

***Point of Contact Service Satisfaction
Residents Survey Results***

2009/2010

Monitoring and Research Team
Strategy and Planning Group
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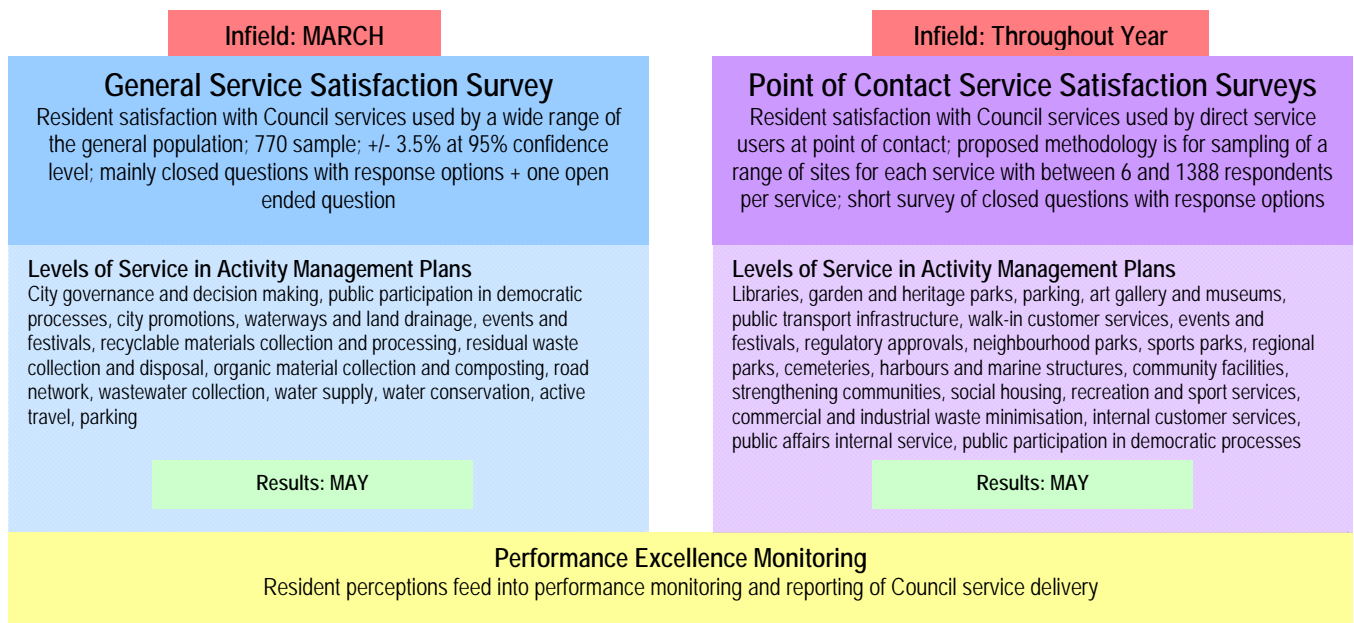
Introduction

Rationale for Residents Survey Framework

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

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

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



Methodology

- Survey questions based on LTCCP Levels of Service in the Activity Management Plans (Audit New Zealand is aware of the question wording used for measuring Levels of Service)
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are all conducted at service sites with a random sample of service users
- Respondent sample size range from 6 to 1388 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites were selected for each service, (random selection of small, medium and larger sites) (service size was determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: face to face interviews (primary method), postal/email self-complete surveys and telephone interviews
- Point of Contact Surveys were conducted between November 2009 and April 2010

Summary of Levels of Service Results: Point of Contact Surveys 2010

Group	Activity	Performance Standard	LTCCP Performance Standard	LOS Target	Residents Survey Result	LOS Target Met
City Planning and Development	1.4 Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	75%	75%	
Community Support	2.0 Community Facilities	2.0.2 Council owned and managed facilities	No	2.2.2.1: 85%	95%	
	2.2 Strengthening Communities	2.2.5 Capacity building of community groups	No	2.2.5.1: Maintain 85%	83%	
	2.4 Social Housing	2.4.3 Tenant satisfaction with quality of tenancy service provided	Yes	> 80%	70%	
	2.6 Walk-in Customer Services	2.6.5 Customer satisfaction with walk-in services	Yes	95%	98%	
Culture and Learning Services	3.0 Art Gallery and Museums	3.0.2 Visitor satisfaction with the Gallery experience	Yes	At least 90%	99%	
	3.1 Libraries	3.1.5 Customers are satisfied with service given	No	85-90%	98%	
City Governance and Decision Making	4.0 Public Participation in Democratic Processes	4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input	No	Satisfied	100%	
Parks, Open Spaces and Waterways	6.0 Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment	Yes	≥ 90%	85%	
		6.0.3 Overall customer satisfaction with appearance of neighbourhood parks	Yes	≥ 90%	89%	
	6.1 Sports Parks	6.1.2 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment	Yes	≥ 90%	92%	
		6.1.3 Overall customer satisfaction with sports parks	Yes	≥ 90%	95%	
		6.1.7 Overall customer satisfaction with sports park administration	No	73%		
		6.2 Garden and Heritage Parks	6.2.2 Proportion of visitors to the Botanic Gardens satisfied with the appearance of the Gardens and garden and heritage parks	Yes	6.2.2.1: ≥ 89%	98%
			Yes	6.2.2.2: ≥ 87%	92%	
	6.3 Regional Parks	6.3.4 Participation satisfaction with Environmental Education programmes	Yes	≥ 95%	100%	
		6.3.5 Proportion of customers satisfied with their experience of regional parks	Yes	≥ 90%	95%	
	6.4 Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	Baseline	68%	
		6.4.5 Customer satisfaction with Council cemetery services	Yes	Baseline	100%	

	6.6 Harbours and Marine Structures	<i>6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council</i>	Yes	Baseline	62%	
Recreation and Leisure	7.0 Recreation and Sport Services	<i>7.0.7 Deliver a high level of customer satisfaction with the provision of facility based recreational and sporting opportunities and activities</i>	No	5.8 score (CERM Survey)	6.3	
		<i>7.0.8 Deliver a high level of customer satisfaction with the provision of community based programmes and events</i>	No	90%	94%	
	7.2 Events and Festivals	<i>7.2.3 Produce top quality events</i>	Yes	90%	92%	
		<i>7.2.7 Manage and develop Cathedral Square as an event venue</i>	No	7.2.7.2: Baseline	96%	
		<i>7.2.8 Events support provided to the events industry</i>	No	7.2.8.1: 80%	82%	
Refuse Minimisation and Disposal	8.3 Commercial and Industrial Waste Minimisation	<i>8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received</i>	Yes	≥ 85%	92%	
Regulatory Services	9.1 Regulatory Approvals	<i>9.1.3 Percentage of walk in customers satisfied with service provided</i>	Yes	90%	96%	
		<i>9.1.4 Percentage of customers satisfied with the planning, building and building inspection service</i>	Yes	65%	75%	
Streets and Transport	10.3 Parking	<i>10.3.6 Customer satisfaction with service provided by Council's off-street car parking attendants</i>	Yes	Maintain 95%	98%	
		<i>10.3.7 Customer perceptions of motor vehicle safety in parking buildings</i>	Yes	Maintain 93%	81%	
	10.4 Public Transport Infrastructure	<i>10.4.4 Resident satisfaction with the number and quality of bus stops and bus shelters at bus stops</i>	Yes	Baseline	70%	
		<i>10.4.5 User satisfaction with bus interchanges</i>	No	Baseline	75%	
Internal Services	13.6 Public Affairs Internal Service	<i>13.6.3 Provide external communications that are timely, relevant, accurate and cost effective</i>	No	13.6.3.1: 65%	65%	
		<i>13.6.10 Satisfy customers with services provided for venue hire, exhibitions and public programmes</i>	No	90-100%	91%	
	13.11 Internal Customer Services – Customer centre	<i>13.11.3 Customers are satisfied or very satisfied with service at first point of contact</i>	No	13.11.3.1: Phone 90%	81%	
			No	13.11.3.2: Email 80%	83%	

Survey Results

Activity: 1.4 Heritage Protection

LTCCP LOS 1.4.7 Target: 75%

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

Methodology

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

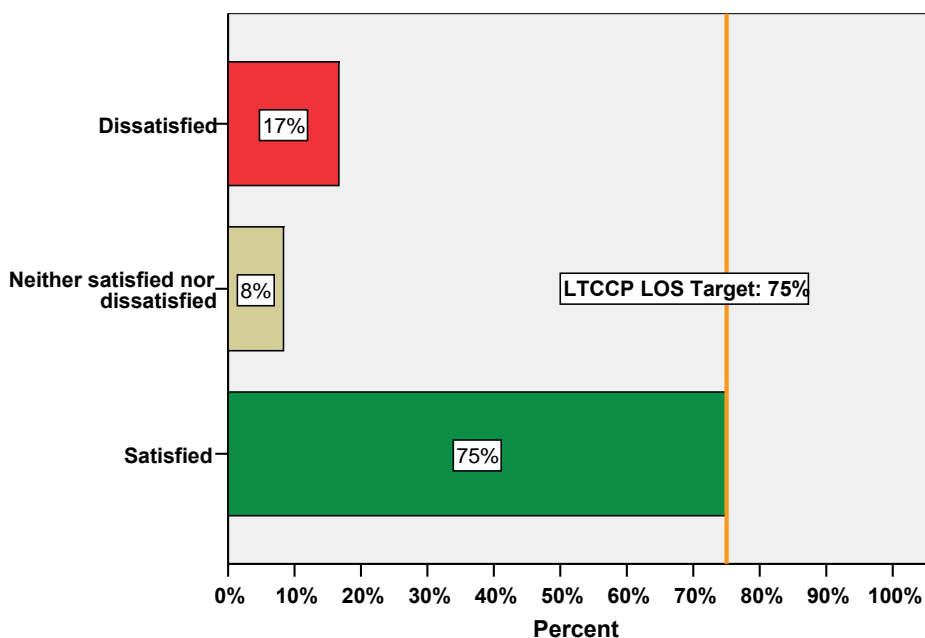
- Overall, how satisfied or dissatisfied were you with the level of grant approval (ie. the actual dollar amount granted)?
- And thinking now about **the heritage advice you received** in relation to the grant, overall how satisfied or dissatisfied were you with that advice? **Advice includes things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

Sample size: 6

Overall Satisfaction with Heritage Advice and Grant Process (LOS 1.4.7)

	Percent
Very dissatisfied	0
Dissatisfied	16.7
Neither satisfied nor dissatisfied	8.3
Satisfied	58.3
Very satisfied	16.7
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Heritage Advice and Grants Process (LOS 1.4.7)



Activity: 2.0 Community Facilities

LOS 2.0.2 Target: 85%

2.0.2 Council owned and managed facilities

Methodology

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

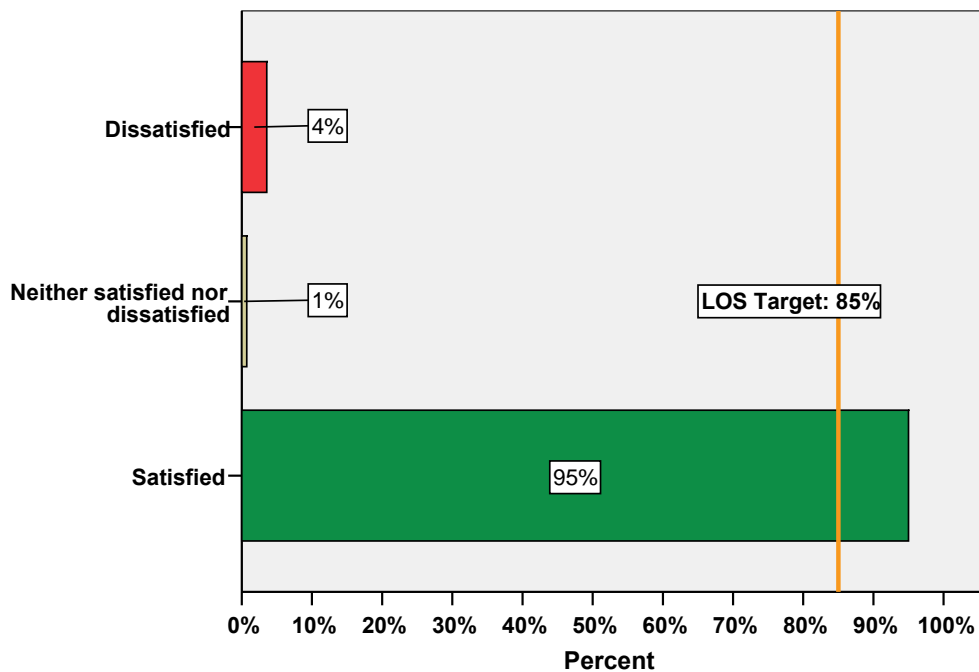
- Overall, how satisfied or dissatisfied are you with the **EASE OF BOOKING** Council managed facilities?
- Overall, how satisfied or dissatisfied are you with **YOUR USE** of Council managed facilities?

Sample size: 70

Overall Satisfaction with Council Owned and Managed Community Facilities (LOS 2.0.2.1)

	Percent
Very dissatisfied	1.4
Dissatisfied	2.1
Neither satisfied nor dissatisfied	.7
Satisfied	30.7
Very satisfied	64.3
Don't know / Not applicable	.7
Total	100.0

Overall Satisfaction with Council Owned and Managed Community Facilities (LOS 2.0.2.1)



Activity: 2.2 Strengthening Communities

LOS 2.2.5.1 Target: 85%

2.2.5 Capacity building of community groups

Methodology

LOS score based on survey question stated below:

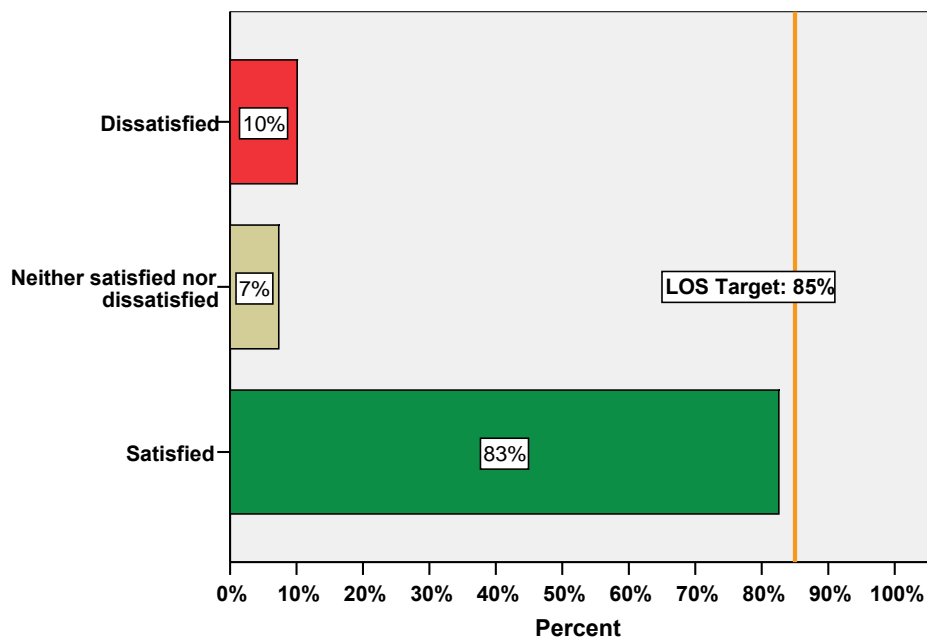
- Overall, how satisfied or dissatisfied are you with the **SUPPORT GIVEN** to your community group by the Council?
Support includes things such as information, advice, guidance and funding.

