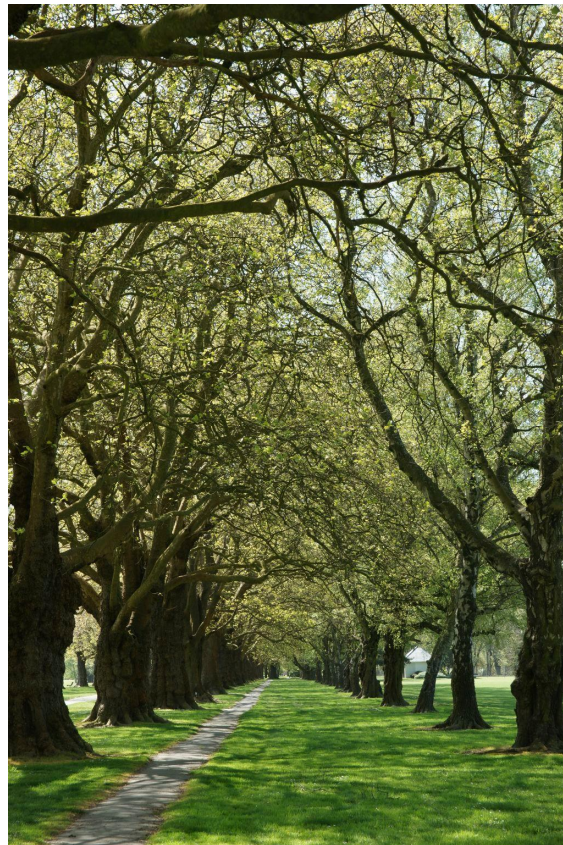


**Christchurch City Council**  
***Point of Contact Service Satisfaction***  
***Residents Survey Results***

**2013/2014**



Monitoring and Research Team  
Strategy and Planning Group  
September 2014

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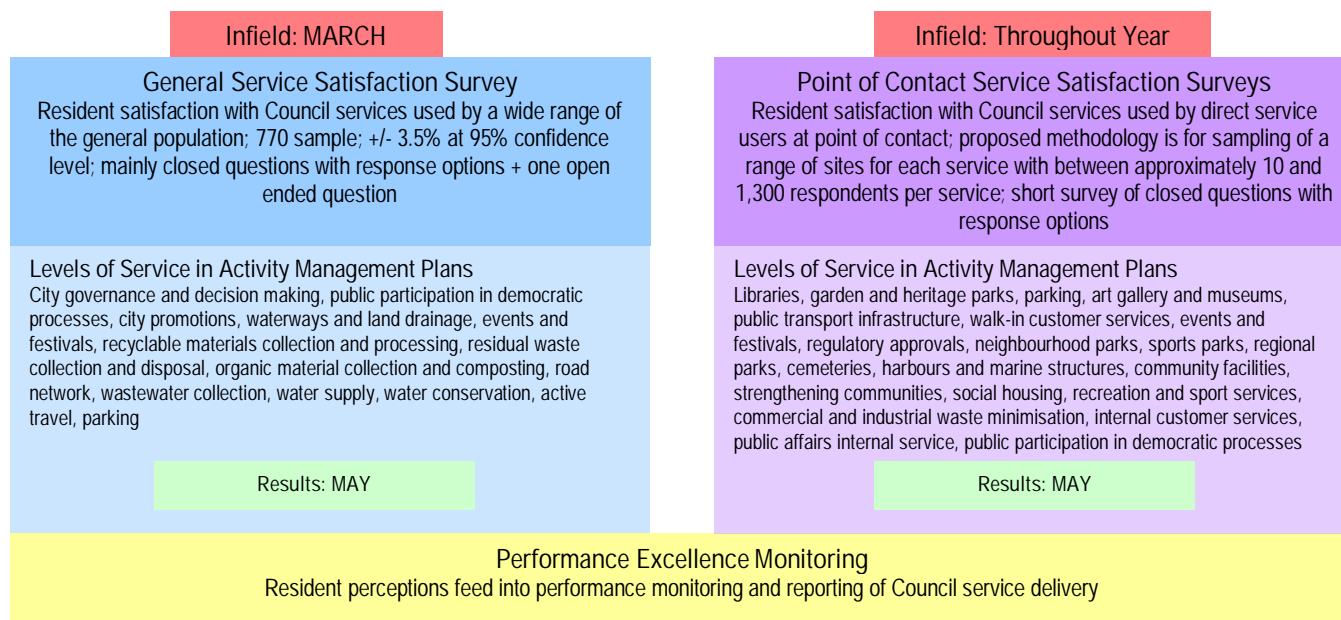
# Introduction

## Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. In 2006 the Council moved to a Biannual Survey of Residents (called the General Service satisfaction Survey), conducted by telephone in March and September each year.

The Council has reviewed the Levels of Service in its Activity Management Plans for the Three Year Plan. In April 2009, the Executive Team endorsed a change to the Council's Residents Survey framework to now include:

1. General Service Satisfaction Survey – this survey is similar to the old biannual survey. It measures resident perceptions of satisfaction with Council service delivery. The survey sample includes the general population of Christchurch. Survey content is closely aligned with Levels of Service in the Activity Management Plans (and uses, where possible, a consistent style of satisfaction questioning across services). The telephone survey is conducted in March each year with the methodology remaining unchanged from the biannual survey telephone survey of a random sample of 770 residents aged 15 years and over. The overall questionnaire length is approximately 15 minutes.
2. Point of Contact Service Satisfaction Surveys – this involves a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users). A range of survey methods is used: on-site face to face interviews and self-complete postal/mail drop or web based surveys.



### Methodology

- Survey questions based on Levels of Service in the Activity Management Plans
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone or email with either a random sample or total population of service users
- Respondent sample size range from approximately 3 to 800 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites were selected for each service, (random selection of small, medium and larger sites) (service size was determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: face to face interviews (primary method), postal/online/mail drop self-complete surveys and telephone interviews
- Point of Contact Surveys were conducted between November 2013 and May 2014

# Survey Results

## Activity: 1.4 Heritage Protection

### **1.4.7 Recommended Level of Service Target: 85%**

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

#### Methodology

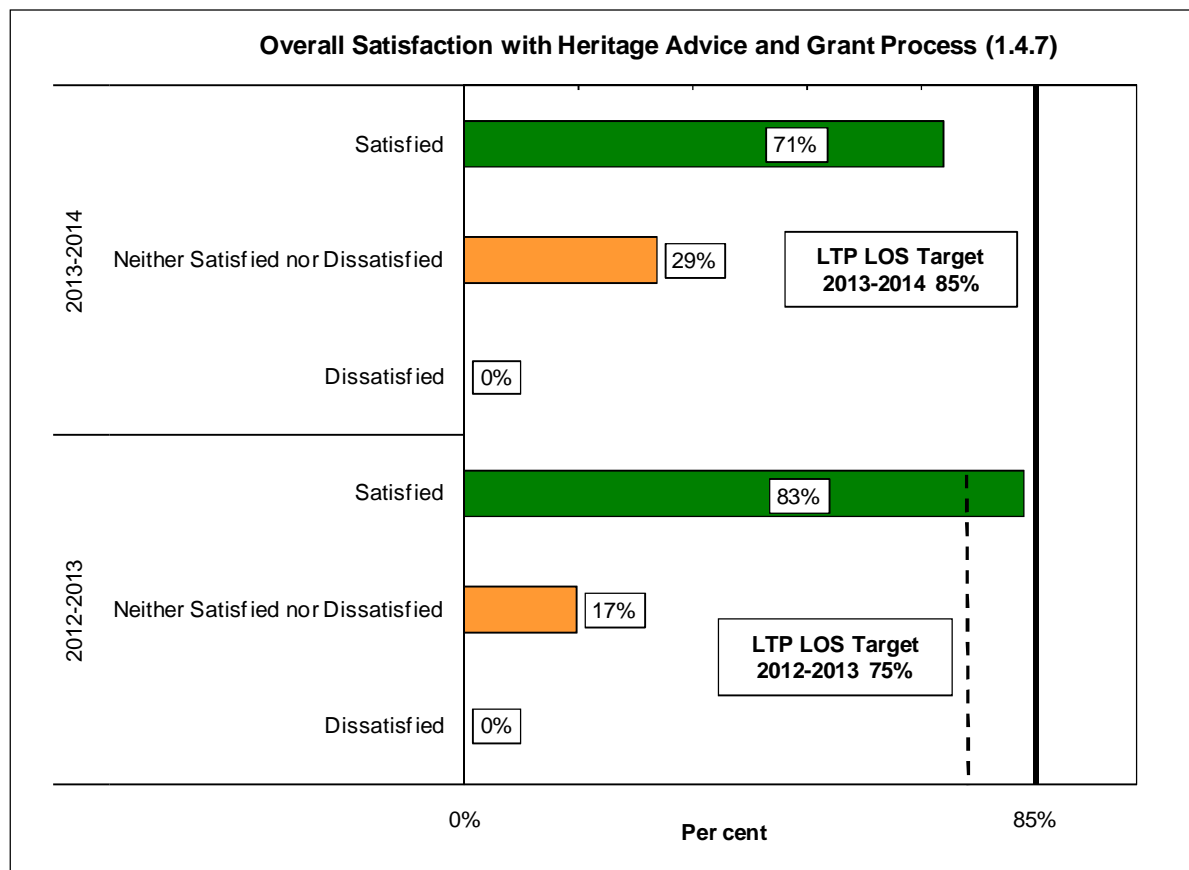
LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the level of grant approval (*ie. the actual dollar amount granted*)?
- And thinking now about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you with that advice? *Advice includes things such as information, support, guidance, etc.*
- Thinking about the heritage incentive grant process, overall, how satisfied or dissatisfied were you with the process? *The grant process includes things such as the submission of your application and of receipts for work undertaken and, in some cases, the completion of a covenant.*

**Time in field:** In January 2014, surveys were posted to 11 residents who had received a heritage grant in the preceding 12 months.

**Completed surveys:** 7

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



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	33.3%
Satisfied	38.1%
Neither Satisfied or Dissatisfied	28.6%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 2.0 Community Facilities

### 2.0.2 Recommended Level of Service Target: 90%

2.0.2 Maintain level of customer satisfaction with Council community facilities

#### Methodology

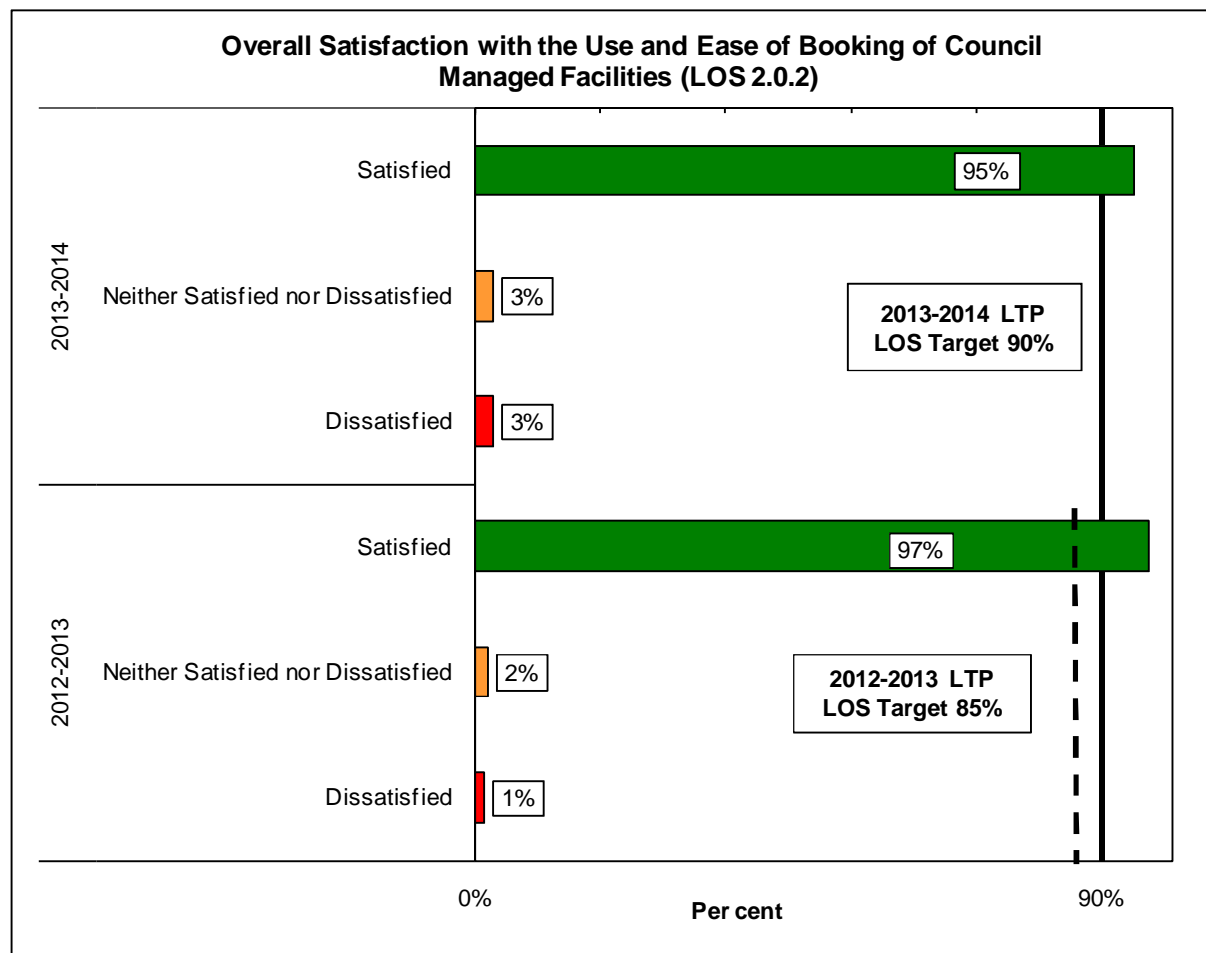
LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the **EASE OF BOOKING** Council managed facilities?
- Overall, how satisfied or dissatisfied are you with **YOUR USE** of Council managed facilities?

**Time in field:** Surveys posted to 469 community groups in November 2013.

**Completed surveys:** 132

	Number distributed	Completed surveys
Abberley Park Hall	75	27
Avice Hill	5	3
Fendalton	33	7
Harvard Lounge	62	7
North New Brighton War Memorial	105	27
Parkview Lounge	35	6
Riccarton Community Centre	14	6
Richmond Cottage	19	6
St. Albans Community Centre	57	19
Templeton Community Centre	41	15
Waimairi Community Centre	23	9
<b>Total</b>	<b>469</b>	<b>132</b>



<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very satisfied	59.5%
Satisfied	35.2%
Neither satisfied nor dissatisfied	2.7 %
Dissatisfied	2.3%
Very dissatisfied	0.4%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 2.2.8 Early Learning Centres

### 2.2.8.2 Recommended Level of Service Target: At least 85%

2.2.8.2 Provide a quality, high standard of professional childcare is provided that satisfied customers' needs

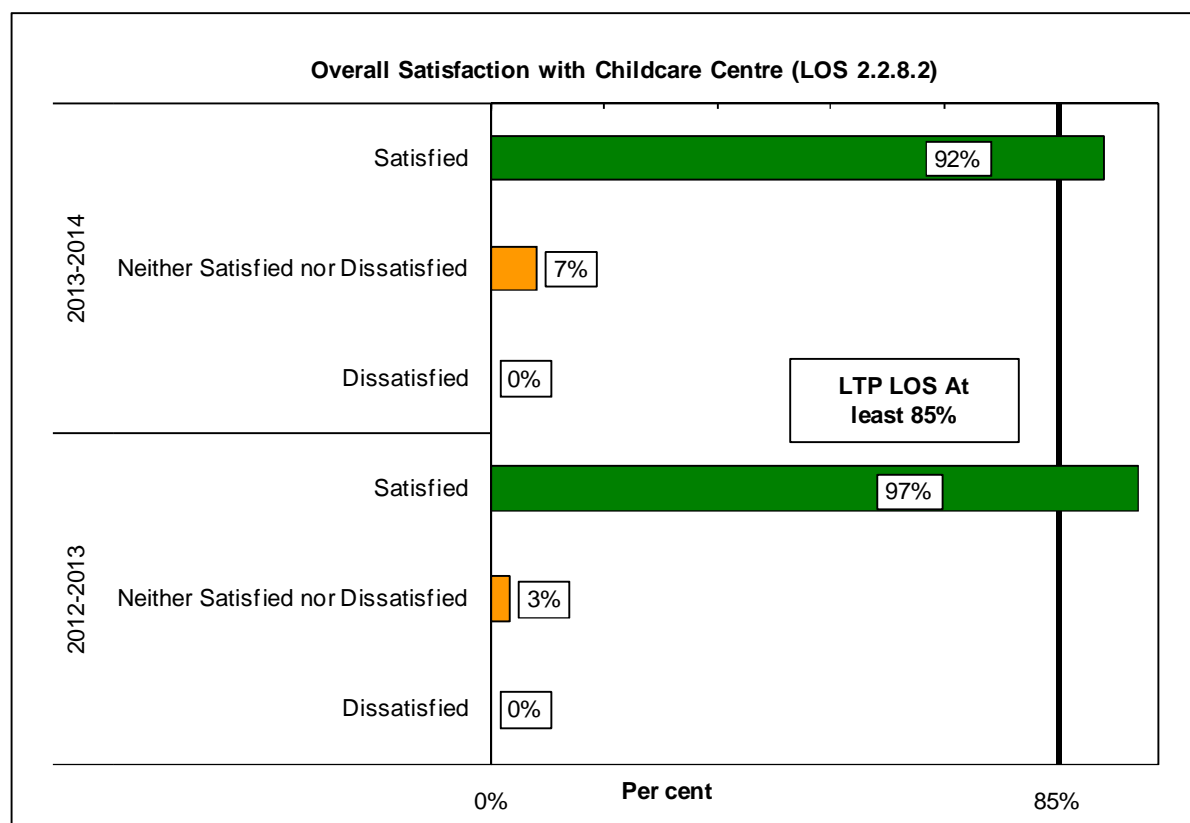
#### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with this centre? *This includes an OVERALL assessment of the aspects above such as the professionalism of staff, the facility, play equipment provided, value for money, learning opportunities provided, hours of operation and centre policies.*

Time in field: 10 May to 23 May 2014

Completed Surveys: 28



2013-2014 Individual Satisfaction Results	Per cent
Very Satisfied	71%
Satisfied	21%
Neither Satisfied or Dissatisfied	7%
Dissatisfied	0%
Very Dissatisfied	0%
Don't Know	0%
<b>Total</b>	<b>100%</b>



## Activity: 2.3 Community Grants

### 2.3.1.2 Recommended Level of Service Target: Maintain at least 85%

#### 2.3.1.2 Effectively administer the Creative Communities grants scheme

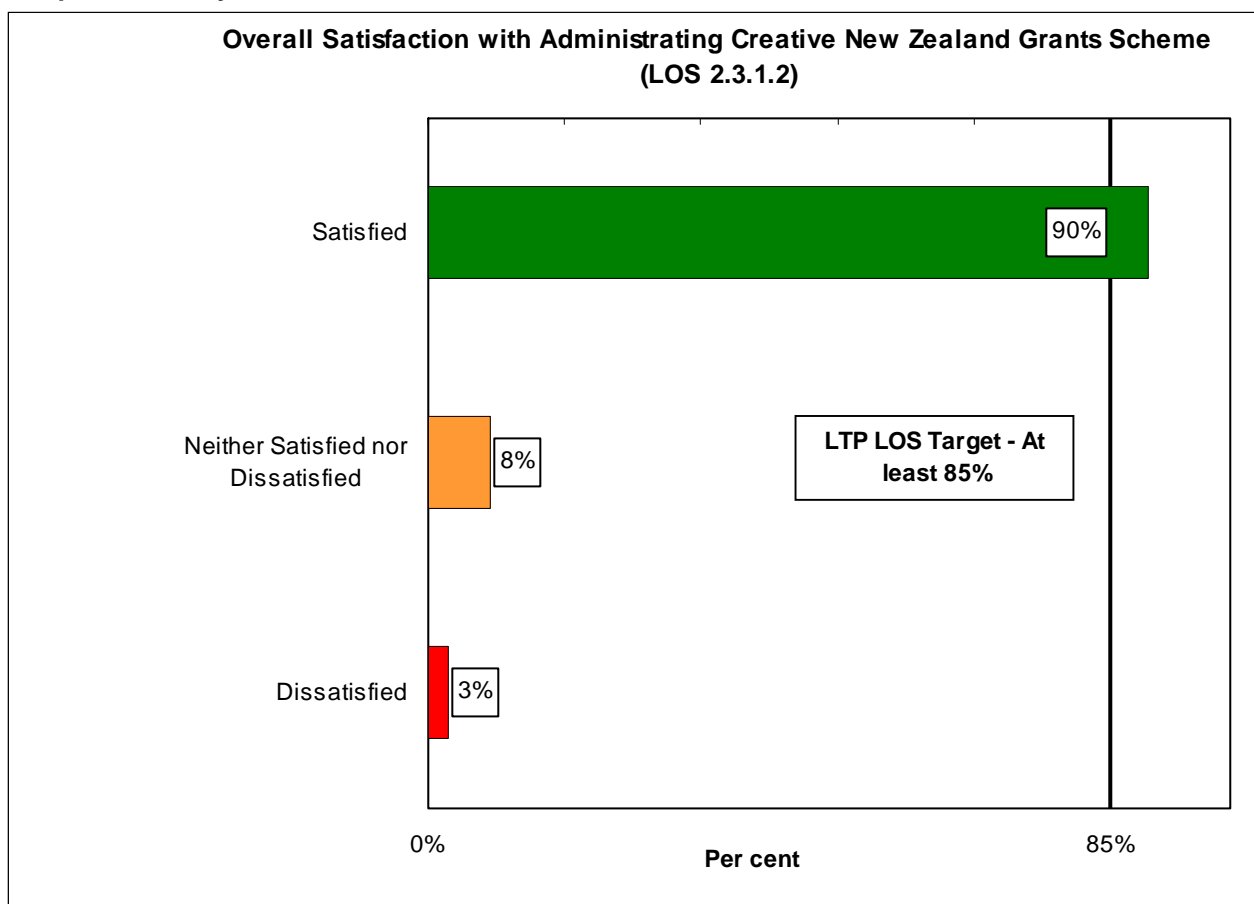
##### Methodology

LOS score based on survey question stated below:

- Thinking about the Creative Communities Scheme funding advice you received in relation to your grant, overall how satisfied or dissatisfied were you with that advice? *Advice includes things such as information, support, guidance, etc.*
- And thinking about the grant process, overall how satisfied or dissatisfied were you with the process? *The grant process includes things such as information, guidance, how understandable the instructions were for submitting applications, the ease of use of the submission form, etc*

**Time in field:** In November 2013 the survey was posted to 48 community groups who had applied for the Creative Communities Grant

**Completed Surveys:** 20



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	53.8%
Satisfied	35.9%
Neither Satisfied or Dissatisfied	7.7%
Dissatisfied	2.6%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

## Activity: 2.4 Social Housing

### 2.4.3.1 Recommended Level of Service Target: At least 80%

2.4.3.1 Tenants of council housing are satisfaction with quality of tenancy service provided

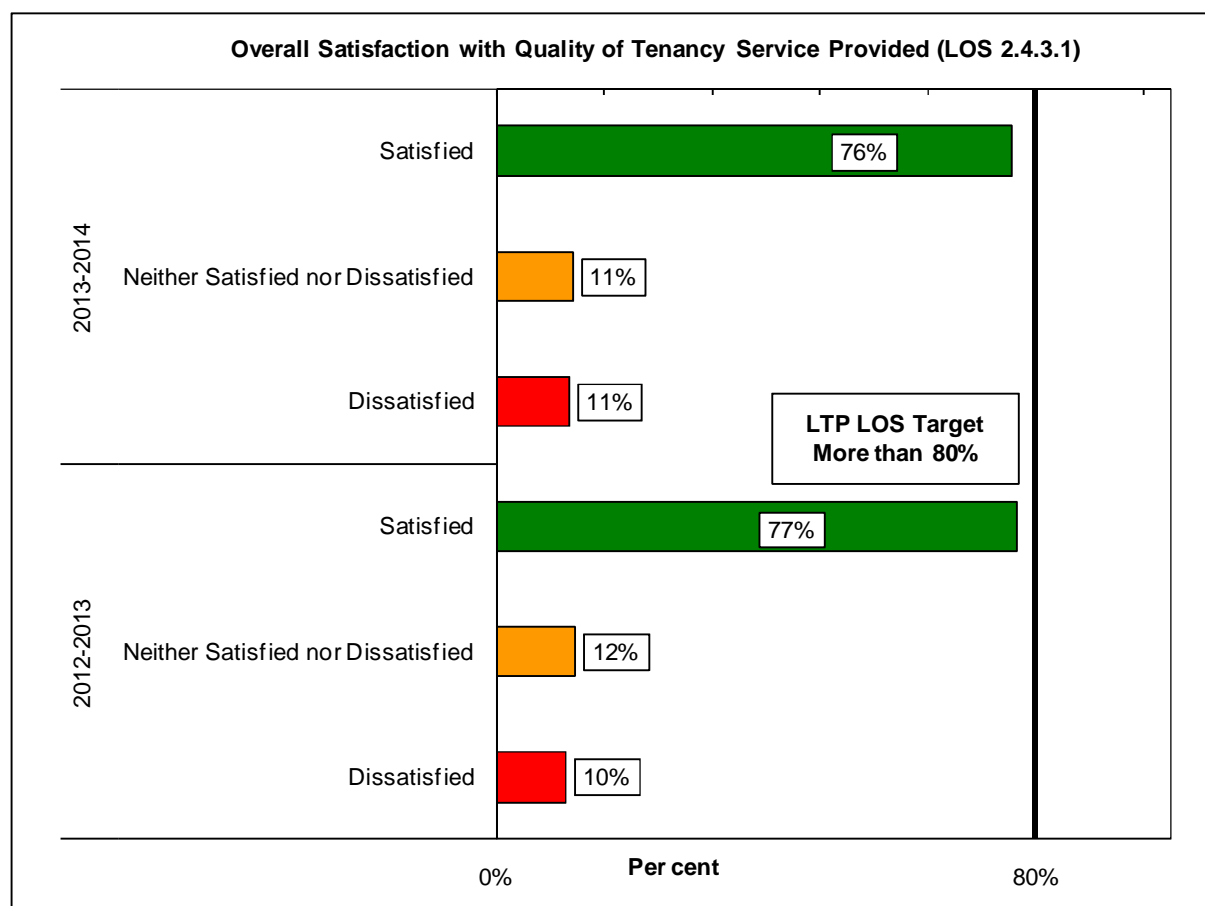
#### Methodology

LOS score based on survey question stated below:

- Thinking about the **TENANCY SERVICE** provided by Christchurch City Council, overall how satisfied or dissatisfied are you with the service? *The tenancy service includes things such as the housing officer/s you deal with and your flat's warmth, privacy, safety and grounds keeping.*

**Time in field:** The survey was posted to 600 housing tenants in January 2014.

**Completed Surveys:** 225



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	27.6%
Satisfied	48.9%
Neither Satisfied or Dissatisfied	11.3%
Dissatisfied	6.8%
Very Dissatisfied	4.1%
Don't Know	1.4%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

**2.4.3.2 Recommended Level of Service Target: At least 80%**

2.4.3.2 Tenant satisfaction with overall condition of their unit.

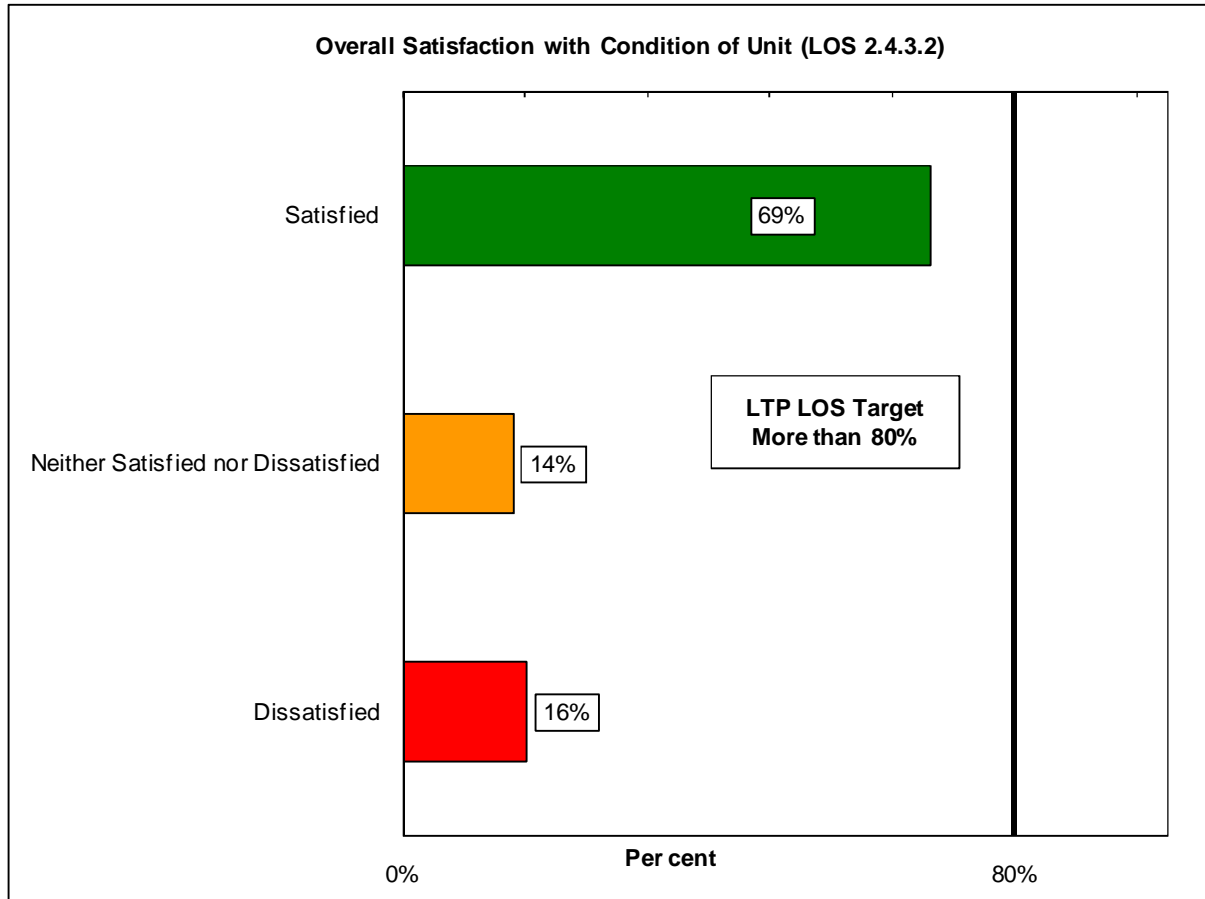
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the condition of your unit? *Condition includes things such as maintenance and upkeep (including both the inside and outside of your unit) and your flat's warmth.*

**Time in field:** The survey was posted to 600 housing tenants in January 2014.

**Completed Surveys:** 225



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	24.3%
Satisfied	44.6%
Neither satisfied nor dissatisfied	14.4%
Dissatisfied	11.3%
Very dissatisfied	5.0%
Don't know	0.5%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## Activity: 2.6 Customer Services

### 2.6.3 Recommended Level of Service Target: 95%

#### 2.6.3 Ensure Customer satisfaction with walk-in services at Council Service Centres

##### Methodology

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

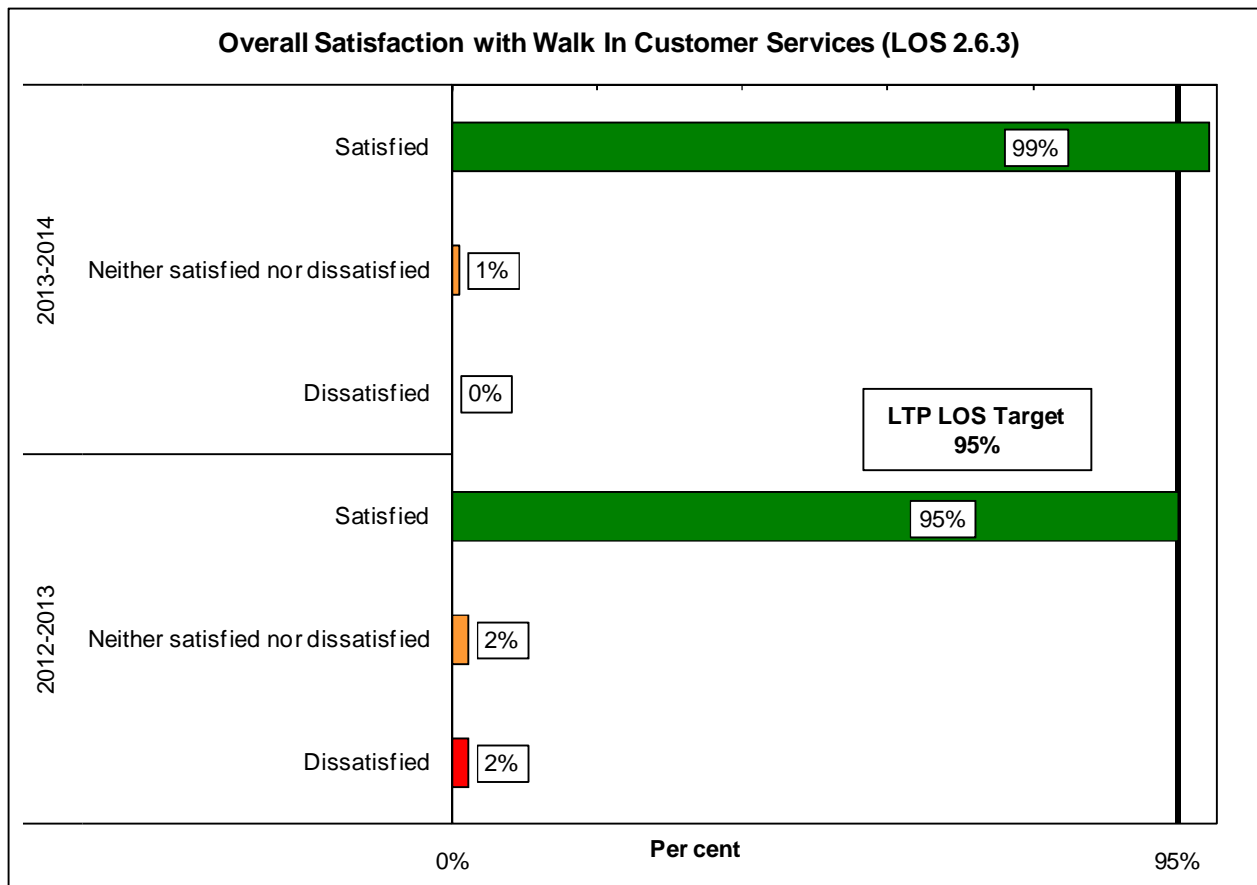
- Overall, how satisfied or dissatisfied are you with **THE MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer services representative's' **OVERALL UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your visit today*
- And overall, how satisfied or dissatisfied are you with the customer services representative's' **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveying took place on site between November and December 2013.

**Completed Surveys:** 300

**Sites Surveyed:**

	Completed surveys
Civic	60
Beckenham	60
Fendalton	60
Riccarton	60
Shirley	60



<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very satisfied	76.3%
Satisfied	22.0%
Neither satisfied nor dissatisfied	0.9%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable results have been removed from the results.

**2.6.7.1 Recommended Level of Service Target: At least 90%**

2.6.7.1 At least 90% of customers who contact the call centre via phone are satisfied or very satisfied with the service at first point of contact.

Methodology

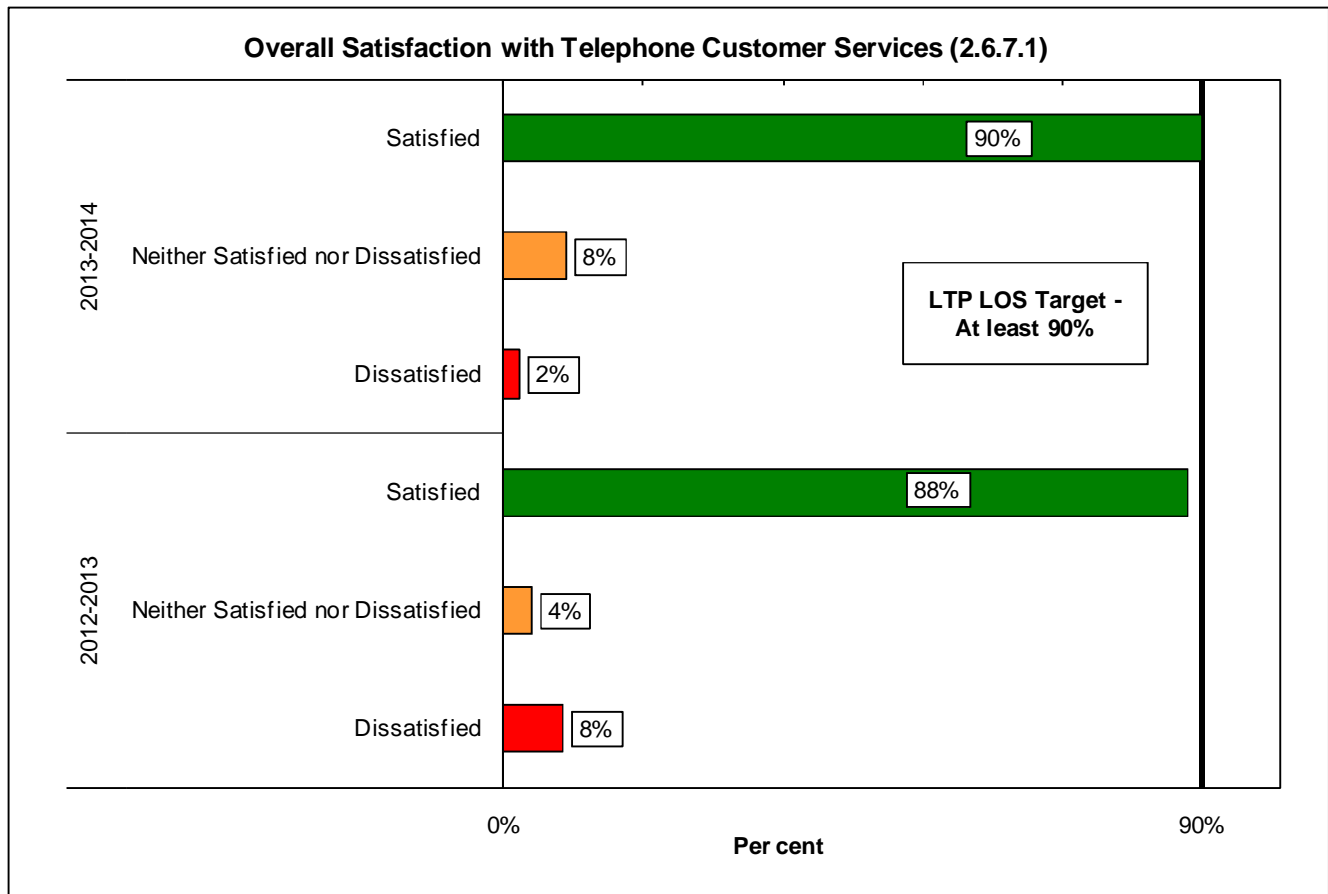
LOS score calculated as an aggregate of the three survey questions stated below:

*When you first call the Council, your call is answered with an automated service that directs you to a specific Council Service representative. I want to ask you about the service that person provided to you...*

- Overall, how satisfied or dissatisfied were you with **THE MANNER** of the customer services representative/s you spoke to the last time you called the Council? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with that customer services representative's' overall **UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your phone call*
- And overall, how satisfied or dissatisfied are you with the customer services representative's **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveys were completed by respondents via telephone between the hours of 10:00 am and 7:00 pm during the months of February and March 2014.

**Completed Surveys:** 150



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	56.4%
Satisfied	33.6%
Neither satisfied nor dissatisfied	8.0%
Dissatisfied	1.8%
Very dissatisfied	0.2%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results

**2.6.7.2 Recommended Level of Service Target: At least 80%**

2.6.7.2 At least 80% of customers who contact the call centre via email are satisfied or very satisfied with the service at first point of contact.

Methodology

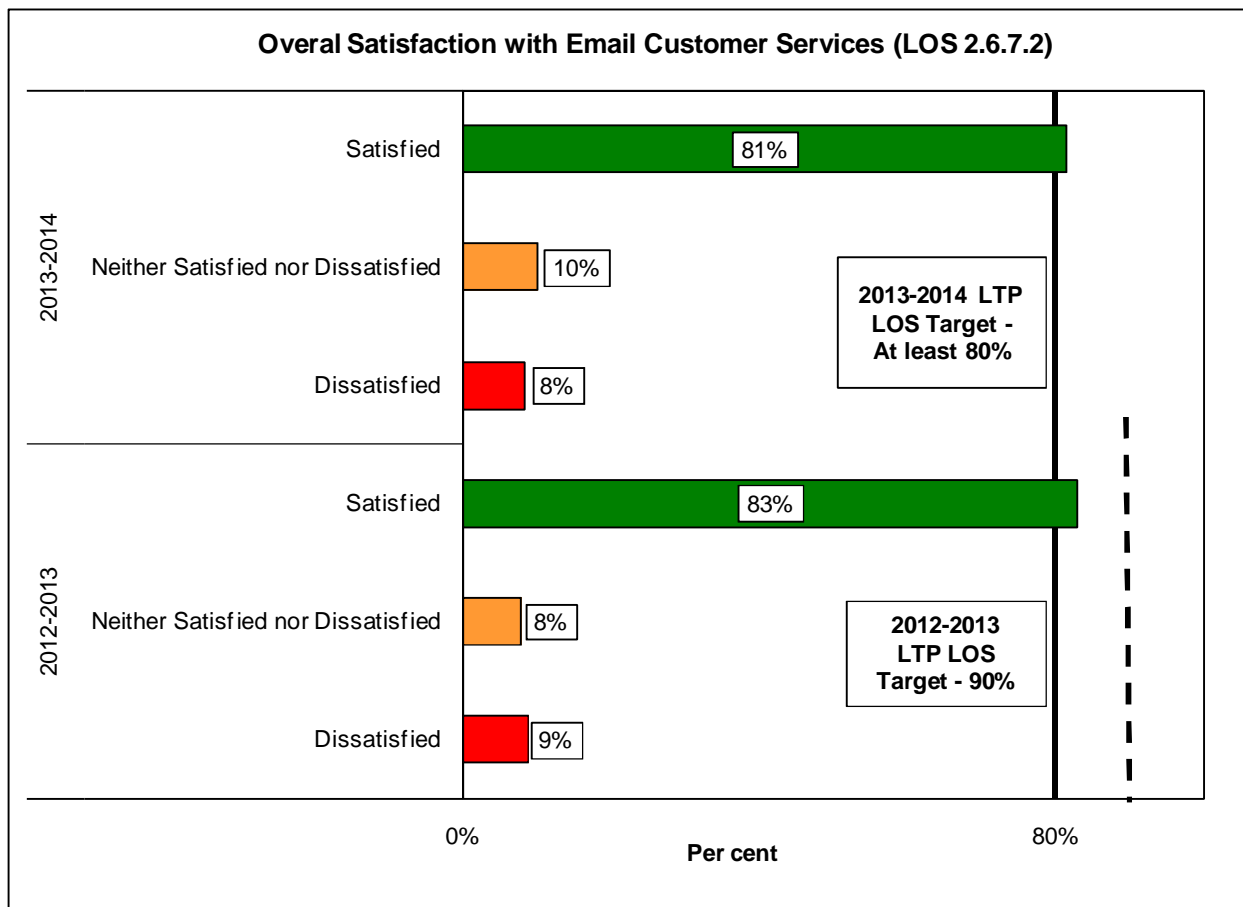
LOS score calculated as an aggregate of the three survey questions stated below:

Please answer the following questions with regard to the recent email you sent to the Council. We want to understand how satisfied or dissatisfied you are with using EMAIL AS A MEANS OF COMMUNICATING with the Council. Please think about the email process itself rather than the specific outcome of your email enquiry.

- Overall, how satisfied or dissatisfied were you with the time taken before you received a first response from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*
- Overall, how satisfied or dissatisfied were you that the language used in the first response email you received from the Council was clear and easy to understand?

**Time in field:** The link to the web based survey was emailed out in November 2013 to 737 customers who had contacted the Council with a request during the previous month.

**Completed Surveys:** 181



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	39.8%
Satisfied	41.5%
Neither satisfied nor dissatisfied	9.9%
Dissatisfied	4.2%
Very dissatisfied	4.0%
Don't know	0.6%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## **Activity: 3.0 Art Gallery and Museums**

### **3.0.2 Recommended Level of Service**

*3.0.2 Visitor Satisfaction with the Gallery experience*

**Target Suspended until gallery reopens**



## Activity: 3.0 Art Gallery and Museums

### 3.0.17.1 Recommended Level of Service Target: 90% or better

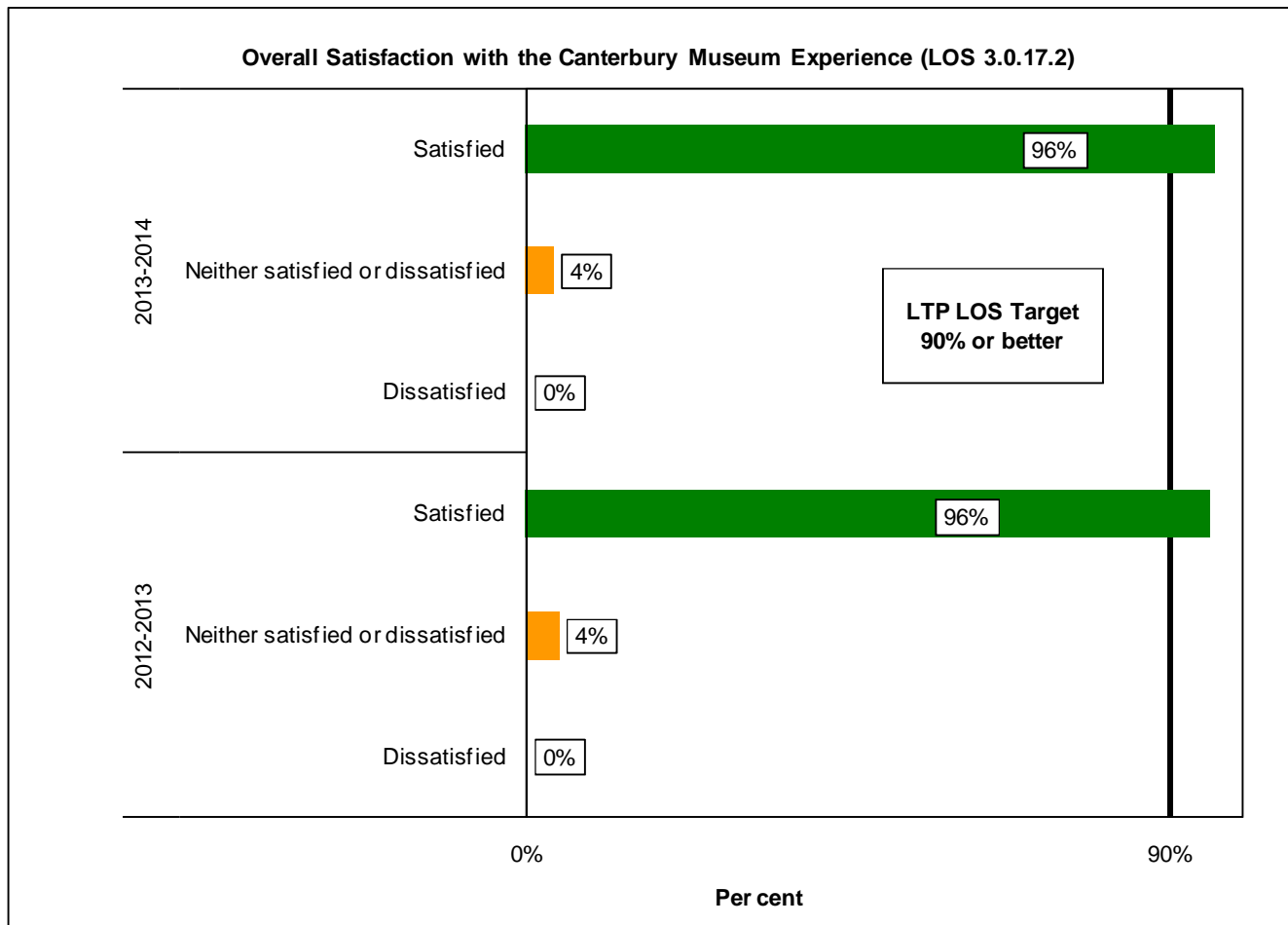
#### Methodology

LOS score based on survey question stated below:

- Thinking about your visit to the Canterbury Museum, including the exhibitions on display and the facilities provided, overall, how satisfied or dissatisfied were you with the Canterbury Museum experience?

**Time in field:** 1st to 11<sup>th</sup> March

**Completed Surveys:** 106



2013-2014 Individual Satisfaction Results	Scale	Percentage
Extremely satisfied	9	28.3%
	8	58.5%
	7	9.4%
	6	3.8%
Neutral	5	0.0%
	4	0.0%
	3	0.0%
	2	0.0%
Extremely dissatisfied	1	0.0%
	0	0.0%
Total		100.0%

Note: These results included responses from non residents of Christchurch and had a 9 point satisfaction scale.

