



Christchurch City Council  
Residents' Survey Research Report  
Wednesday, 7 July 2010

Research First. Better Results.

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## 1 Introduction and Design

The Council's Residents' Survey is carried out annually to measure resident satisfaction with Council services activities. The survey was originally conducted in 1991, and has been modified in structure several times in the intervening period. In 2007 the biannual survey replaced the Annual Survey of Residents. The biannual survey was redesigned to ask questions about the activities and services the Christchurch City Council delivers, as stated in its LTCCP 2006-16. The move to a Biannual format addresses the need for more frequent surveying to better enable the Council to track and respond to emerging issues in the community. It also allows for better coordination of the measurement of resident perceptions of the Council's performance, as well as the tracking of the city's progress toward achieving its community outcomes. It uses industry best practice and consistent questioning methodology and is run via a representative random sample of all Christchurch residents over the age of 15.

From 2009/10, the Residents' Survey framework has changed. There are now two components to the Residents Survey:

1. 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. Results from these surveys are reported in a separate document.
2. General Service Satisfaction Survey – this survey is similar to the old biannual survey and measures resident perceptions of satisfaction with Council service delivery around activities detailed in Activity Management Plans. For general activities that most or all residents in the city use, such as water supply, waste collection and road surfaces, a representative random sample of all city residents over the age of 15 has been used to measure resident satisfaction. The key objective has been identified as:

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

The General Service Satisfaction Survey was conducted during March of 2010, with data collection occurring from March 1 to 24. The questionnaire was modified by Research First in conjunction with the Christchurch City Council, and was based on the survey used in previous years of data collection. A copy of the questionnaire used has been included as Appendix 1 to this survey. This report focuses on results from the General Service Satisfaction Survey.

The General Satisfaction Service Survey was completed using a Computer Assisted Telephone Interview design (CATI), incorporating a six-time call back protocol. Respondents were screened, and any who had not lived in Christchurch City a minimum of twelve months were excluded from the sample, as were any respondents who elected not to identify their suburb, and those who could not effectively communicate in English. A summary of the call completion rates is as follows:

**Table 1.1 Completion Rates, March 2010 Survey**

Gender	N	Percent
<b>Total Sample</b>	4,544	100%
<b>Business / Fax lines</b>	159	3.5%
<b>Ineligible</b>	1,162	25.6%
<b>No answer following six call backs</b>	966	21.3%
<b>Language barrier</b>	62	1.4%
<b>Eligible Sample</b>	2,195	48.3%
<b>Of which: Elected not to participate</b>	1,425	64.9%
<b>Participated in Survey</b>	770	35.1%

A ten percent audit of the questionnaires entered was undertaken for data entry accuracy. As a quality control process, data cleaning was completed prior to any audit or production of data tables. The resulting data set provided a maximum margin of error of +/-3.5%<sup>1</sup>. Data was analysed using SurveyPro™. Data was contrasted with specific Level of Service (LOS) targets, as outlined in the LTCCP.

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

## 2 Demographic Detail of Sample

The sample sought to achieve both an overall statistically valid sample, and a sample that was representative of each ward, and reflective of the age and gender structure of the Christchurch City population.

**Table 2.1 Gender Distribution of Respondents**

Gender	% population (2006 Census)	Number of Respondents	Percentage of Respondents
Male	48%	362	47%
Female	52%	408	53%

**Table 2.2 Age Distribution of Respondents**

Age Group	% population (2006 Census)	Number of Respondents	Percentage of Respondents
15-24	14%	54	7%
25-49	47%	300	39%
50-64	21%	231	30%
65+	18%	185	24%

**Table 2.3 Geographic Distribution of Respondents**

Ward	% population (2006 Census)	Number of Respondents	Percentage of Respondents
Burwood – Pegasus	16%	124	16%
Fendalton – Waimari	15%	116	15%
Hagley – Ferrymead	16%	126	16%
Spreydon – Heathcote	16%	122	16%
Shirley – Papanui	17%	132	17%
Riccarton – Wigram	18%	133	17%
Banks Peninsula	2%	17	2%

### 3 Detailed Findings

#### 3.1 Governance and Public Affairs

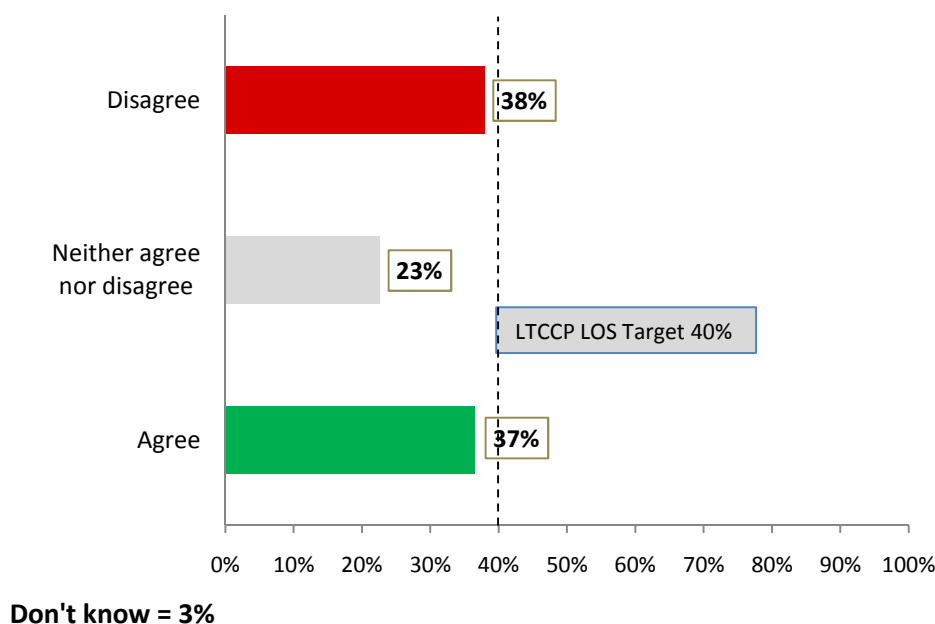
##### 3.1.1 Understanding of Council Decision Making

Respondents were asked to rate the decision making process used by the city council. They were asked to rate four factors regarding Council decision making on a five point scale. The first of these was:

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

The five point scale was 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree. The Level of Service (LOS Target) for agreement with this statement was 40%. The survey result demonstrated agreement of 37%, as is shown in Figure 3.1.

**Figure 3.1 Overall agreement that you understand how the Council makes decisions**



**Table 3.1 Public Understands Council Decision Making**

Response	Number of Respondents	Percentage of Respondents
Strongly agree	32	4.2%
Agree	249	32.3%
Neither agree nor disagree	175	22.7%
Disagree	223	29.0%
Strongly disagree	72	9.4%
Don't know	19	2.5%

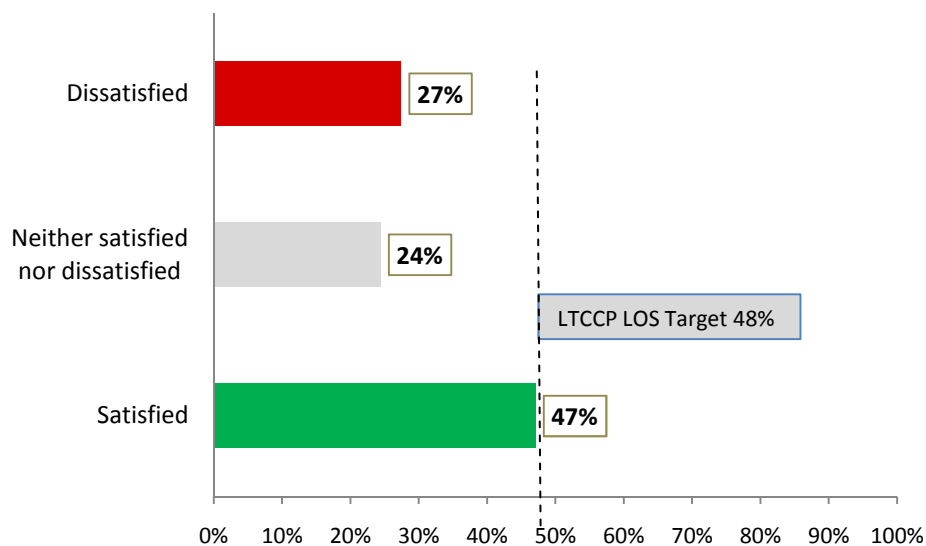
### 3.1.2 Council Decisions are in the Best Interests of the City

Survey participants were then asked to consider their satisfaction that Council decisions are made in the best interests of the city, using a five point scale where 1 = very Satisfied; 3 = neither satisfied nor unsatisfied; and 5 = very Unsatisfied.

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

The LOS Target for agreement with this statement was 48%. The survey result demonstrated agreement of 47% , as is shown in Figure 3.2.

**Figure 3.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**



Don't know = 1%

**Table 3.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	35	4.5%
Satisfied	328	42.6%
Neither satisfied nor dissatisfied	188	24.4%
Dissatisfied	173	22.5%
Very dissatisfied	38	4.9%
Don't know/NA	8	1.0%



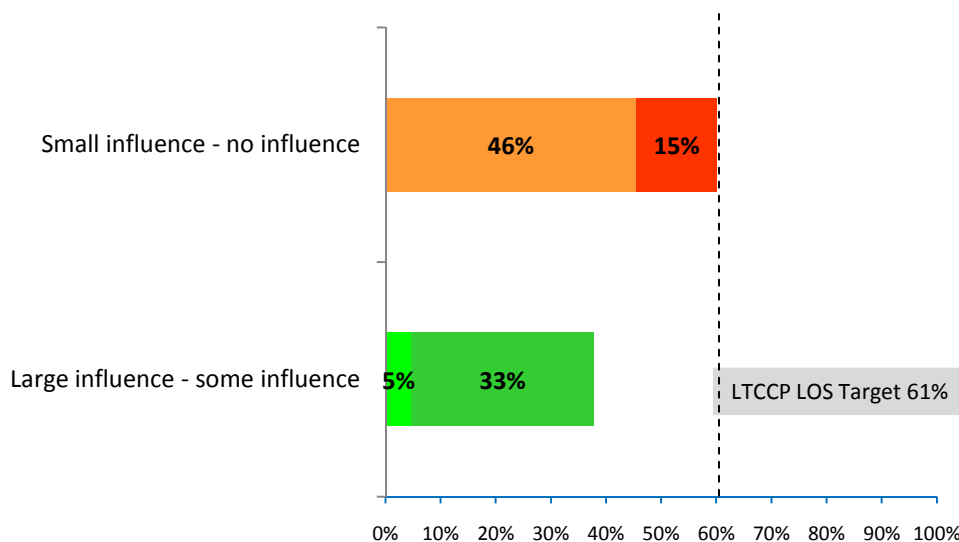
### 3.1.3 Public Participation in the Democratic Process

Participants were asked to consider how much influence they believe the public had on the decisions the Council makes. Four choices were provided, being: Large influence; Some influence; Small influence; and No influence.

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

The LOS target for the public having some or a large influence is 61%. The response from the survey identified 38% of respondents believed the public had this level of influence, as shown in Figure 3.3 and Table 3.3.

**Figure 3.3 Public Level of Influence in the Democratic Process**



Don't know = 2%

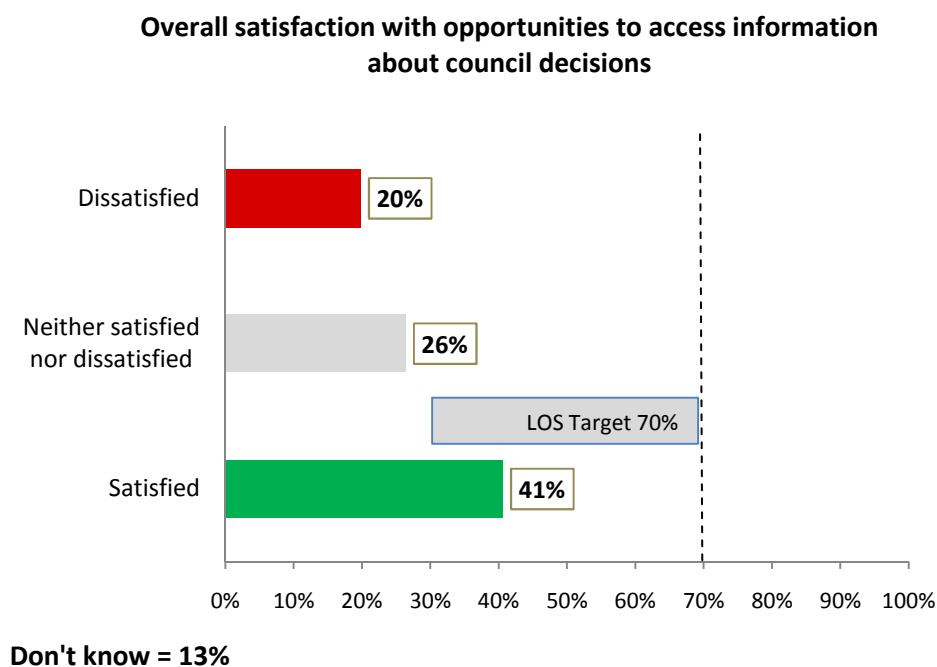
**Table 3.3 Public Level of Influence in the Democratic Process**

Response	Number of Respondents	Percentage of Respondents
Large influence	37	4.8%
Some influence	256	33.2%
Small influence	351	45.6%
No influence	112	14.5%
Don't know	14	1.8%

Respondents were also asked to rate their overall satisfaction regarding access to information on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied. 41% noted they were satisfied compared to the LOS target of 70% (Figure 3.4, Table 3.4).

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

**Figure 3.4** Satisfaction, Access to Information



**Table 3.4** Satisfaction, Access to Information

Response	Number of Respondents	Percentage of Respondents
Very satisfied	27	3.5%
Satisfied	286	37.1%
Neither satisfied nor dissatisfied	203	26.4%
Dissatisfied	135	17.5%
Very dissatisfied	18	2.3%
Don't know/NA	101	13.1%

### 3.2 City Promotions

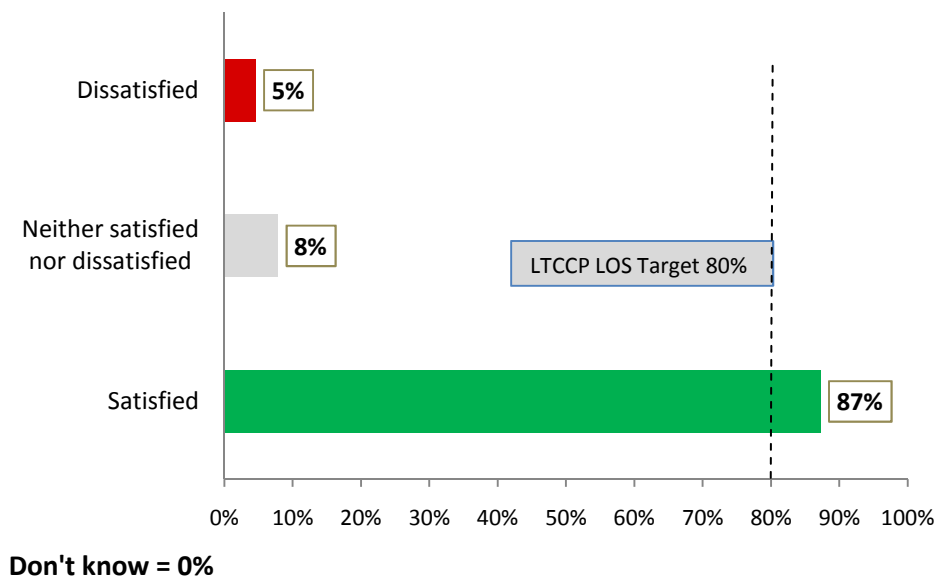
#### 3.2.1 Information Regarding Activities, Events and Attractions

Survey participants were asked to consider city events and festivals such as the World Buskers Festival, and Cup and Show week; activities such as mountain biking and walking on the Pier; and attractions such as the Gondola and the Tram. Having considered this background information, participants were asked:

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

They were asked to rate their overall satisfaction regarding information on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied. Satisfied respondents accounted for 87% of the sample, compared to the LOS target of 80%.

**Figure 3.5 Satisfaction Concerning Information about Activities, Events and Attractions**



**Table 3.5 Satisfaction Concerning Information about Activities, Events and Attractions**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	293	38.1%
Satisfied	379	49.2%
Neither satisfied nor dissatisfied	61	7.9%
Dissatisfied	33	4.3%
Very dissatisfied	2	0.3%
Don't know/NA	2	0.3%

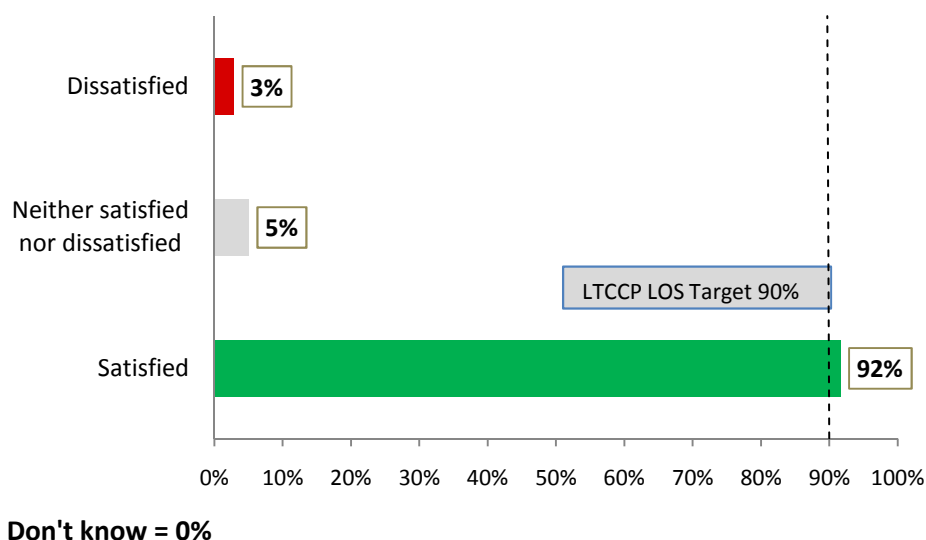
### 3.2.2 Range of Events and Festivals

Participants were asked to consider events and festivals, such as Classical Sparks, World Buskers Festival, the Ellerslie Flower Show, Christmas in the Park and local community festivals. They were asked to rate their overall satisfaction regarding the range of events on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

*Overall how satisfied or dissatisfied are you with the **range** of events and festivals? (Range means the variety of events and festivals during the year.)*

The LOS target was 90%, and the percentage of satisfied respondents was 92%, as shown in Table 3.6 and Figure 3.6.

**Figure 3.6** Satisfaction with Range of Events and Festivals



**Table 3.6** Satisfaction with Range of Events and Festivals

Response	Number of Respondents	Percentage of Respondents
Very satisfied	339	44.0%
Satisfied	367	47.7%
Neither satisfied nor dissatisfied	39	5.1%
Dissatisfied	18	2.3%
Very dissatisfied	5	0.6%
Don't know/NA	2	0.3%

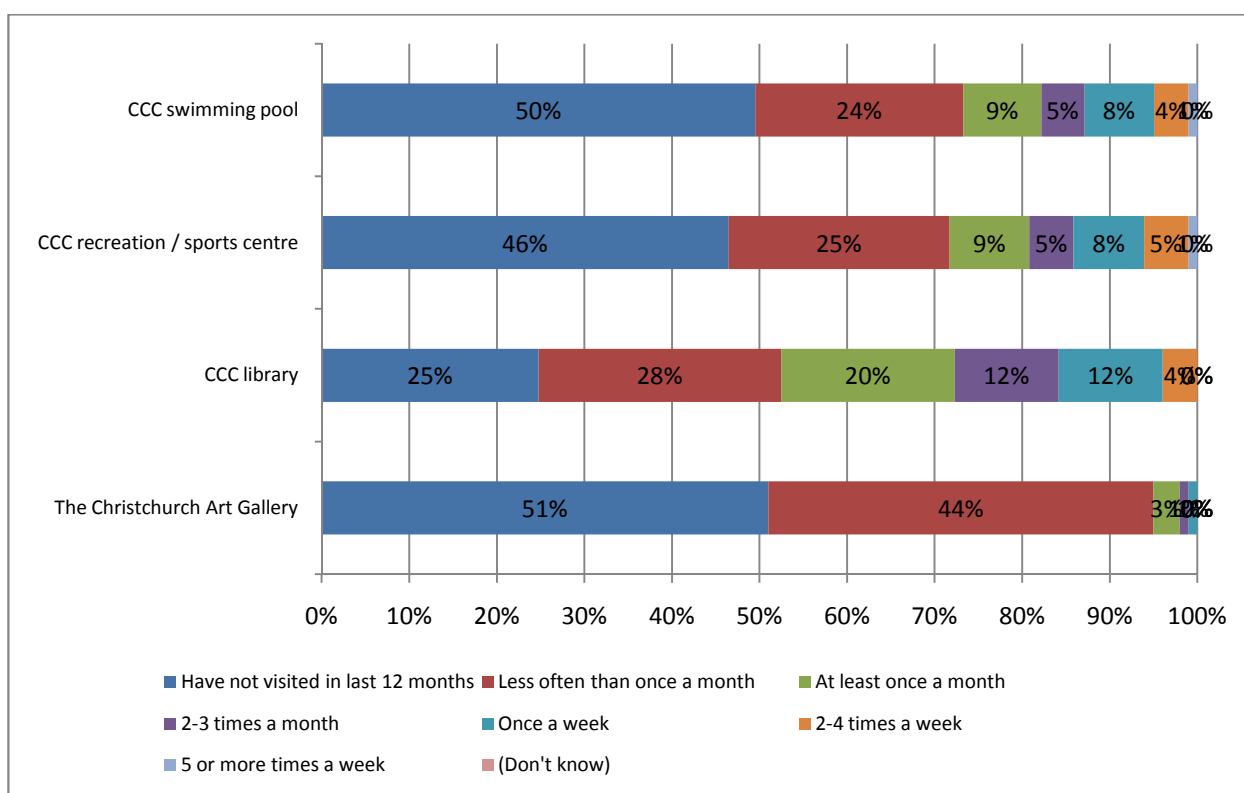
### 3.3 Council Facilities

Participants were asked to consider the Council-provided art, leisure and recreation facilities, and were asked:

*In the last 12 months how often have you visited....?*

Interviewers were allowed prompt with names if required but not to read out list the list of facilities. The responses demonstrated that very few residents used identified Council facilities on a regular basis, with fewer than 20% attending any facility more than once per week.

**Figure 3.7 Frequency of Visits to Council Provided Facilities**



**Table 3.7 Frequency of Visits to Council Provided Facilities**

Facility	Not in last 12 months	Less than once per month	At least once per month	2-3 times per month	Once a week	2-3 times per week	5+ times per week	Don't Know
Christchurch Art Gallery	51%	44%	3%	1%	1%	0%	0%	0%
A CCC Library	25%	28%	20%	12%	12%	4%	0%	0%
A CCC Recreation or Sport Centre	46%	25%	9%	5%	8%	5%	1%	0%
A CCC Swimming Pool	50%	24%	9%	5%	8%	4%	1%	0%

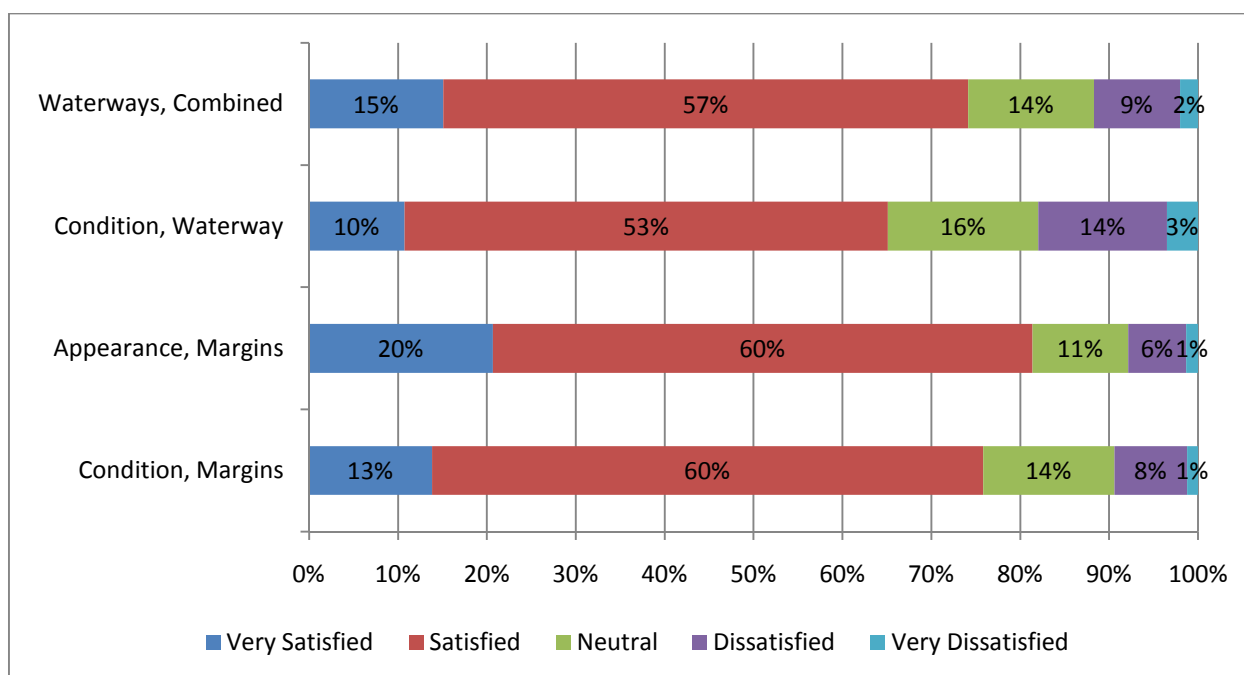
### 3.4 Waterways

Participants were asked to consider waterways and drainage, with direction specific identification of waterways such as The Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere Streams, and Utility Waterways such as outfall drains, roadside swales, and timbered drains. Respondents were asked to rate their overall satisfaction regarding three groups of factors on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

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

Respondents had a high level of satisfaction with the maintenance and upkeep of the waterways, with 63% noting they were either satisfied or very satisfied; while 80% of respondents noted they were satisfied or very satisfied with the appearance of the waterway margins, and 73% were satisfied or very satisfied with the conditions of the waterway margins, as shown in Figure 3.8 and Table 3.8 (overleaf). Figure 3.9 (also overleaf) demonstrates the total satisfied was 72% , compared to the target LOS of 66%.

**Figure 3.8 Satisfaction with Waterways**



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

Figure 3.9 Waterways, Combined Response

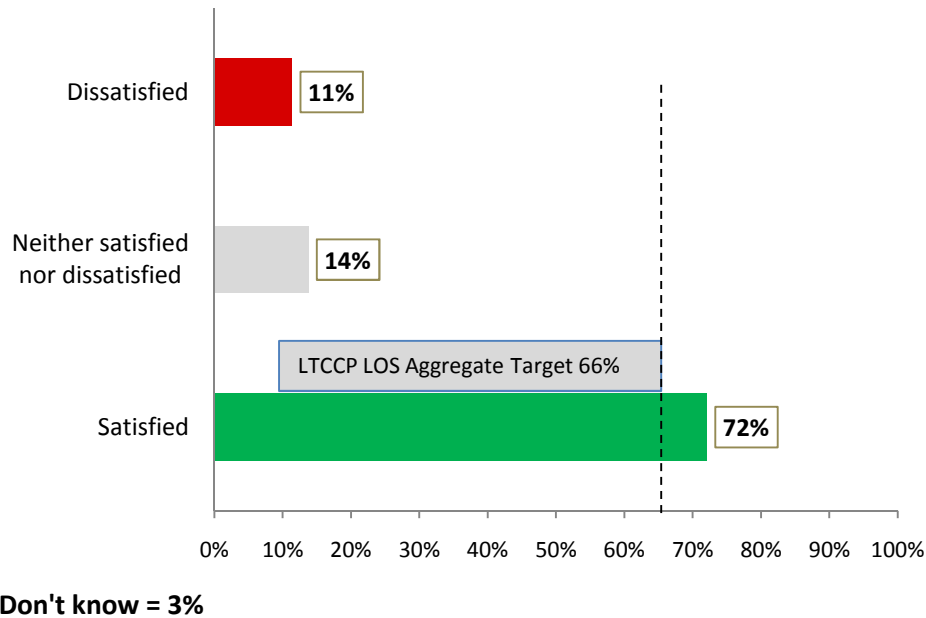


Table 3.8 Satisfaction with Waterways

Response	Condition of Waterways	Appearance of Margins	Condition of Margins	Waterways – Combined
Very satisfied	10%	20%	13%	15%
Satisfied	53%	60%	60%	57%
Neither satisfied nor dissatisfied	16%	11%	14%	14%
Dissatisfied	14%	6%	8%	9%
Very dissatisfied	3%	1%	1%	2%
Don't know/NA	3%	2%	3%	3%

### 3.5 Rubbish and Recycling

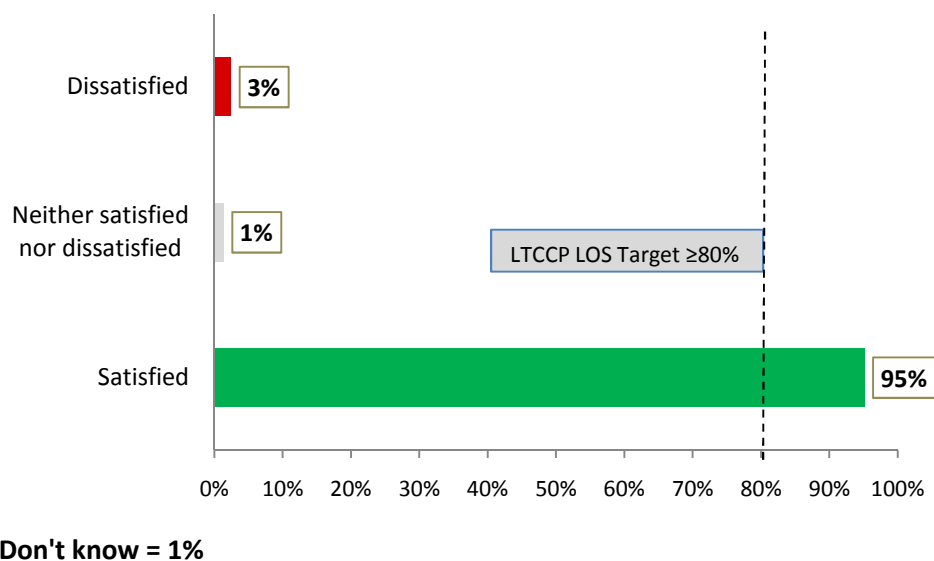
#### 3.5.1 Kerbside Recycling

Respondents were asked to evaluate their satisfaction regarding the Council's kerbside collection of rubbish, including kerbside recycling; residual waste and organic waste. Respondents were asked to rate their overall satisfaction on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

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

The LOS target for satisfaction was 'greater than 80%'. The level of satisfaction from the survey was 95%, as shown in Figure 3.10 and Table 3.9.

**Figure 3.10 Satisfaction with Kerbside Recycling**



**Table 3.9 Satisfaction with Kerbside Recycling**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	502	65.2%
Satisfied	231	30.0%
Neither satisfied nor dissatisfied	11	1.4%
Dissatisfied	15	1.9%
Very dissatisfied	5	0.6%
Don't know/NA	6	0.8%



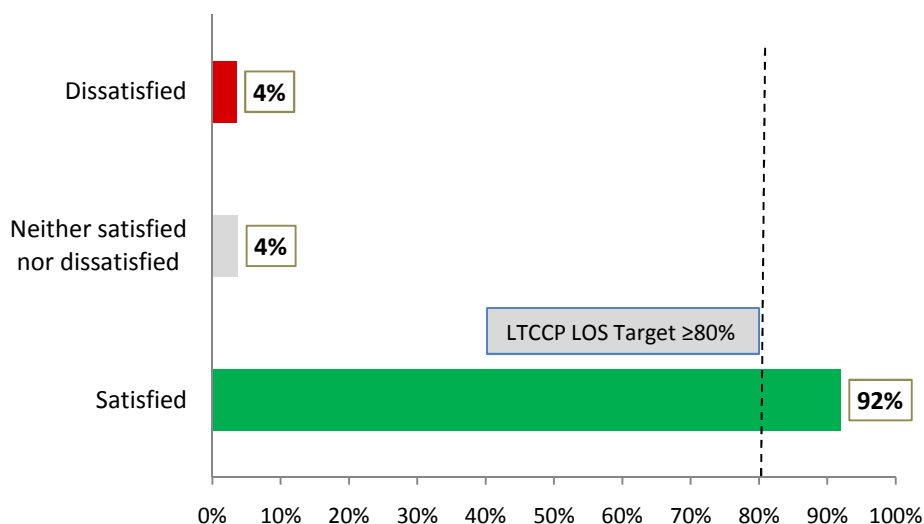
### 3.5.2 Residual Waste

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

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

The target LOS was 'greater than 80%', and the survey response demonstrates a total satisfaction level of 92%. Respondents were asked to rate their overall satisfaction on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

**Figure 3.11 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**



**Don't know = 1%**

**Table 3.10 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	447	58.1%
Satisfied	260	33.8%
Neither satisfied nor dissatisfied	29	3.8%
Dissatisfied	17	2.2%
Very dissatisfied	11	1.4%
Don't know/NA	6	0.8%

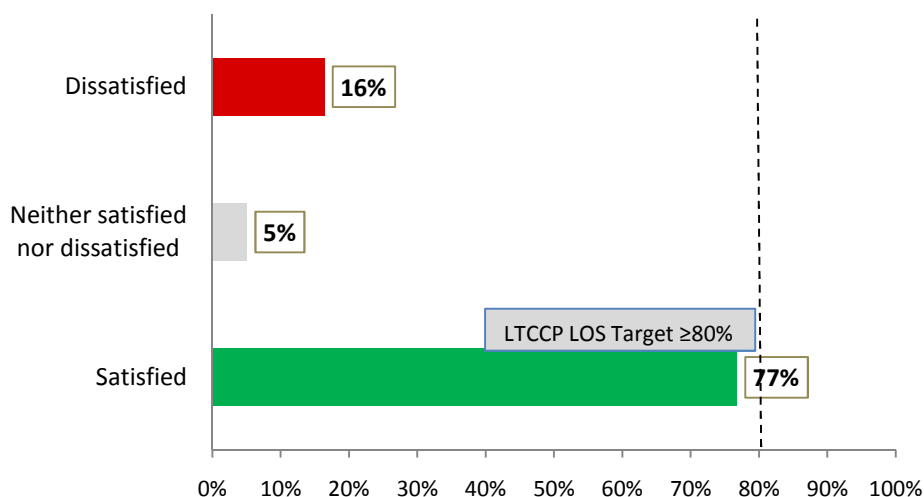
### 3.5.3 Organic Waste

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

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

Respondents were asked to rate their overall satisfaction on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied. The target LOS was 'greater than 80%'. The satisfaction level from the survey data was 77%, as shown in Table 3.11 and Figure 3.12.

