

**Christchurch City Council**  
***Point of Contact Service Satisfaction***  
***Residents Survey Results***

**2022-2023**

Monitoring and Research Team  
Performance Management Unit  
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# Introduction

## Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses a total of 40 Performance Standards (levels of service) under 14 different Activities. It also assesses some other services for ongoing organisation performance trend monitoring. The Residents Survey includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Service Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The online survey is conducted in January and February each year with a representative sample of 770 residents aged 18 years and over (quotas are applied for age, gender and ward). The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 17 Performance Standards under 9 Activities. In February 2023 a Life in Christchurch booster survey was undertaken to boost participation by Maori, Pacific Peoples, Asian and those aged 18-24 years. This survey included some of the key General Service Satisfaction Survey questions such as overall service performance, ease of interaction with Council and core infrastructure satisfaction.
2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 23 Performance Standards under 8 Activities.

Infield: January-February	Infield: Throughout Year
<b>General Service Satisfaction Survey</b> Resident satisfaction with Council services used by a wide range of the general population; 770 respondent sample aged 18+ years; +/- 3.5% on individual questions at 95% confidence level; mainly closed questions with response options + three open ended questions; representative online survey	<b>Point of Contact Service Satisfaction Surveys</b> Resident satisfaction with Council services used by direct service users at point of contact; sampling of a range of sites for each service with between approximately 10 and 1,500 respondents per service; short survey of closed questions with response options + two open ended questions; face to face surveying, online and postal
<b>Services include:</b> eg. governance and decision making, public information and participation, waterways and stormwater management, events and festivals, rubbish and recycling, active travel, roading, water supply, parking, disaster preparedness	<b>Services include:</b> eg. libraries, parks, public transport infrastructure, first point of contact customer services, events and festivals, resource consents, cemeteries, marine structures, community facilities, recreation and sport services, external communications, governance and decision making, parking, education programmes
<b>Results: MAY</b>	<b>Results: MAY</b>
<b>Performance Framework</b> Resident perceptions feed into performance monitoring and reporting of Council service delivery	

**NB:** A Life in Christchurch booster survey may also be undertaken to ensure better representation across the Residents Survey by various ethnic groups and by young people

## Methodology

- Survey questions based on Levels of Service in Activity Plans and/or existing surveys
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately 10 to 1,500 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)

- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews<sup>1</sup>.
- Overall 8,572 Point of Contact surveys were completed in 2022-2023: of those completed via the summer research programme, 32.5% were completed face to face (including via additional booster surveys at some parks sites); 4.3% were completed by mail drop or post and 63.1% were completed online. The overall completion rate for the summer point of contact surveys was 26.9%.

### **Customer Effort: Ease of Interacting With or Using Council Services**

Customer services research suggests that customers want, with minimal effort on their part, to be able to interact with organisations in the easiest possible way for them, with their needs met so that they can get on with their busy lives (Corporate Executive Board 2014 *Blinded by Delight: Why Service Fails and How to Fix It* CEB, Arlington). A measure of ease of interaction with Council services, based on customer services principles, has been added to all point of contact feedback forms. This question tests respondent perceptions of how easy it is for them to interact with or use a Council service, based on efficient and effective processes and/or receiving respectful, prompt and efficient service by staff who understand customer/citizen needs and who provide accurate advice and effective options to address needs and resolve issues.

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<sup>1</sup> With the potential for disruption to onsite surveying in 2021-2022 due to COVID restrictions, permanent changes were made to simplify the wording of many questions across the Residents Survey programme to ensure surveys could be delivered in a contactless manner if required. While the changes did not impact the intent of the questions, some caution is needed when comparing results to previous years.

# Summary of Levels of Service Results: Point of Contact Surveys 2022-2023

**NOTES:** In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

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 2022-23	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Citizens and Communities	Citizens and Customer Services	2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in	Community	At least 85%				98%	95%	97%	92%	97% <sup>a</sup>	95%	99% <sup>2</sup>	100%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				74% <sup>1</sup>	72%	76% <sup>1</sup>	73%	71% <sup>a 1</sup>	59%	75% <sup>1,2</sup>	62%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				90% <sup>1</sup>	92%	90% <sup>1</sup>	88%	92% <sup>a 1</sup>	93%	89% <sup>1,2</sup>	78%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Community	At least 90%				96%	98%	94%	95%	95%	97%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				96%	94%	NA	NA	97%	96%	99%	100%
	Community Development and Facilities	4.1.27.1 Customers are satisfied with community development and capacity building initiatives	Community	80%				79%	66%	81%	71%	88%	71%	82%	73%
	Recreation, Sports, Community Arts and Events	2.8.5.2 Produce and deliver engaging programme of community events	Community	At least 80%				89% <sup>1</sup>	75%	82% <sup>1</sup>	76%	81% <sup>1</sup>	89%	79% <sup>1</sup>	86%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				83%	85%	90%	78%	92%	89%	88%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				87%	76%	85%	75%	88%	90%	87%	79%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				91% <sup>6</sup>	93%	94%	NA	94%	NA	92%	NA
Strategic Planning and Policy	Public Information and Participation	4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate	Community	67%				72%	67%	65%	59%	82%	76%	61%	57%
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks	Community	≥ 60%				61%	80%	56%	69%	63%	69%	57%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				99%	97%	99%	97%	97%	98%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				84%	80%	90%	89%	NA	91%	NA	90%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				84%	90%	72%	80%	86%	92%	65%	85%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				97% <sup>4</sup>	93% <sup>4</sup>	95% <sup>4</sup>	95% <sup>4</sup>	100% <sup>2,3</sup>	100% <sup>3</sup>	98% <sup>2,3</sup>	100% <sup>3</sup>
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				56%	71%	60%	70%	NA	NA	NA	NA

		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				97%	95%	97%	91%	98%	99%	94%	93%
		10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors	Community	60%				65%	79%	67%	72%	71%	76%	65%	81%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				100%	99%	100%	97%	100%	99%	100%	98%
Regulatory and Compliance	Resource Consenting	9.2.7 % satisfaction of applicant with resource consenting process	Community	70%				71%	69%	77%	67%	73%	62%	69%	63%
Transport	Transport	10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥50%				77% <sup>5</sup>	79%	82% <sup>5</sup>	84%	53% <sup>5</sup>	NA	NA	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 72%				76%	91%	72%	83%	84%	92%	71%	83%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels

1 Sample may include non-residents of Christchurch

2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)

3 Caution must be taken in interpreting this result due to small sample size

4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred









5 Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result instead of the point of contact survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)

6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia’s CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction 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
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

## Additional Service Satisfaction Results

Service	Detail	Old LOS Target <sup>4</sup>	Old LOS Target Met <sup>4</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022-23	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19
Community Facilities	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				81%	78%	80%	73%	84%	73%	82%	66%	76%	61%
Sports Parks	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				67% <sup>1</sup>	87%	70% <sup>1</sup>	87%	80% <sup>1</sup>	89%	73% <sup>1</sup>	85%	73% <sup>1</sup>	84%
Regional Parks	Overall customer satisfaction with the presentation of the City’s Parks – Regional Parks	≥ 80%				81%	79%	88%	89%	85%	91%	81%	90%	79%	85%
Marine Structures	Customer satisfaction with marine structure facilities (presentation)	90%				62%	79%	61%	72%	80%	76%	70%	81%	55%	80%
	Percentage of residents that understand how Council makes decisions (users of governance services)	NA	NA			45% <sup>3</sup>	NA	42% <sup>3</sup>	NA	36% <sup>3</sup>	39%	42% <sup>3</sup>	36%	37% <sup>3</sup>	36%

Governance and Decision Making	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			34%	NA	33%	NA	24%	39%	33%	36%	28%	36%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			44%	NA	44%	NA	NA	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			23%	NA	27%	NA	NA	NA	NA	NA	NA	NA
Transport	Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	≥ 90%				80%	97%	89%	96%	93%	98%	91%	94%	93%	98%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks

2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)

3 This score is based on an aggregate measure of ‘understanding of Council decision making’ (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 ‘understanding of Council decision making’ measured through the General Service Satisfaction Survey (for residents generally)

4 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?



# Survey Results

## Activity: Citizens and Customer Services

### Walk In Customer Service

#### **2.6.7.1 Recommended Level of Service Target: At least 85%**

2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via walk in services

#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

#### **Walk In:**

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you spoke to today was?
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?
3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*
4. How satisfied or dissatisfied were you that our walk-in service was PROFESSIONAL and EFFICIENT? *This includes fast service, helpful instructions or signs and the presentation of counter staff*

**Time in field:** Face to face surveying took place between November and December 2022

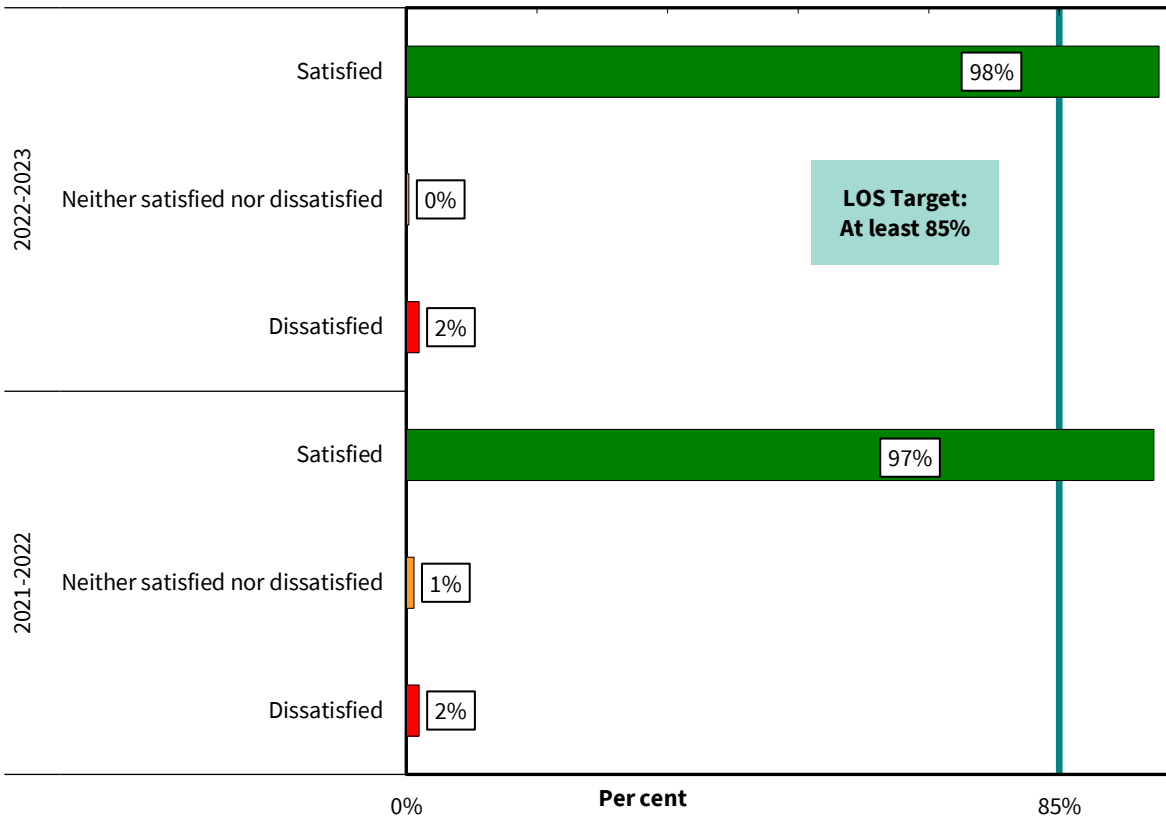
**Sites Surveyed:** 5

**Completed Surveys:** 150

Service Centres	Completed Surveys
CIVIC OFFICES (HEREFORD STREET)	50
FENDALTON SERVICE CENTRE	25
PAPANUI SERVICE CENTRE	25
RICCARTON SERVICE CENTRE	25
TE HAPUA HALSWELL	25
<b>Total</b>	<b>150</b>



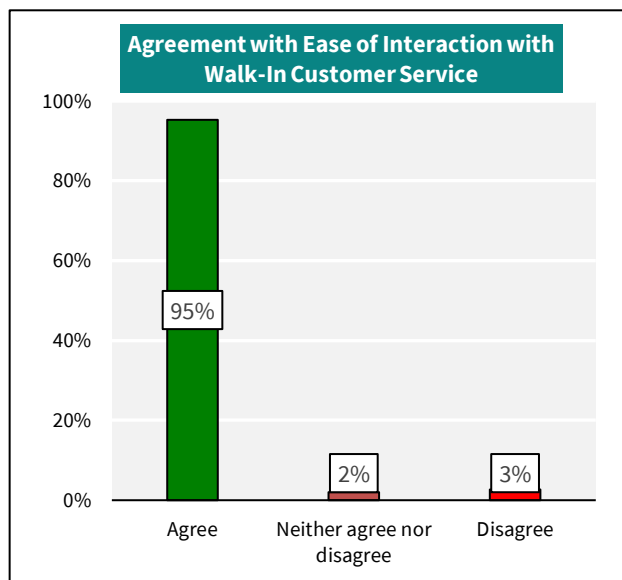
**Overall Satisfaction with First Point of Contact Customer Services  
WALK IN (LOS 2.6.7.1)**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Walk in manner	n	126	22	0	1	1	0	150
	%	84.0%	14.7%	0.0%	0.7%	0.7%	0.0%	100.0%
Walk in understanding of needs	n	129	17	1	1	1	0	149
	%	86.6%	11.4%	0.7%	0.7%	0.7%	0.0%	100.0%
Walk in how we responded	n	124	22	1	2	1	0	150
	%	82.7%	14.7%	0.7%	1.3%	0.7%	0.0%	100.0%
Walk in professional and efficient	n	124	23	0	2	1	0	150
	%	82.7%	15.3%	0.0%	1.3%	0.7%	0.0%	100.0%
LOS AVERAGE RATING	n	503	84	2	6	4	0	599
	%	84.0%	14.0%	0.3%	1.0%	0.7%	0.0%	100.0%

## Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with our customer service counters?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	119	79.9%
Agree	23	15.4%
Neither Agree nor Disagree	3	2.0%
Disagree	2	1.3%
Strongly Disagree	2	1.3%
Don't Know	0	0.0%
<b>Total</b>	<b>149</b>	<b>100.0%</b>
Not applicable	0	

## Email Customer Service

### 2.6.7.2 Recommended Level of Service Target: At least 75%

2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 75% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via email

#### Methodology

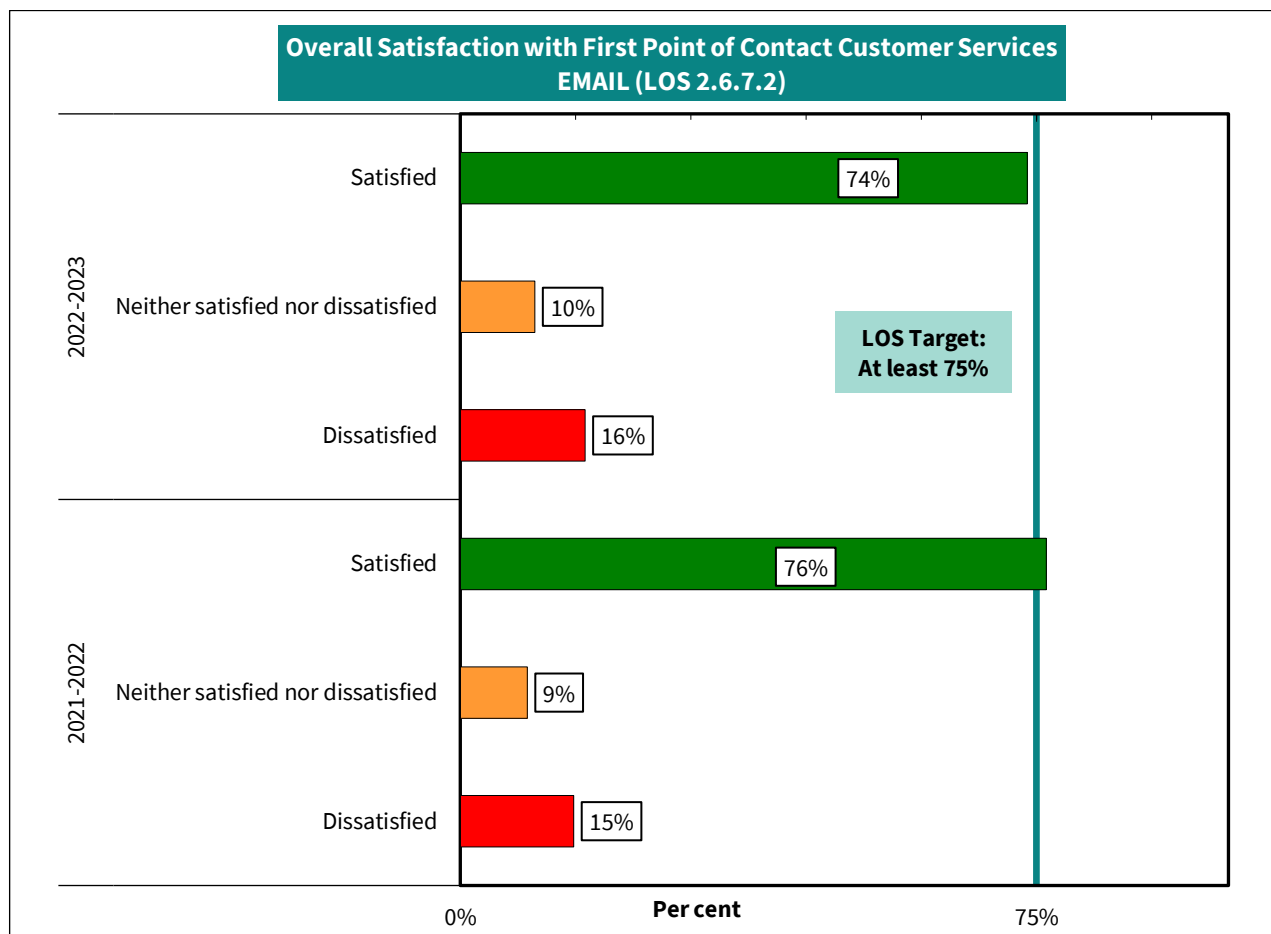
LOS score calculated as an aggregate of the three survey questions stated below:

#### **Email:**

1. How satisfied or dissatisfied were you with the TIME TAKEN before you received a FIRST RESPONSE from us to your email? *This includes an email thanking you for your enquiry and saying we will respond to you shortly or an email answering your enquiry*
2. How satisfied or dissatisfied were you that the first response email from us was CLEAR, PROFESSIONAL and EASY TO UNDERSTAND?
3. How satisfied or dissatisfied were you that our email customer service was EFFICIENT to use? *This includes saving you time and making it easy for information to be communicated between you and the Council*

**Time in field:** The online survey was infield in October and November 2022, with surveys emailed to 1,467 residents who had emailed the CCC email customer services email address from June to September. In total, 319 surveys were completed. The level of service result uses a random selection of 150 surveys to ensure balance with walk in and telephone services. However, all 319 surveys are included in the analysis of best and improvement aspects. 100% of surveys were completed online

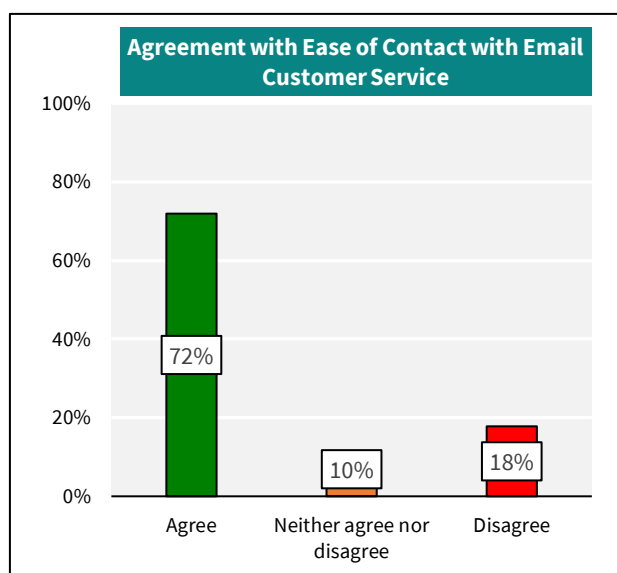
**Completed Surveys: 319**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Email time taken to respond	n	61	53	13	9	13	0	149
	%	40.9%	35.6%	8.7%	6.0%	8.7%	0.0%	100.0%
Email clear, professional and easy to understand	n	67	38	16	13	13	1	148
	%	45.3%	25.7%	10.8%	8.8%	8.8%	0.7%	100.0%
Email efficient	n	66	42	14	8	16	0	146
	%	45.2%	28.8%	9.6%	5.5%	11.0%	0.0%	100.0%
LOS AVERAGE RATING	n	194	133	43	30	42	1	443
	%	43.8%	30.0%	9.7%	6.8%	9.5%	0.2%	100.0%

**Customer Effort: Ease of Interacting With or Using Council Services**

Question: And how much do you agree or disagree that the Council makes it EASY for you TO MAKE CONTACT with us using email?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	56	38.4%
Agree	49	33.6%
Neither Agree nor Disagree	15	10.3%
Disagree	16	11.0%
Strongly Disagree	10	6.8%
Don't Know	0	0.0%
<b>Total</b>	<b>146</b>	<b>100.0%</b>
Not applicable	2	

## Telephone Customer Service

### 2.6.7.3 Recommended Level of Service Target: At least 85%

2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via phone

#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

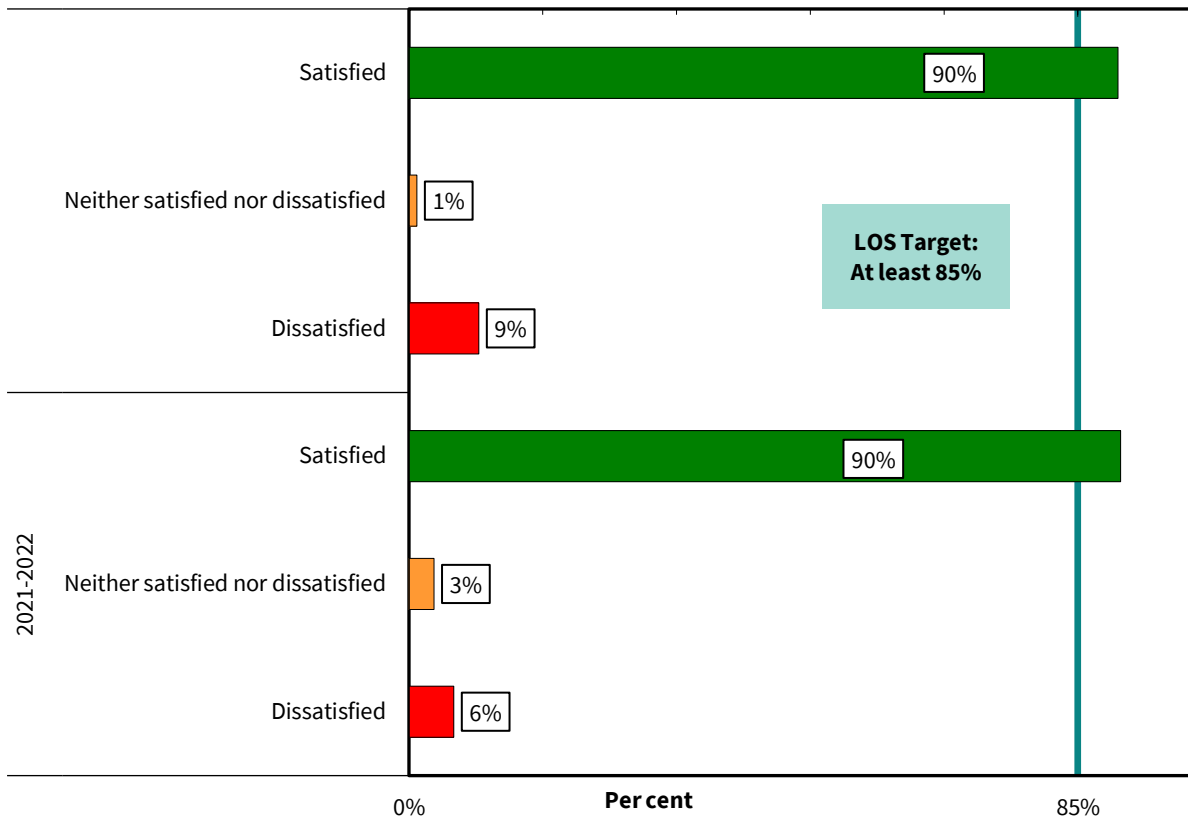
#### **Phone:**

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you first spoke to was?
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?
3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*
4. How satisfied or dissatisfied were you that the Council's telephone customer service was PROFESSIONAL and EFFICIENT? *This includes waiting times, giving you fast service and providing helpful instructions*

**Time in field:** The telephone survey was infield in October 2022, with surveys conducted with residents who had called the CCC telephone customer services line in October and November 2022. 100% of surveys were completed by telephone

**Completed Surveys:** 150

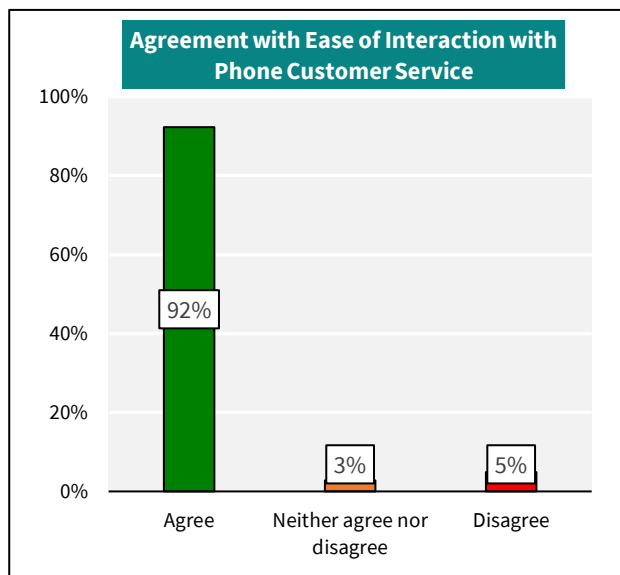
**Overall Satisfaction with First Point of Contact Customer Services  
PHONE (LOS 2.6.7.3)**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Phone manner	n	125	19	1	1	3	0	149
	%	83.9%	12.8%	0.7%	0.7%	2.0%	0.0%	100.0%
Phone understanding of needs	n	117	19	2	6	5	0	149
	%	78.5%	12.8%	1.3%	4.0%	3.4%	0.0%	100.0%
Phone how we responded	n	107	22	1	9	11	0	150
	%	71.3%	14.7%	0.7%	6.0%	7.3%	0.0%	100.0%
Phone professional and efficient	n	109	20	2	11	7	0	149
	%	73.2%	13.4%	1.3%	7.4%	4.7%	0.0%	100.0%
LOS AVERAGE RATING	n	458	80	6	27	26	0	597
	%	76.7%	13.4%	1.0%	4.5%	4.4%	0.0%	100.0%

**Customer Effort: Ease of Interacting With or Using Council Services**

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with us by telephone?



