










# Summary of Levels of Service Results: General Service Satisfaction Survey 2018

**CAUTION:** pre 2016 results have been provided for general information only. Trends cannot be implied due to significant question changes across many measures in 2015 to reflect a more detailed customer focus component in level of service measurement.

Activity Group	Activity	Performance Standard	LTP Performance Standard	2017/18 LOS Target	2017/18 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2018	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014	Survey Result 2013	Survey Result 2012
Resilient Communities	Civil Defence and Emergency Management	2.5.12 Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	Yes	At least 17%				9%	12%	14%	15%	23%	31%	NA
	Events and Festivals	2.8.2.1 Lead the promotion and marketing of Christchurch events and the city as an events destination	Yes	At least 90%				70%	80%	84%	86%	86%	90%	90%
Strategic Governance	Public Participation in Community and City Governance and Decision Making	4.1.9 Percentage of residents that feel they can participate in and contribute to Council decision making	Yes	At least 50%				28%	41%	38% <sup>1</sup>	45%	43%	36%	38%
		4.1.18 Percentage of residents that understand how Council makes decisions	Yes	At least 40%				29%	41%	37%	44%	36%	40%	34%
		4.1.20 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	Yes	At least 55%				33%	45%	42%	44%	39%	36%	39%
		Percentage of residents that have confidence the Council makes decisions in the best interests of the city						40%	55%	52%	52%	47%	46%	42%
Economic Development	City Promotions	5.3.1 Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	Yes	85%				72%	79%	83%	83%	84%	83%	85%
Refuse Minimisation and Disposal	Recyclable Materials Collection and Disposal	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	Yes	At least 90%				93%	94%	95%	95%	93%	94%	97%
	Residual Waste Collection and Disposal	8.1.4 Customer satisfaction with kerbside collection service for residual waste	Yes	At least 90%				89%	93%	92%	92%	90%	93%	95%
	Organic Material Collection and Composting	8.2.3 Customer satisfaction with kerbside collection service for organic material	Yes	At least 80%				83%	85%	82%	85%	82%	83%	82%
Transport	Major Cycleways	10.5.2 Improve perception that Christchurch is a cycling friendly city	Yes	≥ 35%				51%	56%	53%	37%	26%	38%	42%
		10.5.7 Improve the customer satisfaction with cycle parking facilities	No	≥ 63%				47%	50%	53%	NA	NA	NA	NA
	Parking	10.3.3 Improve perception of the ease of use of Council parking facilities	Yes	≥ 62%				39%	48%	51% <sup>2</sup>	54%	50%	62%	52%
		10.3.7 Improve customer perception of motor vehicle safety and personal security at parking facilities	Yes	≥ 65%				48%	51%	47%	NA	NA	NA	NA
Sewerage Collection, Treatment and Disposal	Wastewater Collection	11.0.1.6 Provide wastewater collection in a safe, convenient and efficient manner (customer satisfaction)	Yes	≥ 75%				79%	79%	80%	78%	74%	84%	82%
Water Supply	Water Supply (combining water conservation)	12.0.2.5 Ensure potable water is supplied in accordance with the Drinking Water Standards for New Zealand (customer satisfaction)	No	≥ 90%				79%	90%	91% <sup>3</sup>	88%	84%	88%	85%











Stormwater Drainage	Stormwater Drainage	14.0.3 Customer satisfaction with Stormwater Drainage Management	Yes	≥ 75%				35%	52%	50% <sup>4</sup>	45%	51%	56%	61%
Roads and Footpaths	Roads and Footpaths	16.0.3 Maintain resident satisfaction with roadway condition	Yes	≥ 27%				20%	34%	37%	30%	27%	45%	40%
		16.0.9 Maintain resident satisfaction with footpath condition	Yes	≥ 47%				34%	48%	51%	51%	45%	43%	46%
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	Yes	≥ 80%				76%	81%	84%	82%	77%	75%	81%
Overall Satisfaction with Council Performance		Overall satisfaction with the performance of Council in delivering its services over the last 12 months	NA	NA	NA		NA	55%	72%	74%	65%	64%	70%	70%
Ease of Interaction with Council		Agreement that Council is easy to interact with regarding service needs	NA	NA	NA		NA	65%	67%	70%	NA	NA	NA	NA

1 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

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 Minor question wording change in 2016

4 From 2016 onward this LOS contained four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component

	LOS target met		LOS target not met		Baseline result or target to be set
	Top performing services (85%+ satisfaction)		Moderate performing service (between 50% to 84% satisfaction)		Under performing services (less than 50% satisfaction)
	Increase in satisfaction score since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Top performing services that other services could learn from (90%+ satisfaction)				