



Christchurch City Council

2019 General Service Satisfaction Survey

Research Report | April 2019



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1 Summary of Findings



1 Summary of Findings

1.1 Summary of Levels of Service Results: General Service Satisfaction Survey 2019

















	LOS target met		LOS target not met		Top performing services (85%+ satisfaction)
	Moderate performing service (between 50% to 84% satisfaction)		Under performing services (less than 50% satisfaction)		Increase in satisfaction score by 4% or more since last year
	Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year		Deleted level of service or not a level of service
NA	No information available				

Activity Group	Activity	Performance Standard	LTP Performance Standard	2018-19 LOS Target	2018-19 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2019	Survey Result 2019	Survey Result 2018
Governance	Governance and Decision Making	4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Yes	At least 41%				32%	29%
Parks, Heritage and Coastal Environment	Heritage (parks assets)	6.9.1.5 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks)	Yes	≥ 90%		NA		71%	NA
		6.1.9.6 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings)	Yes	≥ 70%		NA		63%	NA
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	Yes	≥ 80%		NA		82%	NA
Refuse Disposal	Solid Waste	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	No	At least 90%				88%	93%
		8.1.4 Customer satisfaction with kerbside collection service for residual waste	No	At least 90%				88%	89%
		8.2.3 Customer satisfaction with kerbside collection service for organic material	No	At least 80%				84%	83%
Roads and Footpaths	Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	Yes	≥ 38%				27%	20%
		16.0.9 Improve resident satisfaction with footpath condition	Yes	≥ 52%				41%	34%

Activity Group	Activity	Performance Standard	LTP Performance Standard	2018-19 LOS Target	2018-19 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2019	Survey Result 2019	Survey Result 2018
Stormwater Drainage	Stormwater Drainage	14.0.3 Proportion of residents with the management of the Council's stormwater network	Yes	≥ 37%	✓	↗	↻	47%	35%
Transportation	Active Travel	10.5.2 Improve perception that Christchurch is a cycling friendly city	Yes	≥ 53%	✓	↗	☔	64%	51%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Yes	≥ 84%	✓	↗	↻	85%	76%
	Parking	10.3.3 Improve customer perception of the ease of use of Council on- street parking facilities	Yes	≥ 50%	✗	↗	↻	49%	39%
		10.3.7 Improve customer perception of vehicle and personal security at Council off-street parking facilities	Yes	≥ 50%	✓	↗	☔	59%	48%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services	Yes	≥ 79%	✗	↘	☔	71%	79%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies	Yes	≥ 85%	✗	NA	☔	81%	NA
		12.0.1.14 Proportion of residents satisfied with the responsiveness of Council water supplies	Yes	≥ 85%	✗	NA	☔	60%	NA
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Yes	≥ 65%	✗	↘	↻	37%	79% ¹
Overall Satisfaction with Council Performance		NA				↗		62%	55%
Ease of Interaction with Council		NA				↗		74%	65%

¹ 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)

1.2 Additional Service Satisfaction Results

Service	Detail	2017-18 LOS Target	2017-18 LOS Target Met ²	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2019	Survey Result 2019	Survey Result 2018
Governance and Decision Making	Percentage of residents that have confidence the Council makes decisions in the best interests of the city	NA	NA			45%	40%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	55%				34%	33%
	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)	50%				39%	28%
Emergency Preparedness	Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	NA	NA			69%	71%
Events and Festivals	Lead the promotion and marketing of Christchurch events and the city as an events destination	90%				73%	70%
City Promotions	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%				67%	72% ³

² If the 2017-18 level of service target was applied to the 2018-19 result, would the service have passed the 2017-18 target?

³ 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

1.3 Key Recommendations

The 2019 General Services Satisfaction Survey identifies improvements in perception of the Council's performance amongst Christchurch City residents.

This is best exemplified in the level of overall satisfaction with the services the Council provides, which has risen to 62% from 55% recorded in 2018, a statistically significant increase returning satisfaction levels closer to the long-term average.

One particular area of success, where the Council has achieved a high satisfaction score ($\geq 85\%$), above Levels of Service (LOS) targets, and seen an increase in satisfaction since 2018, is in improving perceptions that Christchurch is a walking-friendly city (85% satisfaction, up from 76% in 2018).

“ *There's a good variety to go for outdoor activities. That the walking options are generally well looked after. The cycling tracks, as in the cycle ways or the biking you can do along the rivers, you know the different options. There's a variety of options for people who want to be doing something different. The mountain biking tracks around the port hills and Victoria tracks and the Halswell quarry. There's a large variety on offer for that and that's what we like.*

This is part of a larger trend whereby residents are displaying higher satisfaction with the presentation of outdoor precincts in the city, in keeping with ongoing redevelopment and regeneration. A new measure, satisfaction with the presentation of inner city parks, reported satisfaction levels of 82%, above the LOS target of 80%, while perceptions that Christchurch is cycling-friendly city also saw a significant increase (64% vs 51% in 2018).

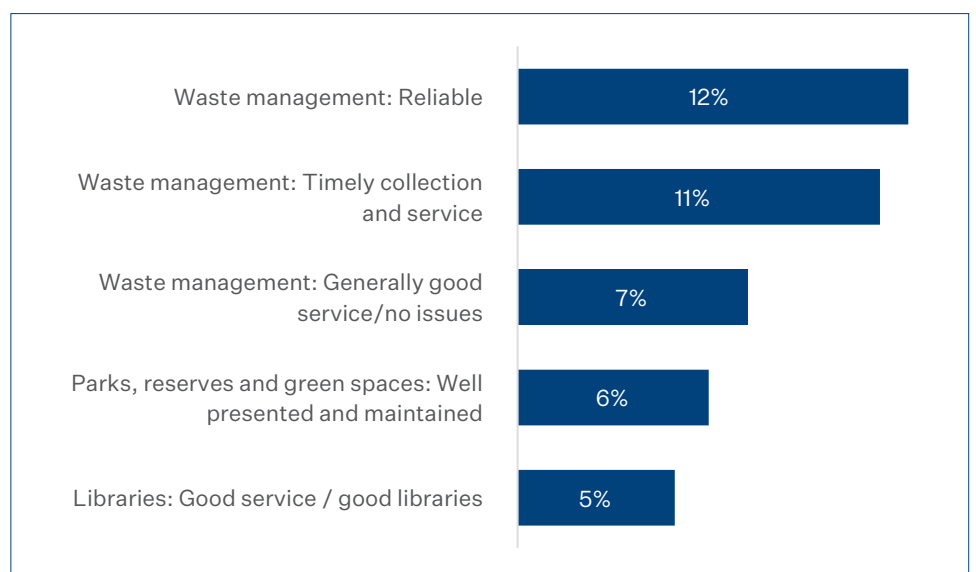
Refuse disposal is another success area, with all three related measures achieving above 80% satisfaction, above or close to LOS targets. Waste management services were the ones more likely to be called out as particular successes in residents' verbatim comments:

One service the Council is performing best in



Base: (n=776)

Describe why you think the Council is performing best in this area



Base: (n=776)

However, this report also clearly illustrates that Christchurch City Council continues to face significant challenges moving forward. Residents continue to identify the quality of roading and footpaths as areas of major concern, and while progress has been made in both these areas since 2018 (20% -> 27% and 34% -> 41% respectively), both levels fall well short of LOS targets and a majority of residents being satisfied.

“ *The Council are spending millions of dollars on moving monuments from the square, they are spending money unwisely while road repairs need to be done on the majority of Christchurch.*

“ *I am in a wheelchair. The footpaths are no good for me, they are not properly accessible, and because we live on the East side, we get forgotten.*

Parking, both on-street and off-street, is in a similar situation, where satisfaction levels with parking facilities (ease of use and security) have increased year-on-year, but remain at a relatively low level (49% and 59% respectively).

“ *Well there is a lot of buildings that have been built around the hospitals, there is no parking for people who are visiting the hospital, on the streets or you have to walk quite a bit when there should be car parking beside the hospital, that makes people's lives easier.*

The ‘three waters’ are another area of concern. Stormwater drainage has seen an increase in satisfaction, and has met its LOS targets, but less than half (47%) of residents remain satisfied with the Council's performance. Wastewater collection has seen a dip in satisfaction levels (71%, down from 79% in 2018). However, the drinking water supply has emerged as a key issue. Satisfaction levels for reliability and responsiveness regarding water supply performed moderately, although below LOS targets. The main area of concern is water quality with many residents mentioning chlorination as an undesirable attribute.

“ *Some areas still have chlorine, looking after the maintenance of the aquifers, it's maintained to a high standard obviously, but protecting the public health is important too. I would like the Council to look into allergies that people have had to chlorine in the water. I have developed dermatitis from the chlorine in the water. I have talked to numerous people that also suffer from it. There has been no information from the Council about this problem.*

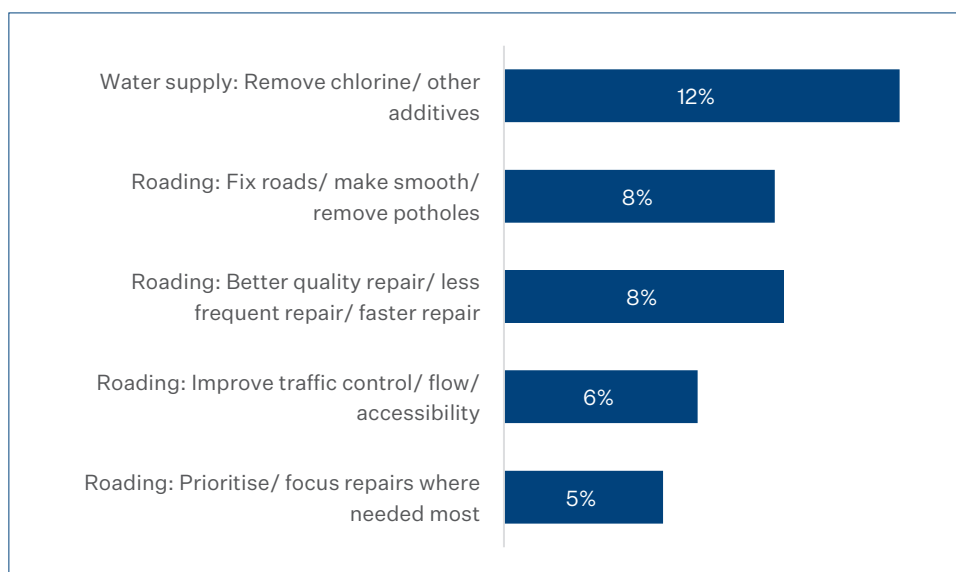
It is in this area that public perception of the Council’s performance falls furthest short of Levels of Service targets (37% satisfaction vs 65% target). Water quality (especially chlorination) and roading were the two service areas most frequently mentioned in verbatim responses to the question of what the Council should be doing better:

One service the Council must improve



Base: (n=776)

Describe what you think Council should be doing to improve performance in this area



Base: (n=776)

2019 also saw the introduction of new Levels of Service measures surrounding the maintenance of public assets such as monuments and heritage buildings. While the majority of residents are satisfied with the Council's performance here, satisfaction levels are below targets.

Finally, public understanding of Council governance and decision-making remains weak, with levels stable year-on-year (32% vs 29% in 2018) and below LOS targets.

“ *There's an awful lot of meetings, but no decision making. We need to get on and get things done, particularly in the residential red zone, and the big empty spaces to make it feel like a city*

In summary, the 2019 Survey shows a significant increase in public satisfaction with Council services, while also highlighting some new and ongoing challenges. Roading and water quality are the issues at the forefront of public consciousness, and thus represent the most likely issues to address to further increase satisfaction levels in general.

2 Research Method



2 Research Method

2.1 Research Context

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

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

2.2 Research Design

The 2019 Residents' Survey was completed using a telephone only method that called landlines and cell phones in the Christchurch and Banks Peninsula region.

The fieldwork was undertaken between 28th February and 16th April 2019, with piloting taking place on February 28th and then surveying taking place between the 4th March and 16th April 2019. This fieldwork period was more elongated than in previous years (roughly twice the duration of 2018, and extending over two weeks later in the year), with a major factor being the Christchurch terrorist attack which took place on March 15th. The attack had a severe effect on the psyche of the city, and therefore on residents' willingness to take the survey. There was a complete moratorium placed on calling for 9 days, and survey response rates from that point on remained lower than expected.

2.1 Survey Response Rate 2019 vs 2018 for comparison

	2019	2018
Total valid calls (less unusable, non-qualifiers and unavailable)	7471	2205
Interrupted surveys	137	98
Refusals	2784	1335
Valid surveys	779	772
Survey Response Rate	10.4%	35%

Survey response rate was also hampered by a long interview length, averaging 25.5 minutes. With survey response rates dropping rapidly across the market research field, this is an area which will need to be addressed in future: the Annual Survey is overly long for many residents, overburdening them and introducing a greater non-response bias whereby only those residents prepared to commit to a half-hour interview end up having their voice heard.

Sampling for the 2019 survey was conducted through a randomised quota approach. Quotas were set to ensure that age, gender and geographic bias were not introduced to the sample frame (see Section 3). A set sampling interval ensured a random selection of numbers from throughout the region were called and statistical margins of error can be applied to the results with confidence.

The maximum margin of error for the achieved sample of n=776 is +/-3.5% at a 95% confidence level.

2.3 Sample Composition

The achieved survey sample is representative of the Christchurch City and Banks Peninsula population in terms of age, gender and community board.

2.2 Age

	% Population (2013 Census)	Proportion of respondents	Number of respondents
18-24	14%	15%	113
25-49	43%	40%	313
50-64	24%	26%	203
65+	19%	19%	147

2.3 Gender

	% Population (2013 Census)	Proportion of respondents	Number of respondents
Male	50%	50%	391
Female	50%	49%	384
Gender diverse	-	0%	1

2.4 Community Board

	% Population (2013 Census)	Proportion of respondents	Number of respondents
Banks Peninsula	2%	2%	17
Coastal-Burwood	14%	15%	117
Fendalton-Waimairi- Harewood	19%	18%	136
Halswell-Hornby- Riccarton	19%	21%	166
Linwood-Central- Heathcote	20%	22%	167
Papanui-Innes	13%	11%	84
Spreydon-Cashmere	13%	11%	89

2.4 Notes on Reporting Conventions

Levels of resident satisfaction with services are measured in this report by first removing all respondents who answered 'don't know', 'not applicable' or similar; then, combining the scores for the top two responses: satisfied and very satisfied (or similar). When reporting at a topline level and comparing to LOS targets, we have reported rounded whole numbers. In the detailed findings, all charts and tables measuring satisfaction show percentages to one decimal place, to increase granularity and reduce instances where rounding may cause apparent asymmetry between charts and tables.

3 Detailed Findings



3 Detailed Findings

3.1 Strategic Governance

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

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

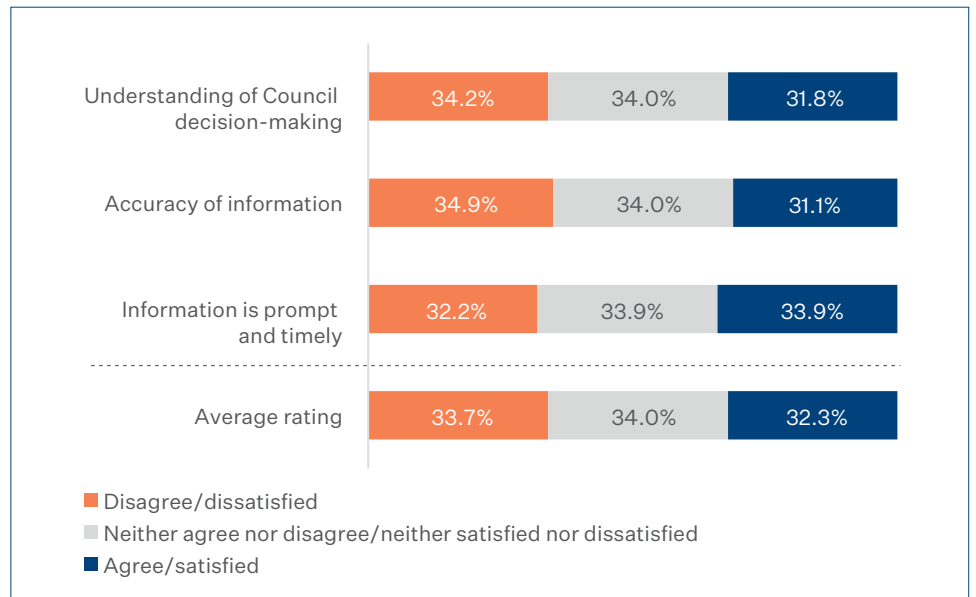
“Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”

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

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

On average, 32% rated the Council’s decision-making process favourably. This result falls below the Level of Service (LOS) target of 41%.

3.1 Ratings of participation in and contribution to Council decision-making



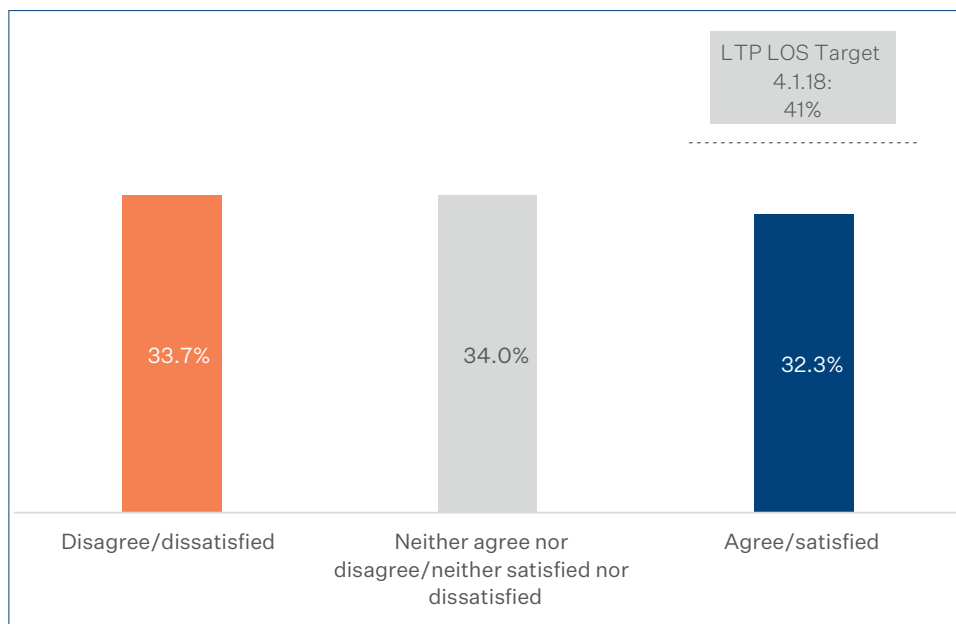
Base: Total sample excluding don't know/not applicable (n=767/768/761)

3.2 Ratings of participation in and contribution to Council decision-making

	Don't know/not applicable	Strongly disagree/very dissatisfied	Disagree/dissatisfied	Neither agree nor disagree/neither satisfied nor dissatisfied	Agree/satisfied	Strongly agree/very satisfied
Understanding of Council decision-making	n 9	70	192	261	188	56
	%	9.1%	25.0%	34.1%	24.5%	7.3%
Accuracy of information	n 8	73	195	261	181	58
	%	9.5%	25.4%	33.9%	23.6%	7.6%
Information is prompt and timely	n 15	65	180	258	211	47
	%	8.5%	23.7%	33.9%	27.7%	6.2%
AVERAGE RATING		9.0%	24.7%	34.0%	25.3%	7.0%

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

3.3 Average ratings of participation in and contribution to Council decision-making



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

3.2 Parks, Heritage & Coastal Environments

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

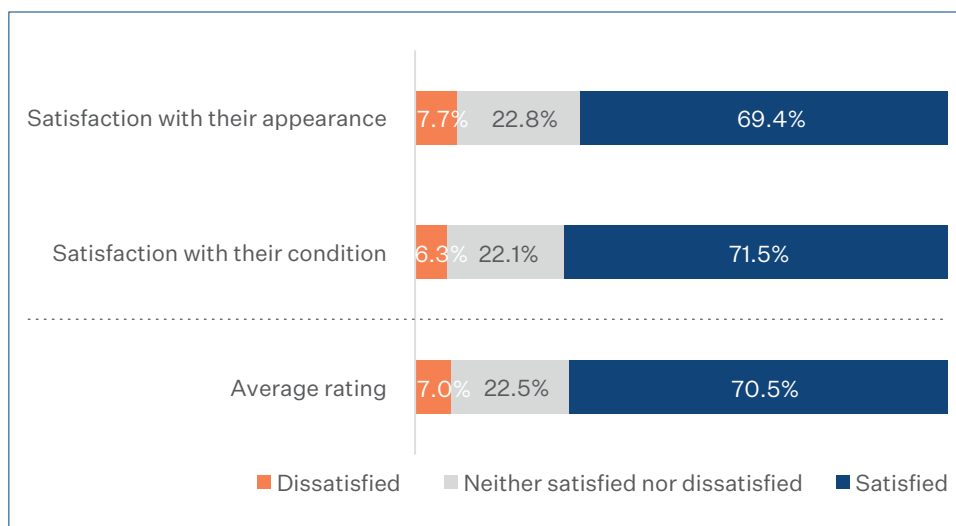
Survey participants were asked to evaluate the appearance and condition of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied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

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

“Overall, how satisfied or dissatisfied are you with their condition?”

On average, 71% were satisfied with the appearance and condition of the monuments. This result falls below the Level of Service (LOS) target of 90%.

3.4 Satisfaction with appearance and condition of monuments and other heritage objects



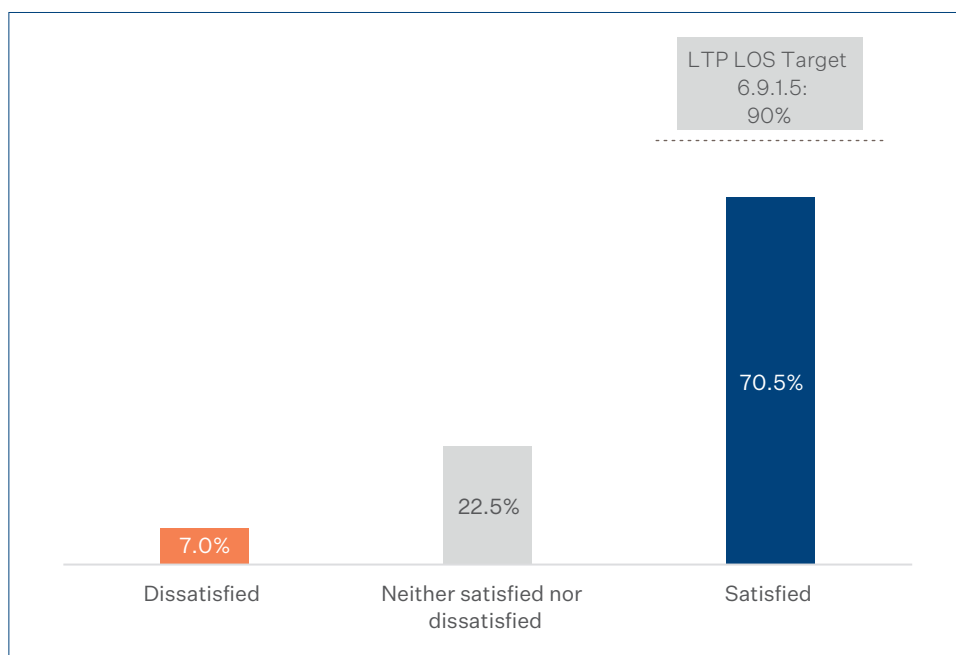
Base: Total sample excluding don't know/not applicable (n=763/745)

3.5 Satisfaction with appearance and condition of monuments and other heritage objects

		Don't know/not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with their appearance	n	13	11	48	174	323	207
	%		1.4%	6.3%	22.8%	42.3%	27.1%
Satisfaction with their condition	n	31	9	38	165	374	159
	%		1.2%	5.1%	22.1%	50.2%	21.3%
AVERAGE RATING			1.3%	5.7%	22.5%	46.3%	24.2%

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

3.6 Average level of satisfaction with monuments and other heritage objects



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

3.2.2 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings) (LOS 6.1.9.6)

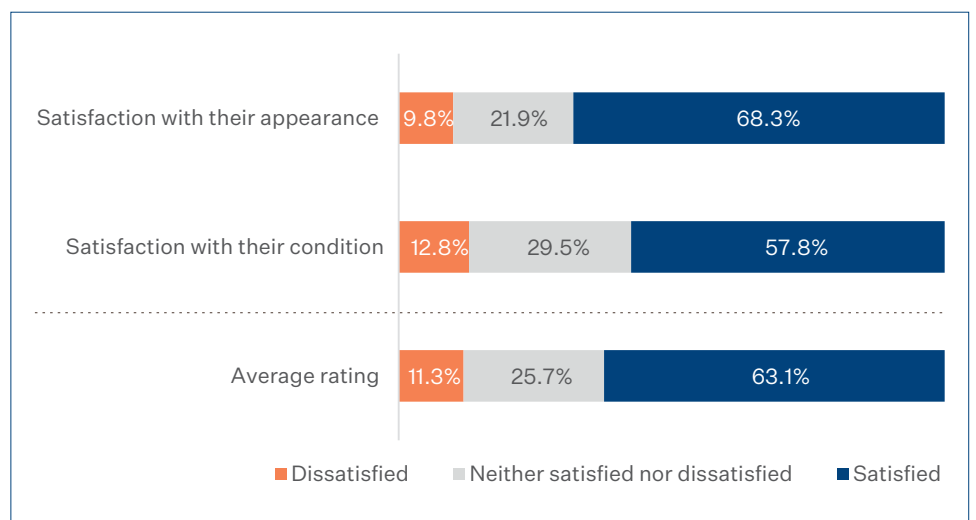
Survey participants were asked to evaluate the appearance and condition of the city’s heritage buildings. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

“Overall, how satisfied or dissatisfied are you with the condition of these buildings?”

On average, 63% were satisfied with the appearance and condition of the heritage buildings. This result falls below the Level of Service (LOS) target of 70%.

