

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

Notes: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

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 2023	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	
Strategic Planning and Policy	Public Information and Participation	4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making)	Community	At least 27%	Met	Stable	Improving	29%	26%	28%	26%	34%	28%	41%	38% ⁰	45%	
Governance	Governance and Decision Making	4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Community	At least 32%	Met	Improving	Improving	35%	31%	33%	26%	32%	29%	41%	37%	44%	
Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 To manage and maintain public artworks, monuments and artefacts	Community	≥ 65%	Met	Stable	Improving	68%	66%	67%	64%	71%	NA	NA	NA	NA	
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%	Met	Improving	Improving	55%	50%	48%	51%	63%	NA	NA	NA	NA	
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	Community	≥ 80%	Not Met	Stable	Improving	77%	76%	82%	80%	82%	82%	NA	NA	NA	NA
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%	Met	Stable	Improving	73%	76% ^{0a}	78%	75%	74%	73%	66%	68%	NA	
Refuse Disposal	Solid Waste and Resource Recovery	8.0.3 Customer satisfaction with kerbside collection service	Community	At least 80%	Met	Improving	Improving	82%	78%	78%	82%	87%	88%	91%	90%	91%	
Stormwater Drainage	Stormwater Drainage	14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network	Community	≥ 40%	Met	Stable	Improving	43%	44%	45%	43%	47%	35%	52%	50% ¹	45%	
Transport	Transport	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities	Community	≥ 50%	Met	Improving	Improving	55%	49%	49%	44%	49%	39%	48%	51% ²	54%	
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥ 50%	Not Met	Stable	Improving	NA ⁵	52%	50%	51%	59%	48%	51%	47%	NA	
		10.5.2 Improve perception that Christchurch is a cycling friendly city	Community	≥ 66%	Met	Stable	Improving	66%	65%	65%	61%	64%	51%	56%	53%	37%	
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Community	≥ 85%	Not Met	Stable	Improving	71%	70%	74%	83%	85%	76%	81%	84%	82%	
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 25%	Met	Stable	Improving	28%	27%	29%	26%	27%	20%	34%	37%	30%	
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 41%	Not Met	Improving	Improving	32%	35%	36%	40%	41%	34%	48%	51%	51%	
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services	Community	≥ 65%	Not Met	Stable	Improving	59%	59%	60%	66%	71%	79% ³	79%	80%	78%	
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies	Community	≥ 80%	Not Met	Stable	Improving	79%	77%	75%	72%	81%	NA	NA	NA	NA	
		12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 60%	Not Met	Stable	Improving	59%	57%	52%	54%	60%	NA	NA	NA	NA	

		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%			53%	46%	45%	48%	37%	79% ⁴	90%	91%	88%
Overall Satisfaction with Council Performance	NA						43%	42%	49%	50%	62%	55%	72%	74%	65%
Ease of Interaction with Council	NA						55%	53%	57%	65%	74%	65%	67%	70%	NA

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component

0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward

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

2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component

3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward

4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance (there was also a minor question wording change in 2016)

5 Surveyed via Point of Contact programme from 2022-2023 onward

	LOS target met		Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)		LOS target not met		Baseline result or target to be set
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)		Deleted level of service or not a level of service
	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	NA	No information available

Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met ¹	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014	Survey Result 2013	Survey Result 2012
Governance and Decision Making	Percentage of residents who agree the Council makes decisions in the best interests of the city	NA	NA			33%	31%	36%	37%	45%	40%	55%	52%	52%	47%	46%	42%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				28%	25%	30%	30%	34%	33%	45%	42%	44%	39%	36%	39%
	The Council is open and transparent	NA	NA	NA		24%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council can be trusted	NA	NA	NA		28%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council has a good reputation	NA	NA	NA		29%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council acts with integrity and honesty	NA	NA	NA		29%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council is accountable for what it does	NA	NA	NA		30%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council understands the needs of residents and what they care about	NA	NA	NA		23%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council communicates clearly with residents the results of Council decisions	NA	NA	NA		32%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	<i>The Council communicates clearly with residents about how their views have informed Council decisions</i>	NA	NA	NA		22%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	<i>Council managers and staff are doing a good job</i>	NA	NA	NA		34%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	<i>The Council makes wise spending decisions</i>	NA	NA	NA		16%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	<i>The Council provides good value for ratepayers' money</i>	NA	NA	NA		20%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	<i>The Council honours the principles of the Treaty of Waitangi</i>	NA	NA	NA		37%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	<i>Leadership of the Mayor and Councillors</i>	NA	NA	NA		30%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Emergency Preparedness	<i>Improve the level of community and business awareness and preparedness of risks from hazards and their consequence</i>	NA	NA			61%	61%	NA	NA	69%	71%	NA	NA	NA	NA	NA	NA
Events and Festivals	<i>Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)</i>	90%				68%	60%	66%	66%	73%	70%	80%	84%	86%	86%	90%	90%
City Promotions	<i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i>	85%				60%	54%	62%	62%	67%	72% ²	79%	83%	83%	84%	83%	85%
Refusal Disposal	<i>Recyclable materials (yellow bin)</i>	90%				81%	76%	76%	80%	88%	93%	94%	95%	95%	93%	94%	97%
	<i>Residual waste (red bin)</i>	90%				84%	81%	80%	85%	88%	89%	93%	92%	92%	90%	93%	95%
	<i>Organic material (green bin)</i>	80%				81%	77%	77%	81%	84%	83%	85%	82%	85%	82%	83%	82%

¹ The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

² From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only