

Christchurch City Council
Point of Contact Service Satisfaction
Residents Survey Results

2015/2016



Monitoring and Research Team
Performance Management Unit
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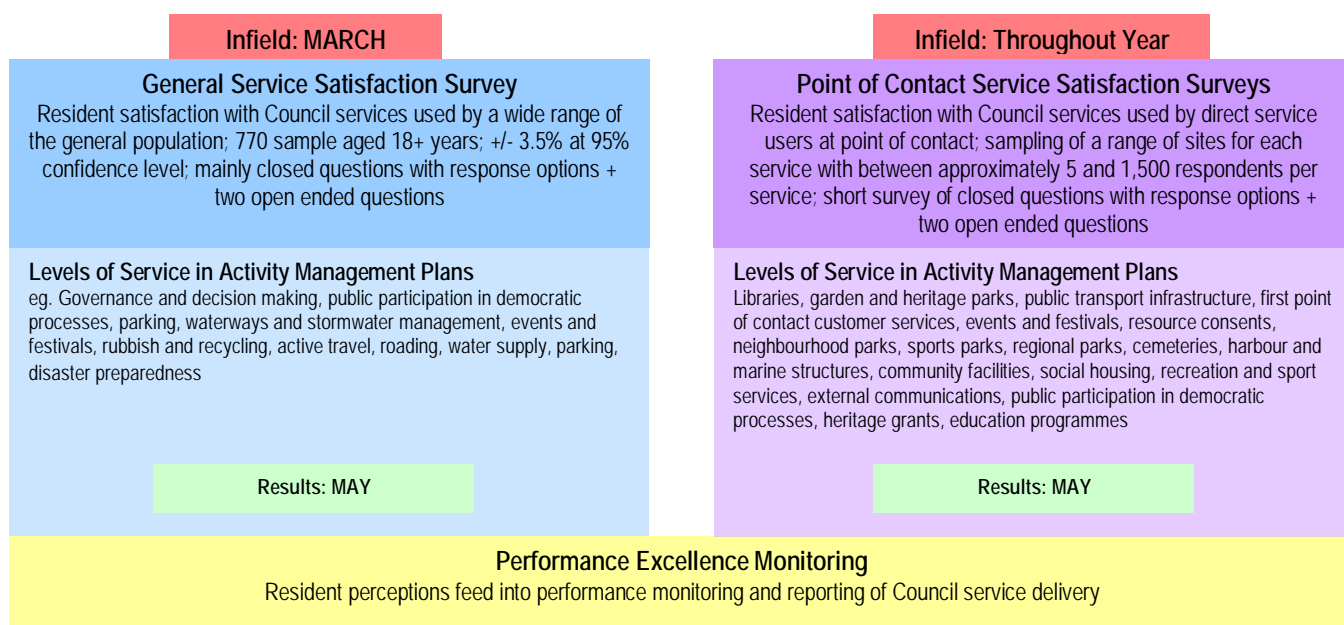
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Introduction

Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses a total of 52 Performance Standards (levels of service) under 39 Activities and includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Activity Management Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The telephone survey is conducted in March each year with a random sample of 770 residents aged 18 years and over. The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 19 Performance Standards under 13 Activities.
2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (online and postal); postal/mail drop surveys, email surveys to people on Council data bases and some face to face surveying where appropriate. Point of contact surveys are used to measure 33 Performance Standards under 20 Activities.



Methodology

- Survey questions based on Levels of Service in the Activity Management Plans
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample size range from approximately five to 1,500 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of online and post back surveying. Respondents are asked first if they would give online feedback about the service and if they agree, they are given a link to the survey. Those who do not want to complete the survey online are asked if they would be prepared to give postal feedback and if they agree, they are given a post back questionnaire with a freepost envelope. Some surveys are completed as email collectors, postal/mail drop or as telephone interviews. Some are completed as face to face interviews.

- Overall, 8,341 surveys were completed¹. Of the point of contact surveys completed using the sequential mixed method approach, 57.7% of surveys were completed online and 42.3% were completed by post (although the actual proportions varied greatly across the services surveyed).

Customer Effort: Ease of Interacting With or Using Council Services


















Customer services research suggests that customers want, with minimal effort on their part, to be able to interact with organisations in the easiest possible way for them, with their needs met so that they can get on with their busy lives (Corporate Executive Board 2014 *Blinded by Delight: Why Service Fails and How to Fix It* CEB, Arlington). A measure of ease of interaction with Council services, based on customer services principles, has been added to all point of contact feedback forms. This question tests respondent perceptions of how easy it is for them to interact with or use a Council service, based on efficient and effective processes and/or receiving respectful, prompt and efficient service by staff who understand customer/citizen needs and who provide accurate advice and effective options to address needs and resolve issues.

¹ Including 4,356 completed throughout the year (510 at education programmes, 1,226 at a range of major events and festivals and 415 at library programmes).












Summary of Levels of Service Results: Point of Contact Surveys 2015-2016

CAUTION: pre 2015-2016 results have been provided for general information only. Trends cannot be implied due to significant question changes across all measures in 2015-2016 to reflect a more detailed customer focus component in level of service measurement. There has also been a methodology change from primarily onsite interviewing to sequential mixed method self-complete surveying using online and post back channels and with some face to face surveying where appropriate

Activity Group	Activity	Performance Standard	LTP Performance Standard	2015/16 LOS Target	2015/16 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2015/16	Survey Result 2015-16	Effort / Ease of Interaction or Use 2015-2016	Survey Result 2014-15	Survey Result 2013-14
Heritage Protection	Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	75%				93%	100%	76%	71%
Resilient Communities	Community Facilities	2.0.2 Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	Yes	At least 80%				80%	85%	96%	95%
	Customer Services and Online Channels	2.6.7.1 Customers are satisfied or very satisfied with the "first point of contact" council customer service	Yes	85%				90% ¹	85%	Walk In: 98% Phone: 91% Email: 78%	Walk In: 99% Phone: 90% Email: 81%
	Events and Festivals	2.8.3.1 Deliver, partner and produce events, programmes and festivals for the city	Yes	At least 90%				92%	93%	90% ¹	N/A
		2.8.6.1 Provide the events sector with strategic leadership, events support and advisory services	No	At least 80%				87%	88%	81%	78%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Yes	At least 90%				93%	94%	97%	96%
		3.1.8 Customer satisfaction with library programmes and events provided	Yes	90%				98%	94%	97%	98%
	Museums	3.3.1.2 Administer the Canterbury Museum levy and report on Annual Plan targets	Yes	90% or better				95%	87%	96% ¹	96% ¹

Strategic Governance	Public Participation in Community and City Governance and Decision Making	4.1.10.1 Provide external communications and marketing that are timely, relevant, accurate and cost effective	Yes	At least 65%				56%	51%	68%	62%
		4.1.12.4 Provide media with information about the Council	No	Baseline				55% ²	60%	NA	NA
		4.1.19 Percentage of residents that understand how Council makes decisions (users of governance services)	Yes	65%				57%	27%	NA ³	NA ³
		4.1.21 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	Yes	65%				43%	27%	NA ³	NA ³
		4.1.27.2 Community development projects are provided, supported and promoted	Yes	85%				79%	68%	NA	NA
Parks and Open Spaces	Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities	Yes	> 90%				69%	70%	59%	67%
		6.0.3 Overall customer satisfaction with neighbourhood parks	Yes	At least 70%				60%	70%	56%	68%
	Garden and Heritage Parks	6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks	Yes	At least 70%				84%	79%	70%	76%
		6.2.2 Proportion of visitors satisfied with the appearance of The Botanic Gardens	Yes	At least 95%				98%	93%	99%	98%
	Regional Parks	6.3.5 Provide, develop and maintain facilities to the satisfaction of park users	Yes	80%				70%	72%	83%	82%




	Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	At least 65%				73%	67%	61%	67%
		6.4.5 Customer satisfaction with Council cemetery services	Yes	At least 95%				100%	88%	75%	100%
Sport and Recreation	Recreation and Sport Facilities	7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Yes	At least 80% 5.8 score (CERM Survey)				6.0	NA	5.9	5.6
	Sports Parks	7.1.2 Deliver a high level of customer satisfaction with the range and quality of sports parks	Yes	90%				63%	70%	86%	88%
Regulation and Enforcement	Resource Consenting	9.2.7 % Satisfaction with resource consenting process	Yes	75%				74%	65%	81%	75%
Transport	Public Transport Infrastructure	10.4.4 Ensure user satisfaction with the number and quality of bus shelters	Yes	≥ 65%				60%	57%	60%	54%
		10.4.5 Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	Yes	≥ 85%				83%	85%	84%	83%
	Transport Education	10.7.7 Maintain a high level of satisfaction with school 'Cycle Safe' education programme	Yes	≥ 95%				100%	99%	100%	100%
	Harbour and Marine Structures	10.8.2 Proportion of customers satisfied with the state of marine structures provided by Council	Yes	55%				49%	47%	63%	58%
Strategic Planning	Strategic Planning and Policy	17.0.36 Provide Build Back Smarter advice to home owners of existing homes	No	At least 90%				84%	84%	NA	NA
Housing	Housing	18.0.5.1 At least 80% of tenants are satisfied with the	Yes	At least 80%				69%	63%	76%	76%








		<i>quality of the tenancy service provided</i>									
		18.0.5.2 At least 80% of Council housing tenants are satisfied with the overall condition of their unit	Yes	At least 80%				51%	63%	68%	69%
Natural Environment	Environmenta l Education	19.1.2 Environmental education programmes are delivered which provide students with knowledge and interest in the importance of biodiversity and ecosystems (Greenspace Programme)	No	At least 95%				100%	90%	100%	99%
		19.1.4 Environmental Education programmes give students an understanding of how the city's waste system operates and city's water system and services work and helps them understand how their household and lifestyle practices can help conserve water (Water and Waste Programmes)	No	At least 95%				100%	97%	100%	99%
		19.1.6 Teacher satisfaction with Civil Defence and Emergency Management education programmes	No	At least 95%				100%	100%	100%	100%

1 This result included responses from non-residents of Christchurch.

2 Extreme caution must be taken in interpreting this result due to very low sample size

3 2015-2016 is the first year these LOS have been measured using a sample of Council governance process users. The same questions are asked in the General Service Satisfaction Survey which has a general random household sample

	LOS target met		LOS target not met		Data still being collected or analysed by business units
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	Baseline result or target to be set or no information available		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Top performing services (85%+ satisfaction)		Moderate performing service (between 50% to 84% satisfaction)		Under performing services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Top performing services that other services could learn from (90%+ satisfaction)				

Survey Results

Activity: Heritage Protection

1.4.7 Recommended Level of Service Target: 75%

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

Methodology

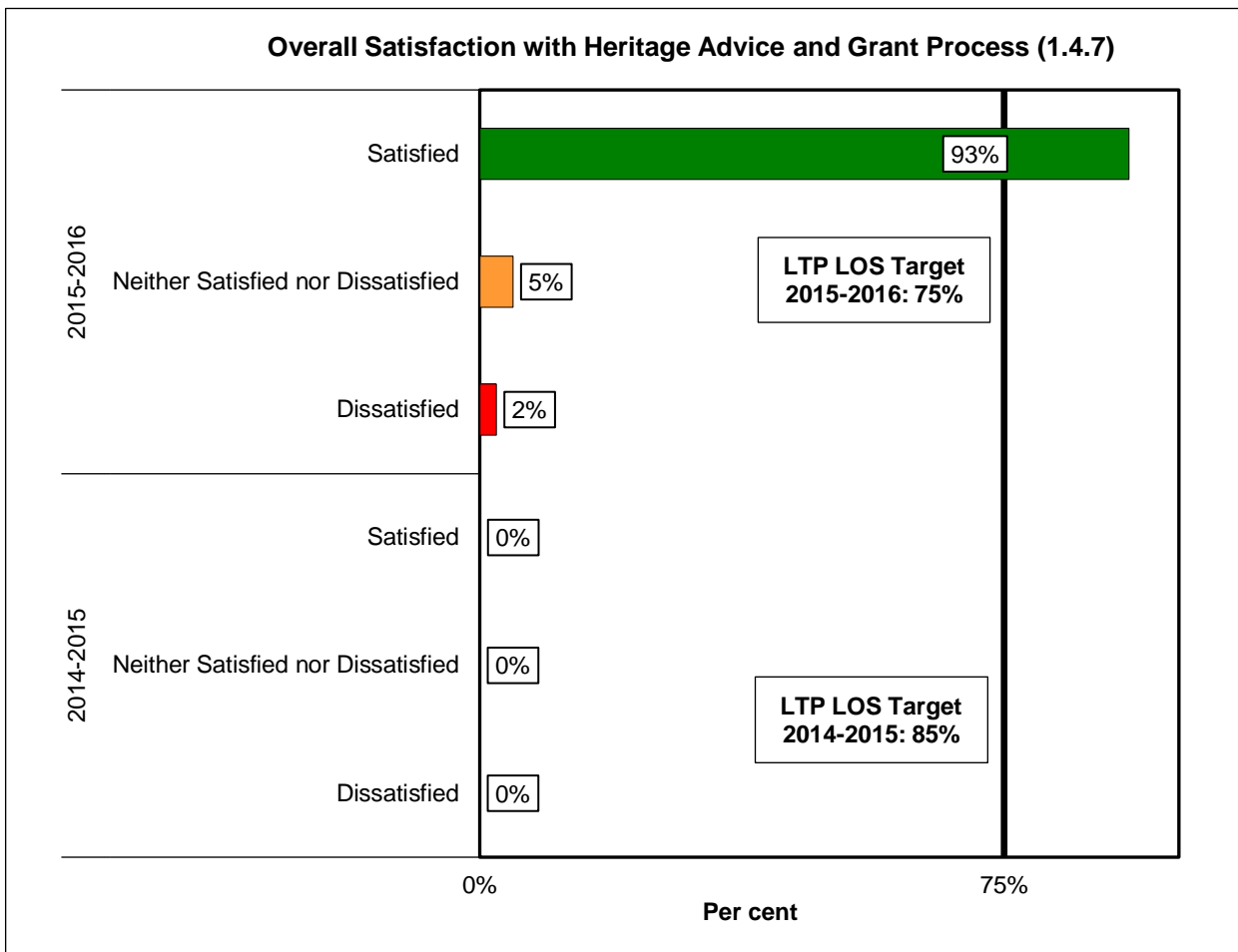
LOS score calculated as an aggregate of the six survey questions stated below:

- *1. Overall, how satisfied or dissatisfied were you with the level of grant approval? That is the actual dollar amount granted
- *2. Overall, how satisfied or dissatisfied were you with the manner of the Council heritage team staff you spoke to about your heritage grant? *Manner includes things such as communicating a caring, friendly and respectful attitude toward you*
- *3. Thinking now about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you that the Council heritage team understood your needs?
- *4. Thinking again about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you that the Council heritage team provided you with accurate information and guidance that was clear and easy to understand?
- *5. Overall, how satisfied or dissatisfied were you with the Council heritage team's ability to respond to your grant application? *Responsiveness includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had*
- *6. Thinking about the heritage incentive grant process, overall how satisfied or dissatisfied were you that the process was efficient? *This includes things such as the time taken to submit your application and receipts for work undertaken and, in some cases, the completion of a covenant*

Time in field: In November 2015, surveys were emailed to 8 residents who had received a heritage grant in the preceding 12 months.

Completed surveys: 8

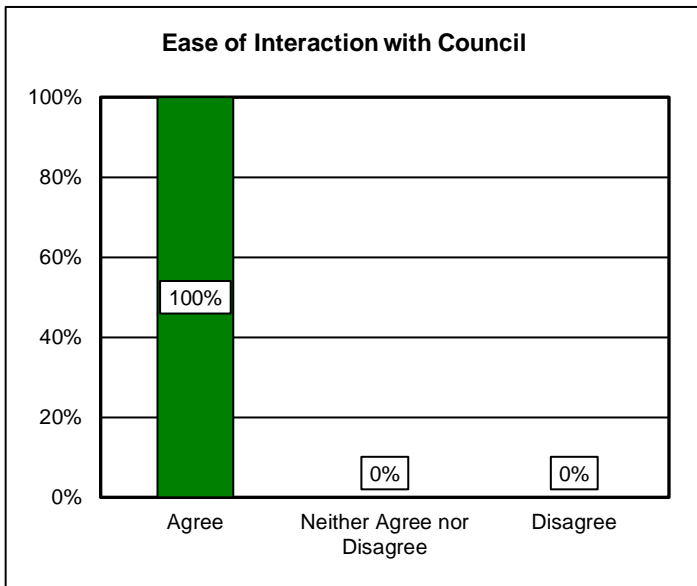
Note: The small number of responses means that caution must be applied when interpreting results.



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	61.9%
Satisfied	31.0%
Neither Satisfied or Dissatisfied	4.8%
Dissatisfied	2.4%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding your heritage grant? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate advice or options that addressed your grant needs*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	57.1%
Agree	42.9%
Neither Agree nor Disagree	0.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Community Facilities

2.0.2 Recommended Level of Service Target: At least 80%

2.0.2 Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities

Methodology

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

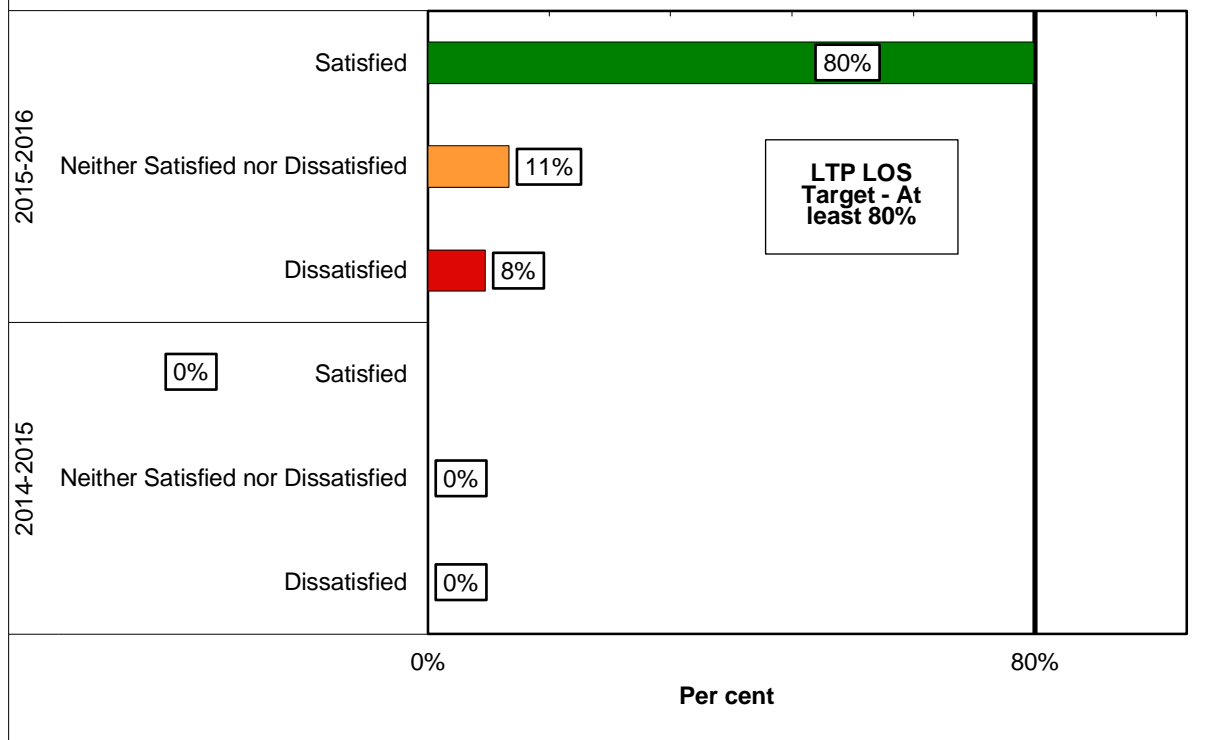
- *1. Overall, how satisfied or dissatisfied are you with the **CONDITION** of this facility? *Condition includes things such as maintenance and upkeep of the facility.*
- *2. Overall, how satisfied or dissatisfied are you with the **AVAILABILITY** of this facility? *Availability means the facility is available for booking when you want to use it.*
- *3. Overall, how satisfied or dissatisfied are you with the **ACCESSIBILITY** of this facility? *Accessibility includes ease of access to the facility, such as car parking and disability access, the facility is in an accessible location and that it feels comfortable and welcoming to users.*
- *4. Overall, how satisfied or dissatisfied are you that this facility is **FIT FOR PURPOSE**? *Fit for purpose includes the facility's layout, and the presence of equipment and other fixtures and fittings (such as appropriate lighting, appliances and furnishings) to support your activities*
- *5. Overall, how satisfied or dissatisfied are you that this facility provides **VALUE FOR THE MONEY** you pay to use the facility?
- *6. Overall, how satisfied or dissatisfied are you with the accuracy of information provided to you about this facility? *This includes things such as information that is correct, that is useful to your needs that you can rely on and that is clear and easy to understand.*
- *7. Thinking first about Council community facilities in general **IN CHRISTCHURCH**, overall, how satisfied or dissatisfied are you with the **RANGE** of community facilities available for hire and use? *Range means the variety of facilities available to meet your group's needs, including facilities of an appropriate size and type for your activities.*
- *8. And thinking now about Council community facilities in general **IN YOUR LOCAL AREA**, overall, how satisfied or dissatisfied are you with the **RANGE** of community facilities available for hire and use? *Range means the variety of facilities available to meet your group's needs, including facilities of an appropriate size and type for your activities.*

Time in field: In November 2015, surveys were emailed to 141 people who had hired Council Community Facilities during 2015

Completed surveys: 50

Community Facilities	Completed surveys
Abberley Park Hall	5
Avice Hill Arts and Craft Centre	4
Fendalton Community Centre	12
Harvard Community Lounge	5
Hei Hei Community Centre	4
North New Brighton Community Centre	5
Parklands United Sports Club	1
Parkview Community Lounge	3
Riccarton Community Centre	1
Richmond Community Cottage	1
South Brighton Community Hall	0
Templeton Community Centre	5
Waimairi Road Community Centre	4
Wainoni Aranui Recreation Centre	0
Total	50

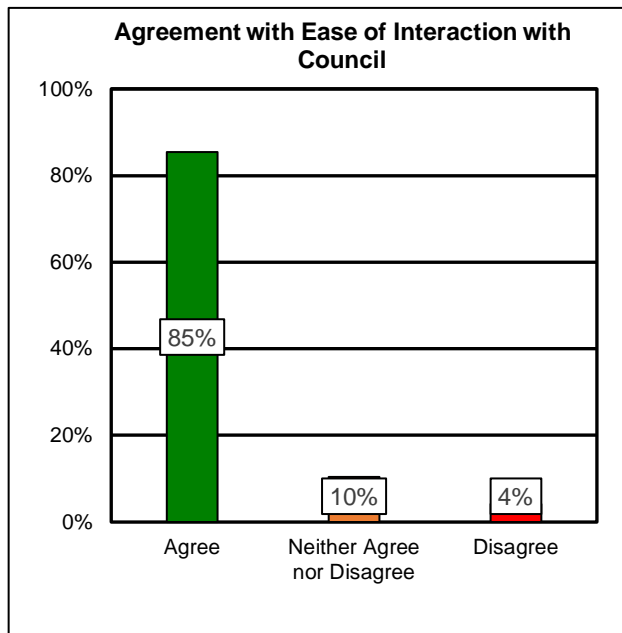
Satisfaction with Range and Quality of Council Operated Community Facilities (LOS 2.0.2)



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	38.4%
Satisfied	41.5%
Neither satisfied nor dissatisfied	10.7%
Dissatisfied	5.0%
Very dissatisfied	2.6%
Don't Know	1.8%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding using community facilities? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate information and advice and facility options that meet your needs.*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	39.6%
Agree	45.8%
Neither Agree nor Disagree	10.4%
Disagree	4.2%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Customer Services and Online Channels

2.6.7.1 Recommended Level of Service Target: 85%

2.6.7.1 Customers are satisfied or very satisfied with the "first point of contact" council customer service

Methodology

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

Walk In:

*1. Overall, how satisfied or dissatisfied were you with the manner of the customer services representative/s you spoke to today?

This includes things such as communicating a caring, friendly and respectful attitude toward you

*2. To best serve you, the customer services representative/s must ask the right questions to understand your needs, have knowledge of the relevant options available and provide you with accurate information that is clear and easy to understand.

Thinking about all of these things, overall, how satisfied or dissatisfied were you with the customer services representative/s' understanding of your enquiry today?

*3. Overall, how satisfied or dissatisfied were you with the customer services representative's ability to respond to your enquiry?

This includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had

*4. Overall, how satisfied or dissatisfied were you that the Council's walk-in customer service was professional, efficient and easy to use? *This includes things such as waiting times, the user friendliness of instructions and signs and the physical presentation of the counter staff, including uniforms*

Call Centre:

*1. Overall, how satisfied or dissatisfied were you with the manner of the customer services representative/s you spoke to in your most recent call to the Council telephone customer services line? *This includes things such as communicating a caring, friendly and respectful attitude toward you*

*2. To best serve you, the customer services representative/s must ask the right questions to understand your needs, have knowledge of the relevant options available and provide you with accurate information that is clear and easy to understand.

Thinking about all of these things, overall, how satisfied or dissatisfied were you with the customer services representative/s' understanding of your enquiry?

*3. Overall, how satisfied or dissatisfied were you with the customer services representative's ability to respond to your enquiry?

This includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had

*4. Overall, how satisfied or dissatisfied were you that the Council's telephone customer service was professional, efficient and easy to use? *This includes things such as how long you had to wait before your call was transferred to a customer services representative and the user friendliness of telephone instructions*

Email:

*1. Overall, how satisfied or dissatisfied were you with the time taken before you received a FIRST RESPONSE from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*

*2. Overall, how satisfied or dissatisfied were you that the language used in the FIRST RESPONSE email you received from the Council was clear and easy to understand?

