water can flow more freely. (Female, 65+, Sydenham)

Need to sort out the houses and roads in the lower socio-economic areas (e.g.. Wainoni) because people are in bad houses and living in 3rd world country conditions. (Female, 25-49, Spreydon)

Paid parking is really expensive around the hospital especially if you are with a patient in the Emergency Department, people can't afford the wait. (Female, 18-24, Spreydon)

Parking availability and cost around Public Hospital area is really hard to find and quite expensive. Maximum time allowed should be extended. We need more car parks and fewer charges on the meters in this area. (Female, 25-49, Spreydon)

Parking round Christchurch Hospital; Proposed sports ground will take up even more hospital parking space. (Female, 25-49, Somerfield)

Pathways should be inspected and where bad fix them. (Female, 25-49, Spreydon)

Planning and consent processes need streamlining. More progress should be made. More clarity. (Male, 50-64, Cashmere)

Poor engineering of Christchurch's roading infra-structure especially at arterial routes e.g. no parking on Whitley Ave because it's one area that gets grid locked quite a bit. (Male, 65+, Cashmere)

Publicize what they are doing. Make up their mind and bring it to the public. Make more use of community boards. (Male, 65+, Spreydon)

Right turning Arrows at the intersections since the rules have changed. When I am travelling to other places. (Female, 50-64, Halswell)

Road works management as more obvious communication needs to be available for alternative routes. (Female, 25-49, Hillmorton)

Roading sweeping the leaves because they block the drains. (Male, 25-49, Beckenham)

Roading. Choosing the roads that need to be repaired and ones to be closed more wisely. (Male, 25-49, Sydenham)

Roads - conditions of the road i.e. potholes need to be filled in. (Female, 65+, Spreydon)

Roads - get the repairs done as quickly as possible. (Female, 25-49, Beckenham)

Roads as they are in bad condition. (Male, 25-49, Somerfield)

Roads, a total mess and not getting any better. (Male, 50-64, Spreydon)



Roads, rubbish in grates, not swept well enough, piles of leaves. Rubbish still in gutters several months later. To prevent flooding, dredging needed to the estuary. (Male, 65+, Somerfield)

Roads, seem to work on a road and weeks later be working on it again with no improvement, fix once and do it right first time. (Male, 50-64, Hoon Hay)

Roads, still a lot of chaos. (Female, 25-49, Somerfield)

Roadworks and maintenance. They need to be better at planning and organising resulting in the least disruption of traffic rather than the scattershot way in which they do it which results in traffic disruption throughout the city. Pay more attention to traffic flow across the city especially in the four avenues, don't close all thoroughfares used by northbound and southbound traffic or not so many at least. Don't force all traffic heading in one direction down one street. (Male, 25-49, Cashmere)

Roadworks as would not like to see them patching jobs as opposed to completing them only once and properly the first time. (Female, 18-24, St. Martins)

Roadworks, but it's tricky because the more roadworks there are, the harder it is to get around, but the quicker it would be done. (Female, 50-64, St. Martins)

Running water as we don't have it. (Female, 50-64, Beckenham)

Sewage issue. because the flooding caused a stench in areas. (Male, 25-49, Somerfield)

Should be able to choose the size of your bins and not pay for replacement bins if they go missing. The council delay consent process, too long and cumbersome for minor things to do around your property. (Female, 25-49, Cashmere)

Should consider people more about what people need in their city. Not, for example, two people deciding for thousands of people. Need to consider how people live in the suburbs and the city and how they want to live in the future. More post-earthquake meetings and keep people informed about them. (Female, 18-24, Hoon Hay)

Social housing - because there are a lot of people struggling, there's a shortage of public housing for those people who are entitled to it. (Male, 25-49, Sydenham)

Social housing as there is no places for people to live since the earthquake. (Female, 25-49, Heathcote Valley)

Stop getting involve in things that it should not get involve in, like the Ellerslie Flower Show. (Male, 25-49, Somerfield)

Storm water drainage. recent flooding showed it up. (Female, 50-64, Cashmere)

Stream and water quality. I think they could do a lot better with their margins with planting. Clean up rubbish in the waterways like metal, timber, plastic, road cones and street signs. (Male, 25-49, Beckenham)

The building consents service. They need to improve on time frames and quality of services. (Female, 50-64, St. Martins)

The council need to work together and make collective decisions and spend money wisely, unlike what was done with past with the council leads making decisions that were not collective. (Female, 50-64, Beckenham)

The cycle ways need to be separated from the traffic, the current situation makes it very dangerous for both cyclist and drivers. This needs to be changed as soon possible. (Female, 18-24, St. Martins)

The flooding. (Male, 65+, Cashmere)

The roads and transport need improving. They need to deal with helping people travel around. The traffic jams are not good. They need to provide alternative routes. I know that they are trying to make this happen as I have heard on the radio that they will put improvements in place. I went down a one way road and I got trapped in traffic the other day. They need weekly updates on which ways to go without delay. I know that they send out updates to the locals on road works in the area but they need to update people that are travelling from other areas. (Male, 50-64, Cashmere)

The roads still need a lot of work. There is a lack of understanding in the public about how the process works, so maybe they should embark on an education campaign. It depends how much people are interested and there's only so much you can do. I know information is sent out all the time so they are making that attempt but I for example struggle to find the time to read it. We need something quicker to summarise everything like a TV ad or email with quick explanations of what's going on. Some people want to know and some aren't interested with regards to the Resource Management Act, and people need time to read about it. It depends how much it relates to individuals. They maintain everything well overall and there's a big schedule of work. It's about how aware people are as opposed to whether the council are doing a good job. (Female, 25-49, Beckenham)



The flooding problem. Sewage and pipes were repaired but flooding caused problems to reappear. (Female, 50-64, Avondale)

The roads. Please stop sticking cones everywhere for days and days on end. Fix it, or don't. They half start things and there are cones everywhere for days, Go in quickly and efficiently and then get out. I'm sick of the traffic jams. They were bad before, but now they are even worse. We need more warning of roadworks. Sometimes you don't know well enough in advance and you get stuck, whereas if you had enough notice, you may have been able to find and use a different route. (Male, 25-49, Addington)

The rubbish and recycling collection. Every time I come home the bins are always in the middle of the driveway and it's really annoying. (Male, 18-24, Spreydon)

The sewage system may not be able to cope with storms. There is concern that there may be sewage in the rivers as a result and the council is not doing enough to keep the rivers clean. (Male, 25-49, St. Martins)

Their communication about what is happening in the city around the rebuild and where the focus of the city is going. A bit more transparency and letting us become more aware of where we are heading as a city. (Female, 25-49, Somerfield)

There have been more consultations with the Community but are they democratic enough? Council needs to improve on including community input into decision making. When looking at the council's plans for a new vibrant city we need to look at who these changes are going to benefit e.g. big businesses and the old boys' network and tourists who can afford to pay for expensive parking meters, food and beverages but will it still be accessible and benefit the locals. Also once the rebuild is complete will we still have the population to support it, as there's no guarantee that the builders etc will stay in Christchurch. (Female, 25-49, Spreydon)

There is not enough room on the cycle lanes and roadways for cyclists. Cyclists are pushed right against car doors. The roads are seldom swept and there is glass and other materials on the road. The corners of roads, where you turn are curved and mean that you are forced out onto the road towards the cars which don't leave room, this is on all road corners. The cycle ways are good because they are off the road and away from trucks and cars. (Male, 25-49, St. Martins)

There's a level of exhaustion and personal financial stress in Christchurch as tyres are worn out on damaged roads, trucks rushing everywhere and more accidents. There's also a level of frustration and disempowerment of having the government in control of the process. Council needs to keep consulting people on the ground level, local people who it's truly effecting, and the government needs to back off and leave it to the locals who are still paying rates yet unable to make the most of Council facilities preferring to stay in their homes. (Female, 25-49, Hoon Hay)

They are doing great job on everything so no complaints. (Male, 65+, Somerfield)

They need to improve on honesty. (Male, 50-64, Hoon Hay)

They need to improve on the cycle ways because I use it often. I cycle through Hagley Park and Riccarton Road. Improving cycle ways through there will be nice. (Male, 18-24, Beckenham)