**Figure 3.12 Satisfaction with Organic Waste (Green Bin)**



**Don't know = 2%**

**Table 3.11 Satisfaction with Organic Waste (Green Bin)**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	338	44.0%
Satisfied	252	32.8%
Neither satisfied nor dissatisfied	39	5.1%
Dissatisfied	96	12.5%
Very dissatisfied	30	3.9%
Don't know/NA	14	1.8%

### 3.6 Rooding

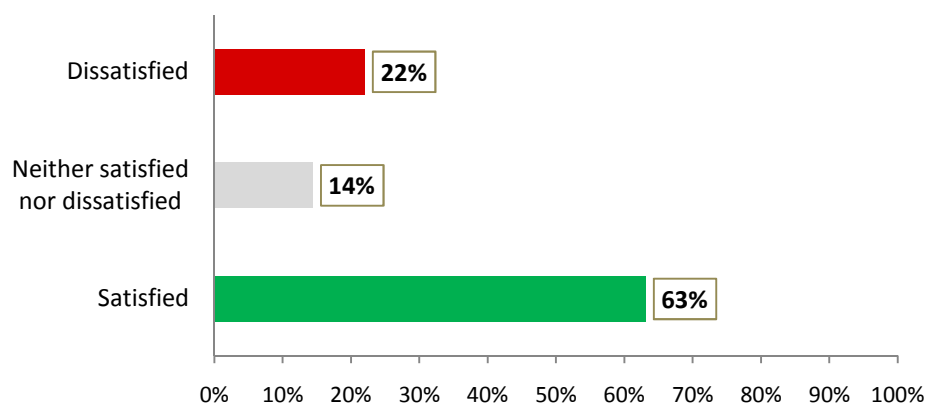
#### 3.6.1 The Road Network

Participants were asked to evaluate their perceptions of the road network. Respondents were asked to rate their overall satisfaction to two questions on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

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

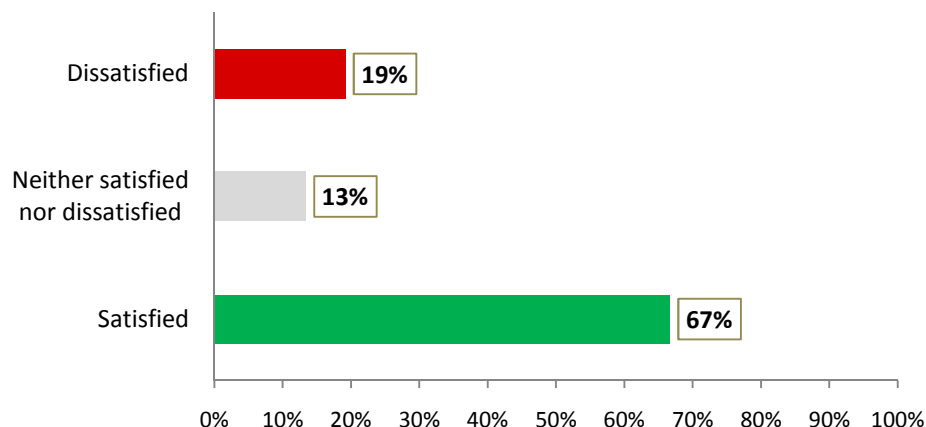
The response demonstrated 63% satisfaction with the condition of Christchurch roads, and 67% satisfaction with Christchurch footpaths, as shown in Figure 3.13, 3.14 and Table 3.12 (overleaf), with Figure 3.15 providing overall data

**Figure 3.13 Satisfaction with the Condition of Christchurch Roads**



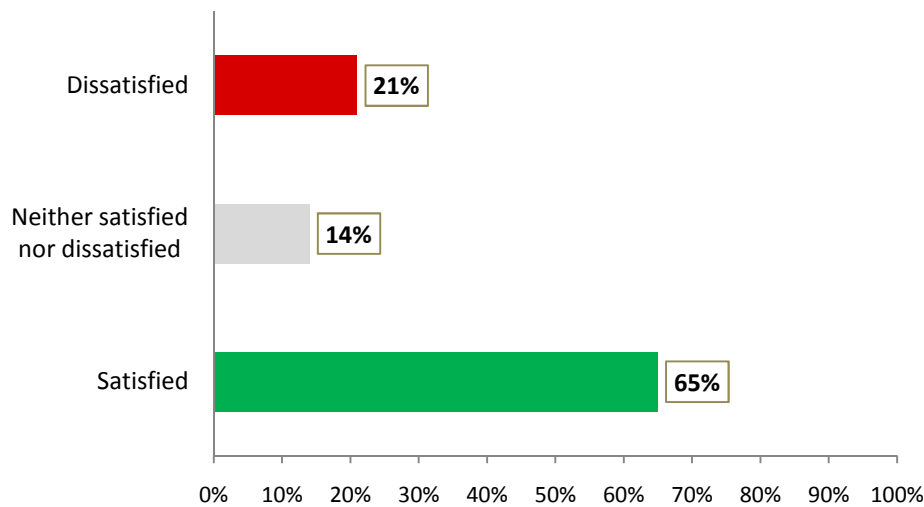
Don't know = 1%

**Figure 3.14 Satisfaction with the Condition of Christchurch Footpaths**



Don't know = 1%

**Figure 3.15** Satisfaction with the Condition of Christchurch Roads and Footpaths, Combined



Don't know = 1%

**Table 3.12** Satisfaction with the Condition of Christchurch Roads and Footpaths

Response	Roads		Footpaths		Combined	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
<b>Very satisfied</b>	84	10.9%	95	12.3%	179	11.6%
<b>Satisfied</b>	402	52.2%	419	54.4%	821	53.3%
<b>Neither satisfied nor dissatisfied</b>	111	14.4%	103	13.4%	214	13.9%
<b>Dissatisfied</b>	129	16.8%	121	15.7%	250	16.2%
<b>Very dissatisfied</b>	40	5.2%	27	3.5%	67	4.4%
<b>Don't know/NA</b>	4	0.5%	5	0.6%	9	0.6%

### 3.7 Water

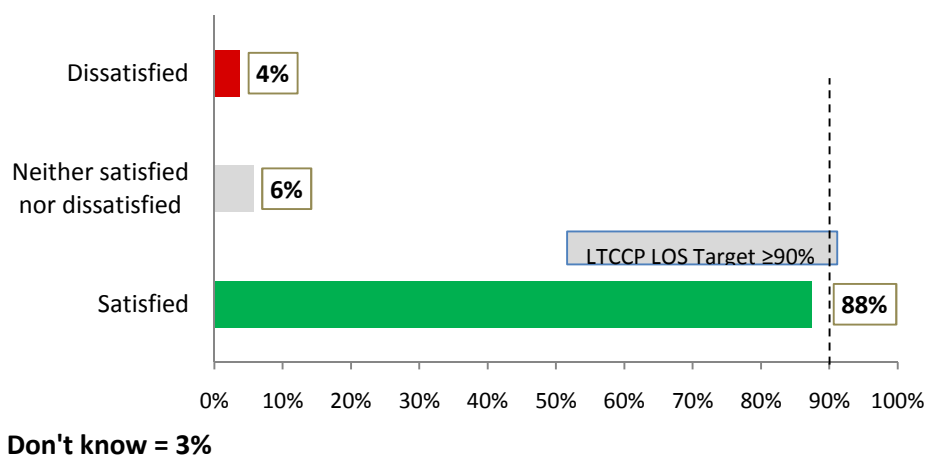
#### 3.7.1 Waste Water

Participants were asked to consider the city's water supply and wastewater collection. A definition was provided, noting: waste water collection is about the underground pipes that take waste water away from homes once it has been used and to the treatment plant. It is NOT about storm water collection that collects water in gutters and storm water drains. Participants were asked:

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

The response provided a total satisfied result of 88% compared to a target LOS of 'greater than 90%'.

**Figure 3.16** Satisfaction with Waste Water Services



**Table 3.13** Satisfaction with Waste Water Services

Response	Number of Respondents	Percentage of Respondents
Very satisfied	251	32.6%
Satisfied	423	54.9%
Neither satisfied nor dissatisfied	45	5.8%
Dissatisfied	27	3.5%
Very dissatisfied	2	0.3%
Don't know/NA	22	2.9%

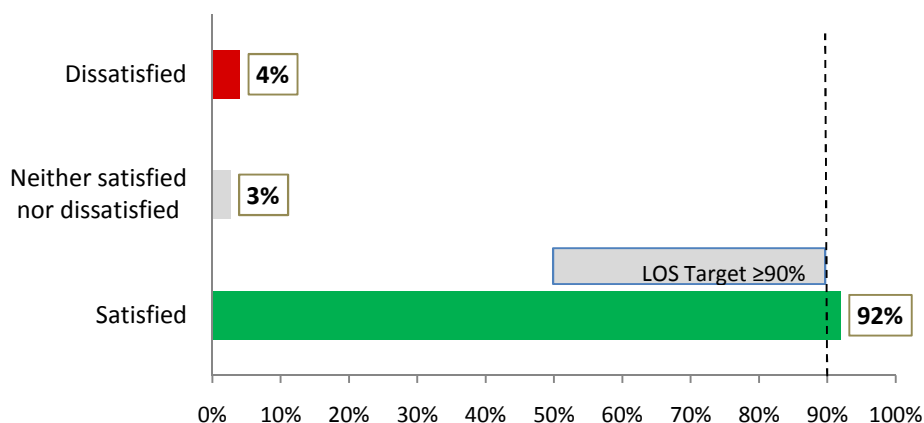
### 3.7.2 Water Supply

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

*Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?*

The target LOS was 'greater than 90%'. The survey response showed a satisfaction level of 92%.

**Figure 3.17** Satisfaction with Water Supply



Don't know = 1%

**Table 3.14** Satisfaction with Water Supply

Response	Number of Respondents	Percentage of Respondents
Very satisfied	427	55.5%
Satisfied	281	36.5%
Neither satisfied nor dissatisfied	21	2.7%
Dissatisfied	24	3.1%
Very dissatisfied	8	1.0%
Don't know/NA	9	1.2%

### 3.7.3 Water Conservation

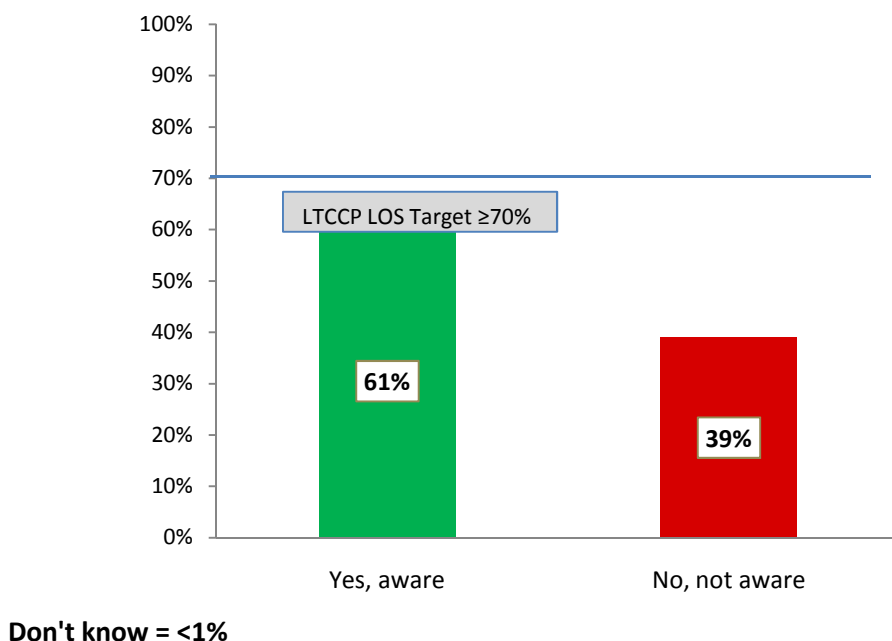
Respondents were provided a detailed preamble concerning Water conservation, as follows:

The Council is actively encouraging residents through water conservation campaigns to use less water, especially during the summer months. Campaigns include water conservation messages on backs of buses, bus shelters, billboards and in newspapers and on posters in some retail areas. It also includes online advertising and inserts in Council rates notices.

*Were you aware of the Council's water conservation campaigns before I mentioned it?*

61% of respondents acknowledged recalling the campaign, compared to a target LOS of 'greater than 70%'.

**Figure 3.18 Awareness of Council's Water Conservation Campaign**



**Table 3.15 Awareness of Council's Water Conservation Campaign**

Response	Number of Respondents	Percentage of Respondents
Yes, Aware	471	61.2%
No, Unaware	297	38.6%
Don't know	2	0.3%

### 3.8 Active Travel

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

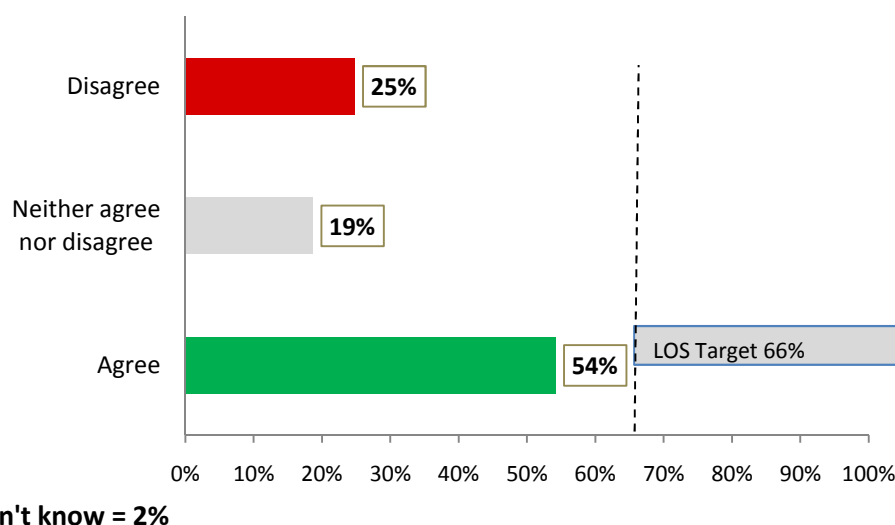
#### 3.8.1 Cycling – Safety and Convenience

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

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

Overall, 54% of respondents agreed that Christchurch was a cycle-friendly city, compared to a targeted LOS of 66%.

**Figure 3.19 Level of Agreement – Christchurch is a Cycle-Friendly City**



**Table 3.16 Level of Agreement – Christchurch is a Cycle-Friendly City**

Response	Number of Respondents	Percentage of Respondents
Strongly agree	89	11.6%
Agree	328	42.6%
Neither agree nor disagree	144	18.7%
Disagree	154	20.0%
Strongly Disagree	37	4.8%
Don't know/NA	18	2.3%



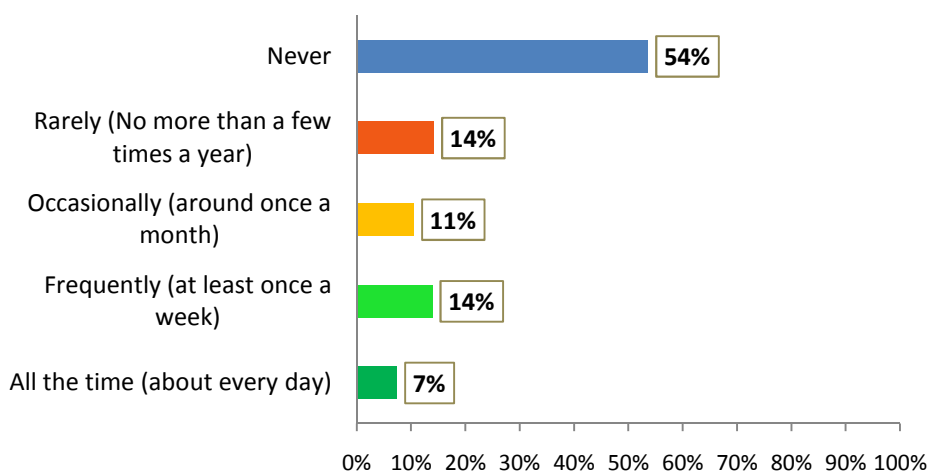
### 3.8.2 Cycling – Participation Levels

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

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

The majority of residents did not take part in cycling (54%). Of those who did, there was an even distribution across the frequency options provided, as shown in Figure 3.19 and Table 3.17.

**Figure 3.20 Participation in Cycling**



**Table 3.17 Participation in Cycling**

Response	Number of Respondents	Percentage of Respondents
All the time (about every day)	57	7.4%
Frequently (at least once a week)	107	13.9%
Occasionally (around once a month)	81	10.5%
Rarely (No more than a few times a year)	109	14.2%
Never	413	53.6%
Don't know	3	0.4%

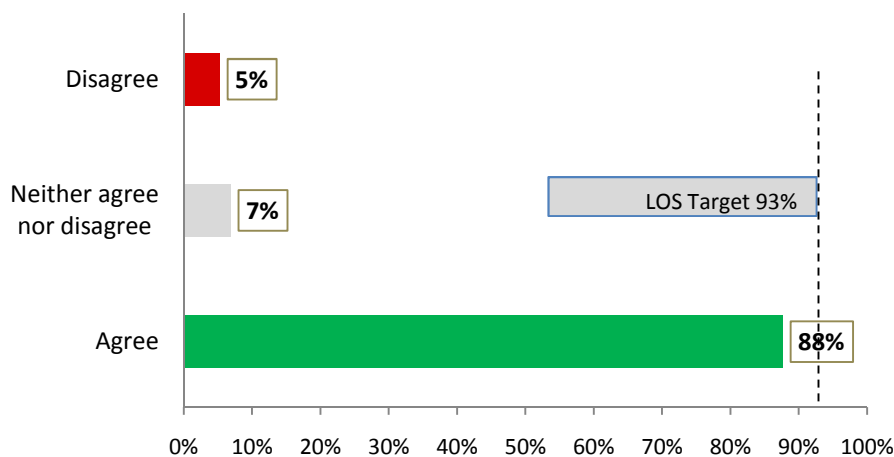
### 3.8.3 Walking – Safety and Convenience

In line with questions regarding cycling, respondents were asked to rate their agreement or disagreement with the following statement on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

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

88% of respondents acknowledged that Christchurch was a ‘walking-friendly city’, compared to the target LOS of 93%, as shown in Figure 3.21 and Table 3.18.

**Figure 3.21 Level of Agreement – Christchurch is a Walking-Friendly City**



Don't know = 0%

**Table 3.18 Level of Agreement – Christchurch is a Walking-Friendly City**

Response	Number of Respondents	Percentage of Respondents
Strongly agree	225	29.2%
Agree	450	58.4%
Neither agree nor disagree	52	6.8%
Disagree	27	3.5%
Strongly Disagree	13	1.7%
Don't know/NA	3	0.4%

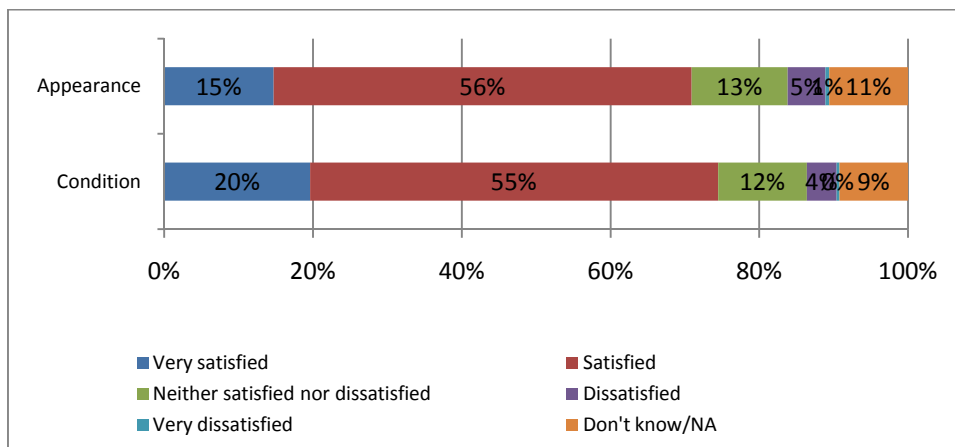
### 3.8.4 Pedestrian Malls

Respondents were provided with a preamble regarding pedestrian malls: In Christchurch there are a number of Pedestrian Malls, such as the City Mall and New Regent Street. They were then asked two questions, and asked to rate their overall satisfaction to two questions on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

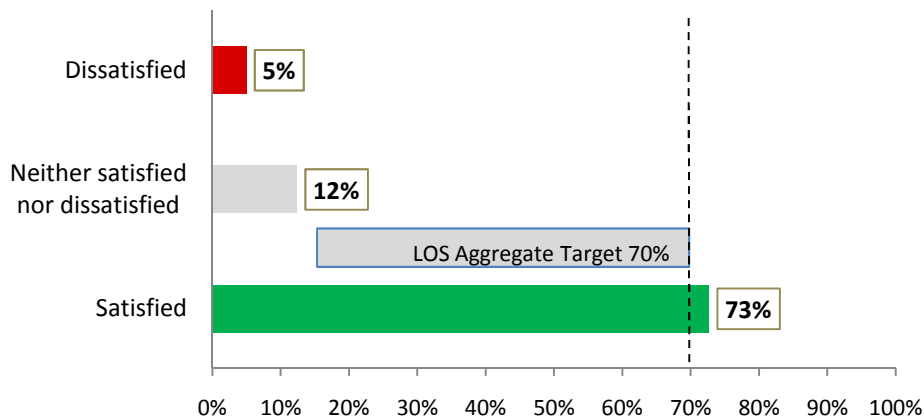
- 1 Overall how satisfied or dissatisfied are you with the appearance of pedestrian malls, which includes things such as the layout and type of plantings and layout and style of street furniture?
- 2 Overall how satisfied or dissatisfied are you with the condition of pedestrian malls, which includes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

Satisfaction with the appearance and condition of pedestrian malls averaged 73%, compared to a target LOS of 70%. Data is shown in Figures 3.22 and 3.23; and in Table 3.19 (overleaf).

**Figure 3.22 Satisfaction with the Appearance and Condition of Pedestrian Malls**



**Figure 3.23 Satisfaction with the Condition and Appearance of Pedestrian Malls, Combined**



**Don't know = 10%**

**Table 3.19 Satisfaction with the Condition and Appearance of Pedestrian Malls**

Response	Condition		Appearance	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	151	19.6%	113	14.7%
Satisfied	422	54.8%	433	56.2%
Neither satisfied nor dissatisfied	92	11.9%	99	12.9%
Dissatisfied	31	4.0%	39	5.1%
Very dissatisfied	3	0.4%	4	0.5%
Don't know/NA	71	9.2%	82	10.6%

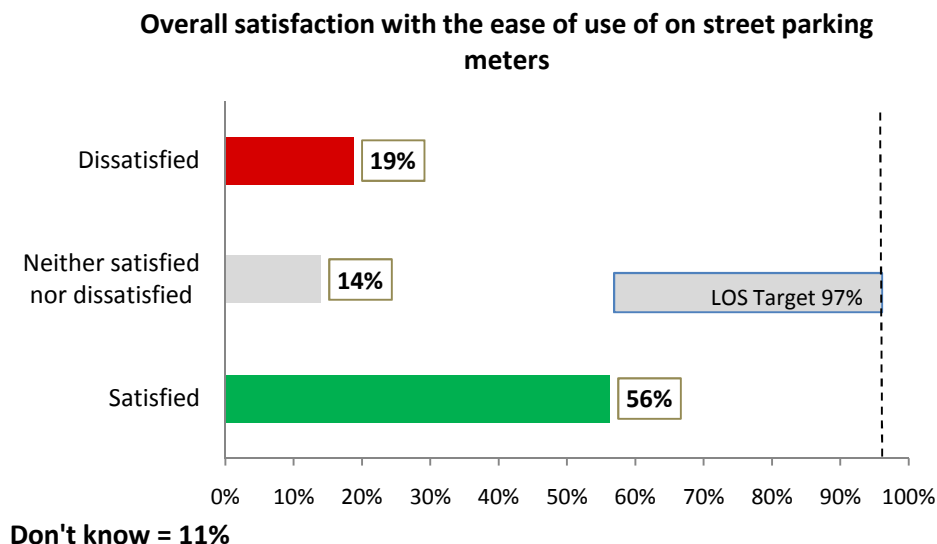
### 3.9 Parking

Participants were asked to rate their overall satisfaction regarding parking on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

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

The level of satisfied and very satisfied respondents was 56%, compared to a targeted LOS of 97%, as shown in Figure 3.24 and Table 3.20.

**Figure 3.24 Satisfaction with Ease of Use of Parking Meters**



**Table 3.20 Satisfaction with Ease of Use of Parking Meters**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	65	8.4%
Satisfied	369	47.9%
Neither satisfied nor dissatisfied	108	14.0%
Dissatisfied	111	14.4%
Very dissatisfied	34	4.4%
Don't know/NA	71	10.8%

### 3.10 Overall Satisfaction

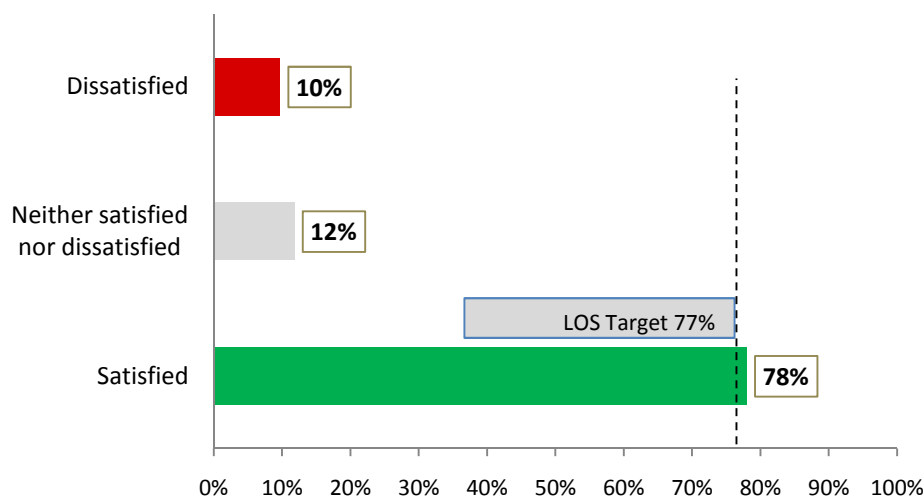
Survey participants were read the following preamble, and rate their overall satisfaction on a five point scale, where 1 = Very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = Very dissatisfied.

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like the Art Gallery and Libraries, parks, recreation and leisure, and regulatory services such as building consents.

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

The targeted LOS was 78%. The level of satisfied respondents was 78%, as is shown in Table 3.21 and Figure 3.25. Figure 3.26 (overleaf) shows the historic trend of overall satisfaction

**Figure 3.25 Overall Satisfaction, Christchurch City Council**

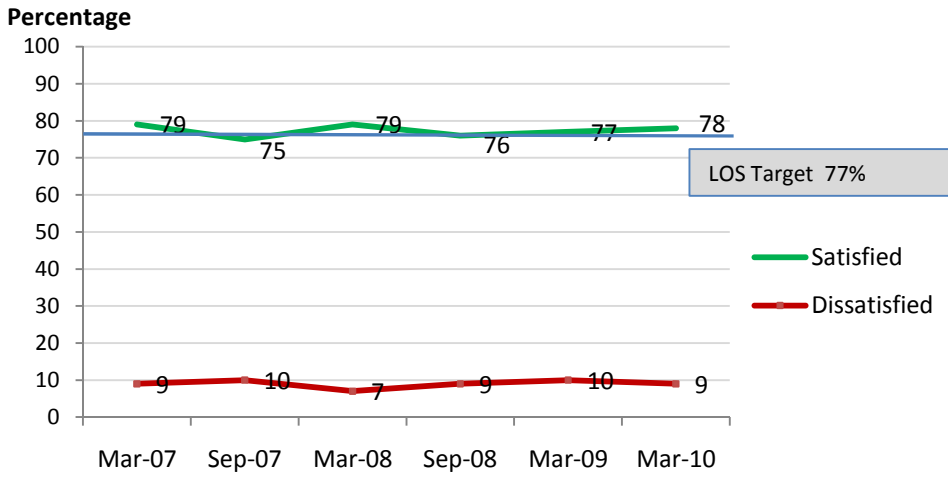


Don't know = 0%

**Table 3.21 Overall Satisfaction, Christchurch City Council**

Response	Number of Respondents	Percentage of Respondents
Very satisfied	124	16.1%
Satisfied	477	61.9%
Neither satisfied nor dissatisfied	91	11.8%
Dissatisfied	64	8.3%
Very dissatisfied	11	1.4%
Don't know/NA	3	0.4%

Figure 3.26 Historic Trend - Satisfaction with the Performance of Christchurch City Council



### 3.11 Things Done Well

Respondents were asked an open question:

*Thinking about all the services the Council provides, can you describe in as much detail as possible, the service you feel the Council is performing **the best** in delivering, and why?*

Responses have been grouped by common factors and are listed in Table 3.22 based on the most common responses:

**Table 3.22 Areas in Which the Christchurch City Council has Performed Well**

Response	Number of Responses
Rubbish and Recycling	61
Events	55
Gardens and Parks	48
Library Services	28
Transport / Roading and Walkways	25
Waste Water and Sewerage	19
Communication	17
Bus Services	15
Recreational Facilities	14
Staff / Service	12
Pools	10
Art Gallery	8
Other	52

### 3.12 Areas For Council to Improve

Respondents were asked an open question:

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

Responses have been grouped by common factors and are listed in Table 3.23 based on the most common responses:

**Table 3.23 Suggested Improvements in Council Services**

Response	Number of Responses
Rubbish Bins such as 'Green Bins too small'	116
Roading maintenance required	96
Footpath maintenance required	85
Need for more transparency / democratic process	73
Improve / maintain the look and feel of the city / parklands / reserves	56
Cycling Issues / cycle ways/ cyclist education	53
Improved Traffic / Road infrastructure	52
Parking issues / parking meter issues	49
Rubbish in Public places / broken glass	47
Consent processing	46
Council communication needs improving	44
Maintain waterways	41
Rates issues	37
Water Conservation / quality issues	32
Issues with developers / Deals with developers	28
Tree Maintenance	26
Pools: access / closures / swimming lessons	22
Bus Services issues	21
Bus Lane issues	20
Services for Elderly / disabled	16
Red Tape	15
Boy Racers	12
Other	154



## 4 Analysis by Ward

The following tables provide detail based on the responses per ward. Abbreviations used are as follows:

- B-P Burwood – Pegasus;
- F-W Fendalton – Waimari;
- H-F Hagley – Ferrymead;
- S-H Spreydon – Heathcote ;
- S-P Shirley – Papanui ;
- R-W Riccarton – Wigram;
- BP Banks Peninsula

All data provided has been analysed. However, it is of note that with small sample sizes, the margins of error for these data are high.

### 4.1 City Governance and Decision Making

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

**Table 4.1 Public Understands Council Decision Making**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	3%	4%	6%	3%	6%	3%	6%
Agree	24%	41%	31%	38%	27%	36%	22%
Neither agree / disagree	26%	18%	30%	14%	26%	20%	33%
Disagree	32%	26%	25%	30%	30%	32%	22%
Strongly disagree	14%	8%	9%	10%	9%	5%	17%
Don't know	1%	3%	0%	5%	2%	4%	0%

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

**Table 4.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	4%	3%	7%	2%	5%	7%	0%
Satisfied	37%	45%	47%	39%	37%	50%	50%
Neither satisfied / dissatisfied	27%	25%	20%	27%	28%	21%	17%
Dissatisfied	25%	24%	23%	22%	24%	17%	22%
Very dissatisfied	6%	3%	3%	8%	5%	4%	6%
Don't know/NA	1%	0%	0%	3%	1%	1%	6%

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

**Table 4.3 Public Level of Influence in the Democratic Process**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Large influence	3%	4%	7%	3%	2%	9%	6%
Some influence	33%	33%	33%	31%	32%	35%	50%
Small influence	44%	45%	48%	50%	47%	41%	39%
No influence	20%	16%	12%	12%	16%	13%	6%
Don't know	1%	2%	1%	3%	3%	2%	0%
Large influence	3%	4%	7%	3%	2%	9%	6%

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

**Table 4.4 Satisfaction, Access to Information**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	2%	2%	5%	5%	4%	4%	6%
Satisfied	28%	39%	39%	38%	28%	48%	56%
Neither satisfied / dissatisfied	32%	25%	25%	26%	31%	19%	28%
Dissatisfied	19%	14%	15%	20%	23%	15%	6%
Very dissatisfied	6%	2%	3%	1%	3%	1%	0%
Don't know/NA	14%	19%	13%	10%	10%	14%	6%

## 4.2 City Promotions

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

**Table 4.5 Satisfaction Concerning Information about Activities, Events and Attractions**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	37%	40%	41%	35%	40%	38%	11%
Satisfied	47%	48%	49%	56%	43%	49%	78%
Neither satisfied / dissatisfied	10%	10%	7%	8%	9%	4%	6%
Dissatisfied	4%	3%	3%	0%	7%	8%	6%
Very dissatisfied	1%	0%	0%	0%	1%	0%	0%
Don't know/NA	1%	0%	0%	0%	0%	1%	0%

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

**Table 4.6 Satisfaction with Range of Events and Festivals**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	45%	53%	43%	44%	41%	41%	22%
Satisfied	46%	37%	49%	48%	53%	49%	67%
Neither satisfied / dissatisfied	6%	5%	5%	4%	4%	5%	11%
Dissatisfied	1%	4%	3%	3%	2%	2%	0%
Very dissatisfied	1%	0%	0%	0%	0%	3%	0%
Don't know/NA	1%	0%	0%	1%	0%	0%	0%

### 4.3 Council Facilities

Table 4.7 Frequency of Visits to Council Provided Facilities

Christchurch Art Gallery	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	66%	37%	43%	54%	42%	57%	89%
Less than once/ month	32%	56%	48%	42%	55%	41%	6%
Once/ month	2%	3%	6%	3%	2%	2%	0%
2-3 times/ month	1%	1%	2%	1%	1%	0%	0%
Once a week	0%	2%	2%	0%	2%	0%	6%
2-3 times / week	0%	1%	0%	0%	0%	0%	0%
5+ times/ week	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%

CCC Library	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	27%	23%	24%	17%	20%	38%	22%
Less than once/ month	25%	31%	26%	29%	31%	25%	22%
Once/ month	20%	21%	16%	25%	19%	16%	22%
2-3 times/ month	11%	12%	18%	12%	11%	9%	17%
Once a week	13%	11%	12%	13%	13%	9%	17%
2-3 times / week	3%	3%	3%	4%	6%	4%	0%
5+ times/ week	1%	0%	0%	1%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%

CCC Rec. / Sport Centre	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	44%	55%	53%	43%	36%	47%	56%
Less than once/ month	23%	20%	30%	29%	30%	22%	11%
Once/ month	11%	9%	9%	8%	11%	9%	0%
2-3 times/ month	6%	3%	3%	6%	6%	6%	0%
Once a week	10%	4%	3%	8%	11%	11%	11%
2-3 times / week	6%	9%	3%	5%	5%	3%	22%
5+ times/ week	0%	1%	0%	1%	2%	2%	0%
Don't know	0%	0%	1%	1%	0%	0%	0%

CCC Pool	B-P	F-W	H-F	S-H	S-P	R-W	BP
Not in last 12 months	50%	50%	55%	49%	44%	51%	56%
Less than once/ month	18%	30%	29%	21%	26%	22%	11%
Once/ month	11%	7%	7%	11%	9%	8%	0%
2-3 times/ month	6%	3%	5%	6%	6%	6%	0%
Once a week	11%	6%	3%	8%	10%	9%	6%
2-3 times / week	3%	4%	2%	4%	3%	5%	28%
5+ times/ week	1%	1%	0%	0%	2%	0%	0%
Don't know	0%	0%	0%	1%	0%	0%	0%

#### 4.4 Waterways

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

**Table 4.8 Satisfaction with Condition of Waterways**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	14%	13%	8%	8%	11%	10%	0%
Satisfied	52%	50%	53%	56%	50%	56%	50%
Neither satisfied / dissatisfied	20%	20%	11%	8%	20%	19%	17%
Dissatisfied	12%	10%	19%	22%	12%	10%	17%
Very dissatisfied	3%	3%	7%	3%	2%	3%	6%
Don't know/NA	0%	4%	3%	3%	5%	3%	11%

*Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes such things as the layout and types of plantings?*

**Table 4.9 Satisfaction with Appearance of Waterway Margins**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Very satisfied	25%	23%	16%	21%	16%	22%	11%
Satisfied	54%	57%	62%	56%	66%	62%	61%
Neither satisfied / dissatisfied	12%	10%	13%	11%	10%	8%	11%
Dissatisfied	8%	6%	7%	10%	4%	4%	11%
Very dissatisfied	2%	1%	2%	2%	2%	1%	0%
Don't know/NA	0%	3%	1%	1%	2%	3%	6%

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

**Table 4.10 Satisfaction with Condition of Waterway Margins**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	18%	18%	7%	13%	13%	12%	11%
<b>Satisfied</b>	57%	57%	62%	58%	60%	67%	50%
<b>Neither satisfied / dissatisfied</b>	15%	14%	16%	11%	18%	12%	11%
<b>Dissatisfied</b>	9%	5%	12%	14%	3%	5%	11%
<b>Very dissatisfied</b>	2%	0%	3%	2%	1%	1%	0%
<b>Don't know/NA</b>	0%	6%	2%	3%	5%	3%	17%