3.7 Satisfaction with appearance and condition of city’s heritage buildings



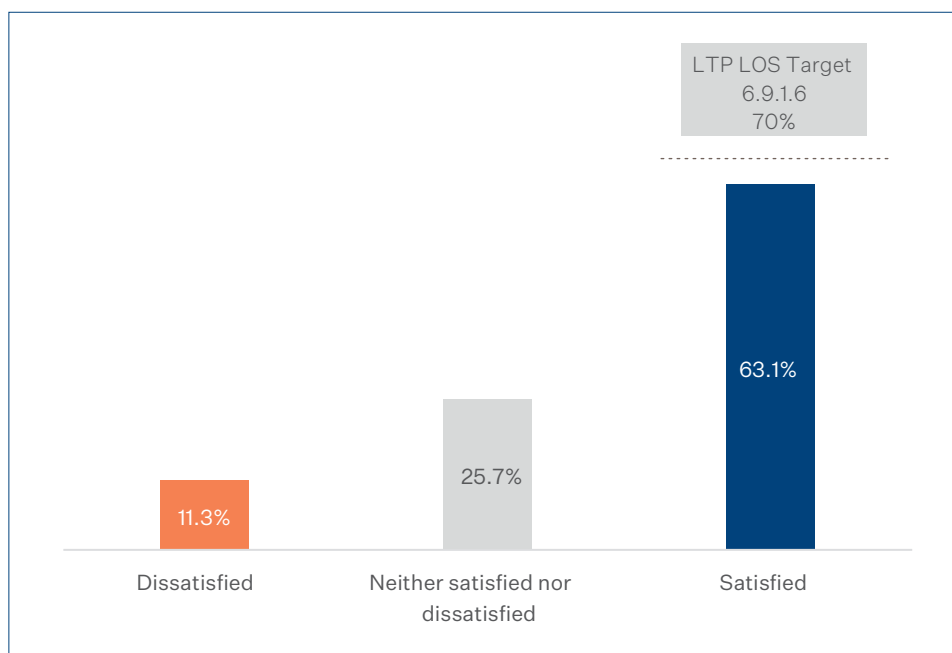
Base: Total sample excluding don't know/not applicable (n=748/745)

3.8 Satisfaction with appearance and condition of city’s heritage buildings

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with their appearance	n	28	18	55	164	389	122
	%		2.4%	7.4%	21.9%	52.0%	16.3%
Satisfaction with their condition	n	31	19	76	220	329	101
	%		2.6%	10.2%	29.5%	44.2%	13.6%
AVERAGE RATING			2.5%	8.8%	25.7%	48.1%	14.9%

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

3.9 Average level of satisfaction with city’s heritage buildings



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

3.3 Refuse Disposal

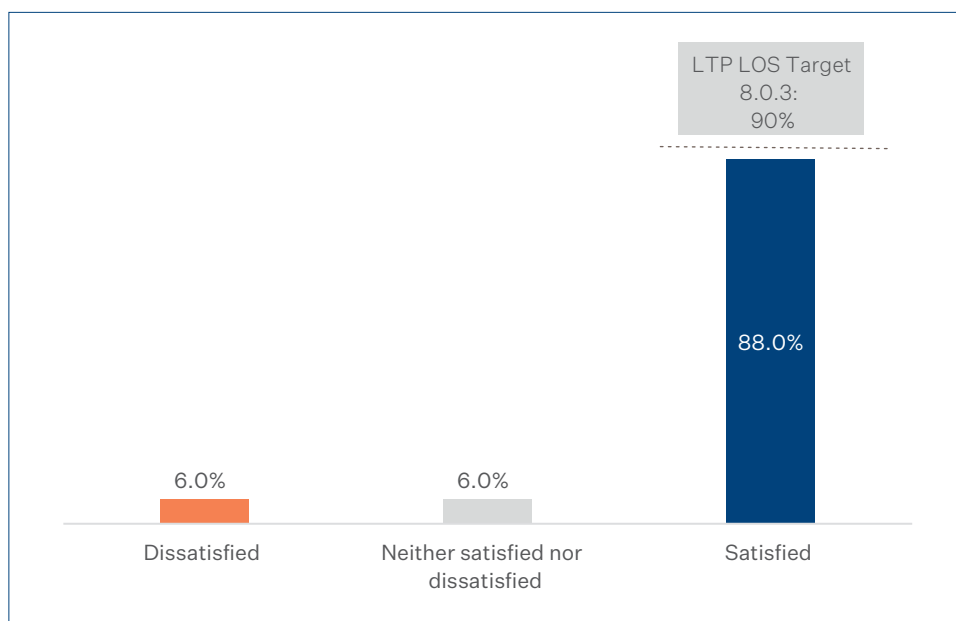
3.3.1 Customer satisfaction with kerbside collection service for Recyclable materials (LOS 8.0.3)

Survey participants were asked to rate their satisfaction with kerbside collection of recyclable waste. This was rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

88% of residents were satisfied with kerbside recycling. This result falls almost in line with the Level of Service (LOS) target of 90%.

3.10 Satisfaction rates with kerbside recycling waste (yellow bin)



Base Total sample excluding don't know/not applicable (n=765)

3.11 Satisfaction with kerbside recycling waste-yellow bin

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with kerbside recycling	n 11	1.0%	5.0%	6.0%	38.0%	50.0%
	%	9	36	45	294	381

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

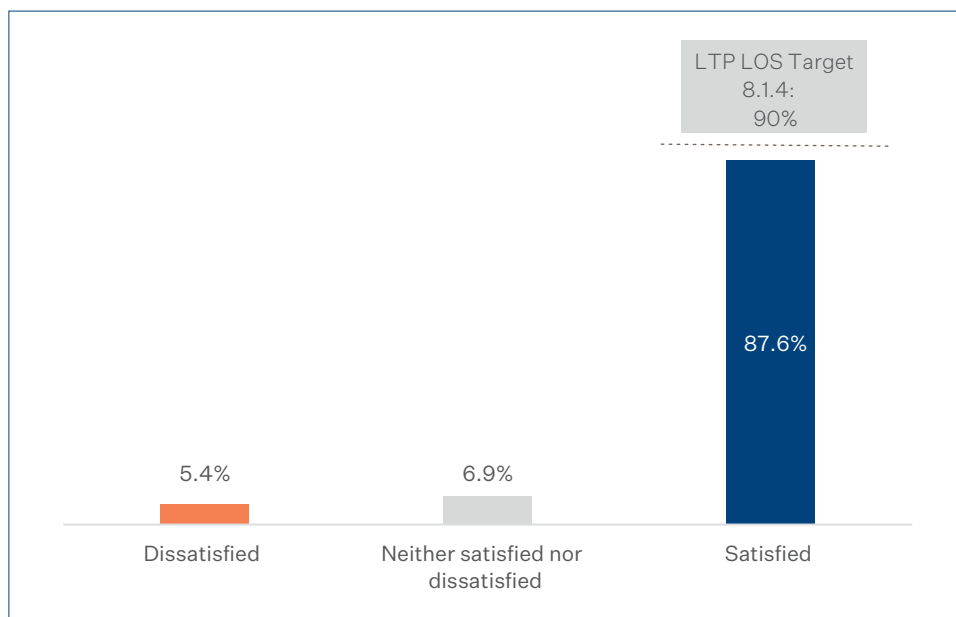
3.3.2 Customer satisfaction with kerbside collection service for Residual waste (LOS 8.1.4)

Survey participants were asked to rate their satisfaction with kerbside collection of residual waste. This was rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

88% of residents were satisfied with kerbside residual waste. This result falls almost in line with the Level of Service (LOS) target of 90%.

3.12 Level of satisfaction with kerbside residual waste (red bin)



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

3.13 Satisfaction with kerbside residual waste-red bin

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with kerbside rubbish	n 9	8	34	53	294	378
	%	1.0%	4.4%	6.9%	38.3%	49.3%

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

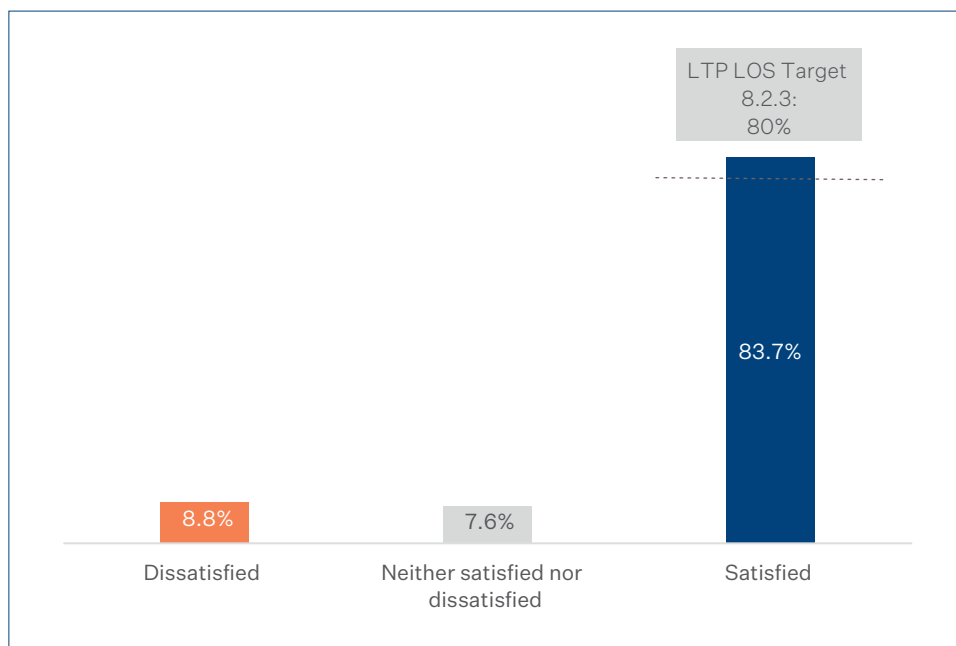
3.3.3 Customer satisfaction with kerbside collection service for Organic material (LOS 8.2.3)

Survey participants were asked to their satisfaction with kerbside collection of organic material. This was rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

84% of residents were satisfied with kerbside collection of organic material. This result exceeds the Level of Service (LOS) target of 80%.

3.14 Level of satisfaction with kerbside organic material (green bin)



Base: Total sample excluding don't know/not applicable (n=765)

3.15 Satisfaction with kerbside organic material-green bin

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with organic material	n	11	22	45	58	278	362
	%		2.9%	5.9%	7.6%	36.3%	47.3%

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

3.4 Sewage and Stormwater

3.4.1 Provide wastewater collection in a safe, convenient and efficient manner (LOS 11.0.1.6)

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

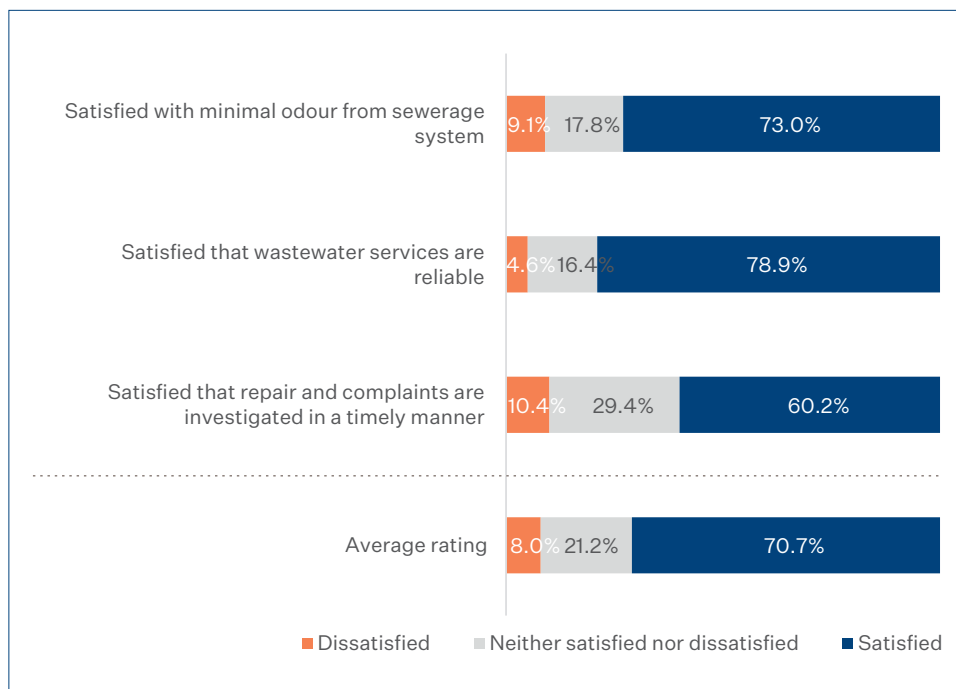
“Wastewater collection is about the underground pipes that take wastewater (eg. from your toilets, showers etc) away from homes and to the treatment plant. Overall how satisfied or dissatisfied are you that there is minimal odour from the sewerage system”

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

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

On average, 71% were satisfied with the sewerage and wastewater facilities. This result falls below the Level of Service (LOS) target of 79%.

3.16 Satisfaction with sewerage and wastewater services



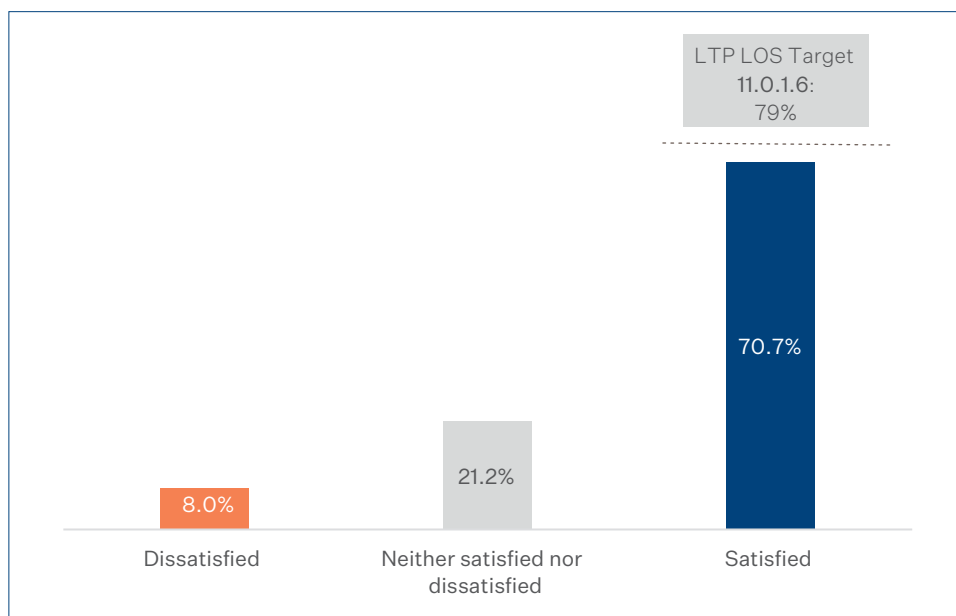
Base: Total sample excluding don't know/not applicable (n=747/756/703)

3.17 Satisfaction with sewerage and wastewater services

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Minimal odour from sewerage system	n	29	11	57	133	332	214
	%		1.5%	7.6%	17.8%	44.4%	28.6%
Wastewater services are reliable	n	20	4	31	124	379	218
	%		0.5%	4.1%	16.4%	50.1%	28.8%
Repairs and complaints are investigated in a timely manner	n	73	22	51	207	303	120
	%		3.1%	7.3%	29.4%	43.1%	17.1%
AVERAGE RATING			1.7%	6.3%	21.2%	45.9%	24.8%

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

3.18 Average Level of satisfaction with sewerage and wastewater services



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

3.4.2 Proportion of residents with the management of the Council’s Stormwater network (LOS 14.0.3)

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

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

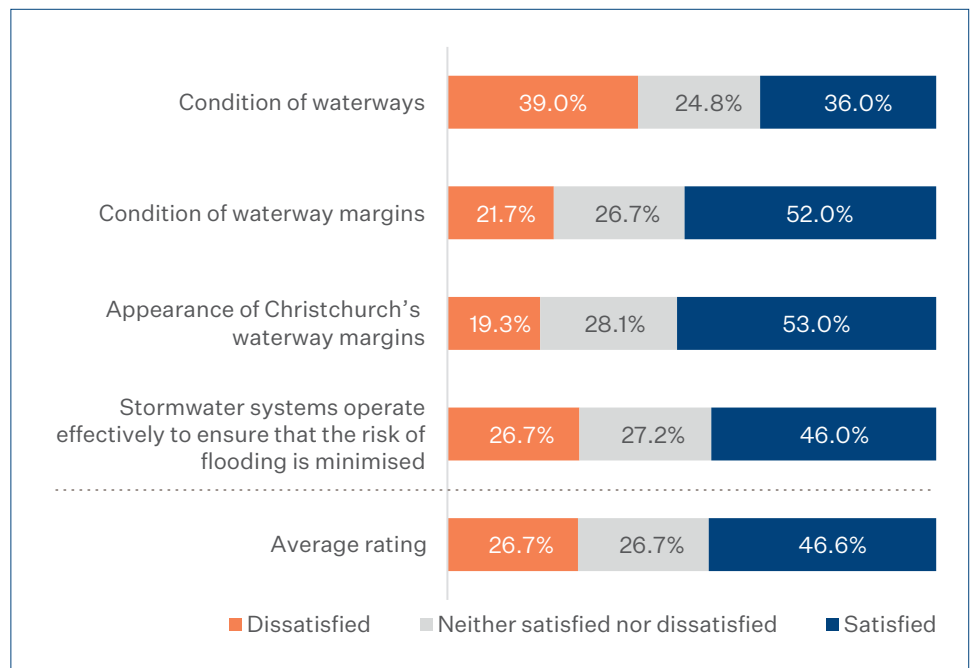
“Overall, how satisfied or dissatisfied are you with the condition of waterway margins?”

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

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

On average, 47% were satisfied with the stormwater network. This result lies above the Level of Service (LOS) target of 37%.

3.19 Satisfaction with waterways and stormwater network



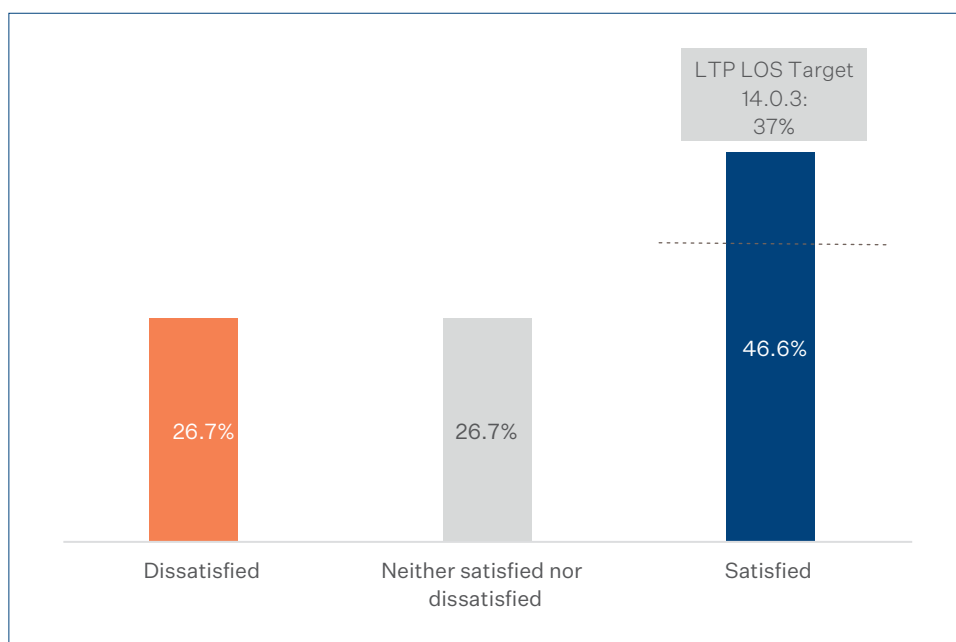
Base: total sample excluding Don’t know/not applicable (n=755/764/766/750)

3.20 Ratings of aspects of waterways and stormwater network

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of waterways	n	21	72	223	187	224	49
	%		9.5%	29.5%	24.8%	29.7%	6.5%
Condition of waterway margins	n	12	38	128	204	314	80
	%		5.0%	16.8%	26.7%	41.1%	10.5%
Appearance of Christchurch's waterway margins	n	10	27	121	215	312	91
	%		3.5%	15.8%	28.1%	40.7%	11.9%
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	26	39	161	204	280	66
	%		5.2%	21.5%	27.2%	37.3%	8.8%
AVERAGE RATING			5.8%	20.9%	26.7%	37.2%	9.4%

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

3.21 Level of satisfaction with waterways and stormwater network



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

3.5 Transportation

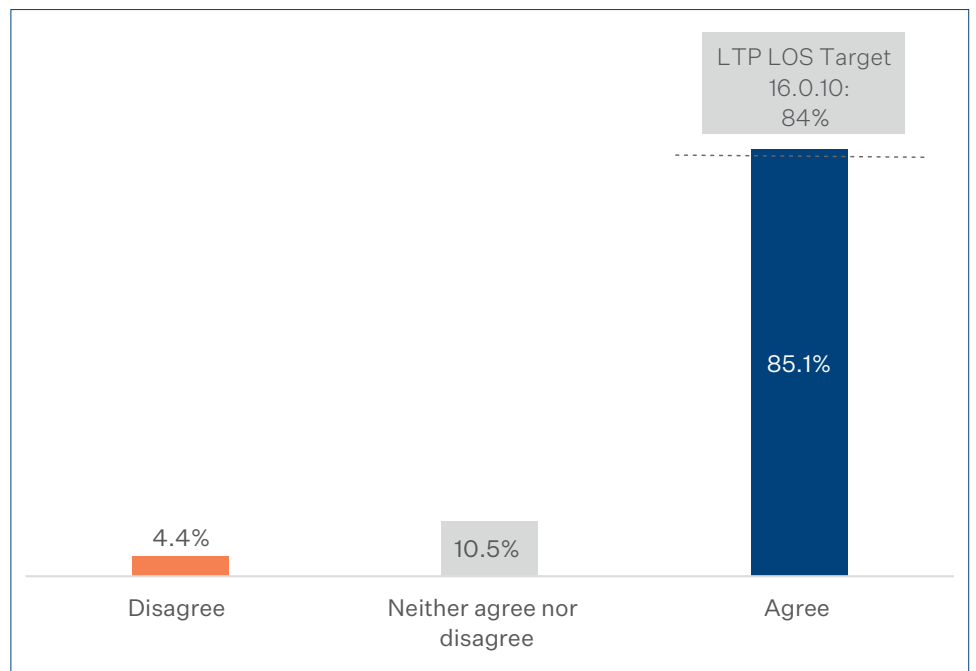
3.5.1 Maintain the perception that Christchurch is a walking friendly city (LOS 16.0.10)

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

“Overall, how much would you agree or disagree that Christchurch is a walking friendly city?”

85% were in agreement that Christchurch is a walking friendly city. This result is just over the Level of Service (LOS) target of 84%.

3.22 Perceptions around Christchurch being a walking friendly city



Base: Total sample excluding don't know/not applicable (n=770)

3.23 Ratings towards Christchurch being a walking friendly city

	n	Don't know / not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a walking friendly city	6	5	29	81	353	302	
	%	0.6%	3.8%	10.5%	45.8%	39.2%	

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

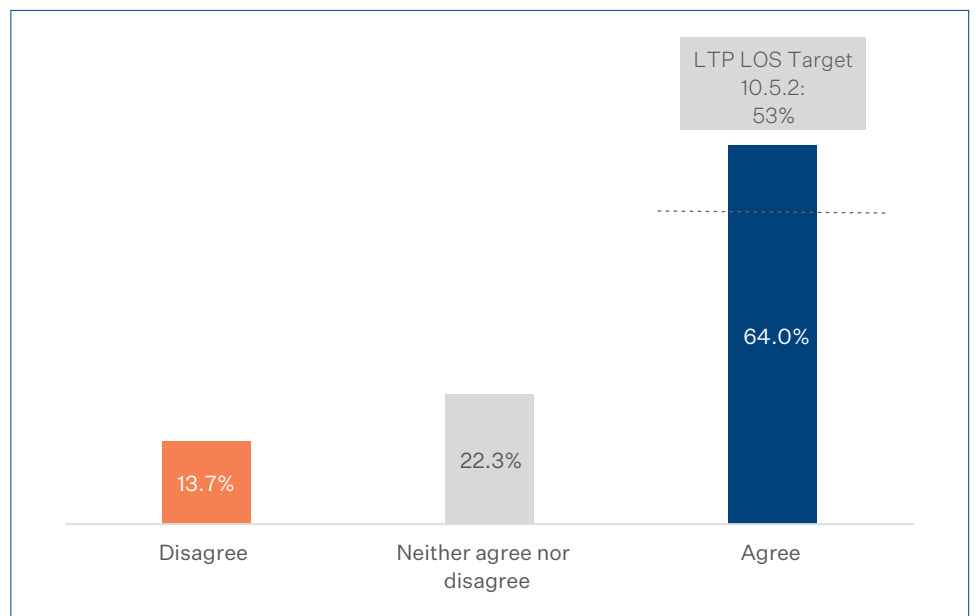
3.5.2 Improve perception that Christchurch is a cycling friendly city (LOS 10.5.2)

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

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

On average, 64% agreed Christchurch is a ‘cycle-friendly’ city. This result exceeds the Level of Service (LOS) target of 53%.