## Activity: 3.1 Libraries

### 3.1.5 Recommended Level of Service Target: At least 90%

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

##### Methodology

LOS score based on survey question stated below:

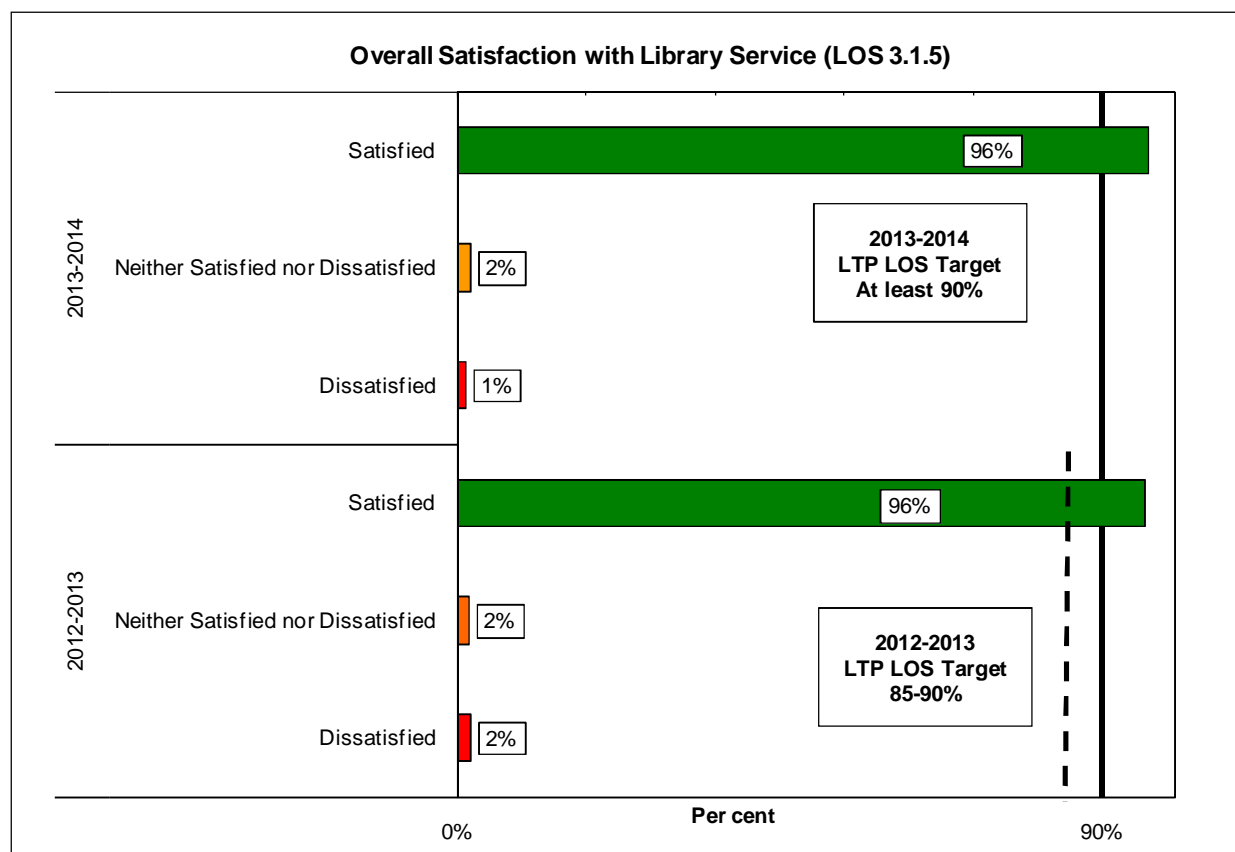
*The library service includes things such as manner of library staff, their understanding and ability to address your enquiries, the process of issuing books and the range of books and other items available. It also includes the facilities provided at the libraries and library based programmes and events. The library service includes the Central Peterborough Library, community libraries and the mobile library.*

- Thinking about all aspects of the library service, overall, how satisfied or dissatisfied are you with the **LIBRARY SERVICE?**

**Time in field:** Surveying took place between November 2013 and January 2014.

**Completed Surveys:** 300

Hornby Library	60
Lyttelton Library	60
Papanui Library	60
South Library	60
Upper Riccarton Library	60
<b>Total</b>	<b>300</b>



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	56.4%
Satisfied	39.9%
Neither Satisfied or Dissatisfied	2.0%
Dissatisfied	0.3%
Very Dissatisfied	1.0%
Don't Know	0.3%
<b>Total</b>	<b>100.0%</b>

**3.1.8 Recommended Level of Service Target: 90%**

*3.1.8 Customer satisfaction with library programmes and events provided*

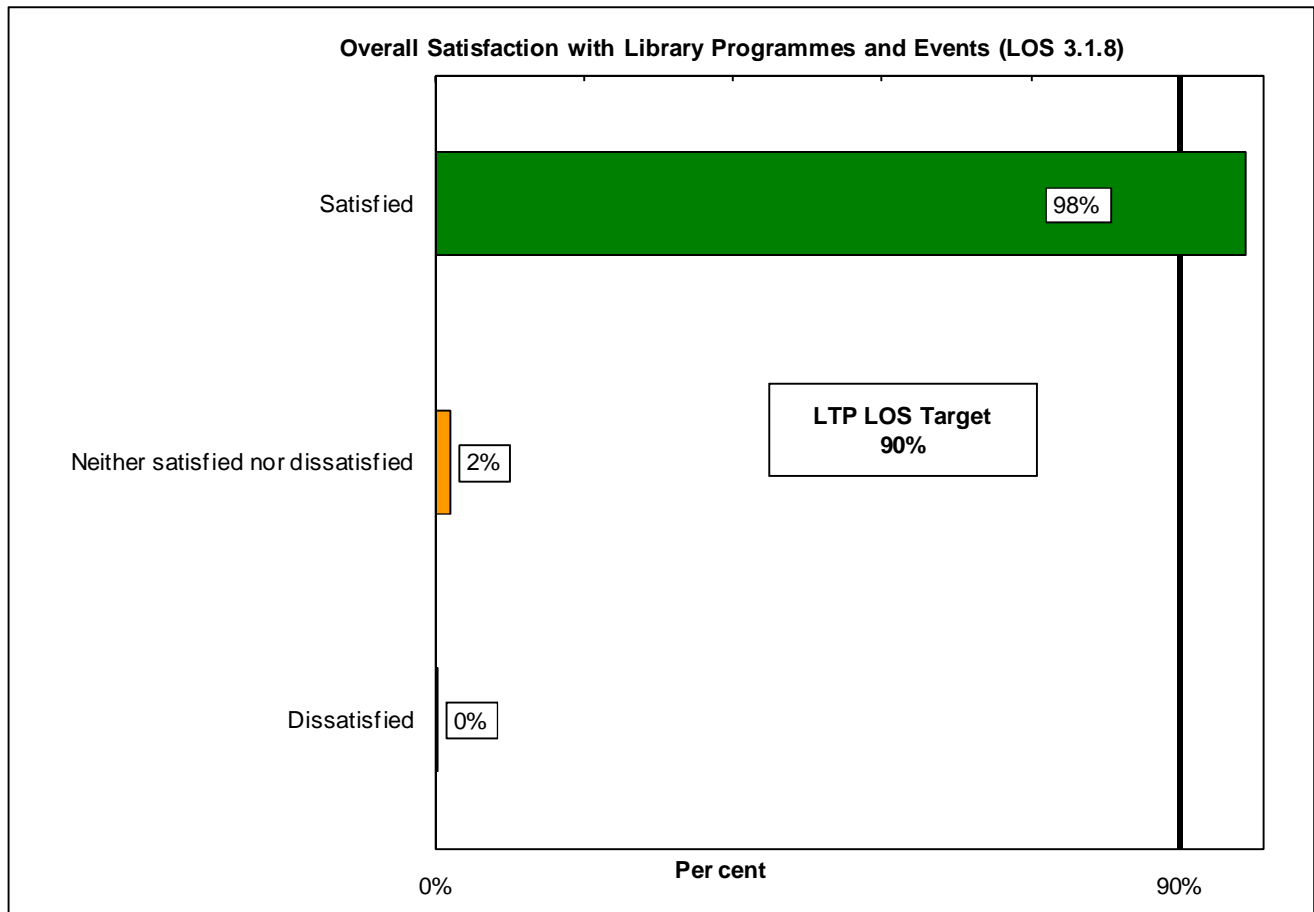
Methodology

LOS score based on survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the following course/programme:
  - Course Content (including things such as how engaging/enjoyable, relevant/useful the topic was; whether the topic was supported by useful resources)
  - Presenter (including how friendly, knowledgeable and easy to understand they were)

**Time in field:** January to May 2014

**Completed Surveys:** 266



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	84.0%
Satisfied	14.0%
Neither Satisfied or Dissatisfied	1.8%
Dissatisfied	0.0%
Very Dissatisfied	0.2%
<b>Total</b>	<b>100.0%</b>

## Activity: 3.2 Transport and Environmental Education

### **3.2.3 Recommended Level of Service Target: At least 95%**

#### 3.2.3 Teacher satisfaction with the Cycle Safe education programme

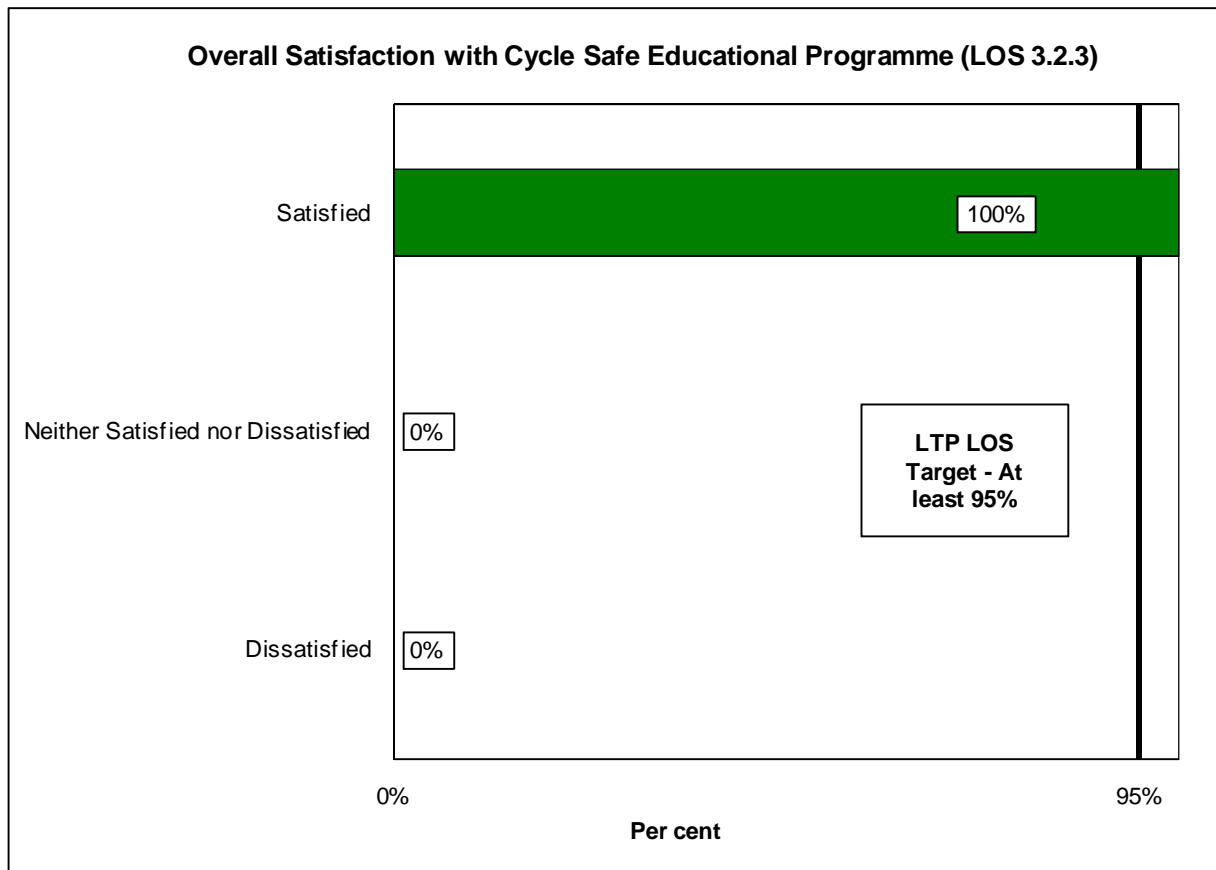
##### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Cycle Safe education programme? This includes things such as the relevance of course content, its delivery and its ability to help students learn about cycle maintenance, safety helmets and basic cycling skills.

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in a cycle safe education programme during 2013.

**Completed Surveys:** 72



2013-2014 Individual Satisfaction Results	Per cent
Very satisfied	90.1%
Satisfied	9.9%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

**3.2.5 Recommended Level of Service Target: Set Baseline**

*3.2.5 Customer satisfaction with travel planning advisory services*

Methodology

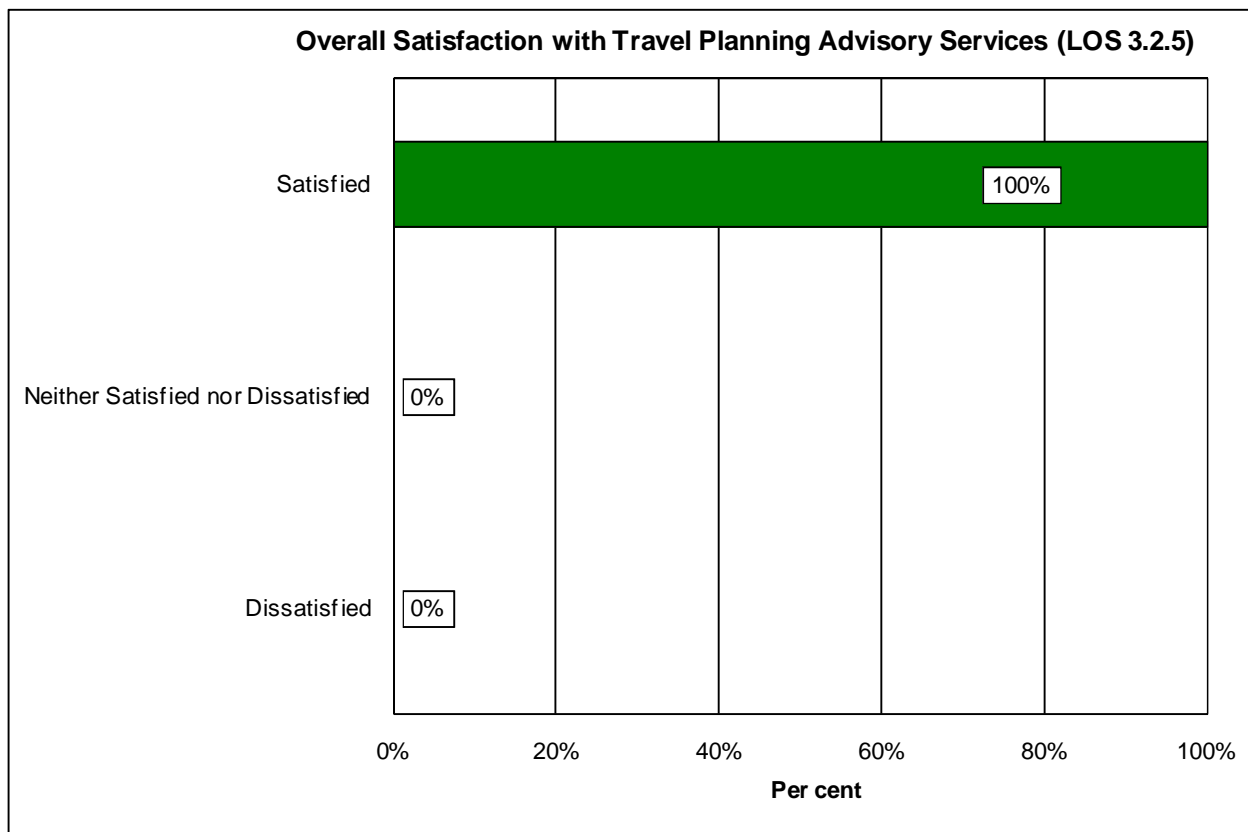
LOS score based on survey questions stated below:

- How satisfied are you with the communication and on-going liaison with the Christchurch City Council’s School Travel Plan Adviser?
- How satisfied are you with the quality of support you received from the School Travel Plan Adviser?
- How satisfied are you with the information and resources provided?

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in a cycle safe education programme during 2013.

**Completed Surveys:** 3

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



2013-2014 Individual Satisfaction Results	Per cent
Very satisfied	66.7%
Satisfied	33.3%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

**3.2.7 Recommended Level of Service Target: At least 95%**

*3.2.7 Teacher satisfaction with Greenspace education programme*

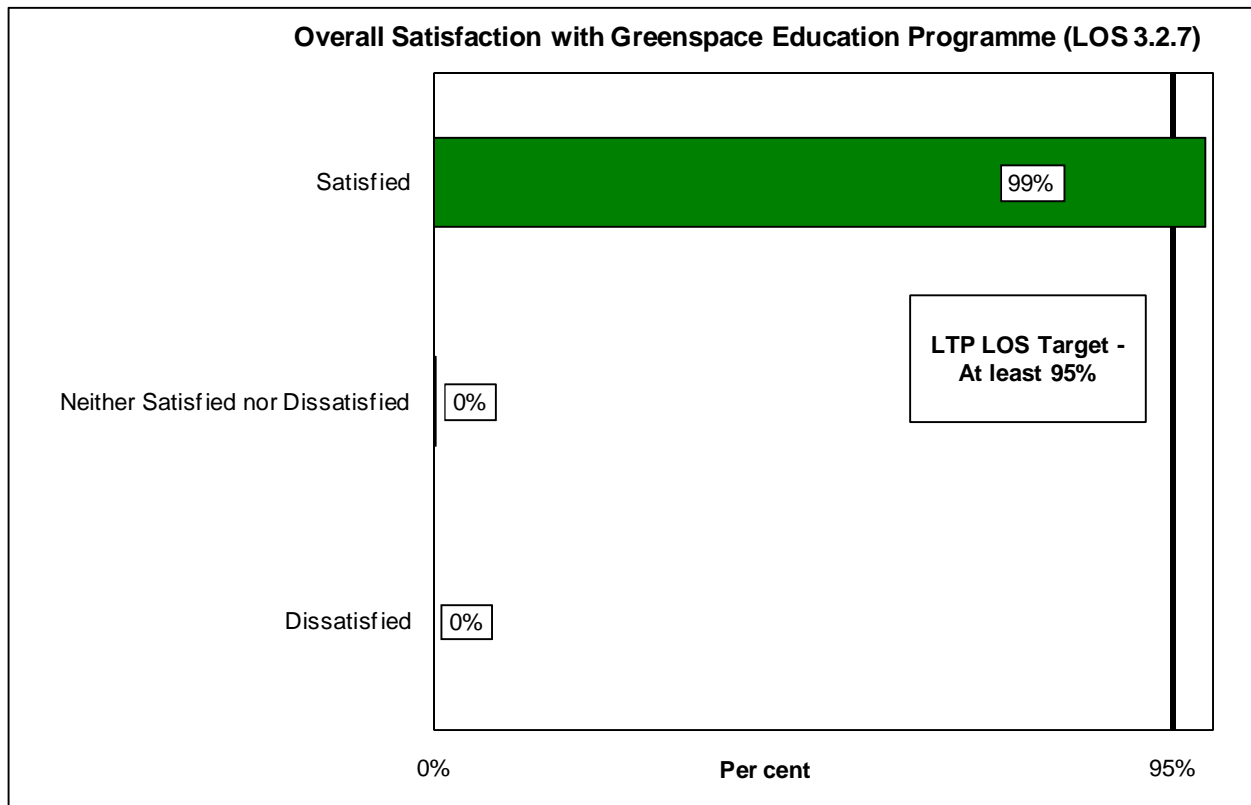
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Greenspace Education Programmes? *This includes things such as the relevance of course content, its delivery and its ability to help students learn about protecting and enhancing our natural environment.*

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in a Greenspace environmental education programme during 2013.

**Completed Surveys:** 233



2013-2014 Individual Satisfaction Results	Per cent
Very satisfied	91.0%
Satisfied	8.2%
Neither satisfied nor dissatisfied	0.4%
Dissatisfied	0.4%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

### **3.2.9 Recommended Level of Service Target: Set Baseline**

3.2.9 Teachers satisfied with the quality and delivery of Civil Defence and Emergency Management education programmes

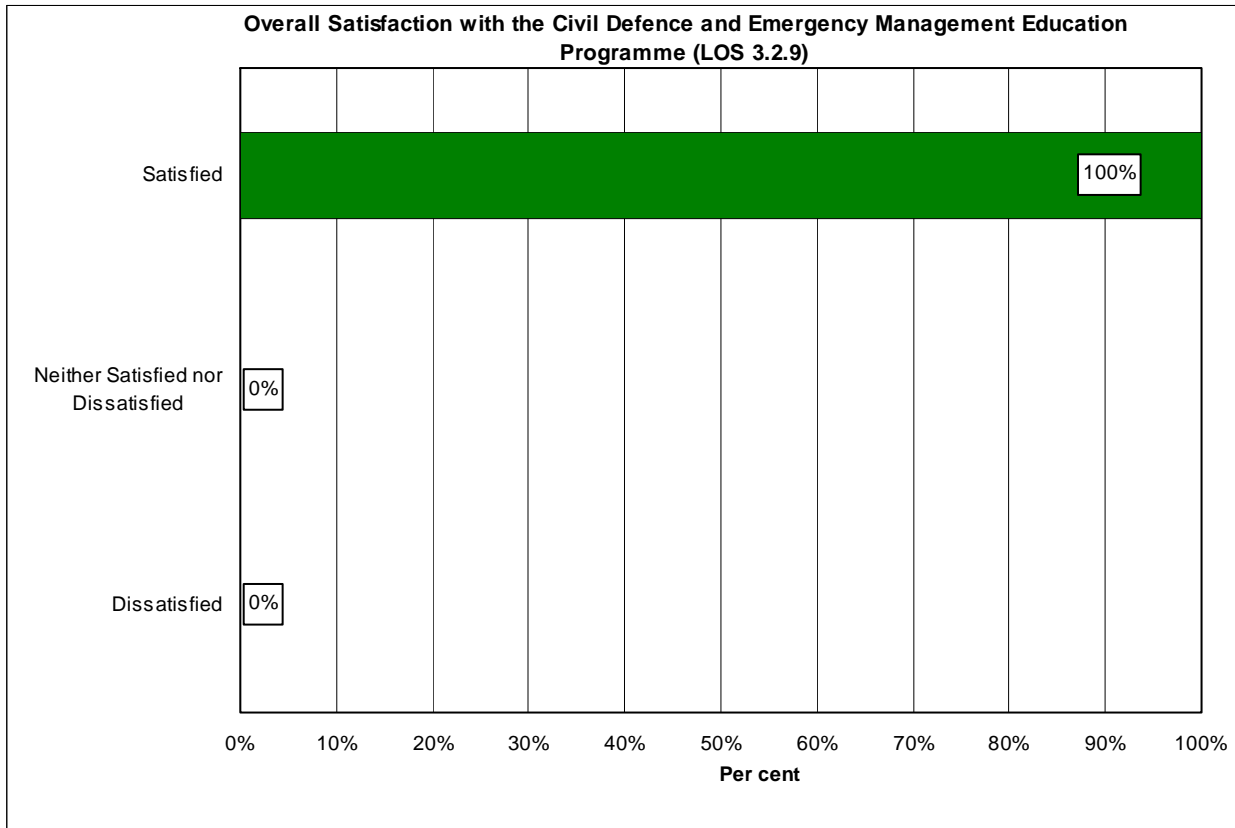
#### Methodology

LOS score based on survey question stated below:

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

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in an Emergency Management education programme during 2013.

**Completed Surveys:** 31



2013-2014 Individual Satisfaction Results	Per cent
Very satisfied	83.9%
Satisfied	16.1%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

### **3.2.11 Recommended Level of Service Target: At least 95%**

#### *3.2.11 Teacher satisfaction with Water and Waste education programmes*

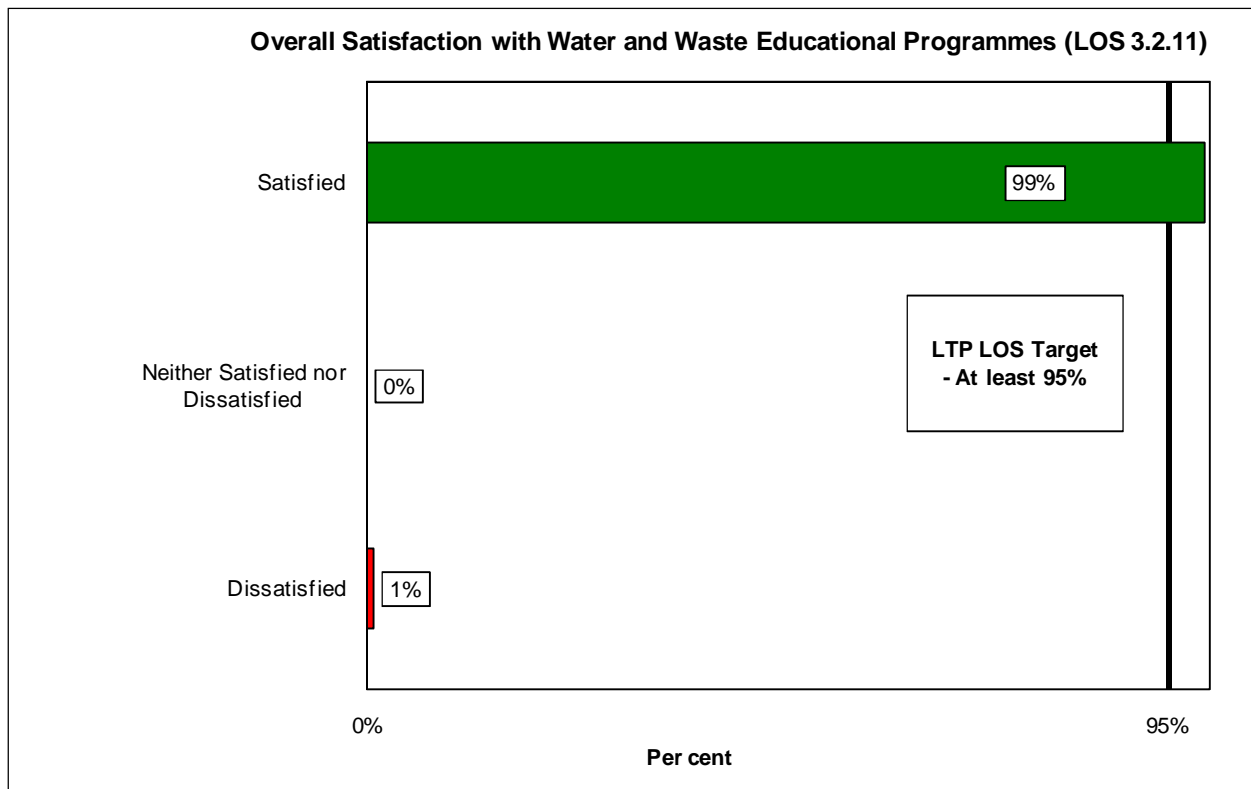
##### Methodology

LOS score based on survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the Water for Life education programme? This includes things such as the relevance of course content, its delivery and its ability to help students learn about valuing water resources.
- Overall, how satisfied or dissatisfied were you with the A Waste of Time education programme? This includes things such as the relevance of course content, its delivery and its ability to help students learn about recycling and waste management/minimisation.

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in water and waste education programme during 2013.

