

# **Christchurch City Council**

## ***Point of Contact Service Satisfaction***

### ***Residents Survey Results***

2018/2019



Monitoring and Research Team  
Performance Management Unit  
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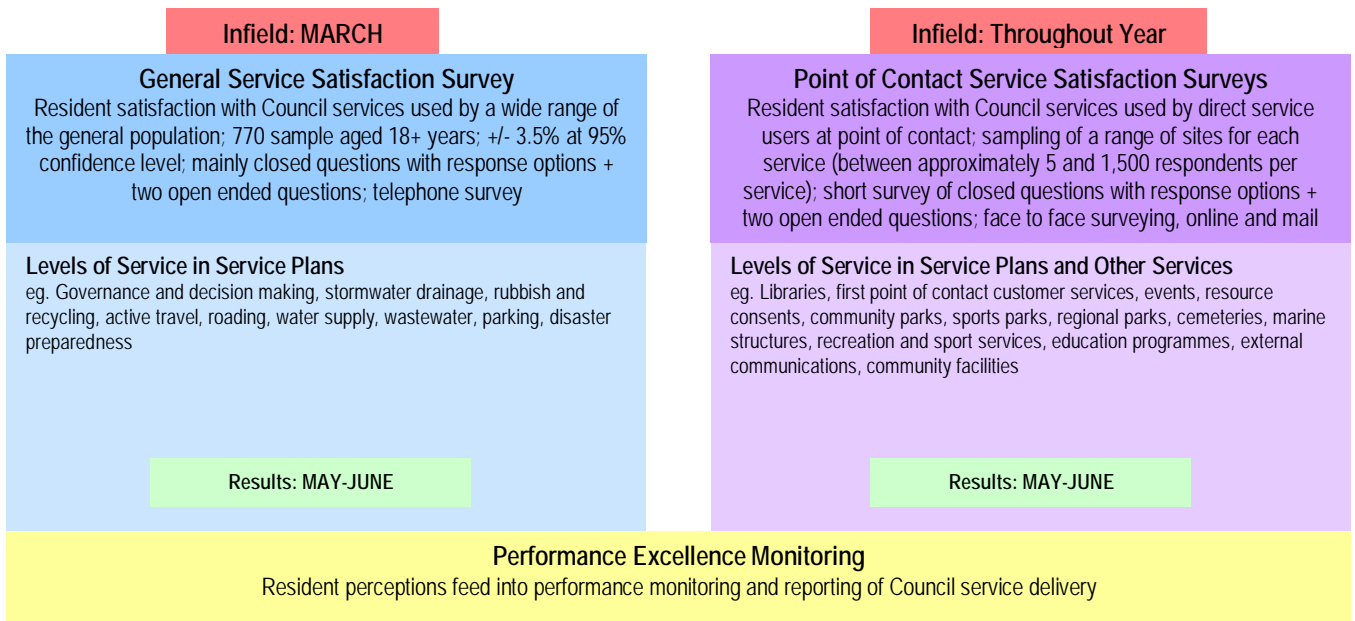
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# Introduction

## Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses a total of 36 Long Term Plan (LTP) Performance Standards (levels of service) under 14 Activities. It also assesses some other services for ongoing organisation performance trend monitoring. The Residents Survey includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Activity Management Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The telephone survey is conducted in March each year with a random sample of 770 residents aged 18 years and over. The overall questionnaire length is approximately 18 minutes. The General Service Satisfaction Survey measures 18 Performance Standards under 10 Activities.
2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 18 Performance Standards under 5 Activities.



## Methodology

- Survey questions based on Levels of Service in Service Plans and/or existing surveys
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately 5 to 1,500 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews.

- Overall, 6,761 Point of Contact surveys were completed in 2018-2019<sup>1</sup>: 59% were completed face to face; 10.6% were completed by mail drop or post and 27.5% were completed online<sup>2</sup>. The overall completion rate for the point of contact surveys was 42.9%<sup>3</sup>.

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

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

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<sup>1</sup> Including 885 at a range of events, 369 at school education programmes throughout the year and 1,633 at recreation and sport facilities.

<sup>2</sup> This excludes online surveys generated off business unit supplied email customer lists.

<sup>3</sup> This excludes online surveys generated off business unit supplied email customer lists which had a separate completion rate of 30.5%.

# Summary of Levels of Service Results: Point of Contact Surveys 2018-2019

**CAUTION:** pre 2015-2016 results have been provided for general information only. Trends cannot be implied due to significant question changes across all measures in 2015-2016 to reflect a more detailed customer focus component in level of service measurement.

**NOTE:** some pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	LTP Performance Standard	2018-19 LOS Target	2018-19 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2018-19	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19	Survey Result 2017-18	Effort / Ease of Interaction or Use 2017-18	Survey Result 2016-17	Effort / Ease of Interaction or Use 2016-17	Survey Result 2015-16	Effort / Ease of Interaction or Use 2015-16
Citizens and Communities	Citizen and Customer Services	2.6.7 Citizens and customers are satisfied or very satisfied with "first point of contact" across all service channels	Yes	At least 87%				86% <sup>1</sup>	76%	88% <sup>1</sup>	83%	90% <sup>1</sup>	85%	90% <sup>1</sup>	85%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Yes	At least 90%				94%	96%	95%	96%	95%	97%	93%	94%
	Recreation, Sports, Community Arts and Events	2.8.3.2 Produce and deliver engaging programme of community events	Yes	At least 90%				81% <sup>1</sup>	75%	84% <sup>1</sup>	86%	92% <sup>1</sup>	90%	92% <sup>1</sup>	93%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Yes	80%				90%	87%	79%	73%	80%	81%	87%	88%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Yes	80%				76%	74%	NA	NA	NA	NA	NA	NA
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Yes	At least 80% 5.6 score (CERM Survey)				6.0	NA	NA	NA	5.9	NA	6.0	NA
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Parks (community parks)	Yes	≥ 70%				67%	69%	59% <sup>2</sup>	70%	61% <sup>2</sup>	70%	59% <sup>2</sup>	70%
		6.2.2 Overall customer satisfaction with the presentation of the City's Parks (Botanic Gardens and Mona Vale)	Yes	≥ 95%				96%	98%	96% <sup>2</sup>	98% <sup>2</sup>	97% <sup>2</sup>	95% <sup>2</sup>	97% <sup>2</sup>	89% <sup>2</sup>
		6.3.5 Overall customer satisfaction with the presentation of the City's Parks (regional parks)	Yes	≥ 70%				79%	85%	72% <sup>2</sup>	78%	73% <sup>2</sup>	75%	73% <sup>2</sup>	72%
		6.4.3 Cemeteries administration services meet customer expectations (interment application response times)	Yes	100%				60% <sup>3</sup>	60% <sup>3</sup>	100% <sup>2,3</sup>	100% <sup>3</sup>	100% <sup>2,3</sup>	100% <sup>3</sup>	100% <sup>2,3</sup>	88% <sup>3</sup>
		6.4.5 Cemeteries administration services meet customer expectations (interment application process)	Yes	100%				80% <sup>3</sup>	60% <sup>3</sup>	100% <sup>2,3</sup>	100% <sup>3</sup>	100% <sup>2,3</sup>	100% <sup>3</sup>	100% <sup>2,3</sup>	88% <sup>3</sup>
		6.4.4 Overall customer satisfaction with the presentation of the City's Parks (cemeteries)	Yes	≥ 85%				78%	91%	80%	89%	88%	87%	73%	67%
		6.8.4.1 Overall customer satisfaction with the presentation of the City's Parks (Hagley Park)	Yes	≥ 90%				97%	98%	NA	NA	NA	NA	NA	NA
		6.8.5 Satisfaction with the range and quality of recreation opportunities within parks	Yes	≥ 85%				74%	NA	73% <sup>2</sup>	NA	66% <sup>2</sup>	NA	68% <sup>2</sup>	NA
		10.8.1.1 Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors (marine structure facilities)	Yes	90%				55%	80%	65%	77%	61%	70%	49%	47%
		10.8.1.5 Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors (equitable access for recreational, commercial and transportation purposes)	Yes	≥ 50%				71%	80%	NA	NA	NA	NA	NA	NA
19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Yes	95%					100%	98%	99% <sup>2</sup>	98% <sup>2</sup>	99% <sup>2</sup>	97% <sup>2</sup>	99% <sup>2</sup>	93% <sup>2</sup>	

<b>Regulatory and Compliance</b>	<b>Resource Consenting</b>	9.2.7 % satisfaction of applicant with resource consenting process	Yes	70%				<b>74%</b>	65%	68%	58%	64%	60%	74%	65%
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1 Sample may include non-residents of Christchurch  
 2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for both years) (NB: 6.4.3 and 6.4.5 2017-2018 scores are indicative only due to slight question wording changes between that year and current scores)  
 3 Caution must be taken in interpreting this result due to small sample size (n=5)

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Top performing services (85%+ satisfaction)		Moderate performing service (between 50% to 84% satisfaction)		Under performing services (less than 50% satisfaction)
	Increase in satisfaction score since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key performing services that other services could learn from (90%+ satisfaction)				

## Additional Service Satisfaction Results

Service	Detail	2017-18 LOS Target	2017-18 LOS Target Met <sup>4</sup>	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2018-19	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19	Survey Result 2017-18	Effort / Ease of Interaction or Use 2017-18	Survey Result 2016-17	Effort / Ease of Interaction or Use 2016-17	Survey Result 2015-16	Effort / Ease of Interaction or Use 2015-16
<b>Community Development and Capacity Building</b>	Community development projects are provided, supported and promoted	90%				<b>80%</b>	73%	83%	72%	88%	72%	79%	68%
<b>Community Facilities</b>	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				<b>76%</b>	61%	77%	62%	81%	74%	80%	85%
<b>External Communications</b>	Provide external communications and marketing that are timely, relevant, accurate and cost effective	67%				<b>59%</b>	48%	66%	61%	54%	46%	56%	51%
<b>Sports Parks</b>	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				<b>73%</b> <sup>1</sup>	84%	68%	83%	64%	79%	63%	70%
<b>Governance and Decision Making</b>	Percentage of residents that understand how Council makes decisions (users of governance services)	NA				<b>61%</b> <sup>2</sup>	36%	51%	31%	60%	33%	57%	27%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA				<b>28%</b>	36%	20%	31%	33%	33%	43%	27%
<b>Public Transport Infrastructure</b>	Ensure user satisfaction with the number and quality of bus shelters	≥ 70%				<b>70%</b>	88%	73%	82%	72%	76%	60%	57%
	Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	≥ 90%				<b>93%</b>	98%	89%	97%	90%	94%	83%	85%

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

<sup>2</sup> This score is based on a single 'understanding of Council decision making' question. If three questions are aggregated to calculate the overall understanding score (as is the case for LOS 4.1.18) (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions), the satisfaction score would drop to 37% in 2018-2019, 32% in 2017-2018, 43% in 2016-2017 and 38% in 2015-2016

<sup>3</sup> From 2016-2017 onward, this measure includes both Bus Interchange and suburban hubs

<sup>4</sup> If the 2017-18 level of service target was applied to the 2018-19 result, would the service have passed the 2017-18 target?

# Survey Results

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## Activity: Citizen and Customer Services

### 2.6.7 Recommended Level of Service Target: At least 87%

2.6.7 Citizens and customers are satisfied or very satisfied with “first point of contact” across all service channels  
Target: At least 87% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact

#### Methodology

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

#### **Walk In:**

\*1. Overall, how satisfied or dissatisfied were you with the manner of the customer services representative/s you spoke to today?  
*This includes things such as communicating a caring, friendly and respectful attitude toward you*

\*2. To best serve you, the customer services representative/s must ask the right questions to understand your needs, have knowledge of the relevant options available and provide you with accurate information that is clear and easy to understand. Thinking about all of these things, overall, how satisfied or dissatisfied were you with the customer services representative/s' understanding of your enquiry today?

\*3. Overall, how satisfied or dissatisfied were you with the customer services representative's ability to respond to your enquiry?  
*This includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had*

\*4. Overall, how satisfied or dissatisfied were you that the Council's walk-in customer service was professional, efficient and easy to use? *This includes things such as waiting times, the user friendliness of instructions and signs and the physical presentation of the counter staff, including uniforms*

#### **Call Centre:**

\*1. Overall, how satisfied or dissatisfied were you with the manner of the customer services representative/s you spoke to in your most recent call to the Council telephone customer services line? *This includes things such as communicating a caring, friendly and respectful attitude toward you*

\*2. To best serve you, the customer services representative/s must ask the right questions to understand your needs, have knowledge of the relevant options available and provide you with accurate information that is clear and easy to understand. Thinking about all of these things, overall, how satisfied or dissatisfied were you with the customer services representative/s' understanding of your enquiry?

\*3. Overall, how satisfied or dissatisfied were you with the customer services representative's ability to respond to your enquiry?  
*This includes things such as serving you willingly and promptly, checking that your expectations had been met and offering to follow up on any other issues you might have had*

\*4. Overall, how satisfied or dissatisfied were you that the Council's telephone customer service was professional, efficient and easy to use? *This includes things such as how long you had to wait before your call was transferred to a customer services representative and the user friendliness of telephone instructions*

#### **Email:**

\*1. Overall, how satisfied or dissatisfied were you with the time taken before you received a FIRST RESPONSE from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*

\*2. Overall, how satisfied or dissatisfied were you that the language used in the FIRST RESPONSE email you received from the Council was clear and easy to understand?

\*3. Overall, how satisfied or dissatisfied were you that the Council's email customer service was professional, efficient and easy to use? *This includes things such as saving time when communicating with the Council, and ease of communicating the purpose of your enquiry (including the information you wanted to give the Council about your enquiry)*

**Walk In:**

**Time in field:** Surveying took place between November 2018 and December 2018.

**Sites Surveyed:** 5

**Completed Surveys:** 150

Service centres	Completed Surveys
Civic Offices	50
Beckenham Service Centre	25
Linwood Service Centre	25
Shirley Service Centre	25
Te Hapua Halswell	25
<b>Total</b>	<b>150</b>

**Phone:**

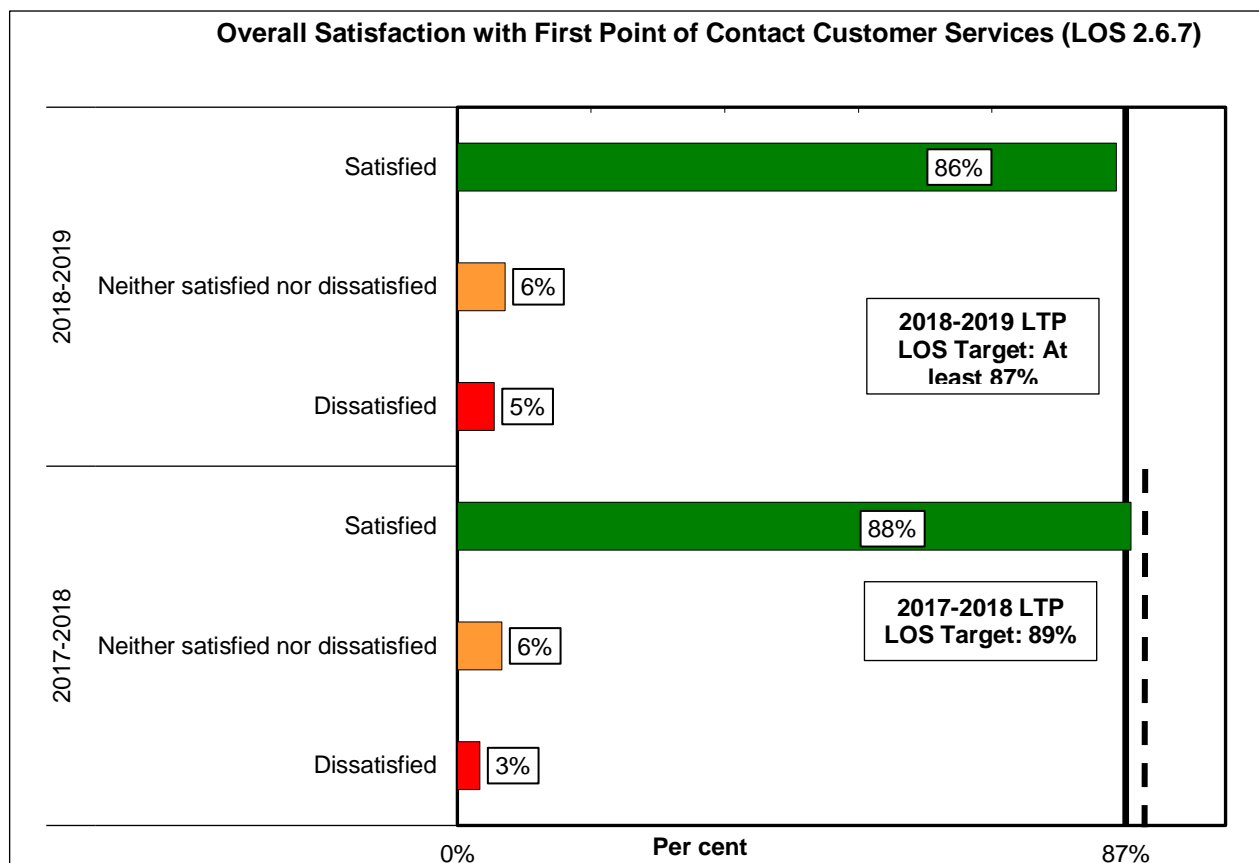
**Time in field:** The telephone customer services survey was administered using a random selection of people who had called the CCC telephone customer services line in October and November 2018. These people were telephoned in December 2018 and asked if they would give feedback about the service. If they agreed, the survey was completed through the telephone. 149 surveys were completed.

**Completed Surveys:** 149

**Email:**

**Time in field:** The email customer services survey was administered using online surveying. From the 24<sup>th</sup> to 31<sup>st</sup> October 2018, surveys were emailed to 1681 residents who had emailed the CCC email customer services email address in the preceding month. In total, 421 surveys were completed. 25.1% were completed online.

