

2025-2026 General Service Satisfaction Survey

Research Report

Prepared by Monitoring & Research

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Contents

Section 1: Summary of Findings	5
Summary of Levels of Service Results: General Service Satisfaction Survey 2026.....	6
Additional Service Satisfaction Results.....	9
Key insights	11
Section 2: Research Method	15
Research Context	16
Research Design.....	16
Question changes for 2026	17
Sample composition	18
Notes on Reporting Conventions.....	19
Time series reporting	20
Setting levels of service	20
Section 3: Detailed Findings (LOS scores)	21
Strategic Governance	22
Consultation and engagement (LOS 4.1.9)	22
Participation in and contribution to decision-making (LOS 4.1.18).....	24
Parks, Heritage & Coastal Environments.....	26
Manage and maintain public artworks, monuments and artefacts (LOS 6.9.1.5)	26
Parks and Foreshore.....	28
Presentation of city’s parks (inner city parks) (LOS 6.8.4.2).....	28
Availability of recreation facilities across the parks and foreshore network (LOS 6.8.5)	30
Waste Collection	32
Kerbside collection (LOS 8.0.3)	32
Water Supply	34
Quality of water supply (LOS 12.0.2.19)	34
Responsiveness to water supply problems (LOS 12.0.1.14).....	36
Reliability of water supplies (LOS 12.0.1.13).....	38
Wastewater collection, treatment and disposal.....	40
Sewerage and wastewater services (LOS 11.0.1.16)	40
Stormwater drainage.....	42
Waterways and stormwater network (LOS 14.0.3)	42
Transportation	44
Walking-friendly city (LOS 16.0.10).....	44
Cycling-friendly city (LOS 10.5.2)	46
Roads and Footpaths	49

Roadway condition (LOS 16.0.3)	49
Reasons for dissatisfaction.....	51
Footpath condition (LOS 16.0.9)	52
Reasons for dissatisfaction.....	54
Parking.....	55
On-street parking ease (LOS 10.3.3)	55
Section 4: Additional Findings	57
Overall satisfaction.....	58
Overall satisfaction with performance in delivering services	58
Detailed satisfaction breakdowns	60
Community boards.....	60
Age.....	61
Ethnicity.....	62
Reasons for satisfaction rating.....	63
Reasons given for being satisfied with Council’s performance.....	64
Reasons given for being dissatisfied with Council’s performance.....	65
Overall satisfaction rating – neutral respondents.....	66
Best services.....	68
Services needing improvement.....	71
Ease of interaction	74
Ease of interaction with Council for service needs.....	74
Digital services	76
Interacting with the Council using digital services	76
Governance and decision-making.....	78
Influence on Council decision-making.....	78
Decision making processes are easy to use and engage with	80
Reputation and Trust	82
Events and Festivals	86
Range of events and festivals.....	86
Information about events and festivals	88
Transport.....	90
Transport Safety	90
Transport Ease	92
Transfer stations and recovery centres	95
Transfer stations and recovery centres	95
Climate change	97

Awareness of Council’s emissions reduction targets.....	97
Agreement that Council will meet its emissions reduction targets	98
Household actions with the most impact on reducing greenhouse gas emissions	99
Section 5: Appendix.....	101
Community board breakdowns	102
Age and gender breakdowns.....	123
Section 6: Questionnaire.....	143

Section 1: Summary of Findings

Summary of Levels of Service Results: General Service Satisfaction Survey 2026

CAUTION: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years.

Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre-2016 data cannot be compared directly to later results.

All of the Level of Service measures relate to community performance standards.

Key for Table 1 and Table 2:

Table column	Icon	Icon description
Level of Service Target met		Yes
		No
Trend since last year		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
Performance of service relative to others		Higher satisfaction services (85%+ satisfaction)
		Moderate satisfaction services (between 50% to 84% satisfaction)
		Lower satisfaction services (less than 50% satisfaction)
N/A	N/A	No information available

Table 1: Summary of Level of Service results

Activity Group	Activity	Performance Standard	2025-2026 LOS target	2025-2026 LOS target met	Satisfaction score trend since last	Relative to other services in 2026	Survey result 2026	Survey result 2025	Survey result 2024	Survey result 2023	Survey result 2022
Strategic Planning and Policy	Communications and Engagement	4.1.9 Provide opportunities for residents to give feedback and engage with Council decision-making processes (participation in and contribution to decision making ⁹)	At least 28%				43% ⁶	37% ⁶	29%	31%	28%
Governance	Governance and Decision Making	4.1.18 Resident satisfaction with participation in and contribution to Council decision-making (understanding decision making)	At least 33%				48%	40%	34%	35%	31%

Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 Resident satisfaction with presentation and maintenance of Public Artworks, Monuments, and Artefacts	≥ 65%		→		70%	68%	68%	68%	66%	
	Parks and Foreshore	6.8.4.2 Resident satisfaction with the presentation of the City's inner city parks	≥ 80%		→		83%	82%	85%	77%	76%	
		6.8.5 Resident satisfaction with the overall availability of recreation facilities within the City's parks and foreshore network	≥ 70%		→		78%	77%	76%	73%	76% ^{oa}	
Solid Waste and Resource Recovery	Solid Waste and Resource Recovery	8.0.3 Resident satisfaction with kerbside collection service	At least 82%		→		82%	84%	84%	82%	78%	
Stormwater Drainage	Stormwater Drainage	14.0.3 Resident satisfaction Council's management of the stormwater network ¹	50%		→		58%	56%	51%	43%	44%	
Transport	Parking	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities ²	≥ 50%		↗		59%	55%	56%	55%	49%	
		10.5.2 Improve the perception that Christchurch is a cycling friendly city	≥ 67%		↗		71%	67%	65%	66%	65%	
	Active Travel	16.0.10 Improve the perception that Christchurch is a walking friendly city	≥ 85%		→		76%	74%	74%	71%	70%	
		Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	≥30%		↗		40%	33%	27%	28%	27%
			16.0.9 Improve resident satisfaction with footpath condition	≥ 43%		↗		44%	39%	36%	32%	35%
Wastewater Collection, Treatment and Disposal	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services ³	≥70%		→		67%	67%	66%	59%	59%	
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with reliability of water supplies	≥80%		→		82%	84%	84%	79%	77%	

		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	≥70%				70%	64%	64%	59%	57%
		12.0.2.19 Proportion of residents satisfied with quality of Council water supplies ⁴	≥54%				59%	52%	48%	53%	46%
Overall Satisfaction with Council Performance	N/A	N/A	N/A				60%	53%	46%	43%	42%
Ease of Interaction with Council	N/A	N/A	N/A				65%	60%	60%	55%	53%

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

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

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

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

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

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

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

6 Pre 2025 'opportunities to have a say' and 'decision making processes easy to use' were combined to form an aggregate result. They are now reported separately. Caution must be used when comparing these results to previous years as the measurement scale has changed from a satisfaction scale to an agreement scale. The opportunities to have a say question now includes reference to adequacy of opportunities. Results from previous years have been recalibrated to separate opportunities to have a say and ease of use questions

Additional Service Satisfaction Results

The following table shows results for additional questions asked in the survey which, although not currently contributing to overall level of service measurements, are important perceptions to track over time. Some of the questions previously contributed to a level of service measurement.

Table 2: Summary of additional service satisfaction results

Service	Detail	Old LOS Target	Old LOS Target Met ¹	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2026	Survey Result 2026	Survey Result 2025	Survey Result 2024	Survey Result 2023	Survey Result 2022
Governance and Decision Making	Percentage of residents who agree that decision making processes are easy to use and engage with	At least 30%				39%	33% ³	26%	27%	23%
	Percentage of residents who agree the Council makes decisions in the best interests of the city	N/A	N/A			42%	35%	32%	33%	31%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				43%	36%	26%	28%	25%
Reputation and Trust	The Council is open and transparent	N/A	N/A			40%	30%	21%	24%	N/A
	The Council can be trusted	N/A	N/A			42%	34%	28%	28%	N/A
	The Council has a good reputation	N/A	N/A			42%	33%	27%	29%	N/A
	The Council acts with integrity and honesty	N/A	N/A			41%	35%	30%	29%	N/A
	The Council is accountable for what it does	N/A	N/A			42%	38%	32%	30%	N/A
	The Council understands the needs of residents and what they care about	N/A	N/A			34%	30%	26%	23%	N/A
	The Council balances the needs of today's residents with planning for the future of the city	N/A	N/A			44%	37%	34%	N/A	N/A
	The Council communicates clearly with residents the results of Council decisions	N/A	N/A			41%	33%	28%	32%	N/A
	The Council communicates clearly with residents about how their views have informed Council decisions	N/A	N/A			31%	24%	19%	22%	N/A
	The Council managers and staff are doing a good job	N/A	N/A			44%	37%	34%	34%	N/A
	The Council makes wise spending decisions	N/A	N/A			28%	21%	16%	16%	N/A
	The Council provides good value for ratepayers' money	N/A	N/A			30%	19%	18%	20%	N/A
	The Council honours the principles of the Treaty of Waitangi	N/A	N/A			46%	41%	39%	37%	N/A
	Leadership of the Mayor and Councillors	N/A	N/A			45%	35%	27%	30%	N/A
Emergency preparedness	Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	N/A	N/A	N/A	N/A	N/A	57%	56%	61%	61%

Events and Festivals	<i>Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)</i>	90%		→		68%	68%	66%	68%	60%
City Promotions ²	<i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i>	85%				70%	66%	64%	60%	54%
Refuse Disposal	<i>Recyclable materials (yellow bin)</i>	90%		→		84%	84%	83%	81%	76%
	<i>Residual waste (red bin)</i>	90%				82%	86%	84%	84%	81%
	<i>Organic material (green bin)</i>	80%		→		81%	83%	83%	81%	77%
	<i>Transfer stations and Resource Recovery Centres</i>	N/A	N/A	→		73%	71%	N/A	N/A	N/A
Transport Network	<i>Transport network is safe for all users</i>	N/A	N/A			50%	45%	42%	N/A	N/A
	<i>Ease of travel by usual mode of transport</i>	N/A	N/A	→		60%	60%	60%	N/A	N/A
Digital Communications	<i>Council website and apps</i>	N/A	N/A	→		67%	65%	N/A	N/A	N/A
Climate Change	<i>Emissions target awareness</i>	N/A	N/A	N/A		42%	N/A	N/A	N/A	N/A
	<i>Emissions target will be met</i>	N/A	N/A	N/A		41%	N/A	N/A	N/A	N/A

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

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

3 Pre 2025 opportunities to have a say and decision making processes easy to use were combined to form an aggregate result (LOS 4.1.9). They are now reported separately. Results from previous years have been recalibrated to separate opportunities to have a say and ease of use questions

Key insights

Level of service results

Almost all of the services surveyed (14 out of 16) met or exceeded their 2026 level of service targets.

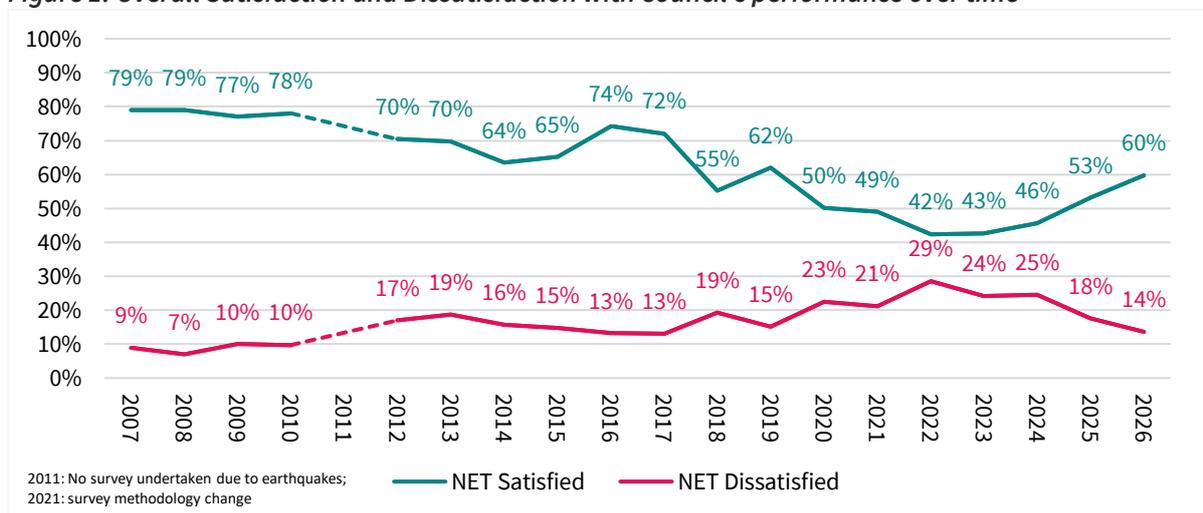
Satisfaction levels increased overall for 13 out of 16 services (that have level of service targets) in the past year. Eight of these services had an increase in satisfaction score by 4% or more. The largest increase since 2025 related to satisfaction with participation in and contribution to decision making, with an increase of 8 percentage points.

Two out of the 16 services had a decrease in satisfaction levels from 2025, with a decrease in satisfaction score of 2% for each. One service received the same satisfaction score as in 2025.

Overall satisfaction

Overall satisfaction with the Council’s performance (60%) has continued to increase from a low of 42% in 2022. Dissatisfaction (as opposed to a neutral response) with the Council’s performance has decreased to 14%.

Figure 1: Overall Satisfaction and Dissatisfaction with Council's performance over time



The top reasons given for dissatisfaction with Council performance related to roads and roading maintenance, disapproval of Council spending, and rates increases. The top reasons given for satisfaction with Council performance related to feeling the Council was doing a good job overall, being happy with recreational facilities/parks/public amenities, and being happy with services provided. These top reasons are consistent with previous years.

Table 3: Top 30 reasons for satisfaction/dissatisfaction with Council performance

Coded Category (Red = negative comments; Green = positive comments; Blue = neutral comments)	Number of comments	Percent of total sample (excluding don't know/nothing)
Council is doing a good job overall	82	14%
Unhappy with roads/more road maintenance	79	14%
Happy with rec facilities/good improvements on parks/amenities	61	11%
Disapprove of Council spending	50	9%
Rates increased	48	8%
Happy with services provided	35	6%
Parking expensive/lack of/parking issues	34	6%
Unhappy with the traffic management/need improvements on traffic	33	6%
City is cleaned and well- maintained/areas are being tidy	32	6%
General maintenance needed	31	5%
Responds in timely manner/dealt with in a reasonable timeframe	31	5%
Christchurch is a beautiful place to live/good place to live	29	5%
Room for improvement	27	5%
Poor communication	25	4%
No problems/ issues	23	4%
Unhappy with the recycling and rubbish services/ bin collection	21	4%
Good communication	19	3%
Happy with recycling and rubbish services	19	3%
Slow to/ don't respond to problems/ concerns	19	3%
They are okay/ fine average	19	3%
Too many cycle lanes	18	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	18	3%
Need more recreational areas/improvement on parks and grounds	17	3%
Council needs to take more action	17	3%
Need to improve more infrastructures/need to construct more buildings	17	3%
Good customer service	16	3%
Unhappy with the waterways/sewage services needs to improve	15	3%
Satisfied with the good range of events/provide lot of activities	13	2%
Does not listen	12	2%
Lack of public consultation	12	2%

Base: Total sample who commented, with don't know/nothing removed (n=567)

Areas in need of improvement

The areas believed to be in greatest need of improvement are in line with previous years, with roading and council decision-making/financial management once again the top two concerns. Other transport-related issues and information and communication concerns rounded out the top five areas perceived as needing improvement.

Table 4: One service that is most important to improve

Service	Number of comments	% of total sample	% of 'Improve' comments*
Roading	196	24%	28%
Council decision-making/financial management	71	9%	10%
Footpaths	56	7%	8%
Parking	47	6%	7%
Information and communication	43	5%	6%
Waste management	41	5%	6%
Public space cleaning/ City beautification	33	4%	5%
Cycleways	32	4%	5%
Public transport	30	4%	4%
Water supply	29	4%	4%
Parks, reserves and green spaces	18	2%	3%
Sewerage/ Wastewater	16	2%	2%
Public amenities/ facilities	13	2%	2%
Events/ activities	9	1%	1%
Waterways	9	1%	1%
Consents process	8	1%	1%
Housing	7	1%	1%
Environment	7	1%	1%
Recreation & Sports Centres	6	1%	1%
Noise control	5	1%	1%
Crime / Public safety	4	0.5%	1%
Animal / Pet control	3	0.4%	0.4%
Earthquake recovery/ rebuild	2	0.2%	0.3%
Health safety services	2	0.2%	0.3%
Other	22	3%	3%
Don't know	4		
Positive comment despite being asked for improvement aspect	17		

Base: All respondents (n=806), *n=709 ('Don't know' and positive responses removed)

"Parking at Gardens now being user pays. Very sad for families to have to pay. Footpaths need replacing in so many areas. Too many roadworks are too slow in being finalised."

