

Christchurch City Council

# 2023 GENERAL SERVICE SATISFACTION SURVEY

Research Report | May 2023



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## Disclaimer:

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## Section 1








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# Summary of Findings



























## Summary of Levels of Service Results: General Service Satisfaction Survey 2023

CAUTION: 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

CAUTION: 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

Yes	LOS target met	No	LOS target <b>not</b> met		Top performing services (85%+ satisfaction)
	Moderate performing service (between 50% to 84% satisfaction)		Under performing 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		Deleted level of service or not a level of service
NA	No information available				

Activity Group	Activity	Performance Standard	Type of Performance Standard	2022-23 LOS Target	2022-23 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020
Governance	Governance and Decision Making	4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making) <sup>0</sup>	Community	At least 27%	Yes	→		29%	26%	28%	26%
		4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Community	At least 32%	Yes			35%	31%	33%	26%
Parks, Heritage and Coastal Environment <sup>0a</sup>	Parks Heritage Management	6.9.1.5 To manage and maintain public artworks, monuments and artefacts	Community	≥ 65%	Yes	→		68%	66%	67%	64%
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%	Yes			55%	50%	48%	51%
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	Community	≥ 80%	No	→		77%	76%	82%	80%
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network <sup>0a</sup>	Community	≥ 70%	Yes	→		73%	76%	78%	75%

Refuse Disposal	Solid Waste and Resource Recovery	8.0.3 Customer satisfaction with Customer satisfaction with kerbside collection service	Community	At least 80%	Yes			82%	78%	78%	82%
Stormwater Drainage	Stormwater Drainage	14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network <sup>1</sup>	Community	≥ 40%	Yes			43%	44%	45%	43%
Transport	Transport	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities <sup>2</sup>	Community	≥ 50%	Yes			55%	49%	49%	44%
		10.5.2 Improve the perception that Christchurch is a cycling friendly city	Community	≥ 66%	Yes			66%	65%	65%	61%
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	Community	≥ 85%	No			71%	70%	74%	83%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 25%	Yes			28%	27%	29%	26%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 41%	No			32%	35%	36%	40%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services <sup>3</sup>	Community	≥ 65%	No			59%	59%	60%	66%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of water supplies	Community	≥ 80%	No			79%	77%	75%	72%
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 60%	No			59%	57%	52%	54%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies <sup>4</sup>	Community	≥ 50%	Yes			53%	46%	45%	48%
Overall Satisfaction with Council Performance		NA		N/A	N/A			43%	42%	49%	50%
Ease of Interaction with Council		NA		N/A	N/A			55%	53%	57%	65%

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 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). These 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)

## 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 2022	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020
Governance and Decision Making	Percentage of residents who agree the Council makes decisions in the best interests of the city	NA	N/A	→		33%	31%	36%	37%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%	N/A	→		28%	25%	30%	30%
Emergency Preparedness	Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	NA	N/A			61%	61%	NA	NA
Events and Festivals	Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)	90%	N/A	→		68%	60%	66%	66%
City Promotions <sup>2</sup>	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%	N/A			61%	54%	62%	62%

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

## Key Insights

The 2023 General Services Satisfaction Survey has shown perceptions of the Council's service delivery across a broad range of services have improved over the past 12 months.

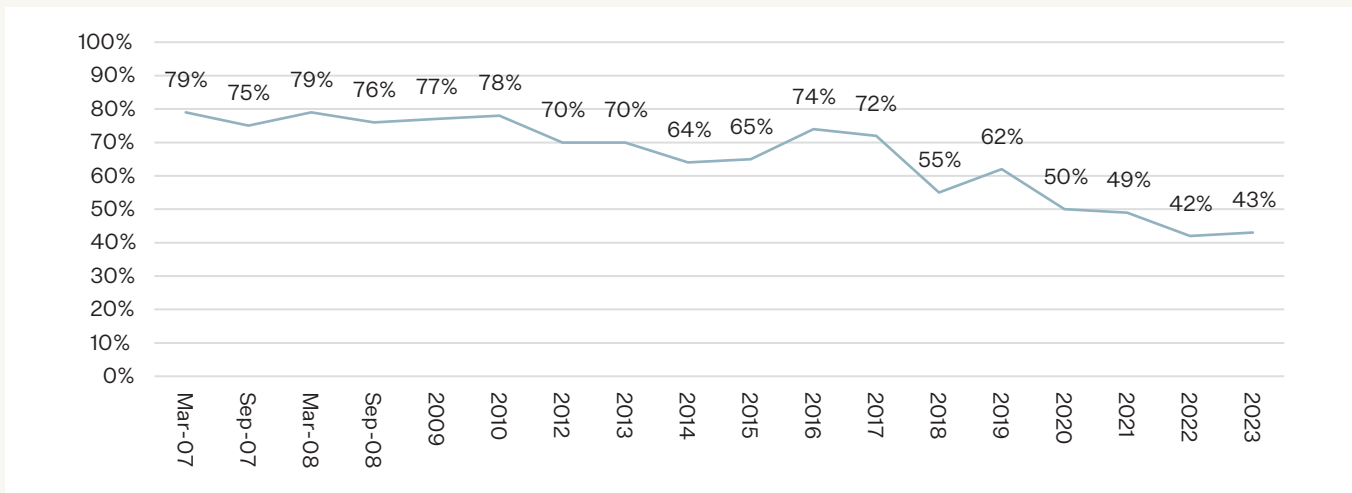
Satisfaction levels have increased for 13 of 17 services, typically by one to four percent. However, two services have increased significantly. These were residents' perceptions that on-street parking facilities are easy to use and the quality of water supplies (increased by 6 and 7 percent respectively since 2022).

“ Drinking water - doing a great job of getting us to a reliable state of clean drinking water”

But, like the previous two years, no services fall into the Council's highest satisfaction services category (where satisfaction levels are 85 percent or higher) in this year's survey. However, satisfaction with kerbside collection services was the highest rated service (82 percent), returning to levels last seen in 2020.

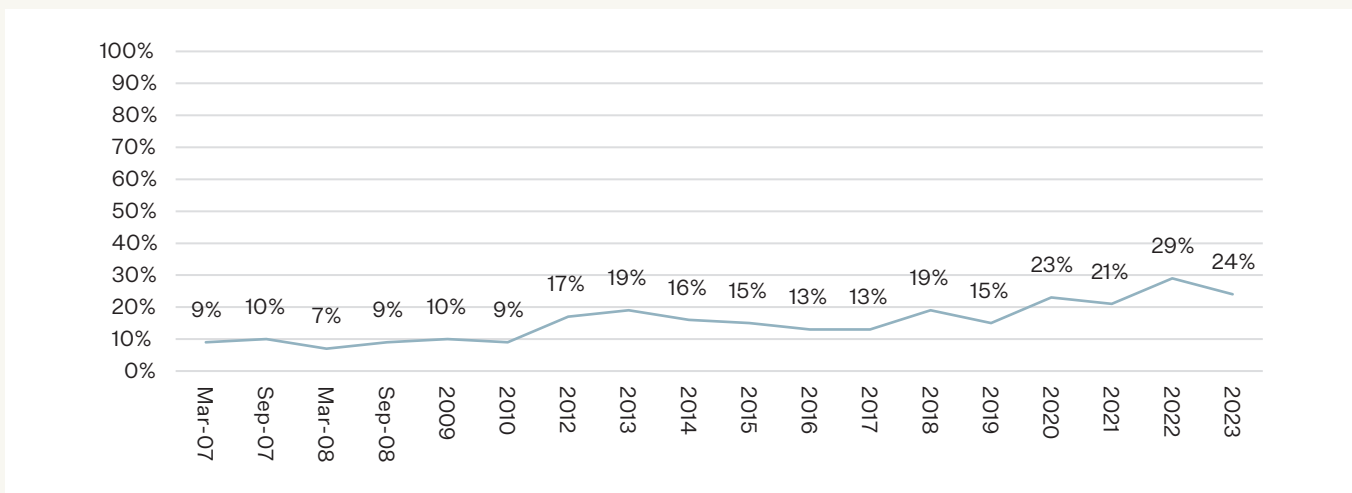
Furthermore, the overall satisfaction with the Council's performance remained below 50 percent for the third year in a row. This satisfaction rating is the second lowest since 2007. Satisfaction appears to have stabilised, with no further decrease occurring after three straight years of declining perceptions.

**Figure 1. Satisfaction with the Council's performance over time**



Active dissatisfaction (as opposed to a neutral response) has dropped substantially, as dissatisfaction decreased from 29 percent in 2022 to 24 percent in 2023.

**Figure 2. Dissatisfaction with the Council's performance over time**



Satisfaction levels have decreased for 4 of 17 services, with declines between of 1% to 3%. One of these services had decreased substantially over the past 12 months, this being residents' satisfaction with the condition of footpaths (decreasing 3 percent since 2022).

“ We pay very high rates - the footpaths along our street are absolutely appalling in places.”

Essentially, Christchurch residents judge the Council's performance in delivering key services, ease of interaction with the Council, and perceptions that their concerns are not being listened to and acted upon. In 2023, proportionally more residents are unhappy with the increase in rates (a 4 percent increase from 2022).

**Table 1. Top reasons for satisfaction/dissatisfaction with Council performance**

	Number of comments	% of total sample	% of comments ('don't know' removed)
Unhappy with roads/more road maintenance	96	12%	17%
Council is doing a good job overall	87	11%	16%
Disapprove of Council spending	87	11%	16%
Slow to/don't respond to problems/concerns	68	9%	12%
Unhappy with services provided	67	8%	12%
Happy with services provided	63	8%	11%
Rates increased	57	7%	10%
General maintenance needed	49	6%	9%
Poor communication	45	6%	8%
Too many cycle lanes	43	5%	8%
Respond to problems/concerns	42	5%	8%
No problems/issues	34	4%	6%
Room for improvement	34	4%	6%
Poor customer service	30	4%	5%
Parking expensive/lack of/parking issues	28	4%	5%
Council needs to take more action	26	3%	5%
Does not listen	26	3%	5%
Council is dishonest	24	3%	4%
Area favouritism/more help for certain areas	23	3%	4%
Disapprove of water chlorination handling	21	3%	4%
Unhappy with council staff	21	3%	4%
Lack of public consultation	19	2%	3%
Happy with recycling and rubbish services	19	2%	3%
Good customer service	18	2%	3%
Good communication	12	2%	2%

Base: all respondents (n=798)

Disapproval of road and general maintenance, disapproval of Council spending and water supply are top-of-mind with many residents. The areas believed to be in greatest need of improvement are in line with previous years:

“ Roothing, feels like I’m driving cross country anytime I go anywhere. I love the focus on biking, but roads are still needed too.”

“ The direction of decisions and funds is random and ill-directed with core responsibilities playing second fiddle to nice to have” items.”

Other areas perceived as needing improvement include information/communication received from Council, and footpaths and cycleways.

**Table 2. One service that is most important to improve**

Service	Number of comments	% Total sample	% Negative comments*
Roothing	156	20%	24%
Council decision-making/financial management	97	12%	15%
Water supply	60	8%	9%
Information/communication	47	6%	7%
Footpaths	41	5%	6%
Cycleways	38	5%	6%
Parking	33	4%	5%
Parks, reserves and green spaces	29	4%	4%
Waste management	27	3%	4%
Sewerage/Wastewater	21	3%	3%
Public space cleaning/city beautification	20	3%	3%
Waterways	16	2%	2%
Public transport	16	2%	2%
Earthquake recovery/rebuild	15	2%	2%
Recreation & sports centres	9	1%	1%
Events/activities	9	1%	1%
Consents process	6	1%	1%
Housing	6	1%	1%
Other	17	2%	
Don't know	211	26%	
Supplied positive comment despite being asked for improvement aspect	6	1%	

\*Base: negative responses (n=646). 'Don't know' and positive responses removed

Like 2022, the bright spots include waste management, parks and reserves, and libraries. Indeed, the top category was refuse disposal (82 percent satisfaction). In addition, central city parks remain a major point of pride and satisfaction for the city (77 percent satisfaction). The proportion of residents stating events and activities as the service the Council best delivers has increased twofold from 4% in 2022 to 8% in 2023, which is positive for the Council.

“ Removal of rubbish, recycling and green waste. I think the ‘rubbish’ service is exceptional compared to other cities and towns.”

“ Delivering special spaces like reserves and wetlands etc. around the city that are supporting biodiversity and creating unique recreational space for residents to enjoy.”

**Table 3. The one service you feel the Council is performing the best in**

Service	Number of comments	% Total sample	% Positive comments*
Waste management	143	18%	25%
Parks, reserves and green spaces	84	11%	15%
Libraries	79	10%	14%
Events/activities	42	5%	7%
Recreation & sport centres	38	5%	7%
Information and communication	30	4%	5%
Water supply	29	4%	5%
Cycleways	29	4%	5%
Roading	21	3%	4%
The rebuild	16	2%	3%
Community support	10	1%	2%
Public space cleaning/city beautification	9	1%	2%
Facilities and services in general	6	1%	1%
Sewerage/wastewater	5	1%	1%
Public transport	4	1%	1%
Rates spending and financial management	3	0%	1%
Waterways	2	0%	0%
Animal control	2	0%	0%
Other	16	2%	3%
Don't know/nothing	250	31%	
Supplied negative comment despite being asked for the best aspect	40	5%	

\*Base: Total positive comments n=568. 'Don't know' and negative responses removed

## Section 2

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# Research Method

## Research Context

The Christchurch City Council's (CCC) annual General Service Satisfaction Survey (the Survey) has been conducted since 1991 (with the exception of 2011) to measure resident satisfaction with Council services.

The Survey's focus is measuring satisfaction with Council services and facilities detailed in the Long-Term Plan (LTP). This includes general services that most or all residents in the city use, e.g., water supply, waste collection, road surfaces, etc. A representative sample of all city residents aged 18 and over is used to obtain resident satisfaction levels and then compared with the corresponding Level of Service (LOS) targets set out in the LTP.

## Research Design

The Survey was completed amongst residents in Christchurch and Banks Peninsula. The 2023 survey was conducted using an online-only method to improve cost efficiencies, giving shorter survey completion times for respondents. This method was a repeat of the 2022 method, where respondents could complete the Survey at a time convenient to their commitments. Before 2021, the Survey was completed using telephone calls.

The fieldwork was undertaken between 16 January and 6 February 2023. The average completion time for the Survey was 19 minutes. The non-response bias evident in telephone surveys (where only residents prepared to commit to a half-hour interview to have their voices heard) was also minimised.

The Survey used a mixed sampling method to provide the most robust and representative sample, which ensures that residents cannot respond to this survey in consecutive years.

Firstly, a panel from a research partner (Dynata) was utilised. A series of techniques were used to monitor data quality.

- A. Random responding: data was reviewed to ensure that answers were logical; additional logic checks were built into the survey script to ensure participants could not continue if they tried to submit an illogical answer.
- B. Illogical or inconsistent responding: this was monitored and detected using logic checks programmed into the script before the Survey went live.
- C. Overuse of item non-response (e.g., 'Don't Know'): respondents were identified and removed from the final data during quality checks.
- D. Dynata used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.
- E. Duplicate responses: Dynata utilises various techniques to ensure duplicate responses are not possible.

Secondly, respondents from Research First's Christchurch resident database were boosted from participants who had agreed to participate in further research.

There were n=1,342 survey responses, of which n=774 were completed surveys, comprising n=514 from the Dynata panel and n=260 from the Research First resident survey database. The remaining responses were from respondents who:

- did not complete the Survey (n=179; 13.1 percent)
- were screened out as they didn't fulfil the survey demographics (such as residing
- outside the region or under the age of 18 years old) (n=137; 10.2 percent)
- were excluded due to full demographic quotas (n=253, 18.9 percent).

A representative sample of n=774 respondents completed the Survey. This achieved sample means that, for any one service asked about, the maximum margin of error for the results is +/-3.5 percent at a 95 percent confidence level.

## Sample Composition

The achieved survey sample is representative of Christchurch City and the Banks Peninsula population in terms of age (Table 4), gender (Table 5) and community board (Table 6).

**Table 4. Age**

	<b>% 18+ Population (2018 Census)</b>	<b>Proportion of respondents</b>	<b>Number of respondents</b>
18-24 years	17%	10%	81
25-49 years	43%	41%	320
50-64 years	22%	26%	200
65+ years	18%	22%	169
Prefer not to say		1%	4

**Table 5. Gender**

	<b>% 18+ Population (2018 Census)</b>	<b>Proportion of respondents</b>	<b>Number of respondents</b>
Male	49%	46%	356
Female	49%	52%	399
Gender-diverse	N/A	1%	7
Prefer not to say	N/A	2%	12

**Table 6. Community Board**

	<b>% 18+ Population (2018 Census)</b>	<b>Proportion of respondents</b>	<b>Number of respondents</b>
Te Pātaka o Rākaihautū - Banks Peninsula	3%	3%	22
Waitai - Coastal-Burwood-Linwood	19%	22%	167
Waimāero - Fendalton-Waimairi-Harewood	19%	18%	138
Waipuna - Halswell-Hornby-Riccarton	19%	20%	152
Waipapa - Papanui-Innes-Central	19%	19%	147
Waihoru - Spreydon-Cashmere-Heathcote	20%	19%	148

## Notes on Reporting Conventions

Resident satisfaction with services is measured in this report by removing all respondents who answered, 'Don't Know', 'Not Applicable' or similar and combining the top two response scores: satisfied and very satisfied (or similar).

When reporting at a top-line level and comparing to LOS targets (Summary of findings section above), we have reported rounded whole numbers. Note that many of these are composite measures, i.e., the average of more than one individual measure as asked in the Survey.

In the detailed findings that follow:

- all charts show percentages to one decimal place
- all tables show percentages to one decimal place and exclude 'Don't Know', 'Not Applicable' or similar responses.

Due to rounding conventions, figures may not add up to 100 percent. This rounding explains any observed percentage differences between this report's tables and charts.

The final percentages used as the Levels of Service Results and Additional Services Satisfaction Results reported in the summary of findings sections are based on the charts in the details findings sections, which combine the top two responses (e.g., Satisfied and Very Satisfied). Due to this combination of two discrete response options and rounding conventions, the charts' summed 'top two box' score may not exactly match the sum of the two discrete scores in the tables.

## Section 3

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# Detailed Findings

## Strategic Governance

*We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making) (LOS 4.1.9)*

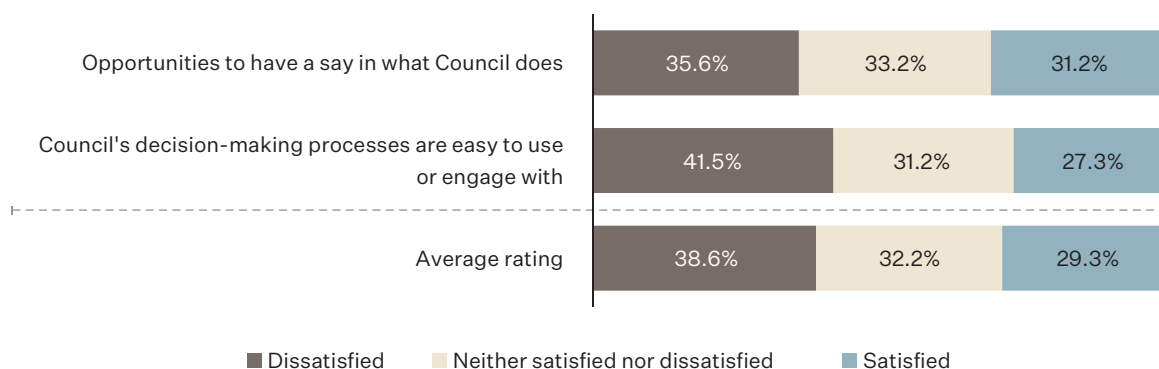
Survey participants were asked to evaluate the Council on their level of satisfaction regarding their perceptions about whether they feel they can participate in and contribute to Council decision-making. Two factors were rated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied and 5 = very dissatisfied.

**“How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?”**

**“How satisfied or dissatisfied are you that the Council’s decision-making processes are easy to use or engage with?”**

On average, just over one-quarter (29%) of respondents are satisfied with their opportunities to engage with the Council and the ease of that engagement. This LOS target was new in the 2022 survey and fell just below last year’s target (26 percent in 2022). However, in 2023 this result exceeded the Level of Service (LOS) target of at least 27 percent.

**Figure 3. Perceptions around engagement with the Council**



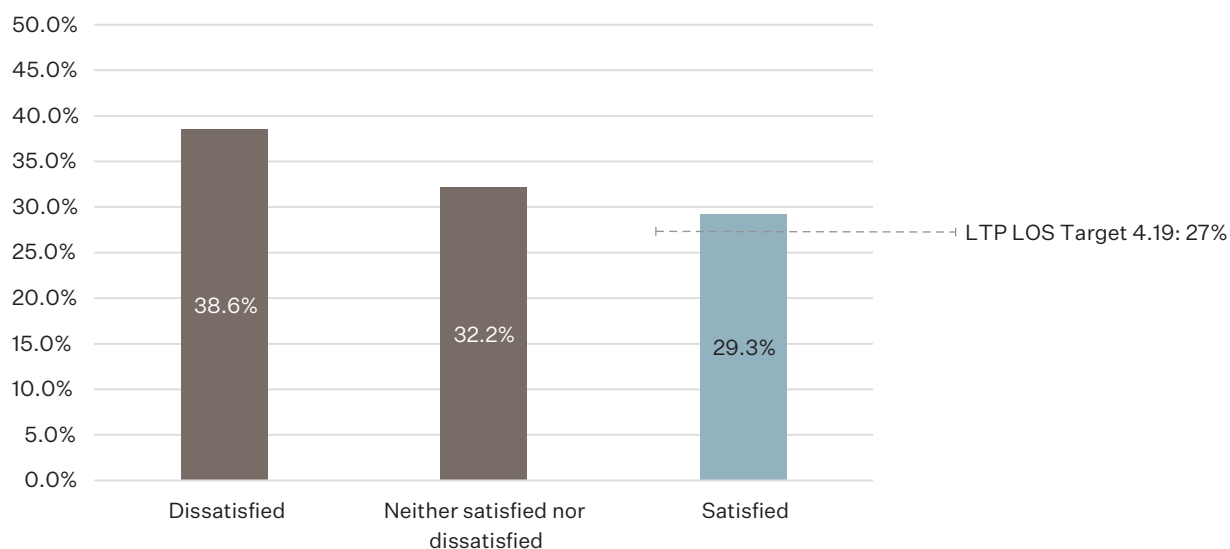
Base: total sample excluding 'don't know/not applicable' (n=751/759)

**Table 9. Perceptions around engagement with the Council**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Opportunities to have a say in what Council does	n	15	79	191	252	209	28
	%		10.4%	25.2%	33.2%	27.5%	3.7%
Council's decision-making processes are easy to use or engage with	n	23	93	219	234	180	25
	%		12.4%	29.2%	31.2%	24.0%	3.3%
Average Rating			11.4%	27.2%	32.2%	25.8%	3.5%

*'Don't know/not applicable' responses have not been included in all percentages*

**Figure 4. Average ratings of perceptions around engagement with the Council**



*Base: Total sample excluding 'don't know/not applicable'*

“ My feeling is that, on the other hand, the councillors have more entrenched views when making decisions and are not always in touch with their customers, the people of Christchurch ...I was very disappointed with the information provided to the public when the public was asked of its support or not for Te Kaha stadium. I saw the information as being seriously biased towards the stadium being built.”

“ Council doesn't communicate any decisions or actions until they are done. Better involvement with the public would help.”

### *Participation in and contribution to Council decision-making (understanding of decision making) (LOS 4.1.18)*

Survey participants were asked to evaluate the City Council's effectiveness in fulfilling its governance role and the decision-making process. Three factors were rated using a five-point Likert scale, where 1 = strongly agree/very satisfied, 3 = neither agree nor disagree/neither satisfied nor dissatisfied, and 5 = strongly disagree/very dissatisfied.

**“Thinking about Christchurch City Council, how much do you agree or disagree with**

**the statement “I understand how the Council makes decisions?”**

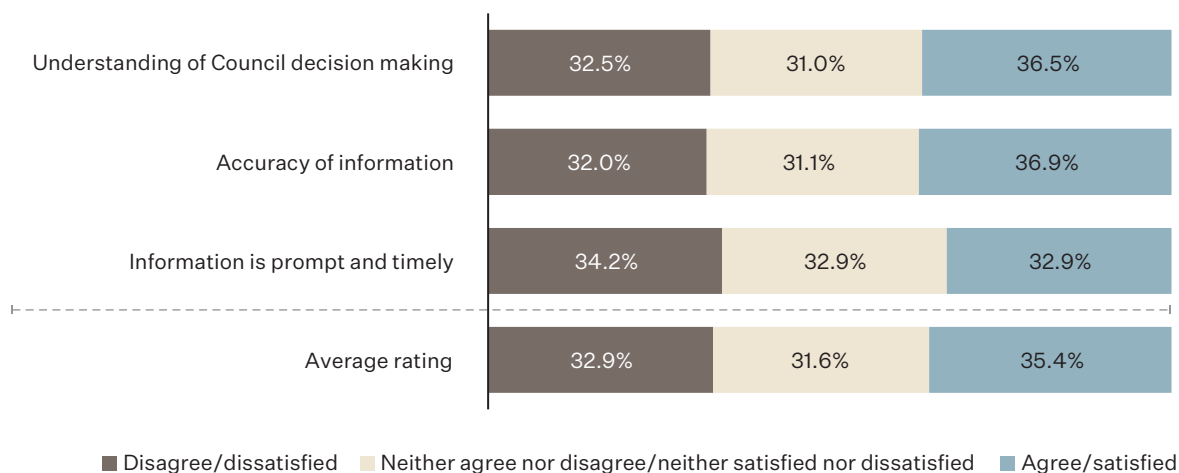
**“How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”**

**“How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?”**

On average, just over one in three (35 percent) rate Council's decision-making process favourably. This has largely been driven by the accuracy of the information and residents' understanding of Council decision making. Timeliness of information has improved 6% since last year but requires further improvement.

This result is a slight increase from 2022, when just under one-third (31 percent) rated this measure favourably and exceeded the Level of Service (LOS) target of 32 percent.

**Figure 5. Ratings of participation in and contribution to Council decision-making\***



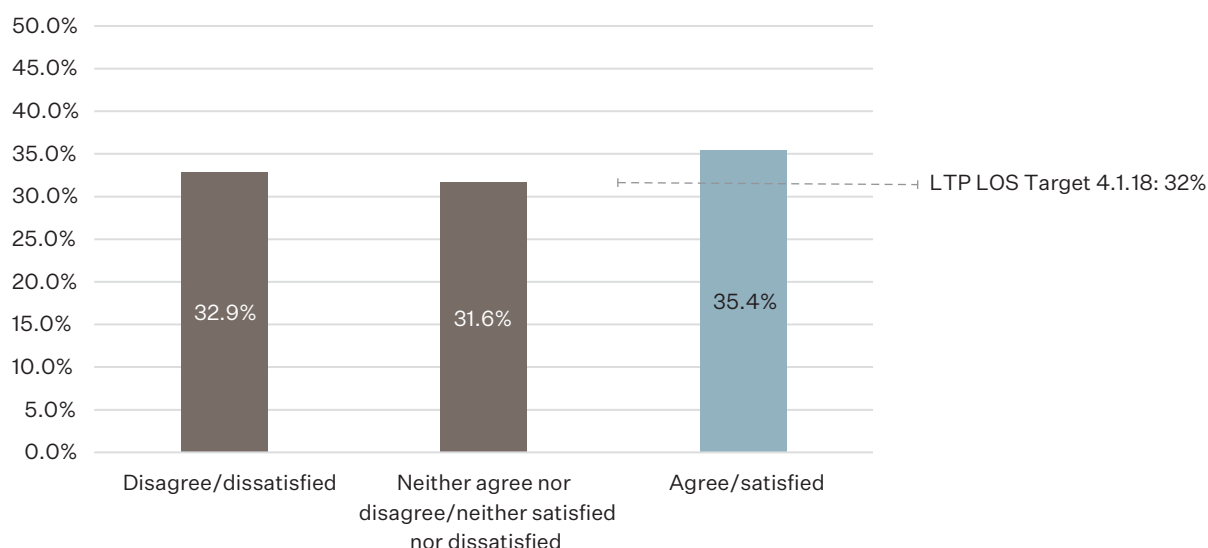
\*Base: Total sample excluding 'don't know/not applicable' (n=762/750/754)

**Table 10. Ratings of participation in and contribution to Council decision-making\***

		Don't know/ not applicable	Strongly disagree/ very dissatisfied	Disagree/ dissatisfied	Neither agree nor disagree/ neither satisfied nor dissatisfied	Agree/ satisfied	Strongly agree/ very satisfied
Understanding of Council decision-making	n	12	63	185	236	240	38
	%		8.3%	24.3%	31.0%	31.5%	5.0%
Accuracy of information	n	24	58	182	233	247	30
	%		7.7%	24.3%	31.1%	32.9%	4.0%
Information is prompt and timely	n	20	60	198	248	224	24
	%		8.0%	26.3%	32.9%	29.7%	3.2%
Average Rating			8.0%	24.9%	31.6%	31.3%	4.1%

\* 'Don't know/not applicable' responses have not been included in the above percentages

**Figure 6. Average ratings of participation in and contribution to Council decision- making**



Base: Total sample excluding 'don't know/not applicable'

“ I am concerned about gross underspending on stormwater/ wastewater over many years and the implications of this on overspill into rivers. I am also concerned about Council's lack of urgency in seeking to address Climate Change related issues.”

## Parks, Heritage & Coastal Environments

*To manage and maintain Public Monuments, Sculptures, Artworks, and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks) (LOS 6.9.1.5)*

Survey participants were asked to evaluate the appearance and condition of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the city's heritage and character. Two factors were rated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

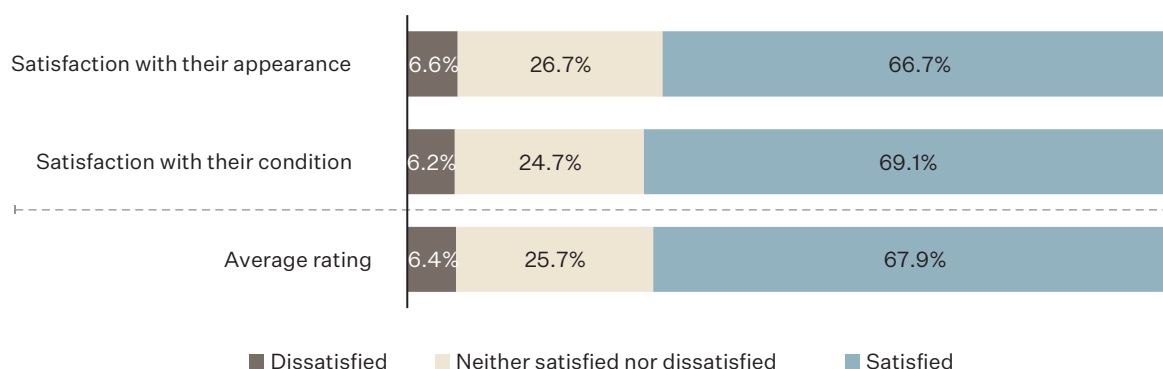
**“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the city’s heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?”**

**“How satisfied or dissatisfied are you with their condition?”**

Satisfaction has remained steady over the past 12 months. On average, just under two-thirds (68 percent) of residents are satisfied with the monuments' appearance and condition; this result exceeds the Level of Service (LOS) target of 65 percent.

Residents from the Waihoru-Spreydon-Cashmere-Heathcote Community Board were the most satisfied with the condition of their heritage assets, while those in Te Pātaka o Rākaihautū-Banks Peninsula were the least satisfied.