**Completed Surveys:** 131



2013-2014 Individual Satisfaction Results	Per cent
Very satisfied	95.4%
Satisfied	3.8%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.8%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>



## **Activity: 4.1.3 Public Participation in Democratic Process**

### **4.1.3 Recommended Level of Service Target: Satisfied or Very Satisfied**

*4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input*

**Results not available yet. Date unknown.**

## Activity: 6.0 Neighbourhood Parks

### **6.0.2 Recommended Level of Service Target: ≥80%**

6.0.2 Customer satisfaction with the range of recreation facilities available.

#### Methodology

LOS score based on survey question stated below:

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

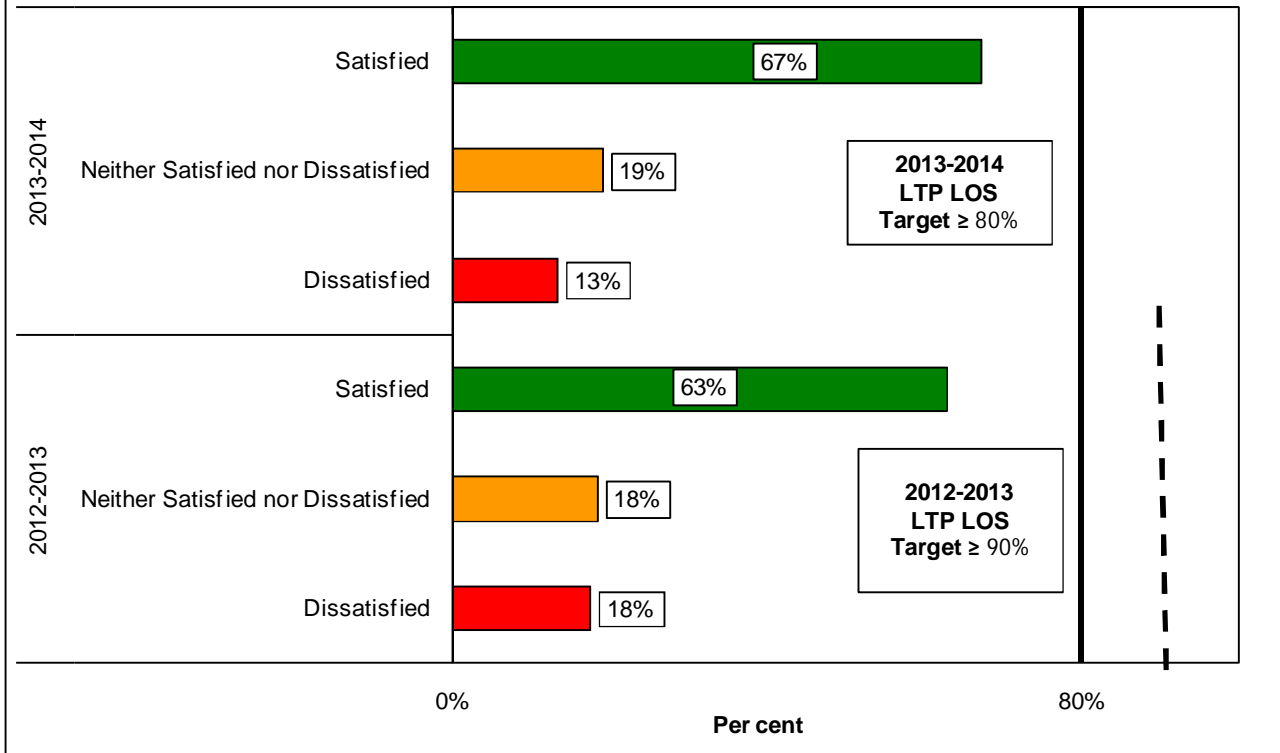
**Time in field:** Surveys were delivered to households in the vicinity of neighbourhood parks between November 2013 and December 2014

**Completed Surveys:** 350

**Sites surveyed:**

Neighbourhood Park	Completed Surveys
Acorn Reserve	19
Armitage Reserve	10
Ashwood Reserve	10
Britomart Reserve	7
Cardigan Bay Reserve	11
Clarevale Reserve	19
Cross Reserve	4
Cutler Park	16
Hansons Reserve	9
Highsted Reserve	15
Hockey Park	22
Jeffreys Reserve	16
Kirk Park	18
Moa Reserve	8
Parnham Reserve	24
Riverlea Recreation Reserve	15
Rosella Reserve	23
Rutland Reserve	14
Rydal Reserve	23
Shortland Playground	9
Styx Mill Country Club Reserve	13
Vickers Reserve	10
West Watson Park	22
Woodlands Playground	13
<b>Total</b>	<b>350</b>

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



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	22.0%
Satisfied	45.2%
Neither satisfied nor dissatisfied	19.0%
Dissatisfied	10.1%
Very dissatisfied	3.3%
Don't know	0.3%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

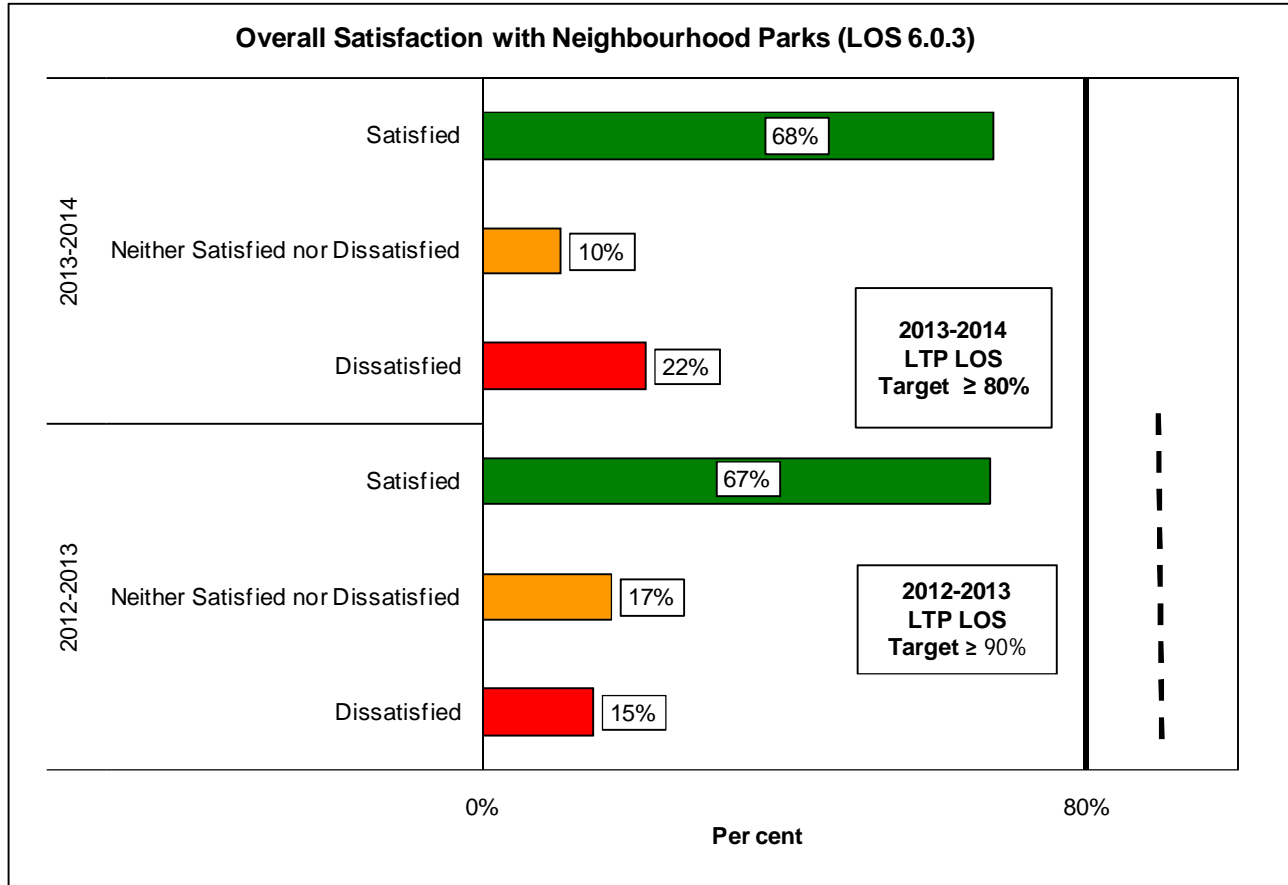
**6.0.3 Recommended Level of Service Target: ≥ 80%**

6.0.3 Overall customer satisfaction with neighbourhood parks

Methodology

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

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes things such as maintenance and upkeep.*



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	18.6%
Satisfied	49.0%
Neither satisfied nor dissatisfied	10.4%
Dissatisfied	16.9%
Very dissatisfied	4.8%
Don't know	0.4%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results

## Activity: 6.1 Sports Parks

### 6.1.2 Recommended Level of Service Target: $\geq 85\%$

6.1.2 Customer satisfaction with the range of recreation facilities available.

#### Methodology

LOS score based on survey question stated below:

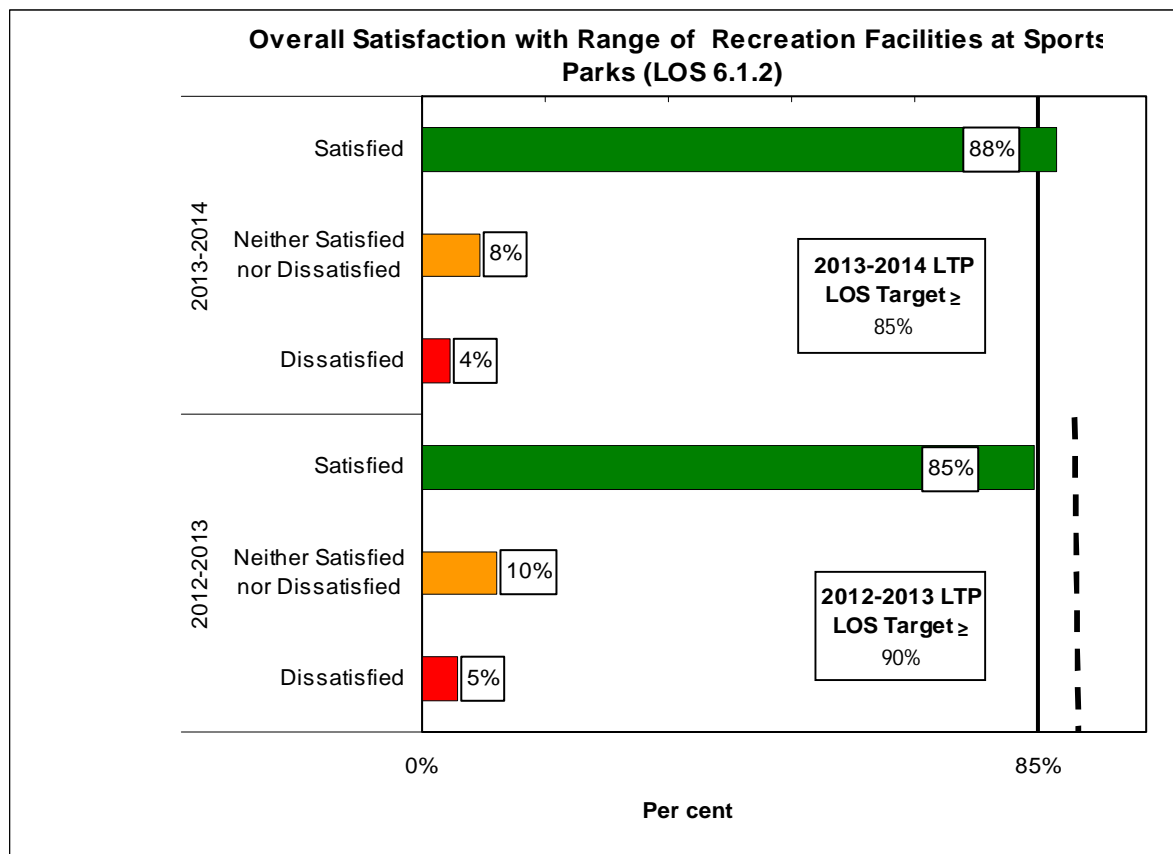
- Overall, how satisfied or dissatisfied are you with **THE RANGE OF RECREATION FACILITIES** provided at this park. *Range means the variety of recreation facilities available. Recreation facilities included things such as playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment.*

**Time in field:** The survey was administered to residents while they were using a park between November 2013 and January 2014.

**Completed Surveys:** 277

**Sites surveyed:**

	Completed Surveys
Akaroa Recreation Ground	25
Barnett Park Sport Grounds	25
Broomfield Common	25
Burnside Park	25
Crosbie Park	25
Hillsborough Park	25
Parklands Reserve	25
Queenspark Reserve	25
Ray Blank Park	25
Redwood Park	25
Thomson Park	25
Yaldhurst Domain	2
<b>Total</b>	<b>277</b>



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	30.7%
Satisfied	57.0%
Neither satisfied nor dissatisfied	7.9%
Dissatisfied	4.0%
Very dissatisfied	0%
Don't know	0.4%
<b>Total</b>	<b>100.0</b>

Note: Not applicable responses have been removed from the results

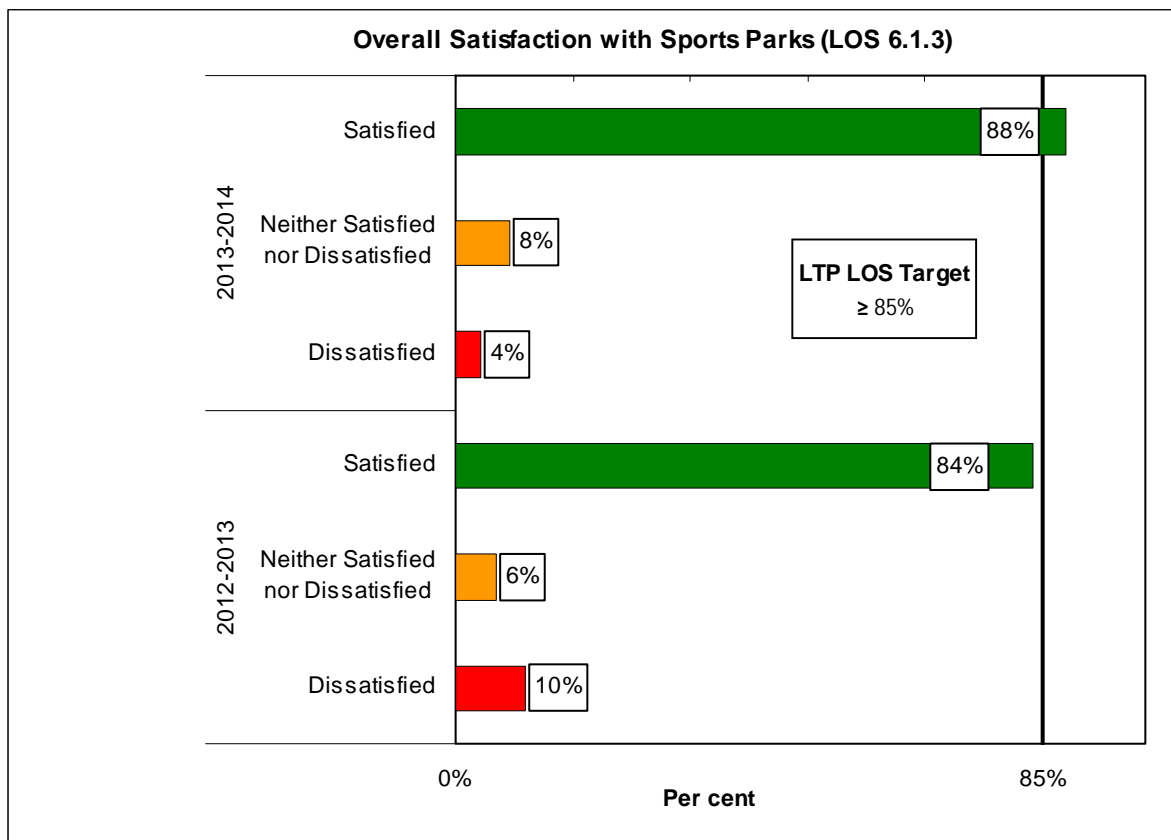
### **6.1.3 Recommended Level of Service Target: $\geq 85\%$**

#### 6.1.3 Overall customer satisfaction with sports parks

##### Methodology

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

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes things such as maintenance and upkeep.*



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	31.0%
Satisfied	57.4%
Neither satisfied nor dissatisfied	8.0%
Dissatisfied	3.6%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0</b>

Note: Not applicable responses have been removed from the results

**6.1.7 Recommended Level of Service Target: Maintain ≥70%**

6.1.7 Overall customer satisfaction with sports park administration

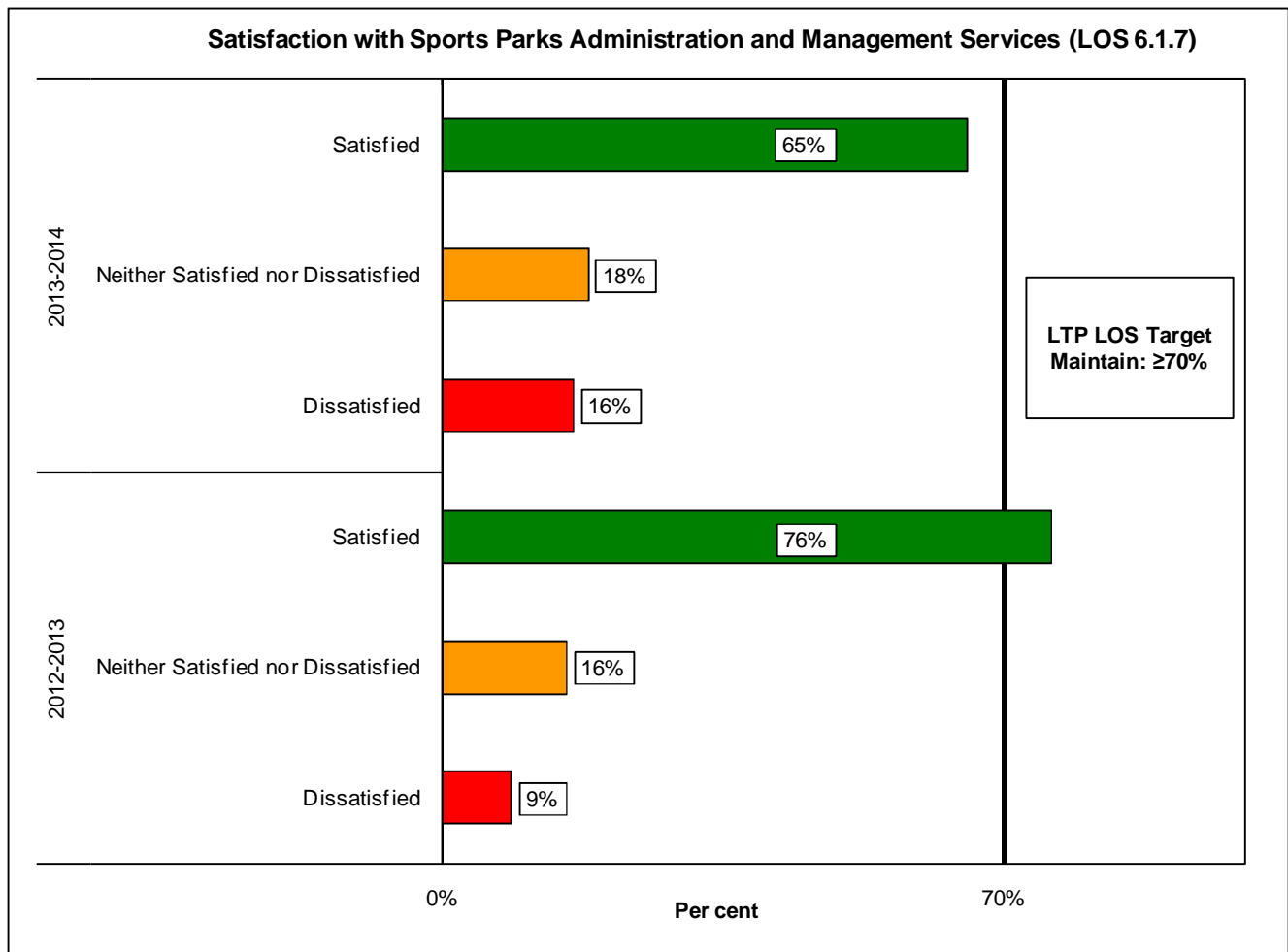
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with Sports Park administration and management services?  
Sports park administration and management includes things such as ground allocation, cancellation and liaising about ground usage and special events.

**Time in field:** Surveys were mailed (by post and by a web based survey provider) to 233 Sports Park Administrators in December 2013.

**Completed Surveys:** 56



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	29.1%
Satisfied	36.4%
Neither Satisfied or Dissatisfied	18.2%
Dissatisfied	12.7%
Very Dissatisfied	3.6%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## Activity: 6.2 Garden and Heritage Parks

### 6.2.2 Recommended Level of Service Target: $\geq 92\%$

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

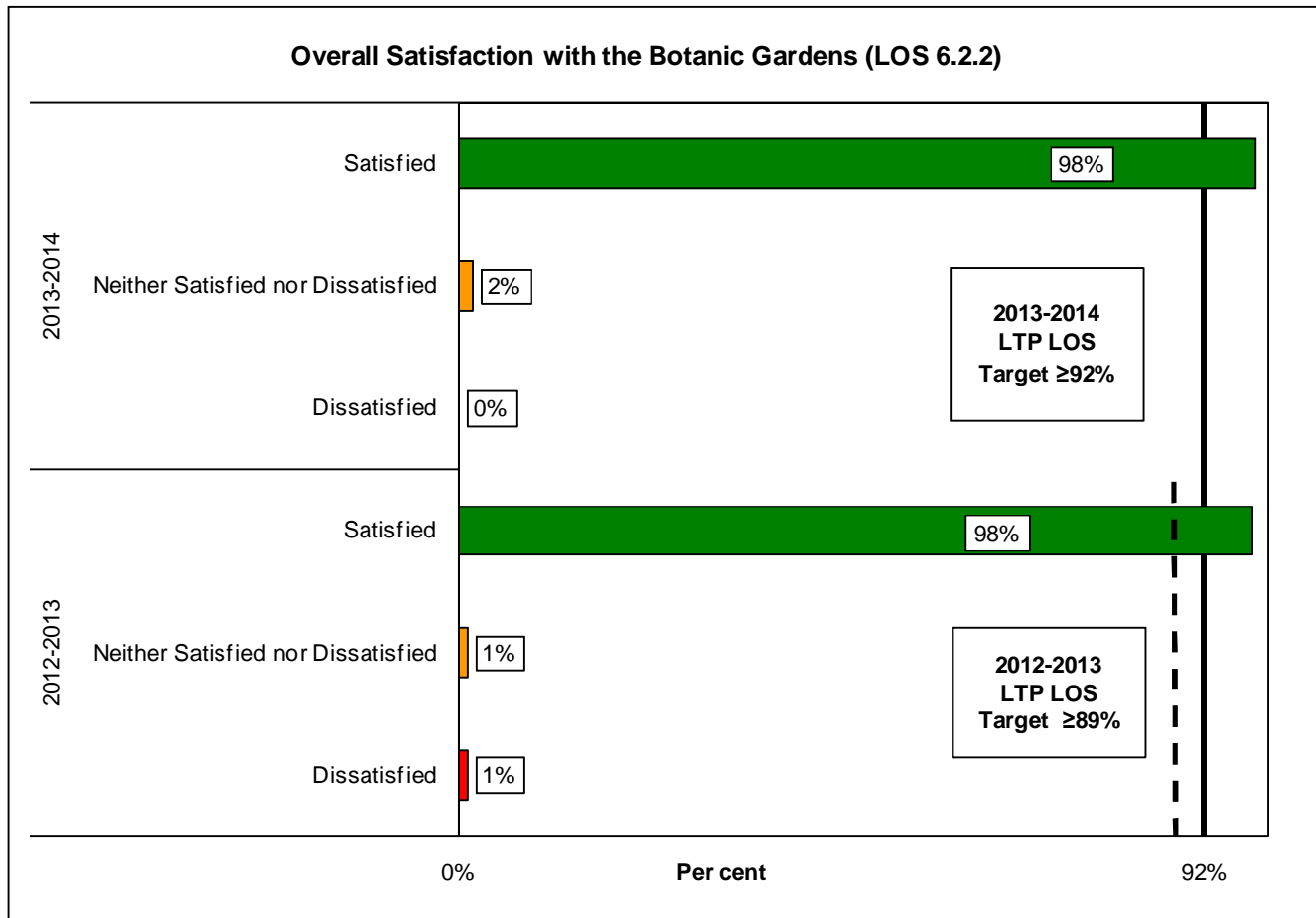
#### Methodology

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

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of the Botanic Gardens?  
*Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of the Botanic Gardens?  
*Condition includes things such as maintenance and upkeep.*

**Time in field:** Surveying took place on site between November 2013 and January 2014.

**Completed Surveys:** 150



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	57.3%
Satisfied	41.0%
Neither Satisfied or Dissatisfied	1.7%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>



**6.2.11 Recommended Level of Service Target:  $\geq 80\%$**

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

Methodology

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

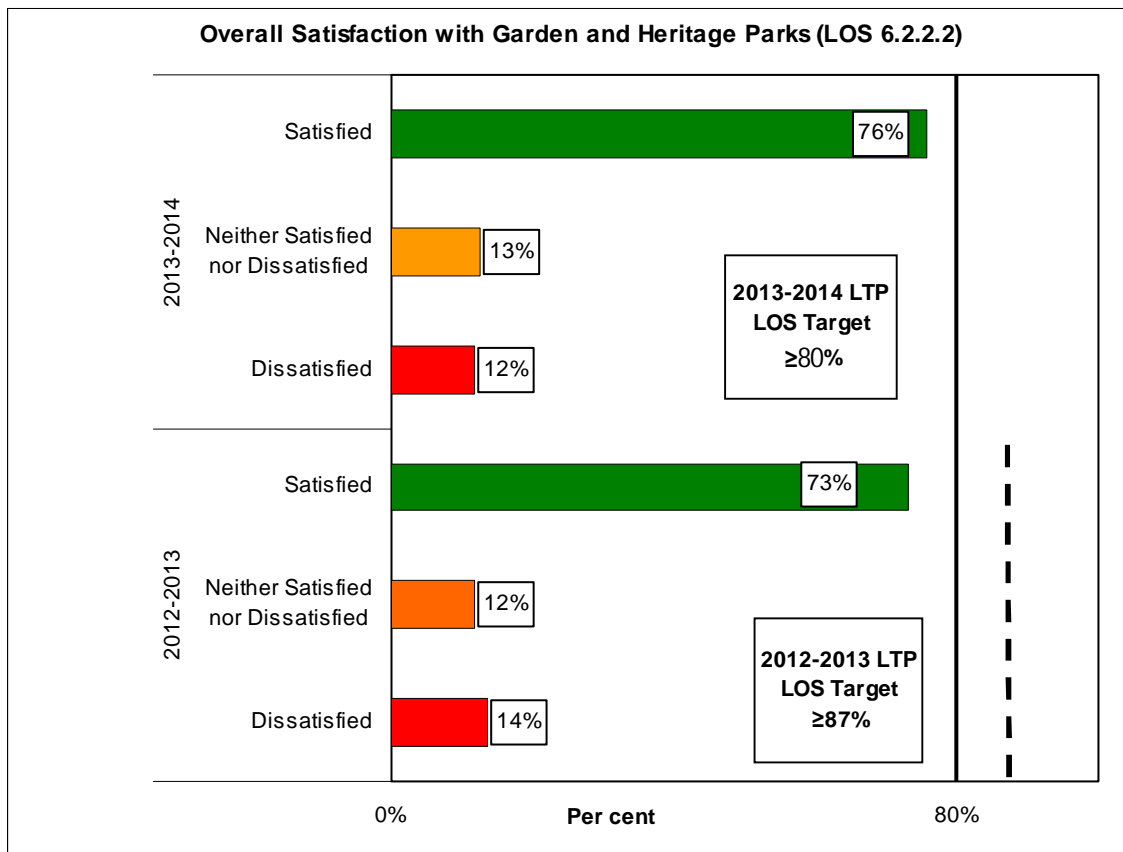
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this garden and heritage park?  
*Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this garden and heritage park?  
*Condition includes things such as maintenance and upkeep.*

**Time in field:** Surveying took place on site and by mail drop between November 2013 and February 2014.

**Completed Surveys:** 279

**Sites Surveyed:**

	Completed Surveys
Christchurch Railway Station Reserve	25
Avice Hill Reserve	16
Edmond's Factory Garden	25
Britomart Memorial	14
Carmen Reserve	25
Ernle Clark Reserve	25
Garden of Tane	25
Mountfort Park	25
Scarborough Park	25
Papanui Memorial Reserve	25
Little Hagley Park	25
Woodham Park	25
<b>Total</b>	<b>280</b>



<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very satisfied	22.6%
Satisfied	53.2%
Neither satisfied nor dissatisfied	12.5%
Dissatisfied	10.6%
Very Dissatisfied	1.1%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 6.3 Regional Parks

### 6.3.5 Recommended Level of Service Target: $\geq 90\%$

#### 6.3.5 Proportion of customers satisfied with their experience of regional parks

##### Methodology

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

We want to know about your satisfaction with experiencing Regional Parks. *EXPERIENCE MEANS* things like park appearance, landscape, cultural and natural environment, and layout and style of facilities. It is not the experience of interacting with other users of the park.