"There should be more efficiency/more optimization at the Council level so that the rates would become cheaper."

"Cycling infrastructure. The bike lanes are patchy-gaps between suburbs and the CBD make it unsafe for casual riders."

Best performing services

As with previous years, services felt to be performing best included waste management, parks/reserves/green spaces, and libraries. These are consistently amongst the highest rated services by residents.

Table 5: The one service you feel the Council is performing the best in

Service	Number of Comments	% of sample	Percent of 'Best' comments*
Waste management	164	20%	26%
Parks, reserves and green spaces	102	13%	16%
Libraries	54	7%	9%
Recreation & Sport Centres	54	7%	9%
Public space cleaning/ City beautification	38	5%	6%
Facilities and services	30	4%	5%
Water supply	29	4%	5%
Roading	25	3%	4%
Events/ activities	25	3%	4%
Information and communication	17	2%	3%
Cycleways	15	2%	2%
Public Transport	14	2%	2%
The rebuild	12	1%	2%
Footpaths	9	1%	1%
Sewerage/ Wastewater	9	1%	1%
Parking	5	1%	1%
Waterways	5	1%	1%
Rates spending and financial management	4	0%	1%
Animal Control	2	0%	0.3%
Community Support	1	0%	0.2%
Other	16	2%	3%
Don't know	37		
Negative comment despite being asked for the best aspect	3		

Base: All respondents (n=806), *Best responses n=630 ('Don't know' and negative responses removed)

"I think the Council is performing best in delivering waste and recycling collection services. The service is consistent, reliable and very visible in day-to-day life, so you really notice when it works well."

"Public parks and green spaces are exceptionally well-maintained, with everything in perfect order."

"Love the library's and pools that are available for us all . Having kids makes life somewhat hard at times and these places help"

Section 2: Research Method

Research Context

The Christchurch City Council's (CCC) annual General Service Satisfaction Survey (the survey) has been conducted since 1991 (with the exception of 2011) to measure resident satisfaction with Council services.

The survey's focus is measuring satisfaction with Council services and facilities detailed in the Long-Term Plan. This includes general services that most or all residents in the city use, e.g., water supply, waste collection, road surfaces, etc. A representative sample of all city residents aged 18 and over is used to obtain resident satisfaction levels and then compared with the corresponding Level of Service (LOS) targets set out in the LTP.

Research Design

The survey was completed amongst residents in Christchurch and Banks Peninsula. The 2026 survey was conducted using an online-only method to improve cost efficiencies, giving shorter survey completion times for respondents. Before 2021, the survey was completed using telephone calls.

The fieldwork was undertaken between 8 January - 2 February 2026. The median completion time for the survey was 15.17 minutes. The non-response bias evident in telephone surveys (where only those residents prepared to commit to a half-hour interview had their voices heard) was also minimised.

Research panels from Dynata and Consumerlink were used to collect the data. A series of techniques were used to monitor data quality.

- A. Random responding: data was reviewed to ensure that answers were logical; additional logic checks were built into the survey script to ensure participants could not continue if they tried to submit an illogical answer.
- B. Illogical or inconsistent responding: this was monitored and detected using logic checks programmed into the script before the Survey went live.
- C. Overuse of item non-response (e.g., 'Don't Know'): respondents were identified and removed from the final data during quality checks.
- D. The panel companies used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.
- E. Duplicate responses: the panel companies utilise various techniques to ensure duplicate responses are not possible.

A representative sample of n=806 respondents completed the survey. This achieved sample means that, for any one service asked about, the maximum margin of error for the results is +/-3.5 percent at a 95 percent confidence level. Additional Life in Christchurch booster survey results have been included as part of the age and ethnicity analysis of overall satisfaction with the Council's performance (237 of these survey respondents gave an overall satisfaction rating).

Question changes for 2026

New questions

At the end of the main survey, respondents were given the option to give feedback on climate change. Three new questions about climate change and emissions were asked:

- Are you aware that the Council has set greenhouse gas emissions reduction targets for Christchurch?
- How much do you agree or disagree that the Council will meet its emissions target?
- Which THREE of the following actions, if any, do you think would have MOST IMPACT on reducing greenhouse gas emissions?

These three new questions did not contribute to any level of service measures and are reported in the 'Additional findings' section of this report.

Removed questions

Questions relating to emergency preparedness (if respondent's household has stored enough food and water for three days, secured heavy household items, and has an up-to-date emergency plan) were not asked in 2026.

Sample composition

The achieved survey sample is representative of Christchurch City and the Banks Peninsula population in terms of age (Table 6), gender (Table 7) and community board (Table 8).

Table 6: Number of participants by age

Age	% 18+ Population (2023 Census)	% of Participants	# of Participants
18-24	13%	9%	76
25-34	20%	21%	166
35-49	24%	26%	210
50-64	23%	23%	187
65-79	15%	15%	120
80 years and over	5%	6%	46
Prefer not to say	N/A	0.1%	1
Total			806

Table 7: Number of participants by gender

Gender	% 18+ Population (2023 Census)	% of Participants	# of Participants
A man	49.2%	44.9%	362
A woman	50.2%	54.8%	442
Non-binary / another gender	0.5%	0.1%	1
Prefer not to say	N/A	0.1%	1
Total			806

Table 8: Number of participants by Community Board

Community Board	% 18+ Population (2023 Census)	% of Participants	# of Participants
Te Pātaka o Rākaihautū - Banks Peninsula	2%	6%	49
Waitai - Coastal-Burwood-Linwood	18%	19%	153
Waimāero - Fendalton-Waimairi-Harewood	19%	17%	133
Waipuna - Halswell-Hornby-Riccarton	21%	21%	171
Waipapa - Papanui-Innes-Central	20%	20%	160
Waihoru - Spreydon-Cashmere-Heathcote	20%	17%	140
Total			806

Notes on Reporting Conventions

Resident satisfaction with services is measured in this report by removing all respondents who answered, 'Don't Know', 'Not Applicable' or similar and combining the top two response scores from the relevant Likert-scale as a 'net' result: e.g. satisfied and very satisfied; agree and strongly agree (or similar)¹.

When reporting at a top-line level and comparing to LOS targets (Summary of findings section above), we have reported rounded whole numbers. Note that many of these are composite measures, i.e., the average of more than one individual measure as asked in the survey.

In the detailed findings that follow:

- all charts show percentages to zero decimal places.
- all tables show percentages to zero decimal places and exclude 'Don't Know', 'Not Applicable' or similar responses.

Due to rounding conventions, figures may not add up to 100 percent. This rounding explains any observed percentage differences between this report's tables and charts.

Where respondents' quotes have been included, they have been published exactly as respondents answered them in the survey and have not been amended².

¹ Tables published in the appendix contain breakdowns by community board, age and gender. These tables include don't know/not applicable in percentage calculations, therefore proportions are not directly comparable with the city-wide proportions.

² Published comments include spelling mistakes, grammatical errors, missing tohutō / macrons, incomplete sentences and inconsistent punctuation. Responses may be redacted if deemed offensive, defamatory or could identify individuals or their personal address.

Time series reporting

Satisfaction results for the current year are reported in detail in both chart and table format.

Where applicable, a time series chart is also included showing net satisfaction scores over time. For measures that have a Level of Service target, annual results are shown against the target for that year, as outlined in the Council's [Long Term Plan](#).

Setting levels of service

Council prepares and sources prospective non-financial performance measures through Long-term Plan activity planning, which sets out the services (sub-activities) and levels of service (level of service statements, measures of success and performance targets/outputs) proposed to be delivered over the next 10 years.

Performance targets are reviewed every three years as part of the Long-term Plan process, and as a result may be revised for each of the years covered in that plan. For some services, the target will be the same for each of these years, while for others the target may incrementally increase each year.

Section 3: Detailed Findings (LOS scores)

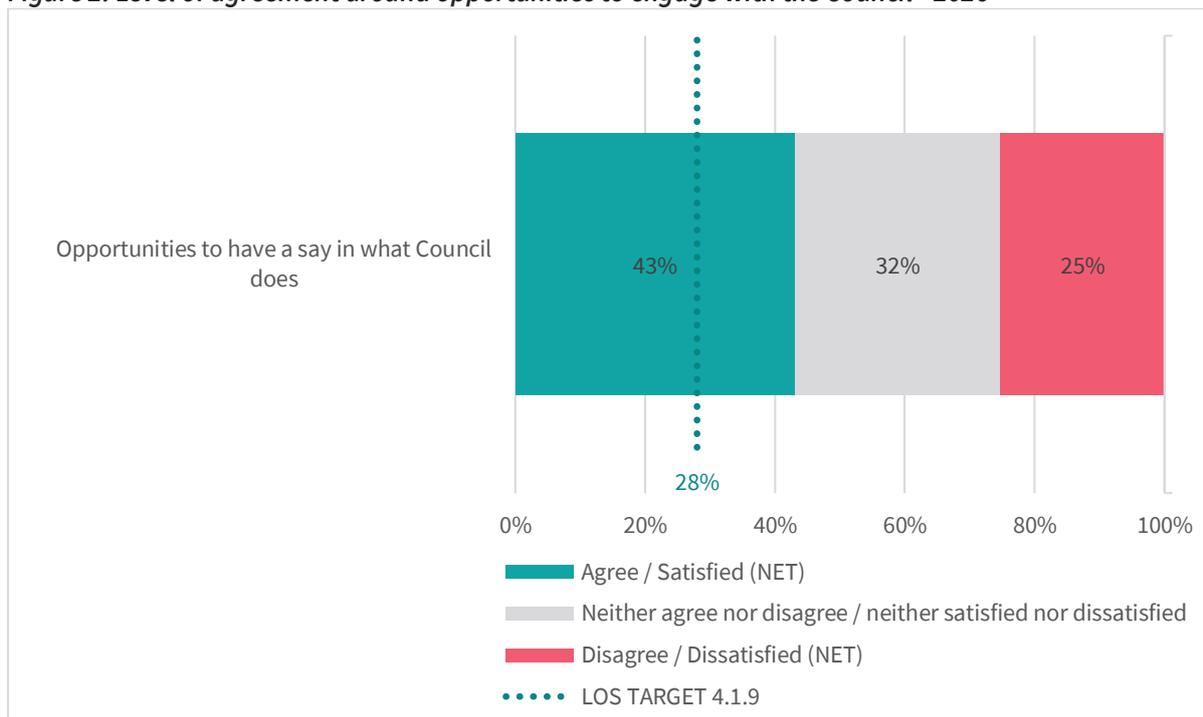
Strategic Governance

Consultation and engagement (LOS 4.1.9)

The Level of Service (LOS) target for consultation and engagement of 28% was met, with a 43% overall service agreement score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 4.1.9: Provide opportunities for residents to give feedback and engage with Council decision-making processes (participation in and contribution to decision making)	At least 28%	43%	Achieved

Figure 2: Level of agreement around opportunities to engage with the Council - 2026



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

* Survey participants were asked to evaluate their satisfaction around engagement with the Council. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How much do you agree or disagree you have adequate opportunities to have a say in what the Council does?

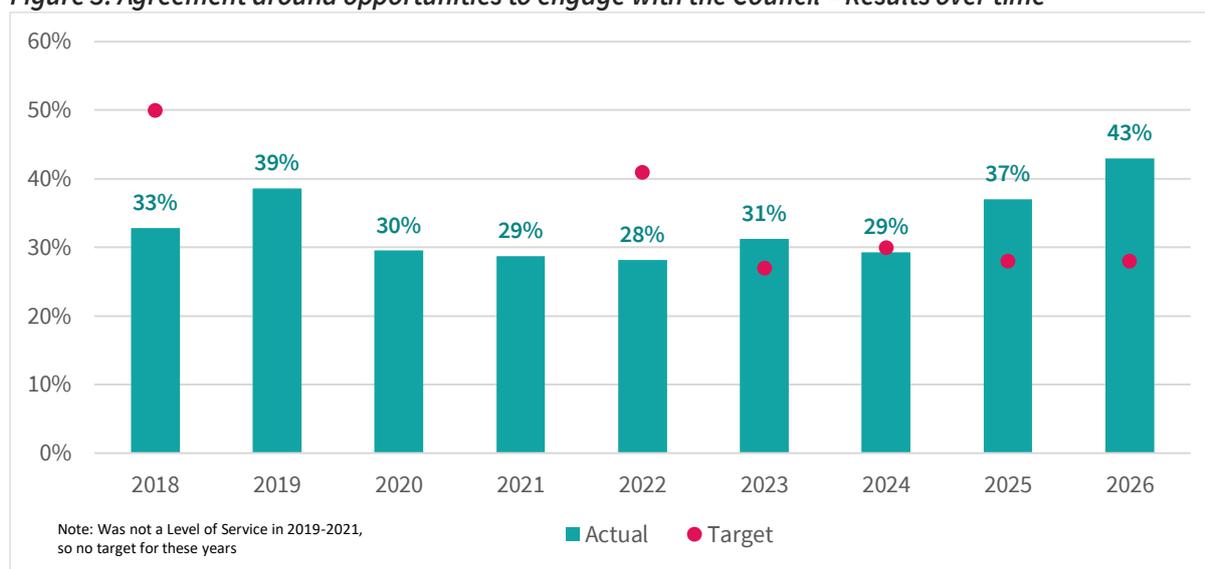
Note pre-2025, 'opportunities to have a say' and 'decision making processes are easy to use' were combined to form an aggregate result (the measure relating to 'decision making processes are easy to use' is now reported separately in the 'Additional Findings' section). Results back to 2014 have been recalibrated to separate out the measures, which may differ to tables published elsewhere.

Table 9: Perceptions around opportunities to engage with the Council – 2026 Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Opportunities to have a say in what Council does	n	67	265	245	154	41	34
	%	9%	34%	32%	20%	5%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 3: Agreement around opportunities to engage with the Council – Results over time



“While the Council reports to engage with the residents they seldom take notice of what the residents say. Sadly I believe this is the situation with most local governments around the country. I believe that central government are correct when they say that NZ's local government system is broken.”

“More open in person forums. More live chat with council. And easier online written forums”

“I feel like I have been sent appropriate surveys to have my say and I have had good response to the outcomes”

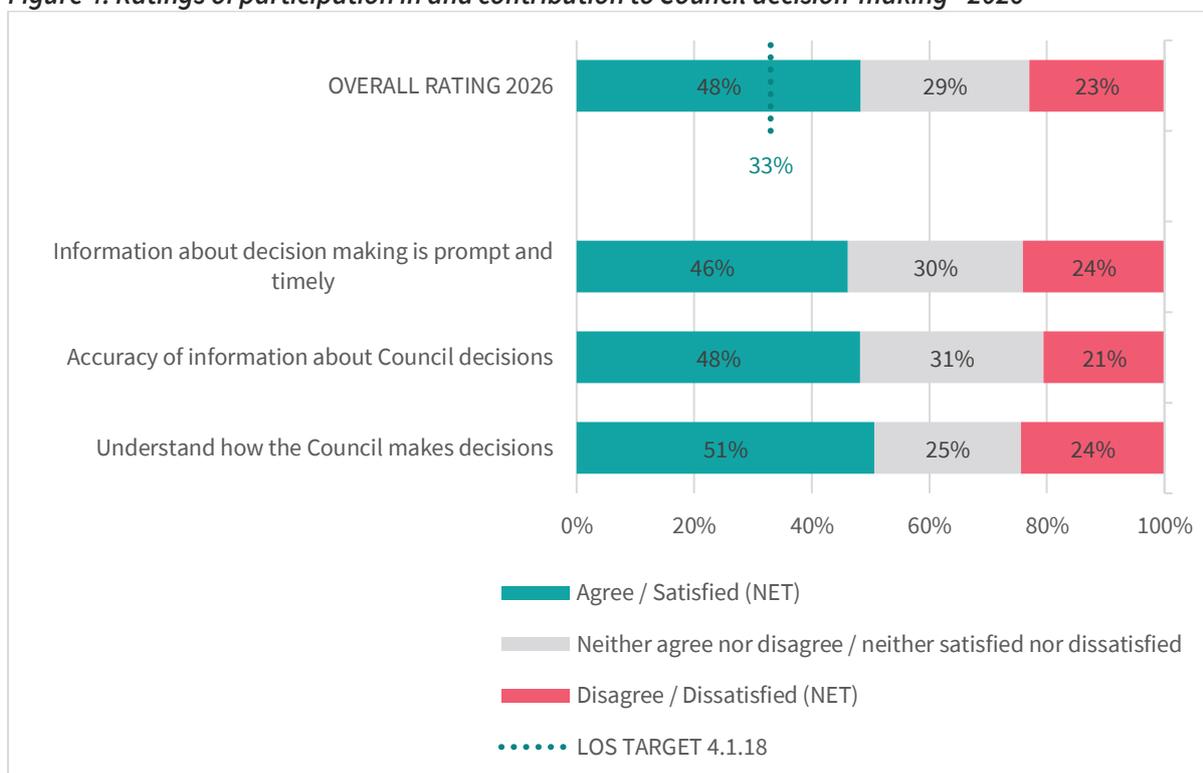
“I think the council has done well in the last 12 months and has engaged with locals to ensure they're meeting the needs of the city”

Participation in and contribution to decision-making (LOS 4.1.18)

The Level of Service (LOS) target for participation in and contribution to decision-making (understanding) of 33% was met, with a 48% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 4.1.18: Resident satisfaction with participation in and contribution to Council decision-making (understanding decision making)	At least 33%	48%	Achieved

Figure 4: Ratings of participation in and contribution to Council decision-making - 2026



Base: total sample excluding 'don't know/not applicable' (n=781/784/786)

* Survey participants were asked to evaluate the City Council's effectiveness in fulfilling its governance role and the decision-making process. Three factors were used to measure the Level of Service:

- How much do you agree or disagree you understand how the Council makes decisions?
- How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?
- How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner.

