Results snapshot

How we are doing

62% overall satisfaction*

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

- 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.

The General Service Satisfaction Survey 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/resident sizes, which vary for each survey.