3.24 Perceptions about cycle friendly atmosphere



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

3.25 Ratings of how cycle friendly Christchurch city is

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a cycle friendly city	n 17	23	81	169	312	174
	%	3.0%	10.7%	22.3%	41.1%	22.9%

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

3.6 Roads and Footpaths

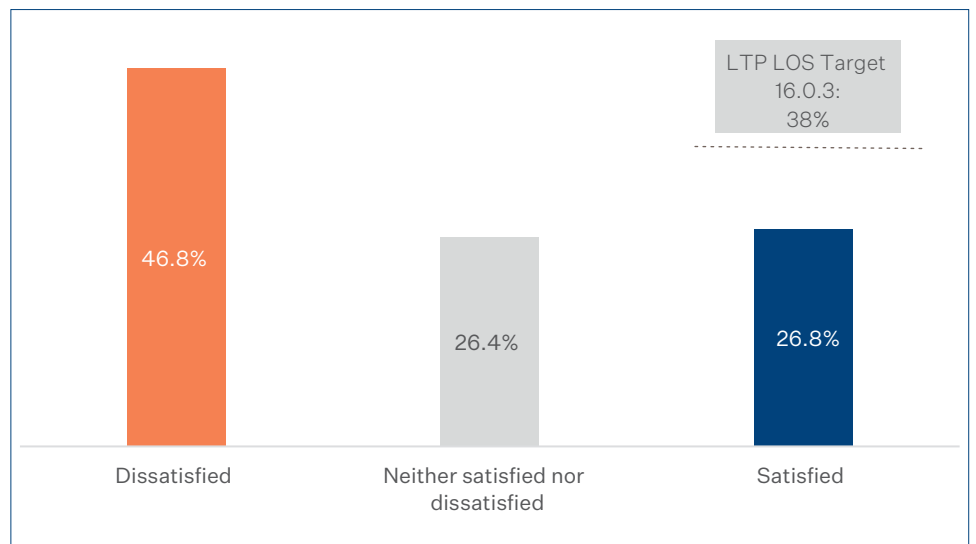
3.6.1 Maintain resident satisfaction with roadway condition (LOS 16.0.3)

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

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

27% residents were satisfied with the roads. This result falls below the Level of Service (LOS) target of 38%.

3.26 Satisfaction with condition of roads excluding residential red zone roads



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

3.27 Satisfaction with condition of roads excluding residential red zone roads

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of roads	n 4	103	258	204	180	27
	%	13.3%	33.4%	26.4%	23.3%	3.5%

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

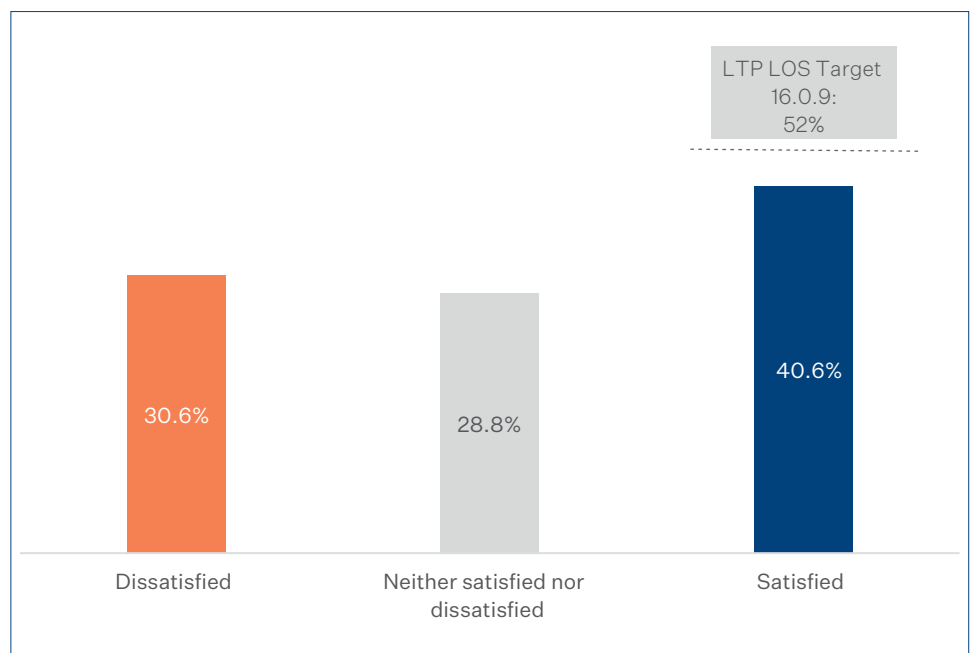
3.6.2 Maintain resident satisfaction with footpath condition (LOS 16.0.9)

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

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

41% residents were satisfied with the footpaths in the city. This result falls under the Level of Service (LOS) target of 52%.

3.28 Satisfaction with condition of footpaths excluding residential red zone footpaths



Base: Total sample excluding don't know/not applicable (n=764)

3.29 Satisfaction with condition of footpaths excluding residential red zone footpaths

	n	Don't know/not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of footpaths excluding residential red zone footpaths		12	55	179	220	267	43
	%		7.2%	23.4%	28.8%	34.9%	5.6%

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

3.7 Water Supply

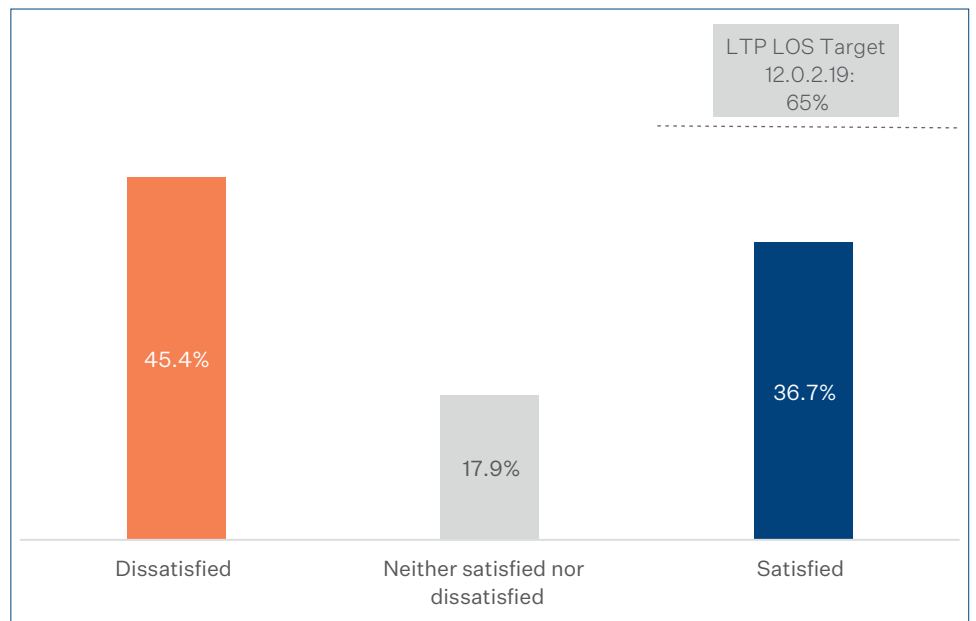
3.7.1 Proportion of residents satisfied with the quality of Council water supplies (LOS 12.0.2.19)

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

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

37% of residents were satisfied with the quality of water supply. This result falls below the Level of Service (LOS) target of 65%.

3.30 Satisfaction with quality of water supply



Base: Total sample excluding don't know/not applicable (n=765)

3.31 Satisfaction rating with quality of water supply

	n	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Quality of water supply		11	127	220	137	180	101
	%		16.6%	28.8%	17.9%	23.5%	13.2%

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

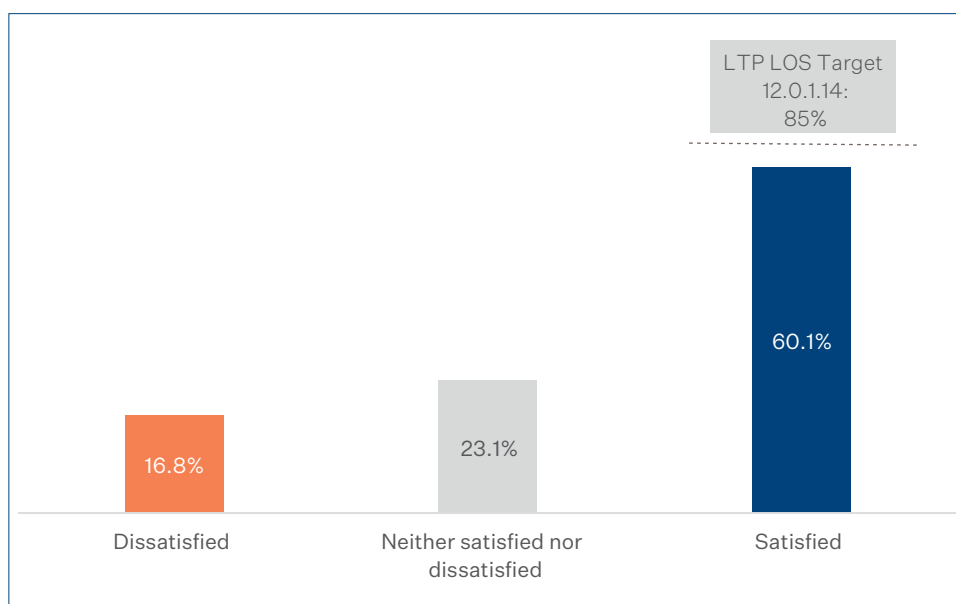
3.7.2 Proportion of residents satisfied with the responsiveness of Council water supplies (LOS 12.0.1.14)

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

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

60% of residents were satisfied with the with the responsiveness offered by the Council. This result falls below the Level of Service (LOS) target of 85%.

3.32 Satisfaction rating regarding Council repairs and attending to water supply complaints in a timely manner



Base: Total sample excluding don't know/not applicable (n=764)

3.33 Satisfaction rating regarding Council repairs and attending to water supply complaints in a timely manner

	n	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council repairs leaks and investigates complaints in a timely manner		49	39	83	168	292	145
	%		5.4%	11.4%	23.1%	40.2%	19.9%

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

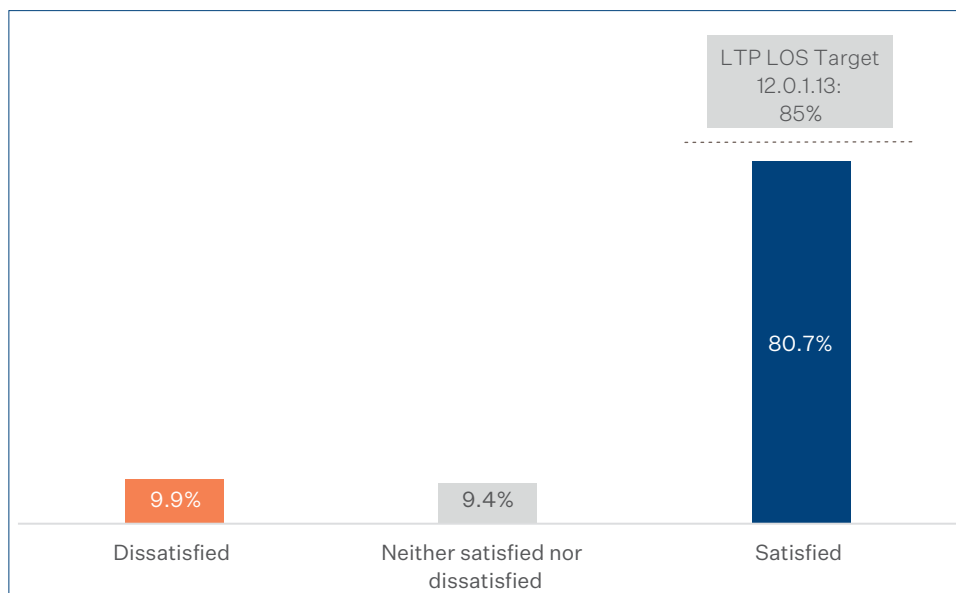
3.7.3 Proportion of residents satisfied with the reliability of Council water supplies (LOS 12.0.1.13)

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

“Overall, how satisfied or dissatisfied are you that the water supply is reliable?”

81% of residents were satisfied with the with the reliability of water supply. This result falls below the Level of Service (LOS) target of 85%.

3.34 Satisfaction with reliability



Base Total sample excluding don't know/not applicable (n=727)

3.35 Satisfaction rating with reliability of water supply

	Don't know / not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Quality of water	n 12	13	63	72	352	264
	%	1.7%	8.2%	9.4%	46.1%	34.6%

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

3.8 Parking

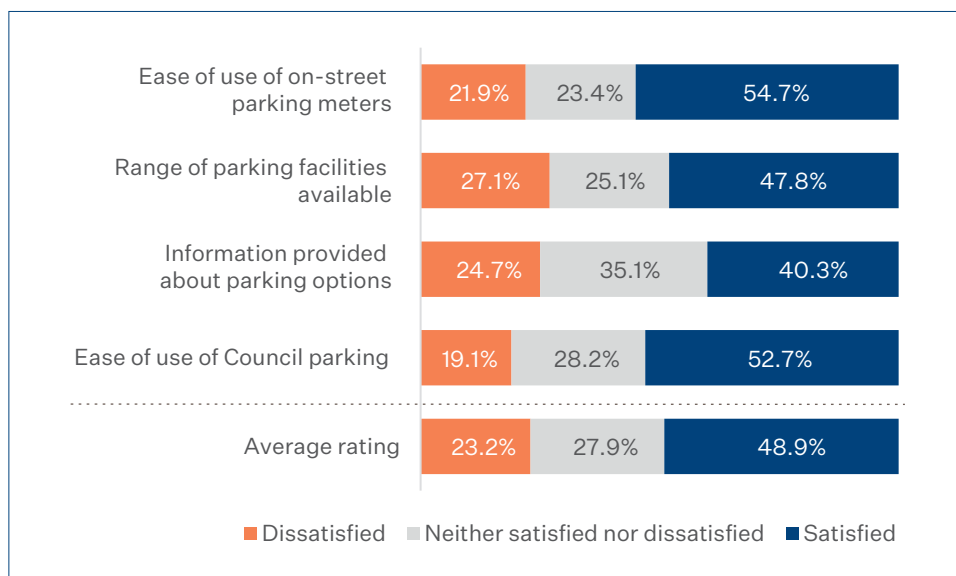
3.8.1 Improve customer perception of the ease of use of Council on-street parking facilities (LOS 10.3.3)

Survey participants were asked to rate their satisfaction with respect to parking facilities. Four factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied

- “Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?”
- “Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you?”
- “Overall how satisfied or dissatisfied are you with the information provided by the Council about parking options?”
- “Overall how satisfied or dissatisfied are you with the ease of use of Council parking?”

On average, 49% of residents were satisfied with aspects of parking. This result just falls below the Level of Service (LOS) target of 50%.

3.36 Satisfaction rating for on-street parking facilities



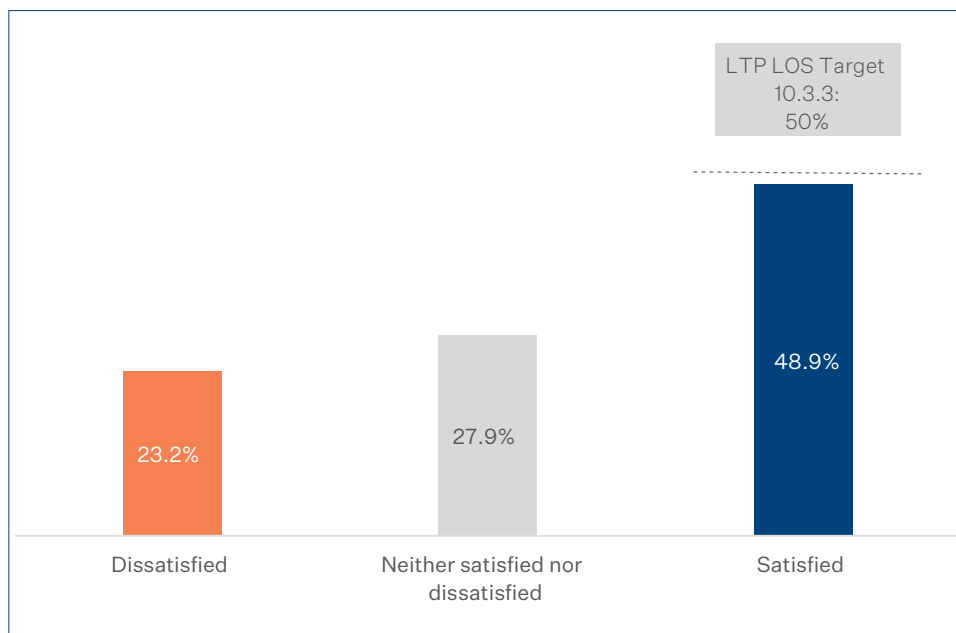
Base: Total sample excluding don't know/not applicable (n=702/728/730/727)

3.37 Satisfaction rating for parking

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Ease of use of on-street parking meters	n	74	49	105	164	275	109
	%		7.0%	15.0%	23.4%	39.2%	15.5%
Range of parking facilities available	n	48	43	154	183	267	81
	%		5.9%	21.2%	25.1%	36.7%	11.1%
Information provided about parking options	n	46	38	142	256	222	72
	%		5.2%	19.5%	35.1%	30.4%	9.9%
Ease of use of Council parking	n	49	29	110	205	286	97
	%		4.0%	15.1%	28.2%	39.3%	13.3%
AVERAGE RATING			5.5%	17.7%	27.9%	36.4%	12.5%

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

3.38 Average rating for parking facilities



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

3.8.2 Improve resident perception of motor vehicle safety and personal security at parking facilities (LOS 10.3.7)

Survey participants were asked to rate motor vehicle safety at run-off street parking. Three factors were rated using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

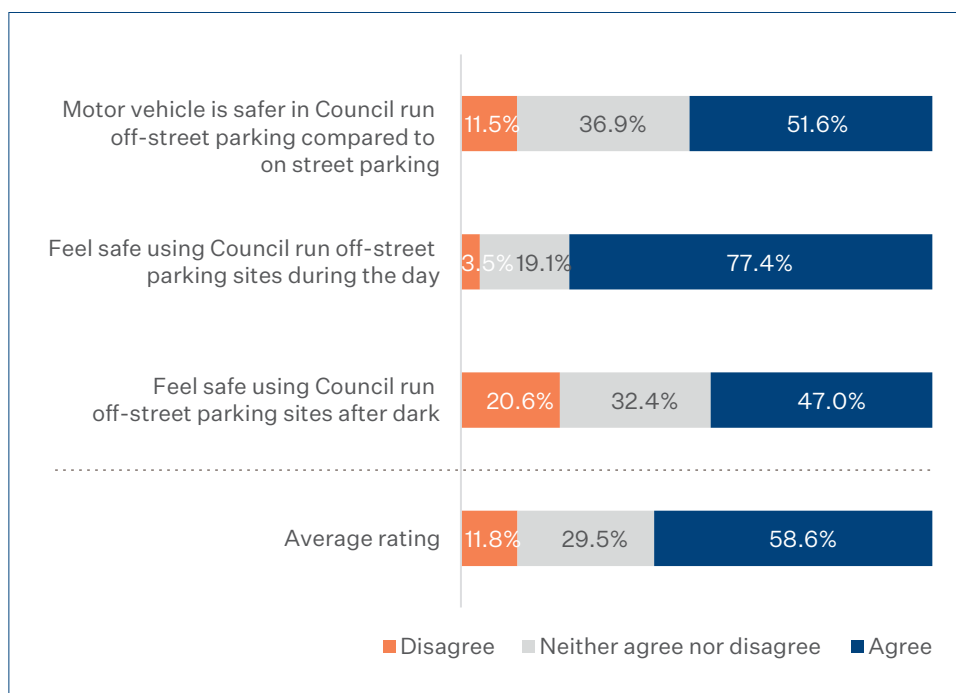
“Overall, how much would you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking?”

“How much would you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

“How much would you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

On average, 59% agreed that they feel safe using off-street parking. This result exceeds the Level of Service (LOS) target of 50%.

3.39 Safety in off-street parking facilities



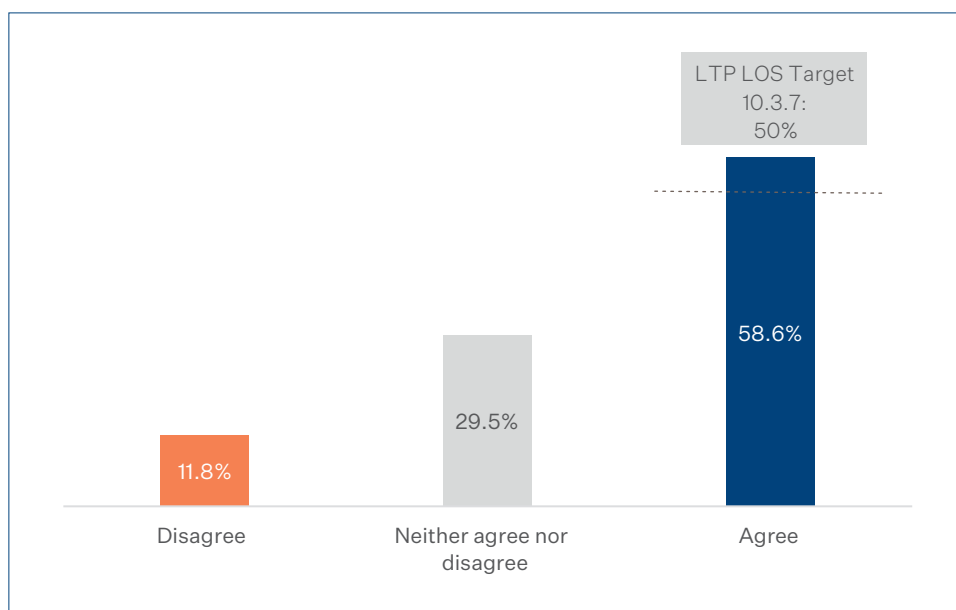
Base: Total sample excluding don't know/not applicable (n=713/711/655)

3.40 Perceptions over Safety of motor vehicles

	n	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Motor vehicle is safer in Council run off-street parking compared to on street parking	63	12	70	263	269	99	
			1.7%	9.8%	36.9%	37.7%	13.9%
Feel safe using Council run off-street parking sites during the day	65	3	22	136	336	214	
			0.4%	3.1%	19.1%	47.3%	30.1%
Feel safe using Council run off-street parking sites after dark	121	27	108	212	232	76	
			4.1%	16.5%	32.4%	35.4%	11.6%
AVERAGE RATING			2%	9.8%	29.5%	40.1%	18.5%

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

3.41 Average level of agreement with motor vehicle safety



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

3.9 Parks and Green Spaces

3.9.1 Overall customer satisfaction with the presentation of the City’s Parks (inner city parks) (LOS 6.8.4.2)

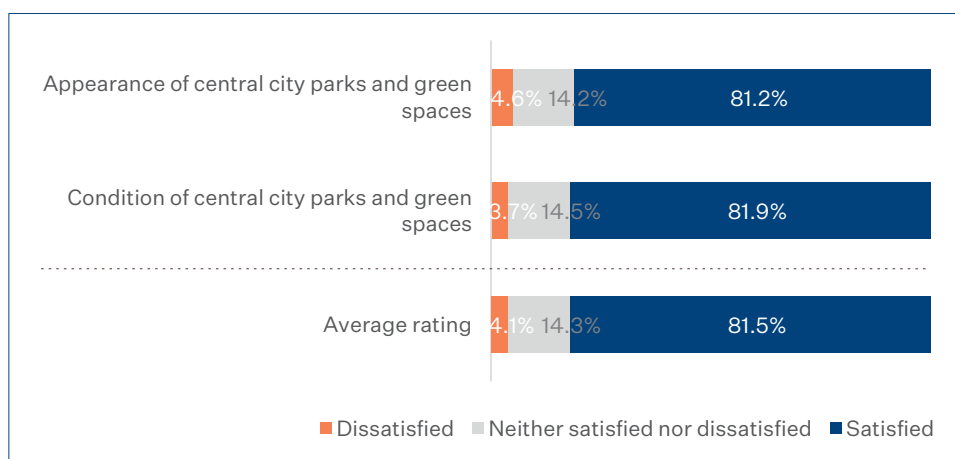
Survey participants were asked to rate their satisfaction with respect to parks and green spaces. Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

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

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

On average, 82% of residents were satisfied with parks and green spaces. This result just falls above the Level of Service (LOS) target of 80%

3.4.2 Satisfaction about parks and green spaces



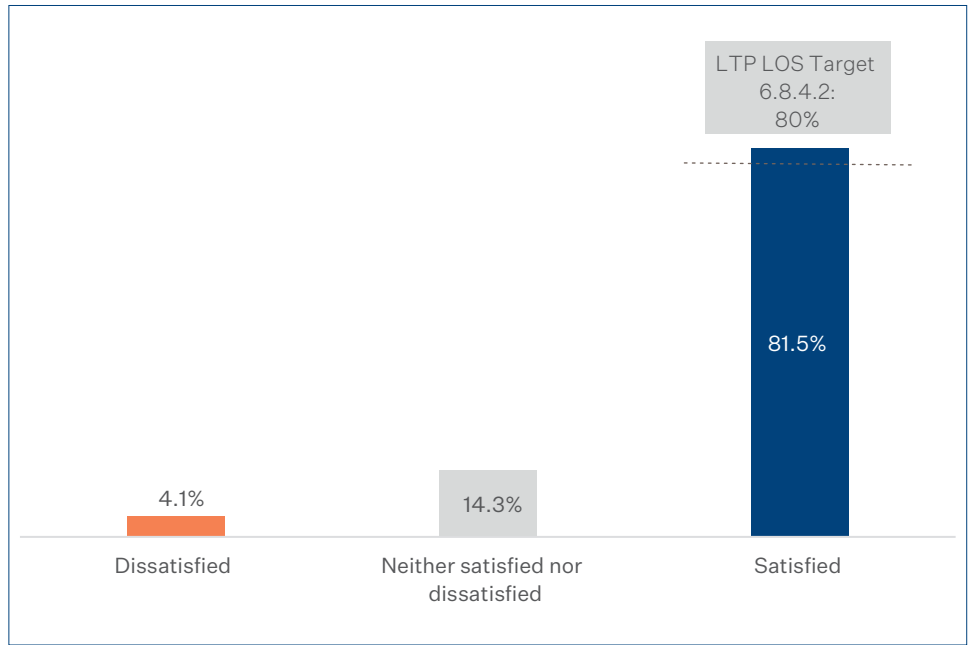
Base: total sample excluding Don’t know/not applicable (n=776/776)

3.4.3 Satisfaction about parks and green spaces

		Don't know / not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Appearance of central city parks and green spaces	n	11	2	33	109	378	243
	%		0.3%	4.3%	14.2%	49.4%	31.8%
Condition of these parks and green spaces	n	10	0	28	111	411	216
	%		0%	3.7%	14.5%	53.7%	28.2%
AVERAGE RATING			0.1%	4.0%	14.3%	51.5%	30.0%

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

3.44 Average rating of satisfaction regarding parks and green spaces



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

3.10 Overall Satisfaction and Opportunities for Improvement

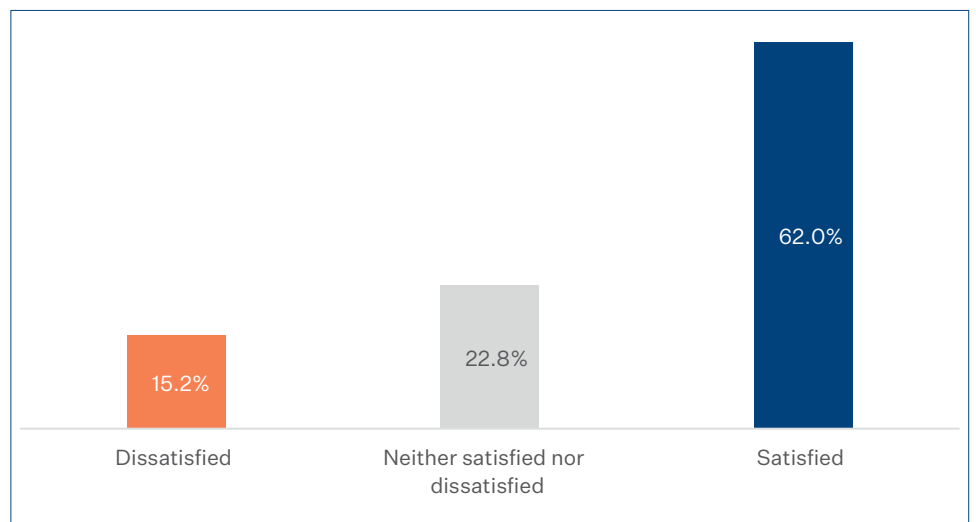
Overall satisfaction has risen to 62% from 55% recorded in the previous year. Residents recognised three areas where the Council performs well to be Waste management, Libraries and maintaining parks, reserves and green spaces.