Traffic congestion caused by bad roads. (Male, 25-49, Addington)

Transparency - to be honest and open and everyone on the same page. (Male, 65+, Cracroft)

Transport system. Need to get more people on buses. Make buses free to use. (Male, 50-64, Somerfield)

Underground wiring, get rid of ugly dangerous power poles. (Male, 50-64, Huntsbury)

Utilise the grass on footpath turn into cycleways on two main streets into city. Also building consents info needs to come down the chain a lot quicker. Communication from the council would be good. (Male, 25-49, Somerfield)

Waste disposal bin size needs to be relooked at. Also, the price of disposing of rubbish at the refuse stations is not really affordable. (Male, 25-49, St. Martins)

Waterways need much better maintenance as flax bushes float down the river. Trees that used to soak up the excess water (gallons a day) have been removed. (Female, 50-64, St. Martins)

We need to be more kept up to date with what is going on in the city such as the buildings being put up and how they will use the inner city. Particularly housing in the centre city, we don't hear enough. We are not kept up to date with what is going to happen to our city. I would like to read more about this in the local papers both community papers and the Press. (Female, 65+, Heathcote)





Why would the Council be levelling a footpath in front of a yard where the building has been demolished? It seems to me that sometimes there needs to be more planning in repairing of Christchurch's infrastructure. (Male, 25-49, Spreydon)

The consents of heating homes, restrictions on home heating and forcing everyone to use electricity. (Male, 65+, Spreydon)

With the opportunities to improve the road, they have to improve the cycleways too and provide better access for bikers. The cycleway along the railway is good, it would be good if they extended that out to Ferrymead and other areas. A grid of cycleways which are safe and away from roads would be good. (Female, 25-49, Beckenham)

### **Papanui/Shirley**

1. I would like to see the council take a more active role in getting people suitable housing who are living in earthquake damaged housing, garages etc. Houses were built after the earthquake, why are these not being used by those who need them the most? 2. Why is the green bin so small? It's so unfair, we shouldn't have to pay for a bigger bin, we should have a choice. (Female, 50-64, Redwood)

1. Publicity of events, seems to only be advertised in The Press. Only one Summertime brochure is provided at the beginning of the season and it seems to be that you may get one, or you may not. I find out about a lot of things on Facebook from a non-council related person. 2. The green bin needs to be bigger. Why are they so much smaller than the yellow & red? Residents can pay for a bigger green bin. This should be provided free of charge. (Female, 25-49, Northwood)

1. Roads, infrastructure. Traffic jams being caused, long queues, inconsistent traffic light control. Council needs to carry on with what they're doing in with regards to fixing roads. 2. Cycling. I use my bike to train as cycling is my sport. Even before the earthquake cyclists were treated as 2nd class citizens. Cycle lanes are a joke, gutters are swept but cycle ways and lanes are cluttered with broken glass, bits of metal and other risks to cyclists. The surfaces of the bike lanes are not user friendly, they are often pitted and rutted. This results in us cycling further out towards the middle of the road. As roads are being repaired it would be possible for a smooth 1metre wide strip to be included for cyclists, this would be great. It seems to be getting worse. I think cycle ways used to be swept but haven't seen this, only the gutters. 'Hoons' contribute to debris on the roads. We used to be able to phone the council and have broken glass cleared up, don't think this is still possible. (Male, 50-64, Mairehau)

Building consent as the process is very slow and frustrating. (Female, 25-49, St. Albans)

Building consent process is very bureaucratic and there are too many regulations. (Male, 50-64, Papanui)

Building consents are really slow, they need to speed them up. (Female, 25-49, Merivale)

Building consents need to be speed up for people who are wanting to rebuild. (Female, 50-64, Northcote)

Building consents with related to accessibility. person with disability needs to be consistent minimal standards linked to nz standard 4121. All buildings should meet that standard. (Male, 25-49, St. Albans)

Building consents, get them sorted because it will improve the city and define where we are in the next ten years. (Male, 25-49, St. Albans)

Building consents. Need to quit fingerpointing and sort things out. I know a lot of people who are still trying to get through council stuff. (Female, 25-49, Richmond)

Building consents. It takes too long to get one. People are trying to get things done and have to wait for the council. They don't have enough staff, there should be more staff working on this. (Male, 18-24, St. Albans)

Building consents because it takes a long time to come through. (Male, 50-64, St. Albans)

Building inspections. Need more inspectors to cut down time delays. (Male, 25-49, Redwood)

Call centre. I work for a company that does EQC work. The structure of how I'm bounced around from person to person is frustrating. Have been told by call centre in the past that they would try to connect me with the right person and that if they don't, I should try to call back in 10 minutes. (Female, 18-24, Richmond)

Communicating to the community about the rebuild and more so in the local community. (Female, 25-49, Mairehau)

Communication is important and to share and to promote to the lowest common denominator. (Male, 50-64, Casebrook)

Communication. A lot of the stuff we see in the media seems to be a lot of navel gazing. Not a lot of clear info being released with regards to what is happening, seems to just be people talking. (Male, 25-49, Richmond)



Consents process because it should be faster, not leaving people in limbo. (Female, 18-24, Belfast)

Cost benefit that are provided like garden shows etc. Do they pay for themselves? Have to be self providing. User pays rather than funding from ratepayers. (Male, 25-49, Papanui)

Council needs to be more active in seeking engagement from the community through the community boards. Need to be more active to encourage people to come along to meetings. Seek resident association out rather than the community having to come to the council. (Female, 25-49, Mairehau)

Council should be taking an active role to measure its performance in strengthening community services. It should set targets and remove barriers placed on small group participation. Public liability insurance is too high for small community festivals thus creating barriers of participation. There is too much money put into large events rather than community events. Information from council needs to be clearer with negative and positive options outlined with figures provided to create less manipulative information. Not happy with the sewage that went through the city during the floods. (Male, 25-49, Shirley)

Crown and local govt relationship should stop being at loggerheads with one another and work together. (Female, 25-49, Casebrook)

Definitely giving youth something to go to especially in poorer areas where kids are getting into trouble. They need to somehow target that group. Provide places to go with people who are good role-models instead of leading kids in the wrong direction, for example it is easy for kids to get into drugs and things like that. They could improve on that around the whole city. They should do as much as they can to minimise the problem. (Male, 18-24, Mairehau)

Environment- should be safer to walk at nights. Improve street lighting. (Female, 25-49, Papanui)

Facilities over the East Side for athletics and swimming pool because the young people over the east side need this. At the moment we are travelling to Timaru every weekend. (Female, 50-64, Bottle Lake)

Financial management. It possibly seems to be a hangover from the old council and there is a transparency around financial situations to do with the rebuild or with repair work. (Female, 25-49, Papanui)

General maintenance of footpaths, parks. There are still places where large pools of water still exist as result of earthquake. (Female, 25-49, Shirley)

Getting the roads fixed. Repair them as soon as possible too many bumps and holes. (Female, 50-64, Richmond)

Green waist bins need to be bigger. (Male, 25-49, Richmond)

Hard for people with limited eyesight to see how to use the new computer book hire system. Yellow bin is too big. (Female, 65+, St. Albans)

Helping the people in the red zone and those that have been flooded out as much as they can whether it be fixing roads or anything else. (Male, 25-49, Casebrook)

Helping with getting building consents and other consents out faster. Helping people's lives, wellbeing and living problems more. (Female, 50-64, St. Albans)

Housing - needs to be more accommodation. (Female, 25-49, Mairehau)

How the council budgets its money and where it is allocated. (Male, 50-64, St. Albans)

I don't have any problems. The roads and footpaths could use more maintenance. The footpaths and roads are very bumpy and cracked and still earthquake damaged, they should re-pave and reseal them to make them look nicer. (Male, 18-24, Shirley)

I live down a tree lined street. They don't come down often enough to suck up the leaves or trim the trees. When it rains the leaves get stuck in the gutters and it causes flooding. The next street down gets maintained. They came the other day to suck the leaves out of the gutter and they wouldn't do the road because it was the first day of April. (Female, 25-49, Papanui)

I think communication with themselves (the council), the community and government should be improved by having better leadership. (Female, 65+, Papanui)