**Completed Surveys:** 421

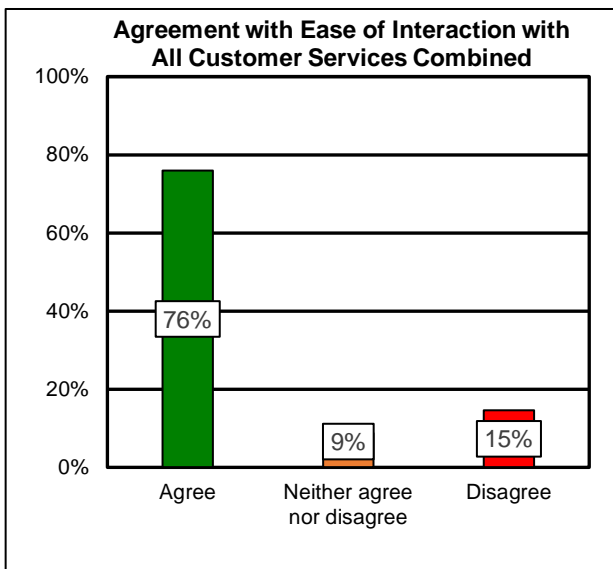




Individual Satisfaction Results	Percentage
Very Satisfied	65.0%
Satisfied	20.8%
Neither Satisfied nor Dissatisfied	6.2%
Dissatisfied	4.8%
Very Dissatisfied	0.0%
Don't Know	0.4%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your service needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



Individual Agreement Results	Percent
Strongly Agree	58.2%
Agree	17.8%
Neither Agree nor Disagree	8.8%
Disagree	7.9%
Strongly Disagree	6.7%
Don't Know	0.7%
<b>Total</b>	<b>100.0%</b>

## Activity: Libraries

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

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

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

#### Methodology

LOS score based on the three survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you that the library services such as the self-service check outs, computers and the internet, digital resources, free wifi, the library website and library catalogues are efficient and easy to understand? *This includes things such as ease of access to the things you want to use, time taken for service, and user friendliness of instructions, information, services and signs*

\*2. Overall how satisfied or dissatisfied are you with the range of books and other items available? *This includes things such as books, magazines, and DVDs available to borrow, and reference material in the libraries, and online resources such as digital books, online newspapers/magazines, etc.*

\*3. Overall, how satisfied or dissatisfied are you with the manner and attentiveness of any library staff you came in contact with today? *This includes things such as communicating a caring, friendly and respectful attitude toward you, helping you willingly and promptly, having a good understanding of your enquiry or needs and providing you with accurate, easy to understand advice*

**Time in field:** Surveying took place using sequential mixed method surveying between November 2018 and December 2018.

**Completed Surveys:** 300

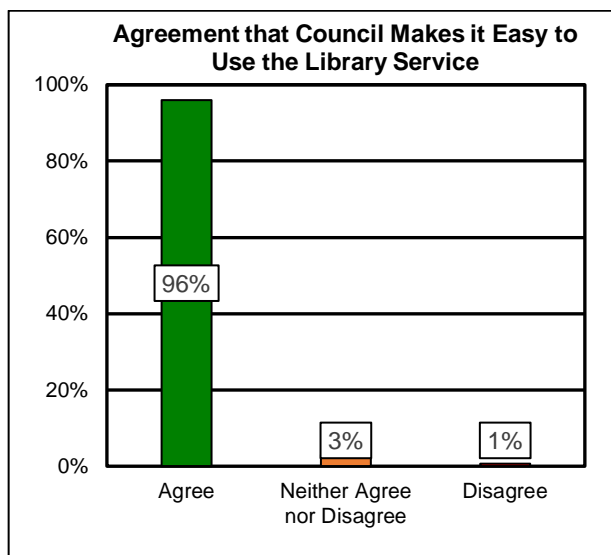
Library Site	Completed surveys
Turanga Central City Library	60
Fendalton	60
Hornby	60
Te Hapua Halswell	60
Upper Riccarton	60
<b>Total</b>	<b>300</b>



Individual Satisfaction Results	Per cent
Very Satisfied	64.3%
Satisfied	29.6%
Neither Satisfied nor Dissatisfied	4.3%
Dissatisfied	0.6%
Very Dissatisfied	0.1%
Don't Know	1.1%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to use the library service? *This includes efficient self-service check outs, a user friendly library website, a wide range of books and digital resources available, and respectful, prompt service by knowledgeable library staff who understand your needs, and who provide you with accurate advice to address your enquiries*



Individual Agreement Results	Ease of Use of Library Service
Strongly Agree	59.7%
Agree	36.2%
Neither Agree nor Disagree	3.0%
Disagree	0.7%
Strongly Disagree	0%
Don't Know	0.3%
<b>Total</b>	<b>100.0%</b>

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

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

2.8.3.2 Produce and deliver engaging programme of community events

Target: At least 90% satisfaction with the content and delivery across three delivered events

#### Methodology

LOS score based on the two survey questions stated below:

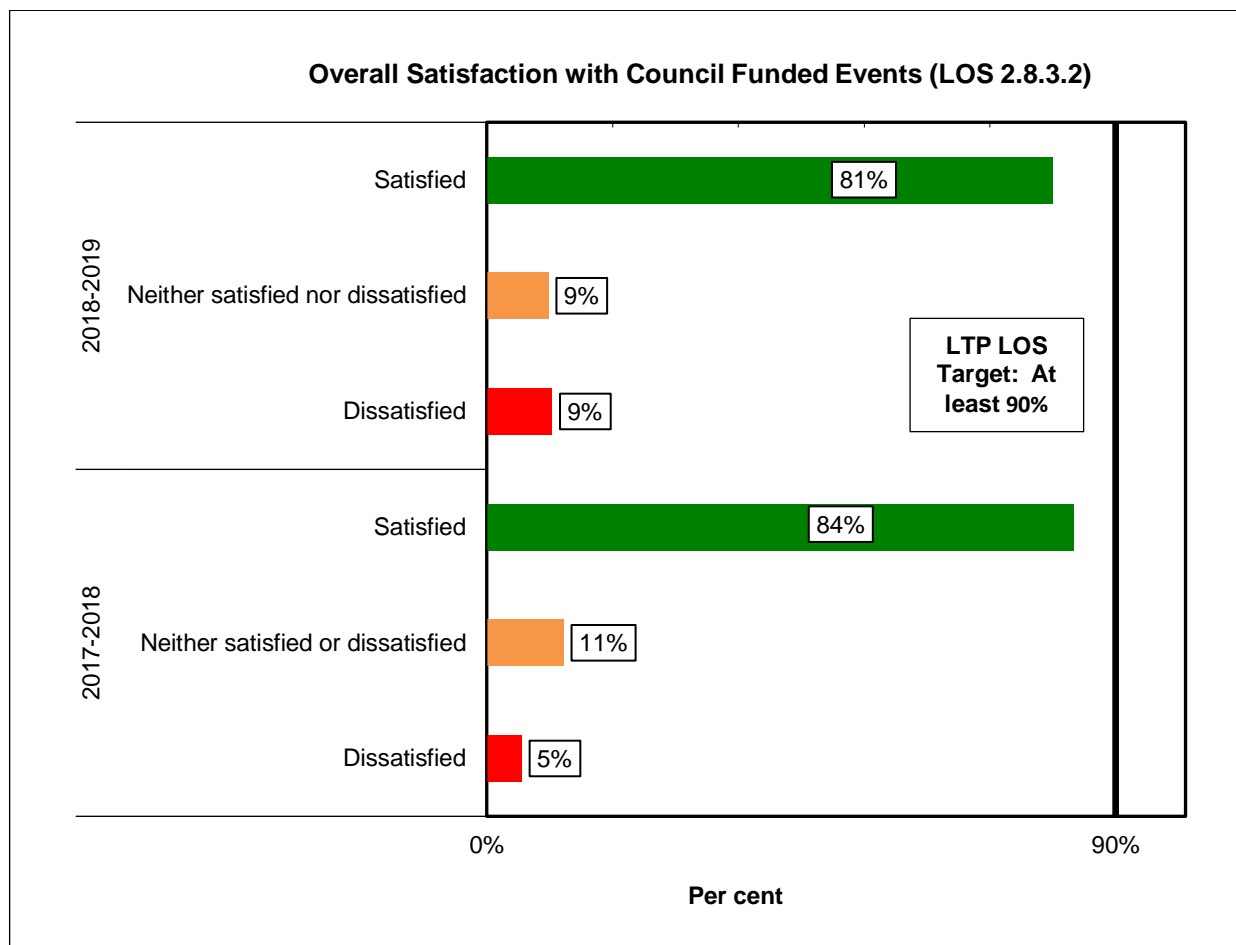
\*1. Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event and includes being engaging, enjoyable and relevant to the audience.*

\*2. Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event taking into account attendee needs*

**Time in field:** Events were surveyed online over a range of dates in 2018-2019

**Completed Surveys:** 885

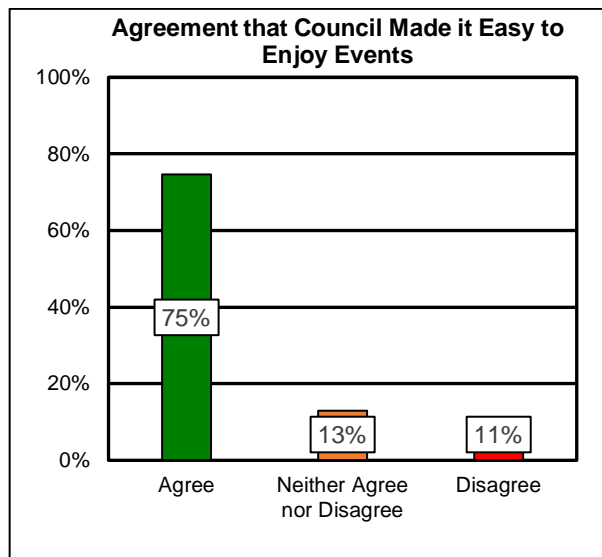
**Events Surveyed:** Botanic D'Lights, Sparks and Kite Day



Individual Satisfaction Results	Percentage
Very Satisfied	39.9%
Satisfied	41.2%
Neither Satisfied nor Dissatisfied	8.8%
Dissatisfied	6.4%
Very Dissatisfied	2.9%
Don't Know	0.8%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council made it EASY for you to enjoy this event? *This includes having accurate information about the event, the content and presentation meeting your expectations, and respectful, prompt service by event organisers*



Individual Agreement Results	Ease of Enjoyment of Events
Strongly Agree	29.9%
Agree	44.8%
Neither Agree nor Disagree	13.0%
Disagree	7.4%
Strongly Disagree	3.2%
Don't Know	1.8%
<b>Total</b>	<b>100.0%</b>

## Activity: Recreation, Sports, Community Arts and Events: Event Sector Support

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

2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch

Target: 80% satisfaction with the quality of Council event support

#### Methodology

LOS score based on the four survey questions stated below:

\*1. Overall how satisfied or dissatisfied are you with the manner of the Council Events Partnerships and Development Team staff member you dealt with? *This includes things such as communicating a respectful attitude toward you*

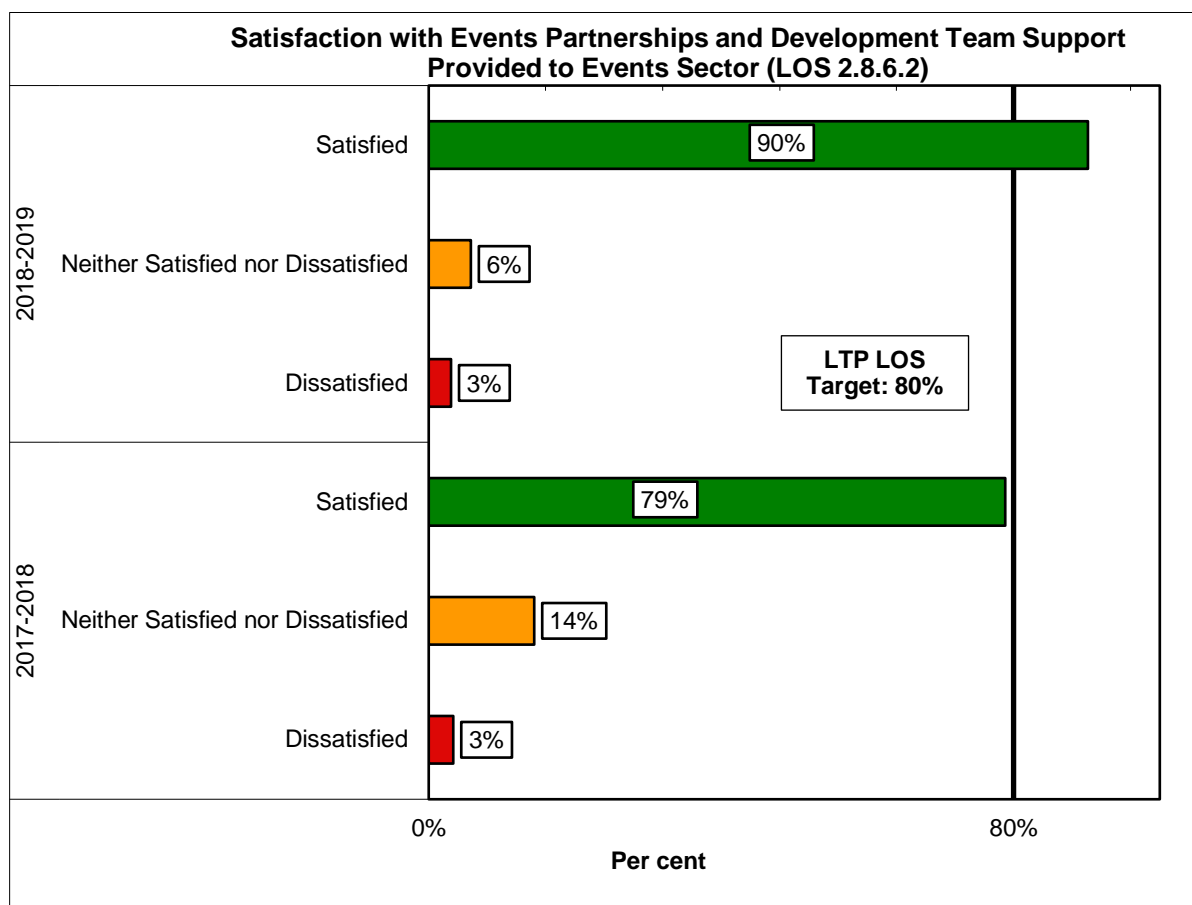
\*2. Overall, how satisfied or dissatisfied are you with the accuracy of the information and advice provided to you by the Events Partnerships and Development Team staff member? *This includes things such as giving you correct information, being able to rely on what you have been told*

\*3. Overall, how satisfied or dissatisfied are you with the Events Partnerships and Development Team's ability to respond to your needs? *This includes helping you willingly and promptly by understanding your needs and offering information and options to meet those needs*

\*4. Overall, how satisfied or dissatisfied are you with the information provided on the 'running an event' event support pages on the Council website? *This includes things such as being user-friendly and containing accurate information that is useful to you*

**Time in field:** In September 2018, a link to the survey was emailed to 204 respondents who had used the Events Partnerships and Development Team's services in the preceding 12 months.

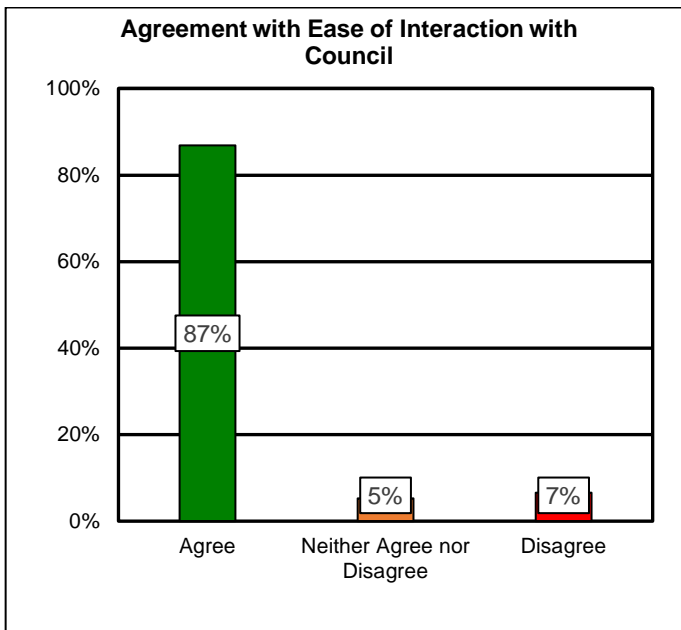
**Completed Surveys:** 78



Individual Satisfaction Results	Percentage
Very Satisfied	53.6%
Satisfied	36.6%
Neither Satisfied nor Dissatisfied	5.8%
Dissatisfied	2.7%
Very Dissatisfied	0.3%
Don't Know	1.0%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Events Team makes it EASY for you to interact with it regarding your events support needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	35.5%
Agree	51.3%
Neither Agree nor Disagree	5.3%
Disagree	3.9%
Strongly Disagree	2.6%
Don't Know	1.3%
<b>Total</b>	<b>100.0%</b>

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

## 7.0.3.2 Recommended Level of Service Target: 80%

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

### Methodology

LOS score based on the three survey questions stated below:

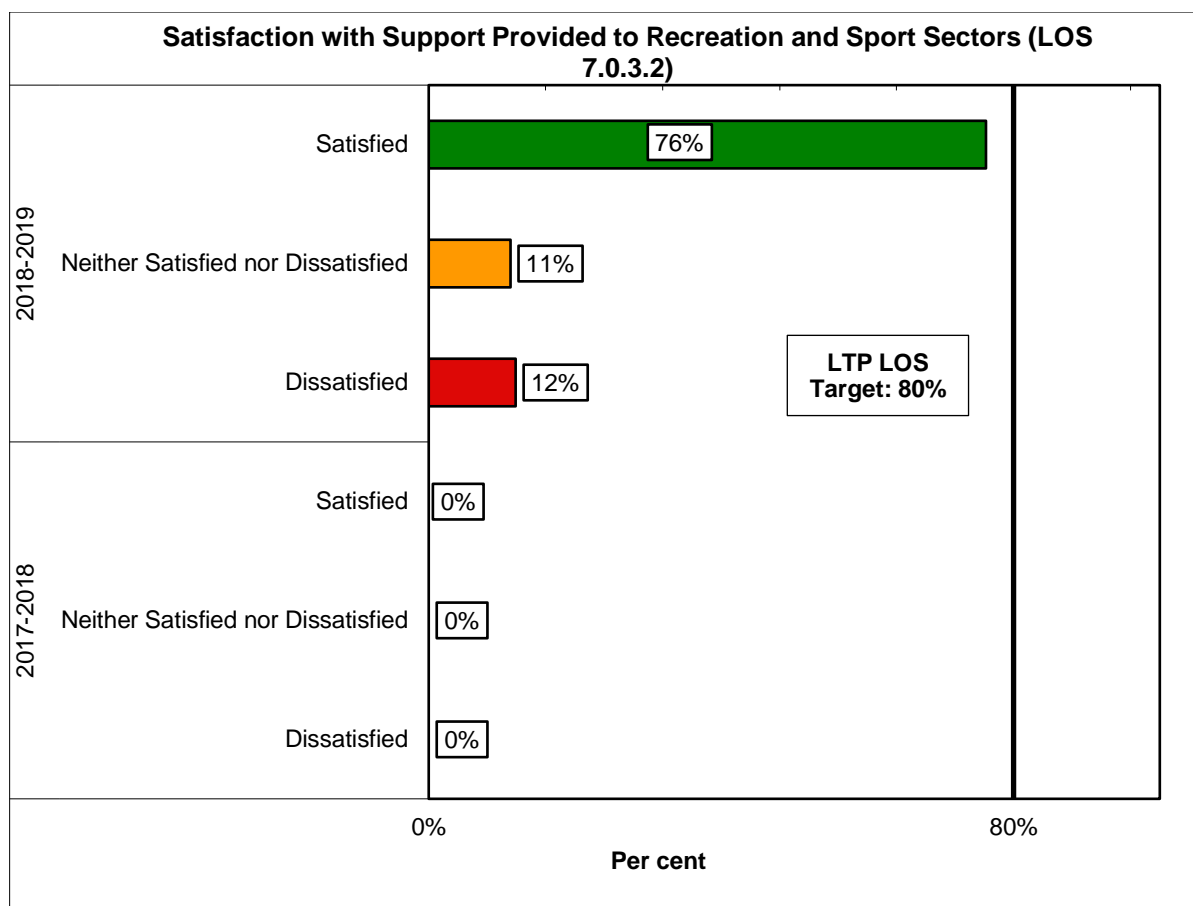
\*1. Overall how satisfied or dissatisfied were you with the manner of the Council Recreation Services Team staff member/s you dealt with? *This includes things such as communicating a respectful attitude toward you*

\*2. Overall, how satisfied or dissatisfied were you with the accuracy of the information and advice provided to you by the Recreation Services Team? *This includes things such as giving you correct information, being able to rely on what you have been told*

\*3. Overall, how satisfied or dissatisfied were you with the Recreation Service's Team's ability to respond to your needs? *This includes helping you willingly and promptly by understanding your needs and offering information and options to meet those needs*

**Time in field:** Between 9 October and 2 November 2018, surveys were emailed to 109 respondents who had used the Recreation Services Team's services in the preceding 12 months.