When asked to choose one service that must be improved residents noted Roding (28%), Water supply (21%) and Foothpaths and walkways (5%) as the top three that need to be addressed.

3.10.1 Overall satisfaction with the Council’s performance

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

3.45 Level of satisfaction with the Council’s performance



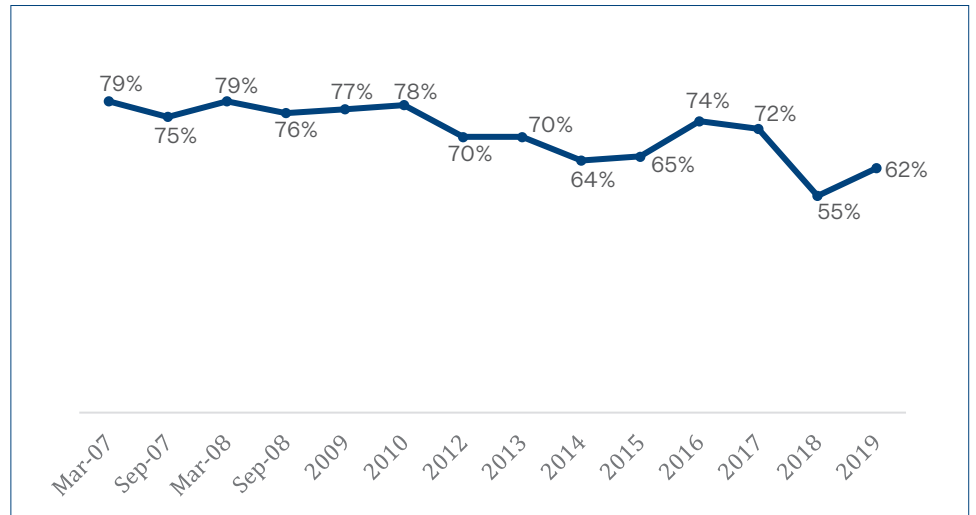
Base: total sample excluding Don’t know/not applicable (n=769)

3.46 Satisfaction with the Council’s performance

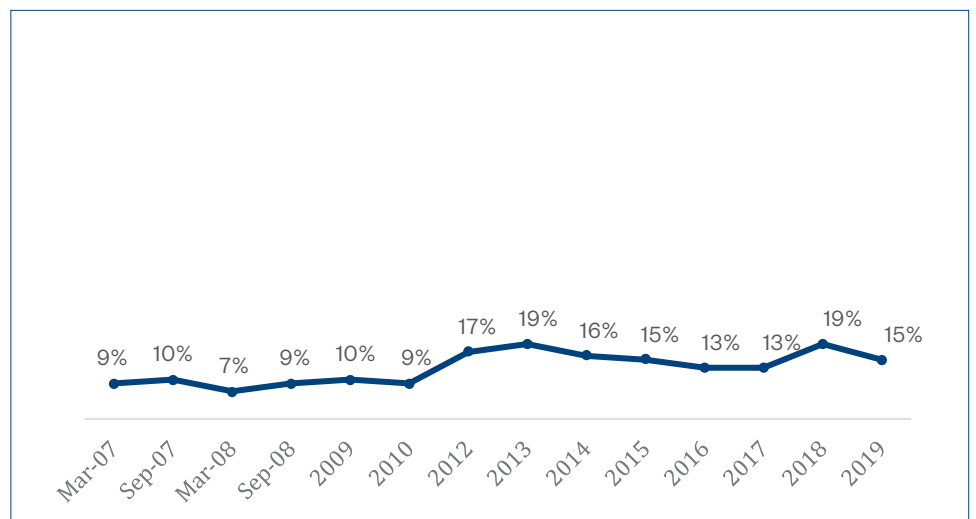
	n	Don’t know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council’s performance in delivering service over the last 12 months	769	7	28	89	175	376	101
	%		3.6%	11.6%	22.8%	48.9%	13.1%

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

3.47 Satisfaction with the Council's performance over time



3.48 Dissatisfaction with the Council's performance over time



Residents were asked to elaborate on why they thought they were satisfied/dissatisfied with the Council

3.49 Reasons for satisfaction/dissatisfaction with the Council

	Reasons	Percentage	n
Council is doing a good job overall		18%	138
Happy with services provided		18%	136
Unhappy with services provided		17%	134
No problems/ issues		9%	73
Respond to problems/ concerns		8%	59
Room for improvement		6%	46
Slow to/ don't respond to problems/ concerns		6%	43
Good customer service		5%	41
Disapprove of Council spending		4%	34
Lack of public consultation		4%	32
Poor communication		4%	29
Disapprove of water chlorination handling		3%	27
Good communication		3%	25
Poor customer service		3%	22
Happy with how Council handled things after terrorist attack		2%	18
Unhappy about water bottling plant		2%	15
Council is doing a poor job overall		1%	10
Council needs to take more action		1%	9
Unhappy with rebuild progress		1%	9
Difficulties reporting issues to Council		1%	7
Unhappy with Mayor		1%	7
Disapprove of lime scooters		1%	6
Other		3%	27
Don't know		7%	58

Residents were also asked to state what they thought was the best service that the Council provides.

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

3.50 *The one service you feel the Council is performing the best in*

Service	Percentage	n
Waste management	29%	228
Libraries	11%	89
Parks, reserves and green spaces	8%	63
Events/ activities	6%	44
Recreation & Sport Centres	5%	41
Water supply	5%	40
Public space cleaning/ City beautification	5%	36
Sewerage/ Wastewater	4%	30
Facilities and services in general	3%	25
Information and communication	3%	20
Roading	2%	18
Public transport	2%	17
Earthquake recovery/ rebuild	2%	16
Cycleways	1%	11
Rates/ spending/ financial management	1%	8
Emergency preparedness/ response/ victim support	1%	5
Animal control	1%	4
Other	4%	32
Don't know/ nothing	16%	121

Furthermore, respondents were asked to describe in as much detail as possible why they thought Council was performing the best in said area.

“Please describe in as much detail as possible why you think the Council is performing best in this area?”

3.51 Reasons why the Council performs best in mentioned areas

Service	Detail	Percentage	n
Waste management	Reliable	12%	94
	Timely collection and service	11%	87
	Generally good service/no issues	7%	51
	Proper collection/no residue left behind	5%	35
	Communicate issues	2%	14
	Availability of bins/ good size bins	2%	13
	Recycling and recycling options	2%	12
	Friendly/ responsive staff	1%	7
	Other	1%	8
Libraries	Good service / good libraries	5%	35
	Availability of and access to libraries	4%	30
	Availability and variety of good/current resources/activities	4%	29
	Good/ modern infrastructure	3%	24
	Good librarians/ staff	2%	15
	Free access/ free access to materials	1%	9
Parks, reserves and green spaces	Well presented and maintained	6%	47
	Availability/number/variety	1%	10
	Good service to have	1%	7
	Good for the children	1%	6
	Other	1%	5
Roading	Roadworks/ Maintenance	1%	5
	Improved network/services	1%	4
	Other	1%	8
Cycleways	Good quality	1%	5
	Availability/ number	1%	5

Service	Detail	Percentage	n
Public transport	Generally a good/efficient service	1%	9
Events	Availability/ number/ range	3%	26
	Providing information on events	1%	10
	Free/ affordable	1%	7
	Well organised	1%	6
	Family friendly/ for all ages	1%	5
	Other	1%	6
Recreation & Sport Centres	Availability and access to swimming pools	2%	13
	Clean/ well maintained	1%	11
	Generally good service	1%	8
	Other	1%	10
Water supply	Generally good service	3%	23
	Well maintained	1%	5
	No issues with chlorine	1%	5
	Adequate and regular supply	1%	5
	Water quality/ taste is good	1%	5
Sewerage/ Wastewater	Generally good service	3%	23
	Well maintained	1%	5
Rebuild	Good progress being made	3%	22
	Improving the look of the city	1%	4
Public space cleaning/ City beautification	Keeping spaces/ city clean	3%	24
	Attract tourists/ businesses	1%	4
Rates spending and financial management	Generally good spending/ management	1%	4
Information and communication	Good communication/ clear	2%	16

Service	Detail	Percentage	n
Emergency preparedness and response	Well prepared/ good response	1%	8
Community Support	Involvement of council	1%	6
Animal control	Good service	1%	4
Facilities and services in general	Generally good service	2%	15
Other		4%	32
Don't know		18%	136

- “ I would say that rubbish cans placed on the parks are always empty. It's always clean and it's hard to find rubbish. Sign boards are everywhere which is helpful. There are a lot of benches, and kid's area is filled and it's good.
- “ The shooting and stuff. They rallied around the victims of the shooting; but not just that, but in other events and times of need the Council acts as a family. They have a lot of services available to help people who need them.

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

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

3.52 One service that is most important to improve

Service to improve	Percentage	n
Roading	28%	215
Water supply	21%	160
Footpaths and walkways	5%	40
Waste management	5%	40
The Council/ decision making/ financial management	5%	36
Parking	4%	31
Sewerage/ Wastewater	4%	29
Public transport	3%	23
Information and communication	3%	23
Waterways	3%	21
Earthquake recovery/ rebuild	3%	21
Parks, reserves and green spaces	2%	14
Consents process	2%	14
Public space cleaning/ City beautification	2%	14
Cycleways	1%	7
Recreation & Sports Centres	1%	5
Events/ activities	1%	4
Housing	1%	4
Other	5%	39
Don't know/ nothing	13%	104

In addition to this, they were asked to describe in as much detail what the Council must do to improve its performance in the respective areas.

“Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area?”

3.53 What should the Council be doing to improve in mentioned area

Area	Detail	Percentage	n
Water supply	Remove chlorine/ other additives	12%	92
	Fix the wells/ bore/ aquifer/ pumping stations	3%	27
	Improve or retain quality/ smell/ taste/ appearance	3%	20
	Halt sale of water to commercial interests	2%	17
	Fix leaks	1%	10
	Better communication/ consultation	1%	8
	Devote more resource to fixing issues/ Keep to timeline	1%	7
	Other	2%	12
Roading	Fix roads/ make smooth/ remove potholes	8%	65
	Better quality repair/ less frequent repair/ faster repair	8%	63
	Improve traffic control/ flow/ accessibility	6%	45
	Prioritise/ focus repairs where needed most	5%	37
	Better communication/ consultation	2%	13
	Allocate resources correctly	1%	10
	Other	2%	12
Footpaths	Fix footpaths/ make smooth/ remove hazards	3%	20
	Improve accessibility	1%	5
	Clear debris/ overhanging foliage	1%	4
Cycleways	Make more user-friendly/ Less obstructive/ Safer	1%	4

Area	Detail	Percentage	n
Council decision-making/financial management	Avoid over expenditure/ expenditure on unnecessary projects	1%	10
	Developing clear plans and budgets/ long term/independent thinking	1%	9
	Increase council transparency/ address corruption/ accountability	1%	9
	More consultation on new building spending/ more consultation generally	1%	9
	Focus more on infrastructure/services	1%	7
	Improve communication and monitoring	1%	6
	Faster action on rebuild projects	1%	4
Public space cleaning/ City beautification	Clear leaves, dry grass, weeds/ mow lawns/ prune trees	1%	9
	Council should clean up/ increase cleaning frequency	1%	4
Consents process	Reduce the time and costs related to the process	1%	6
	Raise standards for the approval process/ streamline the process	1%	4
Parking	More parking/better quality parking	3%	21
	Lower the cost/make it free in some areas	1%	6
	Fair enforcement/better enforcement	1%	4
Waterways	More efforts made to dredge/ keep clean/ clean up pollutants	2%	17
Sewerage/ Wastewater	Improve drainage/ runoff	1%	11
	Regular maintenance of drains and culverts	1%	5
Public transport	Develop routes/services that meet all customers needs	1%	9
	Improve service to raise usage/ improve the service generally	1%	8
	Increase the number of buses and trips/ reduce waiting time	1%	4
Information and communication	Improve communication with the public/ improve transparency	2%	14
	More consultations	1%	6

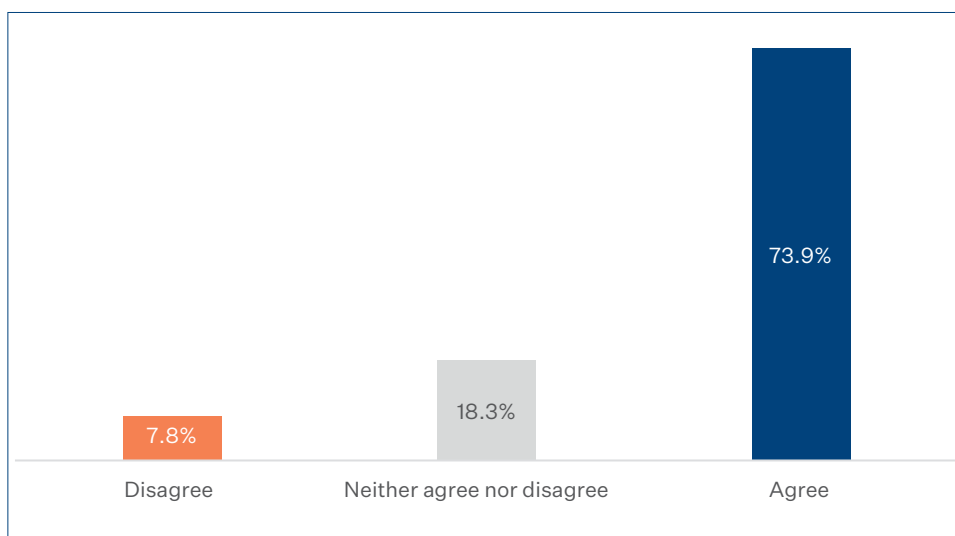
Area	Detail	Percentage	n
Parks, reserves and green spaces	More facilities	1%	4
	Improve maintenance/repair of park facilities	1%	6
Waste management	Better recycling options / information	2%	13
	Provide bigger bins/ more bins/ same size bins/ replacement of bins	2%	13
	Increase collection frequency/ change time of collection	1%	6
	Proper/ better collection of waste	1%	5
Earthquake recovery/ rebuild	Speed up the rebuild and rebuild processes	1%	4
Other		2%	15
Don't know		18%	137

- “ Clean up general rubbish. I want to know what happens to the rubbish after the council has collected it, and if there is anything that I can do to help with the bigger picture. What happens to all of our rubbish at the dump.
- “ We've got to get rid of the chlorination. We had the best water in the country until about a year ago, so we got to get water right, that is my biggest thing. I think there are too many cycle lanes, but above all, it's water. We pay rates on infrastructure – we don't pay to build cycle lanes. That's been the case for a couple of years, so the infrastructure's been run down.
- “ I think the council, through the counsellors, should remember the policies they stood for council on and the fact that they are there on behalf of the voters and not on behalf of the council management and the people who run the various services. They are there for us and sometimes it doesn't seem like they remember that.

3.10.2 Ease of interaction with the Council

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

3.54 Level of satisfaction with ease of interaction



Base: total sample excluding Don't know/not applicable (n=761)

3.55 Satisfaction with the Council's interaction

	n	Don't know / not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council has made it easy for you to interact with it regarding your service needs	15	15	44	139	380	183	
	%	2.0%	5.8%	18.3%	49.9%	24.0%	

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

3.11 Additional Service Performance Results

The following results are for measures which no longer have Levels of Service targets. They are reported here for the purpose of future comparison.

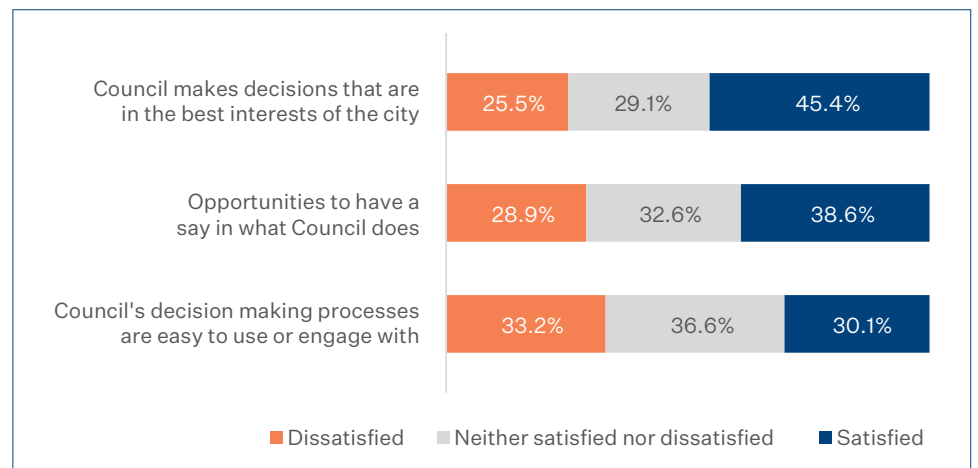
3.12.1 Public participation in Community and City Governance and Decision Making

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

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

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

3.56 Perceptions around Council’s decision making



Base: total sample excluding Don't know/not applicable (n=773/761/740)

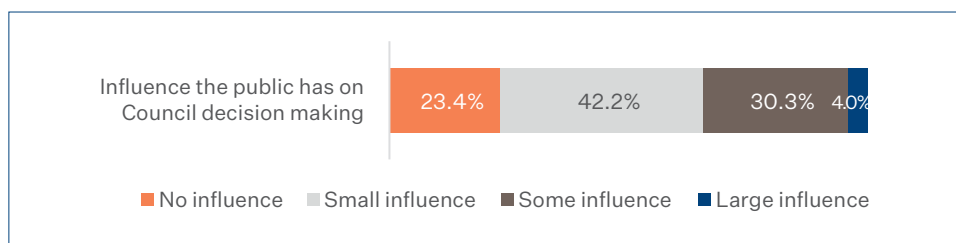
3.57 Satisfaction with the Council’s interaction

		Don’t know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council makes decisions that are in the best interests of the city	n	3	57	140	225	260	91
	%		7.4%	18.1%	29.1%	33.6%	11.8%
Opportunities to have a say in what Council does	n	15	56	164	247	236	58
	%		7.4%	21.6%	32.5%	31.0%	7.6%
Council’s decision making processes are easy to use or engage with	n	36	60	186	271	184	39
	%		8.1%	25.1%	36.6%	24.9%	5.3%

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

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

3.58 Level of influence the public has on Council decision making



Base: total sample excluding Don’t know/not applicable (n=768)

3.59 Level of influence the public has on Council decision making

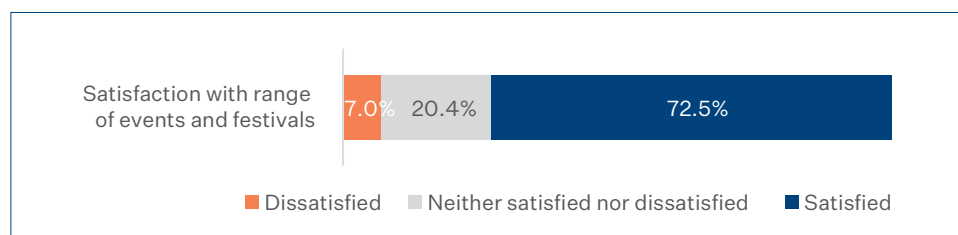
		Don’t know/ not applicable	No influence	Small influence	Some influence	Large influence
Level of influence the public has on Council decision making	n	8	180	324	233	31
	%		23.4%	42.2%	30.3%	4.0%

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

3.12.2 Events and Festivals

“Overall, how satisfied or dissatisfied are you with the range of events and festivals?”

3.60 Levels of satisfaction with range of events and festivals



Base: total sample excluding Don't know/not applicable (n=768)

3.61 Levels of satisfaction with range of events and festivals

	n	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with range of events and festivals		8	6	48	157	353	204
	%		0.8%	6.3%	20.4%	46.0%	26.6%

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

3.12.3 Civil Defence and Emergency Management

“Has your household done any of following to prepare in case of a natural disaster?”

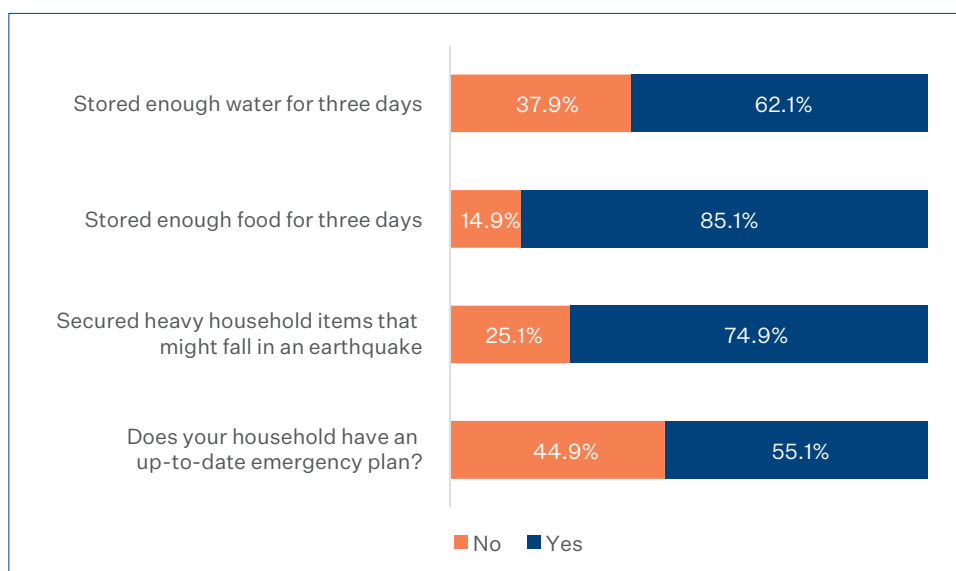
Stored enough water for three days

Stored enough food for three days

Secured heavy household items that might fall in an earthquake eg. furniture, water cylinder etc.”

“Does your household have an up-to-date emergency plan?”

3.62 Preparing for a natural disaster



Base: total sample excluding Don't know/not applicable (n=764/764/764/752)

3.63 Preparing for a natural disaster

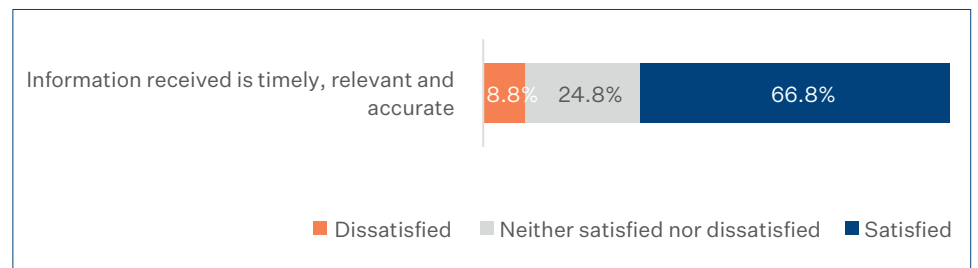
		Yes	No	Don't know
Stored enough water for three days	n	476	291	9
	%	62.1%	37.9%	
Stored enough food for three days	n	655	115	6
	%	85.1%	14.9%	
Secured heavy household items that might fall in an earthquake	n	572	192	12
	%	74.9%	25.1%	
Does your household have an up-to-date emergency plan?	n	414	338	24
	%	55.1%	44.9%	

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

3.12.4 City Promotions

“Overall, how satisfied or dissatisfied are you that the information you receive is timely, relevant and accurate?”

3.64 Satisfaction rates about timely, relevant and accurate information



Base: total sample excluding Don't know/not applicable (n=769)

3.65 Satisfaction rates about timely, relevant and accurate information

	n	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction about timely, relevant and accurate information		7	20	46	189	357	157
	%		2.6%	6.0%	24.6%	46.4%	20.4%

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

4 Appendix



4 Appendix

4.1 Findings by Community Board

The following section details survey findings by Community Board.

