

Christchurch City Council
Point of Contact Service Satisfaction
Residents Survey Results

2011/2012

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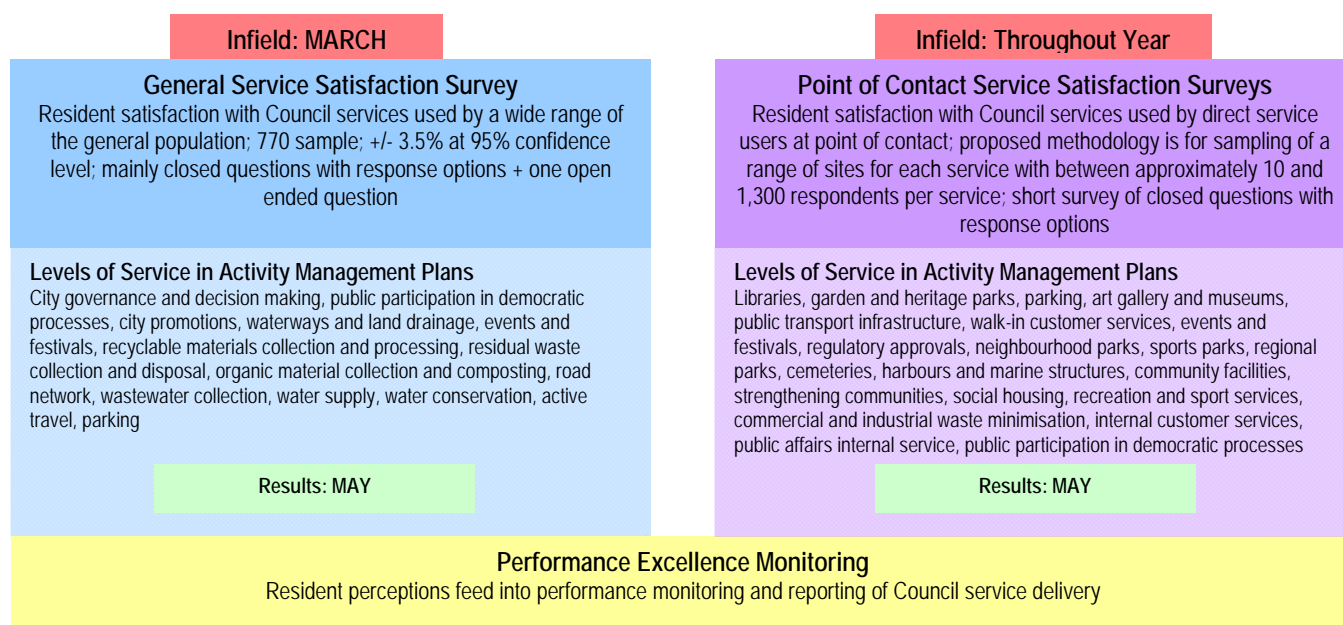
Introduction

Rationale for Residents Survey Framework

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

The Council has reviewed the Levels of Service in its Activity Management Plans for the LTCCP 2009-19. In April 2009, the Executive Team endorsed a change to the Council's Residents Survey framework to now include:

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



Methodology

- Survey questions based on LTCCP Levels of Service in the Activity Management Plans
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Following the 2010 and 2011 Canterbury earthquakes, a number of Council services were suspended or halted. Through the Annual Plan in July 2011, the Council agreed to suspend, remove or reduce some targets. Based on these amendments the results collected and analysed in this report are unable to be compared directly to previous years results. As such, the data collected this year will provide a new comparable base level for future Point of Contact Surveys.
- Point of Contact Service Satisfaction Surveys are all conducted at service sites with a random sample of service users
- Respondent sample size range from approximately 10 to 1,300 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites were selected for each service, (random selection of small, medium and larger sites) (service size was determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: face to face interviews (primary method), postal/email self-complete surveys and telephone interviews
- Point of Contact Surveys were conducted between November 2011 and April 2012

Summary of Levels of Service Results: Point of Contact Surveys 2012

Group	Activity	Performance Standard	LTCCP Performance Standard	2011/12 LOS Target	Residents Survey Result 2011-12	2011/12 LOS Target Met	Residents Survey Result 2010-11	Residents Survey Result 2009-10
City Planning and Development	1.4 Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	Council decision not to survey in 2011/12			No survey result 2010/11	75%
Community Support	2.0 Community Facilities	2.0.2 Council owned and managed facilities	No	2.0.2.1: 85%	93%		95%	95%
	2.1 Early Learning Centres	2.1.2 Quality, high standard of professional childcare is provided that satisfies customers' needs	Yes	2.1.2.2: 85-95%	97%		No survey result 2010/11	No survey result 2009/10
	2.2 Strengthening Communities	2.2.5 Capacity building of community groups	No	2.2.5.1: At least 85%	84%		83%	83%
	2.4 Social Housing	2.4.3 Tenant satisfaction with quality of tenancy service provided	Yes	> 80%	78%		No survey result 2010/11	70%
	2.6 Walk-in Customer Services	2.6.5 Customer satisfaction with walk-in services	Yes	95%	97%		98%	98%
Culture and Learning Services	3.0 Art Gallery and Museums	3.0.2 Visitor satisfaction with the Gallery experience	Yes	Council decision not to survey in 2011/12			93%	99%
	3.0 Art Gallery and Museums	3.0.17. Administer the Canterbury Museum levy and report on Annual Plan targets	No	Canterbury Museum annual plan targets reported	96%**			
	3.1 Libraries	3.1.5 Customers are satisfied with service given	No	85-90%	97%		99%	98%
City Governance and Decision Making	4.0 Public Participation in Democratic Processes	4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input	No	Very satisfied	Result currently not available. Date unknown		No survey result 2010/11	100%
Parks, Open Spaces and Waterways	6.0 Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment	Yes	Council decision not to survey in 2011/12			74%	85%
		6.0.3 Overall customer satisfaction with appearance of neighbourhood parks	Yes	≥ 70%	70%		69%	89%
	6.1 Sports Parks	6.1.2 Customer satisfaction with the	Yes	Council			84%	92%

		<i>range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment</i>		not to survey in 2011/12				
		6.1.3 Overall customer satisfaction with sports parks	Yes	Council decision not to survey in 2011/12			85%	95%
		6.1.7 Overall customer satisfaction with sports park administration	No	73%	67%		No survey result 2010/11	80%
6.2 Garden and Heritage Parks		6.2.2 Proportion of visitors to the Botanic Gardens satisfied with the appearance of the Gardens and garden and heritage parks	Yes	6.2.2.1: $\geq 80\%$	94%		99%	98%
			Yes	6.2.2.2: $\geq 77\%$	79%		75%	92%
6.3 Regional Parks		6.3.4 Participation satisfaction with Environmental Education programmes	Yes	$\geq 90\%$	100%		No survey result 2010/11	100%
		6.3.5 Proportion of customers satisfied with their experience of regional parks	Yes	$\geq 80\%$	92%		91%	95%
6.4 Cemeteries		6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	Council decision not to survey in 2011/12			90%	68%
		6.4.5 Customer satisfaction with Council cemetery services	Yes	Council decision not to survey in 2011/12			No survey result 2010/11	100%
6.6 Harbours and Marine Structures		6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council	Yes	Council decision not to survey in 2011/12			No survey result 2010/11	62%
Recreation and Leisure	7.0 Recreation and Sport Services	7.0.7 Deliver a high level of customer satisfaction with the provision of facility based recreational and sporting opportunities and activities	No	> 5.8 score (CERM Survey)	5.9		No survey result 2010/11	6.3
		7.0.8 Deliver a high level of customer satisfaction with the provision of community based programmes and events	No	90%	94%		No survey result 2010/11	94%
	7.2 Events and Festivals	7.2.3 Produce top quality events	Yes	90%	88%		No survey result 2010/11	92%
		7.2.7.2 Events Village operating	No	7.2.7.2: 90%	93%		90% (Cathedral Square)	96%
		7.2.8.1 Events support provided to the events industry	No	7.2.8.1: 80%	87%		No survey result 2010/11	82%

Refuse Minimisation and Disposal	8.3 Commercial and Industrial Waste Minimisation	8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received	Yes	At least 75%	89%		No survey result 2010/11	92%
		9.1.3 Percentage of walk in customers satisfied with service provided	Yes	90%	94%		91%	96%
Regulatory Services	9.1 Regulatory Approvals	9.1.4 Percentage of customers satisfied with the planning, building and building inspection service	Yes	≥ 75%	57%		No survey result 2010/11	75%
		10.3.6 Customer satisfaction with service provided by Council's off-street car parking attendants	Yes	Service no longer provided			97%	98%
Streets and Transport	10.3 Parking	10.3.7 Customer perceptions of motor vehicle safety in parking buildings	Yes	Council decision not to survey in 2011/12			82%	81%
		10.4 Public Transport Infrastructure	Yes	≥ 60%	67%		66%	70%
	10.4 Public Transport Infrastructure	10.4.5 User satisfaction with bus interchanges	No	Council decision not to survey in 2011/12			72%	75%
		13.6 Public Affairs Internal Service	13.6.3.1 Provide external communications that are timely, relevant, accurate and cost effective	No	13.6.3.1: 65%	66%		57%
Internal Services	13.6 Public Affairs Internal Service	13.6.10 Satisfy customers with services provided for venue hire, exhibitions and public programmes	No	Service no longer provided			No survey result 2010/11	91%
		13.11 Internal Customer Services – Customer centre	13.11.3 Customers are satisfied or very satisfied with service at first point of contact	No	13.11.3.1, Phone: At least 85%	89%		87%
				No	13.11.3.2, Email: 90%	67%		No survey result 2010/11

* No survey result in 2010/11 – surveying cancelled post 22 February 2011 earthquake

** This result included responses from non residents of Christchurch.

	Surveys not completed due to Council decision not to survey or late reinstatement of level of service
	Results to be provided by business units

Survey Results

Activity: 1.4 Heritage Protection

LOS 1.4.7

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

Level of service suspended

Activity: 2.0 Community Facilities

LOS 2.0.2.1 Target: 85%

2.0.2 Council owned and managed facilities

Methodology

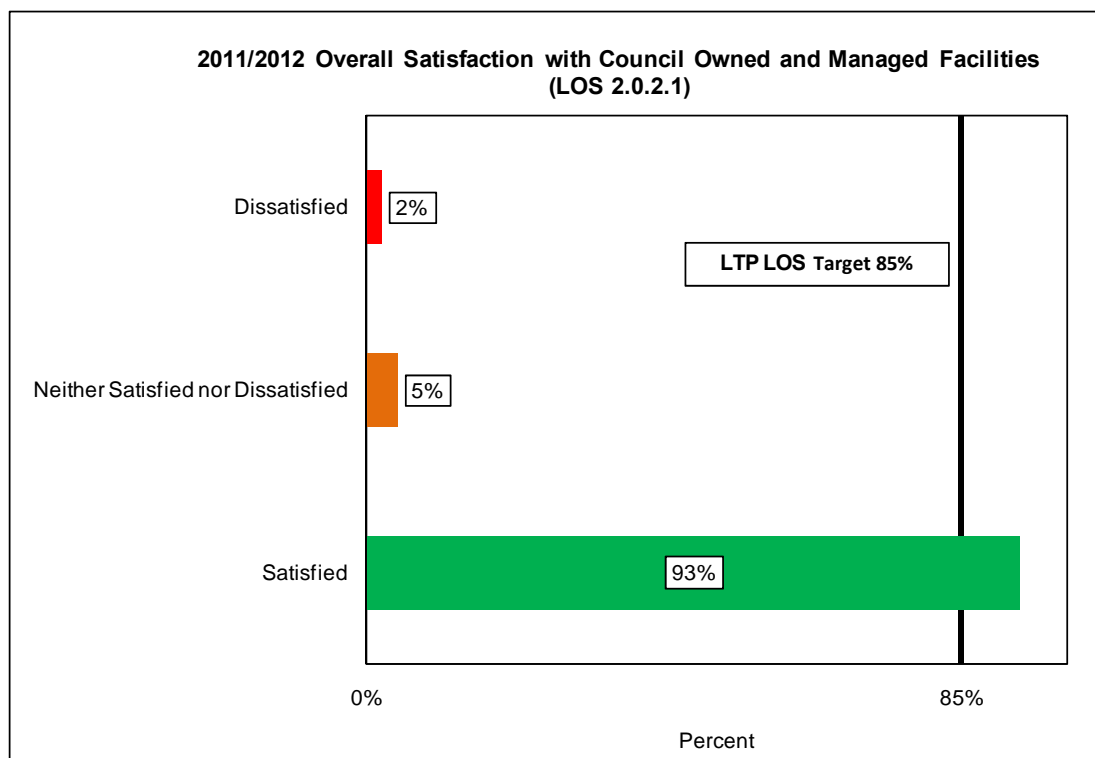
LOS score calculated as an aggregate of the two survey questions stated below:

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

Time in field: Surveys posted to 327 community groups in November 2011

Completed surveys: 111

Sites Sampled	Number distributed	Completed surveys
Abberley Park Hall	63	15
Harvard Lounge	66	24
Hei Hei Community Centre	16	7
North New Brighton Community Centre	78	21
Parkview Lounge	22	7
Richmond Cottage	7	2
Templeton Community Centre	42	19
Waimairi Community Centre	33	16
Total	327	111



	Per cent
Very dissatisfied	0.5
Dissatisfied	1.8
Neither satisfied nor dissatisfied	4.5
Satisfied	39.6
Very satisfied	53.6
Don't Know	0.0

Activity: 2.1 Early Learning Centres

LOS 2.1.2.2 Target: 85%-95%

2.1.2 Quality, high standard of professional childcare is provided that satisfies customers' needs

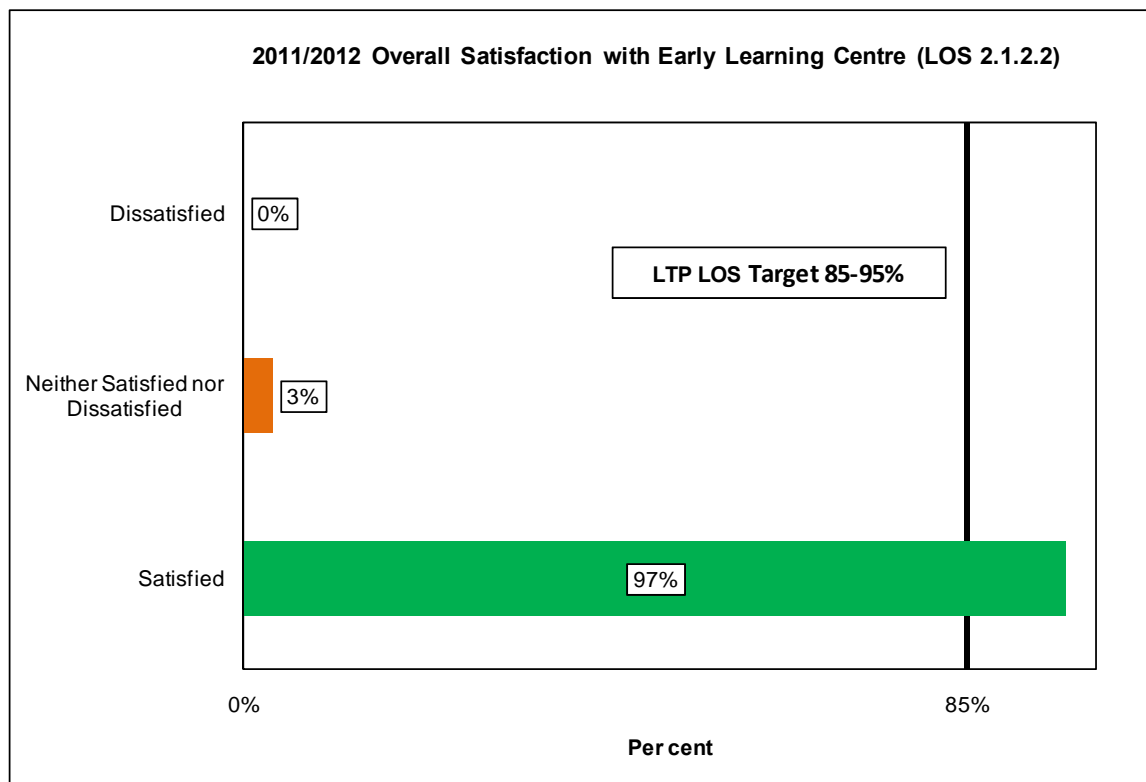
Methodology

LOS score based on survey question stated below:

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

Time in field: The survey was administered by hand in February 2012 to 64 families who use the Pioneer Early Learning Centre.

Completed Surveys: 59



Satisfaction Levels	Per cent
Very Dissatisfied	0.0%
Dissatisfied	0.0%
Neither Satisfied or Dissatisfied	3.4%
Satisfied	44.8%
Very Satisfied	51.7%
Don't Know	0.0%
Total	100.0%

Activity: 2.2 Strengthening Communities

LOS 2.2.5.1 Target: At least 85%

2.2.5 Capacity building of community groups

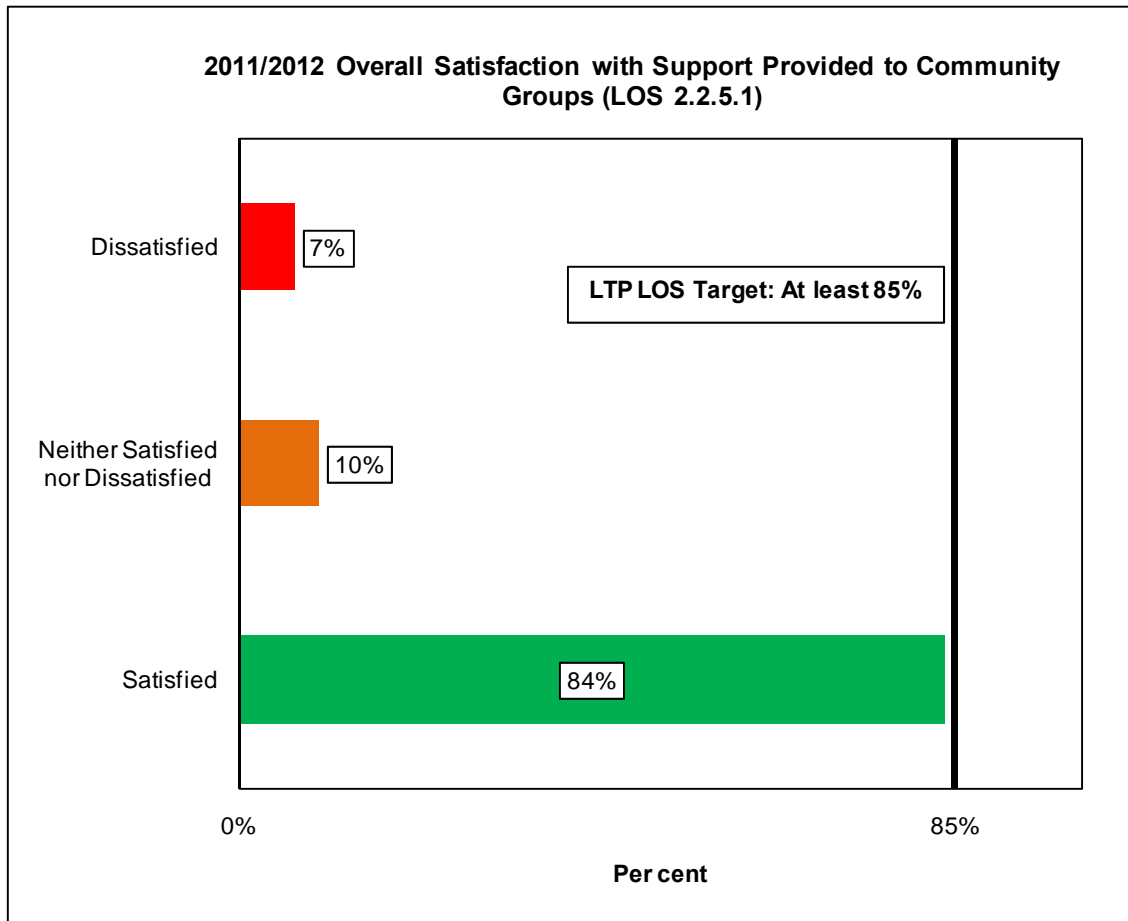
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the **SUPPORT GIVEN** to your community group by the Council?
Support includes things such as information, advice, guidance and funding.

Time in field: Survey posted to 552 community groups in January 2012.

Completed Surveys: 216



Satisfaction Levels	Per cent
Very Dissatisfied	1.9%
Dissatisfied	4.8%
Neither Satisfied or Dissatisfied	9.5%
Satisfied	32.4%
Very Satisfied	51.4%
Don't Know	0.0%
Total	100.0%

Activity: 2.4 Social Housing

LOS 2.4.3 Target: > 80%

2.4.3 Tenant satisfaction with quality of tenancy service provided

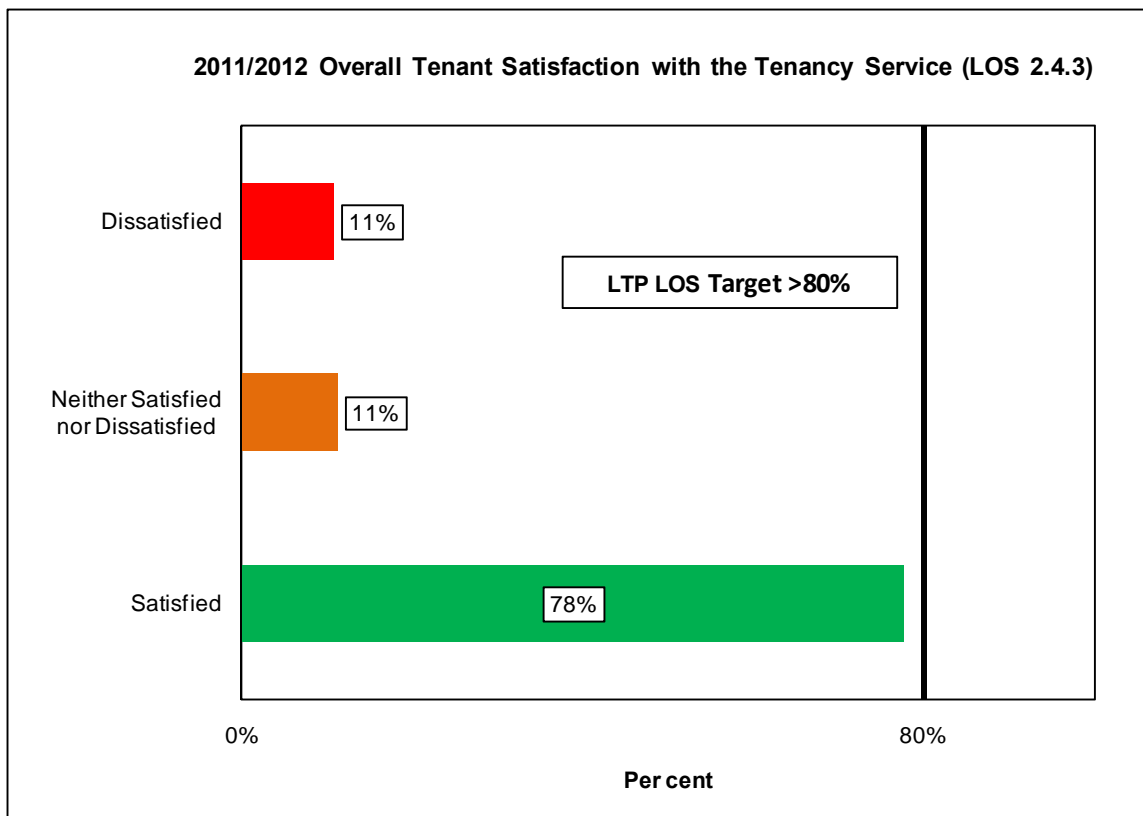
Methodology

LOS score based on survey question stated below:

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

Time in field: Survey posted to 600 randomly selected housing tenants in January 2012.

Completed Surveys: 273



Satisfaction Levels	Per cent
Very Dissatisfied	3.0
Dissatisfied	7.8
Neither Satisfied or Dissatisfied	11.2
Satisfied	43.5
Very Satisfied	34.2
Don't Know	0.4
Total	100.0

Activity: 2.6 Walk-in Customer Services

LOS 2.6.5 Target: 95%

2.6.5 Customer satisfaction with walk-in services

Methodology

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

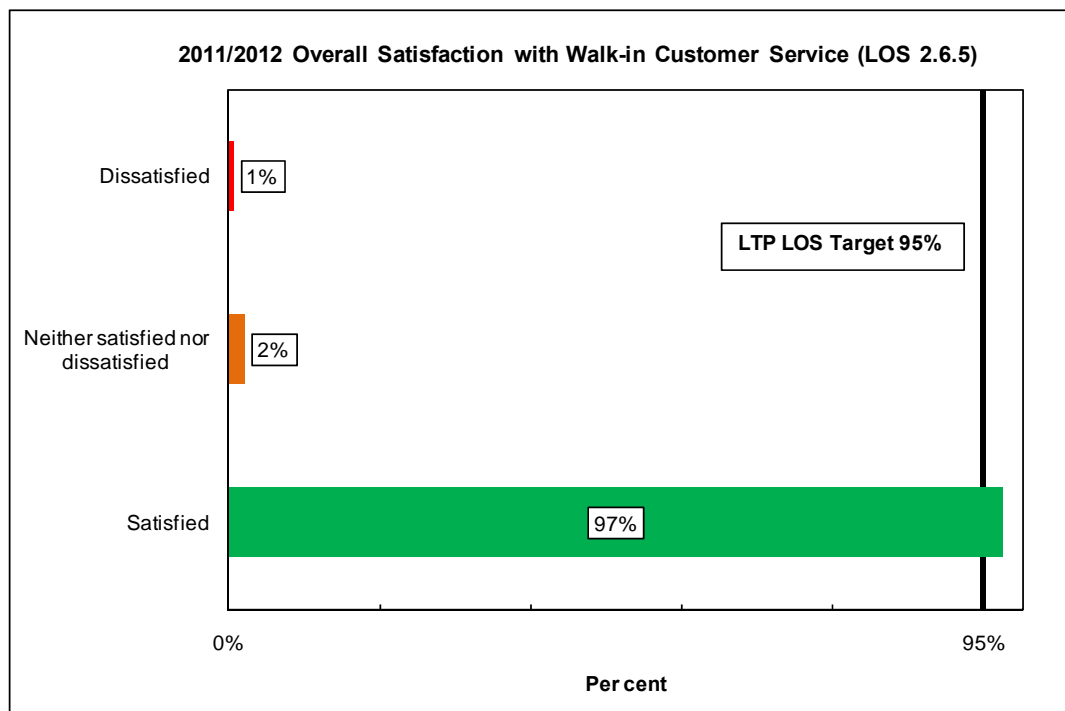
- Overall, how satisfied or dissatisfied are you with **THE MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer services representative's'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

Time in field: Surveying took place on site between November 2011 and February 2012.

Completed Surveys: 280

Sites Surveyed:

	Completed surveys
Beckenham	60
Civic	60
Linwood	60
Papanui	60
Shirley	40



	Per cent
Very dissatisfied	0.0%
Dissatisfied	0.6%
Neither satisfied nor dissatisfied	2.0%
Satisfied	15.5%
Very satisfied	81.8%
Don't know	0.0%
Total	100.0%

Activity: 3.0 Art Gallery and Museums

LOS 3.0.2

3.1.5 Visitor Satisfaction with the Gallery experience

Art Gallery not open. Level of service suspended

Activity: 3.0 Art Gallery and Museums

LOS 3.0.17.2 Target: Canterbury Museum annual plan targets reported.

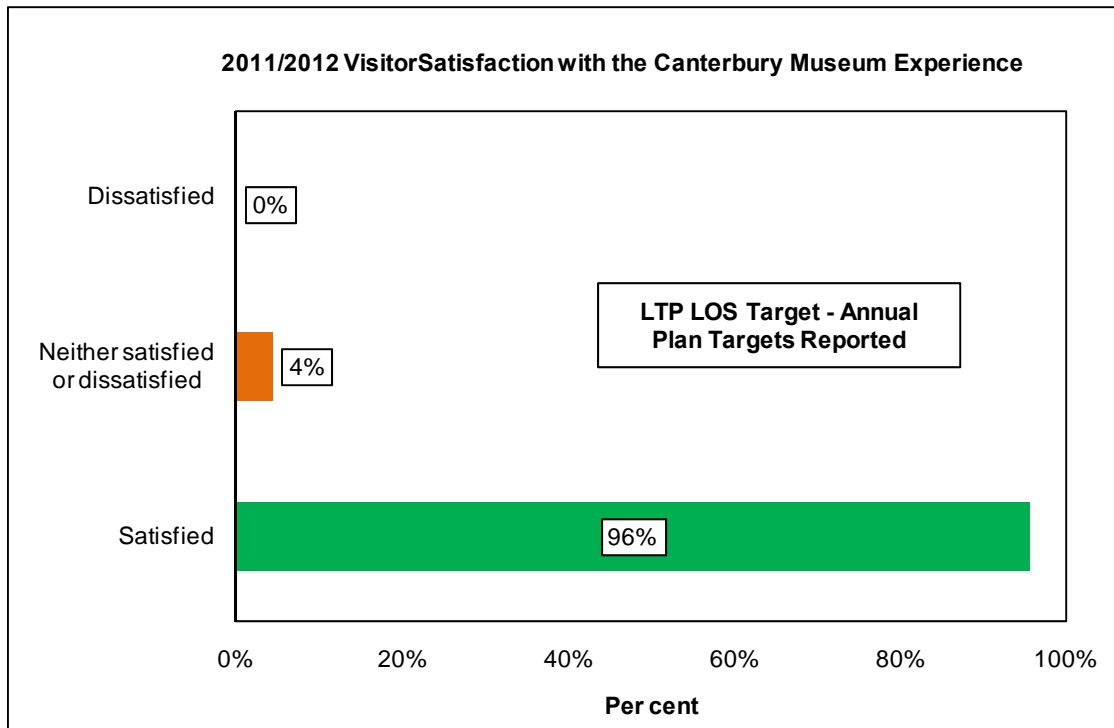
Methodology

LOS score based on survey question stated below:

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

Time in field: Surveying took place between 26 March 2012 and 2 April 2012.

Completed Surveys: 157



Scale	Satisfaction Level	Per cent
1	Extremely dissatisfied	0.0
2		0.0
3		0.0
4		0.0
5	Neutral	1.3
6		3.2
7		28.2
8		34.6
9	Extremely satisfied	32.7
	Total	100.0

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

Activity: 3.1 Libraries

LOS 3.1.5 Target: 85-90%

3.1.5 Customers are satisfied with service given

Methodology

LOS score based on survey question stated below:

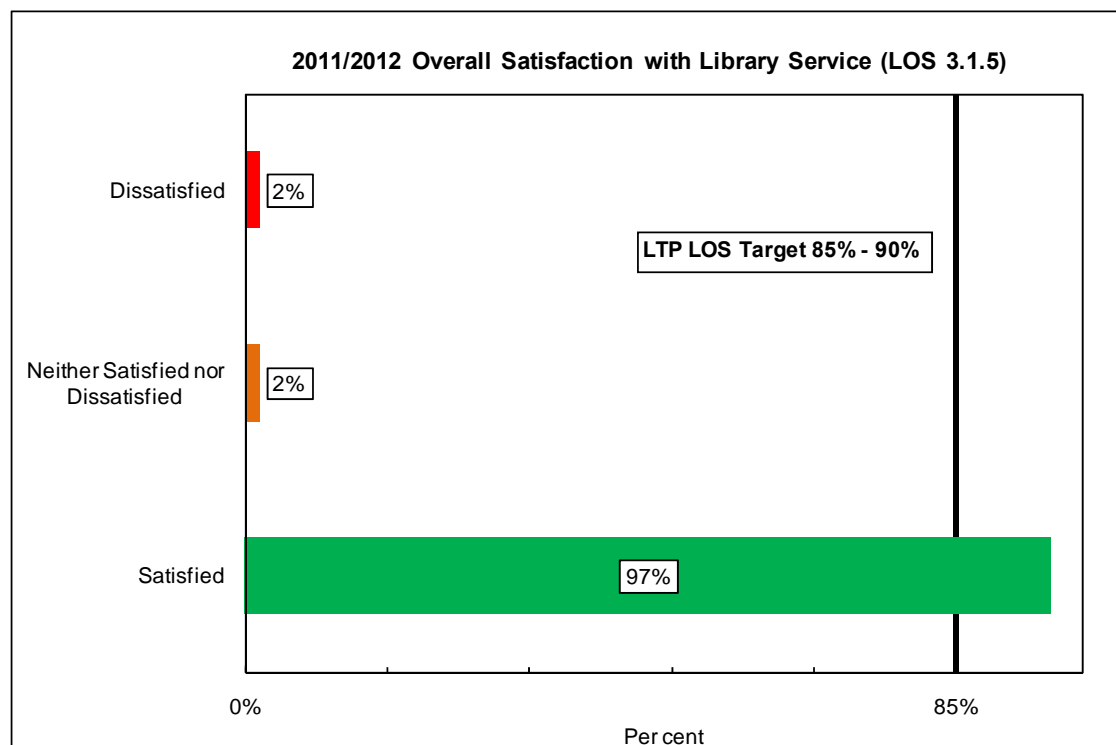
The library service includes things such as manner of library staff, their understanding and ability to address your enquiries, the process of issuing books and the range of books and other items available. It also includes the facilities provided at the libraries and library based programmes and events.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

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

Time in field: Surveying took place on site between November 2011 and January 2012.

Completed Surveys: 300

Library	Completed surveys
Akaroa Library	52
New Brighton Library	60
Redwood	60
South Library	68
Shirley Library	60
Total	300



Satisfaction Levels	Per cent
Very Dissatisfied	0.3
Dissatisfied	1.3
Neither Satisfied or Dissatisfied	1.7
Satisfied	27.0
Very Satisfied	69.3
Don't Know	0.3
Total	100.0

Activity: 4.1.3 Public Participation in Democratic Process

LOS 4.1.3 Target: Very Satisfied

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

Results not available yet. Date unknown.

Activity: 6.0 Neighbourhood Parks

LOS 6.0.2

6.0.2 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment

Level of service suspended

LOS 6.0.3 Target: ≥ 70%

6.0.3 Overall customer satisfaction with appearance of neighbourhood parks

Methodology

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

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

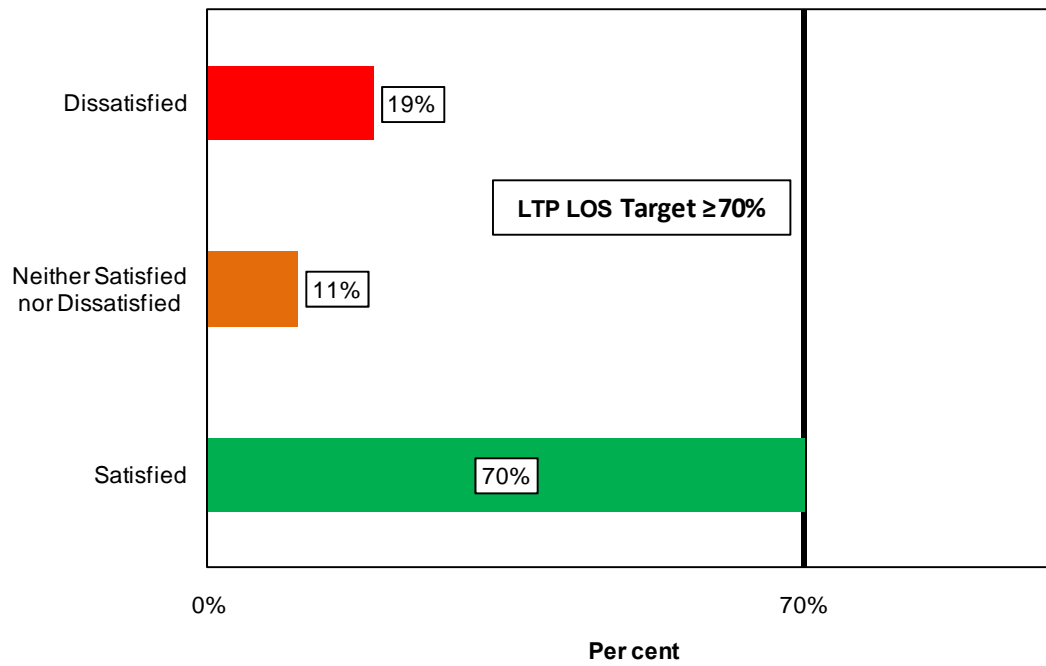
Time in field: Surveys were delivered to households in the vicinity of neighbourhood parks between November 2011 and February 2012.

Completed Surveys: 228

Sites surveyed:

	Completed Surveys
Avondale Playground	8
Bullock Reserve	10
Cashmere Village Green	11
Charleston Reserve	8
Chartwell Reserve	17
Cottonwood Reserve	8
Fairway Reserve	12
Foley Reserve	16
Glenstrae Reserve	4
Governors Bay Community Centre and Pool	5
Grampian Reserve	9
Kendal Reserve	7
Pagoda Playground	10
Ridder Reserve	17
Simeon Park	5
Siska Reserve	7
Titirangi Reserve	15
Twyford Reserve	12
Vaughan Reserve	12
Waiwetu Reserve	16
Waeckerle Reserve	6
Westbrooke Park	6
Withells Island Reserve	7
Total	228

2011/2012 Overall Satisfaction with Neighbourhood Parks (LOS 6.0.3)



	Per cent
Very dissatisfied	4.5
Dissatisfied	14.8
Neither satisfied nor dissatisfied	10.6
Satisfied	56.0
Very satisfied	14.2
Don't know	0.0
Total	100.0

Activity: 6.1 Sports Parks

LOS 6.1.2

6.1.2 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment

Level of service suspended

LOS 6.1.3

6.1.3 Overall customer satisfaction with sports parks

Level of service suspended

LOS 6.1.7 Target: 73%

6.1.7 Overall customer satisfaction with sports park administration

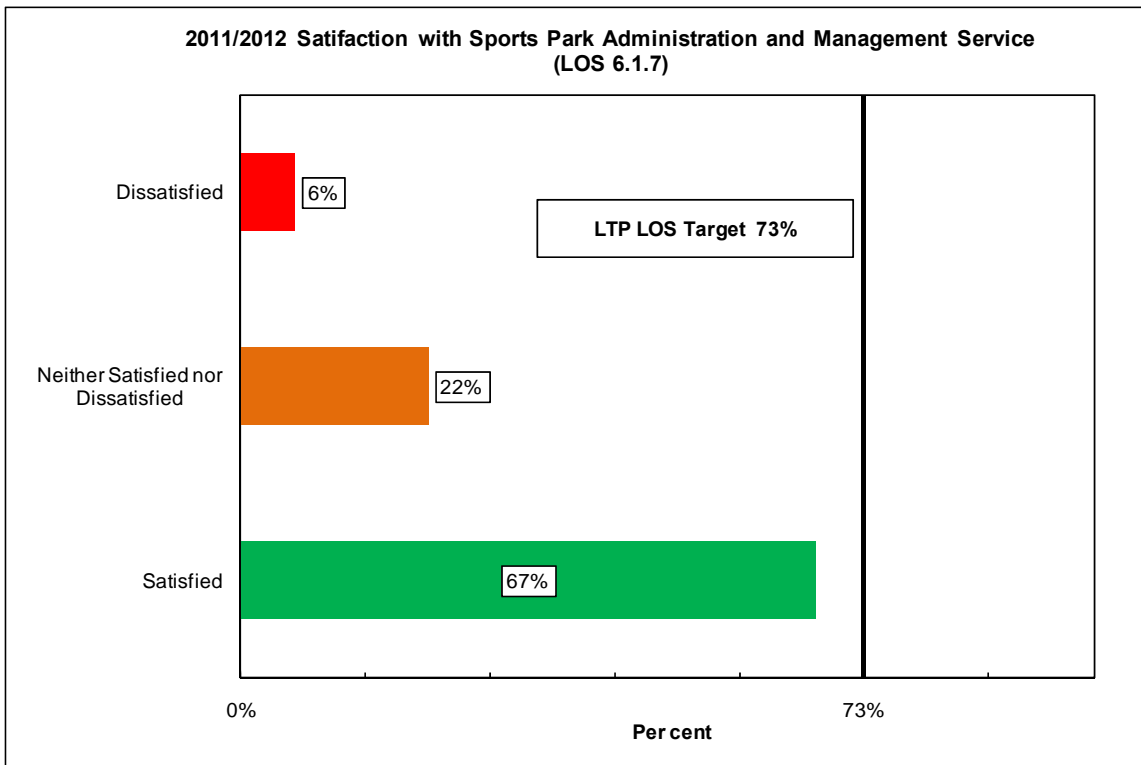
Methodology

LOS score based on survey question stated below:

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

Time in field: Surveys were mailed to 235 Sports Park Administrators in January 2012.

Completed Surveys: 66



	Percent
Very dissatisfied	1.6
Dissatisfied	4.7
Neither satisfied nor dissatisfied	21.9
Satisfied	48.4
Very satisfied	18.8
Don't know	4.7
Total	100.0

Activity: 6.2 Garden and Heritage Parks

LOS 6.2.2.1 Target: $\geq 80\%$

6.2.2 Proportion of visitors to the Botanic Gardens satisfied with the appearance of the Gardens and garden and heritage parks

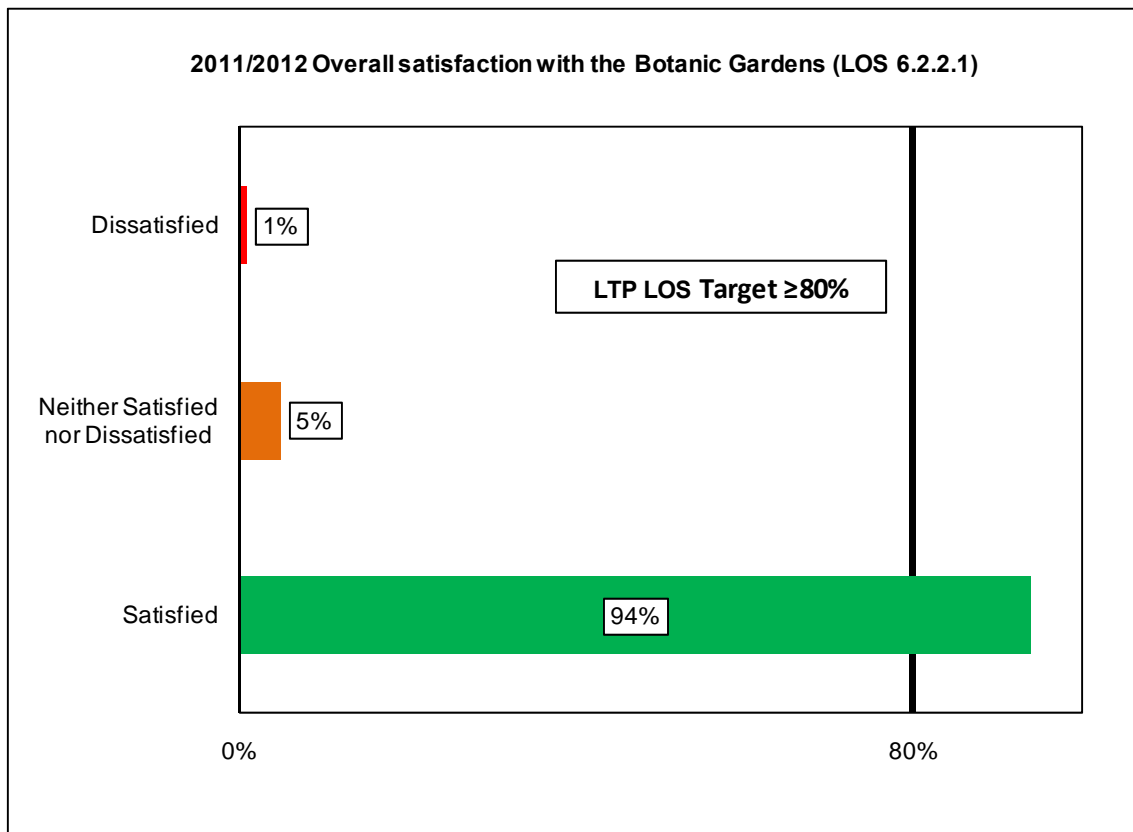
Methodology

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

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

Time in field: Surveying took place on site between November 2011 and January 2012.

Completed Surveys: 150



	Per cent
Very dissatisfied	0.0
Dissatisfied	1.0
Neither satisfied nor dissatisfied	5.0
Satisfied	31.3
Very satisfied	62.7
Don't know	0.0
Total	100.0

LOS 6.2.2.2 Target: ≥ 77%

6.2.2 Proportion of visitors to the Botanic Gardens satisfied with the appearance of the Gardens and garden and heritage parks

Methodology

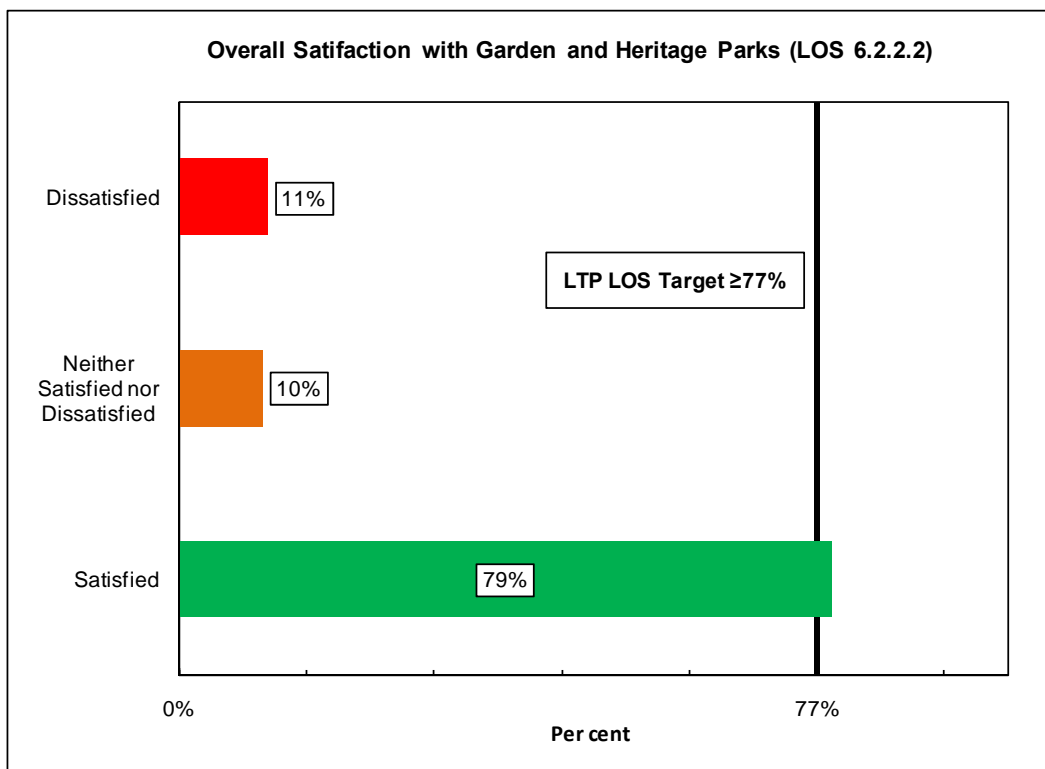
LOS score calculated as an aggregate of the two survey questions stated below:

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

Time in field: Surveying took place on site between November 2011 and February 2012.

Completed Surveys: 272

Garden and Heritage Parks	Completed
Avice Hill Reserve	15
Carmen Reserve	30
Cranmer Square	19
Edmonds Factory Garden	7
Ernle Clark Reserve	10
Ferrymead Reserve	22
Flay Park	22
Friendship Corner	25
Holmcroft Reserve	17
Mona Vale	22
Oxford Street Reserve	22
Risingholme Park	28
Scarborough Park	22
Woodham Park	11
Total	272



	Per cent
Very dissatisfied	2.0
Dissatisfied	8.9
Neither satisfied nor dissatisfied	10.1
Satisfied	50.0
Very satisfied	28.6
Don't know	0.5
Total	100.0%

Activity: 6.3 Regional Parks

LOS 6.3.4 Target: $\geq 90\%$

6.3.4 Participant satisfaction with Environmental Education programmes

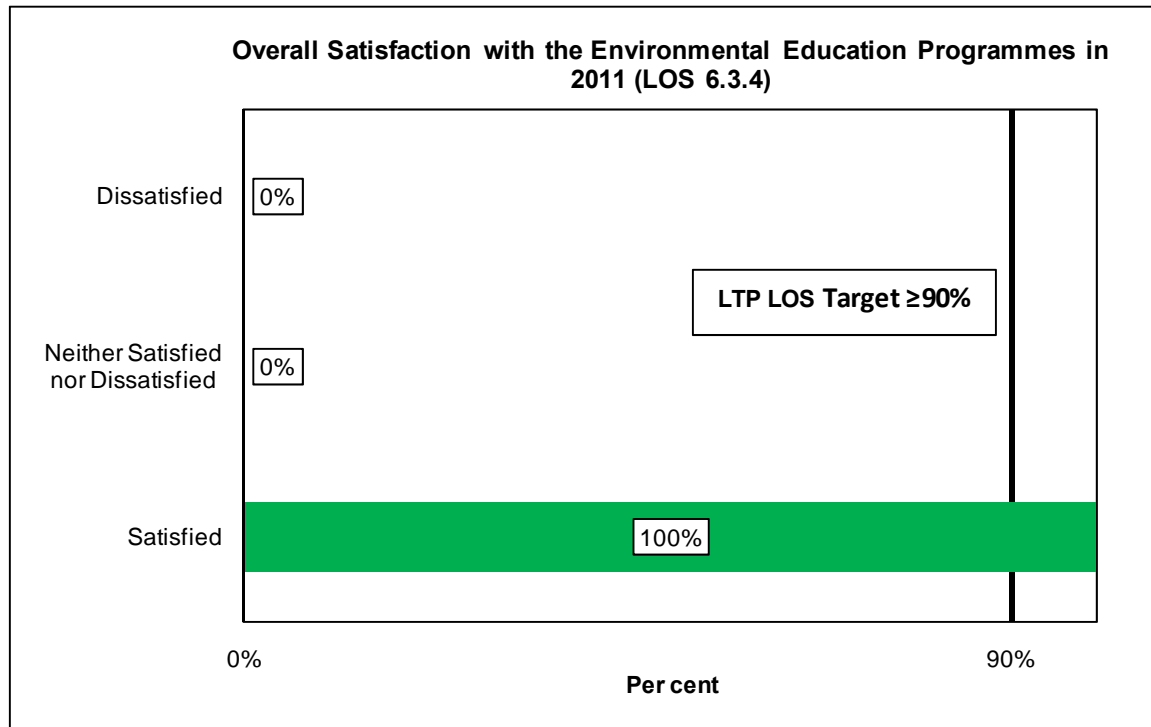
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Environmental Education Programme?

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in an environmental education programme during 2011.

Completed Surveys: 162



	Per cent
Very dissatisfied	0.0
Dissatisfied	0.0
Neither satisfied nor dissatisfied	0.0
Satisfied	12.9
Very satisfied	87.1
Don't know	0.0
Total	100.0

LOS 6.3.5 Target: ≥ 80%

6.3.5 Proportion of customers satisfied with their experience of regional parks

Methodology

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

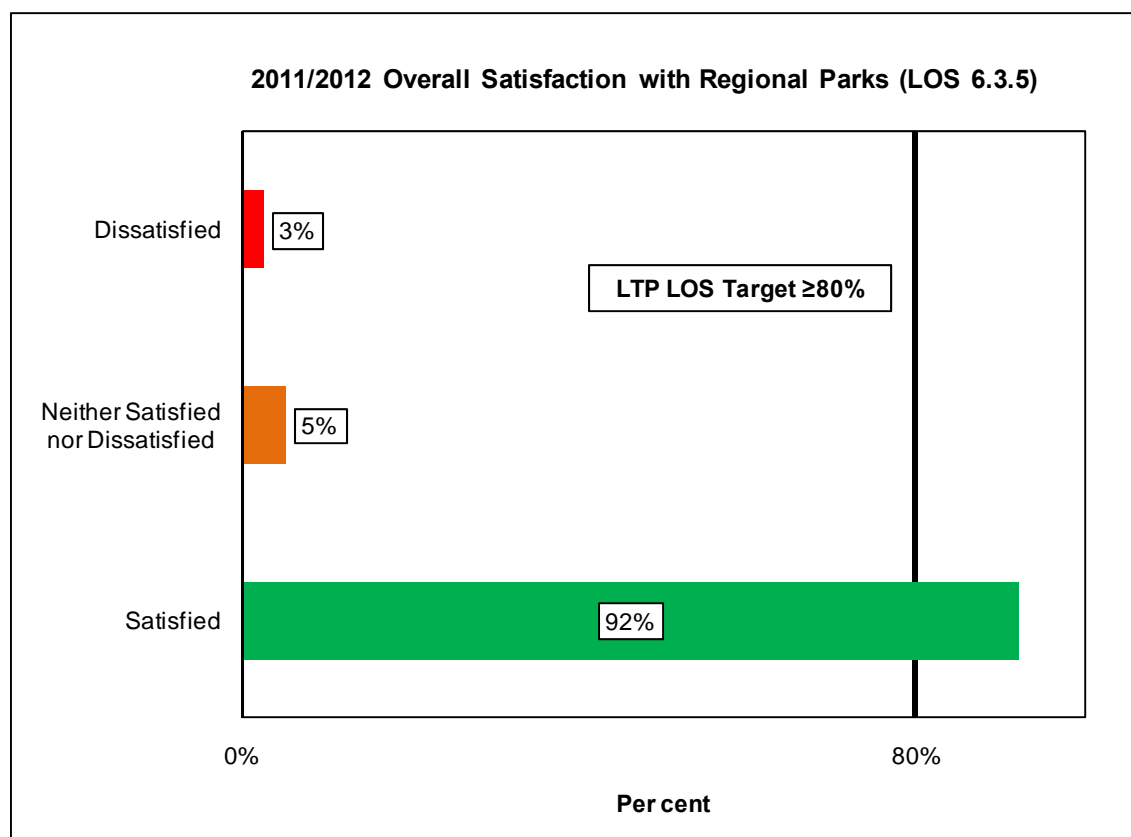
We want to know about your satisfaction with experiencing Regional Parks. EXPERIENCE MEANS things like park appearance, landscape, cultural and natural environment, and layout and style of facilities. It is not the experience of interacting with other users of the park.

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

Time in field: On site surveying took place between November 2011 and January 2012.

Completed Surveys: 315

	Completed Surveys
Bottle Lake Forest	30
Groynes	30
Halswell Quarry	30
Scarborough Beach	30
Spencer Park	30
South New Brighton Beach	30
Styx Mill Conservation Reserve	30
Taylors Mistake Beach	30
Travis Wetland	30
Victoria Park	45
Total	315



	Per cent
Very dissatisfied	0.2
Dissatisfied	2.4
Neither satisfied nor dissatisfied	5.3
Satisfied	49.9
Very satisfied	42.1
Total	100.0

Activity: 6.4 Cemeteries

LOS 6.4.4

6.4.4 Customer Satisfaction with the maintenance and appearance of Council cemeteries

Level of service suspended

LOS 6.4.5

6.4.5 Customer satisfaction with Council cemetery services

Level of service suspended

Activity: 6.6 Harbour and Marine Structures

LOS 6.6.2

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

Level of service suspended

Activity: 7.0 Recreation and Sport Services

LOS 7.0.7 Target: > 5.8 score (CERM Survey)

7.0.7 Deliver a high level of customer satisfaction with the provision of facility based recreational and sporting opportunities and activities

Methodology

LOS score based on survey question stated below:

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

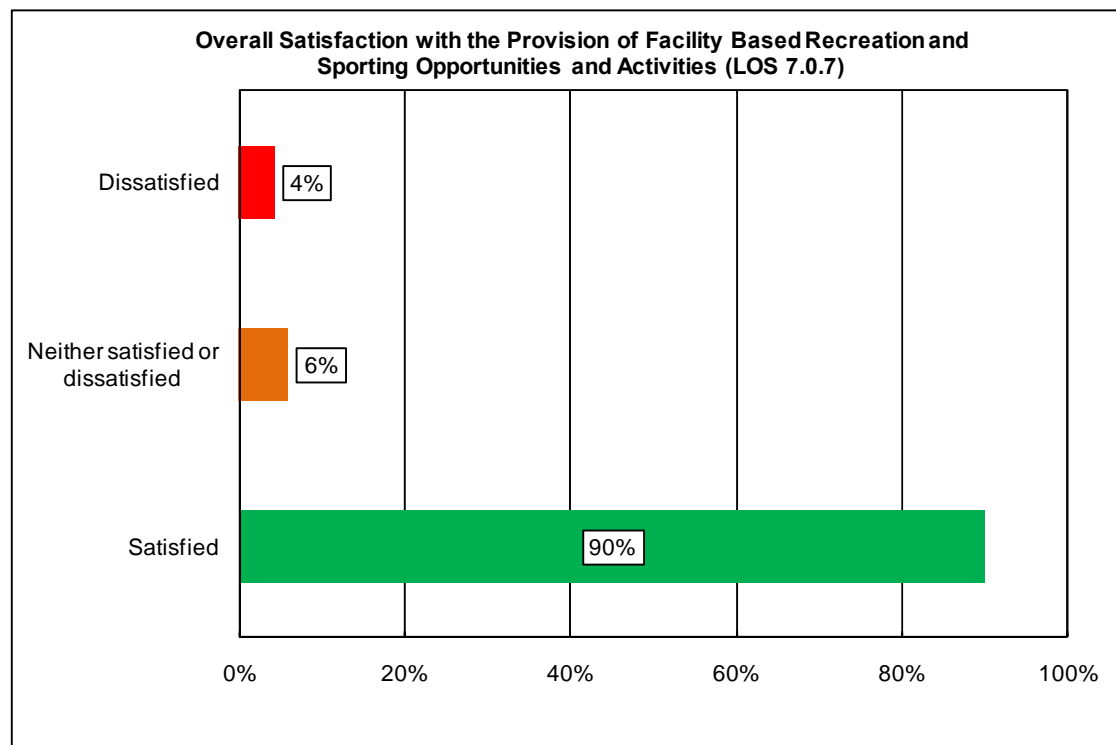
Time in field: Surveying was undertaken by an external company. Customers of the Centres were asked to complete self-administered questionnaires during March - April 2012.

Completed Surveys: 2,428

Centres Surveyed:

Recreation and Sports Centre	Number of Surveys
QE11 Fitness @ Parklands	102
Pioneer	754
Jellie Park	883
Graham Condon Recreation and Sports Centre	689
Total	2,428

Mean CERM score: 5.9 (This is the aggregate mean score of surveyed Recreation and Sports Centres and is calculated on a 7 point satisfaction scale shown in the table below)



CERM Score	Satisfaction Level	Overall Satisfaction
1	Very strongly satisfied	37.8%
2	Strongly satisfied	32.8%
3	Satisfied	19.5%
4	Neutral	6.0%
5	Dissatisfied	2.3%
6	Strongly dissatisfied	1.5%
7	Very strongly dissatisfied	1.0%

LOS 7.0.8 Target: 90%

7.0.8 Customer satisfied with the provision of community based programmes and events

Methodology

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

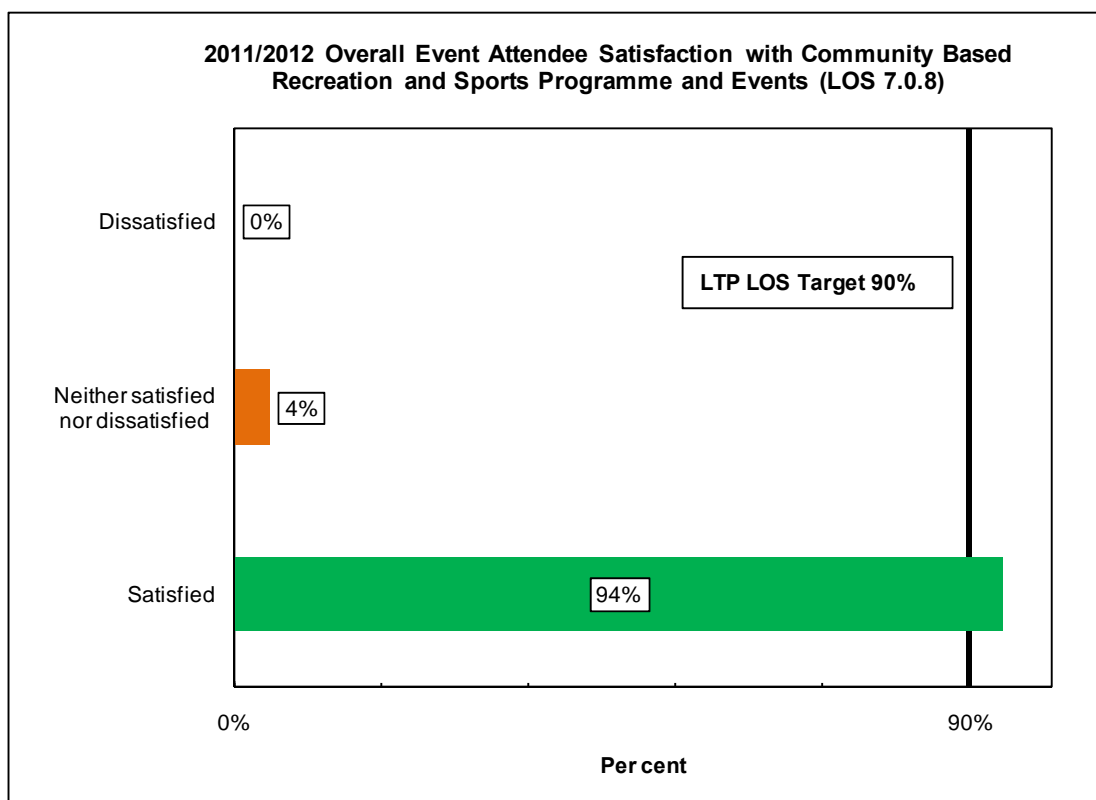
- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied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

Time in field: On site surveying took place between December 2011 and February 2012.

Completed Surveys: 248

Events Surveyed:

Community Event	Completed surveys
Linwood X Games	17
Brooklands Gala	38
Avic Hill	40
Garden Gala	60
Hornby Skate Jam	7
Bottle Lake Orienteering	27
Jellie Park Skate Jam	19
Barrington Big Fun Day	40
TOTAL	248



	Per cent
Very dissatisfied	0.0%
Dissatisfied	0.1%
Neither satisfied nor dissatisfied	4.5%
Satisfied	42.3%
Very satisfied	51.8%
Don't know	1.4%
Total	100.0%

Activity: 7.2 Events and Festivals

LOS 7.2.3 Target: 90%

7.2.3. Produce top quality events

Methodology

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

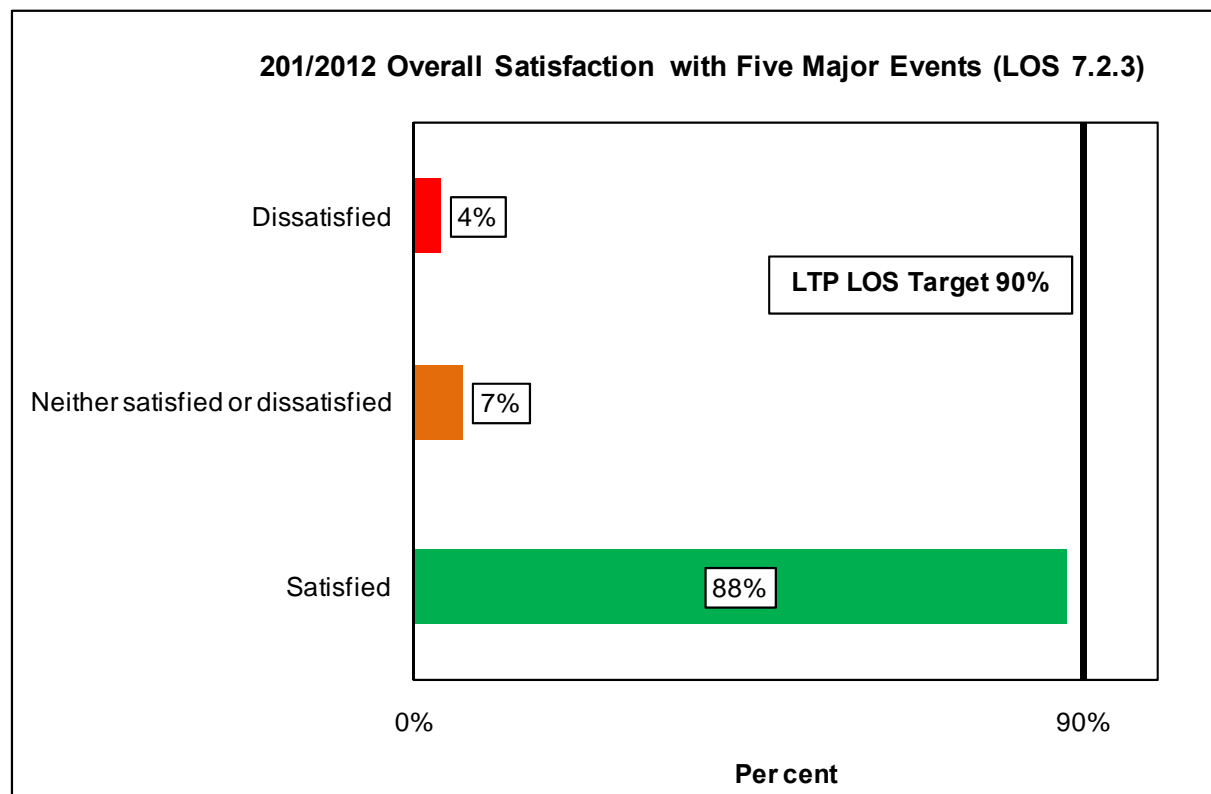
- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*

Time in field: Online surveying by an external company took place between December 2011 and February 2012.

Completed Surveys: 2,304

Events Surveyed:

Event	Number of Surveys	Event Date
Fresh Up New Year's Eve	188	31st December 2011
Classical Sparks	276	5th January 2012
Buskers Festival	974	19th January to 29th January 2012
Chinese Lantern Festival	626	21st January 2012
Kite Day 2012	240	28th January 2012



Content	Per cent
Very Satisfied	45.6
Satisfied	42.1
Neither satisfied or dissatisfied	6.7
Dissatisfied	3.2
Very Dissatisfied	0.4
Don't Know/NA	1.0

LOS 7.2.7.2 Target: 90%

7.2.7 Events Village operating

Methodology

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

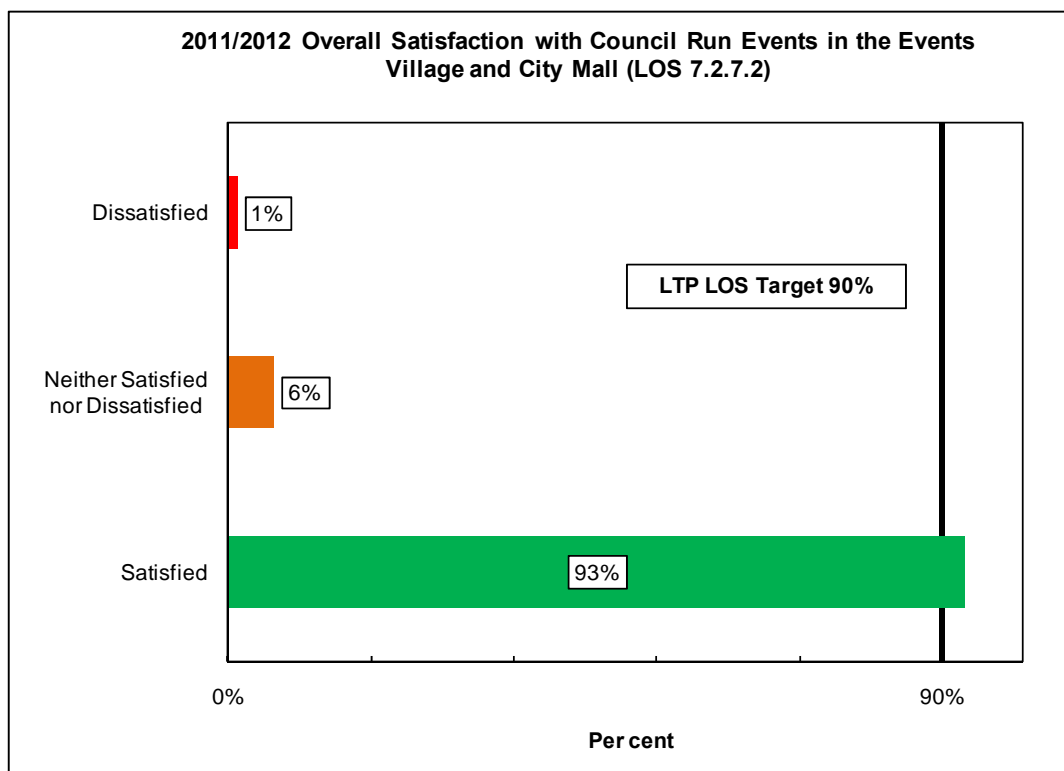
- Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event*

Time in field: On site surveying in the Events Village and in City Mall took place between November 2011 and January 2012.

Completed Surveys: 298

Events Surveyed:

Event	Completed surveys
Davy Thorpe	43
Christchurch Pops Choir	35
Park/Brown-Brook Duo	30
Dr Sanchez	19
Buskers Festival – 23 January 2012	48
Buskers Festival – 24 January 2012	50
Classical Sparks	73
Total	298



Satisfaction Levels	Per cent
Very Dissatisfied	0.3%
Dissatisfied	0.8%
Neither Satisfied or Dissatisfied	5.9%
Very Satisfied	48.1%
Satisfied	44.7%
Don't Know	0.0%
Total	100.0%

LOS 7.2.8.1 Target: 80%

7.2.8.1 Events Support Provided to the Event Industry

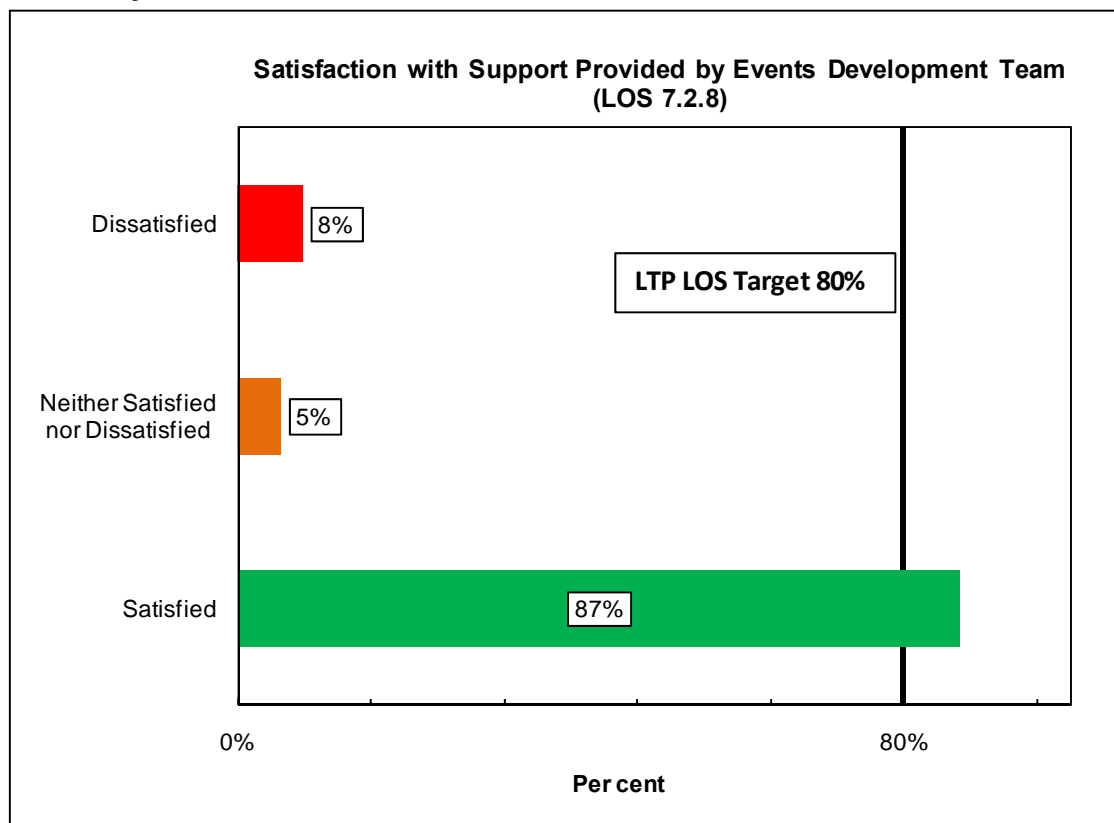
Methodology

LOS score based on survey question stated below:

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

Time in field: In January 2012, a link to the survey was emailed to all 129 event organisers who had arranged their event in 2011 through the Council's Events Development Team.

Completed Surveys: 39



Satisfaction Levels	Per cent
Very Dissatisfied	2.6%
Dissatisfied	5.3%
Neither Satisfied or Dissatisfied	5.3%
Very Satisfied	44.7%
Satisfied	42.1%
Don't Know	0.0%
Total	100.0%

Activity: 8.3 Commercial and Industrial Waste Minimisation

LOS 8.3.2 Target: At least 75%

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

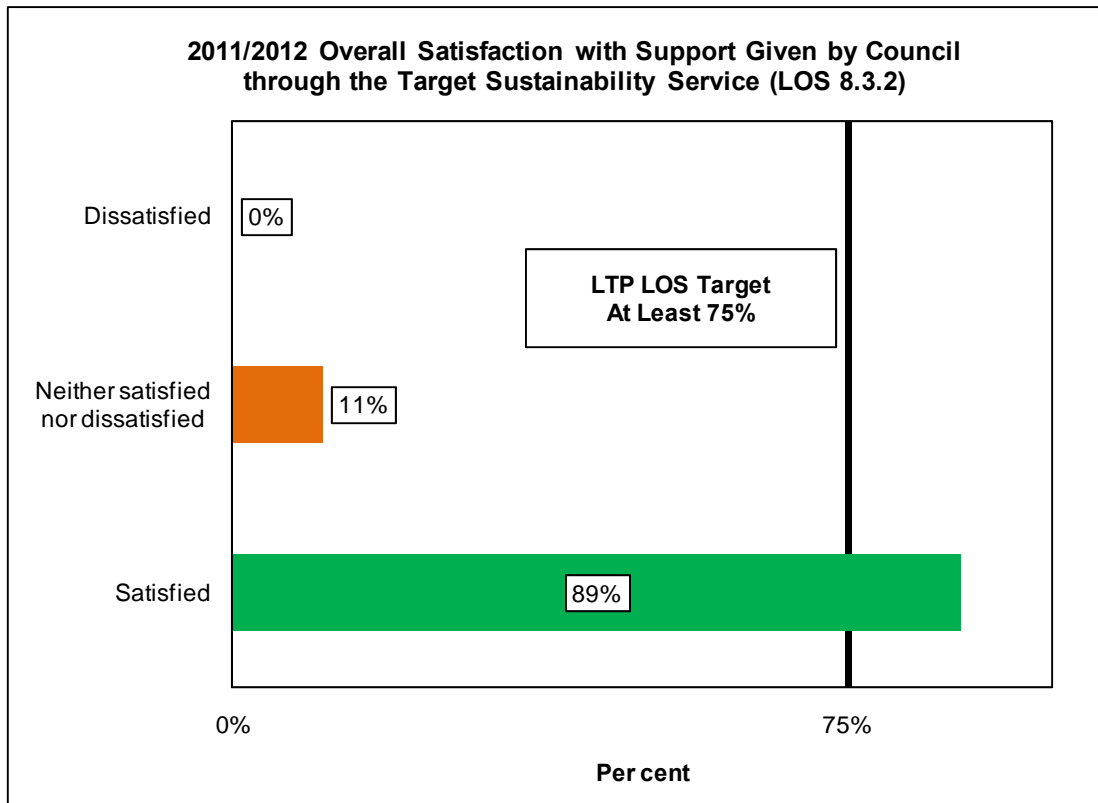
Methodology

LOS score based on survey question stated below:

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

Time in field: Surveys were emailed out to participating companies between March 2012 and July 2012.

Completed Surveys: 9



	Number	Per cent
Very Satisfied	3	33.3%
Satisfied	5	55.6%
Neither satisfied nor dissatisfied	1	11.1%
Dissatisfied	0	0.0%
Very Dissatisfied	0	0.0%
Don't Know	0	0.0%
Total	9	100.0%

Activity: 9.1 Regulatory Approvals

LOS 9.1.3 Target: 90%

9.1.3 Percentage of walk in customers satisfied with service provided

Methodology

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

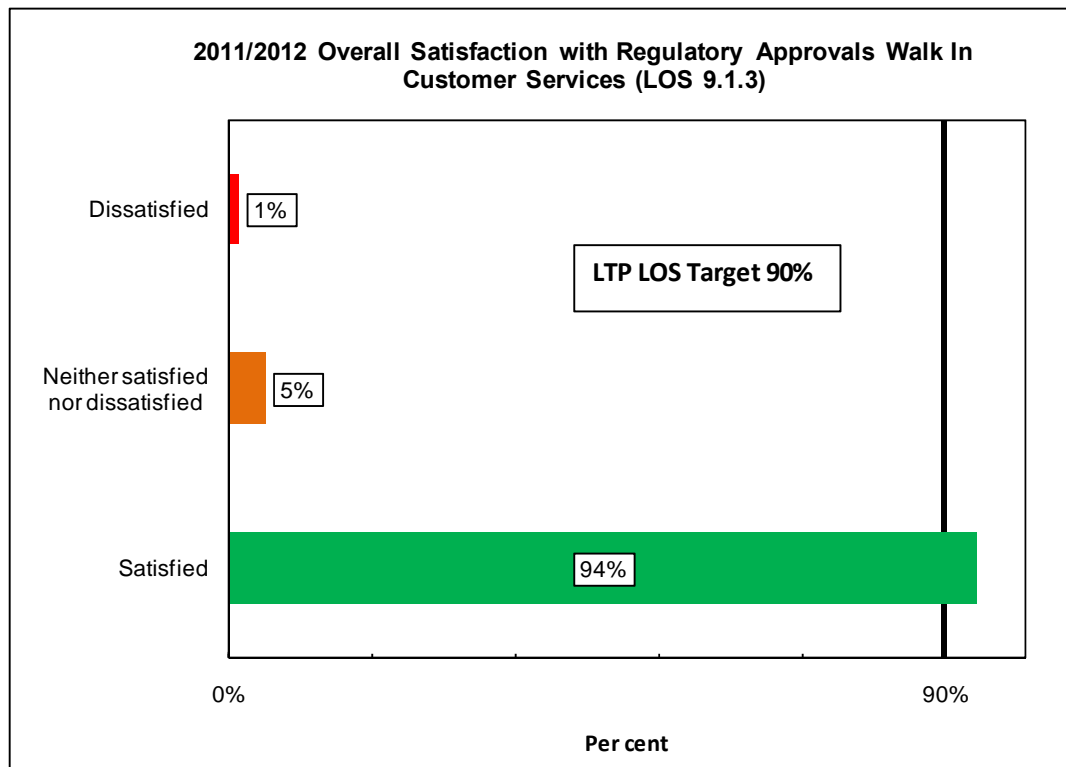
- Overall, how satisfied or dissatisfied are you with the **MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer service representative's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

Time in field: On site surveying took place between November 2011 and January 2012.

Completed Surveys: 50

Sites surveyed:

Survey Site	Completed surveys
Upper Riccarton	3
Civic	47
Total	50



	Per cent
Very dissatisfied	0.0%
Dissatisfied	1.3%
Neither satisfied nor dissatisfied	4.7%
Satisfied	24.7%
Very satisfied	69.3%
Don't know	0.0%
Total	100.0%

LOS 9.1.4 Target: ≥ 75%

9.1.4 Percentage customers satisfied with the planning, building and building inspection service

Methodology

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

Building Consent Processing and Inspection Service

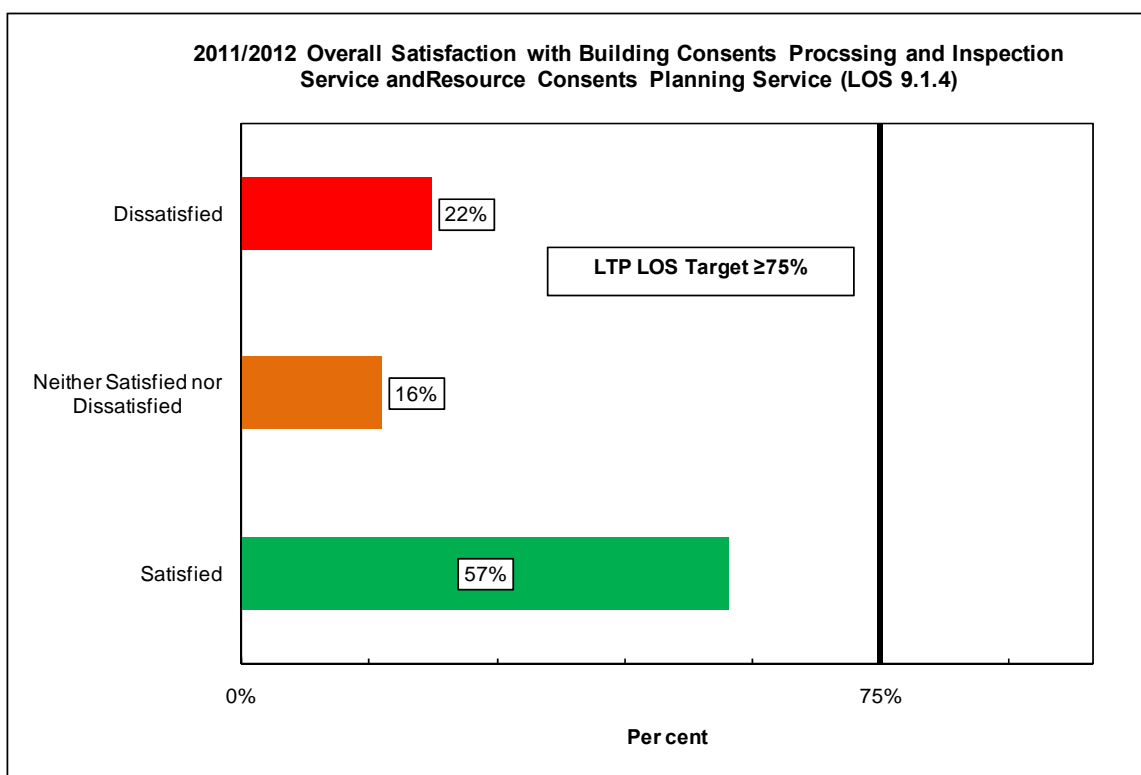
- Thinking about that building consent, overall, how satisfied or dissatisfied were you with the **BUILDING CONSENT PROCESSING** service? *The processing of that building consent*
- And thinking about that building inspection, overall, how satisfied or dissatisfied were you with the **BUILDING INSPECTION**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

Resource Consent Planning Service

- Thinking about that resource consent, overall, how satisfied or dissatisfied were you with the **RESOURCE CONSENT** planning service? *The processing of resource consents and any hearings involved*

Time in field: In January 2012, a link to the web based survey was emailed to Christchurch City Council customers who had applied for a building or resource consent during 2011.

Completed Surveys: Building Consents: 263, Resource Consents: 127



	Percent
Very dissatisfied	7.5
Dissatisfied	14.8
Neither satisfied nor dissatisfied	16.4
Satisfied	35.5
Very satisfied	21.8
Don't Know	3.9
Total	100.0

Activity: 10.3 Parking

LOS 10.3.6

10.3.6 Customer satisfaction with service provided by Council's off-street car parking attendants

Service no longer provided

LOS 10.3.7

10.3.7 Customer perceptions of motor vehicle safety in parking buildings

Level of service suspended

Activity: 10.4 Public Transport Infrastructure

LTCCP LOS 10.4.4 Target: ≥60%

10.4.4 Resident satisfaction with the number and quality of bus stops and bus shelters at bus stops

Methodology

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

Thinking first about bus stops... Bus stops are the simple stops on the side of the road with a sign, minimal facilities and no bus shelter.

- Overall, how satisfied or dissatisfied are you with the **LOCATION** of bus stops?
Location means that bus stops are easy for you to access or get to.

And thinking now about bus shelters. Bus shelters are glass shelters at stops that provide shelter from weather while waiting for a bus.

- Overall, how satisfied or dissatisfied are you with the **NUMBER** of bus shelters available at stops in Christchurch?
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of bus shelters?
Appearance includes things such as the layout, type and style of bus shelters.
- Overall, how satisfied or dissatisfied are you with the **CONDITION** of bus shelters?
Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).

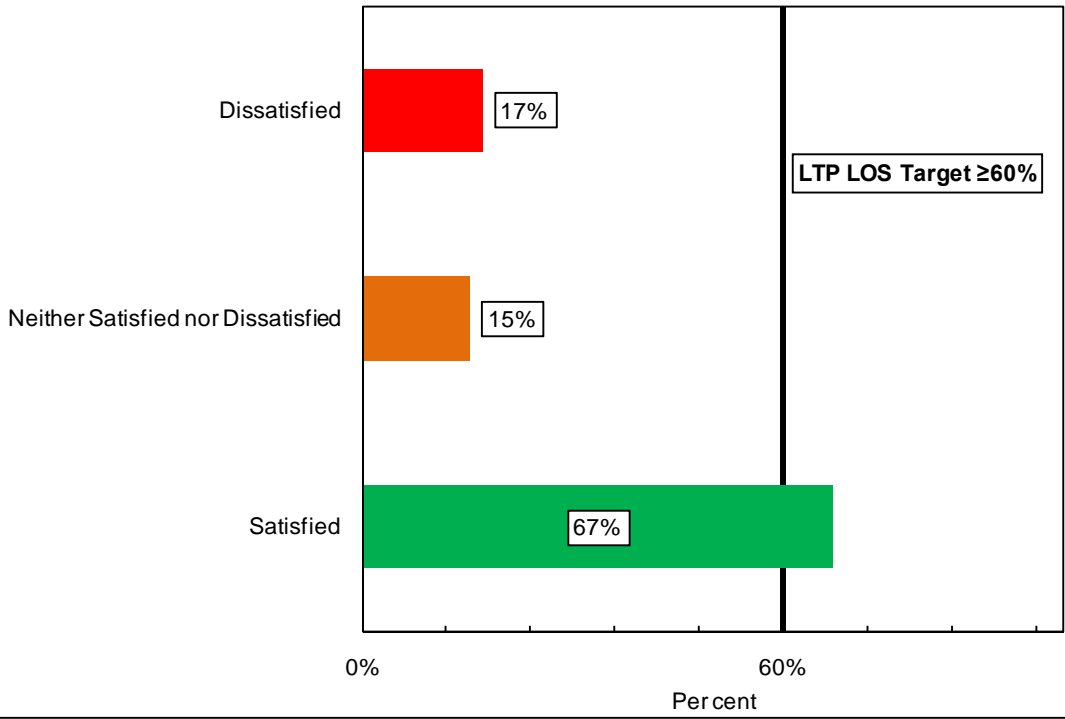
Time in field: On site surveying took place between December 2011 and 1 February 2012.

Completed Surveys: 270

Sites surveyed:

	Completed surveys
Central City Exchange	30
East Gate Exchange	30
Riccarton Exchange	30
Northlands Exchange	30
9 Wairakei	30
11 Styx Mill/Westmorland	30
14 Harewood/Dyers Pass	30
20 Burnside/Barrington	30
16 Belfast	30
Total	270

**2011/2012 Overall Satisfaction with the Public Transport Infrastructure
(LOS 10.4.4)**



	Percent
Very dissatisfied	0.8
Dissatisfied	16.3
Neither satisfied nor dissatisfied	15.2
Satisfied	54.0
Very satisfied	13.2
Don't know	0.5
Total	100.0

LOS 10.4.5

10.4.5 *User satisfaction with bus interchanges*

Level of service suspended

Activity: 13.6 Public Affairs Internal Service

LOS 13.6.3.1 Target: 65%

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

Methodology

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

Council communication in the next three questions includes information about the Council in general, its services, decisions and opportunities for you to participate...

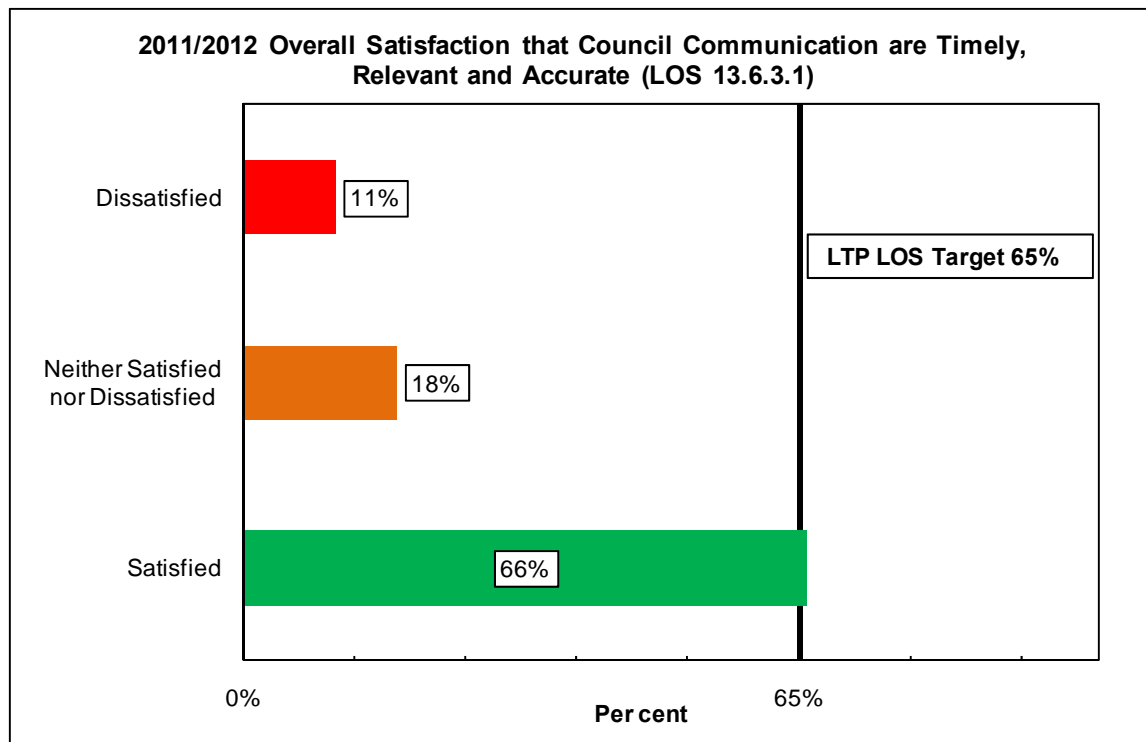
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and mainstream media such as regular pages in The Star, The Press and Mainland Press **IS TIMELY?** *Timely means that council reported stories are published at an appropriate time*
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and other mainstream media such as regular pages in The Star, The Press and Mainland Press **IS RELEVANT?** *Relevant means that reported stories are relevant for you in terms of what the Council is doing and what you want to know*
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and other mainstream media such as regular pages in The Star, The Press and Mainland Press **IS ACCURATE?** *Accurate means that Council reported stories are factually correct*

Time in field: On site surveying took place at five sites between December 2011 and January 2012.

Completed Surveys: 299

Sites surveyed:

	Completed surveys
New Brighton Library	59
Riccarton (corner of Riccarton Road and Rotherham Street)	60
Beckenham Service Centre	60
City Mall	60
Papanui Library/Service Centre (outside)	60
Total	299



	Per cent
Very dissatisfied	2.3%
Dissatisfied	8.5%
Neither satisfied nor dissatisfied	18.0%
Satisfied	54.8%
Very satisfied	11.2%
Don't know	5.1%
Total	100.0%

LOS 13.6.10

13.6.3.10 Customer Satisfaction with services provided for venue hire, exhibitions and public programmes

Service no longer provided

Activity: 13.11 Internal Customer Services – Customer Centre

LOS 13.11.3.1 Target: At least 85%

13.11.3.1 Customers are satisfied or very satisfied with service at first point of contact (phone)

Methodology

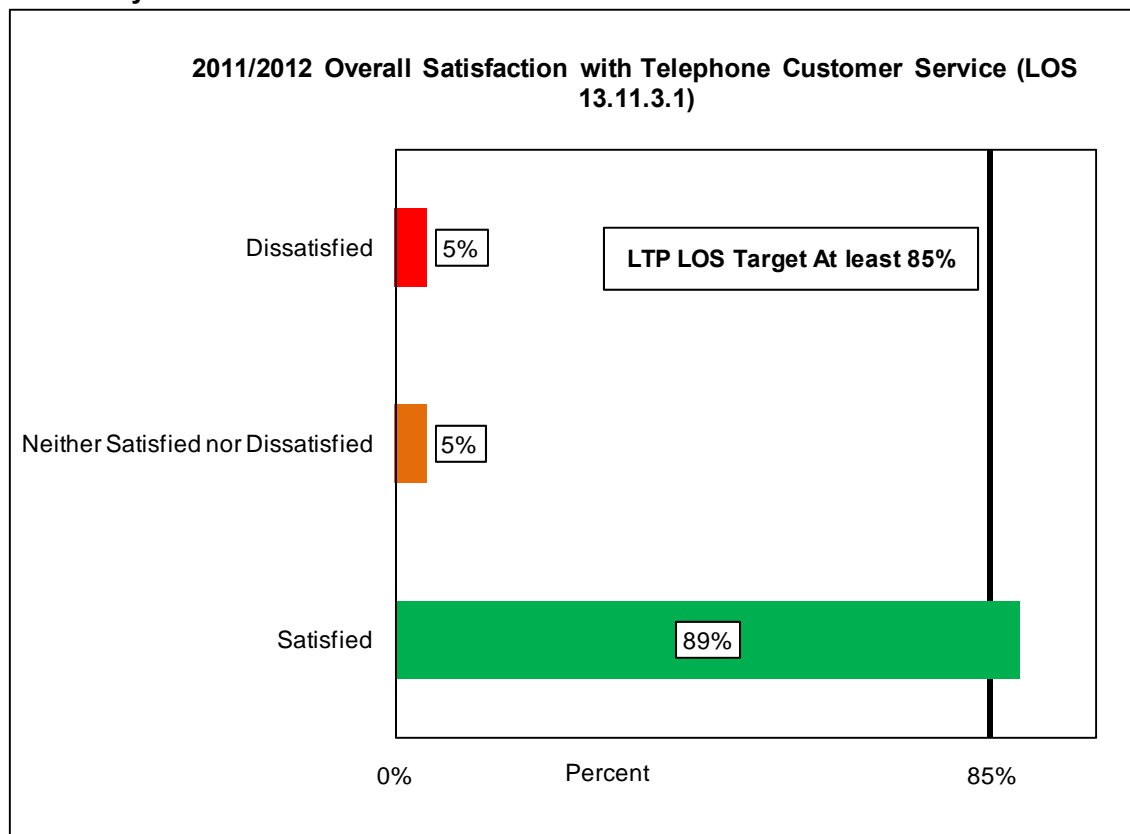
LOS score calculated as an aggregate of the three survey questions stated below:

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

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

Time in field: Surveying took place via telephone between the hours of 8:30 am and 5:00 pm during the months of December 2011 and January 2012

Completed Surveys: 149



	Per cent
Very dissatisfied	1.8
Dissatisfied	3.1
Neither satisfied nor dissatisfied	4.5
Satisfied	28.4
Very satisfied	60.6
Don't know	1.8
Total	100.0

LOS 13.11.3.2 Target: 90%

13.11.3.2 Customers are satisfied or very satisfied with service at first point of contact (email)

Methodology

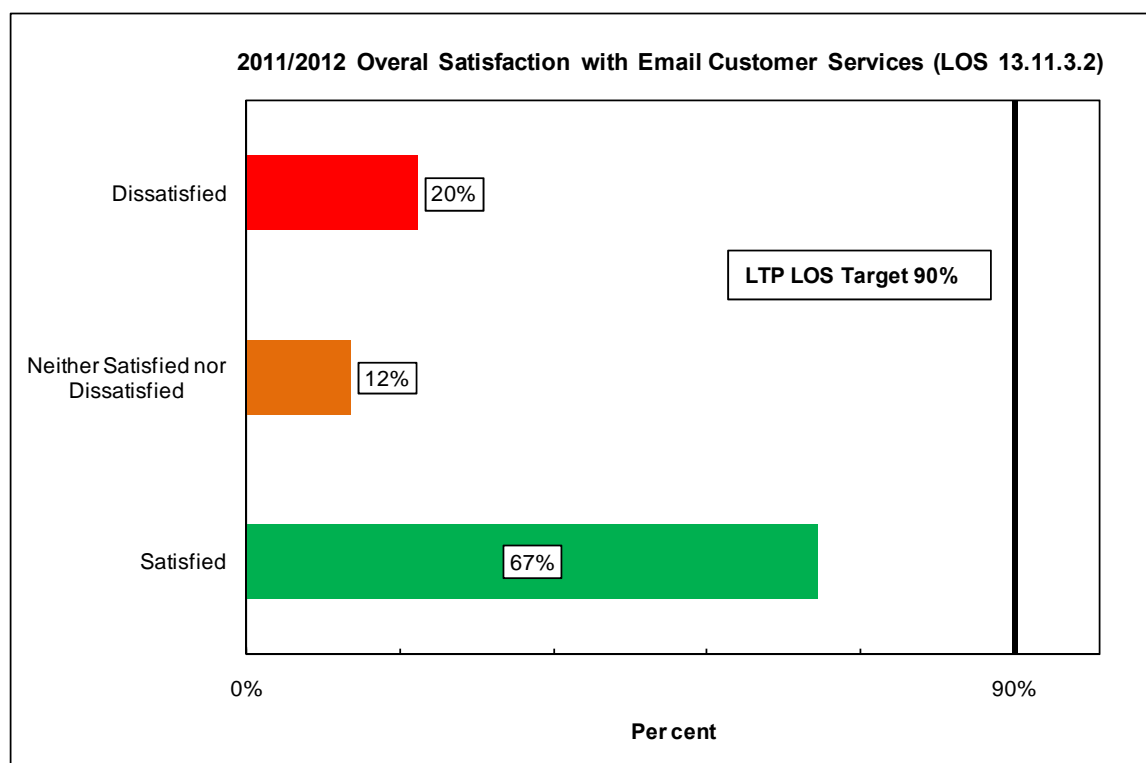
LOS score calculated as an aggregate of the three survey questions stated below:

Please answer the following questions with regard to the email you recently sent to the Council ... Thinking now about the response you received to your email....

- Overall, how satisfied or dissatisfied were you with the time taken before you received a **FIRST RESPONSE** from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*
- Overall, how satisfied or dissatisfied were you with the response in terms of its ability **TO UNDERSTAND** your enquiry? *Enquiry means the main purpose of your phone call*
- Overall, how satisfied or dissatisfied were you with the response in terms of its ability **TO ADDRESS** your enquiry?
- Overall, how satisfied or dissatisfied were you that the **LANGUAGE USED** in the email was **CLEAR AND EASY TO UNDERSTAND?**

Time in field: The link to the web based survey was emailed out in January 2012 to customers who had contacted the Council with a request during the month of December 2011.

Completed Surveys: 290



	Per cent
Very dissatisfied	10.0
Dissatisfied	9.9
Neither satisfied nor dissatisfied	12.1
Satisfied	39.8
Very satisfied	27.1
Don't know	1.2
Total	100.0