**Completed Surveys:** 49



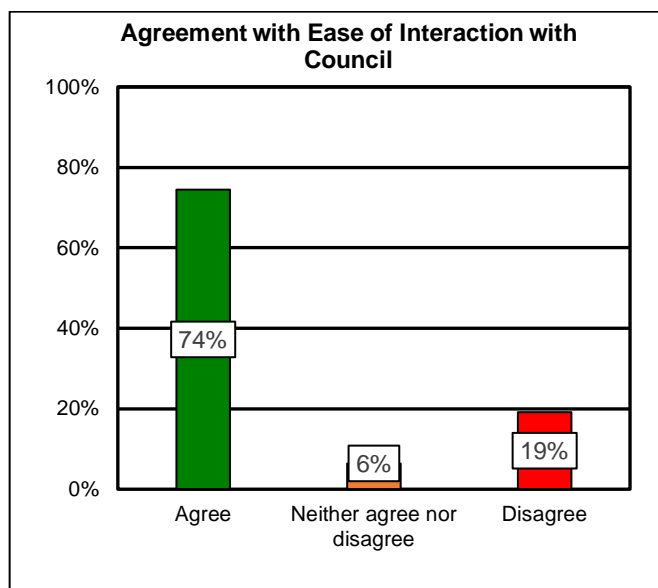
**Note:** No results are available for 2017-2018 as this is a new LOS measure in 2018- 2019

Individual Satisfaction Results	Percentage
Very Satisfied	32.2%
Satisfied	44.1%
Neither Satisfied nor Dissatisfied	11.2%
Dissatisfied	9.1%
Very Dissatisfied	2.8%
Don't Know	0.7%
<b>Total</b>	<b>100.0%</b>



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

Question: And how much do you agree or disagree that the Recreation Services Team makes it EASY for you to interact with it regarding your recreation and sport support needs? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or effective options that address your needs or resolve your issues*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	25.5%
Agree	48.9%
Neither Agree nor Disagree	6.4%
Disagree	14.9%
Strongly Disagree	4.3%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: Recreation, Sports, Community Arts and Events: Range and Quality of Recreation Facilities

### 7.0.7 Recommended Level of Service Target: At least 80% (CERM Survey)

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

Target: At least 80% of customers are satisfied with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)

#### Methodology

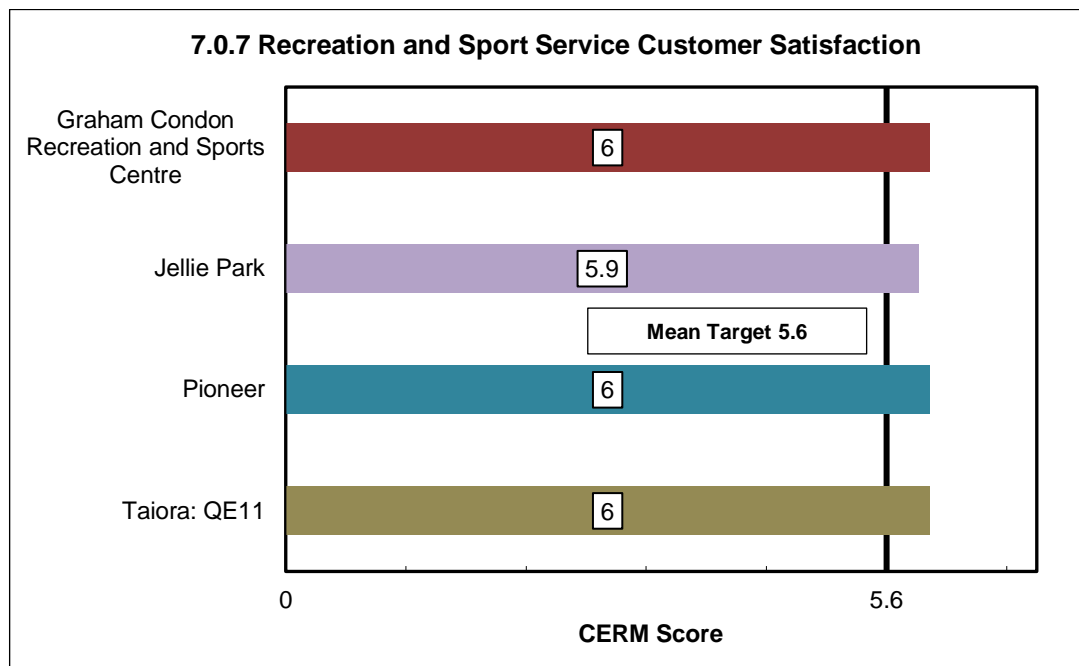
LOS score based on the survey question stated below:

Overall, how satisfied are you as a customer of this centre?

Time in field: early 2018

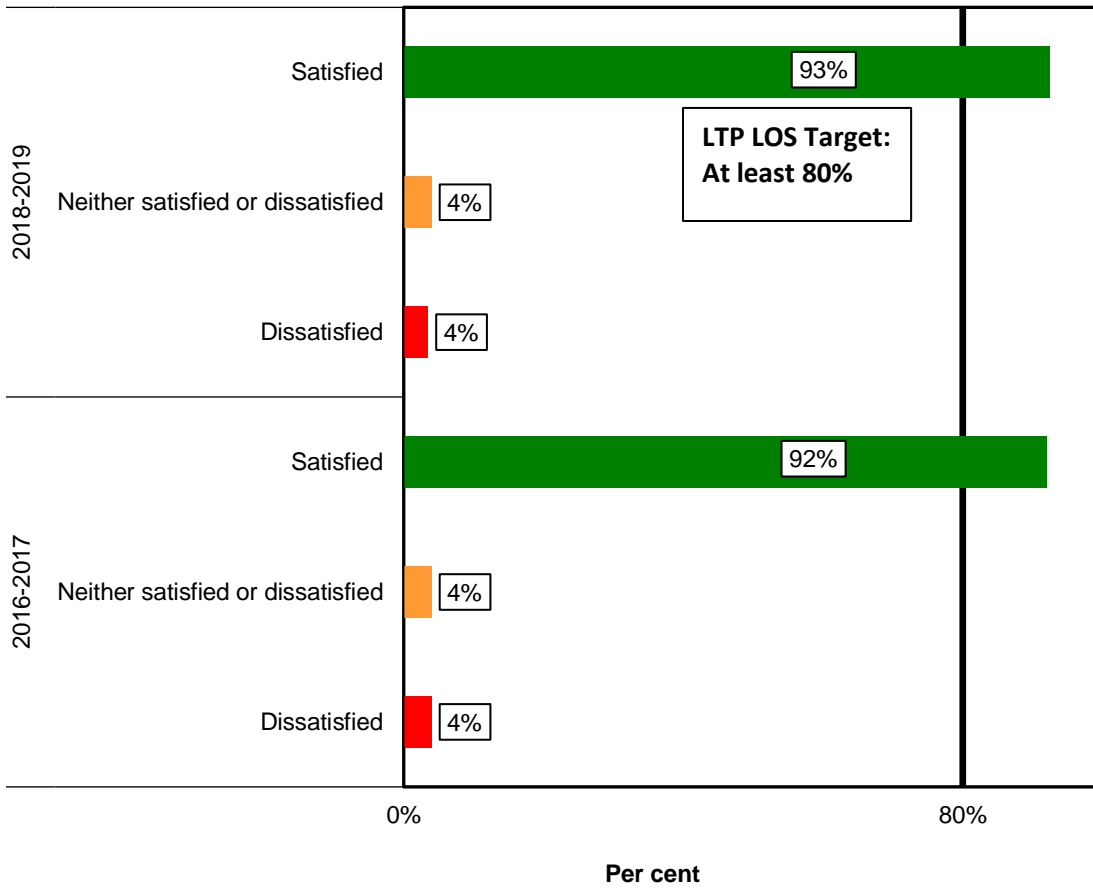
Completed Surveys: 1,633

Centres Surveyed: Graham Condon, Jellie Park, Pioneer and Taiora: QEII



Recreation and Sport Centre	CERM Result
Graham Condon Recreation and Sports Centre	6
Jellie Park	5.9
Pioneer	6
Taiora: QE11	6
<b>All Centres</b>	<b>5.97</b>

**Overall Satisfaction with the Range and Quality of Recreation and Sport Facilities (LOS 7.0.7)**



## Activity: Parks and Foreshore: Community Parks

### 6.0.3 Recommended Level of Service Target: $\geq 70\%$

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

Target: Community Parks presentation: resident satisfaction  $\geq 70\%$

#### Methodology

LOS score based on the two survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the appearance of this park? *Appearance includes things such as the park layout, plants, trees and/or gardens*

\*2. Overall, how satisfied or dissatisfied are you with the condition of this park? *Condition includes things such as maintenance and upkeep*

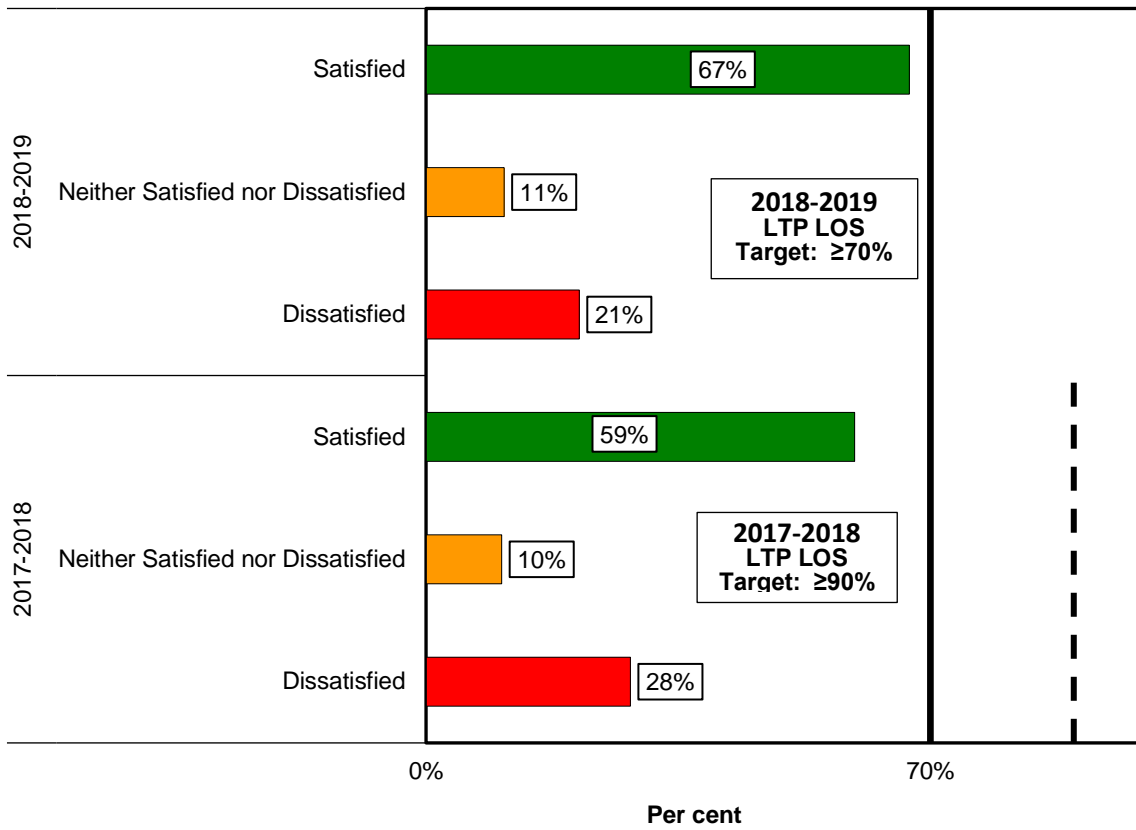
**Time in field:** Surveys were delivered to households in the vicinity of community parks from November 2018 to December 2018 by post.

**Completed Surveys:** 248

#### Sites surveyed:

Park Name	Completed Surveys
Aston Reserve	11
Broad Park	7
Buchanans Reserve	14
Carlsen Reserve	12
Champion Reserve	10
Charleston Reserve	4
Copperfield Reserve	11
Crofton Reserve	12
Cunningham Reserve	7
Derwent Reserve	12
Dunedin Reserve	4
Kinsella Reserve	9
Kirk Park	13
Momorangi Reserve	11
Nepal Reserve	14
Olliviers Reserve	5
Packe Reserve	11
Remuera Reserve	13
Richmond Playground	5
Sanctuary Gardens Reserve	14
Sunvale Reserve	15
Takahe Reserve	16
Waterford Reserve	11
Wigram Village Green	7
<b>Total</b>	<b>248</b>

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

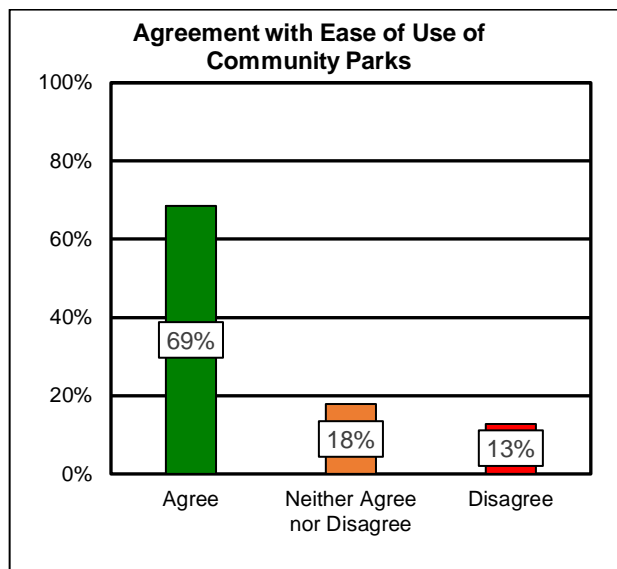


Note: 2017-2018 figures have been recalibrated based only on appearance and condition scores

Individual Satisfaction Results	Percentage
Very Satisfied	15.5%
Satisfied	51.5%
Neither Satisfied nor Dissatisfied	10.8%
Dissatisfied	13.1%
Very Dissatisfied	8.2%
Don't Know	0.8%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a local community park, the appearance of the park and having accurate information about the park*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	14.9%
Agree	53.6%
Neither Agree nor Disagree	17.9%
Disagree	7.7%
Strongly Disagree	5.1%
Don't Know	0.9%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Botanic Gardens and Mona Vale

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

6.2.2 Overall customer satisfaction with the presentation of the City's Parks

Target: Botanic Gardens and Mona Vale presentation: resident satisfaction  $\geq 95\%$

#### Methodology

LOS score based on the two survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the appearance of the Botanic Gardens? *Appearance includes things such as the park layout, plants, trees and/or gardens and layout and style of facilities, such as the Visitor Centre, toilets, playgrounds, swimming pools and various houses such as Cunningham House.*

\*2. Overall, how satisfied or dissatisfied are you with the condition of the Botanic Gardens? *Condition includes things such as maintenance and upkeep.*

OR

\*1. Overall, how satisfied or dissatisfied are you with the appearance of Mona Vale? *Appearance includes things such as the park layout, plants, trees and/or gardens and layout and style of facilities, such as the homestead and toilets*

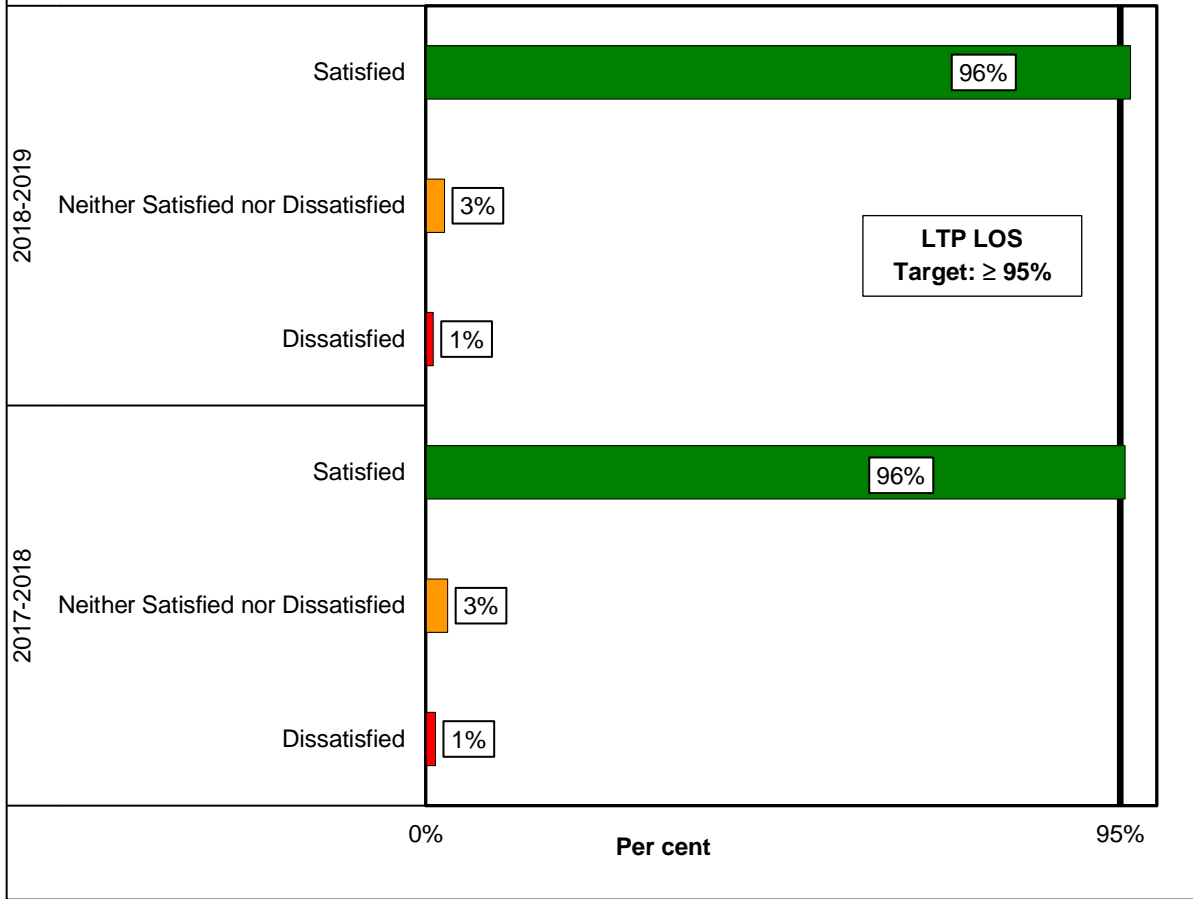
\*2. Overall, how satisfied or dissatisfied are you with the condition of Mona Vale? *Condition includes things such as maintenance and upkeep*

**Time in field:** The survey was administered between November 2018 and December 2018 to users of the Botanic Gardens and Mona Vale.