Table 10: Ratings of participation in and contribution to Council decision-making – 2026 Detail

		Strongly agree/ very satisfied	Agree/satisfied	Neither agree nor disagree/ Neither satisfied nor dissatisfied	Disagree/ Dissatisfied	Strongly disagree/ very dissatisfied	Don't know / not applicable
Understand how the Council makes decisions	n	57	341	196	159	33	20
	%	7%	43%	25%	20%	4%	
Accuracy of information about Council decisions	n	67	311	245	130	31	22
	%	9%	40%	31%	17%	4%	
Information about decision making is prompt and timely	n	53	307	233	156	32	25
	%	7%	39%	30%	20%	4%	
AVERAGE RATING		8%	41%	29%	19%	4%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 5: Satisfaction/Agreement with participation in and contribution to Council decision-making – Results over time



“The service most in need of improvement is communication and community engagement, as clearer, more timely updates and genuine consultation would build trust and help residents understand decisions and progress on local issues.”

“clearer updates, plain language, and better explanation of decisions and spending”

“I feel like there's a lack of transparency/ lack of effort to notify citizens how to access info on decisions”

“Dishonest decision making, not following correct procedures and trying to hide the fact when they get caught...”

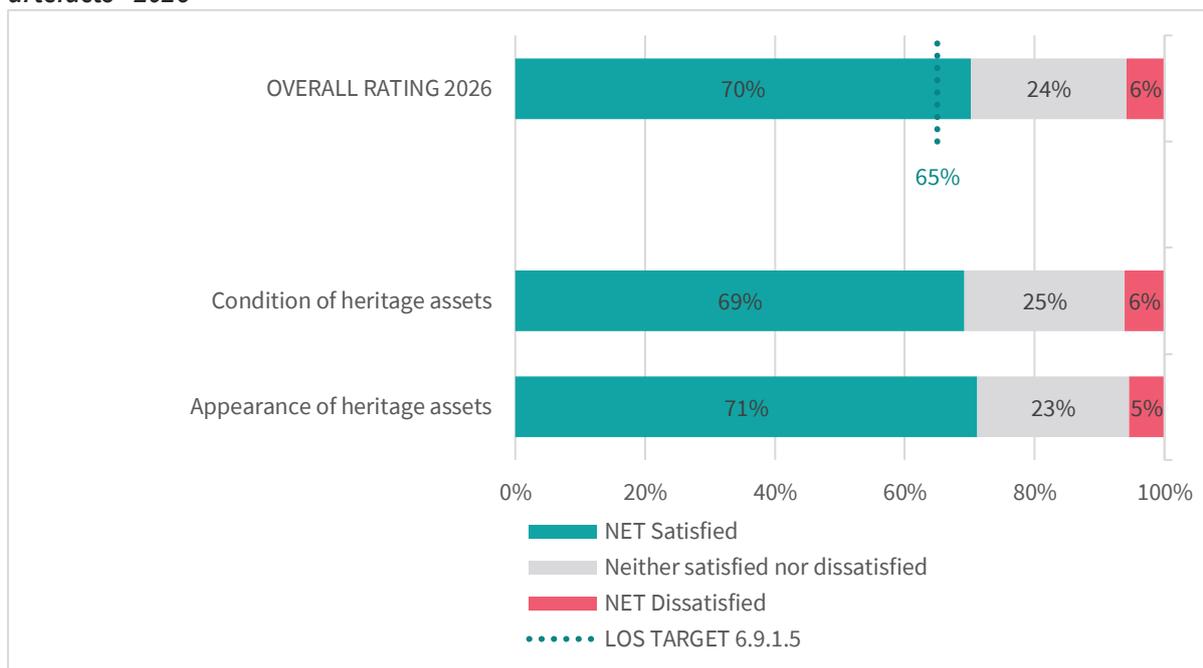
Parks, Heritage & Coastal Environments

Manage and maintain public artworks, monuments and artefacts (LOS 6.9.1.5)

The Level of Service (LOS) target for managing and maintaining public artworks, monuments and artefacts of 65% was met, with a 70% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 6.9.1.5: Resident satisfaction with presentation and maintenance of Public Artworks, Monuments, and Artefacts	>= 65%	70%	Achieved

Figure 6: Satisfaction with the presentation and maintenance of public artworks, monuments, and artefacts - 2026



Base: total sample excluding 'don't know/not applicable' (n=779/786)

* 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 used to measure the Level of Service:

- How satisfied or dissatisfied are you with the appearance of these objects?
- How satisfied or dissatisfied are you with their condition?

Table 11: Satisfaction with the presentation and maintenance of public artworks, monuments, and artefacts – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of heritage assets	n	139	420	184	29	14	20
	%	18%	53%	23%	4%	2%	
Condition of heritage assets	n	138	401	192	38	10	27
	%	18%	51%	25%	5%	1%	
AVERAGE RATING		18%	52%	24%	4%	2%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 7: Satisfaction with the presentation and maintenance of public artworks, monuments, and artefacts – Results over time



“I really like the councils forward thinking in the arts sector by recreating and reimagining Christchurch's urban image with the multiple artworks/murals/sculptures scattered around the city.”

“I think the state of our parks and monuments have always been pretty good”

“Too much has been spent on artworks at the expense of conditions for people in the east e.g. those twin wooden statues by Anthony Gormley.”

“Too much money spent on art, sculpture etc. Some things like chalice wrong setting. Might look okay in Botanical gardens, but out of place and ugly in square.”

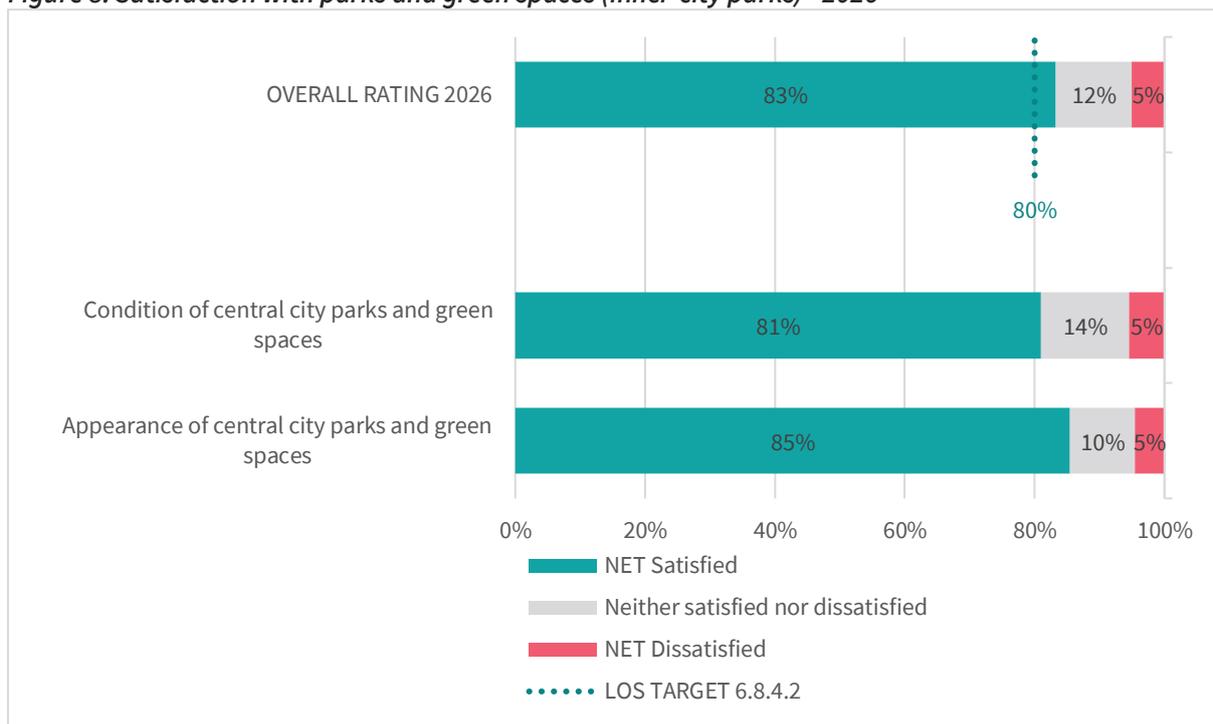
Parks and Foreshore

Presentation of city’s parks (inner city parks) (LOS 6.8.4.2)

The Level of Service (LOS) target for presentation of inner city parks of 80% was met, with an 83% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 6.8.4.2: Resident satisfaction with the presentation of the City’s inner city parks	80%	83%	Achieved

Figure 8: Satisfaction with parks and green spaces (inner-city parks) - 2026



Base: total sample excluding 'don't know/not applicable' (n=788/790)

* Survey participants were asked to rate their satisfaction with central city parks, river banks, and squares. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

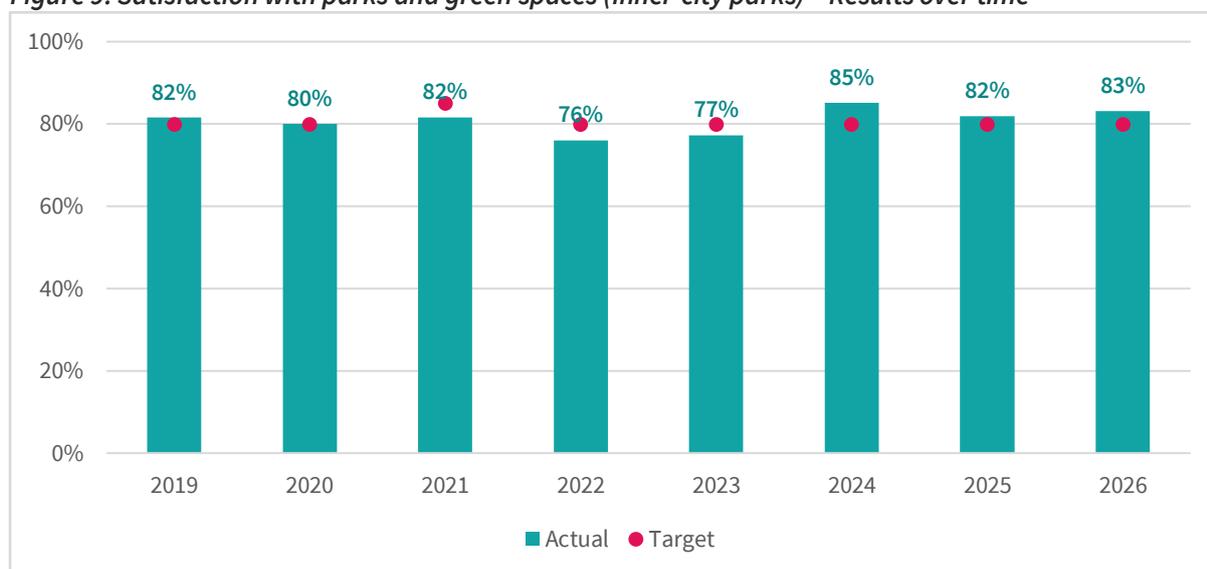
- How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?
- How satisfied or dissatisfied are you with the condition of these parks and green spaces?

Table 12: Satisfaction with the appearance and condition of monuments and other objects – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of central city parks and green spaces	n	219	456	79	25	11	16
	%	28%	58%	10%	3%	1%	
Condition of central city parks and green spaces	n	213	425	107	32	11	18
	%	27%	54%	14%	4%	1%	
AVERAGE RATING		27%	56%	12%	4%	1%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 9: Satisfaction with parks and green spaces (inner-city parks) – Results over time



“As an architect, I appreciate the council's focus on integrating green spaces into urban renewal, like the well-designed public squares in the city centre that balance functionality and environmental sustainability.”

“Keeping public areas such as the botanical gardens well maintained is great. Makes the place enjoyable and more enticing to go and visit”

“City centre is well maintained (parks, squares etc) with good events for families”

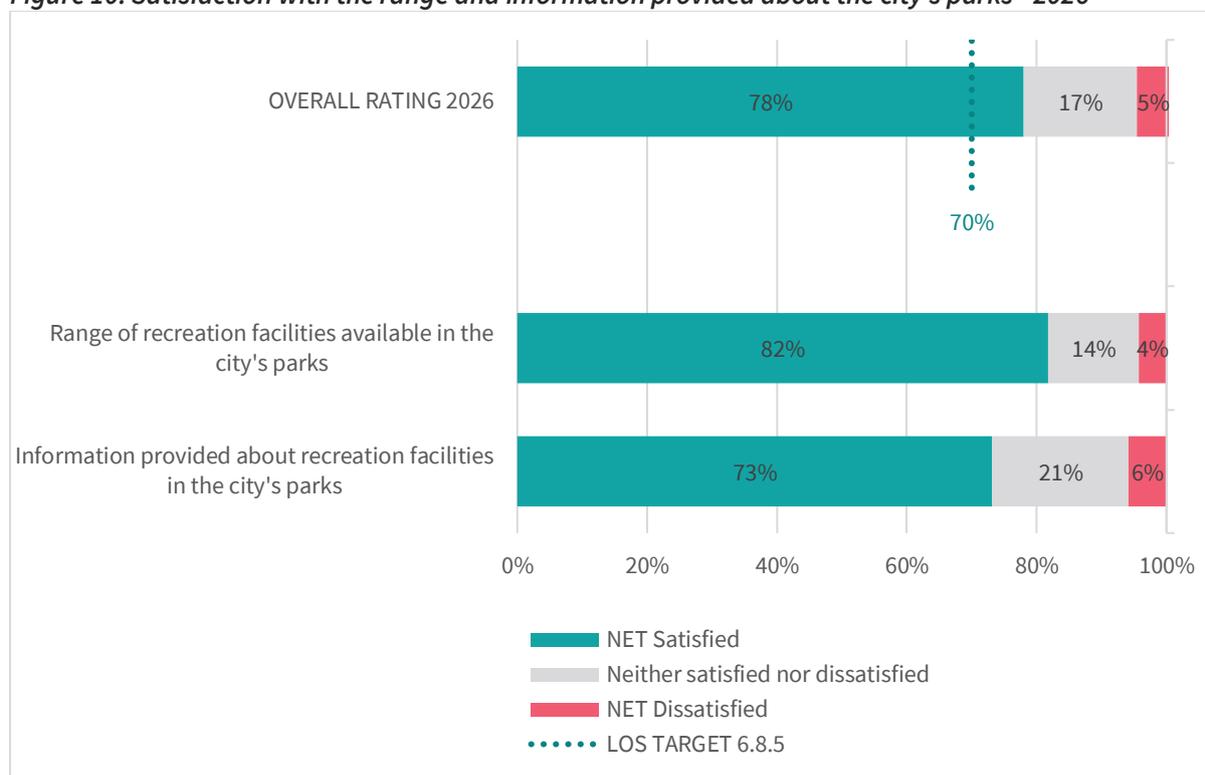
“Definitely parks & gardens department is amazing. The Botanic gardens at all times of year are a haven of beauty & peace!”

Availability of recreation facilities across the parks and foreshore network (LOS 6.8.5)

The Level of Service (LOS) target for the availability of recreation facilities within the parks and foreshore network of 70% was met, with a 78% overall service satisfaction score

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 6.8.5: Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	70%	78%	Achieved

Figure 10: Satisfaction with the range and information provided about the city's parks - 2026



Base: total sample excluding 'don't know/not applicable' (n=797/772)

* Survey participants were asked to rate their satisfaction with the availability of recreation facilities within the city. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

- How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)
- How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's parks (including beach park areas)?