## 4.5 Rubbish and Recycling

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

**Table 4.11 Satisfaction with Kerbside Recycling**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	66%	63%	66%	65%	69%	65%	50%
<b>Satisfied</b>	27%	31%	30%	31%	28%	33%	28%
<b>Neither satisfied / dissatisfied</b>	2%	2%	2%	2%	2%	0%	0%
<b>Dissatisfied</b>	3%	3%	2%	2%	2%	1%	0%
<b>Very dissatisfied</b>	2%	2%	0%	0%	0%	0%	6%
<b>Don't know/NA</b>	0%	0%	1%	1%	0%	1%	17%

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

**Table 4.12 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	56%	55%	62%	56%	64%	56%	50%
<b>Satisfied</b>	37%	36%	28%	35%	28%	39%	28%
<b>Neither satisfied / dissatisfied</b>	3%	5%	4%	3%	5%	3%	0%
<b>Dissatisfied</b>	2%	3%	5%	3%	2%	0%	0%
<b>Very dissatisfied</b>	2%	2%	1%	1%	2%	1%	6%
<b>Don't know/NA</b>	0%	0%	1%	1%	0%	1%	17%

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

**Table 4.13 Satisfaction with Organic Waste (Green Bin)**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	48%	41%	47%	42%	49%	39%	35%
<b>Satisfied</b>	29%	35%	30%	39%	33%	34%	24%
<b>Neither satisfied / dissatisfied</b>	6%	4%	5%	7%	5%	5%	0%
<b>Dissatisfied</b>	11%	13%	14%	9%	10%	20%	0%
<b>Very dissatisfied</b>	6%	7%	3%	2%	4%	2%	6%
<b>Don't know/NA</b>	1%	1%	2%	2%	1%	1%	35%

## 4.6 Rooding

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

**Table 4.14 Satisfaction with the Condition of Christchurch Roads**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	11%	9%	8%	8%	14%	14%	6%
<b>Satisfied</b>	42%	55%	56%	54%	52%	53%	61%
<b>Neither satisfied / dissatisfied</b>	20%	13%	12%	17%	15%	10%	22%
<b>Dissatisfied</b>	20%	15%	17%	16%	14%	19%	11%
<b>Very dissatisfied</b>	7%	8%	7%	4%	3%	4%	0%
<b>Don't know/NA</b>	0%	0%	1%	1%	2%	0%	0%

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

**Table 4.15 Satisfaction with the Condition of Christchurch Footpaths**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	11%	10%	12%	11%	16%	15%	6%
<b>Satisfied</b>	56%	59%	49%	51%	53%	56%	72%
<b>Neither satisfied / dissatisfied</b>	14%	14%	21%	15%	10%	7%	17%
<b>Dissatisfied</b>	16%	13%	14%	20%	16%	17%	0%
<b>Very dissatisfied</b>	2%	5%	4%	3%	4%	4%	0%
<b>Don't know/NA</b>	1%	0%	0%	0%	2%	1%	6%

## 4.7 Water

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

**Table 4.16 Satisfaction with Waste Water Services**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	34%	39%	25%	37%	31%	31%	28%
<b>Satisfied</b>	52%	51%	60%	48%	55%	62%	56%
<b>Neither satisfied / dissatisfied</b>	8%	3%	5%	8%	8%	4%	0%
<b>Dissatisfied</b>	6%	2%	7%	5%	1%	2%	0%
<b>Very dissatisfied</b>	0%	1%	1%	0%	0%	0%	0%
<b>Don't know/NA</b>	0%	4%	3%	3%	5%	2%	17%

*Water Supply. Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?*

**Table 4.17 Satisfaction with Water Supply**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	50%	55%	54%	55%	59%	62%	33%
<b>Satisfied</b>	41%	36%	42%	37%	34%	30%	33%
<b>Neither satisfied / dissatisfied</b>	2%	3%	2%	3%	4%	3%	0%
<b>Dissatisfied</b>	5%	3%	1%	6%	1%	2%	17%
<b>Very dissatisfied</b>	1%	3%	2%	0%	0%	2%	0%
<b>Don't know/NA</b>	1%	1%	0%	0%	2%	1%	17%

*The Council is actively encouraging residents through water conservation campaigns to use less water, especially during the summer months. Campaigns include water conservation messages on backs of buses, bus shelters, billboards and in newspapers and on posters in some retail areas. It also includes online advertising and inserts in Council rates notices. Were you aware of the Council's water conservation campaigns before I mentioned it?*

**Table 4.18 Awareness of Council's Water Conservation Campaign**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Yes, Aware</b>	62%	59%	58%	61%	65%	62%	50%
<b>No, Not aware</b>	38%	41%	42%	39%	34%	37%	50%
<b>Don't know</b>	0%	0%	0%	0%	1%	1%	0%

## 4.8 Active Travel

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

**Table 4.19 Level of Agreement – Christchurch is a Cycle-Friendly City**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	14%	13%	14%	9%	10%	8%	22%
Agree	37%	44%	48%	35%	43%	49%	28%
Neither agree / disagree	21%	16%	16%	19%	19%	19%	22%
Disagree	16%	20%	16%	29%	22%	18%	22%
Strongly disagree	7%	5%	3%	5%	4%	5%	6%
Don't know	4%	3%	2%	3%	2%	2%	0%

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

**Table 4.20 Participation in Cycling**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
All the time (about every day)	3%	10%	8%	13%	8%	5%	0%
Frequently (at least once a week)	15%	14%	13%	19%	12%	12%	6%
Occasionally (around once a month)	13%	13%	7%	13%	12%	7%	6%
Rarely (No more than a few times a year)	17%	14%	12%	10%	13%	18%	11%
Never	52%	48%	59%	46%	55%	58%	78%
Don't know	0%	1%	0%	0%	1%	1%	0%

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

**Table 4.21 Level of Agreement – Christchurch is a Walking-Friendly City**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
Strongly agree	33%	27%	30%	27%	31%	30%	17%
Agree	55%	64%	57%	59%	59%	55%	72%
Neither agree / disagree	9%	3%	10%	7%	5%	8%	11%
Disagree	2%	3%	3%	4%	5%	4%	0%
Strongly disagree	2%	2%	1%	3%	1%	3%	0%
Don't know	0%	1%	0%	1%	0%	1%	0%

*In Christchurch there are a number of Pedestrian Malls, such as the City Mall and New Regent Street. Overall how satisfied or dissatisfied are you with the appearance of pedestrian malls, which includes things such as the layout and type of plantings and layout and style of street furniture?*



**Table 4.22 Satisfaction with the Appearance of Pedestrian Malls**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	16%	16%	29%	24%	19%	17%	6%
<b>Satisfied</b>	47%	59%	57%	56%	55%	54%	72%
<b>Neither satisfied / dissatisfied</b>	14%	10%	12%	8%	16%	11%	17%
<b>Dissatisfied</b>	5%	4%	1%	3%	3%	8%	0%
<b>Very dissatisfied</b>	2%	0%	0%	0%	0%	0%	0%
<b>Don't know/NA</b>	17%	11%	2%	8%	8%	11%	6%

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

**Table 4.23 Satisfaction with the Condition of Pedestrian Malls**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	12%	13%	17%	20%	13%	15%	0%
<b>Satisfied</b>	48%	62%	60%	54%	58%	55%	67%
<b>Neither satisfied / dissatisfied</b>	14%	9%	13%	11%	17%	11%	17%
<b>Dissatisfied</b>	7%	5%	3%	5%	5%	5%	6%
<b>Very dissatisfied</b>	0%	0%	2%	0%	0%	1%	6%
<b>Don't know/NA</b>	18%	11%	5%	10%	8%	13%	6%

## 4.9 Parking

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

**Table 4.24 Satisfaction with Ease of Use of Parking Meters**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	7%	11%	11%	8%	10%	5%	0%
<b>Satisfied</b>	42%	59%	46%	42%	43%	56%	39%
<b>Neither satisfied / dissatisfied</b>	20%	9%	17%	13%	16%	9%	17%
<b>Dissatisfied</b>	18%	14%	14%	18%	13%	8%	28%
<b>Very dissatisfied</b>	4%	2%	6%	3%	8%	4%	6%
<b>Don't know/NA</b>	9%	5%	7%	17%	10%	17%	11%

#### 4.10 Overall Satisfaction

*I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like the Art Gallery and Libraries, parks, recreation and leisure, and regulatory services such as building consents.*

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

**Table 4.25 Overall Satisfaction, Christchurch City Council**

Response	B-P	F-W	H-F	S-H	S-P	R-W	BP
<b>Very satisfied</b>	15%	16%	17%	16%	17%	16%	11%
<b>Satisfied</b>	64%	66%	61%	61%	60%	62%	56%
<b>Neither satisfied / dissatisfied</b>	13%	7%	15%	12%	10%	13%	22%
<b>Dissatisfied</b>	7%	9%	6%	9%	10%	8%	11%
<b>Very dissatisfied</b>	2%	2%	1%	2%	2%	1%	0%
<b>Don't know/NA</b>	0%	0%	1%	1%	0%	1%	0%

## 5 Analysis by Gender and Age

The following tables provide detail based on the responses by age and gender. All data provided has been analysed. However, it is of note that with small sample sizes, the margins of error for some sets of these data are high.

### 5.1 City Governance and Decision Making

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

**Table 5.1 Public Understands Council Decision Making**

Response	15-24	25-49	50-64	65+	Male	Female
Strongly agree	0%	6%	4%	3%	5%	4%
Agree	26%	32%	33%	35%	34%	31%
Neither agree nor disagree	22%	23%	26%	19%	25%	21%
Disagree	32%	28%	25%	35%	26%	31%
Strongly disagree	17%	11%	9%	5%	8%	11%
Don't know	4%	1%	4%	3%	3%	2%

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

**Table 5.2 Satisfaction that the Council makes Decisions in the Best Interest of the City**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	9%	3%	4%	7%	5%	4%
Satisfied	50%	46%	38%	42%	41%	44%
Neither satisfied nor dissatisfied	32%	25%	24%	22%	27%	22%
Dissatisfied	7%	21%	25%	26%	22%	23%
Very dissatisfied	2%	5%	7%	3%	4%	5%
Don't know/NA	0%	1%	2%	1%	1%	2%

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

**Table 5.3 Public Level of Influence in the Democratic Process**

Response	15-24	25-49	50-64	65+	Male	Female
Large influence	17%	4%	4%	4%	4%	5%
Some influence	44%	33%	36%	26%	32%	34%
Small influence	37%	47%	39%	53%	49%	43%
No influence	2%	12%	20%	15%	13%	16%
Don't know	0%	3%	1%	2%	2%	2%
Large influence	17%	4%	4%	4%	4%	5%

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

**Table 5.4 Satisfaction, Access to Information**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	4%	3%	3%	4%	3%	4%
Satisfied	41%	33%	38%	41%	39%	36%
Neither satisfied nor dissatisfied	41%	30%	25%	18%	25%	28%
Dissatisfied	7%	19%	17%	20%	19%	16%
Very dissatisfied	2%	2%	3%	2%	2%	2%
Don't know/NA	6%	12%	14%	15%	13%	13%

## 5.2 City Promotions

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

**Table 5.5 Satisfaction Concerning Information about Activities, Events and Attractions**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	33%	36%	42%	37%	33%	42%
Satisfied	43%	51%	48%	51%	51%	47%
Neither satisfied nor dissatisfied	17%	7%	6%	9%	9%	7%
Dissatisfied	7%	6%	4%	2%	6%	3%
Very dissatisfied	0%	0%	0%	1%	0%	1%
Don't know/NA	0%	0%	0%	1%	0%	1%

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

**Table 5.6 Satisfaction with Range of Events and Festivals**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	30%	44%	49%	43%	38%	50%
Satisfied	50%	48%	47%	48%	53%	43%
Neither satisfied nor dissatisfied	15%	5%	2%	6%	6%	4%
Dissatisfied	6%	3%	2%	1%	2%	2%
Very dissatisfied	0%	1%	0%	1%	1%	1%
Don't know/NA	0%	0%	0%	1%	1%	0%

### 5.3 Council Facilities

Table 5.7 Frequency of Visits to Council Provided Facilities

Christchurch Art Gallery	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	39%	50%	49%	59%	53%	50%
Less than once/ month	59%	47%	46%	35%	44%	45%
Once/ month	0%	2%	4%	3%	2%	4%
2-3 times/ month	0%	1%	1%	1%	1%	1%
Once a week	2%	0%	1%	1%	0%	2%
2-3 times / week	0%	0%	0%	1%	0%	0%
5+ times/ week	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%

CCC Library	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	22%	21%	28%	28%	30%	20%
Less than once/ month	33%	33%	28%	18%	34%	22%
Once/ month	22%	20%	21%	17%	13%	26%
2-3 times/ month	11%	12%	9%	17%	11%	14%
Once a week	6%	12%	10%	15%	10%	13%
2-3 times / week	6%	3%	4%	4%	3%	4%
5+ times/ week	0%	0%	0%	1%	0%	1%
Don't know	0%	0%	0%	0%	0%	0%

CCC Rec. / Sport Centre	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	30%	31%	51%	71%	44%	48%
Less than once/ month	30%	25%	29%	19%	28%	22%
Once/ month	11%	16%	6%	3%	10%	9%
2-3 times/ month	9%	7%	4%	2%	4%	5%
Once a week	11%	13%	4%	4%	8%	8%
2-3 times / week	7%	7%	6%	1%	4%	7%
5+ times/ week	2%	1%	0%	1%	1%	1%
Don't know	0%	0%	0%	0%	1%	0%

CCC Pool	15-24	25-49	50-64	65+	Male	Female
Not in last 12 months	46%	30%	58%	74%	53%	47%
Less than once/ month	22%	27%	26%	15%	23%	24%
Once/ month	11%	14%	5%	4%	8%	9%
2-3 times/ month	9%	8%	3%	3%	4%	6%
Once a week	2%	15%	4%	3%	7%	9%
2-3 times / week	6%	6%	3%	2%	3%	5%
5+ times/ week	4%	0%	1%	0%	1%	0%
Don't know	0%	0%	0%	0%	0%	0%

## 5.4 Waterways

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

**Table 5.8 Satisfaction with Condition of Waterways**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	11%	7%	12%	15%	11%	10%
Satisfied	48%	53%	54%	52%	52%	54%
Neither satisfied nor dissatisfied	28%	20%	13%	11%	16%	17%
Dissatisfied	9%	15%	13%	16%	17%	12%
Very dissatisfied	4%	5%	3%	2%	4%	3%
Don't know/NA	0%	1%	5%	4%	1%	5%

*Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes such things as the layout and types of plantings?*

**Table 5.9 Satisfaction with Appearance of Waterway Margins**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	15%	19%	21%	23%	19%	22%
Satisfied	63%	61%	60%	57%	60%	60%
Neither satisfied nor dissatisfied	7%	12%	11%	9%	11%	11%
Dissatisfied	11%	7%	4%	7%	8%	5%
Very dissatisfied	4%	1%	1%	2%	2%	1%
Don't know/NA	0%	1%	4%	2%	2%	2%

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

**Table 5.10 Satisfaction with Condition of Waterway Margins**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	9%	13%	15%	14%	13%	14%
Satisfied	69%	63%	56%	57%	60%	60%
Neither satisfied nor dissatisfied	19%	15%	15%	12%	16%	13%
Dissatisfied	4%	8%	5%	12%	8%	8%
Very dissatisfied	0%	1%	2%	1%	1%	1%
Don't know/NA	0%	1%	7%	4%	2%	4%

## 5.5 Rubbish and Recycling

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

**Table 5.11 Satisfaction with Kerbside Recycling**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	41%	64%	69%	70%	61%	69%
Satisfied	54%	32%	26%	25%	35%	25%
Neither satisfied nor dissatisfied	4%	2%	1%	1%	1%	2%
Dissatisfied	2%	2%	2%	2%	2%	2%
Very dissatisfied	0%	1%	1%	1%	1%	0%
Don't know/NA	0%	0%	1%	2%	1%	1%

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

**Table 5.12 Satisfaction with Kerbside Collection, Rubbish (Red Bin)**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	35%	55%	63%	63%	54%	62%
Satisfied	61%	34%	28%	32%	39%	29%
Neither satisfied nor dissatisfied	4%	6%	3%	2%	3%	5%
Dissatisfied	0%	3%	3%	1%	1%	3%
Very dissatisfied	0%	1%	3%	1%	2%	1%
Don't know/NA	0%	0%	1%	2%	1%	1%

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

**Table 5.13 Satisfaction with Organic Waste (Green Bin)**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	30%	42%	46%	50%	39%	48%
<b>Satisfied</b>	56%	32%	30%	31%	37%	29%
<b>Neither satisfied nor dissatisfied</b>	9%	6%	5%	3%	5%	5%
<b>Dissatisfied</b>	4%	14%	14%	10%	12%	13%
<b>Very dissatisfied</b>	0%	5%	3%	4%	5%	3%
<b>Don't know/NA</b>	2%	2%	2%	2%	2%	2%

## 5.6 Roading

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

**Table 5.14 Satisfaction with the Condition of Christchurch Roads**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	9%	10%	12%	12%	10%	12%
<b>Satisfied</b>	50%	52%	51%	55%	53%	52%
<b>Neither satisfied nor dissatisfied</b>	20%	17%	15%	8%	14%	15%
<b>Dissatisfied</b>	20%	16%	17%	17%	18%	16%
<b>Very dissatisfied</b>	0%	5%	6%	6%	6%	5%
<b>Don't know/NA</b>	0%	0%	0%	2%	0%	1%

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

**Table 5.15 Satisfaction with the Condition of Christchurch Footpaths**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	11%	13%	13%	11%	13%	12%
<b>Satisfied</b>	63%	56%	54%	50%	61%	49%
<b>Neither satisfied nor dissatisfied</b>	13%	12%	17%	10%	13%	14%
<b>Dissatisfied</b>	13%	15%	12%	23%	12%	19%
<b>Very dissatisfied</b>	0%	3%	4%	6%	2%	5%
<b>Don't know/NA</b>	0%	1%	1%	1%	1%	1%



## 5.7 Water

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

**Table 5.16 Satisfaction with Waste Water Services**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	33%	31%	33%	34%	39%	27%
<b>Satisfied</b>	52%	55%	54%	56%	53%	57%
<b>Neither satisfied nor dissatisfied</b>	6%	7%	7%	3%	4%	7%
<b>Dissatisfied</b>	4%	4%	4%	2%	3%	4%
<b>Very dissatisfied</b>	0%	1%	0%	0%	0%	0%
<b>Don't know/NA</b>	6%	2%	3%	4%	2%	4%

*Water Supply. Thinking about things like taste, pressure or presence of sediments or other solid matter in the water, overall how satisfied are you with the water supply service?*

**Table 5.17 Satisfaction with Water Supply**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	57%	51%	58%	58%	54%	57%
<b>Satisfied</b>	33%	41%	34%	33%	38%	35%
<b>Neither satisfied nor dissatisfied</b>	4%	3%	1%	3%	3%	2%
<b>Dissatisfied</b>	6%	3%	4%	2%	3%	3%
<b>Very dissatisfied</b>	0%	1%	1%	2%	1%	2%
<b>Don't know/NA</b>	0%	1%	2%	2%	1%	2%

*The Council is actively encouraging residents through water conservation campaigns to use less water, especially during the summer months. Campaigns include water conservation messages on backs of buses, bus shelters, billboards and in newspapers and on posters in some retail areas. It also includes online advertising and inserts in Council rates notices. Were you aware of the Council's water conservation campaigns before I mentioned it?*

**Table 5.18 Awareness of Council's Water Conservation Campaign**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Yes, Aware</b>	41%	58%	65%	68%	61%	62%
<b>No, Not aware</b>	59%	42%	35%	31%	39%	38%
<b>Don't know</b>	0%	0%	0%	1%	1%	0%

## 5.8 Active Travel

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

**Table 5.19 Level of Agreement – Christchurch is a Cycle-Friendly City**

Response	15-24	25-49	50-64	65+	Male	Female
Strongly agree	19%	11%	13%	8%	13%	11%
Agree	44%	43%	43%	41%	42%	43%
Neither agree nor disagree	17%	18%	20%	20%	21%	17%
Disagree	17%	24%	15%	21%	18%	22%
Strongly disagree	4%	5%	5%	5%	5%	5%
Don't know	0%	1%	4%	4%	2%	3%

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

**Table 5.20 Participation in Cycling**

Response	15-24	25-49	50-64	65+	Male	Female
All the time (about every day)	19%	9%	7%	2%	9%	6%
Frequently (at least once a week)	20%	18%	13%	6%	19%	10%
Occasionally (around once a month)	19%	14%	9%	4%	13%	8%
Rarely (No more than a few times a year)	22%	21%	11%	4%	15%	13%
Never	20%	38%	59%	82%	43%	63%
Don't know	0%	0%	0%	1%	0%	1%

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

**Table 5.21 Level of Agreement – Christchurch is a Walking-Friendly City**

Response	15-24	25-49	50-64	65+	Male	Female
Strongly agree	33%	30%	33%	24%	27%	31%
Agree	59%	59%	59%	57%	60%	57%
Neither agree nor disagree	6%	7%	4%	10%	8%	6%
Disagree	2%	3%	3%	6%	4%	3%
Strongly disagree	0%	2%	1%	3%	1%	2%
Don't know	0%	0%	0%	1%	0%	1%

*In Christchurch there are a number of Pedestrian Malls, such as the City Mall and New Regent Street. Overall how satisfied or dissatisfied are you with the appearance of pedestrian malls, which includes things such as the layout and type of plantings and layout and style of street furniture?*

**Table 5.22 Satisfaction with the Appearance of Pedestrian Malls**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	20%	18%	23%	19%	17%	22%
Satisfied	61%	58%	50%	54%	54%	55%
Neither satisfied nor dissatisfied	9%	13%	13%	10%	14%	10%
Dissatisfied	6%	5%	4%	3%	6%	2%
Very dissatisfied	0%	0%	0%	1%	1%	0%
Don't know/NA	4%	7%	11%	13%	8%	10%

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

**Table 5.23 Satisfaction with the Condition of Pedestrian Malls**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	17%	15%	17%	12%	14%	15%
Satisfied	70%	54%	55%	57%	60%	53%
Neither satisfied nor dissatisfied	7%	16%	12%	10%	12%	13%
Dissatisfied	2%	6%	5%	4%	4%	6%
Very dissatisfied	0%	0%	0%	1%	1%	1%
Don't know/NA	4%	9%	11%	15%	9%	12%

## 5.9 Parking

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

**Table 5.24 Satisfaction with Ease of Use of Parking Meters**

Response	15-24	25-49	50-64	65+	Male	Female
Very satisfied	11%	11%	8%	4%	8%	9%
Satisfied	41%	54%	51%	36%	51%	45%
Neither satisfied nor dissatisfied	15%	14%	11%	17%	12%	16%
Dissatisfied	20%	15%	16%	10%	13%	15%
Very dissatisfied	6%	3%	5%	6%	6%	3%
Don't know/NA	7%	3%	9%	26%	9%	12%

## 5.10 Overall Satisfaction

*I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like the Art Gallery and Libraries, parks, recreation and leisure, and regulatory services such as building consents.*

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

**Table 5.25 Overall Satisfaction, Christchurch City Council**

Response	15-24	25-49	50-64	65+	Male	Female
<b>Very satisfied</b>	15%	19%	14%	14%	15%	17%
<b>Satisfied</b>	63%	62%	63%	60%	61%	63%
<b>Neither satisfied nor dissatisfied</b>	13%	10%	13%	13%	14%	10%
<b>Dissatisfied</b>	9%	7%	7%	11%	9%	8%
<b>Very dissatisfied</b>	0%	1%	3%	1%	1%	2%
<b>Don't know/NA</b>	0%	0%	0%	1%	0%	1%

## 6 Verbatim Responses

### 6.1 Things Done Well

*Thinking about all the services the Council provides, can you describe in as much detail as possible, the service you feel the Council is performing **the best** in delivering, and why?*

#### 6.1.1 Age Group 18-24

Three bins

Advertising of events coming up, see them on posters when in town

Alcohol ban, They are doing a good job of keeping drunks and undesirables out of central city. Pools are excellent. Bus lanes are great Good to see positive development in city.

Arts provide plenty of things for all age groups, or big bands.

Bus lanes are very good, they save time both for people on the buses and other traffic.

Bus transport is pretty good.

Buskers festival, Classical sparks, offer great variety, good things for families.

Care and upkeep of public green spaces such as gardens and the marshlands and the waterways.

Christmas in the Park is great for meeting friends and having fun with the community.

City Care. Parks always look nice

Community events/festivals, e.g. Linwood lights festival - gets communities together. Range of facilities including libraries etc.

Cycle paths are good, particularly the one along the railway track - seems to be well maintained

don't really pay a lot of attention.

events through the year are great, it helps people feel included as a part of Christchurch, creates a community feel.

Festivals that they have in the city. Something interesting and different to look at.

Festivals, There are lots of different ones for different people, lots of variety.

Helping the community out.

I can't think of anything actually

I don't know really. they seem to be doing a pretty good job everywhere

I have noticed that they have been pushing the cycle lanes a lot more so they have obviously put in the effort and money on that side of things; They also provide a good range of events and festivals

I like all the artsy stuff going on in Christchurch like the art centre and all the photos round the city I think for visitors it's a cool thing they must think were really into that side of things

I think the way they do the green, yellow, red bins is a great way to deal with rubbish in Christchurch

Libraries always have good books, good opening hours, and are clean and friendly.

Libraries, Well organised, the best service I've come across

Looking after the Botanical Gardens, looking after the plants. Library staff are pretty awesome

Looking after the parks and the river ways as they always look nice. The new rubbish bins are wonderful.

Maintaining parks and the appearance of them

Maintaining their parks quite well. The lawn part is mowed at least once a week, kept in good condition. Gardens well maintained, never seems to be any weeds.

Maintenance on roads and tidiness

Nothing I can think of.

Organising events to happen in town (e.g. Buskers Festival and Parades). It's fun and they are always on time and well maintained no fights that break out and if there is then police are onto it.

Probably bus service, it goes everywhere

Providing services like the Art Gallery and Library.

Public bus services are excellent with easy access and they are easy to get to.

Road upkeep - seen lots of work being done in Riccarton recently. particularly along Harakeke Rd. where they spent 3 months making the road as good as it could be

Rubbish, is picked up all the time, it allows us to get rid of it all in one go.

The best thing is probably the water. I'm enjoying having good tasting water.

The council has done a lot of work on the main street in Lyttelton, It looks a lot better, and they have repaired the footpaths as well, Looks much cleaner. The leisure centres are pretty good and cheap.

the Events calendar that the city supports is good

The parks are incredibly well kept. Everything is controlled and looked after well. The staff at the centres are good. The best is the sports and recreation centres.

The range of activities that the council puts on such as the festivals/events, swimming pools like QEII and the art centre/gallery are brilliant for young people, it gives us plenty to do.

The recycling services are good

The rubbish collection system is very good. - it's regular, easy and user-friendly

The swimming pools are good and provide good value for money

The way they have redone the city malls and attempt to attract people back into the city, i.e. Poplar lane and Lordships/Sol square

The World Busker's Festival was really good. They should keep it going every year.

### 6.1.2 Age Group 25-49

activities and events, it's something for the community, good pricing for people, community feel, gets people into the centre. Generally the streets are clean and tidy the centre is orderly.

All of the above - I'm very happy with my city & how it's run

All the events that the council puts on, because they advertise really well and everyone knows about them.

All the events that they are involved with, because they never use to have anything like that and it provides Christchurch city with fun things to do on a regular basis.

All the free concerts and things they put on e.g. summertime program. People who don't have any money can go so is encompassing all of Christchurch, not just those with money

All the things that get communities together, like events and festivals, are very good. They're doing very well at getting families to do things together. It's good to be given this opportunity to have a say.

always fixing something.

Arts and cultural events and libraries are good in that they are community events and are available for everyone.

Arts festival, wearable arts, events and festivals, community activities are good to see more culture.

Best Service they provide is the rubbish and recycling pick up's their fantastic if used correctly. Also all the events and festivals is great.

Bins are a good idea; it has stopped all the bags lying around with rubbish being spread over the streets.

Bus service - are really good. I travel on them with my small children & the electronic message board is great & the online information is excellent. Bus drivers are very helpful.

Buskers' festival is absolutely amazing it is great for Christchurch tourism it appeals to a variety of people and it is just such a great festival for families and everyone to go to.

Buskers festival is very good a lot of variety, we like them

Can't think of anything off the top of my head to be honest.

Christchurch is the Garden City and they maintain that well - it's very pretty. I enjoy the Sparks in the Park festival, it must cost a lot and it's very good. The Council people are always very pleasant on the phone.

city mall, upgraded well, great for lunch breaks, great to sit down.

City malls - making them look good, and look better for tourists, keeping them updated and looking nice for everybody.

Collection of rubbish is very impressive. with recycling

Community facilities, such as libraries, rubbish collections, swimming pools, are excellent.

Council run swimming pools, libraries and parks Christchurch is a pretty good. The work on making things look nice pleasant city is good. The water system is good we've got good water. I don't know why other places put fluoride in their water. There are a lot of park areas in Christchurch and that is good, I like Christchurch.

Cultural opportunities e.g.: Libraries, events and festivals. The public gardens are very nice/lovely.

Currently the waste collection service is brilliant. It means we can get rid of all our green waste tidily and also keeps the streets tidy.

Cycle ways popping up around the city I think it is great as it is safer for the cyclist's to travel around.

delivering regular household services, e.g. waste, water. very innovative and brave.

different events, good community feel to the city and pride. Proud to be a Canterbury person

Dog parks are pretty well done, well stocked with equipment for cleaning up after your pet.

Done an excellent job with the kerbside collection service - I wasn't keen to begin with but have been thoroughly impressed with the service. The events that the Council support has a positive spin off for the city & bring money into the city. Brings new money into Christchurch

Don't know

Don't know

Don't really have an opinion, they're doing a good job overall. The Mayor is a good focal point, he fronts it up well.

enquired online about no safety barrier at a spot on the summit road, sent an email, got a reply straightaway, an engineer inspected the site and got back to me in a couple of weeks, assessed the site and agreed something needed to be done, recommended the council fix it and a barrier was up in six months. Very easy to communicate with council gave me feedback and fixed it in reasonable time

Entertainment & festivals - there is a great range available, they are very successful, well advertised.

Entertainment All the festivals that they provide such as the world buskers festivals although Christchurch is a small city there is a lot offered.

entertainment around the city. street plantings are looking great.

Events - good range, interesting

Events - make an impact for us as a family. That they are free (apart from the rates), well organised, high quality, appeal to wide range of people is good. I go mountain biking and running in the hills appreciate that those areas are accessible.

Events & festivals - lots to do & great range & variety for all ages

Events & festivals - put on a good supply of events

Events & festivals are very good

Events and activities which are for both visitors and residents alike. There is a wide variety throughout the year which is good and means that they cater to all age brackets, there is something for everybody.

Events and festivals that attract tourists to boost the economy. The rubbish/ bins system doing well at.

Events and recreation services are good. The city is presented to a high standard and the facilities available are very good.

Events are Absolutely Fabulous. I live near a park and they always keep everything clean and looking good. Maintain the facilities, we went to Spencer Park recently and used the BBQ it was great.

Events because they actually do them well and provide a lot of things that people wouldn't normally get.

Events help create a positive culture that values people rather than just economics of the city

Events management, the promotion of Christchurch. The attraction of the Ellerslie flower show, the promotion of that overseas, and some of the other events coming to CHCH. Think that aspect of it has improved.

Events such as Classical Sparks, Ellerslie Flower Garden Show, and Xmas in the Park etc are superbly organised and unique to Christchurch and it brings the community together. Also facilities like the swimming pools are easy to access are great facilities for children.

Events such as Summertime, Ellerslie Flower Show etc as it promotes Christchurch and also gives local people something to do, always something happening in the city.

Events, parks and outdoor facilities are good. There is a good variety, availability of them and they are easily accessed.

Events, Summer times, Buskers festival. These are always good, social events to enjoy with friends, something every second weekend in summer. Recreation facilities of Bottle lake, Mc Leans island provide way to safely bike or run. Are well maintained.

Everything is good, happy.

Excellent rubbish collection (the only caveat being the size of the green bin) Also the range of events that the council put on is excellent.

Facilities such as public libraries, art galleries are great and are easy to access. He also likes the organised events.

Family entertainment such as classical sparks and the big fireworks displays, it is great for families. Also being informed on what going on in the council meetings etc.

Festivals and events are great to have on.

Festivals and events do really well.

Festivals and events we really enjoy and attend them. Rubbish and recycling collection is much improved from the old system.

Festivals and organised celebrations are good in that offer a huge variety of events. Summertime and Kidsfest, for instance, offer something for everybody.

Festivals and promoting Christchurch throughout New Zealand and the world is great, via internet etc. The upgrades of the malls especially in town look fantastic, also the new tram lines.

Festivals are fantastic. dog parks are great.

Festivals such as the Buskers' Festival and other entertainment for families are very good and reasonably priced for families

Festivals, Buskers, Classical Sparks, Christmas in the park, The council is doing really well with these, they bring people together. Also parks and gardens are good too. The council is talking about purchasing land in Purau Bay I think this is awesome.

For me the libraries are great, I use them all the time and they provide a lot for every member of the family. It is great how the staff are so friendly, they provide free internet and they have some sort of connection to all the other libraries. QEII is great because it has convenient opening hours; we go there all the time. We also love the Christchurch parks and reserves, they are always clean and we go there all the time. Places like the art gallery are great because they are like a treat for me. We are very happy with the waste water upgrades because we live in South Brighton.

General maintenance of streets is fine leave collection

Good service

happy with the rubbish and recycling collection and their efforts to reuse everything.

I am very happy with the recycling program. I would like either a larger yellow bin or more regular clearances

I do like the way they are modernizing the city. I personally think that the new mayor has done a brilliant job at getting things done since he was elected. The whole council has pulled together and are doing very well.

I don't have a problem with anything I think their doing a good job.

I have to say the kerbside rubbish collection is the best. It is clean and tidy and works really well.

I like the school holiday program & recommend it to everyone. The kerbside collection of the Yellow & Green bins is excellent

I strongly agree with the kerbside rubbish and recycling collection services this is because I find that I can easily organise the recycling, rubbish and waste without just chucking it all out in the one bag and also its great that it is not all lying all around the house anymore and that I can really clean out my house now.

I think it's with collection bins. It's very simple and has to be one of the best things they have done

I think that all the events and Festivals are the best service they provide.

I think that the refuse collection including recycling works well.

I think the best is the way it's managing the council owned business such as air ports and bus systems.

I think the Port hills mountain biking track is Fantastic. Also the kerb side collection is great. The library is a good facility because I have a younger son. And there are always Cultural events and things going on in the city, like the art gallery.

I'd have to say that the events that the council puts on that are the best. At the moment the city looks beautiful because of all the flowers from the flower show. People are also kept busy and entertained from the buskers' festival.

I'm really happy with the job there doing. Just last week I went in about a sign up our street that said numbers 17-26 and was meant to start at 15 and nobody could find our house. They came and changed it straight away I was shocked didn't think it would get fixed so quickly. Really impressed. They also have heaps of activities happening like the fun runs, Classical Sparks etc really good doing a great job.

Kerbside rubbish and recycling collection, mainly for the green bin.

kerb side recycling - they are doing a fantastic job. The system really encourages people to recycle & now we have somewhere to put our green waste. They also make compost and sell the compost so this is a good follow on the service.

kerbside collection - implemented very well, educated people well about system. Fantastic that we can recycle so much more & green bin is excellent, so much is going into the green bin which would have previously gone into the rubbish bin.

Kerbside recycling, is great for community and the environment, animals can't get into them.

Kerbside recycling, its clean, efficient and its working not sending too much stuff to landfill

Kerbside Rubbish and recycling, It is the jewel in the councils crown, absolutely magic. Cycleways are a huge improvement.

Kerbside rubbish and recycling: Think it's a fantastic system. I like the range of events/festival that are available for people to participate in.

Landscaping, parks, gardens, roadsides, and rivers are very tidy.

Leisure facilities - pools, parks, services. My children do a lot of sports and the parks are in good condition. And the rivers around them are well maintained.

Leisure facilities are excellent, clean, well run, excellent state of repair.