*3. Overall, how satisfied or dissatisfied were you that the Council's email customer service was professional, efficient and easy to use? *This includes things such as saving time when communicating with the Council, and ease of communicating the purpose of your enquiry (including the information you wanted to give the Council about your enquiry)*

Walk In:

Time in field: Walk In surveys took place using sequential mixed method surveying between November 2015 and January 2016.

Completed Surveys: 169

Sites Surveyed: 5

Service centres	Completed surveys
Civic	30
Beckenham	42
Fendalton	32
Riccarton	32
Shirley	33
Total	169

Phone:

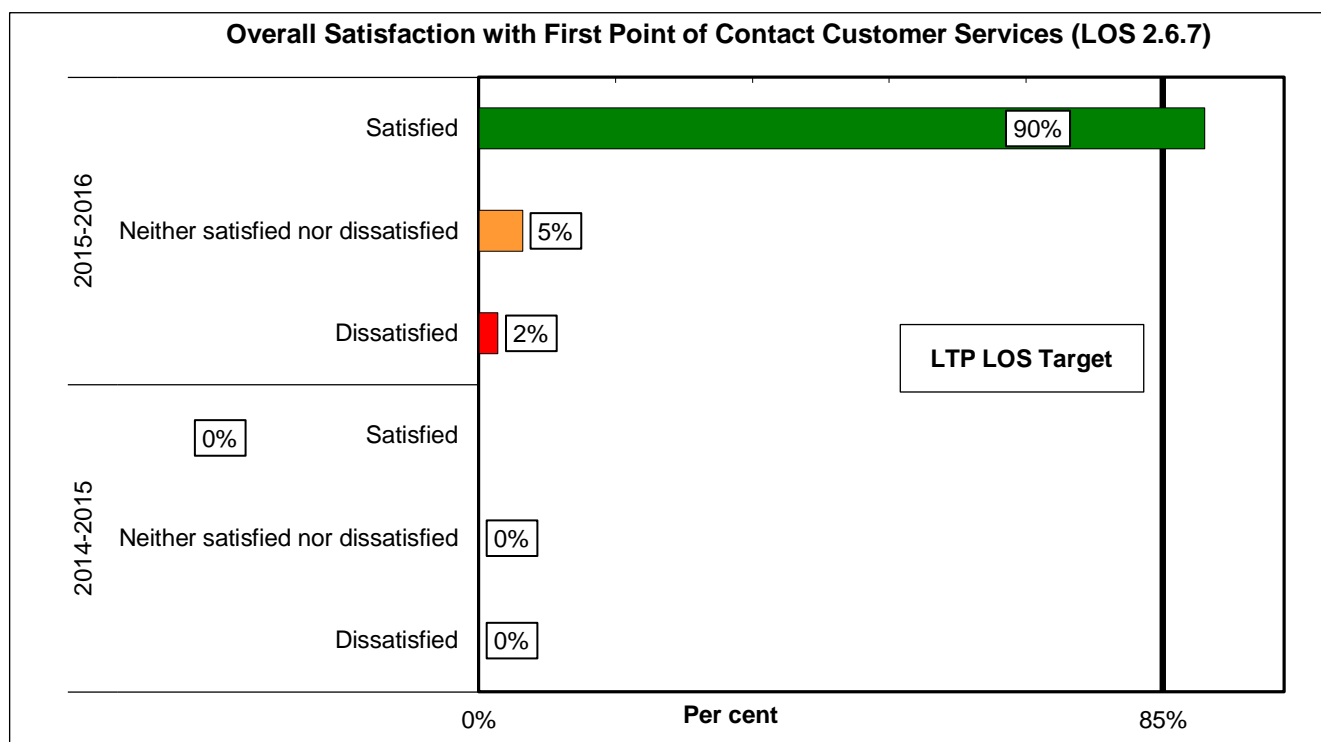
Time in field: The telephone customer services survey was administered using an online survey between the hours of 10:00 am and 7:00 pm during December 2015

Completed Surveys: 169

Email:

Time in field: The link to the web based survey was emailed out in November 2015, surveys were emailed to 1338 residents customers who had contacted the Council with a request during the previous month.

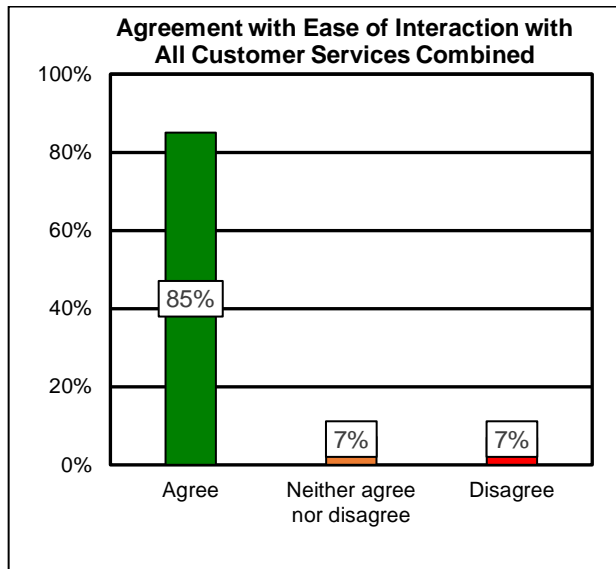
Completed Surveys: 499



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	62.3%
Satisfied	27.8%
Neither satisfied nor dissatisfied	5.4%
Dissatisfied	2.4%
Very dissatisfied	0.0%
Don't know	0.8%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your service needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



Agreement	Percent
Strongly Agree	47.9%
Agree	37.1%
Neither Agree nor Disagree	7.2%
Disagree	3.8%
Strongly Disagree	3.2%
Don't Know	0.8%
Total	100.0%

Activity: Events and Festivals

2.8.3.1 Recommended Level of Service Target: At least 90%

2.2.8.2 Deliver, partner and produce events, programmes and festivals for the city

Methodology

LOS score based on the two survey questions stated below:

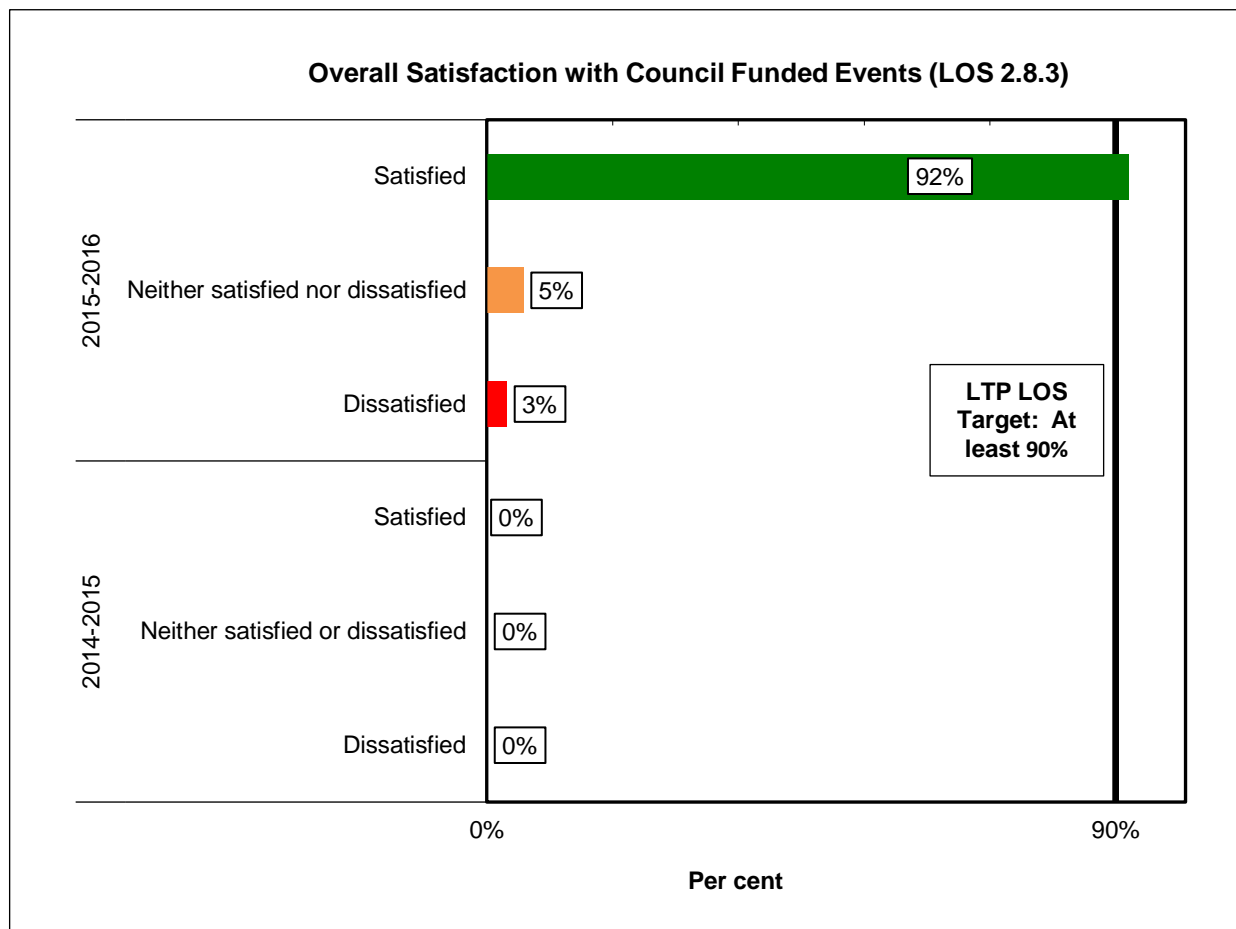
*1. Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event and includes being engaging, enjoyable and relevant to the audience.*

*2. Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event taking into account attendee needs*

Time in field: Events were surveyed online over a range of dates in 2015-2016

Completed Surveys: 2,219

Events Surveyed: Body Festival, Good Night Film Festival, Lazy Sundays, Fun Palaces, Ocean Swim 2016

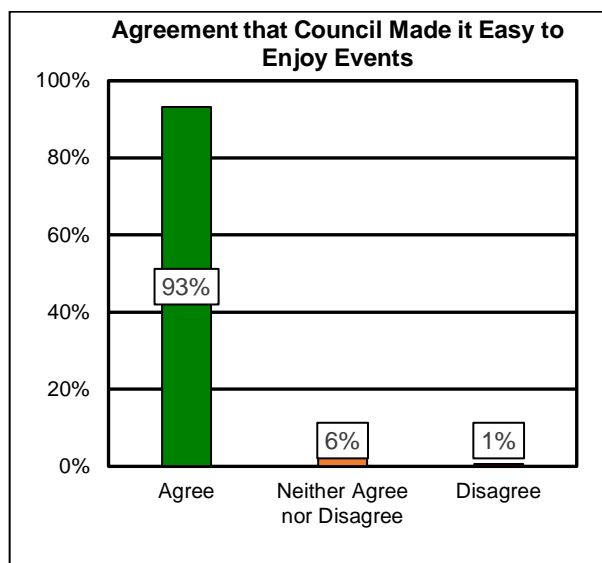


2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	57.7%
Satisfied	34.2%
Neither satisfied or dissatisfied	5.2%
Dissatisfied	2.2%
Very Dissatisfied	0.6%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to enjoy this event? *This includes having accurate information about the event, the content and presentation meeting your expectations, and respectful, prompt service by event organisers*

NB: This question was not asked at the Body Festival and Fun Palaces events in 2015-2016



2015-2016 Results	Ease of Enjoyment of Events
Strongly Agree	54.4%
Agree	38.8%
Neither Agree nor Disagree	6.2%
Disagree	0.5%
Strongly Disagree	0.2%
Don't Know	0.0%
Total	100.0%

2.8.6 Recommended Level of Service Target: At least 80%

2.8.6 Provide the events sector with strategic leadership, events support and advisory services (CCC event organiser satisfaction)

Methodology

LOS score based on the four survey questions stated below:

*1. Overall how satisfied or dissatisfied are you with the manner of the Council events staff you deal with? *This includes things such as communicating a respectful attitude toward you*

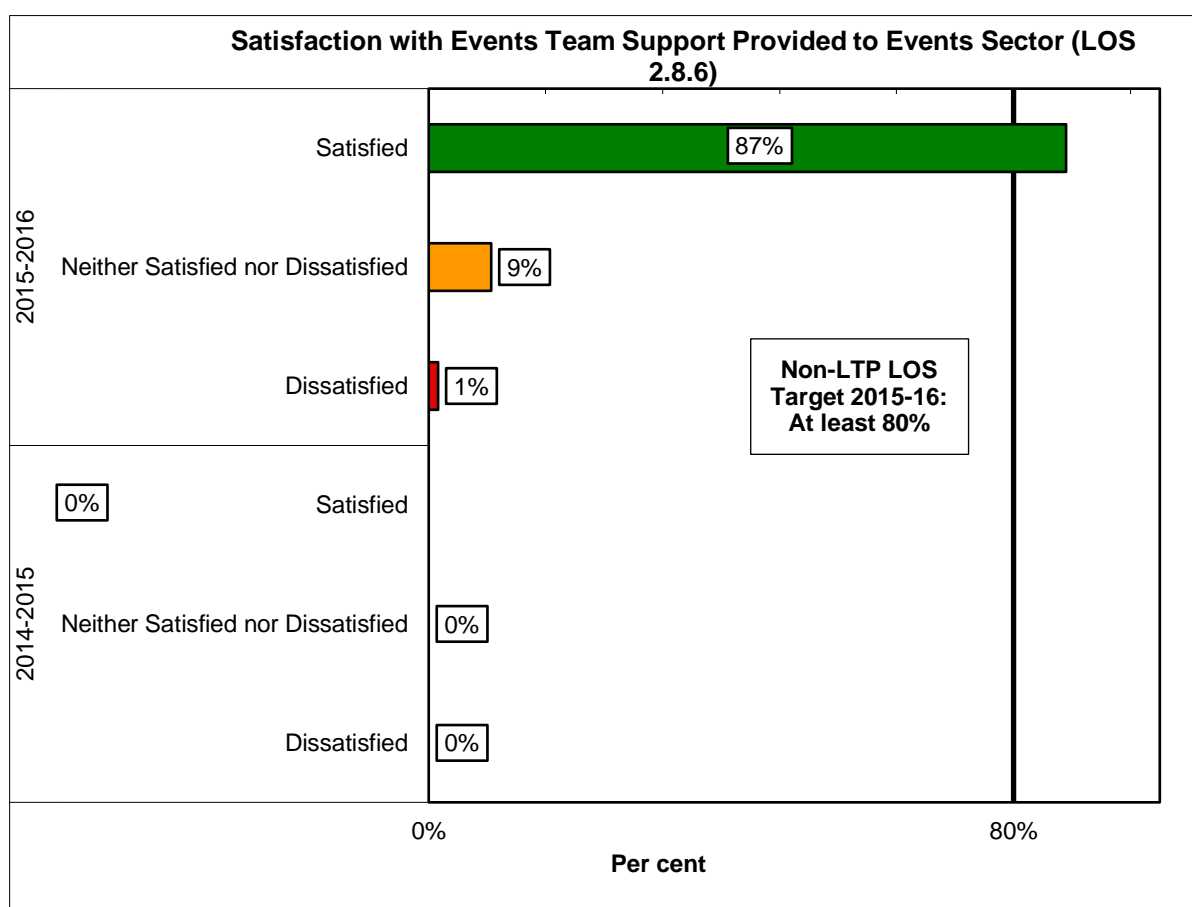
*2. Overall, how satisfied or dissatisfied are you with the accuracy of the information and advice provided to you by the Events Team? *This includes things such as giving you correct information, being able to rely on what you have been told*

*3. Overall, how satisfied or dissatisfied are you with the Events Team's ability to respond to your needs? *This includes helping you willingly and promptly by understanding your needs and offering information and options to meet those needs*

*4. Overall, how satisfied or dissatisfied are you with the *Be There* website? *This includes things such as being user-friendly and containing accurate information that is useful to the website's customers*

Time in field: In November 2015, a link to the survey was emailed to 170 respondents who had used the Events Partnerships and Development Team's services in the preceding 12 months

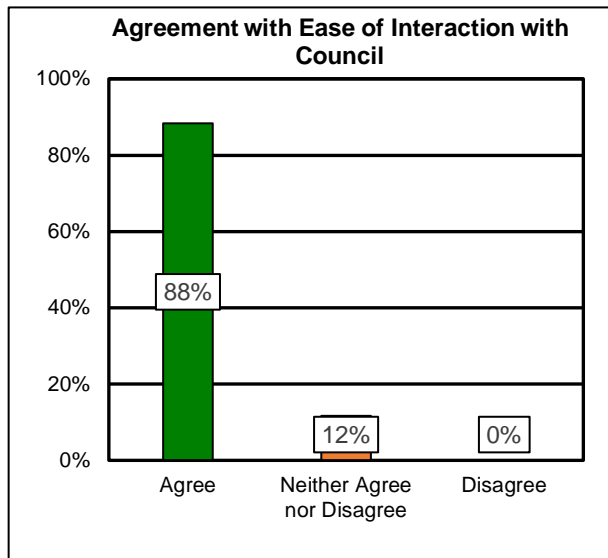
Completed Surveys: 62



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	47.0%
Satisfied	40.2%
Neither Satisfied or Dissatisfied	8.5%
Dissatisfied	0.9%
Very Dissatisfied	0.4%
Don't Know	3.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Events Team makes it EASY for you to interact with it regarding your events support needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	31.7%
Agree	56.7%
Neither Agree nor Disagree	11.7%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Libraries

3.1.5 Recommended Level of Service Target: At least 90%

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries

Methodology

LOS score based on the three survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you that the library services such as the self-service check outs, computers and the internet, digital resources, free wifi, the library website and library catalogues are efficient and easy to understand? *This includes things such as ease of access to the things you want to use, time taken for service, and user friendliness of instructions, information, services and signs*

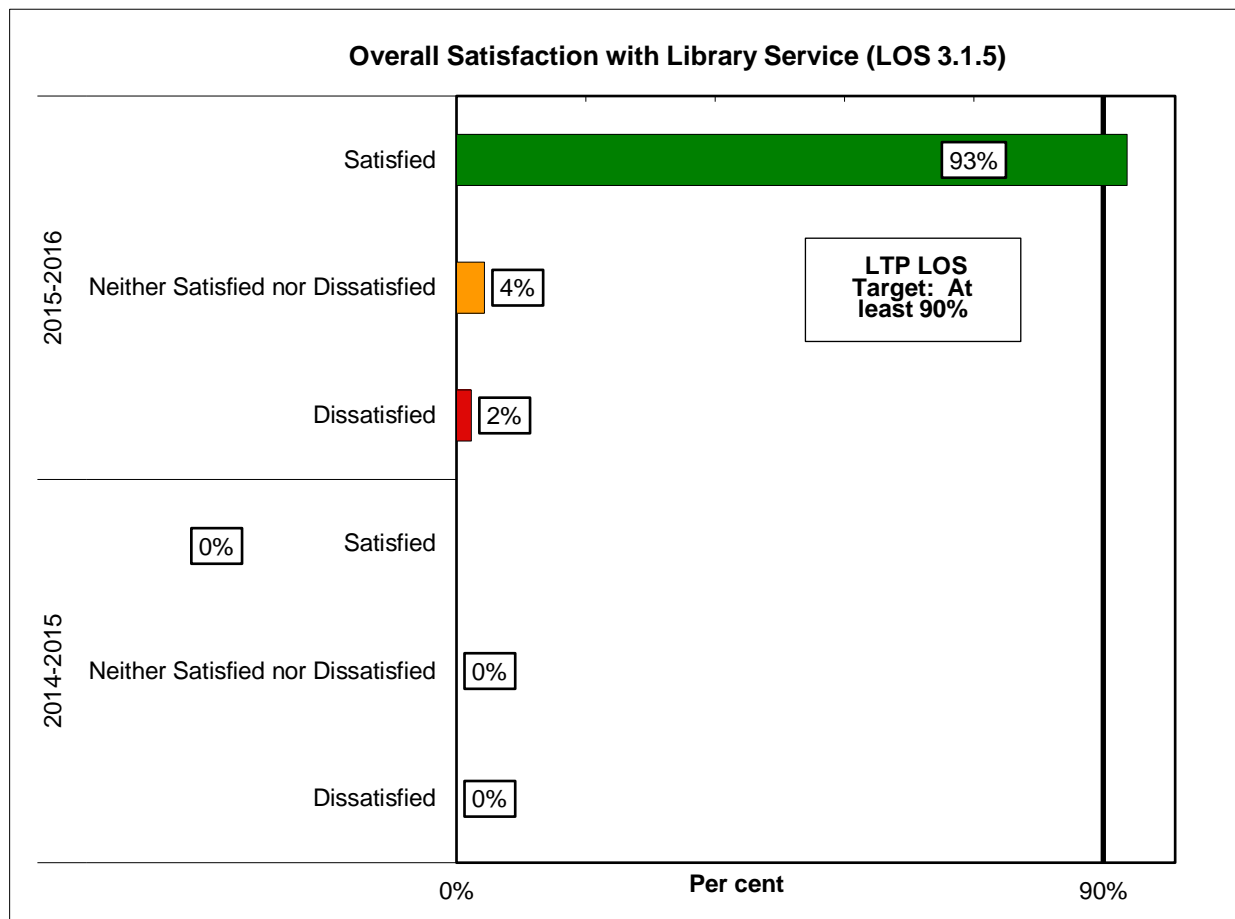
*2. Overall how satisfied or dissatisfied are you with the range of books and other items available? *This includes things such as books, magazines, and DVDs available to borrow, and reference material in the libraries, and online resources such as digital books, online newspapers/magazines, etc.*

*3. Overall, how satisfied or dissatisfied are you with the manner and attentiveness of any library staff you came in contact with today? *This includes things such as communicating a caring, friendly and respectful attitude toward you, helping you willingly and promptly, having a good understanding of your enquiry or needs and providing you with accurate, easy to understand advice*

Time in field: Surveying took place using sequential mixed method surveying between November 2015 and January 2016

Completed Surveys: 277

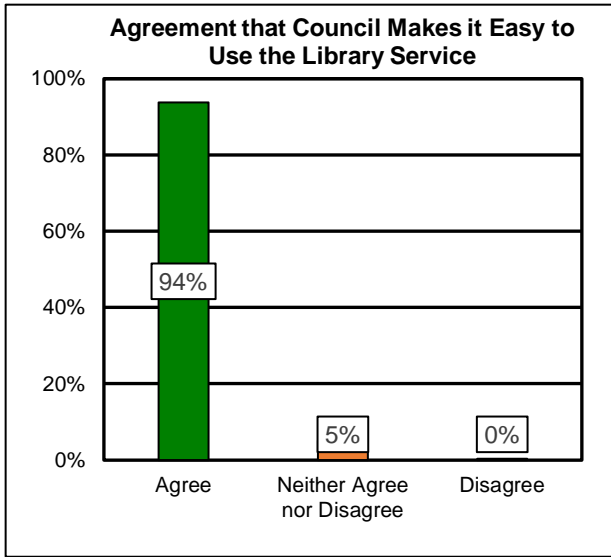
Library Name	Completed surveys
Hornby Library	53
Lyttelton Library	13
Papanui Library	47
South Library	89
Upper Riccarton Library	59
Libraries in general	16
Total	277



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	60.6%
Satisfied	32.7%
Neither Satisfied or Dissatisfied	3.9%
Dissatisfied	1.7%
Very Dissatisfied	0.4%
Don't Know	0.7%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the library service? *This includes efficient self-service check outs, a user friendly library website, a wide range of books and digital resources available, and respectful, prompt service by knowledgeable library staff who understand your needs, and who provide you with accurate advice to address your enquiries*



2015-2016 Result	Ease of Use of Library Service
Strongly Agree	57.9%
Agree	35.9%
Neither Agree nor Disagree	5.1%
Disagree	0.0%
Strongly Disagree	0.4%
Don't Know	0.7%
Total	100.0%

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with library programmes and events provided

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied were you with the process of joining the course? *This includes information about the course and how to join it.*

Thinking now about the course presenter...

*2. Overall, how satisfied or dissatisfied were you with how friendly and engaging they were?