I work in the building industry and we are trying to build affordable units for people that have had their homes demolished. The Council is charging too much for the reserve. They are charging around \$100,000 in reserve for around seven units. They are making it hard for us to help people. We need the Council to lower the reserve so that we can help people. I don't even think that they are spending the money we pay the Council in our area. (Female, 50-64, Redwood)



I would like the public to have more input into the decisions made by the council. (Male, 18-24, Northwood)

I would like to see more resources and attention going into animal care . I would also like the Council to keep track of the stray dogs on the street. I have concerns of the stray cats' increasing population. I am concerned about people without shelter in Christchurch as a result of mental health. It is a state issue. People in Council housing need help with mental health support. (Female, 25-49, Mairehau)

Improving access through city streets and improving the congestion and narrow streets. (Female, 65+, Casebrook)

Increase the size of the green bins to the size of the red and yellow because I can I fill that bin in one day. (Female, 65+, Shirley)

It appears that public opinion doesn't have as much influence on decisions as it should. Central government has an agenda and that's about it. People's opinions should be taken into consideration a lot more, with regards to prioritising projects and things like that. I think enough has been put into aesthetic programs, there should be more focus on behind the scenes things like roading projects outside of the central city. That would be good. (Female, 25-49, Kainga)

Keeping people informed about earthquake repairs and progress and making sure the public opinion is taken into consideration more than it has been. (Male, 25-49, Papanui)

Libraries - closed libraries need to be reopened. (Male, 25-49, Casebrook)

Listen to people - wasting money on temporary fixing of roads only to be repaired again several months later. (Female, 25-49, Richmond)

Making the cycle ways and cycling safer in Christchurch. Doing as much as possible on cycle ways. Allowing for cyclists around road works and road closures. The northern cycle way is unfinished near Tuckers Road and you have to go on the road and then back onto the cycle way. (Female, 25-49, Papanui)

More active in providing more parking including parking buildings in the CBD. Need to subsidise parking to attract people into the CBD including attracting business owners to invest in the CBD. (Male, 50-64, Belfast)

My house and property is extensively damaged since the earthquake and yet according to the Council the cost of repairs to my house is \$620 000 although the value of it has increased. As a result, my rates have gone up. Council need to investigate properties and talk to property owners who are experiencing this. (Female, 25-49, Dallington)

Need to improve communication when dealing with issues, rather than putting it in the 'too hard basket' and leaving it there. At our previous property in Huntsbury we had a problem with water flowing constantly through our section from the hill, this went on for around 10 yrs. We paid for a lawyer and still there was no action. (Female, 25-49, Edgware)

Need to look at roads, footpaths and access to buildings for people with disabilities. Reasonable action on problematic street trees on subdivisions before they become a major issue. Being prepared to talk to homeowners that it affects rather than dictate rules and I am not happy with that. Can tree planting not be near water mains, fences, landscaping so I do not have to argue with the Council. The planting of trees needs to be sensible for the area so they do not grow too big too soon. Way too many trees for the area. Dumb planting. Get a new arborist who is a not so precious about any trees. (Female, 50-64, Casebrook)

Need to speed up the road maintenance. (Female, 25-49, Redwood)

Needs to be leadership in parking in the central city. Businesses are not going back into city due to not knowing where parking will be. (Female, 50-64, Papanui)

Opening up more and more of the city centre i.e. the square. Important from a tourist point of view. Need to sort out what is happening with the Cathedral to help the city bring in more tourists and money. (Male, 50-64, St. Albans)

Parking needs to be improved. There needs to be more parking facilities and cheaper parking. The parking wardens are targeting areas where they know they will be able to give tickets. (Male, 18-24, Edgware)

Places around town that have damaged footpaths, no-one has bothered to fix these for residents especially elderly, infirm residents. However they are overlaying footpaths in Redwood that really don't need attention. Disgusting that the ones that really need fixing aren't being attended to. (Male, 25-49, Redwood)



Potholes. The same holes in the same places which have been there for the last twelve months. I would like potholes filled. (Male, 50-64, Shirley)

Progress of the rebuild in general. (Male, 25-49, Regent's Park)

Public areas need to be tidied up to make them look more appealing and less drab. Dumped rubbish needs to be removed. (Male, 50-64, Shirley)

Put rubbish bins back into parks. (Female, 65+, Redwood)

Repairs as I want to see more rapid progress in anchor projects. There is too much procrastinating. I would like to see a final decision being made. (Male, 50-64, Shirley)

Replacing swimming pools as indoor rather than outdoor before next summer. Need to dredge and clean out the Avon and tidy up the waterways. (Male, 65+, St. Albans)

Road construction as it has a huge impact on driving and cycling. (Male, 25-49, St. Albans)

Road maintenance, repairs and managing of traffic congestion because Christchurch roads are way too busy because of the earthquakes. Due to the road closures drivers are not abiding the road rules in high congestion areas e.g. give way rules (Male, 25-49, Shirley)

Road maintenance needs to be sped up. They seem to be redoing roads more than once. (Male, 50-64, Casebrook)

Roading and footpaths maintenance needs to be sped up. (Male, 65+, Belfast)

Roading because I am in a wheelchair and so I feel the poor roading and footpath damage more. (Female, 25-49, Mairehau)

Roading is a big issue, particularly the main roads. The road condition is bad around our area. The roading system in Christchurch is a shambles. New motorway in south Christchurch is great but it goes nowhere. Doesn't seem to have a destination as such. (Male, 50-64, Richmond)

Roading is a problem as are footpaths and cycleways. There are a lot of elderly people now so we need simple solutions to make them safe. Think into the future as to how they are going to do it by being practical and getting on with it. (Female, 25-49, Papanui)

Roading needs to be fixed more quickly (Male, 18-24, Belfast)

Roading, curbing, footpath maintenance and repair needs to be faster. Elderly people on their ride on scooters and walking on uneven footpaths is dangerous. (Female, 65+, Redwood)

Roads - fix the roads, doesn't matter how many people it takes to get the job done. (Female, 25-49, Belfast)

Roads and footpaths because there is a lot of cracks and it is very unsafe to walk and drive on. It would be a concern for people older than myself. (Female, 25-49, St. Albans)

Roads and footpaths. The roads are terrible. Some intersections are sinking after the repairs are done. (Male, 65+, Shirley)

Roads urgently need repair and upkeep. (Female, 18-24, Casebrook)

Roads, get on to fixing them (Shirley Road), lot of work been done, still being done but this needs to be a priority. Drainage problems that people are still having. Sorting things out so better for the future. (Female, 25-49, Shirley)

Roads. Horrible, bumpy, damage to cars every time you drive on them. These cost residents more than the council realises. No warning about potholes etc. (Male, 25-49, St. Albans)

Sewerage needs improvement needs pressure pipes rather than gravity system and more plants. (Male, 65+, Papanui)

Social housing should be the top of the property list for Christchurch. When people are housed properly the rest follows. (Female, 65+, Papanui)

Some form of cheaper housing for the less fortunate. (Female, 50-64, Mairehau)

Spectator participation is zero at swimming pools because not enough space for them. The town pool due for completion in 2017 needs to happen now. I want something similar to QE2 where we had spectator stands. (Female, 25-49, Papanui)

Stop spending my (ratepayer) money on, for example, the expensive new council office they built and now also pay rent back on it as well. Everything they do is extravagant such as a covered stadium, convention centre etc. The money should be spent on infrastructure such as roads, flood prevention and water etc. (Male, 50-64, Belfast)



Stop using cheap, tacky mix on road patches that are not lasting and causing sink holes. No good patching up the roads, and then 6 months later the patches have sunk. (Male, 50-64, Shirley)

Swimming pools are too busy because they are not all open. (Female, 25-49, Redwood)

Temporary housing for the elderly while homes being repaired. Some people I know have been in council housing and have been given 5 days notice to move out for repairs, or because their house is being demolished and they've had nowhere to go. (Female, 65+, Shirley)

The building consent process. The Council cannot see the wood for trees due to focus on irrelevant matters and too many inexperienced staff. (Male, 65+, Richmond)

The bus service because they change the number of the buses all the time. (Female, 25-49, Redwood)

The CCC should be more open about their meetings. Their meetings are very closed door and the public only hears a little bit of what is discussed. (Female, 18-24, Richmond)

