

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

2010/2011

Monitoring and Research Team
Strategy and Planning Group
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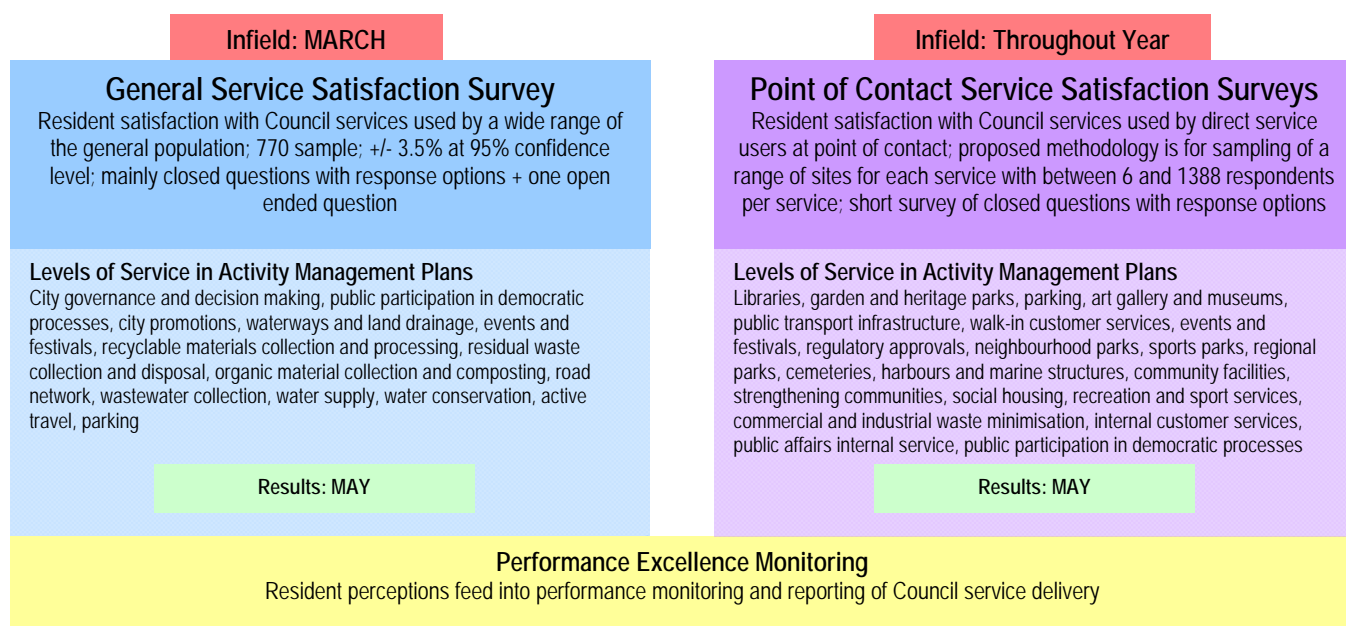
Introduction

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 it's 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 2010/11

- 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 99 to 383 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 January 2011 and February 2011

Summary of Levels of Service Results: Point of Contact Surveys 2011

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%	No survey for 2010/11	
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%	No survey for 2010/11	
	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%	93%	
	3.1 Libraries	3.1.5 Customers are satisfied with service given	No	85-90%	99.3%	
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	No survey for 2010/11	
Parks, Open Spaces and Waterways	6.0 Neighbourhood Parks	6.02 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment	Yes	Suspended for 2010/11 due to EQ damage	73.9%	
		6.0.3 Overall customer satisfaction with appearance of neighbourhood parks	Yes	Suspended for 2010/11 due to EQ damage	69.4%	
	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	Suspended for 2010/11 due to EQ damage	84%	
		6.1.3 Overall customer satisfaction with sports parks	Yes	Suspended for 2010/11 due to EQ damage	85%	
		6.1.7 Overall customer satisfaction with sports park administration	No	73%	No survey for 2010/11	
	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%	98.7%	
			Yes	6.2.2.2: ≥ 87%	75%	
	6.3 Regional Parks	6.3.4 Participation satisfaction with Environmental Education programmes	Yes	≥ 95%	No survey for 2010/11	
		6.3.5 Proportion of customers satisfied with their experience of regional parks	Yes	≥ 87%	91.4%	

	6.4 Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	Suspended for 2010/11 due to EQ damage	90%	
		6.4.5 Customer satisfaction with Council cemetery services	Yes	95%	No survey for 2010/11	
	6.6 Harbours and Marine Structures	6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council	Yes	Suspended for 2010/11 due to EQ damage	No survey for 2010/11	
Recreation and Leisure	7.0 Recreation and Sport Services	7.0.7 Deliver a high level of customer satisfaction with the provision of facility based recreational and sporting opportunities and activities	No	5.8 score (CERM Survey)	No survey for 2010/11	
		7.0.8 Deliver a high level of customer satisfaction with the provision of community based programmes and events	No	90%	No survey for 2010/11	
	7.2 Events and Festivals	7.2.3 Produce top quality events	Yes	90%	No survey for 2010/11	
		7.2.7 Manage and develop Cathedral Square as an event venue	No	7.2.7.2: Baseline	90.3%	
		7.2.8 Events support provided to the events industry	No	7.2.8.1: 80%	No survey for 2010/11	
Refuse Minimisation and Disposal	8.3 Commercial and Industrial Waste Minimisation	8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received	Yes	≥ 85%	No survey for 2010/11	
Regulatory Services	9.1 Regulatory Approvals	9.1.3 Percentage of walk in customers satisfied with service provided	Yes	90%	91.2%	
		9.1.4 Percentage of customers satisfied with the planning, building and building inspection service	Yes	70%	No survey for 2010/11	
Streets and Transport	10.3 Parking	10.3.6 Customer satisfaction with service provided by Council's off-street car parking attendants	Yes	Maintain 95%	97.1%	
		10.3.7 Customer perceptions of motor vehicle safety in parking buildings	Yes	Maintain 93%	82%	
	10.4 Public Transport Infrastructure	10.4.4 Resident satisfaction with the number and quality of bus stops and bus shelters at bus stops	Yes	67.5%	66%	
		10.4.5 User satisfaction with bus interchanges	No	72.5%	72%	
Internal Services	13.6 Public Affairs Internal Service	13.6.3 Provide external communications that are timely, relevant, accurate and cost effective	No	13.6.3.1: 65%	57%	
		13.6.10 Satisfy customers with services provided for venue hire, exhibitions and public programmes	No	Suspended for 2010/11 due to EQ damage	No survey for 2010/11	
	13.11 Internal Customer Services – Customer centre	13.11.3 Customers are satisfied or very satisfied with service at first point of contact	No	Phone 90%	87.4%	
			No	Email 80%	No survey for 2010/11	

Community facilities

Performance standard and recommended Level of Service

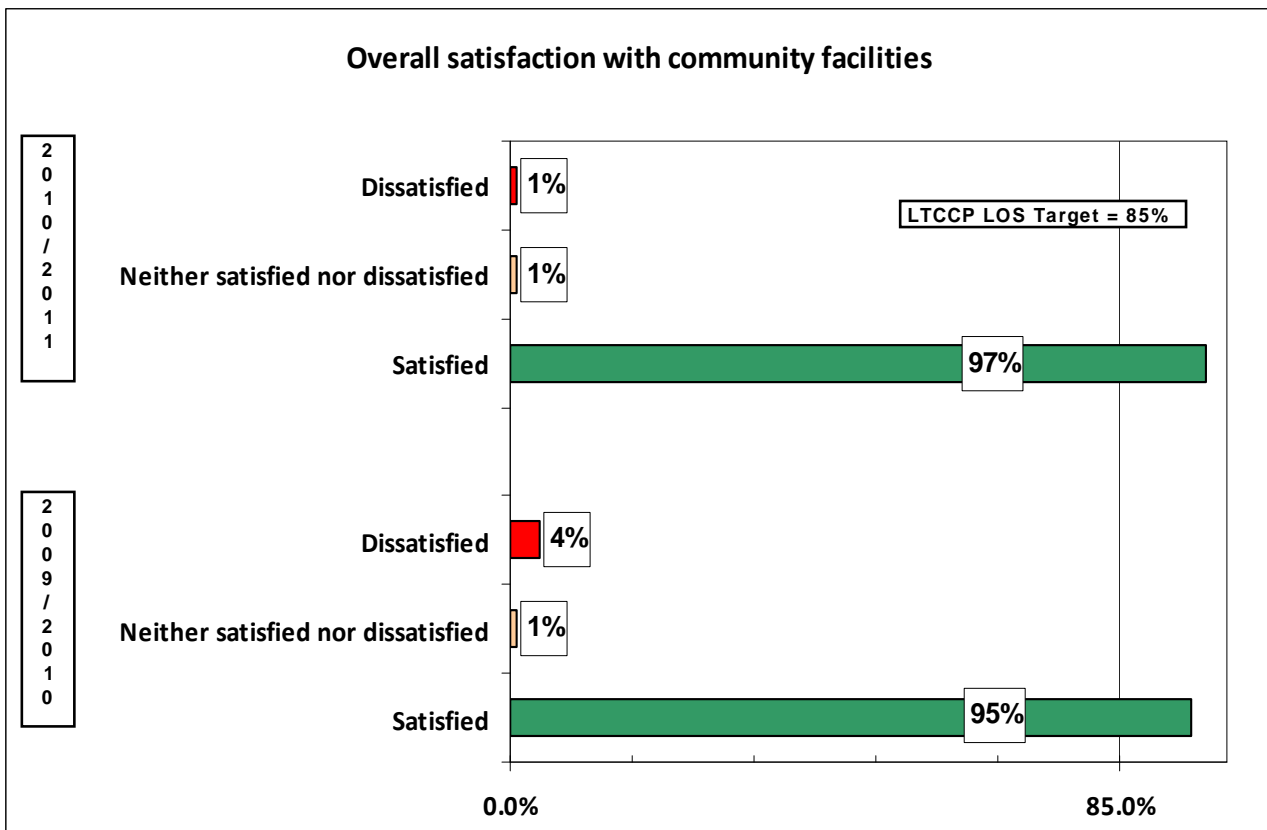
Activity: 2.0 Community Facilities

Performance Standard: 2.0.2 Council owned and managed facilities

Recommended Level of Service: 85%

Results

- 97% of respondents were either satisfied or very satisfied with the service provided by the Council's community facilities.
- The result was 12 percentage points greater than the LTCCP recommended level of service target.



	Percent
Very dissatisfied	0.5
Dissatisfied	0.5
Neither satisfied nor dissatisfied	1.0
Satisfied	32.7
Very satisfied	64.4
Don't know / Not applicable	1.0
Total	100.0

Qualitative comments analysis ~ further explanation of results

The 97% Community Facilities satisfaction result was twelve percentage points higher than the Activity Management Plan Target.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics stood out amongst the responses:

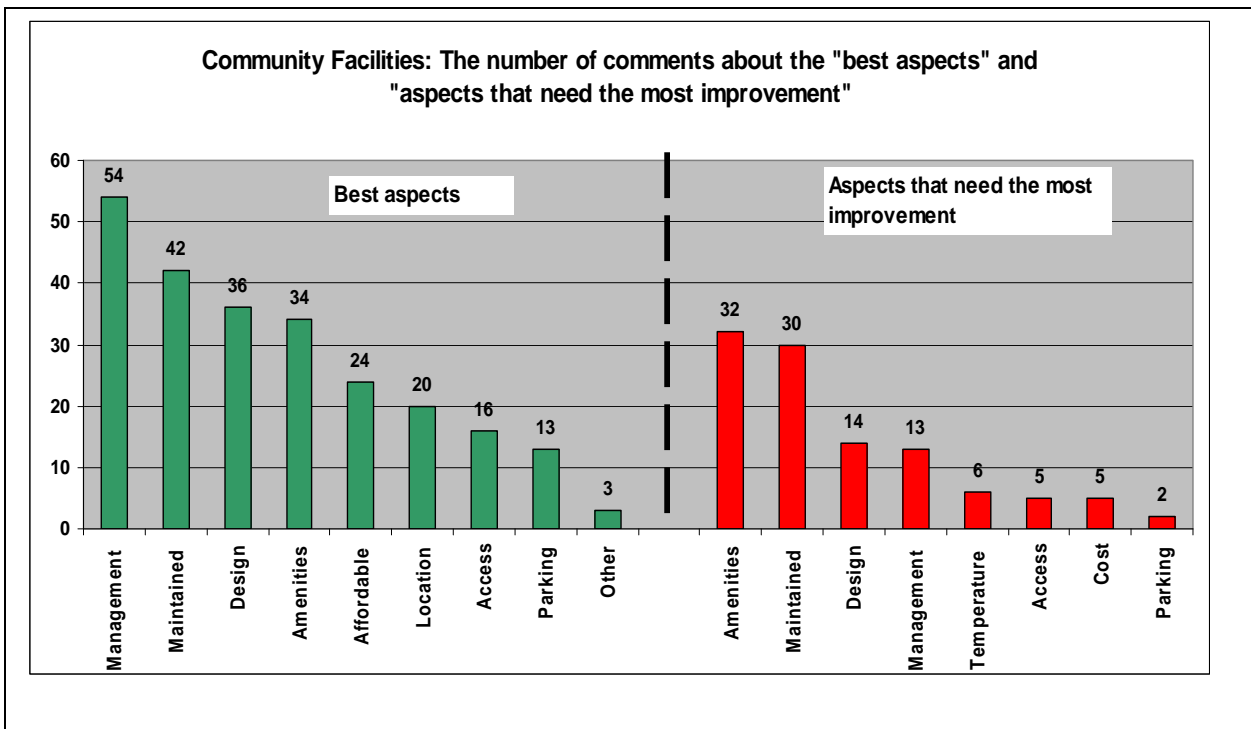
- **Management** ~ comments commonly referred to the efficiency and professionalism of staff and ease of booking.
- **Affordable** ~ comments were about the affordability of using facilities, especially for community groups.
- **Maintained** ~ comments were about cleanliness and getting things fixed when required.
- **Amenities** ~ comments covered a number of issues but in general were focused on the facilities meeting the needs of users.

Two **aspects that need the most improvement** stood out amongst the responses:

- **Amenities** ~ comments covered a number of issues, including respondents wanting more or different sized rooms, others were about kitchen facilities, but in general improvement aspects were based on unique needs for different facilities.
- **Maintained** ~ comments were mainly about the desire for cleaner facilities.

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic.)

Respondent comments to best aspects and most improvement needed questions



Strengthening Communities – Capacity Building of Community Groups

Performance standard and recommended Level of Service

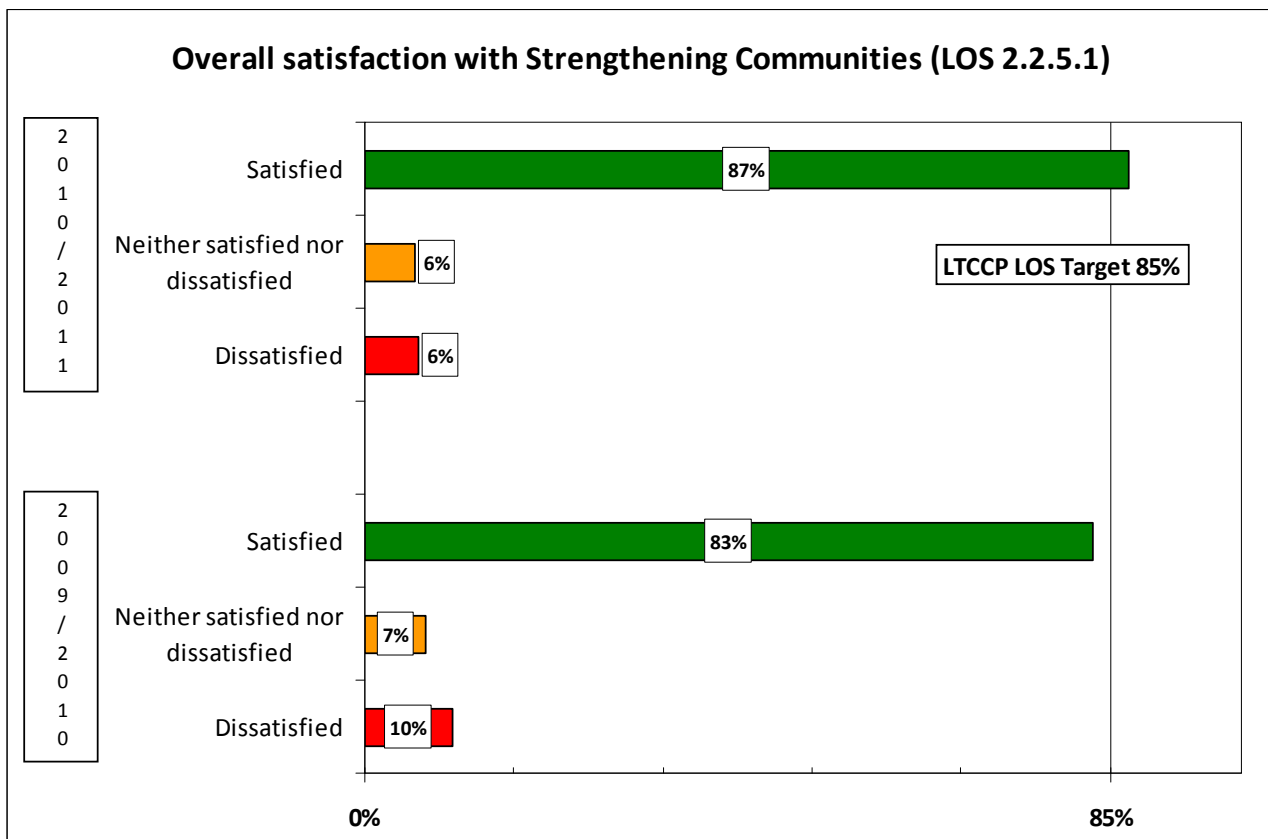
Activity: 2.2 Strengthening Communities

Performance Standard: 2.2.5.1 Capacity building of community groups

Recommended Level of Service: Maintain 85%

Results

- 87% of respondents were either satisfied or very satisfied with support provided to community groups.
- The result was 2 percentage points higher than the recommended Level of Service target.