Agreement Results		
Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	114	79.7%
Agree	18	12.6%
Neither Agree nor Disagree	4	2.8%
Disagree	3	2.1%
Strongly Disagree	4	2.8%
Don't Know	0	0.0%
<b>Total</b>	<b>143</b>	<b>100.0%</b>
Not applicable	1	

## Activity: Public Information and Participation

### External Communications

#### 4.1.10.1 Recommended Level of Service Target: 67%

4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate

Target: 67% of residents are satisfied that our communications, marketing and engagement activities are effective, helpful, and relevant

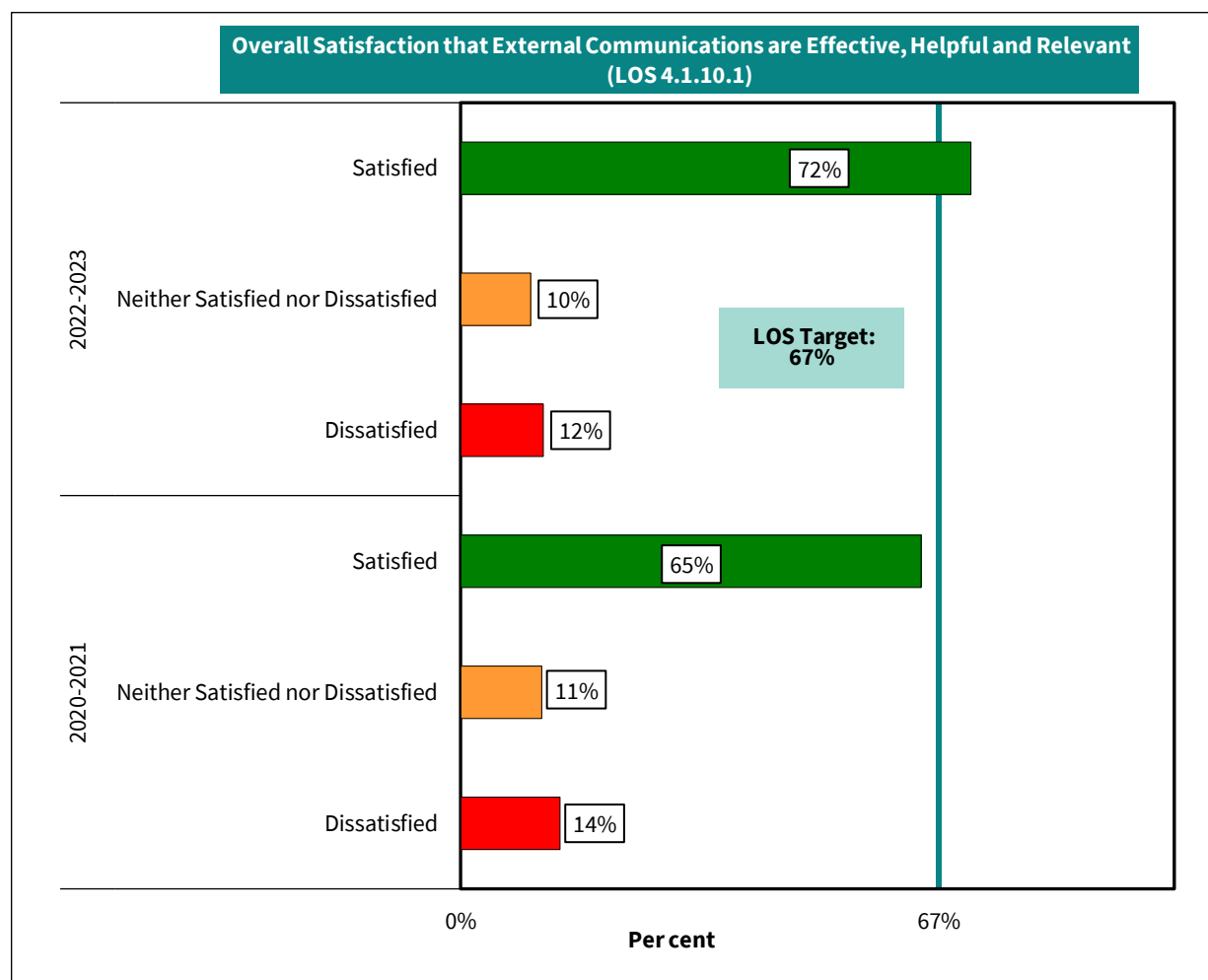
#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you that Council communications are TIMELY? *This means information is available at the right time*
2. How satisfied or dissatisfied are you that Council communications are RELEVANT? *This means information covers what the Council is doing and what you want to know*
3. How satisfied or dissatisfied are you that Council communications are ACCURATE? *This means information is correct*
4. How satisfied or dissatisfied are you that Council communications are CLEAR and EASY TO UNDERSTAND?

**Time in field:** Face to face surveying took place at a range of public sites between November and December 2022

**Completed Surveys:** 300

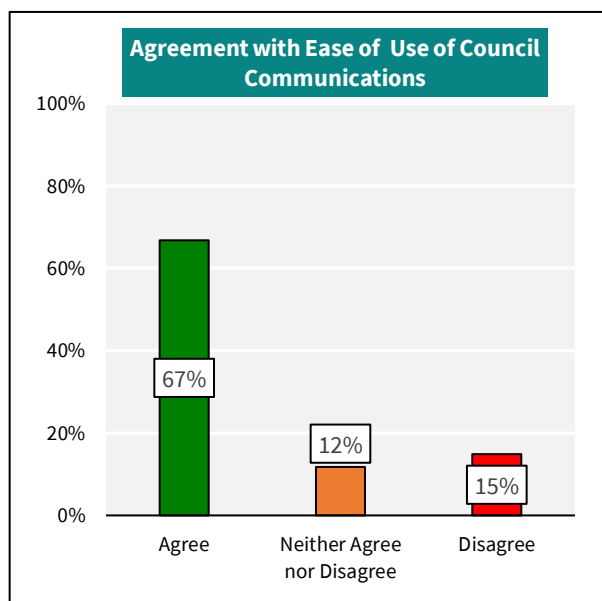




Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Timely communications (helpful)	n	40	132	25	34	20	28	279
	%	14.3%	47.3%	9.0%	12.2%	7.2%	10.0%	100.0%
Relevant communications	n	52	160	26	15	13	17	283
	%	18.4%	56.5%	9.2%	5.3%	4.6%	6.0%	100.0%
Accurate communications (effective)	n	65	140	31	13	10	20	279
	%	23.3%	50.2%	11.1%	4.7%	3.6%	7.2%	100.0%
Clean and easy to understand communications (helpful)	n	77	142	29	15	11	15	289
	%	26.6%	49.1%	10.0%	5.2%	3.8%	5.2%	100.0%
LOS AVERAGE RATING	n	234	574	111	77	54	80	1130
	%	20.7%	50.8%	9.8%	6.8%	4.8%	7.1%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council communications?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	55	19.0%
Agree	138	47.8%
Neither Agree nor Disagree	34	11.8%
Disagree	27	9.3%
Strongly Disagree	16	5.5%
Don't Know	19	6.6%
<b>Total</b>	<b>289</b>	<b>100.0%</b>
Not applicable	7	

## Activity: Community Development and Facilities

### Community Development and Capacity Building Initiatives

#### 4.1.27.1 Recommended Level of Service Target: 80%

4.1.27.1 Customers are satisfied with community development and capacity building initiatives

Target: 80% customer satisfaction with the delivery of community development and recreational events, programmes and initiatives

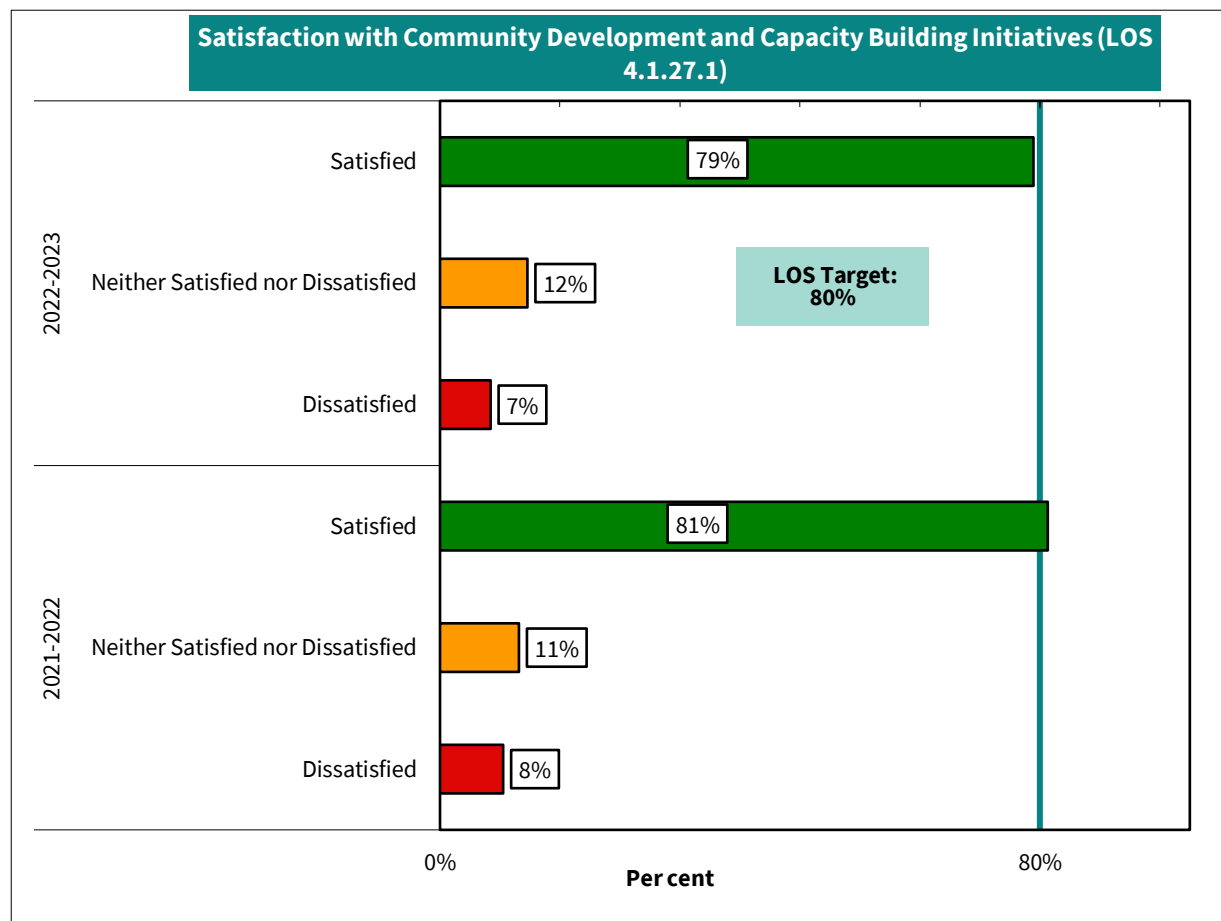
#### Methodology

LOS score based on the survey question stated below:

1. How satisfied or dissatisfied are you with the SUPPORT GIVEN to your community group by Council community capacity building staff? *This includes community development, community support and community recreation staff being friendly, respectful and responsive and providing information, resources and advice that is correct and helpful and providing networking and collaboration opportunities*

**Time in field:** The online survey was infield in October and November 2022, with surveys emailed to 667 community groups that have had contact with community governance teams from January 2022. 100% of surveys were completed online

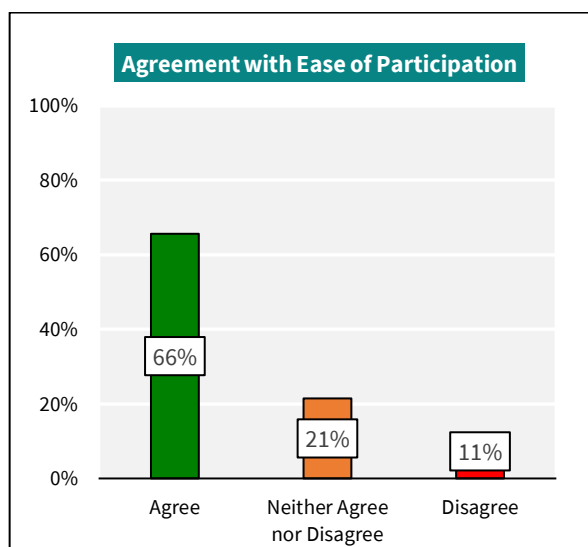
**Completed Surveys:** 165



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Support Given	n	56	73	19	10	1	4	163
LOS AVERAGE RATING	%	34.4%	44.8%	11.7%	6.1%	0.6%	2.5%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO PARTICIPATE in our local community development and capacity building initiatives?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	38	23.3%
Agree	69	42.3%
Neither Agree nor Disagree	35	21.5%
Disagree	11	6.7%
Strongly Disagree	7	4.3%
Don't Know	3	1.8%
<b>Total</b>	<b>163</b>	<b>100.0%</b>
Not applicable	2	

## Activity: Libraries

### Libraries

#### 3.1.5 Recommended Level of Service Target: At least 90%

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries

Target: At least 90% of library users satisfied with the library service

#### Methodology

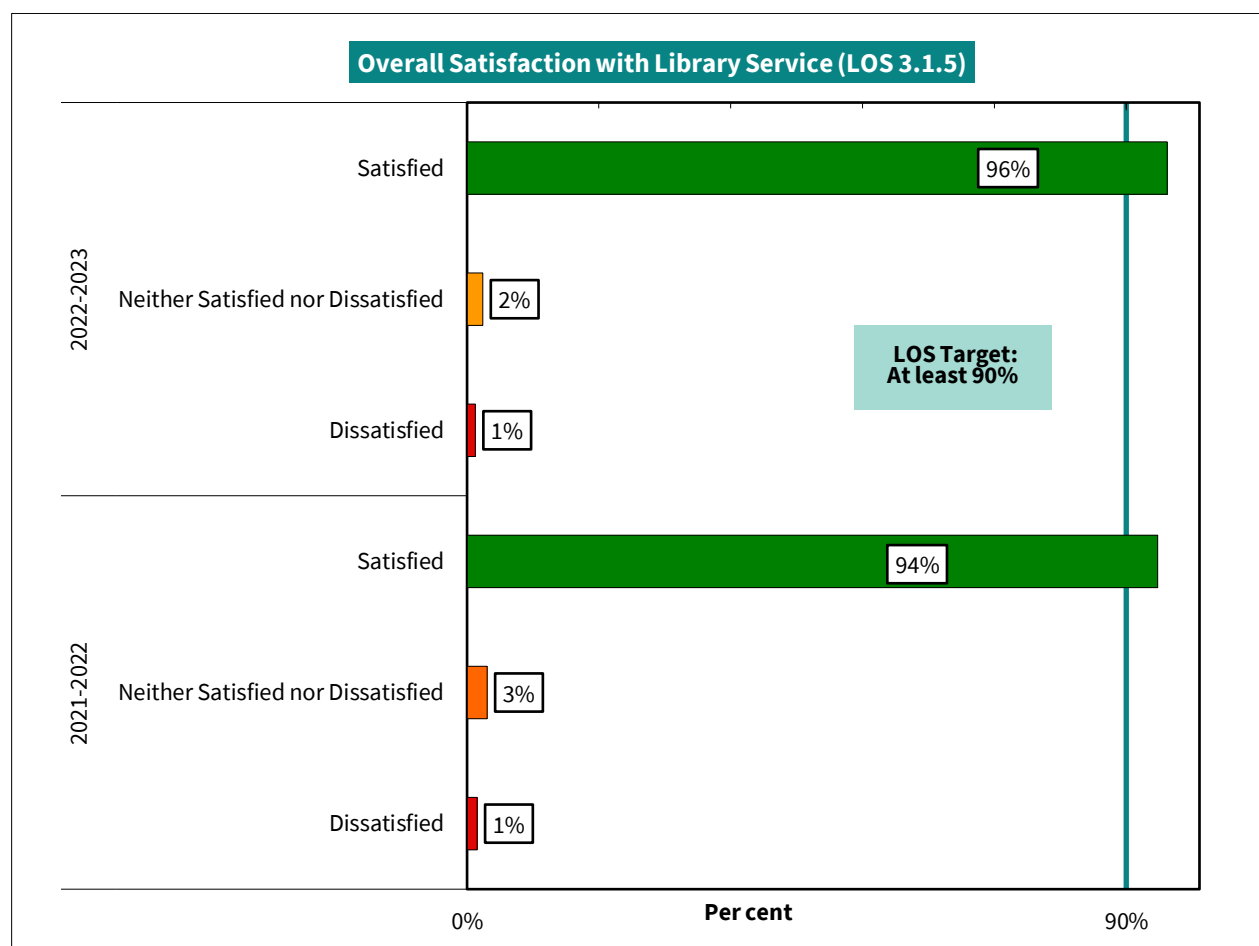
LOS score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied are you that library services are EFFICIENT, EASY TO UNDERSTAND and ACCESS? *This includes signs, self-service kiosks, computers, digital resources, free wifi, library catalogues and the library website*
2. How satisfied or dissatisfied are you with the RANGE of books and other items available? *This includes books, magazines, DVDs, reference material and digital resources like digital eBooks, eMagazines, PressReader, LinkedIn Learning, etc*
3. How satisfied or dissatisfied are you with how FRIENDLY, KNOWLEDGEABLE and HELPFUL the library staff are?

**Time in field:** Face to face surveying took place between November and December 2022

**Completed Surveys:** 300

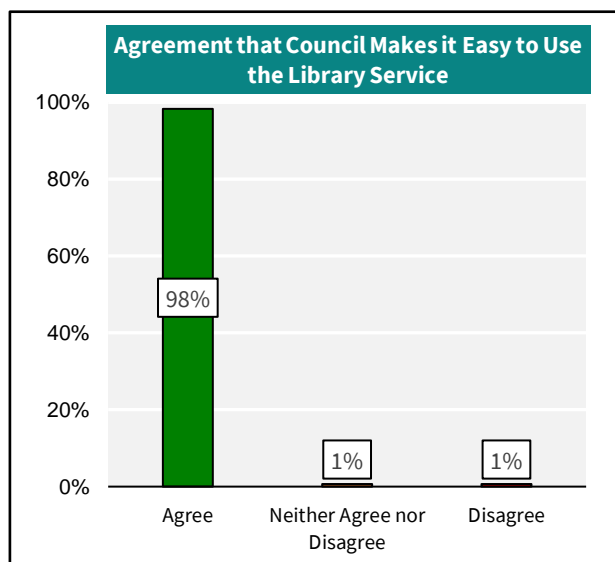
Library Site	Completed surveys
Turanga Central City Library	60
New Brighton	60
Shirley	60
Te Hapua Halswell	60
Upper Riccarton	60
<b>Total</b>	<b>300</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Efficient, easy to understand and access	n	206	86	6	0	1	1	300
	%	68.7%	28.7%	2.0%	0.0%	0.3%	0.3%	100.0%
Range of books and other items	n	151	114	12	7	1	7	292
	%	51.7%	39.0%	4.1%	2.4%	0.3%	2.4%	100.0%
Staff friendly, knowledgeable and helpful	n	222	66	1	1	0	2	292
	%	76.0%	22.6%	0.3%	0.3%	0.0%	0.7%	100.0%
LOS AVERAGE RATING	n	579	266	19	8	2	10	884
	%	65.5%	30.1%	2.1%	0.9%	0.2%	1.1%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the library service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	181	60.9%
Agree	111	37.4%
Neither Agree nor Disagree	2	0.7%
Disagree	2	0.7%
Strongly Disagree	0	0.0%
Don't Know	1	0.3%
<b>Total</b>	<b>297</b>	<b>100.0%</b>
Not applicable	1	

Libraries Programmes and Events

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with programmes and events  
Target: 90% customer satisfaction across Children, Youth and Adults

Methodology

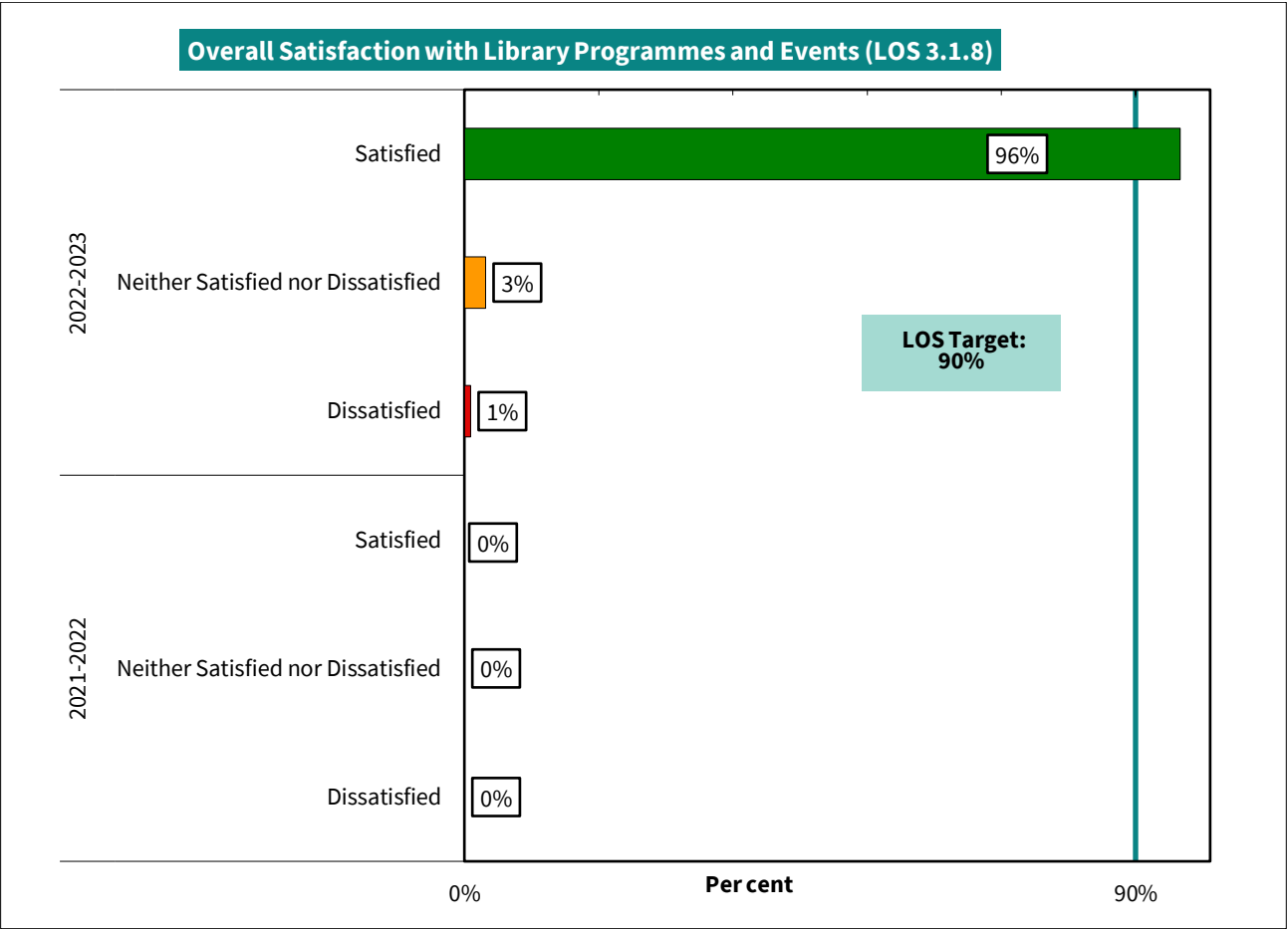
LOS score calculated as an aggregate of the four survey questions stated below:

- 1. How satisfied or dissatisfied were you with the PROCESS OF JOINING / TAKING PART in the programme?
- 2. How satisfied or dissatisfied were you with how FRIENDLY and HELPFUL the staff were?
- 3. How satisfied or dissatisfied were you that staff KNEW ABOUT the topic?
- 4. How satisfied or dissatisfied were you that the programme was USEFUL?