4.1.1 Governance and Decision making

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

4.1 Understanding of Council Decision Making

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Strongly agree	5.9%	6.2%	6.7%	6.6%	11.1%	4.2%	11.0%
Agree	29.4%	23.9%	28.1%	23.5%	25.9%	23.0%	23.2%
Neither agree nor disagree	23.5%	38.1%	30.3%	31.9%	32.6%	40.0%	29.3%
Disagree	17.6%	23.0%	24.7%	28.9%	23.7%	23.6%	26.8%
Strongly disagree	23.5%	8.8%	10.1%	9.0%	6.7%	9.1%	9.8%

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

4.2 Satisfaction with the Accuracy of Information about Council Decisions

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	6.3%	7.0%	4.5%	10.4%	8.8%	4.2%	10.7%
Satisfied	6.3%	20.2%	19.1%	24.5%	24.3%	27.7%	25.0%
Neither satisfied nor dissatisfied	43.8%	38.6%	36.0%	32.5%	35.3%	31.9%	28.6%
Dissatisfied	25.0%	25.4%	28.1%	23.9%	25.0%	25.3%	26.2%
Very dissatisfied	18.8%	8.8%	12.4%	8.6%	6.6%	10.8%	9.5%

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

4.3 Satisfaction that Information About Decision Making is Prompt and Timely

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	11.8%	4.4%	3.4%	8.0%	7.6%	6.1%	4.8%	
Satisfied	11.8%	28.1%	25.0%	27.6%	32.6%	28.0%	25.3%	
Neither satisfied nor dissatisfied	52.9%	37.7%	39.8%	33.1%	26.5%	34.1%	31.3%	
Dissatisfied	5.9%	21.9%	20.5%	22.7%	27.3%	23.2%	30.1%	
Very dissatisfied	17.6%	7.9%	11.4%	8.6%	6.1%	8.5%	8.4%	

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

4.4 Satisfaction that Council makes Decisions in the Best Interest of the City

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	0.0%	10.3%	6.7%	15.8%	13.2%	10.8%	13.3%	
Satisfied	5.9%	34.2%	38.2%	35.2%	36.8%	31.9%	28.9%	
Neither satisfied nor dissatisfied	47.1%	29.1%	22.5%	24.2%	30.9%	33.7%	30.1%	
Dissatisfied	35.3%	17.1%	25.8%	17.0%	14.0%	16.3%	20.5%	
Very dissatisfied	11.8%	9.4%	6.7%	7.9%	5.1%	7.2%	7.2%	

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

4.5 Public Level of Influence in the Democratic Process

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Large influence	5.9%	2.6%	2.2%	4.3%	4.5%	4.2%	6.0%	
Some influence	17.6%	28.4%	25.8%	32.9%	32.1%	27.9%	37.3%	
Small influence	41.2%	51.7%	47.2%	37.8%	47.0%	41.8%	25.3%	
No influence	35.3%	17.2%	24.7%	25.0%	16.4%	26.1%	31.3%	

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

4.6 Satisfaction with Opportunities to Have a Say in What Council Does

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	6.3%	9.6%	4.6%	9.3%	6.8%	6.7%	8.4%	
Satisfied	37.5%	27.8%	31.0%	32.1%	33.1%	30.3%	30.1%	
Neither satisfied nor dissatisfied	25.0%	35.7%	40.2%	29.6%	28.6%	32.7%	32.5%	
Dissatisfied	12.5%	21.7%	16.1%	18.5%	26.3%	23.6%	22.9%	
Very dissatisfied	18.8%	5.2%	8.0%	10.5%	5.3%	6.7%	6.0%	

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

4.7 Satisfaction with Council’s Decision making Processes Being Easy to Use or Engage with

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	6.3%	2.7%	3.4%	8.1%	5.4%	5.6%	3.8%
Satisfied	18.8%	25.5%	21.8%	30.0%	24.8%	19.4%	29.5%
Neither satisfied nor dissatisfied	25.0%	34.5%	31.0%	32.5%	44.2%	36.3%	44.9%
Dissatisfied	43.8%	27.3%	34.5%	19.4%	20.2%	31.3%	15.4%
Very dissatisfied	6.3%	10.0%	9.2%	10.0%	5.4%	7.5%	6.4%

4.1.2 City Promotions

“Overall, how satisfied or dissatisfied are you that the information you receive is timely, relevant and accurate?”

4.8 Satisfaction with timely, relevant and accurate information

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	11.8%	12.1%	18.0%	21.7%	20.1%	26.4%	22.6%
Satisfied	47.1%	56.0%	50.6%	45.8%	50.0%	37.4%	41.7%
Neither satisfied nor dissatisfied	35.3%	20.7%	21.3%	24.1%	23.1%	25.2%	33.3%
Dissatisfied	0.0%	7.8%	5.6%	4.8%	6.0%	9.2%	1.2%
Very dissatisfied	5.9%	3.4%	4.5%	3.6%	0.7%	1.8%	1.2%

“Overall, how satisfied or dissatisfied are you with the range of events and festivals?”

4.9 Satisfaction with Variety of Events and Festivals

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	17.6%	24.8%	20.2%	30.7%	26.3%	26.5%	30.1%
Satisfied	47.1%	47.9%	52.8%	42.9%	47.4%	42.8%	45.8%
Neither satisfied nor dissatisfied	35.3%	20.5%	23.6%	20.2%	18.0%	20.5%	18.1%
Dissatisfied	0.0%	5.1%	2.2%	5.5%	8.3%	9.6%	4.8%
Very dissatisfied	0.0%	1.7%	1.1%	0.6%	0.0%	0.6%	1.2%

4.1.3 Waterways

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

4.10 Satisfaction with Condition of Waterways

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	0.0%	2.7%	5.9%	6.8%	4.4%	9.3%	11.0%
Satisfied	18.8%	22.1%	28.2%	32.7%	34.1%	29.0%	31.7%
Neither satisfied nor dissatisfied	31.3%	25.7%	21.2%	22.8%	28.1%	27.8%	18.3%
Dissatisfied	31.3%	33.6%	36.5%	26.5%	29.6%	24.1%	32.9%
Very dissatisfied	18.8%	15.9%	8.2%	11.1%	3.7%	9.9%	6.1%

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

4.11 Satisfaction with condition of waterway margins

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	6.7%	6.8%	4.6%	12.2%	11.1%	13.3%	13.3%	12.3%
Satisfied	46.7%	37.6%	48.3%	43.3%	43.7%	35.2%	40.7%	40.7%
Neither satisfied nor dissatisfied	20.0%	31.6%	26.4%	20.7%	24.4%	33.9%	22.2%	22.2%
Dissatisfied	20.0%	17.1%	13.8%	18.9%	17.8%	12.1%	22.2%	22.2%
Very dissatisfied	6.7%	6.8%	6.9%	4.9%	3.0%	5.5%	2.5%	2.5%

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

4.12 Satisfaction with appearance of waterway margins

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	0.0%	7.7%	8.0%	12.7%	14.8%	14.0%	13.6%	13.6%
Satisfied	31.3%	35.0%	44.3%	47.9%	39.3%	39.0%	38.3%	38.3%
Neither satisfied nor dissatisfied	43.8%	29.9%	34.1%	17.6%	28.9%	34.1%	23.5%	23.5%
Dissatisfied	18.8%	21.4%	9.1%	17.6%	15.6%	10.4%	22.2%	22.2%
Very dissatisfied	6.3%	6.0%	4.5%	4.2%	1.5%	2.4%	2.5%	2.5%

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

4.13 Satisfaction with City’s Storm Water Management Systems to avoid risk of flooding

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	7.7%	3.5%	3.4%	12.4%	7.8%	10.5%	13.3%
Satisfied	30.8%	31.3%	31.8%	36.0%	41.4%	43.8%	36.1%
Neither satisfied nor dissatisfied	30.8%	26.1%	35.2%	26.7%	30.5%	22.2%	25.3%
Dissatisfied	30.8%	29.6%	25.0%	19.3%	17.2%	19.8%	19.3%
Very dissatisfied	0.0%	9.6%	4.5%	5.6%	3.1%	3.7%	6.0%

4.1.4 Rubbish and Recycling

“Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

4.14 Satisfaction with collection of recyclable materials (yellow bin)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	30.8%	51.3%	51.7%	45.7%	54.5%	46.7%	55.4%
Satisfied	23.1%	37.6%	42.7%	45.1%	38.8%	33.9%	32.5%
Neither satisfied nor dissatisfied	23.1%	6.0%	4.5%	3.0%	3.0%	9.7%	7.2%
Dissatisfied	0.0%	4.3%	1.1%	5.5%	3.0%	7.9%	4.8%
Very dissatisfied	23.1%	0.9%	0.0%	0.6%	0.7%	1.8%	0.0%

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

4.15 Satisfaction with collection of rubbish (red bin)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	30.8%	51.3%	47.2%	47.6%	51.9%	47.9%	53.6%	
Satisfied	30.8%	36.8%	44.9%	39.0%	38.5%	34.5%	40.5%	
Neither satisfied nor dissatisfied	0.0%	6.0%	5.6%	7.3%	5.9%	10.9%	3.6%	
Dissatisfied	0.0%	5.1%	2.2%	5.5%	3.7%	6.1%	2.4%	
Very dissatisfied	38.5%	0.9%	0.0%	0.6%	0.0%	0.6%	0.0%	

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

4.16 Satisfaction with collection of organic material (green bin)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	30.8%	47.9%	51.7%	44.5%	49.3%	49.4%	42.9%	
Satisfied	23.1%	33.3%	34.8%	39.0%	36.6%	35.4%	40.5%	
Neither satisfied nor dissatisfied	0.0%	11.1%	6.7%	6.7%	6.7%	6.7%	9.5%	
Dissatisfied	15.4%	4.3%	4.5%	6.7%	5.2%	7.9%	3.6%	
Very dissatisfied	30.8%	3.4%	2.2%	3.0%	2.2%	0.6%	3.6%	

4.1.5 Roding

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

4.17 Satisfaction with roading

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon- Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton- Riccarton (n=166)	Halswell-Hornby- (n=84)	Papanui-Innes (n=84)
Very satisfied	5.9%	1.7%	1.1%	6.0%	3.7%	3.6%	2.4%	
Satisfied	17.6%	15.5%	21.6%	22.3%	29.6%	24.7%	26.2%	
Neither satisfied nor dissatisfied	41.2%	23.3%	28.4%	28.3%	28.9%	24.1%	22.6%	
Dissatisfied	23.5%	37.9%	35.2%	31.3%	31.1%	34.3%	33.3%	
Very dissatisfied	11.8%	21.6%	13.6%	12.0%	6.7%	13.3%	15.5%	

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

4.18 Satisfaction with condition of footpaths

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon- Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton- Riccarton (n=166)	Halswell-Hornby- (n=84)	Papanui-Innes (n=84)
Very satisfied	6.7%	4.3%	1.1%	6.1%	6.7%	6.7%	7.3%	
Satisfied	46.7%	23.5%	37.5%	34.1%	38.5%	37.6%	36.6%	
Neither satisfied nor dissatisfied	33.3%	31.3%	28.4%	28.7%	32.6%	24.8%	26.8%	
Dissatisfied	13.3%	30.4%	23.9%	23.2%	17.8%	24.2%	23.2%	
Very dissatisfied	0.0%	10.4%	9.1%	7.9%	4.4%	6.7%	6.1%	

4.1.6 Water

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

4.19 Satisfaction with minimal odour from sewerage system

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby (n=166)	Papanui-Innes (n=84)
Very satisfied	18.2%	24.3%	27.6%	23.3%	33.6%	28.7%	39.8%	
Satisfied	63.6%	35.7%	48.3%	49.7%	45.0%	42.7%	42.2%	
Neither satisfied nor dissatisfied	9.1%	22.6%	20.7%	15.3%	13.7%	21.7%	13.3%	
Dissatisfied	9.1%	12.2%	2.3%	11.0%	7.6%	5.7%	3.6%	
Very dissatisfied	0.0%	5.2%	1.1%	0.6%	0.0%	1.3%	1.2%	

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

4.20 Satisfaction with reliability of wastewater services

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby (n=166)	Papanui-Innes (n=84)
Very satisfied	8.3%	22.4%	32.2%	23.8%	30.6%	31.3%	39.8%	
Satisfied	50.0%	51.7%	49.4%	54.9%	53.0%	45.6%	43.4%	
Neither satisfied nor dissatisfied	25.0%	19.0%	14.9%	16.5%	14.2%	18.1%	13.3%	
Dissatisfied	16.7%	5.2%	2.3%	4.9%	1.5%	5.0%	3.6%	
Very dissatisfied	0.0%	1.7%	1.1%	0.0%	0.7%	0.0%	0.0%	

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

4.21 Satisfaction with repairs and complaints

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	27.3%	10.3%	13.4%	19.5%	18.2%	18.3%	20.0%
Satisfied	18.2%	47.7%	47.6%	42.9%	45.5%	39.9%	38.7%
Neither satisfied nor dissatisfied	27.3%	29.0%	28.0%	27.9%	30.6%	30.7%	30.7%
Dissatisfied	18.2%	12.1%	6.1%	7.8%	2.5%	8.5%	4.0%
Very dissatisfied	9.1%	0.9%	4.9%	1.9%	3.3%	2.6%	6.7%

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

4.22 Satisfaction with quality of water supply

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	25.0%	13.8%	12.5%	10.9%	16.3%	12.0%	13.3%
Satisfied	25.0%	24.1%	19.3%	20.0%	32.6%	21.1%	24.1%
Neither satisfied nor dissatisfied	16.7%	17.2%	18.2%	18.8%	14.8%	16.9%	24.1%
Dissatisfied	16.7%	28.4%	31.8%	31.5%	23.7%	31.9%	24.1%
Very dissatisfied	16.7%	16.4%	18.2%	18.8%	12.6%	18.1%	14.5%

“Overall, how satisfied or dissatisfied are you that the water supply is reliable?”

4.23 Satisfaction with reliability of water supply

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon - Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton- Riccarton (n=166)	Halswell-Hornby- (n=84)	Papanui-Innes (n=84)
Very satisfied	36.4%	35.0%	37.5%	26.5%	39.8%	33.3%	40.5%	40.5%
Satisfied	27.3%	40.2%	52.3%	56.6%	44.4%	41.8%	40.5%	40.5%
Neither satisfied nor dissatisfied	9.1%	12.0%	3.4%	9.0%	6.8%	10.9%	14.3%	14.3%
Dissatisfied	27.3%	11.1%	3.4%	6.6%	9.0%	10.9%	3.6%	3.6%
Very dissatisfied	0.0%	1.7%	3.4%	1.2%	0.0%	3.0%	1.2%	1.2%

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

4.24 Satisfaction with repair of water leaks, restoring water interruptions and investigating water supply complaints in a timely manner

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon - Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton- Riccarton (n=166)	Halswell-Hornby- (n=84)	Papanui-Innes (n=84)
Very satisfied	28.6%	17.1%	13.4%	14.7%	26.6%	21.5%	25.6%	25.6%
Satisfied	14.3%	39.6%	45.1%	47.4%	40.3%	32.3%	41.5%	41.5%
Neither satisfied nor dissatisfied	21.4%	27.0%	18.3%	19.9%	21.0%	29.7%	19.5%	19.5%
Dissatisfied	21.4%	15.3%	15.9%	13.5%	7.3%	8.2%	8.5%	8.5%
Very dissatisfied	14.3%	0.9%	7.3%	4.5%	4.8%	8.2%	4.9%	4.9%

4.1.7 Active Travel

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

4.25 Agreement that Christchurch is a cycle friendly city

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Strongly agree	25.0%	17.4%	28.7%	24.8%	24.6%	19.8%	23.8%	
Agree	37.5%	40.0%	40.2%	40.4%	38.8%	43.8%	44.0%	
Neither agree nor disagree	18.8%	26.1%	16.1%	20.5%	27.6%	21.6%	20.2%	
Disagree	12.5%	12.2%	12.6%	9.9%	7.5%	11.7%	10.7%	
Strongly disagree	6.3%	4.3%	2.3%	4.3%	1.5%	3.1%	1.2%	

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

4.26 Frequency of cycle travel on public roads in last 12 months

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
All the time, by that I mean about every day	0.0%	1.7%	15.7%	2.4%	5.9%	9.0%	7.1%	
Frequently, by that I mean at least once a week	0.0%	13.7%	13.5%	14.5%	8.1%	11.4%	13.1%	
Occasionally, by that I mean around once a month	12.5%	12.0%	6.7%	15.7%	16.9%	15.7%	19.0%	
Rarely, by that I mean no more than a few times a year	25.0%	17.1%	15.7%	18.1%	18.4%	16.9%	15.5%	
Never	62.5%	55.6%	48.3%	49.4%	50.7%	47.0%	45.2%	

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

4.27 Agreement that Christchurch is a walking friendly city

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Strongly agree	29.4%	35.9%	43.2%	37.6%	41.5%	42.7%	34.5%	
Agree	58.8%	47.0%	39.8%	49.1%	48.1%	39.6%	50.0%	
Neither agree nor disagree	11.8%	10.3%	10.2%	9.1%	8.9%	12.2%	13.1%	
Disagree	0.0%	6.8%	4.5%	3.6%	0.0%	5.5%	2.4%	
Strongly disagree	0.0%	0.0%	2.3%	0.6%	1.5%	0.0%	0.0%	

4.1.8 Parking

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

4.28 Usage of Council parking facility

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Yes	94.1%	76.7%	79.1%	76.2%	83.7%	80.6%	82.1%	
No	5.9%	23.3%	20.9%	23.8%	16.3%	19.4%	17.9%	

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

4.29 Satisfaction with ease of use of on-street parking meters

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	21.4%	15.2%	16.0%	12.3%	19.2%	16.4%	13.0%	13.0%
Satisfied	35.7%	36.2%	38.7%	39.0%	41.6%	36.2%	46.8%	46.8%
Neither satisfied nor dissatisfied	28.6%	26.7%	24.0%	26.0%	22.4%	19.7%	20.8%	20.8%
Dissatisfied	14.3%	14.3%	12.0%	17.5%	12.0%	17.8%	13.0%	13.0%
Very dissatisfied	0.0%	7.6%	9.3%	5.2%	4.8%	9.9%	6.5%	6.5%

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

4.30 Satisfaction with range of Council parking facilities available

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	0.0%	10.1%	16.5%	9.6%	10.8%	10.8%	13.6%	13.6%
Satisfied	50.0%	26.6%	35.4%	38.9%	40.0%	36.7%	39.5%	39.5%
Neither satisfied nor dissatisfied	21.4%	33.0%	21.5%	29.3%	20.0%	24.1%	21.0%	21.0%
Dissatisfied	21.4%	22.0%	20.3%	17.8%	24.6%	21.5%	21.0%	21.0%
Very dissatisfied	7.1%	8.3%	6.3%	4.5%	4.6%	7.0%	4.9%	4.9%

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

4.31 Satisfaction with the information provided by Council about parking options

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	6.7%	3.7%	10.1%	7.6%	13.0%	14.3%	14.3%	8.9%
Satisfied	20.0%	28.7%	27.8%	32.5%	32.1%	29.2%	29.2%	32.9%
Neither satisfied nor dissatisfied	33.3%	25.9%	36.7%	36.3%	39.7%	33.5%	33.5%	39.2%
Dissatisfied	26.7%	29.6%	22.8%	19.1%	13.7%	17.4%	17.4%	15.2%
Very dissatisfied	13.3%	12.0%	2.5%	4.5%	1.5%	5.6%	5.6%	3.8%

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

4.32 Satisfaction with the ease of use of Council parking

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	12.5%	13.8%	12.5%	14.3%	12.3%	13.1%	13.1%	14.1%
Satisfied	25.0%	29.4%	38.8%	39.6%	48.5%	35.6%	35.6%	48.7%
Neither satisfied nor dissatisfied	50.0%	32.1%	28.8%	26.6%	24.6%	30.6%	30.6%	21.8%
Dissatisfied	6.3%	18.3%	16.3%	16.2%	12.3%	15.0%	15.0%	14.1%
Very dissatisfied	6.3%	6.4%	3.8%	3.2%	2.3%	5.6%	5.6%	1.3%

“Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking?”

4.33 Agreement that vehicle is safer in Council run off-street parking compared to on street parking

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Strongly agree	18.8%	9.2%	16.5%	13.2%	16.9%	16.9%	7.5%
Agree	18.8%	39.4%	32.9%	37.7%	38.7%	38.3%	41.3%
Neither agree nor disagree	56.3%	38.5%	45.6%	35.1%	33.9%	33.1%	37.5%
Disagree	0.0%	11.9%	5.1%	11.9%	8.9%	11.0%	8.8%
Strongly disagree	6.3%	0.9%	0.0%	2.0%	1.6%	0.6%	5.0%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

4.34 Agreement that residents feel safe using run off-street parking sites during the day

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Strongly agree	26.7%	24.8%	34.6%	32.2%	36.0%	28.4%	23.4%
Agree	46.7%	50.5%	42.3%	46.1%	44.8%	43.2%	62.3%
Neither agree nor disagree	20.0%	22.0%	19.2%	17.8%	15.2%	24.5%	13.0%
Disagree	0.0%	2.8%	2.6%	3.9%	3.2%	3.9%	1.3%
Strongly disagree	6.7%	0.0%	1.3%	0.0%	0.8%	0.0%	0.0%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

4.35 Agreement that residents feel safe using run off-street parking sites after dark

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby (n=166)	Papanui-Innes (n=84)
Strongly agree	14.3%	8.3%	10.0%	13.5%	18.4%	8.3%	8.3%	9.3%
Agree	35.7%	27.1%	44.3%	38.3%	38.6%	26.9%	44.0%	44.0%
Neither agree nor disagree	21.4%	31.3%	32.9%	29.8%	29.8%	39.3%	30.7%	30.7%
Disagree	14.3%	24.0%	10.0%	17.0%	11.4%	22.1%	9.3%	9.3%
Strongly disagree	14.3%	9.4%	2.9%	1.4%	1.8%	3.4%	6.7%	6.7%

4.1.9 Heritage Assets

“Overall, how satisfied or dissatisfied are you with the appearance of these [heritage assets]?”

4.36 Satisfaction with the appearance of heritage assets

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby (n=166)	Papanui-Innes (n=84)
Very satisfied	35.3%	22.6%	23.6%	26.2%	27.8%	30.3%	30.0%	30.0%
Satisfied	35.3%	43.5%	43.8%	46.3%	42.1%	36.4%	45.0%	45.0%
Neither satisfied nor dissatisfied	17.6%	26.1%	25.8%	17.7%	22.6%	26.7%	18.8%	18.8%
Dissatisfied	11.8%	7.0%	4.5%	7.9%	5.3%	5.5%	6.3%	6.3%
Very dissatisfied	0.0%	0.9%	2.2%	1.8%	2.3%	1.2%	0.0%	0.0%

“Overall, how satisfied or dissatisfied are you with their condition [heritage assets]?”

4.37 Satisfaction with the condition of heritage assets

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	17.6%	16.2%	24.7%	23.0%	21.2%	23.5%	18.2%	
Satisfied	47.1%	51.4%	44.7%	52.2%	52.3%	46.9%	54.5%	
Neither satisfied nor dissatisfied	23.5%	26.1%	22.4%	18.6%	22.0%	22.2%	23.4%	
Dissatisfied	5.9%	5.4%	7.1%	5.0%	2.3%	6.8%	3.9%	
Very dissatisfied	5.9%	0.9%	1.2%	1.2%	2.3%	0.6%	0.0%	

“Overall, how satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”

4.38 Satisfaction with the appearance of city’s heritage buildings

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	18.8%	15.9%	18.6%	17.0%	15.7%	17.4%	11.4%	
Satisfied	43.8%	47.8%	45.3%	52.2%	56.7%	53.4%	55.7%	
Neither satisfied nor dissatisfied	37.5%	23.9%	23.3%	22.6%	17.2%	19.9%	25.3%	
Dissatisfied	0.0%	10.6%	10.5%	6.9%	6.0%	6.8%	5.1%	
Very dissatisfied	0.0%	1.8%	2.3%	1.3%	4.5%	2.5%	2.5%	

“Overall, how satisfied or dissatisfied are you with the condition of these [heritage] buildings?”

4.39 Satisfaction with the condition of city’s heritage buildings

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	12.5%	14.8%	14.9%	11.4%	14.9%	15.4%	8.9%
Satisfied	43.8%	42.6%	39.1%	52.5%	43.3%	42.3%	40.5%
Neither satisfied nor dissatisfied	37.5%	30.4%	32.2%	24.1%	29.1%	26.9%	40.5%
Dissatisfied	0.0%	11.3%	11.5%	9.5%	9.7%	12.2%	7.6%
Very dissatisfied	6.3%	0.9%	2.3%	2.5%	3.0%	3.2%	2.5%

4.1.9 Parks

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

4.40 Satisfaction with the appearance of central city parks and green spaces

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Waimairi-Harewood (n=166)	Papanui-Innes (n=84)
Very satisfied	17.6%	27.0%	32.2%	32.9%	33.3%	33.3%	32.9%
Satisfied	52.9%	53.0%	46.0%	47.0%	48.9%	47.3%	57.3%
Neither satisfied nor dissatisfied	17.6%	13.9%	14.9%	15.2%	14.1%	16.4%	7.3%
Dissatisfied	11.8%	6.1%	6.9%	4.9%	3.7%	1.8%	2.4%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%

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

4.41 Satisfaction with the condition of central city parks and green spaces

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	23.5%	25.2%	26.4%	27.3%	31.9%	29.3%	28.9%
Satisfied	47.1%	53.9%	56.3%	55.8%	54.1%	48.2%	57.8%
Neither satisfied nor dissatisfied	29.4%	16.5%	11.5%	12.7%	11.1%	19.5%	10.8%
Dissatisfied	0.0%	4.3%	5.7%	4.2%	3.0%	3.0%	2.4%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

4.1.10 Disaster Preparedness

“Has your household done any of the following to prepare in case of a natural disaster:

Stored enough water for three days

Stored enough food for three days

Secure heavy household items that might fall in an earthquake?”

4.42 Disaster preparedness

	Location	Yes	No
Stored enough water for three days	Banks Peninsula (n=17)	82.4%	17.6%
	Coastal-Burwood (n=117)	68.4%	31.6%
	Spreydon-Cashmere (n=89)	70.8%	29.2%
	Linwood-Central-Heathcote (n=167)	61.2%	38.8%
	Fendalton-Waimairi-Harewood (n=136)	60.9%	39.1%
	Halswell-Hornby-Riccarton (n=166)	53.4%	46.6%
	Papanui-Innes (n=84)	60.2%	39.8%
Stored enough food for three days	Banks Peninsula (n=17)	94.1%	5.9%
	Coastal-Burwood (n=117)	89.7%	10.3%
	Spreydon-Cashmere (n=89)	86.5%	13.5%
	Linwood-Central-Heathcote (n=167)	86.1%	13.9%
	Fendalton-Waimairi-Harewood (n=136)	85.1%	14.9%
	Halswell-Hornby-Riccarton (n=166)	81.2%	18.8%
	Papanui-Innes (n=84)	80.7%	19.3%

	Location	Yes	No
Secure heavy household items that might fall in an earthquake	Banks Peninsula (n=17)	88.2%	11.8%
	Coastal-Burwood (n=117)	79.1%	20.9%
	Spreydon-Cashmere (n=89)	73.9%	26.1%
	Linwood-Central-Heathcote (n=167)	77.9%	22.1%
	Fendalton-Waimairi-Harewood (n=136)	77.8%	22.2%
	Halswell-Hornby-Riccarton (n=166)	67.3%	32.7%
	Papanui-Innes (n=84)	71.6%	28.4%

“Does your household have an up-to-date emergency plan?”