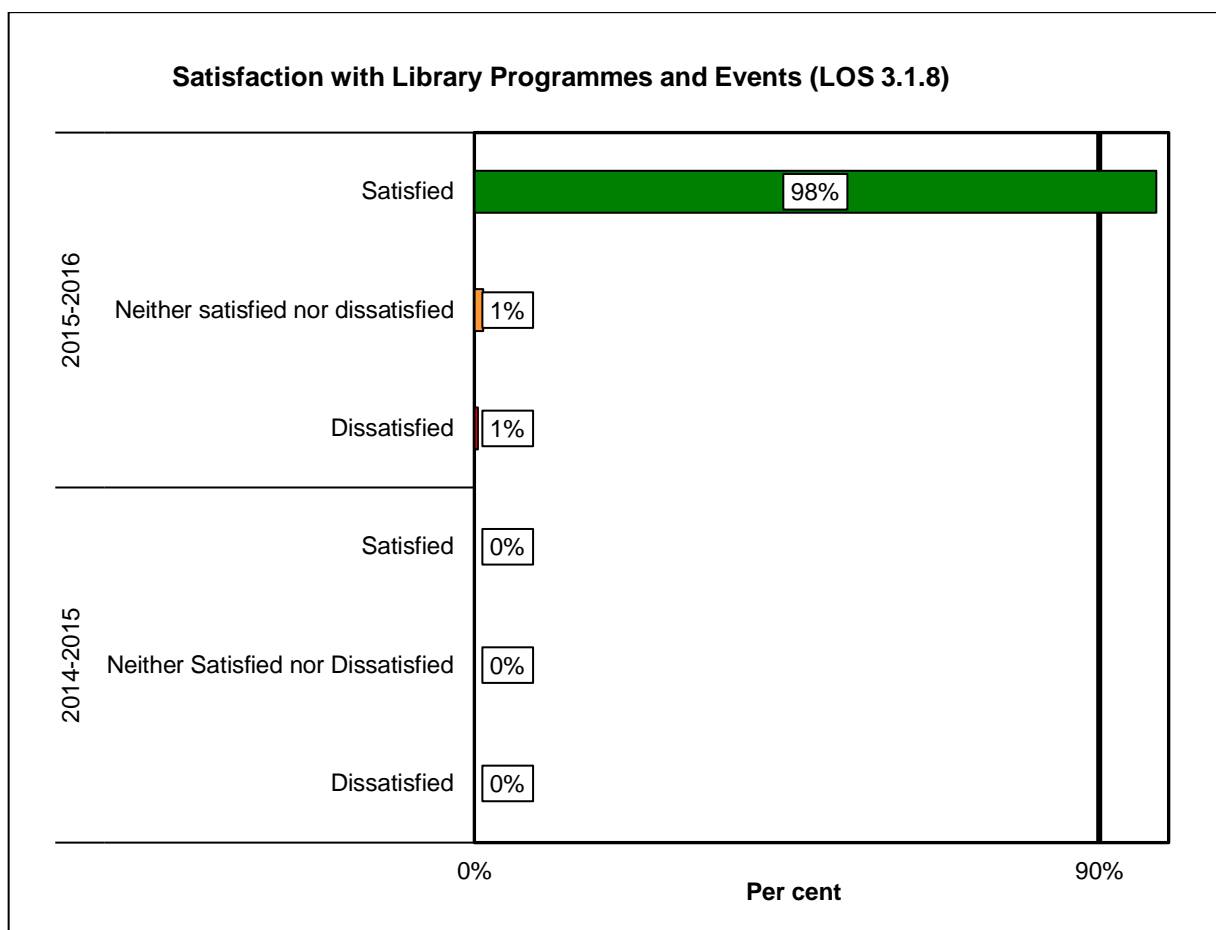
*3. Overall, how satisfied or dissatisfied were you with the presenter's knowledge of the topic? *This includes having a good understanding of the topic and of what people wanted to know*

Thinking now about the course content....

*4. Overall, how satisfied or dissatisfied were you that the course content was enjoyable, relevant and useful to you?

Time in field: Surveying took place between January and June 2016

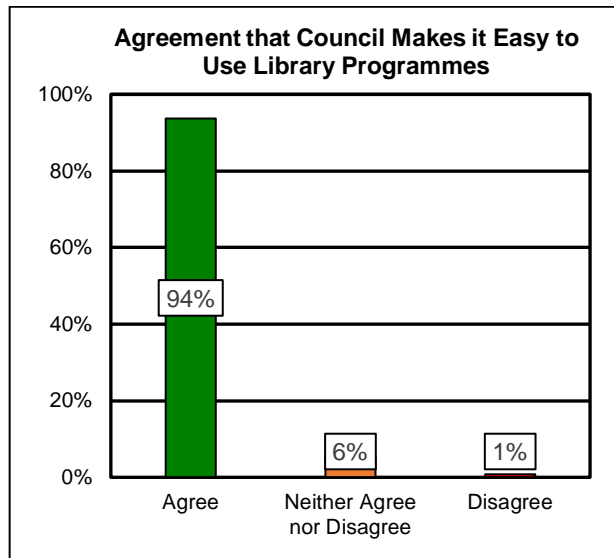
Completed Surveys: 415



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	76.9%
Satisfied	21.3%
Neither Satisfied or Dissatisfied	1.3%
Dissatisfied	0.4%
Very Dissatisfied	0.1%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to take part in this course/programme? *This includes respectful and efficient service, and a course presenter who understood the topic and what you wanted to know about, and who provided information that was easy to understand*



2015-2016 Results	Ease of Use of Library Programmes
Strongly Agree	70.1%
Agree	23.6%
Neither Agree nor Disagree	5.5%
Disagree	0.8%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

3.3.1.2 Recommended Level of Service Target: 90% or better

3.3.1.2 Administer the Canterbury Museum levy and report on annual plan targets

Methodology

LOS score based on the two survey questions stated below:

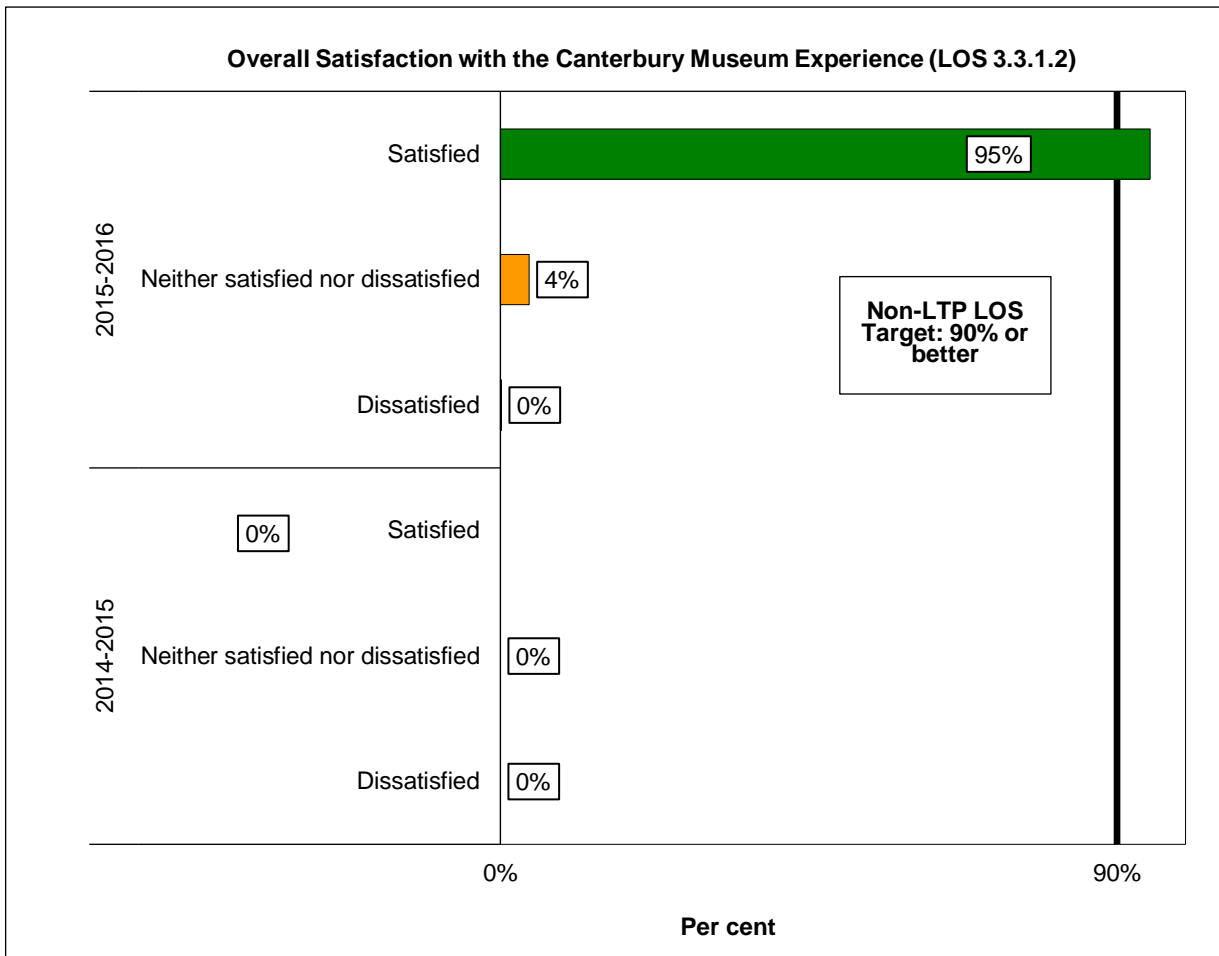
*1. Thinking about your visit to the Canterbury Museum, overall, how satisfied were you with the Canterbury Museum experience? *This includes things such as the facilities provided, ease of access to the collections, exhibitions and programmes; user friendliness of instructions, services and signs; the range of collections, exhibitions and programmes available and the accuracy of information about these.*

*2. Overall, how satisfied were you with the manner and attentiveness of any museum staff you came in contact with today? *This includes things such as communicating a caring, friendly and respectful attitude toward you, helping you willingly and promptly, having a good understanding of your enquiry or needs and providing you with accurate, easy to understand advice*

Time in field: surveying took place in June 2016

Completed Surveys: 673

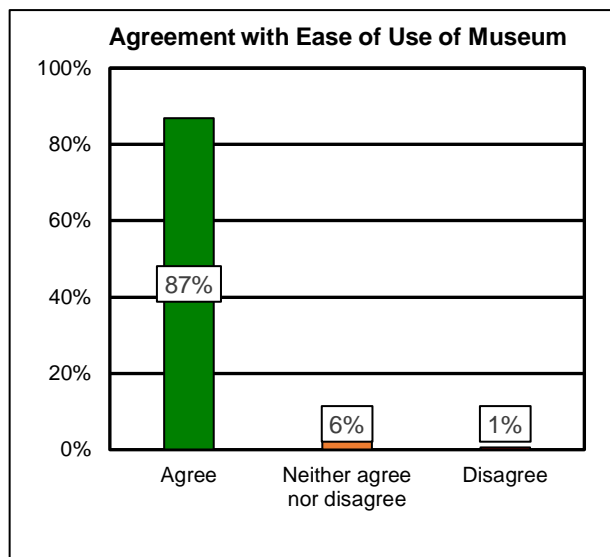
NB: Results below are unweighted



2015-2016 Individual Satisfaction Results	Percentage
Very good	63.8%
Good	31.1%
Neutral	4.2%
Poor	0.1%
Very poor	0.0%
Don't know	0.1%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Canterbury Museum makes it EASY for you to use the museum? *This includes efficient customer services areas, a user friendly museum website, a wide range of collections, exhibitions and programmes available, and respectful, prompt service by knowledgeable museum staff who understand your needs, and who provide you with accurate advice to address your enquiries*



2015-2016 Results	Ease of Use of Museum
Strongly Agree	46.6%
Agree	40.2%
Neither Agree nor Disagree	6.4%
Disagree	0.4%
Strongly Disagree	0.1%
Don't Know	6.1%
Total	100.0%

Activity: Public Participation in Community and City Governance and Decision Making

4.1.10 Recommended Level of Service Target: At least 65%

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

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you that Council communications are timely? *Timely means that Council information is published at an appropriate time*

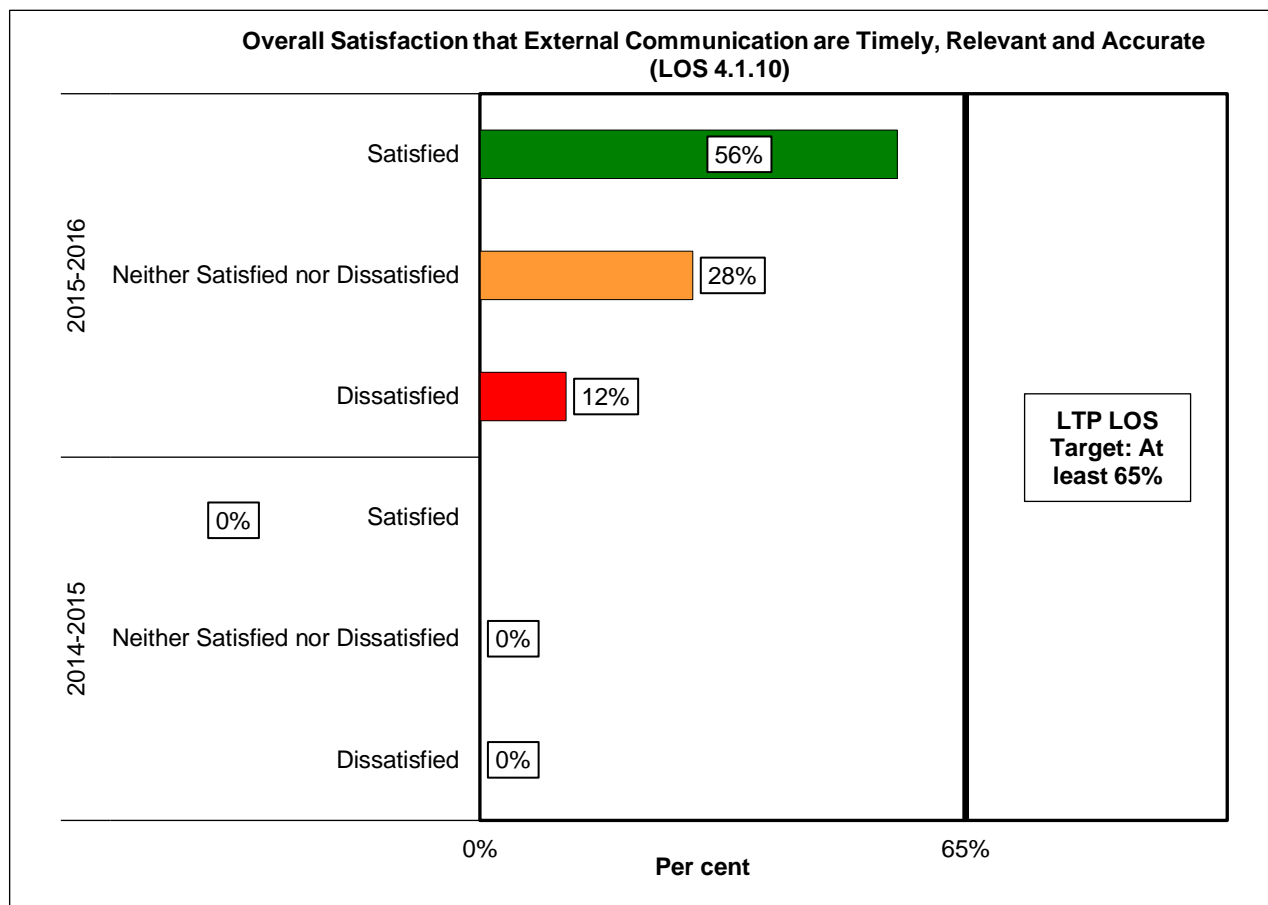
*2. Overall, how satisfied or dissatisfied are you that Council communications are relevant? *Relevant means that Council information is relevant for you in terms of what the Council is doing and what you want to know*

*3. Overall, how satisfied or dissatisfied are you that Council communications are accurate? *Accurate means that Council information is factually correct*

*4. Overall, how satisfied or dissatisfied are you that Council communications are clear and easy to understand?

Time in field: Surveying took place at a range of public sites using sequential mixed method surveying between November 2015 and January 2016

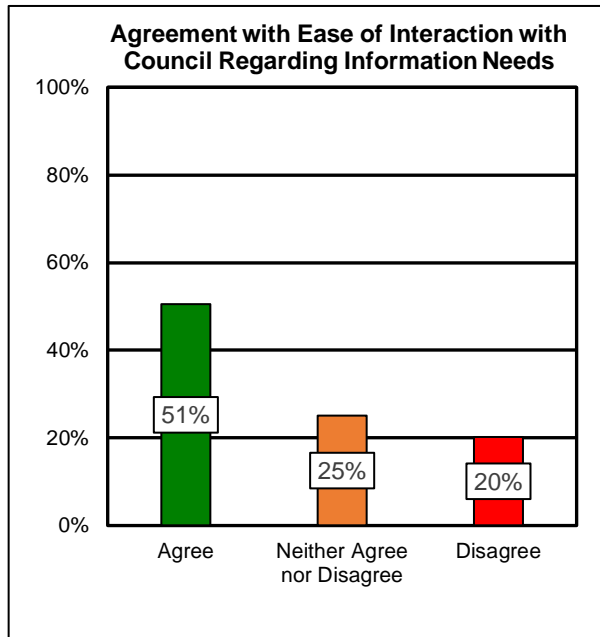
Completed Surveys: 298



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	11.9%
Satisfied	44.0%
Neither Satisfied or Dissatisfied	28.5%
Dissatisfied	9.1%
Very Dissatisfied	2.4%
Don't Know	4.1%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your information needs? *This includes timely and accurate communications by knowledgeable Council staff who understand residents' information needs, and who provide communications that are clear and easy to understand*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	11.5%
Agree	39.0%
Neither Agree nor Disagree	25.1%
Disagree	15.0%
Strongly Disagree	5.2%
Don't Know	4.2%
Total	100.0%

4.1.12 Recommended Level of Service Target: Baseline

4.1.12 Provide media with information about the Council

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you that Council information is timely? *Timely means that information is provided promptly or in an appropriate timeframe for media deadlines.*

*2. Overall, how satisfied or dissatisfied are you that Council information is relevant? *This means it is relevant in terms of the information you need to convey to your audiences about the Council.*

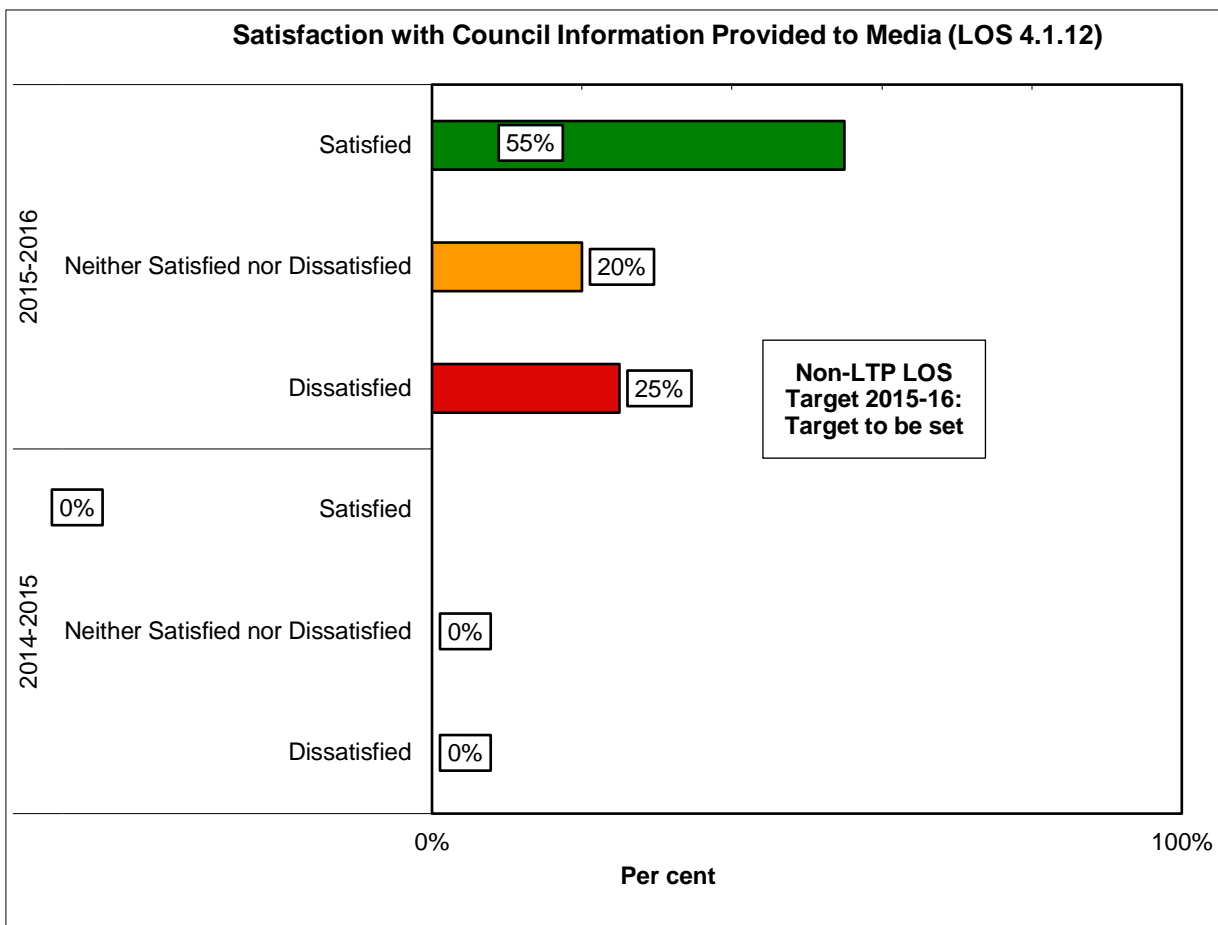
*3. Overall, how satisfied or dissatisfied are you that information provided to your organisation about the Council is accurate? *Accurate means that Council information is factually correct.*

*4. Overall, how satisfied or dissatisfied are you that Council information is clear and easy to understand?

Time in field: Surveys were emailed to media representatives between November and December 2015

Completed Surveys: 5

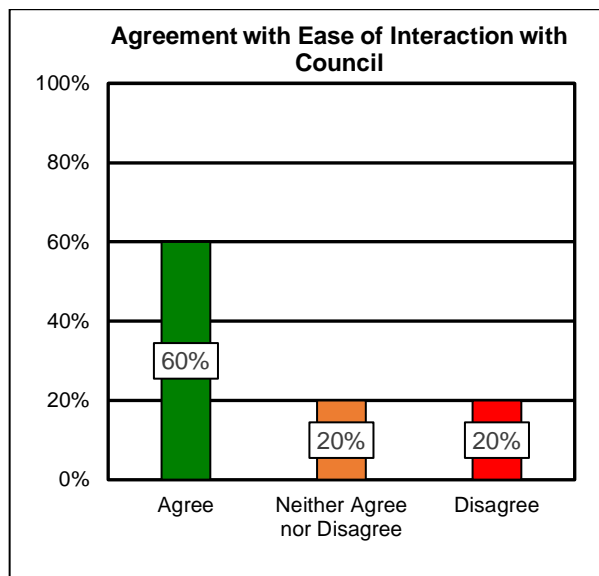
Note: The small number of responses means that caution must be applied when interpreting results.



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	20.0%
Satisfied	35.0%
Neither Satisfied or Dissatisfied	20.0%
Dissatisfied	25.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your information needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate information that is clear and easy to understand*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	20.0%
Agree	40.0%
Neither Agree nor Disagree	20.0%
Disagree	20.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

4.1.19 Recommended Level of Service Target: 65%

4.1.19 Percentage of residents that understand how Council makes decisions

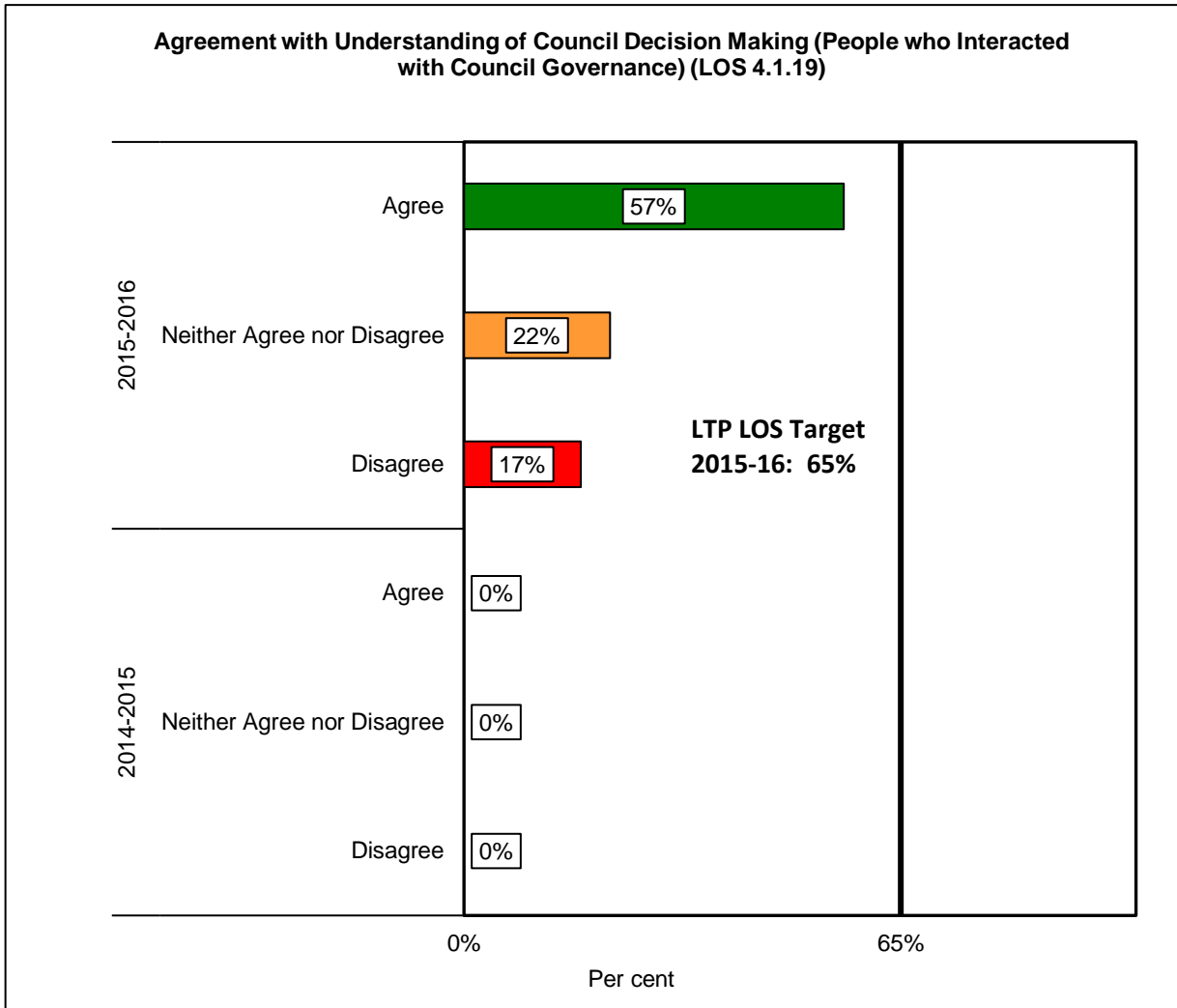
Methodology

LOS score based on the survey question stated below:

*1. Overall, how much do you agree or disagree that you understand how the Christchurch City Council makes decisions?