**Completed Surveys:** 195

Park Name	Number Completed Surveys
Botanic Gardens	150
Mona Vale	45
<b>Total</b>	<b>195</b>

**Overall Satisfaction with Appearance of the Botanic Gardens and Mona Vale (LOS 6.2.2)**



Note: 2017-2018 figures have been recalibrated based only on appearance and condition scores

Individual Satisfaction Results	Percentage
Very Satisfied	78.7%
Satisfied	17.7%
Neither Satisfied nor Dissatisfied	2.6%
Dissatisfied	1.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

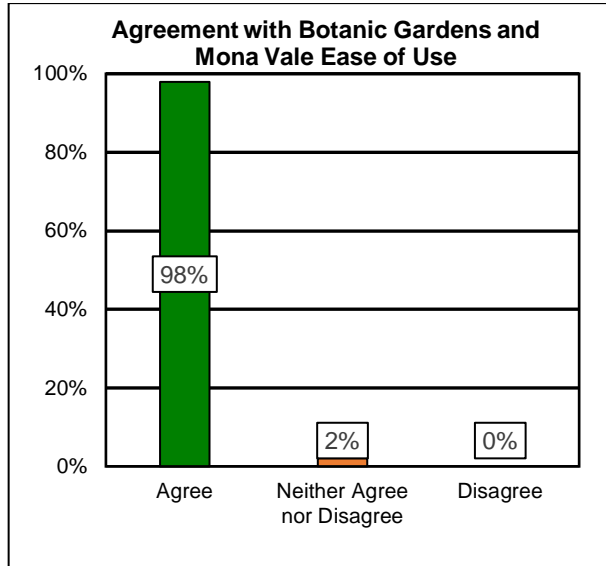


## Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you to use the Botanic Gardens? *This includes things such as how easy it is to get around and use the Gardens, the provision of things you need and expect to see at the Gardens, the appearance of the Gardens and having accurate information about the Garden*

OR

And how much do you agree or disagree that the Council makes it EASY for you to use Mona Vale? *This includes things such as how easy it is to get around and use Mona Vale, the provision of things you need and expect to see there, its appearance and having accurate information about it*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	74.6%
Agree	23.3%
Neither Agree nor Disagree	2.1%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Regional Parks

### 6.3.5 Recommended Level of Service Target: $\geq 70\%$

6.3.5 Overall customer satisfaction with the presentation of the City's Parks

Target: Regional Parks presentation: resident satisfaction  $\geq 70\%$

#### Methodology

LOS score based on the two survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the range of recreation facilities provided at this park? *Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, playgrounds and picnic areas*

\*2. Overall, how satisfied or dissatisfied are you with the appearance of this park? *Appearance includes things such as park layout, plants, trees and/or gardens*

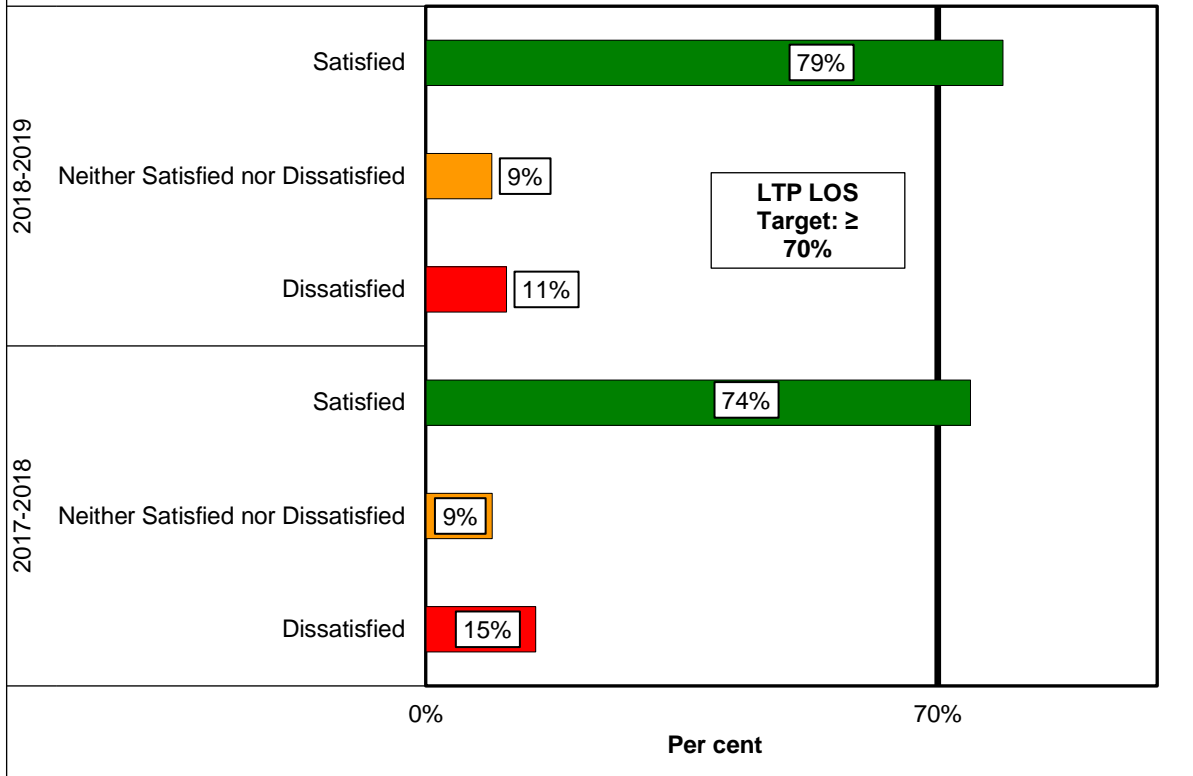
**Time in field:** Surveying took place using sequential mixed method surveying and mail drops between November 2018 and December 2018

**Completed Surveys:** 250

**Sites Surveyed:**

Regional Park	Completed Surveys
Ferrymead Park	8
New Brighton Beach	11
North Beach	10
Shag Rock	16
Spencer Park	15
Sumnner Beach	10
Bottle Lake Beach Park	30
Halswell Quarry Park	30
New Brighton Beach	30
Rapaki Track	30
Roto Kohatu	30
Victoria Park	30
<b>Total</b>	<b>250</b>

### Overall Satisfaction with Regional Parks Presentation (LOS 6.3.5)

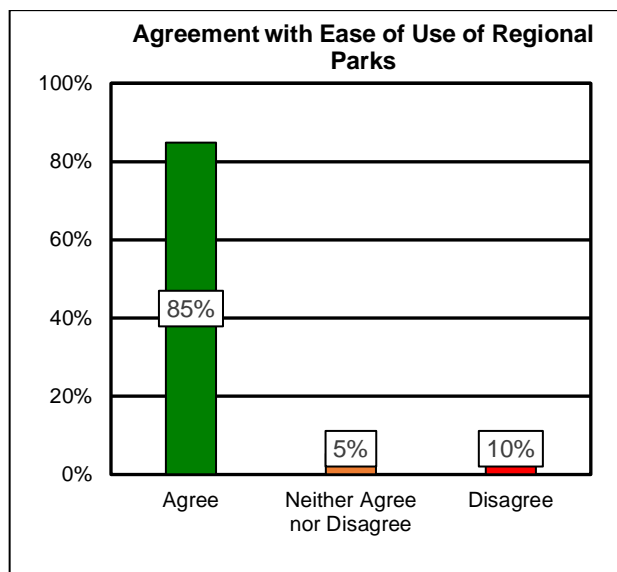


Note: 2017-2018 figures have been recalibrated based only on appearance and condition scores

Individual Satisfaction Results	Percentage
Very Satisfied	33.5%
Satisfied	45.4%
Neither Satisfied nor Dissatisfied	9.0%
Dissatisfied	8.0%
Very Dissatisfied	3.0%
Don't Know	1.0%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see at a regional park, the appearance of the park and having accurate information about the park*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	42.6%
Agree	42.2%
Neither Agree nor Disagree	5.3%
Disagree	7.8%
Strongly Disagree	2.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Cemeteries

### Methodology

**Time in field:** In September 2017 and October 2017, surveys were emailed to 18 funeral directors and monumental masons who had used the Christchurch City Council's cemetery services in the preceding 12 months.

**Completed Surveys:** 5

The small number of responses means that caution must be applied when interpreting results.

### 6.4.3 Recommended Level of Service Target: 100%

6.4.3 Cemeteries administration services meet customer expectations

Target: Satisfaction with response time for interment applications: 100%

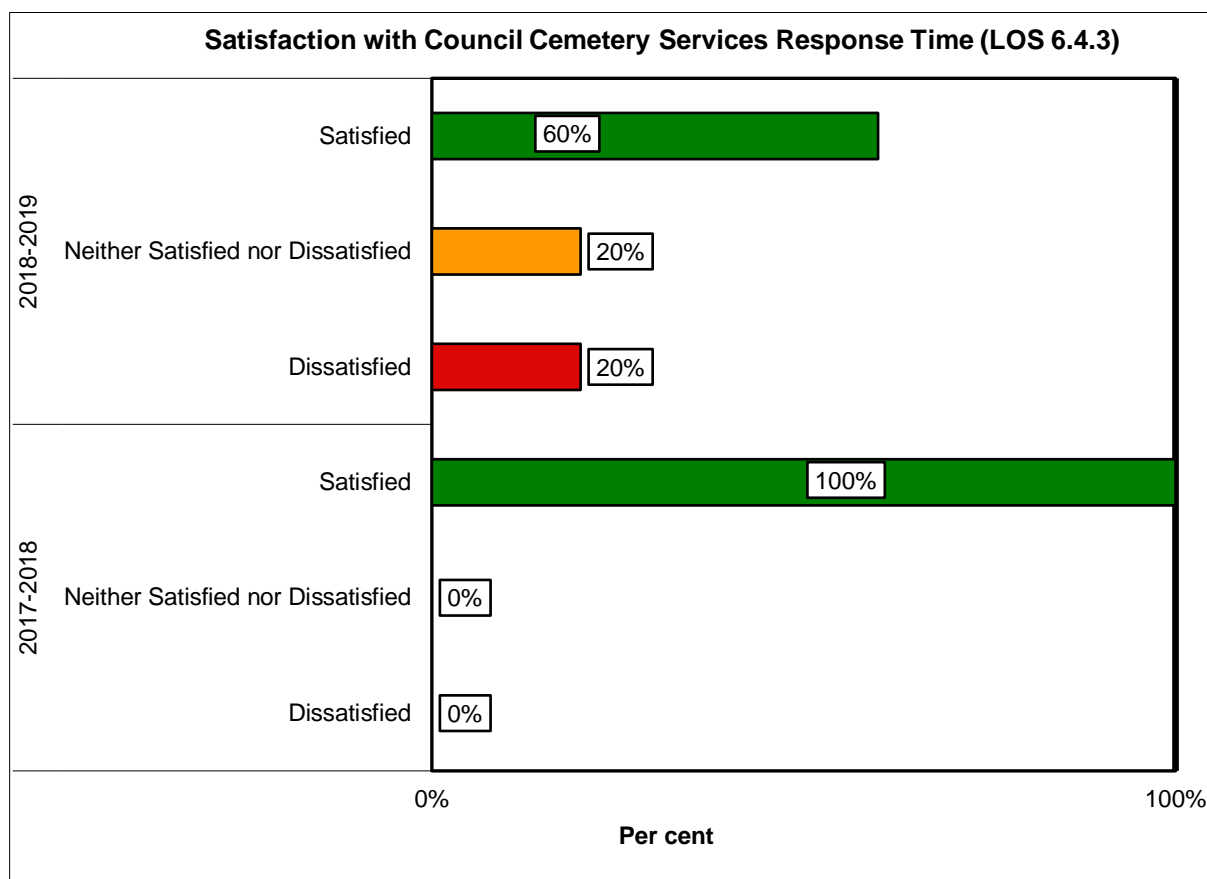
### Question

LOS score based on the survey question stated below:

\*1. Overall, how satisfied or dissatisfied are you with the interment application response time? This includes things such as time taken for the Council to contact you, timeliness of communication from the Council and time taken for your application to be processed

**Time in field:** The email cemetery services survey was administered using online surveying. In September and October 2018, surveys were emailed to 20 funeral directors and monumental masons who had used the Christchurch City Council's cemetery services in the preceding 12 months.

**Completed Surveys:** 5



Note: 2017-2018 figures have been recalibrated e based only on ability to respond score

Individual Satisfaction Results	Percentage
Very Satisfied	0%
Satisfied	60%
Neither Satisfied nor Dissatisfied	20%
Dissatisfied	20%
Very Dissatisfied	0%
Don't Know	0%
<b>Total</b>	<b>100.0%</b>

### 6.4.5 Recommended Level of Service Target: 100%

#### 6.4.3 Cemeteries administration services meet customer expectations

Target: Funeral directors satisfaction with interment application process: 100%

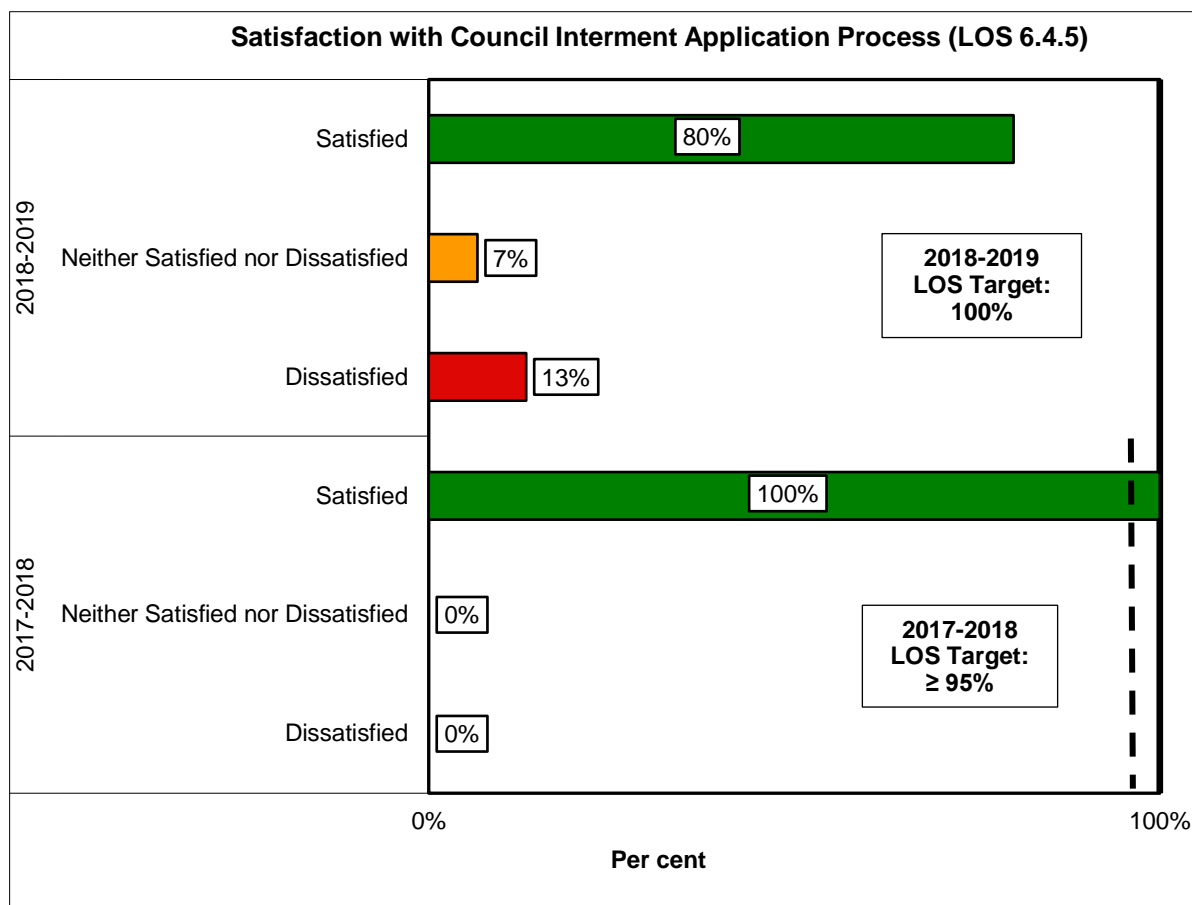
#### Question

LOS score based on the three survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the provision of information about plot location, ownership and availability? *This includes things such as the accuracy of the information and the information meeting your needs*

\*2. Overall, how satisfied or dissatisfied are you with the manner of the Council cemetery services staff you have dealt with? *This includes things such as communicating a friendly and respectful attitude toward you*

\*3. Overall, how satisfied or dissatisfied are you with the ease of use of the interment application process? *This includes things such as serving you willingly, checking that your expectations have been met and offering to follow up on any other issues you might have*



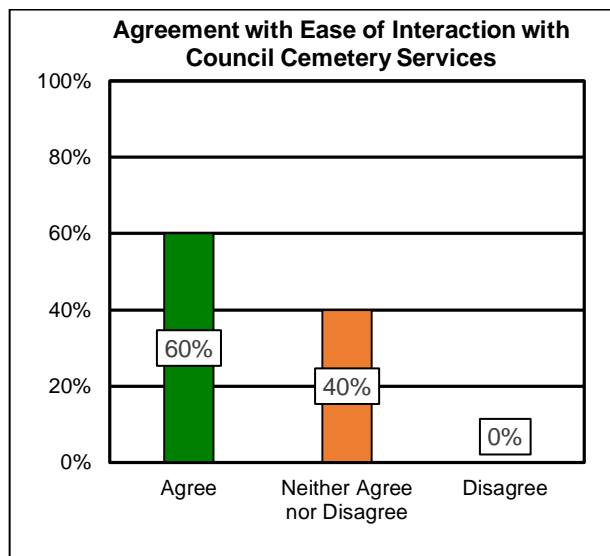
Note: 2017-2018 figures have been recalibrated based only on information, manner and efficiency / ease of use scores

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

Individual Satisfaction Results	Percentage
Very Satisfied	13.3%
Satisfied	66.7%
Neither Satisfied nor Dissatisfied	6.7%
Dissatisfied	13.3%
Very Dissatisfied	0%
Don't Know	0%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding our cemetery services? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate advice or options that address your needs*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	0.0%
Agree	60.0%
Neither Agree nor Disagree	40.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

#### 6.4.4 Recommended Level of Service Target: ≥85%

6.4.4 Overall customer satisfaction with the presentation of the City's Parks  
 Target: Cemeteries presentation: resident satisfaction ≥ 85%

#### Methodology

LOS score based on the two survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the appearance of this cemetery? *Appearance includes things such as the cemetery layout and type of plantings and layout and style of facilities (excluding headstones).*

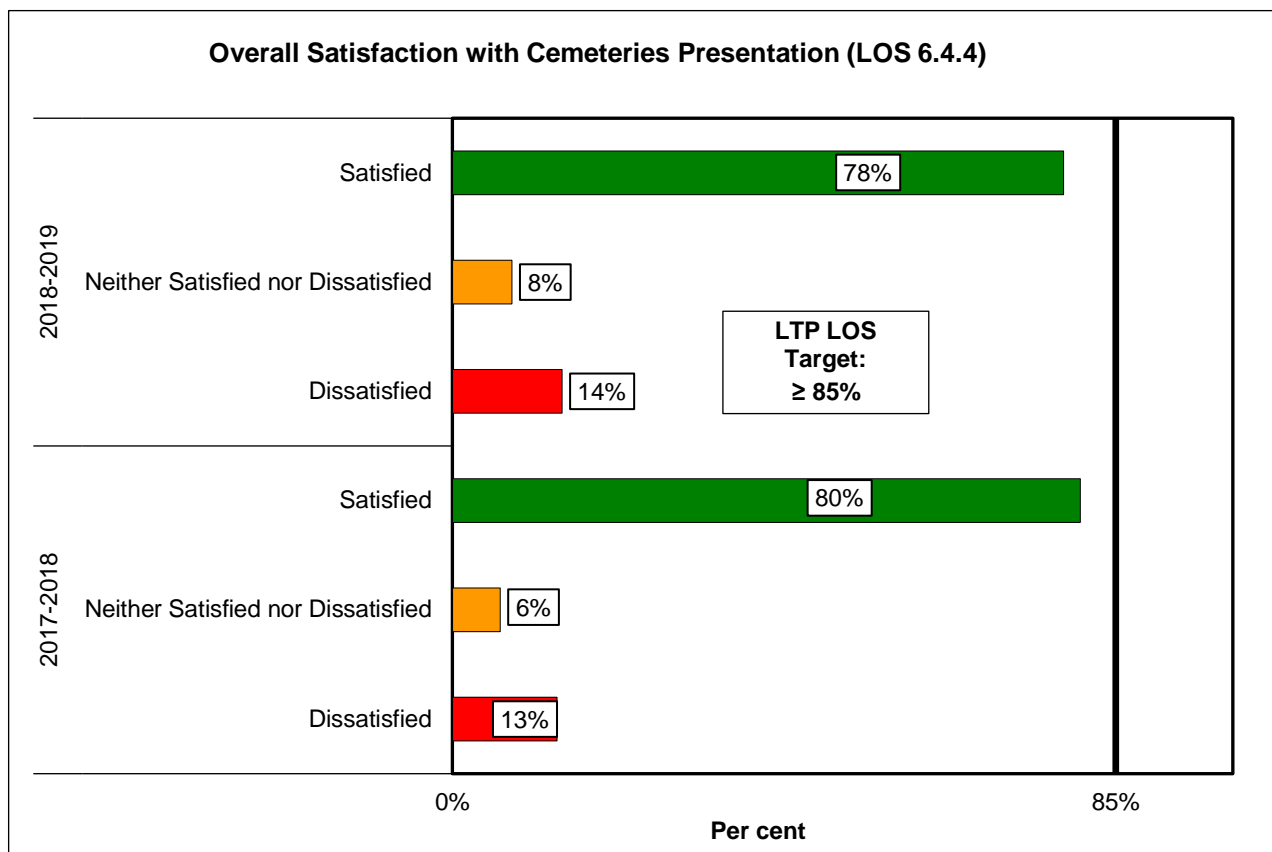
\*2. Overall, how satisfied or dissatisfied are you with the condition of this cemetery? *Condition includes things such as maintenance and upkeep (excluding headstones).*

**Time in field:** Surveying took place using sequential mixed method surveying and mail drops between the November 2018 and December 2018.