4.43 Having an up to date Emergency plan

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Yes	52.9%	64.9%	50.6%	62.1%	51.9%	43.6%	61.0%
No	47.1%	35.1%	49.4%	37.9%	48.1%	56.4%	39.0%

4.1.11 Overall Satisfaction

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

4.44 Satisfaction with performance of Christchurch City Council in delivering its services

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Very satisfied	0.0%	14.5%	9.2%	13.3%	15.6%	10.3%	19.0%
Satisfied	31.3%	47.0%	52.9%	53.3%	46.7%	48.5%	46.4%
Neither satisfied nor dissatisfied	25.0%	23.1%	21.8%	21.2%	27.4%	21.8%	20.2%
Dissatisfied	31.3%	12.8%	12.6%	9.1%	9.6%	11.5%	13.1%
Very dissatisfied	12.5%	2.6%	3.4%	3.0%	0.7%	7.9%	1.2%

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

4.45 Reasons for satisfaction with performance of Christchurch City Council in delivering its services (coded table)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Council is doing a good job overall	6%	15%	19%	22%	18%	16%	19%
Happy with services provided	12%	13%	16%	17%	21%	18%	20%
Unhappy with services provided	35%	16%	19%	18%	16%	17%	13%
No problems/ issues	-	14%	7%	8%	12%	10%	7%
Respond to problems/ concerns	12%	8%	15%	4%	8%	5%	11%
Room for improvement	18%	7%	7%	7%	6%	3%	6%
Slow to/ don't respond to problems/ concerns	12%	6%	2%	3%	5%	8%	7%
Good customer service	-	7%	1%	8%	6%	3%	6%
Disapprove of Council spending	-	3%	4%	4%	7%	4%	4%
Lack of public consultation	-	3%	7%	4%	2%	6%	4%
Poor communication	12%	2%	2%	4%	5%	5%	1%

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Disapprove of water chlorination handling	-	5%	2%	3%	4%	4%	4%	1%
Good communication	-	2%	2%	4%	4%	3%	3%	6%
Poor customer service	-	2%	4%	2%	1%	5%	2%	2%
Happy with how Council handled things after terrorist attack	6%	1%	2%	2%	4%	2%	2%	2%
Unhappy about water bottling plant	6%	2%	2%	1%	1%	2%	2%	4%
Council is doing a poor job overall	-	1%	2%	1%	1%	1%	1%	2%
Council needs to take more action	-	1%	1%	1%	3%	-	-	1%
Unhappy with rebuild progress	-	3%	1%	1%	1%	1%	1%	1%
Difficulties reporting issues to Council	-	1%	-	2%	1%	1%	1%	-
Unhappy with Mayor	6%	1%	-	1%	1%	-	-	2%
Disapprove of lime scooters	-	1%	1%	1%	1%	1%	1%	-
Other	12%	4%	2%	4%	2%	4%	4%	4%
Don't know	6%	8%	8%	8%	7%	8%	8%	6%

4.1.11 Things Done Well and Opportunities for Improvement

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

4.46 Agreement that Council has made it easy for you to interact with it

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Strongly agree	18.8%	23.3%	26.7%	21.5%	28.2%	23.5%	23.5%	22.9%
Agree	37.5%	56.0%	44.2%	58.3%	49.6%	42.8%	42.8%	48.2%
Neither agree nor disagree	12.5%	14.7%	22.1%	12.3%	17.6%	24.1%	24.1%	21.7%
Disagree	25.0%	4.3%	5.8%	5.5%	3.1%	7.2%	7.2%	6.0%
Strongly disagree	6.3%	1.7%	1.2%	2.5%	1.5%	2.4%	2.4%	1.2%

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

4.47 One service you feel the Council is performing the best in delivering (coded table)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon - Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Waimairi-Harewood Fendalton- (n=136)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Waste management	6%	28%	33%	31%	28%	31%	29%
Libraries	18%	12%	12%	10%	11%	13%	10%
Parks, reserves and green spaces	12%	9%	13%	8%	7%	5%	8%
Events/ activities	6%	3%	7%	5%	7%	7%	6%
Recreation & Sport Centres	12%	7%	1%	4%	7%	7%	2%
Water supply	-	3%	2%	4%	7%	7%	8%
Public space cleaning/ City beautification	-	5%	3%	8%	3%	4%	5%
Sewerage/ Wastewater	6%	1%	6%	5%	3%	4%	4%
Facilities and services in general	-	5%	4%	3%	4%	2%	-
Information and communication	6%	3%	2%	2%	3%	1%	5%
Roading	-	2%	2%	5%	1%	2%	2%
Public transport	-	-	4%	2%	5%	1%	1%
Earthquake recovery/ rebuild	6%	4%	-	2%	1%	1%	5%
Cycleways	-	-	3%	2%	1%	2%	1%
Rates/ spending/ financial management	6%	-	-	2%	1%	1%	2%
Emergency preparedness/ response/ victim support	-	1%	-	-	2%	1%	0%
Animal control	-	2%	-	-	-	1%	1%
Waterways	-	-	-	1%	1%	-	-
Community support	-	2%	-	-	-	1%	-
Footpaths and walkways	-	-	1%	1%	-	-	-
Parking	-	1%	-	-	-	1%	-
Other	-	3%	6%	6%	3%	4%	5%
Don't know/ nothing	35%	20%	10%	15%	14%	16%	15%

“Please describe in as much detail as possible why you think the Council is performing best in this area?”

4.48 Reasons for Council performing best in mentioned area (coded table)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon - Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton- Riccarton (n=166)	Halswell-Hornby- (n=84)	Papanui-Innes (n=84)
Waste management: Reliable	6%	15%	12%	11%	13%	11%	12%	
Waste management: Timely collection and service	0%	9%	11%	13%	10%	14%	10%	
Waste management: Generally good service/no issues	0%	4%	10%	8%	5%	8%	5%	
Waste management: Proper collection/no residue left behind	0%	3%	7%	4%	3%	4%	10%	
Waste management: Communicate issues	0%	3%	6%	0%	3%	1%	0%	
Waste management: Availability of bins/ good size bins	0%	2%	1%	1%	1%	2%	5%	
Waste management: Recycling and recycling options	0%	3%	1%	1%	1%	1%	4%	
Waste management: Friendly/ responsive staff	0%	0%	2%	1%	0%	1%	1%	
Waste management: Other	0%	0%	2%	1%	1%	1%	0%	
Libraries: Good service / good libraries	12%	6%	3%	5%	3%	4%	4%	
Libraries: Availability of and access to libraries	0%	5%	3%	2%	4%	6%	2%	
Libraries: Availability and variety of good/current resources/activities	6%	2%	2%	4%	6%	4%	5%	
Libraries: Good/ modern infrastructure	6%	2%	2%	4%	4%	4%	0%	
Libraries: Good librarians/ staff	6%	2%	3%	0%	3%	2%	2%	
Libraries: Free access/ free access to materials	6%	0%	0%	2%	1%	1%	1%	
Libraries: Other	0%	1%	0%	0%	0%	1%	1%	
Parks, reserves and green spaces: Well presented and maintained	6%	5%	10%	6%	5%	5%	6%	
Parks, reserves and green spaces: Availability/number/variety	0%	2%	3%	1%	1%	1%	1%	
Parks, reserves and green spaces: Good service to have	0%	3%	2%	1%	0%	0%	0%	

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Parks, reserves and green spaces: Good for the children	0%	2%	2%	0%	1%	0%	1%
Parks, reserves and green spaces: Other	0%	0%	1%	0%	1%	1%	2%
Roading: Roadworks/ Maintenance	0%	0%	2%	0%	1%	1%	0%
Roading: Improved network/ services	0%	2%	1%	0%	0%	0%	1%
Roading: Other	0%	0%	0%	2%	1%	1%	0%
Footpaths: Well maintained	0%	0%	0%	0%	0%	1%	0%
Footpaths: Good accessibility	0%	0%	0%	1%	0%	0%	0%
Cycleways: Good quality	0%	0%	1%	1%	0%	1%	1%
Cycleways: Availability/ number	0%	0%	2%	0%	1%	1%	0%
Cycleways: Other	0%	0%	1%	1%	0%	0%	0%
Public transport: Generally a good/ efficient service	0%	0%	1%	2%	3%	0%	1%
Public transport: Punctual timetables	0%	0%	0%	1%	1%	0%	1%
Public transport: Good coverage/ variety of routes	0%	0%	1%	0%	1%	0%	0%
Public transport: Other	0%	0%	0%	0%	1%	1%	0%
Events/ activities: Availability/ number/ range	0%	0%	6%	2%	4%	5%	5%
Events/ activities: Providing information on events	0%	2%	1%	1%	2%	1%	1%
Events/ activities: Free/ affordable	0%	0%	2%	1%	1%	1%	2%
Events/ activities: Well organised	0%	0%	0%	2%	1%	1%	0%
Events/ activities: Family friendly/ for all ages	0%	0%	1%	0%	1%	1%	0%
Events/ activities: Other	6%	0%	1%	1%	0%	2%	0%

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Recreation & Sport Centres: Availability and access to swimming pools	0%	4%	0%	1%	2%	2%	0%
Recreation & Sport Centres: Clean/ well maintained	0%	3%	0%	1%	2%	2%	0%
Recreation & Sport Centres: Generally good service	6%	1%	0%	1%	1%	1%	2%
Recreation & Sport Centres: Other	0%	1%	0%	1%	1%	2%	1%
Water supply: Generally good service	0%	1%	1%	2%	4%	3%	0%
Water supply: Maintenance done promptly/ well maintained	0%	1%	0%	1%	2%	1%	2%
Water supply: No issues with chlorine	0%	2%	0%	0%	0%	2%	0%
Water supply: Adequate and regular supply	0%	0%	1%	0%	1%	1%	2%
Water supply: Water quality/ taste is good	0%	0%	0%	0%	1%	1%	1%
Sewerage/ Wastewater: Generally good service	0%	1%	3%	4%	3%	4%	4%
Sewerage/ Wastewater: Well maintained	6%	0%	1%	1%	0%	1%	0%
Sewerage/ Wastewater: Not discharging during emergencies	0%	0%	1%	0%	0%	0%	0%
Waterways: Well maintained/ clean	0%	1%	0%	1%	0%	0%	0%
The rebuild: Good progress being made	6%	3%	2%	4%	4%	1%	5%
The rebuild: Improving the look of the city	0%	1%	0%	1%	1%	0%	0%
The rebuild: Other	0%	0%	0%	1%	0%	0%	1%
Public space cleaning/ City beautification: Keeping spaces/ city clean	0%	3%	1%	5%	1%	4%	4%
Public space cleaning/ City beautification: Attract tourists/ businesses	0%	1%	1%	1%	0%	0%	1%

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon- Cashmere (n=89)	Linwood-Central- Heathcote (n=167)	Fendalton- Waimairi-Harewood (n=136)	Halswell-Hornby- Riccarton (n=166)	Papanui-Innes (n=84)
Rates spending and financial management: Generally good spending/ management	6%	0%	0%	1%	0%	1%	0%
Rates spending and financial management: Other	0%	0%	0%	1%	0%	0%	2%
Information and communication: Good communication/ clear	6%	1%	2%	2%	2%	2%	4%
Information and communication: Other	0%	1%	0%	0%	0%	0%	1%
Emergency preparedness and response: Well prepared/ good response	0%	2%	0%	0%	1%	2%	0%
Community Support: Involvement of council	0%	2%	0%	0%	0%	2%	0%
Animal control: Good service	0%	2%	0%	0%	0%	1%	1%
Facilities and services in general: Generally good service	0%	4%	4%	1%	2%	1%	0%
Other	0%	3%	7%	7%	2%	4%	2%
Don't know	35%	21%	12%	16%	16%	19%	17%

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

4.49 Most important service for Council to improve over next 12 months (coded table)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Roading	24%	32%	25%	21%	26%	29%	38%
Water supply	12%	19%	27%	22%	20%	20%	18%
Footpaths and walkways	0%	5%	4%	5%	7%	5%	5%
Waste management	12%	0%	6%	5%	3%	8%	7%
The Council/ decision making/ financial management	0%	3%	8%	4%	8%	4%	2%
Parking	0%	2%	7%	4%	5%	4%	4%
Sewerage/ Wastewater	0%	5%	8%	5%	3%	1%	1%
Public transport	6%	1%	2%	4%	4%	4%	1%
Information and communication	0%	2%	0%	4%	4%	4%	2%
Waterways	0%	4%	2%	5%	1%	1%	1%
Earthquake recovery/ rebuild	6%	3%	0%	4%	5%	2%	0%
Parks, reserves and green spaces	6%	3%	0%	1%	1%	2%	2%
Consents process	6%	2%	0%	1%	2%	3%	1%
Public space cleaning/ City beautification	6%	2%	3%	0%	2%	2%	1%
Cycleways	0%	1%	1%	1%	1%	1%	1%
Recreation & Sports Centres	0%	2%	1%	1%	0%	0%	1%
Events/ activities	0%	0%	0%	1%	1%	1%	0%
Housing	0%	0%	0%	2%	1%	0%	0%
Other	18%	6%	2%	5%	5%	4%	7%
Don't know/ nothing	6%	18%	10%	15%	12%	14%	10%

“Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area?”

4.50 What Council should be doing to improve (coded table)

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby (n=166)	Papanui-Innes (n=84)
Roading: Fix roads/ make smooth/ remove potholes	12%	13%	9%	6%	5%	6%	13%	
Roading: Better quality repair/ less frequent repair/ faster repair	0%	11%	2%	9%	10%	8%	10%	
Roading: Improve traffic control/ flow/ accessibility	6%	3%	10%	2%	7%	5%	11%	
Roading: Prioritise/ focus repairs where needed most	0%	9%	6%	4%	4%	4%	1%	
Roading: Better communication/ consultation	0%	2%	0%	1%	1%	4%	2%	
Roading: Allocate resources correctly	0%	1%	2%	1%	0%	2%	2%	
Roading: Other	0%	0%	1%	1%	1%	3%	4%	
Footpaths: Fix footpaths/ make smooth/ remove hazards	0%	2%	2%	2%	3%	3%	4%	
Footpaths: Improve accessibility	0%	1%	2%	1%	1%	0%	0%	
Footpaths: Clear debris/ overhanging foliage	0%	1%	0%	1%	0%	0%	1%	
Footpaths: Better quality repair/ less frequent repair/ faster repair	0%	2%	0%	0%	1%	0%	0%	
Footpaths: Pedestrian right of way clarifications	0%	0%	0%	0%	1%	1%	0%	
Footpaths: Improve street lighting	0%	0%	0%	1%	0%	0%	0%	
Cycleways: Make more user-friendly/ Less obstructive/ Safer	0%	1%	2%	0%	0%	1%	0%	
Cycleways: Clearer delineation between cycleways/ road lanes	0%	1%	0%	1%	1%	0%	0%	
Cycleways: Ensure cycleways on arterial roads/ direct routes	0%	1%	1%	0%	0%	0%	0%	
Cycleways: Other	0%	0%	0%	2%	1%	0%	0%	
Water supply: Remove chlorine/ other additives	12%	13%	13%	15%	10%	10%	10%	

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	6%	3%	6%	4%	1%	4%	4%
Water supply: Improve or retain quality/ smell/ taste/ appearance	0%	1%	2%	2%	3%	3%	5%
Water supply: Halt sale of water to commercial interests	0%	2%	1%	2%	4%	3%	1%
Water supply: Fix leaks	0%	1%	2%	1%	1%	1%	2%
Water supply: Better communication/ consultation	0%	2%	1%	1%	1%	1%	1%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0%	1%	1%	1%	1%	0%	1%
Water supply: Other	0%	2%	2%	1%	4%	1%	0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0%	0%	3%	1%	3%	1%	0%
Council decision-making/financial management: Developing clear plans and budgets/ long term/ independent thinking	0%	0%	0%	2%	4%	0%	0%
Council decision-making/financial management: Increase council transparency/ address corruption/ accountability	0%	0%	3%	1%	0%	2%	1%
Council decision-making/financial management: More consultation on new building spending/more consultation generally	0%	0%	2%	1%	4%	1%	0%
Council decision-making/financial management: Focus more on infrastructure/services	6%	1%	2%	1%	1%	1%	0%
Council decision-making/ financial management: Improve communication and monitoring	6%	1%	0%	1%	1%	0%	2%
Council decision-making/financial management: Faster action on rebuild projects	0%	0%	1%	1%	1%	0%	0%
Council decision-making/financial management: Reduce spending on Councillors	0%	0%	1%	0%	0%	1%	0%

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Fendalton-Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Council decision-making/financial management: Devise a better rates system	0%	2%	0%	0%	0%	0%	0%
Council decision-making/financial management: Other	0%	0%	0%	0%	1%	1%	1%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0%	1%	3%	0%	1%	1%	1%
Public space cleaning/ City beautification: Council should clean up/ increase cleaning frequency	0%	0%	1%	0%	1%	1%	1%
Public space cleaning/ City beautification: Provide feedback and representation	6%	1%	0%	0%	1%	0%	0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0%	0%	1%	0%	0%	0%	0%
Public space cleaning/ City beautification: Planting more trees	0%	0%	0%	0%	1%	0%	0%
Consents process: Reduce the time and costs related to the process	6%	0%	0%	1%	1%	2%	0%
Consents process: Raise standards for the approval process/ streamline the process	0%	0%	0%	1%	1%	1%	0%
Consents process: Process needs to be more inclusive/ less adversarial	0%	2%	0%	1%	0%	0%	0%
Consents process: Improving staffing/ quality of staff	0%	0%	0%	0%	1%	1%	0%
Parking: More parking/better quality parking	0%	2%	4%	2%	2%	2%	5%
Parking: Lower the cost/make it free in some areas	0%	0%	2%	0%	1%	1%	1%
Parking: Fair enforcement/better enforcement	0%	0%	0%	1%	1%	1%	0%
Parking: Increase the time limit	0%	0%	2%	0%	1%	0%	0%

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- (n=166)	Papanui-Innes (n=84)
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	0%	4%	1%	4%	1%	1%	1%	
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0%	1%	1%	0%	0%	0%	0%	
Waterways: Planting along the river/ make the rivers more presentable	0%	0%	0%	1%	1%	0%	0%	
Waterways: Building flood protection barriers	0%	2%	0%	0%	0%	0%	0%	
Waterways: Pay attention to the entire waterway not sections	0%	0%	0%	1%	0%	0%	0%	
Waterways: Improve the development process	0%	1%	0%	0%	0%	0%	0%	
Sewerage/ Wastewater: Improve drainage/ runoff	0%	2%	3%	3%	0%	1%	0%	
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0%	0%	2%	1%	0%	0%	1%	
Sewerage/ Wastewater: Reduce unpleasant smells	0%	0%	0%	1%	1%	0%	0%	
Sewerage/ Wastewater: Other	0%	1%	0%	0%	1%	0%	0%	
Public transport: Develop routes/ services that meet all customers needs	0%	0%	0%	1%	2%	2%	1%	
Public transport: Improve service to raise usage/ improve the service generally	6%	0%	2%	2%	0%	1%	0%	
Public transport: Increase the number of buses and trips/reduce waiting time	0%	0%	0%	1%	1%	0%	0%	
Public transport: Buses should have a wider network	0%	1%	0%	0%	1%	0%	1%	
Public transport: Drivers need to keep to the timetables	0%	0%	1%	1%	0%	0%	0%	
Public transport: Cutting routes without proper consultation	0%	0%	1%	1%	0%	0%	0%	
Public transport: Add / improve bus stops	0%	0%	1%	1%	0%	0%	0%	
Public transport: Make the service more affordable	0%	0%	0%	0%	1%	1%	0%	

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Halswell-Hornby-Riccarton (n=166)	Papanui-Innes (n=84)
Public transport: Reinstate cancelled services	0%	0%	0%	0%	0%	1%	0%
Information and communication: Improve communication with the public/ improve transparency	0%	2%	0%	4%	1%	2%	1%
Information and communication: More consultations	0%	1%	0%	1%	1%	1%	1%
Information and Communication: Consistency and clarity	0%	0%	0%	0%	1%	1%	0%
Parks, reserves and green spaces: Improve maintenance/repair of park facilities	0%	3%	0%	1%	1%	1%	0%
Parks, reserves and green spaces: More facilities	6%	0%	0%	0%	1%	1%	1%
Parks, reserves and green spaces: Adding more plants and trees/ increasing variety of plants	0%	0%	0%	0%	0%	1%	1%
Parks, reserves and green spaces: Other	0%	1%	0%	1%	0%	0%	0%
Recreation & Sports Centres: Construct more facilities	6%	1%	0%	1%	1%	0%	1%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0%	0%	0%	1%	0%	0%	1%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0%	1%	0%	0%	0%	0%	0%
Events/ activities: Improvement communication about events	0%	0%	0%	0%	1%	1%	0%
Events/ activities: Providing options for the disabled community	0%	0%	0%	1%	0%	0%	0%
Events/ activities: Provide more events and activities	0%	0%	0%	0%	0%	1%	0%
Waste management: Better recycling options / information	6%	0%	1%	2%	1%	2%	2%

	Banks Peninsula (n=17)	Coastal-Burwood (n=117)	Spreydon-Cashmere (n=89)	Linwood-Central-Heathcote (n=167)	Waimairi-Harewood (n=136)	Fendalton-Riccarton (n=166)	Halswell-Hornby- (n=166)	Papanui-Innes (n=84)
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	0%	2%	3%	1%	0%	2%	2%	
Waste management: Increase collection frequency/ change time of collection	0%	0%	0%	0%	1%	2%	1%	
Waste management: Proper/ better collection of waste	6%	0%	0%	1%	0%	1%	1%	
Waste management: Better delineation / education of recycling/ organic/waste	0%	0%	2%	0%	0%	1%	0%	
Waste management: Cost of collections/bins should be reconsidered	0%	0%	0%	1%	0%	1%	0%	
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0%	0%	0%	1%	1%	1%	0%	
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0%	1%	0%	0%	1%	0%	0%	
Earthquake recovery/ rebuild: More attention to the red zones	6%	2%	0%	0%	0%	0%	0%	
Earthquake recovery/ rebuild: Maintaining weather wrapped buildings	0%	0%	0%	1%	0%	0%	0%	
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0%	0%	0%	1%	0%	0%	0%	
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	0%	0%	0%	0%	0%	1%	0%	
Earthquake recovery/ rebuild: Management of Heritage properties	0%	0%	0%	0%	1%	0%	0%	
Other	12%	5%	1%	2%	1%	1%	0%	
Don't know	6%	20%	15%	19%	15%	22%	14%	

4.2 Findings by Age/Gender

The following section details survey findings by Age and Gender

4.2.1 Governance and Decision making

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

4.51 Understanding of Council Decision Making

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	7.1%	8.1%	5.5%	8.3%	10.8%	3.7%
Agree	23.0%	25.5%	25.6%	22.1%	25.3%	23.5%
Neither agree nor disagree	38.1%	34.5%	28.1%	37.9%	30.7%	37.6%
Disagree	25.7%	21.6%	29.1%	26.2%	22.9%	27.2%
Strongly disagree	6.2%	10.3%	11.6%	5.5%	10.3%	7.9%

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

4.52 Satisfaction with the Accuracy of Information about Council Decisions

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	8.0%	7.8%	5.0%	10.3%	9.8%	5.3%
Satisfied	27.7%	25.2%	18.8%	23.4%	25.1%	22.1%
Neither satisfied nor dissatisfied	44.6%	32.4%	30.2%	34.5%	31.5%	36.6%
Dissatisfied	16.1%	26.5%	28.7%	25.5%	22.7%	28.2%
Very dissatisfied	3.6%	8.1%	17.3%	6.2%	10.9%	7.9%

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

4.53 Satisfaction that Information About Decision Making is Prompt and Timely

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	9.9%	5.9%	5.0%	5.6%	7.4%	4.7%
Satisfied	39.6%	28.3%	19.4%	28.9%	27.6%	26.8%
Neither satisfied nor dissatisfied	37.8%	33.2%	33.8%	32.4%	31.7%	34.9%
Dissatisfied	10.8%	25.1%	27.4%	25.4%	23.5%	22.9%
Very dissatisfied	1.8%	7.5%	14.4%	7.7%	8.4%	8.1%

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

4.54 Satisfaction that Council makes Decisions in the best Interest of the City

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	22.1%	12.1%	7.5%	8.9%	14.4%	9.2%
Satisfied	42.5%	36.4%	26.4%	30.8%	30.5%	36.9%
Neither satisfied nor dissatisfied	31.0%	28.4%	29.4%	28.8%	27.4%	30.9%
Dissatisfied	4.4%	16.0%	26.4%	21.9%	19.7%	16.2%
Very dissatisfied	0.0%	7.0%	10.4%	9.6%	7.9%	6.8%

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

4.55 Public Level of Influence in the Democratic Process

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Large influence	6.3%	5.1%	2.0%	2.8%	5.7%	2.4%
Some influence	59.8%	29.2%	21.6%	22.1%	28.4%	32.5%
Small influence	30.4%	44.6%	41.7%	46.9%	38.7%	45.9%
No influence	3.6%	21.2%	34.7%	28.3%	27.3%	19.3%

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

4.56 Satisfaction with Opportunities to Have a Say in What Council Does

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	13.3%	6.4%	4.1%	10.6%	8.5%	6.7%
Satisfied	39.8%	30.5%	28.7%	28.2%	29.5%	32.6%
Neither satisfied nor dissatisfied	29.2%	35.4%	35.4%	24.6%	30.6%	34.5%
Dissatisfied	17.7%	21.9%	20.5%	25.4%	22.3%	20.9%
Very dissatisfied	0.0%	5.8%	11.3%	11.3%	9.1%	5.3%

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

4.57 Satisfaction with Council’s Decision making Processes Being Easy to Use or Engage with

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	12.6%	4.9%	2.1%	4.4%	5.3%	5.3%
Satisfied	30.6%	29.1%	15.4%	23.7%	27.4%	22.2%
Neither satisfied nor dissatisfied	37.8%	33.3%	39.4%	39.3%	34.0%	39.4%
Dissatisfied	16.2%	25.8%	30.9%	23.0%	24.3%	26.1%
Very dissatisfied	2.7%	6.9%	12.2%	9.6%	9.0%	6.9%

4.2.2 City Promotions

“Overall, how satisfied or dissatisfied are you that the information you receive is timely, relevant and accurate?”