The city area, as there are no attractions so people will not come to the city as a result. (Female, 25-49, Papanui)

The cleaning of the streets, walkways and grass verges. Some rubbish has been on the streets, walkways and grass verges (grass on unoccupied sections is not being mowed) for a very long time (e.g. TV sets). Residents need to take pride in their streets. (Male, 65+, St. Albans)

The clearing of the storm water which is contributing to the floods. I have cleared out a lot of the storm water myself so I have seen it. (Male, 25-49, Belfast)

The complaints process. We have made at least 4 complaints about sewerage on the street but when speaking to the council they only had a record of one complaint. Ensure that complaints are filed correctly and easily retrievable. (Male, 18-24, Richmond)

The consenting process with the rebuild and the urban planning. This process is very slow and drawn out. It is a hard process to get through and it is too expensive. The council costs are dampening the re-build. (Male, 50-64, Northwood)

The Council can improve by making better decisions when it comes to the rebuild. They can start by working on the Town Hall repairs and Council owned projects. They need to stop doing things that are not important. (Male, 25-49, Casebrook)

The council needs to work as a team or unit for the service of the ratepayers. (Male, 50-64, Papanui)

The current council needs to move forward and stop blaming the previous council. (Male, 25-49, Shirley)

The cycle lanes need to be improved because of the number of fatalities that are occurring. I am very dissatisfied I have never had answers to my phone calls regarding Council trees hanging over my property. (Female, 50-64, Casebrook)

The disharmony in the council and the miss-use of money. (Female, 50-64, Papanui)

The green and red bins need to be the same size as the yellow bin. Making resource consents easier given post-quake conditions. Adjust charges for people not receiving services that they are being charged for due to council blunders. Public meetings timed with a wider time range to allow for people's work hours. (Female, 50-64, Marshlands)

The green bin needs to be bigger. I know I can purchase a larger one but I do not want to pay for one. (Male, 25-49, Northwood)

The huge potholes they need to get onto them quicker. Some are there for weeks. (Male, 50-64, St. Albans)

The progress on the roads is slow and the amount of upheaval is quite a lot. (Female, 50-64, Northwood)

The rebuild of the CBD because it would be nice to have the CBD back. (Male, 25-49, Papanui)

The river banks which are allowing flooding around the city. Could they raise the banks to prevent the water breaching? Don't red zone more areas - fix the flooding issue some other way. Some of the smaller tributaries are not being properly cleared since the quake which may help with flooding. (Female, 50-64, Shirley)

The road construction being done is quickly as possible. (Male, 65+, Redwood)



The road construction. There have been loads of traffic jams in the last few weeks. There needs to be more focus on this. Also there needs to be focus on making the streets safer at night. (Male, 18-24, St. Albans)

The roads are not cleaned as much as they used to be. (Male, 25-49, Belfast)

The roads because the holes in the road cause car damage. For example car suspensions are damaged. (Male, 18-24, Papanui)

The roads especially the roads in St Albans are shocking and most especially in Forfar Street. I would like to see them fixed as soon as possible. (Female, 65+, St. Albans)

The roads need to be safer, there are a lot of crazy drivers out and we need traffic control around road works. Also there needs to be more dog control around the Shirley area, I am unable to walk my children to school because of the amount of dogs around the area that are dangerous. I have rang many times before, but the problem is still there. (Male, 25-49, Shirley)

The speed at which they respond to people's requests. Thinking for example about my family's earthquake claims, because it's been a long time. We need regular updates on progress. (Female, 18-24, Marshlands)

The trees because the street trees need trimming better or should be chopped down. (Female, 65+, Papanui)

There has not been enough thought and overall planning into the street repairs in the city. All the one way streets are being repaired at once making travel around the city impossible. The one way systems should be done one at a time and Bealey Avenue to Moorhouse at least one complete system should be open at any one time. It would be good to see funds allocated to see the completion of the tramway extension completed for the 2014/15 plan. (Male, 18-24, St. Albans)

They need to get on with the job. (Male, 65+, St. Albans)

They need to improve on City housing. The Council need to provide more housing. It will be good if the Council contributes to providing affordable housing by building affordable units in the private market. (Male, 50-64, Mairehau)

They need to improve on the providing of community sports parks like Hagley and Burnside parks and domains. Improving this will result in high level participation. (Male, 50-64, Casebrook)

They need to improve on the roads and streets. There is too much traffic and it is not good enough. (Male, 18-24, Papanui)

They need to improve on the storm water drainage systems. (Female, 25-49, St. Albans)

They need to improve on the traffic flow. And also a Council owned company 'Enable' damaged our property with the installation of fibre networks. I think they should fix what they damaged. I have complained about it so many times and nothing has been done. (Male, 50-64, Papanui)

They working on roads that are in the same direction going through town and it is very difficult to navigate from one end town to the other e.g. Manchester, Baradoes, Fitzgerald and Durham. (Female, 25-49, Redwood)

To speed up the rebuild of council owned facilities throughout Christchurch quite often the small community organisations are housed in. The decayed state of buildings are hindering the function of these organisations. The need to look broader than just City Care to do repair work which would speed up the repair and rebuild work, which will keep people happy. (Female, 25-49, Redwood)

Too much hold up on the rebuild by officials revisiting plans that have already been agreed to. Need less money spent on management or office staff and more on important services. (Male, 25-49, Parklands)

Traffic control - needs to be sorted out. (Female, 50-64, Mairehau)

Traffic flow is really bad since the earthquakes and roads are being blocked off. (Female, 25-49, Northcote)

Transport - provide better service. There are far too many cars on road. (Male, 65+, Belfast)

Upgrades in size of organic waste bins should be free if required. Footpaths need a guide strip or lights in order to direct traffic in order to avoid congestion - e.g. Richmond-Nelson (Male, 18-24, St. Albans)

Upkeep of the cycle paths making sure that Christchurch is a cycle friendly city. (Female, 25-49, Mairehau)

Water and sewerage pipes maintenance and repair needs to be improved. (Male, 25-49, Papanui)

Water service, waste water and flooding issues because it has a huge affect on the people who live in Christchurch. We want the city to grow not decrease. (Female, 65+, St. Albans)



Waterways. I live near the Avon and I go past it every day. It seems like it is really dirty looking. (Male, 18-24, Shirley)

Working with other agencies to get the rebuild on the move and finished. Especially the insurance companies and the Council need to work together. (Male, 25-49, Belfast)

### **Riccarton/Wigram**

Affordable housing for low income families. Too slow in fixing it up. It is all very well that people are able to buy affordable housing, but there needs to be affordable rental accommodation. The lack of recreational facilities. There is a big focus on the East side, but lots of people are moving to the West and services are not following. They need to actually start shifting resources. The lack of thought regarding transport and roading. The roads are very congested. The Ministry of Education has added to this, as well. By closing schools, children need to be sent to other schools which just creates more traffic. The lack of recreational facilities. The few that we did have were closed for repairs. There is nothing for the kids to do. Especially in the Hei Hei area, there were lots of community related facilities and they're gone. Communities can no longer use the Council provided facilities. There are no recreational facilities on this side of town. The playgrounds in the parks are good, but they only really cater for the under 10s. There is nothing for the older kids to do. (Female, 25-49, Wigram)

Aiming more activities at parents with young children and young families. Festivals, events and facilities. Have friends with young children who find it hard to find anything to attend or do with the young children. There are not many teenager friendly facilities or areas. Need more activities for teenagers to fill their time with. (Male, 18-24, Sockburn)

All rubbish bins should be same size as the recycling bin. (Male, 25-49, Wigram)

All the things that still inconvenience people like the roads. They should have accepted help when it was offered at the beginning. But they didn't and that was an extremely dumb decision. They should fix bridges, get rid of the ugly buildings and definitely fix the roads quicker. (Female, 25-49, Wigram)

Any type of service. Improve on everything. Green and red rubbish bins could be bigger. (Male, 18-24, Upper Riccarton)

Around Bush inn, there are no footpaths for pedestrians, or pedestrian crossings. It is taken months to fix pot holes around bush inn. (Male, 65+, Riccarton)

Better cycle ways are needed. More dedicated cycle ways away from traffic. (Female, 25-49, Halswell)

