



Christchurch City Council  
Residents' Survey Research Report  
Wednesday, 9 May 2012

Research First. Better Results.

Level 1/320, Manchester Street PO Box 5596 Papanui, Christchurch 8542  
0508 4 RESEARCH - 0508 4 73732 - [info@researchfirst.co.nz](mailto:info@researchfirst.co.nz)  
[www.researchfirst.co.nz](http://www.researchfirst.co.nz)  
Member Market Research Society of New Zealand

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## 1 Introduction and Design

The Council's Residents' Survey is carried out annually to measure resident satisfaction with Council services activities. The survey was originally conducted in 1991, and has been modified in structure several times in the intervening period. In 2007 the biannual survey replaced the Annual Survey of Residents. The biannual survey was redesigned to ask questions about the activities and services the Christchurch City Council delivers, as stated in its LTCCP 2006-16. The move to a Biannual format addresses the need for more frequent surveying to better enable the Council to track and respond to emerging issues in the community. It also allows for better coordination of the measurement of resident perceptions of the Council's performance, as well as the tracking of the city's progress toward achieving its community outcomes. It uses industry best practice and consistent questioning design; and is run via a representative random sample of all Christchurch residents over the age of 15.

From 2009/10, the Residents' Survey has focused on measuring satisfaction with Council activities detailed in the Long Term Council Community Plan. 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 over the age of 15 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 2012, with data collection occurring from March 1 to 20. 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 1 to this survey.

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

**Table 1.1 Completion Rates, March 2012 Survey**

	N	Percent
<b>Total Sample</b>	4,304	100%
<b>Business / Fax lines</b>	205	3.6%
<b>Ineligible</b>	745	13.0%
<b>No answer following six call backs</b>	916	16%
<b>Language barrier</b>	48	0.8%
<b>Eligible Sample</b>	2,390	55.5%
<b>Of which: Elected not to participate</b>	1,619	67.8%
<b>Participated in Survey</b>	771	32.3%

A ten percent audit of the questionnaires entered 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 was analysed using SurveyPro™. Data was contrasted with specific Level of Service (LOS) targets, as outlined in the LTCCP.

## 2 Demographic Detail of Sample

The sample sought to achieve both an overall statistically valid sample, and a sample that was representative of each ward, and reflective of the age and gender structure of the Christchurch City population.

**Table 2.1 Gender Distribution of Respondents**

Gender	% population (2006 Census)	Number of Respondents	Percentage of Respondents
Male	48%	372	48%
Female	52%	398	52%

**Table 2.2 Age Distribution of Respondents**

Age Group	% population (2006 Census)	Number of Respondents	Percentage of Respondents
15-24	14%	76	10%
25-49	47%	268	35%
50-64	21%	276	36%
65+	18%	152	20%

**Table 2.3 Geographic Distribution of Respondents**

Ward	% population (2006 Census)	Number of Respondents	Percentage of Respondents
Burwood – Pegasus	16%	128	17%
Fendalton – Waimari	15%	118	15%
Hagley - Ferrymead	16%	123	16%
Spreydon - Heathcote	16%	120	16%
Shirley – Papanui	17%	135	18%
Riccarton – Wigram	18%	129	17%
Banks Peninsula	2%	18	2%

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

### 3 Detailed Findings

#### 3.1 Governance and Public Affairs

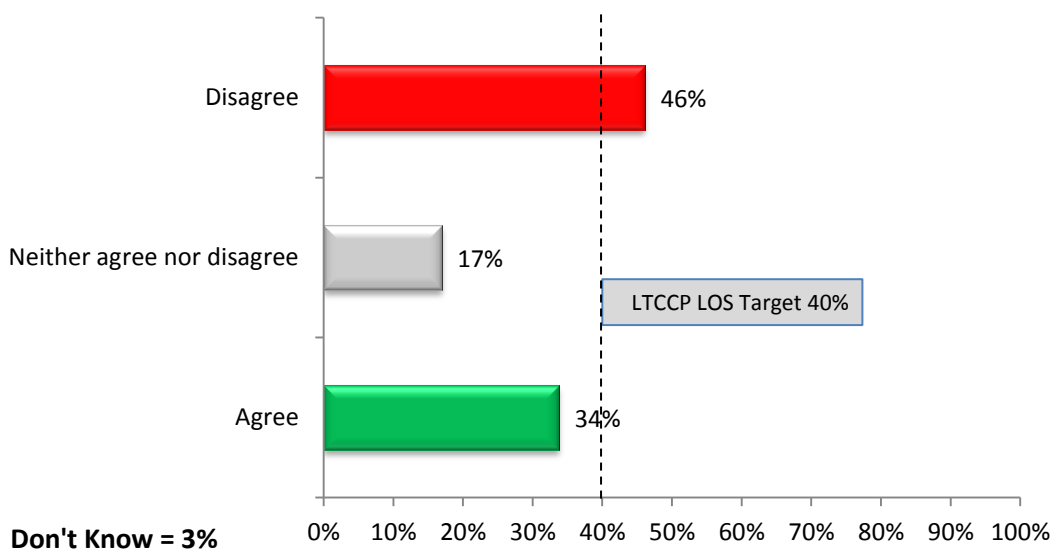
##### 3.1.1 Understanding of Council Decision Making

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 agreement with this statement was 40%. The survey result demonstrated agreement of 34%, as is shown in Figure 3.1.

**Figure 3-1 Overall agreement that you understand how the Council makes decisions**



**Table 3.1 Public Understands Council Decision Making**

Response	Number of Respondents	Percentage of Respondents
Strongly agree	39	5.1%
Agree	221	28.7%
Neither agree nor disagree	130	16.9%
Disagree	257	33.3%
Strongly disagree	98	12.7%
Don't know	26	3.4%

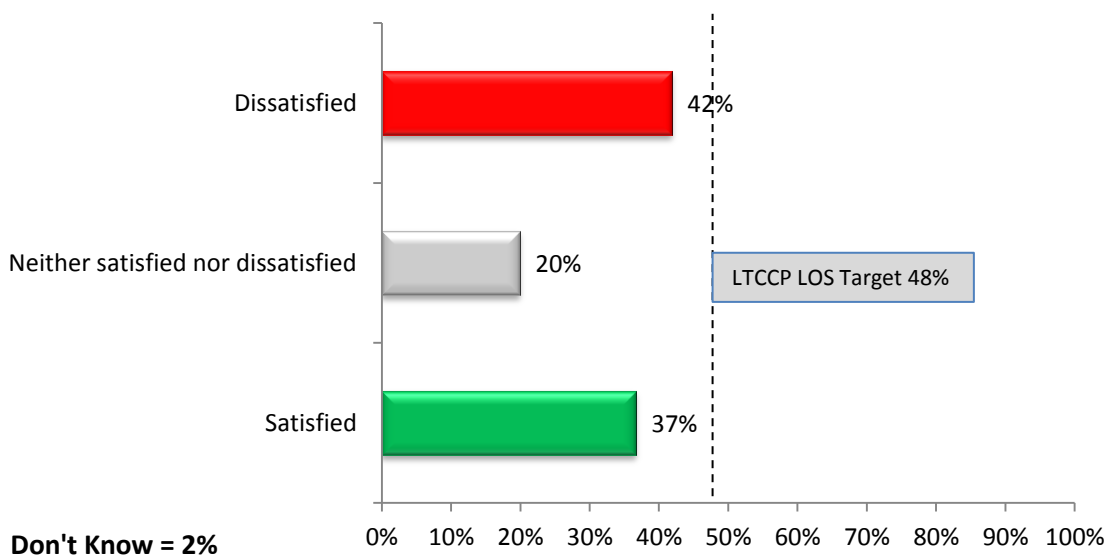
### 3.1.2 Council Decisions are in the Best Interests of the City

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 agreement with this statement was 48%. The survey result demonstrated agreement of 37%, as is shown in Figure 3.2.

**Figure 3-2 Satisfaction that the Council makes Decisions in the Best Interest of the City**



**Table 3.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	25	3.2%
Satisfied	257	33.3%
Neither satisfied nor dissatisfied	153	19.8%
Dissatisfied	225	29.2%
Very dissatisfied	97	12.6%
Don't know/ NA	14	1.8%

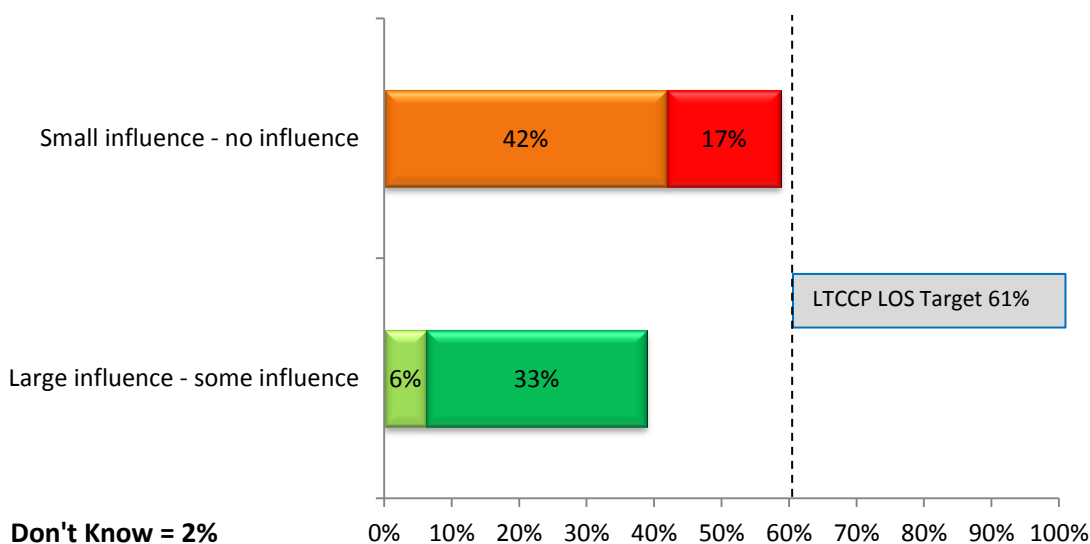
### 3.1.3 Public Participation in the Democratic Process

Participants were asked to consider how much influence they believe the public had on the decisions 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 61%. The response from the survey identified 39% of respondents believed the public had this level of influence, as shown in Figure 3.4 and Table 3.10.

**Figure 3-3 Public Level of Influence in the Democratic Process**



**Table 3.3 Public Level of Influence in the Democratic Process**

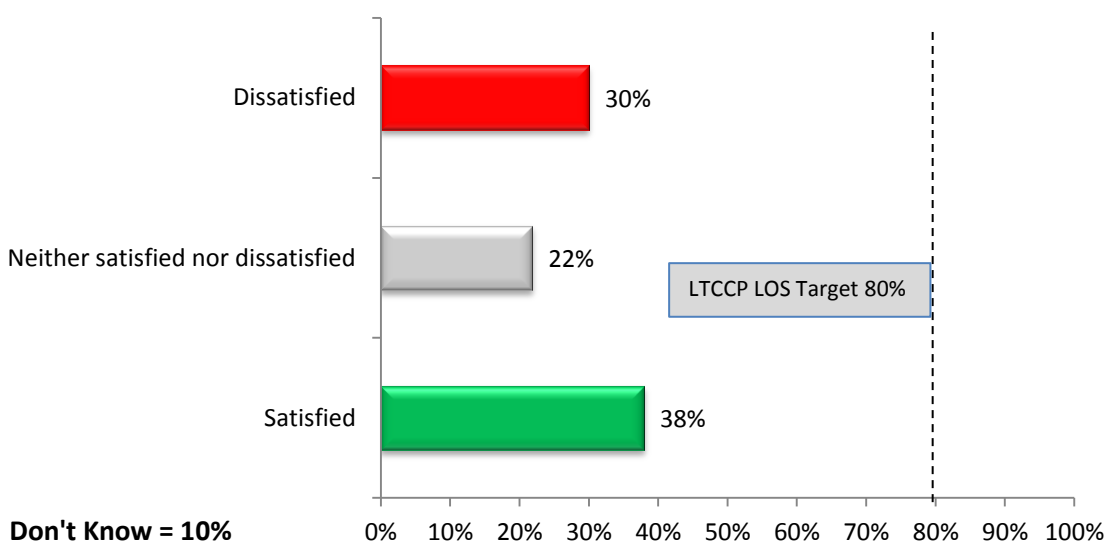
Response	Number of Respondents	Percentage of Respondents
Large influence	48	6.2%
Some influence	252	32.7%
Small influence	323	41.9%
No influence	130	16.9%
Don't know	18	2.3%



Respondents were also asked to rate their overall satisfaction regarding access to information on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied. 38% noted they were satisfied, compared to the LOS target of 80% (Figure 3.5, Table 3.11).

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

**Figure 3-4 Satisfaction, Access to Information**



**Table 3.4 Satisfaction, Access to Information**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	21	2.7%
Satisfied	271	35.2%
Neither satisfied nor dissatisfied	168	21.8%
Dissatisfied	190	24.7%
Very dissatisfied	41	5.3%
Don't know/NA	79	10.3%

### 3.2 City Promotions

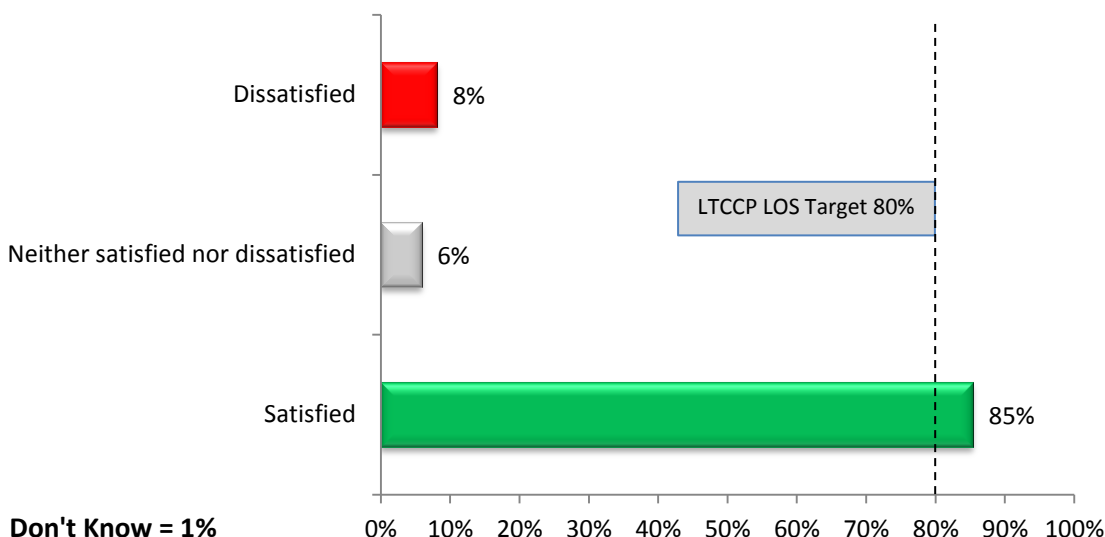
#### 3.2.1 Information Regarding Activities, Events and Attractions

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?*

They 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 85% of the sample, compared to the LOS target of 80%.

**Figure 3-5 Satisfaction Concerning Information about Activities, Events and Attractions**



**Table 3.5 Satisfaction Concerning Information about Activities, Events and Attractions**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	256	33.2%
Satisfied	402	52.1%
Neither satisfied nor dissatisfied	45	5.8%
Dissatisfied	57	7.4%
Very dissatisfied	5	0.6%
Don't know/NA	6	0.8%

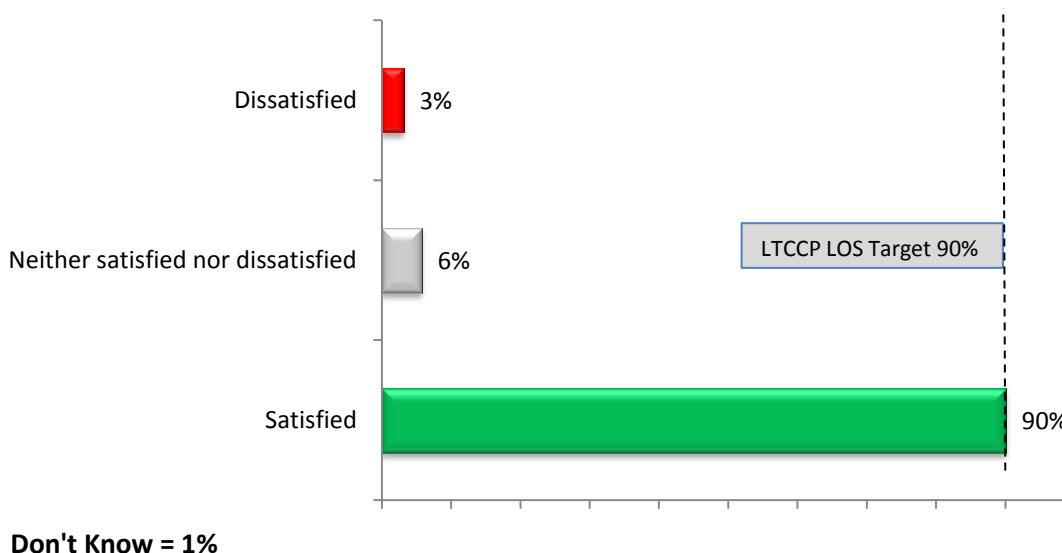
### 3.2.2 Range of Events and Festivals

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 was 90%, and the percentage of satisfied respondents was 90%, as shown in Table 3.13 and Figure 3.7.

**Figure 3-6 Satisfaction with Range of Events and Festivals**



**Table 3.6 Satisfaction with Range of Events and Festivals**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	298	38.7%
Satisfied	396	51.4%
Neither satisfied nor dissatisfied	44	5.7%
Dissatisfied	22	2.9%
Very dissatisfied	2	0.3%
Don't know/NA	9	1.2%

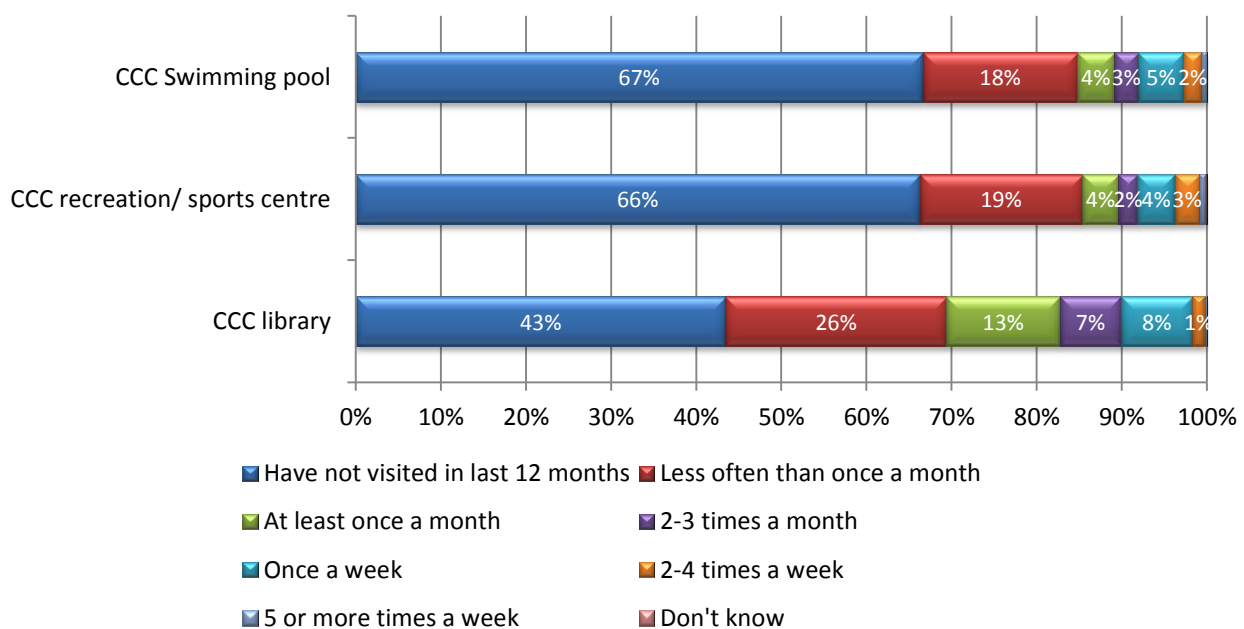
### 3.3 Council Facilities

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....?*

Interviewers were allowed prompt with names if required but not to read out list the list of facilities. The responses demonstrated that very few residents used identified Council facilities on a regular basis, with fewer than 10% attending any facility more than once per week.

**Figure 3-7 Frequency of Visits to Council Provided Facilities**



**Table 3.7 Frequency of Visits to Council Provided Facilities**

Facility	Not in last 12 months	Less than once per month	At least once per month	2-3 times per month	Once a week	2-3 times per week	5+ times per week	Don't Know
A CCC Library	43%	26%	13%	7%	8%	1%	0%	0%
A CCC Recreation or Sport Centre	66%	19%	4%	2%	4%	3%	1%	0%
A CCC Swimming Pool	67%	18%	4%	3%	5%	2%	1%	0%

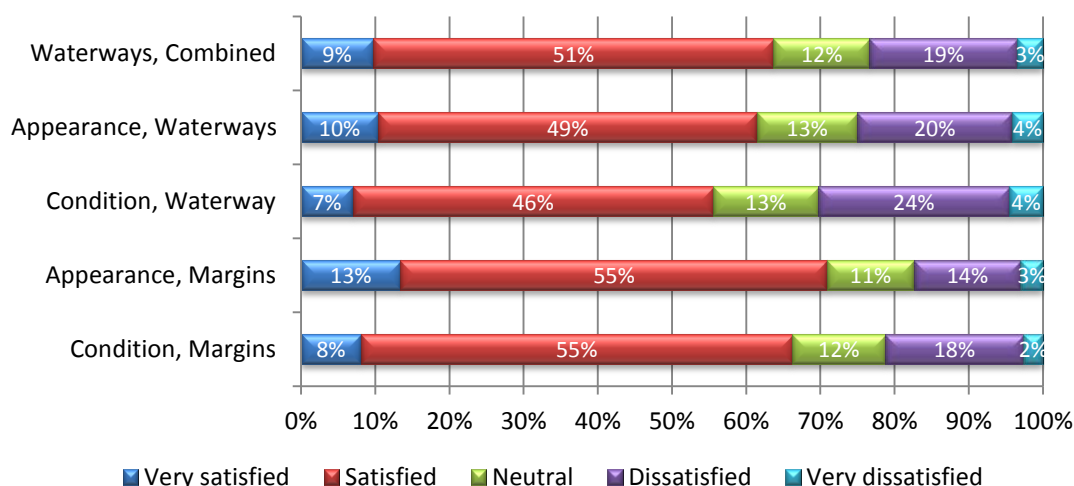
### 3.4 Waterways

Participants were asked to consider waterways and drainage, with direction 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 four groups of factors on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

- 1 Overall how satisfied or dissatisfied are you with the **appearance of waterways**, which includes things such as maintenance and upkeep?
- 2 Overall how satisfied or dissatisfied are you with the **condition of waterways**, which includes things such as maintenance and upkeep?
- 3 Overall how satisfied or dissatisfied are you with the **appearance of Christchurch's waterway margins<sup>2</sup>**, which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)?
- 4 Overall how satisfied or dissatisfied are you with the **condition of waterway margins**?

Respondents had a moderate level of satisfaction with the maintenance and upkeep of the waterways, with 52% noting they were either satisfied or very satisfied; while 68% of respondents noted they were satisfied or very satisfied with the appearance of the waterway margins, and 63% were satisfied or very satisfied with the conditions of the waterway margins, as shown in Figure 3.9 and Table 3.15 (overleaf). Figure 3.10 (also overleaf) demonstrates the total satisfied was 61%, compared to the target LOS of 66%. No level of service measure was applied to the satisfaction with water supply in 2012 as a result of damage due to the series of earthquakes in 2010-2012.

**Figure 3-8 Satisfaction with Waterways**



<sup>2</sup> Participants were prompted with a definition of Waterway margins, with the interviewers 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'

Figure 3-9 Waterways, Combined Response

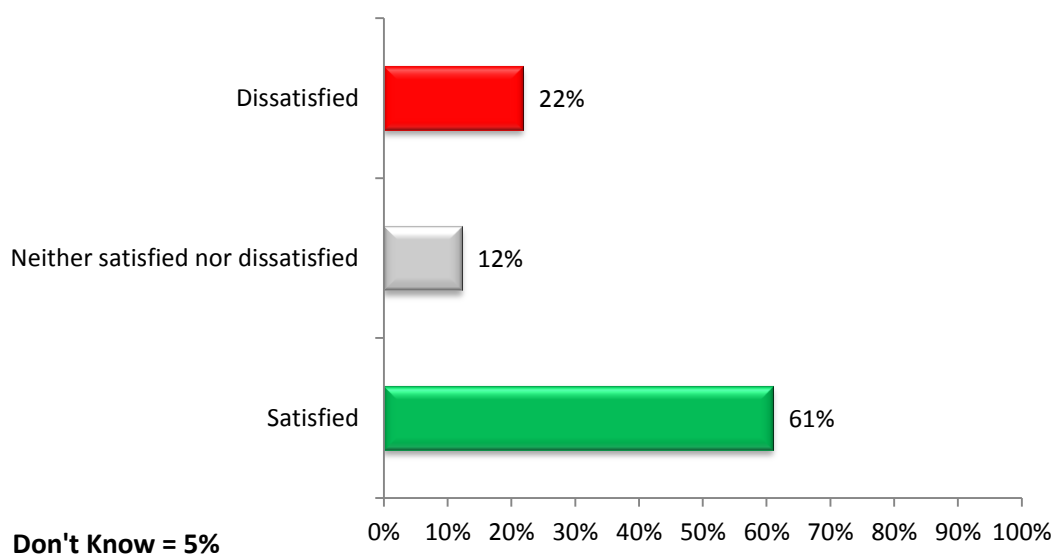


Table 3.8 Satisfaction with Waterways

Response	Appearance of Waterways	Condition of Waterways	Appearance of Margins	Condition of Margins	Waterways – Combined
Very satisfied	10%	8%	13%	7%	9%
Satisfied	49%	55%	55%	46%	52%
Neither satisfied nor dissatisfied	13%	12%	11%	13%	12%
Dissatisfied	20%	18%	14%	24%	19%
Very dissatisfied	4%	2%	3%	4%	3%
Don't know/NA	4%	5%	5%	6%	5%

### 3.5 Rubbish and Recycling

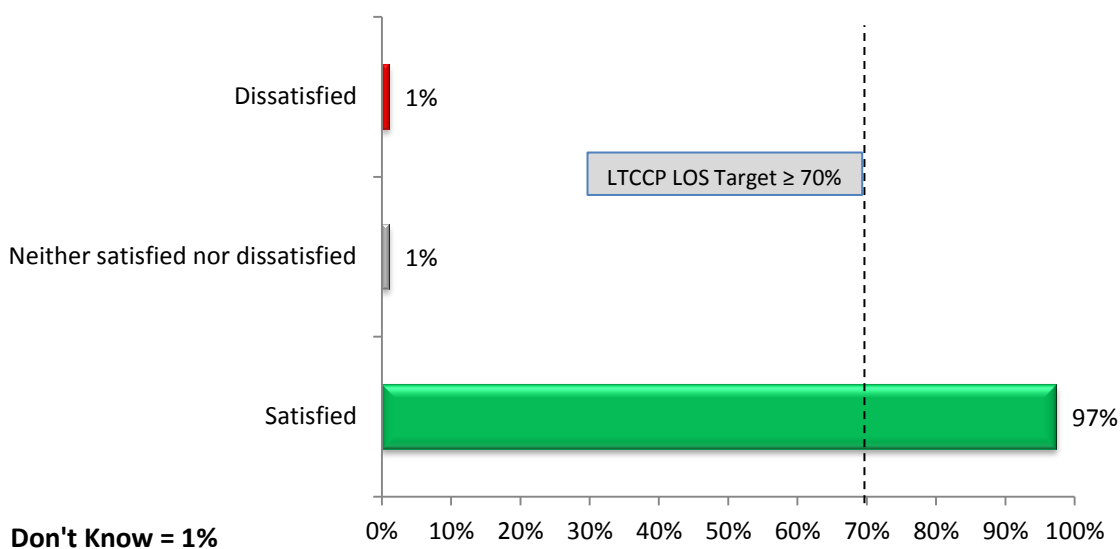
#### 3.5.1 Kerbside Recycling

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.

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

The LOS target for satisfaction was 'at least 70%'. The level of satisfaction from the survey was 97%, as shown in Figure 3.11 and Table 3.16.

**Figure 3-10 Satisfaction with Kerbside Recycling**



**Table 3.9 Satisfaction with Kerbside Recycling**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	487	63.2%
Satisfied	263	34.1%
Neither satisfied nor dissatisfied	8	1.0%
Dissatisfied	6	0.8%
Very dissatisfied	2	0.3%
Don't know/NA	5	0.6%

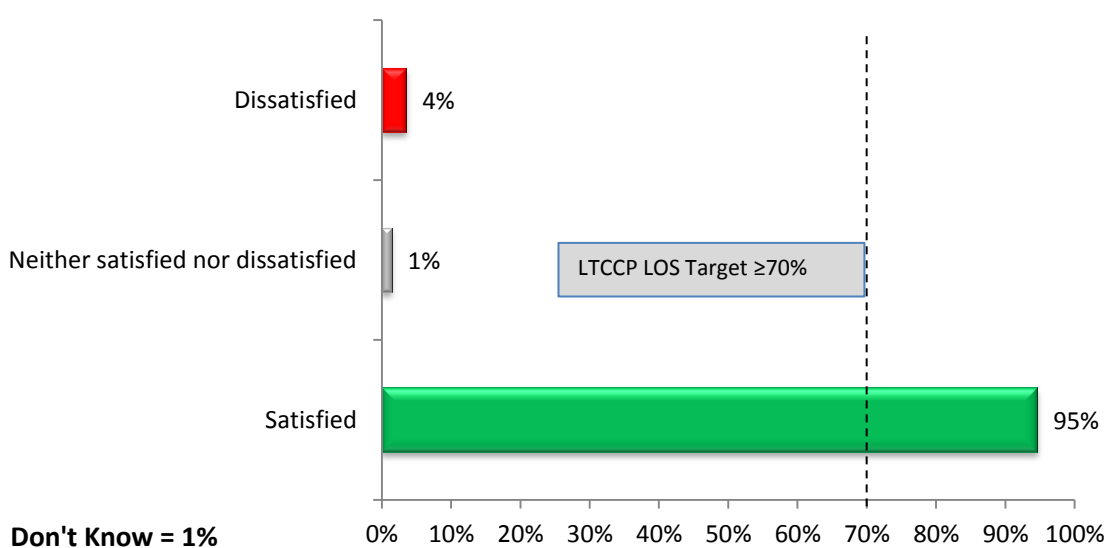
### 3.5.2 Residual Waste

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 was 'at least 70%', and the survey response demonstrates a total satisfaction level of 95%. 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.

**Figure 3-11 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**



**Table 3.10 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	437	56.7%
Satisfied	292	37.9%
Neither satisfied nor dissatisfied	11	1.4%
Dissatisfied	24	3.1%
Very dissatisfied	3	0.4%
Don't know/NA	4	0.5%



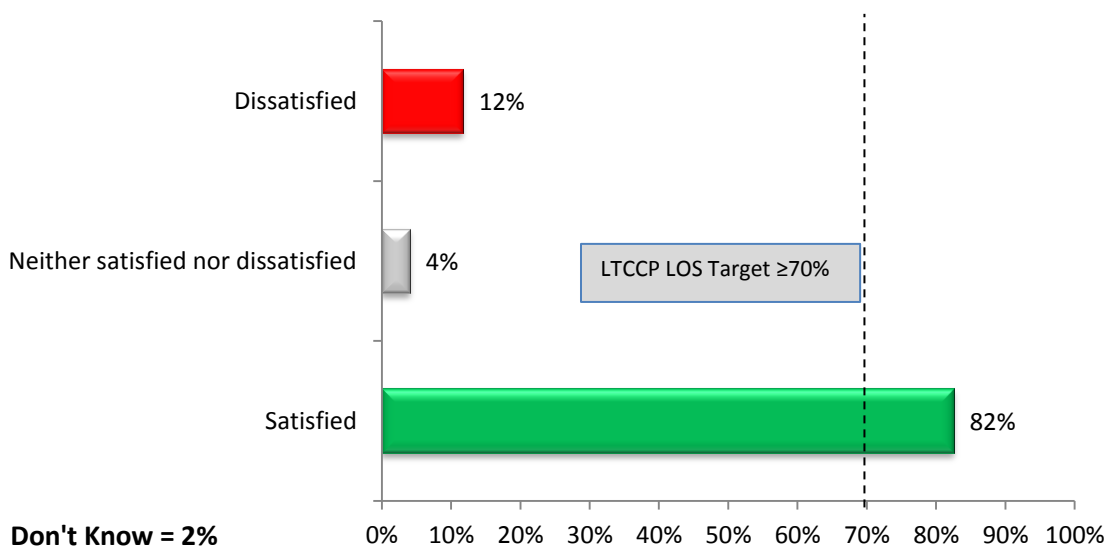
### 3.5.3 Organic Waste

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?*

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. The target LOS was 'at least 70%'. The satisfaction level from the survey data was 82%, as shown in Table 3.18 and Figure 3.13.

**Figure 3-12 Satisfaction with Organic Waste (Green Bin)**



**Table 3.11 Satisfaction with Organic Waste (Green Bin)**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	371	48.1%
Satisfied	265	34.4%
Neither satisfied nor dissatisfied	31	4.0%
Dissatisfied	79	10.2%
Very dissatisfied	11	1.4%
Don't know/NA	14	1.8%

### 3.6 Roothing

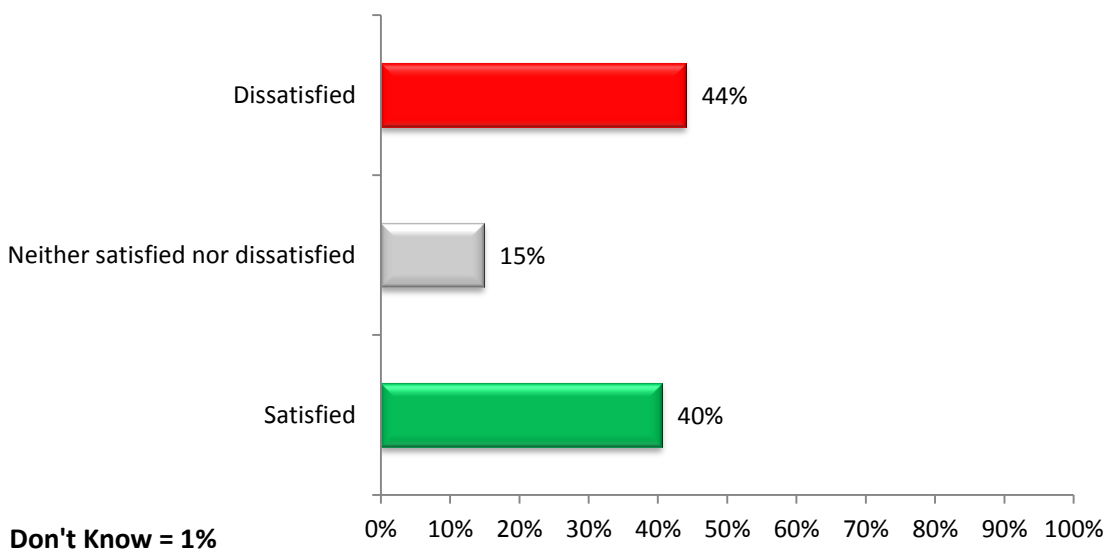
#### 3.6.1 The Road Network

Participants were asked to evaluate their perceptions of the road network. Respondents were asked to rate their overall satisfaction to two questions on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

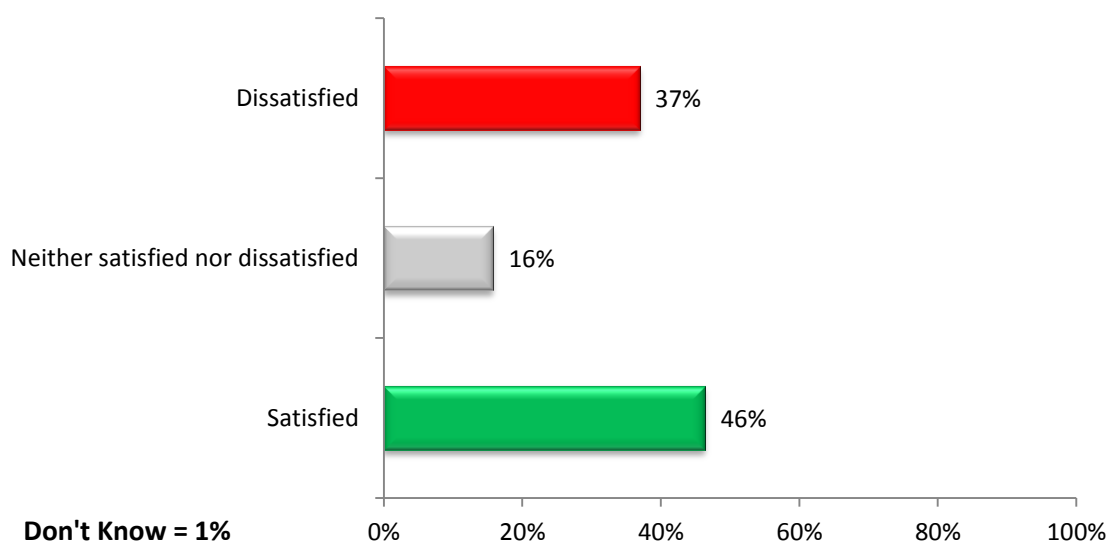
- 1 Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads, which include things such as maintenance and upkeep?
- 2 Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths, which includes things such as maintenance and upkeep?

The response demonstrated 40% satisfaction with the condition of Christchurch roads, and 46% satisfaction with Christchurch footpaths, as shown in Figure 3.14, 3.15 and Table 3.19 (overleaf). No level of service measure was applied to the satisfaction with roading in 2012 as a result of damage due to the series of earthquakes in 2010-2012.

**Figure 3-13 Satisfaction with the Condition of Christchurch Roads**



**Figure 3-14** Satisfaction with the Condition of Christchurch Footpaths



**Table 3.12** Satisfaction with the Condition of Christchurch Roads and Footpaths

Response	Roads		Footpaths	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	35	4.5%	47	6.1%
Satisfied	277	35.9%	310	40.2%
Neither satisfied nor dissatisfied	114	14.8%	121	15.7%
Dissatisfied	218	28.3%	204	26.5%
Very dissatisfied	121	15.7%	80	10.4%
Don't know/NA	6	0.8%	9	1.2%

### 3.7 Water

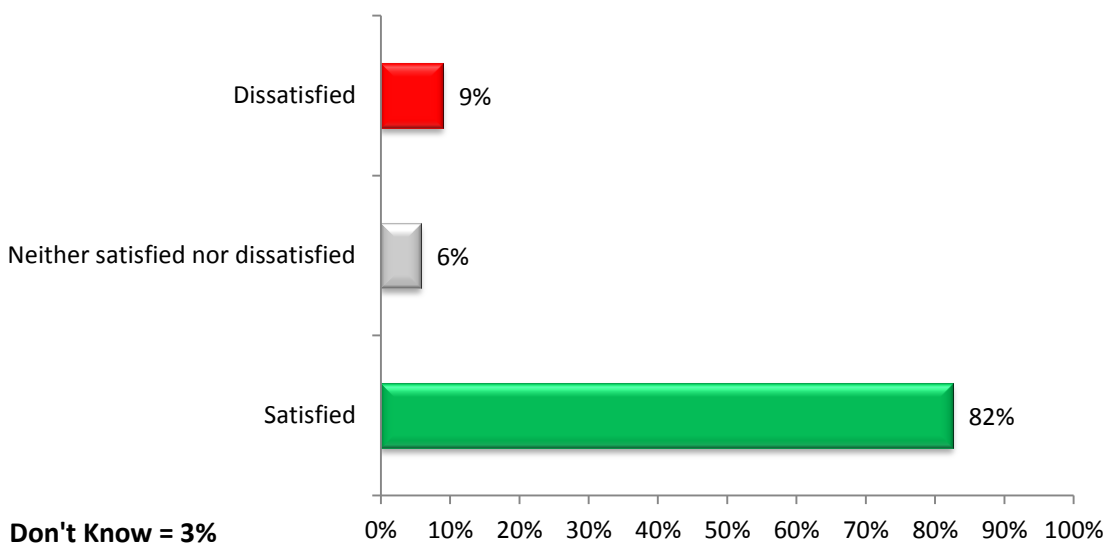
#### 3.7.1 Waste Water

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 82% compared to a target LOS of 'at least 90%'.

