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Christchurch City Council Residents Opinion Survey Research Report

Thursday, 20 June 2013

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
www.researchfirst.co.nz
Member Market Research Society of New Zealand



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Disclaimer

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1 Introduction and Design

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

Since 2009/10, the Residents' Survey has focused on measuring satisfaction with Council activities detailed in the Long Term 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 aged 18 and over has been used to measure resident satisfaction. The key objective has been identified as:

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

The General Service Satisfaction Survey was conducted during March of 2013, with data collection occurring from March 4th to 17th, 2013. 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. Any respondent who had not lived in Christchurch for a minimum of twelve months was excluded from the sample, as was anyone who elected not to identify their suburb and those who could not effectively communicate in English. A summary of the call completion rates is as follows:

Table 1-1 Call Completion Rate

	N	Percent
Total Numbers called	6905	100%
Disconnected/ wrong no	1642	24%
Business/Fax	267	4%
Total Valid Calls	4996	72%
No Answer	1253	18%
Total Valid Calls Answered	3743	54%
Non Qualifier	1835	27%
Language Barrier	75	1%
Total Valid Calls Answered and Qualifying	1833	27%
Not Interested	1062	58%
Total Survey Completions	771	42%

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

¹ Maximum margin of error for a 50% sample at the 95% confidence interval

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%	370	48%
Female	52%	401	52%

Table 2-2 Age Distribution of Respondents

Age Group	% Population (2006 Census)	Number of Respondents	Percentage of Respondents
15-24	14%	79	10%
25-49	47%	374	49%
50-64	21%	168	22%
65+	18%	150	19%

Table 2-3 Geographic Distribution of Respondents

Ward	% Population (2006 Census)	Number of Respondents	Percentage of Respondents
Burwood – Pegasus	16%	123	16%
Fendalton – Waimari	15%	122	16%
Hagley - Ferrymead	16%	112	15%
Spreydon - Heathcote	16%	132	17%
Shirley – Papanui	17%	127	16%
Riccarton – Wigram	18%	137	18%
Banks Peninsula	2%	18	2%

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 satisfaction with this statement was 40%. The survey result demonstrated satisfaction of 40%, as is shown in Figure 3-1 and Table 3-1.

Figure 3-1 Public Understands Council Decision Making

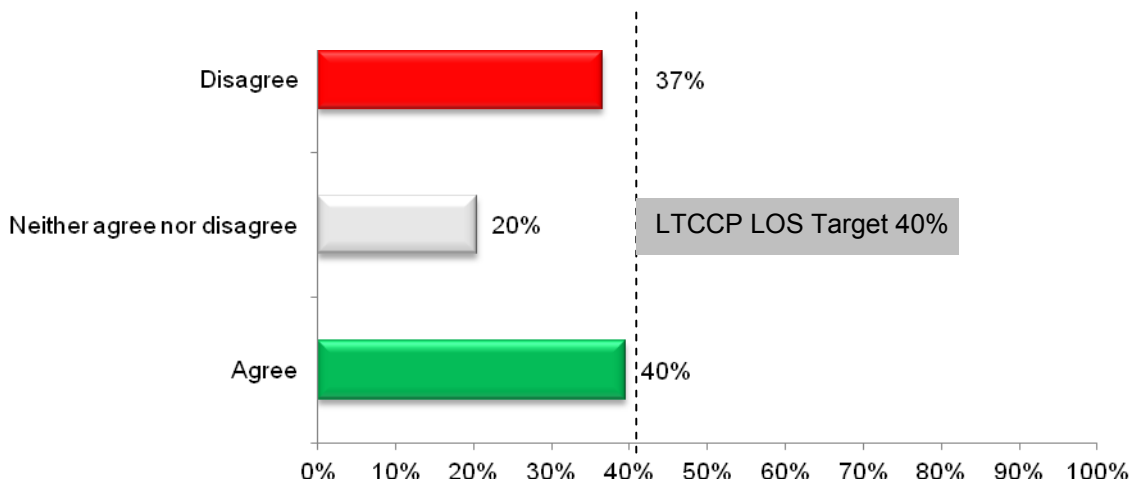


Table 3-1 Public Understands Council Decision Making

	Number of Respondents	Percentage of Respondents
Strongly agree	36	5%
Agree	269	35%
Neither agree nor disagree	157	20%
Disagree	223	29%
Strongly disagree	59	8%
Don't know	27	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 satisfaction with this statement was 48%. The survey result demonstrated satisfaction of 46%, as is shown in Figure 3-2 and Table 3-2.

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

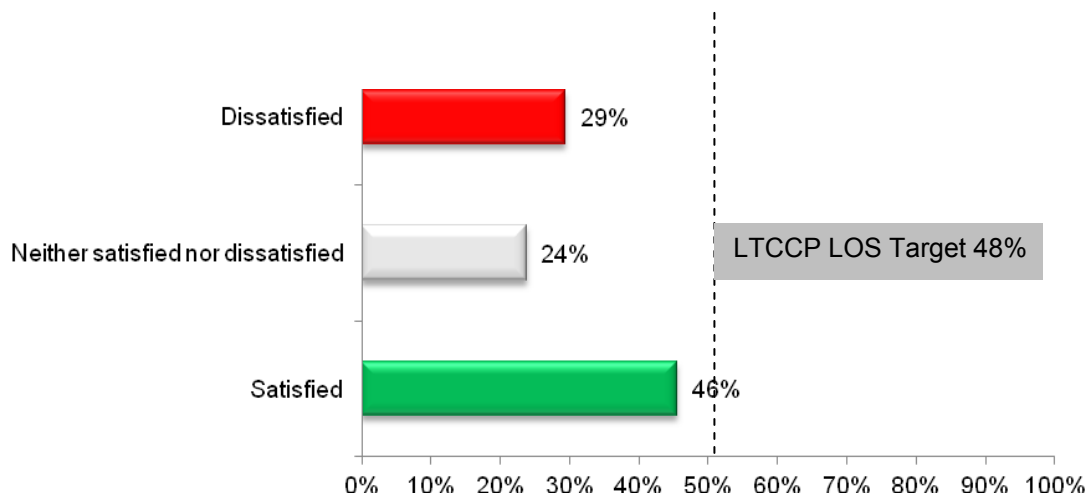


Table 3-2 Satisfaction: Council makes Decisions in the Best Interest of the City

	Number of Respondents	Percentage of Respondents
Very satisfied	25	3%
Satisfied	326	42%
Neither satisfied nor dissatisfied	183	24%
Dissatisfied	182	24%
Very dissatisfied	45	6%
Don't know	10	1%

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 that the Council makes. Four choices were provided, being: large influence; some influence; small influence; and no influence.

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

The LOS target for the public having some or a large influence is 61%. The response from the survey identified 36% of respondents believed the public had this level of influence, as shown in Figure 3-3 and Table 3-3.

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

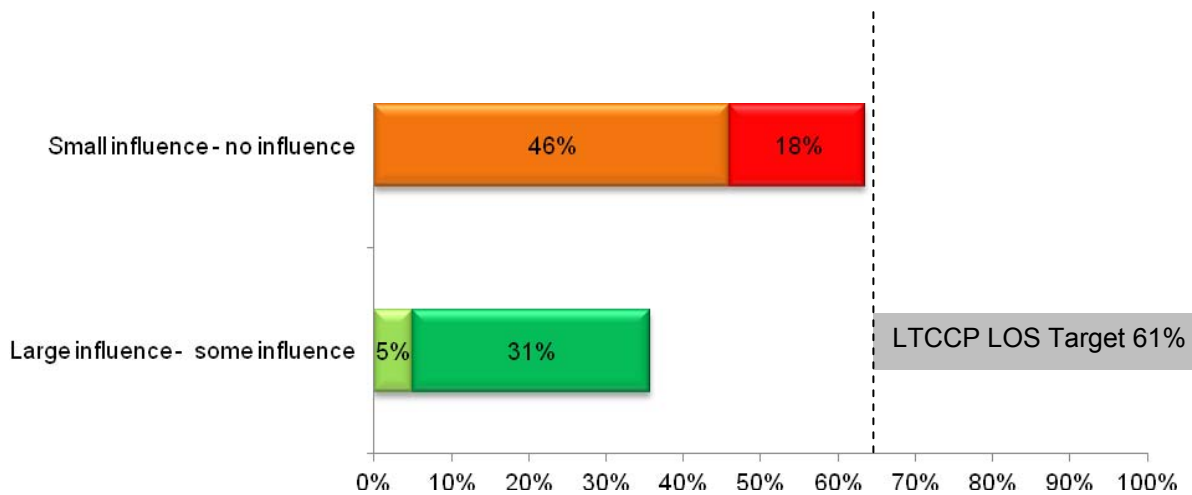


Table 3-3 Public Level of Influence in the Democratic Process

	Number of Respondents	Percentage of Respondents
No influence	135	18%
Small influence	355	46%
Some influence	236	31%
Large influence	39	5%
Don't know	6	1%

3.1.4 Access to Information

Respondents were 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. 36% noted they were satisfied, compared to the LOS target of 80% (Figure 3-4, Table 3-4).

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

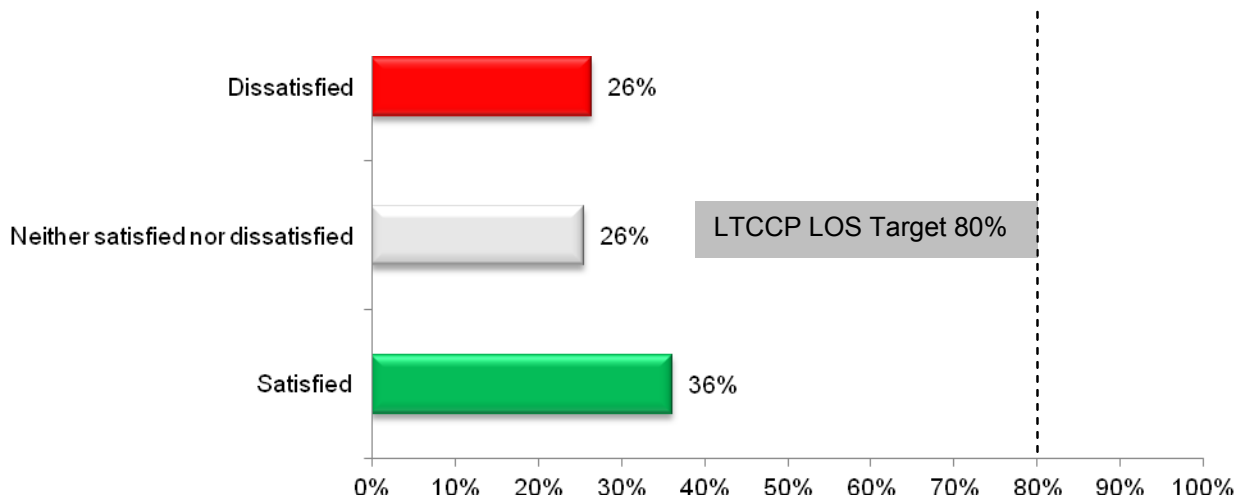


Table 3-4 Satisfaction, Access to Information

	Number of Respondents	Percentage of Respondents
Very satisfied	32	4%
Satisfied	247	32%
Neither satisfied nor dissatisfied	197	26%
Dissatisfied	168	22%
Very dissatisfied	36	5%
Don't know	91	12%

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?

Respondents were asked to rate their overall satisfaction regarding information on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. Satisfied respondents accounted for 83% of the sample, compared to the LOS target of 80%. This data is shown in Figure 3-5 and Table 3-5.

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

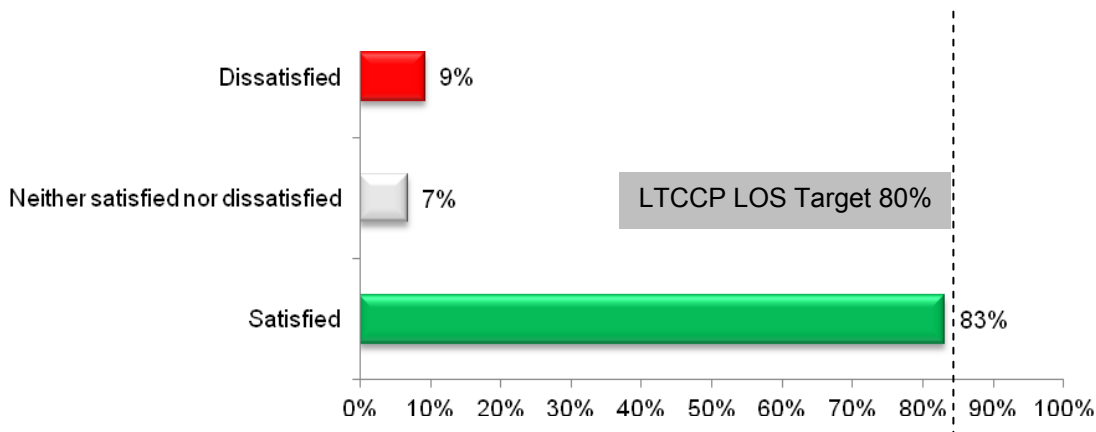


Table 3-5 Satisfaction with Information about Activities, Events and Attractions

	Number of Respondents	Percentage of Respondents
Very satisfied	233	30%
Satisfied	408	53%
Neither satisfied nor dissatisfied	52	7%
Dissatisfied	64	8%
Very dissatisfied	7	1%
Don't know/ NA	7	1%

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 3-6 and Figure 3-6.

Figure 3-6 Satisfaction with Range of Events and Festivals

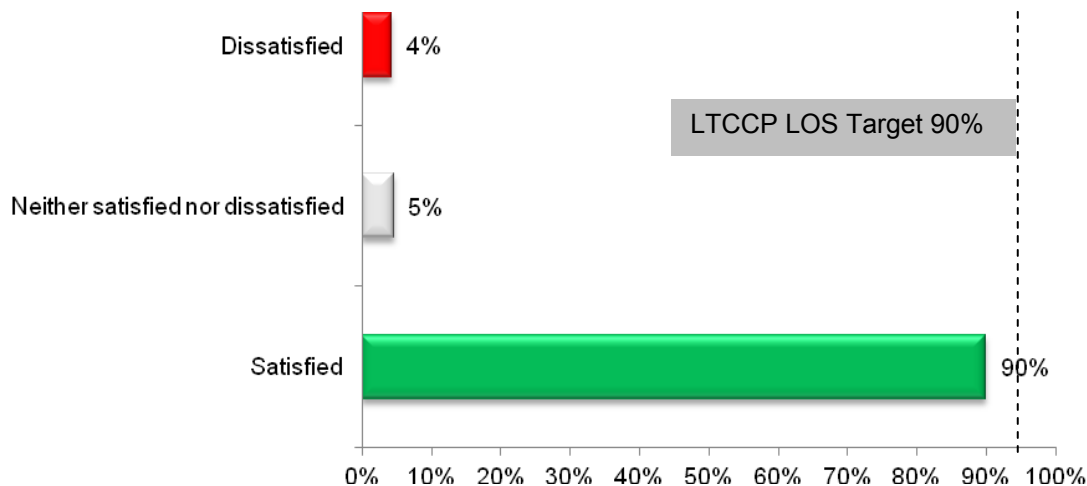


Table 3-6 Satisfaction with Range of Events and Festivals

	Number of Respondents	Percentage of Respondents
Very satisfied	282	37%
Satisfied	411	53%
Neither satisfied nor dissatisfied	35	5%
Dissatisfied	30	4%
Very dissatisfied	3	0%
Don't know	10	1%

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... <facility>?

Interviewers were allowed to 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. The data is shown in Table 3-7 and Figure 3-7.

Figure 3-7 Frequency of Visits to Council Provided Facilities

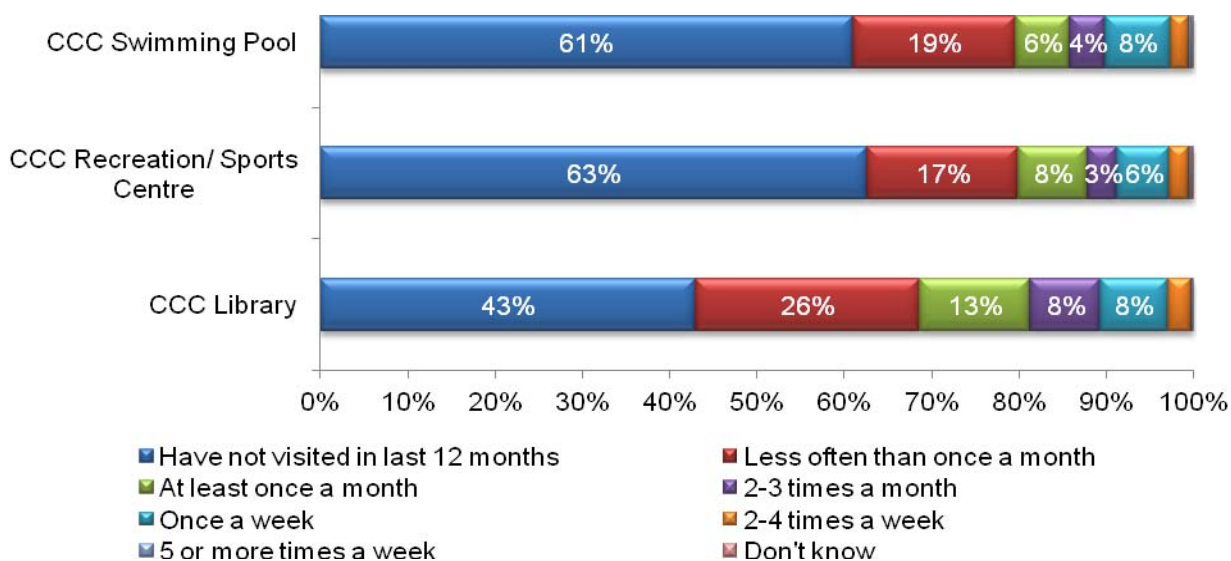


Table 3-7 Frequency of Visits to Council Provided Facilities

	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
CCC Library	43%	26%	13%	8%	8%	3%	0%	0%
CCC Recreation/ Sports Centre	63%	17%	8%	3%	6%	2%	0%	0%
CCC Swimming Pool	61%	19%	6%	4%	8%	2%	0%	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 three groups of factors on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

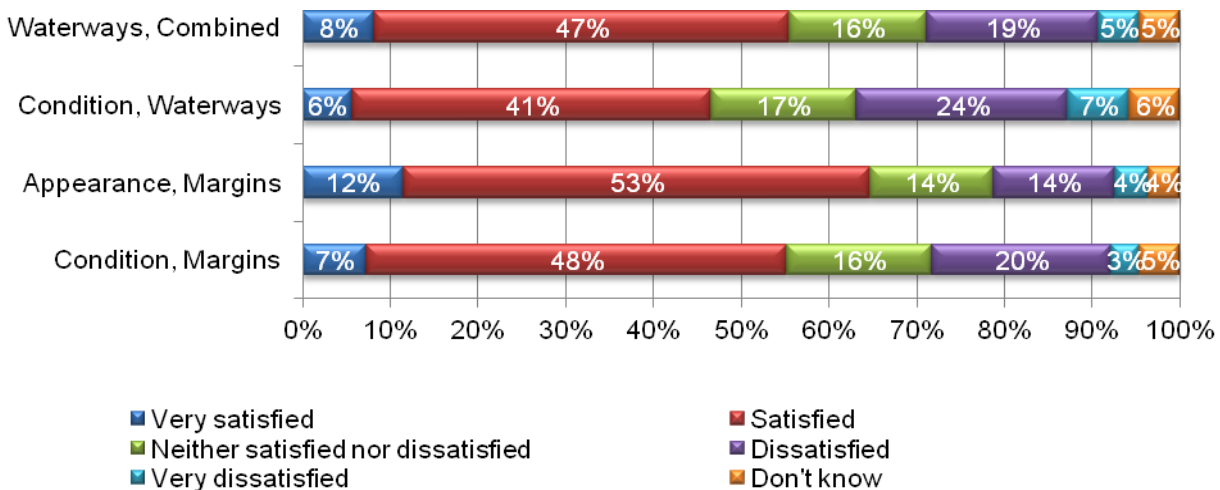
Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins², which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)?

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

Respondents reported a moderate level of satisfaction with the condition of the waterways, with 47% noting they were either satisfied or very satisfied; while 65% of respondents noted they were satisfied or very satisfied with the appearance of the waterway margins, and 55% were satisfied or very satisfied with the conditions of the waterway margins, as shown in Figure 3-8 and Table 3-8. Figure 3-9 demonstrates the total satisfied was 56%, compared to the target LOS of 66%.

Figure 3-8 Satisfaction with Waterways



² Participants were prompted with a definition of Waterway margins, noting 'Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds'

Figure 3-9 Waterways, Combined Response

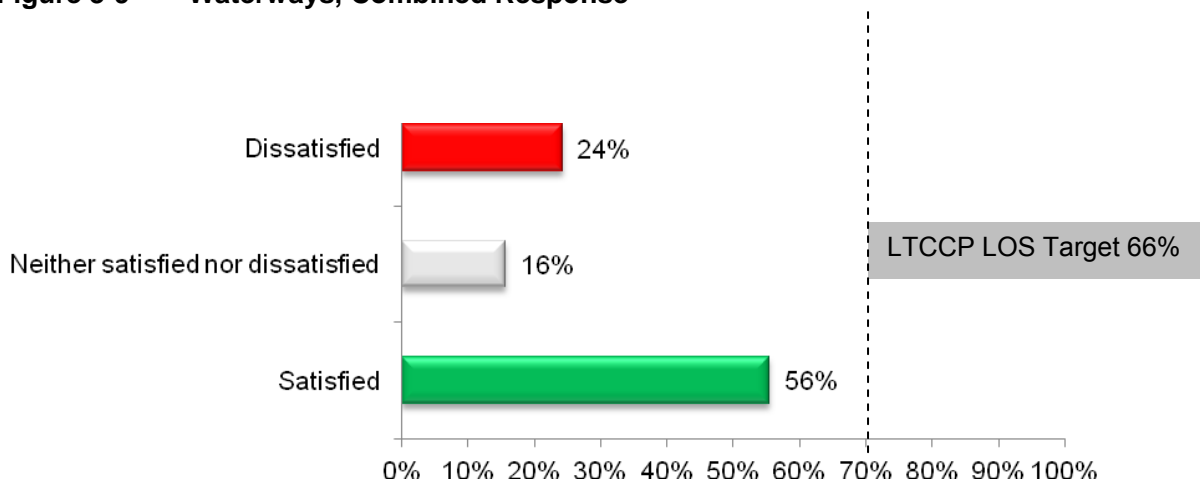


Table 3-8 Satisfaction with Waterways

	Condition, Margins	Appearance, Margins	Condition, Waterways	Waterways, Combined
Very satisfied	7%	12%	6%	8%
Satisfied	48%	53%	41%	47%
Neither satisfied nor dissatisfied	16%	14%	17%	16%
Dissatisfied	20%	14%	24%	19%
very dissatisfied	3%	4%	7%	5%
Don't know	5%	4%	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 80%'. The level of satisfaction from the survey was 94%, as shown in Figure 3-10 and Table 3-9.

Figure 3-10 Satisfaction with Kerbside Recycling

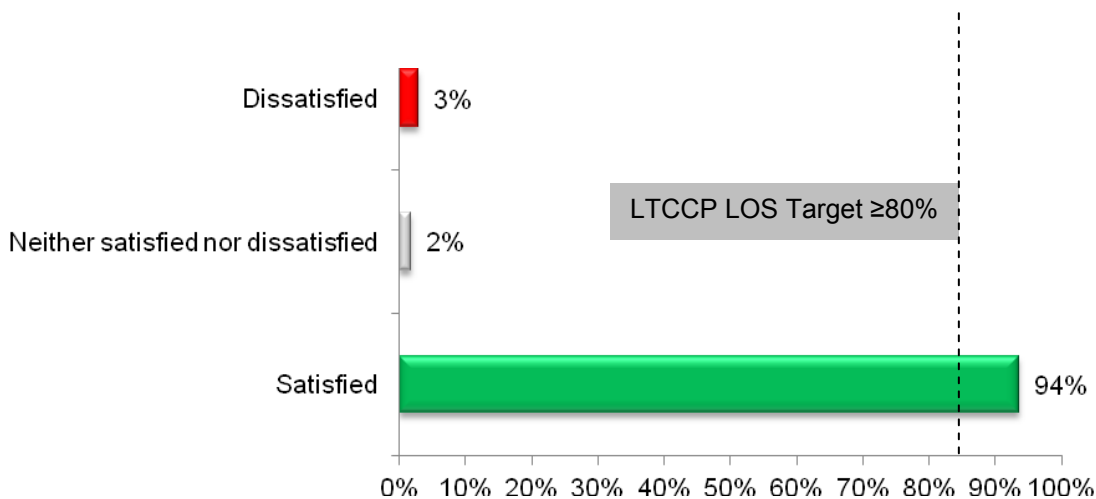


Table 3-9 Satisfaction with Kerbside Recycling

	Number of Respondents	Percentage of Respondents
Very satisfied	422	55%
Satisfied	300	39%
Neither satisfied nor dissatisfied	14	2%
Dissatisfied	20	3%
Very dissatisfied	2	0%
Don't know	13	2%

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 80%', and the survey response demonstrates a total satisfaction level of 93%. 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. This data is shown in Figure 3-11 and Table 3-10.

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

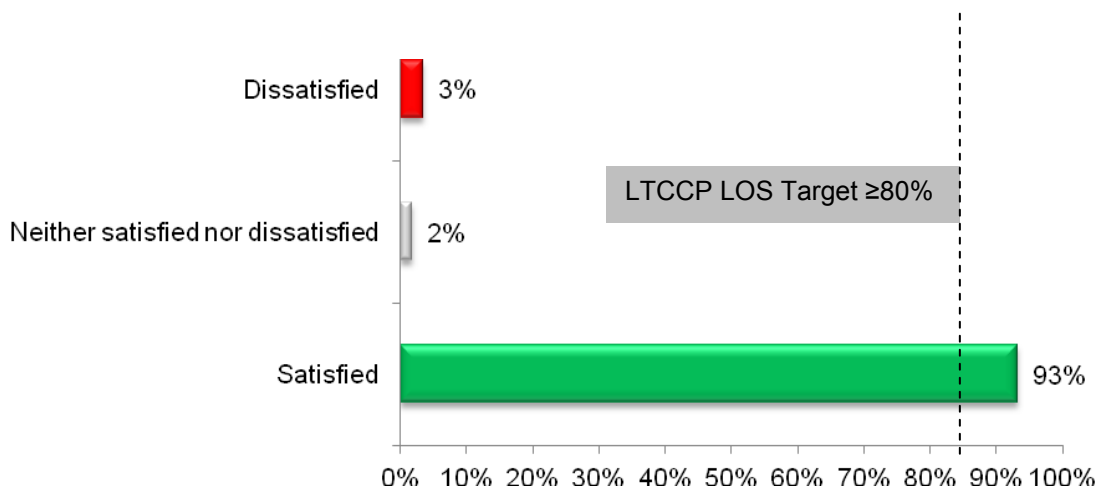


Table 3-10 Satisfaction with Kerbside Collection, Rubbish (Red Bin)

	Number of Respondents	Percentage of Respondents
Very satisfied	400	52%
Satisfied	319	41%
Neither satisfied nor dissatisfied	13	2%
Dissatisfied	23	3%
Very dissatisfied	3	0%
Don't know	13	2%

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 80%'. The satisfaction level from the survey data was 83%, as shown in Table 3-11 and Figure 3-12.

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

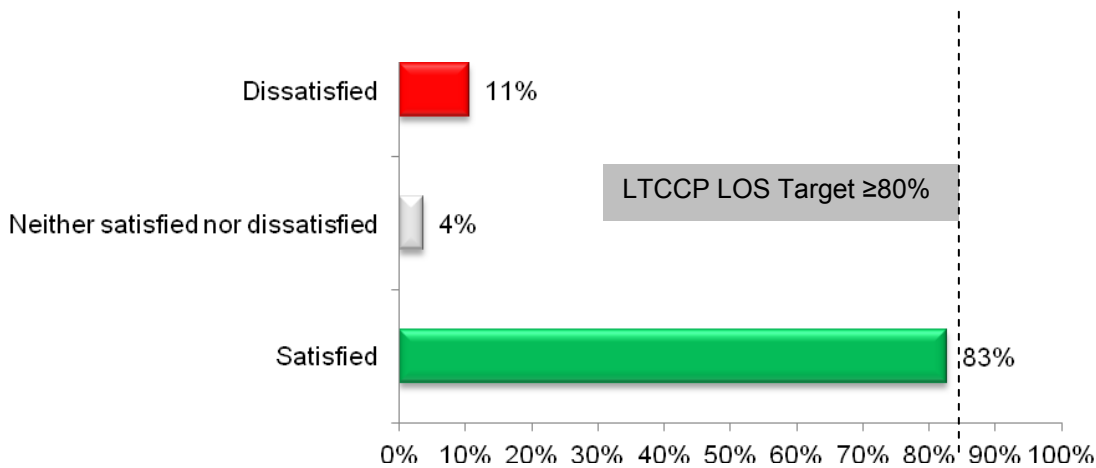


Table 3-11 Satisfaction with Organic Waste (Green Bin)

	Number of Respondents	Percentage of Respondents
Very satisfied	353	46%
Satisfied	285	37%
Neither satisfied nor dissatisfied	28	4%
Dissatisfied	70	9%
Very dissatisfied	12	2%
Don't know	23	3%

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.

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

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

The response demonstrated 40% satisfaction with the condition of Christchurch roads, and 46% satisfaction with Christchurch footpaths, as shown in Figure 3-13, 3-14 and Table 3-12 (overleaf). No LOS target was applied in 2013 as a result of damage due to the series of earthquakes in 2010-2012.

Figure 3-13 Satisfaction with the Condition of Christchurch Roads

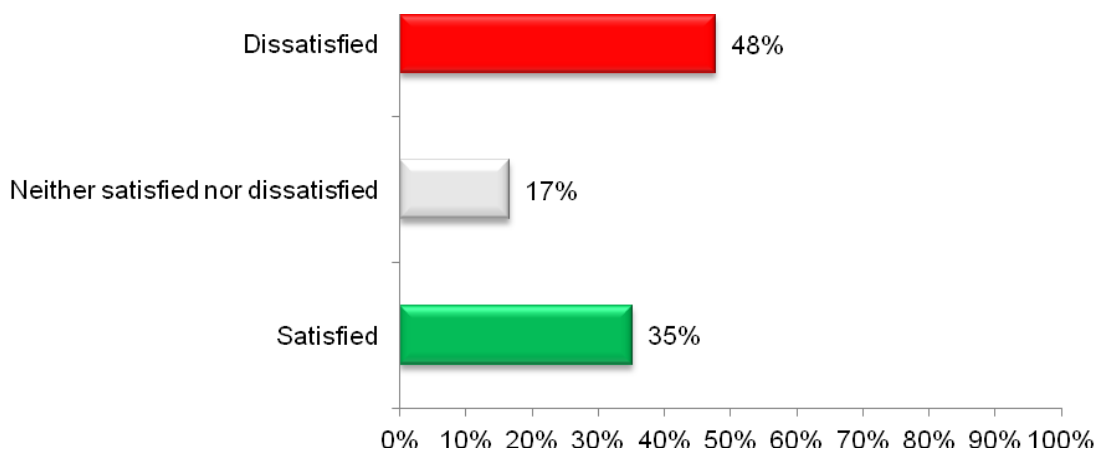


Figure 3-14 Satisfaction with the Condition of Christchurch Footpaths

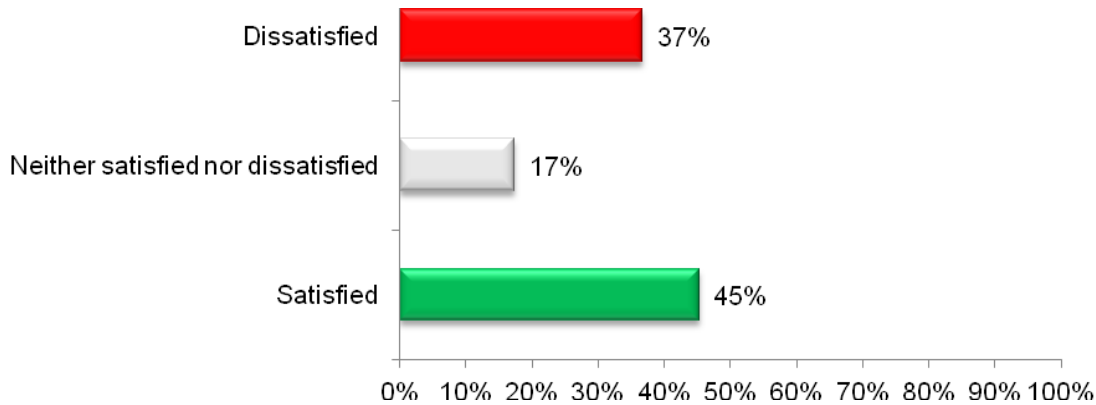


Table 3-12 Satisfaction with the Condition of Christchurch Roads and Footpaths

	Roads		Footpaths	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	31	4%	34	4%
Satisfied	240	31%	315	41%
Neither satisfied nor dissatisfied	128	17%	134	17%
Dissatisfied	227	29%	195	25%
Very dissatisfied	141	18%	88	11%
Don't know	4	1%	5	1%

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 84% compared to a target LOS of 'at least 70%'. This data is shown in Figure 3-15 and Table 3-13.

Figure 3-15 Satisfaction with Waste Water Services

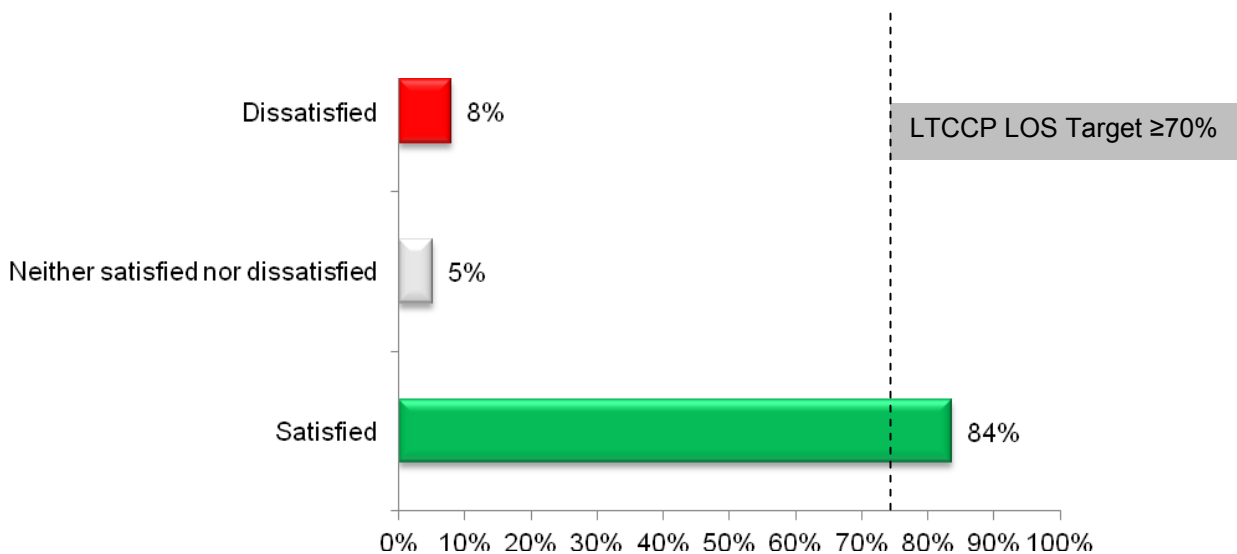


Table 3-13 Satisfaction with Waste Water Services

	Number of Respondents	Percentage of Respondents
Very satisfied	217	28%
Satisfied	428	56%
Neither satisfied nor dissatisfied	40	5%
Dissatisfied	47	6%
Very dissatisfied	14	2%
Don't know	25	3%

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 90%'. The survey response showed a satisfaction level of 88%. This is shown in Figure 3-16 and Table 3-14.

Figure 3-16 Satisfaction with Water Supply

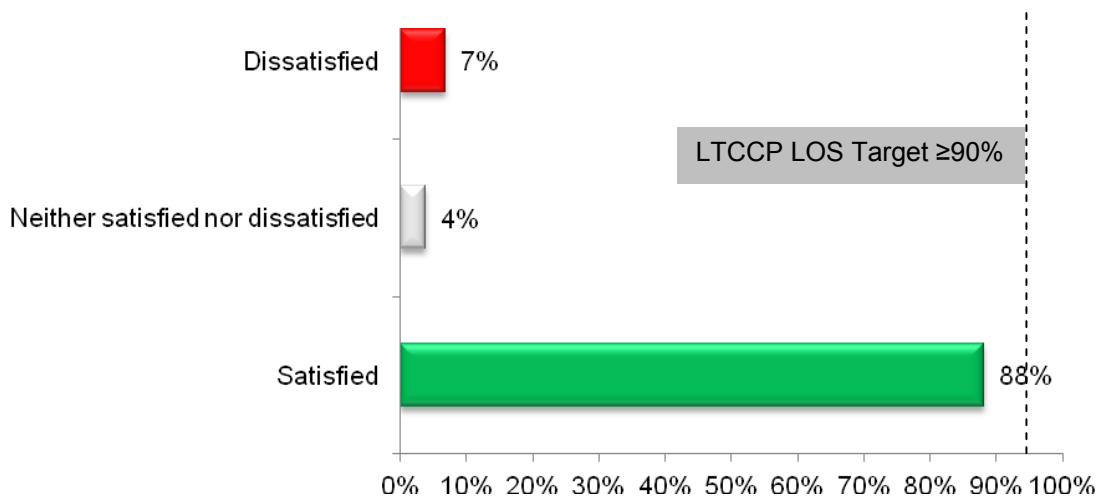


Table 3-14 Satisfaction with Water Supply

	Number of Respondents	Percentage of Respondents
Very satisfied	335	43%
Satisfied	345	45%
Neither satisfied nor dissatisfied	29	4%
Dissatisfied	43	6%
Very dissatisfied	10	1%
Don't know	9	1%

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?

50% of respondents acknowledged recalling the campaign, compared to a target LOS of 'at least 70%'. This is shown in Figure 3-17 and Table 3-15.

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

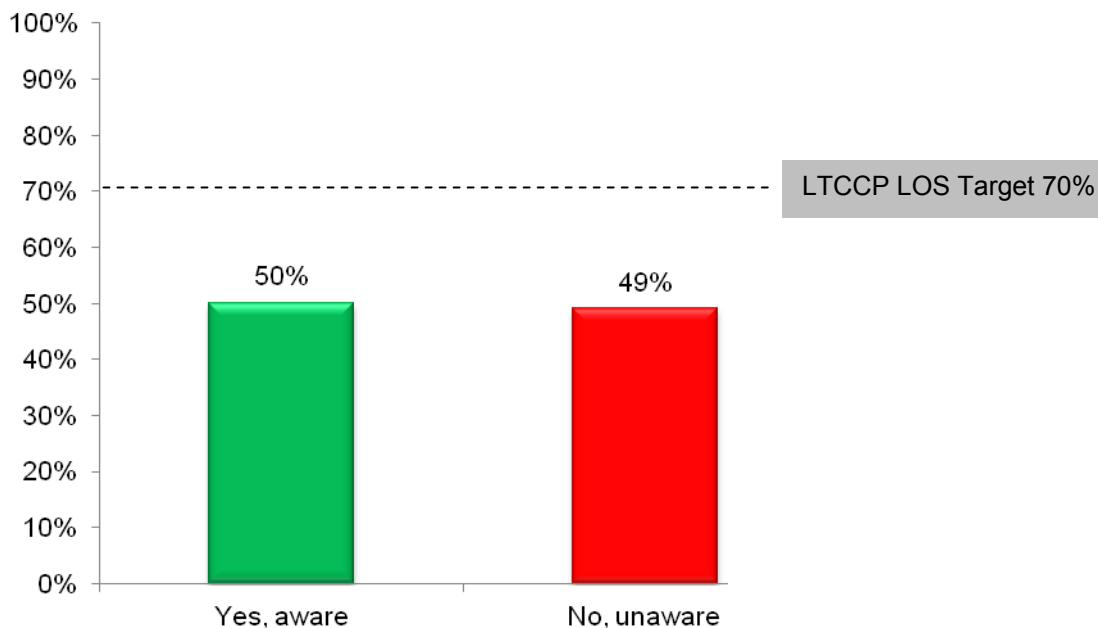


Table 3-15 Awareness of Council's Water Conservation Campaign

	Number of Respondents	Percentage of Respondents
Yes, aware	386	50%
No, unaware	378	49%
Don't know	6	1%

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, 38% of respondents agreed that Christchurch was a cycle-friendly city, compared to a targeted LOS of 66%. This is shown in Figure 3-18 and Table 3-16.

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

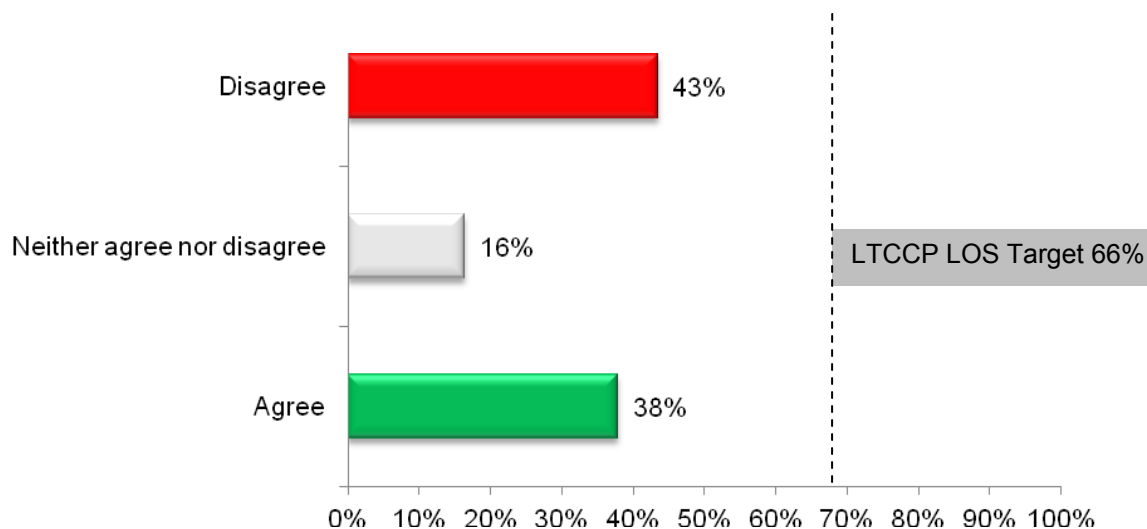


Table 3-16 Level of Agreement – Christchurch is a Cycle-Friendly City

	Number of Respondents	Percentage of Respondents
Strongly agree	43	6%
Agree	249	32%
Neither agree nor disagree	126	16%
Disagree	251	33%
Strongly Disagree	84	11%
Don't know	18	2%

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?

Half of residents did not take part in cycling (50%). Of those who did, there was an even distribution across the frequency options provided, as shown in Figure 3-19 and Table 3-17.

Figure 3-19 Participation in Cycling

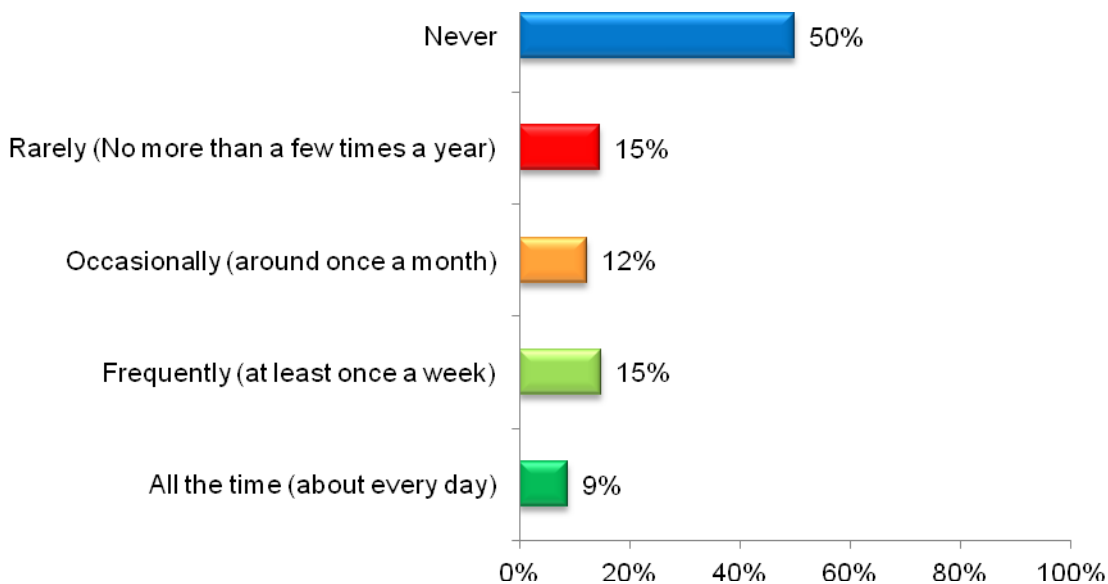


Table 3-17 Participation in Cycling

	Number of Respondents	Percentage of Respondents
All the time (about every day)	67	9%
Frequently (at least once a week)	114	15%
Occasionally (around once a month)	94	12%
Rarely (No more than a few times a year)	112	15%
Never	384	50%

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 (75%) of respondents acknowledged that Christchurch was a 'walking-friendly city', compared to the target LOS of 93%, as shown in Figure 3-20 and Table 3-18.

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

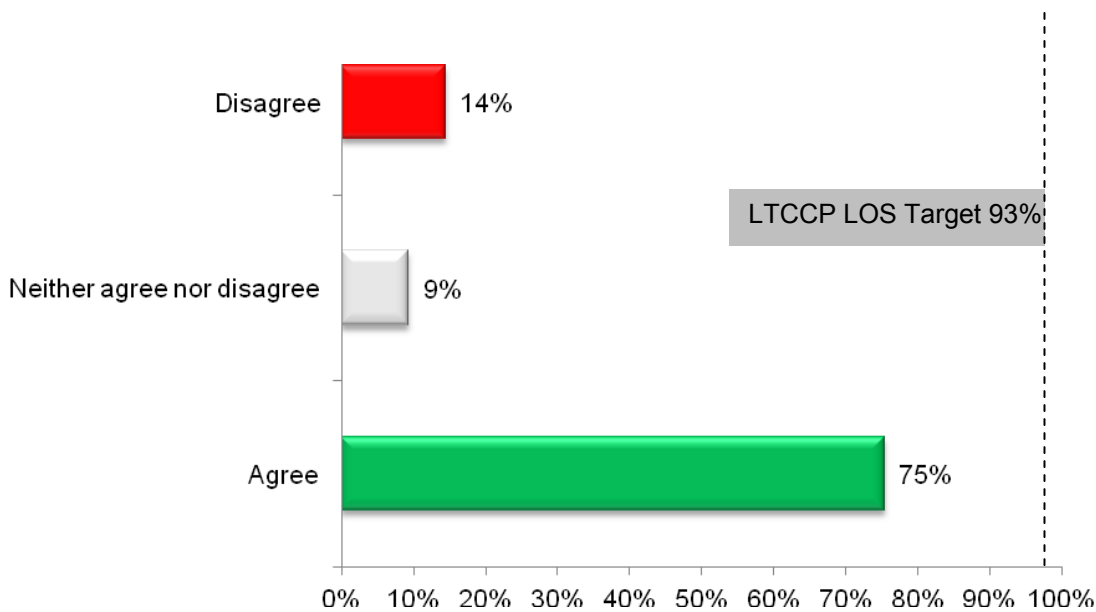


Table 3-18 Level of Agreement – Christchurch is a Walking-Friendly City

	Number of Respondents	Percentage of Respondents
Strongly agree	145	19%
Agree	436	57%
Neither agree nor disagree	71	9%
Disagree	88	11%
Strongly Disagree	23	3%
Don't know	8	1%

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.

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

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

Satisfaction with the appearance and condition of pedestrian malls averaged 60% compared to a target LOS of 'at least 70%'. Data is shown in Figures 3-21 and 3-22 and in Table 3-19 (overleaf).

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

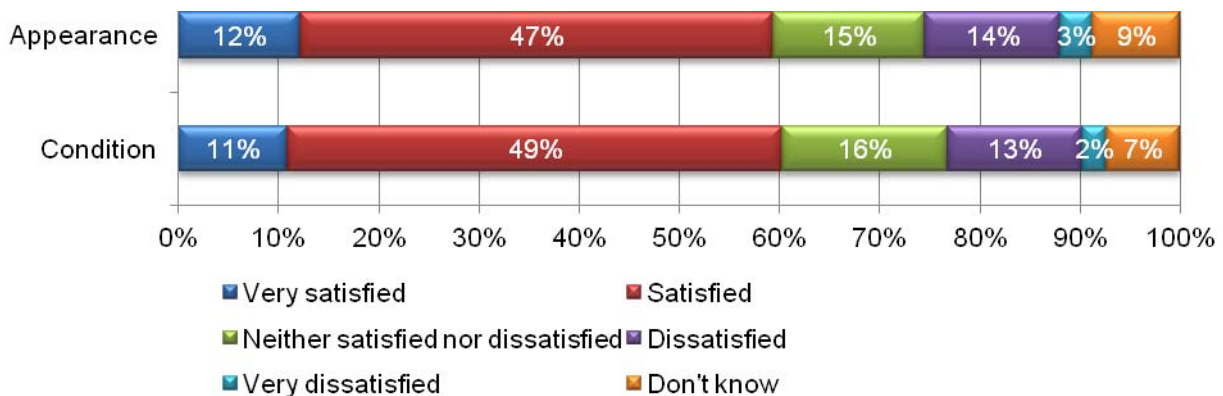


Figure 3-22 Satisfaction with the Condition and Appearance of Pedestrian Malls, Combined

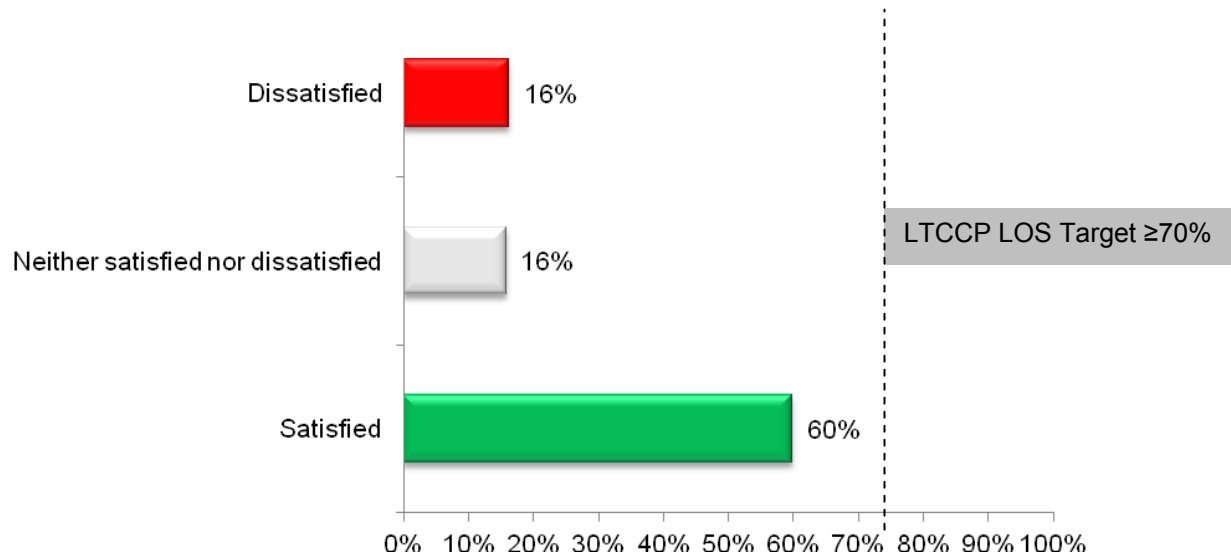


Table 3-19 Satisfaction with the Condition and Appearance of Pedestrian Malls

	Appearance		Condition	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	94	12%	84	11%
Satisfied	364	47%	381	49%
Neither satisfied nor dissatisfied	116	15%	127	16%
Dissatisfied	105	14%	104	13%
Very dissatisfied	24	3%	18	2%
Don't know	68	9%	57	7%

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 62%, compared to a targeted LOS of 65%, as shown in Figure 3-23 and Table 3-20.