Bring back the drain board, they were great. Drainage work needs to be done, I understand it takes time and money. Upkeep of work on the rivers. (Female, 65+, Upper Riccarton)

Building consent process to be sped up. (Female, 25-49, Halswell)

Building consent times and permits and the timeframe involved in that. They should shorten that. (Female, 25-49, Hei Hei)

Building consents need to be approved faster. (Female, 65+, Hei Hei)

Building consents process is too far backwards. Communication about where CCC is at with people's consents is not good. Need to focus on hardest hit areas first and push them through; some people are getting consents quickly who have minimal damage whereas others are facing their 4th winter in badly damaged houses. (Female, 25-49, Hornby)

Christchurch needs more swimming pools for children to swim and for people to exercise. Just a 25metre pool. It does not need to be gold plated. More like the Graham Condon style. Council just needs to live within its means, if we can't afford a super-stadium then we don't need a super stadium. (Female, 25-49, Westmorland)

Communication (Male, 65+, Halswell)

Communication, staff can be rude sometimes, they are there to hear what we have to say. (Female, 65+, Islington)

Consents need to be streamlined (Male, 65+, Westmorland)

Consents, length of time for process times need to be shortened. It affects new buildings going on. Asking for consents on own property slap in face. (Male, 25-49, Halswell)

Curletts Road, there are currently road cones and they are taking a long time to decide what to do. It is frustrating as a resident. (Female, 25-49, Upper Riccarton)

Cutting more staff, far too many sitting around tables. Mayor has too many staff. (Female, 65+, Westmorland)

Cycle lanes around Christchurch need to be improved. (Male, 18-24, Sockburn)



Cycle paths for people wanting to cross the city. There needs to be a system of formal cycle paths throughout the city. For example cycling from Westmorland to the airport across Curletts Road is so dangerous, I've literally nearly been killed several times. So much is spent on roads but not enough on cycleways. There should be a map available of routes for people to cross the city for routine travel purposes rather than recreation. Also the council should make everything that it publishes available in electronic form, for example I hate getting paper rates documents delivered. We should also be able to vote in referenda style electronically, not paper. (Male, 25-49, Westmorland)

Cycle safety and maintenance of the roads as they are unsafe, need to create areas to keep everyone safe. (Female, 18-24, Avonhead)

Cycleways need work. More of them and safer ones. Need to cover more of the city with them as currently they are very sparse and unsafe. (Male, 25-49, Wigram)

Do something about the roads. The conditions are such that they are terrible to travel on and hard on vehicle maintenance. (Male, 65+, Upper Riccarton)

Drainage issues need attention. Flooding at home and on local streets - leads to an accumulation of rubbish. (Male, 18-24, Hornby)

Eastern suburbs people still need reassurance that they're eventually going to have a home that is up to standard. (Male, 25-49, Islington)

Everything to do with the roads. (Female, 25-49, Hei Hei)

Get on top of traffic management while we appreciate it is difficult the reality is there is no effort made to adapt to the changing situation of the roads and altered traffic flows. The most obvious solution would be to reprioritise the traffic lights and other signals to actively manage the changing traffic patterns. (Male, 25-49, Middleton)

Get the cones off the roads so we can drive down them. Improve the roads. If the road needs to be blocked off, block off the whole street rather than blocking off part and then leaving the cones on the road so that they're hard to drive around. In a truck like mine trying to get into town and finding roads blocked off, it's hard to do U-turns if my way is blocked. They're trying to do as much as they can, they're doing their best. They'll tarseal a road but then the next week it'll be closed again because it's sunk. Just fix the whole road

before you tarseal it. I personally get so frustrated driving on the East side because of bumps. They can't do much and it'll take about 10 years to fix. I was there on the 22nd of February, I worked from 5am till 12 midnight taking injured people to hospital. The car in front of me got stuck in a hole but I couldn't help and had to find a different route. By the time I got back all the bridges had been shut. So I know what it was like. (Male, 50-64, Lower Riccarton)

Getting around the city. People getting from A to B. They've had two years and there are still problems with congestion and traffic. I travel between Lincoln Road and Riccarton most days and there's always congestion. Whoever designed that stretch of road got it wrong. There has always been problems with that, even before the earthquakes. Traffic planning is their biggest downfall. Instead of planning for what they deem the best thing for people to do (cycling, walking or taking the bus) they should be planning for what people will do, people will always drive. (Male, 25-49, Riccarton)

Getting people back into the central city/restart mall. More parking for the public in the central city. (Male, 50-64, Upper Riccarton)

Getting the CBD up and going, focusing on business growth, getting major projects in the centre of town underway, fast-tracking the growth and development of the CBD. (Female, 25-49, Halswell)

Getting the city centre fully up and running over the next two years. Just getting people back in and making it a hub for people. (Male, 25-49, Sockburn)

Housing is very important for Christchurch. It needs to be done. Things like the plumbing and draining, the clay pipes which were damaged unfortunately with the liquefaction. Maintenance should have been done. There should be money set aside for maintenance for building and things. Instead of just focussing on what we're doing this year, we also need to think about what we need to do to spruce up the place and allow for maintenance. Laymen are put in positions which should have professionals like plumbers. They're doing well for the amount of work that's been thrown onto them. We just have to be patient. (Female, 50-64, Halswell)

I feel that they can improve on providing information on the scale of the rebuild and the cost involved. Some of the information they provide is not clear enough. (Male, 25-49, Hei Hei)





I think that the roading is still a big concern and the amount of road works. Some of the key routes into the City are taking over six months to fix the one road. Traffic delays are the biggest issue as it is taking double the time to get around. The roading needs to be a priority. They need to also make the roads more cycle friendly at the same time. (Female, 25-49, Westmorland)

I think that they can improve on fixing the roads in Christchurch. They should look at fixing the residential streets, not just the main roads. (Female, 18-24, Riccarton)

I understand that road works will take time, but perhaps it is not a good idea to have major works on every main arterial roadway all at the same time. (Female, 25-49, Middleton)

I understand the Council has a massive problem but we all have to pull together: There needs to be more emphasis on the East side including the red zone areas, there are still old people living in their homes without even the basic amenities such as heating, power and sewerage. even though they are still paying Council rates, those people need regular support instead of being forgotten about. Also I want to mention that drivers need more notice about potential roadblocks to avoid gridlock. (Female, 25-49, Hornby)

I work on building sites. Everyone is trying really hard to do the right thing by recycling and reducing waste - many people are quite proud of their efforts - but building sites just put everything in one bin which goes straight to the landfill. This is especially important because there are so many building sites in Christchurch at the moment. There is so much stuff which should be recycled. It cancels out all the good things people are doing. I don't have any solutions but the amount of wastage and rubbish is a problem. Homeowners are expected to deal with waste materials appropriately but building sites do not. I'm also dissatisfied with the green bins. They are just too small. (Male, 25-49, Halswell)

I work within the building trade. The worst thing is building consents. I deal with that department through work. There's a building down the road, about two doors down that has just gone up and we didn't hear anything about it. With the way that Christchurch has to be rebuilt, they need to throw more resources at it. They need to provide information to the public, information to locals about where building is taking place. The building down the road doesn't fit in with the rest of the properties on the street. (Male, 25-49, Riccarton)

Improve parking in the city, making it more accessible and more affordable e.g. netball courts on Saturday is very difficult to park at and expensive. (Female, 18-24, Sockburn)

Improve rush hour traffic management at road works because at the moment there are too many road works. (Male, 25-49, Broomfield)

Improve the efficiency of City Care. (Male, 50-64, Halswell)

Improving the stormwater and wastewater systems. Some places are causing backlogs when there's been high rainfall meaning wastewater isn't drawing properly. It should be investigated by appropriate people, it's the sort of thing that is necessary. They have to employ engineers to look at the problem. (Male, 25-49, Upper Riccarton)

In the general area of parks and reserves, we're extending heaps of roadway plantings and things but maintenance of these is a disgrace. We still continue to call it the garden city but it is becoming not the garden city. We travel a lot and there are many places that should be called garden city over Christchurch. The Garden at the bottom of Riccarton Road near the hospital is an absolute disgrace. Stop extending and start maintaining. I'd love to see the garden image brought back. I'm an ex-manager of parks not in Christchurch, so I know what high standards should be. The reason why we are here is the high standard of parks and reserves. If they diminish at the rate they have been, the place will be a mess in 10 to 15 years time. (Male, 65+, Broomfield)

