



General Service Satisfaction Survey 2016

Research Report

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1. Introduction and Design

The Christchurch City Council's (CCC) Residents' Survey is carried out annually to measure resident satisfaction with Council services. The survey was originally conducted in 1991, and has been modified in structure several times in the intervening period.

The key objective of the survey has been identified as:

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

Since 2009/10, the Residents' Survey has focused on measuring satisfaction with Council services and facilities detailed in the Long Term Council Community Plan, this includes general services that most or all residents in the city use, such as water supply, waste collection and road surfaces. A representative random sample of all city residents aged 18 and over has been used to measure resident satisfaction and compare this with Level of Service targets.

The General Service Satisfaction Survey was conducted between mid-February and end of March 2016, with data collection occurring from 16th February – 30th March. Many questions in the survey have been modified from those used in previous years to reflect a more detailed customer focus. Where questions have changed from previous years, a direct comparison of results is not possible and caution must be exercised in assessing trends, except for very general indicative purposes. The overall Council satisfaction question remains unchanged from previous years, allowing for direct trend comparisons. A copy of the questionnaire used has been included as Appendix I to this report.

In order to reflect the growing number of adults, especially younger people, who do not have a landline or rarely use one, interviews were conducted using a dual method approach, accompanying random sampling telephone interviewing with face to face surveying. This dual sample frame captures the most accurate representation of the population. Telephone interviewing was completed using a Computer Assisted Telephone Interview design (CATI), incorporating a three-time call back protocol with interviewing conducted at different times over weekdays and weekends.

Respondents were screened. Any respondent who had not lived in Christchurch for a minimum of twelve months was excluded from the sample, as was anyone who elected not to identify their suburb or age and those who could not effectively communicate in English. A summary of the call and face to face completion rates is as follows:

Table 1-1 **Completion Rate**

	n	%
Total Numbers Called/Total Intercepts	8,327	100%
Disconnected/wrong no	2,541	38%
Business/Fax	125	2%
Total Valid Calls	4,101	61%
No Answer	846	13%
Total Valid Calls Answered	3,255	48%
Non Qualifier	1,994	24%
Language Barrier	219	3%
Total Answered/Intercepted and Qualifying	2,603	32%
Not Interested	1,833	74%
Total Survey Completions	770	31%

An audit of a minimum of ten percent of surveys was undertaken for data entry accuracy and to ensure survey processes were adhered to. As a quality control process, data cleaning was completed prior to any audit or production of data tables. The resulting data set provided a maximum margin of error of $\pm 3.5\%$ ¹. Data were analysed using Q Professional™. Data was contrasted with specific Level of Service (LOS) targets, as outlined in the LTP.

¹ Maximum margin of error for a 50% sample at a 95% confidence level

2. Demographic Detail of Sample

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

Table 2-1 Gender Distribution of Respondents

Gender	% Population (2013 Census)	Number of Respondents n=770	Percentage of Respondents
Male	49%	374	49%
Female	51%	396	51%

Table 2-2 Age Distribution of Respondents

Age Group	% Population (2013 Census)	Number of Respondents n=770	Percentage of Respondents
18–24	13%	104	14%
25–49	43%	328	43%
50–64	24%	188	24%
65+	19%	150	19%

Table 2-3 Geographic Distribution of Respondents

Ward	% Population (2013 Census)	Number of Respondents n=770	Percentage of Respondents
Burwood/Pegasus	14%	105	14%
Fendalton/Waimairi	17%	128	17%
Ferrymead/Hagley	15%	112	15%
Spreydon/ Heathcote	16%	127	16%
Shirley/ Papanui	17%	130	17%
Riccarton/Wigram	20%	152	20%
Banks Peninsula	2%	16	2%

3. Summary of Findings

Table 3-1 Areas Where CCC Performed Above LOS Targets

LOS#		2016	LOS	Difference
10.2.2	Agreement that Christchurch is a cycle-friendly city	53%	26%	+27%
16.0.3	Satisfaction with condition of Christchurch roads (excluding the residential red zone)	37%	25%	+12%
12.0.2.5	Satisfaction with water supply	91%	85%	+6%
16.0.9	Satisfaction with condition of Christchurch footpaths (excluding the residential red zone)	51%	45%	+6%
16.0.10	Agreement that Christchurch is a walking-friendly city	84%	78%	+6%

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

LOS#		2016	LOS	Difference
11.0.1.6	Satisfaction with waste water services	80%	75%	+5%
8.0.3	Satisfaction with kerbside recycling	95%	90%	+5%
4.1.18	Agreement that the public understands Council decision making and satisfaction with accuracy and timeliness of information about decisions	37%	35%	+2%
8.1.4	Satisfaction with residual waste collection	92%	90%	+2%
8.2.3	Satisfaction with organic waste collection	82%	80%	+2%
5.3.1	Satisfaction with information regarding activities, events and attractions	83%	85%	-2%
4.1.9	Satisfaction with ability to participate in and contribute to Council decision making	38%	41%	-3%
2.5.3	Attendance at disaster preparedness meetings	14%	17%	-3%
10.3.3	Satisfaction with Council parking facilities	51%	54%	-3%

Table 3-3 Areas Where CCC Performed Below LOS Targets

LOS#		2016	LOS	Difference
2.8.2.1	Satisfaction with range of events and festivals	84%	90%	-6%
4.1.20	Public level of influence in the democratic process	42%	55%	-13%
10.3.7	Safety at Council run parking facilities	47%	61%	-14%
14.0.3	Satisfaction with waterways, margins and stormwater management systems	50%	65%	-15%

Table 3-4 Services That Have Improved 5% or More Since 2015

Direct comparisons of results are not possible for measures where survey questions have changed since 2015.

LOS#		LOS	2016	2015	Difference
10.2.2	Agreement that Christchurch is a cycle-friendly city	26%	53%	37%	+16%
16.0.3	Satisfaction with condition of Christchurch roads (excluding the residential red zone)	25%	37%	30%	+7%
14.0.3	Satisfaction with waterways, margins and stormwater management systems*	65%	50%	45%	+5%

*This measure did not include satisfaction with stormwater management systems in 2015

Table 3-5 Services That Have Declined 5% or More Since 2015

Direct comparisons of results are not possible for measures where survey questions have changed since 2015.

LOS#		LOS	2016	2015	Difference
4.1.18	Agreement that the public understands Council decision making and satisfaction with accuracy and timeliness of information about decisions*	35%	37%	44%	-7%
4.1.9	Satisfaction with opportunities to have a say in what Council does and that Council's decision making processes are easy to use or engage with**	41%	38%	45%	-7%

*This measure did not include satisfaction with the accuracy and timeliness of information about decisions in 2015

**This measure did not include satisfaction that the Council's decision making processes are easy to use or engage within 2015

4. Detailed Findings

4.1. Governance and Public Affairs

4.1.1. Ratings of the Council Decision Making Process (LOS 4.1.18)

Respondents were asked to rate the decision making process used by the City Council. They were asked to rate three factors regarding Council decision making on a five point scale:

Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”

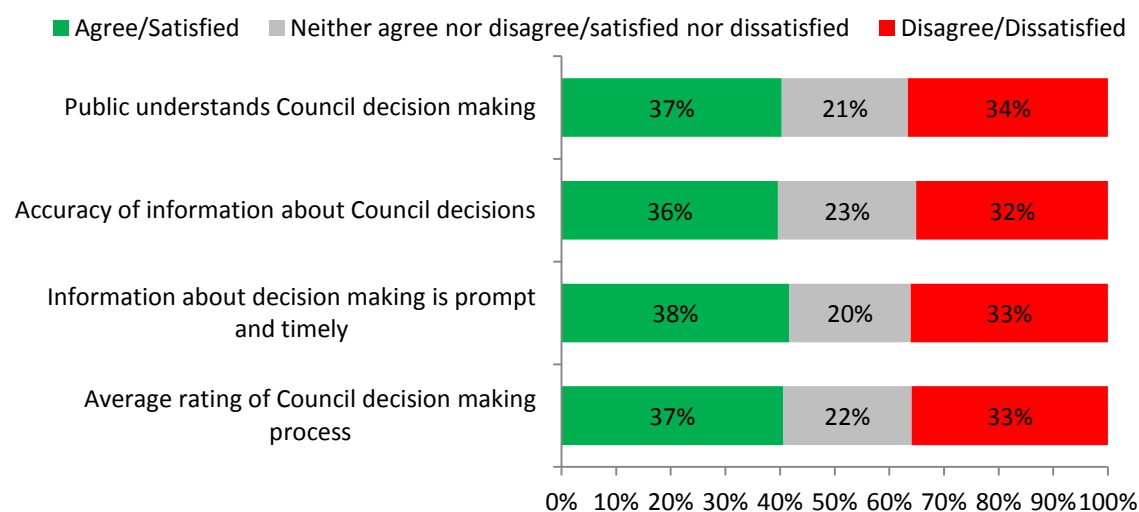
Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

The five point scale was 1 = strongly agree/very satisfied; 3 = neither agree nor disagree/satisfied nor dissatisfied; and 5 = strongly disagree/very dissatisfied.

More than one third of survey participants (37%) agreed that the public understands Council decision making, 36% were satisfied with the accuracy of information about Council decisions and 38% were satisfied that information about decision making is prompt and timely, as shown in Figure 4-1 and Table 4-1. On average, 37% rated the Council decision making process favourably. The Level of Service (LOS) Target for this measure is 35%, as shown Figure 4-2.

Figure 4-1 Ratings of Council Decision Making Process

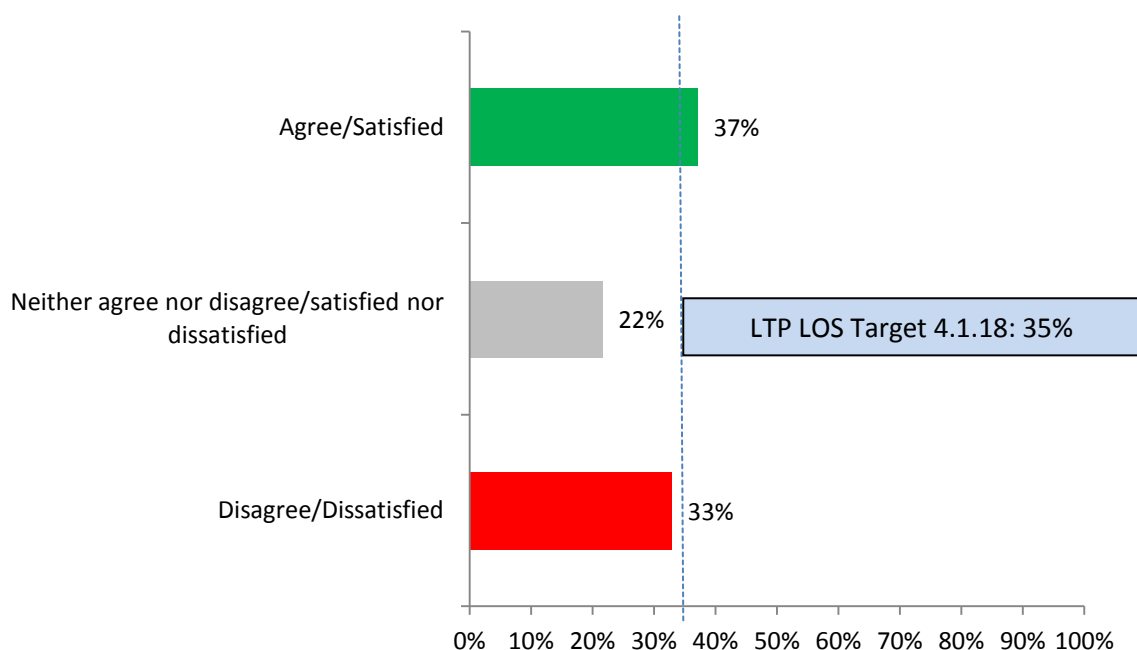


Sample: total sample (n=770)

Table 4-1 Ratings of Council Decision Making Process

	Public Understands Council Decision Making		Accuracy of Information		Information is Prompt and Timely		Average Rating
	No.	%	No.	%	No.	%	%
Agree strongly/ Very satisfied	28	4%	24	3%	20	3%	3%
Agree/Satisfied	256	33%	256	33%	272	35%	34%
Neither agree nor disagree/satisfied nor dissatisfied	163	21%	179	23%	156	20%	22%
Disagree/Dissatisfied	215	28%	213	28%	223	29%	28%
Strongly disagree/ Very dissatisfied	43	6%	35	5%	30	4%	5%
Don't know	65	8%	63	8%	69	9%	9%

Figure 4-2 Average Rating of Council Decision Making Process



Sample: total sample (n=770)

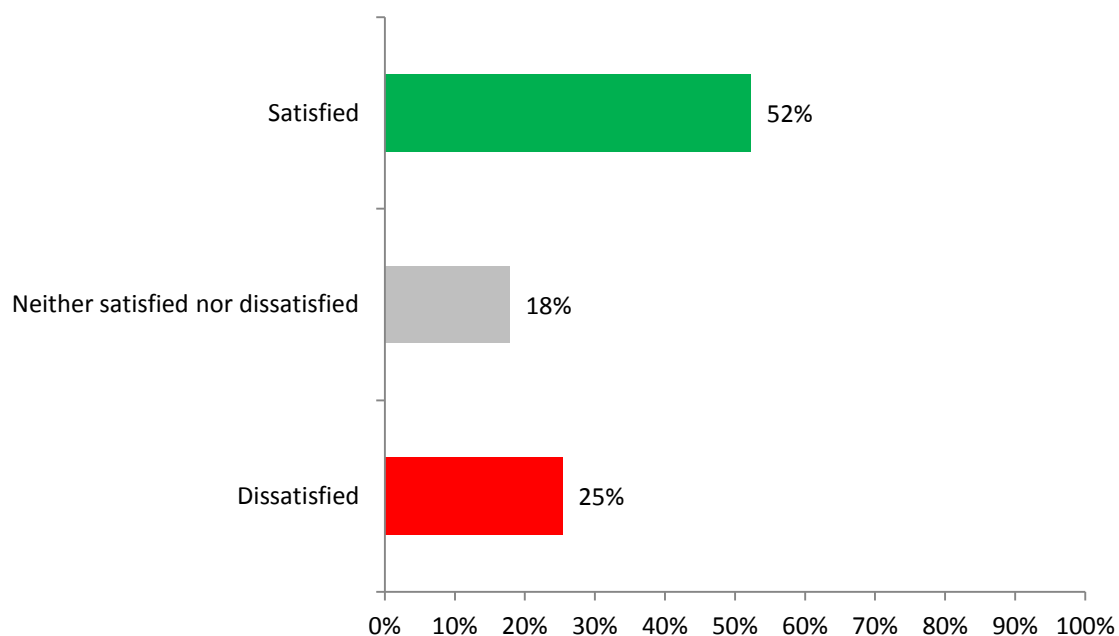
4.1.2. Council Decisions are in the Best Interests of the City

Respondents were asked to consider their satisfaction with Council decisions being made in the best interests of the city, using a five point scale where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

The survey result demonstrated satisfaction of 52%, as shown in Figure 4-3 and Table 4-2. There was no LOS Target set for this measure in 2015/2016.

Figure 4-3 Satisfaction that Council makes Decisions in the Best Interests of the City



Sample: total sample (n=770)

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

	Number of Respondents	Percentage of Respondents
Very satisfied	39	5%
Satisfied	363	47%
Neither satisfied nor dissatisfied	137	18%
Dissatisfied	166	22%
Very dissatisfied	29	4%
Don't know	36	5%

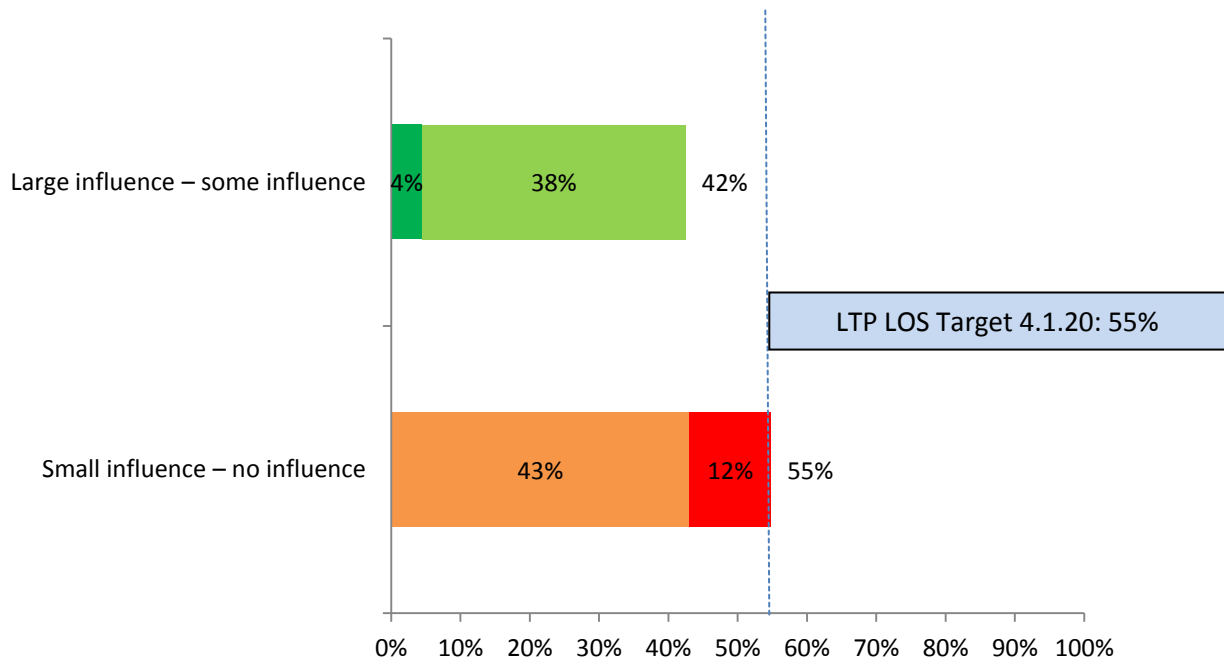
4.1.3. Public Level of Influence in the Democratic Process (LOS 4.1.20)

Respondents were asked to consider how much influence they believe the public has on the decisions that the Council makes. Four choices were provided, being: large influence; some influence; small influence; and no influence.

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

The LOS target for the public having some or a large influence is 55%. The response from the survey identified 42% of respondents believed the public had this level of influence, as shown in Figure 4-4 and Table 4-3.

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



Sample: total sample (n=770)

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

	Number of Respondents	Percentage of Respondents
Large influence	34	4%
Some influence	293	38%
Small influence	331	43%
No influence	91	12%
Don't know	21	3%

4.1.4. Participation in and Contribution to Council Decision Making (LOS 4.1.9)

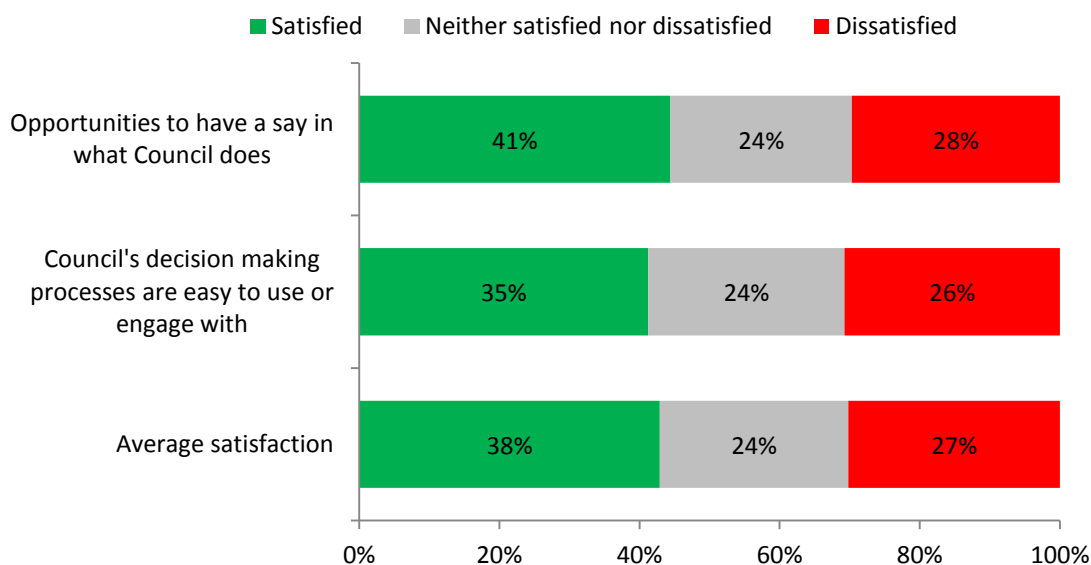
Respondents were asked to consider their satisfaction regarding opportunities to have a say in what Council does and the Council’s decision making processes being easy to use or engage with. They were asked to rate their satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with? This includes things such as provision of clear instructions about processes and timelines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions.

Two fifths of survey participants (41%) noted they were satisfied with the opportunities to have a say in what Council does and 35% were satisfied that Council’s decision making processes are easy to use or engage with, as shown in Figure 4-5 and Table 4-4. On average, 38% were satisfied, compared with the LOS target of 41%, as shown in Figure 4-6.

Figure 4-5 Satisfaction with Ability to Participate in and Contribute to Council Decision Making

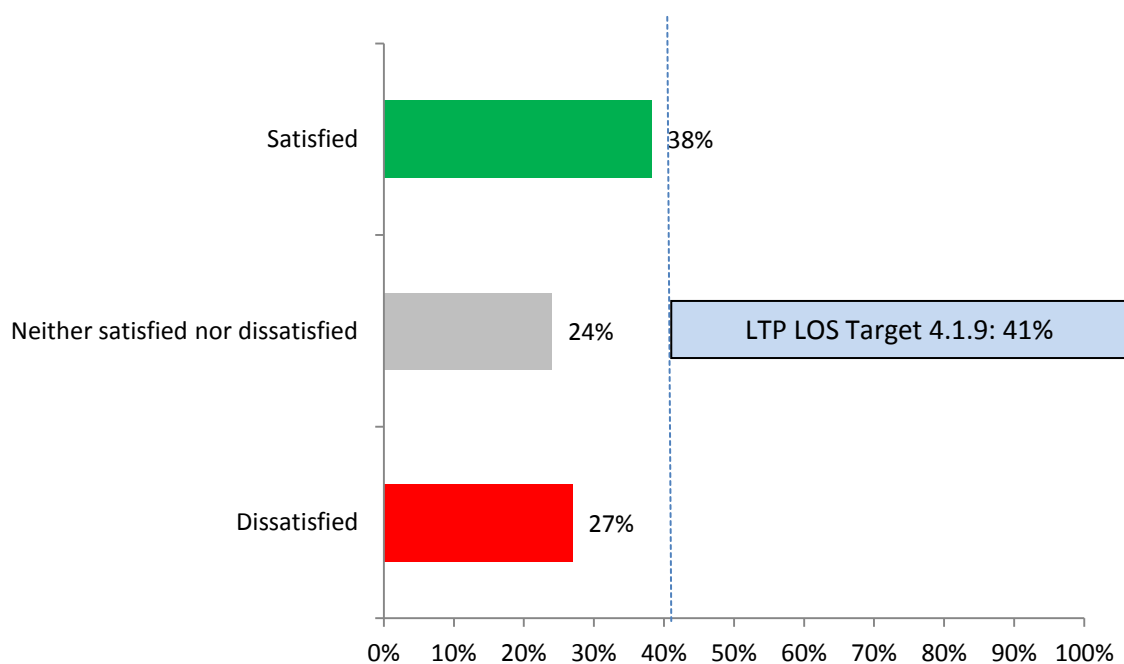


Sample: total sample (n=770)

Table 4-4 Satisfaction with Ability to Participate in and Contribute to Council Decision Making

	Opportunities to Have a Say		Processes Easy to Use or Engage With		Average Rating
	No.	%	No.	%	%
Very satisfied	22	3%	15	2%	2%
Satisfied	295	38%	256	33%	36%
Neither satisfied nor dissatisfied	185	24%	184	24%	24%
Dissatisfied	187	24%	169	22%	23%
Very dissatisfied	25	3%	33	4%	4%
Don't know	56	7%	113	15%	11%

Figure 4-6 Average Satisfaction with Ability to Participate in and Contribute to Council Decision Making



Sample: total sample (n=770)

4.2. City Promotions

4.2.1. Timeliness of Information Regarding Events and Festivals (LOS 5.3.1)

Respondents were asked to think about city events and festivals such as Sparks and Cup and Show Week; activities such as walking or biking in the city or on the Port Hills and walking on the Pier; and attractions such as the Botanic Gardens. Respondents were then asked to consider the information provided to them by the Council about events and festivals and were asked:

Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend?

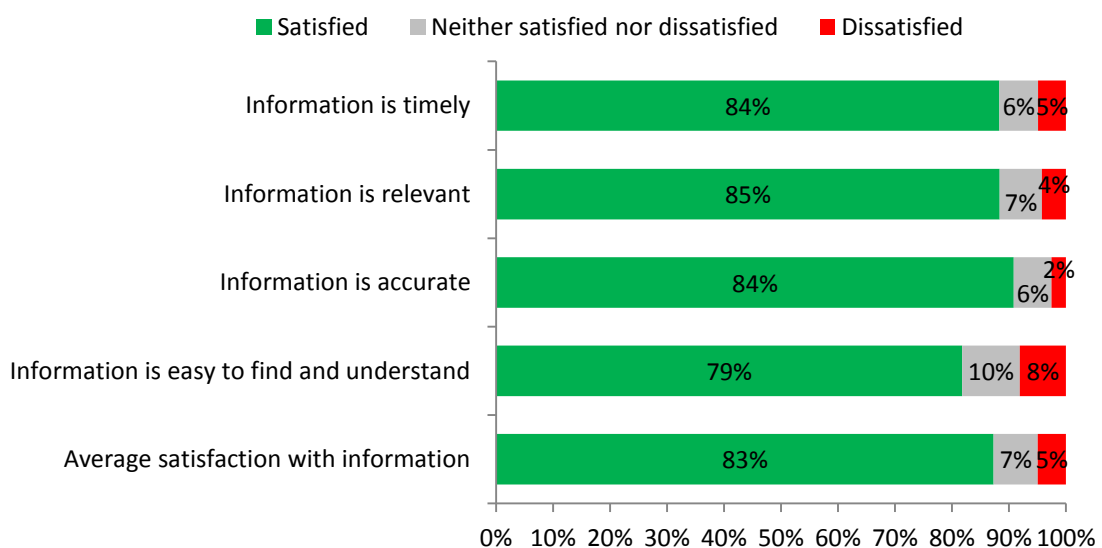
Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals?

Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct?

Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

Respondents were asked to rate their satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. 84% were satisfied that the information is timely, 85% that it is relevant, 84% that it is accurate and 79% that it is easy to find and understand, as shown in Figure 4-7 and Table 4-5. On average, 83% of survey participants were satisfied with information about events and festivals, compared with the LOS target of 85%, as shown in Figure 4-8.

Figure 4-7 Satisfaction with Information About Events and Festivals

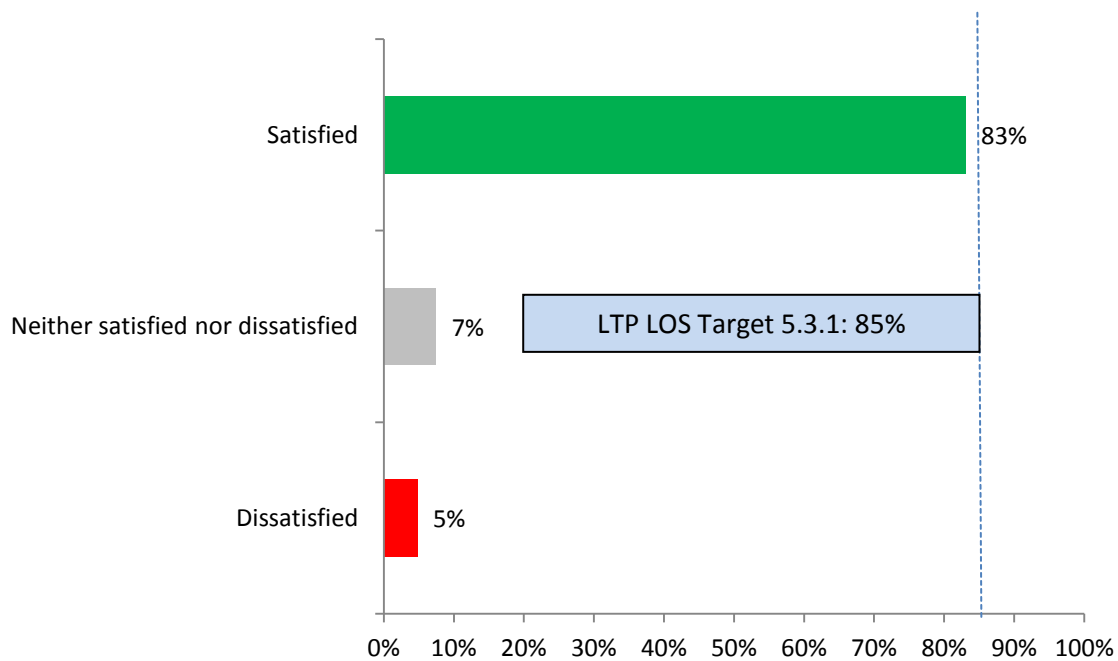


Sample: total sample (n=770)

Table 4-5 Satisfaction with Information about Events and Festivals

	Information is Timely		Information is Relevant		Information is Accurate		Information is Easy to Find and Understand		Average Rating
	No.	%	No.	%	No.	%	No.	%	%
Very satisfied	186	24%	165	21%	183	24%	149	19%	22%
Satisfied	463	60%	488	63%	464	60%	457	59%	61%
Neither satisfied nor dissatisfied	50	6%	55	7%	47	6%	75	10%	7%
Dissatisfied	31	4%	30	4%	16	2%	53	7%	4%
Very dissatisfied	5	1%	1	0%	2	0%	7	1%	0%
Don't know	35	5%	31	4%	58	8%	29	4%	5%

Figure 4-8 Average Satisfaction with Information about Events and Festivals



Sample: total sample (n=770)

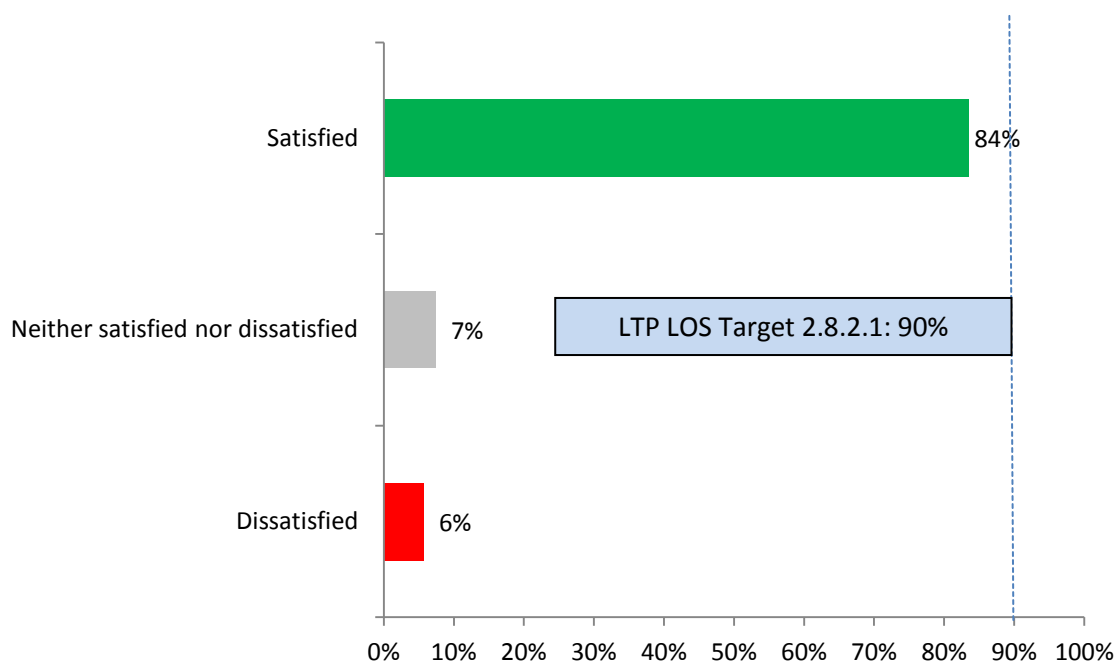
4.2.2. Range of Events and Festivals (LOS 2.8.2.1)

Respondents were asked to consider events and festivals, such Kids Fest, Body Fest, the Christchurch Arts Festival 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 84%, as shown in Figure 4-9 and Table 4-6.

Figure 4-9 Satisfaction with Range of Events and Festivals



Sample: total sample (n=770)

Table 4-6 Satisfaction with Range of Events and Festivals

	Number of Respondents	Percentage of Respondents
Very satisfied	197	26%
Satisfied	446	58%
Neither satisfied nor dissatisfied	56	7%
Dissatisfied	40	5%
Very dissatisfied	3	0%
Don't know	28	4%

4.3. Council Facilities

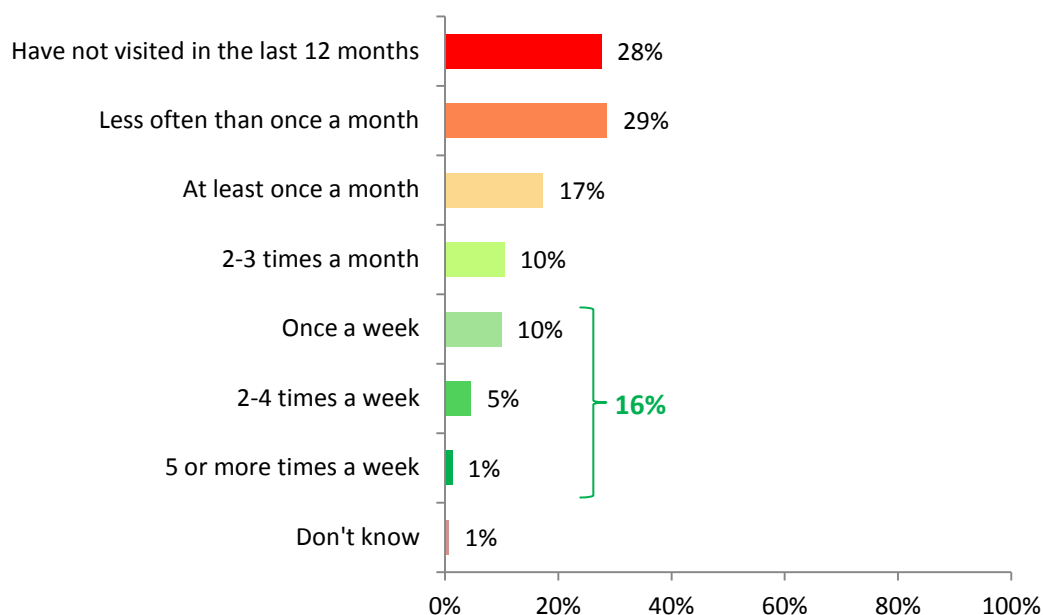
Respondents were asked to consider their visits to Council-provided libraries and were asked:

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

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

The responses demonstrated that 16% of residents used Council-provided libraries on a regular basis, visiting once a week or more, as shown in Figure 4-10 and Table 4-7.

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



Sample: total sample (n=770)

Table 4-7 Frequency of Visits to Christchurch City Council Libraries

	Number of Respondents	Percentage of Respondents
Have not visited in the last 12 months	212	28%
Less often than once a month	220	29%
At least once a month	133	17%
2-3 times a month	80	10%
Once a week	76	10%
2-4 times a week	35	5%
5 or more times a week	9	1%
Don't know	5	1%

4.4. Waterways and Stormwater Management (LOS 14.0.3)

Respondents were asked to consider waterways such as the Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere Streams, and utility waterways such as outfall drains, roadside swales, and timbered drains. They were then asked to rate their overall satisfaction with three aspects of these waterways:

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

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins², which includes things such as the layout and type of plantings or shrubs, grasses and reeds?

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

Respondents were then read the following preamble: Christchurch's stormwater management involves managing stormwater through things such as rivers, waterways, timbered drains and stormwater pipes. They were then asked:

Overall how satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

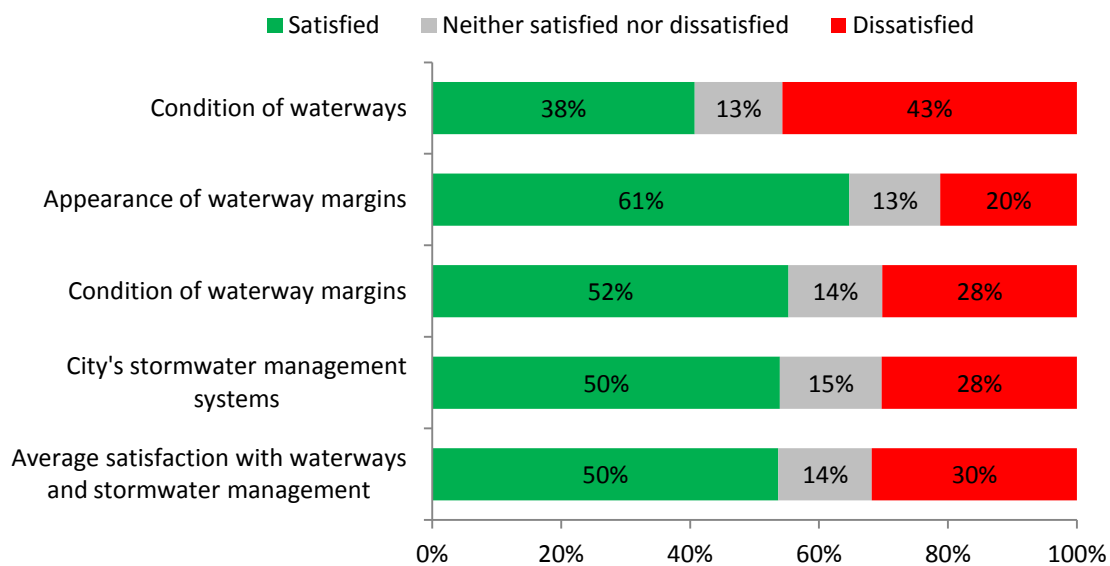
Respondents were asked to rate their satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Just over one third (38%) of respondents reported they were satisfied with the condition of the waterways, 61% of respondents were satisfied with the appearance of the waterway margins, 52% were satisfied with the conditions of the waterway margins and 50% were satisfied with the city's stormwater management systems, as shown in Figure 4-11 and Table 4-8.

On average, 50% of respondents were satisfied with the condition of the waterways, their margins and the stormwater management systems, compared with the LOS target of 65%, as shown in Figure 4-12.

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

Figure 4-11 Satisfaction with Waterways and Stormwater Management Systems

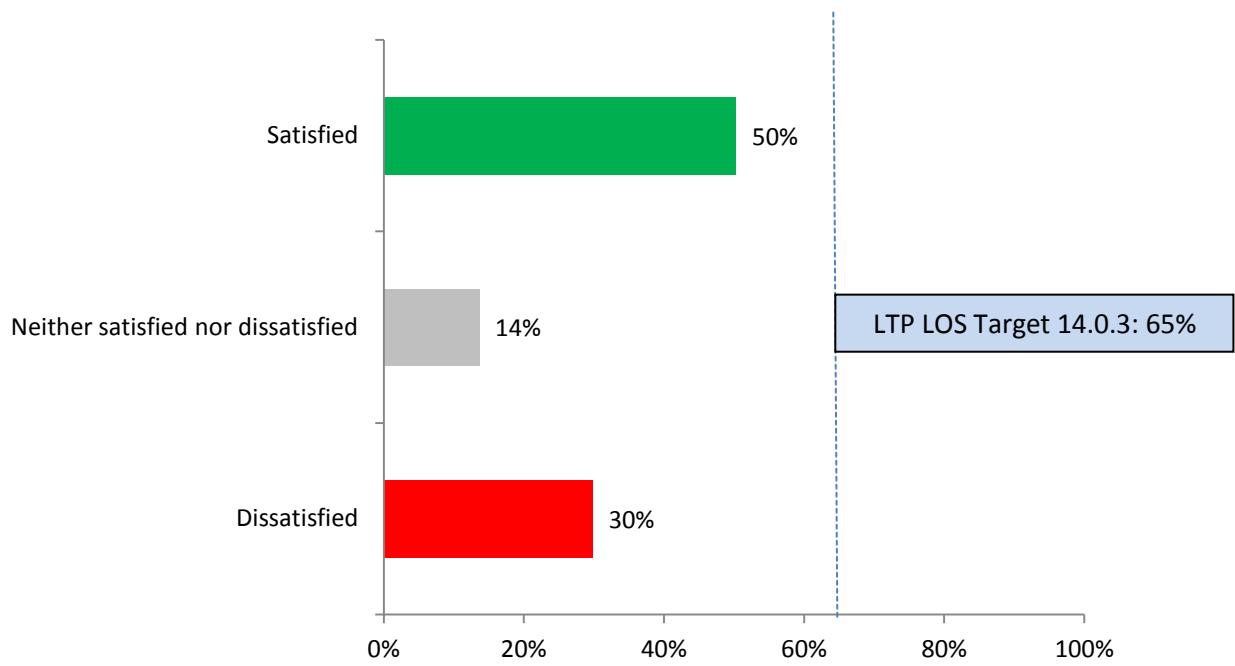


Sample: total sample (n=770)

Table 4-8 Satisfaction with Waterways and Stormwater Management Systems

	Condition of Waterways		Appearance of Waterway Margins		Condition of Waterway Margins		City's Stormwater Management Systems		Average Rating
	No.	%	No.	%	No.	%	No.	%	%
Very satisfied	42	5%	75	10%	36	5%	48	6%	7%
Satisfied	251	33%	398	52%	363	47%	335	44%	44%
Neither satisfied nor dissatisfied	98	13%	103	13%	105	14%	112	15%	14%
Dissatisfied	241	31%	129	17%	180	23%	175	23%	24%
Very dissatisfied	88	11%	26	3%	38	5%	40	5%	6%
Don't know	50	6%	39	5%	48	6%	60	8%	6%

Figure 4-12 Average Satisfaction with Waterways and Stormwater Management Systems



Sample: total sample (n=770)

4.5. Rubbish and Recycling

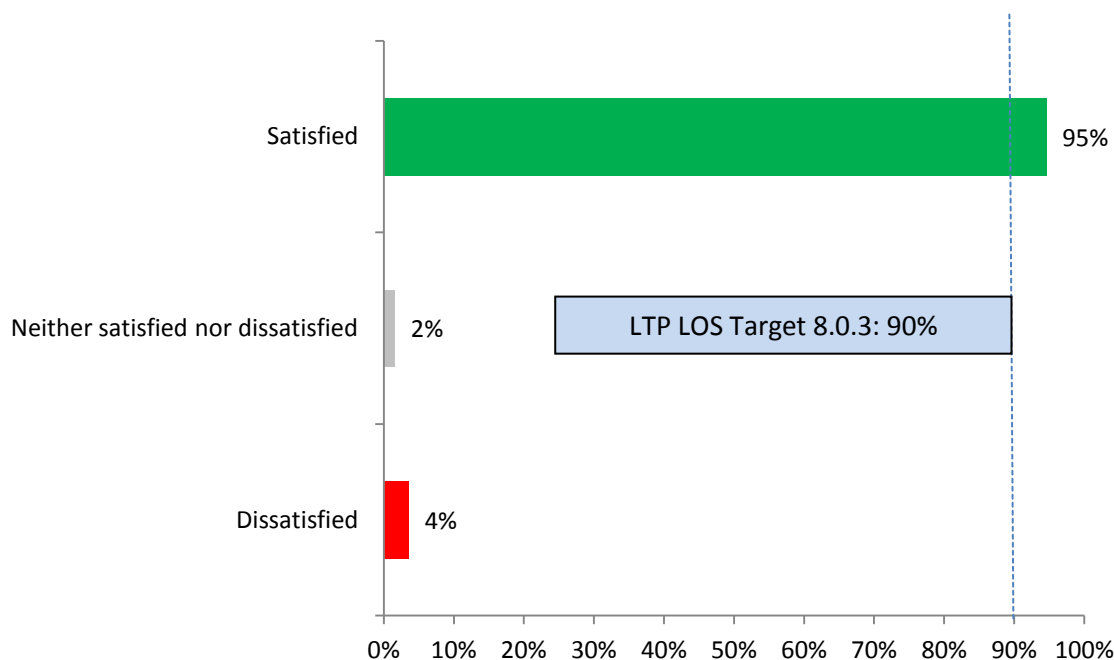
4.5.1. Kerbside Recycling (LOS 8.0.3)

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

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

The LOS target for satisfaction was 90%. The level of satisfaction from the survey was 95%, as shown in Figure 4-13 and Table 4-9.

Figure 4-13 Satisfaction with Kerbside Recycling



Sample: total sample (n=770)

Table 4-9 Satisfaction with Kerbside Recycling

	Number of Respondents	Percentage of Respondents
Very satisfied	366	48%
Satisfied	362	47%
Neither satisfied nor dissatisfied	12	2%
Dissatisfied	24	3%
Very dissatisfied	3	0%
Don't know	3	0%

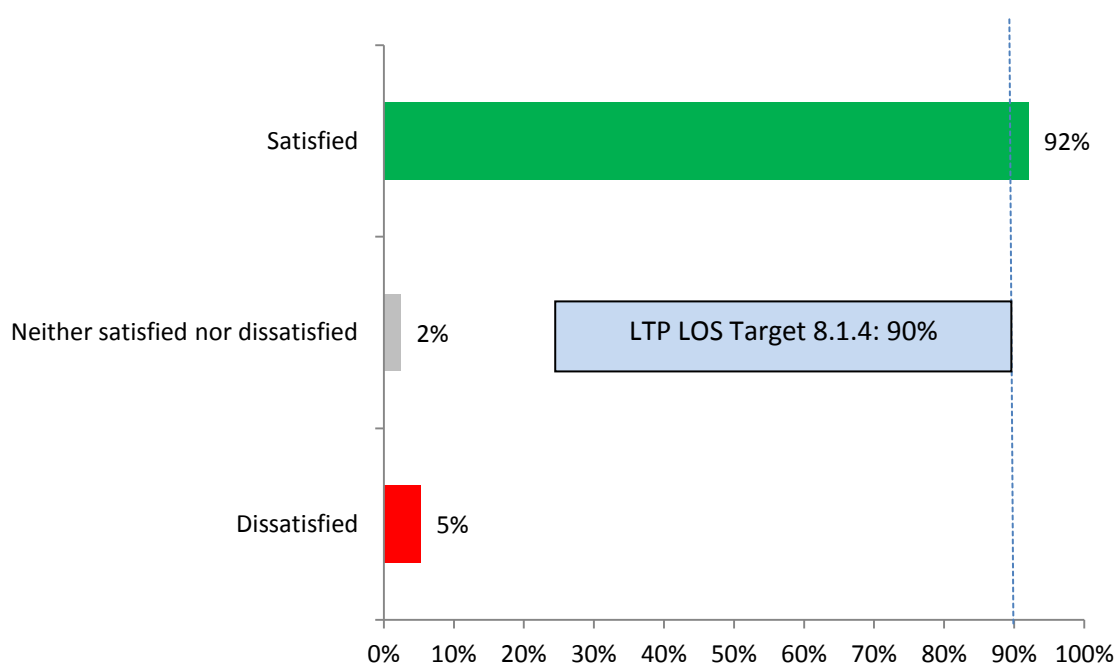
4.5.2. Residual Waste (LOS 8.1.4)

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

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

Respondents were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. The target LOS was 90%, and the survey response demonstrates a total satisfaction level of 92%, as shown in Figure 4-14 and Table 4-10.

Figure 4-14 Satisfaction with Residual Waste Collection



Sample: total sample (n=770)

Table 4-10 Satisfaction with Residual Waste Collection

	Number of Respondents	Percentage of Respondents
Very satisfied	333	43%
Satisfied	375	49%
Neither satisfied nor dissatisfied	18	2%
Dissatisfied	38	5%
Very dissatisfied	2	0%
Don't know	4	1%

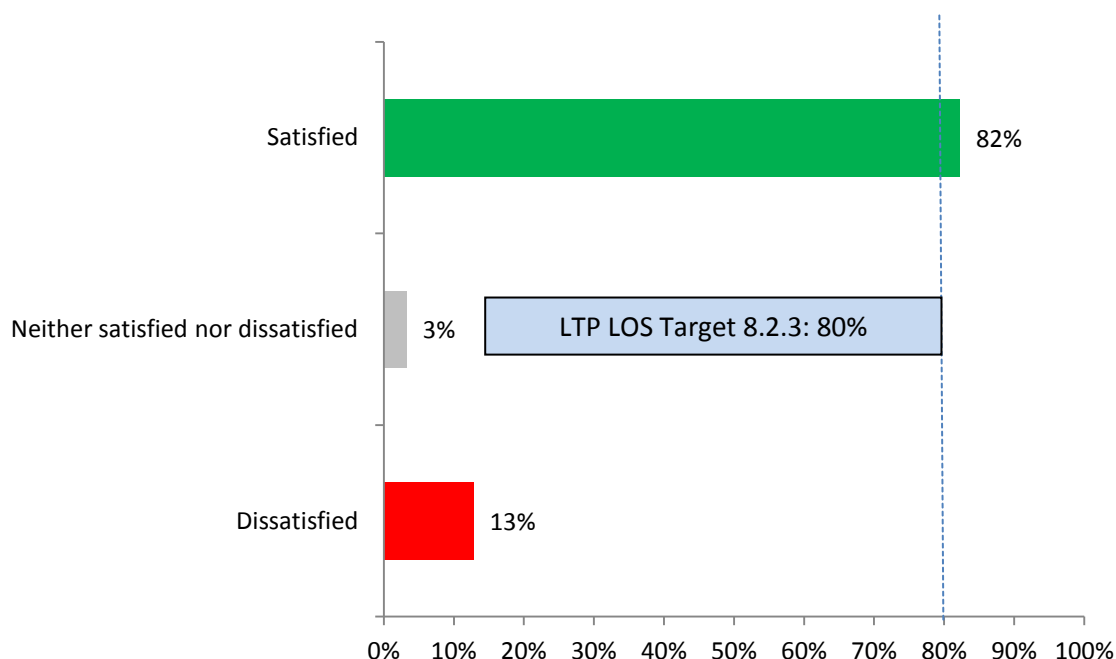
4.5.3. Organic Waste (LOS 8.2.3)

When asked to consider organic waste, respondents 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 80%. The satisfaction level from the survey was 82%, as shown in Figure 4-15 and Table 4-11.