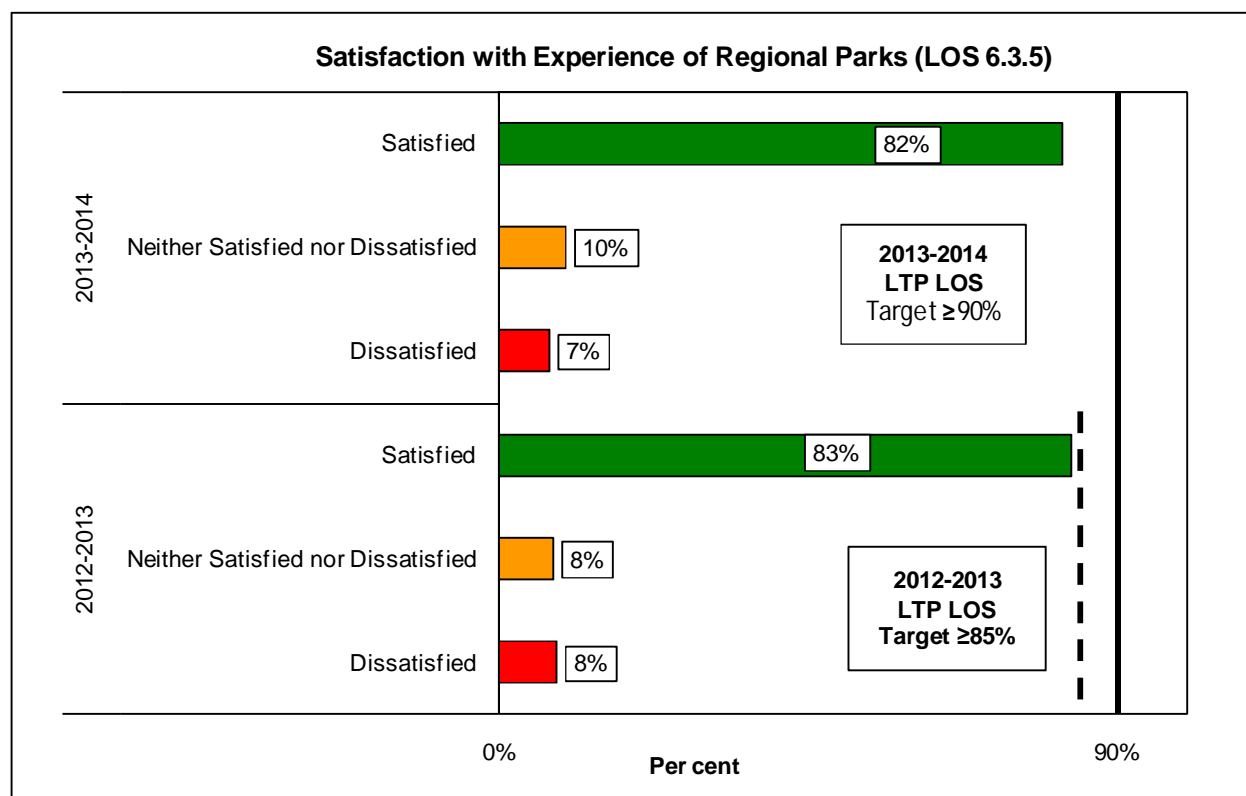
- Overall, how satisfied or dissatisfied are you with the **RANGE** of recreation facilities provided at **THIS** park?  
*Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, signage, playgrounds and picnic areas*
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of **THIS** park? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with the **CONDITION** of **THIS** park? *Condition includes things such as maintenance and upkeep.*

**Time in field:** On site surveying took place between November 2013 and January 2014.

**Completed Surveys:** 253

**Sites Surveyed:**

Regional Park	Completed
Brooklands Spit	30
Elizabeth Park	30
Hoon Hay Scenic Reserve	30
Jollies Bush	0
New Brighton Beach Developed	30
Rapaki Track	30
Roto Kohatu	30
Spencer Park Beach	30
Sugarloaf Reserve	30
Summit Lookout Reserve	13
<b>Total</b>	<b>253</b>



<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	38.0%
Satisfied	43.9%
Neither Satisfied or Dissatisfied	9.8%
Dissatisfied	6.2%
Very Dissatisfied	1.2%
Don't Know	0.9%
<b>Total</b>	<b>100.0%</b>

## Activity: 6.4 Cemeteries

### 6.4.4 Recommended Level of Service Target: No Target

#### 6.4.4 Customer Satisfaction with the maintenance and appearance of Council cemeteries

##### Methodology

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

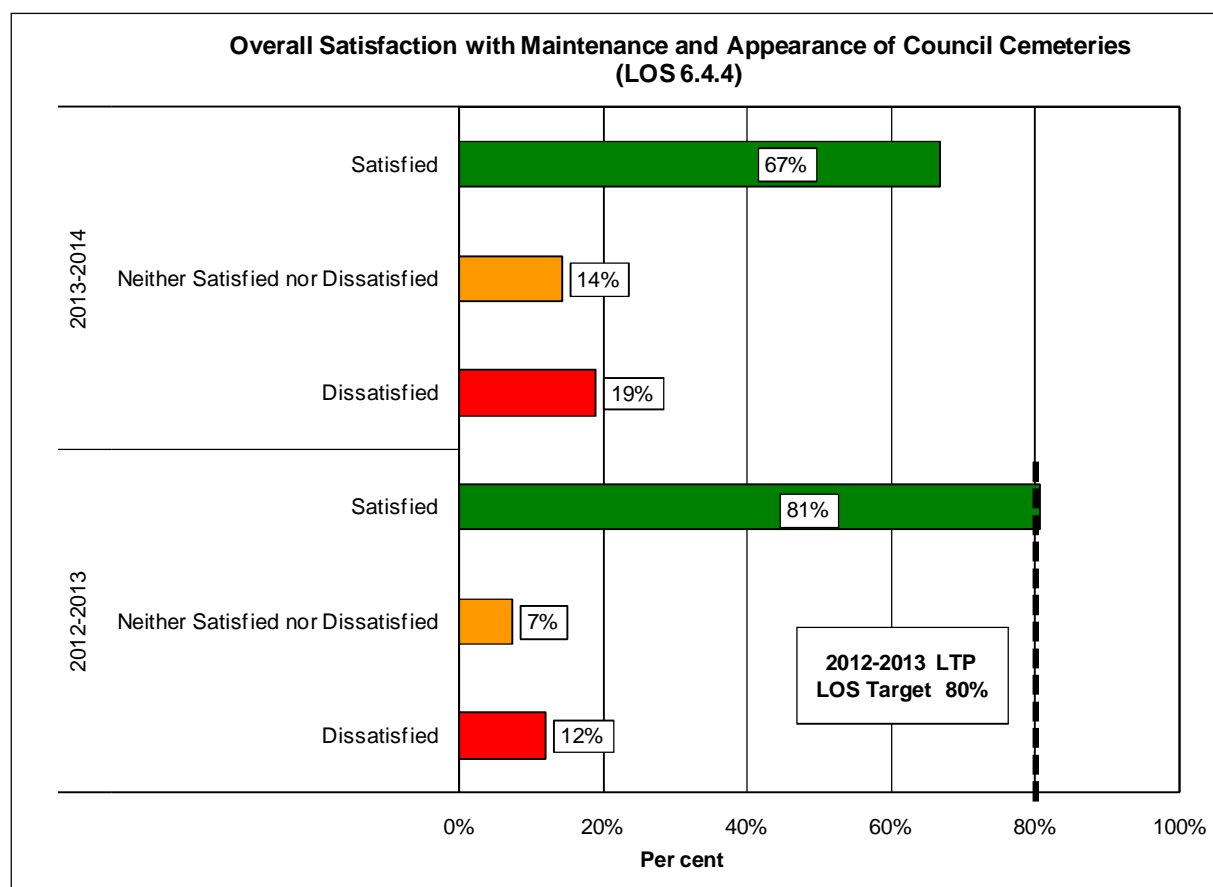
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS CEMETERY**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities (excluding headstones).*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS CEMETERY**? *Condition includes things such as maintenance and upkeep (excluding headstones).*

**Time in field:** Surveying was completed between December 2013 and January 2014, through onsite surveys or by post back (i.e. residents took the survey home and returned it in a freepost envelope). Two of the sites were surveyed through mail drops, whereby letters and freepost envelopes were delivered to houses surrounding the cemetery.

**Completed Surveys:** 105

**Sites Surveyed:**

Cemetery	Completed Surveys
Avonhead	34
Barbadoes	1
Linwood	22
Lyttelton Anglican	19
Akaroa Anglican and Dissenters	29
<b>Total</b>	<b>105</b>



<b>2013-2014 Individual satisfaction results</b>	<b>Percentage</b>
Very satisfied	17.1%
Satisfied	49.5%
Neither satisfied nor dissatisfied	14.3%
Dissatisfied	11.0%
Very dissatisfied	8.1%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

**6.4.5 Recommended Level of Service Target: 95%**

6.4.5 Customer satisfaction with Council cemetery services

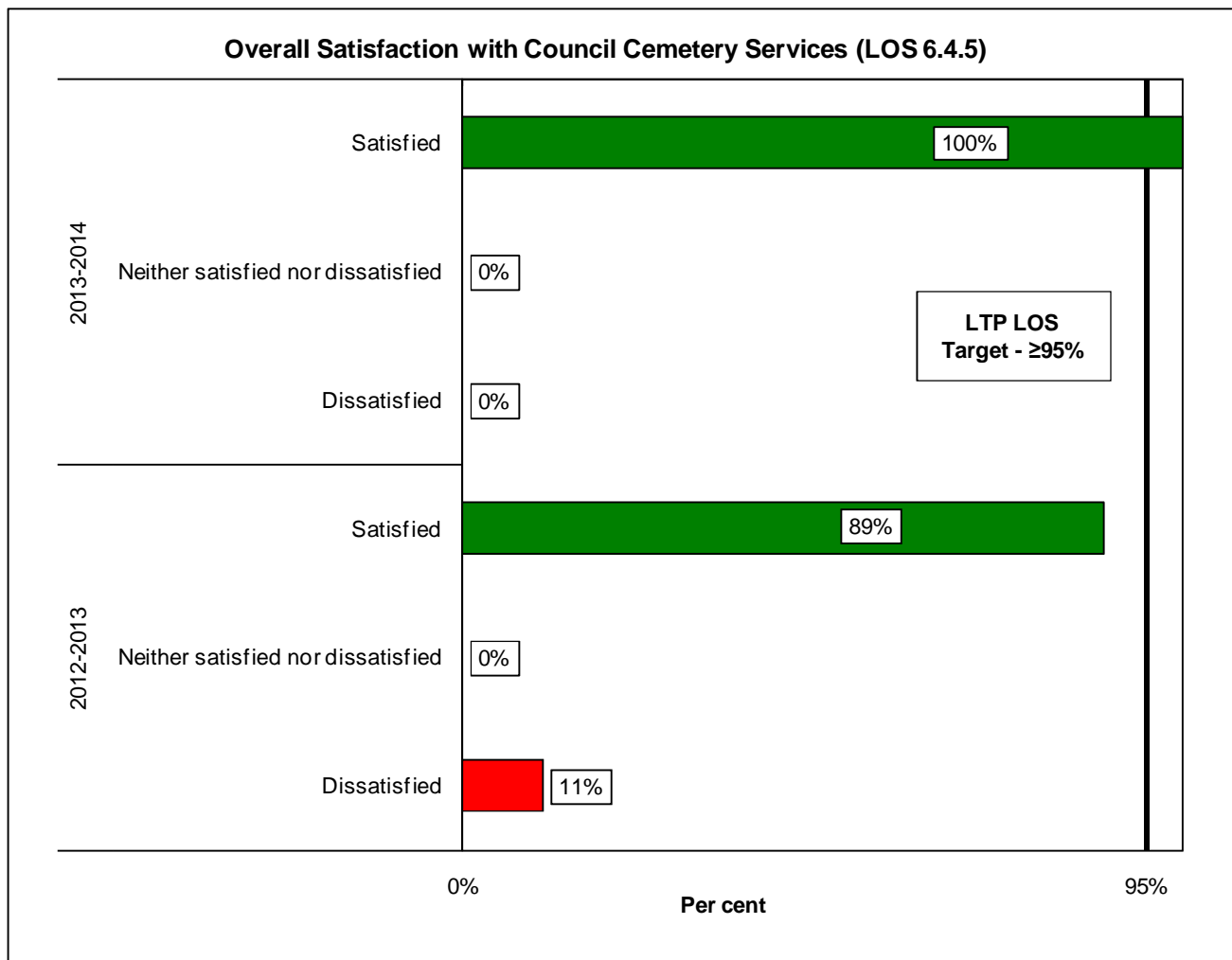
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with **COUNCIL CEMETERY SERVICES?**  
*Council cemetery services include providing information about plot location, ownership and availability and processing interment applications.*

**Time in field:** Surveys were mailed (by post and by a web based survey provider) in January 2014 to 15 administrators who use the Council cemetery services.

**Completed Surveys:** 9. The small number of responses means that caution must be applied when interpreting results.



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	66.7%
Satisfied	33.3%
Neither satisfied or dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100%</b>

## Activity: 6.6 Harbour and Marine Structures

### 6.6.2 Recommended Level of Service Target: No Target

6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council

#### Methodology

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

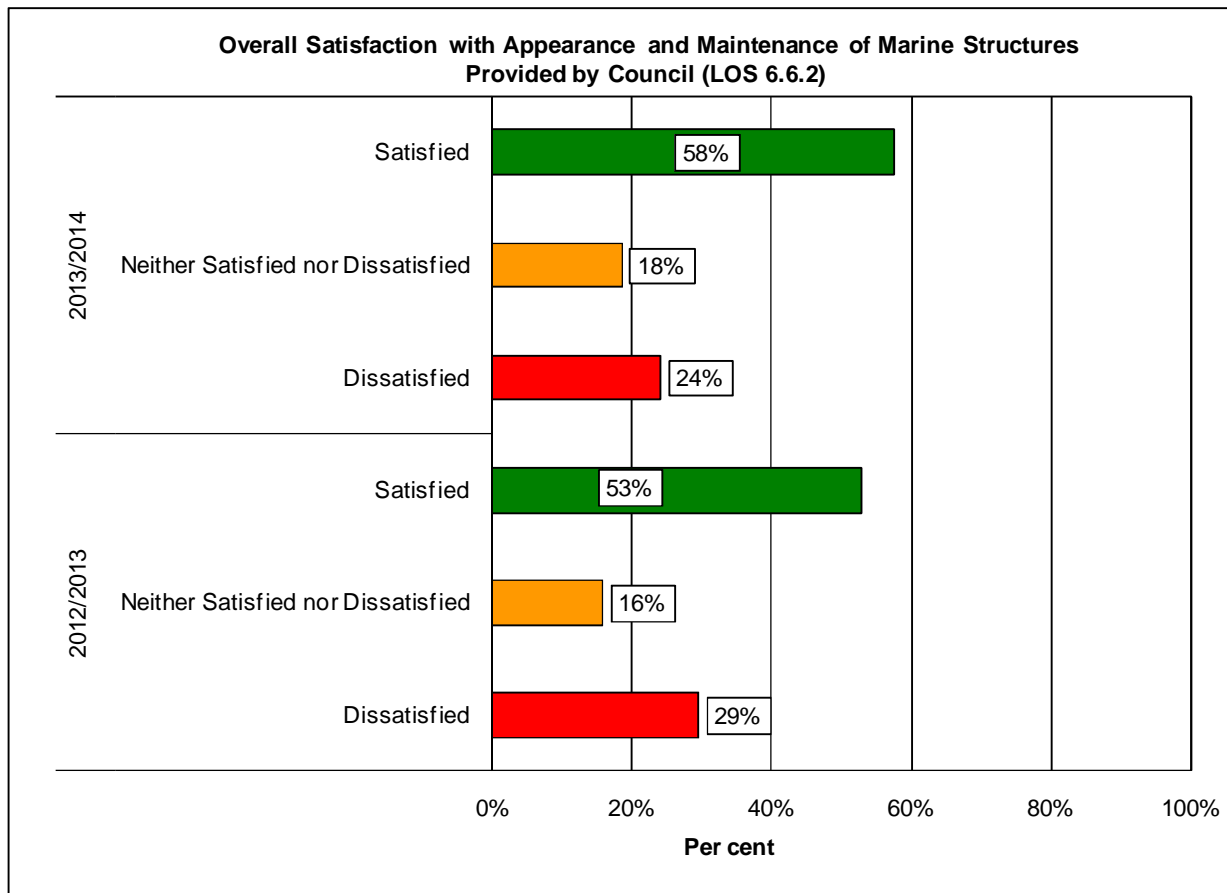
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this marine structure? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this marine structure? *Condition includes things such as maintenance and upkeep.*

**Time in field:** Onsite surveying took place on site between December 2013 and February 2014

**Completed Surveys:** 146

**Sites surveyed:**

	Completed surveys
Wainui Slipway	20
Cass Bay Slipway	20
Little Akaloa Wharf	20
Tikao Jetty	20
Takamatua Slipway	6
Recreation Ground Slipway (Akaroa Boat Park)	20
Sumner Lifeboat Public Ramp	20
Wainui Wharf	20
<b>Total</b>	<b>146</b>





<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	6.5%
Satisfied	51.0%
Neither satisfied nor dissatisfied	18.5%
Dissatisfied	19.5%
Very Dissatisfied	4.1%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 7.0 Recreation and Sport Services

### **7.0.7 Recommended Level of Service Target: 5.8 score (CERM Survey)**

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

#### Methodology

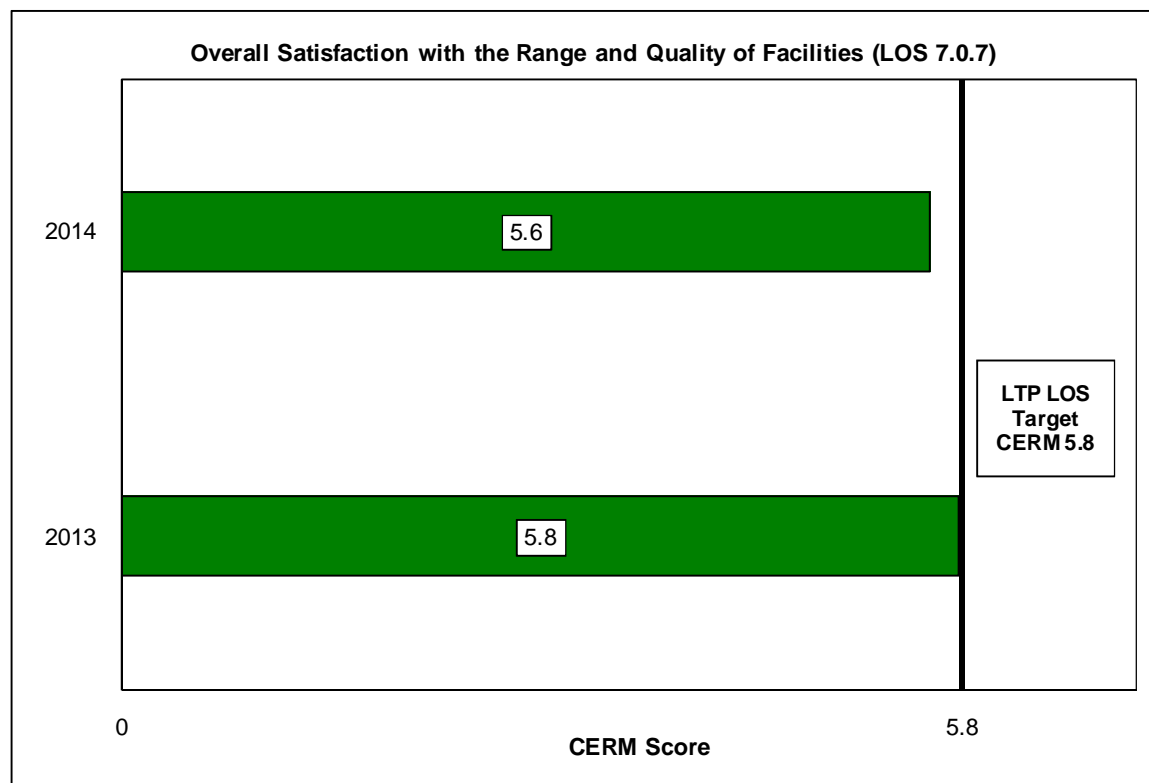
LOS score based on survey question stated below:

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

**Time in field:** April to May 2014

**Completed Surveys:** 1,338

**Centres Surveyed:** 4



Recreation and Sport Centre	2014 CERM Result
QE11 Fitness @ Parklands	5.7
Pioneer	5.7
Jellie Park	5.4
Graham Condon Recreation and Sports Centre	5.5
<b>All Centres</b>	<b>5.6</b>

**7.0.11 Recommended Level of Service Target: At least 90%**

7.0.11 Deliver a high level of customer satisfaction with range, content and delivery of accessible community-based recreation and sport programmes, events and campaigns.

Methodology

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

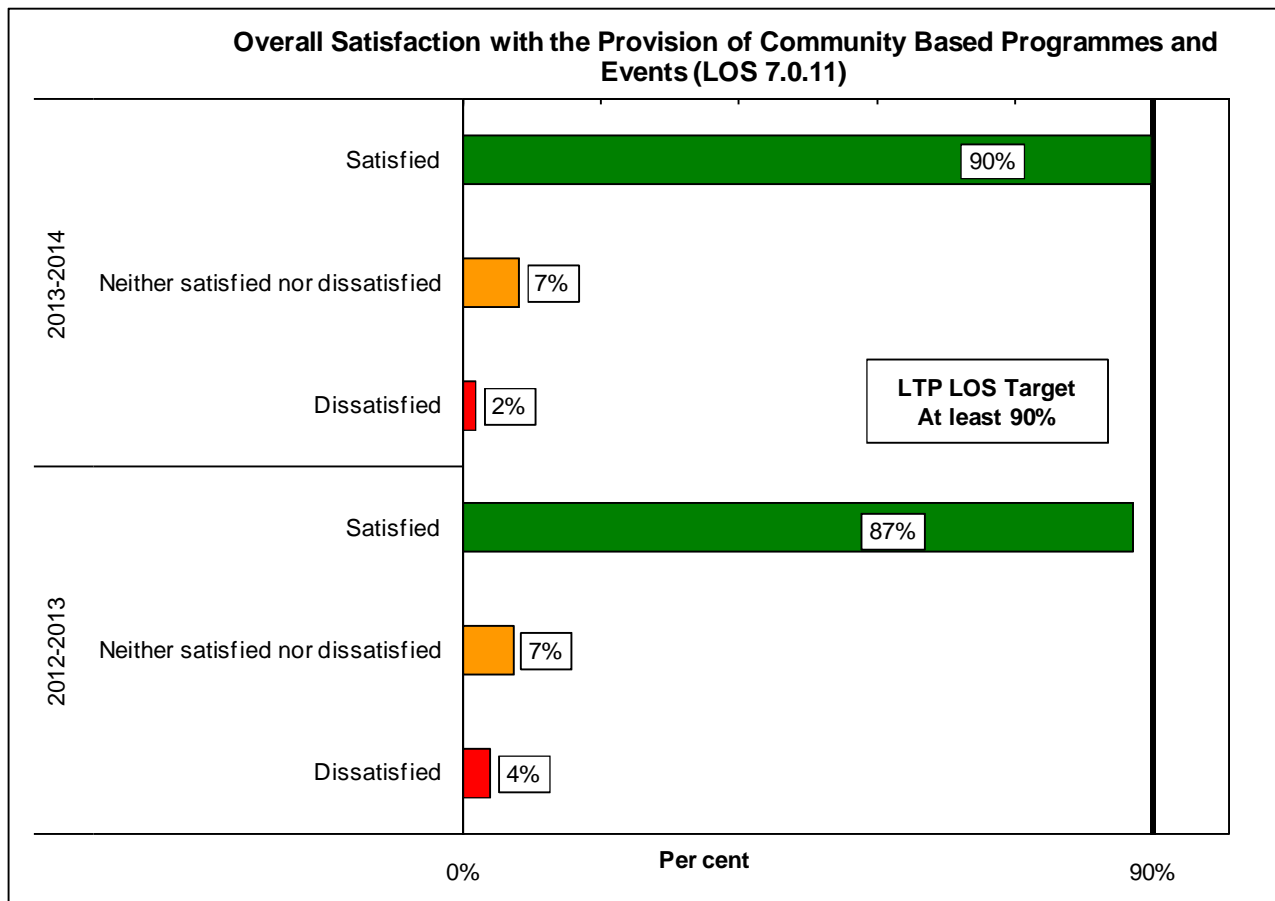
- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied or dissatisfied are you with the RANGE of programmes and events? *Range means the variety of community programmes and events available during the year*

**Time in field:** On site surveying took place between November 2013 and March 2014.

**Completed Surveys:** 233

**Events Surveyed:**

Community Event	Completed
Youth Jellie Park BMX Event	34
Linwood X Games (+ Skate Jam)	50
Bishopdale Blast and Skate	49
Bottle Lake Orienteering	50
Children's Day	50
<b>Total</b>	<b>233</b>



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	51.9%
Satisfied	37.8%
Neither satisfied nor dissatisfied	7.3%
Dissatisfied	1.7%
Very Dissatisfied	0.0%
Don't know	1.3%
<b>Total</b>	<b>100.0%</b>

**7.0.12 Recommended Level of Service Target: At least 75%**

7.0.12 Deliver a high level of customer satisfaction with the support provided to the community based recreation and sport organisations.