Enforcement is lacking. More planning needs to be done. (Male, 65+, Riccarton)

Keeping people up to date about the rebuild around the Central City. (Female, 18-24, Wigram)

Keeping the streets and gutters clean. (Female, 65+, Upper Riccarton)

Larger green bins needed. For the average sized section the bins not large enough to cope with general garden rubbish etc. (Female, 25-49, Halswell)

Listen to residents with specific issues about what is happening in their part of city. Hornby for example is grid-locked, our roads and footpaths are disgusting and no good amenities such as a Council Service Centre here. Perhaps a meeting in particular areas about once every 3-6 months to listen to people's concerns about their own areas. (Female, 25-49, Hornby)



Listening to the people and getting more information from the Council. (Female, 65+, Halswell)

The maintainance of public roads, general clean up of public spaces, parks and roads. (Male, 25-49, Halswell)

Make it so there are cycle lanes in convenient places in the city. Traffic light areas that don't have cycle lanes are dangerous. When pedestrians push the walk button you can wait to turn too long and miss the lights. Then you might be tempted to run an orange or red light. (Female, 18-24, Hei Hei)

Money is getting spent in stupid ways, like the central city/ rebuild centre shops, when it could have used to lower rates. (Male, 25-49, Upper Riccarton)

More parking because it is really hard to find a car park anywhere you go. (Female, 18-24, Sockburn)

More roading repairs need to done. (Male, 50-64, Halswell)

Not doing enough about clearing block drainages. (Male, 65+, Islington)

Parking around the hospital. (Male, 65+, Westmorland)

Parking. It's hard to get parking in the city. Reopen or build more parking buildings in the city. (Male, 18-24, Middleton)

Planning for climate change because it will become increasingly important. (Male, 65+, Upper Riccarton)

Planning of rebuilding of the central city and having the council more involved in this process which includes the future direction of the city. (Female, 50-64, Halswell)

Planning the road infrastructure better, so there is less traffic congestion and roadworks not centred in the same areas. (Male, 18-24, Hornby)

Playgrounds. Just because I have children. Some are good like in newer areas but the older areas don't get new playgrounds. They need new equipment. There should be more things for children. (Female, 25-49, Hornby)

Public toilet blocks should be better maintained and cleaned. They are cold, wet, and in often in poor condition. (Female, 25-49, Sockburn)

Refuse collection. All bins should be collected weekly. They are never emptied properly, they are deposited haphazardly. Sometimes I have to go half way up the street to retrieve my bin. (Female, 50-64, Halswell)

Repairs of footpaths should be improved/increased because there is alot of elderly walking around. (Female, 50-64, Halswell)

Resolve the flooding issues. (Male, 18-24, Upper Riccarton)

Road maintenance. I'm a cyclist who cycles regularly. There needs to be more maintenance on verges and shared pedestrian/cycle pathways. There's a place I go past which has been broken for at least 12 months. Also the lack of drainage and pooling of water on paths in some areas. There's a lack of forethought in the planning of cycleways. cycle lanes often end in parked cars or at inconvenient places like intersections where they are needed. It's quite obvious that a lot of cycle infrastructure is not designed by people who cycle. When planning they should consult cyclists who use the area because they can provide useful input from their experience, for example there are different ways for cyclists to navigate things like intersections, often we can't use advanced stop boxes etc. (Male, 25-49, Avonhead)

Road works. In residential areas they should let people know when they are going to be working in the street instead of just popping up. (Female, 18-24, Riccarton)

Roading and the management of Road works. (Female, 50-64, Hei Hei)

Roading is a huge concern in terms of getting to work and CERA and the CCC need to be working closer with each other. (Male, 25-49, Halswell)

Roading is frustrating however I don't know how it would be tackled differently. Rip the sticking plaster off hard and fast and get it done. Re my business the building consents process is too lengthy, lost paperwork etc. (Male, 25-49, Templeton)

Roading needs more repair and to be quicker than what is happening at the moment. (Male, 25-49, Halswell)

Roading needs the most improvement because if there are potholes they get worse if left because of the traffic. (Female, 25-49, Hornby)

Roading repairs. (Female, 65+, Halswell)

Roading repairs. (Male, 50-64, Halswell)

Roading repairs should be better coordinated - especially in the Red Zone. (Female, 25-49, Hornby)



Roading. I am sick of the potholes and the one way systems and cones etc. I think they should be working faster to improve the small details that would make road travel easier. (Male, 50-64, Halswell)

Roads and the things that infringe on the roads to be kept in good condition. (Male, 65+, Riccarton)

Roads around Christchurch need fixing quickly, especially the pot holes around the Upper Riccarton area. (Female, 50-64, Upper Riccarton)

Roadways; Bus service. (Male, 65+, Riccarton)

Roadworks. (Female, 18-24, Upper Riccarton)

Roadworks. There are a lot of areas with roadworks, especially in Hei Hei that have been started and not finished. I live near the corner of Carmen and Bucannons road and I have not been able to use the right hand turn to get to my house for seven months. I have a friend who knows about and works in the area of roadworks and he said that the job should have been completed ages ago and that there are obviously lots of problems that haven't been fixed. Things are started and left for long periods. Areas are blocked off and there are cones everywhere. Jobs are not completed before new ones are started. (Male, 25-49, Hei Hei)

Rubbish collection, green bins should be larger. (Female, 65+, Upper Riccarton)

Speed of earthquake recovery, is taking longer than it should be. (Female, 18-24, Upper Riccarton)

Sport and assistance for sports which are not mainline events. The Council should provide support for local teams nationally by providing sports centres for no cost to teams. (Male, 50-64, Upper Riccarton)

Storm water and roading. Flood protection is a massive issue in Christchurch and it needs to be sorted out. There needs to be discussions around the flood protection plans to prevent flooding in the future. (Female, 25-49, Hornby)

The CCC needs to improve on how they listen to the public. It seems there are a lot of people around who are frustrated at not being heard. (Female, 18-24, Riccarton)

The Council could work more closely with the students at Uni and CPIT as they are the people with the most energy who would be able to help. We have only had a rep come and talk to us once, it would be good to have the opportunity

for students to be more involved. The youth council does not seem to work very closely with the uni or polytech so that could be improved. (Female, 18-24, Riccarton)

The council is working well under the conditions and I am very happy with everything they are doing. (Female, 50-64, Aidanfield)

The fighting between the Councillors that I read about in the papers doesn't look good. (Female, 25-49, Halswell)

The general roading infrastructure is a major task but keep up improving Christchurch. (Male, 25-49, Sockburn)

The green bin issue. I'm a ratepayer who has gone for the upgrade option. Either upgrade all the green bins or don't have them at all because they're just too small. People try to stretch it, going down the road you always see bins so full that their lids are open. Increase the size of the green bins, they are too tiny. (Male, 50-64, Templeton)

The inner City roadways need improving. There has been a lack of planning in some of the streets which get dealt with at the same time. This has led the Council to blame drivers at their inability to adapt their driving styles and roots to the circumstances. It has not been helped by conflicting information that has been published. For example, The Transport for Christchurch website has a map on it. The map and the words that are written on the map don't always match. They also have an iPhone application that tells me that certain streets are closed and the application has lack of consistency between the sources of information that they are giving out in the same document. The signs that they put out about delays are useless. There is no way that people can see updated information that is accurate that can help them plan their way through the City. There are no alternative routes given. Bealey Avenue has blockages on at the moment. Montreal and Madras Street go across the City in the same direction. There is lack of planning going on from the Council. The Council seems to have separate teams dealing with separate streets. They are doing roadworks on two major main roads. There is also a problem with the detour sign. The detour signs has led me to no turn roads. They don't put the rubbish bins back properly and they end up on the footpath. The bins are on the footpath and people push them over. They take up half of the footpath on a Wednesday morning. The Council should get rid of the gutters and put a curb there instead. (Female, 50-64, Riccarton)



The management of taxpayer money and the funding of projects. They need to set their priorities right. There's not enough transparency. They never listen to the public. When the council are looking to spend significant amounts of money on big projects they should consult the public before making a decision. The Mayor and the council are employed by the people of Christchurch so we should have a say instead of them making decisions behind closed doors. (Male, 25-49, Halswell)