Figure 4-15 Satisfaction with Organic Waste Collection



Sample: total sample (n=770)

Table 4-11 Satisfaction with Organic Waste Collection

	Number of Respondents	Percentage of Respondents
Very satisfied	311	40%
Satisfied	323	42%
Neither satisfied nor dissatisfied	25	3%
Dissatisfied	84	11%
Very dissatisfied	14	2%
Don't know	13	2%

4.6. The Road Network

4.6.1. Condition of Roads and Footpaths (LOS 16.0.3 and 16.0.9)

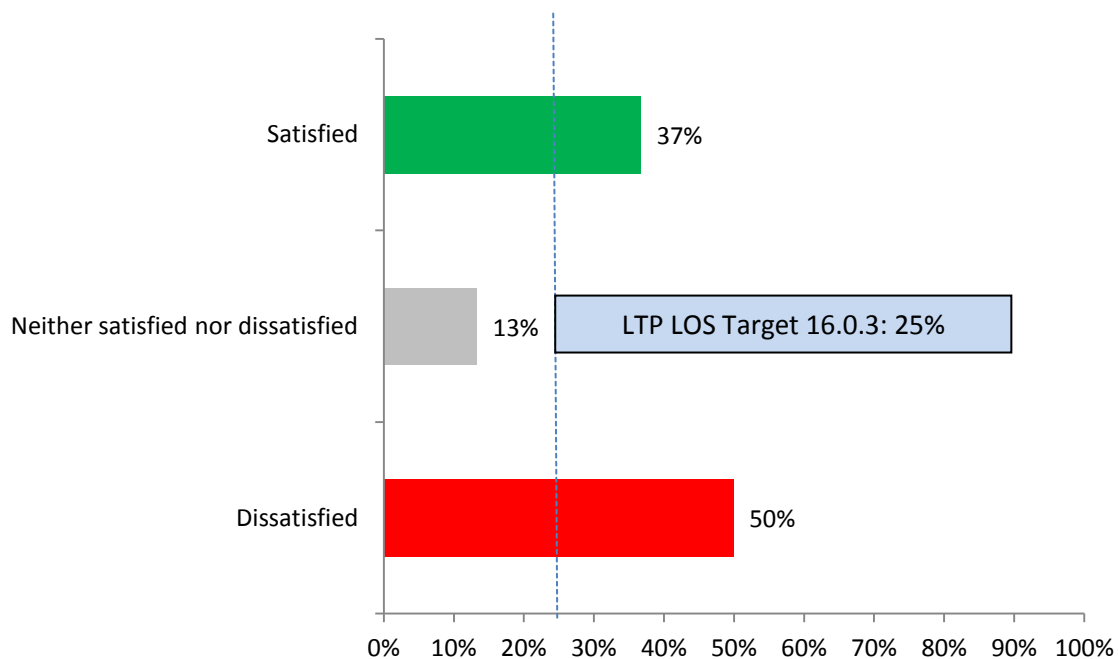
Respondents were asked to evaluate their perceptions of the city’s roads and footpaths. Respondents were asked to rate their overall satisfaction around two questions on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

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

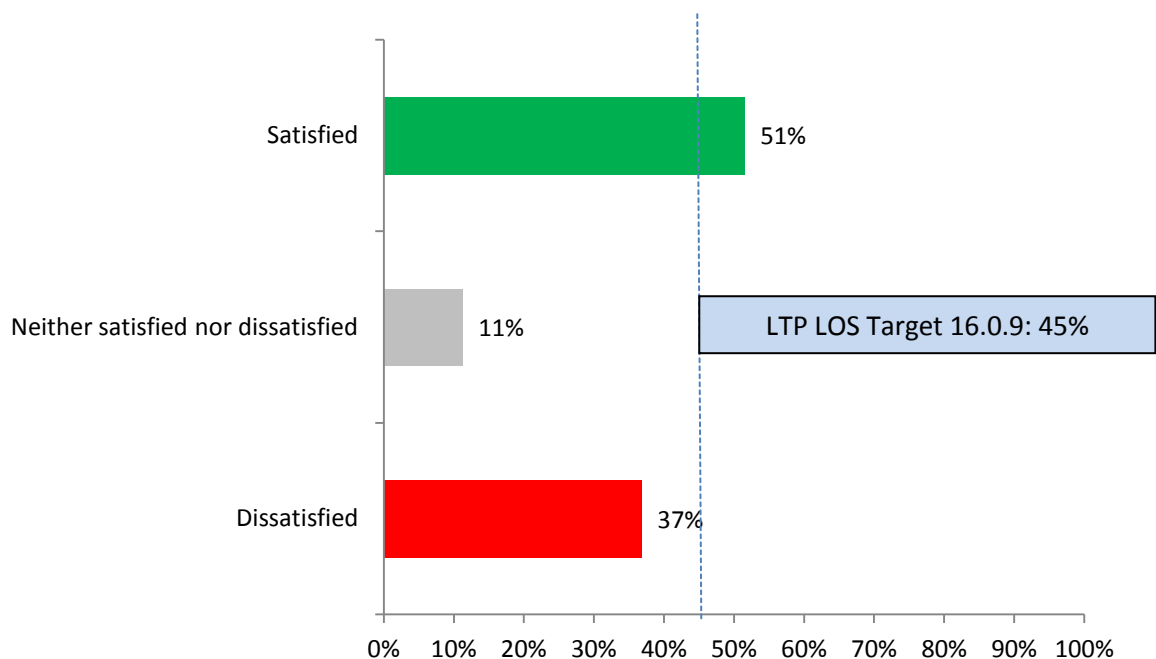
The LOS target for the condition of Christchurch’s roads, excluding the residential red zone roads, was 25% and the LOS target for the condition of Christchurch’s footpaths, excluding the residential red zone footpaths, was 45%. The response demonstrated 37% of respondents were satisfaction with the condition of Christchurch roads, and 51% were satisfied with Christchurch footpaths, as shown in Figure 4-16, Figure 4-17 and Table 4-12.

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



Sample: total sample (n=770)

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



Sample: total sample (n=770)

Table 4-12 Satisfaction with Condition of Christchurch Roads and Footpaths (Excluding Residential Red Zone)

	Roads		Footpaths	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	21	3%	27	4%
Satisfied	261	34%	369	48%
Neither satisfied nor dissatisfied	102	13%	86	11%
Dissatisfied	278	36%	207	27%
Very dissatisfied	106	14%	76	10%
Don't know	2	0%	5	1%

4.7. Water

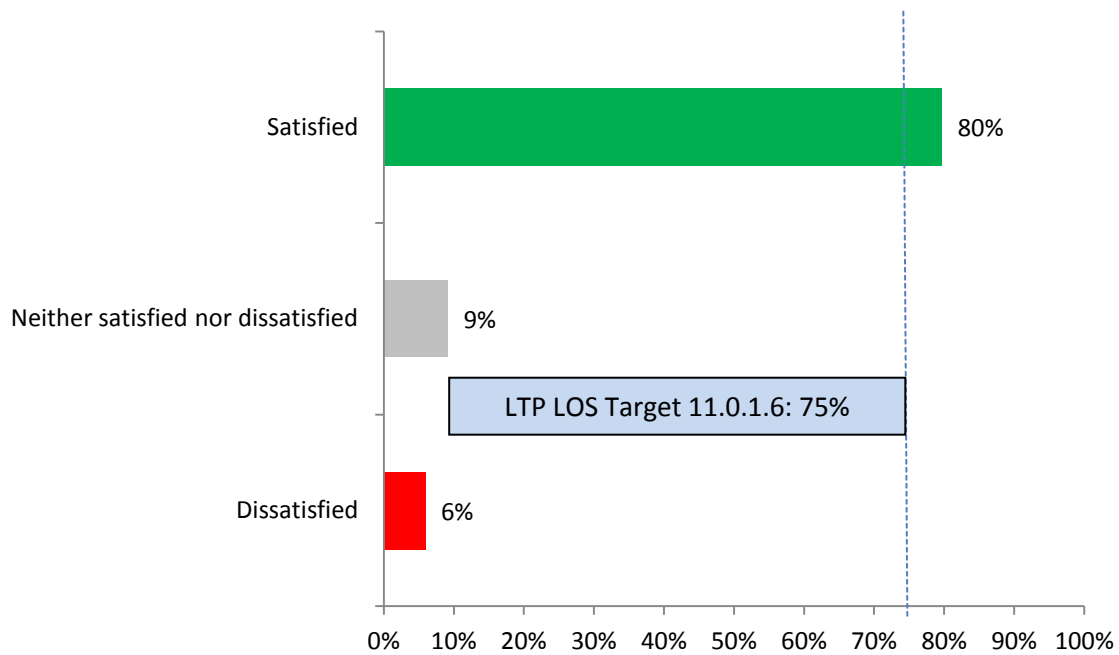
4.7.1. Waste Water (LOS 11.0.1.6)

Respondents were asked to consider the city’s waste water collection and water supply. A definition was provided, noting: waste water collection is about the underground pipes that take waste water away from your toilets, showers etc. away from homes and to the treatment plant. It is NOT about storm water collection that collects water in gutters and storm water drains. 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 wastewater services where the health risk to people is minimised and any issues are responded to promptly?

The survey response showed 80% of respondents were satisfied with the waste water services, compared with a target LOS of 75%. This data is shown in Figure 4-18 and Table 4-13.

Figure 4-18 Satisfaction with Waste Water Services



Sample: total sample (n=770)

Table 4-13 Satisfaction with Waste Water Services

	Number of Respondents	Percentage of Respondents
Very satisfied	164	21%
Satisfied	449	58%
Neither satisfied nor dissatisfied	70	9%
Dissatisfied	30	4%
Very dissatisfied	15	2%
Don't know	42	5%

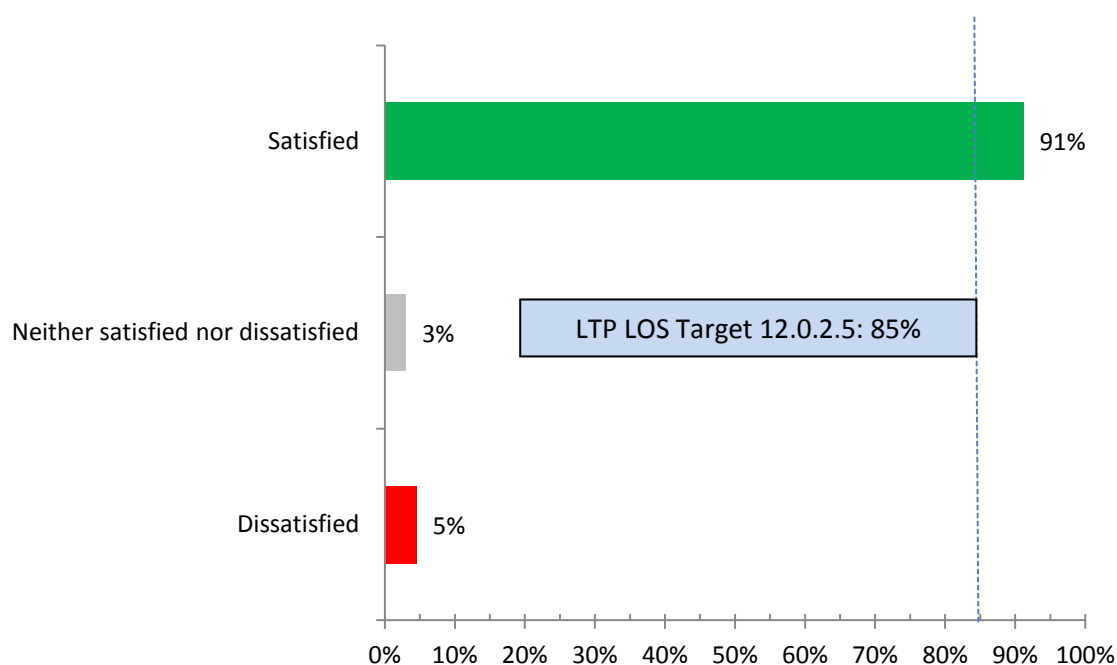
4.7.2. Water Supply (LOS 12.0.2.5)

Respondents were asked to consider the water supply and were given the following definition: This is about clean, drinkable water being supplied to your house. They 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 quality of the water supply? This includes things such as its taste, pressure and appearance.

The target LOS was 85%. The survey response showed a satisfaction level of 91%. This is shown in Figure 4-19 and Table 4-14.

Figure 4-19 Satisfaction with Water Supply



Sample: total sample (n=770)

Table 4-14 Satisfaction with Water Supply

	Number of Respondents	Percentage of Respondents
Very satisfied	383	50%
Satisfied	319	41%
Neither satisfied nor dissatisfied	23	3%
Dissatisfied	30	4%
Very dissatisfied	5	1%
Don't know	10	1%

4.8. Active Travel

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

4.8.1. Perception of Christchurch as a Cycle Friendly City (LOS 10.2.2)

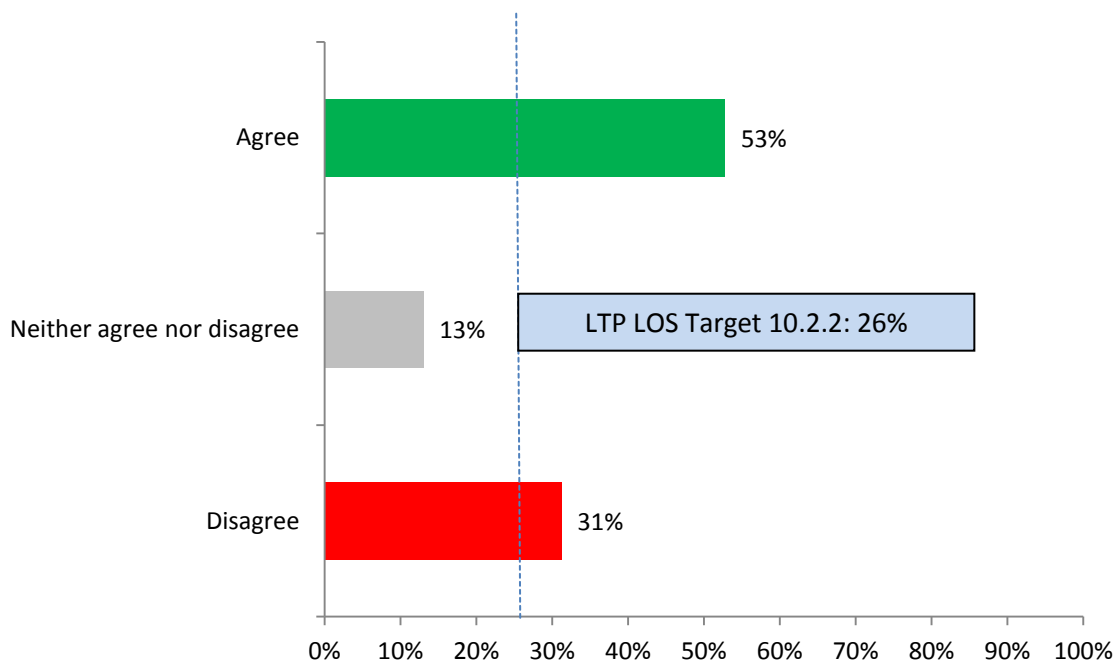
Respondents were first asked to consider whether or not Christchurch was cycle friendly and were given the following definition: By cycle friendly I mean cyclists being able to travel safely and conveniently around the city by cycle using the roads and cycle lanes; showing support for cyclists by understanding their needs; provision of accurate information about the cycling network; and user friendliness of signage and information. They were then asked:

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

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

Overall, 53% of respondents agreed that Christchurch was a cycle friendly city, compared with a target LOS of 26%. This is shown in Figure 4-20 and Table 4-15.

Figure 4-20 Level of Agreement that Christchurch is a Cycle Friendly City



Sample: total sample (n=770)

Table 4-15 Level of Agreement that Christchurch is a Cycle Friendly City

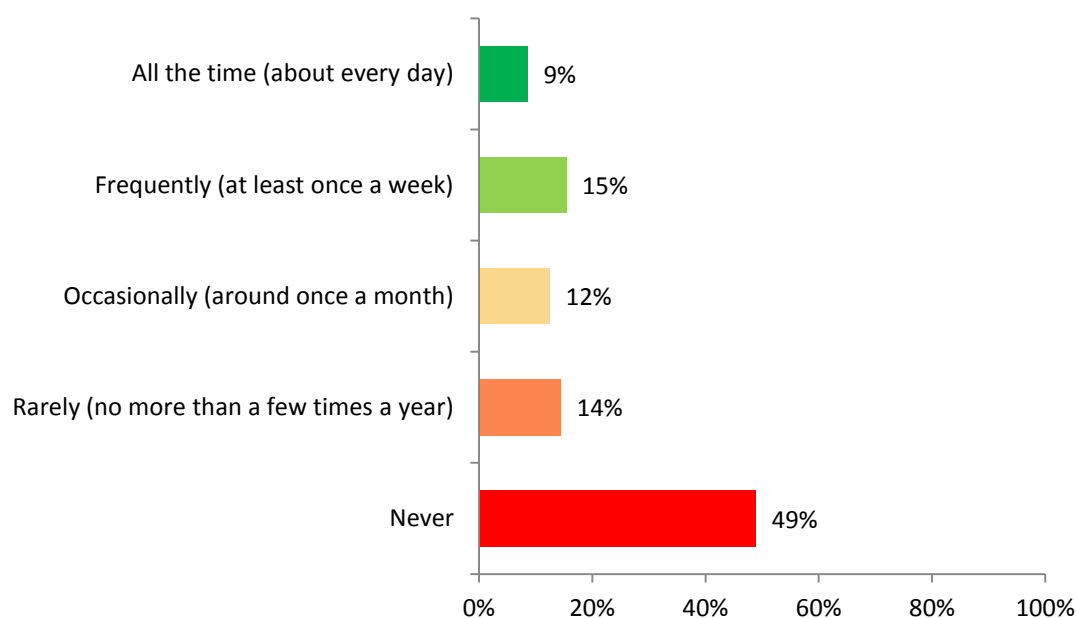
	Number of Respondents	Percentage of Respondents
Strongly agree	72	9%
Agree	334	43%
Neither agree nor disagree	100	13%
Disagree	204	26%
Strongly disagree	36	5%
Don't know	24	3%

4.8.2. 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? What best describes your cycle frequency...

Around half of residents never cycled (49%), while 9% cycled all the time, with an even distribution across the remaining frequency options provided, as shown in Figure 4-21 and Table 4-16.

Figure 4-21 Participation in Cycling

Sample: total sample (n=770)

Table 4-16 Participation in Cycling

	Number of Respondents	Percentage of Respondents
All the time (about every day)	66	9%
Frequently (at least once a week)	118	15%
Occasionally (around once a month)	96	12%
Rarely (no more than a few times a year)	111	14%
Never	376	49%
Don't know	3	0%

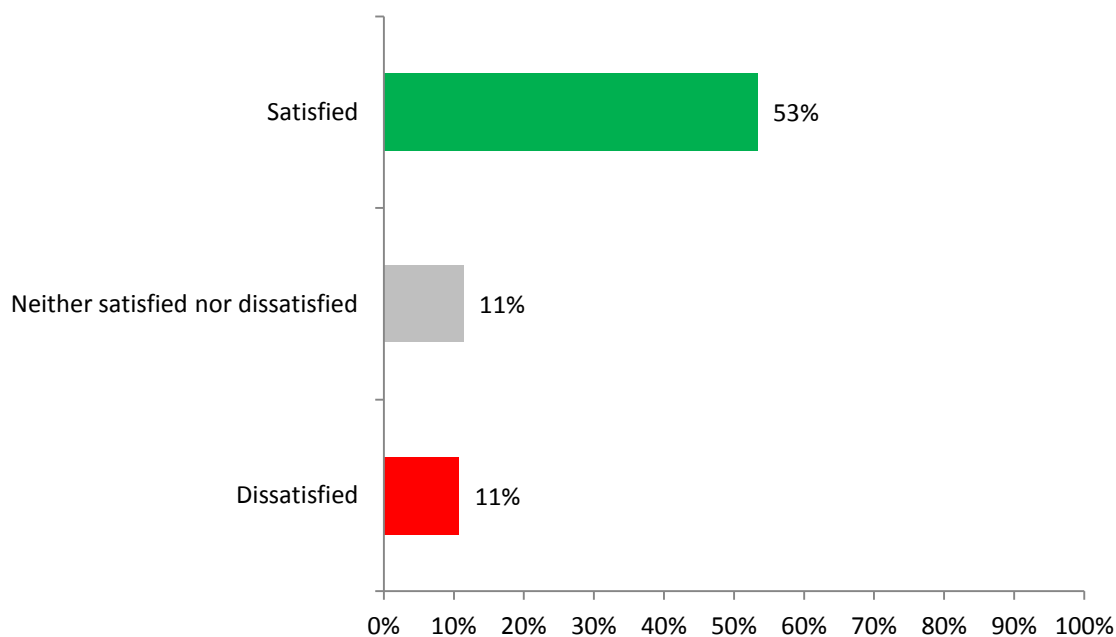
4.8.3. Cycle Parking Facilities

Respondents were then asked to rate their satisfaction with cycling facilities provided for cyclists. They were asked:

And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

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.

Around half (53%) of respondents were satisfied with cycle parking facilities, as shown in Figure 4-22 and Table 4-17. There was no LOS Target set for this measure in 2015/2016

Figure 4-22 Satisfaction with Cycle Parking Facilities

Sample: total sample (n=770)

Table 4-17 Satisfaction with Cycle Parking Facilities

	Number of Respondents	Percentage of Respondents
Strongly agree	69	9%
Agree	341	44%
Neither agree nor disagree	87	11%
Disagree	75	10%
Strongly disagree	7	1%
Don't know	191	25%

4.8.4. Perception of Christchurch as a Walking Friendly City (LOS 16.0.10)

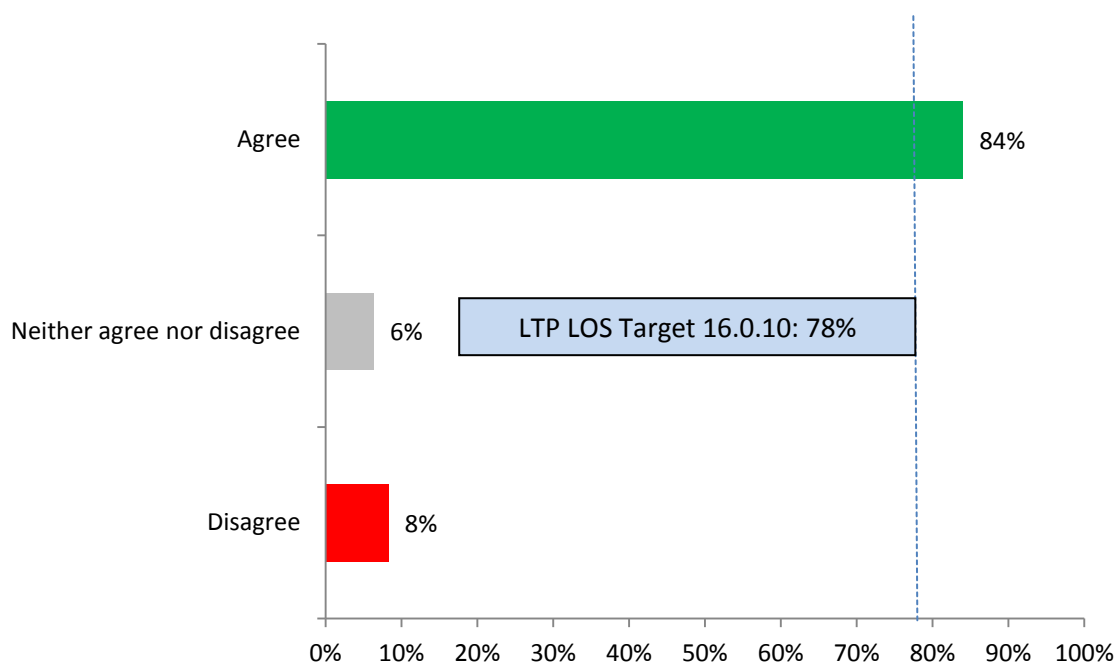
In line with questions regarding cycling, respondents were asked to consider whether Christchurch was walking friendly and were given the following definition: This includes things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information. They were then asked:

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

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

The majority (84%) of respondents acknowledged that Christchurch was a walking friendly city, compared with the target LOS of 78%, as shown in Figure 4-23 and Table 4-18.

Figure 4-23 Level of Agreement that Christchurch is a Walking Friendly City



Sample: total sample (n=770)

Table 4-18 Level of Agreement that Christchurch is a Walking Friendly City

	Number of Respondents	Percentage of Respondents
Strongly agree	189	25%
Agree	458	59%
Neither agree nor disagree	49	6%
Disagree	58	8%
Strongly disagree	6	1%
Don't know	10	1%

4.9. Council Parking Facilities

Respondents were asked to consider parking a vehicle in Christchurch.

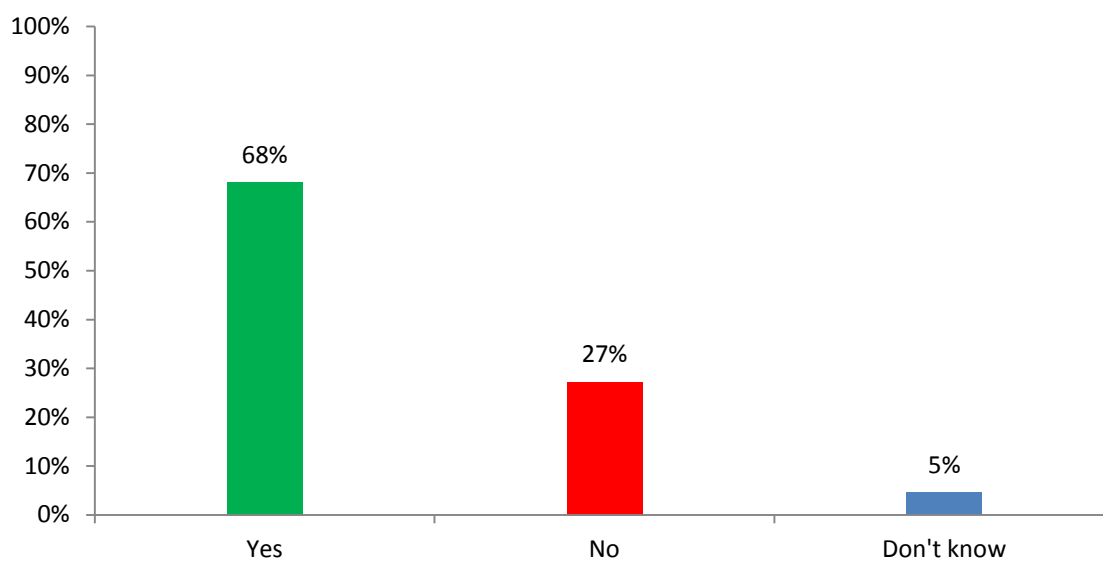
4.9.1. Use of Council Parking Facilities

Respondents were asked about their use of Council parking facilities in the last 12 months. They were asked:

Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Around two thirds (68%) of survey participants had parked a car in a Council parking facility in the last 12 months, as shown in Figure 4-24 and Table 4-19.

Figure 4-24 Use of Council Parking Facilities in the Last 12 Months



Sample: total sample (n=770)

Table 4-19 Use of Council Parking Facilities in the Last 12 Months

	Number of Respondents	Percentage of Respondents
Yes, have used	525	68%
No, have not used	210	27%
Don't know	35	5%

4.9.2. Satisfaction with Council Parking Facilities (LOS 10.3.3)

Respondents were then asked to rate their satisfaction with four aspects of Council parking facilities. They were asked:

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.

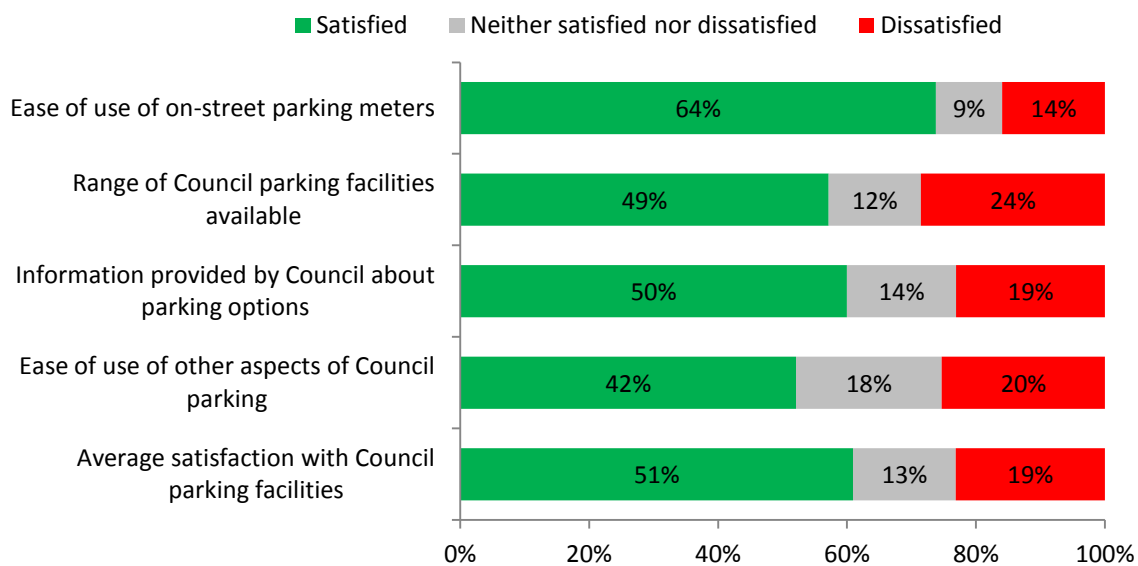
Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? This includes things such as the clarity and accuracy of parking information, instructions and signage.

Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

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.

Around two thirds (64%) of survey participants were satisfied with the ease of use of on-street parking meters, 49% were satisfied with the range of Council parking facilities available, 50% with the information provided by Council about parking options and 42% with the ease of use of other aspects of Council parking, as shown in Figure 4-25 and Table 4-20. On average, 51% of respondents were satisfied with Council parking facilities, compared with the LOS target of 54%, as shown in Figure 4-26.

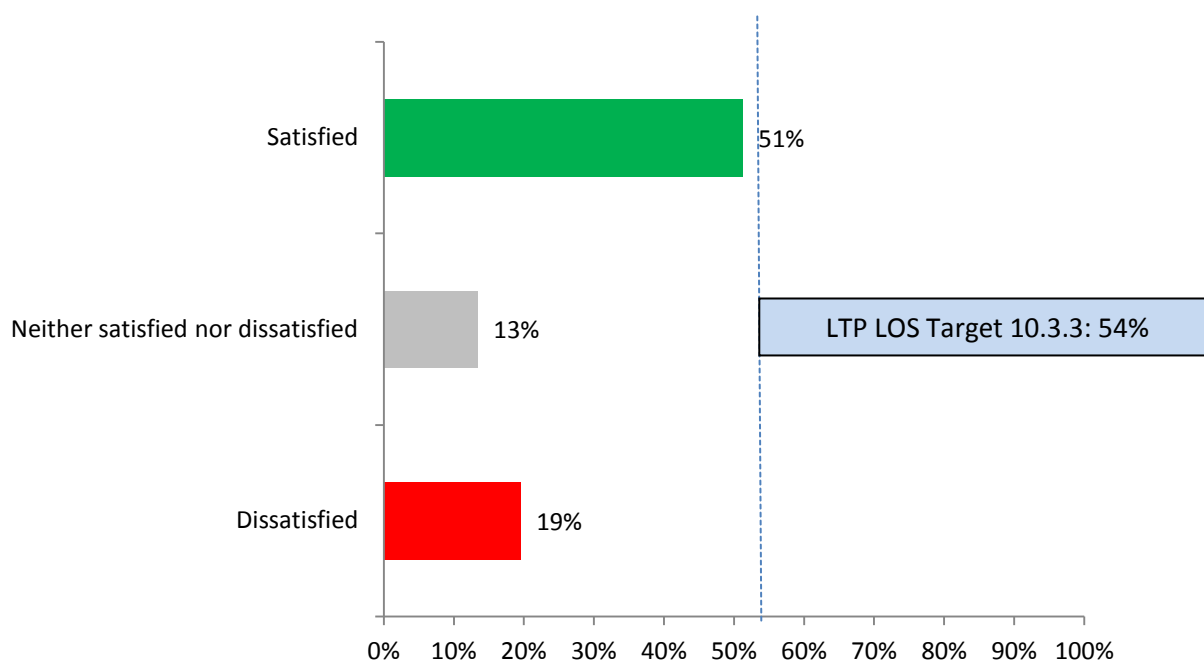
Figure 4-25 Satisfaction with Council Parking Facilities



Sample: total sample (n=770)

Table 4-20 Satisfaction with Council Parking Facilities

	Ease of Use of On-Street Parking Meters		Range of Council Parking Facilities		Information From Council About Parking Options		Ease of Use of Other Aspects of Council Parking		Average Rating
	No.	%	No.	%	No.	%	No.	%	%
Very satisfied	74	10%	54	7%	46	6%	32	4%	7%
Satisfied	421	55%	322	42%	336	44%	291	38%	44%
Neither satisfied nor dissatisfied	69	9%	94	12%	108	14%	140	18%	13%
Dissatisfied	86	11%	157	20%	132	17%	140	18%	17%
Very dissatisfied	21	3%	31	4%	15	2%	17	2%	3%
Don't know	99	13%	112	15%	133	17%	150	19%	16%

Figure 4-26 Average Satisfaction with Council Parking Facilities

Sample: total sample (n=770)

4.10. Safety at Council Run Parking Facilities (LOS 10.3.7)

Respondents were asked to consider motor vehicle safety in Council run, off-street parking compared to on-street parking, and personal safety in Council run, off-street parking facilities during the day and after dark. They were asked the following three questions:

Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day.

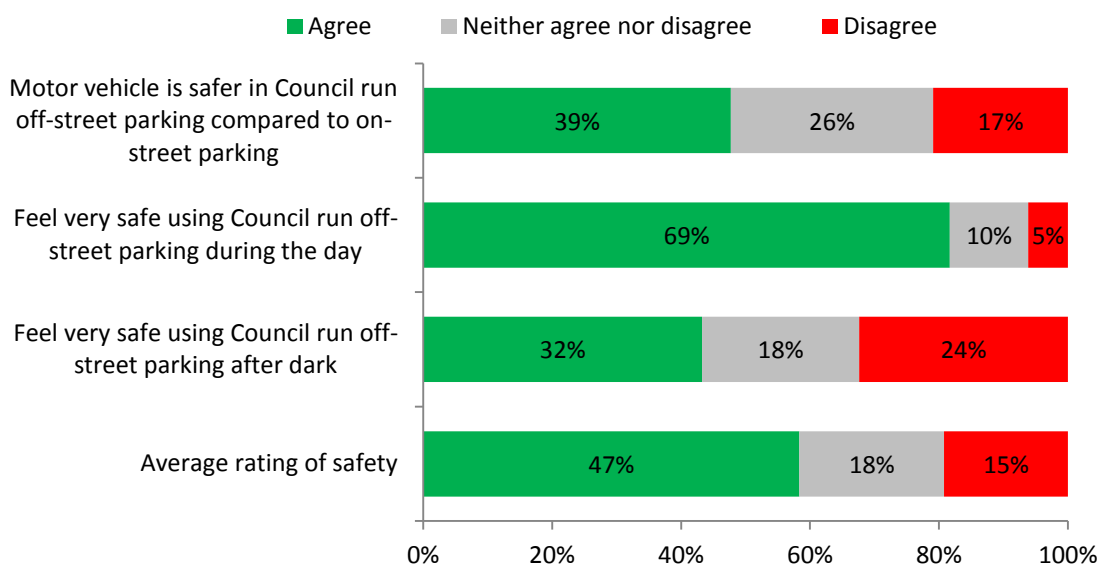
Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark.

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

Around two fifths (39%) of respondents were agreed their motor vehicle is safer in Council run, off-street parking compared to on-street parking, 69% agreed they felt very safe using Council run, off-street parking during the day and 32% agreed they felt very safe at night, as shown in

Figure 4-27 and Table 4-21. On average, 47% rated motor vehicle and personal safety at Council run parking facilities positively, compared with a LOS target of 61%, as shown in Figure 4-28.

Figure 4-27 Safety at Council Run Parking Facilities

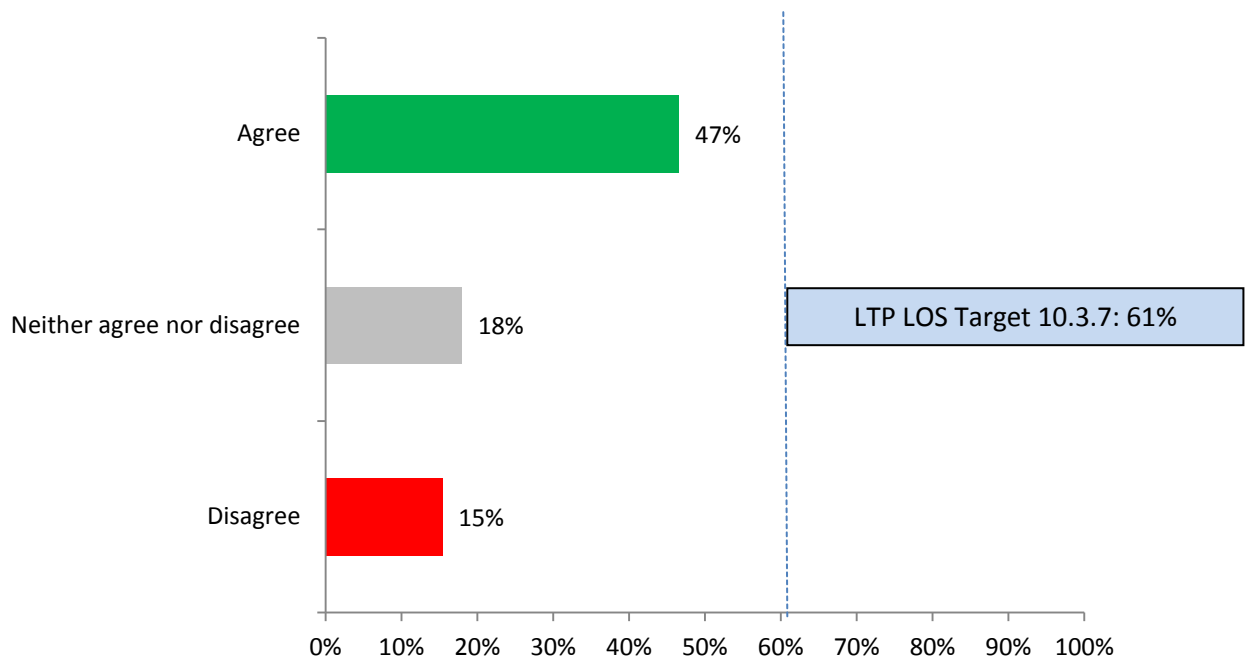


Sample: total sample (n=770)

Table 4-21 Safety at Council Run Parking Facilities

	Motor Vehicle Safer in Council Run Off-Street Parking than On-Street		Feel Very Safe Using Council Off-Street Parking During the Day		Feel Very Safe Using Council Off-Street Parking After Dar		Average Rating
	No.	%	No.	%	No.	%	
Strongly agree	31	4%	99	13%	26	3%	7%
Agree	270	35%	432	56%	217	28%	40%
Neither agree nor disagree	198	26%	79	10%	137	18%	18%
Disagree	121	16%	33	4%	155	20%	13%
Strongly disagree	11	1%	7	1%	27	4%	2%
Don't know	139	18%	120	16%	208	27%	20%

Figure 4-28 Average Rating of Safety at Council run Parking Facilities



Sample: total sample (n=770)

4.11. Disaster Preparedness

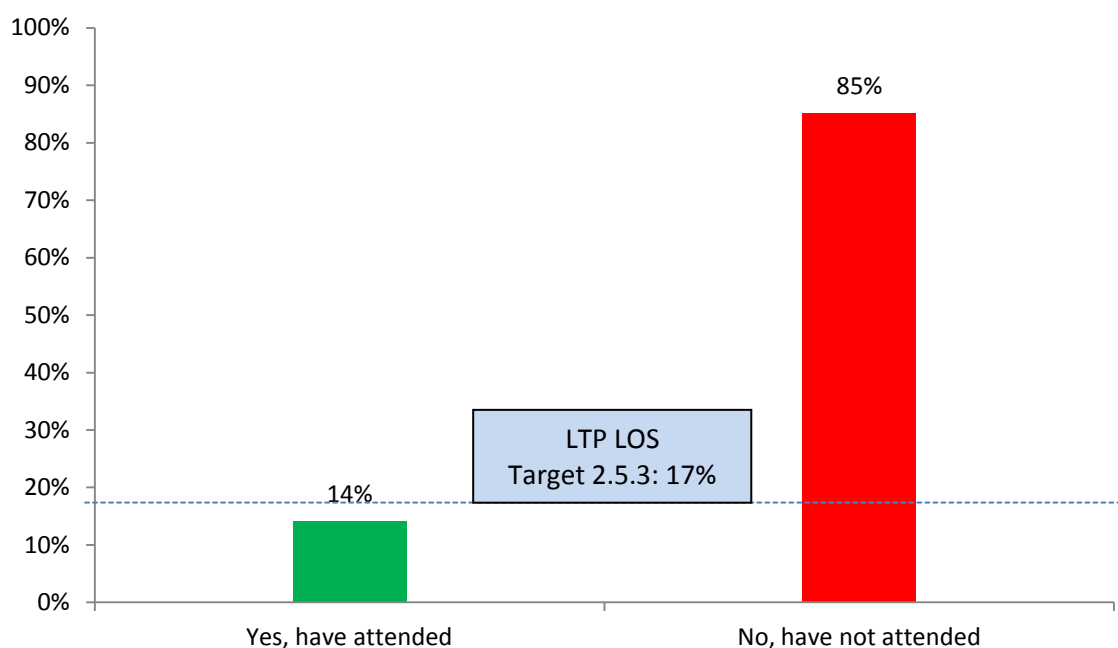
4.11.1. Attendance at Meetings (LOS 2.5.3)

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

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

Just over one in ten residents (14%) had attended meetings about coping with disasters, compared with a LOS target of 17%. This is shown in Figure 4-29 and Table 4-22.

Figure 4-29 Attendance at Disaster Preparedness Meetings



Sample: total sample (n=770)

Table 4-22 Attendance at Disaster Preparedness Meetings

	Number of Respondents	Percentage of Respondents
Yes, have attended	109	14%
No, have not attended	656	85%
Don't know	5	1%

4.11.2. Improvement in Preparedness

Respondents who had attended or participated in meetings or presentations about helping communities cope better in a disaster were asked to rate how attending or participating in these meetings or presentations had improved preparedness. This was measured by asking respondents to rate their agreement or disagreement with the following statements on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

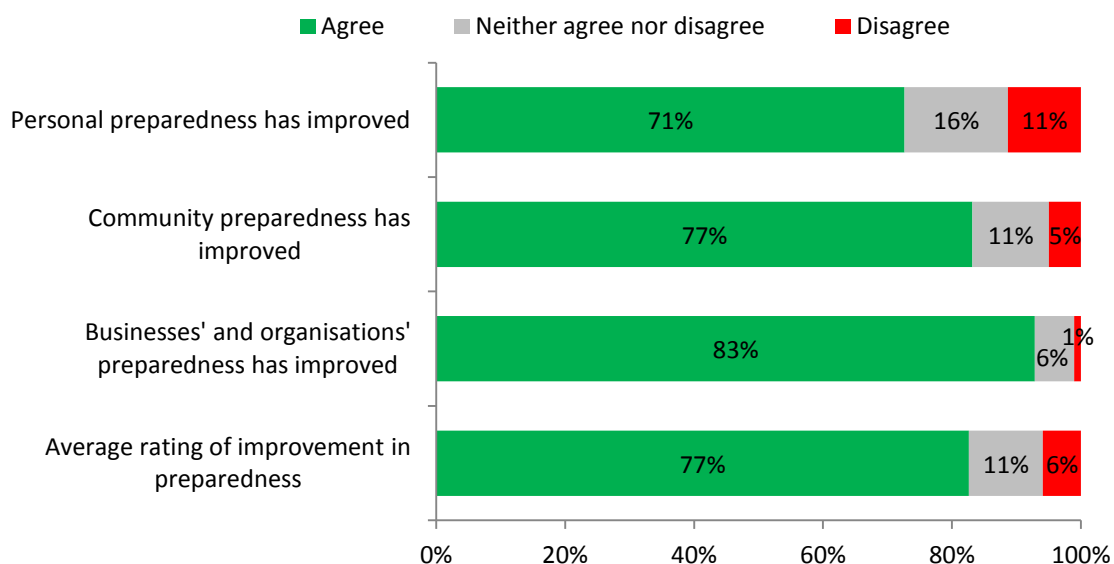
My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning.

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

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

While 71% of the 109 residents who had attended or participated in disaster planning meetings or presentations agreed that attendance at these meetings or presentations had improved their personal disaster preparedness, 77% felt that attendance had improved community preparedness and 83% felt attendance had improved businesses' and organisations' preparedness. On average, 77% felt attendance or participation in such meetings or presentations had improved preparedness. This is shown in Figure 4-30 and Table 4-23. No LOS targets were set for these measures in 2015/2016.

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



Sample: those who have attended or participated in disaster planning meetings or presentations (n=109)

Table 4-23 Improvement in Preparedness as a Result of Meetings or Presentations

	Personal Preparedness		Community Preparedness		Businesses' & Organisations' Preparedness		Average Rating
	No.	%	No.	%	No.	%	%
Strongly agree	18	17%	24	22%	29	27%	22%
Agree	59	54%	60	55%	62	57%	55%
Neither agree nor disagree	17	16%	12	11%	6	6%	11%
Disagree	12	11%	5	5%	1	1%	6%
Strongly disagree	0	0%	0	0%	0	0%	0%
Don't know	3	3%	8	7%	11	10%	7%

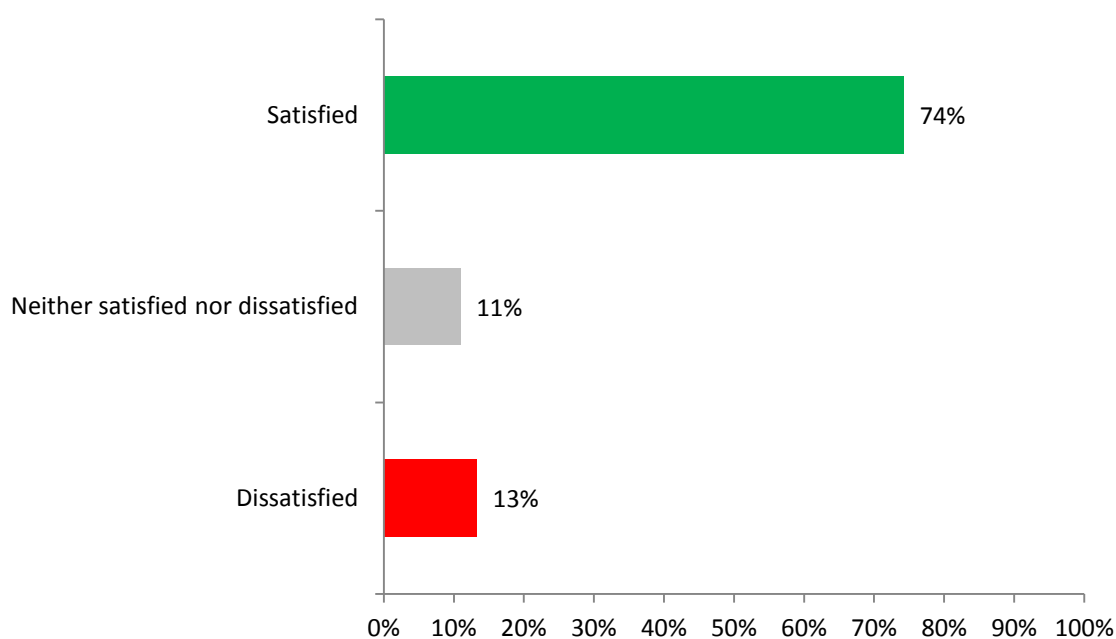
4.12. Overall Satisfaction with Christchurch City Council

Respondents were asked to consider their impressions of the Council overall. They were read the following preamble: I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents. They were then asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

Around three quarters (74%) of respondents were satisfied or very satisfied, as shown in Figure 4-31 and Table 4-24. No LOS target for overall satisfaction with the Council was set in 2015/2016.

Figure 4-31 Overall Satisfaction with Christchurch City Council



Sample: total sample (n=770)

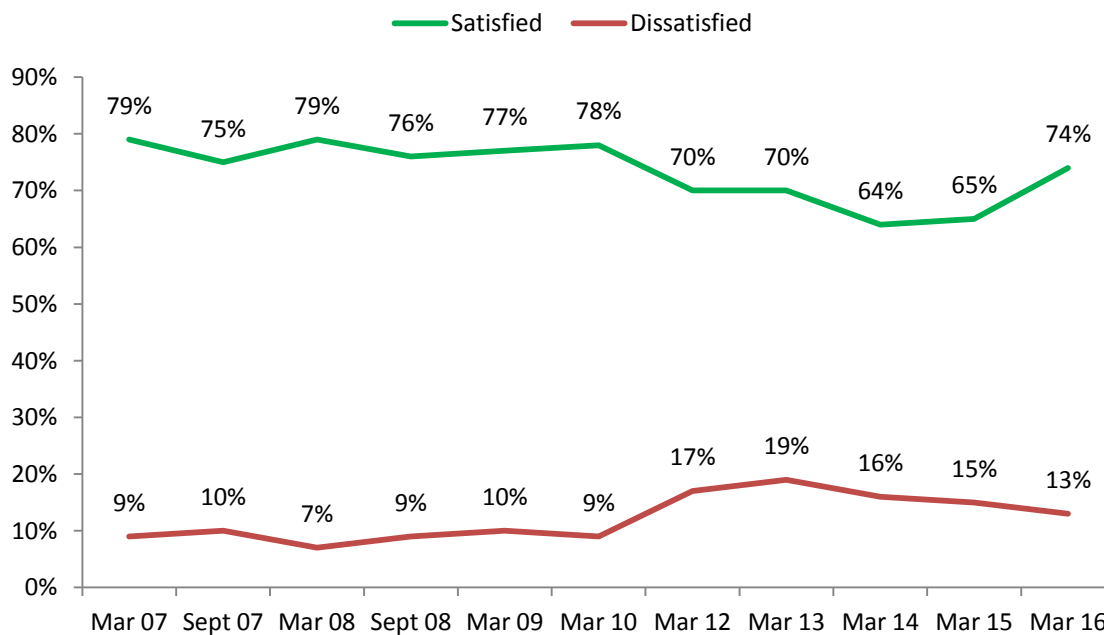
Table 4-24 Overall Satisfaction with Christchurch City Council

	Number of Respondents	Percentage of Respondents
Very satisfied	76	10%
Satisfied	495	64%
Neither satisfied nor dissatisfied	84	11%
Dissatisfied	83	11%
Very dissatisfied	19	2%
Don't know	13	2%

4.12.1. Historic Trend: Overall Satisfaction with Christchurch City Council

The 2016 result for overall satisfaction with Christchurch City Council was compared with those from the years since March 2007, as shown in Figure 4-32. Around three quarters (74%) of residents in 2016 indicated they were satisfied with the performance of the Council, up from 65% in 2015 and at its highest level since 2010 (78%).

Figure 4-32 Historic Trend: Overall Satisfaction with Christchurch City Council



Where questions have changed from previous years, a direct comparison of results is not possible and caution must be exercised in assessing trends, except for very general indicative purposes. The overall Council satisfaction question however remains unchanged from previous years, allowing for direct trend comparisons.

4.13. Ease of Interacting with Christchurch City Council

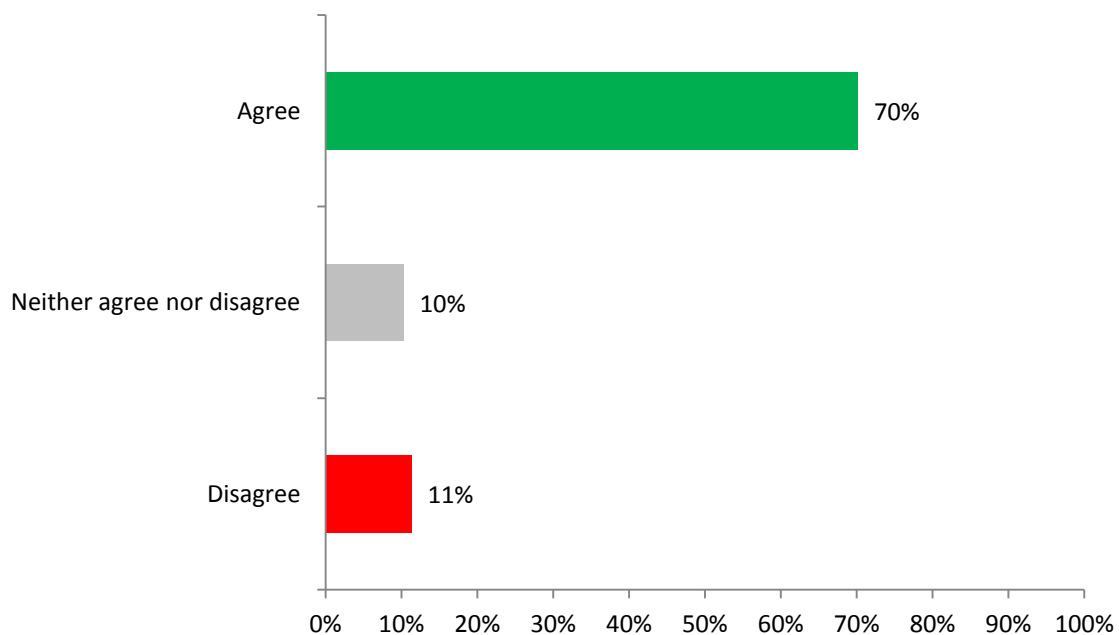
Respondents were asked to consider their experience of interacting with the Council over the last 12 months. They were read the following preamble: All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply. They were then asked:

Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

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

The proportion of respondents who agreed that Council made it easy to interact with it regarding their service needs was 70%, as shown in Figure 4-33 and Table 4-25. No LOS target was set for this measure in 2015/2016.

Figure 4-33 Agreement that Council Made it Easy to Interact With It



Sample: total sample (n=770)

Table 4-25 Agreement that Council Made it Easy to Interact With It

	Number of Respondents	Percentage of Respondents
Strongly agree	112	15%
Agree	428	56%
Neither agree nor disagree	79	10%
Disagree	68	9%
Strongly disagree	19	2%
Don't know	64	8%

4.14. Things Christchurch City Council Does Best

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

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Responses have been grouped by common factors and the results are shown in Figure 4-34 (overleaf) based on the most common responses. A complete list of verbatim comments is included in Appendix II.