Time in field: Surveys were emailed to Council governance service users in November 2015

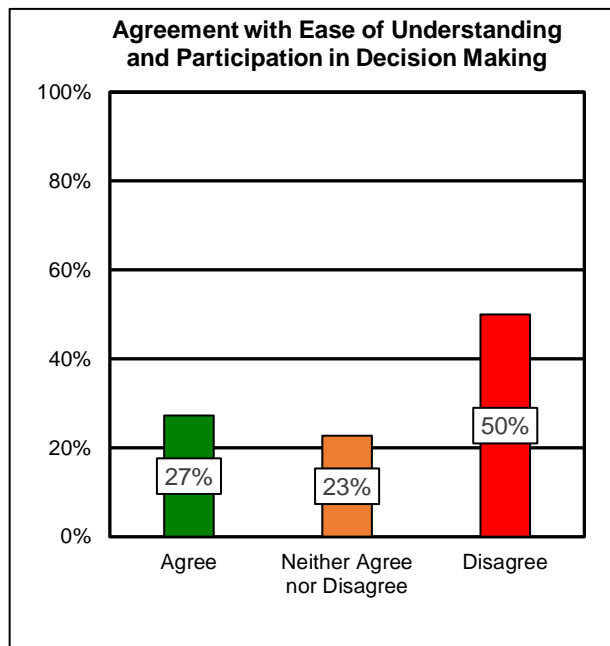
Completed Surveys: 23



2015-2016 Individual Satisfaction Results	Percentage
Strongly agree	8.7%
Agree	47.8%
Neither agree nor disagree	21.7%
Disagree	4.3%
Strongly disagree	13.0%
Don't Know	4.3%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: Overall, how much do you agree or disagree that the Council made it EASY for you to understand and participate in our decision making? *This includes things such as providing a range of options for engaging with us and for influencing decision making, providing clear instructions about our processes and timelines, accessibility of Council staff, councillors and community board members to talk about or help you understand decisions and providing accurate information about our decision making processes and about the reasons for our decisions.*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	0.0%
Agree	27.3%
Neither Agree nor Disagree	22.7%
Disagree	40.9%
Strongly Disagree	9.1%
Don't Know	0.0%
Total	100.0%

4.1.21 Recommended Level of Service Target: 65%

4.1.21 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes

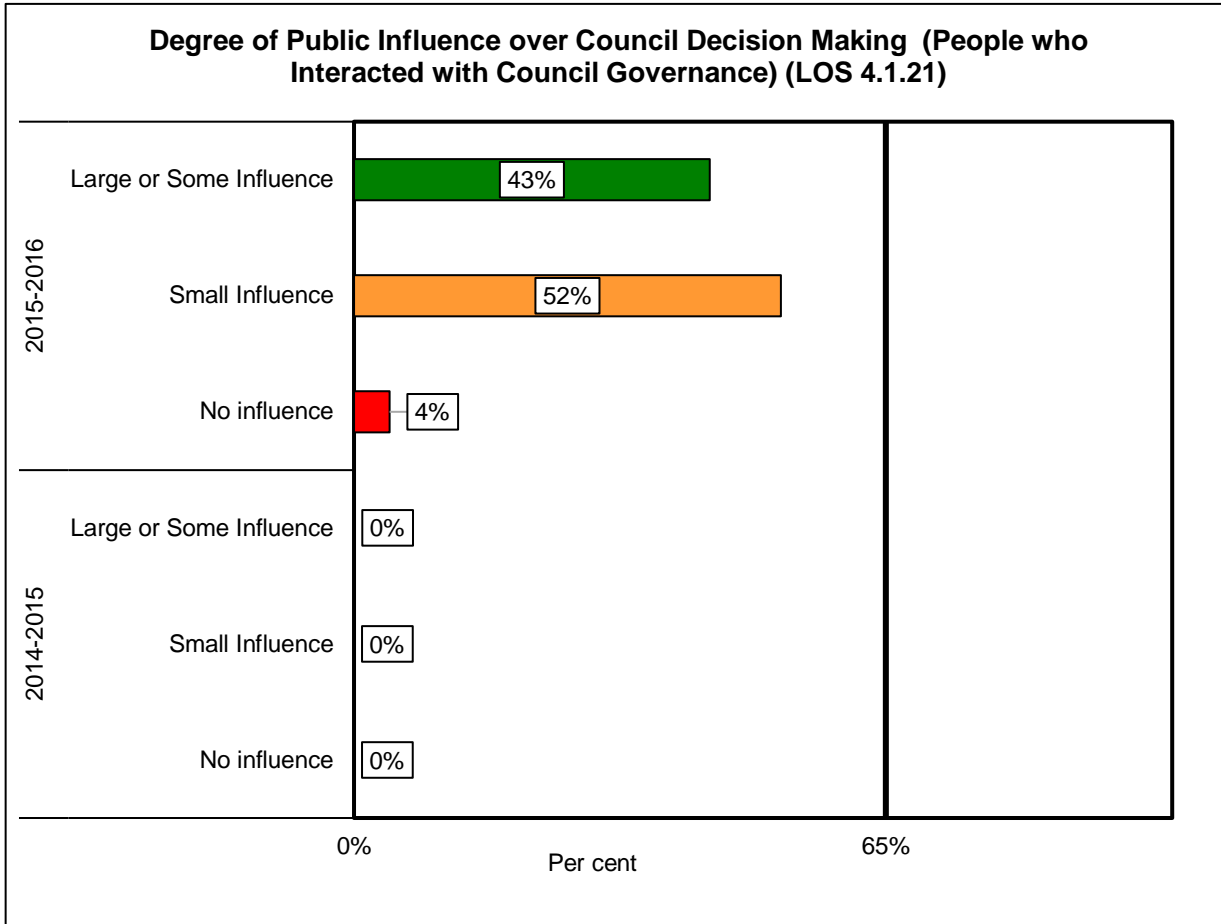
Methodology

LOS score based on the survey question stated below:

*1. Overall, how much influence do you feel the public has on the decisions the Council makes? (large, some, small, no influence)

Time in field: Surveys were emailed to Council governance service users in November 2015

Completed Surveys: 23



2015-2016 Individual Satisfaction Results	Percentage
Large Influence	0.0%
Some Influence	43.5%
Small Influence	52.2%
No Influence	4.3%
Don't Know	0.0%
Total	100.0%

4.1.27.2 Recommended Level of Service Target: 85%

4.1.27.2 Community development projects are provided, supported and promoted

Methodology

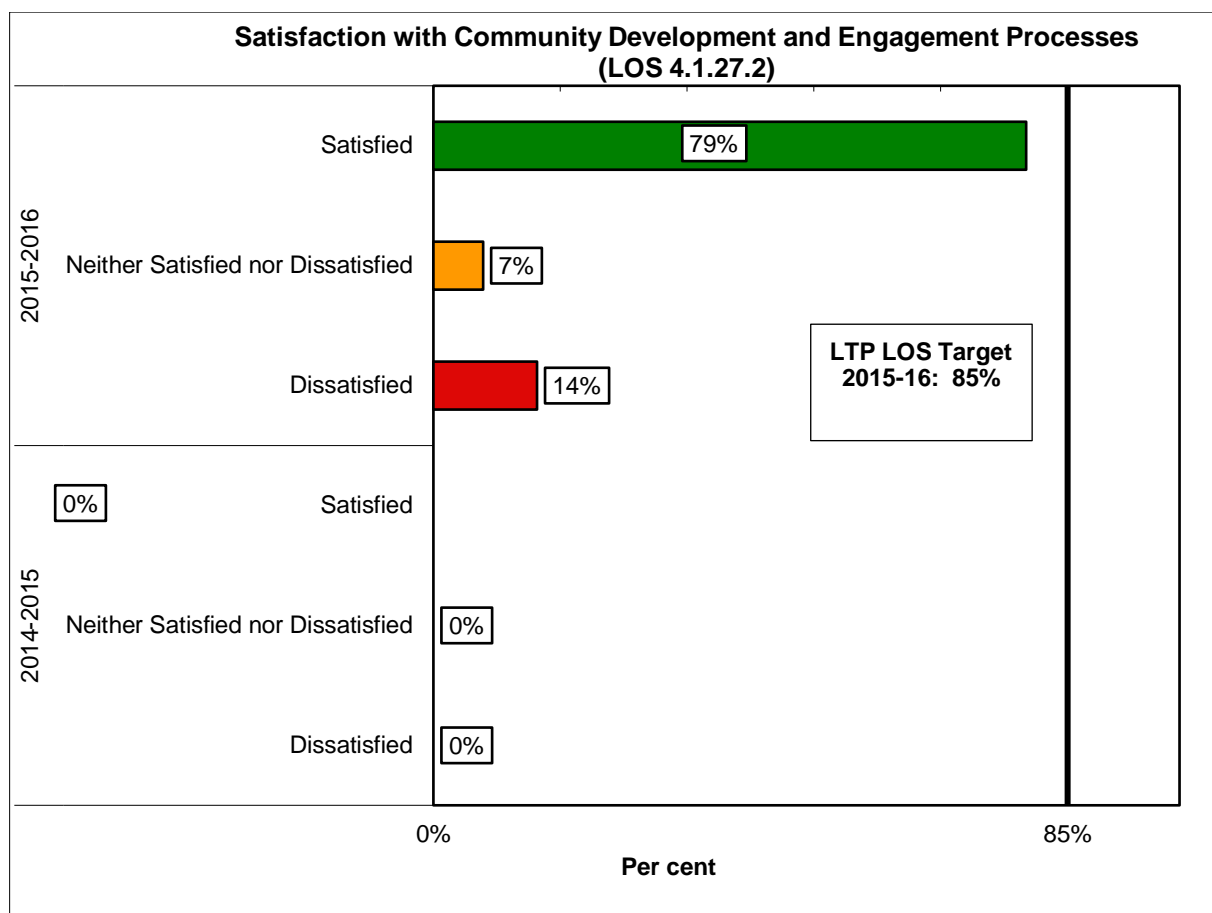
LOS score based on the two survey questions stated below:

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

*2. Overall, how satisfied or dissatisfied are you with how the Council has **ENGAGED** with your community group? *Engagement includes things such as meetings and communications with Council staff and decision makers about your group's aspirations, local or specific issues, your priorities for Council planning, as well as reciprocal information exchanges and building mutual understanding*

Time in field: In May 2016, surveys were emailed to 192 representatives of a range of community agencies and residents associations that had engaged with the Council's community development service w in the preceding 12 months

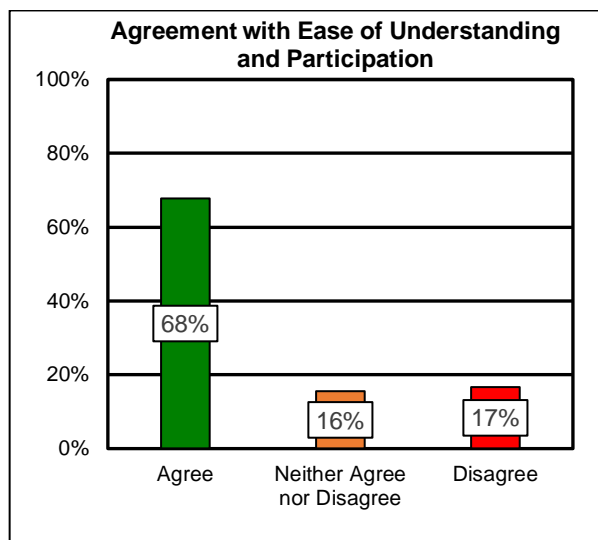
Completed Surveys: 90



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	30.6%
Satisfied	48.9%
Neither Satisfied or Dissatisfied	6.7%
Dissatisfied	9.4%
Very Dissatisfied	4.4%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it **EASY** for you to understand and participate in our community development and engagement processes? *This includes things such as having a good understanding of your needs, providing you with timely and useful advice and information, providing access to useful resources, being responsive to your processes, providing a range of options for engaging with us and influencing our planning, providing clear instructions about our processes and timelines, and the accessibility of Council staff and community board members*



2015-2016 Result	Ease of Understanding and Participation
Strongly Agree	21.1%
Agree	46.7%
Neither Agree nor Disagree	15.6%
Disagree	11.1%
Strongly Disagree	5.6%
Don't Know	0.0%
Total	100.0%

Activity: Neighbourhood Parks

6.0.2 Recommended Level of Service Target: >90%

6.0.2 Customer satisfaction with the range of recreation facilities

Methodology

LOS score based on the survey question stated below:

1. *Overall, how satisfied or dissatisfied are you with the mix of recreation facilities provided at this park? *Mix means the range or variety of recreation facilities available. Recreation facilities include things such as playgrounds*

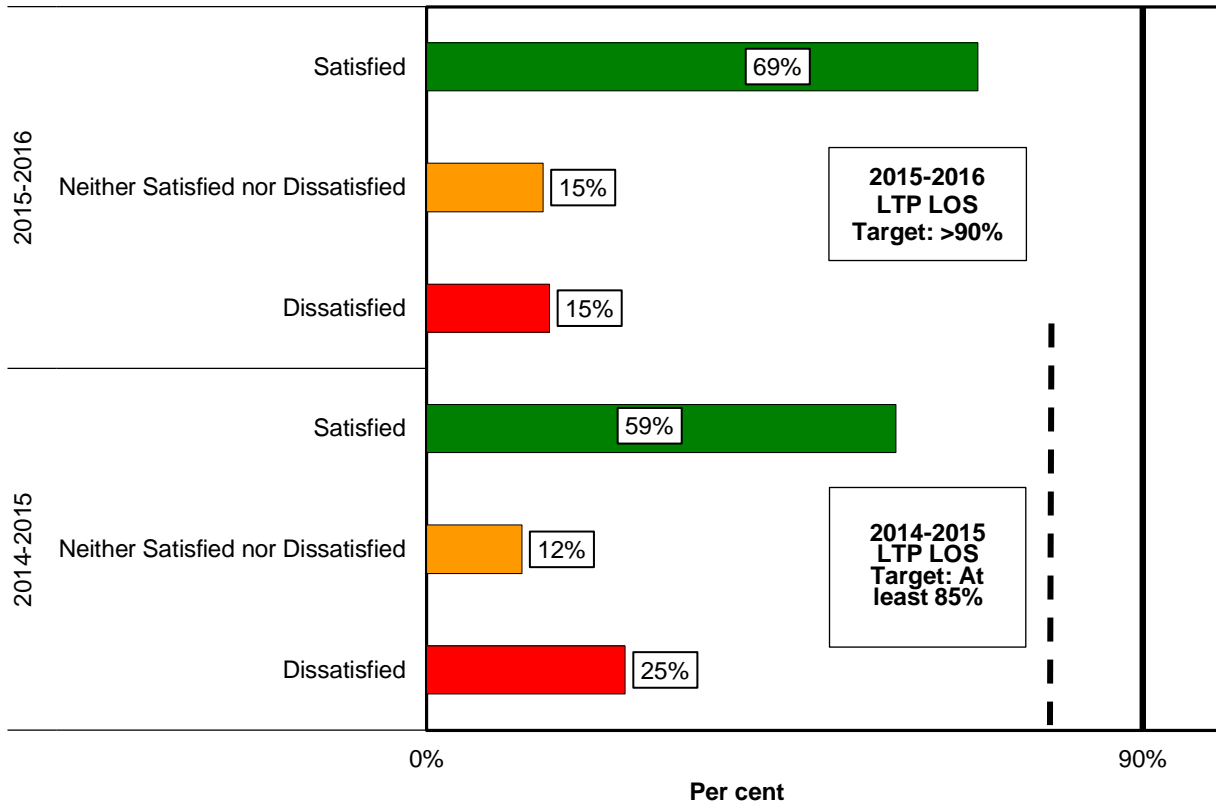
Time in field: Surveys were mail dropped to households in the vicinity of neighbourhood parks in November 2015. Respondents were able to complete the survey by post or online

Completed Surveys: 374

Sites surveyed:

Neighbourhood Park	Completed Surveys
Arcon Stream Reserve	9
Avondale Playground	16
Bayswater Reserve	15
Benmore Gardens Reserve	25
Campion Reserve	19
Canberra Reserve	17
Cass Bay Playground	20
Centaurus Park	15
Chartwell Reserve	13
Corsair Bay Reserve	25
Cottonwood Reserve	8
Foley Reserve	11
Hyde Park	19
King Park	11
Kotuku Reserve	18
Marlene Reserve	10
Palatine Reserve	8
Ridder Reserve	17
Shamrock Reserve	16
Sisson Park	14
Stewarts Bush	19
Stoddart Point Reserve	16
Titirangi Reserve	20
Wolsey Playground	14
Total	374

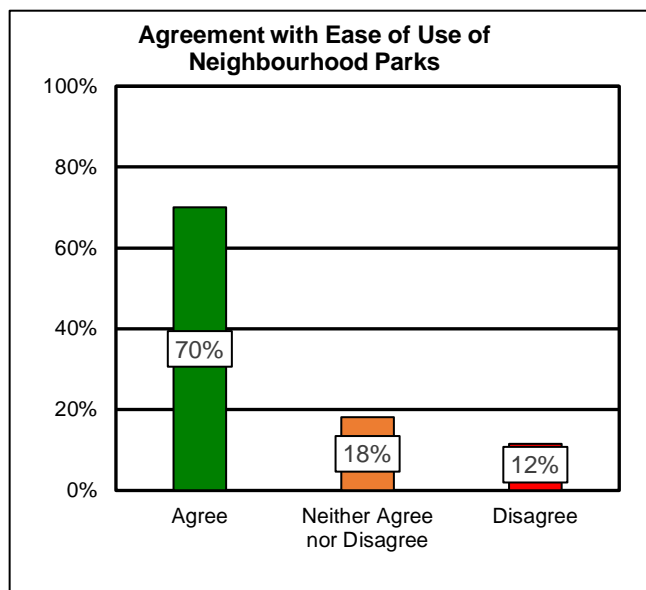
Overall Satisfaction with Range of Recreation Facilities at Neighbourhood Parks (LOS 6.0.2)



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	16.8%
Satisfied	52.4%
Neither satisfied nor dissatisfied	14.7%
Dissatisfied	12.0%
Very dissatisfied	3.5%
Don't know	0.5%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a local neighbourhood park, the appearance of the park and having accurate information about the park*



2015-2016 Result	Ease of Use of Parks
Strongly Agree	17.0%
Agree	53.0%
Neither Agree nor Disagree	18.1%
Disagree	9.6%
Strongly Disagree	1.9%
Don't Know	0.3%
Total	100.0%

6.0.3 Recommended Level of Service Target: At least 85%

6.0.3 Overall customer satisfaction with neighbourhood parks

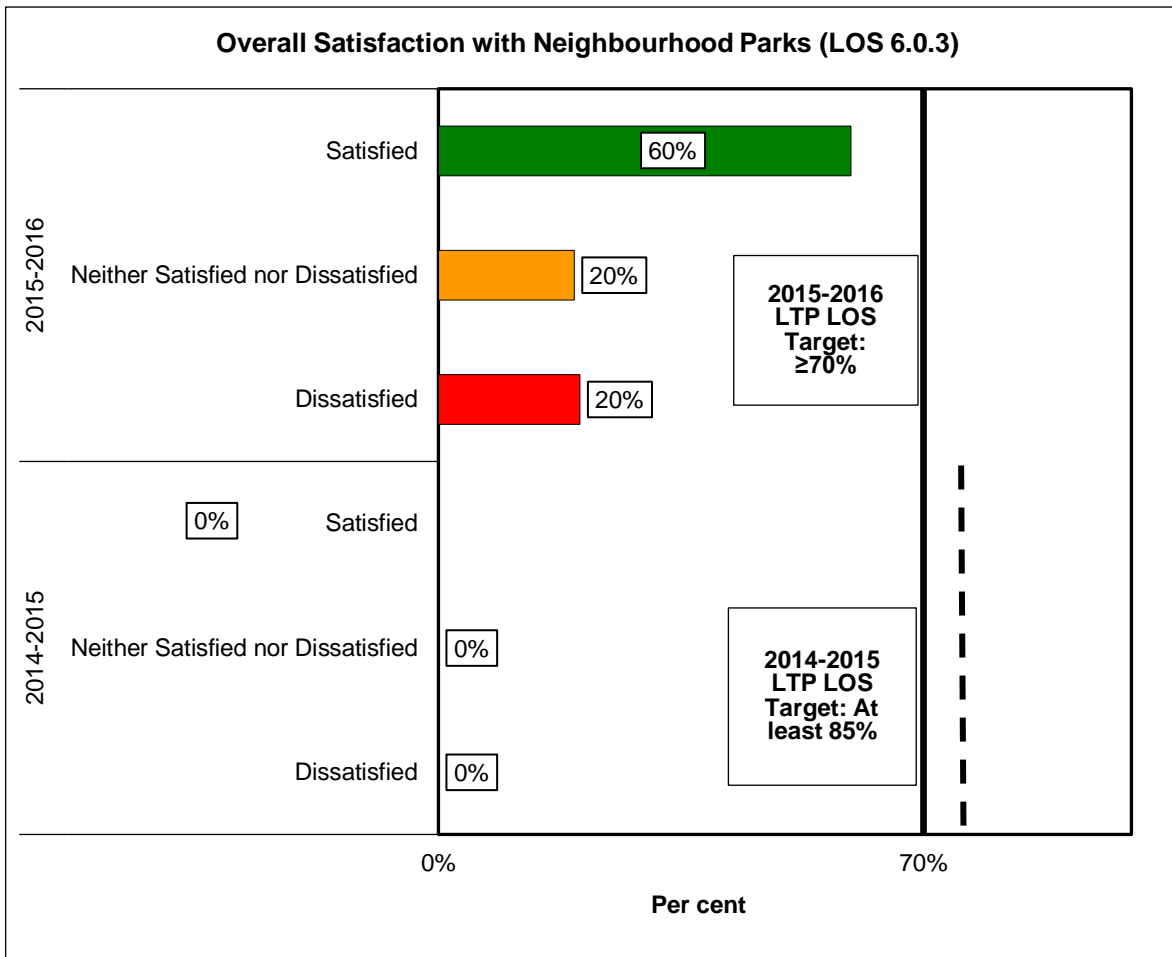
Methodology

LOS score based on the three survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this park? *Appearance includes things such as the park layout, plants, trees and/or gardens*

*2. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep.*

*3. Overall, how satisfied or dissatisfied are you with information provided for this park? *This includes things such as signs that are clear and easy to understand and the accuracy and availability of information about the park*



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	11.8%
Satisfied	47.7%
Neither satisfied nor dissatisfied	19.6%
Dissatisfied	14.2%
Very dissatisfied	6.2%
Don't know	0.5%
Total	100.0%

Activity: Garden and Heritage Parks

6.2.2 Recommended Level of Service Target: At least 95%

6.2.2 Proportion of visitors satisfied with the appearance of the Botanic Gardens.

Methodology

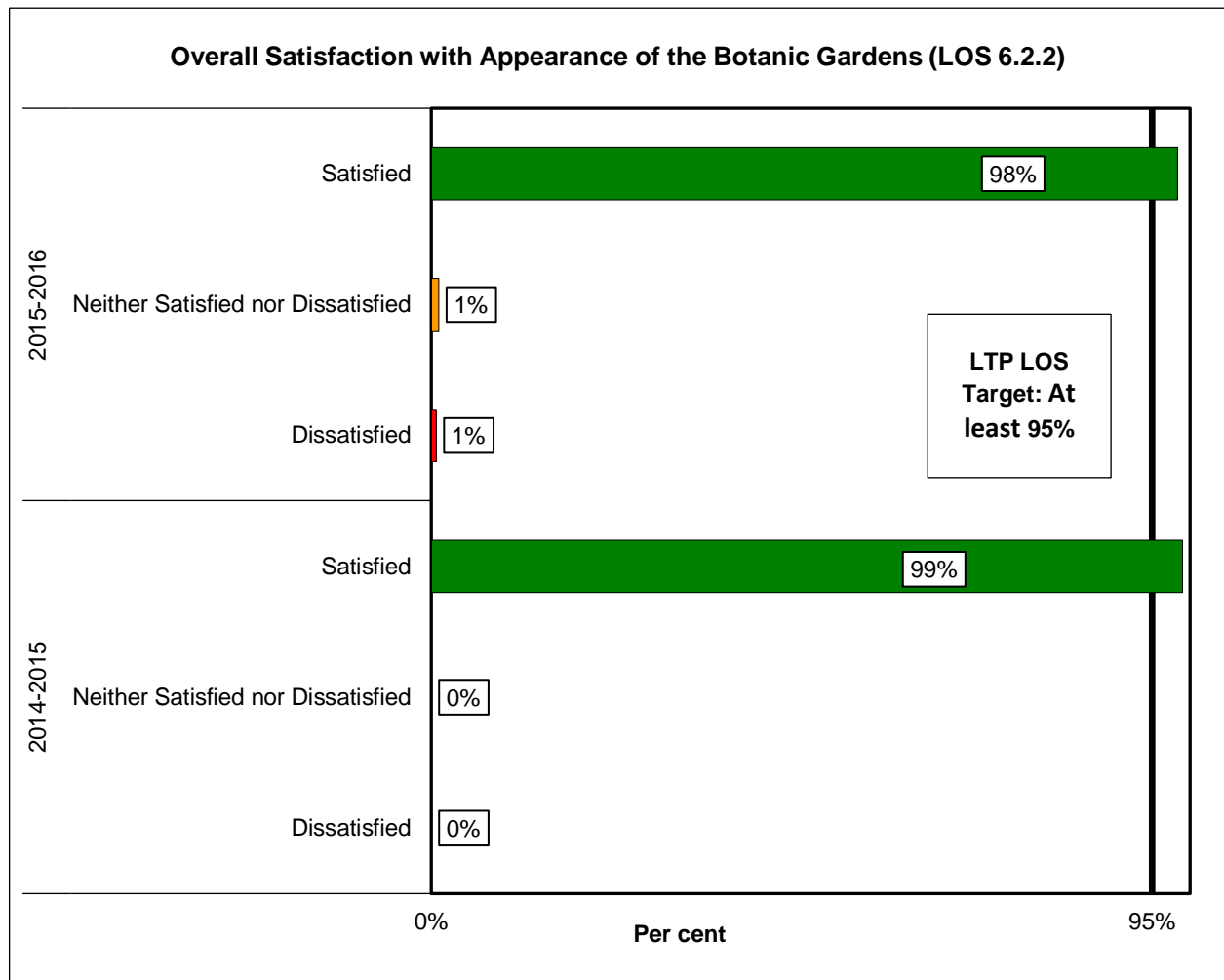
LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of the Botanic Gardens? *Appearance includes things such as the park layout, plants, trees and/or gardens and layout and style of facilities, such as the Visitor Centre, toilets, playgrounds, swimming pools and various houses such as Cunningham House.*

