

Summary of Levels of Service Results:

General Service Satisfaction Survey 2013-2014

Group	Activity	Performance Standard	LTP Performance Standard	Level of Service Target	LOS Target Met	Residents Survey Result 2013/14	Residents Survey Result 2012/13	Residents Survey Result 2011/12
Community Support	2.2 Build Stronger Communities	2.2.6 Provide Safety Projects to work towards making Christchurch safer	Yes	Perception neighbourhood safe in daytime: At least 81%		91%	-	-
			Yes	Perception neighbourhood is safe in night time: At least 66%		52%	-	-
Democracy and Governance	4.0 City Governance and Decision Making	4.0.1 Resident understanding of how Council makes decisions	Yes	At least 40%		36%	40%	34%
		4.0.2 Resident satisfaction that Council makes decisions in the best interests of Christchurch	Yes	At least 48%		47%	46%	37%
		4.0.8 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	Yes	At least 55%		39%	36%	39%
		4.0.9 Proportion of residents that are satisfied with the opportunities to access information about Council decisions	No	At least 40%		43%	36%	38%
	4.1 Public Participation in Democratic Processes	4.1.9 Percentage of residents that feel they can participate in and contribute to Council decision-making	Yes	At least 46%		34%	-	-
Economic Development	5.3 City Promotions	5.3.1 Residents are satisfied with the provision of information available to them about events, activities and attractions in Christchurch	Yes	85%		84%	83%	85%
Recreation and Leisure	7.2 Events and Festivals	7.2.2 Provide and support year round programme of events	Yes	At least 90%		86%	90%	90%
Refuse Minimisation and Disposal	8.0 Recyclable Materials Collection and Processing	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	Yes	At least 90%		93%	94%	97%
	8.1 Residual Waste Collection and Disposal	8.1.4 Customer satisfaction with kerbside collection of residual waste	Yes	At least 90%		90%	93%	95%
	8.2 Organic Material Collection and Composting	8.2.3 Customer satisfaction with kerbside collection service for organic material	Yes	At least 80%		82%	83%	82%
Roads and Footpaths	10.0 Road Network	10.0.3 Resident Satisfaction with road and footpath quality	Yes	Maintain baseline of at least: 45% (Footpaths) 35% (Roads)		Footpaths: 43% Roads: 27%	Footpaths: 35% Roads: 45%	Footpaths: 46% Roads: 40%

	10.1 Active Travel	<i>10.1.4 Amenity: Perception that Christchurch is a cycle friendly city</i>	No	At least 40%		26%	38%	42%
		<i>10.1.5 Amenity: Perception that Christchurch is a walking friendly city</i>	No	At least 80%		77%	75%	81%
		<i>10.1.6 Residents satisfaction with the appearance and quality of Pedestrian Malls (eg. City Mall)</i>	No	Baseline		70%	60%	65%
	10.3 On-Street Parking	<i>10.3.3 Customer satisfaction with ease of use of meters</i>	Yes	Maintain 97%		50%	62%	52%
Sewerage Collection, Treatment and Disposal	11.0 Wastewater Collection	<i>11.0.1 Wastewater collection is provided in a safe, convenient and efficient manner</i>	Yes	At least 80%		74%	84%	82%
Water Supply	12.0 Water Supply	<i>12.0.2 Risk to potable water supply is managed</i>	No	At least 90%		84%	88%	85%
	12.1 Water Conservation	<i>12.1.3 Public awareness of water conservation</i>	Yes	At least 70%		79%	50%	91%
Stormwater Drainage and Flood Protection and Control Works	14.0 Stormwater Drainage	<i>14.0.3 Customer satisfaction with the maintenance of waterways and their margins</i>	Yes	At least 66%		51%	56%	61%
Overall Satisfaction with Council Service Performance	Executive Team Plan on a Page – Satisfy Customers	<i>Percentage of residents satisfied or very satisfied with overall performance of Council services</i>	No	77%		64%	70%	70%