**Completed Surveys:** 125

#### Sites Surveyed:

Cemeteries	Completed Surveys
Avonhead Cemetery	30
Belfast Cemetery	30
Memorial Park Cemetery	30
Ruru Lawn Cemetery	30
Akaroa Catholic Cemetery	5
<b>Total</b>	<b>131</b>

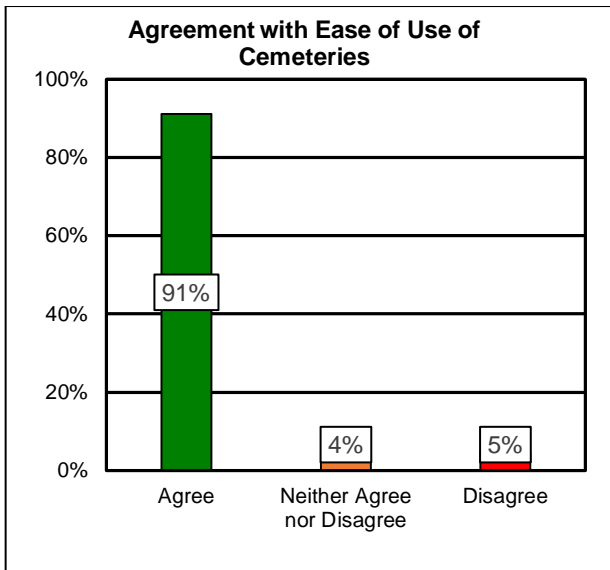




Individual Satisfaction Results	Percentage
Very Satisfied	32.5%
Satisfied	45.8%
Neither Satisfied nor Dissatisfied	7.6%
Dissatisfied	12.4%
Very Dissatisfied	1.6%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to use this cemetery? *This includes things such as how easy it is to get around and use the cemetery, the provision of things you need and expect to see at a cemetery, the appearance of the cemetery and having accurate information about the cemetery*



Individual Agreement Results	Ease of Use of Cemeteries
Strongly Agree	39.0%
Agree	52.0%
Neither Agree nor Disagree	4.1%
Disagree	4.1%
Strongly Disagree	0.8%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Hagley Park

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

6.8.4.1 Overall customer satisfaction with the presentation of the City's Park  
 Target: Hagley Park presentation: resident satisfaction  $\geq 90\%$

#### Methodology

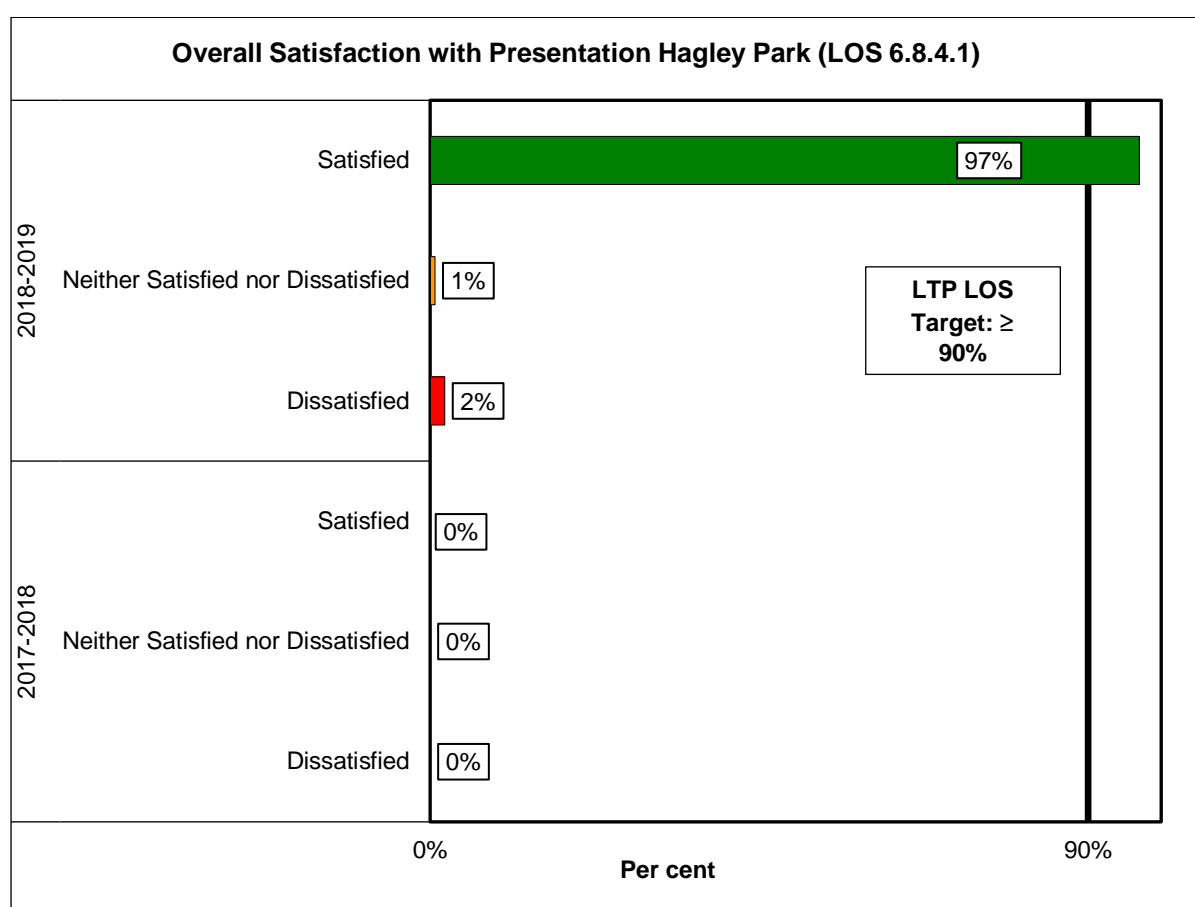
LOS score based on the two survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the appearance of Hagley Park? *Appearance includes things such as the park layout, plants, trees and/or gardens and layout and style of facilities, such as toilets and picnic areas*

\*2. Overall, how satisfied or dissatisfied are you with the condition of the park? *Condition includes things such as maintenance and upkeep*

**Time in field:** Surveying took place using sequential mixed method surveying at Hagley Park (excluding the Botanic Gardens and the golf course) between November 2018 and December 2018.

**Completed Surveys:** 150

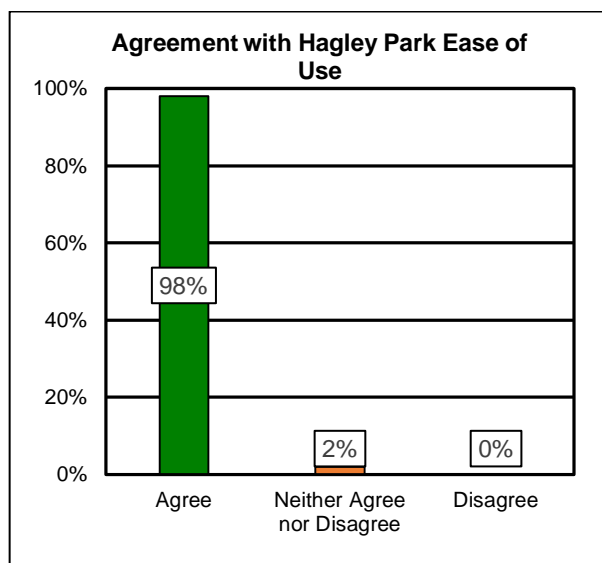


**Note:** No results are available for 2017-2018 as this is a new LOS measure in 2018- 2019

Individual Satisfaction Results	Percentage
Very Satisfied	73.3%
Satisfied	23.7%
Neither Satisfied nor Dissatisfied	0.7%
Dissatisfied	2.0%
Very Dissatisfied	0.0%
Don't Know	0.3%
<b>Total</b>	<b>100.0%</b>

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

Question: And how much do you agree or disagree that the Council make it EASY for you to use this park? *This includes things such as how easy it is to get around and use the park, the provision of things you need and expect to see there, its appearance and having accurate information about it*



Individual Agreement Results	Ease of Use of Parks
Strongly Agree	74.7%
Agree	23.3%
Neither Agree nor Disagree	2.0%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Range and Quality of Recreation Facilities

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

6.8.5 Satisfaction with the range and quality of recreation opportunities within parks

Target: Resident satisfaction with range and quality of recreation facilities within Parks:  $\geq 85\%$

#### Methodology

LOS score based on the three survey questions stated below:

Community Parks: \*Overall, how satisfied or dissatisfied are you with the range of recreation facilities provided at this park? *Range means the mix or variety of recreation facilities available. Recreation facilities include things such as playgrounds*

Regional Parks: \*Overall, how satisfied or dissatisfied are you with the range of recreation facilities provided at this park? *Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, playgrounds and picnic areas*

Sports Parks: \*Overall, how satisfied or dissatisfied are with the range of sports support and recreation facilities available at this park? *This includes things such as toilets, changing rooms, drinking fountains and playgrounds*

**Time in field:** Surveying took place using sequential mixed method surveying and mail drops at community parks, regional parks and sports parks between November 2018 and December 2018

**Completed Surveys:** Community Parks: 248; Regional Parks: 250; Sports Parks: 218

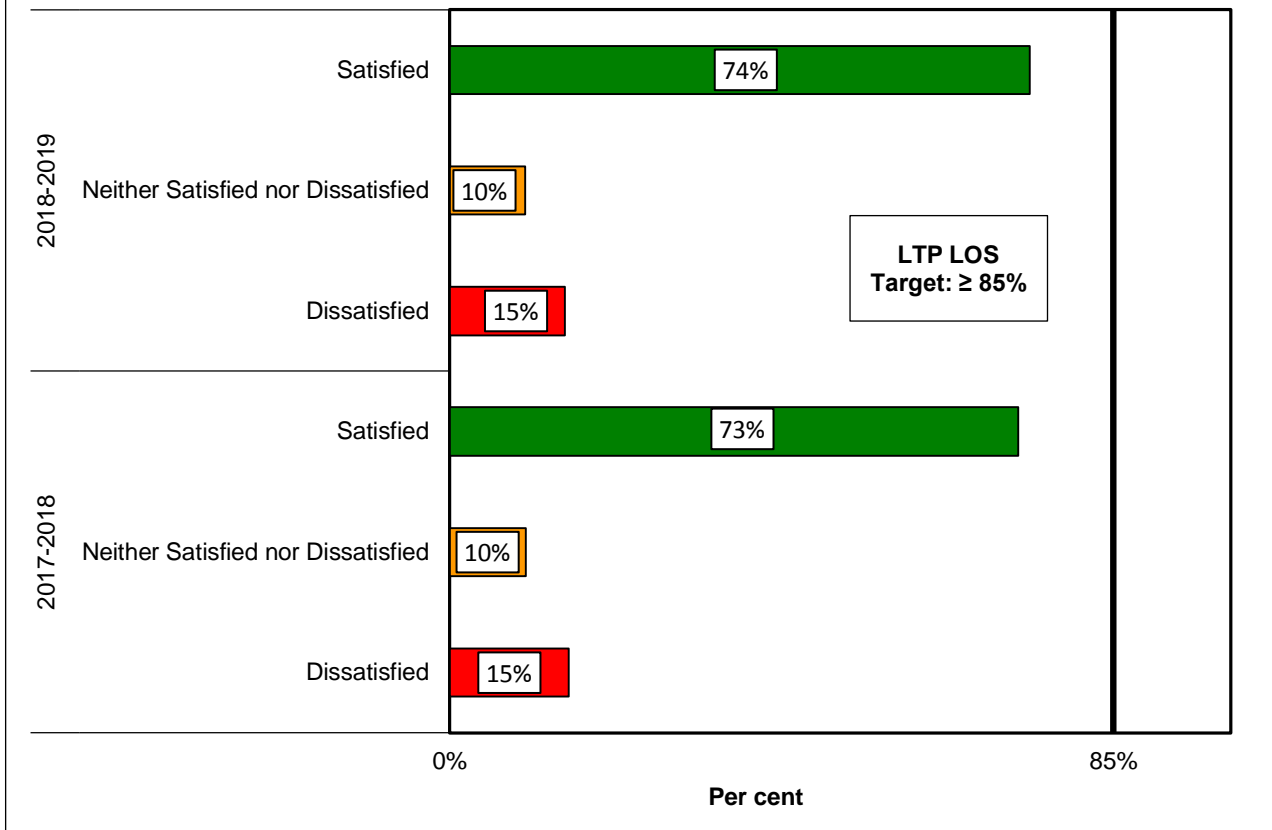
#### Sites surveyed:

See the following Parks and Foreshore activities above for sites surveyed: Community Parks; Regional Parks

#### Sports Parks:

Park Name	Completed Surveys
Burnside Park	40
Burwood Park	30
Nunweek Park	30
Rawhiti Domain	30
Fendalton Park	15
Halswell Domain	11
Northwood Park	12
Papanui Domain	9
St Albans Park	11
St Leonards Park	17
Templeton Domain	6
Upper Riccarton Domain	7
<b>TOTAL</b>	<b>218</b>

### Overall Satisfaction with Parks Recreation Facilities (LOS 6.8.5)



Note: 2017-2018 figures have been recalibrated based only on recreation facilities scores

Individual Satisfaction Results	Percentage
Very Satisfied	24.2%
Satisfied	50.1%
Neither Satisfied nor Dissatisfied	9.7%
Dissatisfied	9.6%
Very Dissatisfied	5.2%
Don't Know	1.3%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Marine Structures

### 10.8.1.1 Recommended Level of Service Target: 90%

10.8.1.1 Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors

Target: Customer satisfaction with marine structure facilities: 90%

#### Methodology

**Time in field:** The survey was administered to Harbour and Marine Structure users from November 2018 to December 2018.

**Completed Surveys:** 195

**Sites surveyed:**

Harbour and Marine Structure Name	Completed surveys
Akaroa Boat Park and Recreation Ground Jetty and Slipway	15
Akaroa Wharf	30
Corsair Bay Ramp and Jetty	15
Daly's Wharf	20
Diamond Harbour Wharf	30
Lyttleton Marina Public Ramp and Jetty	15
Moncks Bay Public Ramp	15
New Brighton Pier	40
Scott Park Public Ramp	15
<b>Total</b>	<b>195</b>

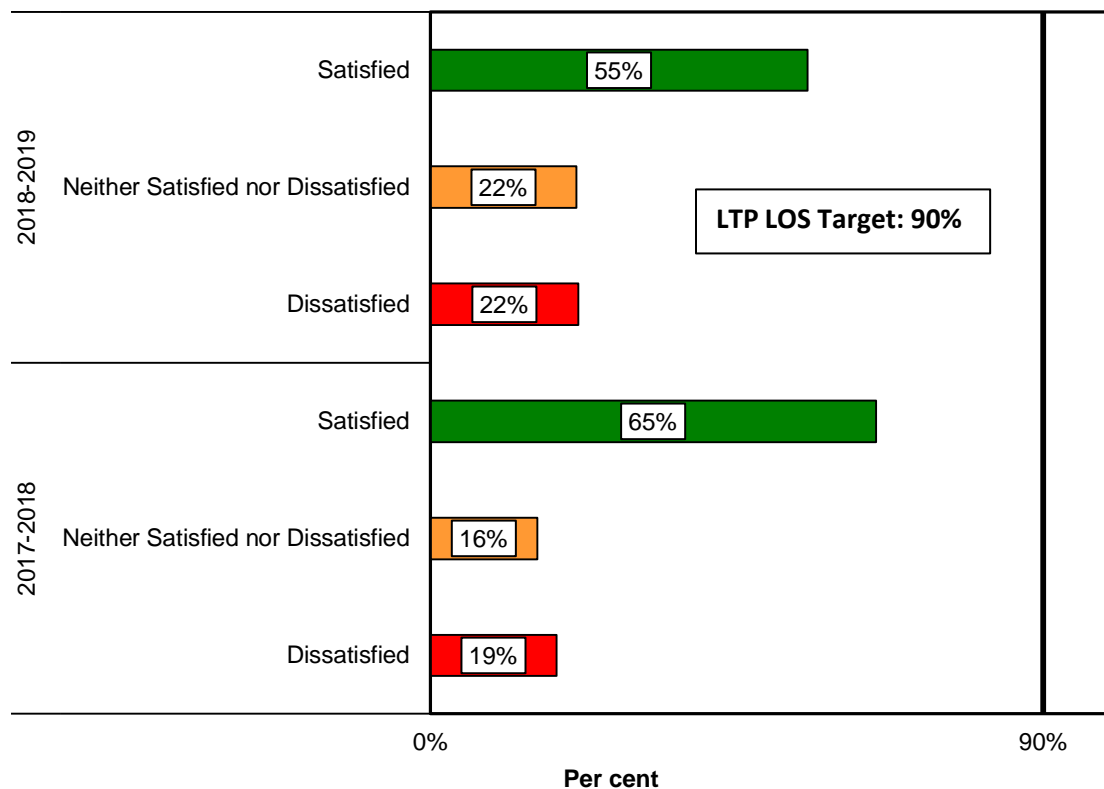
#### Questions

LOS score based on the two survey questions stated below:

\*1. Overall, how satisfied or dissatisfied are you with the appearance of this marine structure? *Appearance includes things such as the layout, type and style of facilities.*

\*2. Overall, how satisfied or dissatisfied are you with the condition of this marine structure? *Condition includes things such as maintenance and upkeep.*

### Satisfaction with State of Marine Structure Facilities (LOS 10.8.1.1)



Individual Satisfaction Results	Percentage
Very Satisfied	15%
Satisfied	40.4%
Neither Satisfied nor Dissatisfied	21.5%
Dissatisfied	18.9%
Very Dissatisfied	2.8%
Don't Know	1.3%
<b>Total</b>	<b>100.0%</b>