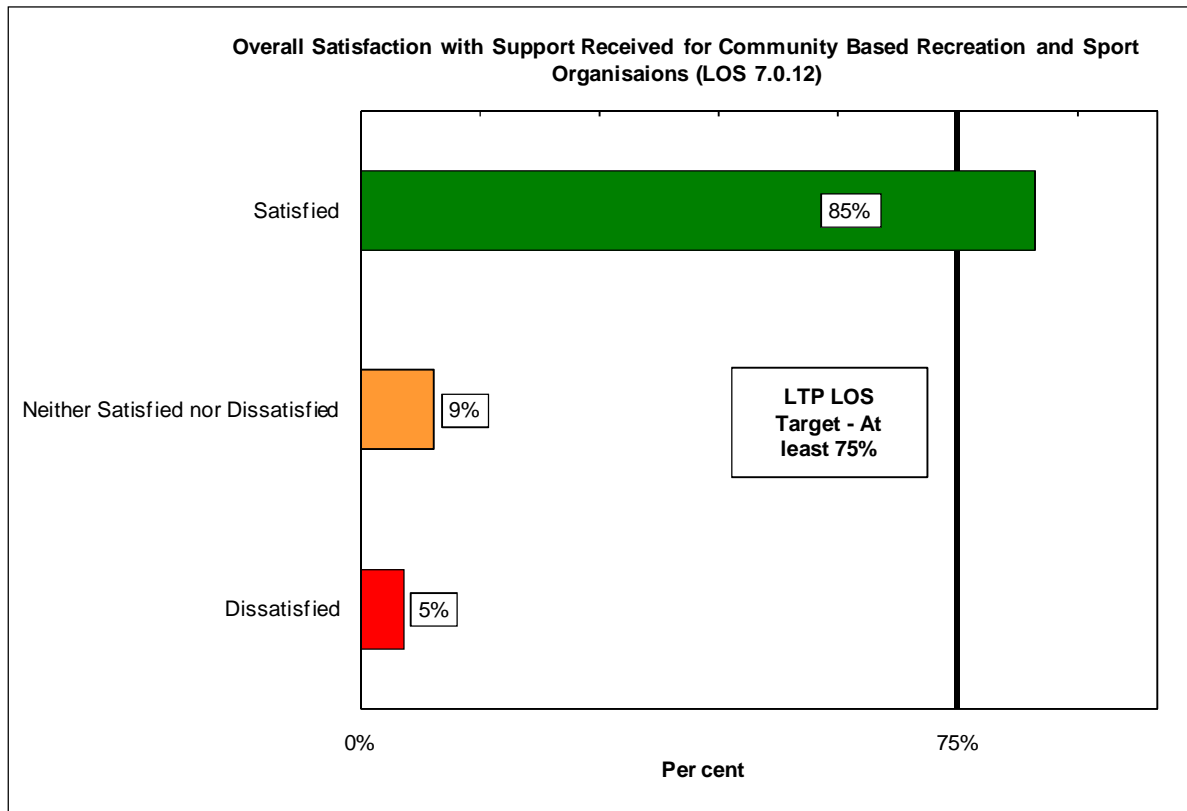
Methodology

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

- Overall, how satisfied or dissatisfied are you with the support given to your organisation by the Council?  
Support includes things such as information, advice, guidance and funding.

**Time in field:** In November 2013, a link to the survey was emailed to 346 event organisers who had arranged their event in 2013 through the Council’s Events Development Team. In addition three postal surveys were sent out.

**Completed Surveys:** 130



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	41.5%
Satisfied	43.1%
Neither Satisfied or Dissatisfied	9.2%
Dissatisfied	3.1%
Very Dissatisfied	2.3%
Don't Know	0.8%
<b>Total</b>	<b>100.0%</b>

## Activity: 7.2 Events and Festivals

### **7.2.3 Recommended Level of Service Target: At least 90%**

7.2.3. Produce top quality events – such as a Summertimes, Kidfest, Guy Fawkes, Firworks.

#### Methodology

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

- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*

**Time in field:**

**Completed Surveys:**

**Events Surveyed:**

**7.2.7.2 Recommended Level of Service Target: 90%**

7.2.7 Manage and develop the central city event spaces

Methodology

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

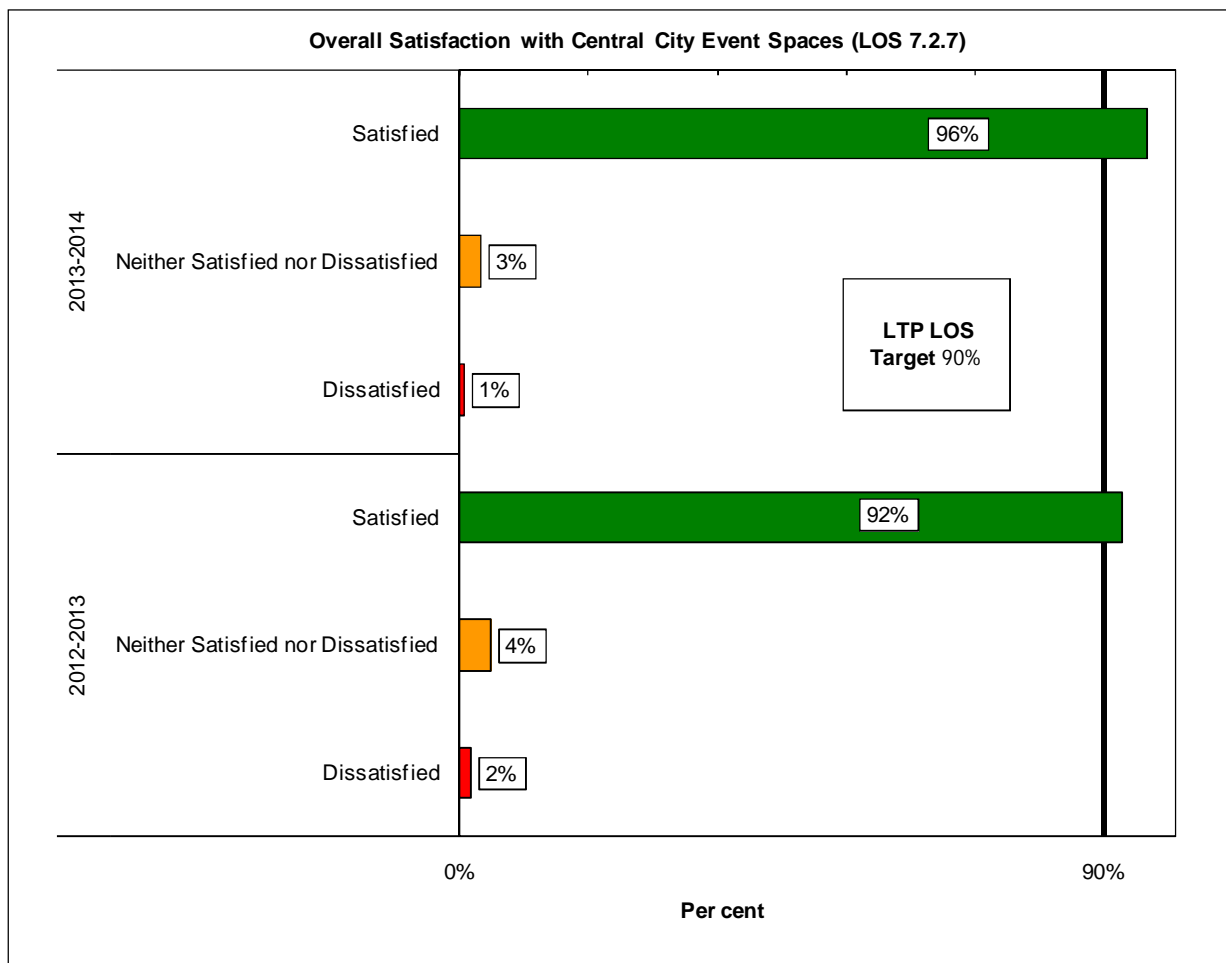
- Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied or dissatisfied are you with the suitability of today's event venue? *Suitability includes things such as the venue's size and location, ability to see and hear performers and the facilities available for people attending the event*

**Time in field:** On site surveying took place in various central city locations between November 2013 and March 2014.

**Completed Surveys:** 294

**Events Surveyed:**

Event	Completed surveys
Kids In Town	54
Lazy Sundays	60
Buskers Festival, Cashel Mall – 16-26 January 2014	60
Buskers Festival, Busker Park –16-26 January 2014	60
Sunday Bandstand	60
<b>Total</b>	<b>294</b>



<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	60.0%
Satisfied	36.1%
Neither Satisfied or Dissatisfied	3.1%
Dissatisfied	0.7%
Very Dissatisfied	0.0%
Don't Know	0.2%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

**7.2.8.1 Recommended Level of Service Target: At least 80%**

*7.2.8.1 Events Support Provided to the Event Industry*

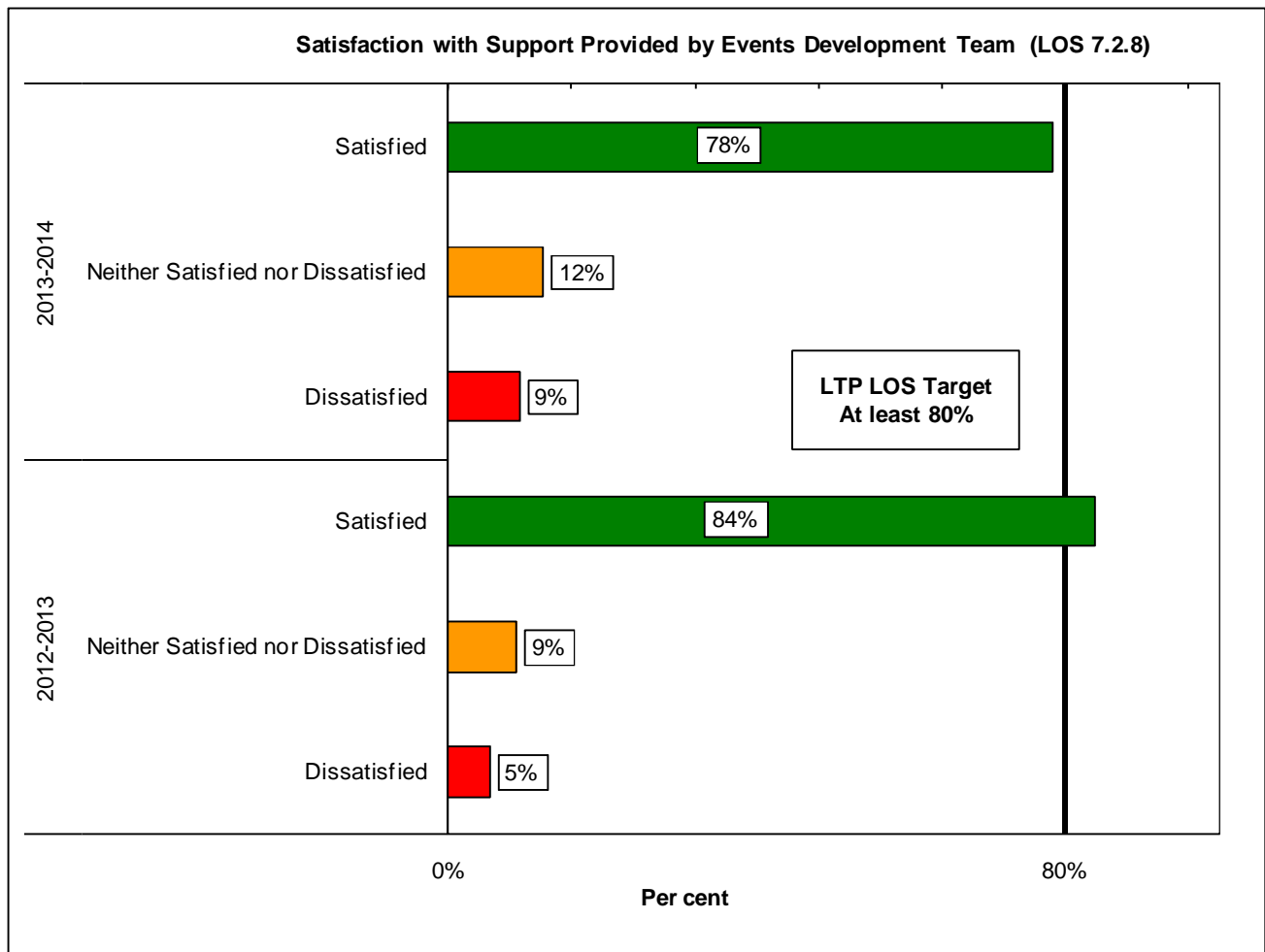
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the support provided to you by the Christchurch City Council One Stop Shop Events Development Team? *Support includes advice on and booking of Council land, consents and logistics. It DOES NOT INCLUDE funding or sponsorship of events.*

**Time in field:** In November 2013, a link to the survey was emailed to all 157 event organisers who had arranged their event in 2013 through the Council’s Events Development Team.

**Completed Surveys:** 65



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	46.4%
Satisfied	37.5%
Neither Satisfied or Dissatisfied	8.9%
Dissatisfied	3.6%
Very Dissatisfied	1.8%
Don't Know	1.8%
<b>Total</b>	<b>100.0%</b>



## Activity: 8.3 Commercial and Industrial Waste Minimisation

### LOS 8.3.2 Target: At least 85%

8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received

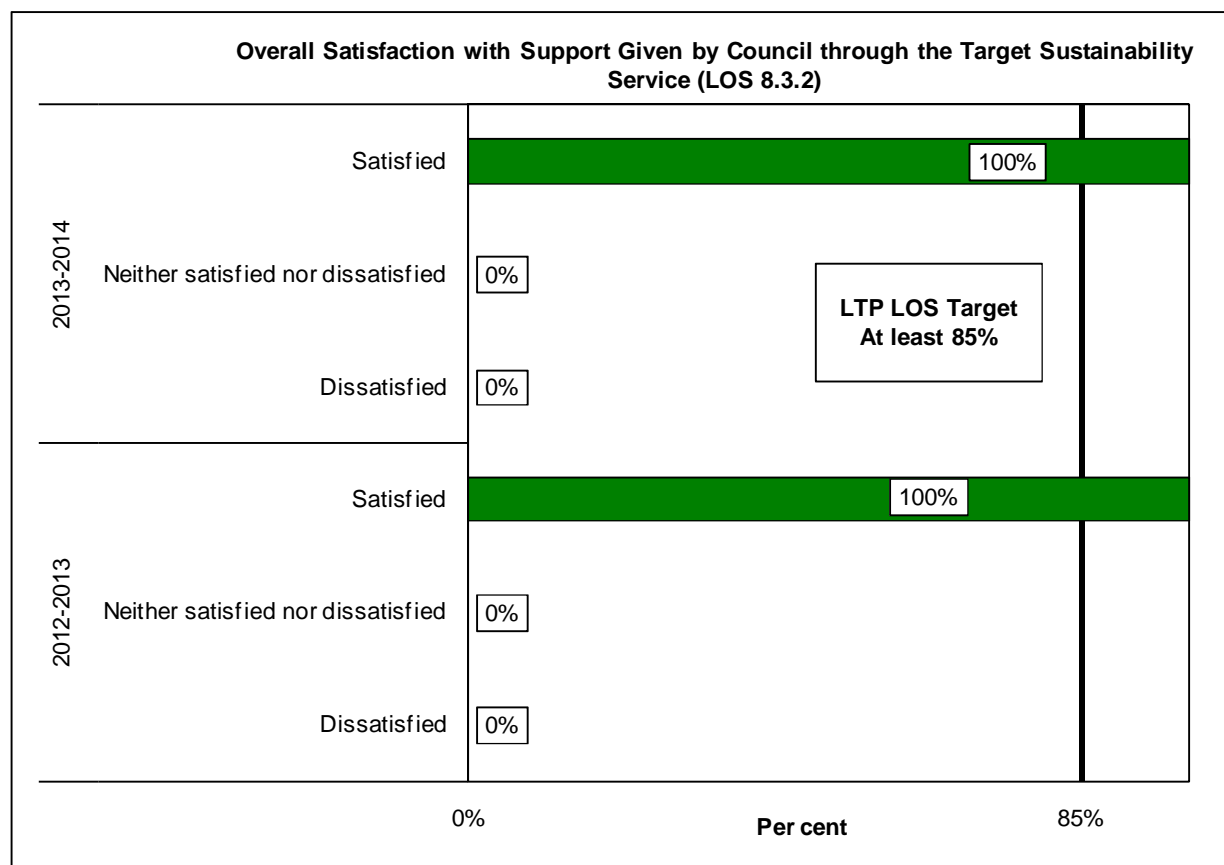
#### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the support given to you by Christchurch City Council through the Target Sustainability Service? *Support includes things such as information, advice, and guidance*

Time in field: 30/6/2014 to 10/7/2014

Completed Surveys: 8



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	100.0%
Satisfied	0.0%
Neither Satisfied or Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 9.1 Regulatory Services

### 9.1.3 Recommended Level of Service Target: 90%

9.1.3 Provide % satisfaction with building consenting public advice provided.

#### Methodology

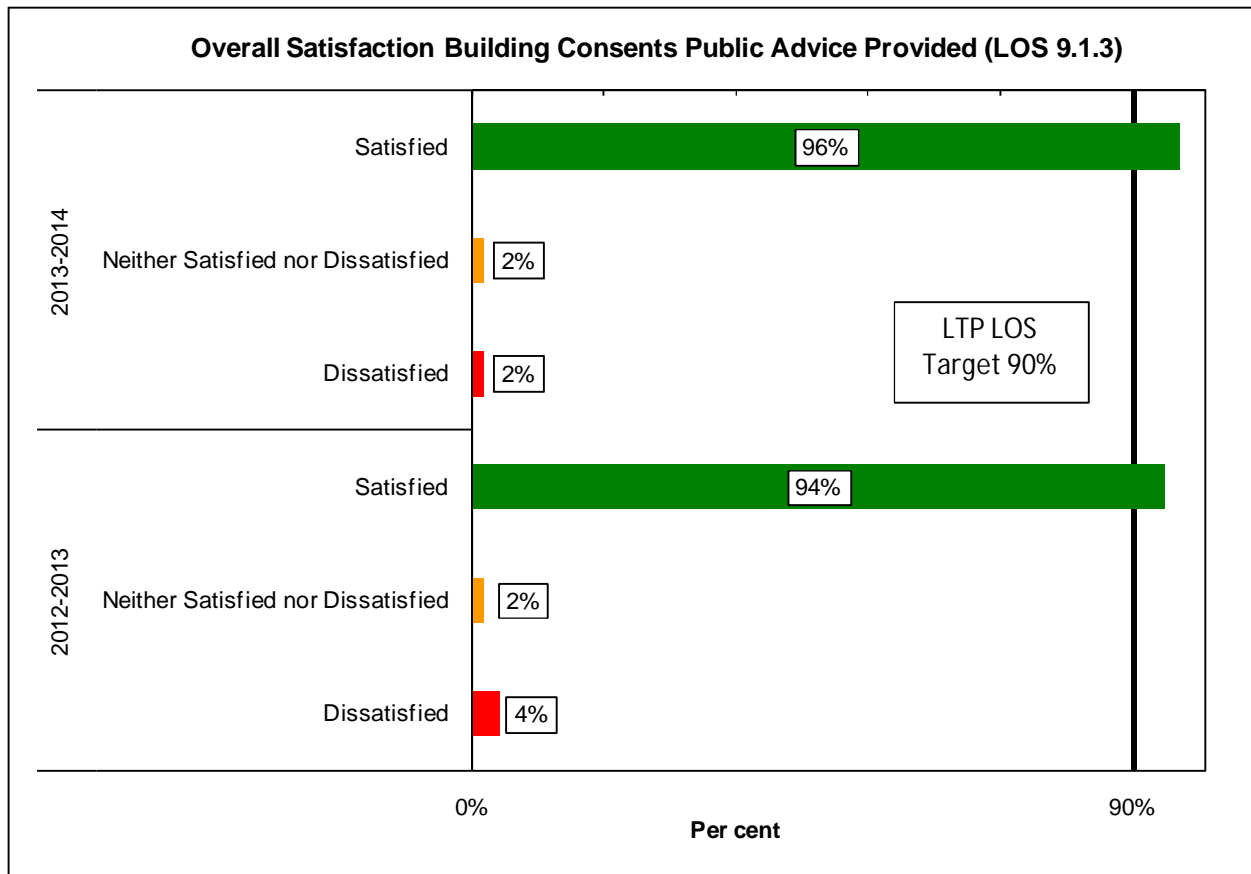
LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the **MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer service representative's **OVERALL UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your visit today*
- And Overall, how satisfied or dissatisfied are you with the customer service representative's ability to **ADDRESS YOUR ENQUIRY?**

**Time in field:** On site surveying took place between November 2013 and February 2014.

**Completed Surveys:** 131

**Sites surveyed:** Civic Offices



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	65.2%
Satisfied	31.2%
Neither Satisfied or Dissatisfied	1.8%
Dissatisfied	1.0%
Very Dissatisfied	0.8%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

**9.1.4 Recommended Level of Service Target: 65%**

9.1.4 Ensure % satisfaction with building consents process

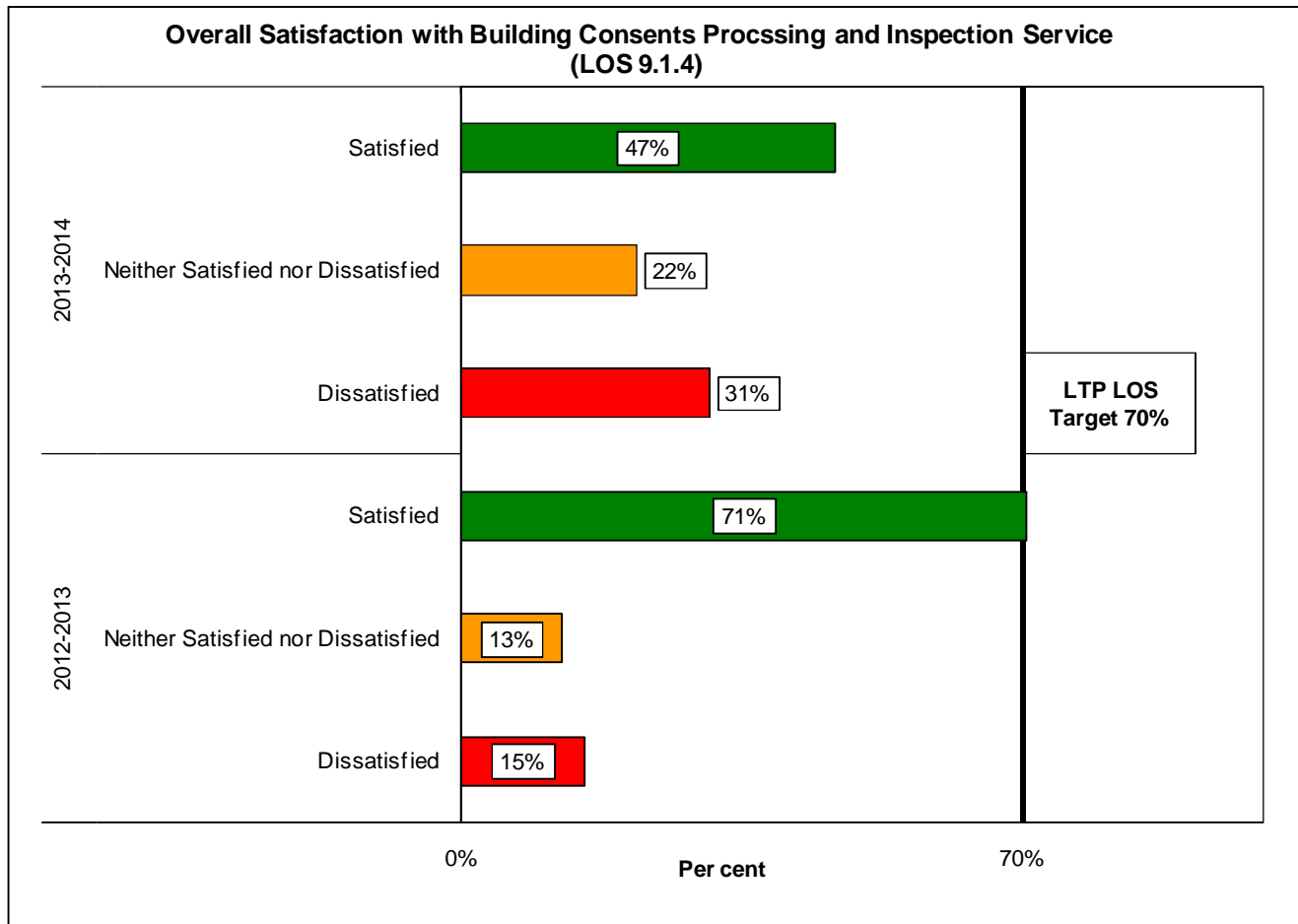
Methodology

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

- Thinking about that building consent, overall, how satisfied or dissatisfied were you with the **BUILDING CONSENT PROCESSING** service? *The processing of that building consent*
- And thinking about that building inspection, overall, how satisfied or dissatisfied were you with the **BUILDING INSPECTION** service? *Building Inspections during building construction*

**Time in field:** In January 2014, a link to a web based survey was emailed to Christchurch City Council customers who had applied for a building during 2013 and whose email address was available on file.