Sample size: 109

Overall Satisfaction with Support to Community Groups (LOS 2.2.5.1)

	Percent
Very dissatisfied	4.6
Dissatisfied	5.5
Neither satisfied nor dissatisfied	7.3
Satisfied	43.1
Very satisfied	39.4
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Support to Community Groups (LOS 2.2.5.1)



Activity: 2.4 Social Housing

LTCCP LOS 2.4.3 Target: > 80%

2.4.3 Tenant satisfaction with quality of tenancy service provided

Methodology

LOS score based on survey question stated below:

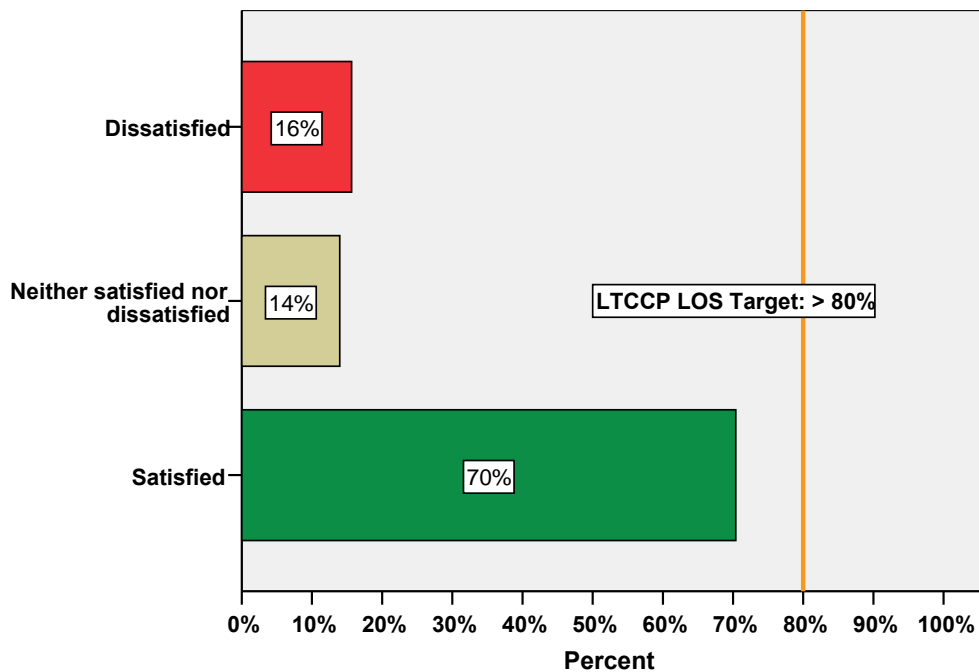
- Thinking about the **TENANCY SERVICE** provided by Christchurch City Council, overall how satisfied or dissatisfied are you with the service? *The tenancy service includes things such as the housing officer/s you deal with and your flat's warmth, privacy, safety and grounds keeping.*

Sample size: 179

Overall Satisfaction with Tenancy Service (LOS 2.4.3)

	Percent
Very dissatisfied	3.4
Dissatisfied	12.3
Neither satisfied nor dissatisfied	14.0
Satisfied	35.2
Very satisfied	35.2
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Tenancy Service (LOS 2.4.3)



Activity: 2.6 Walk-in Customer Services

LTCCP LOS 2.6.5 Target: 95%

2.6.5 Customer satisfaction with walk-in services

Methodology

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

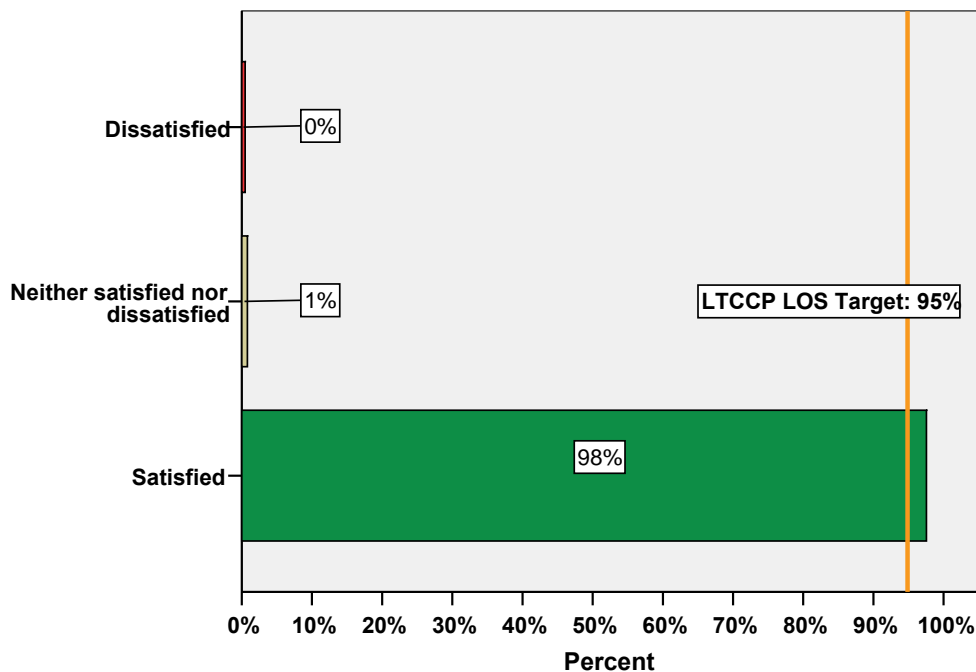
- Overall, how satisfied or dissatisfied are you with **THE MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer services representative's'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

Sample size: 204

Overall Satisfaction with Walk-in Customer Services (LOS 2.6.5)

	Percent
Very dissatisfied	0
Dissatisfied	.5
Neither satisfied nor dissatisfied	.8
Satisfied	22.5
Very satisfied	75.0
Don't know / Not applicable	1.1
Total	100.0

Overall Satisfaction with Walk-In Customer Services (LOS 2.6.5)



Activity: 3.0 Art Gallery and Museums

LTCCP LOS 3.0.2 Target: At least 90%

3.1.5 Visitor Satisfaction with the Gallery experience

Methodology

LOS score based on survey question stated below:

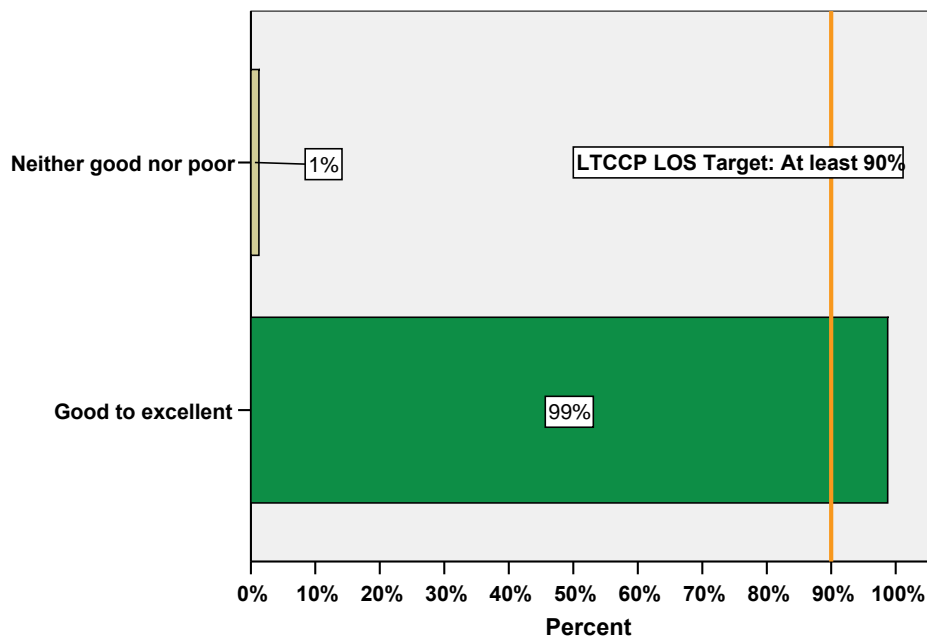
- Thinking about your visit to the Christchurch Art Gallery, how would you rate the experience overall? (Extremely poor, very poor, poor, neither good nor poor, good, very good, excellent)

Sample size: 400

Overall Satisfaction with the Art Gallery (LOS 3.0.2)

	Percent
Extremely poor	0
Very poor	0
Poor	0
Neither good nor poor	1
Good	15.0
Very good	40.0
Excellent	44.0
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Art Gallery Experience (LOS 3.0.2)



Activity: 3.1 Libraries

LOS 3.1.5 Target: 85-90%

3.1.5 Customers are satisfied with service given

Methodology

LOS score based on survey question stated below:

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

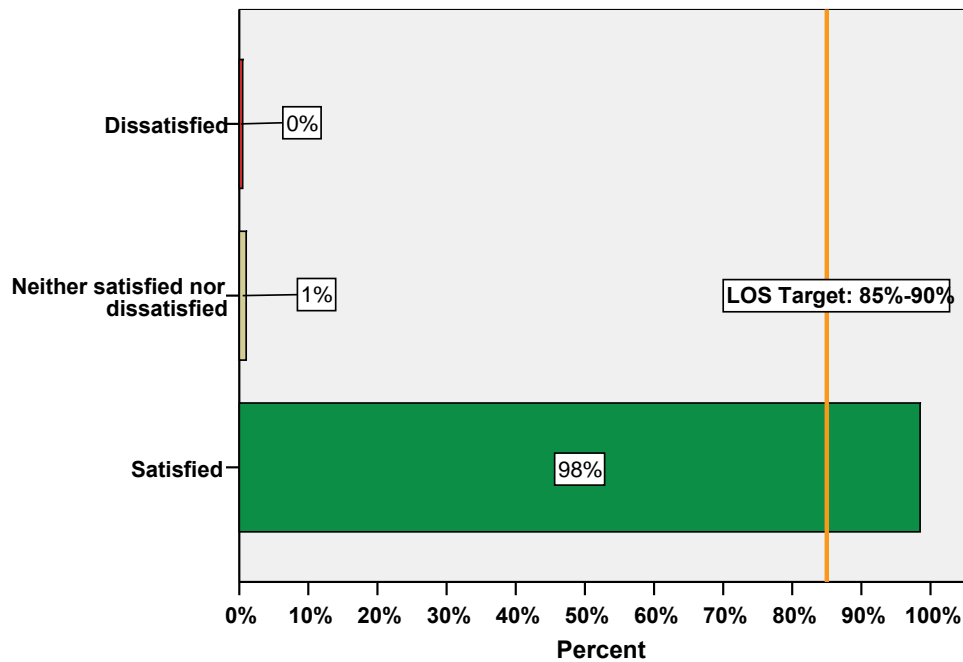
- Thinking about all aspects of the library service, overall, how satisfied or dissatisfied are you with the **LIBRARY SERVICE?**

Sample size: 200

Customer Satisfaction with the Library Service (LOS 3.1.5)

	Percent
Very dissatisfied	0
Dissatisfied	.5
Neither satisfied nor dissatisfied	1.0
Satisfied	26.5
Very satisfied	72.0
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with the Library Service (LOS 3.1.5)



Activity: 4.1.3 Public Participation in Democratic Process

LOS 4.1.3 Target: SATISFIED

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

Methodology

LOS score based on discussion with MKT. General Manager (Regulation and Democracy Services) asked the General Manager and Chairperson of MKT how satisfied they are with opportunities provided for consultation and input.

Sample size: 2

Mahaanui Kurataiao Ltd (MKT) Satisfaction with Opportunities for Consultation and Input (LOS 4.1.3)

	Percent
Satisfied	100
Total	100

Activity: 6.0 Neighbourhood Parks

LTCCP LOS 6.0.2 Target: ≥ 90%

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

Methodology

LOS score based on survey question stated below:

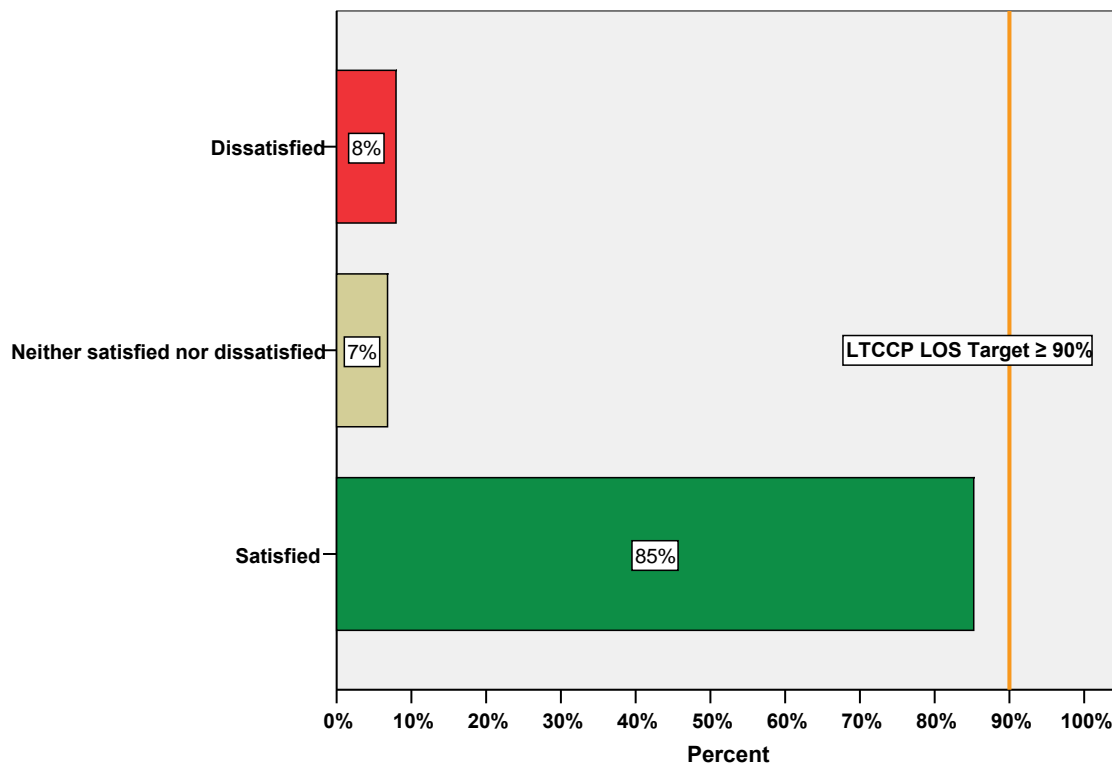
- Overall, how satisfied or dissatisfied are you with **THE RANGE OF RECREATION FACILITIES** provided at **THIS PARK**? *Range means the variety of recreation facilities available. Recreation facilities include things such as playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness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