	Percent (2009/10)	Percent (2010/11)
Very dissatisfied	4.6	3.8
Dissatisfied	5.5	2.4
Neither satisfied nor dissatisfied	7.3	5.7
Satisfied	43.1	35.2
Very satisfied	39.4	51.9
Don't know / Not applicable	0	1
Total	100.0	100.0

Qualitative comments analysis ~ further explanation of results

The 87% support to community groups satisfaction result was two percentage points above the Level of Service target.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics were most commonly discussed:

- **Funding** ~ Respondents greatly appreciated funding. This comment made up the cast majority of comments.

“By providing some funding to these people it means that our organisation is able to continue supporting people who have intellectual disabilities.”

- **Staff** ~ Many respondents were appreciative of helpful and knowledgeable Christchurch City Council staff, as well as Community Service Centre staff.

“CCC staff involved with handling our application are to be congratulated for their efficiency including excellent communication skills.”

- **General Support** ~ These comments were about general support that the Council provides (not funding) and general appreciation of the support they receive.

“We find the CCC very supportive. We count on their support and are very thankful for it.”

- **Advise/Advisors** ~ Respondents commented on the advice they received or they mentioned an advisor who helped them. Advice was related to funding and other ways the organisations could develop and receive support.

“Support received from Community Advisor (Shirely/Papanui) who assisted me with our application for funding from the Strengthening Community Fund.”

Four **aspects that need the most improvement** comment topics were most commonly discussed:

- **Communication** ~ Many respondents felt that communication within and from the Council could be improved. Many of these comments suggest that simple improvements to communication would have a significantly positive effect on the relationships between the Council and the community organisations.

“At times it can be confusing to know the best person to contact about a specific matter for example with the community grants, it frequently seems to change who to contact in regard to grant applications, accountability etc. On application forms etc. it would be good to make very clear which person to contact and specific contact details.”

- **Funding** ~ Respondents commented on the need for more funding. Certain comments expressed displeasure at cutbacks to available funding.

“Increased funding grants to the non-profit organisation so that they have more money to build better services to society, also to promote friendship, harmony and recreation to the people of NZ.”

- **Positive Comment** ~ These comments where actually positive comments that respondents expressed when they could offer no improvements to the service.

“We have encountered no aspects that need improvement.”

- **Funding Process** ~ Respondents commented on the process of applying for funding, and then the ongoing processes associated with receiving funding. The tone of these comments was that the processes could be simplified and streamlined. Moreover, they could also be reduced for regular appliers.

“From a personal view - it would be great that once a project has become established, like ours, that the application forms could be shorter and simpler for funding applications.”

“Most organisations that are funded are small and run by volunteers. For many, grant applications require a considerable amount of work. Without losing transparency, simplicity would be good.”

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, ie some comments relate to more than one topic area.

Where there is not red text in a comment the whole text relates to the topic. Furthermore 'XXXX' is used in replacement of any information that could identify the respondent.)

Walk In Customer Services

Performance standard and recommended Level of Service

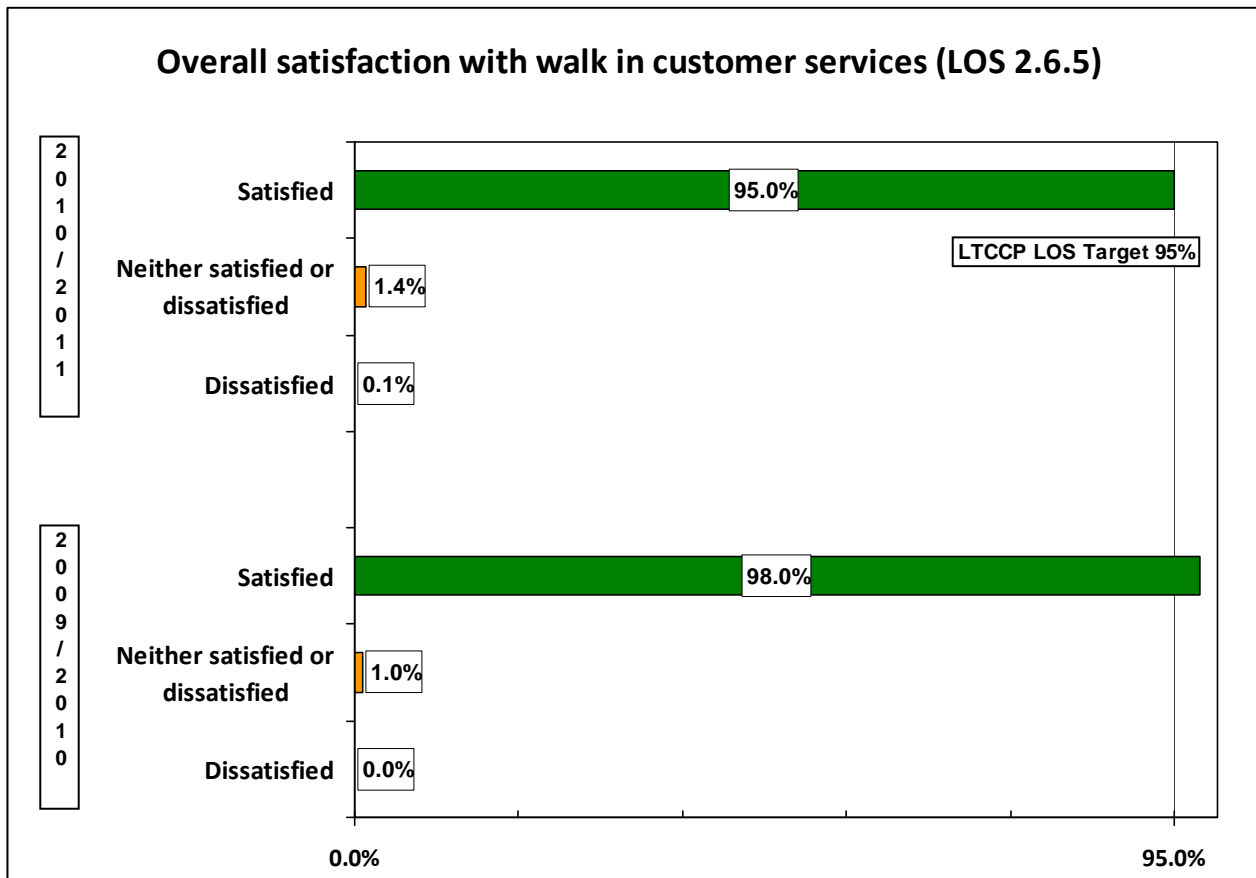
Activity: 2.6 Walk In Customer Services

Performance Standard: 2.6.5 Customer satisfaction with walk-in services

Recommended LTCCP Level of Service: 95%

Results

- 95% of respondents were either satisfied or very satisfied with walk in customer services.
- The result corresponded exactly with the recommended LTCCP Level of Service target.



	Percent
Very dissatisfied	0.0
Dissatisfied	0.1
Neither satisfied nor dissatisfied	1.4
Satisfied	22.7
Very satisfied	72.3
Don't know / Not applicable	3.5
Total	100.0

Qualitative comments analysis ~ further explanation of results

The 95% walk in customer services satisfaction result corresponded exactly with the LTCCP Level of Service target.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Two **best aspects** comment topics stood out amongst the responses:

- **Manner / advice** ~ comments commonly referred to customer services representatives being friendly and helpful in their interactions with customers; provision of competent, good, clear advice, with good follow up

“Always a good response. Happy, helpful staff” (Male, 65+ years, Burwood/Pegasus).

- **Accessibility / convenience** ~ comments covered a range of issues including the convenience of the service, including proximity to other services; ease of use; and the efficiency of the service

“Close to home. Service good so automatically come here. Parking easy” (Female, 65+ years, Hagley/Ferrymead).

There were relatively few improvement aspects. The only topic that stood out the **aspects that need the most improvement** was:

- **Accessibility / convenience** ~ comments commonly referred to the desire for the service to be more accessible; more car parking being made available (and/or the cost of parking being reduced); lack of services in some locations; longer opening hours; more staff on counters during busy periods to reduce time delays and queues

“Busier service centres need more staff (ones with Kiwibank): At Hornby and Church Corner - queues stretch out door” (Female, 25-49 years, Riccarton/Wigram).

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic.)

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)

Per “360 Degree Visitor Survey”, administered by Morris Hargreaves McIntyre.

Overall Satisfaction with the Art Gallery (LOS 3.0.2)

	Percent
Total	93.0

Introduction

This report presents the results for Christchurch City Council *Library Services* satisfaction survey, completed to measure resident satisfaction with this Christchurch City Council LTCCP Activity.

Quantitative satisfaction results are accompanied by respondents qualitative open-ended comments of the *best* aspects and the aspects of this service that *need the most improvement*.

The first part of the report presents the quantitative results. These are taken from five point likert satisfaction questions which ranged from very satisfied to very dissatisfied.

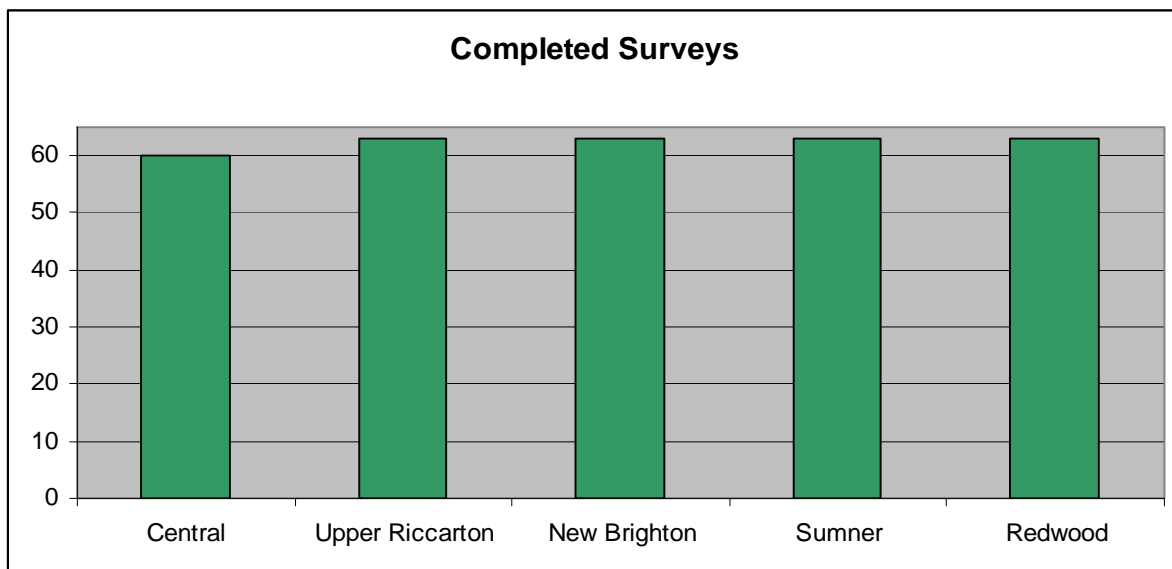
The second section presents the qualitative *best* and *improvement aspects* analysis. Summary analysis discusses the things that were most commonly raised as the best aspects and the things that were most commonly raised as things that need improvement. This is followed by a full list of comments grouped under each topic.

Library users were randomly approached and surveyed as they left a CCC library.

In total 312 surveys were completed at five CCC libraries. Below is the number of surveys completed at each site:

	Completed surveys	Time Spent at Site
Central Library	60	4.75
Upper Riccarton	63	7
New Brighton Library	63	6.5
Sumner Library	63	9.75
Redwood	63	7.5
Total	312	35.5 hours

A total of 35.5 hours were spent surveying library sites. These were split as required between the 5 libraries as shown above.



This Point of Contact survey report is one of 24 individual reports that assesses Council performance with 34 Performance Standards under 22 Activities. *Point of contact* surveys were conducted where activities had a contactable customer at a service that not all residents are likely to have experienced. Full detail of survey rationale, methodology and summary results of all the point of contact surveys is contained in the overall report: **Activity Management Plan; Levels of Service Report; Point of Contact Service Satisfaction Residents Survey Results; 2010/2011.**

The second component of assessing CCC LTCCP activity performance is a general survey of 770 residents. This was completed for activities that nearly all residents are likely to use. The results of this survey are contained in this report: **Christchurch City Council Residents' Survey Research Report 2010/11.**

Library Services

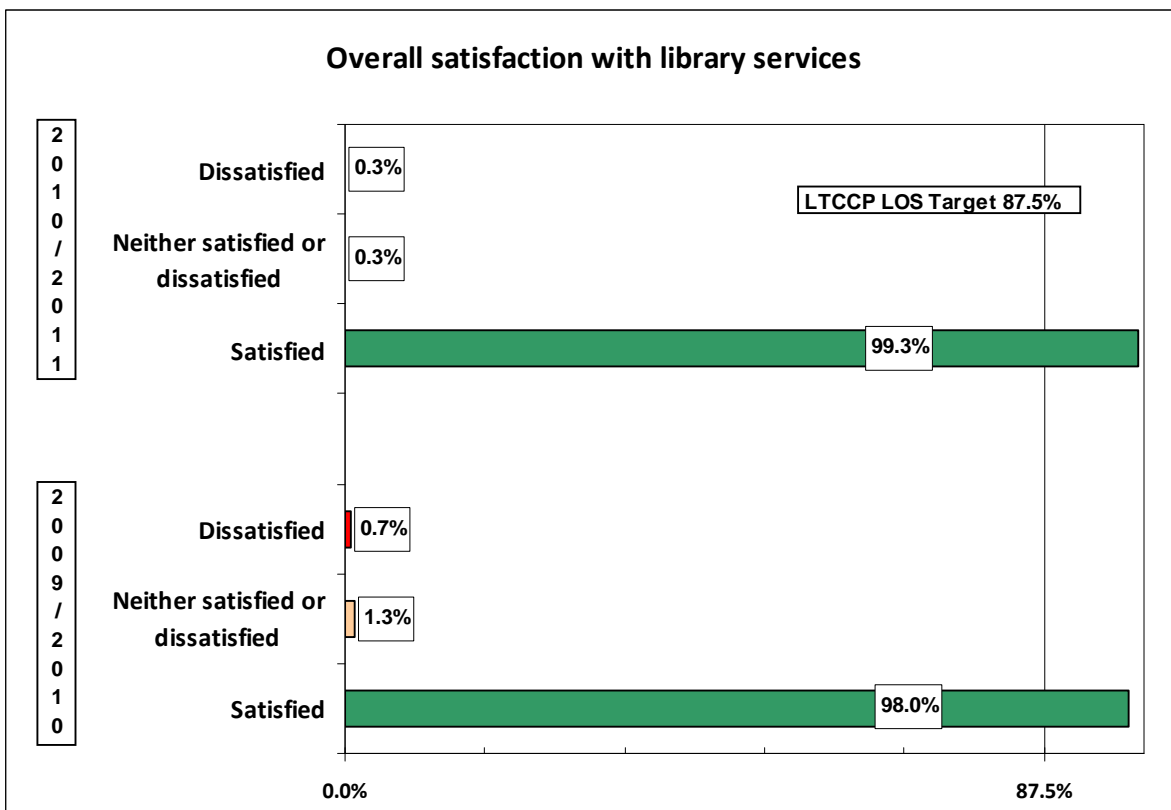
Performance standard and recommended Level of Service

Performance Standard: 3.1.5 Customers are satisfied with service given

Recommended Level of Service: 85% to 90% customer satisfaction with service given.

Results

99.3% of respondents were either satisfied or very satisfied with the service at Council Libraries. This compares with 98% in 2009. The result was 11.8 percentage points higher than the LTCCP recommended level of service range.¹



	Percent
Dissatisfied	0.3%
Neither satisfied nor dissatisfied	0.3%
Satisfied	25.7%
Very satisfied	73.7%
Total	100.0%

¹ 87.5% is Middle of range

What the results mean

There was an extremely high level of satisfaction with the Library Service. Only one respondent out of 312 stated that they were *dissatisfied* with the service and no one stated that they were *very dissatisfied* with the service.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Five **best aspects** comment topics were most commonly mentioned:

- **Range of Products** ~ These were comments from people who appreciated the selection of products on offer as well as the number of each product available.
"Range of books, art and biographies good." (Female, 15-24, Hagley/Ferrymead)
- **Customer Service** ~ There were a number of comments about the quality of service provided.
"Staff very helpful - provide information - go out of their way to help." (Female, 65+, Fendalton/Waimairi)
- **Access to Library** ~ Generally people appreciated the ease of finding libraries. People commented on the plentiful locations and opening hours.
"Very handy, good location, easy." (Male, 65+, Fendalton/Waimairi)
- **Layout, Facilities and Atmosphere** ~ These were general comments about the design of the library. People particularly liked libraries with cafés.
"Layout good - easy to access and use. Good feel mellow - great atmosphere. Come to library and chill out." (Female, 50-64, Burwood/Pegasus)
- **Computer / Internet Access** ~ Having computers available for use in libraries was popular. As was internet access both through wireless and on these computers provided.
"Able to use free internet." (Male, 50-64, Burwood/Pegasus)

Five **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Range of Products** ~ Several people wanted more books, magazines and DVDs. A number of people wanted to see more large print books.
"More large print books, they're scarce." (Male, 65+, Burwood/Pegasus)
- **Signage, Layout and Facilities** ~ These comments included requests for more seating, the inclusion of more cafes on site and better cleaning of the toilets.
"More chairs / bigger building - hard to find vacant seats." (Male, 15-24, Hagley/Ferrymead)
- **Computer / Internet Access** ~ While a number of people were appreciative of the computer and internet access available others wanted more computers with faster internet.
"Free internet means that there is often a large wait (1 hour or more) to use a terminal." (Female, 15-24, Riccarton/Wigram)
- **Access and Affordability** ~ More and better Information, maps and markers were wanted in a range of places.
"Hours - needs to be open longer - e.g. Fendalton not open Sunday." (Male, 65+, Hagley/Ferrymead)
- **Search, Issue and Return** ~ These comments relate to the searching and issuing of books. A number of people commented that they would like to be able to renew books.
"Would like an automatic warning before a fine, not after." (Male, 25-49, Burwood/Pegasus)

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic).

Neighbourhood Parks – Range of Recreation Facilities and Appearance of Parks

Performance standard and recommended LTCCP Level of Service

Activity: 6.0 Neighbourhood Parks

Performance Standards: 6.0.2 Customer satisfaction with the range of recreation facilities available, including playgrounds.

