

# Summary of Levels of Service Results: Point of Contact Surveys 2023-2024

**NOTES:** In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21
Citizens and Communities	Citizens and Customer Services	2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in	Community	At least 85%				98%	97%	98%	95%	97%	92%	97% <sup>a</sup>	95%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				68% <sup>1</sup>	71%	74% <sup>1</sup>	72%	76% <sup>1</sup>	73%	71% <sup>a1</sup>	59%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				88% <sup>1</sup>	85%	90% <sup>1</sup>	92%	90% <sup>1</sup>	88%	92% <sup>a1</sup>	93%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Community	At least 90%				95%	95%	96%	98%	94%	95%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				96%	93%	96%	94%	NA	NA	97%	96%
	Community Development and Facilities	4.1.27.1 Customers are satisfied with community development and capacity building initiatives	Community	80%				86%	76%	79%	66%	81%	71%	88%	71%
	Recreation, Sports, Community Arts and Events	2.8.5.2 Produce and deliver engaging programme of community events	Community	At least 80%				88%	80%	89% <sup>1</sup>	75%	82% <sup>1</sup>	76%	81% <sup>1</sup>	89%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				86%	76%	83%	85%	90%	78%	92%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				93%	85%	87%	76%	85%	75%	88%	90%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				92% <sup>6</sup>	92%	91% <sup>6</sup>	93%	94%	NA	94%	NA
Strategic Planning and Policy	Public Information and Participation	4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate	Community	67%				73%	64%	72%	67%	65%	59%	82%	76%
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks	Community	≥ 60%				54%	69%	61%	80%	56%	69%	63%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				99%	94%	99%	97%	99%	97%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				88%	87%	84%	80%	90%	89%	NA	91%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				85%	98%	84%	90%	72%	80%	86%	92%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				95% <sup>4</sup>	93% <sup>4</sup>	97% <sup>4</sup>	93% <sup>4</sup>	95% <sup>4</sup>	95% <sup>4</sup>	100% <sup>23</sup>	100% <sup>3</sup>
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				50%	75%	56%	71%	60%	70%	NA	NA

		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				95%	96%	97%	95%	97%	91%	98%	99%
		10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors	Community	60%				75%	81%	65%	79%	67%	72%	71%	76%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				100%	99%	100%	99%	100%	97%	100%	99%
Regulatory and Compliance	Resource Consenting	9.2.7 % satisfaction of applicant with resource consenting process	Community	70%				86%	79%	71%	69%	77%	67%	73%	62%
	Building Regulation	9.1.15.2 Provide Case Management Services	Management	80%		NA		98% <sup>7</sup>	97%	NA	NA	100%	NA	100%	NA
Transport	Transport	10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥50%				78% <sup>5</sup>	90%	77% <sup>5</sup>	79%	82% <sup>5</sup>	84%	53% <sup>5</sup>	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%				69%	85%	76%	91%	72%	83%	84%	92%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels

1 Sample may include non-residents of Christchurch. Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data is not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied

d methodology

2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)

3 Caution must be taken in interpreting this result due to small sample size

4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred

5 From 2022-2023 onward, the LOS is measured via the point of contact survey. Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)


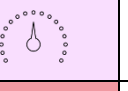









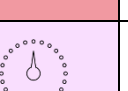
6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score

7 Surveyed via Residents Survey point of contact surveying from 2023-2024 onward. The case management service started in 2015-2016

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction 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
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

## Additional Service Satisfaction Results

Service	Detail	Old LOS Target <sup>4</sup>	Old LOS Target Met <sup>4</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Community Facilities	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				84%	87%	81%	78%	80%	73%	84%	73%	82%	66%
Sports Parks	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				67% <sup>1</sup>	85%	67% <sup>1</sup>	87%	70% <sup>1</sup>	87%	80% <sup>1</sup>	89%	73% <sup>1</sup>	85%
Regional Parks	Overall customer satisfaction with the presentation of the City's Parks – Regional Parks	≥ 80%				86%	87%	81%	80%	88%	89%	85%	91%	81%	90%

<b>Marine Structures</b>	Customer satisfaction with marine structure facilities (presentation)	90%				<b>71%</b>	<b>81%</b>	62%	79%	61%	72%	80%	76%	70%	81%
<b>Governance and Decision Making</b>	Percentage of residents that understand how Council makes decisions (users of governance services)	NA	NA			<b>46%</b> <sup>3</sup>	<b>NA</b>	45% <sup>3</sup>	NA	42% <sup>3</sup>	NA	36% <sup>3</sup>	39%	42% <sup>3</sup>	36%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			<b>35%</b>	<b>NA</b>	34%	NA	33%	NA	24%	39%	33%	36%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			<b>48%</b>	<b>NA</b>	44%	NA	44%	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			<b>19%</b>	<b>NA</b>	23%	NA	27%	NA	NA	NA	NA	NA
<b>Transport</b>	Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	≥ 90%				<b>84%</b>	<b>96%</b>	80%	97%	89%	96%	93%	98%	91%	94%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks

2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)

3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)

4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?