**Time in field:** The online pulse survey was infield throughout the year, with surveys emailed to those who attended library programmes and events over the year. 100% of surveys were completed online

**Completed Surveys:** 409

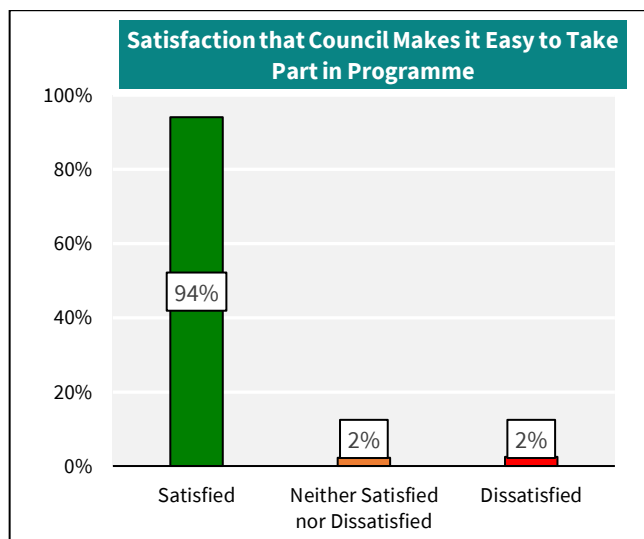
No results were available in 2021-2022 due to programme and event suspensions as a result of COVID restrictions



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Process of Joining / Taking Park in Programme	n	321	67	8	1	3	1	401
	%	80.0%	16.7%	2.0%	0.2%	0.7%	0.2%	100.0%
Friendly and Helpful Staff	n	350	46	0	1	1	1	399
	%	87.7%	11.5%	0.0%	0.3%	0.3%	0.3%	100.0%
Staff Knowledge of Topic	n	324	61	9	2	1	2	399
	%	81.2%	15.3%	2.3%	0.5%	0.3%	0.5%	100.0%
Programme was Useful	n	289	76	25	2	3	1	396
	%	73.0%	19.2%	6.3%	0.5%	0.8%	0.3%	100.0%
LOS AVERAGE RATING	n	963	183	34	5	5	4	1194
	%	80.7%	15.3%	2.8%	0.4%	0.4%	0.3%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to TAKE PART in this course/programme?



Agreement Results		
Not Applicable responses have been removed from the results		
Very Satisfied	299	74.0%
Satisfied	81	20.0%
Neither Satisfied nor Dissatisfied	9	2.2%
Dissatisfied	8	2.0%
Very Dissatisfied	2	0.5%
Don't Know	5	1.2%
<b>Total</b>	<b>404</b>	<b>100.0%</b>



## Activity: Recreation, Sports, Community Arts and Events

### Community Events

#### **2.8.5.2 Recommended Level of Service Target: At least 80%**

2.8.5.2 Produce and deliver engaging programme of community events

Target: At least 80% satisfaction with the content and delivery across three delivered events

#### Methodology

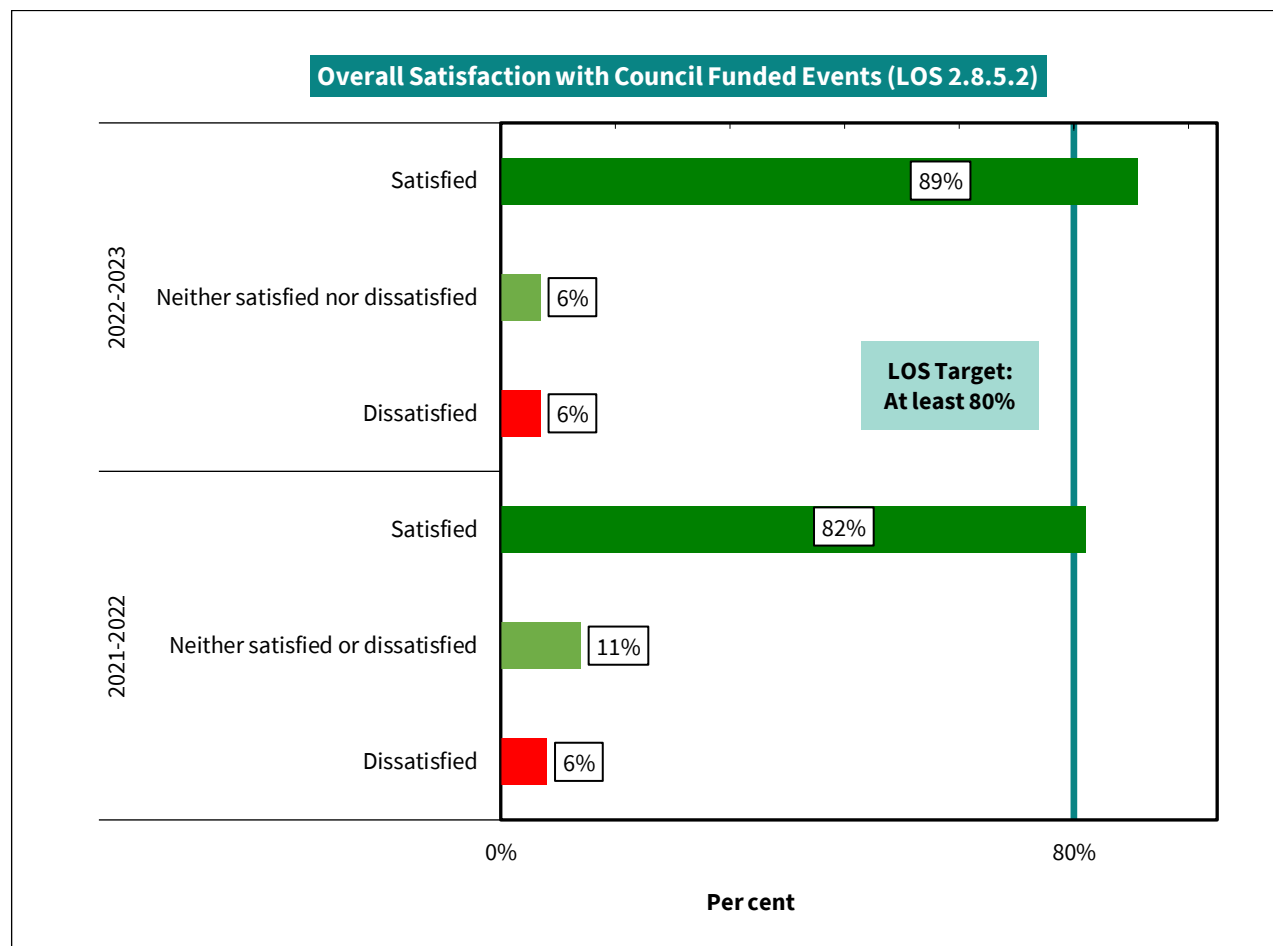
LOS score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied were you with the CONTENT of the event? *This includes what the event included and it being interesting and enjoyable*
2. How satisfied or dissatisfied were you with the DELIVERY of the event? *This includes how it was run and presented*

**Time in field:** The online surveys were conducted with event attendees who attended selected events at a range of dates in early 2023

**Completed Surveys: 297**

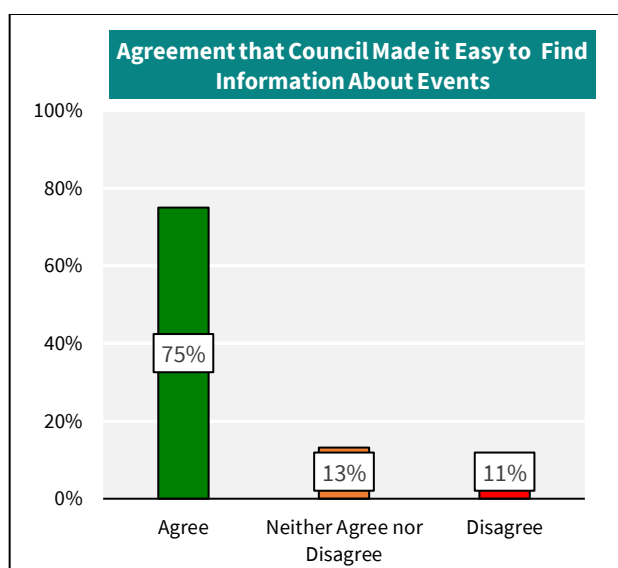
**Events Surveyed: Sparks, Summer Theatre and Summer Sundays**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Event content	n	177	85	20	10	5	0	297
	%	59.6%	28.6%	6.7%	3.4%	1.7%	0.0%	100.0%
Event delivery	n	171	95	13	13	5	0	297
	%	57.6%	32.0%	4.4%	4.4%	1.7%	0.0%	100.0%
LOS AVERAGE RATING	n	348	180	33	23	10	0	594
	%	58.6%	30.3%	5.6%	3.9%	1.7%	0.0%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you TO FIND INFORMATION about this event?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	73	24.7%
Agree	149	50.3%
Neither Agree nor Disagree	39	13.2%
Disagree	29	9.8%
Strongly Disagree	5	1.7%
Don't Know	1	0.3%
<b>Total</b>	<b>296</b>	<b>100.0%</b>

## Event Support

### 2.8.6.2 Recommended Level of Service Target: 80%

2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch  
Target: 80% satisfaction with the quality of Council event support

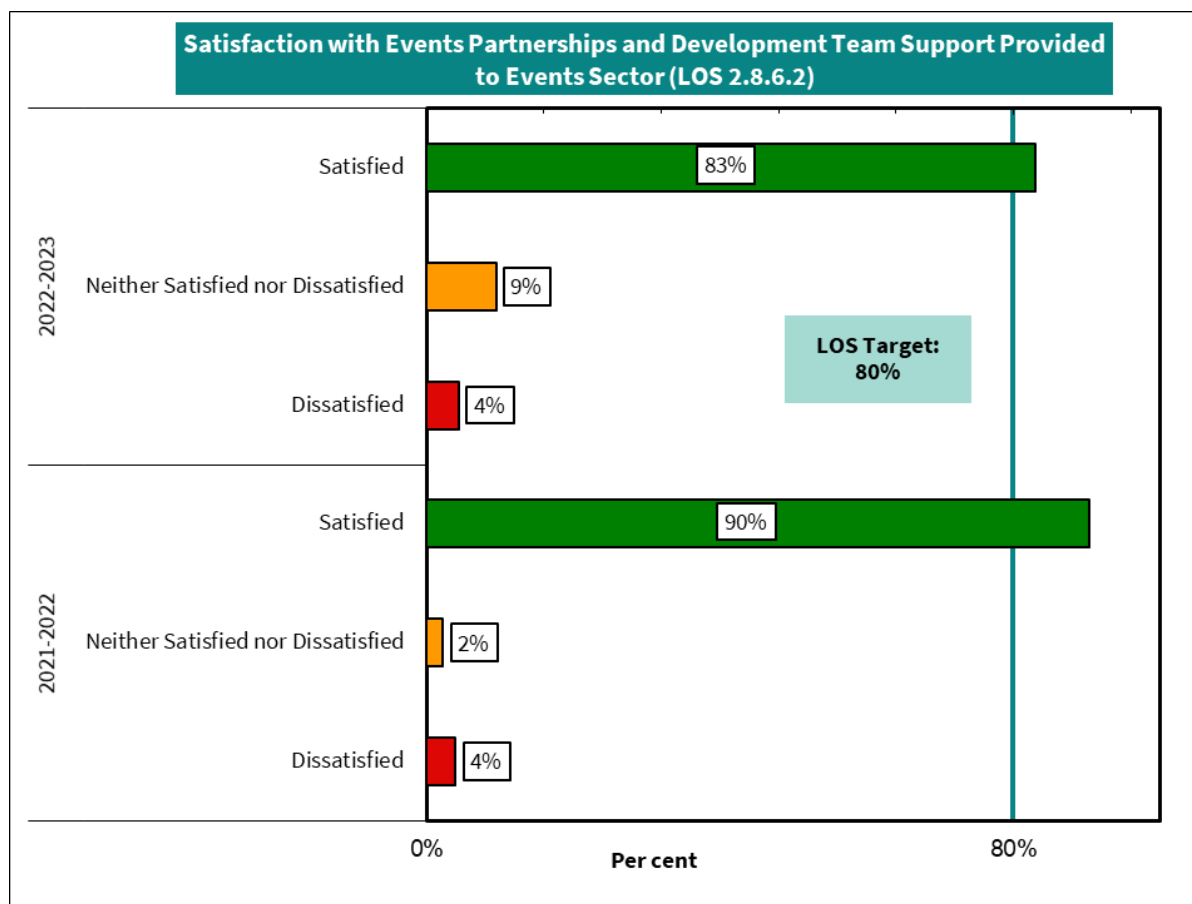
#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Events Partnerships and Development Team staff you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*
4. How satisfied or dissatisfied are you with the INFORMATION PROVIDED on the 'Running an event' support pages on the COUNCIL WEBSITE? *This includes the website being user-friendly and information that is correct and useful*

**Time in field:** The online survey was in field in October and November 2022, with surveys emailed to 93 respondents who had used the Events Partnerships and Development Team's services from January 2022. 100% of surveys were completed online

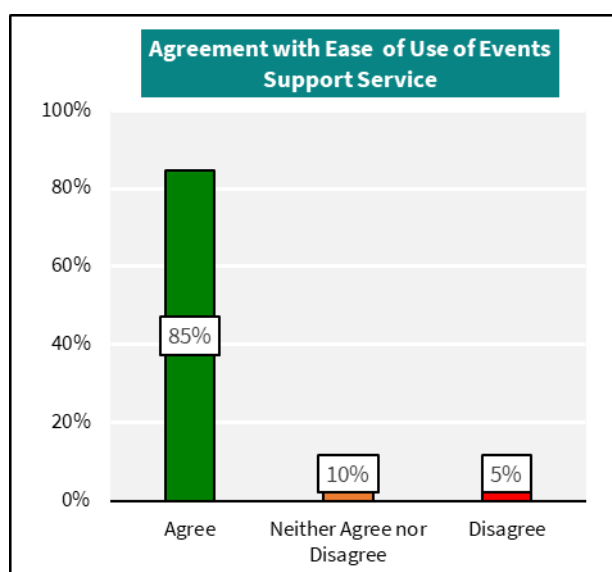
**Completed Surveys: 42**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	25	12	3	0	0	1	41
	%	61.0%	29.3%	7.3%	0.0%	0.0%	2.4%	100.0%
Accuracy of information and advice	n	20	16	1	2	0	1	40
	%	50.0%	40.0%	2.5%	5.0%	0.0%	2.5%	100.0%
Ability to respond	n	22	13	2	2	0	1	40
	%	55.0%	32.5%	5.0%	5.0%	0.0%	2.5%	100.0%
Events support web pages	n	11	12	9	2	1	2	37
	%	29.7%	32.4%	24.3%	5.4%	2.7%	5.4%	100.0%
LOS AVERAGE RATING	n	78	53	15	6	1	5	158
	%	49.4%	33.5%	9.5%	3.8%	0.6%	3.2%	100.0%

## Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our events support service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	14	35.9%
Agree	19	48.7%
Neither Agree nor Disagree	4	10.3%
Disagree	2	5.1%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
<b>Total</b>	<b>39</b>	<b>100.0%</b>
Not applicable	3	

## Recreation and Sport Support

### **7.0.3.2 Recommended Level of Service Target: 80%**

7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch  
Target: 80% satisfaction with the quality of Council recreation and sport support

#### Methodology

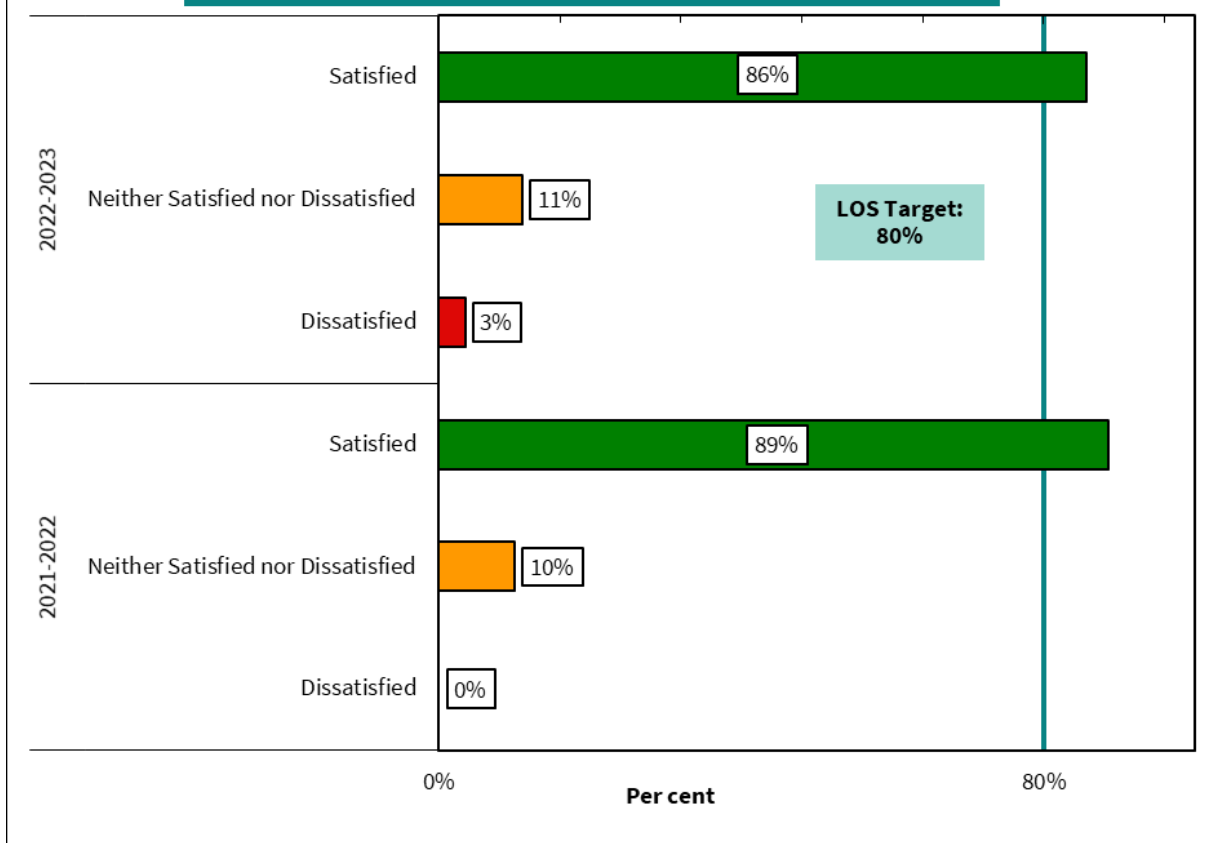
LOS score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Recreation and Sport Services Team staff member/s you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*

**Time in field:** The online survey was in field in October and November 2022, with surveys emailed to 329 respondents who had used the Recreation Services Team's services from January 2022. 100% of surveys were completed online

**Completed Surveys:** 84

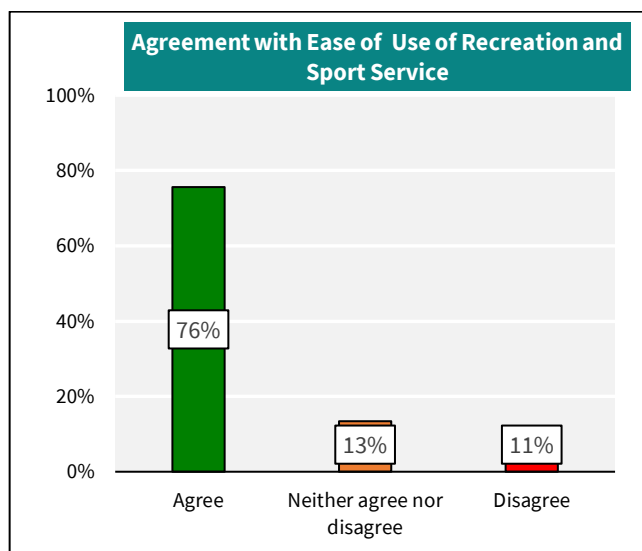
### Satisfaction with Support Provided to Recreation and Sport Sectors - Indoor Sports



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	45	29	10	0	0	0	84
	%	53.6%	34.5%	11.9%	0.0%	0.0%	0.0%	100.0%
Accuracy of information and advice	n	31	39	11	2	0	0	83
	%	37.3%	47.0%	13.3%	2.4%	0.0%	0.0%	100.0%
Ability to respond	n	31	41	6	2	2	0	82
	%	37.8%	50.0%	7.3%	2.4%	2.4%	0.0%	100.0%
LOS AVERAGE RATING	n	107	109	27	4	2	0	249
	%	43.0%	43.8%	10.8%	1.6%	0.8%	0.0%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our recreation and sport support service?