Sample size: 88

Overall Satisfaction with the Range of Recreation Facilities Available at Neighbourhood Parks (LOS 6.0.2)

	Percent
Very dissatisfied	2.3
Dissatisfied	5.7
Neither satisfied nor dissatisfied	6.8
Satisfied	55.7
Very satisfied	29.5
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with the Range of Recreation Facilities Available at Neighbourhood Parks (LOS 6.0.2)



LTCCP LOS 6.0.3 Target: ≥ 90%

6.0.3 Overall customer satisfaction with appearance of neighbourhood parks

Methodology

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

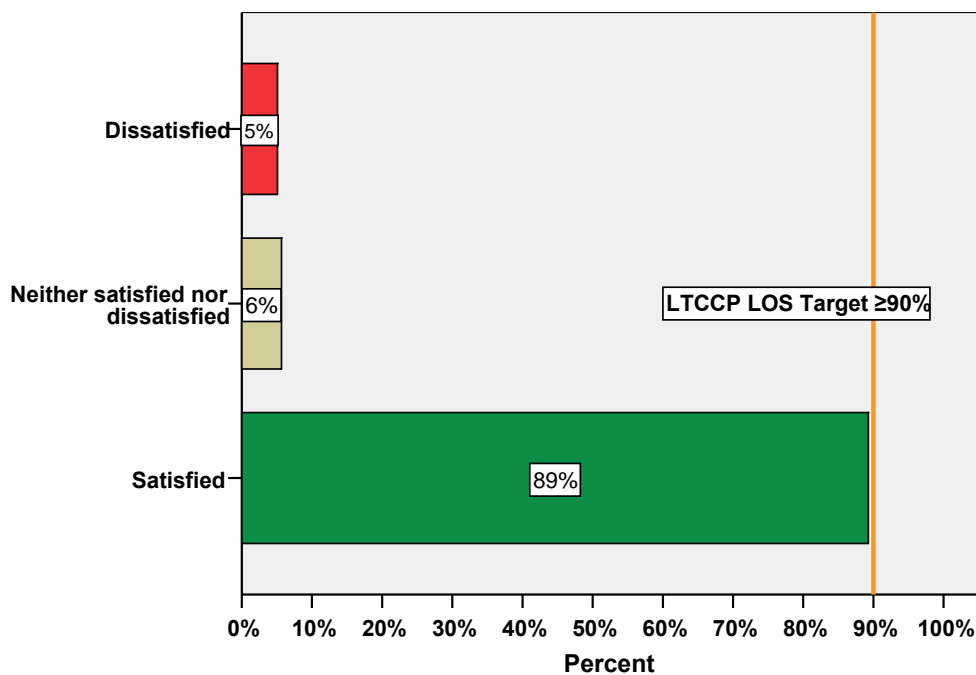
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of THIS PARK? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of THIS PARK? *Condition includes things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

Sample size: 89

Overall Satisfaction with Neighbourhood Parks (6.0.3)

	Percent
Very dissatisfied	.6
Dissatisfied	4.5
Neither satisfied nor dissatisfied	5.6
Satisfied	61.0
Very satisfied	28.2
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Neighbourhood Parks (LOS 6.0.3)



Activity: 6.1 Sports Parks

LTCCP LOS 6.1.2 Target: ≥ 90%

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

Methodology

LOS score based on survey question stated below:

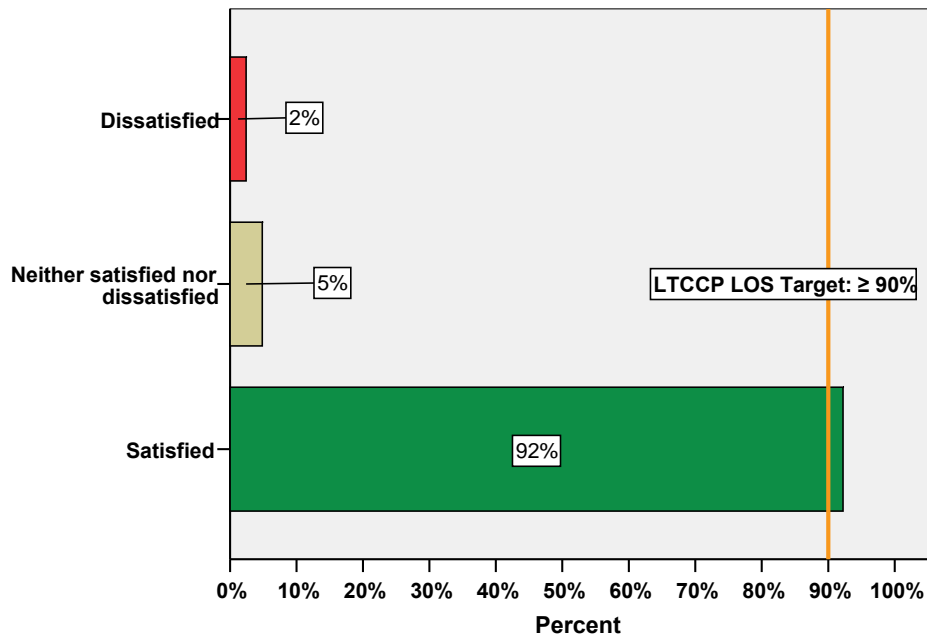
- Overall, how satisfied or dissatisfied are you with **THE RANGE OF RECREATION FACILITIES** provided at **THIS PARK**? *Range means the variety of recreation facilities available. Recreation facilities include things such as playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness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

Sample size: 206

Overall Satisfaction with Range of Recreation Facilities Available at Sports Parks (LOS 6.1.2)

	Percent
Very dissatisfied	0.5
Dissatisfied	1.9
Neither satisfied nor dissatisfied	4.9
Satisfied	47.6
Very satisfied	44.7
Don't know / Not applicable	0.5
Total	100.0

Overall Satisfaction with Recreation Facilities Available at Sports Parks (LOS 6.1.2)



LTCCP LOS 6.1.3 Target: ≥ 90%

6.1.3 Overall customer satisfaction with sports parks

Methodology

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

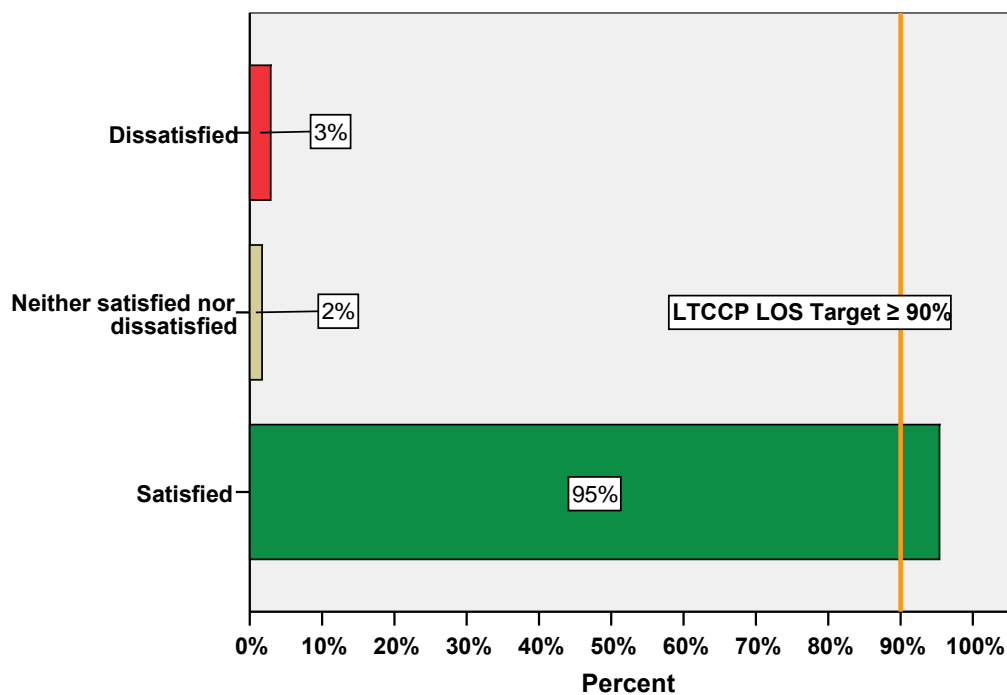
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes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

Sample size: 206

Overall Satisfaction with Sports Parks (LOS 6.1.3)

	Percent
Very dissatisfied	0
Dissatisfied	2.9
Neither satisfied nor dissatisfied	1.7
Satisfied	53.6
Very satisfied	41.7
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Sports Parks (LOS 6.1.3)



LOS 6.1.7 Target: 73%

6.1.7 Overall customer satisfaction with sports park administration

Methodology

LOS score based on survey question stated below:

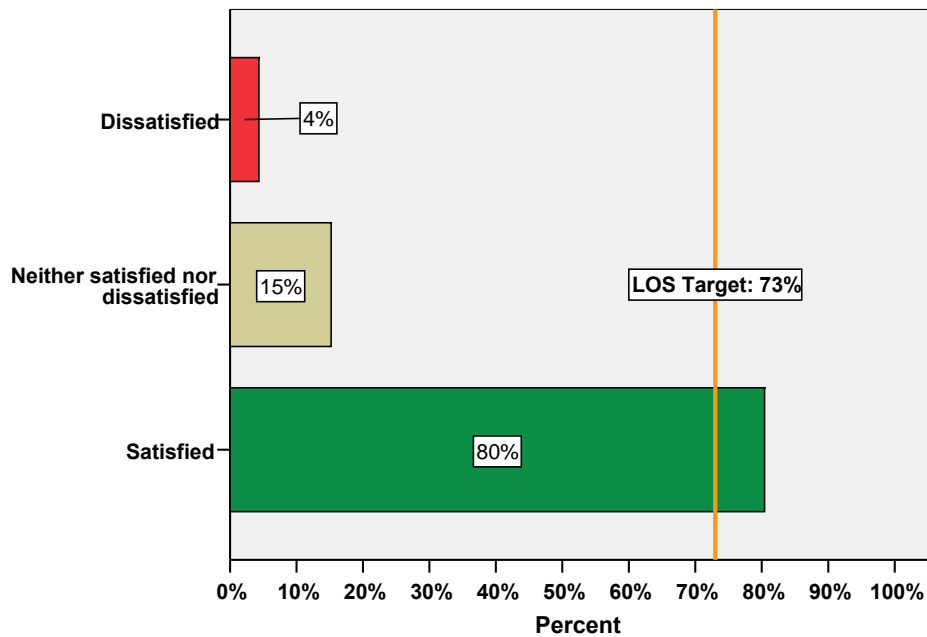
- Overall, how satisfied or dissatisfied are you with Sports Park administration and management services? *Sports park administration and management includes things such as ground allocation, cancellation and liaising about ground usage and special events.*

Sample size: 44

Overall Satisfaction with Sports Park Administration (LOS 6.1.7)

	Percent
Very dissatisfied	2.2
Dissatisfied	2.2
Neither satisfied nor dissatisfied	15.2
Satisfied	63.0
Very satisfied	17.4
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Sports Park Administration (LOS 6.1.7)



Activity: 6.2 Garden and Heritage Parks

LTCCP LOS 6.2.2.1 Target: ≥ 89%

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

Methodology

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

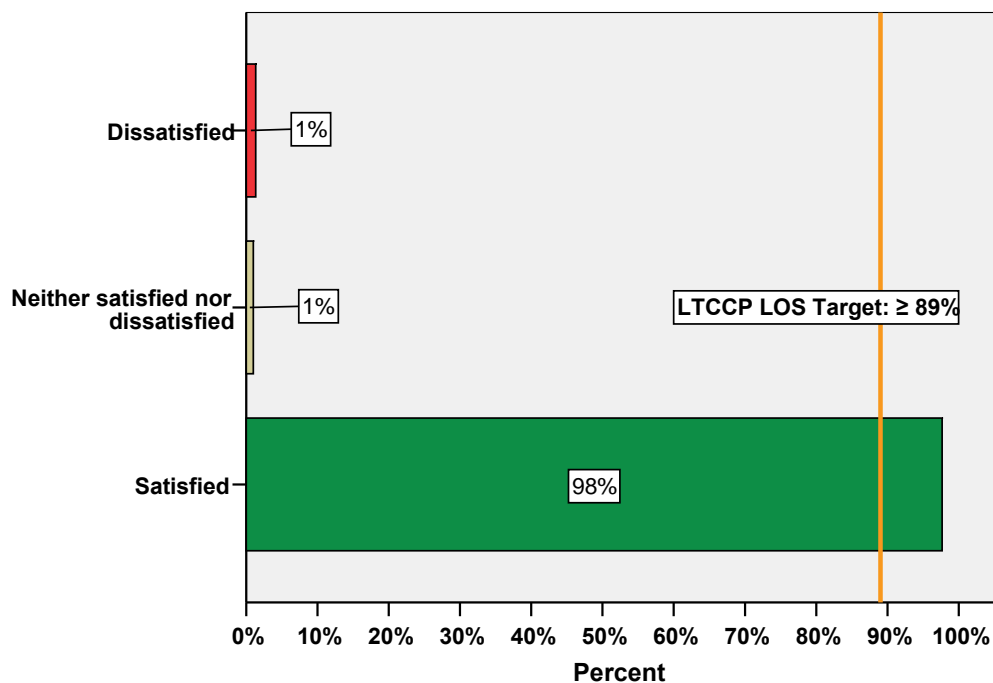
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of the Botanic Gardens?
Appearance includes things such as the layout and type of plantings and layout and style of facilities.
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of the Botanic Gardens?
Condition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