**Figure 3-15 Satisfaction with Waste Water Services**



**Table 3.13 Satisfaction with Waste Water Services**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	244	31.6%
Satisfied	392	50.8%
Neither satisfied nor dissatisfied	44	5.7%
Dissatisfied	50	6.5%
Very dissatisfied	19	2.5%
Don't know/NA	22	2.9%

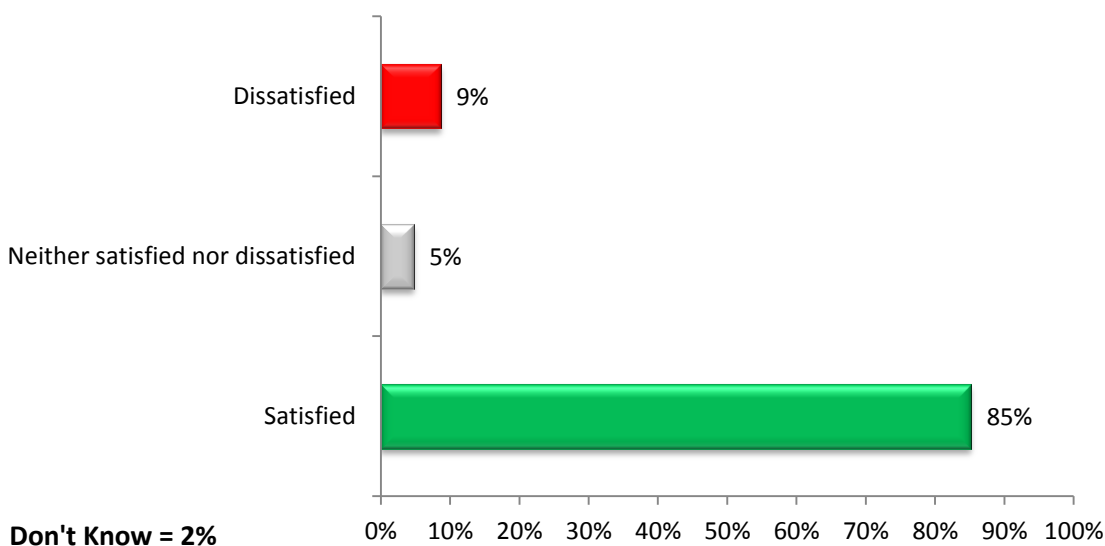
### 3.7.2 Water Supply

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

*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 was 'at least 70%'. The survey response showed a satisfaction level of 85%. No level of service measure was applied to the satisfaction with water supply in 2012 as a result of damage due to the series of earthquakes in 2010-2012.

**Figure 3-16 Satisfaction with Water Supply**



**Table 3.14 Satisfaction with Water Supply**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	295	38.3%
Satisfied	361	46.8%
Neither satisfied nor dissatisfied	36	4.7%
Dissatisfied	54	7.0%
Very dissatisfied	12	1.6%
Don't know/NA	13	1.7%

### 3.7.3 Water Conservation

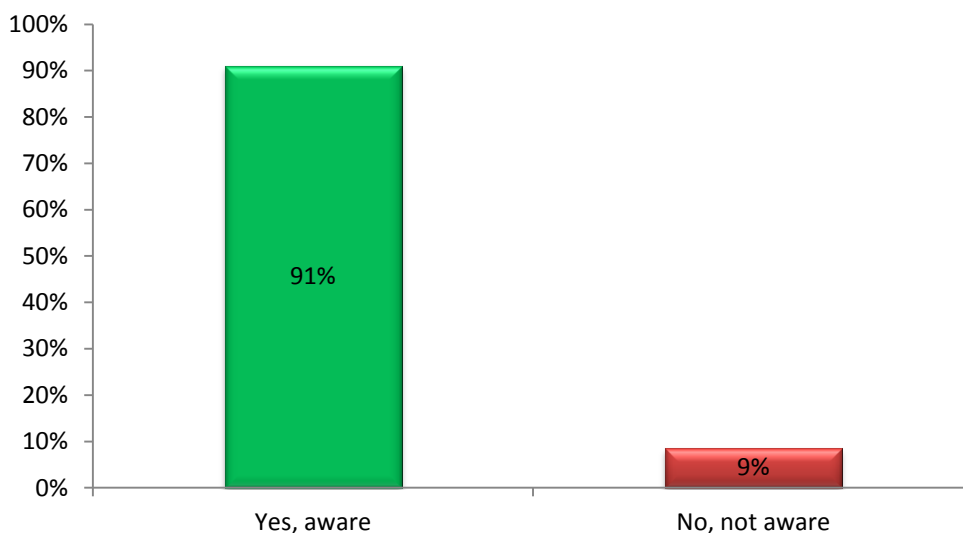
Respondents were provided a detailed preamble concerning Water conservation, as follows:

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?*

91% of respondents acknowledged recalling the campaign, compared to a target LOS of 'at least 75%'. No level of service measure was applied to the satisfaction with the water conservation campaign in 2012 as a result of damage due to the series of earthquakes in 2010-2012.

**Figure 3-17 Awareness of Council's Water Conservation Campaign**



**Don't Know = <1%**

**Table 3.15 Awareness of Council's Water Conservation Campaign**

Response	Number of Respondents	Percentage of Respondents
Yes, Aware	702	91.1%
No, Unaware	66	8.6%
Don't know	3	0.4%

### 3.8 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.

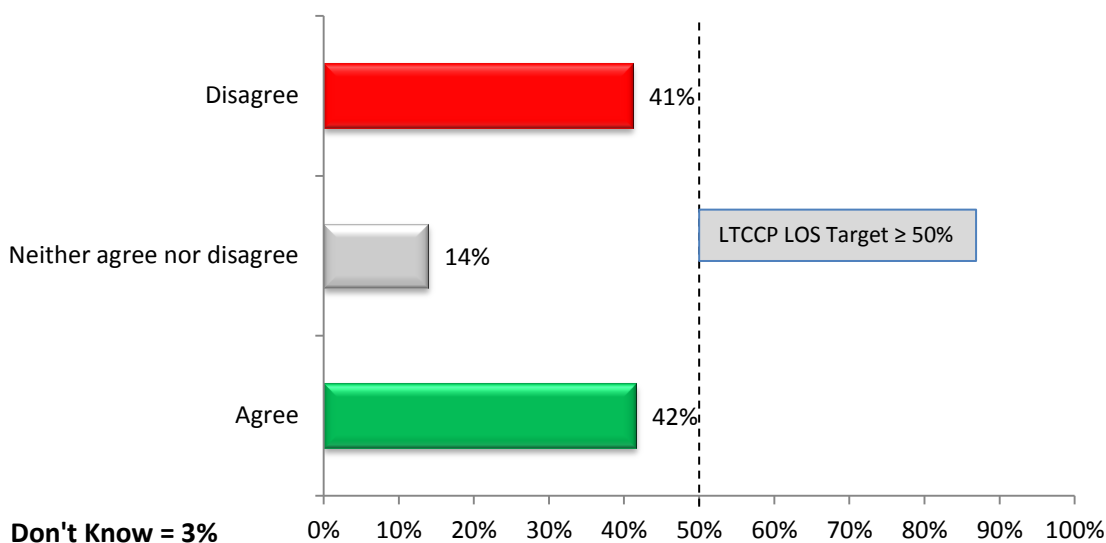
#### 3.8.1 Cycling – Safety and Convenience

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, 42% of respondents agreed that Christchurch was a cycle-friendly city, compared to a targeted LOS of 'at least 50%'.

**Figure 3-18 Level of Agreement – Christchurch is a Cycle-Friendly City**



**Table 3.16 Level of Agreement – Christchurch is a Cycle-Friendly City**

Response	Number of Respondents	Percentage of Respondents
Strongly agree	43	5.6%
Agree	277	36.0%
Neither agree nor disagree	107	13.9%
Disagree	243	31.6%
Strongly Disagree	74	9.6%
Don't know/NA	26	3.4%

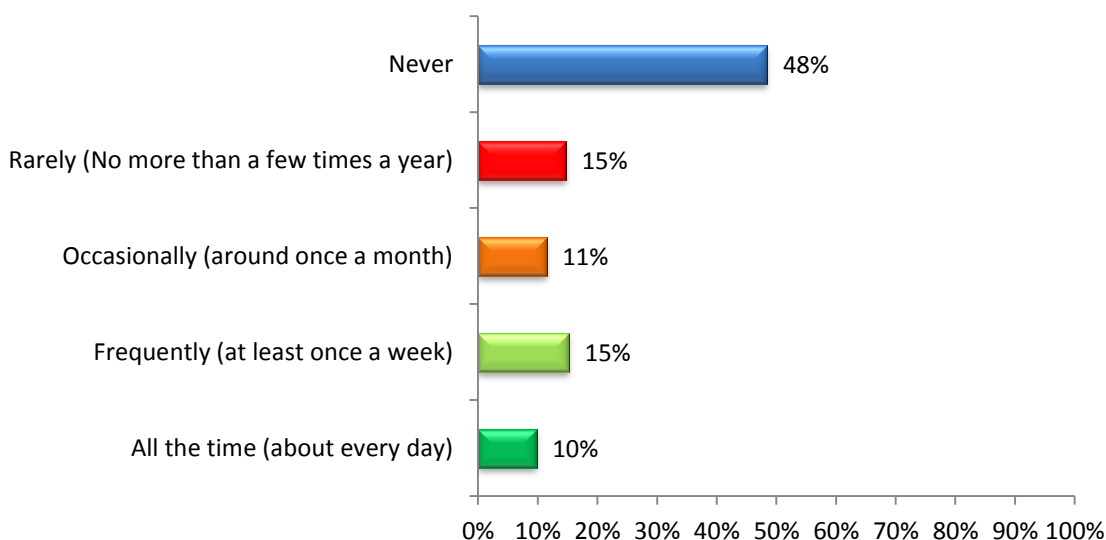
### 3.8.2 Cycling – Participation Levels

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?*

Almost 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 3.20 and Table 3.24.

**Figure 3-19 Participation in Cycling**



**Table 3.17 Participation in Cycling**

Response	Number of Respondents	Percentage of Respondents
All the time (about every day)	75	9.7%
Frequently (at least once a week)	117	15.2%
Occasionally (around once a month)	88	11.4%
Rarely (No more than a few times a year)	113	14.7%
Never	373	48.4%
Don't know	5	0.6%



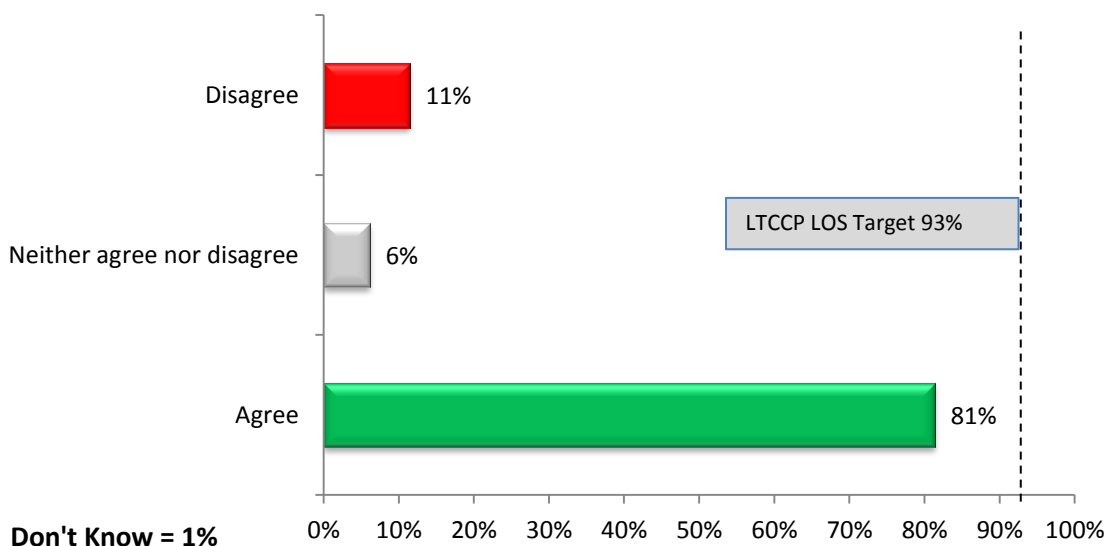
### 3.8.3 Walking – Safety and Convenience

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 (81%) of respondents acknowledged that Christchurch was a 'walking-friendly city', compared to the target LOS of 93%, as shown in Figure 3.21 and Table 3.25.

**Figure 3-20 Level of Agreement – Christchurch is a Walking-Friendly City**



**Table 3.18 Level of Agreement – Christchurch is a Walking-Friendly City**

Response	Number of Respondents	Percentage of Respondents
Strongly agree	177	23.0%
Agree	450	58.4%
Neither agree nor disagree	47	6.1%
Disagree	70	9.1%
Strongly Disagree	18	2.3%
Don't know/NA	9	1.2%

### 3.8.4 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 two questions, and asked to rate their overall satisfaction to two questions on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

- 1 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?
- 2 Overall how satisfied or dissatisfied are you with the condition of pedestrian malls, which includes things such as maintenance and upkeep?

Satisfaction with the appearance and condition of pedestrian malls averaged 65% compared to a target LOS of 'at least 70%'. Data is shown in Figures 3.22 and 3.23 and in Table 3.16 (overleaf).

**Figure 3-21 Satisfaction with the Appearance and Condition of Pedestrian Malls**

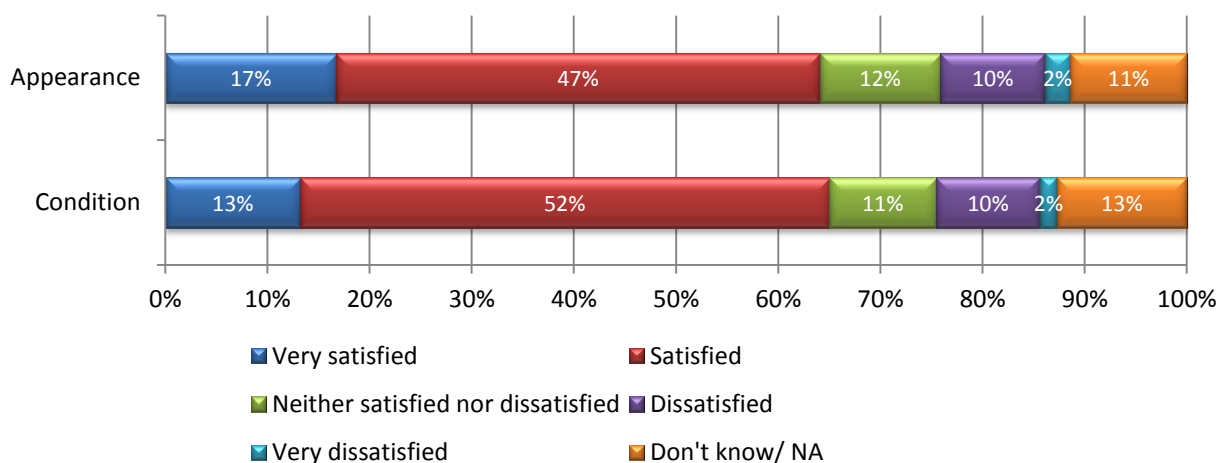


Figure 3-22 Satisfaction with the Condition and Appearance of Pedestrian Malls, Combined

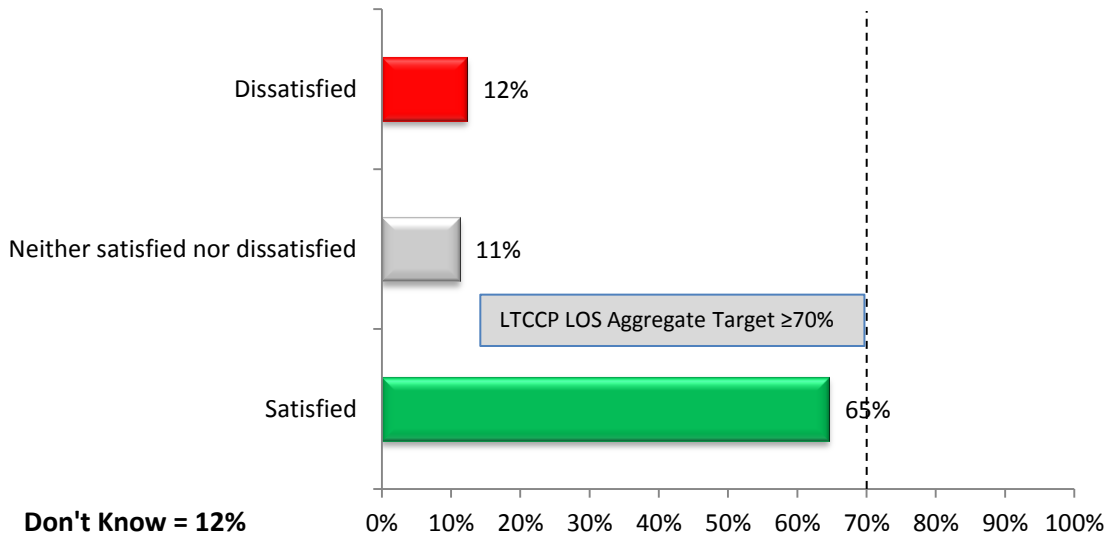


Table 3.19 Satisfaction with the Condition and Appearance of Pedestrian Malls

Response	Condition		Appearance	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	102	13.2%	129	16.7%
Satisfied	399	51.8%	365	47.3%
Neither satisfied nor dissatisfied	81	10.5%	91	11.8%
Dissatisfied	78	10.1%	79	10.2%
Very dissatisfied	13	1.7%	19	2.5%
Don't know/NA	98	12.7%	88	11.4%

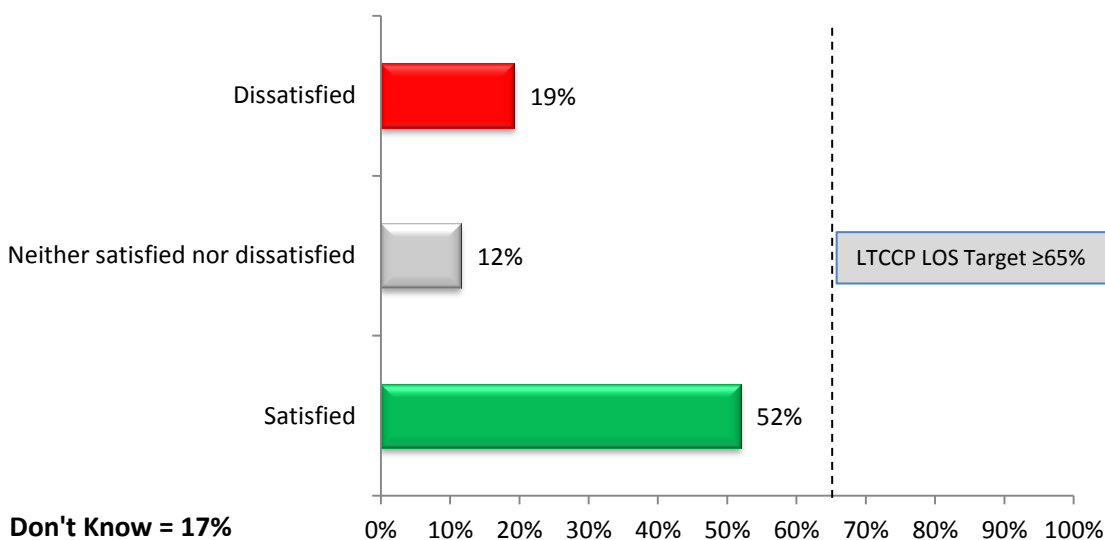
### 3.9 Parking

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 52%, compared to a targeted LOS of 'at least 65%', as shown in Figure 3.24 and Table 3.27.

**Figure 3-23 Satisfaction with Ease of Use of Parking Meters**



**Table 3.20 Satisfaction with Ease of Use of Parking Meters**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	64	8.3%
Satisfied	336	43.6%
Neither satisfied nor dissatisfied	89	11.5%
Dissatisfied	114	14.8%
Very dissatisfied	34	4.4%
Don't know/NA	134	17.4%

### 3.10 Overall Satisfaction

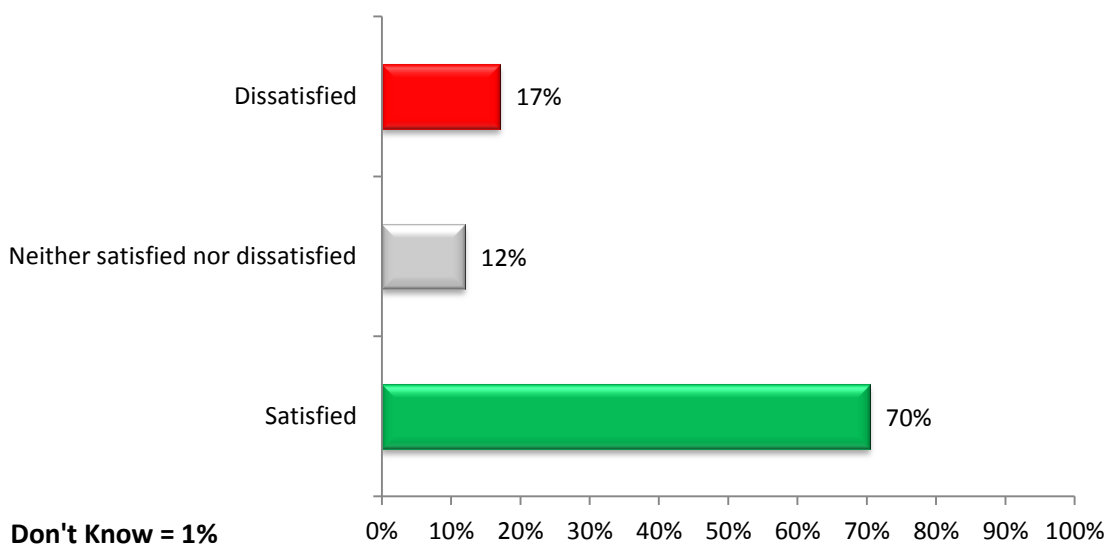
Survey participants were read the following preamble, and rate their overall satisfaction on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

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

The targeted LOS was 77%. The level of satisfied respondents was 70% as is shown in Table 3.28 and Figure 3.25. No level of service measure was applied to the satisfaction with overall satisfaction with the Council in 2012 as a result of damage due to the series of earthquakes in 2010-2012.

**Figure 3-24 Overall Satisfaction, Christchurch City Council**



**Table 3.21 Overall Satisfaction, Christchurch City Council**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	108	14.0%
Satisfied	434	56.4%
Neither satisfied nor dissatisfied	92	11.9%
Dissatisfied	102	13.2%
Very dissatisfied	29	3.8%
Don't know/NA	5	0.6%

### 3.11 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 3.29 based on the most common responses:

**Table 3.22 Areas in Which the Christchurch City Council has Performed Well**

Response	Number of Respondents	Percentage of Respondents
Rubbish & Recycling	179	23%
Events & festivals	155	20%
Transport, Rooding and Walkways	97	13%
Earthquake Recovery	92	12%
Water Supply	80	10%
Library Services	70	9%
Gardens and Parks	59	8%
Infrastructure	58	8%
Wastewater & Sewerage	57	7%
Communication	43	6%
Recreational facilities	43	6%
Pools	21	3%
Staff/ Service	17	2%
Overall Service is great	13	2%
Waterways & Rivers	11	1%
Beautifications	10	1%
Public Promotion	5	1%
Other	7	1%
Don't know	54	7%

### 3.12 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 3.30 based on the most common responses:

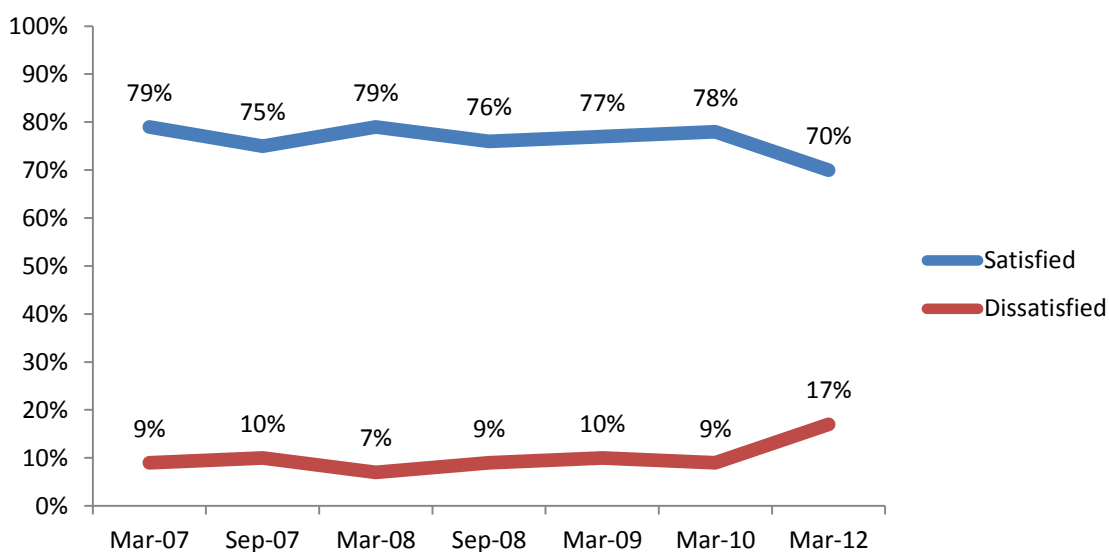
**Table 3.23 Areas in Which the Christchurch City Council could Improve**

Response	Number of Respondents	Percentage of Respondents
Roading maintenance required	166	22%
Better communication/ signage/ listen to people	115	15%
Need more transparency/ democratic process	74	10%
Infighting/ internal politics needs improving	73	9%
Improved Traffic/ Roothing Infrastructure	66	9%
Consent processing	60	8%
Faster earthquake repairs/ demolition work	51	7%
Sewerage system/ waste water system	44	6%
Footpath maintenance required	43	6%
Eastern Suburbs/ red zones 'forgotten'/ neglected	38	5%
Water supply: taste/ treatment/ supply	30	4%
Cycling Issues/ cycle ways/ cyclist education	27	4%
Pools: access/ closures/ swimming lessons	24	3%
Bus service issues	23	3%
Improve decision making process	23	3%
Housing issues	20	3%
Maintain waterways	20	3%
Rubbish bins such as ' Green bins too small'	20	3%
Other	266	35%
Don't know	65	8%

## 4 Comparison with Previous Resident Surveys

The 2012 results were compared with the data from the years since March 2007. While the overall satisfaction with the Christchurch City Council was lower in 2012 than it had been in previous years, a majority of residents indicated they were satisfied with the performance of the Council.

**Figure 4-15** Historic Trend: Satisfaction with Performance of Christchurch City Council





## 5 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

All data provided has been analysed. However, it is of note that with small sample sizes, the margins of error for these data are high. As a result, no contrasts between sub-groups within the population have been calculated.

### 5.1 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?*

**Table 5.1 Public Understands Council Decision Making**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	3%	6%	5%	8%	4%	5%	0%
Agree	32%	31%	26%	23%	36%	25%	28%
Neither agree nor disagree	18%	17%	17%	19%	13%	18%	17%
Disagree	30%	31%	33%	34%	36%	36%	33%
Strongly disagree	12%	14%	16%	14%	9%	12%	11%
Don't know	5%	3%	2%	3%	3%	4%	11%

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

**Table 5.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	3%	3%	3%	5%	3%	0%
Satisfied	30%	36%	33%	35%	30%	37%	22%
Neither satisfied nor dissatisfied	18%	26%	20%	16%	18%	21%	28%
Dissatisfied	30%	23%	31%	30%	33%	26%	33%
Very dissatisfied	18%	8%	12%	16%	11%	10%	11%
Don't know/NA	2%	3%	1%	1%	2%	2%	6%

*Overall, how satisfied or dissatisfied are you with communication to residents in general of the decisions made by Council?*

**Table 5.3 Satisfaction with Communication of Council Decisions**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	4%	4%	2%	4%	4%	0%
Satisfied	27%	36%	31%	28%	27%	27%	28%
Neither satisfied nor dissatisfied	12%	24%	11%	23%	19%	19%	22%
Dissatisfied	40%	25%	38%	34%	39%	39%	39%
Very dissatisfied	16%	8%	13%	13%	7%	7%	6%
Don't know/NA	2%	2%	2%	0%	4%	4%	6%

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

**Table 5.4 Public Level of Influence in the Democratic Process**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Large influence	3%	6%	7%	4%	9%	9%	0%
Some influence	29%	37%	33%	33%	34%	33%	11%
Small influence	49%	46%	37%	42%	39%	35%	67%
No influence	16%	8%	20%	21%	17%	19%	17%
Don't know	3%	3%	2%	1%	1%	4%	6%

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

**Table 5.5 Satisfaction, Access to Information**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	3%	3%	2%	1%	3%	5%	0%
Satisfied	32%	33%	39%	32%	42%	35%	17%
Neither satisfied nor dissatisfied	13%	30%	23%	28%	16%	20%	44%
Dissatisfied	30%	21%	25%	23%	24%	26%	17%
Very dissatisfied	8%	3%	8%	5%	4%	3%	11%
Don't know/NA	13%	10%	3%	12%	12%	11%	11%

## 5.2 City Promotions

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

**Table 5.6 Satisfaction Concerning Information about Activities, Events and Attractions**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	35%	38%	29%	30%	37%	30%	28%
<b>Satisfied</b>	50%	44%	53%	53%	55%	57%	56%
<b>Neither satisfied nor dissatisfied</b>	5%	8%	10%	5%	1%	5%	11%
<b>Dissatisfied</b>	8%	9%	7%	11%	5%	5%	6%
<b>Very dissatisfied</b>	2%	0%	1%	1%	0%	1%	0%
<b>Don't know/NA</b>	1%	0%	1%	1%	1%	1%	0%

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

**Table 5.7 Satisfaction with Range of Events and Festivals**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	36%	37%	37%	40%	42%	40%	28%
<b>Satisfied</b>	52%	52%	53%	50%	50%	54%	39%
<b>Neither satisfied nor dissatisfied</b>	7%	8%	7%	6%	4%	1%	28%
<b>Dissatisfied</b>	4%	3%	3%	2%	3%	2%	6%
<b>Very dissatisfied</b>	0%	0%	0%	0%	1%	1%	0%
<b>Don't know/NA</b>	2%	1%	0%	3%	1%	2%	0%

### 5.3 Council Facilities

**Table 5.8 Frequency of Visits to Council Provided Facilities**

CCC Library	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	37%	44%	46%	44%	42%	50%	28%
Less than once/ month	25%	24%	28%	21%	31%	26%	28%
Once/ month	18%	9%	15%	18%	14%	8%	6%
2-3 times/ month	11%	13%	5%	6%	5%	3%	11%
Once a week	7%	8%	6%	10%	5%	12%	28%
2-3 times / week	2%	2%	1%	1%	1%	2%	0%
5+ times/ week	0%	0%	0%	1%	1%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%

CCC Rec. / Sport Centre	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	72%	57%	80%	57%	64%	67%	67%
Less than once/ month	16%	26%	14%	23%	16%	19%	22%
Once/ month	5%	5%	2%	4%	7%	3%	6%
2-3 times/ month	2%	3%	1%	3%	3%	2%	0%
Once a week	4%	2%	2%	8%	7%	4%	0%
2-3 times / week	2%	6%	1%	4%	1%	3%	6%
5+ times/ week	0%	1%	0%	1%	1%	2%	0%
Don't know	0%	0%	0%	0%	1%	0%	0%

CCC Pool	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	73%	54%	82%	62%	63%	63%	78%
Less than once/ month	15%	27%	12%	14%	18%	23%	17%
Once/ month	3%	5%	2%	8%	4%	4%	0%
2-3 times/ month	1%	3%	1%	4%	5%	4%	0%
Once a week	5%	5%	2%	7%	9%	4%	0%
2-3 times / week	2%	4%	0%	5%	0%	2%	6%
5+ times/ week	1%	2%	0%	1%	0%	1%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%

## 5.4 Waterways

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

**Table 4.5.9 Satisfaction with Appearance of Waterways**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	9%	8%	8%	15%	12%	9%	6%
Satisfied	43%	52%	51%	44%	56%	50%	44%
Neither satisfied nor dissatisfied	10%	16%	12%	13%	12%	12%	28%
Dissatisfied	30%	14%	18%	23%	15%	19%	11%
Very dissatisfied	7%	1%	7%	3%	2%	1%	6%
Don't know/NA	1%	8%	3%	2%	4%	9%	6%

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

**Table 4.5.10 Satisfaction with Condition of Waterways**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	9%	5%	7%	7%	7%	5%	0%
Satisfied	41%	49%	38%	42%	52%	53%	39%
Neither satisfied nor dissatisfied	13%	16%	15%	13%	12%	11%	22%
Dissatisfied	30%	18%	27%	31%	20%	20%	28%
Very dissatisfied	6%	2%	9%	4%	4%	1%	6%
Don't know/NA	2%	10%	4%	4%	5%	9%	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?*

**Table 5.11 Satisfaction with Appearance of Waterway Margins**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	13%	12%	13%	14%	12%	12%	22%
Satisfied	37%	63%	58%	58%	59%	59%	28%
Neither satisfied nor dissatisfied	14%	8%	10%	11%	11%	11%	28%
Dissatisfied	26%	13%	15%	9%	9%	11%	17%
Very dissatisfied	8%	2%	2%	3%	2%	2%	0%
Don't know/NA	2%	3%	3%	5%	7%	6%	6%

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

**Table 5.12 Satisfaction with Condition of Waterway Margins**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	5%	3%	9%	10%	10%	8%	6%
Satisfied	40%	68%	50%	54%	59%	62%	44%
Neither satisfied nor dissatisfied	13%	9%	11%	13%	11%	10%	33%
Dissatisfied	31%	14%	24%	15%	12%	12%	11%
Very dissatisfied	7%	1%	2%	2%	3%	1%	0%
Don't know/NA	4%	5%	5%	6%	5%	8%	6%

## 5.5 Rubbish and Recycling

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

**Table 5.13 Satisfaction with Kerbside Recycling**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	66%	64%	64%	64%	60%	63%	50%
<b>Satisfied</b>	31%	35%	35%	33%	38%	35%	22%
<b>Neither satisfied nor dissatisfied</b>	2%	1%	0%	3%	1%	1%	0%
<b>Dissatisfied</b>	1%	1%	1%	0%	1%	2%	0%
<b>Very dissatisfied</b>	0%	0%	0%	0%	0%	0%	11%
<b>Don't know/NA</b>	0%	0%	0%	1%	1%	0%	17%

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

**Table 5.14 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	59%	58%	58%	58%	53%	57%	44%
<b>Satisfied</b>	38%	38%	37%	38%	39%	39%	28%
<b>Neither satisfied nor dissatisfied</b>	3%	2%	1%	2%	1%	0%	0%
<b>Dissatisfied</b>	1%	3%	3%	3%	6%	4%	0%
<b>Very dissatisfied</b>	0%	0%	1%	0%	0%	0%	11%
<b>Don't know/NA</b>	0%	0%	0%	0%	1%	0%	17%

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

**Table 5.15 Satisfaction with Organic Waste (Green Bin)**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	46%	51%	52%	49%	44%	49%	39%
<b>Satisfied</b>	34%	31%	33%	36%	38%	34%	28%
<b>Neither satisfied nor dissatisfied</b>	5%	5%	5%	3%	3%	3%	0%
<b>Dissatisfied</b>	11%	12%	7%	10%	12%	12%	0%
<b>Very dissatisfied</b>	1%	0%	1%	2%	3%	1%	11%
<b>Don't know/NA</b>	2%	1%	2%	0%	1%	2%	22%

## 5.6 Rooding

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

**Table 5.16 Satisfaction with the Condition of Christchurch Roads**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	4%	6%	6%	3%	3%	6%	0%
<b>Satisfied</b>	24%	46%	31%	37%	38%	41%	33%
<b>Neither satisfied nor dissatisfied</b>	13%	13%	11%	20%	16%	14%	22%
<b>Dissatisfied</b>	30%	25%	33%	29%	27%	26%	22%
<b>Very dissatisfied</b>	29%	9%	20%	8%	14%	12%	22%
<b>Don't know/NA</b>	0%	1%	0%	3%	1%	0%	0%

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

**Table 5.17 Satisfaction with the Condition of Christchurch Footpaths**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	4%	10%	5%	4%	3%	11%	6%
<b>Satisfied</b>	29%	47%	36%	38%	49%	46%	22%
<b>Neither satisfied nor dissatisfied</b>	16%	14%	16%	19%	15%	15%	11%
<b>Dissatisfied</b>	29%	21%	33%	27%	24%	23%	44%
<b>Very dissatisfied</b>	23%	7%	9%	10%	10%	5%	6%
<b>Don't know/NA</b>	0%	1%	2%	3%	0%	1%	11%

## 5.7 Water

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

**Table 5.18 Satisfaction with Waste Water Services**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	33%	36%	24%	32%	25%	43%	17%
<b>Satisfied</b>	40%	52%	52%	57%	59%	47%	44%
<b>Neither satisfied nor dissatisfied</b>	5%	5%	11%	7%	4%	3%	0%
<b>Dissatisfied</b>	12%	3%	9%	3%	7%	5%	11%
<b>Very dissatisfied</b>	9%	0%	3%	0%	2%	0%	0%
<b>Don't know/NA</b>	1%	3%	1%	3%	4%	2%	28%

*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?*

**Table 5.19 Satisfaction with Water Supply**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	34%	42%	30%	41%	34%	51%	22%
<b>Satisfied</b>	47%	49%	55%	43%	48%	40%	33%
<b>Neither satisfied nor dissatisfied</b>	3%	3%	7%	6%	7%	2%	11%
<b>Dissatisfied</b>	13%	3%	7%	9%	7%	3%	6%
<b>Very dissatisfied</b>	3%	2%	1%	1%	2%	1%	0%
<b>Don't know/NA</b>	0%	2%	0%	0%	2%	2%	28%

*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?*

**Table 5.20 Awareness of Council's Water Conservation Campaign**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Yes, Aware</b>	91%	91%	92%	93%	93%	87%	94%
<b>No, Not aware</b>	9%	9%	8%	8%	7%	12%	0%
<b>Don't know</b>	0%	0%	0%	0%	0%	2%	6%



## 5.8 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?*

**Table 5.21 Level of Agreement – Christchurch is a Cycle-Friendly City**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	4%	7%	3%	6%	7%	7%	6%
Agree	37%	37%	31%	45%	33%	32%	44%
Neither agree nor disagree	11%	15%	13%	13%	16%	16%	6%
Disagree	30%	28%	37%	28%	32%	34%	28%
Strongly disagree	15%	8%	13%	3%	9%	9%	11%
Don't know	3%	5%	2%	4%	4%	2%	6%

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

**Table 5.22 Participation in Cycling**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
All the time (about every day)	8%	14%	11%	8%	8%	11%	0%
Frequently (at least once a week)	16%	14%	17%	18%	10%	16%	22%
Occasionally (around once a month)	12%	8%	12%	14%	13%	11%	6%
Rarely (No more than a few times a year)	13%	19%	12%	11%	17%	16%	11%
Never	51%	42%	46%	50%	51%	47%	61%
Don't know	1%	2%	1%	0%	1%	0%	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?*