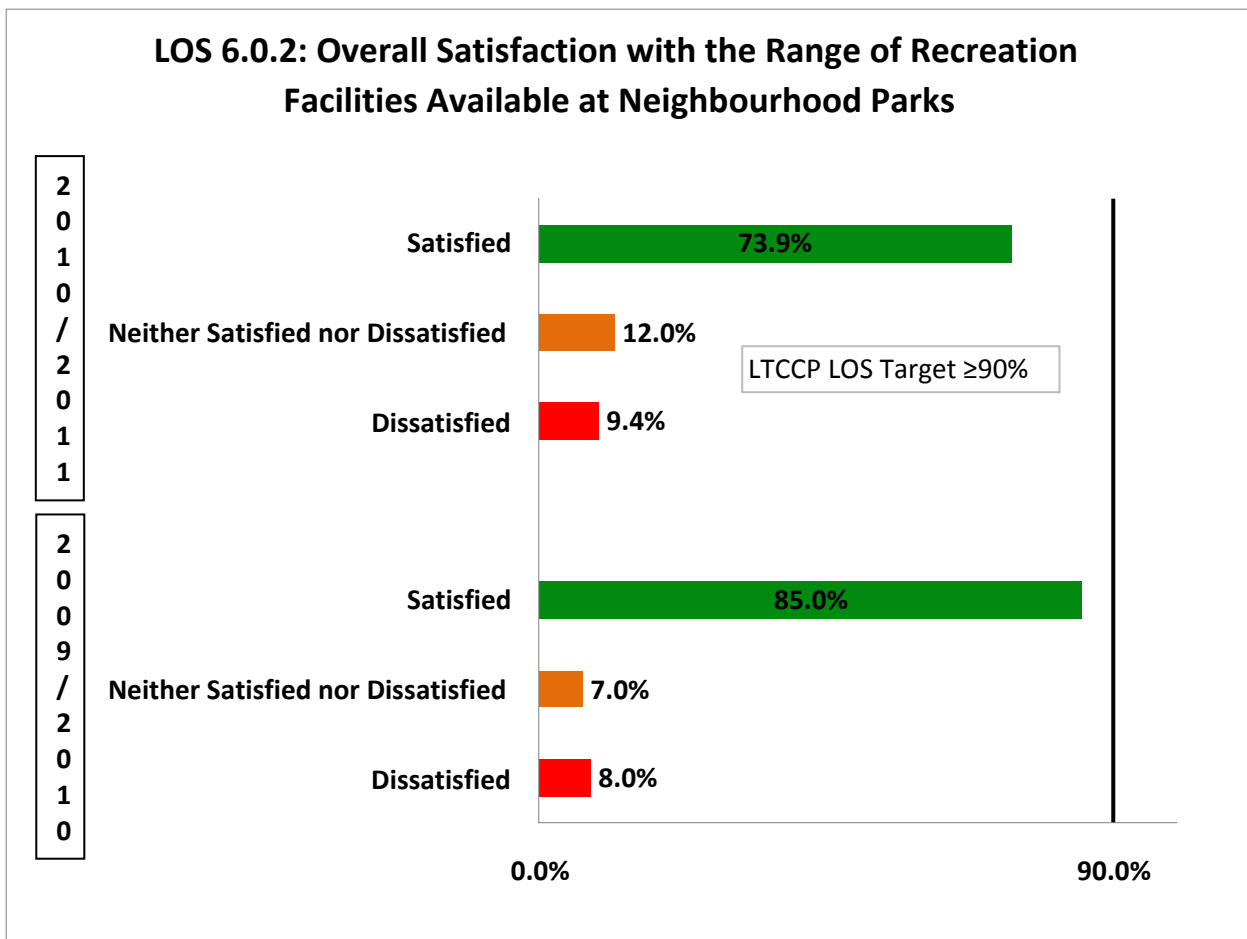
6.0.3 Overall customer satisfaction with appearance and condition of neighbourhood parks

Recommended LTCCP Level of Service: 6.0.2: ≥ 90% 6.0.3: ≥ 90%

Results

- 73.9% of respondents were either satisfied or very satisfied with the range of recreation facilities at neighbourhood parks.
- The result was 16.1 percentage points lower than the recommended LTCCP Level of Service target of 90%.

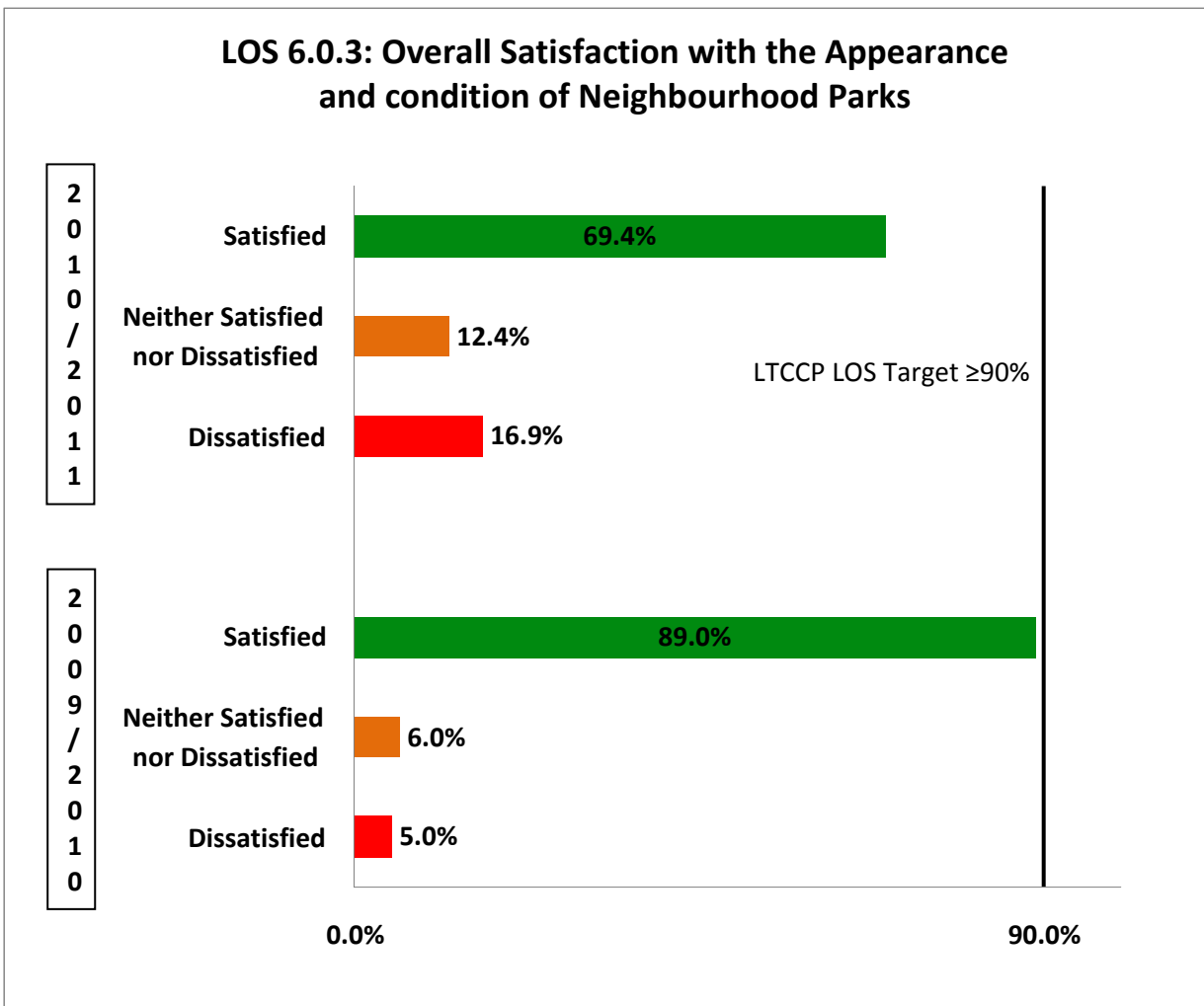
Overall Satisfaction with the Range of Recreation Facilities Available at Neighbourhood Parks (LOS 6.0.2)



	Percent
Very Satisfied	25.2%
Satisfied	48.7%
Neither Satisfied nor Dissatisfied	12.0%
Dissatisfied	6.0%
Very Dissatisfied	3.4%
N/A	1.3%
Don't Know	2.6%
Total	100%

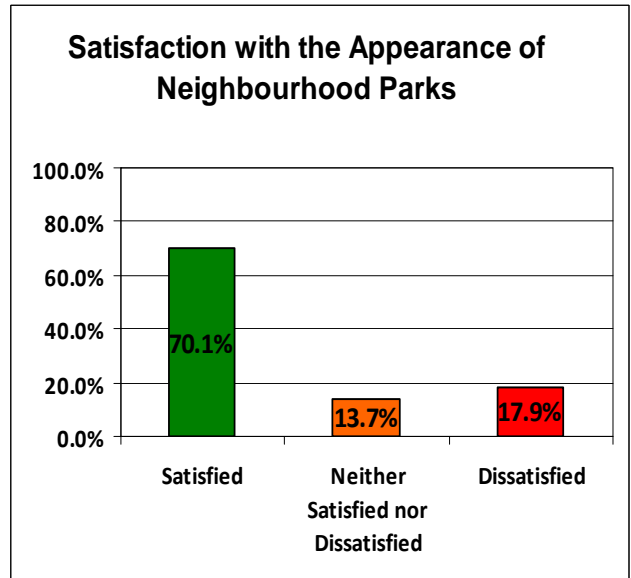
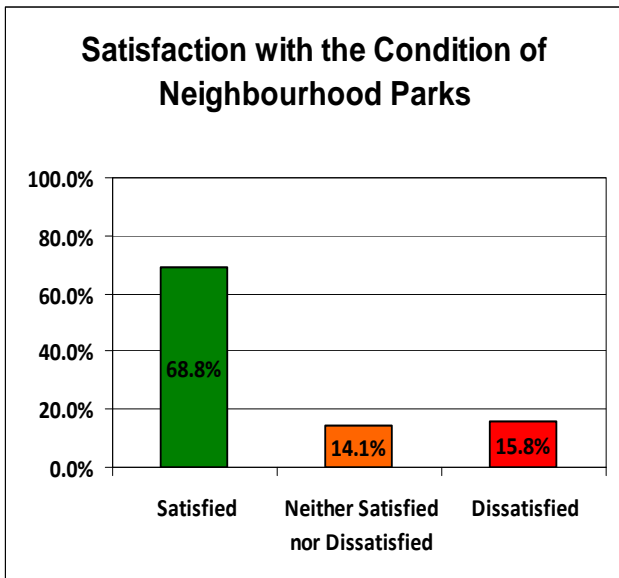
- 69.4% of respondents were either satisfied or very satisfied with the appearance and condition of neighbourhood parks.
- The result was 20.6 percentage points lower than the recommended LTCCP Level of Service target of 90%.

Overall Satisfaction with the Appearance and Condition of Neighbourhood Parks (6.0.3)



	Percent
Very Satisfied	20.1%
Satisfied	49.4%
Neither Satisfied or Dissatisfied	12.4%
Dissatisfied	13.2%
Very Dissatisfied	3.6%
N/A	0.9%
Don't know	0.2%
Total	100.0

The charts below provides a breakdown of each component of overall satisfaction with the appearance and condition of Neighbourhood Parks.



What the results mean

Respondents were asked about the best aspects of the service and those aspects that needed the most improvement.

The four most commonly mentioned **best aspects** comment topics were:

- **Playground and Pool** ~ these comments were specifically related to the availability of a children's play area and the neighbourhood park being child friendly.

"They provide a fun and challenging environment for kids to play..." (Female, 25-49 years, Riccarton/Wigram)

- **Open/Green Space** ~ these comments related to the spaciousness associated with the open green space of Neighbourhood Parks.

"It is wonderful to have so much green space within Christchurch...The aesthetic value of...grass amongst residential areas is invaluable" (Female, 50-64 years, Riccarton/Wigram)

"Provides a green area in an urban jungle..." (Male, 50-64 years, Fendalton/Waimairi)

- **Location and Accessibility** ~ these comments considered the location of Neighbourhood Parks throughout the entire Christchurch region as well as the ease of accessibility to all communities and users

"Always handy and close to home" (Female, 25-49 years, Spreydon/Heathcote)

- **Community** ~ these comments related to the Neighbourhood Parks as being a community focal point and a place for the community to come together.

"Provides a focal point for the neighbourhood - people around the locality meet regularly and acquaintances are formed." (Male, 50-64 years, Fendalton/Waimairi)

The four most commonly mentioned **aspects that need the most improvement** were:

- **Maintenance** ~ these comments referred to the constant need of regular maintenance of Neighbourhood Parks, including the mowing of grass areas, maintenance (e.g. pruning) of existing trees, removal of graffiti, maintenance of existing facilities, and problems associated with seasonal changes (e.g. winter flooding).

- **Facility Needed** ~ these comments called for the addition of facilities to the Neighbourhood Parks, including rubbish tins, better lighting at night and seating (including picnic tables).

- **Plantings** ~ these comments specifically related to plantings in the Neighbourhood Parks (excluding the maintenance of existing trees), and included comments about the nature of plantings and the need for new plantings.

- **Other Users** ~ comments were about the demeanour of other park users. The majority of these comments were related to "*undesirables*" using Neighbourhood Parks as a place to engage in activities including drug and alcohol consumption.

A full list of the comments made in each category starts on page nine. The chart below represents the number of comments made about each topic. (Note: red text is used in a comment to identify the part of that comment which relates to the particular topic; i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic.)

Sport parks

Performance standard and recommended Level of Service

Activity: 6.1 Sports Parks

Performance Standard:

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

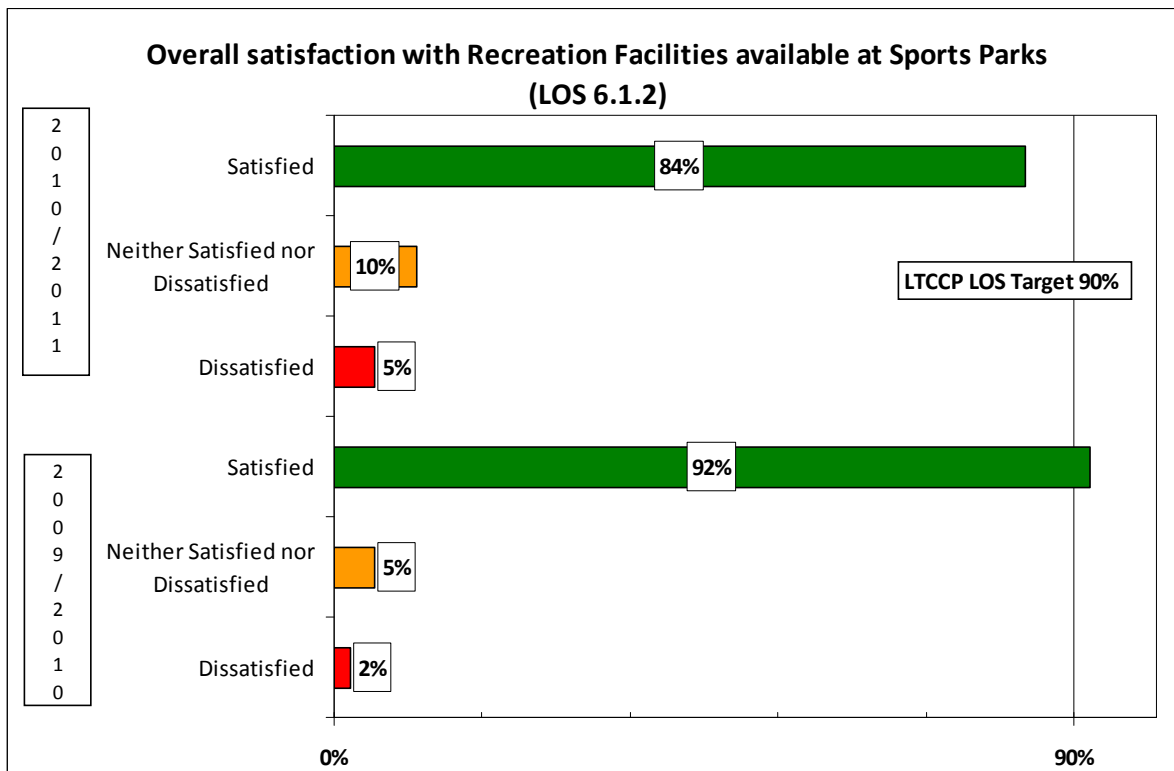
Recommended Level of Service: ≥ 90%

6.1.3 Overall customer satisfaction with sports parks

Recommended Level of Service: ≥ 90%

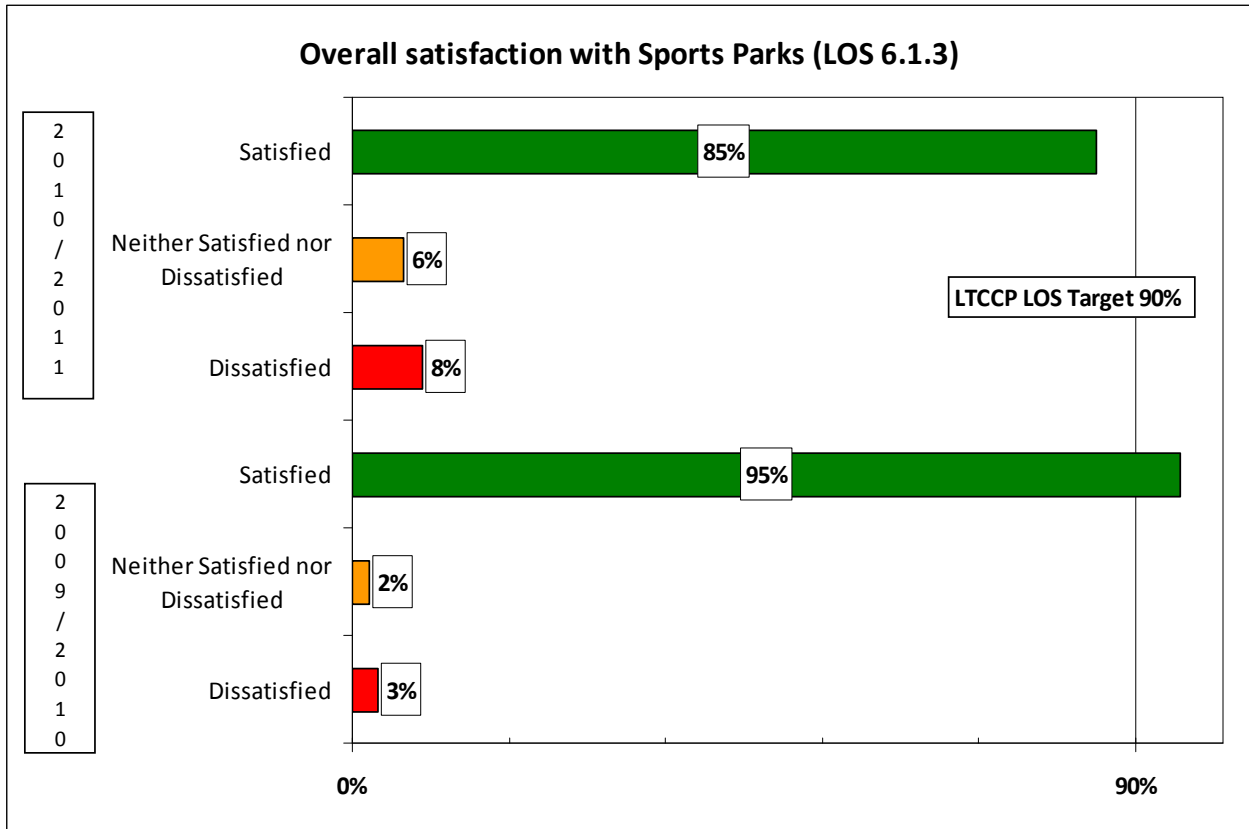
Results

- **84% of respondents were either satisfied or very satisfied with the range of recreation facilities available at sports parks overall.** This compares with 92% satisfaction in 2009/10.
- The result was 6.0 percentage points below the LTCCP recommended level of service.