4.58 Satisfaction with timely, relevant and accurate information

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	16.1%	17.7%	22.0%	27.4%	19.5%	21.4%
Satisfied	52.7%	50.8%	36.5%	45.9%	45.0%	48.0%
Neither satisfied nor dissatisfied	23.2%	22.8%	33.0%	17.8%	25.4%	23.7%
Dissatisfied	6.3%	5.1%	7.0%	6.2%	8.0%	4.0%
Very dissatisfied	1.8%	3.5%	1.5%	2.7%	2.1%	2.9%

“Overall, how satisfied or dissatisfied are you with the range of events and festivals?”

4.59 Satisfaction with Variety of Events and Festivals

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	21.6%	26.8%	26.7%	29.7%	21.7%	31.6%
Satisfied	46.8%	45.2%	46.0%	46.9%	48.3%	43.7%
Neither satisfied nor dissatisfied	20.7%	21.3%	21.8%	16.6%	22.7%	17.9%
Dissatisfied	10.8%	6.1%	4.0%	6.2%	6.2%	6.3%
Very dissatisfied	0.0%	0.6%	1.5%	0.7%	1.0%	0.5%

4.2.3 Waterways

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

4.60 Satisfaction with Condition of Waterways

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	11.7%	7.8%	3.6%	3.6%	6.8%	6.2%
Satisfied	37.8%	28.3%	27.4%	29.3%	32.2%	27.1%
Neither satisfied nor dissatisfied	23.4%	26.7%	20.8%	27.1%	23.4%	26.3%
Dissatisfied	24.3%	26.7%	36.5%	30.0%	28.1%	30.9%
Very dissatisfied	2.7%	10.4%	11.7%	10.0%	9.6%	9.5%

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

4.61 Satisfaction with condition of waterway margins

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	17.9%	8.8%	9.0%	10.5%	11.7%	9.0%
Satisfied	35.7%	43.2%	40.8%	41.3%	41.4%	40.9%
Neither satisfied nor dissatisfied	33.0%	27.9%	25.4%	21.0%	25.5%	28.0%
Dissatisfied	13.4%	15.6%	15.9%	23.1%	16.1%	17.4%
Very dissatisfied	0.0%	4.5%	9.0%	4.2%	5.2%	4.7%

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

4.62 Satisfaction with appearance of waterway margins

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	20.5%	12.9%	8.5%	7.7%	13.7%	9.8%
Satisfied	38.4%	43.5%	37.8%	40.6%	38.1%	43.5%
Neither satisfied nor dissatisfied	27.7%	27.1%	29.9%	28.0%	28.2%	28.0%
Dissatisfied	12.5%	12.6%	18.4%	21.7%	16.3%	15.3%
Very dissatisfied	0.9%	3.9%	5.5%	2.1%	3.6%	3.4%

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

4.63 Satisfaction with City’s Storm Water Management Systems to avoid risk of flooding

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	19.1%	6.6%	5.6%	9.9%	10.2%	7.4%
Satisfied	40.0%	35.5%	37.9%	38.3%	41.8%	32.8%
Neither satisfied nor dissatisfied	25.5%	28.6%	22.1%	32.6%	25.1%	29.5%
Dissatisfied	14.5%	21.1%	28.7%	17.7%	18.0%	25.1%
Very dissatisfied	0.9%	8.2%	5.6%	1.4%	5.0%	5.2%

4.2.4 Rubbish and Recycling

“Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

4.64 Satisfaction with collection of recyclable materials (yellow bin)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	46.0%	47.7%	46.5%	62.0%	49.4%	50.1%
Satisfied	38.1%	39.4%	42.0%	31.7%	40.5%	36.4%
Neither satisfied nor dissatisfied	8.0%	5.8%	6.5%	3.5%	4.4%	7.4%
Dissatisfied	7.1%	6.1%	3.0%	2.1%	4.2%	5.3%
Very dissatisfied	0.9%	1.0%	2.0%	0.7%	1.6%	0.8%

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

4.65 Satisfaction with collection of rubbish (red bin)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	40.7%	46.1%	50.0%	61.8%	49.9%	48.6%
Satisfied	38.9%	40.3%	40.0%	31.3%	39.7%	37.0%
Neither satisfied nor dissatisfied	12.4%	7.7%	4.5%	4.2%	5.5%	8.4%
Dissatisfied	8.0%	4.5%	4.5%	1.4%	4.2%	4.7%
Very dissatisfied	0.0%	1.3%	1.0%	1.4%	0.8%	1.3%

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

4.66 Satisfaction with collection of organic material (green bin)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	44.2%	47.1%	42.5%	57.0%	46.2%	48.3%
Satisfied	42.5%	36.8%	39.0%	26.8%	36.1%	36.7%
Neither satisfied nor dissatisfied	11.5%	6.5%	6.5%	8.5%	7.5%	7.7%
Dissatisfied	1.8%	6.1%	9.0%	4.2%	6.5%	5.3%
Very dissatisfied	0.0%	3.5%	3.0%	3.5%	3.6%	2.1%

4.2.5 Rooding

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

4.67 Satisfaction with rooding

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	5.3%	4.5%	2.0%	2.1%	3.8%	3.1%
Satisfied	23.0%	26.3%	19.3%	22.8%	23.3%	23.4%
Neither satisfied nor dissatisfied	34.5%	22.4%	23.3%	33.1%	27.2%	25.7%
Dissatisfied	30.1%	32.7%	35.6%	34.5%	33.1%	33.9%
Very dissatisfied	7.1%	14.1%	19.8%	7.6%	12.6%	13.9%

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

4.68 Satisfaction with condition of footpaths

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	12.4%	5.8%	3.0%	3.6%	7.1%	4.2%
Satisfied	40.7%	38.1%	26.6%	35.0%	37.7%	32.3%
Neither satisfied nor dissatisfied	31.9%	24.4%	32.7%	30.7%	29.3%	28.3%
Dissatisfied	13.3%	25.0%	25.1%	25.7%	20.7%	26.2%
Very dissatisfied	1.8%	6.7%	12.6%	5.0%	5.2%	8.9%

4.2.6 Water

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

4.69 Satisfaction with minimal odour from sewerage system

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	27.7%	25.1%	28.0%	38.1%	30.3%	27.0%
Satisfied	40.2%	46.5%	45.6%	41.7%	47.2%	41.7%
Neither satisfied nor dissatisfied	24.1%	18.8%	17.1%	11.5%	13.5%	22.3%
Dissatisfied	7.1%	7.6%	8.3%	7.2%	7.4%	7.6%
Very dissatisfied	0.9%	2.0%	1.0%	1.4%	1.6%	1.4%

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

4.70 Satisfaction with reliability of wastewater services

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	31.2%	28.2%	26.3%	32.1%	32.0%	25.6%
Satisfied	49.5%	50.2%	55.1%	43.6%	49.2%	50.9%
Neither satisfied nor dissatisfied	15.6%	15.9%	15.2%	20.0%	14.1%	18.9%
Dissatisfied	3.7%	4.9%	3.0%	4.3%	3.9%	4.3%
Very dissatisfied	0.0%	1.0%	0.5%	0.0%	0.8%	0.3%

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

4.71 Satisfaction with repairs and complaints

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	20.0%	14.6%	15.0%	23.0%	18.5%	15.7%
Satisfied	42.7%	45.6%	43.9%	36.5%	47.3%	38.8%
Neither satisfied nor dissatisfied	34.5%	30.3%	25.6%	28.6%	24.9%	33.9%
Dissatisfied	2.7%	7.0%	9.4%	8.7%	5.6%	9.0%
Very dissatisfied	0.0%	2.4%	6.1%	3.2%	3.6%	2.6%

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

4.72 Satisfaction with quality of water supply

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	16.8%	11.0%	12.0%	16.8%	17.8%	8.5%
Satisfied	25.7%	26.9%	21.5%	17.5%	23.8%	23.3%
Neither satisfied nor dissatisfied	14.2%	20.4%	18.0%	15.4%	20.4%	15.4%
Dissatisfied	35.4%	25.9%	26.5%	32.9%	23.3%	34.2%
Very dissatisfied	8.0%	15.9%	22.0%	17.5%	14.7%	18.6%

“Overall, how satisfied or dissatisfied are you that the water supply is reliable?”

4.73 Satisfaction with reliability of water supply

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	36.3%	36.3%	29.9%	36.1%	38.2%	31.0%
Satisfied	39.8%	44.8%	51.7%	45.8%	44.2%	48.1%
Neither satisfied nor dissatisfied	14.2%	9.2%	7.0%	9.7%	8.8%	10.1%
Dissatisfied	9.7%	7.8%	8.5%	7.6%	7.3%	9.0%
Very dissatisfied	0.0%	2.0%	3.0%	0.7%	1.6%	1.9%

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

4.74 Satisfaction with repair of water leaks, restoring water interruptions and investigating water supply complaints in a timely manner

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	25.2%	19.9%	16.7%	20.5%	20.5%	19.4%
Satisfied	40.5%	40.1%	42.7%	36.4%	41.9%	38.5%
Neither satisfied nor dissatisfied	27.0%	25.7%	19.3%	19.7%	21.1%	25.4%
Dissatisfied	7.2%	9.2%	14.1%	15.9%	11.2%	11.7%
Very dissatisfied	0.0%	5.1%	7.3%	7.6%	5.3%	5.1%

4.2.7 Active Travel

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

4.75 Agreement that Christchurch is a cycle friendly city

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	34.5%	24.5%	16.4%	19.1%	24.2%	21.7%
Agree	38.1%	40.0%	43.1%	43.3%	40.8%	41.5%
Neither agree nor disagree	17.7%	21.0%	24.6%	25.5%	22.4%	22.2%
Disagree	7.1%	11.3%	11.3%	11.3%	8.9%	12.2%
Strongly disagree	2.7%	3.2%	4.6%	0.7%	3.7%	2.4%

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

4.76 Frequency of cycle travel on public roads in last 12 months

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
All the time, by that I mean about every day	11.5%	7.4%	5.0%	2.0%	6.9%	5.7%
Frequently, by that I mean at least once a week	10.6%	14.1%	12.9%	7.5%	15.1%	8.9%
Occasionally, by that I mean around once a month	16.8%	16.7%	16.3%	6.1%	16.2%	13.1%
Rarely, by that I mean no more than a few times a year	19.5%	21.5%	15.3%	9.5%	16.4%	18.3%
Never	41.6%	40.4%	50.5%	74.8%	45.4%	54.0%

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

4.77 Agreement that Christchurch is a walking friendly city

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	45.5%	40.3%	35.1%	37.8%	38.9%	39.7%
Agree	43.8%	49.8%	44.6%	40.6%	46.1%	45.7%
Neither agree nor disagree	7.1%	8.0%	11.9%	16.8%	10.4%	10.7%
Disagree	1.8%	1.9%	7.4%	4.2%	3.4%	3.9%
Strongly disagree	1.8%	0.0%	1.0%	0.7%	1.3%	0.0%

4.2.8 Parking

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

4.78 Usage of Council parking facility

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Yes	69.6%	85.9%	82.2%	71.9%	81.2%	78.5%
No	30.4%	14.1%	17.8%	28.1%	18.8%	21.5%

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

4.79 Satisfaction with ease of use of on-street parking meters

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	15.7%	19.5%	12.4%	10.7%	16.0%	15.1%
Satisfied	36.3%	44.4%	34.6%	36.1%	39.5%	39.0%
Neither satisfied nor dissatisfied	31.4%	21.5%	25.4%	18.0%	23.5%	23.0%
Dissatisfied	14.7%	8.5%	17.8%	26.2%	13.2%	16.9%
Very dissatisfied	2.0%	6.1%	9.7%	9.0%	7.8%	6.1%

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

4.80 Satisfaction with range of Council parking facilities available

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	9.3%	13.1%	9.1%	10.9%	9.8%	12.6%
Satisfied	28.0%	40.0%	36.9%	35.7%	39.6%	33.8%
Neither satisfied nor dissatisfied	35.5%	23.0%	26.2%	20.2%	22.2%	27.9%
Dissatisfied	23.4%	19.3%	20.3%	24.8%	21.7%	20.7%
Very dissatisfied	3.7%	4.6%	7.5%	8.5%	6.8%	5.0%

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

4.81 Satisfaction with the information provided by Council about parking options

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	12.1%	11.5%	6.9%	8.5%	9.7%	10.1%
Satisfied	24.3%	28.9%	33.3%	34.9%	30.5%	30.4%
Neither satisfied nor dissatisfied	40.2%	36.1%	33.3%	31.0%	35.0%	35.2%
Dissatisfied	20.6%	18.7%	21.2%	17.8%	18.6%	20.4%
Very dissatisfied	2.8%	4.9%	5.3%	7.8%	6.2%	3.9%

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

4.82 Satisfaction with the ease of use of Council parking

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	12.1%	14.9%	11.6%	13.3%	13.2%	13.5%
Satisfied	33.6%	42.2%	42.9%	32.0%	41.5%	37.2%
Neither satisfied nor dissatisfied	36.4%	26.1%	25.9%	29.7%	25.3%	31.0%
Dissatisfied	15.0%	13.2%	14.8%	20.3%	15.4%	14.9%
Very dissatisfied	2.8%	3.6%	4.8%	4.7%	4.6%	3.4%

“Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking?”

4.83 Agreement that vehicle is safer in Council run off-street parking compared to on street parking

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	19.0%	11.3%	14.1%	15.6%	13.1%	14.8%
Agree	45.7%	38.1%	32.1%	38.5%	40.6%	34.9%
Neither agree nor disagree	27.6%	38.7%	39.1%	36.9%	35.0%	38.9%
Disagree	6.7%	10.3%	12.5%	7.4%	9.2%	10.2%
Strongly disagree	1.0%	1.7%	2.2%	1.6%	2.2%	1.1%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

4.84 Agreement that residents feel safe using run off-street parking sites during the day

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	27.1%	32.0%	32.0%	25.4%	31.5%	28.8%
Agree	49.5%	46.7%	44.4%	50.8%	46.2%	48.1%
Neither agree nor disagree	19.6%	17.3%	20.2%	21.4%	18.7%	19.7%
Disagree	2.8%	3.7%	3.4%	1.6%	3.1%	3.1%
Strongly disagree	0.9%	0.3%	0.0%	0.8%	0.6%	0.3%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

4.85 Agreement that residents feel safe using run off-street parking sites after dark

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	9.5%	13.9%	10.7%	8.5%	13.6%	9.5%
Agree	33.3%	37.8%	32.7%	35.1%	41.7%	28.5%
Neither agree nor disagree	42.9%	28.8%	33.9%	28.7%	33.1%	31.6%
Disagree	14.3%	16.3%	16.1%	20.2%	8.9%	24.7%
Strongly disagree	0.0%	3.1%	6.5%	7.4%	2.7%	5.7%

4.2.9 Heritage Assets

“Overall, how satisfied or dissatisfied are you with the appearance of these [heritage assets]?”

4.86 Satisfaction with the appearance of heritage assets

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	36.6%	26.7%	22.3%	27.3%	27.0%	27.3%
Satisfied	41.1%	42.8%	42.6%	42.0%	43.9%	40.8%
Neither satisfied nor dissatisfied	17.9%	23.5%	27.4%	18.9%	21.3%	24.4%
Dissatisfied	4.5%	5.5%	6.1%	9.8%	5.5%	6.9%
Very dissatisfied	0.0%	1.6%	1.5%	2.1%	2.3%	0.5%

“Overall, how satisfied or dissatisfied are you with their condition [heritage assets]?”

4.87 Satisfaction with the condition of heritage assets

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	27.7%	23.8%	15.3%	18.8%	22.3%	20.4%
Satisfied	50.9%	47.3%	49.7%	57.1%	49.9%	50.4%
Neither satisfied nor dissatisfied	17.0%	22.5%	28.0%	17.3%	22.3%	22.1%
Dissatisfied	4.5%	4.2%	6.3%	6.0%	3.4%	6.8%
Very dissatisfied	0.0%	2.3%	0.5%	0.8%	2.1%	0.3%

“Overall, how satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”

4.88 Satisfaction with the appearance of city’s heritage buildings

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	25.0%	15.0%	12.2%	17.7%	17.2%	15.4%
Satisfied	50.9%	52.6%	51.3%	52.5%	49.2%	55.0%
Neither satisfied nor dissatisfied	17.0%	21.9%	24.9%	22.0%	22.5%	21.1%
Dissatisfied	7.1%	7.2%	8.5%	6.4%	7.1%	7.6%
Very dissatisfied	0.0%	3.3%	3.2%	1.4%	4.0%	0.8%

“Overall, how satisfied or dissatisfied are you with the condition of these [heritage] buildings?”

4.89 Satisfaction with the condition of city’s heritage buildings

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	23.2%	12.3%	8.5%	15.4%	12.4%	14.8%
Satisfied	40.2%	46.0%	44.1%	43.4%	46.3%	42.1%
Neither satisfied nor dissatisfied	28.6%	28.5%	32.4%	28.7%	26.5%	32.5%
Dissatisfied	8.0%	9.7%	12.2%	10.3%	11.1%	9.3%
Very dissatisfied	0.0%	3.6%	2.7%	2.2%	3.7%	1.4%

4.2.10 Parks

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

4.90 Satisfaction with the appearance of central city parks and green spaces

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	37.5%	28.8%	28.6%	38.0%	30.9%	32.7%
Satisfied	39.3%	51.3%	54.3%	46.5%	50.8%	48.1%
Neither satisfied nor dissatisfied	17.9%	14.7%	13.1%	12.0%	13.4%	14.9%
Dissatisfied	5.4%	4.8%	3.5%	3.5%	4.6%	4.0%
Very dissatisfied	0.0%	0.3%	0.5%	0.0%	0.3%	0.3%

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

4.91 Satisfaction with the condition of central city parks and green spaces

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	31.3%	27.2%	24.7%	32.9%	28.6%	27.9%
Satisfied	49.1%	55.6%	57.1%	48.3%	55.2%	52.3%
Neither satisfied nor dissatisfied	16.1%	13.4%	14.6%	15.4%	12.6%	16.2%
Dissatisfied	3.6%	3.8%	3.5%	3.5%	3.6%	3.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

4.2.11 Disaster Preparedness

“Has your household done any of the following to prepare in case of a natural disaster:

Stored enough water for three days

Stored enough food for three days

Secure heavy household items that might fall in an earthquake?”

4.92 Disaster preparedness

	Age (years)	Yes	No
Stored enough water for three days	18-24 (n=113)	41.1%	58.9%
	25-49 (n=313)	57.8%	42.2%
	50-64 (n=203)	72.6%	27.4%
	65+ (n=147)	72.6%	27.4%
	Male (n=391)	62.1%	37.9%
	Female (n=384)	61.9%	38.1%
Stored enough food for three days	18-24 (n=113)	70.3%	29.7%
	25-49 (n=313)	82.3%	17.7%
	50-64 (n=203)	90.1%	9.9%
	65+ (n=147)	95.2%	4.8%
	Male (n=391)	86.8%	13.2%
	Female (n=384)	83.2%	16.8%
Secure heavy household items that might fall in an earthquake	18-24 (n=113)	61.1%	38.9%
	25-49 (n=313)	73.4%	26.6%
	50-64 (n=203)	80.7%	19.3%
	65+ (n=147)	80.1%	19.9%
	Male (n=391)	76.2%	23.8%
	Female (n=384)	73.7%	26.3%

“Does your household have an up-to-date emergency plan?”

4.93 Having an up to date Emergency plan

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Yes	41.0%	56.0%	56.8%	61.0%	52.5%	57.5%
No	59.0%	44.0%	43.2%	39.0%	47.5%	42.5%

4.2.12 Overall Satisfaction

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

4.94 Satisfaction with performance of Christchurch City Council in delivering its services

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Very satisfied	15.9%	12.8%	8.9%	17.7%	12.3%	14.0%
Satisfied	56.6%	49.2%	46.5%	45.4%	46.0%	52.0%
Neither satisfied nor dissatisfied	23.0%	24.0%	22.3%	20.6%	23.7%	21.6%
Dissatisfied	4.4%	10.5%	16.8%	12.1%	13.1%	10.0%
Very dissatisfied	0.0%	3.5%	5.4%	4.3%	4.9%	2.4%

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

4.95 Reasons for satisfaction with performance of Christchurch City Council in delivering its services (coded table)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Council is doing a good job overall	26%	18%	15%	15%	18%	18%
Happy with services provided	19%	21%	13%	14%	16%	19%
Unhappy with services provided	9%	19%	18%	20%	18%	16%
No problems/ issues	13%	9%	8%	10%	10%	9%
Respond to problems/ concerns	3%	7%	7%	14%	7%	8%
Room for improvement	6%	8%	4%	3%	7%	5%
Slow to/ don't respond to problems/ concerns	3%	5%	7%	7%	7%	4%
Good customer service	3%	4%	6%	9%	4%	7%
Disapprove of Council spending	0%	4%	8%	4%	5%	4%
Lack of public consultation	2%	4%	5%	4%	3%	5%
Poor communication	4%	4%	4%	2%	4%	3%
Disapprove of water chlorination handling	1%	5%	2%	3%	4%	3%
Good communication	4%	4%	3%	1%	3%	4%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Poor customer service	1%	3%	3%	3%	4%	2%
Happy with how Council handled things after terrorist attack	4%	1%	0%	5%	2%	3%
Unhappy about water bottling plant	2%	1%	2%	3%	2%	2%
Council is doing a poor job overall	0%	2%	1%	1%	2%	1%
Council needs to take more action	0%	1%	3%	0%	2%	1%
Unhappy with rebuild progress	2%	1%	2%	0%	1%	2%
Difficulties reporting issues to Council	0%	0%	1%	2%	1%	1%
Unhappy with Mayor	0%	1%	1%	2%	1%	1%
Disapprove of lime scooters	1%	0%	0%	2%	1%	0%
Other	1%	4%	5%	3%	3%	4%
Don't know	18%	8%	4%	4%	6%	9%

4.2.13 Things Done Well and Opportunities for Improvement

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

4.96 Agreement that Council has made it easy for you to interact with it

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Strongly agree	27.9%	21.8%	22.0%	28.7%	20.6%	27.6%
Agree	45.0%	54.7%	45.5%	49.7%	51.2%	48.5%
Neither agree nor disagree	22.5%	16.9%	20.5%	14.7%	18.5%	18.0%
Disagree	2.7%	5.5%	8.0%	5.6%	7.3%	4.2%
Strongly disagree	1.8%	1.0%	4.0%	1.4%	2.3%	1.6%

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

4.97 One service you feel the Council is performing the best in delivering (coded table)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Waste management	22%	26%	33%	37%	30%	29%
Libraries	7%	13%	10%	13%	9%	14%
Parks, reserves and green spaces	11%	9%	8%	3%	9%	7%
Events/ activities	6%	7%	4%	5%	3%	9%
Recreation & Sport Centres	1%	9%	5%	2%	6%	5%
Water supply	4%	4%	6%	7%	8%	2%
Public space cleaning/ City beautification	11%	4%	4%	1%	3%	6%
Sewerage/ Wastewater	1%	3%	5%	6%	6%	2%
Facilities and services in general	3%	2%	3%	6%	3%	4%
Information and communication	2%	2%	4%	2%	2%	3%
Roading	1%	3%	2%	2%	3%	1%
Public transport	3%	3%	1%	1%	2%	2%
Earthquake recovery/ rebuild	2%	2%	3%	1%	2%	2%
Cycleways	0%	1%	1%	3%	2%	1%
Rates/ spending/ financial management	0%	1%	2%	1%	1%	1%
Emergency preparedness/ response/ victim support	1%	1%	1%	0%	1%	0%
Animal control	1%	1%	0%	1%	1%	1%
Waterways	0%	0%	0%	1%	0%	1%
Community support	1%	1%	0%	0%	0%	1%
Footpaths and walkways	0%	1%	0%	0%	0%	1%
Parking	1%	0%	0%	0%	1%	0%
Other	8%	4%	3%	3%	5%	3%
Don't know/ nothing	25%	14%	14%	14%	15%	16%

“Please describe in as much detail as possible why you think the Council is performing best in this area?”