Agreement Results		
Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	13	26.5%
Agree	23	46.9%
Neither Agree nor Disagree	8	16.3%
Disagree	5	10.2%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
<b>Total</b>	<b>49</b>	<b>100.0%</b>
Not applicable	1	

## Recreation and Sport Facilities

### 7.0.7 Recommended Level of Service Target: At least 80%

7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities

Target: At least 80% of customers are satisfied with the range and quality of facilities

#### Methodology<sup>2</sup>

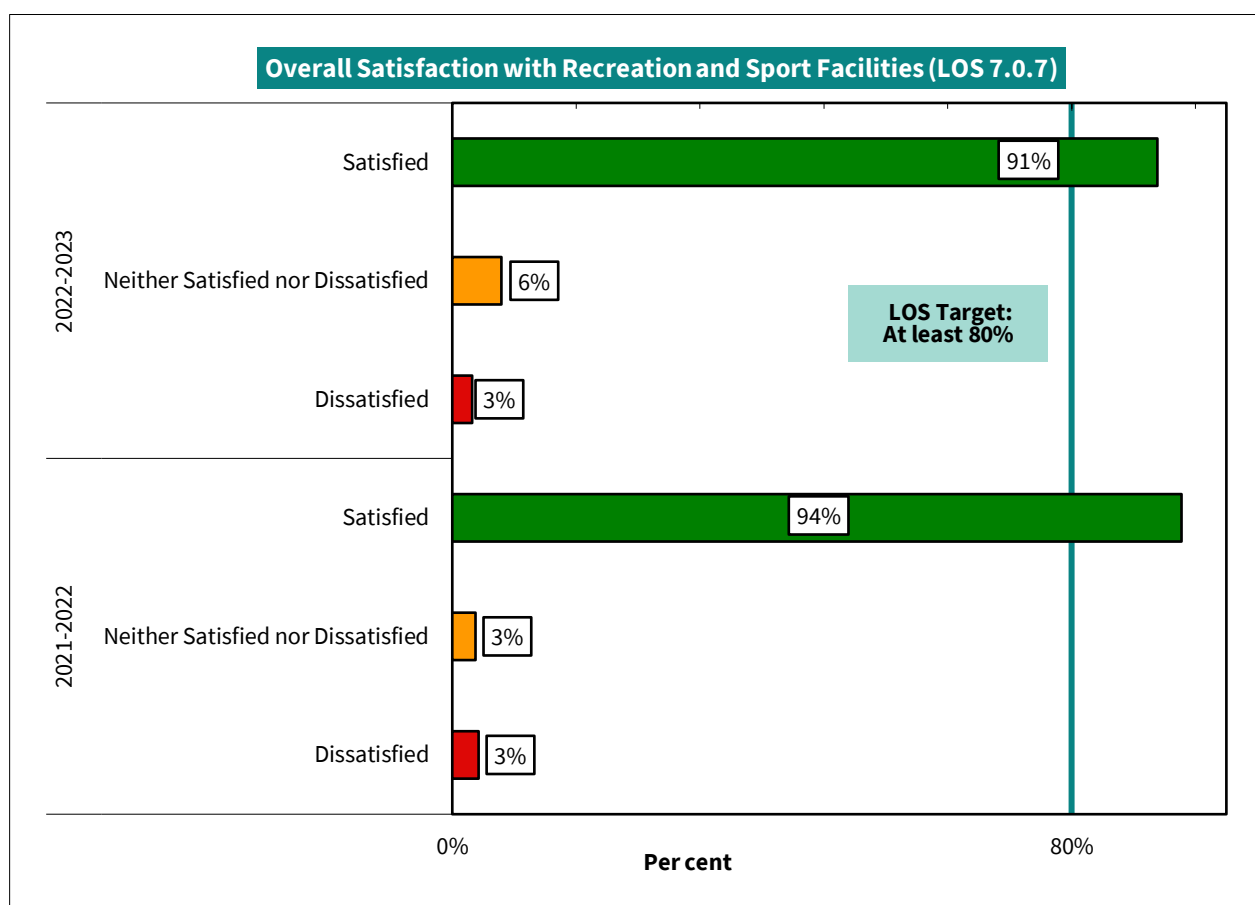
LOS score based on the survey question stated below:

1. Overall, how satisfied or dissatisfied are you as a customer of this centre?

**Time in field:** Face to face surveying of casual users of seven facilities took place between November and December 2022. An online survey of facility members and concession card holders was carried out between October 2022 and March 2023. 100% of casual surveys were completed face to face and 100% of member and concession surveys were completed online.

**Completed Surveys:** 3,477

**Centres Surveyed:** Graham Condon, Jellie Park, Pioneer, Taiora: QEII, Te Pou Toetoe Linwood, Te Hapua Halswell Pool (casual users only) and Waltham Pool (casual users only)



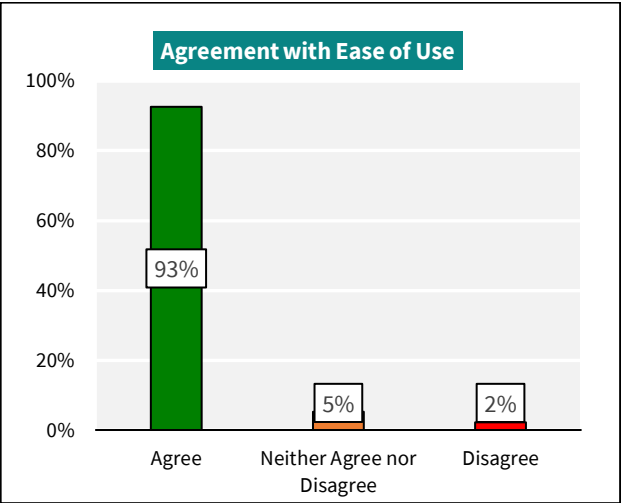
Satisfaction Results	Number	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Overall Satisfaction with Centre	n	1607	1551	220	71	18	0	3467
LOS AVERAGE RATING	%	46.4%	44.7%	6.3%	2.0%	0.5%	0.0%	100.0%

<sup>2</sup> Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023



Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our rec and sport centres?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	1565	45.2%
Agree	1641	47.4%
Neither Agree nor Disagree	181	5.2%
Disagree	62	1.8%
Strongly Disagree	14	0.4%
Don't Know	0	0.0%
Total	3463	100.0%

## Activity: Parks and Foreshore

### Community Parks

#### 6.0.3 Recommended Level of Service Target: $\geq 60\%$

6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks

Target: Community Parks presentation: resident satisfaction  $\geq 60\%$

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

1. Overall, how satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. Overall, how satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

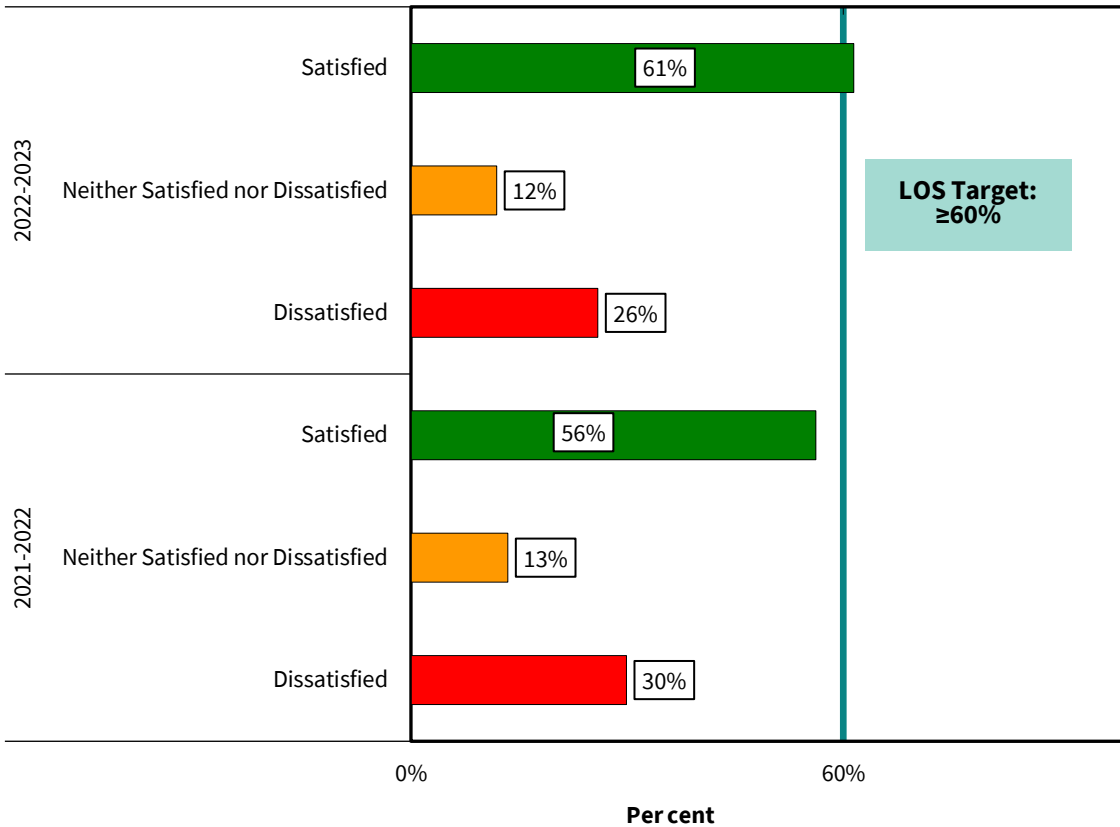
**Time in field:** The mail drop postal and online survey was delivered to households in the vicinity of community parks from November to December 2022. Surveys were also completed using our Life in Christchurch online panel where respondents gave feedback on a range of local parks throughout the city

**Completed Surveys:** 286

#### Sites surveyed:

Park Name	Number Completed Surveys
ALWYN PARK	11
BROKEN RUN RESERVE	5
CASHMERE VIEW PLAYGROUND	18
DARESBUY PARK	21
FOLEY RESERVE	4
GAINSBOROUGH RESERVE	12
HIGHCREST RESERVE	15
JAMES DRIVE RESERVE	22
LONGLEY RESERVE	10
MARIPOSA PARK	11
PADDINGTON PLAYGROUND	6
PARNHAM RESERVE	12
RAMORE RESERVE	8
ROYAL PARK RESERVE	7
SARABANDE RESERVE	8
SEA EAGLES RESERVE	11
SPRINGMEAD PARK	11
ST LUKES RESERVE	13
STARWOOD RESERVE	17
TE KARORO KARORO RESERVE	17
TRALEE RESERVE	5
TWYFORD RESERVE	11
WAIPARA PLAYGROUND	14
YELLOWSTONE RESERVE	17
<b>TOTAL</b>	<b>11</b>

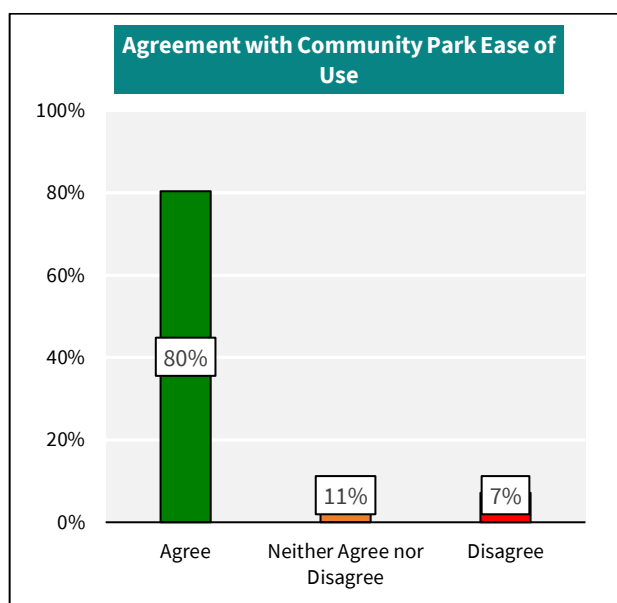
### Overall Satisfaction with Presentation of Community Parks (LOS 6.0.3)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	42	141	30	51	17	1	282
	%	14.9%	50.0%	10.6%	18.1%	6.0%	0.4%	100.0%
Park condition	n	39	124	37	60	18	3	281
	%	13.9%	44.1%	13.2%	21.4%	6.4%	1.1%	100.0%
LOS AVERAGE RATING	n	81	265	67	111	35	4	563
	%	14.4%	47.1%	11.9%	19.7%	6.2%	0.7%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	62	22.1%
Agree	163	58.2%
Neither Agree nor Disagree	31	11.1%
Disagree	16	5.7%
Strongly Disagree	4	1.4%
Don't Know	4	1.4%
<b>Total</b>	<b>280</b>	<b>100.0%</b>
N/A	5	

## Botanic Gardens and Mona Vale

### 6.2.2 Recommended Level of Service Target: $\geq 90\%$

6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks

Target: Botanic Gardens and Mona Vale presentation: resident satisfaction  $\geq 90\%$

#### Methodology

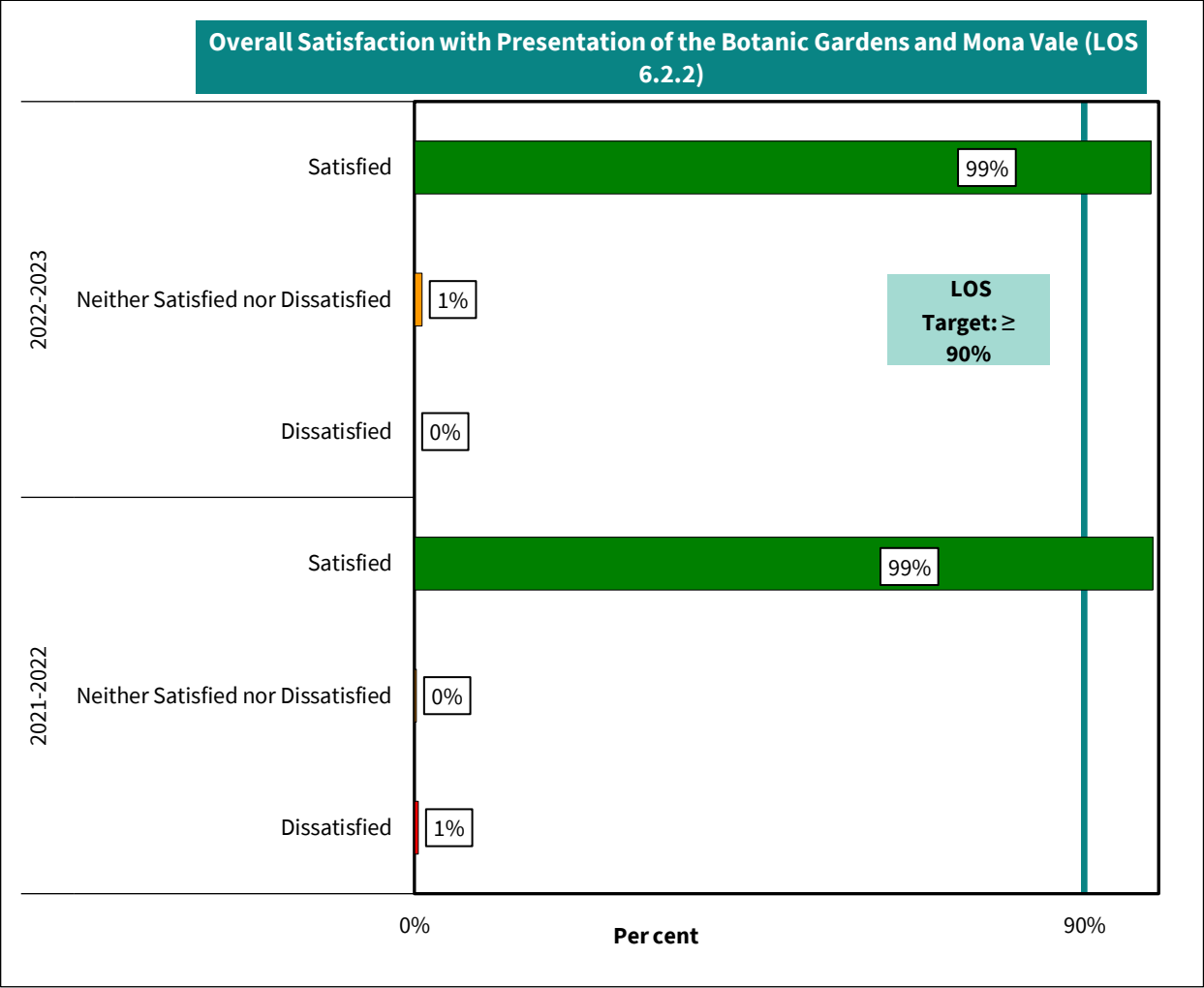
LOS score calculated as an aggregate of the two survey questions stated below:

- How satisfied or dissatisfied are you with the APPEARANCE of the Botanic Gardens? *This includes layout, plants, trees and gardens and layout and style of facilities such as the Visitor Centre, toilets, playgrounds, swimming pools and houses such as Cunningham House*
  - How satisfied or dissatisfied are you with the CONDITION of the Gardens? *This includes maintenance and how it is looked after*
- OR
- How satisfied or dissatisfied are you with the APPEARANCE of Mona Vale? *This includes layout, plants, trees and gardens and layout and style of facilities, such as the homestead and toilets*
  - How satisfied or dissatisfied are you with the CONDITION of Mona Vale? *This includes things such as maintenance and how it is looked after*

**Time in field:** Face to face surveying took place between November and December 2022

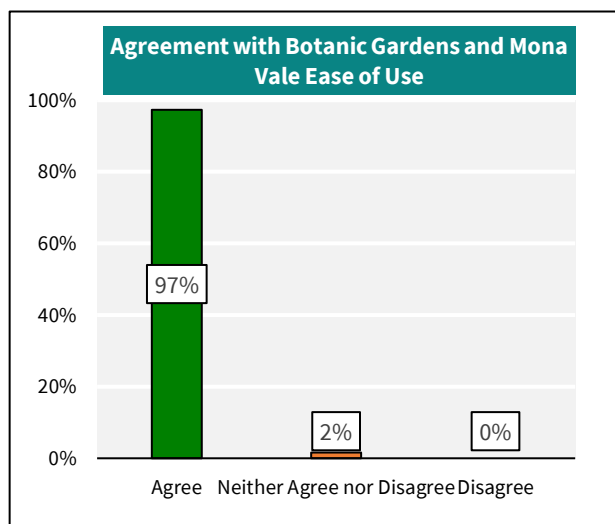
**Completed Surveys:** 195

Park Name	Completed Surveys
BOTANIC GARDENS	150
MONA VALE	45
Total	195



Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE <the Botanic Gardens> or <Mona Vale>?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	137	71.0%
Agree	51	26.4%
Neither Agree nor Disagree	2	1.0%
Disagree	2	1.0%
Strongly Disagree	0	0.0%
Don't Know	1	0.5%
<b>Total</b>	<b>193</b>	<b>100.0%</b>
Not applicable	0	

## Regional Parks

### 6.3.5 Recommended Level of Service Target: $\geq 80\%$

6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks

Target: Regional Parks: resident satisfaction  $\geq 80\%$

#### Methodology

LOS score based on the survey question stated below:

- How satisfied or dissatisfied are you with the RANGE of RECREATION OPPORTUNITIES and NATURE EXPERIENCES at this park? *This includes areas for sitting, relaxing and playing (eg. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; and opportunities to enjoy nature (eg. native plantings and bird life)*

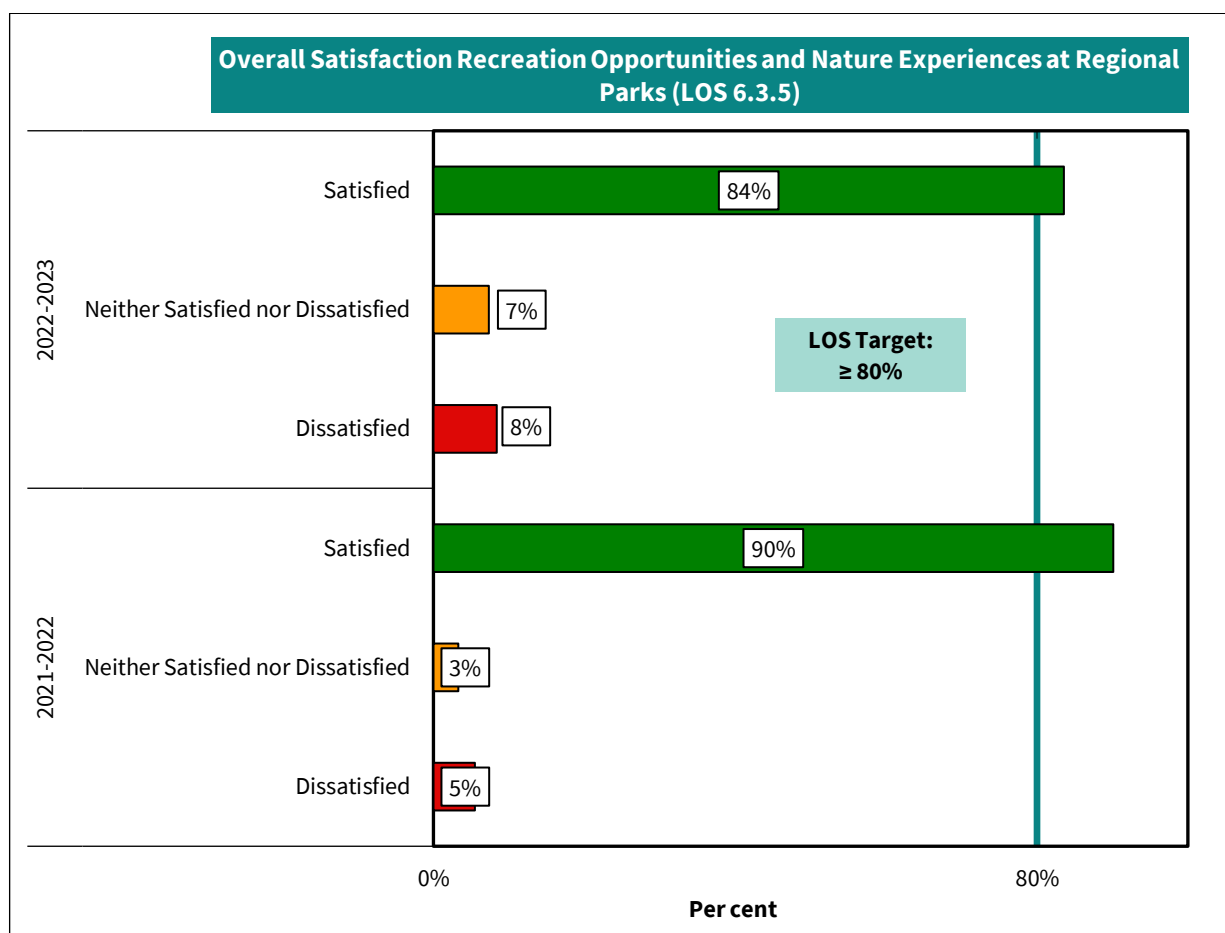
**Time in field:** Face to face and mail drop postal surveying took place between November and December 2022

**Completed Surveys:** 293

**Sites Surveyed:**

Regional Park	Completed
BARNETT PARK	27
BOTTLE LAKE BEACH PARK	30
CHARLESWORTH RESERVE	20
GODLEY HEAD BEACH PARK	19

HALSWELL QUARRY PARK	30
NEW BRIGHTON BEACH	30
PONY POINT	22
RAPAKI TRACK	30
RAPANUI BUSH	9
ROTO KOHATU	30
SPIT RESERVE	16
VICTORIA PARK	30
<b>Total</b>	<b>293</b>

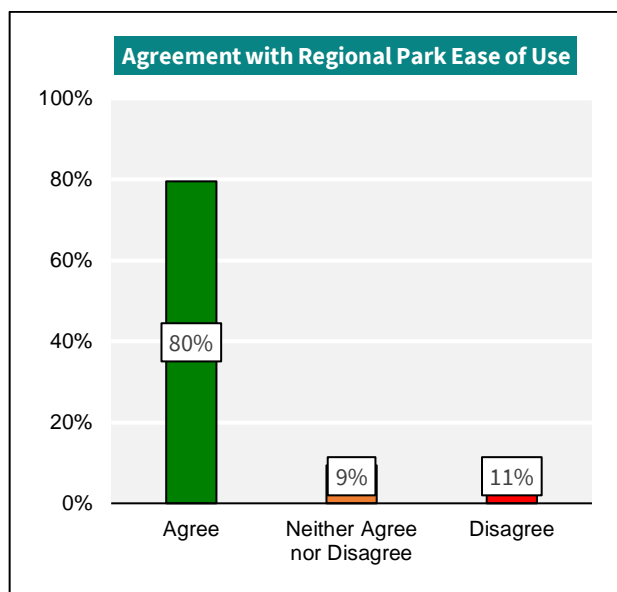


Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
<b>Recreational opportunities and ecological experiences</b>	<b>n</b>	117	122	21	20	4	2	<b>286</b>
<b>LOS AVERAGE RATING</b>	<b>%</b>	40.9%	42.7%	7.3%	7.0%	1.4%	0.7%	100.0%



## Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	102	35.4%
Agree	127	44.1%
Neither Agree nor Disagree	27	9.4%
Disagree	24	8.3%
Strongly Disagree	8	2.8%
Don't Know	0	0.0%
<b>Total</b>	<b>288</b>	<b>100.0%</b>
Not applicable	2	

## Cemetery Administration Services

### 6.4.5 Recommended Level of Service Target: $\geq 95\%$

6.4.5 Cemeteries administration services meet customer expectations

Target: Customer satisfaction with cemetery administration services:  $\geq 95\%$