**Completed Surveys:** 221



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	10.2%
Satisfied	36.4%
Neither satisfied nor dissatisfied	21.9%
Dissatisfied	16.5%
Very dissatisfied	14.5%
Don't Know	0.6%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

**9.2.7 Recommended Level of Service Target: 75%**

9.2.7 Percentage satisfaction with resource consenting process

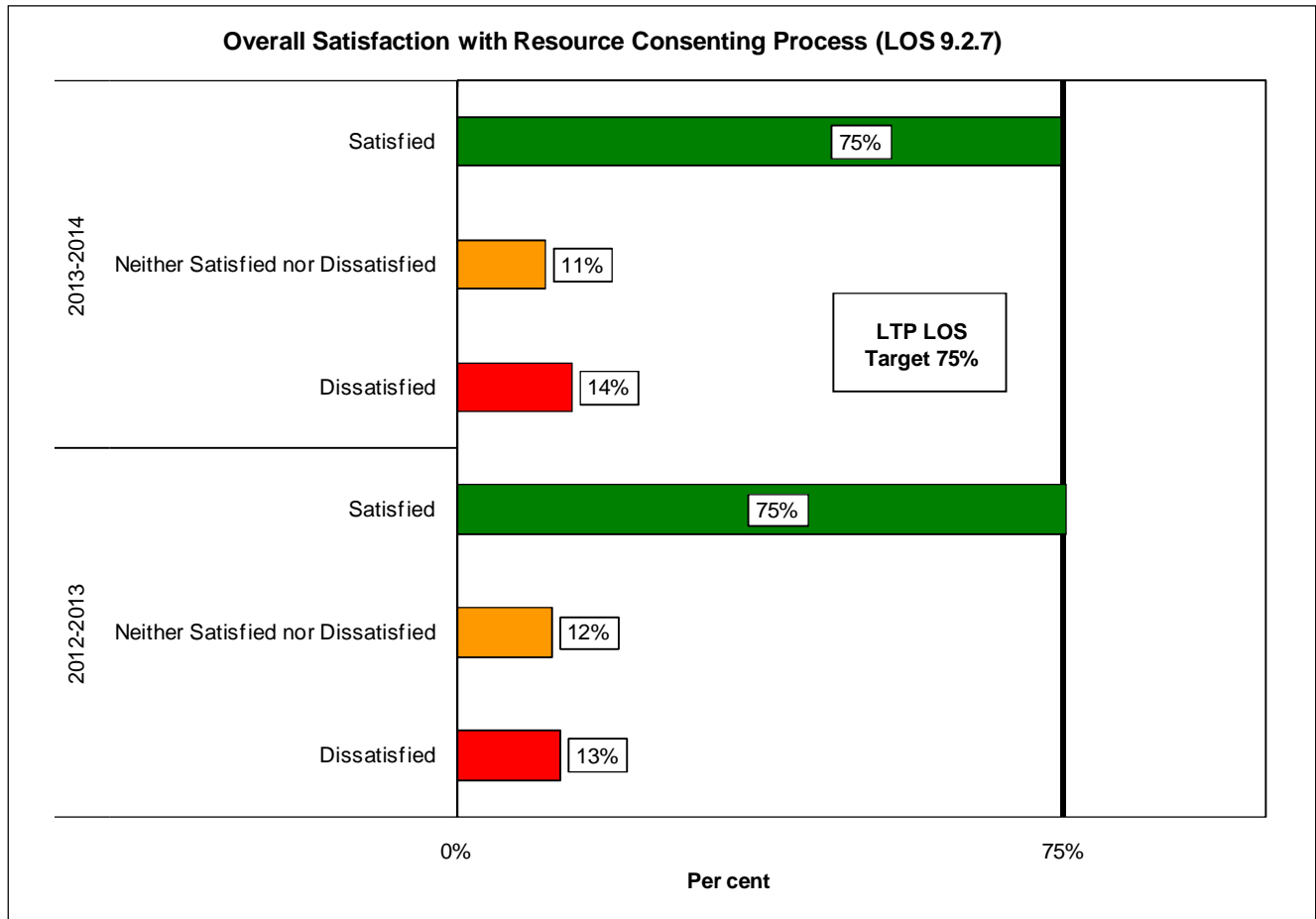
Methodology

LOS score based on survey question stated below:

- Thinking about this resource consent, overall how satisfied or dissatisfied were you with the consent process? *The processing of the resource consent application and any hearings eg. time taken, communication from planners, etc.*

**Time in field:** In December 2013, a link to a web based survey was emailed to 803 Christchurch City Council customers who had applied for a resource consent since January 2013 and whose email address was available on file.

**Completed Surveys:** 247



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	36.2%
Satisfied	38.6%
Neither Satisfied or Dissatisfied	11.0 %
Dissatisfied	7.3%
Very Dissatisfied	6.9%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

**9.2.12 Recommended Level of Service Target: 75%**

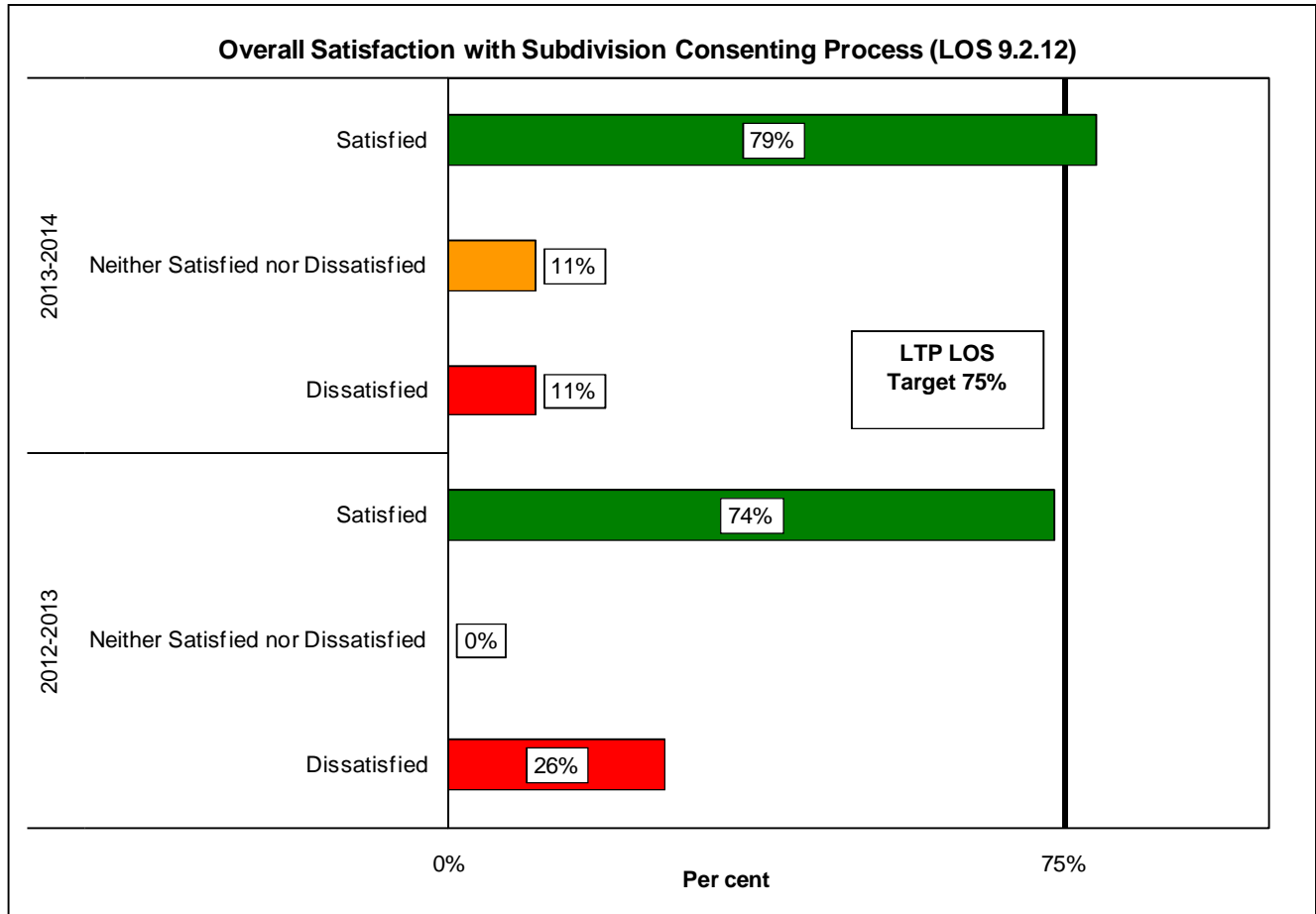
9.2.12 Percentage satisfaction with subdivision consenting process

Methodology

LOS score based on survey question stated below:

- Thinking about that subdivision consent, overall how satisfied or dissatisfied were you with the consent process? *The processing of the subdivision consent application eg.time taken, the engineering approval, sections 223 and 224 certification, etc.*

**Time in field:** In December 2013, a link to the survey was emailed to 84 Christchurch City Council customers who had applied for a subdivision consent since January 2013 and whose email address was available on file.  
**Completed Surveys:** 20. The small number of responses means that caution must be applied when interpreting results.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	15.8%
Satisfied	63.2%
Neither Satisfied or Dissatisfied	10.5%
Dissatisfied	10.5%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## 9.2.16 Recommended Level of Service Target: 90%

### 9.2.16 Percentage Satisfaction with resource consenting and subdivision public advice provided

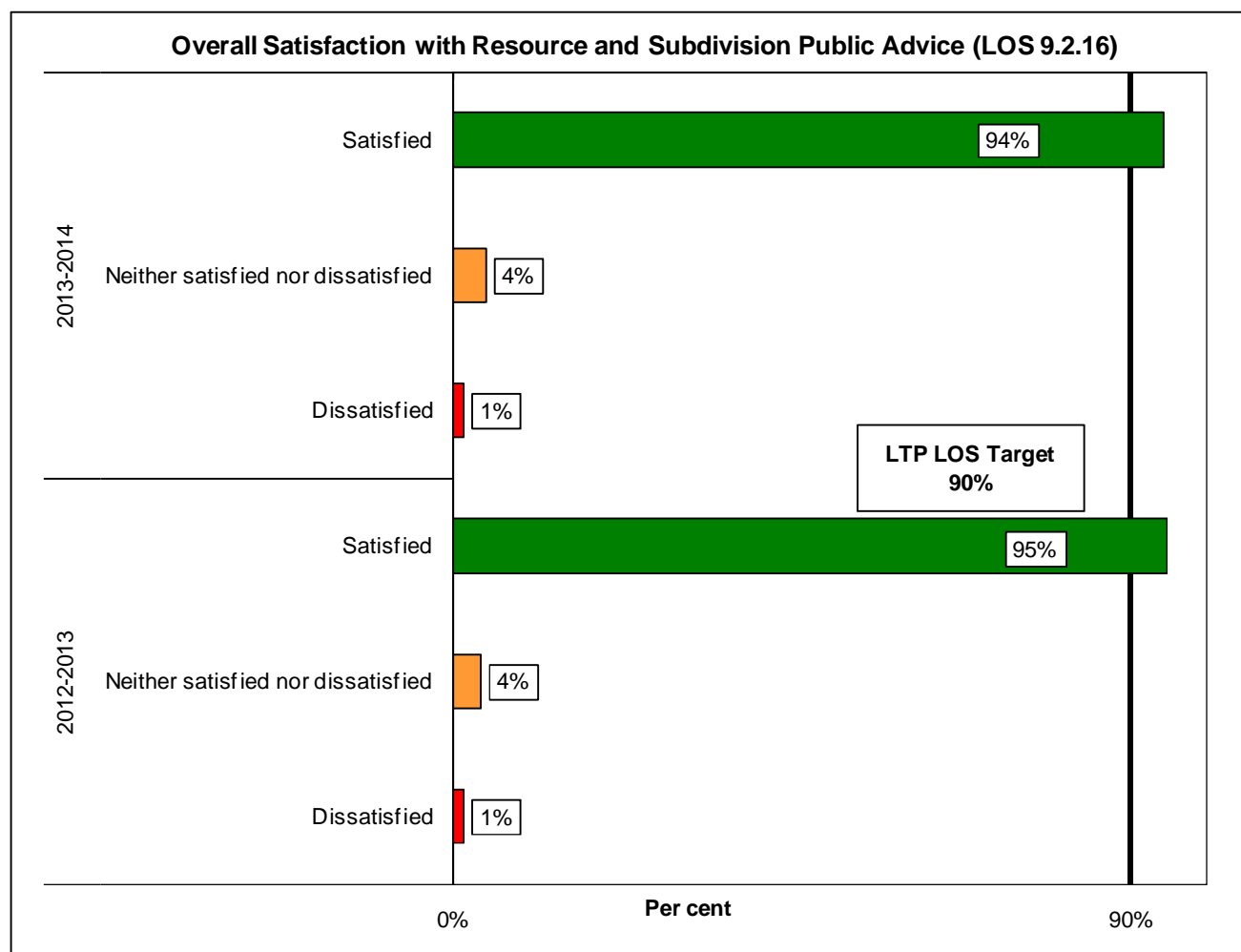
#### Methodology

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

- Overall, how satisfied or dissatisfied were you with the **MANNER** of the Christchurch City Council representative/s' you spoke to on the date specified in the email we sent you? Manner includes things such as their attitude to you and their attentiveness.
- Overall, how satisfied or dissatisfied were you with the Council representative/s' **OVERALL UNDERSTANDING** of your enquiry? Enquiry means the main purpose of your visit.
- And overall, how satisfied or dissatisfied were you with the Council representative/s' **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveying took place between November 2013 and in February 2014.

**Completed Surveys:** 47



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	42.6%
Satisfied	51.8%
Neither satisfied nor dissatisfied	4.3%
Dissatisfied	1.4%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

**9.4.6 Recommended Level of Service Target: 90%**

9.4.6 Ensure customers satisfied with Regulatory Services public advice provided at Civic Offices (for health licensing, building and building process advice, not individual application advice.)

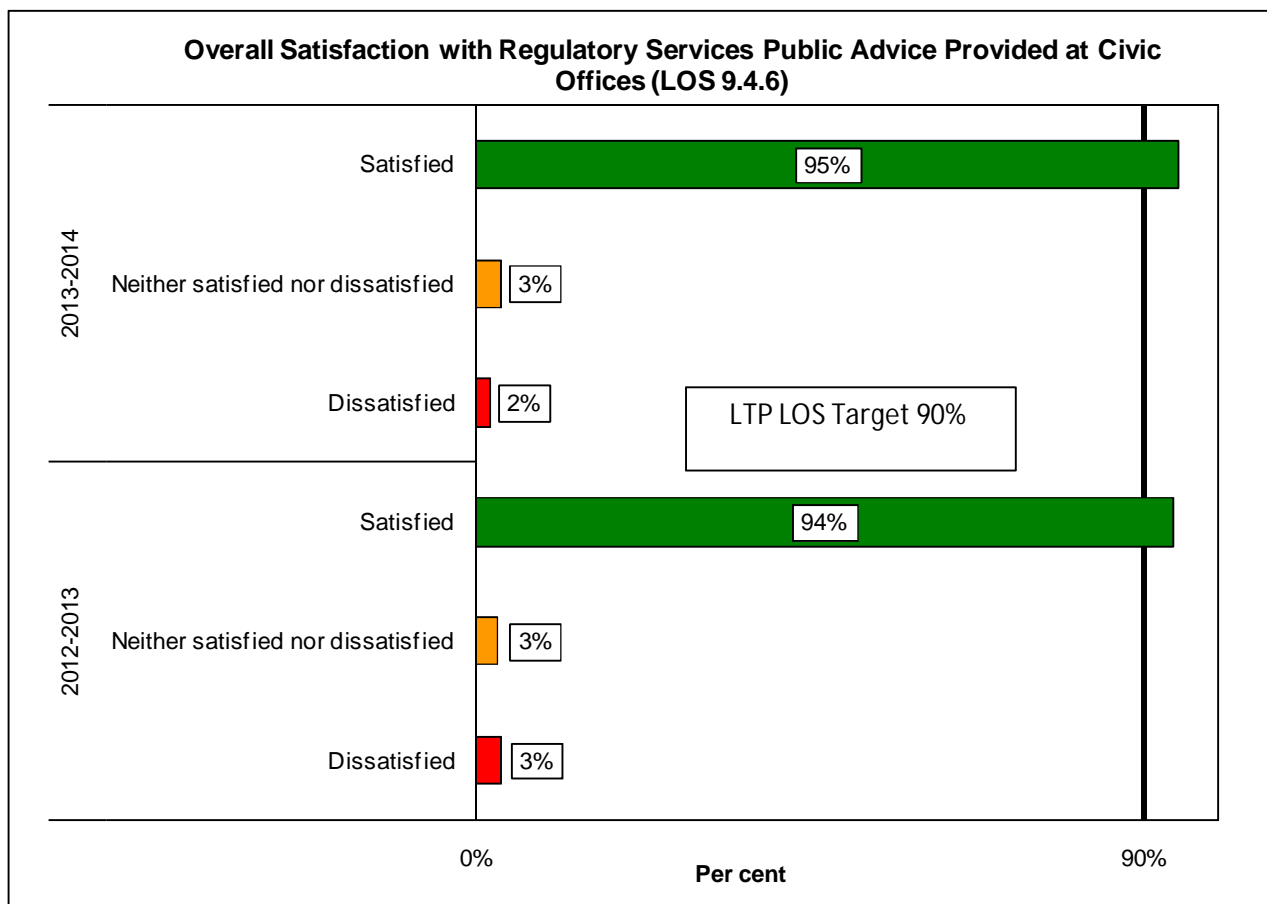
Methodology

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

- Overall, how satisfied or dissatisfied were you with the **MANNER** of the Christchurch City Council representative/s' you spoke to on the date specified in the email we sent you? Manner includes things such as their attitude to you and their attentiveness.
- Overall, how satisfied or dissatisfied were you with the Council representative/s' **OVERALL UNDERSTANDING** of your enquiry? Enquiry means the main purpose of your visit.
- And overall, how satisfied or dissatisfied were you with the Council representative/s' **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveying took place between the months of November 2013 and February of 2014.

**Completed Surveys:** 263



2013-2014 Individual Satisfaction Results	Percentage
Very satisfied	57.9%
Satisfied	36.7%
Neither satisfied nor dissatisfied	3.4%
Dissatisfied	1.0%
Very dissatisfied	0.9%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: not applicable responses have been removed from these results

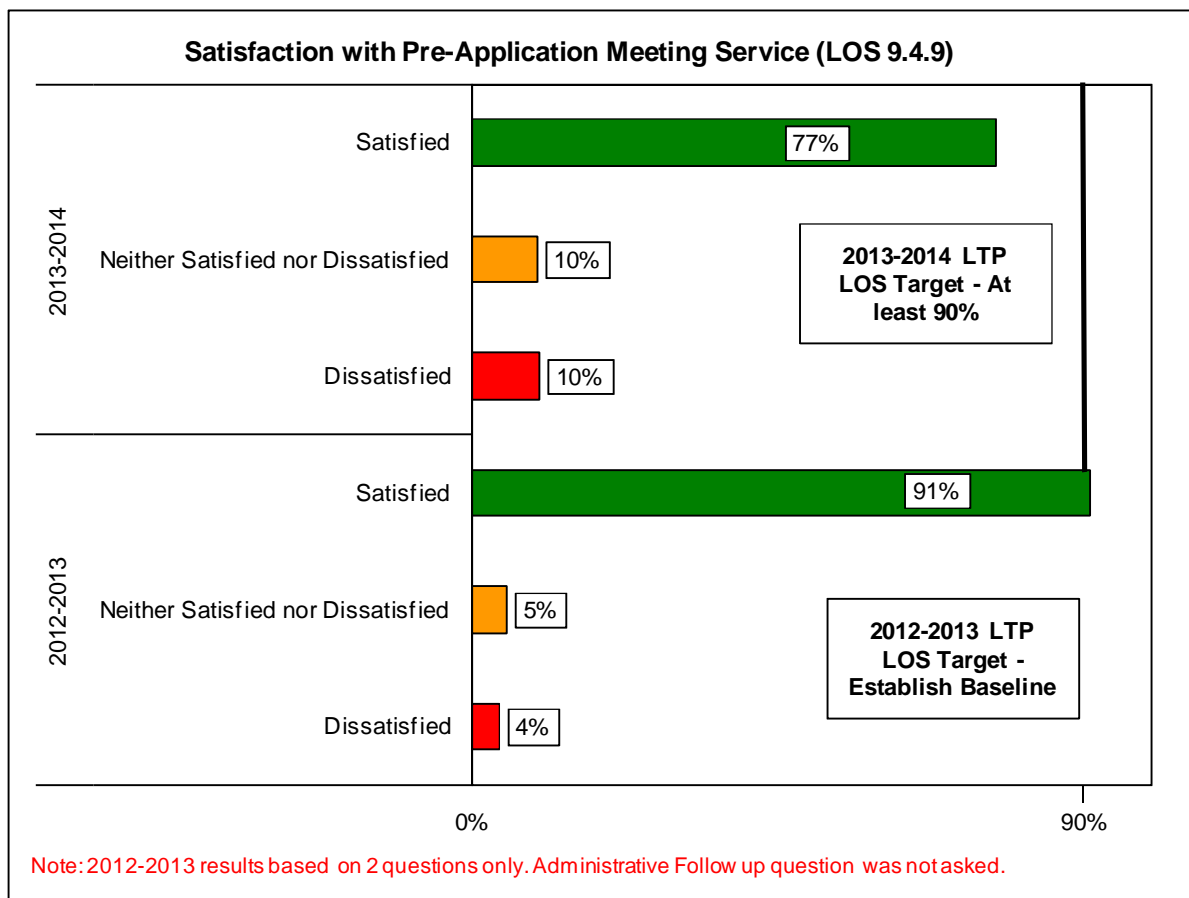
**9.4.9 Recommended Level of Service Target: At least 90%**

9.4.9 Ensure pre-application customers are satisfied with meeting service provided

Methodology

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

- Thinking about your pre-application meeting(s) about the site address named in the email we sent to you, overall how satisfied or dissatisfied were you that the meetings were held in a **TIMELY** manner? *Timely means that they were held within five working days from the date you made the meeting request unless a later meeting date was requested by you.*
- Thinking again about your pre-application meeting(s), overall how satisfied or dissatisfied were you with the **COMMUNICATION** around setting up your meetings. *Communication includes information about booking meeting times, the manner of the person setting up the meeting(s), their ability to understand your needs and guidance about what you needed to prepare for or bring to meeting(s).*
- And overall how satisfied or dissatisfied were you with the **ADMINISTRATIVE FOLLOW UP** to your pre-application meeting? *Follow up includes provision of an easy to understand meeting record within two working days of your meeting.*



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	37.2%
Satisfied	39.8%
Neither Satisfied or Dissatisfied	9.6%
Dissatisfied	5.6%
Very Dissatisfied	4.4%
Don't Know	3.5%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.