Sample size: 150

Overall Satisfaction with Botanic Gardens (LOS 6.2.2.1)

	Percent
Very dissatisfied	0
Dissatisfied	1.3
Neither satisfied nor dissatisfied	1.0
Satisfied	27.0
Very satisfied	70.7
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Botanic Gardens (LOS 6.2.2.1)



LTCCP LOS 6.2.2.2 Target: ≥ 87%

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

Methodology

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

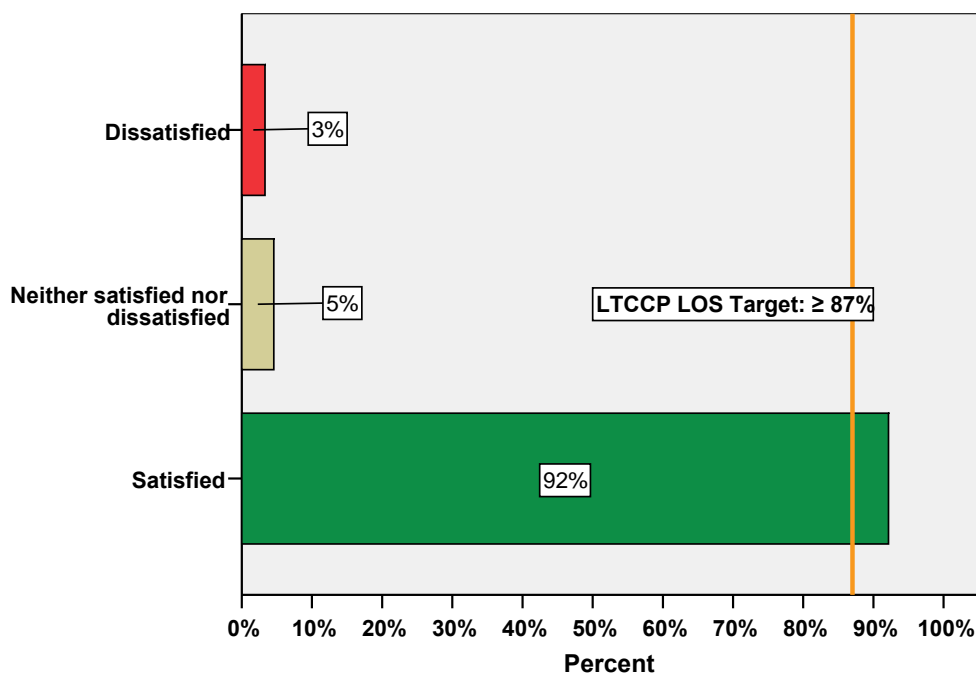
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this garden and heritage park?
Appearance includes things such as the layout and type of plantings and layout and style of facilities.
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this garden and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

Sample size: 197

Overall Satisfaction with Garden and Heritage Parks (excluding Botanic Gardens) (LOS 6.2.2.2)

	Percent
Very dissatisfied	.3
Dissatisfied	3.0
Neither satisfied nor dissatisfied	4.6
Satisfied	40.6
Very satisfied	51.5
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Garden and Heritage Parks (excluding Botanic Gardens) (LOS 6.2.2.2)



Activity: 6.3 Regional Parks

LTCCP LOS 6.3.4 Target: $\geq 95\%$

6.3.4 Participant satisfaction with Environmental Education programmes

Methodology

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

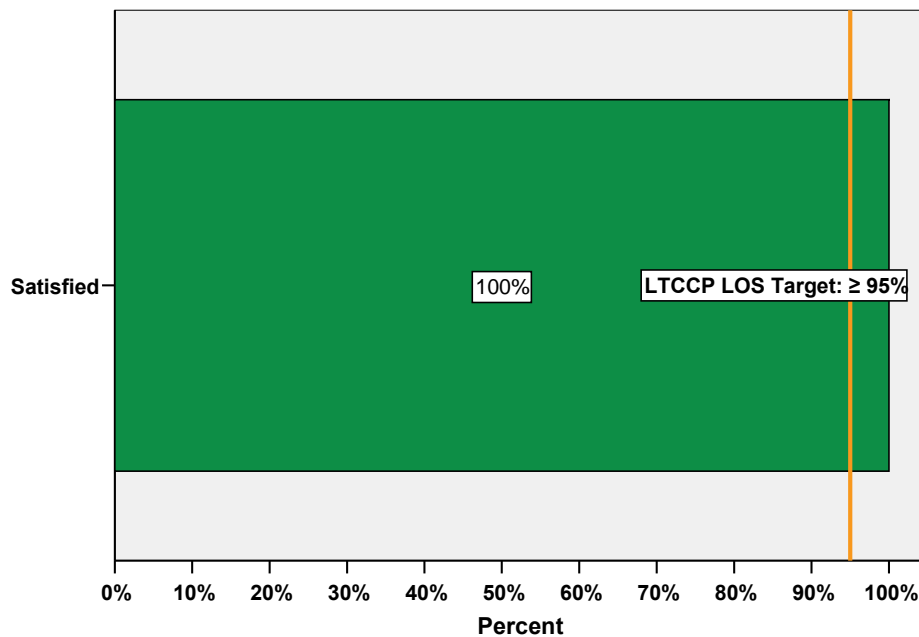
- Overall, how satisfied or dissatisfied were you with the Environmental Education Programme?

Sample size: 178

Overall Satisfaction with Environmental Education Programmes (LOS 6.3.4)

	Percent
Very dissatisfied	0
Dissatisfied	0
Neither satisfied nor dissatisfied	0
Satisfied	12.9
Very satisfied	87.1
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Environmental Education Programme (LOS 6.3.4)



LTCCP LOS 6.3.5 Target: ≥ 90%

6.3.5 Proportion of customers satisfied with their experience of regional parks

Methodology

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

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

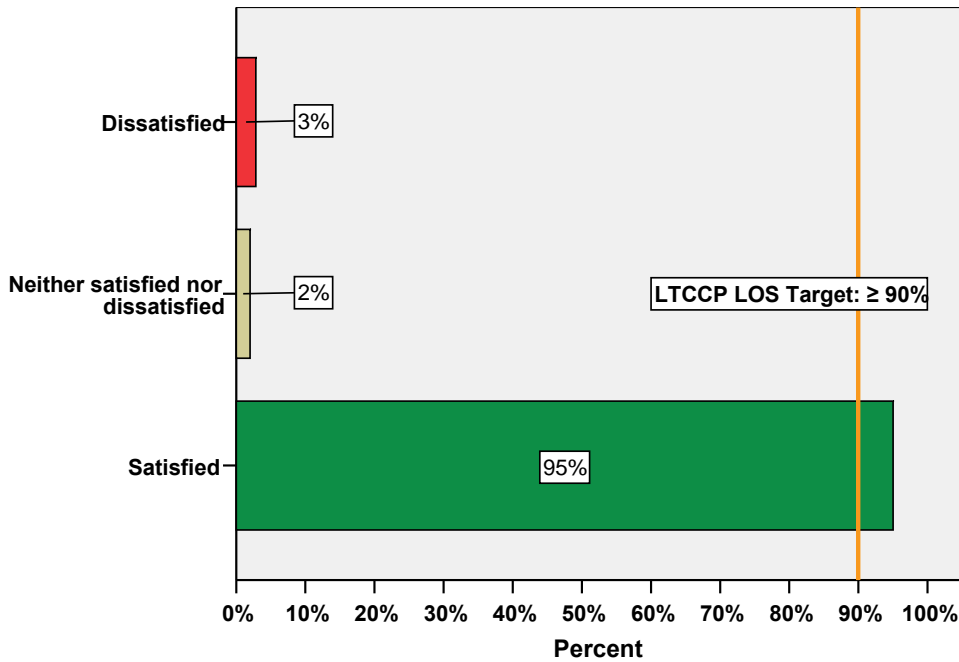
- Overall, how satisfied or dissatisfied are you with the **RANGE** of recreation facilities provided at **THIS** park? *Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, signage, playgrounds and picnic areas*
- Overall,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

Sample size: 201

Overall Satisfaction with Regional Parks (LOS 6.3.5)

	Percent
Very dissatisfied	.5
Dissatisfied	2.3
Neither satisfied nor dissatisfied	2.0
Satisfied	46.3
Very satisfied	48.8
Don't know / Not applicable	.2
Total	100.0

Overall Satisfaction with Regional Parks (LOS 6.3.5)



Activity: 6.4 Cemeteries

LTCCP LOS 6.4.4 Target: Baseline

6.4.4 Customer Satisfaction with the maintenance and appearance of Council cemeteries

Methodology

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

Thinking about your visit to the <NAME> cemetery

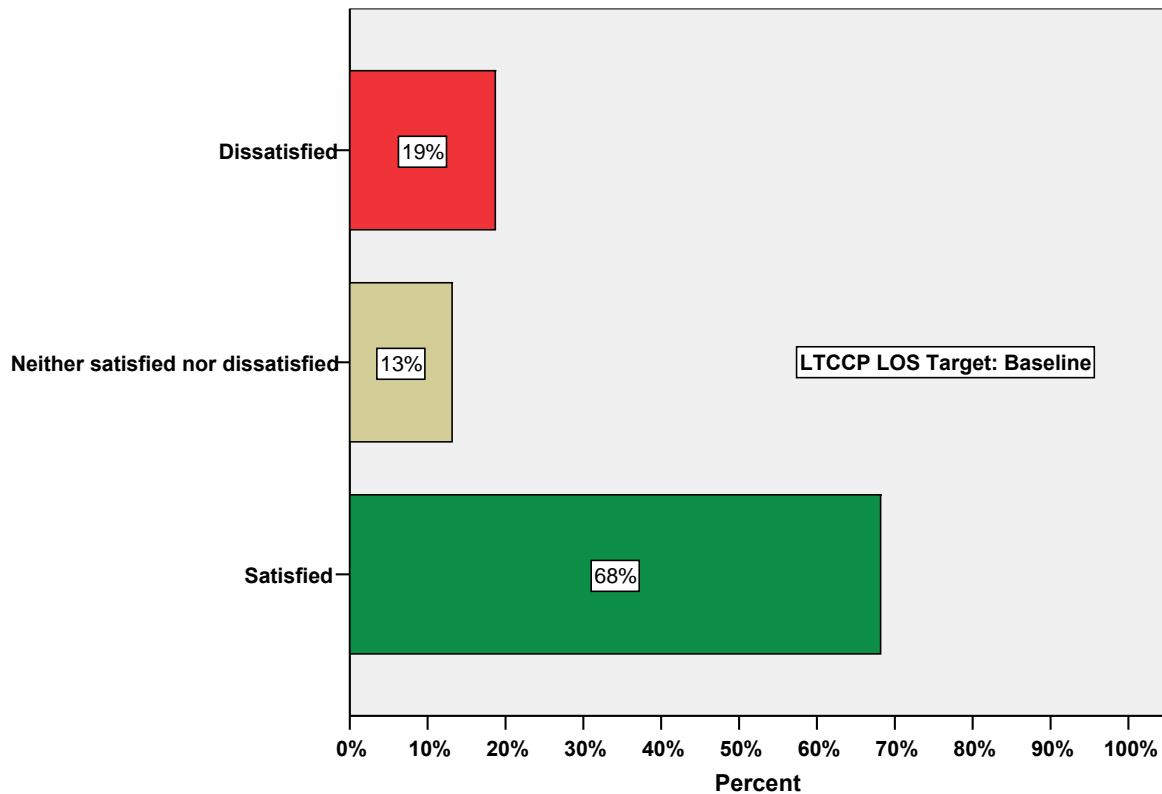
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of **THIS** cemetery? *Appearance includes things such as the layout and type of plantings and layout and style of facilities (excluding headstones).*
- Overall, how satisfied or dissatisfied are you with the **CONDITION** of **THIS**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

Sample size: 99

Overall Satisfaction with Maintenance and Appearance of Council Cemeteries (LOS 6.4.4)

	Percent
Very dissatisfied	7.1
Dissatisfied	11.6
Neither satisfied nor dissatisfied	13.1
Satisfied	38.9
Very satisfied	29.3
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Maintenance and Appearance of Council Cemeteries (LOS 6.4.4)



LTCCP LOS 6.4.5 Target: Baseline

6.4.5 Customer satisfaction with Council cemetery services

Methodology

LOS score based on survey question stated below:

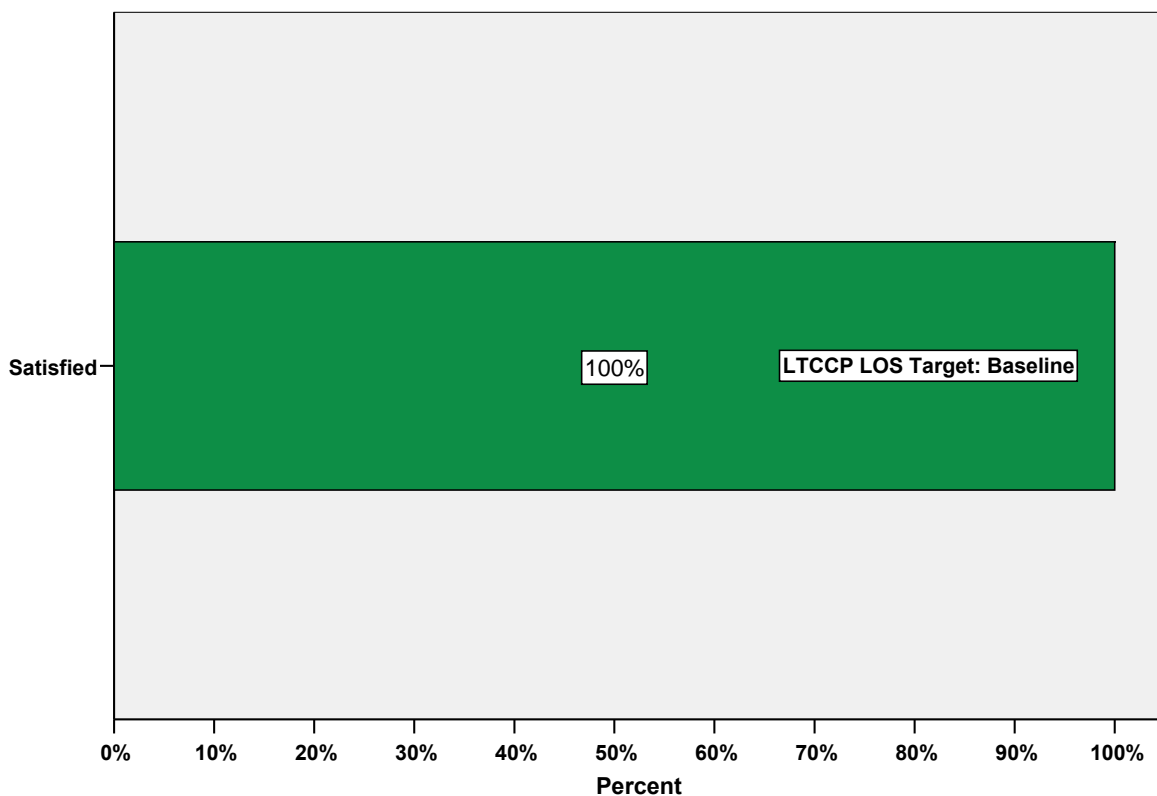
- Overall, how satisfied or dissatisfied are you with Council cemetery services? *Council cemetery services includes providing information about plot location, ownership and availability and processing interment applications.*