#### Methodology

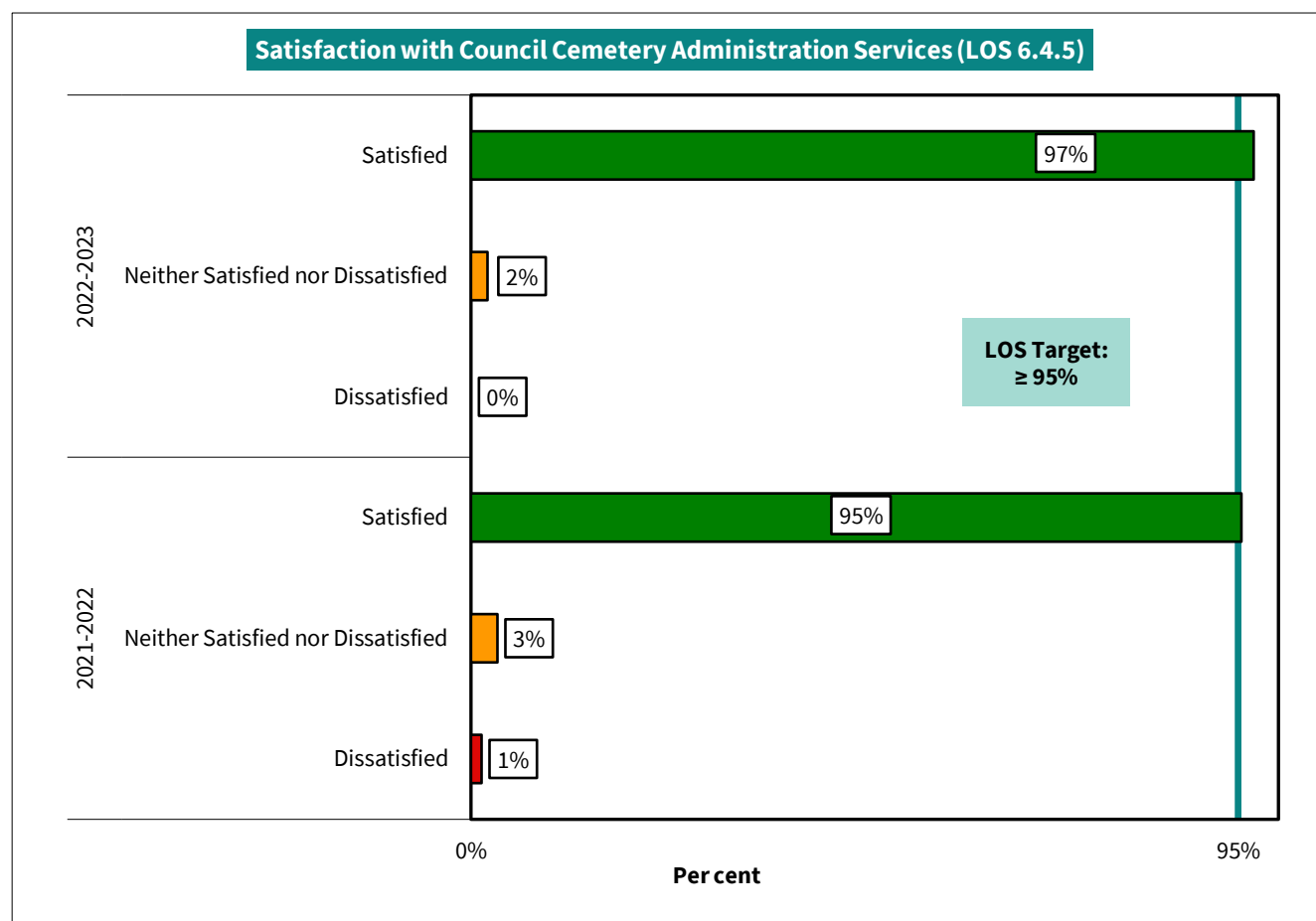
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the INFORMATION PROVIDED about plot location, ownership and availability? *This includes information that is correct and available to you*
2. How satisfied or dissatisfied are you with how FRIENDLY and RESPECTFUL the Council Cemetery Support Officers are?
3. How satisfied or dissatisfied are you that the (interment) application process is EASY TO USE? *This includes clear instructions and processes, and checking your needs were met and following up on any issues*
4. How satisfied or dissatisfied are you with the (interment) application RESPONSE TIME? *This includes time taken to contact you and general timeliness of communication from us*

**Time in field:** The online survey was infield in October 2022, with surveys emailed to 34 funeral directors and monumental masons who had used the Cemetery administration services in the preceding 12 months. The survey was also emailed to 199

resident customers who had used the Cemetery administration services since January 2022 (this excluded those who had used the service in the eight weeks before the survey due to sensitivities). 100% of surveys were completed online

**Completed Surveys: 106**



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Provision of information	n	87	17	1	0	0	1	106
	%	82.1%	16.0%	0.9%	0.0%	0.0%	0.9%	100.0%
Staff friendly and respectful	n	94	10	0	0	0	1	105
	%	89.5%	9.5%	0.0%	0.0%	0.0%	1.0%	100.0%
Ease of use of interment process	n	32	6	3	0	0	0	41
	%	78.0%	14.6%	7.3%	0.0%	0.0%	0.0%	100.0%
Interment application response time	n	31	7	2	0	0	1	41
	%	75.6%	17.1%	4.9%	0.0%	0.0%	2.4%	100.0%
LOS AVERAGE RATING	n	244	40	6	0	0	3	293
	%	83.3%	13.7%	2.0%	0.0%	0.0%	1.0%	100.0%

## Cemeteries

### 6.4.4 Recommended Level of Service Target: $\geq 85\%$

6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries

Target: Cemeteries presentation: resident satisfaction  $\geq 85\%$

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

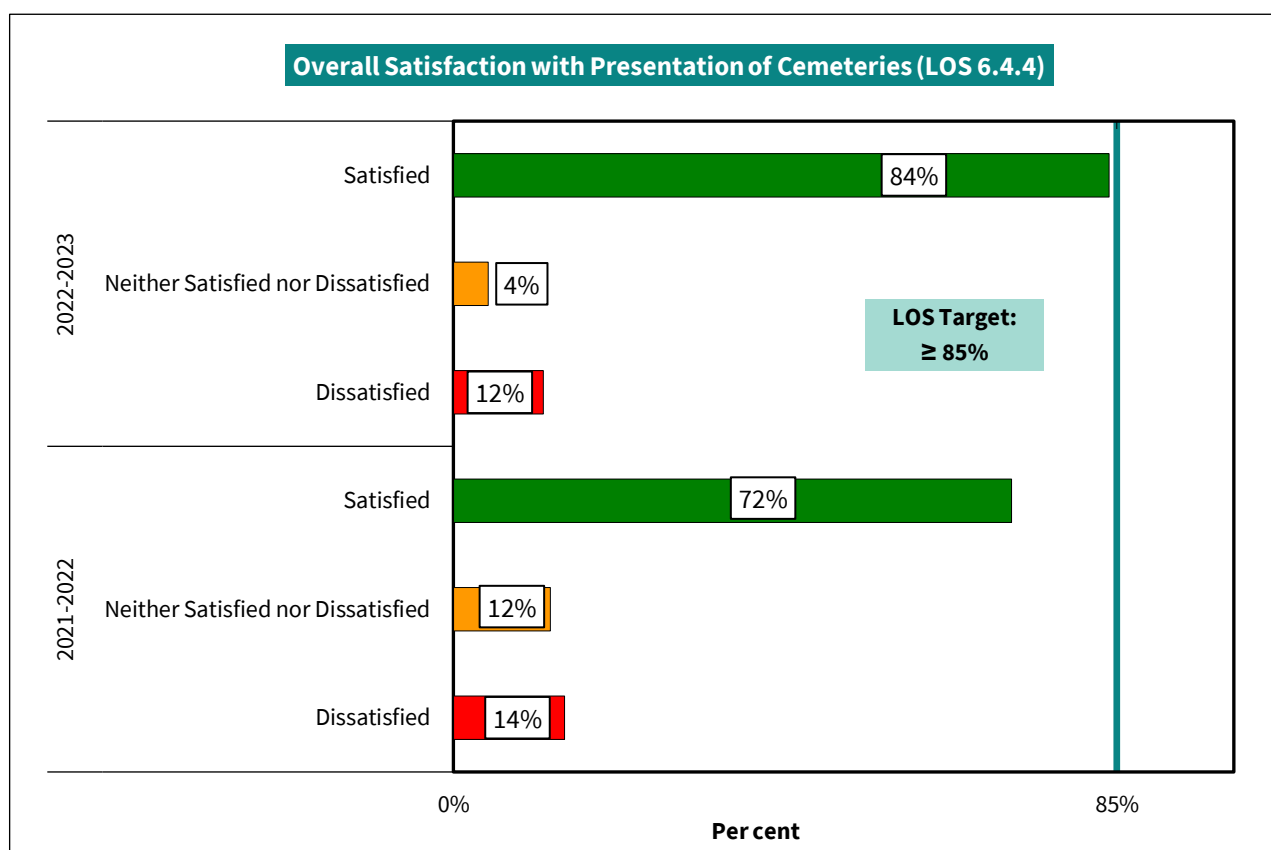
1. How satisfied or dissatisfied are you with the APPEARANCE of this cemetery? *This includes layout, plants, trees and gardens (excluding headstones)*
2. How satisfied or dissatisfied are you with the CONDITION of this cemetery? *This includes maintenance and how it is looked after (excluding headstones)*

**Time in field:** Face to face and mail drop postal and booster online panel surveying took place between November and December 2022

**Completed Surveys:** 135

**Sites Surveyed:**

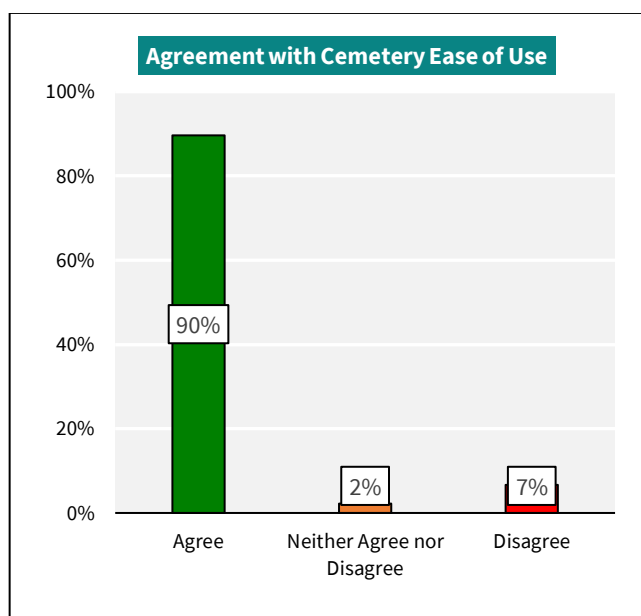
Cemeteries	Completed Surveys
AVONHEAD CEMETERY	30
BELFAST CEMETERY	30
DIAMOND HARBOUR CEMETERY	15
MEMORIAL PARK CEMETERY	30
RURU LAWN CEMETERY	30
<b>Total</b>	<b>135</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Cemeteries appearance	n	41	80	5	7	2	0	135
	%	30.4%	59.3%	3.7%	5.2%	1.5%	0.0%	100.0%
Cemeteries condition	n	36	69	7	18	4	0	134
	%	26.9%	51.5%	5.2%	13.4%	3.0%	0.0%	100.0%
LOS AVERAGE RATING	n	77	149	12	25	6	0	269
	%	28.6%	55.4%	4.5%	9.3%	2.2%	0.0%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this cemetery?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	65	48.1%
Agree	56	41.5%
Neither Agree nor Disagree	3	2.2%
Disagree	7	5.2%
Strongly Disagree	2	1.5%
Don't Know	2	1.5%
<b>Total</b>	<b>135</b>	<b>100.0%</b>
Not applicable	0	

## Hagley Park

### 6.8.4.1 Recommended Level of Service Target: $\geq 90\%$

6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park

Target: Hagley Park presentation: resident satisfaction  $\geq 90\%$

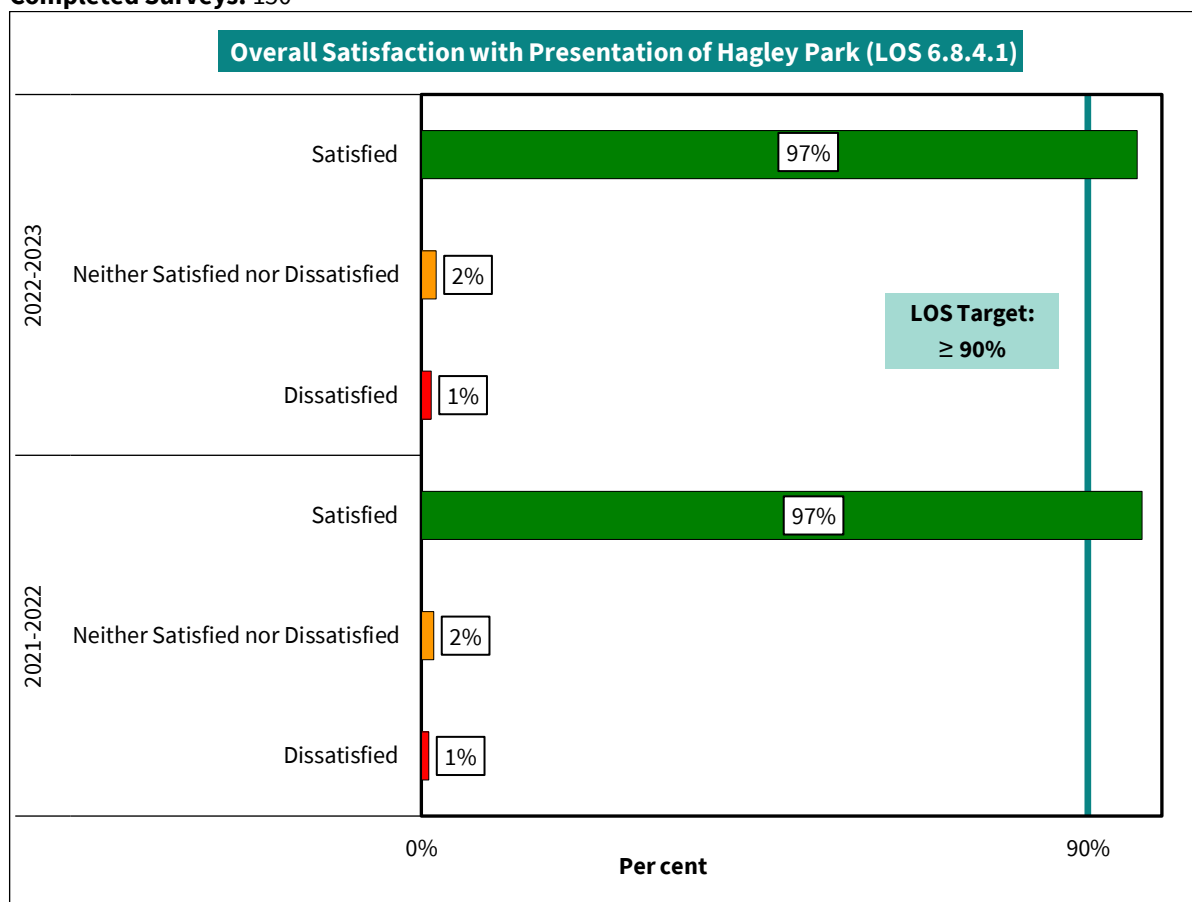
#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of Hagley Park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of Hagley Park? *This includes maintenance and how it is looked after*

**Time in field:** Face to face surveying took place between November and December 2022

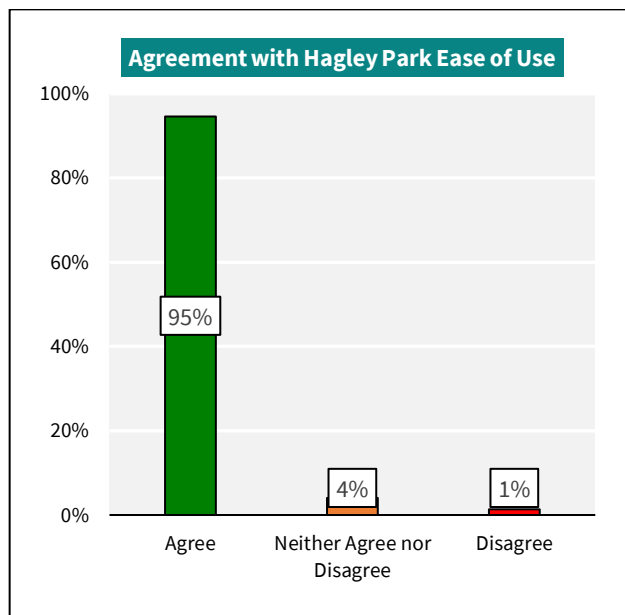
**Completed Surveys:** 150



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	130	20	0	0	0	0	150
	%	86.7%	13.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Park condition	n	93	47	6	3	1	0	150
	%	62.0%	31.3%	4.0%	2.0%	0.7%	0.0%	100.0%
LOS AVERAGE RATING	n	223	67	6	3	1	0	300
	%	74.3%	22.3%	2.0%	1.0%	0.3%	0.0%	100.0%

## Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	101	68.2%
Agree	39	26.4%
Neither Agree nor Disagree	6	4.1%
Disagree	2	1.4%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
<b>Total</b>	<b>148</b>	<b>100.0%</b>
Not applicable	0	

## Council Park Sport Surfaces

### 6.8.1.6 Recommended Level of Service Target: $\geq 75\%$

6.8.5 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces  
Target: Satisfaction  $\geq 75\%$

#### Methodology

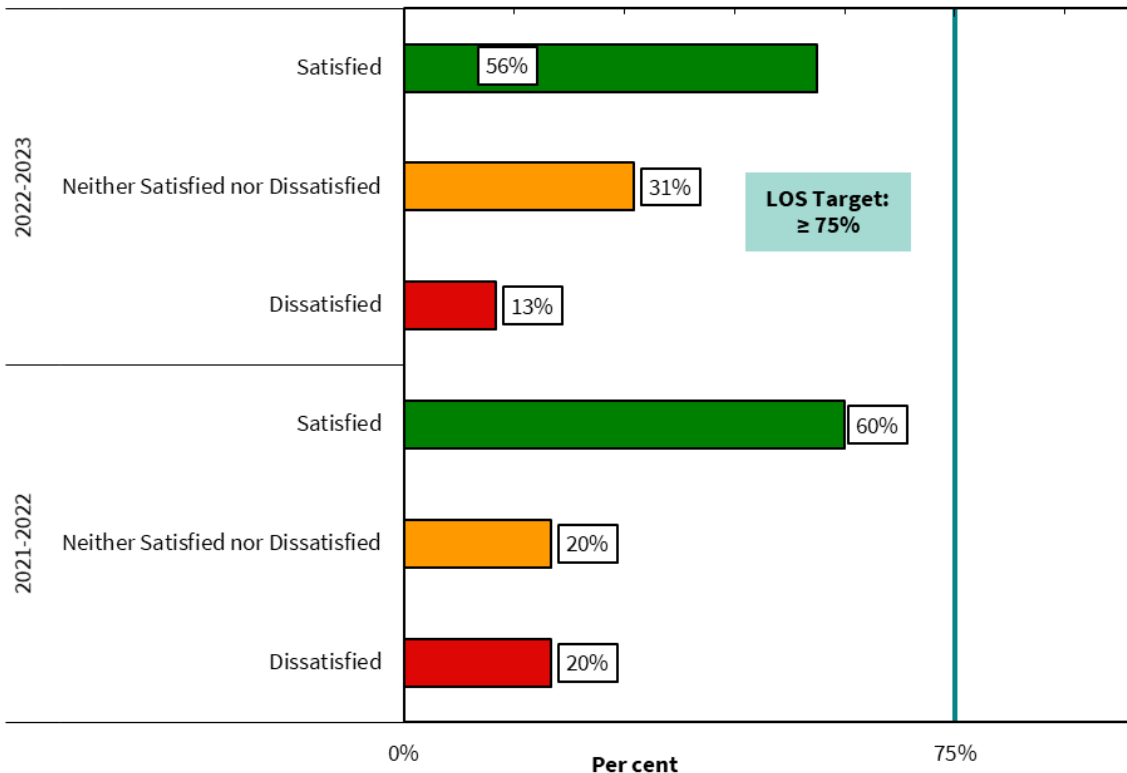
LOS score calculated as an aggregate of the two survey questions stated below:

1. Thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied that the sport surfaces are FIT FOR PURPOSE? *This includes surfaces meeting your needs such as type of surfaces available and their layout*
2. Again, thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied are you with the CONDITION of the sport surfaces? *This includes surface maintenance and upkeep*

**Time in field:** The online survey was infield in October 2022, with surveys emailed to 16 regional sports organisations who had used Council sports park surfaces from January 2022. 100% were completed online

**Completed Surveys:** 8

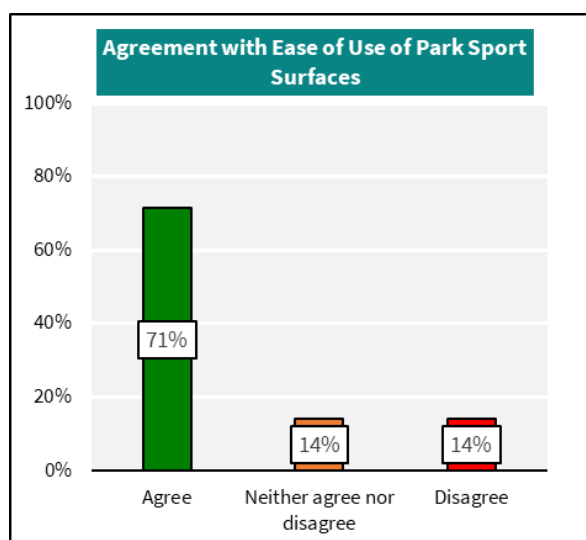
### Regional Sports Organisations: Satisfaction with Park Sport Surfaces (LOS 6.8.1.6)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Surface fitness for purpose	n	2	3	2	1	0	0	8
	%	25.0%	37.5%	25.0%	12.5%	0.0%	0.0%	100.0%
Surface condition	n	1	3	3	1	0	0	8
	%	12.5%	37.5%	37.5%	12.5%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	3	6	5	2	0	0	16
	%	18.8%	37.5%	31.3%	12.5%	0.0%	0.0%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our sport surfaces?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	3	42.9%
Agree	2	28.6%
Neither Agree nor Disagree	1	14.3%
Disagree	1	14.3%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
<b>Total</b>	<b>7</b>	<b>100.0%</b>
Not applicable	0	

## Marine Structures

### **10.8.1.1 Recommended Level of Service Target: 60%**

*10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors*

*Target: Customer satisfaction with the availability of marine structure facilities: 60%*

#### Methodology

LOS score calculated as an aggregate of the five survey questions stated below:

#### *Resident Users*

1. How satisfied or dissatisfied are you with being able to ACCESS marine structures for RECREATION? *This includes being in the right places and easy to get to and using them for things like launching boats, fishing and walking on them*
2. How satisfied or dissatisfied are you that there are ENOUGH marine structures of different types for RECREATION? *This includes wharves, jetties, ramps, rafts and moorings*
3. How satisfied or dissatisfied are you with being able to ACCESS marine structures for TRANSPORT? *This includes structures being in the right places and easy to get to for ferries, etc*

#### *Commercial Operators*

4. How satisfied or dissatisfied are you with being able to ACCESS marine structures for COMMERCIAL PURPOSES? *This includes structures being in the right places and easy to get to and using them for commercial activities such as launching boats, loading and unloading passengers and cargo, for refuelling and for tourism activities*
5. How satisfied or dissatisfied are you that there are ENOUGH marine structures of the different types outlined above for COMMERCIAL PURPOSES?