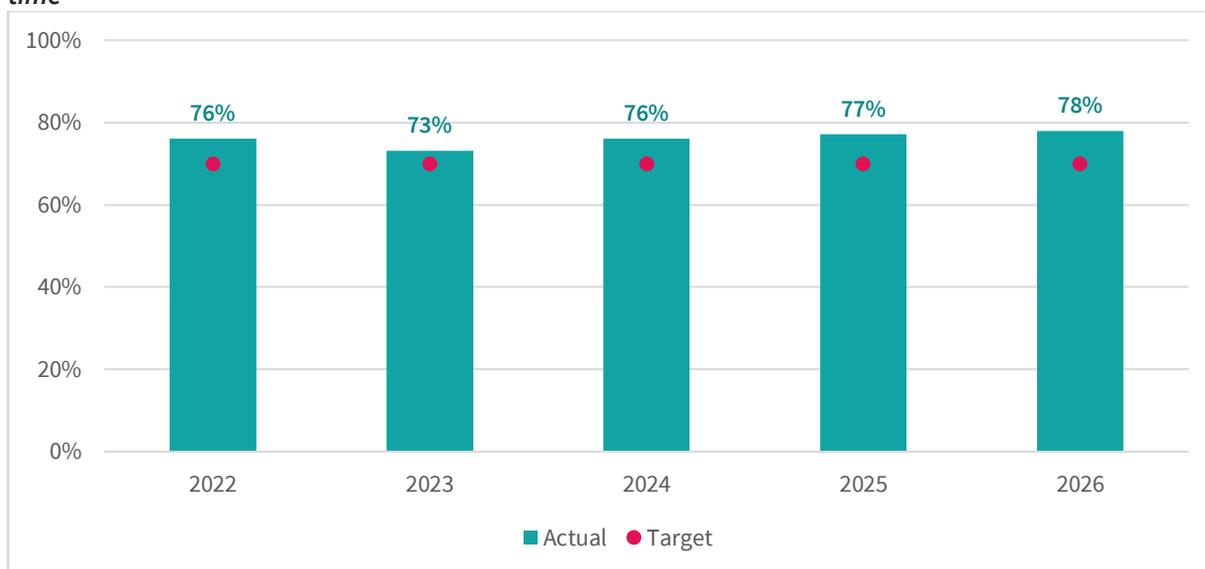
Pre-2022, this LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). For this reason, results from 2022-onwards are not directly comparable to pre-2022 results.

Table 13: Satisfaction with the range and information provided about the city's parks – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Information provided about recreation facilities in the city's parks	n	129	436	162	38	7	34
	%	17%	56%	21%	5%	1%	
Range of recreation facilities available in the city's parks	n	203	449	111	28	6	9
	%	25%	56%	14%	4%	1%	
AVERAGE RATING		21%	56%	17%	4%	1%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 11: Satisfaction with the range and information provided about the city's parks – Results over time



“I reckon the Council does the best job looking after our local community parks, especially Aranui Reserve. They keep the lawns mowed nice and neat, the kids' playground equipment always in good shape, and the walking paths swept clean.”

“Providing well maintained parks and recreational areas for everyone to use and enjoy”

“Some facilities in public spaces are outdated, and accessibility for people with disabilities remains inadequate.”

“The council's maintenance of public parks and walking trails is its strongest service, as these well-kept spaces encourage my patients to stay active and support better community health outcomes.”

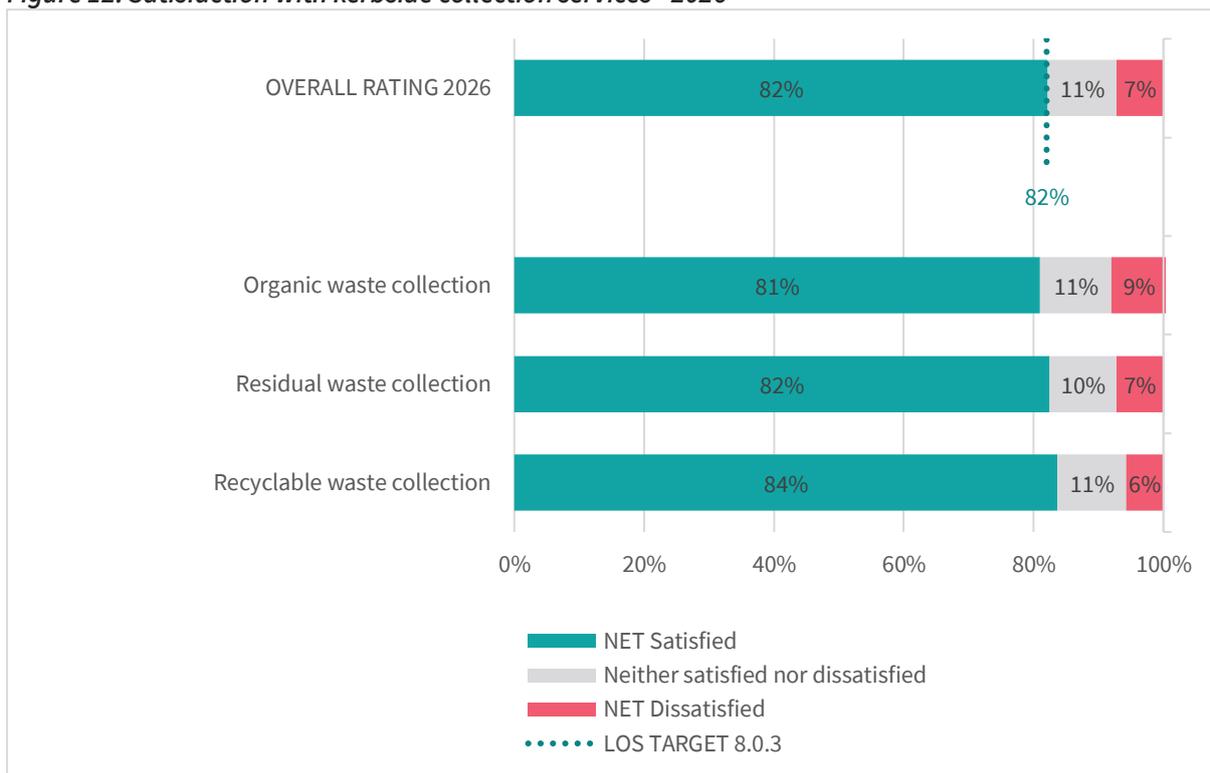
Waste Collection

Kerbside collection (LOS 8.0.3)

The Level of Service (LOS) target for satisfaction with kerbside collection of 82% was met, with an 82% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 8.0.3: Resident satisfaction with kerbside collection service	82%	82%	Achieved

Figure 12: Satisfaction with kerbside collection services - 2026



Base: total sample excluding 'don't know/not applicable' (n=793/797/796)

* Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. A five-point Likert scale was used to rate their satisfaction. Three services were rated to measure the Level of Service:

- How satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials (your yellow bin)?
- How satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)?
- How satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin)?

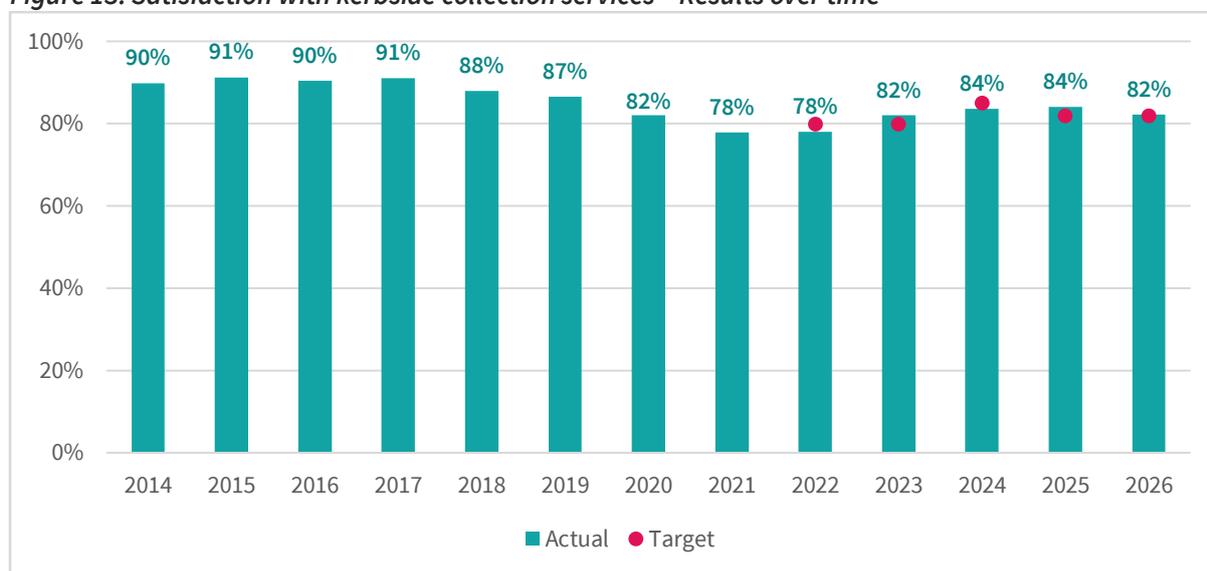
Pre-2022, the LOS target was split into each of the 3x different bins, with different targets for each.

Table 14: Satisfaction with kerbside collection services – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Recyclable waste collection	n	269	397	84	34	12	10
	%	34%	50%	11%	4%	2%	
Residual waste collection	n	269	388	82	43	15	9
	%	34%	49%	10%	5%	2%	
Organic waste collection	n	251	387	87	57	11	13
	%	32%	49%	11%	7%	1%	
AVERAGE RATING		33%	49%	11%	6%	2%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 13: Satisfaction with kerbside collection services – Results over time



“The Council's waste collection service is excellent. It is consistently reliable, with bins emptied on schedule every week, and the clear instructions for the new recycling program have made it very user-friendly.”

“Collections are usually on time, the communication around public holidays or changes is clear, and the system for recycling has become easier to understand over the past couple of years.”

“Rubbish collection. I moved to Chch from Wellington. Rubbish collection here much better”

“the bins, these guys do a FANTASTIC job. I live on a narrow street near town, and they are wizards getting everything”

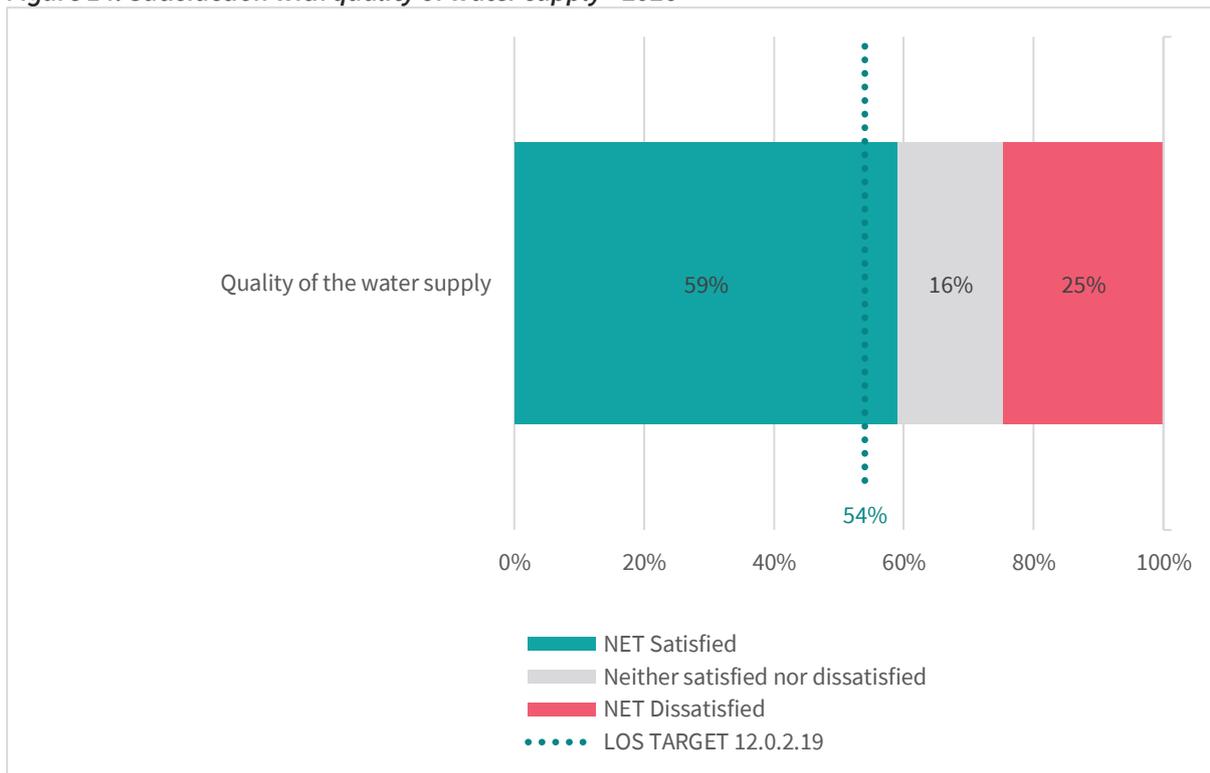
Water Supply

Quality of water supply (LOS 12.0.2.19)

The Level of Service target for quality of water supply of 54% was met, with a 59% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 12.0.2.19: Proportion of residents satisfied with the quality of Council water supplies	54%	59%	Achieved

Figure 14: Satisfaction with quality of water supply - 2026



Base: total sample excluding 'don't know/not applicable' (n=802)

* Survey participants were asked to rate their satisfaction with the quality of the water supply. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

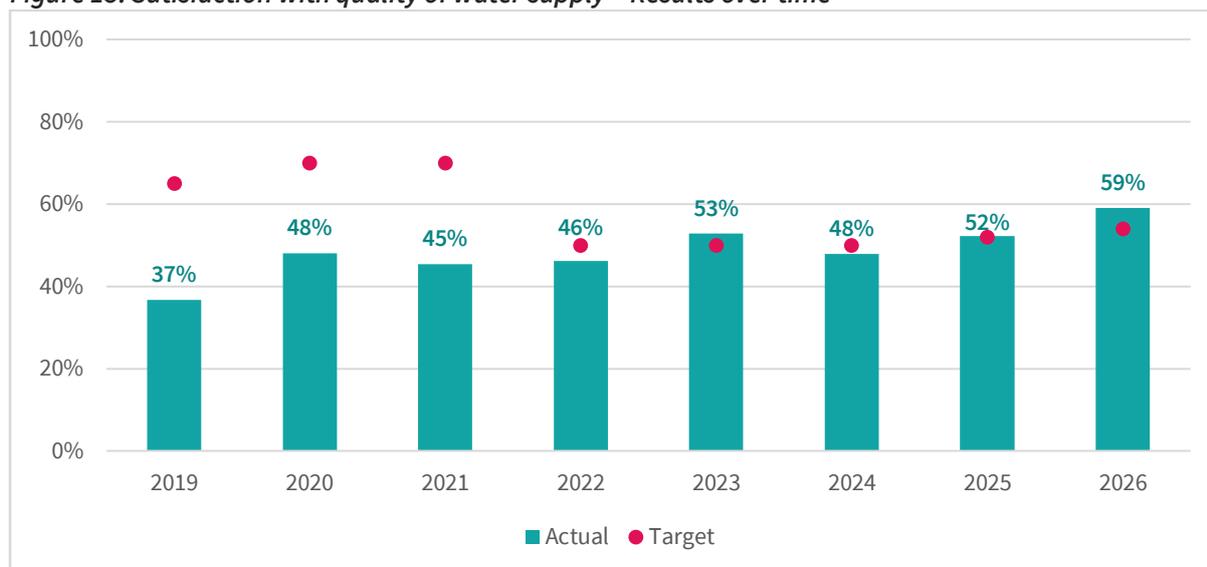
- How satisfied or dissatisfied are you with the quality of the water supply?

Table 15: Satisfaction with quality of water supply – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Quality of the water supply	n	140	334	130	138	60	4
	%	17%	42%	16%	17%	7%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 15: Satisfaction with quality of water supply – Results over time



“Water. The water's almost always good. Sometimes a bit chloriny, which sucks, but I can tell they're only adding it when required.”

“I live in a retirement village and the water supply is very good in volume and quality”

“Our drinking water is foul.”