**Figure 7. Satisfaction with the appearance and condition of monuments and other heritage objects**



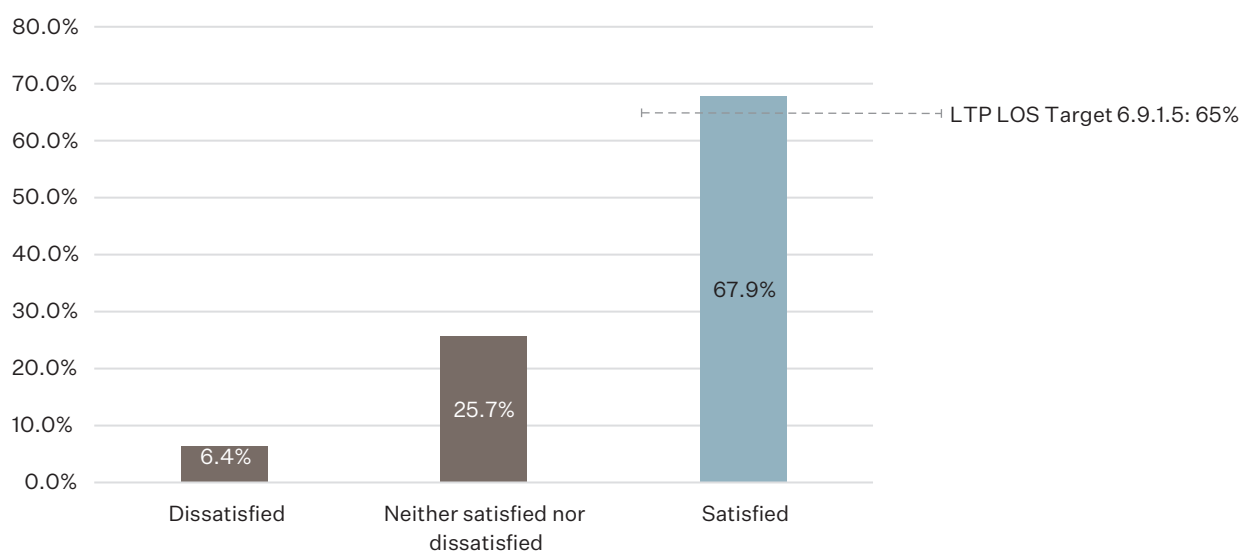
Base: Total sample excluding 'don't know/not applicable' (n=748/745)

**Table 11. Satisfaction with the appearance and condition of monuments and other heritage objects\***

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Satisfaction with their appearance</b>	n	26	10	39	200	380	119
	%		1.3%	5.2%	26.7%	50.8%	15.9%
<b>Satisfaction with their condition</b>	n	29	5	41	184	407	108
	%		0.7%	5.5%	24.7%	54.6%	14.5%
<b>AVERAGE RATING</b>			1.0%	5.4%	25.7%	52.7%	15.2%

\* 'Don't know/not applicable' responses have not been included in all percentages

**Figure 8. Average level of satisfaction with the appearance and condition of monuments and other heritage objects**



Base: Total sample excluding 'don't know/not applicable'

*To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings) (LOS 6.9.1.6)*

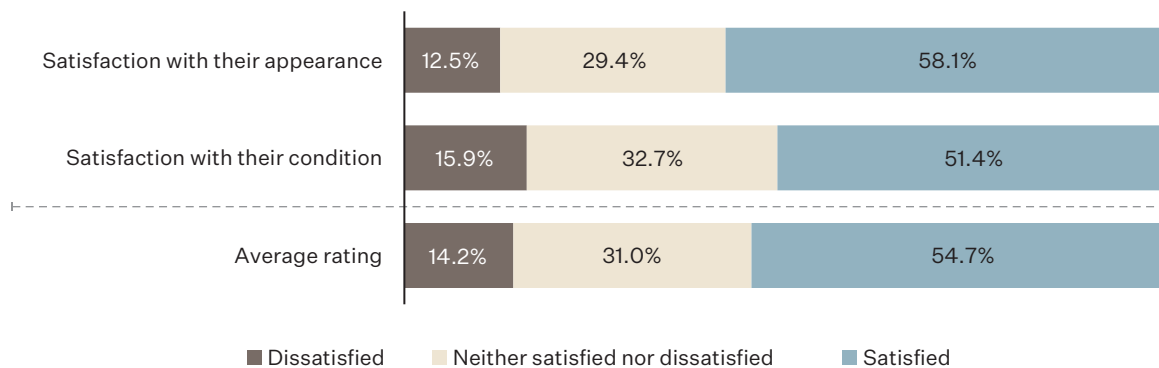
Survey participants were asked to evaluate the appearance and condition of the city's heritage buildings. Two factors were rated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“Christchurch’s heritage buildings provide the city with a reminder of a former time. They are often used as community centres, residential properties, and commercial activities such as accommodation and restaurants. How satisfied or dissatisfied are you with the appearance of the City’s heritage buildings?”**

**“How satisfied or dissatisfied are you with the condition of these buildings?”**

On average, just over half (55 percent) of residents are satisfied with the appearance and condition of the city's heritage buildings, up from 50 percent in 2022. This result met the Level of Service (LOS) target of 55 percent.

**Figure 9. Satisfaction with the appearance and condition of the city's heritage buildings**



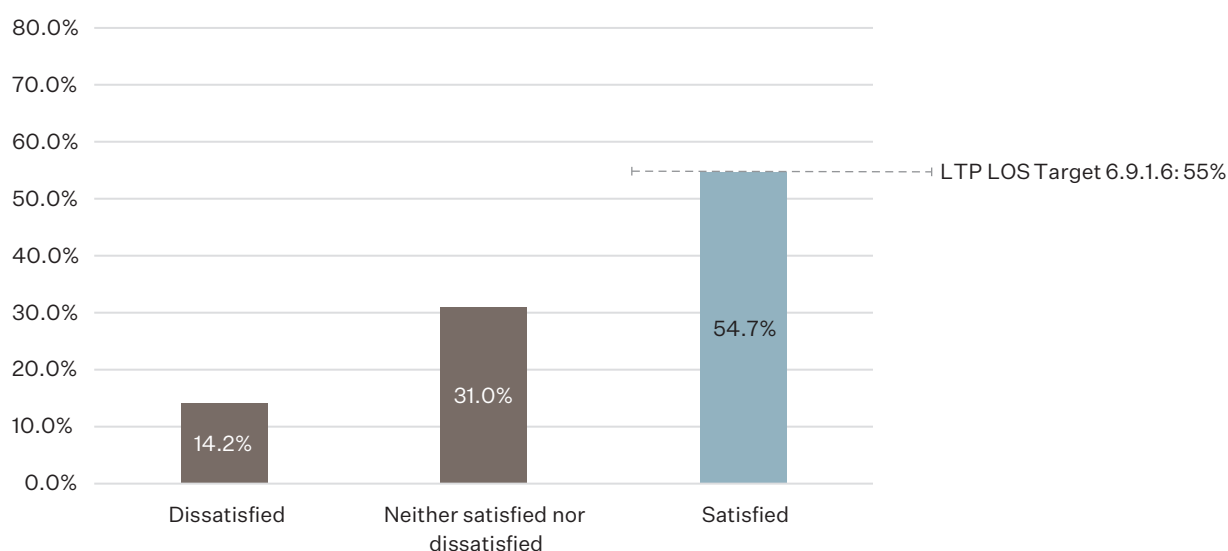
Base: Total sample excluding 'don't know/not applicable' (n=745/740)

**Table 12. Satisfaction with the appearance and condition of the city's heritage buildings\***

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Satisfaction with their appearance</b>	n	29	15	78	219	359	74
	%		2.0%	10.5%	29.4%	48.2%	9.9%
<b>Satisfaction with their condition</b>	n	34	19	99	242	318	62
	%		2.6%	13.4%	32.7%	43.0%	8.4%
<b>AVERAGE RATING</b>			2.2%	12.0%	31.0%	45.6%	9.1%

\* 'Don't know/not applicable' responses have not been included in all percentages

**Figure 10. Average level of satisfaction with the city's heritage buildings**



Base: Total sample excluding 'don't know/not applicable'

## Refuse Disposal

### *Customer satisfaction with kerbside collection (LOS 8.0.3)*

Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. Three services were rated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“Thinking now about the Council rubbish and recycling collection, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”**

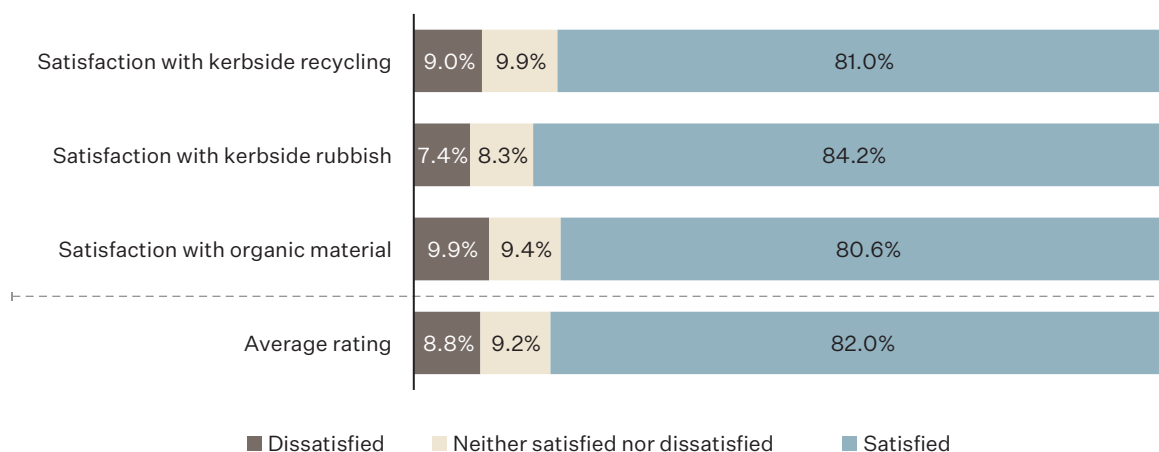
**“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”**

**“How satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin)?”**

Overall, just over eight in ten residents (82 percent) are satisfied with their refuse disposal services. This result is above the Level of Service (LOS) target of 80 percent and taken individually, all waste disposal services are slightly higher compared to 2022 satisfaction levels.

Residents over 65 years were more likely to be very satisfied with their kerbside rubbish services, specifically the red bin.

**Figure 11. Satisfaction with kerbside collection services**



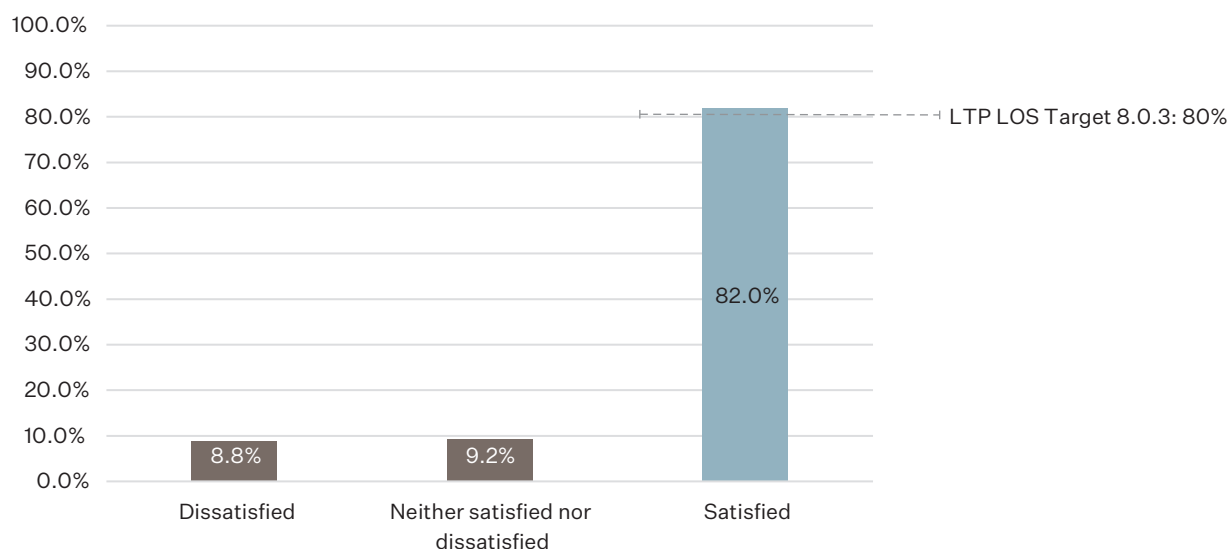
Base Total sample excluding ‘don’t know/not applicable’ (n=765/767/764)

**Table 13. Satisfaction with kerbside collection services\***

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Satisfaction with kerbside recycling</b>	n	9	16	53	76	366	254
	%		2.1%	6.9%	9.9%	47.8%	33.2%
<b>Satisfaction with kerbside rubbish</b>	n	7	13	44	64	381	265
	%		1.7%	5.7%	8.3%	49.7%	34.6%
<b>Satisfaction with organic material</b>	n	10	26	50	72	345	271
	%		3.4%	6.5%	9.4%	45.2%	35.5%
<b>AVERAGE RATING</b>			2.4%	6.4%	9.2%	47.6%	34.4%

\*'Don't know/not applicable' responses have not been included in all percentages

**Figure 12. Average level of satisfaction with waste disposal services**



“ When my bin wasn’t emptied due to someone else putting rubbish in that blocked bin, they arranged a special request empty for me.”

“ Rubbish and recycling collection is great.”

## Sewerage and Stormwater

*Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services (LOS 11.0.1.16)*

Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. Three factors were rated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“Wastewater collection is about the underground pipes that take wastewater (e.g., from your toilets, showers etc.) away from homes and to the treatment plant. How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”**

**“How satisfied or dissatisfied are you that the wastewater services are reliable?”**

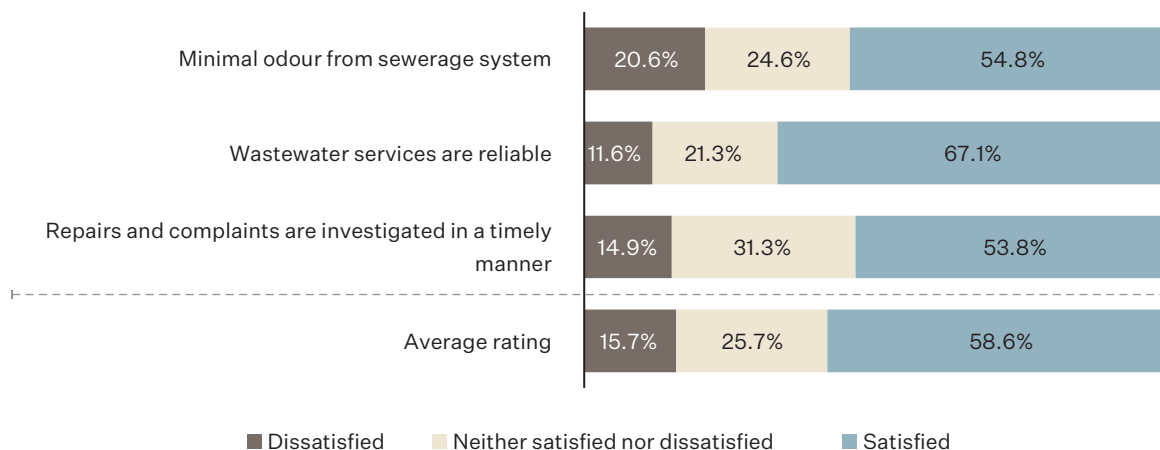
**“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”**

On average, just under six in ten (59 percent) of residents were satisfied with the sewerage and wastewater facilities. There has been no change over the past 12 months. This result falls below the Level of Service (LOS) target of 65 percent.

Like previous years, the Waitai-Costal-Burwood-Linwood Community Board residents are less satisfied that there is a minimal odour from the sewerage system.

“ The sewerage smell in Riccarton, New Brighton and Linwood areas, it’s truly disgusting to experience. Glad I don’t live in these areas.”

**Figure 13. Satisfaction with sewerage and wastewater services**



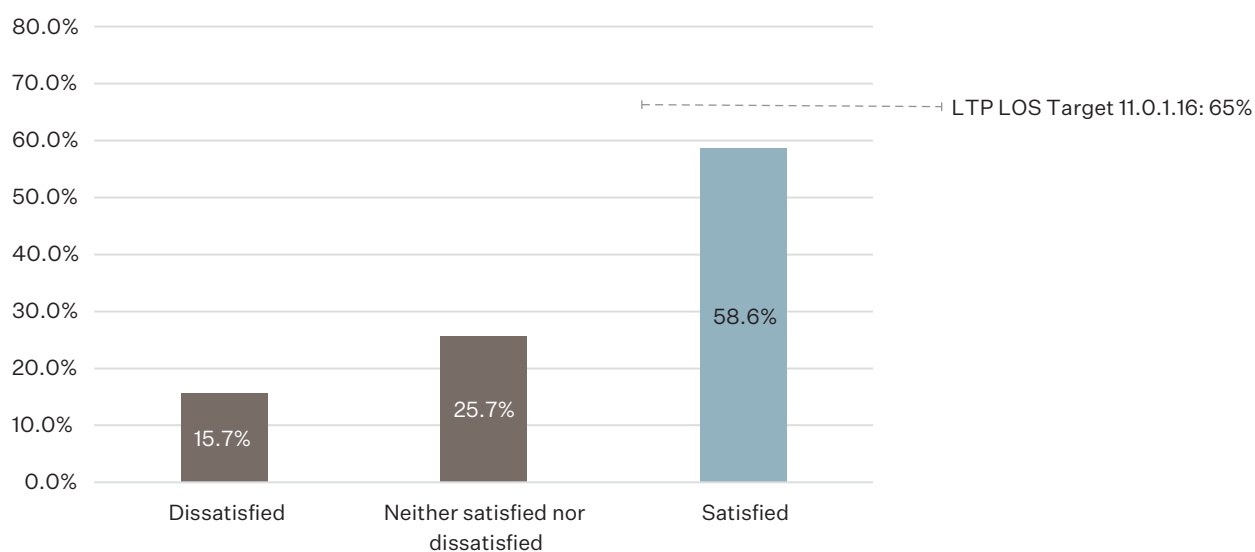
Base: Total sample excluding ‘don’t know/not applicable’ (n=739/748/658)

**Table 14. Satisfaction with sewerage and wastewater services\***

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Minimal odour from sewerage system	N	35	46	106	182	316	89
	%		6.2%	14.3%	24.6%	42.8%	12.0%
Wastewater services are reliable	n	26	19	68	159	374	128
	%		2.5%	9.1%	21.3%	50.0%	17.1%
Repairs and complaints are investigated in a timely manner	n	116	29	69	206	271	83
	%		4.4%	10.5%	31.3%	41.2%	12.6%
AVERAGE RATING			4.4%	11.3%	25.7%	44.7%	13.9%

\* 'Don't know/not applicable' responses have not been included in all percentages

**Figure 14. Average level of satisfaction with sewerage and wastewater services**



Base: Total sample excluding 'don't know/not applicable'

### *Proportion of residents satisfied with the management of the Council's stormwater network (LOS 14.0.3)*

Survey participants were asked to evaluate certain aspects of the City's waterways and stormwater network. Four factors were rated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“Christchurch has a number of waterways such as The Avon, Heathcote and Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales and timbered drains. How satisfied or dissatisfied are you with the condition of waterways?”**

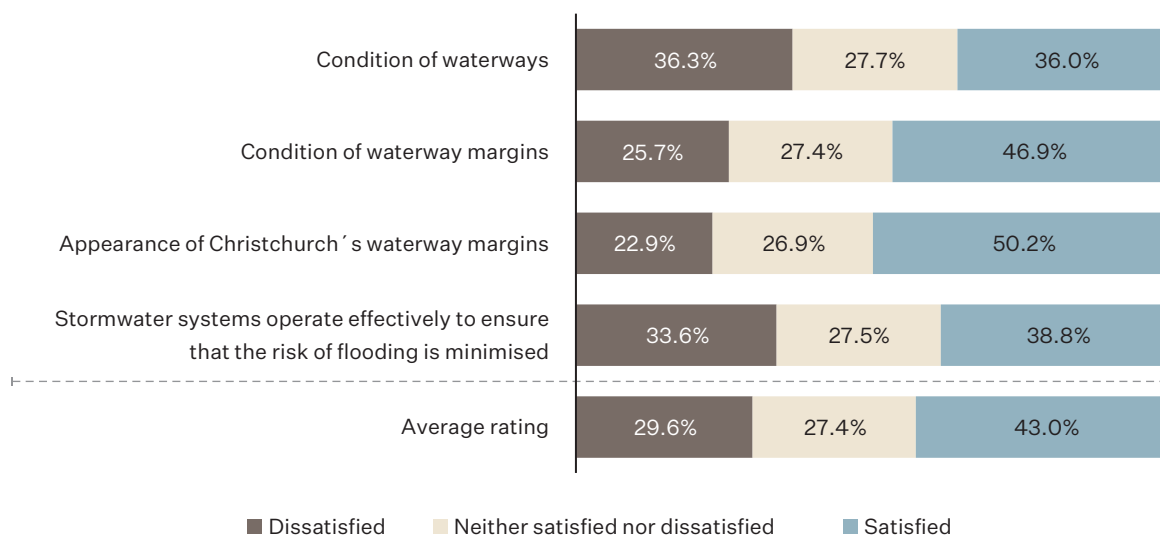
**“How satisfied or dissatisfied are you with the condition of waterway margins?”**

**“How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?”**

**“How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?”**

On average, 43 percent of residents were satisfied with the stormwater network, similar to 12 months ago (44 percent). This result is above the Level of Service (LOS) target of 40 percent.

**Figure 15. Satisfaction with waterways and the stormwater network**



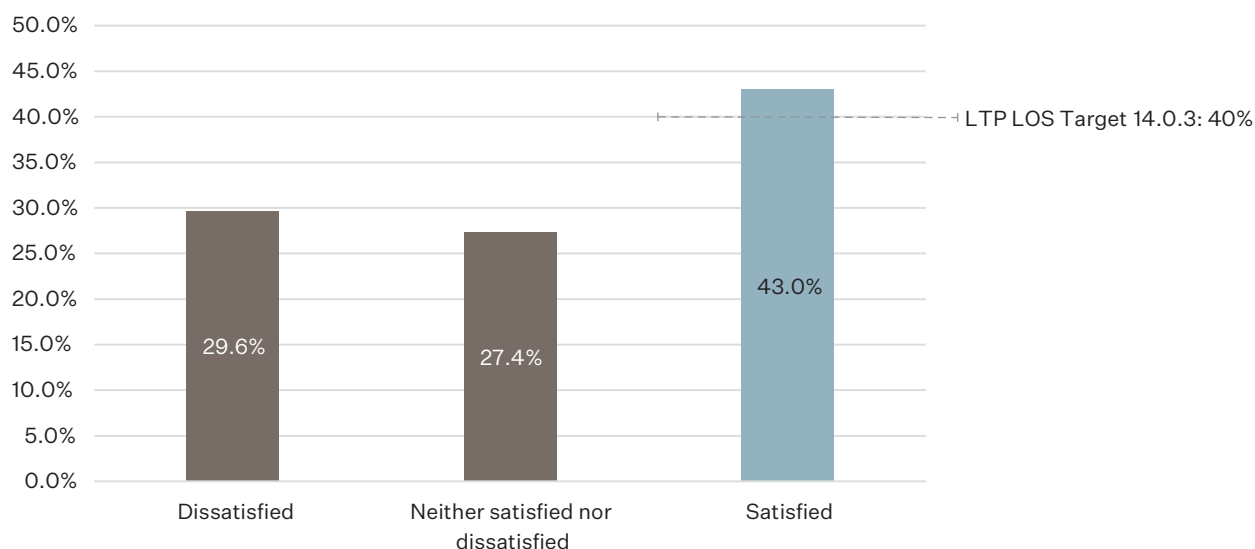
Base: total sample excluding 'Don't know/not applicable' (n=752/748/755/755)

**Table 15. Satisfaction with waterways and the stormwater network\***

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of waterways	n	22	95	178	208	244	27
	%		12.6%	23.7%	27.7%	32.4%	3.6%
Condition of waterway margins	n	26	52	140	205	308	43
	%		7.0%	18.7%	27.4%	41.2%	5.7%
Appearance of Christchurch's waterway margins	n	19	43	130	203	327	52
	%		5.7%	17.2%	26.9%	43.3%	6.9%
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	19	75	179	208	252	41
	%		9.9%	23.7%	27.5%	33.4%	5.4%
AVERAGE RATING			8.8%	20.8%	27.4%	37.6%	5.4%

\* 'Don't know/not applicable' responses have not been included in all percentages

**Figure 16. Average level of satisfaction with waterways and the stormwater network**



Base: Total sample excluding don't know/not applicable

“ Stormwater upgrade ... making sure when there are huge rains that there is capacity to quickly move that water out of the drains.”

## Transportation

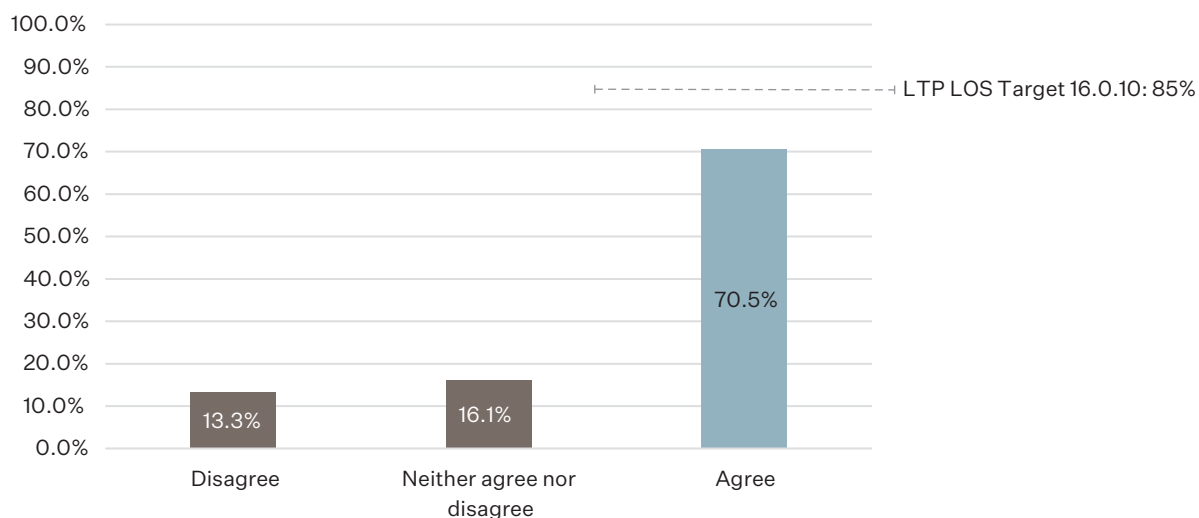
### *Improve the perception that Christchurch is a 'walking-friendly' city (LOS 16.0.10)*

Survey participants were asked to evaluate how walking-friendly they perceive Christchurch to be using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“How much would you agree or disagree that Christchurch is a walking-friendly city?” Seven in ten participants (71 percent, equal to 2022) of residents agree that**

Christchurch is a 'walking-friendly' city, substantially below the Level of Service (LOS) target of 85 percent.

**Figure 17. Level of agreement that Christchurch is a walking-friendly city**



Base: Total sample excluding 'don't know/not applicable' (n=757)

**Table 16. Level of agreement that Christchurch is a walking friendly city\***

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a walking friendly city	n	17	26	75	122	387	147
	%		3.4%	9.9%	16.1%	51.1%	19.4%

\* 'Don't know/not applicable' responses have not been included in all percentages

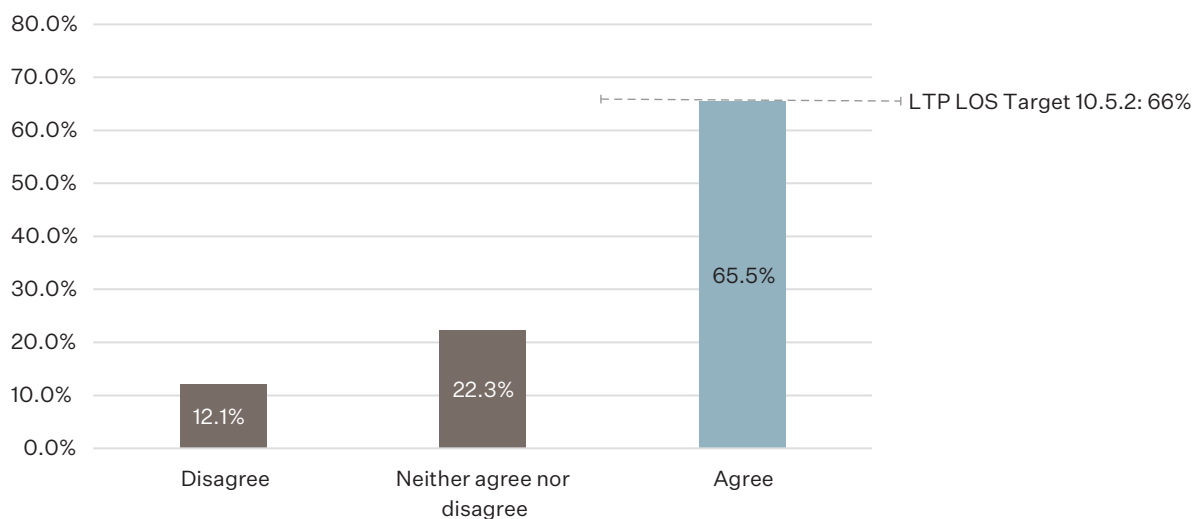
### *Improve the perception that Christchurch is a ‘cycling-friendly’ city (LOS 10.5.2)*

Survey participants were asked to rate how cycle-friendly the city is. This was done using a five-point Likert scale, where 1 = strongly agree, 3 = neither agree nor disagree, and 5 = strongly disagree.

**“Now, I would like to ask you some questions about active travel in Christchurch. How much do you agree or disagree that Christchurch is a cycle-friendly city?”**

On average, 66 percent of residents agree Christchurch is a ‘cycle-friendly’ city, and this result has been stable over the past year. This result meets the Level of Service (LOS) target of 66 percent.

**Figure 18. Level of agreement that Christchurch is a ‘cycle-friendly’ city**



Base: Total sample excluding ‘don’t know/not applicable’ (n=734)

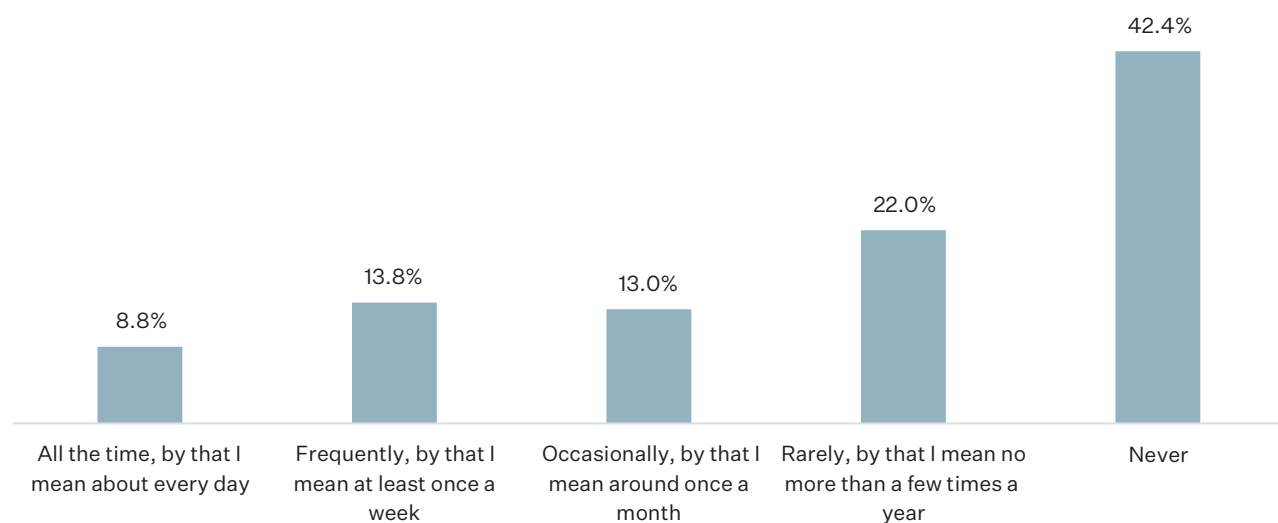
**Table 17. Level of agreement that Christchurch is a ‘cycle-friendly’ city\***

		<b>Don’t know/ not applicable</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>
<b>Christchurch is a cycle- friendly city</b>	n	40	28	61	164	351	130
	%		3.8%	8.3%	22.3%	47.8%	17.7%

\* ‘Don’t know/not applicable’ responses have not been included in all percentages

Survey participants were also asked how often they have cycled on a public road in Christchurch in the last 12 months. Just under one quarter participants (23 percent) had cycled on public roads at least once a week in the past 12 months. This percentage has increased over the past year by 3 percent (up from 20 percent). The percentage of those who never cycle has decreased by 2 percent.

**Figure 19. Frequency of cycling on public roads**



Cycling is age and gender-dependent, where younger people are more likely to cycle than older people, and more males frequently cycle than females.

Residents from the Waipapa-Papanui-Innes-Central Community Board were the most frequent cyclists. Residents from Waihoru-Spreydon-Cashmere-Heathcote were the least.

## Roads and Footpaths

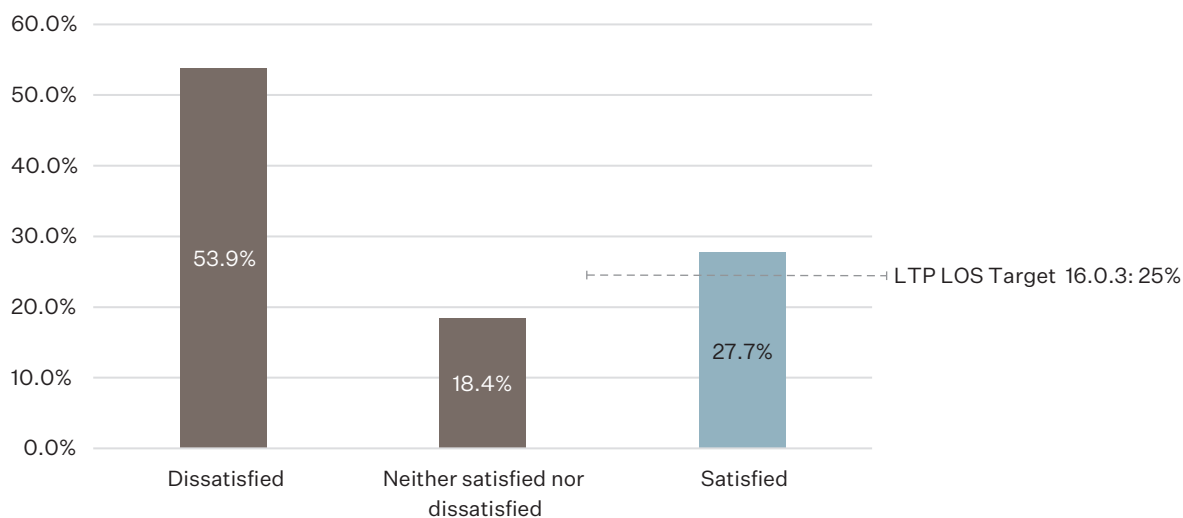
### *Improve resident satisfaction with roadway condition (LOS 16.0.3)*

Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding roads in the residential red zone, using a five- point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

#### **“How satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”**

Just over one quarter (28 percent) of residents are satisfied with the condition of roads. This perception has not changed since 2022. This result exceeds the Level of Service (LOS) target of 25 percent.