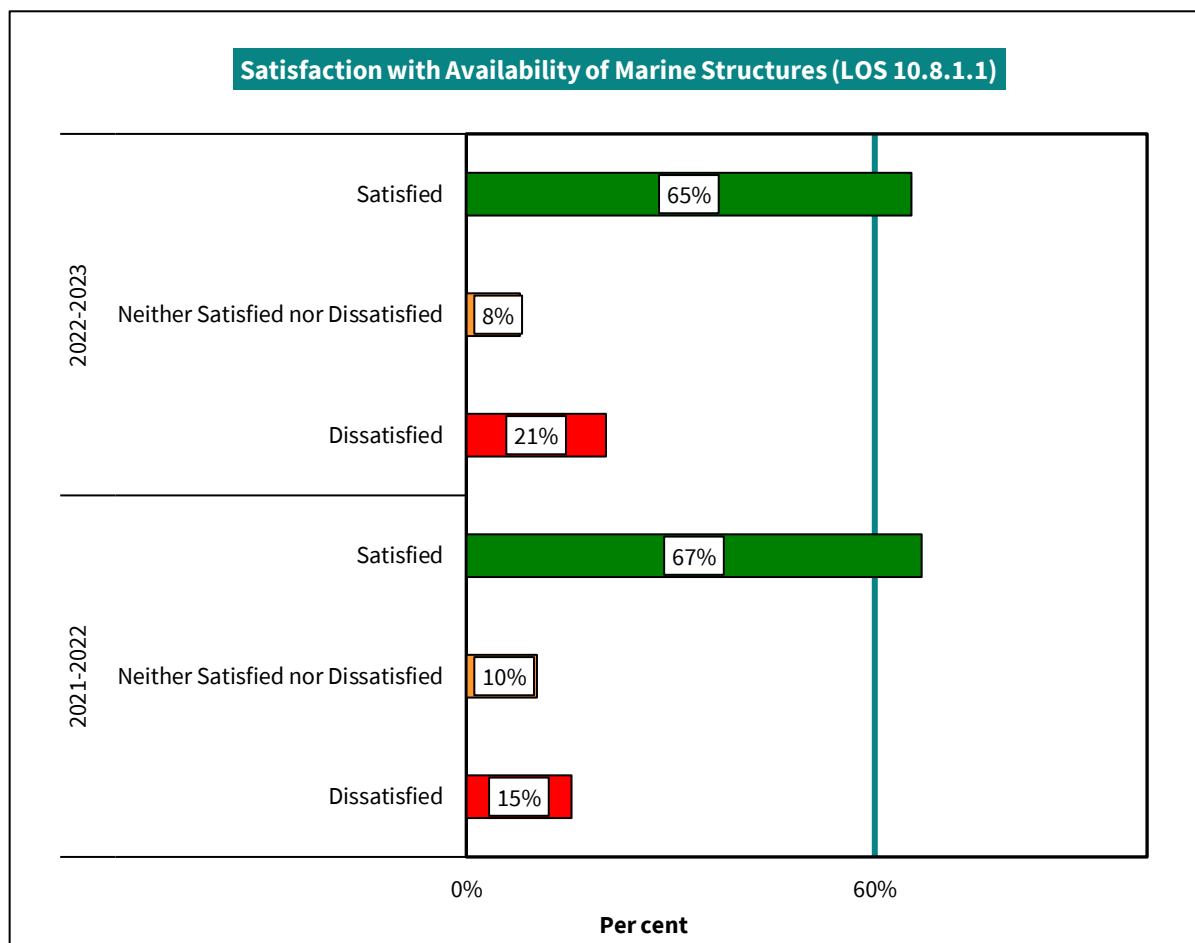


**Time in field:** An online survey was infield in October and November 2022, with surveys emailed to 11 commercial users who had used marine structures in the preceding 12 months. 100% of surveys were completed online  
Face to face surveying of residential marine structure users took place at marine structures between November and December 2022. In total 195 surveys were completed at 9 marine structures

**Completed Surveys:** 201 (including commercial users)

**Sites surveyed (residential users):**

Site	Number Completed Surveys
AKAROA BOAT PARK AND RECREATION GROUND JETTY AND SLIPWAY	15
AKAROA WHARF	30
CORSAIR BAY RAMP AND JETTY	15
DALY'S WHARF	20
DIAMOND HARBOUR WHARF	30
LYTTELTON MARINA PUBLIC RAMP AND JETTY	15
MONCK'S BAY PUBLIC RAMP	15
NEW BRIGHTON PIER	40
WINDSPORTS PARK RAMPS	15
<b>Total</b>	<b>195</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accessibility for recreation	n	52	98	12	24	5	1	192
	%	27.1%	51.0%	6.3%	12.5%	2.6%	0.5%	100.0%
Enough for recreation	n	36	76	16	34	7	19	188
	%	19.1%	40.4%	8.5%	18.1%	3.7%	10.1%	100.0%
Accessibility for transportation	n	26	65	14	29	8	14	156
	%	16.7%	41.7%	9.0%	18.6%	5.1%	9.0%	100.0%
Accessibility for commercial purposes	n	0	2	1	1	1	0	5
	%	0.0%	40.0%	20.0%	20.0%	20.0%	0.0%	100.0%
Enough for commercial purposes	n	0	2	0	2	1	0	5
	%	0.0%	20.0%	0.0%	60.0%	20.0%	0.0%	100.0%
LOS AVERAGE RATING	n	114	243	43	90	22	34	546
	%	20.9%	44.5%	7.9%	16.5%	4.0%	6.2%	100.0%

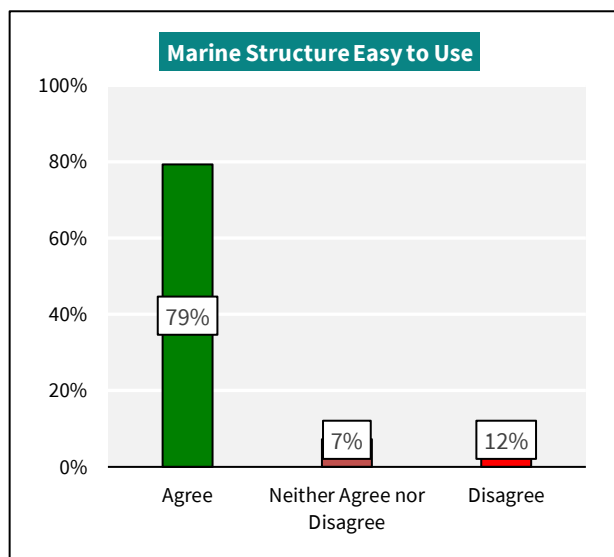
### Customer Effort: Ease of Interacting With or Using Council Services

Questions:

How much do you agree or disagree that the Council makes it EASY for you TO USE this marine structure?

or

How much do you agree or disagree that the Council makes it EASY for you TO USE marine structures for commercial purposes?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	49	25.4%
Agree	104	53.9%
Neither Agree nor Disagree	14	7.3%
Disagree	15	7.8%
Strongly Disagree	8	4.1%
Don't Know	3	1.6%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

## Environmental, Conservation, Water and Civil Defence Education Programmes

### **19.1.6 Recommended Level of Service Target: 95%**

19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes

Target: Teachers satisfied with education programmes delivered: 95%

#### Methodology

LOS score based on the survey question stated below:

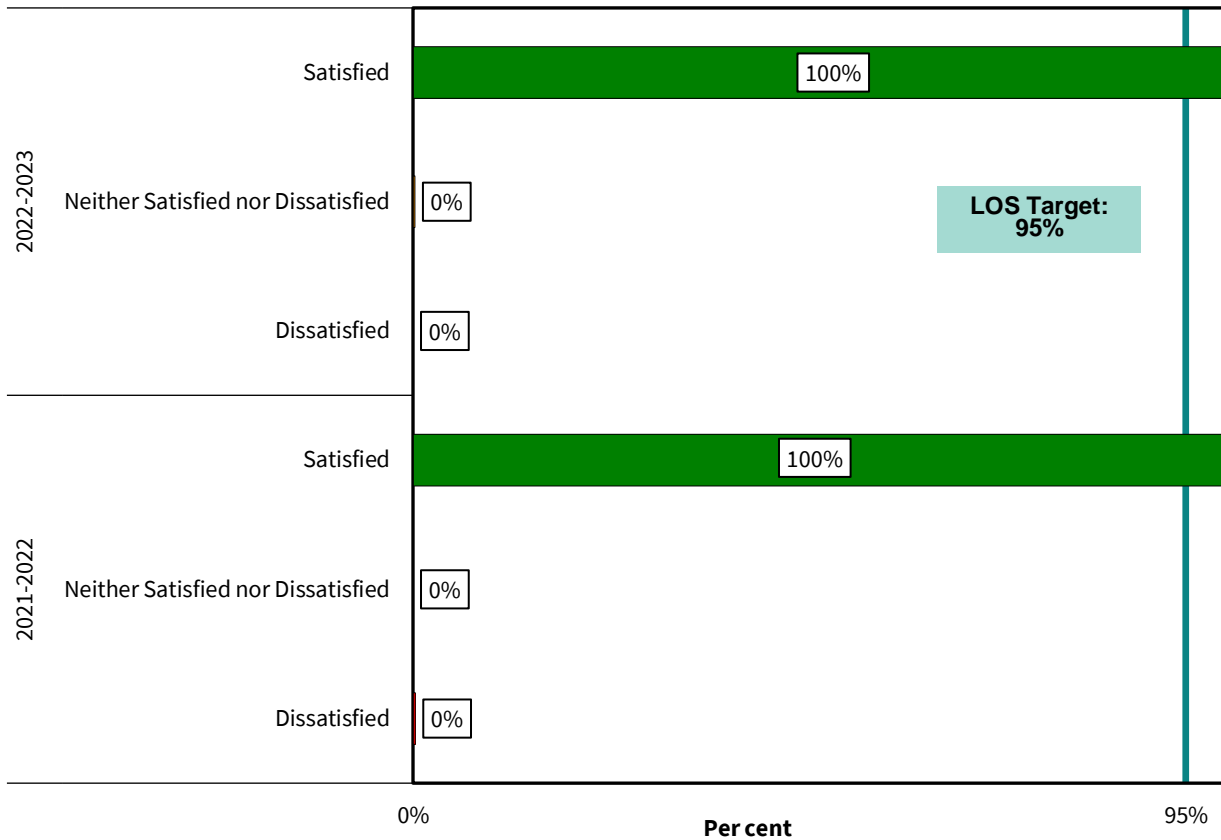
Overall, how satisfied or dissatisfied were you with the education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about protecting and enhancing our natural environment*

**Time in field:** The online pulse survey was infield throughout the year, with surveys emailed to teachers after their students had participated in education programmes over the year. 100% of surveys were completed online

#### **Completed Surveys: 426**

Education Programme
A Waste of Time at various sites
All Flushed Out at the Christchurch Wastewater Treatment Plant
Casting Magic with Worms at the Curators House in the Botanic Gardens
Casting Magic with Worms at the EcoDrop Metro Place, Bromley
Coastal Management at New Brighton Beach
Coastal Management at North New Brighton Beach
Creative and Native at Halswell Quarry Park
Creative and Native in the Botanic Gardens
Fertilising for the Future (EM Bokashi) at the EcoDrop Metro Place, Bromley
Fertilising for the Future (Worms) at the EcoDrop Metro Place, Bromley
Forest Explorer at Spencer Park
Forest Explorer in Bottle Lake Forest
Freshwater Frolicking at the Groynes
Future Proof : Climate Change
Have Your Say
Junior Park Explorers
Junior Park Explorers at Bottle Lake
Junior Park Explorers at the Groynes
Junior Park Explorers Beckenham Ponds
Junior Park Explorers in Spencer Park
Junior Park Explorers in the Botanic Gardens
Junior Park Explorers in Travis Wetland
Kidsfest Making Mini Worm Farms
Native Nurturing in Victoria Park
On the Rocks at Sumner Beach
On The Rocks at Taylors Mistake Beach
Otautahi, Our City
Park Detectives at Travis Wetland
Park Detectives Halswell Quarry
Park Detectives in the Botanic Gardens
Rocky Road of Discovery at Halswell Quarry
Saving the Sand Dunes at New Brighton Beach
Saving the Sand Dunes at North New Brighton Beach
Saving the Sand Dunes at South Brighton Beach
Saving the Sand Dunes at Spencer Park Beach
Saving the Sand Dunes at Sumner Beach
Saving the Sand Dunes at Waimairi Beach
Searching the Shoreline at Spencer Park Beach
Searching the Shoreline at Sumner Beach
Searching the Shoreline at Waimairi Beach
Wetlands, Waders and Water Boatmen at Travis Wetland

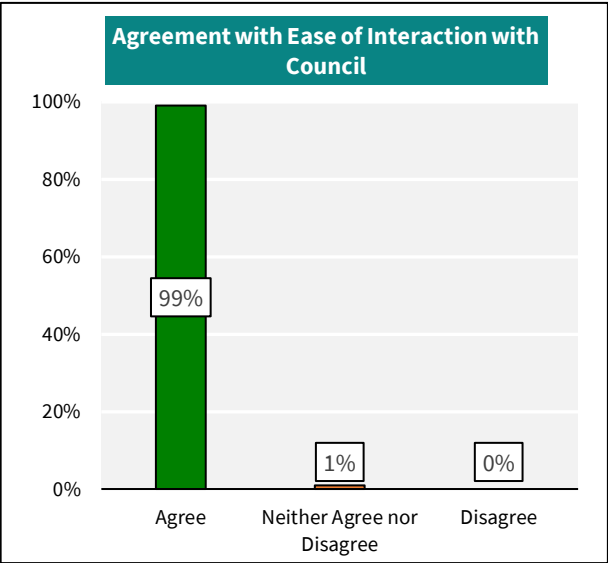
### Overall Satisfaction with Education Programmes (LOS 19.1.6)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Overall satisfaction	n	403	22	1	0	0	0	426
LOS RATING	%	94.6%	5.2%	0.2%	0.0%	0.0%	0.0%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	382	89.7%
Agree	40	9.4%
Neither Agree nor Disagree	4	0.9%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	426	100.0%
Not Applicable	0	

## Activity: Resource Consenting

### Resource Consenting Process

#### **9.2.7 Recommended Level of Service Target: 70%**

9.2.7 % satisfaction of applicant with resource consenting process

Target: 70% satisfaction achieved

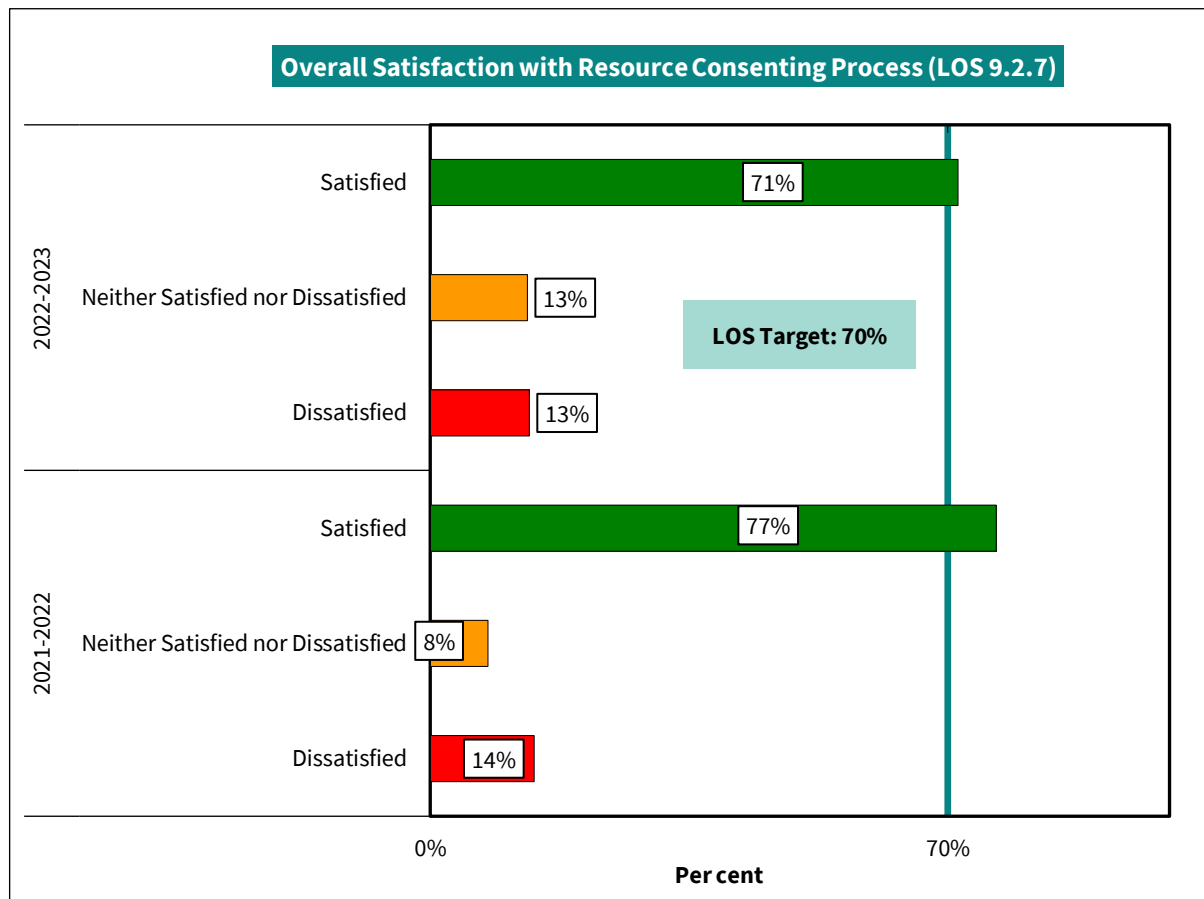
#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. Thinking about this resource consent, how satisfied or dissatisfied were you with the ACCURACY of the INFORMATION and ADVICE PROVIDED to you by planner/s? *This includes information being correct and reliable*
2. How satisfied or dissatisfied were you with you with the TIMELINESS of the INFORMATION and ADVICE provided to you? *This includes planners providing information and advice promptly*
3. How satisfied or dissatisfied were you with you with the MANNER of the planner/s you dealt with? *This includes planners being friendly and respectful*
4. How satisfied or dissatisfied were you with you with the TIME TAKEN to PROCESS your Consent application?

**Time in field:** The online survey was infield in October and November 2022, with surveys emailed to 386 resource consents applicants from January 2022. 100% of surveys were completed online

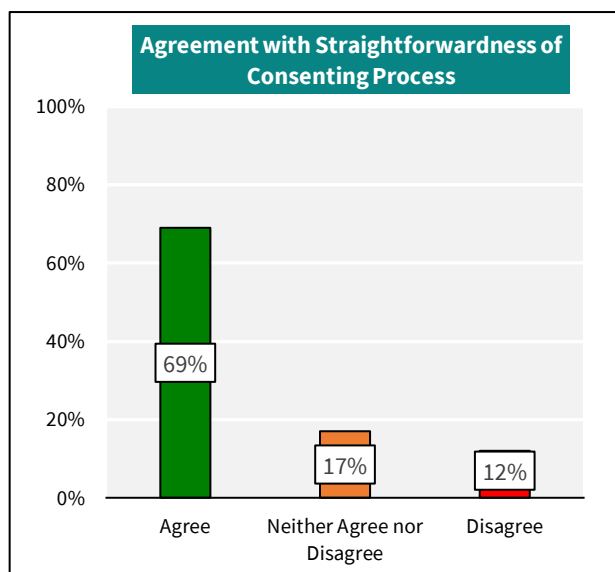
**Completed Surveys:** 101



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Accuracy of information and advice	n	31	45	10	4	6	2	98
	%	31.6%	45.9%	10.2%	4.1%	6.1%	2.0%	100.0%
Timeliness of information and advice	n	26	37	17	5	10	2	97
	%	26.8%	38.1%	17.5%	5.2%	10.3%	2.1%	100.0%
Staff manner	n	55	29	7	3	2	2	98
	%	56.1%	29.6%	7.1%	3.1%	2.0%	2.0%	100.0%
Time taken to process consents	n	23	31	17	10	12	2	95
	%	24.2%	32.6%	17.9%	10.5%	12.6%	2.1%	100.0%
LOS AVERAGE RATING	n	135	142	51	22	30	8	388
	%	34.8%	36.6%	13.1%	5.7%	7.7%	2.1%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it STRAIGHTFORWARD for you to have your resource consent processed?



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	14	14.0%
Agree	55	55.0%
Neither Agree nor Disagree	17	17.0%
Disagree	8	8.0%
Strongly Disagree	4	4.0%
Don't Know	2	2.0%
<b>Total</b>	<b>100</b>	<b>100.0%</b>
Not applicable	1	

## Activity: Transport

### Perception of Vehicle and Personal Safety at Council Off-Street Parking Facilities

#### Methodology<sup>3</sup>

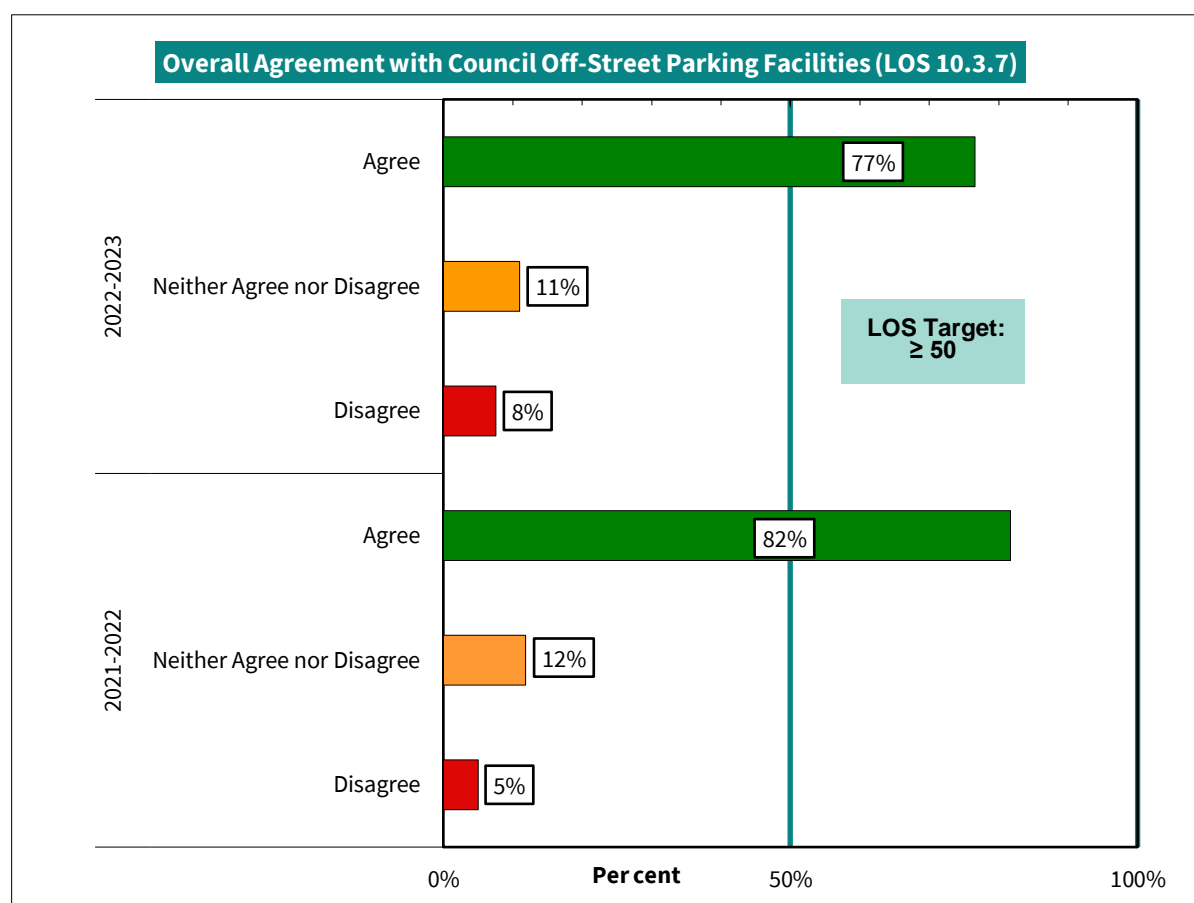
Score calculated as an aggregate of the three survey questions stated below:

1. How much do you agree or disagree that your MOTOR VEHICLE is SAFER in Council off-street parking compared to on-street parking? *This includes theft, damage from other cars or from posts, bollards or other things and damage from people (like vandalism)*
2. Thinking about your PERSONAL SAFETY, how much do you agree or disagree that you feel safe using Council off-street parking DURING THE DAY?
3. Thinking about your PERSONAL SAFETY, how much do you agree or disagree that you feel safe using Council off-street parking AFTER DARK?

**Time in field:** Face to face surveying took place between November and December 2022

**Completed Surveys:** 200

**Sites surveyed:** Art Gallery Parking Building, Lichfield Parking Building



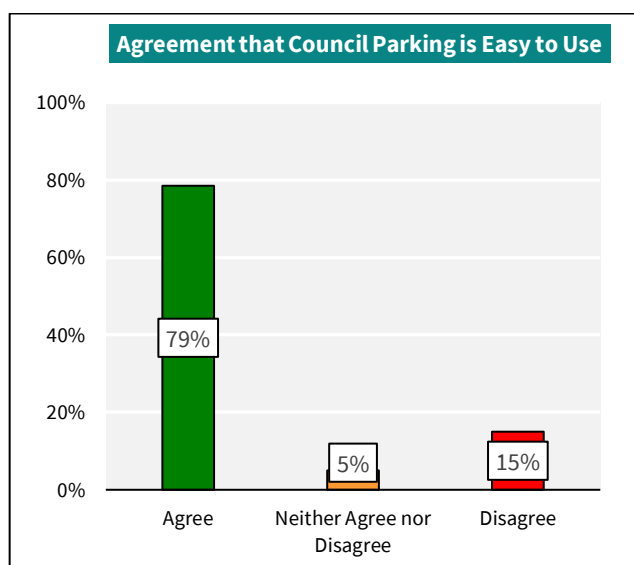
<sup>3</sup> **NB:** The 2021-2022 LOS 10.3.7 results came from the General Service Satisfaction Survey. Results across the two years are not comparable as the General Service Satisfaction Survey was carried out online, included non-users of Council parking buildings and was not restricted to assessment at two facilities. The 2022-2023 survey was carried out onsite at two facilities only and did not include non-users of parking buildings. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to 2022-2023 results: 82% satisfied, 12% neither and 5% dissatisfied.