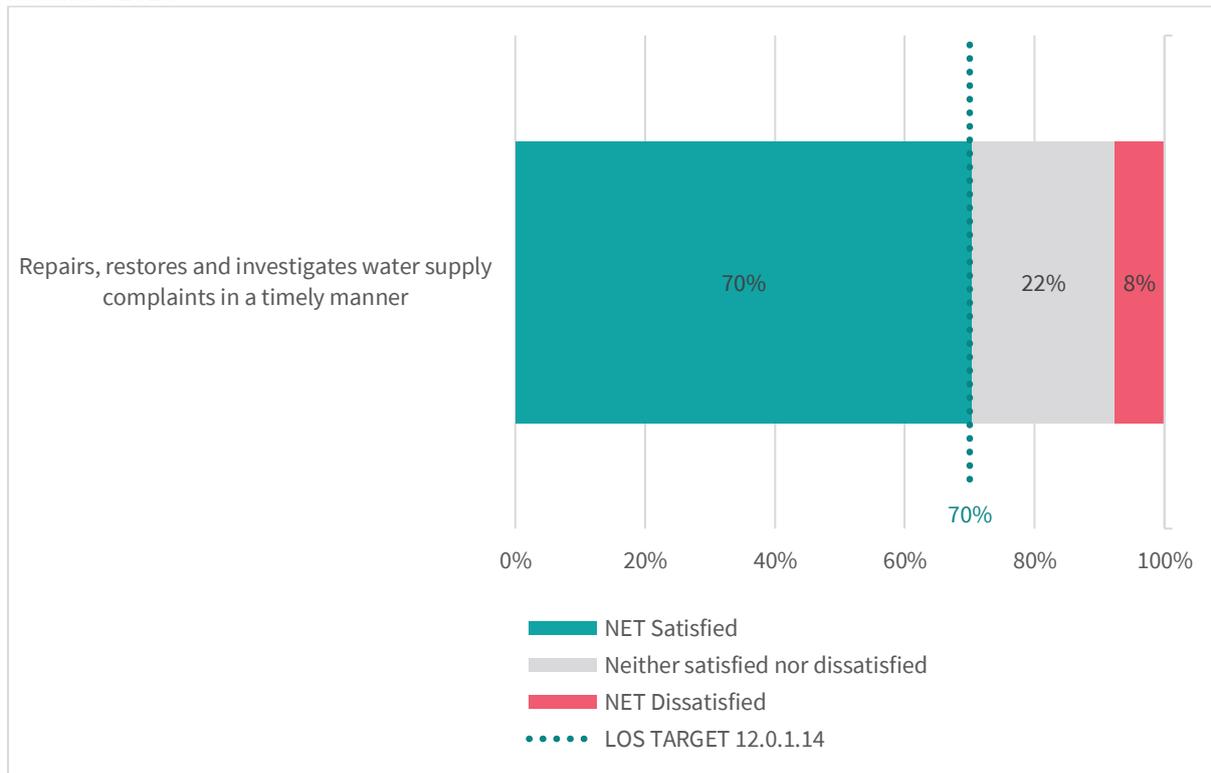
“They do well providing water but it doesn't taste as good as it used to. Why? Because I've never been without clear water at good pressure.”

Responsiveness to water supply problems (LOS 12.0.1.14)

The Level of Service target for responsiveness to water supply problems of 70% was met, with a 70% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 12.0.1.14: Proportion of residents satisfied with responsiveness of Council to water supply problems	70%	70%	Achieved

Figure 16: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner - 2026



Base: total sample excluding 'don't know/not applicable' (n=738)

* Survey participants were asked to rate their satisfaction with the responsiveness of the water supply in Christchurch. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

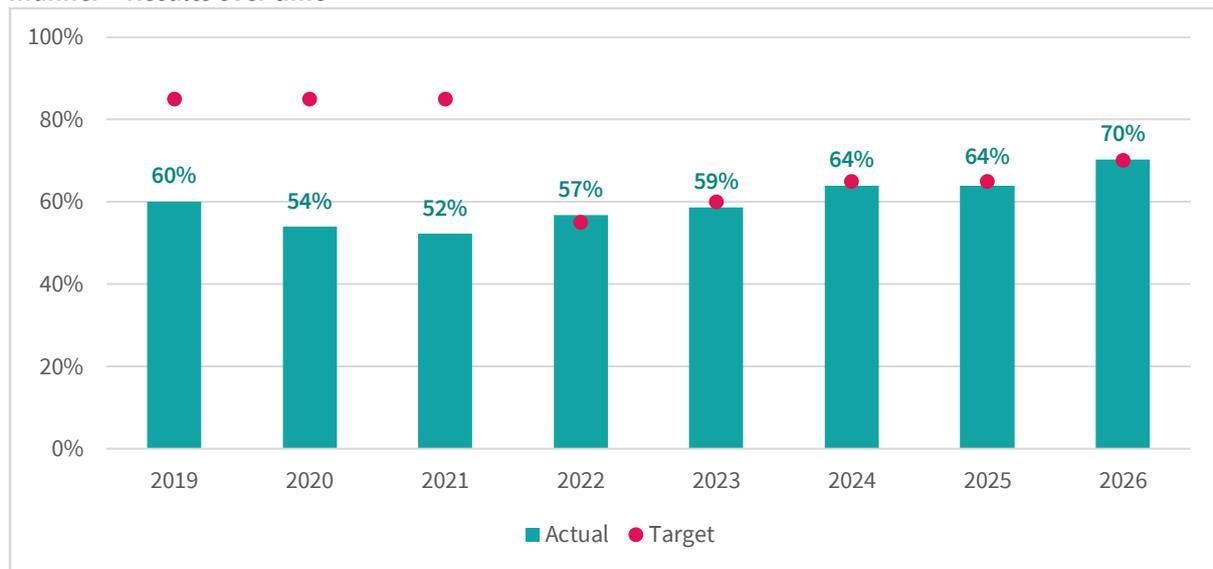
- How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?

Table 16: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Repairs, restores and investigates water supply complaints in a timely manner	n	145	374	162	45	12	68
	%	20%	51%	22%	6%	2%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 17: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner – Results over time



“Had a water mains issue outside my front fence. I called them, they fixed it fast”

“Water supply. Delivering a safe drinking water service for the city and repairing faults and leases promptly”

“The water service. I had a leak and they were very fast to deal with it”

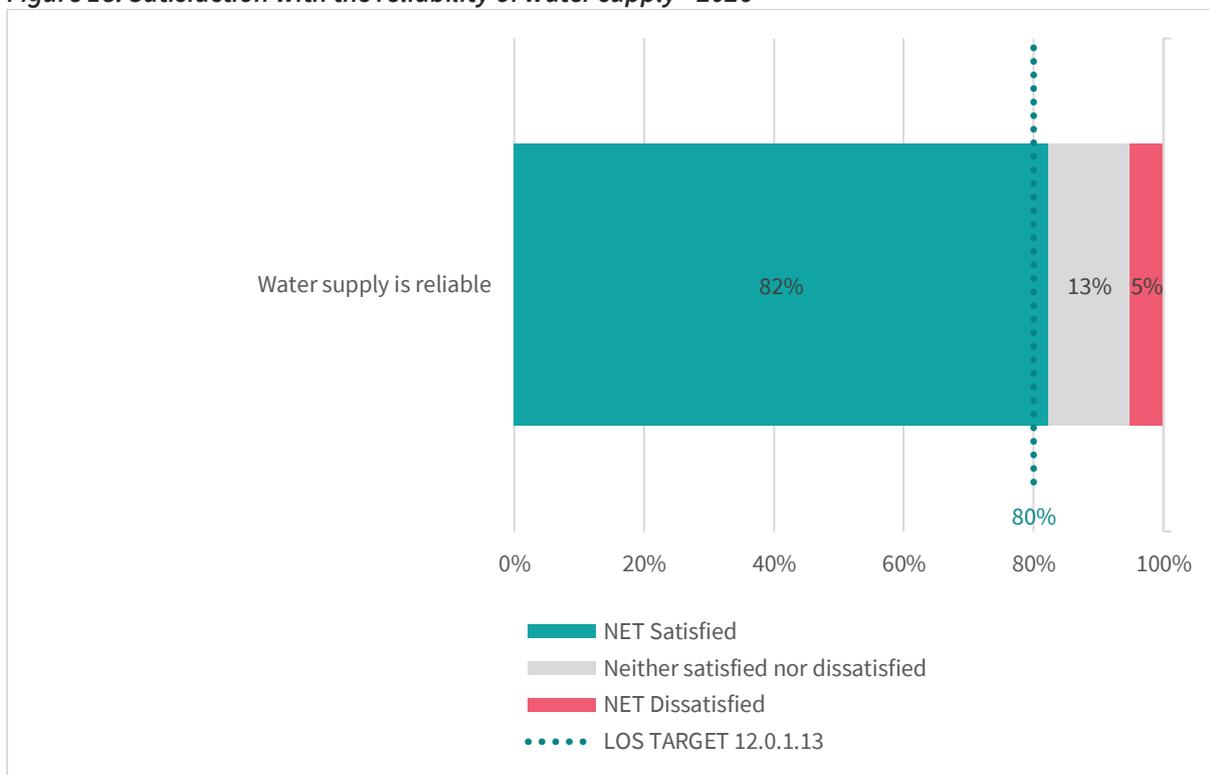
“Fixing water issues. The contractors are good at jumping on Facebook community pages to give everyone updates”

Reliability of water supplies (LOS 12.0.1.13)

The Level of Service target for reliability of water supplies of 80% was met, with an 82% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 12.0.1.13: Proportion of residents satisfied with the reliability of Council water supplies	80%	82%	Achieved

Figure 18: Satisfaction with the reliability of water supply - 2026



Base: total sample excluding 'don't know/not applicable' (n=799)

* Survey participants were asked to rate their satisfaction with the reliability of the Council water supply. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

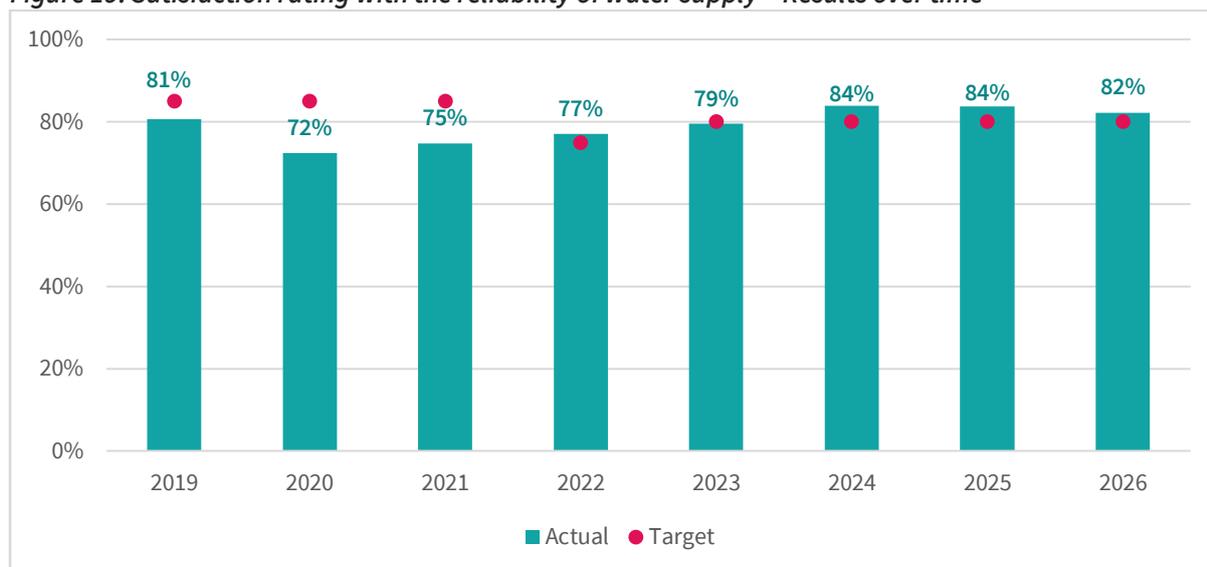
- How satisfied or dissatisfied are you that the water supply is reliable?

Table 17: Satisfaction rating with the reliability of water supply – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Reliability of water supply	n	217	440	101	27	14	7
	%	27%	55%	13%	3%	2%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 19: Satisfaction rating with the reliability of water supply – Results over time



“It is nice that there is drinkable water from the Council's pipes.”

“The water system is amazing for how much damage must have been done”

“Water supply,easy.Never a dropout,pressure's mint,tastes fine as.”

“It's easy to take things for granted, as generally have running water, sewage and rubbish collected on time.”

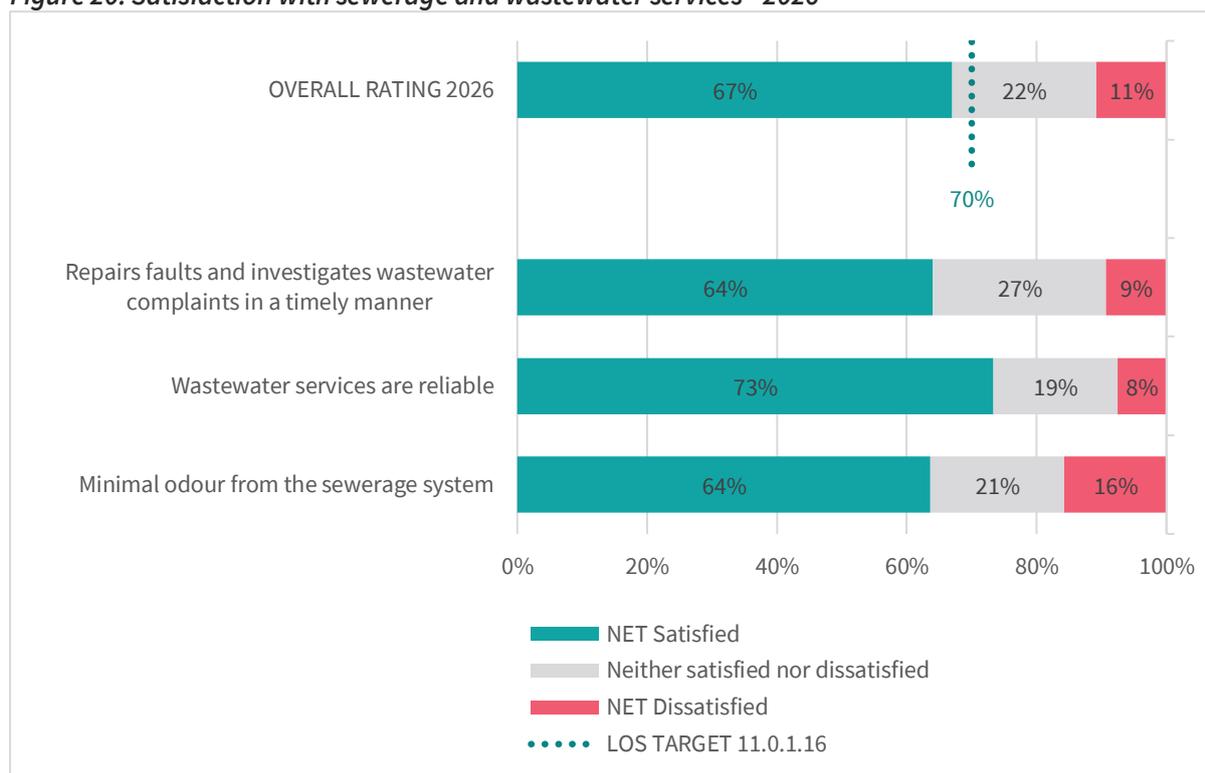
Wastewater collection, treatment and disposal

Sewerage and wastewater services (LOS 11.0.1.16)

The Level of Service target for sewerage and wastewater services of 70% was not met, with a 67% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 11.0.1.16: Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services	70%	67%	Not Achieved

Figure 20: Satisfaction with sewerage and wastewater services - 2026



Base: total sample excluding 'don't know/not applicable' (n=712/769/757)

* Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

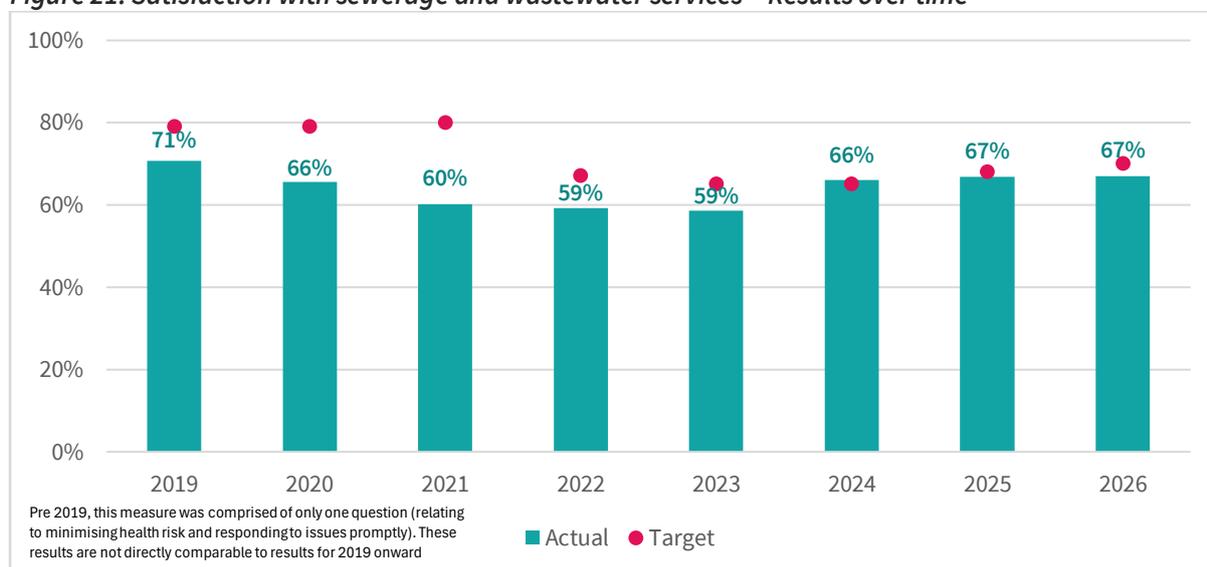
- How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?
- How satisfied or dissatisfied are you that the wastewater services are reliable?
- How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?

