## Summary of Levels of Service Results: Point of Contact Surveys 2017-2018

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

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<tbody>
<tr>
<td>Heritage Protection</td>
<td>Heritage Protection</td>
<td>1.4.7 Incentive grant recipients satisfied with heritage advice and grant process</td>
<td>Yes</td>
<td>75%</td>
<td></td>
<td>100%</td>
<td>100%</td>
<td>94%</td>
<td>83%</td>
<td>93%</td>
<td>100%</td>
<td>76%</td>
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<tr>
<td>Community Services</td>
<td>Community Facilities</td>
<td>2.0.2 Deliver a high level of customer satisfaction with the range and quality of</td>
<td>Yes</td>
<td>At least 80%</td>
<td></td>
<td>77%</td>
<td>77%</td>
<td>62%</td>
<td>81%</td>
<td>74%</td>
<td>80%</td>
<td>85%</td>
<td>96%</td>
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<td></td>
<td></td>
<td>Governance services</td>
<td></td>
<td></td>
<td></td>
<td>4.1.21 Percentage of residents that understand how Council makes decisions (users of governance services)</td>
<td>Yes</td>
<td>Deleted</td>
<td>51%</td>
<td>31%</td>
<td>60%</td>
<td>33%</td>
<td>57%</td>
<td>27%</td>
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<tr>
<td></td>
<td></td>
<td>Customer Services and Online Channels</td>
<td></td>
<td></td>
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<td>4.1.22 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)</td>
<td>Yes</td>
<td>Deleted</td>
<td>20%</td>
<td>31%</td>
<td>33%</td>
<td>33%</td>
<td>43%</td>
<td>27%</td>
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<td>Events and Festivals</td>
<td></td>
<td></td>
<td></td>
<td>4.1.34 Community development projects are provided, supported and promoted</td>
<td>No</td>
<td>90%</td>
<td>83%</td>
<td>72%</td>
<td>88%</td>
<td>72%</td>
<td>79%</td>
<td>68%</td>
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<td></td>
<td></td>
<td>Libraries</td>
<td></td>
<td></td>
<td></td>
<td>3.1.3 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries</td>
<td>Yes</td>
<td>At least 90%</td>
<td>95%</td>
<td>96%</td>
<td>95%</td>
<td>97%</td>
<td>93%</td>
<td>94%</td>
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<td></td>
<td>3.1.4 Library user satisfaction with library programmes and events provided</td>
<td>Yes</td>
<td>90%</td>
<td>96%</td>
<td>96%</td>
<td>99%</td>
<td>98%</td>
<td>98%</td>
<td>94%</td>
</tr>
<tr>
<td>Strategic Governance</td>
<td>Public Participation in Community and City Governance and Decision Making</td>
<td>4.1.10.1 Provide external communications and marketing that are timely, relevant,</td>
<td>Yes</td>
<td>At least 67%</td>
<td></td>
<td>66%</td>
<td>61%</td>
<td>54%</td>
<td>46%</td>
<td>56%</td>
<td>51%</td>
<td>68%</td>
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<td></td>
<td></td>
<td>accurate and cost effective</td>
<td></td>
<td></td>
<td></td>
<td>4.1.12.4 Provide media with information about the Council</td>
<td>No</td>
<td>Target to be set</td>
<td>60%</td>
<td>40%</td>
<td>82%</td>
<td>74%</td>
<td>55%</td>
<td>60%</td>
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<td></td>
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<td>4.1.19 Percentage of residents that understand how Council makes decisions (users of governance services)</td>
<td></td>
<td></td>
<td></td>
<td>4.1.23 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)</td>
<td>Yes</td>
<td>Deleted</td>
<td>51%</td>
<td>31%</td>
<td>60%</td>
<td>33%</td>
<td>57%</td>
<td>27%</td>
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<tr>
<td></td>
<td></td>
<td>4.1.37.1 Community development projects are provided, supported and promoted</td>
<td></td>
<td></td>
<td></td>
<td>4.1.39.2 Community development projects are provided, supported and promoted</td>
<td>No</td>
<td>90%</td>
<td>83%</td>
<td>72%</td>
<td>88%</td>
<td>72%</td>
<td>79%</td>
<td>68%</td>
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<tr>
<td>Parks and Open Spaces</td>
<td>Neighbourhood Parks</td>
<td>6.0.2 Customer satisfaction with the range of recreation facilities</td>
<td>Yes</td>
<td>&gt; 90%</td>
<td></td>
<td>66%</td>
<td>70%</td>
<td>63%</td>
<td>70%</td>
<td>69%</td>
<td>70%</td>
<td>70%</td>
<td>59%</td>
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<td></td>
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<td>6.0.3 Overall customer satisfaction with neighbourhood parks</td>
<td>Yes</td>
<td>At least 90%</td>
<td></td>
<td>58%</td>
<td>70%</td>
<td>62%</td>
<td>70%</td>
<td>60%</td>
<td>70%</td>
<td>70%</td>
<td>56%</td>
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<td></td>
<td>6.2.2 Proportion of visitors satisfied with the appearance of The Botanic Gardens</td>
<td>Yes</td>
<td>At least 95%</td>
<td>96%</td>
<td>97%</td>
<td>96%</td>
<td>95%</td>
<td>98%</td>
<td>93%</td>
</tr>
<tr>
<td>Garden and Heritage Parks</td>
<td></td>
<td>6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage</td>
<td>Yes</td>
<td>At least 90%</td>
<td></td>
<td>81%</td>
<td>86%</td>
<td>78%</td>
<td>81%</td>
<td>84%</td>
<td>79%</td>
<td>70%</td>
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<tr>
<td>Regional Parks</td>
<td></td>
<td>6.3.3 Provide, develop and maintain facilities to the satisfaction of park users</td>
<td>Yes</td>
<td>80%</td>
<td></td>
<td>71%</td>
<td>78%</td>
<td>69%</td>
<td>75%</td>
<td>70%</td>
<td>70%</td>
<td>72%</td>
<td>83%</td>
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</tbody>
</table>
### Cemeteries
- **6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries**
  - Yes
  - At least 85%
  - 80% 89% 88% 87% 73% 67% 61%