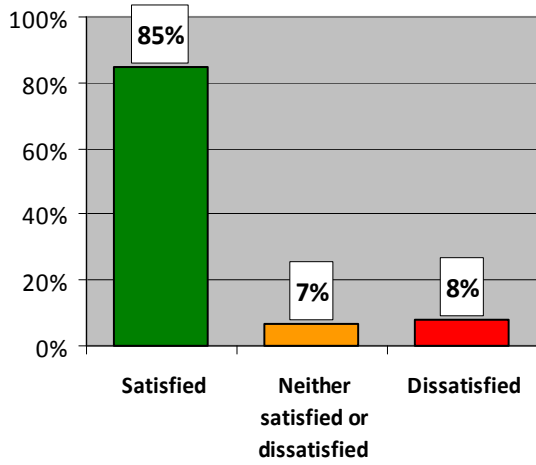
	Percent 2010/11)	Percent (2009/10)
Very dissatisfied	1.5	0.5
Dissatisfied	3.4	1.9
Neither satisfied nor dissatisfied	10.0	4.9
Satisfied	53.3	47.6
Very satisfied	30.3	44.7
Don't know / Not applicable	1.6	0.5
Total	100.0	100.0

- **85% of respondents were either satisfied or very satisfied with sports parks overall.** This compares with 95% satisfaction in 2009/10.
- The result was 5.0 percentage points below the LTCCP recommended level of service.

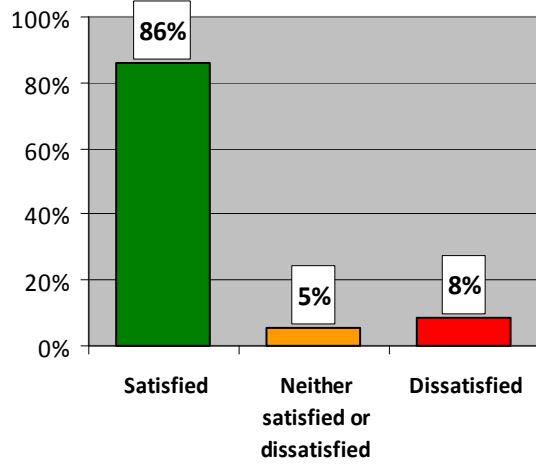


	Percent (2010/11)	Percent (2009/10)
Very dissatisfied	1.5	0
Dissatisfied	6.5	2.9
Neither satisfied nor dissatisfied	5.9	1.7
Satisfied	54.0	53.6
Very satisfied	31.4	41.7
Don't know / Not applicable	1.0	0
Total	100.0	100.0

Satisfaction with appearance of park



Satisfaction with condition of park



Qualitative comments analysis ~ further explanation of results

The 85% Sports Park satisfaction result was five percentage points lower than the Activity Management Plan Target.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics were most commonly discussed:

- **Facilities** ~ Respondents appreciated specific equipment and facilities such as playgrounds; basketball courts, toilets and flying foxes.
"A nice selection of play equipment for kids and adults" (Female, 25-49 years, Riccarton/Wigram)
- **Aesthetics** ~ Many respondents commented on the overall look and feel of the park, particularly on how attractive the parks are.
"The paved area, fountain and seats are smart, look great. The freshly painted gates are beautiful, it's a very pretty park" (Female, 25-49 years, Burwood/Pegasus)
- **Specific user accommodated** ~ These comments were similar to the comments about facilities but were comments about a specific activity or user group such as children, dog walkers and tennis players.
"Green spaces – good for walking" (Male, 65 years and over, Spreydon/Heathcote)
- **Layout** ~ The openness and design of the parks was frequently complemented.
"The space available is the best aspect" (Female, 50-64 years, Burwood/Pegasus)

Four **aspects that need the most improvement** comment topics were most commonly discussed:

- **Maintenance** ~ Many respondents wanted a range of aspects in the parks better cared for or fixed. Some of these comments referred to the poor state of toilets and the care of trees.
"Toilets overflow quite a lot, and they don't clean them very well" (Female, 50-64 years, Shirely/Papanui)
- **Facility needed** ~ Respondents commented on facilities that the park lacked. These were often simple things like rubbish bins and pathways.
"Greater use of the park would occur if there was a variety of fitness equipment available (like at Hagley Park). Would love to see some fitness equipment there at St Martins" (Female, 25-49 years, Spreydon/Heathcote)
- **Upgrade** ~ Respondents were concerned with the improvement and/or development of existing facilities, particularly playgrounds, toilets and pathways.
"Road facing area could be upgraded. Could put more stuff in it" (Female, 25-49 years, Riccarton/Wigram)
- **Specific User need** ~ A range of groups wanted their needs better catered for. For example some respondents felt there should be a wider range of equipment for older (over ten years) and younger (under five years) children.
"Playground equipment for older kids-basketball hoop, flying fox, climbing playground equipment, bmx track, skateboard facilities" (Male, 25-49 years, Burwood/Pegasus)

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, ie some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic.)

Botanic Gardens – Garden and Heritage Park

Performance standard and recommended Level of Service

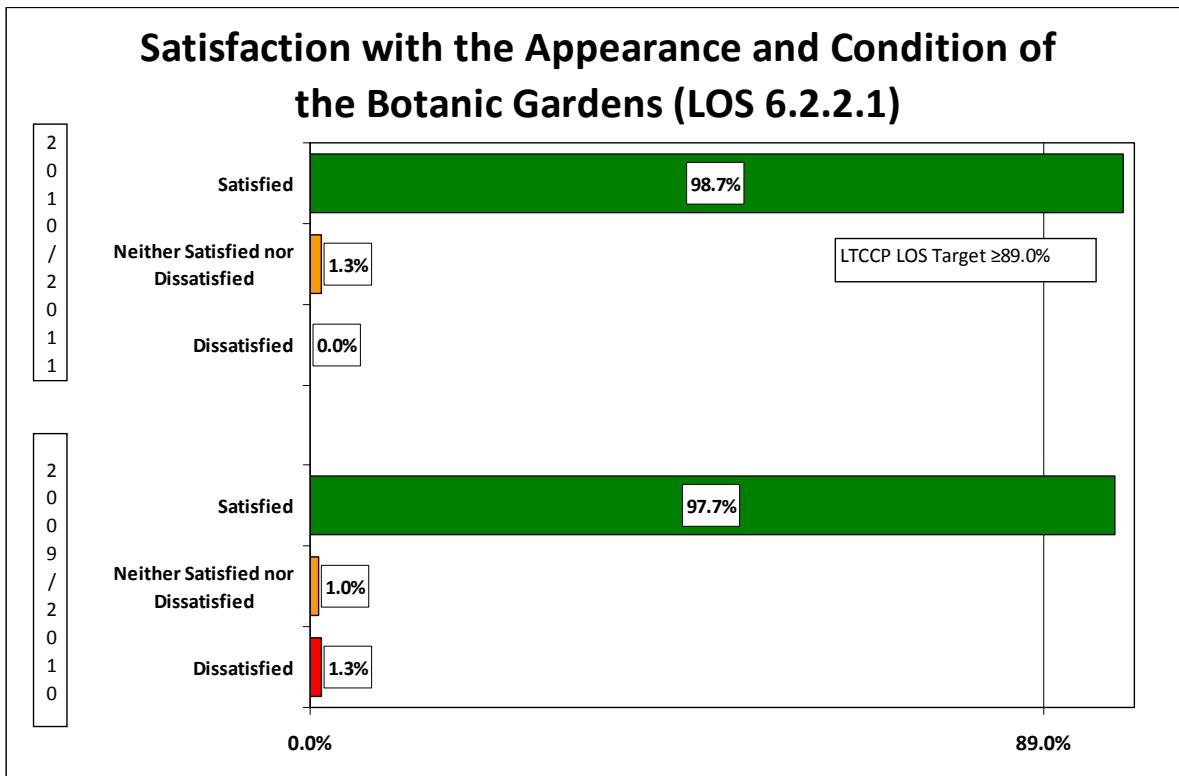
Activity: 6.2 Garden and Heritage Parks

Performance Standard: 6.2.2.1 Proportion of visitors to the Botanic Gardens satisfied with the appearance and condition of the Gardens.

Recommended Level of Service: ≥ 89%

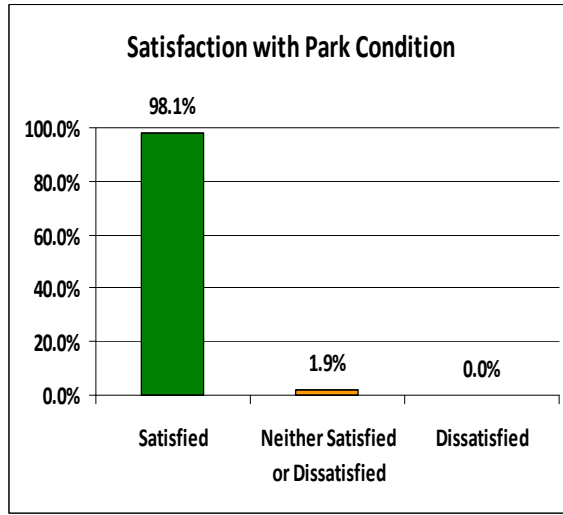
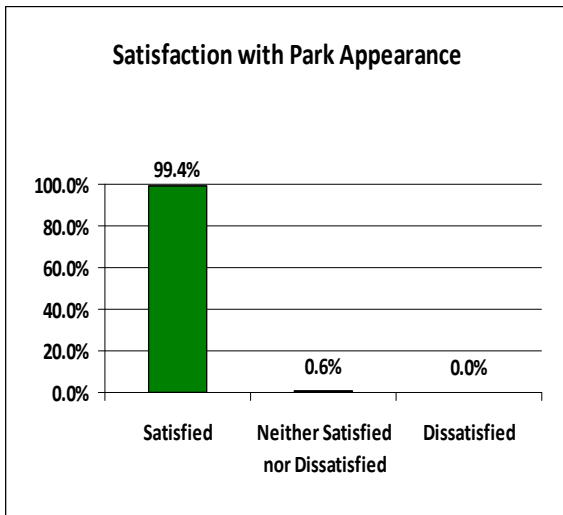
Results

- 98.7% of respondents were satisfied with appearance and condition of the Botanic Gardens.
- This result was 9.7 percentage points above the LTCCP recommended level of service.

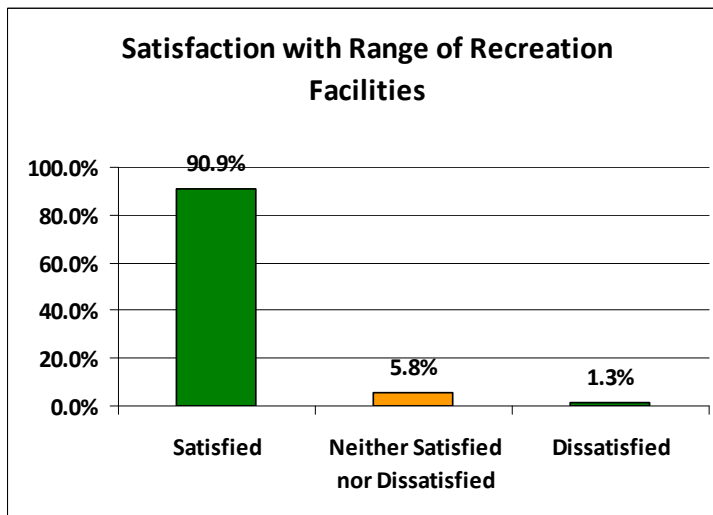


	Percent
Very satisfied	72.4%
Satisfied	26.3%
Neither satisfied nor dissatisfied	1.3%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know / Not applicable	0.0%
Total	100.0%

The charts below present a breakdown of each satisfaction for each individual question asked.



- 99.4% of respondents were satisfied with appearance of the Botanic Gardens.
- 98.1% of respondents were satisfied with the condition of the Botanic Gardens.



- Although not included in the LOS Target analysis 90.9% of respondents were satisfied with the Range of Recreation Facilities available at the Botanic Gardens.

	Park Appearance	Park Condition	Range of Recreation Facilities
Very satisfied	75.3%	68.2%	53.9%
Satisfied	22.7%	29.9%	37.0%
Neither Satisfied nor Dissatisfied	0.7%	1.9%	5.8%
Dissatisfied	1.3%	0.0%	1.3%
Very dissatisfied	0.0%	0.0%	0.0%
Don't know / Not applicable	0.0%	0.0%	0.0%
Total	100%	100%	100%

Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

The five most commonly mentioned **best aspects** comment topics were:

- **Plantings and Flowers** ~ these comments were specifically related to plantings and flowers in the Botanical Gardens. Comments included – seasonal variety of plantings and constantly changing flower beds.

“Plantings amazing - colourful – seasonal” (Female, 65+, Shirley/Papanui)

- **Specific Elements** ~ these comments mentioned specific elements of the gardens such as the glass house, fountain and different gardens or general comments regarding the broad range of different spaces in the gardens.

“Love it’ Rock garden and NZ garden. Cunningham house-’love it” (Female, 15 - 24 years, Fendalton/Waimairi),

- **Playground and Pool** ~ these comments were specifically related to the availability of a children’s play area with playground and pool facilities.

“Children’s playground - range for all ages...” (Female, 25-49 years, Shirley/Papanui)

- **Location and Accessibility** ~ comments regarding the Botanic Gardens central location and ease of access.

“Handy to town, museums and art gallery...” (N.S.R, 65+, Hagley/Ferrymead)

- **Trees** ~ these comments were related to different aspects of trees, including their size, care and variety.

“Trees - fantastic choice, spectacular and colourful...” (Male, 50-64 years, Fendalton/Waimairi)

The five most commonly mentioned **aspects that need the most improvement** were:

- **Cafe** ~ these comments referred to the need to improve the quality of the café.

“Café - its rubbish 'wouldn't have a cup of coffee there if I was desperate.” (Female, 50-64 years, Fendalton/Waimairi)

- **Toilets** ~ generally these comments were about the need to improve the quality, maintenance and the need to replace existing toilet facilities.

“The facilities like toilets are getting old. They need to be improved.” (Male, 25-49 years , Fendalton/Waimairi)

- **Seating** ~ these comments called for more seating (including picnic tables) to be made available.

“A few more seats would be good, especially for the elderly.” (Female, 50-64 years, Shirley/Papanui)

- **Signage** ~ comments were about the need to improve not only plant information signage but also location signage.

“Everything should be named (plants and trees). They should also have the common names. People use it as a reference.” (Male, 65+, Fendalton/Waimairi)

- **Playground and Pool** ~ these comments were related to the general maintenance and upkeep of current play equipment.

“Children’s playground - more equipment for older children...” (Female, 65+, Shirley/Papanui)

A full list of the comments made in each category starts on page eight. The chart below represents the number of comments made about each topic. (Note: red text is used in a comment to identify the part of that comment which relates to the particular topic; i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic.)