Table 18: Satisfaction with sewerage and wastewater services – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Minimal odour from the sewerage system	n	133	349	156	78	41	49
	%	18%	46%	21%	10%	5%	
Wastewater services are reliable	n	132	432	147	45	13	37
	%	17%	56%	19%	6%	2%	
Repairs faults and investigates wastewater complaints in a timely manner	n	108	348	190	49	17	94
	%	15%	49%	27%	7%	2%	
AVERAGE RATING		17%	50%	22%	8%	3%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 21: Satisfaction with sewerage and wastewater services – Results over time



“The waste/drainage system. The city stinks. When I want to go for a run or a walk sometimes it's so bad and I can't hold my breath if I'm running. It makes me feel sick and I dread it each time I'm going out somewhere I know will smell.”

“waste water treatment has been efficient”

“The sewerage treatment plant still stinks”

“...the smell from Bromley treatment plant in summer, it is getting better over the years but I feel very sorry for the residents nearby. I would've thought that would have been a top priority.”

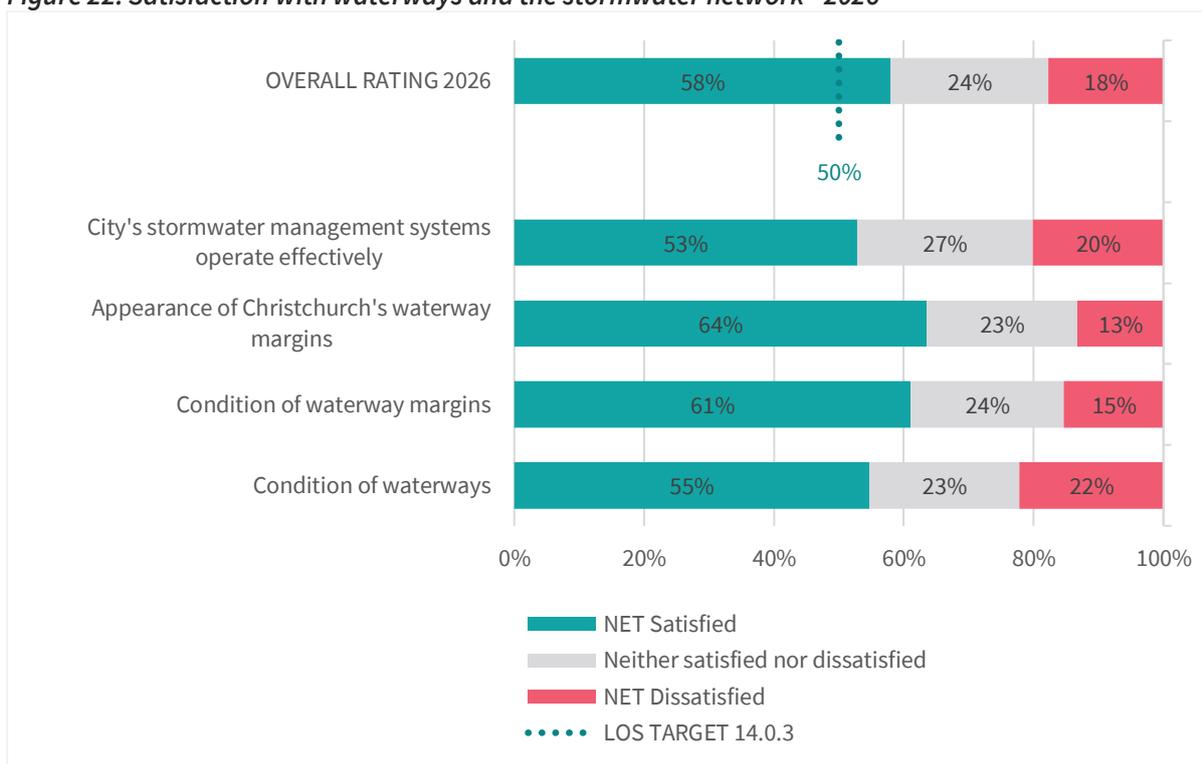
Stormwater drainage

Waterways and stormwater network (LOS 14.0.3)

The Level of Service target for waterways and the stormwater network of 50% was met, with a 58% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 14.0.3: Proportion of residents satisfied with the management of the Council’s stormwater network	50%	58%	Achieved

Figure 22: Satisfaction with waterways and the stormwater network - 2026



Base: total sample excluding 'don't know/not applicable' (n=775/790/777/779)

* Survey participants were asked to evaluate certain aspects of the City's waterways and stormwater network. A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

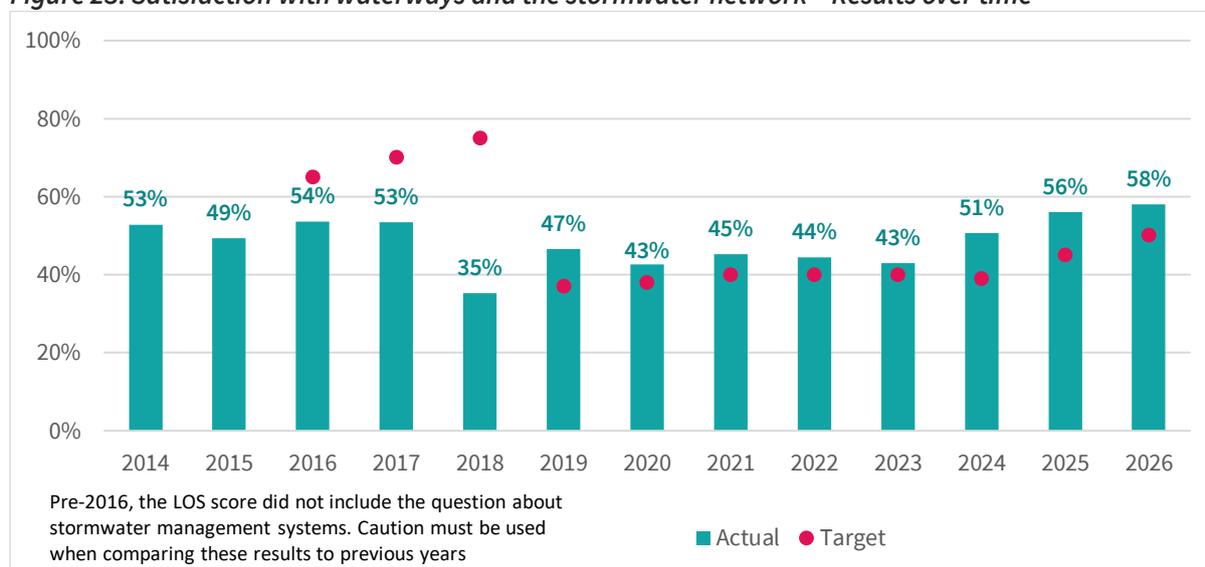
- How satisfied or dissatisfied are you with the condition of waterways?
- How satisfied or dissatisfied are you with the condition of waterway margins?
- How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?
- How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 19: Satisfaction with waterways and the stormwater network – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of waterways	n	75	351	180	134	39	27
	%	10%	45%	23%	17%	5%	
Condition of waterway margins	n	109	365	184	93	26	29
	%	14%	47%	24%	12%	3%	
Appearance of Christchurch's waterway margins	n	118	384	183	74	31	16
	%	15%	49%	23%	9%	4%	
City's stormwater management systems operate effectively	n	75	334	210	124	32	31
	%	10%	43%	27%	16%	4%	
AVERAGE RATING		12%	46%	24%	14%	4%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 23: Satisfaction with waterways and the stormwater network – Results over time



“The council have completed the best use for what I call run off water, that being from rainwater drainage being funnelled into newly created wetlands”

“Satisfied with most services except for street and gutter sweeping especially in the Autumn when leaves block drains and cause surface flooding”

“...however the quality of the Avon river is absolutely abysmal, it needs urgent attention, high levels of metal and junk.”

“Regional parks/ natural areas/ waterways - improving natural values through weed control and planting and controlling waterways through private property.”

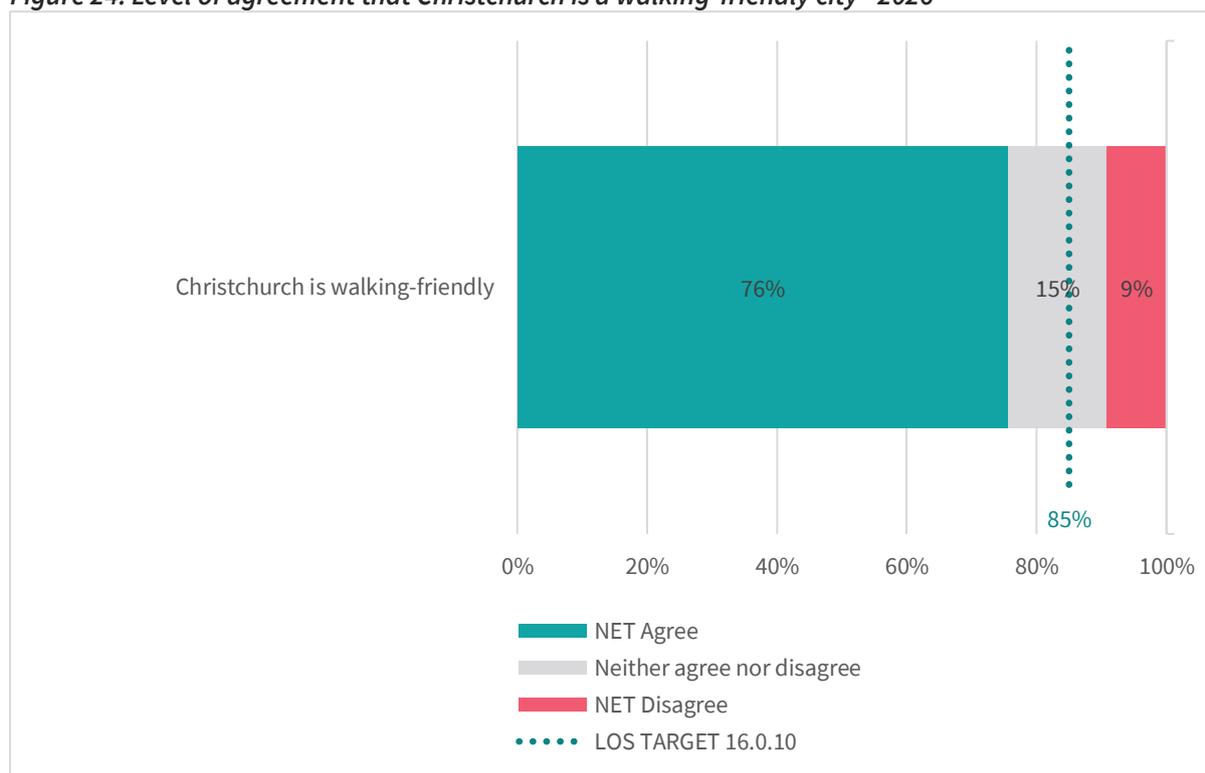
Transportation

Walking-friendly city (LOS 16.0.10)

The Level of Service target for ‘walking-friendly’ city of 85% was not met, with a 76% overall service agreement score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 16.0.10: Improve the perception that Christchurch is a ‘walking friendly’ city	85%	76%	Not Achieved

Figure 24: Level of agreement that Christchurch is a walking-friendly city - 2026



Base: total sample excluding ‘don’t know/not applicable’ (n=792)

* Survey participants were asked to evaluate how walking-friendly they perceive Christchurch to be. A five-point Likert scale was used to rate their agreement. One factor was used to measure the Level of Service:

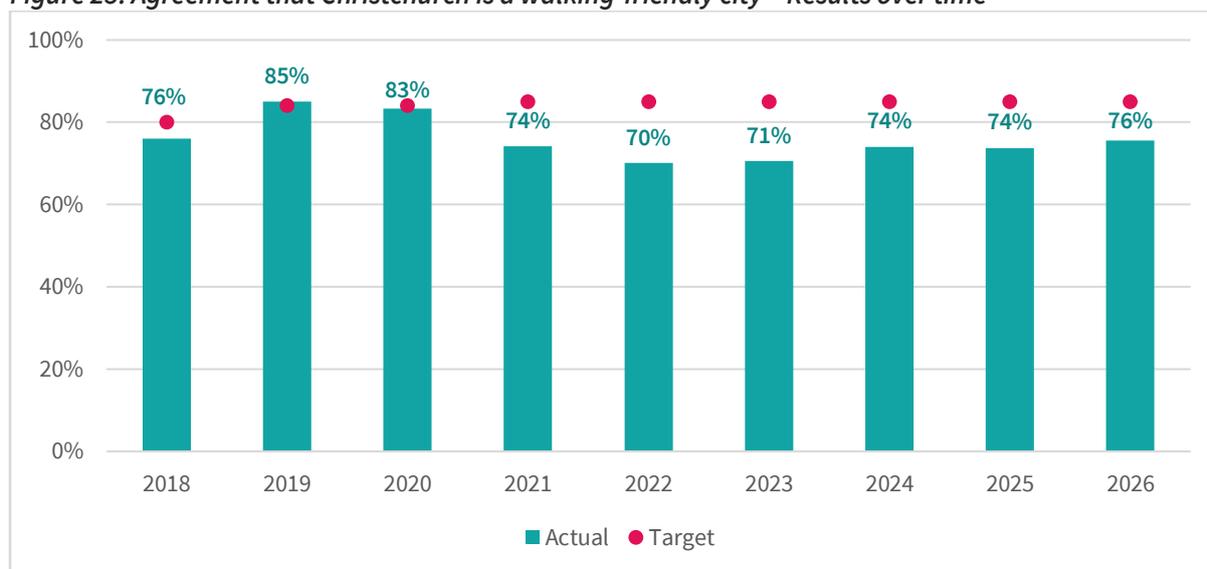
- How much would you agree or disagree that Christchurch is a walking friendly city?

Table 20: Level of agreement that Christchurch is a walking-friendly city – 2026 Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is walking-friendly	n	175	424	120	53	20	14
	%	22%	54%	15%	7%	3%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 25: Agreement that Christchurch is a walking-friendly city – Results over time



“Dangerous for older/disabled pedestrians where there is shared pathways. There are cycle ways but some cyclists still insist on using the pedestrian pathways. these ARE NOT children.”

“Unhappy with E-Scooters travelling at speed on pedestrian and combined walkways.”

“Feel like the council has done well and is actively working on bike friendly and pedestrian transport”

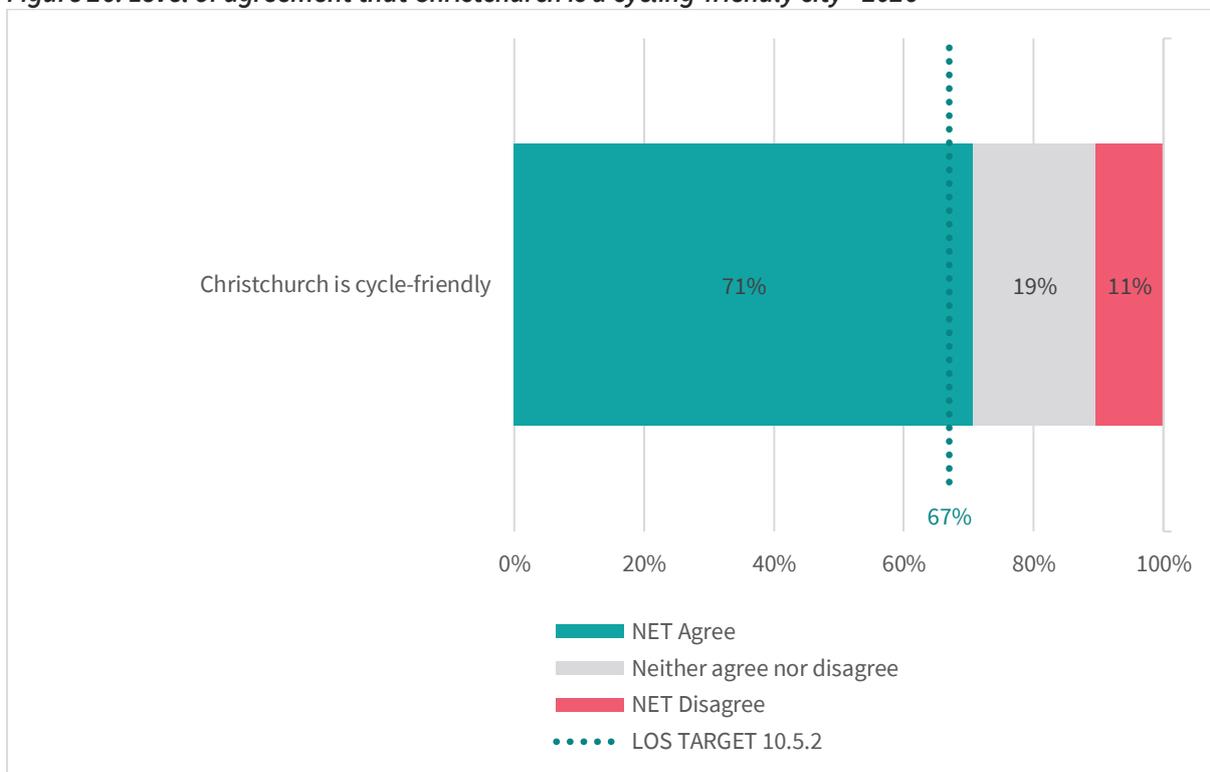
“the city centre is a mess, pedestrian and bicyclist unfriendly in many places.”