The previous Council should have planned ahead and insured the roads. Disappointed with the parking meters outside the courtrooms which require a credit card. Extra festivals and activities such as Buskers festival should be user pays. Very disappointed that building consents had to be taken over by the government, young people can't afford their first homes and the building consent charges add to that and I'm absolutely opposed to them being put up further which is in the new Council's city plans. Churches and Mosques etc should not be supported by the Council. (Female, 50-64, Riccarton)

The roading needs a lot of repairs due to the earthquake but it needs to be done. The roads are rough. I understand they're doing everything they can but wish it could be quicker. (Male, 25-49, Hei Hei)

The roading. I want it to be finished. I am sick of the detours and the road works and bumps. (Female, 25-49, Halswell)

The roads - unless you have a 4WD car then you are in trouble. Bumpy roads, potholes are costly and inconvenient. (Female, 25-49, Halswell)

The roads have too many potholes and they don't fill them The road surfaces are uneven. It would be good if they were repaired faster but I understand it can't be rushed. (Male, 18-24, Hornby)

The roads need to fixed as soon as possible many are closed and it is inconvenient when we travel. (Female, 25-49, Riccarton)

The roads needs work. Drains, water pipes and mains all need fixing around Christchurch. Trying to get anywhere in Christchurch with all the blocked roads is horrible, driving somewere which normally takes 10mins to get home takes alot longer now. (Male, 50-64, Halswell)

The rubbish collection service in Harmon courts in Poulson Street needs to be sorted. People getting in to arguments over the waste takers and everyone using them. (Male, 50-64, Addington)

The water systems. So that the flooding can be prevented especially for the people in the eastern suburbs. (Female, 25-49, Halswell)

There is alot of rubbish around the city, making the city look very dirty and not tidy. Since the earthquakes, I do not feel as safe in some parts of town, I wouldnt go to the bus exchange alone, or walk through the city alone either. The council means well but the actions are not great, they need to listen what the people want and put that into action. More sports centres for the youth need to built. (Female, 25-49, Riccarton)

They need to get the city sorted. They need to address the flooding issues also and also housing is a big one too, we need to have more land available at affordable prices. They need green spaces and good planning that is accurate and to get our city centre up and working. (Female, 50-64, Upper Riccarton)

They need to improve on keeping the parks clean. I often take my children to the parks and we end up finding things like needles, broken glass and other things that shouldn't be there. I feel that our parks and playgrounds for children are being abused and the Council can work on improving this. (Male, 65+, Hornby)

They need to improve on the amount of parking. There are so many road users and no parking to help cope with the traffic flow. (Female, 50-64, Halswell)

They need to moderate the charging of permits for some things. Basic things like simple sheds you have to pay a phenominal amount of money to get permits. It's very expensive. Somebody I know wanted a garage, really basic but the charge was huge. It shouldn't be so expensive to get permits to build inexpensive things. The charging system is far too exorbitant. They should also use more experts rather than getting in expensive consultants. Cut costs and spending, not so much bureaucracy and more skilled people. Also get people who are better at writing surveys. The options are ridiculous for the city, you can't just say satisfied or dissatisfied. Have options like "improving". (Female, 50-64, Riccarton)

They need to stop delaying the dedicated cycle footpaths. (Male, 50-64, Huntsbury)

They need to work on improving the condition of the roads. It has been an ongoing issue for years. All the Council does is patch up the holes and not repair the whole lot. (Male, 65+, Hornby)



Research First

This has to do with land use and zoning of land use, and the movement of vehicles around the city. Congestion on roading in the city is a problem and if they increase housing in the city it will compound the congestion problem. Also enhance pedestrian safety. (Female, 25-49, Riccarton)

Timeliness of damaged roading needs to be improved. (Female, 18-24, Riccarton)

Traffic flow needs to be improved, more traffic lights and turning arrows. (Female, 50-64, Riccarton)

Traffic management - making sure main thoroughfares are kept open and a good detour available preferably not on damaged streets. (Male, 25-49, Upper Riccarton)

Trimming of trees. (Female, 65+, Avonhead)

When they go out to vote on city planning and those kind issues they need to listen to the people who have taken the time to go to the meetings. (Male, 50-64, Westmorland)



## A2 Survey Questionnaire

Questionnaire number

### General Service Satisfaction Survey

**INITIAL INTRODUCTION:** Hello, My name is..... and I am conducting a survey for the Christchurch City Council about residents' satisfaction with Council services. This survey is one of several ways in which the Council obtains feedback each year from residents about how well the Council is currently delivering services to the people of Christchurch. Do you have 20 minutes to complete this survey?

**IF YES:** We need to make sure the survey results reflect the views of people living in Christchurch, I need to start by asking you a few questions to ensure we get a good range of views.

#### Screening and Quota Management

Q1a. Have you lived in Christchurch for at least 12 months? (includes Banks Peninsula if asked)

- Yes - CONTINUE
- No - CLOSE WITH THANKS

Q1b. Which suburb of Christchurch do you live in?

- Refused - CLOSE WITH THANKS
- Don't Know - CLOSE WITH THANKS
- Other: \_\_\_\_\_

Q1c. WARD. *Do not ask, code from Q1b, if you do not know the ward, leave blank and tell supervisor*

- |   |   |
|---|---|
| <input type="checkbox"/> Burwood/Pegasus    | <input type="checkbox"/> Papanui/Shirley  |
| <input type="checkbox"/> Fendalton/Waimairi | <input type="checkbox"/> Riccarton/Wigram |
| <input type="checkbox"/> Ferrymead/ Hagley  | <input type="checkbox"/> Banks Peninsula  |
| <input type="checkbox"/> Heathcote/Spreydon |   |

Q1d. *Record Gender*

- Male
- Female

Q1e. Into which of these age groups do you come?

- 18-24
- 25-49
- 50-64
- 65+
- Refused - CLOSE WITH THANKS

**READ OUT** - I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Council is involved with and how strongly you agree or disagree with particular statements. There are no right and wrong answers, it's your general impressions of what Council is currently doing that we are interested in. In some cases you may feel you don't know enough about the topic I'm asking you about. We would prefer you to express your opinion, but if you think you really don't know you can state that you don't know.

Some of the services provided by the Christchurch City Council continue to be affected by recovery from the earthquakes. Despite this, when answering the questions below, we want you to think about your satisfaction with the service you receive from the Council.

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



## GOVERNANCE AND PUBLIC AFFAIRS

I would like to now ask you some questions about governance and decision making in our city.

### Q2. City Governance and Decision Making

Thinking about Christchurch City Council, how much do you agree or disagree that you understand how the Council makes decisions?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Don't know/ NA (*DO NOT READ OUT*)

### Q3. City Governance and Decision Making

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

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q4. Public participation in democratic processes

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

- Large influence
- Some influence
- Small influence
- No influence
- Don't know/ NA (*DO NOT READ OUT*)

### Q5. Public participation in democratic processes

Overall, how satisfied or dissatisfied are you with the opportunities you have to access information about Council decisions?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q6. Public participation in democratic processes

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

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)



## CITY SAFETY

Thinking now about issues of crime and safety, how safe or unsafe do you feel in the following situations...

### Q7. Walking alone in your neighbourhood during the day?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- A bit unsafe
- Very unsafe
- Don't know/ NA (*DO NOT READ OUT*)

### Q8. Walking alone in your neighbourhood after dark?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- A bit unsafe
- Very unsafe
- Don't know/ NA (*DO NOT READ OUT*)

## CITY PROMOTIONS

Thinking now about city events and festivals.....

### Q9. City Promotions

Christchurch provides and supports a range of events and festivals, such as the World Buskers Festival and Cup and Show Week, activities such as walking or biking in the city or on the Port Hills and walking on the Pier and attractions such as the Botanical Gardens...

Overall, how satisfied or dissatisfied are you with the **information** provided to you about events, activities and attractions in Christchurch?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q10. Events and Festivals

The Council supports a range of events and festivals, such as Classical Sparks, World Buskers Festival, the Ellerslie Flower Show, Christmas in the Park and local community festivals..