**Figure 20. Satisfaction with the condition of roads, excluding residential red zone roads**



Base: Total sample excluding don't know/not applicable (n=772)

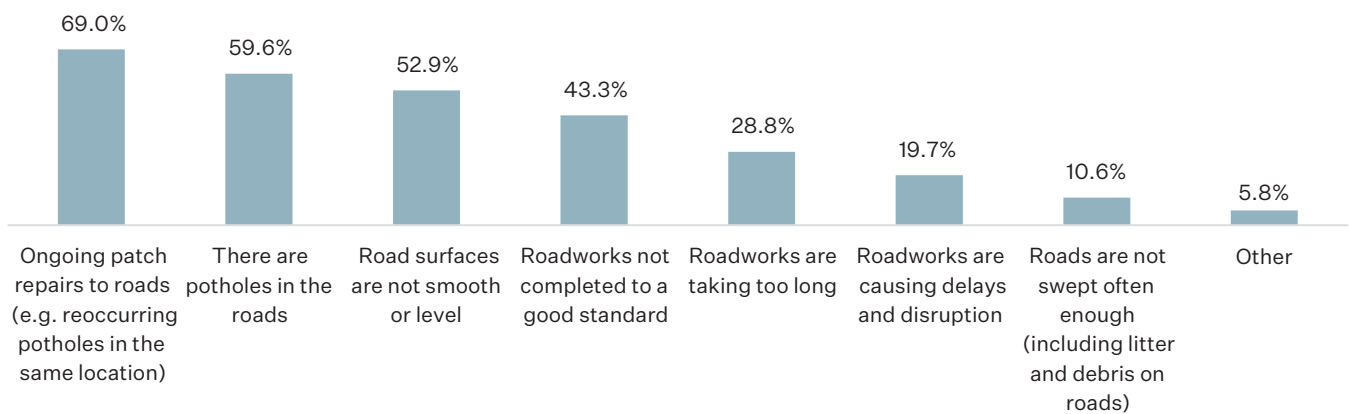
**Table 18. Satisfaction with the condition of roads, excluding residential red zone roads\***

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of roads	n	2	140	276	142	180	34
	%		18.1%	35.8%	18.4%	23.3%	4.4%

\* 'Don't know/not applicable' responses have not been included in all percentages

Survey participants who were dissatisfied or very dissatisfied with the condition of Christchurch's roads were asked to identify the three main reasons why. The condition of the road surfaces (potholes and patch repairs, and roads not smooth) was the major reason identified.

**Figure 21. Reasons for dissatisfaction with the condition of the roads**



\* 'Don't know/not applicable' responses have not been included in all percentages (n=416)

- “ Roads!!!! My little car does not appreciate big potholes, and you often have to cross yellow lines to avoid them or wait for traffic.”
- “ ...feels like I'm driving cross country anytime I go anywhere.
- “ I love the focus on biking, but roads are still needed too.”
- “ The roads are terrible, potholes uneven. Years and years after the earthquakes and the roads are still so bad.”

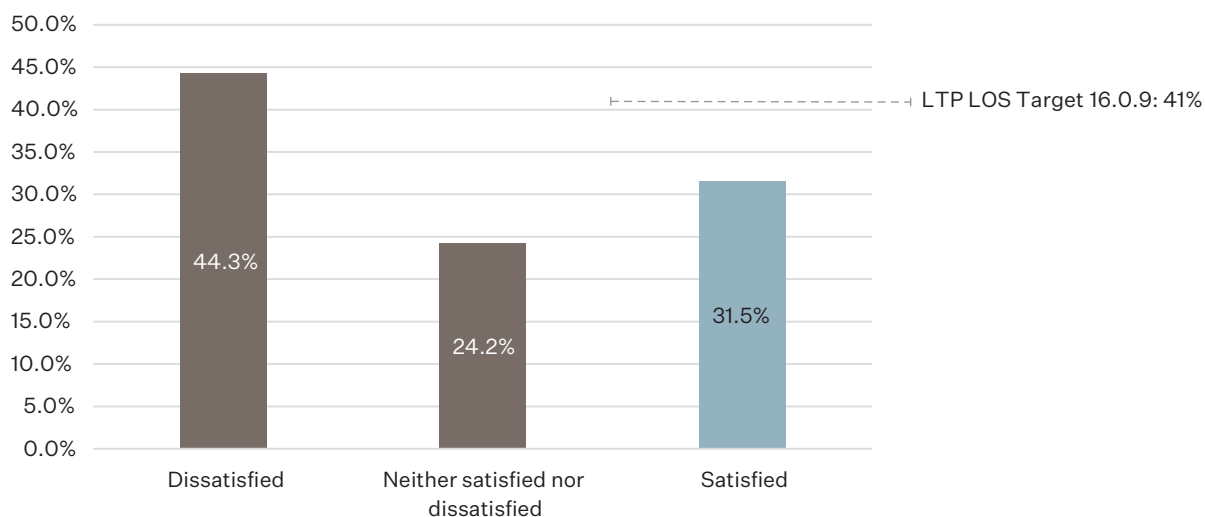
### Improve resident satisfaction with footpath condition (LOS 16.0.9)

Survey participants were asked to rate their satisfaction with the condition of footpaths in Christchurch. This was done using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

#### “How satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

Just under one-third (32 percent) of residents are satisfied with the footpaths in the City; a 3 percent decrease from 2022, below the Level of Service (LOS) target of 41 percent.

**Figure 22. Satisfaction with the condition of footpaths, excluding residential red zone footpaths**



Base: Total sample excluding don't know/not applicable (n=768)

**Table 19. Satisfaction with the condition of footpaths excluding residential red zone footpaths\***

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of footpaths excluding residential red zone footpaths	n	6	101	239	186	205	37
	%		13.2%	31.1%	24.2%	26.7%	4.8%

\* 'Don't know/not applicable' responses have not been included in all percentages

## Water Supply

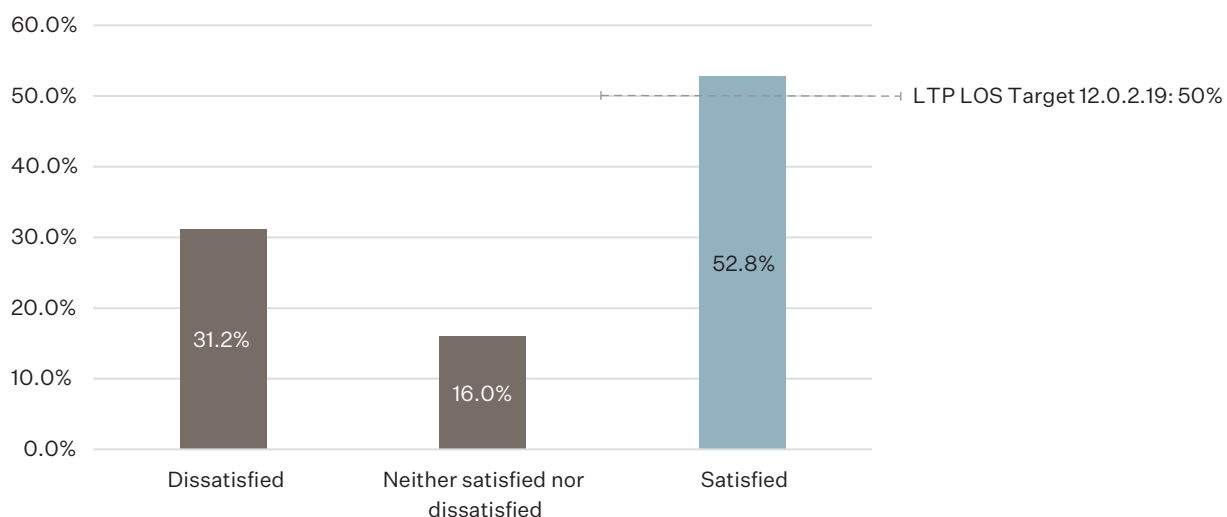
### *Proportion of residents satisfied with the quality of Council water supplies (LOS 12.0.2.19)*

Survey participants were asked to rate their satisfaction with the quality of the water supply. This was done using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

#### **“How satisfied or dissatisfied are you with the quality of the water supply?”**

Fifty-three percent of residents were satisfied with the quality of the water supply, above the Level of Service (LOS) target of 50 percent. This represents a significant improvement from 2022 when 46 percent of residents were satisfied.

**Figure 23. Satisfaction with quality of water supply**



Base: Total sample excluding don't know/not applicable (n=767)

**Table 20. Satisfaction with quality of water supply**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Quality of water supply	n	7	70	169	123	293	112
	%		9.1%	22.0%	16.0%	38.2%	14.6%

‘Don't know/not applicable’ responses have not been included in all percentages

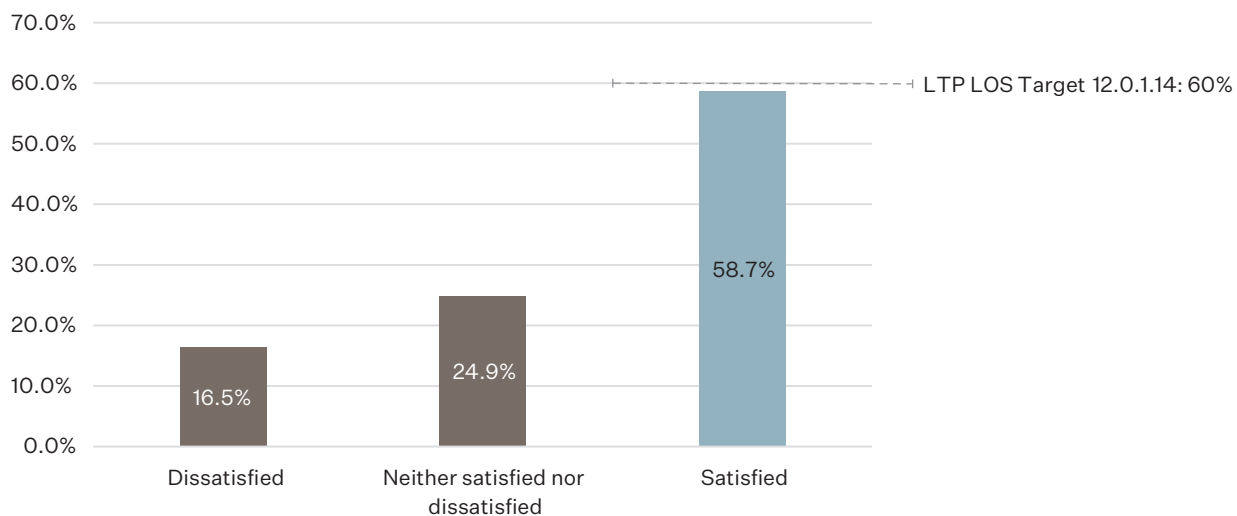
### *Proportion of residents satisfied with responsiveness of Council to water supply problems (LOS 12.0.1.14)*

Survey participants were asked to rate their satisfaction with the responsiveness of the water supply in Christchurch. This was done using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”**

Similar to 2022 (57 percent), 59 percent of residents are satisfied with the responsiveness offered by the Council in 2023. This result failed to meet the Level of Service (LOS) target of 60 percent.

**Figure 24. Satisfaction that the Council repairs and attends to water supply complaints in a timely manner**



Base: Total sample excluding don't know/not applicable (n=699)

**Table 21. Satisfaction that the Council repairs and attends to water supply complaints in a timely manner**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council repairs leaks and investigates complaints in a timely manner	n	75	33	82	174	299	111
	%		4.7%	11.7%	24.9%	42.8%	15.9%

'Don't know/not applicable' responses have not been included in all percentage

### *Proportion of residents satisfied with the reliability of Council water supplies (LOS 12.0.1.13)*

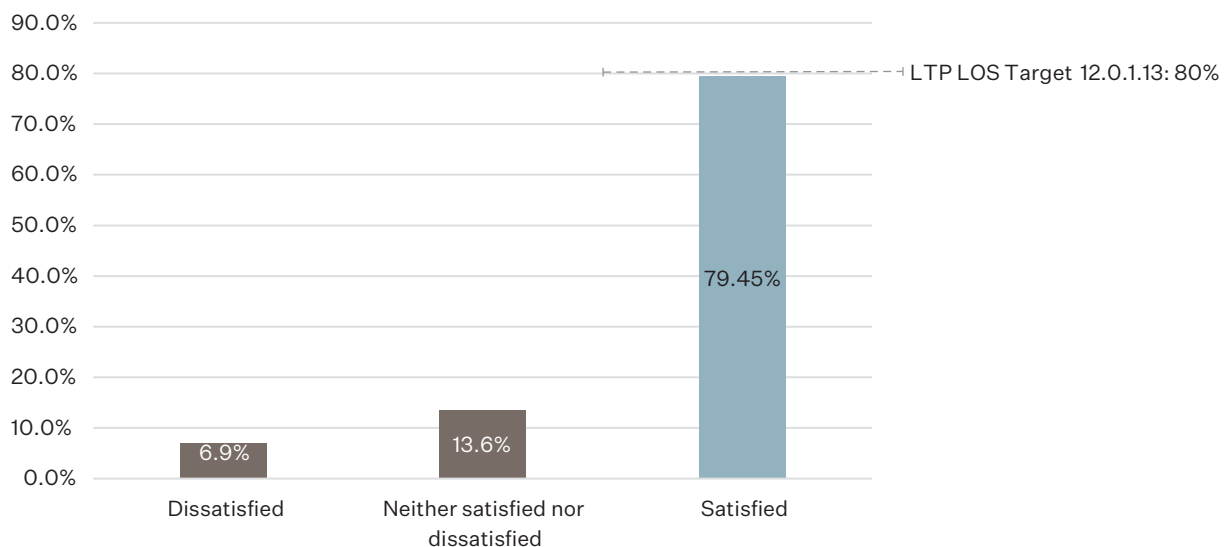
Survey participants were asked to rate their satisfaction with the reliability of the Council water supply using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

#### **“How satisfied or dissatisfied are you that the water supply is reliable?”**

Just under four-fifths (79 percent) of residents are satisfied with the reliability of the water supply. This result just failed to meet the Level of Service (LOS) target of 80 percent but is slightly improved from 2022 when 77 percent were satisfied.

Residents of the Te Pātaka o Rākaihautū-Banks Peninsula and Waipapa-Papanui-Innes-Central Community Boards were slightly less satisfied with the water supply reliability.

**Figure 25. Satisfaction with the reliability of water supply**



Base Total sample excluding ‘don’t know/not applicable’ (n=764)

**Table 22. Satisfaction rating with the reliability of water supply**

		Don’t know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Reliability of water supply	n	10	15	38	104	405	202
	%		2.0%	5.0%	13.6%	53.0%	26.4%

‘Don’t know/not applicable’ responses have not been included in all percentages

## Parking

### *Improve customer perception about the ease of use of Council on-street parking facilities (LOS 10.3.3)*

Survey participants were asked to rate their satisfaction with parking facilities run by the Council. Parking on-street was the predominant use of those facilities, with just under seven in ten (69 percent) of participants having parked on-street and half (54 percent) having parked in an off-street Council facility in the past 12 months. One in five (21 percent) participants had not parked their vehicle in a Council parking facility.

To evaluate satisfaction with Council parking facilities, four factors were evaluated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“How satisfied or dissatisfied are you with the ease of use of on-street parking meters?”**

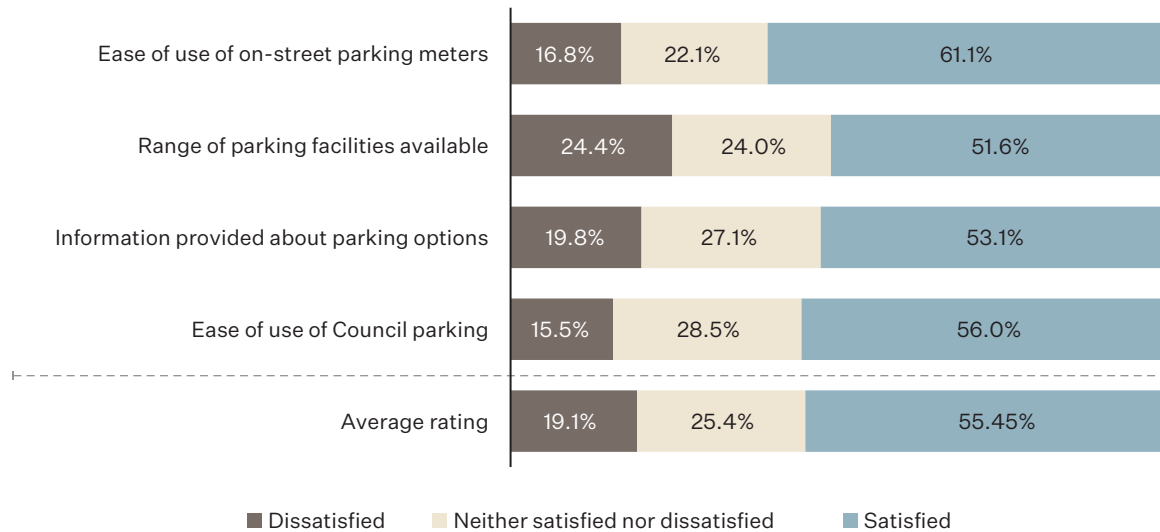
**“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”**

**“How satisfied or dissatisfied are you with the information provided by the Council about parking options?”**

**“How satisfied or dissatisfied are you with the ease of use of Council parking?”**

On average, 55 percent of residents are satisfied with these aspects of Council on-street parking, a significant increase of 7 percent compared to 2022. This result exceeds the Level of Service (LOS) target of 50 percent.

**Figure 26. Satisfaction with on-street parking facilities**



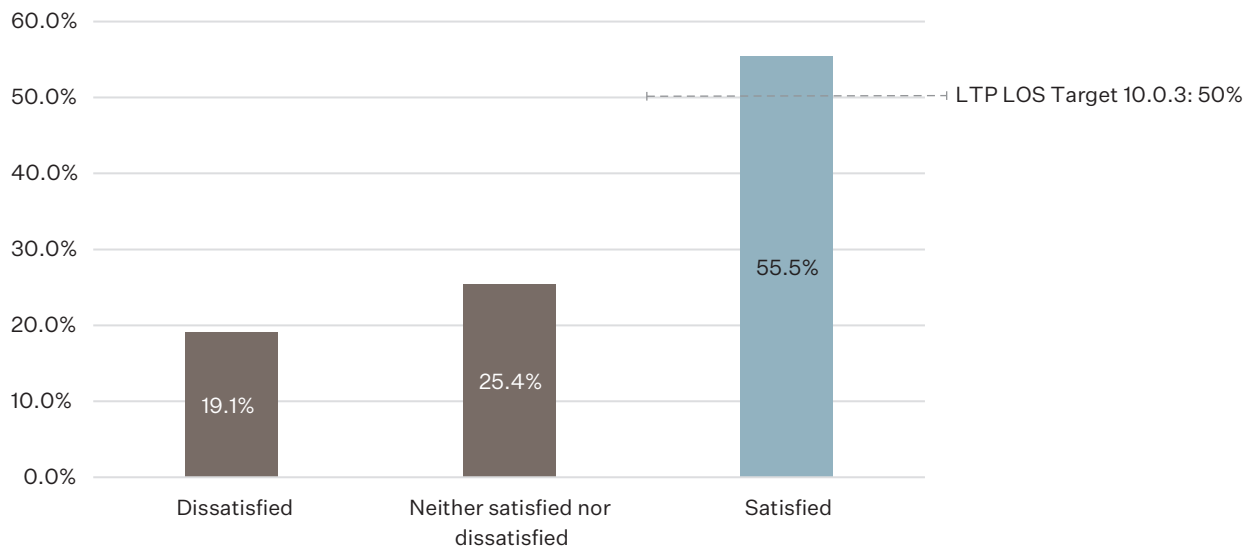
Base: Total sample excluding 'don't know/not applicable' (n=692/704/697/705)

**Table 23. Satisfaction with on-street parking facilities**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Ease of use of on-street parking meters	n	49	37	79	153	337	86
	%		5.3%	11.4%	22.1%	48.7%	12.4%
Range of parking facilities available	n	37	51	121	169	297	66
	%		7.2%	17.2%	24.0%	42.2%	9.4%
Information provided about parking options	n	44	28	110	189	305	65
	%		4.0%	15.8%	27.1%	43.8%	9.3%
Ease of use of Council parking	n	36	33	76	201	325	70
	%		4.7%	10.8%	28.5%	46.1%	9.9%
AVERAGE RATING			5.3%	13.8%	25.4%	45.2%	10.3%

'Don't know/not applicable' responses have not been included in all percentages

**Figure 27. Average level of satisfaction with on-street parking facilities**



Base: Total sample excluding 'don't know/not applicable'

## Parks and Green Spaces

*Overall customer satisfaction with the presentation of the City's Parks (inner-city parks) (LOS 6.8.4.2)*

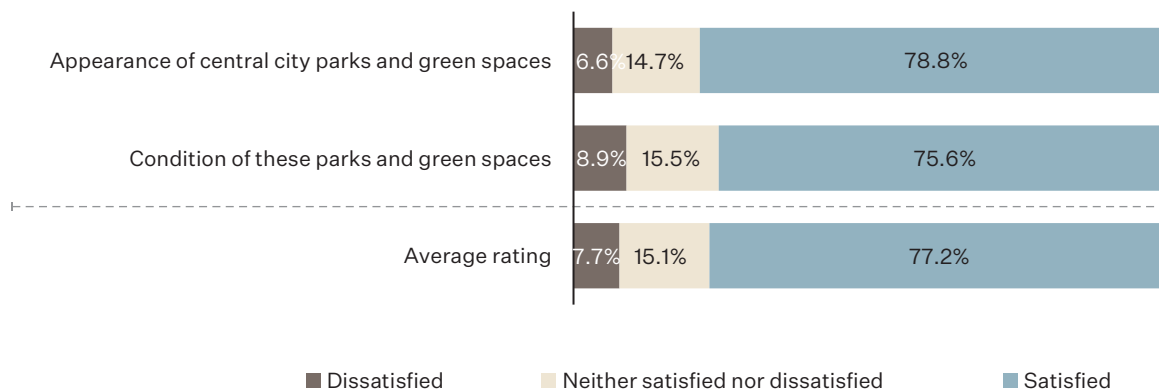
Survey participants were asked to rate their satisfaction with parks and green spaces. Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?”**

**“How satisfied or dissatisfied are you with the condition of these parks and green spaces?”**

On average, 77 percent of residents are satisfied with parks and green spaces, a similar result compared to 2022 (76 percent). This result just falls below the Level of Service (LOS) target of 80 percent.

**Figure 28. Satisfaction with parks and green spaces**



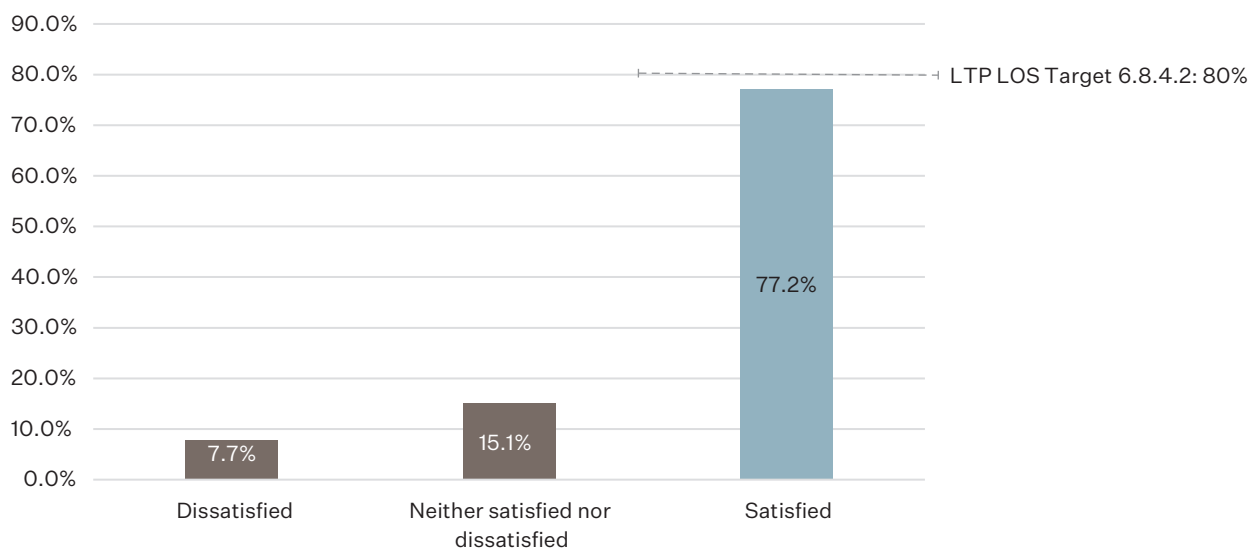
Base: total sample excluding 'don't know/not applicable' (n=766/766)

**Table 24. Satisfaction with parks and green spaces**

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Appearance of central city parks and green spaces</b>	n	11	13	37	112	420	181
	%		1.7%	4.8%	14.7%	55.0%	23.7%
<b>Condition of these parks and green spaces</b>	n	11	14	54	118	397	180
	%		1.8%	7.1%	15.5%	52.0%	23.6%
<b>AVERAGE RATING</b>			1.8%	5.9%	15.1%	53.5%	23.7%

*'Don't know/not applicable' responses have not been included in all percentages*

**Figure 29. Average level of satisfaction with parks and green spaces**



*Base: total sample excluding 'Don't know/not applicable'*

“ Our parks are really good, I live near Hagley park and love spending time there and in the botanical gardens.”

### *Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network (LOS 6.8.5)*

New to the 2022 survey, participants were asked to rate their satisfaction with the availability of recreation facilities within the city. Before 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). For this reason, these results are not directly comparable to results for 2022 onward.

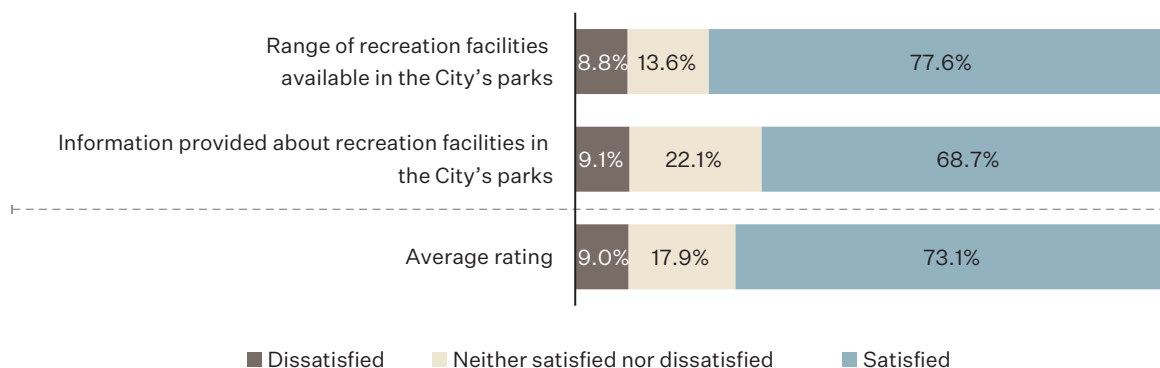
Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

**“Thinking about the city’s parks network as a whole, how satisfied or dissatisfied are you with the range of recreation facilities available in the city’s parks (including beach park areas)?”**

**“ How satisfied or dissatisfied are you with the information provided about recreation facilities in the city’s parks (including beach park areas)?”**

On average, 73 percent of residents are satisfied with parks and green spaces. This result falls above the Level of Service (LOS) target of 70 percent.

**Figure 30. Satisfaction with the range and information provided about the city’s parks**



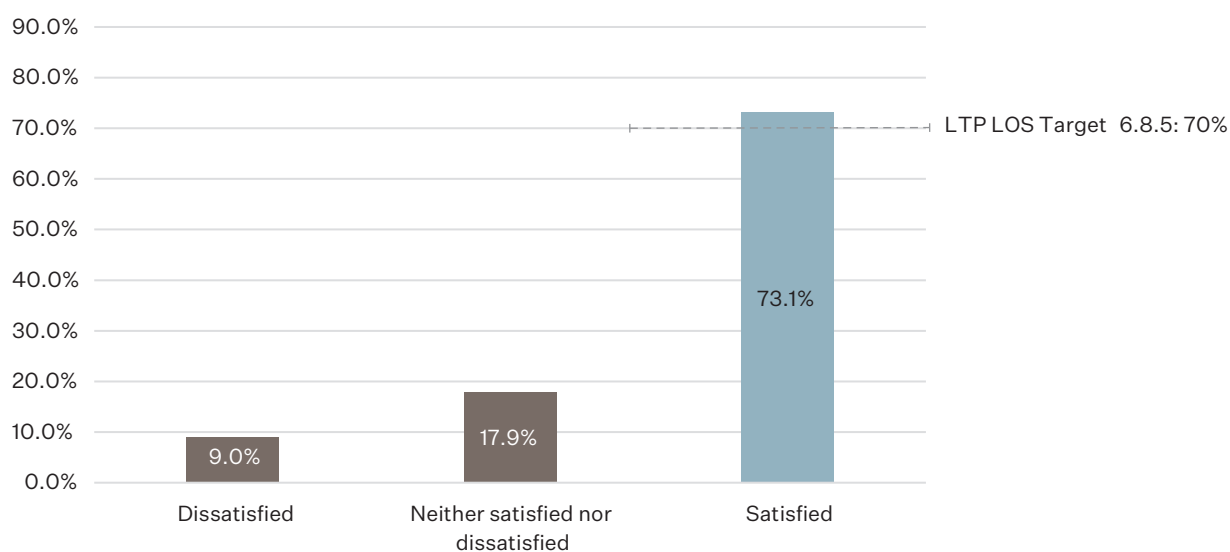
Base: total sample excluding 'don't know/not applicable' (n=762/745)

**Table 25. Satisfaction with the range and information provided about the city's parks**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Range of recreation facilities available in the city's parks	n	12	16	51	104	423	168
	%		2.1%	6.7%	13.6%	55.5%	22.0%
Information provided about recreation facilities in the city's parks	n	29	12	66	165	389	123
	%		1.6%	7.5%	22.1%	52.2%	16.5%
AVERAGE RATING			1.9%	7.1%	17.9%	53.9%	19.2%

*'Don't know/not applicable' responses have not been included in all percentages*

**Figure 31. Average level of satisfaction with the range and information about the city's parks**



*Base: total sample excluding 'don't know/not applicable'*

## Reputation and Trust

*Overall resident agreement levels referring to the reputation and trust of the Council.*

Survey participants were asked to rate their agreement or level of satisfaction with a list of statements revolving around their reputation and trust in the Council. Fourteen factors were evaluated using a five-point Likert scale, where 1 = Strongly agree or very satisfied, 3 = neither agree nor disagree or neither satisfied nor dissatisfied, and 5 = Strongly disagree or very dissatisfied.

**“Do you agree or disagree that the Council is open and transparent?”**

**“Do you agree or disagree that the Council can be trusted?”**

**“Do you agree or disagree that the Council has a good reputation?”**

**“Do you agree or disagree that the Council acts with integrity and honesty?”**

**“Do you agree or disagree that the Council is accountable for what it does?”**

**“Do you agree or disagree that the Council understands the needs of residents and what they care about?”**

**“Do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?”**

**“Do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?”**

**“Do you agree or disagree that Council managers and staff are doing a good job?”**

**“Do you agree or disagree that the Council makes wise spending decisions?”**

**“Do you agree or disagree that the Council provides good value for ratepayers’ money?”**

**“Do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?”**

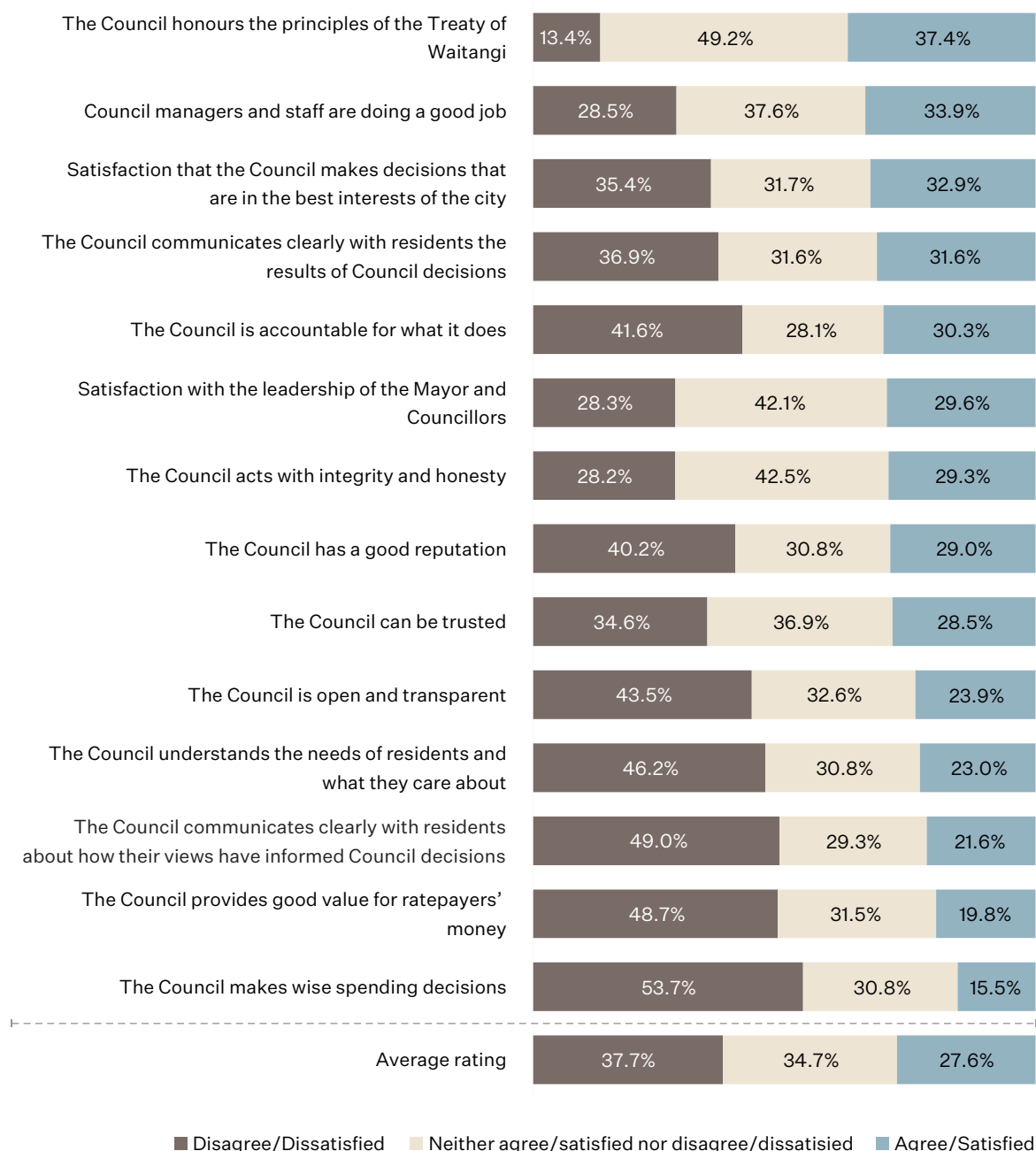
**“How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?”**

**“How satisfied or dissatisfied are you with the leadership of the Mayor and Councillors?”**

A new series of questions was added to the 2023 survey focused on residents’ agreement and satisfaction levels with various aspects regarding reputation and trust with the Council.