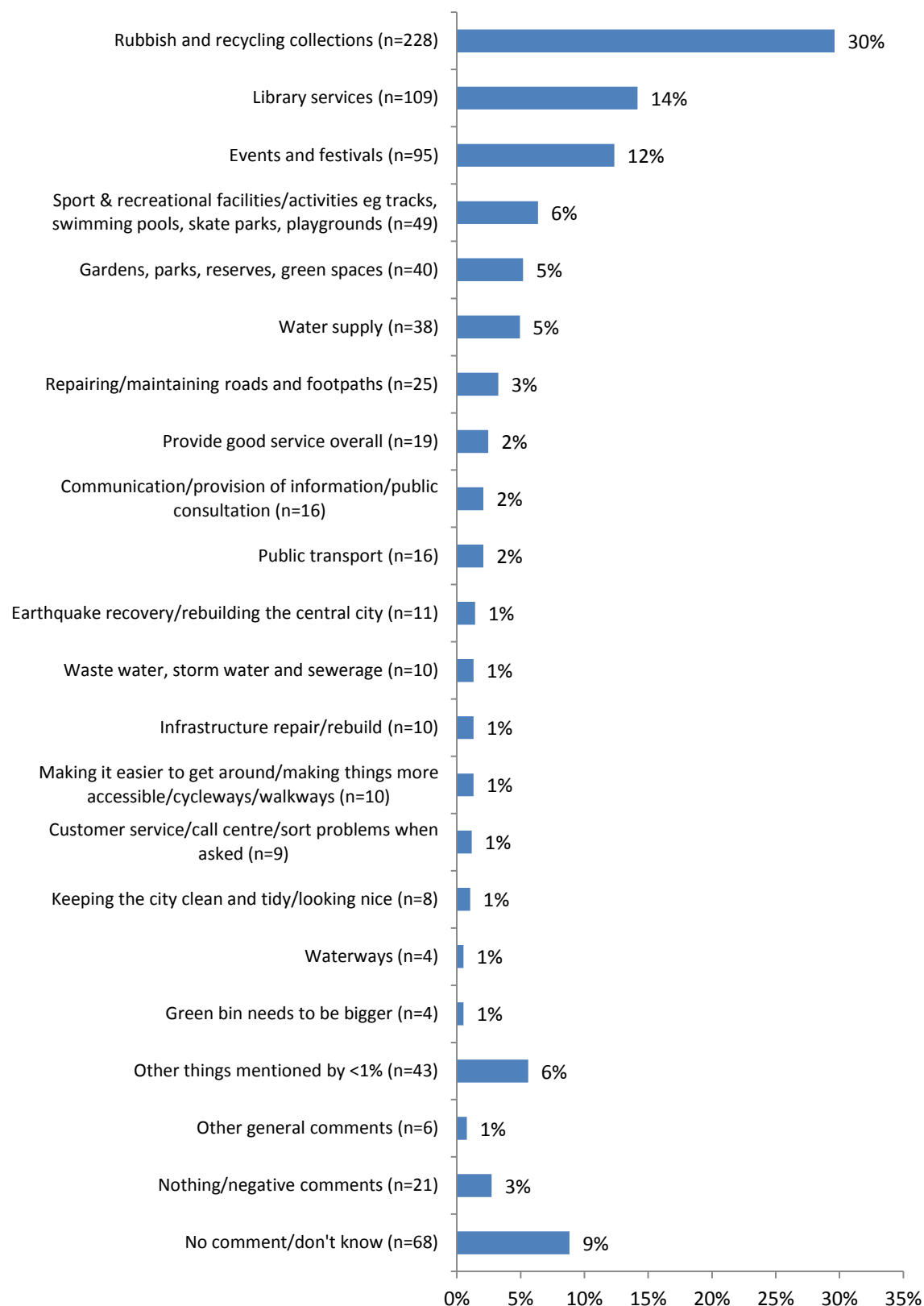
The thing Christchurch City Council does best that was most commonly mentioned was the rubbish and recycling collections (mentioned by 30%), followed by the libraries services (14%) and events and festivals (12%).

Respondents were also asked:

Please describe in as much detail as possible why you think Council is performing best in this area?

A complete list of verbatim responses to this question is included in Appendix II.

Figure 4-34 Things Christchurch City Council Does Best



Sample: total sample (n=770)

4.15. Areas for Council to Improve

Respondents were then asked a third open question:

Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months.

Responses have been grouped by common factors and are shown in Figure 4-35 (below and overleaf) based on the most common responses. A complete list of verbatim comments is included in Appendix II.

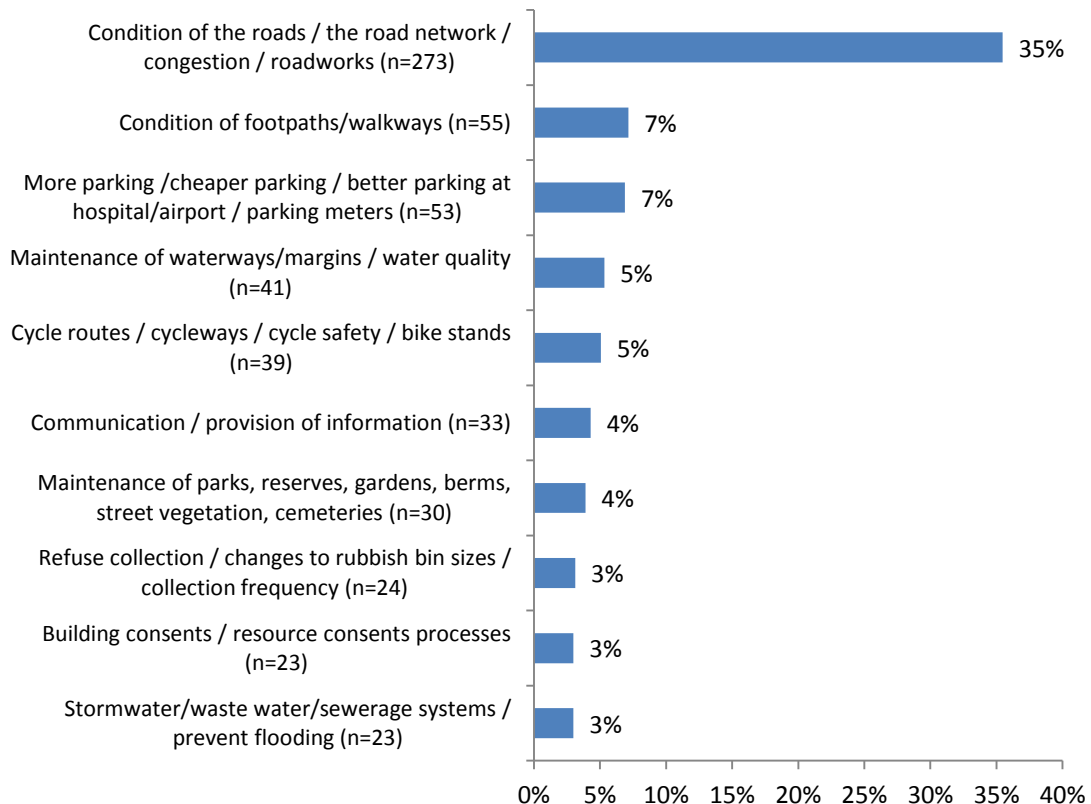
The service respondents most commonly felt it was most important for Council to improve over the next 12 months was the condition of the roads / the road network / congestion / roadworks, which was mentioned by 35%.

Respondents were also asked:

Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area?

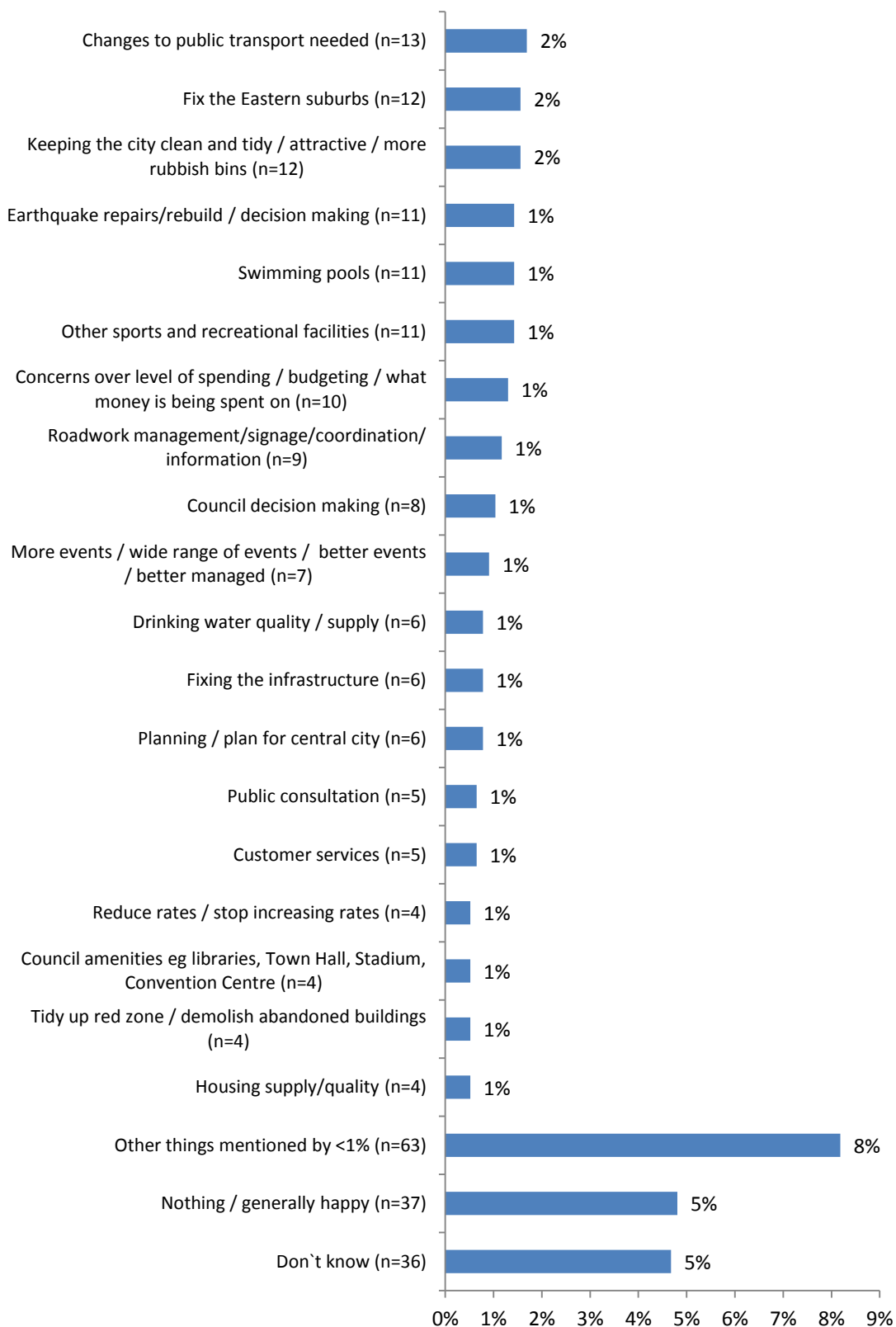
A complete list of verbatim responses to this question is included in Appendix II.

Figure 4-35 Areas for Council to Improve



Sample: total sample (n=770)

Figure 4-35 Areas for Council to Improve (continued)



Sample: total sample (n=770)

5. Analysis by Ward

The following tables provide detail based on responses by ward. It is important to note that the margins of error for these subsamples are larger than the margin of error for the total sample due to the smaller sample sizes³. This is particularly so for Banks Peninsula, and results for this Ward should be considered as indicative only due to the small sample size (16 respondents).

5.1. City Governance and Decision Making

Thinking about Christchurch City Council, how much do you agree or disagree with the statement "I understand how the Council makes decisions?"

Table 5-1 Public Understands Council Decision Making

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	4%	5%	1%	5%	4%	3%	13%
Agree	22%	33%	37%	42%	32%	33%	38%
Neither agree nor disagree	23%	25%	14%	17%	26%	21%	25%
Disagree	39%	27%	21%	18%	31%	33%	25%
Strongly disagree	6%	7%	4%	6%	5%	6%	0%
Don't know	7%	4%	23%	13%	3%	5%	0%

Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

Table 5-2 Satisfaction with the Accuracy of Information About Council Decisions

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	3%	5%	2%	5%	2%	3%	0%
Satisfied	30%	31%	29%	39%	42%	28%	44%
Neither satisfied nor dissatisfied	23%	23%	19%	18%	21%	33%	25%
Dissatisfied	30%	31%	26%	27%	28%	25%	19%
Very dissatisfied	7%	5%	2%	4%	3%	5%	13%
Don't know	8%	4%	23%	7%	4%	7%	0%

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

Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

Table 5-3 Satisfaction that Information About Decision Making is Prompt and Timely

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	4%	3%	1%	4%	2%	1%	13%
Satisfied	36%	36%	31%	29%	38%	39%	44%
Neither satisfied nor dissatisfied	14%	22%	15%	20%	21%	26%	19%
Dissatisfied	33%	26%	30%	30%	32%	25%	19%
Very dissatisfied	5%	6%	1%	6%	3%	3%	0%
Don't know	8%	7%	21%	11%	4%	5%	6%

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

Table 5-4 Satisfaction that Council makes Decisions in the Best Interest of the City

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	5%	3%	4%	6%	7%	5%	6%
Satisfied	41%	46%	43%	61%	45%	45%	50%
Neither satisfied nor dissatisfied	17%	23%	13%	13%	16%	24%	13%
Dissatisfied	28%	21%	23%	14%	27%	18%	19%
Very dissatisfied	5%	5%	4%	4%	2%	3%	6%
Don't know	5%	2%	13%	2%	3%	4%	6%

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

Table 5-5 Public Level of Influence in the Democratic Process

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Large influence	4%	1%	5%	5%	5%	5%	13%
Some influence	29%	38%	36%	43%	42%	38%	44%
Small influence	52%	48%	38%	35%	41%	45%	31%
No influence	13%	13%	13%	14%	10%	9%	6%
Don't know	2%	2%	7%	2%	2%	2%	6%

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

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

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	2%	2%	3%	3%	5%	3%	0%
Satisfied	38%	32%	30%	46%	41%	39%	63%
Neither satisfied nor dissatisfied	26%	26%	16%	17%	25%	32%	25%
Dissatisfied	24%	33%	28%	27%	22%	16%	13%
Very dissatisfied	3%	2%	5%	2%	5%	2%	0%
Don't know	8%	5%	18%	6%	2%	8%	0%

Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

Table 5-7 Satisfaction with Council's Decision Making Processes Being Easy to Use or Engage with

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	2%	2%	3%	3%	2%	1%	6%
Satisfied	37%	30%	30%	34%	38%	32%	25%
Neither satisfied nor dissatisfied	17%	28%	16%	25%	23%	30%	31%
Dissatisfied	25%	20%	21%	24%	22%	21%	25%
Very dissatisfied	5%	7%	4%	6%	4%	1%	0%
Don't know	14%	13%	26%	9%	12%	16%	13%

5.2. City Promotions

Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend?

Table 5-8 Satisfaction that Information about Events and Festivals is Timely

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	27%	24%	16%	27%	28%	23%	19%
Satisfied	51%	59%	71%	61%	59%	62%	44%
Neither satisfied nor dissatisfied	8%	9%	3%	6%	8%	5%	19%
Dissatisfied	9%	3%	4%	2%	3%	4%	6%
Very dissatisfied	1%	1%	0%	2%	1%	0%	0%
Don't know	5%	5%	6%	3%	1%	7%	13%

Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals?

Table 5-9 Satisfaction that Information about Events and Festivals is Relevant

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	25%	25%	11%	24%	23%	21%	13%
Satisfied	63%	56%	72%	64%	63%	63%	69%
Neither satisfied nor dissatisfied	4%	12%	4%	6%	8%	9%	6%
Dissatisfied	5%	3%	5%	2%	5%	3%	6%
Very dissatisfied	1%	0%	0%	0%	0%	0%	0%
Don't know	3%	4%	7%	5%	1%	5%	6%

Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct?

Table 5-10 Satisfaction that Information about Events and Festivals is Accurate

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	19%	30%	13%	27%	26%	25%	25%
Satisfied	70%	52%	72%	60%	60%	54%	44%
Neither satisfied nor dissatisfied	3%	8%	6%	5%	6%	7%	13%
Dissatisfied	2%	2%	1%	2%	5%	1%	0%
Very dissatisfied	1%	0%	1%	0%	0%	0%	0%
Don't know	5%	9%	7%	6%	2%	13%	19%

Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

Table 5-11 Satisfaction that Information about Events and Festivals is Easy to Find and Understand

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	20%	23%	12%	22%	19%	18%	31%
Satisfied	64%	50%	72%	57%	61%	57%	50%
Neither satisfied nor dissatisfied	5%	13%	5%	9%	10%	14%	13%
Dissatisfied	8%	8%	4%	7%	9%	7%	0%
Very dissatisfied	2%	2%	1%	2%	0%	0%	0%
Don't know	2%	5%	6%	4%	1%	5%	6%

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

Table 5-12 Satisfaction with Range of Events and Festivals

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	31%	25%	20%	34%	25%	18%	44%
Satisfied	52%	56%	71%	54%	57%	61%	38%
Neither satisfied nor dissatisfied	8%	8%	3%	5%	8%	11%	6%
Dissatisfied	6%	6%	4%	4%	7%	5%	0%
Very dissatisfied	1%	1%	0%	1%	0%	0%	0%
Don't know	2%	4%	4%	3%	3%	5%	13%

5.3. Council Facilities

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

Table 5-13 Frequency of Visits to Christchurch City Council Libraries

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Have not visited in the last 12 months	23%	19%	29%	34%	32%	28%	31%
Less often than once a month	37%	26%	29%	29%	24%	28%	25%
At least once a month	19%	21%	13%	17%	17%	18%	0%
2-3 times a month	8%	11%	10%	11%	8%	13%	19%
Once a week	10%	12%	12%	7%	11%	8%	19%
2-4 times a week	4%	9%	4%	2%	5%	4%	6%
5 or more times a week	0%	2%	1%	1%	2%	1%	0%
Don't know	0%	0%	3%	0%	2%	0%	0%

5.4. Waterways and Stormwater Management

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

Table 5-14 Satisfaction with Condition of Waterways

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	5%	5%	4%	6%	4%	8%	0%
Satisfied	20%	43%	27%	35%	33%	36%	19%
Neither satisfied nor dissatisfied	9%	12%	11%	8%	18%	17%	19%
Dissatisfied	42%	32%	31%	36%	31%	20%	31%
Very dissatisfied	20%	5%	18%	10%	8%	11%	13%
Don't know	5%	3%	9%	4%	7%	9%	19%

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

Table 5-15 Satisfaction with Appearance of Waterway Margins

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	4%	10%	9%	19%	7%	9%	13%
Satisfied	41%	59%	40%	53%	57%	57%	50%
Neither satisfied nor dissatisfied	18%	13%	10%	10%	15%	14%	6%
Dissatisfied	30%	12%	23%	13%	14%	13%	13%
Very dissatisfied	6%	2%	6%	2%	3%	2%	6%
Don't know	2%	4%	12%	3%	4%	5%	13%

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

Table 5-16 Satisfaction with Condition of Waterway Margins

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	3%	5%	3%	9%	4%	5%	0%
Satisfied	28%	52%	35%	53%	54%	55%	44%
Neither satisfied nor dissatisfied	12%	18%	12%	12%	11%	15%	25%
Dissatisfied	42%	15%	31%	20%	23%	16%	19%
Very dissatisfied	11%	4%	6%	4%	3%	3%	0%
Don't know	4%	5%	13%	3%	5%	6%	13%

Overall how satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 5-17 Satisfaction with City's Stormwater Management Systems

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	3%	7%	5%	9%	6%	7%	0%
Satisfied	37%	40%	46%	45%	42%	50%	31%
Neither satisfied nor dissatisfied	15%	20%	14%	10%	15%	14%	0%
Dissatisfied	29%	18%	16%	27%	25%	19%	56%
Very dissatisfied	10%	5%	6%	4%	5%	2%	6%
Don't know	6%	9%	12%	5%	8%	8%	6%

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 5-18 Satisfaction with Kerbside Recycling

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	45%	51%	38%	58%	45%	46%	63%
Satisfied	50%	41%	54%	39%	51%	50%	31%
Neither satisfied nor dissatisfied	3%	2%	3%	1%	1%	1%	0%
Dissatisfied	2%	6%	4%	2%	4%	2%	0%
Very dissatisfied	0%	0%	2%	0%	0%	1%	0%
Don't know	1%	0%	0%	0%	0%	1%	6%

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

Table 5-19 Satisfaction with Residual Waste Collection

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	39%	46%	37%	54%	39%	42%	56%
Satisfied	52%	45%	55%	42%	55%	48%	25%
Neither satisfied nor dissatisfied	3%	5%	3%	2%	1%	1%	0%
Dissatisfied	6%	5%	4%	1%	5%	7%	13%
Very dissatisfied	0%	0%	1%	0%	0%	1%	0%
Don't know	0%	0%	0%	2%	0%	1%	6%

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

Table 5-20 Satisfaction with Organic Waste Collection

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	41%	44%	38%	46%	35%	38%	38%
Satisfied	39%	42%	46%	43%	45%	37%	38%
Neither satisfied nor dissatisfied	5%	6%	1%	1%	1%	5%	6%
Dissatisfied	12%	6%	9%	6%	17%	15%	0%
Very dissatisfied	2%	1%	5%	1%	1%	2%	0%
Don't know	1%	1%	0%	2%	1%	3%	19%

5.6. The Road Network

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

Table 5-21 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	1%	2%	1%	4%	5%	3%	0%
Satisfied	15%	32%	29%	41%	39%	41%	38%
Neither satisfied nor dissatisfied	12%	12%	21%	9%	9%	15%	25%
Dissatisfied	44%	46%	27%	36%	35%	31%	31%
Very dissatisfied	28%	8%	23%	9%	11%	9%	6%
Don't know	0%	0%	0%	0%	1%	1%	0%

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

Table 5-22 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	2%	5%	2%	5%	3%	4%	0%
Satisfied	32%	41%	48%	56%	52%	55%	44%
Neither satisfied nor dissatisfied	9%	16%	13%	7%	9%	14%	6%
Dissatisfied	42%	27%	21%	28%	26%	20%	31%
Very dissatisfied	15%	9%	17%	4%	9%	7%	13%
Don't know	0%	2%	0%	0%	1%	0%	6%

5.7. Water

Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

Table 5-23 Satisfaction with Waste Water Services

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	19%	20%	11%	25%	20%	30%	13%
Satisfied	64%	52%	67%	62%	58%	50%	56%
Neither satisfied nor dissatisfied	10%	11%	7%	6%	13%	9%	0%
Dissatisfied	4%	6%	4%	4%	1%	5%	6%
Very dissatisfied	1%	2%	3%	2%	3%	0%	6%
Don't know	3%	8%	9%	1%	5%	6%	19%

Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance.

Table 5-24 Satisfaction with Water Supply

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	40%	49%	36%	58%	51%	59%	56%
Satisfied	48%	41%	54%	34%	45%	34%	19%
Neither satisfied nor dissatisfied	7%	4%	1%	3%	2%	3%	0%
Dissatisfied	6%	3%	4%	4%	2%	4%	6%
Very dissatisfied	0%	2%	1%	1%	0%	0%	0%
Don't know	0%	1%	4%	0%	1%	1%	19%

5.8. Active Travel

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

Table 5-25 Level of Agreement that Christchurch is a Cycle Friendly City

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	8%	12%	12%	8%	8%	11%	0%
Agree	49%	44%	38%	49%	50%	34%	31%
Neither agree nor disagree	10%	13%	10%	12%	13%	18%	13%
Disagree	28%	27%	29%	24%	19%	30%	44%
Strongly disagree	5%	3%	4%	8%	3%	5%	0%
Don't know	2%	1%	6%	0%	7%	2%	13%

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

Table 5-26 Participation in Cycling

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
All the time (about every day)	10%	12%	8%	12%	9%	3%	0%
Frequently (at least once a week)	14%	15%	13%	20%	15%	16%	6%
Occasionally (around once a month)	13%	11%	11%	13%	13%	13%	19%
Rarely (no more than a few times a year)	21%	15%	14%	14%	12%	13%	13%
Never	42%	48%	54%	42%	52%	53%	63%
Don't know	0%	0%	1%	0%	0%	1%	0%

And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

Table 5-27 Satisfaction with Cycle Parking Facilities

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	8%	13%	6%	14%	6%	8%	0%
Satisfied	53%	43%	44%	46%	44%	41%	19%
Neither satisfied nor dissatisfied	8%	16%	7%	8%	11%	16%	13%
Dissatisfied	10%	9%	8%	11%	14%	7%	13%
Very dissatisfied	0%	1%	2%	2%	2%	0%	0%
Don't know	21%	19%	33%	20%	24%	28%	56%

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

Table 5-28 Level of Agreement that Christchurch is a Walking Friendly City

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	18%	26%	21%	35%	23%	24%	19%
Agree	61%	56%	64%	57%	61%	61%	44%
Neither agree nor disagree	10%	6%	3%	2%	5%	11%	13%
Disagree	10%	9%	8%	4%	11%	4%	19%
Strongly disagree	0%	2%	1%	2%	0%	1%	0%
Don't know	2%	2%	4%	0%	0%	1%	6%

5.9. Council Parking Facilities

Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Table 5-29 Use of Council Parking Facilities

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Yes, have used	68%	66%	61%	76%	65%	71%	81%
No, have not used	30%	27%	31%	22%	33%	24%	6%
Don't know	2%	8%	8%	2%	2%	5%	13%

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

Table 5-30 Satisfaction with Ease of Use of On-street Parking Meters

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	7%	12%	6%	12%	11%	7%	31%
Satisfied	55%	50%	63%	55%	58%	50%	38%
Neither satisfied nor dissatisfied	10%	14%	7%	8%	7%	8%	6%
Dissatisfied	14%	8%	6%	16%	8%	16%	0%
Very dissatisfied	2%	2%	2%	4%	2%	4%	6%
Don't know	11%	14%	15%	6%	15%	15%	19%

Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.

Table 5-31 Satisfaction with Range of Council Parking Facilities Available

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	8%	12%	4%	6%	8%	3%	19%
Satisfied	43%	31%	38%	57%	45%	38%	38%
Neither satisfied nor dissatisfied	13%	17%	12%	6%	12%	11%	31%
Dissatisfied	21%	17%	21%	17%	20%	28%	0%
Very dissatisfied	6%	5%	4%	6%	2%	3%	0%
Don't know	10%	17%	23%	7%	13%	17%	13%

Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? This includes things such as the clarity and accuracy of parking information, instructions and signage.

Table 5-32 Satisfaction with Information Provided by Council About Parking Options

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	4%	8%	3%	6%	10%	4%	13%
Satisfied	40%	34%	44%	55%	49%	40%	38%
Neither satisfied nor dissatisfied	20%	15%	5%	12%	11%	18%	31%
Dissatisfied	21%	20%	19%	17%	13%	16%	6%
Very dissatisfied	2%	2%	0%	2%	3%	3%	0%
Don't know	13%	21%	29%	9%	14%	18%	13%

Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

Table 5-33 Satisfaction with Ease of Use of Other Aspects of Council Parking

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferryroad n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	5%	5%	4%	6%	3%	1%	13%
Satisfied	43%	30%	29%	46%	44%	36%	31%
Neither satisfied nor dissatisfied	18%	23%	12%	17%	14%	24%	25%
Dissatisfied	18%	17%	18%	20%	19%	17%	13%
Very dissatisfied	3%	4%	1%	1%	3%	1%	6%
Don't know	13%	21%	37%	9%	17%	21%	13%

Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.

Table 5-34 Level of Agreement That Motor Vehicle is Safer in Council Run Off-Street Parking Compared to On-Street Parking

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferryroad n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	5%	6%	4%	6%	5%	0%	0%
Agree	30%	32%	40%	35%	35%	38%	25%
Neither agree nor disagree	30%	29%	15%	23%	31%	24%	50%
Disagree	15%	16%	20%	20%	12%	13%	6%
Strongly disagree	2%	1%	1%	3%	1%	1%	0%
Don't know	18%	16%	21%	12%	16%	25%	19%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day.

Table 5-35 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites During the Day

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	12%	15%	8%	17%	15%	10%	13%
Agree	61%	50%	57%	61%	51%	58%	56%
Neither agree nor disagree	10%	11%	9%	9%	15%	8%	13%
Disagree	2%	4%	9%	4%	5%	3%	0%
Strongly disagree	1%	1%	1%	2%	1%	0%	6%
Don't know	14%	20%	16%	9%	13%	21%	13%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark.

Table 5-36 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites After Dark

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	4%	5%	0%	5%	2%	4%	0%
Agree	38%	26%	21%	34%	28%	24%	31%
Neither agree nor disagree	15%	18%	14%	17%	22%	19%	19%
Disagree	18%	13%	33%	18%	21%	20%	19%
Strongly disagree	2%	2%	4%	6%	5%	1%	6%
Don't know	23%	37%	27%	20%	22%	32%	25%

5.10. Disaster Preparedness

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

Table 5-37 Attendance at Disaster Preparedness Meetings

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Yes, have attended	16%	13%	13%	15%	17%	12%	6%
No, have not attended	84%	86%	85%	85%	83%	88%	88%
Don't know	0%	1%	2%	0%	0%	1%	6%

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

Table 5-38 Improvement in Personal Preparedness

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	6%	22%	28%	11%	22%	11%	0%
Agree	17%	8%	8%	22%	22%	20%	2%
Neither agree nor disagree	18%	29%	12%	12%	24%	6%	0%
Disagree	17%	25%	8%	17%	8%	25%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%
Don't know	33%	0%	67%	0%	0%	0%	0%

* Note: small sample size – results indicative only

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

Table 5-39 Improvement in Community's Preparedness

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	8%	25%	13%	25%	17%	13%	0%
Agree	17%	8%	12%	18%	22%	23%	0%
Neither agree nor disagree	8%	25%	17%	17%	17%	8%	8%
Disagree	40%	40%	0%	0%	20%	0%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%
Don't know	25%	13%	38%	0%	25%	0%	0%

* Note: small sample size – results indicative only

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

Table 5-40 Improvement in Businesses' or Organisations' Preparedness

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	3%	17%	10%	17%	34%	14%	3%
Agree	19%	15%	15%	21%	15%	16%	0%
Neither agree nor disagree	33%	33%	0%	0%	0%	33%	0%
Disagree	0%	0%	0%	100%	0%	0%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%
Don't know	18%	9%	27%	0%	27%	18%	0%

* Note: small sample size – results indicative only

5.11. Overall Satisfaction

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents. Overall how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Table 5-41 Overall Satisfaction with Christchurch City Council

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Very satisfied	9%	14%	9%	10%	8%	9%	13%
Satisfied	66%	65%	64%	65%	62%	63%	69%
Neither satisfied nor dissatisfied	10%	11%	11%	10%	13%	12%	0%
Dissatisfied	12%	8%	12%	8%	14%	11%	19%
Very dissatisfied	3%	2%	1%	2%	2%	4%	0%
Don't know	1%	0%	4%	4%	0%	2%	0%

5.12. Ease of Interacting with Christchurch City Council

All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

Table 5-42 Agreement that Council Made it Easy to Interact With It

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Strongly agree	15%	23%	11%	17%	14%	9%	13%
Agree	64%	54%	46%	50%	62%	57%	56%
Neither agree nor disagree	10%	8%	5%	12%	9%	15%	13%
Disagree	8%	8%	10%	8%	11%	9%	6%
Strongly disagree	1%	2%	4%	2%	2%	3%	6%
Don't know	2%	5%	23%	12%	2%	7%	6%

5.13. Things Christchurch City Council Does Best

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Table 5-43 Things Christchurch City Council Does Best

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Rubbish and recycling collections	30%	28%	34%	42%	25%	23%	6%
Library services	14%	19%	4%	10%	15%	20%	13%
Events and festivals	13%	13%	10%	13%	11%	14%	0%
Sport & recreational facilities/activities eg tracks, swimming pools, skate parks, playgrounds	4%	9%	5%	7%	5%	7%	19%
Gardens, parks, reserves, green spaces	7%	5%	5%	3%	5%	7%	6%
Water supply	8%	5%	4%	5%	3%	5%	6%
Repairing/maintaining roads and footpaths	2%	2%	5%	2%	6%	2%	0%
Provide good service overall	5%	1%	2%	2%	2%	4%	0%
Communication/provision of information/public consultation	1%	1%	2%	2%	2%	3%	13%
Public transport	3%	2%	2%	1%	4%	2%	0%
Earthquake recovery/rebuilding the central city	1%	1%	4%	1%	2%	1%	0%
Waste water, storm water and sewerage	1%	1%	2%	2%	0%	3%	0%
Infrastructure repair/rebuild	0%	2%	1%	2%	2%	1%	6%
Making it easier to get around/making things more accessible/cycleways/walkways	1%	0%	0%	4%	2%	1%	0%
Customer service/call centre/sort problems when asked	1%	3%	1%	0%	1%	1%	6%
Keeping the city clean and tidy/looking nice	1%	0%	1%	2%	2%	1%	0%
Waterways	0%	0%	1%	1%	0%	1%	0%
Green bin needs to be bigger	0%	0%	1%	2%	0%	0%	0%
Other things mentioned by <1%	2%	4%	4%	9%	8%	5%	19%
Other general comments	0%	0%	0%	1%	1%	2%	6%
Nothing/negative comments	4%	5%	3%	1%	2%	1%	6%
No comment/don't know	11%	5%	18%	5%	8%	8%	13%

5.14. Areas for Council to Improve

Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months.

Table 5-44 Areas for Council to Improve

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Condition of the roads / the road network / congestion / roadworks	53%	38%	29%	31%	35%	32%	19%
Condition of footpaths/walkways	9%	6%	10%	6%	6%	6%	13%
More parking /cheaper parking / better parking at hospital/airport / parking meters	5%	6%	5%	11%	8%	7%	0%
Maintenance of waterways/margins / water quality	5%	3%	11%	7%	6%	1%	6%
Cycle routes / cycleways / cycle safety / bike stands	2%	11%	3%	7%	2%	5%	6%
Communication / provision of information	6%	5%	4%	6%	2%	4%	0%
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	4%	4%	2%	6%	4%	3%	13%
Refuse collection / changes to rubbish bin sizes / collection frequency	1%	5%	4%	3%	2%	3%	6%
Building consents / resource consents processes	1%	2%	2%	3%	5%	4%	6%
Stormwater/waste water/sewerage systems / prevent flooding	4%	2%	3%	2%	5%	3%	6%
Changes to public transport needed	1%	3%	2%	0%	3%	1%	0%
Fix the Eastern suburbs	7%	0%	1%	1%	0%	2%	0%
Keeping the city clean and tidy / attractive / more rubbish bins	3%	1%	3%	1%	2%	1%	0%
Earthquake repairs/rebuild / decision making	0%	1%	0%	1%	4%	3%	0%
Swimming pools	0%	1%	2%	1%	2%	3%	0%
Other sports and recreational facilities	1%	1%	1%	1%	1%	4%	0%
Concerns over level of spending / budgeting / what money is being spent on	0%	2%	3%	1%	0%	1%	13%
Roadwork management/signage/ coordination/ information	2%	0%	2%	2%	2%	1%	0%
Council decision making	0%	1%	2%	1%	0%	3%	0%
More events / wide range of events / better events / better managed	0%	2%	3%	0%	0%	1%	0%
Drinking water quality / supply	2%	0%	1%	2%	0%	0%	0%
Fixing the infrastructure	2%	1%	0%	2%	0%	1%	0%

Table 5-44 Areas for Council to Improve (continued)

	Burwood/ Pegasus n=105	Fendalton/ Waimairi n=128	Hagley/ Ferrymead n=112	Spreydon/ Heathcote n=127	Shirley/ Papanui n=130	Riccarton/ Wigram n=152	Banks Peninsula n=16
Planning / plan for central city	1%	1%	0%	0%	1%	1%	0%
Public consultation	0%	1%	2%	1%	1%	0%	0%
Customer services	0%	1%	0%	0%	1%	1%	0%
Reduce rates / stop increasing rates	1%	0%	0%	0%	0%	2%	0%
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	0%	0%	1%	2%	1%	0%	0%
Tidy up red zone / demolish abandoned buildings	0%	0%	0%	1%	1%	1%	0%
Housing supply/quality	8%	5%	10%	7%	7%	11%	25%
Other things mentioned by <1%	3%	5%	3%	7%	8%	3%	0%
Nothing / generally happy	3%	2%	13%	3%	2%	7%	0%
Don't know	1%	1%	0%	0%	1%	1%	0%

6. Analysis by Age and Gender

The following tables provide detail based on responses by age and gender. It is important to note that the margins of error for these subsamples are larger than the margin of error for the total sample due to the smaller sample sizes⁴.

6.1. City Governance and Decision Making

Thinking about Christchurch City Council, how much do you agree or disagree with the statement "I understand how the Council makes decisions?"

Table 6-1 Public Understands Council Decision Making

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	2%	3%	5%	3%	5%	2%
Agree	31%	30%	36%	39%	37%	30%
Neither agree nor disagree	26%	24%	21%	11%	20%	22%
Disagree	26%	28%	25%	33%	26%	30%
Strongly disagree	10%	4%	7%	4%	5%	6%
Don't know	6%	10%	5%	10%	7%	10%

Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

Table 6-2 Satisfaction with the Accuracy of Information About Council Decisions

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	4%	3%	3%	3%	4%	2%
Satisfied	38%	30%	35%	35%	33%	34%
Neither satisfied nor dissatisfied	25%	28%	19%	16%	24%	23%
Dissatisfied	22%	26%	29%	33%	25%	30%
Very dissatisfied	2%	5%	6%	3%	6%	3%
Don't know	10%	8%	7%	9%	8%	8%

⁴ Margins of error by age for a 50% sample at a 95% confidence level range from $\pm 5.4\%$ for those aged 25–49 to $\pm 9.6\%$ for those aged 18–24. The margin of error for males is $\pm 5.1\%$ and for females is $\pm 4.9\%$.

Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

Table 6-3 Satisfaction that Information About Decision Making is Prompt and Timely

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	3%	3%	2%	2%	2%	3%
Satisfied	40%	30%	40%	36%	40%	31%
Neither satisfied nor dissatisfied	34%	25%	11%	11%	19%	21%
Dissatisfied	14%	27%	34%	37%	26%	32%
Very dissatisfied	3%	5%	5%	2%	5%	3%
Don't know	6%	9%	9%	12%	9%	9%

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

Table 6-4 Satisfaction that Council makes Decisions in the Best Interest of the City

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	8%	4%	4%	7%	5%	5%
Satisfied	48%	50%	48%	39%	49%	46%
Neither satisfied nor dissatisfied	26%	17%	14%	18%	17%	19%
Dissatisfied	11%	21%	23%	28%	21%	22%
Very dissatisfied	1%	3%	7%	3%	5%	3%
Don't know	7%	4%	4%	5%	3%	6%

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

Table 6-5 Public Level of Influence in the Democratic Process

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Large influence	7%	5%	4%	3%	5%	4%
Some influence	53%	39%	36%	29%	36%	40%
Small influence	29%	47%	40%	49%	44%	42%
No influence	7%	8%	16%	18%	13%	11%
Don't know	5%	2%	3%	2%	2%	3%

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

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

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	1%	3%	2%	6%	3%	3%
Satisfied	33%	37%	42%	40%	41%	36%
Neither satisfied nor dissatisfied	37%	28%	20%	13%	24%	24%
Dissatisfied	15%	25%	25%	29%	22%	27%
Very dissatisfied	4%	2%	4%	4%	4%	3%
Don't know	11%	5%	7%	9%	7%	8%

Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

Table 6-7 Satisfaction with Council's Decision Making Processes Being Easy to Use or Engage with

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	1%	1%	3%	3%	2%	2%
Satisfied	40%	31%	32%	34%	37%	30%
Neither satisfied nor dissatisfied	32%	29%	20%	12%	21%	26%
Dissatisfied	9%	23%	25%	24%	22%	22%
Very dissatisfied	2%	3%	9%	3%	4%	5%
Don't know	16%	12%	11%	24%	14%	15%

6.2. City Promotions

Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend?

Table 6-8 Satisfaction that Information about Events and Festivals is Timely

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	14%	24%	29%	25%	19%	29%
Satisfied	63%	62%	54%	62%	62%	58%
Neither satisfied nor dissatisfied	10%	7%	5%	5%	8%	5%
Dissatisfied	2%	4%	6%	3%	5%	3%
Very dissatisfied	0%	1%	1%	1%	1%	0%
Don't know	11%	2%	5%	5%	5%	4%

Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals?

Table 6-9 Satisfaction that Information about Events and Festivals is Relevant

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	17%	23%	22%	19%	17%	26%
Satisfied	56%	63%	64%	69%	66%	61%
Neither satisfied nor dissatisfied	13%	9%	5%	3%	8%	6%
Dissatisfied	8%	3%	5%	2%	5%	3%
Very dissatisfied	0%	0%	0%	1%	0%	0%
Don't know	7%	2%	3%	7%	4%	4%

Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct?

Table 6-10 Satisfaction that Information about Events and Festivals is Accurate

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	20%	29%	22%	17%	24%	24%
Satisfied	63%	58%	62%	62%	58%	63%
Neither satisfied nor dissatisfied	6%	8%	5%	4%	7%	5%
Dissatisfied	4%	2%	2%	1%	2%	2%
Very dissatisfied	0%	0%	1%	0%	1%	0%
Don't know	8%	4%	7%	16%	9%	6%

Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

Table 6-11 Satisfaction that Information about Events and Festivals is Easy to Find and Understand

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	17%	23%	16%	16%	14%	24%
Satisfied	56%	59%	59%	63%	63%	56%
Neither satisfied nor dissatisfied	18%	9%	10%	6%	11%	9%
Dissatisfied	4%	7%	8%	7%	7%	7%
Very dissatisfied	0%	1%	2%	1%	2%	0%
Don't know	5%	2%	5%	6%	4%	4%

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

Table 6-12 Satisfaction with Range of Events and Festivals

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	17%	29%	29%	19%	24%	28%
Satisfied	56%	55%	55%	69%	59%	57%
Neither satisfied nor dissatisfied	13%	9%	5%	3%	8%	7%
Dissatisfied	9%	5%	5%	3%	5%	6%
Very dissatisfied	0%	0%	2%	0%	1%	0%
Don't know	6%	2%	4%	5%	5%	3%

6.3. Council Facilities

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

Table 6-13 Frequency of Visits to Christchurch City Council Libraries

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Have not visited in the last 12 months	29%	23%	36%	26%	33%	22%
Less often than once a month	28%	28%	32%	25%	29%	28%
At least once a month	17%	16%	15%	23%	14%	20%
2-3 times a month	9%	12%	8%	11%	10%	11%
Once a week	8%	12%	7%	9%	8%	12%
2-4 times a week	7%	6%	1%	3%	4%	5%
5 or more times a week	2%	2%	1%	1%	1%	1%
Don't know	1%	1%	0%	1%	1%	1%

6.4. Waterways and Stormwater Management

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

Table 6-14 Satisfaction with Condition of Waterways

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	10%	6%	4%	3%	6%	5%
Satisfied	37%	35%	31%	27%	36%	30%
Neither satisfied nor dissatisfied	19%	15%	9%	8%	10%	15%
Dissatisfied	27%	29%	32%	39%	30%	33%
Very dissatisfied	3%	11%	15%	15%	12%	11%
Don't know	5%	5%	9%	9%	5%	8%

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

Table 6-15 Satisfaction with Appearance of Waterway Margins

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	11%	10%	11%	7%	10%	9%
Satisfied	57%	52%	52%	47%	51%	52%
Neither satisfied nor dissatisfied	20%	17%	12%	3%	13%	14%
Dissatisfied	9%	15%	14%	29%	17%	17%
Very dissatisfied	0%	2%	6%	5%	4%	3%
Don't know	4%	5%	5%	7%	5%	5%

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

Table 6-16 Satisfaction with Condition of Waterway Margins

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	4%	6%	4%	3%	6%	4%
Satisfied	51%	48%	50%	39%	50%	44%
Neither satisfied nor dissatisfied	21%	15%	10%	9%	13%	14%
Dissatisfied	16%	22%	23%	32%	20%	27%
Very dissatisfied	1%	4%	6%	9%	6%	4%
Don't know	7%	5%	6%	8%	6%	7%

Overall how satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 6-17 Satisfaction with City's Stormwater Management Systems

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	10%	5%	5%	8%	8%	4%
Satisfied	46%	40%	44%	49%	46%	41%
Neither satisfied nor dissatisfied	19%	17%	15%	5%	17%	12%
Dissatisfied	16%	25%	22%	23%	20%	25%
Very dissatisfied	3%	5%	9%	4%	3%	7%
Don't know	6%	9%	5%	11%	5%	11%

6.5. Rubbish and Recycling

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

Table 6-18 Satisfaction with Kerbside Recycling

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	46%	43%	51%	55%	44%	51%
Satisfied	46%	51%	44%	42%	48%	46%
Neither satisfied nor dissatisfied	3%	2%	1%	0%	2%	2%
Dissatisfied	3%	4%	3%	2%	5%	2%
Very dissatisfied	1%	0%	1%	0%	1%	0%
Don't know	1%	0%	0%	1%	1%	0%

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

Table 6-19 Satisfaction with Residual Waste Collection

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	42%	39%	47%	49%	40%	46%
Satisfied	48%	52%	45%	46%	51%	46%
Neither satisfied nor dissatisfied	7%	3%	1%	0%	2%	3%
Dissatisfied	3%	6%	5%	4%	6%	4%
Very dissatisfied	0%	0%	1%	0%	0%	0%
Don't know	0%	0%	1%	1%	0%	1%

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

Table 6-20 Satisfaction with Organic Waste Collection

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	43%	37%	41%	45%	39%	41%
Satisfied	46%	43%	40%	39%	45%	39%
Neither satisfied nor dissatisfied	4%	4%	3%	1%	3%	3%
Dissatisfied	3%	12%	13%	11%	9%	12%
Very dissatisfied	2%	2%	2%	3%	2%	2%
Don't know	2%	2%	1%	2%	1%	2%

6.6. The Road Network

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

Table 6-21 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	4%	3%	3%	2%	3%	3%
Satisfied	32%	31%	35%	41%	35%	33%
Neither satisfied nor dissatisfied	17%	13%	11%	13%	13%	13%
Dissatisfied	38%	38%	36%	30%	34%	38%
Very dissatisfied	9%	15%	15%	13%	14%	13%
Don't know	1%	0%	0%	1%	0%	0%

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

Table 6-22 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	4%	4%	3%	3%	4%	3%
Satisfied	58%	45%	45%	51%	49%	47%
Neither satisfied nor dissatisfied	14%	14%	7%	8%	12%	10%
Dissatisfied	20%	27%	33%	25%	26%	28%
Very dissatisfied	4%	10%	11%	11%	8%	11%
Don't know	0%	0%	1%	2%	1%	0%

6.7. Water

Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

Table 6-23 Satisfaction with Waste Water Services

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	22%	19%	28%	18%	25%	18%
Satisfied	55%	58%	57%	63%	59%	58%
Neither satisfied nor dissatisfied	17%	11%	6%	3%	7%	11%
Dissatisfied	3%	4%	3%	5%	4%	4%
Very dissatisfied	0%	3%	2%	1%	2%	2%
Don't know	3%	5%	3%	10%	4%	7%

Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance.

Table 6-24 Satisfaction with Water Supply

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	51%	49%	53%	46%	52%	48%
Satisfied	38%	42%	39%	47%	39%	43%
Neither satisfied nor dissatisfied	5%	4%	2%	2%	3%	3%
Dissatisfied	6%	3%	5%	3%	5%	3%
Very dissatisfied	1%	1%	1%	1%	0%	1%
Don't know	0%	2%	2%	1%	1%	1%

6.8. Active Travel

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

Table 6-25 Level of Agreement that Christchurch is a Cycle Friendly City

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	19%	9%	8%	5%	11%	8%
Agree	40%	39%	46%	51%	44%	43%
Neither agree nor disagree	20%	14%	10%	9%	11%	14%
Disagree	15%	30%	29%	23%	25%	28%
Strongly disagree	2%	7%	3%	4%	5%	4%
Don't know	3%	1%	4%	7%	4%	3%

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

Table 6-26 Participation in Cycling

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
All the time (about every day)	13%	10%	8%	3%	13%	4%
Frequently (at least once a week)	13%	20%	13%	9%	20%	11%
Occasionally (around once a month)	18%	15%	12%	4%	13%	12%
Rarely (no more than a few times a year)	16%	18%	15%	5%	16%	13%
Never	38%	37%	51%	79%	37%	60%
Don't know	2%	0%	1%	0%	1%	0%

And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

Table 6-27 Satisfaction with Cycle Parking Facilities

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	11%	11%	7%	6%	11%	7%
Satisfied	48%	45%	47%	36%	47%	41%
Neither satisfied nor dissatisfied	16%	12%	12%	6%	11%	12%
Dissatisfied	3%	12%	8%	12%	8%	11%
Very dissatisfied	1%	1%	1%	1%	1%	1%
Don't know	21%	20%	24%	39%	22%	28%

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

Table 6-28 Level of Agreement that Christchurch is a Walking Friendly City

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	40%	23%	22%	20%	26%	23%
Agree	49%	62%	61%	59%	61%	58%
Neither agree nor disagree	7%	7%	5%	7%	5%	8%
Disagree	3%	6%	10%	10%	7%	8%
Strongly disagree	0%	1%	0%	1%	1%	1%
Don't know	1%	1%	1%	3%	1%	1%

6.9. Council Parking Facilities

Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Table 6-29 Use of Council Parking Facilities

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Yes, have used	41%	77%	71%	65%	68%	68%
No, have not used	47%	20%	25%	31%	26%	28%
Don't know	12%	3%	4%	4%	5%	4%

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

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

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	8%	11%	11%	6%	11%	8%
Satisfied	37%	56%	59%	60%	52%	57%
Neither satisfied nor dissatisfied	16%	11%	6%	3%	9%	9%
Dissatisfied	8%	14%	9%	10%	11%	12%
Very dissatisfied	0%	2%	5%	3%	3%	3%
Don't know	32%	6%	10%	18%	14%	12%

Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.

Table 6-31 Satisfaction with Range of Council Parking Facilities Available

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	3%	8%	9%	6%	8%	6%
Satisfied	37%	43%	45%	40%	40%	44%
Neither satisfied nor dissatisfied	18%	16%	7%	7%	14%	10%
Dissatisfied	13%	20%	22%	23%	19%	22%
Very dissatisfied	1%	4%	5%	4%	3%	5%
Don't know	28%	9%	12%	20%	16%	13%

Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? This includes things such as the clarity and accuracy of parking information, instructions and signage.

Table 6-32 Satisfaction with Information Provided by Council About Parking Options

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	5%	8%	6%	3%	6%	6%
Satisfied	36%	48%	41%	44%	43%	44%
Neither satisfied nor dissatisfied	16%	15%	14%	11%	12%	16%
Dissatisfied	10%	17%	21%	17%	20%	15%
Very dissatisfied	2%	2%	2%	2%	2%	2%
Don't know	32%	10%	16%	23%	17%	17%

Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

Table 6-33 Satisfaction with Ease of Use of Other Aspects of Council Parking

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	2%	3%	7%	4%	5%	4%
Satisfied	25%	44%	38%	34%	39%	37%
Neither satisfied nor dissatisfied	33%	21%	11%	11%	20%	17%
Dissatisfied	9%	17%	26%	18%	17%	19%
Very dissatisfied	0%	2%	3%	3%	2%	3%
Don't know	32%	13%	15%	31%	18%	20%

Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.

Table 6-34 Level of Agreement That Motor Vehicle is Safer in Council Run Off-Street Parking Compared to On-Street Parking

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	3%	4%	4%	5%	5%	3%
Agree	46%	31%	31%	41%	36%	34%
Neither agree nor disagree	13%	33%	27%	16%	26%	26%
Disagree	12%	16%	19%	13%	14%	17%
Strongly disagree	0%	3%	1%	0%	1%	2%
Don't know	26%	13%	18%	25%	18%	18%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day.

Table 6-35 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites During the Day

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	8%	13%	15%	13%	15%	11%
Agree	52%	59%	52%	57%	53%	59%
Neither agree nor disagree	13%	13%	11%	3%	10%	11%
Disagree	3%	3%	6%	5%	4%	4%
Strongly disagree	0%	1%	2%	1%	1%	1%
Don't know	25%	10%	14%	22%	17%	15%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark.