Agreement Results		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Vehicle safety in Council off-street parking	n	54	111	22	5	1	6	199
	%	27.1%	55.8%	11.1%	2.5%	0.5%	3.0%	100.0%
Personal safety during the day	n	49	109	16	8	4	8	194
	%	25.3%	56.2%	8.2%	4.1%	2.1%	4.1%	100.0%
Personal safety after dark	n	18	84	23	15	9	13	162
	%	11.1%	51.9%	14.2%	9.3%	5.6%	8.0%	100.0%
AVERAGE RATING	n	121	304	61	28	14	27	555
	%	21.8%	54.8%	11.0%	5.0%	2.5%	4.9%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council parking?



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	52	26.0%
Agree	105	52.5%
Neither Agree nor Disagree	10	5.0%
Disagree	19	9.5%
Strongly Disagree	11	5.5%
Don't Know	3	1.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### Public Transport Facilities

#### 10.4.4 Recommended Level of Service Target: ≥72%

10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)  
Target: ≥72% resident satisfaction

## Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

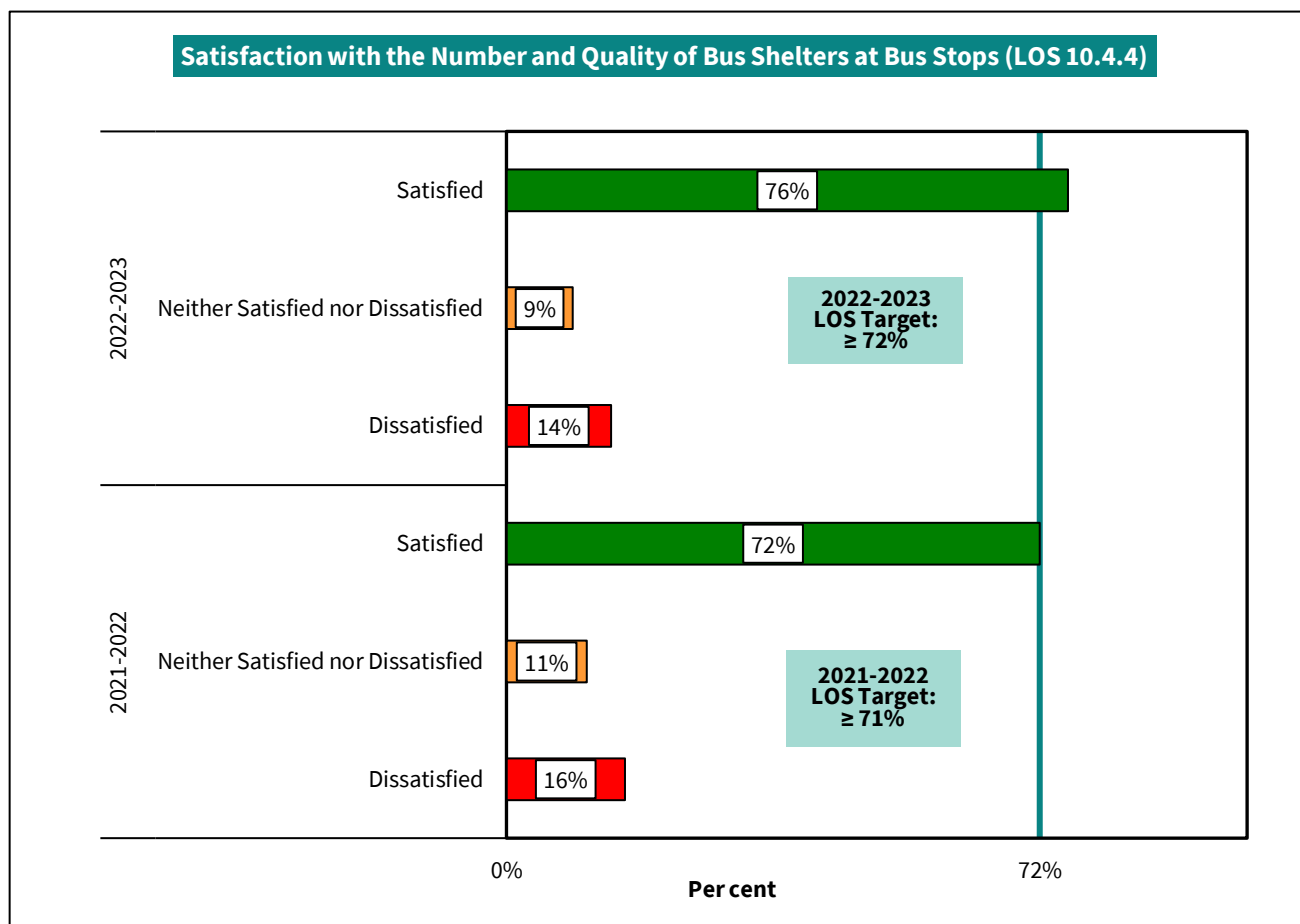
1. How satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?
2. How satisfied or dissatisfied are you with the DESIGN of bus shelters? *This includes seating and pillars and ability to protect from weather*
3. How satisfied or dissatisfied are you with the INFORMATION PROVIDED at bus shelters? *This includes bus stop signs, timetables and real time bus tracking to tell you when buses will get to your stop*
4. How satisfied or dissatisfied are you with the CONDITION of bus shelters? *This includes maintenance and how they are looked after (like cleanliness and no graffiti and vandalism)*

**Time in field:** Face to face surveying took place between November and December 2022

**Completed Surveys:** 250

**Sites surveyed:** 2

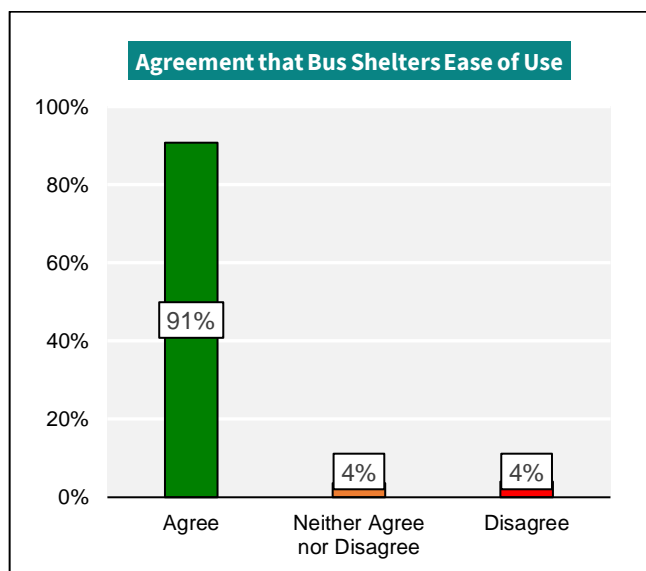
Bus Infrastructure	Completed Surveys
BUS INTERCHANGE	200
RICCARTON BUS LOUNGE	50
Total	250



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Bus shelter number	n	48	144	16	30	6	4	248
	%	19.4%	58.1%	6.5%	12.1%	2.4%	1.6%	100.0%
Bus shelter design	n	38	130	28	38	6	4	244
	%	15.6%	53.3%	11.5%	15.6%	2.5%	1.6%	100.0%
Bus shelter information	n	68	132	17	25	4	1	247
	%	27.5%	53.4%	6.9%	10.1%	1.6%	0.4%	100.0%
Bus shelter condition	n	52	134	27	26	4	2	245
	%	21.2%	54.7%	11.0%	10.6%	1.6%	0.8%	100.0%
LOS AVERAGE RATING	n	206	540	88	119	20	11	984
	%	20.9%	54.9%	8.9%	12.1%	2.0%	1.1%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE bus shelters?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	59	23.7%
Agree	167	67.1%
Neither Agree nor Disagree	9	3.6%
Disagree	8	3.2%
Strongly Disagree	2	0.8%
Don't Know	4	1.6%
<b>Total</b>	<b>249</b>	<b>100.0%</b>
Not applicable	0	

# Appendix 1: Satisfaction Results for Additional Services

A range of services continue to be surveyed as part of the Residents Survey programme for organisation performance trend monitoring purposes

## Community Facilities

### Range and Quality of Council Operated Community Facilities

#### Methodology

Score calculated as an aggregate of the eight survey questions stated below:

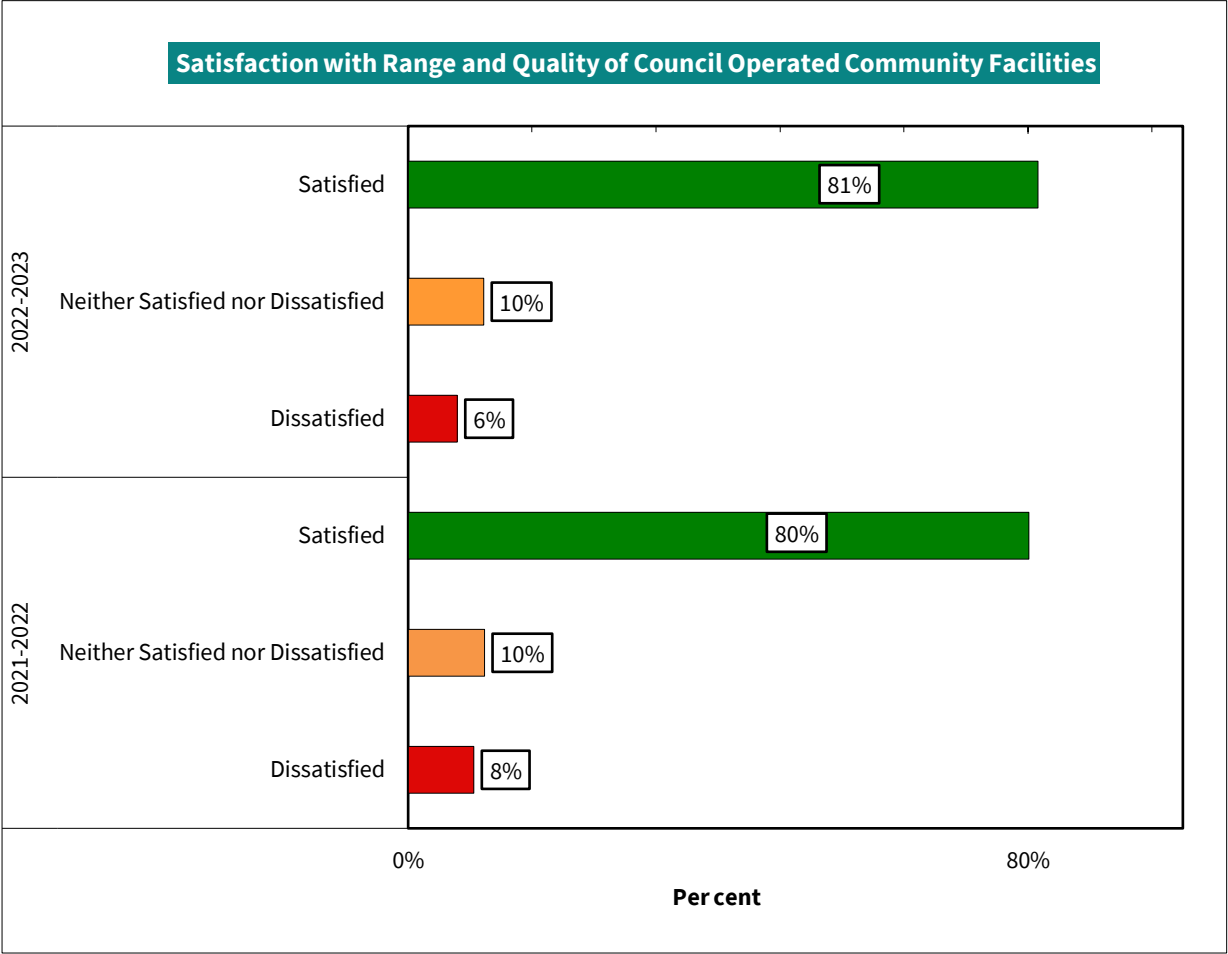
1. How satisfied or dissatisfied are you with the **CONDITION** of this facility? *This includes maintenance and how it is looked after*
2. How satisfied or dissatisfied are you with the **AVAILABILITY** of this facility? *This includes being able to book it when you want to use it*
3. How satisfied or dissatisfied are that people can **GET AROUND** and **ACCESS** this facility? *This includes the location of the facility, car parking and disability access*
4. How satisfied or dissatisfied are you that this facility is **FIT FOR PURPOSE** for your activities? *This includes layout, equipment, lighting, appliances and furnishings*
5. How satisfied or dissatisfied are you that this facility gives **VALUE FOR THE MONEY** you pay to use it?
6. How satisfied or dissatisfied are you with the **ACCURACY OF INFORMATION PROVIDED** about this facility? *This includes clear signs and instructions and information that is correct and available to people*
7. Thinking about Council community facilities **IN CHRISTCHURCH**, how satisfied or dissatisfied are you with the **RANGE** of facilities available for hire and use? *This includes options (like size and type) to meet your needs*
8. Thinking now about community facilities **IN YOUR LOCAL AREA**, how satisfied or dissatisfied are you with the **RANGE** of facilities available for hire and use?

**Time in field:** The online survey was infield in October and November 2022, with surveys emailed to 667 people who had hired Council Community Facilities from January 2022. 100% of surveys were completed online

**Completed surveys:** 77

Community Facilities	Number Completed Surveys
Abberley Park Hall	3
Aranui/Wainoni Community Centre	4
Avice Hill Community Centre	2
Fendalton Community Centre	5
Harvard Community Lounge	2
Hei Hei Community Centre	6
Lyttelton/Mt Herbert Community Facility	1
Matuku Takotako Sumner Centre	1
North New Brighton Community Centre	4
Orauwata Bishopdale Library and Community Centre	9
Parklands Community Centre	2
Parkview Community Lounge	2
Rarakau Riccarton Centre	7

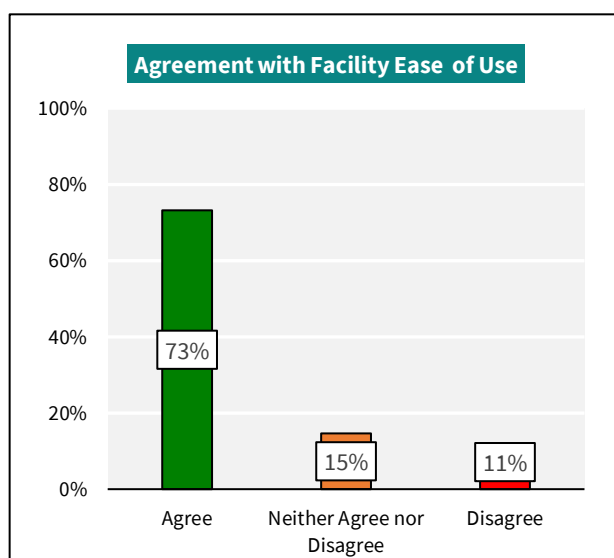
Richmond Community Cottage	1
South New Brighton Community Centre	3
St Martins Community Centre	5
Te Hapua Halswell Centre	12
Templeton Community Centre	2
Waimairi Community Centre	5
Woolston Community Library	1
<b>Total</b>	<b>77</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Condition	n	27	36	9	4	1	0	77
	%	35.1%	46.8%	11.7%	5.2%	1.3%	0.0%	100.0%
Availability	n	35	36	4	1	0	0	76
	%	46.1%	47.4%	5.3%	1.3%	0.0%	0.0%	100.0%
Getting around and accessing	n	37	31	8	1	0	0	77
	%	48.1%	40.3%	10.4%	1.3%	0.0%	0.0%	100.0%
Fit for purpose	n	38	27	7	5	0	0	77
	%	49.4%	35.1%	9.1%	6.5%	0.0%	0.0%	100.0%
Value for money	n	30	37	5	5	0	0	77
	%	39.0%	48.1%	6.5%	6.5%	0.0%	0.0%	100.0%
Accuracy of information	n	26	45	2	4	0	0	77
	%	33.8%	58.4%	2.6%	5.2%	0.0%	0.0%	100.0%
Range of facilities in Christchurch	n	13	35	13	7	1	8	77
	%	16.9%	45.5%	16.9%	9.1%	1.3%	10.4%	100.0%
Range of facilities in local area	n	14	33	12	9	1	8	77
	%	18.2%	42.9%	15.6%	11.7%	1.3%	10.4%	100.0%
AVERAGE RATING	n	220	280	60	36	3	16	615
	%	35.8%	45.5%	9.8%	5.9%	0.5%	2.6%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council-operated community facilities?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	18	23.7%
Agree	41	53.9%
Neither Agree nor Disagree	3	3.9%
Disagree	10	13.2%
Strongly Disagree	3	3.9%
Don't Know	1	1.3%
<b>Total</b>	<b>76</b>	<b>100.0%</b>
Not applicable	0	

## Sports Parks

### Presentation of Sports Parks

#### Methodology

Score calculated as an aggregate of the three survey questions stated below:

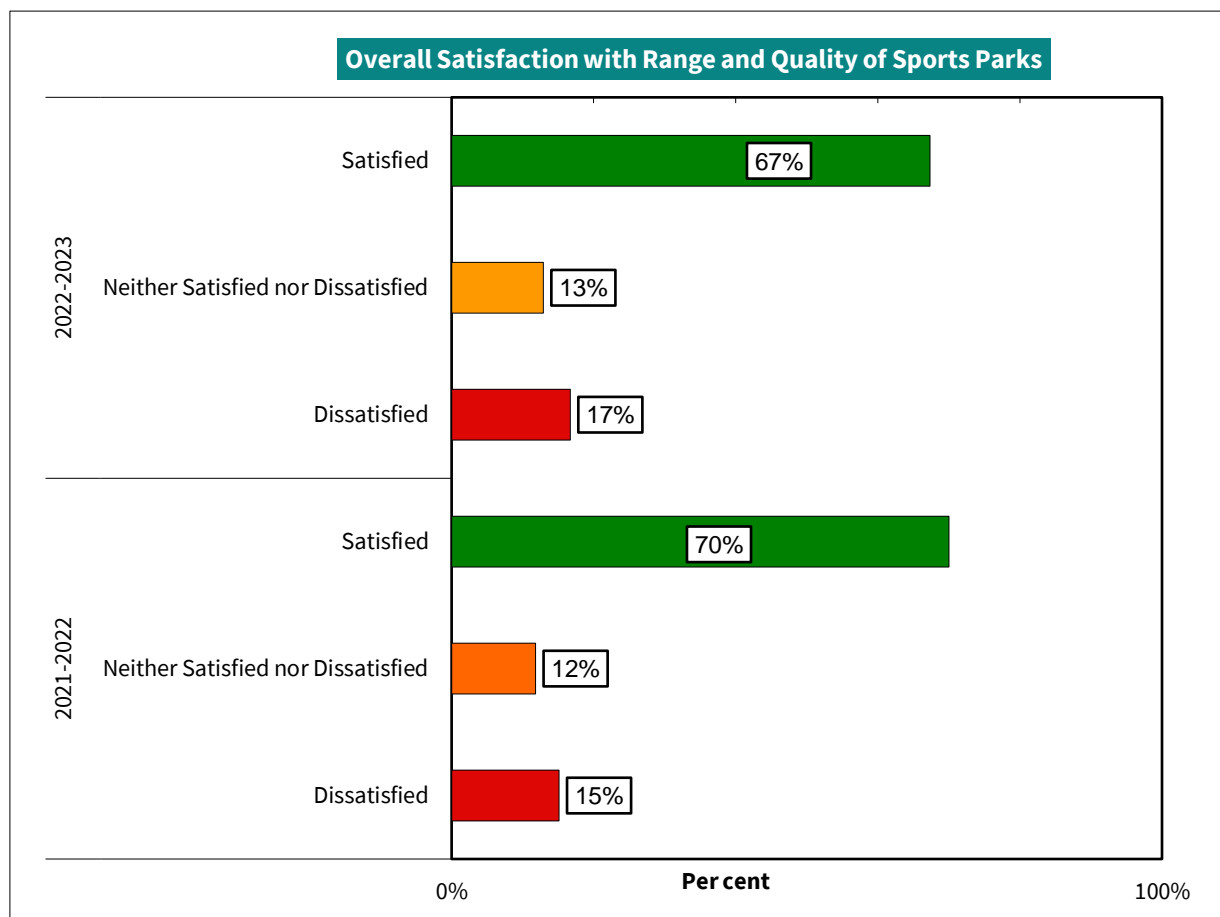
1. How satisfied or dissatisfied are with the RANGE OF SPORTS SUPPORT FACILITIES available at this park? *This includes toilets, changing rooms and drinking fountains*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*
3. How satisfied or dissatisfied are you with INFORMATION PROVIDED for this park? *This includes clear signs and information that is available to people*

**Time in field:** Face to face and mail drop postal surveying took place between November and December 2022

**Completed Surveys:** 271

#### **Sites Surveyed:**

Park Name	Completed Surveys
BURNSIDE PARK	40
BURWOOD PARK	30
CENTENNIAL PARK	19
ELMWOOD PARK	21
F W DELAMAIN PARK	17
HAGLEY PARK SOUTH	30
MIDDLETON PARK	15
NUNWEEK PARK	22
PLYNLIMON PARK	17
RAWHITI DOMAIN	30
RAY BLANK PARK	14
WYCOLA PARK	16
<b>TOTAL</b>	<b>271</b>

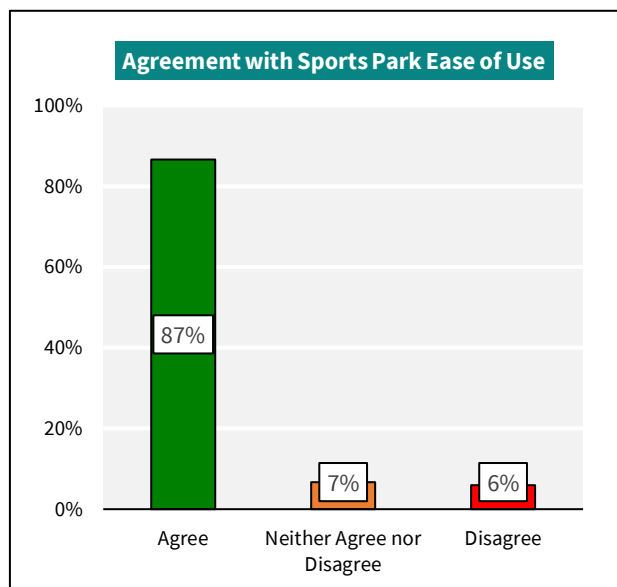


Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Sport support facilities	n	47	123	40	29	12	7	258
	%	18.2%	47.7%	15.5%	11.2%	4.7%	2.7%	100.0%
Park condition	n	46	139	26	47	12	2	272
	%	16.9%	51.1%	9.6%	17.3%	4.4%	0.7%	100.0%
Park information provided	n	44	133	36	18	14	15	260
	%	16.9%	51.2%	13.8%	6.9%	5.4%	5.8%	100.0%
Getting around park	n	81	155	11	15	6	2	270
	%	30.0%	57.4%	4.1%	5.6%	2.2%	0.7%	100.0%



## Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	85	31.6%
Agree	148	55.0%
Neither Agree nor Disagree	18	6.7%
Disagree	12	4.5%
Strongly Disagree	4	1.5%
Don't Know	2	0.7%
<b>Total</b>	<b>269</b>	<b>100.0%</b>
Not applicable	3	

## Regional Parks

### Presentation of Regional Parks

#### Methodology

Score calculated as an aggregate of the two survey questions stated below:

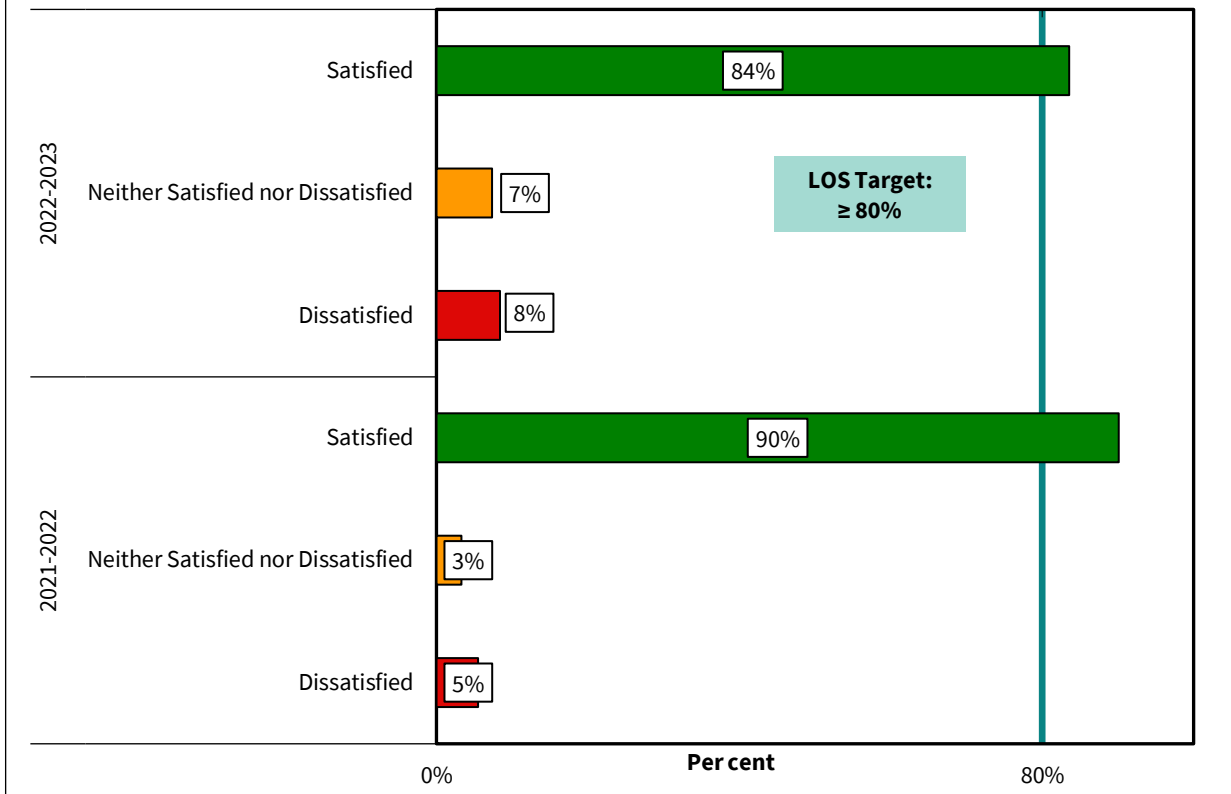
1. How satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

**Time in field:** Face to face and mail drop postal surveying took place between November and December 2022

**Completed Surveys:** 293

**Sites Surveyed:** see list in Regional Parks section above

## Overall Satisfaction Recreation Opportunities and Nature Experiences at Regional Parks (LOS 6.3.5)



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	111	132	16	19	10	1	289
	%	38.4%	45.7%	5.5%	6.6%	3.5%	0.3%	100.0%
Park condition	n	105	121	20	35	11	0	292
	%	36.0%	41.4%	6.8%	12.0%	3.8%	0.0%	100.0%
AVERAGE RATING	n	216	253	36	54	21	1	581
	%	37.2%	43.5%	6.2%	9.3%	3.6%	0.2%	100.0%

## Marine Structures

### Presentation of Marine Structures

#### Methodology

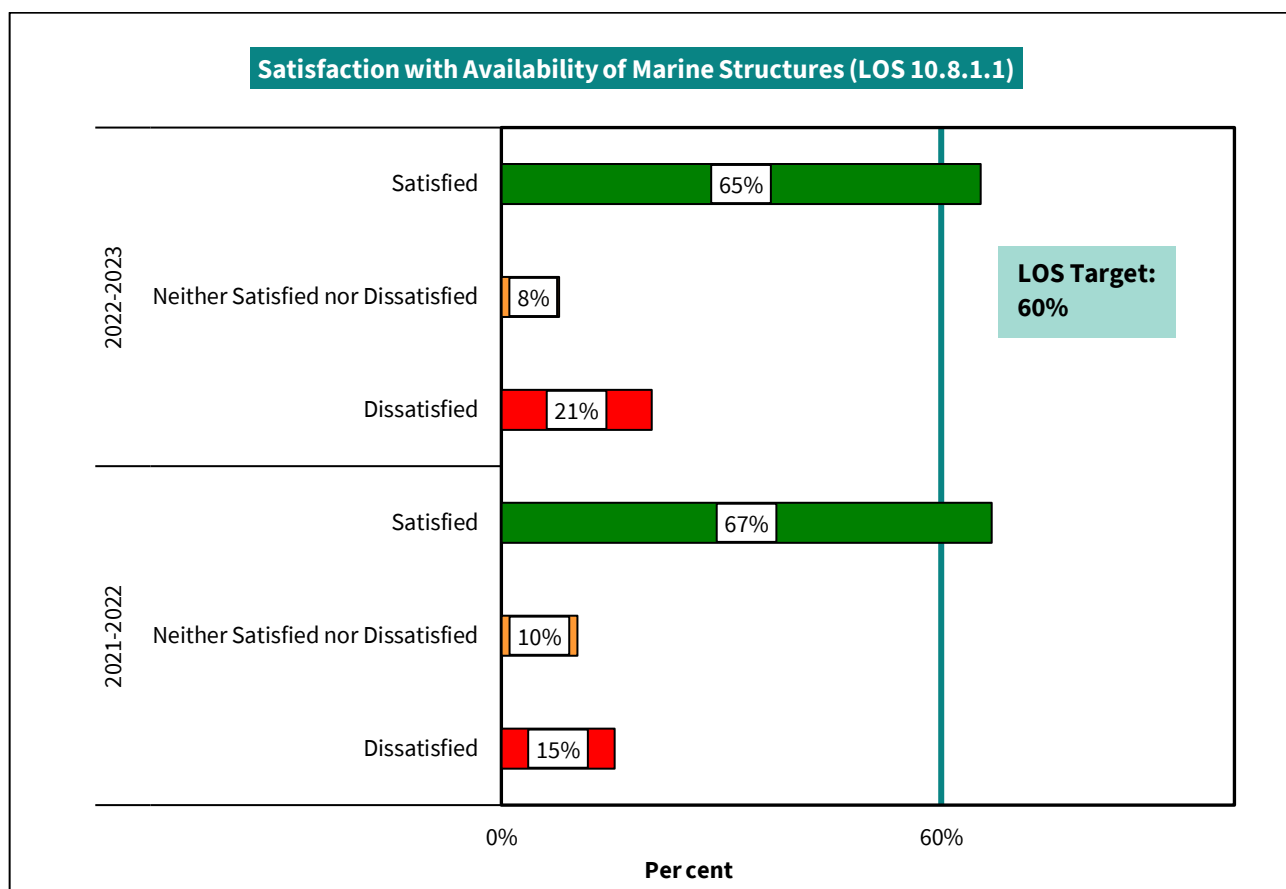
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this marine structure? *This includes layout, type and style of facilities*
2. How satisfied or dissatisfied are you with the CONDITION of this marine structure? *This includes maintenance and how it is looked after*

**Time in field:** Face to face surveying took place between November and December 2022

**Completed Surveys:** 195

**Sites Surveyed:** see list in Marine Structures section above



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Marine structure appearance	n	42	94	12	33	12	2	195
	%	21.5%	48.2%	6.2%	16.9%	6.2%	1.0%	100.0%
Marine structure condition	n	26	81	16	56	15	0	194
	%	13.4%	41.8%	8.2%	28.9%	7.7%	0.0%	100.0%
AVERAGE RATING	n	68	175	28	89	27	2	389
	%	17.5%	45.0%	7.2%	22.9%	6.9%	0.5%	100.0%

# Governance and Decision Making: People Who Attended Hearings or Made Deputations

## Methodology

**Time in field:** The online survey was infield in October 2022, with surveys emailed to 458 people who had attended a hearing or made a deputation to the Council or to a Council committee or community board from January 2022. 100% of surveys were completed online

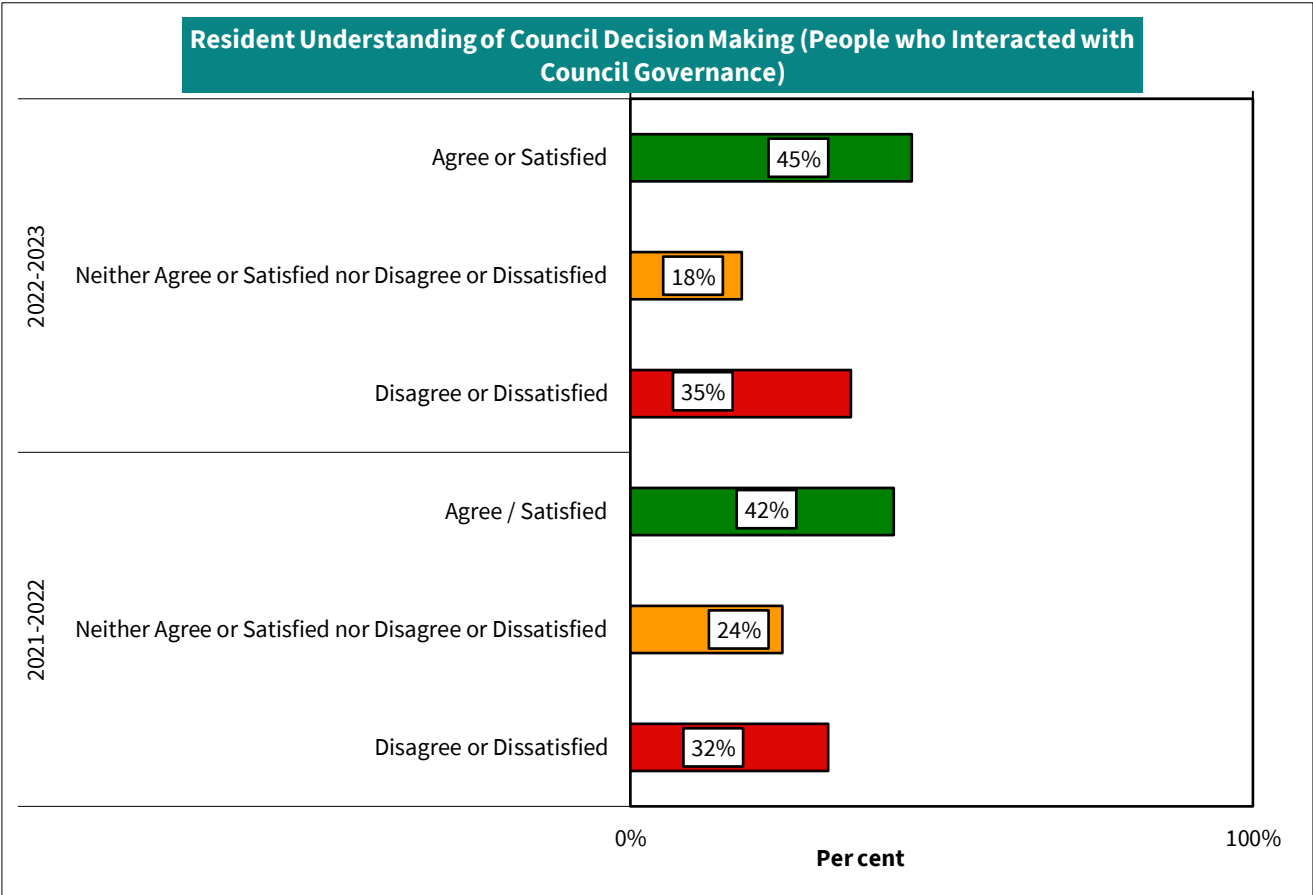
**Completed Surveys:** 181

## Understanding of Council Decisions

### Questions

Score calculated as an aggregate of the three survey questions stated below:

1. How much do you agree or disagree that you UNDERSTAND how the Council makes decisions?
2. How satisfied or dissatisfied are you with 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*
3. How satisfied or dissatisfied are you that the public receives information about decision making in a PROMPT and TIMELY manner?



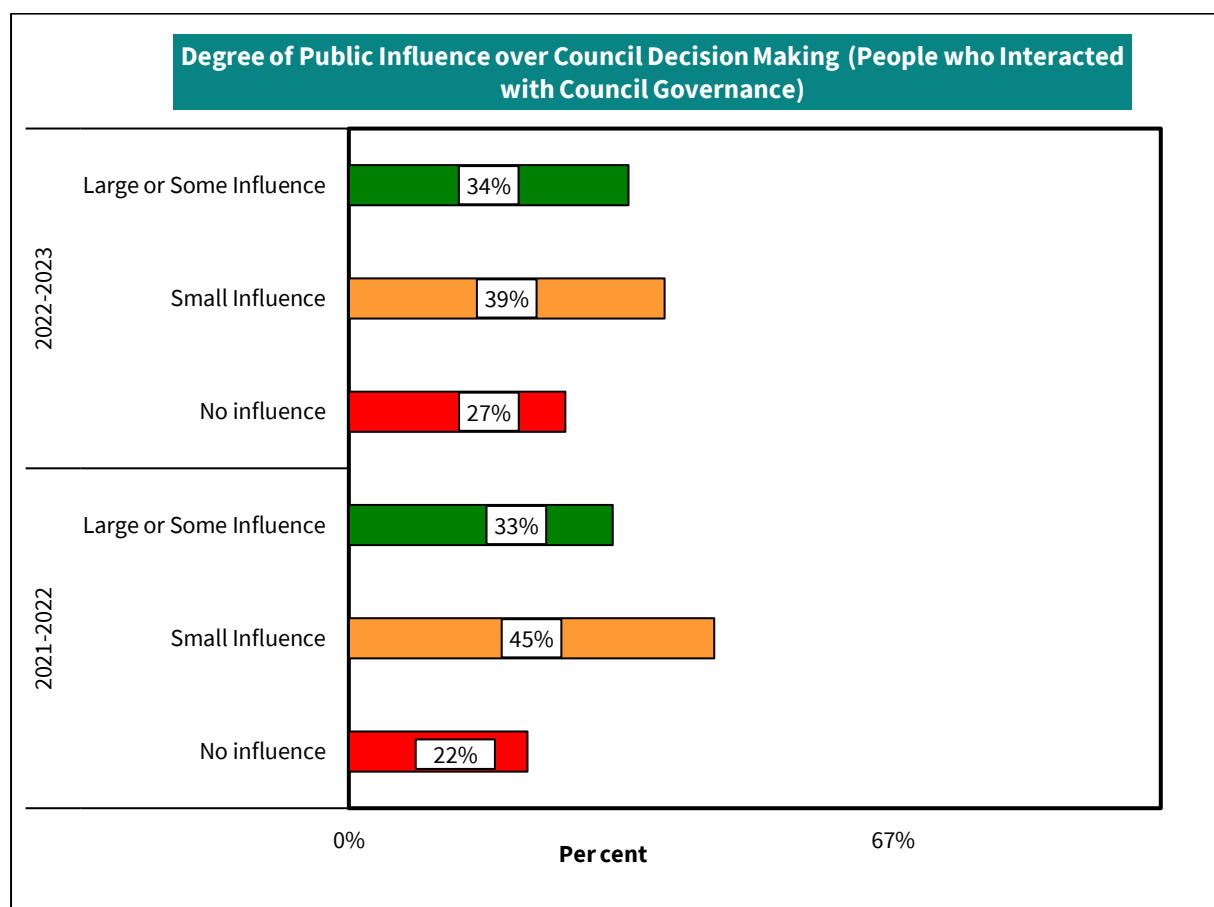
Satisfaction Results		Very Satisfied / Strongly Agree	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied / Strongly Disagree	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Understanding of decision making	n	32	87	31	22	7	2	181
	%	17.7%	48.1%	17.1%	12.2%	3.9%	1.1%	100.0%
Accuracy of information about decisions	n	11	65	29	52	23	1	181
	%	6.1%	35.9%	16.0%	28.7%	12.7%	0.6%	100.0%
Prompt and timely information about decisions	n	7	43	37	55	33	5	180
	%	3.9%	23.9%	20.6%	30.6%	18.3%	2.8%	100.0%
AVERAGE RATING	n	50	195	97	129	63	8	542
	%	9.2%	36.0%	17.9%	23.8%	11.6%	1.5%	100.0%

## Public Influence on Council Decision Making

### Question

Score based on the survey question stated below:

1. How much INFLUENCE do you feel the public has on the decisions the Council makes?



Satisfaction Results		Large Influence	Some Influence	Small Influence	No Influence	Don't Know	TOTAL
Not Applicable responses have been removed from the results							
Influence on decision making	n	9	53	70	48	0	180
AVERAGE RATING	%	5.0%	29.4%	38.9%	26.7%	0.0%	100.0%

## Opportunities to Participate in and Contribute to Council Decision Making

### Questions

- How satisfied or dissatisfied are you with the OPPORTUNITIES TO HAVE A SAY in what the Council does?
- How satisfied or dissatisfied are you that the Council makes it EASY for you TO USE and ENGAGE with our decision making processes? *This includes clear instructions about processes and timelines, having options for engaging with us and being able to talk to staff and elected members about decisions*

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Opportunities to have a say	n	16	71	30	40	21	1	179
	%	8.9%	39.7%	16.8%	22.3%	11.7%	0.6%	100.0%
Decision making processes being easy to use and engage with	n	7	65	34	47	25	1	179
	%	3.9%	36.3%	19.0%	26.3%	14.0%	0.6%	100.0%
AVERAGE RATING	n	23	136	64	87	46	2	358
	%	6.4%	38.0%	17.9%	24.3%	12.8%	0.6%	100.0%

## Making Decisions in Best Interests of City

### Questions

- How satisfied or dissatisfied are you that the Council MAKES DECISIONS that are in the BEST INTERESTS of the city?

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Decisions made in best interests of city	n	4	38	37	56	40	4	179
AVERAGE RATING	%	2.2%	21.2%	20.7%	31.3%	22.3%	2.2%	100.0%

## Public Transport Facilities

### Appearance, Safety and Ease of Use of Bus Interchange and Hubs

#### Methodology

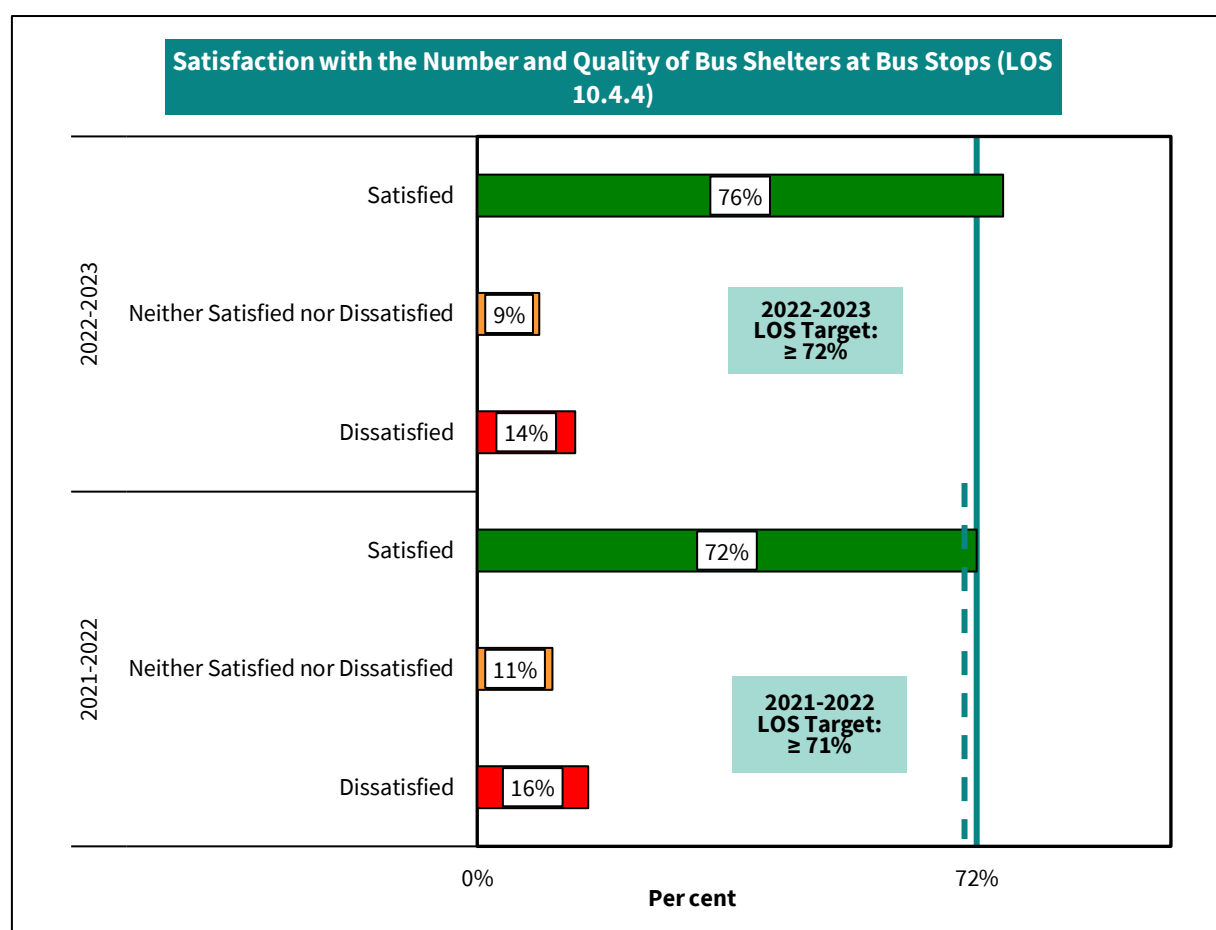
Score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of the Bus Interchange OR Hub/Lounge? *This includes layout, type and design*
2. How satisfied or dissatisfied are you with the CONDITION of the Bus Interchange OR Hub/Lounge? *This includes maintenance and how it is looked after (like cleanliness and no graffiti and vandalism)*
3. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge DURING THE DAY? *This includes safety from crime, amount of lighting, and road safety (like separating people from buses and other road users)*
4. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge AFTER DARK?

**Time in field:** Face to face surveying took place between November and December 2022

**Completed Surveys:** 250

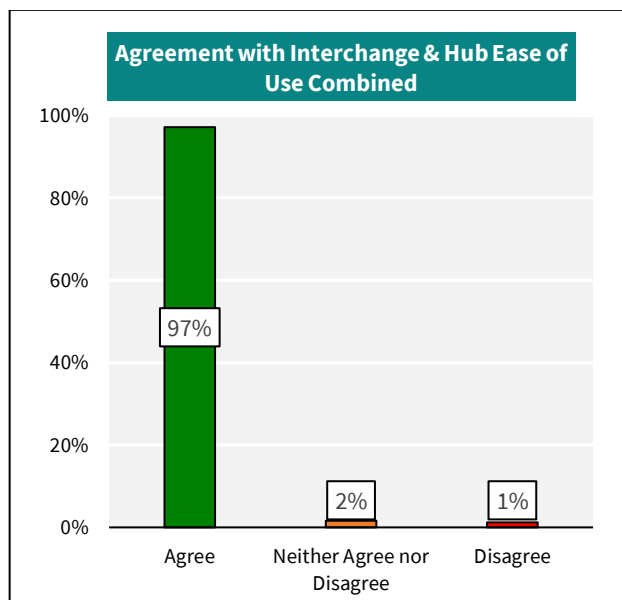
**Sites surveyed:** Bus Interchange, Riccarton Bus Lounge



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Interchange appearance	n	96	92	3	8	0	0	199
	%	48.2%	46.2%	1.5%	4.0%	0.0%	0.0%	100.0%
Interchange condition	n	87	98	6	7	1	1	200
	%	43.5%	49.0%	3.0%	3.5%	0.5%	0.5%	100.0%
Interchange safety during day	n	42	95	12	34	13	1	197
	%	21.3%	48.2%	6.1%	17.3%	6.6%	0.5%	100.0%
Interchange safety at night	n	17	46	12	25	20	19	139
	%	12.2%	33.1%	8.6%	18.0%	14.4%	13.7%	100.0%
Suburban hub appearance	n	22	26	2	0	0	0	50
	%	44.0%	52.0%	4.0%	0.0%	0.0%	0.0%	100.0%
Suburban hub condition	n	29	20	1	0	0	0	50
	%	58.0%	40.0%	2.0%	0.0%	0.0%	0.0%	100.0%
Suburban hub safety during day	n	9	36	2	1	1	0	49
	%	18.4%	73.5%	4.1%	2.0%	2.0%	0.0%	100.0%
Suburban hub safety at night	n	5	26	3	4	2	4	44
	%	11.4%	59.1%	6.8%	9.1%	4.5%	9.1%	100.0%
AVERAGE RATING	n	307	439	41	79	37	25	928
	%	33.1%	47.3%	4.4%	8.5%	4.0%	2.7%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the Interchange (or suburban hub/lounge)?





<b>Agreement Results</b> Not Applicable responses have been removed from the results	<b>Number</b>	<b>Percent</b>
Strongly Agree	82	33.3%
Agree	157	63.8%
Neither Agree nor Disagree	4	1.6%
Disagree	2	0.8%
Strongly Disagree	1	0.4%
Don't Know	0	0.0%
<b>Total</b>	<b>246</b>	<b>100.0%</b>
Not applicable	0	