Garden and Heritage Parks

Performance standard and recommended Level of Service

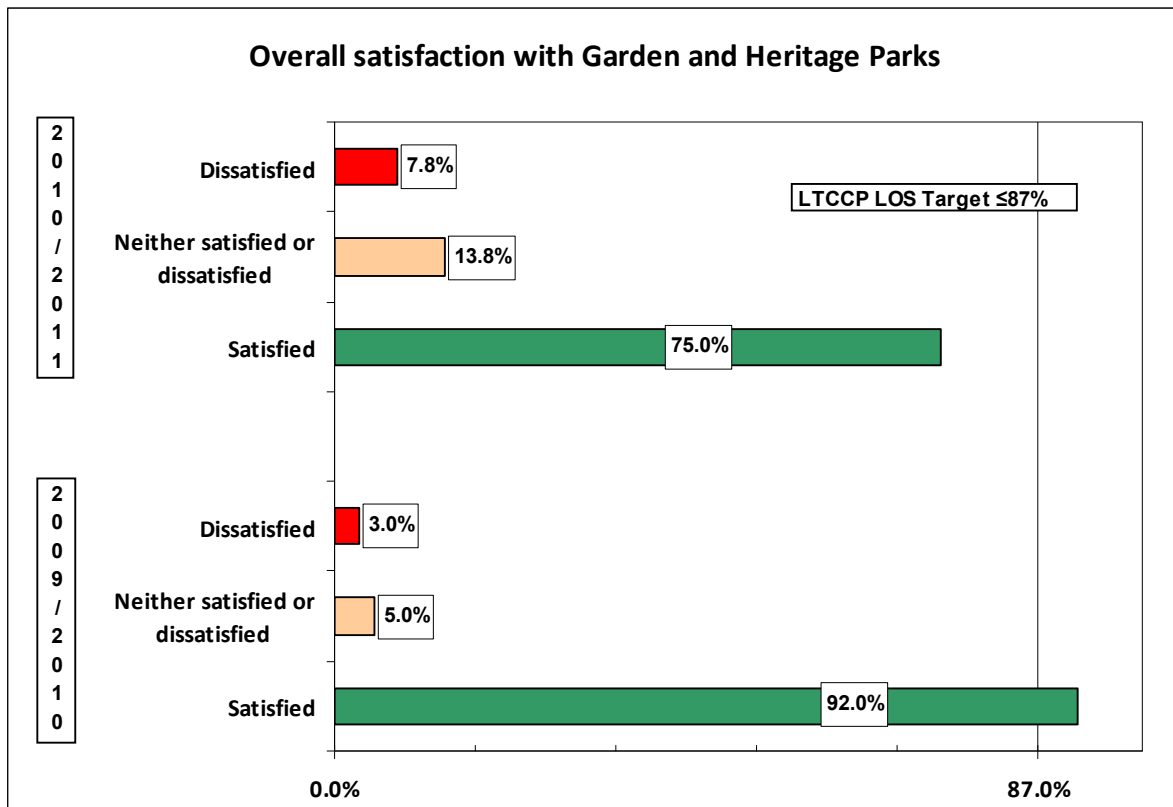
Activity: 6.2 Garden and Heritage Parks

Performance Standard: 6.2.2.2 *Proportion of visitors to the Botanic Gardens satisfied with the appearance of the Gardens and garden and heritage parks*

Recommended Level of Service: ≥ 87%

Results

- 75% of respondents were satisfied with appearance and condition of Garden and Heritage Parks. This was 12 percentage points lower than the level of service target and 17 percentage points lower than last year.



	Percent
Very dissatisfied	0.0
Dissatisfied	7.8
Neither satisfied nor dissatisfied	13.8
Satisfied	54.4
Very satisfied	20.6
Don't know / Not applicable	3.4
Total	100.0%

Qualitative comments analysis ~ further explanation of results

The 75% Garden and Heritage Site visitor satisfaction result was 12 percentage points lower than the Activity Management Plan Target.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Five **best aspects** comment topics were most commonly mentioned:

- **Nature and Plantings** ~ were discussed in terms of the different natural aspects of Garden and Heritage Parks, such as trees, birds, rivers, flowers, plants.
"Flowers and variety of plants - diversity. Number of gardens and other plantings." (Female, 50-64 years, Fendalton/Waimairi)
- **Maintenance** ~ many people were pleased at how well the gardens were maintained and with the work the maintenance workers put in.
"Regular garden maintenance. Good response time to reported damage. Rubbish collection - many groups and families have picnic meals." (Female, 25-49 years, Riccarton/Wigram)
- **Facilities** ~ People were generally happy with the facilities provided. At Avebury in particular people were particular fond of the pool facilities.
"Good range of children's equipment for both young and older kids. Seating. Swimming pools are nice." (Female, 25-49 years, Hagley/Ferrymead)
- **Atmosphere** ~ Peace and tranquillity were commonly mentioned in response to most of the different parks.
"Peaceful and quiet. Can relax in the middle of the city." (Female, 25-49 years, Burwood/Pegasus)
- **Access** ~ Comments illustrated an appreciation of the number of parks and the locality of them.
"Available. Free to use. Handy, accessible throughout the year. Local." (Male, 50-64 years, Spreydon/Heathcote)

Five **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Maintenance** ~ While people were generally happy with the level of maintenance they were keen to see the lawns mowed more regularly and some more general maintenance in some of the parks.
"Better mowing of grass. Removal of any graffiti and rubbish." (Female, 65+ years, Riccarton/Wigram)
- **More bins** ~ More bins were asked for, especially in central city parks.
"A few more rubbish bins." (Male, 25-49 years, Fendalton/Waimairi)
- **Plantings** ~ People were keen to see more native plantings and more colour in the parks all round.
"More range of colour - not just green all the time." (Female, 50-64 years, Shirley/Papanui)
- **Facilities and Walkways** ~ These were general comments about the quality of the facilities provided. Specific comments about toilet facilities, seating and shade were not included in this.
"Shaded areas in some. More barbeques. More paddling pools." (Female, 25-49 years, Hagley/Ferrymead)
- **Access, Safety and Lighting** ~ Many people discussed how they did not feel safe at the park in particular at night. People commonly wanted more lighting.
"Too dark at night - don't feel safe." (Female, 25-49 years, Burwood/Pegasus)

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic.)

Regional Parks

Performance standard and recommended Level of Service

Activity: 6.3.5 Regional Parks

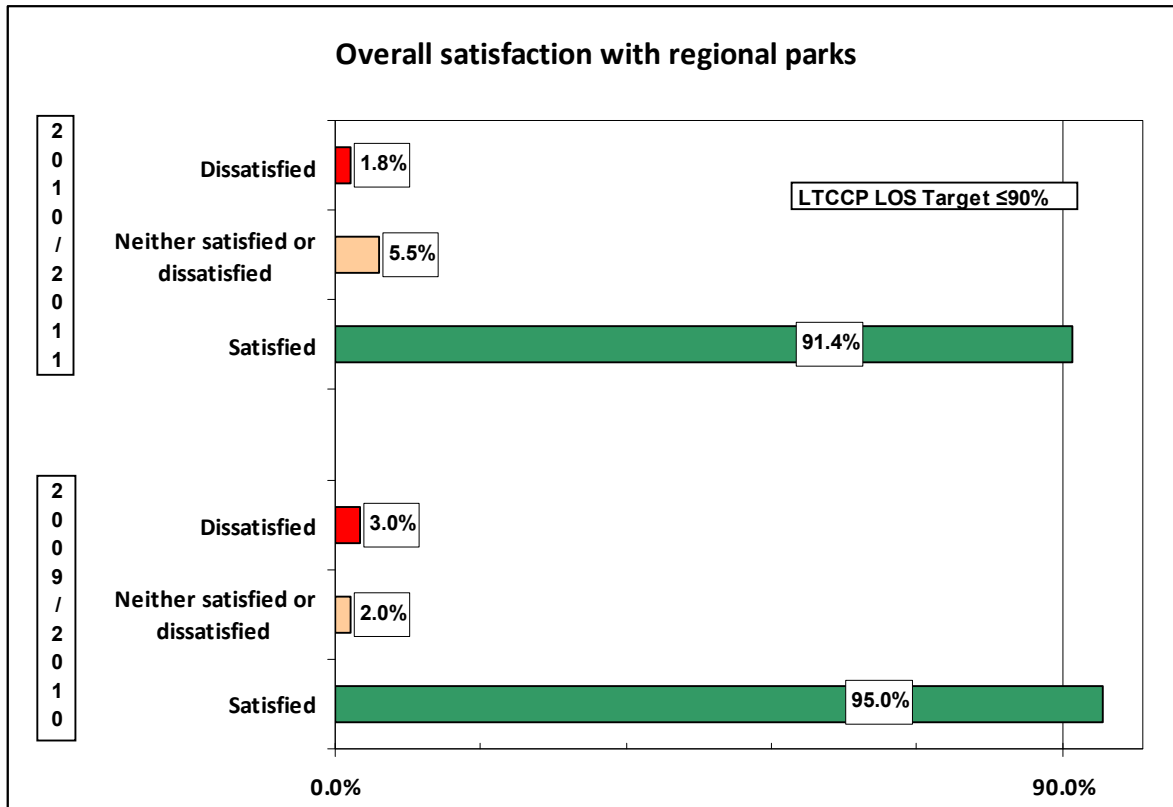
Performance Standard: 6.3.5 *Proportion of customers satisfied with their experience of Regional Parks*

Recommended Level of Service: >90%

Results

91.4% of respondents were satisfied with their experience of Regional Parks, this compares to an overall satisfaction rating in 2009 of 95%.

The result was 1.4 percentage points higher than the LTCCP recommended level of service range.



	Percent
Very dissatisfied	0.3%
Dissatisfied	1.6%
Neither satisfied nor dissatisfied	5.5%
Satisfied	50.1%
Very satisfied	41.3%
Total	100.0%

What the results mean

There was a high level of satisfaction with the Regional Parks. Only four respondents out of 383 stated that they were *dissatisfied* with the parks and only one stated that they were *very dissatisfied* with them.

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Five **best aspects** comment topics were most commonly mentioned:

- **Access** ~ These were comments from people who appreciated the number and ease of access of the Regional Parks.
"Accessibility - close to city." (Male, 50-64, Riccarton/Wigram)
- **Nature and Scenery** ~ These were general comments by visitors stating that they like the naturalness of parks and the scenery. These comments were made about a number of parks.
"View - actual situation could not be bettered." (Female, 15-24, Hagley/Ferrymead)
- **Layout and Facilities** ~ Many people appreciated the various facilities provided especially toilets, water and playgrounds.
"Layout - good for picnics, toilets and big space to run around." (Female, 25-49, Spreydon/Heathcote)
- **Walking and Running Tracks** ~ The tracks and general places for running and walking were greatly appreciated by many.
"Walking tracks - lots of them and variety." (Female, 50-64, Fendalton/Waimairi)
- **Variety** ~ A number of commented on how they liked the range of activities people could do at various Regional Parks.
"Multi-purpose nature of them - suits everyone (bikes, runners, walkers, dogs etc.)" (Female, 25-49, Hagley/Ferrymead)

Five **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Maintenance** ~ Many people were generally satisfied with the parks and felt that better maintenance of the current tracks and facilities would be worthwhile.
"Continue on the tidying up. More Maintenance is good, especially amongst the trees." (Female, 65+, Fendalton/Waimairi)
- **More Rubbish Bins** ~ More rubbish bins were wanted at all the regional parks.
"Never enough rubbish bins." (Female, 25-49, Riccarton/Wigram)
- **Facilities** ~ A number of people wanted more facilities provided including 12 people who wanted more BBQs supplied. Many also wanted to see more flying foxes.
"Some don't have nice seating areas and rubbish bins." (Female, 25-49, Burwood/Pegasus)
- **More Signage** ~ More and better Information, maps and markers were wanted in a range of places.
"More markers for the tracks - lots of people get lost." (Female, 50-64, Shirley/Papanui)
- **More water** ~ More Drinking fountains were wanted at all of the Regional Parks.
"Drinking station half way up would be good." (Male, 25-49, Hagley/Ferrymead)

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, ie some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic).

Cemeteries

Performance standard and recommended Level of Service

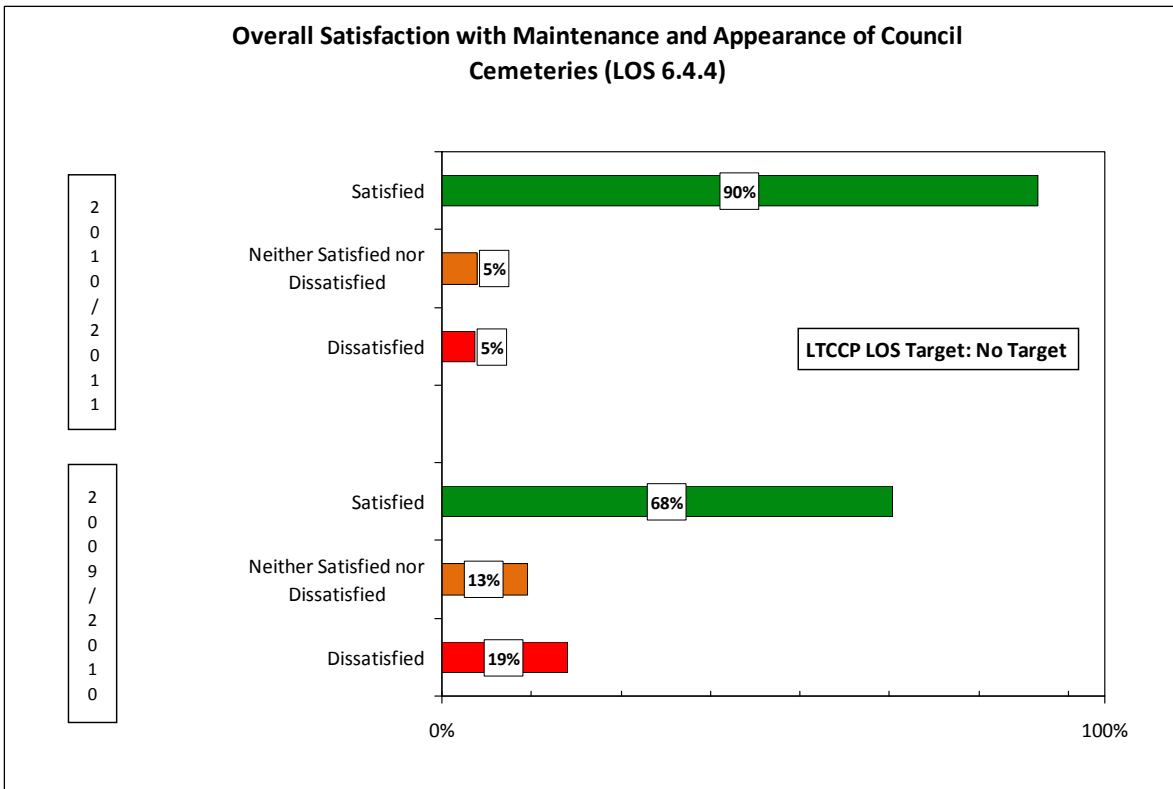
Activity: 6.4 Cemeteries

Performance Standard: 6.4.4 *Customer satisfaction with maintenance and appearance of Council cemeteries*

Recommended Level of Service: No Defined Target

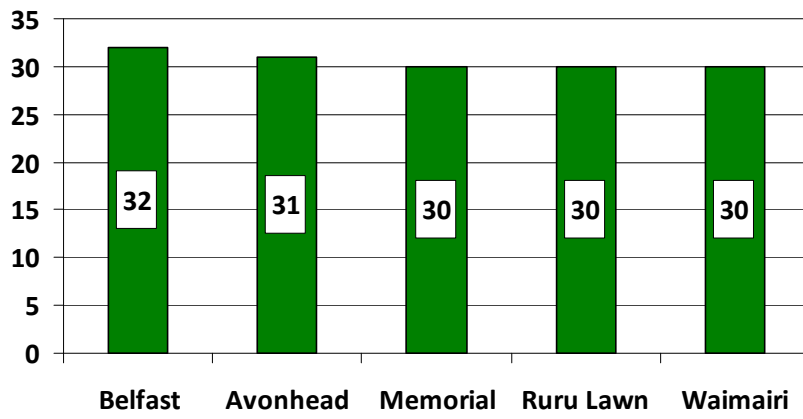
Results

- 90% of respondents were satisfied with the maintenance and appearance of Council cemeteries. This compares to an overall satisfaction rating of 68% in 2009.
- The result was 22 percentage points above the Recommended Level of Service Baseline set in 2009.



	Percent
Very dissatisfied	0.7
Dissatisfied	4.2
Neither satisfied nor dissatisfied	5.2
Satisfied	59.5
Very satisfied	30.4
Don't know / Not applicable	0
Total	100.0

Number of Completed Surveys at each Cemetery



Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Five **best aspects** comment topics were most commonly mentioned:

- **Maintenance** ~ Respondents appreciate the grounds being well maintained (grass mowing and vegetation trimming) and the absence of rubbish.
“Very well kept, nice, grass mowed regularly” (Female, 50-64 years, Hagley/Ferrymead).
- **Layout** ~ Respondents like the layout of cemeteries. They also like that cemeteries are placed in a natural setting.
“Well laid out... Sheltered by trees. Can only get better as the trees grow.” (Male, 65+ years, Riccarton/Wigram).
- **Plantings** ~ Respondents like the trees and flowers planted at cemeteries. Like the layout topic, respondents appreciate the park-like and natural settings.
“Lawns, flowers, trees – no concrete slabs.” (Female, 50-64 years, Fendalton/Waimari).
- **Peaceful** ~ Respondents like the quiet serene and peaceful nature of the cemeteries they commented about, this is often linked to nature and plantings.
“Trees, quiet surroundings - birdlife. Peaceful and respectful” (Male, 50-64 years, Fendalton/Waimari).
- **Access** ~ Respondents appreciate the convenient location of cemeteries, the ease of car access, and the open availability for visiting cemeteries.
“Not too far from where we live – convenient” (Male, 50-64 years, Riccarton/Wigram).

Three **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Maintenance** ~ lawn mowing and edge trimming was a prominent issue. Some were concerned about the growth of lichen on headstones and the general maintenance of old headstones. The ground was considered too uneven by some and others want a general tidy up of the cemetery. Better pruning of trees is also an issue for some.
“Moss on graves. No one looks after them. Lawns aren't well done” (Female, 65+ years, Burwood/Pegasus).
- **Facilities** ~ There was a range of facilities that respondents wanted improved, including more signage, water taps, seats, toilets and parking.
“More seating in the newer part. Another tap because elderly can't walk far” (Male, 65+ years, Shirley/Papanui).
- **Plantings** ~ Some wanted the pruning and care of trees improved, including what trees drop (such as gum and leaves). Many requested more trees.
“Some trees make a mess on gravestones... End up with moss and pinecones” (Female, 50-64 years, Riccarton/Wigram).

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic.)