**Table 5.23 Level of Agreement – Christchurch is a Walking-Friendly City**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	20%	25%	21%	19%	25%	27%	22%
Agree	54%	62%	55%	61%	59%	59%	61%
Neither agree nor disagree	5%	6%	12%	8%	5%	2%	0%
Disagree	13%	4%	9%	10%	9%	9%	11%
Strongly disagree	7%	1%	2%	2%	1%	1%	6%
Don't know	2%	2%	1%	0%	0%	3%	0%

*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 malls, which includes things such as the layout and type of plantings and layout and style of street furniture?*

**Table 5.24 Satisfaction with the Appearance of Pedestrian Malls**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	17%	19%	19%	15%	18%	15%	6%
Satisfied	38%	47%	50%	52%	48%	50%	50%
Neither satisfied nor dissatisfied	16%	11%	10%	12%	12%	12%	0%
Dissatisfied	20%	5%	11%	6%	10%	9%	6%
Very dissatisfied	5%	3%	2%	4%	0%	2%	0%
Don't know/NA	3%	16%	9%	12%	12%	13%	39%

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

**Table 5.25 Satisfaction with the Condition of Pedestrian Malls**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	11%	17%	17%	14%	14%	7%	11%
<b>Satisfied</b>	45%	49%	52%	54%	55%	57%	44%
<b>Neither satisfied nor dissatisfied</b>	10%	12%	11%	11%	11%	9%	0%
<b>Dissatisfied</b>	24%	6%	8%	6%	7%	9%	6%
<b>Very dissatisfied</b>	5%	0%	0%	3%	0%	2%	0%
<b>Don't know/NA</b>	5%	16%	11%	12%	13%	16%	39%

## 5.9 Parking

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

**Table 5.26 Satisfaction with Ease of Use of Parking Meters**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	7%	12%	8%	13%	6%	5%	0%
<b>Satisfied</b>	35%	42%	49%	48%	44%	45%	39%
<b>Neither satisfied nor dissatisfied</b>	15%	11%	13%	10%	11%	8%	22%
<b>Dissatisfied</b>	17%	15%	16%	13%	14%	14%	6%
<b>Very dissatisfied</b>	5%	5%	2%	5%	6%	5%	0%
<b>Don't know/NA</b>	21%	14%	12%	11%	19%	23%	33%

## 5.10 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?*

**Table 5.27 Overall Satisfaction, Christchurch City Council**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	17%	17%	9%	12%	15%	16%	6%
Satisfied	46%	57%	57%	55%	63%	60%	50%
Neither satisfied nor dissatisfied	6%	14%	15%	17%	11%	9%	22%
Dissatisfied	22%	9%	15%	13%	10%	11%	17%
Very dissatisfied	7%	2%	4%	4%	1%	4%	6%
Don't know/NA	1%	2%	1%	0%	0%	1%	0%

### 5.10.1 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?*

**Table 5.28 Areas in Which the Christchurch City Council has Performed Well**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Rubbish & Recycling	22%	21%	27%	25%	21%	24%	11%
Events & Festivals	25%	16%	20%	18%	25%	19%	11%
Transport/ Roading & Walkways	13%	9%	15%	16%	9%	15%	0%
Earthquake recovery	7%	13%	12%	20%	13%	5%	17%
Water supply	7%	14%	8%	11%	8%	14%	11%
Library Services	9%	11%	6%	10%	6%	14%	6%
Gardens & Parks	10%	9%	8%	3%	4%	13%	0%
Infrastructure	6%	9%	5%	7%	8%	8%	17%
Wastewater & Sewerage	6%	8%	5%	9%	7%	11%	0%
Communication	5%	5%	5%	7%	6%	4%	6%
Recreational facilities	6%	6%	6%	2%	4%	9%	0%
Pools	6%	3%	1%	0%	2%	5%	0%
Staff/ Service	2%	3%	3%	2%	1%	2%	0%
Overall service is great	1%	2%	4%	0%	2%	1%	0%
Waterways & Rivers	3%	2%	1%	1%	3%	0%	0%
Beautification	1%	1%	2%	0%	3%	1%	6%
Public promotion	0%	0%	2%	0%	3%	0%	0%
Other	0%	0%	0%	1%	3%	2%	6%
Don't know	8%	10%	6%	5%	7%	4%	17%

### 5.10.2 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.*

**Table 5.29 Areas in Which the Christchurch City Council could Improve**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Roading maintenance required	24%	21%	20%	18%	23%	22%	28%
Better communication/ signage/ listen to people	14%	17%	19%	11%	12%	16%	22%
Need more transparency/ democratic process	12%	11%	11%	7%	9%	9%	6%
Infighting/ internal politics needs improving	9%	16%	8%	10%	5%	10%	0%
Improved Traffic/ Rooding Infrastructure	5%	10%	7%	12%	8%	10%	0%
Consent processing	7%	7%	8%	7%	12%	5%	11%
Faster earthquake repairs/ demolition work	4%	5%	5%	10%	11%	4%	11%
Sewerage system/ waste water system	10%	2%	6%	4%	7%	5%	0%
Footpath maintenance required	8%	8%	2%	5%	7%	5%	0%
Eastern Suburbs/ red zones 'forgotten'/ neglected	13%	3%	4%	3%	3%	4%	0%
Water supply: taste/ treatment/ supply	3%	5%	3%	2%	7%	4%	0%
Cycling Issues/ cycle ways/ cyclist education	0%	3%	6%	4%	4%	5%	0%
Pools: access/ closures/ swimming lessons	5%	3%	2%	7%	2%	0%	0%
Bus service issues	2%	2%	2%	3%	5%	2%	6%
Improve decision making process	3%	3%	2%	4%	3%	2%	6%
Housing issues	2%	2%	5%	1%	2%	2%	11%
Maintain waterways	3%	1%	3%	3%	3%	2%	0%
Rubbish bins such as ' Green bins too small'	2%	3%	2%	0%	3%	6%	0%
Don't know	6%	7%	7%	13%	9%	9%	11%
Other	38%	36%	32%	34%	37%	30%	33%

## 6 Analysis by Gender and Age

The following tables provide detail based on the responses per age and gender. All data provided has been analysed. However, it is of note that with small sample sizes, the margins of error for some sets of these data are high.

### 6.1 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?*

**Table 6.1 Public Understands Council Decision Making**

Response	15-24	25-49	50-64	65+	Male	Female
Strongly agree	1%	5%	6%	5%	8%	3%
Agree	22%	29%	31%	26%	32%	25%
Neither agree nor disagree	28%	16%	14%	19%	14%	20%
Disagree	36%	32%	35%	33%	33%	34%
Strongly disagree	11%	15%	11%	14%	11%	14%
Don't know	3%	3%	4%	4%	2%	4%

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

**Table 6.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	7%	3%	3%	4%	3%	3%
Satisfied	55%	32%	32%	28%	34%	33%
Neither satisfied nor dissatisfied	25%	22%	17%	20%	16%	24%
Dissatisfied	8%	31%	33%	30%	31%	27%
Very dissatisfied	3%	12%	15%	15%	14%	11%
Don't know/NA	3%	1%	1%	3%	1%	2%

*Overall, how satisfied or dissatisfied are you with communication to residents in general of the decisions made by Council?*

**Table 6.3 Satisfaction with Communication of Council Decisions**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	3%	4%	3%	3%	3%	4%
Satisfied	38%	35%	28%	32%	34%	31%
Neither satisfied nor dissatisfied	24%	16%	18%	16%	17%	18%
Dissatisfied	22%	35%	36%	32%	34%	33%
Very dissatisfied	4%	9%	13%	15%	10%	12%
Don't know/NA	9%	0%	1%	2%	1%	3%

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

**Table 6.4 Public Level of Influence in the Democratic Process**

Response	15-24	25-49	50-64	65+	Male	Female
Large influence	13%	5%	5%	7%	7%	6%
Some influence	41%	34%	31%	30%	29%	36%
Small influence	30%	45%	43%	41%	44%	40%
No influence	8%	14%	21%	20%	18%	15%
Don't know	8%	2%	1%	2%	2%	3%

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

**Table 6.5 Satisfaction, Access to Information**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	1%	4%	2%	3%	3%	3%
Satisfied	50%	37%	32%	30%	38%	33%
Neither satisfied nor dissatisfied	20%	23%	22%	21%	20%	23%
Dissatisfied	16%	24%	28%	26%	24%	25%
Very dissatisfied	3%	4%	6%	8%	6%	4%
Don't know/NA	11%	9%	10%	13%	9%	12%

## 6.2 City Promotions

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

**Table 6.6 Satisfaction Concerning Information about Activities, Events and Attractions**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	20%	29%	37%	39%	29%	37%
Satisfied	61%	56%	50%	45%	55%	49%
Neither satisfied nor dissatisfied	8%	6%	7%	3%	7%	5%
Dissatisfied	8%	9%	5%	10%	8%	7%
Very dissatisfied	1%	0%	1%	1%	1%	1%
Don't know/NA	3%	0%	0%	2%	0%	1%

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

**Table 6.7 Satisfaction with Range of Events and Festivals**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	24%	36%	43%	43%	32%	44%
Satisfied	62%	53%	49%	47%	54%	48%
Neither satisfied nor dissatisfied	11%	6%	4%	7%	8%	4%
Dissatisfied	3%	4%	3%	1%	4%	2%
Very dissatisfied	0%	0%	1%	0%	1%	0%
Don't know/NA	1%	1%	0%	3%	1%	1%

### 6.3 Council Facilities

Table 6.8 Frequency of Visits to Council Provided Facilities

CCC Library	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	53%	41%	44%	42%	50%	38%
Less than once/ month	32%	27%	26%	21%	26%	26%
Once/ month	11%	13%	14%	14%	11%	16%
2-3 times/ month	3%	8%	7%	7%	6%	8%
Once a week	1%	9%	9%	11%	6%	11%
2-4 times / week	1%	1%	1%	4%	1%	2%
5+ times/ week	0%	0%	0%	1%	1%	0%
Don't know	0%	0%	0%	0%	0%	0%

CCC Rec. / Sport Centre	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	61%	54%	73%	77%	60%	72%
Less than once/ month	24%	25%	16%	13%	23%	15%
Once/ month	5%	6%	4%	2%	5%	4%
2-3 times/ month	1%	3%	1%	2%	3%	2%
Once a week	4%	7%	2%	3%	5%	4%
2-4 times / week	3%	3%	3%	2%	3%	3%
5+ times/ week	1%	1%	1%	1%	1%	1%
Don't know	1%	0%	0%	0%	0%	0%

CCC Pool	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	53%	52%	77%	80%	69%	64%
Less than once/ month	32%	25%	11%	13%	14%	22%
Once/ month	9%	7%	2%	2%	5%	3%
2-4 times/ month	5%	4%	2%	2%	3%	3%
Once a week	1%	11%	3%	1%	5%	5%
2-3 times / week	0%	2%	3%	2%	2%	3%
5+ times/ week	0%	0%	2%	0%	1%	0%
Don't know	0%	0%	0%	0%	0%	0%

## 6.4 Waterways

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

**Table 6.9 Satisfaction with Appearance of Waterways**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	4%	10%	11%	13%	9%	11%
Satisfied	61%	49%	47%	49%	51%	47%
Neither satisfied nor dissatisfied	17%	13%	11%	14%	12%	13%
Dissatisfied	12%	21%	24%	15%	21%	19%
Very dissatisfied	4%	4%	4%	1%	4%	4%
Don't know/NA	3%	4%	4%	7%	3%	6%

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

**Table 6.10 Satisfaction with Condition of Waterways**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	4%	6%	7%	9%	6%	7%
Satisfied	53%	48%	42%	46%	46%	45%
Neither satisfied nor dissatisfied	17%	14%	12%	13%	13%	14%
Dissatisfied	18%	24%	29%	20%	26%	22%
Very dissatisfied	4%	5%	5%	3%	5%	4%
Don't know/NA	4%	4%	6%	10%	3%	8%

*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?*

**Table 6.11 Satisfaction with Appearance of Waterway Margins**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	16%	11%	13%	14%	10%	16%
Satisfied	49%	63%	51%	51%	59%	51%
Neither satisfied nor dissatisfied	20%	10%	10%	11%	11%	11%
Dissatisfied	13%	12%	17%	11%	14%	13%
Very dissatisfied	1%	2%	4%	3%	2%	4%
Don't know/NA	1%	2%	5%	10%	4%	5%

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

**Table 6.12 Satisfaction with Condition of Waterway Margins**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	9%	8%	8%	5%	6%	10%
Satisfied	54%	58%	53%	53%	60%	50%
Neither satisfied nor dissatisfied	22%	11%	11%	10%	11%	12%
Dissatisfied	13%	18%	20%	16%	17%	18%
Very dissatisfied	1%	2%	3%	3%	2%	3%
Don't know/NA	0%	3%	6%	12%	3%	7%



## 6.5 Rubbish and Recycling

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

**Table 6.13 Satisfaction with Kerbside Recycling**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	38%	64%	68%	66%	62%	64%
<b>Satisfied</b>	59%	32%	30%	32%	36%	32%
<b>Neither satisfied nor dissatisfied</b>	3%	2%	0%	0%	1%	1%
<b>Dissatisfied</b>	0%	1%	1%	1%	1%	1%
<b>Very dissatisfied</b>	0%	0%	1%	0%	0%	1%
<b>Don't know/NA</b>	0%	0%	1%	1%	0%	1%

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

**Table 6.14 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	32%	55%	61%	65%	56%	57%
<b>Satisfied</b>	59%	40%	33%	32%	40%	36%
<b>Neither satisfied nor dissatisfied</b>	5%	1%	1%	1%	1%	2%
<b>Dissatisfied</b>	3%	4%	4%	1%	2%	4%
<b>Very dissatisfied</b>	1%	0%	1%	0%	0%	1%
<b>Don't know/NA</b>	0%	0%	1%	1%	0%	1%

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

**Table 6.15 Satisfaction with Organic Waste (Green Bin)**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	33%	47%	52%	52%	47%	49%
<b>Satisfied</b>	57%	37%	27%	32%	36%	33%
<b>Neither satisfied nor dissatisfied</b>	5%	4%	4%	3%	4%	4%
<b>Dissatisfied</b>	5%	10%	12%	9%	10%	10%
<b>Very dissatisfied</b>	0%	1%	2%	1%	1%	2%
<b>Don't know/NA</b>	0%	1%	3%	3%	2%	2%

## 6.6 Roading

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

**Table 6.16 Satisfaction with the Condition of Christchurch Roads**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	1%	4%	5%	6%	3%	6%
<b>Satisfied</b>	37%	37%	34%	38%	35%	36%
<b>Neither satisfied nor dissatisfied</b>	24%	16%	11%	16%	12%	17%
<b>Dissatisfied</b>	33%	28%	31%	22%	32%	24%
<b>Very dissatisfied</b>	5%	15%	19%	16%	16%	16%
<b>Don't know/NA</b>	0%	1%	0%	3%	1%	1%

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

**Table 6.17 Satisfaction with the Condition of Christchurch Footpaths**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	5%	6%	5%	9%	6%	7%
<b>Satisfied</b>	49%	42%	36%	41%	43%	37%
<b>Neither satisfied nor dissatisfied</b>	18%	15%	16%	16%	14%	17%
<b>Dissatisfied</b>	25%	25%	31%	22%	27%	26%
<b>Very dissatisfied</b>	3%	11%	12%	11%	8%	12%
<b>Don't know/NA</b>	0%	1%	1%	2%	1%	2%

## 6.7 Water

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

**Table 6.18 Satisfaction with Waste Water Services**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	22%	31%	32%	36%	33%	31%
<b>Satisfied</b>	57%	49%	50%	53%	53%	48%
<b>Neither satisfied nor dissatisfied</b>	11%	7%	4%	3%	4%	7%
<b>Dissatisfied</b>	4%	7%	8%	3%	7%	6%
<b>Very dissatisfied</b>	0%	3%	2%	3%	2%	3%
<b>Don't know/NA</b>	7%	2%	3%	2%	1%	5%

*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?*

**Table 6.19 Satisfaction with Water Supply**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	38%	34%	37%	47%	38%	39%
<b>Satisfied</b>	46%	49%	46%	45%	47%	46%
<b>Neither satisfied nor dissatisfied</b>	5%	5%	5%	3%	6%	4%
<b>Dissatisfied</b>	8%	8%	8%	4%	8%	6%
<b>Very dissatisfied</b>	1%	3%	1%	1%	1%	2%
<b>Don't know/NA</b>	1%	1%	3%	1%	1%	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?*

**Table 6.20 Awareness of Council's Water Conservation Campaign**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Yes, Aware</b>	70%	93%	94%	93%	90%	92%
<b>No, Not aware</b>	30%	7%	5%	7%	9%	8%
<b>Don't know</b>	0%	0%	1%	0%	0%	1%

## 6.8 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?*

**Table 6.21 Level of Agreement – Christchurch is a Cycle-Friendly City**

Response	15-24	25-49	50-64	65+	Male	Female
Strongly agree	9%	5%	5%	5%	5%	6%
Agree	54%	40%	31%	30%	41%	31%
Neither agree nor disagree	13%	10%	14%	21%	12%	15%
Disagree	20%	33%	34%	30%	30%	33%
Strongly disagree	1%	11%	12%	7%	9%	11%
Don't know	3%	0%	4%	8%	3%	4%

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

**Table 6.22 Participation in Cycling**

Response	15-24	25-49	50-64	65+	Male	Female
All the time (about every day)	13%	13%	9%	3%	13%	7%
Frequently (at least once a week)	12%	21%	15%	6%	18%	13%
Occasionally (around once a month)	21%	13%	11%	5%	14%	9%
Rarely (No more than a few times a year)	16%	21%	14%	4%	16%	14%
Never	38%	31%	51%	79%	38%	58%
Don't know	0%	0%	0%	3%	1%	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?*

**Table 6.23 Level of Agreement – Christchurch is a Walking-Friendly City**

Response	15-24	25-49	50-64	65+	Male	Female
Strongly agree	26%	21%	24%	24%	23%	23%
Agree	64%	60%	56%	57%	62%	55%
Neither agree nor disagree	7%	5%	6%	9%	6%	6%
Disagree	1%	12%	11%	5%	6%	12%
Strongly disagree	1%	3%	3%	1%	2%	3%
Don't know	0%	0%	0%	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 malls, which includes things such as the layout and type of plantings and layout and style of street furniture?*

**Table 6.24 Satisfaction with the Appearance of Pedestrian Malls**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	24%	13%	16%	21%	13%	20%
Satisfied	51%	51%	44%	45%	50%	45%
Neither satisfied nor dissatisfied	8%	13%	13%	10%	12%	12%
Dissatisfied	5%	10%	13%	8%	9%	11%
Very dissatisfied	1%	3%	3%	3%	3%	2%
Don't know/NA	11%	11%	11%	14%	13%	10%

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

**Table 6.25 Satisfaction with the Condition of Pedestrian Malls**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	12%	11%	14%	16%	11%	15%
<b>Satisfied</b>	57%	55%	49%	49%	54%	50%
<b>Neither satisfied nor dissatisfied</b>	12%	11%	11%	8%	10%	11%
<b>Dissatisfied</b>	5%	10%	12%	9%	9%	11%
<b>Very dissatisfied</b>	1%	1%	2%	2%	2%	2%
<b>Don't know/NA</b>	13%	11%	12%	16%	14%	11%

## 6.9 Parking

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

**Table 6.26 Satisfaction with Ease of Use of Parking Meters**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	7%	10%	8%	6%	9%	8%
<b>Satisfied</b>	43%	53%	39%	35%	45%	42%
<b>Neither satisfied nor dissatisfied</b>	17%	9%	13%	10%	13%	10%
<b>Dissatisfied</b>	11%	13%	18%	14%	12%	18%
<b>Very dissatisfied</b>	3%	2%	6%	7%	5%	4%
<b>Don't know/NA</b>	20%	12%	16%	29%	16%	19%

## 6.10 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?*

**Table 6.27 Overall Satisfaction, Christchurch City Council**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	11%	11%	18%	14%	13%	15%
<b>Satisfied</b>	75%	62%	47%	55%	53%	60%
<b>Neither satisfied nor dissatisfied</b>	8%	13%	12%	11%	14%	10%
<b>Dissatisfied</b>	5%	11%	17%	14%	16%	11%
<b>Very dissatisfied</b>	1%	2%	5%	5%	4%	4%
<b>Don't know/NA</b>	0%	0%	1%	1%	1%	1%

## Appendix 1: 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. Do you have 15 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?

- 15-24
- 25-49
- 50-64
- 65+
- Refused - CLOSE WITH THANKS

READ OUT - 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.

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.

A number of the services provided by the Christchurch City Council have been affected by the earthquakes. Some services have been closed temporarily or permanently and others are operating at reduced levels. When answering the questions we ask, please put aside the service levels from the past and think instead about the current circumstances Christchurch faces.

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 start by asking 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)



**CITY PROMOTIONS**

Thinking now about city events and festivals.....

**Q6. 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 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)

**Q7. 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.....

**Q8. 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** - Redwood, New Brighton, Akaroa, South, Hornby, Parklands, Halswell, Diamond Harbour, Shirley, Papanui, Spreydon, Lyttelton, Little River, Upper Riccarton and mobile library. *Libraries closed as a result of the earthquake: Bishopdale, Fendalton, Linwood and Sumner*

**\*\*RECREATION AND SPORTS CENTRE** - Pioneer Stadium, Jelly Park and Parklands Community Centre *Centres that are currently closed: QEII Park, Cowles Stadium, Lyttelton Recreation Centre, Centennial Leisure Centre*

**\*\*\*SWIMMING POOLS** - Pioneer, Jelly Park, Graham Condon Recreation and sports centres or summer pools such as Halswell or Templeton. *Swimming pools that are closed: QEII Park, Centennial, Waltham, Lyttelton*

## WATERWAYS

Thinking now about waterways...

### Q9. Waterways and Land Drainage

Christchurch has a number of waterways such as The Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere Streams, and Utility Waterways such as outfall drains, roadside swales, and timbered drains.

Q9a. Overall how satisfied or dissatisfied are you with the **appearance** 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)

Q9b. 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)

### Q10. 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.

Q10a. 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)

Q10b. 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...

### Q11. 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)

### Q12. 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)

### Q13. 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

Thinking now about the city's roads and footpaths..

### Q14. Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's 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)

### Q15. Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's 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.

### Q16. 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)

### Q17. 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
- Don't know/ NA (DO NOT READ OUT)

### Q18. Water Conservation

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?

- Yes
- No
- Don't know/ NA (DO NOT READ OUT)

## ACTIVE TRAVEL

I now want 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.

### Q19. 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)

#### Q20. 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)

#### Q21. 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)

#### Q22. Active Travel

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 malls, 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)

Q23. Overall how satisfied or dissatisfied are you with the condition of pedestrian malls, 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)

## PARKING

Thinking now about parking a vehicle in Christchurch

#### Q24. Parking

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

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know/ NA (DO NOT READ OUT)

**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.

**Q25. 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)

**Q26. Things done well and opportunities for improvement**

Now three 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?

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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

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Finally, how do you think the Council can improve its communication with the people of Christchurch?

PROBE FULLY FOR REASONS IT IS IMPORTANT FOR COUNCIL TO IMPROVE IN THIS AREA

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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:

\_\_\_\_\_

\_\_\_\_\_

## Appendix 2: Verbatim Responses

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### 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?*

#### Banks Peninsula

- Libraries. Quick restoration after disruption of service such as temporary libraries operating. (Male, 25-49)
- Waste water and water supply. Given the circumstances they did well getting them back up and running. (Female, 65+)
- I'm satisfied they're doing their best in all services. They do their level best in the conditions - taken in context with the earthquakes and the damage, people need to be patient. (Male, 50-64)
- Festivals and events, and facility management. The libraries, rec centres and festivals are all done really well. (Female, 50-64)
- Kerbside collection of waste. The system works well. (Male, 50-64)
- Sewerage is maintained well and problems are fixed quickly. (Female, 25-49)
- Rubbish collection is very efficient and makes the street look clean. (Male, 50-64)
- Don't know. (Female, 50-64)
- They are subcontracting out all services so things get done though don't approve of this. (Female, 15-24)
- Are very helpful and prompt when contact by phone or email (Female, 25-49)
- They are doing a pretty good job keeping on with festivals and things even with the ongoing quakes. Keeping positive outlook is great. (Female, 50-64)
- Don't know. (Male, 25-49)
- Bus services. Doing well to keep them running through all the earthquakes. (Male, 25-49)
- I believe the best service that the council is delivering is the water supply. We get clean and reliable water all the time at home. (Female, 50-64)
- Libraries: I really appreciate the exceptional service in Christchurch. (Male, 65+)
- Rubbish collection is excellent. It is very clean and tidy. Collection is very efficient. (Female, 50-64)
- I think they are keeping the city going as much as possible and doing their best. (Female, 50-64)
- Council keeps the city clean and provides a good rubbish collection service. Good up keep of the grassed areas. (Female, 25-49)

#### Burwood – Pegasus

- Sewerage and waterways. All public facilities are back to normal after the Earthquake apart from the bus routes (Female, 65+)
- Don't know. (Female, 50-64)
- Don't know. (Female, 25-49)
- I really like the new bus exchange (Female, 65+)
- Rubbish Collection. Very aware now of waste and recycling (Male, 25-49)
- The rubbish collection and the library. The rubbish is reliable, there is no mess and it works fine. The library, particularly appreciate the Beckenham South Library. They have excellent resources and their online reservation system works well. (Male, 25-49)
- Cannot think of anything that is not done under contract to other companies. (Male, 50-64)
- Earthquake information. There are regular updates and publications in the paper and on the internet. (Male, 65+)
- Recreational facilities including swimming and dog parks, and playgrounds. They are looking after children by providing safe places. Keeping the dog parks, swimming pools and playgrounds well maintained and equipment in good order helps to keep the young ones happy. - (Female, 25-49)



Sports facilities. Good lay out. Good equipment. (Female, 50-64)

Events. Particularly the World Buskers Festival, also things like the Flower and Beer festivals. Good use of Hagley Park. (Female, 50-64)

Processing building consents. That's my line of work and I haven't had too many problems lately with processing times. (Female, 50-64)

They keep the houses supplied with fresh water. It has been very good that they managed to keep the essentials post earthquake. It really helped to return normality to the city. (Female, 65+)

Rubbish. The recycling system in Christchurch is very effective, it is well maintained. (Female, 25-49)

In my area of town I think all of the services are being delivered well. But the rubbish collection is an excellent service and it is great that it has kept going. (Male, 65+)

Events and festivals like the Ellerslie Flower Show. Interested in these things so know about them. (Female, 50-64)

Libraries. Quick restoration after disruption of service such as temporary ... (Female, 50-64)

Rubbish collection. I like the superb bin system. Recycling and separating the rubbish is good for the whole environment. I'm very impressed that the service wasn't disrupted after the quake. The service is efficient and on time. (Male, 50-64)

Restoring the water after the quake. Getting the sewage running so soon after the quake. (Male, 50-64)

Getting commercial property developers to make quick decisions, to speed forward the recovery effort. Roads, creating more lanes to help the traffic flow. (Female, 25-49)

The road workers who are constantly fixing roads. It is encouraging those things are being done and that we haven't been forgotten. Pleased that because the pipes have been replaced and the power upgraded we did not lose services for as long with new earthquakes. (Such as the December 23rd quake). Promising results for the future. (Male, 25-49)

The recreation services. They give people the opportunities to be together and happy. The events and parks as well as the recreation centres. They give people an outlet outside of their homes. (Male, 65+)

The events in Hagley park. Do not know how we would have got through without them. (Female, 50-64)

I think the promotion of Christchurch is the best thing the council has done because they have to attract people back to the city. (Female, 25-49)

I think the rubbish collection through the earthquake has been exceptional and the provision of clean drinking water. Clear drinking water is critical obviously and rubbish collection is a hygiene issue. (Female, 25-49)

The libraries impact on my life the most, they are excellent for finding information and being able to use computers there and it's a good focal point for people. The council kept them going as well as they could during the earthquakes. Got them open very quickly, good place to get out to. (Male, 65+)

One thing that I do regularly is attend Christchurch fitness centres and pools. The upkeep of the pools is excellent and the staff are friendly. Fitness is good for the mind and health is part of happiness and wellness. (Male, 65+)

Happy in general (Female, 25-49)

They have a very good work force that seems to do all things necessary for a tidy and efficient city. (Male, 65+)

The best service the council provides is the water supply. The water for our household is always safe and reliable. (Male, 65+)

The best service the council provides would have to be the events they put on for the public. There is always a good range each year and they are generally well organized and suitable for the whole family. (Male, 25-49)

The best thing the council is providing is the water supply. Our water supply is great; all things considered I think the council is doing a brilliant job. (Male, 25-49)

I think that the council does a good job of providing sports facilities. There are lots of sports facilities to choose from and they are generally kept in condition to. Having these services available with everything which has happened is really good. (Female, 50-64)

Council libraries are the best thing the council provides. The libraries are generally very inviting and have a wide variety of books. (Female, 65+)

The service which the council performs the best is their maintenance of the parks and other natural attractions. Keeping Christchurch's garden city image relevant and true is important for our global reputation. (Female, 65+)

Walking facilities in the port hills and the attempts to maintain them. (Female, 50-64)

The kerbside rubbish collection works well, I would like recyclables to be expanded so we have (Male, 65+)

Community events and the memorial services have been good events and well organised (Male, 65+)

The refuse collection as long as the recycling is being recycled (Male, 50-64)

Getting things back up and running after the quake. Getting shops running so we had somewhere to go. A lot of businesses closed down but the relocations by the council were impressive. For example my mother worked in a council

owned building and they negotiated with other businesses to accommodate her business so they could keep running. (Male, 50-64)

The Arts. They put their heart and soul into it. There are always shows on at Hagley park in the news. (Male, 50-64)

The cleanup of Christchurch after the quakes. They went about it so professionally and quickly. Also the general services available are impressive. The east side is badly affected but on our side of town you wouldn't even know there was an earthquake. While the east side is still really bad you can see the progress they have made there. Their responses to people and their properties have been marvellous. Getting the city back to where it's been has been fantastic. (Female, 65+)

The Rubbish service. It's easy and clean and there are no odours. The convenience of the service is a good thing. The wheelie bins are handy to get to the gate. (Male, 50-64)

Overall support rather than one particular service, telling people to keep in there and be strong, providing a morale boost. For example the searchlights. Local government is better at doing that than national government because they are on-site and more aware of what's occurring. (Male, 65+)

The library. They provide a lot of free of cheap services such as internet, books, and DVDs. (Male, 65+)

The road works. (Male, 65+)

The events like Classical Sparks. They keep the city together. (Male, 65+)

The rubbish and recycling is good and efficient. (Male, 50-64)

The water supply and rubbish collection the rivers no complaints (Male, 50-64)

They have done very well, and some people are too impatient. (Female, 25-49)

Don't know. (Male, 25-49)

Festivals in Hagley Park (Male, 50-64)

Keeping people up to date with information on what's happening. (Male, 25-49)

Don't know. I'm happy with a status quo. (Female, 65+)

The library service is under normal circumstances I would rate as first class, the librarians are really good. (Female, 65+)

Don't know. (Female, 50-64)

Public services are doing all right. (Female, 25-49)

Events done by council are really good. Art galleries and museums are well handled. Events are varied and of interest to different people. It gets people out of their houses and provides some exercise. Provides a venue to meet with other people over common interests and talk and share. Different events are tailored to different interests which is good. (Male, 65+)

Recreational activities e.g. Ellerslie Flower show, Christmas in the Park and Classical Sparks. Also City to Surf. Events are a good mixture for all ages. They are sometimes free. (Male, 65+)

The events and festivals the council puts on. The things that are put on are usually fun and suitable for most of the family. The way the events are put on are usually in a very safe environment to. (Male, 50-64)

Recreation areas are still available to the public. This I think is great because families can still get out and enjoy Christchurch despite everything. I think that the areas are really well maintained as well, I feel safe when I'm using them. (Male, 65+)

The Kerbside collection is the service I feel the council does the best. Over the last 12 months the bin collectors have come to our house each week and have taken what we put out. This regularity is something which meant our life could have a slither of normality. (Female, 25-49)

I enjoy the walkways which the Council maintains around the city. (Female, 25-49)

Rubbish collection is reliable, regular and easy to separate. Library system is a good free service provided by the council. (Female, 25-49)

Garden areas are nice. (Female, 25-49)

Reinstating the sewer services and roadways. They are working pretty hard on those. I think they need to get back to proper governance rather than personal attacks. (Female, 25-49)

The events they are putting on in Hagley park. The World Buskers Festival is probably the best one they have. It's fun and involves the whole community. It's great that we get to have that sort of thing. The events for the general public are pretty good really. (Female, 50-64)

Being a good figure to turn to for people affected by the earthquake. (Male, 50-64)

The rubbish recycling. Always regular and on time, thinks that recycling is very good. The parks overall are nice and tidy, well manicured. (Male, 25-49)

Rubbish collection. The service regular. Recycling is a good idea. (Male, 25-49)

Don't know. (Male, 50-64)

Water supply and water waste management. The council did a really good job of getting the water back on as soon as they were able. Good that the portaloos are no longer needed this makes life so much easier. (Male, 25-49)

Water supply. Good fortune in being available never had an issue with taste or supply. (Female, 50-64)

The response to water waste systems going down and them, getting fixed. That team is functioning at highest level possible. Having the waste water system coming back on was greatly appreciated and very necessary. (Male, 25-49)

I think the rubbish collection service has been the best in the last 12 months. It has soldiered on despite the earthquakes. I believe it's an essential service and is being properly provided. (Female, 25-49)

Public transportation services. They are running well have continued to run through everything. (Female, 25-49)

Keeping the swimming pools going. We use them all the time, so we appreciate them. (Female, 25-49)

The essential services. The waste water & ground water, rubbish collection, bus service, and getting roads open were critical to keep the city open & they did a good job with that. (Male, 50-64)

Maintaining things like waterways and gardens. I always see people out there doing the gardens & it looks like there is a lot of effort towards the presentation. (Female, 50-64)

The rubbish collection even after the earthquakes they still collected which helped with hygiene (Female, 25-49)

Waste water - the way they have gone about restoring the waste water is amazing. They have got the job done. This is the most important thing to keep controlled & they did it. (Female, 50-64)

The recreation events and festivals. They do a good job with the advertisement and presentation. (Female, 50-64)

Fixing things, such as water mains, in a timely manner after the earthquakes. (Male, 50-64)

Water and power was back on quickly after the earthquakes. (Female, 25-49)

Entertainment is the best because it involves all of the people of the city therefore the people that can't afford it have an opportunity to enjoy it as well. (Male, 50-64)

There is nothing they are doing particularly well. (Female, 25-49)

Road maintenance has been done well. (Male, 50-64)

Recreational facilities, especially Jelly Park. There is easy access to these facilities which makes them really good. (Female, 50-64)

The Council is doing a great job with all services considering what Christchurch is going through. (Male, 50-64)

Bus services. It is really handy and works well. (Male, 25-49)

Free entertainment has been really good. They are free and get you out of the house. (Female, 25-49)

Waste collection, events and festivals and libraries and parks are all really good. (Male, 15-24)

Rubbish collection. It is something I'm involved with on a weekly basis and it always gets done. The green bin needs to be bigger though. (Female, 50-64)

Rubbish system; free bin system ease of use and friendliness (Male, 15-24)

They are doing a fantastic job always polite and phoned back if they said were coming at a time and couldn't ;Fantastic putting on the promotions buskers and activities in the community in the parks Burwood Park community days in the middle of all this we still could get together with neighbours. It was cool and felt you were not forgotten on the East side (Male, 25-49)

keeping upkeep of the parks Look back to normal from the earthquakes (Female, 25-49)

Don't know. (Female, 50-64)

Good communication, by having lots of public meetings and giving residents feedback through local community boards. Events by council are run well. (Female, 15-24)

Supporting events and festivals. (Male, 50-64)

No issues where I live. I had to contact them re an issue where the streets lighting was out and it was a Sunday and they responded in 2 hours, which was good (Female, 50-64)

The promoting of the city Yes we still open, trying to encourage the tourists back and get back to normal The help the business's get back on their feet (Female, 25-49)

Rubbish Disposal Works like clockwork (Female, 50-64)

Don't know. (Female, 25-49)

The best service the council provides is the essential day to day services, in particular the kerbside collection. They come and collect my recycling and rubbish every week, this I am very happy with. (Male, 25-49)

Rubbish and recycling. This is the best however sizing of the bins could be better. (Male, 50-64)

Waterways and the upkeep of these, also the plantings (especially native) look quite nice. (Female, 25-49)

Libraries, because New Brighton is operational and they have fantastic service for children. (Female, 50-64)

Core services; water, waste water, rubbish and recycling, libraries. These things are done very well. Also the parks and domains are generally well looked after. (Female, 25-49)

Rubbish and Recycling because all throughout the earthquake period they kept this going. So consistency with this has been great. (Female, 25-49)

Events and Festivals. The Ellerslie flower show has been very successful. Documentation around these events and also the decoration layout has been great. (Male, 25-49)

Rubbish and Recycling, it's so much easier now and has reduced our trips to the dump. (Female, 25-49)

City Care (road sweepers) these are doing a good job. (Female, 25-49)

The best thing is maintaining a semblance of normality by retaining as many public event's as possible. (Female, 25-49)

The best service they are providing is sport, recreation and events. That is because they are readily available, easily accessed and reasonably priced. (Female, 50-64)

The libraries are good, because it gives us free access to books. The libraries also provide lots of facilities. (Male, 50-64)

The best thing they do is the upkeep and maintenance of parks and recreation areas. It is good to keep them looking nice and making them a friendly environment. (Female, 50-64)

Don't know. (Female, 25-49)

The kerbside collection is the best service. This is because it keeps litter off the streets unlike the other bins and means people are not dumping as much rubbish. (Female, 25-49)

The workers are doing the very best they can given the situation. (Male, 50-64)

The programme of events we have in Christchurch because it is really needed at the moment to get people together. (Female, 25-49)

### Fendalton – Waimari

Festivals. Fantastic job of festivals which bring the community together. Pop up picnics are a great idea. Organising "I Love You Brighton" gave people a chance to meet their neighbours and friends. It was an excellent day. These events have been well organised and well run and have been free to the community. - (Male, 65+)

Public transport has been well managed especially considering what they have gone through and in some cases it is working better than before. It is now providing better services to certain areas especially some streets in the suburbs. - (Male, 65+)

Refuse collection. It is an excellent system having the three bins to get rid of all the residential rubbish. It ties up with the environmental people as well. (Female, 50-64)

They have done a good job where the earthquake has made it possible in maintaining the appearance of Christchurch. They do a lovely job with their parks, gardens and river frontages. Also the maintenance of footpaths has been impressive with the problems they are presented with. (Male, 15-24)

The festivals and summertime events such as Ellerslie, Classical Sparks etc. Whenever I've been to them in the past I've really enjoyed them. The memorial in Hagley park was very impressive. All events the council have run are really good. (Male, 50-64)

The best thing has been Bob Parker encouraging residents in Christchurch, in their hour of need. He kept the morale up and made a good front. (Male, 50-64)

I really like all the events the council provides, especially the Buskers Festival. It is well organised. It was good that this year it was still able to be put together in a different way (in the park) and it was still just as good. (Female, 65+)

The best service is the libraries. They are brilliant. There is a good selection of books. (Male, 50-64)

They are trying to get the building conditions improved. (Male, 50-64)

Communication. There are many negative things in Christchurch right now and a lot of things that need to be fixed, but the Council is doing a good job of communication these problems and trying to fix them. (Female, 65+)

I have a daughter; there are many events on in the city. Hagley Park is often used for events with \$3 parking which I think is a fair rate. The park is used to its full potential; there is some traffic congestion but no hassle. (Female, 65+)

