






















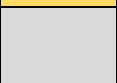



Summary of Levels of Service Results: General Service Satisfaction Survey 2015

Group	Activity	Performance Standard	LTP Performance Standard	Level of Service Target	LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2015	Residents Survey Result 2015	Residents Survey Result 2014	Residents Survey Result 2013
Community Support	2.2 Build Stronger Communities	2.2.6 Provide Safety Projects to work towards making Christchurch safer	Yes	2.2.6.4 At least 81%				92%	91%	NA
			Yes	2.2.6.5 At least 66%				60%	52%	NA
	2.5 Civil Defence Emergency Management	2.5.12 Develop partnerships to increase disaster resilience	Yes	At least 17%				15%	23%	31%
Democracy and Governance	4.0 City Governance and Decision Making	4.0.1 Resident understanding of how Council makes decisions	Yes	At least 40%				44%	36%	40%
		4.0.2 Resident satisfaction that Council makes decisions in the best interests of Christchurch	Yes	At least 48%				52%	47%	46%
		4.0.8 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	Yes	At least 55%				44%	39%	36%
		4.0.9 Proportion of residents that are satisfied with the opportunities to access information about Council decisions	No	At least 40%				46%	43%	36%
	4.1 Public Participation in Democratic Processes	4.1.9 Percentage of residents that feel they can participate in and contribute to Council decision-making	Yes	At least 46%				45%	34%	NA

Economic Development	5.3 City Promotions	5.3.1 Residents are satisfied with the provision of information available to them about events, activities and attractions in Christchurch	Yes	85%				83%	84%	83%
Recreation and Leisure	7.2 Events and Festivals	7.2.2 Provide and support year round programme of events	Yes	At least 90%				86%	86%	90%
Refuse Minimisation and Disposal	8.0 Recyclable Materials Collection and Processing	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	Yes	At least 90%				95%	93%	94%
	8.1 Residual Waste Collection and Disposal	8.1.4 Customer satisfaction with kerbside collection of residual waste	Yes	At least 90%				92%	90%	93%
	8.2 Organic Material Collection and Composting	8.2.3 Customer satisfaction with kerbside collection service for organic material	Yes	At least 80%				85%	82%	83%
Roads and Footpaths	10.0 Road Network	10.0.3 Resident Satisfaction with roadway quality	Yes	Maintain baseline of 35%				30%	27%	45%
		10.0.14 Customers are satisfied with road network operations	Yes	Baseline			51%	NA	NA	
	10.1 Active Travel	10.1.4 Amenity: Ensure perception of Christchurch as a cycle friendly city	No	At least 42%				37%	26%	38%
		10.1.5 Amenity: Ensure perception of Christchurch as a walking friendly city	No	At least 82%				82%	77%	75%
		10.1.6 Ensure resident satisfaction with the appearance and quality of Pedestrian-only streets, which are in use eg. New Brighton Mall, City Mall	No	Baseline				76%	70%	60%

		10.1.9 Ensure resident satisfaction: with footpath quality	Yes	45%				51%	43%	35%
	10.3 Parking	10.3.3 Customer satisfaction with ease of use of meters	Yes	No target				54%	50%	62%
Sewerage Collection, Treatment and Disposal	11.0 Wastewater Collection	11.0.1 Provide wastewater collection in a safe, convenient and efficient manner	Yes	At least 80%				78%	74%	84%
Water Supply	12.0 Water Supply	12.0.2 Manage risk to potable water supply	No	At least 90%				88%	84%	88%
	12.1 Water Conservation	12.1.3 Increase/maintain public awareness of water conservation	Yes	At least 70%				74%	79%	50%
Stormwater and Flood Protection and Control Works	14.0 Stormwater Drainage	14.0.3 Customer satisfaction with the maintenance of waterways and their margins	Yes	At least 66%				45%	51%	56%
Overall Satisfaction with Council Service Performance	Executive Team Plan on a Page – Satisfy Customers	Percentage of residents satisfied or very satisfied with overall performance of Council services	No					65%	64%	70%

	LOS target met		LOS target not met		Baseline result or target to be set
	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		Top performing services that other services could learn from (90%+ satisfaction)	NA	No information available