

# Summary of Levels of Service Results: General Service Satisfaction Survey 2025

**Notes:** A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

Activity Group	Activity	Level of Service Measure of Success	Type of Measure	2024-25 LOS Target	2024-25 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2025	Survey Result 2025	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017
Strategic Planning and Policy	Communications and Engagement	4.1.9 Provide opportunities for residents to give feedback and engage with Council decision-making processes (participation in and contribution to decision making)	Community	At least 28%				37% <sup>6</sup>	29%	31%	28%	29%	30%	39%	33%	44%
Governance	Governance and Decision Making	4.1.18 Resident satisfaction with participation in and contribution to Council decision-making (understanding decision making)	Community	At least 32%				40%	34%	35%	31%	33%	26%	32%	29%	41%
Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 Resident satisfaction with presentation and maintenance of Public Artworks, Monuments, and Artefacts	Community	≥ 65%				68%	68%	68%	66%	67%	64%	71%	NA	NA
	Parks and Foreshore	6.8.4.2 Resident satisfaction with the presentation of the City's inner city parks	Community	≥ 80%				82%	85%	77%	76%	82%	80%	82%	NA	NA
		6.8.5 Resident satisfaction with the overall availability of recreation facilities within the City's parks and foreshore network	Community	≥ 70%				77%	76%	73%	76% <sup>0a</sup>	78%	75%	74%	73%	66%
Solid Waste and Resource Recovery	Solid Waste and Resource Recovery	8.0.3 Resident satisfaction with kerbside collection service	Community	At least 82%				84%	84%	82%	78%	78%	82%	87%	88%	91%
Stormwater Drainage	Stormwater Drainage	14.0.3 Resident satisfaction with Council's management of the stormwater network	Community	45%				56%	51%	43%	44%	45%	43%	47%	35%	52%
Transport	Transport	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities	Community	≥ 50%				55%	56%	55%	49%	49%	44%	49%	39%	48%
		10.5.2 Improve perception that Christchurch is a cycling friendly city	Community	≥ 67%				67%	65%	66%	65%	65%	61%	64%	51%	56%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Community	≥ 85%				74%	74%	71%	70%	74%	83%	85%	76%	81%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 30%				33%	27%	28%	27%	29%	26%	27%	20%	34%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 42%				39%	36%	32%	35%	36%	40%	41%	34%	48%
Wastewater Collection, Treatment and Disposal	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services	Community	≥ 68%				67%	66%	59%	59%	60%	66%	71%	79% <sup>3</sup>	79%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with reliability of water supplies	Community	≥ 80%				84%	84%	79%	77%	75%	72%	81%	NA	NA
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 65%				64%	64%	59%	57%	52%	54%	60%	NA	NA
		12.0.2.19 Proportion of residents satisfied with quality of Council water supplies	Community	≥ 52%				52%	48%	53%	46%	45%	48%	37%	79% <sup>4</sup>	90%
Overall Satisfaction with Council Performance		NA					53%	46%	43%	42%	49%	50%	62%	55%	72%	

<b>Ease of Interaction with Council</b>	NA						<b>60%</b>	60%	55%	53%	57%	65%	74%	65%	67%
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0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component  
0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward  
1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component  
2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component  
3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward  
4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance* (there was also a minor question wording change in 2016)  
5 Surveyed via Point of Contact programme from 2022-2023 onward  
6 Pre 2025 opportunities to have a say and decision making processes easy to use were combined to form an aggregate result (LOS 4.1.9). They are now reported separately. Caution must be used when comparing these results to previous years as the measurement scale has changed from a satisfaction scale to an agreement scale. The opportunities to have a say question now includes reference to adequacy of opportunities. Results from previous years have been recalibrated to separate opportunities to have a say and ease of use questions

	LOS target met		Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)		LOS target not met		Baseline result or target to be set
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)		Deleted level of service or not a level of service
	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	NA	No information available

## Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met <sup>1</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2025	Survey Result 2025	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015
<b>Governance and Decision Making</b>	Percentage of residents who agree that decision making processes are easy to use and engage with	At least 30%				<b>33%</b> <sup>3</sup>	26%	27%	23%	27%	20%	30%	22%	38%	35%	NA
	Percentage of residents who agree the Council makes decisions in the best interests of the city	NA	NA			<b>35%</b>	32%	33%	31%	36%	37%	45%	40%	55%	52%	52%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				<b>36%</b>	26%	28%	25%	30%	30%	34%	33%	45%	42%	44%
	The Council is open and transparent	NA	NA			<b>30%</b>	21%	24%	NA	NA	NA	NA	NA	NA	NA	NA
	The Council can be trusted	NA	NA			<b>34%</b>	28%	28%	NA	NA	NA	NA	NA	NA	NA	NA
	The Council has a good reputation	NA	NA			<b>33%</b>	27%	29%	NA	NA	NA	NA	NA	NA	NA	NA
	The Council acts with integrity and honesty	NA	NA			<b>35%</b>	30%	29%	NA	NA	NA	NA	NA	NA	NA	NA
	The Council is accountable for what it does	NA	NA			<b>38%</b>	32%	30%	NA	NA	NA	NA	NA	NA	NA	NA
	The Council understands the needs of residents and what they care about	NA	NA			<b>30%</b>	26%	23%	NA	NA	NA	NA	NA	NA	NA	NA
	The Council balances the needs of today's residents with planning for the future of the city	NA	NA			<b>37%</b>	34%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council communicates clearly with residents the results of Council decisions	NA	NA			<b>33%</b>	28%	32%	NA	NA	NA	NA	NA	NA	NA	NA

	<i>The Council communicates clearly with residents about how their views have informed Council decisions</i>	NA	NA			<b>24%</b>	19%	22%	NA	NA	NA	NA	NA	NA	NA	NA
	<i>Council managers and staff are doing a good job</i>	NA	NA			<b>37%</b>	34%	34%	NA	NA	NA	NA	NA	NA	NA	NA
	<i>The Council makes wise spending decisions</i>	NA	NA			<b>21%</b>	16%	16%	NA	NA	NA	NA	NA	NA	NA	NA
	<i>The Council provides good value for ratepayers' money</i>	NA	NA			<b>19%</b>	18%	20%	NA	NA	NA	NA	NA	NA	NA	NA
	<i>The Council honours the principles of the Treaty of Waitangi</i>	NA	NA			<b>41%</b>	39%	37%	NA	NA	NA	NA	NA	NA	NA	NA
	<i>Leadership of the Mayor and Councillors</i>	NA	NA			<b>35%</b>	27%	30%	NA	NA	NA	NA	NA	NA	NA	NA
<b>Emergency Preparedness</b>	<i>Improve the level of community and business awareness and preparedness of risks from hazards and their consequence</i>	NA	NA			<b>57%</b>	56%	61%	61%	NA	NA	69%	71%	NA	NA	NA
<b>Events and Festivals</b>	<i>Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)</i>	90%				<b>68%</b>	66%	68%	60%	66%	66%	73%	70%	80%	84%	86%
<b>City Promotions</b>	<i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i>	85%				<b>66%</b>	64%	60%	54%	62%	62%	67%	72% <sup>2</sup>	79%	83%	83%
<b>Refusal Disposal</b>	<i>Recyclable materials (yellow bin)</i>	90%				<b>84%</b>	83%	81%	76%	76%	80%	88%	93%	94%	95%	95%
	<i>Residual waste (red bin)</i>	90%				<b>86%</b>	84%	84%	81%	80%	85%	88%	89%	93%	92%	92%
	<i>Organic material (green bin)</i>	80%				<b>83%</b>	83%	81%	77%	77%	81%	84%	83%	85%	82%	85%
	<i>Transfer stations and Resource Recovery Centres</i>	NA	NA	NA		<b>71%</b>										
<b>Transport Network</b>	<i>Transport network is safe for all users</i>	NA	NA			<b>45%</b>	42%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	<i>Ease of travel by usual mode</i>	NA	NA			<b>60%</b>	60%	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Digital Communications</b>	<i>Council website and apps</i>	NA	NA	NA		<b>65%</b>										

1 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?

2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only

3 Pre 2025 opportunities to have a say and decision making processes easy to use were combined to form an aggregate result (LOS 4.1.9). They are now reported separately. Results from previous years have been recalibrated to separate opportunities to have a say and ease of use questions