Libraries - they are very accessible to all members of community



libraries and service centre does a fantastic job  
Libraries are doing well. Happy with recreational aspects.  
Libraries are excellent; service is good and books for everyone  
libraries because of staff, feedback, service  
Libraries - I have preschool children and they offer great story times, excellent range and variety of fiction books & reference books & well stocked on DVD's and CD's.  
Libraries, pools and gardens. Pools have kept the cost low. The plants, maintenance and playgrounds in gardens is good  
libraries, very good range of products and technology, online books, audio CDs great environment and includes all of society.  
Library - brilliant service, great variety of books, new books coming in all the time, staff are well trained All the essential services are performed very well such as water supply & rubbish collection  
Library - happy they kept the Bishopdale library open. Lots of resources available there; helpful staff  
Library - NOT user pays so people who don't have money can use, lots of libraries around so everybody can have access  
Library service is great, has a wide selection, up to date, have cafe, service centre and playground all there. Community week and funding is great. Events like Kite day is great  
Library system is very good. New buildings are looking nice, appreciate the architecture.  
library, wide range and materials, kids' corner is really good for the kids. bill payment friendly staff, can answer questions very clearly even when it is busy and they are always very good, good job.  
Like the different events and festivals would love more especially during winter times.  
Likes the festivals and events, gives the city some life.  
Live near the Avon river and they are pretty good at maintaining it. The Rubbish Collection is Great, the best service they are providing they said they wouldn't put the rates up to cover that. they did but it's worth it. Their getting people to think about what goes where and also the programmes at school getting and encouraging the kids to get involved it is awesome.  
Local events the variety it supports and presentation is impressive  
Lot of things I use pools, library, Gallery the council performs really good job of providing and maintaining facilities for public. Recently extended on our property and dealing with consents and applied for resource consent. Quite difficult to get through no fault of the council - just looking for a better place for the garage. Were very helpful over all. Went to find out about building consents - planners and building consents officers were very helpful. Been very detailed and helpful with information given. It was constructive for long term thinking. Clearing out our alleyway.  
Maintaining the Parks etc.  
Monthly City Scene is good to keep people advised of what is happening  
Most impressed with the rubbish collection (all three bins) It has encouraged us to be more responsible with our rubbish  
National Events Christmas In the park Free events that bring tourism in.  
New bin services - took them years to do it but they are done very well. Sometimes trucks are late but always there. Overall it's a very good service. Gets rid of the rubbish.  
no comment  
No comment  
No idea  
Nothing  
Nothing really  
Nothing really  
Nothing specific  
Nothing stood out for customer. after some prompting she said she thought the variety of events and festivals were good  
Over all pretty good.  
Parks - great for the kids  
Parks - that they are there and seem to be constantly developing them. Would like more parks and recreation facilities.  
Parks and gardens are well maintained. They are nicely presented, clean, tidy and usable.  
parks and playgrounds are well kept and there are so many of them available  
Parks and recreation, always clean and tidy.  
Parks and recreation are good, we are the garden city and we have plenty of open spaces and parks. Sewerage - think they are doing well taking the stink away from the Estuary  
Parks and recreational areas getting kept good

Parks and Reserves because they are well-managed and well spread around the city. Enjoy the large natural areas like the port hills and traverse. Is good to have the natural waterways close to urban areas.

Playgrounds and quality of the grounds being well kept. Good with public transport. Cycle lanes and bus lanes.

Pools and sports facilities are maintained well, good price, wide variety of places to visit. Happy with the rubbish service, regularly enough so no overflow, provided for us compared to places to other smaller areas and is very clean and tidy.

port hills bike parks very good. Central library is very well utilised and well stocked.

Pretty good

Pro Active council. Looking after the environment and what we have, e.g.: recycling and green waste. Actively promoting.

Probably the best thing is the quality of water. I travel all around the country regularly and I think we have the best water in New Zealand.

promotion of Christchurch, tourist aspect, shows, Ellersie show, buskers, as a destination for tourist. Rubbish, collection very good initiative

Promotion of city, Festivals and things that encourage tourists to come to the city. Parks are looking good too.

propaganda.

Providing an array of events and festivals.

Public events - Chinese lantern Festival, Sparks in the Park, Christmas in the Park. They are good family days.

Public events in Christchurch are very good. Things like the Buskers Festival; I have certainly never lived in a city with that kind of event. Bringing the Ellerslie Flower Show was innovative even though was controversial. Things like these events and art gallery being free so people can enjoy it is great.

Public events/festivals - all the free things. They are easy to get to and there is a wide variety.

QE11 facility as it is a well run operation and caters for all sports but does need support from the council for minority sports. Kerbside collection exceptionally well done.

Recreation and events provided by the council. Particularly the adverts and information provided by the council about these to the public

Recreation and sports, community facilities, affordable and accessible. The events, impressed with the range and the effort with presentation and facilities available at the events.

Recreation programmes are excellent, programmes for all levels and a huge range of activities that are affordable. Libraries are good as well.

Recreation with variety of activities for people of all different age groups including walking and Classical Sparks.

recreation, like swimming pools, mountain bike tracks, services like that and available right at back door.

Recreational facilitates, Library, Arts & Parks & Festivals. The Council does a Jolly Good Job

Recycling bins are good. I no longer have to pay for bins myself. No longer do we have to use bags which can get ripped by animals and smell.

Recycling system - getting the wheelie bins & the 2 weekly system & so people become more aware of recycling

Recycling was best idea that they've had and the concerts are good.

Recycling, great idea.

Refuge collection is very good, very efficient. Sewerage guys are very good. We had some issues and they sorted it out very efficiently. Outdoor swimming in Lyttelton is a good idea. Is good that it is available.

Refuse collection and social activities (events/fests/recreation facilities) are very good

Roads - The Maintenance & up keep of the roads

Rubbish and recycling services are excellent in that they seem to be running very smoothly.

rubbish and recycling, cut down on the landfill, more conscientious about the rubbish they produce. summertime programmes, good to get people together, community.

Rubbish and recycling, great friendly staff that are very polite and always on time, very old fashioned I like that about this service.

Rubbish collection and recycling is much easier than it used to be.

rubbish collection is clean and rubbish bins are big. roads are clean.

Rubbish collection is cool, best thing they have done in ten years.

Rubbish Collection is good, the new system. The way it's working with the pick-up is good.

Rubbish Collection is great always on time and consistent. Also the library we use at least twice a month, they provide lots of family facilities and events.

rubbish collection is really good

rubbish collection is the biggest improvement, clean and efficient. freedom to dispose of more different types of rubbish better than before.

Rubbish collection runs smoothly and is better than the bag system. Roads are clean and trash free.

Rubbish Collection, It used to be contracted out now it is five times better.

Rubbish collection, they are always on time have pickups on the right days had no problems.

Satisfied with everything and the recreation and sports grounds

Services are great. Shows and exhibits - think they do a really good job. Think Ellerslie Flower Show was a huge punt but probably worthwhile now. Customer Service staff are pretty good. If don't know they will make a point of finding out. Very seldom have becoming grumpy with someone dealing with.

Side roads rubbish bin collection, is quite happy about the system.

Spending our money Irresponsibly

Sports Leisure Centres and Recycling.

Street maintenance & beautifying the City They approach the problem with a good mind set, nice footpaths, nice roads, try to slow & divert traffic to avoid congestion

Summer Time Programme and Festivals bring lot of vitality. Free events for families and kids fabulous .All give a sense of Christchurch.

Summer times events- gone downhill over recent years as changed date e.g. Classical Sparks and cancelled some. Whole programme wonderful events free and for family.

Summer time festivals as good information about them.

Sewerage system, very good, thinking very hard about the Sewerage, long term thinking for this area.

Swim smart is one of the councils many activities for kids

Swimming pools and libraries are very useful to the population of the city and need to be kept going

The advertising of events is good, and they are smoothly and efficiently run. They're also good about communicating with the community about Council news and issues. Overall good job.

The amount of events is very good cultural events very good, the libraries are very helpful such as books interchanged around the city, the amount of effort keeping the residential streets in order

The attractions. Promotional of healthy lifestyle.

The availability of parks etc to walk dogs like the Groynes is great.

The best things they are doing are the community facilities such as pools, libraries and parks. The upkeep of the parks is fantastic. Festivals are fantastic especially the family ones. There is a lot of variety and a lot of information given about facilities and events. Also, thinking particularly of swimming pools, have kept cost down so people can still afford it. And all are well maintained.

The bins are good in that they sort out the different parts which save the environment and reduce the amount of waste.

The bins as he is happy that his rubbish is put to use.

The Bus service is the best I have come across in the country

The bus services. This is because they run every 15-20minute during the week, so very happy. I am able to get to places on time or even before time.

The change to the rubbish bins is excellent. Compared to what it was it is easy, convenient and sensible change. A vast improvement on rubbish bags. Events they support are great. It makes Christchurch an interesting place to live. Though, fireworks should be moved back to Hagley Park as much more accessible.

The children's playgrounds especially at Barrington and Heathcote are great for younger children.

The city libraries are great. My local (South) is accessible, it has a good cafe, and there's a wide range of activities available. It's also good that it has facilities for community groups such as meetings and seminars. The summer events have a good programme too.

The clean air campaign they have going in our area, this is really good because it encouraging people to get rid of their open fire burners which is therefore keeping the air clean.

The council does a great job of keeping the place clean and tidy. That is the city, parks, and gardens, everything looks fine.

The council is keeping the city looking good, waterways, parks, and facilities for dogs, the dog parks are awesome, the bus service is also good.

The council is performing the best in terms of delivering public recreation events because they offer a good range of accessible events.

The Council runs family events well. They have good promotion of them. Have good facilities for when you're there such as car parking. The costs low and hours of operation suit families. The amount of events and their variety is very good.

The council website, have tried others in other places and Christchurch is best. Great for looking for council jobs on the council job website and it includes a handy weather site which is very good. Also libraries are very good, fantastic to see it celebrate 150 years. The cultural activities. There is always something going on they do a good job at getting visitors in. Supporting the outside environment.

The different activities and events they provide and all the different things you can do around the city, this is because there is always something to do if you want to do something.

The entertainment the Council provides in the way of free events for families and a wide range of people is good. It enables people to be exposed to a range of activities they might not otherwise be able to be involved in and the events are safe.

The events and recreational facilities because of the choice, easily accessible and cheap.

The events that the city hosts because they bring the arts into the community.

The events they put on and the number of things available to the public they provide

The festivals and concerts because of the variety and they cater for all age groups in different areas.

The festivals because they include the whole community and are family friendly and cater for all walks of life. They are accessible and sometimes they are free. She especially loved the winter festival.

The gardening and basic appearance of the city. Also rubbish collection this is because they come down our little lane to collect our bins we are on a steep hill so makes it easy for us.

The green image such as the rubbish that is good and also the selection of entertainment.

The improvements made to dog parks are impressive. They used to be half bare paddocks, now there are nicer areas with runs and places for the dogs to play.

The kerbside rubbish and recycling collection, they have been very pro active with the 3 bins and the follow up with the ads for what to put into each of the bins and what not to.

The Kerbside Rubbish collection is a great service & has impacted positively on where we live

The kerbside rubbish, the times frame is good and fact that it is quicker and cleaner. The events are good, the family orientation and well presented, ease of getting in and out.

The kid friendly areas in the city, like the pools and parks, are really good. The festivals and events are too, because they have people who are proactive and are passionate about their jobs.

The leisure centres are good, excellent service, equipment is good, excellent and friendly staff.

The libraries are good. They have a good selection of books, friendly and helpful staff and good hours. The indoor swimming pools are really well done. The pricing is affordable for families. They are well maintained.

The libraries, swimming pools, and recreation centres are all very good. The people there are all very polite and helpful. The water pipe contractors are also quick and good. They're doing lots better with the rubbish and recycling collection. There's a good awareness of the environment.

The maintenance of facilities and parks such as QEII and the Botanical Gardens is very good. This makes them inviting to go to.

The maintenance of the storm water drains very good.

The new rubbish collection is brilliant and the rest of the country should follow

The new rubbish system is good, it's working well. I live near Hagley Park and it's very good that they're so considerate about only holding one or two loud events per year, and making sure they don't go too late.

The overall infrastructure and services are pretty good.

The overall standard and variety of the facilities such as libraries and events

The parks and recreation areas are excellent. Botanic gardens particularly. Also the wetlands which are nearby and always improving. There is also excellent signage about what they are doing and why they are doing it.

The pools are very good and children love them. QEII has been upgraded very well and the swimming lessons are very good.

The port hills, opening it up to bikers and walkers. Lovely reserve area, having a public space that is not built on. The events in the parks are good; I like the free events, and variety. Bus services, the metro info board, easy to understand and access information and timetables.

The promotion of recreation centres, and the facilities they provide to the Christchurch community.

The provision of cycleways and the development of skate parks are good. The new bins are also a good idea. Christchurch has a range of good facilities (such as the museum) and activities for all ages.

The public entertainments such as all the festivals and events the council supports are excellent

The range of festivals that they provide are great, it's fantastic how it gets all types of people from different cultures together.

The recreation and Activities the council provide. They provide a large diversity to cater for all the citizens of CHCH. From sport to culture. For everyone from kids to seniors

The recreation facilities, such as the pools and libraries, are good. We get a lot out of them.

The recreational and leisure facilities. Also the libraries as they all have good facilities and the staff are lovely.

The recreational facilities, like the pools and libraries, are pretty good. They're good for kids and not too much money - not exorbitant.

The recreational facilities, like the work they've done at Maclean's Island, the pools etc, is good. Centennial and Jellie Park are at a good level. The events are good too.

The recycling and organic collection is fantastic

The recycling and rubbish bins are great. They are extremely excellent for the environment and it saves us money because we don't have to pay for rubbish bags.

The recycling and rubbish collection is good. It is good for the environment, the system and bins are good and it is good that the green bin is collected weekly.

The recycling collection is a good idea.

The recycling is a good initiative because it is looking to the future

The recycling services are good compared to other cities - they have made day to day life in the household much easier and generally has been a huge step forward and very positive

The recycling kerbside best thing council has done.

The road network is good and that the information regarding road works is excellent - everybody understands what is going on and when they are happening.

The roading upgrades which are making the city tidy and presentable. The beautiful Botanical Gardens etc. The new kerbside collection is good, the functions such as festivals are good and the libraries are good.

The rubbish and recycling collections are a great system. Events and festivals are good. Impressed with QE2, maybe another pool or two to cope with the school swimmers.

The rubbish and recycling collections.

The Rubbish collection is first class, the only concern is the early start

The rubbish collection is great and we are recycling a lot more.

The rubbish collection is great.

The rubbish collection is much better than the plastic bags.

The rubbish collection is pretty good. The cycle ways and Prebbleton ways that are free from the roads.

The rubbish collection service is good but the council have gone over the top with all the bins. People wanted to keep the black bags but that request was ignored. The service is expensive & now we are locked in to using it.

The rubbish collection services are good

The rubbish collection system is good. It is good that the Council is recycling and taking away green waste rather than it going to the landfill.

The Rubbish Collection.

The rubbish collection.

The streets and rivers and general upkeep of the city are good.

The summer events and festivals are good. It is good having free or subsidised events that encourage people to make the most of the weather and enjoy entertainment they might not otherwise see. There is a positive focus on providing good, safe cycleways and bus lanes.

The swimming pools are child friendly, safe and clean. There are plenty of good facilities to take a preschooler to around the city.

The swimming pools are good in that they are nice pools and there are good facilities provided. The century room at QEII is especially good for my autistic son and the spa, sauna and waves at Pioneer are good. However, it might be a good idea to run swimming lessons at Pioneer at a separate time from when the pools are open to the public.

The up-keep of the roads and kerbsides is good

The Water in Christchurch is absolutely first class - The work in the Parks & Botanical Gardens is great - We have a very good "Front Man" in Bob Parker & the rubbish collection is terrific

The water quality is great, especially compared to Auckland

The water supply is really good. It's still free and very good quality.

The water supply is very good and would like the council to invest in maintaining its great quality. Providing events such as festivals and Sparks in the Park. Cashel St upgrade is looking good and will be a great feature for the city. I am very impressed with that.

The way they are holding onto City holding like the airport is excellent I'm a strong Supporter. Also the water supply is one of the best in the world quality wise. The rubbish and recycling collection has been significantly improved with the different bins encouraging recycling.

The whole rubbish collection system and have educated us well.

The wide variety for all ages for things to do Winter & Summer. I like that there are so many libraries that are easy to get to. If your local doesn't have what you need you can request it in

There are a lot of events and they cater for everybody. The new parks with playgrounds for children I am impressed with.

There has been good work in terms of trying to improve the general look in the inner city. The extension of the tram line is a positive part of this. The Council is prompt when it comes to fixing things like potholes and graffiti. The Council is good at keeping people up to date with road repairs. Council provided entertainment like the Ellerslie Flower Show and Buskers Festival is good.

They are doing a good job of upgrading the roadways and transport issues.

They are doing a great job with the rubbish collection service. Especially the green bins, they make it possible for regular people to get rid of their organic waste without having to take an expensive trip to the dump.

They are doing the roading upgrades in Suburban areas which are great. And the modernisation going on the city is going great.

They are trying to crack down on boy racers

They are working very hard in keeping the streets tidy for everyone and are upgrading.

They do a good job at making the city look good, nice walkways. Always have a good presence and range of festivals and events.

They do well on the recreation side of things. The festivals like the buskers festival are fantastic.

They keep gutters clean

They seem to be doing reasonably well with the rubbish and recycling services. It's good that they are separating the types of rubbish and they pick up the bins regularly and leave no mess behind.

They seem to be fairly actively involved in the city upkeep and they seem very efficient.

They're doing a good job, most services are good.

They're doing very well at providing arts, swimming pools, parks and leisure centres.

Think its performing the best in bringing all the events to Christchurch. That they are free, the choice and the availability are what is good about them.

Think there doing a good job about keeping the city clean and like garden city, grounds and parks always kept nice and maintained. I actually rented out a public gardens to get married they were so cool about it, made it easy.

Transport (buses) - making it a lot more well-known that people can travel by bus. Bus routes are a lot more flexible. The buses go down a lot of streets they didn't use to, quite happy with their mapping structure. Entertainment side is very good, the festivals and concerts. Lots of variety, entertainment for all.

Upgrades in roading, nice and smooth. Rubbish and recycling, the bins are great, keeps it tidy.

Upkeep the general appearance of pavements, gardens excellent. Family friendly parks are very well maintained. Advertising for up- coming events is excellent and good variety of activities for families, Wigram, A&P Show, and Arts Centre. Family friendly city. Museum is great. Clean too esp. compared to UK. The recycling is terrific too.

Very appreciate the recycling bins etc, they are a great idea. On a personal level, they are very understanding when I have to make a late rate payment. Customer service great, my questions always answered. The bus service provided in Christchurch is very good.

Very good at building themselves very big buildings. Also excel at taking land off people and offering it back to them and expending all of my rates

Very impressed with kerb side collection.

Very impressed with the way the Ellerslie flower show was run.

very neat and tidy, not too shabby looking, always see council workers clearing rubbish, nice appearance makes you feel better

Very pleased with service

very satisfied with all services

very wheelchair friendly, accommodating wheelchairs, toilets etc very good for disabled, park has wheelchair swing. Bus service is fantastic with wheelchairs and as she cannot drive she can still catch the bus to get anywhere with her disabled son

Waste collection is very good (Recycling is being looked after in an environmentally way)

Waste removal rubbish and recycling is good.

water is best in world.

Water supply - good, constant supply

Water supply & waste water management Outdoor sewerage pipes

Water supply service is their strong suit; also their waste water services aren't going un-noticed.

### 6.1.3 Age Group 50 – 64

Activities - know about them, well advertised and see people getting involved

All services are pretty good.

Always impressed with the amount of festivals and events they get involved with, I have lived in many other cities in New Zealand and no one get involved with events and festivals like Christchurch city council does.

Any issues are dealt with and are very excellent.

Best entertainment Events and festivals for family's with no entry fees making it easy for everyone to go along.

Best service would have to be the recreation/leisure facilities they provide are really great. Also the new recycling kerb-side collection is very good. The Pedestrian malls are such a good idea I hope they don't change them in future plans.

Bob Parker is trying to bring pride back into the city and trying to keep it more community orientated. They have free concerts etc to make it better for people on low incomes and they are doing good to promote our city and neighbourhood watch seems to be getting better.

Bus lanes have made a huge difference, have made it safer. Think have done events and festivals really well, the fact that they provide them and we have all these things to go to is amazing. That they are free is great. There is always something going on. Swimming pools and parks are always in excellent condition.

Bus service because it's helping keep cars off the road. I would like to see instead of having the 2 hours free bus fare, have longer travel time on the one fare; this would encourage people to go into town more

Buses - Halswell resident and are very pleased with the way they are now sending the buses down (from Halswell) passed the Christchurch Hospital. It's been probably the best decision the Council has made in terms of buses. Got it right in terms of bins, got a lot of rubbish off the streets.

Buskers' festival was really good; Concerts in the park are done really well.

Can't think of anything on the spot.

can't think of anything specific

Can't think of anything.

Can't think of anything.

Catering for recreation in the city, Biking, walking, sports, doing quite well

Christchurch is a big city and they are doing a good job overall.

City care - Think they do a very good job, they keep the streets, I think, reasonably tidy and well maintained. Overall I think the services are very good - libraries, swimming pools, etc. Festivals and events - Think entertainment level provides a community spirit that is of big benefit to Christchurch.

Communicating about events on. aware of lot of things going on.

community pools and recreation areas, but nothing really stands out.

Concerts and art work and Buskers Festival and events in Hagley Park are great and attract a lot of people.

continuing on from the last council.

Council has been doing repair work on our street and carriageway; they have made it a priority and doing a great job of making the community safe.

Cultural festivals as they are always happening and on going

Kerbside rubbish collection, good to do garden waste. Noise control service is great as good to deal with, good with information and helpful with possible resolutions and make you feel comfortable about ringing them. Library provides a wonderful service and resource and is mostly free. Botanical gardens - upkeep is stunning and is absolutely beautiful, great place to visit.

Cycleways are making it safer for motorists, its far superior to what we had.

Dk. expect city to run without me noticing e.g. water supply, rubbish collection. These are core businesses. Very nice has historically given citizens extremely good events and festivals.

Doing a good job beautifying the Central City. The range of festivals is impressive

Doing very well with maintaining the road services for example filling potholes when they form

Done a good job with the Jellie Park pool refurbishment

Done marvellous job with resealing and resurfacing in various areas of Christchurch. Notice in some old areas streets are rechanneled and resurfaced so more pleasant

don't know, not really anything

Don't think they are doing anything particularly well

Environmentally they are working very hard, kerbside collection, wetlands, rivers, New Brighton Library, QE2, are all excellent.

Events such as Sparks in the Park, concerts etc as it gets the community actively involved and it's great to get the influence of family attendance

Events such as World Buskers Festival

events the council funds that is the best

Everything seems to be running smoothly.

Everything the council does to make the city attractive, interesting and vibrant city - so the festivals, events and upkeep of the waterways.

Excellent library services, the system is good with E- Mails sent out when books are due.

Feels the rubbish collection service is an improvement on the old system and shows the council is trying to do something to protect the environment

Festivals - great that many of them are free, easily accessible to all

Festivals - think the Council do a really good job with that. There is a hell of a lot of organisation that goes on with these sorts of things. Never hear of any monumental blunders or anything that goes wrong. Supply of services that householders use (water, getting rid of water and sewerage, rubbish) - they do a very good job

Festivals and entertainment, these events help families that can't afford a lot to enjoy some low cost events. The council gets ten out of ten for these.

General recreation services are excellent but with particular emphasis on the libraries and art gallery

Generally functionally

Generally the leisure facilities are excellent specifically the new skate parks and the swimming pools

Good mix of entertainment stuff

Good overall job.

Good recreational facilities particularly the cycling tracks and the running tracks around bottle lake

Good/wide variety of event, which are absolutely great for us.

green rubbish and recycling, responsible recycling.

Halswell Quarry, Port hill areas, Gardens and parks are good/ fantastic. Enjoy the library system its very good but needs a system in place to check off returned books, I had to pay for a book they said was not returned which I did.

Have done up my street and it looks great, with shrubs etc.

I am quite happy living in Christchurch overall.

I am really happy with the Kerbside recycling this is because the system work well also the water supply great.

I just think that they are doing a great job at keeping the city safe.

I think in terms of the art gallery and museum they are delivering a great service there.

I think it's the rubbish collection service, it's consistently efficient.

I think the council is doing well at raising Christchurch city's profile which is encouraging more people into the city.

I think the festivals and events, they provide quite a bit to do, there are not many weekends in the summer where you don't have something to go and see and do. Also the kerbside rubbish and recycling services, its keeping the streets clean unlike when we only had the bags that use to get ripped open by dogs and rubbished would get scattered all around the streets.

I think the introduction of the kerbside rubbish and recycling collection has been performing the best it has had the most impact on each household everything else is focused on specific areas etc.

I think the water supply is the best in New Zealand. The council tests our water and makes sure that we get the best possible water.

I think they do very well with the art gallery and libraries they are the ones I use the most and I enjoy using them.

If I had to choose one it would be the range of festivals and events that the council puts on.

I'm quite happy with the recreational opportunities available in Christchurch. I like the variety and ease of use.

Infrastructure, water, roads, council seems to be keeping them upgraded, and maintained.

It is a very innovative council, very good at what it does

It is good having a wide variety of events in Christchurch, especially in the summer. The parks are beautifully maintained, have free admission and are easy to get.

Keeping people informed of events, things that are happening and plans. Keeping us informed through mail - sometimes with rates, sometimes with rates. If it is the Council that paints over tagging done by kids (especially in Linwood) that is much appreciated.

Keeping the national profile of Christchurch up there.



Keeping up the services that they provide. I enjoy going to the Botanical gardens, brass bands on Sundays' like the booklets that come in the mail with what's going on in Christchurch for the year.

Kerbside collection - switching to bins is very good, cleaner & better way of collecting rubbish, easier to manage & recycling bins are so much better than the little ones, much neater system

Kerbside collection is pretty fantastic - All utilities (Water, Electricity...) are great. The cultural stuff the city supports is very good kerbside rubbish, having bins and lids it does not litter the streets, green waste is excellent.

Kerbside rubbish collection because the planet is becoming greener and our ability now to sort our waste and re-use items is going to be better for future generations.

Libraries and art galleries - access to knowledge, art concepts and nature is very important. Low cost and free internet at the library is brilliant and the no or low charges are valued highly and long may it continue. It attends to the needs of the community and is available to all people.

Libraries, opening hours and cheap. Parks how tidy and nice they are.

Library - is good, can get magazines out before they in the shops, don't mind paying rates to use the library

Library service is very good, good opening hours, and internet research material, and accessibility.

Library, museum, and parks are all well maintained, well located, and resourced.

Local service centre (@ Beckenham) is excellent especially the staff they are very helpful

Looking after themselves

Maintaining parks very well. Work beside one and they come in daily and clean toilets, pick up rubbish have a good clean up.

Maintaining the city, generally.

Making the city look good

Making the city look good. They are putting a lot of gardens in which will bring tourists in.

Most impressed after citizens signatures collected when unhappy after amalgamation with Christchurch that a particular road was no longer to be sealed although it was promised. After signatures presented sealing was activated and is nearly finished now

My overall observation is that the council is doing a fantastic and generally excellent job.

New Recycling system is working very well with the wheelie bins.

New system with recycling bins is very good.

no comment

no comment

No comment.

no idea

No Idea

no idea

Not sure

Not sure at moment

nothing can think of

Nothing comes to mind at the moment

nothing in particular

Nothing to say.

Our area has really been recently, specifically the footpaths & the roads that definitely needed doing. Road side collection is a great service

Overall good but could stop increasing the rates

overall happy with the way things are.

Parks and recreation - the general standard is good and also the number available

parks and recreation. There are many of them, freely available and very well maintained and user friendly

Parks and reserves are very accessible and are encouraged to use them.

Parks and reserves are very well looked after and rubbish & recycling services are also very good.

Parks and reserves they perform well there, from the tourist point of view I used to show people round and they couldn't speak highly enough.

Parks and reserves, they are always well cared for, the planting fit in with the environment and it is always a very pleasant place to visit.

Plantings on riverbanks and road ways are good. It is good that the Council is planting natives and it keeps things tidy.

Probably rubbish collection because it always gets done, it is regular and the new system gets rid of more rubbish than the old one.

Promoting Christchurch, as garden city - buskers festivals & flower show = well organised, well publicised

Promoting the city is done very well. Maintaining the parks and waterways. The cycle lanes are good. At the council offices people are pleasant but she has a disability and having to stand and wait is sometimes difficult. Good information coming out about where the rates money is going.

Promoting the City well, like the festivals and events. Community facilities e.g. toilets are well maintained.

Public transport is good.

Recreation, good variety of facilities and activities, most venues are well maintained.

Recreational facilities and the Port Hills walkways are great.

Recreational facilities are very good.

Recreational services - the information they put out about what's available and upcoming events are great.

Recreational things they are very good with. Cycling tracks in Burwood plantation for example, and walking tracks on Port Hills, and Hagley Park. Nice and tidy, and safe to walk or do whatever you want in them.

Recycling - it stops everything going into the landfill and into the environment.

Recycling and parks and gardens are kept nice for visitors.

Recycling system is very good apart from size of green bin. No rubbish left on road from them.

Repairs and maintenance around the city is good, and council flats are well repaired. Rubbish bins are great as they don't break very good system now, no rubbish on street, cleaner, tidier and a good idea.

Reserves in Christchurch, keeping the wetlands nice which is needed to make city pleasant. Trying to work on roads, the effort there.

Road maintenance, The council is currently working on replacing the sewer and water mains in Lyttelton; they are doing a really good job.

road network and upkeep is generally very good

Roads are all up to scratch, there is not much distraction. It's nice and easy to drive, not so narrow, have widened some of the roads. Footpaths are also up to scratch, they make way for wheelchairs and pedestrians, and they keep that mind. Cycle lanes are good.

Roads, they are working on them now, the workers do everything to make life easier.

Riparian do a good job of managing waterways

Rubbish - seems to be quite a good service, I haven't had any hassles. Libraries and swimming pools and events are really good. Christchurch is becoming quite known for the World Buskers Festival and other events.

Rubbish and Recycling very clean, tidy.

Rubbish bins - quite good now. We don't have the little bins or bags and they have lids so it's quite good you can put the lid down and keep the flies out. Car parks come in handy especially when in car parks and the first hour is free.

Rubbish bins are great.

Rubbish collection - great improvement from changing from the bags to the bin collection

Rubbish collection is fantastic. Public facilities are fantastic

Rubbish Collection is Grate and Library good service

Rubbish collection is particularly good

Rubbish collection is very good and storm water areas they've designated and planted are excellent. Lived in quite a few places, they are better than most and the water here is beautiful.

rubbish collection. infrastructure. eliminating waste, rubbish, water waste etc. a lot of parks great for the weekends. good bus service

Rubbish recycling services. Involvement in Ellerslie Garden Show is great. Good maintenance of walking and cycling tracks

Rubbish removal is working well. Am a regular user at pioneer pool its excellent. Libraries are well.

Skate parks, swimming pools, walkways, sport fixtures are all good inexpensive things for children to do to keep them out of trouble.

Sports and recreation services provide excellent value for money and are generally of a good quality

Sports events, they have a good variety and they are very well delivered.

Summertime programme in Hagley is brilliant.

The appearance of Christchurch city, Waterways, parks, gardens are all maintained beautifully, a very beautiful city.

The Art Gallery and the libraries are particularly good. The full of diversity and options for different people, and they change around a lot - particularly the library.

The Art Gallery, museum and Hagley Park and other things that are free are wonderful. They are accessible and clean.

The arts and cultural type arrangements are very good. The things they have in the park are excellent. They keep the city clean.

The best is the rubbish collection; it's easy to get rid of waste.

The best service is the rubbish collection. The separation of the bins separation is good.

The best thing is probably the events and festivals such as The Ellerslie Flower Show. They do very well putting them on.

The bins are excellent and a vast improvement on the old system

The boy racers that is clamping down on them but there is still a long way to go, but they are making progress.

The bus service especially the blue buses as the cost is low and the ones at Waikuku beach are great.

The Council is doing the best in the recycling and especially the red bins. The area around by the estuary is very clean.

The council seems to be running quite smoothly. It must be running reasonably well if there is not much cause for complaints.

The kerbside collection is good and helps with cleanliness. The new bus lanes are good as are the new road markings for cycling. There has also been good work on driveways.

The enhancement of the whole city in the way of festivals and beautifying and they are doing a good job of bringing the people to our city.

The entertainment buskers etc because they let everybody know what is happening.

The events are good, shows and production, like the variety. Always something to do, easy to get too, not too costly.

The events, a lot of events for everyone and a good variety.

The festivals are well managed, high quality events that are worthwhile going to.

The festivals etc, and the tram and the gondola, are adding to the city's culture and giving our citizens some pride in the city. The basic fundamentals, like roading, footpaths and waste disposal, are also very good.

The festivals they organise are good; they're doing well in that area.

The festivals, provide a good cross section, good that is it open to everyone, includes the whole community.

The gallery and events, the variety, always something to go to. The information that is available telling people there are events.

The general appearance and presentation of the city overall and the upkeep of the gardens, this is because of the way the city is presented to tourist and residents comparative to other cities I think it's pretty cool.

the general maintenance and upkeep is good. council do a very good job of keeping everything 'clean and green'

The general recreation facilities are excellent - the number of parks and swimming pools. the bus services are good (not the bus lanes - see below) and the general attractiveness of the city is of a good standard.

The heritage side of the council, what they're doing with supporting organisations with grants and advice. Generally like the concept of preserving the heritage of Christchurch, buildings.

The library is a great service, Books for me and talking books for a friend.

The library is very wonderful. They are easily accessible as they are in different parts of the city. The inter-loans system works really well.

the library, so many of them approachable, can take the books back at any library. Run well, people in them very helpful, and activities very good

The mountain biking tracks and McLean's Island tracks are marvellous. I often use my bike and the road marking and cycle lanes are really good.

The new rubbish collection system is far better than the black bag system as you can now put your bins out at night and know that a dog will not get into them and make a mess.

the new tram tracks through Cashel Mall; this brings more people to the area and gives tourist more to look at around Christchurch city.

The only good thing would be the water quality as long as the councillors don't do any thinking.

The opportunity for residents to attend all the concerts and events that the council put on.

The organization and range of events and festivals is excellent and vital to the well-being of CHCH.

the overall appearance and upkeep. Always looks tidy and general up keep is very nice. The parks and gardens are nice. Very pleasant

The overall appearance of the city, There are lots of provisions and things for people to see and do such as parks, gardens, and arts centre, and markets, we are very lucky.

The parks and gardens are beautifully maintained and have a lot of variety, as a feature in Christchurch.

The promotion of the city is good such as advertising it etc.

the public transport system, especially the bus lanes are very good

the recreation facilities are good particularly the Groynes, the beaches and the gardens, all are especially good for grandchildren

The recycling bin.

The recycling, the new bin system, is brilliant. All three bins, and the whole thing, is fantastic.

The roading and footpath upgrade is the most noticeable.

The rubbish collection

The rubbish collection and how it's worked, something new and everyone seems to be getting behind it and making it work is where best efforts have been.

The rubbish collection as it is excellent, clean, efficient and simple.

The rubbish collection is excellent; it seems to be working well, although I would like to see the green bins getting a bit bigger. The pools QEII and Jelly Park are excellent. They've really improved the city malls.

The rubbish collection is great and they have it under control.

The rubbish collection is impressive, especially in terms of recycling efforts. Facilities such as outdoor swimming pools and parks are impressive, both in terms of the number of facilities and their standard. There was good information about road works in Bryndwr. The community was kept informed throughout the project. Also impressed about purification, especially in Wairakei Road.

The rubbish collection service is going really well esp. in the recycling part as we can recycle a lot more now. Council is on top of the bus services, but it would be useful if we had a direct line from Halswell to the airport. Council also getting on top of the centre of the city revamping malls and trams.

The rubbish service as it is done very well except for the green bin being too small. The yellow bin really good as it has made him and his family think about recycling a lot more.

The Rubbish service is a plus. Being a landlord I was concerned that tenants would cause issues & I would suffer the consequences. I was against the service initially but it has worked out fine - Score it a one, very satisfied

The shows and events, variety, the organisation, good advertising, good facilities there and directions, excellent bus services to events.

The shows and festivals that they put on are promoting Christchurch very well

The space for people to do things such as groups and meetings and getting the community involved

The staff do a good job, more so than the people at the top.

The suburban festivals are great.

The summertime community activities are wonderful. All the recreational things, like the buskers festival are good. They're getting people out, away from the TV and games and sitting around arguing.