The rubbish collection has been more than satisfactory. A much better system than the old bin system. (Male, 65+)

Water and sewerage have been kept running throughout the earthquakes. (Male, 65+)

Very good with the water supply as have had very few interruptions at these trying times. (Female, 50-64)

There are lots of activities and festivals for families in the community. I could easily access information about rubbish

collection and having a dog in rented accommodation. (Female, 50-64)

Rubbish pickup. I've never had a problem with that. Good job fixing my daughter's headstone at Avonhead. (Male, 65+)

I feel the service the council is performing the best is maintaining the city's infrastructure. With all the earthquakes which have happened I feel our council has done a pretty good job all things considered. (Female, 65+)

Upkeep and maintenance of outdoor areas, like parks and reserves. They look good and are being worked on often. (Male, 50-64)

Community events, particularly the free or low cost ones that are good for raising community spirits. Ongoing waste removal service is great (Female, 25-49)

Road maintenance always working on the islands and plants to ensure looks presentable (Female, 50-64)

They are trying to pull themselves together and talk to people. (Female, 25-49)

Don't know (Female, 15-24)

The rubbish collection. Three bin system. It is nice, clean and tidy and easy to use. (Female, 65+)

Overall service is great (Female, 65+)

Informing the public about what's going on after the Earthquake (Female, 50-64)

The library service is excellent, I use it more than anything. Parks and open spaces are well maintained they are important for people. (Female, 65+)

Under the circumstances it's not the councils fault, it's the insurances companies fault. The council can't do much until the insurance companies release the money. (Male, 50-64)

The basic services of water supply and waste water and rubbish collection. They have been confronted with a very difficult environment to work in and in my part of the city they have maintained those services well. But I am aware that other people in other parts of the city don't have the same experience. My sense of the situation is that for the majority of the city they have managed to keep up the basic services well. (Female, 25-49)

Road maintenance and repairs. Some roads which had been closed because of earthquakes were quickly repaired and reopened. (Female, 50-64)

I think the service the council is doing their best in is the water supply to Christchurch residents. Having clean water after so many earthquakes was really good. (Female, 50-64)

The Council did really well in times of emergency. They were very comforting after the earthquakes. Giving out loans to people has helped a lot of people. (Male, 50-64)

The rubbish pick up is great. The streets are much cleaner than they used to be. (Female, 25-49)

I come from where there is nothing at all, but I think they are doing a good job with everything. They are doing the best they can do. Communicating with the public & comforting the public. (Female, 50-64)

The water services. It's clean. They coped quite well after the earthquakes. The water is drinkable and good. (Male, 50-64)

Water and sewage is excellent and problems have been fixed quickly. (Female, 65+)

Rubbish disposal collection is a quick, clean and easy to use service. (Female, 65+)

Rubbish collection service is run well and keeps the city clean. (Female, 25-49)

Library service has a good collection and there are plenty available close to home. (Male, 65+)

Quick response to residential concerns with fallen trees. (Male, 50-64)

Rubbish collection has functioned extremely well. The correct bin of my rubbish has been collected every week of the year. (Female, 25-49)

Recreation Centres. There are many good recreation centres spread around Christchurch for residents (Male, 15-24)

The roads and the paths and the services are fine (Female, 25-49)

The sewerage How quickly they repaired it (Female, 25-49)

Same answer as Q3a-We pay the lowest rates per household of any city in NZ and that is a reflection of the financial efficiencies of the council notwithstanding the four catastrophic quake events we have had (Male, 65+)

Nothing. (Female, 15-24)

They are still maintaining festivals and events. They have been in place for years and a lot of people are putting time and energy into these events for the people of Christchurch. People from overseas help too. (Male, 25-49)

Rubbish collection. It is timely and punctual. (Female, 65+)

The summertime activities and festivals. These seem to be run really well. (Female, 25-49)

The road works. Because just from experience of what they have done, they are trying hard and the work seems to be continuous. (Female, 25-49)

Art, leisure and culture focus is excellent and hasn't waned in the last twelve months. City Care has made huge efforts in the City (Female, 50-64)

The bus transport. The new bus terminal should have been done like that years ago. It's far more convenient now, with all information readily available. (Female, 15-24)

The recycling and rubbish collection is done well. Because that is what I notice. (Male, 25-49)

Likes that they are luring people back into Christchurch. As well as encouraging people to stay in Christchurch. Likes the integration of different cultures in Christchurch. Specifically the 'Culture Galore' and lantern festivals are particularly helpful at this. Likes that intercultural interaction is encouraged. Likes that they are encouraging sports to everyone no matter what age. Specifically 'City to Surf', biking, walking... Rugby... Liked that they went ahead with the festivals like the World Buskers Festival, The Lantern festival and the Ellerslie Flower Show. Also liked the decision to set up the City Mall. (Male, 65+)

Do not know. (Male, 50-64)

Everything is average nothing stands out. (Female, 15-24)

The repair of roads and repair of the underground sewerage system Very visible being repaired (Male, 50-64)

Good 0800 direct council line, have used it several times to find out things. (Female, 50-64)

Rubbish collection. It always runs smoothly. Over the last year so many things have fallen apart, but this has run smoothly. (Female, 50-64)

Rubbish collection. It always runs smoothly and is good for the environment. (Male, 50-64)

It's hard to say what they've done as the earthquakes have overridden anything they have tried to do. (Female, 25-49)

The storm water drains. They are doing a good job. No reason why. (Female, 25-49)

Don't know. (Male, 65+)

Restoration of services Regulatory changes and to a large extent the planning that Gerry Brownlee has made, have made it easier (Female, 65+)

Water and waste management (Male, 65+)

Overall doing a good job (Female, 65+)

Core service providing (Male, 25-49)

Providing the extra activities like the flower show, The Buskers etc are great for residents to enjoy. (Male, 25-49)

The restart of the new Cashel Mall was very good. (Female, 50-64)

Outdoor events through the summer are great, free events and music at Bromley Park and other parks (Female, 25-49)

Library service is used regularly and provides a large variety of books, helpful staff, pleasant environment and good facilities for young people. (Male, 50-64)

Rubbish collection service is collected regularly and is reliable. (Female, 25-49)

The roadside collection of waste is very good. It's efficient, it's regular and it's done well. I presume its cost efficient. It's good. (Female, 65+)

Water and sewer lines. These were fixed quickly which is very pertinent in the east. (Male, 50-64)

All the main utilities services. (Male, 50-64)

Rubbish and recycling collection has been carried on with no problems. (Female, 50-64)

Libraries, getting them reopened after the earthquakes. User friendly and accessible provides useful services like photocopying. (Female, 50-64)

Events. They're always easy to get to and easy to attend, such as Hagley Park. We've always found it easy to attend, they deal with the parking well. Rubbish collection is also great. (Female, 25-49)

Looking after the parks. I use them all the time, they've got they're systems in place - it looks good and is well maintained. (Female, 65+)

Tumble time at pioneer stadium; Story time for kids that the library; The Rubbish collection service (Female, 25-49)

They have done very well communicating with the people of Christchurch. They have done very well to get the basic services up and running again. (Male, 50-64)

The water supply. Having running water every day. (Male, 50-64)

Cannot think of anything. (Male, 25-49)

Libraries, they are very well staffed, very well stocked and have very knowledgeable people. Staff on the ground are very helpful. (Female, 25-49)

Opening up the city mall and bus services. Gives Christchurch a central focus. (Male, 65+)

The council was quick in getting many of the roads and sewers up and running as soon as possible. The council should

support infrastructure before anything else. Council had their priorities correct. (Male, 65+)

Information on what is going on and the effort open community services such as libraries (Female, 50-64)

Keeping water and electricity on when a disaster strikes keeping people informed throughout the Earthquakes and evacuating people who needed it most (Male, 50-64)

I think the council has done well in correcting the sewerage and water delivery infrastructure. It was important to correct following the earthquake for public health reasons. (Female, 25-49)

Water getting the water service back on quickly after the Earthquake (Female, 50-64)

Kerbside Collection has never stopped during the earthquakes, and has got better, is quick and the liquefaction removal was excellent (Female, 15-24)

Kept roads and communication functional under the circumstances of the earthquake. (Female, 50-64)

I think it is commendable that all the events and festivals went ahead. They get communities together and give people something to look forward to. (Male, 15-24)

Under the circumstances I think the water reticulation, waste water and waste collection services are excellent. I think a clean drinking water system is very necessary. I approve of native plantings on water margins. I also like the removal of wooden sides to streams because it gives them a more natural appearance. (Male, 50-64)

Rubbish Collection, it is really great that we are sorting our rubbish so that we don't clog up the landfills (Female, 25-49)

The best service the council is delivering is the council provided library services. I was really impressed when the library in my area was reopened quite quickly. (Female, 50-64)

The swimming and rec centres. These have been maintained at a consistently high quality, despite the difficult times. Their role in the community has increased in importance over the last 12 months, keeping residents in higher spirits is important. (Female, 25-49)

The service the council is performing the best is the libraries. The libraries offer an efficient and pleasant experience. It's great that more are reopening considering all the earthquakes we have had. (Male, 25-49)

The three bin system is really good; it certainly has tidied up the streets. (Female, 25-49)

The best services are the rubbish, water and waste water services. They are run extremely well. It was good how they were able to keep them running in the current circumstances. (Female, 25-49)

The libraries, because they are an excellent service and they are really good for children. Also the swimming lessons that they hold for children at the pools. (Female, 25-49)

The events and festivals which the council put on are very impressive. Because it brings the community together and provides distractions from the troubles that Christchurch is facing. (Male, 50-64)

They did well keeping the city roads and water systems operational given what they were working with. Continuing with the festivals and events was good for the community. (Female, 50-64)

I think they are really good at providing activities in the city. Considering the last 12 months they have a lot on their shoulders. I try to go as much as possible and as my young kids get older I think we will go more and more. (Female, 15-24)

I think their bin service is excellent. It's a very necessary service as people need it to live here. (Female, 50-64)

I do use the library frequently and the service is excellent but the council has developed over the last 20 or 30 years into seeing itself as a business that invests rate payer's money. The council sees itself as a business; it is a shareholder in Littleton port, Christchurch airport and high speed broadband cable business. I am totally against the council being involved in private businesses. It is public capital and it is being used by people who are not capable. I don't like how this change has crept in over the last few decades and crossed the border of the basic services the council should provide. (Female, 50-64)

The water services have been miraculous & getting everything up and running again has been wonderful. Working on roads, giving notices about alternative routes. The job is huge and they have handled it very well. (Male, 25-49)

Rubbish collection. It is easy to use and practical. Animal control is also great. (Male, 25-49)

The events that the council organizes. They are well organized, well advertised and well set up. It has a big impact on the community. (Male, 15-24)

Post earthquakes; Marking what is safe and not safe whether it is roads, pools, they do really well. (Male, 25-49)

The most broken things like sewers don't have huge priority over smaller lesser services like the libraries and swimming pools (Male, 25-49)

Sport, recreation and leisure facilities are cheaper and provide the same equipment service as private facilities. (Male, 15-24)

Red zone road works and repairs are constantly being fixed as well as the underground pipe system. (Male, 15-24)

Got resources such as sewage and storm water running after earthquakes. (Male, 15-24)

The council run kerbside collection. I think the service is the best because it hasn't stopped and it is continuing at the same pace as pre earthquakes. (Male, 15-24)

Don't know. (Male, 50-64)

Roadside rubbish and recycling is the best. Because compared to other councils ours is well ahead. (Male, 15-24)

Don't know. (Male, 25-49)

Keeping up of the recreational services during after the earthquakes. It's important to keep our spirits up. (Male, 25-49)

## Hagley - Ferrymead

Rubbish collection is so much better as is convenient and clean. There is no need for people to have rubbish now. I love it. (Female, 65+)

Don't know. (Male, 65+)

The festivals, particularly Classical Sparks, in the park bring people together. Excellent idea. (Male, 15-24)

Rubbish collection. Clean, neat and tidy, and keeps rubbish off the streets. Bins are much better than the old bag system. (Female, 50-64)

City care because they have been visibly working for in city. (Male, 50-64)

The best thing they're doing is providing entertainment and events like Summer times This is because they're well organised and there is a good variety of things. It brings the city together and is good for tourism. - (Female, 25-49)

That the everyday services such as waterpower and rubbish collection is a good job keep going rain hail or sown. Don't seem to fall down on those jobs. (Male, 65+)

City Care are doing an excellent job of keeping parks well kept and maintained, they also respond very quickly to phone calls made about flax or dead trees needing removed (Female, 25-49)

Roads, especially considering the damage everywhere. Done a great job fixing everything. Important because it helps people get around city without frustration. (Male, 65+)

Don't know. (Male, 50-64)

General maintenance of water, electricity, road infrastructure are well maintained especially after Earthquake Parks are also well maintained (Male, 65+)

Kerbside rubbish collection because it's an easy and reliable system. (Female, 65+)

Very happy with the rubbish collection system. It is a good set up and is neat and tidy. (Male, 50-64)

100% satisfied with the bus service and more people should use it. The buses could look a bit trendier. (Male, 15-24)

Fantastic job getting most services up and running in emergency conditions. The spotlight goes on Mayor and other top people, but all the people who work for the Council are the unsung heroes. (Female, 50-64)

Entertainment, having activities out there for residents to see and enjoy. (Female, 65+)

Essential services like water, sewerage, rubbish collection, roads and getting things up and running as soon as possible. They have done really well. (Male, 65+)

The library, as social interaction is severely restricted. The way they have got the libraries up and running has been a real life line. (Female, 50-64)

The rubbish collection is excellent and works very well. (Female, 25-49)

Community services and activities. The council provides well with things such as Libraries. If there is a library closed in one area, they will open up a library in another area for those residents, so they can get to one. (Male, 65+)

Parks, gardens, recreation, events and festivals. (Male, 65+)

There is a fantastic library service. The staff are very friendly and helpful. Events are great. They give something for people to look forward to, to get out and are mostly free. (Female, 65+)

The rubbish collection. It has not stopped; my rubbish is taken every week. They even allowed for excess rubbish after the earthquake. I take my hat off to the rubbish men, they're great guys. (Male, 50-64)

Recreational and sports facilities. That they managed to get them inspected and running so quickly where possible was impressive. There was a lot of pressure but they did well. Possibly they could open 24/7 to make them accessible for all as currently some workers and shift workers can't make the most of them. (Female, 25-49)

Safety. Pulling the down the earthquake damaged buildings and making the city safe. They have been very good with road signs and alternative route directions for quake affected areas. (Female, 65+)

Roads. Taking the best care of roads. (Female, 25-49)



Water services. It is hard to have a good a quality of water when you pipes have been disrupted by earthquakes. It's amazing. (Female, 65+)

The rate payer events. Summer events & entertainment. The promotion of the arts. (Female, 65+)

A service I feel the council is providing the best is the rubbish, recycling, and organic waste collection. The rubbish is always collected on the given day. (Female, 65+)

Library. It's very easy to use. They've got all self checkouts. (Female, 65+)

Done well with the swimming pools and the water supply. Particularly in terms of the rebuild, getting sewers, water and roads running again. (Male, 50-64)

Make Christchurch a pretty city. The make the city very friendly and vibrant city. The Parks are really nice. It makes it a really nice and easy city to live in. (Male, 65+)

They've done well in trying to get the roads back up and running after the earthquakes. It's been good how they've spent lots of time working on the roads and fixing bumps. (Female, 50-64)

I found that it was really convenient that the council provided a road information service in which information on road closures was available. This planned in planning my route much easier. (Female, 50-64)

The running and maintenance of council services such as rubbish collection and maintenance facilities. It would be good if a few more libraries opened up. (Male, 25-49)

The sewerage where they clear the pipes and being able to have good drinking water again (Female, 65+)

Library. They have a good variety of books that I can choose from. The Librarians are very nice and helpful. (Female, 65+)

The rubbish collection. I think it's a great idea to have the system we do. I lived in Australia for a while and was really impressed to get back and see the system here. I like the recycling and organic side of it. Also the street cleaning is impressive, I see them at work every morning. (Female, 50-64)

Good overall, nothing stands out. (Female, 65+)

Parks, golf courses, sports facilities they are all up and running. Roads: although a mess, they are working on them. (Female, 50-64)

They're doing a good job with the water services; we have good high pressure water. Even though our street is badly damaged they have made a very good effort to supply us with water as quickly as possible after the earthquakes. The continuation of the rubbish collection has also been very good and they are maintaining the parks very well under the circumstances. (Male, 50-64)

The rubbish collection service. It's reliable and consistent. Also the water supply, they have done a magic job with that. The essential services, even though we have had a few issues, they have come through really well. (Female, 25-49)

Getting the water back on after the earthquakes and reopening the roads. They did it so quickly. (Female, 50-64)

The community events. They are going out of their way to ensure the events and festivals are still being run for the city and making things as normal as possible for people. They advertise them really well. Also if you contact their phone numbers you can always get through and talk to someone if you have an issue. (Male, 25-49)

Continued rubbish collection throughout disruptions. Best because it is a service that applies to most ratepayers. (Male, 50-64)

Events and festivals. Been to lots of them, they've been important over the last 12 months for maintaining positivity within the city given the circumstances. A place to relax. (Male, 65+)

Rubbish collection. Efficient and clean service. (Female, 50-64)

The speed at which the Council has restored normality to services used by the majority of people, such as the Museum, the Gardens and events centre in Hagley Park. (Male, 65+)

Rubbish collection. It always runs smoothly. (Female, 50-64)

Upkeep of footpaths, plants, trees, and keeping the roads reasonably clean. (Female, 25-49)

Planting of plants and flowers around streets. Plant life on the verge. The whole verge and borders and plantings are very pleasing to the eye. They are very colourful and it is better than just looking at grass. (Female, 50-64)

The service I feel is being best delivered is the maintenance of the natural environment around the city. The parks and other natural and public areas are in general being well kept and tidy. This is important because these places are vital for families especially. (Female, 25-49)

They are doing well with the core business for example the rubbish collection, maintenance and assets. (Female, 50-64)

The utilities like water, sewerage, rubbish collection they are doing well. Entertainment and Library Services are very good (Male, 50-64)

Waste water and delivery of water service works well with no charge. (Female, 65+)

City care of public toilets and flower beds. Road are maintained well, they are doing a good job despite the current circumstances. (Male, 15-24)

Parks and recreation facilities are plentiful and well maintained. (Female, 25-49)

Parks and gardens. They always look good. (Male, 25-49)

They are keeping events going. Pop Up Mall is great (Female, 50-64)

The summer entertainment like the Buskers is very good and a lot is free. (Female, 50-64)

Don't know. (Male, 65+)

Getting Christchurch back together in last twelve months. The rebuild is going nicely. (Male, 65+)

Amenities like libraries and parks have been kept in good condition. (Male, 25-49)

The council is working hard at trying to get the water system back in order (Female, 25-49)

Dealing with the people and the services they providing after the earthquake (Male, 25-49)

Waste water doing excellent job, general maintenance is high on the scale compared to other cities and in particular their response to the earthquake has been excellent (Female, 25-49)

Social aspects of the city; keeping people entertained. Such as city events and making Hagley Park the hub of the city. (Female, 15-24)

Improvements of public transport. There are more buses running than there used to be. (Female, 50-64)

Maintenance. Keeping the grounds clean, lawn mowing, clean city and the rubbish service. (Female, 50-64)

Road repairs. When something is wrong someone is always there to fix it within hours of the problem occurring. (Male, 50-64)

Rubbish collection. It all works, they're collected on time, there's no mess. They do a good job with events too. (Male, 50-64)

The roadside kerb collection. In comparison to the rest of the NZ Christchurch is miles ahead in specific to the recycling and organics are collected. Building demolitions are also being recycled as well, which is good. (Female, 50-64)

Cannot think of anything. (Male, 15-24)

Getting the services back up and running. Particularly the water and kerbside collection. Getting peoples day to day lives back online as quickly as possible. (Female, 15-24)

Rubbish collection. It has continued to work and there has not been any disruption given the circumstances. (Female, 50-64)

Rubbish collections. It is brilliant and we desperately needed it. No mess on the roads. They seem to have it under control. Bins are returned properly as well. (Male, 25-49)

Entertainment. Giving the people of Christchurch something to go to and look forward to. There are a wide range of activities for children or for adults so more than one group is covered. Council has tried to keep things as normal as possible so that people can do the things they did before the quakes. This is despite losing a number of facilities such as QE2 (Male, 50-64)

Events and activities. Hagley park events have been good. Busker's festival was good. Well organised. Lots of information about events. Lots of variety of events. (Male, 15-24)

Outdoor events. Able to take young children to something which doesn't cost anything, is family oriented and is well organised. (Female, 50-64)

Maintenance of parks. Parks are dog friendly. I have had quick resolution of issues whenever I have called the Council. They have also been very polite. (Female, 25-49)

Parks and recreation. Public events like Classical Sparks and, World Buskers Festival. We are well known in the world for having a council that is proactive in getting the community together. (Female, 50-64)

The events, the World Buskers Festival, Ellerslie Flower Show, Classical Sparks and Xmas in the Park. These events are providing people with a positive future after what we experienced from September 2010. I work in community mental health so am aware of the difference in the community before and after the earthquakes. The council putting on these free events is good because it's encouraging people to go out and have fun when people have actually been afraid to get out. (Female, 50-64)

Maintaining normality of services and availability of services. The pools and libraries are available for families. The recreational facilities that aren't damaged are available and it's commendable. The utilities. I have had little or no disruption, and the same with waste disposal and neither have my friends and that's commendable. (Male, 50-64)

Maintaining the essential infrastructure is obviously crucial and they have done a good job of that, e.g. power, water, sewage etc. I think that given the scale of the catastrophe the fact that they managed to maintain so much continuity you have to appreciate. (Female, 15-24)

Libraries and organising events. Libraries provide a good service with lots of facilities, good accessibility and well maintained. Gives kids an opportunity to play on game consoles. (Male, 25-49)

Entertainment and looking after community, especially considering the context of the quakes. (Female, 50-64)

Can't think of anything they are doing particularly well. (Male, 50-64)

The council's best service was the water supply and waste systems. I think it was good that the council gave top priority to these essential services and I agree with this decision. (Male, 15-24)

Events and festivals. The city council is good at trying to get the public involved and attending events. (Female, 50-64)

I think these are difficult times so it is unfair to be critical. Before the earthquakes they were good at maintaining the flower beds, roads and services. Since the earthquakes things have changed but they are doing best. By the council I don't mean the councillors but the people who cut the lawns etc. (Female, 25-49)

I think they are trying hard to bring events to Christchurch. They are important to keep spirits up as there is not a huge amount to do anymore since the earthquake. (Female, 50-64)

I think the libraries are really good. They have done a really good job under the circumstances. People need to be able to access information from the library and use the computers and get a distraction as well as information from books. The librarians have been wonderful. (Female, 50-64)

Media communications. Bob Parker is the mayor and he is always on TV. (Male, 50-64)

Rubbish collection is great and has continued to be great. (Male, 25-49)

Libraries are easy to use and enjoyable. Parks seems to be in good order most of the time and they are reasonably safe. The entertainment and festivals has been amazing. They managed the quake process pretty well, although it has been very hard to see how the people in the eastern suburbs have been affected. That has been painful and difficult. The roads and rubbish service is going well. (Female, 50-64)

The recycling and rubbish. It is happening all the time, regularly and on time. (Female, 50-64)

I don't know, I couldn't pick one out. In some areas life is going on as normal and in other areas they are still devastated. I couldn't pick one service as better than other. (Male, 50-64)

Libraries because they have excellent availability and are well maintained. (Male, 50-64)

Educating the public about what's happening in the community regarding the earthquakes. Providing things for people to do for the public such as events and activities. (Female, 50-64)

The events and festivals that the council put on are good. I feel that they are a great because they provide a moral boost for the people of Christchurch. (Male, 25-49)

I like the Summer times programme. It is nearly always free. Just returned from a fantastic concert at the bandstand in Hagley Park. (Male, 50-64)

The recycling and rubbish collection. They have kept the streets cleaner than they were before. The waste is covered at the house so there are no rats. The bins are easy to get to the gate and it is regular. (Male, 25-49)

At this point the suction trucks keeping the sewers going on the east. (Female, 25-49)

The temporary rugby stadium (Male, 25-49)

Rubbish collection because the new bin system has been done very well. (Female, 25-49)

Since the earthquakes there has been a slight inconvenience with libraries, however they were up and running very fast. Hagley park is safe which is wonderful. (Female, 25-49)

The rugby fan zone and the Hagley events in particular. (Male, 15-24)

Getting the city back on its feet, there has been so much work in the last year and they have done a remarkable job. They were there for the people and the water, power and sewerage came on as quick as possible (Male, 15-24)

The infrastructure and keeping on top of that, the earthquake shows when you don't have it you really miss it. They are working the best they can in the circumstances (Male, 15-24)

The refuse collection because they carry on no matter what (Male, 15-24)

The water and the sewerage back so quick was important. (Male, 15-24)

Initially in the emergency situation giving people a lot of encouragement and support Bob Parker was great acutely and was well received, being open and honest, however throughout the recovery process he went undercover, he needs to stay out in the public eye (Female, 15-24)

Recycling and rubbish collection. Opening up a lot more land for reconstruction and putting through building consents quickly. Sporting complexes doing well to get them back up and running (Male, 15-24)

The rubbish and recycling are really good; they haven't been affected at all really by the earthquakes and are the best they could be. (Male, 25-49)

Community events are good; there seem to be something going on for the public to enjoy. It's nice to know that there is

still happening after the earthquakes. (Male, 25-49)

They are doing well in providing events to the public. It's important because there is nothing to do in the city at the moment and it provides more to do for the people of Christchurch. (Male, 25-49)

Fixing the roads in our area. They're doing it really quickly and improving access really well. (Female, 25-49)

The events and festivals that they are holding in an around Hagley park. It raises the moral and it is a good way for the council to show appreciation for Christchurch citizens. (Female, 25-49)

Getting the city back and running again. I think there are people within the council outside of the main counsellors that do care what happens and that is impacting on getting things done. Things are being done by council but its people outside the main body. The people behind the scenes. The council workers. (Male, 25-49)

Street cleaning & rubbish pickup. (Male, 25-49)

Repaired water way system quickly after earthquakes, never lost water. (Female, 25-49)

Water services to homes and waste management (Female, 25-49)

Rubbish Collection. It's on a regular basis and is a good service. (Male, 25-49)

### Spreydon - Heathcote

Construction of roads and buildings in the City and Suburbs (Male, 25-49)

Council is doing well in making Christchurch a lively place to stay by up keeping and beautification of the inhabited and popular suburbs. The council is doing well in getting the community out and doing things especially with free events being available (Male, 25-49)

Few days after the quakes we have had a constant supply of power. (Female, 50-64)

They keep pushing Govt and CERA to say that Christchurch is a good place to go to. The decision about keeping the white light of hope is really good. To keep normality like Buskers, Ellerslie and using alternative venues. (Female, 65+)

Entertainment, do very well with variety. For a small city do very well especially over last 12 months. (Female, 25-49)

Roadside collection is a massive boon. The big plastic bins protect rubbish from dogs and other things. Feel like I am doing something decent by separating the rubbish into different categories. It makes me feel like I am contributing. The bins look a lot nicer than the black rubbish bins. (Female, 50-64)

Repairing infrastructure. They're making all the practical parts of the city run, and keeping them running in such difficult circumstances. (Female, 50-64)

The rubbish collection is great. It's regular and the bins are a good size. I hope it actually gets recycled and not shipped to a foreign country. (Male, 50-64)

Rubbish collection is very good, except that the green bin is too small. They have done a great job repairing damaged roads and water services. The mayor is communicating very well. (Female, 25-49)

Basic utilities. The water supply and rubbish collection are undisturbed, and we've had no problems with them apart from un-notified chlorination of the water. (Female, 50-64)

The best service is the wheelie bins. It is so easy to get rid of rubbish. It is convenient (Male, 65+)

Rubbish. Consistently good at rubbish collection and choice of different bins is good. Fundamental service to get right; can't live without it. (Male, 65+)

Water and waste water upkeep. Especially with the damages and broken pipes they had to work with post-earthquake. (Female, 50-64)

Don't know. (Female, 65+)

Kerbside rubbish collection because it's an easy and reliable system. (Female, 25-49)

The council is performing best in conducting road repairs. This is because road repairs are seen happening everywhere. They are also doing well in making sure that pipes and water and sewerage are working properly. - (Male, 50-64)

The service the Council is performing the best in is providing activities and festivals such as the Lantern festival, Classical Sparks, Christmas in the Park, The Buskers Festival, and Kidsfest. This is because it attracts people back into the city. - (Male, 65+)

Sewerage They are working hard to keep this services up and running (Female, 50-64)

Roading is being fixed quickly and to time frame (Male, 50-64)

Arranging festivals and keeping up people's spirits with events, Christchurch is a lively city and the council is doing a good job of keeping it this way (Female, 50-64)

Maintaining the leisure centres. Pioneer is open when so many are closed and can use at my convenience. (Female, 50-64)

Libraries and Pools have always been maintained and used well. (Male, 50-64)

The infrastructure - sewerage, water, rubbish collection. They are getting it going. The basic services they are doing well. Going to take time to get city back to normal but it will rise better than before. (Male, 50-64)

Entertainment and shows such as the Buskers Festival help bring people together. The Ellerslie flower show is another example and it helps people to meet and talk which is what is needed at the moment. The more socialisation the people get after the quakes the better. (Female, 65+)

The infrastructure side of things is being managed really well, efficient, effective and timely. Considering what we've been through they have done and are continuing to do a great job. I deal with building consents and they are always really helpful. (Male, 50-64)

Water supply is great, they were quick to fix problems after the earthquake; it tastes the best in the world. (Male, 25-49)  
Don't know. (Male, 25-49)

The reopening of the City Mall. It was opened in an acceptable time frame, to a good level. (Female, 65+)

I look after a council reserve and the best thing they do is that they trust me to do my job and don't interfere. (Female, 65+)

City care because they have been visibly working for in city. (Female, 65+)

Events and festivals; Ellerslie flower show has improved. (Male, 25-49)

The Earthquake recovery; Getting all services up and running and offering to help with Cathedral. (Male, 65+)

Kerbside rubbish collection because it's an easy and reliable system. (Male, 25-49)

The road upkeep and maintenance, having a lot of workers on the roads and getting it fixed fast. (Female, 25-49)

Beautiful community shows and gatherings. Great city plan for the people. Quick to get services back after the earthquakes in difficult circumstances. (Female, 50-64)

Water. Very satisfied with water supply and waste water drainage. (Female, 65+)

I'm really satisfied with the recreation centres. The services and layout are good. There is everything for you to do there. Also I really like the footpaths; it's very easy to walk around the city. (Female, 50-64)

I'm happy with the council in general. They are making the town operate smoothly after the quake. They are dealing well with what they have ahead. It's a very difficult situation. Great bus service and wonderful hospitals. (Male, 50-64)

Cannot think of anything. (Male, 25-49)

I think on the whole they are doing OK the festivals and promoting them to us in the Banks Peninsula. (Female, 65+)

Rubbish collection. It is so much better to be able to put out a bin than plastic bags and have dogs tear them open. The bin will still be there in the morning. (Female, 50-64)

I feel a service the council performs the best is the bus network. I feel that they have been restored to a better state of operation all things considered. (Male, 65+)

The Rubbish collection service. The council does a good job of making sure my rubbish is collected in a tidy manner. (Female, 25-49)

Festivals and events. Making things for people to get out and go to. With so many other facilities shut maintaining the festivals has meant that there were activities for people to go out to and be engaged with. (Male, 50-64)

Roads; A lot of roads were blocked off and the way that they have been able to have the roads accessible again has been quite impressive for the amount of work that had to be done. (Female, 25-49)

Rubbish system is wonderful; Elderly people not having to go to the dump to drop off rubbish is great. Festivals are brilliant Making use of Hagley park is great as it's central and the festivals and events are great for lifting community spirits at this time (Male, 65+)

The best thing they are doing is the curb side collection service. It is reliable, was uninterrupted during earthquakes, tidy, and you don't see rubbish on the street. Also the water supply is really good. This is because we have good water and they were good at getting the water back on after the earthquakes. (Female, 25-49)

more information as to what can be recycled (Female, 25-49)

The arts they provide are very good with good advertising (Male, 65+)

I can't think of anything. (Male, 50-64)

Entertainment: do a fine job. (Male, 50-64)

Looking after the core necessity of everything, power water sewage; basic requirements for most families. I like that they are trying to stabilise the land and communicate the best they can. I like that progressively with CERA they are opening up the centre of the city. (Male, 65+)

Upkeep of public areas. They devote resources to this service. (Male, 25-49)

Rubbish and recycling collection. Post-earthquake was told you could put anything in the bins and it would be ok.

(Female, 50-64)

Water supply and waste water collection. Given circumstances over the last year they managed to get it up and running quickly and ensured good quality quickly. (Female, 50-64)

I think they do well in everything I can think of; the rubbish collection, the buses, everything really. (Male, 25-49)

The road works. (Female, 65+)

The roadside rubbish collection service is very good because they even pick up on public holidays (Male, 25-49)

Recreational opportunities; Events for people; Rubbish and recycling collection (Male, 65+)

Are doing very well getting the sewerage pipes on track. They have really patched up the roads after each quake. This very impressive. (Male, 25-49)

Good job with events and festivals. The range and the amount of events and things similar to is very good. The events are generally well organized and well liked to. (Male, 50-64)

All the outside work Maintenance and rebuild (Female, 65+)

Events and festivals in Hagley park, and the restart mall in central city (Female, 50-64)

Library is excellent and has adapted well to trying circumstances, also very happy with the Buskers festival (Male, 25-49)

Excellent job of water, especially wells and getting the stadium up and running for the rugby (Male, 25-49)

Getting Christchurch back up on its feet; malls up and running (Male, 25-49)

They have maintained the infrastructure and got it up and running again very well in the last 12 month. It's great that the water is still running, the streets are still being repaired and cleaned. (Male, 15-24)

Rubbish collection. It's not hard to stuff that up. Plus I've seen the media discuss Christchurch being world leading in re using, e.g. compost. The public are really appreciating the container mall. People like to be seen and to engage with others. It's a meeting place. I believe lots of member of the public don't want it taken down. If it is taken down it should salvaged and moved elsewhere. They could support community businesses by letting others use them. It doesn't need to be shifted as one lot; it could possibly be split up to support different communities, e.g. Sydenham. (Female, 25-49)

The water is the best and the sewage second. They were off for a very short time and they have done exceptionally well restoring and maintain those services in challenging circumstances. They have done very well keeping skeleton services in all areas. (Male, 25-49)

Upkeep of park and Botanical gardens, and events like the Buskers Festival. (Male, 15-24)

Rubbish collection. Consistent and it works. (Male, 25-49)

The water, sewerage, power and roads. Considering the difficulties of the earthquakes the council has done very well with these basic services. (Female, 25-49)

The Bus services. They are very regular; they're running to many parts of the city. They had them operating quite quickly after the earthquake. (Male, 25-49)

I think the general response to the circumstances created by the earthquake was excellent. I liked the performance of the major. I think the amount of information provided through the media was excellent. (Male, 50-64)

Maintaining and arranging for the public places to be opened. Getting the city centre up and running and libraries reopening again. The community needs these places at the moment. (Male, 50-64)

Events and festivals are amazing, it's impressive that they kept Ellerslie and Buskers running especially after the Earthquakes (Female, 50-64)

Council workers; Workers are good and provide services well (Male, 25-49)

Overall do a great job doing remarkably well considering the current circumstances and constraints of that, also the expectations of the general public is too high and they have an almost impossible job Bob Parker is doing a good job of appearing positive and keeping the people's spirits up (Male, 65+)

No issues with the rubbish collection service, as it is always emptied despite living on a busy road. (Male, 65+)

Worked hard to get infrastructure up and running after the earthquakes. (Female, 65+)

Kept water and sewage going throughout earthquakes. (Male, 15-24)

I think the repair guys on the roads and individual council workers are all doing a great job. (Female, 50-64)

I think the events they put on are great, all the free services the council provides like the gardens, museums and libraries. It gives people a sense of community and involvement and makes the city a place where people want to live. (Female, 25-49)

Rubbish Collection even during earthquakes the rubbish kept being taken (Female, 50-64)

Rates rebate was good as am a pensioner (Female, 25-49)

Parks and reserves upkeep (Female, 50-64)

Libraries; the council have managed to get a large number of them back on track and they have managed to keep it controlled given the amount of people unable use own libraries (Female, 50-64)

Coping with the earthquake problems, especially things like the upkeep of roads, keeping the water flowing and keeping the sewerage going. (Female, 25-49)

The service the council is doing the best is the waterway maintenance and care. The cleanup of the Heathcote river especially was really well managed. (Female, 25-49)

Rubbish collection is a really great for recycling and the splitting up into the three bins. (Male, 25-49)

The best thing has been the swimming pools. They are run really well. They are child friendly and very organised. They are also well maintained. They need more pools, especially on the east side as QE11 is now closed. (Female, 25-49)

One of the best services is the kerbside collection, especially recycling. Like the idea of recycling and that the council are making an effort to improve the city. Also it has been good that despite the difficult circumstances they have been able to keep the services running, like the libraries, public events and generally. It's been a big effort. (Female, 25-49)

The best service is the kerbside collection. It is regular, clean, professionally done, and it has never failed. We have never had a bin not collected. (Female, 25-49)

The best thing has been the maintenance of essential services post earthquake in my area. There was virtually no disruption. (Female, 25-49)

I think they did a very good job in the management of the last big earthquake. They got all the general services up and running fast. (Male, 50-64)

The road side maintenance, the tidiness of the blips on the sides of the roads. It makes the city look clean and tidy. (Male, 65+)

The events and festivals are great for the city. The city needs to make money and people need normality. (Male, 15-24)

I think the everyday services of the council are well run like the libraries, waste water, and sports centres. (Male, 25-49)

I can't single one out. (Female, 25-49)

In my area the council has changed the timbered drains into manicured streams and they look good. Keeping the libraries open has been a good achievement. I have been impressed with the work on footpaths, keeping them in shape as well as keeping drains going. (Female, 25-49)

I think the libraries are really good some are still closed but the council got them up and running fast. The new gym, recreation centre and pool in Papanui is great. (Female, 65+)

The rubbish system is great. I could use a bigger green bin but I know I could pay for a bigger one but overall the system is great. (Male, 15-24)

Waterways. They are nice to walk by. (Female, 50-64)

Libraries. South City Library is a fantastic facility and great for children. (Female, 65+)

Rubbish collection is efficient, quick, easy, simple (Male, 25-49)

In general the city maintenance service is doing reasonable job. (Female, 15-24)

The bus service is pretty useful. I use it all the time. They are usually on time. (Female, 50-64)

The libraries: They seem to be well maintained and staffed. (Male, 25-49)

Rubbish and recycling. The wheelie bins are a good service. Even during the earthquakes there was not too much disruption. They kept pretty close to schedule. (Female, 25-49)

Receptive, prompt and responsive to complaints. (Female, 25-49)

Council has done well to keep recreation and leisure services open and running, especially the pools and libraries. Sewage and water facilities are running well given circumstances. (Male, 25-49)

Rubbish and recycling. This has been good considering the state of the roads from the earthquakes. (Male, 25-49)

It's been great how they have got the roading back and running as best they can. Also it has been impressive that they have got the draft plan for the city rebuild released, especially because it is innovative. (Male, 25-49)

All the events that we have that are free as lots of us can't afford entertainment like that and opening up the park to these free events has been brilliant (Male, 25-49)

The entertainment they have here in the park as they do good community minded entertainment which has been very important for the community over the last year and a half. (Male, 15-24)

Rubbish collection It's clear and on time, also involves other collections such as silt, they do their best in this area (Male, 15-24)

The events and festivals over the summer time. The range and frequency of the events is great. It's important because it creates community spirit and its helps especially in this post earthquake time to help bring us together. (Male, 50-64)

It puts on good events and festivals such as the Santa parade. Creates a family culture and the public get into the spirit of

it. (Male, 50-64)