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

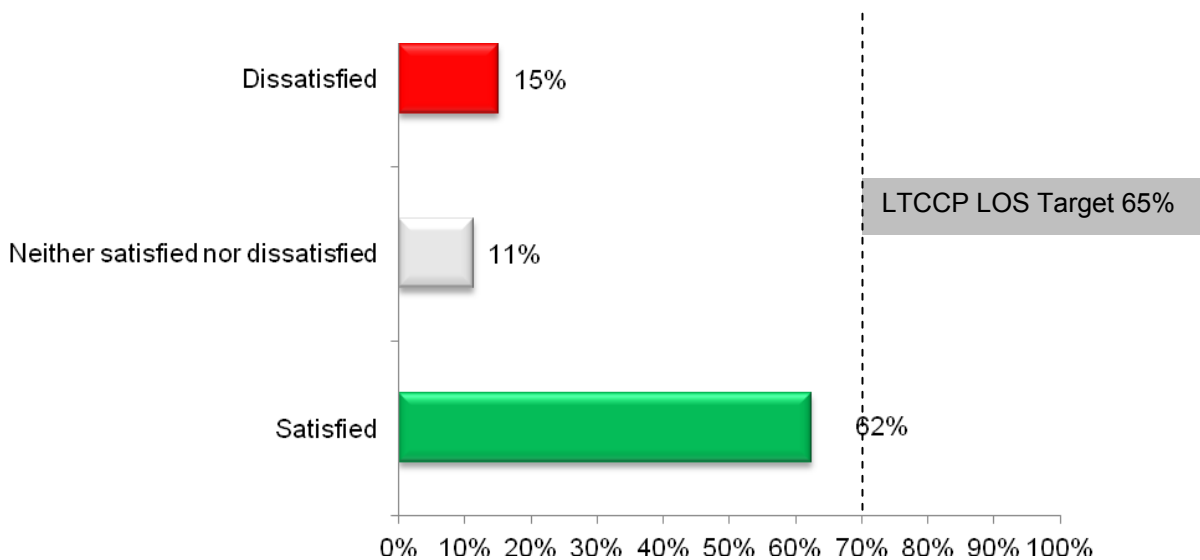


Table 3-20 Satisfaction with Ease of Use of Parking Meters

	Number of Respondents	Percentage of Respondents
Very satisfied	74	10%
Satisfied	407	53%
Neither satisfied nor dissatisfied	87	11%
Dissatisfied	100	13%
Very dissatisfied	17	2%
Don't know	86	11%

3.10 Disaster Preparedness

3.10.1 Attendance at Meetings

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

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

Nearly a third of residents had attended meetings about coping with disasters. This is shown in Figure 3-24 and Table 3-21.

Figure 3-24 Attendance at Disaster Preparedness Meetings

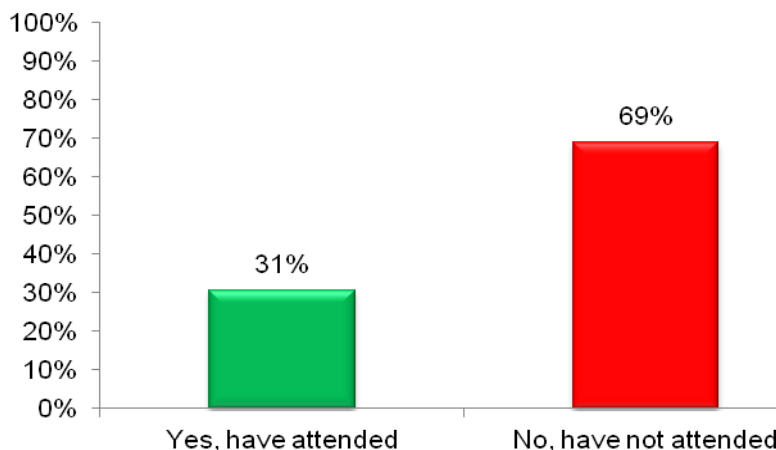


Table 3-21 Attendance at Disaster Preparedness Meetings

	Number of Respondents	Percentage of Respondents
Yes, have attended	237	31%
No, have not attended	533	69%
Don't know	1	0%

3.10.2 Improvement in Preparedness

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

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

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

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

While 26% of residents agreed that attendance at these meetings had improved their disaster preparedness, 60% of residents felt that attendance at these meetings had improved community and business preparedness. This is shown in Figure 3-25 and Table 3-22 (overleaf).

Figure 3-25 Improvement in Preparedness as a Result of Meetings

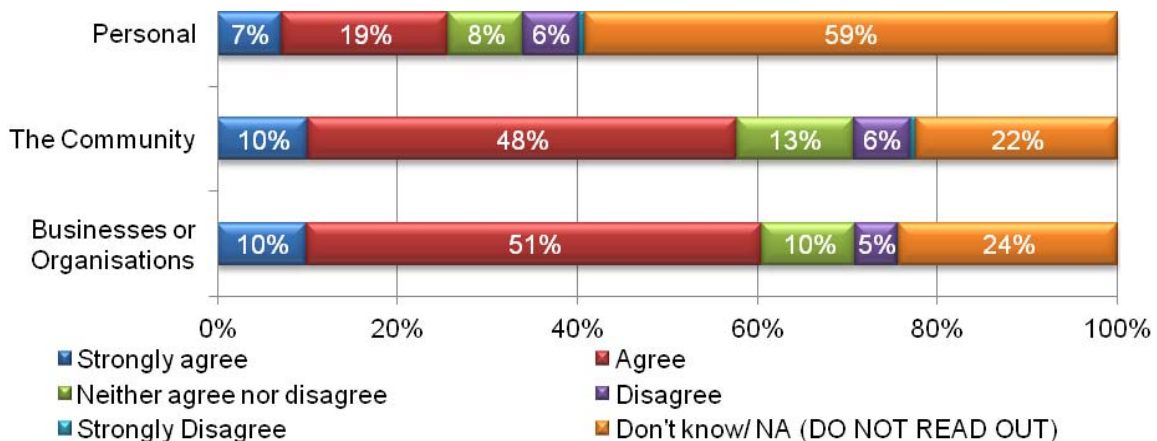


Table 3-22 Improvement in Preparedness as a Result of Meetings

	Personal	The Community	Businesses or Organisations
Strongly agree	7%	10%	10%
Agree	19%	48%	51%
Neither agree nor disagree	8%	13%	10%
Disagree	6%	6%	5%
Strongly Disagree	1%	1%	0%
Don't know	59%	22%	24%

3.11 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 level of satisfied respondents was 70% as is shown in Table 3-23 and Figure 3-26. No level of service measure was applied to overall satisfaction with the Council in 2013 as a result of damage due to the series of earthquakes in 2010-2012.

Figure 3-26 Overall Satisfaction, Christchurch City Council

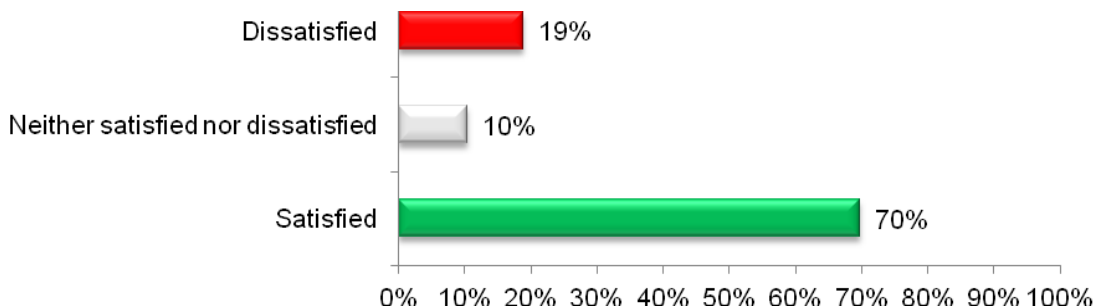


Table 3-23 Overall Satisfaction, Christchurch City Council

	Number of Respondents	Percentage of Respondents
Very satisfied	98	13%
Satisfied	440	57%
Neither satisfied nor dissatisfied	80	10%
Dissatisfied	118	15%
Very dissatisfied	27	4%
Don't know	8	1%

3.12 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 3-24 (overleaf) based on the most common responses:

Table 3-24 Areas in Which the Christchurch City Council has Performed Well

	Number of Respondents	Percentage of Respondents
Rubbish & Recycling	142	18%
Events & Festivals	129	17%
Transport/ Roothing & Walkways	94	12%
Library Services	89	12%
Water supply	72	9%
Earthquake recovery	58	8%
Wastewater & Sewerage	52	7%
Recreational facilities	50	6%
Beautification	39	5%
Communication	31	4%
Overall service is great	29	4%
Gardens & Parks	22	3%
Infrastructure	20	3%
Staff/ Service	17	2%
Tourism	7	1%
Public promotion	5	1%
Other	5	1%
Don't know	114	15%
Total	771	

3.13 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 3-25 based on the most common responses:

Table 3-25 Areas in Which the Christchurch City Council Could Improve

	Number of Respondents	Percentage of Respondents
Roading maintenance required	165	21%
Better communication/ signage/ listen to people	121	16%
Consent processing	52	7%
Footpath maintenance required	49	6%
Faster earthquake repairs/ demolition work	48	6%
Improved Traffic/ Rooding Infrastructure	45	6%
Cycling Issues/ cycle ways/ cyclist education	36	5%
Rubbish bins such as ' Green bins too small'	36	5%
Replace/ reopen Service Centres/ Hospitals/ Public Buildings/ Libraries	35	5%
Infighting/ internal politics needs improving	33	4%
Parking Issues/ parking charges	33	4%
Eastern Suburbs/ red zones 'forgotten'/ neglected	30	4%
Housing issues	30	4%
Sewerage system/ waste water system	27	4%
Maintain waterways	26	3%
Pools: access/ closures/ swimming lessons	24	3%
Issues with quality of repair work	23	3%
Need more transparency/ democratic process	23	3%
Resconstruct funding allocation	23	3%
Recreation Centres: crowded/ closures/ access	22	3%
Issues with staff	20	3%
Focus on suburbs rather than city	18	2%
Rates issues	14	2%
Nothing	14	2%
Dislike rebuild plans/ Urban design	13	2%
Improve decision making process	13	2%
Bus service issues	11	1%

	Number of Respondents	Percentage of Respondents
Water supply: taste/ treatment/ supply	11	1%
General tidiness of city is lacking	10	1%
Lack of services/ entertainment for people	9	1%
Repair works timing	9	1%
Parks/ Play areas	8	1%
Tree maintenance	8	1%
Water conservation/ quality issues/ usage/ restrictions	8	1%
Garden & Parks maintenance	6	1%
Issues with red zoned properties	5	1%
Rubbish in public places/ broken glass	5	1%
Services for Elderly/ disabled	5	1%
Other	18	2%
Don't know	81	11%
NET	771	

3.14 Ways for Council to Improve Communication

Respondents were asked an open question:

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

Responses have been grouped by common factors and are listed in Table 3-26 based on the most common responses:

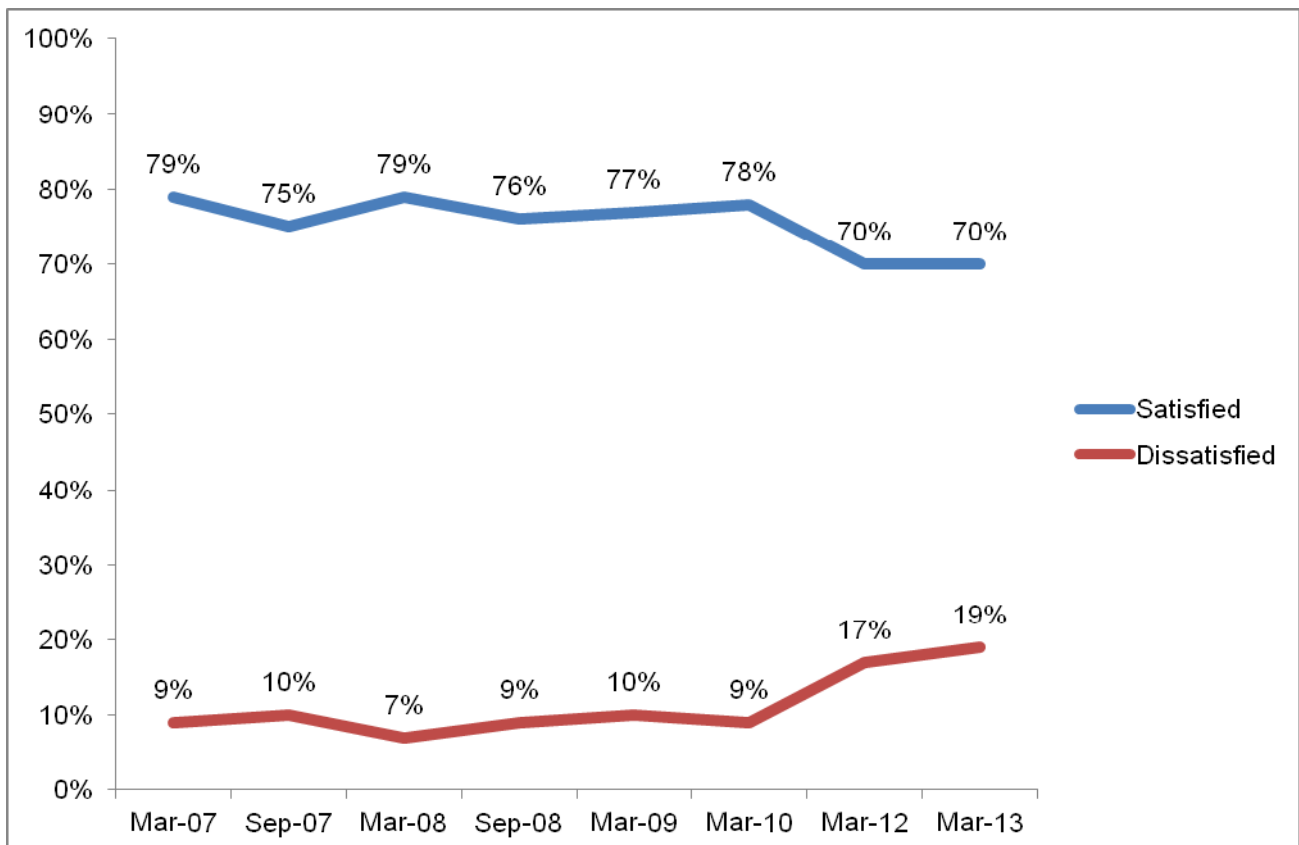
Table 3-26 Ways the Council Could Improve Communication

	Number of Respondents	Percentage of Respondents
Communicate through flyers/ newsletters updating progress	121	16%
Use of website/ email/ social media to inform	87	11%
More TV/ radio advertising	84	11%
Council need to be more open/ upfront/ transparent/ honest	80	10%
The Council is doing a good job of communicating	74	10%
More communication via newspapers	47	6%
Listen to residents	37	5%
More visible in the media in general/ regular communication through all forms of media	32	4%
Regular public/ community meetings	32	4%
Personal contact with residents	22	3%
More/ earlier communication on decision making process/ major decisions	20	3%
Allow public consultation	17	2%
Council needs to be more united	15	2%
More surveys on major issues	14	2%
Improve staff	14	2%
Improve website	13	2%
A rebuild/ recovery plan detailing works done and time frame	9	1%
Council needs better internal communication	9	1%
Billboards	9	1%
Change the Council leadership	8	1%
Need more action not communication	5	1%
Other	22	3%
Don't know	161	21%
NET	771	

4 Comparison with Previous Resident Surveys

The 2013 results were compared with the data from the years since March 2007. Overall satisfaction with the performance of the Council was at the same level as 2013. Most residents indicated they were satisfied with the performance of the Council.

Figure 4-1 Historic Trend: Satisfaction with Performance of Council



5 Analysis by Ward³

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

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

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	2%	9%	7%	2%	4%	5%	6%
Agree	41%	34%	26%	42%	28%	38%	28%
Neither agree nor disagree	15%	24%	21%	20%	24%	18%	28%
Disagree	32%	24%	32%	23%	36%	26%	39%
Strongly Disagree	7%	7%	9%	9%	6%	9%	0%
Don't know	3%	3%	5%	4%	2%	4%	0%

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 Council makes Decisions in the Best Interest of the City

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	2%	5%	5%	2%	4%	0%
Satisfied	37%	52%	33%	44%	42%	45%	39%
Neither satisfied nor dissatisfied	24%	22%	20%	25%	30%	22%	17%
Dissatisfied	28%	14%	32%	18%	20%	28%	39%
Very dissatisfied	7%	6%	7%	8%	6%	2%	6%
Don't know	1%	3%	3%	0%	2%	0%	0%

³ All data provided have been analysed. However, it is of note that considering the 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.

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

Table 5-3 Public Level of Influence in the Democratic Process

	B-P	F-W	H-F	S-H	S-P	R-W	BP
No influence	19%	21%	23%	17%	13%	12%	22%
Small influence	47%	44%	46%	52%	44%	44%	44%
Some influence	30%	28%	26%	27%	34%	37%	33%
Large influence	3%	7%	4%	4%	6%	7%	0%
Don't know	1%	0%	1%	0%	2%	1%	0%

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

Table 5-4 Satisfaction, Access to Information

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	3%	3%	3%	5%	4%	7%	0%
Satisfied	29%	37%	29%	32%	36%	29%	33%
Neither satisfied nor dissatisfied	32%	21%	20%	27%	24%	31%	17%
Dissatisfied	24%	22%	28%	18%	18%	18%	50%
Very dissatisfied	4%	5%	6%	7%	3%	4%	0%
Don't know	8%	11%	15%	12%	15%	11%	0%

5.2 City Promotions

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

Table 5-5 Satisfaction Concerning Information about Activities, Events and Attractions

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	27%	38%	25%	28%	35%	32%	0%
Satisfied	57%	52%	53%	53%	50%	51%	72%
Neither satisfied nor dissatisfied	5%	5%	11%	8%	5%	7%	11%
Dissatisfied	10%	4%	10%	9%	9%	8%	11%
Very dissatisfied	2%	1%	2%	0%	0%	1%	0%
Don't know	0%	1%	0%	2%	2%	1%	6%

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

Table 5-6 Satisfaction with Range of Events and Festivals

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	34%	43%	35%	33%	43%	36%	11%
Satisfied	57%	51%	51%	61%	46%	53%	61%
Neither satisfied nor dissatisfied	3%	3%	5%	2%	4%	7%	17%
Dissatisfied	2%	1%	6%	4%	6%	4%	11%
Very dissatisfied	1%	0%	1%	0%	0%	1%	0%
Don't know	2%	2%	2%	1%	2%	0%	0%

5.3 Council Facilities

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

Table 5-7 Frequency of Visits to Council Provided Facilities

Council Libraries	B-P	F-W	H-F	S-H	S-P	R-W	BP
5 or more times a week	1%	0%	0%	0%	1%	0%	0%
2-4 times a week	2%	2%	2%	4%	4%	1%	6%
Once a week	8%	7%	7%	6%	12%	7%	11%
2-3 times a month	4%	11%	8%	12%	7%	6%	6%
At least once a month	14%	14%	11%	16%	6%	16%	11%
Less often than once a month	25%	24%	27%	21%	31%	25%	33%
Not visited in last 12 months	46%	43%	46%	41%	39%	45%	33%

Council Recreation Centres	B-P	F-W	H-F	S-H	S-P	R-W	BP
5 or more times a week	0%	1%	0%	1%	0%	0%	0%
2-4 times a week	1%	1%	3%	4%	0%	5%	0%
Once a week	6%	4%	1%	13%	7%	4%	11%
2-3 times a month	2%	3%	3%	3%	5%	5%	0%
At least once a month	5%	11%	4%	10%	8%	12%	0%
Less often than once a month	23%	18%	15%	17%	14%	18%	6%
Not visited in last 12 months	63%	62%	75%	53%	66%	56%	78%
Don't know	1%	0%	0%	0%	0%	0%	6%

Council Swimming Pools	B-P	F-W	H-F	S-H	S-P	R-W	BP
5 or more times a week	0%	0%	0%	2%	1%	0%	0%
2-4 times a week	2%	4%	2%	1%	1%	4%	0%
Once a week	6%	6%	4%	15%	13%	3%	0%
2-3 times a month	3%	3%	4%	3%	4%	7%	6%
At least once a month	4%	7%	5%	10%	2%	8%	6%
Less often than once a month	15%	19%	14%	23%	17%	23%	11%
Not visited in last 12 months	70%	61%	71%	46%	63%	55%	72%
Don't know	0%	0%	0%	0%	0%	0%	6%

5.4 Waterways

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

Table 5-8 Satisfaction with Condition of Waterways

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	8%	3%	6%	7%	7%	11%
Satisfied	36%	46%	37%	36%	41%	50%	28%
Neither satisfied nor dissatisfied	15%	16%	18%	19%	16%	17%	17%
Dissatisfied	30%	19%	30%	27%	24%	15%	28%
Very dissatisfied	13%	3%	8%	9%	3%	4%	17%
Don't know	4%	8%	4%	2%	9%	7%	0%

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 5-9 Satisfaction with Appearance of Waterway Margins

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	7%	14%	11%	15%	9%	13%	11%
Satisfied	47%	53%	54%	45%	58%	59%	61%
Neither satisfied nor dissatisfied	15%	12%	19%	14%	14%	12%	11%
Dissatisfied	16%	15%	14%	18%	10%	9%	17%
Very dissatisfied	13%	1%	1%	4%	4%	1%	0%
Don't know	2%	5%	1%	4%	4%	5%	0%

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

Table 5-10 Satisfaction with Condition of Waterway Margins

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	8%	9%	5%	8%	6%	8%	6%
Satisfied	36%	52%	45%	48%	49%	56%	61%
Neither satisfied nor dissatisfied	15%	19%	24%	15%	14%	15%	6%
Dissatisfied	28%	13%	20%	23%	25%	14%	28%
Very dissatisfied	11%	1%	4%	2%	2%	1%	0%
Don't know	3%	7%	3%	5%	4%	6%	0%

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 5-11 Satisfaction with Kerbside Recycling

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	67%	67%	47%	52%	54%	45%	28%
Satisfied	29%	29%	44%	41%	40%	53%	17%
Neither satisfied nor dissatisfied	2%	1%	4%	3%	2%	1%	0%
Dissatisfied	2%	2%	3%	3%	4%	1%	6%
Very dissatisfied	0%	0%	0%	0%	0%	1%	6%
Don't know	0%	1%	3%	1%	0%	0%	44%

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

Table 5-12 Satisfaction with Kerbside Collection, Rubbish (Red Bin)

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	63%	62%	45%	52%	52%	42%	28%
Satisfied	33%	31%	48%	42%	43%	54%	17%
Neither satisfied nor dissatisfied	1%	2%	3%	4%	1%	1%	0%
Dissatisfied	2%	3%	4%	2%	3%	3%	6%
Very dissatisfied	0%	1%	0%	0%	1%	0%	6%
Don't know	0%	1%	1%	1%	1%	1%	44%

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

Table 5-13 Satisfaction with Organic Waste (Green Bin)

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	56%	48%	45%	49%	46%	34%	28%
Satisfied	35%	30%	40%	36%	41%	44%	6%
Neither satisfied nor dissatisfied	2%	5%	4%	5%	2%	5%	0%
Dissatisfied	4%	12%	8%	7%	9%	14%	11%
Very dissatisfied	2%	2%	1%	1%	2%	1%	6%
Don't know	0%	2%	3%	3%	2%	1%	50%

5.6 Roading

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

Table 5-14 Satisfaction with the Condition of Christchurch Roads

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	7%	2%	5%	6%	4%	0%
Satisfied	15%	32%	29%	38%	35%	34%	61%
Neither satisfied nor dissatisfied	15%	20%	17%	17%	17%	16%	6%
Dissatisfied	28%	28%	36%	26%	28%	35%	11%
Very dissatisfied	41%	12%	17%	14%	16%	10%	22%
Don't know	1%	0%	0%	1%	0%	1%	0%

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

Table 5-15 Satisfaction with the Condition of Christchurch Footpaths

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	8%	3%	5%	4%	6%	0%
Satisfied	20%	49%	35%	38%	47%	51%	67%
Neither satisfied nor dissatisfied	16%	16%	24%	23%	13%	15%	11%
Dissatisfied	34%	20%	28%	23%	27%	23%	11%
Very dissatisfied	28%	7%	11%	11%	9%	5%	6%
Don't know	1%	1%	0%	1%	0%	1%	6%

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 5-16 Satisfaction with Waste Water Services

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	24%	38%	23%	23%	29%	33%	11%
Satisfied	60%	54%	56%	58%	50%	56%	39%
Neither satisfied nor dissatisfied	5%	2%	6%	5%	7%	5%	11%
Dissatisfied	7%	2%	11%	6%	8%	4%	6%
Very dissatisfied	4%	0%	1%	2%	2%	0%	11%
Don't know	0%	4%	3%	5%	3%	2%	22%

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 5-17 Satisfaction with Water Supply

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	46%	54%	42%	41%	43%	41%	11%
Satisfied	40%	34%	46%	47%	50%	51%	44%
Neither satisfied nor dissatisfied	7%	2%	4%	3%	2%	4%	6%
Dissatisfied	5%	6%	8%	8%	3%	4%	6%
Very dissatisfied	2%	1%	1%	0%	2%	0%	17%
Don't know	0%	3%	0%	2%	0%	0%	17%

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 5-18 Awareness of Council's Water Conservation Campaign

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Yes, aware	56%	51%	49%	45%	46%	51%	67%
No, unaware	44%	48%	50%	53%	54%	47%	33%
Don't know	0%	1%	1%	2%	0%	1%	0%

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 5-19 Level of Agreement – Christchurch is a Cycle-Friendly City

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	4%	5%	3%	7%	5%	7%	22%
Agree	31%	35%	36%	36%	26%	30%	33%
Neither agree nor disagree	17%	16%	21%	14%	15%	17%	6%
Disagree	32%	30%	30%	29%	42%	34%	28%
Strongly Disagree	14%	12%	8%	12%	10%	10%	0%
Don't know	2%	2%	2%	2%	2%	2%	11%

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

Table 5-20 Participation in Cycling

	B-P	F-W	H-F	S-H	S-P	R-W	BP
All the time (about every day)	8%	8%	6%	14%	8%	8%	0%
Frequently (at least once a week)	9%	21%	18%	15%	16%	12%	0%
Occasionally (around once a month)	10%	17%	6%	14%	11%	15%	6%
Rarely (No more than a few times a year)	19%	11%	20%	9%	12%	18%	11%
Never	54%	43%	50%	47%	54%	47%	83%

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 5-21 Level of Agreement – Christchurch is a Walking-Friendly City

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	15%	20%	20%	20%	20%	18%	22%
Agree	52%	64%	48%	57%	54%	64%	50%
Neither agree nor disagree	12%	7%	12%	5%	10%	10%	6%
Disagree	13%	7%	18%	13%	14%	6%	6%
Strongly Disagree	6%	1%	1%	5%	2%	2%	17%
Don't know	2%	2%	2%	1%	1%	0%	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 5-22 Satisfaction with the Appearance of Pedestrian Malls

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	6%	18%	13%	16%	7%	15%	6%
Satisfied	41%	48%	57%	44%	44%	49%	56%
Neither satisfied nor dissatisfied	19%	15%	13%	12%	19%	13%	11%
Dissatisfied	21%	7%	13%	11%	18%	12%	11%
Very dissatisfied	11%	2%	1%	3%	2%	1%	0%
Don't know	2%	11%	4%	14%	10%	9%	17%

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

Table 5-23 Satisfaction with the Condition of Pedestrian Malls

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	7%	18%	11%	13%	8%	11%	0%
Satisfied	33%	50%	53%	53%	50%	53%	78%
Neither satisfied nor dissatisfied	19%	14%	16%	14%	20%	18%	6%
Dissatisfied	31%	7%	15%	7%	16%	8%	0%
Very dissatisfied	8%	0%	1%	2%	1%	2%	0%
Don't know	2%	11%	4%	11%	6%	9%	17%

5.9 Parking

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

Table 5-24 Satisfaction with Ease of Use of Parking Meters

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	11%	8%	8%	11%	10%	9%	6%
Satisfied	54%	56%	46%	56%	51%	53%	56%
Neither satisfied nor dissatisfied	14%	8%	12%	10%	11%	12%	17%
Dissatisfied	11%	13%	19%	11%	13%	11%	17%
Very dissatisfied	2%	2%	4%	2%	0%	3%	0%
Don't know	8%	12%	12%	10%	14%	12%	6%

5.10 Disaster Preparedness Meetings

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

Table 5-25 Attendance at Meetings

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Yes, have attended	37%	30%	33%	27%	35%	20%	50%
No, have not attended	63%	70%	67%	73%	65%	80%	50%

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

Table 5-26 Improvement in Personal Preparedness

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	9%	8%	8%	5%	9%	5%	6%
Agree	22%	16%	17%	16%	24%	14%	33%
Neither agree nor disagree	10%	10%	12%	11%	3%	6%	6%
Disagree	4%	8%	6%	6%	5%	7%	11%
Strongly Disagree	2%	1%	1%	0%	1%	0%	0%
Don't know	54%	57%	56%	63%	58%	68%	44%

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

Table 5-27 Improvement in Community Preparedness

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	9%	10%	9%	11%	10%	11%	11%
Agree	44%	45%	44%	52%	57%	44%	44%
Neither agree nor disagree	17%	16%	18%	12%	6%	11%	6%
Disagree	2%	7%	6%	8%	6%	8%	17%
Strongly Disagree	1%	1%	1%	1%	0%	1%	0%
Don't know	27%	22%	22%	17%	20%	26%	22%

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

Table 5-28 Improvement in Business/Organisation Preparedness

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	7%	10%	13%	8%	14%	9%	6%
Agree	50%	56%	44%	51%	50%	52%	50%
Neither agree nor disagree	13%	10%	14%	14%	5%	7%	6%
Disagree	5%	3%	4%	8%	5%	3%	11%
Strongly Disagree	0%	0%	0%	0%	0%	1%	0%
Don't know	25%	21%	26%	19%	26%	28%	28%

5.11 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 5-29 Overall Satisfaction, Christchurch City Council

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	11%	15%	12%	14%	16%	12%	0%
Satisfied	52%	64%	50%	55%	57%	65%	44%
Neither satisfied nor dissatisfied	8%	8%	18%	12%	9%	8%	6%
Dissatisfied	27%	11%	13%	12%	13%	13%	44%
Very dissatisfied	2%	1%	8%	5%	3%	2%	6%
Don't know	1%	2%	0%	2%	2%	0%	0%

5.12 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 5-30 Areas in Which the Christchurch City Council has Performed Well

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Rubbish & Recycling	15%	20%	23%	21%	13%	18%	17%
Events & Festivals	15%	20%	13%	14%	18%	22%	0%
Transport/ Roothing & Walkways	12%	9%	21%	8%	15%	9%	17%
Library Services	12%	10%	11%	11%	13%	13%	6%
Water supply	8%	7%	13%	12%	9%	8%	6%
Earthquake recovery	6%	10%	4%	5%	12%	7%	11%
Wastewater & Sewerage	8%	7%	11%	8%	5%	1%	11%
Recreational facilities	4%	9%	4%	7%	9%	7%	0%
Beautification	6%	7%	7%	4%	4%	3%	6%
Communication	2%	3%	5%	5%	5%	4%	0%
Overall service is great	2%	3%	4%	4%	3%	5%	11%
Gardens & Parks	1%	1%	6%	3%	4%	3%	0%
Infrastructure	2%	4%	2%	2%	3%	2%	6%
Staff/ Service	2%	1%	4%	2%	2%	1%	0%
Tourism	2%	0%	1%	0%	2%	1%	0%
Public promotion	0%	0%	1%	0%	2%	0%	6%
Other	1%	0%	0%	1%	1%	1%	6%
Don't know	21%	13%	13%	13%	15%	15%	11%

5.13 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 5-31 Areas in Which the Christchurch City Council Could Improve

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Roading maintenance required	28%	20%	27%	21%	13%	20%	17%
Better communication/ signage/ listen to people	17%	12%	17%	14%	17%	19%	0%
Consent processing	6%	8%	2%	11%	8%	5%	11%
Footpath maintenance required	11%	6%	8%	6%	6%	1%	6%
Faster earthquake repairs/ demolition work	5%	7%	5%	6%	6%	9%	0%
Improved Traffic/ Roothing Infrastructure	2%	11%	6%	4%	8%	6%	0%
Cycling Issues/ cycle ways/ cyclist education	2%	4%	5%	7%	8%	3%	0%
Rubbish bins such as ' Green bins too small'	3%	5%	4%	4%	6%	6%	0%
Replace/ reopen Service Centres/ Hospitals/ Public Buildings/ Libraries	7%	2%	4%	4%	6%	4%	11%
Infighting/ internal politics needs improving	2%	9%	3%	6%	2%	4%	6%
Parking Issues/ parking charges	3%	5%	2%	4%	3%	7%	11%
Eastern Suburbs/ red zones 'forgotten'/ neglected	11%	4%	5%	1%	1%	2%	0%
Housing issues	4%	2%	6%	4%	5%	4%	0%
Sewerage system/ waste water system	3%	4%	5%	4%	2%	2%	6%
Maintain waterways	7%	3%	2%	3%	2%	3%	0%
Pools: access/ closures/ swimming lessons	3%	1%	5%	3%	4%	3%	0%
Issues with quality of repair work	3%	2%	4%	5%	2%	1%	0%
Need more transparency/ democratic process	2%	3%	3%	4%	0%	3%	22%
Resconstruct funding allocation	2%	1%	4%	5%	2%	3%	11%
Recreation Centres: crowded/ closures/ access	4%	2%	2%	2%	6%	2%	0%
Issues with staff	3%	5%	2%	2%	2%	3%	0%
Focus on suburbs rather than city	7%	1%	2%	2%	2%	1%	0%
Rates issues	3%	0%	2%	2%	1%	2%	11%
Nothing	1%	2%	0%	4%	2%	2%	0%
Dislike rebuild plans/ Urban design	0%	2%	3%	0%	2%	3%	0%
Improve decision making process	2%	2%	2%	2%	1%	2%	0%
Bus service issues	2%	2%	0%	1%	4%	0%	0%
Water supply: taste/ treatment/ supply	0%	2%	1%	0%	1%	4%	6%
General tidiness of city is lacking	1%	2%	1%	2%	2%	1%	0%
Lack of services/ entertainment for people	0%	1%	3%	2%	0%	1%	0%
Repair works timing	2%	2%	1%	1%	2%	1%	0%

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Parks/ Play areas	1%	1%	0%	3%	1%	1%	0%
Tree maintenance	1%	2%	0%	2%	1%	1%	0%
Water conservation/ quality issues/ usage/ restrictions	0%	3%	1%	0%	0%	1%	6%
Garden & Parks maintenance	2%	0%	1%	1%	1%	1%	0%
Issues with red zoned properties	2%	0%	0%	2%	0%	0%	0%
Rubbish in public places/ broken glass	0%	1%	0%	2%	1%	1%	0%
Services for Elderly/ disabled	0%	0%	2%	2%	1%	0%	0%
Other	2%	2%	3%	2%	2%	3%	6%
Don't know	7%	9%	13%	11%	10%	14%	0%

5.14 Ways for Council to Improve Communication

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

Table 5-32 Ways Council Can Improve Communication

	B-P	F-W	H-F	S-H	S-P	R-W	BP
Communicate through flyers/ newsletters updating progress	21%	14%	11%	14%	15%	21%	0%
Use of website/ email/ social media to inform	10%	11%	9%	12%	10%	15%	6%
More TV/ radio advertising	13%	11%	8%	11%	9%	12%	11%
Council need to be more open/ upfront/ transparent/ honest	7%	11%	9%	14%	10%	10%	11%
The Council is doing a good job of communicating	11%	7%	8%	10%	10%	10%	22%
More communication via newspapers	7%	7%	4%	4%	8%	5%	11%
Listen to residents	3%	4%	6%	4%	5%	7%	6%
More visible in the media in general/ regular communication through all forms of media	3%	7%	6%	2%	4%	4%	0%
Regular public/ community meetings	6%	4%	6%	2%	4%	3%	6%
Personal contact with residents	3%	3%	3%	2%	2%	4%	6%
More/ earlier communication on decision making process/ major decisions	4%	4%	2%	2%	2%	1%	0%
Allow public consultation	3%	1%	4%	2%	4%	0%	0%
Council needs to be more united	2%	5%	1%	2%	1%	2%	0%
More surveys on major issues	1%	2%	3%	0%	2%	3%	0%
Improve staff	1%	2%	2%	2%	4%	1%	0%
Improve website	0%	2%	2%	1%	4%	2%	0%
A rebuild/ recovery plan detailing works done and time frame	0%	0%	1%	1%	2%	4%	0%
Council needs better internal communication	0%	2%	1%	2%	2%	1%	0%
Billboards	0%	2%	3%	1%	0%	2%	0%
Change the Council leadership	1%	2%	1%	2%	0%	0%	6%
Need more action not communication	1%	1%	1%	2%	0%	0%	0%
Other	2%	5%	4%	3%	2%	1%	6%
Don't know	24%	20%	23%	21%	20%	18%	22%

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

	18-24	25-49	50-64	65+	Male	Female
Strongly agree	3%	5%	5%	4%	7%	2%
Agree	23%	33%	42%	39%	37%	33%
Neither agree nor disagree	28%	21%	16%	20%	21%	20%
Disagree	30%	30%	26%	29%	25%	32%
Strongly Disagree	9%	8%	9%	4%	7%	8%
Don't know	8%	3%	2%	4%	3%	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 Council makes Decisions in the Best Interest of the City

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	5%	4%	0%	3%	4%	2%
Satisfied	57%	41%	34%	47%	44%	41%
Neither satisfied nor dissatisfied	20%	24%	29%	20%	22%	25%
Dissatisfied	13%	25%	27%	21%	23%	24%
Very dissatisfied	4%	5%	10%	4%	6%	6%
Don't know	1%	1%	1%	4%	1%	1%

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

Table 6-3 Public Level of Influence in the Democratic Process

	18-24	25-49	50-64	65+	Male	Female
No influence	8%	18%	20%	17%	18%	17%
Small influence	39%	45%	50%	49%	45%	47%
Some influence	41%	31%	26%	30%	30%	31%
Large influence	11%	6%	4%	1%	6%	4%
Don't know	1%	0%	1%	3%	1%	1%

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

Table 6-4 Satisfaction, Access to Information

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	6%	5%	3%	3%	5%	3%
Satisfied	41%	28%	35%	33%	32%	32%
Neither satisfied nor dissatisfied	20%	29%	25%	19%	26%	25%
Dissatisfied	13%	21%	23%	28%	21%	23%
Very dissatisfied	4%	5%	4%	5%	5%	4%
Don't know	16%	12%	10%	11%	11%	12%

6.2 City Promotions

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

Table 6-5 Satisfaction Concerning Information about Activities, Events and Attractions

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	28%	29%	34%	29%	27%	33%
Satisfied	48%	52%	54%	58%	53%	53%
Neither satisfied nor dissatisfied	9%	7%	6%	5%	9%	4%
Dissatisfied	14%	9%	6%	5%	9%	8%
Very dissatisfied	1%	1%	0%	1%	1%	0%
Don't know	0%	1%	1%	1%	1%	1%

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

Table 6-6 Satisfaction with Range of Events and Festivals

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	33%	37%	37%	37%	32%	41%
Satisfied	57%	52%	56%	51%	53%	54%
Neither satisfied nor dissatisfied	6%	5%	4%	3%	7%	2%
Dissatisfied	3%	5%	2%	5%	6%	2%
Very dissatisfied	1%	0%	1%	0%	1%	0%
Don't know	0%	1%	1%	3%	2%	1%

6.3 Council Facilities

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

Table 6-7 Frequency of Visits to Council Provided Facilities

Council Libraries	18-24	25-49	50-64	65+	Male	Female
5 or more times a week	0%	0%	1%	0%	0%	0%
2-4 times a week	3%	2%	3%	3%	3%	2%
Once a week	1%	9%	7%	10%	4%	11%
2-3 times a month	4%	7%	7%	15%	6%	10%
At least once a month	9%	13%	15%	13%	11%	14%
Less often than once a month	27%	28%	25%	21%	26%	26%
Not visited in last 12 months	57%	42%	43%	39%	50%	36%

Council Recreation Centres	18-24	25-49	50-64	65+	Male	Female
5 or more times a week	1%	0%	0%	0%	0%	0%
2-4 times a week	4%	2%	2%	1%	3%	2%
Once a week	3%	9%	5%	2%	4%	8%
2-3 times a month	1%	6%	2%	1%	4%	2%
At least once a month	11%	10%	6%	3%	9%	7%
Less often than once a month	29%	17%	18%	11%	22%	13%
Not visited in last 12 months	49%	56%	67%	82%	58%	67%
Don't know	1%	0%	1%	0%	0%	0%

Council Swimming Pools	18-24	25-49	50-64	65+	Male	Female
5 or more times a week	0%	1%	0%	1%	0%	1%
2-4 times a week	4%	2%	2%	0%	2%	2%
Once a week	0%	13%	3%	3%	5%	10%
2-3 times a month	5%	6%	1%	2%	4%	4%
At least once a month	5%	10%	2%	1%	6%	6%
Less often than once a month	33%	18%	20%	10%	21%	17%
Not visited in last 12 months	53%	49%	70%	84%	63%	59%
Don't know	0%	0%	1%	0%	0%	0%

6.4 Waterways

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

Table 6-8 Satisfaction with Condition of Waterways

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	6%	6%	4%	6%	7%	5%
Satisfied	42%	39%	36%	49%	43%	39%
Neither satisfied nor dissatisfied	19%	16%	21%	11%	14%	19%
Dissatisfied	19%	27%	25%	19%	26%	22%
Very dissatisfied	5%	6%	11%	7%	7%	7%
Don't know	9%	6%	3%	7%	2%	9%

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 6-9 Satisfaction with Appearance of Waterway Margins

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	13%	11%	10%	14%	11%	12%
Satisfied	57%	52%	55%	53%	56%	50%
Neither satisfied nor dissatisfied	14%	15%	14%	11%	14%	14%
Dissatisfied	9%	15%	15%	12%	14%	14%
Very dissatisfied	5%	4%	2%	5%	4%	3%
Don't know	3%	4%	3%	4%	1%	5%

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

Table 6-10 Satisfaction with Condition of Waterway Margins

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	8%	7%	7%	8%	7%	7%
Satisfied	54%	47%	45%	52%	50%	46%
Neither satisfied nor dissatisfied	16%	18%	17%	11%	15%	18%
Dissatisfied	13%	21%	24%	19%	22%	19%
Very dissatisfied	4%	3%	4%	3%	4%	3%
Don't know	5%	4%	4%	7%	2%	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 6-11 Satisfaction with Kerbside Recycling

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	38%	56%	58%	57%	54%	55%
Satisfied	57%	37%	38%	36%	41%	37%
Neither satisfied nor dissatisfied	3%	3%	0%	1%	2%	2%
Dissatisfied	1%	4%	2%	1%	2%	3%
Very dissatisfied	0%	0%	1%	0%	0%	0%
Don't know	1%	1%	1%	5%	1%	2%

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

Table 6-12 Satisfaction with Kerbside Collection, Rubbish (Red Bin)

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	35%	53%	52%	56%	53%	51%
Satisfied	62%	37%	44%	37%	41%	42%
Neither satisfied nor dissatisfied	1%	3%	0%	1%	2%	1%
Dissatisfied	0%	5%	2%	1%	3%	3%
Very dissatisfied	0%	0%	1%	0%	0%	0%
Don't know	1%	1%	1%	5%	1%	2%

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

Table 6-13 Satisfaction with Organic Waste (Green Bin)

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	34%	47%	46%	49%	44%	47%
Satisfied	59%	35%	34%	34%	37%	37%
Neither satisfied nor dissatisfied	1%	5%	5%	1%	4%	3%
Dissatisfied	3%	11%	10%	7%	9%	9%
Very dissatisfied	0%	2%	2%	1%	2%	1%
Don't know	3%	2%	2%	7%	3%	3%

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 6-14 Satisfaction with the Condition of Christchurch Roads

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	4%	3%	5%	4%	5%	3%
Satisfied	28%	32%	26%	36%	33%	29%
Neither satisfied nor dissatisfied	28%	14%	13%	21%	14%	19%
Dissatisfied	29%	34%	27%	22%	29%	29%
Very dissatisfied	11%	17%	28%	15%	18%	19%
Don't know	0%	0%	1%	1%	0%	1%

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

Table 6-15 Satisfaction with the Condition of Christchurch Footpaths

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	5%	5%	3%	5%	6%	3%
Satisfied	54%	41%	34%	40%	44%	38%
Neither satisfied nor dissatisfied	22%	20%	14%	14%	18%	17%
Dissatisfied	16%	25%	32%	24%	23%	28%
Very dissatisfied	3%	10%	17%	14%	9%	13%
Don't know	0%	0%	1%	3%	0%	1%

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 6-16 Satisfaction with Waste Water Services

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	23%	31%	26%	26%	32%	24%
Satisfied	59%	51%	54%	65%	53%	58%
Neither satisfied nor dissatisfied	6%	5%	7%	3%	5%	5%
Dissatisfied	8%	7%	7%	1%	6%	6%
Very dissatisfied	1%	2%	2%	1%	1%	2%
Don't know	3%	3%	4%	3%	3%	4%

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 6-17 Satisfaction with Water Supply

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	52%	44%	38%	43%	48%	39%
Satisfied	39%	43%	50%	47%	41%	49%
Neither satisfied nor dissatisfied	5%	5%	4%	1%	4%	4%
Dissatisfied	3%	7%	4%	7%	6%	5%
Very dissatisfied	0%	1%	2%	2%	1%	2%
Don't know	1%	1%	2%	1%	1%	1%

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 6-18 Awareness of Council's Water Conservation Campaign

	18-24	25-49	50-64	65+	Male	Female
Yes, aware	30%	45%	60%	63%	53%	48%
No, unaware	68%	54%	39%	37%	46%	52%
Don't know	1%	1%	1%	1%	1%	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 6-19 Level of Agreement – Christchurch is a Cycle-Friendly City

	18-24	25-49	50-64	65+	Male	Female
Strongly agree	6%	6%	6%	3%	6%	5%
Agree	33%	31%	32%	36%	34%	30%
Neither agree nor disagree	22%	15%	20%	14%	16%	16%
Disagree	30%	35%	31%	30%	29%	35%
Strongly Disagree	9%	11%	12%	9%	11%	11%
Don't know	0%	2%	0%	7%	3%	2%

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

Table 6-20 Participation in Cycling

	18-24	25-49	50-64	65+	Male	Female
All the time (about every day)	16%	9%	8%	4%	12%	5%
Frequently (at least once a week)	13%	20%	15%	3%	19%	11%
Occasionally (around once a month)	19%	14%	13%	3%	14%	10%
Rarely (No more than a few times a year)	22%	17%	13%	7%	17%	12%
Never	30%	40%	51%	83%	38%	61%

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 6-21 Level of Agreement – Christchurch is a Walking-Friendly City

	18-24	25-49	50-64	65+	Male	Female
Strongly agree	24%	21%	17%	12%	19%	19%
Agree	63%	56%	53%	59%	59%	54%
Neither agree nor disagree	9%	9%	10%	10%	9%	9%
Disagree	4%	11%	17%	11%	10%	13%
Strongly Disagree	0%	3%	4%	3%	2%	4%
Don't know	0%	0%	0%	5%	1%	1%

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 6-22 Satisfaction with the Appearance of Pedestrian Malls

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	11%	13%	11%	13%	13%	12%
Satisfied	59%	44%	46%	49%	47%	47%
Neither satisfied nor dissatisfied	11%	19%	10%	14%	15%	15%
Dissatisfied	8%	14%	19%	9%	13%	14%
Very dissatisfied	3%	3%	3%	3%	3%	3%
Don't know	8%	7%	11%	12%	9%	9%

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

Table 6-23 Satisfaction with the Condition of Pedestrian Malls

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	14%	11%	9%	11%	12%	9%
Satisfied	58%	46%	46%	56%	50%	49%
Neither satisfied nor dissatisfied	16%	18%	20%	10%	16%	17%
Dissatisfied	5%	16%	15%	9%	13%	14%
Very dissatisfied	1%	3%	2%	2%	2%	3%
Don't know	5%	6%	8%	11%	7%	8%

6.9 Parking

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

Table 6-24 Satisfaction with Ease of Use of Parking Meters

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	10%	13%	5%	5%	11%	9%
Satisfied	56%	56%	54%	41%	55%	51%
Neither satisfied nor dissatisfied	11%	10%	13%	13%	11%	11%
Dissatisfied	8%	14%	14%	12%	11%	15%
Very dissatisfied	3%	2%	4%	0%	3%	2%

Don't know	13%	4%	11%	29%	10%	12%
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6.10 Disaster Preparedness Meetings

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

Table 6-25 Attendance at Meetings

	18-24	25-49	50-64	65+	Male	Female
Yes, have attended	13%	32%	38%	30%	31%	31%
No, have not attended	87%	68%	62%	70%	69%	69%

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

Table 6-26 Improvement in Personal Preparedness

	18-24	25-49	50-64	65+	Male	Female
Strongly agree	0%	7%	9%	9%	6%	8%
Agree	10%	17%	24%	20%	21%	16%
Neither agree nor disagree	10%	9%	9%	4%	9%	8%
Disagree	5%	6%	8%	5%	5%	8%
Strongly Disagree	0%	1%	1%	0%	1%	0%
Don't know	75%	59%	49%	61%	59%	59%

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

Table 6-27 Improvement in Community Preparedness

	18-24	25-49	50-64	65+	Male	Female
Strongly agree	5%	10%	10%	12%	9%	11%
Agree	39%	48%	49%	49%	50%	46%
Neither agree nor disagree	20%	13%	11%	12%	12%	14%
Disagree	4%	6%	10%	4%	7%	6%
Strongly Disagree	0%	1%	1%	0%	1%	1%
Don't know	32%	22%	18%	23%	23%	22%

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

Table 6-28 Improvement in Business/Organisation Preparedness

	18-24	25-49	50-64	65+	Male	Female
Strongly agree	11%	10%	11%	8%	8%	12%
Agree	49%	54%	47%	47%	51%	50%
Neither agree nor disagree	11%	10%	12%	9%	11%	9%
Disagree	0%	5%	9%	2%	6%	3%
Strongly Disagree	0%	0%	0%	0%	0%	0%
Don't know	28%	21%	21%	34%	24%	25%

6.11 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 6-29 Overall Satisfaction, Christchurch City Council

	18-24	25-49	50-64	65+	Male	Female
Very satisfied	6%	15%	7%	16%	13%	12%
Satisfied	71%	59%	55%	49%	57%	57%
Neither satisfied nor dissatisfied	10%	9%	12%	12%	9%	12%
Dissatisfied	11%	13%	19%	19%	17%	14%
Very dissatisfied	1%	3%	6%	2%	4%	3%
Don't know	0%	1%	1%	2%	0%	2%

6.12 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 6-30 Areas in Which the Christchurch City Council has Performed Well

	18-24	25-49	50-64	65+	Male	Female
Rubbish & Recycling	9%	17%	19%	25%	21%	16%
Events & Festivals	13%	23%	16%	4%	11%	22%
Transport/ Roothing & Walkways	19%	10%	14%	11%	14%	11%
Library Services	5%	13%	14%	9%	8%	15%
Water supply	8%	11%	8%	9%	15%	4%
Earthquake recovery	6%	8%	10%	5%	8%	7%
Wastewater & Sewerage	4%	5%	9%	9%	9%	5%
Recreational facilities	8%	10%	3%	1%	5%	8%
Beautification	6%	4%	5%	7%	5%	5%
Communication	1%	3%	6%	5%	4%	4%
Overall service is great	3%	1%	2%	13%	5%	3%
Gardens & Parks	8%	2%	2%	3%	4%	2%
Infrastructure	4%	3%	2%	1%	3%	2%
Staff/ Service	1%	2%	2%	3%	2%	2%
Tourism	1%	1%	1%	1%	1%	1%
Public promotion	1%	1%	1%	1%	1%	0%
Other	0%	1%	0%	1%	1%	0%
Don't know	23%	14%	12%	15%	12%	17%

6.13 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 6-31 Areas in Which the Christchurch City Council Could Improve

	18-24	25-49	50-64	65+	Male	Female
Roading maintenance required	25%	25%	15%	17%	20%	22%
Better communication/ signage/ listen to people	14%	20%	14%	9%	18%	14%
Consent processing	3%	6%	10%	7%	9%	5%
Footpath maintenance required	6%	6%	5%	9%	5%	8%
Faster earthquake repairs/ demolition work	11%	6%	4%	7%	6%	6%
Improved Traffic/ Roading Infrastructure	4%	7%	7%	4%	8%	4%
Cycling Issues/ cycle ways/ cyclist education	6%	4%	6%	3%	6%	3%
Rubbish bins such as ' Green bins too small'	1%	5%	4%	7%	5%	4%
Replace/ reopen Service Centres/ Hospitals/ Public Buildings/ Libraries	1%	6%	5%	2%	4%	5%
Infighting/ internal politics needs improving	1%	3%	8%	4%	5%	4%
Parking Issues/ parking charges	5%	4%	4%	4%	5%	4%
Eastern Suburbs/ red zones 'forgotten'/ neglected	1%	3%	5%	7%	3%	5%
Housing issues	0%	5%	2%	5%	3%	5%
Sewerage system/ waste water system	3%	4%	4%	3%	3%	4%
Maintain waterways	3%	3%	4%	3%	3%	3%
Pools: access/ closures/ swimming lessons	1%	3%	2%	5%	1%	5%
Issues with quality of repair work	1%	3%	6%	1%	3%	3%
Need more transparency/ democratic process	0%	3%	3%	5%	2%	4%
Resconstruct funding allocation	1%	2%	7%	3%	4%	2%
Recreation Centres: crowded/ closures/ access	1%	4%	4%	1%	3%	3%
Issues with staff	5%	2%	2%	3%	2%	3%
Focus on suburbs rather than city	1%	2%	2%	4%	2%	3%
Rates issues	0%	2%	3%	1%	2%	2%
Nothing	1%	1%	1%	4%	1%	2%
Dislike rebuild plans/ Urban design	3%	1%	2%	4%	2%	1%
Improve decision making process	0%	1%	5%	1%	2%	1%
Bus service issues	0%	1%	3%	3%	1%	2%
Water supply: taste/ treatment/ supply	1%	1%	1%	3%	2%	1%
General tidiness of city is lacking	3%	2%	1%	1%	1%	2%

Lack of services/ entertainment for people	5%	0%	2%	1%	1%	1%
Repair works timing	1%	1%	1%	2%	1%	1%
Parks/ Play areas	0%	1%	1%	2%	1%	1%
Tree maintenance	0%	1%	0%	3%	1%	1%
Water conservation/ quality issues/ usage/ restrictions	0%	1%	2%	2%	1%	1%
Garden & Parks maintenance	3%	0%	2%	0%	1%	1%
Issues with red zoned properties	1%	1%	1%	0%	0%	1%
Rubbish in public places/ broken glass	0%	1%	0%	1%	0%	1%
Services for Elderly/ disabled	0%	1%	1%	1%	0%	1%
Other	3%	2%	3%	3%	3%	1%
Don't know	19%	9%	7%	14%	10%	11%

6.14 Ways for Council to Improve Communication

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

Table 6-32 Ways Council Can Improve Communication

	18-24	25-49	50-64	65+	Male	Female
Communicate through flyers/ newsletters updating progress	16%	20%	12%	9%	15%	16%
Use of website/ email/ social media to inform	23%	14%	6%	3%	12%	11%
More TV/ radio advertising	14%	14%	7%	5%	10%	11%
Council need to be more open/ upfront/ transparent/ honest	3%	8%	15%	16%	10%	10%
The Council is doing a good job of communicating	3%	5%	12%	23%	9%	10%
More communication via newspapers	3%	6%	5%	9%	5%	7%
Listen to residents	1%	4%	7%	5%	5%	5%
More visible in the media in general/ regular communication through all forms of media	8%	5%	4%	1%	6%	3%
Regular public/ community meetings	4%	6%	2%	3%	4%	4%
Personal contact with residents	1%	2%	6%	3%	3%	3%
More/ earlier communication on decision making process/ major decisions	1%	2%	2%	5%	2%	3%
Allow public consultation	4%	3%	2%	1%	2%	3%
Council needs to be more united	0%	1%	3%	3%	2%	2%
More surveys on major issues	1%	2%	1%	2%	2%	2%
Improve staff	0%	2%	2%	3%	2%	2%
Improve website	0%	2%	2%	0%	2%	1%
A rebuild/ recovery plan detailing works done and time frame	1%	2%	1%	0%	1%	1%
Council needs better internal communication	1%	1%	2%	1%	2%	1%
Billboards	5%	1%	0%	1%	2%	1%
Change the Council leadership	0%	1%	2%	1%	1%	1%
Need more action not communication	0%	0%	2%	1%	1%	0%
Other	3%	3%	2%	3%	2%	4%
Don't know	34%	21%	18%	17%	22%	19%

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. This survey is one of several ways in which the Council obtains feedback each year from residents about how well the Council is currently delivering services to the people of Christchurch. Do you have 20 minutes to complete this survey?