Table 6-36 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites After Dark

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	1%	4%	3%	3%	5%	2%
Agree	29%	30%	31%	21%	36%	21%
Neither agree nor disagree	30%	22%	13%	7%	18%	17%
Disagree	13%	22%	22%	19%	13%	27%
Strongly disagree	2%	3%	4%	5%	1%	6%
Don't know	26%	19%	27%	45%	26%	28%

6.10. Disaster Preparedness

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

Table 6-37 Attendance at Disaster Preparedness Meetings

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Yes, have attended	6%	13%	21%	14%	13%	15%
No, have not attended	93%	87%	78%	85%	87%	84%
Don't know	1%	0%	1%	1%	1%	1%

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

Table 6-38 Improvement in Personal Preparedness

	18–24 n=6*	25–49 n=43*	50–64 n=39*	65+ n=21*	Male n=48*	Female n=61
Strongly agree	6%	39%	39%	17%	33%	67%
Agree	7%	39%	32%	22%	44%	56%
Neither agree nor disagree	0%	41%	41%	18%	59%	41%
Disagree	0%	50%	42%	8%	33%	67%
Strongly disagree	0%	0%	0%	0%	0%	0%
Don't know	33%	0%	33%	33%	67%	33%

*Note – small sample size – results indicative only

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

Table 6-39 Improvement in Community's Preparedness

	18–24 n=6*	25–49 n=43*	50–64 n=39*	65+ n=21*	Male n=48*	Female n=61
Strongly agree	4%	42%	42%	13%	46%	54%
Agree	5%	40%	35%	20%	43%	57%
Neither agree nor disagree	8%	42%	33%	17%	42%	58%
Disagree	0%	20%	40%	40%	40%	60%
Strongly disagree	0%	0%	0%	0%	0%	0%
Don't know	13%	38%	25%	25%	50%	50%

*Note – small sample size – results indicative only

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

Table 6-40 Improvement in Businesses' or Organisations' Preparedness

	18–24 n=6*	25–49 n=43*	50–64 n=39*	65+ n=21*	Male n=48*	Female n=61
Strongly agree	7%	41%	41%	10%	34%	66%
Agree	5%	44%	32%	19%	45%	55%
Neither agree nor disagree	0%	50%	33%	17%	50%	50%
Disagree	0%	0%	100%	0%	100%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%
Don't know	9%	9%	36%	45%	55%	45%

*Note – small sample size – results indicative only

6.11. Overall Satisfaction

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents. Overall how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Table 6-41 Overall Satisfaction with Christchurch City Council

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Very satisfied	8%	8%	10%	15%	10%	10%
Satisfied	65%	69%	58%	61%	63%	65%
Neither satisfied nor dissatisfied	19%	10%	11%	7%	10%	12%
Dissatisfied	6%	10%	14%	13%	13%	9%
Very dissatisfied	0%	2%	5%	1%	3%	2%
Don't know	2%	1%	2%	3%	2%	2%

6.12. Ease of Interacting with Christchurch City Council

All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

Table 6-42 Agreement that Council Made it Easy to Interact With It

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Strongly agree	13%	14%	16%	15%	16%	13%
Agree	53%	60%	55%	48%	49%	62%
Neither agree nor disagree	12%	13%	7%	8%	12%	8%
Disagree	12%	6%	9%	13%	11%	7%
Strongly disagree	0%	2%	4%	2%	3%	2%
Don't know	11%	5%	9%	14%	9%	8%

6.13. Things Christchurch City Council Does Best

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Table 6-43 Things Christchurch City Council Does Best

	18-24 n=104	25-49 n=328	50-64 n=188	65+ n=150	Male n=374	Female n=396
Rubbish and recycling collections	28%	24%	32%	39%	29%	30%
Library services	17%	19%	9%	9%	9%	19%
Events and festivals	5%	17%	13%	7%	8%	16%
Sport & recreational facilities/activities eg tracks, swimming pools, skate parks, playgrounds	8%	8%	4%	5%	6%	6%
Gardens, parks, reserves, green spaces	7%	6%	5%	2%	6%	5%
Water supply	3%	4%	9%	5%	7%	3%
Repairing/maintaining roads and footpaths	4%	4%	3%	3%	4%	2%
Provide good service overall	1%	1%	3%	5%	3%	2%
Communication/provision of information/public consultation	1%	1%	3%	5%	2%	2%
Public transport	7%	2%	0%	3%	3%	2%
Earthquake recovery/rebuilding the central city	2%	2%	1%	1%	2%	1%
Waste water, storm water and sewerage	2%	1%	2%	1%	2%	1%
Infrastructure repair/rebuild	0%	1%	3%	1%	2%	1%
Making it easier to get around/making things more accessible/cycleways/walkways	1%	2%	0%	2%	2%	1%
Customer service/call centre/sort problems when asked	0%	1%	2%	2%	1%	1%
Keeping the city clean and tidy/looking nice	1%	1%	1%	1%	1%	1%
Waterways	2%	0%	1%	1%	0%	1%
Green bin needs to be bigger	0%	1%	1%	1%	0%	1%
Other things mentioned by <1%	11%	6%	4%	3%	7%	4%
Other general comments	0%	0%	1%	3%	1%	1%
Nothing/negative comments	1%	1%	5%	5%	3%	2%
No comment/don't know	3%	7%	12%	13%	8%	9%

6.14. Areas for Council to Improve

Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months.

Table 6-44 Areas for Council to Improve

	18–24 n=104	25–49 n=328	50–64 n=188	65+ n=150	Male n=374	Female n=396
Condition of the roads / the road network / congestion / roadworks	47%	40%	30%	25%	32%	39%
Condition of footpaths/walkways	10%	6%	9%	7%	6%	8%
More parking /cheaper parking / better parking at hospital/ airport / parking meters	8%	7%	8%	5%	6%	7%
Maintenance of waterways/margins / water quality	2%	5%	6%	6%	5%	6%
Cycle routes / cycleways / cycle safety / bike stands	4%	7%	3%	5%	7%	4%
Communication / provision of information	3%	5%	4%	5%	4%	4%
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	1%	3%	4%	8%	4%	4%
Refuse collection / changes to rubbish bin sizes / collection frequency	1%	3%	3%	4%	2%	4%
Building consents / resource consents processes	0%	2%	6%	3%	3%	3%
Stormwater/waste water/sewerage systems / prevent flooding	2%	3%	3%	3%	3%	3%
Changes to public transport needed	3%	2%	0%	2%	2%	1%
Fix the Eastern suburbs	0%	2%	2%	1%	2%	2%
Keeping the city clean and tidy / attractive / more rubbish bins	3%	1%	3%	1%	2%	1%
Earthquake repairs/rebuild / decision making	2%	1%	2%	1%	2%	1%
Swimming pools	0%	2%	1%	3%	1%	2%
Other sports and recreational facilities	1%	2%	1%	1%	1%	2%
Concerns over level of spending / budgeting / what money is being spent on	0%	1%	3%	2%	1%	1%
Roadwork management/signage/coordination/information	2%	1%	3%	0%	1%	1%
Council decision making	0%	1%	1%	1%	2%	0%
More events / wide range of events / better events / better managed	1%	1%	1%	0%	0%	2%
Drinking water quality / supply	0%	1%	1%	1%	1%	1%
Fixing the infrastructure	2%	1%	1%	1%	1%	1%
Planning / plan for central city	0%	1%	2%	0%	1%	0%
Public consultation	0%	0%	2%	0%	1%	1%
Customer services	1%	1%	1%	0%	1%	1%
Reduce rates / stop increasing rates	0%	0%	1%	1%	1%	1%
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	0%	0%	1%	1%	1%	0%
Tidy up red zone / demolish abandoned buildings	3%	0%	0%	0%	1%	1%
Housing supply/quality	0%	1%	0%	1%	0%	1%
Other things mentioned by <1%	3%	7%	13%	9%	11%	5%
Nothing / generally happy	5%	2%	4%	11%	4%	5%
Don't know	7%	4%	4%	5%	5%	4%

Appendix I – Questionnaire

INITIAL INTRODUCTION: Hello, My name is..... and I am conducting a survey for the Christchurch City Council about residents' satisfaction with Council services. This survey is one of several ways in which the Council obtains feedback each year from residents about how well the Council is currently delivering services to the people of Christchurch. Do you have approximately 20 minutes to complete this survey?

****IF ASKED, OR IF THERE IS ANY CONFUSION ABOUT WHO YOU ARE, TELL RESPONDENT YOU ARE FROM OPINIONS MARKET RESEARCH IN CHRISTCHURCH AND CONDUCTING THIS SURVEY ON BEHALF OF CHRISTCHURCH CITY COUNCIL.**

IF YES: Thank you for agreeing to complete the survey, we need to make sure the survey results reflect the views of people living in Christchurch, I need to start by asking you a few questions to ensure we get a good range of views.

SCREENING AND QUOTA MANAGEMENT

Q1a. Have you lived in Christchurch for at least 12 months? NOTE: INCLUDES BANKS PENINSULA
IF ASKED

Yes - CONTINUE

No - CLOSE WITH THANKS

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

Q1c. INSERT WARD. DO NOT ASK.

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

Q1d. Can you please tell me into which of these age groups you fall? CODE ONE ONLY.

NOTE: WRITE DOWN AGE FOR REFERENCE LATER IN SURVEY

1. 18-24
 2. 25-49
 3. 50-64
 4. 65+
 5. Refused - CLOSE WITH THANKS
-

Q1e. Which of the following best describes you? READ OUT. CODE ONE ONLY.

1. Male
2. Female
3. Gender diverse

READ OUT: I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with particular statements. There are no right and wrong answers, it's your general impressions of what Council is currently doing that we are interested in. In some cases you may feel you don't know enough about the topic I'm asking you about. We would prefer you to express your opinion, but if you think you really don't know you can state that you don't know.

I will read each question and then ask you to select an answer from a list that best matches your opinion.

City Promotions

READ OUT: Firstly, Thinking now about city events and festivals...

Christchurch provides and supports a range of events and festivals, such as Sparks and Cup and Show Week, activities such as walking or biking in the city or on the Port Hills and walking on the Pier and attractions such as the Botanic Gardens. Thinking now about the information provided to you by the Council about events and festivals...

Q2a. Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend? READ OUT.

CODE ONE.

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

Q2b. Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals? READ OUT. CODE ONE.

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

Q2c. Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct? READ OUT. CODE ONE.

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

Q2d. Overall, how satisfied or dissatisfied are you that the information is easy to find and understand? READ OUT. CODE ONE.

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

READ OUT: The Council supports a range of events and festivals such as Kids Fest, Body Fest, the Christchurch Arts Festival and local community festivals.

Q3. 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. READ OUT. CODE ONE.

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

Governance and Public Affairs

READ OUT: Now, some questions about governance and decision making in our city.

Q4a. Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions'? READ OUT. CODE ONE.

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

Q4b. Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? *This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.* READ OUT. CODE ONE.

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

Q4c. Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner? READ OUT. CODE ONE.

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

Q5. Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city? READ OUT. CODE ONE.

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

Q6. Overall, how much influence do you feel the public has on the decisions the Council makes? READ OUT. CODE ONE.

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

Q7a. Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does? READ OUT. CODE ONE.

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

Q7b. Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with? *This includes things such as provision of clear instructions about processes and timelines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions.*

READ OUT. CODE ONE.

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

Visits to Council Facilities

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

Q8. In the last 12 months, how often have you visited a Christchurch City Council library, including a community library* READ OUT. CODE ONE. *CONFIRM THE NAME OF A LIBRARY IF NEEDED BUT DO NOT READ OUT LIST OF LIBRARIES.*LIBRARIES - Akaroa, Aranui, Bishopdale, Central Library Manchester, Central Library Peterborough, Diamond Harbour, Fendalton, Halswell, Hornby, Linwood, Little River, Lyttelton, New Brighton, Papanui, Parklands, Redwood, Shirley, South (Beckenham), Spreydon, Upper Riccarton, and the mobile library. NOTE: LIBRARIES CLOSED AS A RESULT OF THE EARTHQUAKES: SUMNER. READ OUT. CODE ONE.

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

Waterways

READ OUT: Christchurch has a number 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.

Q9. Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep? READ OUT. CODE ONE.

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

READ OUT: 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.

Q10a. Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes things such as the layout and type of plantings or shrubs, grasses and reeds? READ OUT. CODE ONE.

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

Q10b. Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep. READ OUT. CODE ONE.

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

Q10c. Christchurch's stormwater management involves managing stormwater through things such as rivers, waterways, timbered drains and stormwater pipes. Overall how satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised? READ OUT. CODE ONE.

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

Rubbish and Recycling

READ OUT: Thinking now about the Council rubbish and recycling collection... I now have a series of questions about the Council run three-bin kerbside collection service. *This includes things such as the Council having a good understanding of resident rubbish and recycling needs and issues, provision of clear and accurate information about what can go in the three bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.*

Q11. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials? - Your yellow bin. READ OUT. CODE ONE.

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

Q12. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish? - Your red bin

READ OUT. CODE ONE.

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

Q13. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material? - Your green bin READ OUT. CODE ONE.

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

Roading

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

Q14. Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads? Condition includes things such as maintenance and upkeep. READ OUT. CODE ONE.

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

Q15. Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths? Condition includes things such as maintenance and upkeep. READ OUT. CODE ONE.

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

Water

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

READ OUT: Wastewater collection is about the underground pipes that take wastewater from your toilets, showers etc. away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

Q16. Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly? READ OUT. CODE ONE.

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

Q17. Thinking now about water supply. This is about clean, drinkable water being supplied to your house.

Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance.* READ OUT. CODE ONE.

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

Active Travel

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

Q18. *The first question is about whether or not Christchurch is cycle friendly. By cycle friendly I mean cyclists being able to travel safely and conveniently around the city by cycle using the roads and cycle lanes; showing support for cyclists by understanding their needs; provision of accurate information about the cycling network; and user friendliness of signage and information.* Overall, how much do you agree or disagree that Christchurch is a cycle friendly city? READ OUT. CODE ONE.

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

Q19. And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...READ OUT. CODE ONE.

1. All the time, by that I mean about every day
 2. Frequently, by that I mean at least once a week
 3. Occasionally, by that I mean around once a month
 4. Rarely, by that I mean no more than a few times a year
 5. Never
 6. DO NOT READ OUT: Don't know/ NA
-

Q20a. And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops? READ OUT. CODE ONE.

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

Q20b. The next question is about Christchurch being walking friendly. This includes things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information. Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

READ OUT. CODE ONE.

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

Parking

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

Q21. Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking: CODE ONE.

1. Yes
2. No
3. Don't know

Q22. Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? *This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.* READ OUT. CODE ONE.

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

Q23. Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? *This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.* READ OUT. CODE ONE.

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

Q24. Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? *This includes things such as the clarity and accuracy of parking information, instructions and signage.* READ OUT. CODE ONE.

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

Q25. Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? *This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.* READ OUT. CODE ONE.

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

Q26. Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking? *This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.* READ OUT. CODE ONE.

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

Q27. Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day. READ OUT. CODE ONE.

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

Q28. Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark. READ OUT. CODE ONE.

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

Disaster Preparedness

Q29. In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc.

1. Yes
 2. No SKIP TO Q31
 3. DO NOT READ OUT: Don't know/ NA SKIP TO Q31
-

Q30. Thinking about the following situations, how much do you agree or disagree with the following...

READ OUT. CODE ONE FOR EACH.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	DO NOT READ OUT: Don't know/NA
My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations about disaster planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Satisfaction

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

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

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

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

Things done well and opportunities for improvement

READ OUT: *All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply.*

Q32. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? *This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.* READ OUT. CODE ONE.

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

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

Q33a. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering? WRITE IN SERVICE.

Q33b. Please describe in as much detail as possible why you think Council is performing best in this area?

PROBE FULLY FOR REASONS COUNCIL IS PERFORMING BEST IN THIS AREA BY ASKING 'WHY ELSE?' UNTIL NOTHING FURTHER MENTIONED.

Q33c. Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months? WRITE IN SERVICE.

Q33d. Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area. PROBE FULLY FOR REASONS IT IS IMPORTANT FOR COUNCIL TO IMPROVE IN THIS AREA BY ASKING 'WHY ELSE?' UNTIL NOTHING FURTHER MENTIONED.

Q34. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? *Your survey responses will always be made anonymous, and your email address will not be used for any other purposes and will not be supplied to any third parties.* CODE ONE.

Yes

No

If yes, what is your email address?

Q35a. BeThere.co.nz is the official events website for Christchurch. Would you like to receive e-newsletters detailing upcoming events throughout the year? CODE ONE.

Yes, please

No, thanks

Q35b. Please confirm your email address ONLY IF NOT PROVIDED AT Q34

Email:

Thank you for taking the time to complete this survey. Can I please confirm your first name and contact phone number for auditing purposes only?

First Name:

Phone Number:

READ OUT: Thank you for taking the time to complete this survey. Your answers will contribute to the Christchurch City Council providing better service to the people of Christchurch in the future.

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

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

First Name:

Interviewer Number:

Appendix II – Verbatim Comments

Q33a. Things Christchurch City Council Does Best

Burwood/Pegasus

I think all the services are reasonable, we haven't got any complaints. We're very impressed with the rubbish and yellow bins. (Male, 65+)

I like the bins the Council provide. (Female, 50-64)

Well, umm, all the services I get from them I'm satisfied with. (Female, 50-64)

The libraries. (Male, 50-64)

I don't know. (Female, 65+)

Their Summer programme is fantastic. (Male, 25-49)

I'm happy with how the Council is still managing to run the city, given the fact of the earthquakes. (Male, 50-64)

I would say the community events - especially this last year. (Female, 50-64)

The water. (Male, 50-64)

Bringing things back to the city. (Male, 25-49)

Recreational things - like fireworks displays and music concerts, it's very, very good here in Christchurch. (Female, 50-64)

The library. (Female, 50-64)

The SummerTimes events. (Female, 50-64)

Sport and recreation. (Male, 25-49)

No idea. (Female, 65+)

Rubbish and recycling. (Female, 50-64)

The ladies that deal with the rates are very good and when you have to go into the Council the staff are very good. (Female, 65+)

None. (Female, 25-49)

The Halswell pool/library/community centre - and I'm looking forward to seeing what happens with the new pool centre in New Brighton. (Male, 50-64)

The pedestrian crossings and cycle lanes. (Male, 25-49)

The fresh water and wastewater. (Male, 50-64)

The rubbish and recycling collection. (Male, 50-64)

Sneaking the difference: taking \$25,000 off from my land value and putting it on the house value, without any reason or notification. (Female, 65+)

Buses. (Female, 18-24)

Most of the services are okay. (Female, 65+)

I can't think of one specific thing. (Female, 65+)

The library. (Female, 50-64)

Rubbish collection is great. (Male, 65+)

They're trying to keep everybody happy but they are not keeping the Eastern suburbs happy. (Female, 65+)

The different festivities and events. (Female, 25-49)

Telling lies. (Male, 50-64)

Keeping people informed about the rebuild aspects. (Male, 50-64)

The rubbish. (Female, 50-64)

The rubbish. (Female, 65+)

I don't know. (Female, 50-64)

Recycling and trash. (Male, 65+)

The recycling. (Male, 65+)

The Botanic Gardens. (Female, 50-64)

Recreation. (Female, 25-49)

Events. (Female, 50-64)

They're all pretty good under the circumstances, so I have trouble thinking which one is best. The waste is excellent. (Male, 65+)

Kerbside rubbish. (Male, 25-49)

Their water supply. (Male, 65+)

Rubbish collection. (Female, 65+)

Libraries. (Female, 25-49)

The activities they put on, because I've got a family. (Female, 25-49)

At least they pick up the rubbish. The rubbish collection. (Male, 50-64)

Roads. (Male, 25-49)

The rubbish collection and also events. (Female, 50-64)

Libraries. (Female, 25-49)

Rubbish collection. (Male, 65+)

Water. (Male, 25-49)

Rubbish services. (Female, 25-49)

Nothing stands out. (Female, 25-49)

The rubbish collections. (Male, 50-64)

Water supply. (Male, 50-64)

The airport. (Male, 65+)

The rubbish. (Male, 50-64)

Rubbish. (Female, 25-49)

The waste management. (Female, 25-49)

Events. (Male, 25-49)

The libraries and the Margaret Mahy park. (Female, 25-49)

Maintaining parks etc. (Female, 25-49)

The libraries. (Male, 65+)

Library. (Female, 25-49)

Parks. (Male, 25-49)

Nothing stands out. (Female, 25-49)

Not sure. (Male, 25-49)

Libraries. (Male, 18-24)

No comment. (Male, 50-64)

Hagley Park. (Male, 18-24)

The rubbish people. (Female, 25-49)

The rubbish and recycling. (Female, 65+)

Can't think of one. (Male, 65+)

Events. (Female, 25-49)

Maintaining the services like picking up rubbish and the roads as best they can at the moment.
(Female, 25-49)

The rubbish collection. Also, what they provide for the city in terms of things to do. (Female,
25-49)

The libraries. (Female, 25-49)

Rubbish collection. (Female, 18-24)

I can't think of one. (Male, 18-24)

Botanic Gardens. (Male, 18-24)

Green parks. (Female, 18-24)

Libraries. (Female, 18-24)

Rubbish collection. (Male, 18-24)

Buses. (Male, 18-24)

Buses. (Male, 25-49)

I do really enjoy the libraries. (Female, 25-49)

Libraries. (Male, 25-49)

Running of events. (Male, 25-49)

The rubbish collection system. (Female, 18-24)

Events. (Male, 25-49)

The recycling and rubbish collection. (Female, 25-49)

The provision of the internet at the library. (Female, 18-24)

Water supply and waste collection. (Male, 25-49)

Clean drinking water. (Male, 25-49)

The rubbish collection. (Male, 25-49)

Parks. (Female, 25-49)

Nothing that stands out. (Male, 18-24)

Parking. (Male, 25-49)

Water. (Female, 25-49)

Waste collection. (Male, 25-49)

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

Not sure. (Male, 25-49)

The inner city beautification. (Male, 25-49)

Festivals. (Male, 25-49)

Fendalton/Waimairi

I think the events and I think the kerbside collections and the libraries. (Female, 65+)

Public pools. (Female, 18-24)

Library. (Female, 25-49)

I can only speak from personal experience of what I use, I have found the recreational services which I enjoy very, very well run, the staff are well trained. (Female, 50-64)

The upkeep of parks. (Female, 25-49)

Rubbish and recycling. (Female, 25-49)

Jellie Park. (Female, 25-49)

Library. (Female, 25-49)

Library system. (Female, 25-49)

Libraries. (Male, 25-49)

Events. (Female, 25-49)

Libraries. (Male, 18-24)

I'm sorry, I don't interact with the Council enough to know. (Male, 65+)

I've got several. I think the best one is the way the Port Hills are managed. (Male, 50-64)

Parking tickets. (Male, 25-49)

Rubbish collection. (Male, 65+)

Getting the greenscape back up and running. (Male, 50-64)

Trees and vegetation. (Male, 25-49)

The kerbside collection. (Male, 65+)

Good drinking water. (Male, 65+)

Rubbish and recycling. (Female, 25-49)

Buildings. (Female, 18-24)

The Botanic Gardens are nice. (Female, 25-49)

Library. (Female, 65+)

Events calendar. (Female, 25-49)

Rubbish collection. (Female, 25-49)

The one service that stands out for people like me and my wife is the way they cope with the rubbish collection and things like that. (Male, 65+)

Library. (Male, 25-49)

Events. (Male, 25-49)

Library. (Male, 25-49)

Library. (Female, 25-49)

Rubbish collection. (Female, 65+)

The rubbish collection is quite all right. (Female, 65+)

Rubbish collection. (Female, 50-64)

Fixing Christchurch. (Male, 25-49)

The rubbish collection. (Female, 65+)

The Council resource centres are good. (Female, 65+)

Rubbish collection. (Female, 50-64)

Library. (Male, 25-49)

Don't know. (Male, 65+)

Recreation. (Male, 25-49)

Library. (Female, 25-49)

Information about the earthquake recovery. (Male, 65+)

Nothing. (Male, 65+)

I can't think of anything. (Female, 65+)

I don't know. (Female, 50-64)

The festivals and things in the Botanic Gardens. (Female, 50-64)

Swimming pools. (Male, 65+)

Rubbish collection. (Male, 25-49)

The libraries. (Female, 50-64)

Rubbish collection. (Male, 50-64)

Roading. (Male, 25-49)

Maintenance of the environment. (Female, 18-24)

Events for kids during the holidays. (Female, 25-49)

Assistance to Jerry Brownlee. (Female, 25-49)

Rubbish. (Male, 18-24)

Rubbish collection. (Female, 65+)

Rubbish collection. (Male, 65+)

The entertainment they provide. (Female, 65+)

Nothing. (Male, 50-64)

Library. (Male, 18-24)

None. (Male, 50-64)

Nothing. (Female, 65+)

The rubbish collection. (Female, 65+)

The parks and reserves. (Male, 50-64)

Library system. (Female, 65+)

Library. (Female, 65+)

Events and festivals. (Female, 25-49)

The Off The Wall programme. (Male, 65+)

Rubbish collection. (Female, 50-64)

The buses. (Male, 65+)

All the services are good. (Male, 18-24)

Rubbish collection. (Female, 50-64)

Free events. (Female, 25-49)

Rebuilding infrastructure. (Male, 25-49)

Rubbish collection. (Female, 50-64)

Library. (Male, 18-24)

Rubbish. (Male, 18-24)

Library. (Female, 18-24)

Rubbish collection. (Male, 18-24)

Rubbish collection. (Female, 50-64)

Festivals. (Female, 50-64)

Maintaining roads. (Male, 18-24)

The water supply. (Male, 18-24)

Rubbish collection and bus services. (Female, 65+)

Rubbish collection. (Female, 50-64)

I think last summer and the year before that they made quite a lot of outdoor, summer events. Outdoor events, getting people out and about. Service centres and the library in the same place, accessibility. (Female, 25-49)

Rubbish collection. (Male, 50-64)

Rubbish collection. (Male, 25-49)

None. (Female, 25-49)

Running events. (Female, 18-24)

Disability services. (Female, 18-24)

Libraries. (Female, 18-24)

Libraries. (Female, 18-24)

Library. (Female, 18-24)

Entertainment. (Female, 50-64)

Rubbish collection. (Male, 50-64)

Recreation. (Male, 50-64)

Rubbish collection. (Male, 50-64)

The swimming centres. (Female, 25-49)

Rubbish recycling. (Female, 25-49)

Rubbish collection. (Female, 25-49)

Rubbish collection. (Female, 50-64)

Collecting rates. (Male, 50-64)

Heath Wells, the advisor. (Male, 50-64)

The Kids Fest. (Female, 25-49)

No comment. (Male, 25-49)

Recreation. (Male, 65+)

Water. (Male, 50-64)

The rubbish collection. (Male, 25-49)

Organised events. (Male, 25-49)

Sparks in The Park and other events. (Female, 25-49)

Free events. (Female, 25-49)

Nothing in particular. (Male, 50-64)

They're really doing well at the libraries. (Male, 25-49)

Water and sewerage. (Male, 50-64)

Trying to get our infrastructure up and running. (Male, 25-49)

Direct customer service. (Female, 25-49)

Library service. (Male, 25-49)

The rubbish collection. (Female, 25-49)

The rubbish collection. (Male, 25-49)

Libraries. (Male, 25-49)

Pools. (Male, 25-49)

Roads and footpaths. (Male, 25-49)

Tap water. (Male, 25-49)

Upkeep of reserves. (Male, 25-49)

Sports & recreation. Jellie Park. Pioneer Stadium. Halswell. Lyttelton. (Male, 25-49)

Public water. (Male, 25-49)

Ferrymead/Hagley

I would actually say the SummerTimes events that are being run. (Male, 25-49)

No comment. (Male, 25-49)

The library service is excellent. (Female, 65+)

The three-bin collection of refuse. (Female, 50-64)

Rubbish collection. (Male, 65+)

Keeping playgrounds clean and tidy. (Female, 25-49)

Drinking water and stormwater. (Male, 25-49)

No comment. (Female, 65+)

The feedback process. (Female, 25-49)

Can't comment. (Male, 65+)

No comment. (Female, 65+)

Events organisation. (Male, 50-64)

Rubbish collecting. (Female, 25-49)

No comment. (Female, 25-49)

No comment. (Female, 65+)

Events. (Female, 65+)

Parks and reserves. (Male, 50-64)

No comment. (Female, 50-64)

Three bin collection service. (Female, 65+)

Rubbish collecting. (Male, 65+)

Rubbish collection. (Female, 65+)

Rubbish collection. (Female, 18-24)

Rubbish collection is fine except the green bin needs to be bigger. (Female, 25-49)

Rubbish collection. (Male, 50-64)

Buskers and the SummerTimes events. (Male, 50-64)

Rubbish collection. (Male, 65+)

Sending out your rates bill, I think it's 4 times a year. Can I add roading as well, I understand the position they are in and it's not going to be easy. (Male, 65+)

Rubbish collecting. (Male, 50-64)

Festivals. (Female, 25-49)

Rubbish collection. (Female, 65+)

No comment. (Female, 25-49)

Recreation. (Male, 65+)

Rubbish collection. (Female, 65+)

Rubbish collection. (Male, 50-64)

No comment. (Female, 50-64)

Rubbish collection and parks and recreation, they do a great job. Lake Rotokawau – Arthur Adcock is fabulous. (Female, 25-49)

Drinking water. (Female, 50-64)

Rubbish collection. (Female, 50-64)

Rubbish. (Male, 25-49)

Drinking water. (Female, 25-49)

I don't know. (Male, 65+)

Water management. (Female, 50-64)

No comment. (Female, 25-49)

The process of zoning/wards being made, they are showing the sizes of the suburbs. (Male, 50-64)

Nothing. (Male, 50-64)

Providing Information regarding events that are occurring. Providing a lot of information prior or running up to the event, such as parking etc. (Female, 50-64)

Rubbish collection. (Male, 18-24)

No comment. (Female, 25-49)

No comment. (Male, 65+)

Maintenance of grounds and parks, the outdoors areas are very well looked after, they've done very well in that aspect. (Male, 25-49)

Keeping Christchurch tidy to make the place look better and more appealing to tourists etc. (Female, 25-49)

Getting involved. (Female, 25-49)

Entertainment. They're trying their best to try and keep people as happy as possible. It's a wide range of entertainment, reaching a broader audience. (Male, 25-49)

The Libraries. The staff are wonderful. They're easy to access. Great hours. I think it's amazing that you can ask them to source a book for you if they don't have it and they'll try their best to get it for you. (Female, 50-64)

Maintenance. (Male, 25-49)

Library. (Male, 18-24)

Rubbish collection. (Male, 50-64)

The rubbish service because they're always prompt, they're there every week and it works so exceptionally well. (Female, 50-64)

No comment. (Male, 65+)

Collecting rubbish and recycling (kerbside bins). (Female, 50-64)

Rubbish collection. (Female, 50-64)

Not one particular thing stands out. (Female, 25-49)

They're dealing with the rebuild as best they can. (Female, 25-49)

Parks and recreational facilities, things are reasonably maintained. Considering the other major works going on in the city, the Council are doing a great job at this. (Male, 25-49)

Customer service. (Male, 50-64)

Rubbish. (Female, 50-64)

Libraries. (Female, 18-24)

Water waste and stormwater. (Female, 18-24)

Rubbish collection. (Male, 18-24)

Rubbish collection/events. (Female, 25-49)

No comment. (Male, 50-64)

No service. (Male, 50-64)

The recycling and rubbish bins. (Female, 18-24)

Rubbish collection. (Female, 18-24)

Rubbish collection. (Male, 65+)

Road maintenance. (Female, 18-24)

I don't know. (Female, 18-24)

Collection of waste. (Female, 18-24)

Buses. (Male, 25-49)

Repairing the city. (Female, 18-24)

The rebuilding of libraries and other public facilities. (Male, 18-24)

Maintaining waterways. (Female, 65+)

Rebuilding infrastructure. (Female, 50-64)

Upkeep of roads. (Female, 25-49)

Rubbish collection. (Female, 25-49)

Rubbish collection. (Female, 25-49)

The three bin refuse service is very good. (Male, 25-49)

Working on Christchurch roads. (Female, 25-49)

Metro Services. (Male, 18-24)

The collection of waste. (Female, 25-49)

No comment. (Male, 25-49)

The collection of rubbish. (Male, 18-24)

Rubbish collection. (Female, 65+)

Rubbish collection. (Female, 25-49)

The Council is doing nothing well, for people living in the East side there has limited help and assistance with earthquake damage 5 years on. (Male, 50-64)

I think they look after the city well. (Male, 25-49)

SummerTimes events, Lantern Festival, food festival. (Female, 25-49)

The festivals and events that the CCC provides. (Male, 25-49)

I don't know. (Male, 25-49)

The three bin refuse collection service. (Female, 25-49)

Recreational areas. (Female, 18-24)

Making roads. (Male, 18-24)

Traffic signals and maintenance. (Male, 25-49)

Free events like SummerTimes. (Female, 25-49)

The Art Gallery and Museum, and the Botanic Gardens. Provision of these attractions for Christchurch residents and visitors. (Male, 25-49)

They are keeping the momentum up with the rebuild. (Male, 25-49)

Drinking water. (Male, 25-49)

Provision of basic services now, post-quake times. (Male, 25-49)

Rubbish collection. (Male, 25-49)

City roads. (Male, 25-49)

Events. (Male, 25-49)

Parks and recreation. (Male, 25-49)

Spreydon/ Heathcote

The water. (Male, 50-64)

Library. (Female, 25-49)

Their recreation services. (Female, 25-49)

Parks. (Female, 25-49)

Rubbish collection. (Male, 25-49)

Rubbish collection. (Male, 65+)

Rubbish collection. (Female, 18-24)

Parks and recreation, dog parks, good parking and up keep is very good. (Female, 25-49)

The rubbish collection is very good. (Female, 65+)

Housing. (Male, 25-49)

Rubbish collection is much improved after the introduction of three bin system. (Female, 25-49)

Rubbish collection. (Male, 65+)

Waste management. (Male, 65+)

Events. (Female, 25-49)

Rubbish removal. (Female, 65+)

Keeping Christchurch clean and tidy. (Female, 65+)

Rubbish collection and water supply. (Male, 65+)

Public adverts, the Margaret Mahy playground, Xmas in the Park, Sparks, libraries and services. (Male, 65+)

Doing their best with infrastructure and events are well run. (Male, 65+)

Libraries, they are easily accessed and books out at no charge. (Female, 65+)

It's their variety of events and festivals for all ages. I did feel sorry for the start of the Buskers. (Female, 25-49)

I would say the rubbish collecting, no complaints there. (Male, 50-64)

Events and festivals. (Female, 25-49)

I would have to say the rubbish collecting. (Male, 65+)

I would have to say our rubbish collecting. I've had to problem in this area, they do a great job. (Male, 65+)

I would have to say the libraries. (Male, 25-49)

I think that is a job that they are doing and they are very good at it. No real complaints. I've travelled overseas and I would have to say we are very lucky and very lucky to have their services, they do an excellent job with the rubbish collecting. (Female, 65+)

It would have to be the rubbish collecting at our gate. (Male, 65+)

The rubbish collecting is very good but I would like to have a bigger green bin without the extra charges. Same size as the yellow bin. (Female, 25-49)

I would like to make a comment about something that happened some time ago which I don't think the Council handled very well. It was the time I reported a section that was a fire hazard. I rung them about it and they said they would get back to me after a month but I heard from no one. Being down a no-exit road if there had been a fire we would not have got out of there and people could have got hurt. I put it down to sometimes not having very knowledgeable staff who could have handled it a lot better. I'm one of these people who don't like complaining at all. I do know that roading is going to take some time but I had noticed the way they had laid the new footpath outside Ballantynes and it was the concept of it that made it walking friendly to the public. (Female, 50-64)

I would have to say the rubbish collecting. I don't have any complaint about them. One thing, if only they could let us have a bigger green bin without the extra charge to us rate payers. The size of the yellow one. (Female, 65+)

Building consents. (Female, 65+)

I would have to say the rubbish collection. (Male, 65+)

Rubbish collection. Putting on events and festivals. (Male, 50-64)

Do a great job with events like Christmas in the Park, Sparks, Lanterns and Buskers. (Female, 50-64)

Rubbish recycling is very efficient. (Male, 65+)

I don't know. I could say rubbish collecting, I don't have any problems there. (Female, 65+)

Not too sure but I have no real complaints with our rubbish collecting. (Male, 65+)

As far as I know I think the rubbish collecting is great, that's about it. (Male, 25-49)

I would have to say the music festival and other events as well. (Female, 65+)

I would have to say the rubbish collecting at your gate. I think they do a great job. (Female, 25-49)

I think since they have put in the cycleways it is a lot safer. (Female, 65+)

I think river maintenance and upkeep. I do know that during December and January while most of them are on holiday that is when you notice the maintenance and upkeep is not so very good. (Female, 50-64)

I think it would have to be the rebuild of our city. I agree strongly, I know it's not easy but I do think they are doing a fantastic job. You'll always get some people not happy but with what the city went through I still say they are doing a fantastic job. (Male, 25-49)

Rubbish. (Female, 18-24)

Festivals, the ease of attending KidsFest. (Female, 50-64)

Rubbish service and water supply. (Female, 50-64)

Rubbish collection. (Male, 18-24)

Recreation. (Male, 25-49)

Proactive in fixing roads but fixing small patches at a time, meaning the fixed parts are deteriorating before the next part is fixed. (Female, 25-49)

Rubbish collection. (Male, 50-64)

Rubbish collection. (Male, 25-49)

The rubbish collection at my gate, I have no problems at all with this. (Male, 25-49)

In the rubbish collecting. (Female, 25-49)

I would have to say our rubbish collecting in our street. (Female, 65+)

No comment from me. No other or further comments. (Female, 25-49)

Roading. (Male, 25-49)

Libraries. (Female, 65+)

I would have to say the recycling and rubbish collecting. (Female, 50-64)

I would say the rubbish collections. I think they do a great job there. (Male, 50-64)

I would have to say dog registration. They do a great job. No further comments. (Female, 18-24)

I would have to say the rubbish collecting mainly because they use bins now compared to the rubbish bag. At least you don't have the dogs breaking into them and they are efficient as well. (Male, 50-64)

The rubbish collection at the kerb side. I think they do a fantastic job. (Male, 50-64)

Cycleways. (Male, 25-49)

Libraries. (Female, 50-64)

Recreation. (Female, 25-49)

At the moment, it would have to be the rubbish collecting. (Female, 25-49)

I would have to say the libraries. (Male, 50-64)

Events and festivals. (Female, 25-49)

The rubbish collecting, I think they are doing a fantastic job. (Male, 25-49)

The libraries are fantastic and they really try to provide a range of things to the community, the staff are really helpful and make you feel a part of the community. (Female, 25-49)

No comment. (Female, 50-64)

Coping in times of disaster, it's a big job. (Male, 50-64)

General services are good. (Male, 25-49)

Festivals, libraries, parks. (Female, 25-49)

Rubbish collection. (Female, 50-64)

Central services. (Male, 25-49)

Events are very good for all age groups. (Female, 50-64)

Maintenance of parks and leisure activity areas. (Male, 50-64)

Sparks in the Park. (Female, 25-49)

They are handling the earthquake recovery well, with letting the public know what's going on, things are going ahead. (Female, 50-64)

Library services. (Female, 25-49)

Events and festivals. (Female, 25-49)

Clean drinking water. (Male, 25-49)

No comment. (Male, 50-64)

Rubbish bins. (Female, 25-49)

Trying to promote the city. (Male, 25-49)

Walking - all the walking tracks and active travel. (Female, 18-24)

Rubbish. (Male, 25-49)

Rubbish collection. (Female, 25-49)

Walkways. (Male, 25-49)

I would have to say communicating with the public. (Male, 25-49)

That's a hard one to answer, knowing what's happening in our city. I would have to say at this moment rubbish collecting. (Female, 50-64)

I would have to say the rubbish collecting and libraries. (Female, 50-64)

Mainly the drainage, of keeping up the maintenance and upkeep. (Female, 25-49)

I don't know. (Female, 50-64)

I would have to say rubbish collecting. (Male, 25-49)

The rubbish collecting and recycling. It's their job and they do it very well. (Male, 50-64)

I would have to say the events and festivals. (Female, 25-49)

The way they send out their rates bill. They don't have problems sending them out. (Female, 50-64)

I would have to say the rubbish collecting. I think they are doing a great service to the residents. (Male, 25-49)

The rubbish and recycling is the best thing. (Female, 25-49)

Rubbish collection. (Female, 18-24)

Parking. (Female, 18-24)

Cycling and public transport. (Female, 18-24)

Helping communities. (Male, 18-24)

Library. (Female, 25-49)

Events. (Male, 50-64)

Speed breakers. (Male, 18-24)

Events in the community. (Female, 18-24)

Gym/recreation. (Male, 25-49)

No comment. (Female, 25-49)

Infrastructure, water and sewerage. (Female, 50-64)

Parks. (Male, 25-49)

The rubbish collection, they are doing a fine job there but could do with a bigger green bin with no charge to the ratepayer. (Male, 50-64)

Rubbish collecting. Nothing else comes to mind. (Male, 50-64)

The rubbish collecting, I'm very happy with them. (Male, 18-24)

Roading because we are doing it nearly 24/7 so in all weathers we are out there doing it. (Male, 25-49)

Libraries and pools. (Female, 25-49)

Drinkable water supply. (Male, 25-49)

Cycling. (Male, 25-49)

Information. (Male, 18-24)

The 30km rule in town. (Male, 18-24)

No comment. (Male, 50-64)

Their rubbish collecting. I have no complaints there and they are very reliable as well. (Male, 25-49)

For me I would have to say no further comment only that I am satisfied in what they are doing. (Male, 25-49)

I would have to say rubbish collecting. (Male, 18-24)

Shirley/ Papanui

The rubbish bins and the parks. (Female, 65+)

No comment. (Male, 50-64)

The community events, stuff like Buskers etc. (Female, 50-64)

Libraries. (Female, 25-49)

Libraries. (Female, 25-49)

Library. (Female, 25-49)

Road repairs. I can only say about my area, they are getting on with the roads. (Male, 65+)

Aid given to cyclists. (Female, 25-49)

Library. (Female, 25-49)

Recreation and sport. (Male, 18-24)

Roading. (Female, 65+)

Libraries. (Female, 65+)

Don't know of any. (Female, 65+)

All the work with underground pipe work in city. (Female, 50-64)

Services after the earthquakes working with the government. (Female, 50-64)

Rubbish collections with 3 bins. (Female, 50-64)

Rubbish collection especially the three bins service. (Female, 50-64)

The rubbish collection using the three bins. (Male, 65+)

Setting rates increases. (Male, 65+)

Regarding the earthquake rebuild. (Male, 50-64)

Libraries. (Female, 25-49)

Libraries. (Female, 50-64)

They are doing the best in road work. (Male, 65+)

Providing information about their services. (Female, 65+)

Council rubbish collection. (Female, 65+)

Providing entertainment. (Female, 25-49)

Bus transport is excellent. (Male, 65+)

The new library facilities are good. (Female, 25-49)

Don't know. (Female, 50-64)

Re property queries they are very good. (Male, 50-64)

Events and festivals. (Male, 25-49)

All the services they are providing me are good. (Female, 65+)

Libraries. (Female, 25-49)

The bus, it runs every 15 minutes. That's good, in Invercargill you have to wait. (Female, 25-49)

Accommodation. (Female, 50-64)

Libraries. (Male, 18-24)

Roadside rubbish. (Female, 25-49)

Rubbish collection. (Female, 50-64)

Rubbish collection. (Male, 50-64)

Community clean up. (Female, 25-49)

They pick up the rubbish every week. (Female, 25-49)

Can't pick one. (Male, 50-64)

They are doing a good job with roading. (Female, 50-64)

Leisure activities are pretty good. The pools and the gyms. (Male, 25-49)

Nothing. (Male, 50-64)

Rubbish etc. collection. (Female, 25-49)

Collection of waste. (Male, 18-24)

I am not sure but I am not happy about cycling and the new dog rules. (Male, 65+)

Recreation facilities. (Female, 25-49)

Rubbish collections. (Female, 25-49)

I can't think of any. (Female, 25-49)

Park and libraries. (Female, 25-49)

I don't know. (Male, 25-49)

Rebuild in the central city. (Male, 25-49)

Work by City Care, the road works, also by Council. (Male, 50-64)

Libraries. (Female, 50-64)

Roading maintenance. (Female, 50-64)

The events and festivals. (Male, 25-49)

The libraries. (Female, 25-49)

I don't know. (Male, 50-64)

Rubbish collection. (Female, 65+)

Rubbish collections. (Female, 50-64)

Not one service stands out, they are doing all services well. (Male, 50-64)

Publicity – the communication with the people. (Male, 65+)

Kerbside rubbish collection. (Female, 65+)

Water supply. (Male, 50-64)

The upkeep of parks and recreation areas. (Male, 50-64)

Infrastructure. (Female, 50-64)

Maintenance of recreational parks. (Male, 25-49)

Events and festivals. (Female, 25-49)

The events and festivals and parks. (Female, 25-49)

The building consent process. (Male, 50-64)

Water supply. (Female, 50-64)

The festivals and events. (Female, 25-49)

Entertainment and events in the parks. (Male, 50-64)

I don't know of any. (Female, 50-64)

Service by staff in answering questions over the phone. (Female, 65+)

Libraries. (Female, 65+)

The libraries. (Female, 25-49)

Transport, the buses. (Male, 65+)

Rubbish collections are very good. (Male, 65+)

I can't think of any. (Male, 65+)

The footpath in Cranford St, they did good job fixing this. (Male, 50-64)

The range of free events and festivals. (Male, 50-64)

I can't think of any. (Male, 50-64)

The supply of water, the household water is excellent. (Male, 65+)

Roadside rubbish collection. (Female, 65+)

Organising events and festivals, they are very good at this. (Female, 65+)

Rubbish collection. (Female, 50-64)

Rubbish collection. (Male, 18-24)

Parks. (Male, 18-24)

Dishing out parking tickets. (Female, 18-24)

Education facilities. (Female, 18-24)

Public transport. (Female, 18-24)

Glad they are restoring the town hall. (Male, 65+)

Council run swimming facilities. (Female, 25-49)

Organizing events. (Male, 25-49)

Libraries. (Male, 25-49)

Garbage collection and recycling. (Female, 25-49)

Maintenance. (Female, 18-24)

Events. (Male, 18-24)

Events such as noodles market. (Female, 18-24)

Cleanliness of roads. (Male, 18-24)

The kerbside rubbish collection is good. (Male, 25-49)

Roadside kerbside rubbish collection. (Female, 50-64)

Domestic water supply. (Female, 50-64)

Rubbish kerbside collection. (Male, 25-49)

Traffic management. (Male, 25-49)

Rubbish collection, the 3 bin collection. (Female, 25-49)

Libraries. (Female, 25-49)

Rubbish. (Male, 18-24)

Library. (Female, 18-24)

Organizing Events. (Female, 25-49)

The roads. (Female, 25-49)

Kerbside collection - rubbish. (Male, 25-49)

Libraries. (Female, 25-49)

The collection of rubbish. (Female, 25-49)

Sporting facilities e.g. public gyms. (Female, 18-24)

Community facilities. (Male, 25-49)

Rubbish collection. (Male, 25-49)

Library service. (Male, 25-49)

Rubbish collection. (Male, 25-49)

Recreation, e.g. the Margaret Mahy Family Playground. (Male, 25-49)

Environment. (Male, 25-49)

Bin collection, it is always on time and I never have any problems. (Male, 25-49)

Rubbish. (Male, 25-49)

Paying rates is easy. (Male, 25-49)

Rubbish collection. (Male, 25-49)

Public Transport. (Male, 25-49)

Three bin rubbish collection. (Male, 25-49)

Riccarton/Wigram

The news they give out and looking after the suburbs. (Male, 50-64)

The rubbish collection. (Female, 65+)

The kerbside collection. (Female, 50-64)

Water. (Female, 25-49)

For us probably the pools. (Female, 25-49)

I've got no idea what their best service would be. (Female, 50-64)

I think the utilities like rubbish, water and so on, all the basics are done as well as we can expect. (Male, 50-64)

I'm quite content with most of them, I appreciate the work that's gone in, the service I get is ok. (Male, 65+)

With our dealings with the Council they were very helpful - they removed the trees and repaired the driveway. I was very impressed with the dealings with Council. (Female, 50-64)

I can't think of one off hand. (Female, 65+)

Library. (Female, 25-49)

I live down a lane and I don't get any service, the only service I get is rubbish collection. (Female, 65+)

Well I think that they doing the best during this rebuild and I think that Leanne Dalziel and her workers are doing a good job. Trying to save money, what they are going to do with the 630 million from the insurance company will be interesting to see. (Male, 65+)

I think the rubbish is about the best. (Male, 65+)

Getting rid of the sewerage and rubbish etc. - we have been fortunate and had no issues. (Male, 50-64)

I think they are performing really well in the restoration of Christchurch. (Male, 65+)

I think they do a good job with the library services, the staff give the best result. It's a relaxing place to be. I think they do quite well with that. (Male, 25-49)

The city libraries. (Male, 25-49)

Roads are the best one given the circumstances, given the problems over the last 5 years they have done a great job getting them back to a better state. (Male, 50-64)

Rubbish collecting. (Female, 50-64)

I can't think of anything, they are doing a wonderful job, I think they are doing the best they can. (Female, 65+)

Don't know. (Female, 50-64)

Rubbish pickup. (Male, 65+)

Event management. (Female, 65+)

The shows and stuff they put on. (Female, 50-64)

I'm very keen on their rubbish collection. (Female, 65+)

The parks and facilities are well maintained and accessible. (Male, 50-64)

I'd say the public sponsored events, the Sparks in the Park, the SummerTimes events are well run. (Male, 25-49)

Rubbish bins and recycling. (Female, 25-49)

Well, overall I feel that the best thing they do is the information they can give out via the press or via their own pamphlets, that's quite good. (Male, 65+)

They're quite good at revenue gathering. (Male, 65+)

Sports and recreation. (Female, 25-49)

Library. (Female, 25-49)

I think it's performing the best with its recreational provision of recreation opportunities and libraries in this northwest part of the city. (Female, 65+)

Getting permits for the rebuild I found the staff very helpful and I'm happy with the service I got. (Male, 50-64)

Off the top of my head I don't really have an answer. (Female, 25-49)

Library service. (Female, 18-24)

Public events. (Male, 25-49)

Parks. (Female, 18-24)

Don't know. (Male, 25-49)

Considering I don't have a lot to do with the Council, the only one that affects me is collecting the rubbish. (Male, 65+)

Library. (Female, 25-49)

I think probably the libraries. (Female, 65+)

The parks and reserves are maintained and running well, and the rubbish collection. (Male, 50-64)

The rubbish collection, it's the most regular service for me that works well and helps the environment. (Female, 65+)

The drinkable water - haven't had any issues with the system. (Male, 65+)

Library, it's up to date, friendly staff, easy access to books and withdrawing books is easy. (Male, 65+)

I don't know enough about the services. (Female, 65+)

Don't really know. (Female, 65+)

I think the activities. (Male, 65+)

Swimming pool. (Female, 50-64)

Rubbish collection. (Male, 65+)

Ye gods! The one thing they're doing best? That's a curly one. I really have no thought apart from I'm overall appreciative that with all that's going on they're generally able to keep the services going for the vast majority of the city. (Male, 50-64)

They look after families, they have parks and places for families. (Female, 25-49)

The events they put on e.g. Christmas in the Park, the Lazy Sundays. (Female, 50-64)

A lot of good outings for people – festivals, they let you know when people are coming. (Female, 65+)

Organizing events. (Male, 25-49)

Library. (Female, 18-24)

Making it a city which encourages human walking, biking etc., keeping fit. (Female, 65+)

Probably dog licensing. (Female, 25-49)

Rubbish collection. (Male, 50-64)

Libraries. (Female, 25-49)

I suppose the streets are kept clean, the lights working, the parks maintained. (Male, 65+)

Probably the range of festivals and events. (Female, 50-64)

Probably the rubbish. (Male, 25-49)

I can't even think. I suppose planning for the green around the Avon. (Female, 50-64)

Library. (Male, 25-49)

I do like the SummerTimes events, they give good information out and variety and it's free.
(Female, 50-64)

Recreation. (Female, 18-24)

Rubbish. (Male, 25-49)

Rubbish collection. (Male, 18-24)

Buses. (Male, 25-49)

I would say access to green space and urban parks. (Male, 18-24)

Rubbish collection. (Female, 18-24)

Rubbish. (Female, 25-49)

Rubbish collection. (Male, 25-49)

Water. (Male, 18-24)

I don't have a lot to do with the Council. (Female, 50-64)

Parks and recreation. (Male, 18-24)

Libraries. (Female, 25-49)

Waste water. (Male, 25-49)

Events. (Female, 18-24)

They are doing really well with cultural events and the multi-culture in the city. (Female, 25-49)

I don't know. (Female, 25-49)

Rubbish collection, picking up rubbish. (Female, 25-49)

Libraries. (Male, 18-24)

Rubbish. (Male, 18-24)

Bus services. (Female, 18-24)

The refuse, the rubbish collection. (Female, 25-49)

I can't think of one thing they're doing the best with. (Female, 25-49)

We use the libraries quite a bit. (Female, 50-64)

Roading. (Male, 18-24)

I think they're doing pretty good with their rubbish. (Female, 25-49)

Water. (Female, 50-64)

I think the Council is actually trying to improve the living of Christchurch residents. (Male, 25-49)

Just the regular rubbish service. (Male, 50-64)

I think they're very good in providing entertainment and all the other bits and pieces. (Male, 50-64)

Skate parks. (Male, 18-24)

The events team are amazing. (Male, 25-49)

In the community library, they are appealing to families and in a good location. (Female, 25-49)

They're making some headway. (Male, 50-64)

Roading and walkways, the transport side of things and the infrastructure. (Male, 25-49)