Sample size: 11

Overall Satisfaction with Council Cemetery Services (6.4.5)

	Percent
Very dissatisfied	0
Dissatisfied	0
Neither satisfied nor dissatisfied	0
Satisfied	36.4
Very satisfied	63.6
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Council Cemetery Services (LOS 6.4.5)



Activity: 6.6 Harbour and Marine Structures

LTCCP LOS 6.6.2 Target: Baseline

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

Methodology

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

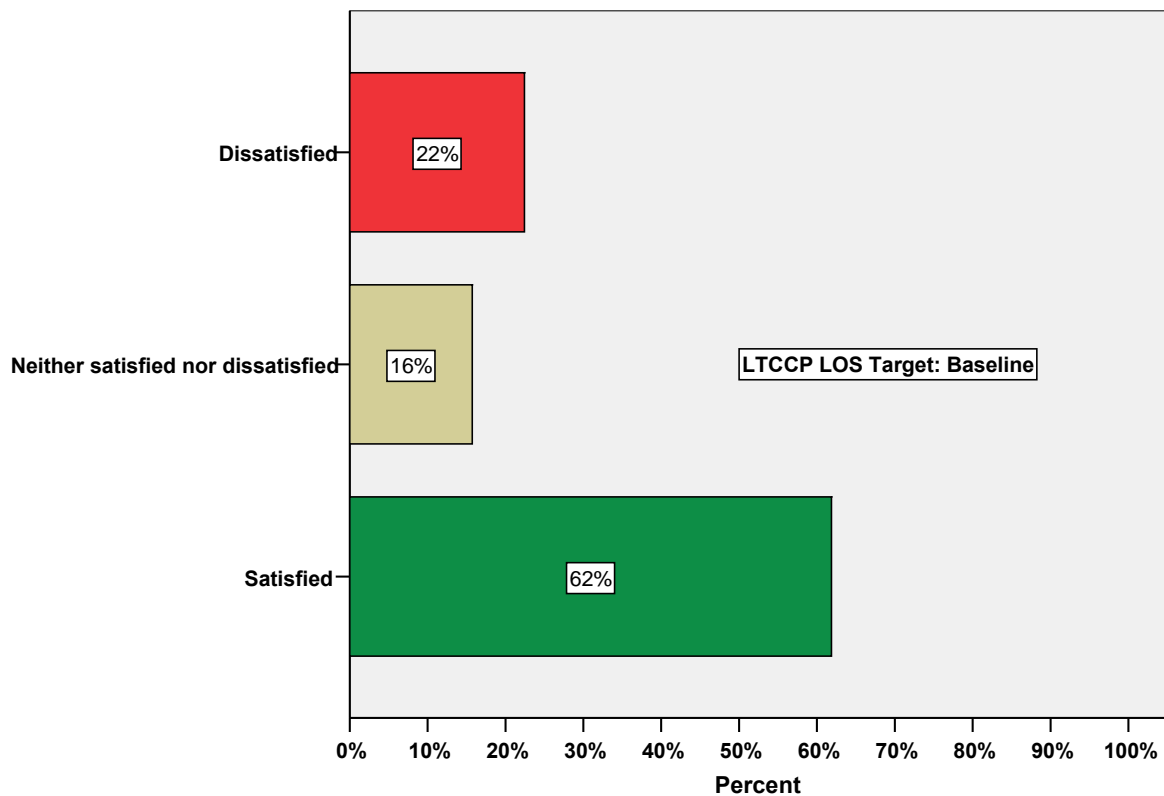
- Overall, how satisfied or dissatisfied are you with THE APPEARANCE of this marine structure? **Appearance includes things such as the layout, type and style of facilities.**
- Overall, how satisfied or dissatisfied are you with the CONDITION of this marine structure? **Condition includes things such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

Sample size: 194

Overall Satisfaction with the Appearance and Maintenance of Marine Structures (LOS 6.6.2)

	Percent
Very dissatisfied	7
Dissatisfied	15.5
Neither satisfied nor dissatisfied	15.7
Satisfied	50.5
Very satisfied	11.3
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with the Appearance and Maintenance of Marine Structures (LOS 6.6.2)



Activity: 7.0 Recreation and Sport Services

LOS 7.0.7 Target: 5.8 Mean CERM Score

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

Methodology

LOS score calculated using the survey question stated below:

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

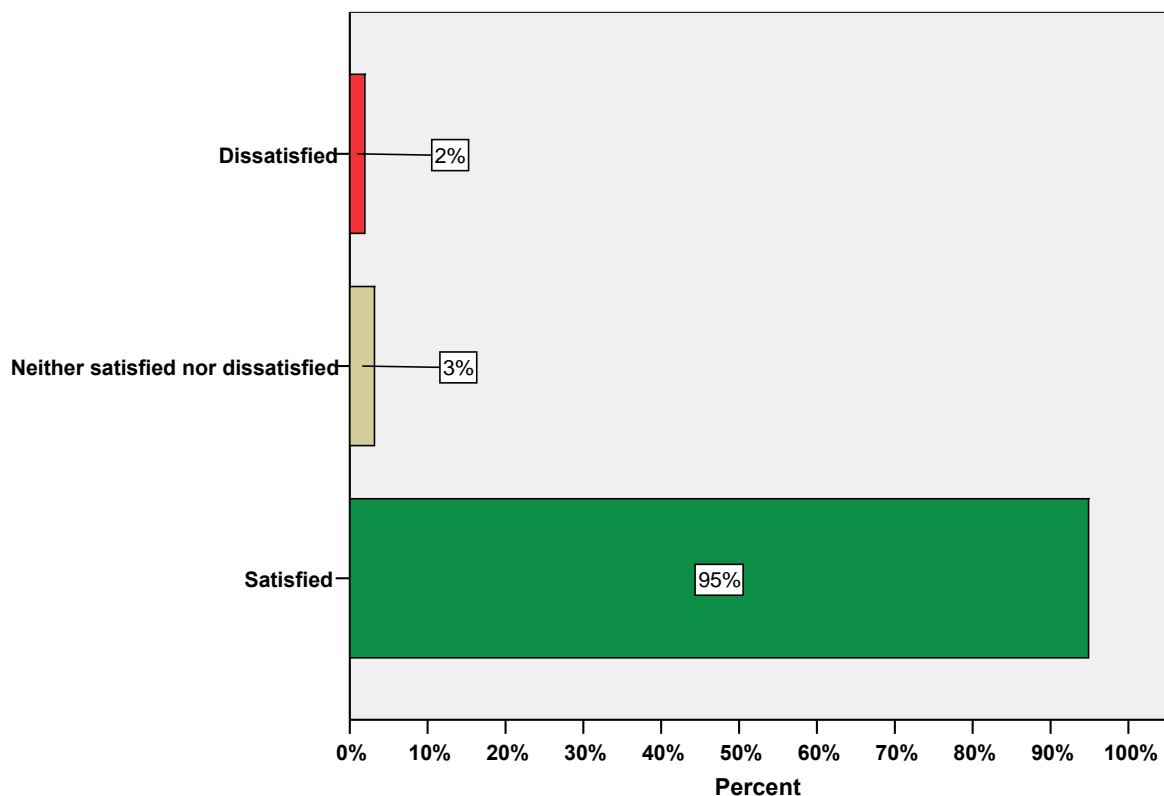
Sample size: 1388

Mean CERM score: 6.3 (mean score calculated based on the 7 point satisfaction scale data below)

Overall Satisfaction with the Provision of Facility Based Recreation and Sporting Opportunities and Activities (LOS 7.0.7)

	Percent
Very dissatisfied	1.1
Quite dissatisfied	0.1
Slightly dissatisfied	0.8
Neither satisfied or dissatisfied	3.2
Slightly satisfied	12.6
Quite satisfied	31.6
Very satisfied	50.6
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with the Provision of Facility Based Recreation and Sporting Opportunities and Activities (LOS 7.0.7)



LOS 7.0.8 Target: 90%

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

Methodology

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

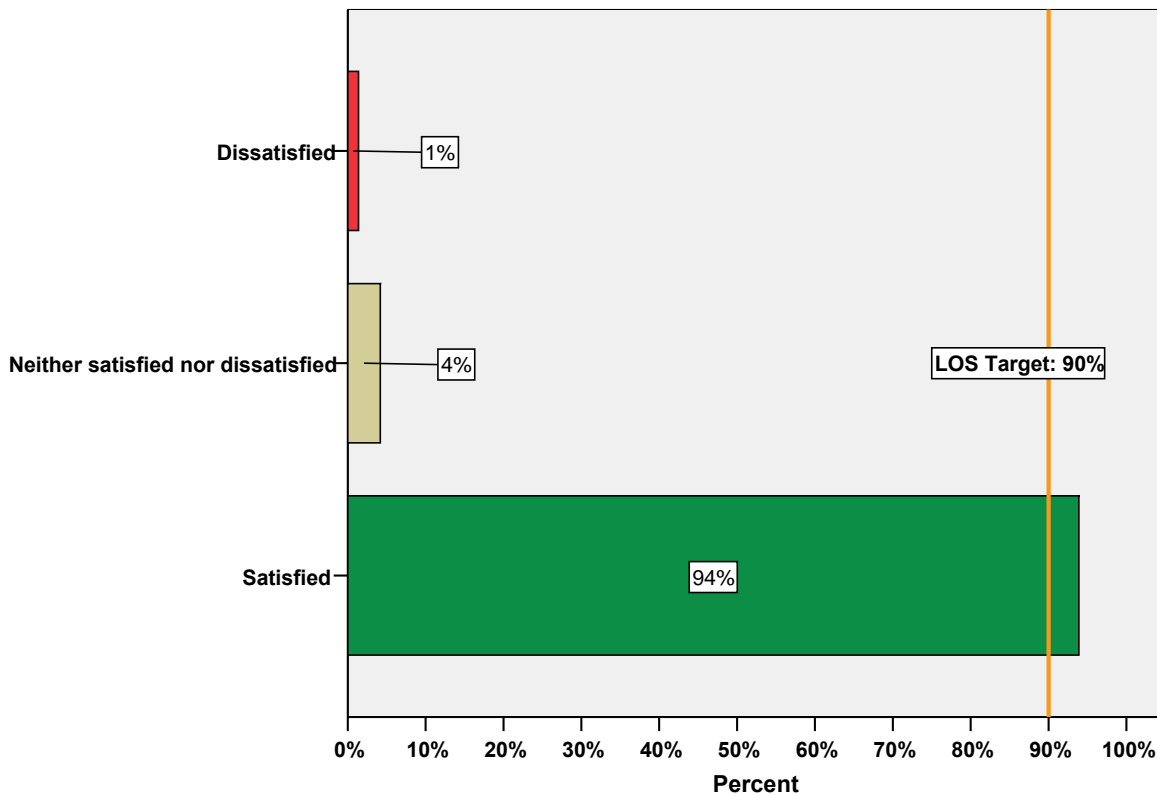
- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY’s event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY’s event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied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

Sample size: 240

Overall Satisfaction with the Provision of Community Based Programmes and Events (LOS 7.0.8)

	Percent
Very dissatisfied	0.3
Dissatisfied	1.1
Neither satisfied nor dissatisfied	4.2
Satisfied	46.9
Very satisfied	47.0
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with the Provision of Community Based Programmes and Events (LOS 7.0.8)



Activity: 7.2 Events and Festivals

LTCCP LOS 7.2.3 Target: 90%

7.2.3. Produce top quality events

Methodology

LOS score based on survey question stated below:

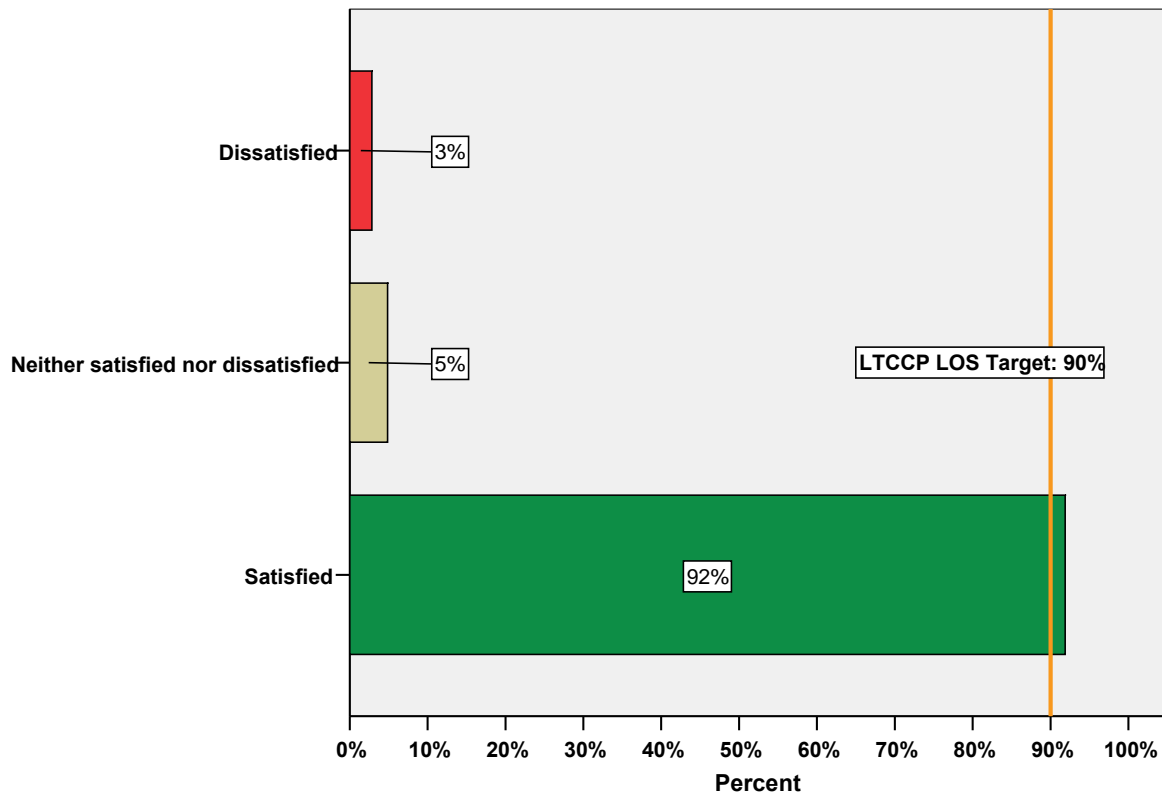
- Overall, how would you rate your overall satisfaction with <Event Name>?