*2. Overall, how satisfied or dissatisfied are you with the condition of the Botanic Gardens? *Condition includes things such as maintenance and upkeep.*

Time in field: Surveying took place using sequential mixed method surveying between November 2015 and January 2016

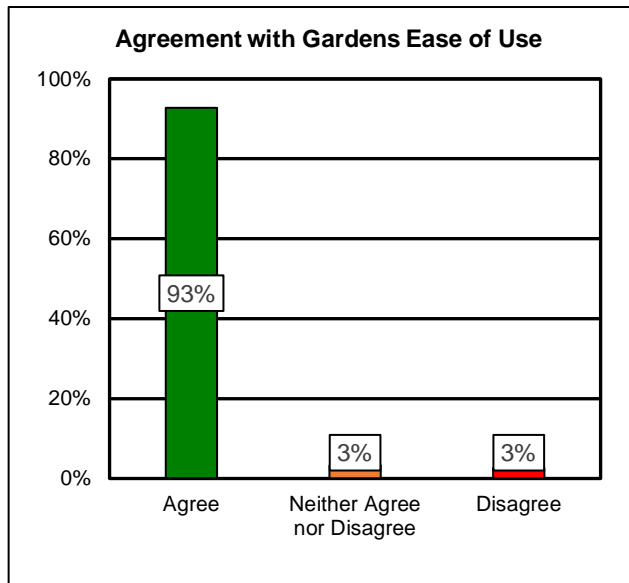
Completed Surveys: 152



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	65.1%
Satisfied	33.2%
Neither Satisfied or Dissatisfied	1.0%
Dissatisfied	0.7%
Very Dissatisfied	0.0%
Don't Know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the Botanic Gardens? *This includes things such as how easy it is to get around and use the Gardens, the provision of things you need and expect to see at the Gardens, the appearance of the Gardens and having accurate information about the Gardens*



2015-2016 Result	Ease of Use of Parks
Strongly Agree	48.0%
Agree	44.7%
Neither Agree nor Disagree	3.3%
Disagree	2.6%
Strongly Disagree	0.0%
Don't Know	1.3%
Total	100.0%

6.2.11 Recommended Level of Service Target: At least 70%

6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks (excluding the Botanic Gardens)

Methodology

LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this garden and heritage park? *Appearance includes things such as the park layout, plants, trees and/or gardens.*

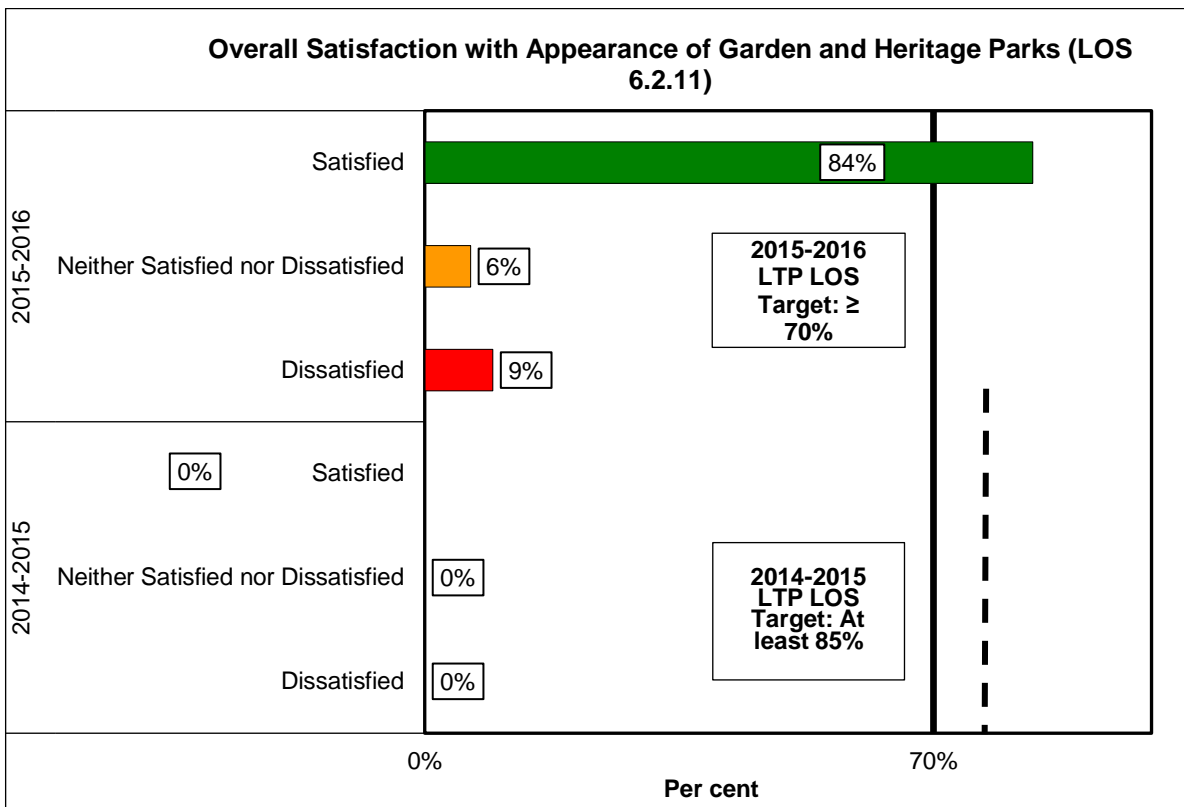
*2. Overall, how satisfied or dissatisfied are you with the condition of this garden and heritage park? *Condition includes things such as maintenance and upkeep.*

Time in field: Surveying took place using sequential mixed method surveying between November 2015 and January 2016

Completed Surveys: 233

Sites Surveyed:

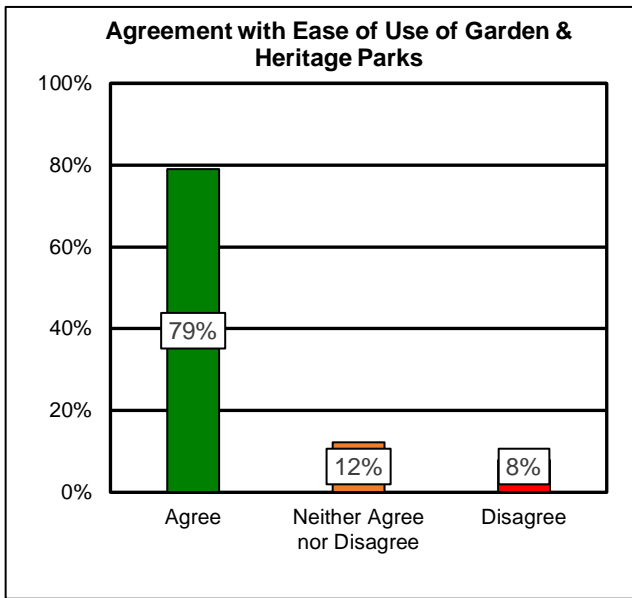
Park Name	Completed Surveys
Abberley Park	16
Avebury Park	10
Cenotaph War Memorial	3
Flay Park	15
Garden and Heritage Parks in General	11
Holmcroft Reserve	17
Kingsford Smith Reserve	5
Millbrook Reserve	10
Mona Vale	50
Scarborough Park	68
Victoria Square	28
Total	233



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	38.3%
Satisfied	45.3%
Neither satisfied nor dissatisfied	6.3%
Dissatisfied	8.1%
Very Dissatisfied	1.3%
Don't know	0.7%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at garden and heritage parks, the appearance of the park and having accurate information about the park*



2015-2016 Result	Ease of Use of Parks
Strongly Agree	30.1%
Agree	48.9%
Neither Agree nor Disagree	12.2%
Disagree	7.4%
Strongly Disagree	0.4%
Don't Know	0.9%
Total	100.0%

Activity: Regional Parks

6.3.5 Recommended Level of Service Target: 80%

6.3.5 Provide, develop and maintain facilities to the satisfaction of park users

Methodology

LOS score based on the four survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the range of recreation facilities provided at this park? *Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, playgrounds and picnic areas*

*2. Overall, how satisfied or dissatisfied are you with the appearance of this park? *Appearance includes things such as park layout, plants, trees and/or gardens*

*3. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep*

*4. Overall, how satisfied or dissatisfied are you with information provided for this park? *This includes things such as signs that are clear and easy to understand and the accuracy and availability of information about the park*

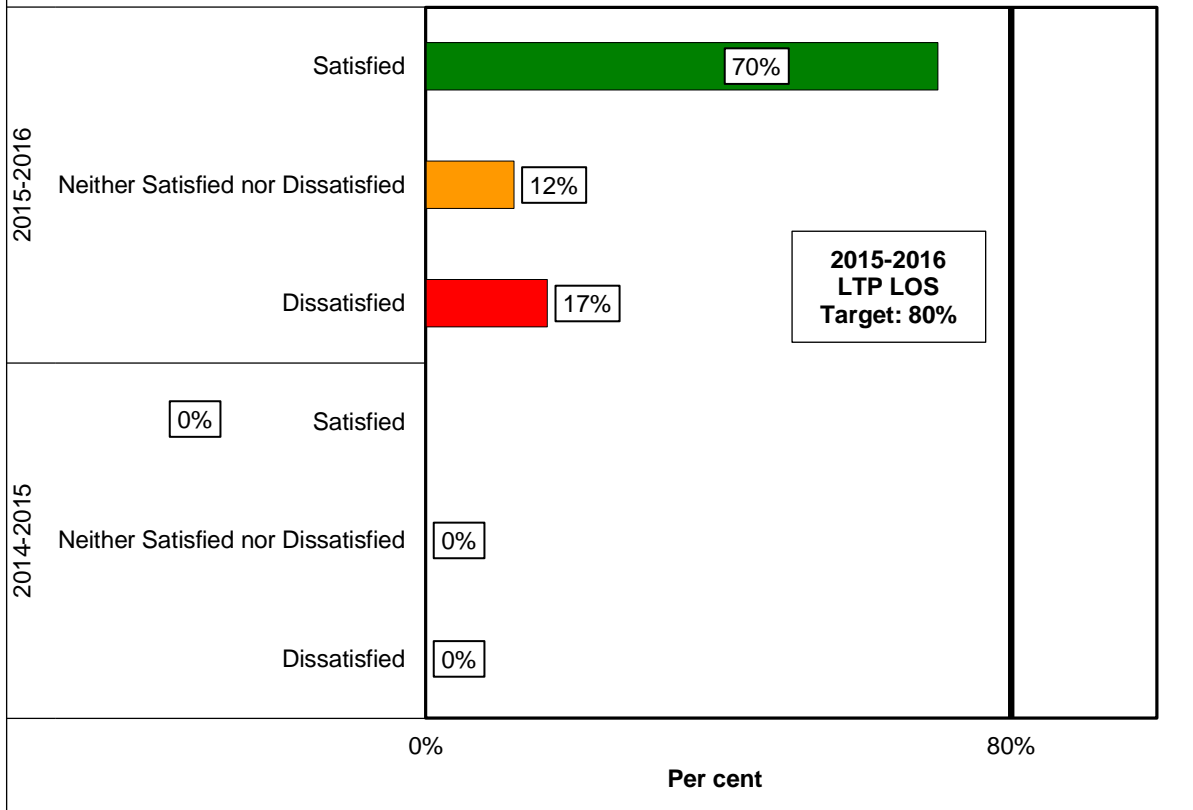
Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2015 and January 2016

Completed Surveys: 248

Sites Surveyed:

Regional Park	Completed
Bottle Lake Beach Park	8
General	12
Halswell Quarry	44
Heathcote Quarry Reserve	10
Horseshoe Lake Reserve	20
New Brighton Beach	35
Rapaki Track	24
Roto Kohatu	9
South New Brighton Beach	9
Southshore Beach Park	4
Styx Mill Conservation Reserve	12
Travis Wetland	10
Victoria Park	51
Total	248

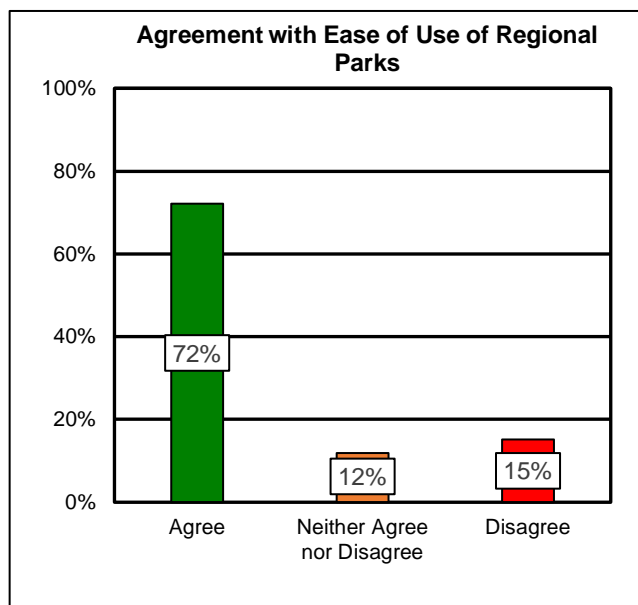
Overall Satisfaction with Facilities at Regional Parks (LOS 6.3.5)



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	24.2%
Satisfied	45.9%
Neither Satisfied or Dissatisfied	12.1%
Dissatisfied	10.5%
Very Dissatisfied	6.2%
Don't Know	1.2%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a regional park, the appearance of the park and having accurate information about the park*



2015-2016 Result	Ease of Use of Parks
Strongly Agree	24.2%
Agree	48.0%
Neither Agree nor Disagree	11.9%
Disagree	7.8%
Strongly Disagree	7.4%
Don't Know	0.8%
Total	100.0%

Activity: Cemeteries

6.4.4 Recommended Level of Service Target: At least 65%

6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries

Methodology

LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this cemetery? *Appearance includes things such as the cemetery layout and type of plantings and layout and style of facilities (excluding headstones).*

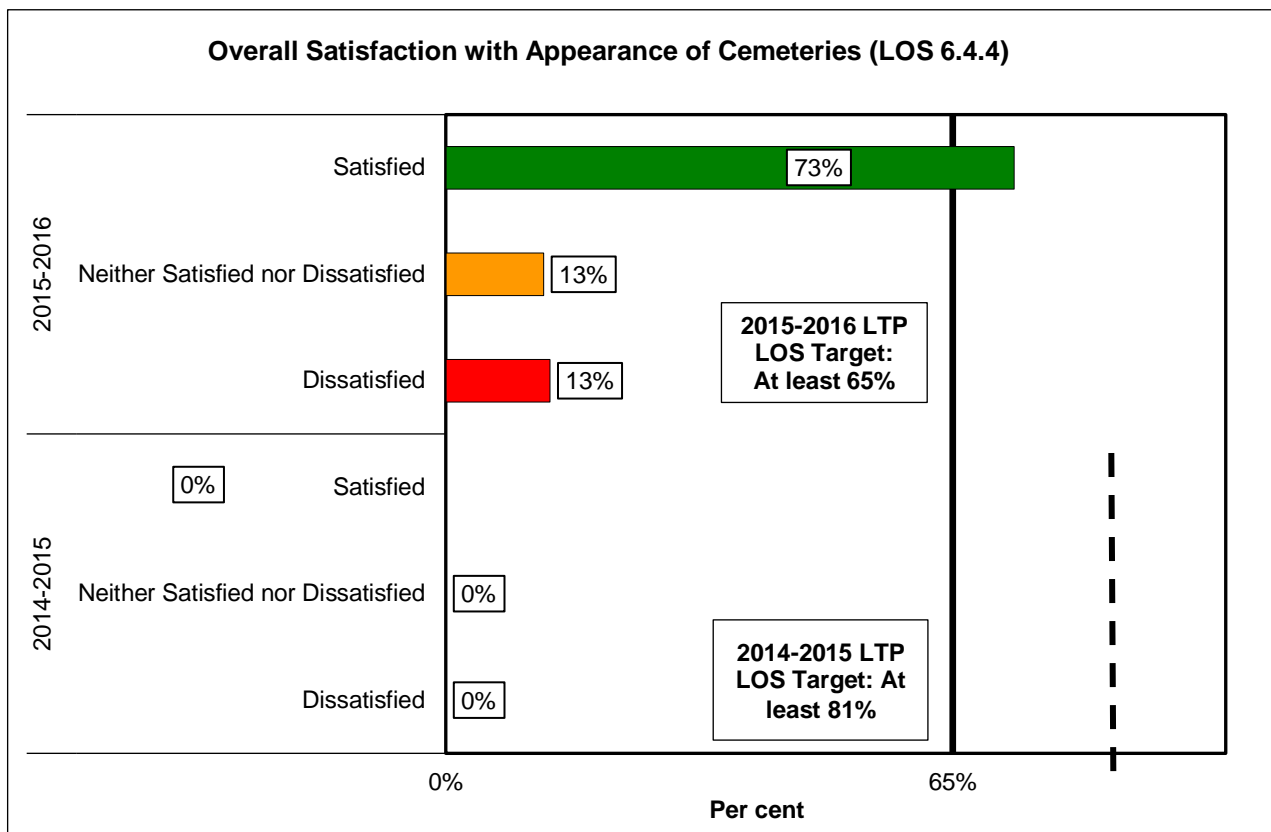
*2. Overall, how satisfied or dissatisfied are you with the condition of this cemetery? *Condition includes things such as maintenance and upkeep (excluding headstones).*

Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2015 and January 2016

Completed Surveys: 124

Sites Surveyed:

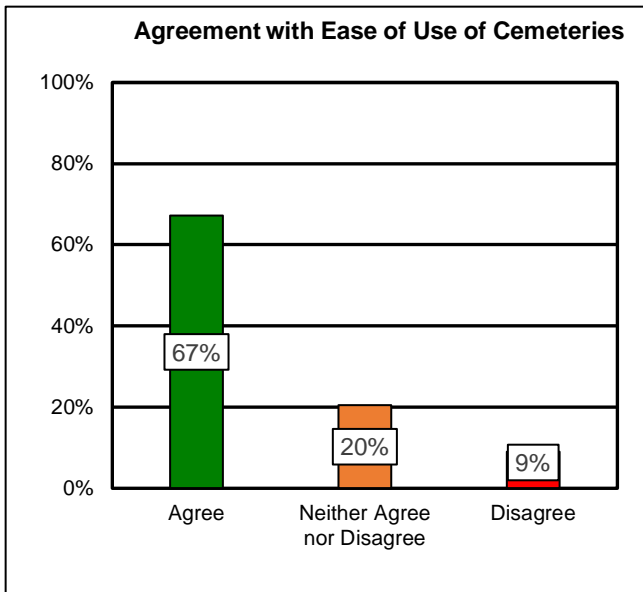
Cemeteries	Completed Surveys
Avonhead Cemetery	60
Belfast Cemetery	13
General	12
Memorial Cemetery	11
Ruru Lawn Cemetery	10
Sydenham Cemetery	17
Waimairi Cemetery	1
Total	124



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	23.9%
Satisfied	49.0%
Neither satisfied nor dissatisfied	12.6%
Dissatisfied	10.5%
Very dissatisfied	2.8%
Don't know	1.2%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this cemetery? *This includes things such as how easy it is to get around and use the cemetery, the provision of things you need and expect to see at a cemetery, the appearance of the cemetery and having accurate information about the cemetery*



2015-2016 Result	Ease of Use of Cemeteries
Strongly Agree	15.6%
Agree	51.6%
Neither Agree nor Disagree	20.5%
Disagree	7.4%
Strongly Disagree	1.6%
Don't Know	3.3%
Total	100.0%

6.4.5 Recommended Level of Service Target: At least 95%

6.4.5 Customer satisfaction with Council cemetery services

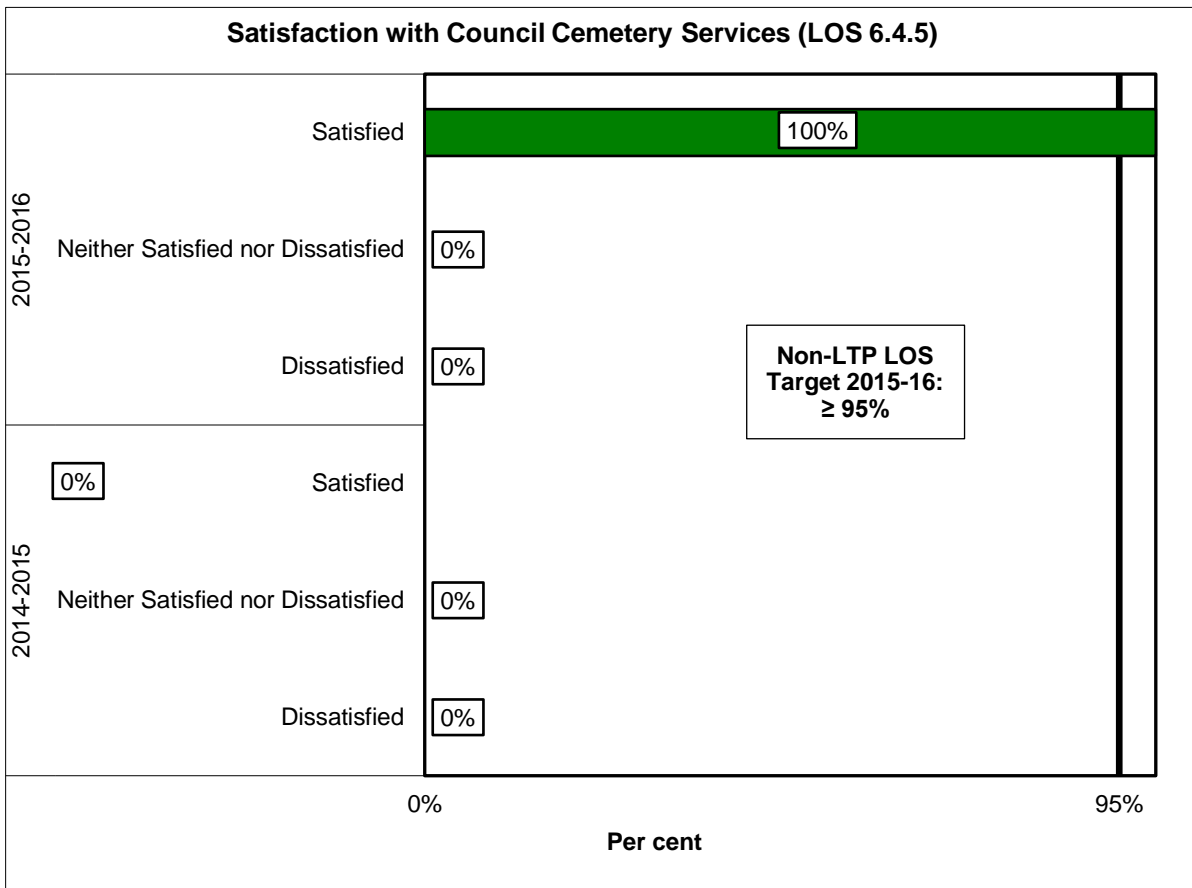
Methodology

LOS score based on the four survey questions stated below:

- *1. Overall, how satisfied or dissatisfied are you with the provision of information about plot location, ownership and availability? *This includes things such as the accuracy of the information and the information meeting your needs*
- *2. Overall, how satisfied or dissatisfied are you with the manner of the Council cemetery services staff you have dealt with? *This includes things such as communicating a friendly and respectful attitude toward you*
- *3. Overall, how satisfied or dissatisfied are you with the Council's ability to respond to your applications? *This includes things such as serving you willingly and promptly, checking that your expectations have been met and offering to follow up on any other issues you might have*
- *4. Overall, how satisfied or dissatisfied are you with the efficiency and ease of use of the interment application process?

Time in field: Survey were emailed to 14 funeral directors and monumental masons who had used the Christchurch City Council's cemetery services

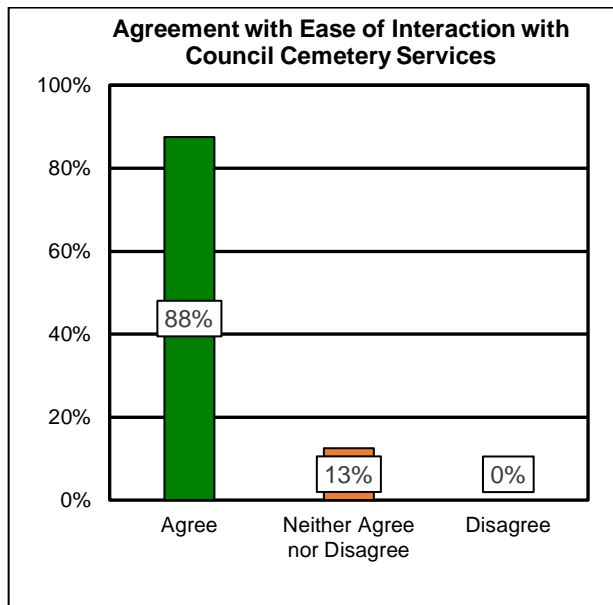
Completed Surveys: 9. The small number of responses means that caution must be applied when interpreting results.