Bin collection. (Male, 25-49)

Rubbish collection. (Female, 18-24)

Rubbish collection. (Male, 18-24)

Rubbish collection. (Female, 50-64)

I think they make very good decisions. (Female, 65+)

The waste water and household clean water, I think they do a good job. (Male, 65+)

Libraries. (Female, 18-24)

Rubbish collection. (Female, 18-24)

Storm water management. (Female, 18-24)

The library. (Female, 50-64)

I'd probably say events, public libraries and the parks. (Female, 50-64)

They are doing the rubbish collection well, the bins are always emptied, nothing's missed, no rubbish on the ground. (Female, 25-49)

I like reading about what they're doing, keeping things up to date and so on, which is a good idea. (Female, 65+)

Waste management. (Female, 25-49)

Park maintenance. (Female, 25-49)

Libraries. (Male, 25-49)

Keeping waterways clear. (Male, 18-24)

Revenue collecting. (Male, 25-49)

The water supply. (Male, 18-24)

MetroCard, the bus exchange. (Male, 18-24)

Containing rivers and preventing flooding. (Female, 18-24)

Planning the city. (Female, 25-49)

That's a tricky question. Probably the library service. (Female, 25-49)

Infrastructure. (Male, 25-49)

Waste management, rubbish. (Male, 18-24)

Library. (Female, 25-49)

Events. (Male, 25-49)

They collect my rubbish. (Female, 50-64)

Festivals and events. (Female, 25-49)

Libraries. (Male, 25-49)

Events and festivals. (Female, 25-49)

They organise events well and ensure there is a range of events for all ages. (Female, 25-49)

Events. (Female, 25-49)

The building of new projects, especially family orientated places. (Male, 25-49)

Parks for children etc. (Female, 25-49)

Community facilities e.g. library, pool. (Male, 25-49)

Libraries. (Female, 25-49)

Rubbish collection and recycling. (Female, 25-49)

The public services such as the entertainment, the social gatherings and the libraries. (Female, 25-49)

Libraries. (Male, 25-49)

Library. (Male, 25-49)

By far the many excellent libraries around Christchurch. (Male, 25-49)

Summer events. (Male, 25-49)

No comment. (Male, 50-64)

The rubbish collection. (Male, 50-64)

Libraries. (Male, 50-64)

Sorting out the financial situation. (Male, 50-64)

The water supply. (Male, 50-64)

Library services. (Male, 25-49)

No idea. (Male, 25-49)

Banks Peninsula

The regular updates that come in the mail, like the leaflet that comes out regularly. (Male, 65+)

Installation of reticulation pipes for the household water at the Spit to our township and the storage facility. They are building a community centre for us and I am probably going to the meeting about it in a couple weeks. (Male, 65+)

They are very good at providing facilities like recreation centres. (Female, 65+)

Provide adequate management of the city's infrastructure. (Male, 50-64)

Liaising with the other authorities like Environment Canterbury and the citizens. (Male, 25-49)

Rubbish collection and recycling. (Male, 25-49)

Lyttelton Swimming Pool is reopened and they have relocated the library though they were going to close it for renovations after the meeting changed the Council's preference. (Female, 50-64)

I don't have anything in mind. (Female, 25-49)

Botanic Gardens. (Female, 65+)

Keeping the libraries open and operating. (Female, 50-64)

Nothing. (Female, 50-64)

They encourage a sense of community. (Male, 18-24)

Libraries. (Female, 25-49)

They look out for the citizens of Christchurch. (Male, 25-49)

Customer service. (Male, 25-49)

I cannot think of anything. (Male, 50-64)

Q33b. Why Christchurch City Council Performs This Service Best

Burwood/Pegasus

Q33a. Rubbish and recycling collections

To us it's just a clean system that works well, is easy to use and is collected on time. (Male, 65+)

Since the bins have come into place it's easier to divide your rubbish up. It makes it easier from a household perspective to sort everything out. (Female, 50-64)

They come every week in a timely manner without absence. (Female, 50-64)

The whole thing is a good service, it's reliable. (Male, 50-64)

It's always on time and always picked up and they're always there and the bins are never left lying around. It's just reliable and good. I get comments from people outside the city who think it's good. (Male, 65+)

They are collected and if they're not collected they let you know, but it would be nice if they could take all three once a week. (Female, 50-64)

It's just good to know it's not hanging around the place. You have a good selection of bins. We've never had notices to say our bins are dirty or that we've put the wrong stuff in, so overall we're quite happy. (Female, 65+)

I think because they've started with the bins they can't just ignore it, they have to sort out how to get rid of the rubbish. (Male, 65+)

It keeps the rubbish off the street so it can be recycled and it always disappears. (Male, 65+)

It seems trouble free. (Male, 65+)

It's programmed and we know when they are doing it. (Male, 25-49)

They're reliable and it's just a good service - reliable. (Female, 65+)

It's regular and efficient and reliable. (Male, 50-64)

It's just always on time and they do what they say they're going to do. Good variety and well run events. (Female, 50-64)

They come regularly, it never fails and they let you know of changed dates or holidays. (Male, 65+)

It's just efficient - it's always being picked up – and it's clean. (Female, 25-49)

It's regularly picked up every week and when you go to the recycling centre they definitely recycle what they can, and it's well separated pit, but we suffer in this area from people dumping rubbish because it's too expensive for people to go to the refuse centre. (Male, 50-64)

They come regardless every week. We can put a lot more in than we used to. (Male, 50-64)

Never had any problems with collection always done timely and reliable service (Female, 25-49)

Just that they are on to it, and do do it on the stipulated days and we are notified if there are any changes to the day of rubbish collection. (Female, 25-49)

They're always here every week. (Female, 25-49)

The fact they changed it so you've got different bins for different things. (Female, 65+)

The rubbish is always picked up. Usually if there's a pothole and someone rings up it's usually fixed within a week. (Female, 25-49)

Just the fact they divide it up into the 3 different colours and it's always taken away and we always know when, and that they care about recycling. (Female, 25-49)

Since the update to bigger bins, it's much cleaner on the streets. Putting them out is an easy and it's a friendly service. (Female, 18-24)

The ease of collection. (Male, 18-24)

The range of products we can recycle is very good and so we're throwing less away. (Female, 18-24)

It's just very reliable - it happens every week the same time without fail. Convenient and having the three bins is good for the environment and less waste. (Female, 25-49)

Water is clean and good. Waste collection is timely. (Male, 25-49)

The wheelie bins work well and the general environment is nice and tidy. It runs to schedule. (Male, 25-49)

Regular, the same every week. See a lot of it. (Male, 25-49)

It seems to be done and I don't have a problem with it. But the green bins are too small. (Male, 25-49)

Q33a. Events and festivals

They inform you it's on – we're well informed, they are well prepared and it's a well-structured system. (Male, 25-49)

The provision of those events in public spaces, especially in the inner city, and encouraging people to use and beautify the central city. (Female, 50-64)

Just the range of it - they seem to cater for all tastes, pop culture to fireworks display to Lantern Festival and kids shows. (Female, 50-64)

They are accessible for people from all levels of income and from all parts of the city. (Female, 50-64)

I think they're well organised and advertised. Recreational facilities are very good like the Graham Condon centre (by Northlands mall) and Pioneer Stadium. Community having access to these is wonderful. It's very nice for people with young children. Much better than my experience in another country - Christchurch city Council is doing a much better job. (Female, 25-49)

They do a good job but maybe too many events - sometimes they feel unnecessary. (Female, 50-64)

They're family friendly and well set up and you can find out information on it. (Female, 25-49)

It's just always on time and they do what they say they're going to do. Good variety and well run events. (Female, 50-64)

I think they are trying to generate a lot more movement in the city. They are committed to providing tourists with well organised events. They are well organised and planned. (Male, 25-49)

There's a wide range of events and there's always something on and it's always free. I organise a lot of events and I would like to say that the events team at the Council are very helpful. (Female, 25-49)

Just the fact they divide it up into the 3 different colours and it's always taken away and we always know when, and that they care about recycling. (Female, 25-49)

Good range of events. There's money available for parties to apply for running events. Well run. (Male, 25-49)

They put them on and they're pretty well organised. There's a good range and they do their best to meet a range of peoples' interests, and they're free to families. (Male, 25-49)

There's something on every weekend. Good range and styles. (Male, 25-49)

Q33a. Gardens, parks, reserves, green spaces

I love the gardens and they keep it nice, and that's the service I use the most and I take the grandkids. I like the museum. (Female, 50-64)

They just keep them well-kept and they're always mowing them and they're always nice and they're doing a good job. They keep the playgrounds painted nicely and there's fresh bark when needed, so just the general upkeep. (Female, 25-49)

They are doing a good job of Hagley Park and the Botanic Gardens and a reasonable job on community parks, all things considered. (Male, 25-49)

They keep it well. (Male, 18-24)

They are kept in good condition. (Male, 18-24)

They look really nice. (Female, 18-24)

There's good variety and access to different walking and cycling tracks. I think they do some good conservation work and grow good re-vegetation. (Female, 25-49)

Q33a. Provide good service overall

To us it's just a clean system that works well, is easy to use and is collected on time. (Male, 65+)

I've never had any major complaints, they do the best they can I suppose. (Female, 50-64)

They're doing most things pretty well. (Male, 50-64)

It seems trouble free. (Male, 65+)

Q33a. Library services

They have got things up to date and you go in there and they've always got things open. (Male, 50-64)

It's open when I want to go and I can generally get the material I want to read and they're helpful over the telephone. They're always pleasant and have time for you. (Female, 50-64)

They create a community space that is really useful. (Male, 50-64)

Because they're in the suburbs and they're easy to access. (Female, 50-64)

It's that there's a lot of libraries and resources. They do kids time - it's great for the kids. It's free and I can take the kids there and have some time out. (Female, 25-49)

I just think the layout of them - I quite like the New Brighton one, and it's easy access to get there. (Female, 25-49)

I like their computer system in the library and the staff are really really helpful, and you have a library card for it and it's just really easy to use. The Margaret Mahy playground is an exciting playground – there's always lots of people there and lots of things to play on for the kids and it's really well designed. (Female, 25-49)

The extracurricular activities they have, such as art and the reading activities for kids. The accessibility of them. (Male, 65+)

The number of libraries in the city and the electronic system. (Female, 25-49)

The information and making things easy for people. (Male, 18-24)

They offer a lot of services in one place. The staff are always really good. (Female, 25-49)

The staff are pretty good, reliable, they know their s***. (Female, 18-24)

They're friendly, they're a great space which everyone can go to and my family is a member of friends of the library and we really enjoy the library book sales. We like the fact that you can return the books to any of the libraries. I hear the New Brighton library is going to get expanded so that's great to hear and libraries are just a positive space. (Female, 25-49)

They just make it easy for parents - because they're all Council run you can pick up and drop off a book at any Council library which is handy for parents. They're quite good at getting back to you in a timely manner. Also the range of books they have for different age groups is good. (Male, 25-49)

The library internet is free and accessible. (Female, 18-24)

Q33a. Water supply

With all the earthquake issues I think they've done well - just getting everything back up and running. We don't have to boil water. (Male, 50-64)

It happens without fuss and we get the best water in NZ coming to our houses and at minimal cost. (Male, 50-64)

It's constant, and I find the water quality quite good. We don't have any burst pipes, or anything like that. (Male, 65+)

The make sure we've all got water and drinkable water. (Male, 25-49)

We have a fantastic water supply – the best in the world and they are maintaining it in the face of pressure from businesses. (Male, 50-64)

Water is clean and good. Waste collection is timely. (Male, 25-49)

Tastes great, very clear. (Male, 25-49)

It's clean, and it runs. (Female, 25-49)

Q33a. Communication/provision of information/public consultation

They're letting people know the good as well as the bad, like where we've had an overspend. Trying to bring new services online like the Halswell Library. I think they did a good job there. (Male, 50-64)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

Ease of access and it's very well run - the information is very clear and the facilities are excellent. (Male, 25-49)

They create a community space that is really useful. (Male, 50-64)

There's been a really good variety in the last 12 months. (Female, 25-49)

I like their computer system in the library and the staff are really, really helpful, and you have a library card for it and it's just really easy to use. The Margaret Mahy playground is an exciting playground – there's always lots of people there and lots of things to play on for the kids and it's really well designed. (Female, 25-49)

Q33a. Repairing/maintaining roads and footpaths

Safety for the public, and cones. (Male, 25-49)

The rubbish is always picked up. Usually if there's a pothole and someone rings up it's usually fixed within a week. (Female, 25-49)

Q33a. Waste water, storm water and sewerage

It happens without fuss and we get the best water in NZ coming to our houses and at minimal cost. (Male, 50-64)

Q33a. Earthquake recovery/rebuilding the central city

The Lantern Festival and Buskers Festival and even some of the kid's things that have been on. (Male, 25-49)

Q33a. Keeping the city clean and tidy/looking nice

Being in business you've got that whole issue of the new CBD, and making it appealing for overseas visitors, and we need to have a top class destination and have an inner city hub. We need a Convention Centre. All the things like the Bridge of Remembrance and the banks along the Avon and the style of buildings that have been erected are all very positive. (Male, 25-49)

Q33a. Public transport

There is a bus every 15 minutes, even if miss a bus you can take the next. (Female, 18-24)

Frequency. (Male, 18-24)

Investment, infrastructure. (Male, 25-49)

Q33a. Customer service/call centre/sort problems when asked

Because I was in a situation where I hadn't been in there before, I felt kind of nervous about it, but the lady in there put me at ease and made me feel at home. (Female, 65+)

Q33a. Making it easier to get around/making things more accessible/cycleways/walkways

It's really easy to understand for any culture that comes in. Safety. (Male, 25-49)

Q33a. Other things mentioned by <1%

The organisation - the ease of using - it's not confusing and is well signposted and you can find a park and you don't get lost. (Male, 65+)

Lots of parks/lots of stuff to do/lots of variety. Would like exercise bars for pull ups/for workout. (Male, 25-49)

Q33a. Nothing/negative comments

Taking \$25,000 of from my land value, and putting it on the house value, without any reason or notification. (Female, 65+)

Fendalton/Waimairi

Q33a. Rubbish and recycling collections

There's a lot of access for people in our age group. (Female, 65+)

It's there, we have the bins. (Female, 25-49)

I think because there are so many ways in which they could do badly but they do not. When you put the bins out they are always lined up when you want them and they always come about the same time each week. (Male, 65+)

Before we had the kerbside collection with the bins, the plastic rubbish bags used to be untidy and get torn by dogs. (Male, 65+)

Green rubbish recycling and composting is having a good impact on the environment. I have this service regularly collected, it's a clean and efficient system. (Female, 25-49)

It happens every week without fail and always around the same time. (Female, 25-49)

As you get older you don't want to be carting bags of rubbish to the dump. They're prompt, they don't leave rubbish all over the road and it's appreciated. (Male, 65+)

They always come on time, they are quite good. (Female, 65+)

They come on time every week or tell us if they are not coming. The whole thing seems to run like clockwork. (Female, 65+)

Because they have never left anything behind, everything is taken. The rubbish people never leave a mess. (Female, 50-64)

They do seem to be efficient and they give good notice when they change the day. (Female, 65+)

It's the only dealing I have with them and it seems good. (Female, 50-64)

It always arrives on time. (Male, 25-49)

Because it's regular and it still happens. (Male, 50-64)

It seems to be efficient and well managed. (Male, 18-24)

Because it's always on time and the right day. (Female, 65+)

It's usually predictable about when they are coming. It's usually picked up, even when they miss a street they come back to pick it up. (Male, 65+)

It's regular and done properly. (Female, 65+)

Because it's efficient, they provide you with good recycling options, we have nice big bins and if there are holidays and they change the dates that is always very well advertised. It works seamlessly. (Female, 50-64)

It's very efficient and so is the information you get sent out if it's not going to be collected on that day. (Female, 50-64)

I normally get up about 5.45am and if I have not put my bins out I wake up and put them out because I hear the men, and they are so lovely. They are good people and you can have your bin emptied properly. These guys pick the bins up if they knock them over and put them outside properly. I always leave them chocolates to say thank you at Christmas and Easter. (Female, 50-64)

They've always done a good job. (Male, 18-24)

They are very good at what they do. (Male, 18-24)

It works well. They let us know when there are going to be public holidays and it's good for the environment with the bins. It's an easy system. (Female, 50-64)

A good efficient service for both. (Female, 65+)

It's very efficient and the drivers are getting on with their job and not staring into the houses. (Female, 50-64)

That's the thing I have most to do with them on. (Male, 50-64)

I always see the boys out on time come rain, hail or shine. (Male, 25-49)

They come every week on time. (Male, 50-64)

It's timely and efficient. (Male, 50-64)

The system is easy to use. (Female, 25-49)

They provided bins and the system is working well. (Female, 25-49)

It's good that it exists and the wheelie bins and things are great. They come on time every week. (Female, 50-64)

It's regular - you can guarantee what's happening, and it's free and it's easy for us, and it's easy to pick up on changes by visiting their website. (Male, 25-49)

It's convenient and it's reliable. They always turn up. (Female, 25-49)

It's a very reliable and useful and very easy for me to do my part of it. (Male, 25-49)

Q33a. Events and festivals

There's a lot of access for people in our age group. (Female, 65+)

I receive brochures in the mailbox - regular delivery. (Female, 25-49)

The variety of events, there's lots happening. You get the feeling that they want us to be a great city with these events. (Female, 25-49)

There is a good range of events/festivals, and ongoing construction of new things like the Margaret Mahy park. (Male, 25-49)

The Lazy Sundays are good and they have tried to provide Christchurch with entertainment. That is something that has been needed. (Female, 50-64)

The kids are happy with the events. (Female, 25-49)

The entertainment in Hagley Park etc. is very well run. (Female, 65+)

They are really good at organising events and allowing them to be run. They give you a reason to look forward and take your mind off other stuff. It is really child friendly. The walking tracks and cycling tracks are always cleared of debris after winds. (Female, 25-49)

Because they provide so many. They are easy to get to and really good fun. (Female, 25-49)

They are good for the city and for morale. (Female, 50-64)

They're making an effort to make Christchurch a good place to live in. (Female, 25-49)

There are lots of events, e.g. orchestra, Buskers, there's a great variety, they suit different ages. (Female, 18-24)

Things like the various festivals. The Buskers and those sorts of things are fantastic. Heritage things and the Council has a part in all of them and I think they are brilliant. (Female, 50-64)

The range available for kids to try things out and making it affordable so anyone can give it a go so that those that can't afford it can give it a go and try something different. It's a great way to get kids and families involved. (Female, 25-49)

They are generally well organised, well thought out. They seem to attract plenty of crowds. (Male, 25-49)

I think they're very well organised and of a high quality. The actual event itself is of high quality. (Female, 25-49)

So many and such a range. (Female, 25-49)

Q33a. Gardens, parks, reserves, green spaces

I use Hagley Park - there is always work going on. (Female, 25-49)

I often see them on the roads working on the waterways and things. (Male, 50-64)

I enjoy a ride or a stroll through Hagley Park. (Male, 25-49)

They are well maintained and beautiful. (Female, 25-49)

They seem to be well maintained. (Male, 50-64)

Even in red zones, reserves are in excellent condition. (Male, 25-49)

Q33a. Provide good service overall

They do well in all of them. (Male, 18-24)

Q33a. Library services

There's a lot of access for people in our age group. (Female, 65+)

There are enough libraries, they are easy to get to and easy to use. (Female, 25-49)

All the libraries are connected, they have lovely staff who make it easy. (Female, 25-49)

Stays open, has user friendly hours, they are making community hubs and they provide other services. (Female, 25-49)

They are clean and tidy. (Male, 25-49)

Free internet service, wifi. (Male, 18-24)

They look after everyone and opened a temporary one before the new one is built. (Female, 65+)

The range of facilities offered at the library. (Male, 25-49)

They are friendly and provide a good service. (Male, 25-49)

They are helpful, friendly and have great books. (Female, 25-49)

Because there are plenty of them and they have a good selection of books and I use them a lot. (Male, 25-49)

Friendly staff. (Female, 25-49)

Because they have moved with the times, they have computers, you can do a lot of research online now without going to the library. On the library site they have things like 'ask a librarian' so you can ring or use the internet chat to speak to a librarian if you are having trouble finding information. There is a lot you can do through the database which the Council have paid for.

The libraries themselves are welcoming places. (Female, 50-64)

Friendly people. (Male, 18-24)

Because I use it lots. They are very nice and approachable, even when I send them requests late at night they always reply promptly. (Female, 65+)

I use it often. I think it's good and the staff are good and it makes a lot of difference to my life having the library close by. (Female, 65+)

Roading. (Male, 18-24)

They have a good range of resources. (Female, 18-24)

Friendly staff and good books and good space for children and open very long hours. (Female, 18-24)

Free computer, being able to access it at all times during opening hours, free wifi, being able to charge phone while on the go, knowledgeable staff. (Female, 18-24)

Good selection of books, free wifi. (Female, 18-24)

When one library is closed another one picks up the responsibility so when the Fendalton library is closed the Papanui Shirley one is open. They have always done their best with libraries. (Male, 25-49)

They are really good and accessible. (Male, 25-49)

Access to computers, books, free wifi. (Male, 25-49)

Q33a. Water supply

Nature is on its side. (Male, 65+)

There's no chemicals in it. (Male, 18-24)

They're providing good clean waste and waste water seems to be being dealt with well - they're doing a good service in terms of water and its infrastructure. (Male, 50-64)

The fact that it's non-chlorinated water and the Bromley sewerage works have been organised as a repository for dealing with waste. (Male, 50-64)

Good quality. (Male, 25-49)

It's clean and tastes good. It's better than most cities and there's good pressure. (Male, 25-49)

Q33a. Communication/provision of information/public consultation

There is plenty of information about what's coming and what's on with regards to the earthquakes and local concerts and stuff. (Male, 65+)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

The activities available. (Female, 18-24)

I do think there are some services the City Council provide which shouldn't be run by the City Council, they should be run by private industry. Wellington City Council don't run recreational services the way they do in Christchurch. It's wonderful and it must be costly. (Female, 50-64)

There's a wide range of services for different age groups. They are popular in the community, we should have more in Christchurch. (Female, 25-49)

The recreation, the reserves, the pest control. (Male, 50-64)

It's available in all neighbourhoods, has convenient hours, cleanliness and friendly staff. (Male, 25-49)

Because I use Jelly Park and it is very good. (Male, 65+)

The concerts and stuff, there is a good variety. (Male, 50-64)

The prices are good and they offer a good range of swimming lessons. (Female, 25-49)

High standard. (Male, 65+)

It's clean and safe. (Male, 25-49)

Provide facilities. No other options. Kids love the swimming. Service good. Toilet and changing room clean. Water clear for swimming. Car parking clear. (Male, 25-49)

Q33a. Repairing/maintaining roads and footpaths

Fixing all damage from the earthquakes, getting things back to normal slowly. (Male, 25-49)

I see them maintaining the roads. (Male, 18-24)

Good maintenance. (Male, 25-49)

Q33a. Waste water, storm water and sewerage

The fact that it's non-chlorinated water and the Bromley sewerage works have been organised as a repository for dealing with waste. (Male, 50-64)

Q33a. Earthquake recovery/rebuilding the central city

They have capable people. (Male, 25-49)

Q33a. Public transport

The buses are good. I look at the timetable and any time I have had to use them they are good. (Male, 65+)

A good efficient service for both. (Female, 65+)

Q33a. Customer service/call centre/sort problems when asked

I was given a discount for my age and the type of car I had and they looked in and it was all green and it was only \$7.70 for a boot load. (Female, 65+)

They're making an effort to make Christchurch a good place to live in. (Female, 25-49)

Because they provide an efficient service. (Male, 50-64)

They've been responsive to my inquiries. Just being responsive and good timeliness in reaching a solution. (Female, 25-49)

Q33a. Infrastructure repair/rebuild

It's a big job and they are doing it well and getting on with it, most people don't appreciate it. (Male, 25-49)

They acted promptly and got onto it straight away compared to Haiti. I think we're about 80% done, so it's taken a long time but getting close to having it done. (Male, 25-49)

Q33a. Other things mentioned by <1%

It is easy to get houses. (Female, 18-24)

Council people clean them all the time. (Female, 18-24)

Due to Gerry Brownlee's staff at CERA. (Female, 25-49)

Because I utilise it and it works extremely well. (Male, 65+)

They are providing wheelchairs for disabled people. (Female, 18-24)

Q33a. Nothing/negative comments

They monitor them very closely. (Male, 25-49)

Because they can't muck it up, you just pay it. They muck up everything else. (Male, 50-64)

Ferrymead/Hagley

Q33a. Rubbish and recycling collections

You know that they are going to turn up on a given day, roughly at a given time. They have told everyone in our street that they are repairing soon that if we put our bins out by 6am then they will bring them inside for us to save walking through the muck. I think that is really good. The only thing they could improve on is to perhaps have a slightly larger red refuse bin, because it only comes every 2 weeks. (Female, 50-64)

They are doing a good job of collecting our rubbish. (Male, 65+)

It's great and reliable. (Female, 25-49)

I have no complaints about the rubbish collection (all 3), we put our bins out and they are collected and back in by about 2pm at the latest. They always come on the same day, but if there is a public holiday or something, they always let you know if it will be on a different day. I went to another area the other day and the rubbish bins were all lumped together in one area mixed up with road cones and there was rubbish all over the road. I have never seen that in this area, and there has never been any rubbish dropped or left behind. (Female, 65+)

They provide a good service. (Male, 65+)

They provide a good service. (Female, 65+)

It's set out really well, provides motivation for recycling. (Female, 18-24)

Green bin needs to be bigger, especially for families. (Female, 25-49)

They give a good service. (Male, 50-64)

The service is very good and the maintenance is very good. (Male, 65+)

It's a great service. (Male, 50-64)

It's a good service. (Female, 65+)

It's a very good service. Once upon a time, animals used to get into the rubbish. (Female, 65+)

It's a good service. (Male, 50-64)

The three bin service is great. (Female, 25-49)

They perform well. (Female, 50-64)

It's better than plastic. (Male, 25-49)

It's a good service. (Male, 18-24)

It's an efficient service. (Male, 50-64)

Because it's well organized, when changes were made the public were well informed. (Female, 50-64)

Don't know. (Female, 50-64)

I haven't had any problems. (Female, 50-64)

It's a good service. (Female, 50-64)

Well organised. (Male, 18-24)

Events over the summer time are good. The rubbish collection is efficient. (Female, 25-49)

Because they do their job properly. They come on the day that they are meant to come. They arrive on time. They are really good. We don't have to worry about the rubbish. (Female, 18-24)

It's always prompt, they never miss days, if you are parked in front of the bins, they are good, they still collect them. (Female, 18-24)

It's an efficient service. (Male, 65+)

It's timely. (Female, 18-24)

The service is good and efficient. (Female, 25-49)

It's a good service done well. (Female, 25-49)

Our rubbish etc. is collected weekly without any problems. We are always notified if it will be collected on a different day such as this week for a public holiday. It is an efficient service which I have absolutely no complaint with. (Male, 25-49)

It is timely and accurate. (Female, 25-49)

Because they pick it up every week. That is nice and tidy. (Male, 18-24)

It's efficient. (Female, 65+)

The Council are performing an efficient service in rubbish collection. (Female, 25-49)

From my perspective it is seamless. You put your bins out and they are collected. There is never a missed delivery. It's one of those things that you just do and forget about it and know it will be done. We live in a very narrow private right of way, but they come right up rather than us having to take them down to the street. (Female, 25-49)

They are always on time. (Male, 25-49)

Q33a. Events and festivals

They are run very well and they give out a lot of information, do a lot for all the different age groups. So they're catering for everyone which is great to see, I don't mind spending my money on that. (Male, 25-49)

The variety of events over the calendar year. They are well organised, clean and tidy and respectful of the public. (Male, 50-64)

Events are operating well. (Female, 65+)

Too fragmented making decisions about the city. (Male, 50-64)

They provide a good service. (Female, 25-49)

Because they're trying to put a lot of effort into keeping people happy after the earthquakes. (Male, 25-49)

Events over the summer time are good. The rubbish collection is efficient. (Female, 25-49)

A good range. (Female, 25-49)

The festivals all seem to go well and people don't seem to complain. It possibly makes people think that they are getting something for their rates. These festivals are a distraction for everyone who has been affected by the earthquakes. The Government hasn't really done anything to relieve the stress associated with this but at least the CCC has been trying to provide some distraction, entertainment and relief from the stress that all Cantabrians have faced. (Male, 25-49)

Good for my kids. Convenient to town area. Good range of events (noodle markets). (Female, 25-49)

Lots of variety, something for everyone and there's always something on. (Male, 25-49)

Q33a. Gardens, parks, reserves, green spaces

Overall they are very well maintained, you see lots of mowers around and maintenance staff and they are working hard to make it look the best possible, as the 'Garden City'. I hoped that

they would keep the garden show for longer but the Botanic Gardens and Hagley Park always look good which provides a nice relaxed atmosphere for fitness people or families getting out and about. There is no rubbish around and it makes the city look good. The daffodils on Linwood Ave look really good too, we have such a lovely green area. Even though we have gone through some trying times, they have always tried to make it look good. And the cemeteries are very well kept too. I have a cemetery behind my house and it is always looking good, well mown and well kept. (Male, 50-64)

The three bin service is great. (Female, 25-49)

They are performing well trying to keep up tourism and the general beauty of the city. (Male, 25-49)

They have a good routine for making sure this is maintained. (Male, 25-49)

It is really good to see the Art Gallery open again which means that the residents are able to have that cultural experience. Also with the Isaac Theatre Royal open again, it allows us to host events which is very good for residents and tourists alike. I recently had visitors from overseas visiting and they really enjoyed visiting them. The Botanical Gardens is a great space and very well maintained, which is a credit to the Council. (Male, 25-49)

They came and saw what they needed to do to repair the park. We would love them to support a Frisbee Golf Public event at Jellie Park. (Male, 25-49)

Q33a. Provide good service overall

Good at public service. (Male, 25-49)

We now have running water, sewerage, and rubbish collection. It is nice to have water back that tastes like Christchurch water - it was dreadful tasting when it had all the chlorine in it. I really appreciate the libraries back, we used to live close to the city and when the temporary library opened in Peterborough St we used to visit a lot. Basically all our direct contact with the CCC in the last 5 years has been related to the quake and getting services restored. (Male, 25-49)

Q33a. Library services

It's easy to use, but help is there if you require it. You can use a self-issue machine to issue your own books but if it is not working, there is always someone available to help. The service is good and the layout is good and it is an easy to use library - it kind of flows. (Female, 65+)

They have been doing well with the libraries for a long time and keeping it consistent. The staff are very helpful. (Female, 50-64)

They are easy to use. The staff are helpful. (Male, 18-24)

I like the libraries because of the free wifi and books. (Female, 18-24)

Q33a. Water supply

The upkeep and the service they provide. (Male, 25-49)

The taste and the look, and keeping it clean. (Female, 50-64)

I like the taste. (Female, 25-49)

They were quick to respond about bubbles coming up and the sprinklers in a park. (Female, 50-64)

The quality is good. (Male, 25-49)

Q33a. Communication/provision of information/public consultation

Including Christchurch people in the future of city, asking them what they want. (Female, 25-49)

The Council looks at bringing in what's best for Christchurch that's multi-cultural and getting people out into the city and mixing together. (Female, 50-64)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

The park looks nice. The grass is nice and green. (Female, 25-49)

It serves a real need for all ages. (Male, 65+)

The three bin service is great. (Female, 25-49)

They have a good routine for making sure this is maintained. (Male, 25-49)

Gives places for people to go and do things. (Female, 18-24)

They came and saw what they needed to do to repair the park. We would love them to support a Frisbee Golf Public event at Jellie Park. (Male, 25-49)

Q33a. Repairing/maintaining roads and footpaths

Because it happens every year and I'm hoping we do not have another increase next year. Roading - I would like them to get on with it. Too much standing around with their hands in their pockets. (Male, 65+)

It's improved since the earthquakes, it's much safer, they've stepped up. (Female, 18-24)

The Council has fixed the uneven roads and filled in potholes. (Female, 25-49)

I see Council road workers actively fixing the roads in Christchurch. (Female, 25-49)

Making them faster and better quality, it makes life more convenient. Concrete is better. (Male, 18-24)

Roading. Everything's fine. (Male, 25-49)

Q33a. Waste water, storm water and sewerage

The upkeep and the service they provide. (Male, 25-49)

The water tastes better, you can drink it from the tap, and we aren't walking around in sewerage. Christchurch is flat, so it's harder to deal with stormwater, and our rain is unpredictable. (Female, 18-24)

Q33a. Earthquake recovery/rebuilding the central city

I just think it's a massive, massive job and they're just doing the best they can - it's taking a long time and people have been frustrated but we're starting to make some progress. (Female, 25-49)

I'm happy that they are doing the repairs to the city. (Female, 18-24)

They do it well. (Male, 18-24)

The Art Gallery reopening was good, and the Street Art Festival, and the precinct are good, I really love seeing all the things going on in town. The pace is ok; it could be faster but I appreciate that there is much work to be done and that it certainly can't all be done at once. The SummerTimes Festival has been really good this year, and the Margaret Mahy Playground is a great family attraction which my kids love. It is good to see a lot more life in the city, and people coming back to the city. It would be nice if heritage buildings were going to be fixed up then they were accorded some priority. (Male, 25-49)

Q33a. Keeping the city clean and tidy/looking nice

I feel like they always have done a great job at keeping Christchurch tidy. (Female, 25-49)

Q33a. Public transport

The cheaper rates, the accessibility and the cycle option. (Male, 25-49)

They are easy and timely. (Male, 18-24)

Q33a. Customer service/call centre/sort problems when asked

The service is very efficient, knowledgeable and honest. (Male, 50-64)

Q33a. Infrastructure repair/rebuild

The huge task and the Council finally fixed my area's roads and they made the roads wider. (Female, 50-64)

Q33a. Waterways

The Council is doing a good job cleaning the waterways to keep them in good condition.
(Female, 65+)

Q33a. Green bin needs to be bigger

Green bin needs to be bigger, especially for families. (Female, 25-49)

Q33a. Other things mentioned by <1%

They are sharing with the public important information regarding sizes of areas/zones/suburbs.
We can see the changes. (Male, 50-64)

Everyone needs something to do and when there is something on everyone is keen. (Female,
25-49)

Because there is a lot going on with construction. They are doing pretty well to keep on top of
contractors and organising things in the city. (Male, 25-49)

Helpful for pedestrians and cyclists and the disabled. Makes me feel safe. (Male, 25-49)

It is really good to see the Art Gallery open again which means that the residents are able to
have that cultural experience. Also with the Isaac Theatre Royal open again, it allows us to host
events which is very good for residents and tourists alike. I recently had visitors from overseas
visiting and they really enjoyed visiting them. The Botanical Gardens is a great space and very
well maintained, which is a credit to the Council. (Male, 25-49)

Q33a. Nothing/negative comments

Because it happens every year and I'm hoping we do not have another increase next year.
Roading - I would like them to get on with it. Too much standing around with their hands in their
pockets. (Male, 65+)

Spreydon/ Heathcote**Q33a. Rubbish and recycling collections**

They collect garbage in a timely fashion. (Male, 25-49)

Because it's regular, a good service. (Male, 65+)

Not having to buy rubbish bags, saves the environment. (Female, 18-24)

Since the introduction of the three bin system there is less rubbish around the streets. (Female,
65+)

Because of three bin system and reliable pickup service. (Female, 25-49)

They are getting very well paid for it. (Male, 65+)

No problems with it at all, it's very well run. (Male, 65+)

They have got their act together, Kate Valley works well. (Female, 65+)

Because I'm paying so much in rates. (Male, 65+)

It's just that I have no complaints at all. (Male, 50-64)

Mainly because all I can say is we have not had any problems with it. (Male, 65+)

They always come and collect the rubbish and I cannot complain at all. (Male, 65+)

They are very good at it. No real complaints. I've travelled overseas and I would have to say we are very lucky and very lucky to have their services, they do an excellent job with the rubbish collecting. (Female, 65+)

They are very prompt, they are good size bins and they are also easy to use. (Male, 65+)

Mainly because I have had no problems with them. (Female, 25-49)

As I was saying, no complaints from me, they are doing very good job there. (Female, 65+)

I know it's their job but they do take pride in it, that's all I can say. So far I've had no problems with it. (Male, 65+)

I think these services are very good. Rubbish collection is working well and the Council is doing a good job putting on events and festivals in Christchurch. (Male, 50-64)

It's so efficient. (Male, 65+)

I don't know. (Female, 65+)

The only comment I can make is they are doing their job the best they can. No further comments. (Male, 65+)

It's their job to do it. (Male, 25-49)

Only that they give the public a great service. No complaints from me. (Female, 25-49)

It's easy to understand with coloured bins. (Female, 18-24)

It's reliable. (Female, 50-64)

It's a regular service. (Male, 18-24)

It's simple. (Male, 50-64)

It's always on time. (Male, 25-49)

It is a job they have performed for many years and I cannot fault it. (Male, 25-49)

Only that they are very reliable so no complaint from me. (Female, 25-49)

Only to say they are doing a good job and no complaints from me. (Female, 65+)

It's their job and they are doing it very well. I would like to add that the ones that are working on the roads and footpaths are doing a fantastic job. (Female, 50-64)

All I can say is there's no complaints from me. If I had one, it would be the green bin, say make it the size of the yellow one with no charge to the ratepayer. (Male, 50-64)

Mainly because they use bins now compared to the rubbish bag. At least you don't have the dogs breaking into them and they are efficient as well. (Male, 50-64)

It's a job they have to do and they do it very well. Had no problems with it, only I think the green bin could have been bigger. (Male, 50-64)

It's obvious that it's their job they do and they do a very good job of it. (Female, 25-49)

Getting out in all weather, it's a job they have to do. (Male, 25-49)

Because they are not performing in other areas. (Female, 25-49)

They take all the green waste and make something good out of it, and they agree to make a food forest in the red zone. (Male, 25-49)

Because it's very tidy and efficient. (Female, 25-49)

Only that they are doing a fantastic job, that's all I can say. (Female, 50-64)

Because they are available and are giving us good services. (Female, 50-64)

Just that they are doing a great job, it can't be easy with some of those roads out there. (Male, 25-49)

Because I have no complaints and they do a great job of it. (Male, 50-64)

It's a job they have to do and it's just another service as well. (Male, 25-49)

It's a lot better than in Auckland. It makes it easy to recycle, and get rid of green waste, rather than throwing everything in the rubbish. (Female, 25-49)

They are keeping Christchurch clean and sorting different rubbish. (Female, 18-24)

I just don't have any complaints in this area. No further comments. (Male, 50-64)

Just that I've got no complaints with them, that's all I can say. (Male, 18-24)

They are very reliable, that's it. (Male, 25-49)

I think they do a great service for the public of Christchurch. I know some say they are not happy with their green bin but they can go and pay for a bigger one. (Male, 18-24)

Q33a. Events and festivals

There's a good range, good quality and they are well organised. (Female, 25-49)

Good community involvement at little or no cost. (Male, 65+)

They're doing their best with infrastructure and events are well run. (Male, 65+)

Mainly because it is for all age groups and also for families. (Female, 25-49)

Mainly because of the variety all year round for all age groups and families. (Female, 25-49)

I think these services are very good. Rubbish collection is working well and the Council is doing a good job putting on events and festivals in Christchurch. (Male, 50-64)

Not a lot of cities have events like that, Christchurch has good events for everyone to attend, anybody can go. (Female, 50-64)

Only thing I can say is that they are and it's good for other people of the city. (Female, 65+)

They understand the importance of giving the community something positive to focus on. (Female, 50-64)

I think the Council is doing well in this area and it suits all age groups. (Female, 25-49)

They are helping to keep people's morale high. (Female, 25-49)

They offer free events for all age groups and all types of people. (Female, 50-64)

They are free and seen all over Christchurch. (Female, 25-49)

We have a young family, and over summer there's lots to do and they are well run. (Female, 25-49)

Mainly because it's very good for all the groups and very good for the children that really enjoy it as well as the parents. (Female, 25-49)

Because I've been attending. (Male, 50-64)

More and more people post-earthquake. (Female, 18-24)

Q33a. Gardens, parks, reserves, green spaces

The lawns are well maintained. (Female, 25-49)

They are helping to keep people's morale high. (Female, 25-49)

They are well maintained. (Male, 50-64)

Good grounds keeping. (Male, 25-49)

Q33a. Provide good service overall

They are very good at it. No real complaints. I've travelled overseas and I would have to say we are very lucky and very lucky to have their services, they do an excellent job with the rubbish collecting. (Female, 65+)

It's a great service when we're paying rates, the rubbish being taken away. The water system is good. (Male, 25-49)

I am satisfied with what they are doing. No further comment. (Male, 25-49)

Q33a. Library services

There are lots of services and community events are held there. Free services, helpful people. They have events for every age group and for children. (Female, 25-49)

Good community involvement at little or no cost. (Male, 65+)

They are doing a good job. (Female, 65+)

I think its goes with the times, they are very good with their services and it's up to date. (Male, 25-49)

They've given you good service and they are always nice to you, that's it. (Female, 65+)

It's library run, not so heavily Council run. They are very, very customer focused. (Female, 50-64)

Because they are fantastic, even better than the overseas ones. (Male, 50-64)

Because the staff are what make it at the libraries, they're very passionate and into their jobs. (Female, 25-49)

They are helping to keep people's morale high. (Female, 25-49)

They have an innovative approach to the service, coming up with different ways to engage with people through libraries. (Female, 25-49)

Because they are available and are giving us good services. (Female, 50-64)

The have good books for children and services. (Female, 25-49)

Hours are good. Clean and tidy. Easy access. (Female, 25-49)

Q33a. Water supply

Just as I said with the water, if you have a problem, you need it dealt with straight away and they were here straight away. Everything's fine, the rubbish is fine, everything. (Male, 50-64)

Because I'm paying so much in rates. (Male, 65+)

It's reliable. (Female, 50-64)

They haven't messed it up. (Male, 25-49)

Because it's working. (Female, 50-64)

Reliable and safe supply that tastes good. (Male, 25-49)

Q33a. Communication/provision of information/public consultation

The Council and the current mayor are working well together. (Female, 50-64)

I think through their website which is excellent and their postal updates. (Male, 25-49)

Spread it out as much as they can. (Male, 18-24)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

We use Pioneer Stadium, the pools and all that stuff. That is a really great facility to have, the instructors are amazing and it's really good value for money compared to other swim schools. (Female, 25-49)

They make a big effort with parks being open and in good standard despite the earthquakes etc. (Female, 25-49)

Good community involvement at little or no cost. (Male, 65+)

Good events. (Male, 25-49)

The level of activities over the summer months. They do a good job organising them. (Female, 25-49)

They are well maintained. (Male, 50-64)

A lot of choice, and well looked after tracks. (Female, 18-24)

Easy access, lots of facilities in good condition, cheap. (Male, 25-49)

Hours are good. Clean and tidy. Easy access. (Female, 25-49)

Q33a. Repairing/maintaining roads and footpaths

I think how difficult it is and I think they are doing a fantastic job. That's all I can say. (Male, 25-49)

Roading because we are doing it nearly 24/7 so in all weathers we are out there doing it. (Male, 25-49)

Q33a. Waste water, storm water and sewerage

For what the city has gone through it must be hard for them. (Female, 25-49)

Because it's working. (Female, 50-64)

Q33a. Keeping the city clean and tidy/looking nice

They make a big effort with parks being open and in good standard despite the earthquakes etc. (Female, 25-49)

The Council is doing a good job. (Female, 65+)

Q33a. Public transport

It's a cycle friendly city, it's convenient, they put their time and effort into the Bus Exchange and it's very fast and convenient. (Female, 18-24)

Q33a. Infrastructure repair/rebuild

They're doing their best with infrastructure and events are well run. (Male, 65+)

Because it's working. (Female, 50-64)

Q33a. Green bin needs to be bigger

Mainly because I have had no problems with them. (Female, 25-49)

As I was saying, no complaints from me, they are doing very good job there. (Female, 65+)

Q33a. Making it easier to get around/making things more accessible/cycleways/walkways

Just that it's a lot safer compared with not having them. (Female, 65+)

I like way they redeveloped Hagley Park to accommodate cyclists, it's really good. (Male, 25-49)

They are well maintained and I like to go for walks on the Port Hills. The planting on the hills is really good. (Male, 25-49)

It's a cycle friendly city, it's convenient, they put their time and effort into the Bus Exchange and it's very fast and convenient. (Female, 18-24)

I bike every day and I feel safe. (Male, 25-49)

Q33a. Other things mentioned by <1%

They make a big effort with parks being open and in good standard despite the earthquakes etc. (Female, 25-49)

Prioritising the right people for houses. (Male, 25-49)

Mainly because I had to go through one myself and found the staff very helpful. (Female, 65+)

I think they do a wonderful job. Mainly because you can get a chip for your dog which can help if it goes missing. (Female, 18-24)

I don't think anyone could do a better job. (Male, 50-64)

CCC is functioning well considering the circumstances. (Male, 25-49)

They are doing the best with the amount of accommodation available. (Male, 25-49)

More parking spaces. (Female, 18-24)

When we have something need we can go to them and they will help us out. (Male, 18-24)

Speed breakers control the speed of the vehicles and also maintain traffic flow. (Male, 18-24)

Good for pedestrians when walking. Safer for drivers / passengers and everyone around the road. Generally safer. (Male, 18-24)

Q33a. Nothing/negative comments

It's because they do it every year. (Female, 50-64)

Shirley/ Papanui**Q33a. Rubbish and recycling collections**

The rubbish bins are clean and tidy and the people who collect them are very good. And the parks are nice and tidy. (Female, 65+)

I find it brilliant. It saves going to the dump with rubbish. (Female, 50-64)

The rubbish bins are great, it's good having the bins collected on a specific day and it's very regular. (Female, 50-64)

Having three different bins is very reliable and regular. It is a good service to the people. (Male, 65+)

They do it in an efficient and tidy way. Very organized. (Female, 65+)

It's always collected. Bins were delivered to our new place before they said they would be. The truck driver is always courteous. (Female, 25-49)

I always know on a public holiday when a collection will be, it's well-publicised in the newspaper or a leaflet in my box or on their website. (Female, 50-64)

It's regular, it's on time, and they advise you if it's not going to be collected on the right day. (Male, 50-64)

Regular pick up, it's always done, there are no issues. (Female, 25-49)

I've just never had many problems. And when there was an issue it was dealt with promptly. (Female, 25-49)

They do it early in the morning. (Male, 18-24)

The rubbish collection is in bins, always on time and done well. (Female, 25-49)

The kerbside rubbish collection is good. (Female, 65+)

The kerbside rubbish collections are very good, consistent, and keep places tidy. (Female, 50-64)

The kerbside rubbish collection is very good. It works well. (Female, 65+)

The rubbish collection is good for residents. (Male, 65+)

The three bins provide people with a way of getting rid of their rubbish. (Female, 65+)

Because it happens on time every week. (Female, 50-64)

There's never a day the rubbish hasn't been collected. They employ one person to collect it – it's efficient. (Male, 18-24)

Other cities don't have these many types of bins for organic, inorganic and rubbish. (Female, 25-49)

It is regular, same time every week and very satisfactory. (Male, 25-49)

The kerbside rubbish collection very good, very easy service to use and reliable. (Female, 50-64)

The bin system is always reliable and the trucks are good at collecting rubbish. (Male, 25-49)

They are doing this very well, they take all the rubbish. (Female, 25-49)

Makes your home cleaner. (Male, 18-24)

The app which goes with it that updates you about changes. They always seems to pick it up even when there's public holidays and it's always taken and the information about it is always good. (Male, 25-49)

Pickup is on time, no mess, reliable. (Female, 25-49)

Because I not been let down in the 10 years we have been here. (Male, 25-49)

It happens every week. (Male, 25-49)

It is always on time I have no issues with it. (Male, 25-49)

They give you options of all three, a lot of Council do not. T's great having the options. (Male, 25-49)

The collection has been ongoing for many years and they were one of the first to set up a good system from the start. (Male, 25-49)

They are doing a good job with the 3 bin rubbish collection. (Male, 25-49)

Q33a. Events and festivals

The marketing of the events - it's really easy to find out what, where and how. (Female, 50-64)

Provides lots of variety of entertainment for people. Easy access and they are very well done. (Female, 25-49)

I can see that it is improving over the years. Council has been more actively seeking variety in the city festivals and events. (Male, 25-49)

A lot of effort is put into organising events. It keeps people sane. (Male, 25-49)

There is always something (events) happening which is great. (Female, 25-49)

The pools are always fine. I enjoy going to events run by the Council. (Female, 25-49)

It is very nice for families to experience these events and different cultures. (Female, 25-49)

They are organising these very well. (Male, 50-64)

Every month there is something you can go to free. There's a good range of events. (Male, 50-64)

They get people's spirits up and people enjoy them. (Female, 65+)

Events are good. (Male, 25-49)

There are a whole set of events that are happening which is good. (Male, 18-24)

Brings Christchurch together. (Female, 18-24)

Bringing more people into the city. (Female, 25-49)

Q33a. Gardens, parks, reserves, green spaces

The rubbish bins are clean and tidy and the people who collect them are very good. And the parks are nice and tidy. (Female, 65+)

The staff are great, the librarian provides great service and the parks are of great value. (Female, 25-49)

They are doing very well in providing leisure facilities, the upkeep is very good. They are providing a good range of these services. (Male, 50-64)

They are always clean and presentable. (Male, 25-49)

The pools are always fine. I enjoy going to events run by the Council. (Female, 25-49)

The skate park is good - safe, free entertainment. (Male, 18-24)

Q33a. Provide good service overall

They are performing well in everything. (Female, 65+)

Q33a. Library services

Customer service, they are really friendly. (Female, 25-49)

Marvellous customer service, value for money and free. (Female, 25-49)

Friendly knowledgeable staff. (Female, 25-49)

High standard of services. (Female, 25-49)

Lots of people get pleasure out of libraries. It's an excellent service. (Female, 65+)

They are doing an excellent job providing library services. It's good for families. (Female, 25-49)

They provide library services very well. (Female, 50-64)

They suit a wide variety of people and are used a lot. (Female, 25-49)

They have improved a lot recently. (Female, 25-49)

There's always a library close by. (Male, 18-24)

The staff are great, the librarian provides great service and the parks are of great value. (Female, 25-49)

Because I am an addicted book lover and they provide a world class service. (Female, 50-64)

The libraries are a very important service for the whole community, they are great. (Female, 25-49)

The libraries are more connected to the people now. (Female, 65+)

The libraries are fantastic for the children. (Female, 25-49)

There are plenty of libraries, they provide a good service. (Male, 25-49)

Audio books for sight impaired, digital services (books & magazines). (Female, 25-49)

Free wifi and good selection of books. (Female, 18-24)

It's the only one I know that they are doing well. (Female, 25-49)

They do refresh stocks, they keep books up to date. Variety for children. (Male, 25-49)

Q33a. Water supply

I like the water being good clean water. (Male, 50-64)

The water quality is very good. (Female, 50-64)

The water engineer is doing excellent work in maintaining the quality of the water. (Male, 65+)

We have a really good quality of water and they have done a really good job here. (Female, 50-64)

Q33a. Communication/provision of information/public consultation

I'm very satisfied with the way they are performing. They are very good. (Female, 65+)

They are communicating more with the people now. (Male, 65+)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

I have always had good service and easy access and good communication. (Male, 18-24)

They have pretty good facilities and the staff are friendly. (Male, 25-49)

The facilities are run very well and give a good impression. (Female, 25-49)

Mainly because I use them. (Female, 25-49)

Lots of sporting fields being rebuilt, and new swimming pools. Appreciate how they realise these facilities are important. (Female, 18-24)

Maintained well. (Male, 25-49)

Q33a. Repairing/maintaining roads and footpaths

They are getting on with the repairs. (Male, 65+)

They are doing their best with roading, a tremendous job. (Female, 65+)

I am conscious of the tremendous amount they are doing on roads. (Male, 65+)

They are trying but it takes time. (Female, 50-64)

They are doing their job well. (Male, 50-64)

They are doing their best to improve the roads after the earthquakes. (Female, 50-64)

They did an excellent job on improving Cranford St footpaths. (Male, 50-64)

There are always roadworks going on so you never think they are not doing anything. The motorway is coming along well. (Female, 25-49)

Q33a. Earthquake recovery/rebuilding the central city

Responses are good. Approaches to the rebuild are good. Good financial responsibility. (Male, 50-64)

A good job is being done here. (Male, 25-49)

Q33a. Keeping the city clean and tidy/looking nice

Just in general with the earthquakes - like the parks - the nice plants they put around the red zone area - I think they've done quite well there. (Female, 25-49)

Good to have a clean roads as they are now, it's the area where they are working hard. (Male, 18-24)

Q33a. Public transport

I use the buses and find them very good and reliable. (Male, 65+)

The bus system is easy. (Female, 25-49)

People can get around Christchurch easily using the buses, it's very convenient. (Male, 65+)

I can get to anywhere I want. I don't have to drive (not comfortable). They are timely. (Female, 18-24)