Cathedral Square events

Performance standard and recommended Level of Service

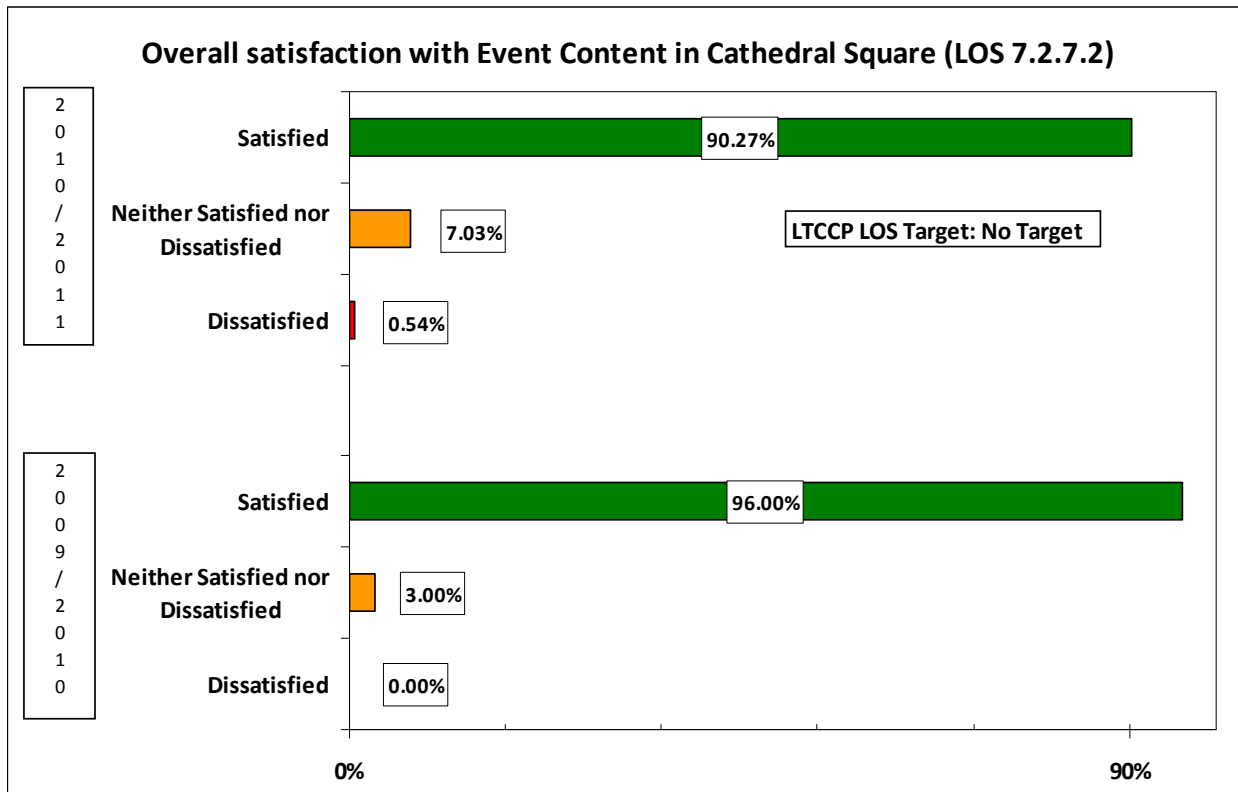
Activity: 7.2.7 Manage and develop Cathedral Square as an event venue

Performance Standard: 7.2.7 Customer satisfaction with cathedral square events

Recommended Level of Service: No Target

Results

- 89% of respondents were satisfied with Cathedral Square events. This compares to an overall satisfaction rating of 96% in 2009/10.



	Percent
Very dissatisfied	0.00
Dissatisfied	0.54
Neither satisfied nor dissatisfied	7.03
Satisfied	40.00
Very satisfied	50.27
Don't know / Not applicable	2.16
Total	100.0

Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of council run events in the square and the aspects that needed the most improvement.

Four **best aspects** comment topics were most commonly discussed:

- **Enjoyment of events and their atmosphere** ~ Comments referring to enjoyment of the events, the quality of the entertainment, the atmosphere they create and that they are held outside were the most common type of response.

“Fantastic. Very uplifting. You look forward to it, then really enjoy it.” (Female, 65+ years, Spreydon/Heathcote).

- **Inclusiveness** ~ Events being inclusive or being welcoming for everyone was commonly mentioned, especially in relation to children and families.

“I like that families, singles and couples can enjoy free music – it is for everyone” (Female, 50-64 years, Burwood/Pegasus).

- **Organisational aspects** ~ These comments were very varied but many respondents referred to some aspect of the running of the event as being done well. Areas include the event being run on time, safety, food provided and being generally well organised.

“Free. Nice location. Well thought out positioning” (Male 50-64 years, Hagley/Ferrymead).

- **Free to attend/pricing** ~ Respondents appreciated events being free or reasonably priced.

“High quality and no cost to attend” (Male, 15-24 years, Spreydon/Heathcote).

Two **aspects that need the most improvement** comment topics were most mentioned:

- **Advertising and information about events** ~ Many people commented that advertising, promotion and information on events in the square was poor or could be done better.

“More advertising. Often there will be events on which I haven’t heard about.” (Male, 15-24 years, Riccarton/Wigram).

- **Improvements to the square as an event venue** ~ There were a significant number of comments made by residents relating to ways of making the square a better venue for events, the most common topic of these being seating.

“Sometimes more shade for busy and hot days – seating in the shade” (Male, 25-49 years, Hagley/Ferrymead); *“Could have a permanent stage in the square for performers, make it the centre point and pinnacle of music and entertainment”* (Male, 25-49 years, Spreydon/Heathcote).

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic.) It is worth noting that many respondents had difficulty in talking about events run in the square in isolation to events run by the city council in general.

Regulatory Approvals

Performance standard and recommended Level of Service

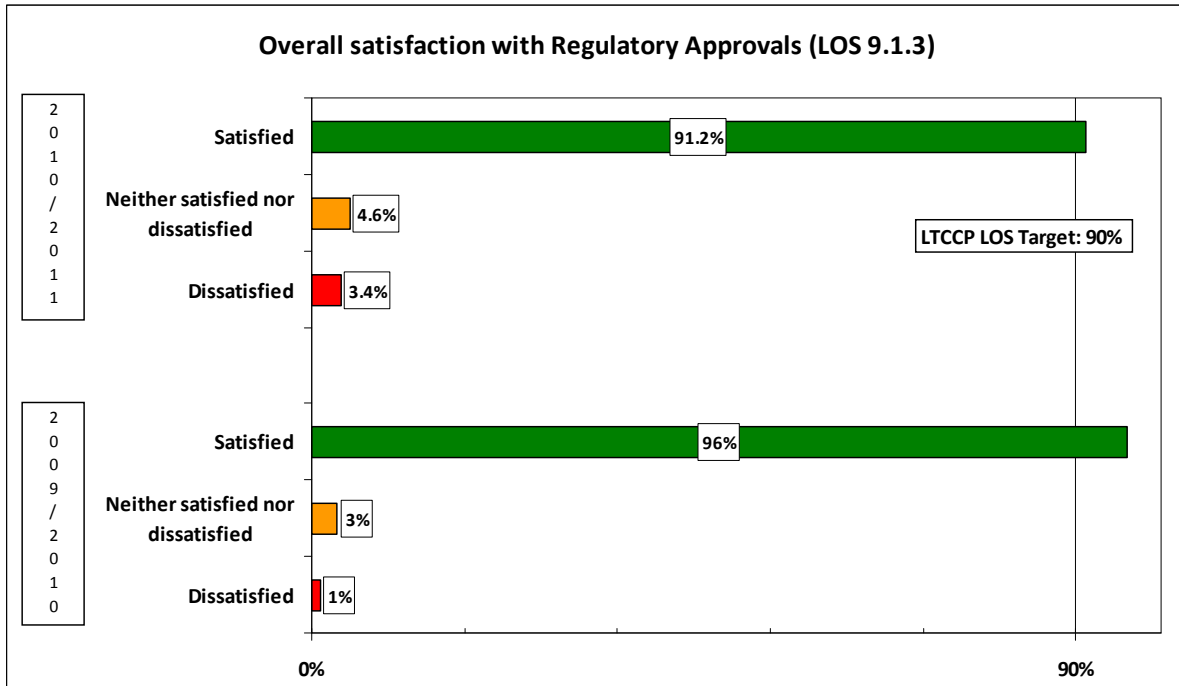
Activity: 9.1 Regulatory Approvals

Performance Standard: 9.1.3 Percentage of walk in customers satisfied with service provided

Recommended Level of Service: 90%

Results

- 91.2% of customers were satisfied with the service provided by regulatory approvals walk in customer staff. This compare to an overall satisfaction rating of 96% in 2009.
- The result was 1.2 percentage points above the LTCCP recommended level of service.



	Percent
Very dissatisfied	1.4
Dissatisfied	2.0
Neither satisfied nor dissatisfied	4.6
Satisfied	32.5
Very satisfied	58.7
Don't know / Not applicable	0.9
Total	100.0%

Qualitative Comments Analysis ~ Further Explanation of Results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics were most commonly discussed:

- **Staff service** ~ customers appreciate friendly and helpful service from knowledgeable staff. Quality personal interaction seems important.
"The pleasant personality of the staff – they're helpful, considerate and understanding." (Male, 60-64 years, Spreydon/Heathcote)
- **Quick and efficient** ~ respondents appreciate how prompt, quick, easy and efficient the service is.
"It's quick and fast – they tell you straight away." (Male, 15-24 years, Shirley/Papanui)
- **No queue** ~ customers appreciate short waiting times.
"Not much of a wait." (Male, 15-24 years, Spreydon/Heathcote)
- **General** ~ some respondents were content with the service as it fulfilled their requirements.
"All very good. First time I've been here, it's great" (Male, 50-64 years, Riccarton/Wigram); *"I got done what I needed to get done."* (Male, 50-64 years, Burwood/Pegasus)

Four **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Location, layout and design** ~ The most frequent criticism is of the location, layout and design of Civic Regulatory Services. Respondents want clearer signage and queuing systems, better lighting at the desks, better parking, and find the separate payment system a nuisance.
"More signage – needs to be clearer where to go." (Male, 50-64 years, Hagley/Ferrymead); *"It doesn't feel organised, there's no way to queue."* (Male, 50-64 years, Burwood/Pegasus); *"Payment being separate is awkward and a hassle."* (Female, 25-49 years, Banks Peninsula); *"I don't like the tables. They're too small and it makes the place have a bleak atmosphere."* (Male, 50-64 years, Fendalton/Waimairi)
- **Too Slow** ~ Respondents felt the waiting time was too long at times and sometimes felt that Regulatory Services was under-staffed.
"Waiting time – seemed like a shortage of staff." (Male, 50-64 years, Burwood/Pegasus)
- **Accessing other staff** ~ Some respondents were frustrated that they could not get access to staff, especially planners and inspectors, beyond the front desk.
"I liked the closer/in depth connection at the old building because of the access to planners/plans/inspectors. I now feel cut off from them." (Female, 65+ years, Fendalton/Waimairi)
- **Poor service** ~ Some commented that the service they received was not as efficient as they expected.
"Unclear if the staff were occupied or waiting for people when I was waiting." (Male, 25-49 years, Fendalton/Waimairi)

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic.)

Parking

Performance standard and recommended Level of Service

Activity: 10.3 Parking

Performance Standards:

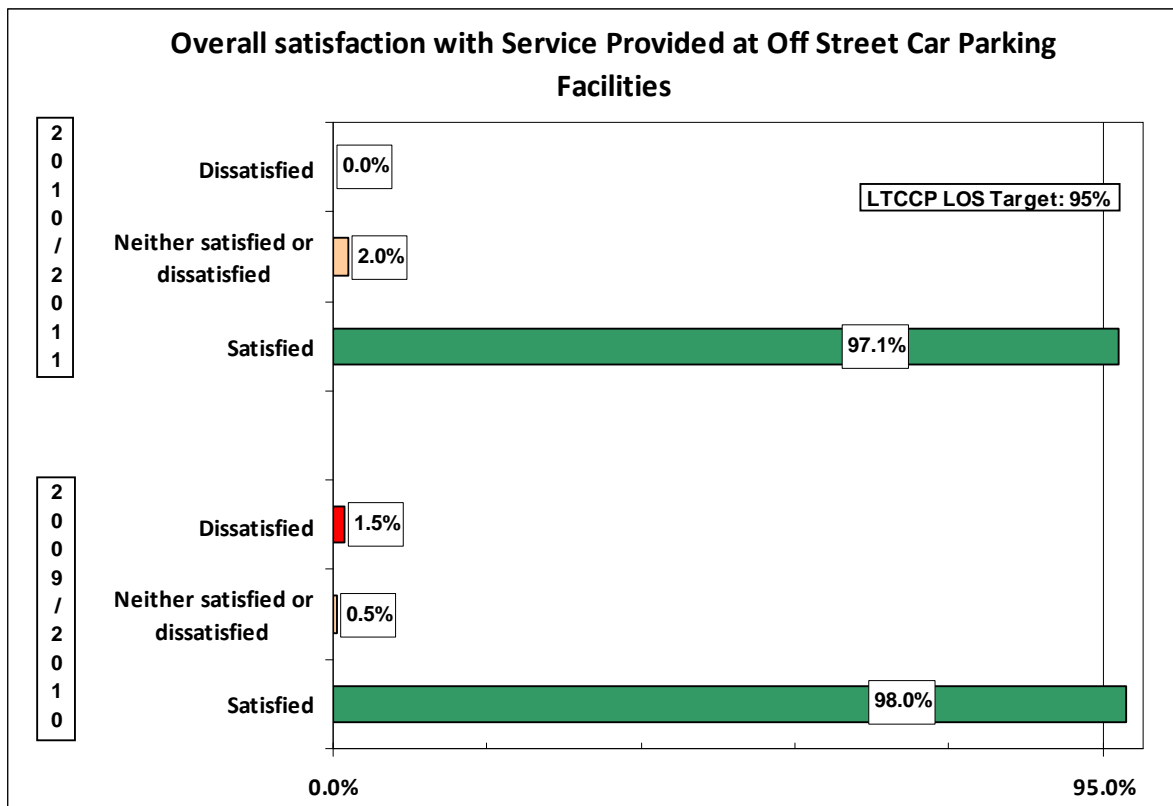
10.3.6 Customer satisfaction with service provided by Council's off-street car parking attendants

10.3.7 Customer perceptions of motor vehicle safety in parking buildings

Recommended Level of Service: 10.3.6 = 95%; 10.3.7 = 93%

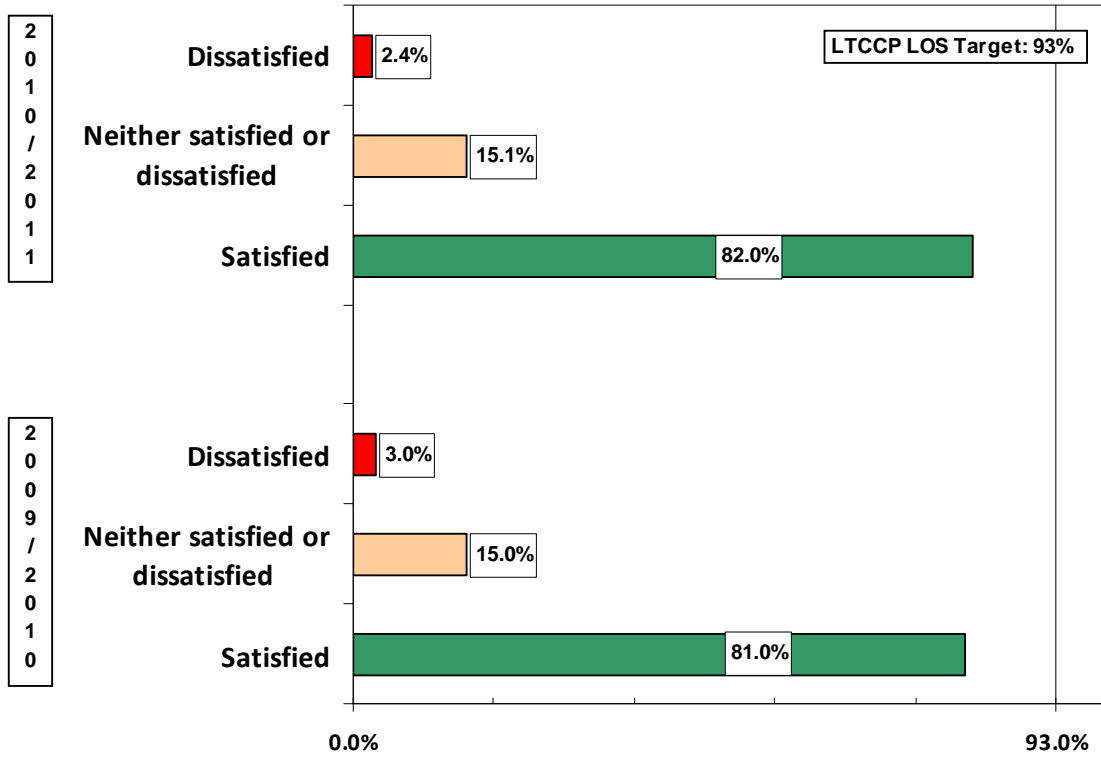
Results

- 97.1% of customers were satisfied with the service provided by off street parking attendants. This is 2.1 percentage points higher than the LTCCP LOS Target and 0.9 percentage points lower than last year.
- 81.95% of customers were satisfied with perceptions of motor vehicle safety in parking buildings. These results are similar to last year with only minor discrepancies.