Sample size: 948

Overall Satisfaction with Events (LOS 7.2.3)

	Percent
Very dissatisfied	0.8
Dissatisfied	2.0
Neither satisfied nor dissatisfied	4.9
Satisfied	33.9
Very satisfied	58.0
Don't know / Not applicable	0.4
Total	100.0

Overall Satisfaction with Events (LOS 7.2.3)



LOS 7.2.7.2 Target: Baseline

7.2.7 Manage and develop Cathedral Square as an events venue

Methodology

LOS score based on survey question stated below:

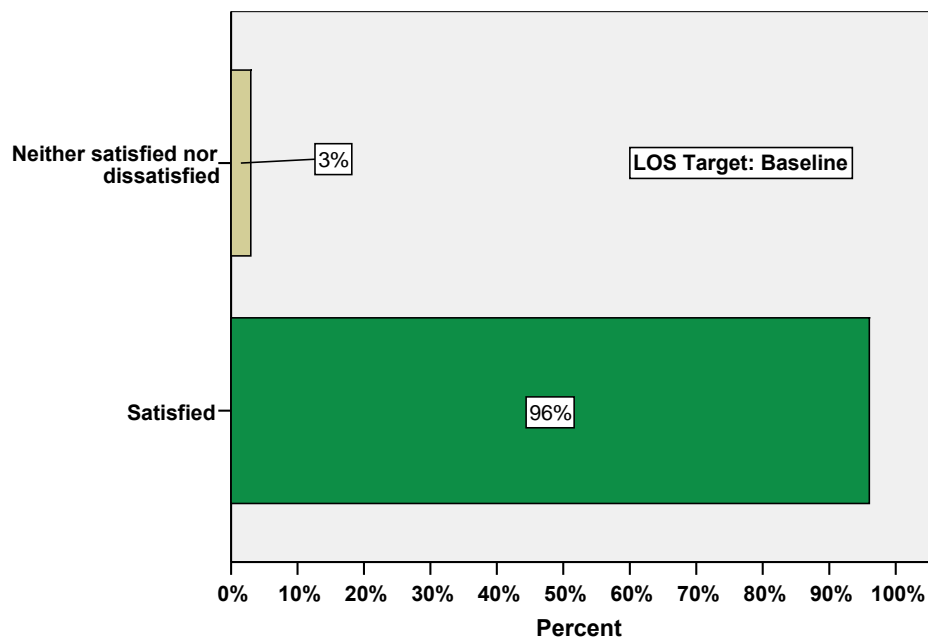
- Overall, how satisfied or dissatisfied are you with the **CONTENT** of **TODAY**'s event? *Content means the items included in the event*

Sample size: 101

Overall Satisfaction with Event Content in Cathedral Square (LOS 7.2.7.2)

	Percent
Very dissatisfied	0
Dissatisfied	0
Neither satisfied nor dissatisfied	3.0
Satisfied	47.5
Very satisfied	48.5
Don't know / Not applicable	1.0
Total	100.0

Overall Satisfaction with Event Content in Cathedral Square (LOS 7.2.7.2)



LOS 7.2.8.1 Target: 80%

7.2.8.1 Event Support Provided to the Event Industry

Methodology

LOS score based on survey question stated below:

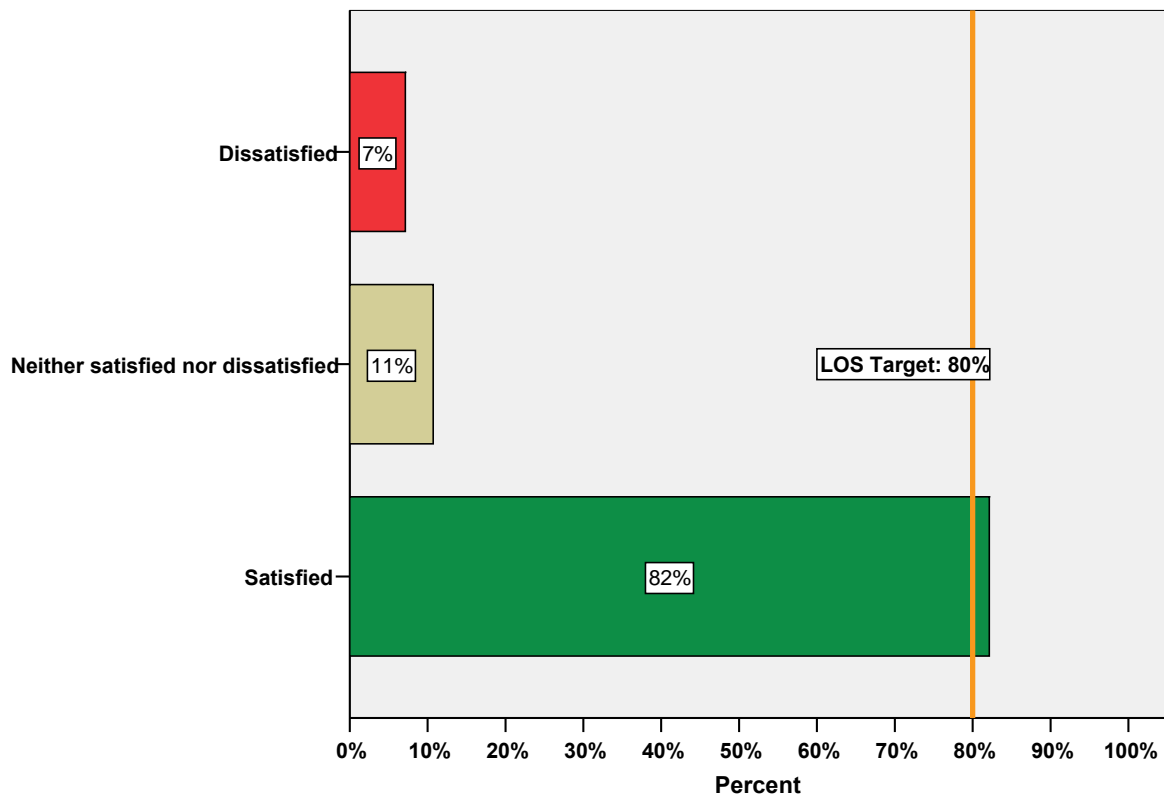
- Overall, how satisfied or dissatisfied are you with the support provided to you by the Christchurch City Council One Stop Shop Events Development Team? *Support includes advice on and booking of Council land, consents and logistics. It DOES NOT INCLUDE funding or sponsorship of events.*

Sample size: 31

Overall Satisfaction with Event Support Provided to the Event Industry (LOS 7.2.8.1)

	Percent
Very dissatisfied	3.6
Dissatisfied	3.6
Neither satisfied nor dissatisfied	10.7
Satisfied	39.3
Very satisfied	42.9
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Event Support Provided to the Event Industry (LOS 7.2.8.1)



Activity: 8.3 Commercial and Industrial Waste Minimisation

LTCCP LOS 8.3.2 Target: $\geq 85\%$

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

Methodology

LOS score based on survey question stated below:

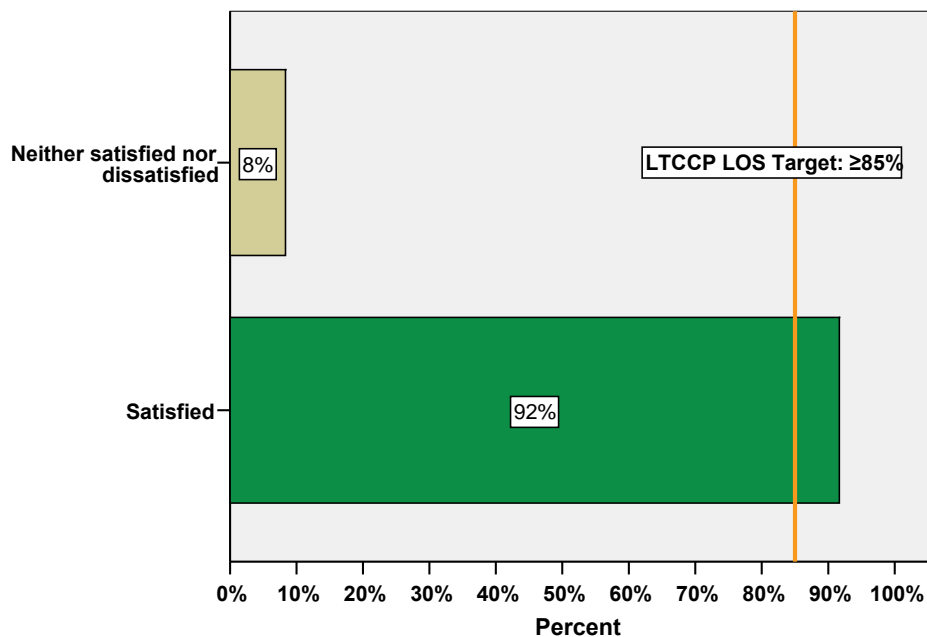
- Overall, how satisfied or dissatisfied are you with the support given to you by Christchurch City Council through the Target Sustainability Service? *Support includes things such as information, advice, and guidance*

Sample size: 12

Overall Satisfaction with Target Sustainability Advice and Support (LOS 8.3.2)

	Percent
Very dissatisfied	0
Dissatisfied	0
Neither satisfied nor dissatisfied	8.3
Satisfied	33.3
Very satisfied	58.3
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Target Sustainability Advice and Support (LOS 8.3.2)



Activity: 9.1 Regulatory Approvals

LTCCP LOS 9.1.3 Target: 90%

9.1.3 Percentage of walk in customers satisfied with service provided

Methodology

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

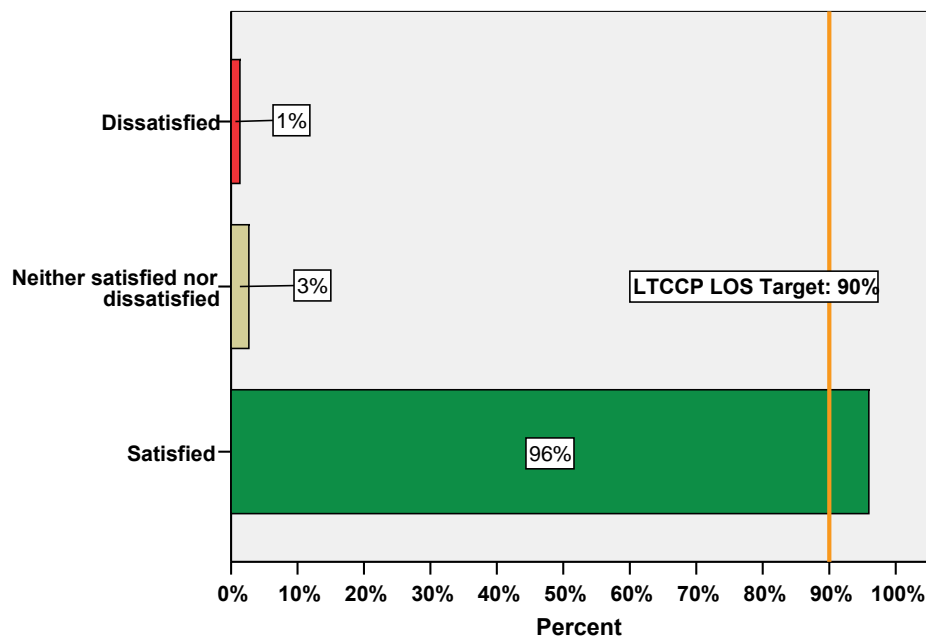
- Overall, how satisfied or dissatisfied are you with the **MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer service representative's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

Sample size: 198

Overall Satisfaction with Regulatory Approvals Service (LOS 9.1.3)

	Percent
Very dissatisfied	.2
Dissatisfied	1.2
Neither satisfied nor dissatisfied	2.7
Satisfied	25.4
Very satisfied	70.5
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Regulatory Approvals Service (LOS 9.1.3)



LTCCP LOS 9.1.4 Target: 65%

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

Methodology

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

Building Consent Processing and Inspection Service

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

Resource Consent Planning Service

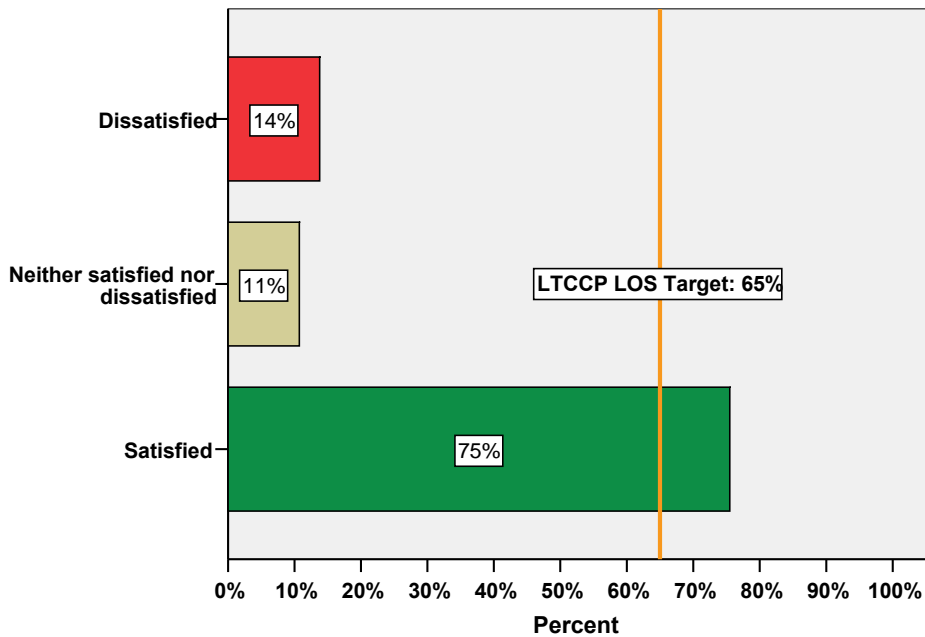
- Thinking about that resource consent, overall, how satisfied or dissatisfied were you with the **RESOURCE CONSENT** planning service? *The processing of resource consents and any hearings involved*

Sample size: Building Consents 108; Resource Consents 52

Overall Satisfaction with Building Consent Processing and Inspection Service and Resource Consent Planning Service (LOS 9.1.4)