On average, 28 percent of residents agree that the Council has a good reputation and can be trusted. Thirty-seven percent of residents agreed that the Council honours the principles of the Treaty of Waitangi. In addition, one-third (33 percent) of residents have confidence Council makes decisions in the city’s best interests. This rating has remained relatively consistent over the past 12 months (31 percent in 2022).

**Figure 32. Agreement with reputation and trust statements about the Council**



Base: total sample excluding 'don't know/not applicable' (n=591/744/754/759/758/763/765/761/764/753/752/760/763/749)

**Table 26. Agreement and satisfaction with reputation and trust statements about the Council**

		<b>Don't know/ not applicable</b>	<b>Strongly disagree/very dissatisfied</b>	<b>Disagree/ dissatisfied</b>	<b>Neither agree nor disagree Neither satisfied nor dissatisfied</b>	<b>Agree/ satisfied</b>	<b>Strongly agree/very satisfied</b>
<b>The Council is open and transparent</b>	n	13	89	242	248	160	22
	%		11.7%	31.8%	32.6%	21.0%	2.9%
<b>The Council can be trusted</b>	n	9	82	183	282	201	17
	%		10.7%	23.9%	36.9%	26.3%	2.2%
<b>The Council has a good reputation</b>	n	11	94	213	235	195	26
	%		12.3%	27.9%	30.8%	25.6%	3.4%
<b>The Council acts with integrity and honesty</b>	n	16	64	150	322	197	25
	%		8.4%	19.8%	42.5%	26.0%	3.3%
<b>The Council is accountable for what it does</b>	n	15	110	206	213	188	42
	%		14.5%	27.1%	28.1%	24.8%	5.5%
<b>The Council understands the needs of residents and what they care about</b>	n	10	120	233	235	149	27
	%		15.7%	30.5%	30.8%	19.5%	3.5%
<b>The Council communicates clearly with residents the results of Council decisions</b>	n	20	69	209	238	208	30
	%		9.2%	27.7%	31.6%	27.6%	4.0%
<b>The Council communicates clearly with residents about how their views have informed Council decisions</b>	n	21	100	269	221	141	22
	%		13.3%	35.7%	29.3%	18.7%	2.9%
<b>Council managers and staff are doing a good job</b>	n	30	81	131	280	207	45
	%		10.9%	17.6%	37.6%	27.8%	6.0%
<b>The Council makes wise spending decisions</b>	n	14	174	234	234	103	15
	%		22.9%	30.8%	30.8%	13.6%	2.0%
<b>The Council provides good value for ratepayers' money</b>	n	22	169	197	237	128	21
	%		22.5%	26.2%	31.5%	17.0%	2.8%
<b>The Council honours the principles of the Treaty of Waitangi</b>	n	183	29	50	291	181	40
	%		4.9%	8.5%	49.2%	30.6%	6.8%
<b>Satisfaction that the Council makes decisions in the best interests of the city</b>	n	11	92	178	242	221	30
	%		12.1%	23.3%	31.7%	29.0%	3.9%

		Don't know/ not applicable	Strongly disagree/very dissatisfied	Disagree/ dissatisfied	Neither agree nor disagree Neither satisfied nor dissatisfied	Agree/ satisfied	Strongly agree/very satisfied
Satisfaction with the leadership of the Mayor and Councillors	n	25	69	143	315	189	33
	%		9.2%	19.1%	42.1%	25.2%	4.4%
AVERAGE RATING			12.7%	25.0%	34.7%	23.8%	3.8%

“ I would like to think that the new council and New Mayor will look at what is best for the people and think carefully before throwing away money like the last council.”

“ There is far too much money, time and emphasis put on cycleways. Some of the salaries for councillors are over the top. They take no notice of public opinion, they just do what they like, often without any consultation. The East side of the city has been sadly neglected regarding road repairs.”

“ Unfortunately, the CCC is not transparent with decision making and seems to spend large amounts of money on things that do not improve the quality of life of those in Chch - i.e. fanfare. In the meantime, rates continue to increase, and the perceived benefits from this are not obvious.”

## Overall Satisfaction and Opportunities for Improvement

Overall satisfaction with the Council’s performance in delivering its services has remained consistent over the past 12 months (from 42% in 2022 to 43% in 2023). However, levels of dissatisfaction have decreased substantially over the past 12 months (from 29 percent in 2022 to 24 percent in 2023).

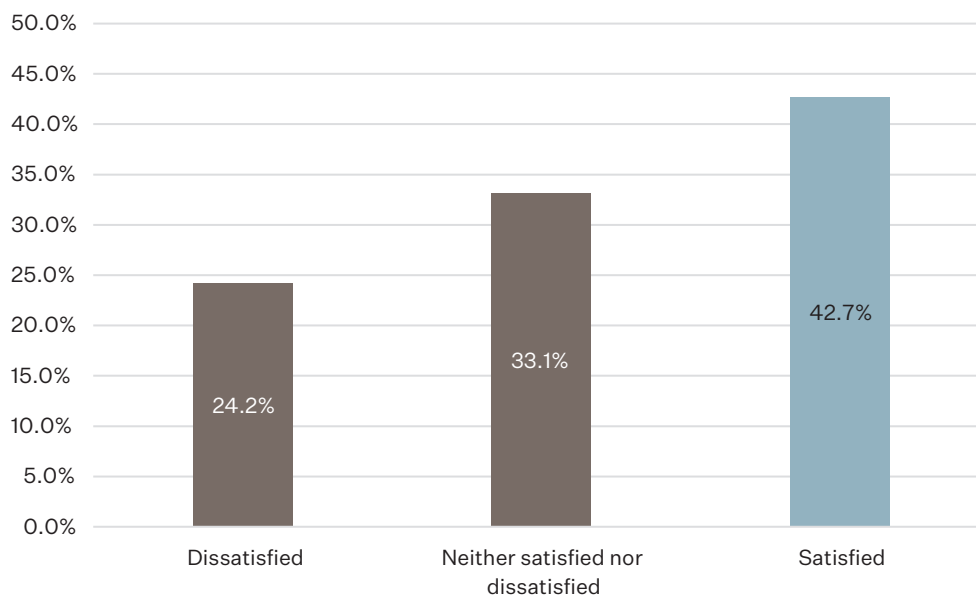
Generally, the main reasons for dissatisfaction were due to residents being unhappy with roads and disapproval of Council spending.

Survey participants were asked to rate their satisfaction with the performance of the Council over the last 12 months using a five-point Likert scale, where 1 = very satisfied, 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied.

### Overall satisfaction with the Council’s performance

**“Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?”**

**Figure 36. Overall satisfaction with the Council’s performance**



Base: total sample excluding ‘don’t know/not applicable’ (n=761)

**Table 28. Overall satisfaction with the Council's performance**

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Council's performance in delivering service over the last 12 months</b>	n	13	53	131	252	279	46
	%		7.0%	17.2%	33.1%	36.7%	6.0%

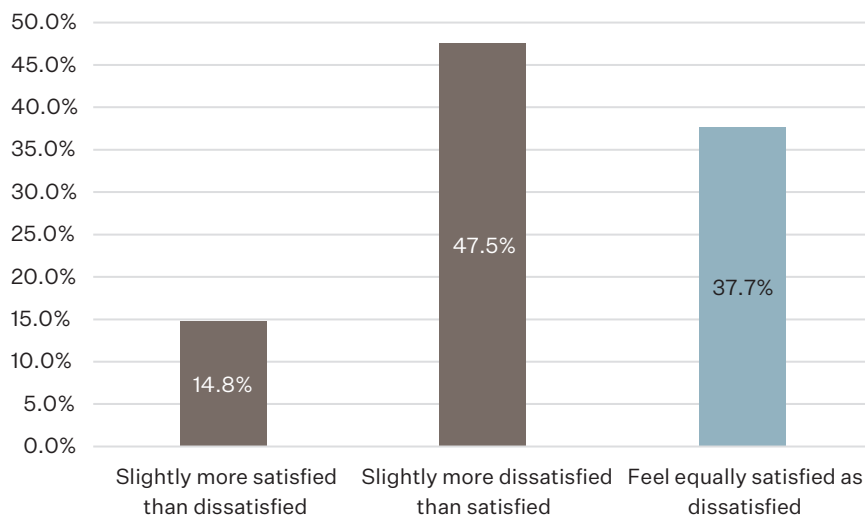
*'Don't know/not applicable' responses have not been included in all percentages*

In 2023, respondents who were neither satisfied nor dissatisfied with the Council's performance were asked to describe their feelings.

**“ Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the past 12 months?**

Like 12 months ago, more participants were slightly more dissatisfied than satisfied with the Council's performance.

**Figure 37. Feelings towards the Council's overall performance (neutral perceptions)**



*Base: total sample excluding 'don't know/not applicable' (n=244)*

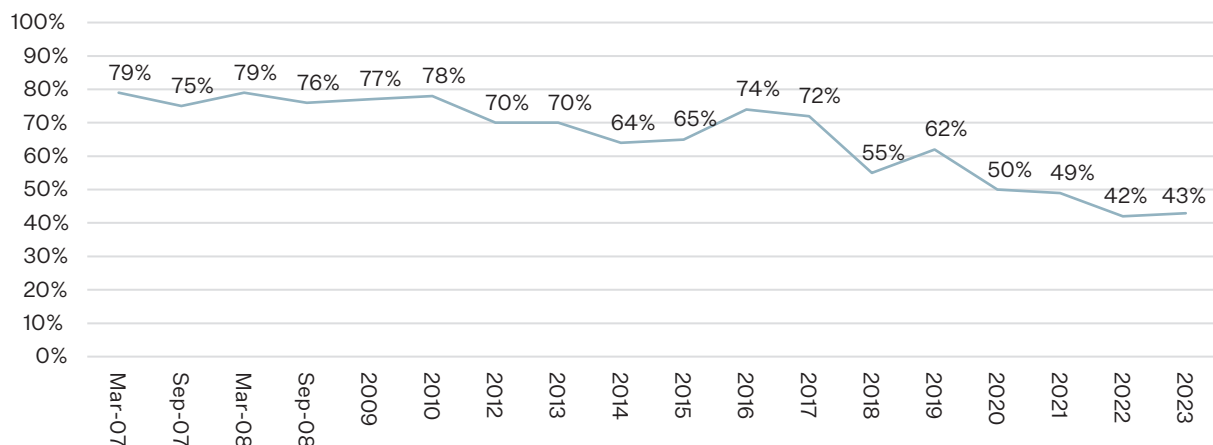
**Table 29. Feelings towards the Council's overall performance (neutral perceptions)**

		Don't know/not applicable	Slightly more satisfied than dissatisfied	Slightly more dissatisfied than satisfied	Feel equally satisfied as dissatisfied
Overall feelings towards the Council's overall performance	n	8	36	116	92
	%		14.8%	47.5%	37.7%

*'Don't know/not applicable' responses have not been included in all percentages*

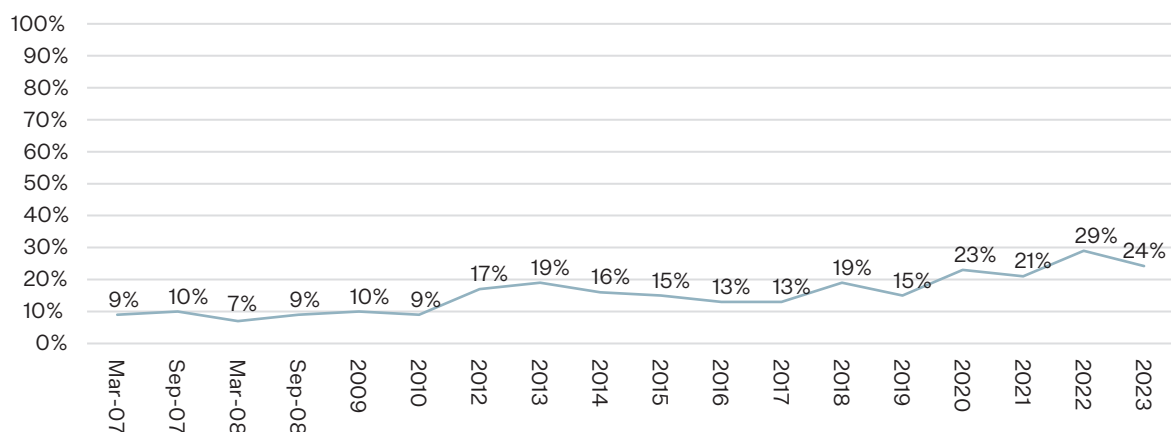
Satisfaction with the Council's performance has fallen below 50 percent for the third time since 2007, with a one percent increase from 2022.

**Figure 38. Satisfaction with the Council's performance over time**



Dissatisfaction levels have decreased substantially over the past 12 months, returning to levels last seen in 2020.

**Figure 39. Dissatisfaction with the Council's performance over time**



Residents were asked to elaborate on why they are satisfied/dissatisfied with Council. Their responses were mixed.

### “Why did you give that rating?”

**Table 30. Reasons for satisfaction/dissatisfaction with the Council**

	n	% don't know removed
Unhappy with roads/more road maintenance	96	17%
Council is doing a good job overall	87	16%
Disapprove of Council spending	87	16%
Slow to/ don't respond to problems/ concerns	68	12%
Unhappy with services provided	67	12%
Happy with services provided	63	11%
Rates increased	57	10%
General maintenance needed	49	9%
Poor communication	45	8%
Too many cycle lanes	43	8%
Respond to problems/ concerns	42	8%
No problems/ issues	34	6%
Room for improvement	34	6%
Poor customer service	30	5%
Parking expensive/lack of/parking issues	28	5%
Council needs to take more action	26	5%
Does not listen	26	5%
Council is dishonest	24	4%
Area favouritism/ More help for certain areas	23	4%
Disapprove of water chlorination handling	21	4%
Unhappy with council staff	21	4%
Lack of public consultation	19	3%
Happy with recycling and rubbish services	19	3%
Good customer service	18	3%
Good communication	12	2%
Unhappy with rebuild progress	12	2%
Disapprove of charging for water	11	2%

	n	% don't know removed
Unhappy with Mayor	10	2%
Too much bureaucracy	10	2%
Council is doing a poor job overall	2	0%
Difficulties reporting issues to Council	1	0%
Unhappy about water bottling plant	1	0%
Object to the Anglican Cathedral fee	1	0%

Base: total sample (n=798) \*'Don't know' responses removed

Looking at the top responses provided (split by those who were satisfied/very satisfied versus those who were dissatisfied/very dissatisfied), the provision of services emerges as the key issues driving relative satisfaction.

**Table 31. Top reasons for satisfaction**

	Number of comments	% Total sample*	% Total positive comments**
Council is doing a good job overall	87	16%	37%
Happy with services provided	63	11%	27%
No problems/issues	34	6%	15%
Happy with recycling and rubbish services	19	3%	8%
Good customer service	18	3%	8%
Good communication	12	2%	5%

\* 'Don't know' responses removed. \*\* 'Don't know' and 'Negative' responses removed

- “ They are doing a reasonable job considering the weak condition of some of the land and drainage problems of Christchurch. The roads could be better maintained.
- “ The refuse/recycling service is good. Public libraries are excellent.”
- “ I have been given the opportunity to have my say on different proposed projects and been updated. Love the green spaces we have in our city. Enjoy the recreational facilities we have.”

Major concerns focus on roading and/or road maintenance issues and disapproval of Council spending.

**Table 32. Top reasons for dissatisfaction**

	<b>Number of comments</b>	<b>% Total sample*</b>	<b>% Total negative comments**</b>
Unhappy with roads/more road maintenance	96	17%	11%
Disapprove of Council spending	87	16%	10%
Slow to/don't respond to problems/ concerns	68	12%	8%
Unhappy with services provided	67	12%	8%
Rates increased	57	10%	7%
General maintenance needed	49	9%	6%

\* 'Don't know' responses removed. \*\* 'Don't know' and 'Positive' responses removed

“ I think it's done as well as it can in trying times. Prices have gone up massively, that has blown out projects more than usual. They've done a lot of improvements, e.g. cycleways, which are good. I wish the council would improve the normal footpaths to make them nicer to walk on. There are a lot of skinny footpaths with overgrown shrubs, bad lighting and power poles in the middle of them, taking up most of the footpath.”

“ The band-aid adhoc way our roads are worked on means they are never fixed and always seem to need to be redone. Stop putting tar and stone chips down, and fix them properly. It is an expensive waste of our rates the way it's done.”

## Ease of interaction with the Council

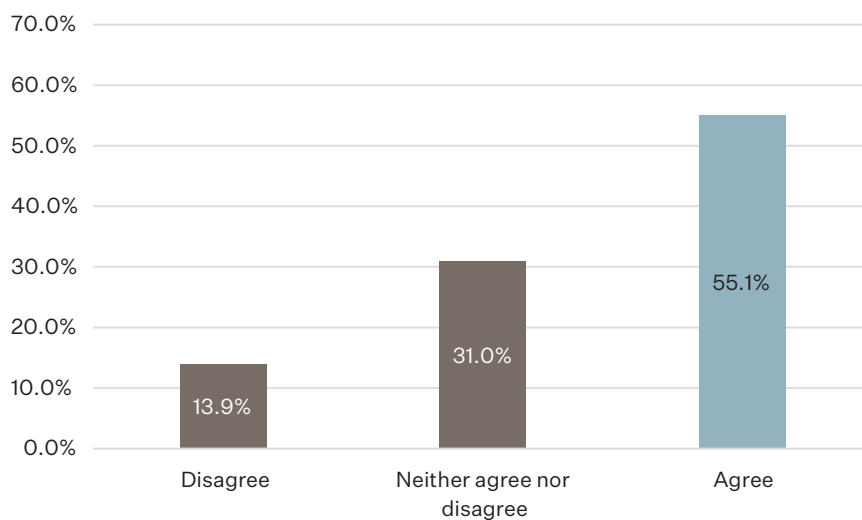
Residents were also asked about ease of interaction with the Council.

**“How much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”**

A five-point Likert scale was used, where 1 = strongly agree, 3 = neither agree nor disagree, and 5 = strongly disagree.

Just over half (55 percent) of all participants agreed that the Council makes it easy to interact with them. This has increased slightly since last year (53 percent in 2022). Although oscillating over time, this year’s result is a significantly lower level of agreement compared to 2020.

**Figure 40. Agreement with ease of interaction**



Base: total sample excluding ‘don’t know/not applicable’ (n=739)

**Table 33. Agreement with ease of interaction**

		<b>Don't know/ not applicable</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>
<b>Council has made it easy for you to interact with it regarding your service needs</b>	<sup>n</sup>	35	31	72	229	325	82
	%		4.2%	9.7%	31.0%	44.0%	11.1%

*'Don't know/not applicable' responses have not been included in all percentages*

- “ I also feel that the council are friendly, receptive and active when rung about issues. Good communication helps us all feel safe and cared for.”
- “ Also, communication from the rubbish services is good if there is ever an issue with my recycling or if the collection date will be changed.”

## Best and Worst Services

### *Best Services*

Residents were also asked to state what they thought was the Council's best service and why.

**“Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”**

Like the past three years, waste management is considered the best service Council provides. Parks, reserves, and green spaces are identified as the next best performing service, followed by libraries.

- “ Recycling, rubbish and organics removal services are delivered well, because they are reliable, and key to helping our city reduce waste and save money.”
- “ Council staff do a great job on improving suburban parks and maintaining them. Also very happy with rubbish removal.”

**Table 34. The one service you feel the Council is performing the best in**

<b>Service</b>	<b>Number of comments</b>	<b>% Total sample</b>	<b>% Positive comments*</b>
Waste management	143	18%	25%
Parks, reserves and green spaces	84	11%	15%
Libraries	79	10%	14%
Events/activities	42	5%	7%
Recreation & sport centres	38	5%	7%
Information and communication	30	4%	5%
Water supply	29	4%	5%
Cycleways	29	4%	5%
Roading	21	3%	4%
The rebuild	16	2%	3%
Community support	10	1%	2%
Public space cleaning/city beautification	9	1%	2%
Facilities and services in general	6	1%	1%
Sewerage/wastewater	5	1%	1%
Public transport	4	1%	1%
Rates spending and financial management	3	0%	1%
Waterways	2	0%	0%
Animal control	2	0%	0%
Other	16	2%	3%
Don't know/nothing	250	31%	
Supplied negative comment despite being asked for the best aspect	40	5%	

\*Base: Total positive comments n=568. 'Don't know' and negative responses removed

The findings are displayed in more detail below.

**Table 35. The one service you feel the Council is performing the best in, with the reason (detailed)**

<b>Service</b>	<b>In detail</b>	<b>Number of Comments</b>	<b>% Positive Comments*</b>
Waste management	Generally good service/no issues	64	10%
Waste management	Undefined	31	5%
Waste management	Reliable	26	4%
Waste management	Timely collection and service	22	3%
Waste management	Communicate issues	10	2%
Waste management	Friendly/responsive staff	7	1%
Waste management	Recycling and recycling options	5	1%
Waste management	Availability of bins/good size bins	4	1%
Waste management	Other	3	0.5%
Waste management	Proper collection/no residue left behind	1	0.2%
Parks, reserves and green spaces	Well presented and maintained	63	10%
Parks, reserves and green spaces	Availability/number/variety	10	2%
Parks, reserves and green spaces	Good service to have	9	1%
Parks, reserves and green spaces	Undefined	7	1%
Parks, reserves and green spaces	Other	2	0.3%
Libraries	Good service/good libraries	38	6%
Libraries	Good librarians/staff	27	4%
Libraries	Availability and variety of good/current resources/activities	25	4%
Libraries	Undefined	8	1%
Libraries	Availability of and access to libraries	7	1%
Libraries	Free access/free access to materials	4	1%
Libraries	Other	4	1%
Libraries	Good/modern infrastructure	1	0.2%
Recreation & sport centres	Availability and access to swimming pools	22	3%
Recreation & sport centres	Other	8	1%
Recreation & sport centres	Generally good service	6	1%

Service	In detail	Number of Comments	% Positive Comments*
Recreation & sport centres	Clean/well maintained	3	0.5%
Recreation & sport centres	Availability and access to walking tracks	3	0.5%
Information and communication	Good communication/clear	26	4%
Information and communication	Other	4	1%
Water supply	Generally good service	12	2%
Water supply	Maintenance done promptly/well maintained	10	2%
Water supply	Water quality/taste is good	5	1%
Water supply	Adequate and regular supply	2	0.3%
Events/activities	Availability/number/range	14	2%
Events/activities	Free/affordable	10	2%
Events/activities	Family-friendly/for all ages	9	1%
Events/activities	Undefined	8	1%
Events/activities	Well organised	6	1%
Events/activities	Providing information on events	2	0.3%
Events/activities	Other	1	0.2%
Cycleways	Availability/number	15	2%
Cycleways	Good quality	9	1%
Cycleways	Other	6	1%
Cycleways	Undefined	4	1%
Facilities and services in general	Generally good service	6	1%
Community support	Involvement of council	10	2%
The rebuild	Good progress being made	9	1%
The rebuild	Improving the look of the city	6	1%
The rebuild	Other	2	0.3%

Service	In detail	Number of Comments	% Positive Comments*
Sewerage/Wastewater	Generally good service	3	0.5%
Sewerage/Wastewater	Well maintained	2	0.3%
Public space cleaning/city beautification	Keeping spaces/city clean	7	1%
Public space cleaning/city beautification	Attract tourists/businesses	2	0.3%
Public transport	Generally, a good/efficient service	3	0.5%
Public transport	Other	2	0.3%
Roading	Roadworks/maintenance	14	2%
Roading	Other	6	1%
Roading	Improved network/services	1	0.2%
Rates spending and financial management	Other	3	0.5%
Waterways	Well-maintained/clean	2	0.3%
Animal control	Good service	2	0.3%
Emergency preparedness and response	Well-prepared/good response	4	1%
Footpaths	Well maintained	3	0.5%
Parking	Access to parking	2	0.3%
Other		9	1%
Negative comment		40	
Don't know		250	

Base: positive responses (n=661) \* 'Don't know' and negative responses removed

### ***Services to Improve***

Respondents were also asked to state the one service they thought was most important for the Council to improve.

Roading is once again the most salient topic in respondents' minds, with just under one quarter (23 percent) of all respondents making a negative comment regarding the state of roads.

- “ Improve roadworks- in particular the time it takes to complete. This heavily impacts day-to-day life.”
- “ The roads are always in a state of disrepair. Roadworks in general, take a very long time and are obviously quite disruptive to commuters and retailers.”

Council decision-making and financial management has increased substantially as a common negative issue among residents, increasing by 6 percent from 12 months ago (from 9 percent in 2022 to 15 percent in 2023).

- “ Making sure they inform the ratepayers on their decisions and stop wasting unnecessary money on things that people do not want.”
- “ Urban Development strategy needs to be more transparent and reduce densification in the suburbs. When developers are able to build 10 units or more on one section with no car parks provided this impacts on the other residences.”

Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?

**Table 36. One service that is most important to improve**

Service	Number of comments	% Total sample	% Negative comments*
Roading	156	20%	24%
Council decision-making/financial management	97	12%	15%
Water supply	60	8%	9%
Information/communication	47	6%	7%
Footpaths	41	5%	6%
Cycleways	38	5%	6%
Parking	33	4%	5%
Parks, reserves and green spaces	29	4%	4%
Waste management	27	3%	4%
Sewerage/Wastewater	21	3%	3%
Public space cleaning/city beautification	20	3%	3%
Waterways	16	2%	2%
Public transport	16	2%	2%
Earthquake recovery/rebuild	15	2%	2%
Recreation & sports centres	9	1%	1%
Events/activities	9	1%	1%
Consents process	6	1%	1%
Housing	6	1%	1%
Other	17	2%	
Don't know	211	26%	
Supplied positive comment despite being asked for improvement aspect	6	1%	

\*Base: negative responses (n=646). 'Don't know' and positive responses removed

**Table 37. One service that is most important to improve, with the reason (detailed)**

<b>Service</b>	<b>In detail</b>	<b>Number of Comments</b>	<b>% Negative Comments*</b>
Roading	Fix roads/make smooth/remove potholes	83	11%
Roading	Better quality repair/less frequent repair/faster repair	45	6%
Roading	Improve traffic control/flow/ accessibility	16	2%
Roading	Other	13	2%
Roading	Prioritise/focus repairs where needed most	7	1%
Roading	Better communication/consultation	1	0%
Roading	Allocate resources correctly	1	0%
Water supply	Remove chlorine/other additives	42	6%
Water supply	Fix leaks	10	1%
Water supply	Other	8	1%
Water supply	Improve or retain quality/smell/ taste/appearance	4	1%
Water supply	Halt sale of water to commercial interests	4	1%
Water supply	Fix the wells/bore/aquifer/pumping stations	1	0.1%
Information and communication	Improve communication with the public/improve transparency	37	5%
Information and communication	Consistency and clarity	7	1%
Information and communication	More consultations	7	1%
Cycleways	Other	27	4%
Cycleways	Make more user-friendly/less obstructive/safer	12	2%
Cycleways	Ensure cycleways on arterial roads/direct routes	1	0.1%
Council decision-making/financial management	Devise a better rates system	21	3%
Council decision-making/financial management	Better quality staff	19	3%
Council decision-making/financial management	Improve communication and monitoring	17	2%
Council decision-making/financial management	Avoid over expenditure/ expenditure on unnecessary projects	15	2%
Council decision-making/financial management	Increase council transparency/ address corruption/accountability	14	2%

Service	In detail	Number of Comments	% Negative Comments*
Council decision-making/financial management	Developing clear plans and budgets/long-term/independent thinking	12	2%
Council decision-making/financial management	More consultation on new building spending/more consultation generally	7	1%
Council decision-making/financial management	Reduce spending on Councillors	5	1%
Council decision-making/financial management	Reduce the level of bureaucracy/ less red tape	2	0.3%
Waterways	More efforts made to dredge/keep clean/clean up pollutants	12	2%
Waterways	Planting along the river/make the rivers more presentable	3	0.4%
Waterways	Building flood protection barriers	2	0.3%
Waterways	Clamping down on dumping of waste into waterways/prevent pollution	1	0.1%
Waste management	Proper/better collection of waste	9	1%
Waste management	Other	7	1%
Waste management	Provide bigger bins/more bins/ same size bins/replacement of bins	6	1%
Waste management	Better recycling options/information	5	1%
Waste management	Increase collection frequency/ change time of collection	4	1%
Waste management	Better delineation/education of recycling/organic/waste	2	0.3%
Parking	More parking/better quality parking	21	3%
Parking	Lower the cost/make it free in some areas	12	2%
Parking	Fair enforcement/better enforcement	2	0.3%
Parking	Increase the time limit	2	0.3%
Footpaths	Fix footpaths/make smooth/remove hazards	30	4%
Footpaths	Better quality repair/less frequent repair/faster repair	5	1%
Footpaths	Improve accessibility	5	1%
Footpaths	Pedestrian right-of-way clarifications	2	0.3%
Footpaths	Clear debris/overhanging foliage	2	0.3%
Parks, reserves and green spaces	Improve maintenance/repair of park facilities	23	3%
Parks, reserves and green spaces	More facilities	4	1%

Service	In detail	Number of Comments	% Negative Comments*
Parks, reserves and green spaces	Increase maintenance staff	2	0.3%
Public space cleaning/City beautification	Clear leaves, dry grass, weeds/ mow lawns/prune trees	10	1%
Public space cleaning/City beautification	Council should clean up/increase cleaning frequency	6	1%
Public space cleaning/City beautification	Plant more trees	3	0.4%
Public space cleaning/City beautification	Provide feedback and representation	1	0.1%
Sewerage/Wastewater	Improve drainage/runoff	9	1%
Sewerage/Wastewater	Reduce unpleasant smells	8	1%
Sewerage/Wastewater	Regular maintenance of drains and culverts	4	1%
Earthquake recovery/rebuild	Speed up the rebuild and rebuild processes	9	1%
Earthquake recovery/rebuild	More attention to the red zones	2	0.3%
Earthquake recovery/rebuild	Management of Heritage properties	2	0.3%
Earthquake recovery/rebuild	Other	2	0.3%
Public transport	Other	9	1%
Public transport	Improve service to raise usage/ improve the service generally	4	1%
Public transport	Make the service more affordable	3	0.4%
Public transport	Develop routes/services that meet all customers' needs	1	0.1%
Public transport	Buses should have a wider network	1	0.1%
Public transport	Add/improve bus stops	1	0.1%
Recreation & Sports Centres	Construct more facilities	4	1%
Recreation & Sports Centres	Construct better quality facilities/ add improvements	3	0.4%
Recreation & Sports Centres	Make them cheaper/open them for longer	3	0.4%
Consents process	Process needs to be more inclusive/less adversarial	3	0.4%
Consents process	Raise standards for the approval process/streamline the process	1	0.1%
Consents process	Reduce the time and costs related to the process	2	0.3%

Service	In detail	Number of Comments	% Negative Comments*
Events/activities	Improve communication about events	5	1%
Events/activities	Provide more events and activities	4	1%
Housing	Other	4	1%
Housing	Safer housing	1	0.1%
Housing	More housing	1	0.1%
Noise control	Not responding to complaints	3	0.4%
Other		17	2%
Don't know		211	
Supplied positive comment despite being asked for improvement aspect		6	
As stated in previous question		1	

\*Base: negative responses (n=725). 'Don't know' and positive responses removed

## Additional Service Satisfaction Results

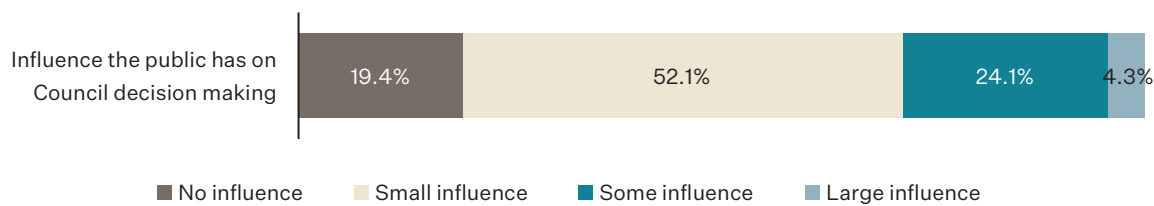
The following results are for measures that no longer have Levels of Service targets. However, they are reported here for future comparison.

### Public participation in Community and City Governance and Decision- making

**“Overall, how much influence do you feel the public has on the decisions the Council makes?”**

Nearly three-quarters (72%) of respondents feel they have only a small or no influence on Council decision-making.

**Figure 41. Perceived level of influence the public has on Council decision-making**



Base: total sample excluding ‘don’t know/not applicable’ (n=765)

**Table 38. Perceived level of influence the public has on Council decision making**

		Don't know/ not applicable	No influence	Small influence	Some influence	Large influence
Level of influence the public has on Council decision making	n	12	148	397	184	33
	%		19.4%	52.1%	24.1%	4.3%

‘Don’t know/not applicable’ responses have not been included in all percentages

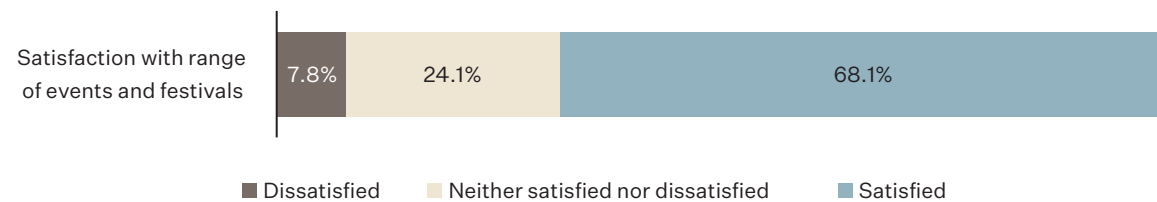
“ (The Council’s) mind is made up before going to consultation, e.g., they ignore public input.”