Cycling-friendly city (LOS 10.5.2)

The Level of Service target for ‘cycling-friendly’ city of 67% was met, with a 71% overall service agreement score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 10.5.2: Improve the perception that Christchurch is a ‘cycling friendly’ city	67%	71%	Achieved

Figure 26: Level of agreement that Christchurch is a cycling-friendly city - 2026



Base: total sample excluding ‘don’t know/not applicable’ (n=780)

* Survey participants were asked to evaluate how cycle-friendly they perceive Christchurch to be. A five-point Likert scale was used to rate their agreement. One factor was used to measure the Level of Service:

- How much would you agree or disagree that Christchurch is a cycle friendly city?

Table 21: Level of agreement that Christchurch is a cycling-friendly city – 2026 Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is cycle-friendly	n	123	429	146	66	16	26
	%	16%	55%	19%	8%	2%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 27: Agreement that Christchurch is a cycling-friendly city – Results over time



“I think the roads and the quality of footpaths and how easy it is to bike everywhere makes the city a much better place to live”

“I think that improving the road (in particular cycle lane) and central city footpath surfaces would make a huge difference, at least to my poor spine from juddering over the dodgy road surfaces on my bike!”

“The cycle lanes in the city are great but linking them to the eastern suburbs requires more work to avoid cycling in traffic.”

“It is not safe for me to bike to work as the only part of the ride on an off road cycle way is a short section on Tennyson St... The more we invest in this the more accessible we make our city.”

Frequency of cycling on a public road

Survey participants were asked an additional question, relating to how often they have cycled on a public road in Christchurch in the last 12 months. Around one in five (22%) had cycled on public roads at least once a week - or more - in the past 12 months. 46% reported they had never cycled on a public road in the last 12 months.

The proportion who regularly cycle (once a week or more) has slightly fluctuated over time, but has increased from a low of 17% in 2024.

Figure 28: Frequency of cycling on public roads in last 12 months

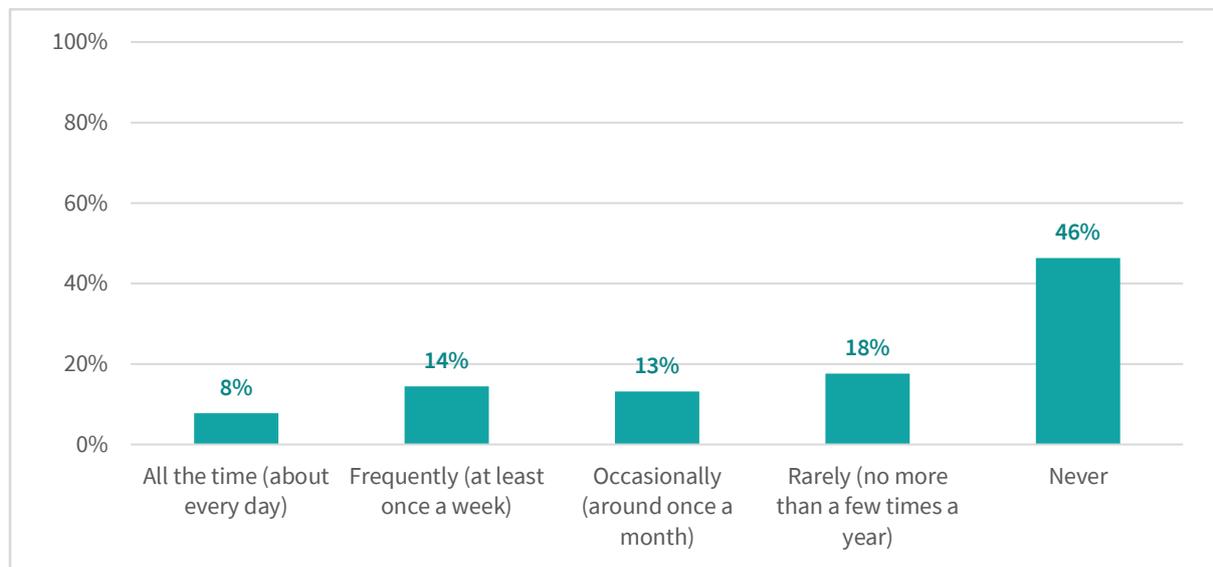
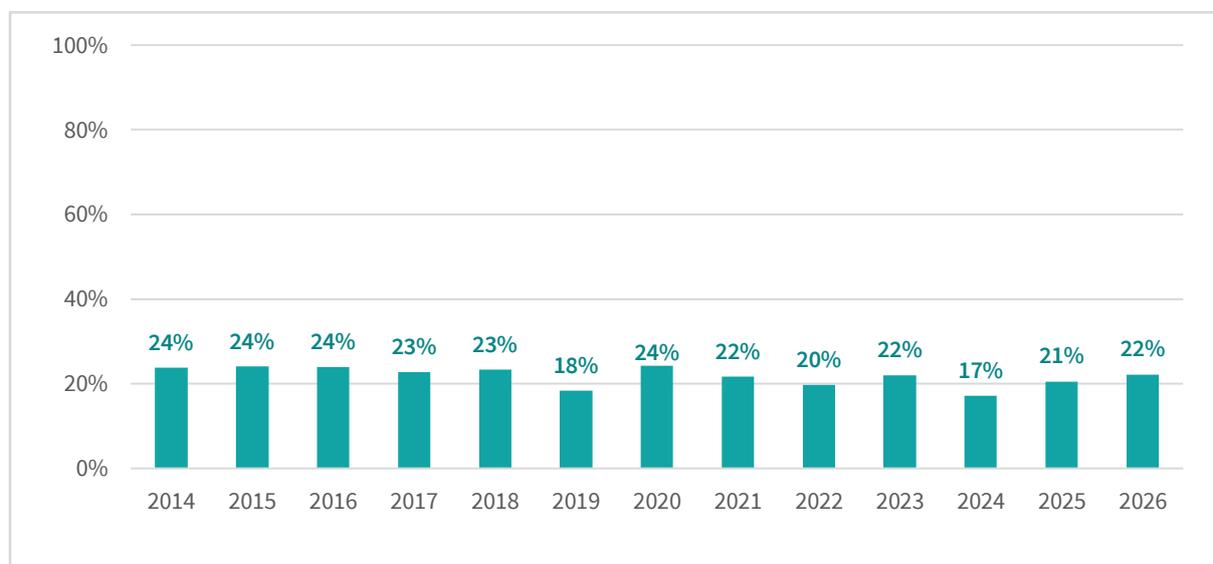


Figure 29: Respondents who cycled once a week or more in last 12 months – Results over time



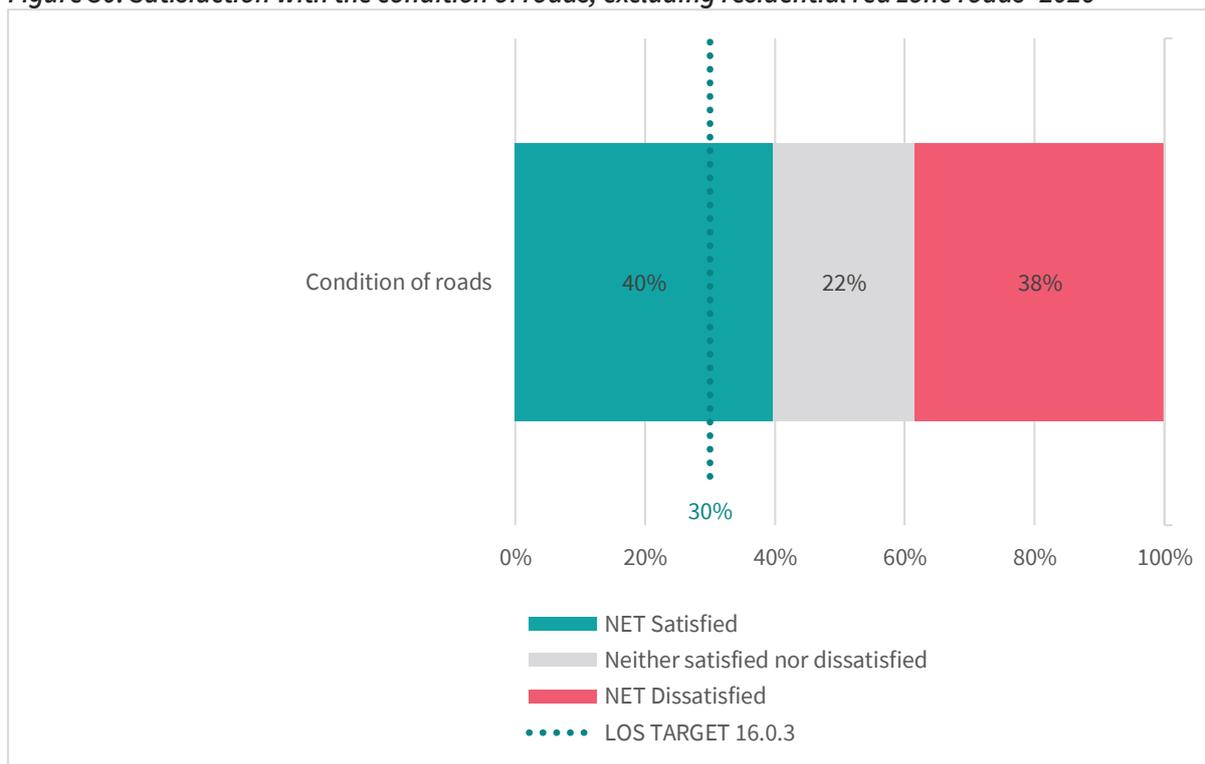
Roads and Footpaths

Roadway condition (LOS 16.0.3)

The Level of Service target for roading condition of 30% was met, with a 40% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 16.0.3: Improve resident satisfaction with roadway condition	30%	40%	Achieved

Figure 30: Satisfaction with the condition of roads, excluding residential red zone roads- 2026



Base: total sample excluding 'don't know/not applicable' (n=799)

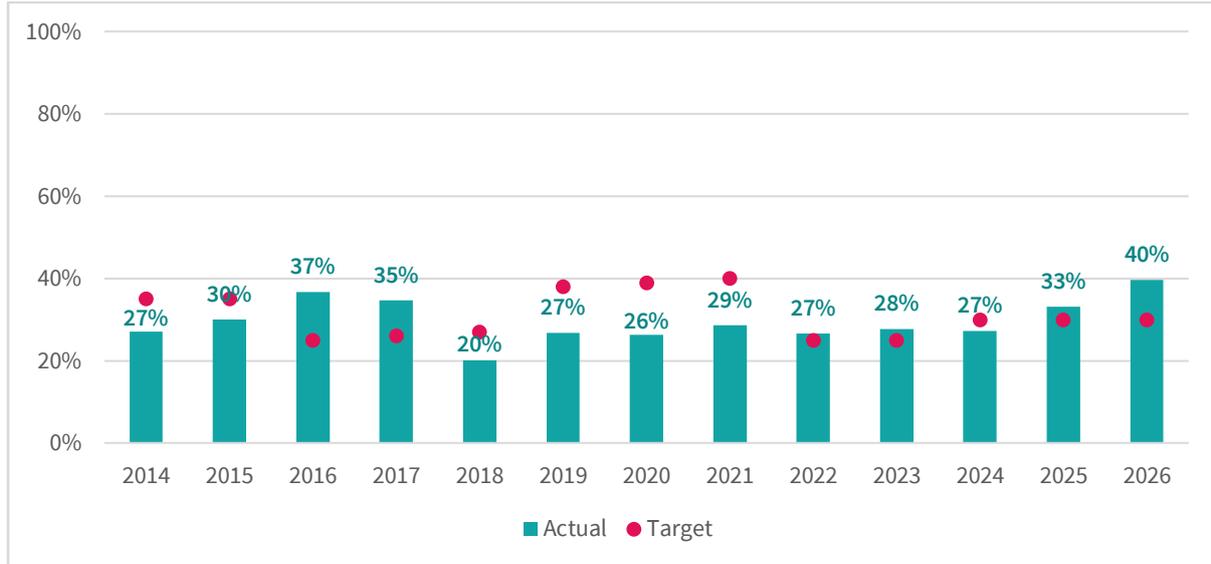
* Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding roads in the residential red zone. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:
 - How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?

Table 22: Satisfaction with the condition of roads, excluding residential red zone roads – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of roads	n	65	252	175	231	76	7
	%	8%	32%	22%	29%	10%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 31: Satisfaction with the condition of roads, excluding residential red zone roads – Results over time



“Repairing the roads! The quality of roads here are shocking! The street I live on has a pothole that just falls apart days after being repaired or intense rainfall has occurred. I have watched this happen time & time again. The roads on the Eastside are in desperate need of repair also”

“Developers causing damage to roads when building, and developers not paying for the damage”

“Pot holes !!!!! Fix the roads please as I'm sick of driving over potholes”

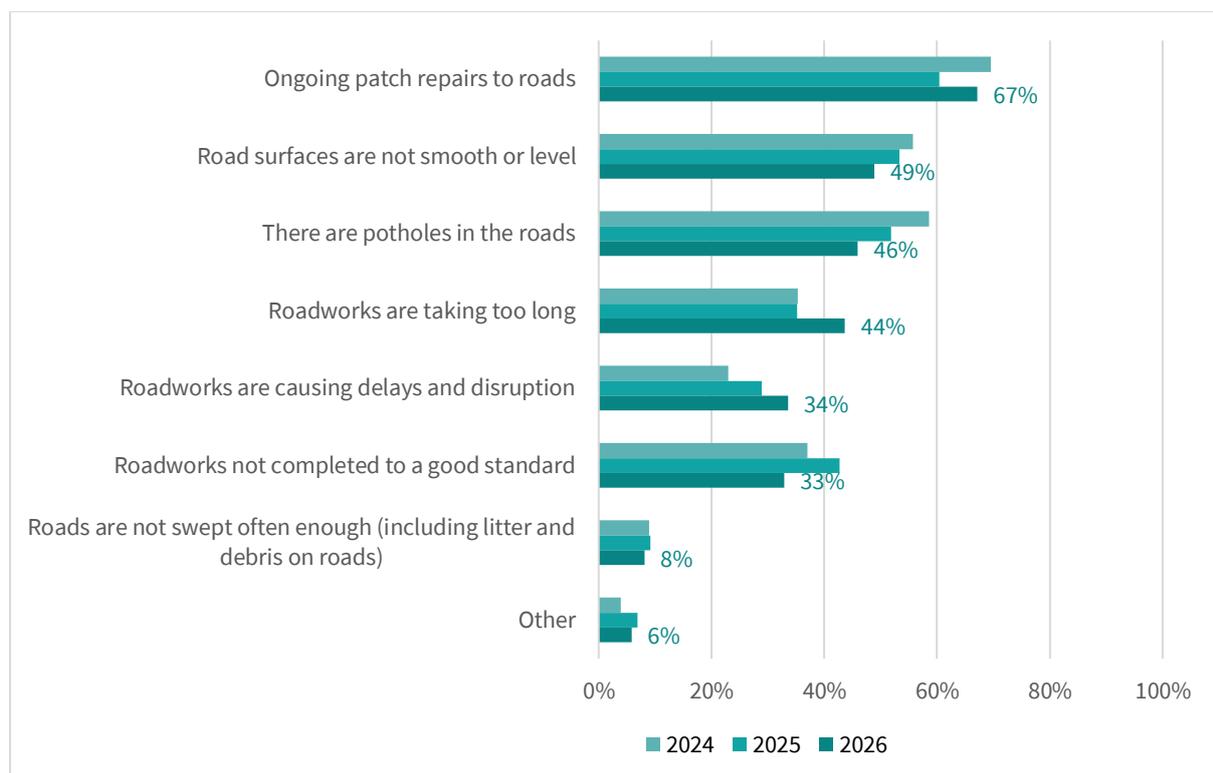
“The uneven street surfaces are dangerous to the likes of e-scooter users.”

Reasons for dissatisfaction

Survey participants who answered that they were dissatisfied or very dissatisfied with the condition of Christchurch's roads (38% of respondents) were asked to identify up to three main reasons why.

Dissatisfaction with ongoing patch repairs to roads remained the top reason selected, with two thirds of respondents (67%) selecting this as a reason. Other top reasons related to the road surface, potholes, and roadworks-related issues.

