Christchurch Residents' Survey Programme 2019–2020

Results snapshot

How we are doing

The annual Residents' Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction has fallen to 50 per cent in 2019-20 – down from 62 per cent last year.

The Residents Survey programme involves two pieces of research – the Point of Contract Surveys, which were carried out throughout the year with 7,308 Council customers, and the General Service Satisfaction Survey, which was carried out in February and March 2020 and involved phone interviews with 1542 randomly selected residents. The survey results and data are used to inform Council decisions.

Dissatisfaction with services, such as road condition, and with responsiveness to issues are the main reasons for declines in overall satisfaction.

As in previous years, there were high degrees of satisfaction with some services including libraries, kerbside collection, recreation and sport facilities and the Botanic Gardens and Mona Vale.

Read the full Residents’ Survey Programme 2019-2020 results:
ccc.govt.nz

General Satisfaction Survey

Walking-friendly city
“Enjoy using the walking facilities, that and the Port Hills walking tracks, they are really good.”
83% satisfied

Inner city parks
“The parks are beautiful, the squares are beautiful.”
80% satisfied

Kerbside collection
“The three kerbside bins for the rubbish is excellent, overall that’s the best thing that they deliver.”
82% satisfied

Recycling
85% satisfied

Organic
81% satisfied

Recycle
80% satisfied

Resource consenting process
66% satisfied

Wastewater reliability, responsiveness
Our responsiveness to repairs, odour prevention and stopping wastewater discharges.
64% satisfied

Potholes are getting hot mix filled.
65% satisfied

Roads and footpaths
44% satisfied

Footpaths
64% satisfied

Council off-street parking facilities
51% satisfied

Presentation of cemeteries
People want to see improved overall presentation of cemeteries, with more regular maintenance and better upkeep.

Community parks
Users want more regular maintenance and better upkeep of these parks.

Communication, marketing
Release information through a number of channels.

What people say we do well

Education programmes
“Friendly, knowledgeable educators, informative and fun!”
100% satisfied

Rec and sport facilities
“They are always doing things to make their customers experience pleasant, they offer extras which exceeds the expectations of gym goers.”
92% satisfied

Libraries
“The staff are really helpful, they have a good range of materials.”
95% satisfied

Botanic Gardens and Mona Vale
“It’s beautiful and quiet, it’s a little wee oasis.”
97% satisfied

Hagley Park
“Very lucky to have Hagley Park. Great place to be, rain or shine. Council has done a great job.”
94% satisfied

What people think we could improve

Wastewater reliability, responsiveness
Our responsiveness to repairs, odour prevention and stopping wastewater discharges.
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What people say they are unsatisfied with

Council decision-making
“The decision-making needs to be far more transparent and easier for the public to understand.”

Public has influence on decisions:

Large or some influence
30%

Small influence
44%

Residents participation/contribution
26%

Understanding how Council makes decisions
26%

Advise Council of your preferences.
26% satisfied

Roads and footpaths
“They aren’t getting fixed properly. Potholes are getting hot mix filled.”

Water supply
“It’s been chlorinated for far longer than they promised it would be.”

Stormwater drainage
“I just feel that they should be spending money on fixing stormwater drains, instead of buying sculptures to make it look pretty.”

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