### Shirley - Papanui

Are very satisfied with the electrical supply as apart from a (Female, 65+)

Rubbish collection is excellent; Rubbish collection is always on time. It saves a lot of hassle to get rid of the various kinds of rubbish including recycling. (Female, 50-64)

Wastewater disposal curb side recycling and rubbish collection the events are pretty good as a ratepayer I feel the events like Classical Sparks and Rugby World Cup is giving me something back for my rates payments (Male, 15-24)

Transport. Upkeep of roads is substantial to performance. The layout of the bus stops and bus schedule is easy to use. (Male, 50-64)

Buss service. Quick rebuild of the bus station. (Female, 50-64)

Recreational things like Ellerslie Flower Show, Sparks in the Park. Free and a wide range of people can afford to go (Female, 65+)

The bus service. Occasionally we do not need as many buses, particularly between 10am and 3pm. (Female, 15-24)

The maintenance of the parks. (Female, 50-64)

Cleanliness of the streets. They always seem to be clean and tidy. Regular cleaning from the council does the job. (Male, 15-24)

Recreational facilities especially walking tracks. A lot of tracks are currently closed and it would be nice if they could be a higher priority. There are so many varieties of walkways that are so well used and well maintained. There is a lot of imagination involved in their planning. (Male, 65+)

The bus services have adapted quite well including the bus exchange being shifted to where it is due to roads not being available and having to take different routes. The buses are still on time despite the road issues. (Male, 25-49)

Roadworks: They are working a lot of hours to get the roads up and running since the earthquake. Trying to keep traffic flowing e.g. Marshlands road where they have removed a roundabout and are replacing it with lights to improve flow. The roads were terrible but there seems to be good progress going on. (Male, 50-64)

Transparency. More openness about time and results of meetings, more transparency about decisions made (Female, 50-64)

Don't know. (Female, 50-64)

The thing that I appreciate the most is the waste disposal. Out in Sumner we without sewage for a long time and when we got it back it was great. Also the portaloos that were delivered. (Female, 50-64)

Recycling. The drivers are regular, they're on-time and the streets are always clean. The sorting of the green composting is good. (Male, 50-64)

The best thing is the support they've been offering. They've been trying their best to deal with what has happened and been keeping things above board. Bob has been a good front. He is a big rock for everyone here. (Female, 15-24)

Bins. Free service and it's a weekly pickup which is a good frequency. (Male, 25-49)

I feel that the council's best service it provides is the public libraries. The new technology and resources used makes my trips easy and quick, there is hardly any waiting around in queues and usually someone to help me when I need assistance. (Female, 25-49)

Event and festivals - they've really put on a good show. There've been lots of them, and they've been fantastic. Earthquakes regardless, I think the fireworks and things have been so good. The memorial service was lovely; I felt they really knew what the city needed. And we've just had our road fixed, and we really feel like we're getting back to normal, like we haven't been forgotten. (Female, 50-64)

Recovery of the waste water and water supply infrastructure. I have seen the people working very hard around the clock. It seems the actual workers involved have been dedicated and worked hard. (Female, 25-49)

With basic services like water and sewerage they are doing an exemplary job under extremely difficult circumstances. They are doing very well in communicating their progress in rebuilding Christchurch even though they are suffering extreme criticism for things that are outside their control. (Male, 25-49)

The rubbish collection and recycling works well. Infrastructure repair, City Care deserves a medal for getting all the essential services like water, sewerage, power back on to residents. (Female, 50-64)

Events and Festivals Good entertainment for residents (Female, 25-49)

Informing residents about what is going on and we are confident about that. They are coping with a horrendous job and good luck to them. (Female, 65+)

They are doing very well after what the city has been through, making good decisions for getting the city back up and



running. (Male, 15-24)

The rubbish collection system is working very well and I'm really happy with it. (Male, 25-49)

The best service is the rubbish collection. The rubbish is generally collected in a clean, tidy way with minimal fuss. (Male, 25-49)

I'm very happy with the rubbish collection and libraries. The books are easy to access. As for the recycling, they're nice bins we have, the service is really good. (Female, 25-49)

Rubbish Bins. They're always kept tidy. (Female, 50-64)

The earthquake memorial service was very well organised. (Female, 65+)

Overall Arts, Cultural and Events areas are very well covered. They have tried really hard to continue and add events which have helped to cheer people up post earthquake. (Female, 25-49)

The bus service is valuable to me; I don't have a car at my age so I and a lot of my friends use it to get around. (Female, 65+)

For me, there is a large grass verge outside my property, I arrived here elderly and without a lawnmower and the council maintain the grass verge excellently. The council maintains the sides of footpaths and green areas very well. (Male, 65+)

Don't know. (Male, 25-49)

They provide really good recreational centres for the public to use, especially the gyms and pools. This is because it promotes healthy living. They should provide more recreational centres. (Male, 25-49)

Don't know. (Male, 65+)

The council is performing the best in providing the basic services. That is roading, water and rubbish. They have done a great job in trying to maintain those services during circumstances of constant change. (Female, 25-49)

The best thing is the bus service. It is easy for elderly people to use. The bus drivers are very considerate and wait for you to take your seat. (Female, 65+)

Don't know. (Male, 25-49)

I think the kerbside rubbish collection specifically the yellow and red bins is the best service the council provides. The yellow and red bins are collected in a tidy and reliable fashion. (Male, 15-24)

Keeping people up to date on what's going on, passing on information. They're good at giving people what they want to know. (Male, 25-49)

Community events, like summertime festival (Female, 50-64)

Working hard to keep all the services going and maintenance (Male, 65+)

Services and repairs are spot on parks and swimming pools well maintained river banks are a pleasure to look at. Efficient when you contact them by phone. (Male, 50-64)

Rubbish and recycling programme green waste fantastic The festivals summer time programmes development more walkways and more cycle friendly (Female, 25-49)

The arts, libraries and museums as they are what I like to use the most often. (Female, 65+)

Libraries They are doing well in keeping them available (Male, 50-64)

They try their best in everything they do at the moment. (Female, 15-24)

Their bus service is very good and you can get to most places and outside the city there could be more buses but they do that well (Male, 65+)

Parks look tidy and good (Male, 50-64)

Don't know. (Female, 15-24)

That they have built another swimming pool at Northlands. I've heard great things about it and its good they have it up and running. (Male, 25-49)

Roading, getting the city moving. (Male, 25-49)

Keeping up with entertainment in the city, and having famous people come into the CBD is good marketing and promotion for the city. (Male, 25-49)

Festivals, it's good they're keeping them going. (Female, 50-64)

Water and waste water services. Given the constraints they're under they deliver a service we take for granted. (Female, 65+)

They've done pretty great over the earthquake in general. They've done the best they can under the circumstances. I like the way Bob Parker gets out there and helps, and listens to locals about buildings that need to come down and things like that. (Female, 65+)

The rubbish collection is satisfactory. - (Male, 65+)

We have a really good Botanical Garden and pretty good parks. It's a facility that's very well catered for. Lots better than other cities (Male, 25-49)

The rubbish collection the 3 bin idea is great (Male, 25-49)

Don't know. (Female, 25-49)

They are doing a good job with all the invisible things like infrastructure. Also it is a very good library service. (Male, 25-49)

Roading, water and effluent: performing highly in those areas. Council had their challenges and achieved outcome for most people. (Male, 25-49)

Don't know. (Female, 25-49)

The rubbish collection. It's always on time. It's always clean and tidy, it's always good. (Male, 25-49)

I think the roadside rubbish collection and recycling is done very well, we have never not had our bins collected. I think the events are well run but I doubt that some of them need to be run at all. (Male, 65+)

I think the range of events recently is excellent. I've been able to attend a lot of them and I think it's important to have them to boost the morale of normal people. (Male, 25-49)

Looking after our parks, cemeteries and sports grounds. I think they have kept them in good condition. Getting rid of liquefaction and getting them so people can use them again. (Female, 50-64)

Entertainment centres and entertainment events have been excellent over the past 12 months. What has been provided has kept the people of Christchurch on an even keel and helped them get on with life. It has been provided for all ages and socio - economic groups including people without much spending money. It has also been well advertised. Council has also gone out of its way to provide alternative venues for social events so we can enjoy them again. The free musical events in the gardens have been wonderful. (Female, 50-64)

The recreation areas the council provides and maintains. The council really impressed me when they kept these open throughout the last 12 months. Jelly park is really useful to me. (Male, 50-64)

Library services are excellent. Council run three bin kerbside collection is excellent. (Female, 25-49)

Right across the board, on a wide scale, overall, I'm quite satisfied. They're doing quite a reasonable job. (Male, 65+)

Events and festivals, especially the summer time ones. They're family friendly and are a good range. There's a wide range of things to do for all ages. (Male, 25-49)

Community events. They're for the community, they get us together, you can have a laugh, and they're outdoors. (Female, 25-49)

Rubbish collection. Despite all the disruptions, it's the one service they've maintained throughout. (Female, 50-64)

They have done a marvellous job with how they have handled things after the earthquakes. They put in extra effort and worked really hard. They worked around problems to achieve things such as the continuation of the rubbish service. I'm very impressed with them in general over the last twelve months. The day to day stuff that it still continues despite the troubles created by the earthquakes. Also I have been impressed with how the council and the Mayor specifically stood up and showed his leadership and control after the quake. He stood up and gave people confidence that things would continue running. (Male, 15-24)

Parks. I frequently use them; I think the upkeep has been really good taking into account the earthquakes. Some of the events they have put on are really good too. Sparks in the Park to be specific was extremely good. I also like the Ellerslie flower show. (Male, 15-24)

The swimming pools in particular Jelly Park. The reason is that they have kept the outdoor swimming pool open for extended hours so we can utilise it a lot more. I would like if they could put a temporary cover over it so we can keep using it over the winter time. Something like the dome in Hagley Park. The other thing they have done well is the events at Hagley Park. It is important for the psychology or mental well being of the Christchurch residents that in spite of the setbacks that we have had they have provided the city with ongoing cultural events. (Male, 25-49)

Recreation services e.g. Jelly Park, QE2 were run really well. Affordable and well kept facilities. Good for students. Handy location. Availability and range of exercise classes are many and give a lot of options. (Female, 65+)

Rubbish collection. Tidies up the place. (Male, 25-49)

Water and sewerage disposal and the effort they have made to maintain the library services, council has maintained that the library services should remain fully functioning in the current circumstances (Male, 50-64)

Collecting rubbish, road and waterways is ok. (Male, 50-64)

Water supply and power going in most areas (Female, 50-64)

The earthquake clean up. Roads still need a bit more work, but the rest is doing ok. (Male, 25-49)

The way they are using Hagley Park to provide the extracurricular activities such as the flower show and the buskers etc. I think they should make it a permanent show area and maybe have more concerts there. (Female, 50-64)

Upkeep of gardens. Have kept them looking good. Good for the city, creates positive impression for tourists. (Female, 65+)

The recycling I feel is the best service provided. All the bins are fairly easy to use and the service is in my experience always reliable and professional. (Female, 25-49)

Don't know. (Male, 25-49)

Events. They are more positive. Keeping the city alive and keeping the people involved. The sand castle events etc. are great. Dog registrations dealings are fantastic also. (Male, 50-64)

Communication Earthquakes (Female, 25-49)

Don't know. (Male, 50-64)

Making the city look like there has been no earthquake affect the plantings of the gardens are looking good, makes the tourists think people are still looking here, the visual look, still look like the garden city (Male, 25-49)

Earthquakes Cleaning up messes, the whole way they are coping, I'm grateful that the council is there (Female, 25-49)

Don't know. (Female, 25-49)

Rubbish collection, because it is regular, they are always here on time and they even collect on public holidays. The streets look so much better with the bins than with the rubbish bags. (Female, 25-49)

Communication with local people always trying to be open with the people of Christchurch, have dealt with the council personally a few times and found them nice, friendly people who do a good job overall, especially taking in the current circumstances (Female, 65+)

Kerbside collection Impressive despite the earthquake disruptions. Impressive speed of repairs of essential services after Earthquakes (Female, 25-49)

Upkeep of roads, rubbish removal and water are pretty good considering what we are going through. (Male, 65+)

Summertime festivals they are amazing we go to lots of these (Female, 50-64)

Council are doing well with events and festivals plus the essential services which are still functioning after the last 12 months. (Male, 50-64)

I think the council sewerage and water service is excellent. We had a lot of liquefaction in my area and they have been pretty good at getting it back after the earthquake and they are still chasing it up which is great. (Male, 25-49)

The kerbside collection of rubbish is quite good and major improvement over the old bags system. (Male, 50-64)

I say the rubbish collection is excellent including the silt cleanup and the removal of rubble after the earthquake. (Male, 50-64)

I think the council keeping up with the arts program through the recovery has been great. It keeps a sense of continuity which is good because if the festivals stop it would feel like the city had stopped. (Male, 25-49)

Waste water, sewerage and water services people have done a spectacular job. (Male, 15-24)

The water services are pretty well maintained and a lot of works on the road in my area have been good. Did not lose water and the roads (Male, 50-64)

have been good was a little bit bumpy and back to normal (Female, 25-49)

I can't think of any service that stands out. (Female, 50-64)

Conservation of water. The big campaign to help relieve pressure on the water supply was good. They were looking out for the environment. Unsure if it was them but there are ads implementing that painters wash their brushes on the grass rather than down sinks to keep the paint out of drains. (Female, 50-64)

The library service. My daughter loves to read and they are really efficient. The staff are friendly and accommodating and if we forget our library card it's OK. (Male, 25-49)

The service I feel that the council is performing the best is the kerbside collection. I am impressed that it was kept going through the earthquakes. Overall the kerbside collection is a Great service, and I am very impressed that the council has in place a recycling program. (Male, 25-49)

The service best delivered is the kerbside collection, even after the earthquakes the service was back online fairly quickly. (Female, 50-64)

I like the rubbish and recycling collection services. It is easy to use, unlike other countries where you have to sort the paper and glass etc yourself. We can just put it all in one bin. Also I like how they are collecting the organics too. (Male, 25-49)

Entertainment and festivals (Female, 50-64)

They have done very well providing the rubbish collection system as well as water systems under the circumstances. (Male, 65+)

Being able to maintain basic services and getting things like libraries and recreation services after the earthquakes. Also

they rubbish collection service. (Female, 50-64)

Keeping the libraries in good condition. And also the condition of the walkways and mountain bike tracks throughout the city. They're well maintained, have good signage, and lots of information is provided. (Male, 50-64)

They are doing a good job with the events and festivals. Such as the Buskers festival, it was well set up and well advertised. The city at the moment needs events to keep it going, not just in terms of money but to stop people from getting bored. (Female, 50-64)

The gap filler of the roads and footpaths. It's important to fill in the gaps and makes the city look new and better. (Male, 15-24)

The rubbish collection, they have been on time and we can rely on the fact that it is working. The parks and gardens are also been very good; even though they have been badly damaged they still look good now. The Libraries that are back up and running is really good and they put in alternatives to give the public a library service. (Female, 50-64)

The events and festivals that the council has put on have been really good. This is good because it's bringing community together and getting people out and about. Also they are contracting these out and bring people from outside the council in. (Female, 50-64)

Rubbish and Recycling. In particular because of the hassles we have had. It's never halted; they carried on no matter what. (Female, 25-49)

Rubbish and Recycling service. They are doing very well but they need to check the adequacy of the size of the bins for each property. Give each house the option of either a smaller yellow bin or bigger green bin as examples. They don't miss a collection; have never left the bin behind unlike in Auckland where a public holiday causes everything to get delayed by a day or two. The schedule is also good. (Female, 25-49)

Library service. Because after a slow start after the earthquakes they have got a fair bit of them up and running. It's easy to access and easy to use and fulfils my requirements in that area. (Male, 50-64)

At this stage they are doing very well. Nothing comes to mind as being especially great though. (Male, 50-64)

Water supply and waste water services. Impressed with the ability to keep it going. The 3 bin rubbish collection has been really good. South Library has been great as well. (Male, 65+)

Don't know. (Female, 65+)

Transport. The buses were up and running pretty quickly after the earthquake. (Male, 15-24)

Maintenance and upkeep. They are keeping the city clean which it difficult under the circumstances. I also like the attempt that they are making to beautify the environment. (Female, 15-24)

Roads and footpaths. They were quick at getting those services up and running after the earthquake to a reasonable standard. (Female, 15-24)

The rubbish. It's all on time and the service is well provided. (Female, 50-64)

### Riccarton – Wigram

Covering up everything that is going on and hiding information from the rate payers e.g. CEO getting an extra \$70,000 means other councillors will be in line for a pay rise. Doing a good job with events and festivals e.g. the candle light event. (Male, 50-64)

Don't know. (Female, 50-64)

Library service is excellent. Convenient. Open correct hours in the weekend. Staff is good. Rates can be paid at the library. Handy to local malls. (Male, 65+)

Earthquake affected bus service is doing really well in Christchurch. They treat pensioners well. It is the best bus service in the world. (Male, 65+)

Heating of homes. Making sure that people's homes are adequately heated is excellent. It improves people's health. Council were thorough enough to check under the floor and check for insulation and supplied alternative wool insulation and a log burner. (Female, 25-49)

Underground water pipe care has been really good and Council has been good at replacing pipes where needed. (Female, 25-49)

The water supply, particularly how they got the quality back to what it was so quickly. Also, the libraries are a great place - well staffed. (Female, 65+)

They are doing the best they can under the circumstances. (Male, 25-49)

Cleaning up the city. Fixing up the roads. (Male, 65+)

Maintenance of roads and underground services. Important because otherwise people get frustrated. (Male, 65+)

Bringing normality back to the city. Lots of work done on underground services. Also things like Hagley Park and events

and festivals in the inner city help with this. (Female, 65+)

Provides festivals and events which keeps vitality within the city. (Female, 25-49)

Water supply because during the earthquake period most people had water within a reasonable time considering the damage that was done (Female, 50-64)

Overall the council manages all services well and have dealt with well over the Earthquakes (Female, 15-24)

The rubbish collection. Three bin system. They come nice and early so can get bin back in sooner. (Male, 65+)

I think they are doing a great job of delivering all services. I am especially impressed with their effort in road maintenance (Male, 65+)

Libraries. Doing a good job, places like Christchurch South office you can pay rates as well so it's convenient. (Female, 25-49)

Rubbish collection, it's collected weekly and divided into three sections. (Male, 50-64)

Parks and recreational areas are plentiful and well maintained, with lots of play equipment. Lots of plantings around the city. (Male, 50-64)

Water supply and rubbish service runs smoothly with no problems. (Female, 65+)

I think the repairs of the roads are remarkable. They are really getting on with the work, even though sometimes when they finish it just gets torn up again. (Male, 15-24)

Events Memorial services have been excellent (Male, 25-49)

The events. Would like more rock concerts like Strawberry fields in the park. Any more free entertainment would be good. Very good to keep peoples spirits up in these trying times. (Female, 15-24)

I think the change to three bins was a brilliant idea, you don't see rubbish all over the streets from cats and dogs eating the bags. (Male, 65+)

The recycling and refuse collection I feel is the best thing the council is providing. I think that the fact that the collection has not stopped since the earthquakes is impressive. (Female, 25-49)

Activities. The council provides a wide range of festivals and performances. They are regular and are often free and no entry. It also caters for a wide range of tastes. (Female, 25-49)

Rubbish collection. It's a great innovation. We don't need to provide our own bins. There are two weekly collections, the green bin is a great idea and so are the recycling efforts. I'm in more favour of more recycling. (Female, 65+)

The range of festivals that it supports. It enables us as a family to go out and see a range of events cheaply. The libraries are fantastic. The children friendliness of the libraries. The bin system is great. (Female, 65+)

Getting the basic services such as water and sewage and drivable roads. Our lives haven't been disrupted due to a lack of services. (Male, 50-64)

Rubbish collection. The bins are great. It is the most consistent. The standard is consistent. This is the one thing that is working well. The green bin is too small though. (Female, 65+)

Swimming pools, gyms, recreation areas are very good and reasonable in price. They are delivering it to the people of Christchurch and there is something for everyone. (Female, 65+)

Daily upkeep and running of the city. There are terrible circumstances and so much of the infrastructure is broken so they have a huge job to keep the city going and at the same time rebuilding the infrastructure. (Male, 25-49)

Call services. Rubbish and water and footpath maintenance. They are doing this really well under difficult circumstances. (Male, 25-49)

Keeping the city clean and all together. The maintenance of the city. (Female, 50-64)

All the entertainment the council provides, the festivals brings a bit of hope to the city. (Female, 65+)

Recreational centres are the thing that the council is providing best. It was good that they were quickly kept going after the earthquakes. It was good for the people's morale. Was especially good with the swimming pools and libraries. (Male, 50-64)

Communication after earthquake was excellent Bob Parker on the ball kept information coming (Female, 65+)

The recreation and festivals I've always been impressed by how professional and family friendly they are (Male, 50-64)

I suppose it's working on the initial response on the day of the quake and a few days following then nothing (Female, 65+)

I think the council overall provide a pretty good service overall. It has been a pretty hard few years, I don't always agree with decision making as I mentioned before. I see communities hurting here but I think they are working for the good of the people. (Male, 65+)

I don't think there is one thing they are good at apart from bickering. (Male, 65+)

I can't think of anything. (Female, 50-64)

I think the best thing the council does is the rubbish collection and the change to wheelie bins. (Female, 65+)

In can't say which one the council is best in providing my water works and my rubbish is picked up. (Male, 50-64)

Basic things like roads, water, sewage etc. been very badly interrupted by quake but up until then there was no room for complaint. The collection of bins has gone on without disruption and is an excellent service. (Male, 15-24)

Christmas in the park. It's one of the only public social events for teenagers. The alcohol ban this year was better than it has been, more effective. Also I like the swimming pools. (Female, 15-24)

The events and festivals got everyone out doing something. Got people to the park. They have done a good job keeping the events and festivals up and running Everything they have had at Hagley has been really good quality. Kept a sense of normality for people. (Female, 65+)

Rubbish collection. (Female, 25-49)

I think council provided recreation facilities are the best service. They do a great job of getting people out of their homes because people need exercise. Christchurch before the quake was known as an active city where it was easy to be active so it's important to regain and keep that reputation. (Male, 50-64)

The libraries are fantastic. You can go there and get so much information. They are so helpful. It is open to everyone. How much money you have, your age or where you live doesn't matter. (Female, 65+)

Water, sewers and power problems. I think they are doing their best - these are essential to everyone's wellbeing. (Female, 25-49)

Rubbish & busses seems to working. (Female, 15-24)

Water delivery. Water service being re-established after a month of being off was greatly appreciated. The process of repair meant roads weren't so clogged when fixed and traffic was managed well. Staff were courteous. The work site was tidy. Workers were working till late to get services re-established. They went the extra mile. (Female, 65+)

The kerbside collection. The green bin especially very useful. It is a much better method than the previous one. The collection team also operate on my street in a very tidy manner. (Female, 65+)

Don't know. (Male, 50-64)

They have done a great job with the essential services, sewerage and water. (Female, 50-64)

Providing the events and festivals and entertainment is the best the Council does (Female, 25-49)

The CCC is doing the best possible job of keeping everything afloat. It would be good for the public to help them with that. (Female, 15-24)

Facilitation of services and utilities. Roads, water and power. The way normal services resumed as quickly as possible during the earthquake crises was well done. (Male, 50-64)

Combined Libraries and Service Centres. It is handy having them in the one place. It is very accessible. (Male, 50-64)

Bus service. The bus service is second to none. I was impressed with how they got the service running again after the quakes. It enabled people to resume a sense of normality particularly those without cars. It helped them to get to work. (Female, 50-64)

Repairs of local utilities such as roads, pavements and electricity station were carried out quickly. (Male, 50-64)

Leisure activities such as recreation centres and promotion and use of Hagley Park. (Male, 25-49)

The council is delivering the social activities and festivals the best. Experienced in putting on events, not too many complaints. They are made good use of. (Male, 25-49)

The bus service. Because it is easy to know when it is come, it's not very expensive and pensioners can get it cheap and it is comfortable with friendly staff. (Male, 50-64)

Entertainment event management. It kept spirits up. They did well in replacing events handled by affected venues. The Buskers festival went on fine like any other year and was successful. The Court Theatre providing entertainment helped. (Female, 50-64)

Libraries. Provides normality. (Male, 50-64)

The attempt to get the cities services back up and running since the earthquakes has been quite good, although CERA may have had a lot to do with that rather than just the council. (Male, 50-64)

Festivals and entertainment has been really good considering earthquakes, very impressed with these events and festivals. (Female, 50-64)

Really impressed with the number of festivals on offer, especially the events in Hagley Park. (Male, 65+)

Events and Festivals (especially the Summertime festival). Because they are clearly laid out as to what is available and there is such a wide range available. (Male, 25-49)

The council is managing the upkeep of the infrastructure. The water supply and waste management have been handled pretty good. It was really good that the council managed to restore the water supply and waste services to the area I live

in. (Male, 50-64)

Spreydon roads and water services were heavily damaged after the earthquake. The service ran smoothly and all was fixed within a month. (Male, 15-24)

Core services water, sewerage and rubbish are efficiently, timely and of a high standard (Male, 25-49)

I think the roadside rubbish collection is excellent. The council does a remarkable job of providing free events such as Children's Day and Christmas In The Park. I think the free festivals get communities together and give performers a chance to show their talents. (Female, 25-49)

Waste water and water supply services are good. This is a very important service and something that people really notice. (Male, 25-49)

Entertainment. I am happy with what is available at this time. This is important especially for keeping young people around the city. (Female, 25-49)

Following the earthquakes the city care workers were out fixing roads straight away so they were amazing working really hard. (Female, 50-64)

Recreational services. Standards of delivery of these services are very good. (Male, 50-64)

Restoration of water. It's been an amazingly huge job and I think they've done a great job. A lot of council workers have gone the extra mile; people have been putting themselves out there in order to help out. (Female, 25-49)

Promoting the city. They really do maintain the park areas well. The sport complexes are excellent. (Male, 50-64)

Leadership. The leadership is having to make really tough decisions that people won't like, but they need to be made. They are making the tough calls, and it is really hard on them. Council needs space to make these decisions. (Female, 50-64)

I think the events and festivals which the council has continued to put on for the locals i.e. sparks in park and the Buskers festival was the thing the council has delivered the best. I think people need events and festivals to look forward to. These special things help keep residents happy and provide a sense of regularity. (Male, 25-49)

The bus services are the best service the council provides. Going by things I have heard citizens who travel on the buses are enjoying them. We have a lot better bus services than other cities. (Female, 50-64)

Council have done a fantastic job since the earthquakes with fixing the roads, water and pipes (Female, 50-64)

I really enjoy the events and festivals provided by the Council. (Female, 50-64)

The basic functions of the council such as infrastructure, rubbish collection are good and I do enjoy the festivals but I wonder whether that is the council's role to provide. (Male, 50-64)

The rubbish collection service is very efficient and well managed and the council continued to do it well through all the earthquakes. (Male, 25-49)

Supplying container banks, e.g. at Barrington (Male, 25-49)

Keeping the pools, recreation centres and libraries available. Even having a mobile library when necessary. (Female, 15-24)

The buses My wife uses the buses the time and routes good. Big effort into the infrastructure to keep public transport going (Female, 15-24)

Our Bus Service. I have been in other cities and our bus service is the best. The drivers are very friendly and helpful. There are not many places in Christchurch you can't get to by bus. (Male, 25-49)

Don't know. (Male, 25-49)

Keeping the streets clean always see them working at it. Filling the holes in the road. Pretty vigilant about that. Keeping the reserves mowed and tidy. (Female, 15-24)

The best thing the council provides is the maintenance and upkeep of public parks and recreation areas. These I feel are always in good condition and can be enjoyed the year round. (Male, 15-24)

The best service is the general infrastructure restoration. Even with the earthquakes the council has restored some things to the way they were. (Female, 25-49)

The service the council provides is the parks and recreation that the council provides for the people. The council is doing a good job of maintaining the park areas. Especially the Botanical gardens. (Female, 50-64)

Public events and festivals. There is a good range and they seem to be well run. (Female, 50-64)

Maintenance of the sewerage since the earthquakes. This has been really good. (Male, 50-64)

Rubbish and recycling. Sustainability of landfill which ultimately has a financial impact if it is not done well. The council is doing well. (Female, 25-49)

Curb side collection of recycling is really good. (Female, 25-49)

Rubbish and recycling. Because it is consistent. (Female, 50-64)

The repairs of the roads and pipes have been great. Those have been the key things they needed to get sorted and they have; especially water and sewerage because they effect everything. (Male, 25-49)

They do events very well and they are well organised and a good opportunity for the city (Female, 25-49)

I'm very impressed with how quickly the services were back up and running, they got the basics back well. It was good to focus on the recreational too on footpaths and cycle paths and the information provided about these things. (Female, 50-64)

Refuse collection has carried on as normal throughout what has gone on with no major disruption. (Male, 25-49)

Rubbish collection and water when the earthquakes first happened, the working people have done an amazing job (Female, 15-24)

The maintenance of the drains and sewage. They are getting it done in a timely manner. This I think is important to the city. (Male, 50-64)

The libraries are really good, they have worked quite hard to get and keep after the earthquakes. (Male, 50-64)

The parks because they make our city general nicer. They are well maintained and clean. The parks provide a nice escape from the hustle and bustle of the city. (Female, 50-64)

Realistically, the council is doing well in general considering the circumstances. I can imagine it's a hard job getting the city up and running again, and they've done it. They've done a great job rejuvenating business, especially with the Restart Mall. (Male, 50-64)

They are doing well in informing everyone of what they are planning on doing and always maintaining the roads. It's important that everybody knows that is going on. (Male, 25-49)

Safety first. The road works. The speed they work at, if there is an issue its fixed overnight. Arranging detours, they make them as smooth as possible with plenty of notification. They communicate any changes well. Even at the schools, my children are coming home and letting me know what's happening too. (Male, 25-49)

Rubbish service. It's the best thing that happened to the city. Easier, cleaner, no fall out. We are at the end of the run so there were a few mix ups but it flows now. Total top marks for that except the garden bin should be the same size as the yellow one without rate payers having to pay for it. (Male, 50-64)

Getting the water and electricity back on after the quakes. They have done the best with what they had. (Male, 50-64)

The entertainment and events. Impressed by ongoing events. They would be better still if there was more information available. (Female, 50-64)

The public gardens. Particularly the maintenance and condition. They are the flagship of the city. (Female, 50-64)

Good that the council provides events and festivals to the general public. (Male, 50-64)

Rubbish collection is a reliable service. Swimming pools are reliable and were kept going as much as they could during earthquake times. Water supply was up and running soon after the earthquakes. (Male, 25-49)

Events, festivals and attractions e.g. the Botanical gardens and Classical sparks. Library Services (Female, 25-49)

Events and festivals are very good. Infrastructure and return of essential services after Quakes has been great. (Female, 50-64)

I think the water supply service is excellent since they stopped adding chlorine. I lodged a complaint about my driveway with the council and they got back to me within 3 months. (Male, 25-49)

I think the council has worked hard to provide outside activities even though I'm sure it hasn't been easy to find venues. It is good to go and do something family orientated; I particularly enjoyed Christmas in the Park and Classical Sparks. (Female, 25-49)

The council has done a good job with reconstruction in our area in the last year. (Male, 25-49)

I think the council is like a business; some of the services it provides are extremely good such as the sewerage service and some services are not so good. I work in the plumbing industry and from what I see and hear even though a lot of the work is outsourced the council is getting stuck in. (Female, 25-49)

I live in a retirement complex and I think the council are providing a good waste water and tap water service. (Male, 25-49)

The council has worked hard on repairs of the road, water mains and sewers. (Male, 25-49)



## Areas for Council to Improve

### Banks Peninsula

Decision making. They need to make some concrete decisions and directives for the hillside suburbs in regards to rock falls. I've been involved in stabilisation work, which came to a halt as the result of Council indecisiveness. I would also like to know how they decide which suburbs get an arborist to tend their roadside trees and which get a hacking machine. Here in Lyttelton we used to have an arborist, now we have a machine which destroys the trees. We all pay the same rates; we should all get the same services. (Male, 25-49)

Don't know. (Female, 65+)

Need to act like a council. The councillors need to look at themselves; they're elected to work for the people of Christchurch, not themselves. There are too many people working for themselves, not for the good of Christchurch. The Mayor and the CEO (town clerk) particularly need to go. Building consents process also needs improving. They made promises after the earthquake that they would make the process easier, and they have not kept them. The process has in fact got worse. (Male, 50-64)

The hospital in Akaroa, which has been closed due to engineering issues, needs to be reopened as we need the hospital beds. In Takamatua, we are designated outside the kerbside collection area, so we have a public cage to put rubbish in. It is constantly abused by people outside the area and we are in danger of losing it. They need to keep it despite abuse. We live on an unsealed road which has seen very little maintenance in recent years. They no longer even mow the grass beside the road. You cannot see traffic coming around corners because the grass is so high. We have heavy trucks driving down it on an hourly basis and it is extremely dangerous. There's now so little metal on the roads it is very difficult to stop, especially in wet conditions. It needs to be maintained. (Female, 50-64)

The roads need to be improved. I realise they don't want to spend any money if things are just going to be damaged again, but we have had potholes in Diamond Harbour for more than a year, and it's time to fix them. (Male, 50-64)

Listening. They need to stop talking amongst themselves and listen to what people's needs actually are. They need to really listen. (Female, 25-49)

When I ring the council am put on hold and blocked out. Am no longer doing this. Is a big public relations and communication problem. The only way to get something done was to stop a council workman and show him the problem. It was fixed a week later. (Male, 50-64)

We are living in O'Cains Bay as our Christchurch home is badly damaged. In small communities like ours and Akaroa, public buildings like post offices, halls need to be repaired and restored as quickly as possible as there are no alternatives available. (Female, 50-64)

Bus service was poor but I have not used the new bus centre. (Female, 15-24)

Waterways. Rivers, streams out to the Estuary. We have lost a lot of birdlife. Need to improve the environment as fast as possible. Also an issue with waterways in Little River which need improvement. Are very worried about elderly and disabled who may be living in sub-standard homes and are being forgotten. (Female, 25-49)

Don't know. (Female, 50-64)

Need to manage the rocks on the Port hills so we can get back to normal living and recreation. (Male, 25-49)

I think the roads need the most attention to be fixed. There are many main roads and crucial side roads are still in an unsatisfactory state. This needs to be dealt with soon. (Male, 25-49)

The service which I think is most important and that needs to be improved over the next 12 months is how quickly the council hands out permits and consent. It takes too long and is too expensive at the moment. (Female, 50-64)

Should get the roads in Diamond Harbour improved generally. Absolutely ridiculous condition over many years. Maintenance on side of roads in Diamond Harbour also need improving. (Male, 65+)

Roading is important. Detours are difficult and more signage telling you about road closures would be good. (Female, 50-64)

They should be concentrating on getting people into decent living spaces. Concentrating more on them than the CPT business will find their way, people have changed their habits shopping further way from the centre. (Female, 50-64)

The redevelopment of residential areas needs to be speed up. Need to make people feel like they want to live in Christchurch. The wait is too long. (Female, 25-49)

## Age 25 – 49

Roading and footpaths are in desperate need of maintenance and upkeep after the Earthquake. (Female, 65+)

We feel much forgotten out here though know they have a lot to do in the centre. I feel we will be the ghetto of Christchurch. Give us something nice to bring people back, like QE2. Kids need to learn to swim. Brighton shops are grotty. (Female, 50-64)

Work together as a team. 2 streets away from here the state houses with boarded up windows should come down immediately as are asking for trouble. (Female, 25-49)

More buses on the roads. More buses to Brighton especially from the Burwood-Dallington area. Appreciate that they can't use the bridges but more frequency of the buses currently running. (Female, 65+)

Don't know. (Male, 25-49)

Listen to the people. For example the rat infestation in Dallington - caused by long grass. It costs more money to pass the buck than to fix the problems. The people representing us on the council are not always wanted; they were just the only people for that area. People would be better off teaching how to vote and who needs to be on a council. Something needs to be done about the democratic view so if 9 10 people don't want a person on the council then how does 10% keep them there. (Male, 25-49)

I feel they are doing all things well enough considering the circumstances and cannot see anything specifically that they can improve. (Male, 50-64)

Roading. The amount of damage to roads on the eastern side of the city is so enormous and it needs fixing quickly or as quickly as possible. The same applies to footpaths. The eastern side is a mess and it seems to be taking a long time to fix. There needs to be more supervision of work gangs in order to better control the quality of work. There has been some very low quality of repair done. (Male, 65+)

Need to improve the beaches and gardens especially around Thompson Park and New Brighton Mall. The graffiti and broken bottles and cigarette butts have been an eyesore. Need to get people on Periodic Detention to clean it up especially as they are based locally. (Female, 25-49)

Listen to people more, the average person has good things to say but they get overlooked. (Female, 50-64)

Focus more on people rather than CBD. Do something about the eastern suburbs, roads terrible, bad potholes, worry about the CBD later. (Female, 50-64)

Approachability, flexibility, and adaptability. Their approach to issues needs to be all these things. There is currently a tendency to think that one decision or rule will fit everyone which is patently not working under the current circumstances. The Councillors need to get their act together and remember on whose behalf they're working instead of fighting each other. They need to remember that they should be working together for the sake of the city. The most important thing is rebuilding the city, and rebuilding it in a way that is flexible and adaptable enough to meet the needs of people. They need to listen, and actually respond to the needs they're hearing. There's a great hoo-ha made about consultation, but nothing done about the results of that consultation. If you're going to consult, it needs to be meaningful, otherwise don't bother. (Female, 50-64)

Sewerage. We've had no services for 14 months; we've got water running under the house. The purity of water is also important. (Female, 65+)

Communication. There is a lack of communication coming from the council to the public. (Female, 25-49)

Communication with ratepayers. Communication has been poor; they need to give more information so we can make informed decisions in the next election. Better communication of what they're doing, what they're going to do, and their reasons for it. For example the building deals done with Henderson, nobody knew about it and it was never explained. (Male, 65+)

Not in touch with people that are struggling. Need better people skills with residents in difficult areas. Reduce rates in areas with lower land values, need to step up to the mark with rates relief. (Female, 50-64)

There is a huge problem with the roads in this area. (Female, 50-64)

Ask the people in Christchurch where the priorities lie. For example seal the banks of the Avon. Put extra walkways back in. Public amenities need to be up and running. Start on the roads and footpaths. It is all cost related and they have to work round their budget so they need to agree. Put a questionnaire in the press or handout or online and see what the people come up with and work the priorities out from there. (Male, 50-64)

Fix the roads in the east. Restore QEII, do not move it, fix it. Get on with the job. Fix potholes in the roads, do not just put cones one them or drive around them. Stop wasting the rates money. (Male, 50-64)

More proactive communication about decisions that have been made. Particularly timelines, especially for footpaths, roads and QEII. Would like to see posters or signs like real estate signs. Give people some idea of the reasons that things have been postponed. Tell people that it is not because we are less important but because something else needs to be

done first. So saying when things are scheduled for. For example QEII is waiting on land issues so it would be nice for that to be advertised. Also need to let people know what the steps are and approximately when they are going to happen. (Female, 25-49)

The New Brighton shopping areas - wider area than just the pedestrian mall needs tidying. Needs to be more promotion of the beach. Enhance the waterfront like other cities do. Would like to see QEII running again and get more facilities in New Brighton running again. (Male, 25-49)

Need to sort out water and sewerage. (Male, 65+)

The levels of senior executive salaries should be set to reflect more accurately NZ wages and salaries in general. They should not be set relative to Australian salaries. (Female, 50-64)

Sewage disposal another critical hygiene issue. It has been an issue where we live, we have port-a-loos and I see those using machines to clean out the drains of sewerage so I presume they are still not fixed. (Female, 25-49)

We live in Redstone so the council don't want to spend a lot of money because we won't be here so long but they need to spend some money on the roads. I got a puncture last week and I was talking to the mechanic and he said he gets a lot of them now. I think some money needs to be spent until people have gone. We don't expect them to spend what they did before but some money to make the roads and footpaths safe for people to use. (Male, 50-64)