IF YES: We need to make sure the survey results reflect the views of people living in Christchurch, I need to start by asking you a few questions to ensure we get a good range of views.

Screening and Quota Management

Q1a. Have you lived in Christchurch for at least 12 months? (includes Banks Peninsula if asked)

- Yes - CONTINUE
- No - CLOSE WITH THANKS

Q1b. Which suburb of Christchurch do you live in?

- Refused - CLOSE WITH THANKS
- Don't Know - CLOSE WITH THANKS
- Other: _____

Q1c. WARD. *Do not ask, code from Q1b, if you do not know the ward, leave blank and tell supervisor*

- | | |
|---|---|
| <input type="checkbox"/> Burwood/Pegasus | <input type="checkbox"/> Papanui/Shirley |
| <input type="checkbox"/> Fendalton/Waimairi | <input type="checkbox"/> Riccarton/Wigram |
| <input type="checkbox"/> Ferrymead/ Hagley | <input type="checkbox"/> Banks Peninsula |
| <input type="checkbox"/> Heathcote/Spreydon | |

Q1d. Record Gender

- Male
- Female

Q1e. Into which of these age groups do you come?

- 18-24
- 25-49
- 50-64
- 65+
- Refused - CLOSE WITH THANKS

READ OUT - I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Council is involved with and how strongly you agree or disagree with particular statements. There are no right and wrong answers, it's your general impressions of what Council is currently doing that we are interested in. In some cases you may feel you don't know enough about the topic I'm asking you about. We would prefer you to express your opinion, but if you think you really don't know you can state that you don't know.

Some of the services provided by the Christchurch City Council continue to be affected by recovery from the earthquakes. Despite this, when answering the questions below, we want you to think about your satisfaction with the service you receive from the Council.

I will read each question and then ask you to select an answer from a list that best matches your opinion.

ROADING

Firstly, thinking 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)

ACTIVE TRAVEL

Now, I would like to ask you some questions about active travel in Christchurch. Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.

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? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

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

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

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

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

WATERWAYS

Thinking now about waterways...

Q9a. 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)

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)

GOVERNANCE AND PUBLIC AFFAIRS

I would like to now ask you some questions about governance and decision making in our city.

Q2. City Governance and Decision Making

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

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Don't know/ NA (DO NOT READ OUT)

Q3. City Governance and Decision Making

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

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

Q4. Public participation in democratic processes

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

- Large influence
- Some influence
- Small influence
- No influence
- Don't know/ NA (DO NOT READ OUT)

Q5. Public participation in democratic processes

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

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

DISASTER PREPAREDNESS

25. ATTENDING MEETINGS

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

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

Q26. COPING IN DISASTERS

Thinking about the following situations, how much do you agree or disagree that you and/or others are better prepared to cope in a disaster as a result of attending or participating in these meetings or presentations...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ NA (DO NOT READ OUT)
My personal preparedness has improved as a result of my attending or participating in these meetings or presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community's preparedness has improved as a result of people attending or participating in these meetings or presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

Q27. 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)

Q28. 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?

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

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

Finally, 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

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 Comments

A.1 Things the Council are Doing Well

Banks Peninsula

Doing a great job on earthquake recovery as far as infrastructure goes, roading, streets, sewage etc. The general appearance and what is happening. (Female, 65+)

Doing the best that it can with the earthquake under the circumstances. (Female, 50-64)

Getting the waste water up and running. (Male, 65+)

I think that they are trying to get the road and footpaths up to scratch, because they have made that a main concern where I live, they have been working on them. (Female, 50-64)

I think the repairing of the roads is the best service. When I drive around the outskirts of town I see all the men working on the roads and that's a good thing. (Male, 65+)

Libraries - Consistency, variety, and the services they provide such as books and Wifi. (Female, 50-64)

Mowing the road verges. (Male, 50-64)

Promoting themselves. (Male, 65+)

Providing good swimming pools. It is encouraging to have parents come in and use the Cafes or Internet Service. (Female, 25-49)

Rubbish collection due to the company running it not the Council, got off lucky there. (Male, 50-64)

Rubbish collection, because it is well organised and they are composting a lot of the stuff and they are sorting the rubbish more rather than putting it into landfill. (Female, 65+)

The rubbish collection. (Male, 65+)

The whole rebuild is outstanding including schools, recreation etc to get back to normality. (Female, 50-64)

Under the circumstances they are doing good. (Female, 65+)

Water Treatment Plant at Duvauchelle on the Okains Bay road - Upgraded to the extent where the water is a lot better now than previously. Both water quality and volume has improved immensely. (Male, 65+)

Working well with the earthquake rebuilding the city. (Male, 25-49)

Burwood/Pegasus

[The Council] did well [with] providing counselling after the Earthquakes. (Female, 18-24)

Amenities, water, sewer and waste - getting them back on so quickly after the Earthquakes. (Male, 25-49)

Best thing they've done is the rubbish collection, the way it runs so smoothly, it's saving so much time and effort of going to the dump. (Male, 25-49)

Botanical Gardens and events in Hagley park. Free entertainment i.e. Fireworks Sunday bands playing at the Botanical gardens. (Male, 65+)

Bringing events to Canterbury i.e. Ellerslie, providing pools [and] great recycling collection. (Male, 25-49)

Bus service - Starting to get it together, [it is] impressive how they have made a little bus depot in order to get around. (Male, 25-49)

City Care is doing a great job. I see them in the area a lot fixing things and doing jobs. You can see the guys at work and they are doing a good job. (Male, 50-64)

Do a wonderful job with the events and supporting local events -love the Buskers Festival. (Female, 25-49)

Dog parks - Always clean and tidy. Seem to be well maintained. (Male, 25-49)

Doing well with the repairs overall and the look of the city, the libraries are [also] good. (Female, 65+)

Don't Know / None. (Male, 50-64)

Event and festivals they are doing great. It's good for the community they really enjoy these events and festival. (Male, 25-49)

Events - Fantastic and run well. Buskers Festival was really good and they also run the Ellerslie Flower Show, Lantern Festival, Beer Festival and others. The fact that they can run events in a city that is damaged is a good morale booster for the city. Classical Sparks and Guy Fawkes displays were also well run events. (Male, 25-49)

Events - Fireworks extravaganza, Christmas in the Park and all the public events. They are good events for Christchurch and could do with more of them. The events bring communities and people together. (Male, 25-49)

Events - The range of events and the timing of events which enables children to attend at appropriate times. The range means that regardless of what people's family circumstances are they can attend at different times, even for the same event. They can attend at times that are suitable to them. (Male, 25-49)

Events, quite often they are free and good family friendly things to attend. (Female, 25-49)

Getting Christchurch up and going and keeping events going, to attract people to. (Female, 25-49)

Getting rid of graffiti. On a number of occasions I have rung in about graffiti. They have always handled it in a day or two and they do that well. (Male, 50-64)

Green zoned areas- TC1 and TC2s- are maintained well. Footpaths and roads are in reasonable conditions but not the TC3 areas. Parks are in good condition and the museum is open which is good. Had gone to the art gallery and found it was closed but heard nothing about how it was closed- could be own fault or there was just not enough information provided. Having those facilities open is fantastic, however the Eastern suburbs of Christchurch have no pools available which means we don't use swimming pools in Christchurch anymore. (Male, 25-49)

Happy with the water supply, they cleaned up the chlorine. (Male, 65+)

How the Council are doing activities around the city for people to get in touch with themselves and other people again. (Female, 25-49)

I have small children, the parks/playgrounds are great, I'm in the construction industry, the building inspectors are great to deal with. (Male, 25-49)

I love the library service. I love that it is a free service when you think how much books cost to buy. I get a lot of benefit from the library. (Female, 50-64)

I think that it's nice that the libraries are open for everybody, quite satisfied with them. Museum is a place of interest, should be looked after. I'm sorry the art centre is in disarray, and should be repaired. I'm so upset that the whole thing has got to be rebuilt, I certainly hope so, it should be kept. I feel that it should be rebuilt as it was, we should maintain one or two things in the city. (Female, 65+)

I think the recycling is a good service, I'm impressed about the emphasis on recycling. I enjoy the free events which are put on. (Female, 25-49)

I think the rubbish they are doing well, the water supply doing well, because it happens without me knowing there's a problem. Taking care of infrastructure. (Female, 25-49)

I think their rubbish disposal is excellent, rubbish collection been really good. Quality of the water [too]. (Female, 65+)

I think they are doing a really good job on the roads, therefore getting the buses back a little bit more up and running for people. I know that they've had a lot to contend with. They seem to be doing it quite promptly considering. (Female, 50-64)

I would say building consents. They have taken a different approach from a rebuild point of view not from a red tape and bureaucratic angle. (Male, 25-49)

Keeping the water and sewage going [and] how quickly they got the infrastructure back to order for the Eastern suburbs. (Male, 50-64)

Kerbside collection - It is collected every week. The bins are sufficient sizes. (Female, 25-49)

Libraries - They are providing a good service, the library I was attending was destroyed in the earthquake, but they are rebuilding it at some time. (Female, 65+)

Libraries - In my area they have been the one part of the Council that has remained up front. Even when they have been temporary facilities there has still been good signage. They have kept running. It might be because the buildings themselves have not been badly damaged, I appreciate the new Library building in Aranui. (Female, 50-64)

Libraries - They are all still operating. (Female, 50-64)

Libraries - They are always there, they don't change, are easy to use and have friendly staff. (Male, 50-64)

Libraries have always been quite good. They're accessible, provide a lot of information, help you find information. Through the Earthquakes they were a big help . (Female, 25-49)

Libraries, swimming pools and parks and gardens are a high point. They offer to me a place of normality in a place where we have been battered. They offer a point of beauty and which we in the East will be a long time coming back from. (Female, 50-64)

Library - Because there is always someone willing to help, who if they don't have an answer for you are always keen to find it. If you have a problem at the library there is no judgement of you personally. Sometimes they haven't scanned a book and it turns up overdue. I ring them to say that I returned it and they will look it up to confirm. They do so without judgement and they admit that they might have made a mistake. They always apologise if they have made a mistake. This is unlike a lot of other Council services who tend to judge you (in assuming) that you are calling with a problem that you have created, rather than them. (Female, 25-49)

Library service - Newspapers service provided by the libraries, [the] service is up to date, well laid out [and] things are well labelled. (Male, 65+)

Library services great, generally doing well with the Earthquake effects. (Male, 25-49)

Maintaining and repairing the sewage and roads. Repairing damaged bridges e.g. South Shore, Bower. It's a major undertaking. Doing a good job there. Water supply is working well, haven't had any disruptions. (Male, 65+)

Maintenance of recreational parks and dog parks have been very good , very clean and tidy and the directions they have for using them are very clear. (Male, 25-49)

Over the last 25 years I've attended a lot of events and it's always been good! (e.g. Fireworks and Christmas in the park). (Female, 25-49)

Performing best as they can under the circumstances. Done well in Waster water - working hard at getting the basic services back to 100% but still a long way to go. (Female, 25-49)

Phoned the call centre when I had trouble with my sewage, the guys were very professional. They suggested and installed a sewerage tank at no cost to me. It is outside my property, [been] emptied and kept clean. (Female, 25-49)

Play grounds they do a great job providing a fun and safe place for families. (Male, 25-49)

Providing an ongoing portaloo. (Female, 50-64)

Putting across messages about what they do and what they don't do. very happy with the parks and recreational areas. (Female, 25-49)

Quite happy with the services. (Male, 65+)

Recycling because it happens consistently, even through the earthquake it was still running smoothly. I'm also happy with the second stage of recycling of where they go to the different refuge stations. (Female, 25-49)

Redoing the storm water, sewers, roads and footpaths in Dallington area. I'm glad to see they are doing it and they are doing the best they can under difficult circumstances. (Female, 50-64)

Relatively efficient. (Female, 18-24)

Restoring the road & services as they are being done all over the place & as efficiently as possible. (Male, 25-49)

Roading - Getting the roads up to scratch. It is getting people moving again. (Male, 50-64)

Roading - I travel on some pretty bad stretches of roads, but there are some roads in the South of the city on which repairs have been carried out which are good and cut down travel time for my business. I would like them to now move to the East and do the same. (Male, 50-64)

Roading, its an ongoing job and that but I am satisfied with that. They seem to be at it all the time. (Male, 25-49)

Rubbish because it's never missed and without it our houses would be a tip. It costs more to take our rubbish to the dump. (Female, 25-49)

Rubbish bins collection, they come the same time very week - reliable. (Female, 50-64)

Rubbish Collection - It works well. You take the rubbish out and it gets taken away. I think that the recycling element is excellent and good for the environment and it is good to reuse that stuff. (Male, 25-49)

Rubbish Collection - kept it going so quickly after quakes despite the roads. (Male, 50-64)

Rubbish collection- always on time-reliable. (Male, 25-49)

Rubbish collection is good, water supply going very well [and] sewage is good. (Male, 65+)

Setting up the city mall. They have got something there for people, it's all upmarket and attracts tourists. (Female, 65+)

Sports and leisure. We have lost QE11 but we have other ones still in the city. Sports doesn't stop, definitely like to have a facility like QE11 back in the Eastern suburbs. (Female, 25-49)

Storm water and waste water . They responded so quickly and efficiently after the Earthquakes to restore the infrastructure or at least get it to a working state. (Male, 25-49)

The Arts is their best strength. (Male, 50-64)

The bins and water are good. They got up and running quickly. (Male, 25-49)

The community events like the Buskers Festival. High standard, well advertised and enjoyable for everyone. (Male, 25-49)

The Council's communication since the Earthquake - The Council is doing really well communicating with different communities and ethnic groups. From the Pacific Island perspective it was very good and we could express yourself on our communities health and wellbeing. It is most important that we connect well with the Council and communicate with the Council as we live in the environment that the Council manages and so they can tell us what to do in order to achieve health and wellbeing. (Male, 65+)

The entertainment, the Buskers and things they put on are pretty good. It's good advertising it in the rates bills. (Male, 50-64)

The events are a very positive thing. Especially over my side of town, they are advertised well. They bring people to your side of town. (Female, 18-24)

The fixing of the roads. They have done very well since the Earthquakes. (Female, 25-49)

The general rubbish collection. Goes well, is efficient and timely, easier than the old system. (Male, 25-49)

The kerbside collection of rubbish. It has been functioning very well. (Male, 50-64)

The libraries because they have easy access and the facilities they have there. (Male, 25-49)

The libraries for the kids have been good. (Female, 50-64)

The library. Easy to find out where they'd moved. (Male, 25-49)

The Mayor, his wife and Jamie Goff being on Facebook, accepting you as friends and able to share information. (Female, 25-49)

The organisation of extra curricular events like The Buskers and the Ellerslie Flower Show is fabulous. The extra things people can do in the city is great. (Female, 25-49)

The pool - It is good that there is something in the meantime. But it certainly isn't enough to service the eastern suburbs. It is a long way to go, I am missing QE2. Just want things to do for the children. (Male, 25-49)

The promotion of Festivals are well advertised and run the same time every year which is good. (Male, 25-49)

The repair on the roads and infrastructure. (Male, 18-24)

The roading because its a large job and they're doing a fantastic job. (Female, 25-49)

The roads - It must be so hard organising it all and getting it all set up so that people have somewhere to go i.e. they close one bridge down and detour to the next one rather than closing down all bridges so that people have a route to go. (Female, 50-64)

The roads and footpaths. I know how hard it must be for them. I think they are doing a good job because of the conditions that are out there at the moment. (Female, 25-49)

The rubbish bins. Three bins; easy to use and Christchurch is magnifico- good to live in. (Male, 25-49)

The waste water. They have done a marvellous job in extreme circumstances.. They chlorinated the water straight away after the Earthquake, that meant a lot. The kept us informed about when we could drink the water. (Female, 25-49)

The water delivery in Christchurch has always been great, don't even test it before it goes in the fish tank, I'm confident that they will tell us if they have chlorinated the water or if something is wrong with it. (Male, 25-49)

The water supply and rubbish collection. (Female, 25-49)

They keeps the parks pretty nice. In Brighton the dunes are always tidy and the grass is kept well cut. (Female, 65+)

They managed to maintain the collection of rubbish on a regular bases through all the earthquakes. (Female, 25-49)

They seem to get people to the events quite easily. People always know about these events. I also personally get excited about these events. (Female, 25-49)

Trying to attract tourists back in, [they're] doing their best with the inner city. (Female, 50-64)

Trying to get the CBD up and running. (Female, 50-64)

Updating the roads and footpaths because they were shocking after the Earthquakes and they got onto straight away which was good. (Male, 25-49)

Wastewater - Replacing of wastewater and sewage system in the east of the city which needed to be done after the Earthquake. (Male, 25-49)

Water - I have water whenever I want it. (Male, 65+)

Working really hard to get roads, sewer and water all working again. It is tough for them and they are doing well on it. (Female, 65+)

Fendalton/ Waimairi

Activities, Sparks in the Park, Festivals, to keep morale up in the community. (Male, 25-49)

All council pools and gyms are pretty clean. Everyone is friendly and have got new equipment. (Female, 18-24)

All the activities the range is very good. (Male, 25-49)

All the events festivals and summer program are amazing. They have a huge range. They are different locations around the city, and many of them are little or low cost. (Female, 25-49)

Best at providing for us over the summertime festivals like Buskers, Christmas in the Park and fireworks, which makes our city more attractive - things provided in Hagley for people of low socio economic being able to attend. (Female, 25-49)

Communication to the community is good. They're sourcing out articles and are making the general public aware and people talking on the radio is very informative and very useful. (Male, 50-64)

Community events and entertainment. Outshines anything else we've seen anywhere else. (Female, 25-49)

Community stuff such as looking after people, World Buskers Festival events etc. Has considerable benefit to the community as a whole. (Male, 25-49)

Continuation of the basic services I would expect from them such as the rubbish collection, fresh water supplies and waste water management. (Male, 25-49)

Dog park at the Groynes is brilliant. The summertime's and similar events have been great. (Female, 25-49)

Event and festival because they have a good range of them but many of them don't meet certain age groups like 18-24. (Male, 18-24)

Events - Provides an opportunity for the community to come together. Because of these events the city becomes lively again. (Female, 25-49)

Fixing up the roads process, as annoying as it is to have closed roads, you know that they are going to be better at some point. (Female, 18-24)

Following the Earthquake, the most important would be waste water and water in general, the Council is making sure we have water in our homes and waste water is working well. Until we are without it we don't realise how vital it is for our comfort and health. (Female, 65+)

Gardens and parks because they are the main feature in Christchurch. The council are able to take care of these. (Male, 25-49)

General maintenance they have to do, as possible too much Earthquake stuff. (Female, 25-49)

Getting people back together with events and festivals etc. (Male, 50-64)

Getting speedy consents done. It's helping with the re - build. (Male, 50-64)

Getting things back on their feet, they are trying to do things more in the entertainment line. Wonderful with Classical Sparks, and Buskers Festival. (Female, 50-64)

Getting things up and running again. Rebuilding the centre of town, sorting out the roads. (Female, 25-49)

Great job with the festivals as it is bringing the community together. (Male, 25-49)

Hagley Park's up keep is great. (Female, 65+)

I believe they offer a great infrastructure & have a good leader, a lot of positive of things come from him and his people. He keeps most of the people happy most of the time. (Male, 25-49)

I like the how they're improving on public facilities such at the parks and footpaths because they are mainly visible (Female, 25-49)

I like the way they are making the libraries available to the public. I love the way they looked after the parks, when everything else was a shamble. (Female, 65+)

I love the new bin service because there are never any issues with it. (Female, 18-24)

I think the Council it doing a great job at managing the infrastructure in the wake of the Earthquakes. They're putting the money in the right places. (Male, 25-49)

I think they are doing a really good job with public events as they are well publicised and people use them, well organised also. (Female, 65+)

Information coming from the Council is pretty good, the information is detailed and able to be understood. (Male, 65+)

Infrastructure repair, e.g. wastewater. (Male, 50-64)

It's the all the shows, garden shows and events, they do that very well. (Male, 25-49)

Kerbside rubbish collections are excellent as they are regular and the bins are big enough for the likes of me and I think most people. (Female, 65+)

Kids play areas clean and tidy and lawn are mowed. Rubbish collects is good. (Male, 65+)

Libraries are pretty good, the newer ones have improved layout presentation an ease of use. (Male, 25-49)

Library and swimming pools. Pools are great Graham Condon is great (although small). Good that libraries are back up and running. (Female, 25-49)

Maintaining the road and footpaths and parks, recovered quite well, limited stuff on what they have done well. (Male, 18-24)

Maintenance overall. (Male, 18-24)

Mostly the recycling is the best for us, it's effective, clean, tidy and being actively involved at home makes it flow on to the children. The water supply is impressive, it's clean and it's been great for the family. The water collection on our street has never flooded and when there is a over flow the Council is quick to act. (Female, 25-49)

Parks and recreation/grounds are the best thing they do. They've kept up their standards even after the earthquake. (Male, 25-49)

Parks are kept in good condition. They are safe for kids to play in. (Female, 18-24)

Perform well in the rubbish and recycling collection and storm water, libraries and that I can get everything online , trimming the trees quite well getting yield out for over growth. (Female, 25-49)

Providing the basics such as rubbish collection, water supply sewage light, the core things and \$4 per half day parking at festivals. (Male, 50-64)

Public events, not been too disrupted by Earthquakes and being able to find new venues. (Female, 18-24)

Recreation and leisure because there's lots of stuff that can be accessed and it's cheap. (Female, 18-24)

Recreation areas , swimming pools cleaned each week and they are well run, swimming lesson as well and at a good price. (Female, 25-49)

Recycling programme is very successful as it is easy to use with the coloured bins, it is much better than old black rubbish bags. (Male, 25-49)

Regular rubbish collection. Effort to keep libraries open. (Male, 50-64)

Reopening many sports grounds and facilities in Christchurch quickly. Trying to get life back to normality as quickly as possible. (Female, 25-49)

Roads because workers are all over the place and work is getting done reasonably quickly. (Male, 18-24)

Rubbish and recycling. The pick up works well and the range of options works well. (Male, 50-64)

Rubbish collection because we haven't had any problems with it. (Male, 25-49)

Rubbish collection, with three bins is an excellent idea. (Female, 65+)

Rubbish collections. They also provide a good range of activities and events. (Female, 65+)

Rubbish recycling and organic collection - It works like clockwork. They never don't come or miss a bin or anything like that. We have a family and when you are filling a bin each week if you miss a week for some reason it cause many issues. (Male, 25-49)

Rubbish service and the libraries. Rubbish always gets collected and the library has good staff. (Male, 50-64)

Sporting and swimming complexes - They are back up and running and they are quality facilities. (Male, 25-49)

Summertime's great for the public. (Female, 50-64)

The basic services after the Earthquake. They kept them going which was very good. (Female, 25-49)

The best thing that they they've done since the Earthquake is the Comet bus. I live on Bishopdale and it gets me straight to work and now I can get a single bus and get to Hornby and Papanui it's brought the city together a bit for me. (Female, 25-49)

The city plans, I wish they didn't have so much opposition to what they are trying to do. How they went about collecting ideas for the city was great. It was a fantastic idea to get ideas from the community about what people wanted. (Male, 50-64)

The community events and Festivals that they are providing. This important because it gives the community a feeling of positive unity. We have been through so much that it is good that we have things to look forward to. (Female, 25-49)

The council is doing a great job overall. The recreation centres are great because I use them a lot. They're doing a good job with the roads considering our situation and they've done a marvellous job with our water supply. (Male, 25-49)

The Council performs really well with the Council kerb side rubbish collection because it's reliable. (Female, 25-49)

- The Councils communication between the residents of Christchurch is excellent. When there is any distribution with any projects we are well informed about it. (Male, 65+)
- The events and Festivals still being brought to Christchurch. It is important because it keeps people interacting and getting out of the house. (Male, 25-49)
- The festivals such as the Flower Show etc, are what they are doing best. (Female, 50-64)
- The general basic infrastructure services are performing well and being delivered properly. (Male, 25-49)
- The information coming through has been really good. They're keeping me informed with articles and advertisements in the paper. (Male, 50-64)
- The kerbside collect of the rubbish is the best thing that the Council has done in a long time. It makes life and dealing with waste very easy. (Male, 50-64)
- The libraries are the best services they're providing at the moment because it helping the community a lot. (Female, 25-49)
- The libraries. Good on them for getting them up and running. For me, because I don't have a vehicle, having the library right at the bus exchange is just brilliant. (Female, 65+)
- The library website. very informed keep you entertained for hours. (Male, 25-49)
- The library; it's a fantastic service and busy, quite well maintained, quick re-opening. A great way to help the community. (Female, 25-49)
- The library; the staff are knowledgeable, helpful and the service is good. (Male, 50-64)
- The new libraries in town are easy accessibly by the bus routes. Their also child friendly and have really nice ladies working. (Female, 25-49)
- The parks the waters and that sort of thing are pretty good, in general they are doing the best to get things up and running again. (Female, 65+)
- The positive things they do are the recreational events and festivals in Hagley park and open air performances around other places plus the places like library. They're also very swiftly with taking the rubbish and recycling away. (Female, 25-49)
- The rebuild of Christchurch. The involvement and information given is good, the councillors seem to be looking after the best interests of the future of Christchurch. (Male, 18-24)
- The refuse collection is excellent. It makes a huge difference to the environment. Just wish the green bin was bigger. (Male, 25-49)
- The roading, I know it's a nightmare but it's reduced from a dreadful state, they can't be everywhere at the same time and I think they are doing a good job. (Male, 50-64)
- The roadworks. They are trying very hard to get the roads back up and running. (Male, 50-64)
- The rubbish bins, we can divide things up and that saves it going to landfill. (Female, 65+)
- The rubbish collection is done professionally with no problems. (Male, 65+)
- The rubbish collection is fantastic and the recycling at the dump is a great facility, the recycling centre shop is a great idea. (Female, 65+)
- The sewers and roadworks because it's everyday use. I think the Council has done an excellent job in doing their best in getting normality back into the city. (Female, 25-49)
- The swimming pool and gyms. Ease and availability. (Male, 25-49)
- The swimming pools because they are easy to get to and a good value for money. (Male, 25-49)
- The variety of events is great and is accessible to everyone. In this post-earthquake time, they are doing amazingly well with what they offer. (Female, 25-49)
- The waste disposal system. The routine they run and the coloured bins make it the best run service. (Male, 65+)
- The water and waste water systems have had huge stresses. Brilliant how quickly they got them running again after the quakes and all the turmoil. (Male, 25-49)
- The wheelie bins - Good bins, happens every week and easy. (Female, 25-49)

Their morale to keep people going. (Female, 25-49)

They are doing very well in all the services they provided. (Female, 65+)

They are particularly good at the events and social engagement. Buskers, Lantern Festival, the best thing is Kids Fest - it is sensational. Under utilized. (Male, 25-49)

They are trying hard with road works which are not very bad in our area. (Female, 50-64)

They are trying to rebuild the city and some the plans are very good, I work at Ballantynes and I think what they have done is very good (Female, 65+)

They're doing as well as they can in just about everything. Most of this has not affected me so I don't know if they're doing a good job or not because, [again], it hasn't affected me. (Male, 65+)

Tidying up after the earthquake, getting the roads up so quickly. (Male, 25-49)

Trying to get us back to normality by ensuring there are recreational services and concerts etc. up and running as quickly as possible. (Female, 50-64)

Trying to improve the underground services- storm water, under road issues. The volume of the work and the way they've gone about it trying to create less disruption to the travelling public (roads dug up, signs pertaining to road closures) has been handled well. Genuinely tried to deliver some entertainment aspects to Christchurch to create a positive climate in Christchurch. (Male, 50-64)

Upgrades on roads because I'm an Engineer and it's good to see people working out there. I also believe that infrastructure is valuable. (Male, 18-24)

Waste water. Working really hard to get back up to pre-Earthquake standard (Female, 25-49)

Water delivery because it is the one you hear least about. It doesn't seem to have suffered the same difficulties as other functions (Male, 25-49)

Water quality is fantastic and is very well looked after. They manage to keep it well and healthy all the time (Male, 18-24)

Working hard to bring down everything that needs to be brought down (buildings) to start the rebuild. Ensuring everyone has what they need. Still motivating the city to be positive. (Female, 50-64)

Working hard to renew our city. (Female, 65+)

Ferrymead/ Hagley

Bringing the roads back, it is a massive job that is actually getting done which is very good. (Male, 18-24)

Buses, such a big variety, you can get anywhere on a bus. They are always clean. (Female, 18-24)

Collection of rubbish bins because it is working really well and there are no hassles with it. (Male, 25-49)

Communication, the way the Council communicates. Because the effort is made, the feedback from the councillors is quite good, I must appreciate that. (Male, 50-64)

Community events and things organised in Hagley Park that brings people together such as The Ellerslie Flower Show, The Buskers Festival and the Ice Show. They are suitable for families, I went ice skating in Hagley Park and I think these things are really important because of what happened and because we have lost our central business district. It's great that Council encourages people to go there and it is great for community spirit after we have lost so much, it brings people together. (Female, 25-49)

Disposal and collection of garbage. It's always done very well, dependable, quickly and without problems. (Male, 50-64)

Doing really well with the public transport, access to Council places and other places that you need to go. Because of the Earthquakes, they're doing the best they can. (Male, 25-49)

Doing repairs on the road and Ferrymead Bridge. Doing a wonderful job and when they were doing up places around Mt Pleasant they were doing wonderful. (Female, 65+)

Doing very well in trying to make Christchurch a lot brighter, pots, community gardens, it's a nice idea. Putting flowers in and nice chairs around the place. Arts, doing well with the Buskers, and all the rest of

them have not been deterred by Earthquakes. (Female, 25-49)

Doing well overall considering the circumstances. For example roads are getting fixed. (Male, 18-24)

Drawing attention to the city centre through the news media. The performance in handing this situation the amount of care going into it.

Managing a very difficult situation with the rate payer frustration at the moment due to the earthquake is being handle well. (Male, 50-64)

Events - Free events, family events, and community events which help to build a sense of community which we haven't got quite so much now since the Earthquake...EXCEPT for the Ellerslie Flower Show due to its cost to the ratepayers. (Female, 25-49)

Events and the ability to stage these events in Hagley Park using temporary facilities, has been a real boost for city and something that a lot of other organisations haven't been able to achieve. Keeping the water supply nice and clean over the past 12 months. (Male, 25-49)

Festivals. I think they are amazing, I have been to a few this and last year, they were well organised and like a little community within the community. The Chinese ones are just amazing - that was a big plus. (Female, 25-49)

Fixing the waste water because it is going to improve the functioning of the city. The planning that is going on are very good and well structured. (Male, 25-49)

Good maintenance around Christchurch. The road workers work hard and you always see City Council guys cleaning parks, beaches and fixing roads and bridges. They are doing a good job. (Male, 25-49)

Good service, rubbish and recycling service. Doing what they can with the resources and money that they have, considering the last 18 months. (Male, 25-49)

Graffiti removal. I'm impressed with the service. We own a commercial building in the city and when we ring in to report graffiti they are every prompt at removing it. They even did took some off without us reporting it once. (Female, 25-49)

Holding the community together by organising events for people like holding Children's Day, having free things to distract them from schools merging. (Female, 18-24)

I like the recreation centre. Great aspect because they have good facilities and are well organised and it is a good value. It is also easy to access. (Male, 25-49)

I really appreciate all the mountain bike tracks up on the hills because I use them frequently. I realise part of that is voluntary as well as the Council allowing us to use the land. I also like the Christchurch City Council roadside rubbish collection and recycling- I think that is fantastic. (Male, 25-49)

I think the Council is improving the quality of events after the Earthquake and taking advantage of Hagley Park as a public space. (Female, 25-49)

I think they are doing really well in all the things they are doing especially with the way the place is at the moment and the conditions they are dealing with. They are doing their best and doing a good job at it. (Male, 65+)

I think they are very conscious an election is coming up and are doing there very best. Roads and the general red zone & opening it up. Parking is easier & lay out of central city is much better. The signs are wonderful & very knowledgeable on where work is being done. (Female, 65+)

I'm totally happy with the libraries. They are child friendly and the staff are absolutely great at both libraries I go to which is Shirley and Linwood. Open Linwood library again. (Female, 25-49)

Information about what is happening in my local area, they have sent out a draft plan about the local shopping area about to be built [and] they have sent out information on a meeting regarding changes to the waste water system. (Female, 25-49)

It's the people on the ground who come out and fix our water pipes, that are the ones giving a great service. Whenever I ring the council they are always helpful and putting me through to the right person. Whenever I have a problem they have someone come out as soon as possible to fix it. (Male, 25-49)

Keeping the community involved when the Earthquakes were on. The design of certain parts of the city

(although they didn't really listen to the architecturally experienced people). (Female, 50-64)

Keeping the festivals going. Keeping the water supply going well and maintaining the roads as best they can. When I have called about potholes and missing grates the council have come out straight away and repaired and replaced. (Female, 25-49)

Keeping up the regular activities e.g. Ellerslie Flower Show, Buskers Festival that normally happen in Christchurch, considering the past events, by doing this they are doing an excellent job, helping people of Christchurch move forward. (Female, 50-64)

Kerb side rubbish collection service is great, They have kept up with it, giving more option to increase it if we want. (Female, 25-49)

Kerbside collection is one of the best, consistently the timings of the pick up is the same. (Male, 25-49)

Kerbside collection of bins - They come around regularly on time and bins are always empty. They do leave the bins with tops off and on the road but that might be a bit difficult to manage. The initial distribution of bins was faulty to us and didn't match the numbering of our flats. (Female, 65+)

Kerbside rubbish and recycling - It is done when it is supposed to be done. I have never had to ring them to say that it needs to be picked up. Even after the Earthquakes they still were pretty much on time. (Female, 25-49)

Libraries are more than adequate. Roadside kerbside collection are doing an excellent job. (Male, 50-64)

Libraries- the libraries are key to communities. That is why I also think that they need to work a bit harder to get some up and running that have been closed, like the Linwood one. Some people can't get into the city and it's something I think they do an amazing job but I don't think they realize how important they are for low socioeconomic communities that use the library for the computer use, to search for jobs and to check the news. The Linwood one was always very busy. They really need to start thinking about how they can service those people. (Female, 25-49)

Library service, having lost [the] library in Sumner the mobile service is a regular service and are here for a whole day at least once or twice a week. A lot of people rely on this very good service. City Care have done a really good job keeping Sumner looking good. (Female, 50-64)

Maintenance on the roads and putting in the sewage pipes - They are doing it fast and well. On the whole, when you think about the inconvenience of what they have to deal with while they are working, I think that they are doing a good job and I have great admiration for them. Also, the Orbiter. I admire the bus drivers for how they take everything in their stride with their routes changing all the time. They do a great job and still keep to the timetables. (Female, 65+)

Most visible are the attempts to rebuild the infrastructure and fix the roads. Although this is inconvenient at least something is happening. (Female, 65+)

Not really sure, libraries and parks, recreational areas kept up well. (Male, 18-24)

Outdoor festivals and concerts. They realise that there is a real need once the communities recreational facilities are damaged and destroyed. The way the council manage the rubbish and recycling is very clean and tidy. (Female, 25-49)

Park maintenance, I walk my dog through them quite a lot, they're well maintained. (Male, 18-24)

Parks and recreation areas such as the Botanical Gardens and the community pools such as Woodham Road pool. Having a place for families to go is a good thing. (Male, 25-49)

Parks because they seem to be renewing things and putting down new surfaces and keeping them tidy. (Female, 25-49)

Parks in terms of maintenance because it looks attractive to walk or bike around. But Nicholson park in Sumner is poorly maintained. (Male, 65+)

Parks maintenance - Some of the parks look alright. I like down by our river (Heathcote) but if you go close to Woolston Park there is a building which has fallen down, which used to be the changing rooms which has been tagged and no-one seems to be fixing it. It has been left there and is overgrown. River maintenance down by the Heathcote is really nice. There is always somewhere to sit down. (Female, 25-49)

Performance is as good as SCIRT, repairing drains. (Male, 50-64)

Providing community events and festivals because its the one most people are aware of. (Female, 25-49)

Public transport like buses. They do quite a good job getting the bus exchange in town already. (Female, 18-24)

Road works. Because the last two years I have noticed how much work is being done around town. (Male, 25-49)

Roading - There has been a lot of work being done. There are so many people out there working on the roads. (Male, 50-64)

Roads and waterways, [there has] been a lot of work down our street - plumbing and roadworks. (Male, 25-49)

Rubbish and recycling collection service, water supply and wastewater. Water supply continued after Earthquakes, doing a good job on wastewater. The kerb side collection service is very good, but would like to see a swap of red bin size for green bin size. i.e. large size for green and small size for red. (Male, 50-64)

Rubbish collection and sewerage remediation [is] provided reasonably promptly and regularly. There was an effort to keep people informed when there was going to be disruptions with leaflets in the mailbox. Rubbish collection was maintained reasonably constantly through difficult times. This also applies to water and sewerage. (Female, 65+)

Rubbish collection because its always done on time and reasonably quickly (Male, 25-49)

Rubbish collection but we could have more or bigger bins free of charge. (Male, 50-64)

Rubbish collection, recycling and garden waste is the biggest and most important improvement. (Female, 65+)

Rubbish disposal is important and I think they do that well. We have a small section here and we can't have a compost heap but I'm very pleased to have a way of disposing things. (Female, 65+)

Rubbish, a lot better than it used to be. (Male, 65+)

Sewage removal - What the people have had to do to improve it's efficiency has been sheer hell. They work in all sorts of weather and conditions. It is the effort that they put in which makes it worth noting. (Male, 50-64)

Supporting the community. Especially migrant and refugee community with the funds and the different programmes that are available educating the community. Allowing people to have a say in decision making. (Male, 25-49)

The bus service is best. I use it every day to get to university and it's great. (Male, 18-24)

The events and festivals are great. They have a good range of events and they always have enough information about any event or festival coming up. (Female, 25-49)

The events the Council support are good. There is a good range of events and festivals during the summer time. (Female, 25-49)

The kerbside collection of bins and that is because it's handled by a contractor and not by Council. (Male, 50-64)

The Kerbside collection service of rubbish. It is great because I have never had an issue with it. (Male, 18-24)

The libraries and the events they have. The free internet. And the event are good for the younger people, good to have better security. (Female, 18-24)

The libraries are great, very modern and it is well set up. I have access to two libraries in my area I often visit them and are very pleased with them. (Male, 25-49)

The Libraries are run really well and situated in good areas maybe link the community libraries and schools better. The bus service is doing really well. (Male, 50-64)

The libraries. I am happy with the way they got on top of that and made alternative arrangements. It was well done. They are doing well with the roads but there is too much going on at once. (Female, 50-64)

The people who look after the water ways and traffic problems are great, whenever I ring they always come out and help. (Male, 50-64)

The Peterborough Street Library, it couldn't be better, I hope they don't take it away, it is easily accessible on my mobility scooter and I don't need anyone to come with me. (Female, 65+)

The provisions of utilities I have, I am not dissatisfied with them. (Female, 65+)

The public festivals, do an amazing job on that, e.g. Beer festival, Buskers Festival, really well organised, catered for a lot of people. Doing the best they can with the way the city is at the moment, e.g. repairing roads. (Male, 25-49)

The public transport is very good. (Male, 18-24)

The recycling, always done promptly. (Female, 25-49)

The red bus service is great, especially that you can get one every quarter of an hour (Female, 50-64)

The road works and also good work in the city clearing everything, working hard day and night to get the work done. (Male, 18-24)

The rubbish collection and separating of the recycling is the best service but the waste water service and pond work well. The parks and reserves are great too. (Female, 50-64)

The rubbish collection. It's a regular service and there are no problems with it. (Male, 65+)

The sewage and water piping projects are their best service currently. People need those services fixed asap, a lot of people have had to go without for so long. So the Council is doing their best to get it all done. (Female, 65+)

The temporary villages for people who are waiting for their homes to be repaired or rebuilt are a fantastic idea, I like the fact that they are neutral in that you don't have a landlord dictating such things as pets, etc and I would like to see more built, I find the neighbours are really friendly because we're all on neutral ground. (Female, 50-64)

The upkeep of parks and general cleaning of the roads are one of the best services from the Council. The parks in my area are always clean, grass is always cut nicely. (Male, 50-64)

The water conservation and the rubbish collection this new idea is brilliant, it has enhanced the city. (Female, 65+)

The water supply and the kerb side bin collection management are set up well. The water quality is always good and the bin collection is doing good too. (Male, 50-64)

The water ways are the best operating service because it delivers to people even in Earthquake damaged areas. (Male, 18-24)

The wheelie bins - it's so much cleaner for the whole household. It's the best service they've done. Gets the whole household involved and aware of recycling. The website for the Council grounds is great, it gets updated really early and the grounds and toilets themselves are clean and the bins get emptied. The library are great too. (Female, 25-49)

Their water supply, because if there are pipes that break the council are out here asap to fix it. And the water will only be off for couple hours. (Male, 50-64)

They are doing a good job under the circumstances. (Female, 65+)

They are managing the city as best they can under the conditions. (Female, 50-64)

They are trying their best to keep everyone happy but they can't at the end of the day. The roads need to be fixed and there are going to be inconveniences so people have to be patient. (Female, 25-49)

Three bin collection - It is easier than leaving bags out where dogs would rip them open. I am very happy with it. (Male, 65+)

Upkeep and maintenance in parks, storage areas, water supplies, just basic fundamental important things the city needs. Walking down the street you notice the city is quite green and clean. (Male, 18-24)

Waste water - they were onto it very quickly in our circumstances, very proactive after the Earthquake. (Male, 65+)

Water systems. In general the speed of water system, not often water is cut off. Especially following an Earthquake. (Male, 25-49)

Water treatment plants and roads because everyone needs water. (Male, 25-49)

What it does well is all the basic services: water, library, parks, and roading. It's all done well, actually, I think they do a really good job of being a Council, really. I can't think of one being clearly ahead of the rest. (Male, 50-64)

When you phone up with a problem the ladies on the end of the phone are very good. (Male, 50-64)

Heathcote/Spreydon

Activities and some of the festivals like the 'Summertime festival' and the 'Winter festival' that they have carried on even though the roads are not very good. The quality of these events is still there. (Male, 25-49)

Advertising for events and festival from the Council is doing very well. The public see what's going on around the city. (Female, 50-64)

All the parks, recreation areas, community based events, the library; they are keeping the community closer together by keeping these things open and running. (Female, 25-49)

Being regular and keen user of libraries, they are outstanding. (Female, 65+)

Communication- lots of information on their website, can be a bit of info overload but it's there. I guess you can see them making an effort to communicate. (Male, 25-49)

Communication. (Female, 25-49)

Community's spirits have boosted from the events and festivals happening around Christchurch. (Female, 25-49)

Community centres bringing people together and provide opportunities and uniting them. (Female, 18-24)

Community events as they are still going. Things such as the Sand Castle Building Competition. Keeping things going for family entertainment. (Female, 25-49)

Converting much needed resources into the wrong area. (Male, 25-49)

Council respond well to reports from the public about damage and repairs needed when spotted by the public. (Male, 65+)

Doing the best they can with the roads and keeping things opened. The libraries opened, very impressed with the libraries. (Male, 25-49)

Doing very well in their rubbish collection and the free community events. (Male, 50-64)

Drainage and water because of the enormous job they have had to do. I take my hat off to them. (Male, 25-49)

Events are pretty good, good to get people out there doing stuff. Roads they are already doing good job there, it's not the Council's fault. (Male, 25-49)

Events in Hagley Park and Summertime's events done quite well. Water supply is good. (Male, 50-64)

Events like Classical Sparks in the Park are a great idea. Waterway margins with the plants are great. (Male, 18-24)

Extremely well in all areas except where they are failing abysmally. (Male, 50-64)

Festivals and events. The Buskers festival is great. It's just a cool thing to have community wise, having acts that are good or funny on an international scale. It's great having good entertainment that you can take kids to that is cheap or free, and making the most of outdoors. It's a good atmosphere when people in the city congregate like that for an event. Makes people happy and helps the morale of the city at a time when people need it. (Female, 25-49)

Getting all the water supply and sewage repaired due to the earthquake they are just getting on with it. (Female, 50-64)

Getting input about the rebuild of the city from Christchurch people. Have noticed looking for lots of input for the rebuild like the cardboard city. (Female, 18-24)

How they are dealing with waste is good, the way they are using the methane produced at Recycling plants to provide electricity, the rubbish removal is and they have done a good job with the roads and getting the

water supply going again. (Female, 65+)

I love the activities in the school holidays. The kids come home with booklets full of activities and they put buses on to get them there. A lot of them are really handy. (Female, 25-49)

I think that they are trying to get the road and footpaths up to scratch. (Female, 65+)

Keeping as many community centres up and running as they have done after the quakes. Getting the libraries and recreation facilities up and running. (Female, 25-49)

Keeping the water going after the Earthquakes, getting it all working efficiently. (Male, 25-49)

Keeping things going like the Buskers Festival, Sand Castle competitions, Kites and Sunday events in the gardens. The Summertime's booklet was very helpful (Female, 25-49)

Kerb side collection appears to be well run and reliable. (Male, 50-64)

Kerb side rubbish collection is doing well. It's always done on time and it's reliable. (Female, 18-24)

Kerbside collection. I'm impressed that it is still going with all the roads like they are. Though I would like larger bins. I own an ownership flat and the previous owner chose the small ones and I think it is unfair that I have to pay to get the standard size bin. (Male, 25-49)

Kerbside rubbish and recycling, particularly the recycling. (Male, 25-49)

Libraries and parks. Libraries are spread out good and even, each library has got a good range of DVDs, CDs and books. Parks are spread out all over Christchurch and goal posts and flood lights etc. are provided and they also have changing rooms nearby. (Male, 18-24)

Libraries are good and they have them back and running. (Female, 50-64)

Libraries have a good range of books including eBooks. (Male, 65+)

Libraries. There is a great variety available and books are very easy to find and request. (Female, 65+)

Library is good in Beckenham because it has a cafe & I like the convenience of going there once I have my books. (Female, 50-64)

Local leisure centres in an effort to make them affordable and accessible to all. They are doing well. (Female, 25-49)

Local libraries. Good proximity, good accessibility of resources, good cafe and great kids' area which is well stocked. They are accessible and easy to use. (Female, 25-49)

Maintaining grass on the side of the hill and topping the trees, the workers are usually very helpful. (Female, 65+)

Maintaining the roads. They are lumpy and horrible and the Council is doing really well in getting them seen to. (Female, 25-49)

Opening buildings in town. That they are getting on to it rapidly. For example the Wharenui pool can now be accessed from the main entrance. They are getting things fixed after big delays. (Female, 25-49)

Public events, morale building things. (Male, 50-64)

Really innovative in getting the recycling going which is very convenient. (Female, 50-64)

Rebuild communication and the support of the community has been exceptional. (Female, 50-64)

Recovery after the Earthquakes. It's a major job and they are going at a rate of knots to get the roads repaired. (Female, 25-49)

Recreation side of the city is doing very well, because we have more options on places to go to like the Pools, Classical Sparks and the Ellerslie Flower show. (Female, 65+)

Repair for the water, roading, sewerage and other infrastructural systems. They started late and slow but now the staff are doing a fantastic job. The blokes have been heroes. (Female, 50-64)

Repairing of pipes for storm water and roading because I know there is a lot of work going into this and they are actively getting things done. (Male, 25-49)

Rivers because it's tidy and their getting it moving really nicely. People are going and clearing out the sediments and keeping it sweet. (Female, 50-64)

- Road repair, waterways, waste water and water supply, there's a lot to do and they are doing it and the water supply is working well. (Male, 25-49)
- Rubbish because it's a good system and very efficient. The greens being separated are really good. (Male, 50-64)
- Rubbish collection - we have the best in world, so regular, you got the 3 bins; you've got the choice. (Male, 65+)
- Rubbish collection because they are still constant. (Female, 25-49)
- Rubbish collection is working well, the rebuilding of the roading, quite happy with the way they are handling the water. (Female, 50-64)
- Rubbish Collection, sewage [and] water supply. (Male, 65+)
- Rubbish collection, supply of water [and] they are starting to get the roads right. (Male, 25-49)
- Rubbish collection; because it is regular, I have had no bad dealings with the rubbish collection. It's good that the bins are cleared early in the morning. (Male, 25-49)
- Rubbish removal, not a bad landlord either (I live in a Council flat) (Male, 65+)
- Running the city fairly well, most of the services are good. (Male, 65+)
- Sewerage systems, water supply and infrastructure etc., because they were in a horrendous state after the Earthquake and now they've improved a lot. (Female, 25-49)
- Sports and recreation, they have good systems in place such as Pioneer Pool. (Female, 25-49)
- The activities such as Classical Sparks because it bringing the community together. (Female, 25-49)
- The city, despite the Earthquakes, is quite maintained. I think the Council is doing fairly good overall with all the services they provide. (Male, 25-49)
- The collection of bins even through all the road works has been regular, have never missed a day even though there has been extensive road works on our street. (Female, 25-49)
- The drinking water its been pretty good for a while now after the Earthquake. (Male, 25-49)
- The events just to keep people happy. They are great. (Female, 25-49)
- The infrastructure rebuild is addressed well because it is moving along and plans are being made. It is a good thing to see. (Male, 25-49)
- The kerbside rubbish collection has seen a big improvement over the last few years. (Male, 25-49)
- The libraries would be the best because the communities benefit from this. (Male, 50-64)
- The libraries. They are just fantastic with a number of different branches. Staff are dedicated knowledgeable and helpful. If you go to the desk with a particular query staff will help you find what you want. Good collection of books. Really good services for children, Baby Time and Story Time is just lots of fun. The online services, overdrive e book and the like are brilliant. (Female, 25-49)
- The library and service centres. I like how they are being run and what's available. (Male, 25-49)
- The library service. It is easy and convenient, there are good libraries in good locations. The online access to it is fantastic. (Female, 25-49)
- The maintenance of urban trees, because there is an active programme in keeping the city green. I think it's a great thing for the Council to promote. (Female, 25-49)
- The manual labour is huge and they've done really well to get the rubbish from the Earthquakes cleaned up well. Because they're the most important things that need to be maintained. I acknowledge the hard road workers that are out there late at night trying to speed up the rebuild of our roads. (Female, 25-49)
- The new express motorway is really good at the moment. I am quite happy with the new motorway and the cycleway along the side- that has been a new feature along the way. (Male, 50-64)
- The outdoor activities in Hagley Park. Buskers Festival, Christmas in the Park, Eilerslie Flower Show and outdoor music shows. There is a lot of variety and it's good for all age groups. Something for everyone. (Female, 25-49)
- The outdoor attractions such as Sparks in the Park are really important since the Earthquakes, because of

the community feeling they give. (Female, 25-49)

The parks that they are maintaining are very well looked after, especially the children playgrounds. (Female, 65+)

The Pioneer pool is in very good condition. We go there weekly with our children. I think they are doing really well with what they have had to go through. (Male, 25-49)

The preparedness in coping with natural disasters is the best. (Female, 25-49)

The provision of fresh water, given the difficulties as a result of the Earthquakes. The reconnection of Christchurch residents to fresh supplies of water, was commendable, fundamental and such a priority, that I rate it above other services. (Male, 25-49)

The range of activities they offer to the public especially over the summer. The fact it has been maintained post-earthquake. Cantabrians really enjoy coming together at things like the Lazy Sundays. (Female, 18-24)

The roads [are] underway. (Female, 50-64)

The roads. They have done a lot with the roads considering the time frame of just over two years. They seem to be a lot better than what they were, they are a lot smoother. (Female, 25-49)

The rubbish and recycling the best. It's very organised and there's no delays although the bins could be bigger. (Female, 50-64)

The rubbish collection service, because it's giving us 3 types of bins, unlike before when we had the little green bin and had to use rubbish bags. (Female, 50-64)

The rubbish collection. I like the 3 bin system, it makes you think about your rubbish. (Female, 50-64)

The rubbish collection. (Male, 65+)

The rubbish collection. Always on time, never any mix up seems to be working well in my area. (Female, 65+)

The rubbish service is good. It's efficient and something I don't have to worry about. (Male, 50-64)

The Rubbish; it's regular, on time and they do it properly. You never have random stuff fall out of your bins. (Male, 18-24)

The service centres and recreational centres and pools. Since the Earthquakes there has been a lack of public involvement and these things being available so quickly has built trust in the community being able to get back to normal and allow us to gain confidence in our Council. The amount of communication has been brilliant. (Female, 25-49)

The sewage. The trucks are around here pumping all the time and digging up the roads and making sure we can still use our toilets. (Female, 50-64)

The three bin system is a fantastic idea, it reduces waste getting into landfill and doesn't allow cats to get into it like the old plastic bag system. (Male, 25-49)

The waste collection service is miles ahead of any other township. (Female, 25-49)

The waste water piping work around Christchurch that they are currently doing is a huge [and] difficult job for the Council and they are doing a great job. Also the maintenance and upkeep of the parks around Christchurch, the Council is doing a great job with that as well. (Female, 65+)

The waste water services. Their getting the repairs done and letting people know what's happening. Their signs with the solar panels is real good at letting people know when road works are going to happen. (Male, 25-49)

They are an approachable Council for all services. When I have dealt with them I don't get a "no". They work on helping you and will go out of their way to get you the information you need and put you on to the right people. (Male, 65+)

They are coping very well with the after effects of the Earthquakes. (Male, 65+)

They are doing their best with the streets by keeping the street lights going and patching up roads best they can. (Female, 50-64)

They are doing very well with their libraries throughout the whole city. (Female, 65+)

They are trying their best. (Male, 25-49)

They are trying to educate or communicate to the public through the media about events such as the Memorial and doing really well. Think in the last few months the Council's performance has lifted and there is less negativity from the people. The Mayor has had a lot to do with this through his communication. (Male, 25-49)

They do the rubbish quite well in my opinion. They pick it up in the mornings and the bins are ready in the afternoon, I like how reliable and regular the service is. (Female, 50-64)

They have tried to get recreational events going and been active in supporting other organisations to get things going. They were quick to get those feel good things out there and people are embracing them, we need them. (Female, 25-49)

Trying there best to get the city up and running again. (Male, 50-64)

Upkeep of public swimming pools - they close them pretty quick if something goes wrong and fix it rapidly. (Female, 50-64)

Waste water, water supply and sewerage. These are all council responsibilities and they handle them well. (Male, 25-49)

Waste water. All the problems have been fixed quickly and at a good standard. (Male, 18-24)

Water, electricity, sewerage, rubbish removal. Cleaning the streets (really good). (Male, 25-49)

Water, good fresh drinking water. (Male, 18-24)

Waterways; keeping them unblocked and flowing and easy to access. (Male, 18-24)

We get regular updates with newsletters in our mailboxes and the Star has information as well. (Female, 25-49)

With regards to the rebuild (drainage, roads, pipes) they are doing a very good job. Compared with other places in the world which have had Earthquakes, they've done a very good job here and we are so lucky. (Female, 65+)

Within in our own community the Council has provided great service when we call for them to come out and repair something or clean up something. (Male, 65+)

Papanui/ Shirley

Availability of dog friendly areas and activities are fantastic in terms of registration and accessibility. (Female, 25-49)

Basic services like water, as well as the repairs underway in the Spencerville area. (Male, 25-49)

Building consents processing faster because I'm a builder and I'm sick of waiting and now their coming through fine. (Male, 25-49)

Bus service, the Orbiter in particular you can get anywhere in Christchurch by bus and even Rangiora. (Male, 50-64)

Bus services - It is very cheap and it covers the city reasonably comprehensively. There are a few exceptions occasioned by Earthquakes and such. (Male, 65+)

Clean green attitude comes through with the public transport, provision of cycleways, recycling clean green areas. Council is Eco Friendly. (Male, 25-49)

Communications - The sheet that the city sends out is well laid out and at least they are making an effort to communicate. Their website is pretty good. You can find most things on the website, specifically community board meetings and minutes, some of the outcomes from those and some of the planning issues as mentioned on the Council website. It is important that they keep it up to date. (Male, 50-64)

Dealing with the roads quickly. Providing events and free concerts for Christchurch residents. (Female, 25-49)

Delivery of information, because it doesn't take very long for the information to get out there e.g. events, announcements, changes in roads etc. (Male, 18-24)

Doing well under the circumstances. (Male, 65+)

Earthquake recovery for the CBD, doing a wonderful job under the circumstances. City plan seems well thought out. (Male, 50-64)

Earthquake repairs. Roads, big challenge to repair the roads and they are doing very well. (Male, 25-49)

Entertainment - It makes it a vibrant city. It is more important than just walkways. It is the mental state that is important, especially at the present time. It distinguishes one city from another. The venues like parks make it good. You can have a great act; but if it is somewhere pathetic then I wouldn't even go. You have a chance to meet old friends that you otherwise wouldn't have met. (Male, 65+)

Entertainment. Stuff they've been putting on the Busker's Festival seem to be pretty good. All the festivals seem to be very well done, very well presented and reasonably well put on during the actual days they have them. (Male, 50-64)

Events - Organisation and information about events so that people are aware that it is happening. The Council providing information leading up to events so that people know when events are on rather than missing them. (Female, 25-49)

Events and activities, parks, reception and library, accessible and heaps of events during summer as well as parks maintained. (Male, 25-49)

Festivals and events are wonderful, we participate in a lot of them and they are really good. I think in general they have got on top of the big mission they have on their hands. (Male, 50-64)

Fixing roads. They are fixing all the Earthquake damage fast. (Female, 18-24)

Fixing the infrastructure. It has created huge issues, but they are doing an awesome job. (Female, 25-49)

Footpaths - Jenny has come out and consulted with the community and she listened to us and did an excellent job. (Male, 50-64)

For us as a family it would be the swimming pool facilities, opportunity for the kids to learn how to swim is important to me. (Female, 25-49)

Free events like Christmas in the Park as well as the Buskers Festival. It is the best thing that the Council does. It encourages families to get out and experience different things. If it was charged out then they might not be able to experience it. It is good that is free. (Female, 25-49)

Getting the awareness of the community and things done in the community as a theme rather than individuals. Working with the community to fix the things they can. Being at the ground level and being at the top level. Being seen at the lower level with people and seeing what actually needs to be fixed and done and doing something at the ground level as well. Coming and having a look, then going back and fixing what needs to be done in the communities around Christchurch. (Female, 25-49)

Getting the public services up and running like the libraries, pools, gyms etc. (Female, 25-49)

Good job in the rubbish collection because it works well (Female, 25-49)

Helping communities get back on feet. Waterways in some places, power cables in others. (Male, 25-49)

I think the libraries and swimming pools are great because they are used by the communities. (Female, 25-49)

Keeping people advised about what is going on. Lots of signs about roadworks, detours. Even though roadworks are inconvenient lots of information and signage is being provided by the Council. (Female, 25-49)

Keeping the gardens up to standard - It presents the place as a nice place to live. (Female, 25-49)

Keeping the streets clean - They do a reasonably good job at this. There is roadworks everywhere but they have to do that in order to go forward. (Male, 65+)

Libraries - really like going to the library, great place for the community, made it all a lot more independent, can check out books yourself and the libraries are there to help too. I like that we've got the park used for big international events again, e.g. Elislie flower show. (Female, 50-64)

Libraries and festivals because they are things I attend with my children. (Female, 50-64)

Libraries because they're easily accessible and great for looking for information for kids and adults. (Female, 50-64)

Libraries because they're well supported and I like them the best. (Female, 65+)

Library is brilliant. Condon pool is brilliant. Overall do a good job considering the Earthquakes. The workers have always been pleasant and polite and work away. (Male, 65+)

Library service, everybody has access too, if no access there are mobile libraries. Rubbish collection is also done well and core service. (Female, 65+)

Maintenance of parks and recreation areas. (Male, 50-64)

Maintenance of the parks is one, I use them a lot with my children all are safe for the kids and tidy. (Male, 25-49)

Making sure public amenities are being repaired such as water, power, drainage, telephone due to Earthquakes. (Male, 25-49)

Mayor is doing a good job of promoting Christchurch internationally as a place to business in and as a tourist destination (Male, 25-49)

Opened up business- Cashel St. Mall and it's getting people back in the area. (Female, 25-49)

Overall satisfied. (Female, 65+)

Preparing of the roads is spectacular. Involvement in Restart Mall, entertainment around there is fantastic especially while shopping in the weekend. (Female, 50-64)

Presentation of Parks and appearance of green areas. It is nicely maintained and adds to the value of the city itself and is a nice break from the earthquake recovery. It is nice to have green areas. (Male, 25-49)

Providing a good service in the sense of getting the roading and infrastructure back up and going. (Male, 25-49)

Public activity venues, such as Ellerslie Flower show. They know how to advertise and people like to go to them. (Female, 50-64)

Public events - very good at keeping public events going (since the Earthquake). (Male, 25-49)

Public free events, I feel you would be hard pressed to find anywhere in the world such a variety of public events that are family friendly and are so well organised and run. (Female, 25-49)

Public libraries and swimming facilities - making them accessible especially after the Earthquakes (Female, 25-49)

Rates Rebates Scheme - They have been very efficient at processing them and were very straightforward with the processes. (Male, 65+)

Rebuild and getting services up and running is evident everywhere. (Male, 25-49)

Redeveloping the city. Getting the rebuild going ahead. Previous 12 months have been slow, but the Council seems to have noticeably stepped up efforts towards the rebuild recently. (Male, 25-49)

Repairing the ground, water and waste water infrastructure. It is something they seem to be on the ball with. (Male, 25-49)

Repairing the roads because its a large job, taking a lot of organising. (Female, 25-49)

Replacing of road and sewer services. The guys that are working there are doing a fantastic job with working long hours to get it done. (Female, 25-49)

Roads - We have got roads that we can go down and considering what has happened that is brilliant. I strongly believe that (given) the seismic conditions that we have gone through, that just to have roads that we can go down is incredible. (Female, 25-49)

Rubbish collection is excellent, it is reliable, not left sitting there for days and days. Doing a great job with the rebuild of the city, the roading work is massive as is water pipes and they are doing a good job (Female, 65+)

Rubbish collection is the best thing they've instigated in the last decade. Amount of materials going into the landfill must have dropped by a half at least which is great. (Male, 65+)

Rubbish collection the best I've ever been involved with. Three different bins, makes it clear what you have to do, there's no confusion, apart from the green bin it could be bigger. (Male, 25-49)

Rubbish collection, I see it as efficient and the recreation centres and swimming pools are run very well to my knowledge. (Male, 25-49)

The 3 bin rubbish collection. Also a while ago someone dropped a whole trailer load of rubbish outside my gate on rubbish day. I rang the Council and within half an hour they were down with a truck and took it away. (Male, 65+)

The best would be the current roadworks. Even though it's slow, it has to be done thoroughly. (Male, 50-64)

The bus lanes going in. Gets me from A to B in a hurry. The bus lanes should be open longer though and for standard times during the day. (Male, 25-49)

The Buskers Festival was advertised very well. (Female, 25-49)

The Council is providing good events, festivals and free community events, the daytime ones for the little kids are excellent and evening ones for people with restrictions on their activities. (Female, 25-49)

The events and festivals and the road works, they are doing well. (Female, 25-49)

The events and festivals are organised well and are entertaining. (Female, 25-49)

The events and the fact that they are free, especially for people that are struggling financially (Female, 65+)

The events they organise. They recognise the importance of getting people together and having fun. (Male, 25-49)

The festivals are good, the rubbish collection works well [and] the swimming pools are good. (Male, 50-64)

The festivals. The Chinese lantern and flowers festivals along with other are just great; they're free and they're something to look forward to taken the situation the city is overcoming, due to the ongoing earthquakes. (Female, 25-49)

The kerbside rubbish collection. Good service and gets done weekly. (Female, 25-49)

The kerbside waste collection service it is so efficient and effective. (Male, 25-49)

The libraries are very good, they seem to have a good range of books and are very helpful, I'm partially sighted and they have a good range of audio books, they go out of their way to help me. (Female, 50-64)

The libraries. The things that the library provide for our family and my son, we go to baby time twice a week. Good [that] the town library was relocated. (Female, 25-49)

The Library- the online service for reserving books is pretty good and the library are helpful. (Female, 25-49)

The pamphlets in the letterbox because it's keeping us informed. (Female, 65+)

The public service like the libraries, especially the Palms one. Very good events and arts projects. Restart Mall a very good plus and the Botanical Gardens great. (Male, 50-64)

The recreation, libraries, pools and festivals have been brilliant. It's raising our community's morale. It gave us something to do. They got those up and running quickly which was great. (Female, 25-49)

The repairs to services and infrastructure such as roads and water etc., everyone I have dealt with has been brilliant. (Male, 50-64)

The rubbish and recycling collection works well. (Female, 25-49)

The rubbish and recycling service. It's efficient, anything you don't notice is working well. (Male, 25-49)

The rubbish collecting is something they have done really well with, the bins are a good decision, animals can no longer get into bags etc, it's easier for elderly people to wheel a bin out than carry a heavy bag. When I asked council to remove some flax bushes from the end of my driveway which were obscuring my view they were very helpful and cooperative. (Female, 25-49)

The rubbish collection has performed the best. Can't think of anything as to why its preformed the best; always picked up on time. (Male, 25-49)

The rubbish collection is a great service and it's well done. I like what they are doing with recycling and minimising waste. (Male, 65+)

The rubbish collection is spot on. They didn't take long to get it back to normal. (Female, 65+)

The service centres that are around. I like that they are local and I don't have to go into town. The staff at

the one I deal with are particularly helpful. (Female, 50-64)

The swimming pools are really good. It is a cost effective way for people to maintain fitness. It is well maintained with good staff. The Events and festivals are great because they are cost free to spectators. (Female, 25-49)

The things that I use most are the pools and the library and they have done an excellent job in keeping them running and available. (Female, 25-49)

The use of sports fields such as Hagley park, and the libraries and the Graham Condon centre. Family of five and haven't had to stop anything after major disasters, family can still participate in sports, go to the library etc. (Female, 25-49)

The wastewater and fresh water maintained the services in very trying conditions, impressed with them on keeping them on in such trying times. (Male, 25-49)

The water supply would be the best service. They were prompt in getting the problem resolved. It's one of the main necessities in our city so they did a great job. (Female, 50-64)

The water supply. They got it on as quickly as possible after the Earthquakes. (Male, 25-49)

Their emergency services are excellent. I needed trees to be cut back and they were very prompt in getting the job done. My water main needed repairs it did take a while before repair but they did do a great job. (Female, 65+)

They are coping and trying to give us all services the best they can. Roads are being fixed, drinking water is good. (Female, 25-49)

They are doing a good job of getting us back to normal but there is a lot of red tape. Our croquet pavilion has been waiting nearly 2 years for a new lease. (Female, 65+)

They are doing quite well with making things look neat, fast. Little places, making an effort to make things look really nice, e.g.. Container Mall. (Female, 18-24)

They are working very hard to get normality working within our city with the roads and waterways. So I acknowledge the hard work they are doing. (Female, 65+)

They employ good customer service representatives at their customer service centres, they also employ good knowledgeable library staff. (Female, 25-49)

They have done a marvellous restoring the services. They seem to have got on and got the services back to normal as soon as possible. (Male, 65+)

They seem to be alright at running water. Doing their best with the roads, had a lot to catch up on. (Male, 65+)

Trying to attract people back to Christchurch, things such as Buskers Festival, Ice Festival, etc. (Male, 25-49)

Wastewater removal. (Male, 65+)

Water and road services because they're working hard on the underground pipes, what they're doing is fantastic. (Female, 50-64)

Water supply is quite good- because of the problems they've had from the earthquake and how fast they've responded to those issues, and the quality that has been maintained. And the ongoing upgrading effort going on around me like replacing pipes and things like that. (Male, 25-49)

Water, sewage and rubbish are superb. Also the libraries have been a central part of the community, it was a major thing in terms of morale. (Male, 65+)

Well maintained parks and gardens are keeping people happy because they've been damaged and now we are able to play sport in them and the ascetic value of the park to be enjoyed. (Female, 50-64)

When our creek got flooded after the earthquake they came over pretty quickly to dig out all the silt and take the flooding away. (Female, 18-24)

Riccarton/Wigram

Activities for the people of Christchurch after the Earthquakes, concerts etc. are awesome. People need that, people are still upset about the earthquake, and the long lasting effects it has on people. (Female, 50-64)

Activities organized by the library. Some festivals or activities organized for children from the City Council. It actually impresses me a lot. (Female, 25-49)

All the events they are currently coming out with. They get people to join in and it's bringing communities together. There are so many different things they are putting on, a really great range to choose from and that they are free is wonderful. (Female, 25-49)

Bus transport, it's fairly regular and on time. (Male, 65+)

Collecting rates. (Male, 65+)

Community areas getting up to scratch like libraries and things. They haven't backed out of the Ellerslie Flower Show and Buskers Festival and things like that. They're straight back into community minded things. Trying to get people more positive. (Female, 25-49)

Community services like parks and leisure centres because it is providing places for communities to be involved. (Male, 25-49)

Coping with the aftermath of the Earthquake is fine. They're trying to do their best in terms of trying to get things done, but there isn't an open governance so we don't really know enough detail. They've been elected to run a city but there's no city to run. (Male, 50-64)

Coping with the repairing of the city, they are doing very well. (Female, 50-64)

Dealing with Council on consents (I'm in building industry) in last 12 months, definitely performed well in changing environment. [The] Council is going forward, are getting better at providing in a hard service. At the moment they have been quite bogged down with volume of work; I think you've got to give them a little bit of slack. (Male, 25-49)

Dealings with the Earthquake with getting infrastructure up and running quickly and getting Christchurch moving again. It boosted our morale. (Male, 25-49)

Doing a good job getting the city back into action after the quakes.
Doing the best they can. (Female, 65+)

Drinking water. [There] is a good constant supply of it. (Male, 25-49)

Events that they are providing because there is such a range that it's suitable for everyone and it caters to everyone's taste and it's a good distraction for what's been going on in Christchurch for the past 2 years. (Male, 18-24)

Events-they are fantastic for all walks of people and how the Council help community groups with events, that's the service I enjoy using. I have ordered books online through the libraries too (which is a good service). (Female, 50-64)

Everything to do with Hagley Park I really like, I ran there quite a lot and it's maintained. (Male, 18-24)

Festivals seem to be doing all right. They are well advertised and well attended. (Female, 50-64)

Fresh water supply because the quantity and quality have been excellent. We have had an uninterrupted water supply which is good. (Male, 25-49)

Getting the city operating again, it's a massive task but they are doing a great job, the busses have improved immensely. (Female, 65+)

Given half the city is demolished I am satisfied with all services provided. The roads in my area has improved immensely. (Male, 65+)

Good clean quality water supply direct to the home, not fluoridated. (Female, 25-49)

Having the events for the community to get out and about. Giving them something to do while the main centre is still down. They're doing a satisfactory job for what they can at the moment. (Female, 25-49)

I am so full of admiration for the way they have kept water supply, rubbish collection and all the core

services going. (Male, 65+)

I have attended a lot of functions at Hagley Park (Busker's Festival, things like that) and keeping those events up during this hardship is good. Classical Sparks, etc. just utilizing Hagley Park, really. (Female, 25-49)

I like the bus service being provided and there [are] a lot of activities in the community. (Female, 65+)

I like the organization of the events. Make me feel optimistic about the community. (Female, 50-64)

I really appreciate all the family events. When I moved here I was impressed by how they are advertised and everybody knows about them. And they happen often so I appreciate there's always something I can take my kids too. I really appreciate that a lot of them are free-that's really high value for me. I really like the rubbish collection coming from a city where we don't have bins like that. The green bin could be bigger. I appreciate how hard it would have been for the Council after the earthquake so I'm not very harsh in my responses and I live in a suburb which hasn't been highly affected. I appreciate the parks and greenery and value placed on big spaces-parks and reserves. (Female, 25-49)

I was really impressed with the new library in the city. I was impressed that we could bring it back and was impressed with the time frame. It felt like things were going back to normal. Continuing with things like the Buskers Festival and the Lantern Festival is good because it makes it feel normal again. (Female, 25-49)

Information on what was happening and how to deal with it (Earthquakes). At times when people are under stress you are looking for regular information about what is happening and what services have issues etc. and I feel we got that. (Female, 50-64)

It's hard to know with a lot of the core services like water, power and waste water, it's always there so the minimum standard is it works so in that regard they do it really well. I think that's important that the events work, it's money well spent for the people that go along. It's a great distraction from the state of the city and there's great variety for everyone. (Male, 50-64)

Letting people know what's going on. Information is always good. (Male, 25-49)

Libraries and the events they put on and recreation services like swimming pools and the sports grounds. To me they're providing a means of keeping fit and keeping sane. (Male, 25-49)

Libraries and the programs their offering. I look after pre - schoolers from home and the services the library offers are great. (Female, 25-49)

Libraries are well run, efficient. (Male, 50-64)

Libraries the best, the size, how many there are and the range of services they provide.

The cycle ways especially the new southern motor way-safe and it's own designated cycle lane is safe (Male, 25-49)

Library - it's just down the road, has a good selection and mostly good staff. They make it a good experience for children getting books; my son gets a stamp when he gets one. (Female, 25-49)

Maintenance of public spaces, we live opposite a public park, the rubbish is always taken away, the toilets are kept clean. Their events are fantastic, we have family living in the city with children and the kids love living here. (Female, 65+)

On the whole they are doing quite well. (Male, 65+)

Opportunities for families to get out and about for free with events such as 'Sparks in the Park', 'The World Buskers Festival' and the outdoor movie theatre in Hagley Park. Things you can do as a family that is not dependent on money. (Female, 50-64)

Other than the rebuild, I think the entertainment and variety of different entertainment in the summer in the park, the likes of Ellerslie, the Festival of Flowers, and there's a jazz festival. Also they do the Kids fest holiday program. I've been impressed by the quality of them and I've lived in a smaller city and they didn't have anywhere near the number of events and the quality of events has been nowhere near what Christchurch has, and nothing like Kids fest- this is great. Good for the community and socially in that sort of thing if they can come together and enjoy and be proud of the city. And something positive after the quake- you get people out of the slump when they have other things on their mind. Helps bring visitors and tourists to the city for something to go to, which of course helps the economy. (Female, 25-49)

Overall quite happy about all the services. (Male, 65+)

Park maintenance; the Botanic gardens are a well maintained wonderful facility. They are easily accessible and a wonderful place to go and relax. I enjoy the entertainments provided there as well. (Female, 50-64)

Parks and reserves because they're clean and green and good areas to visit. (Male, 25-49)

Planning department are performing very well in terms of what they are getting out and they are performing this very quickly, as well as the plans that they are producing which are very good. (Female, 18-24)

Providing community events and free entertainment. (Female, 25-49)

Providing information of whatever policy they are going to do. (Male, 25-49)

Provision of Leisure Centres and libraries as well as Rubbish and Recycling collections. They are all done consistently well, especially the rubbish collection. Leisure centres and library facilities are kept in good condition especially when they are in such high demand. For example, Jelly Park. Without access to QE2, Jelly Park is coping well with high demand. The library facilities are excellent but I would like the opportunity to renew the books. (Female, 25-49)

Public facilities - pools, gardens, libraries etc are great. (Female, 25-49)

Public libraries, public childcare, swimming pools are good- we often visit Jelly Park. The recyclable material and rubbish is good but I'm not happy with the green bin because it's too small. Public service is very well in Christchurch. (Male, 25-49)

Public transport and those kind of mechanisms. They've done really well working around the Earthquake zones. People wanting to get to places- it's so accessible. (Male, 18-24)

Rebuild in town - Because the rebuild is happening. (Female, 65+)

Recreational things and events have been great. Recycling great. (Male, 25-49)

Recycling and roadside collection. They are always on time and they are good at it. (Female, 50-64)

Repairing central city. (Male, 25-49)

Roading and infrastructure has had a big job over last 12 months and they can only do so much, I know they have been getting a lot of slack lately but I think they have been doing a good job. They have been keeping up with the up keep on this side of town. Water and waste services have been going well and general up keep of the parks has been good. (Male, 25-49)

Rubbish collection because it's well organised and efficient. (Female, 18-24)

Rubbish and the roading. Has not been affected by earthquake and has been repaired if it was. (Male, 25-49)

Rubbish because it is so easy to organize. (Male, 18-24)

Rubbish collection- all three bins. Haven't had much of a problem with rubbish. (Male, 18-24)

Rubbish collection and maintenance of the parks and libraries and what have you, that's all good. I'm quite happy with that. They've always done a good job and they're continuing to do a good job although it has gotten harder because of the Earthquakes. (Female, 50-64)

Rubbish collection because it's always on time and consistent and also uninterrupted. (Male, 25-49)

Rubbish collection because it's very well organised, dependable and everyone knows the correct bins to use for what, it seems to be a faultless service. (Female, 65+)

Rubbish collection. It is always regular and the streets are tidy. (Female, 25-49)

Rubbish service they are doing quite well, the streets are quite tidy too. (Male, 65+)

Still supplying the city with as many facilities as possible prior to the quake - swimming pools and libraries. (Female, 18-24)

Summertime Festival is always good every year. A good range of activities to appeal to lots of different people- family friendly. (Female, 25-49)

Taking our rubbish away, because it's collected every week. (Female, 65+)

The activities through the Summer months take people's mind off things. The buskers are a relief, free family activities: Christmas in the park etc. The way they make the North and South Hagley park available

for things like Beer Fest etc. (Female, 50-64)

The basic core services we have discussed are being done best and I am satisfied with them. (Female, 65+)

The best at the moment would be the rubbish collection because even though the roads are still messed up they are still out collecting it every week. (Male, 25-49)

The best thing that the Council does is the family friendly and free events in the parks. It's great for the culture and gets the family out side. The Buskers Festival gets better every year. (Male, 25-49)

The Botanic Gardens - They have been able to recover so quickly. You see a large number of tourists going through there. It is quite amazing really. (Male, 18-24)

The bus service. You can guarantee one will come along at some point and they get you from A to B. (Female, 18-24)

The communication of progress of the rebuild after the Earthquake. I think they have shown they are looking after people and communicating with them. (Male, 65+)

The community things they do like the Lazy Sunday in the Park on the Archery Lawn-you get the most amazing energy from the crowd. Everyone is just loving it. All the things that bring the community together, it does a lot to the wellbeing of everyone. We go to all the events, concerts, etc, we take our friends and grandchildren along. Those getting rubbished in the paper is rubbish. (Female, 50-64)

The Council is delivering great activities and making great use of Hagley Park. Despite the past two years, Christchurch is still a fun place to be. (Male, 25-49)

The events and festivals because it's interesting. (Male, 25-49)

The events and festivals, because it is growing in popularity and more people are taking part in it. It is good and refreshing. (Female, 25-49)

The events and festivals. A really good range and they are in a good time frame like having summertime's festivals in the holidays. Offers a range of activities for families and tourists. [It] puts Christchurch on display and encourages people to come back here. (Female, 25-49)

The events that they hold in December and January like the Teddy bear picnic, Kids Fun Day and New Brighton Sand Castle competition are all great events for families. A great family day out. (Female, 25-49)

The facilities that they offer, concerts, entertainment [and] the pools etc. (Female, 50-64)

The festivals and entertainment because there has been a lot of free and multi-cultural things. (Female, 25-49)

The Kerb side rubbish collection is one of the best services the Council has. If the collection day falls on a public holiday they give us notice that our bins will be collected on this date. (Male, 25-49)

The libraries and the free events in the community. (Female, 25-49)

The libraries are good. They are up with the times, they have computers and the kids like them. (Male, 50-64)

The libraries are great and the services and staff are very friendly and helpful. (Female, 50-64)

The library - I use libraries a lot and it is a very rich library, I can find any book I want, I go there very often and am very pleased by what I find there. The Council here is the best Council in the world. (Female, 25-49)

The library and sports recreation like Pioneer Stadium at keeping them available at good prices to the public. (Male, 25-49)

The library is awesome. All the staff are very good and all the libraries are set up very well. (Female, 25-49)

The library services; the whole concept, the high limit on kids books, story times they have, little packs made up if you are in a hurry. (Female, 18-24)

The other day I was walking to Fendalton Mall, I walked through an area with a big shady tree, there happened to be a trench dug and not filled in. I have slight Glaucoma and fell in, I was okay but worried this could happen to other people as there are a few mobility scooters in the area. I rung the Council and was immediately reassured it would be fixed. I went to a meeting and on my way home the Council were there filling it in. (Female, 65+)

The recreation centres and events and festival would be their best service. The prices for the pools are

- reasonably good and the range of events and festivals are great. I enjoy the events. (Male, 18-24)
- The recycling and rubbish collection is smooth and seamless and you never notice it. (Male, 25-49)
- The recycling system works well and is efficient and green oriented. (Female, 50-64)
- The restart mall was good in terms of the speed it got up in. (Male, 25-49)
- The road maintenance-they are doing it well. And the bin system is good too. (Female, 50-64)
- The rubbish collection is a remarkable system, a great improvement on the bags, we have learned the correct use of the bins and when to put them out I feel it has tidied the city up. Without it we would have been in a worse state after the quakes. (Female, 65+)
- The rubbish service. It seems to be seamless, there are no issues with it at all considering what has happened in recent times. (Male, 50-64)
- The rubbish, recycling and organic collection. They get rid of it and keep the place tidy. Its good for the environment. Regarding the bins, they want to encourage people to recycle so the red bin should be smaller than the yellow bin and the green should be bigger as they make compost out it anyway. (Male, 50-64)
- The water supply and waste water, we don't have to pay for water like other places and there's been minimal interruptions to the service also the quality is pretty good (Male, 25-49)
- The water supply I am very satisfied with and the rubbish collection. There is no problem with the water-always very clean and clear. very happy with the rubbish, recycling and green bin because it's all separate. The green bin is very useful. (Female, 25-49)
- Their reaction over the last 12 months to things has been reasonable. It hasn't always been the right reaction but at least they've reacted. (Male, 65+)
- They are doing as decent a job as they can, they are trying hard and no one else is going to step in and do it for them. (Female, 65+)
- They are doing the best they can but it will take time. (Male, 65+)
- They are performing well in advertising Earthquake updates and what's going on, keeping citizens informed of progress doing well. (Female, 50-64)
- They are the performing best in keeping the morale up in the city with events and festivals. (Female, 18-24)
- They are trying their best at the moment (Male, 50-64)
- They have done well at utilising the space of Earthquake damaged places in town like the Container Mall and other things that have popped up around the place are pretty cool. (Female, 18-24)
- They have tried to keep events going, which brings people together and have kept the open spaces accessible, which is important. (Male, 50-64)
- They're trying to get the roads fixed the best they can. (Male, 25-49)
- very active and doing very well with emergency action planning. They have dealt with businesses in a reasonable manner. (Male, 25-49)
- Water - It is clean and never stops. (Male, 18-24)
- Water and rubbish are still way up there. (Male, 50-64)
- Water supply and cleanliness to residents. It's always there and has been pretty good through the earthquake. Always clean, clear, good pressure. (Male, 25-49)
- Water supply and drainage management, it always works smoothly. (Male, 18-24)
- What they're doing the best is looking into the whole picture of Christchurch of fixing the buildings. Looking a lot further in detail to what they want to regain in the city and what they want the city to look like. (Male, 25-49)
- Working hard for the city and improving the city, doing good with the roads. (Female, 25-49)

A.2 Things the Council Could Improve

Banks Peninsula

A Community Centre at Birdlings Flat - We have no community centre and we are a growing area, specifically with children. (Female, 50-64)

Building consents are huge, so much rubbish goes on to get it so needs to improve, because we can't go on without it. Too much hold up, too much money, too much 'toing and froing'. Too many fingers in the pie, just need to get a consent without the hassle. (Female, 50-64)

Carry on with the roads and footpaths, there's still a lot of damage so they need to fix everything up. (Male, 25-49)

Communication being open and not making decisions behind closed doors. (Male, 65+)

Cutting costs. I feel that there is too much largesse. Too many managers with VISA cards; if they are late they take taxis on the card, they take their pals out for meals and list them as business meetings, there has to be forensic accounting on the use of VISA cards. They forget that staff see managers doing things which aren't right and staff can get very resentful. I also dislike meetings behind closed doors. There should be no secrets in council; none whatsoever. (Female, 65+)

Efficiency in Council services, specifically City Care. We get a lot of duplication of labour. The sort of thing where you see almost a fleet of vehicles coming over to Banks Peninsula each day of the week, and it makes you wonder what they are all doing. For example, on the Devauchelle cemetery which is below our place, the lawns recently have been mowed regularly where they don't need mowing because of the dry conditions. Also in the centre of our area, which is called Ngaio Grove, there is a little strip of lawn which has always been done when the cemetery is mowed, but quite often it is ignored and is mowed by a resident. (Male, 65+)

Letting people know what's going on and what they are voting for, like the cycle track no one knows about. (Female, 65+)

Needs to improve on the whole theme of tourism, especially in the Akaroa area. (Female, 50-64)

Not so much behind closed doors the public needs more information about decision making. Overall reasonably happy to let them get on with it and work together as a team more harmoniously. (Female, 65+)

Paying \$3,000 rates and not receiving services such as public transport, sewage, water and rubbish collection. Parking around hospital has a two hour limit which is insufficient time for the hospital as they are often an hour behind, could be extended to three hours and consents are too expensive. (Male, 50-64)

Repairing roading, sewerage and waterways. (Male, 65+)

The quality of water and need to stop discharging semi-treated sewage into the harbour. They should supervise the repairs of roading in our area which shouldn't need to be repeated so often and so soon, a vast waste of ratepayers money. (Male, 65+)

The service of providing us with a services at good cost with less wasting of money. I could walk around the city and save the council millions with small things. During the earthquake there was so much wastage of money that should be dealt with and moved on. They are leaving these small things and it is costing the rate payers plenty. Decision making on their big projects needs more public consultation, [they] should be listening to the public more than they are instead of bulldozing projects through. (Male, 50-64)

There are mainly holiday homes around where I live. I have been doing things without Council help for years, so things wont change now. I get nothing from the Council, nothing except the rates. (Female, 65+)

They have closed all of our Community Halls and I am involved in the board that looks after the Duvauchelle Hall. They are procrastinating because it doesn't need much to get it up to standard. (Female, 65+)

They should be concentrating on getting the roading up and running properly rather than concentrating on convention centres because people need roads. (Male, 65+)

They should make cheaper parking in the city centre if they want people to come back - \$3.50 on the road in the city is not cheap parking , 50 cent half an hour I am more happy with , overall improve the parking prices in the city centre. (Female, 50-64)

When consulting with community about future plans then they need to fully disclose other things that may impact on the plan. e.g. when talking about a community space they also need to look at how roading or business interests may impact the use of that space. They need to look at things in context and be more transparent with the community concerning competing interests. This means that you won't have competing plans for different interests cancelling each other out. Try to get Council interests to align with each other and the community. (Female, 25-49)

Burwood/Pegasus

Building Consents - Too much reliance on collecting money rather than offering service. Lack of staff to process the growing number of building consents. Putting projects on hold for minute issues. Council needs to be more flexible on receiving information that is required. Needing to be moving consents faster by hiring more staff and not putting projects on hold for small items. (Male, 50-64)

Bus service in Dallington. Need to alter the route by fixing the Dallington bridge so better bus routes can be put in place. Save having to walk to the Palms Shopping Mall. (Male, 65+)

Can't criticize what they are trying to do. Resource consent, and general building consent for repairs and replacement of buildings is taking way longer than it used to. (Male, 65+)

Can't think of anything specific (Female, 25-49)

Carrying on with the repairs that they are doing. It can't be done over night, so just continue. (Male, 25-49)

Cleaning up the East end, they have done nothing. The whole of East of Christchurch is a mess, the roads are mess, empty sections, roads are awful. Maintain the land , look presentable, make it look nice, instead of looking like a war zone. Everything looks like a war zone. (Female, 50-64)

Communication, for the likes of our footpath and road, it would be good if they could communicate timeframes as to when they get to our street, very frustrating after rain as it floods quickly. (Male, 25-49)

Consents process - My partner is an Architectural Consultant and father is in the building trade. My company is currently trying to get a consent for a project and it is very difficult and very time consuming. Too slow, not adhering to own protocols. Also very hard to communicate, and very hard to push a consent along and get it out on time. It is difficult to find someone who is responsible enough to take it on; try to streamline the process by using better trained people. I don't know how it works in the Council but better communication and transparency in the process would be good. For example my partner would hand in a consent application to consents officer and that would be her point of contact. At present it is done electronically which means that if there is a problem that she won't get notified until much further down the track. Once it is logged she assumes that it is in the system and being processed but in fact it can be held up and she has received no notification. Communication seems to be the issue. (Male, 25-49)

Council should be putting more time and effort into improving the Red Zoned areas. I'm at risk of breaking an ankle walking on the roads and all the dust coming into the house from the roads is atrocious.

The river is in a disgusting condition with pollutants, dead birds and rubbish right up along the riverbank and footpath.

Both ends of our street are Red Zoned (we are in a TC3 area). Roads have not been prepared to get through the Red zone to the Green zone. Basically I can get 50m from my house on a maintained road then gets to a damaged road which damages car, is difficult to get kids to school, affects property price, and many other problems.

My wife was walking the dog by the river the other day and was almost retching because of the stench. (Male, 25-49)

Customer service rep that responded to my query through the council web site regarding our section height. He was so rude it made me think if that's who they employ its no wonder we're getting held up. Eventually someone did come to our property to attend to my problem but that was unsatisfactory. I didn't get any explanation as to why we had been compromised on the height of our section.

They also need to be a lot faster with their building consents, people are waiting. (Female, 50-64)

Dealing with the people in the Green/Blue zone - they are just stuck and not going anywhere and don't

know if they are turning red or going to stay green. Give them a decision. (Female, 50-64)

Decision making - Too much infighting. Local government but there is too much interference from party politics. It is the infighting within the Council itself that is the problem. (Male, 50-64)

Drainage in our area needs improvement due to quake damage. (Female, 65+)

Earthquake recovery stuff. Roads need to be fixed and zones need to be sorted. We still don't know what is happening. We need some solid ideas of what New Brighton will look like when it is finished. I'm hoping that something will happen to draw people here, maybe improve the mall to match the pier area so people will come. The salt water pool ideas are great and will attract people. (Female, 50-64)

Feedback from customers need to be processed faster and more efficiently (e.g. complaints). They need to listen more to the community and give the community more feedback so we know they heard and understood us. (Female, 25-49)

Feedback to the public on Council decision making - There is too much done in private and ratepayers have a right to know. Be more open with the public and listening and taking on board a bit more of what we are saying. I am on the East side and we want a pool. We have been screaming for a new pool and nothing has happened. They haven't even come out with anything to say if they will build anything, or a site or a year to start. We want that kind of information. (Female, 25-49)

Fix the roads, fill in the pot holes and get the roads up to standard. (Male, 50-64)

Fixing roading - As far as Earthquake recovery is concerned it would be good to allow people to get around the city comfortably. Put more emphasis on roading. (Male, 25-49)

Fixing the roads and footpaths in the East of Christchurch. Forget about maintenance on the West side of the city and put money into roads and footpaths in the East. We deserve decent roads and footpaths two years on from the major Earthquake. (Male, 65+)

Footpaths and roads are in very bad condition and getting around is difficult. (Female, 25-49)

Get the right people on board.

Putting across one opinion not several, mixed views trying to be pushed through. It doesn't come across as one big organisation. (Female, 25-49)

Getting the plans and the go ahead for the New Brighton swimming facility. The loss of the QE2 was devastating to me and I feel that the new swimming pool complex would be the best thing to happen in the rebuild of the city. (Female, 25-49)

Help residents that are still having tough times - helping out with rates for struggling businesses that have been affected by the earthquake. Giving them support overall even if just a phone call to make sure that local businesses are on top of things. It is nice to receive that kind of support. (Male, 25-49)

Housing - So many people with no place to live because of the Earthquake. So many people are isolated and there is a lot of stress and violence happening in families. So with all the stress of lots of people living in the same house there is nowhere to relax. Pacific Island people specifically can't afford houses being mostly low income people. The Council needs to work out what the needs are for people so they can live comfortably in their homes and reduce stress. (Male, 65+)

Housing. They need to get people who are living in cars and garages into houses. I don't think they should worry about doing the malls or anything like that. People need houses first. (Female, 25-49)

I got woken up between 1.30 and 3pm by road works. I called the Council during the night, said they would investigate, they phoned back but did not know who it was; they said they will get back to me. I emailed too, but I have not had an answer. A neighbour was told we had been notified, but none of us had received any notification. No excuse for work between 1.30 and 3pm nothing should be that urgent. It happened two nights in a row. Address :Tern St - about 6 weeks ago. (Female, 25-49)

I hear comments on the radio and in the paper about Brighton, I have always lived in Brighton, I love Brighton and they are doing nothing. They are leaving it to the people of Brighton instead of the Council taking care of it. They are too worried about the central city. They get rid of the graffiti down there and on my place when I ring but they need to clear the graffiti on the empty spaces and houses. There are sections and houses around this area with really long grass which could be a fire hazard if we don't get any rain and they could clean up the footpaths and mow some grass to make it look a little more presentable even if they are empty. (Female, 65+)

I'd like to see them work more quickly on repairs (roads). Wouldn't mind seeing more parking buildings. Maintenance on the cycleways on the river. Have more shade in pedestrian malls, sail shades and shade cloths. (Male, 18-24)

Improve the roading, they have all been severely damaged in the Earthquake, they have been fixed 3 times since the Earthquake and [are] still hideous. I observed them putting corrugated cardboard in one of the holes to fix it, thought it to be a bit strange, maybe an oversight of the contractors involved. (Male, 25-49)

Improve the roads and footpaths. Get them all levelled out and older people need better access. (Female, 65+)

Improving the roads by fixing the pot holes in the roads. (Male, 25-49)

In the East the roading needs to be improved around Pages Rd and potholes removed in Beresford St. Flooding around high tide; a preschool is affected by the high tides and flooding - you can't pull up by the preschool. Lots of places in the East, the road conditions take their toll on people, make the places accessible. Take away the feeling low moral and of being bagged by the media all the time. The Council needs to step in; no one has tackled the facts about the soil, no liquefaction around Marine Parade but no science given for this. We are not all damaged over here, there are great communities over this side of town. South New Brighton school used the community hall for assembly -this has gone, these buildings need to be put back by the Council, it's important for the school moral. Recreational facilities also need to be re-established. The focus is on the West, right some of the wrongs printed in the media about the East. (Female, 25-49)

Information on events - A lot of events have come and gone and my friends find out about them and I don't. They go and have a great time and tell me about it afterwards about an event [that] I never knew was happening. I read everything that comes into my letterbox and I haven't seen anything about certain events. More information is needed. Mail drops should be done. I only received notice of the Buskers Festival after it had been going for a week already. They should have a list of everything that happens throughout the year that they have already arranged, and if it is a paid event then [have] the price range included. (Male, 25-49)

Keeping the public informed and having input from the public. (Female, 25-49)

Letting people know what's happening. Getting it out in the newspapers. I haven't seen anything about the water conservation things and we read the newspaper. (Female, 25-49)

Like to see the Port Hills cracks get opened [and] the Bridal Path needs to be reopened. Building is my industry and it has got very much more involved to get an inspection, having to give the same information every time you phone up, even though you have a consent number. (Male, 65+)

Maintenance and roading because I got fifty pot holes outside my door (that's a bit exaggerated). They could possibly hire more staff but I also respect that it's idealistic. (Female, 25-49)

More cycle friendly and green because too many cars are everywhere. Encourage people to exercise and lessen the amount of cars on the roads, especially for schooling. Because there's so many cars on the road, people feel the need to drive their kids to school to avoid hazards. (Male, 25-49)

More public parks - Some of them were taken out by the Earthquake and it gives people something to do, especially if you have kids and you want kid friendly parks. More dog parks would be good as well. There is currently only approximately 4 in Christchurch at present. (Male, 25-49)

Must improve the river edges in both function and appearance. Cut the long grass and that includes red zone houses around the river to improve morale within the city. (Male, 25-49)

Need to get out to the East side and see these people that have no homes and see the graffiti and grass. The East side has been left, the road and foot paths are terrible. Need recreational facilities. Some people are going to Campbell Live because of inaction two years on the East side. Need proper road works. (Female, 50-64)

Need to work harder on fixing the more damaged suburbs. (Female, 18-24)

Overgrown areas in many places need more maintenance, it's the little things that make you feel better; used to be able to bike on bike paths along the river all the way to the city now it's like mountain biking. (Female, 50-64)

Parking too expensive, Christchurch is stuffed, it'll be many years before the city is fixed. (Male, 65+)

Parks River banks in very bad disrepair, not all of it is in the Red Zone. The roading terrible, [and is] effecting and costing maintenance of cars. Constant slow zones when the roads have been the same for 2 years. The sewage treatment they have in Parklands Bottle Lake Forest- no permit obtained and no local consultations just doing what they want, [it is] effecting the local residents - constant trucks, [it] would have lowered property values in the area. (Female, 25-49)

Prefer the libraries opened a bit longer in the evenings. The residential Red Zone to be encouraging the quicker clean up of vacant sections, the quicker collection of wheelie bins. (Male, 25-49)

Pruning of the trees overhanging on the power lines, reported it and still keep happening. (Female, 25-49)

Public relations, they have closed meetings where the public and media can't have a view or know what's going on. (Male, 25-49)

Public service announcements or messages - I didn't know about water conservation campaign. I read newspapers, am online and listen to the radio but still didn't hear it. I am not sure if they target a specific age or whether they do blanket ads across all media. Need to have a look at what media they are using and maybe mix it up or get a Twitter feed or Facebook page so that the younger kids know what is going on. (Male, 25-49)

Rates assessments, I don't think it's a very fair system at the moment. They seem to be lumbering the cost of repairs on the rate payer. I've got a section I'm not able to do anything with, I'm getting charged full rates for it, without getting any services provided. (Male, 50-64)

Rates

- Personally with the roads out here being not so great in terms of services, there are no bus stops and some houses are unliveable in my area. Why are the rates going up out here when there are no services out here? They need to get everyone who works for the Council to go to work via the Eastern way and then they'll know. (Female, 25-49)

Rebuilding the sewage lines. Just down the road from me they laid new pipes over old pipes and the old pipes collapsed (Male, 25-49)

Recreation - We used to go out to QE2 and have nothing this side of town now which we can use as a swimming area or go to athletic meetings. We need something this side of town - Burwood. Once the Belfast Freezing Works closes down, then that would be a great location for a recreation centre including track and field and swimming pools. (Male, 50-64)

Regular communication on road works or general repairs in an area. It isn't something that hasn't come out regularly and some advance notice in the letterbox would be handy. (Male, 25-49)

Regulatory issues regarding building consents- Poor timing and general frustration (Male, 25-49)

Repair of the roads - Letting people know before you get to the reconstructions as to where the detours are going to be. Notice in the paper or online before the roads are closed for months or weeks would be good. The situation has been unparalleled and I do appreciate what they have been doing. (Female, 50-64)

Repairing the road damage caused by earthquake. I live in Burwood, I do understand but it would be nice if they were done quicker. (Male, 25-49)

Replacing QEII as the East of Christchurch needs sports facilities such as QEII was. (Male, 25-49)

Resolution for the Red Zone area in Dallington and around the river. There is no future plan yet and we want to know what is happening. Central city seems to be getting sorted as far as planning but nothing is around the outskirts which looks like a ghost town and is slowly getting trashed. The green bins could be bigger. (Male, 25-49)

Rivers and riverbanks - I would like to see them cleaned up and a lot clearer. The banks need to be better maintained with plantings. I believe that the Council should have a separate gang of people specifically on river and river bank maintenance. (Male, 25-49)

Road safety for children on scooters and bikes on the footpath. Educate the population about backing slowly out of the drive way where children are moving quickly on the footpath, too many accidents. (Male, 25-49)

Roading - the conditions of the road in the East have gotten worse since the Earthquakes. They are starting to do some work on this side but they seem to change things a lot with pretty much no notice e.g.

changing from one side of the road to another when the road gets ripped up. Need earlier notification of work being done as well as suggested alternate routes. (Male, 25-49)

Roading and footpath damage to my car. You can't go for a walk without looking down as you are afraid you could fall into a hole. (Female, 25-49)

Roading and walkways, especially in the East damaged by the Earthquake. Public relations, they have closed meetings where the public and media can't have a view or know what's going on. (Male, 25-49)

Roading because of the confusion of road closures and travelling. Getting the closures on Google maps and just finding out which is the best route. (Male, 25-49)

Roading from the Earthquakes repaired. Sporting facilities to be improved- rebuild them, more of them plus sports grounds. (Male, 25-49)

Roading is getting worse and worse and needs attention. (Female, 50-64)

Roading, because I'm sick of punctures and having to get repairs because of the state the roads are in in the East.

They should take more accountability for time management in getting these finished. A lot of down time with the workers on the road; jobs left unfinished a lot which means people are having to come back out to repair or finish those jobs, if they did the jobs properly the first time around they wouldn't have this problem. (Female, 50-64)

Roads - Slow to get fixed. (Female, 65+)

Roads and footpaths especially in the Brighton area and outside South Brighton school. The road has been dug up between three and four times in the last two years. Also need to clarify what is happening now that QEII has gone what will replace it. (Female, 25-49)

Roads and footpaths in the Aranui, Pages Road area. Improve by getting more workers getting along with the jobs, not enough staff currently. (Male, 50-64)

Roads and footpaths need repair. (Male, 65+)

Roads and footpaths. Stop patching them and actually fix them. We have a piece up the road that was patched half a dozen times before they actually fixed it and that must have cost a fortune. Do permanent repairs rather than temporary, the roads and footpaths are taking their toll on everything and everyone around town. (Male, 25-49)

Roads and waterways because there is a huge amount of damage that needs to be fixed. Roads need to be drivable.

They need to do one whole road instead of heaps of bits of roads because there is so many road works in and around Christchurch. When they send you on a detour they put you on a horrible road and it's affecting my car. I've had to buy a new car because of this. (Female, 25-49)

Roads is a big thing. Some times we feel like we do not know what is happening. Roads open and close; let us know what is happening. (Female, 25-49)

Roads to be improved and lower the rates. (Female, 50-64)

Rubbish free parks. From a good host point of view if you are going to have a park provide a rubbish collection service otherwise you can't complain when people throw rubbish on the ground. Also the rubbish bins should have rubbish dividers so people can sort recyclables and non recyclables and they should provide those everywhere and anywhere they can. If they are serious about recycling that is what is they can and should do. (Male, 50-64)

Should be electing a new mayor. Getting rid of Bob Parker. I don't like his attitude. I don't like the way he makes decisions . He thinks about himself not the people. (Male, 25-49)

Should be looking at roading - when they are fixing the curbing in Memorial Ave when the road is perfectly ok is to me a waste of resources. (Female, 50-64)

Should not be supporting entertainment events like Classical Sparks as distracts from the more critical stuff. The City Council online is extremely archaic, it's not user friendly -poorly designed. Facilities around horse shoe lake have been ignored, and can no longer walk right around or with a pram close to Red Zone. Needed a bigger Red bin several left lying on the streets -200 metres away but not permitted to take and had to pay and then have 1 delivered couldn't pick it up personally either; Green bin size too small and

actively discourages communities to beautify their areas-trees generate a lot of green waste. (Male, 25-49)

State houses around this area that are empty and houses have been left for a while. Speed things up with repairing the houses and getting people in them because there's a shortage of houses and accommodation for people in Christchurch. (Female, 25-49)

Stop spending too much money on things that aren't necessary. (Female, 65+)

Swimming Pool - I don't have access to a swimming pool because it is on the other side of town. When I have tried to go it has been too busy at the times I have tried to go. I think that they need to come up with a plan. They have a plan for a pool in the central city. But it is not for me because the central city has parking problems and I would much rather have a pool like QEII used to be where I could simply park at or take the bus and go straight in for a swim. I am a caregiver and I have very limited opportunities to actually go for a swim, so I need to be able to swim in a lane if I can make the time. (Female, 25-49)

Swimming pool facilities on the East. Like the proposal of getting a pool on the East, Graham Condon is too far away and doesn't have adequate parking. (Female, 25-49)

The bus services the busses are usually full, people been told to get off at stops that are not convenient, need to have more busses more frequent through the East sides. The roads and footpaths, [there is] still a big hole in the footpath that little kids trip over. Rubbish [needs to be] collected more frequently, quite often full and still a week till collection. (Female, 50-64)

The Council needs to look into the Eastern suburbs, the lack of anything over this way as far as recreation, really is debilitating. Look into rearranging New Brighton, a lot of kids in the East are missing out on QE2. I have to drive in Papanui to get swims in. Papanui pool is such a small pool that you don't get to swim like you did in QE2. Everyone going there means it's full quite a bit. I've had a lot of people talk about this side of town, and a lot of people want recreation back eventually, on the Eastern side. In the last 12 months, do not let it get too shabby around Avon river, make sure it doesn't get out of control. It looks bad enough with the houses as they are. I don't walk round there now because I've fallen over a few times. (Female, 50-64)

The land remediation and the repairs of the land. They need address the flood risk to land. They need to make sure that CERA live up to their obligations and make sure that the public is provided with stable land to live on. (Male, 50-64)

The parking meters. I have struck three that either don't work or accept my coins or are faulty, they need more maintenance and servicing. (Female, 25-49)

The presentation of the city. The waterways are a mess; nobody seems to be caring the grass edges and the water its self is dirty. (Male, 18-24)

The rebuild of the city centre. I think there is too much messing around about which building stays and which buildings get knocked down, which is delaying the process. I think they should have knocked it all down and started again. (Male, 25-49)

The road ways and footpaths so bad (Female, 25-49)

The roading and infrastructure in the Eastern suburbs. Apart from a few patch up jobs there has been no positive improvement on the condition of the Eastern suburbs. I feel like they are focusing too much on the CBD and not on the Eastern suburbs where it is most needed. (Male, 65+)

The roading needs to be fixed. I understand there is a lot to do before they get it going well again. There probably needs to be more street lighting in the suburbs. (Male, 50-64)

The roads are on their way but the footpaths really need doing ASAP for the elderly, who walk a lot. (Male, 50-64)

The roads needs to be fixed. They should try and get the roads in a decent drivable standard in the Eastern suburbs. Most of the roads need to be ripped up and re-layed but that takes a lot of time and money so for now they just need to do some patch up jobs till they can do a full repair. (Female, 18-24)

The roadways and footpaths, in this particular area, (Parklands). Linkwaterway and Lamorna Rd , the roadway is so appalling, my car has been repaired so many times from sink holes in this area. As soon as it rains it gets flooded everywhere, it can't get away. Something needs to be done in this area about the roads and the footpaths. I haven't seen anybody come round even when I've rang the council about our footpath, and they said they were going to send someone out, it was about a fortnight ago. Subcontractors

have not been yet, I'm frightened somebody's going to get hurt there. Roadways and footpaths have been neglected, patched and patched, and now nobody's been here for quite some time now, and need some attention. (Female, 65+)

The state of the roads in Parklands needs to be addressed, [it's] hard on vehicles. Improve the state of the sewerage in Parklands. The Council have told us they will put septic tanks on our properties; I strongly object. I would rather they concentrated on fixing the sewerage, I do not expect to see this in the city. I object the electricity to power the tank is off our power we will end up paying. No rebate available for all these inconveniences. We are part of the city. They need to get it sorted out, having a septic tank on a small property is revolting. (Female, 25-49)

The upkeep of the areas that have been most effected by the Earthquake. The grass area in our area has not been kept up, the trees on the footpath are not trimmed and maintained liked they used to be. (Female, 18-24)

The waste management. Drive past Park House recycling plant and wonders about the recycling of the green waste, non-recyclable etc . Communication of the waste management needs to be better. (Male, 25-49)

Their financial management - the councillors need to keep on top of Marryatt and Co and know what they are spending our money on and not let it slip out the back door, need to be transparent (Female, 25-49)

There needs to be more transparency in their meetings, so we know what's really going on, not just what we're told. Council housing, needs to be repaired, I feel sorry for those people that have been kicked out. I don't think enough emphasis is put on the citizens, the people who suffer the most are getting the least help. Rather than having a flash cycle way, it should be about peoples ability to have a clean and safe environment . I hear of people living in garages, because their houses are unliveable, there's nowhere for them to go, they're not being taken seriously enough. Children's lives disrupted by houses being fixed and constantly having to move. And now the schools are going to be closed, disruption to the children's lives have long tem effects. (Female, 65+)

They haven't done anything in my little neighbourhood in the last two years. They need to look after the people rather than the city. You can have a city but no people to go into the city because everyone is moving. (Female, 50-64)

They need to look at getting people back into houses in the East side instead of wasting money on the Cathedral. Get our roads put back together instead of just patching them up. (Female, 50-64)

They need to progress more in the Eastern suburbs. Provide more community centres for people to meet and do activities together such as Judo, Tai Chi and dancing. (Female, 65+)

They should be improving consultation with the Eastern suburbs on water recreation. Indoor facilities. They need to improve the sidewalks and hold their contractors more accountable for their work . Relaying a pipe three time is unacceptable. They should repair it one time. (Male, 25-49)

They should improve a lot of the houses broken down in New Brighton. They don't seem to be doing much about fixing up the houses. (Male, 65+)

They should improve the roads. They are so bad they are wrecking my car. Walking around with my children it's so bumpy it's terrible in New Brighton. (Female, 25-49)

Turnaround on consents - Building and repair consents after the Earthquake - I have been waiting nearly 8 weeks on a consent. Most builders have been waiting for a long time. I don't know if it is a staffing issue or just the number of consents. Take on temporary staff to deal with the workload. (Male, 50-64)

Wastewater for me is going to be a problem. Pumping station. I think they need to have better communication of why Parklands owners have to install their own individual pumps, when Merivale don't. Why isn't the pump on Council land, e.g., one pump servicing several houses. Do some more fundamental improvement rather than fluff around with plants on riverbanks and lawns being mowed. or whether there's a festival happening etc. There doesn't appear to be any improvement in the East, but they seem to be busy with Flower Show, and Buskers etc. A lot of on people on the East are still finding it very difficult. E.g. loss of QE2 , no pool to use, squash courts in the East side. If they want to abandon the East, give them real information not fluff around with platitudes. Parking charges are too high, perhaps if the Council didn't pay themselves so much, they wouldn't need the money coming in. They've made some major wrong decisions, about moving buildings, they keep on increasing rates, they need to get a reality check.

(Female, 25-49)

Water ways need to be improved for better use by sports like rowing people and the community.

The cleanliness better design of the waterways, like full of weed and doesn't function well - developed more to a sports type lake. (Female, 25-49)

West looks good parks, grass verges etc come to the East and tidy up the grass verges (Male, 25-49)

With the organic waste collection I would like a slightly larger bin. (Female, 65+)

Yellow bin service - Clarify what goes into the bin and what doesn't. e.g. caps of plastic milk containers; do they go into the yellow bin or get put in the rubbish? Also which plastic bags can go in the yellow bin. I understand that the plastic carry bags can go in the yellow bin but not plastic bags which contains bread, onions or fruit. (Male, 65+)

You don't understand why they close off and block off all the roads. Instead of focusing and blocking off an area, they block off a lot in the same area/suburb and that makes it more restrictive and harder to get around and changes everyday. What is the system used? Is this information on line? Focusing on making NBO good, like cool and make NBO a hub, more shopping- restaurants more like a Sumner. More social parks cafe in Avondale a lot of houses going but there a lot still staying - don't forget us. (Female, 18-24)

Fendalton/Waimairi

Access to our city, roading, either footpaths or traffic. Communicating to the public where roading is being disrupted. Sometimes it's a big guessing game. Ring roads, on one side of the city, has proven very well, but the building of these roads on the other side of town (Johns Road express way) progress is too slow. Green bins - we end up buying back what we give them. Why can't they provide us with bigger green bins. I know you can pay for them, but I think our rates should cover that. I travel round town all day, around the city. You need clarification on delays on the roads. (Male, 25-49)

Building consents are very expensive and take a long time. Houses in the new subdivisions could be better designed, they belong to a format that we have had for 40 years and could be made more attractive. They should move on and get architects to do designs for subdivisions and not let builders design houses. (Female, 65+)

Building consents, post disaster this is critical. Social responsibility for housing and welfare are critical at this time and I'd like to say both of these things need to be done safely and incredibly accurately. Parts of Hagley park dogs are supposed to be on leads, this is never obeyed or enforced, walkers are frightened by dangerous dogs and mothers with strollers are also frightened by dangerous dogs off their leads, this is never enforced. Years ago there was a mounted police in haggie on horseback this provided some pedestrian security, it was excellent, I'd like it back again; if we want to encourage walking then it has to be safe. (Female, 65+)

Building consents. Obtaining a consent was overly pedantic and we had to go to the department of housing to have the consent offices work corrected. (Male, 25-49)

Building consents. Speeding up the processes around building consents and cutting through the red tape. (Male, 18-24)

Building services because the time frames are too slow. (Male, 25-49)

Bus service - Need to have buses on service. Need to improve people who are on buses which is upping the image of a bus drivers appearance. No more dirty jeans or cowboy hats. They aren't riding horses they are driving buses. I don't feel safe when I see poorly dressed staff as you get what you see. (Female, 50-64)

Can't think of anything (Male, 25-49)

Changing the chief executive. Currently bad form and bad press, we need someone who seems to be working for the city. Better PR image. (Female, 25-49)

Communication with residents needs to be more transparent with decision making process. (Female, 25-49)

Communication, notification and publication of route changes in regards to public transport. These changes are not advertised well. (Male, 25-49)

Continued work on roading. Making sure the contracts go out to ensure the roads are fixed. (Male, 25-49)

Council needs to be more transparent, when you live in a rural area and ring up to report something wrong such as rubbish left on the side of the road they need to respond and action that. (Female, 50-64)

Cycle lanes and cycle infrastructure. Especially after the Earthquakes, they took out cycle lanes, and put in extra car lanes, they should have provided for cyclists. Where there is provision for cyclists, there should be more monitoring, e.g. cars blocking cycle lanes, parking on cycle lanes and road work signs on cycle lanes. Cleaning and maintenance of road edges and cleaning and sweeping roads, especially in shared walking and cycle lanes. One I go down regularly was not swept for 9 months, problems with broken bottles. (Male, 25-49)

Developer community consultation openness and transparency of decision making processes. (Female, 25-49)

Earthquake recovery in regards to the roads are moving well but could move faster. Sorting out traffic congestion to get traffic moving. (Male, 65+)

Everything seems to be good as it can possible get, running smoothly. (Female, 65+)

Fixing the traffic problems. I live 5 minutes from the airport, at night it takes 35 minutes by car from the airport to my house. I can walk it in that time. Serious traffic problems there.

They have told us we have one months notice to remove our fire place it will cost \$5000 to replace it, I think it is cruel and we're not allowed to use it between April and Sept - that is ironical. (Female, 25-49)

Footpaths, tree trimming and drains because they flood so much and don't get cleaned out. The tree roots come up on footpaths as well. I have to do these things myself. (Male, 25-49)

Footpaths. Footpaths are uneven and breaking up making it a danger to pedestrians. (Male, 65+)

General feedback from the residents of Christchurch. (Male, 18-24)

Get the road infrastructure and separate traffic infrastructure sorted as soon as possible. Should put more men, money and time into the job. (Male, 25-49)

Get the roading network sorted out, in particular getting more traffic back into the Eastern side of Christchurch. At the moment everything goes West and the roads aren't designed for it. They just need to reopen activities or business on the Eastern side of town so people aren't having to come west all the time. They should focus more on the Eastern suburbs for a while so people aren't always having to come west. (Male, 25-49)

Getting cycleways as a core transport mechanism as opposed to an add on. When roadworks happen it's safer for cyclists. (Male, 50-64)

Getting more people using main arteries into and out of city, getting more flow on the cities roads. Transit routes around city need to be a bit more smooth. Is there another option for a green bin? Around Merivale and Fendalton at the moment, it's hard to get access, but they are being good they are advising us of changes. They're doing the best they can with what they've got. (Female, 50-64)

Getting the roads flatten and smoother with no bumps. They are doing damage to vehicles. (Male, 18-24)

Hard to find something they do well. Fix the roads first. Look after the people over on the East and Sumner. Too much spent on outdoor activities instead of putting money in to the roads. Parking is too expensive, half hour parking would bring more people into the city. (Female, 65+)

Housing valuations and rates. There hasn't been an rv done on houses in such a long time. It would be good to know if our property value is going up or down. (Female, 25-49)

I do not think they should bring people (labourers) to our City to help rebuild our city and not provide accommodation for them, do this instead they put funding towards building an expensive stadium and also remove the port-a-loos off the street. (Female, 25-49)

I rang the Council about a bustop at Riccarton Road outside Riccarton Mall as it was disgusting, operator said she would pass the message on, the next week the place was still the same with same broken bottle there and it has not improved. (Female, 65+)

I would have to say fixing up roads and footpaths on the Eastern side-it's a huge job and they already are doing quite a lot. If they can guarantee me that Jellie Park won't fall down in an Earthquake then I will go there. (Female, 65+)

I would like to see things on the East side like recreation areas sorted out such as swimming pools, athletics track etc. All the old QE 11 stuff instead of putting money into new rugby parks, cricket grounds, etc which won't get as much use from the general public as such things as swimming pools and so forth. (Male, 50-64)

I would really like bigger green and red bins for people with family or bigger sections. (Female, 25-49)

In regard to the road works, when they are not working on specific parts of the road they should take away the cones and speed signs. This will increase the flow of traffic and make it easier to get around the city. (Male, 50-64)

In regards to the green bin it could be bigger. I don't think they work very well with the other external companies such as CERA. One says one thing and the other the companies say another, the criteria's with the City council needs to be more reasonable, their customer service line is not very helpful either. (Female, 25-49)

Infrastructure. Repairing Earthquake damage. Need to work together and get over squabbles within the Council. (Male, 25-49)

Internal communication and public relations. (Female, 25-49)

It is a disgrace we do not put fluoride in the water. The issue of children's teeth - it goes against all the science. For fluoridate there is a Government subsidy. It would cost the city nothing, it would improve the quality of life for all our children especially in the East. The Council is at the governance level, but the Council is clearly dysfunctional and a [has] lack of strategic leadership, for example: the proposed cricket development in Hagley Park where Council refused to make a decision. The fact it is election year does not excuse them from the governing role. I wish councillor would step up to the plate and show strategic leadership whatever the decision. (Male, 25-49)

It would be good to get the new water pipe system. It is a problem getting to work at the moment with all the work on it going on around Hagley Park. (Female, 25-49)

Keep on doing what they're doing, I did feel we need a different type of bus service with perhaps smaller buses and more often, when the service changed - they changed the routes and ran less frequently, if your going to make the most of the service, smaller buses that would be fuller and run more frequently would be good. (Female, 65+)

Keep working on the roads to get the city up and running again. Also get the building consents through nice and quickly. (Male, 25-49)

Listening to people and what they want instead of building a stadium people don't want , there is no input. Not making decisions to bring in tourists, because it just makes us want to leave as there is nothing to keep us here. (Female, 25-49)

Looking after the people in the East. (Female, 65+)

Make sure that the Centennial is replaced on its old site. Have a look at these question and see if there still relevant. (Female, 65+)

Not sure how much input the Council has in the rebuild, they need to let people back in the city. Too much red tape and moving slow , let people back into the city or they're going to lose more people from the city; open CBD. (Female, 25-49)

Parking meters can be used by credit card or txt messages which is great when [they] work, but both can be hit and miss. (Male, 25-49)

Parking, street parking is a problem in the Russley area, with the industrial parks in the area, they are flooding our streets and making it difficult for people getting in and out of their houses. I personally don't understand why they cant make parking facilities for workers when they built these big complexes and it's only going to get worse. I'd like to add a mention about the trees planted outside houses without knowing which way they will grow, also they disperse many seeds that all grow into ash trees, whether it be in a crack in the road or footpath, I find this frustrating. (Female, 65+)

People are changing their routes because of the difficulties of travelling on the road. Council need to plan alternative routes. They also need to keep us up to date with the closure of roads and also expected delays. (Male, 50-64)

Perhaps communication. In the waterway margins, would prefer a wider variety of trees and more trees as now there is too many native trees. (Male, 65+)

Public awareness about keeping people updated with what's happening with the big game plan. (Female, 18-24)

Rebuild of Christchurch, forget silly ideas such as building a new stadium and keep more cars out of the central city and more people in and cyclist. I believe the Council are influenced by select group such as rugby union (Male, 18-24)

Resource consent process; process Earthquake repairs resource consents approved have been too long, too complicated, nobody understands it including the people working for the Council.

When you get someone at the Council that knows what they're talking about, next time you ring up they're not in that position anymore and they've moved on.

It's really frustrating plus they're really pedantic and not really helpful.

They won't make decisions themselves, they procrastinate. They won't interpret the city plan and the laws of the land and come back to the person whose supplying and say "this, this and this".

They can't process that it's not filled out correctly but won't tell us why. They need to be more proactive and less reactive. It's a slow winded process and the Council makes it worse.

If they were quick, slick, friendly and enthusiastic they would be seen as glowing stars amongst the lot! (Male, 50-64)

Road maintenance. Ferrymead Bridge to Redcliffs; rebuild the road there, been talking about it for a long time. The money is there, don't know why it hasn't been done. (Male, 25-49)

Roading because its rubbish, time and money - can they do it in the time frame the community wants? (Female, 25-49)

Roading infrastructure needs to be back as normal as possible as fast as possible. (Female, 25-49)

Roading is particularly bad, I feel very strongly about separate cycle ways, we need to get rid of these huge street berms that have encroached on the roads and turn them into cycle ways. I'm dead against a cricket ground in Hagley Park. I would like a bigger green bin. (Female, 65+)

Roading to avoid congestion. Just need to improve the congestion and amount of traffic on the road. (Male, 50-64)

Roading with in the round the whole city and bring us back to where we were. (Female, 25-49)

Roading, the conditions of the roads. (Male, 25-49)

Roading; I drive a lot for my job. It takes so long to get anywhere. There needs to be more study into how to get roads flowing better. More focus on cleaning up the waterways, Avon river has too much rubbish in it. Rivers in Christchurch in general need a good clean up. The green bin also needs to be bigger. (Male, 25-49)

Roads are a mess. As I use a bike it is pretty bad and sometimes quite dangerous but they are getting there. (Male, 25-49)

Roads, especially safety on the roads. Preventing congestion, as roads are closed and currently needing to take detours. Need to fix the roads faster, so residents can get to work quicker. (Female, 25-49)

Roads; the amount of time taken to fix them is too long. (Female, 18-24)

Roadways , roads are getting fix but in a patch work manner I would recommend going in and doing the whole thing again and doing it all it once instead of patch work. (Female, 18-24)

Sadly lacking in the teenage entertainment, mid teens to early 20's bracket, where a lot of problems because they are bored. Teens are those are who need the most in entertainment. Lost generation since the Earthquakes, there's no organised functions for them, they used to attend raves at the James Hay Theatre, surprised entertainment. I think there waterways require a lot of work. Water allocation issue, have way more consultation with affected parties, and actually listen. Consultation doesn't seem to be there, or at very short notice, or they have already made the decision and public input is of very little significance. Got a mandate , Earthquakes are used an excuse for pushing through things. I don't get notices about things until they are actually passed. Recently with roadworks, my mother did not receive notice of roadworks until 3 days after it was finished, to say about disruptions. Industrial areas re zoning that

they've done which is not fine for a residential area. The roads are absolutely jammed with industrial traffic, this is dangerous for the local school, and Plunket. There is no parking, because it is taken up by the local industrial park. Can't force the two, industrial and residential, together without making the business provide parking for their staff. E.g. around Russley school. Traffic is absolutely blocked, somebody's seriously misjudged in their industrial planning. Traffic blocks your view of the road when you are going around the bends. No thought has gone into the long term consequences. We couldn't park outside our own house. (Female, 50-64)

Safety because its never perfect and it always needs to be improved. We still have crime so it is not good enough. Being more organised and changing the ways we do certain things will help. (Male, 25-49)

Should be looking at the roads and in particularly how cars are handled in rush hours and times like that. Should experiment and find out which is the best solution. They're doing a reasonably good job but it's the [traffic] light synchronization during the day that is probably the problem. Certain times of the day are fine, but later in the day the lights haven't changed much but the whole traffic pattern has changed. Largely they're setting the pattern when it's the most [amount of] traffic on the road but it's not coping as well when there's not a lot of traffic on the road. People are having to stop unnecessarily. Traffic patterns change during the day and the computers can't realize this, so people are having to find new routes to drive. A lot of problems are in held up traffic in the green arrow areas. Green right turn arrows don't give enough time to accommodate the large amount of cars waiting to turn right. Where there should be green arrows in view of the new traffic pattern, there are no green arrows at all and you have to wait for a good time to turn right. (Male, 65+)

Speed of decision making because we just need to get on with it in terms of every decision. Stop in fighting and move at a quicker pace. (Male, 25-49)

Spread the payment of developments over a longer period of time. It would cover all the generations that will use it in the future so that one generation doesn't have to pay for the whole thing in their rates. Bring back the Council bonds so that people can invest in the developments and help pay more if they choose. (Male, 50-64)

Street lighting have been replaced on my street but they didn't need to spend that money when they could of just taken the trees out. The trees keep breaking up the gutters but where they repair the gutters, they break within 3 months because they didn't take out the trees they just thinned them. They didn't want to take out the trees because of the under ground wiring. We had a guy say they'd take out all the trees but they never did the ones out side of my house. When the sun is full, half of my lawn is still in shade. We got a letter about the new light posts and we rang the guy on the letter and it took two and a half weeks to get hold of his office he had left the job the day I got the letter. The council have to stop talking about developments and put the money in to infrastructure, roads and the rest of the city. (Male, 65+)

Tagging and vandalism - From what I understand they are not being caught and businesses and residents need to clean up - waste of time and money. Residents are not feeling safe and the fact they always get away with it is not a good feeling (Female, 25-49)

The coordination of the road works around the city, because often there is too much work going on around small areas. It would be better if the road works are more spread out so there are no so many delays when you pass through one area. (Female, 25-49)

The council are doing a lot of road works which is very important but I don't understand why its taking so long. Gayhurst Road has been worked on for so long and it's making it hard to get to the doctor. The road works are so spread out of the city I wish they would concentrate on one area and just get it done. another example is Curletts Road, the road cones have been there since the February quake and there's still no road works on Curletts Road itself. The Council need to get in to the suburbs where people live and not the central city. (Female, 25-49)

The cycle lanes are dangerous, there's not enough room on the road; there's so much potential for people to get hurt when you're driving and cycling, I would never let my kids cycle to school. (Female, 25-49)

The cycle lanes. They need Earthquakes are making them have to repair a lot of roads and there are pots holes everywhere. It is important because there are a lot of drivers that are not cycle friendly and the cyclists need as much space as possible. (Male, 50-64)

The footpaths really need improvement. We got a letter about our trees overhanging but others seem to be

worse. (Female, 65+)

The governance of the council. The performance of the councillors as a whole is abysmal. The councils decision making is non-transparent. Reference to the Christchurch Press Report 0903 (Male, 50-64)

The infrastructure and waste water would be better improved by what they're already doing. Just keeping up maintenance because it has the biggest negative impact on people so they just need to be mindful of that. (Male, 25-49)

The Kerbside collection service because nearly everyone I've spoke to have said that all 3 bins are not big enough. Also need to get more information about what we can and can't put in our bins. (Male, 65+)

The launching ramp at Magazine Bay is an absolute disgrace for a city of this size. It should be brought up to an acceptable standard for a city of this size, it is import because there are a large number of boat uses in Christchurch and the facilities are not good enough. They way it is set up currently is not safe and we should have floating pontoons so that people do not have such a large chance to hurt themselves. (Male, 50-64)

The media relations, they need to be using their media liaison team to be promoting the good that is going on in Christchurch. They need to stop the papers only printing the bad things. It is important because people need to hear the good about why people need to stay here in Christchurch. If all people hear about is the infighting then the only solution people see is to get rid of the council. (Male, 25-49)

The pace building consents are [being] processed is so slow it is very stressful. (Male, 18-24)

The provision of athletics or all weather running track. We haven't had one since QEII was demolished or rendered unusable 2 years ago. If it is good enough to build a 35 million dollar rugby stadium then the community feels that constructing an athletics track or 50 metre swimming pool is not too much to ask for... even on a user pays basis. (Male, 25-49)

The road out to Sumner and Redcliffs. Need to repair it quicker so people don't get put off going out there. (Female, 25-49)

The roading is shocking. I know they are working hard on them but I feel like they need to prioritize them more. It is important because it is such a hassle to get from one side of the city to the other because of road works and the general condition of the roads. (Male, 25-49)

The roading is the most important for the council to improve on. It is important because it takes so long to get anywhere in Christchurch. There is not enough work done at night and if this happened there would be more progress. (Male, 25-49)

The roads and footpaths need improving quickly because it's a mammoth task and the roads and footpaths are dangerous. (Female, 25-49)

The roads, some places I know have traffic lights, but some places that don't have them need them - not roundabouts, and fixing these roads up in general, they seem to start at one job - get so far, take of somewhere else and then comeback, do one job at a time and it will be better. (Female, 50-64)

The roadworks. Some suburbs seem to be having maintenance done whereas other suburbs seem to take a long time to get anything done. The division of labour doesn't seem to make sense. (Female, 25-49)

The standing of their building inspectors, bring in some regulars of having experience in a trade before being a building inspector , instead of Joe blogs. (Male, 18-24)

The water conservation campaign should be advertised on television or some other more effective ways of getting it out there. If we are not aware, we cannot support such an important campaign. (Female, 25-49)

The water supply and services considering the quake related problems, this is ongoing work and they need to concentrate on maintaining the quality of drinking water and the disposal of waste water for the future. (Male, 65+)

Their own image, we see in the paper the squabbling that's going on between them, if they read about themselves in the newspaper they would get an idea about their public image. (Male, 50-64)

There are a lot of problems with the roads and foot paths. I bike to work everyday and I have told the Council of the dangerous areas that we bike through everyday and still nothing being done by the Council. Where the bridge is blocked off there are no signs to let cyclist know the bridge is half closed. (Female, 25-49)

There needs to be better control of messages coming from management e.g. Saturday's paper re day off for staff showed miscommunication between Government and Council. (Male, 50-64)

They are doing well considering. (Female, 50-64)

They could improve how they give licences to liquor outlets, which I think is given too easily. (Female, 65+)

They have taken the buses away from Idris Road and it was a lifeline for me. (Female, 65+)

They need firstly to help sort out the people in the Eastern areas so that we can get on with the rebuild of Christchurch, I'd like Litchfield car park to come down and like to see a limit of three to four stories with the rebuild. I also don't like the idea of a cricket ground in Hagley as it will mean more traffic and it is a beautiful area that we have to keep. (Female, 65+)

They need to be helping people in the East who are homeless or are almost rendered homeless; these people don't feel secure. (Female, 50-64)

They need to be more open as they promised and they didn't deliver. I don't like the way the Mayor and the Town Clerk have performed together. (Female, 65+)

They need to coordinate infrastructure repairs. They dig up a road, put back together and then two months later they'll dig it up again. They need to coordinate with different organisations and make sure they're all ready at the same time. (Male, 50-64)

They need to improve every thing to do with building and renovation process. Everyone need to be on the same page so they say the same things and cut out a lot of paper work so process is easier. There needs to be incentives for solar panels and other eco-energy sources by creating rewards on rates when people conserve water and energy. Monthly collection of large items for free. (Female, 25-49)

To do more about the parking in the central city. (Male, 50-64)

Too much paper work when it comes to applying for permits for alterations on buildings and construction. (Male, 25-49)

Town is messy at the moment. It looks like a third world country especially down by CPIT. (Female, 18-24)

Unanimity in the Council, closer relations with the government and CERA, improving Earthquake repair timelines by trying to get them done quicker. (Male, 50-64)

Vastly improve the building consent services and the technical services whether it's a local or out sourced job, so that it is a more stream lined process because working on the rebuild is really bottle necked. There are to many interpretations of the consent process by the on site building inspectors. (Male, 25-49)

Water quality and preservation - there should be means for people to harvest water from the roof or storm water to use on gardens. (Male, 25-49)

Water services because it's important for sanitation. (Female, 18-24)

Waterways - They could be presented a whole lot better than they are so that people could enjoy them more. Access to waterways and the edges of the waterways should be maintained and presented better for usage. (Male, 25-49)

When they dig up roads, they should resurface the roads to a higher standard than previously. e.g. resurfacing with asphalt rather than restoring the previous chip seal or bumpy pre Earthquake. The Council's guidelines their policy of no improvement is too rigid and of no improvement in the area. The marginal cost is very minor compared with the costs of the projects. (Male, 50-64)

Ferrymead/ Hagley

Active transport because cycling is too dangerous. Need more and wider cycle lanes. We need more advanced stop boxes. We could have no lights at t junctions. (Male, 65+)

Active transport- cycling and walking. They talk about it a lot but they don't actually give it enough money or priority. They've just started talking about putting money into it and getting serious. They put out brochures about the village plan and recovery with pictures of cycleways and said they'd put them out but they didn't actually put any out because it costs them money. They talk about it a lot but they aren't actually doing it. It's all largely hot air. In the last five years it has been almost nothing spent on the

cycleways except on the southern motorway which isn't really a desirable line for cycles. On the walking side, one of the things that annoys me is that they're just pulling out pedestrian crossings all over the place because they say they're dangerous. They should give pedestrians priority instead of making them responsible for just waiting for cars. (Male, 50-64)

Advertisement, billboards and posters for what is going on in Christchurch in regards to festivals like Sparks in the Park, because quite often they are over before you know they were even happening. (Male, 25-49)

All bins should be picked up weekly, when you've got quite a few people in a house, they get full. People can then have option of weekly or fortnightly, it's up to them. (Male, 25-49)

Because I'm driving all the time, I'm a contractor - the roads and footpaths. Improve, getting on to them and getting them sorted. Avon River overflow of sewerage into the Avon. Avonside residents are not happy about this, but this is mostly red zoned. Green bin to be at least the same size as the red. (Male, 25-49)

Build some shops in the city. They should open some pubs for young people so they stay in Christchurch. Young people are leaving Christchurch because there is nothing to do here, they should want young people here because they are the future. The roadworks should use lights as opposed to signs so at night time you can see the roadworks this would prevent accidents and deaths. (Male, 18-24)

Building consent. We've been waiting for months and months for consent to be improved and all they come up with is delays and insignificant building community improvements. Their mayoral fund needs to broaden so that it includes community groups, past the groups the council approve. The mayoral fund needs to stop giving the Council money and spread it evenly in the community. (Male, 50-64)

City cycle way - I know that the city needs it but not everyone is going to use it. People who aren't going to use it are still going to be penalised. I know quite a few people whose rates are going to go up and they aren't going to use it. The people who are going to be using it are the people who should be paying for it. But I know that isn't fair either. (Female, 25-49)

Clean the drains more as they keep flooding onto the middle of the road and you have to wear gumboots and water comes over the top. (Female, 50-64)

Communication by letting everyone know what is going on. In house fighting amongst council needs to stop and they need to do some work, that is what people want. (Female, 50-64)

Communications and making decisions on the rebuild. More opportunities to do things in the park or use what we have around us for entertainment as we have very little going on. The rebuild of residents' houses- the craziness of living in our broken homes and not being looked after. Other things seem to be moving ahead and I think it is very important that we look after the people. There are so many people that have not been able to move forward with their progress in the rebuild or restore. It's taking forever to be getting anything done, the people need to be looked after in this way or they'll leave, I'm sure. (Male, 50-64)

Correct the water ways and waste water ways, in case we have some other disasters, then fix the roads but they can just take it one step. (Female, 50-64)

Council communication is a double edged sword. If people do have problems, or an issue, it is once again with communication. It can only be improved on by continuing with what they are doing, a lot of problems appear because of people not knowing the full information. Not enough effort is being made to grab everyone, which is extremely difficult to do. (Male, 50-64)

Encourage communities to be part of the activities like the sporting activities, not just what is specifically designed for the migrant community, but what is also designed for the Kiwis, like the City to Surf. Needs ways to help the migrant community to be more involved with the Christchurch community as a whole. By contacting and inviting them on a personal level, send emails to community leaders to encourage. The information needs to be passed through the community leaders so they get information through to the people. Not all good with using computers, need to reach the people more. (Male, 25-49)

Fix the roads up. Every 6 months when I go for my warrant I always have to fix/replace a wheel alimts, ball joints or tyres because they are shot. Some roads are really bad especially on the East side, especially as it has now been over two years. CEO massive pay rise is unnecessary, especially for the people who are still using outside loos and have no running water. (Male, 50-64)

Fixing things that need to be fixed such as roads and peoples houses. Keep things moving along with the

process of getting peoples' houses sorted. (Female, 25-49)

Footpaths - I am supposed to be getting a mobility scooter but I am really scared of riding down our footpath because it is all uneven. We have those big gutters and I am scared that if I go into the gutter I will hurt myself. I ring up the call centre and they say they will be there in 10 working days but they still haven't repaired the footpath 3 months later. It was the sucking truck that cleans the gutter that caused the damage originally. Nothing has been done so far to fix it. If they say 10 working days then at least someone should come out to patch it. (Female, 25-49)

Getting the community more involved with making decisions mainly for the rebuild. (Male, 25-49)

Getting the roads and footpaths done, because some footpaths are dangerous, and the roads are wrecking peoples vehicles. (Female, 25-49)

Getting the roads done it should be high priority. (Female, 25-49)

Green bin, I think that needs to be a larger size. (Female, 25-49)

Help those that need it. Some people in the Eastern suburbs are still struggling with water and other services. They need to help people rather than get a stadium going. (Female, 25-49)

Housing. A lot of landlords are getting greedy and putting rents up. Everyone is trying to make money out of everyone else's misfortune and it's pretty cut throat. I would like the Council to offer more housing and more affordable housing. (Male, 25-49)

I know they are doing it as fast as they can, the roads are atrocious. I have to spend a lot more money on my car because of the roads. All our rates have gone up horrendously, I think the government should give the council more money for these issues. It's becoming a dictatorship, CERA holding a hammer over Bob Parker, which reflects in the way the council are doing things. I'm glad that the councillors are standing up to CERA, they have been hamstrung a lot, because of Wellington taking over. We elect people on the council to run things, we don't need Wellington telling us what to do. There's got to be more cooperation between CERA and the Councillors, CERA should be cooperating more instead of threatening. (Male, 25-49)

I'm not aware of many of the issues that council have going on. Could have more awareness of what's going on. It's hard to get decent answers from them, they lack communication with the public. (Male, 25-49)

Improving the houses that are badly damaged and people do not know what to do with them. They need to be helping these people sort out their houses, not be mucking around building new buildings. So many people just do not know what is happening and therefore cannot move forward or make plans. (Female, 50-64)

Informing public on repair progress. What is happening and where as far as the repairs go. (Female, 50-64)

Just maintain the roads because they've been terrible. (Male, 18-24)

Less behind door meetings. Better awareness and notification for events, council meetings; not every one has the internet or gets the paper. (Male, 25-49)

Libraries again- something I'm really passionate about. They're important for children to visit and for so many reasons. I live in that area and we are lucky to have enough money to get by but we're surrounded by people who aren't. Because they're not direct ratepayers, they don't have a voice. I think it's quite sad.

The other thing I keenly miss is the access to a pool. I can't get my daughter to swimming lessons over at Graham Condon or Pioneer. It's impossible to get everything done in time after school because you're battling rush hour traffic. There was a report that I read that the swim school has been successfully transported to Graham Condon. I bet you'll find the people going there aren't the ones going to Centennial. I just can't find the time to get all the way over there. They need to think of some sort of temporary fix until the new complex is built. We need something here, now, for us and our children right now. I feel we are not being listened to at all. They don't want to fix Centennial; let's move on and find a new area to put a pool in so our children can have access and we also can have access to the lunchtime stress buster or after-work convenience. It's really lacking in the Eastern suburbs where I live and I'm sad we're not being taken seriously when we're asked. We're being told to wait for the new thing to be built but I just want a simple pool like Centennial, where I as a disabled person can park in. It's not a huge walk and it's simple. There's a whole group of people being ignored at the moment and it's sad.

Footpaths- I'm being pushed in a wheelchair and I have an electric wheelchair. Nobody is talking to real

disabled people about this stuff and if they are they're talking to the wrong ones. I find it so difficult when I cross the road and you go down into a dip to cross; sometimes I'm almost tipped out of my wheelchair because it's not smooth. There's no care taken to make it smooth for people in wheelchairs, kids in buggies and wheeled vehicles that use that road. It needs to be kept safe. Also parking is ridiculous for the disabled: five parks from the machine to the ticket. I have a hard time walking and I find it hard to walk the 10 steps sometimes to get a ticket. There's not enough disabled parks and there's not enough machines to get the tickets.

If they'd like to discuss this further, I have plenty to say.

There's a whole group of disabled people who don't always need to use a wheelchair. When I have my electric wheelchair I need to use a taxi or bus to go anywhere. When I'm using the car I need to be able to park as close as possible to get the ticket and use as little steps as possible because I won't be using my wheelchair. I think there should be a ticket machine right by the disabled park. The abled people should be the ones walking to get the tickets. They want us to be as independent as possible but they're not helping us be independent. (Female, 25-49)

Maintenance of the city, keeping it looking good as possible, keeping the tagging done. (Female, 25-49)

Making people more aware of building restrictions and/or allowances for what people can or can't build. Getting information out there so that people who are building can go into the Council to get a permit and not be knocked back because of lack of information. (Make it) so that all the information and requirements are more available. (Male, 50-64)

More clarity on building regulations, e.g. T3 land and to let people know what type of structures they can actually build. A lot of things go online but when you actually want to access them you can't actually talk to anyone. For people that don't have computers, it is not so good. (Male, 50-64)

Need also to have much larger road signs for lanes, diversions and motorways. Huge signs and more directive. Street signs also need to be much bigger. Often I can't see signs until about 100 metres. Warning of turnings would be useful e.g. turn left for motorway or turn right for City centre. Much clearer direction. Traffic has grown a lot in the last 10 years and the current signs are insufficient. Need signs like in the UK or Europe to be much clearer about directions. (Female, 25-49)

Need to make sure they get the inner city right. Do not spend money on buildings that will not meet building compliances. They have to ensure that all buildings built will be above code. (Female, 25-49)

Planning for recovery, very poor for centre of city. Planning is very rigid, and difficult to deal with for property owners in Central City. The Council is very anti development, no idea of the financial pressure the business community is under. Need a good clean out of dead wood in the Council, nothing but obstructive. (Male, 50-64)

Pools because it provides people and families something to use and go to for recreational purposes. Consulting with local areas and residents about what would best suit their needs. (Male, 25-49)

Public performances should include smaller organisations. Smaller organisations should have more opportunities to be involved and participate and access funding. It is important because it provides a point of difference from the predictable events. (Male, 18-24)

Put more emphasis on infrastructure. They need to get the drains working and they need to get the roads fixed. I have friends in Brighton and they are still fighting for things. (Female, 25-49)

Re opening swimming pools, because they were very good. I really liked Waltham Pool, such a good pool, the hydro slide was free. (Female, 18-24)

Rebuilding QEII or some sort of recreational and swimming facility over that side of town. (Female, 25-49)

Recreational facilities i.e. QE2 - There is a lack of recreational facilities i.e. QE2 no track or pool this side of Christchurch. No plans for reinstatement of these facilities. Build a QE2 type facility somewhere in the East and NOT the CBD. (Female, 25-49)

Repair the roads and improve the general layout of the roads around the city. (Male, 65+)

Resource consents and processing of all documents relating to rebuild. So far there has been little or no help in fast tracking peoples documents in order to allow them to get on with their lives. (Male, 25-49)

Resurfacing the roads, street cleaning and fixing Earthquake damaged roads for those of us who cycle everyday. It's unsafe and needs attention as soon as possible. (Male, 50-64)

Road maintenance- there's still a lot of very bad roads in Christchurch and at least signage could be better for holes, basically, or big bumps on the road because that can damage cars. (Female, 25-49)

Road maintenance, because they seem to be getting worse instead of better. (Male, 50-64)

Roading and roading maintenance. Some of it doesn't seem to have been planned out. Doesn't seem to be any urgency such as down Birmingham Drive, the roadworks down there have caused significant traffic problems. Not enough planning about routes on arterial roads. More consideration given to traffic flow simulation. (Male, 25-49)

Roading because there's a lot of traffic building up in general. It can be made to flow better by fixing the roads up faster and fixing the most damaged ones first. (Male, 18-24)

Roading in the suburbs, just not being repaired quickly enough. It's pulling people down because it's not happening quickly enough. (Male, 25-49)

Roading is an issue. Sumner is one of the last areas to be addressed. The state of the area knocks your car around. You have to actually leave the area to find any services; there is little mention of library services for this area, there has been a village plan put out but it is less targeted to the residents and more focused on bringing people into the area. For example, the plans for a Boardwalk; we need a footpath before we need a Boardwalk. More information about disabled parking is needed, when parking arrangements are changed, quite often it is the disabled parking that is the first to go; the disabled park in the upper ground by New Brighton Pier and library has been completely taken out. I do not understand why, when money has been spent to build a disabled ramp up in order to access the Pier. It is unsafe as people can not see you in a wheel chair; access and safety is a big issue. Disabled parking has been removed completely and when I rang the Council nothing was resolved. Who made the decision and why was it made? When I rang I was treated appallingly . I feel like I have lost my independence. (Female, 65+)

Roading network and public transport because it will recover the city and getting people to and from work is important. Coordination needs to be better to streamline things. Minimizing the amount of number of arterials all at once to lessen congestion would be good. (Male, 25-49)

Roading, footpaths, things like that. General maintenance- a lot of them are still messed up from the quake. They do the worst area and that's it- they could go along and fix the whole road. Some of the footpaths are quite badly broken and they're just doing the corner piece and that's all they've done. They could probably have done a wee bit more. (Male, 25-49)

Roading, more on the eastern side of town, airport side of town always has roads being worked on, so need more work done on eastern roads. (Female, 25-49)

Roading, we all deal with it every day, its stressful getting rerouted. Getting it fixed as soon as possible would be positive for me. (Female, 25-49)

Roading. But I think they are doing a good job. (Male, 65+)

Roads and Footpaths - The roads are really a stumbling block for drivers at the moment. If you are driving you often have to take detours, a considerable amount of detours. And the footpaths could be improved. Footpaths need to be straightened. Need to improve the general accessibility of footpaths. I had to go by taxi today and the taxi driver said that they are ripping up roads that they had already fixed in order to lay new drains. They need to co-ordinate better. (Female, 65+)

Roads and footpaths. Do more, faster. More green arrows at intersections. Review of some silly speed limits on some roads, e.g. Dyers Road , I think the speed limit there is too fast at 80km. Opawa Road, between Curry and Garlands road, 50km limit when there should be 60km. 80 km zones on rural outskirts on windy parts, encourages people to dangerously go faster than they should. e.g. between Lyttelton and Governors Bay. I would like to see the Council do less advertising of themselves. I'd like to see a dedicated cycle ways network, not cycle lanes on roads. (Male, 50-64)

Roadside gardens and riverbanks need major work. They need to tend them on a more regular basis rather than every three months. We have to phone in regularly to get it done. (Male, 50-64)

Roadworks. Need to think of ways make it more speedy, at the moment they are taking there time. So need to work around the clock to get the job finished as soon as possible. Weekend work needed, often drive past with no one working in the weekend but half the road closed. (Male, 25-49)

Rubbish bins because they give us these small bins and with five kids we can fill them up in two days yet

they take them every fortnight. You got three bins, they should all be the same size and also be taken weekly. (Male, 25-49)

Social housing. I think their intent is to improve social housing is there but the performance is abysmal and I worry about the reasons for that. Intent is not enough what is in practise here? (Female, 65+)

Sort the people out that are still affected by the Earthquakes, they are responsible for it. Drainage - people most of the people that are upset are people that have had sewage and flooding in their property, and that is the battle. They are getting paid to much, it's for your community, use to do it for nothing (Councillors). (Male, 65+)

Streets, walk ways, and waste water services but they're taking adequate steps to get along with this. They've done well in two years. (Female, 18-24)

Swimming pools - need to get more swimming pools repaired; that is the ones which they already have that should be repaired. (Male, 65+)

Taking care of the elderly. The elderly in the city council properties are not getting the care and attention they require. We pay rates as we are owner occupiers but we get nothing back for this - the properties are council units owner/occupiers on Aldwins Road. Private landlords will attend to problems but the Council does not attend to our problems at all. e.g. broken windows, water floods in houses. The Council has not removed furnishing and goods that belong to past tenants in these properties, pots are still on stoves and there could be food in fridges, one of these properties is disgusting - it has mildew growing up walls in every room. (Female, 65+)

The bin service is not good sometimes. The smaller bins can be left lying in middle of road upside down and they stink as their lids are left open. (Female, 50-64)

The changes that are going on. Managing the change of a rapidly changing city. The way streets are working as buildings go down and up is handled efficiently. The best decision making is done. (Male, 50-64)

The current Mayor and his CEO need to go. Employ someone of neutral standing who has a financial understanding and is not too deeply associated with other bodies that have vested interests i.e. in reference to the Henderson issue. (Male, 50-64)

The cycle ways. Make things more safe for cyclists, provide more cycle lanes. (Female, 25-49)

The family areas such as swimming pools and other family areas and family events, there is not a lot for families to do here. (Female, 25-49)

The Ferrymead bridge and access in our area because it is our only access. (Female, 50-64)

The footpaths - along Harwood Street there are a few cuts in the footpath that people with wheelchairs can't cross. There is also a water leak which they did a temporary fix on but now needs re doing. (Male, 18-24)

The future plans for the city centre and where its going. Providing people with information about that. (Male, 50-64)

The major road projects in and around Christchurch needs to be done faster. Too many detours and traffic delays. Stop just doing patch up jobs on pot holes. (Male, 50-64)

The Red Zones need to be addressed more than anything. There needs to be definite decisions made. They should have kept the Gothic themes (in the city re build) (Female, 50-64)

The roads and cycle lanes, it's chaos every where I go. There is not much directions around the city, so when they have road works going on they could give more direction. (Female, 25-49)

The roads and footpaths need to be fixed. The council need to think more about peoples needs in getting to and from work etc. It looks as if the other side of town is being looked after and the East side is getting ignored. (Female, 50-64)

The roads and footpaths need to improve as my eyesight is extremely limited but I'm sure they are doing the best they can in the circumstance. Using my walker is difficult. I think the city council has too big of a job after the Earthquakes and should of been taken over by the government. (Female, 65+)

The roads need repairing badly in our area and every time a truck comes past the ground shakes. (Female, 65+)

The roads, it's really slowing people down getting to and from work. Public transport's really slow in the damaged areas too. (Male, 18-24)

The roads. Spend as much time as they can getting the roads back to how they used to be. (Male, 25-49)

The roads. Too many streets are blocked off at one time. Provide help with property access for residents having work done on their doorstep. Fill in the potholes which will get worse with winter coming on if they can't fix the whole road to prevent wear and tear on cars. (Female, 25-49)

The times for the bins collection never get kept to. (Female, 25-49)

The underground waste water piping is a major issue that they need to address, especially in my street they have done the job 4 times and are currently still doing it. (Female, 65+)

They could fix up New Brighton it is still really bad over that side of town. The roads out there are still in bad condition too. It is taking to long and residents in New Brighton must be fed up. (Female, 25-49)

They have received a big government hand out to fix council housing and they have only fixed 6 houses out of a few hundred. (Male, 18-24)

They need more to do in the central city. As an example they are turning the centennial pool into a children's playground saying that they won't rebuild the pool because there is no one living there, if that is so, why need a children's playground? People need somewhere to go, there are hundreds of people still working in the city. The best thing for mental health is exercise and we're fed up with walking round the same few streets. (Female, 50-64)

They should be fixing the roads when there isn't a lot of traffic around trying to get through it. (Male, 18-24)

They should look towards using the Councils commercial operations to turn them into proper community organisations. Do away with the commercial aims of the Council and look more towards the community aim. They commercial operations should not operate as a monopoly even though they have monopoly power. The main reason for the Councils community is that they should mitigate and focus on community outcome. (Female, 65+)

To get things moving a bit more and I would like to see more houses going up in our area. (Female, 65+)

Water conservation advertising needs to be more publicly advertised because I was not aware of it. (Male, 50-64)

Waterways because they are very polluted. Stopping people from polluting them like farming and factories putting waste products and sewerage in there. (Female, 25-49)

We are not being told what is going to happen and they need to communicate those things to the people. (Male, 65+)

Work more in some of the suburbs like Brookhaven and Brighton who are still waiting and being told lots of different stories about what is happening to their homes. It's been over two years since my neighbour has moved out of her house, it's to be demolished and nothing has happened. They're getting very upset because they keep getting told things that don't happen. (Female, 65+)

Working with people dealing with the actual complaints and stuff. I think they ignore a lot of it. They should stick to regulations and laws and actually listen to people. (Female, 18-24)

Would like to see Council up here in Huntsbury to sort out their adjacent land which I have to travel through to get to my place. This is overrun, a fire hazard and blocked by clay due to Earthquake damage. Visitor's cars are prevented driving up my driveway. They have promised to call but to date I have not seen anyone. My main water pipes are buried beneath this clay. (Female, 65+)

Heathcote/ Spreydon

A bit more conversation with the people, not in Council all the time. (Male, 65+)

Access for disabled people to more recreational facilities. The outdoor recreation facilities especially. Most of the gyms and indoor facilities are ready for disabled people but the outside ones like Hagley Park and the Botanical Gardens are very difficult to access with wheelchairs and even for walkers. (Female, 25-49)

Access to community buildings i.e. reopening them or making a decision as to when they are going to be

reopened, [for] example Riccarton Town Hall. (Female, 50-64)

Apart from things like fixing the roads and drainage, pipes, etc as far as I'm concerned I think the Council is doing a poor job as far as saying one thing, for example, they'll ask the people what they think and have meetings, and you always get the feeling that they've already made up their minds as of what they're going to do. I don't have much faith in the present Council. The Council should be more open when they come to deciding on new buildings. For instance, they have just completed an elite building inside Jellie Park Complex for elite athletes. We didn't know anything about it- it just started being built. They say it's only temporary and eventually this elite academy building will be going into the city, but we didn't hear anything about it. I'm still upset about the fact that they cut down a beautiful, huge walnut tree to build a road in there. Only certain people can use this building and there was no consultation asking people what they thought. I'm not happy about that and that's where I feel the Council has let themselves down. They decide to do something and go through the motions of asking people what they think but they've already made up their mind. (Female, 65+)

Be good if they could improve the organics collection to either twice weekly or larger bins for green organics bin. (Male, 25-49)

Being clean and green as it is a way forward. We are not going to get it from the Government so it is best for the Council to step up. (Female, 25-49)

Better advertising as I was not aware of the community disaster meetings. (Female, 18-24)

Better communication with the public. (Female, 25-49)

Building consents far too expensive to allow proper movement in those areas. Tony Marryatt's 46 PR people, none had made any very good decisions. Too many stupid people in positions of power these days. The managers don't pick people with brains, I've been in the public service myself, some people in the council are totally disconnected from real life. Got to have an organisational change which starts from the top, I don't know that this particular City Council is going to achieve that. Unrealistic decisions without thinking of who they are affecting, bureaucrats say, "sorry about that but this is what we are doing". Events not advertised on TV much, people with no circulars, don't get the community news, not everybody gets the information on the internet. Would renters get this information?, because information is sent with rates. People who maintain edges of rivers, don't seem to recognise the plants from the weeds. (Female, 65+)

Building consents process. Improve the efficiency of it. Christchurch is going through change and they can't do it with the same standards that they had before the Earthquake. I know of cases where things have been a bit of a nightmare through the building consent process being dragged out and it's costing people lots of money. It seems like it's a revenue gathering exercise for the Council. (Male, 50-64)

Building consents within the city is the big issue. They should get it sorted and get on with it. The Restart Mall is hanging on resource consents. There's a lot of people hanging in there not knowing what's going to happen.

I find these questions extremely difficult. To get valid answers the questions need to be far more specific. (Female, 65+)

Building consents. Speeding up the process and minimising the bureaucracy around that sort of thing. The speed at which these things are processed seems to take an inordinate amount of time to get anything through. (Male, 25-49)

Bus service in my area has changed and is not as convenient anymore, as it used to come every half and now it's hourly. The bus route I used to take is now way out of my way. (Female, 50-64)

Change their system of governance, they are just blindly following an old system without looking at new approaches. Get rid of hoons, carrier [rubbish] bags, cleaning up litter, bring back police on the streets, take care of the grass roots street level issues, instead of fining offenders make them repair any damage they are responsible for. (Female, 50-64)

Clean the rivers - get the liquefaction out of our rivers. At low tide it blows up all over the streets; it's making people sick, it's blowing into our homes (this is the Heathcote River in the Opawa area all the way down to Woolston). The floodgates are absolutely full of liquefaction, the floodgates they don't open are covered in liquefaction and debris and there is green stuff growing on it and lots of flies - this is over the back of Woolston shopping area on Heathcote St. (Female, 50-64)

Communication and liaison with the public over the decision making process. The debacle that has been going on in Council with CERA is just embarrassing. Consent process and the unwillingness of people within the council to make a decision, you cannot get a person of any authority, you are given the run-around. (Male, 50-64)

Continue to improve on the upkeep of the city. Under the circumstances think they are doing well, just need to keep doing what they are currently doing. (Female, 65+)

Continue with the road cause it's pretty bumpy out there and to improve the follow of traffic. (Female, 25-49)

Continuing to bring Christchurch to normality. Keep opening business and more fun things for Christchurch like restaurants and entertainment for people. Continue to fix things up. (Female, 25-49)

Council needs to be more proactive about regulating the walking of dogs on walkways, making sure that leads are used and maybe providing more bins for droppings. (Female, 25-49)

Cycle friendly city. Lower speed limits on the side roads where there are no cycle lanes to 30km. On major roads we need clearly defined cycle lanes like red or green paint so its very clear to everyone where the cycle lanes are. More push button cycle crossings like at Hagley Park. More cycle stands to lock up your bike around the city with a roof like a bus shelter. For cycle lanes and especially those off road dedicated cycle lanes they need to be slightly flatter for road bikes and smooth but slightly gritty so bikes don't slide using the same thinking like on a bend on a road. Put more yellow lines on streets that are used regularly by cyclists so that the cyclist is cycling directly next to the curb rather than cars which can suddenly open their door and knock you off. Particularly down Riccarton Road which had the highest number of car doorings last year.

Also it would be great if there were more yellow lines or physical barriers around the river so people don't end up parking their cars over the grass verges and plantings such as across the road from Princess Margaret Hospital making it all muddy. (Male, 18-24)

Cycle lanes- looking after environment, you can see they're making an effort with cycle lanes but they're not putting the final thought into it or money constraints. For example, the new one put in on the new motorway is fantastic but you still have to cross about five big main roads which would stop me taking my kids on them. The only way to get around them would be to have under bridges or over bridges. There's some thought going into it but not the full detail that needs to be done to achieve a full cycle lane system. With all the new cycle lanes put in, people are still choosing to stick to the road because that way they don't have to cross any main roads and can continue with the main flow of traffic. One of the things I like about the new motorway is that it's fully fenced, separate from the road and a good distance from the road which is a good improvement from [the one] which goes from Prebbleton to Lincoln which is right beside the road. I'd be reluctant to take my kids on it. I can see they're learning and getting better but it would be neat to see the city become more like Italy with a big cycling and scooter culture. You can beat a car anywhere in the city so there should be more of an incentive to get people to bike. I'd choose to be on my bike or Vespa everyday. (Male, 25-49)

Cycle ways because Christchurch is potentially a very cycle friendly city. It would lessen the issues with traffic congestion and would benefit community connections and peoples health and well being. It's also good for reducing climate change.

Improving the safety of cycle ways and cycling facilities and advocating for cycling would be good. (Female, 25-49)

Dealing with people who have been really badly affected by the Earthquake. Organise their system better. (Female, 18-24)

Dealing with the red zoned area and the graffiti and vandalism. (Female, 25-49)

Elected members for the Christchurch City Council need the most improvement. They're dysfunctional, alienated and led by an incompetent mayor. Fighting for the restoration of democracy and reform of a properly elected ECAN to allow for, in particular, restraint and supply of water to farms that shouldn't exist in the time of climate change. The Mayor and Council should fight for the rights of ordinary people in the face of bullying by the Government and insurance companies etc. Some services should be free especially to the kids and people with disabilities e.g. swimming pools. (Female, 50-64)

Finishing the footpaths and roads but I know how big a job that is. There is a lip in the road in West Watson

Ave which will damage tyres but again others have worse conditions. (Female, 25-49)

Fixing the housing especially with the residents that need liveable housing. The progress could be quicker. (Female, 25-49)

Footpaths because they're in a state where they need to be repaired. Council are not clearing the rocks off, they never come to clean it up, the pavements aren't walkable and not pleasant. (Female, 50-64)

Free parking they should be encouraging people to come into the city. Utilise the land there in the central city. (Male, 25-49)

Get rid of some yellow lines to provide more street parking. Reduce the cost of parking meters in town and speed up the building consent process and make it cheaper. (Male, 25-49)

Get the people who have been affected by the Earthquakes in the Red Zones relocated and get them some resolution with EQC. I think the Council should work with all parties involved to get people rehoused. Maybe offer land in their price range to replace what they lost. Just generally be pro active trying to help people. Let people know what is available. (Male, 65+)

Getting rid of the all the houses that aren't being lived in. Either remove them or fix them. They're delaying the responses and opinions of the community. They're willing to build a billion dollar church in the city yet they're unable to help people with their inhabitable houses. (Female, 25-49)

Hedges at intersections stopping you seeing over them at give way signs etc. (Male, 18-24)

Helping keep costs of living down for those who are struggling, a lot of people out there are struggling. Keep living costs down, or creating support for people who are struggling, it seems to be a "have and have nots" situation in Christchurch. (Male, 25-49)

Housing in general or the heating issue would need to be addressed. I do not think the log burners should be put back in use. (Male, 25-49)

Hurry up the consenting process, instead of the Rugby ground, a swimming pool for children to learn to swim in is more important. Local schools should re open their closed swimming pools, and the Edgware pool, and a central city one. Forget about your Rugby ground, and possibly the convention centre at this stage. Concentrate on housing and footpaths. Those things are more important than under used Rugby stadiums. Parents think their children are good swimmers because they can swim in pools. Parents then they take children to rivers and beaches, and assume they're good swimmers. Children need instructions for learning water wise rules, for looking for rips and currents, hidden rocks and logs, and learn not to panic, panic is the killer. Children must learn to float on their backs until rescue. Need to have a memorial statue of Kate Shepherd on her own with a 24 hour light on it, this is something that New Zealand should be proud of. All the girls of New Zealand should know about it. Should be a seat and nice garden around it, with a drinking fountain, to mark how far NZ women have come, it is now hidden by a building and scaffolding. (Female, 65+)

I have heard that many people are dissatisfied with being uninformed about decisions council makes without the chance to object or approve, things are done in secret such as giving pay rises to their staff. Would also like the red rubbish bin to be larger it gets full more quickly than the others. (Male, 65+)

I have nothing but bouquets for the Council. (Female, 25-49)

I live in Dobson Street and we have huge trees and they need to come in and trim them away from the power lines. I haven't seen them do it for quite a while. Last year in a storm one was hit and they had to come and take it down. (Female, 25-49)

If you have earthquakes you need the roads to get to people who are in need. They should get a better contracting company to fix the roads - if they're fixing the roads every 6 months you know they must be doing something wrong. (Female, 25-49)

Improve the quality of the roads because they are not good. (Female, 18-24)

Improve their resource consent service. We were told our house plans would take 52 days and it took 92 and they came back asking questions. In general things thing need to move quicker. Every one is feeling they need to move quicker fixing the roads. Maybe employ more people to get it done. (Female, 25-49)

Improving separation of cycles from motor vehicles. Accountability for salaries and wages. (Male, 50-64)

Improving the cycle friendliness because we've got the opportunity to make the city a cycle friendly city. If

we do that it will increase the cyclists in our city. (Female, 25-49)

Internal cohesion and better leadership. A lot of public facilities have been closed where they didn't need to be (Male, 25-49)

Its' image over the rebuild. Helping people see what is realistic and what they are doing and making sure that it is transparent. Also making people aware of what can be expected given the resources. (Female, 25-49)

Maintaining and continuing with what they're doing with Earthquake recovery initiatives. They should focus on the maintenance of roads and paths being brought back up to standard. (Female, 18-24)

Maintenance of streets, there are still too many in very poor condition, when work was done on our waterway margin it was finished off higher than the road preventing drainage. Like to see a bigger green bin, in growing season it fills up very quickly [and would] like to see parking metres revert to first hour or two free. (Male, 65+)

Major expenses that the city is committing itself to such as expensive stadium, and so forth, should be subject to something like a referendum. At least make sure Christchurch as a whole, should decide and commit to doing it. It's not enough that elected officials that make that decision. Apart from the question of spending money, its the morale problem if people have a chance to commit to this or that rebuild option, in particular the covered stadium, (Cycleways are good idea). It's not reflecting what most people want, they should take people along with the decision making, and get them on board. (Male, 50-64)

More roading around the Heathcote valley which they've started on but around Brighton needs works too. (Male, 25-49)

Most services are good, but would be nice to see the roads back to normal and not many detours because there is far to many detours around Christchurch. (Male, 65+)

Need larger red and green bins, should be same size as the yellow one, I would like see road works being done at night rather than in peak traffic this would enable the job to be done quicker and more safely, I feel most residents in the area would accept it for a shorter period of time, more competent staff directing the traffic. (Male, 65+)

Need to listen to the people, could improve help to people in the Red Zone, need to spend money on the issues that are important, leave the stadium for the future. (Female, 50-64)

New mayor. (Male, 18-24)

No problems they are doing a fine job (Male, 65+)

Parking, parking meters do not always seem to work. Traffic officers a bit harsh. Need to provide more, or better parking and relax the parking attendants, especially around the hospital. (Male, 25-49)

Parks, there have been some parks that have been closed since the Earthquake they have been neglected and ignored, you have to go through barriers to get to them. They should be opened by now. It's been a couple of years so it's not good enough, also too slow to open recreational facilities. (Male, 25-49)

Peoples living standards are needed fixing for a much more habitable living standards and not charged an unaffordable amount. (Male, 25-49)

Picking up of rubbish, letting the rubbish float down the streets, nobody gets out and picks it up, because everybody over stuffs their bins. Take more care when tipping them out. (Female, 25-49)

Prioritisation of spending. I think that too much is being spent on leisure centres and non necessary items at the moment and these should be deferred until critical infrastructure has been finished. (Male, 25-49)

Put people first before decisions that they are making. Fix up the houses, help the people get back to their normal lives before they start making decisions on public halls etc. Priorities are wrong, looking at the big dollar more than peoples lives. Doing some good for peoples lives but not enough. Disjointed council, we need good leadership, it's missing. There's a lack of leadership, can't trust them. (Female, 50-64)

Resource consent and planning process, seems to be bureaucratic instead of being flexible and customer focused. (Male, 50-64)

Resource consents for buildings and subdivisions, for people wishing to develop land and for housing/industrial, needs more clarity over these issues, there is no continuity and no clarity. Should stop being little grey bureaucrats and trying to make life difficult for people. I feel the building codes being

upheld are amazing and I was hoping that improvements to resource consent procedures would be made after the Earthquakes but it appears that the Councils attitude and approach has not changed at all. (Female, 50-64)

Roading because it's such a mess and difficult to get around and it's causing damage to vehicles. They should be working faster with more urgency to get it fixed as soon as possible. (Male, 50-64)

Roading is a big issue. Some roads have been dug up twice and I do not understand why this is. Two things: Not enough communication and information about this issue and it is very disruptive. The road layouts are not good, they need better signage and better directions when road works are on. It is very difficult to understand the road layouts; they need clearer information about speed limits in areas that have road works, inconsistency in the speed limits, it is very unclear. (Male, 25-49)

Roading, footpaths, underground pipes, we know the work is getting done, they just need to keep working towards the completion of all necessary work. (Female, 25-49)

Roading, if possible to put more energy and manpower into the roading projects to get it done quicker. (Female, 25-49)

Roads - the time it is taking for them to get fixed. It takes me at least twice the time to get to University now as I am limited in which way to get there. (Male, 18-24)

Roads and building consents. Have as many people working on the roads as possible and get everything fixed as soon as possible. (Female, 65+)

Roads and footpaths. We travel around on the roads, they are really bumpy and full of potholes. I can't remember the last time someone came to look at our roads. (Female, 25-49)

Roads because we don't have a city with out them. Too many detours and work going on, need to improve the roads, there are a lot of roads that need re surfacing. (Male, 25-49)

Roads. New seals fixing the man holes that have come up through the road. (Male, 18-24)

Rubbish collection. The green bin is far too small, we're looking at a planet that is having more rubbish dumped on it every day. Providing a green bin the size of the recycle bin would improve on the amount of rubbish going to the dump. Also for health and safety reasons the red bins need to be picked up weekly. The smell of them attracts wild cats and vermin and is very unhygienic. I would prefer the red bins to be collected weekly with the green bins. (Female, 25-49)

Some of the public events aren't very well promoted. For some reason I did not hear about Classical Sparks. I get the paper and drive around the city but still wasn't aware of it. (Female, 25-49)

Speed up building consents because there are a lot of new houses that need to be built so the processing of building consents need to be put through more quickly than normal. (Male, 25-49)

The biggest issue is the system they work within, with the Government, the Council and CERA, all with different agendas. We get bombarded with the petty inter-fighting going on within the Council and we don't need to know all that, with everything else going on around us since the Earthquakes. (Female, 25-49)

The booking system for the Swim Smart Swimming School. It seems if you need to make changes or alterations it is very much hit and miss whether you get into swimming if you need to. If there are any changes for the terms it is hard to organise, my son missed a term because we couldn't get a time that suited yet he has been going for years. If they had an online booking system that would be fantastic as it is frustrating to try to organise by phone or by going in there. (Female, 25-49)

The building consents process and code of compliance needs more manpower as it is too slow. (Male, 25-49)

The building consents process. There is a lot of paper work and a lot of cost. They need to cut down on the cost for doing minor work. It is important that they cut down the cost because if it is too expensive for people they will just do that building without getting a consent. (Male, 25-49)

The bureaucracy is slowing down progress in the rebuild, especially in the processing of building consents. The refuse truck doesn't pick up the bins sometimes, even when they are out. Refuse stations too expensive which results in some rubbish being left on the streets. (Male, 50-64)

The conditions of roads, however I am aware that they are working on progress but the cycle ways most importantly -there is no room for cyclists. (Female, 50-64)

The conditions of the roads and footpaths and the water ways need attention asap, because they are so rough. (Female, 50-64)

The Council Service Centres are really important. Council needs to make sure they are still running and let the communities know where they can be found. (Male, 25-49)

The focus moving forward should be on those core recreational / community facilities. They have been hit really hard and there is an inadequate response to dealing with that, it seems it's just too big. From a perspective of a family with kids age 3-9 missing these facilities really impacts on quality of life as a family. We know people who have moved because of the lack of facilities that are available for families to use for free or minimal entrance fee. As a working example since the Earthquakes it is almost impossible to get into swimming lessons which is pretty high on the agenda with small children. (Female, 25-49)

The green bin should be allocated to section size and not just a standard one size fits all. (Female, 50-64)

The idea of a convention centre is total rubbish and shouldn't be paid for by rate payers, we don't need another cricket ground but we do need far more swimming pools. Not enough NZ children are learning to swim with schools closing their pools because they are too hard to maintain. There should be far more basic swimming pools with less focus on slides, etc and more focus on basic swimming skills. (Female, 65+)

The increased cost of rates is too high, getting too high for the individual. (Male, 65+)

The neighbourhood provide a sewage service where they are meant to come in and clean the overflows and disinfect it. What they're doing is hosing it down and getting faecal matter and toilet paper onto my backyard and it was coming through my neighbours bathroom. They need to put cameras in the drains and do some proper investigating. The people of Fendalton would never have to put up with this. (Female, 25-49)

The river banks such as the Heathcote river. They should be leaving the grass at the very edge of the river for the ducks and birds. The state of the Heathcote river is shocking needs a lot of maintenance. Also my house is next to a ally way, where there is a hedge that over grows to my side of the property I have cut it back many of times. When the council has come to cut it back, they have only cut back so far. I would appreciate it if they cut it back to my side like I have done when I have cut it back. (Female, 65+)

The roads - get the roads fixed before they start altering new roads. We need more footpaths and cycle lanes as well. (Male, 18-24)

The roads and better facilities for cyclists. The health of the waterways and ensuring future water quality (Female, 50-64)

The roads need a lot of attention especially Brougham Road, because they are still damaged from the Earthquakes. A lot of buildings and houses they have pulled down, but have left a lot of rubbish behind. The buildings that are vacant around the city have tagging on them something needs to be done about them buildings as it not very appealing to the eye. (Female, 50-64)

The roads, drainage and waterways to other areas and parts of town. [The Council] could be providing more assistance with contractors and see that things are provided and done properly. (Male, 50-64)

The roads. I know they are working on it but the flow of traffic is quite bad. It would be good if traffic lights were in sync to account for closed roads. And there are a lot of works going on at once which will be great when it is finished but is slowing the traffic right down. (Female, 25-49)

The roads. My concern is I work in Matipo St and there are 3 lots of road works there as well as 3 lots in Birmingham Drive which has really hindered all traffic going through those roads. The best thing is for the Council not to be working on so many projects in one area because it is unsafe for everyone especially for cyclists and people on foot as well as for the traffic. Spread it out a bit instead of just focusing on one road at a time. (Male, 25-49)

The roads. There are roads that need a lot of improvement (Male, 50-64)

The roads. They need to get them all smoothed out. There is also a lack of information. They need to tell the residents what they are doing before hand regarding road works in their area. For example we are in a side street and at the moment we have ten road working machines stored outside our house and there was no information given to us about this. They are rebuilding the Cashmere Colombo Street roundabout at night which is very noisy and it would have been good if we could have been informed. I don't mind the

noise at night, it is a busy intersection, it just would have been great to get some information about it beforehand. A letter explaining the whole process of road works would be helpful too. For example Hoon Hay Road is now bumpier than it was before after being resealed, I expect they will come and finish it properly but I do not know and would like to. You can never give too much information. Also resource consent fees can not be more than the cost of the building material, the fee should be on the lines of a percentage of what it would cost to build. (Male, 25-49)

The roadworks need improving because there are too many road blocks and sometimes the bulk of road signs on the roads are confusing. Congestion in traffic in peak hours could be minimised but I understand that they are doing their best to speed up the process of fixing our roads. (Female, 25-49)

The sewer drains, they have to get them fixed up because that is causing all the road problems; it has added 15 minutes on to my drive to work. Some places have been dug up for over a year, they have been dug up and then redug because the problem wasn't fixed. You also need to get some warning before you start going down a road and then find out it is closed. You're on top of the roads before you see the signs. Need more signage as to where you can or can't go. (Female, 25-49)

Their accountability for using the ratepayers money. Some projects that aren't traditionally council responsibilities. e.g. Ellerslie Flower Show. It is debateable as to whether it should have been bought. The proposed covered rugby stadium is too much money, sometimes it is too easy to access ratepayers money, if private business they would be held much more accountable for those decision (Male, 25-49)

Their communication to the public. They seem to do a lot of things in secret, they are here to help us the people of Christchurch so therefore we should have access to what's going on. When it come to road construction workers there seem to be more big wigs then workers. (Male, 50-64)

Their work with EQC, better communication with both public and EQC, pay rates for council employees are higher than most other people. (Male, 25-49)

They are doing their best (Female, 65+)

They need to get the CBD up and running asap. Like sport stadiums, The Conference centre, New City Hotels/Motels, they would bring a lot of money in to the city.

And also something for the younger generation of Christchurch so we don't lose them. (Female, 65+)

They need to improve the access to public places with dogs. The city needs to be more dog friendly. (Female, 65+)

They need to look seriously at the cycleways. This is not because of the Earthquakes but cycleways are not safe. (Male, 65+)

They should not try to patch the roads because when the rain comes the patches lift and water gets under and we are back to square one. I think they should fix the road properly and forget about the temporary patches. (Female, 50-64)

They should reduce the cost of parking in the city if they the want to encourage people to visit the city. The parking prices are too high to park in the city for what it has to offer at this stage due to the ongoing Earthquakes. They should consider reducing the prices temporarily or people won't consider going there. (Male, 25-49)

Think they are doing their best, no problems as far as I'm concerned. (Male, 65+)

Think they have enough on their plate getting the rebuild done. Keep up the momentum with the rebuild rather than try to add in extra stuff at this point in time. (Female, 25-49)

Traffic flow from one side of town to the other, especially the road works. (Female, 18-24)

Traffic management is a shambles. Have a look at the traffic patterns of the city now, looking at people travelling and living in different areas than they used to. (Male, 25-49)

Transport, bottle necks and congestion in various parts of the town, cause delays and frustration. I'm not sure whether some of the road reconstructions are organised to avoid congestion where possible, but the more that can be done to facilitate transport, even when road reconstruction is taking place, the better. (Male, 25-49)

Under the circumstances they are doing well but the building consenting process could improve. (Female, 25-49)

Waste water. Make sure we are prepared for very heavy rain so there is no over spill of sewage in to the estuary, rivers or streams. (Female, 50-64)

We have a Council drain that runs down the side of our property and we are having to spend time of our own trying to fix it. The problem was put onto City Care who didn't fix the problem properly and it was put back onto the Council who have done nothing. There is a lack of communication between the Council and City Care. City Care get the job and it is just expected to be done but it doesn't work like that. (Female, 25-49)

When road works are happening there's a surprise when suddenly a whole street is shut off, maybe it needs to go in the newspaper so everyone knows when major streets are being shut down. I occasionally hear it on the radio when it is happening but it would be great to have some sort of reference, like when they close lanes on Moorhouse Ave and the traffic was horrendous and I wouldn't have gone that way if I knew about it. (Female, 25-49)

Where they are able to with Earthquake recovery to help people with their homes and help people who are out of their homes find accommodation. (Female, 65+)

Papanui/ Shirley

Avon River. It is disgusting, it looks gross. They should plant more pretty plants, clean it somehow because it smells and there is always rubbish in it so they need to get the rubbish out. (Female, 18-24)

Be very careful with some of the buildings they're allowed to build. We need a lot of thought to go into the architecture of the rebuild so that all buildings aren't glass and wooden cubes. I believe some architecture should reflect on the heritage buildings that we have. I think the main ones that should stay are the art centre and the provincial chambers. Not too worried about the Cathedral. (Female, 50-64)

Being more open. Especially with the buildings that will have to go up and keeping people informed. (Female, 25-49)

Better footpaths for people to get around on like people with prams, wheelchairs and people walking to the bus stop. When there's uneven surface or pot holes it gives more chance for accidents to occur. Upping the contractors to increase workers concentrating in certain areas at a time to blitz an area at a time rather than scatter gunning all over the city. (Female, 50-64)

Building consents - Access to information needs to be better. I.e. When you ring the council there should be better information on whether a permit is needed or not to speed up the process. (Male, 25-49)

Building consents and permits - speed it up a bit. If someone applies for something they shouldn't have to wait six months, they should have it approved and someone to check it within a month. If the council can't do it, employ someone to do it. Also the council need to work together with EQC. (Male, 25-49)

Building consents move too slowly, many people seem to think that a lot of things move too slowly. (Female, 65+)

Building consents, because they need to speed up the progress - too many delays. (Female, 50-64)

Building consents, improve the times, and reduce delays. Generally faster, so people can get consent faster and rebuild faster. (Male, 50-64)

Building consents. Need to look at more outsourcing to bring consent times down. (Male, 25-49)

Buses, because it's confusing to catch a bus from A to B. Bus stops are forever changing. It's there one time and then it's shifted, they need more information prior to the changes. (Female, 50-64)

Can't think of anything at the moment. (Male, 25-49)

Car parking - always very limited or very expensive particular the pay and display- like the hospital car parking (Female, 25-49)

Carry on with getting the roads and footpaths sorted out. Roads seems to be up and down uneven and have been for quite a while, i.e. just as you get into QE2 Drive/ Innes road, [the] roundabout has been humpy and bumpy for a long time. On the Eastside there is a lot of patching up of holes on the East side, that re appear as holes again quickly. (Female, 25-49)

Children's sporting facilities like a children's sports stadium e.g. QEII with running track at Burnside park would be an improvement. We're losing top grade athletes to other centres. (Female, 25-49)

Communication - listen to the rate payers . Key decision for the city should have rate payers input, partly about purchasing properties and the lack of insurance cover and the decisions on whether some of Christchurch iconic buildings should be repaired at rate payers expense. (Female, 25-49)

Communication through fliers or radio and television could be improved and would enhance the understanding of what is happening in various areas. (Male, 50-64)

Communication around what is going on with rebuilding certain area. I live in Madras Street, next door to us we have this temporary workers camp getting built. The first I knew about it was when it was already approved and it was going ahead. To change something from a residential zone to a business zone as there is a business going across the road, in the form of a restaurant and a bar, and not approach the local neighbours about it is not good enough. Consents should have to go around and get the neighbours approval for noise control etc. I did not even know about it until it was going ahead. So I now have a workers camp and a bar and restaurant going in and there was not even a meeting to dispel any concerns. I just got a letter to tell me it was going ahead. (Male, 25-49)

Communication is ghastly when dealing with the Council, general info is good, but if dealing with something, they always pass the buck. They don't come back to you and don't respond, tend to get the feeling they've got a filter system between them and you. Not too happy with Chief Executive's extrajudicial salary. Not happy with the way the Mayor drops things on you like a pre arranged decision. You have to pay for a bigger green bin. Footpaths are too good and I worry about our drain, the condition, the health hazard of it, the fact that it could contribute to land instability. EQC said it would be useless to fix our drive, if the drain is there, I still don't have answers to this problem. Communication response system should be improved. (Male, 65+)

Communication with the community- for example, everything to do with the Earthquakes. They're doing things that isn't in the best mind of the community, whether they're just rushing to get it done, it's not in the best mind of the community. (Male, 18-24)

Concentrate on roading and transport, looking at bottlenecks, traffic jamming and cost of public transport that would help ease movement around the city. Looking at viable alternative such as light or monorail. (Male, 25-49)

Council swimming pool. I had my daughter enrolled in a Council swimming school. The swimming lessons were rubbish, she didn't progress, it is a money taking scheme. I have taken her to a private pool and the difference is incredible. (Female, 25-49)

Cycleways - We need to be more cycle friendly. We need to look at more shared footpath space rather than road space. There are situations when the red zone started opening around the CBD and they opened the footpaths as shared footpaths and that worked well. Drivers need to concentrate on things other than cyclists. If we put cyclists on footpaths then there is less chance of damage to cyclists. (Male, 25-49)

Dog control, the fact that people don't keep their dogs on leads in public areas and they are not contained on their properties and they are not registered. We can not go for a walk safely with our dog on a lead around our area because of loose dogs. (Female, 50-64)

Fix the roads faster. When they are on a job make it not so drawn out, it seems like the Council men take a lot of lunch breaks. (Female, 18-24)

Fixing drainage, filling potholes and fixing footpaths. Our drain erupted in the Earthquakes and the drainage hasn't been the same since. Now when it rains in our street we get flooded, we have deep guttering in our street and the floods are an inconvenience. (Female, 50-64)

Footpath maintenance because they were poor before the Earthquake and worse now. There are a lot of pot holes and lumpy bits, just fix them, no good blaming the Earthquake when they were in a bad state before it. Just get it done. (Female, 65+)

Footpaths I am able bodied but have fallen many times and feel for people with disabilities I think they are very dangerous, elderly people are at risk of a serious fall. (Female, 50-64)

Get consents for homes and the rebuild moving a bit quicker. (Male, 25-49)

Get on with getting resources in terms of the re build with the roads and footpaths especially in the eastern suburbs. (Male, 65+)

Getting houses build or fixed as there are people living in their cars and tents and have no homes. Rents

can run about 700-900 a week and people can't afford it, especially if they're on the benefit or who have children. Just get the houses done up as soon as possible so people aren't living on the street or in cars with their families. Leave the city centre the way it is and just work on getting people back into houses. (Female, 25-49)

Getting the building compliance accessible standards up, the staff should be better trained, it should be 4121 building code accessible compliant, sometimes they sign buildings off when they are not compliant. They are not working alongside communities as well as they should. (Female, 25-49)

Getting the information out to the people about the good things because under the circumstances they have done well. It would be sad for them to pull up all the willows and poplars and replace them all with natives. (Female, 65+)

Getting the rubbish and recyclable material on a weekly not fortnightly rotation. I think that graffiti has gotten out of control. The street that we live on is getting increasingly tagged. It has gotten worse since I moved in 18 months ago. (Female, 25-49)

Green waste - Need to do better with green waste. They need to provide larger bins or if you require a larger bin then it should be available. There are times of the year when the smaller bin is unsatisfactory. If I require a larger bin then I have to pay a premium for it. They are providing a service that really isn't working. The green bin is far too small and should at the very least should be the size of the small one. The Council is recycling this stuff and it is a business for them . If they provided a bigger bin then they would get more waste. (Male, 65+)

Have more communication with the public on rebuild of public spaces & public building projects. (Male, 25-49)

Heritage buildings - Need to fight to retain our heritage, like the Arts Centre, Town Hall, clock tower in Victoria St, etc. They are little things that I grew up with and that I would like my kids to grow up with. It is for future generations. It distinguishes one city from another. (Male, 65+)

Housing. There collection of quake damaged houses that they have not got around to fixing even though people need them. They have had a long time to repair them and have not got around to it. (Male, 25-49)

I don't get out much owing to my disability and I'm pretty satisfied overall with what the council provides. (Female, 50-64)

I think they need to keep maintaining the recreation centres and things like pools and libraries that are being used by the public because due to the earthquakes a lot of families are relying on public services. (Female, 65+)

I'd like QE2 Park back. (Female, 50-64)

If the Council is saying to (people) clean up their sections (then) it would be good to have attached a list of companies that do that sort of thing. (Female, 25-49)

Improve public transport, make better cycleways, having more green areas. Need to look at Bottlelake Forest and clean up where they dumped all CBD material. It's a very keen sporting and recreation area which has now been ruined. Need to consult with local communities when situations arise like trees that border streets are being removed. (Male, 25-49)

Improve the bus service. Areas previously serviced now have less services. No bus shelters where we live have contacted the council. Ecan blames council and council blames Ecan. Desperately should be improved especially if they are encouraging people not to use cars. (Female, 65+)

In our area the roads have a real lack of traffic management. The bus route 146 drivers regularly speed down our road and we get bad vibrating. It causes a lot of anger in our area. We would like someone from the council to come here and see what we are talking about, it scares our toddler each time a bus or truck goes past. We realise it will take time to get things done but it is a real issue at the moment. We would love to take our toddler to a pool, so it would be good to have one in the area. (Male, 50-64)

Keeping people advised with what is going on with the rebuilding of the city. Hope that bureaucracy and petty squabbles between councillors do not screw up the potential for Christchurch since the Earthquakes. Earthquake has provided an opportunity for Christchurch if done right. (Female, 25-49)

Lack of leadership they are showing. Lack of ability to get things moving. My family and I are moving away from CHCH as things like swimming pools and services like that are not here at the moment. (Male, 25-49)

Liaison and communication with community boards. Need to take more on board from what the community boards have to say. The Council as the final decision maker needs to act on Community Board issues. Some of the stuff that is coming through is that there are people who are developers who are possibly building without consents. One example is 1 Main North Road (which was the Rickerby Building which was demolished after the earthquake); the vacant site sat there for nearly two years, now some "building" is going on and what I think is going to happen on that site is that billboards are going to go up and nobody seems to know whether there has been any resource consent to do it. I have been in touch with Peter Croucher (secretary Papanui Community Board) and he is in consultation with the Council and their planners... Nobody seems to know what is happening! One of my concerns for the Papanui shopping area is that there just seems to be piecemeal development without any overall plan i.e. when compared with St Albans precinct on Edgeware Rd. (Male, 50-64)

Local parks. Need to put more staff at local parks to fix things because there is broken stuff everywhere, [the Council] need to give us nice places to go to relax. Gryones park with broken bridge. (Female, 25-49)

Look after the needs of people, particularly the elderly, who reside in private lanes, which the Council sanctioned as being private roads, and for which the Council accepts no responsibility for the maintenance of such. There is a lack of regard for the state of these private roads following the damage sustained in recent earthquakes. There are sixteen people living in a private lane who are collectively responsible for maintenance of roads and the lane. It is not only a question of the money and cost but also the uncertainty about the future regarding the fact that they are designated TC3 and are therefore awaiting decisions on ultimate fate. I consider that the Council should review it's practices in the provision of privately owned roads in new subdivisions when the consent for a new subdivision is granted. I think that the Council gets away from its responsibilities by declaring them private roads. They only seem to grant consent on the proviso that it is a private road. (Male, 65+)

Maintenance and cleanness of waterways and rivers, to eradicate the amount of rodents living there at the moment. Better maintenance (especially around the Avon river) keeping the plants tidier as well as looking out for litter to prevent the opportunity for rodents. (Male, 25-49)

Making footpaths safer for pedestrians (Female, 25-49)

Netball courts at Hagley Park has no parking, parking fees at Hagley college are more than the fees for the children to play netball; feel that we are being punished for our kids playing sport. Why are they putting a cricket facility in park? It could be for the netball or even rugby parking. They should be providing better recreational facilities for youth to keep them out of the malls. (Female, 25-49)

Not enough rubbish bins, Green waste bin is miniscule and to upgrade it is an exorbitant price. (Male, 50-64)

Not happy about talking about building new stadiums, conference centres and new aqua centres. Got to leave those major things alone until they've got people settled in their homes. People have got to come first with their lifestyles, the money should be spent on getting services going and getting people settled in their homes, and minimising the red tape to do it. Best way is to scrap most of the council and start again. (Male, 65+)

Our drains needs improvement. They haven't been maintained. I think they schedule a clean up every 4 months and they need to maintain it more. I spoke to a drain expert from the City Council over concerns of flooding from the drains and her response was that I should relax, she knows more than I do. (Male, 50-64)

Planning for the future because that's the key for an up and coming new city. Need to communicate and liaise between the council and the public. Everyone working together. (Female, 25-49)

Provide more car parking where the libraries are in and around the city. Was really hard to find parking near the library at Christmas time. (Male, 25-49)

QEII up and running (Female, 25-49)

Quite keen on Christchurch using it's unique opportunity, to become a more green city, would hate this opportunity to be wasted by bickering/ infighting. Keen on there being more cycle ways, my bike routes are dictated by the cycleways, and would like them to finish the last bit on Tuckers road - this is where it stops for a block, and then starts again, be really good if they could finish that. (Male, 25-49)

Rates, I was a day late, so I got stung with a 10% penalty, which comes through on the next bill, I didn't know I was late until next bill came through. I've never missed a rates bill in my life. They could look at

someone's track record before penalizing. I could understand them charging if your late every time, but not once in eight years. (Male, 25-49)

Recreational facilities like neighbourhood swimming pools need to be accessible to public by cycle or walking, no more than 2 kilometres away so that you do not need to use a car. The cycle friendly nature of Christchurch needs to be improved so that I feel my kids can safely cycle around Christchurch and to school. Cycleways need to be separate from roads like the one that passed alongside railway in Merivale/Bryndwr. (Male, 25-49)

Repair and reopen all the social housing that has been damaged and closed down. It's badly affected a lot of people that don't have a strong voice. (Female, 25-49)

Road conditions - Bumpiness and patched up repairs that have been done. They aren't long term but some of them are getting urgent. Get the info on what the worst condition roads are and prioritise them. Not all are in the Eastern area and in fact I know some in between East and West areas which are particularly urgent. (Male, 65+)

Road maintenance because it's not good. They're patch filling our roads when they need to do a completely new sealing of the whole road. The patch filling are making the roads worse then what they were before. (Female, 25-49)

Road works and maintenance because I have noticed that its taking a bit too long to finish. (Female, 18-24)

Roading - lots of bumpy roads in my area and they have been well under repaired and been in the state of repair for a long time . Cut back big projects and work on problems in Christchurch such as instead of working on the Christchurch highway they could have focussed on the road that are heavily broke, i.e. New Brighton Road , Gatehurst Road (Male, 25-49)

Roading - Need resealing. Some roads are very bumpy and very hard to drive on. (Female, 25-49)

Roading because it's rooting my car. The roads are rough and it's damaging my tyres and vehicles. It's also frustrating having to take different routes to get to the same place. They need to make sure that they're doing it all at the same time and coordinating it with the other services. (Female, 25-49)

Roading in general. (Female, 50-64)

Roading- the drainage- but they're trying to do the best they can. It's just going to take a long time to bring it back. Overall, they're already doing what they're supposed to be doing. (Female, 25-49)

Roading to improve transport around the city because the less road shut downs there are equal the easier to get around the city. They need to work longer hours on the roading. (Male, 25-49)

Roading. Better signage because you get to roadworks, one day it's not there next day it is and you didn't even know it was going to be there. So signage telling you that it's happening. (Male, 50-64)

Roads - Completely need doing as there are bumps everywhere, especially in St Albans and on the way to Brighton, Brighton is terrible. Fix the roads in the St Albans area, around the city and Brighton and just the surrounding suburbs that need their roads done. (Female, 25-49)

Roads thing is most annoying, so many detours, everything just taking so much longer.

They were working on some lights at 8:30am ,on Bealey Avenue. Couldn't they do it at night time when there's less cars, on main roads. (Female, 18-24)

Roads. Had to replace two shocks in car from the roads - fix the potholes. (Male, 25-49)

Roadworks need coordinating so that all streets are not blocked off at once and the other day they also blocked off the footpath as well which allowed no access to the preschool which was only rectified when we complained to the guys on site who were helpful, they always try to help out. (Female, 25-49)

Rubbish collection. There should not be a charge for the larger green bin which is 187 dollars. At least once a year they should have a collection day where they will pick up anything or an open day at the dump where you can dump anything for free. The dump fees are exorbitant. The collection of the rubbish is good. Also I don't think the ratepayer should be paying twenty dollars a year for the cycle ways, I think the cyclists should pay for it themselves. (Male, 65+)

Size of the Green bin, [is] too small. Parking at the hospitals so limited, especially on an emergency admission and you still had to keep trying to remember to fill the parking metres and saw other people doing the same thing in the car park. New Brighton is dated and should be up dated [it has] has good

potential. (Female, 25-49)

Social housing because heaps of people are finding it hard to find housing as well as people living in over crowd housing. (Male, 25-49)

Social housing- there are a lot of people who need affordable housing who no longer have access to it. A lot of affordable housing stock has been destroyed in the earthquake and it's still a long way from being replaced. They should just prioritise, instead of treating houses like investments- thinking about prospective gains, treat them like what they are- places for people to live. (Male, 25-49)

Stop handing out huge amounts of money to people who are retiring. Listen to the people. (Female, 65+)

Streamlining the building permits system. Also the green bin is not big enough, you get a huge yellow bin, yes the green bin goes out each week but it is never big enough. We need a choice of the size of our bin without it costing. I could get a bigger bin but it cost, but I can't see the relevance of that, surely if they want us to recycle they would give us a choice of bin size. (Female, 50-64)

The cycleways need to be improved so that cars cannot park on them or drive on them. Cyclists have to go out on road to avoid parked cars. (Female, 65+)

The footpaths. They need repairing and levelling out. I am 81 and my legs do not work well. Am often semi tripping on the footpaths where there are breaks from the Earthquakes. (Male, 65+)

The green bin should be increased in size. More frequent recycling collections to a weekly run would be good because we do separate a lot of our rubbish for recycling. The bus service is awful. They have removed too many buses off routes and schedules but they have cut them back too far. It will stop people from using the buses as an option. (Female, 25-49)

The large priced items like buying the Ellerslie Flower Show and building swimming pools they need to listen to more feedback. (Male, 25-49)

The pool facilities. QEII pool needs replacing. (Female, 25-49)

The rehousing of the Earthquake residents into more liveable housing would be great. (Female, 25-49)

The roading because people need to get around. (Female, 18-24)

The roading needs work and we need dedicated cycle ways. (Male, 50-64)

The roads need attention as soon as possible. They need to be better organise, have repair lay outs and not doing all the main roads at once. (Female, 25-49)

The rubbish. They call it a garden city but we are given very small bins for our organic waste. It isn't large enough for my lawn clippings to fit in. Why didn't they do all three bins the same size or make one of the others smaller. I disagree with having to pay for a larger bin, I would have liked an option of a larger green bin when they were first distributed. (Male, 50-64)

The speed of reconstruction - Do it faster. Too many workers having too many breaks and not doing enough work. (Male, 18-24)

The structure of road works and not having too much major road works next to each other. (Male, 25-49)

The top level stuff, public relations and communications. Communicate better and also stop fighting at the Council level. The employers are fine but it's the Council themselves. (Male, 50-64)

The traffic flow has got worse. The traffic around the city is heavy. (Female, 25-49)

The transport system is the thing they need improve the most; to stop the cars going into town and to stop so much traffic on the roads. The bus service should be subsidized to make it cheaper than a car to make people use it. (Male, 50-64)

The water supply, we have had brown water in our supply, the council told us to just leave the water running and it would clear but the problem has returned several times in the last 6 months. We are worried whether Christchurch water is drinkable or not. (Female, 25-49)

Their general communication regarding a lot of their services, there is a lack of accessible information to the general public. Mobility parking is a real issue for me and I would like to see more available, I have not been to restart mall because I can't get near it and getting near the hospital is horrendous. (Female, 25-49)

There are too many temporary buildings and I acknowledge the rebuild and the hard work that they're doing, especially with the drains and the roads. I think the resources in the libraries need to be relooked at

and with little recreation centres open, there's chances of over crowding. (Female, 25-49)

They need to cut out red tape and get things done. They need to get the city centre back to more shopping etc. They are too slow in their processes. (Female, 65+)

They need to get more cycleways and extend them to outer Christchurch. A good change would be to take the wastewater down under the pathways rather than under the roads as is done overseas, there is less interruption and less cost because it is less interruptive to traffic (Female, 25-49)

They need to get their noses out of the Ellerslie flower show and employ a separate contractor to run the event. (Male, 25-49)

Things have improved in the last twelve months and I'm happy. (Male, 65+)

To improve infrastructure and damage facilities , just making sure the process is efficient and is happening is quickly as possibly to lead to a quality city not just a quick job. (Male, 25-49)

Traffic is too congested. Council needs to put more right hand arrows at traffic light intersections. It would result in good traffic flow. Also where possible allow there to be a left hand turning lanes. (Male, 65+)

Traffic signalling - It is totally stupid. One particular one that is stupid is major intersections on major arterial roads not having or not using the turning arrow signals in rush hours. This means you have one lane of turning traffic that doesn't move and blocks other traffic. Harewood and Ring Road (Northcote Rd) intersection. Utterly ridiculous the way the signalling is set up. Turning into Harewood Road, you're turning right and you can get two cars going around a corner each time because the signals don't have an arrow on them. I've sat and watched and the arrow never comes on which is just stupid. When you have a left hand turning arrow where [the] straight ahead [light] has turned red, they put the orange arrow on then it goes off, there's a five second delay, then they turn the straight through and the arrow back on again. Why not just leave the arrow on? That's causing poor fuel consumption for the vehicles because every time the vehicle stops it uses fuel. There are plenty of examples of traffic signalling where they haven't set up the directional arrows properly and they should have a serious look at a lot of the intersections that have the lighting systems because they are stupid.