Overall, how satisfied or dissatisfied are you with the **range** of events and festivals? Range means the variety of events and festivals during the year.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)



**VISITS TO COUNCIL FACILITIES**

Thinking now about visits to council provided arts, leisure and recreation facilities.....

**Q11.** In the last 12 months, how often have you visited.....  
*Interviewer prompt with names if required but do not read out list.*

	Have not visited in last 12 months	Less often than once a month	At least once a month	2-3 times a month	Once a week	2-4 times a week	5 or more times a week	(Don't know)
A Christchurch City Council library, including community library*see list below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Christchurch City Council recreation and sports centre **see list below . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Christchurch City Council swimming pool as a swimmer or spectator ***see list below . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DO NOT READ OUT. PROMPT IF REQUIRED:**

\***LIBRARIES** - Akaroa, Aranui, Central Peterborough, Manchester Street, Diamond Harbour, Fendalton, Halswell, Hornby, Linwood at Eastgate, Little River, Lyttelton, New Brighton, Papanui, Parklands, Redwood, Shirley, Spreydon, Upper Riccarton, and the mobile library. *Libraries closed as a result of the earthquakes: Sumner*

\*\***RECREATION AND SPORTS CENTRE** - Jelly Park, Pioneer Stadium, QEII Fitness at Parklands Community Centre and Cowles Stadium. *Centres that are currently closed: Lyttelton Recreation Centre, Centennial Leisure Centre (to be replaced by a metro Sports Facility)*

\*\*\***SWIMMING POOLS** - Graham Condon, Jelly Park and Pioneer recreation and sports centres or summer pools such as Halswell or Templeton. *Swimming pools that are closed: Centennial, Waltham, Lyttelton*

**WATERWAYS**

Thinking now about waterways...

**Q12.** Overall how satisfied or dissatisfied are you with the **condition** of waterways, which includes things such as maintenance and upkeep?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)



### Q13. Waterways and Land Drainage

Waterway margins are typically the two metre strip from the waters edge to the top of the bank and are often planted with shrubs, grasses and reeds.

Q13a. Overall how satisfied or dissatisfied are you with the **appearance** of Christchurch's waterway margins, which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

Q13b. Overall how satisfied or dissatisfied are you with the **condition** of waterway margins? Condition includes things such as maintenance and upkeep.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

## RUBBISH AND RECYCLING

Thinking now about the Council rubbish and recycling collection...

I now have a series of questions about the Council run three-bin kerbside collection service...

### Q14. Recyclable Material Collection and Processing

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials? - Your yellow bin

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q15. Residual Waste Collection and Disposal

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish? - Your red bin

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q16. Organic Material Collection and Composting

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material? -Your green bin

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)



## ROADING

Firstly, thinking about the city's roads and footpaths..

### Q17. Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads (but excluding the residential red zone roads), which include things such as maintenance and upkeep?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q18. Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths (but excluding the residential red zone footpaths), which includes things such as maintenance and upkeep?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

## WATER

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

### Q19. Wastewater Collection

Waste water collection is about the underground pipes that take waste water away from homes once it has been used and to the treatment plant. It is **NOT** about storm water collection that collects water in gutters and storm water drains.

Overall how satisfied or dissatisfied are you with waste water services that aim to ensure blockages and odours don't occur?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

### Q20. Water Supply

Thinking now about water supply...

Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied



### Q21. Water Conservation

The Council encourages residents through water conservation to use less water, especially during the summer months. This can include things such as water restrictions and leak detection work. Were you aware of this before I mentioned it?

- Yes
- No
- Don't know/ NA (*DO NOT READ OUT*)

## ACTIVE TRAVEL

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

### Q22. Active Travel

The first question is about whether or not Christchurch is cycle friendly. By 'cycle friendly' I mean cyclists being able to safely and conveniently travel around the city by cycle. Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Don't know/ NA (*DO NOT READ OUT*)

### Q23. Active Travel

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

- All the time (about every day)
- Frequently (at least once a week)
- Occasionally (around once a month)
- Rarely (No more than a few times a year)
- Never
- Don't know/ NA (*DO NOT READ OUT*)

### Q24. Active Travel

The next question is about Christchurch being walking friendly. By 'walking friendly' I mean pedestrians being able to safely and conveniently travel around the city on foot. Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Don't know/ NA (*DO NOT READ OUT*)



### Q25. Active Travel

In Christchurch there are a number of **Pedestrian** only streets, such as the City Mall and New Brighton Mall.

Overall how satisfied or dissatisfied are you with the appearance of pedestrian only streets, which includes things such as the layout and type of plantings and layout and style of street furniture?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

**Q26.** Overall how satisfied or dissatisfied are you with the condition of pedestrian only streets, which includes things such as maintenance and upkeep?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

**Q27.** Overall how satisfied or dissatisfied are you with how easy it is to walk around pedestrian only streets, which includes such things as how 'walking-friendly' the street environments are for shopping and spending time?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

## PARKING

Thinking now about parking a vehicle in Christchurch

### Q28. Parking

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

**DISASTER PREPAREDNESS**

**29. Attending Meetings**

In the last 12 months, have you attended or participated in meeting/s or presentation/s about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc.

- Yes
- No
- Don't know/ NA (*DO NOT READ OUT*)

**Q30. Coping in Disasters**

Thinking about the following situations, how much do you agree or disagree that you and/or others are better prepared to cope in a disaster as a result of attending or participating in these meetings or presentations...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ NA ( <i>DO NOT READ OUT</i> )
My personal preparedness has improved as a result of my attending or participating in these meetings or presentations .....	1	2	3	4	5	6
The community's preparedness has improved as a result of people attending or participating in these meetings or presentations .....	1	2	3	4	5	6
Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations .....	1	2	3	4	5	6

**REPAIR AND REBUILD OF COUNCIL FACILITIES**

The Council has a programme of work to repair or rebuild Council-owned facilities as a result of the earthquakes.

**Q31. Information About Repair or Rebuild**

What information do you want to receive from the Council about the repair or rebuild of anchor projects like the town hall and Council facilities such as community halls, social housing, libraries, green spaces and the facilities on them, recreation centres and swimming pools?

- No information required
- Opportunities for community input into decisions about the nature of the repair or rebuild
- Repair or rebuild time frames, including key when key stages will be completed
- Scale of repair or changes in the rebuild of a facility e.g., improvements, or things that won't be included that were available previously
- Cost of repair or rebuild of a facility
- Who is carrying out the repair or rebuild e.g., contractors, partnerships with other government agencies and the private sector
- Integration of environmental/ green solutions and future proofing
- Access to facilities once opened including disability and mobility access issues
- Heritage conservation
- Other: \_\_\_\_\_

**Q32. Ways to Keep the Public Informed**

What are the THREE best ways to keep you informed about the Facilities Rebuild Plan? The plan provides a framework for future decision making around the repair and rebuild of Council-owned facilities.

- The Council or Future Christchurch website
- Social media e.g., Council Facebook and Twitter pages
- e-Newsletters
- Through community groups you are part of
- Community Newspapers
- At your local Service Centre, Council Recreation & Sports Centre or Library
- Other: \_\_\_\_\_

**OVERALL SATISFACTION**

We are nearly finished the survey, but first I would like to ask you some questions about your impressions of the Council overall.

**Q33. Overall Satisfaction With Council Services**

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents.

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

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (*DO NOT READ OUT*)

**Q34. Things done well and opportunities for improvement**

Now two final questions about the best things the Council does and the things that need improve most. Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

Thinking about all the services the Council provides, can you describe in as much detail as possible, the service you feel the Council is performing **the best** in delivering, and why?

Of all the services the Council provides, which is the service that you feel is most important for Council **to improve** over the next 12 months and why? Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area.

**PROBE FULLY FOR REASONS IT IS IMPORTANT FOR COUNCIL TO IMPROVE IN THIS AREA**



Finally, from time to time we conduct focus groups or group discussions on a variety of subjects, if it was a topic of interest to you, would you be interested in taking part?

- Yes
- No

*If Yes:*

Email:

**Thank you for taking the time to complete this survey.** Your answers will contribute to the Christchurch City Council providing better service to the people of Christchurch in the future.

For auditing purposes:

First name of respondent:

Telephone number:

Interviewer:

Date: