



# General Service Satisfaction Survey 2015

## Research Report



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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. The survey was originally conducted in 1991, and has been modified in structure several times in the intervening period.

The key objective of the survey 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*

Since 2009/10, the Residents' Survey has focused on measuring satisfaction with Council services and facilities detailed in the Long Term Council Community Plan, this includes general services 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 15 and over has been used to measure resident satisfaction and compare this with Level of Service targets.

The General Service Satisfaction Survey was conducted during March of 2015, with data collection occurring from 10<sup>th</sup> – 29<sup>th</sup> March. The questionnaire was modified by Opinions Market Research Limited 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 I to this report.

The survey was completed using a Computer Assisted Telephone Interview design (CATI), incorporating a three-time call back protocol with interviewing conducted at different times over weekdays and weekends. 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 or age 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**

	<b>n</b>	<b>%</b>
Total Numbers Called	7,373	100%
Disconnected/wrong no	1,946	26%
Business/Fax	101	1%
Total Valid Calls	5,326	72%
No Answer	848	12%
Total Valid Calls Answered	4,478	61%
Non Qualifier	1,753	24%
Language Barrier	116	2%
Total Valid Calls Answered and Qualifying	2,609	35%
Not Interested	1,825	70%
Total Survey Completions	784	30%

An audit of a minimum of ten percent of surveys was undertaken for data entry accuracy and to ensure survey processes were adhered to. 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  $\pm 3.5\%$ <sup>1</sup>. Data were analysed using Q Professional™. Data was contrasted with specific Level of Service (LOS) targets, as outlined in the LTP.

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

## 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 (2013 Census)	Number of Respondents N=770	Percentage of Respondents
Male	49%	373	48%
Female	51%	397	52%

**Table 2-2 Age Distribution of Respondents**

Age Group	% Population (2013 Census)	Number of Respondents N=770	Percentage of Respondents
15–24	26%	200	26%
25–49	33%	251	33%
50–64	23%	177	23%
65+	18%	142	18%

**Table 2-3 Geographic Distribution of Respondents**

Ward	% Population (2013 Census)	Number of Respondents N=770	Percentage of Respondents
Burwood/Pegasus	14%	104	14%
Fendalton/Waimairi	16%	127	16%
Ferrymead/Hagley	15%	113	15%
Heathcote/Spreydon	16%	125	16%
Papanui/Shirley	17%	130	17%
Riccarton/Wigram	20%	152	20%
Banks Peninsula	2%	19	2%

### 3. Summary of Findings

**Table 3-1 Areas Where CCC Performed Above LOS Targets**

LOS#		2015	LOS	Difference
<b>2.2.6.4</b>	Perception of daytime neighbourhood safety	92%	81%	+11%
<b>4.0.9</b>	Satisfaction with access to information	46%	40%	+6%
<b>10.1.9</b>	Satisfaction with condition of Christchurch footpaths (excluding the residential red zone)	51%	45%	+6%

**Table 3-2 Areas Where CCC Performed In Line With LOS Targets (Within ±5%)**

LOS#		2015	LOS	Difference
<b>8.0.3</b>	Satisfaction with kerbside recycling	95%	90%	5%
<b>8.2.3</b>	Satisfaction with organic waste collection	85%	80%	5%
<b>4.0.2</b>	Satisfaction that Council makes decisions in the best interest of the city	52%	48%	4%
<b>12.1.3</b>	Aware Council encourages water conservation	74%	70%	4%
<b>4.0.1</b>	Agreement that the public understands Council decision making	44%	40%	4%
<b>8.1.4</b>	Satisfaction with residual waste collection	92%	90%	2%
<b>10.1.5</b>	Agreement that Christchurch is a walking-friendly city	82%	82%	0%
<b>4.1.9</b>	Satisfaction with opportunities to have a say in what Council does	45%	46%	-1%
<b>5.3.1</b>	Satisfaction with information regarding activities, events and attractions	83%	85%	-2%
<b>11.0.1.6</b>	Satisfaction with waste water services	78%	80%	-2%
<b>12.0.2.7</b>	Satisfaction with water supply	88%	90%	-2%
<b>2.5.12</b>	Attendance at disaster preparedness meetings	15%	17%	-2%
<b>7.2.2</b>	Satisfaction with range of events and festivals	86%	90%	-4%
<b>10.0.3</b>	Satisfaction with condition of Christchurch roads (excluding the residential red zone)	30%	35%	-5%
<b>10.1.4</b>	Agreement that Christchurch is a cycle-friendly city	37%	42%	-5%

**Table 3-3 Areas Where CCC Performed Below LOS Targets**

LOS#		2015	LOS	Difference
<b>14.0.3</b>	Satisfaction with waterways and margins	45%	66%	-21%
<b>4.0.8</b>	Public level of influence in the democratic process	44%	55%	-11%
<b>2.2.6.5</b>	Perception of night time neighbourhood safety	60%	66%	-6%



**Table 3-4 Services That Have Improved Since 2014**

LOS#	LOS	2015	2014	Difference
<b>12.0.2.7</b>	Satisfaction with water supply	90%	74%	14%
<b>4.1.9</b>	Satisfaction with opportunities to have a say in what Council does	46%	34%	11%
<b>10.1.4</b>	Agreement that Christchurch is a cycle-friendly city	42%	26%	11%
<b>4.0.1</b>	Agreement that the public understands Council decision making	40%	36%	8%

**Table 3-5 Services That Have Declined Since 2014**

LOS#	LOS	2015	2014	Difference
<b>2.5.12</b>	Attendance at disaster preparedness meetings	17%	23%	-8%
<b>11.0.1.6</b>	Satisfaction with waste water services	80%	84%	-6%

## 4. Detailed Findings

### 4.1. Governance and Public Affairs

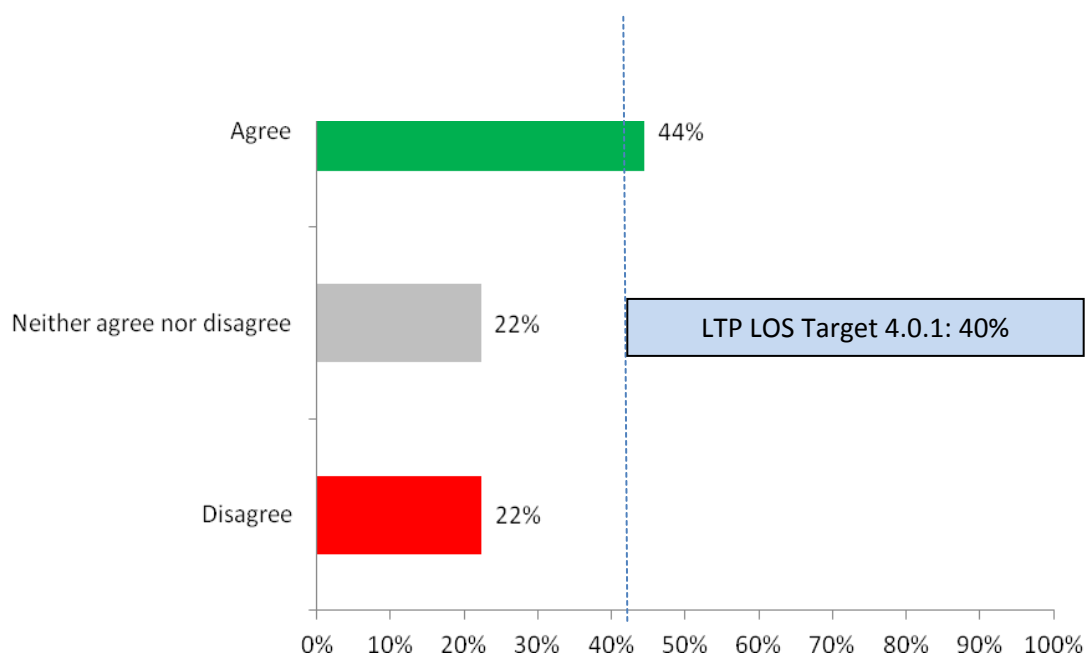
#### 4.1.1. Understanding of Council Decision Making

Respondents were asked to rate the decision making process used by the City Council. They were asked to rate five 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 44%, as is shown Figure 4-1 and Table 4-1.

**Figure 4-1 Public Understands Council Decision Making**



**Table 4-1 Public Understands Council Decision Making**

	Number of Respondents	Percentage of Respondents
<b>Strongly agree</b>	52	7%
<b>Agree</b>	289	38%
<b>Neither agree nor disagree</b>	170	22%
<b>Disagree</b>	128	17%

<b>Strongly disagree</b>	43	6%
<b>Don't know</b>	88	11%

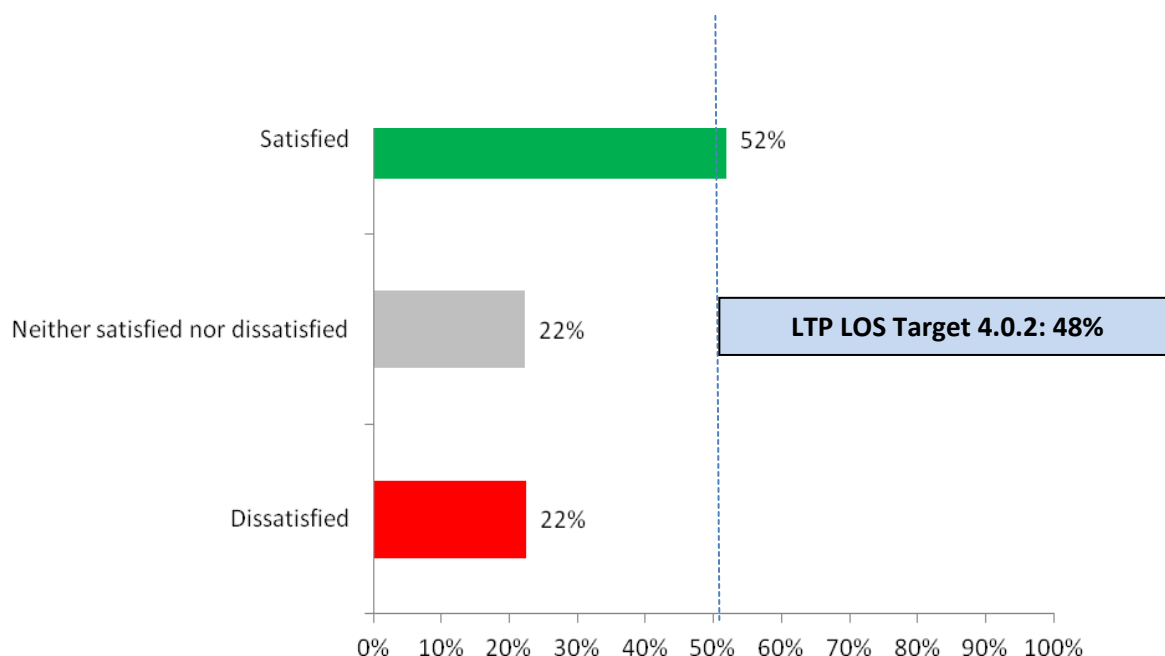
**4.1.2. Council Decisions are in the Best Interests of the City**

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 dissatisfied; and 5 = very dissatisfied.

*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 52%, as is shown in Figure 4-2 and Table 4-2.

**Figure 4-2** Satisfaction that Council makes Decisions in the Best Interest of the City



**Table 4-2** Satisfaction that Council makes Decisions in the Best Interest of the City

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	37	5%
<b>Satisfied</b>	361	47%
<b>Neither satisfied nor dissatisfied</b>	170	22%
<b>Dissatisfied</b>	141	18%
<b>Very dissatisfied</b>	31	4%
<b>Don't know</b>	30	4%

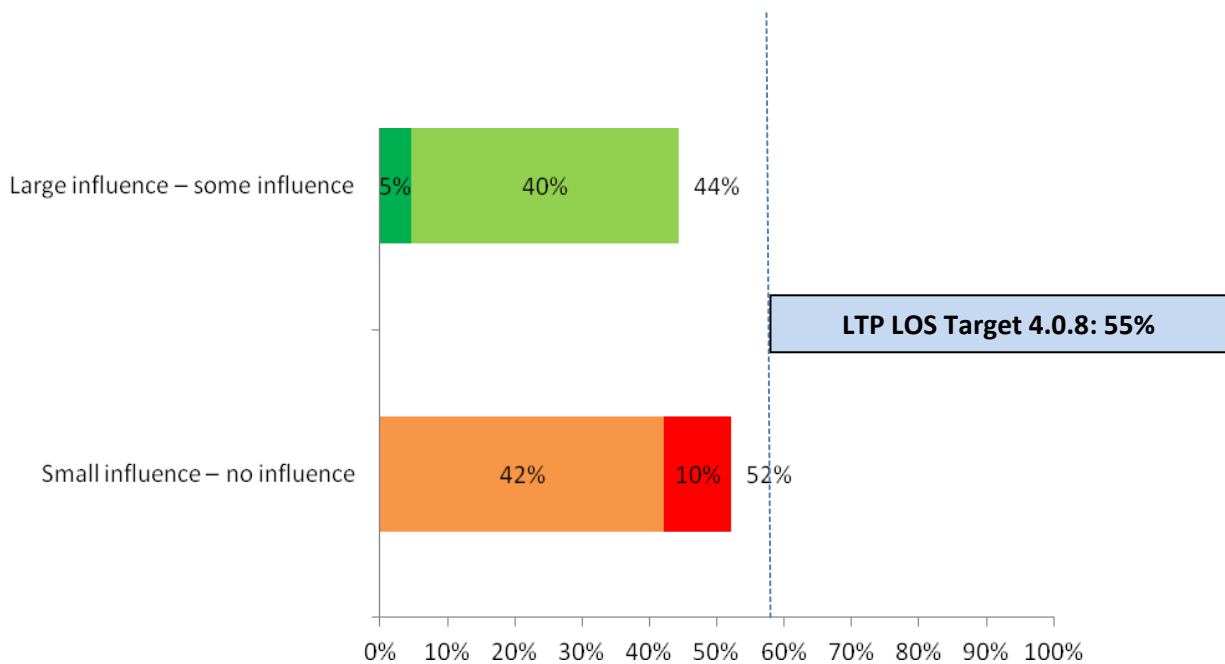
**4.1.3. Public Level of Influence in the Democratic Process**

Participants were asked to consider how much influence they believe the public has 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 55%. The response from the survey identified 44% of respondents believed the public had this level of influence, as shown in Figure 4-3 and Table 4-3.

**Figure 4-3 Public Level of Influence in the Democratic Process**



**Table 4-3 Public Level of Influence in the Democratic Process**

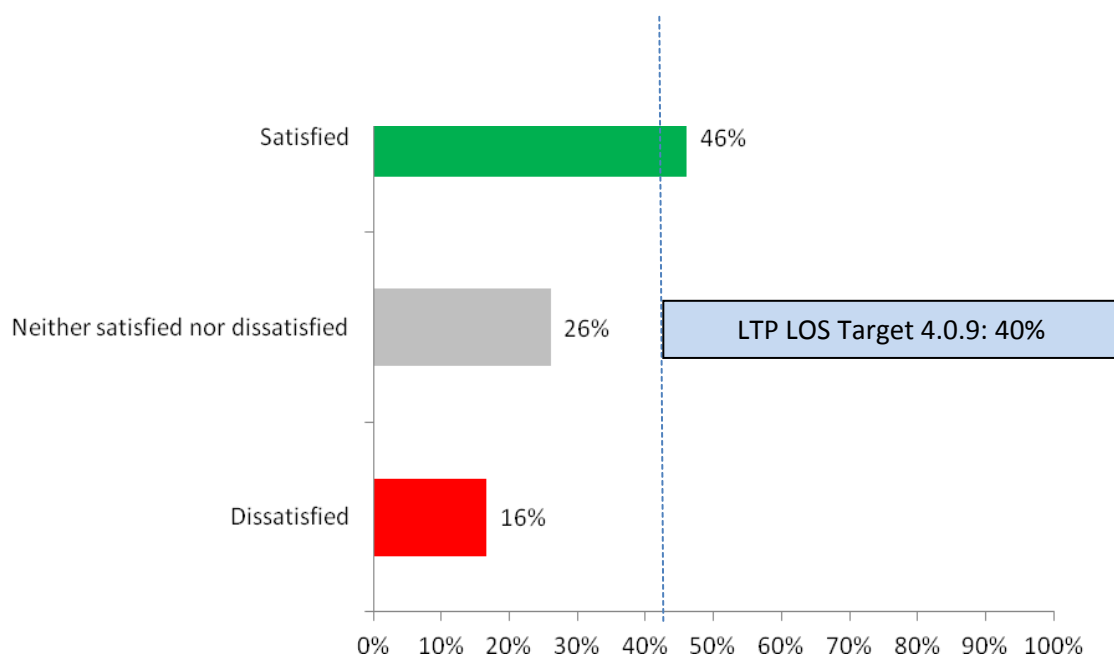
	Number of Respondents	Percentage of Respondents
<b>Large influence</b>	36	5%
<b>Some influence</b>	306	40%
<b>Small influence</b>	325	42%
<b>No influence</b>	76	10%
<b>Don't know</b>	27	4%

#### 4.1.4. Access to Information

Respondents were asked to rate their overall satisfaction regarding access to information about Council Decisions on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. 46% noted they were satisfied, compared with the LOS target of 40%, as shown in Figure 4-4 and Table 4-4.

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

**Figure 4-4** Satisfaction with Access to Information



**Table 4-4** Satisfaction with Access to Information

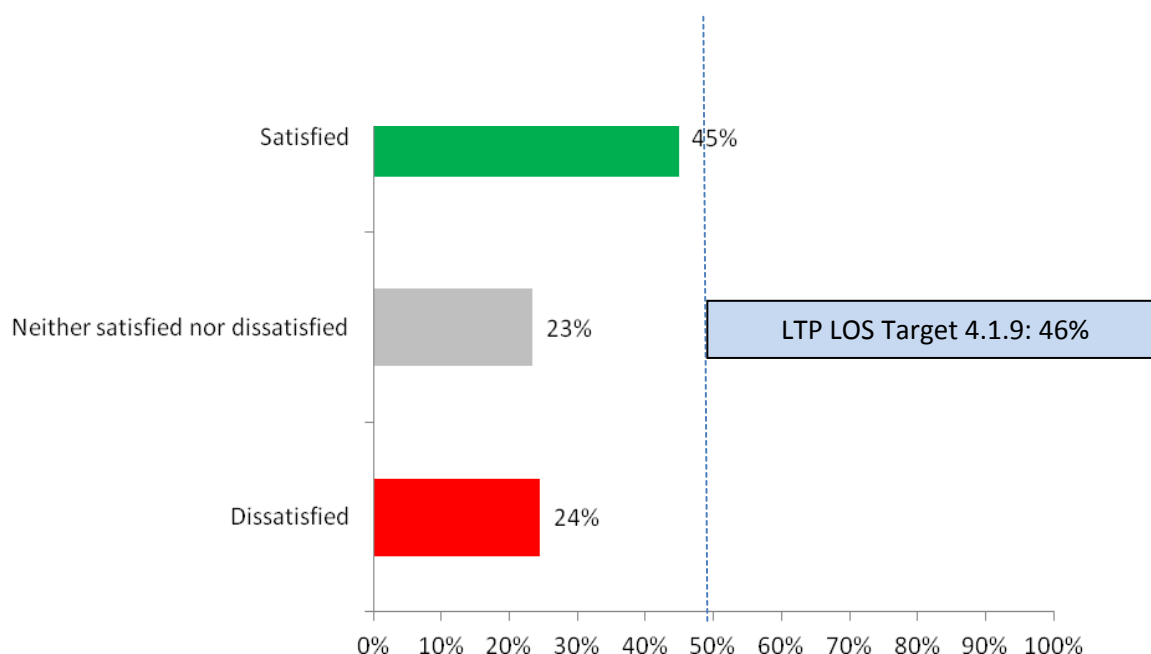
	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	51	7%
<b>Satisfied</b>	302	39%
<b>Neither satisfied nor dissatisfied</b>	199	26%
<b>Dissatisfied</b>	99	13%
<b>Very dissatisfied</b>	28	4%
<b>Don't know</b>	91	12%

#### 4.1.5. Opportunities to Have a Say in What Council Does

Respondents were asked to rate their overall satisfaction regarding opportunities to have a say in what Council does on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. 45% noted they were satisfied, compared with the LOS target of 46%, as shown in Figure 4-5 and Table 4-5.

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

**Figure 4-5** Satisfaction with Opportunities to Have a Say in What Council Does



**Table 4-5** Satisfaction with Opportunities to Have a Say in What Council Does

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	28	4%
<b>Satisfied</b>	316	41%
<b>Neither satisfied nor dissatisfied</b>	179	23%
<b>Dissatisfied</b>	157	20%
<b>Very dissatisfied</b>	30	4%
<b>Don't know</b>	60	8%

## 4.2. City Safety

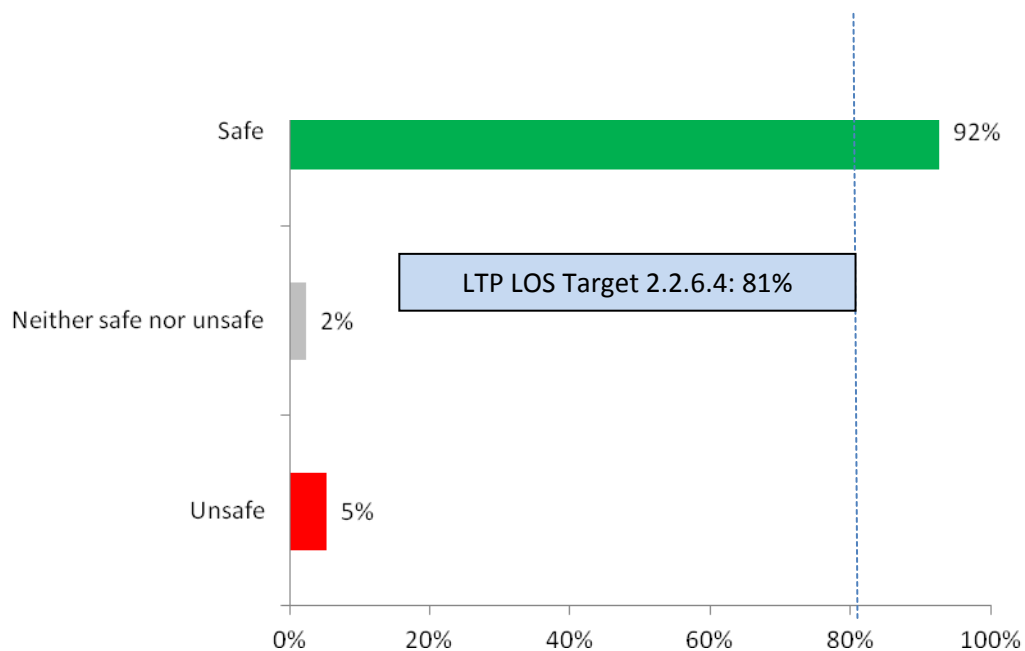
Respondents were asked to consider issues of crime and safety, and to rate how safe they felt in two situations:

*Walking alone in your neighbourhood during the day?*

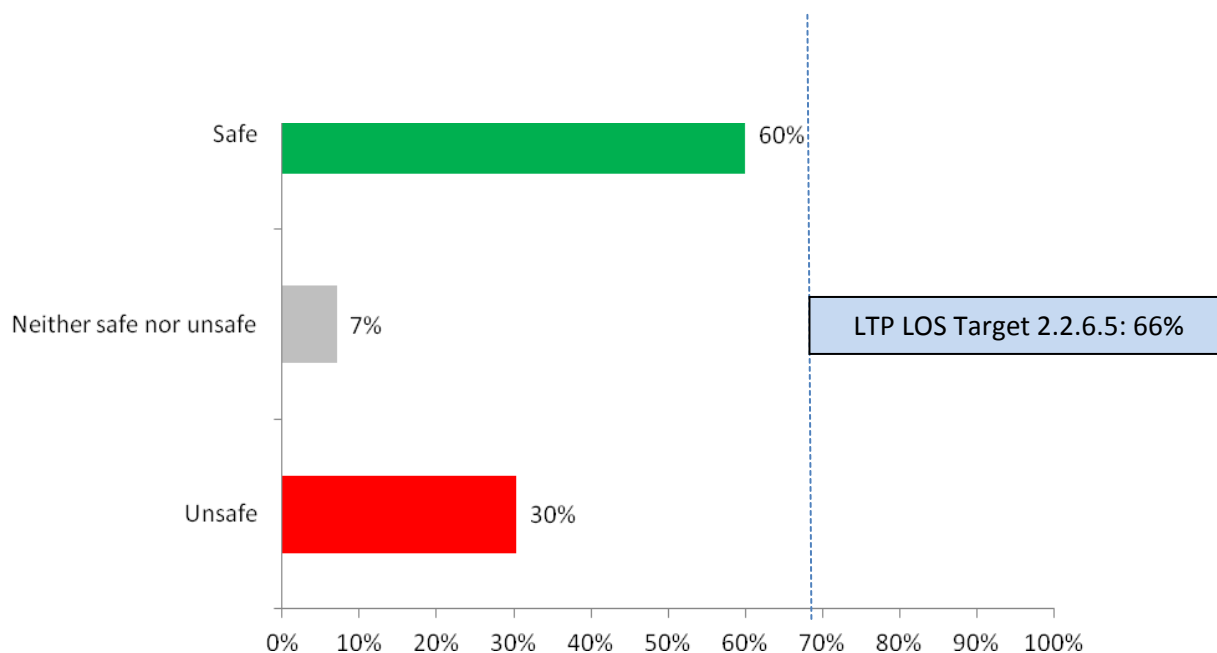
*Walking alone in your neighbourhood after dark?*

Respondents were asked to rate their feeling of safety in their neighbourhood on a five point scale, where 1 = very safe; 3 = neither safe nor unsafe; and 5 = very unsafe. The majority of respondents felt safe in their neighbourhood during the day (92%), compared with a LOS target of 81%, while 60% felt safe after dark, compared with a LOS target of 66%, as shown in Figure 4-6, Figure 4-7 and Table 4-6.

**Figure 4-6 Perception of Safety During the Day**



**Figure 4-7 Perception of Safety After Dark**



**Table 4-6 Perception of Safety in Own Neighbourhood**

	During the Day		After Dark	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
<b>Very safe</b>	490	64%	155	20%
<b>Fairly safe</b>	222	29%	306	40%
<b>Neither safe nor unsafe</b>	17	2%	53	7%
<b>A bit unsafe</b>	29	4%	139	18%
<b>Very unsafe</b>	10	1%	93	12%
<b>Don't know</b>	2	0%	24	3%



### 4.3. City Promotions

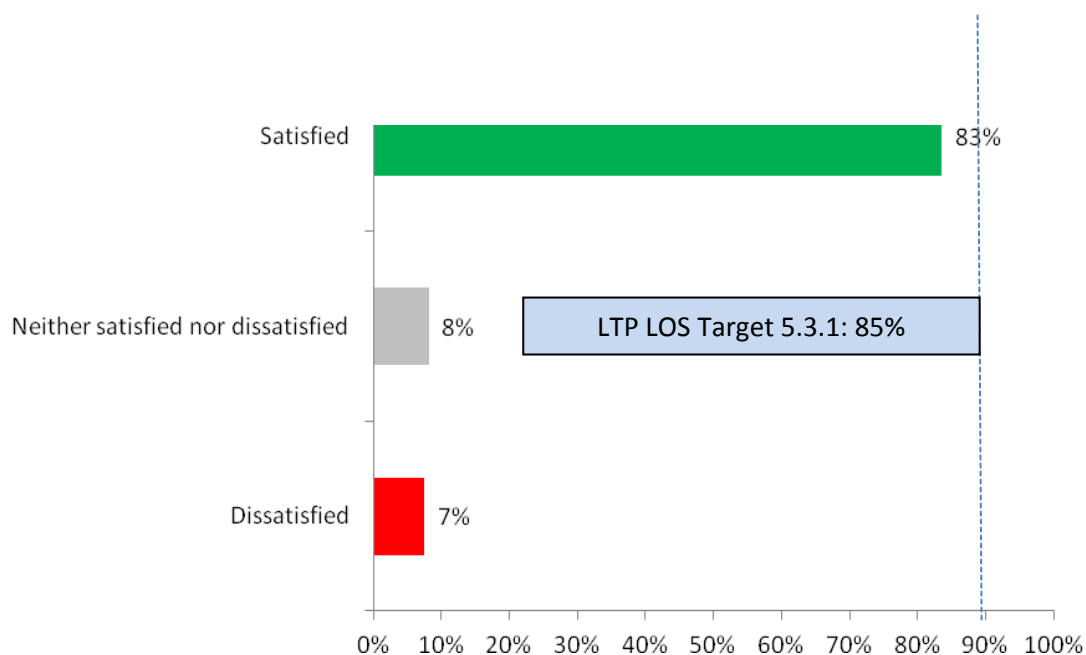
#### 4.3.1. Information Regarding Activities, Events and Attractions

Survey participants were asked to consider city events and festivals such as Sparks and Cup and Show week; activities such as walking or biking in the city or on the Port Hills and walking on the Pier; and attractions such as the Botanical Gardens. 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 with the LOS target of 85%. This data is shown in Figure 4-8 and Table 4-7.

**Figure 4-8** Satisfaction with Information Regarding Activities, Events and Attractions



**Table 4-7** Satisfaction with Information Regarding Activities, Events and Attractions

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	252	33%
<b>Satisfied</b>	390	51%
<b>Neither satisfied nor dissatisfied</b>	61	8%
<b>Dissatisfied</b>	45	6%
<b>Very dissatisfied</b>	11	1%

<b>Don't know</b>	11	1%
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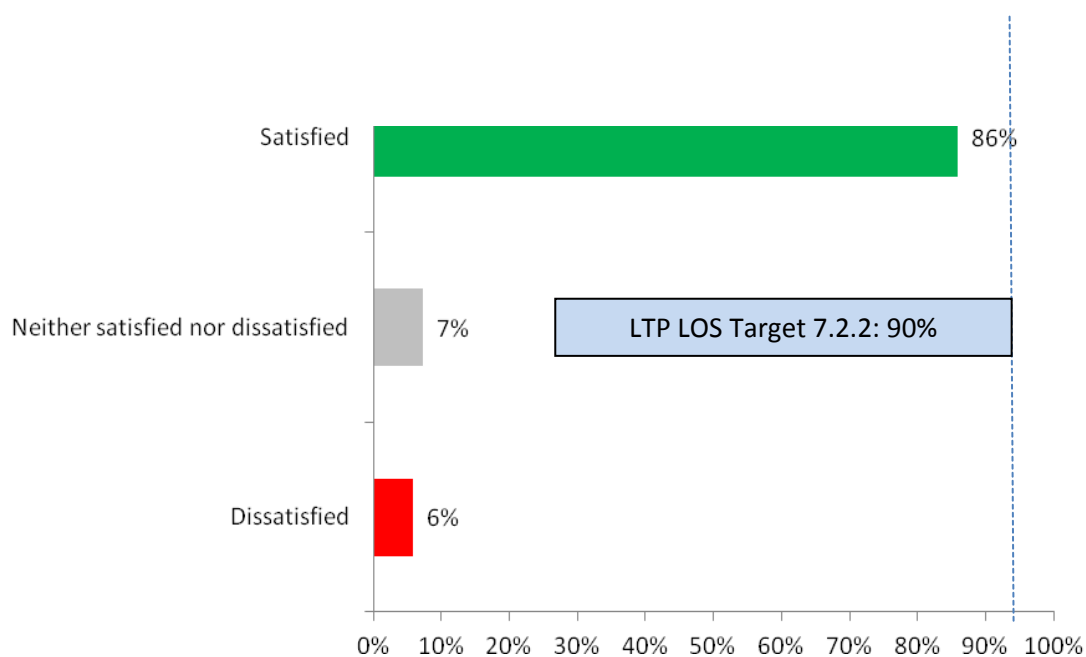
#### 4.3.2. Range of Events and Festivals

Participants were asked to consider events and festivals, such as Sparks, Lazy Sundays, 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 86%, as shown in Figure 4-9 and Table 4-8.

**Figure 4-9** Satisfaction with Range of Events and Festivals



**Table 4-8** Satisfaction with Range of Events and Festivals

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	243	32%
<b>Satisfied</b>	417	54%
<b>Neither satisfied nor dissatisfied</b>	55	7%
<b>Dissatisfied</b>	37	5%
<b>Very dissatisfied</b>	7	1%
<b>Don't know</b>	11	1%

#### 4.4. Council Facilities

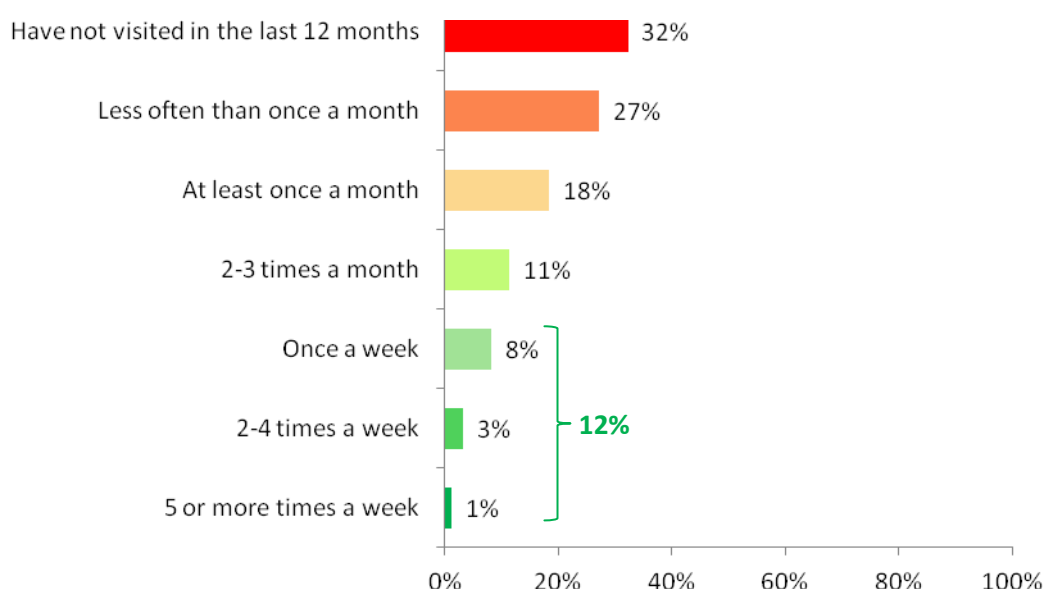
Participants were asked to consider their visits to Council-provided libraries and were asked:

*In the last 12 months, how often have you visited a Christchurch City Council library, including community libraries?*

Interviewers were allowed to prompt with names of libraries if required but were not to read out the list.

The responses demonstrated that 12% of residents used Council-provided libraries on a regular basis, visiting once a week or more, as shown in Figure 4-10 and Table 4-9.

**Figure 4-10** Frequency of Visits to Christchurch City Council Libraries



**Table 4-9** Frequency of Visits to Christchurch City Council Libraries

	Number of Respondents	Percentage of Respondents
<b>Have not visited in the last 12 months</b>	248	32%
<b>Less often than once a month</b>	208	27%
<b>At least once a month</b>	139	18%
<b>2-3 times a month</b>	83	11%
<b>Once a week</b>	59	8%
<b>2-4 times a week</b>	25	3%
<b>5 or more times a week</b>	8	1%

## 4.5. Waterways

Participants were asked to consider 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 with three aspects of these waterways on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

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

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

One third (33%) of respondents reported they were satisfied or very satisfied with the condition of the waterways, 55% of respondents were satisfied or very satisfied with the appearance of the waterway margins, and 47% were satisfied or very satisfied with the conditions of the waterway margins, as shown in Figure 4-11 and Table 4-10.

On average, 45% of respondents were satisfied with the condition of the waterways and their margins, compared with the LOS target of 66%, as shown in Figure 4-12.

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

Figure 4-11 Satisfaction with Waterways

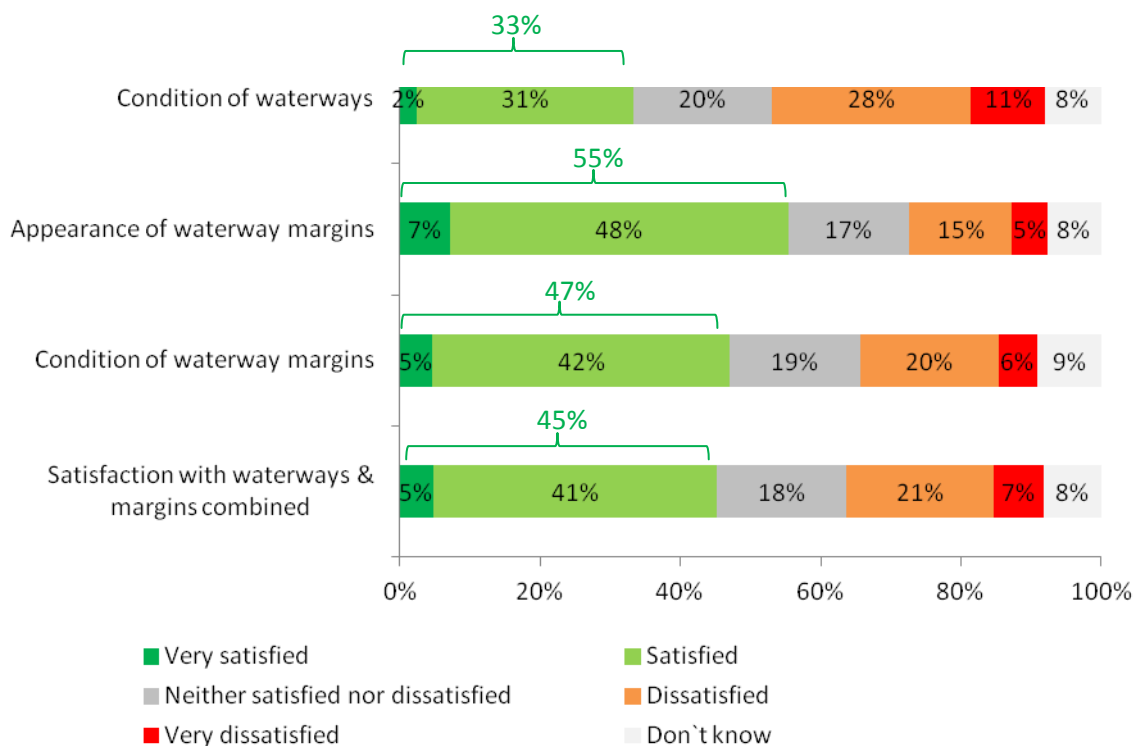
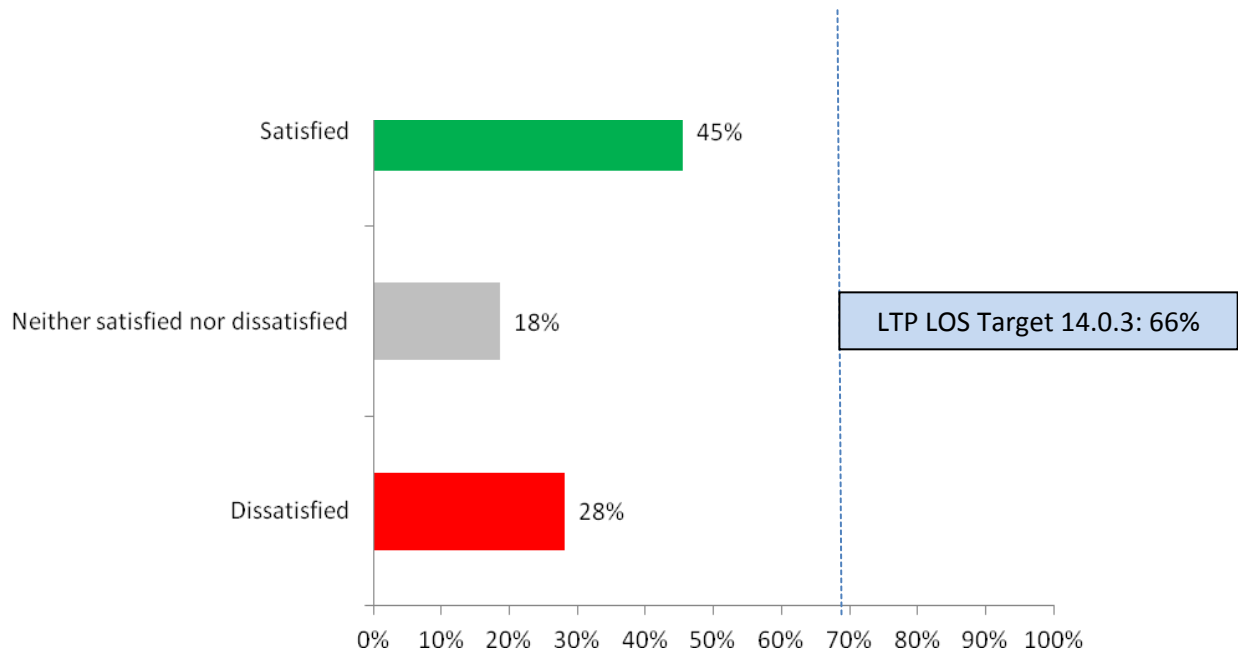


Table 4-10 Satisfaction with Waterways

	Condition of Waterways		Appearance of Waterway Margins		Condition of Waterway Margins		Waterways & Margins Combined
	No.	%	No.	%	No.	%	%
<b>Very satisfied</b>	18	2%	55	7%	36	5%	5%
<b>Satisfied</b>	239	31%	371	48%	326	42%	41%
<b>Neither satisfied nor dissatisfied</b>	151	20%	133	17%	143	19%	18%
<b>Dissatisfied</b>	219	28%	113	15%	152	20%	21%
<b>Very dissatisfied</b>	81	11%	39	5%	43	6%	7%
<b>Don't know</b>	62	8%	59	8%	70	9%	8%

Figure 4-12 Satisfaction with Waterways and Margins Combined



## 4.6. Rubbish and Recycling

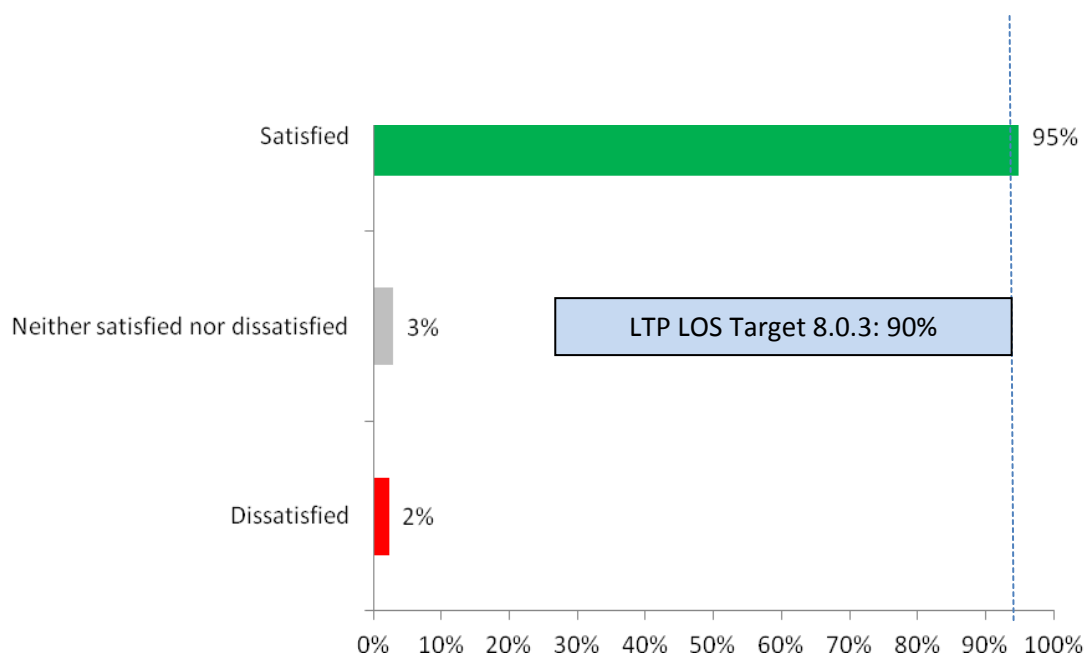
### 4.6.1. Kerbside Recycling

Respondents were asked to evaluate their satisfaction regarding the Council’s three-bin 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 90%’. The level of satisfaction from the survey was 95%, as shown in Figure 4-13 and Table 4-11.

**Figure 4-13** Satisfaction with Kerbside Recycling



**Table 4-11** Satisfaction with Kerbside Recycling

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	454	59%
<b>Satisfied</b>	275	36%
<b>Neither satisfied nor dissatisfied</b>	21	3%
<b>Dissatisfied</b>	13	2%
<b>Very dissatisfied</b>	3	0%

<b>Don't know</b>	4	1%
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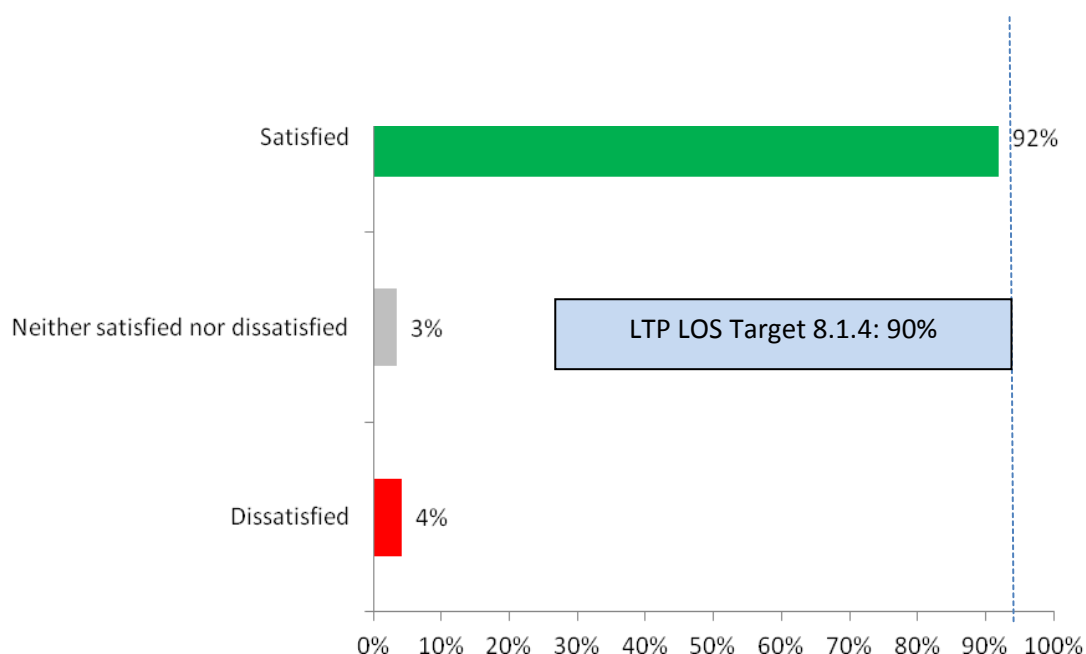
#### 4.6.2. Residual Waste

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

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

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 90%', and the survey response demonstrates a total satisfaction level of 92%, as shown in Figure 4-14 and Table 4-12.

**Figure 4-14** Satisfaction with Residual Waste Collection



**Table 4-12** Satisfaction with Residual Waste Collection

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	423	55%
<b>Satisfied</b>	283	37%
<b>Neither satisfied nor dissatisfied</b>	25	3%
<b>Dissatisfied</b>	25	3%
<b>Very dissatisfied</b>	6	1%
<b>Don't know</b>	8	1%

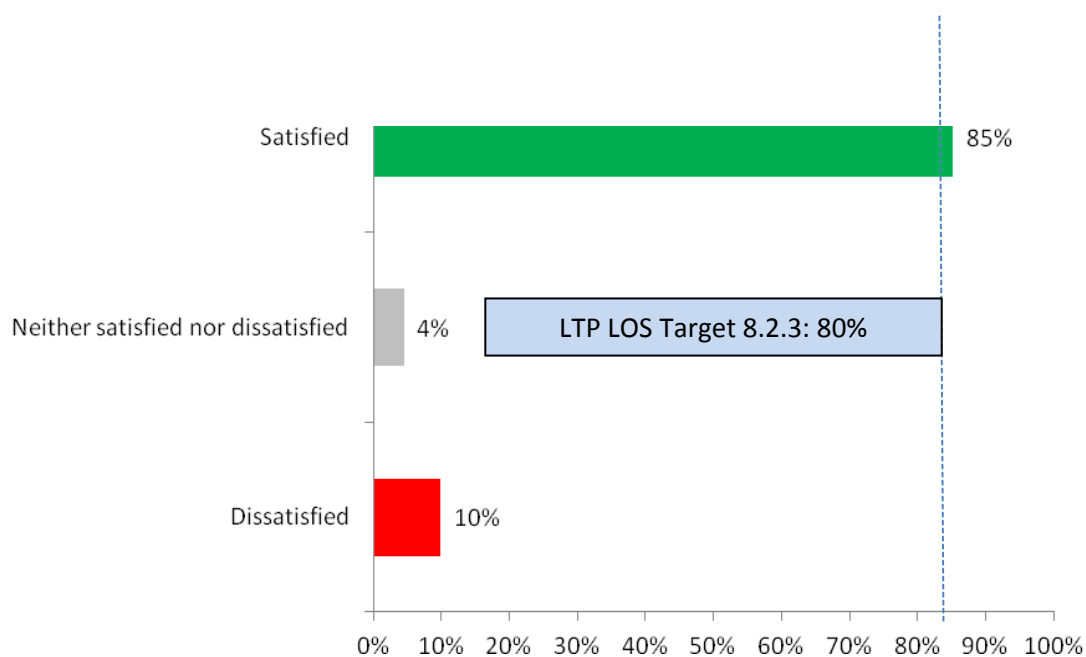
### 4.6.3. Organic Waste

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

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

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 was 85%, as shown in Figure 4-15 and Table 4-13.

**Figure 4-15** Satisfaction with Organic Waste Collection



**Table 4-13** Satisfaction with Organic Waste Collection

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	367	48%
<b>Satisfied</b>	287	37%
<b>Neither satisfied nor dissatisfied</b>	33	4%
<b>Dissatisfied</b>	65	8%
<b>Very dissatisfied</b>	9	1%
<b>Don't know</b>	9	1%

## 4.7. The Road Network

### 4.7.1. Condition of Roads and Footpaths

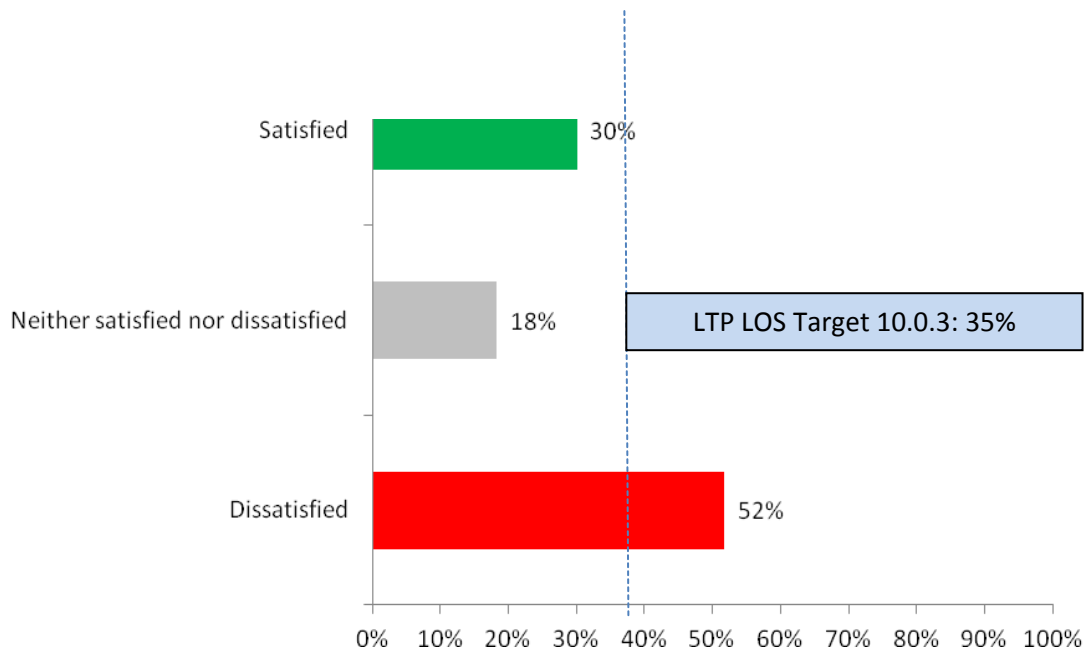
Participants were asked to evaluate their perceptions of the city’s roads and footpaths. Respondents were asked to rate their overall satisfaction around two questions on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

*Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads (but excluding the residential red zone roads)? Condition includes things such as maintenance and upkeep.*

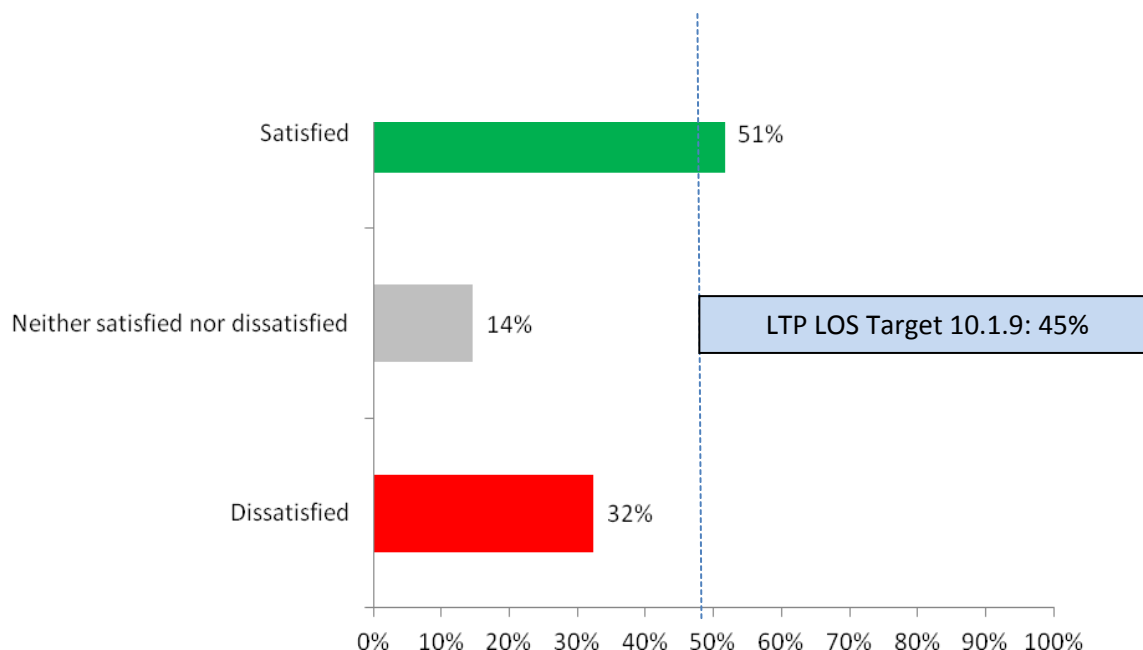
*Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths (but excluding the residential red zone footpaths)? Condition includes things such as maintenance and upkeep.*

The LOS target for the condition of Christchurch’s roads (excluding the residential red zone roads) was 35% and the LOS target for the condition of Christchurch’s footpaths (excluding the residential red zone footpaths) was 45%. The response demonstrated 30% of respondents were satisfaction with the condition of Christchurch roads, and 51% were satisfied with Christchurch footpaths, as shown in Figure 4-16, Figure 4-17 and Table 4-14.

**Figure 4-16 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)**



**Figure 4-17** Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)



**Table 4-14** Satisfaction with Condition of Christchurch Roads and Footpaths (Excluding Residential Red Zone)

	Roads		Footpaths	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	23	3%	62	8%
<b>Satisfied</b>	207	27%	334	43%
<b>Neither satisfied nor dissatisfied</b>	139	18%	111	14%
<b>Dissatisfied</b>	268	35%	184	24%
<b>Very dissatisfied</b>	129	17%	64	8%
<b>Don't know</b>	4	1%	15	2%

#### 4.7.2. Efficiency of the Transport System

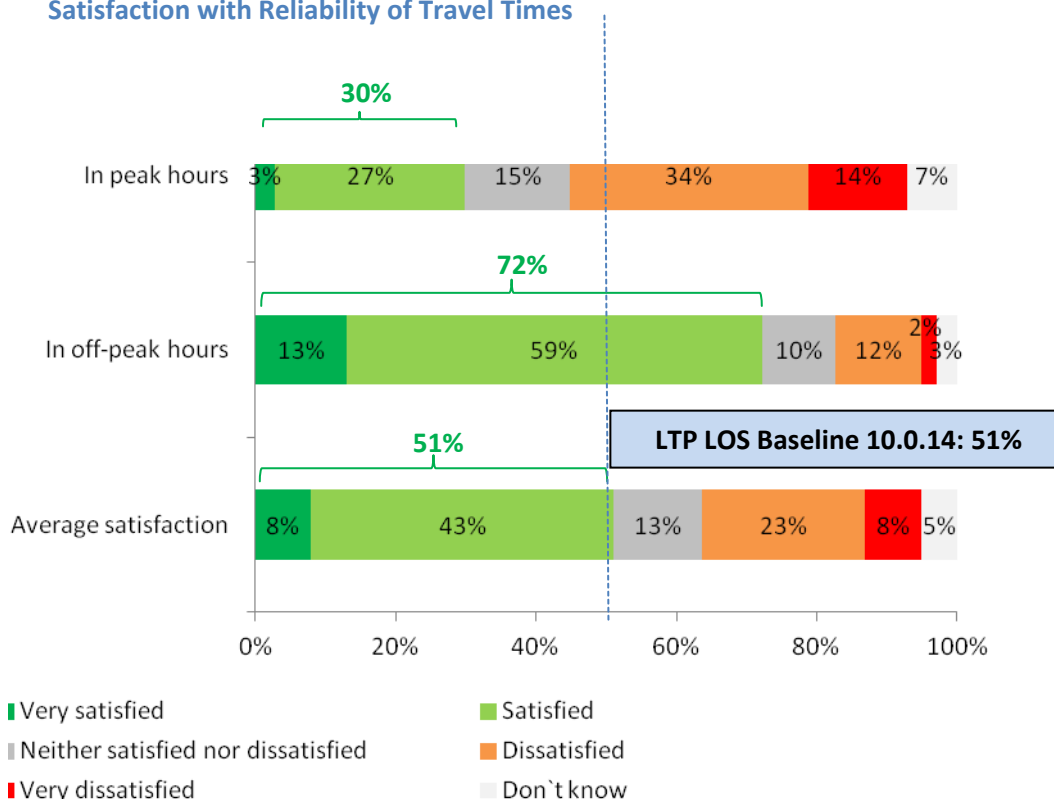
Respondents were introduced to the transport system questions with the following preamble:  
Looking at the journeys you make on Christchurch roads by any mode of transport and the reliability of those journeys, by reliability I mean that the travel time is consistent or dependable for the times you travel...:

*Overall, how satisfied or dissatisfied are you with the reliability of travel times in peak hours?*

And overall, how satisfied or dissatisfied are you with the reliability of travel times in off-peak hours?

On average, 51% of respondents were either satisfied or very satisfied with the reliability of travel times, with 30% satisfied or very satisfied with reliability in peak hours and 72% satisfied or very satisfied with reliability in off-peak hours, as shown in Figure 4-18 and Table 4-15. No LOS target had been set for this measure in 2014/15.

**Figure 4-18** Satisfaction with Reliability of Travel Times



**Table 4-15** Satisfaction with Reliability of Travel Times

	In Peak Hours		In Off-peak Hours		Average Satisfaction
	No.	%	No.	%	%
<b>Very satisfied</b>	22	3%	100	13%	8%
<b>Satisfied</b>	208	27%	456	59%	43%
<b>Neither satisfied nor dissatisfied</b>	115	15%	80	10%	13%
<b>Dissatisfied</b>	262	34%	95	12%	23%
<b>Very dissatisfied</b>	108	14%	16	2%	8%
<b>Don't know</b>	55	7%	23	3%	5%

## 4.8. Water

### 4.8.1. Waste Water

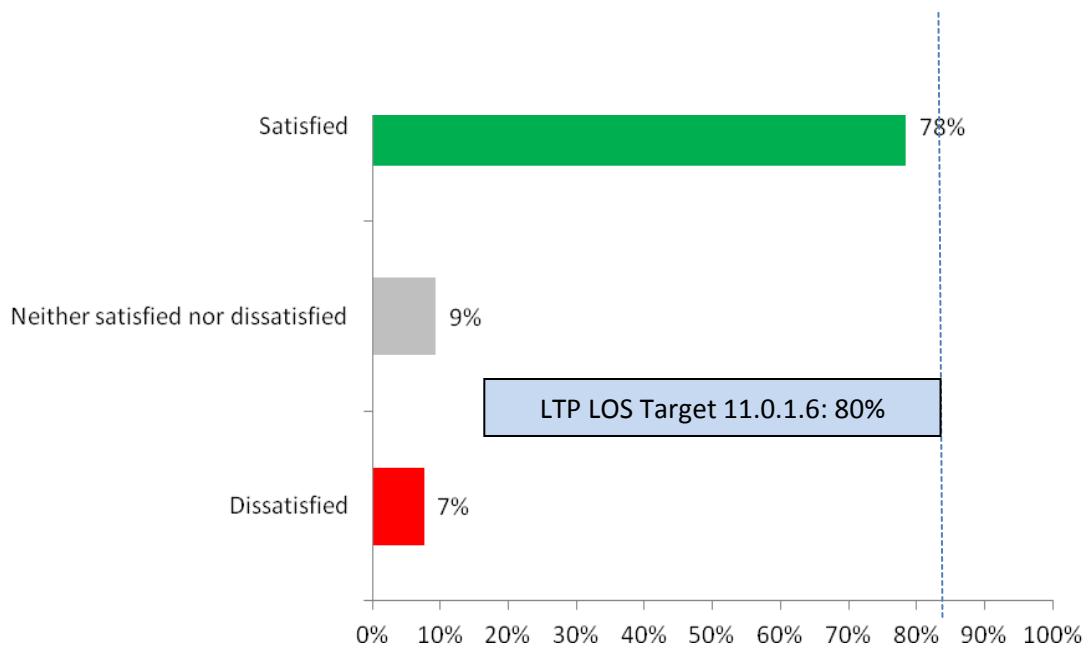
Participants were asked to consider the city’s waste water collection and water supply. A definition was provided, noting: waste water collection is about the underground pipes that take waste water away from homes once it has been used and to the treatment plant. It is NOT about storm water collection 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 survey response showed 78% of respondents were satisfied with the waste water services, compared with a target LOS of ‘at least 80%’. This data is shown in Figure 4-19 and Table 4-16.

**Figure 4-19** Satisfaction with Waste Water Services



**Table 4-16** Satisfaction with Waste Water Services

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	190	25%
<b>Satisfied</b>	412	54%
<b>Neither satisfied nor dissatisfied</b>	70	9%
<b>Dissatisfied</b>	42	5%
<b>Very dissatisfied</b>	15	2%

<b>Don't know</b>	41	5%
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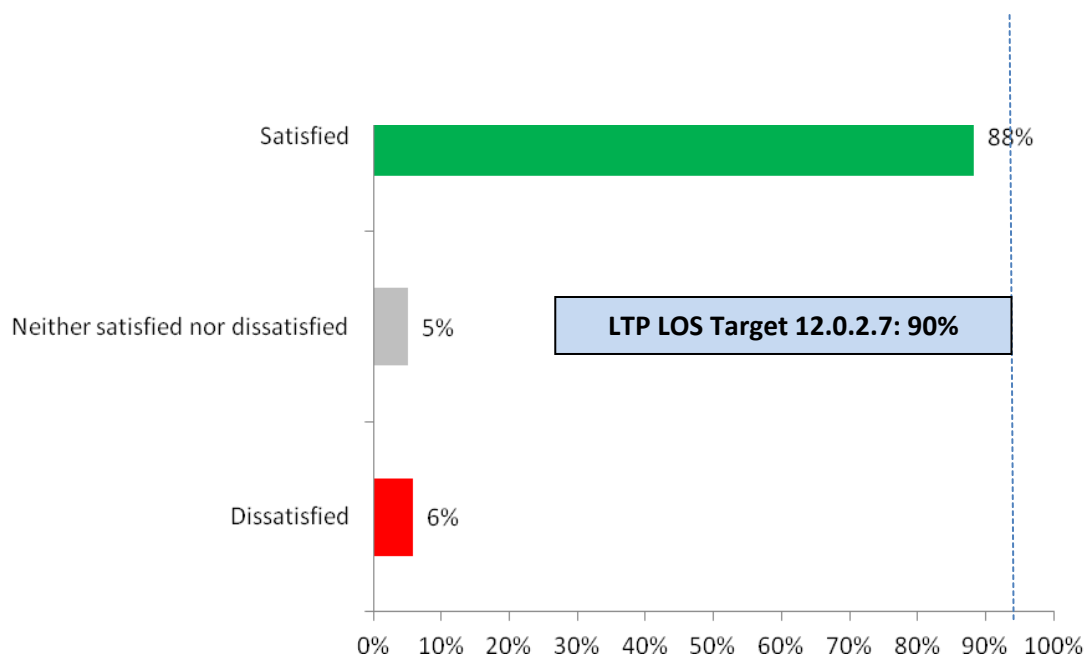
### 4.8.2. Water Supply

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

*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 4-20 and Table 4-17.

**Figure 4-20** Satisfaction with Water Supply



**Table 4-17** Satisfaction with Water Supply

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	336	44%
<b>Satisfied</b>	342	44%
<b>Neither satisfied nor dissatisfied</b>	38	5%
<b>Dissatisfied</b>	36	5%
<b>Very dissatisfied</b>	8	1%
<b>Don't know</b>	10	1%

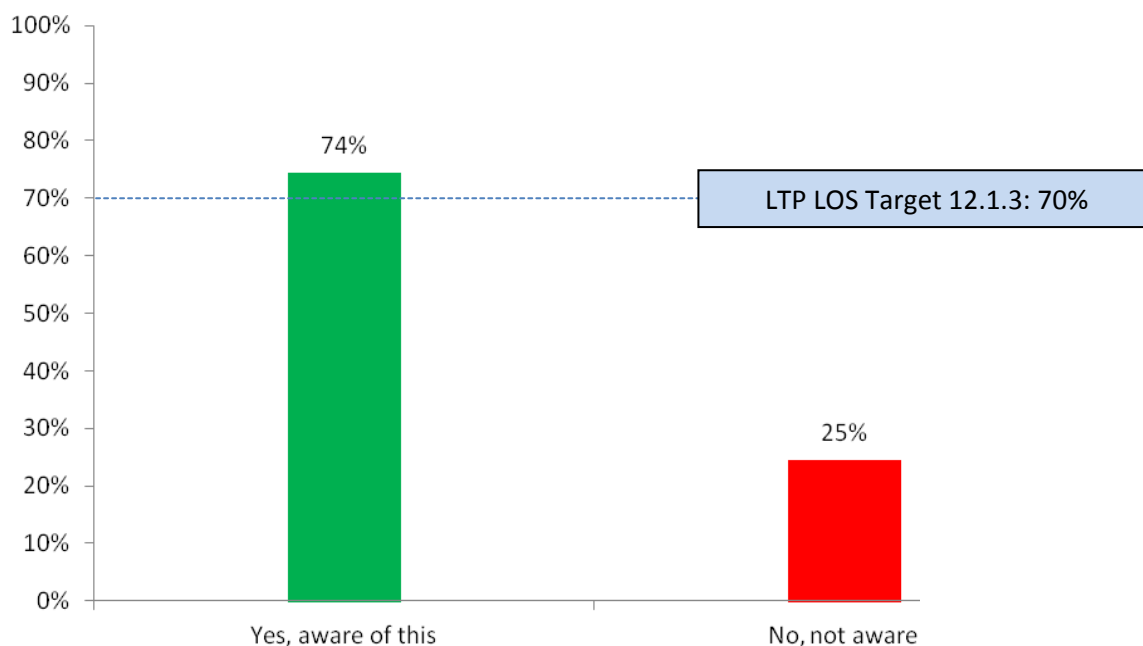
### 4.8.3. Water Conservation

Respondents were provided with a detailed preamble concerning water conservation, as follows: The Council encourages residents through water conservation to use less water, especially during the summer months. This can include things such as water restrictions and leak detection work. They were then asked:

*Were you aware of this before I mentioned it?*

74% of respondents acknowledged they were aware the Council encourages water conservation, compared with a target LOS of 'at least 70%'. This is shown in Figure 4-21 and Table 4-18.

**Figure 4-21** Aware Council Encourages Water Conservation



**Table 4-18** Aware Council Encourages Water Conservation

	Number of Respondents	Percentage of Respondents
<b>Yes, aware of this</b>	573	74%
<b>No, not aware</b>	189	25%
<b>Don't know</b>	8	1%



## 4.9. Active Travel

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

### 4.9.1. Perception of Christchurch as a Cycle Friendly City

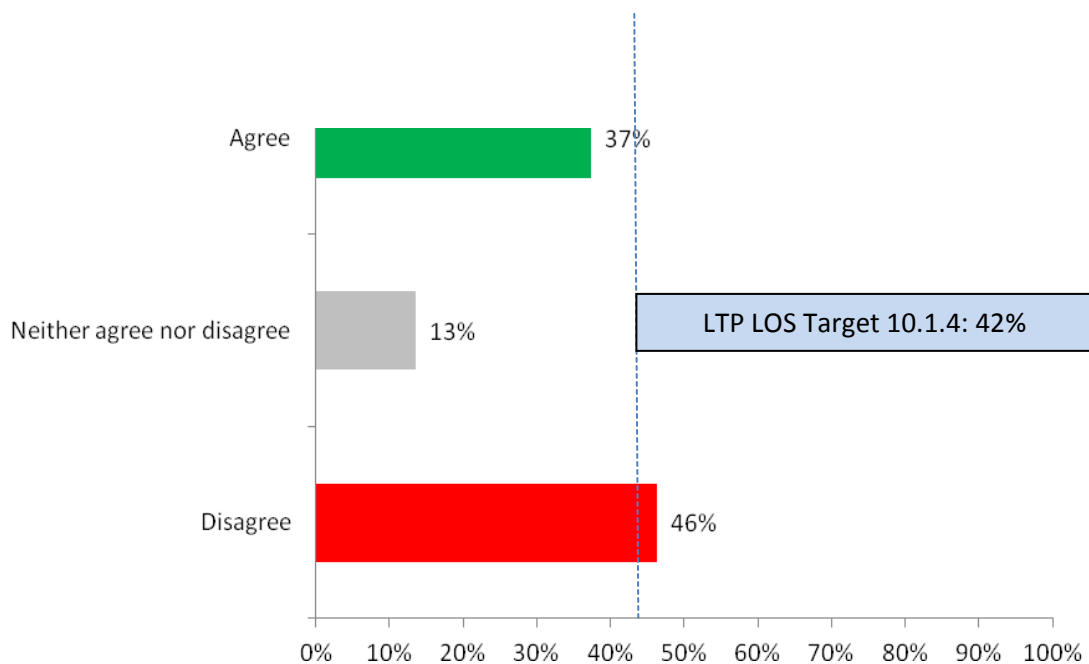
Respondents were first asked to consider whether or not Christchurch was cycle friendly and were given the following definition: By cycle friendly I mean cyclists being able to safely and conveniently travel around the city by cycle. They were then asked:

*Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?*

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

Overall, 37% of respondents agreed that Christchurch was a cycle friendly city, compared with a target LOS of 42%. This is shown in Figure 4-22 and Table 4-19.

**Figure 4-22** Level of Agreement that Christchurch is a Cycle Friendly City



**Table 4-19** Level of Agreement that Christchurch is a Cycle Friendly City

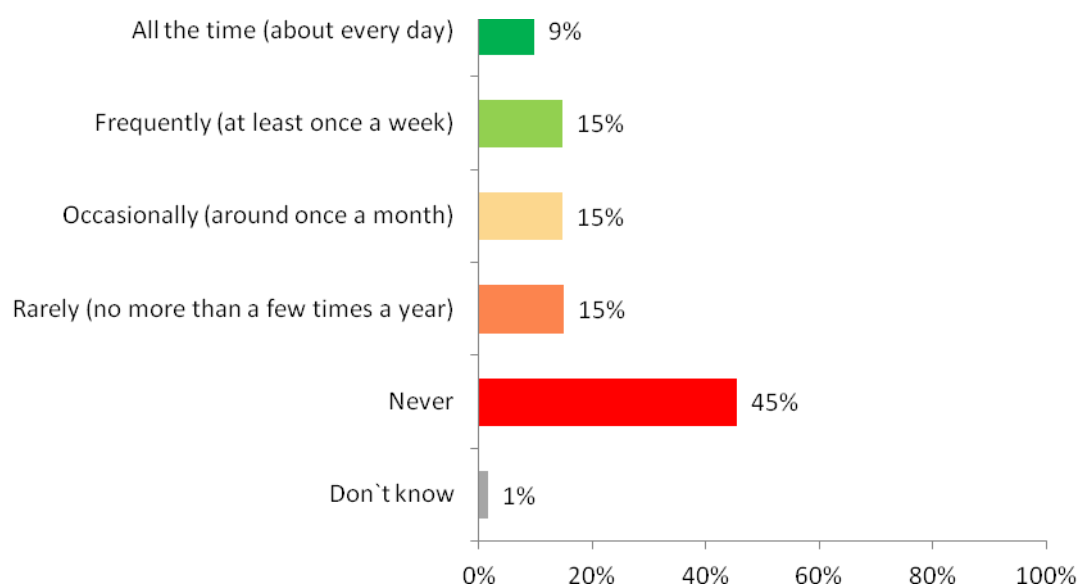
	Number of Respondents	Percentage of Respondents
<b>Strongly agree</b>	43	6%
<b>Agree</b>	243	32%
<b>Neither agree nor disagree</b>	103	13%
<b>Disagree</b>	249	32%
<b>Strongly disagree</b>	106	14%
<b>Don't know</b>	26	3%

#### 4.9.2. Cycling – Participation Levels

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

*And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...*

Almost one half of residents never took part in cycling (45%), while 9% cycled all the time, with an even distribution across the remaining frequency options provided, as shown in Figure 4-23 and Table 4-20.

**Figure 4-23** Participation in Cycling

**Table 4-20 Participation in Cycling**

	Number of Respondents	Percentage of Respondents
<b>All the time (about every day)</b>	73	9%
<b>Frequently (at least once a week)</b>	112	15%
<b>Occasionally (around once a month)</b>	112	15%
<b>Rarely (no more than a few times a year)</b>	113	15%
<b>Never</b>	349	45%
<b>Don't know</b>	11	1%

#### 4.9.3. Walking – Safety and Convenience

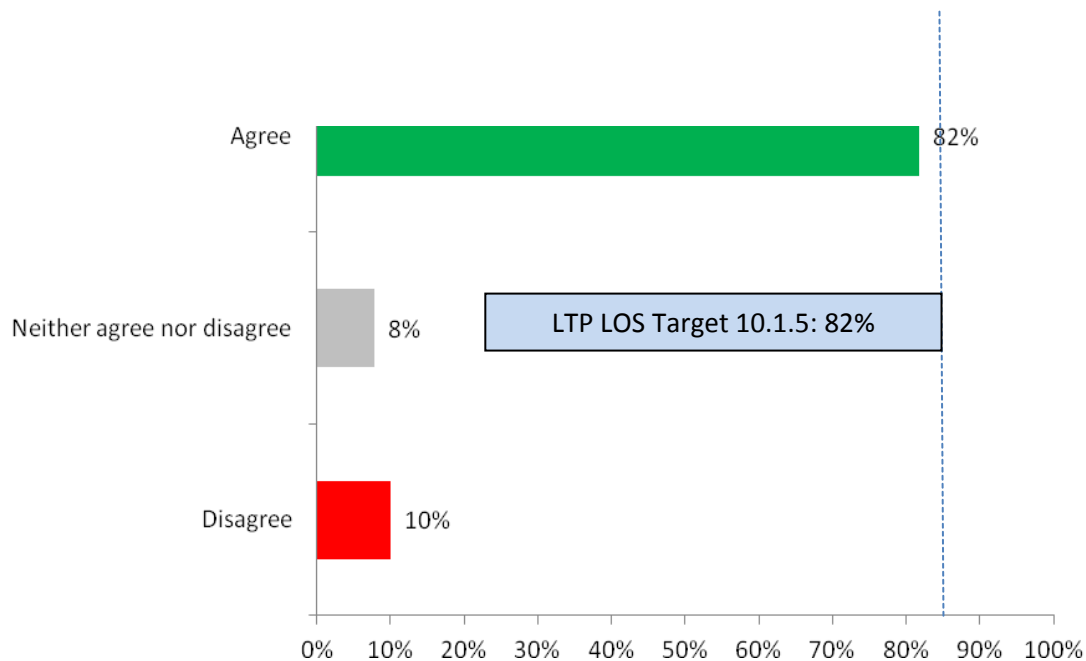
In line with questions regarding cycling, respondents were asked to consider whether Christchurch was walking friendly and were given the following definition: By walking friendly I mean pedestrians being able to safely and conveniently travel around the city on foot. They were then asked:

*Overall, how much do you agree or disagree that Christchurch is a walking friendly city?*

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

The majority (82%) of respondents acknowledged that Christchurch was a walking friendly city, compared with the target LOS of 82%, as shown in Figure 4-24 and Table 4-21.

**Figure 4-24 Level of Agreement that Christchurch is a Walking Friendly City**



**Table 4-21** Level of Agreement that Christchurch is a Walking Friendly City

	Number of Respondents	Percentage of Respondents
<b>Strongly agree</b>	163	21%
<b>Agree</b>	465	60%
<b>Neither agree nor disagree</b>	59	8%
<b>Disagree</b>	64	8%
<b>Strongly disagree</b>	12	2%
<b>Don't know</b>	7	1%

#### 4.9.4. Pedestrian-only Streets

Respondents were then asked to consider pedestrian-only streets and were given the following preamble: In Christchurch there are some pedestrian-only streets, such as the City Mall. They were then asked the following three questions:

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

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

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

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

Satisfaction with the appearance, condition and ease of walking around pedestrian-only streets averaged 76%, as shown in Figure 4-25, Table 4-22 and Figure 4-26. No target LOS has been set for satisfaction with the appearance and quality of pedestrian-only streets in 2014/15.

Figure 4-25 Satisfaction with Pedestrian-only Streets

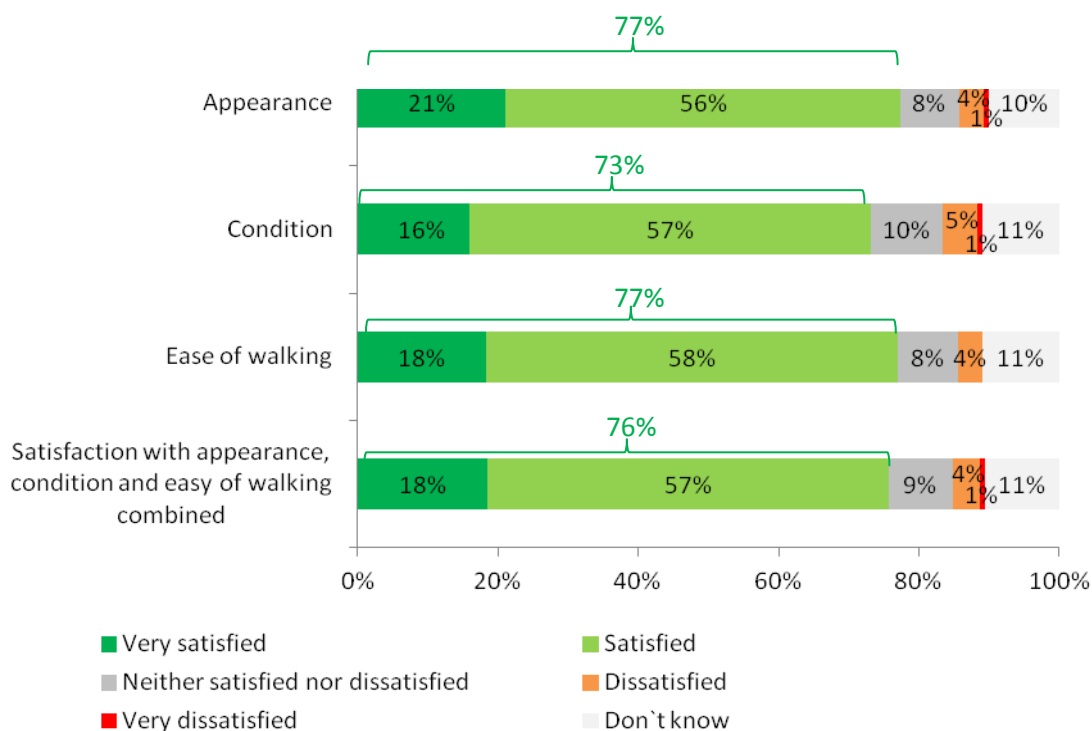
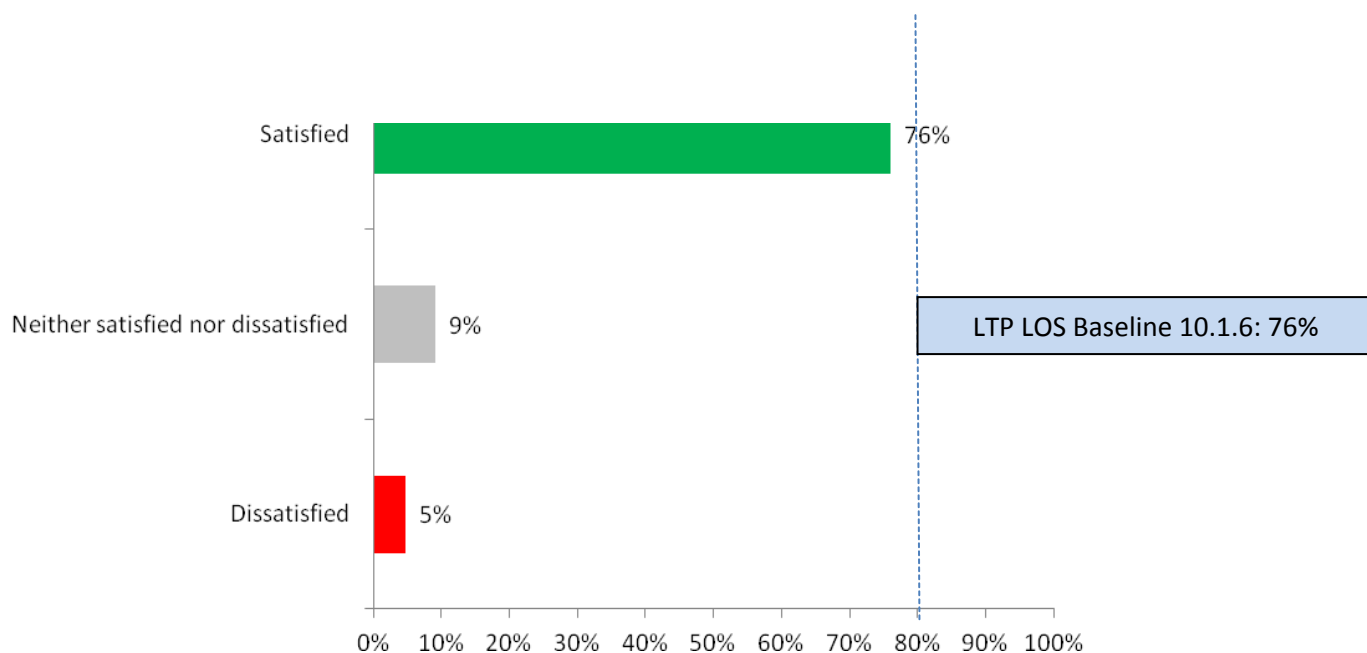


Table 4-22 Satisfaction with Pedestrian-only Streets

	Appearance		Condition		Ease of walking		Appearance, Condition & Ease of Walking Combined
	No.	%	No.	%	No.	%	%
<b>Very satisfied</b>	162	21%	123	16%	141	18%	18%
<b>Satisfied</b>	434	56%	440	57%	450	58%	57%
<b>Neither satisfied nor dissatisfied</b>	64	8%	79	10%	65	8%	9%
<b>Dissatisfied</b>	27	4%	38	5%	27	4%	4%
<b>Very dissatisfied</b>	6	1%	5	1%	3	0%	1%
<b>Don't know</b>	77	10%	85	11%	84	11%	11%

**Figure 4-26 Satisfaction with Pedestrian-only Streets Combined**

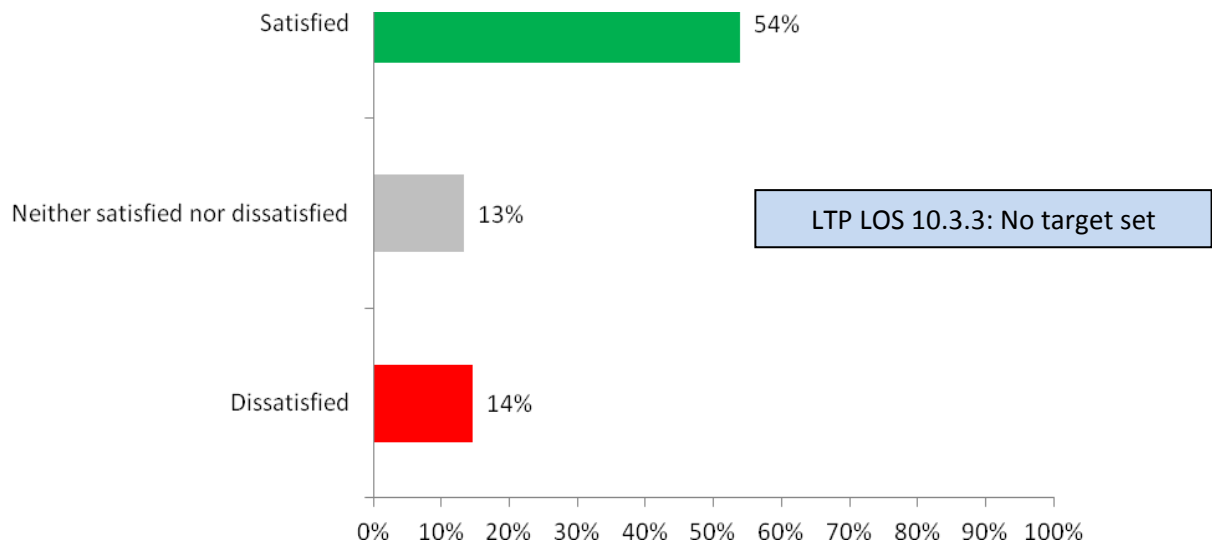
#### 4.10. On-Street Parking Meters

Participants were asked to rate their overall satisfaction with the ease of use of on-street parking meters 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? 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.*

Around one half (54%) of respondents were either satisfied or very satisfied with the ease of use of on-street parking meters, as shown in Figure 4-27 and Table 4-23. No target LOS has been set for this measure in 2014/15. Historic data for satisfaction with the ease of use of on-street parking meters is shown below.

**Figure 4-27** Satisfaction with Ease of Use of On-street Parking Meters



**Table 4-23** Satisfaction with Ease of Use of On-street Parking Meters

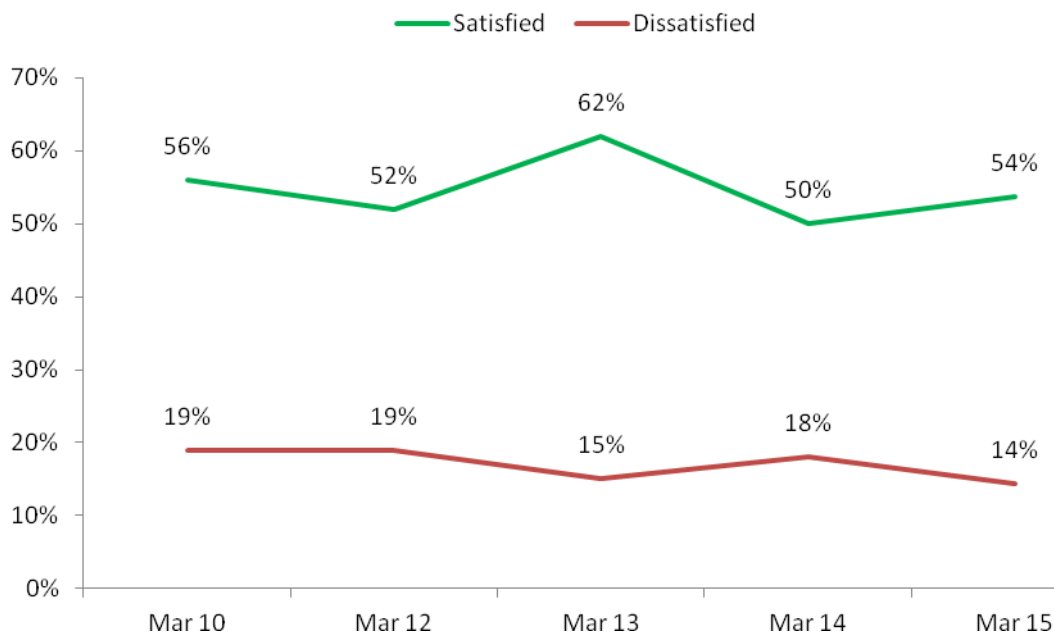
	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	69	9%
<b>Satisfied</b>	344	45%
<b>Neither satisfied nor dissatisfied</b>	101	13%
<b>Dissatisfied</b>	87	11%
<b>Very dissatisfied</b>	24	3%
<b>Don't know</b>	145	19%



#### 4.11. Historic Trend: Satisfaction with Ease of Use of On-street Parking Meters

Historic trend data for satisfaction with the ease of use of on-street parking meters is shown in Figure .

**Figure 4-28** Historic Trend: Satisfaction with Ease of Use of On-street Parking Meters



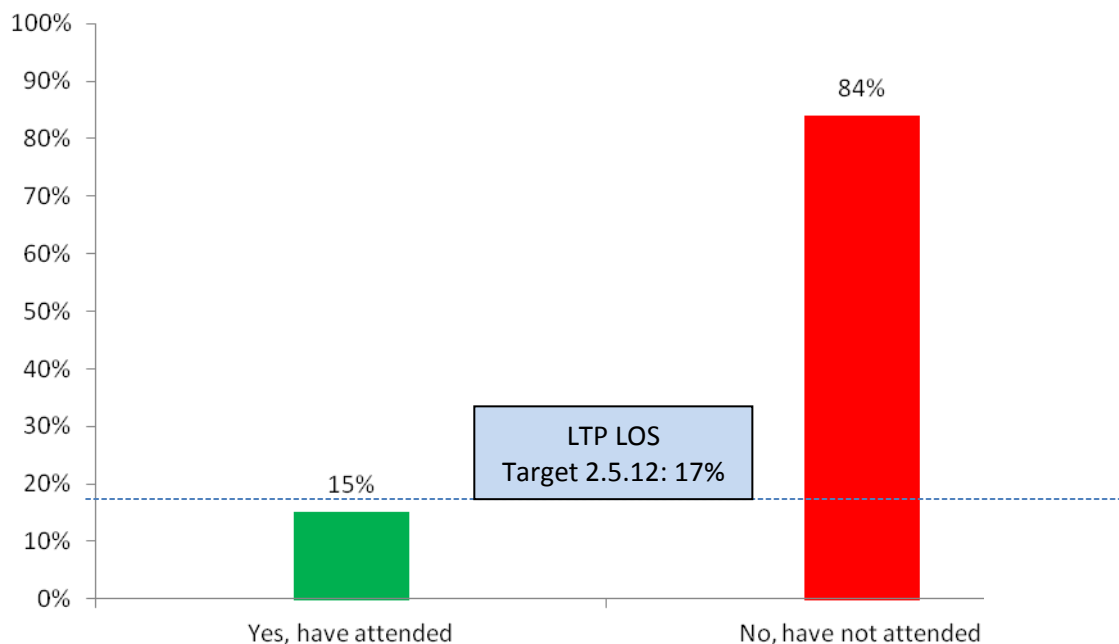
#### 4.12. Disaster Preparedness

##### 4.12.1. Attendance at Meetings

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

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

Almost one sixth of residents (15%) had attended meetings about coping with disasters, compared with a LOS target of 17%. This is shown in Figure 4-289 and Table 4-24.

**Figure 4-289 Attendance at Disaster Preparedness Meetings****Table 4-24 Attendance at Disaster Preparedness Meetings**

	Number of Respondents	Percentage of Respondents
<b>Yes, have attended</b>	117	15%
<b>No, have not attended</b>	647	84%
<b>Don't know</b>	6	1%

#### 4.12.2. Improvement in Preparedness

Respondents were asked to rate how attending or participating in these meetings or presentations 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:

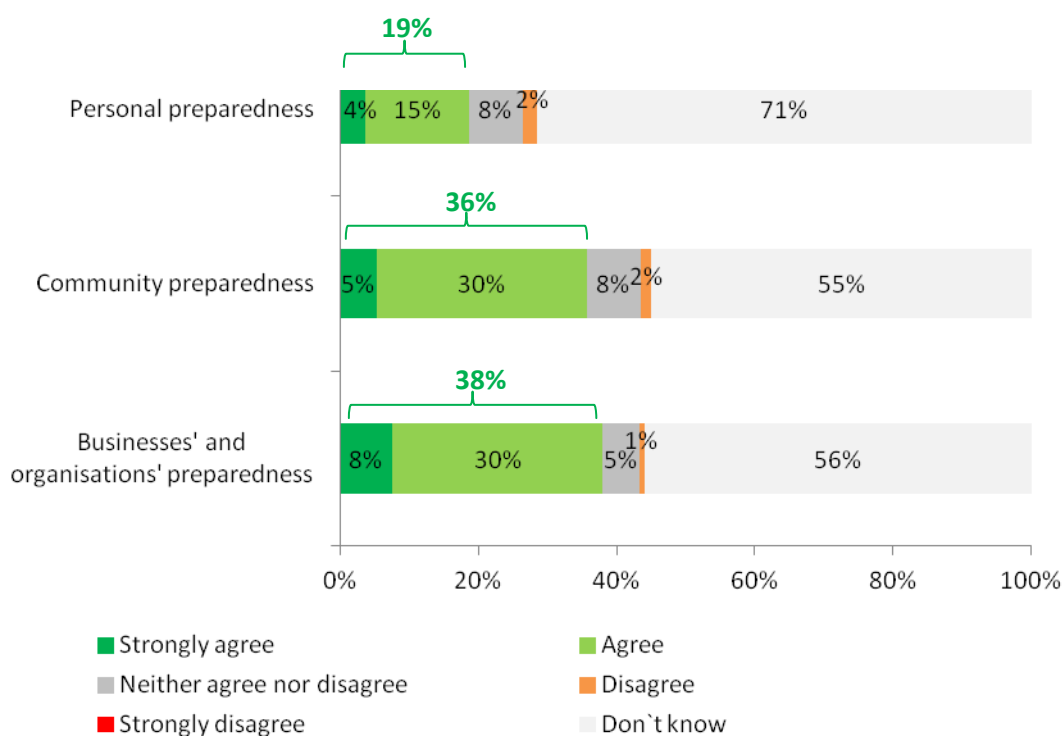
*My personal preparedness has improved as a result of my attending or participating in these meetings or presentations.*

*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 19% of residents agreed that attendance at these meetings or presentations had improved their personal disaster preparedness, 36% of residents felt that attendance had improved community preparedness and 38% felt attendance had improved businesses' and organisations' preparedness. This is shown in Figure 4-30 and Table 4-25.

**Figure 4-30 Improvement in Preparedness as a Result of Meetings or Presentations**



**Table 4-25 Improvement in Preparedness as a Result of Meetings or Presentations**

	Personal Preparedness		Community Preparedness		Businesses' & Organisations' Preparedness	
	No.	%	No.	%	No.	%
<b>Strongly agree</b>	28	4%	41	5%	58	8%
<b>Agree</b>	115	15%	233	30%	234	30%
<b>Neither agree nor disagree</b>	60	8%	60	8%	41	5%
<b>Disagree</b>	16	2%	12	2%	5	1%
<b>Strongly disagree</b>	3	0%	2	0%	2	0%
<b>Don't know</b>	548	71%	422	55%	430	56%

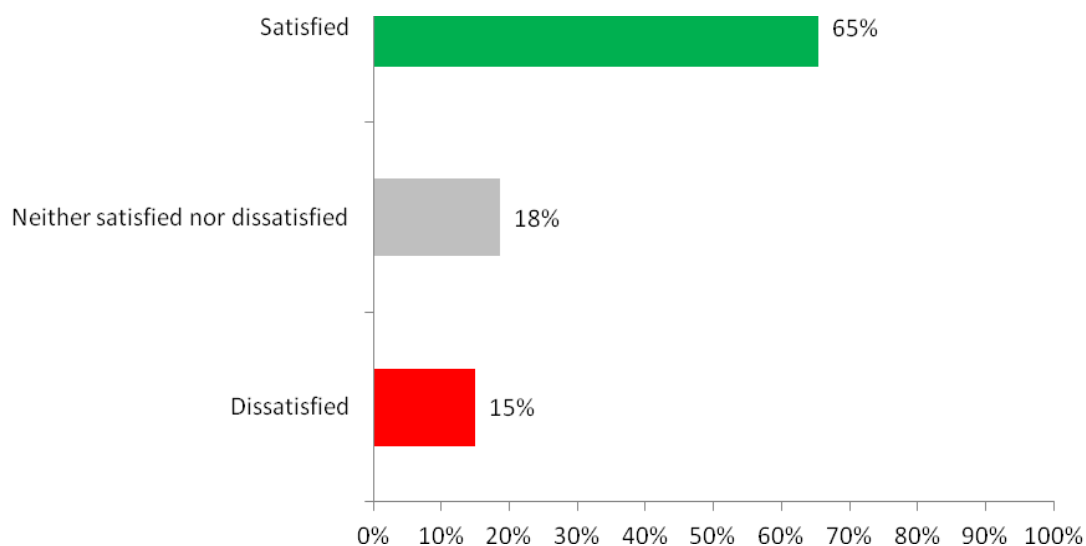
### 4.13. Overall Satisfaction

Survey participants were asked to consider their impressions of the Council overall. They were read the following preamble, and then asked to 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 proportion of respondents who were satisfied or very satisfied was 65% as is shown in Figure 4-291 and Table 4-26. No level of service measure was applied to overall satisfaction with the Council in 2014/2015.

**Figure 4-291 Overall Satisfaction with Christchurch City Council**



**Table 4-26 Overall Satisfaction with Christchurch City Council**

	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	77	10%
<b>Satisfied</b>	425	55%
<b>Neither satisfied nor dissatisfied</b>	142	18%

<b>Dissatisfied</b>	94	12%
<b>Very dissatisfied</b>	20	3%
<b>Don't know</b>	12	2%

#### 4.14. Things Christchurch City Council Does Best

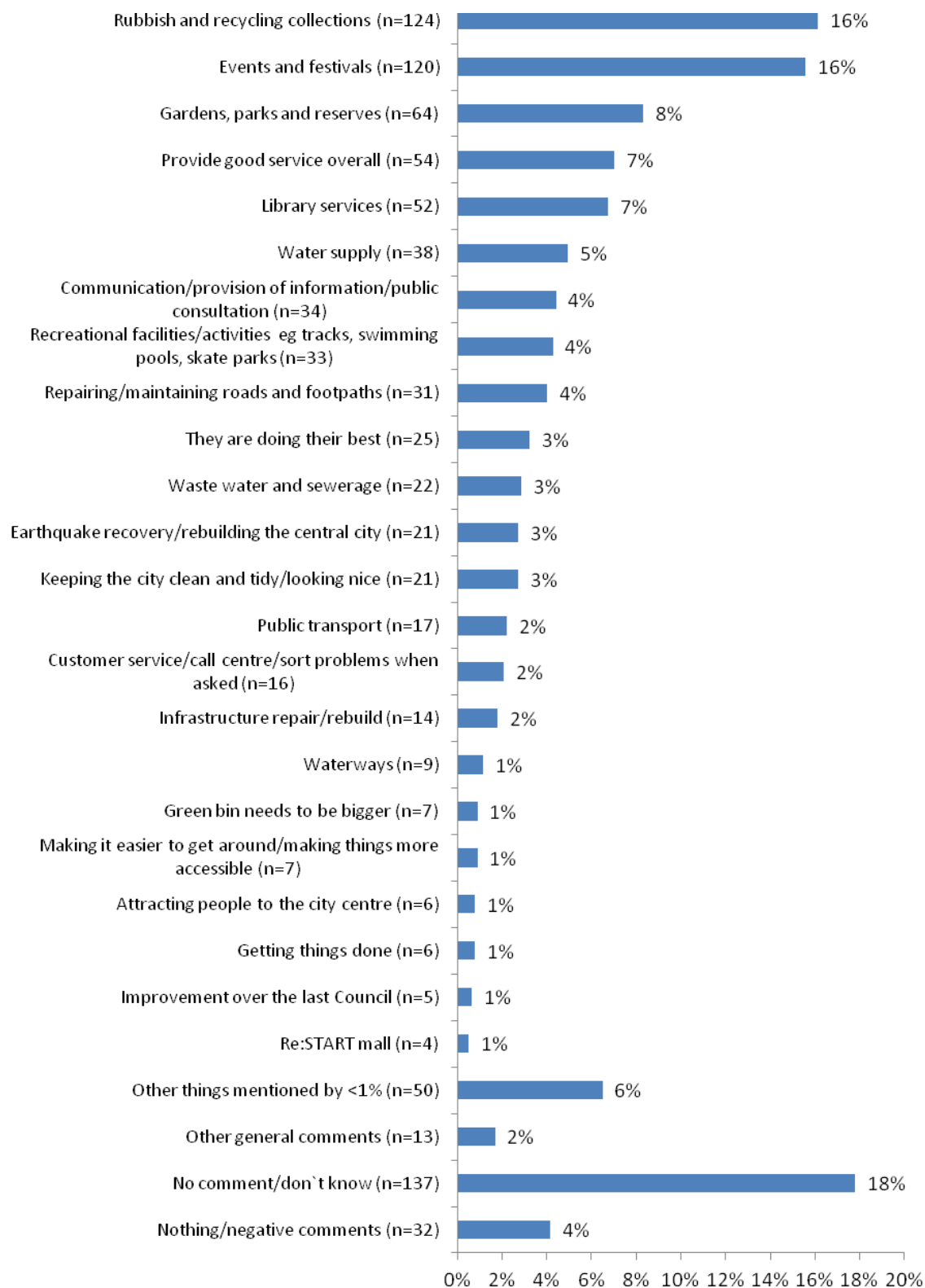
Respondents were read an initial preamble as follows: Now two final questions about the best things the Council does and the things that need improvement most. Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback. Respondents were then asked two open questions, firstly:

*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 the results are shown in Figure 4-302 (overleaf) based on the most common responses.

The things Christchurch City Council does best that were most commonly mentioned were the rubbish and recycling collections and events and festivals (both mentioned by 16%).

Figure 4-302 Things Christchurch City Council Does Best



#### 4.15. Areas for Council to Improve

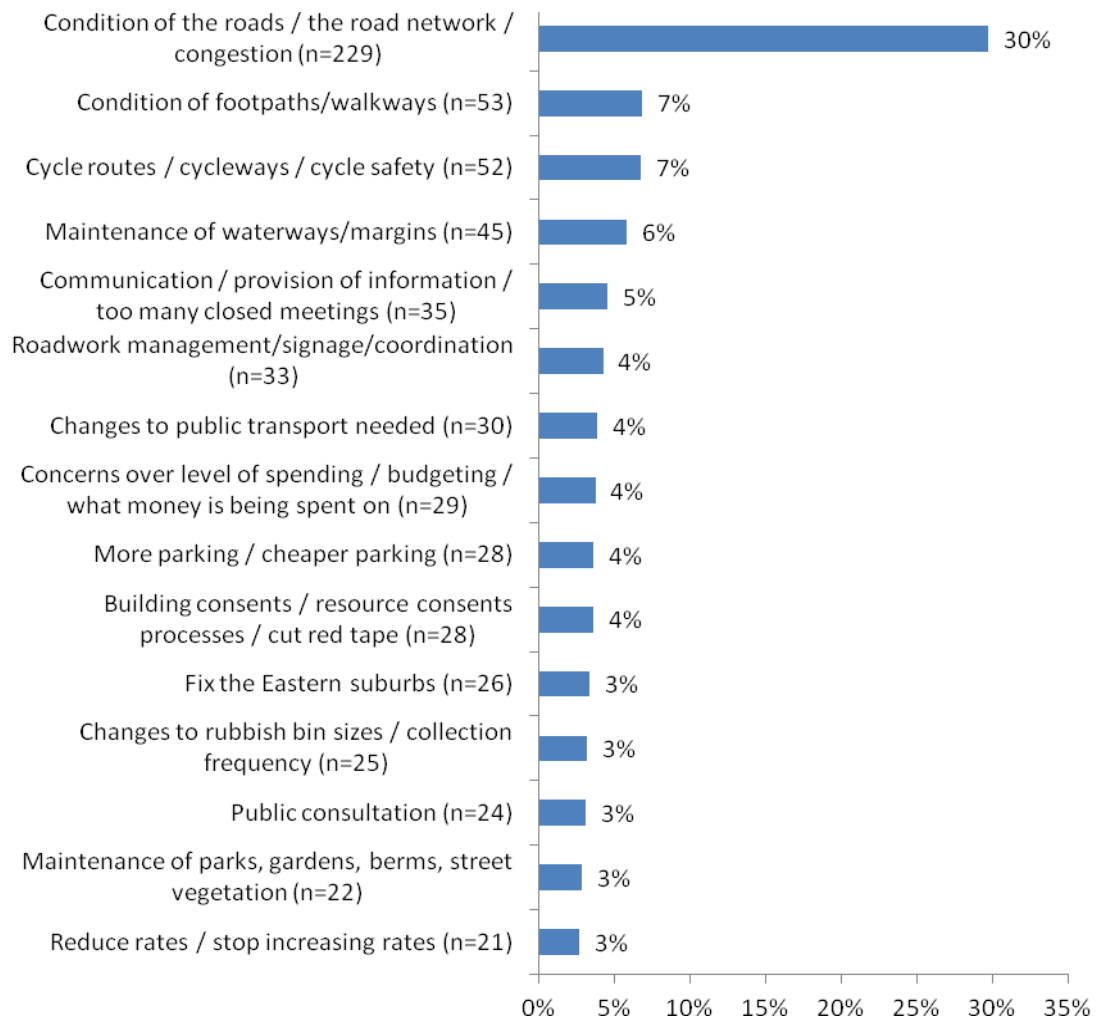
Respondents were then asked a second open question:

*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.*

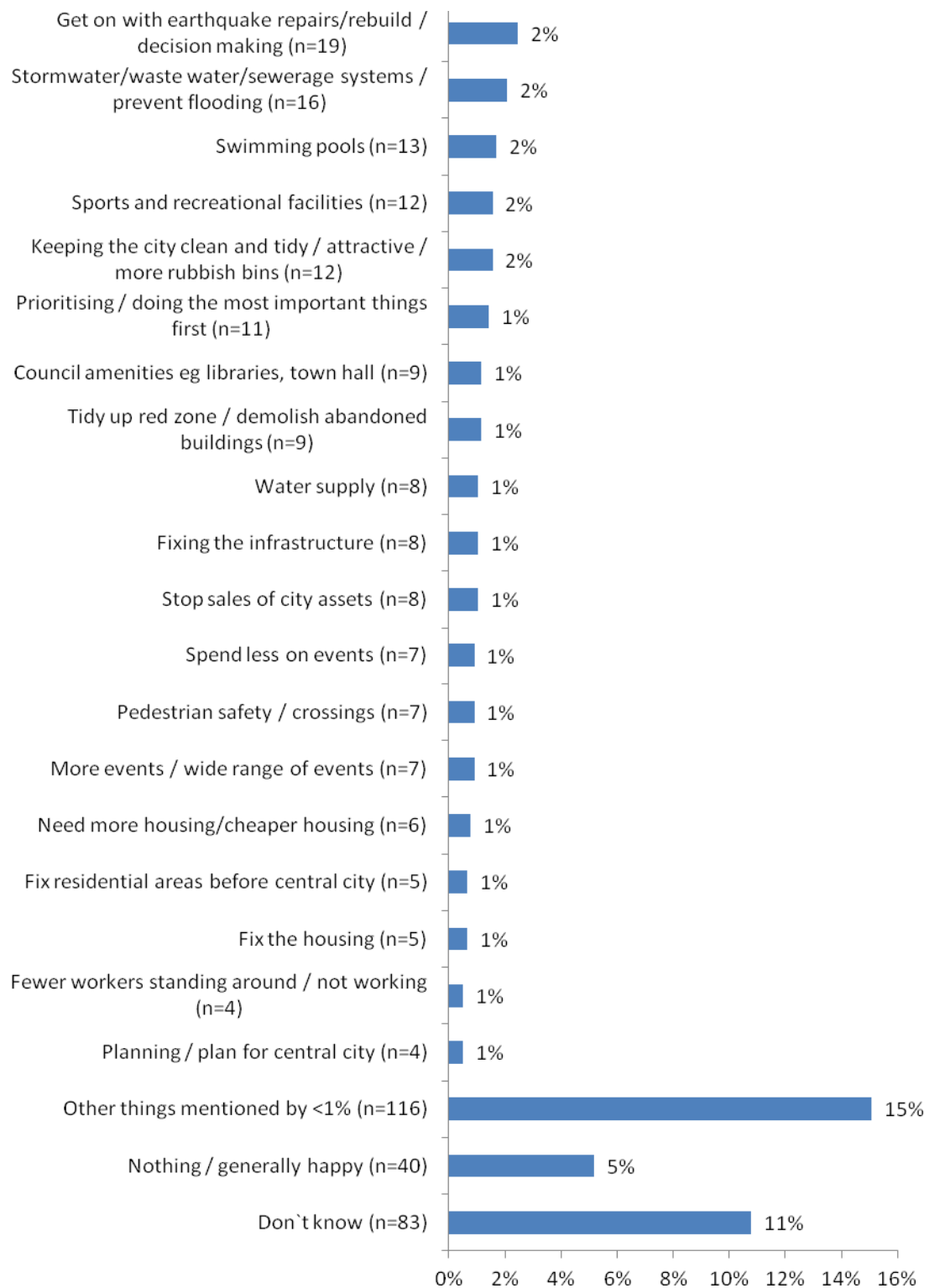
Responses have been grouped by common factors and are shown in Figure 4-313 (below and overleaf) based on the most common responses.

The thing respondents most commonly felt it was most important for Council to improve over the next 12 months was the condition of the roads / the road network / congestion, which was mentioned by 30%.

**Figure 4-313 Areas for Council to Improve**



**Figure 4-313 Areas for Council to Improve (continued)**



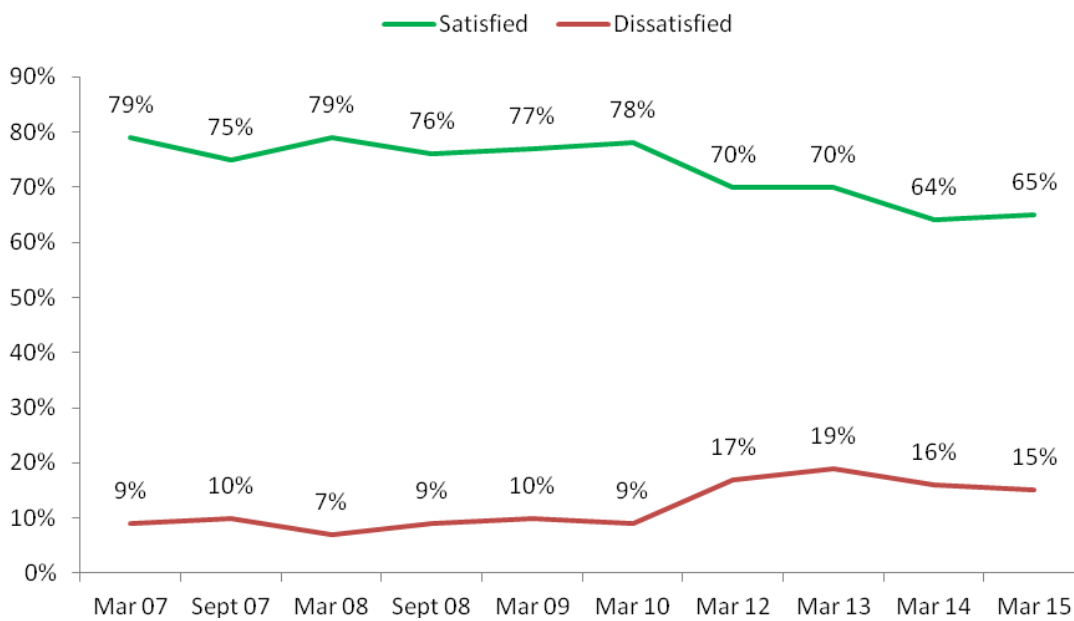


## 5. Comparison with Previous Resident Surveys

### 5.1. Historic Trend: Overall Satisfaction with Christchurch City Council

The 2015 results for overall satisfaction with Christchurch City Council were compared with those from the years since March 2007, as shown in Figure 5-1. Around two thirds (65%) of residents in 2015 indicated they were satisfied with the performance of the Council, as in 2014 (64%). Overall satisfaction with Christchurch City Council remains slightly lower than in 2012 and 2013 (both 70%).

Figure 5-1 Historic Trend: Overall Satisfaction with Christchurch City Council



## 6. Analysis by Ward

The following tables provide detail based on responses by ward. It is important to note that the margins of error for these subsamples are larger than the margin of error for the total sample due to the smaller sample sizes<sup>3</sup>. This is particularly so for Banks Peninsula, and results for this Ward should be considered as indicative only due to the small sample size (19 respondents).

### 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**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Strongly agree</b>	5%	9%	8%	5%	7%	5%	21%
<b>Agree</b>	33%	39%	35%	36%	40%	41%	32%
<b>Neither agree nor disagree</b>	27%	24%	17%	21%	17%	28%	16%
<b>Disagree</b>	13%	18%	21%	17%	15%	16%	16%
<b>Strongly disagree</b>	9%	3%	10%	5%	2%	5%	16%
<b>Don't know</b>	13%	7%	9%	17%	20%	5%	0%

*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**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	1%	4%	9%	6%	5%	5%	5%
<b>Satisfied</b>	48%	39%	45%	50%	45%	55%	21%
<b>Neither satisfied nor dissatisfied</b>	18%	35%	21%	14%	21%	22%	21%
<b>Dissatisfied</b>	23%	15%	17%	24%	18%	14%	16%
<b>Very dissatisfied</b>	9%	5%	3%	3%	2%	1%	21%
<b>Don't know</b>	1%	2%	5%	3%	8%	2%	16%

<sup>3</sup> Excluding Banks Peninsula, margins of error range from  $\pm 7.9\%$  for Riccarton/Wigram to  $\pm 9.6\%$  for Burwood/Pegasus for a 50% sample at a 95% confidence level

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**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Large influence</b>	2%	3%	3%	4%	8%	7%	5%
<b>Some influence</b>	35%	37%	42%	42%	39%	43%	37%
<b>Small influence</b>	50%	43%	40%	45%	38%	39%	47%
<b>No influence</b>	11%	13%	11%	8%	10%	8%	11%
<b>Don't know</b>	3%	4%	5%	1%	5%	4%	0%

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

**Table 6-4 Satisfaction with Access to Information**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	3%	7%	12%	3%	8%	5%	11%
<b>Satisfied</b>	44%	35%	35%	37%	45%	41%	21%
<b>Neither satisfied nor dissatisfied</b>	16%	31%	24%	34%	13%	34%	21%
<b>Dissatisfied</b>	21%	9%	11%	16%	15%	9%	5%
<b>Very dissatisfied</b>	6%	4%	4%	2%	3%	1%	26%
<b>Don't know</b>	10%	13%	15%	8%	15%	9%	16%

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

**Table 6-5 Satisfaction with Opportunities to Have a Say in What Council Does**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	1%	5%	4%	2%	5%	3%	11%
<b>Satisfied</b>	38%	33%	41%	46%	44%	47%	16%
<b>Neither satisfied nor dissatisfied</b>	17%	35%	19%	22%	18%	28%	16%
<b>Dissatisfied</b>	31%	17%	22%	22%	19%	14%	26%
<b>Very dissatisfied</b>	6%	4%	4%	3%	2%	3%	26%
<b>Don't know</b>	7%	6%	11%	6%	12%	6%	5%

## 6.2. City Safety

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

*Walking alone in your neighbourhood during the day?*

**Table 6-6 Perception of Safety in During the Day**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very safe</b>	55%	72%	51%	66%	64%	68%	79%
<b>Fairly safe</b>	34%	24%	34%	29%	29%	27%	16%
<b>Neither safe nor unsafe</b>	2%	2%	4%	2%	2%	1%	0%
<b>A bit unsafe</b>	7%	2%	7%	2%	5%	1%	5%
<b>Very unsafe</b>	3%	0%	4%	1%	0%	1%	0%
<b>Don't know</b>	0%	0%	0%	1%	0%	1%	0%

*Walking alone in your neighbourhood after dark?*

**Table 6-7 Perception of Safety After Dark**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very safe</b>	14%	20%	19%	18%	20%	21%	68%
<b>Fairly safe</b>	36%	42%	30%	42%	39%	49%	16%
<b>Neither safe nor unsafe</b>	5%	12%	8%	8%	3%	7%	0%
<b>A bit unsafe</b>	22%	13%	17%	22%	22%	14%	11%
<b>Very unsafe</b>	20%	9%	20%	7%	14%	6%	5%
<b>Don't know</b>	3%	4%	6%	2%	2%	3%	0%

### 6.3. City Promotions

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

**Table 6-8 Satisfaction with Information Regarding Activities, Events and Attractions**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	25%	39%	36%	32%	33%	30%	37%
<b>Satisfied</b>	53%	50%	39%	62%	49%	54%	26%
<b>Neither satisfied nor dissatisfied</b>	5%	8%	11%	4%	7%	11%	16%
<b>Dissatisfied</b>	11%	3%	9%	2%	9%	3%	5%
<b>Very dissatisfied</b>	4%	0%	2%	0%	0%	2%	11%
<b>Don't know</b>	3%	1%	4%	0%	2%	0%	5%

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

**Table 6-9 Satisfaction with Range of Events and Festivals**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	28%	40%	39%	33%	25%	27%	21%
<b>Satisfied</b>	56%	43%	45%	57%	61%	61%	53%
<b>Neither satisfied nor dissatisfied</b>	8%	10%	7%	6%	5%	7%	16%
<b>Dissatisfied</b>	5%	6%	5%	3%	6%	5%	0%
<b>Very dissatisfied</b>	2%	0%	3%	0%	1%	0%	5%
<b>Don't know</b>	2%	1%	1%	2%	2%	1%	5%

## 6.4. Council Facilities

*In the last 12 months, how often have you visited a Christchurch City Council library, including community libraries?*

**Table 6-10** Frequency of Visits to Christchurch City Council Libraries

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Have not visited in the last 12 months</b>	30%	32%	30%	27%	38%	32%	53%
<b>Less often than once a month</b>	22%	28%	24%	27%	31%	30%	11%
<b>At least once a month</b>	19%	21%	19%	18%	15%	18%	0%
<b>2-3 times a month</b>	14%	11%	12%	10%	8%	9%	16%
<b>Once a week</b>	10%	4%	9%	10%	8%	5%	11%
<b>2-4 times a week</b>	3%	2%	4%	6%	0%	3%	11%
<b>5 or more times a week</b>	2%	1%	2%	1%	0%	1%	0%

## 6.5. Waterways

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

**Table 6-11** Satisfaction with Condition of Waterways

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	1%	4%	2%	0%	3%	4%	0%
<b>Satisfied</b>	26%	35%	18%	36%	33%	36%	26%
<b>Neither satisfied nor dissatisfied</b>	20%	22%	18%	22%	9%	28%	5%
<b>Dissatisfied</b>	31%	23%	36%	33%	26%	26%	16%
<b>Very dissatisfied</b>	17%	6%	19%	8%	10%	2%	37%
<b>Don't know</b>	5%	9%	7%	2%	18%	5%	16%

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)?

**Table 6-12 Satisfaction with Appearance of Waterway Margins**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	4%	10%	11%	10%	2%	7%	5%
<b>Satisfied</b>	39%	57%	39%	51%	52%	51%	21%
<b>Neither satisfied nor dissatisfied</b>	17%	18%	19%	15%	8%	24%	26%
<b>Dissatisfied</b>	22%	5%	18%	20%	15%	11%	16%
<b>Very dissatisfied</b>	13%	2%	8%	2%	4%	2%	11%
<b>Don't know</b>	4%	8%	6%	2%	18%	5%	21%

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

**Table 6-13 Satisfaction with Condition of Waterway Margins**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	1%	9%	4%	5%	4%	5%	0%
<b>Satisfied</b>	26%	50%	37%	53%	42%	44%	32%
<b>Neither satisfied nor dissatisfied</b>	16%	17%	22%	18%	11%	26%	21%
<b>Dissatisfied</b>	34%	11%	23%	19%	21%	16%	5%
<b>Very dissatisfied</b>	16%	2%	6%	4%	3%	2%	21%
<b>Don't know</b>	7%	10%	7%	2%	20%	7%	21%

## 6.6. Rubbish and Recycling

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

**Table 6-14** Satisfaction with Kerbside Recycling

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	61%	69%	57%	74%	44%	51%	68%
<b>Satisfied</b>	35%	27%	33%	25%	52%	43%	26%
<b>Neither satisfied nor dissatisfied</b>	1%	3%	4%	2%	4%	2%	5%
<b>Dissatisfied</b>	3%	2%	4%	0%	1%	2%	0%
<b>Very dissatisfied</b>	1%	0%	1%	0%	0%	1%	0%
<b>Don't know</b>	0%	0%	2%	0%	0%	1%	0%

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

**Table 6-15** Satisfaction with Residual Waste Collection

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	61%	66%	58%	66%	40%	43%	53%
<b>Satisfied</b>	35%	26%	31%	26%	55%	45%	26%
<b>Neither satisfied nor dissatisfied</b>	2%	6%	3%	4%	2%	3%	0%
<b>Dissatisfied</b>	2%	2%	4%	3%	2%	5%	5%
<b>Very dissatisfied</b>	1%	0%	3%	0%	0%	1%	0%
<b>Don't know</b>	0%	0%	3%	0%	0%	1%	16%



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

**Table 6-16 Satisfaction with Organic Waste Collection**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	51%	50%	53%	55%	39%	39%	63%
<b>Satisfied</b>	37%	31%	35%	28%	49%	44%	21%
<b>Neither satisfied nor dissatisfied</b>	3%	9%	3%	4%	4%	3%	5%
<b>Dissatisfied</b>	6%	9%	7%	12%	7%	10%	0%
<b>Very dissatisfied</b>	4%	1%	1%	0%	0%	2%	0%
<b>Don't know</b>	0%	0%	2%	1%	1%	2%	11%

## 6.7. The Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads (but excluding the residential red zone roads)? Condition includes things such as maintenance and upkeep.

**Table 6-17 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	3%	6%	1%	2%	3%	3%	0%
<b>Satisfied</b>	15%	28%	21%	37%	24%	33%	21%
<b>Neither satisfied nor dissatisfied</b>	12%	28%	18%	13%	12%	24%	26%
<b>Dissatisfied</b>	38%	29%	37%	31%	45%	30%	26%
<b>Very dissatisfied</b>	31%	8%	22%	18%	15%	10%	26%
<b>Don't know</b>	1%	1%	1%	0%	1%	0%	0%

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths (but excluding the residential red zone footpaths)? Condition includes things such as maintenance and upkeep.

**Table 6-18 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	2%	17%	4%	9%	7%	7%	11%
<b>Satisfied</b>	38%	43%	32%	54%	44%	51%	16%
<b>Neither satisfied nor dissatisfied</b>	13%	22%	15%	7%	10%	16%	26%
<b>Dissatisfied</b>	30%	12%	34%	22%	32%	20%	11%
<b>Very dissatisfied</b>	17%	5%	12%	6%	5%	4%	32%
<b>Don't know</b>	0%	2%	3%	2%	3%	2%	5%

Overall, how satisfied or dissatisfied are you with the reliability of travel times in peak hours?

**Table 6-19 Satisfaction with Reliability of Travel Times in Peak Hours**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	3%	3%	4%	1%	4%	3%	5%
<b>Satisfied</b>	25%	32%	24%	27%	27%	28%	11%
<b>Neither satisfied nor dissatisfied</b>	8%	20%	14%	17%	14%	16%	5%
<b>Dissatisfied</b>	40%	28%	36%	34%	34%	36%	11%
<b>Very dissatisfied</b>	18%	10%	13%	18%	11%	11%	47%
<b>Don't know</b>	6%	6%	9%	3%	11%	7%	21%

And overall, how satisfied or dissatisfied are you with the reliability of travel times in off-peak hours?

**Table 6-20 Satisfaction with Reliability of Travel Times in Off-peak Hours**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	11%	17%	10%	9%	7%	21%	26%
<b>Satisfied</b>	56%	60%	57%	65%	65%	57%	26%
<b>Neither satisfied nor dissatisfied</b>	8%	13%	13%	10%	5%	13%	16%
<b>Dissatisfied</b>	21%	7%	14%	12%	14%	7%	21%
<b>Very dissatisfied</b>	4%	0%	2%	3%	2%	1%	11%
<b>Don't know</b>	1%	4%	4%	2%	7%	1%	0%

## 6.8. Water

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

**Table 6-21 Satisfaction with Waste Water Services**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	19%	31%	27%	25%	12%	31%	32%
<b>Satisfied</b>	51%	49%	44%	59%	68%	51%	37%
<b>Neither satisfied nor dissatisfied</b>	11%	7%	11%	7%	7%	12%	11%
<b>Dissatisfied</b>	13%	6%	11%	2%	2%	2%	0%
<b>Very dissatisfied</b>	3%	0%	5%	1%	2%	1%	5%
<b>Don't know</b>	4%	7%	2%	6%	8%	4%	16%

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 6-22 Satisfaction with Water Supply**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	38%	51%	44%	46%	31%	50%	47%
<b>Satisfied</b>	45%	41%	35%	44%	58%	43%	37%
<b>Neither satisfied nor dissatisfied</b>	5%	6%	8%	3%	6%	3%	5%
<b>Dissatisfied</b>	10%	0%	9%	6%	2%	4%	5%
<b>Very dissatisfied</b>	3%	1%	2%	2%	0%	0%	0%
<b>Don't know</b>	0%	2%	2%	0%	3%	1%	5%

The Council encourages residents through water conservation to use less water, especially during the summer months. This can include things such as water restrictions and leak detection work. Were you aware of this before I mentioned it?

**Table 6-23 Aware Council Encourages Water Conservation**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Yes, aware of this</b>	73%	72%	73%	74%	82%	72%	84%
<b>No, not aware</b>	26%	27%	27%	26%	16%	27%	16%
<b>Don't know</b>	1%	2%	0%	1%	2%	1%	0%

## 6.9. Active Travel

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

**Table 6-24 Level of Agreement that Christchurch is a Cycle Friendly City**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Strongly agree</b>	4%	4%	3%	6%	6%	8%	16%
<b>Agree</b>	25%	37%	24%	30%	39%	35%	5%
<b>Neither agree nor disagree</b>	14%	17%	12%	17%	7%	15%	5%
<b>Disagree</b>	41%	28%	33%	33%	29%	32%	32%
<b>Strongly disagree</b>	15%	9%	25%	12%	12%	9%	37%
<b>Don't know</b>	0%	6%	4%	2%	7%	1%	5%

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...

**Table 6-25 Participation in Cycling**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>All the time (about every day)</b>	7%	7%	7%	12%	10%	13%	11%
<b>Frequently (at least once a week)</b>	15%	17%	16%	17%	6%	17%	11%
<b>Occasionally (around once a month)</b>	21%	10%	9%	16%	18%	14%	11%
<b>Rarely (no more than a few times a year)</b>	18%	19%	10%	17%	12%	14%	5%
<b>Never</b>	37%	45%	55%	38%	52%	42%	63%
<b>Don't know</b>	2%	2%	4%	0%	1%	1%	0%

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

**Table 6-26 Level of Agreement that Christchurch is a Walking Friendly City**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Strongly agree</b>	8%	28%	21%	23%	16%	27%	21%
<b>Agree</b>	63%	59%	62%	55%	68%	57%	47%
<b>Neither agree nor disagree</b>	13%	7%	8%	6%	5%	9%	5%
<b>Disagree</b>	12%	4%	6%	14%	8%	7%	5%
<b>Strongly disagree</b>	4%	0%	2%	2%	0%	0%	21%
<b>Don't know</b>	1%	2%	1%	0%	2%	0%	0%

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

**Table 6-27 Satisfaction with Appearance of Pedestrian-only Streets**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	17%	24%	20%	23%	16%	24%	21%
<b>Satisfied</b>	51%	50%	58%	58%	62%	59%	42%
<b>Neither satisfied nor dissatisfied</b>	10%	12%	8%	9%	3%	9%	5%
<b>Dissatisfied</b>	9%	3%	4%	3%	4%	1%	0%
<b>Very dissatisfied</b>	3%	0%	0%	0%	2%	0%	5%
<b>Don't know</b>	11%	11%	10%	6%	14%	7%	26%

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

**Table 6-28 Satisfaction with Condition of Pedestrian-only Streets**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	12%	20%	14%	15%	14%	19%	21%
<b>Satisfied</b>	58%	50%	61%	66%	56%	57%	26%
<b>Neither satisfied nor dissatisfied</b>	10%	16%	7%	9%	6%	12%	21%
<b>Dissatisfied</b>	11%	3%	7%	4%	5%	3%	0%
<b>Very dissatisfied</b>	1%	1%	2%	0%	1%	0%	0%
<b>Don't know</b>	10%	10%	9%	6%	18%	9%	32%

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

**Table 6-29 Satisfaction with Ease of Walking Around Pedestrian-only Streets**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	10%	20%	19%	24%	17%	19%	16%
<b>Satisfied</b>	63%	58%	58%	58%	57%	61%	32%
<b>Neither satisfied nor dissatisfied</b>	9%	13%	6%	9%	5%	10%	5%
<b>Dissatisfied</b>	10%	1%	6%	2%	3%	1%	0%
<b>Very dissatisfied</b>	0%	0%	0%	0%	1%	1%	5%
<b>Don't know</b>	9%	9%	11%	7%	18%	8%	42%

## 6.10. On-Street Parking Meters

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.

**Table 6-30 Satisfaction with Ease of Use of On-street Parking Meters**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	3%	16%	13%	6%	6%	8%	21%
<b>Satisfied</b>	42%	29%	45%	50%	56%	48%	21%
<b>Neither satisfied nor dissatisfied</b>	13%	17%	11%	12%	8%	14%	26%
<b>Dissatisfied</b>	17%	11%	9%	15%	5%	13%	0%
<b>Very dissatisfied</b>	6%	1%	2%	2%	5%	1%	21%
<b>Don't know</b>	18%	26%	20%	15%	19%	16%	11%

### 6.11. Disaster Preparedness

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

**Table 6-31 Attendance at Disaster Preparedness Meetings**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Yes, have attended</b>	18%	12%	16%	17%	11%	15%	37%
<b>No, have not attended</b>	82%	88%	83%	82%	86%	85%	63%
<b>Don't know</b>	0%	0%	1%	1%	3%	0%	0%

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

**Table 6-32 Improvement in Personal Preparedness**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Strongly agree</b>	7%	2%	4%	1%	2%	5%	21%
<b>Agree</b>	22%	10%	12%	24%	9%	13%	16%
<b>Neither agree nor disagree</b>	10%	9%	11%	10%	3%	6%	5%
<b>Disagree</b>	2%	2%	3%	3%	1%	1%	5%
<b>Strongly disagree</b>	0%	1%	0%	1%	1%	0%	0%
<b>Don't know</b>	60%	76%	70%	62%	85%	75%	53%

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

**Table 6-33 Improvement in Community's Preparedness**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Strongly agree</b>	7%	4%	7%	0%	1%	11%	21%
<b>Agree</b>	44%	36%	26%	48%	12%	22%	21%
<b>Neither agree nor disagree</b>	2%	9%	8%	11%	7%	9%	0%
<b>Disagree</b>	3%	1%	0%	3%	3%	0%	0%
<b>Strongly disagree</b>	1%	0%	0%	1%	0%	0%	0%
<b>Don't know</b>	43%	50%	59%	37%	78%	59%	58%



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

**Table 6-34 Improvement in Businesses' or Organisations' Preparedness**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Strongly agree</b>	10%	6%	10%	4%	5%	9%	21%
<b>Agree</b>	40%	39%	19%	48%	14%	28%	5%
<b>Neither agree nor disagree</b>	1%	8%	7%	7%	2%	7%	5%
<b>Disagree</b>	1%	0%	1%	2%	0%	0%	0%
<b>Strongly disagree</b>	1%	1%	0%	0%	0%	0%	0%
<b>Don't know</b>	47%	46%	63%	38%	80%	57%	68%

## 6.12. 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 6-35 Overall Satisfaction with Christchurch City Council**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
<b>Very satisfied</b>	6%	11%	11%	9%	11%	13%	5%
<b>Satisfied</b>	47%	54%	54%	62%	55%	57%	58%
<b>Neither satisfied nor dissatisfied</b>	15%	20%	19%	13%	18%	26%	11%
<b>Dissatisfied</b>	26%	9%	12%	14%	14%	4%	5%
<b>Very dissatisfied</b>	5%	2%	4%	2%	0%	1%	21%
<b>Don't know</b>	1%	5%	1%	1%	2%	0%	0%

### 6.13. Things Christchurch City Council Does Best

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 6-36 Things Christchurch City Council Does Best

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
Rubbish and recycling collections	19%	9%	19%	20%	8%	20%	26%
Events and festivals	13%	16%	19%	21%	10%	17%	5%
Gardens, parks and reserves	6%	12%	10%	10%	5%	7%	5%
Provide good service overall	6%	11%	2%	7%	5%	11%	0%
Library services	2%	5%	7%	10%	3%	13%	0%
Water supply	3%	6%	5%	4%	2%	8%	11%
Communication/provision of information/public consultation	2%	6%	6%	4%	1%	6%	11%
Recreational facilities/activities eg tracks, swimming pools, skate parks	0%	3%	4%	6%	2%	8%	11%
Repairing/maintaining roads and footpaths	5%	4%	4%	6%	1%	5%	5%
They are doing their best	5%	2%	3%	4%	4%	2%	5%
Waste water and sewerage	2%	0%	4%	4%	1%	4%	16%
Earthquake recovery/rebuilding the central city	2%	4%	4%	3%	3%	1%	0%
Keeping the city clean and tidy/looking nice	4%	1%	2%	3%	3%	4%	0%
Public transport	6%	2%	1%	2%	2%	2%	0%
Customer service/call centre/sort problems when asked	2%	2%	2%	2%	2%	1%	16%
Infrastructure repair/rebuild	2%	1%	2%	2%	2%	3%	0%
Waterways	1%	2%	2%	2%	0%	1%	5%
Green bin needs to be bigger	0%	2%	0%	2%	0%	1%	0%
Making it easier to get around/making things more accessible	0%	2%	0%	1%	1%	1%	0%
Attracting people to the city centre	0%	1%	2%	1%	0%	1%	0%
Getting things done	0%	1%	0%	0%	3%	1%	0%
Improvement over the last Council	0%	2%	2%	0%	1%	0%	0%
Re:START mall	1%	1%	1%	0%	0%	1%	0%
Other things mentioned by <1%	3%	8%	8%	5%	8%	5%	16%
Other general comments	4%	2%	1%	2%	2%	1%	0%
No comment/don't know	19%	15%	16%	10%	39%	9%	11%
Nothing/negative comments	6%	6%	3%	3%	5%	3%	5%

## 6.14. 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 6-37 Areas for Council to Improve**

	Burwood/ Pegasus n=104	Fendalton/ Waimairi n=127	Ferrymead/ Hagley n=113	Heathcote/ Spreydon n=125	Papanui/ Shirley n=130	Riccarton/ Wigram n=152	Banks Peninsula n=19
Condition of the roads / the road network / congestion	44%	22%	38%	38%	16%	26%	21%
Condition of footpaths/walkways	15%	5%	6%	9%	4%	5%	5%
Cycle routes / cycleways / cycle safety	5%	4%	9%	10%	5%	8%	11%
Maintenance of waterways/ margins	12%	2%	9%	7%	2%	6%	0%
Communication / provision of information / too many closed meetings	9%	4%	6%	4%	1%	4%	11%
Roadwork management/ signage/ coordination	10%	2%	4%	6%	1%	5%	0%
Changes to public transport needed	3%	5%	4%	2%	2%	7%	5%
Concerns over level of spending / budgeting / what money is being spent on	3%	4%	5%	3%	3%	5%	0%
More parking / cheaper parking	0%	6%	1%	6%	7%	2%	0%
Building consents / resource consents processes / cut red tape	4%	6%	2%	5%	3%	3%	0%
Fix the Eastern suburbs	12%	2%	4%	1%	1%	3%	0%
Changes to rubbish bin sizes / collection frequency	0%	10%	0%	4%	3%	2%	0%
Public consultation	3%	3%	2%	3%	4%	3%	5%
Maintenance of parks, gardens, berms, street vegetation	6%	2%	1%	2%	3%	3%	0%
Reduce rates / stop increasing rates	1%	4%	4%	2%	3%	3%	0%
Get on with earthquake repairs/ rebuild / decision making	1%	2%	2%	2%	4%	4%	0%
Stormwater/waste water/sewerage systems / prevent flooding	0%	2%	5%	2%	2%	1%	0%
Swimming pools	4%	1%	1%	3%	1%	1%	0%
Sports and recreational facilities	6%	1%	1%	1%	1%	1%	0%
Keeping the city clean and tidy / attractive / more rubbish bins	2%	0%	2%	3%	2%	1%	0%
Prioritising / doing the most important things first	0%	1%	1%	2%	2%	2%	5%
Council amenities eg libraries, town hall	1%	2%	2%	2%	1%	1%	0%

Table 6-37 Areas for Council to Improve (continued)

<b>Tidy up red zone / demolish abandoned buildings</b>	2%	2%	3%	1%	1%	0%	0%
<b>Water supply</b>	0%	0%	3%	2%	0%	2%	0%
<b>Fixing the infrastructure</b>	1%	2%	1%	0%	2%	1%	0%
<b>Stop sales of city assets</b>	2%	2%	1%	0%	1%	1%	0%
<b>Spend less on events</b>	0%	2%	2%	0%	1%	1%	0%
<b>Pedestrian safety / crossings</b>	1%	1%	0%	2%	0%	2%	0%
<b>More events / wide range of events</b>	0%	2%	1%	1%	1%	1%	0%
<b>Need more housing/cheaper housing</b>	0%	0%	0%	1%	2%	1%	5%
<b>Fix residential areas before central city</b>	2%	1%	1%	0%	1%	0%	0%
<b>Fix the housing</b>	0%	2%	0%	0%	1%	1%	5%
<b>Fewer workers standing around / not working</b>	2%	0%	0%	0%	0%	1%	0%
<b>Planning / plan for central city</b>	1%	0%	0%	2%	0%	0%	5%
<b>Other things mentioned by &lt;1%</b>	12%	18%	14%	12%	18%	14%	26%
<b>Nothing / generally happy</b>	2%	10%	6%	2%	3%	7%	11%
<b>Don't know</b>	7%	9%	4%	7%	27%	9%	5%

## 7. Analysis by Age and Gender

The following tables provide detail based on responses by age and gender. It is important to note that the margins of error for these subsamples are larger than the margin of error for the total sample due to the smaller sample sizes<sup>4</sup>.

### 7.1. 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 7-1 Public Understands Council Decision Making**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Strongly agree</b>	2%	8%	10%	8%	8%	6%
<b>Agree</b>	35%	38%	39%	39%	39%	37%
<b>Neither agree nor disagree</b>	27%	18%	21%	23%	20%	24%
<b>Disagree</b>	17%	18%	15%	16%	19%	15%
<b>Strongly disagree</b>	3%	8%	7%	5%	4%	7%
<b>Don't know</b>	17%	11%	8%	9%	12%	11%

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

**Table 7-2 Satisfaction that Council makes Decisions in the Best Interest of the City**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	6%	5%	4%	4%	5%	4%
<b>Satisfied</b>	53%	45%	42%	48%	47%	47%
<b>Neither satisfied nor dissatisfied</b>	24%	22%	23%	19%	22%	22%
<b>Dissatisfied</b>	11%	18%	22%	25%	17%	19%
<b>Very dissatisfied</b>	2%	6%	6%	2%	5%	4%
<b>Don't know</b>	6%	4%	3%	2%	4%	4%

<sup>4</sup> Margins of error by age for a 50% sample at a 95% confidence level range from  $\pm 6.2\%$  for those aged 25–49 to  $\pm 8.2\%$  for those aged 65+. The margin of error for males is  $\pm 5.1\%$  and for females is  $\pm 4.9\%$ .

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

**Table 7-3 Public Level of Influence in the Democratic Process**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Large influence</b>	9%	3%	3%	4%	6%	4%
<b>Some influence</b>	49%	36%	38%	36%	39%	40%
<b>Small influence</b>	31%	49%	44%	45%	42%	42%
<b>No influence</b>	5%	10%	14%	13%	10%	10%
<b>Don't know</b>	8%	2%	2%	2%	3%	4%

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

**Table 7-4 Satisfaction with Access to Information**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	8%	8%	6%	3%	7%	7%
<b>Satisfied</b>	33%	36%	42%	50%	39%	40%
<b>Neither satisfied nor dissatisfied</b>	32%	28%	21%	20%	25%	26%
<b>Dissatisfied</b>	10%	12%	15%	17%	13%	12%
<b>Very dissatisfied</b>	2%	4%	5%	4%	4%	3%
<b>Don't know</b>	17%	11%	11%	7%	12%	12%

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

**Table 7-5 Satisfaction with Opportunities to Have a Say in What Council Does**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	3%	6%	2%	3%	4%	4%
<b>Satisfied</b>	40%	39%	42%	46%	39%	43%
<b>Neither satisfied nor dissatisfied</b>	28%	23%	21%	19%	25%	22%
<b>Dissatisfied</b>	15%	24%	24%	18%	20%	21%
<b>Very dissatisfied</b>	3%	3%	5%	7%	5%	3%
<b>Don't know</b>	13%	6%	6%	7%	8%	7%

## 7.2. City Safety

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

*Walking alone in your neighbourhood during the day?*

**Table 7-6 Perception of Safety in During the Day**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very safe</b>	64%	65%	68%	56%	66%	61%
<b>Fairly safe</b>	28%	28%	23%	39%	27%	31%
<b>Neither safe nor unsafe</b>	3%	3%	2%	1%	2%	2%
<b>A bit unsafe</b>	5%	4%	4%	3%	3%	5%
<b>Very unsafe</b>	2%	0%	3%	0%	2%	1%
<b>Don't know</b>	0%	0%	0%	1%	0%	0%

*Walking alone in your neighbourhood after dark?*

**Table 7-7 Perception of Safety After Dark**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very safe</b>	20%	24%	19%	15%	29%	12%
<b>Fairly safe</b>	43%	37%	48%	30%	46%	34%
<b>Neither safe nor unsafe</b>	12%	5%	4%	7%	6%	8%
<b>A bit unsafe</b>	16%	22%	15%	19%	12%	23%
<b>Very unsafe</b>	9%	12%	11%	18%	5%	18%
<b>Don't know</b>	2%	0%	3%	11%	2%	5%

## 7.3. City Promotions

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

**Table 7-8 Satisfaction with Information Regarding Activities, Events and Attractions**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	24%	34%	35%	40%	29%	36%
<b>Satisfied</b>	50%	49%	54%	51%	53%	49%
<b>Neither satisfied nor dissatisfied</b>	14%	7%	5%	5%	10%	6%
<b>Dissatisfied</b>	9%	6%	5%	1%	6%	6%

<b>Very dissatisfied</b>	2%	2%	1%	1%	1%	2%
<b>Don't know</b>	2%	1%	1%	2%	1%	2%

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

**Table 7-9 Satisfaction with Range of Events and Festivals**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	25%	33%	34%	36%	26%	37%
<b>Satisfied</b>	56%	53%	54%	53%	58%	51%
<b>Neither satisfied nor dissatisfied</b>	9%	8%	5%	6%	8%	7%
<b>Dissatisfied</b>	10%	3%	5%	2%	6%	4%
<b>Very dissatisfied</b>	0%	2%	1%	1%	1%	1%
<b>Don't know</b>	1%	1%	2%	2%	1%	2%

#### 7.4. Council Facilities

In the last 12 months, how often have you visited a Christchurch City Council library, including community libraries?

**Table 7-10 Frequency of Visits to Christchurch City Council Libraries**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Have not visited in the last 12 months</b>	29%	30%	37%	35%	36%	29%
<b>Less often than once a month</b>	28%	26%	31%	24%	27%	27%
<b>At least once a month</b>	21%	17%	15%	20%	16%	20%
<b>2-3 times a month</b>	13%	12%	7%	11%	11%	11%
<b>Once a week</b>	6%	10%	8%	7%	6%	9%
<b>2-4 times a week</b>	3%	4%	2%	4%	4%	3%
<b>5 or more times a week</b>	2%	1%	1%	0%	1%	1%



## 7.5. Waterways

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

**Table 7-11 Satisfaction with Condition of Waterways**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	4%	3%	1%	1%	2%	2%
<b>Satisfied</b>	31%	31%	31%	32%	35%	28%
<b>Neither satisfied nor dissatisfied</b>	28%	17%	18%	15%	20%	19%
<b>Dissatisfied</b>	26%	28%	31%	30%	27%	30%
<b>Very dissatisfied</b>	4%	12%	15%	12%	10%	11%
<b>Don't know</b>	9%	9%	6%	8%	6%	10%

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)?

**Table 7-12 Satisfaction with Appearance of Waterway Margins**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	7%	7%	7%	7%	7%	7%
<b>Satisfied</b>	50%	47%	51%	44%	51%	46%
<b>Neither satisfied nor dissatisfied</b>	25%	16%	13%	13%	19%	16%
<b>Dissatisfied</b>	7%	16%	18%	19%	14%	16%
<b>Very dissatisfied</b>	3%	7%	3%	8%	4%	6%
<b>Don't know</b>	9%	6%	7%	8%	5%	10%

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

**Table 7-13 Satisfaction with Condition of Waterway Margins**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	6%	4%	5%	5%	5%	5%
<b>Satisfied</b>	46%	44%	39%	39%	48%	37%
<b>Neither satisfied nor dissatisfied</b>	24%	20%	15%	15%	18%	19%
<b>Dissatisfied</b>	14%	18%	27%	22%	18%	21%

<b>Very dissatisfied</b>	2%	6%	6%	8%	4%	7%
<b>Don't know</b>	10%	8%	8%	11%	7%	11%

## 7.6. Rubbish and Recycling

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

**Table 7-14** Satisfaction with Kerbside Recycling

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	41%	63%	66%	70%	54%	63%
<b>Satisfied</b>	45%	35%	32%	28%	40%	31%
<b>Neither satisfied nor dissatisfied</b>	8%	1%	1%	1%	3%	3%
<b>Dissatisfied</b>	4%	2%	0%	1%	1%	2%
<b>Very dissatisfied</b>	1%	0%	1%	0%	1%	0%
<b>Don't know</b>	2%	0%	0%	1%	1%	1%

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

**Table 7-15** Satisfaction with Residual Waste Collection

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	39%	56%	60%	69%	50%	59%
<b>Satisfied</b>	44%	37%	36%	28%	41%	33%
<b>Neither satisfied nor dissatisfied</b>	8%	2%	1%	1%	3%	4%
<b>Dissatisfied</b>	7%	3%	2%	1%	3%	3%
<b>Very dissatisfied</b>	1%	1%	1%	0%	1%	0%
<b>Don't know</b>	2%	1%	1%	1%	1%	1%

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

**Table 7-16** Satisfaction with Organic Waste Collection

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	35%	49%	46%	64%	45%	50%
<b>Satisfied</b>	52%	34%	36%	25%	40%	35%
<b>Neither satisfied nor dissatisfied</b>	8%	4%	3%	1%	3%	5%

<b>Dissatisfied</b>	4%	10%	12%	7%	9%	8%
<b>Very dissatisfied</b>	1%	2%	1%	1%	1%	1%
<b>Don't know</b>	2%	1%	1%	1%	1%	1%

## 7.7. The Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads (but excluding the residential red zone roads)? Condition includes things such as maintenance and upkeep.

**Table 7-17 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	4%	4%	1%	4%	2%	4%
<b>Satisfied</b>	33%	25%	25%	23%	28%	26%
<b>Neither satisfied nor dissatisfied</b>	26%	14%	14%	19%	17%	19%
<b>Dissatisfied</b>	29%	40%	33%	37%	33%	36%
<b>Very dissatisfied</b>	9%	17%	27%	15%	18%	15%
<b>Don't know</b>	0%	0%	1%	2%	1%	0%

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths (but excluding the residential red zone footpaths)? Condition includes things such as maintenance and upkeep.

**Table 7-18 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	9%	11%	5%	5%	9%	8%
<b>Satisfied</b>	48%	38%	45%	44%	47%	40%
<b>Neither satisfied nor dissatisfied</b>	22%	10%	15%	10%	14%	14%
<b>Dissatisfied</b>	18%	25%	24%	30%	20%	27%
<b>Very dissatisfied</b>	2%	13%	9%	8%	7%	10%
<b>Don't know</b>	2%	2%	2%	4%	2%	2%

Overall, how satisfied or dissatisfied are you with the reliability of travel times in peak hours?

**Table 7-19** Satisfaction with Reliability of Travel Times in Peak Hours

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	5%	3%	3%	1%	3%	2%
<b>Satisfied</b>	33%	26%	21%	27%	27%	27%
<b>Neither satisfied nor dissatisfied</b>	22%	13%	11%	14%	15%	15%
<b>Dissatisfied</b>	30%	38%	40%	27%	36%	32%
<b>Very dissatisfied</b>	8%	14%	21%	15%	14%	14%
<b>Don't know</b>	4%	6%	5%	16%	5%	9%

And overall, how satisfied or dissatisfied are you with the reliability of travel times in off-peak hours?

**Table 7-20** Satisfaction with Reliability of Travel Times in Off-peak Hours

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	13%	16%	14%	8%	12%	14%
<b>Satisfied</b>	57%	56%	62%	66%	61%	57%
<b>Neither satisfied nor dissatisfied</b>	18%	9%	7%	6%	10%	11%
<b>Dissatisfied</b>	10%	14%	14%	11%	12%	13%
<b>Very dissatisfied</b>	1%	4%	3%	1%	2%	2%
<b>Don't know</b>	3%	2%	1%	8%	3%	3%

## 7.8. Water

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

**Table 7-21** Satisfaction with Waste Water Services

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	16%	27%	28%	30%	26%	23%
<b>Satisfied</b>	53%	51%	53%	59%	54%	53%
<b>Neither satisfied nor dissatisfied</b>	17%	9%	5%	4%	10%	8%
<b>Dissatisfied</b>	7%	6%	6%	3%	5%	6%
<b>Very dissatisfied</b>	1%	2%	5%	1%	1%	3%

<b>Don't know</b>	8%	6%	3%	4%	3%	7%
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*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 7-22 Satisfaction with Water Supply**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	36%	43%	50%	48%	40%	47%
<b>Satisfied</b>	47%	44%	42%	44%	49%	40%
<b>Neither satisfied nor dissatisfied</b>	10%	4%	2%	3%	6%	4%
<b>Dissatisfied</b>	6%	6%	4%	2%	3%	6%
<b>Very dissatisfied</b>	1%	1%	2%	1%	1%	2%
<b>Don't know</b>	2%	1%	0%	2%	1%	2%

*The Council encourages residents through water conservation to use less water, especially during the summer months. This can include things such as water restrictions and leak detection work. Were you aware of this before I mentioned it?*

**Table 7-23 Aware Council Encourages Water Conservation**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Yes, aware of this</b>	50%	80%	85%	87%	72%	77%
<b>No, not aware</b>	49%	20%	15%	12%	27%	22%
<b>Don't know</b>	2%	1%	1%	1%	1%	1%

## 7.9. Active Travel

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

**Table 7-24 Level of Agreement that Christchurch is a Cycle Friendly City**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Strongly agree</b>	12%	4%	2%	4%	7%	4%
<b>Agree</b>	43%	28%	27%	28%	38%	26%
<b>Neither agree nor disagree</b>	17%	13%	9%	15%	11%	15%
<b>Disagree</b>	23%	34%	38%	35%	28%	37%
<b>Strongly disagree</b>	5%	18%	19%	11%	14%	14%
<b>Don't know</b>	2%	2%	4%	7%	3%	4%

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...

**Table 7-25 Participation in Cycling**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>All the time (about every day)</b>	13%	13%	7%	1%	14%	5%
<b>Frequently (at least once a week)</b>	19%	16%	16%	5%	17%	13%
<b>Occasionally (around once a month)</b>	19%	16%	15%	6%	19%	10%
<b>Rarely (no more than a few times a year)</b>	13%	18%	16%	10%	13%	16%
<b>Never</b>	36%	35%	46%	75%	36%	54%
<b>Don't know</b>	2%	1%	0%	4%	1%	2%

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

**Table 7-26 Level of Agreement that Christchurch is a Walking Friendly City**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Strongly agree</b>	26%	23%	19%	14%	21%	21%
<b>Agree</b>	60%	55%	62%	70%	61%	59%
<b>Neither agree nor disagree</b>	8%	9%	6%	8%	6%	9%
<b>Disagree</b>	7%	10%	10%	6%	9%	8%
<b>Strongly disagree</b>	0%	3%	2%	1%	2%	1%
<b>Don't know</b>	1%	1%	1%	2%	1%	1%

In Christchurch there are some pedestrian-only streets, such as the City Mall. Overall how satisfied or dissatisfied are you with the appearance of pedestrian-only streets, which includes things such as the layout and type of plantings and layout and style of street furniture?

**Table 7-27 Satisfaction with Appearance of Pedestrian-only Streets**

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	29%	21%	16%	17%	19%	23%
<b>Satisfied</b>	54%	59%	55%	58%	57%	56%
<b>Neither satisfied nor dissatisfied</b>	9%	8%	11%	5%	10%	7%
<b>Dissatisfied</b>	3%	3%	4%	5%	4%	3%

<b>Very dissatisfied</b>	1%	1%	2%	0%	1%	1%
<b>Don't know</b>	5%	9%	13%	15%	9%	11%

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

**Table 7-28 Satisfaction with Condition of Pedestrian-only Streets**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	19%	18%	14%	11%	14%	18%
<b>Satisfied</b>	59%	58%	50%	62%	59%	55%
<b>Neither satisfied nor dissatisfied</b>	14%	7%	14%	6%	12%	9%
<b>Dissatisfied</b>	3%	5%	6%	6%	4%	6%
<b>Very dissatisfied</b>	0%	1%	2%	0%	1%	0%
<b>Don't know</b>	6%	11%	14%	15%	10%	12%

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

**Table 7-29 Satisfaction with Ease of Walking Around Pedestrian-only Streets**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	21%	19%	15%	17%	17%	19%
<b>Satisfied</b>	60%	58%	58%	58%	57%	60%
<b>Neither satisfied nor dissatisfied</b>	12%	8%	9%	4%	10%	7%
<b>Dissatisfied</b>	3%	4%	4%	3%	4%	3%
<b>Very dissatisfied</b>	0%	1%	1%	0%	0%	1%
<b>Don't know</b>	6%	10%	14%	18%	11%	11%

## 7.10. On-Street Parking Meters

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.

**Table 7-30** Satisfaction with Ease of Use of On-street Parking Meters

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	9%	10%	8%	9%	8%	10%
<b>Satisfied</b>	31%	53%	49%	44%	46%	44%
<b>Neither satisfied nor dissatisfied</b>	17%	12%	14%	8%	14%	13%
<b>Dissatisfied</b>	4%	14%	12%	16%	11%	12%
<b>Very dissatisfied</b>	2%	3%	6%	1%	2%	4%
<b>Don't know</b>	38%	9%	10%	20%	20%	18%

## 7.11. Disaster Preparedness

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

**Table 7-31** Attendance at Disaster Preparedness Meetings

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Yes, have attended</b>	12%	12%	21%	18%	16%	15%
<b>No, have not attended</b>	87%	87%	79%	80%	83%	85%
<b>Don't know</b>	1%	1%	0%	1%	1%	1%

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

**Table 7-32** Improvement in Personal Preparedness

	15–24 n=200	25–49 n=251	50–64 n=177	65+ n=142	Male n=373	Female n=397
<b>Strongly agree</b>	2%	3%	6%	4%	4%	3%
<b>Agree</b>	15%	12%	15%	21%	15%	15%
<b>Neither agree nor disagree</b>	13%	6%	6%	6%	9%	7%
<b>Disagree</b>	1%	3%	2%	3%	2%	2%



<b>Strongly disagree</b>	0%	0%	1%	1%	1%	0%
<b>Don't know</b>	70%	75%	72%	65%	69%	73%

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

**Table 7-33 Improvement in Community's Preparedness**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Strongly agree</b>	7%	4%	5%	6%	6%	5%
<b>Agree</b>	29%	26%	34%	35%	29%	31%
<b>Neither agree nor disagree</b>	14%	8%	3%	5%	10%	6%
<b>Disagree</b>	1%	2%	2%	1%	2%	1%
<b>Strongly disagree</b>	0%	0%	1%	0%	0%	0%
<b>Don't know</b>	49%	61%	55%	52%	53%	57%

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

**Table 7-34 Improvement in Businesses' or Organisations' Preparedness**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Strongly agree</b>	11%	7%	7%	5%	7%	8%
<b>Agree</b>	32%	25%	36%	32%	29%	32%
<b>Neither agree nor disagree</b>	11%	4%	3%	3%	7%	4%
<b>Disagree</b>	0%	1%	2%	0%	1%	1%
<b>Strongly disagree</b>	0%	0%	1%	0%	0%	1%
<b>Don't know</b>	47%	63%	53%	60%	57%	55%

## 7.12. 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 7-35 Overall Satisfaction with Christchurch City Council**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
<b>Very satisfied</b>	11%	13%	7%	8%	9%	11%
<b>Satisfied</b>	57%	55%	52%	58%	57%	53%
<b>Neither satisfied nor dissatisfied</b>	21%	18%	19%	15%	17%	20%
<b>Dissatisfied</b>	8%	12%	16%	14%	13%	11%
<b>Very dissatisfied</b>	1%	3%	4%	2%	3%	3%
<b>Don't know</b>	3%	0%	2%	2%	1%	2%

### 7.13. Things Christchurch City Council Does Best

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 7-36 Things Christchurch City Council Does Best

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
Rubbish and recycling collections	8%	16%	20%	23%	17%	15%
Events and festivals	18%	20%	15%	6%	11%	20%
Gardens, parks and reserves	8%	8%	12%	4%	10%	7%
Provide good service overall	5%	6%	6%	13%	9%	6%
Library services	6%	9%	7%	5%	5%	9%
Water supply	4%	6%	7%	3%	7%	3%
Communication/provision of information/public consultation	2%	5%	4%	8%	3%	6%
Recreational facilities/activities eg tracks, swimming pools, skate parks	5%	6%	5%	1%	5%	4%
Repairing/maintaining roads and footpaths	5%	4%	4%	4%	4%	4%
They are doing their best	1%	3%	5%	6%	4%	2%
Waste water and sewerage	1%	4%	2%	4%	5%	1%
Earthquake recovery/rebuilding the central city	5%	1%	2%	4%	3%	2%
Keeping the city clean and tidy/looking nice	6%	2%	3%	1%	4%	2%
Public transport	4%	1%	2%	1%	2%	3%
Customer service/call centre/sort problems when asked	1%	2%	3%	3%	2%	2%
Infrastructure repair/rebuild	1%	2%	3%	2%	2%	1%
Waterways	2%	2%	0%	1%	1%	1%
Green bin needs to be bigger	1%	1%	0%	2%	1%	1%
Making it easier to get around/making things more accessible	2%	1%	0%	0%	1%	1%
Attracting people to the city centre	1%	1%	1%	0%	1%	1%
Getting things done	2%	1%	0%	0%	0%	1%
Improvement over the last Council	0%	0%	1%	3%	1%	0%
Re:START mall	2%	0%	1%	0%	0%	1%
Other things mentioned by <1%	7%	6%	6%	7%	6%	7%
Other general comments	2%	2%	2%	1%	1%	2%
No comment/don't know	25%	16%	15%	15%	16%	20%
Nothing/negative comments	2%	3%	5%	8%	4%	4%

## 7.14. 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 7-37 Areas for Council to Improve**

	15-24 n=200	25-49 n=251	50-64 n=177	65+ n=142	Male n=373	Female n=397
Condition of the roads / the road network / congestion	25%	33%	32%	27%	29%	31%
Condition of footpaths/walkways	4%	9%	7%	8%	6%	8%
Cycle routes / cycleways / cycle safety	7%	8%	7%	4%	7%	6%
Maintenance of waterways/margins	5%	8%	4%	7%	7%	5%
Communication / provision of information / too many closed meetings	3%	4%	7%	4%	5%	5%
Roadwork management/signage/coordination	4%	6%	4%	2%	4%	5%
Changes to public transport needed	6%	4%	3%	2%	4%	4%
Concerns over level of spending / budgeting / what money is being spent on	1%	4%	6%	5%	5%	3%
More parking / cheaper parking	3%	2%	5%	6%	4%	4%
Building consents / resource consents processes / cut red tape	1%	6%	2%	6%	5%	3%
Fix the Eastern suburbs	7%	3%	2%	1%	3%	4%
Changes to rubbish bin sizes / collection frequency	4%	4%	2%	4%	3%	4%
Public consultation	3%	4%	6%	0%	2%	4%
Maintenance of parks, gardens, berms, street vegetation	1%	3%	2%	6%	2%	4%
Reduce rates / stop increasing rates	0%	4%	6%	1%	2%	3%
Get on with earthquake repairs/rebuild / decision making	3%	2%	4%	1%	2%	3%
Stormwater/waste water/sewerage systems / prevent flooding	1%	5%	1%	1%	2%	2%
Swimming pools	0%	4%	1%	1%	1%	2%
Sports and recreational facilities	1%	3%	2%	1%	2%	2%
Keeping the city clean and tidy / attractive / more rubbish bins	2%	2%	1%	1%	1%	2%
Prioritising / doing the most important things first	1%	2%	3%	0%	2%	1%
Council amenities eg libraries, town hall	1%	0%	2%	3%	1%	1%

Table 7-37 Areas for Council to Improve (continued)

<b>Tidy up red zone / demolish abandoned buildings</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>
<b>Water supply</b>	0%	1%	2%	1%	1%	1%
<b>Fixing the infrastructure</b>	1%	2%	1%	0%	2%	0%
<b>Stop sales of city assets</b>	1%	0%	1%	3%	1%	2%
<b>Spend less on events</b>	0%	0%	2%	2%	2%	0%
<b>Pedestrian safety / crossings</b>	2%	0%	2%	0%	1%	1%
<b>More events / wide range of events</b>	3%	0%	1%	1%	1%	1%
<b>Need more housing/cheaper housing</b>	0%	1%	1%	1%	1%	1%
<b>Fix residential areas before central city</b>	2%	0%	0%	1%	1%	1%
<b>Fix the housing</b>	0%	2%	0%	1%	0%	1%
<b>Fewer workers standing around / not working</b>	0%	0%	0%	3%	1%	0%
<b>Planning / plan for central city</b>	0%	1%	1%	1%	1%	0%
<b>Other things mentioned by &lt;1%</b>	11%	15%	20%	15%	17%	13%
<b>Nothing / generally happy</b>	6%	4%	5%	8%	4%	6%
<b>Don't know</b>	20%	7%	6%	12%	9%	12%

## **Appendix I – Questionnaire**

**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 15 minutes to complete this survey?

**\*\*IF ASKED, OR IF THERE IS ANY CONFUSION ABOUT WHO YOU ARE, TELL RESPONDENT YOU ARE FROM OPINIONS MARKET RESEARCH IN CHRISTCHURCH.**

**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

Q1. Have you lived in Christchurch for at least 12 months? (Includes Banks Peninsula if asked)

Yes - CONTINUE

No - CLOSE WITH THANKS

Q1b. Please tell me which suburb you live in. WRITE IN. \_\_\_\_\_

Q1c. INSERT WARD. DO NOT ASK.

1. Burwood/ Pegasus
2. Fendalton/ Waimairi
3. Ferrymead/ Hagley
4. Heathcote/ Spreydon
5. Papanui/ Shirley
6. Riccarton/ Wigram
7. Banks Peninsula

Q1d. Gender. DO NOT ASK

1. Male
2. Female

Q1e. Firstly, can you please tell me into which of these age groups you fall? CODE ONE ONLY.

1. 15-24
2. 25-49
3. 50-64
4. 65+
5. Refused - CLOSE WITH THANKS

**READ OUT** - I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Council is involved with and how strongly you agree or disagree with particular statements. There are no right and wrong answers, it's your general impressions of what Council is currently doing that we are interested in. In some cases you may feel you don't know enough

about the topic I'm asking you about. We would prefer you to express your opinion, but if you think you really don't know you can state that you don't know.

Some of the services provided by the Christchurch City Council continue to be affected by recovery from the earthquakes. Despite this, when answering the questions below, we want you to think about your satisfaction with the service you receive from the Council. I will read each question and then ask you to select an answer from a list that best matches your opinion.

## Governance and Public Affairs

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

Q2. Thinking about Christchurch City Council, how much do you agree or disagree that you understand how the Council makes decisions? **READ OUT. CODE ONE.**

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly Disagree
6. Don't know/ NA (**DO NOT READ OUT**)

Q3. Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q4. Overall, how much influence do you feel the public has on the decisions the Council makes? **READ OUT. CODE ONE.**

1. Large influence
2. Some influence
3. Small influence
4. No influence
5. Don't know/ NA (**DO NOT READ OUT**)

Q5. Overall, how satisfied or dissatisfied are you with the opportunities you have to access information about Council decisions? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)



Q6. Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

### City Safety

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

Q7. Walking alone in your neighbourhood during the day? **READ OUT. CODE ONE.**

1. Very safe
2. Fairly safe
3. Neither safe nor unsafe
4. A bit unsafe
5. Very unsafe
6. Don't know/ NA (**DO NOT READ OUT**)

Q8. Walking alone in your neighbourhood after dark? **READ OUT. CODE ONE.**

1. Very safe
2. Fairly safe
3. Neither safe nor unsafe
4. A bit unsafe
5. Very unsafe
6. Don't know/ NA (**DO NOT READ OUT**)

### City Promotions

**READ OUT:** Thinking now about city events and festivals...

Q9. Christchurch provides and supports a range of events and festivals, such as Sparks and Cup and Show Week, activities such as walking or biking in the city or on the Port Hills and walking on the Pier and attractions such as the Botanical Gardens... Overall, how satisfied or dissatisfied are you with the information provided to you about events, activities and attractions in Christchurch? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

6. Don't know/ NA (DO NOT READ OUT)

Q10. The Council supports a range of events and festivals, such as Sparks, Lazy Sundays, 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.

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (DO NOT READ OUT)

### Visits to Council Facilities

**READ OUT:** Thinking now about visits to Council provided libraries...

Q11. In the last 12 months, how often have you visited a Christchurch City Council library, including community library\* **READ OUT. CODE ONE.**

**\*PROMPT WITH NAMES IF REQUIRED BUT DO NOT READ OUT LIST OF LIBRARIES.\*LIBRARIES - Akaroa, Aranui, Bishopdale, Central Library Manchester, Central Library Peterborough, Diamond Harbour, Fendalton, Halswell, Hornby, Linwood, Little River, Lyttelton, New Brighton, Papanui, Parklands, Redwood, Shirley, Spreydon, Upper Riccarton, and the mobile library. -Libraries closed as a result of the earthquakes: Sumner**

1. Have not visited in the last 12 months
2. Less often than once a month
3. At least once a month
4. 2-3 times a month
5. Once a week
6. 2-4 times a week
7. 5 or more times a week
8. Don't know

### Waterways

**READ OUT:** Thinking now about 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.

Q12. Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (DO NOT READ OUT)

**READ OUT:** Waterway margins are typically the two metre strip from the waters edge to the top of the bank and are often planted with shrubs, grasses and reeds.

Q13a. Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q13b. Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep. **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

## **Rubbish and Recycling**

**READ OUT:** Thinking now about the Council rubbish and recycling collection... I now have a series of questions about the Council run three-bin kerbside collection service...

Q14. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials? - Your yellow bin **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q15. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish? - Your red bin **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q16. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material? - Your green bin **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

## Roading

**READ OUT:** Thinking now about the city's roads and footpaths...

Q17. Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads (but excluding the residential red zone roads)? Condition includes things such as maintenance and upkeep. **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

**READ OUT:** Looking at the journeys you make on Christchurch roads by any mode of transport and the reliability of those journeys, *by reliability I mean that the travel time is consistent or dependable for the times you travel...*

Q17a. Overall, how satisfied or dissatisfied are you with the reliability of travel times in peak hours? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q17b. And overall, how satisfied or dissatisfied are you with the reliability of travel times in off-peak hours? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q18. Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths (but excluding the residential red zone footpaths)? Condition includes things such as maintenance and upkeep. **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

## Water

**READ OUT:** I now want to ask you a series of questions about the city's waste water collection and water supply

Q19. 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? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

**READ OUT:** Thinking now about water supply...

Q20. 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? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

Q21. The Council encourages residents through water conservation to use less water, especially during the summer months. This can include things such as water restrictions and leak detection work. Were you aware of this before I mentioned it?

1. Yes
2. No
3. Don't know/ NA (**DO NOT READ OUT**)

## Active Travel

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

Q22. 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? **READ OUT. CODE ONE.**

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly Disagree
6. Don't know/ NA (**DO NOT READ OUT**)

Q23. 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. CODE ONE.**

1. All the time (about every day)
2. Frequently (at least once a week)
3. Occasionally (around once a month)
4. Rarely (No more than a few times a year)
5. Never
6. Don't know/ NA (**DO NOT READ OUT**)

Q24. 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? **READ OUT. CODE ONE.**

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly Disagree
6. Don't know/ NA (**DO NOT READ OUT**)

Q25. In Christchurch there are some Pedestrian only streets, such as the City Mall. Overall how satisfied or dissatisfied are you with the appearance of pedestrian only streets, which includes things such as the layout and type of plantings and layout and style of street furniture? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

6. Don't know/ NA (DO NOT READ OUT)

Q26. Overall how satisfied or dissatisfied are you with the condition of pedestrian only streets, which includes things such as maintenance and upkeep? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (DO NOT READ OUT)

Q27. Overall how satisfied or dissatisfied are you with how easy it is to walk around pedestrian only streets, which includes such things as how walking-friendly the street environments are for shopping and spending time? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (DO NOT READ OUT)

## Parking

**READ OUT:** Thinking now about parking a vehicle in Christchurch...

Q28. 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. **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (DO NOT READ OUT)

## Disaster Preparedness

Q29. 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.

1. Yes
2. No
3. Don't know/ NA (DO NOT READ OUT)





Q30. 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...**READ OUT. CODE ONE FOR EACH.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/NA <b>DO NOT READ OUT</b>
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 in these meetings or presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Overall Satisfaction

**READ OUT:** We are nearly finished the survey, but first I would like to ask you some questions about your impressions of the Council overall. 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.

Q31. Overall how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? **READ OUT. CODE ONE.**

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/ NA (**DO NOT READ OUT**)

### Things done well and opportunities for improvement

**READ OUT:** Now two final questions about the best things the Council does and the things that need improve most. Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

Q32a. 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?

Q32b. 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**

**READ OUT:** 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. My name is ..... and the company I work for is Opinions Market Research. If you have any queries please contact our office during office hours on Christchurch 374 9794

Can I please confirm your first name and contact phone number for auditing purposes only?

First Name \_\_\_\_\_

Phone Number \_\_\_\_\_

**INTERVIEWER DECLARATION:** I declare that the participant, whose name and telephone number appear above, was unknown to me until the interview. In confirm that, before returning the questionnaire, I have checked that it meets and was carried out in accordance with company policy and the instructions supplied to me for this survey. I understand that the information given to me during the interview must be kept confidential.

1. The participant was unknown to me
2. The participant was networked from another participant in the survey and the participant was unknown to me
3. The participant is someone I know or know of myself
4. Other SPECIFY

First Name \_\_\_\_\_

Interviewer Number \_\_\_\_\_

## **Appendix II – Verbatim Comments**

## Things Christchurch City Council Does Best

### Burwood/Pegasus

They keep streets clean and tidy - good work. (Female, 50–64)

General day to day services seem to be okay. (Male, 65+)

Traffic wardens. (Female, 50–64)

All services good, they are doing best they can. (Female, 65+)

Events because they are free and fun. (Female, 25–49)

Rubbish collection - good regular service. Events - great distraction for the citizens and great value for money. (Female, 65+)

Communication has improved - new Council is doing better. (Female, 65+)

The rubbish. (Male, 50–64)

Rubbish collection - regular service. (Male, 65+)

Nothing - it all needs improving. (Female, 65+)

Parks - keeping them family friendly. (Female, 50–64)

Rubbish collection and water supply - great reliable service. (Female, 65+)

They do well with the maintenance and planting of outdoor public spaces – they look good, eg gardens, reserves, the Botanic Gardens, statues. (Male, 15–24)

Rubbish collection because it's reliable. (Female, 65+)

Tourist attractions, eg Re:START, the gardens, the museum. It's great that the Council has made sure they still attract tourists into the City and have kept it looking good. (Female, 15–24)

To me it's not transparent enough with the basic services. (Female, 65+)

To me, personally, all I can think to say is to improve communications with the public. (Female, 65+)

I think they are performing well with the infrastructure but they could still do better. (Male, 25–49)

As we live on the East side I think we are a little bit neglected, especially when it comes to the roading and footpaths. (Female, 65+)

I think overall they are doing their best. (Female, 25–49)

None at the moment; they are trying to do their best. (Male, 65+)

Up to now I cannot see any but I would say they must be working on it. (Female, 25–49)

I think in some areas they are doing very well... except around the New Brighton Mall, especially with roading. (Female, 25–49)

I would like to say the Council has done well with the festivals and events, but now would like them to try new things, something different, new variety for families. I think mainly the basics they are doing okay, but they must keep up with the rest of their services. I'm talking maintenance and upkeep of facilities and playgrounds. (Female, 25–49)

I don't think they are. We need more communication from them because to me I think they have made a big mistake with the memorial of the ones that lost their lives in the CTV building. It's where they are going to stick it that is all wrong, they should put it where you have passing or foot traffic going by to read it. (Female, 50–64)

I think the Avonside recycling - the Council has done very well with it. (Male, 25–49)

I think for the people of Christchurch and what they have been through I'm very happy with the festivals and events they promote. (Female, 25–49)

I think having the festivals and events for the Christchurch public is great. It's something we need. (Male, 25–49)

I'm satisfied with rubbish and recycling. (Male, 25–49)

They are doing very well with rubbish and recycling in this area. (Female, 25–49)

I think the Council is doing very well with rubbish and recycling collecting - great improvements. (Male, 50–64)

I think they are trying their best, I know it's hard going out there and it's going to take time. (Female, 25–49)

I think they are doing very well with the events and festivals, but I do think they could do with more variety, especially when it comes to families. (Female, 25–49)

Household rubbish and recycling is a lot better. (Male, 50–64)

Parks and reserves because upkeep is very good and they are user friendly. (Male, 25–49)

Rubbish collection is reliable. (Male, 25–49)

Good job overall but nothing specific. (Female, 25–49)

The rubbish collection - never any issues, reliable. (Female, 25–49)

Events - an excellent range of family friendly shows and events - we love them. (Male, 25–49)

The library - a fantastic selection of books and a great place to hang out. (Female, 15–24)

The Council is pretty good, lots of promotion of things to do, e.g. the Summertime activities, lots are being promoted. (Female, 25–49)

Events - they are excellent for tourists. The giraffes - a great idea. (Female, 50–64)

Probably the events and festivals could have more variety. (Female, 50–64)

To me, nothing I'm afraid. I've been on to them about our berm in front of the house needing maintenance but nothing has been done - very dissatisfied. (Male, 25–49)

The rubbish and recycling is doing okay. (Female, 50–64)

Rubbish and recycling, I have found it very good. (Female, 25–49)

In the beginning the events and festivals were very good and some still are but now we do need some other variety to add so there can be more family entertainment. (Male, 50–64)

I think they are doing ok with drainage and with the rest (roading, footpaths etc). It's going to take some time. (Female, 25–49)

I do know for a fact that they are doing very well with parks and reserves, with the upkeep and maintenance, and I think they've done very well with the drainage. (Female, 25–49)

I would say the rework of the bus system because most of the major routes are covered. However, there are still issues with routes in the East. (Male, 15–24)

The rubbish and recycling collection where I live is excellent in its dependability. (Male, 15–24)

Fixing things - it's a hard job but they are at least trying. (Male, 25–49)

Events - making sure citizens are well entertained. (Female, 50–64)

The call centre is always helpful and you get good results from calls. (Female, 25–49)

I believe that would be water since there are no impurities in it and it tastes pleasant. (Male, 15–24)

They look after the waterways really well, the rivers are cleaner now. (Female, 15–24)

The rubbish bin collection is good. (Male, 25–49)

Rubbish, water - everyday life things. (Female, 50–64)

I think collecting rubbish and keeping it under control. (Male, 15–24)

I think the rebuild of Christchurch with the roads, they are quite onto it. (Female, 15–24)

The rebuild is getting quite quick. It's improving. (Male, 15–24)

The bus service - it's nearly always on time. (Male, 25–49)

Events - a good community spirit is fostered. (Female, 25–49)

Maybe the bus systems. There are a good number of buses on time and not breaking down as often. (Female, 15–24)

I think the town, they keep the place really tidy. (Male, 15–24)

Roadworks and stuff, they are fixing the roads well. (Female, 15–24)

Overall they are trying to do their best in repairing the roads and footpaths. (Male, 50–64)

To keep on doing what they are doing. (Male, 25–49)

I think they keep the parks very tidy and it's great to see the trams up and running again. (Male, 50–64)

Probably ok with the recycling and collection of our rubbish at the gate. (Female, 15–24)

They are working hard to improve roading. (Male, 25–49)

I think that the festivals and events are ok, it gets you out of the house and it's good for families too. (Female, 15–24)

New bus routes, so it takes less time to get to your destination. (Female, 15–24)

Layout of plants and seating areas in Re:START Mall. Creative things eg the dome shaped seating area. Took inspiration from this and make a woodwork project for this at school. (Female, 15–24)

Doing everything ok. (Female, 15–24)

I think they do a good job of the maintenance and upkeep of the parks and the reserves and the Rawhiti Golf Course. (Male, 50–64)

I think they are trying their best overall. Of course roading is going to take time. (Male, 50–64)

I think they've done well with the rubbish and recycling. (Female, 50–64)

Council workers out and about are courteous and not quick to anger. (Female, 15–24)

Public transport, more services are available to all areas. (Female, 25–49)

Libraries - the staff are very friendly and they are access-friendly. (Male, 25–49)

I think we are blessed in what the Council is doing for the city. It's not easy and there's a lot more to do so I'm very satisfied with what they are doing in all areas. (Male, 65+)



I think the Council has worked well on the infrastructure in our area in Burwood, it's been great. I also know that it's going to take time. And the way they have cleared up the sections around us is good. (Male, 50–64)

They are doing good on the roads, and have tidied up the city centre as best they can. (Male, 25–49)

### **Fendalton/Waimairi**

Being more open than the previous Council is good. (Male, 65+)

Green bin, please increase the size. (Male, 65+)

Council charges are way out of whack - we will have to sell our house. Please address this issue. They are fleecing us. (Male, 50–64)

No, cannot think. Overall they are doing well since the quakes. (Female, 25–49)

Rebuilding the central city - It's something that no other town has. (Female, 15–24)

I don't really know - I'm having a hard time so I think that it is ok how things are going. (Male, 25–49)

Green bins - can we please have a green bin the size of the yellow bins please? (Male, 25–49)

Green bin - provide urgently a bigger bin. (Male, 25–49)

I think they are doing their best given the circumstances. (Male, 50–64)

Events; they are doing well at creating/encouraging events in Christchurch post-quakes, including for younger people, the Electric Ave concert in Hagley Park was good. I'm not a Cricket fan, but thought it was good that ICC World Cup events were held here too. (Female, 25–49)

They are doing very well to fix the waterways after the quakes. Events are really good. (Female, 25–49)

Roads and infrastructure. They are doing a good job post-quakes of repairing and improving the roads. And also of rebuilding/repairing infrastructure. (Female, 25–49)

Botanical Gardens are wonderful. (Female, 65+)

Botanical Gardens look great. Concerts in the park. (Female, 65+)

Community events are excellent, and the bike park in the city. (Female, 25–49)

Botanical Gardens are great and I like the container shopping mall. (Female, 50–64)

Parks and reserves. (Male, 50–64)

I like all the events we have. (Male, 15–24)

Nothing, they just keep us informed about everything. (Female, 25–49)

I think they are managing the rebuilding of Christchurch really well. It's a difficult task and they are doing their best. (Male, 15–24)

They organise events, Sparks in the Park etc, very well - put in paper, parking, etc, they do a great job in that area. (Female, 25–49)

Getting the city back up and running in terms of A to B. (Female, 25–49)

Keeping the place clean, areas look clean. (Male, 25–49)

Rubbish and recycling collection; the guys are really consistent - they don't miss a beat: they take care with the bins, so they don't end up being put somewhere stupid, or fall over. And it's great that we have a recycling service. (Female, 50–64)

They are doing well. (Female, 65+)

I have no connection with the Council as I wasn't affected by the earthquakes. (Female, 65+)

Recovery. They are doing the best they can and are trying to find solutions with limited budgets but I recognise it's a difficult time. (Male, 65+)

Rebuilding the city, this is coming along nicely. (Female, 50–64)

Parks and recreation areas, they are always kept tidy. (Male, 25–49)

Rubbish collection and the parks are looking fine. (Male, 65+)

We receive a lot of information about the goings-on in Christchurch. (Female, 25–49)

Botanic Gardens are kept really well etc. (Female, 50–64)

The events rate highly, and the Botanical Gardens are excellent. (Male, 65+)

Libraries need longer opening hours otherwise good. (Male, 15–24)

Events - but we need some car events for youth. (Male, 15–24)

They have been honest and open with the public compared to previous Councils where we had a closed shop policy. They have improved communication a great deal. (Male, 65+)

Overall they are doing everything they need to do. (Female, 25–49)

The water supply, we have the best water, that's cheap and reliable, in New Zealand. (Male, 50–64)

Overall they are doing well. They are in a bad situation and predicament due to being under-insured and three earthquakes so I think they are doing well coping and getting things back to normal. (Male, 65+)

Doing a good job as far as they can and are more open than before. (Female, 65+)

Rubbish and recycling are the only things they do well. (Male, 65+)

Water and rubbish collection. (Male, 25–49)

That's a good question. The libraries are being maintained. There are not many other services I use that I can say sorry. (Male, 65+)

Great tasting water. (Female, 50–64)

They are supporting the community. They just started up a Men's Shed, which is a group of older men and the community gives them jobs to do which is great for the older men. They are mostly retired men. It is excellent for money but more health-wise. (Female, 65+)

No idea, just in general they are doing alright. (Male, 25–49)

Trying to sort out all the problems, they are doing well. (Male, 65+)

Refuse collection. They do well at this and need to keep it going. (Female, 50–64)

Water supply, the quality of the water is very good and there were no issues after the earthquakes, especially given issues with wells and bores. (Male, 50–64)

I think the number of parks and they are maintained very well. (Female, 50–64)

Recreational events, there are a good variety. (Female, 50–64)

Outdoor events. Recently we have had the cricket world cup, lots of good events. The Mayor needs to not be allowed to speak at these events or on the major stage without training on speaking but apart from this all events are going well. (Female, 25–49)

Updated mail outs, they give good updates and advice about what happens so we all know. (Female, 50–64)

We just cope with everything, I just feel sorry for them in their thankless jobs, they need a medal for taking it on. (Female, 65+)

The giraffes, I and my family spent a lot of time investigating the city looking for giraffes. (Male, 25–49)

Information, a lot of what they are trying to do they are sharing with us as recovery proceeds - great communication exercises. (Female, 50–64)

Rubbish -it's a fantastic collection service and you don't have to worry about anything. (Female, 65+)

Entertainment - they put a great variety of events on each year. (Female, 50–64)

They don't do anything but spend money. People on fixed incomes are struggling due to rate increases. They need to get out of social housing, this is the government's job. (Female, 65+)

Events are really great. (Female, 15–24)

Events and stuff with the rebuild. (Male, 15–24)

Events in the park are great, I like them. The library system. The upkeep of footpaths etc and waterways. (Female, 15–24)

The library is really good. The plans for the new City centre will be great. The Buskers Festival. (Female, 15–24)

Rubbish collection is very reliable. (Female, 50–64)

The recycling and rubbish and kerbside collection has been alright from the old rubbish bins we used to have. (Female, 25–49)

Keeping us updated and the web site up to date. (Female, 15–24)

Have done well organising meetings re preparing for disasters eg meetings in the red zone. Helpful for people who have just moved here. Good for everyone to be prepared. (Female, 15–24)

Hagley Park gardens, it's nice to walk around there. Trees and pathways and lawns are kept nice. Facilities - cafes and pools for kids on the playground in the gardens are kept nicely. (Female, 15–24)

More events in winter but the ones we already have are good. (Male, 15–24)

Buses are good. (Male, 15–24)

Rubbish collection, it's always done on time and you get notices when they aren't going to collect it eg Christmas day. (Female, 50–64)

They have maintained and kept services that the rate payers are paying for. They just need to stop bickering about it between Council and Government. (Male, 50–64)

Communication through leaflets, website and apps. (Male, 25–49)

The basics - water, rubbish and recycling are all going well and uninterrupted given what has happened to other services. (Male, 50–64)

Basic utilities, they provide these well including roading and lighting. (Male, 25–49)

I currently have no problem with the CCC rubbish collection and the roads that they are doing in the inner city. I think people are over-thinking this and complaining too much as the repairs and structures takes time to repair through the use of engineers, buildings and contractors etc. (Female, 25–49)

The Council to me is doing a satisfying job. The work is being done and to me they are putting the residential areas first which is correct. The inner city has been partially replaced by the container mall which has been effective for bringing residents back into town and also bringing in tourists to have a look at what has happened to the city. The Council/Government are putting on more festivals in Christchurch which is having a better affect as it is making Christchurch residents more engaged. (Female, 50–64)

Walking tracks - a lot of use of them and you get value for money. (Female, 50–64)

In the Harewood area we have some repairs on the pedestrian footpaths and roads. The work being done is being completed in a very professional manner, especially for my household. For example the workers will tell us if they are doing anything with the water and whether we should expect no water during certain periods, if they are in the way they will move once you tell them, and they help with moving some elderly residents' rubbish as they are taking up a lot of space. (Female, 25–49)

Nothing is being done right. (Female, 50–64)

General supply of services, the water and rubbish are good. (Male, 50–64)

Moving the botanical gardens to be more friendly, it is hard for them. (Female, 50–64)

Parks and the upkeep of these. (Male, 50–64)

The advisory service, it's provided well and in a public place at the library. (Male, 65+)

Parking and they are good at sending people out when I have issues they need to sort. (Female, 65+)

Nothing stands out, they are doing well overall. (Female, 50–64)

Parks - we have excellent parks for kids and animals which is good for nature lovers like me. (Female, 25–49)

Libraries - they give a great service to the public and they answer all questions conveniently, they are easy to get to and the hours they are open are good hours. (Female, 65+)

Libraries - they are great for kids, they have free music talking books etc, no overdue fees and free holds. The service is excellent. (Female, 25–49)

Cycleways in and out of town, they are more user friendly, so well done. (Female, 25–49)

Maintenance of parks and pedestrian only walking malls. (Female, 15–24)

Dealing with the huge financial burden and doing things, taking care of the big picture, paying for things and managing rates. (Male, 25–49)

They have done well in the last 4 years considering the circumstances. (Male, 25–49)

Don't have anything they have done well. (Male, 25–49)

Upkeep of the buses, they are nice to travel in. (Female, 15–24)

Water supply. (Male, 15–24)

Biking to the university is fine so I have no trouble with this - the traffic is good and I can get there quite easily. (Male, 15–24)

I think we need more say in Council decisions. A lot of the decisions I hear about have already been decided and I have no idea that they have happened and notice that they have been done from watching the news. More say and time would be better for us to actually provide better advice. (Male, 15–24)

At the moment the festivals are good. I'm not sure if the Council is in charge of this but many concerts are now in Christchurch only, such as Maroon 5 and the Foo Fighters this year. (Female, 15–24)

Events in the park are good. (Female, 15–24)

The parks - how good a condition they are in, how tidy they are, and the rubbish bins and seats in parks. (Male, 15–24)

Events, they are quite well known, easy to find info, you get a food turnout and they are good for morale. (Female, 25–49)

They've done well in getting things back to what it was before, making things accessible. (Female, 15–24)

Good at getting into things quickly (generally). (Female, 15–24)

### **Ferrymead/Hagley**

Council has improved over the last 6 months or when the new Council started. The Council have heeded the wishes of the people of Christchurch to be a bit more open and stop their squabbling - as I get older (86) I tend to switch off. (Male, 65+)

City Care and Council, in the area of road problems, whenever I rung they have always done something immediately. Also City Care's work on footpaths is fantastic. (Female, 65+)

I can't answer that, I see a lot of work going on but don't know what they are doing specifically. (Male, 25–49)

Rental properties, they are looking after us well. (Female, 65+)

I think they are doing very well to provide entertainment etc in Hagley park, sponsoring sports activities for teams. (Female, 65+)

The libraries the best - it is a free service, a lifeline and interaction. (Female, 50–64)

I don't know much about this, cutting down postal services is becoming more troublesome and I don't like the thought of that, such as delivery to retirement villages letterboxes which is very troublesome. Still postal deliveries but no other deliveries. (Female, 65+)

Library services, maintained through it all. (Male, 50–64)

Doing its best to recover from the earthquake, I don't know, a lot is required. (Female, 65+)

Rubbish collection as is reliable. (Female, 50–64)

For a retired person the library service has been amazing, because I can order online and pick it up or go into the library and it's quiet and safe. Especially City South library. (Female, 65+)

Busses are getting back on track - convenient for the public and seem to be doing ok. (Female, 50–64)

The one service they do very well in for the elderly is exercise groups and things like that, they do very well there. You can find out about any group including swimming pools, buses etc. (Female, 65+)

The only dealing I have with the Council is rubbish collections, everything else I observe is from a distance. Happy with this. (Male, 50–64)

The consent process and we were one of the first to get it, people doing it are very accommodating and helpful. (Male, 50–64)

Toby box house was very well fixed, repaired in a couple of days. (Male, 65+)

Comes back to the recycling, the ease of it. (Male, 50–64)

Event management. This is because there is more of a variety of things available and some events are better run than in the past. (Female, 25–49)

Cleaning the lights..... there aren't many. (Male, 65+)

The events they put on are always well placed around community. They work hard to make good clean fun. (Female, 25–49)

The festivals and events, you hear good reports. (Female, 65+)

Roads, even though I'm still dissatisfied. (Male, 50–64)

The events are really important and they are doing a good job of them, especially free ones and over the summer. (Female, 50–64)

Rubbish collection - it's good, we've had no problems at all. (Female, 15–24)

Not too many I'm afraid. (Female, 25–49)

Kids playgrounds are good as they're up and running. Great to have skate parks, very important to have them. (Female, 25–49)

The events, especially Summertime festivals, have been done very well. Good selections of events, great parking and notification of roads, and range of activities. (Male, 25–49)

I read in the paper that the Councillors' pay isn't going up. I wonder if Councillors get special parking privileges? (Female, 25–49)

Water delivery - an easy start on that one as we had good water to start with. (Male, 25–49)

The rubbish collection and the Botanic Gardens. (Male, 50–64)

Looking after parks and rivers, the rubbish collection is excellent, sewers and other services are excellent. (Male, 25–49)

The public functions, Sparks etc, run smoothly. (Male, 15–24)

Interesting question, they've done ok with sewer replacements round our neighbourhood. (Male, 25–49)

Rubbish is collected well. We keep our city clean and tidy. I feel sorry for the guys who maintain the cemetery at Ruru. They don't have what they had pre-earthquake. We have great libraries and the librarians are good. The park and the new cricket area are awesome. (Male, 50–64)

The community events have been good, I went to quite a few over summer. Peter Pan was amazing. (Female, 25–49)

I think the rubbish collection is great. They could be sending bills as they're always on time (joke). For the rubbish collection, they always come in the weekend on time despite the difficulty of access, and the reason I say the rubbish collection is because I am aware of this service as it happens 52 times a year. (Female, 50–64)

What I appreciate is the information I get about what events are going on. Really good information about what's happening and that's very appreciated. Not sure if that's the community or the Council but that is great. (Female, 65+)

I think the Council is doing great with fixing the bridges in my area at the moment. As I don't drive any more this has been quite good, it has taken a lot of time but it is being done. The Council have a lot of work to do so it's fair to see why the work is taking so long. (Female, 65+)



The rubbish collection. (Female, 50–64)

They are looking after the youth and tradesmen. (Male, 25–49)

Events, they really do a good job. (Female, 15–24)

They are taking care of local gardens really well, and the Re:START mall is really nice. (Female, 15–24)

The fixing of the potholes. (Male, 50–64)

Maintenance of water and sewerage under the circumstances re the damage. (Male, 50–64)

Essential services, libraries and rubbish collection for example. (Male, 65+)

The cycleway in Sumner is good, very easy for cyclists, but honestly I have no problems, and another thing is that the swimming pools are up and running again so that's great for residents. (Female, 50–64)

I think they're doing a good job generally across everything that has happened especially due to the earthquake as a lot of the damage done was done by natural disasters that we had no control over. (Female, 65+)

The best thing that the Council has done has probably just been the maintenance of the water supply. The water supply has been good over the years even after the earthquakes, and that has been ok. At worst we had a couple of days of no water but the Council helped us in getting clean water to drink. (Female, 50–64)

I think the Council is doing good with giving us residents some options to see what decisions the Council may make... by asking the public and also giving the public ways to comment, either by email, ringing or attending meetings about things that are going to happen in Christchurch in the future. This is good because it engages and gives residents the ability to speak up if they have something to say. (Female, 65+)

The activities they provide, free events, the collection of rubbish. (Female, 50–64)

Bringing festivals and that back to the city like the cricket and Matatini, Christmas in the Park - they need to do more of that to encourage people to come back. (Female, 25–49)

Rubbish, I can't complain. (Female, 25–49)

Satisfied with Christmas in the Park etc, they are very good community wise. (Female, 15–24)

The kerbside collection for rubbish and recycling is very good. (Female, 25–49)

The nice looking city since the city is clean, the parks are looking nice and the city centre is looking nice. The enforcement of the recycling in general is better than in some other countries. (Male, 25–49)

Giving communities certain spaces that look nice. Certain spaces get more art decoration and stuff which is good to see. (Male, 15–24)

Best is the rebuilding, it's slow but it's a beginning - working on streets and everything damaged by the earthquakes is very important. I understand the frustrations but it can take decades. (Male, 25–49)

Informing on things happening around the area. (Male, 15–24)

Trying to get water services back on track, our business finds they get on to things asap. (Male, 25–49)

The Mayor and Deputy Mayor are a dynamic team, they talk to the public better than the previous Mayor. The National Government have reneged on post earthquake promised money and CCC have handled matters quite well. (Female, 50–64)

Probably the libraries, they have a lot of them and they are actually pretty good. (Male, 15–24)

Free Events. There's a good variety of free events to go to, and they're well organised - eg Classical Sparks, and the Summertime's events, including the Sunday music sessions in the gardens. Not a lot for my age group, but I go to many events, partly because I have been involved in helping the Council with events before. (Male, 15–24)

The special events that celebrate Ngai Tahu and the other Maori festivals such as the parapiki are done by the Council so that is great, and that the Council are doing the best they can to support the residents within Christchurch. (Male, 50–64)

Improving waterways in town. (Male, 15–24)

I think they are doing a good job in redesigning the city. Overall I don't know much about what the Council does. (Male, 15–24)

SCIRT are doing a good job pre-warning about roadworks coming up. They did a good job of making the city good for the cricket world cup. (Female, 25–49)

I would think parks and leisure areas because there seems to be a lot of them, and it's easy to find them. (Male, 25–49)

All the public things like the roads and events. They have good events such as Sparks in the Park. (Male, 15–24)

Honestly I think the Council is doing the best they can to rebuild Christchurch from the residential areas to the city centre. They have hired four huge contractors eg Fletcher, Fulton Hogan etc, so they are putting a lot of money and effort into it. (Male, 15–24)

I like cultural activities like the Buskers Festival and Sparks, because I like cultural life and art and I believe that all these are quality events. (Male, 25–49)

Taking care of plants and parks they do well. (Male, 15–24)

The rubbish and recycling service is good, consistent and efficient. (Male, 25–49)

Events, they are something to go to and generally free. (Female, 25–49)

The rubbish collection is very good, and helping community festivals, I'm very satisfied. (Male, 25–49)

I am reasonably satisfied with it all. (Female, 50–64)

I don't think they are doing anything amazing. (Male, 15–24)

That's going to be a bit tricky. The best thing they are doing is the kerbside collection of rubbish. This is because the yellow one is picked in the afternoon and the red and green ones are in the morning and you know which arrives first so you can organise yourself around that. (Male, 50–64)

Because my English is not very good I think the rubbish collection is quite good. I didn't know what exactly I could put into each bin but the Council said I shouldn't put this item in the yellow bin and they explained to my family what I can and can't put in the rubbish bins. The Council helped us with this as we were doing it wrong for a while. (Male, 25–49)

Infrastructure, they seem to be on top of it and seem to be working on the repairs, even with the construction in the city area and outskirts they seem to be doing the work. They have started to rebuild the inner city with the container malls which is great, giving residents more of a reason to come into town, and opening smaller shops and having extra areas for residents and travellers to go eg the dance mat and letting people view the damage that the earthquakes have done. (Female, 50–64)

Probably the openings of new libraries and the reopening of existing ones. This is quite good as a lot more libraries are opening and for a reader such as myself this is very good. Also with the new one opening in Halswell with the new housing areas these people will benefit greatly from this. (Female, 25–49)

Libraries are good, the services they provide. I really like the storytelling services. (Female, 25–49)

They are doing well in terms of keeping people interested, especially coming into the City, seeing the giraffes etc. They can see/take part. (Female, 25–49)

Council are doing their best in the very difficult situation. (Female, 65+)

Nothing stands out. (Male, 50–64)

Council's involvement with the new cathedral. (Female, 65+)

The only thing that stands out for me right now is the Council's support of the ICC cricket games in Christchurch and also having an Opening Ceremony. This has brought some life back to Christchurch residents and has brought a great deal of enthusiasm and is also bringing in lots of tourist which is always great for the city. (Male, 15–24)

Rubbish. Water quality in the home but not in the environment. (Female, 15–24)

I guess the waste disposal, I appreciate the bin system, it's reliable and eco friendly. (Female, 25–49)

Had sewerage and water services done well there personally. (Male, 25–49)

I like their consultation and that they allow the media to cover things. That's how I keep up with things going on. I like the letterbox drops that keep us informed. We are invited to have our say. Since this new Council has come on board things are more open. (Female, 25–49)

They do a good job of providing access to the Port Hills. (Male, 25–49)

Parks and recreation, the toilets are unlocked 24/7. (Male, 15–24)

Regeneration of Victoria Street, this is the most improved area in the city - easy to walk along it. (Male, 25–49)

They are doing well at the events but they need more advertising and diversity. (Male, 15–24)

Rubbish. (Female, 25–49)

They have done a really good job keeping up the trees and botany. (Male, 15–24)

Garden areas are really neat. (Female, 15–24)

### **Heathcote/Spreydon**

Waste services; ie waste water services, rubbish & recycling collection. Very good, no problems at all. (Male, 65+)

It's putting a lot of information out about things that it's engaged in. (Male, 50–64)

Shuttles to take people from parking to the hospital - at least it helps with the major parking problem around the hospital (I'm a nursing student). (Female, 15–24)

Parks and playgrounds because I visit them a lot with children, there's a lot but they need more shades and outdoor pools. (Female, 25–49)

Maintenance of the park. The creek behind our house is cleaned by staff every 3 months. (Male, 25–49)

Recreation facilities. Every suburb needs a place families can spend time at safely. (Male, 25–49)

Rubbish bins because it's consistent, they take away as much as you can put in; it saves you dumping it. (Female, 65+)

Advertising the public events it supports - it's very easy to find out about events it does like children's day, Christmas in the Park and Sparks. (Female, 25–49)

Events and festivals; just the fact that we have a good range of them happening, and for different types of people (even if not enough for older people / disabled people - sometimes access is difficult). (Female, 50–64)

I think since the gap fillers have started up in the city centre I think they have done a great job there because mainly they do have a lot more entertainment than most organisations. (Male, 25–49)

I think they are doing fine, I never had any problem with any services they provide. (Male, 15–24)

Events and festivals - I like the fact that they keep people entertained, and they are free. They attract a lot of people. I like the fireworks at the pier in New Brighton - a really good display. (Female, 25–49)

Nothing. Sort the Town Hall out and demolish the cathedral. (Female, 50–64)

Getting the roadworks done and the red zone cleared quickly. (Female, 15–24)

I think the Council is doing a good job with recycling and rubbish collection. The collection of organics is better than in some other cities. (Male, 15–24)

Waste collection, because I have no problems with it. (Male, 65+)

Really great with family friendly Lazy Sunday events. Really good events. (Female, 15–24)

Doing well in putting information out and keeping people up to date with what's happening. They are quite transparent. (Male, 25–49)

The rubbish bins system is excellent. The roading repairs are fantastic. (Female, 65+)

They are doing a very good job on waste removal and disposal and keeping the citizens informed. (Male, 65+)

Infrastructure and road works, they are doing well in these areas. (Male, 25–49)

Front line staff like libraries and service centre staff are doing a fantastic job. (Male, 50–64)

Basic services like rubbish and wastewater - they are doing well in these areas. (Male, 25–49)

In the circumstances they are doing well in most things. I couldn't name any in particular.  
(Male, 65+)

Doing well in helping the citizens of Christchurch overall. (Female, 65+)

The bus services are very good. Activities such as Sparks in the Park events are very good and are needed by the public. (Female, 65+)

Recovery work - getting the city up and running again. They are doing well here. (Female, 25–49)

Working on the recovery and maintaining the gardens - they are doing a good job in both of these areas. (Male, 65+)

Recreational events - they are free and there is something for everyone. (Female, 50–64)

Rubbish collection and infrastructure, the rubbish collection is the best in NZ. (Male, 25–49)

Events, but we need more for young people. (Male, 15–24)

Very good with the dog barking issue. I have had excellent response from Council in relation to dog issues. (Female, 50–64)

Doing all they can in the recovery work. They are doing very well here. (Male, 65+)

Getting involved with people. (Male, 65+)

I think for me the horizontal infrastructure. The water and waste systems are working really well. (Male, 25–49)

The entertainment services and the libraries etc - they're doing very well there. They've maintained all their services for keeping our mind off things over the last four years. (Female, 25–49)

Rates payments: the website is helpful about how and when to pay. Then when I went in to pay, the staff were very helpful with explaining how I could pay it off regularly (in instalments).  
(Male, 25–49)

I think the Council is doing a lot better since they brought in the coloured rubbish bins but I think the green one could have been bigger - same size as the yellow. (Female, 65+)

I think the Council is doing very well with the kerbside rubbish and recycling. (Female, 65+)

Generally I think overall what they had to do to fix the city up, they are doing quite well.  
(Female, 65+)

I'm fairly satisfied. (Female, 25–49)

I do think we need the festivals and events and the Council have done their best but I do think it's time to hand it over to the public so we get a variety. They've done well with the libraries too. (Female, 50–64)

I think they have done well with the events and festivals and keeping it free for the public helps and they still keep Christchurch green with maintenance and upkeep. (Female, 65+)

I think compared to the other cities we are pretty well off. (Female, 25–49)

I think they've done well with these new rubbish bins to what we had, they are also doing well with the recycling and rubbish collection. Done well with festivals and events for the public. (Female, 50–64)

I think overall the Council is doing their best with what is going on. I think you've got to realise how bad these earthquakes were and I think the recycling and kerbside rubbish collection is going well. (Male, 25–49)

Trying to improve the bus services. The parks and reserves are always tidy. (Female, 50–64)

Festivals and events are doing ok. (Female, 65+)

For what they've been through they are trying their best. (Male, 65+)

I have no real complaints, overall I think they are doing their best. (Male, 50–64)

I think you'll have to take into consideration what it was like and to see what really happened. I would say overall they are trying their best. (Male, 25–49)

The roading because it needed work. (Female, 65+)

I think the libraries are pretty amazing, really helpful and friendly staff, convenient hours and it's good that they are all interconnected. They are very accessible and user friendly for the community. No problem at all. (Female, 25–49)

The Council are doing a good job on everything. All the services most people would subscribe to. (Male, 65+)

Probably the events, because I enjoy the events being put on throughout Christchurch. (Male, 15–24)

Water and rubbish. (Female, 25–49)

The collecting of rubbish because it is always on time. (Male, 25–49)

May be the rubbish collection, because they do a good job at that. (Female, 50–64)

The water, libraries and cycleways are good. (Male, 50–64)

What they've been doing in the central city including pedestrian areas and managing how the destruction of the buildings affects the areas. Easy to know where the pedestrian areas are, as they are well signposted and maintained well. (Female, 25–49)

I feel neutral on this one. (Female, 25–49)

Have found overall I'm satisfied. (Male, 50–64)

I think due to the circumstances of what's ahead of the Council there's more they have to do. It's a bit hard to comment on this one. (Female, 50–64)

Rubbish collection is reliable. Footpaths are ok but could be better. (Male, 15–24)

Probably community involvement like social events because they are well organised, well advertised, free of cost and are family friendly. (Male, 25–49)

Water. (Male, 25–49)

The Buskers festival is good. It's always nice and there's enough room for everyone. (Female, 15–24)

They keep the parks quite well and clean. (Male, 15–24)

Rubbish, it's good and on time mostly. (Male, 25–49)

Roads are being fixed as fast as they can reasonably be expected to be. (Male, 15–24)

Waterways look good, roads are getting better. They were in a bad condition two years back. (Male, 15–24)

I think they are trying their best especially with the festivals and events, trying to get the people back and also consulting with the public. (Female, 50–64)

I think the Council is going well with parks and recreation facilities, that they've got them up and running - this is good for the city. (Male, 25–49)

The rubbish collection is ok. As I have lots of rubbish, I do find the bins too small though and as a rate payer I don't think I should have to pay more for the next sizes up. (Female, 25–49)

I think they are doing well with our festivals and events, but could do with more cultural ones especially Maori ones. Rubbish and recycling is excellent, could do with a bigger green bin though. The parks and reserves around the Port Hills, and the walking tracks, are good. (Female, 25–49)

I think the Council has done well overall and they have built buildings all over town - a great improvement, so keep going and keep on fixing up the roads. (Male, 50–64)

I think the festivals and events are ok. (Male, 15–24)



I enjoy the festivals and events, they are good for the city. I think they have done well with the sewage as well. (Male, 15–24)

The building consent process is now very good. (Female, 50–64)

Librarians and library services. Council is doing a very good job here. (Female, 25–49)

Providing valuable recreational areas at a reasonable cost. (Female, 50–64)

Water supply is beautiful, doing a good job with the water supply. (Male, 25–49)

Promoting community events, great at this. (Male, 15–24)

Water works and drainage are top notch. Doing a good job. (Male, 50–64)

Great events, eg Sparks. (Female, 15–24)

Recycling is pretty good. Clean streets. (Female, 15–24)

Very good at wasting money. (Male, 65+)

Rubbish collection is very good, I'm very happy with bin system. (Male, 25–49)

Libraries, parks, recreation and walkways. They're doing very well here. (Female, 50–64)

Libraries - they are doing a good job here. (Female, 25–49)

Rubbish collection, libraries and recreation facilities, they are doing these services very well. (Female, 50–64)

Waste management. They are doing well here with waste bins, etc. (Male, 65+)

The events like Sparks are done very well. (Male, 25–49)

They work well in keeping the community together with events like Sparks. (Male, 50–64)

They're doing an awesome job. (Male, 15–24)

Keeping the city clean and tidy, they are doing a good job here. (Male, 15–24)

They are doing ok with the future development of Christchurch. (Male, 50–64)

All the events planned for the city, these are good for the public. (Female, 25–49)

The libraries are great. Upgrading these is great. (Female, 25–49)

Parks and reserves, Council are doing a good job maintaining these. (Male, 25–49)

Keeping the streets clean, they are doing a good job here. (Male, 15–24)

Fixing roads is a massive job, they are doing well. (Male, 25–49)

Basic services like rubbish collections - they are doing these well. (Male, 25–49)

Fun activities, Summertime events, they are doing a good job here. (Female, 50–64)

Creating new parks and reserves and new recreational areas. Responding to public needs. (Male, 15–24)

The parks and reserves, they are doing a good job here. (Female, 50–64)

Good libraries, Council is doing well in this department. (Female, 25–49)

Events and activities, and planting in the city mall, they are good at this. (Female, 25–49)

Working well with government agencies like CERA in the best interests of citizens. (Male, 50–64)

Making Christchurch a pretty city. They are doing a good job of this. (Female, 25–49)

Libraries and kerbside recycling - they are doing a good job here. (Female, 25–49)

The libraries are fantastic, and swimming pools and Summertime events. They do a good job here, including cultural events. (Male, 25–49)

### **Papanui/Shirley**

Amount of meetings held 'closed'. Rates are too dear. (Male, 65+)

I like the events. (Female, 25–49)

Rubbish service is reliable. (Female, 25–49)

Public transport. (Male, 65+)

Events are always awesome and I love that things are free for us poor students. (Female, 15–24)

Rubbish removal, efficient, timely, always works, never lets you down. (Male, 65+)

Events are going well. (Female, 15–24)

Rubbish pickup. (Male, 50–64)

The gold card. (Female, 65+)

The rubbish system. (Male, 65+)

I think that in terms of fixing the earthquake damage they are doing a good job as it is hard. I think in terms of working out the direction of Christchurch that it is not too strong. I think the

weak point is the planning of the future of Christchurch is more based in the Government and not the city as a whole. (Female, 50–64)

I think overall they are doing their best but I would like to say I'm pleased with the rubbish collecting from the kerbside, I didn't like the old rubbish bins. (Male, 65+)

Public events are really good. (Male, 25–49)

Everything. (Female, 50–64)

Taking money. (Female, 50–64)

Libraries. (Female, 50–64)

Hagley Park school stadium. (Male, 50–64)

Elected members are working better. (Male, 65+)

They have tried very hard. (Female, 65+)

It's hard to say because it's just a large project. Umm the water is good. If they don't protect the water for the dairy farms on the outside of Christchurch then farmers and residents will have trouble. But the water supply is good now. At the moment there is no fluoride in our water which is great. (Female, 50–64)

Happy with the rubbish collecting, but need a bigger bin for organic waste. (Female, 25–49)

Library services are doing well. (Female, 65+)

Progressing. (Female, 25–49)

Kapa haka event and others are great. (Male, 25–49)

The events are good. (Female, 25–49)

Getting things done faster. (Male, 15–24)

I think the Mayor has a hard job to do and there is a lack of money, but I think overall the Council has done a satisfactory job. (Male, 25–49)

Planning in the city looks good. (Female, 25–49)

Council are doing ok. (Male, 65+)

I like the fact that they are getting there, making use of the areas that can't be built on. (Female, 15–24)

Under the circumstances they are doing their best. (Male, 50–64)

Events because they are fun places to go with friends. (Male, 15–24)

What they have rebuilt, the infrastructure. (Female, 65+)

The Council are doing the best they can. (Female, 65+)

The Council is doing a good job with the events they put on. (Female, 25–49)

The wheelie bin guys do well. The guys who drive gutter sweepers do well. (Male, 50–64)

The Council promptly came to pick up a dead cat that was found outside my house. I didn't mind paying my rates that day. I was very impressed with the man who came over. (Female, 65+)

I thought a new campervan area in the red zone is a good idea. (Male, 65+)

Maintaining parks, they are trying really hard to get big tasks done. (Female, 50–64)

Parks and gardens are well maintained, as is rubbish collection. (Female, 50–64)

Communication, they are communicating to the community and not keeping things to themselves. They are doing a good job with the budget they have. (Male, 65+)

Nothing in particular, everything is pretty good. (Female, 15–24)

Layout and appearance of streets is great. (Male, 15–24)

They are generally doing a good job under the conditions they are under. (Male, 65+)

Matatini Festival was good. (Female, 15–24)

The libraries are the best, it's good that they reopened after the earthquake. (Male, 15–24)

The trams back in service. (Female, 50–64)

Rubbish and it's easier to get around. (Female, 15–24)

Public health and security. (Male, 25–49)

Keeping their noses clean. (Male, 25–49)

Working really hard to work out the tricky situation in Christchurch, they are good at holding their own and being advocates for us. (Female, 50–64)

Not taking a pay rise was a great thing, getting things on track, more family friendly events. (Female, 25–49)

Keeping streets clean, and they do listen to people. (Female, 15–24)

Parking because there is a lot of parking space for businesses. (Male, 15–24)

I feel it's the new buildings. Lots of them have come up in town which is really good. (Male, 15–24)

Events they are doing well, especially with world cup cricket. (Female, 25–49)

You have done well. (Male, 50–64)

Water supply and rubbish collection. (Female, 15–24)

Being aware of earthquakes and preparation. (Female, 15–24)

Repairing the roads and stuff; even though it's taking quite a while they're making sure they are doing a good job. (Female, 15–24)

The infrastructure replacement is pretty good - it's thorough. (Male, 50–64)

The parks and reserves and the walkways on the hills - the paths and cycleways. (Male, 50–64)

Those community leisure projects like the association of the cricket fan zone or Sparks in the Park (of which I've attended both). And the associated music in the park events. (Male, 50–64)

The libraries - their accessibility and opening hours, the number of libraries and the staff in the libraries. (Male, 50–64)

The rubbish recycling collection- it's always prompt, accurate and reliable. (Male, 25–49)

Parks - Jellie Park is open and functioning well. (Male, 25–49)

The events, like the Buskers Festival, various events such as Sparks and the cricket world cup. That they're free (generally) and are professionally run and well managed. (Male, 25–49)

The Council are doing the best they can. (Male, 50–64)

The parks and reserves, because they always seem to be at a reasonably high level - clean and tidy. (Male, 50–64)

I like City Care's work. (Female, 15–24)

The parks and gardens are pretty good, well maintained and free of rubbish. (Male, 25–49)

Water and waste, I'm pretty happy there and I've never had disruptions to the water supply. (Male, 25–49)

Trying to pretty-up broken areas, making the areas look nicer. (Male, 15–24)

The rebuild's going well, but slow. I can see it's a difficult task. Not much traffic, I like that. (Male, 15–24)

They did well in calming people down after earthquakes. (Male, 25–49)

## Riccarton/Wigram

All the summer and weekend events. The frequency and variation of those activities are very good. A lot of events and a lot of variety. (Male, 25–49)

I don't think there is a best. (Male, 25–49)

I think they've done alright since the earthquake at providing things for Christchurch after the earthquakes - the roads and things like that, although the roads sometimes having to be done two or three times, and the drains, which to me is a waste of money. (Female, 65+)

I think on the arterial roads they are doing are good job - like in Brougham street -they're keeping their surfaces well. The roundabout where Springs Road meets Halswell Junction Road and where Halswell Road meets the motorway - the problem is that they should either have it straight through with a flyover across Springs Road, or have traffic lights there. (Male, 50–64)

The work they do in the parks - Hagley Park and these sorts of places, is very good, also Avonside Park and Burnside Park. (Male, 50–64)

I like Christmas in the Park - I like all those community based events that you can take your family to, and because it's in a central location, we feel safe as a family walking to and from the event. And I love the fact that Christchurch has lots of parks and reserves - we live beside a park and feel privileged to have it beside our house. (Female, 25–49)

Control of waterways; they do a pretty good job of controlling the plants & clearing waterways out. (Male, 65+)

Organisation of events eg in Hagley Park. They're very well-run, including clear instructions from staff as to where to go/park, and good security. (Female, 50–64)

New infrastructure, including 'below road' infrastructure - eg drainage, water supply, electrical, telecommunications. Because of the earthquakes they've had a battle on their hands, and they're coming out the other side. (Male, 50–64)

I think the Council is performing at the best at the moment - you look around and see there's no wild grass or vegetation and the drains aren't blocked and public facilities and areas for people to go to are acceptable and enjoyable for people to go to. (Male, 15–24)

The best would be the free entertainment they're delivering for people because it gives us something to do, since there's not much to do and not many people coming here, especially during the summer. (Female, 25–49)

The events of Christchurch City Council is the thing they do the best - the promotion of these. (Male, 25–49)

Spending money that's not theirs. I think they're spending ratepayer money on things that aren't necessary when there are better things they could be spending money on like getting people back into their homes. (Female, 65+)

Activities that are easy to get to are good. (Male, 50–64)

They're doing their best under the circumstances. (Male, 65+)

Libraries - the fact that they are open in the weekend. (Female, 25–49)

The rubbish collections and cleaning up the streets and keeping things tidy. We're probably the least justified to have it, but we're happy they're doing a very good job. (Male, 65+)

I'm satisfied with the overall delivery, but I think they should say it a bit stronger to the Government that we need more power here for decision making and insurance payments. And especially Council insurance payments - the settling of payment for its facilities. (Male, 65+)

The rubbish collection, never had any problems. (Female, 50–64)

Overall I think they are doing a good job. Rubbish collection is very good - no problems. (Male, 50–64)

Libraries; the Upper Riccarton library is particularly good: its selection of books, the hours, our kids like going there, its light, clean & warm. (Female, 25–49)

The seasonal festivals eg SummerTimes. They do a good job of these, and festivals and events are good for taking people's minds off the dramas involved with the earthquake. The events cater for all age groups, genders and types of people. (Male, 50–64)

The libraries - even though I don't go there very often it's still very helpful for work. (Female, 15–24)

The social stuff like festivals and Summertime's because I think that's good for the mental well-being of Cantabrians at these time considering post-earthquake issues. (Female, 50–64)

The libraries are quite good because people can just bus to them or walk to them if they're close. (Male, 15–24)

It's great that they're doing more pedestrian only streets - the new plan for the new layout of the city is great. Around New Brighton and all that it's still the same way as after the earthquakes from what I can see - I didn't see much improvement. Overall I think they're doing a good job. (Female, 25–49)

They do well in keeping the city reasonably clean and I appreciate the community events like Sparks in the Park. (Female, 50–64)

Events; I'm really happy with the range of family events they put on / are involved in. Eg Cultural Festival, Children's Day, Buskers Festival, Kite Day. And many are free. (Female, 25–49)

The quality of recreation areas, such as parks. I do a lot of sport so I appreciate the quality of them. A couple of parks were revamped after the damage from the earthquakes - I appreciate that having been done. (Male, 15–24)

Letting us know what they are up to, the next stages and informing us a lot. Pretty satisfied with the range of services. Most satisfied with the rubbish collection because I really rely on them. (Female, 25–49)

Rubbish collection; never had any problems with collection of any of the bins. (Female, 65+)

Libraries; very happy - because of the books available, efficient service, and how they managed to get temporary libraries going post-quakes. Communication via emails is good too. (Female, 65+)

Community centres; I hired a couple of venues for school events, they were easy to book and pleasant staff to deal with when organising it. I think Council staff do the best they can and work really tirelessly. (Female, 25–49)

The rubbish collection system - it's tidy and clean. It's reasonably efficient, and there's less handling of rubbish. The Council pays contractors to do the rubbish collection so the contractors can be changed if they don't do their job properly. (Male, 65+)

The rubbish collection is excellent. I'm very happy with it - it was a great idea when it came in. (Male, 65+)

Activities for youth, and the buses - the way that they've changed them to make it easier for people to get around. (Female, 15–24)

They put on a lot of good things around Christchurch for people like events such as the triathlon, Sparks and the cricket. I think a lot more is happening now, there's a lot more interest and more people are coming into the city. (Female, 25–49)

Nothing stands out. (Female, 50–64)

Their Summertime thing that they keep on is good - it is there and it's been around for a while, so it's good to see that it's there and it's there for the community and it would be sad to see it go. (Female, 50–64)

Some of the events they've put on - they are well marketed and communicated and have generated activity in the city with entertainment and getting the city going a bit. (Male, 25–49)

Their communication is excellent. They have advertisements in the paper and we receive information in the mail eg flyers and reports on what's going on in the city. It's all available in the library. They are doing their very best to keep us informed. (Female, 65+)

They are doing a pretty good job even with a shortage of money. Their rubbish collection works well - always there on time and efficient. (Male, 65+)



Events; the festivals and events they put on are done well. Eg Classical Sparks, Christmas in the Park. It's an important part of sociology; a city is the better for having events... it's good for community spirit. (Female, 65+)

The rubbish collection is really good and the water - we've got excellent drinking water here and no sediment in the water. (Female, 25–49)

The parks are really good - they're really well kept. Hagley Park especially - it's awesome in there. (Male, 25–49)

Water services; we've never had any problems with our waste water or water supply (and water has always tasted good). (Male, 50–64)

Maintenance of outdoor spaces eg parks and reserves. Considering the challenges they face, they are doing a good job of keeping on top of it. (Male, 50–64)

Traffic Management; usually they do a great job of managing traffic, including congestion. But traffic management for sports events eg for Rugby matches at the stadium in Addington, it gets too congested and needs to be managed better. (Male, 25–49)

Roadworks - by that I mean the general services like water, storm water, electrical. (Male, 65+)

The libraries - the fact that it's a network, it functions as a network should. Information is readily available for many. It's both a place of entertainment and of learning, and some are part of the Council's own information centres which help a great deal in accessing information about the city and any public things that are going on both locally and in the city generally. And the library staff are a resource in themselves. (Female, 50–64)

Overall they're providing most things satisfactorily, nothing stands out to me. (Male, 65+)

The rubbish collection is much better than it used to be. It's clean with the big plastic bins compared with paper and plastic bags in the past. It seems to be pretty efficient nowadays. (Male, 65+)

The events, because it keeps people happy. (Female, 50–64)

As a householder I would say water supply and sewerage as far as our area is concerned, and refuse disposal and recycling. Some people should be able to access this free of charge, elderly people in particular who for green bins and things like that, the ability of them to cart green waste to a recycling station is prohibitive - they've got to have a car with a towbar and a trailer and have to physically unload. I think if they had bigger green bins for elderly people and people with disabilities to dispose of their green waste that would be really good. I think there should be a system where people can apply for that, and when they move out it goes back to a normal sized bin. (Male, 65+)

They are doing a fantastic job in light of the earthquakes and I'm not concerned about the time it takes. The festivals and events they put on are fantastic and top class, and the community spirit they're trying to evoke. (Female, 25–49)

I think they are doing everything well except the roads. (Male, 15–24)

Events - they are good for morale. (Female, 50–64)

Rubbish and recycling collection - we've not had any problems. (Female, 15–24)

Customer service, eg when I went to a Council office to sort out my rates rebate. I didn't have the paperwork I needed, so a woman at the office offered to drive me home to pick it up. I'm in my 80s and don't get out much, so that was a big help, and I didn't have to go back into the office, she took the paperwork back and took care of the rebate. (Female, 65+)

Waste Collection; I've never had any trouble with it. I'm a firm believer in separating waste, and I rate their rubbish and recycling collection highly. (Male, 65+)

I'm happy that they are being more open and honest about the state of affairs. We are more aware now of the financial side of things. They are giving us a key picture of what the financial situation is, and what the problems are. They've opened their books to the public. (Female, 65+)

They're trying to serve the public. (Female, 50–64)

They're trying to put on lots of events through the year, like there's an Easter hunt and there's little events around the year to keep people occupied. (Female, 15–24)

The new shopping areas in town - they're all quite nice and they seem to be putting effort into the area after the earthquakes. (Male, 15–24)

Events; the range is good - eg Summertime's events. I've also been to and enjoyed Christmas in the Park, Classical Sparks and the Buskers Festival. (Female, 50–64)

Waste. We've never had problems with our rubbish and recycling bins and collection. We've also never had problems with the waste water service and water supply. (Male, 65+)

Libraries; I go at least once a week, and I've been to 5-6 different ones. The selection, the staff, and the layout are very good. (Male, 25–49)

Roading; It's such a huge job, but they're doing very well with the repairs under the circumstances - they doing the best they can. I'm a District Nurse so I'm on the road a lot and see what they're doing with the roads. I'm not sure if they're involved with the widening of the road from Hornby to Russley to near the Groynes, but that's been done well. (Female, 50–64)

I suppose it's just getting on with the job, it's a huge job to do and they are doing fine. They are pretty positive too, referring to the rebuild. (Female, 50–64)

Outdoor public spaces - the maintenance of parks, reserves and gardens (including the Botanic Gardens, and up in the Port Hills) is very good, they keep them nice and tidy. (Female, 25–49)

Rubbish collection is excellent, the bin system is great. The library is awesome. (Female, 65+)

Probably the rubbish collections, the coloured bin service is the best thing they could have brought in, it's excellent. (Female, 50–64)

The water supply, rubbish, library and pools - they are good for the community. (Female, 25–49)

Waste water and water reticulation - no problems with them. (Male, 65+)

I certainly don't think that they are delivering us as the garden city. We are falling behind in keeping things tidy, such as grass and weeds. (Female, 50–64)

Communication - they are trying hard. (Male, 50–64)

Rubbish - it's always done and on time. (Male, 25–49)

Roading - the Southern motorway. Recreation - approving the mountain biking complex in the Port Hills. They are doing well in road repairs. (Male, 15–24)

More things are happening, things are moving forward after the earthquakes. (Female, 15–24)

They are doing best in providing recreational things to keep the city going and hosting events eg Buskers, mountain biking, etc. (Male, 25–49)

A really good job with the rubbish, and a good job keeping us informed with what's happening in the city. (Female, 25–49)

I think it is leisure. (Male, 15–24)

Disaster preparation; I get the impression they are doing all they can to prepare for possible disaster in the future. (Female, 50–64)

Infrastructure, they are doing well with repairing roads and infrastructure, though I know it will take years. (Female, 50–64)

Public transport. They changed the bus routes in our area to accommodate / go through the new subdivisions. (Female, 25–49)

The rubbish and waste collection, sewerage and water are all ticking over fine. They are there every day and week, and we don't need to do anything. (Male, 25–49)

Road repairs are going well. (Female, 65+)

It does really well with cultural services eg libraries and different activities. A wide range of diverse needs are catered for, and it helps develop the culture within the city. (Male, 50–64)

The kerbside recycling and rubbish collection, and the green bins. It's regular and it makes it easier to keep your section tidy. You used to have to go to the tip. You can throw stuff out more easily than taking things to the dump and it's much better than those horrible black bags that dogs would chew through. The plastic bins are also better for the environment. It's also good that we can put glass and plastics in the same bin, and in a lot of towns they don't have the bins and you really notice it. (Female, 50–64)

They do best at keeping up all the events and everything else that happens, so that people will still be satisfied living in a broken town. (Male, 15–24)

Events are good but there do need to be more. (Male, 15–24)

Events. (Male, 15–24)

A lot of the public facilities (like libraries, parks and the Re:START Mall) are kept clean and tidy. (Female, 15–24)

The water supply, it's good quality water, and good communications from CCC when something went wrong. (Female, 25–49)

The general upkeep of the streets and tidiness. (Male, 15–24)

I think they are doing a good job with the rebuild in general, repairing underground infrastructure is challenging and they are doing well. (Male, 15–24)

Everything is good except the roads. (Female, 15–24)

The gyms and Jellie Park pool - just really good classes like group exercise classes and prices, and good to have the gym as well as the pool there. (Female, 15–24)

Delivering the infrastructure services well, considering the circumstances - sewerage, water and the basic necessities every house should have. (Male, 25–49)

The libraries - I've been to quite a few of them recently and they're all great and full of life and they involve their communities and involve the communities they're in, like a lot of them have a room people can hire, and they're just good meeting places as well as places to read. (Female, 25–49)

Building things like libraries and running events for the community. There seems to be quite a few events, and a wide variety, and also they're all around the city, not all in one place. (Female, 15–24)

The basics are being done well without any drama. (Male, 25–49)

Rubbish collection. As far as across New Zealand, Christchurch is above everywhere else. Water supply - as far as the national standard they do well at that. (Male, 15–24)

How they keep the environment top notch, eg display and plantings of trees, keeping sidewalks clean. Council does a good job of keeping roads and footpaths clean. (Female, 15–24)

Cycle lanes are good but need more. (Male, 15–24)

Events - the Council provides a lot of events and opportunities for residents to attend them. (Female, 25–49)

Libraries - I take my child once a week - vary between Hornby, Fendalton & Upper Riccarton libraries. The staff are friendly, the Story time and Music Time sessions are very good, and they let the children play afterwards (a good way for them to make friends). Facilities are good, and they have Chinese-language books too. (Female, 25–49)

I'm very happy with the libraries. The staff are very friendly, and there are a lot of resources, eg e-books, movies and books in other languages. I'm very happy with the new library that we are going to have in Halswell. We have children so we go to the library a lot. (Female, 25–49)

Libraries - staff, services, books and resources are all good. I go to Riccarton Library. (Female, 25–49)

The noise control service - that has never failed us - in particular the Council may have been somewhat involved with the police and the university for the start of the year orientation. They may have been involved with noise control, also. (Male, 25–49)

Parks, it's easy to park and go to them. (Male, 25–49)

I think the best service they are providing is repairing the city. They have done a reasonably good job. (Male, 15–24)

I think it's the events because I have been to one and it's a good community feeling. (Female, 15–24)

Rubbish collection they do well at. (Female, 25–49)

It's their work around the central city. They are trying very hard with backing up the streets. (Female, 25–49)

Events information is really good and reliable. (Male, 15–24)

I think they are doing a good job with everything. (Male, 15–24)

They are performing well. Rubbish is top and community services are good also. (Male, 50–64)

They govern well, and the rubbish is good. (Male, 15–24)

All of them are good with me, no problems at all. (Male, 15–24)

The libraries are pretty good, there's a good range of books. Whatever book you want you can get there. (Male, 15–24)

As far as the parks are concerned I think they do a great job with the upkeep of those. The libraries and the facilities they provide. The rubbish and recycling collection - When we've found we had a bin damaged they've been prompt in replacing it, and there was a case where the green bin was missed and they've been out and promptly collected it. (Female, 25–49)

Rubbish collection because it is reliable, but the green bin needs to be bigger. (Male, 15–24)

Drinking water and rubbish. (Male, 15–24)

Picking up after themselves. (Male, 15–24)

The people behind the gym and library - the interaction is pretty good. (Male, 25–49)

Most of the services are good - none stand out to me. (Male, 25–49)

The bus services, the routes and frequency are good. And the bus drivers are mainly good. (Male, 15–24)

Free water, drinkable water. I'm pretty happy with that, it doesn't kill you. (Male, 15–24)

The parks, they are kept in good condition and there are quite a few of them. You don't have to travel far to go to them. (Male, 15–24)

I appreciate all the efforts the Council has made in the CBD. There has been a great improvement and it's getting more alive. (Male, 25–49)

The rubbish collection, it's easy to control, I've never had a problem with it. Good that the Council takes rubbish away. (Male, 15–24)

The rubbish around Christchurch has dropped a lot. Council has machines that clean streets - it's good that they are used when there's not much traffic. (Female, 15–24)

Fixing buildings - more buildings are going up. (Female, 15–24)

All the markets in Christchurch are fantastic, there's a big range of them. One of the few events that you can get people to consistently go to. (Male, 15–24)

The rubbish collection is good (Male, 50–64)

Providing skateboard parks. (Male, 15–24)

Building a skateboard park. (Male, 15–24)

### **Banks Peninsula**

The rubbish collection. Water and waste. (Male, 65+)

The core services - rubbish and sewage. (Female, 65+)

Rubbish collection. (Female, 65+)

Parks and recreation is of high quality and I appreciate it. (Male, 25–49)

Getting the road back to being driveable. (Female, 50–64)

The water management. (Male, 25–49)

In consulting the public over major decisions relating to earthquake repairs, Lianne is doing good job. (Female, 50–64)

Nothing, lining their own pockets. (Male, 25–49)

They are listening to my communications. (Male, 25–49)

People in business getting up and running. (Female, 25–49)

Communication is good, and putting things off that we don't need like the stadium. (Female, 25–49)

Key services - rubbish and water supply. (Male, 50–64)

Quick responses to questions. (Male, 50–64)

They are planning the best they can. (Male, 15–24)

The clean up of rivers and events. (Female, 25–49)

I think the kerbside collection is good because it's every week and if there is a complaint they follow up. I think their call centre is very good, people answer the phone. Other facilities are also good. (Female, 50–64)

I think they perform very well delivering the rate demand because without that they can't function. (Male, 65+)

## Areas for Council to Improve

### Burwood/Pegasus

Public toilets, they need regular cleaning urgently in Southshore - they are always disgusting. Toilet signage needed in Southshore. We need a swimming pool in the East urgently as the nearest facility is too far away. (Female, 65+)

Too many plants on residential street corners - it gets overgrown, they are not maintained enough. (Female, 50–64)

The roads. (Male, 65+)

The roads and foot paths. (Female, 65+)

Checking horse shoe lake, it's stinky, there are mosquitos and it smells rank. Someone sort it out! (Female, 50–64)

Tidy up the rivers and surrounds. They need consistency. (Female, 65+)

The roads need fixing as car maintenance is costing more. (Male, 25–49)

The upkeep of berms - especially in the East of the city. (Female, 25–49)

Rates and asset sales - learn how to budget because we have to. (Female, 65+)

Reply to Christchurch residents if they have a request. (Female, 50–64)

The roading and footpaths on the East side - they are in terrible condition and need more maintenance and upkeep. (Female, 65+)

Contact with community needs to improve - more updates are needed. (Female, 65+)

Communication - reply to emails. Look after tenants better in Council housing. (Male, 50–64)

Too many chiefs and not enough Indians, and staff standing around when there is work to do. (Male, 65+)

Get the roads sorted - they are terrible and make car maintenance more costly. Do it once and get it right so that it does not have to be done repeatedly - co-ordinate the repair work so that this happens. (Female, 65+)

Remember to keep the East in mind - we still pay big rates and feel forgotten about. (Female, 50–64)

Keep the red zone tidier - it is a mess. (Female, 65+)



Communication regarding the city centre plans / development. There were some changes to Re:START / City Mall that I only heard about through friends' Facebook pages - not from anything I saw from the Council. Maybe they should use social media more, for better communication to younger people? (Male, 15–24)

The roads and footpaths - they are in terrible condition still. (Female, 65+)

Footpaths need fixing as they are dangerous. (Female, 65+)

New Brighton: I live there and it think it is being neglected - it looks bad down the main shopping street. Too much focus has gone into the city centre, what about New Brighton? The library's not enough to attract people. More attractions for young people (teens) needed too. (Female, 15–24)

I would have to say the general maintenance around QEII Drive. It's disgraceful, like it's got long grass and weeds. It's run over with weeds. (Female, 65+)

All I can say is it isn't easy out there and with what the Council still has to do, I think overall they are doing their best. (Female, 65+)

I would say speeding up with the infrastructure and more cycle lanes around Parklands. (Male, 25–49)

I think we certainly need something over our way, especially when it comes to recreation services. Something for the children. We have lost a lot but a good swimming pool would help so you are not travelling too far out of your way to visit the other ones. Not even a gym either, and the roads and footpaths could have a lot of improvement as well. (Female, 65+)

When it comes to roading they should forget about pulling up or doing the good roads and concentrate on finishing the damaged ones first. It's a waste of ratepayers' money. I hope they will come and fix up the footpath in Parklands in our area which has not been touched since the earthquakes. (Female, 25–49)

I'm really concerned with the lack of coordination, in particular the contractors that are working on these roads and footpaths. To me they should get all together and work together and I think the roading would be fixed a lot quicker. Not only that there seems to be a lack of workmen on the job which isn't helping the situation. Have seen the odd ones leaning on their shovels. (Male, 65+)

I think, being on the East side, roading, footpaths and waterways, it seems that not much has been happening. They are a bit slow in their decision making. (Female, 25–49)

I would like to see the Council fix up the roading plus the footpaths and am hoping they will get on in fixing the New Brighton mall. (Female, 25–49)

I think to continue with the off road cycle tracks for families. And to also keep up maintenance of the whale pool playground, it's a disgrace, the Council should do something about it straight away. I've been put off going there, it needs to be cleaned up. (Female, 25–49)

For the Council to improve on their communication with the public and for goodness sake think twice about closing off or down Rawhiti Domain and also with the closure of QE2 swimming pool and facilities... can we have something like it back? and of course better roading. Also the Margaret Mahy playground, they are should have asked the public if they wanted it put there. (Female, 50–64)

I would say the roading and they are not helping the East side of town very much. I would like to see the road cones disappear and for the roads to be fixed up. (Male, 25–49)

As I live in the East side I think it's up to the Council to provide better services to our roads and footpath, also pathways. (Female, 25–49)

I would like to say the roads need fixing now. Isn't the 5th anniversary coming up since we had the first earthquakes? Especially us on the East side of town. (Male, 25–49)

I think they should be fixing the roads on the East side. Also I would like some of our facilities back, for example a swimming pool. Since they closed QE2, we would like to see something else take its place. (Male, 25–49)

As for the roading on the East side, I think it's about time the contractors that are doing this work have better coordination with one another instead of digging up the road and re-sealing it three or four times - if they did this they would have a lot happier residents for starters. Very annoying. (Female, 25–49)

Of course there's roading but there's been a lot of it and I do think they are moving along in the right direction. (Male, 50–64)

Probably roading, but there's so much of it. (Female, 25–49)

I think they should have more consultations - combine them to save time. We must keep this city moving forward instead of having the workers standing around. More road maintenance and can we have a pool to replace QE2? (Female, 25–49)

Roading and maintenance, not happy that once the roads are fixed up someone else comes back and digs it up again, not once but three or four times. Could be managed a lot better. (Male, 50–64)

Speeding up building consents because it is holding up rebuilds and my business, losing me and the Government money. Walkways start and stop, do not flow properly, roading crisscrossing, needs to flow more and be better designed. Now is the time to do it. (Male, 25–49)

Roads - they are stuffing the cars up and it's costly. (Male, 25–49)

Building consents - they take too long. (Female, 25–49)

The roads - nothing seems to be happening. (Male, 25–49)

Roading - it's most upsetting to be still dealing with it this far down the track. (Female, 25–49)

Sport recreation facilities - the East side lost everything and we want something back. (Male, 50–64)

Roads - they are not being managed well and cost too much. (Male, 25–49)

Mainly overspending and we have to protest to be heard most of the time. (Female, 15–24)

Traffic. (Female, 25–49)

Communication - it's like pulling teeth getting information - information often comes too late or on the day and we often find out things through the media. (Female, 25–49)

The roading and footpaths need better maintenance - temporary patchups are not working, they are too dangerous and costly on vehicles. (Female, 50–64)

I would have to say roading, especially when it comes to digging up the roads 3-4 times. Why can't they do it once and move on to do other things? As a footnote: we have found a big disappointment with Mayoress Lianne because she promised so much for the East side and has done nothing. There was talk that the City Councillors were going to get a pay rise. I hope they didn't take it! (Female, 50–64)

Just over roading, waterways, footpaths and berms, we badly need upkeep and maintenance - why don't they get on with it? (Male, 25–49)

In the next 12 months, getting on with doing something with Lancaster Park would help. Also I'm not at all happy with the Council with closing the Rawhiti Domain and the golf course. (Female, 50–64)

I'm very disappointed with waterways and roading. They are forever digging them up. I also know it must be really hard for them because there's so many bad ones as well as footpaths. I can't see why the Council can't get on a talk with their sister cities and to catch on in what is happening overseas or over there. For me one thing I'm talking about is households putting in rainwater tanks to conserve water and let the local Government pay for it, not the ratepayers. They will have enough to pay for in years to come. (Male, 25–49)

Keep going with the roading and footpaths, especially around here. I know it is not going to be easy but if they could be more organised and team up with others I can see it would hurry things up. (Female, 25–49)

Roading seems to be ongoing, I wish they would stop digging up the roads and get on with it, especially around Burwood area. (Male, 50–64)

To me I'm very disappointed with the valuation on my house. They devalued my land and they increased the value of my house so overall my rates will increase so I'm not at all happy with their decisions as I've done nothing around the place for it to be increased again. I'm very disappointed with them. (Female, 25–49)

The only comment I can make here is for the Council to be transparent and to front up instead of staying behind desks... and to front up to the ratepayers when called upon. (Female, 25–49)

Probably walking, cycling and pedestrian friendly stuff in town. There are too many idiots on the road so these three need to be made safer. (Male, 15–24)

Planning and maintenance - concentrate and stop wasting money on unnecessary things. (Male, 25–49)

The bus services to Brighton - we need them back - it's too difficult to get to university now. (Female, 50–64)

Being honest and up front about services - I still don't know the outcome and CCC are not letting us know what the plans are for the infrastructure - there are no dates available. (Female, 25–49)

I would say roads, to make sure that they are kept up to a good standard. (Male, 15–24)

The appearance of waterways could be improved. (Female, 15–24)

The walkways can be really unhygienic, things like smoke butts everywhere. There should be more bins. (Female, 15–24)

The roading, because it's four years on and we're still getting detours. (Male, 25–49)

Roading - it needs to be pleasant to use. (Female, 50–64)

I just feel that there is not enough help for homeless children, children that have no parents and these kids have nowhere to go in Christchurch. More action needs to be taken. (Female, 15–24)

Maintenance of roads, houses and abandoned houses in the East side of the city. They just focus on the central city not on the East. (Male, 15–24)

Roads, so people can travel without detouring all the time. (Male, 25–49)

Waterways and roads, the general upkeep needs a big improvement. Things that the public can access need cleaning up, not be neglected. (Female, 25–49)

They need to work on the roads in my area. (Female, 15–24)

The appearance of the city and rebuilding everything. (Female, 15–24)

The bus system needs to be improved a lot. (Male, 15–24)

The waterways are disgusting. (Male, 15–24)

There's one thing I'm still upset about, it was due to when I was riding my bike. It was an incorrect road sign which I followed and I ended up crashing my bike by going over the handlebars. I'm still suffering from it, I hurt my shoulders. I did let the Council know about it as a concern, but they have wiped their hands of the complaint. It happened by The Palms. (Male, 50–64)

To finish the roading and footpaths and to also keep up with the maintenance and upkeep of our waterways. Also for the Council to become transparent to the public, let us know what really is going on behind the scenes. I drive a truck and cyclists are bad news, especially on our road, I'm forever looking out for them, they couldn't care less. I want to know why isn't the Council doing something about it, we have to have licenses to drive, about time they got one. (Male, 25–49)

I think our cycleways could do with more maintenance and upkeep. And the cycleways - why not have them like they are out in the countryside and bring them into town - that would be a lot safer for us. (Female, 50–64)

Improvements to the Airport and also Lyttelton Port. And to start dredging our rivers again, the Avon, Heathcote etc. I would like to see that the Council isn't involved at all in the convention centre and Town Hall. They should leave it to the public to run them and keep out of it all together. (Male, 50–64)

I think it's about time they start back in dredging our rivers again to clean them out like they used to. (Female, 15–24)

Being a sports person, I would like to see them doing up our sports facilities, especially on our side of town. Porritt Park, and as for the Creek over here, it hasn't been maintained since our first earthquakes. I would like them do something about the upkeep as well. (Male, 25–49)

Roading needs to be improved and also we want some of our sporting facilities back as well. (Female, 15–24)

Work on part of the streets that have roadworks everywhere - it's a bit confusing with closed streets and detours. (Female, 15–24)

The focus should be on roads in the red zone area. Riccarton/Fendalton are all worked on. When is the East side going to be focused on? (Female, 15–24)

The bus service - the buses are never on schedule. Relook at changes they made, they affected lots of people in my area, it's hard to get everywhere now. (Female, 15–24)

Keep on fixing up the roading, a big task ahead of them. We've overheard that the Council could be closing Rawhiti Domain. It's a terrible loss to the public, it's so nice there, birds singing and where are the people that play golf there going to go? I do hope they will re-consider it. (Male, 50–64)

I think that cycleways are okay but is the council going overboard with them? Mainly because being a truck driver there's so many irresponsible people that ride bikes, they think they own the roads and on the hills they ride three abreast. (Male, 50–64)

Stop going out and digging up roads three or four times. Just get on with the rest of them. I am not at all happy that the Council wants to sell off our assets - the Airport and Lyttelton Port. Also I don't think Christchurch is people friendly. It's about time they quickly bring back the convention centre/Town Hall back into service. We have to get the tourists back. There is a city up in the North Island that encourages overseas students back into the city - a big money spinner for the Council that could help increase rates beyond just the home owners. (Female, 50–64)

On QEII drive there are roadworks on both sides of road. Traffic flow isn't good. (Female, 15–24)

Roading. Fix them quickly, especially in areas that are so messed up because it makes traffic so much worse. (Female, 25–49)

Building consents - it has been very delayed but should improve. (Male, 25–49)

TVs being left and dumped in the street - charging \$5 is ridiculous to take away TVs. It's very frustrating and also I have two TVs and I can't use them because I need to have a black box. Cones are being left and kicked over and roading issues are well overdue. (Male, 50–64)

Roading, especially in the Aranui area, mainly because I do meals on wheels so I would like the Council to do a lot more in the East side. (Male, 65+)

All I can say is carry on with what they are doing but keep fixing up the roading and footpaths, and tidy up the Avon River too. (Male, 50–64)

They need to be more flexible in getting the city centre back to normal, more flexible in planning rules and permits and letting people get on with their lives. Hard to get businesses up and running if there's too much red tape. (Male, 25–49)

### **Fendalton/Waimairi**

Please can we have a bigger green bin? The red and yellow bins are too big. (Male, 65+)

Council is on the right track, but they need to be on the case with roading ease of use. (Male, 65+)

Council charges are way out of whack, they need reassessing urgently. Please address this issue otherwise there will be even more people homeless, especially those on fixed incomes. (Male, 50–64)

Overall they are doing well since the quakes. (Female, 25–49)

Rubbish bins in parks, having them more around places, like everywhere. (Female, 15–24)

I think they are doing their best given the circumstances. (Male, 25–49)

Generally, I am happy with how the Council are going forward. (Male, 25–49)

The need of rates that are too high for the return received. User pays is ok but I don't want to see more trimming of expenses. I support selling down Council assets. Consider being more at a corporate level, more responsible. (Male, 25–49)

Council should contract out the entertainment in the park, it should be a private enterprise. (Male, 50–64)

A larger green bin please. Over hanging branches over paths - they used to do something about it but it seems this is no longer being done. Do not sell the assets of the city. (Female, 65+)

Anti-Graffiti work; through my work I interact with street artists / graffiti artists. I think more education is needed for Council staff involved in buffing/painting over graffiti / tagging. They are better now at leaving murals alone, and property developers and building owners understand the value of graffiti art more now, but I feel Council staff need some education to help them decide what to leave / what to cover up/buff. Eg they could liaise with the organisers of the current 'Spectrum' / Oi You exhibition on at the YMCA; to organise some kind of education. (Female, 25–49)

The green bin, could we have larger bin? City Care came through saying that they fix the roads-but are not now. (Female, 25–49)

Car parking around schools, the yellow lines take up a bit too much space. Maybe they could be shortened just a little to provide a couple more parks eg at Ilam School. (Female, 25–49)

On-going roads to be fixed, and amenities. (Female, 65+)

Students at University need to be told about the parking areas. I ring the Council often re this. (Female, 65+)

I think it's being driven by minority groups. (Male, 50–64)

Green bin size should be increased. Red bin should be picked up weekly please. (Female, 25–49)

A larger green bin and free car parking on Sundays in the inner city. One idea is that once a year large items could be left at the gate to be collected by Council. Buses need to indicate. (Female, 50–64)

Jellie Park, a major facility was built without consent by the Government. Diversity extensive discharge should be stopped, it's not legal. The earthquake powers are being used wrongly and are illegal. The green bin needs to be larger. (Male, 50–64)

The waterways getting polluted. Dairy farming should be kept well out the city. (Male, 15–24)

Housing is what they need to fix. (Female, 25–49)

Probably they can fix roads outside the central city as well and pay more attention outside the central city. (Male, 15–24)

Infrastructure, we need more buildings and jobs. (Male, 25–49)

Roading, get that a bit more accessible, some roads are not up to standard yet. Good to see improvement on that. (Female, 25–49)

Bigger green bins, cutting cost on payments and more skate parks/recreational facilities in Avonhead area. (Male, 25–49)

Inner-city parking, it's too expensive!. If they want more people to come back into the CBD they need more parking options, including much lower parking fees. They really need to re-think that. (Female, 50–64)

Roads and footpaths should be top priority and with houses they should be done first and above everything else. (Female, 65+)

They are doing good with what they have to cope with. (Female, 65+)

Consents - they take too long to get through the process and with the need for more housing to be built they need to sort it out. Too much red tape in the process. Simple consent processes are needed to get things through and sped up. (Male, 65+)

Roads. It is not good for cars and horrible to drive along roads that are bumpy. The footpaths need asphalt put on and the same applies to roads. (Female, 50–64)

Roads. In the last two or three weeks there have been some bad roads especially around malls - lots of bumps and they need to be fixed. The Council overall are doing well but they need to be doing more. (Male, 25–49)

Parkland and river banks are looking poorly maintained, local people should not be looking after small parks, our rates should cover that. Also the river margins could be used for cycleways. We are the garden city so should be no issue funding this type of stuff and keeping the city looking good. (Male, 65+)

I need a larger green bin. They need to advertise their events, I didn't receive information in the letter box. (Female, 50–64)

A bigger green bin, city carpark buildings and get rid of cars coming into the city - earthquake stuff is being delayed. (Male, 65+)

Roads because there are detours everywhere. (Male, 15–24)



Roads - there still a lot of work to do, the roads to be improved and they need to do this more quickly. (Male, 65+)

There's so many people in poverty and while they are trying their best there is still a lot more work to be done in this area and they need to do more. (Female, 25-49)

Roading, fix a lot of the holes in the roads, stop digging roads up that don't need digging up and focus on ones that do need repair. (Female, 50-64)

Earthquake recovery. I'm totally opposed to the restoration of the Town Hall - it does not work as a venue and they are spending \$150 million on restoring it. This money should be helping with the rebuild especially when we have little money. (Male, 50-64)

Events. Why do they run some events, some seem irrelevant? They should have more group events on and things to do for groups. (Male, 65+)

A bigger green bin. Nothing else pops into mind. (Female, 65+)

Building consents. Show the consent staff how to do their jobs. They have too many meetings about meetings, they have no clues on what to do and they take so long. They made me send in a new version because of a time lapse that was their fault. They seem to enjoy making it complicated for people. The process is far too long, far too expensive and a long process. (Male, 65+)

They need to focus on their core business - the core business is issuing building consents, maintaining roads and infrastructure and ensuring all of the above is done in a timely manner and to a high standard. They spend too much time and money at the moment getting information from residents and the community that has no or final impact on the final decisions made by the Council. That they are elected by the community is completely irrelevant. There is no need to provide these additional services like community events and low cost housing subsidies that having recently been introduced and are increasing the rate prices. And two other subpoints, the biggest thing impacting the community satisfaction is the roading/poor roading that is pretty much everywhere in Christchurch and another big issue to address is the possibility of flooding probably in general.. (Male, 25-49)

Roads, the planning seems to be not working well. (Male, 25-49)

Rates are far too expensive. The green bin needs to be larger. (Female, 50-64)

The buses need to be organised a bit better - they took away many bus routes - now if I want to go the hospital it now takes 3 buses to get there due to them closing and decreasing the routes overall, and all go around the city and not in to the city itself which is a hassle. My daughter works on the other side of Port Hills Road and to get to the bus, you need a taxi to get there, which is appalling. (Female, 65+)

Nothing that I am particularly unhappy about at the moment. (Male, 25-49)

They can't get enough money to sort everything out. (Male, 65+)

The roads need to be improved, wear and tear on cars is increasing and it's unsafe for pedestrians when walking making sure that they don't fall. (Female, 50–64)

Roads. From a safety point of view bumpy roads don't help with wear and tear and it can be dangerous when you cycle over bumps. (Male, 50–64)

Streets - improve on the priorities or streets and fix the East side and leave the West until the East is done. (Female, 50–64)

I do think they need more parking at the hospital for both patients and staff, it's dreadful. People will always need to take their car. Car parking urgently needed throughout the city especially at the hospital. (Female, 50–64)

Roads - keep improving the roads, roadworks are painful but we need to keep doing and improving the roads. (Female, 50–64)

Upkeep. We are lacking in consultation and when you ignore every suggestion the public make and come up with a different idea, why ask? Act on what people want, take a common sense approach that doesn't ignore ideas. I have no respect for the Mayor, and why hasn't she been given public speaking training? They make ridiculous decisions all against the public's choices - act with integrity and in the best interests of the city. Victoria square is a perfect example. (Female, 25–49)

Recycling - the red and yellow bins need much more specific info about what to put in them and what not to. They would get more people getting it right and use the bins more if there was more detailed information, especially kitchen items. Yellow is the worst of the yellow and red, green is fine. (Female, 50–64)

Building consents. It's been a stalemate and we need to see action, houses are just sitting there doing nothing. They need to speed it up and whoever does that has a hell of a thankless job but it has to be achieved. Goff and Carter are doing well and making things roll however. (Female, 65+)

Building consents - they are getting better but they need to increase speed and some are great and some staff are not. (Male, 25–49)

Resource consents - -just too time consuming, too slow and too expensive. They are time and cost arduous and a poor system. (Female, 50–64)

Water - getting water away from houses that flood during winter, the waste water there needs to be resolved and sorted. (Female, 65+)

Rebuild - stop mucking around and make decisions, move forward and get on with it. (Female, 50–64)

Debt reduction. Delete free internet to save costs, reduce spending, don't sell asserts, reduce spending at libraries or shut libraries, reduce hours etc to save costs like staff promoted. The heaters in the library are so hot there in winter the staff dress in summer clothes. Don't redo Bishopdale library, people can use other librarys. (Female, 65+)

Quite happy. (Female, 15–24)

No, nothing. I have, or usually go the Library at school. (Male, 15–24)

More personal communication, more mailings giving us more opportunity to have a say without relying on needing to go on a website. (Female, 50–64)

I've very disappointed with the Council in the way they handle the saga over this quarry business. It has to do with the resource management act, this had to be a joke if I ever saw one, I begin to wonder if our Council is corrupt. A lot of people are very worried about when it is going to end, they are complaining about this dust that keeps flying around and also the number of trucks which isn't helping. We want something done about it. (Female, 25–49)

Get more of the community's opinion. (Female, 15–24)

Building consents, there needs to be more staff doing building consents. The process for demolishing buildings should be sped up. Zones - it's a slow process for people finding out if they can rebuild on their land. (Female, 15–24)

Roads - smooth them out, even though it's a lot of work and money. Roads are bumpy, especially driving down them. (Female, 15–24)

Don't know but I guess the roads need fixing. (Male, 15–24)

Libraries -we need more, I only use school library at the moment. (Male, 15–24)

Streets - work on one street and get it right instead of doing 200 streets at a time. Do one at a time and move on to the next one. (Female, 50–64)

Swimming pools - there is a lack of swimming pools. They have been slow at getting programs off the ground and Burnside Park fitness stations haven't happened. We need more walkway tracks, especially in Hagley Park, but they are doing good overall. (Male, 50–64)

Cycleways - create more cycle friendly streets. Also reveal more information about council meetings and decision making. The website would be the best place to put it and for people to find it. Transparency is key to public perception. (Male, 25–49)

Community consultation is really important and they need to do it. They have to make tough decisions, budget wise, but they need to listen to the community regardless of the finances. The community have to pay rates, things like a stadium shouldn't have been built. Stick to water, roads, sewerage and shopping facilities. Focus on these on the top of the pecking order. (Male, 50–64)

Fireplace smoke laws - Lots of people are burning illegal fireworks in my area and Council as an organisation are incapable of stopping it. The building consents team who oversaw my neighbour's outbuilding didn't know the rules were inconsistent. (Male, 25–49)

I would like to complain about the footpath outside your property in Bishopdale. I rang them multiple times and advised the situation and what has happened. And there has been no reply from them. This has been very frustrating as Bishopdale is a popular area and there are a lot of elderly people living here. Not fixing the footpath will cause problems for not only the elderly but little children also. (Female, 25–49)

I'm quite satisfied with everything. Everything is being done at an ok pace and my area is looking nearly the same as before the earthquake. I can't say about the rest of Christchurch but for me I am satisfied. (Female, 50–64)

Especially for me there isn't too much that I can say that the Council is doing wrong. As a worker, the only thing that is quite difficult is the traffic during peak times, however that isn't in many people's control and will eventually die down in the near future when repairs have been completed. (Female, 25–49)

Why are they using Ford Rangers when they could be using cheaper cars - money is being used in the wrong direction. They all should also take a pay cut. (Female, 50–64)

Public transport can be improved - I think a light rail system into the city, more thought about the bus changes and a look at traffic lights and work on this going forward. (Male, 50–64)

The waste water truck clears the system and if my loo is uncovered then I have toilet paper on the walls when I get home - why can't they notify me? Also driveways, there are people parking and taking two spaces - I have requested marking to be done but they won't but they do come and tow cars away and fine them. The maintenance of the edging in my area is zero, they have done roads and footpaths but not edging. They are functional but only just. (Male, 25–49)

Communication. If I didn't read the paper daily I would not have much information. How they improve this I am unsure. (Female, 50–64)

Roading and have safer pathways for cyclists. (Male, 15–24)

EQC repair strategy - make sure the infrastructure in the city is correct. Public transport is another area, a light rail solution is a good idea but an expensive option but now would be the best time to do it. (Male, 50–64)

I have no idea how they make decisions. They need to work on cycleways and footpaths. (Female, 65+)

I'm quite happy with the performance at present. (Male, 65+)

Social housing - social housing should be run by housing New Zealand not Council. (Female, 65+)

Traffic, the time it takes to get anywhere is two times longer, the roads are extremely busy and extra time is extremely noticeable. (Female, 50–64)

Bus routes, the bus routes are shocking, from Bishopdale to the hospital is two buses. The service needs an overhaul, especially going to hospital. (Male, 65+)

More services. There needs to be more help for those who are suffering financially or slipping through the cracks. (Female, 25–49)

Roading. I understand why they aren't doing more but in the North West there are general wear and tear issues. There are pot holes opening up all the time and parking related to this has also become a major issue in neighbourhood areas. (Female, 65+)

You see things are underway eg cycleways so no complaints. (Female, 25–49)

Poo trucks are stinking out our friends' yard due to an ongoing issue - create a permanent solution not a temporary solution. (Female, 25–49)

Traffic management and roadworks slow everything down during rush hour - can we do these through the night instead of day? (Female, 15–24)

Parking machines are difficult to work and it takes a while to get through to anyone. (Female, 15–24)

Facilitate the central CBD well, car parking will be a big thing, if we don't ensure lots are available people won't come back into town. (Male, 25–49)

Bureaucracy like building consents for home owners, eliminate the red tape and Council regulations as they resemble nothing of the reality of living. (Female, 25–49)

Better roading for bikes. Biking access is poor and is quite dangerous. We need more room for cyclists and drivers need to be more tolerant. (Male, 25–49)

Let the majority rule, we have one person in our street, a Council worker, who is holding the whole street to ransom. Even the Councillors agree with the rest of the street, which is everyone except this person, but they and we can't do anything. It's too PC and stupid. (Male, 25–49)

Communication about what's going on. Reach out more to schools so we can learn what the community is up to. (Female, 15–24)

Just need to be more consistent with what they do. (Male, 15–24)

Footpaths. (Male, 15–24)

Parklands area. (Male, 15–24)

Bike lanes need more streets included. (Male, 15–24)

Bus service - over the last 12 months the bus service time has changed dramatically. Weekend hours have been cut off or been limited to very few days and this means I have to walk further to catch the same or similar bus. (Male, 15–24)

I think the variety of events needs to improve. I would like to see more events that are for the younger generation supported by the Council. Events such as music events that overseas country have. (Male, 15–24)

Possibly the roading in busy business areas. Memorial, Curlers and Bealey Ave get extremely busy at peak hours. If the Council can sort something out in these busy areas during peak times that would be beneficial for a lot of Christchurch residents. (Female, 15–24)

The green and red bins are too small. (Female, 15–24)

A larger green bin please. (Female, 15–24)

Some areas of Christchurch need more work than others eg some work the Council focuses on could be sorted out later, they should focus on red zone areas. (Male, 15–24)

The red zone, roadworks and traffic diversions around road works. (Female, 25–49)

Shirley and Palms area roading and pot hole maintenance. (Female, 15–24)

### **Ferrymead/Hagley**

I think roading and this city were badly knocked about after February 2011 and some of the amenities, eg the Town Hall etc, and Council has not got the money to do this. Our area is only now starting with roads. (Male, 65+)

The pot holes in the road, dozens of heavy trucks go down here, if they used the other entrance where the road was fine it would have been much better, and Council said you can't tell trucks where to go. Not good enough. (Female, 65+)

The waterways, rivers and roads in general, it's been quite a while and they are in a bad state. (Male, 25–49)

Roading is most important. (Female, 65+)

I pay my rates but to pick one thing out would be impossible for me, they have done a good job over rebuilding time. (Female, 65+)

I don't know, perhaps look at fiscal responsibilities, and the rate increases will be difficult with no income. (Female, 50–64)

The central library and the Town Hall, and roads need to be in better condition. (Female, 65+)

Their involvement with the local community, there isn't any, only lip service involvement.  
(Female, 50–64)

The parking rates possibly. Residents pay rates, with all our people you think we would be able to get cheap or free parking for an hour or two at least. (Female, 65+)

Mainly just roads, I'm sick of buying new tyres due to the roads. Trying to get to my daughter on Pages Road is horrible as construction on that side has been halted and there is no time of finishing. (Female, 50–64)

Stop spending so much money advertising all these things, the amount of money spent on festivals and all that, you can pick it up if you are interested, maybe on newsprint would be better. (Female, 65+)

They can only do so much, it's been four years and they have done remarkably well I feel.  
(Male, 50–64)

Public spending is mismanaged. (Male, 50–64)

I believe the roading, although it is tough. The condition is not good, they need to get underway with it, patching it leaves the road not in good state. (Male, 65+)

Public transport, the difficulties and frustrations getting round Christchurch. (Female, 25–49)

Patching up pavements, it is hard to skateboard around with cracks around. (Male, 15–24)

Central city roading conditions. The roads just before and entering town are still horrible. They have been dug up multiple times which is wasting a lot of time and money. (Female, 25–49)

Doing a lot of discussing and not enough doing. A lot of communities such as mine need help with the roads in our area. The CCC have been talking a lot but have not been doing it, such as the footpaths, road signs falling over due to wind and cyclist and boarders can't see them. It took them multiple days to pick them up but that was done by neighbours, not the Council. This tells me that the community is doing more than the Council and I don't think that's right. (Male, 65+)

Christmas in the Park, smoking, drinking and pop concert, it was not a good family outing.  
(Female, 25–49)

The roads need more attention but they aren't too bad considering. (Female, 65+)

Noise control. I live by Eastgate Mall. Time restrictions were initially put in place but are now constantly broken and residents are now disrupted continually by this. (Male, 50–64)

Condition of the roads, especially on our side of town. (Female, 50–64)

Cycle safety: the green strips for cyclists near traffic lights are good, but we need more, and more visible, and longer. More cycleways would be good too. (Female, 15–24)

Probably the waterways, which is a hard one for them, just do your best. (Male, 25–49)

Roading, footpaths, waterways, no swimming pools. And now we have to put up with these bad odours and still don't have a clue what they are going to do about it. With roading I reckon the Council is forgetting us, especially the East side. The roading is the worst. Breezes Road, Pages Road, Dyers Rd and worst of all Wainoni Rd. You've got to think of us where they repair roads then a few days or weeks later they then come back and dig it up all over again, which is making it a lot worse, also the extra traveling times it's adding to it. We are hoping the Council is going to help the East side and not forget about us. (Female, 25–49)

Cleaning up the streets, getting to the parks is disgusting, lots of rubbish and construction rubbish is left on the roads. Presentation around Avonside Drive - just because it's around the red zone doesn't mean we can't keep it clean. (Female, 25–49)

Building consents and assessment of properties, improve these by reducing the bureaucracy and delays. (Male, 25–49)

Rates. They keep going up. I don't know how they can stop them going up. (Female, 25–49)

Roading, basically make life easier for everyone as a whole. (Male, 25–49)

Improve the footpaths. Fix them where they are broken. They need to clean the waterways. Get the trash out of the rivers. (Male, 50–64)

Don't know, probably footpaths could do with look at, digging up is needed though and scooters etc struggle for the elderly. (Male, 25–49)

So many roads are shocking, I hate to think how much I have spent on suspension on my car. (Male, 25–49)

The road condition, and road works, conditions are really bad in our area. (Male, 15–24)

Council owned assets, I'm confused about the plans, ie the new AMI stadium, and have concerns over spending. (Male, 25–49)

We need a focal point in the centre city apart from the container mall. The cricket fan zone was great but the Town Hall looked sad. There are no quick easy fixes. (Male, 50–64)

The roads, it's good to see more usable cycle lanes, but peak traffic can be a nightmare. Transportation needs improving, the buses recently changed, I would cycle more if cycle links linked together better. (Female, 25–49)

The service I think CCC are performing poorly on is mainly the roadworks are going far too slow and it's taking much too long to repair, and also the roads. As I bike frequently this needs to be done. Many bikers such as myself are struggling finding safe roads as roads are too congested at the moment due to the slow repair times. (Female, 50–64)



Honestly just keep doing what they are doing and taking the opportunities to do as much work as they can. The open Council meetings are a great idea but we can't complain too much as they are doing the best they can. (Female, 65+)

I think some of the roads should be a bit better. I failed my driving test as the conditions were very unsuitable to drive. However I see why it is taking so long. But I still think residents would benefit a lot from the roads being fixed faster. (Female, 65+)

Getting things related to earthquake repairs done in Victoria Square, getting it done quicker, dealing with the big issues. (Female, 50–64)

Be more open-minded because we are a city of all kinds of people. (Male, 25–49)

The Eastern side, as it is badly damaged, roading etc (Female, 15–24)

Roading in some areas, helping fix that. (Female, 15–24)

They need to lower rates. They need to stop running businesses and ruining others. They need to stick to their knitting. (Male, 50–64)

Provide more direction to give people certainty in the rebuilding re CERA disbanded and moving forward. (Male, 50–64)

Cut the number of public servants filling the air with jargon, a drastic number of officials, they have enormous titles for what they actually do. The non-democratic side of the Council is getting out of control. (Male, 65+)

I would like my immediate area to be cleaned up by the Council, it's overgrown, looks untidy and could look a lot better. It has been like this for a long time, and I think my community and other communities would want this fixed. And I would love to know what the Council would do in the estuary area and how long it will take to fix up and what they are planning to do in the seaside area. (Female, 65+)

The worst thing the Council has been doing is some of the construction in residential suburbs where many streets are being dug up, fixed and dug up again, which is taking two to three times as long as it normally should. This is a nuisance for me driving to work and back due to the road works. (Female, 50–64)

In my opinion I think the Council is doing a good job, it's just the amount of work that is needed to be done. My area is looking fine but I know some other areas are worse off but the amount of work is very high at the moment. Maybe a way to improve this situation is to get more staff out on residential streets to fix the areas around homes as the inner city will take a long time to rebuild and it's more important to focus on residents at this moment. (Female, 65+)

Cycleways look like they will improve, there is constant discussion. I am more than happy with the amount they want to invest in cycleways. (Female, 50–64)

The roading - I travel Ferry Road every day and it's constantly roadworks after roadworks and they're digging up the same areas all the time. Either do it right the first time or don't come back and do it again. It effects people's lives. (Female, 25-49)

Everything to do with the earthquakes, the roads and footpaths in particular, like my street, it's ridiculously damaged and still an inconvenience. (Female, 15-24)

Roading is okay. All I can say is keep chipping at it. But there is one thing I'm annoyed with, whoever is tossing those road cones into the rivers and streams, I wish those people would jump into the water straight afterwards and remove them. (Female, 25-49)

The water and sewage smells a lot sometimes further down Buckleys Road. There is a lot of glass on Christchurch roads. I think they should spend more time on these. (Male, 25-49)

Just fix the roads and footpaths, because they are very bumpy. (Male, 15-24)

So many things to do, it's hard to isolate the most important. Carry on with the reconstruction, improve the sewerage pipes and roads etc, this will create jobs. (Male, 25-49)

The roads and also get rid of abandoned houses. Vandalism makes these unsightly. (Male, 15-24)

Roads - I'm sick of them being ripped up and sinking, they are not being repaired very well. (Male, 25-49)

The cricket arena should not have been put in the public Park but be in a user pays ground rather than in one that we can normally walk on for free. I want the Council to provide and maintain more social housing. (Female, 50-64)

I think they should fix the roads around the East. The roads are in a bad condition. (Male, 15-24)

Advertising its events and getting the word out, because I did not even know about Sparks until the day. (Male, 15-24)

The upkeep of waterways can be a bit better so that they catch people's eyes. (Male, 15-24)

Cycle safety. It's really important that they are able to create more cycleways eventually. I know it will cost a lot, and that it will take a while though. There have been more accidents involving cyclists - eg a fellow student was killed. More driver and cyclist safety education would be good (not sure how). (Male, 15-24)

Well winter is coming so it is important to secure the waterways, especially if it snows or gets really cold. This needs to be done especially in my area as the waterways and exits have frozen in the past which makes it hard for residents to get a constant water supply. The Council should try to find the residential areas where this happens often and fix it now before winter starts, as the weather has been getting colder as of recently. (Male, 50-64)

Something to do with the cathedral, it is a heritage thing and should not be knocked down. (Male, 15–24)

Not sure, I don't know much about what Council does. So probably, they can tell people and keep them informed of what they do. (Male, 15–24)

For a totally cycling person I would like better cycleways. About the balance between what they spend money on, are big projects important? (Female, 25–49)

I don't know if this is related to the Council or not but I think alternative abortion support for young people, since I think that the NZ abortion rate is appalling. (Male, 25–49)

I think the Council needs to apply more input from us as we represent Christchurch as a whole and not the Council members. More input from us will be better as residents will stay here longer if we have our say in local decisions that affect residents/businesses around us. (Male, 15–24)

May be rebuilding of the infrastructure, sometimes it's not quite good. (Male, 25–49)

Roading, get the roadworks sorted and the quality of roadworks improved. (Male, 15–24)

Managing better stormwater associated with the rebuild to ensure they are putting in place way better stormwater management than before. (Male, 25–49)

The roads are terrible, the worst thing in Christchurch. (Female, 25–49)

Expecting more from the Council, for a small community with cultural diversity, help the minorities. (Male, 25–49)

I am reasonably satisfied with it all, really. (Female, 50–64)

Probably not having all the debts, because they will want to raise the taxes to fill the gap. (Male, 15–24)

The meetings all behind closed doors where there's no input from residents and you cannot convey your opinion, and it makes it hard for us to have a say in any decisions that need to be done and said - this is particularly troublesome as we really don't know what's going on until it already happens and when it does happen it is too late. (Male, 50–64)

I think the roads in Linwood are quite bad, especially near Pages Road and Ferry Road. They have been like this for a while and it is difficult to enter and leave during busy times. There is a lot of construction and roadworks being left there with not many people working on them. (Male, 25–49)

Consents - we filed our consent in late November and they have lost my application. This has been horrible as filing our consent forms in November they advised it would be up to a month wait for this to be accepted and we heard in January/February that they had lost it. This means we have to now re-do our consent forms and will need to wait for another couple of months

before this is accepted which is horrible and very time consuming for me and my family.

(Female, 50–64)

For me the thing that's affected me the most is the City Council's recreation centre availability - as I live in the city centre it is very difficult for me to travel to and from the Council's recreation centre, especially during peak times. The closest one I can go to is the Jellie Park centre which is in Burnside and that is very far from the city and with peak times it can take a very long time. Before the earthquake I went to the one in town but that has closed and has no signs of being re-opened. So for people such as myself who want to keep an active lifestyle it is very difficult due to these travel times that affect us greatly. (Female, 25–49)

Roading. The conditions I drive on are pretty horrific. I have replaced the suspension on two cars. The Council seems to waste money quite often. Great having events and festivals but how many? The money could be used wisely instead of increasing rates. Utilise money better instead of increasing rates, eg spend less on fireworks. (Male, 50–64)

Water: ours is not good, it's a whitish colour, not clear. They need to improve the quality. The road: the same things keeps happening, the same pothole keeps re-appearing, it really affects traffic. (Female, 25–49)

Stop seeking money from ratepayers, fix the roads and get rid of buildings in the city that need to come down. Four years on they need to get rid of those buildings, they are not good for tourists to see. (Female, 25–49)

Get New Brighton finished quicker. (Female, 65+)

Make it more accessible for wheel chairs and mobility scooters. The New Brighton Library is not in a good accessible position. New Brighton needs to be thought about more. (Male, 50–64)

Try to get the roads fixed sooner, just to make long distance travel more convenient. (Female, 15–24)

Get the people and the roads sorted out soon. Better facilities so disabled people can attend the city's festivals and events more often than they can now because things aren't easy for people to participate in and enjoy. (Female, 50–64)

Try not to sell off the assets. Find another way of making these assets pay. (Female, 15–24)

Speed up the development of the central city. (Female, 65+)

I think the buses are getting worse and worse. I travel a lot by bus because I don't have a vehicle and the bus routes and the amount of buses that come to my area have decreased a lot. Also the weekends don't have the regular bus timetable and when I need to go to work or study I have to walk to further away bus stops as they don't go to my regular stop in the weekend. (Male, 15–24)

The environment, the waterways and transport, the roads are just crazy. (Female, 15–24)

The condition of the Heathcote River, it seems polluted, I know they are doing something with it, it is not a pleasant river. (Female, 25–49)

The quality of the roads and the time taken to improve them. (Male, 15–24)

Roading, it is not so good round our area. (Male, 25–49)

Flooding dealt with firstly then secondly roading, thirdly reduce the pollution of our rivers and fourthly I would like the number of cycleway routes increased. (Female, 25–49)

Roads, public transport, cycleways: make it so you don't have to cycle on the road, clearer directions where there's lots of traffic and different colour for cycle lanes. (Female, 25–49)

Not listen to the vocal minority as much and it would be good if they didn't spend so much on projects like the splash pad in Sumner. We could have found a less expensive way of building that. (Male, 25–49)

Pay more attention to people that actually need help. Help out people that are living on the streets and give them opportunities. (Male, 15–24)

Cycling - make cycling paths for safety. They need to advertise more about the events such as the cricket. Let people have more say in community projects. (Male, 25–49)

Probably events, they need more advertising and diversity in the events. (Male, 15–24)

Roads, Sumner Roads are a joke. (Female, 25–49)

Road safety, and need a lot of clean up around sites. (Male, 15–24)

They need to fix the policing department because they are corrupt and bullies. (Female, 15–24)

They need to fix the Barrington playground, Ray White has started fundraising for the new playground. I think they need to speed up and repair Barrington playground before 2020. Things need to start moving faster. (Female, 15–24)

The roads and fix things that need to be fixed. (Female, 15–24)

Waterways and drains, they get blocked with rain. (Female, 15–24)

### **Heathcote/Spreydon**

Roading design. The design of many street T-intersections throughout the city is terrible. They are too narrow - many need to be widened. They restrict access for left-turning traffic too much. So much time is wasted waiting for right-turning traffic to clear! Current designs haven't reduced the number of accidents. I put that the reliability of travel times was ok, but the length of travel times has been bad even before the earthquakes - eg from Church Corner to town. Also I think the design of the Bowen Street hump is dangerous for cyclists - a lot of cyclists use it. My

daughter was knocked off her bike there, and I was not impressed when I rang the Council to discuss the road design. I was told they don't want to change it, because it makes drivers 'aware of the cyclists'... but there's not enough room for them to be safe. (Male, 65+)

Town planning - the planning for the city, they seem to have made variations on the plan. It may not happen the way it was originally planned to. The precinct consents - they've made deviations already in some areas and if that keeps going it will nullify the original plan for the central city. They just need to follow the plan. (Male, 50-64)

Parking - there's just not enough in/near the city centre, particularly around the hospital - I feel sorry for the visitors and patients, it's hard for some of them. (Female, 15-24)

Hagley Park/Brighton/Barrington - more toilets and more shades (especially with high melanoma in NZ) in these parks. More on upkeep and maintenance. (Female, 25-49)

More rubbish bins on the side of the roads because it is very hard to find them to encourage putting rubbish in bins. (Male, 25-49)

Road services: get road works done faster rather than opening and closing works - get it all done at once. (Male, 25-49)

Gutters along the footpaths - the leaves clog up when it rains - keep the gutters cleared regularly. (Female, 65+)

Road and footpath maintenance - on my street alone it's been dug up three times in the last 3-4 months, including the end of our driveway, which we were unable to use for a couple of days each time. Maybe just giving us a warning even if it's a few days before hand so we don't have to go up to the workers and ask them. (Female, 25-49)

The water supply - since the earthquakes it tastes terrible, even when it's been boiled. Lots of pressure bubbles too. We're hoping the problem will improve. We now buy bottled water - this is also because I have had cancer and I don't want to risk affecting my health. (Female, 50-64)

To get on with the repairs to the roading and footpaths in our area. Try a lot harder. They also need to have a plan in place for something like what they had at QE2 - sort of base it on what they have got at Jellie Park. A swimming pool out East. (Male, 25-49)

They could improve on being there more for people, and listening to people more. They could also stop putting up rates all the time and the price of rent in social housing complexes. They could have more meetings to talk about progress in rebuilding Christchurch and about what they are doing. (Female, 25-49)

Downers' poor job, not road carpet. I have complained to CCC. It is still not finished. (Female, 50-64)

I think they need to speed up the rebuilding of the city, it is taking too long. (Male, 15-24)

Making the city more cycle friendly; having more specific and clear areas for cyclists to go. (Female, 15–24)

The time frame. It's taking too long to make decisions eg the Cathedral. The budget is under pressure, there is not enough money set aside to do what they are promising - they need to prioritise. (Male, 25–49)

I want to see all libraries kept open and maintained, people need these very much. (Female, 65+)

The surfaces of roads and footpaths need to be improved urgently because they are very rough now. (Male, 65+)

Stronger budgeting of various events and overall services. (Male, 25–49)

Their financial planning needs improving. They are penny wise and person wish foolish. The decision to cut library hours while staff are going on a sister city trip is repugnant. (Male, 50–64)

Implementation of the master plan for the city needs to be better, they are missing opportunities for cycleways and others too. (Male, 25–49)

Roads and footpaths need urgent attention. Roads are diabolical at the moment. (Male, 65+)

The state of footpaths, they need work on them urgently. The state of roads is not good at the moment. (Female, 65+)

Improve building consent and regulation processes. The services are poor at the moment. (Female, 65+)

Getting more public orientated things up and going like swimming pools and other recreational areas - families need these activities. (Female, 25–49)

Parking, parking buildings and inner city buildings to get people in the inner city to get the city going. (Male, 65+)

Roads, cycleways and pavements and pedestrian crossings. Too many disruptions on roads etc. (Female, 50–64)

Coordinate the recovery repair work better. Do all the work on the roads in the same time period, coordinate between companies. (Male, 25–49)

Rubbish bins should be bigger. Roads need to be fixed faster. (Male, 15–24)

The roading in Christchurch is putting a lot of stress on people because of tough roads and detours. (Female, 50–64)

They could be sweeping gutters more. Gutters are not swept much now. (Male, 65+)

Getting still more involved with people and meeting their needs. (Male, 65+)

Roading, I still think that streets outside of the red zone are of an inappropriate standard. (Male, 25–49)

The decision making; you think 'why are they doing that?' You don't have any control over what they're charging us and you're trying to recover from the earthquakes and you're getting hit with all these other costs. More information about why they're increasing rates, and bringing in charges for water, and building a stadium. (Female, 25–49)

Consents process: they need to streamline it. Perhaps need more staff for processing building consents? I have seen an inordinate amount of bad stories in the media about delays to developments, because they're waiting for consents. (Male, 25–49)

I think it's important that we do know how the City Council is making decisions for the city, and keep on with doing the roading. (Female, 65+)

I think they need to clean up these rivers so when it rains it will not be too bad. Also clean the rubbish out of them also. (Female, 65+)

Still carry on with the roading but we can still do with more cycle lanes in the city. (Female, 65+)

Hoping they can re-open the Waltham swimming pool or leave a notice so the public knows what is going on. I'm irritated they only opened it for four hours and it's closed during daylight hours. (Female, 25–49)

Not to keep putting fluoride or chlorine in our drinking water, and to keep fixing the roads. (Female, 50–64)

Keep up with doing the roading. I do think the Council should do something with these cyclists that keep taking risks with the motorists. (Female, 65+)

A bigger green bin the size of the yellow one would help, no extra towards it either. Some streets that have a green turning arrow, it's about time Council went out and had a look to make sure they are working because of the bad back up of traffic, you then get drivers making risky decisions and of course it's going to end in an accident, not very nice at all. (Female, 25–49)

Keep on working on the roads, especially down Ferrymead Road, they have made a big difference there. (Female, 50–64)

All I can say here it's going to take a lot of time before it gets back to normal. I would like to say just keep on fixing the roads. (Male, 25–49)

Roading in general still has a long way to go and parking. (Female, 50–64)

These cycle lanes, I think the Council is getting carried away with them, probably next thing they will be putting in lanes for horses, probably sheep, then we will have no lanes for the motorists. (Female, 65+)



I do think roading is taking too long. People come back and dig it up again and again. I think this management resource act certainly needs looking into. Far too long for someone that wants it. (Male, 65+)

Probably work on the waterway more, maintenance and keep the rivers clean - they certainly need a clean out. (Male, 50–64)

Probably keep working on the roadworks and then the waterways to keep them clean and tidy. Rubbish red and green bins could be bigger. (Male, 25–49)

I think it's still the roading because it needs a lot of attention. (Female, 65+)

The bus drop off points. The biggest question in Somerfield and Barrington is the bus terminal on Athelstan St, that is a big bug-bear at the moment and people are not happy with it. It's encroaching on the medical centre on that street and too close to the Barrington mall. I believe that they are going to shift it but it's not done at the moment. (Male, 65+)

Probably the roadworks and traffic, because sometimes it's quite a hassle getting to places with all the roadworks going on. (Male, 15–24)

I think the state of the roads for cyclists. They have started doing all the cycle ways in busy areas, but not in the outskirts as such. They should start doing cycle ways in the outskirts as well. (Female, 25–49)

Roading. (Female, 25–49)

The travel, because it's really bad and takes ages to travel. Change the layout of the traffic plan. (Male, 25–49)

Looking after cemeteries, the upkeep of what the cemeteries look like and taking into consideration the feelings of the people. All except the Avonhead cemetery need to be taken better care of. The graves need top soiling and grassing. Perhaps they need to employ more people to do it, they are understaffed. (Female, 50–64)

The central city area needs to be more pedestrian friendly, because we want to feel good about it. We need to have good cycleways and a good appearance of walking areas in the central city. (Male, 50–64)

The maintenance of waterways, especially as I have a Heathcote river tributary in my backyard. It floods at least a dozen times a year over winter. I think that the water table has risen, and the tributary needs dredging. They do a pretty good job of having waterways looking nice, but they don't work as well as they used to. They flood a lot more. (Female, 25–49)

The cycle lanes - they want to make them wider, they are about 2.5 metres now and they want to extend them to 4m, I say no way, tidy up the roads first. The rivers and waterways need more upkeep and maintenance. How about the non-ratepayers start contributing towards the fund by starting a paye or running a monetary fund to help or support what we have ahead of us with

running repairs to our city. Parking is another one - they pull down a building, next thing you notice another car park run by Wilson, they seem to be doing well, the only problem is they're making customers pay too much for it. (Male, 65+)

As for parking I would like free parking and no time limit, we are getting tired of the parking officials. Not good enough - we used to have free parking before the earthquakes. (Female, 25–49)

I think major roading or roadworks - I'm not happy with them or the way they're fixing Sands Road. We get too much of them digging them up again and then resealing them. As for Moorhouse Ave, it would have to be the worst road at the moment, especially when traveling over it, it's so rough in places. (Male, 50–64)

I think keep on fixing up the roading and footpaths. I do think Wilson is charging too much for their parking. The Council should take a look into this. So far they are getting away with it. Some of the waterways need more maintenance. (Female, 50–64)

I will make a comment here. I have heard that the Council could be closing Rawhiti Domain. What are they thinking? Very disappointed with them. (Female, 50–64)

Possibly a little bit more priority around building consents, because sometimes it is difficult to access clear and consistent information over the phone. But sometimes I have received good service too. (Male, 25–49)

Roadworks. (Male, 25–49)

Roads - the condition really needs to be sorted eg a patch will be filled, then a few months later it gets ripped up again. Seems like quick fixes are not a proper fix. I know they don't have a lot of money, but do we really need a new rugby stadium, or the new cricket field? The things that do need doing aren't being done properly the first time. (Female, 25–49)

Maybe try to get more concerts of bands that no one has ever heard of, for example the Readyset. (Female, 15–24)

Roads and all that I reckon. Just keep going. (Male, 15–24)

Housing because more people are in need of affordable housing now. (Male, 25–49)

I think the size of the green bin can be a bit bigger, it's too small presently. (Male, 15–24)

I guess the roads. Some of the roads have cracks and some non-main roads have cracks and bumps. They need to improve the paving. (Male, 15–24)

The Mayoress is trying her best. We need more upkeep and maintenance for our river, cutting the grass and cleaning them out would help. Also start cleaning out the rubbish and also keeping the walkways tidy would help. I do a lot of walking. (Female, 50–64)

Pf course they have to get with the roading. I would say the Council is not transparent to the public. Let the public know what's going on. (Male, 50–64)

I certainly say keep fixing up the roads and get rid of the some of the pot holes that are still there. (Male, 25–49)

Probably keep fixing the roads and please stop increasing our rates. (Female, 25–49)

The polluted waterways. You notice it more when it rains, they could clean up our polluted rivers. Very disappointed that they still put chlorine into our waterways. (Female, 25–49)

Most important is everything has to keep going and also keep on fixing up the roads. I do know that it is going to take time so I think instead of sitting on a big lot of finance they should work it out over the next coming generation or if it involved spending what you have at least we are moving forward. I'm thinking of assets, if you have it spend it, so we keep the city going. (Male, 50–64)

It's about time they fixed up these roads, that they do it right the first time by not leaving potholes in your street. And when they re-pave the road that they do it all, not just some of the section. (Male, 15–24)

Overall they could bring the roads up to standard without leaving the pot holes. Fixing up the potholes could help as well. (Male, 15–24)

Cycleways need to be improved. Great opportunity for Council to do this and that would reduce congestion on the roads. (Female, 50–64)

The building consent process needs improvement. For some people consents are taking a very long time. (Female, 25–49)

The roads and footpaths need to be greatly improved urgently. (Female, 50–64)

Make Christchurch more cycle friendly, more cycleways are needed. (Male, 25–49)

The condition of the roads damaged in the earthquakes. They are relatively poor and need improvement. (Male, 50–64)

More libraries need to be up and running. People need these. (Female, 50–64)

Larger green bins, they are not big enough for cut grass. (Female, 15–24)

Parking, there's not enough that isn't expensive, especially for people working in the mall. (Female, 15–24)

Roadworks. (Female, 15–24)

Cease putting Council leaflets in letterboxes. Better to put a big advert in the newspaper. (Male, 65+)

Need improvement in water drainage and waterways, there is too much flooding in some areas. (Male, 25–49)

Improve cycleways, they need to improve cycleways to make them safer. (Female, 50–64)

Road repairs need improvement, they are rough. (Female, 50–64)

Roads and traffic management - they need to improve their performance here and parking buildings. (Male, 65+)

Their road planning. The way they handle road repairs and detours needs improving. (Male, 25–49)

They have to improve greatly their handling of building consents, they are still miles behind there. (Male, 65+)

Need to get the roads sorted out, they need to get roadwork done properly the first time, not having to go back again and again. (Male, 50–64)

Everything. They should focus on areas that need repairing. Fix what we have got instead of thinking of new bridges etc. I pay tax, I don't see it going where it could be helping. (Male, 15–24)

Roading conditions need to improve. The condition of the roads is not very good at the moment. (Male, 15–24)

The parks and reserves, they are not maintaining them very well. (Male, 50–64)

Keeping rates down. People don't need rates to increase. (Female, 25–49)

How they spend their money needs looking into. They need to have consultation with the public on large projects. (Female, 25–49)

Transportation needs improvement eg bus services and cycleways. (Male, 25–49)

Keeping rivers clean, we need to have clean rivers. (Male, 15–24)

Bad call re under-insured assets, they should have been insured for more. (Male, 25–49)

Consultation with people needs improvement and the change in the District Plan is not in the best interests of people. (Male, 25–49)

Road repairs, the roads need a lot of improvement. (Female, 50–64)

Doing what public need, they need to do better. (Male, 15–24)

Using a bit of logic and common sense in improving the road works and the flow of traffic. They should do the roadworks all at once, instead of revisiting the areas many times. We need more lights for motorists turning right (right hand turning lights). (Female, 50–64)

Opening of outdoor swimming pools and keeping swimming pools open longer. They should empty the bins in the parks more often in parks where dogs are exercised, the bins are often overfilled. (Female, 25–49)

Must listen to the public a bit better than they are now and not have closed meetings. (Male, 50–64)

Make the city centre more attractive, getting rid of buildings that are ready to be demolished. (Female, 25–49)

They could improve a lot on people answering phone enquiries so they direct people to the right department. (Male, 50–64)

Roading, footpaths and cycleway need to be of an improved standard. (Female, 25–49)

the condition of roading needs improvement, although I understand they have a big job in this. (Female, 25–49)

Roads and sewerage need improvement, they are not in a good condition. (Male, 25–49)

### **Papanui/Shirley**

Green and red bins need to be larger. Information pamphlets have a blue background and blue fonts and the size of fonts are very hard to read. Need to get back to the old ways. (Male, 65+)

Continued rates hikes. (Female, 25–49)

Cycle safety. (Female, 25–49)

More people would could come into the city if parking was less expensive or if there was free parking. (Male, 65+)

Car parking for students - there is not enough and sometimes depending on the car park it can be expensive if you need to be at CPIT all day. (Female, 15–24)

The whole issue of waterway maintenance, including Flockton basin especially. (Male, 65+)

Buses back to the old routes. (Female, 15–24)

Housing, we need more, there are people sleeping in cars. (Male, 50–64)

Spending too much money events, we need cheaper housing. (Male, 50–64)

General improvements in the city. (Female, 65+)

I would love the Council to do the vision thing again, where people could go and give advice on what we need in the short term and long term, which uses residents' ideas and thoughts and unifies us together to give a better understanding. (Female, 50–64)

Probably all, but I do not have any complaints at all, that's all I will say. (Male, 65+)

The green bins should be bigger. Storm water: I think there are problems not considering new subdivisions - they do consider this. Parking is not heeding this in new developments, like Cranford street top end. I complain about lack of airport parking and it is too expensive. Planning is needed when new developments occur. Making companies provide off street parking. Telecom/Spark are the worst. (Male, 25–49)

Since the closure of QE2 swimming pool, I would like something in our area to take its place. And one complaint I have with the Council is can they put a fence around the netball courts at Hagley Park, it's so unfair what other people are doing with their rubbish and it's the unkind group of people that wants to damage it as well. (Female, 25–49)

The streets. (Male, 15–24)

Not punishing folks with making the public pay. (Female, 50–64)

The awful condition of the roads. (Female, 50–64)

Decision making. (Male, 25–49)

Rates. (Male, 50–64)

Cycling is dangerous with cones, ie one-car lanes with no areas for cyclists. (Male, 25–49)

After 34 years of cycling in Christchurch I had my first accident on Colombo street, from a car door. (Male, 65+)

Concentrate on beautifying the place (Christchurch) and fixing the roads. I hope they look to the future and don't repeat what happened in Auckland and hope that won't happen to us. And also having more events such as musicals, and things such as planting trees where people can plant fruit trees so people can eat if they are hungry (ie an edible garden). (Female, 50–64)

The green rubbish bin. In Northwood there are big properties with big gardens and it's too expensive to buy a bigger bin. (Female, 25–49)

The organic bin needs to be bigger without the big cost. We have a big property. (Female, 25–49)

I hope the Council do not change Victoria Square. It needs to stay as it is, a park. (Male, 25–49)

We need more safety awareness around cycling. (Female, 15–24)

Progress needed for earthquake damaged buildings and faster results. (Female, 25–49)

Probably the traveling and the roads. They need to make it easier to get around the city, user friendly for everyone. Also upkeep of the landscape. (Female, 15–24)

I was visiting friends and the Strowan waterway looked awful with rubbish in it. NZ is supposed to be clean and green. (Male, 25–49)

The roading. (Male, 25–49)

The same roads are getting repaired over and over. At the end of last year my mother-in-law tripped over liquefaction in Perivale and has permanent injury/discomfort (Female, 25–49)

Get your act together, focus on people and what their needs are. (Female, 65+)

Permits need to consistently get quicker. (Male, 25–49)

Norrie Street needs Council to prune a large tree, a 77 year old. Sumps need cleaning out. (Male, 65+)

The roads - they need to focus more on important parts like New Brighton and that side of town that hasn't been fixed. (Female, 15–24)

Cut the red tape for developers trying to rebuild. Cut the chiefs, too many chiefs, not enough Indians. Get people to sign off places for development. (Male, 50–64)

Roads because they are still munted. (Male, 15–24)

Consent, paper work and recourse consent taking so long. My business has had no income for the last 3 years, sewage is leaking everywhere and flooding, but I'm still paying \$16,000 a year for something that uses no services. (Female, 65+)

Don't need to change Victoria or Latimer Square. (Female, 50–64)

Don't sell the assets. (Male, 65+)

Listen more to the public. (Male, 50–64)

Please save our cathedral. (Female, 25–49)

Parking metres are too pricey. The public transport system should be more accessible to people and is too expensive. (Female, 25–49)

St Albans park was under water last year. This needs to fixed now. (Female, 25–49)

Put money into roading instead of paying high wages. (Male, 50–64)

There was overplanting at the waterway near my house where I live and this has caused the Council a lot of work because of that, having to come back and clean areas up. (Female, 65+)

Instead of letting employees go overseas that would cost a lot, put the money to better use to fix roading and footpaths. (Female, 65+)

I think the questions re: how satisfied am I about the condition of roads and footpaths is not right due to the fact that it's an ongoing process and it's not about whether I'm satisfied/dissatisfied. Regarding parking at the hospital, it's too expensive and there isn't enough parking in that area. Why is it that the cricket events get free parking? Surely the idea is to encourage people to the city centre by giving free parking, as Malls in Christchurch allow for free parking. Also regarding bike helmets, I believe we should have the option of whether or not to wear one (an adult). (Male, 65+)

Attitude on issues of parking and traffic, the pressure cycling has brought, parking meters not working properly and not focused on needs of residents. (Female, 50–64)

I have no issues, just keep maintaining and improving the roads. (Female, 50–64)

Roads and footpaths - they don't give a good appearance to visitors and need to be improved. People don't notice water but do notice roading issues. (Male, 65+)

Earthquake stuff, the red zone. (Male, 15–24)

More activities for younger people. (Female, 15–24)

Cycle lanes need more colouration. (Male, 15–24)

Roading. (Female, 25–49)

More leaf sucking down St James St is needed. (Female, 25–49)

Leave Victory Square alone. (Female, 65+)

Wasting money on other things. They need to sort Victoria Square. (Male, 65+)

More maintenance on roads and footpaths, Avonside Drive is the worst from Pembroke St. (Female, 25–49)

Get the city sorted out now. (Female, 25–49)

I feel sorry for the people who have not got proper housing. The cricket pavilion must have cost a fortune, but you have got your priorities wrong. Help the people first. (Female, 50–64)

Wainoni buildings old, a bit dangerous, smelly. (Male, 25–49)

The buildings, they need to be fixed. (Female, 15–24)

Roading and traffic management. (Male, 25–49)

Fixing the gutters to stop flooding. (Female, 25–49)



Communication, and fix rather than patch. (Female, 25–49)

More parking and less expensive too. Quality parking, most of the parking buildings are demolished ones and you get flat tyres. (Female, 15–24)

the timetable and arrival time of buses isn't reliable. Make sure that buses are on time. (Male, 15–24)

Just the efficiency of roads, doing more roadworks. More parking spaces for students in the city. (Male, 15–24)

Consult industry building professionals before deciding on important decisions with buildings such as eg the Town Hall (\$176 million). (Male, 50–64)

Roads, in my area the roads are horrible and need to be fixed asap. (Female, 25–49)

Parking meters are way too expensive. Cambridge and Durham St areas are lacking in car parks. (Male, 50–64)

Roads. (Female, 15–24)

The red zone, businesses and people who lost their homes. (Female, 15–24)

I haven't really seen a lot of interaction with the community and what they want and seeing what changes they want (but that might just be me). (Female, 15–24)

Roading, because they're \*\*\*\*. (Male, 50–64)

Building permits. They are way too slow. Just speed it up and make it less complicated. (Male, 50–64)

The aspect of getting a new performance venue which is owned and run by the Council, like the Christchurch Town Hall. A budget driven building - it seems the Council steered away from administering funds into a project. The Town Hall is still under scrutiny and that's chewing up money, and they're not giving the city a proper performance venue apart from private venues. (Male, 50–64)

Active transport - cycling and off-road commuter cycleways, they need to build them. They need to complete the commuter cycleways plan without delay. Proposed rates increases are totally unacceptable and an attack on the standard of living of ordinary citizens. (Male, 50–64)

Road works and road maintenance. We live on a busy road and it's been effected by the earthquake. It rains on the patches where they patch the road up and we end up with large pot holes. When large vehicles go past it causes vibrations which we can feel in the house. There's too many patch ups and the patch ups are coming unstuck. Seal the roads once and for all with a good heavy chip seal. (Male, 25–49)

Parks, QE2 is gone and the East side has nothing. Everything else needs improving too. (Male, 25–49)

Footpath maintenance - there's a lot of weeds and things growing through the roads and footpaths. Reinstate their maintenance regime. (Male, 25–49)

None of this touchy feely stuff. Get on with the infrastructure, encourage people to come into the city by getting free parking. Thousands of dollars are wasted in other projects. (Male, 50–64)

Fixing the roads because of the state they're in post earthquake. Getting on with the rebuild programme. (Male, 50–64)

Very disappointed in ECAN. (Male, 50–64)

Getting houses fixed. (Male, 25–49)

Sort their internal problems out. (Female, 15–24)

Fences need repairing, and roads and footpaths, there's heaps that need work. Pot holes are trip hazards. (Male, 25–49)

Visibility - stop wasting money on frivolous things and concentrate on what's important. Get the infrastructure back up and running. Listen to businesses, engage more and be more unified and consistent. (Male, 25–49)

Roads - fix them around less central areas ie suburban areas. (Male, 15–24)

Improving footpaths, they are difficult to stake on. (Male, 15–24)

Re-evaluate expenditure and get the public involved more in decisions. They are serving the rich guys - fixing the old boy's club houses when they have aesthetic damage before helping others that need help first. (Male, 25–49)

### **Riccarton/Wigram**

Traffic flow in regards to main junctions - for me it's Halswell Junction Road and the Southern Motorway. Rail should be investigated. With the growth of the Selwyn district - Prebbleton and Rolleston - rail travel should be an option, as there's an existing main railway line. There are more commuting, busier roads and a higher incidence of accidents. (Male, 25–49)

General maintenance of the roads, and actually putting a decent thing out there to let people know what is happening in terms of roadworks. Also making it accessible for vehicles and people to get around them. Basic common sense - if you've got one little piece of work to do on one side of the street, you don't have to cone off the whole street. When they're actually told about repairs, to do them properly and to fix them - I broke my knee because work was

completed improperly and to a low standard. Four months in a wheelchair and crutches and I'm not back to work yet. (Male, 25–49)

I live next to a park and I keep ringing the Council to do something about the trees and the lawn in the park but they say they can only trim it to a certain height and they don't trim trees, and living next to a park, I cop all the mess. Look after the park in Cunningham Place better. To me I don't know why they don't sell it off because nobody uses it really. (Female, 65+)

Swimming pools - I live in Sockburn and you have to go miles now to get to a pool. They could rebuild it - I don't think it was that badly damaged. (Male, 25–49)

Halswell Road coming down into Lincoln Road - that open road extension area - cyclists need to be well clear of the traffic - they're right in the traffic. They could use a footpath - to have a cycleway on the footpath. (Male, 50–64)

The Council offices being open for business on a Saturday - and maybe one late night, to open until maybe 9pm on a Thursday. (Male, 50–64)

The one gripe I had one day is that I got a parking ticket in town and I had no money in coins but had a \$5 note and I didn't know what to do, and I got a parking ticket. When I was going for my ticket I ran into them and asked where I could buy a parking coupon and the lady said she didn't know, and that there was nowhere close by you could purchase them. If the parking meter took notes I would have been able to pay for my park and not get a parking ticket. (Female, 25–49)

Communication with the public; Closed Council meetings. I do understand that for privacy reasons some need to be closed to the public, but I still think too many are closed. We pay their wages, we should be kept more informed. (Male, 65+)

Quake damaged roads are too bumpy. They're too hard on our cars, and sometimes dangerous for cyclists (I cycle sometimes). I live in Halswell, there are some that need to be fixed there, and also areas of Lincoln Road from Hoon Hay on. More cycleways please: the Halswell-Hornby-Showgrounds one is great, and safe to use. (Female, 50–64)

Water, there is too much sewage and waste going into stormwater drains (I'm a drainlayer), and too much stormwater is wasted by going into the soil. They could take floodwater from the Waimakariri and store it for use during drought/water shortage. They should make it standard for homes to have a Grey Water tank to re-use household water. (Male, 50–64)

Roads - after the earthquake it's been a bit hard. It's now four years on and we need to get roads back to normal and access to parts which are now off limits. (Male, 15–24)

The roads - the bumpiness and unevenness is damaging vehicles, and the potholes. Probably concentrate on that rather than other minor things like developing the city centre. (Female, 25–49)

The road - for me during peak time it takes quite a long time to travel from our place to work. Off peak is okay though. (Male, 25–49)

Getting the roads back into order. It's costing us a lot of money in car repairs. And getting the Council workers to work rather than standing and leaning on their shovels. And also to make sure everybody pays rates - even those in the red zones etc. Even though they're not in their house, they are using Council facilities and not paying rates. (Female, 65+)

Traffic congestion - the roads are too crowded. (Female, 65+)

Roading, cleaning it up and getting it back to normal, making hard decisions. (Male, 50–64)

The roads are the main thing over the next twelve months - on some of the roads the surfaces are getting pretty rough, but until they get the infrastructure right they can't do much. (Male, 65+)

Roading - the service of the roads is pretty poor. Get cracking and get the roads finished. (Male, 65+)

The communication between EQC, the Government and them - communication is getting better, but when you hear it by word of mouth it includes their perception of it and you don't get a good idea until you go to the Council and ask them. Getting things out in the papers and local rags - it's good in this kind of form because then you can read it and you know it's coming from them. (Male, 65+)

The roading, and keep a very close eye on our water supply, making sure our water supply is as clean as it can be. Keeping an eye on the aquaflow - that we're not getting dairy effluent into our water system. (Male, 65+)

Roading is the most obvious and safer travel for cycling. A bit of glass on the road is not a problem for a car but as a cyclist you must watch out for it. (Female, 50–64)

Roading; I understand that the earthquakes caused this, but the roading surfaces are often very poor. That's more obvious to me because I cycle every day (I used to be a racing cyclist), so I feel the conditions/bumps a lot more, and often have to avoid pot-holes (which can mean getting closer to cars, which drivers don't like). Leading on from that, I am from Europe and have found the driver attitudes to cyclists here very bad in comparison. Better driver education regarding cyclists (though I know that's difficult) is needed. An idea: more people would bike, and also feel safer, if there were areas close to the city centre - maybe 2ks out - where people could park their car, then take a rental bike into the city centre. Other cities in the world have done this. (Male, 50–64)

Waterways maintenance; there is way too much rubbish in them, including building materials. It's terrible for fish life. I'm a keen runner - I run all over Christchurch, so I get to see the rubbish that's in there - including in the Avon & Heathcote rivers. There should be at least some areas we could swim in, plus people are whitebaiting. (Female, 25–49)

The amount of buses that go just after school because there's lots of people and they get quite full very quickly. Just more of them straight after school because you have to wait 15 minutes for a bus, but it would be better if they were straight after each other. (Female, 15–24)

I'd like them to do something about stopping overhanging trees and shrubs on footpaths in residential areas which make it hard to walk around. Either need to be trimming them back or advising residents that they need to be trimming their plants back. (Female, 50–64)

I don't think there is anything to improve. (Male, 15–24)

I think the housing. Housing for people who are without a home due to the earthquake, some temporary housing because they don't have a place to go. More lower income housing, and the ones they do have need to be fixed up. I think the roads need to be taken care of more in the inner city. (Female, 25–49)

Just to continue to improve the process for the rebuild and continue to work on the rebuild. Making sure they have the expertise they need to make sure they get the job done as best it can be - it always comes down to having the right people in the right job. (Female, 50–64)

Rubbish collection; Just the red bin, I'm not worried about the green or yellow. I'd love the red bin to be collected weekly, or even just weekly over Summer would be good - because of the heat (smell). (Female, 25–49)

Giving opportunities to the younger generation to be part of the city and thrive. Not just the nightlife. Maybe have a spokesperson go to the higher years of high school and university to speak to students about opportunities. They could get ideas from the students. (Male, 15–24)

Traffic lights: we need more green arrows for turning. On the busy roads it really jams up the roads. (Female, 25–49)

Waterway margins - the appearance. They need to have more variety of plants. Not just natives - add some colour, the plantings are boring. An example in my area of planting that I think would look nice, is down the driveway of the Hornby Working Men's Club. Other than that I think the Council is doing well. (Female, 65+)

Building Permits; take too long to get, and too expensive eg my sister got one to convert her double garage into a sleepout. It took about six weeks, and ended up costing about 25% of the total cost of converting - way too much! (Female, 65+)

Water - firstly the waterway by School Road in Yaldhurst - 60cm of the berm is CCC responsibility, the rest is Selwyn District Council. The vegetation gets out of control... can anything be done to try to get Selwyn to do more? I worry about the fire hazard, and an elderly person living by it has taken it on herself to mow the berm. Also people have seen the CCC use Roundup near the waterway - is that safe? Secondly, we have white sediment in our water supply, a crystal-like feel in the mouth - bearing in mind our house is 100 years old and we have replaced part of the pipes coming to the house but still have it. It even leaves a chalky white

residue on the outside of our jug. Thirdly, our street very often has burst water pipes, and we were told they have asbestos in them. We have been told asbestos is not dangerous when wet, but have had no other communication about it, so I worry about it. Though I can see that Council staff work tirelessly to mend the pipes when they burst - they do a good job. (Female, 25-49)

If we have to pay for metered water then why can't the farmers pay for it. They're sucking water out like it's going out of style. When you've got to pay for something you use water more wisely. If there's a cost for water use then it's used more wisely. There should be an amount you can use first for free and then you should have to pay for it. (Male, 65+)

The way people get to school - making it easier for the traffic to know that you're going to school. Maybe just making it clearer that school people are walking around rather than people in cars being oblivious and not letting you cross the road. There's an intersection (on Yaldhurst Road and at the end of Avonhead Road) I have to cross and you have to stand in the middle of the road and wait before you can cross the road because the cars just go when there's a green light and they don't wait for you to finish crossing. (Female, 15-24)

Getting our roads back into a decent condition and making sure the West side where I live has better roading. I know there are problems in the East, but they have totally ignored our side and they need to get the roads fixed. Just need to get their maintenance back up to scratch - it shouldn't take four residents to call up three or four times a month to get potholes fixed. All they're doing is totally filling the potholes and the potholes aren't totally fixed. (Female, 50-64)

The consultation with the people of Christchurch - they really need to listen to what the people of Christchurch want, and act on it. I sort of get the feeling that they are just saying they will consult with the public, but it just seems like they're doing lip service for the Council. One decision is Victoria Square - it seems a decision was made and we were the last to hear about it. It just seems other local bodies are determining things. (Female, 50-64)

Getting value for money with the community's rates. For example - the street I live on has recently been resealed and the question would be 1. did it need resealing? and 2. the quality of the resealing done by the Council is dreadful. Someone from the Council has commissioned them to do it and potentially signed it off and the quality is unacceptable (the street is Matai St). That's one example - how many other major maintenance and rebuild stuff has been substandard? (Male, 25-49)

If you come from a third world country and you come to a country like this you can't really complain because you got the best experience and best opportunity. I have nothing to complain about and am satisfied. (Female, 25-49)

Finances, ie 'money-wasting'. I have heard some horrific stories about money wasted eg on consulting and re-consulting for earthquake-related matters. For example, a building was due to be demolished, but that was put on hold, and the Council was paying huge over-run costs because of the delay. (Female, 65+)

The bus - it's really hard to get around on the bus - especially where I live (Avonhead) and it's very confusing. We used to have a stop right at our doorstep, but now it's a fifteen minute walk. Perhaps rethink some of the routes so that people don't have to walk as far. (Female, 25-49)

Sorting out the rates for ratepayers - the reason the rates have gone up so much is that some Council members are incompetent with their job. You need to employ people who are competent in their job. Like that Councillor who had the financial job and came here from Wellington, and then left with a golden handshake of about \$800 000. (Male, 25-49)

Roads and congestion, plus the condition of some roads is absolutely shocking (city-wide - including out towards the country/out of built-up areas). The conditions are so bad I'm reluctant to take my classic cars out on them. (Male, 50-64)

Roads & footpaths - I'm not happy with the surface condition of some of them. Plus it's frustrating that you see roads dug up multiple times in the same place, and worked on for so long; there needs more co-ordination. eg Barrington Street. (Male, 50-64)

Traffic management for sports events eg for Rugby matches at the stadium in Addington. It gets too congested and needs to be managed better. (Male, 25-49)

To get the roads themselves in better condition. Getting through Christchurch you never know which road you're going to take. We've got to get the roads around the city open so that we can flow traffic around the city like we used to. Just better planning. (Male, 65+)

I have concern that the city's becoming two halves in more than a physical sense - post-earthquakes it's important for information about those in the Eastern parts of the city to be available to those in the West. If that is done, it would give those of us who are not so affected by the earthquakes a better appreciation of why rates are going to increase as much as they will in the next 3 years. (Female, 50-64)

The maintenance of parks and reserves and such like, and the waterways - it's important for the city that these things are maintained, because they're what really make our city appeal to people. Stop saying they haven't got the money to do it - they have to find the money. (Male, 65+)

The waterways are an absolute shambles. I don't like the planting of native trees and grasses along the banks of rivers. It takes away the Englishness of Christchurch, and it looks \*\*\*\*\*. Trying to change what has existed for over a hundred years is silly. Flax bushes and native grasses are great at collecting rubbish. The waterways are very poor - the maintenance eg on the banks of the Avon river. The Council should have men in gumboots tidying up the river, and getting rid of leaves etc that clog the waterways. (Male, 65+)

They need to revisit how they're going to spend the money for the earthquakes - questions like do we really need the Town Hall to be fixed? No, there are more important things to focus on, and they could rebuild for less - why rebuild it right on the river - shift the idea of the Town Hall

somewhere else, and don't sell the assets. They could be making money from the assets themselves. (Female, 50–64)

The social and community finding availability - and the reason for that is post-earthquake a lot of community groups and organisations out there who support the social aspect of our community are more important now with the stress people are still suffering post-earthquake. They don't need to cut the budget for funding of community groups and organisations involved in social service delivery and well-being. (Male, 65+)

Consultation with the public - it needs to be improved so people are more aware of industrial developments and development or changes to zones and land zones and things like that, which affect their local community. Just make sure people in the correct areas are consulted. (Female, 25–49)

I think the quality of roads needs to be improved. The condition of roads is bad in the central city and some other parts of the city. (Male, 15–24)

Roads - the damage is hard on cars. (Female, 50–64)

Roads. The quality of road surfaces is not good, and it's confusing what the alternative routes / diversions are in my area when roadworks are happening. (Female, 15–24)

No I honestly can't think of anything. I'm grateful for the services I get. (Female, 65+)

Development processes. We're at the point now in the rebuild that I think Council processes (eg consents) could be faster to enable more progress to go ahead ie decision-making processes could be faster... though I accept that the Council shouldn't charge ahead willy-nilly; that there still needs to be some deliberation and debate. (Male, 65+)

The roads on the East side, instead of fixing the roads elsewhere where the roads are better, they can do that in the East. (Female, 15–24)

Housing for elderly people and families should be more accessible. The population seems to be aging, and a lot of elderly people have been uprooted as a result of the earthquakes. This isn't the Council's fault. They are huge problems. (Female, 65+)

Providing rubbish bin services every week rather than every two weeks because for families with five or more people it becomes hard to manage and the rubbish bins fill up in about a week. (Male, 15–24)

They need to factor in that people's wages don't rise and so there is no extra money in people's wages for a rates rise, and so they need to stop raising rates. (Female, 50–64)

Protecting the streets more. Knowing that you're safe walking around the town at night time. I have to work in town and I walk from town to the bus exchange which is sometimes quite scary. (Female, 15–24)



Roading - lots of roads are not very smooth and could use some work and resurfacing. (Male, 15–24)

Rates, I'm not happy they've increased rates. What about trying to cut back on some services instead (after consulting with the public) eg library hours. And Council could spend less on paying for so many Consultants. Couldn't we vote for what we'd be prepared to have cut back? And I'd rather pay for water than have higher rates. (Female, 50–64)

Spending, I think too much money has gone into some events - eg Ellerslie, we should be careful which ones we spend money on. And I think there's still 'fat' able to be trimmed, without having to have rates rises. (Male, 65+)

Swimming classes. The registration process is too complicated (when trying to first register for a class). Plus it seems the training of tutors may need to be improved, as the way different tutors teach can vary so much. Also, a friend was trying to show my child how to swim (in public time) in one of the lanes, but we were told we couldn't do that - that we had to enrol in a Council swim class. We ended up enrolling my child in another swim school instead. (Male, 25–49)

Water supply. Christchurch water is wonderful - please do not add fluoride to it. This is a huge issue for me. Children's tooth decay these days is often due to bad parenting: too much sugar in their diet. Why should those parents affect the rest of Christchurch? Adding fluoride won't stop the bad parenting anyway. (Female, 50–64)

The volume of traffic down the motorways. I want to finish the motorway off Main South Rd between Hornby and Rolleston. (Female, 50–64)

Dog enforcement. This is not really a complaint about the Council, but there's a lot more dog poo left in parks eg Avonhead Park, and by Burnside Cricket Club, and dog parks these days. Could the Council have stricter penalties for not picking up your dog's waste? (Female, 25–49)

Travelling times, whether they can do anything about that. Travel times needs high priority. (Female, 50–64)

Traffic - they need to provide incentives for people to not drive their cars if the journey is less than 10ks to their destination. Put more money into cycleways - make it more cycle friendly. Buses must be electric - most buses should be smaller except in peak times. Bus fleet should be electrified. (Female, 25–49)

Spending; there is a lot of ratepayer money being wasted. Examples: Too many Council events - cut down on the number. And they could save money on problems with flooding, by dredging waterways like they used to. Some contractors used are fleecing ratepayers (eg for waste water pipe work near me - of the six men working on it, usually only three are working - the others are often reading, eating, doing nothing!). Why should ratepayers pay for grants for young people to travel overseas to events? Riccarton Bus Exchange - some Councillors didn't have a say on where it would be. And now a dilapidated building is being brought 100% up to Code at ratepayers expense, and the owner is a Councillor's partner/?husband - isn't that a Conflict of

Interest? Note - from my involvement with a Residents Association, I have dealt with a wide range of Council units /services. (Male, 65+)

We need to keep on top of weeds, grass areas and maybe footpaths. The look of the city needs improvement and cleaning up. (Female, 50–64)

Accessibility of public transport needs improving. Hospital parking needs improving. (Male, 50–64)

Eastern side sports and recreation facilities are needed urgently. (Male, 25–49)

Concentrate less on bikes and sort out the traffic flow on motorways. (Male, 15–24)

Speed up the recovery process and not get rid of their own assets/hold on to them, 20 years from now will be very visible. (Male, 25–49)

Roading and footpaths - because they're terrible. Their ten year plan is not adequate. Just need to speed it up. The new proposed stadium which is ten years out and they want to cover it - a dumb idea, because we don't have the money and it's a small group that wants it. (Female, 25–49)

Communication and consultation; The Council does not consult with the public enough. It's not right to tell me after a decision has been made - why not get residents' opinions first? I think my, and other people's, opinions are valuable eg I live on Wharenui Street... we got information sent telling us about some bus stops being put in. Why weren't we consulted? And it'd be good that if we do get a chance to be involved in decisions, if there was a consistent consultation process; so we would know what to do whatever the issue was. Note - I do understand consulting residents is a hard task, but it's important. (Female, 50–64)

Under the circumstances, I think they are doing the best that they can do. And they are doing a good job of being accessible and visible. (Female, 50–64)

Earthquake assistance; It would be great if they were able to help vulnerable people still in cold, unrepaired homes, over winter (even though they're not obliged to help with non-Council houses), eg with forms of heating, or help move them temporarily. (Female, 25–49)

The Council's website is badly organised. I struggle to find things on it. The Council should make essential phone numbers and services easier to find on the website. It took me 10 minutes the other day to find the phone number for Dog Control. I could easily find the traffic page, but it wasn't obvious what phone number to call re traffic lights not working. The Council should review what information is more important to highlight, and what phone numbers people are more likely to need. Need more information and consistency. The website seems to be organised by different teams. Make search results more relevant and up to date. (Male, 25–49)

Park safety - there's nowhere to put rubbish so there is a lot of broken glass around. (Female, 65+)

Earthquake recovery - have a more effective triage and priority process. There seems to be a focus on big ticket items that don't need to be reinstated ahead of the real needs of the city. Interaction with central Government as well as recovery organisations. (Male, 50–64)

Revisiting spa pool regulations - we can't use our spa pool. Ours is surrounded by a trellis which is covered in Jasmine, and we have to cover it up ourselves and there's no way a kid could get in - they would have to scale a high fence and lift the lid themselves, which I can't even do. I think they're doing a good job though, I would give them a B+. (Female, 50–64)

The way in which roadworks are done. In a lot of the areas it takes a lot longer to get around because access is blocked due to roadworks. Possibly changing the layout of the worksite depending on the hours they're working so that they can manage their time depending on the hour of day. Section work would be better than larger scale work because you can then clear the area instead of having one big blockade and waiting for it to finish. (Male, 15–24)

Buses need better travel lanes and better timetables. (Male, 15–24)

Need more events. (Male, 15–24)

The roads - with all the roadworks, it's slowing down the traffic quite a lot in some areas. (Female, 15–24)

Waterway maintenance - this affects flooding issues, and poor response from CCC. (Female, 25–49)

I think they need to concentrate on getting people back into the inner city by ensuring that the rebuilding keeps going on, and that it is financially viable for the businesses to move back into the city. (Female, 50–64)

The general CBD, the availability of roads and stores as well as the one way streets. Create more two way streets. (Male, 15–24)

I am not sure if this is related to the Council but probably a more frequent bus service in the off peak hours would be good. (Male, 15–24)

The Council needs to improve the condition of roads and footpaths in the city and Eastern suburbs. They need to keep the roadworks moving quickly. (Female, 15–24)

The parking meters - I've found that when I use my eftpos or credit card sometimes they don't work which can be frustrating as young people don't often carry cash. They need regular checks to make sure they work. (Female, 15–24)

Recreation services - if they could bring down their costs of these. Recreation facilities around the city like the gyms and Jellie Park and the pools - it's more just a lack of them at the moment, I'm an avid swimmer and there always seems to be classes on there whenever I go, which is in the evenings, and I work during the day. And also not cut the libraries back. (Male, 25–49)

The roads - just that some of them still need repairing, and little things like the bitumen which just comes off and sticks to things, and potholes, and that they seem to be getting dug up every day. (Female, 25–49)

Finances - increasing rates is a bad idea. (Male, 25–49)

Water and land management - like waterways and public transport - even things like the tram - looking after those things so they're useable and available. The more public transport and cycleways we have the better it will be. The best thing they can do is take more recommendations from public opinion, especially organisations such as Generations Zero (which is an organisation run by young people, late teens and twenties), which are dedicated to coming up with solutions to these problems. (Male, 15–24)

Get more involved in rebuild of the central city, there are less places to go to just now. We need safe construction of buildings. (Female, 15–24)

Roads are still quite bad everywhere, especially footpaths. Wheelchairs and buggies get stuck on footpaths. Council has to repair roads and footpaths. (Female, 25–49)

Roads - not just the surface condition, but in some areas they need clearer signposting/pathways for diversions. I am a bit of a nervous driver and get confused by all the diversions and changes to diversions - especially in the city centre. Perhaps more signs in advance, warning of a diversion coming up ahead would help. (Female, 25–49)

Travel times. Buses need to be more frequent, and have bus routes into more parts of the city. I have lived in various countries, and NZ overall seems to have not enough buses on routes. Also with Lincoln Road being so congested, my car trip to work in Barrington now takes 45 mins from Halswell - a long time. (Female, 25–49)

Producing the consents for building. We are in the process of building our first home and we are trying to get through the process as quickly as we can. We have been told we have to wait for about twenty days before we can start, I would like a quicker turn around if at all possible. Maybe increasing the number of resources in those things. (Male, 25–49)

Building consents - make them faster. (Male, 25–49)

Probably repairing the streets in the more affected suburbs like Aranui and New Brighton. Send more people there and concentrate less on suburbs where it is not as necessary to work. (Male, 15–24)

Roading - cycle lanes and roads need to be easier to go down, Blenheim Road and Riccarton Brougham Road by the motorway is really bad. (Female, 25–49)

Roads and things like that. They need to fix them soon. (Female, 25–49)

The condition of footpaths is horrible in some places. They need to take good care of the footpaths across the city and not just limited to a few places only. (Male, 15–24)

Probably more buses in evening times, not sure if this is related to the Council. (Male, 15–24)

Hard to say, they keep in touch through leaflets. Whether they can get their act together re transportation is to be seen. I'd like them to start a job and finish it, then on to the next one, instead of being all over the place. (Male, 50–64)

The cycle lanes are too small and some streets haven't got enough of them. Need more of them in streets such as Riccarton Road. (Male, 15–24)

The roading and the footpaths - the earthquake damage. Find some money. (Female, 25–49)

Roads because progress is too slow on repairs. (Male, 15–24)

Car parking not run by Wilsons but building needed by hospital urgently. (Male, 15–24)

Waterways like the Avon. (Male, 15–24)

The beach areas, the East side, Shirley, Linwood, Aranui. (Male, 15–24)

The streets - they are still as rough as guts. (Male, 25–49)

Parking in the city - parking wardens are too zealous especially where roadworks are happening and there are not many places to park. (Male, 25–49)

Infrastructure repairs; they need to speed some internal processes up. Eg last year we lost internet access and it took the Council a week to approve repairs which meant we could get it back on. (Male, 15–24)

There are not enough rubbish bins on paths. Council should add more near eg the University. (Male, 15–24)

Cycle lanes around busy high traffic areas, we need more eg Curletts Road, since ones are there for cars, there's no room for cyclists. (Male, 15–24)

The bike-friendly atmosphere needs to be improved. I don't feel safe biking on Blenheim and Riccarton Roads. Council should provide cycle lanes on those roads. (Male, 25–49)

Bike lanes should be wider, as some are too narrow and dangerous. (Male, 15–24)

Safety of streets at night times - security patrols would be good when walking alone as quite a few streets are unsafe. (Male, 15–24)

Rubbish needs to be collected more often. I'm in an eight-person flat and it's difficult as our red bin gets filled up in two days. We've had to go to the dump twice. I don't like how rubbish trucks take up so much room on the roads, or they park on an angle at corners. Rubbish trucks should keep close to the kerbside for safety reasons. (Female, 15–24)

Access to roads - I bus, and buses leave to take detours a lot. I'd like more roads to be opened up to traffic. (Female, 15–24)

More of a focus on getting people to go to events. We need more of a community feel. I still feel like a stranger in Christchurch. We need to get people to be more friendly and positive. It will happen from getting more cafes and events etc. (Male, 15–24)

Spending needs reprioritising - don't spend on big stadiums. (Male, 50–64)

Cycleways - they need to create a better place for cyclists to travel. (Male, 15–24)

Buses - which buses go where? it's confusing, there are five different bus companies, we should just have one. (Male, 15–24)

### **Banks Peninsula**

Public relations, their planning is \*\*\*\*. They're not with the world. (Male, 65+)

The time and money for works should be overseen and getting value for money. (Female, 65+)

Tough job, can't complain too much. (Female, 65+)

Roading. (Male, 50–64)

Improve and increase cycle infrastructure by improving temporary routes and longer term infrastructure. (Male, 25–49)

Maybe the buses and public transport. (Female, 50–64)

Building inspections are way too slow. (Male, 25–49)

The status of community buildings and getting them repaired, and including the public in decision making. (Female, 50–64)

The whole business, run it like a business. (Male, 25–49)

The roads. (Male, 25–49)

Fixing our houses, we are still waiting. (Female, 25–49)

Housing needs improvement, safety and cycle safety - too many people are getting hurt on the roads. Awareness of disabled and elderly people in Christchurch. (Female, 25–49)

Communication. (Male, 50–64)

Solutions to problems. (Male, 50–64)

Prioritising what gets done. (Male, 15–24)

The traffic lighting in the CBD doesn't take into account the changes in traffic. (Female, 25–49)

Nothing, the Council overall do a good job. (Female, 50–64)

They should look at some of the major highways like Dyers Road that connect directly to Port Lyttelton and are used by container traffic. They may build two new tunnels to Lyttelton for the port use only, road and rail combined. (Male, 65+)