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	53.1%
Satisfied	46.9%
Neither satisfied or dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding our cemetery services? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or options that address your needs*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	62.5%
Agree	25.0%
Neither Agree nor Disagree	12.5%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Recreation and Sport Facilities

7.0.7 Recommended Level of Service Target: At least 80% (CERM Survey)

7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities (CERM)

Methodology

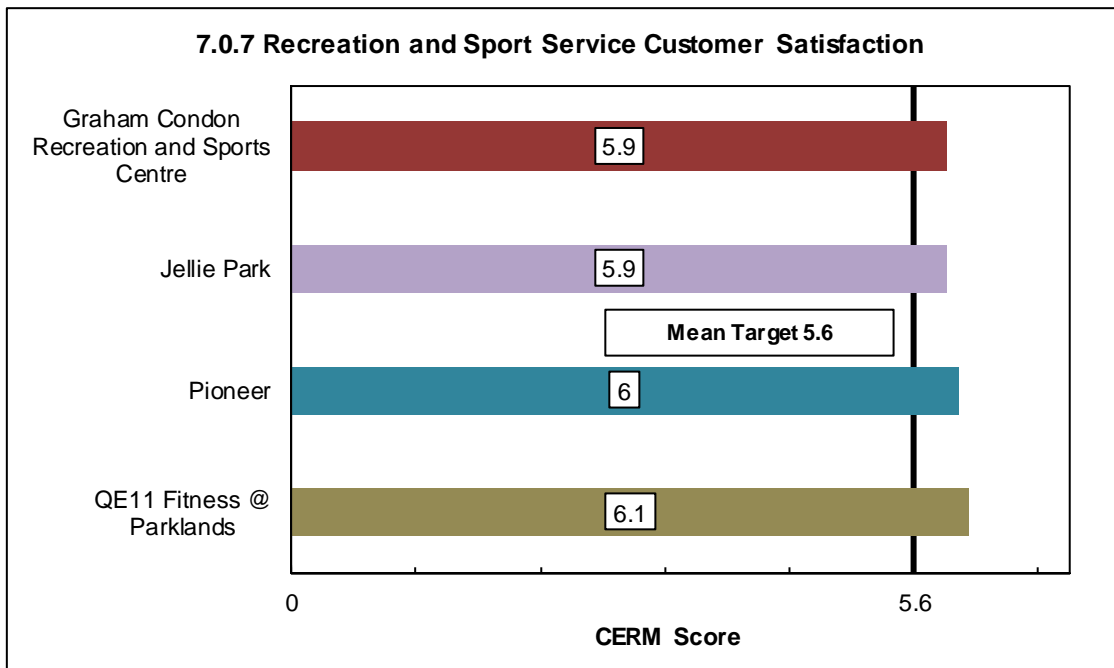
LOS score based on the survey question stated below:

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

Time in field: April – May 2016

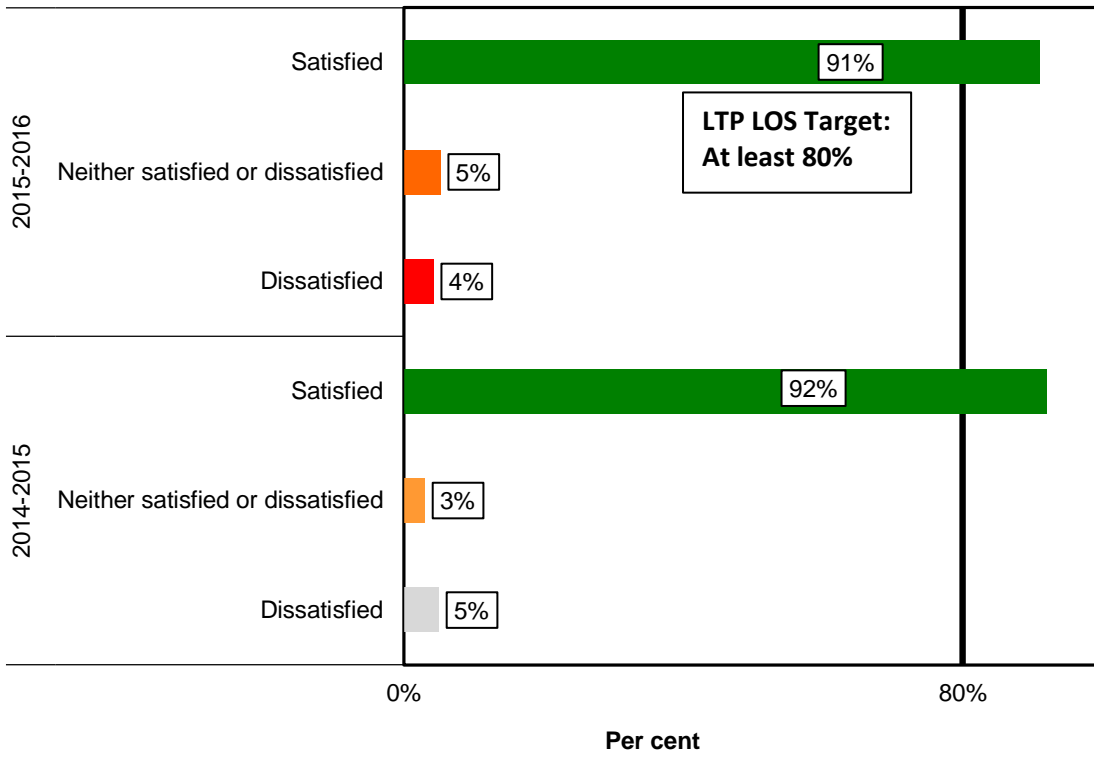
Completed Surveys: 2,205

Centres Surveyed: 4



Recreation and Sport Centre	2016 CERM Result
Graham Condon Recreation and Sports Centre	5.9
Jellie Park	5.9
Pioneer	6
QE11 Fitness @ Parklands	5.6
All Centres	6.1

Overall Satisfaction with the Range and Quality of Recreation and Sport Facilities (LOS 7.0.7)



Activity: Sports Parks

7.1.2 Recommended Level of Service Target: 90%

7.1.2 Deliver a high level of customer satisfaction with the range and quality of sports parks

Methodology

LOS score based on the three survey questions stated below:

*1. Overall, how satisfied or dissatisfied are with the range of sports support facilities available at this park? *This includes things such as toilets, changing rooms and drinking fountains.*

*2. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep.*

*3. Overall, how satisfied or dissatisfied are you with information provided for this park? *This includes things such as signs that are clear and easy to understand and the accuracy and availability of information about the park*

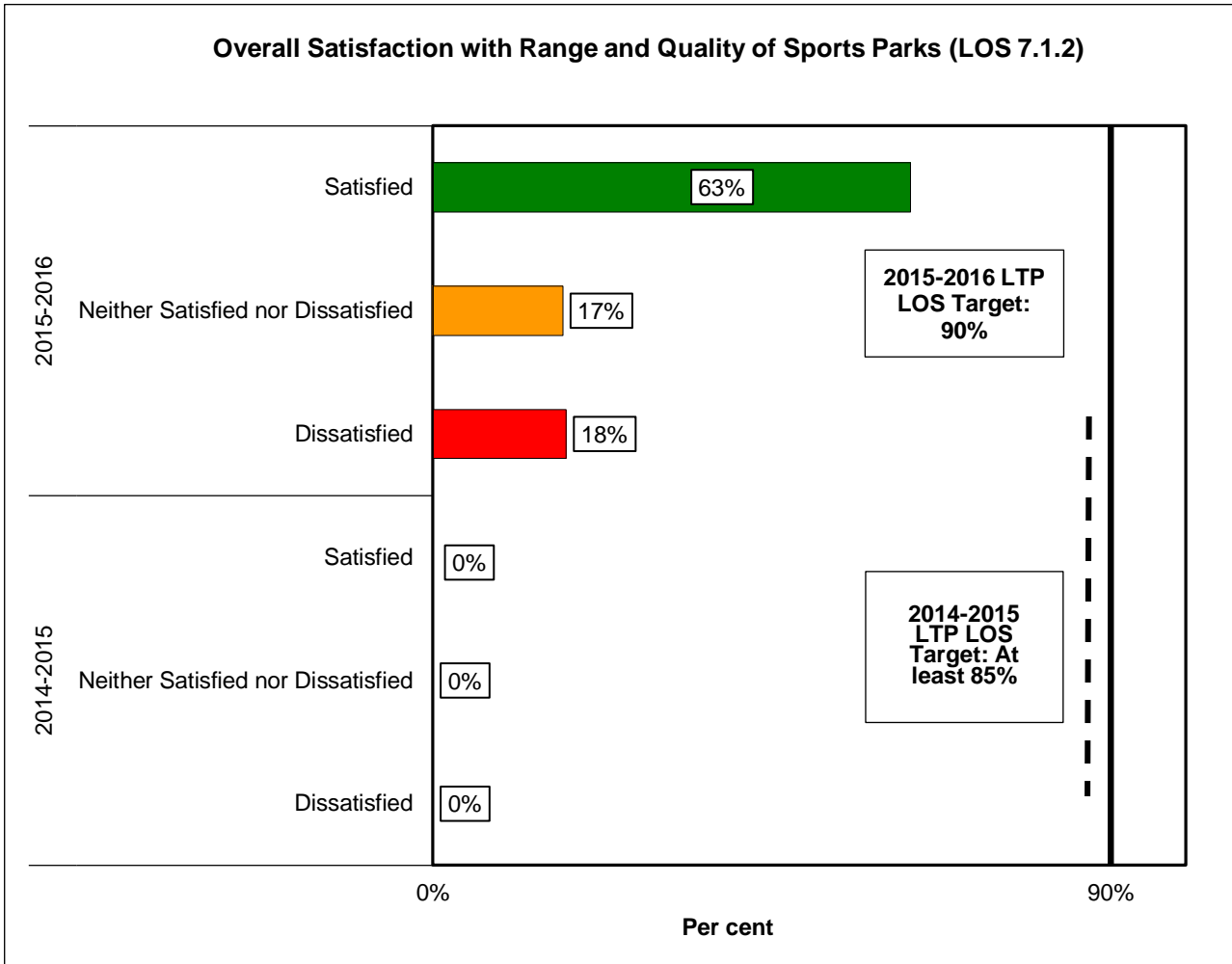
Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2015 and January 2016

Completed Surveys: 231

Sites surveyed:

Park Name	Completed Surveys
Beckenham Park	16
Burnside Park	40
Burwood Park	16
Centennial Park	16
FW Delamain Park	14
General	13
Hagley Park South	11
Nunweek Park	21
Plynlimon Park	14
Rawhiti Domain	20
Ray Blank Park	26
Walter Park	15
Wycola Park	9
Total	231

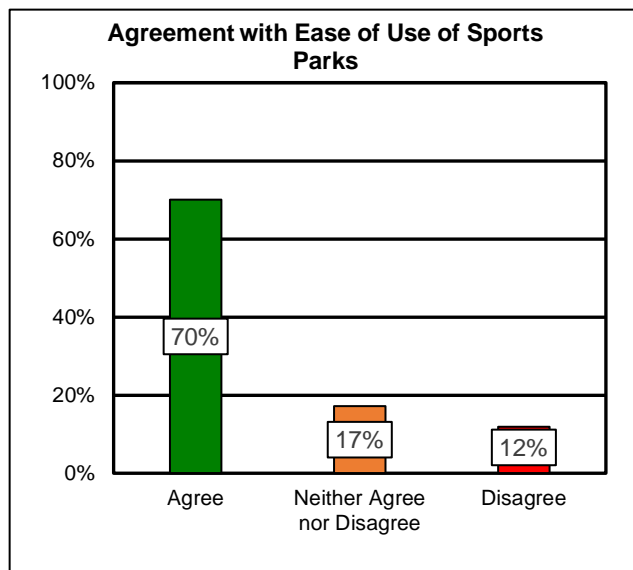
Overall Satisfaction with Range and Quality of Sports Parks (LOS 7.1.2)



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	17.3%
Satisfied	46.2%
Neither satisfied nor dissatisfied	17.3%
Dissatisfied	13.2%
Very dissatisfied	4.5%
Don't know	1.6%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council make it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a sports park, the condition of the park and having accurate information about the park*



2015-2016 Result	Ease of Use of Parks
Strongly Agree	17.2%
Agree	52.9%
Neither Agree nor Disagree	17.2%
Disagree	10.1%
Strongly Disagree	1.8%
Don't Know	0.9%
Total	100.0%

Activity: Resource Consenting

9.2.7 Recommended Level of Service Target: 75%

9.2.7 Percentage satisfaction with resource consenting process

Methodology

LOS score based on the four survey question stated below:

*1. Overall, how satisfied or dissatisfied were you with the accuracy of the information and advice provided to you by planner/s? *This includes things such as giving you correct information and being able to rely on what you were told*

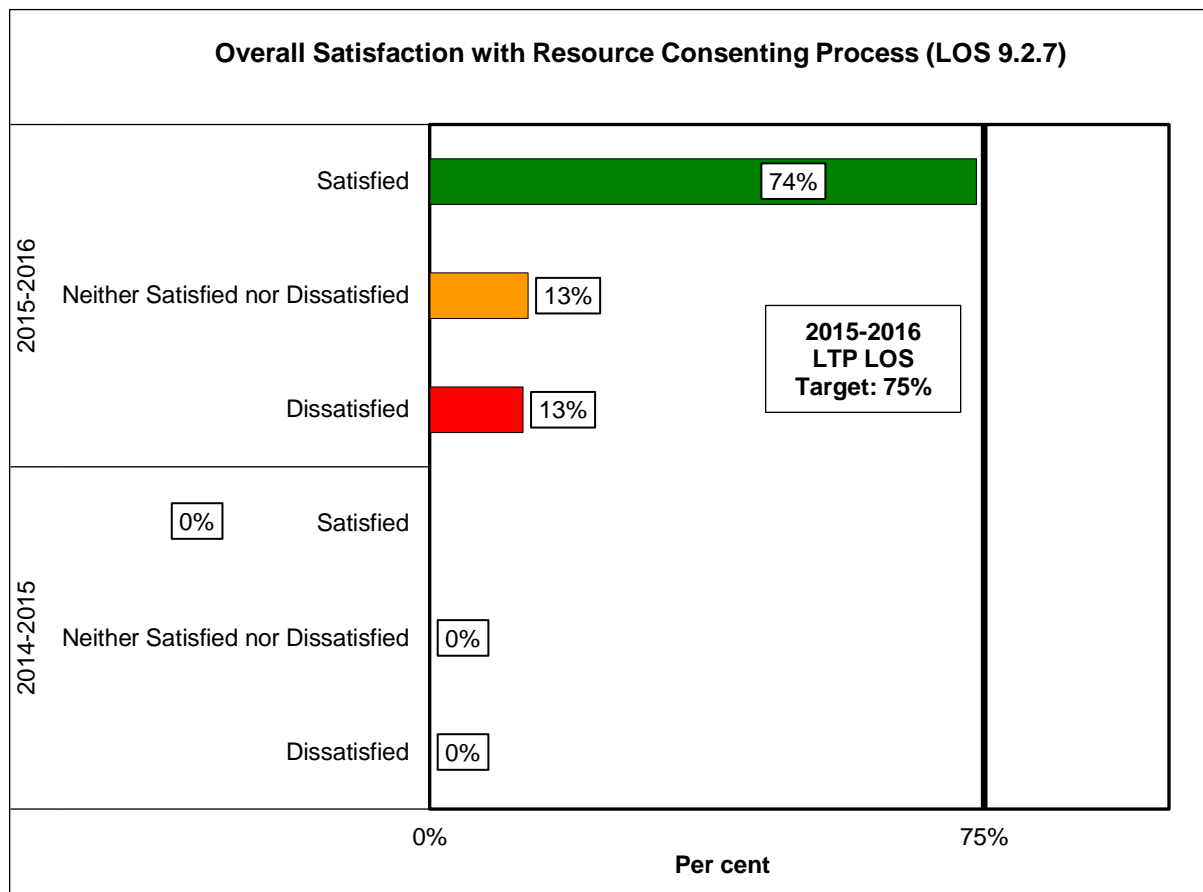
*2. Overall, how satisfied or dissatisfied were you with the timeliness of the information and advice provided to you? *This includes planners providing information and advice promptly*

*3. Overall how satisfied or dissatisfied were you with the manner of the planner/s you dealt with? *This includes things such as communicating a respectful attitude toward you*

*4. Overall how satisfied or dissatisfied were you with the time taken to process your Consent application?

Time in field: Surveys were emailed to Christchurch City Council customers who had applied for a resource consent since January 2015

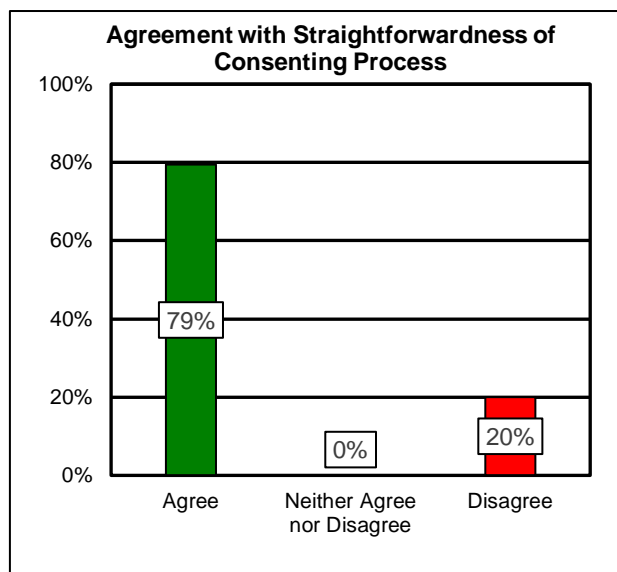
Completed Surveys: 224



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	29.7%
Satisfied	44.3%
Neither Satisfied or Dissatisfied	13.3%
Dissatisfied	7.4%
Very Dissatisfied	5.2%
Don't Know	0.1%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it straightforward for you to have your resource consent processed? *This includes respectful, prompt and efficient service by knowledgeable planning staff who understood your consent needs, and who provided you with accurate advice and effective options to ensure your consent was processed as quickly as possible*



2015-2016 Result	Straightforwardness of Consenting Process
Strongly Agreed	23.9%
Agreed	55.6%
Neither Agreed nor Disagreed	0.0%
Disagreed	12.8%
Strongly Disagreed	7.2%
Don't Know	0.6%
Total	100.0%

Activity: Public Transport Infrastructure

10.4.4 Recommended Level of Service Target: 65%

10.4.4 Ensure user satisfaction with the number and quality of bus shelters

Methodology

LOS score based on the four survey questions stated below:

Thinking about bus shelters at bus stops. Bus shelters are on street shelters at stops that provide protection from weather while waiting for a bus.

*1. Overall, how satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?

Thinking now about the quality of the bus shelters...

*2. Overall, how satisfied or dissatisfied are you with the design of bus shelters? *This includes things such as the layout, seating and pillars, type and style of bus shelters and protection from weather.*

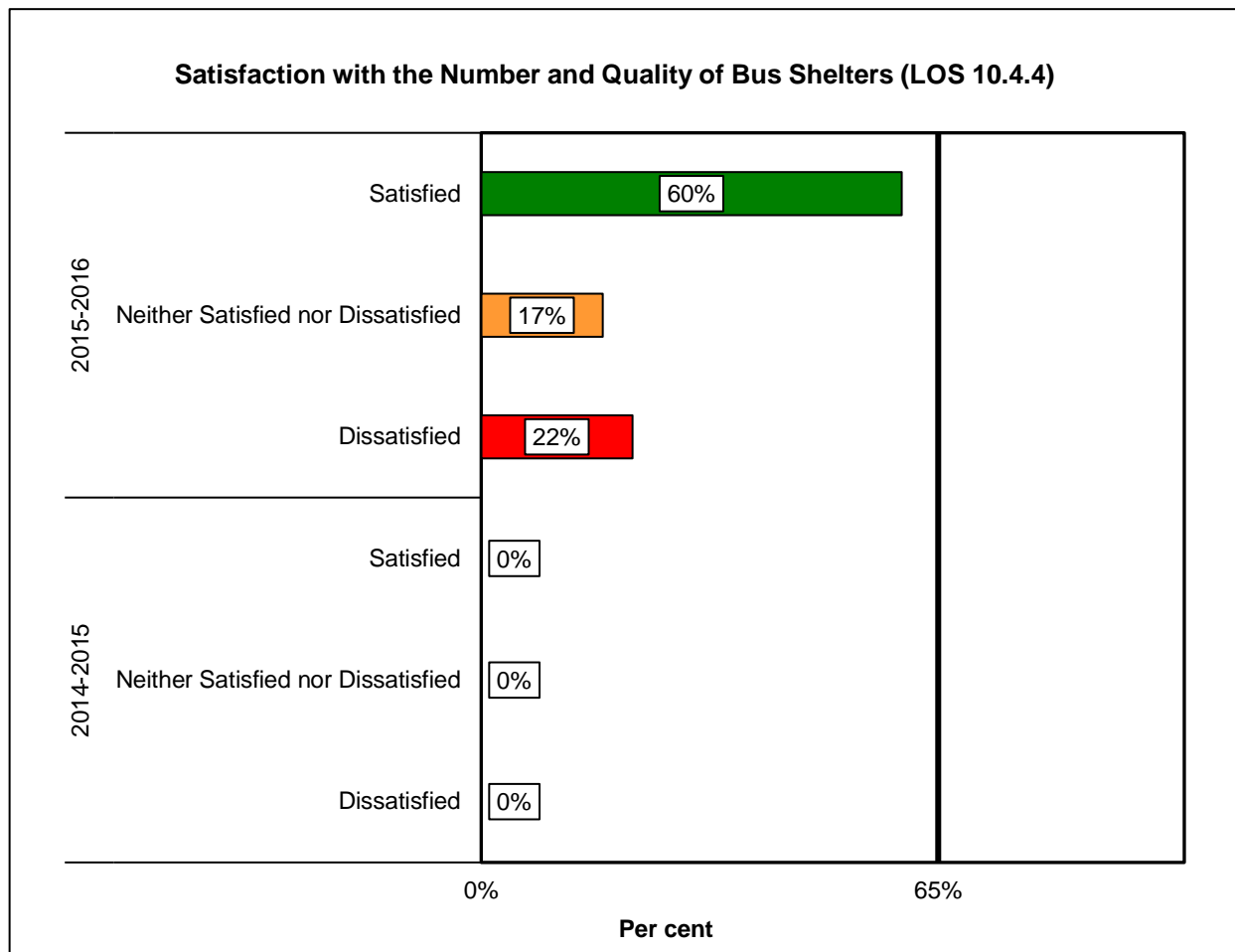
*3. Overall, how satisfied or dissatisfied are you with the information provided to bus users at bus shelters? *This includes things such as bus stop signs, bus timetables and real time bus tracking that tell you when buses will arrive at your stop.*

*4. Overall, how satisfied or dissatisfied are you with the condition of bus shelters? *Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).*

Time in field: Surveying took place using sequential mixed method surveying between November 2015 and January 2016

Completed Surveys: 292

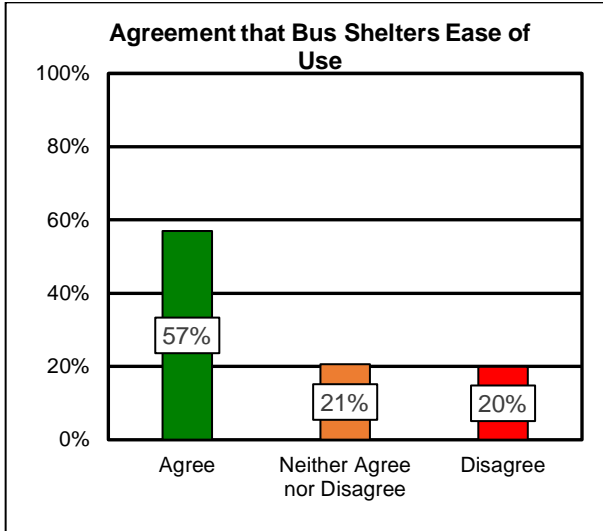
Sites surveyed: Bus Interchange



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	16.2%
Satisfied	43.6%
Neither satisfied nor dissatisfied	17.3%
Dissatisfied	18.0%
Very Dissatisfied	3.5%
Don't know	1.4%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use bus shelters? *This includes sufficient provision of shelters at bus stops and shelter facilities such as seating and protection from weather and that include accurate information about buses*



2015-2016 Result	Ease of Use of Bus Shelters
Strongly Agree	13.3%
Agree	43.7%
Neither Agree nor Disagree	20.6%
Disagree	17.1%
Strongly Disagree	2.8%
Don't Know	2.4%
Total	100.0%

10.4.5.1 Recommended Level of Service Target: $\geq 85\%$

10.4.5.1 Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs

Methodology

NB: In 2015-2016 this LOS was measured based only on the Bus Interchange. Suburban hubs will also be surveyed from 2016-2017 onward.