“ Events and Festivals

### “How satisfied or dissatisfied are you with the range of events and festivals?”

Satisfaction with the range of events and festivals is reasonably high, as two-thirds (68 percent) of respondents stated they are satisfied or very satisfied.

**Figure 42. Satisfaction with the range of events and festivals**



Base: total sample excluding ‘don’t know/not applicable’ (n=758)

**Table 39. Satisfaction with the range of events and festivals**

		Don’t know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with the range of events and festivals	n	16	13	46	183	387	129
	%		1.7%	6.1%	24.1%	51.1%	17.0%

‘Don’t know/not applicable’ responses have not been included in all percentages

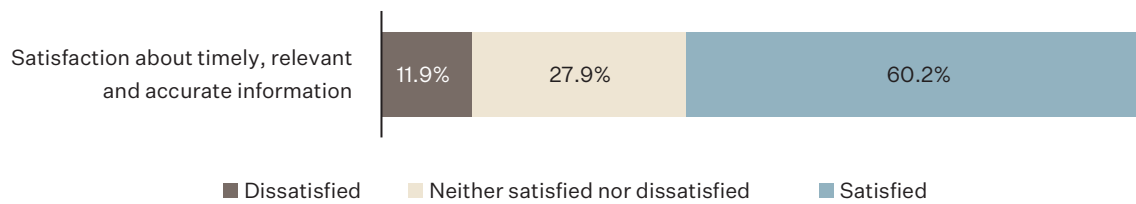
“ I think the council do a great job with putting on free events in the city. It is great for families and friends to join and be a part of. It makes Christchurch more fun and interesting, celebrating arts and culture especially.”

City Promotions

**“How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?”**

Information received about city events and festivals is rated highly by six out of ten (60 percent) respondents, a significant increase from 12 months ago (54 percent in 2022).

**Figure 43. Satisfaction with timely, relevant, and accurate information**



Base: total sample excluding 'don't know/not applicable' (n=757)

**Table 40. Satisfaction with timely, relevant, and accurate information**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction about timely, relevant, and accurate information	n	17	19	71	211	367	89
	%		2.5%	9.4%	27.9%	48.5%	11.8%

'Don't know/not applicable' responses have not been included in all percentages

### *Civil Defence and emergency management*

New from the 2022 survey onward were questions that asked participants about their household preparedness for natural disasters. Four factors were rated using a yes/no response:

**“Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding:**

- **Stored enough water for three days?**
- **Stored enough food for three days?**
- **Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc.?”**

**“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”**

Overall, about six in ten households (61 percent) are prepared for natural disasters. Having adequate food and securing household items were the most predominant preparation forms. However, less than half of all households (46 percent) had an up- to-date emergency plan.

**Table 41. Household preparation for an emergency**

		<b>Don't know/ not applicable</b>	<b>Yes</b>	<b>No</b>
<b>Stored enough water for three days</b>	n	25	397	352
	%		53.0%	47.0%
<b>Stored enough food for three days</b>	n	17	594	163
	%		78.5%	21.5%
<b>Secured household items that might fall in an earthquake</b>	n	30	507	237
	%		68.1%	31.9%
<b>Up-to-date household emergency plan</b>	n	33	343	398
	%		46.3%	53.7%
<b>AVERAGE RANKING</b>			61.5%	38.5%

## Section 4

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# Appendix

## Findings by Community Board

The following section details survey findings by Community Board. Significant differences by subgroups are marked by colour coding.

**Green** means the results are significantly higher than the complement (the combination of all others asked).

**Red** means the results are significantly lower than the complement (the combination of all others asked).

## Governance and Decision making

**“Thinking about Christchurch City Council, how much do you agree or disagree with the statement ‘I understand how the Council makes decisions?’”**

**Table 42. Understanding of Council decision-making**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
<b>Number of respondents</b>	22	167	138	152	147	148
<b>Strongly agree</b>	0.0%	4.8%	7.2%	5.3%	4.1%	4.1%
<b>Agree</b>	40.9%	30.5%	30.4%	34.2%	30.6%	27.7%
<b>Neither agree nor disagree</b>	18.2%	29.9%	27.5%	26.3%	38.1%	32.4%
<b>Disagree</b>	31.8%	24.6%	23.9%	23.7%	21.8%	24.3%
<b>Strongly disagree</b>	4.5%	8.4%	9.4%	9.2%	4.1%	10.1%
<b>Don't know/not applicable</b>	4.5%	1.8%	1.4%	1.3%	1.4%	1.4%

“How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”

Table 43. Accuracy of information

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	3.0%	2.2%	5.3%	6.1%	2.7%
Satisfied	22.7%	29.3%	37.0%	33.6%	32.0%	29.7%
Neither satisfied nor dissatisfied	13.6%	32.3%	25.4%	28.9%	36.1%	29.7%
Dissatisfied	50.0%	25.7%	23.9%	21.1%	17.7%	25.0%
Very dissatisfied	4.5%	7.2%	8.0%	8.6%	4.8%	9.5%
Don't know/not applicable	4.5%	2.4%	3.6%	2.6%	3.4%	3.4%

“How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?”

Table 44. Information is prompt and timely

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	0.0%	3.0%	2.9%	3.9%	4.8%	1.4%
Satisfied	50.0%	26.9%	35.5%	25.7%	27.9%	26.4%
Neither satisfied nor dissatisfied	4.5%	32.3%	26.8%	33.6%	40.1%	31.1%
Dissatisfied	36.4%	27.5%	24.6%	27.0%	18.4%	28.4%
Very dissatisfied	4.5%	7.2%	8.0%	9.2%	6.1%	8.8%
Don't know/not applicable	4.5%	3.0%	2.2%	0.7%	2.7%	4.1%

“How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?”

**Table 45. Confidence the Council makes decisions in the best interests of the city**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal-Burwood-Linwood</b>	<b>Waimāero - Fendalton-Waimairi-Harewood</b>	<b>Waipuna - Halswell-Hornby-Riccarton</b>	<b>Waipapa - Papanui-Innes-Central</b>	<b>Waihoru - Spreydon-Cashmere-Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	3.6%	2.2%	5.3%	4.8%	3.4%
Satisfied	31.8%	24.6%	27.5%	27.0%	29.9%	33.8%
Neither satisfied nor dissatisfied	31.8%	35.9%	27.5%	30.9%	32.0%	29.1%
Dissatisfied	22.7%	24.6%	26.1%	20.4%	21.8%	22.3%
Very dissatisfied	4.5%	10.8%	15.2%	14.5%	8.8%	11.5%
Don't know/not applicable	4.5%	0.6%	1.4%	2.0%	2.7%	0.0%

“How much influence do you feel the public has on the decisions the Council makes?”

**Table 46. Perceived level of influence the public has on Council decision making**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal-Burwood-Linwood</b>	<b>Waimāero - Fendalton-Waimairi-Harewood</b>	<b>Waipuna - Halswell-Hornby-Riccarton</b>	<b>Waipapa - Papanui-Innes-Central</b>	<b>Waihoru - Spreydon-Cashmere-Heathcote</b>
Number of respondents	22	167	138	152	147	148
Large influence	4.5%	4.8%	1.4%	6.6%	4.8%	3.4%
Some influence	22.7%	24.6%	20.3%	21.1%	32.0%	20.9%
Small influence	63.6%	50.9%	60.9%	52.0%	45.6%	45.9%
No influence	9.1%	19.2%	15.9%	19.7%	14.3%	27.7%
Don't know/not applicable	0.0%	0.6%	1.4%	0.7%	3.4%	2.0%

“How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?”

Table 47. Opportunities to have a say in what Council does

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	9.1%	3.0%	2.9%	5.3%	4.8%	1.4%
Satisfied	40.9%	26.3%	30.4%	23.7%	29.9%	23.0%
Neither satisfied nor dissatisfied	18.2%	39.5%	26.8%	34.9%	29.9%	32.4%
Dissatisfied	31.8%	19.8%	26.1%	21.1%	24.5%	31.8%
Very dissatisfied	0.0%	10.2%	10.9%	13.2%	7.5%	10.8%
Don't know/not applicable	0.0%	1.2%	2.9%	2.0%	3.4%	0.7%

“How satisfied or dissatisfied are you that the Council’s decision-making processes are easy to use or engage with?”

Table 48. Council’s decision-making processes are easy to use or engage with

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	3.0%	2.2%	5.3%	4.1%	1.4%
Satisfied	36.4%	23.4%	26.8%	18.4%	25.2%	20.9%
Neither satisfied nor dissatisfied	13.6%	32.9%	29.0%	32.2%	28.6%	30.4%
Dissatisfied	36.4%	26.3%	24.6%	27.6%	26.5%	35.1%
Very dissatisfied	9.1%	12.0%	14.5%	12.5%	11.6%	10.1%
Don't know/not applicable	0.0%	2.4%	2.9%	3.9%	4.1%	2.0%

“How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?”

Table 49. Satisfaction with the leadership of the Mayor and councillors

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	3.0%	4.3%	3.9%	6.1%	4.1%
Satisfied	27.3%	21.6%	24.6%	25.0%	26.5%	24.3%
Neither satisfied nor dissatisfied	50.0%	46.7%	39.9%	41.4%	37.4%	35.8%
Dissatisfied	13.6%	18.0%	20.3%	16.4%	17.7%	20.9%
Very dissatisfied	0.0%	8.4%	6.5%	9.9%	10.2%	10.8%
Don't know/not applicable	4.5%	2.4%	4.3%	3.3%	2.0%	4.1%

## Parks, Heritage & Coastal Environments

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?”

Table 50. Satisfaction with the appearance of monuments and other heritage objects

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Number of respondents	22	167	138	152	147	148
Very satisfied	13.6%	12.0%	19.6%	15.1%	13.6%	17.6%
Satisfied	40.9%	46.1%	49.3%	46.7%	53.1%	52.0%
Neither satisfied nor dissatisfied	31.8%	29.3%	23.2%	27.6%	23.8%	23.6%
Dissatisfied	4.5%	6.0%	5.8%	4.6%	6.1%	2.7%
Very dissatisfied	0.0%	0.6%	0.7%	2.6%	2.0%	0.7%
Don’t know/not applicable	9.1%	6.0%	1.4%	3.3%	1.4%	3.4%

“How satisfied or dissatisfied are you with their condition?”

Table 51. Satisfaction with the condition of monuments and other heritage objects

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Number of respondents	22	167	138	152	147	148
Very satisfied	13.6%	13.8%	13.0%	13.8%	12.2%	16.9%
Satisfied	54.5%	44.9%	55.8%	50.0%	56.5%	56.8%
Neither satisfied nor dissatisfied	18.2%	27.5%	23.9%	24.3%	24.5%	18.9%
Dissatisfied	4.5%	7.2%	3.6%	7.2%	5.4%	2.7%
Very dissatisfied	0.0%	0.0%	1.4%	1.3%	0.0%	0.7%
Don’t know/not applicable	9.1%	6.6%	2.2%	3.3%	1.4%	4.1%

“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. How satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”

Table 52. Satisfaction with their appearance

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	9.1%	8.4%	5.8%	13.2%	10.9%	9.5%
Satisfied	59.1%	46.7%	50.0%	38.2%	48.3%	47.3%
Neither satisfied nor dissatisfied	27.3%	25.7%	27.5%	30.9%	27.9%	29.7%
Dissatisfied	0.0%	12.6%	10.1%	9.9%	9.5%	9.5%
Very dissatisfied	0.0%	0.6%	3.6%	3.3%	1.4%	1.4%
Don’t know/not applicable	4.5%	6.0%	2.9%	4.6%	2.0%	2.7%

“How satisfied or dissatisfied are you with the condition of these buildings?”

Table 53. Satisfaction with their condition

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	7.2%	4.3%	11.2%	7.5%	10.1%
Satisfied	59.1%	37.1%	46.4%	35.5%	43.5%	41.2%
Neither satisfied nor dissatisfied	27.3%	32.9%	27.5%	32.9%	32.0%	31.1%
Dissatisfied	4.5%	14.4%	13.0%	13.8%	11.6%	12.2%
Very dissatisfied	0.0%	1.8%	4.3%	2.0%	2.7%	2.0%
Don’t know/not applicable	4.5%	6.6%	4.3%	4.6%	2.7%	3.4%

## Refuse Disposal

“Thinking now about the Council rubbish and recycling collection, overall, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

Table 54. Satisfaction with kerbside recycling

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	36.4%	32.9%	31.2%	31.6%	32.0%	35.8%
Satisfied	36.4%	41.3%	51.4%	48.0%	50.3%	48.0%
Neither satisfied nor dissatisfied	22.7%	9.6%	7.2%	11.8%	10.2%	8.1%
Dissatisfied	4.5%	9.6%	9.4%	5.3%	3.4%	6.8%
Very dissatisfied	0.0%	4.8%	0.7%	2.6%	1.4%	0.7%
Don’t know/not applicable	0.0%	1.8%	0.0%	0.7%	2.7%	0.7%

“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

Table 55. Satisfaction with kerbside rubbish

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	40.9%	33.5%	35.5%	33.6%	31.3%	36.5%
Satisfied	40.9%	47.3%	48.6%	48.0%	53.7%	50.0%
Neither satisfied nor dissatisfied	18.2%	7.8%	8.0%	10.5%	5.4%	8.1%
Dissatisfied	0.0%	7.2%	7.2%	4.6%	5.4%	4.7%
Very dissatisfied	0.0%	2.4%	0.7%	2.6%	2.0%	0.7%
Don’t know/not applicable	0.0%	1.8%	0.0%	0.7%	2.0%	0.0%

“How satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin).”

Table 56. Satisfaction with organic material

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	45.5%	34.1%	34.1%	33.6%	34.0%	37.8%
Satisfied	31.8%	42.5%	45.7%	44.1%	46.9%	45.9%
Neither satisfied nor dissatisfied	13.6%	9.6%	9.4%	10.5%	8.8%	7.4%
Dissatisfied	4.5%	7.2%	7.2%	7.2%	4.8%	6.1%
Very dissatisfied	0.0%	4.2%	2.9%	3.9%	3.4%	2.7%
Don’t know/not applicable	4.5%	2.4%	0.7%	0.7%	2.0%	0.0%

## Sewerage and Stormwater

“How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

Table 57. Minimal odour from the sewerage system

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	9.1%	9.6%	15.9%	10.5%	10.9%	11.5%
Satisfied	45.5%	35.9%	44.9%	38.2%	40.1%	45.3%
Neither satisfied nor dissatisfied	27.3%	20.4%	18.8%	28.9%	26.5%	22.3%
Dissatisfied	13.6%	20.4%	10.9%	11.2%	14.3%	10.8%
Very dissatisfied	4.5%	9.6%	5.1%	3.9%	4.8%	6.1%
Don’t know/not applicable	0.0%	4.2%	4.3%	7.2%	3.4%	4.1%

“How satisfied or dissatisfied are you that the wastewater services are reliable?”

Table 58. Wastewater services are reliable

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	22.7%	18.6%	18.8%	15.1%	16.3%	12.8%
Satisfied	50.0%	44.3%	51.4%	45.4%	45.6%	55.4%
Neither satisfied nor dissatisfied	13.6%	20.4%	15.9%	25.0%	25.2%	16.9%
Dissatisfied	4.5%	10.8%	8.0%	9.2%	7.5%	8.8%
Very dissatisfied	4.5%	3.0%	2.2%	3.3%	2.0%	1.4%
Don't know/not applicable	4.5%	3.0%	3.6%	2.0%	3.4%	4.7%

“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

Table 59. Repairs and complaints are investigated in a timely manner

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	13.6%	10.2%	9.4%	13.8%	10.9%	8.8%
Satisfied	40.9%	25.7%	34.1%	38.2%	33.3%	43.9%
Neither satisfied nor dissatisfied	18.2%	28.7%	23.2%	24.3%	30.6%	27.0%
Dissatisfied	4.5%	9.6%	13.0%	6.6%	8.2%	8.1%
Very dissatisfied	4.5%	7.2%	0.7%	4.6%	2.7%	2.7%
Don't know/not applicable	18.2%	18.6%	19.6%	12.5%	14.3%	9.5%

“How satisfied or dissatisfied are you with the condition of waterways?”

Table 60. Condition of waterways

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	4.2%	2.9%	3.9%	4.8%	1.4%
Satisfied	18.2%	22.8%	37.0%	30.9%	34.0%	36.5%
Neither satisfied nor dissatisfied	36.4%	28.7%	29.0%	27.0%	22.4%	25.7%
Dissatisfied	27.3%	27.5%	18.8%	20.4%	24.5%	22.3%
Very dissatisfied	13.6%	14.4%	8.7%	13.8%	11.6%	12.2%
Don't know/not applicable	0.0%	2.4%	3.6%	3.9%	2.7%	2.0%

“How satisfied or dissatisfied are you with the condition of waterway margins?”

Table 61. Condition of waterway margins

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	6.6%	6.5%	5.9%	6.8%	2.0%
Satisfied	45.5%	37.1%	39.9%	38.8%	38.8%	43.9%
Neither satisfied nor dissatisfied	31.8%	22.8%	26.1%	28.9%	24.5%	29.7%
Dissatisfied	18.2%	25.1%	13.8%	16.4%	17.7%	16.2%
Very dissatisfied	0.0%	6.6%	8.0%	7.9%	8.2%	4.1%
Don't know/not applicable	0.0%	1.8%	5.8%	2.0%	4.1%	4.1%

“How satisfied or dissatisfied are you with the appearance of Christchurch’s waterway margins?”

Table 62. Appearance of Christchurch’s waterway margins

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal-Burwood-Linwood</b>	<b>Waimāero - Fendalton-Waimairi-Harewood</b>	<b>Waipuna - Halswell-Hornby-Riccarton</b>	<b>Waipapa - Papanui-Innes-Central</b>	<b>Waihoru - Spreydon-Cashmere-Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	9.1%	7.8%	8.7%	5.9%	5.4%	5.4%
Satisfied	45.5%	38.3%	42.8%	44.1%	40.1%	45.9%
Neither satisfied nor dissatisfied	31.8%	24.0%	24.6%	31.6%	25.2%	25.0%
Dissatisfied	13.6%	23.4%	15.2%	9.2%	19.7%	16.2%
Very dissatisfied	0.0%	5.4%	5.8%	7.9%	6.1%	3.4%
Don’t know/not applicable	0.0%	1.2%	2.9%	1.3%	3.4%	4.1%

“How satisfied or dissatisfied are you that the city’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”

Table 63. Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal-Burwood-Linwood</b>	<b>Waimāero - Fendalton-Waimairi-Harewood</b>	<b>Waipuna - Halswell-Hornby-Riccarton</b>	<b>Waipapa - Papanui-Innes-Central</b>	<b>Waihoru - Spreydon-Cashmere-Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	5.4%	3.6%	6.6%	5.4%	5.4%
Satisfied	31.8%	24.0%	33.3%	36.2%	32.7%	37.8%
Neither satisfied nor dissatisfied	22.7%	31.7%	23.9%	22.4%	30.6%	25.7%
Dissatisfied	22.7%	25.1%	23.9%	24.3%	21.1%	20.9%
Very dissatisfied	13.6%	11.4%	11.6%	9.9%	8.2%	6.8%
Don’t know/not applicable	4.5%	2.4%	3.6%	0.7%	2.0%	3.4%

## Transportation

“How much do you agree or disagree that Christchurch is a walking friendly city?”

Table 64. Agreement that Christchurch is a walking friendly city

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	22.7%	15.6%	15.9%	20.4%	20.4%	22.3%
Agree	54.5%	52.7%	47.1%	50.0%	48.3%	50.7%
Neither agree nor disagree	9.1%	17.4%	18.8%	15.1%	15.0%	13.5%
Disagree	4.5%	8.4%	15.2%	7.9%	9.5%	8.8%
Strongly disagree	9.1%	2.4%	1.4%	3.9%	5.4%	2.7%
Don't know/not applicable	0.0%	3.6%	1.4%	2.6%	1.4%	2.0%

“How much do you agree or disagree that Christchurch is a cycle friendly city?”

Table 65. Christchurch is a cycle friendly city

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	18.2%	14.4%	13.0%	18.4%	16.3%	21.6%
Agree	40.9%	44.9%	48.6%	44.1%	43.5%	46.6%
Neither agree nor disagree	27.3%	21.0%	20.3%	23.0%	21.8%	18.9%
Disagree	9.1%	11.4%	8.0%	5.9%	10.2%	3.4%
Strongly disagree	4.5%	2.4%	6.5%	2.6%	3.4%	3.4%
Don't know/not applicable	0.0%	6.0%	3.6%	5.9%	4.8%	6.1%

“And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?”

Table 66. Frequency of cycling on public roads

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
All the time, by that I mean about every day	9.1%	8.4%	5.8%	3.9%	17.0%	7.4%
Frequently, by that I mean at least once a week	13.6%	11.4%	13.8%	14.5%	17.7%	10.1%
Occasionally, by that I mean around once a month	22.7%	12.0%	13.0%	13.2%	11.6%	12.2%
Rarely, by that I mean no more than a few times a year	31.8%	17.4%	23.2%	25.0%	21.1%	19.6%
Never	18.2%	49.1%	44.2%	40.1%	29.9%	45.9%
Don't know/not applicable	4.5%	1.8%	0.0%	3.3%	2.7%	4.7%

## Roads and Footpaths

“How satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”

Table 67. Condition of roads

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	0.0%	2.4%	2.9%	8.6%	4.1%	4.7%
Satisfied	36.4%	17.4%	26.8%	24.3%	22.4%	24.3%
Neither satisfied nor dissatisfied	18.2%	15.6%	14.5%	14.5%	23.1%	24.3%
Dissatisfied	31.8%	38.3%	42.8%	32.9%	34.0%	31.1%
Very dissatisfied	13.6%	25.1%	13.0%	19.7%	16.3%	15.5%
Don't know/not applicable	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%

“What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads?”

Table 68. THREE MAIN reasons why you are dissatisfied

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Number of respondents	10	106	77	80	74	69
Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)	80.0%	79.2%	68.8%	61.3%	63.5%	66.7%
There are potholes in the roads	50.0%	61.3%	58.4%	58.8%	63.5%	56.5%
Road surfaces are not smooth or level	40.0%	49.1%	49.4%	46.3%	67.6%	56.5%
Roadworks not completed to a good standard	70.0%	47.2%	42.9%	45.0%	40.5%	34.8%
Roadworks are taking too long	20.0%	21.7%	33.8%	38.8%	20.3%	33.3%
Roadworks are causing delays and disruption	30.0%	12.3%	26.0%	22.5%	17.6%	21.7%
Roads are not swept often enough (including litter and debris on roads)	10.0%	8.5%	13.0%	20.0%	8.1%	14.5%
Other – please specify	0.0%	6.6%	2.6%	3.8%	10.8%	5.8%

“How satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

Table 69. Satisfaction with the condition of footpaths

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	2.4%	3.6%	9.2%	3.4%	5.4%
Satisfied	36.4%	28.1%	22.5%	27.0%	26.5%	26.4%
Neither satisfied nor dissatisfied	27.3%	25.1%	17.4%	24.3%	26.5%	25.7%
Dissatisfied	27.3%	28.7%	42.0%	25.7%	30.6%	29.1%
Very dissatisfied	4.5%	13.8%	13.8%	13.8%	12.2%	12.8%
Don’t know/not applicable	0.0%	1.8%	0.7%	0.0%	0.7%	0.7%

## Water Supply

“How satisfied or dissatisfied are you with the quality of the water supply?”

Table 70. Quality of water supply

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	13.6%	13.2%	22.5%	12.5%	11.6%	13.5%
Satisfied	31.8%	38.3%	44.2%	32.9%	36.1%	39.2%
Neither satisfied nor dissatisfied	13.6%	15.0%	13.8%	19.1%	17.7%	14.2%
Dissatisfied	22.7%	21.0%	14.5%	23.0%	29.3%	20.9%
Very dissatisfied	13.6%	10.8%	4.3%	12.5%	5.4%	10.8%
Don't know/not applicable	4.5%	1.8%	0.7%	0.0%	0.0%	1.4%

“How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

Table 71. Council repairs leaks and investigates complaints in a timely manner

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	4.5%	13.2%	13.0%	16.4%	13.6%	16.9%
Satisfied	45.5%	35.9%	41.3%	36.2%	38.1%	41.2%
Neither satisfied nor dissatisfied	18.2%	24.0%	22.5%	25.0%	25.2%	16.2%
Dissatisfied	18.2%	9.6%	7.2%	9.9%	12.2%	12.8%
Very dissatisfied	0.0%	4.8%	1.4%	6.6%	3.4%	5.4%
Don't know/not applicable	13.6%	12.6%	14.5%	5.9%	7.5%	7.4%

“How satisfied or dissatisfied are you that the water supply is reliable?”

Table 72. Reliability of water supply

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	18.2%	26.9%	32.6%	25.0%	19.0%	28.4%
Satisfied	54.5%	49.7%	51.4%	52.6%	56.5%	51.4%
Neither satisfied nor dissatisfied	18.2%	12.0%	10.1%	13.2%	16.3%	14.9%
Dissatisfied	4.5%	6.6%	2.9%	5.3%	6.8%	2.7%
Very dissatisfied	0.0%	2.4%	2.2%	3.3%	0.7%	1.4%
Don't know/not applicable	4.5%	2.4%	0.7%	0.7%	0.7%	1.4%

## Parking

“Have you parked a car in a Council parking facility in the last 12 months?”

Table 73. Usage of Council parking facility

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Yes, on-street	63.6%	65.9%	69.6%	60.5%	61.2%	73.0%
Yes, Council off-street	40.9%	59.9%	52.2%	49.3%	46.3%	52.7%
No	18.2%	21.0%	15.9%	23.0%	21.8%	16.2%
Don't know/not applicable	4.5%	3.6%	2.9%	5.9%	4.8%	4.1%

“How satisfied or dissatisfied are you with the ease of use of on-street parking meters?”

Table 74. Ease of use of on-street parking meters

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	21	161	134	142	140	143
Very satisfied	9.5%	9.3%	11.9%	15.5%	12.9%	9.1%
Satisfied	47.6%	47.8%	44.0%	38.7%	44.3%	51.7%
Neither satisfied nor dissatisfied	14.3%	20.5%	18.7%	19.0%	22.1%	23.8%
Dissatisfied	14.3%	12.4%	9.7%	9.9%	12.1%	8.4%
Very dissatisfied	4.8%	3.1%	6.7%	7.0%	5.7%	2.8%
Don't know/not applicable	9.5%	6.8%	9.0%	9.9%	2.9%	4.2%

“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”

Table 75. Range of parking facilities available

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	21	161	134	142	140	143
Very satisfied	4.8%	7.5%	9.7%	7.7%	10.7%	9.8%
Satisfied	33.3%	41.6%	44.8%	33.8%	37.1%	44.1%
Neither satisfied nor dissatisfied	38.1%	21.1%	20.1%	23.9%	22.9%	23.8%
Dissatisfied	14.3%	18.0%	14.9%	15.5%	18.6%	14.7%
Very dissatisfied	4.8%	6.2%	5.2%	12.0%	8.6%	2.8%
Don't know/not applicable	4.8%	5.6%	5.2%	7.0%	2.1%	4.9%

“How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?”

Table 76. Information provided about parking options

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	21	161	134	142	140	143
Very satisfied	4.8%	9.9%	8.2%	10.6%	8.6%	7.0%
Satisfied	42.9%	37.9%	44.0%	34.5%	42.1%	47.6%
Neither satisfied nor dissatisfied	38.1%	27.3%	23.9%	27.5%	27.9%	18.9%
Dissatisfied	9.5%	17.4%	11.9%	12.7%	15.7%	16.8%
Very dissatisfied	0.0%	1.9%	3.7%	7.7%	4.3%	2.1%
Don't know/not applicable	4.8%	5.6%	8.2%	7.0%	1.4%	7.7%

“How satisfied or dissatisfied are you with the ease of use of Council parking?”

Table 77. Ease of use of Council parking

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	21	161	134	142	140	143
Very satisfied	4.8%	11.8%	9.0%	8.5%	7.9%	10.5%
Satisfied	57.1%	40.4%	48.5%	39.4%	42.9%	46.9%
Neither satisfied nor dissatisfied	19.0%	25.5%	23.1%	33.1%	30.7%	24.5%
Dissatisfied	9.5%	13.7%	8.2%	7.7%	11.4%	9.8%
Very dissatisfied	4.8%	3.7%	4.5%	7.0%	4.3%	2.8%
Don't know/not applicable	4.8%	5.0%	6.7%	4.2%	2.9%	5.6%

## Parks

“How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?”

Table 78. Appearance of central city parks and green spaces

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	31.8%	23.4%	20.3%	24.3%	19.7%	27.7%
Satisfied	50.0%	53.3%	63.0%	48.7%	53.7%	54.1%
Neither satisfied nor dissatisfied	4.5%	15.6%	8.7%	15.8%	21.1%	12.2%
Dissatisfied	9.1%	5.4%	4.3%	5.9%	3.4%	4.1%
Very dissatisfied	4.5%	0.6%	2.2%	3.3%	2.0%	0.0%
Don't know/not applicable	0.0%	1.8%	1.4%	2.0%	0.0%	2.0%

“How satisfied or dissatisfied are you with the condition of these parks and green spaces?”

Table 79. Condition of these parks and green spaces

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	31.8%	22.8%	20.3%	25.7%	20.4%	25.7%
Satisfied	45.5%	50.3%	58.0%	46.7%	47.6%	55.4%
Neither satisfied nor dissatisfied	13.6%	16.8%	13.0%	13.8%	19.7%	12.8%
Dissatisfied	9.1%	7.2%	5.1%	7.9%	10.9%	3.4%
Very dissatisfied	0.0%	1.2%	2.2%	3.9%	1.4%	0.7%
Don't know/not applicable	0.0%	1.8%	1.4%	2.0%	0.0%	2.0%

“The range of recreation facilities available in the city’s parks (including beach park areas)?”

**Table 80. The range of recreation facilities available**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	27.3%	23.4%	19.6%	20.4%	22.4%	21.6%
Satisfied	59.1%	49.1%	60.9%	50.7%	53.7%	59.5%
Neither satisfied nor dissatisfied	9.1%	15.6%	9.4%	15.8%	15.6%	10.8%
Dissatisfied	4.5%	8.4%	5.8%	9.2%	4.1%	5.4%
Very dissatisfied	0.0%	1.2%	2.9%	3.3%	2.7%	0.7%
Don’t know/Not applicable	0.0%	2.4%	1.4%	0.7%	1.4%	2.0%

“Information provided about recreation facilities in the city’s parks (including beach park areas)?”

**Table 81. Information provided about recreation facilities**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	18.2%	16.2%	15.9%	15.8%	16.3%	14.9%
Satisfied	45.5%	49.1%	48.6%	51.3%	49.7%	53.4%
Neither satisfied nor dissatisfied	27.3%	21.6%	23.2%	18.4%	23.1%	19.6%
Dissatisfied	4.5%	6.6%	5.1%	7.9%	8.2%	8.8%
Very dissatisfied	0.0%	1.8%	2.2%	2.6%	1.4%	0.0%
Don’t know/Not applicable	4.5%	4.8%	5.1%	3.9%	1.4%	3.4%

## Events and Festivals

“How satisfied or dissatisfied are you with the range of events and festivals?”

Table 82. Satisfaction with the range of events and festivals

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Number of respondents	22	167	138	152	147	148
Very satisfied	27.3%	18.6%	15.9%	11.2%	21.1%	14.9%
Satisfied	36.4%	50.3%	47.1%	54.6%	46.3%	53.4%
Neither satisfied nor dissatisfied	27.3%	19.8%	26.8%	24.3%	23.8%	23.6%
Dissatisfied	9.1%	6.6%	7.2%	5.3%	4.8%	5.4%
Very dissatisfied	0.0%	1.8%	1.4%	3.3%	1.4%	0.7%
Don't know/not applicable	0.0%	3.0%	1.4%	1.3%	2.7%	2.0%

## City Promotions

“How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?”

Table 83. Satisfaction with timely, relevant, and accurate information

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Number of respondents	22	167	138	152	147	148
Very satisfied	9.1%	10.8%	12.3%	12.5%	13.6%	8.8%
Satisfied	40.9%	51.5%	47.1%	44.7%	46.3%	48.0%
Neither satisfied nor dissatisfied	31.8%	21.6%	24.6%	29.6%	27.9%	32.4%
Dissatisfied	9.1%	9.0%	11.6%	11.8%	6.1%	7.4%
Very dissatisfied	0.0%	3.6%	2.2%	1.3%	3.4%	2.0%
Don't know/not applicable	9.1%	3.6%	2.2%	0.0%	2.7%	1.4%

## Reputation and Trust

“How much do you agree or disagree that the Council is open and transparent?”

Table 84. Council is open and transparent

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	4.5%	3.0%	0.7%	4.6%	3.4%	2.0%
Agree	27.3%	16.2%	23.9%	20.4%	23.8%	18.9%
Neither agree nor disagree	18.2%	39.5%	27.5%	35.5%	30.6%	27.7%
Disagree	36.4%	29.9%	32.6%	26.3%	34.0%	33.1%
Strongly disagree	9.1%	10.2%	12.3%	12.5%	6.1%	16.9%
Don't know/not applicable	4.5%	1.2%	2.9%	0.7%	2.0%	1.4%

“How much do you agree or disagree that the Council can be trusted?”

Table 85. Council can be trusted

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	4.5%	2.4%	1.4%	3.9%	1.4%	1.4%
Agree	27.3%	22.8%	29.7%	26.3%	24.5%	27.0%
Neither agree nor disagree	36.4%	40.1%	30.4%	34.9%	41.5%	34.5%
Disagree	31.8%	21.0%	26.8%	21.7%	24.5%	23.6%
Strongly disagree	0.0%	11.4%	11.6%	12.5%	6.8%	12.2%
Don't know/not applicable	0.0%	2.4%	0.0%	0.7%	1.4%	1.4%

“How much do you agree or disagree that the Council has a good reputation?”