## Activity: 10.4 Public Transport Infrastructure

### 10.4.4.1 Recommended Level of Service Target: Baseline

#### 10.4.4.1 Resident satisfaction with the number of bus shelters at bus stops

##### Methodology

LOS score based on survey question stated below:

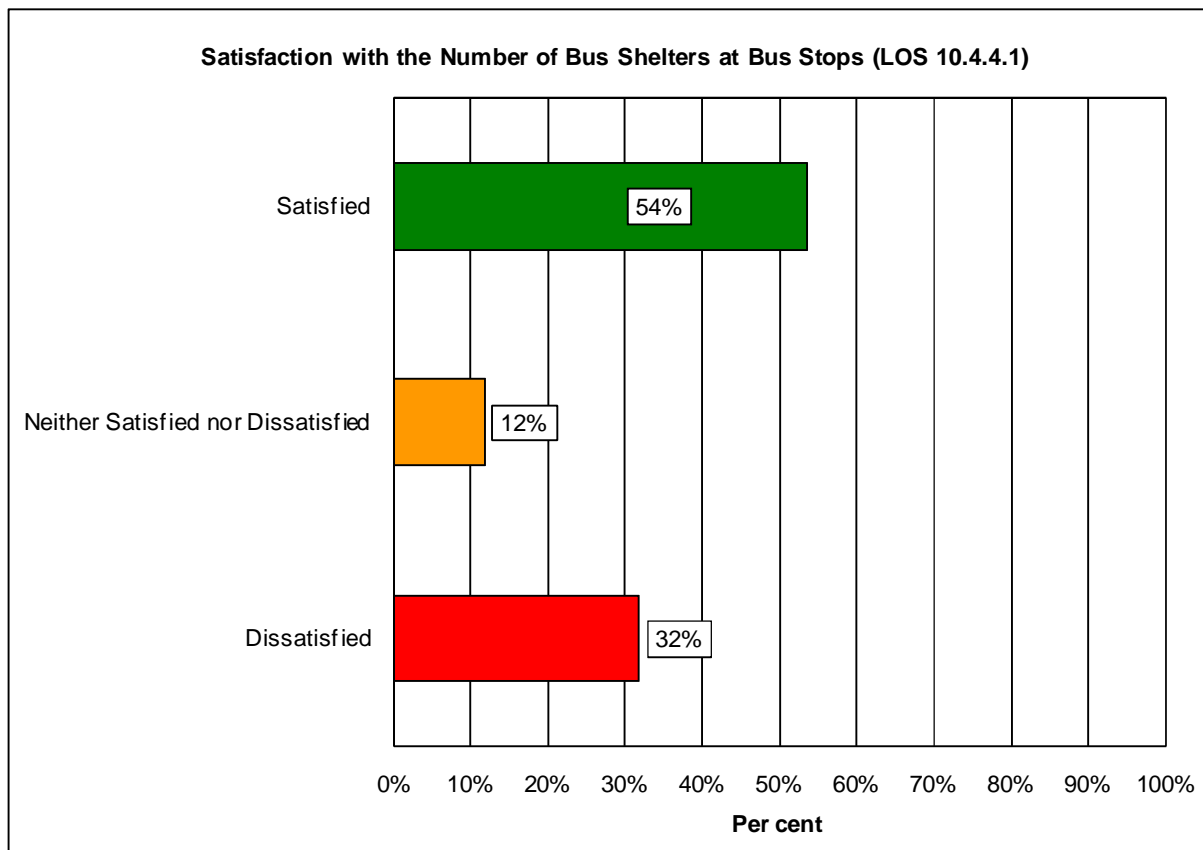
*Thinking about bus shelters at bus stops. Bus shelters are on street shelters at stops that provide shelter from weather while waiting for a bus.*

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

**Time in field:** November 2013 to January 2014

**Completed Surveys:** 300

**Sites surveyed:** Central City Interchange on Tuam Street.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	2.3%
Satisfied	51.2%
Neither satisfied nor dissatisfied	11.7%
Dissatisfied	30.8%
Very Dissatisfied	1.0%
Don't know	3.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

### 10.4.4.2 Recommended Level of Service Target: Baseline

#### 10.4.4.2 Resident satisfaction with the quality of bus shelters at bus stops

##### Methodology

LOS score based on an aggregate of the survey questions stated below:

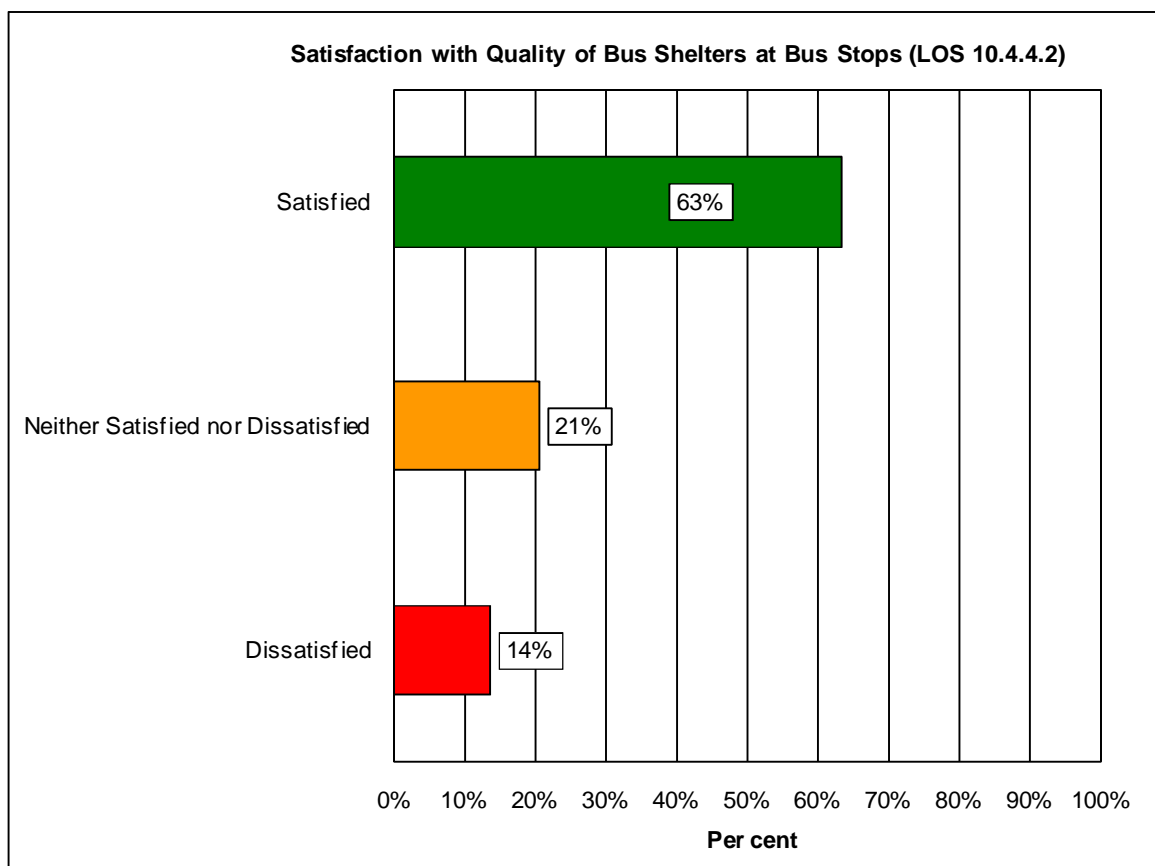
Thinking now about the quality of the bus shelters...

- Overall, how satisfied or dissatisfied are you with the design of bus shelters? *Design includes things such as the layout, seating, type and style of bus shelters and protection from weather.*
- Overall, how satisfied or dissatisfied are you with the condition of bus shelters? *Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).*

**Time in field:** November 2013 to January 2014

**Completed Surveys:** 300

**Sites surveyed:** Central City Interchange on Tuam Street.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	2.0%
Satisfied	61.4%
Neither satisfied nor dissatisfied	20.6%
Dissatisfied	11.5%
Very Dissatisfied	2.2%
Don't know	2.4%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

### **10.4.4.3 Recommended Level of Service Target: Baseline**

#### 10.4.4.3 Resident satisfaction with their personal safety at bus shelters at bus stops

##### Methodology

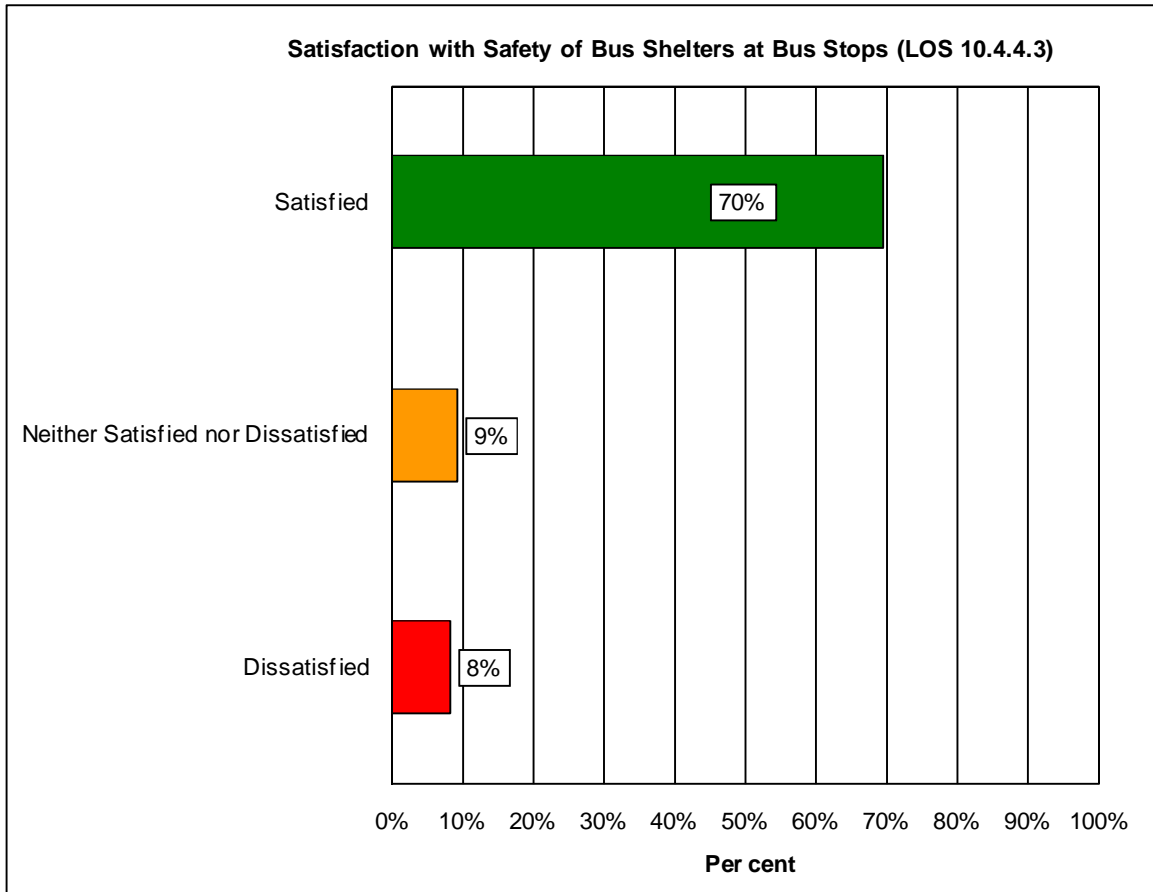
LOS score based on an aggregate of the survey questions stated below:

- Overall, how satisfied or dissatisfied are you with your personal safety at bus shelters at the following times? *This includes things such as safety from crime, level of lighting after dark, and road safety issues such as separation of pedestrians from buses and other road/footpath users.*
- During the day
- After dark

**Time in field:** November 2013 to January 2014

**Completed Surveys:** 300

**Sites surveyed:** Central City Interchange on Tuam Street.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	1.7%
Satisfied	67.9%
Neither satisfied nor dissatisfied	9.4%
Dissatisfied	7.1%
Very Dissatisfied	1.1%
Don't know	12.8%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

### 10.4.5.1 Recommended Level of Service Target: Baseline

#### 10.4.5.1 Ensure user satisfaction with the appearance of the Central Transport Interchange (Bus Exchange)

##### Methodology

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

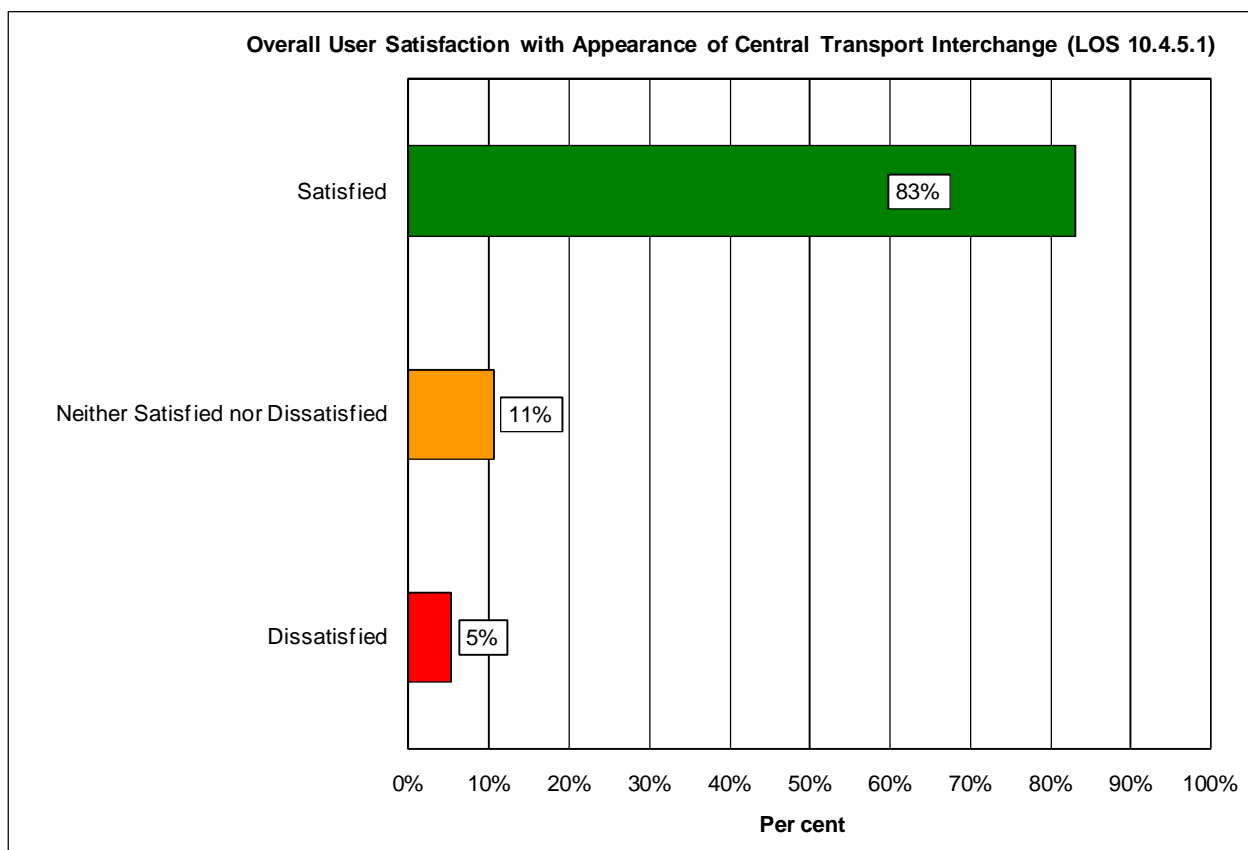
*Thinking now about the Central Transport Interchange (Bus Exchange) in the city centre...*

- Overall, how satisfied or dissatisfied are you with the appearance of the Transport Interchange? *Appearance includes things such as the layout, type and style of the interchange.*
- Overall, how satisfied or dissatisfied are you with the condition of the Transport Interchange? *Condition includes things such as maintenance and upkeep of the interchange (including cleanliness and absence of graffiti and vandalism).*

**Time in field:** November 2013 to January 2014

**Completed Surveys:** 300

**Sites surveyed:** Central City Interchange on Tuam Street.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	1.7%
Satisfied	67.9%
Neither satisfied nor dissatisfied	9.4%
Dissatisfied	7.1%
Very Dissatisfied	1.1%
Don't know	12.8%
<b>Total</b>	<b>100.0%</b>

### 10.4.5.2 Recommended Level of Service Target: Baseline

#### 10.4.5.2 Ensure user satisfaction with the safety of the Central Transport Interchange (Bus Exchange)

##### Methodology

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

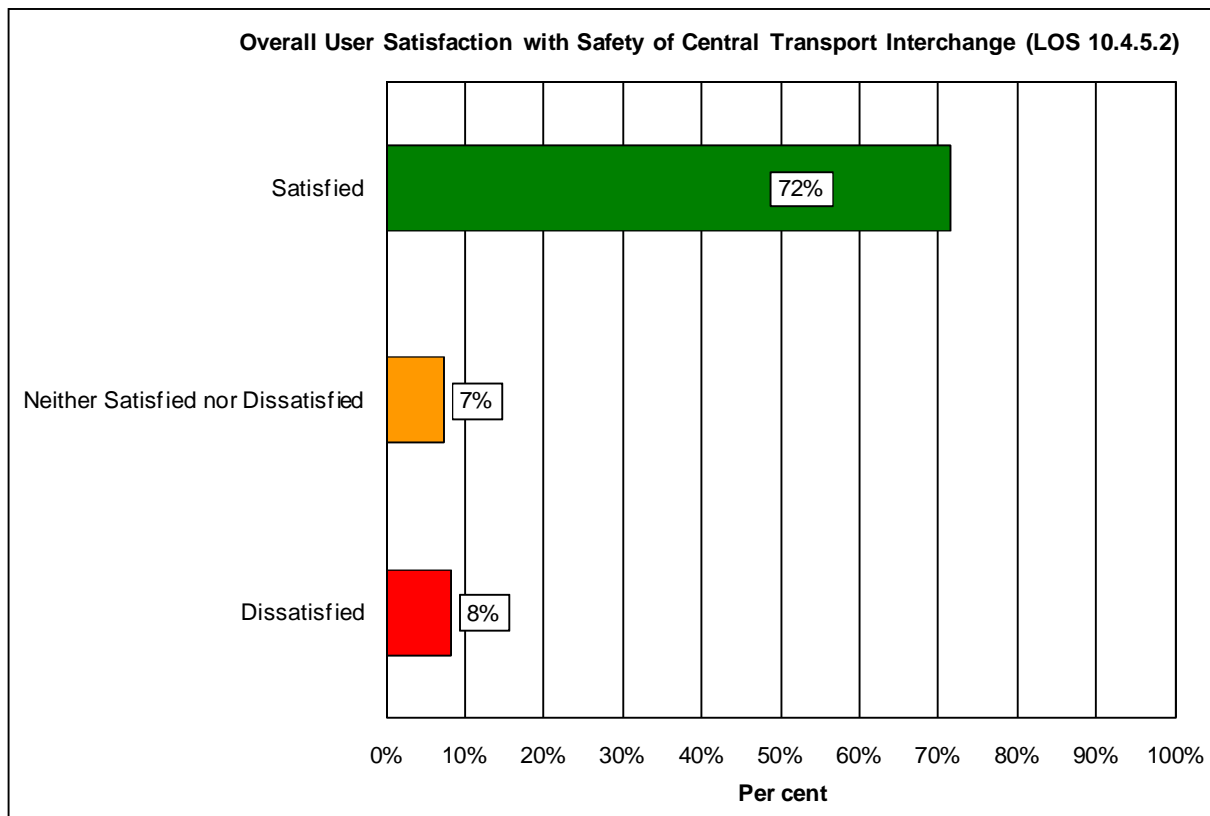
*Thinking now about the Central Transport Interchange (Bus Exchange) in the city centre...*

- Overall, how satisfied or dissatisfied are you with your personal safety at the Central Transport Interchange at the following times? *This includes things such as safety from crime, provision of lighting after dark and road safety issues such as separation of pedestrians from buses.*
- During the day
- After dark

**Time in field:** November 2013 to January 2014

**Completed Surveys:** 300

**Sites surveyed:** Central City Interchange on Tuam Street.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	3.0%
Satisfied	68.5%
Neither satisfied nor dissatisfied	7.3%
Dissatisfied	7.6%
Very Dissatisfied	0.6%
Don't know	13.0%
<b>Total</b>	<b>100.0%</b>

**10.4.5.3 Recommended Level of Service Target: Baseline**

10.4.5.3 Ensure user satisfaction with the ease of use of the Central Transport Interchange (Bus Exchange)

Methodology

LOS score based on survey question stated below:

Thinking now about the Central Transport Interchange (Bus Exchange) in the city centre....

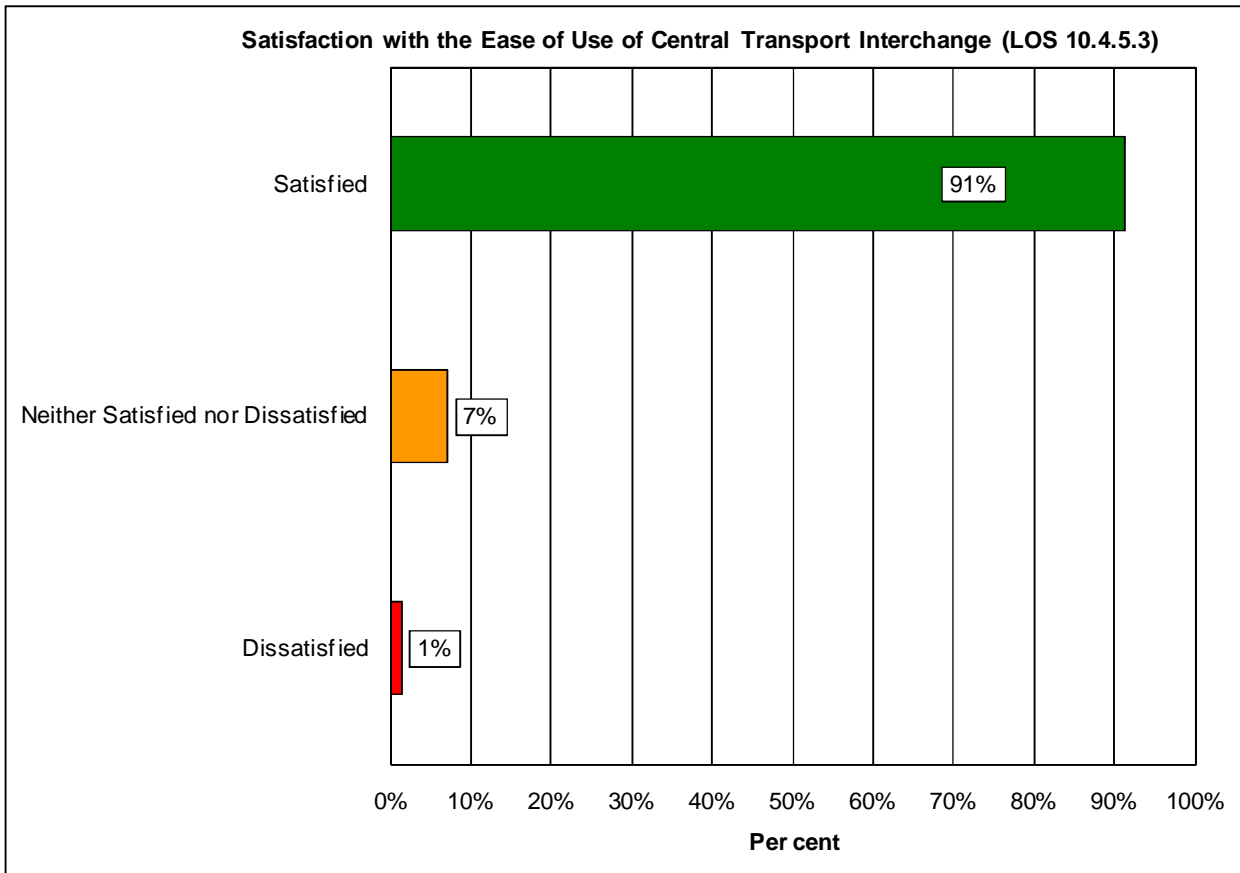
Thinking now about using the Transport Interchange.

- Overall, how satisfied or dissatisfied are you with the ease of use of the Interchange. This includes things such as access around the Interchange facility and platforms, and comfort of waiting areas, such as seating, heating level, and shelter provided from weather.

**Time in field:** November 2013 to January 2014

**Completed Surveys:** 300

**Sites surveyed:** Central City Interchange on Tuam Street.



2013-2014 Individual Satisfaction Results	Percentage
Very Satisfied	31.0%
Satisfied	60.3%
Neither satisfied nor dissatisfied	7.0%
Dissatisfied	1.3%
Very Dissatisfied	0.0%
Don't know	0.3%
<b>Total</b>	<b>100.0%</b>

## Activity: 13.6 Public Affairs Internal Service

### LOS 13.6.3.1 Recommended Level of Service Target: 65%

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

#### Methodology

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

Council communication in the next three questions includes information provided to residents by the Council through things such as publications, letters/emails, community meetings, the newspaper and on the Council website or through social media. Communication covers information about the Council in general, its services, decisions and opportunities for you to participate.

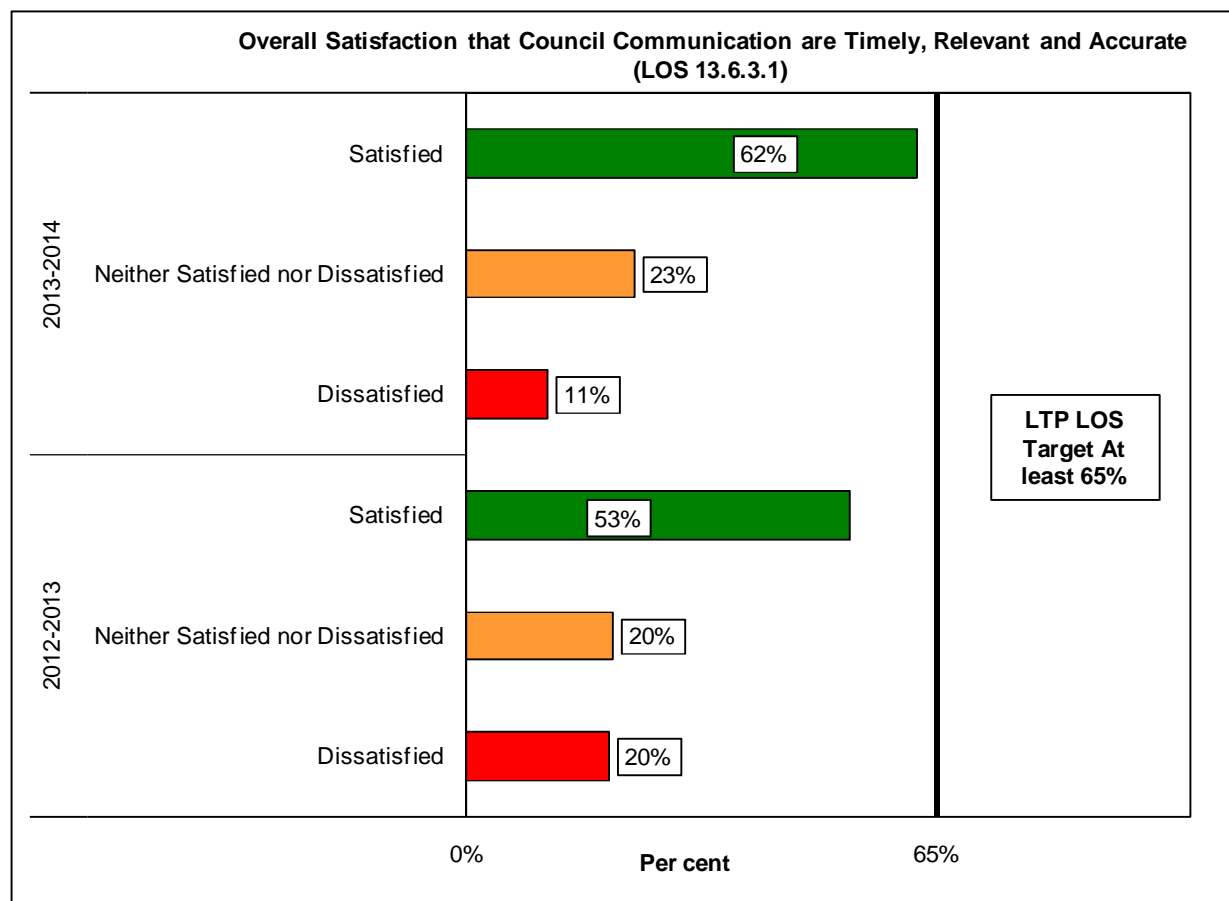
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATIONS** are **TIMELY**? *Timely means that Council information is published at an appropriate time*
- Overall, how satisfied or dissatisfied are you that Council communications are **RELEVANT**? *Relevant means that Council information is relevant for you in terms of what the Council is doing and what you want to know*
- Overall, how satisfied or dissatisfied are you that Council communications **ARE ACCURATE**? *Accurate means that Council information is factually correct and Mainland Press is accurate? Accurate means that Council reported stories are factually correct*

**Time in field:** On site surveying took place at five sites between December 2013 and January 2014.

**Completed Surveys:** 300

**Sites surveyed:**

	Completed surveys
City Mall	60
New Brighton Library (outside)	60
Papanui Service Centre/Library	60
Riccarton Road	60
Shirley Service Centre/Library (outside)	60
<b>Total</b>	<b>300</b>



<b>2013-2014 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	9.4%
Satisfied	52.7%
Neither Satisfied or Dissatisfied	23.1%
Dissatisfied	9.3%
Very Dissatisfied	1.9%
Don't Know	3.6%
<b>Total</b>	<b>100.0%</b>