Working/running to keep them on time. Keep people well informed. Staffing there, e.g. Riccarton. Public transport system is very good. It's always on time. (Male, 25-49)

Q33a. Customer service/call centre/sort problems when asked

I found the staff very good at answering questions on the phone. (Female, 65+)

Q33a. Infrastructure repair/rebuild

It has been a huge task and they have done a good job. (Female, 50-64)

They are prioritizing infrastructure, and being financially prudent. (Female, 50-64)

Q33a. Making it easier to get around/making things more accessible/cycleways/walkways

Good cycle lanes. (Female, 25-49)

They are doing the best they can. (Male, 25-49)

Q33a. Other things mentioned by <1%

They are doing well working with the Government over matters after the earthquakes. (Female, 50-64)

They understand the issues and are more responsive and keep people well informed. (Male, 50-64)

Because I am a satisfied City Council tenant. (Female, 50-64)

They are doing very well here. (Male, 50-64)

There are more options and opportunities. (Female, 18-24)

City Care. (Female, 18-24)

Commission and option of use plentiful. (Male, 25-49)

Maintenance. (Male, 25-49)

They give letters to remind you to pay and then I pay on time. (Male, 25-49)

Q33a. Other general comments

Despite a difficult financial situation they have done reasonably well. They need to cut the cloth to suit the coin. I.e. if it's a choice between selling public assets and saying no to something - they need to say no. (Male, 65+)

Q33a. Nothing/negative comments

I'm very happy with how they set rate increases. (Male, 65+)

Riccarton/Wigram

Q33a. Rubbish and recycling collections

The rubbish collection is excellent. Just that it's so clean and tidy. There is still room for improvement with public bins at shopping centres etc. (Female, 65+)

They are always on time and they always come. (Female, 50-64)

I think the Council has coped well with getting services up to scratch following the quakes. I expected it to take 10 years or more. (Male, 50-64)

They're quick and efficient, there are very few flies and no rodents. They're saving so much now instead of it going in the pit by recycling, both the green and the yellow bin. (Male, 65+)

I honestly don't know - possibly the effect that they are very much hands on. Selling City Care would be a mistake. (Male, 50-64)

They provide a good service. (Female, 50-64)

It happens every week, they seem to do it properly. (Male, 65+)

It suits me right down to the ground, it's clean, and it's efficient. (Female, 65+)

It is efficient. (Female, 25-49)

Because they are the least of the Council's problems. (Male, 50-64)

I think it's been made clear how to use it as far as recycling goes and it is important for the environment that we do it. I enjoy the events held in the park. (Female, 65+)

Because it's frequent, it's on time, we know what days it's going to be and when there's any holidays we can pick up information. (Male, 65+)

It is timely and efficient. (Male, 50-64)

Because of the wide ranging services they provide. It's quite an advanced process compared to the rest of the country. After that would be water, which is always of a high quality. (Male, 25-49)

It's a very good, easy to use system that works well for my personal needs. (Male, 25-49)

They are collected promptly and efficiently. (Male, 18-24)

It's efficient and I like the three option plastic bins. (Female, 18-24)

The 3 bin system is environmentally friendly. (Female, 25-49)

Rubbish collection in New Zealand is much more efficient than in India. (Male, 25-49)

They collecting on time and there are no issues with it not being collected. (Female, 25-49)

It's always on time, you know what bins to put out. (Male, 18-24)

I think that they've had a good strategic view of what's best in the way that we've had the three bins, and people can have bigger sizes if they choose to pay or more, and the rubbish gets collected on time. (Female, 25-49)

It's always emptied and it's always at a certain time. I could set my clock to the time the rubbish man would come. And they're clean and tidy. (Female, 25-49)

It's really good, so much better than the green bin we used to have for the recycling and black plastic bags. So user friendly, especially the green rubbish and I know it's going to be composted. You're not lugging things around like you used to have to. (Male, 50-64)

They are always consistent on the day and times but the bins are not big enough. (Male, 25-49)

It's timely, organised and done well. (Female, 18-24)

It's operating smoothly. (Male, 18-24)

It's predictable and they do it well. (Female, 50-64)

Done on time. (Female, 18-24)

It runs like clockwork, they have good systems in place. (Female, 25-49)

They are always on time, and it's efficient. (Female, 25-49)

Kind of a relief putting rubbish out. (Male, 18-24)

They do it well. (Female, 50-64)

The fact that there's three bins and recycling happening I think is really good. It's good to see them considering environmental sustainability. (Female, 25-49)

They've got three bins and the green stuff goes to the green waste and the yellow stuff goes to the recycling and that works for our area. (Male, 50-64)

Q33a. Events and festivals

Providing a wide variety of things the citizens can enjoy and appreciate. Using Hagley Park well. And the rubbish collection is excellent as well. (Female, 65+)

It's good to be able to get the community together, and the Council puts on a lot of free shows which is good for families, better than having to pay money. Especially after the quakes, it keeps spirits up. (Female, 50-64)

They offer a good range, they are well run, well-advertised and everything is superb. (Male, 25-49)

They are well organised, well-advertised and have a good turnout. (Male, 25-49)

Especially given the circumstances in Christchurch over the last few years, I think the activities, for example the food one recently. They got twice as many people as they expected because people were looking forward to it. (Male, 65+)

They are providing entertainment to the public, taking their minds of the shakes. (Female, 50-64)

I think they just do it well, a lot of organisation goes into all those things. (Female, 65+)

There is nothing much happening in Christchurch after the earthquakes, Council is spending lot of money to entertain people. (Male, 25-49)

It's been pretty good really, under the circumstances. (Female, 50-64)

They give out good information in the newspapers and libraries run enjoyable family events. (Female, 50-64)

Efficient, it's efficiently done. (Female, 18-24)

Times move on and there's more immigrants coming into the city, they see it's important to educate the residents about the different cultures. (Female, 25-49)

The amount of stuff that's available, the amount of things they have in the park and all those sorts of things, I think they're very good at that. (Male, 50-64)

We have had a good range of good events throughout the summer and they have been popular. (Male, 25-49)

I just think the information and the accessibility for everyone to go to those sort of places is good. Mainly the information about them. (Female, 50-64)

Just the variety of events they're getting and access to them. (Male, 25-49)

Variety of events is good. (Female, 25-49)

Tons of things to do. (Female, 25-49)

They provide a variety of events throughout the year. (Female, 25-49)

They acknowledged what was wrong previously and improved on it. (Female, 25-49)

They provide a varied entertainment, whether it's a function that's going on at a venue or accessibility through the libraries. (Female, 25-49)

Lot of varieties and good use of public land and garden. (Male, 25-49)

Q33a. Gardens, parks, reserves, green spaces

The decisions made by previous Councils which goes back to their first establishment. They have formed over a long time. (Male, 50-64)

They collect rubbish regularly, they respond to complaints and safety issues quickly. (Female, 18-24)

Because they are the least of the Council's problems. (Male, 50-64)

They actively provide these things and they have been around for a long time. (Female, 25-49)

It is something we're involved with and is run by the Council, that's the only way we can judge. And the roads are maintained in this area. (Male, 65+)

Making sure we've got lots of green spaces. (Female, 50-64)

It's incredibly important and I think they do a very good job in terms of Hagley Park and urban parks around the suburbs. (Male, 18-24)

They protect the environment, and it provides physical exercise. (Male, 18-24)

I just think the information and the accessibility for everyone to go to those sort of places is good. Mainly the information about them. (Female, 50-64)

Frequent maintenance. (Female, 25-49)

Q33a. Provide good service overall

I think the Council has coped well with getting services up to scratch following the quakes. I expected it to take 10 years or more. (Male, 50-64)

I'm content in most areas - I would rather focus on the positive. (Male, 65+)

With us it's the amount of trees in the area and the damage they are doing. I can't think of anything else, I just think they are doing a wonderful job. (Female, 50-64)

They are doing the best they can to get Christchurch back to how it was. (Female, 65+)

Even though there's massive gaps when you drive around, I'm just amazed that everything seems to run as well as it does. I've been in Africa and places like that, and I'm just amazed how lucky we are. (Male, 50-64)

Q33a. Library services

The service is good, I can get the information I want, they provide support to hold books, there's free wifi, they are well organised and have convenient hours. (Female, 25-49)

It's the staff and the presentation and climate of the library and the staff are always happy to help you, they always put on a professional front to help. (Male, 25-49)

There are enough libraries, there's a good diversity of materials and it's family friendly. (Male, 25-49)

The online system and convenient location. (Female, 25-49)

There are enough community libraries, I know sometimes they have to close or change, but there's always another one nearby. (Female, 65+)

Christchurch wide all the libraries are linked up. (Female, 18-24)

Helpful staff, my daughter orders books online and you can pay rates there easily enough. (Female, 25-49)

I think they've been friendly, I was there the other day with someone and she needed to do something, and they were very helpful, they use their initiative to help. (Female, 65+)

Modernization of library in the city and friendly, well established, up to date and modern systems and access to the internet. (Male, 65+)

They provide a good service, it's easy to access, easy to use, friendly staff, a good range of books and material. (Female, 18-24)

New books. (Male, 25-49)

Free wifi. (Female, 25-49)

They are all connected, easy to use, the website works well, books can be transferred to another library. (Male, 18-24)

I reckon they're an excellent resource. Good facilities, good hours, excellent staff, good other facilities. (Female, 50-64)

I think it's the layout of the building, they have thought about the kind of people that will be using the place, a wide range of the community can use it. From schools to individuals. (Female, 25-49)

Being part of the community, access is good, services from the library are good. (Female, 18-24)

The facilities they offer the people they employ and all the information they provide about things that are on in the community and what is happening throughout the country. There are always displays and they are very timely. (Female, 50-64)

I just think the information and the accessibility for everyone to go to those sort of places is good. Mainly the information about them. (Female, 50-64)

The Council employs great, helpful people in the libraries. (Male, 25-49)

Good service, flexible options (online and in person), good locations, good facilities, multipurpose (In terms of room-hire), well presented. (Female, 25-49)

Good variety of selected services. (Female, 25-49)

Range of activities for children. (Male, 25-49)

New facilities are being built to meet needs. (Male, 25-49)

Pleasant to be in. New one in Halswell is excellent. Wide range of other types of meeting rooms by community rooms. (Female, 25-49)

They provide a varied entertainment, whether it's a function that's going on at a venue or accessibility through the libraries. (Female, 25-49)

New libraries and staff at the libraries. (Male, 25-49)

Good selection of books. (Male, 25-49)

They are able to help on most matters and have good reading material. (Male, 25-49)

Staff are extremely good, and there is a pretty broad range of materials, although they could be a bit bigger. I didn't realise they had earthquake damage until I got to the door and I think that should be publicised. (Male, 50-64)

They're up and running and available as much as possible and providing good service. (Male, 25-49)

Q33a. Water supply

Keeping it clean. (Female, 25-49)

I think the Council has coped well with getting services up to scratch following the quakes. I expected it to take 10 years or more. (Male, 50-64)

They have a ready supply of water on hand. There are sufficient pumping stations for the delivery, I have no issues with it. (Male, 65+)

Water is very clean in Christchurch. (Male, 18-24)

I like Christchurch water. I like it because we do not have any, in all other cities, they put a chemical, something for the teeth, they put the chemical in the water for the children's teeth. Christchurch City doesn't, I like Christchurch's pure tasting water. I like the rubbish collection, it's very, very excellent. I like living here. (Female, 50-64)

Because it's a necessity, and they supply it to the house. (Male, 65+)

It's very clean. (Male, 18-24)

It's world class. Clean drinking water - you don't have to boil it or put it through a filter and that's something we take for granted and our water supply is one of the best in the world. (Male, 50-64)

Q33a. Communication/provision of information/public consultation

They give all this news by television, by papers, we get all this news and they are the best. They look after the suburbs very nicely, they look after the whole of Christchurch. (Male, 50-64)

About how confused they can be. I strongly disagree with politics coming into Council, which it does. (Male, 65+)

I think they just do it well, a lot of organisation goes into all those things. (Female, 65+)

They give out good information in the newspapers and libraries run enjoyable family events. (Female, 50-64)

I read reports in the paper all the time about what they're doing and what they hope to do, so I think they're going alright at the moment. (Female, 65+)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

It's cheap, an activity the whole family can do for wellbeing and fitness, they're clean, great staff and the learn to swim programmes are far cheaper than at a private school. Great facilities, showers, some of them have gyms, great facilities, cycle parks outside, we're a family of 5 and we can all swim for \$9. (Female, 25-49)

The decisions made by previous Councils which goes back to their first establishment. They have formed over a long time. (Male, 50-64)

There are a lot available in different parts of city, the centres are well managed. (Female, 25-49)

There are enough community libraries, I know sometimes they have to close or change, but there's always another one nearby. (Female, 65+)

I use it three times a week. They're friendly, you can have a good chat to them, they're lovely. (Female, 50-64)

The variety, and it's easy to connect to nature. (Female, 18-24)

They protect the environment, and it provides physical exercise. (Male, 18-24)

They built good skate park. (Male, 18-24)

Big park is good for family time. (Female, 25-49)

New facilities are being built to meet needs. (Male, 25-49)

Q33a. Repairing/maintaining roads and footpaths

Because they have to be the most noticeable service on a day to day basis. As we commute every day the roads are most important to us, more important than the waterways currently. (Male, 50-64)

The cones, and notices of upcoming roadworks. (Male, 18-24)

The one area they been proactive in, they are getting into it, they are more efficient. (Male, 25-49)

Q33a. Waste water, storm water and sewerage

I honestly don't know - possibly the effect that they are very much hands on. Selling City Care would be a mistake. (Male, 50-64)

There's minimal disturbance, and reliability. (Male, 25-49)

Because it's a necessity, and they supply it to the house. (Male, 65+)

Efficient. (Female, 18-24)

Q33a. Earthquake recovery/rebuilding the central city

They have worked in partnership with other groups to ensure there is a team approach to achieving their objectives. (Male, 65+)

They are trying to get things done across the whole board, on everything that needs to be done. All the things we talked about before, footpaths, roads, you can be dissatisfied, but there is progress. (Male, 50-64)

Q33a. Keeping the city clean and tidy/looking nice

They give all this news by television, by papers, we get all this news and they are the best. They look after the suburbs very nicely, they look after the whole of Christchurch. (Male, 50-64)

It is something we're involved with and is run by the Council, that's the only way we can judge. And the roads are maintained in this area. (Male, 65+)

Q33a. Public transport

The new Bus Exchange. (Male, 25-49)

They are really good, always on time, there's one every 10 minutes, it's easy to travel and it's cheap. (Female, 18-24)

The new Bus Exchange is better than before. (Male, 18-24)

Q33a. Customer service/call centre/sort problems when asked

I think the people behind the scenes, they were very cooperative and understanding. (Male, 50-64)

Q33a. Infrastructure repair/rebuild

The one area they been proactive in, they are getting into it, they are more efficient. (Male, 25-49)

It all seems to work at this end of the city. I certainly enjoy Hagley Park and the gardens are great. (Male, 25-49)

Q33a. Waterways

The storm water system works well, it floats clear quickly. (Male, 18-24)

Q33a. Making it easier to get around/making things more accessible/cycleways/walkways

Humans as a whole, we are tending to be overweight so anything that involves physical activity is good. (Female, 65+)

Q33a. Other things mentioned by <1%

They actively provide these things and they have been around for a long time. (Female, 25-49)

When I've dealt with the staff, they've been helpful, good at problem solving, good at licensing two dogs, and gave me ideas for the property for creating dog free access. When one of my dogs escaped, they called me on my cellphone when he was found. (Female, 25-49)

They are actually doing something on those bicycle routes. It's a pretty friendly city to walk around and pretty handy. From time to time the Council organise lots of festivals and I am happy about that. (Male, 25-49)

They must be under a lot of stress and strain and are doing the best they can do in the circumstances. (Female, 65+)

All the new plans and, I think they're doing a good job in how they've got a new plan for the city, I like that, the development of it. I like how they keep people in the loop on how they're doing, the flyer that they send out once a month or so, I like that. (Female, 25-49)

The opening of the new Margaret Mahy playground, and the Halswell Community Library which is right next to a swimming pool is great. It is wonderful to see so many family friendly places, which I think have been built quite quickly. I think that the playground will draw a lot of people back to the CBD like myself. I wouldn't go in to the CBD as it is now if it wasn't for the playground. My kids could spend all day there. I would like to see more family-friendly events in the CBD rather than out in the suburbs to encourage people back in the city otherwise people will not come back. (Male, 25-49)

Considering what they've inherited they're doing a good job. Trying to manage getting things repaired and organised. (Male, 50-64)

Q33a. Other general comments

They take my rubbish away, I have 3 bins. I only know my end of it, what happens at the other end I don't know. (Female, 65+)

The only thing is I'd prefer the green bins to be larger, they're too small and you have to pay more for a larger one, considering they're probably making money with it. (Male, 65+)

Q33a. Nothing/negative comments

They know how to get rates and parking money, they're very good at that. (Male, 65+)

The rates. (Male, 25-49)

Banks Peninsula

Q33a. Rubbish and recycling collections

I like the opportunity to recycle things. (Male, 25-49)

Q33a. Gardens, parks, reserves, green spaces

The Botanic Gardens are kept nice. Plantings are colourful and nice to visit. (Female, 65+)

Q33a. Library services

I like going to the library and it is very important for the community as a whole. (Female, 50-64)

We live near Lyttelton and the library was marked to be closed down. It moved and we were able to carry on using it while the existing one was being repaired. (Female, 25-49)

Q33a. Water supply

They do the best they can. It is an improvement from what it was before. (Male, 65+)

Q33a. Communication/provision of information/public consultation

The regular updates that come in the mail, like the leaflet that comes out regularly. (Male, 65+)

The focus in certain areas seem to go alright. (Male, 25-49)

Q33a. Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds

They do the best they can. It is an improvement from what it was before. (Male, 65+)

They bring the community into it and make the people part of the process. (Female, 65+)

They are both very important facilities for Lyttelton, especially for the kids. (Female, 50-64)

Q33a. Customer service/call centre/sort problems when asked

The staff are helpful and knowledgeable. (Male, 25-49)

Q33a. Infrastructure repair/rebuild

Giving present constraints we have a pretty efficient structure. Sewer and water is in good condition. (Male, 50-64)

Q33a. Other things mentioned by <1%

The focus in certain areas seem to go alright. (Male, 25-49)

They seem chilled about it. I like that. (Male, 18-24)

An example is the events they put on for the people. These help people feel included in the community and are helpful for well-being. (Male, 25-49)

Q33a. Other general comments

They are both very important facilities for Lyttelton, especially for the kids. (Female, 50-64)

Q33c. Areas for Christchurch City Council to Improve

Burwood/Pegasus

Our sporting centres, especially our stadium, and the Convention Centre. I think they're important. Both have been dragging on for a few years now. (Male, 65+)

The roads. (Female, 50-64)

They've got to be looking at roads in the eastern side of the city, and the waterways. (Female, 50-64)

The pier. (Male, 50-64)

The bus service. (Female, 65+)

Addressing the multicultural needs of the city as they are now, post-earthquakes. (Male, 25-49)

Fixing roads and footpaths in Christchurch East. (Male, 50-64)

Them having an influence - does Council influence what happens with the Government owned reclaimed land along waterways? (Female, 50-64)

The roads and footpaths. (Male, 50-64)

The look of the rivers around the eastern suburbs, especially the Avon River - it would be good to have it looking like it did before the earthquakes. (Male, 25-49)

The roading. (Female, 50-64)

Roading. (Female, 50-64)

The roading in the east, and getting flatter, easier to access footpaths for the elderly in the eastern part of the city. (Female, 50-64)

Roading notifications and roading. (Male, 25-49)

Spray the flies - because we're fairly near the sewerage ponds and everyone complains about the flies, and we can't open the windows for long otherwise the walls or doors will be black. At night lately they are releasing sewerage from the ponds and it makes us feel quite sick at night (between 11pm and 5am). I am in Woodlands Place. (Female, 65+)

Roads. (Female, 50-64)

I don't know. (Female, 65+)

Recreational facilities for the East. (Female, 25-49)

The amount of input Council is going to have about what the inner city becomes and the holding or putting on of events that are being community powered such as the gap fillers - keeping them going and alive as people try to make things more permanent in the city. I think there is a real vibrancy and sense of community in Christchurch since the earthquakes which is in danger of being swallowed up by outside developers, and the City Council need to have more of a stake because it is supposed to be the voice of the city. (Male, 50-64)

The parking around the hospital. (Male, 25-49)

They need to take notice of Christchurch East more, like Brighton. (Male, 50-64)

Roading. (Male, 50-64)

Make explanations better. Sweeping around the bank and guttering where the big trees are is needed. This area is Poritt Park. I have been a long term resident and have asked the Council to sweep the roads due to huge trees on the river bank dropping leaves. (Female, 65+)

Roads. (Female, 18-24)

To me, most of its okay. (Female, 65+)

The roading in the East. (Female, 65+)

Roading. (Female, 50-64)

Looking after their parks and reserves in smaller places like Wainoni and Avondale. (Male, 65+)

Rubbish. (Female, 65+)

Focusing on the parking aspect. (Female, 25-49)

Listen to people. (Male, 50-64)

Road conditions and better planning of detours. (Male, 50-64)

Stray dogs. (Female, 50-64)

Just the roads. (Female, 65+)

Roading. (Female, 50-64)

The trash and recycling. (Male, 65+)

That they not tell lies and keep us informed. (Male, 65+)

The roads and footpaths, especially in the east. (Female, 50-64)

Roading. (Female, 25-49)

Cycleways. (Female, 50-64)

The waterways. (Male, 65+)

The waterways. (Male, 25-49)

Roading and footpaths. (Male, 65+)

The maintenance of gardens and grass verges. Christchurch looks very untidy and isn't looked after well in that respect - they're skimping on the maintenance. (Female, 65+)

Roading and footpaths. (Female, 25-49)

Roads and flooding. (Female, 25-49)

Roading. (Male, 50-64)

Schools. (Male, 25-49)

The roads. (Female, 50-64)

The roads. (Female, 25-49)

Roads. (Male, 65+)

Roads. (Male, 25-49)

Don't know. (Female, 25-49)

The wastewater and the roads. (Female, 25-49)

The water reticulation and removal of wastewater from spouting and gutters. (Male, 50-64)

Roads. (Male, 50-64)

Their roading. (Male, 65+)

Don't know. (Male, 50-64)

Roading. (Female, 25-49)

The roading. (Female, 25-49)

Building consents. (Male, 25-49)

The roads. (Female, 25-49)

The roading. Lack of control of all the dog poo on the footpath. QEII drive - there's a walkway which goes right down and lots of kids use it and there's no safety barriers - it's just dangerous - you can see where people have come off the side of the road in cars. I would feel much safer walking down there if there were safety barriers. (Female, 25-49)

Can't think of anything. (Male, 65+)

Roads. (Female, 25-49)

Community communications. (Male, 25-49)

Nothing comes to mind. (Female, 25-49)

The roads. (Male, 25-49)

Parking. (Male, 18-24)

Keeping the city cleaner. (Male, 50-64)

Footpaths. (Male, 18-24)

Looking after the parks and reserves. (Female, 25-49)

Keeping people informed. (Female, 65+)

The roads. (Male, 65+)

The roads and the footpaths. (Female, 25-49)

Maintaining clarity over important issues to the public. (Female, 25-49)

Public rubbish bins, especially on the beaches. There's not enough rubbish bins. (Female, 25-49)

The roads. (Female, 25-49)

Roads. (Female, 18-24)

The speed of roadworks. (Male, 18-24)

Making the city more of a garden city, make it more community based. (Male, 18-24)

Road works. (Female, 18-24)

Roads. (Female, 18-24)

Roads. (Male, 18-24)

Infrastructure. (Male, 18-24)

Roads. (Male, 25-49)

The roads and kerbsides. (Female, 25-49)

Roads. (Male, 25-49)

The management of infrastructure, roading and water. (Male, 25-49)

The roads. They're not so great this side of town (east) and it makes it difficult to get around sometimes due to detours and things like that. (Female, 18-24)

Long term planning. (Male, 25-49)

Car parking. (Female, 25-49)

The road works. (Female, 18-24)

Improvement in waterways. (Male, 25-49)

Roads. (Male, 25-49)

Roading quality. (Male, 25-49)

Fix the roads out East. (Female, 25-49)

Roads. (Male, 18-24)

Roading. (Male, 25-49)

Fixing the East side roads. (Female, 25-49)

Cycling. (Male, 25-49)

Communicating with the public. (Male, 25-49)

Getting the footpaths and that all fixed up. (Male, 25-49)

The non-red zones - the roading on the East side. (Male, 25-49)

Parking. (Male, 25-49)

Fendalton/Waimairi

It's earthquakes and roadworks and so on. (Female, 65+)

Fixing the roads faster. (Female, 18-24)

More and better cycling pathways. (Female, 25-49)

I think it's probably communication with different residents. (Female, 50-64)

Roading. (Female, 25-49)

Bus lanes. (Female, 25-49)

Open age groups for the gym. (Female, 25-49)

Cycling. (Female, 25-49)

Parks and roads. (Female, 25-49)

Roads. (Male, 25-49)

Roading. (Female, 25-49)

Bicycle stands. (Male, 18-24)

I'm sorry, I don't interact with the Council enough to know. (Male, 65+)

Management of departures from zoning, non-compliant activities. (Male, 50-64)

Roads on the other side of town. (Male, 25-49)

The state of the roads. (Male, 65+)

Roads. (Male, 50-64)

We had a stormwater drainage problem in our street a couple of days ago. (Male, 25-49)

Nothing. (Male, 65+)

None. (Male, 65+)

Telephone service. (Female, 25-49)

Parking. (Female, 18-24)

Nothing. (Female, 25-49)

I don't like how they are spending their money and some of their policies. They are putting money where it's not needed like that statue in the river. (Female, 65+)

SummerTimes events. (Female, 25-49)

I can't think of anything. (Female, 25-49)

In our environs here, they are changing the roading around a bit in Russley and we find that we live in a quiet street and it's still relatively quiet but the point is, where the milk factory used to be, that's no longer such a thing but the point is, I'm told in that area, that complex, they've got places for 500 staff and 50 car parks. Our street is like a parking precinct, not a quiet residential street. (Male, 65+)

Decision making. (Male, 25-49)

More cycleways. (Male, 25-49)

Parking. (Male, 25-49)

Roads. (Female, 25-49)

I would love it if they had a proper bike lane, not just a side lane. (Female, 65+)

The green bin. Because I have a lot of green rubbish I have had to get a larger green bin. Considering the small bin is free of charge I have to pay a considerable amount for my green bin and I can't see why I have to pay over \$100 for my large green bin. (Female, 65+)

More parking. (Female, 50-64)

Provision of communication. (Male, 25-49)

Nothing. (Female, 65+)

The roads. (Female, 65+)

The roads. (Female, 50-64)

Our kerbs. (Male, 25-49)

The green bin. (Male, 65+)

Parking. (Male, 25-49)

Communication about what is happening. (Female, 25-49)

Building consents. (Male, 65+)

The lake in Hagley Park. (Male, 65+)

None. (Female, 65+)

The green bins. (Female, 50-64)

Roading. (Female, 50-64)

Making the roads safer for cyclists. (Male, 65+)

Roading. (Male, 25-49)

Roads. (Female, 50-64)

Roads. (Male, 50-64)

Waterways. (Male, 25-49)

Roads. (Female, 18-24)

Rubbish collection. (Female, 25-49)

Mayor. (Female, 25-49)

Roads and infrastructure. (Male, 18-24)

Nothing I can think of. (Female, 65+)

Cycling. (Male, 65+)

Hurry up with all the building problems. (Female, 65+)

The town planning. (Male, 50-64)

Cycle paths. (Male, 18-24)

Building consents/town planning. (Male, 50-64)

Tidying up the city and the parks and gardens. (Female, 65+)

Roads. (Female, 65+)

Council spending. (Male, 50-64)

Waterways. (Female, 65+)

Footpaths and roads. (Female, 65+)

Green bins. (Female, 25-49)

Lower the rates and improve the cycling lanes. (Male, 65+)

Fixing up the roads. (Female, 50-64)

Cycling lanes outside the university. (Male, 65+)

Drainage for the roads. (Male, 18-24)

Roads. (Female, 50-64)

Roads. (Female, 25-49)

Long term strategic planning. (Male, 25-49)

Rivers. (Female, 50-64)

Roading. (Male, 18-24)

Footpaths and roading. (Male, 18-24)

Roading. (Female, 18-24)

Footpaths and badly damaged roads. (Male, 18-24)

Events. (Female, 50-64)

Footpaths. (Female, 50-64)

No idea. (Male, 18-24)

Road construction. (Male, 18-24)

Keep improving the city. (Female, 65+)

Footpaths. (Female, 50-64)

Disruption with roadworks. (Female, 25-49)

Road surfaces. (Male, 50-64)

Road maintenance. (Male, 25-49)

Roads. (Female, 25-49)

The bus stops outside Burnside, Caradale Place. (Female, 18-24)

Rebuild work. (Female, 18-24)

The waterways and roads need improving. (Female, 18-24)

Roading. (Female, 18-24)

Roading. (Female, 18-24)

Car parking. (Female, 50-64)

Jeffreys Park. (Male, 50-64)

Cycles. (Male, 50-64)

Roading. (Male, 50-64)

Entertainment. (Female, 25-49)

Roading quality. (Female, 25-49)

Roading. (Female, 25-49)

Footpaths. (Female, 50-64)

Swimming pools. (Male, 50-64)

Listen to people. (Male, 50-64)

Planning for the future of the inner city setup. (Female, 25-49)

The roads. (Male, 25-49)

Roads. (Male, 65+)

Seeing to the needs of all road users and requirements for additional parking for those in the tourism industry. (Male, 50-64)

Traffic flow issues. (Male, 25-49)

Transparency about what's happening over the earthquake repair areas. (Male, 25-49)

Roading. (Female, 25-49)

Roads. (Female, 25-49)

Roads. (Male, 50-64)

Quality of cycleways and roading. (Male, 25-49)

Roading. (Male, 50-64)

The bus service. (Male, 25-49)

Roading. (Female, 25-49)

Cycle facilities. (Male, 25-49)

The transfer of information about events. (Female, 25-49)

Bike access to the city. (Male, 25-49)

Kerbside collection. (Male, 25-49)

Roading. (Male, 25-49)

Carparks in the city centre. (Male, 25-49)

Footpaths. (Male, 25-49)

Public transport. (Male, 25-49)

Parks. (Male, 25-49)

Communication with the public and feedback. Accommodating the homeless. (Male, 25-49)

Ferrymead/Hagley

Roads and footpaths. (Male, 25-49)

Storm water and the water collection. (Male, 25-49)

I would like to see them do more work on the streets, making them safer. Where work has been done it is good but it is just not happening fast enough. (Female, 65+)

The quality of the drinking water. (Female, 50-64)

The waterways need cleaning up and we need trees in the city. (Male, 65+)

Help the elderly more. (Female, 25-49)

Cycleways and roadways. (Male, 25-49)

The green bin. (Female, 65+)

Roadworks. (Female, 25-49)

I can't comment. (Male, 65+)

No comment. (Female, 65+)

Squabbling over governance processes. (Male, 50-64)

Swimming recreation facilities. (Female, 25-49)

I don't know. (Female, 25-49)

The waterways need improvement. (Female, 65+)

Roads/footpaths are not in good condition. There is no long-term parking. (Female, 65+)

Bad decision making. (Male, 50-64)

Improve public parking and road safety. (Female, 50-64)

The roadworks. (Female, 65+)

There needs to be more communication with Christchurch residents about what is being discussed and planned. (Male, 65+)

Fix the roads. (Female, 65+)

Rubbish everywhere – there needs to be a scheme put in place to clean up. (Female, 18-24)

Communication. (Female, 25-49)

Communication skills. (Male, 50-64)

Money distribution. (Male, 50-64)

Managing their finances. (Male, 65+)

Again I would like to say to get on to the roading and to stop standing around. (Male, 65+)

Getting people back to central city. (Male, 50-64)

Costs of consents, they are too costly. (Female, 25-49)

Cleaning all waterways and footpaths. (Female, 65+)

Improve roads and waterways. (Female, 25-49)

Trees over footpaths. (Male, 65+)

No comment. (Female, 65+)

Better events. (Male, 50-64)

No comment. (Female, 50-64)

Improve parking in the central city. (Female, 25-49)

Fix footpaths, there are sunken areas and they are uneven. (Female, 50-64)

Road sweeping. (Female, 50-64)

Sewage. (Male, 25-49)

Roads need fixing. (Female, 25-49)

Roads. (Male, 65+)

Footpaths. (Female, 50-64)

Not sure. (Female, 25-49)

Not sure. (Male, 50-64)

No comment. (Male, 50-64)

Waterways. (Female, 50-64)

No comment. (Male, 18-24)

My red bin in St Martins, it was very slightly open and a sign left saying that they couldn't take the bin. (Female, 25-49)

No comment. (Male, 65+)

Use of public transport and cycling, non-motor transportation. Cycle ways etc. (Male, 25-49)

The roads. (Female, 25-49)

Roads. (Female, 25-49)

Roads. (Male, 25-49)

1. Hospital parking because people using the hospital are either in pain, unable to walk, really old or trying to briefly run in there on their lunch hour. It's just a nightmare, you're already in a nightmare dealing with tragedies and having to deal with parking at a hospital is horrible. 2. Green waste, I would like to have the option of taking one of my yellow or red bins down to a small bin and having it replaced with a large green bin. I think it's rude having to pay to get my organic matter taken away for such a high price. 3. I feel that the water margin in its current state is harbouring/infested with pests that are impacting the water life and causing the neighbouring properties to be infested. (Female, 50-64)

Feedback to queries or complaints. (Male, 25-49)

Buses. (Male, 18-24)

Roading and waste water services. I am still waiting for action from you. (Male, 50-64)

Getting waterways cleaned. (Female, 50-64)

Fix the footpaths in Woolston. (Male, 65+)

The condition of rivers. (Female, 50-64)

Getting the rivers cleaned. (Female, 50-64)

Nothing stands out. (Female, 25-49)

Rubbish collection. (Female, 25-49)

Common sense. (Male, 25-49)

Roading. (Male, 50-64)

Co-ordination of repairs for roads. (Female, 50-64)

Roading. (Female, 18-24)

Events and festivals. (Female, 18-24)

Construction. (Male, 18-24)

Roads and footpaths. (Female, 25-49)

No comment. (Male, 50-64)

Public safety with regards to roading, footpaths, pedestrians, cyclists. I'm very dissatisfied with the waterways upkeep. (Male, 50-64)

Nothing. (Female, 18-24)

Information about roadworks. (Female, 18-24)

Clearing trees which get in the way of views. (Male, 65+)

The red zone and demolished buildings. (Female, 18-24)

Their service. (Female, 18-24)

Roads. (Female, 18-24)

Roadways. (Male, 25-49)

I can't say or think of something. (Female, 18-24)

Roads. (Male, 18-24)

A lack of swimming pools for the Eastern city areas in Christchurch. (Female, 65+)

Asset sales. (Female, 50-64)

No comment. (Female, 25-49)

Roads upkeep. (Female, 25-49)

Parking availability isn't seen and the cost of using Council parking facilities is too expensive. (Female, 25-49)

Most definitely roading. It is a disgrace. (Male, 25-49)

Putting on more events. (Female, 25-49)

The roads. (Male, 18-24)

Roads. (Female, 25-49)

Update community recreation facilities. (Male, 25-49)

Footpaths. (Male, 18-24)

The poor state of footpaths, especially by Petre Street, is not acceptable. (Female, 65+)

Maintenance of roads. (Female, 25-49)

Fixing the Heathcote River, I do not want them to set up a whitebait colony, it is an avoidance of the clean-up that needs to happen. (Male, 50-64)

They could do the roadworks faster, they are alright but not great. (Male, 25-49)

Better management of ratepayers' rate money. (Female, 25-49)

The waterways. (Male, 25-49)

Communication with the public. (Male, 25-49)

The consenting process. (Female, 25-49)

Not sure. (Female, 18-24)

Bin service. (Male, 18-24)

Parking. (Male, 25-49)

Roads/footpaths. (Female, 25-49)

The City Care maintenance crew. (Male, 25-49)

The Eastern suburbs need to be fixed up quickly; it has been over 5 years. (Male, 25-49)

Rubbish. (Male, 25-49)

Roading is the top priority. (Male, 25-49)

Roading. (Male, 25-49)

Don't know. (Male, 25-49)

Roads and buildings. (Male, 25-49)

Destruction of the park and green space on Ilam Road. (Male, 25-49)

Spreydon/ Heathcote

As I said before, the mowing of some of the parks and boundaries and things. (Male, 50-64)

Cycling. (Female, 25-49)

Get the hospital car park fixed. (Female, 25-49)

Playground. (Female, 25-49)

The renovation of university buildings and the cathedral. (Male, 25-49)

Council staff becoming more aware of an individual's rights. (Male, 65+)

Parking spaces in the city. (Female, 18-24)

Wheelchair access needs improving. Footpaths and kerbs for wheelchair access need improving. (Female, 25-49)

The Heathcote River is very dirty. Footpaths are uneven in places. Bigger green bins in summer. (Female, 65+)

Demolishing buildings. (Male, 25-49)

Cleaning up rivers for wildlife. A bigger green bin in summer. Eftpos payment at parking meters. (Female, 25-49)

Better parking for disabilities, easier access to the hospital for the elderly, better conditions for car parking from where the shuttle goes to the hospital. It's really hard to wheel a wheelchair and use a walking stick over big rocks and such. (Male, 65+)

Na. (Male, 65+)

Cycle paths. (Female, 25-49)

The maintenance of cemeteries. (Female, 65+)

All's fine and dandy. (Female, 65+)

Overdoing cycleways - too many bike parks outside shops, they need to consider business people. (Male, 65+)

Roading repairs, there are too many road cones. (Male, 65+)

Roads, people parking on yellow lines. (Male, 65+)

Roadworks need more attention. (Female, 65+)

Just roading. There's nothing they can do about it, only to keep at it. (Female, 25-49)

Of course the roading but they can't do much about it, just keep it coming. (Male, 50-64)

I would say roading and to keep it going and do it more quickly. (Female, 25-49)

Sometimes it's a lack of communication with the public, I have noticed over the years. (Male, 65+)

I am worried a lot about this quarry business getting the go ahead with the Council digging deeper underground because it going to upset the water quality. (Male, 65+)

To get on with the roading and I would also like to say the water quality. (Male, 25-49)

I would have to say none again, we are very lucky to have their services. They do an excellent job so no further comments. I have dealt with them and they gave me excellent service. (Female, 65+)

Roading at this moment. (Male, 65+)

I would have to say the storm water pipes that flow into our rivers. I do think it's about time they did some dredging like they used to just to clean it up because of the rubbish it has caused. (Female, 25-49)

Mainly the prices they are charging for parking, it's just too expensive in the inner city, it's driving the public to the malls. (Female, 50-64)

Just to let the residents know what these commercial business are up to. I'm talking about not another cafe bar or another food place, there are too many of them. (Female, 65+)

Roading is very important but the Council must take ownership of the plan and with the Government help as well, but they must get on with it. (Female, 65+)

It's probably not their fault but I would have to say roading around the city. (Male, 65+)

Assisting people around the city. (Male, 50-64)

Water ways, they need to be cleaned up a bit. (Female, 50-64)

Helping and supporting small business growth in the city. (Male, 65+)

I would have to say the cycle lanes. They are too close or are mixing with the pedestrians. They should be kept separated from each other. (Female, 65+)

I really cannot see any but would like to make the statement Leanne Dalziel the Mayoress is doing a great job with only what she has got at the moment. So everyone has to be happy with her. That's all I've got to say about it. (Male, 65+)

No real comments. (Male, 25-49)

The cycle lanes and cycleways. (Female, 65+)

I think looking after our waterways and rivers. (Female, 25-49)

The underground piping, I know since the earthquakes there has been a lot of damage.
(Female, 65+)

What they can do about it I surely don't know but as I said before the maintenance and upkeep of our rivers as you notice there's so much rubbish dumped in to them. (Female, 50-64)

There is one important area that they can improve on and I am not the only one that thinks this way. What I mean is why, after they have done repairs to the road or footpath, do they come back after say six months and dig it up again? They do it over and over again. It's got me puzzled. (Male, 25-49)

Roading and footpaths. (Female, 18-24)

More water maintenance over a greater amount of the city. (Female, 50-64)

Recycling more material. Better park and gardens maintenance. (Female, 50-64)

Waterway management. (Male, 18-24)

Roads. (Male, 25-49)

Stormwater collection, the sewage system. (Female, 25-49)

Local responsibility. (Male, 50-64)

Roading. (Male, 25-49)

Probably the earthquake damage that was done on the East side. They did get hit quite badly.
(Male, 25-49)

I live in Fisher Ave and my neighbours and I would like the Council to remove the leaves from our street. (Female, 25-49)

Our rivers, the Heathcote and the Avon, I'm not at all satisfied with the raw sewage being dumped into them. (Female, 65+)

I would have to say roading but I do understand it is not going to be easy. (Female, 25-49)

In general I think when it comes to making decision for the city. (Male, 25-49)

Just in general I would say lack of communication to the public. (Female, 65+)

What I have noticed is the way the odd driver drives the rubbish truck. He's got to be more careful when putting the bins back down after he empties it because I have seen smashed lids that have broken. (Female, 50-64)

That is a very hard one because of what's happened to the city. They are trying their best, that's all I can think of. (Male, 50-64)

At the moment I cannot think of anything, nothing really comes to mind so I have to say no further comments. (Female, 18-24)

At the moment nothing comes to mind. I would have to say no comment because I have no complaints about them. (Male, 50-64)

One comment is the Wilsons carparks. All I can say is to get rid of them. And for the Council to get on with building carpark buildings. Not happy with the price. (Male, 50-64)

Roading. (Male, 25-49)

Building consents. (Female, 50-64)

Roads and water equally. (Female, 25-49)

Lack of communication with other departments, and I would like to see them picking up the leaves more so we don't get these blocked drains. (Female, 25-49)

This is a hard one for me, I would like to say no comments at all, only that things are going to improve a lot further down the track, especially in Christchurch. (Male, 50-64)

To communicate a lot more quickly to any special occasion. It took a long time to sort out my problem with my retaining wall, they could not tell me until later that it wasn't the Council's fault they put rocks in my retaining wall. I was quite puzzled with this outcome. I would say to get back to me a lot quicker so we can sort out this problem. That's all. (Female, 25-49)

At the moment, nothing comes to mind. I would have to say no further comments. (Male, 25-49)

Footpaths – the footpaths are dangerous, we don't know how many times there's been accidents. You can't even walk over footpaths without tripping over or walking through flooding. (Female, 25-49)

Whoever designed the road marking and traffic lighting in the central CBD is an idiot, causing accidents, you're driving through and it goes orange straight away. (Female, 50-64)

Staff parking. (Male, 50-64)

Roads. (Male, 25-49)

Roads and cycleways. (Female, 25-49)

Building consents. (Female, 50-64)

Roading. (Male, 25-49)

Roads and drains need work. (Female, 50-64)

Phone-in services. (Male, 50-64)

The CCC housing supply for at risk people e.g. released prisoners, sex offenders. (Female, 25-49)

Not be charging for a bigger green bin, swap the size of the red and green bins. (Female, 50-64)

Cycle infrastructure. (Female, 25-49)

Mowing of parks and river verges in our area. (Female, 25-49)

Stop putting so many cones out, think more about cycle safety. (Male, 25-49)

Roads. (Male, 50-64)

Parking charges. (Female, 25-49)

Free parking within the inner city, no 30 kmph speed limit. (Male, 25-49)

Parking, paying ridiculous amounts and having to walk around at night (especially in uniform). (Female, 18-24)

Parks. (Male, 25-49)

Road repairs. (Female, 25-49)

Maybe the roads. Some of them are pretty bad. (Male, 25-49)

The Metro sports swimming complex. (Male, 25-49)

Probably letting us know when they are going to shut the road or block it off. (Female, 50-64)

That's a difficult one, all I can say is the building consents. (Female, 50-64)

I would like an update about the Cathedral, news of what is going to happen to it. So far we don't know what the decisions are. It is an icon for our city. (Female, 25-49)

It's when you ring the office and get 'A' who knows what's he is talking about, being a knowledgeable staff member, and you haven't heard from him so you ring the next day wondering what has happened, then you get say 'B' that has not a clue what's he's talking about, not very knowledgeable at all and I'm very lucky to ring back and get 'A' back on the phone and he was able to help me so 'B' needs more training I'm afraid but in the end it all worked out. It was to do with, you guessed it, building consent. (Female, 50-64)

Lack of communication with the public of Christchurch, we would like to know what's happening to our city. (Male, 25-49)

It would have to be the roading e.g. they had a road sign which the Council put up but as soon as a big truck or bus went pass it, it would knock the road sign over, so I said to the young chappie, why don't you put the sign up higher, so they could go under it, which he did, so now there is no problem. (Male, 50-64)

Again I think the lack of communication between the public and the Council. I think they are not on the same wavelength, mainly because if you want a say about what's going on the Council has already done it which is very annoying. (Female, 25-49)

How they spend their money, I would like to see them spend their money on the rebuild in certain areas and not spending it on these statues and towers. (Female, 50-64)

I'm hoping they can do something with car parking in our city. (Male, 25-49)

Cycleways. (Female, 25-49)

Road maintenance. (Female, 18-24)

Roads. (Female, 18-24)

Communication with the public. (Female, 18-24)

Roads. (Male, 18-24)

Roads in the city. (Female, 25-49)

Roadways. (Male, 50-64)

No comment. (Male, 18-24)

The condition of roads and footpaths. (Female, 18-24)

Transparency. (Male, 25-49)

No comment. (Female, 25-49)

Roads. (Female, 50-64)

Roads. (Male, 25-49)

Their car park buildings. Get them up and running again. Not satisfied with this Wilsons car parking at all. They are charging too much. (Male, 50-64)

I would have to say when are we going to get our street sweepers back? I mean most streets you used to see them a lot. (Male, 50-64)

For me I would have to say roading. (Male, 18-24)

The only thing that comes to mind is that they could pay the workers more, no further comments. (Male, 25-49)

Roads. (Female, 25-49)

Cycleways/paths. (Male, 25-49)

Roads/footpaths. (Male, 25-49)

Parking. (Male, 18-24)

The red zone. (Male, 18-24)

Roading. (Male, 50-64)

The roading. Being a cyclist, and I do cycle every day, I would have to say roading, it's very annoying. (Male, 25-49)

For me and others I'm aware of, the comment is when is the Council going to realise we need to have some free car parking around so we can bring the public back into town? (Male, 25-49)

I wouldn't say improve on but I do know they have got a big job still ahead of them. (Male, 18-24)

Shirley/ Papanui

To get the swimming pools up and going. (Female, 65+)

Rubbish bins in parks, maybe some skips. Why do we have to pay a toll to get onto Waimak mouth beach in Spencerville, when it's a public road (Haydens Road)? (Male, 50-64)

The resource and building consent stuff. (Female, 50-64)

I can't think of one. (Female, 25-49)

Overall earthquake recovery rebuild issues. (Female, 25-49)

Roads. (Female, 25-49)

Nothing. (Male, 65+)

Traffic. (Female, 25-49)

Roading. (Female, 25-49)

I don't know. (Male, 18-24)

Finalising earthquake claims. (Female, 65+)

Parking. (Female, 65+)

Don't know of any. (Female, 65+)

A lot of swimming pools not up and running. (Female, 50-64)

Can't think of anything. (Female, 50-64)

The central city rebuild. (Female, 50-64)

Parking in town. (Female, 50-64)

Roading. (Male, 65+)

Can't think of any. (Male, 65+)

Water quality and waterways need improving. (Male, 50-64)

Clean up waterways. (Female, 25-49)

Parking charges at the airport and parking buildings at the airport need to be looked at.
(Female, 50-64)

It's still very important to still improve on roads. (Male, 65+)

Can't think of any. (Female, 65+)

Maintenance of waterways. (Female, 65+)

Repair the roads. (Female, 25-49)

Conditions of roads. (Male, 65+)

Improving the roads. (Female, 25-49)

Issue of building consents. (Female, 50-64)

Don't know. Maybe land and property issues. (Male, 50-64)

Better and safer environment for cyclists. (Male, 25-49)

The Council should know this they are doing a very good job. (Female, 65+)

1. Storm water. 2. Their policies don't make sense. (Female, 25-49)

Parking near hospital. (Female, 25-49)

Not sure. (Female, 50-64)

The roads. (Male, 18-24)

Sporting facilities, indoor and outdoor. (Female, 25-49)

Parking meters. (Female, 50-64)

Can't think of anything. (Male, 50-64)

Building consents. (Female, 25-49)

Fixing and repairing footpaths. (Female, 25-49)

I think they should do away with fishing off the New Brighton pier. It's embarrassing (not a good look for tourists/visitors), smelly, not a good look and dangerous (hooks to people's eyes).
(Male, 50-64)

The green waste bin is way too small, it needs to be bigger. (Female, 50-64)

The green bin needs to be bigger. (Male, 25-49)

Get the roads going - that should be the number 1 priority. They need to come and cut the lawns more frequently in the suburbs. For the last six years I have had to cut the grass on the roundabout island. Why should I have to do this? It cost me \$25 of my own money to dump the rubbish. I have called Council officials numerous times to discuss this and have been ignored, nobody has ever called me back. (Male, 50-64)

The roads. (Female, 25-49)

Improve the roads. (Male, 18-24)

As a cyclist I disagree with the overkill that they are doing on cycleways. I have a dog and they are thinking of passing different dog laws. I got told where to look because they are suggesting fines for no carrier bags. There was information in the paper but nowhere does it say how much that fine will be. (Male, 65+)

Roading and traffic. (Female, 25-49)

The cost of building consents. (Female, 25-49)

Communication between workforces. (Female, 25-49)

Swimming pools. (Female, 25-49)

Roading. (Male, 25-49)

Rubbish collection bins. (Male, 25-49)

Parks maintenance. (Male, 50-64)

Parking, especially in the central city. (Female, 50-64)

I don't know of any. (Female, 50-64)

Stormwater and drainage. (Male, 25-49)

Roading. (Female, 25-49)

All cycleways. (Male, 50-64)

Some roads are terrible. (Female, 65+)

Roading. (Female, 50-64)

Rebuilding the central city. (Male, 50-64)

I don't know of any. (Male, 65+)

Roads and footpath need big improvements. (Female, 65+)

Parking at the hospital. (Male, 50-64)

Roading systems need improving and repairs need to be done urgently. (Male, 50-64)

Providing consents for buildings, housing etc. (Female, 50-64)

The water quality in rivers needs improving. (Male, 25-49)

Roads and footpaths. (Female, 25-49)

The road maintenance. (Female, 25-49)

Road maintenance. (Male, 50-64)

Transport around the city. (Female, 50-64)

The roads. (Female, 25-49)

Rubbish in the parks. (Male, 50-64)

Roading. (Female, 50-64)

The parking situation. (Female, 65+)

Social housing. (Female, 65+)

Improving roads. (Female, 25-49)

Road and footpaths. (Male, 65+)

Drainage needs improving. (Male, 65+)

The issuing of building consents and resource planning. (Male, 65+)

Public relations need big improvement. (Male, 50-64)

Look after ratepayers better and big businesses less. (Male, 50-64)

Roading. (Male, 50-64)

Footpaths and roadways. (Male, 65+)

The sewage system. (Female, 65+)

Bus services. (Female, 65+)

Community Boards. (Female, 50-64)

Storm water. (Male, 18-24)

The bus service. (Male, 18-24)

Parking. (Female, 18-24)

Ruined buildings and roads. (Female, 18-24)

Signage. (Female, 18-24)

Parking in town. (Male, 65+)

Waterways. (Female, 25-49)

Roads and footpaths. (Male, 25-49)

Public transport. (Male, 25-49)

Community involvement in decision making process. (Female, 25-49)

Roads. (Female, 18-24)

The flow of information. (Male, 18-24)

The progress of road works. (Female, 18-24)

Informing people about what's happening. (Male, 18-24)

Looking after city playgrounds. (Male, 25-49)

Road and footpaths. (Female, 50-64)

Driving around the city - the policing of orange cones and managing the traffic in the city.
(Female, 50-64)

The Bus Exchange. (Male, 25-49)

Parks and recreation areas. (Male, 25-49)

Roads. (Female, 25-49)

Waterways. (Female, 25-49)

Roads. (Male, 18-24)

Roading. (Female, 18-24)

Roads. (Female, 25-49)

Ability to properly respond to ideas or enquires. I called the Council three times about the Orohuria Reserve tennis courts with no nets. The lady I was supposed to talk to wasn't available every time I called. I left a message but never got a reply. (Female, 25-49)

Roadworks. (Male, 25-49)

Fixing roads - making sure areas don't flood around St Albans. Our drainage water has to go uphill so obviously it doesn't work that well. And it's been like this since before 2003 (when we moved in). That's one of the reason cycling isn't popular in Christchurch. (Female, 25-49)

Don't know. (Female, 25-49)

Roads. (Female, 18-24)