LOS score based on the four survey questions stated below:

Thinking now about the Bus Interchange in the city centre:

*1. Overall, how satisfied or dissatisfied are you with the appearance of the Bus Interchange? *Appearance includes things such as the layout, type and style of the facility.*

*2. Overall, how satisfied or dissatisfied are you with the condition of the Interchange? *Condition includes things such as maintenance and upkeep of the Interchange (including cleanliness and absence of graffiti and vandalism).*

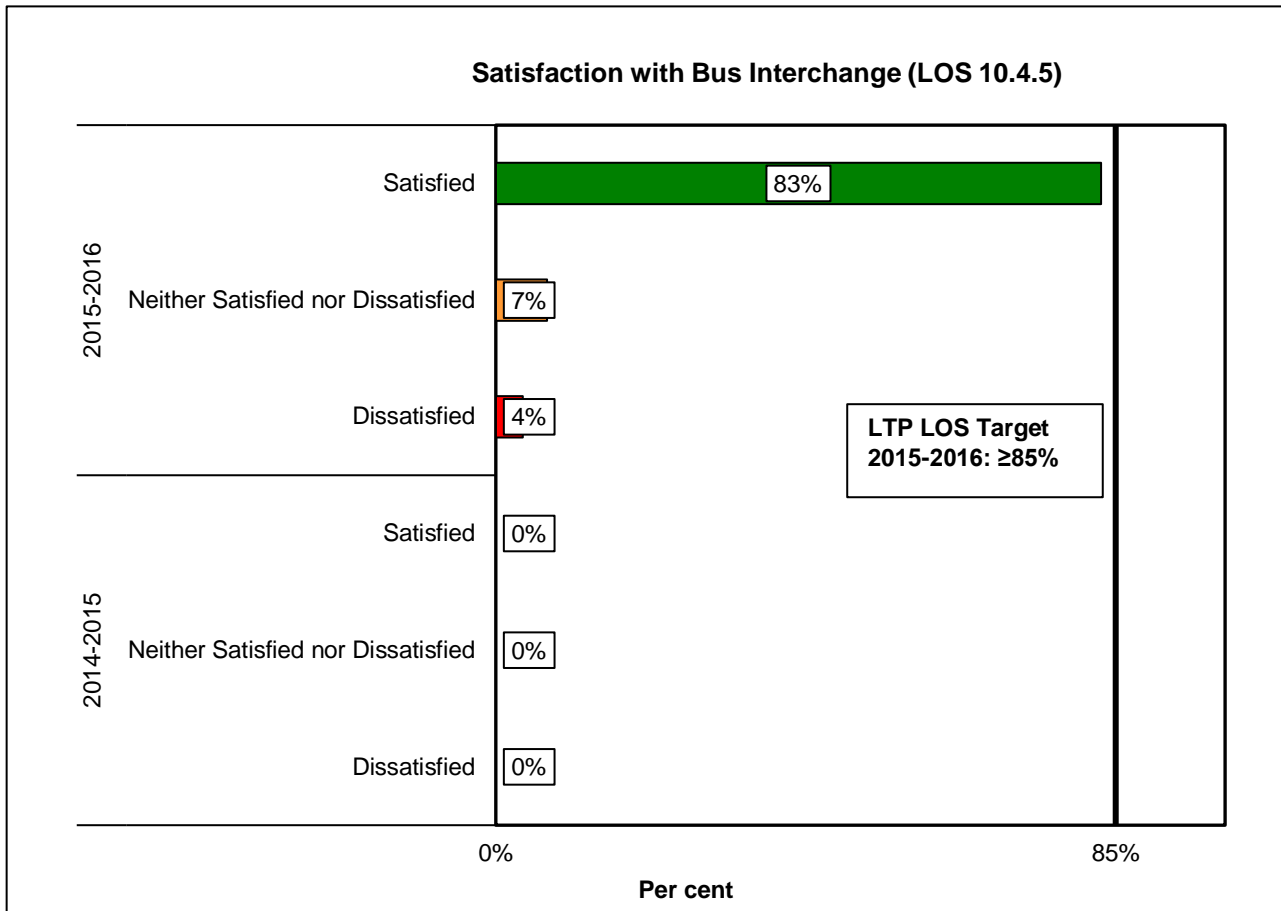
*3. Overall, how satisfied or dissatisfied are you with your personal safety at the Interchange DURING THE DAY? *Personal safety includes things such as safety from crime, level of lighting, and road safety issues such as separation of bus users from buses and from other road users.*

*4. Overall, how satisfied or dissatisfied are you with your personal safety at Interchange AFTER DARK?

Time in field: Surveying took place using sequential mixed method surveying between November 2015 and January 2016

Completed Surveys: 292

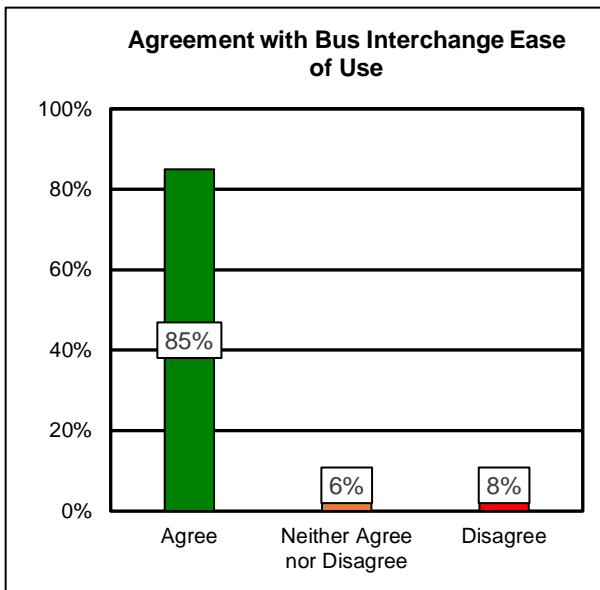
Sites surveyed: Bus Interchange



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	49.4%
Satisfied	33.6%
Neither satisfied nor dissatisfied	7.0%
Dissatisfied	2.4%
Very Dissatisfied	1.3%
Don't know	6.3%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the Interchange? *This includes things such as the Interchange layout and design, access around the facility and platforms, finding the right bus, information and signage, and comfort of waiting areas, such as seating, heating level, and shelter provided from weather*



2015-2016 Result	Ease of Use of Bus Interchange
Strongly Agree	38.8%
Agree	46.2%
Neither Agree nor Disagree	6.3%
Disagree	4.9%
Strongly Disagree	3.1%
Don't Know	0.7%
Total	100.0%

Activity: Transport Education

10.7.7 Recommended Level of Service Target: $\geq 95\%$

10.7.7 Teacher satisfaction with the Cycle Safe education programme

Methodology

LOS score based on the four survey questions stated below:

*How satisfied or dissatisfied were you with the programme's ability to help students learn about cycle maintenance, safety helmets and basic cycling skills?

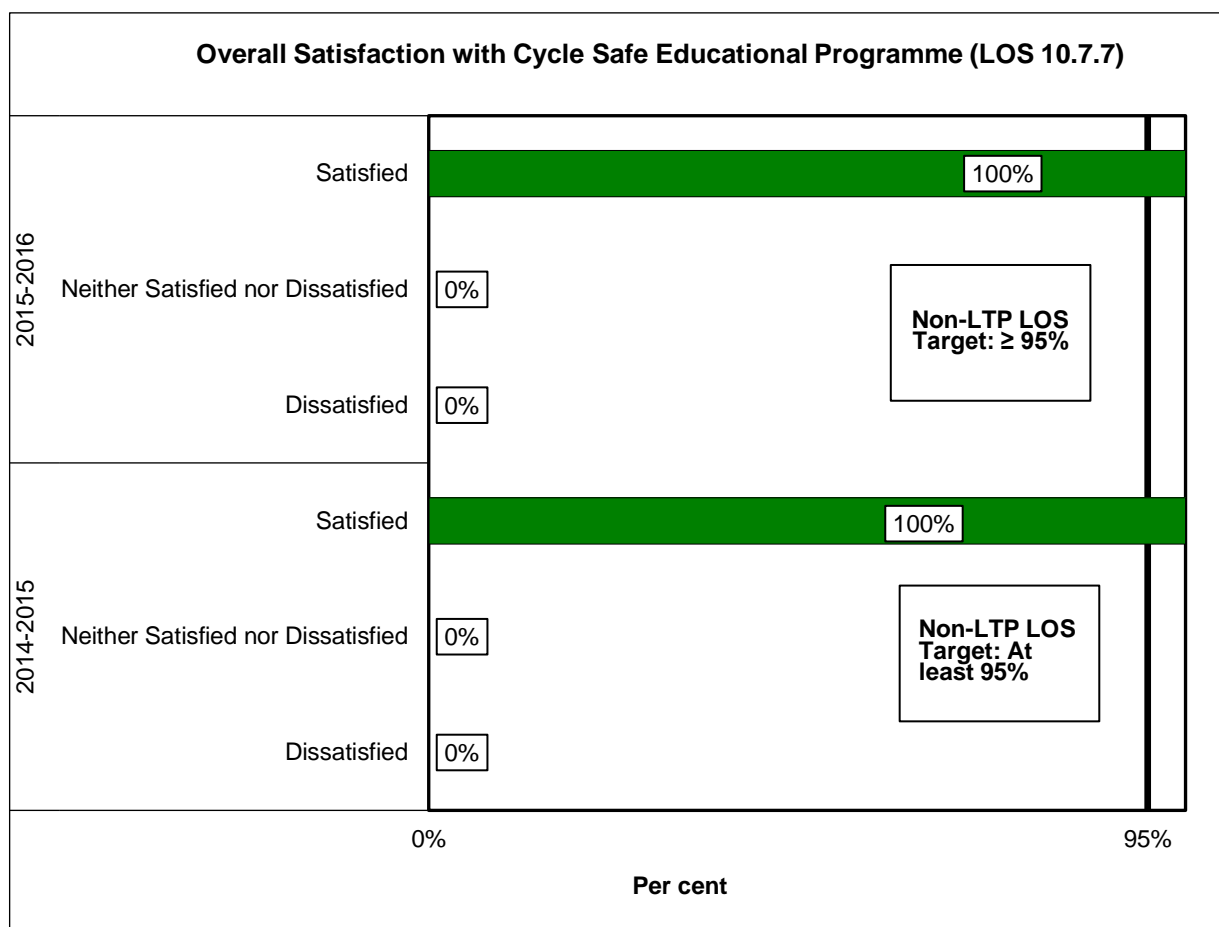
*How satisfied or dissatisfied were you that the programme content was relevant and appropriate for your students?

*How satisfied or dissatisfied were you with the *accuracy of information and advice provided?*

*How satisfied or dissatisfied were you with *the manner and attentiveness of the Instructors toward participants?*

Time in field: Surveys were administered to teachers throughout the year, after their students had participated in cycle safe education programmes during 2015

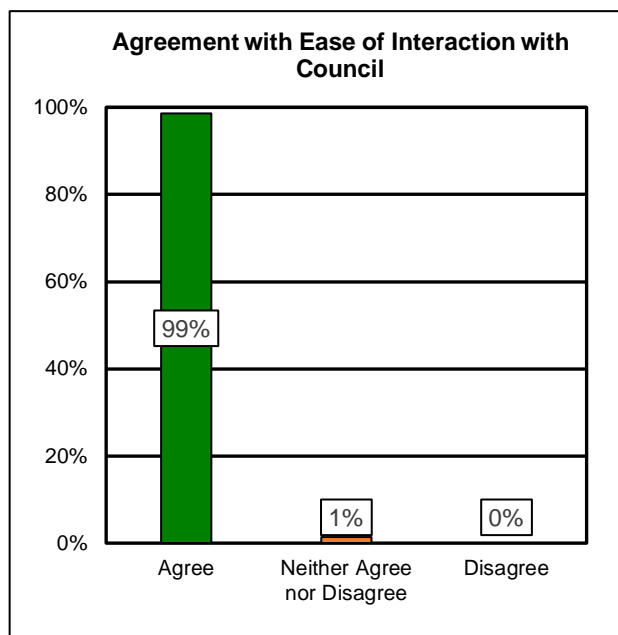
Completed Surveys: 82



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	97.2%
Satisfied	2.8%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the Cycle Safe education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



2015-2016 Result	Ease of Interaction with Programme
Strongly Agree	97.2%
Agree	1.4%
Neither Agree nor Disagree	1.4%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

Activity: Harbour and Marine Structures

10.8.2 Recommended Level of Service Target: 55%

10.8.2 Proportion of customers satisfied with the state of marine structures provided by Council

Methodology

LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied are you with the appearance of this marine structure? *Appearance includes things such as the layout, type and style of facilities.*

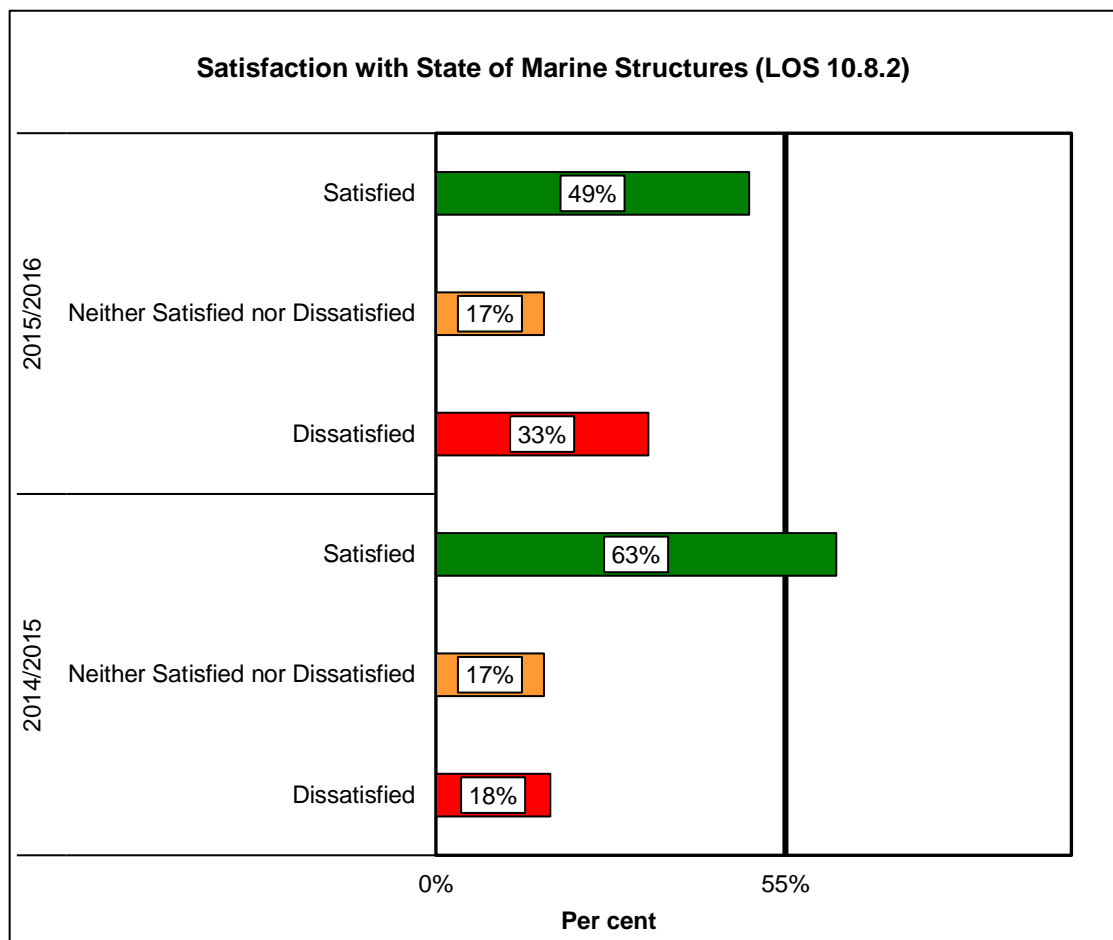
*2. Overall, how satisfied or dissatisfied are you with the condition of this marine structure? *Condition includes things such as maintenance and upkeep.*

Time in field: Surveying took place using sequential mixed method surveying and mail drops between November 2015 and January 2016

Completed Surveys: 177

Sites surveyed:

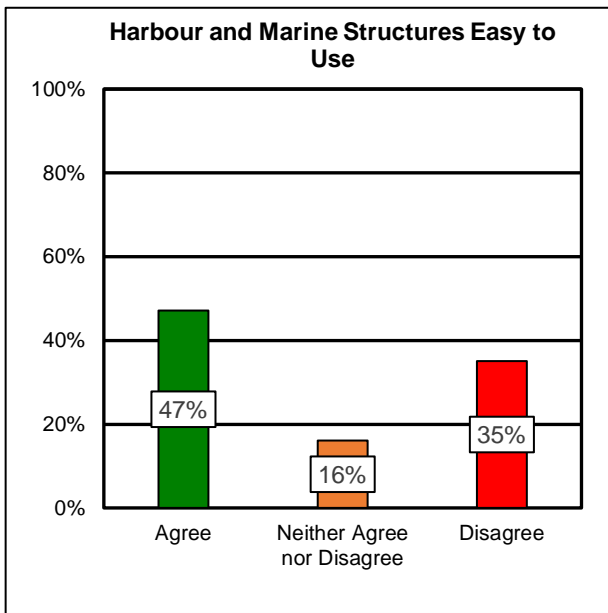
Harbour and Marine Structure Name	Completed surveys
Akaroa Recreation Ground Slipway	26
Akaroa Wharf	25
Daly's Wharf (Akaroa)	11
Diamond Harbour Wharf	44
General	9
Lyttelton Marina Public Ramp	8
Moncks Bay Public Ramp	16
New Brighton Pier	38
Total	177



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	9.1%
Satisfied	40.2%
Neither satisfied nor dissatisfied	17.0%
Dissatisfied	17.0%
Very Dissatisfied	16.4%
Don't know	0.3%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use this wharf, jetty or pier? *This includes things such as how easy it is to access and use the structure, the provision of things you need and expect to see at this structure, its appearance and condition and having accurate information about the structure*



2015-2016 Result	Ease of Use of Harbour & Marine Structures
Strongly Agree	9.2%
Agree	37.9%
Neither Agree nor Disagree	16.1%
Disagree	21.3%
Strongly Disagree	13.8%
Don't Know	1.7%
Total	100.0%

Activity: Strategic Planning and Policy

17.0.36 Recommended Level of Service Target: At least 90%

17.0.36 Provide Build Back Smarter advice to home owners of existing homes

Methodology

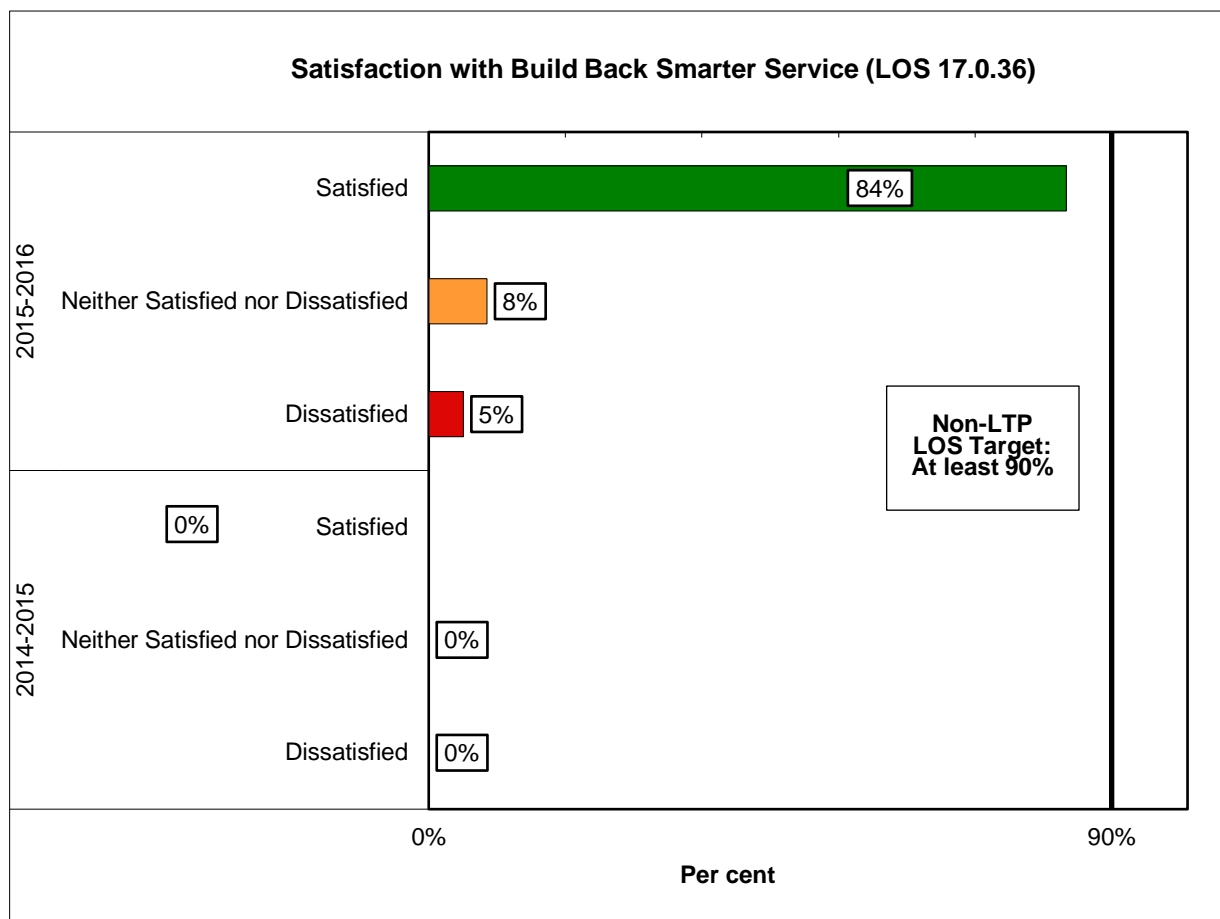
LOS score based on the five survey questions stated below:

Overall, how satisfied or dissatisfied were you with each of the following aspects of the Build Back Smarter service?

- *a. The Build Back Smarter website and online booking form. *This includes things such as the usefulness and accuracy of the information provided on the website, its design and layout and its ease of use*
- *b. The verbal advice you received in your home from the assessor. *This includes things such as the manner of the assessor, and the provision of accurate, clear and easy to understand advice*
- *c. The written advice you received in the Healthy Home Improvement Plan. *This includes things such as the provision of clear and easy to understand advice*
- *d. The promptness of the first response from an advisor once your booking was made
- *e. The ability of the advisor to understand your needs

Time in field: Surveys were emailed or posted to service recipients in January 2016

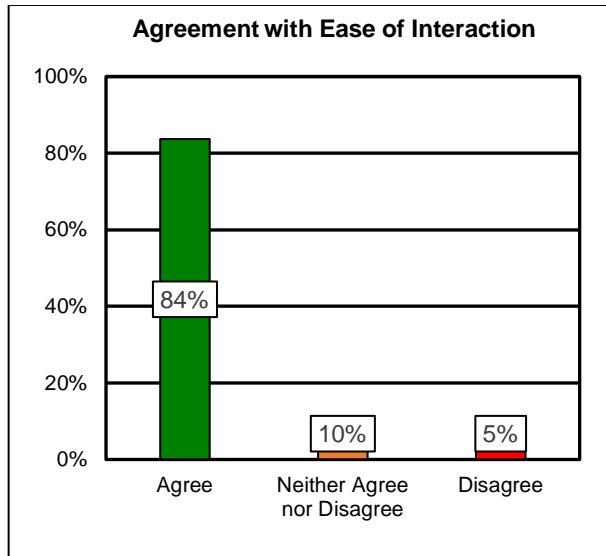
Completed Surveys: 66



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	45.2%
Satisfied	38.8%
Neither satisfied nor dissatisfied	7.7%
Dissatisfied	2.5%
Very Dissatisfied	2.1%
Don't know	3.7%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it **EASY** for you to interact with us regarding your service needs? *This includes respectful, prompt and efficient service by knowledgeable advisors who understood your needs, and who provided you with accurate advice or effective options that addressed your needs*



2015-2016 Results	Ease of Interaction with Council
Strongly Agree	36.7%
Agree	46.9%
Neither Agree nor Disagree	10.2%
Disagree	1.0%
Strongly Disagree	4.1%
Don't Know	1.0%
Total	100.0%

Activity: Housing

18.0.5.1 Recommended Level of Service Target: At least 80%

18.0.5.1 Tenants of council housing are satisfaction with quality of tenancy service provided

Methodology

LOS score based on the four survey questions stated below:

*1. Overall how satisfied or dissatisfied are you with the manner of the housing officer/s you deal with? *This includes things such as communicating a caring and respectful attitude toward you*

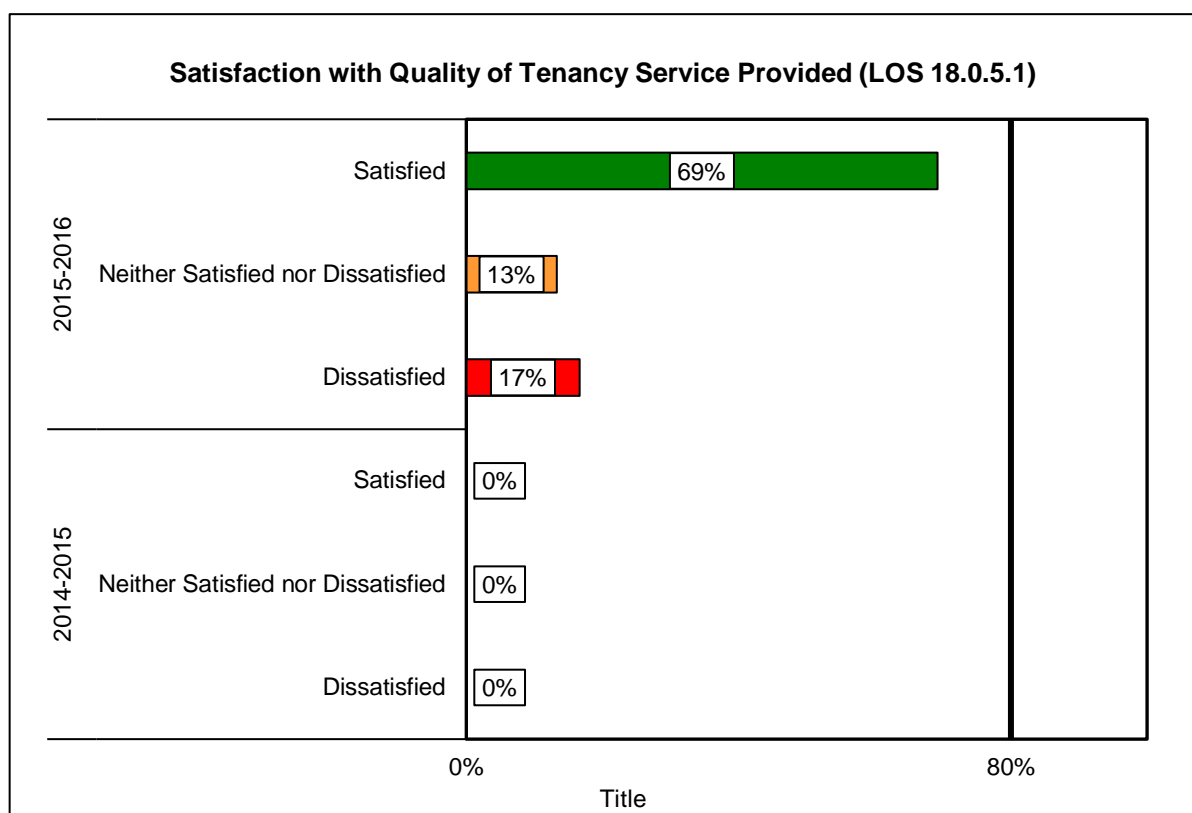
*2. Overall, how satisfied or dissatisfied are you with the support provided by the housing officer/s? *This includes things such as helping you willingly and promptly, showing an interest in you, understanding your needs and offering information and options to resolve issues*

*3. Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you by the housing officer/s? *This includes things such as giving you correct information, being able to rely on what they tell you, and feeling they have a good understanding of your needs*

*4. Overall, how satisfied or dissatisfied with your flat's privacy and safety and grounds keeping?