	Percent
Very dissatisfied	0.0
Dissatisfied	0.0
Neither satisfied nor dissatisfied	1.95
Satisfied	25.85
Very satisfied	71.22
Don't Know	0.98
Total	100.0%

Overall satisfaction with Safety of Motor Vehicles in Off Street Car Parking Facilities



	Percent
Very dissatisfied	0.98
Dissatisfied	1.46
Neither satisfied nor dissatisfied	15.12
Satisfied	49.27
Very Satisfied	32.68
Don't Know	0.49
Total	100.0%

Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics were most commonly discussed:

- **Cheap Parking** ~ A large number of people appreciated the cost of parking. Most of these in particular favoured the one and two hour free parking. They often commented that this made them happy to come into the city to their shopping as opposed to going to the malls.
"The 1 hour free parking is excellent for quick jobs around town." (Female, 25-49 years, Spreydon/Heathcote)
- **Convenient Location** ~ Customers appreciated the number of parking buildings and their spacing throughout town. Most people were able to find one close to the main places they visit.
"The convenience of several car parking buildings means there's always one handy to whatever I have to do in the city." (Female, 50-64 years, Banks Peninsula)
- **Easy to Use** ~ People liked that they didn't have to feed a meter or worry about the meter running out. They also appreciated that they could pay with EFTPOS and that they didn't have to have the correct change.
"Best aspect is not having to worry about how much time to allow-when parking as one has to with a meter. Two hour free parking at present has enticed me to go to the CBD more times since earthquake than the rest of 2010. Not having to have the exact coin." (Male, 50-64 years, Hagley/Ferrymead)
- **Customer Service** ~ Customers really appreciate the friendliness of staff. Some staff were mentioned by name and people really appreciate the daily contact they have. Particular instances were mentioned when staff went out of their way to help, for example sorting out lost tickets
"Staff very helpful, cheerful, polite, very happy to talk to. They are good all round no complaints what so every. A shame they are losing their jobs." (Male, 25-49 years, Hagley/Ferrymead)

Four **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Cheaper Parking** ~ A number of customers felt that the cost for particularly long term parking was too high.
"Longer free parking would be good-the current two hours is good. This would complete with the mall parking." (Female, 50-64 years, Riccarton/Wigram)
- **Layout** ~ Some people commented that the buildings were too narrow and that the parks were too small for bigger cars.
"Spaces are narrow and access is also narrow. You come very close to cars going in the opposite direction, very difficult for large vehicles." (Female, 25-49 years, Shirley/Papanui)
- **Maintenance** ~ Some people commented that the buildings were not as clean as they could be. In particular people were surprised that the Kilmore St Car Park was not better maintained due to the luxury of the hotel.
"Stairwells need to be cleaned, they smell! Surprisingly dirty and depredated considering the star rating for the hotel!" (Female, 50-64 years, Fendalton/Waimairi)
- **Safety** ~ People wanted more lighting and security cameras to make them and their cars feel safer.
"Better lighting at night - can be very dark and spooky going to your car alone, late." (Female, 25-49 years, Burwood/Pegasus)

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic).

Public Transport Infrastructure

Performance standard and recommended Level of Service

Activity: 10.4 Public Transport Infrastructure

Performance Standards:

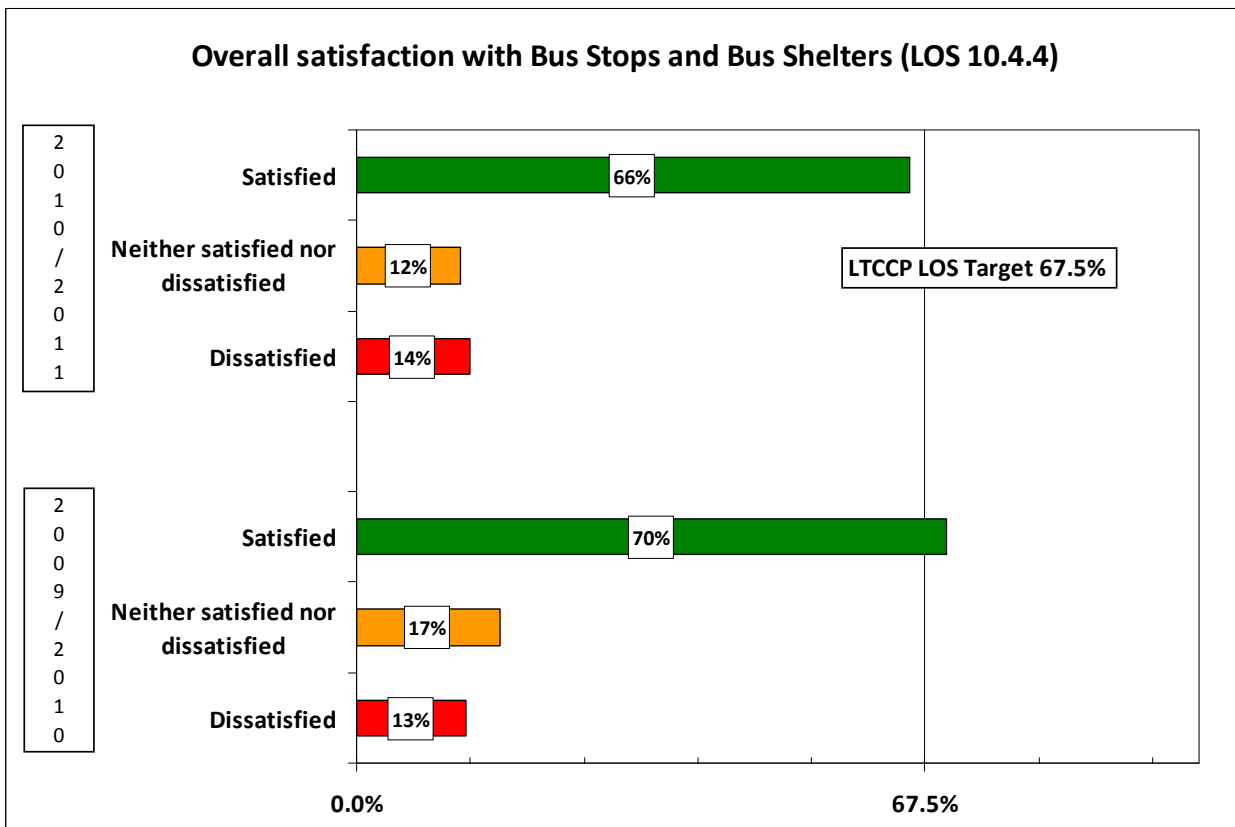
10.4.4 Resident satisfaction with the number and quality of bus stops and bus shelters

10.4.5 User satisfaction with bus interchanges

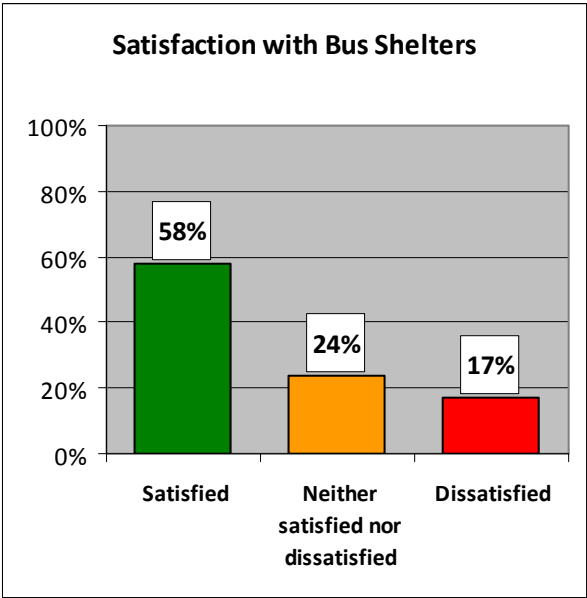
Recommended Level of Service: 10.4.4 67.5% and 10.4.5 73.5%

Results

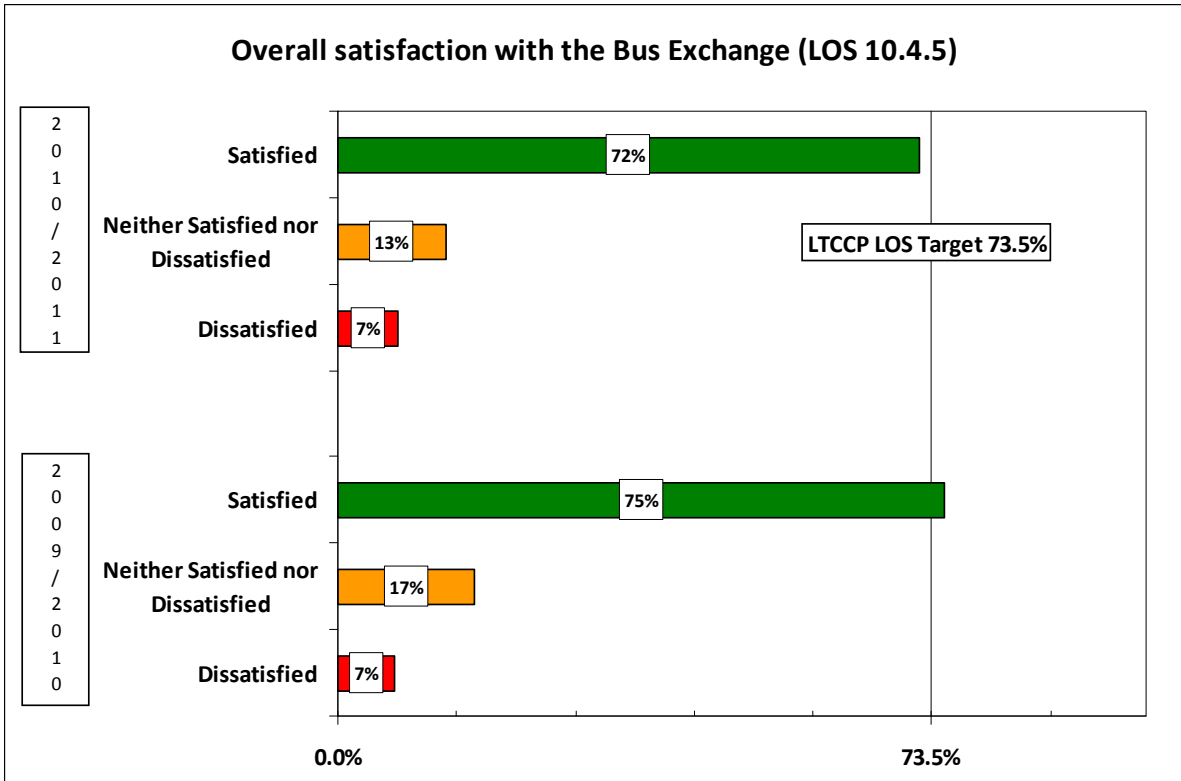
- 66% of residents were satisfied with the number and quality of bus stops and bus shelters. This compares to an overall satisfaction rating of 70% in 2009.
- The result was 1.5 percentage points below the LTCCP recommended level of service.



	Percent
Very dissatisfied	1.3
Dissatisfied	12.2
Neither satisfied nor dissatisfied	19.6
Satisfied	50.5
Very satisfied	15.1
Don't know / Not applicable	1.2
Total	100.0



- **72% of users were either satisfied or very satisfied with the Bus Exchange.** This compares with 75% satisfaction in 2009.
- The result was 1.5 percentage points below the LTCCP recommended level of service.



	Percent
Very dissatisfied	2.3
Dissatisfied	5.1
Neither satisfied nor dissatisfied	13.4
Satisfied	53.4
Very satisfied	18.5
Don't know / Not applicable	7.2
Total	100.0

Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics were most commonly discussed:

- **Routes and timing** ~ The frequency, convenience and availability of bus timing and routes was the most commonly mentioned best aspect.
"A lot of buses going to a lot of places – you've got the city well covered" (Female, 15-24 years, Hagley/Ferrymead).
- **Price** ~ Cheap price was commonly mentioned. This was sometimes associated with bus user Gold Cards, Metrocards and two hour travel.
"It is cheap. Anyone can use it" (Female, 15-24 years, Fendalton/Waimairi).
- **Facilities** ~ Respondents appreciated the frequency of bus stops, the bus exchange, bus shelters and bus lanes.
"Christchurch is really well served" (Male, 50-64 years, Burwood/Pegasus); *"The bus exchange and bus lanes are awesome"* (Female, 25-49 years, Riccarton/Wigram).
- **Alternative to car** ~ For some respondents the bus service was appreciated as a way of getting around Christchurch other than by car.
"It is my only way of getting round Christchurch" (Male, 15-24 years, Shirley/Papanui); *"I don't have to drive and worry about car parking"* (Female, 25-49 years, Shirley/Papanui).

Four **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Routes and timing** ~ Some people want more convenient bus routes and timing. Respondents wanted the buses to go to particular places, to be more on time, and to operate more frequently or at particular times, such as later at night.
"The arrival time of buses needs to coincide with the timetable as buses are often late. The bus service also needs to be more frequent at the weekend, particularly late at night" (Female, 25-49 years, Spreydon/Heathcote).
- **Bus shelters** ~ There was a desire for more bus shelters by some people, while others questioned them being covered in glass because they frequently get broken. Some respondents criticised the design of bus shelters for not providing adequate shelter from the weather.
"There needs to be more bus shelters. Bus shelters need to be bigger because I still get wet" (Male, 25-49 years, Fendalton/Waimairi).
- **Bus exchange** ~ Respondents criticised the bus exchange for being frightening to be in because of other customers and uncomfortable to be in because of the design.
"The central exchange is chaotic and confusing" (Female, 25-49 years, Spreydon/Heathcote); *"The exchange needs a spruce up"* (Female, 50-64 years, Fendalton/Waimairi).
- **Bus finders and screens** ~ Some respondents wanted more bus finders or screens at stops, while others were concerned about the number of bus finders that did not work.
"Bus stops need more bus finders" (Male, 15-24 years, Shirley/Papanui); *"A lot of bus finders at bus stops don't always work"* (Female, 65+ years, Hagley/Ferrymead).

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic.)

Timely, relevant, accurate and cost effective communication

Performance standard and recommended Level of Service

Activity: 13.6 Public Affairs Internal Services

Performance Standards:

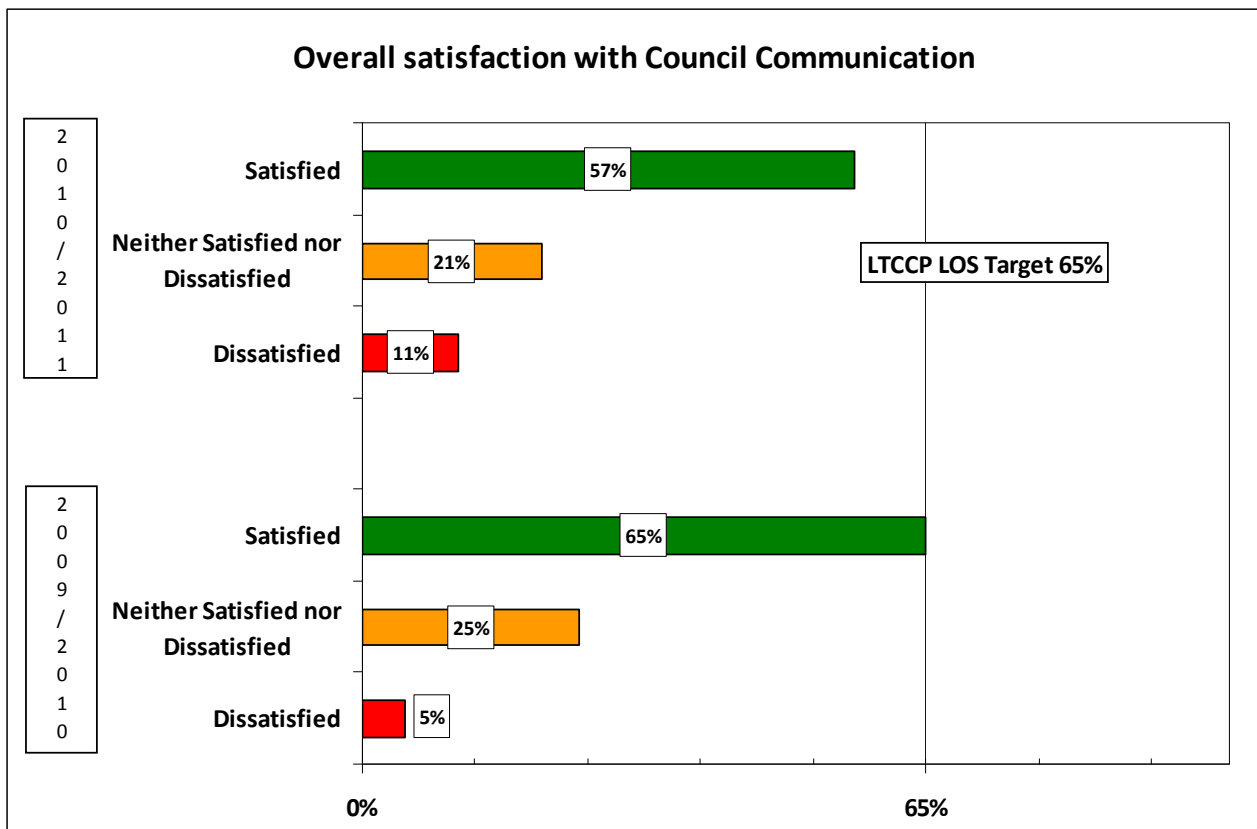
13.6.3 Provide external communications that are timely, relevant, accurate and cost effective.