The upkeep of the footpaths and road network is good as are the bus lanes. the recreation facilities are excellent with a particular emphasis on the museum and botanical gardens

The water is good. It is better than any other city. It is pretty pure and vital.

The waterway plantings has had a positive impact on birdlife.

There has been a huge improvement in rubbish collection even if it looks messy with the bins on the footpath. It is easy to use and is conducted with the right intentions. It has also made people aware of environmental issues.

They do a good job of sorting out noise control issues.

They do a wonderful job on the parks and gardens. They're maintained so well, the flowers are always changed, the City Mall too, it always looks great. CCC is so pro-Christchurch that they do a great job of promoting Christchurch.

They do so much, can't think of anything specific

They do the same as every other council.

They're trying to deliver a good vision for the city, and are putting a number of things in place that are good. By and large are doing well.

Think it's doing profoundly well with the arts and culture its bringing to the city. Ellerslie Flower Show is a great investment and they gave great support to the Buskers Festival. The booklet which gives details of all of the events and festivals, both big and small, is great. However, hard copies of that booklet should be made more available. They should be at The Press counter and at the Ballentynes customer service counter, and other places where people frequent, rather than just at the library.

Very good job in cleaning the streets and washing off any graffiti.

Very happy that the council are upgrading the airport because it makes it easier to drop people off.

visual presentation has done well, landscaping, Canterbury flavour, showing proud as a city, standing alone, very different from other cities, uplifting. Good effort with bus services. Doesn't need outside experts-Christchurch people have the expertise, not just to copy overseas. Now council thinks of the overall health of city, makes more far reaching decisions.

Waste Collection is quite good. Once you get the hang of the system it is quite easy. Good at keeping people informed about changes in zoning in my local area. Mayor making an effort with things that promotes Christchurch such as the Ellerslie Flower Show.

Water - good clean water. Rubbish - the collection is an efficient service.

water is good and swimming is excellent, size is good

Water rates highly, always have water every day, turn tap on and it is there. Roads pretty good not too many hold ups with repairs. safety of city - are aware of it and conscious of need to keep it safe. Amenities like QE2 and recreation facilities. Advertising city around the world, do a great job on the international scene

Water supply is excellent! We have the best tasting water in the world & it is great that there is no added fluoride or chlorine.

Water supply is good, And the rubbish collection is much better than it was

Water supply is the best in the world. Free, unpolluted, no chemicals.

Water upgrade, is fantastic, main street upgrade is great; swimming pool upgrade is great also.

Waterways, they maintain them very well, they are always replanting, and the waterways always look attractive.

Well the service I use the most is the local Wigram board and I think the community development workers are doing a fantastic job working well for the people in the community. I've got to know the board really well and they are doing a fantastic job overall. I am also very happy with the libraries, parks, recreation and leisure services throughout Christchurch.

#### 6.1.4 Age Group 65+

Above average overall performance.

All the summer festivals are brilliant, lots of families get to go, for the whole community all walks of life. Lots to offer parks and reserves, sports and things the kids.

Appearance of the city is good, The facilities they provide is excellent.

Beautification of city as like trees and mown lawns

Beautifying City, Making it an attractive city, example waterways, road layouts, it's a lovely place.

being in a council flat, doing lawns, hedges, maintenance, city care, associations and contractors, very good

Big efforts to give a decent bus transport system in the city the better this gets the less cars will be cluttering up the roads in the city.

Botanical Gardens, Avon River. Having Awareness of what's required for the future. Having a game plan and working towards it.

Bus service - service every area fairly well & good service in day & evening

Bus service in Christchurch is the best in New Zealand or even Australasia. They are not doing too bad overall.

bus services excellent, walkways excellent, community gardens wonderful, Botanic gardens and Hagley park beautifully maintained

Buskers Festival and entertainment like that it is nice. Re-doing the tram loops, making that go further, is good. More touristy, means don't have to walk so far.

cannot really answer, don't think they're doing much well

Can't answer this question.

Can't comment.

Can't think of anything on the spot.

CCC appears to be making CHCH quite well-known around the country and wider. Hopefully the more people you get visiting and the way you manage the people living here will make the city better. Street lights and safety for people which the Council has their part to play. CCC does their best to advertise the city wherever they can.

Christmas in park, community events

city appears to function well. There's always room for discussion always people able to put their views forward

Communication - things that come out in the local rag, are communicating well but don't necessarily do the job well. Seems to be too many chiefs and not enough Indians

Community shows provided by the council are excellent with a particular emphasis on Christmas in the park and sparks. Client says they "never miss them"

Couldn't think of anything off hand the council does well.

Does not believe he is competent enough to make a comment, has only been here for a few years

Doing a good job supporting the arts. Providing the Botanical gardens

Doing most things ok

Don't know, can't think right now.

Don't really know.

Ellerslie Flower Show and Buskers Festival are good for people involved and bring people into the city.

Events and festivals they put on for people. It gives people the opportunity to get out and do things as a community. Range is good and it's not expensive for the average family.

Events management - they organise it very well. There is a great range of entertainment which is very enjoyable & they do a great job attracting tourists with all the excellent events.

Festivals and art galleries are very good

Gardens always look lovely.

Gardens and parks, (Botanical Gardens) These are noticed by a lot of national and international visitors, most of it is kept really well.

general day to day running, efficient

General housekeeping of the city is good, in particular the parks and gardens look good and are kept well up to date, especially Hagley Park and the Botanical Gardens.

Generally they are trying to do a good job.

happy with library. can go in, they provide trolley, I collect books keep for some weeks as am in my 80s and not charged if overdue

Have admiration for the city care people/workers. Keep the gold card. Impressed with the bus services, they need a good mark too.

I am quite happy about everything the Council are doing.

I am satisfied with all their services.

I am satisfied with all services provided, I have no problems at all

I can't think of anything

I love the walkways in my area. I love the free buses.

I never use the buses, but my wife does frequently. I think the bus system is very good and is much better than Auckland. Regularity of the buses and the areas they go to and from are good.

I think it is a great place to live and very satisfied with everything as far as I am concerned.

I think it is good that they are trying to make the city look as attractive as possible.

I think that the services that they provide are performing well in all areas; I do not feel that one area is exceeding another.

I think the kerb side collection is the best service.

I think the rubbish and recycling is very good, which keeps the city clean except for people who don't take their bins in for days.

I'm a target for tagging, sometimes three quarters of my fence is that way. I ring up and someone comes out when they can and paints over it.

It is doing the best in parks and reserves in terms of making these places pleasant to visit.

It's performing best in terms of recreation. Walking and tramping tracks are very good.

It's program of recreational events and facilities, which is probably better than most other cities and well integrated. Better variety, more cohesive and better timing between them. Also, parking and traffic control is good.

Jelly Park and other sports fields, the upkeep in these areas is wonderful.

Just satisfied.

Keeping the water pure as possible including sewage they are doing a very good job as good as they can include discharge.

Kerb side collection - introducing the wheelie bins & removing the bags

kerbside recycling - excellent system with the 3 bins Green bin is too small don't want to pay for bigger one

Kerbside rubbish collection - very good system. I seem to be paying less for the good service; I don't have to buy the black bags anymore.

letting people know what are doing. By mail lots in letterbox

Libraries - helpful, free service

libraries services variety of books, staff very good, covers all people-has things for all groups and ages, digital books and CD's, New Brighton great views. Excellent Bus services, regularity of timetables, Orbiter, big help to get around the city

Libraries, accessible, knowledgeable

Libraries, The ability to get books out when I want including reserves.

Library service, It is very convenient, great to be able to use your card at any library and able to ring up and reserve books.

Library services are the best. Are accessible to all ages, staff marvellous, nothing too much trouble for them, genealogy people in NZ room are brilliant

Like way have put bus lane in Papanui Rd. efficiently done and it is working well to help bottleneck

Looking after the streams and waterways which are important. People throw rubbish but Council trying to clean up. Good at reacting when things get broken and littered i.e. bus shelters.

Looking at the extensions to Lancaster Park - The project is finished on time.

Maintenance of city is satisfactory. the roading, footpaths and rubbish collection

Most of the things included in the survey are satisfactory to most people.

My experience of them - just sold house and brought another one so mechanisms for changing that, e.g. rates adjustments, are being handled very well. Events - details, range and allowing people to use the parks for them.

no comment

No idea

Nothing

nothing in particular

nothing in particular

nothing in particular

Nothing in particular

nothing is done well

Nothing they are doing better than anything else.

Nothing think doing particularly not well

Overall they are doing a good job, nothing better than others though.

Parks and appearance of the city and the Avon. council is doing a fine job. Sells the city to visitors.

Parks and gardens service is very good, pleasing on the eye; Christchurch city green boxes look good

Parks and reserves and all the plantings around the city are very good. Enjoy them a great deal

Parks and reserves are good

Parks and Reserves are lovely, well looked after, walkways are lovely, enjoy them so much.

Parks, Gardens, Water Quality, The Art Gallery and The Art Centre are all wonderful.

Providing festivals that are bringing that added economy and more people into the city.

Provision of housing for people who can't provide their own homes are good. The maintenance of this housing if good.

Public Transport and in particular the bus services

publicity and promotion brought a lot attention to the city laid a good standard for the city.

Quite happy with everything in general

rates rebate staff very informative and helpful. libraries very good staff

Recreation areas, street gardens and parks are excellent. They have very tidy grounds.

Recreation - providing all the sports fields for children to play sports in a safe environment

recreation facilities are very good. the parks, swimming pools and mountain bike tracks are all very well maintained And the public transport (particularly the bus service) is very good.

recycling, a lot less rubbish lying around the city. City care, parks and gardens big effort in that and festivals and entertained, big effort

Road upkeep and the Art Gallery are much better than it was.

Rubbish and sweeping up round the park, in Barrington.

Rubbish Collection - the new one with bins seems to be efficient = main thing, doesn't cause problems. All done pretty well. well thought it

Rubbish Collection and Recycling - a very vast improvement to what we used to have. Moves a lot of rubbish that is otherwise stacked up in properties as a lot of people don't go to rubbish tips.

Rubbish collection and that sort of thing. It's the best way to get rid of rubbish at my age. I can't drive a trailer at my age so the council keeps things clean. Imagine if rubbish services weren't there.

Rubbish collection because everything is separated and there is green waste collection that we haven't had before. Everything gets taken away. I like the libraries as well. Botanic gardens are good for walking around.

Rubbish collection is excellent - convenient and early - you don't know they've been.

rubbish collection is marvellous.

Rubbish collection with the 3 bins is the best thing they have done.

Rubbish Collection, it's convenient, can get rid of rubbish without a lot of fuss. What is good is the fact that I don't have to call someone else to take some of the stuff couldn't get rid of with old system, or would have a guilty conscience about getting rid of through that system.

Rubbish collection, it's very regular, we are very satisfied. Bus service, I use it a lot at least once a week, Very satisfied with it

Rubbish collection, water, sewerage. We do not have any hassle with these.

Rubbish disposal services are wonderful, great improvement from using the black bags. Council is very considerate of the elderly and good how they gave super annuitants rates rebates. Local council staff are always available and always nice to deal with, and the mayor is wonderful! The mayor and the council have the city at heart and do a good job

Since taking over Banks Peninsula council has done a very good job on lots of roads as there is a lot more money being spent

Social services are all taken care of.

Spending money

Supplying the mobility scooters so she can get to the art gallery and the botanical gardens etc.

Sewerage and water, is doing well, water rubbish, health. walkways, very nice places to walk, nice paths, well done, maintenance

The advertising, they do a good job of letting people know what is going on.

They are providing communities with great libraries they need to keep them going, even in the poorer communities as they can go there for free. Another service the council is performing the best in is the bus services for the elderly; we don't drive anymore because it's great to know that we can jump on a bus for free and it takes us directly to where we need to go and don't need to worry about parking. also keep the sign of the kiwi shop open this is because it is so popular you can sit outside overlooking the city it's a great tourist attraction.

The bus service as the drivers are polite and helpful and on time.

The bus service is very good, the gold card is a good idea, and everything else is pretty good.

The consultation that the Council did in regard to the Akaroa and area long range plan with a thorough consultation, we were all involved, positive feedback and opportunities for comment on the Councils conclusion to that consultation

The Council are dealing with a city that is very despondent. I have found that there is an undertone of a bad attitude. There is apathy towards what the Council do but they are really trying to do well, but it's like as though they need a tougher line.

The council is good at providing entertainment and events and facilities such as the library and art galleries are good.

The Council is good with planting around rivers. It is done well in parks.

The entertainment events are great. Like the classical sparks.

The events and activities, there is great printed information that comes out regularly to keep you informed of what is going on in the city.

The events, like Classical Sparks and Christmas in the Park, are good. There's something for everyone and everyone can participate.

The fact that we can go into the library, the art galleries and the museum for free is wonderful. It's something special and I hope it never goes. Generally they [the Council] are working well for our city.

The festivals such as the buskers in the city as they do not cost too much unlike the events at AMI and Westpac arena.

The ground keeping of parks and reserves, the grounds are absolutely phenomenal for what they are. Christchurch is a swamp so they do a great job.

The Kerbside rubbish and recyclable collection they are delivering the best in this service because they have thought of people especially the elderly being able to wheel their bins out to the kerb and not having to carry heavy bags out.

The Library and leisure facilities are very well done as well as the gardens. It's good that the city council is making the city beautiful.

The libraries are very good; the facilities they provide are very good. They're child friendly and encourage children and preschoolers in reading. The indoor pools, with the leisure pools, are good, especially for children. There are lots of good walkways, especially along some of the waterways they've opened up, with interesting planting and nice metalwork bridges. The Botanic Gardens are a credit. The Art Gallery is good, with the new curator, as is the museum. The best thing is that all of these facilities are free, which encourages the citizens to use them.

The libraries as they are outstanding, for a city of this size there are lots of good ones. The quantity of material, the organisation and the level of service is great.

The libraries because they are perfect



The libraries in Christchurch are very good. I don't see how they could be improved.

The library service is very good. There is a good choice of books available and there are helpful staff who are keen to help, order in books and show you where things are.

The library system is very good, but hopefully the rumour, that charging for books, doesn't change, especially for the young in the future.

The Malls are okay, also Hagley Park and the gardens are really lovely, though should be free parking available for parents to take children to the gardens

The provision of water as there is no problems

The public transport is good. There is a great emphasis on encouraging people to get out of their cars and use public transport. The service has improved and that is good. The waste is looked after very well.

The publicity about Christchurch & Events is very good

The Recreation and sport Centres are performing at 100% they are great and provide everything you need. Also they are doing their best to tidy up the inner city.

The recreation parks and sports grounds as well maintained and cater for the kids such as skate parks etc.

The recycling is the best thing they have brought in. Has tidied up the streets, because rubbish doesn't blow around, like it did with the small green recycling bins.

The red, yellow and green bins are very handy especially when living by yourself.

The refuse collection as it is organised, prompt and clean.

The refuse removal is most efficient the 3 bin system, BUT the green bin is way too small.

The rejuvenating of the city centre, they should be applauded for the work and money well spent.

The roading programmes in my area [Avonhead] are good, the streets and footpaths all look well.

The rubbish and recycling as far as she knows they are doing a good job of managing it.

The rubbish collection is excellent. It is a great idea.

The rubbish collection is one of the best services they provide, it was a big change going from rubbish bags to bin it was great being able to sort all the rubbish out and keep it tidy.

The rubbish collection is very good. Bus services are very good.

The rubbish collection is very good. It is clean, convenient, regularly picked up on time. I have visited the recycling plant and it is brilliant.

The rubbish collection itself is satisfactory.

the rubbish collection. Simplicity the wheels are easy to use

The service centres are very helpful and when I ask questions I feel like I have been listened to.

The trams and Worcester boulevard as giving the city pizzazz and character.

The type of festivals they are having and the variety is good

The up keep of the pools, including QE2, is very good.

The upgrade of the roads, especially rurally where I am.

The waste collection is pretty good overall.

The water supply is 100%. And the other basic services are all good.

The water we are lucky to have artesian water in Christchurch, the taste and quality is great.

the way it looks after its parks and reserves.

the way they keep grounds in council flats is good.

Their rubbish collection

There are good bus services, good rubbish collection (except for the green bin which is very inadequate), gutters are generally kept clear and the sending out of rates is good. Over all it is generally doing a good job.

They do a good job in all areas, compared to other councils.

They keep rivers reasonably clean. The water supply is wonderful. The sewerage supply goes well. The basic things are good.

They keep the city looking tidy

They keep the gutters reasonably tired around here. They clean the gutters around quite regularly; keep others' leaves away from my place which is good.

They're all good; I have no particular criticism or compliment. As a tour guide/tour bus driver I see the whole city and am very conscious of how it looks. I get direct feedback from overseas tourists who think it's very nice, and I'm very satisfied.

This would be the waste water disposal, putting it to sea through the pipe instead of the putting it into the estuary.

Traffic. Public transport is good. maintenance of parks is good including landscaping in streets.

trying to cut crime down, it is shocking, do a good job.

Upgrade of the rubbish collection has made our city much better, it makes the place much tidier, and there is not the amount of rubbish blowing around then there used to be with the old system. A much cleaner, tidier system.

very good at keeping the garden plot nice and park down the road very nice

Very good at promoting themselves, what they want they get. Libraries are great, the staff are really good and quality of what they have especially at Brighton is amazing.

Very happy with the gold card and services for the elderly

Very Happy with the Kerbside collection programme. Five Stars!

Vision and development for the future is pretty critical and they are making a good fist of it.

Waste collection is excellent, far ahead of a lot of other places that I have visited and that's very good considering that amount of waste. Bins are put down so neatly again so that they are not sprawled around the streets which is very good.

Waste Water or sewerage think that they are doing well as it will clean up our rivers and Estuary with the pipeline out to sea.

Waste water, water, rubbish and recycling collection very well.

Water supply is good - high pressure is good.

We have a terrific bus service and rubbish collection. It doesn't matter which part of the city you are in, you have access to others in a reasonable time. You don't even always have to go into the bus exchange; you can change directions in the suburbs.

Well over the last 12 months the introduction of the kerbside rubbish collection was great the best thing since slice bread in my opinion.

When we have rung and reported a particular problem, we get a job number and the response has been excellent.

## 6.2 Areas for Council to Improve

### 6.2.1 Age 18 – 24

A little too much emphasis on Historical buildings. Shouldn't have too much influence in property development. Ratepayers should have more say in how their money is spent.

Are currently tied up with resource consent as a neighbourhood with the old Ranges Soccer Club property in Linwood. As a neighbourhood concerned that they might allow 17 breaches of standards so a developer can build. Have objected as a neighbourhood but waiting to hear back. Looking at resource consent one bit of that land at a time rather than the whole piece of land at one time. Developer says traffic won't increase but it is bound to. Council may object to their breaking the standards yet, are waiting to hear. In Burwood where are moving to there are breaches in that neighbourhood as well. What are critical breaches if they are not to be upheld?

Building permits take too long to get

Bus exchange - needs to be made safer. Young girls don't feel safe using the depot. Safety on the bus also needs to be improved somehow. Public boat ramp at Lyttelton - the ramp has not been cleaned up, roading & parking is poor. The barrier arm doesn't work very often, and the cars get backed up while they wait for someone to fix the gate & everyone gets frustrated. This whole area is a shambles and a poor reflection on the council.

bus lanes are extremely confusing don't really help a great deal the whole design is odd and there is not room for cycle lanes with the bus lanes. Can't see the use for them. Not practical

Cleaning the streets of rubbish more often. Enforce clearing of overhanging trees and footpaths that hang over fences.

Communication about rate height and increases isn't so good; it would be nice for those to be explained better. There should also be more publicity about rates rebates for people with lower incomes.

Cycle safety because cyclist quite vulnerable and at risk of serious injury.

Don't know, all pretty good

Drive from the airport into city needs to be sorted, especially the property on the corner of Memorial and Johns Road, which is tourists first impression of the city.

Footpaths, I walk an awful lot and there are a lot of footpaths that need work. There are big humps where there are tree roots. There's awful lots of potholes on the roads, there's a lot of traffic on the main roads. Also, cyclists need to stay in their lanes and green bins could be bigger.

I hate paying for parking on the weekends, it seems a bit rough. It's especially bad around the Arts Centre and other entertainment areas. And they shouldn't make it go so late at night. There should also be more power to the council in terms of tree maintenance on private property. When a tree is big and needs care to keep danger low, they should be able to enforce it. The green bins are too

small, and recycling bins in apartment blocks in my area are too small as well - the residents start putting their rubbish and recycling in our bins. Cycling in Christchurch is not safe, but this is more the drivers' faults, and not sure how the Council could improve that.

I think that they don't really listen to the people, and go ahead and spend a lot of money on things that people don't think we need at this stage with the recession and things. They're also closing the local swimming pools, which is bad as people with lots of children can't get to the big pools. They do good things but sometimes get carried away.

improve the look of central area, parts of the city seem run down, more for the foot paths in the suburbs check them and resurfacing

Interaction with people is mass concern, they don't take any notice. Roading is terrible. They just tar-seal over it and forget about it, waste of money. Too many consents can't do anything on your own property anymore.

Keep city cleaner, get trucks out to clean streets and clean up leaves and cut overhanging trees. Stop planting cabbage trees and silver birch. Get people on the unemployed benefit to clean up streets and get rid of graffiti. Bob Parker should bike around the suburbs and see the very untidy disgusting areas, we are a garden city.

More maintenance with the footpaths because old people or blind people may have a bit of trouble. Probably more around town area. Get the holes filled, fix them up a bit.

more open council meetings.

No comment

no idea

Nothing as all the facilities she uses are good.

Nothing I can think of.

Nothing I can think of.

Road surface not good at the Halswell junction/ Shands road roundabout. The big trucks keep breaking up the road so they need to focus attention on repairing this area more often.

Rubbish collection needs to be sorted. Places like Memorial Avenue, where tourists first travel along into the city, is an eyesore, especially on Rubbish days, and in particular the property on the corner of Memorial and Russley Road, which is the entrance to the city from the airport.

Should be Encouraged to collect rain water in tanks, to stop a water shortage and have more info about it. Improve the look from overhead bridges, down railways etc always rubbish and long grass not a good look. Should encourage more cycling but better cycling lanes more awareness for both drivers and cyclist. Rail system brought back

Smaller green bins maybe 10-20 litres. Cycleways as cyclists get sandwiched in between parked traffic etc. the cycle lanes stop at the most important parts like at intersections. We are not cycle friendly we are cycle hostile.

Street maintenance - there are a lot of potholes which are not being fixed

The consultation process regarding resource consents. Street surfaces, particularly towards the Cashmere Hills, need tending to. I don't like the number of buses running on diesel, especially in the inner city.

The fines around bus lanes - it seems very unfair that someone who drives in the bus lanes will be fined \$150 but someone who deliberately chooses to park in the bus lane is only fined \$75. The council seems to be overstaffed & could trim down the salaries & so spend that money on services.

The green bins could be a bigger volume, and the streets, footpaths and parks could be kept cleaner.

The green bins could be bigger - the garden waste often doesn't fit and Christchurch is such a green city. Something could also be done about car drivers' attitudes to cyclists, because it's very dangerous.

The new rubbish system does mean that there's more rubbish on the streets, as it blows away when the bins are being emptied. Maybe the council could employ people on benefits to pick up rubbish around the neighbourhood. The green bins need to be bigger, they're underestimating the amount of garden waste people have. Cycling is very dangerous in Christchurch which is mostly motorists' fault but maybe the Council could do something about the lanes. Also need to reconsider some of the traffic lights, at the Ilam Road/Riccarton Road intersection there should be a green arrow for buses. The traffic is getting heavier so maybe there should be a general reconsideration of intersections and lights.

the relationship between ECAN and the Council needs to improve. There is a lot of infighting between them

The sub-dividing and roading as they do not involve the community enough, they go through the process but do not listen. They sway towards the business people, financiers and developers.

Their decisions should be done more democratically as they are collecting and spending our money.

They could improve the time they take for building consent permits. Too slow. They need two policemen on the beat, rather than just one.

They need to give ratepayers more of a say, before they make decisions and buying things etc.

They should be more available for comment and a public participation. They can be a bit arrogant. They should be more responsible, and front up to the public on decisions they make and why - like closing the St Albans Pool.

They should pay less attention to money and listen more to the people.

Think they are doing alright by and large

To look after the elderly more, especially the costs for some things.

Traffic wardens - stick to the letter of the law, no give and take - just say you're wrong and want to take your money. Had one incident a couple of years ago where was parked by own driveway just where the curb starts curving down and got ticket and tow truck called. Moved car straight away but warden couldn't call and cancel tow truck.

want to see more rubbish collections in the city overall. In the city after Saturday night is shocking

waterways in Lyttelton. Whole ugliness of the marina, not able to access on foot, no green on water's edge, no public area for picnics, looks awful when come out of tunnel, marina looks a mess

When you ring them, it is hard to get through to the right person.

Workers on the roads have got to start to work. Used to live on Olivia's road, workers were there for 18 months and every time I went passed either there were no workers or the workers were there but not working. I reckon the jobs should be contracted out, or just tell the workers to work.

Yellow bin could be smaller for smaller families & the green bin needs to be bigger

### 6.2.2 Age 25 – 49

Could do more to get the community involved directly with council decisions. Wasn't sure if they do already but they should hold regular meetings with residents in each suburb and advertise these meetings using billboards or posters explaining when the next meeting is.

Need to have a huge improvement in road surfaces

Should be a cross section of art works at the Art Gallery to suit all ages and tastes

Replacement of trees on the banks of the Avon should be replaced with willows again, as the old ones die, instead of with native ones.

The music centre should not be built at the Arts Centre and the Court Theatre should be run by the council and have appropriate funding and backing.

studying traffic flows, cycle lanes and space not many people using them and how safe, other corridors for cycle lanes. footpaths, general maintenance should be improved over path, for Riccarton and north to south Hagley path.

Across the sewerage pond - it looks very untidy & unkempt compared to previous years & could do with tidy up

All the ongoing stuff to do with the airport, noise control contours I am not happy about it.

A lot of great playgrounds for children but not well fenced.

Attend to complaints more promptly i.e. my local creek is over grown and nothing has been done about it. Upkeep of parks such as Mona Vale needs to be improved.

Be good if they did something better with Colombo St, it would be better if it was a pedestrian area. Sort out the derelict building sites, the ones they bought off Dave Henderson, tidy them up and complete the works.

Be more fair or equal with charging of water rates. Some seem to be charged and others aren't. Residential houses in commercial are charged.

Be open with decisions they make, so many things happen or are passed without reasonable time for ratepayers to contribute. Building consents. Take so long to get a building consent as they go to so many departments back and forth. Should have 1 office with everyone there and not have to go to office to office for a building consent. Do not want chlorinated or fluoridated water as is good enough as is. If people want to use chlorine can add it themselves at home or use fluoridated toothpaste for fluorine

Big deficiency which the Council here has is that they do not take enough notice of the people's wishes. They put out ideas and ask for response from the citizens, but take very little notice of what the citizens say. The mayor is the worst; he is a law unto himself. If he wants to get back in next year he has to listen to the people.

Big end spending such as bailing out the music and university with the rate payers' money. Not being transparent with the Henderson's land connection etc. Building on historic sites she believes in progress but preserving the history is very important and agendas operating with capital investment.

Bigger green bins; roading maybe older roads Need attention with moss growing, slippery in wet weather and winter.

Boy racer problem in Yaldhurst. Dealing with over flowing water race in Ryans Rd not dealt with it at all.

Bring down prices of the rates. Some of the roading needs improvement e.g.: potholes/ bumps etc

Building consents and the building sector. Can't get straight answers from anyone, hard to get any information. Takes far too long to process. They need a faster turnover and be more user-friendly.

Building consents need to comply with current law, need to do things a lot faster and a lot smarter. Extremely frustrating to deal with; seem to have a lack of qualified people who can make decisions. Understand some work is sub-contracted to other councils. Road to our property could be sealed as half is gravel - Sawmill Rd. Do more on cycleways on roads - keep it up

Building consents, absolutely drastic, inspectors don't check quality of work, they're really dreadful, and they don't seem to care. bus stops in the incorrect places, not listening to public opinion, particularly bus stop in hills road.

Bus transport in and around the city I feel needs to be improved, not necessarily by running large buses all the time. I think the bus exchange is in the wrong place, it is difficult for people getting to the suburbs. Should be in the old railway station; it used to be the hub of the city and could be the hub of the city again if used as bus exchange. Also, see no reason why buses can't go into the mall the car parks because particularly with elderly people they have to struggle across the roads and other obstacles to get back home with all their shopping.

Can't think of anything.

Can't really think of anything at the moment.

carry on informing people as much as they can -full picture.

Cathedral Square, stop stalls; I am appalled that the flower show in Cathedral charges \$10. The arts gallery is a Big Boys Network. Trams and tourism are an asset; The arts centre should be left as it is. A city icon.

Clarity of instructions for parking metres, they need to be clearer, e.g.: step by step instructions. Halswell Quarry park and other parks and beaches the problem of dog poo. Wise street in Addington by mill theatre needs to be improved. Alongside Kennedys Bush road in the open speed area (70kms/ fast area) it has no gutter by the footpaths for cyclists and pedestrians safety.

Classical Sparks should have been less heavy classical and more mainstream to cater for the wide range of people that were there. People don't come into the city because of parking meters; parking is a problem in the city. I think there should be a block of free parking around Colombo St, High St, Cashel St and Gloucester St. It should be strictly shoppers only parking. Not happy with Yellow recycling rubbish bin service, as over Christmas it was not picked up because it was too full.

Cleaner and more user friendly streets

Cleanliness of streets. Road sweepers sweep rubbish off the roads but there is rubbish in grass verges that isn't collected so this could be improved. Also any influence they have in keeping order in terms of helping to regulate behaviour at night such as graffiti and window breaking.

colours in flowers and planting, descent trees for shade in summer, parks have no trees, grew up with lovely trees and people get sunstroke, birdlife is encouraged.

Communication with people who do not read the newspapers, A push strategy needed e.g.: Getting the information to the ratepayer, Emails online directly and not necessarily on their website. Charging too much to upgrade the green waste bin. Need more park rubbish bins. In the last week rubbish bins from Rydal street and cashmere view parks have been removed, We want them back!

Communication with public - need to be more open. Too much goes on behind closed doors.

Conditions of some of the roads needs to be improved. They fix the roads but then a week later are back to digging them up. If they do road works need to coordinate with the likes of the utilities services so they can do their work at the same time while it's dug up. Limited information given about festivals and events, especially when they are on. Should bring back calendar used to have that had major events on it. They probably have all the information provided on the council website but not everyone has access to it.

Consents process for building, speed up the time involved, consents are down and yet consents still take the time

cost of rates, rates go up significantly, more than the cost of living, pay rates, not enough consultation, what is the council doing with this, too high, dissatisfied with what is done with the money, little for money, no consultation, council law unto themselves, no sufficient housing for the poor. buying David Henderson property bankrupts, foolish costly errors, do things such as the purchasing which cost a lot, not worth the money to buy certain things. behind closed doors, corruption. seeking consent for building consent, sent to Auckland to do consent, waiting months for consent waiting time, should be straight forward, loss , Auckland do not know this area, should be done in Christchurch. Bike tracks, cycling, car opened on her friend was injured no room, example of how easily it is to hurt cyclist, there is not enough room, not wide enough for cyclist to safely bike, look at Melbourne, need separate cycle ways, must be similar in separating road areas.

council should try to listen to submissions and the opinions of residents more

Curbing in my area needs cleaning, I feel there should be an overseer to make sure maintenance is done especially in the Avoca Valley.

cycle paths - have separate cycle ways not on the road. Expand on the cycle paths & have more of them

cycle safety because of number of cyclists especially school children

Cycling lanes - keeping them clean & clear

Cyclist not using cycle lanes and biking and skate boarding on the footpath. I'm sure I'm going to see an elderly person get knocked over one day.

Dealing with taggers and they shouldn't be digging up good healthy grass on the roadside verges, to plant shrubs etc.

Decision making far too much about closed doors, feel like is done in secret and in haste without local input especially the Henderson buyout, Ellerslie Show. Could have created our own name with Ellerslie. Edgeware pool decision poor. Rent increases for council housing - other options not explored like a proper plan to Govt for funding.

Decision making needs to be more in tune with residents' opinions

Dog policing - keeping people safe from dogs, clamp down on people who keep pit bulls, keep check on dogs who are not on a leash.

East side of city, lack of swimming pools in close proximity of low decile schools. E.g. nothing really closer than Centennial for Woolston School. Needs to be activities in low socio-economic areas so they are closer for the members of those communities. Need also to be affordable. This will help foster and encourage kids in these areas and will stop crime. People should be able to have bigger green bins without having to pay for it if they are going to use it. Alterations to McKenzies Ave, and Hopkins St corner are disgusting and likely to cause accidents. I am also not impressed with alterations to Wildberry St - the plantings etc. are not set out well, creates an S shape for cars to go through and there are hooners that go down there fast - is dangerous.

Ellerslie Flower Show Needs to improve Exhibits, the cues are too long, Not enough parking. Roading and footpaths, Some roads need improving, A lot of footpaths need attention as far as roots damaging them, and we need more cycleways.

Events, like Christmas in the Park, need their security improved and control tightened. The activities that are run could be improved on, with more security and better organisation. In terms of how they can make it better, they need to get feedback, co-operation and information from people actually attending the events. Control is important to make the event enjoyable for everyone, because they can get out of control too easily. The range of events could also be improved on.

Feedback on how decisions are made. Don't think there is enough in newspapers or whatever way communicate with people in street

Get building consents takes far too long. Anything you want from CCC seems to take a long time. Think they have to take responsibility for their building consents, e.g. leaky building - buildings were inspected and passed but Council taking no responsibility. Art Gallery that was designed by Australian architect and statues that go in square are ugly. Arts Centre in town is great, but shouldn't put music centre there where have lots of spare land in Ilam. Don't like the mayor's high ego of himself.

Get rid of the Mayor. He has visited other cities and made some statements, particularly to do with light rail. He should be doing more to fill the buses up first. Free shuttle bus is wonderful and should increase that sort of thing, because parking spaces will kill our city. Should block off Colombo Street, maybe completely, to stop the "Hooners".

getting across its' aims to the general public. Concerned with investments in land and so on. What council is taking on in that sense?

Give some care to the inner city suburbs and eastern suburbs for example underground wiring should be put in streets when they are doing roading or footpaths. The policy of Council is not to cut tops of hedges even when they share this boundary they could help a 67 year old. The state of footpaths is pretty bad around St Albans, potholes, moss and rubbish. More maintenance and repairing of holes and drains would be good. Speed bumps where a lot of traffic flows down small streets should happen.

Glass in the city centre - Barbadoes St in particular - Get rid of the glass. Parking Wardens need to be a little bit nicer.

Graffiti management is a major concern because the taggers are now going above the cameras and above eye lines. Generally throughout the CBD. Street parking has no security like Malls. It also costs. This can deter people from visiting the city.

Greater assistance for people that are less mobile e.g. in wheelchairs. This could be done by improving services such as footpaths for these people. Improve public parking at the hospital.

Green bin is too small. If want to change size have to pay fee. Want to charge annual fee as well for this - can't work it out. Footpaths so bad with tree roots, cracks I can't go out at night as too dangerous. Stick to knitting. Stop funding mayor's friend, David Henderson, keep out of property unless for aged, incapacitated. Should not support private individuals. Winner of Canterbury small business of the year was a council funded business. Private businesses have no chance of standing up against council funded business. Traffic calmer put in 50 metres from a bend and children's playground. With Helen Broughton's help got it lowered and put in better place. Get rid of silver birches - said 3 years ago would no longer plant them. I know a person very ill from effects of silver birches. They have such a tree on the grass verge outside their property. Council wants the husband to remove tree. he has been quoted \$4000 to do so. I was affected by a silver birch on our property and we took it out. Dr Lang at Christchurch hospital got me to write about my health before and after the silver birch tree was removed.

Green bin needs to be bigger

Green Bins - offer bigger bins as this promotes recycling & reduction of waste. Really promote the clean green image & spend time on the stray rubbish. People are less likely to drop rubbish if there is none there in the first place Introduce fines for littering in public - Make people proud of their town!

Green bins, Why should we have to pay for a larger bin? Why are they not encouraging organic collection?. Street sweeper Does not come round regularly. Graffiti, Can they pour more money into getting people to clean it up?

Green bins are too small, they need to be bigger. Bus service in our area has changed route, we need a bus to go through Blighs road to Northlands mall.