**10.8.1.5 Recommended Level of Service Target: ≥ 50%**

10.8.1.1 Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors

Target: Customer satisfaction with equitable access provided to the marine environment for recreational, commercial and transportation purposes: ≥ 50%

**Questions**

LOS score based on the five survey questions stated below:

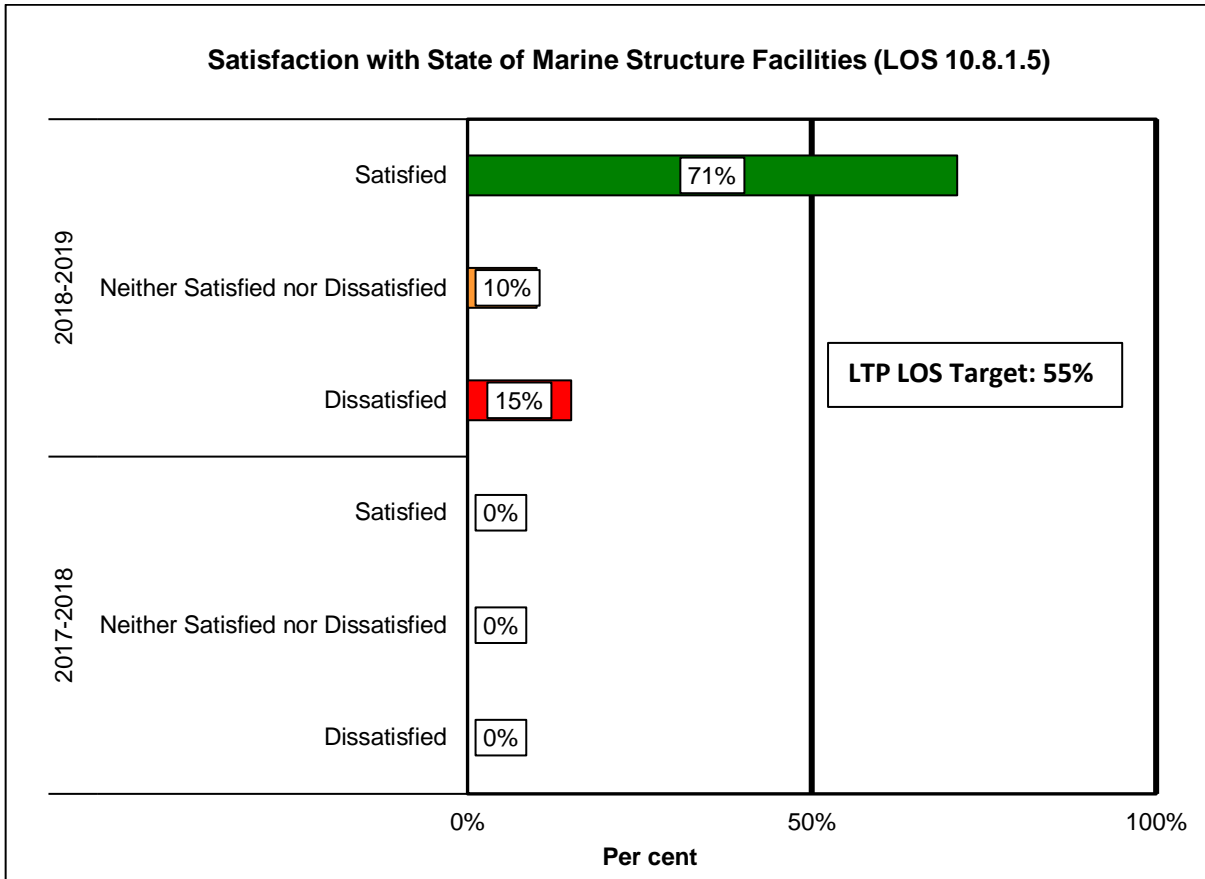
\*1. Overall, how satisfied or dissatisfied are you with the accessibility of marine structures for recreation? *This includes being in the right places and easy to get to and using structure/s for things such as launching boats and walking on them*

\*2. Overall, how satisfied or dissatisfied are you that there are enough marine structures of various types for recreation? *This includes types such as wharves, jetties, ramps, rafts and moorings, etc*

\*3. Overall, how satisfied or dissatisfied are you with the accessibility of marine structures for transportation? *This includes structures being in the right places and easy to get to for using transport options such as ferries*

\*4. Overall, how satisfied or dissatisfied are you with the accessibility of marine structures for commercial purposes? *This includes structures being in the right places and easy to get to and using the structure/s for commercial activities such as launching boats, loading and unloading passengers and cargo and for tourism activities*

\*5. Overall, how satisfied or dissatisfied are you that there are enough marine structures of the various types outlined above for commercial purposes?



Note: No results are available for 2017-2018 as this is a new LOS measure in 2018- 2019

Individual Satisfaction Results	Percentage
Very Satisfied	22.1%
Satisfied	49.0%
Neither Satisfied nor Dissatisfied	10.0%
Dissatisfied	13.7%
Very Dissatisfied	1.4%
Don't Know	3.8%
<b>Total</b>	<b>100.0%</b>

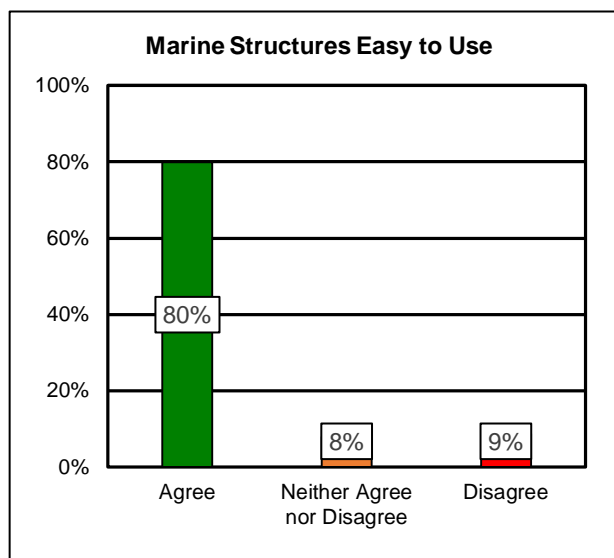


## Customer Effort: Ease of Interacting With or Using Council Services

Questions:

How much do you agree or disagree that the Council makes it EASY for you to use this wharf, jetty or pier? *This includes things such as how easy it is to access and use the structure, the provision of things you need and expect to see at this structure, its appearance and condition and having accurate information about the structure*

And overall, how much do you agree or disagree that the Council makes it EASY for you to use marine structures for commercial purposes? *This includes things such as how easy it is to access and use the structure/s, the provision of things you need and expect to see at the structure/s, appearance and condition and having accurate information about the structure/s*



Individual Agreement Results	Ease of Use of Marine Structures
Strongly Agree	37.3%
Agree	42.6%
Neither Agree nor Disagree	7.8%
Disagree	5.9%
Strongly Disagree	2.9%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: Parks and Foreshore: Education Programmes

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

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

Target: Teachers satisfied with education programmes delivered: 95%

#### Methodology

LOS score based on the survey question stated below:

\*1. Overall, how satisfied or dissatisfied were you with the **Parks** education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about protecting and enhancing our natural environment*

OR: \*2. Overall, how satisfied or dissatisfied were you with the Water for Life education programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about valuing water resources*

OR: \*3. Overall, how satisfied or dissatisfied were you with the A Waste of Time education programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about recycling and waste management/minimisation*

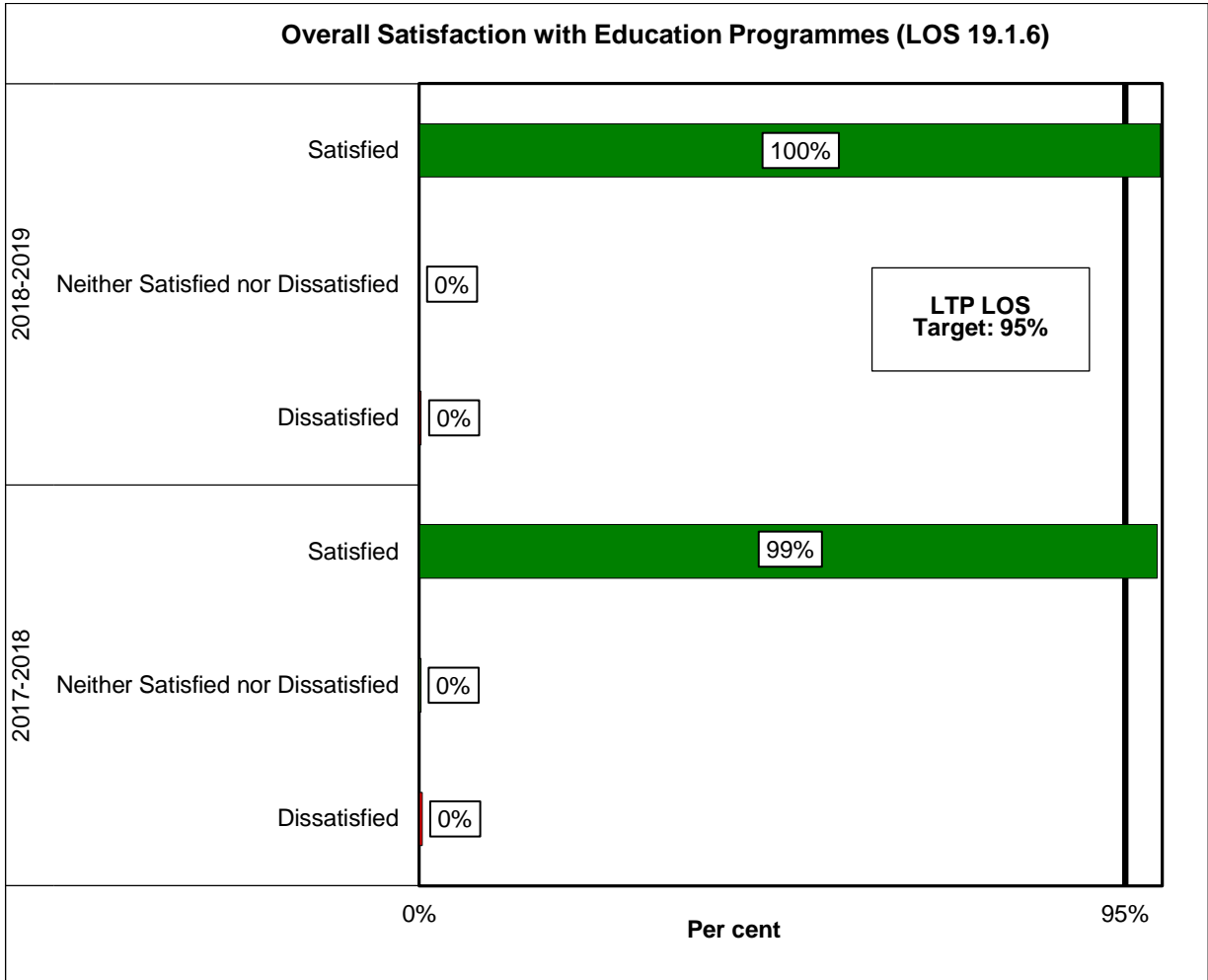
OR: \*4. Overall, how satisfied or dissatisfied were you with the Stan's Got a Plan civil defence emergency management education programme? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students prepare for disasters*

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in an education programme during 2018.

**Completed Surveys:** 369

Education Programme
Coastal Management at New Brighton Beach
Coastal Management at North New Brighton beach
Coastal Management at Spencer Park beach
Coastal Management at Waimairi beach
Creative and Native in the Botanic Gardens
Forest Explorer Bottle Lake Forest
Forest Survivor at Spencer Park
Forest Survivor in Bottle Lake Forest
Freshwater Frolicking at Styx Mill Conservation Reserve
Freshwater Frolicking at the Groynes
Junior Park Explorers at Ernle Clark Reserve
Junior Park Explorers at Halswell Quarry
Junior Park Explorers at the Groynes
Junior Park Explorers in Spencer Park
Junior Park Explorers in the Botanic Gardens
Junior Park Explorers in Travis Wetland
Junior Park Explorers in Victoria Park
Native Nurturing in Victoria Park
On the Rocks at Sumner Beach
On The Rocks at Taylors Mistake Beach
Otautahi, Our City
Park Detectives in the Botanic Gardens
A Waste of Time at various sites
Casting Magic with Worms at the Curator's House in the Botanic Gardens
Casting Magic with Worms at the EcoDrop Metro Place, Bromley
Fertilising for the Future (EM Bokashi) at the EcoDrop Metro Place, Bromley
Fertilising for the Future (Worms) at the EcoDrop Metro Place, Bromley
Kidsfest Green to Gold
Kidsfest Making Mini Worm Farms

Recycling Talk
Tour of Main Pumping Station - Beckenham
Tour of the MRF
Watch Your Waste at Metro Place, Bromley
Water for Life at Main Water Pumping Station
Stan's Got a Plan for Earthquakes
Stan's Got a Plan for Floods
Stan's Got a Plan for Pandemics
Stan's Got a Plan for Storms
Stan's Got a Plan for Tsunamis

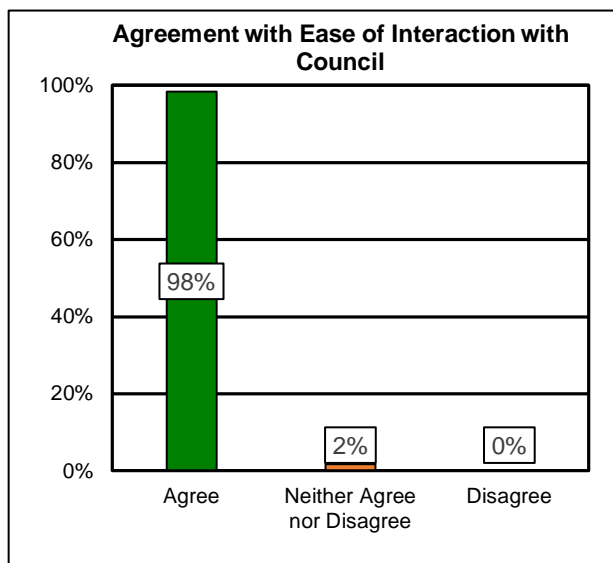


Note: 2017-2018 figures have been recalibrated based on an aggregate of parks, water and waste and civil defence education programme scores

Individual Satisfaction Results	Per cent
Very Satisfied	91.9%
Satisfied	7.8%
Neither Satisfied nor Dissatisfied	0.0%
Dissatisfied	0.3%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

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

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

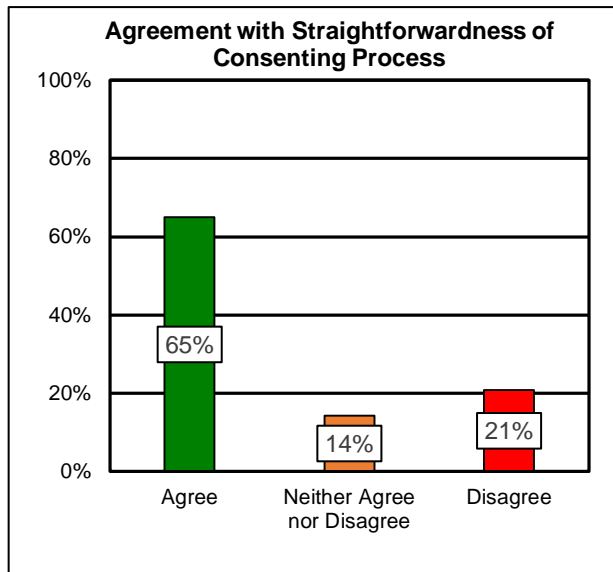


Individual Agreement Results	Ease of Interaction with Programme
Strongly Agree	81.6%
Agree	16.7%
Neither Agree nor Disagree	1.7%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>



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

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it straightforward for you to have your resource consent processed? *This includes respectful, prompt and efficient service by knowledgeable planning staff who understood your consent needs, and who provided you with accurate advice and effective options to ensure your consent was processed as quickly as possible*



Individual Agreement Results	Straightforwardness of Consenting Process
Strongly Agree	15.6%
Agree	49.4%
Neither Agreed nor Disagree	14.3%
Disagree	11.7%
Strongly Disagree	9.1%
Don't Know	0.9%
<b>Total</b>	<b>100.0%</b>

# Appendix 1: Satisfaction Results for Additional Services

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

## Community Development and Capacity Building

### Support Given to Community Groups by Council

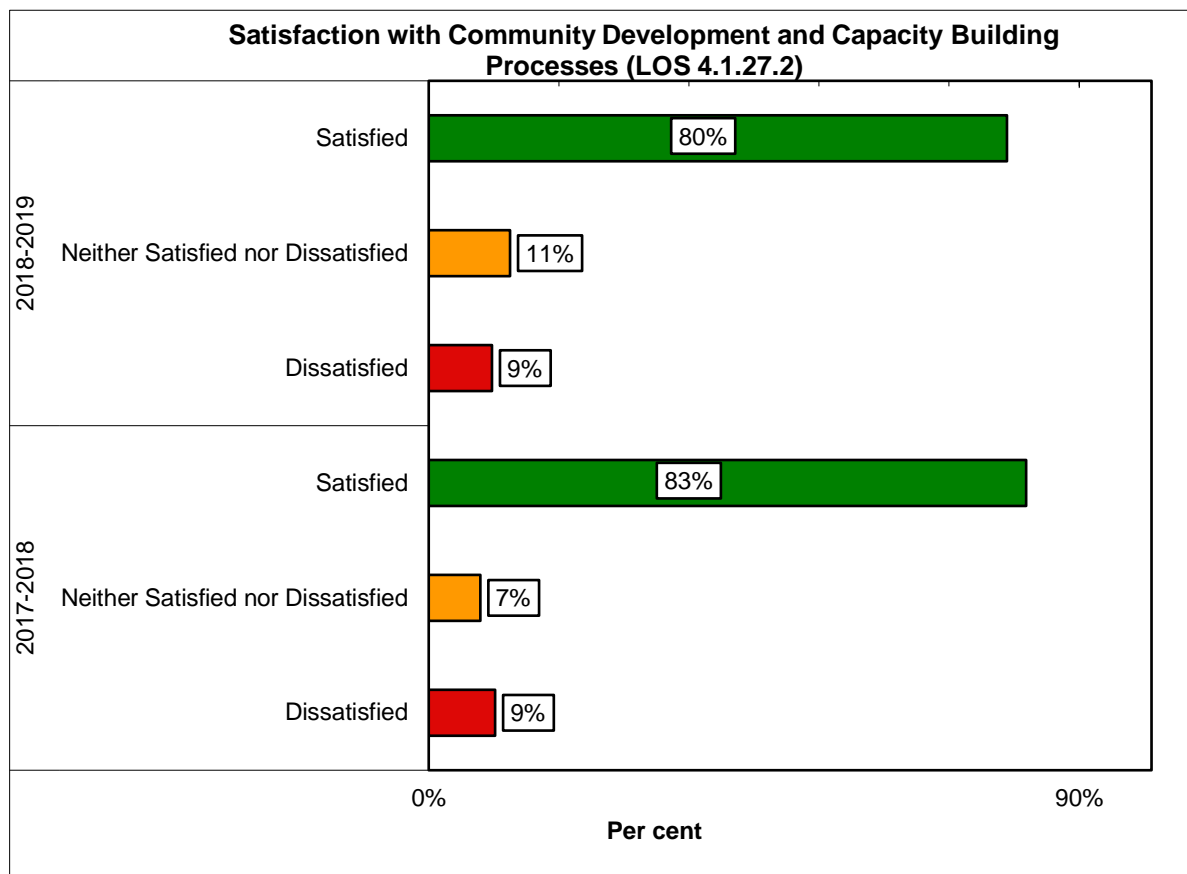
#### Methodology

Score based on the survey question stated below:

1. Overall, how satisfied or dissatisfied are you with the **SUPPORT GIVEN** to your community group by the Council? *Support includes things such as information, advice, guidance, networking, collaboration and accessing resources*

**Time in field:** In September 2018, 167 online surveys were emailed to a range of community groups and residents associations that had contact with local Council community governance teams in the previous 12 months. Surveying took place from 8<sup>th</sup> to 29<sup>th</sup> October 2018.