Table 86. Council has a good reputation

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	4.5%	2.4%	2.2%	5.3%	4.8%	2.0%
Agree	22.7%	22.8%	27.5%	27.6%	23.1%	25.7%
Neither agree nor disagree	36.4%	31.1%	26.8%	28.9%	32.0%	31.8%
Disagree	31.8%	29.3%	29.7%	21.7%	29.3%	27.0%
Strongly disagree	4.5%	12.0%	12.3%	15.8%	9.5%	12.2%
Don't know/not applicable	0.0%	2.4%	1.4%	0.7%	1.4%	1.4%

“How much do you agree or disagree that the Council acts with integrity and honesty?”

Table 87. Council acts with integrity and honesty

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	9.1%	1.8%	2.2%	5.9%	1.4%	4.1%
Agree	27.3%	26.9%	29.0%	22.4%	25.2%	23.6%
Neither agree nor disagree	31.8%	38.9%	37.0%	45.4%	49.0%	39.2%
Disagree	31.8%	20.4%	19.6%	17.1%	17.7%	20.3%
Strongly disagree	0.0%	9.6%	10.1%	8.6%	4.8%	9.5%
Don't know/not applicable	0.0%	2.4%	2.2%	0.7%	2.0%	3.4%

“How much do you agree or disagree that the Council is accountable for what it does?”

Table 88. Council is accountable for what it does

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	9.1%	4.8%	3.6%	8.6%	4.1%	5.4%
Agree	22.7%	18.6%	24.6%	25.0%	25.9%	28.4%
Neither agree nor disagree	27.3%	28.1%	23.9%	27.6%	35.4%	22.3%
Disagree	31.8%	28.7%	30.4%	23.0%	22.4%	27.7%
Strongly disagree	9.1%	15.6%	16.7%	15.8%	10.2%	13.5%
Don't know/not applicable	0.0%	4.2%	0.7%	0.0%	2.0%	2.7%

“How much do you agree or disagree that the Council understands the needs of residents and what they care about?”

Table 89. Council understands the needs of residents

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	9.1%	1.2%	2.2%	5.3%	4.1%	4.1%
Agree	18.2%	21.6%	18.1%	21.7%	16.3%	18.2%
Neither agree nor disagree	27.3%	25.1%	28.3%	30.3%	40.8%	28.4%
Disagree	40.9%	35.3%	28.3%	26.3%	25.9%	32.4%
Strongly disagree	0.0%	15.6%	21.7%	16.4%	10.9%	15.5%
Don't know/not applicable	4.5%	1.2%	1.4%	0.0%	2.0%	1.4%

“How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?”

Table 90. Council communicates clearly with residents

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	9.1%	4.2%	1.4%	6.6%	4.1%	2.0%
Agree	22.7%	26.9%	29.0%	25.7%	28.6%	25.0%
Neither agree nor disagree	27.3%	31.7%	32.6%	30.3%	34.0%	25.7%
Disagree	31.8%	26.3%	25.4%	27.0%	22.4%	33.1%
Strongly disagree	4.5%	8.4%	8.0%	9.2%	8.2%	11.5%
Don't know/not applicable	4.5%	2.4%	3.6%	1.3%	2.7%	2.7%

How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?”

Table 91. Council communicates clearly with residents about how their views have informed decisions

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	9.1%	1.8%	1.4%	5.3%	2.7%	2.0%
Agree	9.1%	22.2%	17.4%	18.4%	17.0%	16.9%
Neither agree nor disagree	31.8%	25.1%	27.5%	29.6%	34.7%	25.7%
Disagree	45.5%	34.7%	34.8%	34.9%	32.0%	35.8%
Strongly disagree	4.5%	13.2%	15.9%	11.2%	9.5%	16.2%
Don't know/not applicable	0.0%	3.0%	2.9%	0.7%	4.1%	3.4%

“How much do you agree or disagree that the Council managers and staff are doing a good job?”

Table 92. Council managers and staff are doing a good job

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	9.1%	3.6%	4.3%	9.2%	6.8%	4.7%
Agree	27.3%	28.1%	22.5%	25.0%	29.9%	27.7%
Neither agree nor disagree	31.8%	37.7%	36.2%	44.1%	31.3%	31.8%
Disagree	31.8%	17.4%	20.3%	5.9%	20.4%	18.9%
Strongly disagree	0.0%	9.0%	10.9%	13.2%	8.2%	12.8%
Don't know/not applicable	0.0%	4.2%	5.8%	2.6%	3.4%	4.1%

“How much do you agree or disagree that the Council makes wise spending decisions?”

Table 93. The Council makes wise spending decisions

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	0.0%	1.8%	1.4%	2.6%	3.4%	0.7%
Agree	13.6%	10.8%	10.9%	17.1%	12.9%	14.9%
Neither agree nor disagree	54.5%	34.1%	26.1%	26.3%	35.4%	25.0%
Disagree	22.7%	24.6%	34.8%	29.6%	29.3%	35.1%
Strongly disagree	4.5%	26.9%	24.6%	23.0%	17.0%	23.0%
Don't know/not applicable	4.5%	1.8%	2.2%	1.3%	2.0%	1.4%

“How much do you agree or disagree that the Council provides good value for ratepayers’ money?”

**Table 94. The Council provides good value for ratepayers’ money**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	4.5%	1.8%	0.7%	3.3%	5.4%	2.0%
Agree	9.1%	16.8%	17.4%	16.4%	19.0%	14.2%
Neither agree nor disagree	50.0%	30.5%	25.4%	30.9%	34.0%	29.1%
Disagree	22.7%	24.6%	27.5%	24.3%	23.1%	28.4%
Strongly disagree	9.1%	24.0%	24.6%	24.3%	15.0%	23.0%
Don’t know/not applicable	4.5%	2.4%	4.3%	0.7%	3.4%	3.4%

“How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?”

**Table 95. The Council honours the principles of the Treaty of Waitangi**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	4.5%	5.4%	1.4%	7.2%	7.5%	4.1%
Agree	36.4%	16.8%	21.0%	28.3%	24.5%	25.0%
Neither agree nor disagree	27.3%	43.7%	34.1%	36.2%	36.7%	37.8%
Disagree	18.2%	6.0%	9.4%	3.9%	6.1%	5.4%
Strongly disagree	0.0%	4.2%	2.2%	4.6%	5.4%	2.7%
Don’t know/not applicable	13.6%	24.0%	31.9%	19.7%	19.7%	25.0%

## Emergency preparedness

“Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?”

**Table 96. Prepare for a natural disaster such as an earthquake**

		Yes	No	Don't know
	Te Pātaka o Rākaihautū - Banks Peninsula	68.2%	31.8%	0.0%
	Waitai - Coastal-Burwood-Linwood	49.1%	47.3%	3.6%
	Waimāero - Fendalton-Waimairi-Harewood	43.5%	54.3%	2.2%
Stored enough water for three days	Waipuna - Halswell-Hornby-Riccarton	48.0%	47.4%	4.6%
	Papanui-Innes-Central	54.4%	41.5%	4.1%
	Spreydon-Cashmere-Heathcote	58.8%	39.2%	2.0%
	TOTAL	51.3%	45.5%	3.2%
	Te Pātaka o Rākaihautū - Banks Peninsula	68.2%	18.2%	13.6%
	Coastal-Burwood	71.3%	26.9%	1.8%
	Spreydon - Cashmere	76.1%	23.2%	0.7%
Stored enough food for three days	Linwood-Central-Heathcote	77.0%	21.7%	1.3%
	Waimāero - Fendalton-Waimairi-Harewood	76.9%	19.0%	4.1%
	Waipuna - Halswell-Hornby-Riccarton	84.5%	14.2%	1.4%
	TOTAL	76.7%	21.1%	2.2%
	Te Pātaka o Rākaihautū - Banks Peninsula	81.8%	18.2%	0.0%
	Coastal-Burwood	70.1%	25.7%	4.2%
	Spreydon - Cashmere	63.8%	34.1%	2.2%
Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc	Linwood-Central-Heathcote	62.5%	32.2%	5.3%
	Waimāero - Fendalton-Waimairi-Harewood	63.9%	33.3%	2.7%
	Waipuna - Halswell-Hornby-Riccarton	64.2%	30.4%	5.4%
	TOTAL	65.5%	30.6%	3.9%

“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

**Table 97. Up-to-date emergency plan**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Yes	54.5%	41.9%	43.5%	42.1%	44.9%	48.0%
No	40.9%	54.5%	54.3%	53.3%	51.7%	44.6%
Don't know/not applicable	4.5%	3.6%	2.2%	4.6%	3.4%	7.4%

## Overall Satisfaction

“How satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?”

**Table 98. Council's performance in delivering service over the last 12 months**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Very satisfied	0.0%	6.0%	5.8%	6.6%	5.4%	6.8%
Satisfied	40.9%	34.1%	33.3%	38.8%	35.4%	37.8%
Neither satisfied nor dissatisfied	36.4%	32.3%	30.4%	30.9%	38.8%	29.7%
Dissatisfied	13.6%	18.6%	21.7%	14.5%	12.9%	17.6%
Very dissatisfied	4.5%	6.6%	7.2%	7.9%	5.4%	7.4%
Don't know/not applicable	4.5%	2.4%	1.4%	1.3%	2.0%	0.7%

“ Which of the following would best describe your feelings toward Christchurch City Council’s overall performance over the past 12 months?

Table 99. Feelings towards the Council’s overall performance (neutral perceptions)

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal-Burwood-Linwood	Waimāero - Fendalton-Waimairi-Harewood	Waipuna - Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru - Spreydon-Cashmere-Heathcote
Number of respondents	8	53	41	45	58	47
Overall, slightly more satisfied than dissatisfied	25.0%	11.3%	9.8%	24.4%	17.2%	6.4%
Overall, slightly more dissatisfied than satisfied	50.0%	49.1%	43.9%	35.6%	43.1%	57.4%
Feel equally satisfied as dissatisfied	25.0%	35.8%	43.9%	37.8%	34.5%	34.0%
Don’t know	0.0%	3.8%	2.4%	2.2%	5.2%	2.1%

“Why do you say so? (in reference to performance of Council in delivering its services over the last 12 months).”

Table 100. Reasons for satisfaction/dissatisfaction with the Council (coded table)\*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal-Burwood-Linwood	Waimāero - Fendalton-Waimairi-Harewood	Waipuna - Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru - Spreydon-Cashmere-Heathcote
Unhappy with roads/more road maintenance	0.0%	14.2%	13.0%	12.8%	9.3%	11.8%
Council is doing a good job overall	16.3%	6.8%	7.7%	12.2%	10.8%	16.1%
Disapprove of Council spending	11.3%	11.8%	15.3%	8.8%	4.2%	16.2%
Slow to/don’t respond to problems/ concerns	9.8%	10.7%	6.6%	7.7%	8.6%	9.0%
Unhappy with services provided	4.8%	5.8%	16.2%	8.8%	3.4%	9.7%
Happy with services provided	23.7%	4.9%	11.8%	9.5%	5.5%	5.4%
Rates increased	15.4%	5.8%	9.6%	5.9%	3.4%	11.1%
General maintenance needed	19.2%	6.1%	4.3%	7.4%	5.2%	5.4%
Poor communication	20.3%	4.3%	5.1%	5.7%	5.7%	4.0%
Too many cycle lanes	0.0%	4.7%	7.9%	4.4%	4.3%	6.7%
Respond to problems/ concerns	4.5%	3.9%	4.5%	5.9%	3.9%	8.7%
No problems/ issues	0.0%	3.7%	2.2%	6.1%	6.0%	3.5%
Room for improvement	0.0%	4.7%	3.7%	2.4%	5.6%	4.3%

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Poor customer service	4.9%	4.1%	5.2%	2.5%	3.3%	4.0%
Parking expensive/lack of/ parking issues	0.0%	4.8%	3.7%	4.0%	2.6%	2.9%
Council needs to take more action	5.8%	4.7%	4.2%	2.0%	3.4%	1.4%
Does not listen	4.7%	4.1%	3.0%	2.7%	2.8%	4.3%
Council is dishonest	4.7%	1.8%	1.5%	2.4%	5.4%	2.8%
Area favouritism/ More help for certain areas	0.0%	7.5%	1.6%	0.0%	2.5%	1.3%
Disapprove of water chlorination handling	0.0%	2.8%	0.7%	2.3%	2.0%	3.7%
Unhappy with council staff	4.7%	2.2%	2.4%	1.9%	2.0%	4.6%
Lack of public consultation	0.0%	1.1%	3.4%	0.6%	2.1%	4.9%
Happy with recycling and rubbish services	4.7%	2.7%	3.0%	1.9%	2.6%	1.4%
Good customer service	4.7%	0.5%	0.7%	4.3%	1.4%	3.4%
Good communication	4.9%	0.0%	1.4%	1.3%	2.3%	0.7%
Unhappy with rebuild progress	0.0%	2.3%	2.3%	0.0%	2.6%	0.8%
Disapprove of charging for water	0.0%	1.1%	1.5%	2.7%	0.0%	1.8%
Unhappy with Mayor	0.0%	1.7%	0.8%	1.4%	0.7%	1.9%
Too much bureaucracy	0.0%	1.1%	1.6%	0.0%	0.8%	3.5%
Council is doing a poor job overall	0.0%	0.0%	0.9%	0.7%	0.0%	0.0%
Difficulties reporting issues to Council	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Unhappy about water bottling plant	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
Object to the Anglican Cathedral fee	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.8%	2.8%	1.5%	3.5%	3.5%

\*Don't know responses removed

“Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”

**Table 101. Agreement that Council has made it easy for you to interact with it**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Number of respondents	22	167	138	152	147	148
Strongly agree	18.2%	10.8%	10.1%	9.9%	10.9%	10.1%
Agree	36.4%	44.9%	39.9%	42.8%	40.1%	42.6%
Neither agree nor disagree	40.9%	24.0%	30.4%	33.6%	32.0%	27.0%
Disagree	0.0%	10.8%	10.1%	7.9%	9.5%	9.5%
Strongly disagree	0.0%	5.4%	2.9%	3.9%	3.4%	4.7%
Don't know/not applicable	4.5%	4.2%	6.5%	2.0%	4.1%	6.1%

“Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”

**Table 102. One service you feel the Council is performing the best in delivering (coded table)**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Animal control: Good service	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Community Support: Involvement of council	0.0%	1.8%	0.7%	0.6%	2.0%	1.4%
Cycleways: Availability/ number	0.0%	1.2%	1.4%	0.0%	3.5%	3.1%
Cycleways: Good quality	14.4%	0.6%	0.0%	0.0%	0.6%	2.8%
Cycleways: Undefined	0.00%	0.00%	0.00%	0.00%	1.35%	0.65%
Cycleways: Other	0.0%	1.2%	0.0%	0.6%	1.5%	0.7%
Emergency preparedness and response: Well prepared/good response	0.0%	0.0%	1.4%	0.0%	0.6%	0.7%
Events/activities: Availability/ number/range	0.0%	1.8%	2.1%	1.2%	2.0%	1.3%
Events/activities: Family friendly/for all ages	0.0%	1.7%	0.7%	1.3%	0.0%	2.0%
Events/activities: Free/ affordable	0.0%	0.6%	1.4%	1.2%	1.4%	2.0%
Events/activities: Providing information on events	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%
Events/activities: Undefined	0.0%	0.6%	1.5%	0.0%	1.4%	1.3%
Events/activities: Well organised	0.0%	0.6%	0.7%	1.4%	0.7%	0.7%
Events/activities: Other	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%
Facilities and services in general: Generally good service	0.0%	0.6%	2.2%	0.6%	0.0%	0.0%
Footpaths: Well maintained	0.0%	0.0%	0.8%	0.0%	1.5%	0.0%
Information and communication: Good communication/clear	0.0%	4.2%	1.5%	3.8%	3.9%	3.3%
Information and communication: Other	4.9%	1.2%	0.0%	0.0%	0.0%	0.7%
Libraries: Availability and variety of good/current resources/ activities	4.9%	3.5%	3.8%	2.5%	2.0%	2.1%
Libraries: Availability of and access to libraries	0.0%	1.2%	1.4%	0.0%	1.4%	0.6%
Libraries: Free access/ free access to materials	0.0%	0.6%	0.0%	1.2%	0.7%	0.0%
Libraries: Good librarians/ staff	4.7%	4.9%	4.7%	2.7%	2.8%	1.3%
Libraries: Good service/ good libraries	4.9%	6.6%	4.4%	3.0%	4.8%	5.2%

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Ricceton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Libraries: Good/modern infrastructure	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%
Libraries: Other	0.0%	0.0%	1.4%	0.0%	0.0%	1.2%
Libraries: Undefined	0.0%	2.9%	0.7%	0.0%	0.7%	0.7%
Negative comment	0.0%	5.4%	2.9%	8.6%	3.3%	5.7%
Parking: Access to parking	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%
Parks, reserves and green spaces: Availability/number/variety	0.0%	1.2%	1.5%	2.4%	0.7%	0.6%
Parks, reserves and green spaces: Good service to have	0.0%	0.0%	0.0%	1.8%	1.3%	2.0%
Parks, reserves and green spaces: Well presented and maintained	14.9%	7.5%	9.4%	7.5%	4.1%	8.7%
Parks, reserves and green spaces: Other	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%
Parks, reserves and green spaces: Undefined	0.0%	1.6%	0.7%	0.7%	0.7%	0.0%
Public space cleaning/ City beautification: Attract tourists/businesses	0.0%	0.0%	0.0%	0.0%	0.6%	0.7%
Public space cleaning/ City beautification: Keeping spaces/ city clean	0.0%	0.5%	0.0%	1.9%	1.2%	0.6%
Public transport: Generally a good/ efficient service	0.0%	0.0%	0.0%	0.0%	1.4%	0.7%
Public transport: Other	0.0%	0.0%	0.7%	0.0%	0.6%	0.0%
Rates spending and financial management	0.0%	0.0%	0.0%	1.5%	0.0%	0.7%
Recreation & SportsCentres: Availability and access to swimming pools	0.0%	3.4%	2.2%	1.9%	2.6%	3.9%
Recreation & Sports Centres: Clean/well maintained	0.0%	0.0%	0.8%	0.0%	0.0%	1.3%
Recreation & Sports Centres: Generally good service	0.0%	0.6%	0.7%	1.2%	0.6%	0.0%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%
Recreation & Sport Centres: Other	0.0%	0.0%	0.8%	1.9%	2.8%	0.0%
Roading: Improved network/ services	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Roading: Roadworks/ Maintenance	0.0%	1.8%	2.1%	1.8%	2.9%	0.7%

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
<b>Roading: Other</b>	0.0%	1.2%	1.4%	0.7%	0.7%	0.0%
<b>Sewerage/Wastewater: Generally good service</b>	0.0%	0.0%	1.7%	0.7%	0.0%	0.0%
<b>Sewerage/Wastewater: Well maintained</b>	0.0%	0.0%	0.8%	0.0%	0.8%	0.0%
The rebuild: Good progress being made	0.0%	1.7%	1.5%	0.0%	1.6%	1.4%
The rebuild: Improving the look of the city	0.0%	0.6%	0.7%	0.6%	0.0%	2.0%
The rebuild: Other	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%
Waste management: Availability of bins/good size bins	0.0%	0.0%	0.0%	0.6%	0.0%	1.9%
Waste management: Communi- cate issues	0.0%	1.8%	0.9%	2.6%	0.7%	0.6%
Waste management: Friendly/ responsive staff	0.0%	1.6%	0.9%	0.6%	0.0%	0.7%
Waste management: Generally good service/no issues	5.8%	5.4%	9.7%	10.4%	5.3%	10.0%
Waste management: Proper collection/no residue left behind	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%
Waste management: Recycling and recycling options	0.0%	0.6%	0.7%	0.6%	0.0%	0.6%
Waste management: Reliable	10.5%	4.8%	3.1%	3.2%	0.7%	4.3%
Waste management: Timely collection and service	15.3%	3.6%	1.5%	2.5%	2.1%	2.0%
Waste management: Other	0.0%	0.0%	0.0%	1.3%	0.7%	0.0%
Waste management: Undefined	0.0%	2.0%	4.7%	4.5%	5.7%	4.2%
Water supply: Adequate and regular supply	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%
Water supply: Generally good service	4.8%	1.2%	2.1%	1.2%	2.0%	0.6%
Water supply: Maintenance done promptly/well maintained	0.0%	0.0%	0.7%	1.3%	2.2%	2.8%
Water supply: Water quality/taste is good	0.0%	1.3%	1.6%	0.0%	0.0%	0.6%
Waterways: Well maintained/clean	0.0%	0.6%	0.7%	0.0%	0.0%	0.0%
See previous comment	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Other	0.0%	1.2%	0.0%	2.5%	0.8%	1.5%

*\*Don't know and negative responses removed*

“Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?”

**Table 103. Most important service for Council to improve over the next 12 months (coded table) (Q51)**

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
As stated in previous question	0.0%	0.6%	1.4%	0.0%	0.0%	0.7%
Happy with the council/positive comment	0.0%	0.0%	0.7%	1.9%	0.0%	1.4%
Roading: Fix roads/ make smooth/ remove potholes	0.0%	14.7%	8.8%	10.6%	10.9%	8.3%
Roading: Better quality repair/ less frequent repair faster repair	4.9%	4.8%	7.5%	8.9%	5.3%	2.9%
Roading: Improve traffic control/ flow/accessibility	0.0%	1.2%	2.8%	1.3%	1.9%	2.6%
Roading: Better communication/ consultation	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Roading: Prioritise/ focus repairs where needed most	0.0%	2.4%	0.8%	0.0%	1.3%	0.0%
Roading: Allocate resources correctly	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Roading: Other	0.0%	2.4%	0.0%	0.7%	3.4%	1.9%
Footpaths: Fix footpaths/ make smooth/remove hazards	0.0%	4.8%	3.8%	5.3%	3.2%	2.0%
Footpaths: Better quality repair/ less frequent repair/faster repair	0.0%	0.6%	0.0%	0.7%	1.4%	0.6%
Footpaths: Pedestrian right of way clarifications	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.0%	0.9%	0.0%	0.6%	0.0%
Footpaths: Improve accessibility	0.0%	0.7%	0.0%	1.2%	1.3%	0.0%
Cycleways: Make more user-friendly/Less obstructive/Safer	0.0%	0.7%	1.6%	1.4%	2.9%	0.6%
Cycleways: Ensure cycleways on arterial roads/direct routes	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%
Cycleways: Other	0.0%	2.0%	3.8%	5.8%	1.3%	5.7%
Water supply: Remove chlorine/ other additives	0.0%	6.4%	2.1%	6.1%	4.1%	7.3%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Water supply: Improve or retain quality/smell/ taste/appearance	0.0%	0.6%	0.0%	1.2%	0.0%	0.6%
Water supply: Fix leaks	0.0%	1.2%	0.8%	1.3%	1.5%	2.1%
Water supply: Halt sale of water to commercial interests	0.0%	0.0%	0.0%	1.2%	0.8%	0.8%

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Water supply: Other	0.0%	0.6%	1.4%	1.4%	0.6%	1.2%
Council decision-making/ financial management: Reduce spending on Councillors	4.7%	0.0%	0.0%	0.7%	0.6%	1.2%
Council decision-making/ financial management: More consultation on new building spending/more consultation generally	0.0%	1.8%	0.8%	1.2%	0.0%	0.0%
Council decision-making/ financial management: Increase council transparency/ address corruption/ accountability	0.0%	0.6%	3.1%	0.0%	2.0%	3.9%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	1.9%	3.2%	3.9%	1.4%	1.4%
Council decision-making/ financial management: Devise a better rates system	4.7%	0.6%	4.0%	3.3%	2.0%	4.0%
Council decision-making/ financial management: Better quality staff	0.0%	1.2%	3.2%	1.2%	3.6%	4.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	1.8%	2.4%	0.6%	2.6%	1.5%
Council decision-making/ financial management: Developing clear plans and budgets/long term/ independent thinking	0.0%	2.3%	2.2%	2.1%	0.0%	1.4%
Council decision-making/ financial management: Reduce the level of bureaucracy/ less red tape	0.0%	0.0%	0.0%	0.7%	0.8%	0.0%
Public space cleaning/ City beautification: Council should clean up/ increase cleaning frequency	0.0%	1.8%	0.7%	0.0%	0.8%	0.8%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/mow lawns/ prune trees	10.7%	0.0%	1.5%	1.2%	2.1%	0.8%
Public space cleaning/ City beautification: Planting more trees	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai - Coastal- Burwood- Linwood	Waimāero - Fendalton- Waimairi- Harewood	Waipuna - Halswell- Hornby- Riccarton	Waipapa - Papanui-Innes- Central	Waihoru - Spreydon- Cashmere- Heathcote
Consents process: Process needs to be more inclusive/less adversarial	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%
Consents process: Reduce the time and costs related to the process	0.0%	0.0%	0.0%	0.6%	0.0%	0.6%
Parking: Fair enforcement/ better enforcement	0.0%	0.6%	0.0%	0.0%	0.7%	0.0%
Parking: More parking/better quality parking	4.8%	3.5%	2.2%	1.3%	2.0%	2.8%
Parking: Lower the cost/make it free in some areas	4.8%	2.3%	0.0%	1.3%	2.0%	1.4%
Parking: Increase the time limit	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%
Waterways: More efforts made to dredge/keep clean/clean up pollutants	9.1%	1.4%	2.2%	0.7%	1.3%	1.3%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
Waterways: Planting along the river/ make the rivers more presentable	0.0%	0.5%	0.0%	0.0%	0.8%	0.7%
Waterways: Building flood protection barriers	5.8%	0.6%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Reduce unpleasant smells	0.0%	1.2%	0.0%	0.6%	0.7%	2.6%
Sewerage/Wastewater: Improve drainage/runoff	4.7%	0.7%	1.4%	0.7%	0.8%	1.2%
Sewerage/Wastewater: Regular maintenance of drains and culverts	0.0%	1.1%	0.0%	0.6%	0.6%	0.0%
Public transport: Improve service to raise usage/improve the service generally	0.0%	0.6%	0.8%	0.7%	0.0%	0.0%
Public transport: Develop routes/ services that meet all customers needs	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Public transport: Buses should have a wider network	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Public transport: Add/ improve bus stops	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
Public transport: Make the service more affordable	0.0%	0.6%	0.7%	0.0%	0.0%	0.0%
Public transport: Other	0.0%	1.7%	0.8%	0.0%	0.0%	2.5%
Information and communication: Improve communication with the public/improve transparency	0.0%	4.2%	8.1%	5.0%	2.6%	3.9%

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Information and Communication: Consistency and clarity	4.9%	0.6%	0.7%	0.0%	1.6%	0.6%
Information and communication: More consultations	4.7%	0.0%	1.5%	0.6%	1.3%	0.6%
Parks, reserves and green spaces: Increase maintenance staff	0.0%	0.0%	0.9%	0.0%	0.0%	0.7%
Parks, reserves and green spaces: Improve maintenance/ repair of park facilities	0.0%	1.4%	1.4%	4.3%	5.4%	2.0%
Parks, reserves and green spaces: More facilities	0.0%	0.5%	1.4%	0.6%	0.0%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	0.0%	1.4%	0.0%	0.7%	0.7%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0.0%	1.1%	0.0%	0.0%	0.0%	0.8%
Recreation & Sports Centres: Make them cheaper/open them for longer	0.0%	0.0%	0.7%	0.6%	0.7%	0.0%
Events/activities: Improvement communication about events	4.7%	1.1%	0.0%	0.0%	0.7%	0.6%
Events/activities: Provide more events and activities	0.0%	1.2%	0.7%	0.0%	0.7%	0.0%
Housing: Safer housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Housing: More housing	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%
Housing: Other	0.0%	1.1%	0.0%	0.7%	0.0%	0.7%
Waste management: Better delineation/ education of recycling/ organic/waste	0.0%	0.6%	0.0%	0.0%	0.0%	0.8%
Waste management: Provide bigger bins/ more bins/same size bins/ replacement of bins	0.0%	0.0%	0.0%	1.3%	1.4%	1.4%
Waste management: Proper/ better collection of waste	0.0%	1.1%	0.7%	0.7%	2.8%	0.7%
Waste management: Better recycling options/ information	0.0%	1.2%	0.0%	0.6%	0.0%	1.2%
Waste management: Increase collection frequency/change time of collection	0.0%	0.0%	0.8%	0.0%	0.6%	1.4%
Waste management: Other	0.0%	1.2%	0.7%	0.6%	0.0%	1.4%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.0%	0.6%	0.7%	1.4%	1.3%	2.0%
Earthquake recovery/ rebuild: More attention to the red zones	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%

	<b>Te Pātaka o Rākaihautū - Banks Peninsula</b>	<b>Waitai - Coastal- Burwood- Linwood</b>	<b>Waimāero - Fendalton- Waimairi- Harewood</b>	<b>Waipuna - Halswell- Hornby- Riccarton</b>	<b>Waipapa - Papanui-Innes- Central</b>	<b>Waihoru - Spreydon- Cashmere- Heathcote</b>
Earthquake recovery/ rebuild: Management of Heritage properties	0.0%	0.0%	0.0%	0.6%	0.7%	0.0%
Earthquake recovery/ rebuild: Other	0.0%	0.0%	0.7%	0.0%	0.0%	0.6%
Noise control: not responding to complaints	0.0%	0.7%	0.0%	0.7%	0.0%	0.8%
Other	5.5%	1.7%	3.5%	2.4%	2.0%	0.0%

*Don't' know and positive responses removed*

## Findings by Age/Gender

The following section details survey findings by Age and Gender. Significant differences by subgroups are marked by colour coding.

**Green** means the results are significantly higher than the complement (the combination of all others asked).

**Red** means the results are significantly lower than the complement (the combination of all others asked).

### Governance and Decision making

**“Thinking about Christchurch City Council, how much do you agree or disagree with the statement ‘I understand how the Council makes decisions?’”**

**Table 104. Understanding of Council decision-making**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Strongly agree	1.2%	5.6%	4.0%	6.5%	5.9%	3.8%
Agree	34.6%	26.9%	32.5%	34.9%	32.3%	29.6%
Neither agree nor disagree	34.6%	29.7%	34.5%	25.4%	30.3%	30.8%
Disagree	23.5%	26.6%	22.0%	21.9%	21.9%	26.3%
Strongly disagree	3.7%	9.1%	6.5%	10.1%	9.0%	7.0%
Don't know/not applicable	2.5%	2.2%	0.5%	1.2%	0.6%	2.5%

**“How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”**

**Table 105. Accuracy of information**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	3.7%	5.0%	2.0%	4.1%	3.9%	3.5%
Satisfied	40.7%	30.3%	28.0%	36.1%	30.9%	32.6%
Neither satisfied nor dissatisfied	34.6%	27.2%	33.0%	30.8%	27.2%	33.3%
Dissatisfied	13.6%	28.1%	24.5%	17.2%	27.5%	19.8%
Very dissatisfied	3.7%	5.3%	9.5%	10.7%	9.3%	5.8%
Don't know/not applicable	3.7%	4.1%	3.0%	1.2%	1.1%	5.0%

**“How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?”**

**Table 106. Information is prompt and timely**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	4.9%	4.7%	0.5%	2.4%	3.1%	2.5%
Satisfied	32.1%	28.1%	29.0%	29.6%	29.2%	28.8%
Neither satisfied nor dissatisfied	40.7%	29.4%	31.5%	34.3%	30.1%	34.1%
Dissatisfied	17.3%	28.8%	25.0%	24.3%	27.2%	24.3%
Very dissatisfied	1.2%	5.6%	12.5%	8.3%	9.6%	6.3%
Don't know/not applicable	3.7%	3.4%	1.5%	1.2%	0.8%	4.0%

**“How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?”**

**Table 107. Confidence the Council makes decisions in the best interests of the city**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	4.9%	4.4%	2.0%	4.7%	3.7%	4.0%
Satisfied	40.7%	27.2%	28.0%	26.6%	25.3%	31.6%
Neither satisfied nor dissatisfied	38.3%	31.9%	32.0%	26.6%	31.2%	31.1%
Dissatisfied	9.9%	20.9%	25.5%	30.2%	24.7%	22.1%
Very dissatisfied	3.7%	13.1%	12.5%	11.8%	14.6%	9.3%
Don't know/not applicable	2.5%	2.5%	0.0%	0.0%	0.6%	2.0%

“How much influence do you feel the public has on the decisions the Council makes?”

**Table 108. Perceived level of influence the public has on Council decision making**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Large influence	8.6%	5.9%	2.0%	1.8%	3.9%	4.5%
Some influence	32.1%	23.1%	21.5%	24.3%	22.5%	24.8%
Small influence	51.9%	49.7%	58.0%	46.7%	48.3%	54.1%
No influence	4.9%	18.4%	18.5%	26.6%	24.4%	14.3%
Don't know/not applicable	2.5%	2.8%	0.0%	0.6%	0.8%	2.3%

“How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?”

**Table 109. Opportunities to have a say in what Council does**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	4.9%	4.4%	1.5%	4.1%	4.2%	3.0%
Satisfied	30.9%	25.3%	30.0%	25.4%	25.6%	28.1%
Neither satisfied nor dissatisfied	34.6%	32.5%	35.5%	28.4%	31.7%	33.6%
Dissatisfied	25.9%	24.4%	21.5%	28.4%	23.6%	25.6%
Very dissatisfied	3.7%	10.0%	11.0%	11.8%	13.8%	7.0%
Don't know/not applicable	0.0%	3.4%	0.5%	1.8%	1.1%	2.8%

**“How satisfied or dissatisfied are you that the Council’s decision-making processes are easy to use or engage with?”**

**Table 110. Council’s decision-making processes are easy to use or engage with**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	6.2%	4.1%	1.5%	2.4%	3.1%	3.3%
Satisfied	30.9%	24.1%	22.5%	19.5%	24.2%	22.1%
Neither satisfied nor dissatisfied	32.1%	28.1%	31.0%	33.1%	29.2%	32.1%
Dissatisfied	22.2%	28.1%	29.0%	30.2%	28.1%	28.3%
Very dissatisfied	6.2%	11.6%	14.0%	12.4%	14.3%	9.5%
Don’t know/not applicable	2.5%	4.1%	2.0%	2.4%	1.1%	4.8%

**How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?”**

**Table 111. Satisfaction with the leadership of the Mayor and councillors**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	4.9%	3.8%	3.0%	6.5%	4.5%	4.0%
Satisfied	33.3%	22.2%	22.0%	27.8%	24.7%	24.6%
Neither satisfied nor dissatisfied	43.2%	40.9%	43.0%	36.7%	36.5%	43.1%
Dissatisfied	11.1%	20.3%	19.5%	16.6%	21.3%	16.5%
Very dissatisfied	3.7%	9.7%	9.0%	9.5%	11.2%	7.0%
Don’t know/not applicable	3.7%	3.1%	3.5%	3.0%	1.7%	4.8%

## Parks, Heritage & Coastal Environments

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?”