Hagley Park is, and always has been, owned by the people of Christchurch- not the City Council. Hagley Park should not have blocked off areas that require payment to get into at any stage at all, other than the obvious sports facilities like tennis, things like that, if they have reasons to make nominal charges for clubs. The open areas are supposed to be for people of Christchurch for free. The Christchurch City Council should be thinking carefully about the way they're putting stuff in Hagley Park and insisting people have to pay for it. If they don't like that, tough. (Male, 50-64)

Transport is a big issue at the moment, they have an opportunity to make changes as they repair roadways and it would be a missed opportunity if they didn't make changes to footpaths and cycleways to give people a chance to get out of their cars and use alternative or public methods of transport (Female, 25-49)

Trimming lawns on the roadsides and general maintenance, like planting trees and rubbish etc. It would be nice to have our local swimming pool again. (Female, 65+)

Trying to get sports facilities up and running to attract both national and international events and tournaments. The grass walking areas around rivers need to be much better maintained (Male, 25-49)

Unilateral decisions and extra leave for city council employees, hard for others who [do] not have this, hard as a ratepayer to understand that. (Female, 50-64)

We need more cycle lanes and more money needs to be put into completing the repairs to the roads, they patch something up then go away then come back tear it up and do it again, it seems they never finish the job. The work always seems to be done in parts, leaving the road just patched up instead of being done all at once completely. The amount of rates we are paying don't reflect the progress we are seeing. (Female, 25-49)

With the roadworks, they seem to pop up everywhere and never plan a route around the city. So notify people of changes in roadworks so people can plan their routes around the city. (Male, 25-49)

Riccarton/ Wigram

Add a couple more plastics to the recycling. There are a couple of 1s, 2s and 5s plastics that could be

added to the list if they could get somewhere to send them. (Male, 25-49)

Addressing communities where they need help most, in terms of people most affected by the earthquake. Just targeting people who need the most help. (Male, 18-24)

Always room for improvement but things are pretty well covered, the services are well performed. (Male, 65+)

Always room for improvements on the roads. A bit more general information on what's going on. (Male, 25-49)

Bigger green wheelie bin and be free of charge. Make all the wheelie bins the same size unless you are living in a flat. We have a vegetable garden so with the small bin it fills up in two days so would be nice to have all the same sized bins. Building permits need to speed up, still need to check everything is right but we need to get the housing underway. Rates are going up as well as a contribution to the cycle way, wages are not going up so where is the extra money going to come from to pay it? I agree with the cycle ways because it works really well in Australia, makes biking really easy. Would like to see big arrows on the road to make people more aware that a merge is coming up, they do it Australia and it works really well. This gives you plenty of notice that a merge is coming up which makes driving a lot safer. Wants all sets of lights to have a turning light so you can get a free turn. Sometimes have to sit for four light changes before you can cross some roads. Especially Buchannans and Carmon Road corner as well as Peer Street and Yaldhurst Road corner. These can be diabolical and it is also very dangerous. There is poor visibility as to what is coming down the road so will be much safer for turning traffic just like Australia. Don't think the CEO needs a wage increase because we can't afford it. Bob Parker needs to know that if he goes overseas he needs to pay for his wife to go along don't expect rate payers to pay for it. Would be nice to have the environment core back how it was before the Earthquake. (Female, 50-64)

Building and consent processing. To better communicate the cities plan for the residents and community groups. The communication is very poor when it comes to this. (Male, 25-49)

Building consents should be improved it is too costly and inefficient, it took us 12 months to get a consent for an extension.
(Female, 25-49)

Cannot think of anything, quite content. (Female, 18-24)

Change the green bin to another way to waste food. The green bin doesn't smell very good. In the winter it's ok but in the summer there are a lot of flies. (Female, 25-49)

City planners department and listening to the public is very poor. There is a lot of things in the North West review that are being handled badly. People are getting fed up with being told after things are done. Approve an industrial development and parking for staff, there are hundreds of IRD staff parking on public roads outside our homes which is a bad point; they are taking all the parks which leaves us with nowhere to park. (Male, 25-49)

Coming from a sporting background, especially with track and field the numbers are dropping off because we haven't got the facilities. I know there have been talks but we need it in the next 12 months not couple of years because its been 2 years already. Athletics is the basis of all sports so an all weather track would be beneficial for a lot of people. AMI stadium was put up very quickly but other sports have to jump through hoops. Families can't go and play at AMI. A lot of money put into the stadium which only gets used a few times a year for super 15 and then some Canterbury games. How come rugby gets that so quickly and other sports suffer? The Government wants kids to have more participation in sports but we don't have the facilities. (Female, 50-64)

Communicating to the public about Earthquake recovery and going forward. I think there's a lot of people out there in the Eastern suburbs that aren't getting the help they need and dealing with EQC and things like that, that the Council can certainly help with. (Male, 25-49)

Communication over decision making, how they make their decisions; if it is open and transparent, let the public know about it. (Female, 25-49)

Communication to customers not only through the website because that is an easy way out. They need to be more active in the community and they need to start putting some new people through the council. (Male, 25-49)

Communication with the general public of Christchurch on what they (the Council) have in mind for the rebuild of the CBD and other areas of Christchurch that need to be improved or areas where there are red zones that really need to be kept tidy and maintained. And perhaps some ideas in the Red Zone for some recreational areas like walking tracks. I don't think that there is enough information getting out there to the public through the media like local television or local papers. More notices from the Council on a more regular basis. (Female, 25-49)

Concentrate on improving earthquake damaged roads especially in the Eastern suburbs because of the way it impacts on transportation at the moment. (Male, 50-64)

Council charges far too much for building consents. For subdividing sections they charge a huge amount of money. They shouldn't use it as a moneymaking machine -they should use reasonable prices, not how much they want to charge.

Those parking meters- I got a \$40 ticket on Peterborough St. There were like 23 parking spaces, one car and I got a ticket, I didn't even know there were charges. Don't chase people away from the city with those greedy parking attendants. In the city centre, they should make a P120 but not having to pay for it, because they're only chasing away the few people that go. Recently I had to park near the hospital, and three parking meters were not going, had the 4th not functioned, I would have gone without paying.

In the city centre they should make a pedestrian only area where the cars can't go. (Female, 50-64)

Council cohesiveness, too much in house fighting, appear as a non cohesive group - fractions between groups. (Female, 50-64)

Customer services department because we have had an issue with them since last October and it still has not been dealt with yet. They can improve their communication between each other and their databases and they could also improve their communications with the people they're dealing with. (Female, 18-24)

Cutting there trees down in the parks, they shouldn't have people planning and planting 10 trees in front of one house and when you ask them to cut some down they say they can't even trim them, they say you should save power and heating but they plant trees in the way so you don't get sun and are forced to use power. (Female, 65+)

Disabled parking and accessibility. There is an aging population-all the young families are fine in their big cars because they can park up on the kerb, but elderly in little cars means I can't get close enough to the park and it is too far for me to walk. People think of disability as wheelchairs but that's not all. Particularly access to leisure activities could be improved like the park. For example I went to an event in the weekend which I struggled at because it was moved further from the parking. I'm thinking particularly of the elderly and access for the elderly to watch sports events. (Female, 50-64)

Division within the council and lack of consideration of the community, lots of personal agendas. People like the Reverend Coleman have a battle on their hands, they represent the community especially those who are deprived, council should be more responsible to those people, there should be priority based on compassion, preference seems to be going to the more easy to do suburbs rather than those in more desperate need in the Eastern suburbs. (Male, 65+)

Earthquake recovery- everything about Earthquake recovery. Some examples: roading and infrastructure, possibly help people with insurance and other ridiculous situations people are in i.e. housing. (Female, 25-49)

Emergency preparedness should be advertised more because I didn't even know that those meetings existed. Could be more promotion in papers and over the radio. They need to reply to their emails more. I sent in a complaint about the bus system because I got stranded in town one time and had to take a taxi home which I couldn't afford and it wasn't replied to. (Female, 18-24)

Employ a few more staff to carry out repairs and general maintenance. (Female, 65+)

Fixing the roads in the Eastern suburbs. The roads over that side of town are shocking, so hard to get anywhere with all the road detours. The Council needs to get them fixed fast. (Female, 25-49)

Focus on the infrastructure. When the plan came out about budget, more money was being spend on activities rather than infrastructure. Need to focus on providing essential services to the community. (Female, 50-64)

Footpaths - If I walk from Islington to Hornby there is a few potholes in the footpath, I quite often trip in them. Council should come around and check the potholes and see what is around and fill them. (Female,

65+)

Footpaths cause they are still damage from quake and pot holes around the road. (Female, 18-24)

Get harder on people that are not looking after the water ways. You can't swim in the river like you used to. They need to get the farmers to keep the animals pollution out of it. (Male, 50-64)

Get on and rebuild a city -make it as attractive as before or better. Repair the roads quicker, it's hard to travel and frustrating (Male, 18-24)

Get people back into the city centre and sort out the parking arrangements for when people do go back into the city so it's not chaotic. Also some of the demolition sites need to be tidied up a bit. (Male, 65+)

Get the roads fixed and peoples houses sorted. (Female, 25-49)

Get the roads sorted out, they are pretty bad, I travel on buses and they can be pretty bumpy, traffic management could be better around the road works especially at peak times, maybe someone conducting the flow. (Female, 65+)

Getting some of the closed building and facilities reopened so that communities and club groups can continue to operate in the way they were. Getting whatever needs done to get them reopened or if they can't be reopened then another option. (Female, 25-49)

Got to provide a sense of community, a service the council need to provide more structure around getting the sense of community . Post Earthquake, it's probably lost a bit of it's direction due to some of the things we've had before are gone - finding a normality. Without a community the Council aren't really a council, the Council are there to provide a service to the people, if there's no people there's no service. Hospital parking, obviously you want parking closer by; should have reduced fees to go and see someone in the hospital. (Male, 25-49)

Graffiti removal. Get rid of it a bit quicker, that would be good, people do it so it's seen so if its gone straight away it might stop them. (Female, 25-49)

Greater transparency in the decision making process so that citizens can understand the motivation behind all of the decision. (Male, 25-49)

Halswell pool has just closed on 28 February. It would have been nice to have it open for longer since it's such a nice summer. We would have been there today. (Female, 25-49)

Helping people with housing. Speed up the processes and put more emphasis on assisting people with fixing and rebuilding of houses (Female, 25-49)

Housing because people are still on absolute dire straits when they're putting resources into buildings. In Avonhead they're spending millions on putting a new seal on our roads when our roads were good for the next 20 years. The Council should be looking after the East rather then here in Avonhead. They need to do the opposite of what they're doing now. (Male, 50-64)

I think they are doing the best they can in a difficult circumstance, their hands are tied by the government who have final say in so many things. The Council has to acknowledge the presence of the government when decisions are made. (Female, 65+)

I used to have a guy that lived across the road and he had 3 of 4 cars and he parked a couple vans outside of my house I rang the Council and they couldn't do anything's because it was a public street, but I work for the bus system and we could never park a bus anywhere outside of some ones house and that doesn't make sense to me. (Male, 50-64)

I would like a bigger green bin. Water pressure is low in my area. Like most people I'm concerned about planning for the new Christchurch, I'd like to see a green cycle friendly city, I would like to see a city with attractive buildings rather than the bland buildings we seem to be going to get. (Male, 65+)

I would like to see the options for the green bin, the smallest bin. Even though it's collected on a weekly basis, by the time you've got your lawn clippings and other garden materials, it would work better for a small red bin and a medium green bin. I have enquired and was told I could have a large green bin but I'd have to pay for it. I've only got a small property and mine is filled easily. If I had a larger property I'd really struggle with the size of the green bin. (Female, 25-49)

Improve cycling lanes, some corners are very tricky to get around, often have to use pedestrian crossings. (Male, 18-24)

Improve sports facilities, quite a lot lost in the Earthquake - especially QEII. Parents at school don't have community sports teams because they have nowhere to train. Even if we just knew what was happening and when because we don't know what's happening with the sports centres. (Female, 18-24)

Improve the water and make it fluorated, this would contribute to the health of Christchurch residents. The roads are a big issue and I think continuing to facilitate the recovery of the central city and the Art Gallery is important, I would like to see this open soon as it is a shame that the city still has not got access to it; it is a big loss. The recovery of the central city area is a big issue, I do not want to see businesses give up and go elsewhere. That is a big concern of mine. They need to be quicker so that people do not move out of Christchurch, I am also concerned about the recovery of the Eastern suburbs and how they are going to look after the residents who were not Red Zoned and still live there. I do not want to see the area abandoned in as it is not fair on those people. I would like to see them build another pool somewhere soon. I would like them to make sure that the pool can be used by a range of users like water polo players. I think a lot of kids are missing out due to the lack of pool space. (Female, 25-49)

Just losing pace in the rebuild, need to be continuing getting construction workers in and not holding up red tape and improve things quickly. (Female, 18-24)

Maintenance of public areas for example parks, waterways beaches, etc. because there seems to be a lot of litter in these areas. More rubbish bins and more maintenance people out there tidying these areas or organizing working bees to get out there and clean their communities. (Female, 18-24)

Many things are still ongoing and we can't expect it to happen overnight, we don't really have anything to complain about where we are. (Female, 65+)

More communication about the Bromley and New Brighton area, let everyone know what is happening. I know people who live in that area who do not know what is happening, I avoid driving there because it is so bumpy. Same in Kaiapoi, people are waiting and hearing nothing. It has been two years, we are all still paying rates and living with shoddy roads. Focus more on the East with repairs and not so much on the superficial ones in other areas. Also we need more information about the road works. There are lots going on and some people know what is happening and why and some don't. Inform people so they are more patient with the delays caused. Offer alternatives when roads are closed. Be proactive rather than reactive. (Female, 25-49)

More information about upcoming events because I almost never hear about anything to do with it. I generally need to hear about from my own personal research or word of mouth. (Male, 25-49)

More say of the people in decision making about things that ratepayer money will be spent on. For example people are not happy about the amount being spent on cycle ways. More consultation is needed and they need to be more mindful of peoples budgets. (Female, 50-64)

Needs to continue to communicate what it's saying with the rebuild and really listen to people. The biggest thing is trying to save the Cathedral. (Female, 25-49)

Not enough feedback to the general public, many things are done and we're not aware of them till they are done and we are given no input, you won't please everybody but not enough consultation with the general public. There is congestion with the traffic due to diversions and so forth, we need more signposts and directions. (Male, 65+)

Not happy with using premises for Council accommodation. Getting the roads back to a workable condition, particularly, towards central town area removing hold ups and cones. Recognising change of traffic flows, hold ups where we didn't used to have them. (Male, 50-64)

Parking around school areas for drop off/pick ups. They have 3 minute parking available at Ilam school, it's not enough time to pick up your children especially if you have more than 1 child to pick up. The Council should work with the schools to provide a better option on parking. (Male, 25-49)

Parking; free parking around the hospital especially. And the road works could be sped up. (Female, 25-49)

Provide open governance in regards to all the things that have been happening since the last election. General ratepayers don't know what's going on in regards to the City Council. Provide open minutes and report to the rate payers any decisions made. Why was Tony Marryatt reappointed? (Male, 50-64)

Rebuild the business centres and the commercial part of the city. [Get the] business centre going again, so we can be proud of the city. Bring Canterbury people closer again, since the Earthquake people are closer

and looking out for each other more. (Male, 65+)

Recreation centres need to be looked at, as well as swimming complexes, especially on Western sides. Halswell pool cannot handle the influx of people. I drive past a park everyday, which is council owned, and it is covered in graffiti and it needs to be fixed. It is the last thing Christchurch has left from the 1974 Commonwealth Games and it needs to be looked after. (Male, 25-49)

Reviews of building consent and design plans as well as inspection and acceptance of other buildings. we need a better building consent process. (Male, 25-49)

Rivers are the worst thing. I don't know how they'd fix it- more attention and focus on the rivers, more time and money spent on it. (Male, 25-49)

Road layouts and congestion. I think they need to look at how they could look at getting the traffic flow going and not at a stand still especially during peak hours. (Female, 25-49)

Road works because it's a real hassle to get around the eastern suburbs of Christchurch. Letting people know which alternative routes are open. (Male, 18-24)

Roading - Feel like the roads in Christchurch look very scrappy and give a poor impression. Understand there are delays but to minimise that on a certain part of road would be good. Do not leave cones out with no apparent reason. (Female, 25-49)

Roading because it's a big inconvenience and it's a nightmare and it needs to be rectified. (Female, 25-49)

Roading because there is a significant issue with the quality. (Male, 25-49)

Roading because traffic can't handle the population and it's needing upgrades. Look at where the city is growing and moving and increase, improve and accommodate for this extra population. (Male, 25-49)

Roading is a hot issue that need to be addressed urgently. Building consent needs to be stream lined and focus on important detail and forget the trivial nit picking. (Female, 65+)

Roading repair, especially in the Earthquake areas. (Male, 65+)

Roading, it's a work in progress but it seems to take them so long. They could make it a bit more visible to people why it's taking so long. Deans Ave and Blenheim Road seem to be taking forever. So if they made it more visible as to what they're actually doing and gave a time frame. (Female, 25-49)

Roading, the condition is bad. No idea what they can do to fix it. No ideas other than pumping more money into it. (Male, 25-49)

Roading. Working 24/7. getting out there at night as well as during the day to get these things done. It's taking far too long. I'm driving to work everyday on roads which have been ruined since February and nothing has been done to them. Sell the assets, we need the money and infrastructure now. We can buy them later. Stop getting more money from the rate payer. (Female, 25-49)

Roads and sewage pipes that need repairing and fresh water; throw money at it. (Male, 25-49)

Roads are obviously needing work, but we cannot expect it all to be done overnight. (Female, 65+)

Roads are what needs the most attention at the moment. Readdressing the flow of traffic. (Male, 25-49)

Roads because they're bumpy. They could spend more funding on the roads. (Male, 25-49)

Roads- fixing of the roads in Christchurch and how long it is taking road workers to fix certain roads and the length of time its taking to get there, and the amount of time it is taking to fix the roads. It is taking too long. Some roads aren't even getting touched. They should focus on the streets that are a lot more severely damaged and where traffic is quite busy. The west side of town- there's hardly any damage. [In] the east side there's a lot of traffic coming from the east and roads that have a million detours. They'll spend a few months on a road then stop for 4 months, then have another go in a year or whatever in some roads. [The] inconsistency there is annoying and busy for people on the roads and people living in the areas- having to take detours and waiting for ages in traffic. (Male, 18-24)

Should be more open and honest with the ratepayers. Should be considering people's financial stress at the moment with regards to increasing the rates. (Female, 50-64)

Some of the schools are closing, not closing the schools because education is important keeping more schools open. (Female, 25-49)

Speed up rebuild and recovery from the earthquake. It is too slow. (Female, 25-49)

Supporting community groups with all the school changes, coordinate responses and provide logistical support. (Male, 25-49)

The area I struggle with is customer service, getting people to respond to queries and getting back to you, the automated messages are reassuring in that you know that you've sent your queries to the right email address but you still never seem to get a response. I've never tried phoning them because I don't have time to sit on hold all day and we don't have a Council Service Centre on this side of town which makes it worse (Male, 25-49)

The Council has problems with the governance because public relations are shocking, it doesn't look good on Christchurch. They need to sort it out. (Female, 50-64)

The direction the council is going in. So many thousands of houses haven't been looked at and shoved to back burner and they are building a stadium that costs millions. Any new buildings should not be approved without the ratepayers and taxpayers being looked after first. The councillors are forgetting about people. Houses are inhabitable and need to be fixed. (Male, 25-49)

The most important thing is fast forwarding the CBD. It would be nice for them to enforce that bikes abide by the road rules. They continually go through red lights etc. Can they stop giving their workers an extra days holiday for no particular reason, 12 months after the Earthquakes? (Male, 50-64)

The only thing that would need improvement would be to make the organic green bin bigger, the current bin is too small. (Male, 18-24)

The parking facilities should be improved. Not quite enough parks sometimes especially roadside parking. The Earthquake recovery plans are going ok but a bit below. (Female, 50-64)

The planning of the rebuild - I feel personally that the Christchurch community has not got themselves involved so much. From the plans that I have seen so far it is not so cycling or pedestrian friendly. They should be limiting the parking within the CBD where biking and walking is probably easier to get within. (Male, 18-24)

The rebuild in terms of the road works because over the last two years there has been roads on the West side that have been re-vamped when there are roads on the East side that require more attention. In improving it they need to learn to prioritise better. (Male, 18-24)

The rebuilding is too slow. They need to provide more information about the progress of the rebuild. Should provide information regularly- how much work left, when it will be finished. No one knows what's going on. Put in more traffic lights, for example at the junction of Johns Road and McLean's Island Road. (Male, 25-49)

The red rubbish bin should be collected every week. I'd like to see more information about which roads are going to be closed owing to road works. (Female, 50-64)

The resource consent and getting things demolished and built and stop the red tape - rebuild fast as [and] also subdivisions [need to] get rid of the red tape. (Male, 25-49)

The road - I feel like the road works have been going on for ages and the progress is very slow, particularly coming from Hornby to Papanui. Traffic is hectic and has not improved over the last couple of years. Pedestrians are not well looked after, the other day my pram was clipped by a car going up the bus lane on Main South Road. Cars are either not aware or in too much of a hurry and are going through the bus lane. Drivers are getting frustrated with the traffic and are going through the bus lane, and it should be made clear to cars that they should not be using the bus lane. (Female, 25-49)

The roading quality - pot holes (Female, 18-24)

The roading. They should be concentrating on one part of the road instead of being all over Christchurch. They need to prioritise on the area they are working on before moving on to another part so that the traffic flows better. (Male, 25-49)

The roads, parking, cycle ways and cycling on the road are horrible and improve skate park, I'm a professional BMX and there is nothing for me. We go to Reefton to train and there is a lot of people in Christchurch in the same boat as me, Washington way skate park needs to be up graded, even looking into an indoor skate park for winter, a lot of people wanting to one and more funding and building consent would make this happening. (Male, 18-24)

The social side. Music festivals, bars and places for students. Developments of social areas and working

on the proposed plan for around the Avon River. With only a few places to go it is making students negative. It would improve community spirit and improve the general feel around the city. It would also attract more students and people in general to the city (Male, 18-24)

The state of the roads need repair. (Female, 25-49)

The street in front of my house has a dirty great hole where water collects. They have sent a Council guy to patch the bits in the road but did not fix that. They have spent a fortune patching tiny holes in the road but they don't seem to be fixing the big problems. (Male, 50-64)

The water and sewage reticulation to affected areas and getting people re-housed. (Female, 50-64)

The way the Mayor and CEOs make their decisions. (Male, 25-49)

Their in-fighting internal politics needs improving. They need to work more as a Council, one team rather than individuals with their own agendas. Can't think how that impacts on the city because everything still runs well but it's negative. (Female, 25-49)

There seems to be friction within the Council and we need to be supporting some of the younger members to reach their potential for the benefit of the future of the city while maintaining a balance of wisdom from maturity and the innovation of youth. I see some good younger people coming through in the next few years which will lead to innovation and going forwards and this is an older persons view, they also need to be proactive about cleaning up the waterways. (Female, 65+)

They need to improve the roading because a lot of people aren't going on the roads anymore. Just need to get the roads up to scratch really because there's a lot of potholes on the roads and lumps and bumps. They need to sort that out first before they worry about building and what they're doing. Got to take time out of their time to fix the roads rather than going on a scheduled time. Got to get that job done. (Male, 25-49)

They need to work on their communication. Maybe come to local communities, give local communities updated information. (Female, 25-49)

They should be improving on their rebuilding planning. Rather than try to open the Red Zone up to the public they need to fix the infrastructure in it first. (Male, 25-49)

They should be looking at opening up the city again. (Male, 50-64)

They should just go ahead and do the things that need to be done to get the city rebuilt, all the meetings are taking up too much time. (Male, 65+)

They should not be putting rates payers money into building a Cardboard Cathedral. The money could be used elsewhere like in the Red Zone where people are still using outdoor toilets. They should improve the way they are using rates payers money. Why are they putting the rates up when they are using it on a Cardboard Cathedral? (Female, 50-64)

They should put a lot of thought into the inner city and provide a vision that will inject life into the inner city, to attract people. (Male, 65+)

Trying to clear up the waterways a little bit more. Making them look more presentable, maybe some tables and chairs. (Female, 50-64)

Two major things: The road quality and the timing of the road works.

As I am disabled, I find it difficult, especially during the day, driving where the road works are. It is not clear what they want you to do with regard to the detours. The detours are not clear and the people directing the traffic often look bored and are not doing a good job. The quality of the roads are not good. Maybe there could be a way to not conduct road works during peak hour traffic?

Also, we need more frequent water testing. I have recently been sick from drinking the water from residential properties; this should not have happened, it took me going to hospital in order for the Council to check the water. There was no feedback after this check. (Female, 50-64)

Updating information about the Earthquakes. After the first Earthquake no one has come to visit our property, EQC says that we're in the green zone and everything is fine and haven't been visiting the property in 2 or 3 years. We called them and they said we're on the waiting list. We had to look through the yellow pages and find a private builder to check our property. So far, we're still waiting for feedback from EQC, another 2 or 3 friends are living in Avonhead and Halswell and are also waiting for feedback from

EQC. (Male, 25-49)

Water reticulation around Christchurch isn't good at the moment, the roads are terrible and they are spending too much money on things like stadiums and convention centres without focussing on the basics first. They should look at caring for people and the housing situation. Also more pools for the children and leisure facilities. By that I don't mean spaces for rock bands, I mean places for the kids to swim and play sports. (Male, 65+)

We need larger green bins without having to pay for them, we compost, but still have to have the family help with our green waste. (Female, 65+)

A.3 Ways the Council Can Improve Communication

Banks Peninsula

Being more open with anything they are progressing through their council meetings, they are a closed society. (Male, 65+)

Communication is reasonable, haven't had to deal with them much (Male, 50-64)

Door to door knocking - Enables people to bring up issues e.g. We have no water and there is no communication channel in which I can mention that. (Female, 50-64)

Get rid of Bob Parker and his cronies and his jobs for the boys. (Female, 65+)

Having their meetings open to the public. There is sometimes a necessity for a closed meeting but need to be made open more. (Male, 65+)

It should get rid of all the puffery and actually tell us what is happening. (Male, 65+)

Maybe a little advertising spot on TV , newspaper and in the rates. (Female, 50-64)

More info in their leaflets they send out with their rates, if they are going to have a big project that's going to affect the whole city, like the rugby stadium, they need to do it properly and think of the cost to the rate payers and if we really need it. Listen to the public. (Male, 50-64)

Need an easier to use website - more timely updates on how bylaws are progressing. When they come out with newsletters they also need to make more of an effort to mention contentious issues and not only their triumphs. (Female, 25-49)

The communication is more up to the individual to find information. The public should be more aware because the information is normally there. (Female, 50-64)

There are so many areas involved it would be hard. Usually get information with rates and the newspaper. Any other info we get from the Service Centre. (Female, 65+)

They do a really good job, you have to be as an individual interested in finding out but basically they keep people well informed. (Female, 50-64)

They do put out pamphlets and things but the day to day things could be better reported in the paper. (Female, 65+)

TV Ads (Male, 25-49)

Burwood/Pegasus

A bit more advertising on the Radio and in the Press. Getting it out there. Overall I think they communicate quite good. (Male, 25-49)

A bit more information in the local newspapers about what they are doing around the suburbs. (Female, 25-49)

A six monthly email and to give people an opportunity to reply (Female, 50-64)

Advertise a bit more in local papers what the agenda is of their meetings. Or they could try putting it in with rates notices. (Female, 25-49)

Already get enough information (Male, 65+)

Already get most info from the Press as far as Council meetings and you also get news in rates demands.

Already do as much as they can. (Male, 65+)

Back of buses and bus shelters do not work. Mail hand outs and flyers are most effective. (Male, 25-49)

Be honest (Female, 25-49)

Be more in the suburbs, meetings advertising what s going on. Decentralise it. (Female, 25-49)

Be more open with their meetings; Too many decisions behind closed doors (Male, 25-49)

Be transparent and honest. (Female, 50-64)

By dropping something in the mail box would be the best way. For example I did no realize there were water restrictions. I could not find out what the were. It was very difficult. (Male, 25-49)

By having open nights at the Council, where people can come in and say what they feel needs to be improved or what they aren't happy with. An open night would be a good forum for that. (Male, 25-49)

Coming into the community, and speaking to them about where things are at.

Wide spread advertising across the paper about the community meetings being held. Also announce on the radio. Need to know more to have the opportunity to attend meetings. (Male, 50-64)

Continue doing what they're doing, don't stop doing it. (Female, 25-49)

Councillors should be more accessible like on Talk Back. Would prefer overall choice on councillors on own merit in all of Christchurch- but restricted as have to vote in my ward-would like this changed. (Female, 25-49)

Depends on the right mix of people, people who have been open about it and treat us as adults, not kids. Take us along with you, don't tell us what's happening. (Female, 65+)

Displaying information in more accessible places and places where people visit all the time, for example supermarkets and service stations as opposed to libraries and other places that people do not regularly visit. (Male, 65+)

Do a few more letter box drops. I think that's a good idea because then you will get every household. (Male, 50-64)

Do talk back shows on CTV and sit with people in their own homes and experience it. (Female, 25-49)

Doing a decent effort but some people will always want more info. Not something I have an issue with. (Male, 25-49)

Doing as much as they can, quite satisfied (Female, 50-64)

Don't think they can, currently get the Star with council information in it and leaflets. Listen to talk back radio with Roger Sutton. (Male, 65+)

Future events to be listed on website and go out in flyers. City Council Facebook page with prizes for liking their page is an idea. Push people towards the website, give people a reason to visit the site. (Male, 25-49)

Get into media more - radio, newspaper and especially TV. Talk to people and describe it the way is, be honest, communicate openly and honestly; tell people where you are at with fixing services (Male, 25-49)

Get rid of the mayor or get someone else as a front person who is a little less smooth. I want somebody who is perceptually honest. (Male, 50-64)

Getting information out in other ways apart from newspapers, when some people don't get them. (Female, 25-49)

Have better press releases or more readily available press releases. Not everyone has time to sit on computers and track down information. Put up community notice boards with information on it. It feels sometimes a bit isolated until you sit down and read newspapers and things like that. Council should think of another method of getting information out there such as mail drops. (Male, 25-49)

I don't think it can, they have plenty of ways and means of informing us through print, media and the web (Female, 50-64)

I don't think they can improve it anymore than they do. (Female, 65+)

I read all mail I get and I think if there was mail drops from the Council it would be easier for people to get information. We didn't get any contact from the Council about how we were getting on after the earthquakes. People feel all alone in the tough Earthquake times and contact and information from the Council in the form of mail drops would of been very beneficial. (Female, 25-49)

I think the communication may be alright, it's the result that you want from the communication that is the problem. I was basically fluffed off when I attempted to communicate with them and I do not feel that the explanation they gave me was legal. (Female, 50-64)

Inform the people that live on the east side, inform the rate payers on what's happening and what they intend doing. (Female, 50-64)

Just a letter in the post would be helpful, would be happy if it was generic or via their website. (Male, 25-49)

Just with their advertising and information they send out in the rates. (Male, 50-64)

Keep up to date more on the happenings of what they are doing. (Female, 65+)

Let the public know what they are actually doing, they don't let the public know what's going on. (Male, 25-49)

Letter drops are fine, leaves it in our court, it's up to us to read the information provided. (Male, 25-49)

Mail drops and flyers, one page and not loads of writing, simple and easy to read. Keep people updated. (Female, 25-49)

Mail outs would be best. (Male, 25-49)

Mainly be more proactive on the internet, they haven't really pushed that side of it until the earthquakes. That's the easiest way to get messages across (Male, 25-49)

May be show up on Campbell live. That is the programme I watch, so anything on there I would see. (Male, 25-49)

More advertisements online. (Female, 25-49)

More adverts on TV or maybe letters-message's pop up more on computers. (Female, 18-24)

More articles and info in the free weekly newspaper, Mainland press etc. (Male, 25-49)

More community type meetings. Park/ Relaxed type meetings like they did during the Earthquakes. (Female, 25-49)

More effective advertising. Isn't effective enough, they don't stand out against other people's advertising. (Male, 18-24)

More information provided through media sources such as newspaper, TV and radio. (Male, 25-49)

More information whether it be news media or pamphlets. (Male, 65+)

More online. Having councillors and high level administrators actively participating online in forums with individual's live and engaged with individual concerns rather than presenting policy statements and polished media releases. (Male, 25-49)

More public information in the paper. (Male, 25-49)

More radio presence.

More public meeting in the suburbs.

Look at TV presentations or more coverage. (Male, 25-49)

More warning about events and meetings coming up especially in the parklands area, not enough time to prepare for meetings, and they need to be more frequent. (Female, 50-64)

Multimedia communication. Give us a report on the progress through radio, T.V, letters in the mailbox and in newspapers. Hold more community meetings. (Female, 25-49)

Needs to get into the Pacific community and see what they're up to because they cannot go forward with planning if they don't come into our communities and just make decisions over their desks. (Female, 50-64)

Not enough clear information comes with the rates. (Female, 25-49)

Not sure, doing pretty well and the website's easy to navigate. (Male, 25-49)

Open communication about their ideas. They told us they will put in septic tanks with out any consultation.

We should be consulted about major changes like this, could cost the rate payer more the Council less, that is what has affected me personally. Communicate what is really going on not what is preferable.

(Female, 25-49)

Pretty good. Keep up the information in the local newspaper. More on the radio stations for young people.

(Female, 18-24)

Probably more community meetings, don't wait for another Earthquake. (Male, 25-49)

Public notices (Female, 25-49)

Publicise any proposals that are coming up, as I believe that they would get more feedback from the public if they did. For example the proposal for the New Brighton Pool complex, in return the Burwood-Pegasus ward has had a lot of support from the public on that. It went to a Council meeting a week or so ago. (Male, 50-64)

Put more in the local paper, pamphlets and the television. (Female, 25-49)

Put out a booklet to peoples mailboxes every now and again saying what they are doing. Each area would have the different things that are being done in it. (Female, 65+)

Put someone up on TV as a spokes person. I'm really bad at reading things in the newspaper. But otherwise done a wonderful job. People don't trust the Council. Get someone that's good on TV, to get the word out to everybody, or if someone was the voice of the Council (radio), include humour to get people listening. I hope most New Zealanders think that their water is special. (Female, 50-64)

Putting ads into social media would be a good idea because that is the biggest media more young people to get information. (Female, 18-24)

Radio or TV ads. I have never seen a Council ad on TV and most people watch TV. I personally don't get the paper. If you don't get the paper then you watch the news on TV. (Female, 50-64)

Regular contact through mail is the best way or even email if they have it. People want to know what is happening and having really clear timelines where people can plan around it would be really good. (Male, 25-49)

Send out newsletters with the rates. (Female, 65+)

Separate posting of notices rather than along with rates. It might be more expensive to post things separately but not everyone gets rates demands. (Female, 50-64)

Social media because I check my Facebook page before my mailbox. (Female, 25-49)

Sometimes they could make their decisions clearer and publish them rather than relying on computers. (Female, 65+)

Start listening to Christchurch and take on board what the majority of the people are wanting. More surveys that people could do including online, they could put surveys in rates letters, or they could put them in newspapers. I want to see the Council be more democratic. The Council seems to have two teams and the present Council that we currently have are the worst performing one that I remember. The two teams are constantly working against each other. (Male, 25-49)

Television - Advertising of events that the Council runs. Sending out flyers directly to houses rather than just in newspapers, telling people of upcoming events. (Male, 25-49)

The best way would be to have some form of real life, real time discussion, e.g. on radio or internet chat site.

With printed media my eyes just glaze over, because it's more about the Council just trying to make themselves look good. I'd rather deal with the reality than have it glossed over. Council need to have renewed effort to communicate what they are doing; makes us on the East feel we can't talk to this person or that person, have to talk to someone in the same boat, there is a perception of having to still deal with it (Earthquake aftermath). Psychological point of where people are in, there is a delay in fatigue setting in, if the Council manages to do something along those lines of recognising that, and then other decisions the Council has to make, the communication of the why may be more readily heard if people on the East knew that they hadn't been forgotten and they are still in difficult circumstances. Get the Council to talk to the experts about the fatigue setting in. Life continues in the west, needs to be balanced by communication on the east, otherwise it intensifies the isolation of the east. (Female, 25-49)

The Council need to listen more to what people are saying. A lot of people are stressed and unhappy and just want to be heard. The people that have lost so much just want to have hope. (Female, 50-64)

The newsletter is doing wonderful at keeping people informed. (Female, 65+)

The only way to improve things is to get on with it. The hold up with building permits needs to be addressed and then people will see things are being done. (Male, 50-64)

There is a lot on their website. More letterbox drops, information about when working on certain roads, [it is] difficult to get into our suburb with all the bridge repairs, [there are] too many repairs all at once, however they do a good job of notifying us usually. (Female, 25-49)

There seems to be enough. (Female, 65+)

They are doing the best job they can. The information is there and it's just a matter of people looking. (Female, 50-64)

They can get people of the Council out and talking. They sit in their office and make their statements to the paper, it would be nice to be able to recognise a face or two. (Female, 65+)

They can put articles in the Pegasus paper. (Male, 65+)

They do a pretty good job on the website. When I call they have called back promptly. More pamphlets in the letter box like the Script news letter [with] topics like what does the future hold and what is being discussed at the Council. (Female, 25-49)

They need to be more transparent with their meetings. Be more forthcoming about their ideas of what they want to do with the city, try to get the public a bit more involved. Maybe get rid of a few people, there are a lot of people in there on high salaries that don't seem to be doing a great deal. (Female, 25-49)

They need to stop their infighting and be more public with their decisions. We have a sewerage problem in Parklands which they have tried to hide under the radar and they are giving us all separate sewage tanks for each house rather than a central system, and that is unacceptable. (Female, 50-64)

Think they do a good job considering. It would be good to get more frequent communication when decisions have been made especially on Earthquake recovery. (Female, 25-49)

TV advertising as notifications. A lot more people watch TV than read papers. Texting and mail drops are still good ways. (Male, 25-49)

TV is an expensive medium, and many people switch off when the ads are on anyway. Flyers with rates, or special mail out. New Billboards, electronic billboards, could be used for advertising other things as well, and internet advertising as well. (Male, 65+)

Visible advertising on radio, TV, letters to households (Female, 18-24)

Water restriction last year we had letters on them. We didn't have any information this year. An ad here and there but no consequences were mentioned. There should be some sort of result or consequences if you don't do the right thing. (Male, 25-49)

We could see a little more of Bob Parker on television telling the public what is going ahead and what is going to happen. For the people who don't get a newspaper or elderly people that watch TV more than read newspapers. (Male, 50-64)

We have so many organisations in the community like Pacific Island Community Trust, the Samoan Advisory Council and we ask the Council to help us out sorting out a radio station. We want Council to liaise with us and listen to us. Contact the various organisations and ask if they can have a meeting with us. (Male, 65+)

What they could do is that they could actually come out to this part of town and just be present and make themselves seen here rather than taking their photos out here but not telling us when they are here. We want effective consultation. It is very disjointed the communication. We are sitting here right next to the red zone, and we hear about plans all over the city, and we can't even have a gap filler where we could plant flowers. There seems to be nothing going on here and it seems to get worse. We will read in the paper about the Sumner walkway. Why are we left out? We don't even have footpaths. They dig up our footpaths without telling us. Other people wouldn't put up with it. (Female, 25-49)

Fendalton/Waimairi

A bit more honesty. (Female, 50-64)

A lot of people read papers more so than listen to the radio, or something on TV as most people watch TV, or some sort of council newspaper would be helpful. (Female, 50-64)

A monthly newsletter to areas stating, where road works are going to happen, or a website, that people can access for updated roadworks information. (Male, 25-49)

A regular newsletter on-line or email list for people who want to sign up. (Female, 25-49)

Advertising on television more. (Female, 25-49)

An opt in e-mail newsletter of events and issues (Male, 25-49)

Any information I get from the council is from the rates bill. (Male, 50-64)

As far as I'm concerned I'm happy with the way they communicate (Female, 65+)

Be more out there and be more approachable (Female, 50-64)

Being amongst them and mixing with people more (Female, 65+)

Being more accessible to the public, to the average person. There are some really good people on the council with a positive approach . (Female, 50-64)

Better relationships with the media and press, no surprises for the public or Christchurch people. An environment of no surprises. (Male, 50-64)

Better website design. I'd like to see more of the invisible chief executive in the community, and taking a lead public role. (Male, 50-64)

By council encouraging the public to be more interested in their decisions with less going on behind closed doors (Female, 65+)

By having an open door policy so residents feel they are listened to. (Female, 25-49)

By making their council team focus on being positive and cooperate with the public. A lot of what we are hearing is negative bickering and consequently people are feeling dissatisfied. There is so much to do, so they should behave professionally and identify the issues. (Female, 25-49)

By not having so much behind closed doors (Female, 65+)

By putting a unified message out. There has been so much infighting in the council that doesn't look good to the public. It is important because there are so many decisions to be made about the rebuild and they need to be able to plan and work together and be seen to be working together. If this does not happen it will slow the rebuild down. (Male, 25-49)

Change the council; Gerry Brownlee has too much say - he's a one man band and Bob Parker is a very good front man but useless otherwise. (Female, 65+)

Continue to give updates via post or The Press. (Female, 65+)

Dealing with details properly and ringing people or emailing people would be much quicker then sending out letters. (Male, 50-64)

Distribute more information via email. (Male, 25-49)

Do pretty well on whole. The Share an Idea was brilliant. Advertising has been poor as did not see anything about Ellerslie. I was frustrated trying to find out about a specific children's event. I looked on the council website but it just said it was South Hagley Park. There was no map of where in the Park it was to be. There was very little food available to buy. When talking to vendors they had been told all food for children had to be free. We would have taken a picnic if we had known about limited food availability. (Male, 25-49)

Emailing of important announcements that will affect rates payers. It would involve a large database of email addresses but it would help with communication. Communication through mail would also work well. (Male, 25-49)

Get on the TV. (Female, 25-49)

Give the public more of an opportunity to voice their input. (Male, 18-24)

Good on you for doing this survey but the Council will take no notice of it, it's just to make them look good. They need to stop doing things behind closed doors. They need to stop bickering with each other. They should start taking more notice of what actual people, people who pay the rates, want. Things like the glass top on the cathedral is a waste of money. I'm well aware the council will take no notice to this survey. A few council members are a law unto themselves. (Female, 65+)

Got to change their attitude. (Male, 65+)

Have 15 minutes a week on a community TV station. Advertise the fact it is there. Twitter feed live with higher up Council members who are willing to talk with out all the red tape. (Male, 25-49)

Honesty. The councillors could be more honest, too many decisions made behind closed doors and that starts at the top with the mayor. Honest communication is good communication. (Male, 50-64)

I am not sure it could. Not everyone is prepared to listen. Using the radio to promote their campaigns would be good. (Female, 25-49)

I just hope that they don't get drawn in too much with the Government. I think the City Council represents itself really well, and this is because the Government doesn't care about us. But the Council need to continue to do more surveys like this, it allows us to know that they do care about our opinions. (Male, 25-49)

I never find any information anywhere that informs the general public as to how they make their decisions. They need to communicate with the public better, I just don't know how. (Female, 18-24)

I think the meetings could improve by telling us how the community's feedback is being used. (Female, 25-49)

I think the websites are great and always up to date. The bulletins in the mail are provide enough information. They don't need to do anything. (Female, 25-49)

I think they do a pretty good job with the hand outs but think they need to be more proactive in terms of their visibility by providing suggestion boxes at council offices or elsewhere and have well publicised interactive meetings in individual suburbs (Female, 65+)

If they were able to send out a form perhaps in a pre paid envelope or electronic form on what people would like to see done, instead of people writing to the editor of the newspaper saying what they are not happy with. (Male, 50-64)

It does a good job there. (Male, 25-49)

It seems the Council is a bit high handed. They don't seem to listen to what people want. It is a mindset and they should learn to listen for change. (Male, 25-49)

Its a hard one as people will only accept what they want to. Perhaps a newspaper or online, it is a difficult one though, maybe when the rate demands come out, advertise public events on the radio if they aren't already. (Female, 65+)

Just supply or try harder or more often , TV for those who don't read the news paper (Male, 65+)

Leaflets in the letter box and local ads and announcements on TV so people that don't have internet have access to information. (Female, 25-49)

Let us know in the paper each week what's coming up and what's going on. Just keep us informed. (Male, 50-64)

Mail drop or newsletter on a more regular basis. Local magazine/newspaper. Quite often people get the Saturday Press, if it had a section or page of updates or notices, people have more time to read things Saturday. (Female, 50-64)

Make people more aware about what is being planned. They shut out the public and do what they want to do. (Male, 50-64)

Make sure there is one message coming with Council and governance speaking with the same voice . Generally are not too bad with physical sources of information such as notices, emails, advertising. (Male, 50-64)

Making council decisions available online. (Female, 18-24)

- Maybe more mail drops and maybe public meetings with the council in their areas. (Female, 25-49)
- Media job , papers and TV news. (Male, 18-24)
- More advertising rather than people having to seek it out. (Female, 25-49)
- More and better media releases about why people should stay in Canterbury. (Male, 25-49)
- More awareness in the areas, suburbs or zones of what is happening. (Female, 25-49)
- More emails sent out to people. Also by advertising on TV and radio, they need to use the major media providers and not just CTV. There should be more information provided about the events on in Christchurch. (Male, 25-49)
- More information in the mail box, because I don't have access to a computer. (Male, 65+)
- More letters sent. (Male, 25-49)
- More local newspaper stuff. More radio stuff and/or developing more electronic media e.g. Smartphone applications or emails. More mailbox drops. (Male, 25-49)
- More newsletters (Female, 50-64)
- More newspaper advertising or articles in the free papers. Not everyone gets the Press so some people might miss out on information. (Female, 25-49)
- More of a social media presence and a dedicated Christchurch rebuild page, if there is one needs to be better advertised. (Male, 18-24)
- More posters and advertising about anything they want to say. (Female, 18-24)
- More regular, and varied but short communication. Short and varied I mean, instead of full page advertisements less often, have smaller advertisements more frequently. (Male, 50-64)
- More transparent , find out those things were not aware of. (Female, 25-49)
- Need to start operating better as a team. (Female, 25-49)
- New CEO (Female, 25-49)
- Notices in the paper about what they are going to do. Warning when something is going on. (Female, 65+)
- Online articles and a blog. General articles in the paper about what is being achieved instead of conflicts. (Male, 25-49)
- Open access and more information about what they are doing. Online or available at the council buildings. (Male, 25-49)
- Open meetings for decisions making. The publications that come through the post could also be improved, it is important for the people to feel that they have a voice and the opportunity to listen and gain an understanding of the decisions. (Female, 25-49)
- Other avenues of communications, untapped channels of communicating. (Male, 18-24)
- Our rates were incorrect and we were trying to get them sorted out but no one would respond to us. They need to act more promptly on customer enquiries and provide regular updates at set times, within reason. (Female, 25-49)
- Perhaps a way of voting on particular issues followed by a controlled public meeting without haggling. (Female, 65+)
- Put flyers at events, use radio to advertise more. (Male, 25-49)
- Quite happy with communication with them. Can't think of any ways to improve. (Male, 65+)
- Radio and internet and billboards. (Male, 25-49)
- Set aside on the radio where issues are talked and debated about, through the post but they also need to listen to the people. (Female, 25-49)
- Simply to talk and provide knowledge, even on the West side there is nothing just random decision seems like no one wants these things, so why we going ahead? (Female, 25-49)
- Stop arguing with themselves and do the job that they are paid for. (Female, 50-64)
- Stop going behind closed door and have open meetings. (Male, 50-64)

Television and radio is the way people tune in these days. Keep it simple and put in on peak hour times. It worked really well keeping people up dated over the period of earth quakes. Mail box drops don't work people just don't read it. Maybe catch on to the Facebook hype. (Female, 25-49)

Television is the best form of communication. Not sure about the computer, I don't want to look at it at night time. Might be in the form of local presentations of local events and businesses starting up. Perhaps they have it on CTV but I don't have it now. Advertise how to get CTV on television so we can find out. Automatic tuning doesn't seem to come up with it. (Male, 25-49)

The mechanisms are there, it's the content not the delivery. (Male, 50-64)

The wee papers that come around with rate notices are good but they should be more to the point.

They need to be more simple and not mess around. (Female, 50-64)

They are doing pretty well at the moment, they've got an online presence, newspapers, newsletters (Male, 50-64)

They are good at letting us know when things are happening. It would be nice to know when things are not going well instead of hearing it through the national media. We need more local information. (Female, 25-49)

They need to communicate with lower income housing occupants because they don't get the paper or read the mail drops and don't go to meetings. (Female, 25-49)

They need to improve their internal communication between the Councillors. That is important because certain groups have their own agendas, it's politics at the rate payers expense. (Male, 50-64)

They need to work together with less squabbling and once a decision has been made get behind making sure it is done. (Male, 65+)

They process decisions and then we find out later once the decision has been made. (Female, 65+)

They should be more open and more welcoming in respect of the decision making process. There seems to be a lot of back door deals going on, wasting of funds on unnecessary events and trips that don't improve the community. If they are not doing better for us it is not good. (Male, 25-49)

They're doing the best they can and I can't see any obvious way to do better, except try and cover up the obvious way they have people on the council having more interest in what they themselves think they should do than for the greater good. (Male, 65+)

Through a newsletter drop , small notices don't go to tenants each letter box and just to the rate payers. (Female, 25-49)

To hold meetings in local areas and not have to go into Council offices. (Female, 65+)

Via the news paper, junk mail is just in the bin, anything in the Press but anything in the newspapers aswell. (Female, 25-49)

Want the council or community boards to be more accessible to the public. Maybe some hours during the weekend or at night so the public can interact with the councillors. (Male, 65+)

Want them to improve things

for younger people. They do not apply to younger people to find out what they want. How do you find out what is around for young to do? (Female, 18-24)

We get enough (Female, 65+)

We need to know more about what goes on at meetings, community papers should have more info and in the city council papers, tell us before it happens rather than once its happening. (Female, 65+)

Website , leaflet drops, newspaper. (Female, 18-24)

Would like to hear from all of the councillors, not just Bob Parker. (Male, 25-49)

Ferrymead/Hagley

A few more public messages on television. (Male, 25-49)

A lift out in the Star and Press every three months stating the goals of the Council for the next 3 months and what it has achieved of the previous goals. Promoting venues and allied businesses that it needs to push. (Male, 50-64)

Advertising and internet communication. (Female, 25-49)

Any attempt to improve communication is undercut by lack of performance. No amount of good communication can cover up lack of performance social housing as example. (Female, 65+)

At a more personal level like flyers in letter boxes and rate demands so then it's coming direct rather than getting a twist which someone has put on it. (Male, 65+)

Be honest, open and transparent. Too many closed meetings and decisions seem to be made before ratepayers have heard of them. Reinstate ECAN as Council managed. (Female, 25-49)

Be more honest. Keep people informed as much as possible with what is going on and give people notice. (Female, 25-49)

Be more open, don't hide things, and listen. Public meetings are the best way to communicate this. Not every one reads papers, Ecan flyers are perceived as another piece of junk mail and go in the bin. (Male, 50-64)

Be more open. Have suburban meetings more often. Keep us in the loop. (Male, 65+)

Be open and honest with the public, look at using other forms of media. (Male, 25-49)

Being more open about what they are doing with more consultation with the people before they go spending money. Put the money where it is need - towards helping people with housing. If you are going to have a city you need people and to have people they have to live in houses. (Female, 65+)

Being more prominent in being seen to do more for the community. [They should] become more accessible- be more present in all of our lives so we know exactly who to turn to. (Male, 50-64)

Better website- they could do one page of the website that is dedicated to updates. (Female, 25-49)

Build a system where everyone could raise their questions either on line or on paper either monthly or 6 monthly. Ask people because people have been through a lot, so need to see if they are happy. Young people focus groups would be a good idea as well. It is important to see how they think things should be done. Young peoples group could come up with some good ideas of what to do and improve etc. (Male, 18-24)

By getting people more involved in the decisions the councils making. (Female, 25-49)

By having more people on the ground one on one or one on several, peer groups. So you get the discussions, so that groups can talk to other groups, getting people out there, more often. More common sense talk, not official speak. Getting out more regularly with the people, so you get to recognise them (Councillors). We are a small enough city, we can do this, it's not a big community, this shouldn't cost too much money. This can be done. (Male, 50-64)

By listening to what the people think and say. Put more surveys out to people of Christchurch, not just on a computer, as not all people have computers. It is frustrating being told to look at a website when you don't have access to a computer. (Female, 25-49)

By making more than the CEO accountable to the councillors. The level below the CEO need to be accountable and employed by the councillors and that will help communication with the public. (Male, 25-49)

By using the internet more as so many people are using it. (Male, 18-24)

Can't think of any other way. (Female, 65+)

Communications - Not knowing about rubbish removal, improving waterways, which roads will be closed and for how long. Provide more information even if it is through email about how they are going to close roads off and maybe even supply a reroute map of the detour to help people to not get stuck in traffic or to find alternate routes. I am still finding my way around Christchurch and it can take 15 minutes to get to where you want to be because of the reroute and it would be nice to know in advance. Need to issue a newsletter which could go in cafes. Call it Council News. (Female, 25-49)

Council needs to embrace more local media outlets such as local radio stations, local newspapers etc

(Male, 25-49)

Encourage the public with more involvement with any issues. I don't believe the public have much when it come to the council making decisions. (Male, 25-49)

Get rid of the 32 communications people on staff, they seem to do nothing at all. Sections of the Council should be more forward, putting their future plans forward. Council staff management need to get their act together and listen to the people's opinions of their plans, rather than just charging ahead as they do.

(Male, 50-64)

Get rid of the Mayor. We have a good Hagley - Ferrymead Community Board who are all really friendly, you see them at events, they come up and talk to you and you know who they are. The Mayor says he is going to get things done but he never gets things done because he is on holiday. I had to wait 4 months to get a portable toilet sent to my mothers house, because of the Earthquakes, down her street there were no portable toilets. My mother who is incontinent and 70 was told to go to a public park and use the toilet facilities there. They gave her one of those portable toilet things which was too short and they told her to put it on a coffee table, which is disgusting. If there was a shake and she fell off and broke her hip who could look after her? (Female, 25-49)

Getting more in touch with the community leaders, helping communities to build a structure of contact with neighbours, this makes it easier to get messages heard through communities. The Mayor has reached out over the years in his own way, he has attended several of the community events that he could and his participation with the community during the Earthquakes has shown him in a different light to people.[He is]seen now as someone who is there for them. Leaders need to come across as being there for the people and the community. (Male, 25-49)

Happy with the pamphlets. (Female, 65+)

Holding more engaging events instead of plain 'sit down' meetings, something that gets people involved. (Female, 18-24)

I am not too far away from the Linwood shopping centre that was badly damaged in the Earthquake. Sometime back I attended a meeting that Peter Beaven attended (the Architect) and I also saw in the paper the illustration that the Council had prepared for the refurbishment of the centre. Now nothing has been done. They should spend their efforts on getting the land sold and rebuilding the shops. They have completely misunderstood the peoples feeling on how this needs to be rebuilt and it should be done quite quickly. The communication is faulty in that something was shown but nothing done. (Female, 65+)

I think it is up to the people of Christchurch to want to be involved. So maybe they have to approach everyone in different ways as everyone has a different way they want to be approached. (Female, 25-49)

I would really like to have an email, personally. I'd like to be able to sign up to a City Council website that would send me a personalized email every week, day, month- whatever I choose- with updates on what has been changed, meetings and events happening that would affect disabled people, for example. Instead of me having to find this information, which is difficult, I would like them to send me this information. It would mean people like me would have information at their fingertips rather than having to find it. very minimal information sometimes and it would be good to elaborate on it. Would be a very useful resource for everybody. (Female, 25-49)

Improve the web page with a weekly updated of news, events and minutes from Council meetings. (Male, 50-64)

Involve more people in what they are doing. For the well being of Christchurch they need to be more open and consult more with locals and treat every body as equals. The little Summertimes notebooks are a nice way to get information to people. (Female, 50-64)

Keep people informed of what is happening by all varieties of media, radio, internet, letter box drops . All the different ways they can do it. (Female, 25-49)

Keep the information basic. Direct information for the public; the more information they have in notices, the less chance people will read it. (Female, 25-49)

Letter box flyers. (Female, 25-49)

Listening is a good start with communication and then following through. Let people know what they are actually up to and that people have been heard. Have more public meetings, you don't hear so much about

them now. (Female, 25-49)

Listening to people. People can go up there and make submissions. (Male, 65+)

Make it bigger, what it used to be, more councillors, like before the cutbacks happened. (Male, 65+)

Maybe email news letters to people. (Male, 50-64)

More advertising on TV or radio. (Female, 25-49)

More flyers and pamphlet drops because not everyone has got internet. (Male, 25-49)

More information to everybody not just in the paper but using other media such as local TV and radio. (Female, 65+)

More leaflet drops. These are important because everybody checks their mail and it is a good way to get information to many people. (Male, 18-24)

More media response to what's actually happening, with what buildings are coming down e.g. the Cathedral. To be kept in the loop, still debating whether my work is opening again. (Male, 25-49)

More on TV and media, leaflets normally just get dumped. (Female, 25-49)

More public meetings and more advertising of the public meetings, especially towards the younger demographic. (Male, 18-24)

More public meetings. Listening to land owners a bit more. They affect land owners life easily and they take it for granted. Some people pay a lot of rates and they do not get asked much. (Male, 25-49)

More use of online communication. I think there should be email alerts when news happens on the councils website. You cannot expect everyone to look at the website every few days. (Male, 65+)

Need to establish a website that is a public awareness website with up to date information about the plans for Christchurch. (Male, 50-64)

No idea (Male, 50-64)

No secret meetings. (Male, 50-64)

Not doing too bad a job, maybe helping people understand who makes decisions and how much influence various people have. (Female, 25-49)

Once a month there could be a free mail out to homes showing what's happening currently or what they're planning to do so that people can have a say, they are doing this with the bus system why not other things? A little bit of a referendum (Female, 50-64)

Open forum

, if there is one it needs to be better advertised if there isn't there needs to be one. (Male, 18-24)

Pamphlets of information. (Female, 25-49)

Provide a communication app for phone and android etc. It would be important because it means that young people can get information about the Council. (Male, 18-24)

Putting things in the local papers like Bay Harbour News and Mainland Press, and drops in peoples letterboxes. Advertising on the buses. (Female, 65+)

Sending out leaflets and letters to people. (Male, 18-24)

Sending out more letters, looking at radio advertising. (Male, 18-24)

Sharpen up and stop arguing. (Male, 50-64)

Signage at bus stations, radio and TV. (Male, 25-49)

Simplifying their processes to allow one person to handle a process instead of multiple people causing inconsistency with decision making. (Male, 25-49)

Spend more time with the general public. Get involved with the duties that the public and the workers are doing for the rebuild. If Council members came and observed and spoke to people while they are doing their jobs they will gain understanding of people's ideas of what needs to be done and the best way to do it. (Male, 25-49)

Take slots in television, cantered for Canterbury people. A lot of the time people don't read newspapers, I only read it when it comes as junk mail/flyers. You need to get the wider audience, that don't normally

participate in the community groups, be more community orientated. (Female, 25-49)

The Council doesn't need to work on communication, it needs to work on democracy. It is not a communication problem, it's an engagement problem. They don't need to get information out, they need to listen to people. Too many things in secular, too many secret meetings- I think that's the basic problem. (Male, 50-64)

The Council should be, without exceptions, open to the public. The Councils commercial decisions should not be secretive. (Female, 65+)

The glossy magazine that comes out does not really have information in it that is relevant to me. There is not a lot of information about the roads in Sumner and the Ferrymead bridge. The roading to get fixed in Sumner is scheduled for 2015 but the roads are very unsafe for cyclists in the meantime, as well as rock falls. Joe Canes programme on CTV has good coverage that local news provides. We are about to lose access to CTV due to the change of channels. We get The Press every day, so information in that is more accessible than their expensive newspaper item. (Female, 65+)

The little paper they put out, Christchurch updates on the Earthquake, there are no human interest stories in it. They need to add a human touch. I didn't read it because it sounded like minutes to a meeting, long and boring, nothing human about it - instead of doom and gloom make it more personal. (Female, 25-49)

The local newspapers need detailed information rather than on the internet, for those that don't have it. (Male, 65+)

There communication at the moment is fine. They put newsletters out, we access to a web site. (Female, 65+)

They are currently doing a great job of communication with the people of Christchurch. (Female, 65+)

They communicate quite well with the paper that comes out. It keeps us informed and up to date about the earthquakes. I like reading it. Surprising details come to light that you did not know about areas of the town and what is going on with that. (Female, 65+)

They could do a mail box drop whenever there is an important project going to happen. (Male, 50-64)

They did have meetings but that fell away after the Earthquakes. (Female, 50-64)

They do well dishing out information to people. (Male, 65+)

They do well enough. (Female, 50-64)

They need to know how people are getting their info. One in our house says she doesn't hear, I Google and there it is. There is a difference between going looking for it and seeing the information in the media.

Try to spread their message across the platforms, there are a lot of radio stations and online [although it is] hard to cover every channel. I don't know how often they research what areas are being used. (Male, 50-64)

They need to listen and really try to do something for the people that are still stuck in their houses. I do not agree with meetings as nothing ever gets sorted from them. (Female, 50-64)

They need to make sure they keep providing the information the way that they are doing now and continue to include the community in their decision making. (Female, 25-49)

They try their best and are doing a good job with communication. (Male, 50-64)

Through more advertising and posters. (Male, 25-49)

TV exposure about what they're doing. Billboards to advertise larger projects that cause disruptions and disturbances (Male, 18-24)

Use less spin in their communications. Just tell it how it is. Quality of it is what is in question. (Male, 50-64)

Use wider resources as far as getting word out. Not everyone accesses website, more notices in local newspapers and more leaflet drops. (Female, 50-64)

Website and email services. More one on one time. Using electrical devices. (Male, 25-49)

When the rates bill comes, have more info on what the council is doing, and with Earthquake recovery, for people who don't have internet access. It should have more information in the rates bill. (Male, 25-49)

Heathcote/ Spreydon

Advertise a bit more on what they doing in certain areas. (Female, 50-64)

Advertisement on the TV. (Male, 25-49)

Advertising on television because we don't get the papers at all. (Female, 25-49)

An option on rates demands for people to go on an email list if they want. (Female, 25-49)

Be more open about decisions. Not make decisions behind closed doors. More public input. (Female, 65+)

Be more open. (Male, 50-64)

Be more transparent in regard to decisions they have made. Awful lot of bickering and dissatisfaction within the council and with what everyone is going through in Christchurch. Everyone is over all of their behaviour. (Female, 25-49)

Billboards larger advertisements on more public place like roads that are busy where people are stopped for a length of time as that is when I take notice. (Male, 18-24)

By being obviously open about their decisions, Mayor Parker has to learn to keep the public informed. (Female, 65+)

By getting people along to meetings if they can (Female, 65+)

By having a better management team (Female, 25-49)

By listen to the people and not making all the decisions in secret. (Female, 50-64)

By not being so secretive about certain aspects of council dealings (Male, 65+)

By telling people before decisions are made rather than after. Tell people the things that it is going to be considering rather than after the decision has made. (Male, 25-49)

By utilising the Press to keep people informed.. (Male, 25-49)

Different forms [of communication] - core through website, and other two forms such as mail outs or email- whatever they do, make it cheaper for ratepayers. Reduce mail outs and paper and be cost effective. Put the same messages in other sources, not just newspapers. Radio would be a good idea- I lived up in Nelson and whenever there was a water ban everyone knew about it- you just have no idea it's here. (Male, 25-49)

Do more communicating. What they see as obvious may not be obvious to the residents and there is no harm in providing information in what they are doing. I think the mail drops are the best way to get information out as I hardly ever read the whole paper, only see the headlines. (Male, 25-49)

Does quite well, I get information with rates notices and letter from the council (Male, 65+)

doing a good job , more stuff on the internet (Female, 25-49)

Don't think they can (Female, 50-64)

Each individual employee needs to be more accountable without hiding behind bureaucracy, can they be means tested? Maybe if they can be allowed to get it wrong more often they can get it right. (Female, 50-64)

First of all I am not sure how important the council is with fixing Earthquake damage. They need to be more transparent in their dealings in things like the purchase of the Ellerslie Flower Show which they bought, then would not disclose the price to us saying it's 'commercially sensitive information'. Also there needs to be better communication between all the different sub-contractors they use for work around the city. For example we had one lot of contractors' plant the verges down our street then another lot of contractors came in to weed the area and chopped down what had just been planted through lack of communication. (Male, 18-24)

For events, it would be nice if there was a way to subscribe to an email service, saying upcoming events. Otherwise it's a bit haphazard, seeing the signs, or someone mentioning events. (Male, 25-49)

Get a bit more new age, not be so traditional with media. I don't hear their message, I don't read the newspaper - use the internet. (Male, 25-49)

Get rid of some of the existing Council members for example the Mayor. (Male, 50-64)

Get some of those public relations people to deal with that. (Female, 65+)

Getting emails which people can subscribe to. Bus or window advertisements don't always work. Be careful to not do a general drop off in letter boxes, should be personally addressed. (Male, 25-49)

Have some ads on TV saying " please put up with us we are doing our best to get things up to scratch". (Male, 25-49)

I feel we get adequate information and have the ability to provide our input if we want to. (Male, 65+)

I think it's fine, when I email them I get a quick response. (Female, 50-64)

I think they are communicating really well. They are keeping us informed through the paper and I'm really happy with that. (Female, 25-49)

I think they are doing well with TV and pamphlets. (Female, 25-49)

I think they are trying their best with what we have been through and they have been very capable. (Male, 65+)

I think they need a whole new fresh approach and fresh leaders. They've all gone a bit stale. They are weary and tired, we need a whole new group with new ideas, and sense of confidence. (Female, 50-64)

If they didn't lie so much it would be better, some truthful facts would be a good start, there are a lot of underhand things going on. (Male, 65+)

Inform people more about what they are doing, more leaflets and letters. Council should be better supporting schools, some have been promised 2-3 years before they close the school then closing them after only a year then parents are up for new uniforms, uncertainty as to where the children are going and we don't need that after the quakes and everything. (Male, 25-49)

It is fairly good and they do send out regular newsletters. You can find it if needed. (Male, 25-49)

It needs more transparency around decisions and why they are being made and what has been taken into consideration. You need to give people more information. There has been a push toward that in recent times with the internet, its a work in progress which needs to keep progressing. I think the flyers and mail drops are a good way to communicate. It is a good tangible way to be kept informed. (Male, 25-49)

Just by performing, actions speak louder than words. (Male, 25-49)

Just keep being open and transparent in what they are doing. (Female, 25-49)

Keep more information coming particularly about roading repairs and community facilities. More mail drops about changed bus routes caused by roading projects and when there are going to be major roading disruptions in areas. (Female, 50-64)

Keep pushing the messages through the mail. (Male, 50-64)

Less talking from the Council and more action, and start cleaning up our city; actions speak louder than words. (Female, 50-64)

Letters in the letter box for people who don't have internet. Web site. (Female, 25-49)

Listen to what they are saying. I still get the feeling that they seem to be looking after their own agendas rather than the well being of the Christchurch public. (Male, 25-49)

Little bit more advertising, one thing I've only found out about recently the Canterbury Library's online resource called the Source, it's fantastic but I don't think a lot of people know it's there, just need to advertise a little more without spending as much money getting the message out in glossy brochures which are not recyclable. (Female, 25-49)

Local rags and internet is always there and regular communication in libraries, so it is all covered. (Female, 25-49)

Look into availability of television advertising and local radio stations and that will reach people who won't necessarily read the newspaper. (Female, 65+)

Make it well known when new businesses do re appear. Obviously Christchurch has been through hell so make the re openings of places quite exciting for people. Facebook is a good way to communicate. (Female, 25-49)

More advertising in The Press rather than local papers. Advertising on television more frequently. (Female,

25-49)

More advertising through papers and media to improve communication. (Male, 50-64)

More info in with the rates bill. (Female, 50-64)

More information coming out in the rates such as a newsletter. Spend less money on lovely glossy handouts and just have ones that comes out in the rates. The glossy ones will tend to be thrown out and the rates ones will be looked at. Email is another way to communicate. (Female, 25-49)

More information on change of bus routes. Give us an opportunity to view our thoughts, think of retired people and people with disabilities. (Female, 50-64)

More letter box drops with a view to keeping people informed and they could put more information in the newspapers (Female, 25-49)

More open, talk to people before making a decision (Male, 65+)

More pamphlets and news letters sent out because you don't hear much about them. (Male, 18-24)

More posters and stuff on the internet, more advertisements in the paper. (Male, 18-24)

More public meetings. Listening to land owners a bit more. They affect land owners life easily and they take it for granted. Some people pay a lot of rates and they do not get asked much. (Male, 25-49)

More talking to people like they are people, not talking down to people. Not taking to people like it's a business transaction. (Female, 25-49)

Need to improve as I knew nothing about the water conservation campaign. (Female, 25-49)

Need to listen to the people and find out what they want. (Female, 50-64)

Need to not be ignorant of what Christchurch has to offer, need to know what is actually here. (Female, 18-24)

News letters and local rag. (Male, 25-49)

Newsletters from the council. Because that would reach more people. Not everyone is in the electronic world so newsletters would reach the people that are not about what is coming up and what has happened in meetings. That way everyone would be able to have access to the information. (Female, 25-49)

Newspaper, put a weekly update in The Press of what's happening also in the community papers. (Female, 65+)

Not enough transparency, too many decisions made where we are kept in the dark. (Female, 65+)

Notices on the radio are good, we are kept informed via lots of flyers and that's good. (Female, 25-49)

Online media. Through the internet as means of getting the young involved (Female, 18-24)

Over to the people to find things out. (Male, 65+)

Perhaps they should come on TV a bit more. Talk to people, maybe leave a phone number where people can ring, and it would ring red hot. Also they could come around house to house otherwise you never see them until election time. (Female, 50-64)

Personally I tend to prefer online and I like the opportunity to have an interactive dialogue for comments. Maybe even a dedicated interactive part of their web site that people can visit where the possibility exists for two way communication. (Female, 25-49)

Possibly advertise on television to improve peoples confidence in them. (Female, 25-49)

Probably need to boost awareness by doing more advertising, promoting the City Council services that they provide. (Male, 25-49)

Put on community concerts that promote awareness and update on progress in areas. (Female, 25-49)

Stop having secret meetings where the media is not aloud to be present. (Male, 50-64)

The little circulars they send out with Council news works for me. Announcements through local radio station are also quite a good way to get the message out there. (Female, 25-49)

The people should be seeing what their doing. They shouldn't have any reasons to keep things hidden. (Female, 25-49)

The stronger communities booklet that comes around is the best way for them to communicate. It talks about the water ways etc. (Male, 25-49)

The telephone system is off putting, takes to long to get through to the person you need to speak to. (Female, 65+)

There is a lot of stuff out there and people just need to have a bit of initiative to find it. The mail box drops are very helpful because the information comes to you rather than you having to go and find it. (Female, 18-24)

They are doing a great job as is. (Female, 65+)

They are doing very well as is. (Male, 65+)

They do a good job of tapping into the avenues but they need to get the peoples attention with up to date information. (Female, 25-49)

They do enough (Female, 25-49)

They do put out newsletters 3 or 4 times a year. I think the communication is fine. (Male, 65+)

They have a good website and put out regular newsletters. Newspaper is good, do they have a Facebook page? (Female, 25-49)

They have to remember who they are working for. That includes Counsellors and employees of the Council. Local radio might be a way for them to get information to more people. (Female, 50-64)

They need to be more transparent in their dealing with the public and in their purchasing of buildings. They need to make their financial records more accessible because the ratepayers have a right as stake holders to access these records to see what the Council is spending their money on. Also they should not have so many closed meetings when it comes to issues that affect the ratepayers in general. (Female, 25-49)

They need to be more up front, don't want to read it in the newspaper. We only read what the reporter writes. People want to know what's going on, not getting information second-hand. (Female, 65+)

They need to get in touch with the real people that are suffering instead of spending money on the wrong things. (Male, 25-49)

They need to improve on the way they communicate with the media because it's not doing them any favours. They look uncohesive with all the arguing with external companies. (Female, 50-64)

They put out a newspaper called 'My City' about once a month. Maybe they need to put it out more regularly with more information about what is going on with particular areas as some people do not have access to the internet. They should expose people to information more frequently as this will give the impression that they want to communicate more. (Male, 25-49)

They seem to attract the wrath of the media for the bad things but it would be good to see the good things in the media about the Council. Maybe if they put out their own bulletins by email. (Male, 50-64)

They should be more open with what their meetings are about. Make meetings more open to the public (Female, 25-49)

They should be more open. They have these meetings and half the time you don't know what's going on. They have meetings and make decisions and we don't know about them. (Female, 65+)

They should use of technology more, access to email would be great (Male, 50-64)

To get people to register email addresses. (Male, 50-64)

To remember that communication is two way. To improve communication is not just to make sure Council ideas are heard, that the Council understands and listens to what the people are on about. There are so many competing powers and organisations that are effecting the rebuild. The Council should take on the job as acting as a communication ombudsman, to speak up for the people of the city, to make sure that the right people hear what the victimised rate payers want . One of the things is in terms of decisions being made, but there a lot of smaller problems that effect few people, that quietly sit in the back ground and it's not happening because the paperwork is being lost in the system. I definitely get the impression that people need help with the red tape of bureaucracy. For every one big problem that hits the head lines, there's dozens of little problems that won't hit the head lines, and no one will take up their cause to help them. (Male, 50-64)

Transparency concerns, too many things happening behind closed doors (Male, 65+)

TV advertising that people can see about up and coming events . Listen when people ring up, e.g. safety outside schools - no returns, they don't want to listen (Female, 25-49)

Updated information on the websites and for more leaflets in the mail. (Male, 25-49)

Use TV adverts more. (Male, 18-24)

We do not get the paper so do not find out about a lot of stuff that is happening. We do not use the website unless we want to find out about something. Leaflets are a waste of paper. Maybe radio advertisements? (Female, 25-49)

Papanui/Shirley

A website that as an individual ratepayer I could log on to when paying rate enabling you to nominate which facilities were really important to yourself allowing you to make an advanced payment towards to help get project underway. I would happily pay towards my interest e.g. swimming pools and cycleways rather than facilities I do not use e.g. libraries. This website would also contain information about why particular services are important to the community, from health benefits to why we need to have water meters, improved waste pipes. etc. (Male, 25-49)

Advertising on popular websites that people frequently use and also using the radio would be good. (Female, 25-49)

Advertising on the television. (Female, 25-49)

Back of buses, brochures . (Male, 25-49)

Be a bit more open and honest and not keeping us blinded to what they are doing (Male, 25-49)

Be a lot more open. Talk to the public not hide things from them. (Male, 50-64)

Be more open about council processes and the appearance of secrecy in the way council decisions get made. Make sure the people feel involved and feel as though have some say and their opinions are being listened to. (Female, 25-49)

Being honest , by involving rate payers in key decisions (Female, 25-49)

Better consultation with local communities over issues, particularly around rebuild by holding local meetings or surveys such as this one, newsletters are fine but we need to be able to give and receive feedback and then have acknowledgement of that feedback. (Male, 25-49)

Better consultation. Set up meetings and turn up and listen. (Female, 25-49)

By having more current information available on their website. They need more updated information on the website and not the same repetitive information. I accessed their website last night to see if there were any water restrictions and could not see anything about the water conservation campaign. (Female, 50-64)

By inviting them into discussions and meetings. Get peoples' email address because that is the future, they need to email meeting times and places to people, hold big meetings such as in Hagley park so people can come and give their input. Employ someone to do the emailing. (Male, 25-49)

Communication is fine. Through the earthquakes I have been kept up to date with what they are doing and they let me know of any changes to the services. (Male, 65+)

Community news papers. (Male, 50-64)

Do not rely on online communication so much. A web page has often got too much information on it and you often miss the important things. (Male, 25-49)

Doing well at the moment. Surveying is a good but could ask more specific questions. (Female, 65+)

Don't know what would work anymore as they have spent a lot of money on this already. (Female, 50-64)

Don't need to improve in the sense of newsletters. It's the individual ones, should be a department of communications training for all council staff. It shouldn't be left to customers to continually nag. (Male, 65+)

Facebook. Sponsored advertisements on Facebook then it comes up on every ones news feed. (Female, 18-24)

Flyers in letterboxes are as good a way as any as many people don't have computers regardless of what the statistics tell you. I know plenty of people who don't. (Male, 65+)

Flyers. (Female, 18-24)

From what I gather from other people they don't really listen. They talk at people instead of listening. (Female, 50-64)

Get on side with a good reporter (Female, 65+)

Give us timely manor to have time think decision , instead of saying this is what happening. (Male, 25-49)

Go through the processes that everyone has to go through. How does everybody else have to go through the process of resource consents etc. but the council does not? Should be concern for immediate neighbours. (Male, 25-49)

Good with printed media need to increase visual media. Council does well with newspaper articles, maybe radio or TV. (Male, 25-49)

Greater public awareness. (Female, 25-49)

I haven't had any difficulty. (Female, 65+)

I like the Earthquake updates that come out but they could possibly have more detail about what's on the horizon to give people hope. I think they are doing pretty well other than that. (Male, 25-49)

I miss a lot because I don't get the newspaper so I think they need more radio coverage and more mail outs would be great. (Female, 25-49)

I think if you get the right person. Sometimes dealing with the people in the council can be quite abrupt they just need to be a bit more friendly, (Male, 50-64)

I think its doing a great job with letting the public know what's going on. (Female, 65+)

I think the local newspapers updates are good. It keeps you in the know. (Female, 65+)

I think they do a good job communicating. I like how they communicate what they are doing. (Female, 50-64)

I visit the website to find out some information, but if there was an email newsletter that you could subscribe to then that would be handy. It could be useful to know things that are coming up in the month. (Female, 25-49)

If roads are going to be closed there needs to more advance warning and Council needs to be more clear as to where the detours will be. If there are going to be regulations for residential pools and spas there needs to be more regulation and safety when it comes to lakes in subdivisions (Female, 25-49)

If someone could actually deal with things area by area and get people to attend that live in those areas. Advertising is fine but a face to face meeting would be much better. Some people don't have internet access either. (Male, 50-64)

If they were a little more user friendly in everything they did, their communication won't have to be improved much. There's so much petty bureaucracy in the Council at the moment. Whether it's going to stay or not because of the political correctness, I don't know. Unless someone comes up and does something the way Mr. Vladimir Putin did- told the Russian parliament: people want to live in Russia, and come from other countries and live in Russia. They should obey Russian law, if they want any other law other than Russia, go to another country, if you don't like it, go away. That got a standing ovation for 5 minutes from the Russian parliament. It's about time some of the Western world politicians did the same thing. (Male, 50-64)

I'm a very big radio listener and feel happy with the information supplied on the radio. (Female, 50-64)

In the pamphlet they could have a section where people could suggest things and give feedback. (Female, 65+)

It can allow more public meetings, when they employ the CEO there should be more members of the public involved. (Female, 25-49)

It is adequate at present and if you want to know what is going on then there is mail drops, flyers and you can ring the Council as well. (Male, 65+)

It is important that the Council are aware of public issues in the public voice, i.e. there are possibly members of the public who don't have the skills to put forward their case. The Council does seem to work on the squeaky wheel concept and progress is often made in areas where people have the most to say and there are areas in Christchurch where the people in those areas have more skill in putting their case forward. (Male, 50-64)

It's easy enough. More reportage through the newspaper and give us the truth. What you read in the newspaper to get near the truth you have to cut it in half and divide it by two and you may get near the truth. (Male, 65+)

Just be open and straight with the community don't let it get out to the community by whispers from external resources. There is a lot of underhanded things going on because it gives the people of Christchurch doubt. (Female, 25-49)

Keep on doing what council is doing. Happy with the blue and white information leaflets that currently are being received. (Female, 25-49)

Learn to communicate better between themselves, then they communicate better between each others. (Male, 25-49)

Let us know what is happening in the central city red zone area through the media, television, newspaper and letter box drops. (Male, 25-49)

Letter to go to every household (Male, 25-49)

Letting people be involved more with what's happening in the city. (Female, 50-64)

Listen to residents. Take notice of what residents are saying, need to do things that the people of Christchurch think are a priority (not overseas travel). (Female, 25-49)

Lots of avenues of education there. It's quite a big website to navigate around. When I've had to ring about something people have always been quite helpful (Female, 50-64)

Mail drop and emails (Female, 25-49)

Mail drops. (Female, 25-49)

More frequent progress updates in the newspapers or web sites (Female, 25-49)

More information in the newspaper or website, so people can see what is happening (Female, 25-49)

More letter box drops instead of internet which not everyone gets. (Male, 25-49)

More letter box flyers. (Male, 50-64)

More notices to letter boxes. More public advertising on TV and other electronics. (Female, 25-49)

More things in media, more advertisements and media about what's going on, more consultation with the community. (Male, 18-24)

More user friendly. Better training for staff or more staff. There are more layman accessing/using the council so processes need to be easier for laymen to understand. (Male, 25-49)

Mostly OK I just Google what I need. (Female, 50-64)

Need printed newsletters sent out. The Council needs to inform the people delivering the newsletters to give out newsletters to everyone's mailboxes including the ones that say "no circulars". Think about what the residents need to know and not what the council wants to tell people to help their image. (Male, 65+)

Need to continue with what they're doing not drop anything. (Female, 25-49)

Needs to improve greatly by being more transparent in its decision making process. (Female, 25-49)

One big thing, listen. (Male, 65+)

Our responsibility to make the effort to read things. More radio advertising. (Female, 25-49)

Possibly newsletter or insert in the paper. (Female, 25-49)

Providing as many opportunities as possible for people to make their feelings heard in a public forum (Female, 25-49)

- Public notices & more public communal meetings with concerned citizens. (Male, 25-49)
- Publish decisions made in papers (Female, 65+)
- Put more information and be more open about it in their newsletters. (Female, 25-49)
- Radio advertisements. Mail drops are sufficient (Male, 25-49)
- Sending out flyers would be too expensive, let us know what is going on maybe by email. (Female, 25-49)
- Should throw away the politics and get on and operate as a group interested in the betterment of our city. (Male, 50-64)
- Social networking and newspapers. (Female, 18-24)
- Some more general public meetings with question and answer sessions. (Male, 25-49)
- Sometimes they do leaflets, billboards, advertising. If you hit the malls then everyone's going to see it. Everybody goes to the mall. It's just about different avenues of advertising, really. They can put it in the paper, leaflets. (Female, 25-49)
- Speak more coherently that is with less disagreement between the Counsellors. (Male, 50-64)
- Television ads and public announcements - just before the news or just after. (Male, 25-49)
- Television and radio (Male, 25-49)
- Tell the Mayor to stop thinking he's a film actor and actually do something, in fact a lot them too. (Female, 65+)
- Text messages and emails. (Male, 18-24)
- The Council could explain their decisions better with information in the newspaper etc. giving more detailed reasons why certain things are the way they are, especially delays in fixing things, people are getting used to waiting but the Council could be clearer why they are waiting or what they are waiting on, roadworks are my main bugbear at the moment (Female, 25-49)
- The Council should be more up front with their communication by providing more honest and factual information and have it be easily accessible to everyone not just people with computers at home. (Female, 25-49)
- The website could be updated more often. They need to be honest about what they are doing with the rubbish, the say they are recycling the plastics and so forth but I don't think they are, I think it is going to landfill only because it is not cost efficient to recycle it (Female, 25-49)
- There should be a web site that is updated everyday and keep it simple with links to the right person. (Male, 25-49)
- There should be more opportunities for face to face meetings with local Council representatives. (Male, 25-49)
- They are trying hard to communicate amongst themselves and that will progress to everyone else eventually. (Male, 65+)
- They are very much living in their ivory tower. They need to communicate more. I have sent several emails and don't get any reply. They seem to be more interested in rugby and other sports and not elderly peoples activities, like croquet. (Female, 65+)
- They could give out more information and results of Council discussions (Female, 65+)
- They could tell us what they are doing because there's a lot of negativity and people are thinking that the Council are sitting on their hands. (Female, 50-64)
- They need to be more honest. (Female, 50-64)
- They need to be more transparent and thinking more about the people and thinking very carefully where rates money goes (Male, 50-64)
- Things like, radio, flyers delivered into letter boxes, not everyone gets the newspaper. Not everyone gets rates info, because it goes to the owner of the house, but not to the residents. Need to be delivered to the residents not just owners. (Female, 25-49)
- Thinks its satisfactory as it is. (Male, 25-49)

Through leaflet deliveries, media releases and radio in plain language. (Male, 50-64)

Try random calling to do quick 5 minute surveys asking on how everything is going. (Female, 25-49)

TV advertising. (Male, 25-49)

Using the usual current forms of technology. However I think they make all the information available it's really up to us to find it. It's good that they're not doing it down peoples throats-wouldn't want too many texts or heaps of emails. (Male, 25-49)

Website could be a bit more accessible. Can be hard to navigate around when you are looking for something specific. (Male, 25-49)

Riccarton/Wigram

A bit more advertising, maybe through radio or TV possibly. I don't really hear much about what the Council is planning. (Male, 18-24)

A lot more mail drops on a more regular basis, keep the general public informed as to what is possibly happening or not. The general public should have a say and stop buildings being built when people have not been looked after. The ratepayers need to be more informed as to the reality of what is happening rather than it happening before we are told or can do anything about it. (Male, 25-49)

A lot of council members need to listen to Christchurch residents more and actually act on the things we are moaning about. (Male, 25-49)

A lot of people listen to radio stations, especially in the morning when they're getting up, going to work, travelling. They used to interview Roger Sutton about what was happening. That was a good way to get the message out quickly. Bottom line, the radio is under-utilized. Being a free medium, it doesn't cost you anything, but it costs you to buy a paper. (Male, 25-49)

A monthly bulletin saying what they are working on. (Female, 25-49)

Already have a lot of ways for people to contact them. [It is about] whether they can respond to those questions as soon as possible or not. Sometimes they take too long to reply to the residents. They could have more people to serve people like take up more telephone calls, reply to emails faster. Work efficiently. (Female, 25-49)

As a rate payer I feel well briefed on all changes, I think they are doing well and I am satisfied. (Female, 65+)

Ask us a little bit more in terms of proposed projects for example, surveys and straw polls. (Male, 25-49)

Be seen to be doing something and not just hide behind the 4 walls-which is what they do. The only time you see them is when they want you to vote. (Male, 65+)

Being more transparent and give the information out before The Press lets things out. (Male, 50-64)

Better communication about when and where roadworks will be. Rather than having to go to that road to see that it's closed. Having information online so you can access on your phone where the roadworks are. (Female, 25-49)

Big on billboards or people handing out flyers get John Campbell on board. (Male, 18-24)

By being more up front and apparent, we don't hear or see anything from council until many things are done and mistakes are made as a result and we end up paying for things twice (Male, 65+)

By showing that they listen to what people want and taking what people want into account rather than listening then doing what they want anyway. Usually we only hear the bad publicity, like they have had a big public forum then ignored what people wanted. It would be nice if we could hear about them listening and taking people's ideas on board rather than the negative. (Male, 18-24)

Carry on doing what they're doing. (Female, 50-64)

Communication with people, they need to keep updated with everyone about what's going on. Keep on doing what they're doing. And put ads on TV, keep people on what has been fixed and what hasn't been fixed. (Male, 25-49)

Communication with the general public of Christchurch on what they (the Council) have in mind for the rebuild of the CBD and other areas of Christchurch that need to be improved or areas where there are red zones that really need to be kept tidy and maintained. And perhaps some ideas in the Red Zone for some recreational areas like walking tracks. I don't think that there is enough information getting out there to the public through the media like local television or local papers. More notices from the Council on a more regular basis. (Female, 25-49)

Considering I didn't know about the water, maybe some more online things could be useful. (Female, 18-24)

Council meetings could be a bit more open and honest instead of hiding things behind closed doors. (Female, 50-64)

Direct letters, rather than newspapers. (Female, 25-49)

Do a lot better, because the Council don't listen. Informing the people as to what's going on with everything. People don't know what's going on. Water restrictions, should make more notices of it, where I live neighbours in my area take no notice of them, and water their gardens every day. When I remind them of the restrictions, they just laugh. (Female, 25-49)

Don't know how they could improve it they just seem to be feathering their own nest and infighting (Male, 65+)

Facebook based stuff. That's quite a big thing. More promotions about events coming up and advertising, and people can "like" it. (Male, 18-24)

Firstly by listening to the people then responding. (Male, 65+)

Free newsletters in the mail. (Female, 18-24)

General Council openness about how the committees work. Confidentiality is used too often to hide decision making. (Male, 25-49)

General newsletters (Female, 18-24)

Getting out in the community more and actually informing people. Also having much more pleasant customer services people on their phones, have people that actually want to do their jobs. When you go to the council building it is hard to find where you're going; improve customer services. (Male, 25-49)

Holding more meetings in the community and listen to people's needs. (Female, 25-49)

I am not sure whether or not the website provides a comment section for the public to add their opinions on general matters with the City, but that could probably help. (Female, 25-49)

I don't know (Female, 50-64)

I don't use many forms of communication media such as radio, Council website etc, so I am a hard person to reach. I never got the Summertimes programme, they just need to make sure they are delivering to all the residential areas (Male, 25-49)

I feel like the only time we get information on what is happening is when we get our rates bill about four times a year. If you do not check the website then you are not up to date. Maybe more information through the letterbox. There also does not seem to be much information about public events. I did not find out about 'Sparks in the Park' until it was over. Maybe televised or radio information about public events. It is important so that we can feel more involved as a community. (Female, 25-49)

I get updates every once in a while on the Council's Facebook page which is good. Half of the North Island and Dunedin have water restrictions, which I found out about on the news, and I did not know that we had that restriction here until I did this survey. (Male, 25-49)

I hear more about the Council operating from people writing to The Press then from the Council itself. I would like to see summaries and minutes of meetings. (Female, 50-64)

I suppose a little more in the way of pamphlet style information, we're happy with what we get in other media. (Female, 65+)

I think it is already doing a good job with the free newspapers that get delivered. It is informative and colourful and I'd like to keep receiving that sort of publication. We keep the publications on our wall to keep up to date with what is going on in Christchurch. (Female, 25-49)

I think that they put out a lot of information using all the medias. Largely the problem is people are not reading and not listening so choosing to be left in the dark. I feel really strongly about it because we get mail drops, things in the paper and on the radio but still people complain and say nobody tells them anything. The one thing they could maybe use is social networking like Facebook. (Female, 65+)

I would like to know more of what goes on at the meetings, what is decided. There is a lot of infighting that can be extremely unpleasant in the way they go about it. I would like to see a more united front from the councillors, no one will go to the media if they are unhappy about a decision that went against them instead of working it out. (Female, 65+)

If they would at least consult with the councillors, not just Tony Marryatt or Bob Parker making decisions. They just do what they want. (Female, 50-64)

In the rates demand they have a lot of information included. Do not think they need more communication. (Male, 65+)

Internet, a bit more information. What's going on in general? (Male, 25-49)

It would be a good idea if councillors had more contact with their constituents, I feel there is too much focus on the mayor when the councillors are the real decision making body. (Male, 65+)

It's good when they have information in the free local newspaper, advertising on the back of buses- that's quite effective. Just perhaps it would be a bit more noticeable that they're listening to the public. What the media reports is that they'll go ahead and do things sometimes without much public consultation. I don't know if that's how they do things but that's how the media portrays it. (Female, 25-49)

It's quite good, they do have flyers that come out which are rebuild newsletters. They provide a bit of information. They could put something on the radio. Don't need to put anything on TV because everyone in NZ is a bit sick of hearing about Christchurch. (Female, 25-49)

Just being on TV showing the positive side because people are more visual these days rather than reading. (Female, 50-64)

Letter box drops. (Female, 25-49)

Letting people know things beforehand. (Male, 65+)

Like water restrictions not knowing about it till now yet I read the paper on the internet and listen to the radio and still didn't know about water restrictions or what's going on in Christchurch. (Male, 25-49)

Listen to the public more. There are too many closed door meetings, get on with the job do not muck around. (Male, 65+)

Local junk mail, some read it and some don't. There is television but that is expensive. Internet is widely used. Does the council have an email address for every community? Put an option in the CCC letters or next rates demands offering people email updates about repairs. I think they are doing well and it is hard to reach every one. (Female, 25-49)

Maybe by putting information leaflets in the letterbox. Hold open to the public meetings for locals about what exactly is happening so that everyone is aware of what is actually going on. (Female, 25-49)

More advertising on the social media like Facebook and in general. (Female, 18-24)

More flyers. We got one in the mail that outlined what they were doing and its stuff that you can sit down and look over at home rather than stuff on the backs of buses and billboards. (Male, 25-49)

More info to come with the rates most people are rate payers so they will find everything out. More emailing as well. Don't do a special delivery by post it would be better and cheaper to do it by email. (Female, 50-64)

More information in public areas from posters and billboards (Male, 25-49)

More leaflets in the letter box letting people know what is happening and what meetings they could be attending. The old people don't use the internet and they tend to be the ones who make the more responsible suggestions. (Male, 50-64)

More mail drops and more advertising. (Male, 25-49)

More newsletters and feedback sheets so we can give them feedback about what's good and not good. (Female, 25-49)

More of a personal approach, less paper war. Get

out and about in the streets visit also like door knocking, when they have some of their major events go there and have themselves available - personal liaison (Female, 50-64)

More on the TV news because I don't get any junk mail so I don't get information reading that so if it was included in the TV news, the main points, then we could see that. (Female, 50-64)

More open communication with internet. (Male, 25-49)

More public awareness of what they're doing. Maybe state their plans in the paper or online. I've got no idea what the Council is doing. (Male, 25-49)

More public meetings. Listening to land owners a bit more, they effect land owners life easily and they take it for granted. Some people pay a lot of rates and they do not get asked much. (Male, 25-49)

More radio stuff. (Female, 18-24)

More user friendly website, make sure notices are in the newspaper. (Female, 25-49)

Need regular newsletters. Not just for ratepayers (included in the rates notice), as information for those who are not ratepayers. (Female, 50-64)

No problem with that side (Female, 65+)

Not doing too bad a job considering the big job they have to do. Communication is not too bad considering. (Female, 65+)

Part of the problem is people wanting to know information, if you are trying to get information, it's not too difficult. (Male, 18-24)

People need to know what's going on and not be left in the dark. I think that meetings are inconvenient as they do not suit everybody. Plans for certain areas and letters delivered about the plans for those areas. It would be good to see what is happening. It would make people install more confidence in the Council. (Male, 18-24)

Put a mailer in letter boxes letting people know what they are doing. Also put things on their web site though I'm unsure if people would look at it. (Male, 50-64)

Put out a newsletter (Female, 25-49)

Put out open minutes/dialogue. Let the ratepayers know what they're doing and why they're raising the rates and putting in more services so we know what's going on. Why weren't buildings insured to the full value? Who's accountable? (Male, 50-64)

Put some women on it. (Female, 65+)

Put stuff on the internet more or make a Facebook page. (Female, 18-24)

Radio and Television, I know they do pamphlets. (Female, 50-64)

Radio and TV and internet. (Male, 18-24)

Regular bulletins or important bulletpoints. Maybe a two-sided sheet of important facts that residents need to know once a month, rather than a small paper that is too much to read with pictures and often irrelevant information on it. (Female, 50-64)

Regular media presentations of what is going on. Focus on the positive and forget about the negative. (Male, 65+)

Send out more information as to when there's events going on, on pamphlets and things like that. (Male, 25-49)

Send out newsletters, put more information on the internet or by email and on television. They should send out newsletters in other languages for those who come from foreign countries and can't understand English as well as others. (Male, 25-49)

Set up a database for householders to let them know what's happening with the Council. (Male, 25-49)

Set up a system where they email people information personally. (Male, 25-49)

Stop closed meetings. Literally knock them on the head and let people listen to what they're saying rather than just coming out with changes like increasing rates. (Female, 25-49)

Talk to people. Advertise over the TV and internet. They are the two things that people use most -send emails. (Male, 18-24)

Television and radio are the best two media the Council can use to reach people with a message or information (Female, 65+)

Tell people who don't have houses and help them. (Female, 25-49)

The Council need to improve its public information on important matters There seems to be too many decisions being made in Council that are not being publicized sufficiently. They need to use newspaper and the media to put important financial decision in the public eye before making decisions behind closed doors. (Male, 50-64)

The general thing of not really knowing what is going on - have they got a Facebook page? They should be more public about things, emails sent out to citizens possibly or letters at least once a year with a calendar of what is going on, I missed the family day last week because I did not know about it, I do not watch much TV or read the newspaper. (Female, 18-24)

The Press and free papers would have more room even if it's just a small up date. Letter drops maybe, use of the community Councils. Meetings shouldn't be closed to the public otherwise people only get one view point which can be easily spun but people don't want know or hear about what's going one in till something goes wrong then they get two faced. (Male, 50-64)

There could be more surveys on the phone or post a questionnaire or online. (Female, 25-49)

There is a bit of internal conflict, maybe the Councillors could keep any unpleasantness to themselves. (Male, 65+)

They are doing a very good job at current, the information is there if we need it. (Female, 50-64)

They are doing ok so far. We always get notice if there's a major project coming up. There's always notices in the paper. (Male, 25-49)

They are trying their best. (Male, 50-64)

They do a good job. We get the little rag which comes through which says what the Council has been doing. Get discount vouchers with rates every quarter. They advertise on the radio. They do communicate well. I've used the service centres in Riccarton and Beckenham for dog registration and the ladies are always friendly and helpful. (Female, 50-64)

They do not allow reporters access to Christchurch City Council staff. I think that they need to improve access to the staff for the media. They need to make it easier for reporters to be able to talk to the staff. At the moment, reporters have to go through a communications manager. It would facilitate better communication if we could speak directly to staff about particular issues. It slows down the process. (Female, 25-49)

They do okay, always give us some information leaving in the mailbox, newspaper and TV. They should have more public meetings to listen to people from different areas and classes to see what's going on; the City Council should listen to more people and make the balance very well. (Male, 25-49)

They need to be more up front with their intent. There are too many closed doors and too much political involvement when they should be concentrating on our city not their political careers. (Male, 25-49)

They need to listen to the people. The Council seems split and the Counsellors who are advocating for the people do not seem to get acknowledged. (Female, 50-64)

They should be knocking on doors more in their allocated areas. Not just attending meetings but going door to door. This would allow them to hear what people have to say individually and face to face as everyone's stories are different. (Female, 50-64)

They should have newsletters, advertise in the paper and on the internet. (Female, 25-49)

They should improve their communication and make their decisions more transparent. (Male, 25-49)

They should think about the projects they already have on their books before making plans to open things. They should set realistic opening dates on their projects such as New Regent Street. They will show the public they can follow through then. (Male, 25-49)

They're doing well with list outs in the newspapers. Roger Sutton we've heard speak several times, he is

incredible and he makes you feel like you want to make this place so much better. (Female, 50-64)

Through the newspapers and local newspapers; let us know what they are doing what they have improved since the Earthquakes, this they should shout about, also what the agenda is for works. (Female, 65+)

Try quite hard, public should make more effort in reading, and informing themselves - the info is there. (Female, 25-49)

TV adverts, because that is what most people are watching. (Male, 18-24)

Updating the website with all decision. (Male, 25-49)

We have no junk mail on the mail box so we don't get the council flyers but we do get the SCIRT ones. We would like to receive the council flyers as well but maybe their deliverers aren't as determined as the SCIRT ones are. (Female, 25-49)

We seem to get enough (Female, 65+)

What people want is they want a bit of transparency, to know what's going on,. Have, people in council they can relate to their situations, not someone high and mighty. Need to be like the common people, can relate to the middle of the road of Christchurch (Male, 25-49)

With events, I often find out about them after they have happened, so we would like to have more information but not in paper form, perhaps online or on television, I already feel there is too much paper information (Female, 65+)