The condition of waterways. (Male, 25-49)

Roading. (Male, 25-49)

Rates discount. (Male, 25-49)

Traffic. (Male, 25-49)

Waterways. (Male, 25-49)

Drainage. (Male, 25-49)

The places the Council have worked on roads and footpaths is really random, more structure and planning of this process would be good. They fix half the road and then they leave half the road and it gets trashed again. (Male, 25-49)

Cycleways. (Male, 25-49)

Some buildings are cracked, which is visually unappealing. (Male, 25-49)

Parks and reserves. (Male, 25-49)

Roading. (Male, 25-49)

Support for musicians and local music festivals need to be improved. (Male, 25-49)

Riccarton/Wigram

They should be looking at fields, sportsgrounds. (Male, 50-64)

Parks. (Female, 65+)

On looking after these reserves and walkways. (Female, 50-64)

Roads. (Female, 25-49)

Maybe the water quality in our rivers. (Female, 25-49)

Road signage for what speed you're doing on the road. The rates increases. (Female, 50-64)

I think the libraries need to be sorted out. The other one is the cycleways and transport. (Male, 50-64)

Probably the roading. (Male, 65+)

I think our roading and footpaths. (Female, 50-64)

Parking and roading. (Female, 65+)

Road construction. (Female, 25-49)

I think the cutting of grass. (Female, 65+)

They should look at all the people in the Eastern Suburbs who are still suffering. (Male, 65+)

I don't really know. They're supposedly going to build a new library and swimming pool in Hornby. I think they should build a library on the same site, take the church away and build a swimming pool there. (Male, 65+)

Communication with rate payers and be more transparent, to improve the parking on the church corner. (Male, 50-64)

In phase with the public and in the consent area, I have had personal experience of this. (Male, 65+)

The water waste comes to mind in the discharge and filtration process, water as a resource is limited and we need to look after it. (Male, 25-49)

Maybe cycleways. (Male, 25-49)

The consenting process. (Male, 50-64)

Information giving. (Female, 50-64)

A service centre in this side of town – Hornby. (Female, 65+)

I don't know. (Female, 50-64)

I can't think of anything. (Male, 65+)

The vision of sports facilities, especially swimming pools. (Female, 65+)

The roads. (Female, 50-64)

Gee, you've got me there... Um... Some of its decision making on local issues take a very long time and they tend to try and make it win win for both sides, instead of right and wrong.
(Female, 65+)

The building consents area and the planning. (Male, 50-64)

I can't think off the top of my head, the cost of the city gym. (Male, 25-49)

Roads. (Female, 25-49)

To the Council members as a whole to pull together more and not be divided as they are or seem to be on subjects. The more people you put on a committee, the more dissent you get, and it takes longer to make decisions. (Male, 65+)

Some action to requests for the upkeep of their own property. (Male, 65+)

Roads. (Female, 25-49)

Roading. (Female, 25-49)

I think they need to start looking at the rubbish collection. I see people putting things on the side of the road to be taken away. That's fine as long as it is removed. (Female, 65+)

The roading is the main one. (Male, 50-64)

What's happening on the east side of the city? (Female, 25-49)

Get rid of wifi in pools. (Female, 18-24)

Don't know. (Male, 25-49)

Roading. (Female, 18-24)

Don't know. (Male, 25-49)

Getting the rebuild done. It seems to be very, slow building consents and arguments as to what should be built or not. The Council made some very bad decisions on offers by the Government.
(Male, 65+)

Roads. (Female, 25-49)

The roads would be helpful. (Female, 65+)

The street sweeper going round with two other trucks with flashing lights for health and safety. The extra cost of two trucks is not needed. (Male, 50-64)

Roading. (Female, 65+)

The condition of the roads. (Male, 65+)

Swimming pools. (Male, 65+)

Roads. (Female, 65+)

The bus service. (Female, 65+)

Getting the city moving again. (Male, 65+)

The roads, which is obvious for Christchurch. (Female, 50-64)

Resource consent applications and the notification of residents when a community member decides they want to build something and the Council neglect informing other residents what is going on, and not having the right to appeal against the consent. And one more thing, if you could squeeze in this business about local roading, and not consulting or surveying traffic flow in an area and still putting down chip, which flies everywhere. (Male, 65+)

Improve? Council's not really responsible for drivers are they? More driver education. (Male, 50-64)

For the Council to improve the swimming pools. (Female, 25-49)

Communication with the residents. (Female, 50-64)

That's a hard one. I don't know, stop the speeding on some of the roads. (Female, 65+)

Roads. (Male, 25-49)

Walkways. (Female, 18-24)

It's the storm water run-off from the roofs. (Female, 65+)

Roading. (Female, 25-49)

Traffic management. (Male, 50-64)

Cycleways. (Female, 25-49)

Mowing the lawns on the berms. (Male, 65+)

I couldn't say. (Female, 50-64)

Off the top of my head, it would be roading, but that's more like a personal one, I get annoyed by the state of our roads. I think there's more important things around. There's so much stuff going on with city rebuild, some of the decision making makes you wonder. (Male, 25-49)

Probably the roads. (Female, 50-64)

Parking. (Male, 25-49)

They need to improve the rainwater drainage system. (Female, 50-64)

Roading/rebuilding. (Female, 18-24)

Key decisions on how the city operates. (Male, 25-49)

Roading. (Male, 18-24)

Develop the East side of Christchurch – roads and recreation. (Male, 25-49)

I would say cycle lanes. (Male, 18-24)

Poor roading. (Female, 18-24)

Roading. (Female, 25-49)

None. (Male, 25-49)

Don't know. (Male, 18-24)

Lower rates. (Female, 50-64)

Rubbish. (Male, 18-24)

Parking. (Female, 25-49)

Roading. (Male, 25-49)

Roads. (Female, 18-24)

I don't think too badly of the Council, there's nothing I can put my finger on. (Female, 25-49)

Tricky one, I don't know. (Female, 25-49)

Communication and the way they treat people, the way we aren't informed on how the decisions are made. (Female, 25-49)

Footpaths and roading. (Male, 18-24)

Don't know. (Male, 18-24)

Not that I can think of. (Female, 18-24)

Anything related to water usage. (Female, 25-49)

They need more things for the youth to do, the skate park is nothing compared to what they could be doing. More public recreational facilities. I'd like Sockburn back up and running. (Female, 25-49)

Roading and footpaths. (Female, 50-64)

Rubbish. (Male, 18-24)

The roads, down Pages road and Aranui Way. (Female, 25-49)

Because I am from other country, Korea, the Korean community expects a lot of help from the City Council. We need a lot of your help, especially we need a community centre. (Female, 50-64)

I think more transparent information and also roading is a major part, roading and the traffic. (Male, 25-49)

That's a hard one. Maybe the stormwater system a bit. (Male, 50-64)

They need to get the square sorted out. (Male, 50-64)

Roads. (Male, 18-24)

Roading. (Male, 25-49)

Roading. (Female, 25-49)

Consultation with the people and sticking with the post-earthquake vision. (Male, 50-64)

The big ticket items, and housing up to scratch. (Male, 25-49)

The city rebuild. (Male, 25-49)

Cycle lanes. (Female, 18-24)

Recreational facilities. (Male, 18-24)

Roads. (Female, 50-64)

Safety for cyclists is one, the green road to run on bus lanes that the bikes can use. (Female, 65+)

The relationship between their office and the residents. (Male, 65+)

Roading. (Female, 18-24)

More parking. (Female, 18-24)

Roads. (Female, 18-24)

Footpaths. (Female, 50-64)

Council being transparent to the public and the public having a bit more say in Council decisions. (Female, 50-64)

How they spend our money. (Female, 25-49)

More housing. (Female, 65+)

Footpaths around Avonhead and Crosbie Park. (Female, 25-49)

Road. (Female, 25-49)

Parking. (Male, 25-49)

Footpaths. (Male, 18-24)

More tourism stuff. (Male, 25-49)

Roads. (Male, 18-24)

Roadworks. (Male, 18-24)

Parks. (Female, 18-24)

I think the roads need to be fixed up better, that is number one. Our road's been dug up, it was supposed to be finished before December, they had to re-dig it up, and they're still doing it. That's not the City Council, but I'm sure they've been contracted by the Council. The other thing I've had an issue with is animal control. (Female, 25-49)

Footpaths. (Female, 25-49)

The airport fees, parking fees. (Male, 25-49)

Parking. (Male, 18-24)

Roading. (Female, 25-49)

The green bin is not being emptied very well. The pools are closing too early in the year. Consents are really slow. (Male, 25-49)

They need to improve the consistency of the staff who work in the departments that issue consents. (Female, 50-64)

Roads. (Female, 25-49)

Roads. (Male, 25-49)

Free parking in the city. (Female, 25-49)

Management of crowds and traffic during events. (Female, 25-49)

The rubbish - service from the Council. (Female, 25-49)

Infrastructure. (Male, 25-49)

Don't know. (Female, 25-49)

Roading. (Male, 25-49)

Parking. (Female, 25-49)

Swimming lesson bookings. (Female, 25-49)

Probably, ummm, the organisation of public events perhaps needs a bit more thinking with regards to parking accessibility and the area in which it's being held. (Female, 25-49)

Cycleways. (Male, 25-49)

Rivers. (Male, 25-49)

Christchurch roading. (Male, 25-49)

Public transportation. (Male, 25-49)

More things for people to do - more entertainment. (Male, 50-64)

The roads and footpaths that need to be fixed after the earthquakes that are still not done. (Male, 50-64)

Parking wardens. (Male, 50-64)

Nothing. (Male, 50-64)

The green bin. (Male, 50-64)

Don't know. (Male, 25-49)

I don't know. (Male, 25-49)

Banks Peninsula

The quality of water and rivers. (Male, 65+)

Some improvements to our transfer station at Birdlings Flat. (Male, 65+)

They spend money on stupid things like some ugly art works. (Female, 65+)

They need to become much more focused on the cost of running Council, particularly the management cost. (Male, 50-64)

But I'd like them to stand up in the face of CERA, Gerry Brownlee and his mob. (Male, 25-49)

The department that deals with resource consents needs to be more open-minded. (Male, 25-49)

Roadworks. (Female, 50-64)

A red bin rubbish collection would be nice at Little River. Roadworks seem to take forever. (Female, 25-49)

The trees, along Main Road in Governors Bay there are trees that need trimming more often. (Female, 65+)

Storm water management, and footpaths in residential and pedestrian areas beyond the edge of town in Lyttelton feel unsafe. (Female, 50-64)

The cleaning up of the guttering and road edges and weed-spraying particularly around Lyttelton, and some of smaller public walking tracks on the hill needs some weeding. (Female, 50-64)

The state of the footpaths. (Male, 18-24)

Roading. (Female, 25-49)

Maintain autonomy from central Government. (Male, 25-49)

Support bicycling more. (Male, 25-49)

I would prefer we at Diamond Harbour, Banks Peninsula, were not part of Christchurch. (Male, 50-64)

Q33d. What Christchurch City Council Should do to Improve its Performance in this Area

Burwood/Pegasus

Q33c. Condition of the roads / the road network / congestion / roadworks

Outside our house when the quake happened - our street still doesn't look very nice. Our sidewalk was damaged during the quakes and is still not fixed - which I think is dangerous for pedestrians. (Female, 50-64)

Because the roads are atrocious, and they've got to have a look at waterways and cleaning them up because they're disgusting. (Female, 50-64)

Just getting on with it and doing it. (Male, 50-64)

Just get it fixed up fast. Every time I go out in the car there seems to be new roadworks, and they seem to keep digging up the same areas over and over and it doesn't seem well organised. (Female, 50-64)

I really can't answer that because what I'm expecting is impossible in the short timeframe. (Female, 50-64)

They should just get on with the roads and pathways and just get them done quicker than what they are in this part of town. (Female, 50-64)

Not carry out all roadworks in the one region at the one time, otherwise they shut down the whole region. (Male, 25-49)

Once they fix it, fix it properly without patches. (Female, 50-64)

Just getting on with it and getting the roads fixed. (Male, 50-64)

Fix it fast. (Female, 18-24)

I can't think of a sensible answer. (Female, 65+)

Be more coordinated - get all the services to be done at once so that the road doesn't need to be dug up multiple times. (Female, 50-64)

The road should be repaired to a better standard so there's at least less rework, and detours should be done on roads which are suitable to take extra traffic. (Male, 50-64)

Just finishing them, not just digging them up now and then you come back tomorrow and they're digging them up again for someone else. (Female, 65+)

There are a lot of roads that need repairing and main roads that need upgrading. Smoothing them out - they've done lots of roadworks out where I am and the roads are still bumpy. And for a main road I think it should be a better road (New Brighton Road). (Female, 50-64)

There's a lot of people around here that walk and go down the streets and especially a lot of older people in New Brighton. There are bumps and cracks in the footpaths and when you're walking you have to watch where you're going all the time. (Female, 50-64)

Prioritising the worst affected areas. (Female, 25-49)

Getting on and getting the roads fixed. They're like cattle tracks some of them - they're disgusting. (Male, 65+)

It just needs focus because it's in terrible condition but I understand the situation the Council is in. (Female, 25-49)

No idea. (Female, 25-49)

Coordinated effort to make it easier for the public to know which roads are under repair and the best ways to navigate detours. (Male, 50-64)

Fixing up any roading issues. Just acting a bit quicker and working out better options for road closures, e.g. not three roads next to each other - and timewise as well, for example, closing Beach Road in summer, when everyone wants to go to the beach. (Female, 50-64)

Just speed it up. (Female, 25-49)

I come to the Eastern side and travel a lot. Around the city the roads are okay but on the Eastern side they are a b***** mess. (Male, 65+)

Working 24/7 - I'm sure there's people that want overtime. It just seems ridiculous that you've got heaps of people travelling through areas where there are roadworks in the daytime, when they could be doing it at night. (Male, 25-49)

Not sure. (Female, 25-49)

I live in the East side and it's pretty rough and ready. I just want them to fix our roads. The roads on my side of the city are really rough and ready and I don't see them being repaired. (Male, 50-64)

It's very one-sided - depending on which side of town you live on - it affects the infrastructure and the cars. It depends where you are: Merivale and Memorial Ave - it's good over there, and you take New Brighton Road and Marshlands Road and it's shocking. When they're fixing the roads up, when they put the signs up in the areas they're working during the day, they should take them down during the night if they are only put there temporarily while the guys are working. Finish the roadworks in one hit so they don't have to keep going back to it and leave the road cones and signs there while they're not working on it. (Male, 65+)

Having better structure where road works are and not digging up the same bit time and time again. Why is it not finished? (Female, 25-49)

They need to start talking to each other and when they start doing the road do all the work at the same time, rather than do it for waterworks and then a month later dig it up for something else. They need to just do it all at once and all work together and then get it done. (Female, 25-49)

It's more that the East side of the red zone, it's quite hard to get around and there's a lot of detours. I like that they work at night - that's a really good idea because there's less traffic, so continuing to work at night. (Female, 25-49)

Dig up the road once and do what they need to do to fix it (all the services involved, fibre, drain laying etc.). Some roads are getting repaired 5 times over such as Hills Road, and some seem to be getting higher priority, I don't think the left hand is talking to the right hand. Banks Road is a very busy road and nothing's being done on it. (Female, 25-49)

Speed up the process of reconstruction of the roads and provide more information on closures. (Female, 25-49)

Repair them. (Male, 25-49)

What annoys me more than anything is that when they repair a road they don't finish it - they do finish some main roads but some smaller side roads are so rough, like cattle tracks. I can't believe they take so long and then when they do do it they don't finish it. They need to do the finishing touches. They leave stuff lying around - they destroy parts of gardens etc. Down here in

Brighton they don't mow the lawns as much. If you go down to Sumner they always keep it perfect. (Male, 65+)

There should be a more coordinated approach so that the same roads and footpath are not dug up more than once or twice. (Female, 25-49)

I just think it's a long process and we have to be patient. (Female, 25-49)

In general they are very dangerous, they ruin your cars. In flooding you can't see holes in the road, they wrecked the car, the uneven fixing of the roads. Work needs to be all done at one time, especially in Shirley. (Female, 18-24)

Some roads always seem to be having roadworks. (Male, 18-24)

Fix it faster. (Female, 18-24)

Fix the roads. (Female, 18-24)

Easy to drive without undulations. (Male, 18-24)

Improve work ethics, strategic planning, reviews are required. (Male, 25-49)

A bit more attention to the East - we have a pothole in our road which they keep filling up and it keeps sinking (Craddock St) - it's not just my road, there are others as well. I think more turning arrows in the turning lights for turning traffic - especially since the road rules changed - it would have a great effect and improve the flow of traffic. (Female, 25-49)

Maybe having green arrows on right hand turns. I know they have to cut off roads but there may be a better way of doing it such as working in off-peak times to avoid early morning rushes and evening rushes. (Male, 25-49)

We just need to be careful with wise investment decisions. (Male, 25-49)

Just getting the roads sorted faster. (Female, 18-24)

They need to speed up. (Female, 18-24)

Have more equipment. (Male, 25-49)

Even quality of roads across the whole city. Improve roads on the East side of Christchurch. (Male, 25-49)

Renew the roads, repair the earthquake damage. Just hurry up and get them done. (Female, 25-49)

Figure out how to fix the drainage under roads. Patch roads properly. Build new footpaths. (Male, 18-24)

Make roads without bumps, especially in the Aranui area. (Male, 25-49)

Spending less money on smaller issues and more money on fixing the East side roads. (Female, 25-49)

Stick to timeframes as notified to the public and don't just make these things happen - there's too many delays and there's no point saying this is going to be the timeframe when it's not. (Male, 25-49)

Q33c. Condition of footpaths/walkways

Just getting on with it and doing it. (Male, 50-64)

They should just get on with the roads and pathways and just get them done quicker than what they are in this part of town. (Female, 50-64)

There's a lot of people around here that walk and go down the streets and especially a lot of older people in New Brighton. There are bumps and cracks in the footpaths and when you're walking you have to watch where you're going all the time. (Female, 50-64)

Getting on and getting the roads fixed. They're like cattle tracks some of them - they're disgusting. (Male, 65+)

It just needs focus because it's in terrible condition but I understand the situation the Council is in. (Female, 25-49)

They are neglected. (Male, 18-24)

There should be a more coordinated approach so that the same roads and footpath are not dug up more than once or twice. (Female, 25-49)

Just get on to the City Council to hurry up and do them. (Male, 25-49)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

If there is only cycle safe laws apart from cars, it would be safer. You have to use laws with cars. (Female, 50-64)

It needs to be clearer around lights, there are too many close calls. (Male, 25-49)

Q33c. Maintenance of waterways/margins / water quality

Because the roads are atrocious, and they've got to have a look at waterways and cleaning them up because they're disgusting. (Female, 50-64)

Just tidying them up, making the walking tracks around the rivers like we used to have. Where I am the river bank has been shingled up and is overgrown and looks terrible. I'd like to see walking tracks around them. (Male, 25-49)

Dredging the main rivers. The silt in the Avon is a big problem. The river level has risen dramatically due to the silt and rubbish in it. (Male, 65+)

Cleaning them. They used to dredge the Avon but that has stalled. Planting down by New Brighton. Public rubbish bins in parks. (Male, 25-49)

Reducing the pollution in waterways. (Male, 25-49)

Q33c. Communication / provision of information

They need to upkeep the water bank and road from large trees dropping leaves on the road and footpaths on the water bank. There is a lack of upkeep and maintenance in Porritt Park. (Female, 65+)

It's hard to say, but if they do those things I'll be fairly happy about it. (Male, 65+)

They have disconnected from the community. They are fixated to under the 25s who probably don't even pay rates, everybody else does. Some decision making doesn't appear to me to be what I would think the majority want, I think they are disconnected. (Male, 25-49)

I'm not sure. (Female, 65+)

No in-house squabbling. People just want the truth and not to feel like they being fobbed off. (Female, 25-49)

More communication. Maybe I'm not reading enough newspapers - pamphlets may be better, or something through the mail. (Male, 25-49)

Q33c. Roadwork management/signage/coordination/information

Not carry out all roadworks in the one region at the one time, otherwise they shut down the whole region. (Male, 25-49)

The road should be repaired to a better standard so there's at least less rework, and detours should be done on roads which are suitable to take extra traffic. (Male, 50-64)

Q33c. Changes to public transport needed

They shouldn't take the bus service away from me because look how far I have to go to catch a bus in Brighton, I'm cut off at the Palms and Eastgate. They don't stop outside Hagley Park or even outside the front of the hospital. It costs me \$25 dollars to get a taxi to the hospital even with a voucher. I haven't been able to use my gold card on a bus because I've had to go too far to get a bus (I'm in Britannia Street). Some days I can't get a taxi because it's sports day and they're in short supply. Some drivers won't put the ramp down for the elderly. The area behind the door of the buses is too narrow for wheelchairs to turn. It's also very difficult for people with wheelchairs to get out of a bus. (Female, 65+)

Q33c. More parking /cheaper parking / better parking at hospital/airport / parking meters

Getting rid of Wilsons parking and making it a Council park. (Male, 25-49)

Making it easier for people to come into the city centre so that the people who have invested in the new city centre can come in and enjoy it. Currently it's easier to park at shopping malls. Just allowing for that extra time and effort to find a car park has to be factored in for those entering the city. (Female, 25-49)

Parking options. (Male, 18-24)

Having more car parks with daily rates. Not tucking them behind the backs of buildings or fencing them off behind solid fences. (Female, 25-49)

Pull parking meters out. There should be free parking. (Male, 25-49)

Q33c. Building consents / resource consents processes

They need to talk more to residents about where they are at with it. Clearer understanding. (Male, 25-49)

Q33c. Fix the Eastern suburbs

They should just get on with the roads and pathways and just get them done quicker than what they are in this part of town. (Female, 50-64)

Supporting areas like Brighton to develop areas like the greater Brighton area. (Male, 50-64)

I can't think of a sensible answer. (Female, 65+)

There's a lot of people around here that walk and go down the streets and especially a lot of older people in New Brighton. There are bumps and cracks in the footpaths and when you're walking you have to watch where you're going all the time. (Female, 50-64)

Renew the roads, repair the earthquake damage. Just hurry up and get them done. (Female, 25-49)

Spending less money on smaller issues and more money on fixing the East side roads. (Female, 25-49)

Stick to timeframes as notified to the public and don't just make these things happen - there's too many delays and there's no point saying this is going to be the timeframe when it's not. (Male, 25-49)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

See if they could get a deal with the supermarkets where the bins could go back to the supermarkets so the containers like ice-cream containers can be re-used. Look into making the 5 and 7 plastics into 2's. (Male, 65+)

Q33c. Public consultation

Act on what people are saying instead of following their own pre-ordained path. I'm dealing with them on a couple of issues that relate to the community and they're just hopeless. (Male, 50-64)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

They need to upkeep the water bank and road from large trees dropping leaves on the road and footpaths on the water bank. There is a lack of upkeep and maintenance in Porritt Park. (Female, 65+)

Cutting the grass regularly. Maintain them better - there are lovely walkways and they let them grow over. (Male, 65+)

They need more staff. (Female, 65+)

Ensuring they're maintained for the children. (Female, 25-49)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

Spray the flies - because we're fairly near the sewerage ponds and everyone complains about the flies, and we can't open the windows for long otherwise the walls or doors will be black. At night lately they are releasing sewerage from the ponds and it makes us feel quite sick at night (between 11pm and 5am). I am in Woodlands Place. (Female, 65+)

No idea. (Female, 25-49)

Not sure. (Female, 25-49)

They're going to have to look at their pumping stations and look at the bigger picture - not just a quick fix. (Male, 50-64)

Q33c. Other sports and recreational facilities

Communicating with the community with regards to what we want. Fixing drainage and roads. (Female, 25-49)

Q33c. Keeping the city clean and tidy / attractive / more rubbish bins

How long is Greta Valley going to last? Looking for another site, planning for the future - where is the next collection going to be? Thinking about what to do with the rubble from the earthquake. (Female, 65+)

Bigger bins, and dump fees cheaper so people don't dump rubbish on the road. Dump fees too expensive. (Male, 50-64)

In the summer there needs to be more bins put out. Especially in our area there needs to be more service in regards to maintaining the beaches. In the middle of the summer one rubbish

bin will just overflow and go into the sea. So it's probably more cost effective for them to put out more bins than get staff to empty them as often. (Female, 25-49)

Q33c. Council amenities eg libraries, Town Hall, Stadium, Convention Centre

I think they should be getting a lot more involved in our sporting centres, especially our stadium, which no-one knows anything about. And Convention Centre. I think they're important. Both have been dragging on for a few years now. (Male, 65+)

Q33c. Drinking water quality / supply

They're going to have to look at their pumping stations and look at the bigger picture - not just a quick fix. (Male, 50-64)

We just need to be careful with wise investment decisions. (Male, 25-49)

Q33c. Fixing the infrastructure

Make it happen faster. (Male, 18-24)

We just need to be careful with wise investment decisions. (Male, 25-49)

Q33c. Planning / plan for central city

They should be taking more control back from the new recovery agency, and they should have a broad holistic view to the future rather than responding with knee-jerk reactions to situations that arise. During the Lantern Festival people were allowed to park on Cranmer Square and I don't think people should be able to park on Cranmer Square at any time. (Male, 25-49)

Q33c. Other things mentioned by <1%

They should be cleaning it up and getting rid of all these people that destroy the pier (they cut their fishes just anywhere and they leave their mess there and no one does anything about it, and people getting pushed around and told where to go, and tourists don't really want to go there because of this, like they have done for years, and they never do anything about it. (Male, 50-64)

Improve access to the city centre. (Male, 25-49)

Just be really clear about whether they are going to be walkways or public spaces. At the moment they're not being clear about this. (Female, 50-64)

They just need to become more vocal and stronger in the desire to help rebuild the city in a community friendly way. The East (New Brighton) is a forgotten suburb - we've got so many infrastructure problems and the central mall was being held up by a few individuals who were refusing to fix it or doing anything with it. It's not a ghost city but it has been forgotten, and there is enormous potential to use the natural resources New Brighton has. (Male, 50-64)

Just keep doing what they're doing but keep patrolling. (Female, 50-64)

Build more schools. (Male, 25-49)

Dig up the road once and do what they need to do to fix it (all the services involved, fibre, drain laying etc). Some roads are getting repaired 5 times over such as Hills Road, and some seem to be getting higher priority, I don't think the left hand is talking to the right hand. Banks Road is a very busy road and nothing's being done on it. (Female, 25-49)

Stop focusing on big buildings. (Male, 18-24)

Fendalton/Waimairi

Q33c. Condition of the roads / the road network / congestion / roadworks

I know it's doing its best. There's nothing that I think they're not doing their best for. (Female, 65+)

Increase the speed. (Female, 18-24)

Work more at night and in the weekend. (Female, 25-49)

Make sure old, disabled and young people are safe. (Female, 25-49)

Do it fast. (Male, 25-49)

Bealey Ave is really bumpy. (Female, 25-49)

Speed it up. (Male, 25-49)

It's because they are still a little uneven and you are inclined to run into bumps and hollows, they are not flat. (Male, 65+)

Get on top of the parts of roads causing damage to our vehicles. (Male, 50-64)

Do one road at a time rather than doing them all at once in the same area. (Female, 25-49)

When you are driving the roads are still bad, there are bumps everywhere and the Council is struggling to straighten them out. (Female, 65+)

The roads are still quite bad. (Female, 50-64)

People are fed up with the state of the roads, it is one thing that gets people down. What I would rather see them do is fix everything that needs to be fixed in a street and fix the road once rather than having to dig them up again. I think that is one of the main things that gets people down. (Female, 50-64)

There still seems to be a lot of work to be done on the roads and footpaths. (Male, 25-49)

The roads make it less safe for pedestrians and cyclists. The state of the roads is damaging people's cars and making it unpleasant to live in the city. It gives a bad impression for tourists. I think it was a mistake to concentrate on having so many roadworks in the inner city and making the inner city virtually unusable for 3 years, because now we are so used to living in a doughnut that they could pave the streets in the inner city with gold and we would not even notice. (Female, 50-64)

Too many cones. It would be nice if they programmed it better so that one area wasn't hit so much with roads at one time. I wonder about the speed of the roadworks, they seem to take a long time. (Male, 50-64)

Do it better and faster. (Female, 18-24)

I have noticed a lot of poorly maintained roads around my area. I am not sure if they have got worse or if I am just noticing them more. (Male, 18-24)

Proper roads and footpaths that don't trip you up, I have to walk along with my eyes on the path so I don't fall. The neighbours have suggested we should go to OSH about our driveway. Ours had a lip that I could fall over, I have to be very careful. (Female, 65+)

I am elderly and I have to watch where I am walking, you can't look around. I belong to a walking group and we can't look at the houses and nice gardens because we have to look where our feet are going. (Female, 65+)

Because the roads are still a huge mess and it's really difficult to get around Christchurch. (Female, 50-64)

I don't know. (Female, 50-64)

I am sick of the bumps and flat tyres. (Female, 25-49)

Fix the roading in the East and make it a priority. (Male, 18-24)

Faster repair. (Male, 18-24)

Temporary fixing only on roads. (Female, 18-24)

They should fix them more efficiently. (Male, 18-24)

Faster, there are too many blockages. (Male, 18-24)

I don't know, it's kind of a hard one, it needs to be done. I'm not really sure what they could do. (Female, 25-49)

So I don't have to get my wheel alignment done so often. They should be getting them fixed up. (Male, 50-64)

Stop re-paving bumpy roads with bumpy surfaces again. It's a pain when you drive for your job. (Male, 25-49)

Make them smoother, they are too bumpy. (Female, 25-49)

Focus on cleaning rivers and the roading. (Female, 18-24)

Prioritise better, stop fixing stupid little things that don't need to be fixed, need to concentrate on the central city. (Female, 18-24)

More awareness of up-coming road works (when and where). (Female, 18-24)

The roads are not safe, there are bumps and unnecessary hazards caused by the earthquakes. (Male, 50-64)

Smoother roads. (Female, 25-49)

Fix potholes. (Female, 25-49)

They need to repair the roads. (Male, 25-49)

Make them safer, smoother to travel on. (Male, 65+)

They needed to actually spend a bit more time about what their thoughts were about the change in the speed limit for the inner city - it just seems like it was a suggestion made by somebody. The change will create congestion and I don't think it will be as safe for pedestrians as it's made out to be. (Male, 25-49)

They just need to have greater knowledge of what's actually happening. Road cones left around the streets for days before or after the work is being done, and not being collected. Better management of traffic flow. Management of street works better - I've seen some really unusual arrangements of cones, which could have been organised better for traffic flow. Not leaving cones lying around as they can be dangerous and obstruct traffic. (Female, 25-49)

Fixing potholes and making them more even. (Female, 25-49)

They are busy, it changes from day to day. You are driving around and there should be more signage of what's going on, especially if there are going to be roadworks. (Male, 50-64)

Enforcing policy about how the roading is put back - making sure it's stable and done in a fit manner for people to drive on. Give me cycleways and good roads and I'm happy. (Male, 25-49)

Evening out the roads. (Male, 50-64)

Make them smooth. (Female, 25-49)

There are traffic holdups and potholes on the roads. (Male, 25-49)

Q33c. Condition of footpaths/walkways

Changing our kerbs so they are no longer 3 foot deep. (Male, 25-49)

I am elderly and I have to watch where I am walking, you can't look around. I belong to a walking group and we can't look at the houses and nice gardens because we have to look where our feet are going. (Female, 65+)

Faster repair. (Male, 18-24)

They should fix them more efficiently. (Male, 18-24)

They are very uneven in places. I do a lot of walking and I have had a few falls. (Female, 50-64)

I go for walks with my father who is old, and when it comes to where the roots are coming up it's really dangerous. In places where they have dug the footpaths up they have not resealed them all. (Female, 50-64)

We desperately need ours fixed. It was next on the list before the quakes and so it's never happened. (Female, 50-64)

Need to spend more time on fixing footpaths. (Male, 25-49)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

More cycling paths. Give riding classes to adults and encourage drivers to share the road. (Female, 25-49)

More bike lanes, more stands, promote cycling. (Female, 25-49)

My bike has been stolen a few times, it's locked but the lock gets cut. They need cameras on bike stands. (Male, 18-24)

Ample opportunities to cut from various blocks. (Male, 25-49)

They have such wide streets, surely they can make a bike lane. It doesn't have to be huge. (Female, 65+)

Because they are not safe, I have had narrow escapes and near accidents because of people flinging their car doors open, cutting corners over the cycle lane and going through pedestrian lights on the red light. (Male, 65+)

I work at the airport and one night when I was coming home I was taking care to make sure I was leaving enough room between me and a cyclist but a lady in a parked car threw her driver's door open and the cyclist went smack into it and him and his bike were spread over two lanes and I managed to stop just in time before I ran over him. There is no cycle lane on Memorial Ave. Roydvale Ave is busy and there are cyclists there and no cycle lane. (Male, 65+)

More cycle paths. (Male, 18-24)

Because they are too high. Cycling in Christchurch is a dangerous occupation. Now you have to be so aware of the lousy driving in Christchurch and car drivers do not like cyclists. (Male, 65+)

Outside the University they have the footpath and then a bike track. Between the gutter and the bike track there is a concrete strip which I feel is not very safe. I have seen cars run over the strip. It's about 150mm tall. (Male, 65+)

Better access to paths for cyclists. (Male, 50-64)

Enforcing policy about how the roading is put back - making sure it's stable and done in a fit manner for people to drive on. Give me cycleways and good roads and I'm happy. (Male, 25-49)

I cycle a lot but I don't feel that the cycle environment and facilities are safe enough for my wife and children. (Male, 25-49)

Need more dedicated bike routes. (Male, 25-49)

Q33c. Maintenance of waterways/margins / water quality

Make sure drinking water is safer for people in houses. (Male, 25-49)

My daughter lives on Dudley Creek and they have lots of problems. (Female, 65+)

The Avon and other rivers are very overgrown with weeds and the wildlife area is getting narrower because of the weeds taking over. It's all these little rivers and inlets. They should be getting on top of the weeds. (Female, 50-64)

Focus on cleaning rivers and the roading. (Female, 18-24)

Q33c. Communication / provision of information

People learn or understand in different ways. Don't stick with the same old ideas, explore what's possible. Every so often communication needs to be reviewed. The tricky one is the difficulty of the vacant red zone. It's an interesting one for Christchurch and quite unusual. (Female, 50-64)

Better media promotion. The mayor must talk a lot on the media to tell us what's going on. They must educate people to not put supermarket bags in the yellow bin. (Male, 25-49)

More facilities and opportunities to communicate with responsible people. (Female, 25-49)

Just making it easier to find information about this. (Male, 25-49)

We opt out of junk mail and I don't know if that effects it but we don't get a lot in the mail about events from the Council. Perhaps I need to know where to look to find the information. (Female, 25-49)

Shouldn't be people in big positions making rules/decisions. It should be the 'everyday' people because they can relate more. (Male, 25-49)

Q33c. Changes to public transport needed

Get rid of them. (Female, 25-49)

The bus stop is too far to walk for students, it goes all around the park before it stops. (Female, 18-24)

Listen more to the people who have been affected by the changes, and have more pre-consultation with the public before making changes. (Male, 25-49)

It's absolutely rubbish. I hardly see any buses, it's why everyone drives everywhere. There's a lack of planning in general. (Male, 25-49)

Q33c. Concerns over level of spending / budgeting / what money is being spent on

Spending money in better areas. Some of their spends are frivolous, we should be spending money on important things like infrastructure and loos and public parks. (Female, 65+)

They need an overall focus in efficiency and running a lean organisation, continuing to check spending. (Male, 50-64)

Q33c. More parking /cheaper parking / better parking at hospital/airport / parking meters

More parking. (Female, 18-24)

That's not acceptable, we've had meetings and I've had a quiet meeting with Jamie Goff. There are paddocks straight across the road that are never used, and surely they could rent a couple of those for carparks. Ours is a narrow street and you've got cars parked on both sides of the road. 2 hour park and I'm sure some are there all day. (Male, 65+)

Have more parking. (Male, 25-49)

They don't have enough handicapped parking. When we go to the Warehouse they have a few handicapped parks but people use these parks with no stickers. (Female, 50-64)

Have more public parking areas than pay and display. (Male, 25-49)

Information about the changes. It's difficult with the rebuild and streets cut off. Sometimes if you haven't checked the information you can be searching for a park. (Female, 50-64)

There's too much of an interest in cycling given that there's not many people who cycle, compared to the amount of people who use motor vehicles. Listening to the people who are involved in the tourism industry. It's an executive problem in the Council, the traffic department do not take account of what the tourism operators have to say or require. They just won't do anything and it seems to be a power issue where they want to exert power over us - they don't want to do it and won't even give a reason. The tourism funding should be put out to public tender and by doing so the Council would save a fortune and they would get much cheaper rates than they do at the moment. They have an ingrained culture of resistance to change and

protecting vested interests. The questions in this survey are too loaded in favour of the Council.
(Male, 50-64)

Need more public car parks. (Male, 25-49)

Q33c. Building consents / resource consents processes

The protocol is pretty exasperating at times, waiting for 3 days for the building inspector to arrive is pretty poor when you pay so much for it. (Male, 65+)

Building consents should be speeded up and roads given more of a priority. (Female, 65+)

Because I had to go to resource consent to get my building consent and the idiot town planner has forced me to delete a car park off the street because I need to widen my road crossing to enable a disabled car park on my commercial land. (Male, 50-64)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

Do not charge for the larger green bin or make it just a part charge. (Female, 65+)

Our green bin is not big enough and we have to take green waste to the dump. (Male, 65+)

They are too small for a start and they don't empty them properly so half the stuff is still in there and they are unstable. (Female, 50-64)

They should collect more often, twice weekly, and collect all three bins every week. (Female, 25-49)

They should be bigger. You have general rubbish like the red bin which we don't fill because we recycle and the green bin is never big enough, especially in the summer. (Female, 25-49)

Need more yellow bins. (Male, 25-49)

Q33c. Public consultation

In all my dealings, my feeling is they have already made the decision. If we were to talk about the consent process they could endeavour to be consistent and communicate respectfully.
(Male, 50-64)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

Make sure old, disabled and young people are safe. (Female, 25-49)

Keeping it up to date and cleaning out the weeds, sometimes you can't use it because of the weeds. (Male, 65+)

All the rubbish should be picked up, maybe by the unemployed, and cut the grass. Some parts of town are terribly untidy, heaven knows what the tourists think, and the weeds need looking at. The lawns on the motorway and the berms need cutting. (Female, 65+)

We have a local park and we've had trouble since the Council changed from City Care to its new provider, we've had trouble getting the rubbish bins emptied in Jeffreys Park. (Male, 50-64)

They could be tidier. Some are unkept e.g. Hagley Park after events. They need to change the regularity of changing bins. The recreation centre, Waltham Pool, seldom has the slides open. Jellie Park's tall diving board is only open occasionally. (Male, 25-49)

Q33c. Reduce rates / stop increasing rates

Because they are too high. Cycling in Christchurch is a dangerous occupation. Now you have to be so aware of the lousy driving in Christchurch and car drivers do not like cyclists. (Male, 65+)

Q33c. Earthquake repairs/rebuild / decision making

It would be good to do it faster by putting in more resources. (Female, 18-24)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

Maybe monitoring more frequently. (Male, 25-49)

Some roads get quite flooded. (Male, 18-24)

Q33c. Swimming pools

I'd like to see something back on the East side like the QE2 swimming pool over there. (Male, 50-64)

Q33c. Other sports and recreational facilities

It starts at 16, it should be younger. (Female, 25-49)

Q33c. Keeping the city clean and tidy / attractive / more rubbish bins

All the rubbish should be picked up, maybe by the unemployed, and cut the grass. Some parts of town are terribly untidy, heaven knows what the tourists think, and the weeds need looking at. The lawns on the motorway and the berms need cutting. (Female, 65+)

Q33c. Fixing the infrastructure

I have noticed a lot of poorly maintained roads around my area. I am not sure if they have got worse or if I am just noticing them more. (Male, 18-24)

Q33c. More events / wide range of events / better events / better managed

Bigger bands on Saturday like in the past. (Female, 25-49)

I don't remember receiving information about any events. (Female, 50-64)

Q33c. Planning / plan for central city

It could be improved by less behind-doors decisions concerning residential areas. (Male, 50-64)

Because I had to go to resource consent to get my building consent and the idiot town planner has forced me to delete a car park off the street because I need to widen my road crossing to enable a disabled car park on my commercial land. (Male, 50-64)

They are good at short term infrastructure work but not so good on long term future proofed city sustainability. For example, distributed waste treatment facilities recovering nutrients from the waste stream. (Male, 25-49)

I'm interested in something being put up well so that we can be a leader for a green future and a sustainable future where we can be a showcase for the world, and not just having something **thrown up.** (Female, 25-49)

Q33c. Council decision making

Make the decision making process more public. (Male, 25-49)

Q33c. Customer services

They need to be better trained, better educated on Council services and areas in Christchurch and if they don't know, then they should transfer the call to someone that knows. Re pedestrians, cycles are on pedestrian footpaths, they shouldn't be allowed. Paving and pavements are uneven, cycles and dogs are not policed enough. Re flooding, the new electric pumping system is open to flooding and also not suitable for an emergency situation. Stormwater in Wigram and Aidenfield needs looking into. (Female, 25-49)

Q33c. Other things mentioned by <1%

There's a guy who can sign off on anything, a commissioner is the word, the one commissioner can sign off on it and there's no input available. There's no input, he could be corrupted, you would never know. Because his power is so absolute, it's set up for corruption and it is beyond appeal. Truck yards and quarries in rural areas for example. There's rules in place, but Councils can break the rules. (Male, 50-64)

Have an election for a new mayor or higher, re-hire Bob Parker. (Female, 25-49)

Still carry on rebuilding the city. (Female, 65+)

They should advertise the events more, there is a lot of them but you don't hear about some of them. (Female, 25-49)

There's too much of an interest in cycling given that there's not many people who cycle, compared to the amount of people who use motor vehicles. Listening to the people who are involved in the tourism industry. It's an executive problem in the Council, the traffic department do not take account of what the tourism operators have to say or require. They just won't do

anything and it seems to be a power issue where they want to exert power over us - they don't want to do it and won't even give a reason. The tourism funding should be put out to public tender and by doing so the Council would save a fortune and they would get much cheaper rates than they do at the moment. They have an ingrained culture of resistance to change and protecting vested interests. The questions in this survey are too loaded in favour of the Council. (Male, 50-64)

Shouldn't be people in big positions making rules/decisions. It should be the 'everyday' people because they can relate more. (Male, 25-49)

Ferrymead/Hagley

Q33c. Condition of the roads / the road network / congestion / roadworks

Definitely the footpaths for people who are disabled and have to avoid potholes in their wheelchairs. I know a couple, he's blind, she's in a wheelchair and I don't know how she gets around all the cracks, it's disgusting. I see roads resealed that don't need resealing, but roads that need resealing are left. Especially the road going out to Brighton, which is a tourist attraction, as well as the gardens on the way are not being looked after. (Male, 25-49)

Better footpaths would make it safer for elderly people. They could trip if a path is not repaired properly but as I have already said there needs to be more of it done. I suppose it comes down to budget constraints. The work that has been done at pedestrian crossings has been particularly good. (Female, 65+)

Council need to improve on safety issues on cycle and road ways. (Male, 25-49)

They should coordinate properly regarding road works to prevent long detours. (Female, 25-49)

They are not completely fixed. (Female, 65+)

The roadworks are shocking. You can quite often go down a street and find that it is closed off with no thoroughfare halfway through. They need to have clearer and larger signs at the beginning of roadworks notifying of street closures, preferably with a time frame. I know that they can't do everything at once but make a more concerted effort to work on what is being done and get it done and done right and then move on to the next area. Over towards The Palms there are a lot of streets closed off partway through that you don't realise till you get down there. (Female, 65+)

Level roads. (Female, 65+)

Too much standing around and look, five years have passed, just get on with it. (Male, 65+)

They are unsafe, there are pot holes and it doesn't take 6 months to fix and patch roads. (Female, 25-49)

They are uncomfortable. (Female, 25-49)

Fix the roads. (Male, 65+)

I'd like to say just get on to the roads but I'm sure the Council is getting onto it, It's just a matter of time. (Female, 25-49)

Keep the workers moving. Keep doing the roads and making them wheelchair accessible. (Female, 25-49)

Not sure. (Male, 25-49)

Fix roads and finish work to correct problems with waste water. (Male, 50-64)

Fix roads once and not keep going back to them. (Male, 50-64)

Fix Christchurch roading faster. (Female, 18-24)

Top priority/to do with safety. (Female, 25-49)

Fix roads and footpaths to provide safety for the public, ie pedestrians, cyclists, drivers. Make our waterways clean and keep up the maintenance of them. (Male, 50-64)

They are bumpy. (Female, 18-24)

Keep at it. (Male, 25-49)

They are patchy. (Male, 18-24)

The roads are not as yet being fixed. (Female, 25-49)

When they start to fix a road they need to finish it. The roads get started then they go off and fix something else. I live in the East and it really feels as if nothing is been done in this area. Examples are St Johns St, Hargood St, and Pages Rd. Fix the roads in the East. Forget about the roads in Fendalton. Everyone knows it would be terrible if they found a pothole in Fendalton but the East has far more roading problems. The roads are unsafe and five years to fix them is far too long. (Male, 25-49)

Not enough information regarding service on the roads. (Female, 25-49)

The Council should be performing actively to fix all roads. (Female, 25-49)

Two or three roads in the same direction are often closed and there is a lot of traffic. They need to plan better when working in the same area and not working in the same area at once. (Male, 25-49)

They are ruining cars and tyres. It's not a very nice ride - messy roads. Need cleaner and smoother footpaths. (Female, 25-49)

It would obviously make getting around Christchurch a lot easier. They recently fixed a large section of Avonside Drive and it is really nice and smooth and it feels safer to me. I ride a bike and a scooter, so having lots of gravel and potholes makes it dangerous for people like me. The cycle lane is well laid out as sometimes if there isn't one you can feel as if you are being pushed into cars. (Male, 25-49)

Co-ordinate everything. (Male, 25-49)

It's taking too long. The city is very messy. (Male, 25-49)

Q33c. Condition of footpaths/walkways

Definitely the footpaths for people who are disabled and have to avoid potholes in their wheelchairs. I know a couple, he's blind, she's in a wheelchair and I don't know how she gets around all the cracks, it's disgusting. I see roads resealed that don't need resealing, but roads that need resealing are left. Especially the road going out to Brighton, which is a tourist attraction, as well as the gardens on the way are not being looked after. (Male, 25-49)

They are not completely fixed. (Female, 65+)

Waterways look bad and need maintenance. Footpaths are in terrible condition. (Female, 65+)

Make them wider and safer especially for e.g. prams and the disabled. (Female, 50-64)

They are very dangerous, extremely uneven. (Female, 50-64)

Fix the footpaths in Woolston. (Male, 65+)

Top priority/to do with safety. (Female, 25-49)

Fix roads and footpaths to provide safety for the public, i.e. pedestrians, cyclists, drivers. Make our waterways clean and keep up the maintenance of them. (Male, 50-64)

By providing them so they are not patchy. (Male, 18-24)

The Council needs to fill in holes and even up the surfaces of the footpaths, to make them safe and useable. (Female, 65+)

They are ruining cars and tyres. It's not a very nice ride - messy roads. Need cleaner and smoother footpaths. (Female, 25-49)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

Council need to improve on safety issues on cycle and road ways. (Male, 25-49)

Should be better cycle ways. There's a strip of grass in between the path and road that should be considered to be a cycle lane. Cycling with vehicles can mean death, cycling with pedestrians only injury. Different rules for the Metro Card, 2 hours return isn't enough time to do anything. (Male, 25-49)

Fix roads and footpaths to provide safety for the public, i.e. pedestrians, cyclists, drivers. Make our waterways clean and keep up the maintenance of them. (Male, 50-64)

Q33c. Maintenance of waterways/margins / water quality

The waterways in Christchurch are not being cleaned up and maintenance is lacking. Also there are trees that need pulling out. (Male, 65+)

Getting rid of rubbish in the water. (Female, 65+)

Waterways look bad and need maintenance. Footpaths are in terrible condition. (Female, 65+)

They are unsafe, there are pot holes and it doesn't take 6 months to fix and patch roads. (Female, 25-49)

I think they need to be taking more care of the water quality, especially during times of heavy rain and flooding, and stop the discharge of effluents into the river and general rubbish in the water, particular to the Avon River. There should be more public information regarding water quality safety. (Female, 50-64)

Double deep car parking, at least 2 layers, all around the front corner of the hospital, and on the opposite side of the road. (Female, 50-64)

Got to go back to people getting in there and cleaning it with the machines physically. Could even be a community project. (Female, 50-64)

Digging out the sludge from the rivers from the earthquake. Digging out areas where it's prone to flooding. (Female, 50-64)

The rivers are dirty. (Female, 50-64)

Fix roads and footpaths to provide safety for the public, ie pedestrians, cyclists, drivers. Make our waterways clean and keep up the maintenance of them. (Male, 50-64)

Dredging the river, and thinning the plants and actually maintaining the banks. Not putting liquefaction into the water. (Male, 50-64)

Around by Porritt Park, the waterway is terrible; nothing has been done to it since the first (September) earthquake and it looks really bad. The Waimak is having trouble with Silver Fern Farms dropping their effluent in it. The rivers need to be kept cleaner and the banks maintained. With some of the smaller waterways, they cut down foliage and dump it straight into the waterway. There used to be like a big mechanical river cleaner that used to go around all the rivers and clear up the weeds. It hasn't been sighted since the quakes. (Male, 25-49)

Q33c. Communication / provision of information

Give notice before chlorinating our drinking water and let us know what is being discussed at Council meetings and outcomes of that. Putting the speed limit in the city to 30 is going to cause huge traffic problems and this will lead to angry drivers. (Male, 65+)

The public needs more information about what they are planning. (Female, 25-49)

There is not enough substance in their newspapers/regular news. (Male, 50-64)

They are not very good to deal with, not helpful to talk to. (Male, 25-49)

Q33c. Roadwork management/signage/coordination/information

The roads are continually being dug up, check jobs once done. (Female, 50-64)

Signage, provide electronic signs with dates and hours working or leaflets to people in that area. (Female, 18-24)

Q33c. Changes to public transport needed

Should be better cycle ways. There's a strip of grass in between the path and road that should be considered to be a cycle lane. Cycling with vehicles can mean death, cycling with pedestrians only injury. Different rules for the Metro Card, 2 hours return isn't enough time to do anything. (Male, 25-49)

Problems with the timetable. The bus signs are not working. (Male, 18-24)

Q33c. Concerns over level of spending / budgeting / what money is being spent on

Don't use ratepayers' money on things that they shouldn't. (Male, 50-64)

Get up-to-date valuation of their assets for insurance. (Male, 65+)

Rates should be lowered and better spending choices be in place. (Female, 25-49)

Q33c. More parking /cheaper parking / better parking at hospital/airport / parking meters

They are not completely fixed. (Female, 65+)

Workers are starting to come back in and there will be more coming in the future. (Female, 25-49)

Double deep car parking, at least 2 layers, all around the front corner of the hospital, and on the opposite side of the road. (Female, 50-64)

The Council should be making more parking available in the city, with better signage, especially around where Ballantynes is. Parking needs to be cheaper. (Female, 25-49)

More parking in the middle of the city. 10mins or less needs to be free. Cheaper fares. (Male, 25-49)

Q33c. Building consents / resource consents processes

There are a lot of hoops to go through, a lot of bureaucracy. (Female, 25-49)

We had to have a consent for the removal of an in-ground pool. I got mixed messages from different Council staff about whether the consent was actually needed. When the final inspection had been done, we kept on being contacted telling us we had to have the final inspection done within 12 months when it had already been done. I did complain about this because it just went on and on. The resource consent for the removal of the pool was just about the same as the removal of a house - you needed to justify where the rubbish was going and what would happen with the water from the pool. We thought it was a bit over the top for a removal; you could understand if it was for putting a pool in. (Female, 25-49)

Q33c. Fix the Eastern suburbs

The homes need to be fixed up regarding what it is that the CCC needs to do. If there are people out there that still don't have water or sewerage then this needs to be given the highest priority. I know that sometimes there is a bit of a fine line between what the CCC is responsible for and what is the domain of the private insurers, but the East is a real mess. (Male, 25-49)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

Keep the bin off the drive. (Female, 65+)

I had to wait 2 weeks and had stockpiled for 4 weeks. Very disappointing (Female, 25-49)

Double deep car parking, at least 2 layers, all around the front corner of the hospital, and on the opposite side of the road. (Female, 50-64)

The size of the bins - they need to be bigger. The yellow bin is big but needs to be bigger if they want to encourage recycling. They could improve on the size of the green bin and make that the size of the yellow recycle bin, because they're making money out of that and should be encouraging it. (Female, 25-49)

They should be twice a week for places with lots of people (students etc.). (Male, 18-24)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

They don't bother making it safe. (Male, 65+)

If a tree takes away a neighbour's view in a neighbouring property, the Council should pay for the cost and do that. (Male, 65+)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

The sewerage system doesn't work properly. (Male, 25-49)

