

Results snapshot

How we are doing

62%
overall
satisfaction*

Up from
55%
2017-2018 General
Satisfaction Survey
23% neutral,
15% dissatisfied

The Residents' Survey Programme provides feedback on a wide range of Council services from Christchurch respondents.

- The **General Service Satisfaction Survey** is carried out by a professional, independent research company on behalf of the Council. It involved telephone interviews with 776 randomly selected residents between early March and mid April 2019. All participants were asked the same questions.
- The **Point of Contact Satisfaction Survey** is a series of surveys targeted at users of Council services and facilities. The surveys are conducted over the course of the year and sample sizes for each survey range from 5 to 1500. The Point of Contact survey is the biggest conducted by the Council and this year involved 6761 people.

Read the full Residents' Survey
2018-2019 results at ccc.govt.nz

*Point of Contact Surveys - percentages are based on individual sample/ respondent sizes, which vary for each survey.

+General Satisfaction Survey- 776 people surveyed in March/April 2019.

What people say we do well

General Satisfaction Survey*

Walking-friendly city

85%
satisfied

"The 30k per hour speed makes it good for walking and cycling in the city. That creates a more vibrant and people-centric city"

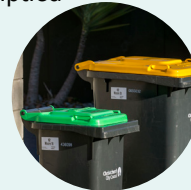
Cycling-friendly city

64%
satisfied



Kerbside collections

"They are always emptied and good at communicating when they will be a day late due to public holidays."



Recycling

88%
satisfied

Residual waste

88%
satisfied

Organic

84%
satisfied

Point of Contact Satisfaction Survey*

First point of contact – friendly, helpful staff

"Very satisfied. Was able to talk to the right person and request was completed."

86%
satisfied



Support organisations delivering community events

"Excellent support and quick responses. Could not have been better."

90%
satisfied



Libraries

"Great range of books. Great, quiet space. Friendly staff."

94%
satisfied



Botanic Gardens and Mona Vale

"Great maintenance and upkeep. Great range of gardens and beautifully thought out"

96%
satisfied

Hagley Park

97%
satisfied



Where people think we could improve

General Satisfaction Survey*

Wastewater reliability, responsiveness

Attention to repairs, updating facilities, preventing and stopping discharge.

71%
satisfied



Parking

Ease of use (Council on-street parks)

More and cheaper parking – especially around central city, hospital, gardens.

49%
satisfied

Vehicle, personal safety (Council off-street facilities)

59%
satisfied



Point of Contact Satisfaction Survey*

Resource consenting process

People want clearer info, better communication and faster processes.

74%
satisfied



Supporting organisations delivering recreation, sport

More efficient booking processes, better staff communication.

76%
satisfied



Community parks

Users want more regular maintenance, better upkeep.

67%
satisfied



Communication, marketing

Outreach to diverse audiences. More timely, relevant and targeted information via various channels.

59%
satisfied



What people say they are unsatisfied with

General Satisfaction Survey*

Council decision-making

"Involving people earlier on and helping them understand the 'why' when decisions are made."

Public has influence on decisions:

Large or some influence

34%
satisfied

Small influence

42%
satisfied



Residents participation/contribution

39%
satisfied

Understanding how Council makes decisions

32%
satisfied

Roads and footpaths

"It's the same roadworks getting done over and over again..."

Roads

27%
satisfied



Footpaths

41%
satisfied

Water supply

"Fix the wells we don't need to have chlorine in the water. The taste is not as good as it was"

Reliability

81%
satisfied

Responsiveness

60%
satisfied



Quality

37%
satisfied

Stormwater drainage

"Need a long-term plan in terms of flood management"

47%
satisfied