Time in field: The survey was mailed to a sample of 600 randomly selected social housing tenants in December 2015. Respondents could complete the survey by post or online

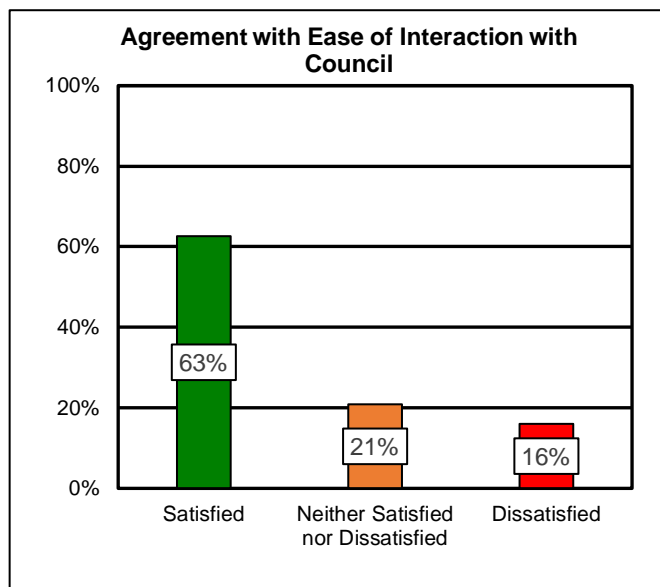
Completed Surveys: 218



2015-2016 Individual Satisfaction Results	Percentage
Very Satisfied	25.5%
Satisfied	43.7%
Neither Satisfied or Dissatisfied	13.3%
Dissatisfied	12.1%
Very Dissatisfied	4.6%
Don't Know	0.8%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your tenancy needs? *This includes respectful, prompt and efficient service by knowledgeable housing officers who understand your needs, and who provide you with accurate advice or options that address your needs. It also includes your flat's privacy, safety, and condition*



2015-2016 Result	Ease of Interaction with Council
Strongly Agree	18.0%
Agree	44.7%
Neither Agree nor Disagree	20.9%
Disagree	11.7%
Strongly Disagree	4.4%
Don't Know	0.5%
Total	100.0%

18.0.5.2 Recommended Level of Service Target: At least 80%

18.0.5.2 Tenants of Council housing are satisfied with quality of tenancy service provided (Condition of Unit)

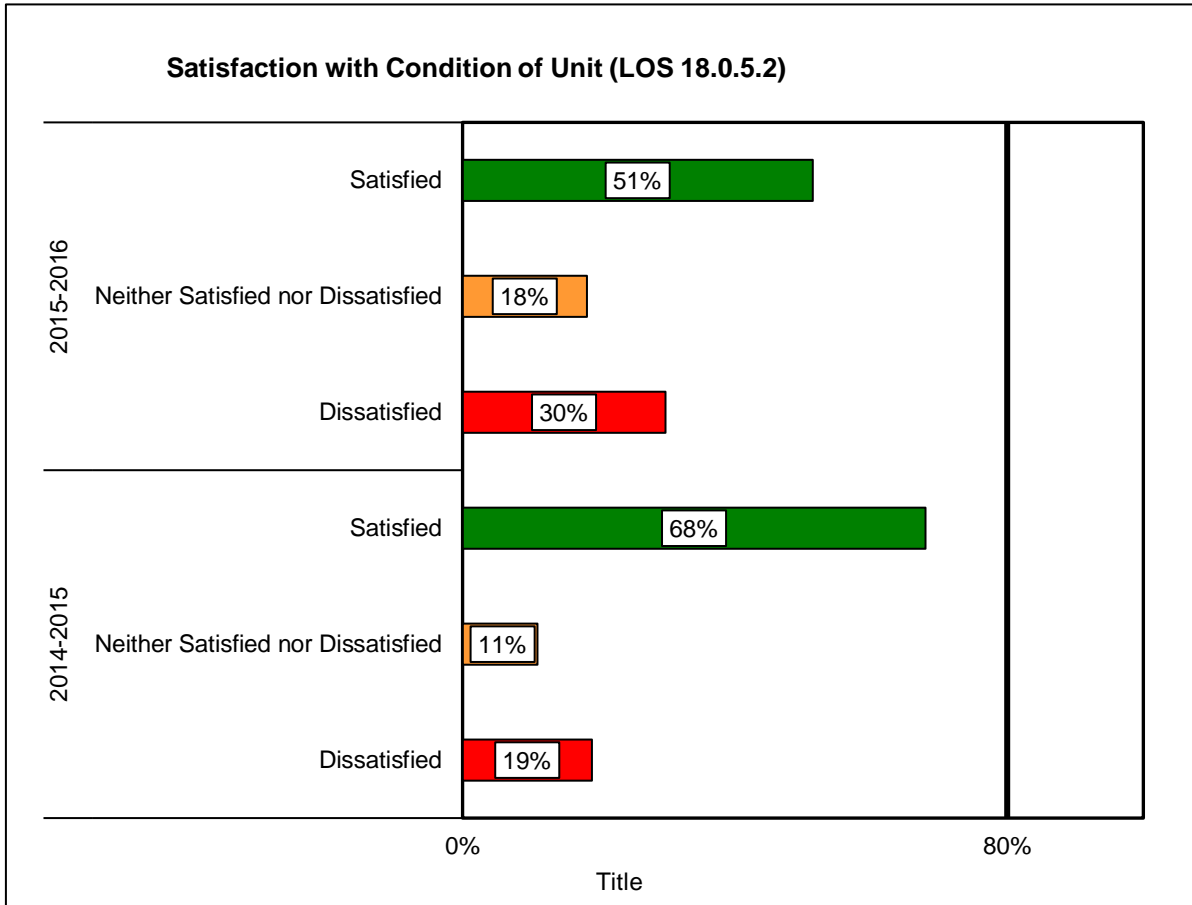
Methodology

LOS score based on the survey question stated below:

*Overall, how satisfied or dissatisfied are you with the condition of your unit? Condition includes things such as maintenance and upkeep (including both the inside and outside of your unit) and your flat's warmth.

Time in field: The survey was mailed to a sample of 600 randomly selected social housing tenants in December 2015. Respondents could complete the survey by post or online

Completed Surveys: 218



2015-2016 Individual Satisfaction Results	Percentage
Very satisfied	19.2%
Satisfied	32.2%
Neither satisfied nor dissatisfied	18.3%
Dissatisfied	18.8%
Very dissatisfied	11.1%
Don't know	0.5%
Total	100.0%

Activity: Environmental Education

19.1.2 Recommended Level of Service Target: At least 95%

19.1.2 Environmental education programmes are delivered which provide students with knowledge and interest in the importance of biodiversity and ecosystems (Greenspace education programme)

Methodology

LOS score based on the survey question stated below:

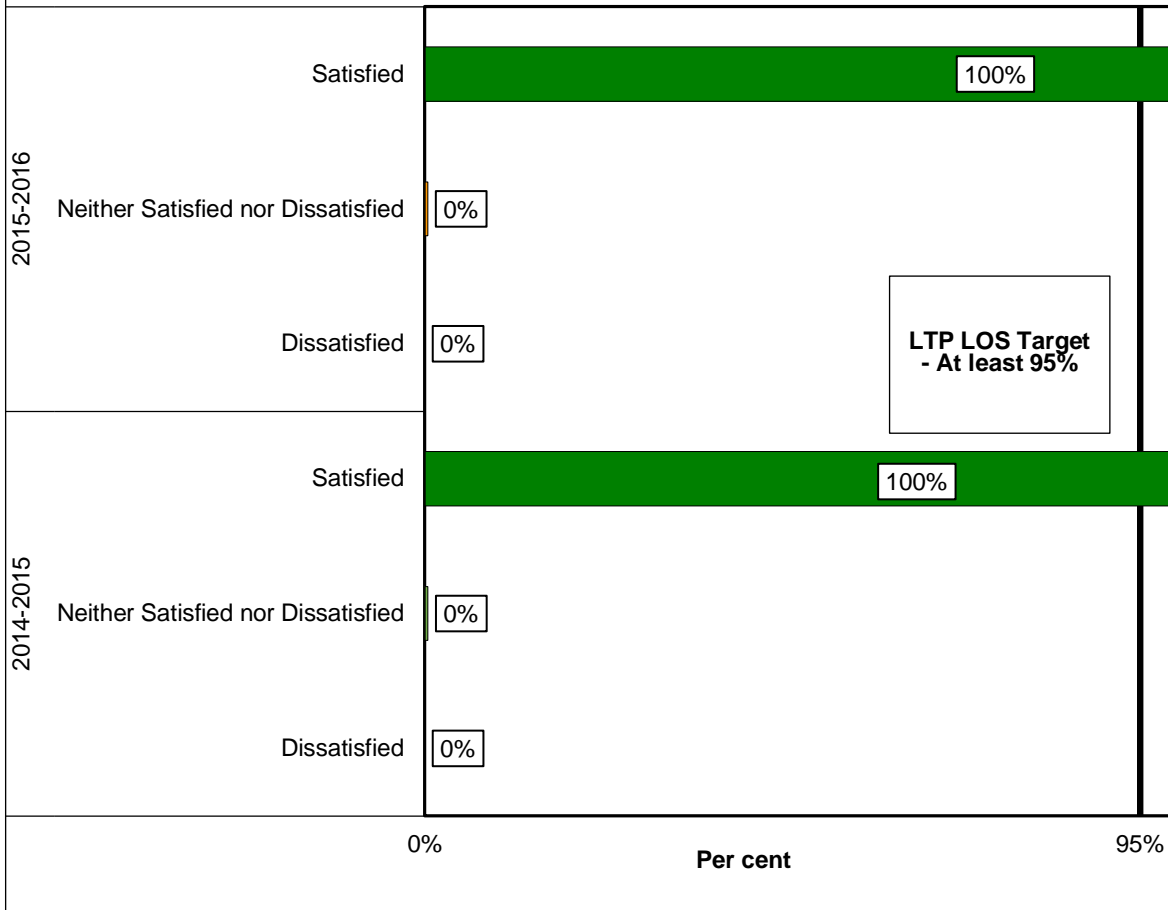
*Overall, how satisfied or dissatisfied were you with the **Parks** education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about protecting and enhancing our natural environment.*

Time in field: Surveys were administered to teachers throughout the year, after their students had participated in Greenspace environmental education programmes during 2015

Completed Surveys: 245

Environmental Education Programme	Completed Surveys
Coastal Management	4
Creative & Native	8
Forest Survivor @ Bottle Lake Forest	13
Forest Survivor @ Spencer Park	21
Freshwater Frolicking @ Styx Mills	4
Freshwater Frolicking @ The Groynes	14
Junior Park Explorers @ Botanic Gardens	17
Junior Park Explorers @ Halswell Quarry	4
Junior Park Explorers @ Spencer Park	6
Junior Park Explorers @ The Groynes	6
Junior Park Explorers @ Travis Wetland	3
Junior Park Explorers @ Victoria Park	1
Native Nurturing	21
Park Detectives @ Botanic Gardens	18
Rocky Road of Discovery	22
Saving the Sand Dunes @ New Brighton Beach	1
Saving the Sand Dunes @ Spencer Park	11
Saving the Sand Dunes @ Waimairi Beach	7
Saving the Sand Dunes Sumner Beach	9
Searching the Shoreline @ New Brighton Beach	3
Searching the Shoreline @ Spencer Park Beach	5
Searching the Shoreline @ Waimairi Beach	9
Searching the Shoreline Sumner Beach	8
Wetlands, Waders & Water Boatmen	30
Total	245

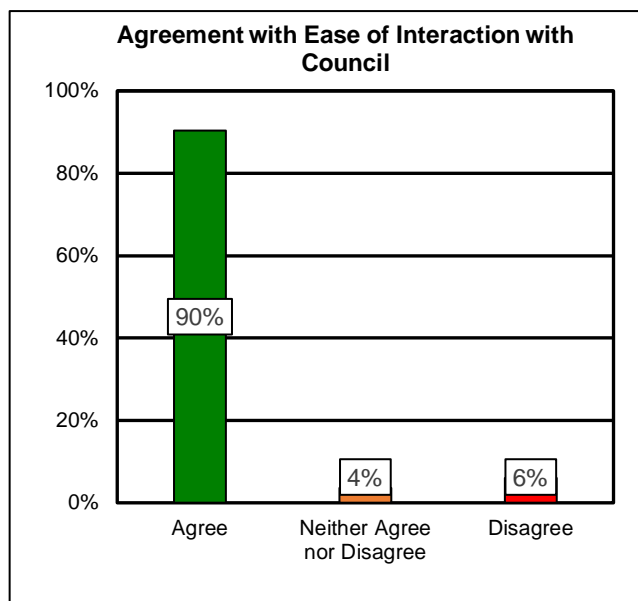
Overall Satisfaction with Parks Education Programme (LOS 19.1.2)



2015-2016 Individual Satisfaction Results	Per cent
Very satisfied	91.4%
Satisfied	8.2%
Neither satisfied nor dissatisfied	0.4%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the Parks education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



2015-2016 Result	Ease of Interaction with Programme
Strongly Agree	59.0%
Agree	31.3%
Neither Agree nor Disagree	3.6%
Disagree	3.6%
Strongly Disagree	2.4%
Don't Know	0.0%
Total	100.0%

19.1.4 Recommended Level of Service Target: At least 95%

19.1.4 Environmental Education programmes give students an understanding of how the city's waste system operates and city's water system and services work and helps them understand how their household and lifestyle practices can help conserve water (water and waste education programmes)

Methodology

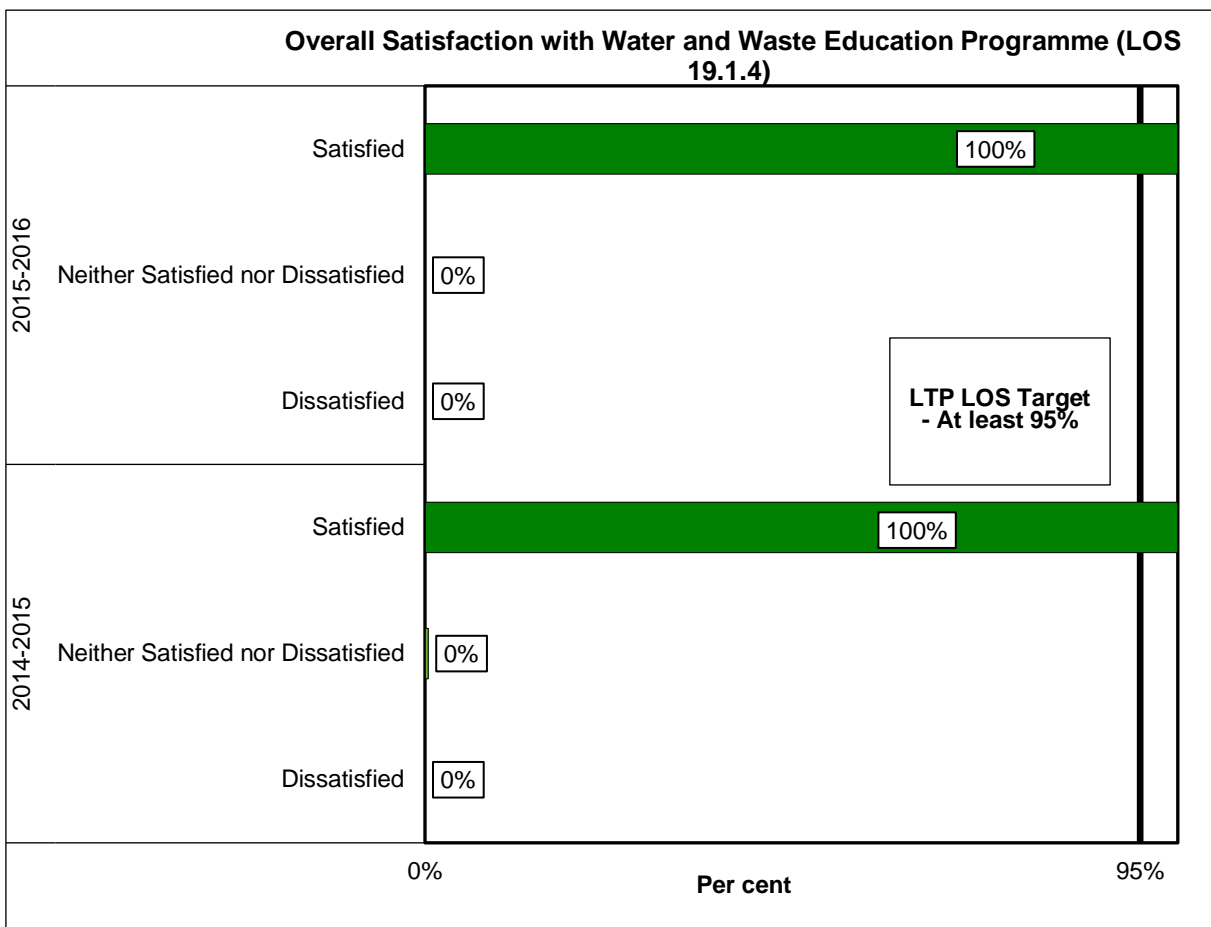
LOS score based on the two survey questions stated below:

*1. Overall, how satisfied or dissatisfied were you with the **Water for Life** education Programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about valuing water resources.*

*2. Overall, how satisfied or dissatisfied were you with the **A Waste of Time** education Programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about recycling and waste management/minimisation.*

Time in field: Surveys were administered to teachers throughout the year, after their students had participated in water and waste education programmes during 2015

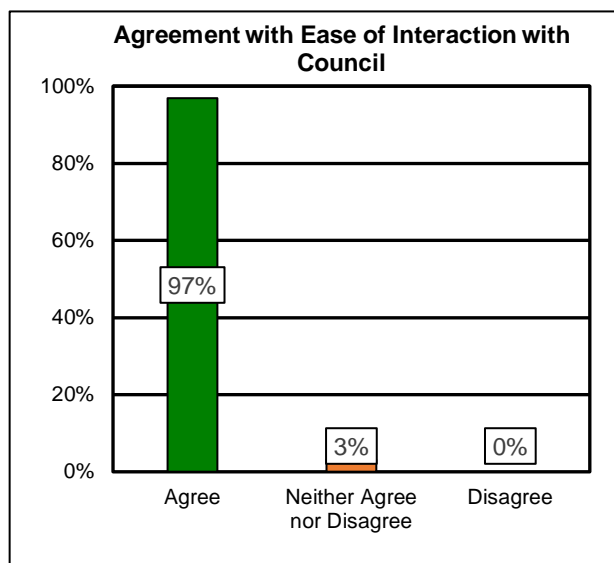
Completed Surveys: 139



2015-2016 Individual Satisfaction Results	Per cent
Very satisfied	92.1%
Satisfied	7.9%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the Water for Life (or Waste of Time) education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



2015-2016 Result	Ease of Interaction with Programme
Strongly Agree	65.6%
Agree	31.3%
Neither Agree nor Disagree	3.1%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%

19.1.6 Recommended Level of Service Target: At least 95%

19.1.6 Teacher satisfaction with Civil Defence and Emergency Management education programmes

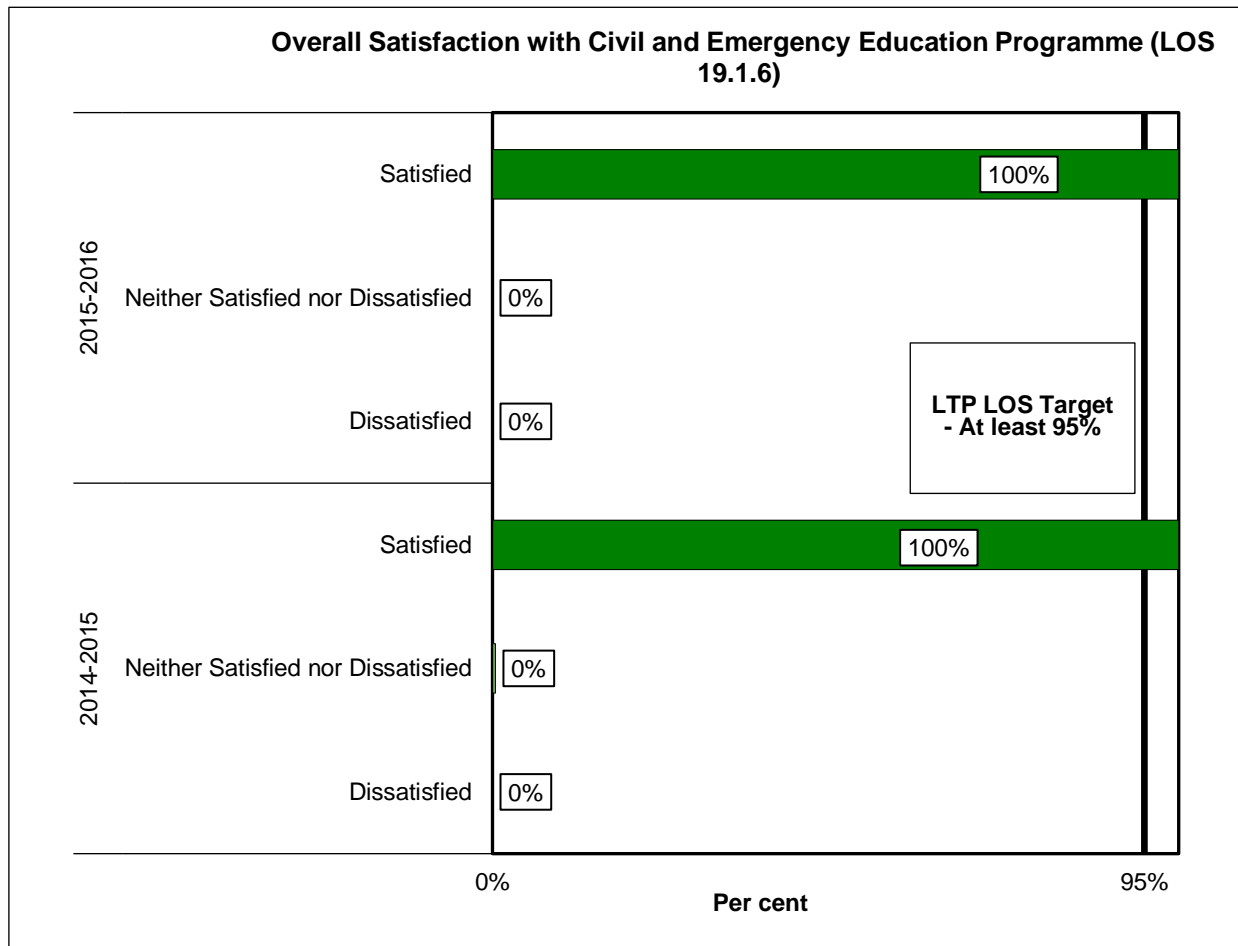
Methodology

LOS score based on the survey question stated below:

*Overall, how satisfied or dissatisfied were you with the **Stan's Got a Plan** civil defence emergency management education programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students prepare for disasters.*

Time in field: Surveys were administered to teachers throughout the year, after their students had participated in Emergency Management education programmes during 2015

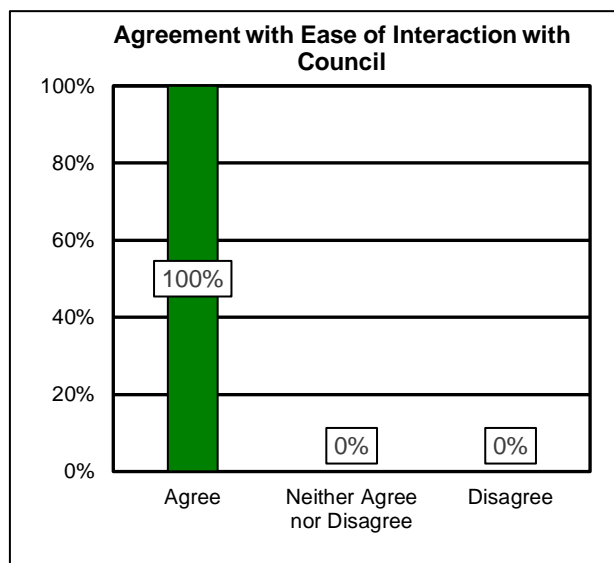
Completed Surveys: 44



2015-2016 Individual Satisfaction Results	Per cent
Very satisfied	88.6%
Satisfied	11.4%
Neither satisfied nor dissatisfied	0.0%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't know	0.0%
Total	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the Stan's Got a Plan education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



2015-2016 Result	Ease of Interaction with Programme
Strongly Agree	40.0%
Agree	60.0%
Neither Agree nor Disagree	0.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
Total	100.0%