I would like to see longer opening times for libraries until seven or eight o'clock at night. (Female, 25-49)

I think they need to fix all the waste water systems. The waste is still going into estuary. It is not good for animals, birds and fish and for people to swim in. (Male, 65+)

I think footpath and street repair needs to improve. I can get to my local shops but the condition of the footpaths means I have to be careful. (Male, 65+)

They need to work on building permits. They need to let people start rebuilding. There is so little housing available that spiking upwards; this is for buying and renting. They are focusing so much on the centre of the city and they should move focus to the suburbs and the people living in the city. (Female, 25-49)

Get the rates back down to a sensible level. Because there is a lot of people shifting around and it is very expensive for them as they have to pay rates on the new home as well as the new one. Think the council is spending huge amounts of money on things that are unnecessary and they should be focusing on the people that live in the city that trying to re-settle their lives. Out of a 1 to 10 rating, I would give the council a 1. They have incredibly poor performance. (Male, 65+)

The roads need to be improved. There are some roads which are in dire need of repair or to be replaced. These unrepaired roads have made driving more dangerous and frustrating. (Male, 65+)

There many roads which need to be fixed in my area. The roads are so bad in my area at the moment. This means getting anywhere on the roads is more difficult. The un-repaired roads also need to be fixed because of the dust clouds coming off the damage are polluting the air around where I live. (Male, 25-49)

The council could improve on their personal conduct. A greater level of council cooperation is needed within all levels of decision making. (Male, 25-49)

The building consent process is need of improvement. Building consents currently ask for too much detail and add too high a cost to the building process. The council needs to investigate the efficiency of the consent process. (Female, 50-64)

Something the council could improve on would be to get a bigger organics collection bin to those who at present have more organic waste than they can dispose of. A bigger bin would be useful because it would mean the current surplus of organic waste would be collected. (Female, 65+)

The parks need more maintenance. Young children and families should have the opportunity to use them. (Female, 65+)

Transparent decision making is the biggest thing they need to include the councillors in decision making processes and community boards as well, not hiding behind commercial sensitivity excuses. Get on with the repair of infrastructure. (Male, 50-64)

Footpaths and roads are very important and need improvement. (Female, 65+)

Keep on improving road and pathways (Female, 50-64)

Communications present it appears to hang residents in the dark about what's going on. (Male, 50-64)

Details of spending council funds where is the money going (Female, 25-49)

Cannot do any better than it is (Male, 50-64)

Communication more general information to keep the electorates informed; Local radio, leaflets, CTV. (Male, 65+)

Business district parking. In the town centre they need more unpaid parking to attract more to the city. People would then go and spend more money in the businesses in town rather than go to a mall where the parking is free. Everything else seems to work fine. We have lots of footpaths and crossings. (Male, 65+)

Get on and get the city up and running better than what it is. For example the Roding. Fix the major roads on the east

side of Christchurch. It's a pity about the politics. The actual council workers need to be recognised a lot more for the job they have done in the last 18 months. They have done a fantastic job. (Male, 50-64)

Don't know. (Female, 15-24)

The eastern suburbs have been hit the worst, there needs to be more consultation and an effort to keep people informed people on this side of town, all people want to see is a bit of action. I saw the roads in Riccarton being repaired; they are not as bad as in the east side of town, so what I want to see is the council prioritizing what they are doing. (Male, 50-64)

I think it is bureaucracy involved in issuing papers for new buildings and rebuilding is ridiculous, rebuilding is the biggest problem in my area. The council has to be more transparent, they have to discuss decisions publicly and ask people's opinions. They can't make decisions on our behalf behind closed door. Even pay rises they have to discuss it, when I get a workman to come to my home I ask for a quote, it is our money so they should give us a quote to approve and we will decide if the pay rise is OK. (Male, 50-64)

They need to get out to the suburbs and see what we are managing without here. They need to look at the potholes, the footpaths, look at the long grass verges and see what it is like in the suburbs. I saw they are getting the unemployed to help with the clean up in the suburbs but they should have done that 12 months ago instead of worrying about wage increases. They need to ask why people are leaving the city. (Female, 65+)

There is a lot of dust around here, the council needs to come around and water it down on hot days, and it's a major problem around for health reasons. (Male, 50-64)

I think they need to improve their communication. When I have spoken to people on the phone they have come across as arrogant. A lot of council staff are not well informed about earthquakes. They people on the phone lines are often rude, I hung up on one because she was rude and then she rang back and said "Thanks for hanging up, you jerk". They can improve this by instead of solving problems or answering question they don't have the expertise on referring you to someone that does so you can get the correct answer. (Male, 65+)

Management decision ,transparency of decisions whole management structure is dysfunctional and needs to be improved The problems are the way the council is set up lends its self it squabbling and infighting and should have a better system put in place. Not an individual person problem, a system problem. (Male, 65+)

The roads ups and downs and holes in it. (Male, 65+)

The sewage system. They are doing their best to upgrade the system but they need to keep on trying to improve it. It's a very important part of the service. To do this they need to keep a good contact with the people they are serving, the residents. (Male, 65+)

Roading. They should get it done quicker. Get the services going quicker. Get the road cones and equipment off the roads as quickly as possible. (Male, 50-64)

We need to fix our parks, pools and schools. We need to get the pools fixed for the kids. We need to get back to the normal routine. We need the parks repaired to the kids can get back to sports. We need to get all the schools up to scratch and ok for the kids. (Male, 50-64)

Rates relief for those in the red zones. We are one of those people and it was very hard to go through at the time. We are not getting enough rates relief to compensate for the loss of the services that the rates entitle us to. The other thing is the amount of information that is coming through telling us we are responsible for things like bins and lawns, it is impossible. The house is so badly damaged and surrounded by liquefaction and there is no way we can maintain the lawns. Keeping the council bins safe is impossible and not a priority with an abandoned property. Looting has often occurred. Council should go get the bins if they want to keep them safe. It feels like its added stress having that expectation of us to go back and maintain what we have had to walk away from. (Female, 25-49)

I think Roothing is the most important to improve because my car is taking a battering (Male, 25-49)

I think sewerage and Roothing are most in need of repair in the next year. The sewerage system is desperately needed so as not to damage the environment but pumping sewerage into the rivers. The roads are in poor condition I broke one of my shock absorbers, people have to drive slowly but I understand that it is a work in process and it takes time. (Male, 50-64)

Maintenance of rivers. Make things look clean and fresh. The rivers I used to swim in as a child look disgusting. There used to be animals. (Male, 25-49)

Roads. Heavy trucks are wrecking roads. Aftershocks are wrecking roads. Heavy trucks are travelling too fast and are causing damage. Don't know what Council could do. (Female, 65+)

Maintenance of park areas and riverbanks. Some areas are looking terrible and simply need maintaining. Grass verges and other areas and parks are starting to look derelict. Council needs to employ more maintenance staff. (Female, 65+)

Sewerage needs to be fixed. More communication on sewerage developments. (Female, 50-64)

The roads on the east side need to be repaired. Driving to and from places I find I get battered about on the lumps and bumps. This makes driving not only more of a hassle but more dangerous to. The roundabout on the corner of Travis road and QE2 drive especially needs some attention. (Female, 25-49)

Need to run a more concerted, less splintered groups, with less leadership disagreement and a more concerted effort overall, a more cohesive council is needed (Male, 65+)

Make decisions about the CBD and extradited the changes they have the power over. (Male, 65+)

The ratepayers provide funding through their rates for social housing of which the Council is the second biggest landlord in the country is disproportionate and in my opinion should be reduced. I do not think that is a cost the ratepayers should have. (Male, 50-64)

The Roading needs improving. They could start by getting some of the badly torn roads fixed as it is costing residents for damaged cars suspension as there are areas that have not been touched. (Male, 65+)

The Roading is atrocious in Eastern suburbs and I have already replaced suspension and tyres on car. They do patch up jobs in areas and leave a pothole right beside where they have patched up. They should dig it up and do it once and do it right. (Female, 25-49)

The sewerage and drainage. They're not working. We have 37 houses on one line and the drains are too small to deal with the waste. They need to replace all the drains or not let so many houses on one 100mm line. QEII needs to be reopened. It was a major thing for us on the east side and now we've got nothing. (Female, 25-49)

I am not happy with all the in-squabbling in the council They should all be pulling together as one, for us. (Female, 25-49)

The dumping of sewerage in Burwood Plantation is not on. They need to sort it out as fast as possible and for it to be away from residents. They are keeping quiet about this. I don't know when the sewerage plant will be up and running. (Female, 25-49)

Finish road repairs and fix liquefaction damage in other suburbs. Need to keep going and fix these damaged areas. (Female, 25-49)

Issuing of resource consents needs more leeway to allow for city growth. Can't be so concerned over smaller details such as wheelchair ramps, just need to get started. (Female, 50-64)

Informing the public. They need to keep the public in touch with particular services that are provided by the council. (Male, 50-64)

Don't know. (Male, 25-49)

Free up some land. Need to make housing building consents main priority and approve consents quickly. (Male, 25-49)

Need to restructure their rates. For example a house selling for 239,000 being rated at half a million dollars. Apparently they use an Australian computer program to assess rateable value. Start with getting rid of that. Also get rid of Bob Parker and 'his boyfriend' (half million dollar man). New Brighton mall really isn't comparable with City mall. New Brighton is not much of a walking mall anymore as they have put a road through most of it. It is like comparing a bag of rubbish and a suitcase. City mall is excellent and New Brighton Mall should be bulldozed. Vote for Jim. Pay people what they are worth. (Male, 50-64)

Have more public events, there is not enough to do in Christchurch. (Male, 25-49)

Keep up their communication. Listen to the public. Be seen to be out and doing something, not just a billboard. When it comes to elections you look at the names and do not know who they are. (Female, 50-64)

Get the roads back up and running especially in the Eastern suburbs. Get Waipara wine and food festival back up and running. Have more events in the Eastern parts of Christchurch. (Male, 25-49)

I think building consents are important to get right. Building standards need to be checked independently by the council. After the September quake a lot of things were said be structurally fine and we the February earthquake proved that they were not checked properly unfortunately. I live close to the coast and I would like to see a tsunami warning system built as with a risk of earthquakes offshore I would feel safer with a siren warning system. (Female, 25-49)

Don't know. (Female, 25-49)

Need to make the east side of the city roads and footpaths maintenance and quality a top priority. (Female, 25-49)

Bus Services: a lot of constraints and a lack of patronage. public transport on the east side of town is almost nonexistent and an alternative is needed customers are their own worst enemies and can't be pleased, people on the east side of town feel like they have been forgotten with the mammoth clean up job that is needed. (Male, 50-64)

Road designs: some roads are badly designed and make it hard to turn corners, which is frustrating. (Female, 50-64)

Storm water collects out the front of the house; do not want to worry about flooding as well as earthquakes. (Female, 25-49)

Put rubbish bins back into all parks. (Female, 50-64)

Improve pathways, as they are dangerous for disabled and elderly citizens. Provide a subsidy for residents who are unable to use pathways and get access to public transport. (Female, 50-64)

Fast tracking building consents. (Male, 50-64)

Zoning of the land after the earthquakes. More communication around what will be happening is needed. Also security

around abandoned suburbs needs improving. (Female, 25-49)

Roading is of huge importance. To make sure the roads are drivable and not patching up everywhere causing more hazards on the road. When they do the repair they could be done a lot neater and better than contractors are doing. Included in this when they leave, repair grass damage and remove extra shingle etc. (Male, 50-64)

Rubbish and recycling. Instead of green bin being out every week it should be the red and yellow bins out every week, organic should be every second week. (Female, 25-49)

They need to maintain the city by keeping the skateboarders and the people that graffiti out of the city areas. It would make the city a cleaner place with less graffiti and rubbish if there were no skateboarders. They should confiscate and break their boards as a consequence. (Male, 50-64)

The biggest area that needs improvement is building consents. I am having to build a new house and like many others are. Having to wait on subdivision and building consents and the code of compliance. With the amount of sections and building to be done in Christchurch, they need to speed up the process. It seems they are deliberately holding up the process. I have been very unhappy with the consents process for the residential areas. When you ring the council, the people you talk to in that department don't seem to care and are very unhelpful. They just give you the run around. (Female, 50-64)

Traffic flow around the city is important and making sure we get the draft plan right for traffic flow in the future. Whatever plan we end up with in Christchurch avoid traffic congestion, I think we have a chance to plan and alleviate this. (Male, 50-64)

Traffic management given number of roads that are closed or damaged to have alternatives or management traffic flows. A lot the traffic light phasing is suited to pre earthquake not post quake as the traffic cannot go to the city anyway. (Male, 25-49)

East side of town QE 11 type facilities on east side like for kids and adults .Even if not a swimming pool but something similar. (Female, 25-49)

Not sure. (Male, 15-24)

Like the roads to be better A smooth road. Bigger free green bin. (Female, 50-64)

Green bin needs to be collected more frequently in the red zone. (Male, 15-24)

Need an aquatic centre to replace QE2, with an arena for multiple sports. (Male, 25-49)

The roads on the East side, repairing the area with the bumps and pot holes -Munted 2 cars in 12 months. QE11 to stay on this side of town. (Female, 25-49)

The service that is most important for the council to improve is the footpaths repairs and maintenance. The repairs need to be happening at a faster rate. Specifically in my area the footpaths need a lot of attention. Older people need a safer footpath; it's easier to fall in dark on a bad footpath. (Female, 50-64)

The service that the council needs to improve the most is the repair and maintenance of the roads. The roads need to be maintained and repaired at a faster rate. Driving has become more dangerous as a result of the neglect. In particular the potholes need to be addressed. Maintenance needs to be handled in safer way and done properly. (Female, 15-24)

Of all the services the council provides the reconstruction of the Christchurch suburbs is the service most in need of improvement. I think different contractors are needed; Fletcher construction is not doing a good enough job. The money is wasted on their unproductive work ethic and substandard professionalism. Other contractors can be far more sensitive to the public and more productive. The bigger contractors are milking the people unnecessarily and doing half the job at twice the cost. I personally am a contractor and in my experience the jobs are being handled in a very unprofessional manner. (Male, 50-64)

Can't think of anything in particular that they need to improve. (Female, 50-64)

Footpaths and roads are really bad. There is a hole right next to your letter box and why are we paying rates if they won't fix this. Infigting is also unacceptable. (Female, 25-49)

Drainage. Because we have to have sewers pumped every month and also still using chemical toilets (Female, 50-64)

Swimming pool in the east for the whole community. Also Cowles stadium needs to be repaired or replaced. Bexley and New Brighton riverbanks need to be re-soiled and planted out. Sewers and roads need to be repaired in the area as well. (Female, 25-49)

Extracurricular activities of the council needs to be explained. E.g. sending councillor's on junkets overseas. Waste of rates money. Also water allocation, especially dairy farming seems to be a waste of water resources. Less of the old mates club type dealings (Bob Parker). (Male, 25-49)

Footpaths need the most attention in the next 12 months as a number of people are not as able to get around and they need the best access as possible to the services they need. (Male, 50-64)

Internally need to sort out the team and get more public trust as a team without the internal disagreements. (Female, 25-49)

The condition of the roads, particularly in the east as they are pretty bad. Abandoned houses also concern me because of rats and overgrown grass. (Female, 50-64)

Transparency and communication. (Female, 25-49)

Waterways need cleaning up a lot, lots are very dirty and the banks have dropped down. Some aren't earthquake affected and they still haven't been kept up as well. (Female, 25-49)

Freeing up the land to start building again. This is because of the difficulty finding rentals and people wanting to build but not being able to just yet. (Male, 25-49)

Water service as the quality coming in is poor. We had to get a plumber in again as the filters are clogging up and it's expensive. The Council should put in filters in the meter box on the street so it doesn't come into your pipes and clog it up all the time as it gets expensive for the residents. Also the footpaths and roads around schools need to be repaired as a priority to make it safer for children to get to school. (Female, 25-49)

The roads because they are too uneven and its taking too long with just short term patch up fixes without thinking about the long term (Female, 25-49)

Getting more recreation in the east such as swimming pools (Female, 25-49)

Councillors need to look on the city as a whole, looking at everybody as equals and realize everybody cares about the city not just them they need to just get on with the job and stop all the infighting and worrying about petty little things (Female, 50-64)

Young people very important to have fitness centres and swimming pools, so the youth have something to do or they will move to Australia, also youth immigrants will go back or move to other countries if they have nothing to do, it's also very important to have parks that are accessible for everyone in all places Darfield, Leeston and Pegasus and that are build on good grounds, it is not an option for parks or centres to be built in the centre also important for the wages to be in line with Australia to encourage youth to stay in New Zealand (Male, 50-64)

Ultimately the council wants more money, but people are hurting and they need to be fair financially, being gentle on the ratepayers, even if this means they will be in the red financially and have to lay low for as long as ten years (Female, 50-64)

Fix the roads faster. I live in Christchurch east and there has not been much progress with the roads or the sewage. (Female, 25-49)

Public relations, because if they would more open and transparent then people wouldn't get so angry at them. The need to find a medium that everybody is involved with like social media or letter box drops. But letter box drops that don't cost a huge amount of money (Female, 25-49)

The public consultation process. They need to have less closed council meetings. They building consents and land developments need huge improvements. They need to be less influence by vested influence developers. (Male, 50-64)

The Roading and sewage. In regards to where we are living it's really hard to drive around and we have a big issue with our service. I feel this should be a priority in the rebuild process. (Female, 25-49)

The quality and supply of water. So returning the drinking water to its original quality and providing enough water for recreational use, such as watering the garden. (Female, 15-24)

## Fendalton – Waimari

The council should look at Christchurch as it is and work together to solve the problems. They need to work as a council rather than as individuals. There is a lot of strife amongst them which is counterproductive. They need to sort out the problems rather than worry about public relations. They need to roll up their sleeves and get on with it. (Male, 65+)

Probably they need to put more money into the restoration of roads and footpaths in earthquake damaged areas and make further progress in the restoration of services in the eastern suburbs. They need to have the courage to increase rates to pay for this. I also think they need to pull together better on the city council with better provision of information to all members of the council. (Male, 65+)

I'd like to see the council being more cohesive. Not hearing about infighting and the mayor making decisions by himself. I'm happy with the services they provide but overall the council needs to be more democratic. (Female, 50-64)

Getting the roads fixed. The potholes and bumps are making it dangerous. (Male, 15-24)

Urban design. The implementation of their ideas. The new city plan has a lot of good points but they are pushing developments they can't implement. What they have put forward is sound but I don't think the council has the mechanisms to achieve it. CERA is getting in the way. I don't believe CERA has the expertise that the council has to make the decisions. (Male, 50-64)

They need to improve their governance. There has been too much fighting within the council. They are not providing a united front. (Male, 50-64)

Absence of street numbers and signs & showing which street numbers are in each sign. Shop numbers need to show their streets number. Transport is limited and it is very annoying to be lost and heading in the wrong direction due to lack of information. (Female, 65+)

Roading needs to be fixed. It takes time and money, so it is understandable that it hasn't been fixed yet. But I spend a lot of time on the road and it is bloody horrible. (Male, 50-64)

I think that all things considering they are doing great & I can't think of anything that needs improving. (Male, 50-64)

I think land needs to be opened up to get people from the Eastern suburbs into homes. These people are part of Christchurch and they have got to get back into normal life so they can contribute get back to contributing to the city. (Female, 65+)

Roads and footpaths; need to be fixed right so people feel safe using them. (Female, 65+)

Better communication with residents about the councils reasoning behind decisions made. (Male, 65+)

More libraries should be open around the city. (Male, 65+)

I think the council needs to get on with earthquake recovery. And provide more information around rebuilding. (Female, 50-64)

The roads need to be fixed & fix the headstones at Avonhead. I drive on the roads every day and they are very bumpy. (Female, 50-64)

Something that I think the council needs to improve on is how the council communicates to the rate payers. I would like to know what the council plans to change and implement before they do it. (Male, 65+)

The Mayor's job is to provide a service, and I would like to see him with a better sense of what it is to run a council democratically. He needs to consult, and to work towards consensus agreements on issues instead of being an autocrat. He has to understand what it is to work in a transparent way. (Female, 65+)

Don't know. (Male, 50-64)

Central City: I am terrified Bob Parker and Gerry Brownlee are going to sell our soul to overseas investors. It is extremely important to take time and create an overall elegant city. I have big concerns regarding the Central city. There is such an opportunity to rebuild NOT commercially-driven but people-driven with cycling and walking better considered (like in Amsterdam). A city for people not just for business. (Female, 25-49)

I can't say as it's not affecting me. They have a very big job and they are doing their best. No complaints. (Female, 50-64)

They need to work on the car parking around the hospital. It is very bad to have security walk hospital workers to their cars (partly due to Occupy NZ camp), and very difficult for visitors and staff to park. (Female, 25-49)

I can't think of anything to improve. I think they are doing a great job. (Female, 15-24)

The Council's behaviour towards each other. (Female, 65+)

Roadworks need attention the most, I realise their poor condition is a result of the earthquake and not something the council has failed to do. (Female, 65+)

I think there needs to be more consultation in council decisions such as pay rises. (Female, 50-64)

My library has moved around several times since the earthquake and is not yet in its original building. (Female, 65+)

They need to be more responsive over the whole spectrum of services to the parts of the city that are especially in need. (Male, 50-64)

Building consents sound like they are difficult, but I really don't know. (Female, 25-49)

Road and sidewalk maintenance is something the council needs to improve on. The roads make driving to places a chore. (Female, 50-64)

Building consent. There is too much variation in processing time, with too many rules and regulations, it is too time consuming. It's too complicated, they don't need to overreact to the earthquakes, standards are important but people need to return to a sense of normality, which is more important, the bureaucracy. They need to make quicker decisions of building consents. (Female, 50-64)

Leisure and recreation. Some areas are gone and the ones that are still around are under a lot of pressure. We need places for the people to go. Everything else works OK but people need to be out and interrelating and socializing. Bring the city together and give it life. (Male, 50-64)

Libraries. There are no librarians that have been laid off despite the fact that many libraries have been closed. There are too many overzealous librarians and it is frustrating. Being a regular library user, this is problematic and annoying. Not having free parking on Sundays is problematic as well. (Female, 25-49)

Information and its availability. Especially for people who are not online. Knowledge is power. If you know what is going on then you don't feel left out. (Female, 50-64)

Communication needs to be more up front and involved with the community, residents feel left in the dark. (Male, 50-64)



Footpaths and roads are in bad condition in many areas which is dangerous. Council staff need to communicate with each other and provide clear answers to residents. More staff need to be employed to provide building consents. (Female, 65+)

Bus services: needs to provide more stops and a more frequent service. (Female, 65+)

Less road way gardens and current ones should be maintained better e.g. not so high and less invasive. (Female, 25-49)

Building consent process needs to be quicker, as it virtually stops the rebuild. (Male, 65+)

Better sealing to prevent potholes in roads and to cover sewage pipes, especially on main roads. (Male, 50-64)

Roading. Now there are fewer roads to travel on, focus the improvements on these important roads. (Female, 25-49)

The council should be concentrating on the outer suburbs of the city. There should be a greater focus on giving people homes, concentrating on removing unsafe buildings in the suburbs. Rebuild the city from the outside to the inside. For example rebuilding shops in the outer suburbs rather than concentrating on the city centre which is blocked off. (Male, 15-24)

No I'm, happy with the council and what they are doing. I haven't got any problems with them. They are doing the best they can. (Female, 25-49)

Getting plans for the rebuild sorted, getting the pools up and running. (Female, 25-49)

Water. Carry on improving water supply services. (Male, 65+)

Road maintenance. (Female, 15-24)

Address issues of governance, need a new city manager that is not another councillor. Need more focused leadership; this has a top-down effect. (Male, 25-49)

More definite decision making for the people on the east side of the city. People have no idea what colour they are and it's changing all the time. Once they've made a decision, act on it to provide people with more certainty. (Female, 65+)

Check that the buildings are safe and make building codes a bit stricter. (Female, 25-49)

Communication. Involving the community in the rebuild. NO cardboard cathedral. More community involvement in the iconic features of the city. (Female, 25-49)

I would like the city to open quicker so that young people have somewhere to go and don't lose interest. (Female, 50-64)

After earthquakes we couldn't use water for a while, but didn't have portaloos, and had to travel some way to use one. (Female, 15-24)

Concentrate on the roads. (Male, 25-49)

Clean up the city. Whatever their involvement it is taking a long time. Get rid of the piles of stuff, open closed streets. They are powerless because CERA can over ride them whereas the council can't over ride CERA. It's very one sided. I wonder how many people the council employ and what they are actually doing now the highly paid jobs have been taken over by CERA. I'm worried the city will end up paying twice for some things because of CERA. Lots can be said in hindsight but I'm unsure whether the cleanup has been done expeditiously or not. The council seems a bit disorganised and dysfunctional at the moment and I'm not sure why. Not a lot of answerability and accountability. (Male, 65+)

As best they can speak with a unified voice. I think they are providing their services well. I commend them for their performance in attempting to keep things as they were. Not sure tourism sector is working as well as it should. The airport is mainly owned by the council and I'm wary of whether they will encourage people stay in Christchurch once they arrive. There are rumours that a shopping centre will be established at the airport which will discourage people from using the city once they arrive. (Male, 50-64)

The whole water conservation campaign, I hadn't heard about that. They need to let more people know about it then it will be more successful. (Female, 15-24)

General Roothing maintenance. While they are concentrating on earthquake damage they are neglecting the maintenance stuff and we will never catch up. They struggled to maintain the roads before the earthquakes. I think another agency should be dealing with the reconstruction of the roads so the council can get back to the general maintenance and running of the city. Also the current situation where they continuously open and close roads without considering the traffic flow is another problem. They will just shut a road, give you no alternative and you don't know about it until it happens. General traffic flow needs to be adjusted. Maybe adjust or rephrase some traffic lights because the flow is halted. Our road dynamic keeps changing; they don't alter the light settings to compensate for that. Take a secondary road, normally a secondary road is low priority but they are closing main roads and directing all traffic through them without altering the light settings to compensate for that so the traffic isn't flowing. They are small things that will make a huge difference. (Male, 50-64)

Building consents and checking building safety. There were some really bad decisions made in the past and when people's lives are at stake it is important for things to be done correctly and soon. (Female, 50-64)

Roads need to be fixed from quake damage. People need to be able to travel around the city easily. Need to fix potholes and uneven surfaces. (Female, 50-64)

Building and planning consent departments are very bureaucratic and very slow. It needs to prioritize the important issues with building consents and get better systems that allow them to work faster. (Male, 50-64)

The local library in my neighbourhood needs to be reopened. I really miss this service; there are no close-by alternatives so going elsewhere is increasingly more time consuming. (Female, 25-49)

An area in which they could improve on would be the Roothing. The council needs to get rid of the road works during the day and work in the night. I feel this would ease up congestion during the day. (Female, 25-49)

Footpaths need to be maintained better and council foliage and trees must be trimmed more appropriately. (Male, 65+)

Rebuild the Bishopdale library, for the Bishopdale community. (Female, 65+)

More public notice, too much is done behind closed doors. (Male, 65+)

Communicate to residents to inform them of decisions. (Female, 65+)

Rebuild process too arbitrary and seems to be made up as it goes. Council is not facilitating getting investors back into the city which is slowing the rebuild process. Roads are dangerous for cyclists. (Male, 25-49)

Council needs to work alongside the ministry and local construction companies to stream line the rebuild. Senior management needs more dynamic leaders. (Male, 25-49)

Sack the CEO and get someone who is in touch with the world. That man just doesn't get it. Tony Marriot doesn't have the interpersonal skills and the grass roots feel of the community and people don't relate to him because of the huge salary he gets and the poor results we get from him. Compared to others in similar positions he is just the wrong man for the job. (Female, 50-64)

Improve their communication to the rate payers. Be more informative in communicating. I can't pinpoint an actual service that needs improving. (Female, 25-49)

Recreation; I would like it if they could speed up their repair of the walking and cycling tracks on the port hills. Although they are doing as good a job as they can if they could increase their efforts that would be good. So many people bike and walk on those tracks but at the moment most of it closed off because of the rock fall danger. I'd like them to increase their efforts to get it back to full usage as soon as possible. Also if they could counteract some of the publicity that goes on in the media with a factual report so we can get the full facts about an issue, analyse them and make up our own minds about what's going on. (Male, 50-64)

They need to improve the roads for cyclists with more room for us. It is much more noticeable with the increase in traffic. I need to be much more careful on a bike now. (Female, 25-49)

Keeping the streets clean and tidy, some streets are filthy, street cleaners are infrequent. Either clean more often or prosecute people who litter. Introduce a bylaw against trees on properties that shade other properties. (Female, 65+)

Keeping the water quality high. Making sure it's kept for the people and not industry, worried about pollution of the water supply by things like effluent. The greed of the few affecting the many. (Male, 50-64)

Roads and footpaths. Because of the shape they're in and someone needs to do something about them. (Male, 50-64)

Free parking; if they want people to enjoy going into the city, they need to provide free parking. They need to have a minimum of two hours parking, like they do at Riccarton mall. (Female, 50-64)

There are huge traffic problems in the area I live in. There has been an increase in businesses in the area which has meant there are now fewer car parks for the residents to use. Visitors to our house have to walk some times 5 minutes to reach our house. (Female, 50-64)

Improving the water services so we don't have to have the water conservation service. Also businesses weren't restricted and we were even though we were trying to grow our own vegetables and they were just watering their flower beds. They could do a better job of collecting rain water. They could provided water for gardens, like grey water schemes and water from the sea that is converted to fresh water. (Female, 25-49)

I think the earthquake is out of the council hands but it is a big muddle. I think they need to work together and stop criticizing each other publicly. (Female, 65+)

Car parking. Particularly parking at hospitals. I have had many instances of long hauls in hospital with children. We are not hugely financially endowed so have found it hard to manage the huge hospital car park charges. In general parking in Christchurch is very expensive. Even before we lost a lot of car parks it was expensive and difficult to locate a park. Also we went to the Ellerslie Flower Show and it was \$7 to park a car which seemed very expensive especially when previously it was \$3. A big price hike. (Female, 25-49)

Have more open forum discussions within the suburbs of Christchurch. So that you can get a sense of what's happening and where we are going and try to balance out things like that the rates are going up faster than inflation and not all of that is due to government requirements. I would like the possibility of having more online surveys related to upcoming and major issues. (Male, 50-64)

Roothing and access. Accepting that there is significant damage and disruption, I am in the western suburbs and it can take an hour or more to get anywhere. Improve access in and around the city and management of the disruption to

transport and Roading. Stagger their project works. I know they are putting in new systems and there will be disruptions but every single road has disruptions and they need to improve that service. Maybe they could extend their working day i.e. have multiple shifts and go for it. They could turn what are currently two way streets into one way streets, e.g. Blenheim and Riccarton road. Doing that will improve the flow of traffic. (Male, 50-64)

First they need to increase the size of the recycling bins or provide another one so that you can recycle more. Also have bigger green bins so we can rid of more green material. The second is regulatory building consents. Cut down bureaucracy so buildings can get fixed and rebuilt quicker. Make it easier to rebuild buildings. (Male, 25-49)

Don't know. (Female, 25-49)

I can't really answer that you just have to accept the circumstances; they are doing what they can under the circumstances. I am concerned about the councillors themselves. I don't know what their responsibilities are it should be like a board of directors of a company. Many councillors have gone underground for political reasons. I want someone to stand up and take leadership. Under the circumstances I think the mayor has done a good job but he has been a failure as a managing director. I think it was a huge mistake closing off the centre of the city after the earthquake. It effectively divided the city in two and made it hard for people to get around. (Male, 65+)

Roading and footpaths are the most in need of repair. The council was quick to repair our streets in Merivale following the earthquakes and I am happy they haven't increased our rates yet. The suburbs have to be repaired because they are in a bad state at the moment. (Male, 65+)

The council is dysfunctional. Start working as a functional council. Look at yourselves and fix it. Then you can help fixing other things. Stop sticking with the old ways that are no longer working. Create new ways for our new times and circumstances. (Female, 50-64)

Communication. See below. (Male, 50-64)

The green bin for organic materials really needs to be bigger. By the time I'm done with my lawns, my green bin is full and I am forced to put my green food waste into the red bin. (Female, 25-49)

Need to improve in the communication with the public about decisions they have made before media get hold of it and stir up discontent. (Female, 50-64)

Frequency of buses particularly with school students, often we have to wait for an hour or more to get home as buses are full. (Female, 15-24)

There needs to be a new mayor. Our mayor is pleased with himself in front of a camera however heads for the hills when there is controversy. The Mayoress is inappropriate and dresses inappropriately. Rates are too high for what we get and the time taken to fix the eastern suburbs is inexcusable. (Female, 50-64)

Roading needs to improve. Because of the earthquakes the roads have become difficult to use. (Male, 15-24)

Planning of the rebuild. The main thing is for the council to be more united. (Male, 50-64)

The footpaths and roads need to be improved. Making the city cycle and pedestrian friendly is also key. There needs to be more cycle lanes and traffic lights which help cyclists from being hit by cars. (Female, 25-49)

I like to see all the swimming pools and recreational facilities back up and running. They need to prioritize this over fixing the Roading. (Female, 50-64)

They need to fix the waste water and drinking water situation because it is going to have long lasting effects on the environment. They need to get the repairs finished as quickly as possible so that the discharge into the rivers is contained as quickly as possible. (Female, 25-49)

Earthquake Rebuild and future plans need to be top priority. (Male, 25-49)

Council needs to be more transparent and work together for the better of Christchurch people and become less fractured within themselves. (Female, 25-49)

Don't know. (Female, 25-49)

There needs to be better communication with regards to the earthquakes and related things especially news of the CBD and the eastern suburbs. (Female, 25-49)

The council needs to improve the planning and regulation in relation to the CBD and the suburbs. There needs to be new planning regulations for everything in my view. We need to know what will be where and where all of the services will be. I think the final plan for the city needs to be thought out again as the city was not built on suitable ground. I think the whole city has changed and the council needs to seize the opportunity to remake the city to the natural geography. (Male, 50-64)

Concentrate on the essentials and cut back on the frivolous. Get the roads back into order and building consents through and get the land checks done. Spend time and money on the essential things that will help people and business get back to regular. (Female, 50-64)

Fix the roads, they are unsafe. (Female, 15-24)

Fix the road. There are lots of bumps and it is hard on your car. The green rubbish bin needs to be much larger and it

should be free to get a larger container. (Female, 50-64)

Roading and traffic. A lot of people are getting disgruntled with Christchurch with the sheer amount of time and difficulty with getting from A to B. (Female, 50-64)

Stop the fighting between councillors. (Male, 25-49)

Firstly water; I have had to fix my own water. Never saw anyone come and check the pipes. Dug it up myself took 4 days Had to have them laid above ground and still are. In a back section. To hurry up which houses are good and which aren't and get the money to them. Communication. (Male, 25-49)

Not sure. (Male, 15-24)

Showing more cooperation between counsellors rather than a division. Finding phone information. If you want to find out times when things are open it's hard to find in the phone book. It would be good if it was easier to access information about that. (Male, 25-49)

Road and footpath maintenance over in the east side Do something at QE11. A decision on it. If it doesn't stay kept on the east side of the city it will kill that side. (Male, 25-49)

The roads are the service that could be most improved. The roads need to be repaired maintained at a faster rate. Otherwise driving anywhere is going to become even more dangerous, less safe. Congestion is really bad, things have to change. Needs to be sorted soon, road rage has increased, more drivers are taking more risks on the roads due to frustrating traffic problems. (Male, 15-24)

The council needs to Improve the strategic planning; this means getting rid of short term solutions. The council needs to become more transparent, this is crucial to the rebuild process. (Male, 15-24)

The council should provide more community activities and festivals. Generating more positive community feelings is key to getting Christchurch to appear more welcoming to potential settlers to Christchurch. Christchurch needs to be put back on the map, so to speak. (Male, 15-24)

Roads, the overall traffic flow and a need to open up other parts of the city as soon as possible. (Male, 15-24)

Council consultation. They need to be united in their common goals in working in the interests of the community. (Male, 50-64)

They need to improve their communication about the decisions they are making. (Male, 15-24)

Stop spending too much time and money on inner city and not enough on outer suburbs where people actually live. Tell people why they are so concerned with getting city running and not so concerned with suburbs. Stop spending so much money on supplying Christchurch with a rugby ground. Why prioritise a sports ground when there are still people without basic services. They are supplying free buses for the rugby. I think local council should not be paying for these buses when there is enough support from local government. I don't believe people who stand for council should have alliances to political parties, they should be independent. (Male, 25-49)

Recreation. We really miss QE2 that was our pool; we go to jelly park now and the new one at Northlands. The kids are happy to be able to swim again. After the trouble with earthquakes they need the parks and pools for the kids to relieve their trauma. Now they can play again it makes a big difference. They need to upgrade some of the facilities. We have been to the Gold Coast recently and they do not compare favourably here. We need more fun things at the recreation facilities especially for the kids, e.g. a big water slide. Put themselves in the kids position they will understand what needs to happen. (Male, 25-49)

## Hagley - Ferrymead

Need to get drains mended as can see a lot of wastage of water. (Female, 65+)

Roads; Potholes and convoluted roads need fixing. Sealing has been damaged and not repaired. Small patches of sealing that has been repaired and some large patches that have not been repaired. This is very hard on car suspensions and tyres. Make it a priority on the Shirley Avonside side of town to get contractors in to improve Rooding conditions. (Male, 65+)

Fixing the drinking water so it is drinkable. It is disgusting at the moment. (Male, 15-24)

Sense of connection with people that are suffering. Knock on doors, see how people are doing. After the earthquake the city centre understandably took priority, but the suburbs waited for attention for a long time, no portals for over a year, and no direct contact from the council. (Female, 50-64)

They need to do something about providing swimming and recreational facilities to the east side of the city. This is because there are no open facilities on that side of town anymore. We have to travel a long way to get to one. Also they need to prioritise the distribution of help after earthquakes. For example after the February earthquake they had portable toilets on streets in the west side but not the east. People who are affected most should be the top of the list. (Male, 50-64)

Assistance for the elderly to provide heating etc needs to be done before Central City business areas. (Female, 25-49)

Timing of works can be annoying and better communication on this would be appreciated. (Female, 25-49)

Communication with people, establish better feedback with residents over things like rates. Major decisions need more involvement of people affected in local area or suburb, raise awareness of locals especially about major decisions. (Male, 65+)

Roading for obvious reason, as it wrecks your vehicles. (Male, 50-64)

Roads - Council should concentrate on road from Ferrymead to Sumner -have to travel at 30kph - too long to fix the potholes on that road - get worst potholes done. (Male, 65+)

Landscaping of New Brighton seafront and the Mall. New Brighton has too long been neglected and been allowed to run down. If it is tatty and rundown it attracts undesirable elements. (Female, 65+)

The whole package, not just one thing. Want swimming pools, libraries running again as it was or better. Excellent opportunity to put in cycleways, walkways and kayak areas and enhance these. There is so much to do but not enough money, so maybe the rates will have to be raised (but not everyone can afford that). (Male, 50-64)

Warnings of when detours and traffic management systems are put in, including traffic lights and temporary one-way streets. (Male, 15-24)

Needs to improve its communication about meetings and Council agendas coming up and public kept informed better in these decisive times. (Female, 50-64)

The lack of communication in relation to the design of the Rebuild. For example the new building in the square, it does not represent what the public wanted for the new city. (Female, 65+)

Communication The Council need to give more information on what is discussed in council meetings and how the outcomes are reached. More publication about the decisions is needed. (Male, 65+)

The cycle ways in the city. I feel that I am one less car on the road as I am cyclist. The old cycle ways are in bad condition which is not encouraging new cyclists in the city. (Female, 50-64)

I really think they need to improve their communication its vision for the future of the city. It needs to invite the public to the meetings and be more open. It criticizes the council members that try and be more open, and this needs to stop. It needs to be more open to the vision of the people of Christchurch. (Female, 25-49)