4.98 Reasons for Council performing best in mentioned area (coded table)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Waste management: Reliable	4%	14%	12%	15%	13%	11%
Waste management: Timely collection and service	12%	11%	10%	12%	11%	11%
Waste management: Generally good service/no issues	7%	3%	10%	8%	7%	6%
Waste management: Proper collection/no residue left behind	1%	2%	8%	8%	5%	4%
Waste management: Communicate issues	0%	2%	3%	1%	1%	2%
Waste management: Availability of bins/ good size bins	1%	1%	3%	2%	2%	1%
Waste management: Recycling and recycling options	2%	1%	2%	1%	1%	2%
Waste management: Friendly/ responsive staff	0%	1%	2%	1%	1%	1%
Waste management: Other	3%	1%	1%	1%	1%	1%
Libraries: Good service / good libraries	1%	4%	4%	8%	3%	6%
Libraries: Availability of and access to libraries	4%	4%	5%	2%	3%	5%
Libraries: Availability and variety of good/ current resources/ activities	4%	4%	3%	4%	3%	5%
Libraries: Good/ modern infrastructure	0%	4%	4%	2%	3%	4%
Libraries: Good librarians/ staff	0%	4%	1%	1%	1%	3%
Libraries: Free access/ free access to materials	0%	1%	1%	2%	1%	2%
Libraries: Other	1%	1%	0%	0%	1%	0%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Parks, reserves and green spaces: Well presented and maintained	11%	8%	5%	1%	7%	5%
Parks, reserves and green spaces: Availability/number/variety	1%	2%	1%	1%	1%	2%
Parks, reserves and green spaces: Good service to have	1%	1%	0%	1%	1%	1%
Parks, reserves and green spaces: Good for the children	1%	1%	0%	1%	1%	1%
Parks, reserves and green spaces: Other	1%	0%	1%	1%	1%	0%
Roading: Roadworks/Maintenance	0%	0%	0%	2%	1%	0%
Roading: Improved network/services	0%	1%	0%	0%	1%	0%
Roading: Other	1%	1%	0%	2%	2%	0%
Footpaths: Well maintained	0%	0%	0%	1%	0%	0%
Footpaths: Good accessibility	1%	0%	0%	0%	0%	0%
Cycleways: Good quality	0%	1%	0%	1%	1%	1%
Cycleways: Availability/ number	0%	0%	1%	1%	1%	1%
Cycleways: Other	0%	0%	0%	1%	0%	1%
Public transport: Generally a good/ efficient service	2%	1%	0%	1%	1%	1%
Public transport: Punctual timetables	0%	1%	0%	0%	1%	0%
Public transport: Good coverage/ variety of routes	0%	1%	0%	0%	0%	0%
Public transport: Other	1%	0%	0%	0%	0%	0%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Events/ activities: Availability/ number/ range	2%	4%	4%	3%	2%	5%
Events/ activities: Providing information on events	3%	1%	1%	0%	0%	2%
Events/ activities: Free/ affordable	0%	1%	1%	1%	0%	2%
Events/ activities: Well organised	1%	1%	0%	2%	1%	1%
Events/ activities: Family friendly/ for all ages	0%	1%	0%	1%	0%	1%
Events/ activities: Other	1%	1%	1%	1%	1%	1%
Recreation & Sport Centres: Availability and access to swimming pools	1%	3%	1%	1%	1%	2%
Recreation & Sport Centres: Clean/ well maintained	0%	3%	0%	1%	2%	1%
Recreation & Sport Centres: Generally good service	0%	1%	2%	1%	2%	1%
Recreation & Sport Centres: Other	0%	3%	1%	0%	2%	1%
Water supply: Generally good service	2%	2%	1%	4%	3%	1%
Water supply: Maintenance done promptly/ well maintained	1%	1%	2%	1%	2%	1%
Water supply: No issues with chlorine	2%	0%	1%	0%	1%	1%
Water supply: Adequate and regular supply	0%	1%	1%	1%	1%	0%
Water supply: Water quality/ taste is good	0%	0%	1%	1%	1%	0%
Sewerage/ Wastewater: Generally good service	2%	2%	3%	5%	5%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Sewerage/ Wastewater: Well maintained	0%	0%	1%	1%	1%	1%
Sewerage/ Wastewater: Not discharging during emergencies	0%	0%	0%	1%	0%	0%
Waterways: Well maintained/ clean	1%	0%	0%	0%	0%	1%
The rebuild: Good progress being made	2%	3%	4%	2%	2%	3%
The rebuild: Improving the look of the city	2%	0%	1%	0%	0%	1%
The rebuild: Other	0%	0%	0%	0%	0%	1%
Public space cleaning/ City beautification: Keeping spaces/ city clean	6%	3%	2%	1%	3%	3%
Public space cleaning/ City beautification: Attract tourists/ businesses	1%	1%	0%	0%	1%	1%
Rates spending and financial management: Generally good spending/ management	0%	1%	0%	1%	0%	1%
Rates spending and financial management: Other	0%	0%	1%	0%	1%	0%
Information and communication: Good communication/ clear	3%	3%	2%	1%	1%	3%
Information and communication: Other	0%	0%	0%	1%	0%	0%
Emergency preparedness and response: Well prepared/ good response	3%	1%	1%	0%	1%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Community Support: Involvement of council	3%	1%	0%	0%	0%	1%
Animal control: Good service	1%	1%	0%	1%	1%	1%
Facilities and services in general: Generally good service	1%	2%	1%	3%	2%	2%
Other	3%	4%	5%	5%	5%	3%
Don't know	28%	16%	15%	16%	17%	18%

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

4.99 Most important service for Council to improve over next 12 months

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Roading	27%	30%	29%	22%	30%	25%
Water supply	15%	22%	20%	22%	18%	23%
Footpaths and walkways	2%	4%	7%	6%	4%	6%
Waste management	7%	6%	3%	5%	4%	6%
The Council/ decision making/ financial management	0%	4%	6%	7%	4%	6%
Parking	7%	4%	3%	3%	4%	4%
Sewerage/ Wastewater	4%	3%	4%	4%	4%	3%
Public transport	2%	3%	2%	5%	3%	3%
Information and communication	1%	2%	5%	3%	4%	2%
Waterways	4%	3%	2%	2%	3%	3%
Earthquake recovery/ rebuild	3%	2%	4%	3%	3%	2%
Parks, reserves and green spaces	1%	2%	2%	1%	2%	2%
Consents process	2%	2%	2%	1%	3%	1%
Public space cleaning/ City beautification	1%	1%	2%	3%	2%	2%
Cycleways	3%	0%	1%	1%	1%	1%
Recreation & Sports Centres	1%	1%	1%	0%	0%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Events/ activities	2%	1%	0%	0%	1%	0%
Housing	1%	1%	0%	0%	1%	1%
Other	2%	4%	8%	6%	5%	5%
Don't know/ nothing	25%	13%	8%	13%	13%	14%

“Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area?”

4.100 What Council should be doing to improve (coded table)

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Roading: Fix roads/ make smooth/ remove potholes	5%	9%	8%	9%	8%	8%
Roading: Better quality repair/ less frequent repair/ faster repair	7%	12%	8%	3%	8%	9%
Roading: Improve traffic control/ flow/ accessibility	5%	5%	8%	5%	7%	5%
Roading: Prioritise/ focus repairs where needed most	5%	5%	6%	1%	3%	6%
Roading: Better communication/ consultation	1%	2%	1%	3%	1%	2%
Roading: Allocate resources correctly	1%	1%	1%	1%	2%	1%
Roading: Other	1%	1%	2%	2%	2%	1%
Footpaths: Fix footpaths/ make smooth/ remove hazards	2%	3%	3%	3%	2%	3%
Footpaths: Improve accessibility	1%	0%	1%	1%	0%	1%
Footpaths: Clear debris/ overhanging foliage	0%	0%	1%	1%	0%	1%
Footpaths: Better quality repair/ less frequent repair/ faster repair	0%	1%	0%	0%	0%	1%
Footpaths: Pedestrian right of way clarifications	0%	0%	0%	1%	0%	0%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Footpaths: Improve street lighting	0%	0%	0%	0%	0%	0%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	0%	0%	0%	1%	1%	0%
Cycleways: Clearer delineation between cycleways/ road lanes	1%	0%	0%	1%	1%	0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	1%	0%	0%	0%	0%	0%
Cycleways: Other	0%	1%	0%	1%	1%	0%
Water supply: Remove chlorine/ other additives	11%	14%	11%	10%	11%	13%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	3%	3%	3%	5%	3%	4%
Water supply: Improve or retain quality/ smell/ taste/ appearance	2%	4%	2%	2%	2%	3%
Water supply: Halt sale of water to commercial interests	0%	3%	2%	3%	1%	4%
Water supply: Fix leaks	0%	1%	1%	3%	1%	2%
Water supply: Better communication/ consultation	1%	2%	0%	1%	1%	2%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0%	2%	0%	1%	1%	1%
Water supply: Other	0%	2%	0%	3%	1%	2%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0%	0%	2%	3%	1%	2%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Council decision-making/financial management: Developing clear plans and budgets/ long term/ independent thinking	0%	1%	1%	2%	1%	1%
Council decision-making/financial management: Increase council transparency/ address corruption/ accountability	0%	1%	2%	1%	2%	0%
Council decision-making/financial management: More consultation on new building spending/ more consultation generally	0%	1%	1%	2%	1%	2%
Council decision-making/financial management: Focus more on infrastructure/ services	0%	1%	1%	1%	0%	2%
Council decision-making/financial management: Improve communication and monitoring	0%	0%	2%	1%	1%	1%
Council decision-making/financial management: Faster action on rebuild projects	0%	0%	1%	1%	1%	0%
Council decision-making/financial management: Reduce spending on Councillors	0%	0%	0%	1%	0%	1%
Council decision-making/financial management: Devise a better rates system	0%	0%	0%	0%	0%	1%
Council decision-making/financial management: Other	0%	1%	0%	0%	0%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0%	1%	1%	3%	0%	2%
Public space cleaning/ City beautification: Council should clean up/ increase cleaning frequency	0%	0%	0%	2%	0%	1%
Public space cleaning/ City beautification: Provide feedback and representation	0%	0%	0%	1%	1%	0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0%	0%	0%	0%	0%	0%
Public space cleaning/ City beautification: Planting more trees	0%	0%	0%	0%	0%	0%
Consents process: Reduce the time and costs related to the process	1%	1%	0%	1%	1%	0%
Consents process: Raise standards for the approval process/ streamline the process	0%	1%	0%	1%	1%	0%
Consents process: Process needs to be more inclusive/ less adversarial	0%	0%	1%	0%	1%	0%
Consents process: Improving staffing/ quality of staff	0%	0%	0%	0%	1%	0%
Parking: More parking/better quality parking	5%	2%	2%	2%	3%	3%
Parking: Lower the cost/make it free in some areas	3%	0%	1%	0%	1%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Parking: Fair enforcement/better enforcement	0%	1%	0%	1%	1%	1%
Parking: Increase the time limit	1%	0%	1%	0%	1%	0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	4%	2%	2%	2%	2%	2%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0%	0%	0%	1%	0%	0%
Waterways: Planting along the river/make the rivers more presentable	0%	0%	0%	1%	0%	0%
Waterways: Building flood protection barriers	0%	0%	0%	0%	0%	0%
Waterways: Pay attention to the entire waterway not sections	0%	0%	0%	0%	0%	0%
Waterways: Improve the development process	0%	0%	0%	0%	0%	0%
Sewerage/ Wastewater: Improve drainage/ runoff	1%	1%	2%	2%	2%	1%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	1%	0%	1%	1%	0%	1%
Sewerage/ Wastewater: Reduce unpleasant smells	0%	0%	0%	1%	0%	1%
Sewerage/ Wastewater: Other	0%	1%	0%	0%	1%	0%
Public transport: Develop routes/ services that meet all customers needs	2%	1%	1%	1%	2%	1%
Public transport: Improve service to raise usage/ improve the service generally	0%	1%	0%	2%	2%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Public transport: Increase the number of buses and trips/ reduce waiting time	0%	0%	1%	1%	1%	0%
Public transport: Buses should have a wider network	1%	0%	0%	1%	1%	0%
Public transport: Drivers need to keep to the timetables	0%	1%	0%	1%	0%	1%
Public transport: Cutting routes without proper consultation	0%	1%	0%	0%	0%	1%
Public transport: Add / improve bus stops	0%	0%	0%	1%	0%	0%
Public transport: Make the service more affordable	0%	0%	0%	1%	1%	0%
Public transport: Reinstate cancelled services	0%	0%	0%	1%	0%	0%
Information and communication: Improve communication with the public/ improve transparency	0%	2%	2%	2%	2%	1%
Information and communication: More consultations	0%	1%	1%	0%	1%	0%
Information and Communication: Consistency and clarity	0%	0%	0%	1%	1%	0%
Parks, reserves and green spaces: Improve maintenance/ repair of park facilities	0%	1%	2%	0%	1%	1%
Parks, reserves and green spaces: More facilities	0%	1%	0%	1%	0%	1%
Parks, reserves and green spaces: Adding more plants and trees/increasing variety of plants	0%	0%	0%	1%	1%	0%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Parks, reserves and green spaces: Other	1%	0%	0%	0%	1%	0%
Recreation & Sports Centres: Construct more facilities	1%	1%	1%	0%	1%	1%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0%	0%	1%	0%	0%	0%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0%	0%	0%	0%	0%	0%
Events/ activities: Improvement communication about events	2%	0%	0%	0%	1%	0%
Events/ activities: Providing options for the disabled community	0%	0%	0%	0%	0%	0%
Events/ activities: Provide more events and activities	0%	0%	0%	0%	0%	0%
Waste management: Better recycling options / information	0%	2%	1%	2%	1%	2%
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	3%	1%	2%	1%	1%	2%
Waste management: Increase collection frequency/ change time of collection	3%	1%	0%	0%	1%	1%
Waste management: Proper/ better collection of waste	1%	0%	1%	1%	1%	0%
Waste management: Better delineation / education of recycling/organic/ waste	1%	0%	0%	1%	0%	1%

	18-24 (n=113)	25-49 (n=313)	50-64 (n=203)	65+ (n=147)	Male (n=391)	Female (n=384)
Waste management: Cost of collections/ bins should be reconsidered	0%	0%	1%	0%	0%	1%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	1%	0%	1%	0%	1%	1%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0%	0%	0%	1%	1%	0%
Earthquake recovery/ rebuild: More attention to the red zones	0%	0%	1%	1%	0%	1%
Earthquake recovery/ rebuild: Maintaining weather wrapped buildings	0%	0%	0%	0%	0%	0%
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0%	0%	0%	0%	0%	0%
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	0%	0%	0%	0%	0%	0%
Earthquake recovery/ rebuild: Management of Heritage properties	0%	0%	0%	1%	0%	0%
Other	2%	2%	2%	3%	3%	1%
Don't know	33%	16%	13%	16%	17%	19%

4.3 Questionnaire

Good <time of day>, my name is <name> and I'm calling from Research First. Today I'm calling on behalf of Christchurch City Council. We are conducting a survey about residents' satisfaction with Council services.

May I speak to the youngest person aged 18 or over in your household?

Is now a good time or would you prefer I called you back?

Interviewer: please make an appointment to speak to the youngest person in the household if they are not currently available. Only ONE survey allowed per household.

Most questions will offer you a scale where you can rate your level of satisfaction or agreement. There is space towards the end of the survey where you can tell us what you think in more detail.

Read out only if necessary

1. This survey is one of several ways in which the Council obtains feedback each year
2. The survey will take around 20 minutes depending on your answers
3. Everything you tell me will be treated as strictly confidential.
4. There are no right or wrong answers to these questions.

Tips and clarification

If necessary:

Our website is www.researchfirst.co.nz. We are a market research company based in Christchurch. Our Freephone number is 0508 473 732.

How do you have my details?

We have a database of randomly generated landline numbers or cell phone numbers given to us during a previous survey.

If necessary - do not offer this unless they are irate:

If you no longer wish to be considered for market research projects I can add you to the do not call register. Click on the 'DNC' button to add them.

Part One: Quota Demographics

Recording statement: all our calls are recorded for quality assurance purposes.

1. Firstly, have you lived in Christchurch for at least 12 months? *Do not read out. Select one. SINGLE CODE*

<input type="radio"/>	Yes (<i>continue</i>)
<input type="radio"/>	No (<i>NQ exit page</i>)

2. Which suburb do you live in? *Type first few letters of location and select from drop-down. If none of these, select "Z - None of these". SINGLE CODE*

DROP DOWN MENU, AUTOCODE WARD BASED ON CLIENT SUPPLIED LIST (like done for Community Events J1947)

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

3. Which of these age groups do you fall into? *Read out. Select one. SINGLE CODE*

1	18-24
2	25-49
3	50-64
4	65+

4. Which of the following best describes you? *Read out.* **Select one.** SINGLE CODE

1	Male
2	Female
3	Gender diverse

Part Two: Introduction Statement

Interviewer, read out: I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with particular statements. Remember, there are no right or wrong answers and we are just interested in your opinion.

Part Three: City Promotions

Interviewer, read out: Firstly, thinking about city events and festivals.

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

5. Overall, how satisfied or dissatisfied are you that the information you receive is timely, relevant and accurate. Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied', 2 is 'satisfied', 3 is 'neither satisfied nor dissatisfied' 4 is 'dissatisfied' and 5 stands for 'very dissatisfied'?
SINGLE CODE PER ROW

Read out if necessary: Timely means that information is available at an appropriate time to decide what events, activities and attractions you want to attend or participate in.

Read out if necessary: Accurate means that Council information is factually correct

<input type="radio"/>	Very satisfied
<input type="radio"/>	Satisfied
<input type="radio"/>	Neither satisfied nor dissatisfied
<input type="radio"/>	Dissatisfied
<input type="radio"/>	Very dissatisfied
<input type="radio"/>	<i>Do not read out:</i> Don't know/ not applicable

6. The Council supports a range of events and festivals such as Kids Fest, the International Jazz and Blues Festival, Le Race and local community events. Overall, how satisfied or dissatisfied are you with the range of events and festivals? **Select one.** SINGLE CODE Do not read full scale only repeat if necessary

Read if necessary: Range means the variety of events and festivals available during the year.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied

2

4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Four: Governance and Decision-Making

Interviewer, read out: Now, some questions about governance and decision making in our city.

7. Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions'? Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree' 2 is 'agree', 3 is 'neither agree nor disagree' 4 is 'disagree' and 5 stands for 'strongly disagree' *Select one.* **SINGLE CODE**

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

8. Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? *Read out This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.* Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied', 2 is 'satisfied', 3 is 'neither satisfied nor dissatisfied' 4 is 'dissatisfied' and 5 stands for 'very dissatisfied' *Select one.* **SINGLE CODE**

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

9. Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner? *Do not read full scale only repeat if necessary.* *Select one* **SINGLE CODE**

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

10. Overall, how much influence do you feel the public has on the decisions the Council makes? Please answer this question on a scale from 1 to 4 where 1 stands for 'large influence' 2 is 'some influence', 3 is 'small influence' and 4 stands for 'no influence'. *Select one.* SINGLE CODE

1	Large influence
2	Some influence
3	Small influence
4	No influence
99	Don't know/ not applicable <i>Do not read out</i>

11. Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city? Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied', 2 is 'satisfied', 3 is 'neither satisfied nor dissatisfied' 4 is 'dissatisfied' and 5 stands for 'very dissatisfied' *Select one.* SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

12. Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does? *Do not read full scale only repeat if necessary.* *Select one.* SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

13. Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

Read out if necessary This includes things such as provision of clear instructions about processes and timelines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions. *Do not read full scale only repeat if necessary.* *Select one.* SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied

4

99	Don't know/ not applicable <i>Do not read out</i>
----	---

Part Five: Waterways

Interviewer, read out: Christchurch has a number of waterways such as The Avon, Heathcote and Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales and timbered drains.

14. Overall, how satisfied or dissatisfied are you with the condition of waterways? *Select one.* **SINGLE CODE** *Do not read full scale only repeat if necessary.*

Read out if necessary: Condition includes things such as maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

READ OUT Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds.

15. Overall, how satisfied or dissatisfied are you with the condition of waterway margins? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary.*

Read out if necessary: Condition includes things such as maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

16. Overall, how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*
Read out if necessary: Appearance includes things such as the layout and type of plantings (or shrubs, grasses and reeds)

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

READ OUT: Christchurch's stormwater management involves managing stormwater through things such as rivers, waterways timbered drains and stormwater pipes.

17. Overall how satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised? *Select one. Do not read full scale only repeat if necessary. SINGLE CODE*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Six: Rubbish and Recycling

Interviewer, read out: Thinking now about the Council rubbish and recycling collection... I now have a series of questions about the Council run three-bin kerbside collection service.

18. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials (your yellow bin)? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the Council having a good understanding of resident recycling needs and issues, provision of clear and accurate information about what can go in the yellow bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

19. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the Council having a good understanding of resident rubbish collection needs and issues, provision of clear and accurate information about what can go in red bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

20. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin)? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the Council having a good understanding of resident organics collection needs and issues, provision of clear and accurate information about what can go in the green bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Seven: Roading

Interviewer, read out: Thinking now about the condition of the city's roads and footpaths (condition includes maintenance and upkeep)...

21. Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads? *Select one. SINGLE CODE Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

22. Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Eight: Water

Interviewer, read out: I now want to ask you a series of questions about the city's waste water collection and water supply. *Read out if necessary: Wastewater collection is about the underground pipes that take wastewater (eg. from your toilets, showers etc) away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.*

23. Overall how satisfied or dissatisfied are you that there is minimal odour from the sewerage system? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes odours from manholes in the streets and from treatment plants such as the one at Bromley and smaller plants on Banks Peninsula

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

24. Overall how satisfied or dissatisfied are you that the wastewater services are reliable? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: Reliable means wastewater is collected, carried, treated and disposed of without blockages and overflows

(Read out if required: Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads)

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

25. Overall how satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: Faults include blockages, overflows or broken pipes

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Interviewer, read out: Thinking now about water supply. This is about clean, drinkable water being supplied to your house...

26. Overall how satisfied or dissatisfied are you with the quality of the water supply? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as its taste, appearance (eg. sediment free) and with minimal water odour.

1	Very satisfied
2	Satisfied

8

3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

27. Overall, how satisfied or dissatisfied are you that the water supply is reliable? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: Reliable means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

28. Overall, how satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Nine: Active Travel

Interviewer, read out: Now, I would like to ask you some questions about active travel in Christchurch. Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.

29. Overall, how much do you agree or disagree that Christchurch is a cycle friendly city? *Select one.* **SINGLE CODE.** Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree', 2 is 'agree', 3 is 'neither agree nor disagree', 4 is 'disagree' and 5 stands for 'strongly disagree'

Read out if necessary: By cycle friendly I mean cyclists being able to travel safely and conveniently around the city by cycle (e.g. using the roads and cycle lanes; showing support for cyclists by understanding their needs; provision of accurate information about the cycling network; and user friendliness of signage and information.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree

99	Don't know/ not applicable <i>Do not read out</i>
----	---

30. And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...*READ OUT options. Select one. SINGLE CODE*

- 1 All the time, by that I mean about every day
- 2 Frequently, by that I mean at least once a week
- 3 Occasionally, by that I mean around once a month
- 4 Rarely, by that I mean no more than a few times a year
- 5 Never

99	Don't know/ not applicable <i>Do not read out</i>
----	---

Interviewer, read out: Now thinking about the extent to which Christchurch is walking-friendly..

Read out if necessary: This includes things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information.

31. Overall, how much would you agree or disagree that Christchurch is a walking friendly city? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Part Ten: Parking

Interviewer read out: Thinking now about parking a vehicle in Christchurch..

32. Have you parked a car in a Council parking facility within the last 12 months? This includes on-street and off-street parking. *Select one. SINGLE CODE*

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	<i>Do not read out:</i> Don't know/ not applicable

33. Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied

5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

34. Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? **Select one. SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

35. Overall how satisfied or dissatisfied are you with the information provided by the Council about parking options? **Select one. SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the clarity and accuracy of parking information, instructions and signage.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

36. Overall how satisfied or dissatisfied are you with the ease of use of Council parking? **Select one. SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

37. Overall, how much would you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking? **Select one. SINGLE CODE.** *Read full scale*

Read out if necessary: This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Interviewer read out: Thinking about your personal safety,

38. How much would you agree or disagree that you feel safe using Council run off-street parking sites during the day? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

39. How much would you agree or disagree that you feel safe using Council run off-street parking sites after dark? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Part Eleven: Heritage Assets

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

40. Overall, how satisfied or dissatisfied are you with the appearance of these objects? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Appearance includes things such as their layout, type and style

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

41. Overall, how satisfied or dissatisfied are you with their condition? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Condition includes things such as their maintenance and upkeep

12

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

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

42. Overall, how satisfied or dissatisfied are you with the appearance of the city's heritage buildings? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Appearance includes things such as their layout, type and style

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

43. Overall, how satisfied or dissatisfied are you with the condition of these buildings? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Condition includes things such as their maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Twelve: Parks

Interviewer read out: Thinking now about central city parks, river banks and squares...

Read out: This includes small city parks and reserves, squares such as Cranmer, Latimer and Victoria Square and the inner city Avon/Otakaro river banks, but it excludes Hagley Park and the Botanic Gardens.

44. Overall, how satisfied or dissatisfied are you with the appearance of central city parks and green spaces? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Appearance includes things such as the park layout, plants, trees and/or gardens

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied

5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

45. Overall, how satisfied or dissatisfied are you with the condition of these parks and green spaces? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Condition includes things such as maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Thirteen: Disaster Preparedness

46. Has your household done any of following to prepare in case of a natural disaster? *Select one. SINGLE CODE PER ROW*

	Yes	No	<i>Do not read out: Don't know</i>
a) Stored enough water for three days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Stored enough food for three days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Secured heavy household items that might fall in an earthquake eg. furniture, water cylinder, etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47. Does your household have an up-to-date emergency plan? *Select one. SINGLE CODE*

Read out if necessary: A household emergency plan outlines a household's preparation for natural disasters

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	Don't know/ not applicable <i>Do not read out</i>

Part Fourteen: Overall Satisfaction

Interviewer read out: We have nearly finished the survey, but first I would like to ask you some questions about your impressions of the Council overall.

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.

48. Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

49. Why do you say so? *Open ended response. Probe to clarify. CODING REQUIRED*

+ o Don't know/nothing

Part Fifteen: Things Done Well, and Opportunities for Improvement

Interviewer read out: All Christchurch residents use Council services over the course of a year. This could be by seeking advice, making an enquiry, complaint or payment, making a submission, applying for consent or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

50. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Interviewer read out: Now we have four questions about the best things the Council does and the things that need improving most.

Read out only if necessary Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

51. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering? *Probe to clarify. Open ended response CODING REQUIRED. Single service only*

+ o Don't know/nothing – SKIP TO Q53

52. Please describe in as much detail as possible why you think the Council is performing best in this area?
Probe to clarify. Probe to no. Open ended. CODING REQUIRED

+ o Don't know/nothing

53. Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months? *Probe to clarify.. Open ended. CODING REQUIRED. Single service only*

+ o Don't know/nothing – SKIP TO Q55

54. Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area? *Probe to clarify. Probe to no Open ended. CODING REQUIRED*

+ o Don't know/nothing

Part Sixteen: Completion

55. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? *Your survey responses will always be made anonymous, and your email address will not be used for any other purposes and will not be supplied to any third parties.*

<input type="radio"/>	Yes (write email address)	<input type="text"/>
<input type="radio"/>	No	<input type="text"/>

56. And finally, may I have your name and cellphone number for auditing purposes?

Name:

Phone number:

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