Green bins, not much forethought given to amount of waste on large properties. State of roads, They could be more proactive on improving the traffic movement. Water, The water pressure is not great in Hornby area.

Green waste bin is not adequate in spring, summer, and autumn months. The council is not in my opinion; giving us a chance to voice our opinion on big ticket spends in the city, no democratic process.

Guttering on corner of Aorangi Rd section between Wallace Rd and Wairakei Rds, backup considerably after heavy rain, Needs attention.

Halswell river gets no attention at all. Too much money spent on things like buying the Ellerslie flower show and buying out Mr. Henderson's properties and then they cut community services. General roading infrastructure is deteriorating. Concerned about the budget reduction of community services such as community halls. The CEO and mayor are calling more shots and running the council to suit themselves instead of the council.

Has to be honest and upfront and make decisions. It's all behind closed doors. End up with an art gallery that I would suggest is going to be the least used building in NZ, music school I see no reason for as we have a University. Edgware pool belongs to Council, now people have to buy it off Council when the Council ruined it. Charge too much if have to do anything. Astronomical prices for changing property so Christchurch will only move forward through to developers because too expensive for individuals. Service station and supermarket entrances/exits go over footpaths, pedestrians have to stop to let cars in otherwise will get run over (I have been hit once). The entrances/exits should have zebra crossings over them especially in high traffic areas. Rental accommodation in Christchurch is some of the worst housing for humans. The landlords would never live in the place and they are not meeting a good standard of insulation. There needs to be a standard to bring older houses up to. Unless something is done there will be health problems. Also, is swamp/bog areas where big buildings are built it causes the land to sink and water vapour transfer to occur through houses in the area. Concentration should be on sealing main roads rather than side roads. Cranford Road - Don't need a new road built, Cranford Road is wide enough for more lanes which would ease the bottle neck.

Heathcote river too much flax and cabbage trees. Footpaths could be improved. Knowing a bit more about the decisions made and the reasons behind their decisions, e.g. why the cost of the Ellerslie flower show is so secretive.

Helping out with violence in the city doing things for bad behavioural teens to keep them off the street. Help decrease the number of homeless around

I am not happy with having to pay rates that are so different between areas. Rates based on per head not based on how good or bad the area. Rates based more on consumption

I can't think of anything that needs improving

I did get in touch with the council about people speeding down our street. I asked for them to put speed bumps in like the ones down the road, but the council refused. The problem is getting worse because more and more people are learning that there is not speed bumps down this street.

I don't like ECans Policy on wood burners in the city; they are being really anal about it. We need more education for cyclists on our roads how to travel in single file in cycle lanes.

I feel it's important for them to introduce larger kerbside bins most importantly the organic waste (green bins) as it is beneficial for them do dump large waste. Also The cycle ways need improvement by this I mean better cycle lanes, markings and policing of the cyclist.

I give them praise and think that they are currently providing Christchurch with great overall services, I will not discard what they do but if there is one thing that I could suggest that the council could do, would be to provide bigger green bins.

I have a complaint about having more right turning arrows at traffic lights in Christchurch. Often you are sitting there for ages waiting to turn right and sometimes end up running a orange or red light just to get through. There is too much traffic being backed up because of this. I also think there could be better upkeep of the lights all over Christchurch. The bus lane systems in Christchurch also need improving. I would like to see more warning that a bus lane is coming up so that people will avoid accidentally driving in bus lanes. Maybe more/brighter green paint will help.

I have nothing to complain about. I'll probably think of something tomorrow.

I think that attractions such as the gondola and tram should be a lot cheaper for locals. There are a lot of people who live in Christchurch that have not experienced the cities best attractions because they are overpriced. They shouldn't be closing public swimming pools down, especially when there is so many incidents of children who are unable to swim drowning. They should have pools all over the city so that kids can easily have access in order to learn to swim.

I Think that cleaning rubbish up off the streets, we have a dirty city, and it detracts from the image of a clean, green city. We need more stringent ramifications, Tougher enforcements.

I think that one this the council could do to improve their services is to provide larger green bins, we pay rate's why should we have to pay for a larger green bins. Also the foot paths around Christchurch could be improved I I'm in a electric wheelchair and I do a lot of travelling on footpaths around Christchurch, when they are digging up the foot paths they never cover it up straight away they sometimes cover it up with gravel but with the gravel it sinks down and becomes uneven; this ruins my wheel chair.

I think the council needs to make it clearer to the community about how exactly they make decisions so that we have a better understanding of this.

I think the Council really needs to improve their communication with the public about what they are actually deciding to do and the rationale behind it for example the art gallery, where are they coming from?

I think the council should be promoting more about what council is and how it all works. Maybe they could put out brochures or something so that people understand who they are more.

I think the way they handled the Dave Henderson property was sneaky and underhanded. The council cut the property titles in half so they didn't have to go public with it. They bent the rules.

I think there is less democratic process in decisions made, and it's done on an executive basis without the involvement from council.

I'm a strong advocate of for the refuse stations but feel like there is no incentive for rate payers to use the local transfer stations because of the exuberant fees they charge to dump any rubbish. I also think it is stupid that the council are trying to promote recycling etc. through the use of the three coloured rubbish bins, yet they only provide one rubbish bin for public use on the streets, and think it's ok to just throw it all out together. I think it makes a mockery of what you are trying to do.

Improve communication with the citizens of Christchurch. Consult with them about decisions. Do not make decisions without letting us know. The Council should let us know when they are planning to use money for things other than running the city, frivolous things.

Improve roading, there are potholes in my street, When I have complained to the council, the complaints seem to have been shelved. In general road condition needs improvement.

In some areas they have let Natives over grow and they are taking over, can't see the water in some spots. Roading needs attention we don't even have a footpath and the amount we pay in rates! The roads are all broken up in places where trucks turn corners. They just seem money hungry with rates and the price of parking. Get a bigger green bin. Too many consents. I think the workers are doing a good job its management that are lacking, not taking public voice into account, they're just going to decide and do what they wanted, have their own agenda.

Increase the size of the Green Bins. In other City's there are One Day amnesty (Inorganic Collection), The fees at the dump are too high & people accumulate rubbish

infrastructure, need to get it right, continuity

Informing local areas about new things such as the new water tank in the south west and keeping people up to speed.

Just a larger green bin would be appreciated

Just keep on keeping on, particularly with the maintenance.

Keep up with the parking meters don't increase the price of parking

Keeping the city clean and tidy, clean up rubbish and waterways, getting young ones to dispose of rubbish.

Land consents as it takes too long and there is too much red tape and it is too expensive.

Long term strategic issue of maintaining water quality with over population. There should be careful planning for city planning. Care should be taken with development infrastructure and maintaining amenities in the city. Maintaining all areas of the city in terms of street planting, there is contrasted between places like Fendalton and Linwood. I am particularly concerned about poorer parts town being forgotten.

Looking after the council houses for the pensioners. Looking after the land instead of selling it off. Green bins to be bigger without the cost. Change the name of the Ellerslie flower show. The landfill to be sorted out and each resident to get their own burners would be more effective for the future. Too many people and congestion in the city. To improve the air purity and pollution.

Lowering the fees of the recreation facilities. They could also provide a bigger green organics bin.

Lyttelton (Suckling Point/ Cass Bay) the edge of the harbour / the land absolutely disgusting, Improve the waterfronts, access and landscaping.

Make the green bin bigger

Manpower of council - they have too many men doing a job, surplus of manpower, waste of revenue

More easy access for people that are disabled. More community based facilities.

More public consultation on bigger decisions

More security against violence, races, dangerous drivers, troublemakers and groups of youths. More proactive activity to make the streets safer.

More solid Sculptures instead of the Spindley ones we have now, needs to be more sustainable and improved. Should be more restrictions on the Mt Pleasant road no double sided parking, when there is on-coming traffic or a bus it becomes a one way street. Christchurch needs a new symbol instead of the Cathedral Church; it's no indication of who we are. Too much of the past.

More strict animal control and fine owners if their animals attack. The flower show should be more affordable to the public. Tram prices have gone up used to be \$2. Should be reduced speed signs near the St Ann's Catholic school. Need to be more focus on



vandalism on cemeteries, libraries, Botanical gardens, everywhere. The taste of the water is awful. Shouldn't be charged for parking round and near the hospital facilities. The Heathcote River needs to be cleaned more regularly. Are bowls clubs council owned or privately sponsored?!

Motorway system because traffic is increasing.

My biggest concern is about how the council is seen by the public. My opinion is that the Mayor is a unilateral thinker, someone who doesn't consider the opinions of the majority of people. I feel like the council in general is not cohesive and therefore there is a lot of in fighting which in the end impacts how well they serve the city and its people. I also think that although the council are making the city look beautiful, which is a good thing, they also need to make the city work for its people. This city shouldn't just look pretty but it should be pretty in the way it functions. I have noticed over the last year that the condition of Christchurch streets are not clean. There is quite regularly rubbish all over the footpaths and it is just dirty.

Near where Charles St used to intersect with Ensors Road there is a grassy area which people seem to use as a rubbish dump, for bottles and packets, this is a bit of a shame. Though realise the Council can't do much about it, is irresponsible people, mostly young ones.

Need a better deal for super Annuities. Need more openness, communicate more with the people. And have open council meeting to the public.

Need bigger green bins; Motorists need to be aware of the cyclist on the roads; I don't think it's a good look along the Avon having all those grasses, looks scruffy and just somewhere for rats to nest.

need greater transparency on council financial dealings. examples client gave were Henderson property and the general way property is bought or leased with regard to the council. Client was also thinks council doesn't defend interests of residents against farming interests in terms of water use. With regard to this client would be in favour of a small charge for water usage as it would encourage people to consider the amount they used.

Need to improve on the safety for cyclist and walkers.

Need to lower prices they charge to the Westpac Trust, AMI Stadium, especially events like the cricket, rugby etc.

Need to make better rules for cyclists.

Need to make big decisions about public transport for the future; More work needs to be done promoting Cycle lanes and getting better lanes for the future, also more awareness and safety. I'm concerned about the water Quality for the future not just in Christchurch but the Canterbury region. Their needs to be more work done in certain places along the Avon, more maintenance, no native plantings it's just over grown grass!

Need to monitor the discharge of factory and used water into the Heathcote River. Spend too much money on certain events like the flower show, need to be a limit and encourage private sponsorship. Getting rid of the smaller Council buildings in suburbs and keeping only main centre in city. Should provide free or subsidised parking for volunteers.

Need to work on footpaths and roading it is shot in places they just do a crap patch up job that just don't last. I think they neglect the south city and focus on making wealthier areas look nice, and do more maintenance in gardens fix roading/footpaths etc. Building consents are a joke! They need to improve time it takes to process, Stage 3-4 designs need to pay more attention to designs in these built up areas. They should have a panel that approves designs before they get consent in high to medium density Housing areas.

Needs bigger green/ organic bins. upgrade the waterways e.g. the Avon/ Heathcote rivers. Improve the water quality. Build a proper enclosed dog park in Halswell.

Needs to have less cars and more cycles and public transport. It should be more difficult for cars to get around the city.

Neighbours dogs, they bark incessantly, when neighbours are confronted they say the dogs are not a problem ,( neighbours with the dogs),We are dog lovers we have one of our own that doesn't bark and we feel we are complaining for complaining sake and we are losing sleep

Nil

No areas to improve satisfied with everything.

No Comment

no comment

no improvements

No problems.

None really. The most important things are keeping rubbish away and the trimming of trees.

not really sure, has not thought about anything that the council could improve.

Not sure

nothing

nothing

Nothing

Nothing

Nothing

Nothing

nothing

Nothing

Nothing

Nothing

Nothing

nothing

Nothing

Nothing. He does not know their budgetary requirements and feels he could not comment.

Nothing at all Christchurch is a well run city.

Nothing comes to mind

Nothing comes to mind

Nothing comes to mind.

Nothing comes to mind.

Nothing in particular is worrying me, I'm happy with everything.

Nothing in particular.

Nothing really, as long as they keep up communication with the public.

O'Kains Bay Museum funding needed to keep going but is not in budget so no funding for 2 years. Don't know why this is so. will not be able to do so well. Has quality stuff on loan to Te Papa and Auckland museum.

One thing with the library service is that my 10yr old son is an avid reader but cannot get the books out that are at his reading level because they are classed as young adult, this is quite discouraging for him. Maybe they could review the policy in this area.

Parking Buildings - Should have designated lower floor parking for the disabled and easy access to the street in case lifts don't work. Stairs are completely and utterly useless and a danger to themselves.

Parking in inner city, don't like backing into parks in Cashel St, People squatting (staying in parks), without being ticketed, thus not freeing up parks for others

Parking in the city is very hard to find a park and they are very expensive, pay and display hours are too long and too expensive, they should go back to previous parking hours and previous costs, parking for university is very difficult.

Parking in the city, very hard to find a park. Needs to be more parking.

parking make it more easy for bikers there getting a rough time

Parking off Papanui Road around the hospital and Merivale is cramped should concentrate on changing the parking to angle parking. They have wide footpaths and plantings should use this for parking, especially around the hospital. Instead of Landscaping should make the parking easier and safer.

Parking never enough kerbside which is too limited and too expensive. Parking buildings ok

pay more attention to heritage buildings, more saving and maintaining, disinterested council, makes Christchurch its unique character.

People who operate the rubbish collection are 3rd world. Parking is abysmal in the city especially where to park the tour buses from the cruise ships.

personally approached council to start a -coherence creating group for Christchurch, this is a well researched technique for creating harmony and prosperity in a large population, large group of people, TM -Sidhi programme, this consists of a group of people , studies have shown this reduces crime and other negative industries in the city, it is being used in cities worldwide, Christchurch would benefit from such a group here, the cost would be minimal compared to other council expenditures and the returns have shown it would be dramatic.

planning adequately for transport. There are other services that are good but we need better plan for transport make other forms of transport more accessible and more appealing

Planning for land use. Think population should be denser. The more dense the population is, the easier it is to sort public transport and the more sense of community that can be engendered in the area. Christchurch won't survive unless do this. Need to make a stamp to be 2nd city in NZ. To do this, Council needs to relax regulations, don't be so rigid with building consents. Bob Parker has too much power, he's closing down streets which he shouldn't have as is like a dictatorship. Pressing down on boy racers unmercifully must have better way to do it. Police pull them over left, right and centre which wouldn't be accepted by other parts of the population. This could go too far. Plus get a better sense of community if don't alienate certain groups. See no point to bus

lanes - won't be used because not enough people to use them. They are only on half the road, too. A bridge should be put in behind the airport for the Waimakariri to open up the land. And Johns Road should be made into a four-lane highway.

Porritt park still needs to be finished (upgraded) the grand slam facilities there.

Possibly an upgrade of the footpaths, especially for the elderly and encourage them to get out and about, especially in their walkers and mobility scooters.

Possibly roading. Resurfacing could be done at night time instead of during the day when it is busy. It would also be good to have more suburban swimming centres so people don't have to go to big ones.

Providing as much information to the public and keep them informed on why they make the decisions they do and to have more input from the public. Things are put in the newspapers, in the public notices and a lot of people don't even get newspapers. Those that do cannot even find things because they change the order of it so often.

Public Toilets Need more regular attention.

Public transport needs to be improved, especially the buses and the information provided to the public

Quality of water in estuaries - at low tide the sight is shocking Survey is too long - don't believe we will get a quality response

Quite frequently there is rubbish dumped in the Avon river that doesn't ever seem to get cleaned up. The cost of dumping rubbish at refuse stations is hugely overpriced. The dump has the monopoly in the industry and they are abusing this by ripping people off. Part of the reason that rubbish is being dumped in the river is because of the enormous cost of dumping it at the refuse station. The council should be encouraging people to keep their property clean and free of rubbish, not punishing those who do clean up by ripping them off at the dump. I am not happy with the new fire/fire ban rules and the way those rules are applied. Firstly the range of approved models are too few. The ones that are available are inadequate to heating the house. We are supposed to be saving power but because of the new restrictions, people are being forced to use more electricity to heat their houses. The new rules only think about heating an individual room and don't consider the people who have old houses and in order to live in a healthy dry home, they need to heat the entire house. There are now new coal burners that are designed to recycle the smoke that they emit, these burners should be allowed to be used because coal is a cheap and efficient fuel but under the new laws, they are completely banned.

Quite happy

Quite happy with them.

Recreation centres - prices should be reduced for families with children Green bin is TOO small Dog control - should not be allowed on beaches & big dogs should not be allowed in suburban areas

Red Rubbish bins need to be either Bigger or collected on a weekly pick up

Rivers e.g. Avon. Needs a lot of work, needs to be cleaned up, try to do something about the litter.

Rivers need to be much tidier and healthier but don't know how to manage that. Would like to see some nature coming back to the rivers. Need more cycling roads in Christchurch, lucky to be in an area of NZ which is flat but need more cycleways

Road and footpath maintenance - there are potholes on the roads, I ride the buses and it is not a smooth ride, very bumpy. Footpaths have an uneven surface, don't look good.

Road maintenance, road carriageways, some need urgent attendance with potholes needing fixing, other roads are getting attention that don't seem to need it.

Road works - Time spend on it, say temporary but sometimes can take 6 months, is very frustrating and annoying - more workers on the site might speed it up.

Roading, The city looks like a Monopoly board. It is frustrating: bus lanes, and cycle lanes. Road works go on and on.

Roading and Footpaths - the roads and footpaths are so ruff with too many potholes. They don't appear to be doing regular maintenance on side roads, mainly concentrate on the main road and do this over and over again.

Roading and footpaths. There not only ugly but some are cracked up, have pot holes and it just makes it uncomfortable to drive on. Also they need either a roundabout or set of lights at the intersection going onto ferry road when turning right. It's impossible to cross at peak times.

Roading as some of the roads are not good and sometimes when the roads have been fixed they are in a worse state.

Roading is appalling some main routes are shocking like hills road and Cashmere Road. Pay for parking in rates and cant park anywhere close to the city without getting charged a ridiculous amount. Had plumbing issues and had black water running down our gutter. Parks/ reserves/ recreation centres should be priced reasonably so people can actually use them, we also pay towards that in rates as well. They shouldn't have the option of closed door polices they are meant to be working on our behalf it's our money and yet we have no say in what goes on. The building consents are pathetic!!

Roading the ease of moving around in the greater Christchurch area

roading, conditions, intersections, did not do what community thought and intersections are often a problem, waste money on maintenance in wrong areas. upgraded guttering need doing, some areas have lots of improvements when they don't need it.

Roading, they need to improve on safety for cyclists, more clear directions at roundabouts.

Roads - are being damaged by big trucks. Council should aim to promote & use rail more & get trucks off roads

Roads and footpaths (and channelling) are bad with particular emphasis on clients own street - Boon St. Has already contacted the council several times regarding this and council have got back to him. Also client doesn't seem to feel he sees many basic services for the rates other than rubbish and water.

Roads and footpaths need to be improved across the whole city.

Roads and pavements in parts of city are disgusting for cyclists and cars, too many potholes and cracks.

Roadways - Marshlands Road, Main North Road. The traffic is backed up far too far & the progress on the roads is far behind schedule. With the event of Pegasus & more people flowing into the City there needs to be a greater capacity for the traffic. Marshlands Road - Preston Road Roundabout is always congested & is a real problem. Marshlands Road needs to be two lanes both ways & lights as a short term measure at the Preston Roundabout. The Council appears to wait for a problem to become major before acting on it. The Music Centre that is planned for the Art Centre - The more logical place would be at the University. There has been no explanation as to why it needs to be in town when University. Our Mayor is keen to get people back into town but we have to find a park in the City & park for the parking. Why would I go to town when I could more easily go to a Shopping Mall with free parking? The Green Bins need to be larger -When the Love your Rubbish campaign was released all three bins were the same size - now I'm expected to pay an extra \$160 per year to have a larger bin - Very Dissatisfied!

road works like on roundabouts, guttering are s\*\*\*. Not professional enough

see a lot of rubbish cars abandoned, get rid of dumped rubbish.

Services that we as a city are entitled to like cleaning our Malls should be maintained on a continuous basis. The Mayors and councillors have refused to acknowledge that it's not safe to walk in Christchurch at night. Personally think that signs on the side of the road are better than reading about it in pamphlets or newspapers. Think the City Council and the arbitrary bailing out of Henderson and the seven & half Million is an absolute disgrace. Also the new Music Centre in the Arts Centre is a disgrace; they will take space away from the inner city where there is not enough empty space. Cranmer Square would be a good place or Latimer Square. All at a cost for the ratepayer without consultation.

Set of flats I live in has large turnover of tenants. When leaving they leave their rubbish behind as due to the fact that red and yellow bins are only collected every 2 weeks. Can't think of something to improve this unless the council is more flexible and every now and again can pick up all the bins in one week. Bus lanes - Papanui Road when go from town to Merivale, have to weave in and out of curvy road that marked out. Lots of people ignore lanes and just go straight. To improve don't make them make the road so curvy.

Should be putting more emphasis on the water conservation and making more practical solutions, to help people in that area.

Should be using natural sustainable fertilizers like sea kelp instead of chemicals that leak into waterways. More effective if people used and recycled grey water to water gardens clean cars etc and should have incentives for people making the effort. The green bins should be the biggest out of all three.

Should have more events for young people. More music events like Sparks in the park but cater for younger people

Shouldn't have to pay for bigger bins. Some footpaths are camber on a slant and it makes it very hard to use for not only the elderly but anyone with a handy cap or disabled.

Sick of seeing Bob Parker in the newspaper, They don't have a roll in development. Boy racers and Vandalism, Get police to do more policing. Need more speed cameras/ cameras in the Avenues and Deans Ave.?

Social services, supporting those that need it, the council needs to focus on this area.

Some footpaths are difficult with a walking frame and wheelchairs.

Some footpaths are not in good condition e.g. Halswell Junction Rd

some of reserves in Lyttelton need cutting back as couldn't walk on footpath. Trees over footpath in Cressy terrace

Some of the roads may need improving; some of the corners and junctions are a bit tricky.

Some the suburban streets which were built as quiet suburban streets become major thoroughfares due to expansion. They become quite busy and they aren't built to deal with it. So maybe there should be parking on only one side of the street or speed bumps at start of street to slow cars down. The streets become quite dangerous, especially when there is children around. New subdivisions are fine but need to look at wider picture - how it will affect traffic on surrounding roads. Christchurch is known as the garden city. We have a garden and like to water it to keep it looking good. But, we are told to save water. I find it difficult to reconcile that conflict. Would be good to be able to have a bigger green (organic material) bin without having to pay for it.

Specifically in our area (Woolston) the roads can be in need of repair & don't get attended to as quickly as they could or should be

Such limited things for pregnant women to do in the way of fitness etc, only available in private gyms, council should have some at their fitness centres. More education around waterways to keep them clean. Ways to save water not just saying SAVE WATER. Good Idea when people have visitors to the city council could produce a leaflet esp. about right turning rule road rule.

The art gallery, Not enough thought put into exhibitions such as arts some not suitable in holiday's for children and general public, there are plenty to choose from Buses, There needs to be a radical change, we are a relatively small city (area) the bus depot

should be outside the city centre, too much congestion in Colombo Street, we need someone with a more radical view. Brighton needs attention, beautifying, or some input from council to bring up its appearance

The Avon River needs a lot of tidy up; there is a lot of rubbish in there floating around.

The building consents seem to be getting slower and slower. The installation of the tram rails in the city centre is taking forever. And the information about deals the council has made with people like Henderson seem a bit dubious, they shouldn't be dabbling in the public sector.

The condition and upkeep of the roads is "pretty shocking". particularly around the Hornby area.

The consultation process and not being listened to as in The Edgeware Pool being closed. The council to be more forward thinking such as sub-dividing, increasing the population and the schools not being able to cope with the amount of children, so they should be more forward thinking. Also too many bottle stores that she passes when taking her children to school as the council is giving out too many alcohol licences - she passes a butchers shop that sells alcohol.

The corner of Hoon Hay and Cashmere Roads have a shrubbery area, that needs to be up kept and a bus stop there as well, that needs to be moved back, because it is very hard to get onto bus with 3 power poles in the way and the seat is right on the edge of the property owners grass verge.

The council have not yet put a footpath on the road I have lived along for the last 50 years. People are trying to walk along the road with traffic going 80km/h, it's a frightening situation. The number 11 bus that used to go down Styx Mill Rd has been taken away so there is now no public transport in my area of town. The city is beautiful but it is too hard to find car parks in the city to enjoy it.

The Council needs to be more transparent with its use of money & purchases. The needs to be more consultation for major land purchases, I would like to find out before the deal is reported in the paper

The council should be more involved in trying to control traffic issues in the city, especially the boy racers and people who speed; there is a lack of traffic officers. The safety in the city needs to be improved it is too unsafe to go into the city at night. Maybe more police officers around. I think they could do more to control the trees along the streets; some of them are overgrown and ugly. Also cleaning out the gutters more often on the streets.

The council should be providing more parking. Street parking and parking building revenue should be used to pay for the construction of more multi-storey parking buildings.

The curbs are awful the have no quality in Avonhead they are 17 years old and have been without a check up. The street maintenance is disgusting there is no resealing of the road my garage is covered in tar because of it. There is a danger when walking on foot path because of overhanging shrubs and trees.

the drainage needs to be improved. They need to deal with the drain problem in the back of the valley at Sumner

The footpaths are dug up and worked on too often. One of clients' friends tripped and broke hip on a badly finished footpath in Opawa. So they need to be finished properly after the works have finished.

The footpaths it becomes dangerous when shrubs and trees roots grow up and pushed the through the asphalt, elderly people like myself and my neighbour trip over it and fall head over turkey. They could also improve the size of the green bin lawn clipping get squashed down and then struck down in the bottom and then when the bin gets empty it doesn't come out so I am left with only a half empty bin.

The green bin is far too small. Dedicated Cycle lanes like in the Netherlands Even in Africa they have them -would not have to play Russian Roulette with the traffic on roads.

The green bin is too small for my garden waste. It would have been good if we were given a choice on size. The cost is too much to upgrade to a bigger bin. There needs to be more seating at Hoon Hay Park.

The green bin needs to be bigger - at least the size of the yellow bin as it's often the one that gets the most stuff put into it. Also thinks that there are too many parking meters and it puts people off coming into the city centre (talking about tourists and residents). Also client had recently visited Glasgow where the parking meter coupon doubled as a discount voucher for other council services and client thought this was a very good idea.

The green bin, struggles with small bin. green recycling could be emptied better, can get dirty inside the bin, should be recognised that there is a lot of clean up. Creating pride in streetscape, house tidiness must be regulated. Rentals can have long grass and mess, often this means there is no community pride, and this is increasing as a sign of the times. Particularly around university and Ilam, A lot of houses not built for the people living in them. Must treasure council heritage building.

The green bins larger. Water saving to be subsidised by council to collect rain water etc. The property sale with Henderson not good and Westlake reserves margins should be looked after better.

The green bins should be changed to a larger size, especially for a garden city. The council doesn't pay enough attention to the growth of trees. These are causing shading to homes and the trees should be kept to a better height. In Westmont Street, curbing and channelling could be better or upgraded. Water is collecting in the gutter due to tree and root growth and the tree roots are also cracking the footpaths.

The green bins should be larger. Outside the AMI stadium should be cleaned up after every sporting event as after the cricket there were bottles everywhere.

The green organics bin is too small, needs to be larger to fit garden waste. I would like to see them step up graffiti removal too. And I would like to see the council liaise with the university to somehow improve the behaviour of students, especially drunken students at night. It's the litter, broken glass, and damage to fences and letterboxes. the council should be more proactive in this area.

The Heathcote needs more attention and regular cleaning. I often kayak and it is not in good shape. Some streets need improvement on the open drains and gutters needing over haul drainage. Some hot decisions should have let the public no and got their feed back before making any final decisions. The council needs to be more transparent an open about what is going on before spending huge amounts of money.

The inner city upgrade is fantastic but car parking is so expensive, I would rather shop in the inner city because of the variety of shops etc but mainly go to the malls due to free car parking.

The maintenance of Avonhead Park isn't very good, it's disappointing. The mowing isn't done often enough, and the stream can get rather disgusting at times, all choked up with weeds. They also need to trim the overhanging trees back over footpaths so they don't hit you in the face when you're walking around the streets.

The music conservatorium should not go at the art centre. The people making the decisions do not think ahead such as the car park for the council offices.

The new music department at arts centre, students at university are unhappy with having to travel to and from the university to different classes and having to find a park is nearly hopeless, It seems ridiculous to shift it from Ilam to the city. Why can't they extend the department out there? it seems to be a waste of money.

The number 3 bus needs better notices or explanations as it can be confusing. Also a need for bus drivers to be more helpful.

The only think I would like to see done is for the council to do a bit more to improve the quality of the water in and around Christchurch. The beaches and water is part of our lifestyle and recreation, it would be good if they could put more effort into trying to improve it.

The Pioneer Swimming pool is a big concern. It is over-burdened and there are too many groups accessing it. This means there is not enough space for regular recreation swimmers. A dedicated learner's pool needs to be fast-tracked to ease the burden on the lap pool. There also needs to be more efficient communication about who is using the pool at particular times. Water quality is also a concern, especially the pollution in the Heathcote River. There is a raft race happening there in two weeks time and there are still pollution hazards. Council maintenance of social housing also needs to be given priority.

The public waterways need more attention!

The recycling bins are not big enough. We can hear boy racers at home; they are a problem in general

The road network needs upgrading in terms of maintenance. Especially in the clients local area.

The road works on Colombo St have been going on for several weeks. They are a massive disruption; the shops that are affected must be losing money. They need better planning for the future.

The roading should be looked at; there are many potholes and tree roots. The maintenance should be more regular.

the roading so less road works that take months to do. Bylaws about dogs on the beach being enforced

The roads and the footpaths can be a problem. The deep guttered roads with the rise in the middle are slowly being improved, and there are many other roads and footpaths that can be improved too. They should also rescind the 2004 decision that meant residents had to re-seal their own driveways on roads without footpaths. We pay extra for a larger green bin, and they should all be bigger at no extra cost. The yellow bin doesn't need to be quite as big.

The roads in Christchurch are shocking especially compared to the standard of roads in the north Island. It seems like when they fix the roads they only do a temporary job like filling over a few pot holes, but they need to take a more long term approach to fixing the roads and do it properly.

The rubbish system is good but the green bins should be bigger. In terms of the footpaths, some areas are good but others are quite dangerous. I would like to see more money spent on footpaths.

The swimming pools for children and families need to be less expensive so families can afford it.

The up-keep and maintenance of the Heathcote river, Lower Heathcote river and Ferrymead. Clean up the streams and banks feeding into the river. More focus on the maintenance at the entrance from the estuary, various streams from the hills, Scruttuns road and the road by the Ferrymead transport museum.

Their P.R. in regards to their decision making, in particular the Edgware Pool, proves that they don't really listen to the public much at all and in the end do what they want to.

There are great big drains in the Wainoni area (Kerrs Road) which go through people's properties and through the church on Kerrs Road, they are open drains. Pools are fenced but the drains are open, think they should be covered or fenced like those on Buckleys Road because it is dangerous for kids. Green bins are not big enough, know you can pay for bigger bins but don't think we should. Would be good if street parking was angle parking rather than parallel as would be easier to get into - wouldn't be holding up traffic, and think people would be nice in letting you out. Manchester St car park needs doing up. It is a bit scary, grungy, and creepy. We use the Lichfield St car park as well but don't think twice about going in there or using the lifts. Good idea to have parking buildings - maybe need another one or make them bigger.

There are no public pools in the Linwood area; you shouldn't have to drive 12 kilometres to take your kids swimming. I would like a larger Red Bin for kerbside collection

There are none

There is a lack of understanding by the public as to why the council is investing in land and buildings when the average person is struggling to pay rates.

There is a need for more cycle ways to make cycling safer. The council also needs to keep focusing on improving the form and function of the city centre.

There is room for improvement in communication. I think the publications and information that is put out for the public is not user-friendly. The council needs to be more effective on how they deliver information to the public. There is a minefield of information that is not easy to get through and is not encouraged by council staff to be read. When you get to the right people that can help they are reasonably helpful but you get fobbed off along the way so it is hard to find them.

There is too much spending and talk of buying up old office blocks and land which I disagree with. Excess money should be spent on things like improving roads instead.

There needs to be much more open consultation with rate payers when making decisions.

they could provide a friendly bus driver and friendly shop keepers otherwise I am overall happy with all other services mentioned such as the Art Gallery and libraries, parks, recreation and leisure.

They could put a park in where the house got burnt down where the two women were murdered. It's a sad reminder and sticks out like a sore thumb. Should be made into something beautiful for the people of that community.

They need to improve the road conditions and create and improve existing cycleways

They should keep doing what they are now, to ensure that water conservation continues for future water availability.

They should listen to the people a bit more.

Think that traffic control is one of the most important things; some of the corners are just deadlocked in high traffic times. Traffic lights and roundabouts are the safest ways to improve this. Stop and give way signs are not always adhered to.

Think they should stop selling buildings to Ngai Tahu and then paying to do them up. It's ridiculous

This is our town, its clean and green, it's starting to be called crime Christchurch, let's get our act together. Things are not being utilised. Need a tougher line, a tougher figurehead.

To be honest I can't think of anything that the council could improve on.

To be more open to the public and not behind closed doors. More correspondence especially from Ecan about wood burners etc.

To improve roading because a lot of them are in need have repair.

To keep the rates down for as long as they can.

To lower the rates and to help people who are struggling with the recession with rates payments etc.

To remove broken glass more often, maybe to sweep daily, along Moorhouse Ave in particular where people walk to AMI Stadium. Not good, especially with the World Cup coming up. Probably because of boy racers throwing bottles.

To sort out the old Art Gallery behind the Museum and make better use of it.

Traffic engineering is bad, there needs to be a revamp of processes for building cycleways etc. The phasing of traffic lights, laying of curbing, and merging of traffic all need attention

Traffic flow is getting worse as far as delays and traffic jams, but is increasing. The one way system is getting past its use by date.

transport for the outer suburb. Town is growing out and we have to provide better transport to these regions

Trying to get people to go into central city but they have killed the central city by putting parking meters everywhere. Who would go into the city and pay when can go to malls and get free parking. Think Council is being greedy.

Two smaller bins (green and red) could be a bit bigger. Green bins is fine for people in flats but not when have section. Bins should all be same size as yellow one. Or people to have choice for small or big without the cost. Don't like the new bus lanes, think people are very confused by them.

Underground power wiring in Avonside Drive -

Unhappy about the reduced car parking in the city and also the increased cost of parking. it's going to stop people visiting the city centre because it's not always convenient to take the bus. Council also seem to be forcing the bus issue. for example The bus islands that were introduced in Hills road. there was no consultation and caused a major hazard. they were then removed at more expense. Also Green bins are too small. it's a good idea but if you have a garden they get full too quickly and have to pay for a bigger one.

Upkeep and maintenance of alleyways. customer. has an alleyway running by her property which necessitates her cutting back a hedge encroaching upon it up to 3 times a year. Thinks the council should cut the hedge when they come to mow the grass

Water pressure, it is very poor it needs a better linkage or a pump

Water Restrictions - The planning for subdivisions, e.g. Akaroa Harbour peninsula, needs to be considered in the context of the availability of water. During the summer we have a water shortage, residents asked to restrict the quantity of water used, we're on restricted anyway then we observe down at the boat ramp there was instructed use of water by boaties washing down their boats. We also observed that there was instructed use of water by the AMP show in Duvauchelle itself. Rubbish Recycling - Difficulty in understanding why Akaroa uses bins and has the kerbside collection while we in Duvauchelle have to take our rubbish and recycling to Barrys Bay.

Water supply for Christchurch is in danger of over irrigation and dirty dairying. I'm not against farming but I believe the water needs to be protected for future generations. Stop urban development over the shallow aquifers. There are too many road humps on some streets e.g. Brynley St in Hornby. Some streets are becoming too narrow for practicality e.g. letting Fire Engines through. The green bins should have been at least twice the size. People should have been given the option of size without having to pay for it.

waterways and better staff

Waterways management need to be improved. Sewerage overflows in to the river and there is a lack of maintenance in the banks and the beds of the river. There needs to be weed and rubbish clearing. I was aware of the water conservation programme but it is ineffective. The council expenditure in property and city development is poorly handled. The council is spending ratepayers' money in ways that are unsupported by the ratepayers.

Waterways, Avon river is chocker block with weeds, banks are overgrown with flax bushes, small streams clogged. The council should be diverting funds from overspent areas to fix it. Cycleways do not allow good traffic flow better to use footpaths.