The council needs to have a comprehensive plan in place of how to deal with the public transport system in particular the light rail system. Also they should be far ahead in the planning stages for the Christchurch rebuild. People should not be kept in the dark about what they are planning. Also the light rail system should be the same gage as the national railway so that they can use those railways. (Male, 65+)

Walking and cycling tracks have been closed since the earthquake and there seems to be no activity to open them again. They have become overgrown I used to use them often and I am conscious of them. There is no work going on opening them clearing them of boulders in my area Clifton Hill, Sumner and there has been no date set so I don't know if it will open next week or in 5 years. (Male, 65+)

Drainage, because there are still are a lot of people using portaloos. This needs to be addressed as soon as possible, as some people have been waiting over 12 months. They need to put more manpower into the problem in the worst affected area, partially in the schools that are still using portaloos. (Female, 65+)

The area of building consents given that it is not business as usual in Christchurch. The city having suffered a 1 in 17,000 year event, the wheel needs to be reinvented. Things cannot carry on as they used to or we won't make progress. (Male, 50-64)

Council flats car parks in the city and maintenance. Why should we pay for parking where we live. If we have only one car the first car should be free to park then charge for the second car. Called the council about a problem a year ago, they came once and you never heard from them again. You feel like you're not important. Our flat is very cold in winter and needs a heat pump. (Female, 25-49)

I'm happy with everything. Couldn't ask for any more than I have. (Female, 65+)

Road maintenance Needs to be done properly as the fixed a hole outside my house and it's nearly back to its current state, they didn't fix it properly (Female, 25-49)

A service which could be improved is the maintaining and upkeep of the water ways and estuary. The Estuary especially needs to be sorted, it stinks. (Female, 65+)

The service which I feel that is in most need of improvement is road maintenance. The roads are too bumpy and dangerous. This should be a priority. (Female, 65+)

Reconstruction funding allocation. I think there should be a greater emphasis on more practical services being made better or available. Instead of the cathedral being rebuilt we need the roads and people's houses fixed. (Female, 65+)

Footpaths and Roads. Clean them up and correct them to get things done faster. (Female, 65+)

I have not thought enough about it to comment. I do not have an enough contact with staff to comment on the service

they provide. (Male, 50-64)

They need to fix the roads promptly. They also need to need to provide prompt and accurate answers to questions from individuals. (Male, 65+)

I think they need to have even more focus on the north eastern suburbs with the silt and earthquake damage that they face. They could offer more communication and practical support for the people trapped in homes that are not only broken but also probably unhealthy. (Female, 50-64)

Water and sewer repair. Hagley park has been great for the events but with so many events the park is getting ripped up Hope repaired back to good condition as I live local Been good communication for the locals about the road closures. (Female, 50-64)

Road maintenance, reduce wear and tear on vehicles. Important to make everything safer, and especially with a change in road rules coming soon. (Male, 25-49)

Getting a consistent opinion about building permissions, everything drags on waiting for decisions. (Female, 65+)

The council needs to have open consultation with the rate payers and let people have their say. (Female, 65+)

I think rebuilding infrastructure is of the highest importance, the council said the repairs on Fitzgerald Avenue would be completed in February but they are still going. Fitzgerald is a main artery and if it needs more money and men then that's what it should get. (Female, 50-64)

The building consents seem to be going slowly and it is run with a lot of bureaucracy. No idea on how they can improve on this, but it just needs to be faster and with less regulations. Also we need a larger green big, depending on how large your section is. (Female, 65+)

Don't know. (Female, 50-64)

Be more open and listen to the people of Christchurch. They are there to serve the people, do what the people say. Closed door meetings imply they are corrupt. (Male, 50-64)

Sort out leadership issues internally, work out issues and show a united front. If this is doesn't done the whole thing will implode and it will be a mess. (Female, 25-49)

Roading: Improve the standards of the road to make access around the city easier. (Female, 50-64)

Getting the roads back in order quicker is the most important thing in my opinion. It is really hampering things including recovery. It's deeply frustrating when I'm trying to move around the city to go to work. (Male, 25-49)

I think they need to start working together as a team. There is too much friction between the majors office and the council and a lot of time is being wasted that could be used to speed up the earthquake recovery. (Male, 50-64)

We live on Mt. Pleasant and I am disappointed with the slowness of opening back up of the port hills tracks. A lot of the tracks are in my estimation are fine, why can't the council put up a sign and say "risk of rock fall, proceed at your own risk". Water restrictions are ridiculous, drip irrigation is more efficient than a hose. (Male, 65+)

Footpaths & roads. The east is struggling & it would be really nice for things to get fixed up. So we can get on with things. Old shops getting pulled down would help us all move one as well. (Female, 50-64)

Transport. The roads need to be improved a lot. Opening up the roads. It's difficult to get around town. (Male, 65+)

The buses. Getting more appropriate routes because people no longer only work in the centre city. (Female, 50-64)

Under the circumstances of the earthquake they are doing as well as they can. (Female, 25-49)

Recreational events important for people's mental and physical health and has been restricted after Earthquakes. (Female, 50-64)

Fixing the roads faster. The bumps and potholes need to be fixed properly (Female, 25-49)

Communication. In these trying times, they've done remarkably well with services but communication has let them down. I feel they're a bit Big Brother-ish. I know they had to change the rules to deal with the situation we're in, but they could be a little more flexible. Not sure how they can be improved. (Female, 50-64)

Consenting. It's exceptionally slow, and it will be vital to the rebuild. They need to meet the statutory time limit, without delay on further requests for information. Exercise judgement on whether the minor details need to be completed before the consent is approved. (Male, 50-64)

Should be getting cheap houses up as in Linwood Park. How are people expected to live when they are paying huge rents? (Female, 65+)

Security could be better as every couple of weeks see crimes happening. (Male, 15-24)

They need to be more open and listen to people. They need to listen to each other and not be ruled by a couple of big wigs. My fear as far as buildings are concerned is that they are tearing everything down and we will be left with a city of cheap rebuild rather than good design. (Female, 25-49)

Getting the Cathedral, QE2 and AMI Stadium up and running again as soon as possible. People need these focal points. They needn't all be done at once but at least one needs to be done. Plans need to be made to let people know when and

where and how these are going to happen. (Male, 25-49)

What they pay their councillors. Disagree with Tony Marryatt's pay rise. Don't give people pay increases; keep their feet on the ground. It is community based money, should be out there in the community not spent on increased allowances. (Female, 50-64)

The building processes need to get moving with the building consents, they need to stop stalling and just get on with the building. The earthquake has given us a chance to fix the waste water pipes going into the storm water system as it has been in the past. (Female, 50-64)

Planning and Consents needs to be first rate to cope with the extraordinary circumstances. Needs to go right back the principles and practices of consents (Male, 65+)

Council should not allow developers to land bank and then charge exorbitant prices for land around city. High priced land is councils fault. More land should be made available on city fringes, Planning and assisting people to do business is bad, fees are exorbitant as council uses outside consultants. Council needs to remove themselves from business and concentrate on doing what they do well which is running the city (Male, 65+)

I think they do most things well. I don't think they have any areas of improvement that are needed. (Male, 25-49)

Missing grill from the drain. People take the grills from the drain holes and don't put them back, this is dangerous. The council needs to do a better job of making sure these are replaced. (Female, 25-49)

Council politics need to be sorted out. There has to be a change in policy on decision making transparency. Also too much is allocated to the CEO position, the money could be better allocated. (Male, 25-49)

Need to be more open more open and honest in what they are going to do in regards to the Christchurch rebuild. (Female, 25-49)

Roading; roadworks and sewerage. Blocking off two main roads, like Fendalton and Blenheim road is extremely frustrating, if it could be more staggered this would be better. (Female, 15-24)

Need to be aware of the fact that they have a certain amount of money and to spend wisely. (Female, 50-64)

Improve public appearance. Less infighting and politics just get on with the job they are elected to do. (Female, 50-64)

More communication to the public about the plans for the city. They need to provide a time line for the next 5 years about what is going to happen and what goals they have for the city. (Male, 50-64)

I think that the council that the council facilities like swimming pools, community halls and the things that people used up and running instead of focusing all its energy on the CBD, especially in the eastern suburbs. The suburbs are what needs to be fixed up first and then they can worry about the central city. (Male, 50-64)

Water supply. Need to keep it flowing and clean. Need to make sure the service doesn't taper off now it is working again. Absolutely need clean water and a good supply of it. (Female, 50-64)

Parking meter people, their attitudes. Making lots of university students unhappy seems like they go out of their way to target students parking around the university, even when parked as far as 2km from the campus. (Male, 15-24)

Rubbish collection specifically the red bin. Have a small child so nappy disposal means bin is filled too quickly, needs collection weekly rather than bi-weekly and also a bigger bin. Otherwise have to take extra rubbish to dump which is expensive. (Female, 15-24)

Make more council homes. Important for people whose houses have been pulled down. (Female, 50-64)

Resident recovery from the earthquakes. Need to sort out the blue zones as soon as possible. Provide consistency in communication, contradictory information is often given regarding zoning. Need to be more proactive. (Male, 25-49)

Doesn't believe you can single one particular service out as being more important. The council is doing a pretty good job overall considering the earthquakes. (Male, 50-64)

Public image (Marryatt, infighting), so improving public perception is probably the most important thing to work on. There is a need to show the public the council is united. (Male, 15-24)

Rebuilding of community centres including and somewhere for people to go that's safe in an emergency. (Female, 50-64)

Waterways, especially the estuary and the Avon. The Estuary is dirty (disgusting). Sumner paddling pool which acts as community hub for young families, there is a lack of information as to why it's still closed and a real need to get that up and running for Sumner residents. (Female, 25-49)

Waterways and rivers and creeks around neighbourhoods. Especially where banks have collapsed (Dudley creek), there is now stagnant water which carries risk of disease. (Female, 50-64)

The most important is the consenting process. Consents take far too long to process which is not on. More speed in terms of processing consents is needed. Consents are often not followed through with, consents are often just filed. They need to have more communication with the primary source of any particular consent whether that is the owner or the building contractor. (Female, 50-64)

Roading is an area which the council could improve on. Towards the eastern suburbs the roads are specifically in bad

shape. This I feel is not good for tourism. The city I feel has lost its clean and tidy image. (Male, 50-64)

Don't know. (Female, 15-24)

The most important service that the council could improve on would be encouraging sustainable transport in particular cycling. I am very concerned about unfriendly roads for bikes being rebuilt. More cycle separation lanes are needed. Linwood village has no new cycle separation lanes in their plans for their new roads. Christchurch being more cycle friendly is something I believe in strongly think this should change. (Male, 25-49)

Recreate the whole infrastructure of the City centre It's important and we have the chance now to recreate a more walking and cyclist friendly central city with the rebuild and in turn less car usage (Female, 50-64)

Communication Bureaucracy needs to be changed but it is hard to know exactly what decisions are being made as there is not enough transparent communication (Male, 50-64)

It has to be building consents, the council had a grace period but theta is wearing a bit thin at this point. The council needs to be more pliable with people's wishes; not sticking to the letter of the law. A good example is the elderly lady in Middleton on the radio yesterday who had to have a toilet and where chair access in her plans before she could get consent; this wasn't suitable for her building. (Male, 15-24)

Don't know. (Female, 50-64)

Maintenance of the lawns between the walkways and roadways. They are spending a lot of time and money fixing up the roads, but they aren't spending any time fixing these areas. Look after what you plant. (Female, 25-49)

I am not happy with the waterways and their protection from industry and pollution. The medium strips in the roads should be improved and kept cleaner. Use organic sprays. (Female, 50-64)

Kerbside collection. Bigger Green bin is needed. (Female, 50-64)

Get rid of Tony and Bob; Tony's decision making is ridiculous, Bob is just a showman and the worse thing we ever did was re elect them, Bob was elected initially as he promised openness and transparency, he doesn't follow up with his promises. (Male, 50-64)

Roading: Needs to be top priority at least have flashing signs saying what the time frame of works is or simply that it is red zoned to at least let people know and or give them hope. (Male, 25-49)

I don't think there is one I could choose. The libraries and buses are running. I couldn't pick out one individual thing. (Female, 50-64)

The council needs to improve its governance and the public's perception of the council itself. People need to feel more engaged. I know you cannot please everybody all the time but the people need to feel like they have a say in decisions made by the council. (Female, 50-64)

Roads. There's no assurance or information about what's going to be done. Do they have a plan about the containers or when they're going to move, in Sumner. More communication and commitment with residents is needed. (Male, 50-64)

Provision should be made for the uplifting of old household items such as TVs, fridges even if it was once or twice a year. (Male, 50-64)

The need to get on with the roads and tidy up the city quicker. They need to stop the infighting and get the city back up and running. (Female, 50-64)

The building consents and codes. They need a quicker and clearer set of rules. Inspectors to work faster to get the rebuild happening faster. (Male, 25-49)

Fix internal issues to improve public image. Improve communication between residents and council about earthquake related issues. Improve cycle safety by redesigning the cycle way system. (Male, 50-64)

Their roads repair and maintenance Need to prioritize their funding and the list of things they need to prioritize the list .The infrastructure up to shape. (Male, 25-49)

Roading and footpaths. Because earthquake damage is making it dangerous for walking, running, cycling and is also causing damage to vehicles. Repair work needs to be done. It seems they do a lot of pipe and drainage work temporarily and then have to redo the work again. Also the proposed walkway from Ferrymead to Sumner would be an excellent development. (Female, 25-49)

Parks and the botanical gardens. These need to be kept to standard. (Male, 25-49)

I don't like that you generally have to catch a bus via town to get to where you are going. Would be good if they could add more services that meant you could travel direct. (Female, 25-49)

Open decision making so we don't have more Dave Henderson and Tony Marriot problems. (Female, 25-49)

The roads, between Sumner and the city have not been repaired at all. They have done a patch job in some places and haven't come back to fix them. (Male, 15-24)

Implementing the new city plan. They need to follow the plan that the public and council set out, otherwise it would just be a waste of time what we went through to get the plan. (Male, 15-24)



Improving their relationships with the residents and making sure that the city becomes what is the view of the majority and not of the select view. They have done well with asking people for their ideas. They need to spend their money wisely and encourage innovation. (Male, 15-24)

Road maintains, they have a lot to do but it is very important for them to fix the roads up as quickly as possible. Because of the ease of travel and it lets people get around the city better. (Male, 15-24)

More performing arts, more show cases and gigs in open environments. More theatre and the Art Galley need to be opened as soon as possible. Arts are a great way of getting people together. Its keeps the city interesting. The Art gallery provides a source of inspiration for people. (Male, 15-24)

There are no foot paths of wheel chair access to Sumner; they can improve this by putting one in. (Female, 15-24)

I think they need to improve on the events because they are on to some good ideas but they could be improved by getting involvement by community groups and people that are established in the community and getting more input from the community. So having more a collaborating with the public instead of being more of a service. I think they need to get behind some smaller community projects like the gap fillers. (Male, 15-24)

Continue fixing the waste water and water supply services. Some parts of the city still aren't completely fixed this is very important to keep working at for the health of the community. We can't afford for them to fail. (Male, 25-49)

Plant more trees. Make the city more green. In the parks and along rivers and streets. Good for the environment (Male, 25-49)

Getting the roads sorted. They are wrecking cars. There are so many pot holes & they are getting worse and worse. Have regular checks on streets would be great. (Male, 25-49)

Listen to what people are saying that they want about the city. Do not just hold token meetings; actually listen to the suggestions made. (Female, 25-49)

Fix roads quickly so people can drive safely and get to work on time. (Female, 25-49)

Access to centre city. Just to get things going again, to get businesses going and to get things back to normal. (Male, 25-49)

I think it is terrible how the council disposes of raw waste in the rivers and estuaries. I am very annoyed that the council is spending \$2 million dollars of rate payers money for the central plains irrigation scheme which is essentially for the dairy farmers lobby so they can make more of a bigger profit while at the same time telling us that there is water restrictions and we are responsible for any fire damage that happens. I cycle to work every day and unfortunately the cycle paths are poorly designed. We carried out cycle safety surveys and when we showed them to the council we found them condescending. On Fendalton there are cycling lanes that cross bus lanes at 90 degree angles that are extremely dangerous. I don't know who the council's cyclist consultant but clearly he doesn't cycle on a regular basis. (Male, 25-49)

Building consents, the house next to me went up without any consultation our own homeowner rights. I portrayed my discontent and they did not listen at all. There are things that people have to abide by and they did not do this. They are changing rules to suit themselves. (Female, 25-49)

A service the council could improve would be the rate of the remediation of the land. Lots of people have been forced out of their homes due to the earthquake. Having them sorted out and taken care of is a big priority. (Male, 25-49)

### Heathcote - Spreydon

Earthquake proof buildings. Parks suitable for children to play in. (Male, 25-49)

Don't know. (Male, 25-49)

Don't know. (Female, 50-64)

Don't know. (Female, 65+)

Getting the council buildings fixed should be a priority e.g. pools like QE2. (Female, 25-49)

Improve Roothing. Many roads are quite dangerous and there are a number of traffic jams being caused as a result. A number of accidents are probably being caused by the frustration over road problems. People will have to be patient with road works in order to not blow the budget. We need traffic officers during peak hours to get the flow of traffic going and minimise road rage. Use the excess traffic officers to do the job and it might mean less accidents and traffic problems that they would otherwise have. (Female, 50-64)

They're doing a pretty good job of doing the things they should be doing, however infighting and divisions within the Council are worrying. Don't know what they can do to improve. (Female, 50-64)

In regards to parking, they need to stop charging for parking in the central city. The water restrictions should be removed - considering all the rain we've had, we should be able to water our gardens. The councillors need to stop arguing and get on with their jobs. They need to speed up the building consents process. (Male, 50-64)

Recreation centres are far too crowded. I would use them more often if I could get in the pool to swim properly. It's impossible to swim laps with all the schools, classes and aquarobics. They should regulate lane space and give more to recreational lap swimmers. They should also bring back six monthly gym memberships. (Female, 25-49)

The roads. Repairing the roads. Find ways of getting more people into central Christchurch particularly people from outside Christchurch (Tourists). Have more concerts and more activities for people in the city. Not in the CBD but around it. (Female, 50-64)

The decision making needs work, they need honest and straight up decisions rather than beating about the bush. Banks Peninsula rubbish collection, particularly the green waste, needs to be dealt with better. They need to allow either so many kilograms of waste to the dump in a year for free, or so many free loads per year. (Male, 65+)

Recreational facilities such as swimming pools and QEII. People require these services to see the Council as being useful. (Male, 65+)

Improve communication about building consents with public. Better communication about the consequences of the rebuild. Rebuild the 'beauty' of the city, to improve tourism and for resident wellbeing. (Female, 50-64)

Improve management to fix the communication within the council, by removing Bob Parker from council. (Female, 65+)

Don't know. (Female, 25-49)

They need to work on the roads and footpaths. They should not rebuild the CBD but leave it as a park with stalls because businesses have found other premises in the suburbs. (Male, 50-64)

Roading: Get permanent repairs done to roads as quickly as possible, that would enable buses to run on time and reduce traffic congestion. (Male, 65+)

Footpaths being shared with both cyclists and pedestrians are dangerous, especially with small children and this issue needs to be addressed. Rates are going up too quickly, especially for people on pensions and lower incomes. (Female, 50-64)

Decision making Councillors have hands tied but should be able to speak their mind and not be put down. (Male, 50-64)

Public Playgrounds. Too much broken glass and tagging. Stronger penalties should be imposed and parents should take more responsibility. (Female, 50-64)

Council Building in Worcester Street. Didn't ask the public if it was a suitable location especially as there is no car parking available. (Female, 50-64)

They are doing ok but the perception is that they are not. They need to improve the perception of their performance. Need to Redress the perception of what they have done and improve the belief in the council. (Male, 50-64)

Governance and vision. They are clueless about it. They have a myopic view; they think they are better than they are. Less talk of the 'Canterbury spirit'. Need to learn to listen - particularly reflective listening. Expand number of councillors on the council back to what it was 12 years ago - this is urgently needed. Lack of clear thinking about these issues. (Male, 50-64)

Don't know. (Female, 65+)

Openness of the future of the city. More open on where the city is heading. Important because this council will put a stamp on the city for future generations (Male, 50-64)

Getting the central city reopened. Need to get central business back in. Important to stop city becoming donut shaped. (Male, 25-49)

Public transport especially buses. Too worried about passenger numbers when they are specific reasons for the downturn. Decisions made regarding bus routes have been short-sighted, for example cutting the Cashmere-Airport route just before school and university went back when they would have gotten a numbers increase at that time. Traffic congestion is the root problem and taking away public transport which reduces or improves congestion just makes things worse. Important for convenience of residents. (Male, 25-49)

Policies maker's decisions. Need to be more careful with how they spend rate payers' money. (Female, 65+)

The bus service is still awkward and it's not easy to know where and when to get the bus. A letter box drop with a detailed timetable to provide more information. (Female, 65+)

Putting the rubbish bins back in the parks and empty them every day. (Female, 65+)

Building consents need more information on the laws etc. and lessen the need to have to go digging around on the web site. (Male, 25-49)

Council need to police council flats as they are aware that people are sharing in the bedsitters and are ignoring their own rules. They are happy to take the money and the single occupant "bed sits" are far too expensive. (Male, 65+)

The damaged infrastructure due to the Earthquake needs to be a top priority. (Male, 25-49)

Infrastructure Portaloo for the sewerage, clean water (Female, 25-49)

Public perception of how the Council operates. The infighting that has been so widely reported. They do need to behave

in a civil manner and discuss differences rather than fight. They need to be seen to be democratic and not have the mayor and Marryatt lay down the law; they need to be more transparent. (Female, 50-64)

Footpaths; Overhanging trees blocking footpaths making it difficult to get past, easy to get caught up. Council could letterbox drop offending properties asking to trim. (Female, 65+)

Town Planning; When they build new shopping areas they need to make sure that they don't look like a car park. The new shopping area in Beckenham looks like a car dealer's yard because the car park is in front of it. . Also the overhead bridge in Colombo St concerns me so I now use a car instead of the bus because I'm scared to go under that bridge. . (Female, 50-64)

The Council. The way they have handled things. Need to be more open and transparent. Need to let people know what is going on before the vote in council. The more talk the better. (Male, 50-64)

Parking meters in town need to move with technology and have an Eftpos option as not everybody has cash (Male, 25-49)

Road condition. The bumps and humps and potholes. (Female, 65+)

Making the city really safe for cyclists. Those people who are cycling are doing a great job for the environment and parking problems. They need to be rewarded and know that they are safe. (Female, 50-64)

I think the service that the council could improve is its policy on clean air. I think that the decision to get rid of some open fires was not made with the people's best interest in mind. (Male, 65+)

Rebuilding areas of Christchurch damaged by earthquakes. Areas like Woolston and the Christchurch city central should be repaired at a greater speed. (Female, 25-49)

Street repair is the most necessary and building consents need to be streamlined. This will lead to increased efficiency and cost savings. (Male, 50-64)

I think leadership is most important. Presenting a united front so that the people have fate in the council and the people think they have the best interests of the city at heart and they should not be distracted by in fighting. (Female, 25-49)

Very dissatisfied with the environmental with the environmental manager. I wrote to them about the crematorium in Sydenham, and I received no reply. I was really annoyed because I feel this is a big issue. (Male, 65+)

I am pretty happy with the council generally but maybe they could improve on communicating with the public when they have issues about trees or footpaths for example. (Female, 25-49)

Maintaining and working on the roads. Looking at the layouts of the roads. In a lot of places they haven't gone in to fix the earthquake damage. To focus on the roads will help with normality. (Female, 25-49)

They should come and prune or maintain their heritage trees on the roads and reserves of Christchurch. I feel for them with the political interference and the pressure they get from the media. (Male, 65+)

Cost cutting to dump rubbish at the tip because it cost me \$38 for 100kg of rubbish which I couldn't recycle and I think this encourages people to dump rubbish by the road. (Male, 50-64)

Start talking to people affected, get in on street level with the people instead of sitting in ivory towers. Focus on the people paying their wages not on expensive projects. Introduce people to the services out there to access cheap finance. (Male, 50-64)

Communication. Need to keep people who pay their wages informed. (Male, 65+)

I think the council needs to improve its public relations. The reports in the media of bickering and disagreements particularly the Maryatt thing is disheartening. They should lead from the top. I used to laugh at the Auckland council but now I see the Christchurch city council that way, they need to act more like adults. The issue is people seeing Christchurch as a place for the future and a place they have confidence in. We have an ongoing battle with the council in my area, it would be easier for the council to knock down our bowling club but we don't want that so I think there needs to be more consultation with the public. Heathcote river is like a sewer, it's a travesty. They need to make water margins healthier use plantings that don't need to be "weed whacked" so they cost less to maintain. (Male, 25-49)

Waterway appearance and upkeep as well as sewage overflows into the waterways. I would like to see all cycle ways clearly marked when they come up to intersections to create an obvious separation from the car lane. (Female, 50-64)

Sport facilities, walkways, cycle ways and swimming pools. Sports are essential to the wellbeing of everyone. They have to concentrate on our parks and get them up and running so that people can be involved in sports. (Female, 50-64)

City structure and planning. We are coming to a standstill and tough decisions are not being made. Too much red tape. Getting a new council would be helpful. (Male, 25-49)

Don't know. (Female, 65+)

Don't know. (Male, 25-49)

Roads and traffic plans need drastic improvement. Seems to be very little planning on getting the flow of traffic around the city correct. (Male, 65+)

Roading; there are a lot of roads that are still closed making journeys to work much longer than necessary (Male, 25-49)  
Parks and Reserves need to be tidied up. It will make the City look better and will help tourists to feel better about the look of the city. Graffiti also needs to be dealt to. People doing the care need to be trained. They need to hire more responsible people as some of the current ones are both sloppy and rough on gear. (Male, 50-64)

Don't know. (Female, 65+)

Roading and footpaths. There is a lot more damage happening to cars so it is costing people extra when they normally wouldn't have to. People can't afford it. Footpaths need to be fixed mostly because of health and safety reasons. Older people could have difficulty on them. Need to communicate to City Care what roads and paths need fixing. Quick fixes are not desirable as things need to be done properly. Holes in roads need to be noted by cones as a safety issue. They could cause accidents. (Female, 50-64)

Cycleways. Christchurch is getting left behind and needs to focus on being a cycle-friendly city. Need more cycle ways to make cycling safer. Need to make drivers more aware in cycle awareness campaigns. (Male, 25-49)

Road congestion. After the earthquake I have to travel further and a lot of time can be wasted waiting in traffic specifically due to Roading layouts in certain areas (e.g. roundabouts in Russley Rd; Motorway from Brougham to Curletts Rd.) North-bound traffic enters the roundabout and blocks east-west traffic from entering on Russley rd. Increasing the number of lanes would help. Roundabouts being controlled by traffic lights would also help flow. (Male, 25-49)

Getting building consents. Need to go through a rapid response process. It needs to take less time to process than it does. Less than a month from start to finish would be good. (Male, 25-49)

The swimming complexes. I swim a lot. I think basically there should be a price reduction because people pay rates. The prices prohibit people from swimming but if they do lower the prices more people might swim and the complexes might be too small. At the swimming pools adults need to be encouraged more to swim, and a lot of adults would like to play but they don't have the opportunity. There is a children's area but it would be nice if there was room for adults to play things like volley ball in the water. At the moment you may see adults passing a rugby ball at night in the pool but it would be good if they could do that in the day rather than just when the children are in bed. I believe the swimming pools need to be updated, new things are happening at pools like zumba where loud music is played for adults so these sorts of developments are good. More emphasis needs to be focussed on design elements. E.g. a soft rubber surface for your feet to allow for numerous activities around the swimming pool like dancing or (zumba) and aqua jogging. I believe the marketing of these spaces could be better if some of those services were exposed to the public, e.g., The cashmere 24 hours anytime fitness centre is exposed to the street. They have done this by placing their exercise machines close to the street by windows. The public can see they are there and the users can exercise with a view. Possibly having spa pools outside close to the street as a way of marketing the service. Currently the spas are overcrowded at peak times after work and perhaps those spas could be placed outside. I like the idea of them being outside because it's close to trees and more natural. Perhaps having spa pools that cater for 8 to 10 people scattered in Hagley park which would have them outside of a chlorine smelling environment. This position allows the participant to view Hagley Park at its best e.g., sunset or lunchtime watching participants run, cycle etc. These spa pools would allow sporting people to relax after playing sport at the park. (Male, 15-24)

Roading and footpaths need to be better; however it's understandable due to the volume of work that needs doing. The road workers are doing an excellent job. (Female, 25-49)

Regulatory processes, find these very unhelpful. (Male, 25-49)

The roads and footpaths need to be improved in general in Christchurch. There are too many bumps, cracks and potholes in the city. This makes driving more dangerous and frustrating. (Male, 15-24)

I don't have a problem with the council. I don't think there is anything that they are doing that I am not pleased with. (Male, 25-49)

Attitude. Some of the people you deal with at council think they're god. When you're trying to talk to council, they seem pretty arrogant. It's only a small number like that but it still makes it difficult. (Female, 25-49)

Everything as far as infrastructure is concerned. A lot of work is still needed to be done to bring the city back. A lot of out of town contractors are in town. Utilize everyone. Do everything possible to get the city running again. (Male, 25-49)

Improving the roads. (Male, 50-64)

I think road improvements are necessary practically on the eastern side of Christchurch. Driving around it doesn't take long to see that the roads need to be fixed as soon as possible. (Male, 50-64)

Sewerage should be fixed for people who don't have it. Roads and Footpaths should be fixed. (Female, 50-64)

Need to think about community a bit more, focus on the suburbs that are really bad, give them more support until their future is known. (Male, 25-49)

Should be a more liberal approach to superannuitants; the council needs to look more rebates for super annuitants e.g. concessions on power. (Male, 65+)

The new city plan and how this is going to be implemented. It is important that they take into account the views of the

citizens which they took the time to capture so carefully. (Male, 65+)

Looking after the people (especially in the eastern suburbs). They are neglecting the people of the eastern suburbs in particular. (Female, 65+)

Don't know. (Male, 15-24)

Traffic. Stop putting stop lights in at every corner. There are too many stop lights in Christchurch. The streets need to be wider, they're always being narrowed. (Female, 50-64)

Waste water; they need to keep working on that to ensure residents are back to normality. (Female, 25-49)

The service that the council could improve the most in the next 12 months would be the permits costs. They are too jolly expensive. There is not enough work done in this service to justify the price. (Female, 50-64)

Don't know. (Female, 25-49)

The Roading is the service which needs to be improved the most. The roads are in such a poor state in some areas around Christchurch, especially in the eastern suburbs. It is important for all the areas to get back to the state they were before the earthquakes. (Female, 50-64)

The Roading is something that the council could improve on. There are a lot of damaged roads about which have bumps and potholes which make driving more dangerous. Dust is also a problem; it affects the quality of living health wise. (Female, 50-64)

The service that the council could improve on would be the bus service. The metro cards are hard to access. Not all the libraries do that service. (Female, 25-49)

Improve leisure services for people's mental wellbeing, especially on the east side of the city were all local pools were closed and pioneer is incredibly busy, a small temporary paddling pool would have been great, safer options being build with the rebuild opportunity, playing fields and school parks having restoration of outdoor facilities. (Female, 25-49)

Improve the water quality in the tap water and the waterways. We back on to the Heathcote river and often there are bits of rubbish in the river and after a big rain there is pollution and warning signs are erected. The water itself is not flash and often the ducks look a bit crook and fish life is clearly not doing well, growth is stunted. (Male, 25-49)

Essential services should be stabilised and all areas addressed. Sewerage system has improved but as a city we need to ensure they are not as vulnerable as they were. (Female, 25-49)

There is a lot of infighting and indecision. There seems to be at least from media reports a lot of secrecy in the different sections of the council. It doesn't look good if you don't have confidence in your own council. (Female, 25-49)

The priority is rebuilding what the earthquakes destroyed. When I walk around and see big holes in buildings it is depressing. I realise it takes time to rebuild. It is annoying having to share footpaths with cyclists however that not really the councils fault. But they should get the cycle lanes back as soon as possible. (Female, 25-49)

I think the Ellerslie Flower Show was a waste of money. I am a keen gardener but it is too expensive to go to and too hard to get to for the elderly. (Female, 25-49)

Building consents are highly bureaucratic; they could be simplified so they cost a lot less money. I see where the problem is and I see where the council are coming from. But if I want to put in a new deck or carport or some type of simple construction. I can't have the builders do a simple drawing, it has to be done by architect and that costs a thousand dollars. It is a lot of money and it is too long and dawn out process. (Male, 50-64)

When the council puts in place pedestrian malls they should put things in for 20 years. I don't like when the council doesn't know where it is going and makes changes; changes cost money. The major doesn't know how to run the city; even though he thinks he does; he has no long term view. There should be a hierarchy with ideas filtering from the top down. Gary Marshall the ex major brought down from Nelson is great. Suddenly Bob Parker and Tony Marriott are sitting in on meetings, what we need is 2 or 3 more Marshalls. I don't think the council should be involved in rebuilding, I think it should be left to businesses. I oppose the building of stadiums with public money. (Male, 65+)

Bringing the city back to life. Rebuilding and fixing the roads. (Male, 15-24)

Recreation. They need to get the swimming pools up and running because there aren't enough facilities right now and they are too crowded. The mountain bike tracks and summit road need to be open up again as well. People need to have something to do for relaxation. (Male, 25-49)

We have lost our home and am very concerned to read that that to date, only 50 rebuild consents have been given. The consents need to be a major focus. We are living in limbo. (Female, 25-49)

Don't know. (Female, 25-49)

They need to get on a bit better. People need to know so tell them what is going on. (Female, 65+)

Don't know. (Male, 15-24)

There seems to be a 'them and us' attitude. I don't feel they are working in our best interests for the rebuild. They need to move along. Everyone having dealings with them is frustrated. The whole structure isn't coordinated. All the people I know are sick of the holdups. I would like to see them working together, EQC, the council and the insurance and building

companies. (Female, 50-64)

The roads need a lot of attention because of what has happened. It's difficult to drive on some of them. It's very important to get them in better condition. More work needs to be done. It's the surface of the roads that needs fixing. (Female, 65+)

The roads. Keep fixing the roads as much as possible to help the traffic flow. Try not to work on the roads not during peak hours. A lot of overseas places do it at night. When going to work the places where 2 lanes are down to 1 lane is creating a bit of havoc. (Male, 25-49)

We need a lot more things to do. They need to provide more recreational facilities now that a lot have closed. I'm 23 and there is nothing for us to do. We need more swimming pools, more to do at the botanical gardens, and more markets. (Female, 15-24)

Council communication systems should be used to inform people of the condition of their land and property. Council events should be affordable and accessible to families to gain public support. (Female, 50-64)

Get as many streets to reopen as possible to avoid the bottle necks on the road. It's crazy. (Male, 25-49)

Consultation Transparency Democracy. (Female, 25-49)

Roads, can't understand why roads within the red zones have been repaired (where people have left the area), which seems to be a waste of money. Roading repairs seem to be patched and then re-patched within a few weeks. Why? (Female, 25-49)

Swimming pools. Need to remediate existing pools and provide a deep multi use pool. (Water polo, underwater hockey, canoe polo etc.) (Male, 25-49)

Don't know. (Male, 25-49)

East side of Christchurch needs to be a top priority sewers and storm water needs to be kept maintained so as to avoid contamination (Male, 25-49)

Don't know. (Male, 15-24)

The roads, I understand that it is very hard to do. I feel that there are some roads in that haven't been worked on at all. I feel that need to make sure that all roads in the city are repaired and well maintained. (Female, 15-24)

Infrastructure rebuilds. Roading is causing massive problems; it's very hard to get across or around the city. It makes tradesmen's jobs a lot more difficult, and slows down the rebuild. They need to make the Roading a priority, to get it up and running as quickly as possible. (Male, 25-49)

They should improve the quality of water in the water ways and rivers. It is important because it's been 5-6 years since people have been able to swim in the Heathcote River and this isn't really the image that Christchurch should be showing to the world. (Male, 15-24)

They need to get the city going a bit quicker in terms of the rebuild. (Male, 15-24)

Cut back on ridiculous salaries e.g. Tony Marriott and any other salaries that are over \$100,000. (Male, 50-64)

Proper promotion of the city Council seems to be powerless with CERA, their hands are generally tied the whole councils culture needs to change- e.g. building permits need a drastic change to help instead of making obstacles for people e.g. I have a friend who wants to set up a bus in the red zone and they are classing it as a building, this sort of mentality needs to change, I would sack everyone and start again. (Male, 50-64)

## Papanui Shirley

Don't know. (Female, 65+)

Sewage in the waterways, as the water quality needs to be got back up to what it was. They should keep doing what they're doing, just faster - I'm sure they're doing what they can. (Female, 50-64)

Housing. Demolish and repair work. Important for getting people back into houses and especially for people that lost houses. (Male, 15-24)

Bins. If kerbside bins not put out before 6.30 am they are sometimes not collected. More flexibility needed, if you put the bins out before trucks arrive they should be collected. (Male, 50-64)

Building consents have too much red tape for businesses and consents should be given sooner. (Female, 50-64)

More transparency, more honesty in council meetings. Get rid of Marryatt, get rid of Parker too. Be more open and honest. Have someone else on TV apart from Bob Parker. (Female, 65+)

Roads. Fix up the potholes and the bumps. (Female, 15-24)

Pavements need to be fixed. The pathways through parks need to be fixed. There is also flooding of pathways and driveways. Our aging population with lots of walking sticks and wheelchairs and eyesight problems are not finding the pathways safe. Overgrown hedges and overhanging trees impeding the pathway need to be cleared up. This is a safety

issue. Clear or make people clear trees and shrubs and fill holes in the pavement and clear liquefaction to make it safe. (Female, 50-64)

Drinking water being provided to the city. The taste and contamination of water is an issue which means that I have to buy bottled water in order to feel safe. Need to have more certainty that tap water is good quality. Need to be certain that water quality is as good as it was pre-earthquake. (Male, 15-24)

Need to improve the sewerage system. More people coming into the city is causing stress on the sewerage settling ponds and it needs to be upgraded. (Male, 65+)

The parks and recreation areas including pools and specifically QE2 need improvement the most. QE2 was a great place to go with the track, pools and squash courts as well as gym. Having it working meant that local schools could run their sports events and there is no replacement locally for that. Council needs to open a similar facility on more stable land. (Male, 25-49)

Need to get the water supply sorted out because we need to get off of the water restrictions. There need to be better wells and dug soon. Gardens are suffering. Need better and more water storage facilities and they need to be more decentralised in event of another earthquake. I do not want to see chemicals in the water unless it is an emergency. It is important to stay natural with our water supply. It is something the city can boast about. (Male, 50-64)

Telling people what's going on, not hiding behind closed doors. People get suspicious. Make decisions more transparent. They have a responsibility to taxpayers (Female, 50-64)

Information; Keep it up. (Female, 50-64)

The living condition of residents on the Eastern part of the city. They are concentrating too much on the CBD. The winter is coming, they need to do something now, and it's too slow. (Female, 50-64)

The waterways is the thing that most needs to be improved. The sewerage and water supply systems need to be looked at as there is a lot of damage. They need to refit all the systems. (Male, 50-64)

They need to improve the roads. There a still a lot of bumps and holes that needs to be fixed. (Female, 15-24)

There are many road and pedestrian areas that are still closed. When I walk to preschool with my daughter I have to cross the street often. The condition of the roads is still bad I have to drive carefully the roads need to be improved as soon as possible. (Male, 25-49)

People's homes. As a renter, it's so hard finding anywhere to go on a low income with children. They need to focus on getting houses up for people, especially rentals. We're orange zoned, and if we go red I don't know where we'll go. They need to keep going on with infrastructure, but we can live with sticky plaster fix ups for now, in case we have another earthquake. I understand they don't want to spend money making things perfect when it could get munted again. (Female, 25-49)

Need to look at Roothing and access ways. It seems to me that they close off whole sections of streets and then you don't have any way to access places. They need to hurry up the opening of streets so people can move around the city more easily. If they want people to come back in to the city, it needs to be possible to actually move around the city. (Female, 50-64)

Roothing, because it needs to be fixed and repaired to keep the city moving. (Female, 25-49)

Buses: Keep the buses warm over winter. Keep buses clean and tidy, some are very rough with writing on seats. The bus timetables at bus stops we have to scrap paint off to see the timetable. (Male, 25-49)

Stop bickering and do the job elected to do Stop making closed door decisions Stop wasting rate payers money Start listening to red-zoners More people approving buildings Cancel rates for people who have been evacuated regardless of what Earthquake was damaged in Allow people to transfer wheelie bins from red zoned properties to new properties Less PR stuff and more action (Female, 50-64)

Damaged roads and footpaths, particularly for the elderly and disabled people need to be addressed (Female, 25-49)

Council itself working together better as they are a bit dysfunctional at times. No pussyfooting around with dangerous buildings and demolish them. (Female, 65+)

Don't know (Male, 15-24)

Entertainment. Providing a venue and sponsoring more entertainment acts. There is not much going on at present. Entertainment keeps the population happy. More concerts in the park would lighten the mood and distract people from the daily grind, especially the eastern residents. Free concerts have got to be good. (Male, 25-49)

Something which I think the council needs to focus on in the next 12 months is the roads and sidewalk repairs. Driving in some areas has become more dangerous because of bad roads and the increase in traffic in some areas. (Male, 25-49)

The building consents. The process if far too complicated. We need to rebuild. (Female, 25-49)

Libraries need to reopen again. It was especially problematic during summer holidays. We need libraries, swimming pools and festivals up and running again. Litter and glass on the street. Picking up litter & keeping streets clean. Glass is dangerous for cyclists. Housing. A lot of flats are empty. A lot of people are having a hard time to finding a flat. We need

places for people to move to. (Female, 50-64)

Improve swimming pools, such as restoring QE2. More facilities for young people e.g. Skating rinks. (Female, 65+)

Improving the communication between council and residents. I want the council to communicate why specific decisions have been made. I want the council to be more open in what they are doing. (Female, 25-49)

Don't know. (Female, 65+)

Supply of libraries Redwood library needs to remain open and not close (Male, 65+)

They need to improve in providing leadership and governance for our city. They need to take a stand on some of the issues of damage after the earthquake. Their decisions don't reflect the views of the public, just a small minority. (Male, 25-49)

They need to improve their communication. They need to listen to the people that pay their wages. The infighting is not helping and needs to change. Some councillors need to step down. They need to be all playing the same game. It's about being a team not individuals. (Male, 25-49)

Don't know. (Male, 65+)

The thing they need to most improve is the way the council itself conducts themselves. It reflects on how the city and the country sees them. (Female, 25-49)

They need to improve in their decision making, especially in regards to the Tony Marriot issue. They need to improve the condition of the streets. Shop fronts are dirty and need to be cleaned, especially the Police Station in Papanui. (Female, 65+)

The council needs to improve on the maintenance of water drains. It is crucial that the council fix these drains and keep them all in excellent condition. Clean and reliable water is something we cannot do without. (Male, 25-49)

Getting everything done, meeting deadlines. Opening of services, important in showing they're doing their job well and understanding the needs of the people. (Male, 15-24)

All rubbish bins should be washed out at the expense of the householder and security in streets because they get pushed over. (Male, 25-49)

Want to be in the know more in what is coming up in Christchurch. More information about opinions being expressed. Need to know by more brochures before it gets to TV. All the people in Christchurch have been through a lot and we need to have our voice and opinions heard about the rebuild also. (Female, 50-64)

Lower the rates don't spend money unwisely. (Male, 65+)

Rubbish bins and recycling bins on walkways. They have reduced the bins in Elmwood park and so by a Sunday they are overflowing people then dump anywhere. (Male, 50-64)

Bus routes have not been changed to cater for the upheaval They need to look at how many people are on the buses and look at re-routing to where they need to go. When the Earthquake happened we had an extra 2 weeks to pay rates but I was charged 10% extra it took me 6 months to get that taken off. Most people don't deal with the council often but when they do the staff are terrible to deal with customer service needs to be improved. (Female, 25-49)

Cycle paths Because a lot of people use bicycles in the city. (Female, 65+)

Christchurch rebuild Consents system seems to be slowing the process and everyone is leaving because of this. We are losing good tradesman. (Male, 50-64)

Offering people more of a chance to get involved with council decisions. A website people can go to put their opinions on. (Female, 15-24)

Very concerned by the rubbish that is going to the dump as most is being taken to landfill and we are creating a huge future cost to the city. About 50% should be removed and recycled. (Male, 65+)

Not happy with the bus lanes on Papanui road as I don't think these are useful and hold up traffic. Governance, I don't like the way that some councillors like Tony Marryatt appear on TV and I don't trust them. I don't know what he does and he is on such a large salary. Wasteful council budgets not sure if we get good value for our dollar that has undermined my trust in the council. Can't use the art gallery which is really poor. Not enough publicity about which libraries are open, all of a sudden Bishopdale was closed. Not happy with the way the city has been left as a mess and it has become overgrown, disappointed that things have become out of control and we still have visitors here. It is too dangerous as a cyclist; need more safety controls with drivers and cyclists. Condall Avenue was supposed to be re-roaded; when will this happen? (Female, 50-64)

Don't know. (Male, 50-64)

Stop in-house bickering. They need to formulate some proper leadership and consult the people of Christchurch more. Look at the regulations and be more flexible, e.g. parking regulations for new buildings. Prioritise a few historic buildings and let the rest go. We need more recreational facilities in the east. Also we need an athletics ground for the city. (Female, 25-49)

Maintenance of the New Brighton pedestrian mall. It looks worse by the day. It has declined since I lived there as a child.