Recommended Level of Service: 65%

Results

Overall satisfaction

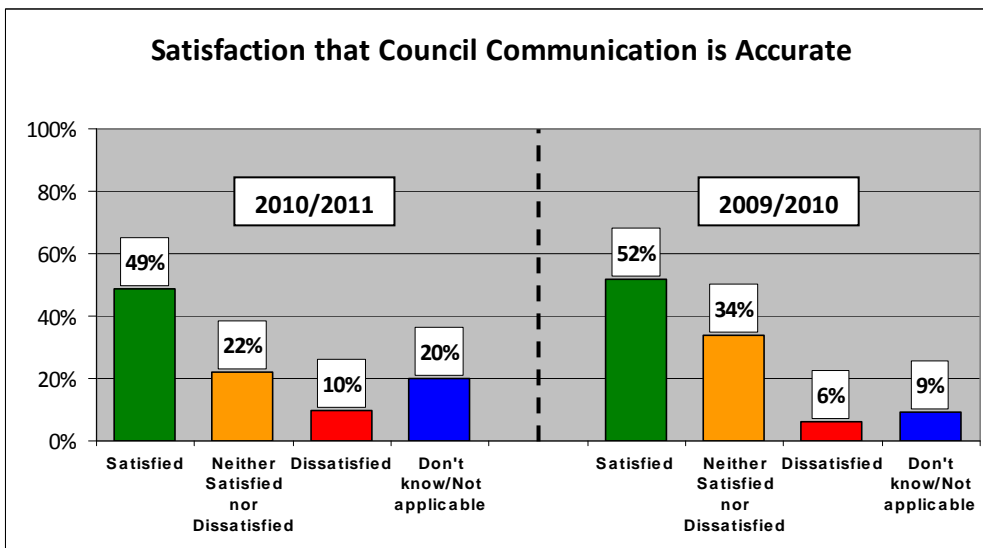
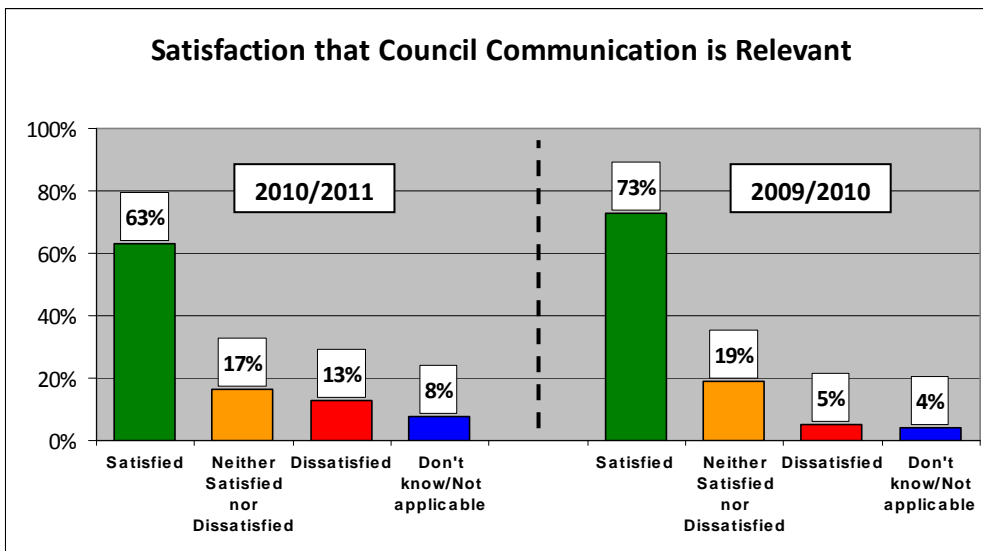
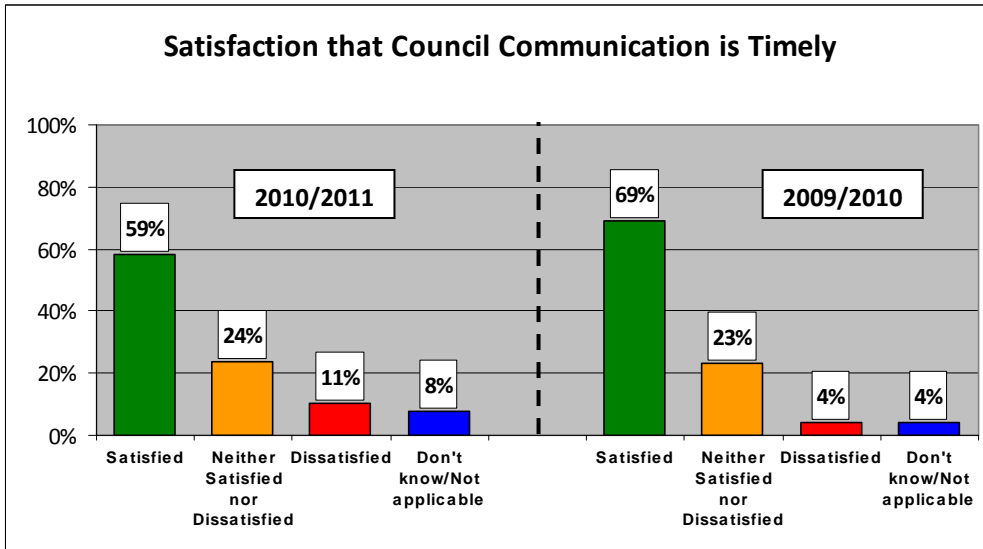
- 57% of residents consider CCC communication timely, relevant and accurate. This compares with 65% in 2009.
- This is 8 percentage points below the LTCCP recommended level of service.



	Percent
Very dissatisfied	0.8
Dissatisfied	10.2
Neither satisfied nor dissatisfied	20.7
Satisfied	48.3
Very satisfied	8.3
Don't know / Not applicable	11.7
Total	100.0

Satisfaction that Council communication is timely, relevant and accurate

Respondents were asked three questions regarding their satisfaction with Council communication. They were asked to rate it for being timely, relevant and accurate. Fifty-nine percent of respondents were satisfied that Council communication is timely and 63% considered Council communication to be relevant to themselves. Fewer respondents (49%) were satisfied that Council communication was accurate. A further 20% of respondents answered 'Don't know' or 'Not Applicable' concerning the accuracy of Council communication.

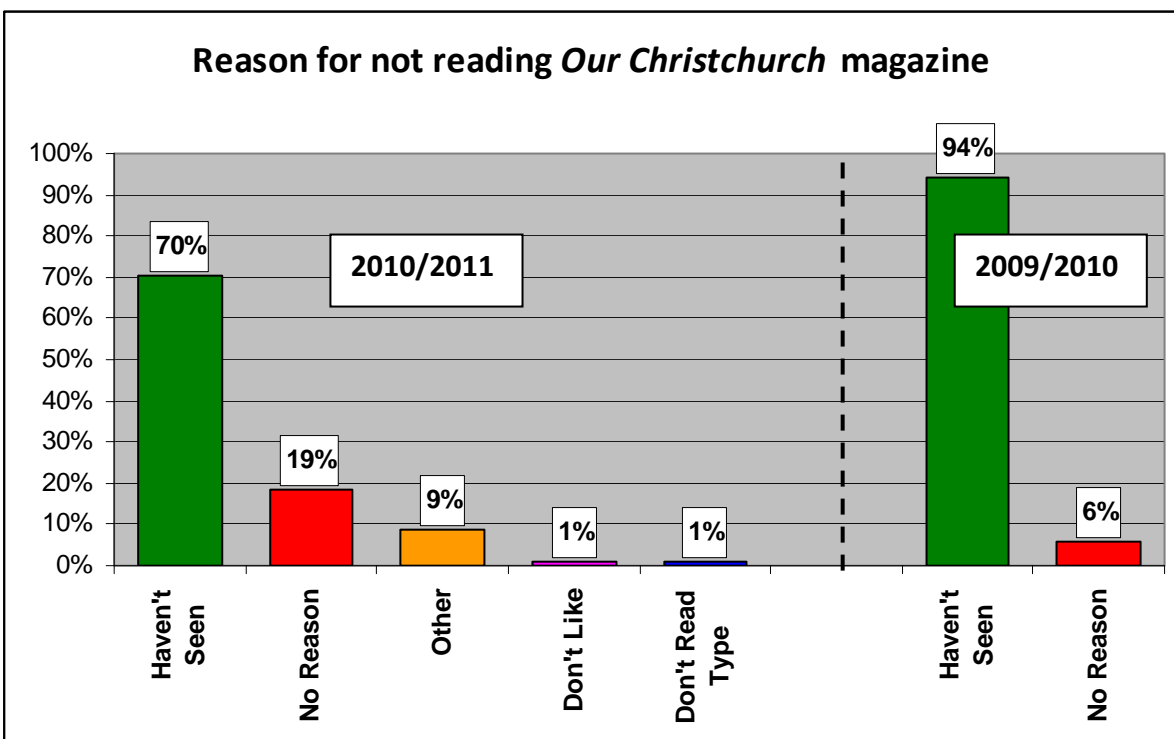
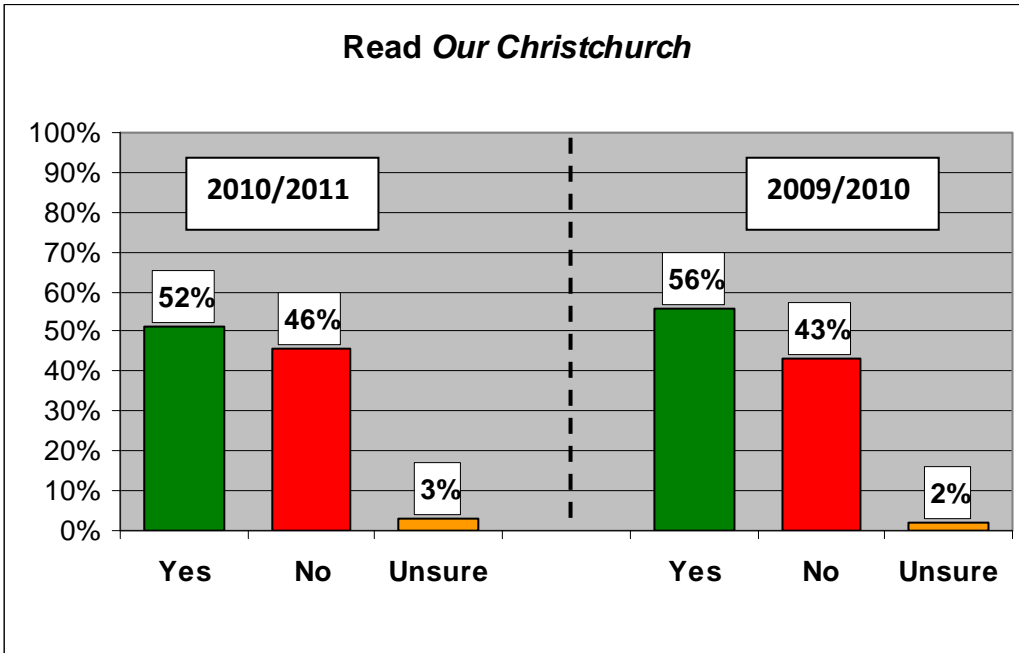


Magazine readership

Additional to satisfaction with overall CCC communication, respondents were asked about their level of awareness of the *Our Christchurch* magazine. Fifty two percent of respondents had read the magazine.

Thirty-four percent of all respondents had not seen *Our Christchurch* magazine. An additional 19% of respondents who had not read the magazine stated 'I am aware of it but have no particular reason'. One respondent answered that they did not read that type of magazine, and another respondent said they did not like *Our Christchurch* magazine.

Of those who had not read the magazine, nine percent answered 'Other'. The reasons specified included a lack of time, that they could not read English well, that the magazine was not delivered, a lack of interest, and that they "don't read everything that comes through the mail box".



Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Three **best aspects** comment topics were most commonly discussed:

- **Range of media** ~ Respondents appreciate the wide variety of avenues the CCC uses to communicate with residents, particularly in newspapers like The Press and The Star, information sent with rates demands, the *Our Christchurch* magazine, online, CTV and radio.

“The variety of media the Council uses. It helps to give people access to that information” (Male, 50-64 years, Spreydon/Heathcote).

- **Informative** ~ Many respondents find the information provided by the Council informative, regular and relevant, particularly since the September earthquake.

“The magazine is good. It’s helpful to get the bus picture. I tend to skim the magazine, but it keeps me informed” (Female, 50-64 years, Spreydon/Heathcote); *“Information is relatable and beneficial to the community”* (Female, 15-24 years, Fendalton/Waimairi).

- **Direct communication** ~ Some respondents appreciate contact with Councillors, through CTV, radio or newspaper columns, and with CCC staff, through service centres, phone service or surveys.

“Communication places like the library or service centres work hard to communicate with the public” (Female, 25-49 years, Spreydon/Heathcote); *“Direct communication from Councillors through media means we get to know who they are”* (Female, 65+ years, Hagley/Ferrymead).

Four **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Better communication** ~ Many respondents feel there is not enough communication from the CCC, particularly prior to big decisions, or discussion with residents of big issues. Some respondents noted that their knowledge of the CCC comes only from outside source and not the Council itself.

“They don’t listen to our complaints. We need two way communication” (Female, 65+ years, Spreydon/Heathcote); *“I only hear about the Council from outside media”* (Female, 50-64 years, Riccarton/Wigram).

- **Better distribution** ~ Respondents want information provided in more formats. Some respondents also want *Our Christchurch* more widely distributed and promoted.

“The magazine should be more visible. If I saw it I would pick it up, but I’ve never seen it” (Female, 25-49 years, Spreydon/Heathcote).

- **Improve communication quality** ~ Some respondents feel that Council communication, particularly through the website, *Our Christchurch*, and phone service, could be improved.

“The Council website isn’t easy to navigate” (Female, 50-64 years, Spreydon/Heathcote); *“It’s hard to find or locate the people that you need to talk to and who make the actual decisions”* (Female, 25-49 years, Burwood/Pegasus).

- **More transparency** ~ Respondents wanted more openness and accountability, and were uncertain how accurate the information provided by the Council was.

“Lots of information is not given out – it feels like a press release/public relations. We need more transparency” (Male, 50-64 years, Shirley/Papanui).

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is no red text in a comment the whole text relates to the topic).

Internal Customer Services – Customer Centre (Phone)

Performance standard and recommended Level of Service

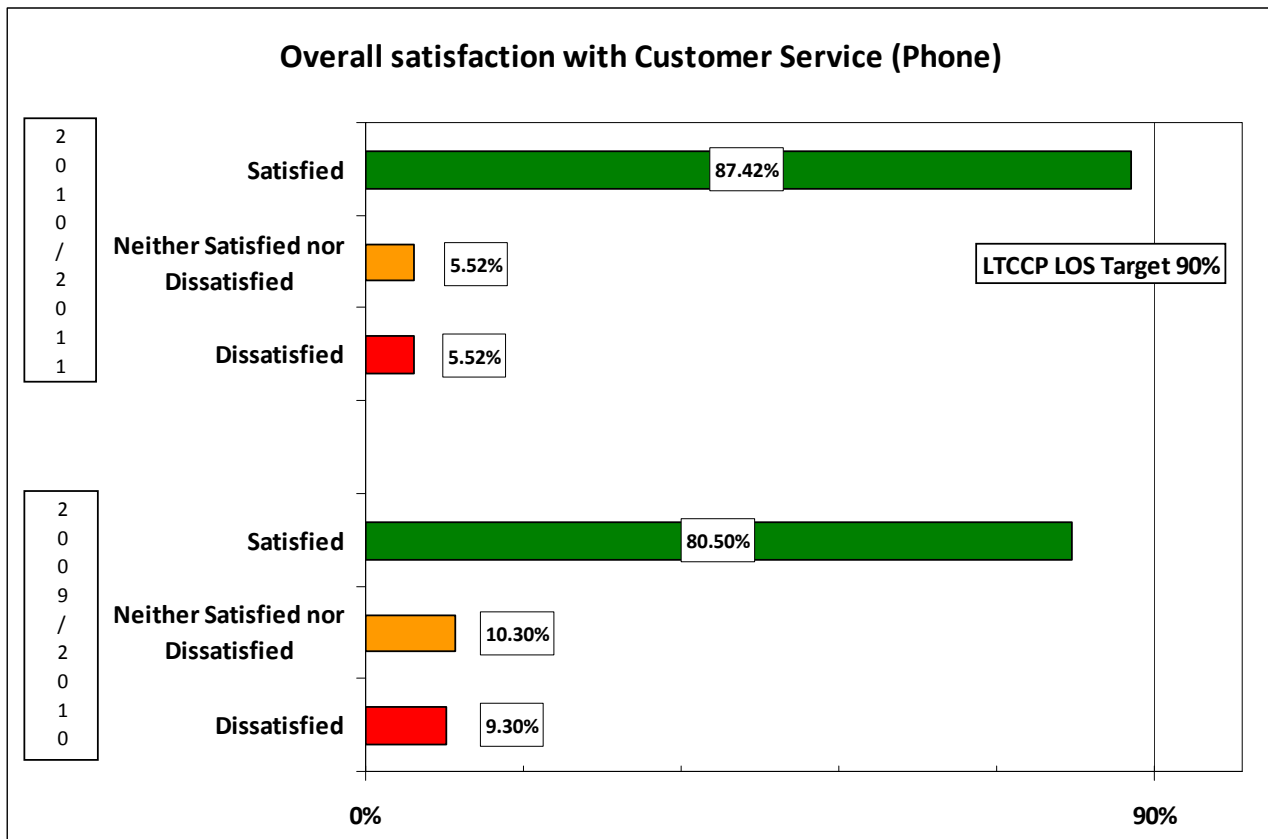
Activity: 13.11 Internal Customer Services

Performance Standard: 13.11.3 Customers are satisfied or very satisfied with service at first point of contact

Recommended Level of Service: 13.11.3.1: 90%

Results

- **87% of respondents were either satisfied or very satisfied with phone customer services.** This compares to an overall satisfaction rating of 81% in 2009/10.
- The result was 3 percentage points below the LTCCP recommended level of service.



	Percent
Very dissatisfied	2.7
Dissatisfied	2.9
Neither satisfied nor dissatisfied	5.5
Satisfied	39.1
Very satisfied	48.3
Don't know / Not applicable	1.5
Total	100

Qualitative comments analysis ~ further explanation of results

Respondents were asked about the best aspects of the service and the aspects that needed the most improvement.

Four **best aspects** comment topics stood out amongst the responses:

- **Convenience of the phone service/system** ~ comments were about the efficiency, ease of use, speed and convenience of the phone service
“Get through to people and is handled reasonably quickly - no proliferation of automated systems.” (Male, 65+ years, Banks Peninsula).
- **Approval of action or response** ~ comments referred to the issue or complaint raised as being actioned or responded to in a timely and satisfactory manner.
“Every enquiry/issue I have made has been answered and addressed completely.” (Male, 65+ years, Hagley/Ferrymead).
- **General approval of the phone service** ~ comments were complementary of the phone service in general
“I’m more than happy with what I get when I call up.” (Female, 65+ years, Riccarton/Wigram).
- **Manner/professionalism of customer service staff** ~ comments were about the positive attitude, manner and professionalism/competency of the customer services representative who took the telephone call.
“Know their stuff. Easy to put forward complaints - they have a good understanding of what needs to be done.” (Female, 50-64 years, Banks Peninsula).

Two **aspects that need the most improvement** comment topics were most commonly mentioned:

- **Inconvenience of the phone service/system** ~ comments were focused around difficulty in contacting the right person, waiting times or a dissatisfaction with the automated service.
“Want to talk to real people on the end of the line. Want to be able to talk to the people in charge of the area.” (Male, 50-64 years, Banks Peninsula).
- **Delays/no action** ~ comments commonly referred to delays in resolving the issue that customers raised. Many of these comments relate more specifically to the service customers wanted fixed rather than their experience of the initial customer services contact.
“Never had any follow up from the council representative. Very dissatisfied. Automated service very annoying. Would like someone to contact regarding this problem - no-one has called her back to answer this query and she is very annoyed.” (Female, 50-64 years, Hagley/Ferrymead).

A full list of the comments made in each category are provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, i.e. some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic.)