**Table 112. Satisfaction with the appearance of monuments and other heritage objects**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	13.6%	15.9%	17.0%	13.6%	13.5%	16.8%
Satisfied	49.4%	50.0%	49.5%	47.9%	48.0%	50.6%
Neither satisfied nor dissatisfied	24.7%	25.0%	24.0%	30.2%	28.1%	23.8%
Dissatisfied	7.4%	5.0%	4.0%	4.1%	5.9%	4.0%
Very dissatisfied	1.2%	1.9%	1.0%	0.6%	1.4%	1.3%
Don’t know/not applicable	3.7%	2.2%	4.5%	3.6%	3.1%	3.5%

“How satisfied or dissatisfied are you with their condition?”

**Table 113. Satisfaction with the condition of monuments and other heritage objects**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	16.0%	15.0%	12.5%	13.0%	11.8%	15.8%
Satisfied	50.6%	54.4%	53.5%	50.3%	51.1%	54.1%
Neither satisfied nor dissatisfied	22.2%	21.6%	24.5%	27.8%	26.7%	21.3%
Dissatisfied	6.2%	5.9%	4.0%	4.1%	5.9%	4.5%
Very dissatisfied	1.2%	0.6%	0.5%	0.6%	0.8%	0.5%
Don’t know/not applicable	3.7%	2.5%	5.0%	4.1%	3.7%	3.8%

**“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. How satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”**

**Table 114. Satisfaction with their appearance**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	11.1%	11.3%	8.0%	7.1%	8.4%	10.3%
Satisfied	49.4%	45.0%	49.5%	45.0%	45.5%	47.9%
Neither satisfied nor dissatisfied	21.0%	26.3%	29.0%	34.3%	30.3%	26.1%
Dissatisfied	9.9%	12.2%	8.5%	7.7%	11.0%	9.3%
Very dissatisfied	1.2%	2.2%	2.0%	1.8%	2.0%	2.0%
Don't know/not applicable	7.4%	3.1%	3.0%	4.1%	2.8%	4.5%

**“How satisfied or dissatisfied are you with the condition of these buildings?”**

**Table 115. Satisfaction with their condition**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	12.3%	9.1%	6.5%	5.9%	6.2%	9.8%
Satisfied	39.5%	41.6%	44.5%	37.9%	41.3%	41.1%
Neither satisfied nor dissatisfied	23.5%	29.1%	32.0%	37.3%	34.0%	28.3%
Dissatisfied	13.6%	14.1%	11.5%	11.2%	12.9%	12.8%
Very dissatisfied	2.5%	2.8%	2.5%	1.8%	2.2%	2.8%
Don't know/not applicable	8.6%	3.4%	3.0%	5.9%	3.4%	5.3%

## Refuse Disposal

“Thinking now about the Council rubbish and recycling collection, overall, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

Table 116. Satisfaction with kerbside recycling

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	25.9%	32.5%	29.0%	41.4%	32.3%	33.1%
Satisfied	39.5%	45.3%	54.0%	46.7%	48.6%	46.6%
Neither satisfied nor dissatisfied	18.5%	11.9%	5.5%	6.5%	10.1%	9.3%
Dissatisfied	6.2%	7.5%	8.5%	4.1%	7.0%	7.0%
Very dissatisfied	4.9%	2.2%	2.5%	0.0%	1.1%	2.8%
Don’t know/not applicable	4.9%	0.6%	0.5%	1.2%	0.8%	1.3%

“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

Table 117. Satisfaction with kerbside rubbish

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	27.2%	33.1%	32.0%	42.6%	33.1%	35.1%
Satisfied	42.0%	48.8%	53.0%	49.1%	51.4%	48.1%
Neither satisfied nor dissatisfied	17.3%	9.1%	5.5%	5.3%	8.7%	7.5%
Dissatisfied	6.2%	6.9%	7.0%	1.8%	5.3%	5.8%
Very dissatisfied	3.7%	1.9%	2.0%	0.0%	0.8%	2.5%
Don’t know/not applicable	3.7%	0.3%	0.5%	1.2%	0.6%	1.0%

**“How satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin).”**

**Table 118. Satisfaction with organic material**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	27.2%	36.3%	29.5%	43.2%	33.7%	35.8%
Satisfied	42.0%	45.0%	47.0%	42.0%	43.0%	46.6%
Neither satisfied nor dissatisfied	17.3%	10.3%	7.0%	5.9%	11.8%	6.8%
Dissatisfied	6.2%	5.9%	9.0%	4.7%	7.0%	6.0%
Very dissatisfied	3.7%	2.2%	6.0%	2.4%	3.7%	3.3%
Don’t know/not applicable	3.7%	0.3%	1.5%	1.8%	0.8%	1.5%

## Sewerage and Stormwater

**“How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”**

**Table 119. Minimal odour from the sewerage system**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	8.6%	13.4%	7.0%	14.8%	11.5%	11.0%
Satisfied	35.8%	39.7%	44.0%	42.6%	41.9%	39.6%
Neither satisfied nor dissatisfied	30.9%	21.3%	25.5%	22.5%	24.7%	23.3%
Dissatisfied	14.8%	15.0%	13.0%	10.1%	12.4%	15.0%
Very dissatisfied	7.4%	5.6%	7.0%	4.1%	4.8%	6.5%
Don’t know/not applicable	2.5%	5.0%	3.5%	5.9%	4.8%	4.5%

**“How satisfied or dissatisfied are you that the wastewater services are reliable?”**

**Table 120. Wastewater services are reliable**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	13.6%	19.7%	15.0%	14.2%	18.8%	14.5%
Satisfied	43.2%	44.7%	51.0%	55.6%	49.4%	47.6%
Neither satisfied nor dissatisfied	21.0%	20.6%	24.5%	15.4%	21.9%	19.8%
Dissatisfied	13.6%	9.4%	6.0%	7.7%	5.9%	11.3%
Very dissatisfied	1.2%	2.8%	2.5%	1.8%	2.0%	2.3%
Don't know/not applicable	7.4%	2.8%	1.0%	5.3%	2.0%	4.5%

**“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”**

**Table 121. Repairs and complaints are investigated in a timely manner**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	14.8%	11.6%	9.0%	9.5%	10.4%	10.8%
Satisfied	38.3%	35.6%	32.0%	35.5%	39.9%	30.8%
Neither satisfied nor dissatisfied	23.5%	26.6%	27.5%	27.8%	26.1%	27.6%
Dissatisfied	11.1%	6.6%	11.0%	9.5%	7.3%	10.3%
Very dissatisfied	2.5%	4.7%	3.5%	2.4%	3.7%	3.8%
Don't know/not applicable	9.9%	15.0%	17.0%	15.4%	12.6%	16.8%

**“How satisfied or dissatisfied are you with the condition of waterways?”**

**Table 122. Condition of waterways**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	3.7%	4.7%	3.0%	1.8%	3.9%	3.0%
Satisfied	30.9%	33.4%	27.5%	33.7%	30.1%	32.8%
Neither satisfied nor dissatisfied	29.6%	23.4%	30.5%	28.4%	30.6%	23.8%
Dissatisfied	24.7%	21.6%	25.0%	23.1%	20.5%	25.6%
Very dissatisfied	6.2%	14.1%	11.5%	10.7%	12.4%	11.5%
Don't know/not applicable	4.9%	2.8%	2.5%	2.4%	2.5%	3.3%

**“How satisfied or dissatisfied are you with the condition of waterway margins?”**

**Table 123. Condition of waterway margins**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	4.9%	6.9%	4.5%	4.7%	6.7%	4.3%
Satisfied	42.0%	41.9%	36.5%	39.6%	38.5%	40.6%
Neither satisfied nor dissatisfied	22.2%	25.0%	28.5%	27.8%	28.7%	25.1%
Dissatisfied	18.5%	16.6%	19.0%	20.1%	17.4%	19.0%
Very dissatisfied	3.7%	5.9%	8.5%	7.1%	7.0%	6.3%
Don't know/not applicable	8.6%	3.8%	3.0%	0.6%	1.7%	4.8%

**“How satisfied or dissatisfied are you with the appearance of Christchurch’s waterway margins?”**

**Table 124. Appearance of Christchurch’s waterway margins**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	11.1%	8.8%	3.0%	5.3%	5.9%	7.0%
Satisfied	44.4%	44.4%	40.0%	40.2%	40.2%	43.9%
Neither satisfied nor dissatisfied	27.2%	25.3%	29.5%	23.7%	26.7%	26.3%
Dissatisfied	9.9%	14.1%	19.5%	21.9%	19.1%	15.3%
Very dissatisfied	2.5%	4.7%	5.5%	8.3%	6.2%	4.8%
Don’t know/not applicable	4.9%	2.8%	2.5%	0.6%	2.0%	2.8%

**“How satisfied or dissatisfied are you that the city’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”**

**Table 125. Stormwater systems operate effectively to ensure that the risk of flooding is minimised**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	6.2%	7.8%	1.5%	4.7%	6.5%	4.0%
Satisfied	37.0%	29.4%	32.5%	37.3%	33.1%	32.3%
Neither satisfied nor dissatisfied	29.6%	26.6%	27.5%	26.0%	28.4%	26.1%
Dissatisfied	17.3%	22.8%	26.5%	21.9%	21.3%	24.3%
Very dissatisfied	4.9%	11.3%	10.5%	7.7%	8.7%	10.5%
Don’t know/not applicable	4.9%	2.2%	1.5%	2.4%	2.0%	2.8%

## Transportation

“How much do you agree or disagree that Christchurch is a walking friendly city?”

**Table 126. Agreement that Christchurch is a walking friendly city**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	24.7%	20.9%	18.0%	14.2%	18.5%	19.5%
Agree	43.2%	49.1%	54.0%	50.9%	50.0%	49.9%
Neither agree nor disagree	17.3%	16.3%	12.5%	17.8%	16.0%	15.5%
Disagree	11.1%	10.3%	7.5%	10.7%	9.0%	10.5%
Strongly disagree	2.5%	2.2%	4.5%	3.6%	4.2%	2.3%
Don't know/not applicable	1.2%	1.3%	3.5%	3.0%	2.2%	2.3%

“How much do you agree or disagree that Christchurch is a cycle friendly city?”

**Table 127. Christchurch is a cycle friendly city**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	18.5%	19.7%	14.5%	13.6%	16.0%	17.5%
Agree	40.7%	46.3%	48.0%	42.0%	44.7%	45.1%
Neither agree nor disagree	25.9%	17.8%	21.0%	26.0%	22.8%	20.3%
Disagree	9.9%	8.1%	6.0%	8.3%	8.1%	7.8%
Strongly disagree	1.2%	4.7%	3.0%	3.6%	4.5%	2.8%
Don't know/not applicable	3.7%	3.4%	7.5%	6.5%	3.9%	6.5%

“And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?”

Table 128. Frequency of cycling on public roads

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
All the time, by that I mean about every day	6.2%	12.8%	4.5%	5.9%	10.7%	6.5%
Frequently, by that I mean at least once a week	12.3%	14.4%	13.5%	12.4%	15.7%	11.5%
Occasionally, by that I mean around once a month	23.5%	11.3%	13.0%	8.9%	12.4%	12.0%
Rarely, by that I mean no more than a few times a year	34.6%	25.9%	16.5%	13.0%	20.8%	22.3%
Never	21.0%	34.1%	49.5%	55.6%	38.5%	44.4%
Don't know/not applicable	2.5%	1.6%	3.0%	4.1%	2.0%	3.3%

## Roads and Footpaths

“How satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”

Table 129. Condition of roads

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	7.4%	5.9%	2.0%	3.0%	3.1%	5.3%
Satisfied	28.4%	24.4%	21.5%	21.3%	19.4%	26.1%
Neither satisfied nor dissatisfied	18.5%	19.1%	17.0%	17.8%	18.3%	18.3%
Dissatisfied	33.3%	34.4%	36.0%	39.6%	38.2%	34.1%
Very dissatisfied	9.9%	16.3%	23.5%	18.3%	21.1%	15.8%
Don't know/not applicable	2.5%	0.0%	0.0%	0.0%	0.0%	0.5%

“What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads?”

**Table 130. Reasons for dissatisfaction with the condition of Christchurch Roads**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	35	162	119	99	212	199
Road surfaces are not smooth or level	45.7%	56.2%	53.8%	48.0%	56.9%	49.2%
There are potholes in the roads	54.3%	58.6%	63.9%	57.1%	60.7%	58.8%
Roadworks are causing delays and disruption	42.9%	17.9%	15.1%	20.4%	18.0%	21.6%
Roadworks are taking too long	48.6%	25.3%	25.2%	32.7%	24.6%	33.7%
Roadworks not completed to a good standard	28.6%	42.6%	48.7%	40.8%	46.4%	39.2%
Roads are not swept often enough (including litter and debris on roads)	14.3%	10.5%	6.7%	15.3%	8.5%	12.6%
Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)	48.6%	66.7%	77.3%	71.4%	68.7%	68.3%
Other	0.0%	9.9%	3.4%	4.1%	5.7%	6.0%

“How satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

**Table 131. Satisfaction with the condition of footpaths**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	7.4%	6.6%	2.5%	3.0%	4.2%	5.0%
Satisfied	29.6%	30.6%	21.5%	23.7%	23.3%	29.6%
Neither satisfied nor dissatisfied	39.5%	24.4%	20.5%	20.1%	26.4%	22.1%
Dissatisfied	12.3%	29.4%	35.5%	37.3%	31.7%	30.1%
Very dissatisfied	7.4%	8.8%	19.0%	16.0%	14.0%	12.0%
Don’t know/not applicable	3.7%	0.3%	1.0%	0.0%	0.3%	1.3%

## Water Supply

“How satisfied or dissatisfied are you with the quality of the water supply?”

Table 132. Quality of water supply

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	18.5%	14.7%	9.5%	18.3%	16.0%	13.0%
Satisfied	35.8%	34.4%	45.5%	37.3%	37.4%	38.8%
Neither satisfied nor dissatisfied	27.2%	17.2%	11.0%	14.2%	14.9%	17.0%
Dissatisfied	12.3%	23.4%	22.5%	21.9%	22.5%	20.8%
Very dissatisfied	3.7%	10.0%	11.0%	6.5%	8.4%	9.3%
Don't know/not applicable	2.5%	0.3%	0.5%	1.8%	0.8%	1.0%

“How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

Table 133. Council repairs leaks and investigates complaints in a timely manner

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	16.0%	14.4%	11.0%	17.8%	14.6%	13.8%
Satisfied	40.7%	37.8%	42.5%	34.3%	40.7%	37.3%
Neither satisfied nor dissatisfied	21.0%	25.3%	21.0%	20.1%	23.0%	22.6%
Dissatisfied	9.9%	7.8%	10.0%	16.0%	11.0%	10.3%
Very dissatisfied	1.2%	4.1%	5.5%	4.7%	5.1%	3.3%
Don't know/not applicable	11.1%	10.6%	10.0%	7.1%	5.6%	12.8%

“How satisfied or dissatisfied are you that the water supply is reliable?”

Table 134. Reliability of water supply

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	25.9%	28.1%	22.0%	27.8%	27.0%	25.1%
Satisfied	39.5%	47.8%	63.0%	55.0%	55.6%	49.9%
Neither satisfied nor dissatisfied	22.2%	14.7%	10.0%	11.2%	10.7%	15.8%
Dissatisfied	7.4%	6.3%	2.5%	2.4%	3.9%	5.5%
Very dissatisfied	2.5%	2.2%	2.0%	1.2%	2.0%	2.0%
Don't know/not applicable	2.5%	0.9%	0.5%	2.4%	0.8%	1.8%

## Parking

“Have you parked a car in a Council parking facility in the last 12 months?”

Table 135. Usage of Council parking facility

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Yes, on-street	56.8%	69.1%	69.5%	61.5%	63.5%	68.2%
Yes, Council off-street	44.4%	54.4%	57.0%	46.2%	52.2%	52.6%
No	17.3%	15.9%	21.0%	24.3%	19.7%	19.3%
Don't know/not applicable	9.9%	3.8%	3.5%	3.6%	5.1%	3.8%

**“How satisfied or dissatisfied are you with the ease of use of on-street parking meters?”**

**Table 136. Ease of use of on-street parking meters**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	72	308	193	164	339	383
Very satisfied	16.7%	15.3%	8.3%	6.7%	9.4%	13.8%
Satisfied	37.5%	50.0%	49.7%	36.6%	46.3%	44.9%
Neither satisfied nor dissatisfied	26.4%	14.3%	20.7%	29.3%	22.4%	19.1%
Dissatisfied	12.5%	11.0%	8.8%	11.0%	10.0%	11.0%
Very dissatisfied	2.8%	4.2%	5.7%	6.7%	6.2%	3.9%
Don't know/not applicable	4.2%	5.2%	6.7%	9.8%	5.6%	7.3%

**“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”**

**Table 137. Range of parking facilities available**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	72	308	193	164	339	383
Very satisfied	5.6%	10.7%	8.3%	7.9%	9.4%	8.4%
Satisfied	41.7%	40.6%	38.9%	40.9%	38.3%	42.0%
Neither satisfied nor dissatisfied	23.6%	19.2%	26.4%	24.4%	26.3%	19.6%
Dissatisfied	18.1%	19.8%	13.0%	12.8%	15.3%	17.5%
Very dissatisfied	8.3%	7.1%	7.8%	4.9%	5.6%	7.8%
Don't know/not applicable	2.8%	2.6%	5.7%	9.1%	5.0%	4.7%

**“How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?”**

**Table 138. Information provided about parking options**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	72	308	193	164	339	383
Very satisfied	6.9%	10.4%	6.7%	9.1%	8.6%	8.9%
Satisfied	34.7%	40.3%	48.7%	37.8%	37.5%	45.2%
Neither satisfied nor dissatisfied	33.3%	24.4%	23.3%	27.4%	26.8%	24.3%
Dissatisfied	12.5%	17.2%	13.0%	12.8%	18.0%	11.7%
Very dissatisfied	4.2%	3.9%	3.1%	3.7%	3.2%	4.2%
Don't know/not applicable	8.3%	3.9%	5.2%	9.1%	5.9%	5.7%

**“How satisfied or dissatisfied are you with the ease of use of Council parking?”**

**Table 139. Ease of use of Council parking**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	72	308	193	164	339	383
Very satisfied	12.5%	11.4%	7.3%	7.3%	8.3%	9.9%
Satisfied	38.9%	45.5%	45.6%	42.1%	42.2%	46.5%
Neither satisfied nor dissatisfied	26.4%	22.4%	28.5%	34.1%	30.7%	24.0%
Dissatisfied	8.3%	13.3%	10.9%	4.3%	9.1%	10.7%
Very dissatisfied	6.9%	4.5%	3.1%	4.9%	4.7%	4.4%
Don't know/not applicable	6.9%	2.9%	4.7%	7.3%	5.0%	4.4%

## Parks

“How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?”

Table 140. Appearance of central city parks and green spaces

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	27.2%	25.0%	18.5%	24.9%	21.3%	25.3%
Satisfied	38.3%	52.5%	65.0%	52.1%	56.7%	52.6%
Neither satisfied nor dissatisfied	23.5%	13.8%	10.5%	16.0%	13.5%	14.8%
Dissatisfied	4.9%	5.6%	4.5%	3.6%	5.1%	4.3%
Very dissatisfied	2.5%	2.2%	1.0%	1.2%	1.7%	1.8%
Don't know/not applicable	3.7%	0.9%	0.5%	2.4%	1.7%	1.3%

“How satisfied or dissatisfied are you with the condition of these parks and green spaces?”

Table 141. Condition of these parks and green spaces

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	25.9%	24.7%	19.0%	24.9%	22.8%	23.6%
Satisfied	37.0%	52.8%	58.5%	46.7%	51.4%	51.9%
Neither satisfied nor dissatisfied	24.7%	13.1%	13.5%	16.6%	14.9%	14.8%
Dissatisfied	8.6%	6.6%	6.5%	7.1%	7.6%	6.8%
Very dissatisfied	0.0%	1.9%	2.0%	2.4%	1.7%	1.8%
Don't know/not applicable	3.7%	0.9%	0.5%	2.4%	1.7%	1.3%

“The range of recreation facilities available in the city’s parks (including beach park areas)?”

Table 142. Range of recreation facilities available in the city

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	19.8%	22.8%	20.0%	23.1%	19.7%	23.6%
Satisfied	39.5%	53.4%	62.5%	55.6%	56.5%	53.4%
Neither satisfied nor dissatisfied	29.6%	11.9%	9.5%	12.4%	13.5%	13.0%
Dissatisfied	6.2%	8.8%	5.5%	3.6%	5.9%	7.3%
Very dissatisfied	2.5%	1.6%	2.5%	2.4%	2.2%	1.8%
Don't know/Not applicable	2.5%	1.6%	0.0%	3.0%	2.2%	1.0%

“Information provided about recreation facilities in the city’s parks (including beach park areas)?

Table 143. Information provided about recreation facilities

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	16.0%	15.6%	14.5%	18.3%	13.5%	17.8%
Satisfied	45.7%	49.7%	55.0%	49.1%	48.9%	52.4%
Neither satisfied nor dissatisfied	27.2%	22.2%	18.5%	18.3%	22.8%	19.0%
Dissatisfied	7.4%	7.5%	6.0%	8.3%	8.7%	6.3%
Very dissatisfied	1.2%	1.3%	2.5%	1.2%	2.0%	1.3%
Don't know/Not applicable	2.5%	3.8%	3.5%	4.7%	4.2%	3.3%

## Events and Festivals

“How satisfied or dissatisfied are you with the range of events and festivals?”

Table 144. Satisfaction with the range of events and festivals

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	12.3%	18.4%	16.5%	16.0%	13.8%	19.0%
Satisfied	51.9%	48.1%	51.0%	52.1%	50.6%	49.1%
Neither satisfied nor dissatisfied	29.6%	22.5%	22.5%	23.1%	24.4%	23.3%
Dissatisfied	2.5%	7.2%	4.5%	7.1%	6.7%	5.5%
Very dissatisfied	1.2%	0.9%	3.0%	1.8%	2.2%	1.0%
Don't know/not applicable	2.5%	2.8%	2.5%	0.0%	2.2%	2.0%

## City Promotions

“How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?”

Table 145. Satisfaction with timely, relevant, and accurate information

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Very satisfied	6.2%	12.8%	10.5%	13.0%	10.7%	11.8%
Satisfied	59.3%	46.9%	44.0%	47.9%	46.9%	48.9%
Neither satisfied nor dissatisfied	27.2%	26.6%	25.0%	30.2%	28.4%	26.3%
Dissatisfied	6.2%	8.8%	13.5%	6.5%	9.6%	8.8%
Very dissatisfied	0.0%	1.9%	5.0%	1.8%	3.4%	1.3%
Don't know/not applicable	1.2%	3.1%	2.0%	0.6%	1.1%	3.0%

## Reputation and Trust

“How much do you agree or disagree that the Council is open and transparent?”

Table 146. Council is open and transparent

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Strongly agree	6.2%	4.4%	0.5%	1.2%	2.5%	3.0%
Agree	32.1%	22.2%	14.5%	20.1%	19.7%	21.8%
Neither agree nor disagree	30.9%	30.9%	37.0%	29.6%	28.4%	34.3%
Disagree	24.7%	32.5%	32.5%	30.8%	31.5%	31.8%
Strongly disagree	2.5%	7.8%	14.5%	17.8%	17.4%	6.3%
Don't know/not applicable	3.7%	2.2%	1.0%	0.6%	0.6%	2.8%

**“How much do you agree or disagree that the Council can be trusted?”**

**Table 147. Council can be trusted**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	4.9%	3.4%	0.0%	1.2%	2.5%	1.8%
Agree	48.1%	25.0%	23.5%	20.7%	23.3%	28.8%
Neither agree nor disagree	25.9%	35.6%	42.0%	37.3%	34.8%	37.3%
Disagree	13.6%	27.5%	20.0%	25.4%	24.7%	23.1%
Strongly disagree	3.7%	7.8%	12.5%	15.4%	14.6%	6.8%
Don't know/not applicable	3.7%	0.6%	2.0%	0.0%	0.0%	2.3%

**“How much do you agree or disagree that the Council has a good reputation?”**

**Table 148. Council has a good reputation**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	7.4%	5.0%	0.5%	1.8%	4.5%	2.3%
Agree	33.3%	23.1%	26.0%	24.9%	21.1%	29.3%
Neither agree nor disagree	33.3%	29.7%	31.5%	29.0%	29.2%	30.8%
Disagree	12.3%	28.4%	29.0%	31.4%	30.6%	24.8%
Strongly disagree	8.6%	12.2%	12.5%	12.4%	14.3%	10.3%
Don't know/not applicable	4.9%	1.6%	0.5%	0.6%	0.3%	2.5%

**“How much do you agree or disagree that the Council acts with integrity and honesty?”**

**Table 149. Council acts with integrity and honesty**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	8.6%	5.0%	0.0%	1.2%	3.7%	2.5%
Agree	40.7%	24.4%	24.5%	21.9%	22.5%	28.6%
Neither agree nor disagree	34.6%	42.2%	42.5%	43.8%	39.9%	43.1%
Disagree	9.9%	19.4%	21.5%	20.7%	22.2%	16.8%
Strongly disagree	2.5%	7.5%	9.0%	10.7%	10.7%	6.0%
Don't know/not applicable	3.7%	1.6%	2.5%	1.8%	1.1%	3.0%

**“How much do you agree or disagree that the Council is accountable for what it does?”**

**Table 150. Council is accountable for what it does**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	3.7%	6.6%	4.5%	5.3%	4.8%	5.8%
Agree	38.3%	24.4%	20.5%	22.5%	23.0%	25.8%
Neither agree nor disagree	34.6%	26.6%	30.5%	23.1%	25.3%	29.6%
Disagree	13.6%	28.8%	26.0%	29.6%	26.1%	26.8%
Strongly disagree	4.9%	12.2%	16.5%	18.3%	20.2%	8.8%
Don't know/not applicable	4.9%	1.6%	2.0%	1.2%	0.6%	3.3%

**“How much do you agree or disagree that the Council understands the needs of residents and what they care about?”**

**Table 151. Council understands the needs of residents**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	4.9%	5.6%	1.5%	1.2%	3.4%	3.5%
Agree	35.8%	18.1%	19.0%	14.2%	14.3%	23.6%
Neither agree nor disagree	29.6%	30.3%	27.5%	34.9%	31.5%	29.1%
Disagree	14.8%	31.3%	33.0%	30.8%	32.3%	28.3%
Strongly disagree	11.1%	13.4%	17.5%	18.9%	18.0%	13.5%
Don't know/not applicable	3.7%	1.3%	1.5%	0.0%	0.6%	2.0%

**“How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?”**

**Table 152. Council communicates clearly with residents**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	6.2%	5.6%	1.5%	2.4%	3.9%	3.3%
Agree	40.7%	28.4%	23.5%	21.9%	24.2%	29.6%
Neither agree nor disagree	30.9%	28.8%	32.5%	32.5%	29.5%	31.8%
Disagree	12.3%	27.2%	33.0%	26.6%	28.4%	26.1%
Strongly disagree	6.2%	6.9%	8.5%	13.6%	12.1%	6.0%
Don't know/not applicable	3.7%	3.1%	1.0%	3.0%	2.0%	3.3%

“How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?”

**Table 153. Council communicates clearly with residents about how their views have informed decisions**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Strongly agree	2.5%	5.0%	0.5%	1.8%	3.1%	2.0%
Agree	30.9%	19.1%	17.5%	11.8%	16.3%	20.6%
Neither agree nor disagree	34.6%	28.1%	23.5%	32.5%	29.2%	27.8%
Disagree	24.7%	35.0%	41.5%	32.0%	32.3%	37.1%
Strongly disagree	3.7%	9.4%	15.5%	20.1%	17.4%	9.0%
Don't know/not applicable	3.7%	3.4%	1.5%	1.8%	1.7%	3.5%

“How much do you agree or disagree that the Council managers and staff are doing a good job?”

**Table 154. Council managers and staff are doing a good job**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Strongly agree	11.1%	6.3%	4.5%	4.1%	4.8%	6.0%
Agree	37.0%	30.9%	22.0%	20.1%	23.9%	29.6%
Neither agree nor disagree	35.8%	34.7%	39.0%	36.1%	33.7%	38.3%
Disagree	6.2%	17.2%	19.0%	19.5%	21.6%	13.3%
Strongly disagree	3.7%	6.6%	11.5%	18.3%	13.8%	7.5%
Don't know/not applicable	6.2%	4.4%	4.0%	1.8%	2.2%	5.3%

**“How much do you agree or disagree that the Council makes wise spending decisions?”**

**Table 155. The Council makes wise spending decisions**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	1.2%	3.4%	0.5%	1.2%	1.7%	2.3%
Agree	24.7%	13.8%	12.0%	8.9%	10.7%	15.3%
Neither agree nor disagree	34.6%	29.7%	28.0%	32.5%	29.5%	30.1%
Disagree	25.9%	30.0%	33.0%	30.2%	29.5%	32.1%
Strongly disagree	9.9%	21.3%	24.5%	27.2%	28.7%	17.0%
Don't know/not applicable	3.7%	1.9%	2.0%	0.0%	0.0%	3.3%

**“How much do you agree or disagree that the Council provides good value for ratepayers' money?”**

**Table 156. The Council provides good value for ratepayers' money**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	2.5%	3.8%	1.5%	2.4%	2.8%	2.5%
Agree	30.9%	16.9%	13.0%	13.6%	13.5%	19.0%
Neither agree nor disagree	33.3%	28.1%	33.0%	31.4%	29.8%	30.8%
Disagree	17.3%	27.2%	27.5%	23.7%	26.1%	25.6%
Strongly disagree	8.6%	20.9%	22.5%	28.4%	26.7%	17.5%
Don't know/not applicable	7.4%	3.1%	2.5%	0.6%	1.1%	4.5%

“How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?”

**Table 157. The Council honours the principles of the Treaty of Waitangi**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Strongly agree	7.4%	6.3%	4.0%	3.6%	5.1%	5.0%
Agree	32.1%	24.1%	21.5%	20.7%	20.8%	26.3%
Neither agree nor disagree	39.5%	34.4%	36.5%	44.4%	38.5%	37.1%
Disagree	8.6%	7.2%	6.0%	3.6%	4.8%	7.5%
Strongly disagree	4.9%	3.8%	3.5%	3.6%	4.8%	2.8%
Don't know/not applicable	7.4%	24.4%	28.5%	24.3%	26.1%	21.3%

## Emergency preparedness

“Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?”

Table 158. Prepare for a natural disaster such as an earthquake

		Yes	No	Don't know
Stored enough water for three days	18-24	35.8%	53.1%	11.1%
	25-49	39.1%	57.2%	3.8%
	50-64	63.0%	36.5%	0.5%
	65+	67.5%	30.8%	1.8%
	Male	56.7%	41.6%	1.7%
	Female	46.6%	48.9%	4.5%
Stored enough food for three days	18-24	64.2%	27.2%	8.6%
	25-49	64.4%	32.5%	3.1%
	50-64	85.0%	15.0%	0.0%
	65+	95.9%	4.1%	0.0%
	Male	83.1%	15.7%	1.1%
	Female	71.2%	25.8%	3.0%
Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc	18-24	44.4%	43.2%	12.3%
	25-49	58.1%	36.9%	5.0%
	50-64	72.5%	27.0%	0.5%
	65+	80.5%	17.8%	1.8%
	Male	70.8%	26.7%	2.5%
	Female	60.2%	34.6%	5.3%

**“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”**

**Table 159. Emergency plan that outlines your preparation for natural disasters**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Yes	39.5%	31.9%	51.0%	61.5%	48.9%	40.4%
No	51.9%	64.4%	45.0%	34.9%	46.9%	55.1%
Don't know/not applicable	8.6%	3.8%	4.0%	3.6%	4.2%	4.5%

## Overall Satisfaction

“How satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?”

**Table 160. Council’s performance in delivering service over the last 12 months**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	81	320	200	169	356	399
Very satisfied	7.4%	6.6%	6.0%	4.1%	4.5%	7.0%
Satisfied	37.0%	34.4%	37.0%	37.9%	36.8%	35.6%
Neither satisfied nor dissatisfied	42.0%	34.1%	29.5%	29.0%	30.9%	34.1%
Dissatisfied	8.6%	15.6%	20.5%	19.5%	17.1%	17.0%
Very dissatisfied	2.5%	7.2%	6.0%	8.3%	8.7%	4.8%
Don’t know/not applicable	2.5%	2.2%	1.0%	1.2%	2.0%	1.5%

“ Which of the following would best describe your feelings toward Christchurch City Council’s overall performance over the past 12 months?”

**Table 161. Feelings towards the Council’s overall performance (neutral perceptions)**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	33	109	59	50	111	135
Overall, slightly more satisfied than dissatisfied	21.2%	9.2%	13.6%	20.0%	13.5%	13.3%
Overall, slightly more dissatisfied than satisfied	30.3%	45.9%	54.2%	48.0%	54.1%	40.7%
Feel equally satisfied as dissatisfied	48.5%	39.4%	30.5%	30.0%	31.5%	40.7%
Don’t know	0.0%	5.5%	1.7%	2.0%	0.9%	5.2%

“Why do you say so? (in reference to performance of Council in delivering its services over the last 12 months).”