They shouldn't have opened up the road again it makes it unsafe for children. They should get more businesses in New Brighton, make the rents cheaper, the empty shops look horrible. (Female, 15-24)

The roads and footpaths and a cohesive plan for all of Christchurch. They seem to be concentrating so much on the central city and the east of Christchurch is being minimized. I would like to see local shops that have been knocked down back up and running. (Male, 25-49)

Transport, a lot of roads are well beaten up. So we could start with a new transport plan that include things like railways and bus services. Things like where the roads are going. We have a chance to start almost from scratch and we should take this opportunity. (Male, 25-49)

Roading; including footpaths, acknowledging the current situation focus on infrastructure is needed. Prioritizing and recourse of areas needing fixed. Less spot fixing for the short term and more permanent fixtures. (Male, 25-49)

Rubbish collection. The bins aren't large enough for a big family. We have to empty the rubbish into black bags and take it to the dump halfway through every week. We have five adults and three children living here after the earthquake, and the red bin is just not big enough. They obviously know how many people live in each household through Council record, so they should allocate larger households two bins rather than just the one. (Female, 50-64)

Maintenance of the roads that have been affected by the earthquakes. The earthquakes have caused a lot of damage, and it's not the Council's fault, but it needs to be fixed. (Female, 65+)

Constant narrowing of roads, especially at corners. Footpaths are often too wide and empty, and roads too narrow making it dangerous. (Female, 65+)

Consent process has to be revamped to acknowledge what has happened in the City, and this hasn't occurred yet. It is not the people in the department's fault but they need to be resourced correctly. Council needs to focus on the unique situation and not on 'business as usual'. (Male, 65+)

Perhaps re-route buses from Edgeware Road, away from Edward Ave and Allard Street while roadworks going on. If road wasn't so congested they could do the roadworks quicker, as it has taken 7 or 8 months already. We cannot get up our drive since February. Beautification of waterways was put on hold and now it has all caved in anyway - possibly the Dudley St. Albans Stream. People should be notified about building consents for adjacent properties (infill housing). (Male, 25-49)

Improve relations with developers, builders and companies wanting to invest in the city. We have extremely hefty developing levies and it will put people off coming back to city. They need to improve their Building Consents Dept and cut back on their red tape in that area. (Male, 25-49)

Helping the people in the eastside. We are lucky over here with water and toilets etc. Help the people over there, get them sorted into new places. A lot of people are in limbo. (Female, 25-49)

Accessibility and accountability to the public about big ticket decisions. Power should rest with those the public has elected and not to people hardly known like Marriot. Should be more democratic rather than fundamental decisions made by those not elected by residents. (Male, 25-49)

Pace of the rebuild, need to get on with it. Need to fast track buildings coming down and going up. (Male, 25-49)

Road network. How are they coordinating mediation and traffic detours. Think it will take a long time but important for ease of people operating within the city. (Female, 25-49)

More communication about what is going on internally. Had issues with drainage in street and it was hard to get clear communication regarding this. (Male, 25-49)

A better bus service. More buses on the road and less cars. (Male, 65+)

Underground infrastructure of wastewater and sewerage. After the earthquake the system needs to be upgraded and fixed and not everyone still has access to water and sewerage. It needs to be earthquake proofed. Need to look at Bromley plant capacity specifically an increase in the ability to treat sewerage rather than pumping out to sea. (Male, 25-49)

Arboreal services. There needs to be more tree felling and trimming of trees, particularly in St James Avenue but also all tree lined avenues. It is dangerous for parking and for rubbish trucks doing their work to have overhanging trees around. The roots of the trees get into the drains and into plumbing and cause problems. It causes work for the residents and homeowners to have to rake up leaves all the time as they block the gutters forcing Council to clear the gutters as well. (Female, 50-64)

Neighbourhood services. In particular, recently there was a wedding on in a reserve near my home and nobody was informed, a flyer to alert us would have been suffice. This is a community reserve and it affected everybody with speakers playing music and children not being able to play in the reserve. (Female, 50-64)

Traffic Management is of the worst variety I have seen in the world. They should take a leaf out of the British system. Main arterial roads should have no parking because parking reduces traffic flow and decreases road width by 50%. Bus lanes are a waste of time because of the way roads are. They will not change it as they will upset people. (Male, 50-64)

Maintenance of roadside grass verges. Because of earthquake damage, the roads are a bit worse for wear and bit weedy,

and they make it look a bit slummy. Spray the weeds, get rid of excess foliage. (Female, 25-49)

I can't identify or nominate a service they need to improve. Given the circumstance they were in they did very well and prior to that the city was looking tidy and going well. I have my disappointments about the botanical gardens which is the jewel in the crown and needs some tender loving care. The general standard has slipped. I'm a regular visitor, I've been going for 50 years and generally it isn't what it used be. As far as the botanical gardens are concerned, it's lacking loving care. (Male, 65+)

Cycle safety; In conjunction with Transit New Zealand they need to address the pinch points in between vehicle and cycles. In particular where a road middle island come into play with traffic and cycle lanes it forces a vehicle to come unnecessarily close to cyclists. The islands in the roads don't need to be as big as they are or they need to change the width of the footpaths to allow greater room. (Male, 25-49)

Don't know. (Female, 25-49)

Council has done an exceptional job over the last 12 months and I can't think of what they could improve. (Female, 50-64)

Sewage and Roothing. Get it fixed and under control. (Male, 15-24)

More social places for young people such as indoor skate areas, cinemas and arcades. Focus on new places for kids rather middle-aged people; give them a safe place to go at night. Young people are the future of Christchurch, important that they want to stay here. (Male, 15-24)

Roadways and footpaths. Devote more time and resources to it. (Male, 25-49)

Fixing of roads and recycling stations need to check their scales. Green Waste should be free of charge. Activities in City should be advertised earlier than the weekend they on and should not cost so much. (Female, 65+)

Not pleased with the way council involve themselves with building owners - whether it's going down or not - people are never really sure. (Male, 25-49)

The waterways need to be improved. It needs to be mowed and well kept. So that people can enjoy the area more. Plant more Euro plants, too many native plants i.e. flax and grasses. (Male, 50-64)

Roothing. Efficiency needs to increase. Most important thing needs to be done (Male, 50-64)

Keep up the maintenance with water supply and water waste management. They are essential services without we would not cope. (Female, 50-64)

Building consents. The regulatory environment and companies getting back online is number one priority and they are completely missing the ball. Communication and transparency are huge but that is number 1. If we don't get that confidence back the city will die and we don't have that confidence. They need to understand that the times call for a slightly different approach to the normal bureaucracy and they could meet people in the middle and be more flexible in their approach given the current circumstances. Get businesses going. (Male, 25-49)

The council needs to improve on the maintenance of the infrastructure. Essential services like road, water supply and waste management need to be continually improved and provided to the people of Christchurch. (Female, 50-64)

Something which needs to be improved is getting water and power to those who are still without it. Essential services must get to everybody. Everybody receiving the same level of services is essential. (Female, 65+)

I think Roothing is the most important to improve over the next 12 months. We are lucky in our area but I travel a lot around the city and some of the roads are not in good condition. I think the council needs to concentrate on some of the major arterial roads and get them up and running. It has been a year and Fitzgerald Avenue is still closed. (Female, 25-49)

Maintaining council parks. (Male, 25-49)

Roothing and footpaths. There are a lot of areas that the roads can be fixed now because the sewage water lines have been fixed or doesn't need to be fixed. The council needs to make sure enough people are employed to take these tasks on- making sure the infrastructure is getting fixed as quickly as possible and then permanently fixing the roads. (Male, 50-64)

Communication & listening to the public. (Female, 25-49)

Waterways. They reflect the city's image. They are currently not kept pristine and tidy. Make sure dairy farmers keep their cattle out of the waterways. They also need to improve the Roothing and building consents. The roads are dangerous. The building consents need to get through quicker so we can rebuild. (Male, 50-64)

Parking and parking tickets. There shouldn't be parking tickets given out in residential areas. Time should be spent giving out tickets in areas that there are actually parking problems. (Male, 25-49)

They have to be clearer and open about decision making processes. They need more time explaining their decisions and being more transparent to the public. (Female, 25-49)

I think the city council needs to speed up and streamline the building consents process. At work we wanted to extend our building I was in charge of the process. Our building was already a council approved building. They were slow with the

paperwork. It took us a year to extend our building and council fees were 25% of the total cost. A crematorium was put recently put in Sydenham in between Buckam and Carriage Streets. No one got a say in the choice of location. Its right by a cafe so I think that is not an appropriate location. (Female, 25-49)

I think the roads need to be fixed obviously but I know it is not the councils fault and they are fixing it as soon as possible. I think things like the sewerage repair work need to be prioritised. I see a lot of work in my suburb which was lightly affected by the earthquake. The council needs to decide who needs to wait a while and who needs it more. (Female, 25-49)

I see a lot of advertising for festivals with no time, no venue and no date on the ad so I can't go and this happens regularly. I think there needs to be a road rules class for cyclists. I see three cyclists cycling beside each other regularly and they are rude when you want to pass them. The council said there would be building no bigger than four stories and I will be disgusted if they all NZ Bank to build their 13 story building. The council should arrange for a yearly day where residents can leave couches, old TVs etc. on the path for pickup similar to what they have in Australia. A lot of people have broken goods in their houses while they are waiting for a payout from insurance so this way they can get rid of them or other people can take it if they want. As for the rebuild the council needs to bring down the fees for building consents. (Female, 65+)

I think the council needs to put some money into beautifying the eastern side of the city. One side of the city looks good and one side looks really bad. (Female, 25-49)

There needs to be a change in mind set; secrecy is not the best policy. For example announcements like the one by deputy major Burton about the Ellerslie Flower Show after the decision has been made about the purchase shows that decisions are made behind closed door and leads the public to the realization that the council are keeping things secret from them. I understand that efficiency has been the goal of all the secrecy but the result has been a loss of democracy. With regard to the CBD we were told there would be a "human scale" then we find out that the new BNZ building will be 13 stories high. (Male, 65+)

Don't know. (Female, 50-64)

I cycle to work every day along Greers Road to work. At the lights heading south there is a cycle lane and 2 lanes of traffic going the same direction. The cycle lane ends and the cyclist must cross lanes of traffic to get to the side of the road. This is very dangerous for inexperienced cyclists and an accident waiting to happen. It would be nice to see more cycle lanes as the rebuilding continues. I think there is too much focus on what businesses want; and not enough about what individual rate payers want. The council asked for people's opinions and submissions but have since gone dry in inviting ideas from the public. (Male, 50-64)

Traffic is bad so roads need to be worked on. This is a good time to improve the cycle way and make it safer for cyclists. (Male, 25-49)

Building consents and inspections are the most critical. We need to rebuild the city. Make sure there is sufficient man power. (Male, 50-64)

Be more contactable. It is hard to get a hold of them and they aren't very good at getting back to you. (Male, 50-64)

Need to free up and simplify the whole process of building consents and approval so people can get on with their lives. (Male, 25-49)

Roads. I understand the condition they are in and see they are working on it. They need to keep working on them. I understand that when fixing pipes under the roads there is only so much you can do. Most important is to address the 30 km zones. I drive down New Brighton Road to work. There are 30 km limits all the way down it even where no work is being done and it's been like that all year. I understand the 30 km limit when work is being done or they are in a bad condition but if kept in place for no apparent reason people will ignore them. (Male, 15-24)

Don't know. (Male, 50-64)

Permanently fix roads and footpaths in earthquakes in damaged areas. Give residents the option of a bigger green bin for no additional cost. (Male, 50-64)

Inform residents of red zone properties whether or not they need to pay rates. Less public bickering from council members. (Female, 25-49)

The service that the council could improve is the resource consent process. The process is littered with delays and which can be costly. I think that the process is too bureaucratic and there needs to be a change in the way it's managed so that progress is not stalled. (Female, 50-64)

The council needs sort out getting essential services to all residents in Christchurch. Less emphasis on the Christchurch city centre and more on the suburbs would be good to. (Female, 50-64)

Don't know. (Male, 25-49)

Roading because of the earthquake. Getting them smooth again as quickly as possible. (Male, 25-49)

No comment. (Female, 50-64)

The flow of traffic through the inner city, especially heading east (Male, 25-49)

The damage to water pipes, because the water quality is important. And the roads. Also the electricity infrastructure with winter approaching. (Female, 50-64)

Traffic wardens put me off going to the city. They lack communication skills even when you go into the office. They listen but do nothing and have an excuse for everything. Understand they have a job to do and it is very hard one. They are open to abuse and that's unfair but quite often they pick on little things and let big ones go by. Pay more attention to safety. For example outside schools there are often dangerous situations which need to be addressed. (Male, 65+)

More harmony in the council itself. The services are doing well it's the people that are running it that are causing problems. I think the council is doing a good job, through the hard times they have had. (Female, 50-64)

Improve council communication with rate payer, they tend to supply the information to rate payers well but don't tend to take their concerns into consideration. (Male, 50-64)

Council needs to get more money from the government for Roothing, also need to consider the increase of traffic in newly constructed areas e.g. New suburb in Belfast, where is all the traffic going to go? (Female, 50-64)

Malls need more shopping options and food stalls. (Male, 15-24)

The necessities. Such as water and sewerage facilities. It's important to everyone in the families that they are up and running. (Female, 50-64)

The Roothing. It's extremely hard on cars and people are struggling to pay for the repairs for tyres, suspension and shock absorbers because of the road conditions. (Female, 50-64)

I think the roads are the most important to improve over the next year. I was driving down the Queen Elizabeth II motorway and there were bumps everywhere. During my last two WOFs I had to have new licence plate light bulbs installed to pass because the bulbs keep breaking due to the bumps. (Female, 25-49)

I think the bus system needs to be expanded. I know they lost their building but there needs to be more bus routes; many of my friends have to get 3 buses to work every day. (Female, 25-49)

There is a one meter wide hole in the street near my house that a car could fall into. I sent an email last week and have not heard back yet from the council. So I think the council needs to concentrate on Roothing in the next year. (Male, 50-64)

I think the council needs to be extremely careful with rates increases over the next year. Some people are really struggling to make ends meet. I haven't had a pay rise in a long time and the cost of living keeps rising and the cost of insurance has skyrocketed. People on low incomes are struggling and the council needs to keep rates as low as possible for the next 12 months. (Male, 50-64)

I think the bus service needs to include more routes and cheaper fares for the elderly. (Male, 65+)

The new rugby field is up and running, the contributions, building permits etc and the Council as a stakeholder show they can do it. I am a bit concerned this will happen on a bigger scale with the construction and housing in the aftermath of quakes. Time factors will have to change, they need to get their act together and front up with answers and action quickly, and there are still people. (Female, 65+)

A service the council could improve on over the next 12 months would be the building consent process. It is at present too difficult, too expensive and frustrating process. Decreasing the stress and manpower needed to get these would be very good. (Male, 15-24)

A service the council could improve would be the Roothing in Christchurch. The roads are generally in bad shape and are too bumpy and are in need of a makeover. The bad roads make driving more dangerous and frustrating. (Female, 15-24)

A service the council could improve on is public transport. If public transport was made more accessible and more efficient then it would solve some traffic problems and ease congestion. Another good argument for public transport is that it's better for the environment too. (Female, 15-24)

Don't know. (Female, 50-64)

### **Riccarton – Wigram**

Council needs to advise rate payers and local councillors on intentions, instead of just telling them and them reading in the paper about decisions or intentions. (Male, 50-64)

Maintain roads. The Main South road is disgusting as is so up and down. Get the roads back to some sort of level. The ones in the east are particularly terrible. Look after the water and waterways by stopping pollution if they can. I am really concerned about the water taken from the rivers for farms. The Selwyn river has no water in it and it is very worrying. (Female, 50-64)

Council needs to improve the way it relates to people and behave like a unit. It needs to work together and get the city going. The council had gone into its shell and that affected its communication. (Male, 65+)

Footpaths especially outside the central city are often overgrown by trees and shrubs. Council either needs to notify

residents or clean up the plants themselves. (Male, 65+)

Sockburn service centre needs to be opened again as it is the main service centre for the west of Christchurch. Getting a suitable building in the West side of Christchurch to replace the Sockburn Service Centre. (Female, 25-49)

Would be good to see more safety for cyclists. Council can't regulate people's driving habits, but they could try to shift opinion and get more people to ride bikes. Need more cycle lanes and things like that. (Female, 25-49)

Don't know. (Female, 65+)

Green organic bin should be bigger for those residents who keep prize winning gardens or they could provide two bins to these households. (Male, 25-49)

Roading. Over the last 5 years have only seen one street being fully resealed, most roads are a patchwork. Halswell Junction Rd and Main South Rd past the library particularly bad, like a goat track. (Male, 65+)

Roading, footpaths and cycleways. As money allows try to upgrade, for example linkages between cycleways which have been disrupted, dangerous for people cycling to work having to use roads with no cycleways, needs attention in the Riccarton area. (Male, 65+)

More proactive communication between the council and the public. The rate payers deserve to know council movements. New council members need to be elected. (Female, 65+)

Bickering within the council. (Female, 25-49)

The passing of building permits, it is so slow and it takes so long, people are waiting for permits to rebuild it is holding up a lot of the renewal of Christchurch both in business and in the suburbs. (Female, 50-64)

Keeping up maintenance of Christchurch's assets to make sure people are still attracted to visit, the Botanical Gardens should still be watered, even though a conservation campaign is in place. (Female, 15-24)

Roading. Greys Road (By the airport Russley Rd) needs to be sorted out. Needs widening. Also need to sort out areas where there are signs saying you can park somewhere when there are also dotted yellow lines. New Brighton Mall needs to be set up properly - back to what it used to be when it was the place to shop in the weekend. Need to sort out the South Brighton Primary School that is still using portaloos. Be clearer on the Hagley park bylaws, if someone was to set up a golf driving range on Hagley park that would be violating the bylaws so why are people camped in the Hospital corner when there is a bylaw against that. (Male, 65+)

Overhanging trees over the footpath. Have a disability so having to double over to get around or under overhanging trees is difficult (Male, 65+)

Rebuild. Repair roads in the eastern suburbs like Bromley. Dangerous, and costly to repair vehicles damaged by potholes. (Female, 25-49)

More consultation with residents and attach more value to residents opinions. (Male, 50-64)

In-house arguments need to cease so council get on with their jobs. (Male, 50-64)

Needs more public toilets and current toilets need to be looked after better. (Female, 65+)

Don't know. (Male, 15-24)

Perspex bus shelters not glass as it keeps getting smashed. Road maintenance need to be top priority (Male, 25-49)

Rubbish and Organic collection (Red and Green Bins) need bigger bins. Needs to be more recreation centres, and they need to be more spread out. (Female, 15-24)

The worst thing is the Maryatt thing; it made Christchurch get down on the council. The most stupid decision made in New Zealand ever. The trouble with the city council is political; the left and right wing and never the two shall meet. (Male, 65+)

They need leadership. They need leadership which reflects ratepayer's opinions. They need to get back to the basics such as Roding and water. (Female, 25-49)

The roads. Some of the roads need some work. They need to do some work on pot holes; there are some bad services for roads around. (Female, 25-49)

The roads are not too good in some parts. The roads are getting too congested in Riccarton, something needs to be done. (Female, 65+)

The roads need to be fixed. They are too bumpy. (Female, 65+)

Improve themselves. Stop infighting. If they improve themselves and calm their egos down, then they can get to the root of everything and do a better job overall. (Male, 50-64)

Make sure rates don't go up too much so people can still afford to do things. (Female, 65+)

Communication. Be more persuasive with people. You are speaking on behalf of the rate payers and they need to do a better job of putting forth the opinion of people. (Female, 65+)

The roads. They are quite accident prone at the moment. Make it a priority. (Male, 25-49)

Parks and recreation areas should be provided around The Avon river area. (Male, 25-49)

Communication. Tell people what they have gained. Provide more information, keep people posted. (Female, 50-64)

Communication from the council is very poor; decisions have been made without consultation with the people. I didn't agree with them buying the Ellerslie flower show, that was a waste of money. When Gary Moore was mayor, he sat in the square and talked to people, he didn't listen but at least he gave the appearance of listening. These days councillors are not as knowledgeable about what is required of them, if they can't run a business how can they run a city. Years ago councillors understood about running a business. (Female, 65+)

The road service is something the council can improve on. The damaged roads are creating congestion problems which are frustrating. (Male, 50-64)

The surveying of the ground hugely affects a good proportion of the population through the roads and sewer services. (Female, 65+)

The roads and transport flow around the city and this is because this is the area I experience the most difficulty (Male, 50-64)

Large trees in residential suburbs drop lots of leaves and pull up footpaths, need to be cut down. Wasting money on repairing footpaths damaged by the roots of these trees. (Female, 65+)

Don't know. (Male, 65+)

Could not think of anything. (Male, 65+)

Ensure that buildings are safe. Need to make it mandatory that buildings are checked every couple of years or for every 4.0+ earthquake. Roads, the ones in the suburbs not just the main ones need to be looked at. (Female, 50-64)

Councillors need to get along better. (Female, 65+)

Help the people that have been hit the most by the earthquake. They are taking too long to sort things out. Too much bureaucracy. Need to get on and do it. (Male, 50-64)

Fixing the roads, they're pretty stuffed. Important to get fixed because it wrecks cars. (Male, 15-24)

Fix buildings that have been closed like the local council building. Best access for people in our area. (Female, 15-24)

There is nothing that I can think of; the bus service is good, the street is clean, I have no complaints. (Female, 65+)

Libraries. They shut them all down where I live. People need places to go to get free information, and leisure activities. There are so many places shut down, but libraries should be reopened. Coffee shops should be added to all libraries as well. (Female, 25-49)

Roading. Some of it is a mess. It's been a year since a major earthquake. Things should be sorted by now. There are a lot of roads that can be fixed without much trouble & should be fixed by now. (Male, 50-64)

Don't know. (Female, 65+)

I think that the events and festivals need to be better publicized. More notice given to when events and festivals will be held would be good. (Female, 25-49)

I think the council could improve on how they communicate with the public in regards to the details they communicate. I think they need to give out more in depth answers, at the moment I feel the public is hungry for details and the council is not painting a clear enough picture for us. (Female, 15-24)

Infrastructure needs to be a priorities people are housed who are displaced, long before start splashing money around on so called heritage buildings. Stop the in house arguing. (Female, 65+)

Don't know. (Female, 65+)

It seems to me their ability, in house, to be seen to be operating as a unit, needs improving. The impression is being given through the media that it's a split council where they should be unified. Its typical personalities, but they're there for the betterment of Christchurch, not for having individual agendas. (Male, 50-64)

Communication between council and residents. (Female, 50-64)

Improve the roads, and improve communication about public transportation. Some roads play havoc with a vehicle's suspension. Some of the roads around Queenspark Burwood New Brighton could absolutely use a makeover. I drive a bus, and I feel responsible for the safety of the people on the bus, so driving can be stressful at times. Council could tell motorists to actually read the road code. Keep an eye on all the drivers. (Male, 25-49)

Parks. I'm really gutted about the removal of a lot of rubbish bins in the parks, now there are only 1 or 2 in a huge area. I think it was to encourage folk to take their rubbish with them, but they don't, they just throw it around instead. It reflects on the look of the park. I think people would make more of an effort if they had a bin to use. Also I'm not impressed with the lack of transparency of some of the council's decisions, especially economic decisions that were made after the quake. The opinions of the public aren't really taken into consideration. Apart from a couple of hiccups they have done a pretty good job. (Female, 25-49)

Don't know. (Female, 15-24)

Need to improve on active communication that comes from the council so that we feel more informed on what's happening. (Male, 50-64)

Roading (Riccarton especially) not just from the earthquakes but general wear is bad. There needs to be more consistency in Roothing. (Male, 50-64)

Restoring the confidence of people with the rebuild of the city. For major changes people should be kept informed and should be offered a vote. (Female, 50-64)

To get Christchurch up and running. Infrastructure and housing, more emphasis needs to be put on residents in the suburbs and less emphasis on the CBD. Stop worrying about the heritage buildings. Too much money has been spent on our heritage buildings which is a waste of money and ultimately futile. (Male, 50-64)

Quick access for permit rebuilds. And rebuilding the city. If they keep mucking around like they did in the first earthquake, there will be more deaths in unsafe buildings. (Male, 25-49)

The Roothing. As much as they can. General repairs so not as much wear and tear on vehicles. (Male, 25-49)

The rebuild of our city. Listen to feedback from people, even to aspects of the Ellerslie Flower Show where they provided a model we could use for the future of our city. Those in the important positions need to step up their performance. There needs to be more consultation of the people of Christchurch. Its' our city not just the councils city. It belongs to the people of Christchurch. (Male, 50-64)

Help the rebuild and make progress, ensure the rebuild doesn't stall. Important to redevelop the local economy. (Female, 50-64)

More updates. We need more updates about what the council is doing with regards to earthquakes and earthquake damage and repair. (Male, 50-64)

The council is squabbling among themselves. Over the last six months there has been infighting - they've sold themselves out - there's a lot of disagreement - which needs to be sorted. (Male, 50-64)

Roads and sewage. People need things to go back to normal so it can start feeling like a city again. They need is much help as they can to get things up and running. (Female, 50-64)

Maintenance keep up maintenance of roads, footpaths, storm water, sewers and also places such as QE2 Maintenance has slipped really badly over the last three to four years (Male, 65+)

Health Insurance Premiums have skyrocketed and I'm not receiving the services I pay for (Male, 25-49)

The roads, if they could make a smooth run from east to west would be great. Don't invest so much money in rugby and make the roads put right. (Male, 50-64)

Roads. Getting the humps out of the roads and other things fixed. (Male, 15-24)

Public transport is an issue that needs to be improved. I would like to see more areas covered by buses, especially to industrial areas. This would save a long walk and taking the car. (Male, 25-49)

Maintenance on the roads all around the city. People are getting frustrated with travelling. The roads that are open aren't made for the amount of traffic that are currently on them. (Female, 25-49)

Council should stop bickering and start working together. (Male, 25-49)

It was annoying to have water restrictions in place and then driving to work seeing roadworks on Denton Street causing flooding from a broken pipe wasting water. I think there needs to be better public relations, the handling of announcements and strategic things like pay raises needs to be handled better. The council needs to get its priorities straight. Tending the gardens at the high street intersection when you can't actually get there is a waste of resources. (Female, 25-49)

Sewage. It needs to be fixed. The damaged done out Sumner has got to be made sure that they are attended. (Female, 50-64)

The organics bin is too small. They need to provide green bins that are the same size as the red bin. (Male, 50-64)

They need to provide bigger green bins, so people can dump their green waste for free. Also the housing situation needs to be improved. Nothing in the east side seems to be happening regarding living properly, with housing and toilets after the earthquake. (Female, 25-49)

They need to look at how they are spending the rates. The rates are too high for what the average rate payer gets. They also need to keep tabs on individuals in the council with regards to overseas travel and spending. Also they need to work together in unity to rebuild the city instead of being media show ponies. (Male, 50-64)

They need more transparency in decision making especially regarding pay rates. (Female, 50-64)

The Roothing. They need to improve and continue to repair the roads, because it is a real problem. (Male, 25-49)

Sewerage is an important thing to be dealt with. Get it up and running properly and ensure sewerage pipes are fixed properly stopping nasty's and sewerage flowing out to sea (Female, 50-64)

I find it hard to believe that libraries are closed for months when supermarkets are back open within 12 hours. I would like the council to continue working to repair roads and sewerage to the eastern suburbs. I would also like to see the

building consents process streamlined. (Female, 50-64)

I think the council discounts the advice of business people. The council is turning down things that would be in the best interests of the city. I am a business woman and I started my business after the earthquake; it's the business people who will help to make something of the city. The council needs to support us to drive business; the council should welcome the input of business association. My water supply is dirty and smells bad. I have to buy water to drink but it appears that we have to put up with it for the moment. The Avon is filthy and that needs to be fixed for tourist reasons. (Female, 50-64)

Consents are taking too long. There is a lack of decision making and being proactive by council staff. There needs to be a culture change by council staff. (Male, 50-64)

Parking is very expensive especially around the hospital and city centre. If they want people to use city centre need to have cheap or no charges for parking. (Male, 25-49)

Road repairs. I understand they are preoccupied with bigger problems but some of the roads have big holes and need to be repaired. Also some of the younger people discriminate against Asians. I have had young people throw cans and coins at me. Teenagers in a car threw eggs at me. Give more guidance to the young people, they need to understand that we are all equals. Have campaigns at the schools to teach them. (Male, 25-49)

Council members should be more visible around the city. (Female, 15-24)

More open with residents and better communication of council decisions. (Female, 15-24)

Street parking is an issue down the end of my street as staff of the rest home take up everything and block it one lane to get through. Perhaps rest home should supply parking. Green Rubbish Bin comes back 1/2 full sometimes even with newspaper in it needs to be shaken more. (Male, 25-49)

Road layout and road noise. E.g. Halswell junction Rd could have been developed more appropriately with better traffic flow. (Male, 25-49)

Fair to say the council is doing their best considering. (Female, 15-24)

Libraries need to get up and running. Need to get access to resources for school and the central library is important for that. (Male, 15-24)

Lack of information around which council services are open and which are closed due to the earthquakes. Put this information on the radio or in pamphlets. (Female, 25-49)

Roads. Clearly they've been patched already but this is still what needs doing the most over the next twelve months. (Female, 50-64)

They should provide bigger sections with bigger organics bins and you shouldn't have to pay for a larger size. Communication also needs to be improved. People need to have feedback of what's happening, so people know where we're at. There are a lot of stressed people. (Female, 50-64)

The council needs to work as one and to be more transparent with some of their decisions. (Male, 50-64)

They need to improve the cycling safety in Christchurch. I don't really like the on-road cycle lanes, think it can be quite dangerous. We need more dedicated cycle paths. (Female, 25-49)

They shouldn't be spending \$80,000 on a consultant to improve communication; instead they should be speaking directly to the people that have elected them. They need to be more open and not get distracted by infighting. Also I have not been happy with all the decisions they have made. (Female, 25-49)

They need to help people out of the badly affected zones. They need to make decisions so people can move on. (Female, 50-64)

Roading - The projects like the southern motorway and ring road are not enough. They need to think about how the town will spread out into new districts and the flow of the population to the west. They need more infrastructures in this area. (Male, 25-49)

The rubbish bin system. They need to be a lot more regular, people have a lot more rubbish with the earthquakes, and the bins fill up too quickly. All bins should be collected once a week. Or they should have a way in which ratepayers can dump extra rubbish for free. (Female, 25-49)

Less attention to paperwork and more to getting things done quicker. Permits are taking a long time, it's just a money making scheme for them. Too pedantic. If they want Christchurch to expand they need to let businesses rebuild. Should be negotiable and let businesses get on with it rather than putting up barriers. (Female, 50-64)

Conditions of the roads, particularly the roads affected by the quakes that still haven't been repaired. Especially roads through town that have been reopened. More maintenance. (Male, 25-49)

They are doing all they can in the circumstances. (Female, 15-24)

The roadways need to be done. I know they have been doing patch ups on the roads and footpaths. They need to get on top of that and get permanent repairs done rather than temporary. (Male, 50-64)

The provision of first class and international cricket facilities. It should get off its backside and get the plans for



development of Hagley Oval approved and on its way. Remembering that Hagley was originally gifted as a cricket facility. Also if they believe they are cycle friendly they need to get out on some bikes and have a look. (Male, 50-64)

The green organic bin. They need to be much bigger. People have all sorts of different size gardens and people in the family. Most people need a much larger green bin to take care of their gardens and food waste. ; The cycle lanes need to be much safer, wider & more clearly marked in Christchurch. Maybe sometimes they should be on the footpath instead of the roads. I don't feel safe on the roads while on my bike. (Female, 50-64)

The CBD, decide what they are going to do with it, particularly whether it will be eco-friendly and self sustaining. It would be fantastic if they do go that way. Also keeping the cathedral would be worth paying more rates for. (Male, 50-64)

Have to concentrate on Roading layouts and maintenance in general, un-congesting the main arteries of roads. Re-establishing infrastructure that has been lost. (Male, 25-49)

Buses. They need to be smaller, there is hardly anyone on there and they are losing money. Or smaller buses more often. (Male, 25-49)

Roads. Getting the roads into order and making sure that things are back up and running and back to normal. (Male, 50-64)

I think they do a good job with everything else but they need to work on repairing the footpaths. (Male, 50-64)

Getting people back in their homes is more important than the city centre. Repair homes rather than businesses. (Female, 50-64)

Temporary building consents: a lot of confusion over what qualifies for these and what is required for a temporary or full building consent. Difficult to speak to someone and the system is not working efficiently and stopping businesses re-establishing themselves in Christchurch. Difficult to get specialised information on this subject. Inadequate provision for cycling from our side of town and could they use the railway corridor. (Female, 50-64)

Improve the bus services. No. 81 Lincoln should be more frequent especially at around school times. Some waterways need more maintenance. (Male, 15-24)

Roading and cycle lanes need to be improved. Some cycle lanes have been taken away since earthquake, and cycles have to share with cars more. Parking is terrible. (Male, 50-64)

Make sure the planners adhere to the Christchurch City Plan. (Male, 25-49)

Improve and increase the cycle ways making it more safe for cyclists. (Female, 25-49)

Give water supply down our street and give high pressure down our street. We can't get high pressure down our street. Barthers Rd. Templeton. (Female, 50-64)

The service that the council can improve would be the bus service. The buses in Christchurch need to be universally wheel chair accessible. This means areas where wheel chairs can be secured safely. Also buses should have conductors whose job would be to handle the public and let the driver focus on driving the bus. This would make the bus service more affordable and safer. (Male, 25-49)

The storm water drain between me and my neighbour is always blocked and full. I have to drag the stuff out. There is a huge green power box on the edge of our property that no-one ever comes to clean. I clean it myself. (Female, 25-49)

Should not be paying rates on red stickered house. Bob Parker a good public speaker but not a good mayor and I will not vote for him again, he is a TV presenter. Can understand it is a very difficult time for Christchurch but CCC needs to ask the public more. (Male, 25-49)

Roads, footpaths and general appearance in worst hit earthquake areas. These areas like a ghost town, I would rather they fix these areas instead of getting the Rugby Park in Addington up and running so quickly. Where do the priorities lie? (Female, 25-49)

Rubbish burning needs to be monitored more, people burning potbelly stoves in garages need to be permitted. (Male, 25-49)

Walkways; people need to be able to get around without getting injured. Building consents need to be speeded up as five to six weeks is too long. (Male, 25-49)

Wednesday, 9 May 2012  
Research First Ltd