Fix roads and finish work to correct problems with waste water. (Male, 50-64)

Q33c. Swimming pools

Water is not clean in pools. A pool is needed in the Eastern area. (Female, 25-49)

The Council is not providing adequate numbers of swimming pools for all areas of Christchurch, especially for the Eastern suburbs. (Female, 65+)

Q33c. Other sports and recreational facilities

The Council aren't maintaining tennis facilities. (Male, 25-49)

Q33c. Keeping the city clean and tidy / attractive / more rubbish bins

There needs to be a scheme in place to pick up rubbish. (Female, 18-24)

We don't see the road sweeper. We see a lot of rubbish in the gutter. (Female, 50-64)

Empty rubbish bins on a regular basis. (Male, 25-49)

Q33c. Tidy up red zone / demolish abandoned buildings

Helps us economically, we need to be up and running again. Make people feel safer and comfortable. (Female, 18-24)

Q33c. Drinking water quality / supply

Our water is disgusting; it is cloudy and tastes awful. If you run it for a time, it seems to not be so cloudy but it still tastes horrible. It is only good for watering the garden. It is ok boiled in coffee but I haven't drunk it straight after boiling. We buy our water which is just another cost. (Female, 50-64)

Q33c. More events / wide range of events / better events / better managed

Better events, organise them better. (Male, 50-64)

They were really good around just after the quake (e.g. free concerts) but have slacked off since then. More free concerts, there was an event in Rangiora for Valentine's Day, but it was too far away. They should have family friendly events in the city. Have a Waitangi day festival in Christchurch. (Female, 18-24)

I have noticed the Council is not putting on enough community events in our community, especially with bouncy castles and with sausage sizzles. (Female, 25-49)

Q33c. Council decision making

Please see yourselves as a united voice for all Canterbury people. (Male, 50-64)

The things that they spend money on in terms of improving the city always seem to cost more than first thought. We can't afford to have too many budget blow-outs. They need to keep more checks and balances and justify the spending. And if it is over budget they need to find out why. They spend money on advertising things that don't come to fruition (i.e. a swimming complex down by the old brewery) which has had a sign up advising it was going to happen for over 2 years. They need to be very clear about what they are going to do before they advertise it. They did get on with and finish the Margaret Mahy Park quite quickly but at what cost - we don't know how much that cost - they don't appear to be broadcasting it. They need to quickly come up with ideas particularly for young people to be outdoors and doing physical things, not just playing on phones and computers. (Male, 50-64)

Q33c. Customer services

I had a few complaints with no feedback. They are very helpful when you call but they do not get back to you with solutions that they may provide. In my opinion if anything has been done it's not followed up on or replied to. (Male, 25-49)

Have more people there. (Female, 18-24)

Q33c. Other things mentioned by <1%

The waterways in Christchurch are not being cleaned up and maintenance is lacking. Also there are trees that need pulling out. (Male, 65+)

Collecting rubbish bins from up private lanes. (Female, 25-49)

Too much standing around and look, five years have passed, just get on with it. (Male, 65+)

There needs to be an incentive, to get people visiting and using the central city. (Male, 50-64)

Down McCormacks Bay Rd there's an issue with a chunk of missing dirt in the berm where there's a channel for communication lines etc. As time has gone on the surrounding level of the ground has risen creating a drop that's relatively dangerous. Instead of levelling this it's been left as is and the Council and associated organizations had not taken the common sense approach and have set a fence around it that doesn't look right. Many people have commented on how ridiculous this looks. (Male, 25-49)

Do it fast, have more labour, focus on one section at a time and complete it. (Male, 18-24)

Fix roads and footpaths to provide safety for the public, ie pedestrians, cyclists, drivers. Make our waterways clean and keep up the maintenance of them. (Male, 50-64)

They should be retaining ownership of vital Council owned businesses which generate income and local control. They aren't on that page yet. (Female, 50-64)

They don't appear to do very much. Woolston is quite a mixed area, but they don't do much down here. Riverbanks are not mowed often enough. Footpaths are terrible down here, and they seem to start something and then not finish it or only do say part of a footpath. (Male, 25-49)

It's taking too long. The city is very messy. (Male, 25-49)

They're building a carpark and planned indoor recreation and fitness facility on the green outdoors. It would be better to encourage the use of the green space for fitness and recreation. (Male, 25-49)

Q33c. Nothing / generally happy

No I can't think of anything. (Female, 18-24)

Spreydon/ Heathcote

Q33c. Condition of the roads / the road network / congestion / roadworks

Involve local residents more, ask for volunteers for help with smaller road repairs. (Male, 65+)

Continue to keep working hard to resolve these issues. (Female, 65+)

Only to keep going on with it and finish it. (Female, 25-49)

As I said just keep it going. (Male, 50-64)

Just to get on with it and to do it more quickly. I do get upset when they do a road and 6 months later they fill it up and redo it again. I cannot see the point in it at all. (Female, 25-49)

Again the roading, I'm not too happy that it's taken too long, I just would like to say I'm from overseas - get quality contractors in the first time that know what they are doing. Like the saying goes, get it done right the first time then you don't have to worry. (Male, 25-49)

I'd just like to say just to get on with it, it's been five years and I know there's still a lot to do. (Male, 65+)

Roading is very important but the Council must take ownership of the plan and with the Government help as well, but they must get on with it. (Female, 65+)

Just to get on with it and finish it. (Male, 65+)

Not to come back and dig it all up again just to reseal it. (Male, 25-49)

Re-tarseal it. (Female, 18-24)

Fix them. (Male, 25-49)

They need to do less patching and more fixing, especially the top surface. (Male, 25-49)

Only thing I would like to add is just to get on with the job and finish it. That's it. I would like to add sometimes it's a lack of communication with others that are helping out – that could improve as well. (Female, 25-49)

They are just fixing it, patching it up. (Male, 25-49)

I know it's hard and money related but more work on the roads needed to sort it out. People around the Heathcote River need sorting as when there's heavy rain it is not a pleasant place to be. (Female, 25-49)

Re think the equation again. (Female, 50-64)

Traffic management should be improved. Traffic lights etc. (Male, 25-49)

More cycle ways, more roads quickly. (Female, 25-49)

Need better planning and daily updates of new roadworks. (Male, 25-49)

Carry on doing what they are doing. (Female, 50-64)

Employ more staff to speed up repairs. (Female, 25-49)

I don't know. (Male, 25-49)

I must mention about our roading where I live, there's not much on-road parking but they insist in closing off the road. They say we will be 'say Monday' and they don't turn up until the Thursday, very annoying if you knew where I live – dead-end road with very little parking. I cannot put the car in the garage off the road because I don't have one, that's where my problem lies. (Male, 50-64)

Fix roads that are essential rather than fixing non-priority roads. (Female, 18-24)

Prioritise the roads for fixing. (Female, 18-24)

Fixing the roads faster. (Male, 18-24)

Laying roads without undulations. (Female, 25-49)

Better management. (Male, 50-64)

Just making easier to walk. (Female, 18-24)

Just make them better. (Female, 50-64)

Keep surfaces in good condition and do better repairs that last longer. (Male, 25-49)

The only thing I've got to say is just to get on with it, that's all. (Male, 18-24)

Don't know. (Female, 25-49)

More investment in fixing roads and footpaths. (Male, 25-49)

Keep on doing it. (Male, 50-64)

Mainly because once they lay it down or tarseal it it's not a week goes by and they come back and want to dig it up again. Very annoying and it's also a consistent disruption to everyone. Get on and do it properly the first time. (Male, 25-49)

Q33c. Condition of footpaths/walkways

More needs to be done to improve access for wheelchairs especially from road to footpath. (Female, 25-49)

Do better with footpaths to help older people. (Female, 65+)

Not to come back and dig it all up again just to reseal it. (Male, 25-49)

Re-tarseal it. (Female, 18-24)

Their assessments of needs, there needs to be better priorities. It feels like the Council is prioritising easier projects rather than the projects that need doing first. It takes the Council numerous attempts to fix what should've been fixed in the first instance. Takes 3/4 attempts to fix something properly. (Female, 25-49)

Just making easier to walk. (Female, 18-24)

The city is potentially very cycle friendly, but a lot more to be done around separate cycleways to make cycling safer. (Male, 25-49)

More investment in fixing roads and footpaths. (Male, 25-49)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

In the right direction. (Female, 25-49)

More cycle paths and off road - combine with footpaths or have separate lanes. (Female, 25-49)

Cyclists and pedestrians should be kept separate. I would like to add our rivers could do with a clean out, there's too much rubbish in them. (Female, 65+)

I think they are getting too close to one another. The motorist and the cyclist. They should make the lanes less close than they are. No further comments. (Female, 65+)

More cycle ways, more roads quickly. (Female, 25-49)

Continuing to build more cycle lanes. (Female, 25-49)

Think about what they are doing, put less cones per metre. (Male, 25-49)

Christchurch is flat. It's a city, where we should make the most of that, and encourage more cycling by having more cycle lanes to improve the safety of cycling. (Female, 25-49)

The city is potentially very cycle friendly, but a lot more to be done around separate cycleways to make cycling safer. (Male, 25-49)

Q33c. Maintenance of waterways/margins / water quality

Do better with footpaths to help older people. (Female, 65+)

Raise penalties for people contaminating waterways. (Female, 25-49)

It's about time they did some dredging like they used to just to clean it up because of the rubbish it has caused. (Female, 25-49)

Heathcote River is wide and looks like it needs a clean-up in the area. (Female, 50-64)

I think they could see how they can remove the rubbish out of our rivers, say dredging it like they used to. (Female, 25-49)

As I said how they going to improve on it? I think they have to come up with some decisions to cover those two months. That's it. Everything else is brilliant. (Female, 50-64)

Clean up. (Male, 18-24)

Only to make sure who's doing it and find them - we want them clean. (Female, 65+)

Lack of communications with the public of Christchurch, we would like to know what's happening to our city. (Male, 25-49)

Q33c. Communication / provision of information

Just to make sure that they communicate with the public when they want something done. Make sure people are speaking with the right person, to someone in the office who knows what they are talking about, not someone down the line that does not know what they are talking about. I would like to add I'm aware that due to the earthquakes there's not many carpark buildings around. They tend to have all these so called Wilsons carparks. Just not happy with the prices they are charging but then again you can't do much about it. (Male, 65+)

Just let us know what is going on, let the residents have their say at the least. (Female, 65+)

Just to let the public know truly what's going on, not to read about what a few say in the newspapers. (Female, 65+)

Get back to me more quickly to sort out my problem. (Female, 25-49)

I would like an update on the Cathedral, news of what is going to happen to it. So far we don't know what the decisions are. It is an icon to our city. (Female, 25-49)

Let the public onto it as well. (Female, 25-49)

They need better listening, hearing opinions and helping with problems, queries. (Female, 18-24)

Open polling on issues. (Male, 25-49)

Q33c. Roadwork management/signage/coordination/information

Think about what they are doing, put less cones per metre. (Male, 25-49)

Probably letting us know when they are going to shut the road or block it off. (Female, 50-64)

Q33c. Concerns over level of spending / budgeting / what money is being spent on

Just to spend it wisely. (Female, 50-64)

Q33c. More parking /cheaper parking / better parking at hospital/airport / parking meters

There's an absolute lack of information around what's happening to the blue parking building in the hospital. The District Health Board have proposed Park and Ride, but this is failing miserably for the mobility services. In terms of parents, I have a disabled 2 year old, I have to park in Deans Ave, put my child in a buggy and carry the car seat to the park and ride. Then I have to install the car seat and put the buggy in the shuttle while someone looks after my kids, then go to the hospital, store the car seat somewhere, do our business and repeat the process in reverse. There's not enough mobility parking at the hospital to meet the need and you can't take a wheelchair on the shuttle. I really don't want to see Wishbone getting all the facility cafe contracts. It would be much better if they remained local, rather than pre-packaged food from Wellington being shipped down to sites. (Female, 25-49)

More parking spaces, work permits for workers in the city centre, and discounted rates. (Female, 18-24)

Raise penalties for people contaminating waterways. (Female, 25-49)

They are slowly starting to tidy up the area, just keep the streets clean and safe. (Male, 65+)

Lower their prices. I would also like to see the Council, when they send out their rates reminder, to have inside the up-coming events and festivals that are happening in our city. (Female, 50-64)

I'm just not happy with them at all. (Male, 50-64)

Make more available. (Male, 50-64)

More parking and at a lower cost. (Female, 25-49)

No parking fines. (Male, 25-49)

More free parking in the inner city with no time limits. Free parking in general and safety at night. (Female, 18-24)

To make sure they could do something about these Wilson's car parks, they tend to charge too much. (Male, 25-49)

Get on with rebuilding these car park buildings or get us some parking a lot cheaper. Not very happy with Wilsons at all. (Male, 50-64)

More parking / it's pain in the ass trying to find a park. (Male, 18-24)

Cheaper parking for the people that want to come back into town. That's it. (Male, 25-49)

Q33c. Building consents / resource consents processes

Need neater streamlining. (Female, 50-64)

Need more informed staff. (Female, 50-64)

All I can say is that they are bit slow sometimes. It would be nice if they hurried it up. (Female, 50-64)

Q33c. Fix the Eastern suburbs

The only thing I can add is that it is a service that they have to look after, that's all I can say. (Male, 25-49)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

Do better with footpaths to help older people. (Female, 65+)

Raise penalties for people contaminating waterways. (Female, 25-49)

Just to tell the odd worker to be careful when putting down the bins. (Female, 50-64)

Have a say about the size of bins in up-coming elections, people shouldn't have to pay extra to get a bigger bin. (Female, 50-64)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

They tend to get some areas right, it's always good coming in from the airport to town, but some of the other areas get let go a bit. (Male, 50-64)

It needs better supervision and more regular inspections. (Female, 65+)

Employ more staff. Clarity around recycling. (Female, 50-64)

By not just using the blow machine and putting it all back on people's sections. It doesn't work because a few minutes later it's back all over the place. What's happened to the machine that used to clean our gutters? (Female, 25-49)

Overall I'm not happy with what is going into our rivers and streams, just too much rubbish and it's not helping with businesses putting their rubbish into it either. (Female, 25-49)

There was a change of contractors and they stopped the work, they need to mow and weed-eat the parks so we don't get rats. (Female, 25-49)

More parks in poorer parts of Christchurch. (Male, 25-49)

Q33c. Earthquake repairs/rebuild / decision making

Try to let decisions not go through different hierarchies. (Male, 25-49)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

Fix these things. (Female, 25-49)

Carry on doing what they are doing. (Female, 50-64)

Q33c. Swimming pools

It's not there, I have a young family and what I read about it was going to be excellent but they haven't built it as such so they will be missing out. When is it going to happen? (Male, 25-49)

Q33c. Other sports and recreational facilities

Need more things in the playground, like a merry-go-round as the cool stuff has gone. (Female, 25-49)

Q33c. Keeping the city clean and tidy / attractive / more rubbish bins

They seem to be not coming around our streets so often as they had before, I guess I'm wondering why? No other comments. (Male, 50-64)

Q33c. Tidy up red zone / demolish abandoned buildings

Getting consents and sorting insurance matters. (Male, 25-49)

Construction is stopping people from walking on the street – it's dangerous. (Male, 18-24)

Q33c. Drinking water quality / supply

Not to let the quarry go ahead and to go deeper because it will upset the quality of the water. I would also like to add about the estuary when you are going to Redcliffs, it's not looking at all nice. It does need a complete clean up, it's an eyesore. (Male, 65+)

Again the roading, I'm not too happy that it's taken too long, I just would like to say I'm from overseas - get quality contractors in the first time that know what they are doing. Like the saying goes, get it done right the first time then you don't have to worry. (Male, 25-49)

I know it's hard and money related but more work on the roads needed to sort it out. People around the Heathcote River need sorting as when there's heavy rain it is not a pleasant place to be. (Female, 25-49)

Q33c. Fixing the infrastructure

I do think the Council is getting on with it. I know that outside my house I rang and told them about ours but once that got to the right department or person they just came and fixed it. (Female, 65+)

More community support and more community responsibility. (Female, 50-64)

Q33c. Housing supply/quality

Fix the accommodation - fix damaged houses and build more houses. (Female, 25-49)

Q33c. Council decision making

All I would like to say is how do they do it, that's all. (Male, 25-49)

Q33c. Customer services

Employ more staff for this service. (Male, 50-64)

Q33c. Other things mentioned by <1%

Become more transparent. (Male, 65+)

Stop being obstructive. Don't use 'talk to the hand' type communication. (Male, 50-64)

They need to be more flexible with compliance requirements, and they have to provide parking. (Male, 65+)

Employ more staff. Clarity around recycling. (Female, 50-64)

Ask for help from the private sector. (Male, 50-64)

Overall I'm not happy with what is going into our rivers and streams, just too much rubbish and it's not helping with businesses putting their rubbish into it either. (Female, 25-49)

No parking fines. (Male, 25-49)

The only thing that comes to mind is that they could pay the workers more, no further comments. (Male, 25-49)

Q33c. Nothing / generally happy

They have a job to do so no complaints from me. I still think we are lucky to have excellent services compared to what I've experienced overseas. I would like to say that it was very good of

the Council to put a safe walking area in the city. I remember around Bedford Row, top end of Manchester St. (Female, 65+)

One comment I would like to add, I hope they don't put our rates up too high. Take my situation where I've had a rebuild and my rates have gone from 2,300 to 3,500. It's okay if you are making the money. (Male, 50-64)

Nothing really because I know further down the track with the rebuild, things are going to get a lot better. (Male, 50-64)

All I can say is get on with it and finish it. (Male, 18-24)

Shirley/ Papanui

Q33c. Condition of the roads / the road network / congestion / roadworks

Speed up the process. (Female, 25-49)

Fix roads fast. (Female, 25-49)

Better planning. They need to fix things in need of repairs rather than do things that's not needed. (Female, 25-49)

A number of roads need a lot of repairs and cause traffic congestion. (Male, 65+)

Because of the tremendous amount of work still to be done on improving roads. (Male, 65+)

So many roads need attention and are very frustrating for people. (Female, 25-49)

The roads need repairing. Repairing roads should be the Council's main concern. (Male, 65+)

Roads are pretty brutal in Shirley. They need a big improvement. (Female, 25-49)

General repairs, they finish and then come back to pull it up again. (Male, 18-24)

Stop wasting Council money. Giving money to people who want to restore Council buildings. Trips overseas, stop general waste and try to put the money back into services - that's what rates are supposed to be for. (Male, 50-64)

Better organisation and clearer information. It all seems a bit haphazard. And it's taking far too long. (Female, 25-49)

Level roads without ups and downs. (Male, 18-24)

Some roads are in a poor state – they need improving and upgrading to have more lights at intersections to improve traffic congestion. (Female, 25-49)

Some roads are just a mess and need big repairs. (Male, 25-49)

People are very frustrated with the state of roads, they need a big improvement. (Female, 25-49)

The roads need a big improvement. (Female, 65+)

Advise residents about blocked roads. They should be repairing roads in school time, not after school, need better planning. (Female, 50-64)

The roads are rough and need urgent repairs. (Female, 65+)

There is a lot of traffic congestion and the roads not in a good state. (Male, 50-64)

Some roads are being done continuously. A lot of roads are very rough and still not repaired. (Female, 25-49)

Because the roads are c***. They seem to fix the same roads over and over again. (Female, 25-49)

The roads are in a poor condition and need a lot of repairs. (Male, 50-64)

Congestion on city roads is chaotic at peak times. (Female, 50-64)

The roads need big improvement. It's quite frustrating to go places. They are always pulling up roads. (Female, 25-49)

Rough roads are doing damage to cars. The roads need improvement. (Female, 50-64)

The roads are very rough in some areas, they still need a lot of work done on them. (Female, 25-49)

The roads and footpaths are rough. If you were blind, you couldn't use the footpaths. (Male, 65+)

They need to speed up road repairs, some roads are terrible. (Male, 50-64)

Some footpaths and roads are bugged and in great need of repairs. (Male, 65+)

I want ruined buildings and rubble cleaned up, and there are dangerous roads. (Female, 18-24)

Laying proper roads as quickly as possible. (Male, 25-49)

In the Shirley area there is a lot of traffic, they need to improve the conditions of these roads. (Female, 18-24)

More productive decision making could help that. (Female, 18-24)

Footpaths need to be more even. All the roads need to be up and running again. (Female, 50-64)

Too many major roads are still not repaired, I'm so sick of not being able to go directly where I want to, there are too many road cones. (Female, 25-49)

Make them better, smoother. (Male, 18-24)

They are too slow to fix them. (Female, 18-24)

Fix them all as soon as possible. (Female, 25-49)

Not running every roadwork simultaneously clustered in one area with high concentrations of roadworks which makes it really hard to get around. (Male, 25-49)

Re-level and fix the drainage so it doesn't flood when it rains in the flood-prone area. Gerry Brownlee should spend a few months in the bad parts of town. (Female, 25-49)

Red zone traffic jams are a nightmare. Detours need to be more clear. (Female, 18-24)

There are a lot of roads excluding the red zone which need repair but I understand there is a budget. (Male, 25-49)

Doing something with the roading, limiting speed is no help. (Male, 25-49)

They need scheduling properly, having internal departments communicating better, e.g. planning with roads and properties, and better communication between them and the public. A better idea of when and where roadworks will happen. (Male, 25-49)

Fix them, and fix the footpaths. (Male, 25-49)

Q33c. Condition of footpaths/walkways

Fixing the footpaths so they are not damaged from the earthquake, 5 years is too long. (Female, 25-49)

The roads are rough and need urgent repairs. (Female, 65+)

Some roads are being done continuously. A lot of roads are very rough and still not repaired. (Female, 25-49)

The roads and footpaths are rough. If you were blind, you couldn't use the footpaths. (Male, 65+)

Some footpaths and roads are buggered and in great need of repairs. (Male, 65+)

Laying proper roads as quickly as possible. (Male, 25-49)

Footpaths need to be more even. All the roads need to be up and running again. (Female, 50-64)

They need scheduling properly, having internal departments communicating better, e.g. planning with roads and properties, and better communication between them and the public. A better idea of when and where roadworks will happen. (Male, 25-49)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

I think the cyclists should have their lane separated from the vehicle traffic with a barrier. (Male, 25-49)

Make the city more cycle friendly and easier for people on cycles to get around the city. (Male, 50-64)

Make sure drivers can drive properly. Take into consideration the future planning of roading and lanes for cycling. (Male, 25-49)

Q33c. Maintenance of waterways/margins / water quality

The waterways are terrible. They need to clean up rubbish in streams, etc. (Male, 50-64)

There is still sewage and rubbish in waterways. They need to clean up waterways. (Female, 25-49)

The Council leave rubbish in the waterways after tidying them. (Female, 65+)

The rivers are full of rubbish and cloudy. (Male, 25-49)

Upgrading the storm water system in the Flockton Basin. (Female, 25-49)

Pay more attention, find ways to improve water quality. (Female, 25-49)

Clean them up. Around the Avon River in Hagley Park it's all full of litter. (Male, 25-49)

They need to be more organised and thinking ahead. (Male, 25-49)

Q33c. Communication / provision of information

I found Council staff unsatisfactory. (Male, 50-64)

They could be more transparent. (Male, 18-24)

By putting up notices. (Male, 18-24)

Q33c. Roadwork management/signage/coordination/information

They closed bus stops. Detour signage is not clear. (Female, 18-24)

Improve clearing away cones present on roads when they are not needed. Better policing of traffic. (Female, 50-64)

Q33c. Changes to public transport needed

The bus services need improving. They keep changing services and routes and do not meet the needs of the people. (Female, 65+)

More direct buses to locations, I have to loop around the central areas. (Male, 18-24)

Get the buses back to before it was all changed. (Male, 25-49)

The Bus Exchange should be linked with a light rail system. (Male, 25-49)

Q33c. More parking /cheaper parking / better parking at hospital/airport / parking meters

Very dissatisfied. There is a lack of parking, especially in the CBD where it is hopeless. Need a lot more parking in the city. (Female, 65+)

We needs more parking and spaces on the road, especially main roads. (Female, 50-64)

It's an unpleasant experience going into airport carpark buildings. (Female, 50-64)

They have a patient carpark and you pay for it. (Female, 25-49)

Sometimes the coins won't go in and sometimes the credit won't work so when you go to an appointment you can't pay because the machine is not working. When I was outside the courthouse I had to leave a notice on the dashboard of my car because I thought I might get a fine for not paying not through any fault of my own. (Female, 50-64)

Providing a better range of parking to encourage people to move back into the CBD. (Female, 50-64)

Parking at the hospital is shocking. It needs a big improvement. (Male, 50-64)

Parking has to be addressed and improved. (Female, 65+)

It's expensive and hard to find parks on weekdays. Non-sealed car parks. (Female, 18-24)

They need to hurry up with the new parking building, too much mucking around with resource consents as usual. (Male, 65+)

Q33c. Building consents / resource consents processes

They need to make the whole process easier, more timely, and cheaper. The relevance of inspections - is checking plants to see if they are still there, really relevant in Christchurch right now? It seems like a waste of Council staff time. (Female, 50-64)

There's too much red tape, making it difficult for a lot of people. (Female, 50-64)

Just to make them go faster so people can proceed faster with their plans after the rebuild. Maybe they need better time management. For people being delayed in the CBD, the timeframe should be more important for that, so the city can move on faster. (Female, 25-49)

The cost of building consents is too high. It costs too much to get things done. (Female, 25-49)

They are very slow in providing consents, they need to double their staff on this. (Female, 50-64)

Dealing with different people each time I contact Council is not very helpful. They start afresh each time. (Male, 65+)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

I think if you have a larger green bin it should be a one-off payment for the bigger bin - not a monthly/yearly payment. (Female, 50-64)

It doesn't make sense that it's the smallest bin when they are trying to encourage people to recycle organic waste. It should be the same size as the yellow. (Male, 25-49)

Sometimes all the bins are not emptied that are supposed to be emptied. Where 2 bins are supposed to be emptied only 1 is emptied. (Male, 25-49)

Q33c. Public consultation

Providing accessible information, consulting people more before making decisions. (Female, 25-49)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

Stop wasting Council money. Giving money to people who want to restore Council buildings. Trips overseas, stop general waste and try to put the money back into services - that's what rates are supposed to be for. (Male, 50-64)

They don't have money for moving and maintaining parks well enough. (Male, 50-64)

Maintaining city playgrounds, getting rid of graffiti and keeping them clean. (Male, 25-49)

They should look after parks and recreations better, better maintenance is needed. (Male, 25-49)

The Council have abdicated over the last 5 years but no different than previous ones for neglecting all the hedges and trees basically in the reserves and the footpath areas. (Male, 25-49)

Q33c. Reduce rates / stop increasing rates

Find some sort of savings in what they spending money on. (Male, 25-49)

Q33c. Earthquake repairs/rebuild / decision making

There's too slow bureaucracy holding everything up. (Female, 25-49)

Lots of people are still waiting for claims to be finalised. (Female, 65+)

The rebuild needs to keep going. (Female, 50-64)

The rebuild of the central city needs speeding up and to be improved on. (Male, 50-64)

Getting the buildings fixed and tidy, back to how it was, needs to be faster. (Male, 25-49)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

1 It's crazy, I am walking in water around Russley. 2 I often don't understand what policies are often. Just bullet point everything then people can go to links, it would be better and more effective. (Female, 25-49)

Still an issue and wouldn't prevent flooding in some areas. (Male, 25-49)

Drainage needs improving, the lack of drainage causes flooding. (Male, 65+)

They are getting systems wrong, they need sorting out. (Female, 65+)

Where I live is prone to flooding, it would be good to not worry about flooding especially because I walk everywhere. (Male, 18-24)

Re-level and fix the drainage so it doesn't flood when it rains in the flood-prone area. Gerry Brownlee should spend a few months in the bad parts of town. (Female, 25-49)

They need better maintenance and testing. (Male, 25-49)

Q33c. Swimming pools

Because kids need to learn to swim - maybe let kids go for nothing at certain times. (Female, 65+)

Kids need completed swimming pools for swimming. (Female, 50-64)

We badly need more swimming pools for children. (Female, 25-49)

Q33c. Other sports and recreational facilities

Getting all sports facilities up to scratch. Making the environment accessible. Indoor sports facilities for netball, basketball and volleyball are not enough. (Female, 25-49)

Q33c. Keeping the city clean and tidy / attractive / more rubbish bins

I seem to think when people go for a picnic at the park they leave rubbish, and then the Council rangers have to clean it up the next morning, so I think they should put rubbish bins back in

place to free up the ranger to do other tasks. Maybe some skips. Why do we have to pay a toll to get onto Waimak mouth beach in Spencerville, when it's a public road (Haydens Road)? If there's an emergency what are they going to do if that gate on the hill is locked? (Male, 50-64)

There never seems to be enough rubbish bins in parks. They are usually overflowing. (Male, 50-64)

Q33c. Tidy up red zone / demolish abandoned buildings

I want ruined buildings and rubble cleaned up, and there are dangerous roads. (Female, 18-24)

Q33c. Housing supply/quality

A lot of people are still wanting cheap housing in Christchurch. (Female, 65+)

Q33c. Customer services

Be able to give a prompt time frame for replies or have more than one person available to deal with certain issues or at least take a message. (Female, 25-49)

Q33c. Other things mentioned by <1%

I seem to think when people go for a picnic at the park they leave rubbish, and then the Council rangers have to clean it up the next morning, so I think they should put rubbish bins back in place to free up the ranger to do other tasks. Maybe some skips. Why do we have to pay a toll to get onto Waimak mouth beach in Spencerville, when it's a public road (Haydens Road)? If there's an emergency what are they going to do if that gate on the hill is locked? (Male, 50-64)

Don't know. (Male, 50-64)

1 It's crazy, I am walking in water around Russley. 2 I often don't understand what policies are often. Just bullet point everything then people can go to links, it would be better and more effective. (Female, 25-49)

They should ban it. Or at least discourage people from doing it. Get the ministry of Fisheries in to catch the people who are going over the quota. The mayor should come and have a look. (Male, 50-64)

The overkill on cycleways is effecting motorists for parking and bus drivers. If you ride a bike you should know the rules and know how to ride a bike and a lot of cyclists have no idea. They ride 8ft out from the kerb. Racing cyclists riding 3 abreast. They should be pushing cyclists to understand the rules. (Male, 65+)

Communication between work forces, planners and workers and any workers on different jobs in in the same area needs to be greatly improved. (Female, 25-49)

More should be spent on the worst off parts of town instead of stadiums. (Male, 50-64)

We had to wait five months to get to a Community Board for a simple job of changing a bus stop and a loading zone (it had already been approved by the top people in the Council). To us 5 months is \$20,000 in rent and the questions they asked us were embarrassing and laughable. (Female, 50-64)

Create a better environment for musicians and music festivals. More help from Council. (Male, 25-49)

Q33c. Nothing / generally happy

I can't think of one. (Female, 25-49)

Don't know of any. (Female, 65+)

I'm happy with all the services. (Male, 65+)

I can't again say in any direction that they should go. They are trying to renew Christchurch and doing their best. We elected them and they are doing a good job. (Female, 65+)

Riccarton/Wigram

Q33c. Condition of the roads / the road network / congestion / roadworks

Have more community inputs. (Female, 25-49)

Making them more level - ironing out the humps and bumps. Road marking - have it more legible. (Male, 65+)

Getting on to it a little quicker than they are, getting rid of the cones a little quicker. (Female, 50-64)

I think they should be quicker at getting on to finishing the everyday things. (Female, 65+)

To inform to the public in advance about road construction so they can prepare themselves. (Female, 25-49)

I wouldn't go over to New Brighton or anywhere over there because the roads are so shocking. It doesn't flow very well down Riccarton or Blenheim Road. More people are living in Christchurch and the traffic's getting hectic. Also bringing in rail service from Rolleston and Rangiora. (Female, 50-64)

Get the job done at once by coordinating all the work. (Female, 25-49)

Fix them. (Female, 25-49)

The timing of road works. (Female, 25-49)

Getting more staff to help out, more contractors. (Male, 50-64)

Make it easier to drive through the city centre. (Female, 18-24)

Make more roads pothole-less. (Female, 25-49)

It's just, I mean, since the earthquakes, I went to town the other day and there's cones for miles, and it's difficult to know where to go and can you go left or right? Not a lot of car parks available. I know it's because of the earthquakes and they've got to fix the sewage and so on, but there's a lot of frustration. (Female, 65+)

With the roading it's the flow of traffic that needs attending - they drop off the cones, block off the road and disappear for 2 days. More communicating with people in the street when they block it off, e.g. a mail drop. (Female, 65+)

There are a lot of humps and hollows and pot holes, there two on Colombo Street. (Male, 65+)

It should be done quicker, with more roading gangs to help with the work flow. (Female, 65+)

Getting rid of the potholes, making yellow lines more visible, trimming roundabout plantings to enable visibility. (Female, 50-64)

Notification to parties that will be effected by a particular person or business asking for consent. I know there are rate rebates available, I think with the cost of rates going up considerably, they haven't increased the earnings threshold. It is particularly applicable to those on a fixed income. (Male, 65+)

Most places don't have smoother roads. They should focus on levelling uneven roads. (Male, 25-49)

It'd be good to have functional roads and managing the disruption in ways that still allowed easy access to different areas of the city. I feel like sometimes you can get caught in loops of diversions. I would rather see more people fixing roads quicker than spreading it out over such a long period of time. (Female, 25-49)

Some of the progress and some of the decisions being made, you just wonder what's behind the decisions. Open communication as to what they're doing, why and some of the decisions behind that. (Male, 25-49)

I suppose they just... getting rid of the... I know it's not easy. Making the roads smooth, getting rid of all the potholes and bumps. And repairing the drains. (Female, 50-64)

Speed it up. (Female, 18-24)

Fix roads faster. (Male, 18-24)

Do roads fast and we need more stuff for kids. (Male, 25-49)

Causing traffic blockages. (Female, 18-24)

The traffic runs too slowly and there are poor driving conditions. (Female, 25-49)

Durability, and more information about road works. (Male, 25-49)

More lights in Selwyn District. (Female, 18-24)

They need to have kerbside rises in high-risk areas, for example like on Ilam Road. They have dedicated cycle ways at Addington overbridge as alternative routes and at areas that are not cycle friendly e.g. Moorhouse Ave and Bealey Ave. (Male, 18-24)

I suppose, actually just replacing the roads that need to be resealed, replacing footpaths that have been damaged, and keeping the public informed as to roadworks and detours that are happening and traffic flow. (Female, 50-64)

I think they just need more, you never see them do anything, they're standing around talking. I think they need more people. (Female, 25-49)

I think that's a major issue, roading and the cars, we might need a better public transportation system, and the roading, it's repaired time after time after time, we can't understand, they fixed it three months ago. (Male, 25-49)

They don't fix the roads. (Male, 18-24)

Keep at it, move beyond patching up and do a proper fix to a good standard. (Male, 25-49)

Making the narrow roads a bit wider where possible, improve visibility, mirrors on tight corners, the roundabouts are too small, some are too tight with lots of roads entering onto them. (Female, 25-49)

There are not enough green arrows for making a right turn at the traffic lights. (Female, 50-64)

Probably the efficiency. (Female, 18-24)

Make it a priority. (Female, 18-24)

Finish one project before moving onto the next. (Female, 25-49)

There are a lot of potholes. (Male, 18-24)

The roadworks need to be improved especially the safety side, there's no hard hats, hi-vis gear etc. (Male, 18-24)

The roading. I know they've done patch-up works throughout the city. The roads need to be smooth, they need to be wider if they can. Bealey Ave is shocking, I know it's hard because it's heavily used. It's just bumpy as. Animal control - they need to respond quicker, and they need more people out and about so someone can come and get a stray dog. They need more people driving around, there's so many stray cats and stray animals in Christchurch. (Female, 25-49)

They are rough and lots of temporary repairs and too many cones. (Female, 25-49)

Fix the roads and maintenance. (Female, 25-49)

Fix them quickly. (Male, 25-49)

Structure the repair program better. Stop doing repairs then re-repairing. (Male, 25-49)

They are too slow to repair them and roading is unsafe. (Male, 25-49)

Get on and do what they do as best they can. (Male, 50-64)

Q33c. Condition of footpaths/walkways

Getting on to it a little quicker than they are, getting rid of the cones a little quicker. (Female, 50-64)

Promote walking, have better walkways and encourage people to walk. (Female, 18-24)

They need to have kerbside rises in high-risk areas, for example like on Ilam Road. They have dedicated cycle ways at Addington overbridge as alternative routes and at areas that are not cycle friendly e.g. Moorhouse Ave and Bealey Ave. (Male, 18-24)

I suppose, actually just replacing the roads that need to be resealed, replacing footpaths that have been damaged, and keeping the public informed as to roadworks and detours that are happening and traffic flow. (Female, 50-64)

You have to walk with your head down all the time or you might fall over and break your neck. (Female, 50-64)

Fill the cracks, potholes. (Female, 25-49)

Footpaths are really shocking. (Male, 18-24)

Reducing the trip hazard, making them accessible for all. (Female, 25-49)

Get on and do what they do as best they can. (Male, 50-64)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

I miss the central library, the patchwork system at the moment doesn't work. Painted cycle lanes don't cut the mustard. Somehow, cyclists need to be separated out. Down Island Road, they've separated cyclists with a physical barrier, it looks ugly and I'm sure they could do better but that's a start. In Lincoln Road, it turns off Moorhouse Ave and turns left. They've got a green cycle lane that all the cars cut through on their way round the corner. Very poor design, a missed opportunity. (Male, 50-64)

More cycleways physically separated from motor vehicles, and more cycle lanes. Better access for cyclists at intersections. (Male, 25-49)

Make more of them. (Female, 25-49)

With all the redevelopment going on it would be a shame if cyclists were not considered in the redesign of roads. Encourage active travel. (Male, 18-24)

Have cycle lanes on all main roads, e.g. Bealey Avenue. (Female, 18-24)

Need more cycle lanes. (Female, 65+)

Redesigning the cycle ways - wider cycle lanes, not between the road and on street parking areas, and make them safer. (Male, 25-49)

Q33c. Maintenance of waterways/margins / water quality

I went for a paddle down by central park and it was just disgusting. It would be nice to be able to take the children swimming somewhere and know it was clean. Maybe they need to make laws around pollution. (Female, 25-49)

They are dirty and polluted. (Male, 25-49)

Q33c. Communication / provision of information

More mail outs, and advertising in local papers. (Male, 50-64)

Getting more feedback. (Female, 50-64)

Let the public know in advance what it's going to do and allow time for the public to have feedback. (Female, 50-64)

Spending money wisely, I don't know. (Female, 25-49)

I think that's a major issue, roading and the cars, we might need a better public transportation system, and the roading, it's repaired time after time after time, we can't understand, they fixed it three months ago. (Male, 25-49)

Perhaps a bit more advertising or letterbox drops or something like that so residents know what's happening in the Council. (Female, 50-64)

Q33c. Roadwork management/signage/coordination/information

Managing the city's traffic. (Male, 50-64)

Q33c. Changes to public transport needed

We want a straight through service that goes past the hospital from Hei Hei. Older people don't have cars. (Female, 65+)

Need more buses during peak hours than having buses running with less people. (Male, 25-49)

Q33c. Concerns over level of spending / budgeting / what money is being spent on

Reduce the amount of wasteful spending of taxpayers' money, put the flashing lights on the street cleaner. (Male, 50-64)

Big cut backs, they had all these plans and I would like know what happened to the money, need provisions for children's sports e.g. swimming. (Female, 25-49)

Q33c. More parking /cheaper parking / better parking at hospital/airport / parking meters

I think they should be quicker at getting on to finishing the everyday things. (Female, 65+)

More mail outs, and advertising in local papers. (Male, 50-64)

Need clear parking sites and clear parking signs. (Male, 25-49)

More free parking. (Female, 25-49)

More parking available around schools. (Female, 18-24)

Get proper parking spaces and signage. Free parking for events. (Male, 25-49)

Make it easier not to be charged, having to pay every time I go there is annoying, they used to have a half-hour window where you didn't have to pay anything. (Male, 25-49)

Need more parking spaces around the city. (Male, 18-24)

Free parking for parents and disabled. (Female, 25-49)

Provide more next to buildings. (Female, 25-49)

Q33c. Building consents / resource consents processes

This is a licencing stream line to what information is extremely necessary rather than duplicate. (Male, 65+)

The first thing is to improve communication. Do it as quickly as possible and not be so adversarial about it. (Male, 50-64)

They need to employ people that know the job, too often they don't know the job, different people give different answers. A lot of young talent that don't know what they are doing. (Male, 50-64)

Notification to parties that will be effected by a particular person or business asking for consent. I know there are rate rebates available, I think with the cost of rates going up considerably, they haven't increased the earnings threshold. It is particularly applicable to those on a fixed income. (Male, 65+)

Consents – they need a faster turnaround, it took 3 or 4 months to get the consent, and then you go back to the start when they think one piece of paper wasn't filled out properly. (Male, 25-49)

A mistake the staff made cost me serious money. (Female, 50-64)

Q33c. Fix the Eastern suburbs

They could possibly arrange, some people still live in a garage, surely they could supply accommodation, give them some dignity in life. There are a lot of people who need help and are too timid to ask. Look at that boy who started the volunteer arm. We had an awful lot of destruction and it will take many many more years to get it back to normal. I feel for those people who are still suffering, especially the elderly who haven't got a voice. (Male, 65+)

The roading on the East is pretty dire, and nothing's being done over there. (Female, 25-49)

Do roads fast and we need more stuff for kids. (Male, 25-49)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

What we need is a collection of household stuff, large household appliances, furniture, twice a year or so. Otherwise we'll get fly tipping. (Female, 65+)

Consents – they need a faster turnaround, it took 3 or 4 months to get the consent, and then you go back to the start when they think one piece of paper wasn't filled out properly. (Male, 25-49)

I contacted them about a broken rubbish bin. They lost our complaint form and it took 3 months later before they fixed it. They need to provide a speedier service and come at the agreed time. (Female, 25-49)

Recognition of the size of the property in relation to the green bin - I get the same bin as someone with a small household like a unit, and I have a much bigger house on a section, and I get the same sized bin even though the reality of it is I have more green material than they would just due to the size of the section. (Male, 50-64)

Q33c. Public consultation

Keeping the ratepayers informed of where they're going and how long it's going to take. (Male, 50-64)

Perhaps a bit more advertising or letterbox drops or something like that so residents know what's happening in the Council. (Female, 50-64)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

Parks could be tidied up a bit in some areas. More rubbish bins in the parks. (Female, 65+)

Mowing lawns and pulling weeds - particularly in new subdivisions, which a month after they are created, it's all overgrown and neglected. (Female, 50-64)

We've got a lot of grassed areas that are not the responsibility of any landowner. Getting out around the parks, they need more rubbish collection, Riccarton is a mess, it just needs a great big tidy-up. There's rubbish, unattended gardens, unmowed grass and it's not good enough. (Female, 65+)

There's one down the end of our cul-de-sac that hasn't been touched for about a month, and it looks awful. Our neighbour has taken to mowing her own. We're called the Garden City, but it's hard to justify with all that. (Male, 65+)

There's a lot of litter, rubbish left. (Female, 18-24)

Q33c. Reduce rates / stop increasing rates

You can be on the same stretch of road and have 3 speed limits, you never know where you are. People on fixed incomes will soon not be able to afford a house, especially if you're hitting retirement, it's just outpricing itself. Be more creative in their financing of projects rather than the easy option 'hit the ratepayer'. Discounts for senior citizens. (Female, 50-64)

Everything goes up, there's nothing they can do. (Female, 50-64)

Q33c. Earthquake repairs/rebuild / decision making

The Town Hall should've come down. They should do a lot more in the city centre, it's too slow. Building consent and perhaps closer liaison with Government and developers. (Male, 65+)

Speed it up. (Female, 18-24)

They must sort out what's happening there, or businesses will be stuffed. Go in and take the stuff off the church and say this is what's happening. Sort out New Regent Street. They need to sort out what they're doing with the Convention Centre and the sports place. (Male, 50-64)

Speeding up the process. (Male, 25-49)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

They need to find money and spend more money on the wastewater systems that they have, to enable them to deal with it now rather than later. (Male, 25-49)

Cleaning the build-up of silt which is blocking the drains. (Female, 65+)

They should listen to people more. Don't change things like Victoria Park without consultation. (Female, 50-64)

I just think, no matter how much they do, there's surface flooding when there's heavy rain. It's hard to fix, you can't predict how much rain's going to fall. But there must be blockages somewhere. (Male, 50-64)

Q33c. Swimming pools

They could clean up the lane next to me and resurface it. (Male, 65+)

Need more of them, it's important for kids to have access to them. (Male, 65+)

We need pools for the young ones to be open. (Female, 25-49)

Consents – they need a faster turnaround, it took 3 or 4 months to get the consent, and then you go back to the start when they think one piece of paper wasn't filled out properly. (Male, 25-49)

Q33c. Other sports and recreational facilities

Some of the grounds are not done very nicely, you know. (Male, 50-64)

They're gradually coming online and being repaired. I feel sorry for those out East who don't have a swimming pool, a park or a lot of sports facilities. (Female, 65+)

The cost of their gym is very expensive and could be improved. (Male, 25-49)

Do roads fast and we need more stuff for kids. (Male, 25-49)

I think a major park facility for them to skate and with climbing facilities and stuff like that. A major big park like the little one they've done but on a bigger scale for the youth. Something for the older kids. New climbing walls and stuff for them to do, maybe a rope course. Stuff like that. (Female, 25-49)

Have more facilities. (Male, 18-24)

Q33c. Keeping the city clean and tidy / attractive / more rubbish bins

More information about recycling efficiency. (Male, 18-24)

Pick up more rubbish, more rubbish bins. (Male, 18-24)

Q33c. Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre

I miss the central library, the patchwork system at the moment doesn't work. Painted cycle lanes don't cut the mustard. Somehow, cyclists need to be separated out. Down Island Road, they've separated cyclists with a physical barrier, it looks ugly and I'm sure they could do better but that's a start. In Lincoln Road, it turns off Moorhouse Ave and turns left. They've got a green cycle lane that all the cars cut through on their way round the corner. Very poor design, a missed opportunity. (Male, 50-64)

They could clean up the lane next to me and resurface it. (Male, 65+)

Getting on and doing it, cutting out the red tape, there's too much paper work involved. (Male, 25-49)

Q33c. Fixing the infrastructure

They need to do more far more work on roads, and quickly. I travel 10kms to work and it takes half an hour. Peak hour traffic is an absolute nightmare. If they got the roading right then everything else would follow. The road-rage I see is incredible. Lincoln Rd is constantly under repair. They always seem to be digging up something, like digging up pipes or fixing kerbs but half the time you don't even see any workmen. (Male, 25-49)

Q33c. More events / wide range of events / better events / better managed

Need parking areas and traffic management and better transport to events. (Female, 25-49)

I think mainly the public transport as it puts people off if they don't know how they're going to get to an event or how they're going to park. (Female, 25-49)

Q33c. Housing supply/quality

Getting on and doing it, cutting out the red tape, there's too much paper work involved. (Male, 25-49)

Our eldest daughter is in a bad area, and she's being harassed by creeps who bang on her door, take money off her and so on. There seem to be a lot of people who need affordable housing. (Female, 65+)

Q33c. Planning / plan for central city

They need to employ people that know the job, too often they don't know the job, different people give different answers. A lot of young talent that don't know what they are doing. (Male, 50-64)

Q33c. Council decision making

I think they should make decisions based on what's best - work out what the purpose of the object was in the first place and not try to please some of the pressure groups. (Female, 65+)

To see the other person's point of view and not be dogmatic about certain things. To be able to compromise. (Male, 65+)

Some of the progress and some of the decisions being made, you just wonder what's behind the decisions. Open communication as to what they're doing, why and some of the decisions behind that. (Male, 25-49)

They need to make decisions on key infrastructure. Some of it is to do with the Government also. They need to get on with decisions and sort out stadiums, libraries etc. And stick to decisions made. (Male, 25-49)

Q33c. Other things mentioned by <1%

You can be on the same stretch of road and have 3 speed limits, you never know where you are. People on fixed incomes will soon not be able to afford a house, especially if you're hitting retirement, it's just outpricing itself. Be more creative in their financing of projects rather than the easy option 'hit the ratepayer'. Discounts for senior citizens. (Female, 50-64)

I think they should give us more information on what's happening regarding a rebuild or a new outlet. (Female, 65+)

Listen to the requests and act on them, or communicate about them. (Male, 65+)

It's a bad thing, they should watch their kids. (Female, 18-24)

5 years on, roadworks? Get on with it. General infrastructure, just getting on with it and getting the city moving. I guess it's all politics. Look at Regent Street, a lot of those owners repaired their buildings, but one didn't so now the whole street's blocked off. They've got to take a tougher line. It's just the time, everything seems to take so long. (Male, 65+)

We're slowly slipping away, we were extremely tolerant of each other after the earthquake, but it's slowly creeping in, people are getting less tolerant. There's nothing they're not doing well. (Male, 50-64)

It's hard to get out the gate sometimes, early morning peak traffic times. (Female, 65+)

I think that they need to be assessing whether or not people could be paying for water, or enforcing water restrictions when we have a dry summer and looking at the long term sustainability of our water, especially that fresh drinking stuff. (Female, 25-49)

The Korean community, we do not have any place to have a community meeting. The Korean community tried to get a place to build our community centre many times. (Female, 50-64)

Keeping the ratepayers informed of where they're going and how long it's going to take. (Male, 50-64)

They are just hell-bent on doing what they want regardless. (Male, 65+)

Free things for kids and families, more for the youth. (Male, 25-49)

The roading. I know they've done patch-up works throughout the city. The roads need to be smooth, they need to be wider if they can. Bealey Ave is shocking, I know it's hard because it's heavily used. It's just bumpy as. Animal control - they need to respond quicker, and they need more people out and about so someone can come and get a stray dog. They need more people driving around, there's so many stray cats and stray animals in Christchurch. (Female, 25-49)

Go back to their old system (where if the child is booked for a certain day then they're booked for the whole year for that day) or develop a better system. This gives us more certainty, because kids have other things on and not just any day of the week is fine. (Female, 25-49)

Trying to get more entertainment here. (Male, 50-64)

I think they should be focussing on core objectives as opposed to wandering around residential streets trying to ping people for what are central Government issues and revenue collection. (Male, 50-64)

Q33c. Nothing / generally happy

All services are good. (Male, 25-49)

Banks Peninsula

Q33c. Condition of the roads / the road network / congestion / roadworks

They seem to do it three times. The roadworks drive me nuts. (Female, 50-64)

Having rubbish collected at the gate would make life easier. (Female, 25-49)

They have been concentrating on fixing roads cars drive on. All the pavements and things are broken and lumpy, they don't seem to get as much attention. (Female, 25-49)

Q33c. Condition of footpaths/walkways

The underfoot broken footpaths in residential areas need to be better with some protection from open traffic, particularly around the bays. Evans Pass needs to be made much safer for pedestrians and a pedestrian walkway installed. (Female, 50-64)

Most footpaths are filled with cracks. (Male, 18-24)

Q33c. Cycle routes / cycleways / cycle safety / bike stands

They should get on the bandwagon, make it happen and promote the health benefits of cycling. (Male, 25-49)

Q33c. Maintenance of waterways/margins / water quality

I think from an environmental point of view it's important and the river definitely needs cleaning up. (Male, 65+)

Q33c. Concerns over level of spending / budgeting / what money is being spent on

Instead of buying overseas, look at the very fine local artists. (Female, 65+)

As a public organisation they will be over salaried and overstaffed at senior level. (Male, 50-64)

Q33c. Building consents / resource consents processes

Too many decisions seem to be made using a check sheet. They need to avoid meetings going into public exclusion and be more transparent. Councils should stick to core functions like infrastructure operation. (Male, 25-49)

Q33c. Refuse collection / changes to rubbish bin sizes / collection frequency

Having rubbish collected at the gate would make life easier. (Female, 25-49)

Q33c. Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries

They do this task but the footpath is narrow and the trees overlap and get in the way of pedestrians. (Female, 65+)

There are some cluttered gutters which are clogged with debris in Lyttelton and there hasn't been any weed-spraying and weeds have grown in the guttering and this breaks up the asphalt and the weeds combine with the debris and that can cause flooding. (Female, 50-64)

Q33c. Stormwater/waste water/sewerage systems / prevent flooding

The underfoot broken footpaths in residential areas need to be better with some protection from open traffic, particularly around the bays. Evans Pass needs to be made much safer for pedestrians and a pedestrian walkway installed. (Female, 50-64)

Q33c. Other things mentioned by <1%

The transfer station is hidden by green growth and the tar seal on the access road to the transfer station is breaking away and it would good to clear the access and fix the tar seal. That's one part of this area that needs extra care when driving. (Male, 65+)

They are trying to do this but they need to confront the other authorities and they tend to accept the facts presented to them. The loss of power means we have no say in how we use our resources. (Male, 25-49)

Central Government tends to respond from a fiscal standpoint rather than social. (Male, 25-49)

It's a waste of billions of money. Even our rubbish collection is contracted to an Aussie company. (Male, 50-64)