	Percent
Very dissatisfied	5.7
Dissatisfied	8.0
Neither satisfied nor dissatisfied	10.7
Satisfied	41.4
Very satisfied	34.1
Don't know / Not applicable	0
Total	100.0

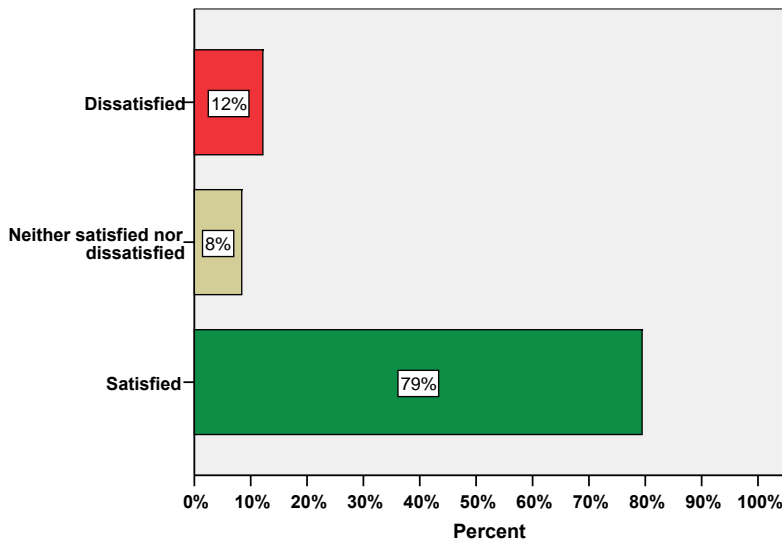
Overall Satisfaction with Building Consent Processing and Inspection Service and Resource Consent Planning Service (LOS 9.1.4)



Overall Satisfaction with Building Consent Processing and Inspection Service (LOS 9.1.4)

	Percent
Very dissatisfied	2.9
Dissatisfied	7.7
Neither satisfied nor dissatisfied	9.1
Satisfied	42.8
Very satisfied	37.5
Don't know / Not applicable	0
Total	100.0

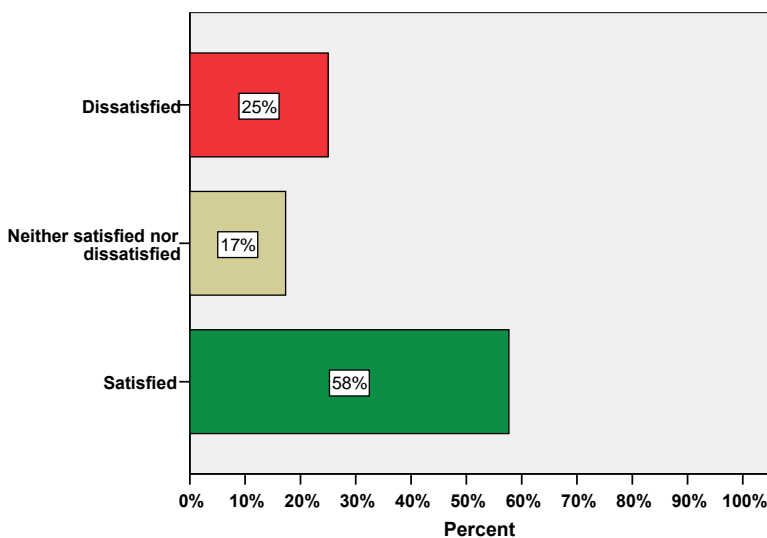
Overall Satisfaction with Building Consent Processing and Inspection Service (LOS 9.1.4)



Overall Satisfaction with Resource Consent Planning Service (LOS 9.1.4)

	Percent
Very dissatisfied	15.4
Dissatisfied	9.6
Neither satisfied nor dissatisfied	17.3
Satisfied	36.5
Very satisfied	21.2
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Resource Consent Planning Service (LOS 9.1.4)



Activity: 10.3 Parking

LTCCP LOS 10.3.6 Target: Maintain 95%

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

Methodology

LOS score based on survey question stated below:

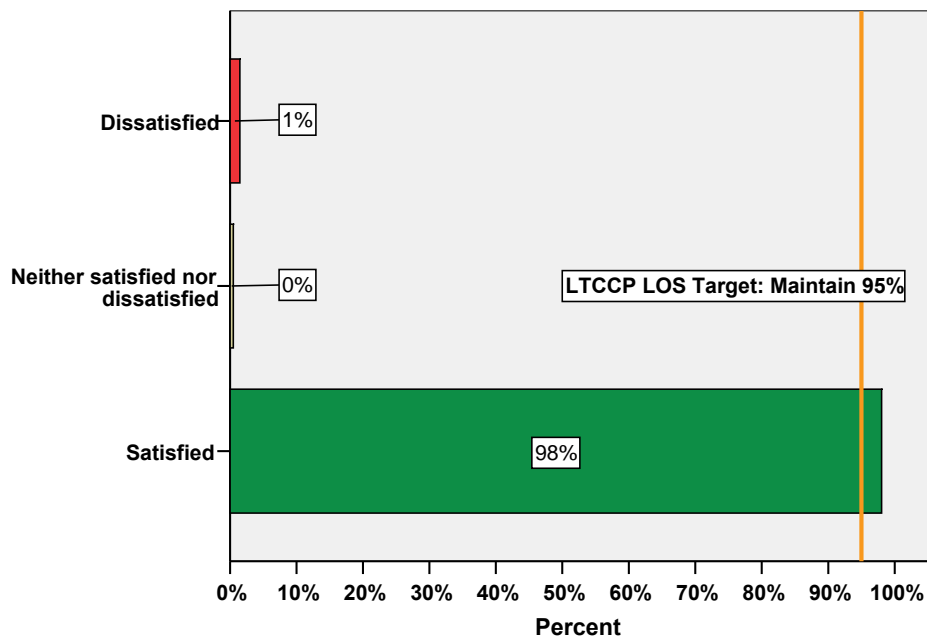
- Overall, how satisfied or dissatisfied were you with the manner of Council car parking attendant/s at the «Site_Surveyed_at» parking facility? *Manner includes things such as their attitude to you and their attentiveness. Parking attendants are the people in the booths who take your money.*

Sample size: 204

Overall Satisfaction with Off-Street Car Parking Attendants (LOS 10.3.6)

	Percent
Very dissatisfied	.5
Dissatisfied	1.0
Neither satisfied nor dissatisfied	.5
Satisfied	23.5
Very satisfied	74.5
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Off-Street Car Parking Attendants (LOS 10.3.6)



LTCCP LOS 10.3.7 Target: Maintain 93%

10.3.7 Customer perceptions of motor vehicle safety in parking buildings

Methodology

LOS score based on survey question stated below:

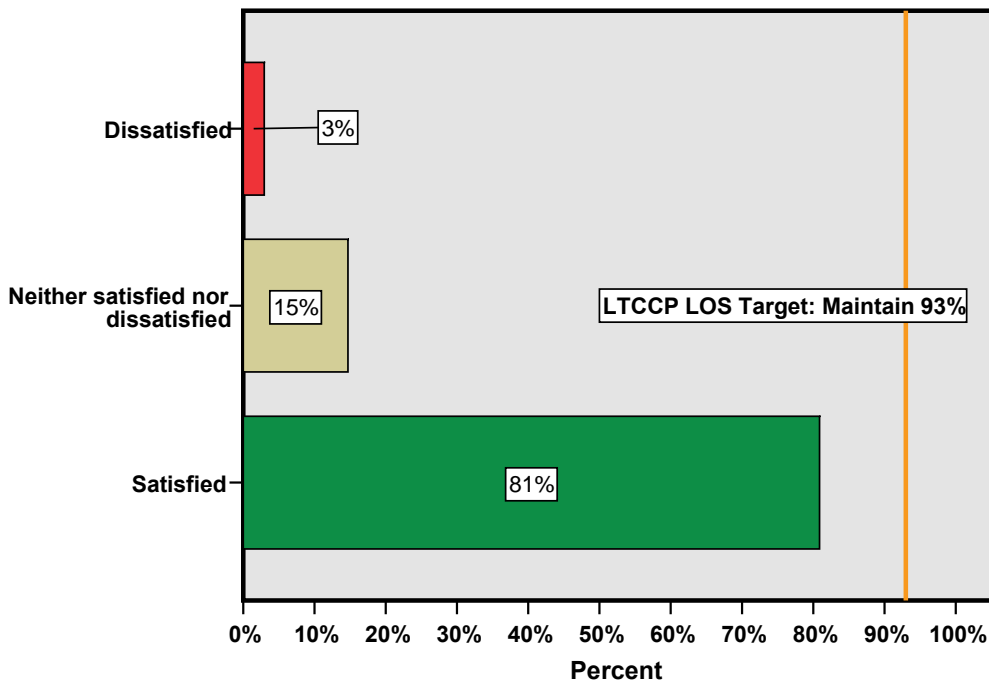
- Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking facilities compared to on street parking? *We want you to think about things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people (eg. vandalism), etc*

Sample size: 204

Overall Satisfaction with Safety of Motor Vehicles in Parking Buildings (LOS 10.3.7)

	Percent
Very dissatisfied	0
Dissatisfied	2.9
Neither satisfied nor dissatisfied	14.7
Satisfied	43.6
Very satisfied	37.3
Don't know / Not applicable	1.5
Total	100.0

Overall Satisfaction with Safety of Motor Vehicles in Parking Buildings (LOS 10.3.7)



Activity: 10.4 Public Transport Infrastructure

LTCCP LOS 10.4.4 Target: Baseline

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

Methodology

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

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

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

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

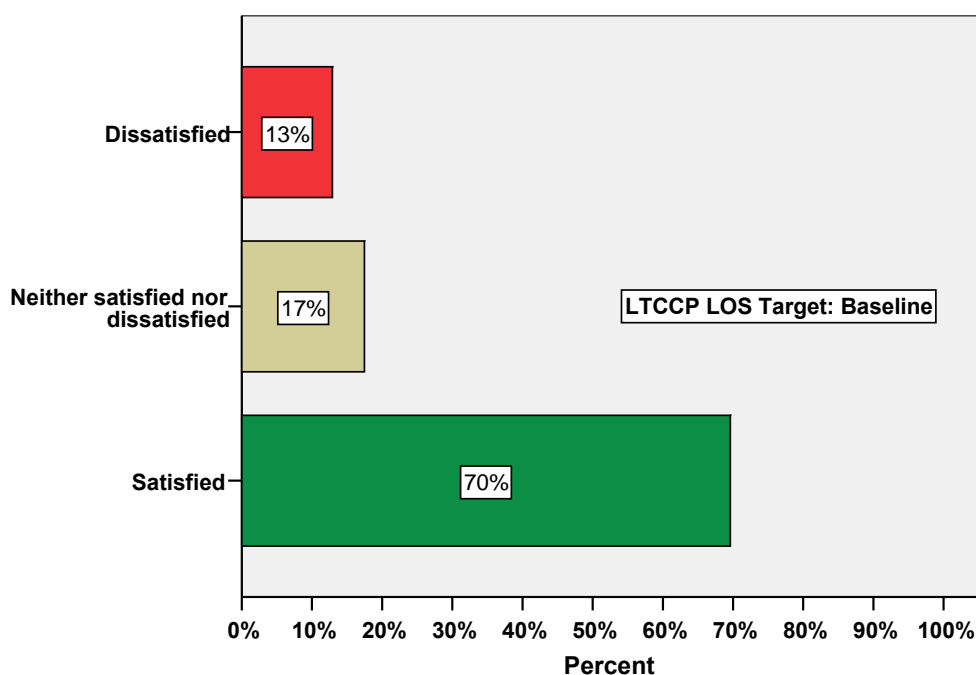
- Overall, how satisfied or dissatisfied are you with the **NUMBER** of bus shelters available at stops in Christchurch?
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of bus shelters?
Appearance includes things such as the layout, type and style of bus shelters.
- Overall,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

Sample size: 208

Overall Satisfaction with Bus Stops and Bus Shelters (LOS 10.4.4)

	Percent
Very dissatisfied	.6
Dissatisfied	12.3
Neither satisfied nor dissatisfied	17.5
Satisfied	51.9
Very satisfied	17.7
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Bus Stops and Bus Shelters (LOS 10.4.4)



LOS 10.4.5 Target: Baseline

10.4.5 User satisfaction with bus interchanges

Methodology

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

And finally, thinking about the Central Bus Exchange in the city centre....