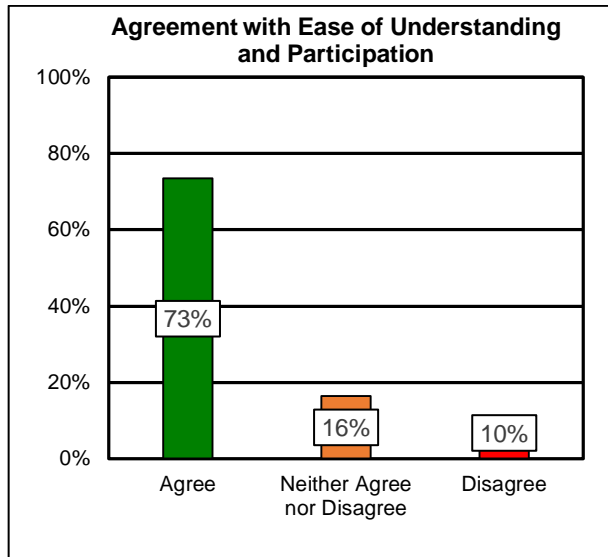
**Completed Surveys:** 80



Individual Satisfaction Results	Percentage
Very Satisfied	50.0%
Satisfied	30.0%
Neither Satisfied nor Dissatisfied	11.3%
Dissatisfied	8.8%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

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

Question: And how much do you agree or disagree that the Council made it EASY for you to understand and participate in our local community development and capacity building processes? *This includes things such as having a good understanding of your needs, providing you with timely and useful advice and information, providing access to useful resources and being responsive to your processes*



Individual Agreement Results	Ease of Understanding and Participation
Strongly Agree	27.8%
Agree	45.6%
Neither Agree nor Disagree	16.5%
Disagree	6.3%
Strongly Disagree	3.8%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>



## Community Facilities

### Satisfaction with Range and Quality of Council Operated Community Facilities

#### Methodology

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

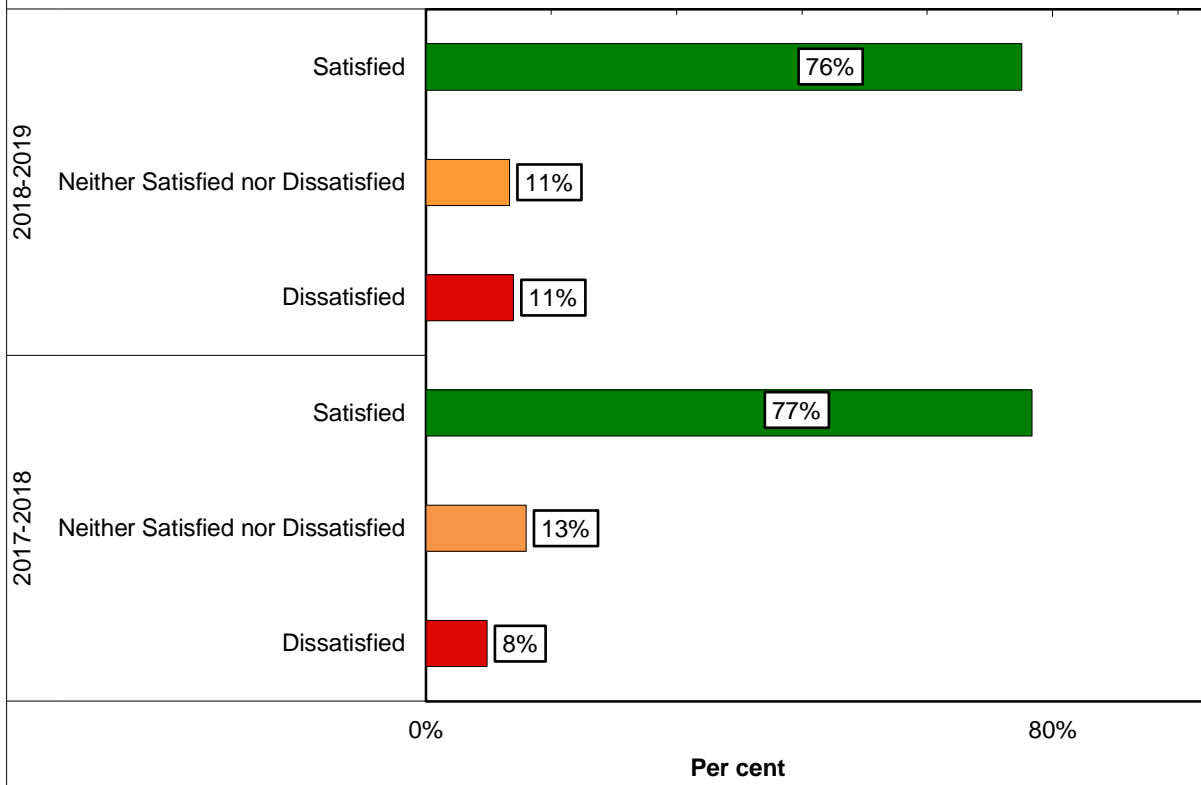
1. Overall, how satisfied or dissatisfied are you with the **CONDITION** of this facility? *Condition includes things such as maintenance and upkeep of the facility.*
2. Overall, how satisfied or dissatisfied are you with the **AVAILABILITY** of this facility? *Availability means the facility is available for booking when you want to use it.*
3. Overall, how satisfied or dissatisfied are you with the **ACCESSIBILITY** of this facility? *Accessibility includes ease of access to the facility, such as car parking and disability access, the facility is in an accessible location and that it feels comfortable and welcoming to users.*
4. Overall, how satisfied or dissatisfied are you that this facility is **FIT FOR PURPOSE**? *Fit for purpose includes the facility's layout, and the presence of equipment and other fixtures and fittings (such as appropriate lighting, appliances and furnishings) to support your activities*
5. Overall, how satisfied or dissatisfied are you that this facility provides **VALUE FOR THE MONEY** you pay to use the facility?
6. Overall, how satisfied or dissatisfied are you with the accuracy of information provided to you about this facility? *This includes things such as information that is correct, that is useful to your needs that you can rely on and that is clear and easy to understand.*
7. Thinking first about Council community facilities in general **IN CHRISTCHURCH**, overall, how satisfied or dissatisfied are you with the **RANGE** of community facilities available for hire and use? *Range means the variety of facilities available to meet your group's needs, including facilities of an appropriate size and type for your activities.*
8. And thinking now about Council community facilities in general **IN YOUR LOCAL AREA**, overall, how satisfied or dissatisfied are you with the **RANGE** of community facilities available for hire and use? *Range means the variety of facilities available to meet your group's needs, including facilities of an appropriate size and type for your activities.*

**Time in field:** From 23<sup>rd</sup> October to the 2<sup>nd</sup> November 2018, surveys were emailed to 326 people who had hired Council Community Facilities during 2018.

**Completed surveys:** 129

Community Facilities	Completed Surveys
Abberley Park Hall	11
Akaroa Gaiety Hall	2
Aranui/Wainoni Community Centre	11
Avice Hill Community Centre	4
Fendalton Community Centre	15
Harvard Community Lounge	6
Hei Hei Community Centre	4
Lyttelton Recreation Centre	12
Lyttelton/Mt Herbert Community Facility	2
Matuku Takotako Sumner Centre	5
North New Brighton Community Centre	4
Orauwata Bishopdale Library and Community Centre	9
Parklands Community Centre	1
Parkview Community Lounge	2
Richmond Community Cottage	1
South New Brighton Community Hall	3
St Martins Community Centre	6
Te Hapua Halswell Centre Community Hall	15
Templeton Community Centre	7
Waimairi Community Centre	6
Woolston Community Library	1
<b>Total</b>	<b>129</b>

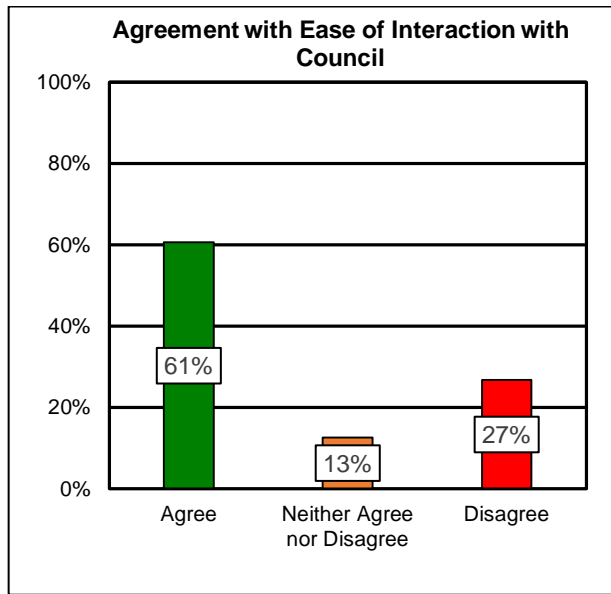
### Satisfaction with Range and Quality of Council Operated Community Facilities



Individual Satisfaction Results	Percentage
Very Satisfied	30.7%
Satisfied	45.5%
Neither satisfied nor Dissatisfied	10.6%
Dissatisfied	8.8%
Very Dissatisfied	2.3%
Don't Know	2.1%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding using community facilities? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understand your needs, and who provide you with accurate information and advice and facility options that meet your needs.*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	22.0%
Agree	38.6%
Neither Agree nor Disagree	12.6%
Disagree	18.1%
Strongly Disagree	8.7%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## External Communications

### External communications are timely, relevant and accurate

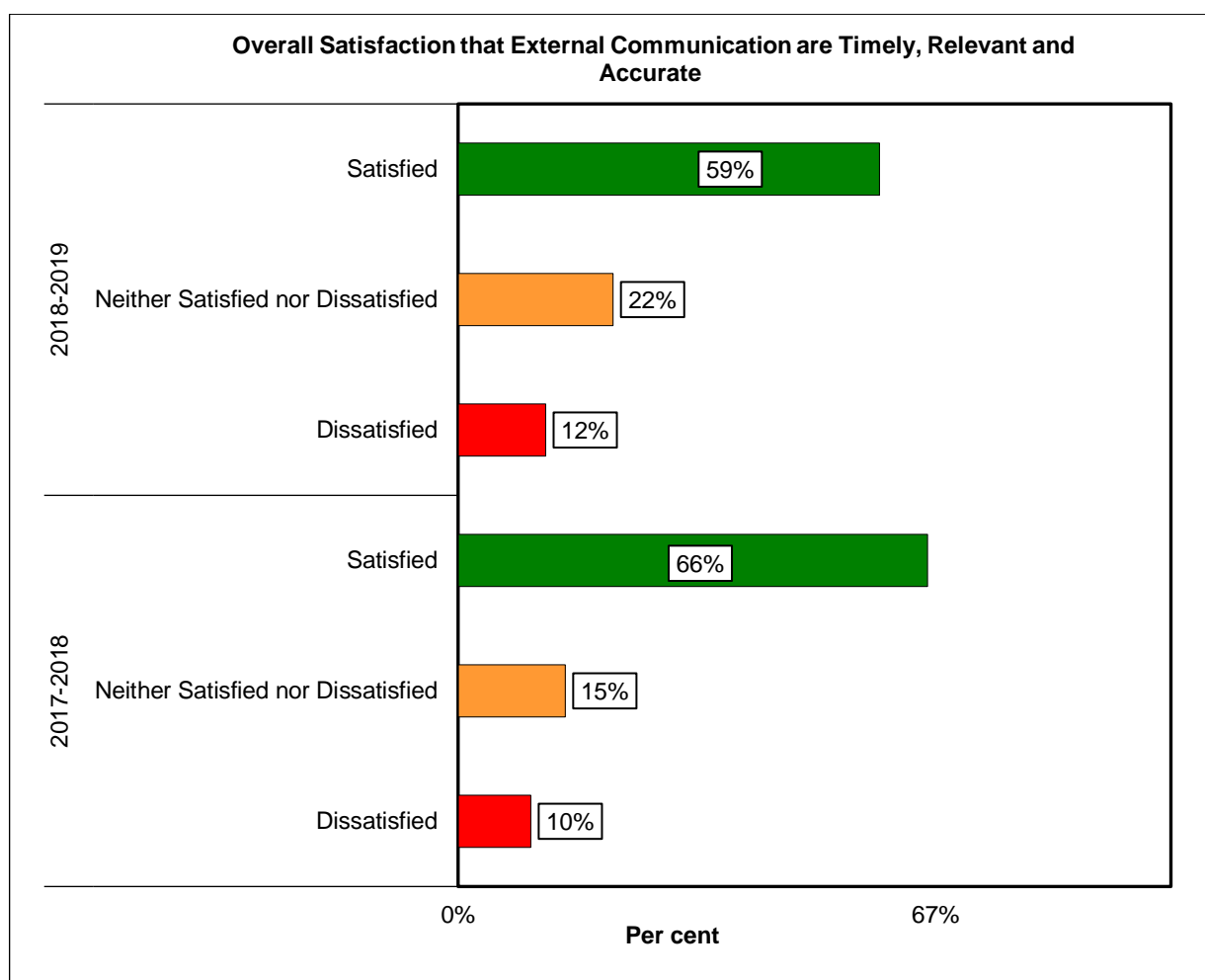
#### Methodology

Score based on the four survey questions stated below:

1. Overall, how satisfied or dissatisfied are you that Council communications are timely? *Timely means that Council information is published at an appropriate time*
2. Overall, how satisfied or dissatisfied are you that Council communications are relevant? *Relevant means that Council information is relevant for you in terms of what the Council is doing and what you want to know*
3. Overall, how satisfied or dissatisfied are you that Council communications are accurate? *Accurate means that Council information is factually correct*
4. Overall, how satisfied or dissatisfied are you that Council communications are clear and easy to understand?

**Time in field:** Surveying took place at a range of public sites using sequential mixed method surveying between November 2018 and December 2018.

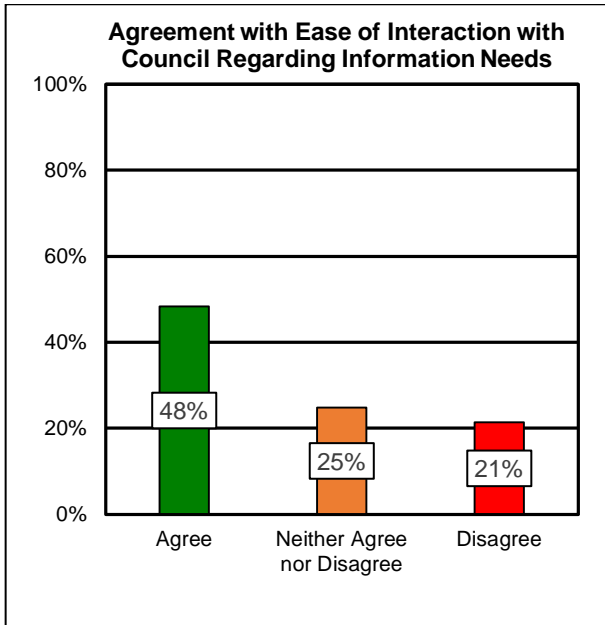
**Completed Surveys:** 300



Individual Satisfaction Results	Percentage
Very Satisfied	8.6%
Satisfied	50.5%
Neither Satisfied nor Dissatisfied	21.7%
Dissatisfied	8.1%
Very Dissatisfied	4.2%
Don't Know	6.9%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to interact with us regarding your information needs? *This includes timely and accurate communications by knowledgeable Council staff who understand residents' information needs, and who provide communications that are clear and easy to understand*



Individual Agreement Results	Ease of Interaction with Council
Strongly Agree	10.0%
Agree	38.3%
Neither Agree nor Disagree	24.8%
Disagree	16.6%
Strongly Disagree	4.8%
Don't Know	5.5%
<b>Total</b>	<b>100.0%</b>

# Public Transport Infrastructure

## Number and Quality of Bus Shelters

### Methodology

Score based on the four survey questions stated below:

*Thinking about bus shelters at bus stops. Bus shelters are on street shelters at stops that provide protection from weather while waiting for a bus.*

1. Overall, how satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?

*Thinking now about the quality of the bus shelters...*

2. Overall, how satisfied or dissatisfied are you with the design of bus shelters? *This includes things such as the layout, seating and pillars, type and style of bus shelters and protection from weather.*

3. Overall, how satisfied or dissatisfied are you with the information provided to bus users at bus shelters? *This includes things such as bus stop signs, bus timetables and real time bus tracking that tell you when buses will arrive at your stop.*

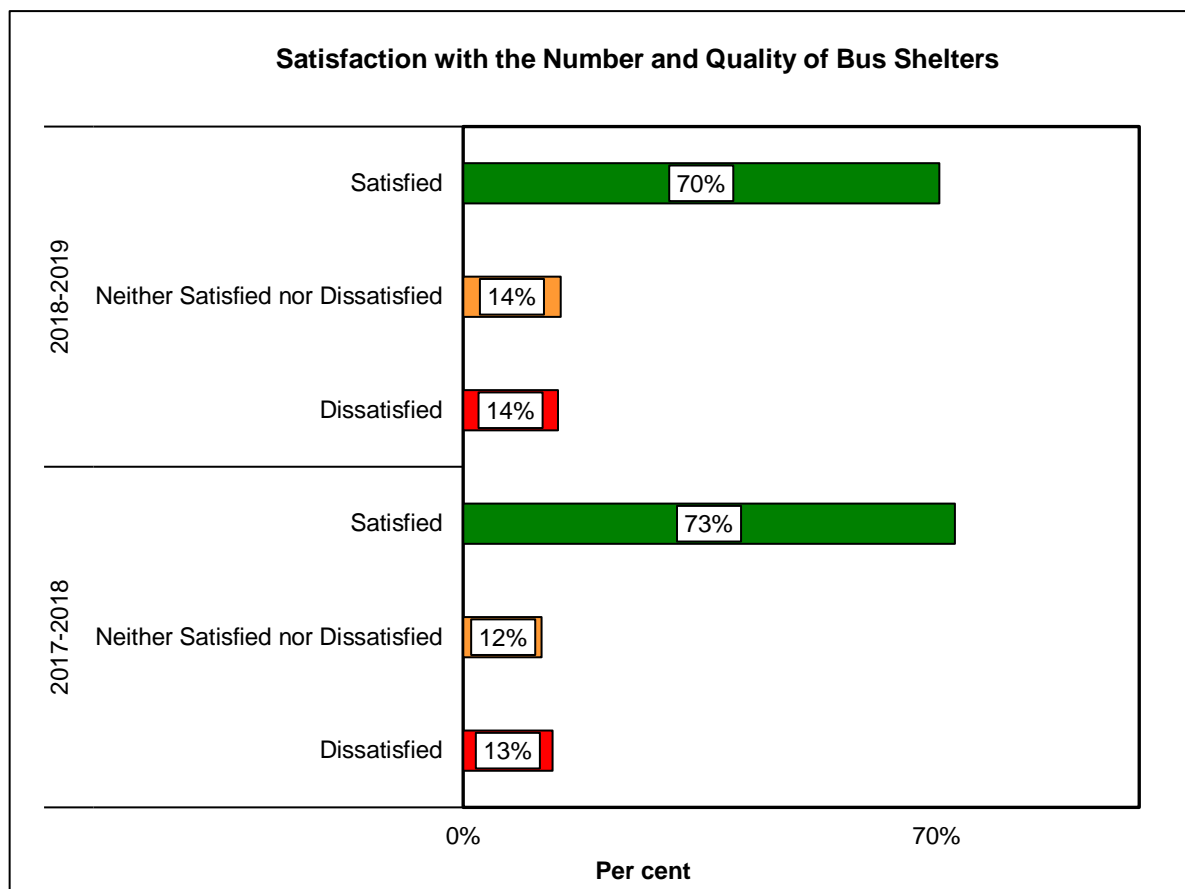
4. Overall, how satisfied or dissatisfied are you with the condition of bus shelters? *Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).*