We had an inspector out to check our pool they gave us an instruction book, we followed the instructions then the inspector came back out to check our work, they told us the book had a misprint so it was wrong and gave us one month to fix the problem or be fined. We looked on the website and the information was different. We were not happy. The green rubbish bins are not big enough for people with large sections, they need to be bigger and we shouldn't have to pay any more for them.

We think, because of the business we're in which is architectural drafting; the CCC building consents department is understaffed and overworked.

When the council repairs streets the narrowing of streets is stupid, Road bumps are a nuisance, and size of some is ridiculous. Parking metres are a rip off. Traffic management at sports events are over board, they need to look at the ability of the traffic to move freely in and out of the stadium (Westpac trust).

Would like to see an extension of cycle ways in a better time frame (quicker). So need to maintain the pressure on the contactors to make sure it is done in a timely manner.

Would really like to see Patten Street cleaned up. There is a speed hump and when a truck or trailer goes over it makes a big noise. Also, buses go down the street very quickly. Not happy with the amount of money spent on events and festivals. Ratepayers get nothing out of it, only businesses do. The council sometimes doesn't think of the repercussions, they are spending other people's money. No money has been spent on Avonside in a long time.

### 6.2.3 Age 50 – 64

A lot more work to be done for heritage areas.

A subway or a passenger service from Rolleston to town a train perhaps.

Avon & Heathcote - need to dredge the river & not use the lawnmower thing. We are going to lose the fish life; there is minimal aquatic life in there. Sewage overflows into the rivers; need to check the pumps so that doesn't happen.

Believe that the city can be dangerous to travel around by foot as the rules of the road are not always followed and think this could be improved upon.

Bigger green bin would be great and be good if didn't have to pay for it. Outdoor swimming pools - should be more flexible in hours as in keep open longer for the season. Should play by air based on how season is going. To do this should have normal closing date then keep open on week by week basis letting public know that it will be staying open subject to temperature and attendance and give the public a weeks' notice on when will be closing. Think it would work because have qualified students to staff it. Plus, wouldn't need as many staff members at end of season.

Bins and weeks that the bins are being collected it could be better to hand out more info to residents to remember which weeks are which bins.

Buckleugh St has been on the plan to be redone for the last year, we have huge potholes and it should be more laid out as boy racers use this street. If possible it should be cut off from Cashel Street making it into a cul-de-sac. There has been a number of projects that have been passed by the Council as non-notifiable so the average person cannot object to, everything should be notifiable. E.g. the High rise on Ferrymead Tavern site and the Probation Centre down Ensors Road.

Building Consent Procedure - Should be more consistent, each inspector should give the same answer not the varying I get.

Building consent service. We have waited 5 weeks for even a reply. That is abysmal. Every time we apply for building consents seems to be new rules and regulations and red tape. Need to do something. More an issue of time taken to look at consents.

Building consents - seem to be a lot of problems with that. Not sure how to improve.



Building consents for example letting you know what is going on, wanting to be informed if there is a problem so that we know there is a problem that we can get the problem sorted out.

Building permits take too long to be processed, holding that particular industry up. - If the council could modify the road sweeping trucks to be able to pick up all the broken glass in the cycle lanes after the weekend that would be a great improvement.

Bus routes need improving, for traffic flow, buses should be more frequent and accessible to more areas, not so expensive, as would the buses would be used more. most people then travel by car because of this high cost, 1.50 would be a better price.

Can't really think of anything

Can't think of anything off the top of my head

client could not think of anything.

city council is failing to support local swimming pools they seem to be promoting the swimming complexes at the expense of local pools. This is exacerbated by staffing problems with the last month of hot weather. The Radley St. complex is not being built. Client thinks the council should be getting people active rather than supporting things like the Ellerslie flower show. this, although cultural does not help the younger kids. CHCH council is not doing enough to support residents of the city against ECAN and dairy farming across Canterbury in terms of the water consumption the farms use. The process of setting out objections to council motions/decisions is too complicated for the layperson and the system needs to be simpler. Christchurch should not be interfering with the type of enterprise that should be left to private enterprise such as the tram and Ellerslie flower show. Also, client disagrees with the council not talking about decisions to spend money and using 'commercial sensitivity' as a reason.

Clean up streets - have done wonderful plantings near rivers & beaches but not well maintained. Lots of litter collects in bushes & they are not picked up

Client could not think of anything

Congestion around the streets such as keep on improving flow of traffic and bus lanes etc.

Consents need to be approved in a more timely fashion and the set of regulations needs to be not quite so stringent.

couldn't think of any

couldn't think of anything

Council need to be more aware of how much it costs people to live in the city - costs including mobility, shopping. Then they will have a better idea of rates and charges they should charge. Is the council's job to make sure the people to play their part? For example in some areas trees are overhanging footpaths and need to be trimmed. If this is the Council's job they need to do it. However, if it is the job of the home owner, the Council needs to make sure the home owner does it. Would be good if green bins as big as either red or yellow. Would like to see some events have a more Christian flavour to them. Should not be any street parking between Bealey Ave and Moorhouse Ave, Durham St and Fitzgerald Ave. Related to this (if it is the CCC creating the bus lanes) wherever there are bus lanes should be no parking. There is lots of property in the back blocks, behind shops in town which should be tidied and used as car parks. Need to review areas in which they advertise. No one reads advertising on buses. Outgoing should not exceed income because otherwise upkeep is going to be their downfall. Don't believe the Council should borrow money to do a job. Should live within their means like the rest of us have to.

Council need to involve the public more in big decisions by advertising when big decisions are being made to get the opinions of the ratepayers Bus lanes particularly on Papanui rd. have increased journey times into town by 20-40mins each way. client thinks the council should try to solve traffic problem in general and not just focus on one aspect of it. The bus lanes speed up the buses by 5mins but slow everyone else down by 15mins

Cycling need to become safer. Keep working on this issue especially in areas around roundabouts.

Cycling needs to be made safer, where possible cycle lanes need to be separated from the traffic. Unsure that the rubbish recycling services are worth pursuing. also that the green bins are too small. Also the green bins are too small

Cyclists in Christchurch create danger both for themselves and vehicles. They should have to ride single breasted, especially in their lanes, to make it safe for everybody. The red bin should be collected weekly as it's not hygienic, and the green bin is far too small. The water on the Redcliffs Hill is full of calcium.

cycle ways are too close to the traffic, cyclists don't have any room between the parked vehicles and traffic flow. A separate cycleway would be great particularly at intersections which are quite dangerous. Consultation between council and public is slow. Rates are too high for the services provided, an example is the new council building which has a high expenditure.

Developing railways and outlets in and out of Christchurch so that there are fewer vehicles in Christchurch city.

Dog control - lots of dogs are not kept contained in their properties and are allowed to run off the leads. I have difficulty walking my dogs down the road as I will be attacked by the dogs on the loose. Council needs to find ways of effectively policing dog owners to ensure the dog policy is suitably enforced. They need to be tough on those dog owners who do not comply. I don't really have the answer but this is an area of great concern. Aggressive dog breeds need to be controlled.

Don't like how they are narrowing all the roads and putting in large side plantings. I think that the parking meters are far too expensive and it's not encouraging people to come into the city. The cycle lanes on Papanui road are just stupid in between the bus lanes and traffic lanes, so dangerous. The red bins should be emptied weekly it gets smelly leaving rubbish to sit for two weeks, and the green bins should be bigger you should have the choice of the big or small ones we had to pay to get a bigger bin!

Don't like the way they spend money - baling out property developers, but cutting funding on community services. Don't agree with raise rents on council housing, penalty rate on my direct credit for paying rates. Alcohol sales need to be reined in. Alcohol is too easily available day & night, need stricter controls. Broken glass on roads & footpaths - not cleaned up often enough

Don't really know sorry

Footpaths - making sure they are walk able, and in good condition. When you get new driveway, council need to fix footpath but this is not happening. Rubbish bins - red & green too small for family of 6. I need a bigger one without having to pay for it. Log burners - they are being too hard on making old burners illegal. Many people believed their burners to be acceptable but are now told they are not. People are going to get cold in the winter.

footpaths, some are uneven, not suitable for prams.

get kids active more, swimming and holiday programmes. Parents often can't afford things for the kids to that does not cost a lot of money

Getting consent for renovations seems very complicated and daunting. However, when approached, the council gives good guidance on this.

Getting information from public records at the building centre should be a free service. You used to be able to access records at no cost. Now you have to pay a fee and wait a week. Too much has been made user-pays.

Green bins are too small, could perhaps swap them with the red bins. Tree maintenance issues. in QE11 park there have been several reviews with regard to maintaining the tree cultures and they seem not to have been acted upon. also the children's playground was removed and not replaced.

Green rubbish bins could be a bit bigger and red bins could be smaller.

Heating, The council should be leading the way with introducing solar powered panels in homes .They SHOULD NOT be discarding wood burners, these wood burners in most cases heat the whole house including water, heat pumps DON'T do this, and in some cases they are used for cooking and also drying of clothes, heat pumps don't do this, when we have the big snows and the power is out for days who can use a heat pump then? but you can use your wood burner, and wood burners make people more self reliant.

Householders need a choice of the size of green bin they are allocated. and it should be free. as the bins are too small for those people with a large garden.

I don't like the way the council doesn't give feedback to the people about decisions it is making. They need to give people more say about decisions being made in the city, But not just more say, I would like to see them being heard and taken note of and actually considered when making decisions

I have an issue with the rubbish bin service. I think there should be exceptions and bigger bins provided for people who go through more rubbish than usual due to medical conditions.

I have heard a lot of people mention that they think the council public outdoor swimming pools should be open for longer during the year. The Halswell pool has already closed and we are just starting to get the best weather this season.

I live in Central city and I would like to see them improve central Christchurch. I am upset that they keep giving consent to build great big malls out in the suburb that take away from the city, it is becoming more and more dead.

I think that they should have surveyed each individual household of which size rubbish and recycling bins that they would prefer for example the yellow bin is two large for my household it takes a month of so for me to fill it, if I could have chosen a smaller yellow bin and a bigger red bin it would have suited my household a lot better.

I think the need to provide education for both car drivers and cyclists, because there are many accidents that could be avoided. Also they need to improve the maintenance and upkeep of the port hills tracks as many of them are over grown.

I think they need to look at the traffic movement and at peak times it's hazardous. The flow going north is getting worse.

I think they should focus more on youth entertainment in the city, targeted more at young teens to 18. They should be alcohol free zones because a lot of music event are all R18 and sell alcohol. Christmas in the park and classical sparks are full of alcohol not targeted enough towards young children they need to have specific environments for them. Another service they need to improve is the safety in the inner city at night-time, there should be better lighting in the public areas, and better policing there are just too many attacks in the city centre.

I wouldn't know; I'm pretty happy.

I'd like something done about the safety and security in Christchurch particularly in walking at night and also home security. I think it would help young people to stay out of trouble by providing them with places to go and things to do.

Improve a lot in the traffic department there's a lot of traffic congestion

Improve on the information that they provide when they are making decision and going to do something in the community they are currently not keeping people in the loop, so do not know what they are planning on doing.

Improving the amount of road maintenance, there is too much maintenance in some areas of roads that are not needed -more focus and attention should be placed elsewhere. More focus needs to be given to the environmental issue and sustainability, providing an eco friendly Canterbury stance.

Improving their rubbish disposal at cape valley they need to do something about that I do not want to leave it for my grandchildren. I recommend that it should be taken to the west coast via coal train and used to generate power.

Increase parking facilities in city centre, very hard to find parking

Inner City parking during the weekends they try to encourage people to go into the city during the weekends and then you get penalised with a parking ticket, so why would you want to go into the city. There should be free parking throughout the city during the weekends.

It is a shame the council lost its own roading division. Privatising was not a good decision. Hiring contractors is likely to cost ratepayers more and this money could be used on other things. The contractors seem to waste a lot of time standing around too. Sides of waterways are dangerous for both people and wildlife due to the rubbish that collects there (including syringes). There should be more cleaning up of these areas.

It seems that every year around March many roads are re-sealed seemingly unnecessarily and not only that but are actually made worse. - they are re-sealed with a heavy chip and this makes them difficult to ride a bicycle on. e.g. - Major Hornsbrook Rd. after four weeks they are still sweeping the loose chips away from the road. also there does not seem to be any visible review of the quality of the new seals.

It should be optional for homeowners to choose the size of the bins we have to pay rates so why do we get the same as non rate payers. The price of parking in town is ridiculous working in town it's impossible to get parking so I have no other option but to pay for parking monthly. Think they have made some effort in regard to cyclist but they should be constantly up grading and improvements. The council don't listen to the feedback from the public

It would be good that if side roads where there are lots of council trees could be cleaned more in the Autumn months.

Just to keep the good work going.

keeping an eye on the footpaths and the roads, some are neglected; the council are not fixing some that need attention.

keeping the trees maintained, putting more rubbish bins out.

learn more about how council run and how they make their decisions, particularly with this mayor

Letting people know about planning in the medium and long term. Urban planning, the plans for Christchurch as a whole in future.

maintain costs to the ratepayers they are creeping up

Maintain what's going on in the infrastructure in the city.

Maintenance of roads and footpaths is very poor. The size of the organic collection bins you do not have to pay extra for is too small. The fact that the amount you pay for water is determined by your property value instead of by how much you use is discriminatory, especially with water being a life necessity.

Maintenance of roads, The council should avoid doing repair work on the roads in peak hour traffic; the work should be done after 7pm at night. Pay and display machines, there needs to be more of them around the city. There should be more dog poo bins in the dog parks in the city.

Making cycling safer such as more cycle lanes etc.

Making it more cycle and pedestrian friendly by reducing the use of cars and therefore helping the carbon output.

Managing the water and the waterways, future water quality should be improved, improve the condition of rivers and river banks.

marketing events, often don't hear of events too close to the date or only through work, e.g. City to Surf. Also the roading needs improvement with potholes

Money is often wasted and could be spent on more worthwhile things; lots spent on Merivale and Fendalton streams, maybe should be channelled to Aranui or Brighton or put into smaller communities for pools or parks. Money spent on the Dome was unwise and too much spent on the Buskers. Young people are at risk and the city is no longer safe though they are maker stricter rules to control the city.

More consultation with the public and to reply to queries when asked.

More New Zealand native plantings near open drains.

more wheelchair access on trams, need more lifts at areas such as the art centre; currently there one access for wheelchairs on the tram-more is needed.

Moved to Christchurch 5 years ago, was surprised how dirty (rubbish everywhere) the streets are, even the square. There are not enough rubbish bins around the city for people to get rid of their rubbish when in town. So that people can't put their household rubbish into the public bins they could find solutions i.e. making hole in top of bins smaller. There are no bins in all of Halswell shopping area, rubbish is just thrown all over! people are too lazy to take their rubbish home.

My local creek in Basil Pl is awful. It has no regular maintenance and it has become an eyesore.

Need to take more notice of public opinions, feel that public opinions don't seem to matter, in particular in relation to the Music Centre arguments and the decision to bring the Ellerslie Garden Show to Christchurch at too huge a cost.

no comment

No Comment.

No Idea

no idea

no idea

no idea

No idea

No idea, no improvements

No idea.

No idea.

no specific concerns

Noise control - increase powers of the council to do something about noise from students which goes on until all hours of the night & early morning.

Not a big fan of all this money going to these festivals, because as a rate payer the money could be better spent elsewhere. also I feel the council is not doing enough to preserve the purity of the supply of the fresh water on the planes.

not sure

not sure, on average pretty good. have more things on TV for water conservation, programmes showing how to conserve water. tips how to not over water the garden and not waste water, teaching people through TV.

Not too sure actually

Nothing

Nothing

Nothing

Nothing

Nothing

Nothing

Nothing there doing very well

Nothing to say

Old trees should be retained when re-roading or putting new roads in instead of cutting down trees. The Council needs to be more open and listen to what the public wants.

One area would be traffic control, they have been successful in keeping the boy racers out of the city centre but they have just pushed them out to the suburbs and there is no enforcement when you need it. There is also a lot of tagging around that should be cleaned up.

Parking facilities - Need more space for parking particularly around the city centre. Length of time allowed in city is sometimes not long enough

parking in centre in town, more motorcycle and scooter parks

Parking in the city - lower parking fees to attract more people. Also the tow away areas should be available for use after business hours as long as driveways are kept clear.

Parking meters are far too expensive and there are far too many of them. They should also stop earlier than 8.30pm.

Part of Deans Ave at Tower Junction where the cattle sales yards a real eyesore is and even though it is owned privately, think it needs to be attended to. Also the grass verges on the footpaths need improving as very easy to trip up on.

People need to be more aware that if they report things like graffiti to the City Council the Council will take action. If people are more aware that the Council will act quickly the Council and community may be able to work better together to get rid of graffiti and clean up Christchurch.

Planning, and leadership of the city, there is no planning at all particularly in regards to green belt around the city, the consent process which hinders business and property development, not enough accountability. Purchasing the Dave Henderson property, too many hidden agendas, not enough honesty. The new council building, it is like they are creating a new government, becoming more powerful and should be listening to the community, they don't take notice of public opinion. Too much money going into wrong areas, for the amount of money charged the services provided are not relative.

Planting huge trees in new subdivisions which then grow and lift the footpath creating a hazard. Also Green bins are far too small. the size should have been reversed with the red or yellow bins

Poor people cannot afford a lot of things like power and bills; they are too high, really hard for families.

provision of bus stops and bus shelters, has asked for one on Pages Road and no provision has been made, very wet and cold waiting for a bus, particularly the 84 Bus.

public relations and talking to the people, more consultation with the public. Listening and not ignoring the advice of the public.

Public relations such as letting the public know things before they go ahead and do it and spend the money.

purchase of properties from Dave Henderson - inappropriate expenditure of council funds. Act more openly & more consultation on acquisitions on private deals with individuals. Don't think they can justify spending large sums of money in business dealings with individuals.

Putting too much money into the wealthier areas and neglecting the unhealthy areas.

Railway crossing have to better maintained

Rates - keeping them as low as possible because wages are so low so many people can't cope with all the expenses

Recycling - Probably the collection, instead of fortnightly collection of yellow and red collect them on a weekly basis. Building consents turnarounds - think they should speed up process but not sure how.

Recycling trucks sometimes come as early as 6.30am and wake people up. Everybody should have been issued with a bigger green bin, especially since people are being encouraged to put out more green waste. The rubbish bin could have been smaller. There is sewage leakage in Marblewood Drive in Papanui causing the asphalt to sink. This should be dealt with because if left too long the road might have to be dug up.

Residents should receive a parking card if their street has parking limits and they have no parking up their driveways as a measure to avoid those getting parking tickets.

Responsibility needs to be taken for buildings that building consent is given for. Buildings need to be checked once built and responsibility needs to be taken when things go wrong.

Rivers - there is a heck of a lot of weed in them. I live on the Avon so can only speak for the Avon river, not the others. Know they have one vehicle that picks up the rubbish. But lots of weed, grass cuttings and bits and pieces flung into the river by hooligans.

Road gutter sweeping, where I live if it is raining all the rubbish in the neighbourhood all banks up in front of my driveway and I have to end up cleaning it myself.

Road maintenance should be swifter and more efficient. It occurs at inconvenient times of the day and pot holes need to be attended to faster

Road workers need to clean up after themselves. Residents shouldn't have to clean up after them. There could be more cleaning up of graffiti, especially in Aranui. At Avondale school there is very little parking due to yellow lines, bus stops and cycleways. This means parents have to drop children a block away from school which is not good for younger children. The number of yellow lines could be reduced.

Roading in general are in bad condition need to have more maintenance on in that area also I'm a builder and it takes far too long to process consents, too much red tape and down time, and the cost is way too much.

Roading they need to look at the main routes in to town and alternating them a little. They need to think more about the future of growth and how that will affect transportation from outer regions

Roading, less road works, better, wider roads. Too narrow and trying to stop parking at moment.

Roading. Try to make it so traffic flows better, particularly Riccarton Rd and Halswell Rd.

Roads, there are pot holes up and down our street it has been mentioned to the council but of course has been ignored, they need to all combined and get this sorted. Another issue is the Estuary, it is very smelly and needs to be cleaned out there also needs more planting around the waterway margins.

rubbish bins put back in parks and bus stops, outside shops also. More bins would encourage tidiness and also people would put dog poop in the bins rather than carrying it.

rubbish collection, have to pay 150 a year for large green bin, the council encourage Christchurch to be clean and garden city. Bins can get a bit smelly with the red bin.

rubbish service and recycling, the bins are too small, cost to replace them is too expensive. Too much recycling, the bins should be emptied weekly. Street design should be better, more access way for traffic flow.

Rubbish. Keeping the streets clean such as bus stops which are quite dirty they could do with a scrub

safety, getting around the city. crime, particularly at night. Police should have a separate department just for traffic they should not be mixed, that would help with accidents, must have two departments, and not just have the police department handle all this.

Secretary to the community board has not responded to whose is handling the Council decision to erect a memorial after demolishing a significant historic house in Annex Road. On footpaths there are often dips where the driveway crosses which causes jarring and back injury, the graduation into the dip needs to be a longer gradient. Storm water - In Halswell there are still many "D" shaped gutters, the contractors clean the gutters but do not clean under the bridges of the gutters and I am told it is not in their contract to clean under bridges. Rubbish goes down the gutter, get stuck under the bridge and flooding goes out onto the road. The worst drain in Halswell is at the end Lillian St. Opposite McDonalds in Lincoln Rd corner, south side is always flooded, something wrong with drains here. Storm water drain in Halswell Road Opposite Halswell Timber, one end is higher than the outlet pipe and water backs up into a ditch and flooding occurs.

Shade and views, Where I live in Lyttelton The sun and views are precious especially in the winter when we only get a couple of hours of sun a day, Some neighbours trees are starting to shade our house and obstruct our view, Another neighbour up the hill has

planted trees that will eventually shade us, can the council help in these disputes as a mediator and assist with trimming them?. also we share a driveway on a paper road, We feel it should be tar sealed by the council, we have talked to them about these issues but nothing seems to be done.

Should be safer in the city should have more people patrolling the streets not just the police, it is dangerous in the cities and by having wardens to police it would make it safer. People like traffic wardens in a uniform should be available to patrol the streets alongside police as police are too busy. People should be the most important.

Sporting facilities -the sports stadiums are not up to international standards, need to 'think outside the square" and provide stadiums that will be suitable for many years down the line. QE11 and AMI have not been done properly. Netball courts are not good. Need a decent indoor sports stadium so we can host international competitions. Not happy with their expenditure on David Henderson properties - how can they bail him out & then the council is going to be left in the red.

Stop spending so much money. Spend money on infrastructure and building speculation

Swimming pools - the council is not putting enough effort not them and are closing too many. decision making process needs to be sped up by a great deal. as does the entire rights of appeal process

swimming pools in schools need to keep open, need more pools, learning to swim is a major issue and this would cut down a lot of drowning, too many closures. The David Henderson property, money is misplaced, ratepayers unhappy.

The 3 bin service works majority well, but organic bin could be bigger and the waste bin should be collected more regularly as there is an odour control issue. The footpaths are too patched and there is broken glass in Port Hills Rd left from the boy racers. Parking in town - no free parking in the 4 avenues and costs a fortune to pay for parking for work. City Mall the pavers the not flat, not good for high heels! Community pools are great but Waltham needs to be open Dec - to March be better.

The building consent process could be quicker. I'd like to receive quicker feedback when making a lodgement. Maybe make it a two step process so that we get a bit of feedback quicker.

The building consent process needs to improve on clarity and timelines. The nature of when acoustic report in flight path needs to be addressed. There is little value in a report on an existing building that is being extended. The process is time consuming and pointless. Very inefficient for the Council.

The building consents need to improve time-wise.

The bus lanes and enforcement cameras and 60m rule (?) are simply a money generating scheme that serves no other purpose and the fines are too big.

The bus service needs to be addressed they said they were making a route to and from parklands but haven't heard anything since! The roading in our area has been done then pulled up about 4-5 times And where they were doing it wasn't even the worst bit. We ended up putting in to complaints about it taking so long and it was just dangerous. Drivers are inconsiderate when it comes to cyclist, I bike a few times a week and have nearly been knocked of my bike Several times around roundabouts are the worst. Also I think there needs to be a bigger green bin.

The city looks really untidy. Not enough is done for street frontages and street sweeping. Christchurch looks very run down and tired. It does not live up to the Garden City image it publicises. Governance decisions favour developers over residents needs e.g. the Dave Henderson bailout verses the lifesavers request for money. Wellington is encouraging families into city areas that have real vibrancy. This is something Christchurch is not up to standard on yet. It does not need to be big ticket events such as the Ellerslie Flower Show to do this.

The consents process as it takes a lot of time, is expensive and always having to go backwards and forwards.

The council is spending too much money on activities and events around Christchurch and not putting enough money and time into the streets and footpaths, this need to be improved and litter need to be taken care of.

The council needs to think about money and how it comes from ratepayers and isn't their personal spending money. So much money has been spent on Cathedral Square and Cashel Mall, which impacts so little people. It's good that they're making it safe for cyclists but in some places they're doing it at the expense of the cars. They need to be aware of the traffic levels, and think about where people are in danger. The council should also bring back subsidies for the Learn to Swim programme - saving lives is more important than the square.

The Council needs to be more approachable. Decisions should not be made behind closed doors. More time is required to get information out to residences and allow them to think it over. Not everyone can get information on the internet and some have to go to libraries to get it. A month to six weeks would be good time for public consultation not just three weeks.

The council needs to keep the streets clean because they are not very clean. The streets could be sprayed, cleaned and scrubbed more often. Tourists get an impression of Christchurch by looking at the streets and at the moment they are not getting a very good impression.

The council needs to look very hard at footpaths, gutters and roading. More thought is required rather than just doing things, especially in the lead up to the end of the financial year. The subdivision process prior to and during building is very expensive and time consuming with enormous delays. More thought needs to put into stickering residential trees. Stickers are being put on the wrong trees.

The council needs to stop spending public money on things like shifting the university music department. It's a disadvantage to the people of Christchurch. The bin sizes are not well thought out, and I'm not satisfied that you should have to pay to change it. The yellow bin should be smaller, and the green bin bigger. The parking meters in the central city are far too expensive, and totally inadequate around the hospital area. The prices for the events and festivals are exorbitant for people of fixed incomes.

The council should create more awareness among the people of Christchurch, about what's going on in the Council.

The Council should look to stop going back on decisions. For instance in terms of putting up rent when it said it wouldn't and buying developments. The council needs to toughen up on boy racers. On Dyers Road there are lots of boy racers who make a lot of noise. There could be more patrol in that area, more observation and perhaps more undercover work.

The council should stop being so finicky on consent forms such as building consents. I think it's a money making racket and nothing else. It has nothing at all to do with the welfare of the people in this city.

The cycleways, this is because there are inadequate and the roads are too dangerous to cycle around on. They should remove the cycleways from the road to a completely different system.

The fencing in the main road in Redcliff's around the cave, they have hired it at a huge cost and the rate payers are paying for this. Decision of hiring the fencing is costly irresponsible spending.

The footpaths as there are lots of overhanging trees which get in the way of children cycling and wheelchairs. Also the parking of cars on the footpath is not good.

The footpaths, they need to be more user friendly for cyclist and elderly people for example when they are walking with their walkers and wheelchairs the surfaces are not as even as they could be, they need more maintenance.

The glass on footpaths such as Bealey Ave on Sunday is not good. It is very messy and dangerous. It would wrong for the Council to curtail the mobile library bus service because there is many older people that require it. I do not know the current situation with the St Albans swimming pool but it would be a complete shame if it was closed down for good.

the green bins are far too small. The council likes to say it's a Garden City but the green bins are full after mowing the lawn once

The green bins are too small. Some of the surfaces on the footpaths are not good. More information on the roadside, not just the meters, about the cost etc. Noise control in the square when there are buskers etc.

The green bins aren't big enough. I think they made a bad decision to close the local swimming pools.

The kerbside green waste need bigger bins, and cost is high on the larger bins. The waterways are disgusting in Dallington particularly; need to get rid of the floating catcher as it does not work. The Woolston waterway is yuck, lots of rubbish, absolute disgrace. The access onto the Waimakariri river- fisherman cannot access the river for fishing at night, would like it open at night as there is a lot of interest. Car parking is dangerous at night near the river and people need to walk a long way, we could pay for keys to the gate, and many would pay for keys to unlock the gate for the river to do night fishing.

The licensing of cars needs to be looked at and to increase the driving age.

The narrowing of roads with gardens is a nuisance. They are not like speed humps which serve an obvious purpose. Don't put anymore in. The Council wasted money on naming rights for Ellerslie Flower Show. I don't get why; they could have made something of their own. The regulations with school swimming pools that are forcing the running costs to go up is not good. If the Council could do something about this that would be good.

The new bus lanes, they have slipped up badly by not notifying the public enough about the 50 meter turning rule, there has not been enough advertisement on this issue, people of Christchurch are receiving tickets for something that they are unaware of. The council should provide every individual household with a letter or advertisements on T.V to make sure that the message has been received by everyone.

The new pool at jelly park, it is not disable accessible.

The only thing I have found less than ideal is being able to find information on building regulations and consents on the Christchurch city council website. The links seem to be broken on the sites and some information doesn't seem to be even on the Christchurch city council website. I would like for it to be much easier to access the information I need on building consents and regulations.

The overhanging branches over the footpaths, particularly sight impaired people, there is a bi danger. Homeowners should be notified.

The parking at the Christchurch hospital - have to be there an hour earlier to get a car park that don't have to walk 10,000 miles from. Not sure what could be done. Know there is car park building over the road, but am not very confident about driving up those platforms. Also, am very scared of heights and there are windows. Stop spending money on land and houses like the one that was burnt down. That is not what the CCC is there for, they are there for the people of Christchurch, and they are not property developers.

The parking price is just a big rip off, they are over charging and there's nowhere in Christchurch you can park for 10mins without getting charged I don't go into the city now unless I absolutely have to. Drivers are irresponsible, careless with no regard for cyclist. I'm very hesitant to let my daughter use her bike just because it's not safe. Also it's a law to stop at crossings but I still see people that don't. Maintenance on roads/footpaths always seem to happen at once, they pick the worst parts of the year like the QE2 round about changing it to lights they waited till recently to start when everyone's getting ready for school getting back from

holiday going back to work etc. It's busy and inconvenient they need to be more consistent throughout the year. There needs to be patrols watching drivers outside schools nobody takes any notice of the reduce speed signs. As an individual I don't nowhere to go or what steps to take if I object to proposals or decisions made by the council, How to get my opinion across or approach the council. I feel as though we have no say in what's going on they are going to make decisions on our behalf regardless.

the parks and leisure centres need an overhaul. specifically the skate parks need a camera and at least one light and the parking around the leisure centres needs an overhaul

The processing of building consents needs to be smoothed out and sped up.

The regulatory and enforcement divisions of the council are similar to those of soviet Russia. The enforcement divisions adopt a very heavy-handed approach and need to act more like a public service and not a police force - this seems to be due to the fact they have a lot of ex-policemen in the divisions. The department that deals with commercial building permits need to vastly improve their communication and the process in building consents is far too slow. Traffic management around the city is also poor - bus lanes are confusing and have been implemented badly. the council appears to be slow to put in traffic signals and roundabouts and often do not get them right the first time and have to go back and re-do them shortly after they are put in.

The reserves in Lyttelton need a lot of attention; they desperately need focus on tidying up from the council

The road network. they need a lot of repairs and maintenance. also there is no obvious master-plan for traffic flows when new suburbs come on-stream.

The road works. The timing they have isn't good it should be done at night not at rush hour.

The roading could use improvement even in the places that have been fixed I do not feel that they are up to a good standard it seems like cheap labour or just shoddy work, not satisfied with this.

The roading in the suburbs is dreadful. Especially after rain, the pot holes and tree roots are bad. our street [in Aranui] is like a rollercoaster. They need to be fixing and repairing the damage.

The roading issues and traffic issues, where there are disruptions because of road works and detours and closures. They need to notify of these disruptions, because it's especially hard when you're ferrying children around. Also the cycling tracks, especially for kids on bikes. I wouldn't let my children bike to school because the cycle lanes go by roads and are unsafe, so they need to think about improving the lane facilities and consider the kids biking.

The roading such as fixing the pot holes. To mow the grass where he is as he has asked city care a few times and the guys who could cut it go driving past.

The roads, in the Mt pleasant area there are no footpaths and no gutters, no safe walking area. in the Mt Pleasant Madeley Road area particularly. These roads are narrow as well. Also pertaining to this the Rubbish/recycling Bins have been sliding down the roads, I have emailed Yani Jojohanssen about concerns about the fact that there is no where to put the bins, the road is too cluttered with bins and I am very dissatisfied that he did not provide a response in person like he promised in his emailed reply. The bins fall over and are dangerous. The slope makes the bins fall, the roads and footpaths are very slippery as well. People fall due to the slippery paths. Road repairs are not always good and the roads in the Mt Pleasant area need to be constantly fixed, as they are not done correctly, can they be fixed to remain repaired longer, and this would be a lot more beneficial price wise.

the state of the Avon river is bad. client canoes down river 5/6 times a week and says there is a large amount of hazardous rubbish thrown into the river. Also council should redirect the budget for road maintenance to more safety orientated measures for the roads.

There are currently not enough repairs or maintenance on roads outside of normal working hours, they could do a lot more at nights were they would not effects the traffic as they do during the day.

There are trees by Sydenham Park that the CCC hasn't touched for many months. They obstruct the sun and the leaves are everywhere, in the drains. Need pruning and some need cutting down because they are so old.

there is a problem with trees growing and their roots pushing the footpaths up. Will not bike to work despite cycling a lot due to all the potholes in the roads and there are not enough cycle lanes and not in the right places and thus the roads can be dangerous for cyclists.

There is a street of Garvins Rd in Sockburn that floods very badly when it rains and has been this way for a long.

there is far too much inconsistency in the decisions and interpretation of regulations with regard to building consents. feel that you will get a decision one day and then that will be reversed the very next. There also seems to be a mindless focus on regulations that will delay and cost projects dearly.

There needs to be better advertising for the arts centre in the city.

There seems to be a lack of transparency when the council makes large-scale and long term decisions. sometimes we'll get a leaflet through explaining the possibilities but the arguments for and against the long term planning are often not advertised. and neither are the outcomes.

They could improve on keeping the rates down, and making sure they spend money in the right places, on essential things.

They need to communicate better with the people. And they need more transparency in their governance. And they need to give us a better name than 'The Garden City'.



They need to consider the ratepayers views in bailing out businessmen that get greedy; Need to have a quiet area in the library, for children to study without children running around.

They need to improve communication with residents, and become more transparent. There should be more respect for heritage and environment. They shouldn't bail out dodgy businessmen when they don't deserve it. The green bins could be bigger, perhaps on request - there should be more flexibility with collection and sizes. The waste water situation could be improved.

They need to introduce more variety especially in the entertainment sector. The people are bored with a lack of family activities.

They need to look at the water pressure in the Avonhead/Ilam area; it's not as good as in other areas of the city. We are also providing a terrible lack of facilities for cruise ships in Lyttelton harbour, which needs to be improved.

They really need to improve the parking in the inner city, if we go into town have great difficulty finding a park, so we don't even bother going into the city anymore.

They should continue with the underground power and telephone cables, ultimately it will save the council money in the long run and improve the looks of the streets.

They should investigate the roading and public transport in Christchurch and introduce a light rail for people coming from the north and south and improve on the bus services as well.

thinks that the council should do more to help people financially who have fallen on hard times through circumstances that are beyond their control. Would also like to see less dumping of hard rubbish in streets and/or see it picked up more quickly

To improve public awareness of the festivals etc and to get better bands to come to Christchurch instead of Auckland.

To keep footpaths level.

To spread the road works out over a longer period instead of doing them all at once

Too much money on road development prefer it to go on other things, more libraries or parks, would be good another library in St Albans.

Top end of Peverell St between Division and Matipo Sts there is often a smell or odour that should be looked at in case of blocked drain.

Traffic management in relation to the boy racers, need to get them off the road. Could place bans on Fitzgerald Ave at night. Follow up on noise complaints and give feedback to the people who made the complaints. Has townhouses being built behind them and bulldozers start at 6 am, make complaints to noise control who come out but then the construction just starts up again straight away.

Used to have good system for looking at property information - when looking to purchase or when there are problems with the property. Used to be easy to see details in folders. Now have to go through computer which costs and is less definite. You are not sure whether all the information has been put on computer. Whereas, with hard copy you know it is all there.