### Sport and Recreation
- **Recreation and Sport Facilities**
  - Yes
  - At least 80% 5.6 score
  - NA NA 5.9 NA 6.0 NA 5.9

### Sports Parks
- **7.1.1 Deliver a high-level of customer satisfaction with the range and quality of parks**
  - Yes
  - 90%
  - 68% 83% 64% 79% 63% 70% 86%

### Regulation and Enforcement
- **Resource Consenting**
  - Yes
  - 77%
  - 68% 58% 64% 60% 74% 65% 81%

### Transport
- **Public Transport Infrastructure**
  - Yes
  - ≥ 70%
  - 73% 82% 72% 76% 60% 57% 60%

### Environmental Education
- **3.1.2 Environmental education programmes are delivered which provide students with knowledge and interest in the importance of biodiversity and ecosystems (Greenpeace Programme)**
  - No
  - At least 95%
  - 99% 99% 100% 100% 100% 100% 99% 100%

- **3.1.4 Environmental education programmes give students an understanding of how the city’s waste system operates and city’s water system and services work and helps them understand how their household and lifestyle practices can help conserve water (Water and Waste Programme)**
  - No
  - At least 95%
  - 99% 98% 99% 98% 100% 97% 100%

- **5.9.8 Further satisfaction with Civil Defence and Emergency Management education programmes**
  - No
  - At least 95%
  - 100% 91% 100% 100% 100% 100% 100% 100%

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#### Variation in satisfaction score

- Increase in satisfaction score by 4% or more since last year
- Data still being collected or analysed by business units
- Moderate performing service (between 50% to 84% satisfaction)
- Effort / Ease of Interaction or Use consistent with LOS result (within 5%)
- Baseline result or target to be set
- Under performing services (less than 50% satisfaction)
- NA

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*This score is based on a single ‘understanding of Council decision making’ question. If three questions are aggregated...*
Top performing services that other services could learn from (90%+ satisfaction)