**Table 162. Reasons for satisfaction/dissatisfaction with the Council (coded table)**

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	80	312	214	171	358	419
Unhappy with roads/more road maintenance	10.0%	10.2%	16.4%	11.0%	10.1%	13.6%
Council is doing a good job overall	16.1%	8.7%	10.7%	12.3%	11.3%	10.4%
Disapprove of Council spending	1.2%	9.0%	12.3%	17.6%	14.3%	8.3%
Slow to/don't respond to problems/ concerns	6.2%	9.3%	7.9%	9.3%	8.2%	9.1%
Unhappy with services provided	4.9%	6.4%	10.7%	11.1%	7.9%	9.0%
Happy with services provided	12.5%	7.7%	6.0%	7.5%	6.5%	8.9%
Rates increased	1.2%	7.3%	8.8%	8.2%	5.9%	8.5%
General maintenance needed	2.5%	5.1%	9.3%	5.9%	5.5%	6.6%
Poor communication	1.3%	7.3%	3.7%	5.3%	4.8%	5.8%
Too many cycle lanes	1.2%	4.5%	7.5%	6.4%	5.7%	5.1%
Respond to problems/concerns	0.0%	4.5%	5.6%	8.7%	5.1%	5.6%
No problems/issues	1.2%	5.2%	4.7%	3.5%	5.2%	3.4%
Room for improvement	5.0%	4.5%	2.3%	4.7%	4.0%	4.1%
Poor customer service	1.2%	3.8%	5.1%	3.5%	3.6%	4.0%
Parking expensive/lack of/ parking issues	1.2%	2.9%	3.7%	5.3%	3.5%	3.6%
Council needs to take more action	1.2%	1.9%	4.7%	4.7%	3.4%	3.1%
Does not listen	0.0%	3.2%	3.3%	5.3%	4.8%	2.2%
Council is dishonest	1.2%	2.9%	3.8%	2.4%	4.4%	1.4%
Area favouritism/More help for certain areas	0.0%	3.2%	4.2%	1.2%	2.4%	2.8%
Disapprove of water chlorination handling	0.0%	2.5%	5.1%	0.0%	1.3%	3.2%
Unhappy with council staff	0.0%	1.0%	5.7%	3.5%	4.1%	1.4%
Lack of public consultation	2.5%	1.9%	2.8%	2.3%	2.0%	2.6%
Happy with recycling and rubbish services	0.0%	1.6%	5.1%	1.8%	2.7%	2.1%
Good customer service	0.0%	1.0%	4.6%	2.3%	2.3%	2.0%
Good communication	0.0%	1.6%	0.5%	1.8%	0.9%	1.5%

	18-24	25-49	50-64	65+	Male	Female
Unhappy with rebuild progress	1.2%	1.9%	1.4%	1.2%	1.9%	1.2%
Disapprove of charging for water	1.2%	0.6%	2.3%	1.7%	0.8%	1.9%
Unhappy with Mayor	0.0%	1.9%	1.4%	0.6%	1.7%	0.9%
Too much bureaucracy	0.0%	0.6%	1.4%	2.9%	2.0%	0.7%
Council is doing a poor job overall	0.0%	0.0%	0.0%	1.2%	0.3%	0.3%
Difficulties reporting issues to Council	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%
Object to the Anglican Cathedral fee	0.0%	0.0%	0.5%	0.0%	0.0%	0.2%
Other	0.0%	1.9%	3.7%	4.2%	4.0%	1.6%

\* Don't know responses removed

**“Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”**

**Table 163. Agreement that Council has made it easy for you to interact with it**

	18-24	25-49	50-64	65+	Male	Female
Number of respondents	81	320	200	169	356	399
Strongly agree	4.9%	12.8%	11.0%	8.9%	8.1%	12.0%
Agree	39.5%	41.9%	44.5%	40.2%	39.0%	44.9%
Neither agree nor disagree	35.8%	29.4%	28.0%	29.0%	32.6%	26.8%
Disagree	8.6%	7.8%	9.0%	12.4%	10.7%	8.5%
Strongly disagree	2.5%	2.2%	5.5%	6.5%	5.3%	2.8%
Do not read out: Don't know/ not applicable	8.6%	5.9%	2.0%	3.0%	4.2%	5.0%

“Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”

**Table 164. One service you feel the Council is performing the best in delivering (coded table) \***

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	80	312	214	171	358	419
See previous comment 2023	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%
Animal control: Good service	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%
Community Support: Involvement of council	0.0%	0.7%	2.8%	1.2%	1.9%	0.7%
Cycleways: Availability/number	2.5%	1.3%	2.8%	1.2%	1.3%	2.1%
Cycleways: Good quality	1.2%	1.0%	1.4%	1.2%	0.8%	1.4%
Cycleways: Other	2.5%	0.3%	0.0%	1.7%	0.0%	1.5%
Cycleways: Undefined	0.0%	1.0%	0.0%	0.0%	0.3%	0.5%
Emergency preparedness and response: Well prepared/good response	1.2%	0.6%	0.5%	0.0%	0.0%	0.9%
Events/activities: Availability/ number/range	1.2%	2.9%	1.4%	0.0%	0.8%	2.4%
Events/activities: Family friendly/for all ages	1.2%	2.2%	0.5%	0.0%	0.8%	1.4%
Events/activities: Free/ affordable	1.2%	2.5%	0.5%	0.0%	0.3%	2.1%
Events/activities: Providing information on events	0.0%	0.6%	0.0%	0.0%	0.0%	0.5%
Events/activities: Well organised	0.0%	1.3%	0.5%	0.6%	0.6%	0.9%
Events/activities: Other	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%
Events/activities: Undefined	0.0%	1.6%	0.5%	0.6%	0.6%	1.2%
Facilities and services in general: Generally good service	0.0%	0.3%	1.4%	0.6%	0.8%	0.5%
Footpaths: Well maintained	0.0%	0.0%	0.0%	1.7%	0.3%	0.5%
Information and communication: Good communication/clear	1.3%	3.6%	4.2%	2.9%	3.3%	3.3%
Information and communication: Other	0.0%	1.3%	0.0%	0.0%	0.8%	0.2%
Libraries: Availability and variety of good/current resources/ activities	0.0%	3.5%	2.3%	3.4%	1.4%	4.1%
Libraries: Availability of and access to libraries	0.0%	1.3%	0.9%	0.6%	0.3%	1.4%
Libraries: Free access/free access to materials	0.0%	0.6%	0.9%	0.0%	0.3%	0.7%
Libraries: Good librarians/staff	0.0%	3.5%	1.9%	5.7%	2.8%	3.8%

	18-24	25-49	50-64	65+	Male	Female
Libraries: Good service/good libraries	0.0%	5.4%	5.6%	5.2%	2.8%	6.7%
Libraries: Good/modern infrastructure	0.0%	0.0%	0.5%	0.0%	0.0%	0.2%
Libraries: Other	0.0%	0.3%	1.4%	0.0%	0.0%	0.9%
Libraries: Undefined	1.2%	1.6%	0.9%	0.0%	0.5%	1.4%
Parking: Access to parking	1.2%	0.0%	0.0%	0.6%	0.3%	0.2%
Parks, reserves and green spaces: Availability/number/variety	2.5%	0.6%	1.9%	1.1%	0.5%	1.9%
Parks, reserves and green spaces: Good service to have	0.0%	1.3%	1.4%	0.6%	1.1%	0.9%
Parks, reserves and green spaces: Well presented and maintained	3.7%	10.2%	7.4%	5.3%	5.6%	9.5%
Parks, reserves and green spaces: Other	0.0%	0.0%	0.5%	0.6%	0.6%	0.0%
Parks, reserves and green spaces: Undefined	0.0%	0.6%	1.4%	0.6%	1.1%	0.5%
Public space cleaning/City beautification: Attract tourists/businesses	1.2%	0.3%	0.0%	0.0%	0.0%	0.5%
Public space cleaning/City beautification: Keeping spaces/city clean	3.7%	0.3%	1.4%	0.0%	0.3%	1.4%
Public transport: Generally a good/efficient service	0.0%	0.3%	0.5%	0.6%	0.6%	0.2%
Public transport: Other	1.2%	0.0%	0.5%	0.0%	0.3%	0.2%
Rates spending and financial management	0.0%	0.0%	0.0%	1.8%	0.6%	0.3%
Recreation & Sport Centres: Availability and access to swimming pools	2.5%	2.5%	4.1%	1.8%	1.4%	4.0%
Recreation & Sport Centres: Clean/ well maintained	0.0%	1.0%	0.0%	0.0%	0.3%	0.5%
Recreation & Sport Centres: Generally good service	1.2%	0.6%	0.9%	0.0%	0.3%	0.9%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.0%	1.0%	0.0%	0.5%	0.0%
Recreation & Sport Centres: Other	0.0%	1.3%	0.9%	1.2%	1.4%	0.7%
Roading: Improved network/services	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%
Roading: Roadworks/ Maintenance	2.5%	1.6%	1.9%	1.8%	2.5%	1.2%
Roading: Other	0.0%	1.6%	0.5%	0.0%	0.8%	0.7%

	18-24	25-49	50-64	65+	Male	Female
Sewerage/Wastewater: Generally good service	0.0%	0.0%	0.0%	1.8%	0.9%	0.0%
Sewerage/Wastewater: Well maintained	0.0%	0.3%	0.0%	0.6%	0.6%	0.0%
The rebuild: Good progress being made	2.5%	0.3%	1.4%	1.8%	1.7%	0.7%
The rebuild: Improving the look of the city	1.2%	1.0%	0.5%	0.6%	0.6%	0.9%
The rebuild: Other	0.0%	0.6%	0.0%	0.0%	0.3%	0.2%
Waste management: Generally good service/no issues	0.0%	4.1%	12.6%	12.9%	9.1%	7.0%
Waste management: Reliable	1.2%	3.5%	2.8%	4.7%	4.0%	2.9%
Waste management: Timely collection and service	2.5%	2.3%	2.8%	3.5%	2.8%	2.6%
Waste management: Communicate issues	1.2%	1.0%	0.9%	2.3%	1.7%	1.0%
Waste management: Friendly/responsive staff	0.0%	0.3%	1.4%	1.2%	0.3%	1.2%
Waste management: Recycling and recycling options	0.0%	0.6%	0.9%	0.0%	0.3%	0.7%
Waste management: Availability of bins/good size bins	1.2%	0.3%	0.9%	0.0%	0.3%	0.7%
Waste management: Proper collection/no residue left behind	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%
Waste management: Other	0.0%	0.3%	0.5%	0.6%	0.3%	0.5%
Waste management: Undefined	2.5%	3.2%	2.4%	7.6%	5.5%	2.7%
Water supply: Adequate and regular supply	0.0%	0.3%	0.5%	0.0%	0.3%	0.2%
Water supply: Generally good service	1.2%	1.3%	2.9%	0.6%	2.1%	0.9%
Water supply: Maintenance done promptly/well maintained	1.2%	0.0%	1.8%	3.0%	1.8%	0.9%
Water supply: Water quality/taste is good	0.0%	0.3%	0.5%	1.8%	1.1%	0.3%
Waterways: Well maintained/clean	0.0%	0.3%	0.5%	0.0%	0.0%	0.5%
Negative comment	1.2%	3.6%	6.1%	8.3%	7.1%	3.3%
Other	1.2%	1.0%	1.0%	1.8%	1.7%	0.8%

*\*Don't know and negative responses removed*

“Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?”

**Table 165. Most important service for Council to improve over the next 12 months (coded table) \***

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>
Number of respondents	80	312	214	171	358	419
Happy with the council/positive comment	1.2%	0.7%	0.9%	0.6%	0.8%	0.7%
Roadings: Fix roads/make smooth/ remove potholes	7.5%	8.3%	11.7%	14.0%	10.6%	10.4%
Roadings: Better quality repair/ less frequent repair/faster repair	3.8%	6.1%	5.6%	6.4%	5.9%	5.7%
Roadings: Improve traffic control/ flow/ accessibility	1.2%	1.0%	4.2%	1.2%	2.1%	1.6%
Roadings: Better communication/ consultation	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%
Roadings: Prioritise/focus repairs where needed most	0.0%	1.0%	1.4%	0.6%	0.8%	1.0%
Roadings: Allocate resources correctly	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%
Roadings: Other	0.0%	2.3%	1.9%	1.1%	2.1%	1.2%
Footpaths: Fix footpaths/make smooth/ remove hazards	1.3%	1.9%	5.6%	5.8%	3.9%	3.6%
Footpaths: Better quality repair/ less frequent repair/faster repair	0.0%	0.6%	0.9%	0.6%	0.8%	0.5%
Footpaths: Pedestrian right of way clarifications	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.0%	0.5%	0.6%	0.6%	0.0%
Footpaths: Improve accessibility	1.2%	0.3%	0.9%	0.6%	0.3%	1.0%
Cycleways: Make more user-friendly/ Less obstructive/Safer	1.3%	1.0%	0.5%	3.0%	2.3%	0.5%
Cycleways: Ensure cycleways on arterial roads/direct routes	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%
Cycleways: Other	1.2%	2.6%	3.3%	6.5%	4.9%	2.4%
Water supply: Remove chlorine/ other additives	2.5%	6.4%	6.6%	2.9%	4.9%	5.4%
Water supply: Fix the wells/ bore/ aquifer/pumping stations	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%
Water supply: Improve or retain quality/ smell/taste/appearance	0.0%	0.3%	1.4%	0.0%	0.5%	0.5%
Water supply: Fix leaks	0.0%	1.3%	0.9%	2.3%	2.0%	0.8%
Water supply: Halt sale of water to commercial interests	1.2%	0.0%	0.5%	1.2%	0.6%	0.5%
Water supply: Other	0.0%	0.3%	2.4%	1.2%	1.1%	1.0%

	18-24	25-49	50-64	65+	Male	Female
Council decision-making/ financial management: Reduce spending on Councillors	0.0%	0.3%	1.4%	0.6%	0.6%	0.7%
Council decision-making/ financial management: More consultation on new building spending/more consultation generally	0.0%	0.9%	0.5%	1.1%	0.0%	1.5%
Council decision-making/ financial management: Increase council transparency/address corruption/ accountability	0.0%	2.0%	2.8%	1.2%	3.0%	0.7%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	2.3%	1.4%	4.1%	2.9%	1.7%
Council decision-making/ financial management: Devise a better rates system	0.0%	2.5%	2.3%	4.8%	3.3%	2.3%
Council decision-making/ financial management: Better quality staff	1.2%	1.9%	2.8%	3.6%	3.4%	1.6%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	1.9%	0.9%	2.9%	1.8%	1.7%
Council decision-making/ financial management: Developing clear plans and budgets/long term/ independent thinking	0.0%	1.9%	1.0%	2.3%	1.4%	1.8%
Council decision-making/ financial management: Reduce the level of bureaucracy/less red tape	0.0%	0.0%	0.0%	1.2%	0.6%	0.0%
Public space cleaning/City beautification: Council should clean up/ increase cleaning frequency	0.0%	0.7%	0.9%	1.2%	1.2%	0.4%
Public space cleaning/City beautification: Clear leaves, dry grass, weeds/mow lawns/prune trees	1.2%	0.9%	0.9%	2.4%	1.5%	1.2%
Public space cleaning/City beautification: Planting more trees	0.0%	0.3%	0.0%	0.6%	0.0%	0.5%
Public space cleaning/City beautification: Provide feedback and representation	1.2%	0.0%	0.0%	0.0%	0.0%	0.2%
Consents process: Process needs to be more inclusive/less adversarial	0.0%	0.0%	0.5%	0.6%	0.6%	0.0%
Consents process: Raise standards for the approval process/streamline the process	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%

	18-24	25-49	50-64	65+	Male	Female
Consents process: Reduce the time and costs related to the process	0.0%	0.0%	0.9%	0.0%	0.0%	0.4%
Parking: Fair enforcement/better enforcement	0.0%	0.7%	0.0%	0.0%	0.6%	0.0%
Parking: More parking/better quality parking	4.9%	2.2%	1.9%	2.3%	1.6%	3.2%
Parking: Lower the cost/make it free in some areas	2.5%	2.5%	0.5%	0.6%	0.6%	2.4%
Parking: Increase the time limit	0.0%	0.3%	0.0%	0.6%	0.3%	0.2%
Waterways: More efforts made to dredge/keep clean/clean up pollutants	0.0%	1.9%	1.4%	1.8%	1.5%	1.6%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%
Waterways: Planting along the river/ make the rivers more presentable	0.0%	0.3%	0.5%	0.6%	0.3%	0.5%
Waterways: Building flood protection barriers	0.0%	0.0%	0.5%	0.6%	0.6%	0.0%
Sewerage/Wastewater: Reduce unpleasant smells	2.5%	0.6%	1.4%	0.6%	0.3%	1.7%
Sewerage/Wastewater: Improve drainage/runoff	0.0%	1.0%	1.4%	1.2%	1.1%	1.0%
Sewerage/Wastewater: Regular maintenance of drains and culverts	0.0%	0.6%	0.9%	0.0%	0.5%	0.5%
Public transport: Improve service to raise usage/improve the service generally	0.0%	0.7%	0.0%	0.6%	0.9%	0.0%
Public transport: Develop routes/ services that meet all customers needs	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%
Public transport: Buses should have a wider network	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%
Public transport: Add/improve bus stops	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%
Public transport: Make the service more affordable	1.2%	0.3%	0.0%	0.0%	0.0%	0.5%
Public transport: Other	1.2%	1.3%	1.4%	0.0%	1.1%	0.9%
Information and communication: Improve communication with the public/ improve transparency	8.7%	3.8%	4.6%	4.1%	3.7%	5.4%
Information and Communication: Consistency and clarity	2.5%	0.6%	0.0%	1.2%	0.9%	0.7%
Information and communication: More consultations	1.2%	0.7%	1.9%	0.0%	1.1%	0.7%
Parks, reserves and green spaces: Increase maintenance staff	0.0%	0.3%	0.0%	0.6%	0.3%	0.2%

	18-24	25-49	50-64	65+	Male	Female
Parks, reserves and green spaces: Improve maintenance/ repair of park facilities	0.0%	1.9%	4.6%	3.5%	2.6%	3.0%
Parks, reserves and green spaces: More facilities	0.0%	0.6%	0.9%	0.0%	0.3%	0.7%
Recreation & Sports Centres: Construct more facilities	1.2%	0.6%	0.5%	0.0%	0.3%	0.7%
Recreation & Sports Centres: Construct better quality facilities/add improvements	0.0%	0.3%	0.5%	0.6%	0.3%	0.5%
Recreation & Sports Centres: Make them cheaper/open them for longer	0.0%	0.6%	0.5%	0.0%	0.3%	0.5%
Events/activities: Improvement communication about events	1.2%	0.7%	0.9%	0.0%	0.8%	0.5%
Events/activities: Provide more events and activities	0.0%	0.6%	0.5%	0.6%	0.3%	0.7%
Housing: Safer housing	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%
Housing: More housing	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%
Housing: Other	0.0%	0.6%	0.9%	0.0%	0.5%	0.5%
Waste management: Better delineation/ education of recycling/ organic/waste	0.0%	0.3%	0.0%	0.6%	0.6%	0.0%
Waste management: Provide bigger bins/more bins/same size bins/ replacement of bins	1.2%	0.6%	0.5%	1.2%	1.1%	0.5%
Waste management: Proper/ better collection of waste	0.0%	1.3%	1.4%	1.2%	0.9%	1.4%
Waste management: Better recycling options/information	0.0%	0.3%	1.4%	0.6%	0.3%	1.0%
Waste management: Increase collection frequency/change time of collection	0.0%	0.6%	0.5%	0.6%	0.5%	0.5%
Waste management: Other	1.2%	0.9%	0.0%	1.2%	0.3%	1.2%
Earthquake recovery/rebuild: Speed up the rebuild and rebuild processes	1.2%	1.3%	0.9%	1.2%	1.4%	0.9%
Earthquake recovery/rebuild: More attention to the red zones	0.0%	0.3%	0.0%	0.6%	0.0%	0.5%
Earthquake recovery/rebuild: Management of Heritage properties	1.2%	0.3%	0.0%	0.0%	0.3%	0.2%
Earthquake recovery/rebuild: Other	0.0%	0.3%	0.5%	0.0%	0.3%	0.2%
Noise control: not responding to complaints	0.0%	0.0%	0.0%	1.8%	0.6%	0.3%
Refer to previous comment 2023	0.0%	0.3%	0.9%	0.6%	0.5%	0.5%
Other	3.8%	1.6%	3.3%	0.6%	1.8%	2.2%

\*Don't know and positive responses removed

## Section 5

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# Questionnaire

## Part One: Quota Demographics

Q1. Have you lived in Christchurch for at least 12 months? Select one. SINGLE CODE.

1	Yes [CONTINUE]
2	No [NQ EXIT PAGE]

Q2. Which suburb do you live in? Select one. SINGLE CODE

SHOW LIST, AUTO CODE WARD BASED ON CLIENT SUPPLIED LIST (like done for Community Events J1947)

<input type="radio"/> Harewood	<input type="radio"/> Halswell
<input type="radio"/> Waimairi	<input type="radio"/> Riccarton
<input type="radio"/> Papanui	<input type="radio"/> Spreydon
<input type="radio"/> Fendalton	<input type="radio"/> Central
<input type="radio"/> Innes	<input type="radio"/> Cashmere
<input type="radio"/> Burwood	<input type="radio"/> Linwood
<input type="radio"/> Coastal	<input type="radio"/> Heathcote
<input type="radio"/> Hornby	<input type="radio"/> Banks Peninsula

Q3. Which of these age groups do you fall into? Select one. SINGLE CODE.

1	18-24
2	25-49
3	50-64
4	65+
5	Prefer not to say

Q4. Which of the following best describes you? Select one. SINGLE CODE.

1	Male
2	Female
3	Gender Diverse
4	Prefer not to say

Q4a. Which ethnic group(s) do you identify with? Select all that apply.  
MULTICODE.

1	NZ European
2	Other European
3	Māori
4	Cook Islands Māori
5	Samoan
6	Tongan
7	Fijian
8	Niuean
9	Tokelauan
10	Chinese
11	Indian
12	Filipino
13	Japanese
14	Korean
15	Sri Lankan
16	Cambodian
17	Vietnamese
18	Middle Eastern
19	Latin American
20	African
21	Other – please specify

## Part Two: Introduction Statement

We are going to ask you to tell us how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with specific statements. Remember, there are no right or wrong answers, and we are just interested in your opinion.

## Part Three: City Promotions

Firstly, thinking about city events and festivals.

The Council provides information about a range of city events and festivals, and information about activities such as walking or biking in the city or on the Port Hills, walking on the Pier and about attractions such as the Botanic Gardens.

Q5. How satisfied, or dissatisfied are you that the information provided is timely, relevant, and accurate? Select one. SINGLE CODE.

This includes the information being available at the right time to decide what you want to attend or take part in, telling you what you want to know and it being correct.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Q6. The Council supports a range of events and festivals such as Kids Fest, the International Jazz and Blues Festival, Le Race and local community events. How satisfied, or dissatisfied are you with the range of events and festivals? Select one. SINGLE CODE.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

## Part Four: Governance and Decision-Making

Thinking now about governance and decision making in our city. We want you to think about the decision-making processes rather than actual outcomes of decisions, which you may or may not have supported.

Q7. How much do you agree or disagree that you understand how the Council makes decisions? Select one. SINGLE CODE.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/not applicable

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q8. The accuracy of information provided to you about Council decisions. This includes being able to rely on what you are told and information being clear, correct, and available to people	1	2	3	4	5	99
Q9. The public receives information about decision making in a prompt and timely manner	1	2	3	4	5	99
Q11. The Council makes decisions that are in the best interests of the city	1	2	3	4	5	99
Q12. The opportunities to have a say in what Council does	1	2	3	4	5	99
Q13. The Council makes it easy for you to use and engage with its decision-making processes. This includes clear instructions about processes and timelines, having options for engaging with Council and being able to talk to staff and elected members about decisions	1	2	3	4	5	99
Q13a. The leadership of the Mayor and Councillors	1	2	3	4	5	99

Q10. How much influence do you feel the public has on the decisions the Council makes? Select one. SINGLE CODE.

1	Large influence
2	Some influence
3	Small influence
4	No influence
99	Don't know/not applicable

## NEW SECTION to 2023: Reputation and Trust

How much do you agree or disagree with the following statements? SINGLE CODE PER ROW.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q53. The Council is open and transparent						
Q54. The Council can be trusted						
Q55. The Council has a good reputation						
Q56. The Council acts with integrity and honesty						
Q57. The Council is accountable for what it does						
Q58. The Council understands the needs of residents and what they care about						

How much do you agree or disagree with the following statements? SINGLE  
CODE PER ROW.

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know/Not applicable</b>
Q59. The Council communicates clearly with residents the results of Council decisions						
Q60. The Council communicates clearly with residents about how their views have informed Council decisions						
Q61. Council managers and staff are doing a good job						
Q62. The Council makes wise spending decisions						
Q63. The Council provides good value for ratepayers' money						
Q64. The Council honours the principles of the Treaty of Waitangi						

## Part Five: Waterways

Christchurch has several waterways such as The Avon, Heathcote and Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales, and timbered drains.

How satisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q14. The condition of the waterways. This includes maintenance and how they are looked after	1	2	3	4	5	99
Q15. Waterway margins are usually the two-metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses, and reeds. The condition of the waterway margins. This includes maintenance and how they are looked after	1	2	3	4	5	99
Q16. The appearance of Christchurch's waterway margins. This includes layout, plants, shrubs, grasses, and reeds	1	2	3	4	5	99

The Council manages stormwater through things such as rivers, waterways, timbered drains, and stormwater pipes. How satisfied or dissatisfied are you that... Select one. SINGLE CODE.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q17. The city's stormwater management systems operate effectively to ensure the risk of flooding is minimised.	1	2	3	4	5	99

## Part Six: Rubbish and Recycling

Thinking now about the Council's rubbish and recycling collection and its three-bin kerbside collection service.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

This includes Council understanding resident rubbish, organics and recycling needs, provision of clear and correct information about what can go in each type of bin and about collection days and changes, prompt addressing of any issues, and the user friendliness of the bins and service.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q18. The Council's kerbside collection of RECYCLABLE materials (your YELLOW bin)	1	2	3	4	5	99
Q19. The Council's kerbside collection of RUBBISH (your RED bin)	1	2	3	4	5	99
Q20. The Council's kerbside collection of ORGANIC materials (your GREEN bin)	1	2	3	4	5	99

## Part Seven: Roothing

Thinking now about the condition of the city's roads and footpaths.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q21. The condition of Christchurch's roads, excluding the residential red zone roads? This includes maintenance and how they are looked after	1	2	3	4	5	99
Q22. The condition of Christchurch's footpaths, excluding the residential red zone footpaths? This includes maintenance and how they are looked after	1	2	3	4	5	99

ONLY ASK Q21a IF Q21 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q21a. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads? ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS

1	Road surfaces are not smooth or level
2	There are potholes in the roads
3	Roadworks are causing delays and disruption
4	Roadworks are taking too long
5	Roadworks not completed to a good standard
6	Roads are not swept often enough (including litter and debris on roads)
7	Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)
8	Other – please specify [ANCHOR]
99	Don't know [ANCHOR]

## Part Eight: Water

Thinking now about the city's wastewater collection and water supply.

Wastewater collection is about the underground pipes that take wastewater (e.g., from your toilets, showers etc.) away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q23. That there is minimal odour from the sewerage system? This includes odours from manholes in the street, treatment plants such as the one at Bromley and smaller plants on Banks Peninsula	1	2	3	4	5	99
Q24. That the wastewater services are reliable? This means wastewater is collected, carried, treated, and disposed of without blockages and overflows. Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads	1	2	3	4	5	99

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q25. That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? This includes blockages, overflows, or broken pipes	1	2	3	4	5	99

Thinking now about water supply. This is about clean, drinkable water being supplied to your house. How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q26. The quality of the water supply? This includes its taste, appearance. (e.g., sediment free) and with minimal water odour	1	2	3	4	5	99
Q27. That the water supply is reliable? This means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained	1	2	3	4	5	99
Q28. That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?	1	2	3	4	5	99

## Part Nine: Active Travel

Thinking now about Active Travel in Christchurch. This is human-powered travel such as walking, cycling, skating, and kick scootering.

How much do you agree or disagree with each of the following? SINGLE CODE PER ROW

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q29. Christchurch is a cycle friendly city? This means that cyclists can travel safely and easily around the city by cycle, using roads and cycle lanes; supporting and understanding cyclist needs; provision of correct information about the cycling network; and user friendliness of signage and information	1	2	3	4	5	99

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q31. Christchurch is a walking friendly city? This includes pedestrians being able to travel safely and conveniently around the city on foot; supporting and understanding pedestrian needs; provision of correct information about the pedestrian network; and user friendliness of signage and information	1	2	3	4	5	99

Q30. How often have you cycled on a public road in Christchurch in the last 12 months? Select one. SINGLE CODE

1	All the time, (i.e., about every day)
2	Frequently (i.e., at least once a week)
3	Occasionally (i.e., around once a month)
4	Rarely (i.e., no more than a few times a year)
5	Never
99	Don't know

## Part Ten: Parking

Thinking now about parking a vehicle in Christchurch...

Q32. Have you parked a vehicle in a Council parking facility within the last 12 months? This includes on-street and off-street parking. Select all that apply. MULTI CODE

1	Yes, on-street
2	Yes, Council off-street
3	No [UNIQUE ITEM]
99	Don't know/not applicable [UNIQUE ITEM] [SKIP TO Q40]

How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q33. The ease of use of on-street parking meters? This includes clear instructions, the purchasing of tickets, meters working correctly and the response from the Council when they aren't working	1	2	3	4	5	99
Q34. The range of Council parking options available to you. This includes on-street and off-street Council parking, parking permits and mobility parking	1	2	3	4	5	99
Q35. The information provided about Council parking options. This includes clear signs and instructions, and information that is correct and available to people	1	2	3	4	5	99
Q36. The ease of use of Council parking.	1	2	3	4	5	99

## Part Eleven: Heritage Assets

Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the City's heritage and character.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
<b>Q40. The appearance of these objects. This includes layout, type, and style</b>	1	2	3	4	5	99
<b>Q41. The condition of these objects. This includes maintenance and how they are looked after</b>	1	2	3	4	5	99

Christchurch's heritage buildings provide the city with a reminder of a former time. They are often used as community centres, residential properties, and commercial activities such as accommodation and restaurants. They are maintained and conserved by the Council.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
<b>Q42. The appearance of the city's heritage buildings. This includes layout, type, and style</b>	1	2	3	4	5	99
<b>Q43. The condition of these buildings. This includes maintenance and how they are looked after</b>	1	2	3	4	5	99

## Part Twelve: Parks

The Council's parks network is made up of different types of sports, community, garden heritage and regional parks. These parks have recreation facilities to meet a range of needs and not all parks will have all types of facilities.

Q44a. Thinking about the city's parks network as a whole, how satisfied, or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)? This includes areas for sitting and relaxing (e.g., spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; viewing areas; and facilities for playing sport (including sports surfaces, goal posts and changing rooms), etc. Select one. SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Q44b. How satisfied or dissatisfied are you with information provided about recreation facilities in the city's parks (including beach park areas)? This includes clear signs and information that is correct and available to people about what is at different parks Select one. SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Thinking now about central city parks, riverbanks, and squares...

This includes small central city parks and reserves, squares such as Cranmer, Latimer, and Victoria Square and the inner-city Avon/Otakaro riverbanks, but it excludes Hagley Park and the Botanic Gardens.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q44. The appearance of central city parks and green spaces. This includes layout, plants, trees, and gardens	1	2	3	4	5	99
Q45. The condition of these parks and green spaces? This includes maintenance and how they are looked after	1	2	3	4	5	99

## Part Thirteen: Emergency Management

Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding? Select one. SINGLE CODE PER ROW

	Yes	No	Don't know
Q46a. Stored enough water for three days	1	2	99
Q46b. Stored enough food for three days	1	2	99
Q46c. Secured heavy household items that might fall in an earthquake e.g., furniture, water cylinder, etc	1	2	99

Q47a. Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters? Select one. SINGLE CODE

<input type="radio"/> Yes
<input type="radio"/> No
<input type="radio"/> Don't know/not applicable

## Part Fourteen: Overall Satisfaction

We have nearly finished the survey, so we would just like to ask you a few questions about your impressions of the Council overall.

Think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.

Q48. Overall, how satisfied, or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? Select one. SINGLE CODE.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Q49. Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant. Giving your views helps the Council better understand how people feel about its performance. Verbatim. CODING REQUIRED.

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☐ Don't know/nothing

ASK QX IF Q48 = OPTION 3 (NEITHER SATISFIED NOR DISSATISFIED). OTHERWISE, SKIP TO Q50

QX. Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the last 12 months?

1	Overall, slightly more satisfied than dissatisfied
2	Overall, slightly more dissatisfied than satisfied
3	Feel equally satisfied as dissatisfied
4	Don't know

## Part Fifteen: Things Done Well, and Opportunities for Improvement

All Christchurch residents use Council services over the course of a year. This could be by seeking advice, making an enquiry, complaint, or payment, making a submission, applying for consent, or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

Q50. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues. Select one. SINGLE CODE.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/not applicable

Now we have two questions about the best things the Council does and the things that need improving most.

Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

Q51. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why? Please give as much detail as possible about how and why you think Council is performing best in delivering. Please only choose just the one service. Giving your views helps the Council better understand what people feel it does well. Verbatim. CODING REQUIRED.

o Don't know/nothing
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Q52. Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why? Please give as much detail as possible about how and why this service needs improving. Again, just choose the one service you think is most in need of improvements. Giving your views helps the Council better understand what people feel it needs to do better. Verbatim. CODING REQUIRED.

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o Don't know/nothing

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Part Sixteen: Completion

RF DATABASE RESPONDENTS ONLY.

Q53. For future feedback about services and issues impacting on Christchurch residents, would you consent to Christchurch City Council holding your email address and the demographic information that you have provided? This information allows us to better understand who is giving us feedback about services and issues impacting residents. All personal details remain confidential, and your survey responses will always be made anonymous.

The Council complies with the Privacy Act 2020. Any information you provide will be used for the sole purpose of contacting you about future feedback about our services and other issues impacting on Christchurch residents.

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☐ Yes (write email address)

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☐ No

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Q54. Would you like to be entered into the prize draw? SINGLE CODE.

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1 Yes GOTO Q55.

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2 No END

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Q55. Please enter your contact details for the prize draw.

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**Name**

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**Phone number**

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END. Thank you for taking the time to complete our survey.

NQ. Thank you for your support.



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