Wanting to close libraries and people having to fight for them, the people in the decision making seat should not take away the services that are already there, they should just work on improving them.

Wastewater - would like to see the council recycle grey water and pipe it back to the horticulture industry that really need it. Has heard that 80% of water is wasted so be great for this to be improved

With roading the Council needs to stop making all the traffic go down the main roads and cutting off side roads e.g. Domain Terrace is now a danger at night with a one way corner. Grass berms on the side of road e.g. on Straus Rd there was no consultation with residents on this but Sue Wells was able to stop it after the residents complained. This situation was not about beautifying the city as claimed by the Council staff. The Dave Henderson property bailout is not right. They would not do it for anyone else. The council is trying to line their own pockets and look out for their buddies. They do not look out for the poor people. Bob Parker is involved in this too.

Would like council to implement regular inorganic rubbish collection - like paint cans, old appliances, stuff that one would take to the tip - be good if they could fetch it say twice a year. Need to be more proactive & forward thinking about environmentally conscious living. What about subsidising households to fit a grey water system or to fit solar panels. Give incentives such as discount on rates if you build a house with such features or if you install such systems in your house.

would like to see a greater effort made on keeping the streets clean particularly around the city and the polytechnic. also would like to see the furniture and the a-boards used by some shops in the city centre kept under control so the footpaths are not blocked would also like to see a return of the leaflets that used to be distributed with the rates explaining what events in the city are happening

would like to see the times people are allowed to drink in the city reduced and the liquor - ban in the city centre more heavily enforced.

#### 6.2.4 Age 65+

A lot of stray dogs wandering around the area is annoying. Should improve this by having more vehicles checking the areas. Seem pretty limited in the amount of staff, so could increase. having dogs running around the streets can be a health and safety issue.

Maybe the Council should be tougher on dogs or owner if dog does something wrong. Would be a good idea if the owners had to be registered and if the dogs had to have chips in them.

Access to swimming lessons - very difficult to get into the lessons & they are very expensive. More instructors so more kids can be taught & do something about price

Appears they do deals but there is no consultation with the public on it. They could communicate some significant projects that they're doing. For example, where they purchased buildings within Christchurch, from a dodgy property developer with a rite of re-purchase. That deal was dodgy. Need transparency more than anything.

Avon River - The walking tracks and paths are horrible. What the Council let the whitebaiters do on the Avon is disgraceful - leave all their rubbish, cutting up all their wires and things, put oil on the water. Too much weed in the river, the boat that goes through and cuts it just promotes growth. River is becoming too silted. Council needs to dig the silt out and remove it like they used to do.

Because there are a lot of tourists they need to maintain the upkeep of the city.

Bigger green bins, encouraging people to produce more green not more rubbish and recycling.

Bigger green bins, it should be optional the size if you are a rate payer. Some parts of town need improvement on the roading and footpaths that are cracked up with tree roots and uneven tar seal makes it difficult to use. In some parts of town especially anywhere near town it's not 100% cycle friendly. Some motorist are irresponsible but it's a two way thing both have to shear the road. More focus on keeping our waterways clear of pollution (farmers, people littering) for the future. The pedestrian malls are great hope they don't change anything in the future.

Boy racers, have no place to go, the council should open a race track somewhere once a month, allow the boys to pay a sum of money to use it, then they are off the streets. In the U.K. they have done this at a place called Rockhill, and it is very successful in keeping these boys off the streets. The council should look at it here. Green bins, they are far too small for people with bigger sections, they need to be bigger.

Brighton is an area that is declining in appearance, the Pier is beautiful. Is there some way the council can boost up the appearance in this area, especially the mall as there seems to be a lot of empty shops.

Building & resource consents - lots of red tape to deal with, lots of running around & very expensive process. Were told the wrong price for the process. Need to train staff so that they know what is required. Have more information available at the start of the process & have flow chart available to give an understanding of how the process works & what is required. Make pricing very clear.

Building consents and the process of building permits, they seem to get delayed there doesn't seem to be any process of getting them through so if there is a problem they get put to the bottom on the pile instead of getting treated in a timely manner.

Building consents, planning and resource consents are all bulls\*\*\*, they need re-evaluating, and the council need to think logically.

Bus lanes= since installed it slows down the traffic, bus lanes not being continuous, buses pulling in and out slow us down. don't understand the penalties, camera operating system you get charged more to drive in a bus lane than to park in one, sort out the charges. Bring out a law to keep cats in their own properties.

Cabbage tree leaves disposal - they are a native and it's important to have them but unable to place in green bins and cannot dump easily

can't think of anything right now

Can't think of anything.

Can't think of anything.

Communication as they had a leak in their street and the water was turned off and they were not told. Also the reduction in mobile libraries she is not happy with.

Council information with regard to large scale projects is vague to non-existent. Specifically the new mall planned for Northwood. The council have not consulted the local residents on the impact and should make it easier for residents to raise issues.

Council takes too long to clean up graffiti when it affects businesses. Also there is a parking issue where client lives. i.e. cannot get their car out of the drive because people have been parking over the yellow lines on the weekend. council have refused to put signs up and also parking attendants don't give out tickets but just tell people to move and this will not solve the problem in the long-term`

Customer couldn't think of anything. prompted with a list of services and facilities but still couldn't think of anything

Cycle lane needs to be more promoted for motorist of awareness.

Cycle lanes take up a lot of space on roads, add to this 1.5 metre gap between cars & you could end up on the wrong side of the road. Cyclist need to learn to share the road as much as motorists Bus Lanes, I don't understand how they work - The Northlands bus lane is dormant 90% of the day & are a waste of space

Cycling - cycleways are currently adequate, but more could be done to encourage more people to bike, and for older people too who are a bit scared of the busy roads. Option for grey water system whereby dishwasher water etc could be reused.

Development of square, not user friendly, badly designed, not safe, needs landscaping, better lighting, a greater police presence on streets it needs walking police patrolling area.

Different public transport solutions could be explored such as viable light rail travel or more cost effective tram services with better routes. Some bus routes don't leave early enough. There should be a tougher line on businesses that pollute water ways. The sequencing of traffic lights could be improved outside of rush hour. At other times long waits can occur e.g. at 6.30am at the St Asaph and Brougham Street intersection.

Don't know

Don't know

Don't know

Don't know

Don't let any standards slip or decline - have heard comments about some libraries closing down & would be very sad to see that happen

Encouraging people not to bring cars and park in the city. Economic analysis of assets, especially the new civic building which makes no economic sense to pay half to Ngai Tahu.

Footpaths need much more looking after

Footpaths, roads - There are bare parts on the roads so the Council needs to do more upkeep. They need to cut the trees back off the footpaths as well as assume these make it difficult for blind people or people with very poor eyesight. Cycleways need sweeping more as lots of broken glass. I work as a post woman and there is a hotline my boss can ring to tell the Council about any issues (potholes, broken water meters, etc) and Council can go and fix it up. This should be more accessible to other people. Especially for elderly and people in wheelchairs to be able to say there is something that needs to be fixed. Takes a long time to get feedback about building permits.

Get out of 1800's and bring city into future, it's too conservative, looking too much yesterday not enough future e.g. trams too old fashioned. Could also share the rates equally with every house in the city rather than different rates in even one street. Everyone gets same services, but some have to pay far more in rates.

Get the roads sorted and keep the public more involved maybe have the Council appearing on CTV etc.

Getting more entertainment, more people into the area. Have to take some risks in getting bands and music into the city so people will come here to see them. Have to have a person in an entertainment role that will be able to get the artists to come. Will bring revenue into Christchurch. There are too many bars and the licensing hours are too late so it's too dangerous for people of my age to walk around in town. Need the events to entertain the young adults.

Gigs/ Activities etc for the young ones to keep them off the streets.

glass on the streets needs to be maintained regularly, it stops us walking our dogs, and the kids playing on the street.

Green bins are too small. Customer. would also like to see the council put fluoride back in the water supply.

Green bins could be bigger.

Green bins need to be bigger without paying extra. Art gallery needs to be more child friendly and friendlier staff.

Green bins need to be bigger without the bigger costs. Roading needs to be upgraded, also issues with roading include patches = uneven surfaces also no patches in the road = uneven surfaces. Some footpaths are left unmaintained. In New Brighton Waste water odour is present maybe from a pond. Consultation with community. The cost of rates too high.

Green waste bins are too small in some cases, should've given larger bins to larger size property e.g. over 600sqm get a larger bin. Water conservation advertising could be increased to include The Press etc as not all people are reached at the moment - don't have internet etc.

Green waste bins are too small, council should have given larger bins in the first place.

Guy Fawkes night should be on in the weekends due to children having school the next day, and lateness of finishing.

Have many more cycle lanes than before but is still very dangerous to cycle in the city. Especially dangerous at intersections, if the cycle lane is next to the traffic it is very dangerous. There needs to be a box for cycles to stop in front of the traffic - Cycles move off first. Water - there needs to be a charge for water use, this would be the biggest incentive for water conservation. Encourage grey water recycling I think the council is less collaborative than it used to be & more consultation with the public is required. Consultation currently is simply a PR exercise rather than taking into account people's opinions

Have noticed when taking her father in a wheelchair to go out of driveway or footpath, the recycling bins are not put back in its position once it has been emptied. Not making any access for wheelchairs.

Honestly I have no idea

How the council makes its decisions, they need to have an awareness campaign so we know how this is done.

I can't think of anything that can be improved.

I don't know.

I feel a lot of money is wasted, there are too many bureaucrats on very high incomes who are not doing their job well enough, They are not constructive enough, Get rid of them I say. bring in some fresh, future thinking, people that want to make things happen.

I liked the old system before they made all the changes. I gave my green bin to my neighbour it's pointless, unnecessary to have 3 different bins. Some roading and footpaths there is room for improvement. Don't clean alleyways or broken glass. I think it's too dangerous to use a push bike these days in town because it's just too busy on the roads. I think that in regard to waterways and things I liked it better when it was natural not all this new planting. The council doesn't make decisions they take orders from England. Get rid of Bob and the other useless councillors.

I live across the road from the Papanui club and house buses/campervans are using it as a caravan park, parking there for up to a week or longer at a time and I sit here and watch their chimneys smoking away all day and night and think 'how's that right when were meant to be focusing on the whole clean air thing, getting rid of coal burners etc'. It just doesn't seem fair to me. Think that the Green bins should be bigger, or optional for rate payers to choose the size of what bins.

I live on a council reserve, I am annoyed that they don't do frequent enough maintenance, spraying, picking up grass, their work leaves a lot to be desired.

I'd like to see more events like music concerts put on in the park.

I'm a cyclist; cycle lanes have made a lot of difference but probably need a few more cycle lanes for safety as sometimes it is dangerous. Sealing of pot holes could be a bit quicker. If leave them for longer than is more expensive. Probably getting more people to use the buses now that have put bus lanes in. More routes and more links so no need into the city and back out again so journey is shorter. Should do a \$1.20 one way single fare and then \$1.20 return instead of \$2.80 and can return as is only valid for 2 hours. That will encourage people to use the buses. Do a lot more smart savers. Want more people to use buses to get more cars off the road and is good for the environment.

important that the council keeps all the pools open. Don't close the pools, like they did Edgeware Pool. Especially since there are kids drowning. Don't think Council listened to public when made decision to close Edgeware pool. Also, Lyttelton pool prices have increased this year meaning fewer people are going which means the Council might think about closing the pool - but maybe that was their plan? Also, the Council took away the Concession pass and took away the inflatable for the pool party because someone thought it was dangerous. But, now my kids think the pool party is no longer fun... I don't think the council is working in the best interests of the parents and kids as concerns pools. If they keep raising prices, less people will go. They should lower the prices as we have got to encourage our kids to swim. Council should also put inflatables floats back for pool parties.

Improve communication with the people. Be more transparent about what they are doing. Level of crime is too high. Council needs to make sure that the courts are doing their job & judges are doing their jobs & the criminals are put away accordingly. Events & festivals - they have taken on some very ambitious events which don't make money & then the rate payers are left to foot the bill. Need to do more research first to ensure the event is going to be successful. Too much road rage in the city - council needs to ensure police are doing a good job.

improve footpath systems for people using buggies or wheelchairs.

In enabling re-development within the Council boundaries. Is a lot of housing development on the outskirts (e.g. Halswell, Pegasus) but it is definitely getting harder to re-develop older areas. It is losing the economics of improving houses in older areas. I think the Council is targeting areas where they can charge more - additional charges e.g. Building Consents, these charges are getting way too high. The rates are ok but where charging for services for individuals it is really hitting people. For example there is a building consent charge for amenities or something which doubled last year. That cost is to pay for libraries and other facilities in the area and should be spread around. To improve in this area Council should ease the cost of developing properties. Bus lanes - Feel buses flow well enough without them. I drive a lot and it is rare for me to see 3-4 cars go passed before someone lets them out. See no point in them having their own lane when someone lets them out anyway. We're losing a third to a half of capable traffic flow because of buses. If 10% of traffic were buses it would probably be fine. But, it is only 2-3% and that is not enough loading of buses to warrant them having their own lane.

In terms of kerbside collection, the green bins are too small for people who do not have small sections and should be increased. The Council should have listened to the public in regard to this. The size of the red bin would be more sufficient and the size of the red bin could be reduced.

It is a huge job to run a city and I think they are doing the best they can.

It would be good to see ecological improvements. There could be better management of water both in water ways and in terms of what is being done with waste water. More waste water could be recycled rather than shipped out to sea.

Just keep improving the footpaths and cycleways in outer suburbs not just the city area. Some areas are not catered for with bus service like Halswell to Cashmere etc.

Keep rates down, minimize buying of older buildings, treat each case on its own merits, council should not be spending money on buying out developers that are struggling ,it's a wrong path to go down they need to leave it open to the open market.

Keep the rates down

keeping roads and footpaths maintained

listen to the people more, and before making a decision listen.

listen to the people, sort out what is needed, and do it. remodelling the same things over and over again, do it once do it well. keep it simple

Lyttelton need to improve water supply to me. In Rapaki Bay which is rural. Need water sorted out, are gravity fed from water tank so low quantity and pressure so sometimes have to pump it myself. But, I'm still paying full rates. Council keeps saying will fix it but haven't. Rates keep going up but services don't. Council should put in a pump to fix this. Need to improve the streets, the gutters. No cleaning of gutters or trash. Council should clean it and dig out all of dirt in gutters.

More cycle lanes are needed particularly busy roads and dyers pass road. Easier and safer for cyclists as it is often too narrow and makes it hard for cyclists.

More money should be spent on roading to add more lanes to main roads to make it less time consuming for commuters travelling into the city.

More pedestrian access across roads - the focus has gone from the responsibility of the driver to the responsibility of the pedestrian with the removal of some pedestrian crossings and replacing them with not as safe access. So bringing back proper pedestrian crossings would be good. Furniture layout in the pedestrian malls aren't designed for groups getting together. More honest and clear communication about the measures of water quality and maintenance (had an experience of phoning council about bubbly tap water and wasn't happy with response)

Most of the roads needs to improve, which includes big ditches by Gloucester street and red recycling bins needs to be larger.

Most unhappy with size of green bin. We are encouraged to have gardens but given a small bin. Trying to discourage rubbish but give a big bin. Although collect green bin each week I still have to dump garden waste. Can change to larger green bin but costs about \$150 and can't get a rebate for the small bin. Don't like Mayor as he has too much say in running the council. Live opposite a reserve and is almost like the maintenance is under resourced - weeds growing at edges.

Need to be more cycle paths. I don't actually get on a bike because a bit unsafe. Have friends that have been knocked off and people have been attacked. Doesn't work when bikes and cars share the lanes especially in rush hour traffic. The volume of cycle paths across city in general needs to be increased so all the main arterial routes have them.

Need to focus on open culverts their always scruffy, graffiti everywhere I no it's more of an issue for police but it's just not a good look.

Need to widen Riccarton Rd. too much traffic especially with the malls. Is too narrow for volume of traffic

No cars should be going down Cashel street, ok for tram, it is a pedestrian mall. Water ways mainly Heathcote = debris, weeds, rubbish, over grown, fallen branches. Green bin bigger would be nice. Council needs to make decisions openly not behind closed doors. Really miss the event/festival starry nights, show time Canterbury need more.

No comment

No idea.

not sure

nothing

Nothing comes to mind

Nothing I can think of.

Nothing I can think of.

Nothing I can think of.

nothing jumps to mind.

nothing major comes to mind

Nothing really

Nothing, they're doing a good job.

Off Street Parking - To provide more off street parking for people working within the city Memorial Ave & Otago St are now limited & workers have to walk 2.5 blocks to park & work. More parking around the hospital & St Georges (staff) the people that need to park for longer periods than P120. Building Permits - How much they cost. Our Church is renovating, in the first instance there was no need for a permit. Half way through the project we were told that we would now require a building permit @ cost of \$2,000. On top of this it would take three weeks to complete the paperwork when the project needs to be finished before Easter

Only thing I can think of is putting in more turning arrows like at Bealey and Barbadoes, takes forever to get green then changes so quick. Frustrating. They have put in more though which is good; I suppose you can't help congestion.

Organic bin, they should give people a chance to upgrade at a one off cost not an annual fee

Parking meters. Not happy with parking wardens or way seem to be revenue gathering service. Paid parking meters are a deterrent to go to the city to shop. The Square. this is a real mess. Councils over the years have kicked it around like a football. Is a national and international embarrassment. Stone a total mistake. Looks like an East German bus station, is really unattractive, not enough green space. Quite scary especially at night with winos around. Should be a focal point for people to sit in green spaces.

Parking and parking wardens. More availability of free parking i.e. longer free parking times around polytechnic and in general town. Yellow bins should take all types of recyclable plastic, especially in commercial buildings.

Parking meters, parking in the city is very expensive, I don't know why or what the answer is either.

People shouldn't be allowed to keep dog breeds that are known for fighting, need to be more enforced in the way of bans or muzzles. Too soft on boy racers, problem in the Merivale park nearby. Organics collection bin is too small Waterways - effluent shouldn't be passed into the Avon River. Shrubs could be improved on; some are unsightly and could plant more that don't need much care

Processing of consents possibly be faster. Lot of things get held up trying to sort out paperwork. We have ideas and are excited but is frustrating twiddling our thumbs waiting.

Provide a larger a range of activities for all age groups especially for teenagers in the school holidays because it's a time frame they can focus on

public consultation needs to improve the way it addresses public concerns and issues.

Public relations went downhill as a result of the Henderson affair. The Council needs to keep the public informed so misunderstandings don't happen.

Public safety needs to be addressed especially the violence in the city and boy racer issues.

Public transport, bus shelters and better marking of bus stops, and a light rail system. Improving of roads too.

Quality of water ways especially Heathcote river, for weeds and pollution. Beckenham south library it's got everything everywhere but not enough books. The cafe, TVs, computer games etc take up too much space, need more books.

Quality of waterways due to pollution from farms, tighter sanctions could be placed.

Rate payers at swimming pools, should have concession cards like community service card holders.

Red bin to be bigger and collected weekly. Storm water drains block up really fast and flood regularly. How are you supporting some of the minority sports, e.g. basketball, softball etc.

Road trees are an issue destroying footpath and driveway entrances. Green recycling are too small, should be the size of the yellow bins.

Roading is terrible. The traffic is growing & only building single lane roads when double is required. 95% of people choose to drive & need to accommodate for that

Roading, road repairs, actual repairs not patch jobs.

Roading, some repairs are very poor, the chip surface on Mt Pleasant hill is quite soft, and not good surface is quite uneven. Pool compliance is not consistent, Not happy with smoke free law on wood burners. Wood burners old and new there is not much difference in emissions so they should not need replacing unless they are cracked or on the way out too much overkill but definitely no to open fires.

Roading, the way the council has set out intersections and traffic lights, is absolutely shocking they seem to make things more difficult for drivers not easier.

Roads - There are heaps of potholes and cracked lines. It's quite bumpy to drive on. So need a bit more regular maintenance on the main roadways.

Roads & Footpaths are the city. Fixing up potholes around the streets

Roads = need to pick the timings a little better e.g.: peak and off peak traffic times. There road work signs/ arrow signs need to be more noticeable and more signs needed further back to give proper warning.

Rubbish bins collecting times .They need to change the day for collecting businesses rubbish not a Monday morning but Wednesday would be better as kids vandalise the ones that are out overnight.

Rubbish collection, the bins are ugly, in some driveways the bins make the place look untidy. The bins are in front and make the garden recede in view.

Rubbish should be collected once a week instead of fortnightly. Also the compost bins are not big enough in summer. Rate reduction would be good. At a cost of nearly \$400 a quarter in Hoon Hay it is quite expensive.

Should reinstate weekly red bin/ rubbish collections. Put down prices for leisure parks. Council mainly the mayor all need pay cuts! Rates are too high. South Brighton park need a big tidy up, some parts over planted and some under planted, some just dangerous. Some roads full of potholes, absolutely dreadful needs a lot of work. Some roundabouts are very dangerous may need to change some to lights.

Sorting out the irrigation water issue, distribution of the Canterbury water. Should be fixed by open consultation.

South Hagely park needs new signage to say where cyclists can cycle present signage is very confusing. Why did the council fence paddling pool in Botanical gardens when all the waterways are open?. Green bins in our area are not being emptied properly; they need to shake them to make sure they are empty before they drive off.

South of Christchurch needs a swimming pool. Hornby/Islington area doesn't have a decent pool which means we have to go to either Jelly Park or Pioneer and they are a fair distance away. It is a growth area out this way so would be good to have a pool.

Speeding up the road repairs.

Stop supporting David Henderson. I just think we shouldn't be seen to be supporting people who have liquidation and receivership issues. It is not a good look; Council is not making good investment choices. Supporting him is detrimental to the council.

Stop taking away parking spaces just to make it look prettier. They shouldn't be charging for a lot of the parking in town especially on a Sunday.

Street sweeper went passed at 5am on a Saturday morning 3 times - was this morning, but is not the first time. Surely they can do it during the weekdays in the daytime. Also, when first started with new rubbish service used to get the recycling (yellow bin) truck emptying the bins at 6am down busy streets like one on which we live. Was very unpleasant. Think they should start at 7am because most people are up and around by then. Appreciate that they have time frames but think they should start their day later and finish later like 5-5:30pm instead of 4pm. The council needs to be more considerate of residents irrespective of whether in quiet suburbs or busy areas. People should have an option of whether they want a small green bin or a big one (as big as yellow bin) because those of us with sections/gardens need a bigger bin. The cost of the bigger ones can be offset by the fact that those with no sections will choose to have smaller ones. Know for a fact that where someone on the council lives, those areas tend to get their streets and footpaths improved sooner. Streets that need it more are therefore left longer. However, if ring council they are normally fairly good at getting onto it fairly quickly. Building consents process - Know they are following the book but they need to get real in terms of being practical. If have small issue the people need to be prepared to phone/email the people applying for the consent to get it sorted quickly otherwise have to re-apply and go to back of line. Need knowledgeable staff members, who have been in trade. Need proactive people and when busy should be able to bring in extra staff to help them out.

The bus service is poor. The infrequency of the buses puts people off using them. The service should have been upgraded rather than money being spent on 'window dressing' such as re-doing the bus exchange in town. In more general terms the council should spend less money on expensive shows (Ellerslie flower show in particular) and direct it to more urgent core services such as getting hospital waiting lists down) All new homes should have a water tank for conservation.

The cost of parking is driving people out of the city - Why go to town when you can park for free at the malls? The Bus lanes are ridiculous to spend that amount of money for a few moments in traffic - Cyclists need to be more responsible for their own safety as much as motorists looking out for them - Christchurch has many beautiful waterways but the Heathcote is appalling & in dire need of attention - The council needs to focus on inner city retail as much as creating new malls. If Ballantynes were to close the city would collapse completely - Four-laning of all of Memorial Ave, It is four lanes at either end & bottlenecks daily at the single lanes

The council needs to look at fluorine to our water supplies.

The Council needs to look at public transport, particularly the cost and frequency. They need to look at this particularly if want to get cars off the road. Council needs to look to the future not just a year ahead. Council should look at the systems; look at certain areas outside the city which need to have transport in to the city. Council needs to look at the safety of the bus exchange too because I wouldn't want my kids having to go in there to change buses. The Council needs to be more transparent as there have been business things that have happened in the last year that have tarnished their reputation.

The Council should continue to focus on graffiti and tagging and responding to it more quickly.

The council's public consultation needs improving. Particularly when residents have to get legal advice in order to garner information about projects. Specifically the protests around Wigram airport (they were ignored) and the Arts centre problems.

The delay in building consents. the council's website is poor in terms of the information available about property (especially in terms of other councils). Also the councils' property files are not on disk and if you have to make multiple trips it's expensive because it costs \$25 per visit. A3 photocopies in the planning dept. are very expensive compared to other councils. (\$2 as opposed to 60cents) There is a lack of feedback from the council on tree issues - i.e. client had been promised a call back from the council when enquiring about certain trees around his property and they never fulfilled this.

The delays in building consents and also the different interpretations of building regulations from different building inspectors can be frustrating. Client would also like to see greater consultation on the money that the council spend on non-core services such as the shows and events.

The drainage in our area [Marshlands] is appalling. We don't even have drains. The footpaths are no better. They need to look at it, when it rains the storm water flood the footpath and our drive. There's very little concern from the council about this issue as far as where the storm water goes.

The earthquake proofing around museum and old buildings - Need more input from public to ensure everyone gets their say and there should be a bit more advertising about it.

The ECAN project where you had to get fireplaces replaced with heat pumps was a big disappointment. The government assisted us with installing a heat pump that was poor quality, so we ended up upgrading to a better one which cost heaps more. Would have been cheaper in the long run to put in a new wood burner. Very disappointed, feel ripped off. Also when they block off the park access for cyclist for the Ellerslie Flower show just inconvenient, and lasts like a month. I also think that irresponsible drivers ruin cycling for others Especially on Papanui Road.

The general appearance and cleanliness of the city especially from a tourists point of view and the anti social behaviour and violence of some of the groups of youngsters that hand out in the central city.

The Green Bins need to larger, to encourage gardening & pride in our homes The older areas of town, Merivale etc. they seem to take a lot longer to have action taken to tidy up the area & deal with roading issues

The green bins to be bigger. The public to have more say about sculptures as she does not like the shuttlecock in the square. Rubbish bins to be put at bus stops and she is not happy with the new council offices as she feels the old offices were adequate. The green organic bins need to be made larger. They are not big enough.

The museum needs a lot of attention, fixing up, even bigger. maybe use the building behind the museum Robert McDougal art gallery. Car parks too expensive in the city.

The planning for active travel, (cycling) has been neglected. With the costs of fuel we should be looking at other countries such as Copenhagen, who have a large population of cyclists, to look at encouraging more active transport. The council is not recycling recyclable material; I would like to see a more active policy to use material such as plastic as a recycled product.

The preservation of our waterways. Maintenance of the storm water drains, that includes the flooding in some areas also the bad smells.

The Red Rubbish Bins needs to be bigger or collected more often and need to be cleaned more often.

The roading conditions are not good and the bus lane system is a joke.

The rubbish collection as the green waste size should be larger.

The rubbish collection has problems. The red and green bins don't work for the level of rubbish our family generates; the green bin especially is too small. We both work long hours and our bins are left out all day - it shows we aren't at home and they often get knocked around. It's a good idea but from a practical perspective there are details that need to be dealt with. The governance around their investment and rate of return schemes isn't good, and there are problems with their strategy over the next 2 or 3 years.

The Square needs a better toilet service at night - They get pretty messy at night

The upkeep of the grounds and the parks not just the big ones but where he is in Aidanfield their parks are looking scruffy and not enough regular mowing.

The upkeep of the road network in terms of cyclists. specifically the amount of broken glass in cycle lanes and at the side of the roads. There is a similar problem broken glass in bus stops around town.

The water quality in some of the waterways needs to be improved. This way the water could be used in a more recreational facility

The council is spending far too much on the flower show & big glamorous events when the funds could be better used for community facilities like 198 Health Centre. Need more public consultation when spending money or making central Decisions

There is nothing that is annoying me.

There needs to be more maintenance of Council planted gardens and lawns. Some seem as though they are abandoned after they are planted. There should be more equal distribution of Council funds as more money seems to be spent in some areas (Merivale and Fendalton for instance) than in other areas.

There needs to be more maintenance of the Heathcote River in terms of the Council cleaning it up more.

There needs to be more maintenance of waterways in terms of weeding and cutting back flax. The Styx Mill Reserve, for instance, is lacking in attention.

There seems to be a lot of mistakes and having to do things twice, especially in terms of the roading. The tram tracks in the city were all laid but they seem to have been dug up again, these things should be done once. There also seems to be a lot of activity for activity's sake, especially at the end of the year.

They make it quite difficult to get information. Wanted information about building a new house, on a property we own. Was not user-friendly, was difficult. Should have frontline counters that can more easily access information. Shouldn't have to apply and get the information, because sometimes is wrong information and have to go back and it sometimes take a week to get out to you. Sometimes are obstructive in their releasing information. I think that the cycling in Christchurch is becoming so huge that it is getting to the stage that it is becoming dangerous for the car drivers. Needs to be more regulations around the cyclists. Cycles are becoming big and fast and dangerous but there are no regulations like there are for cars. Some cyclists are even going faster than the cars. Often they ride 2-3 abreast and cars have to dodge around them.

They need to include ratepayers and be more open when making their decisions and not do anything underhand. The condition of some of our well used main roads are not good.

They need to keep working on the kerbside rubbish and recycling collection, making their drivers more aware of what they are doing for example where they are putting the bins back down. I have a pram and on rubbish collection day I have to move the bins off the footpaths to get by, it is not such a problem for me but for people in wheelchairs it makes it very hard for them to go out on rubbish collection day.

They need to make the process for building consents much better. It is very bad at the moment.

They need to upgrade the footpaths.

They shouldn't be buying buildings off people about to go bankrupt i.e. Dave Henderson. They are coming up with these cunning plans that waste tax payers money. System of obtaining building permits - it takes too long, should be a bit more efficient in how they are doing that. It comes down to staff at the end of the day - need more staff, or the staff working are not up to scratch. Also, they probably need a systems overhaul.



To beautify the city more such as more culture and more attractive landscaping around the rivers. he does not like a lot of the sculptures around the city at the moment.

To eliminate the cycle lanes and make the roads more car friendly.

To provide bigger green bins without paying extra for them.

Traffic management, better control of standing lights, two lanes merging into one is ridiculous.

Traffic Management, road layout, Parking enforcement, residential parking where restrictions are imposed, bad planning, poor roading design choices made, such as children crossing roads where there are roundabouts, and areas that are dangerous for children to cross. Enforcement officers are not there when needed.

Transparency in decision making, the council needs to have information available as to how decisions are made. There needs to be a long term council community plan about who the council consults about community outcome. People who collect the weekly rubbish sometimes leave a bit of a mess in our street can they please be a bit more careful? We are upset that the clean heat crowd doesn't take into account refits and repairs done to wood burners.

Try and reduce the amount of reliance on motor vehicles and improve public transport. A train service from the North suburbs would be sensible even though I know it is relatively expensive. Christchurch could be made more cycle friendly and pedestrian friendly. Lack of footpaths or cycleways to access certain parts of city. When they make new developments should put little paths through some of the houses so can get through to different places when walking or biking. Cycle ways need to be more protected and exclusive i.e. cars/trucks not being able to park over them. The green bin should be bigger.

Upgrading the pools and the grounds, including school pools and help maintain it. Subsidising pool prices.

Very dissatisfied with the water/sea pollution. Very dissatisfied with the developers building on the port hills especially the runoff into the water at Taylors Mistake. Heritage buildings are not being saved/ taken care of. In general and mainly Sumner area you are not being strict enough on the appearance of buildings.

Visually, the inner city, like Cashel Mall - how it looks and is working out - is empty. This goes hand in hand with transportation and providing good cycle and pedestrian access, which isn't good enough yet. I do commend them on trying, and we don't want to lose our heritage. The transportation system in terms of cycling isn't fully worked out yet, there are a number of accidents, and it's just too dangerous. Also, the music facility at the Arts Centre isn't a good idea.

Water and drainage really needs to be upgraded and repaired and they should listen to the public especially concerning the proposed Music centre being built at the Arts Centre.

Water restrictions, There needs to be more advertising.

We are in danger of becoming like Auckland with people living on one side of town & commuting to work on the other side of town. When in Perth I saw a number of smaller industrial areas so people could live & work in the same area

When ringing the council to get something fixed, having to wait long periods of time before they get around to it, also they don't seem to care/ understand even if it is dangerous, and they do not listen to what people are saying. Enforce notices/fines for people misusing the 3 bins. Some roads and footpaths are getting dangerous, great humps/bumps up and down them. Council is going overboard in spending money on things that not everybody wants such as street furniture. Waterways, waterway margins and land drainage need to be more regularly maintained, some parts collect a lot of rubbish especially plantings. In high tide it floods/spills on to main roads. We need to be informed a lot more about council decisions. Events and festivals need to cater for elderly and disabled more e.g. transport provided. In hot weather waste water smells in Brighton, It needs to be treated so it doesn't get worse. Council gardeners/street cleaners need to take more care of council grounds/ parks/ domains/ council flats/ gutters.

Would like to see more cycling safety features introduced such as more cycle lanes that are separated from the roads and also education as client often sees cyclists not using the cycle lanes which is dangerous for them and drivers. The green bins are too small Is concerned about the amount of water going to irrigation and would like the council to ensure the supply of drinking water to the city is maintained.

Bus lanes are a problem. Lots of money was spent to make the bus lanes for the amount of time they are used in the week. Other traffic ends up waiting for buses and bus drivers act like Formula 1 drivers. The condition of roads is deteriorating. There are potholes and roads are crumbling. Surfaces need resealing.

community services need a boost, e.g.: smaller suburbs.

Cutting grounds in early childhood sector over the community preschool. Trying to seek answers from the council and not satisfied with the answers they are providing.

Footpaths outside of city centre need attention

Green bins are too small. Think that there are heaps of road works being done that are unnecessary need to focus on areas that need more work. Steam near Cashmere high is polluted some of the kids did tests for bio class not up to standard.

Green bins are too small even for people with a small section. Think that it is wrong to charge for bigger bin. But should be the size of the yellow bin. We are the garden city so follows there will be a lot of green waste. Roadwork - there is a lot going on in our area at the moment. It's hard to move around the streets because so many going on at once. Streets need attention, but maybe if only did one or two at a time rather than interrupting whole suburb that would be good. Also, often when you pass by the workers are just leaning on shovels and not doing any work.

Green bins not big enough \$162 for bigger one is on the nose

Living on Northcote Rd with a 21 day notice to pull something down. 18 months later it is still there, the situation is getting worse & the council is not interested.

more car parks around town, cheaper.

Need more cycleways the safety margins need to be bigger (although customer knew that they can't eat into the roads too much) The maintenance needs to be improved as there is always glass and gravel in the cycleways. Green bins are too small!

Public car parks need to have the price lowered for parking in city, the council needs to free up car parking in the city.

Rubbish should be picked up every week. It is not emptied frequently enough.

Street safety - If you're out at night need to make it safer for people walking around. Around the main areas they need to keep an eye.

The kerbside collection bins are the wrong size - The yellow bin should be smaller & the green bin much larger The design & implementation of the cycle lanes leaves much to be desired - spend more time encouraging different safer routes for cyclists away from the main traffic flow

The red bins should be collected weekly The council spends too much on advertising when the money could be better spent on other services such as taking over the medical centre in the city.

The service is great but the Green Organic waste bin is too small for a general household. The same size as the Yellow bin is more appropriate. Other than that the service is great!

The waterways need a clean, Particularly the Avon & Heathcote that meander between the suburbs. These are a feature of the Garden City & need more attention. Drop the Rates! Or at least don't increase them

Where we live in Bromley there are lots of pot holes doesn't seem to be any action happening to fix or more maintenance. I also don't see much info or advertising about what's going on, unless its negative feedback in the paper like the Ellerslie Flower show costing so much. Not happy about the David Henderson project, political decisions are being made that wouldn't go ahead if the public really had a say. I want them to review the budgeting and where and what projects they are assigning my money on. I feel that they ram through decisions with very little consultation with public. It is an important process that doesn't seem to be effective. It's just a power play the council staff are anal Bureaucrats to deal with. The money being spent on the stadium (Jade) is just unacceptable. I don't agree with them getting rid of all council offices and leaving one in the middle of city. Just making it even harder to get hold of anyone when we have problems/disagree with decisions especially in middle of town where there's no parks, you can't get anywhere near the place. The democratic process is meant to function properly.

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