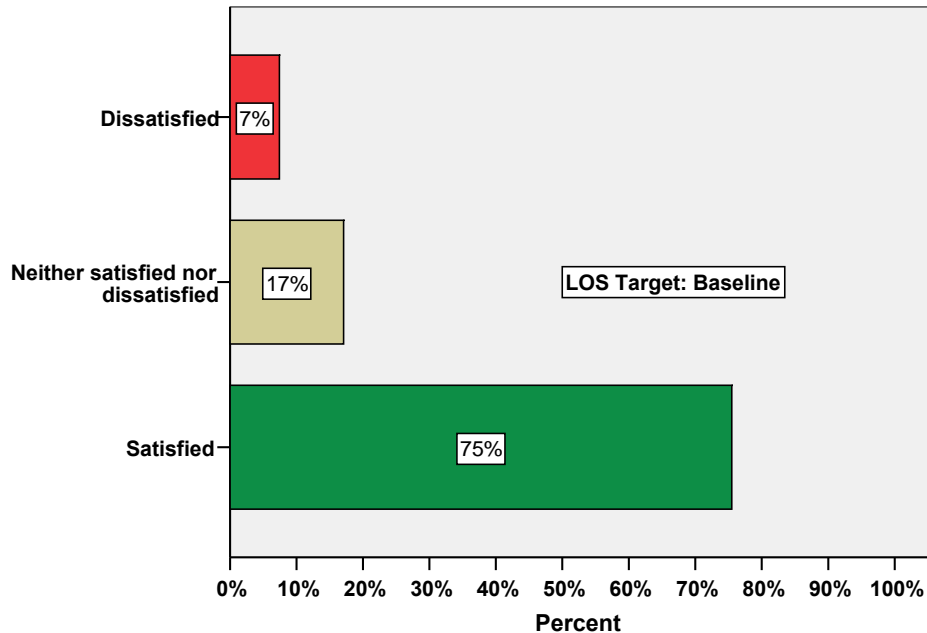
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of the Bus Exchange? *Appearance includes things such as the layout, type and style of the facility.*
- Overall, how satisfied or dissatisfied are you with the **CONDITION** of the Bus Exchange? *Condition includes things such as maintenance and upkeep of the Bus Exchange (including cleanliness and absence of graffiti and vandalism).*

Sample size: 208

Overall Satisfaction with Bus Exchange (LOS 10.4.5)

	Percent
Very dissatisfied	.5
Dissatisfied	6.9
Neither satisfied nor dissatisfied	17.1
Satisfied	58.7
Very satisfied	16.8
Don't know / Not applicable	0
Total	100.0

Overall Satisfaction with Bus Exchange (LOS 10.4.5)



Activity: 13.6 Public Affairs Internal Service

LOS 13.6.3.1 Target: 65%

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

Methodology

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

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

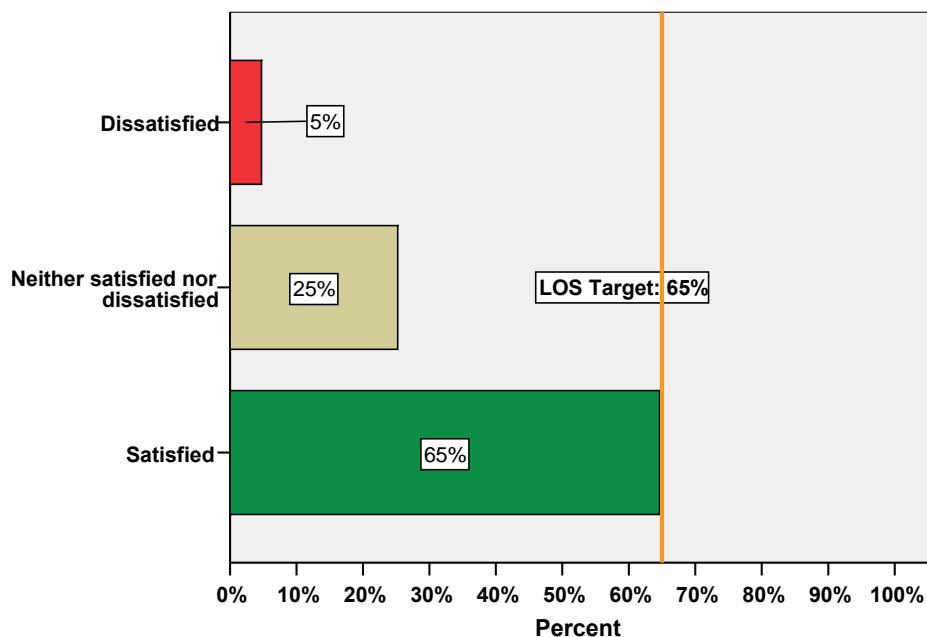
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and mainstream media such as regular pages in The Star, The Press and Mainland Press **IS TIMELY?** *Timely means that council reported stories are published at an appropriate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

Sample size: 197

Overall Satisfaction with Council Communication (LOS 13.6.3.1)

	Percent
Very dissatisfied	.3
Dissatisfied	4.4
Neither satisfied nor dissatisfied	25.3
Satisfied	61.3
Very satisfied	3.4
Don't know / Not applicable	5.4
Total	100.0

Overall Satisfaction with Council Communication (LOS 13.6.3.1)



LOS 13.6.10 Target: 90-100%

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

Methodology

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

Event Attendees:

Thinking about the EXHIBITION NAME exhibition.

- Overall, how satisfied or dissatisfied are you with the **CONTENT** of the exhibition *Content means the facts and descriptions included in the exhibition*
- Overall, how satisfied or dissatisfied are you with the **PRESENTATION** of the exhibition? *Presentation means how the information in the exhibition was displayed and laid out*

Event Exhibitors:

If you have HIRED A SPACE at Our City O-Tautahi in the last 12 months, please answer Question 1, if NOT, go to Question 2.

- Q1 Overall, how satisfied or dissatisfied are you with **SUPPORT SERVICES** provided in relation to **VENUE HIRE**, at Our City O-Tautahi? Support includes things such as bookings, information, advice, guidance

If you have RUN EXHIBITIONS or PUBLIC PROGRAMMES at Our City O-Tautahi in the last 12 months please answer Question 2, if NOT, go to Question 3.

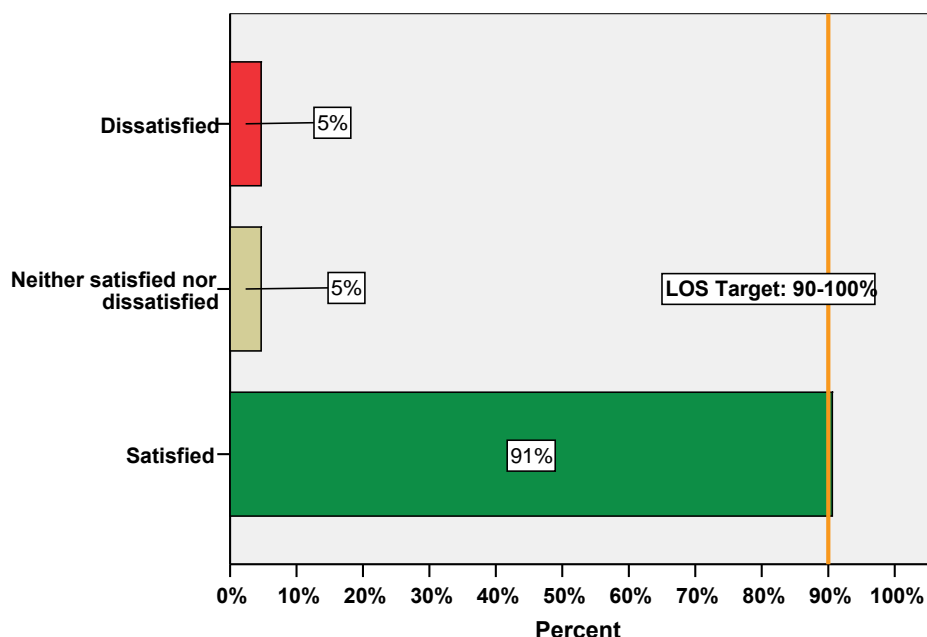
- Q2 Overall, how satisfied or dissatisfied are you with **SUPPORT SERVICES** provided in relation to **EXHIBITIONS AND PUBLIC PROGRAMMES** at Our City O-Tautahi? *Support includes things such as bookings, information, advice, guidance*

Sample size: Event Attendees: 174; Event Exhibitors 44

Overall Satisfaction with Services Provided for Venue Hire, Exhibitions and Public Programmes and with Content and Presentation of Our City O-Tautahi Exhibitions (LOS 13.6.10)

	Percent
Very dissatisfied	2.2
Dissatisfied	2.5
Neither satisfied nor dissatisfied	4.7
Satisfied	26.9
Very satisfied	63.7
Don't know / Not applicable	0
Total	100.0

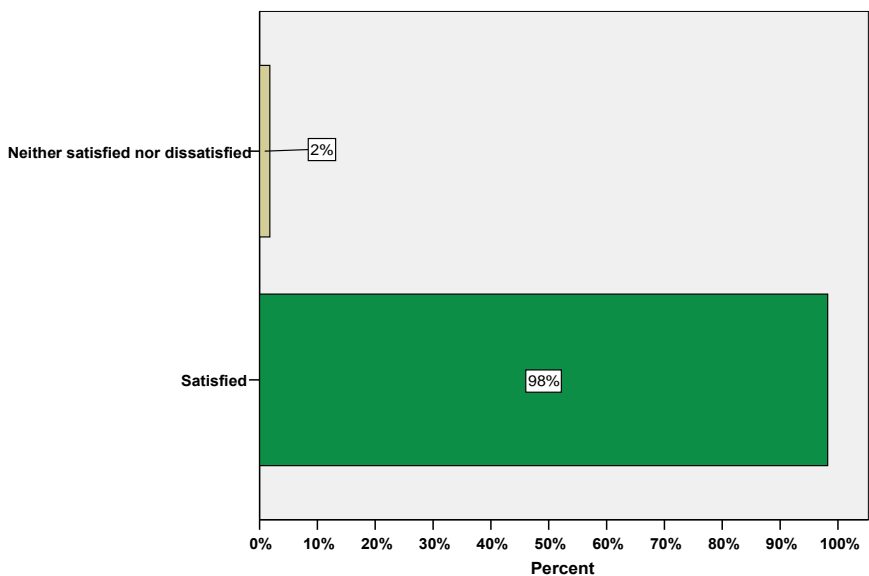
Overall Satisfaction with Services Provided for Venue Hire, Exhibitions and Public Programmes and with Content and Presentation of Our City O-Tautahi Exhibitions (LOS 13.6.10)



Overall Satisfaction with Services Provided for Venue Hire, Exhibitions and Public Programmes (LOS 13.6.10)

	Percent
Very dissatisfied	0
Dissatisfied	0
Neither satisfied nor dissatisfied	1.6
Satisfied	13.1
Very satisfied	85.2
Don't know / Not applicable	0
Total	100.0

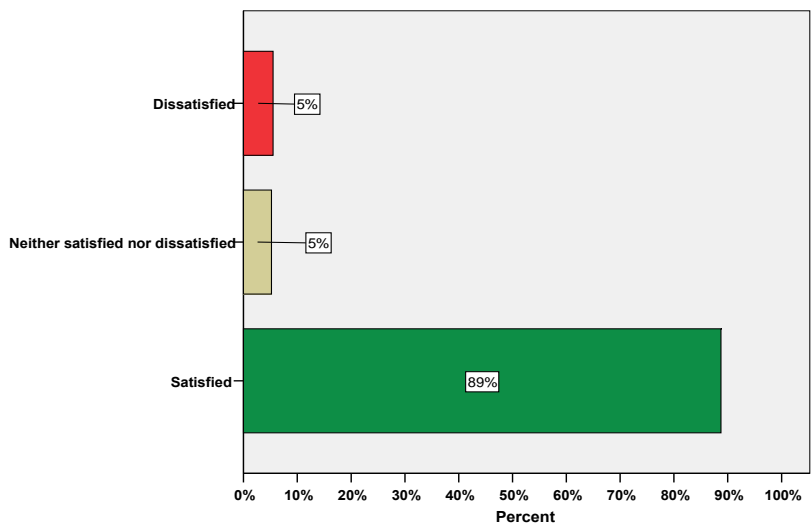
Overall Satisfaction with Venue Hire, Exhibitions and Public Programmes (LOS 13.6.10)



Overall Satisfaction with Content and Presentation of Our City O-Tautahi Exhibitions (LOS 13.6.10)

	Percent
Very dissatisfied	2.6
Dissatisfied	2.9
Neither satisfied nor dissatisfied	5.2
Satisfied	29.2
Very satisfied	59.5
Don't know / Not applicable	0.6
Total	100.0

Overall Satisfaction with Content and Presentation of Our City O-Tautahi Exhibitions (LOS 13.6.10)



Activity: 13.11 Internal Customer Services – Customer Centre

LOS 13.11.3.1 Target: 90%

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

Methodology

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

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

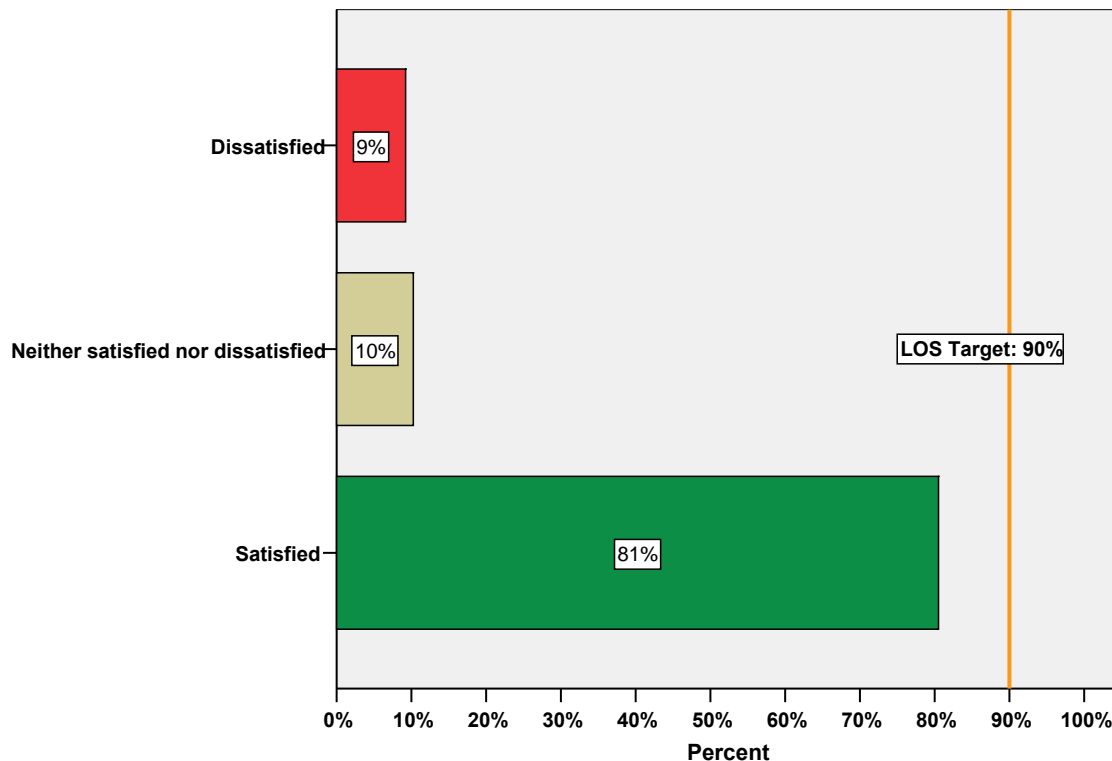
- Overall, how satisfied or dissatisfied were you with **THE MANNER** of the customer services representative/s you spoke to the last time you called the Council? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with that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

Sample size: 65

Overall Satisfaction with Customer Service at First Point of Contact (Phone) (LOS 13.11.3.1)

	Percent
Very dissatisfied	2.1
Dissatisfied	7.2
Neither satisfied nor dissatisfied	10.3
Satisfied	39.0
Very satisfied	41.5
Don't know / Not applicable	0
Total	100

Overall Satisfaction with Customer Service at First Point of Contact (Phone) (LOS 13.11.3.1)



LOS 13.11.3.2 Target: 80%

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

Methodology

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

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

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

Sample size: 76

Overall Satisfaction with Customer Service at First Point of Contact (Email) (LOS 13.11.3.2)

	Percent
Very dissatisfied	7.3
Dissatisfied	4.0
Neither satisfied nor dissatisfied	5.3
Satisfied	30.4
Very satisfied	52.8
Don't know / Not applicable	0.3
Total	100

Overall Satisfaction with Customer Service at First Point of Contact (Email) (LOS 13.11.3.2)