**Time in field:** Surveying took place using sequential mixed method surveying between November 2018 and December 2018.

**Completed Surveys:** 250

**Sites surveyed:**

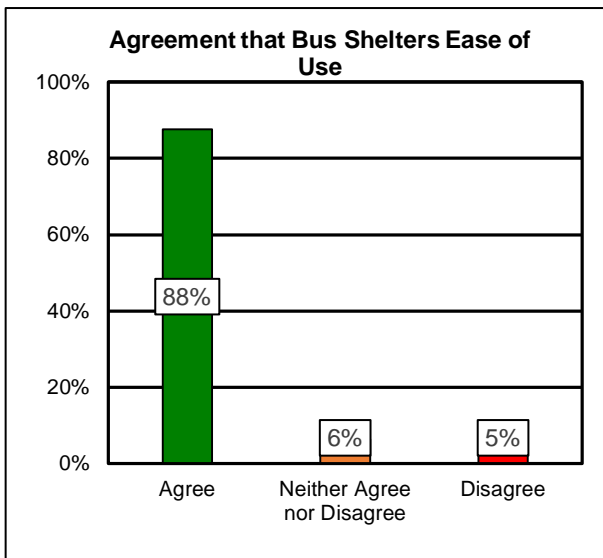
Bus Infrastructure	Completed Surveys
Bus Interchange	200
Riccarton Bus Lounge	50
<b>Total</b>	<b>250</b>



Individual Satisfaction Results	Percentage
Very Satisfied	26.0%
Satisfied	44.4%
Neither Satisfied nor Dissatisfied	14.4%
Dissatisfied	12.7%
Very Dissatisfied	1.3%
Don't Know	1.1%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to use bus shelters? *This includes sufficient provision of shelters at bus stops and shelter facilities such as seating and protection from weather and that include accurate information about buses*



Individual Agreement Results	Ease of Use of Bus Shelters
Strongly Agree	46.4%
Agree	41.0%
Neither Agree nor Disagree	6.4%
Disagree	4.4%
Strongly Disagree	0.8%
Don't Know	0.8%
<b>Total</b>	<b>100.0%</b>

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

### Methodology

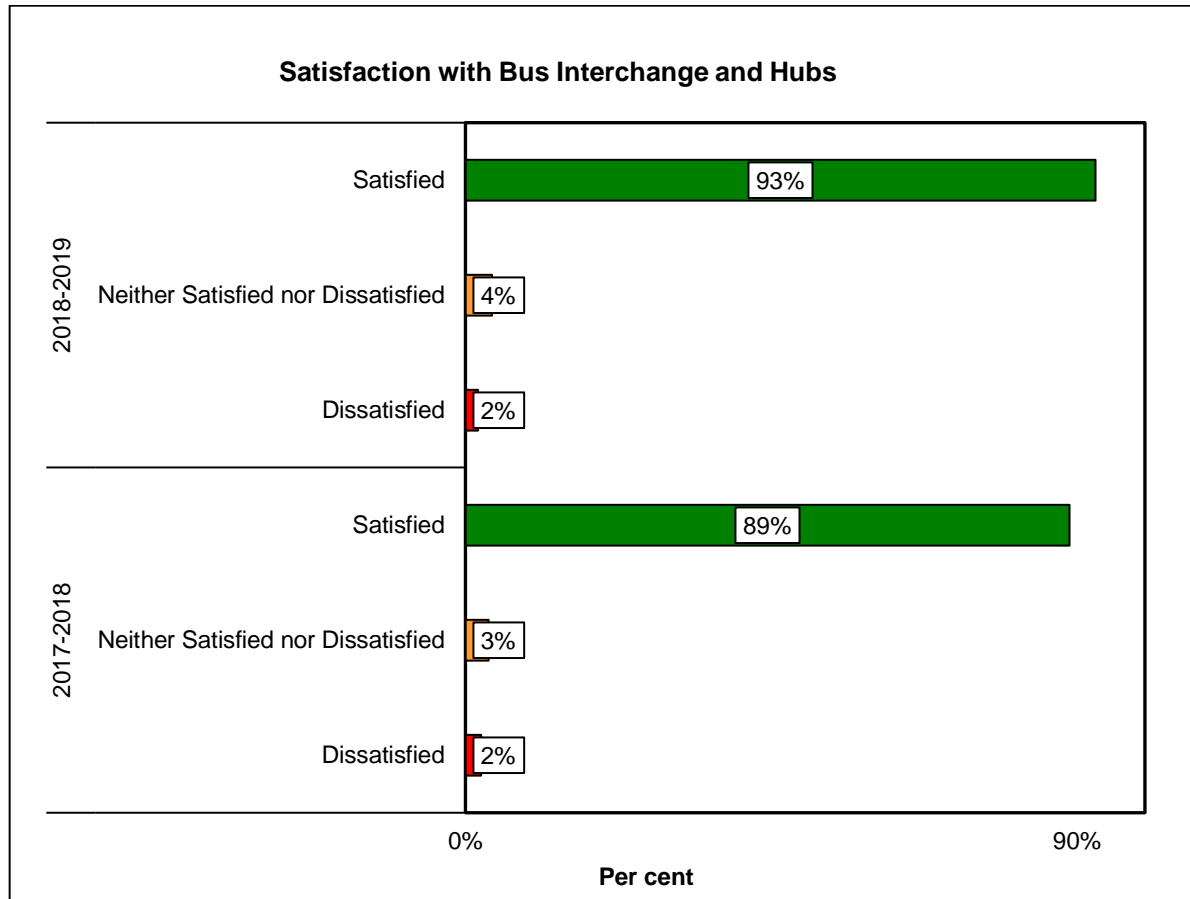
Score based on the four survey questions stated below:

1. Overall, how satisfied or dissatisfied are you with the appearance of the Bus Interchange (or suburban hub)? *Appearance includes things such as the layout, type and style of the facility.*
2. Overall, how satisfied or dissatisfied are you with the condition of the Interchange (or suburban hub)? *Condition includes things such as maintenance and upkeep of the Interchange (including cleanliness and absence of graffiti and vandalism).*
3. Overall, how satisfied or dissatisfied are you with your personal safety at the Interchange (or suburban hub) DURING THE DAY? *Personal safety includes things such as safety from crime, level of lighting, and road safety issues such as separation of bus users from buses and from other road users.*
4. Overall, how satisfied or dissatisfied are you with your personal safety at Interchange (or suburban hub) AFTER DARK?

**Time in field:** Surveying took place using sequential mixed method surveying between November 2018 and December 2018.

**Completed Surveys:** 250

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

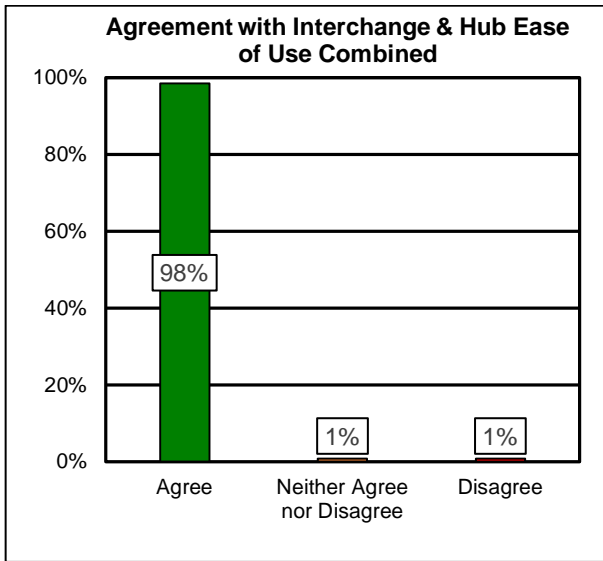




Individual Satisfaction Results	Percentage
Very Satisfied	70.9%
Satisfied	21.8%
Neither Satisfied nor Dissatisfied	3.9%
Dissatisfied	1.5%
Very Dissatisfied	0.3%
Don't Know	1.5%
<b>Total</b>	<b>100.0%</b>

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

Question: How much do you agree or disagree that the Council makes it EASY for you to use the Interchange? *This includes things such as the Interchange layout and design, access around the facility and platforms, finding the right bus, information and signage, and comfort of waiting areas, such as seating, heating level, and shelter provided from weather*



Individual Agreement Results	Ease of Use of Bus Interchange & Hubs Combined
Strongly Agree	78.8%
Agree	19.6%
Neither Agree nor Disagree	0.8%
Disagree	0.8%
Strongly Disagree	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

# Resident Understanding of and Influence on Council Decision Making: People Who Attended Hearings of Made Deputations

## Methodology

**Time in field:** Survey was administered using online surveying between 8 October and 17 October 2018. Surveys were emailed to 651 people who had attended a hearing or made a deputation to the Council or to a Council committee or community board between January and September 2018.

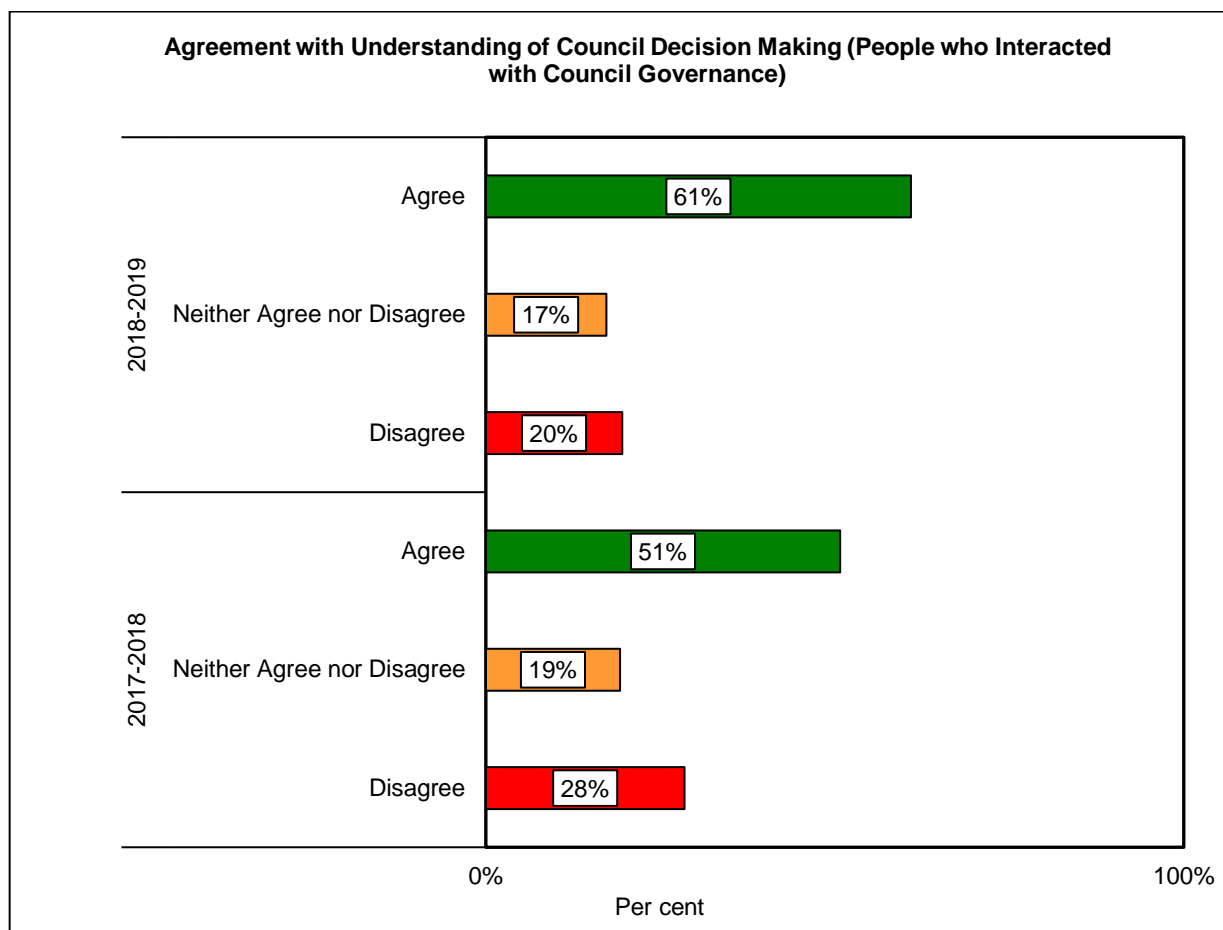
**Completed Surveys:** 221

## Understanding of Council Decisions

### Question

Score based on the survey question stated below:

1. Overall, how much do you agree or disagree that you understand how the Christchurch City Council makes decisions?



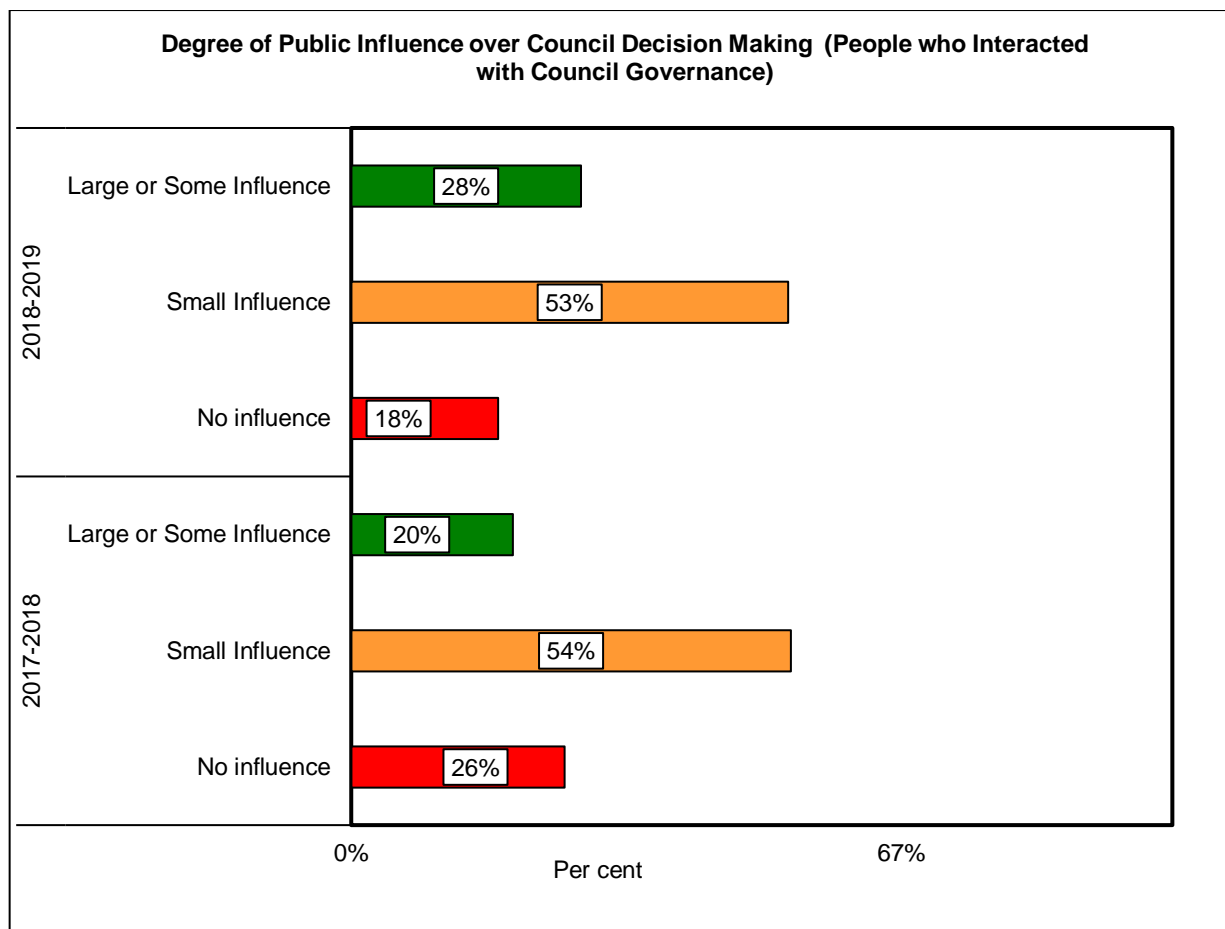
Individual Satisfaction Results	Percentage
Very Satisfied	9.1%
Satisfied	51.8%
Neither Satisfied nor Dissatisfied	17.3%
Dissatisfied	9.5%
Very Dissatisfied	10.0%
Don't Know	2.3%
<b>Total</b>	<b>100.0%</b>

## Public Influence on Council Decision Making

### Question

Score based on the single survey question stated below:

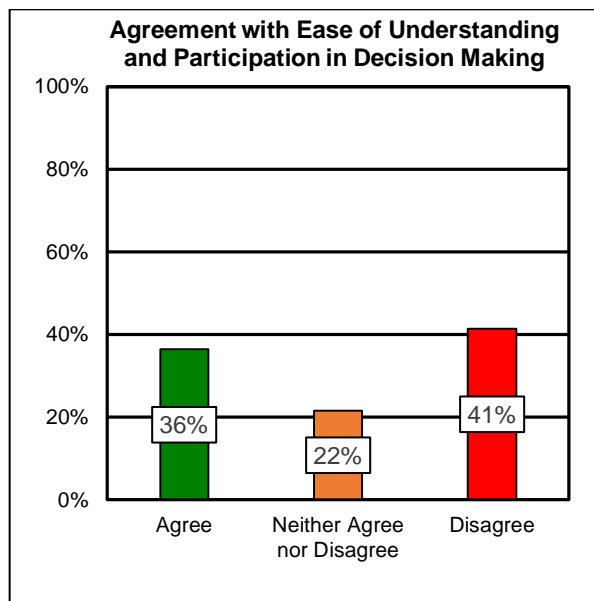
1. Overall, how much influence do you feel the public has on the decisions the Council makes? (Large, some, small, no influence)



Individual Satisfaction Results	Percentage
Large Influence	4.6%
Some Influence	23.4%
Small Influence	53.2%
No Influence	17.9%
Don't Know	0.9%
<b>Total</b>	<b>100.0%</b>

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

Question: Overall, how much do you agree or disagree that the Council made it EASY for you to understand and participate in our decision making? *This includes things such as providing a range of options for engaging with us and for influencing decision making, providing clear instructions about our processes and timelines, accessibility of Council staff, councillors and community board members to talk about or help you understand decisions and providing accurate information about our decision making processes and about the reasons for our decisions.*



Individual Agreement Results	Ease of Understanding and Participation
Strongly Agree	4.1%
Agree	32.3%
Neither Agree nor Disagree	21.7%
Disagree	22.1%
Strongly Disagree	19.4%
Don't Know	0.5%
<b>Total</b>	<b>100.0%</b>