Figure 32: Reasons for dissatisfaction with roadway condition - Results over time

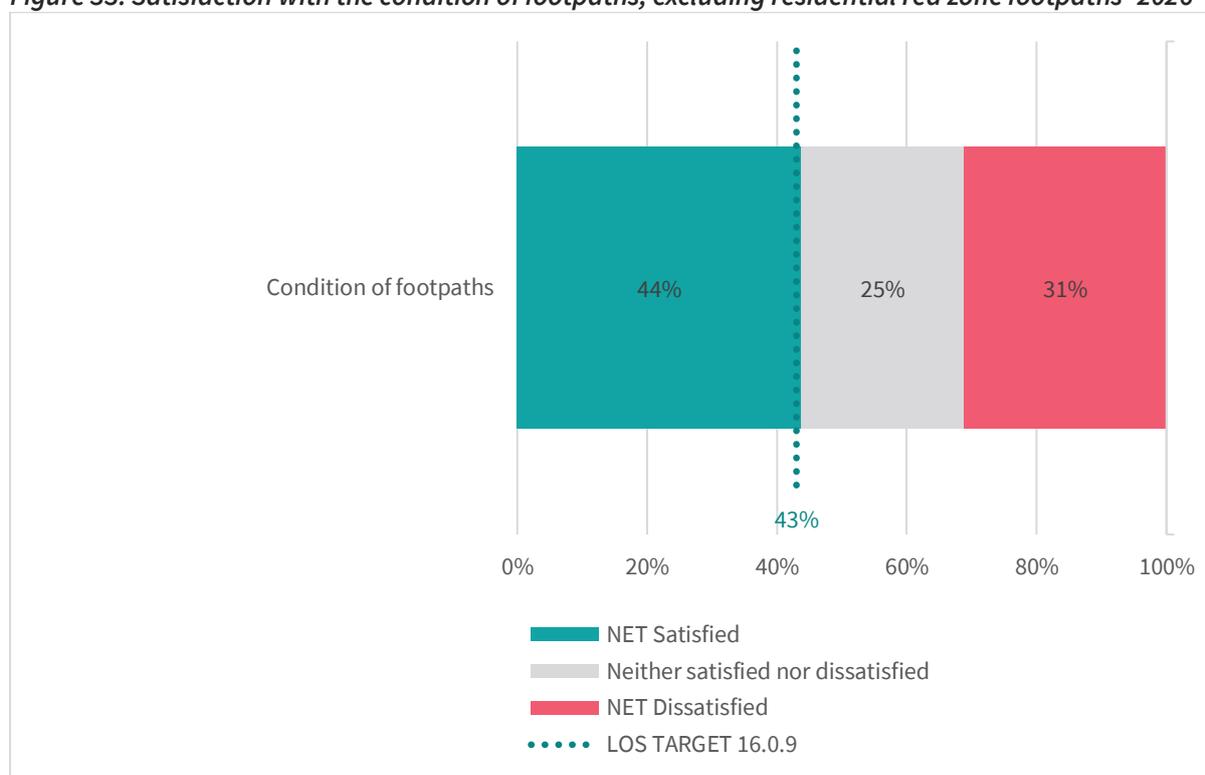


Footpath condition (LOS 16.0.9)

The Level of Service target for footpath condition of 43% was met, with a 44% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 16.0.9: Improve resident satisfaction with footpath condition	43%	44%	Achieved

Figure 33: Satisfaction with the condition of footpaths, excluding residential red zone footpaths- 2026



Base: total sample excluding 'don't know/not applicable' (n=798)

* Survey participants were asked to rate their satisfaction with the condition of footpaths in Christchurch, excluding footpaths in the residential red zone. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

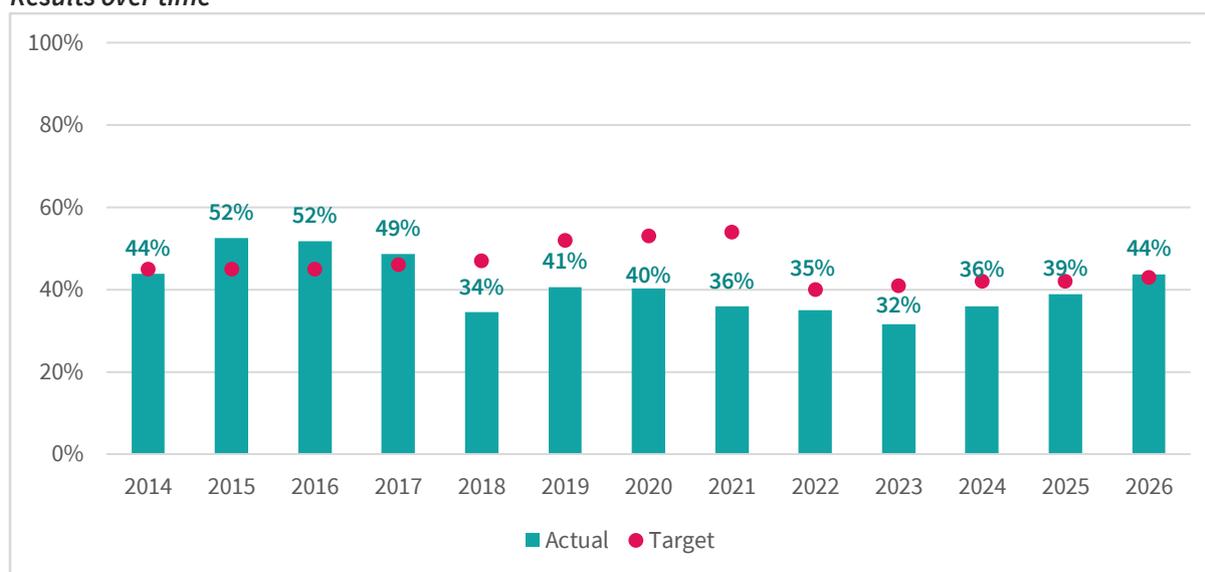
- How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths?

**Table 23: Satisfaction with the condition of footpaths, excluding residential red zone footpaths – 2026
Detail**

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of footpaths	n	77	272	200	197	52	8
	%	10%	34%	25%	25%	7%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 34: Satisfaction with the condition of footpaths, excluding residential red zone footpaths – Results over time



“Personally benefitted from a request for pavement repairs, so very grateful for that outcome, making my property look better. Would like to see council and privately owned trees (that encroach on paths) dealt with, which also is affecting roots raising paths, making walking difficult”

“Crack in footpath that my wife didn't see and ended up in hospital with ankle damage.”

“...the footpaths in my suburb(Addington) are often cracked and uneven, which is a hazard when I'm walking to work.”

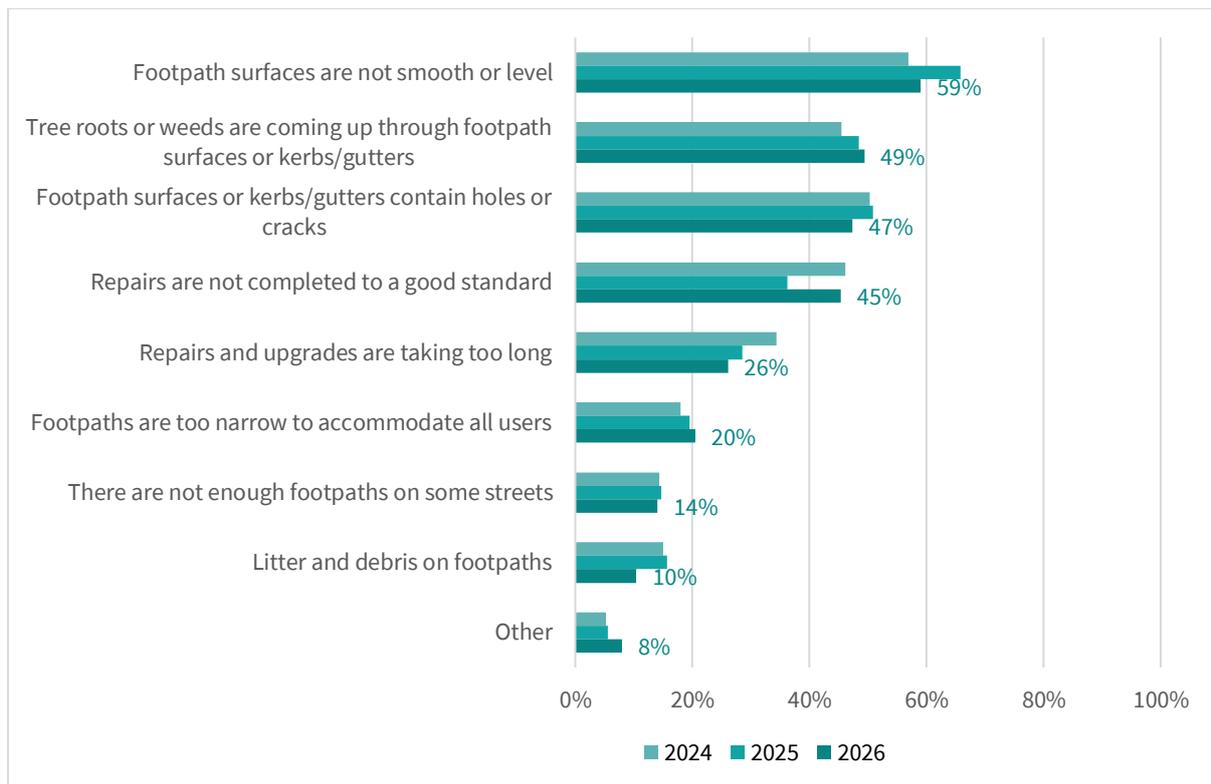
“Footpaths around Burnside/ Bishopdale are a disgrace with sink holes, overgrown grasses, dumped rubbish etc.”

Reasons for dissatisfaction

Survey participants who answered that they were dissatisfied or very dissatisfied with the condition of Christchurch’s footpaths (31% of respondents) were asked to identify up to three main reasons why.

Dissatisfaction with the smoothness of footpath surfaces remained the top reason selected, with almost 60% of respondents selecting this as a reason. Other top reasons related to tree roots or weeds impacting footpaths, surfaces containing holes or cracks, and dissatisfaction with repairs.

Figure 35: Reasons for dissatisfaction with footpath condition - Results over time



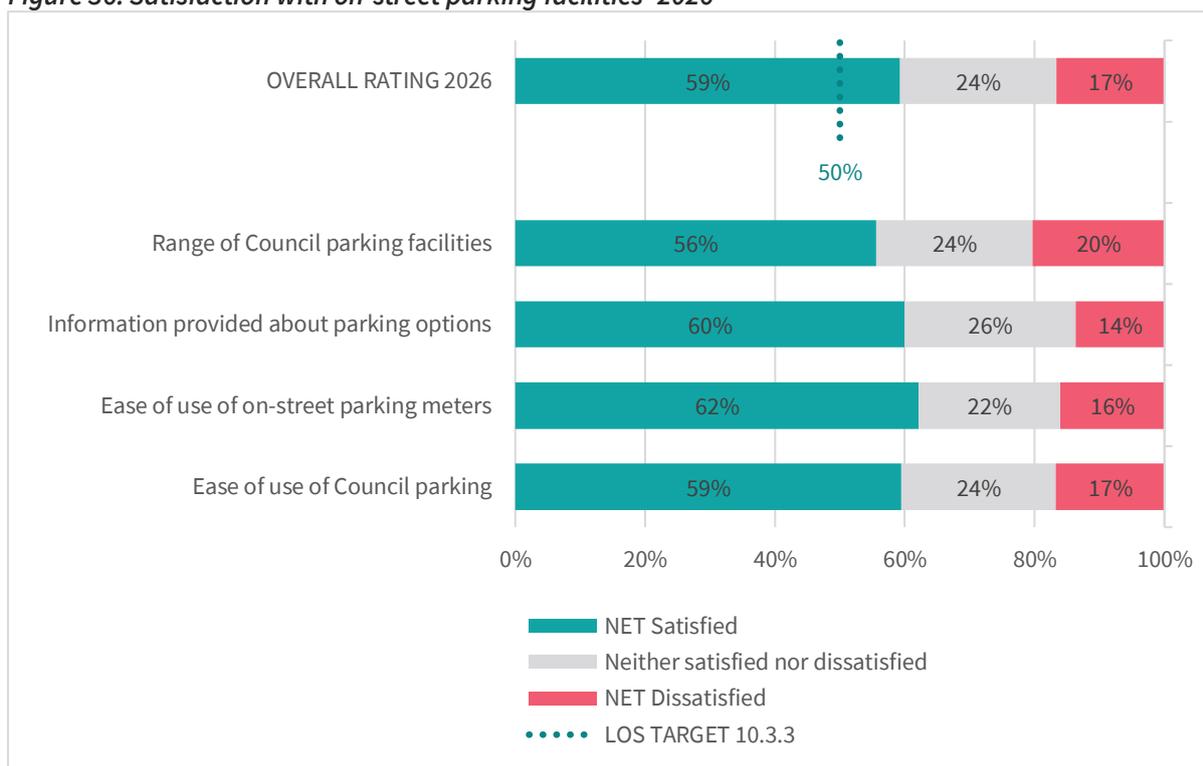
Parking

On-street parking ease (LOS 10.3.3)

The Level of Service target for ease of on-street parking of 50% was met, with a 59% overall service satisfaction score.

Level of Service defined in the Activity Plan	Target	2026 Result	
LOS 10.3.3: Maintain customer perception about the ease of use of Council on-street parking facilities	50%	59%	Achieved

Figure 36: Satisfaction with on-street parking facilities- 2026



Base: total sample excluding 'don't know/not applicable' (n=748/745/729/735)

* Survey participants were asked whether they had used Council parking facilities in the past 12 months and to rate their satisfaction with parking facilities run by the Council. A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

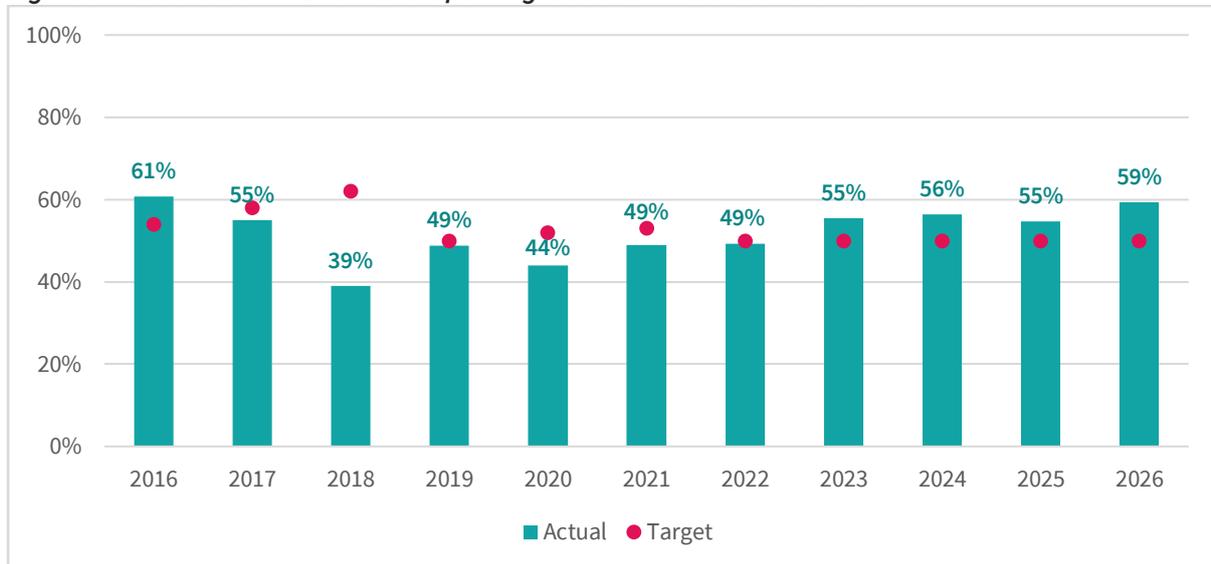
- How satisfied or dissatisfied are you with the ease of use of on-street parking meters?
- How satisfied or dissatisfied are you with the range of Council parking options available to you?
- How satisfied or dissatisfied are you with the information provided by the Council about parking options?
- How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

Table 24: Satisfaction with on-street parking facilities – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Ease of use of Council parking	n	106	331	175	88	35	43
	%	14%	45%	24%	12%	5%	
Ease of use of on-street parking meters	n	108	345	159	85	32	49
	%	15%	47%	22%	12%	4%	
Information provided about parking options	n	98	349	196	73	29	33
	%	13%	47%	26%	10%	4%	
Range of Council parking facilities	n	110	306	180	109	43	30
	%	15%	41%	24%	15%	6%	
AVERAGE RATING		14%	45%	24%	12%	5%	

'Don't know/not applicable' responses excluded from percentage calculations. Only for those who had used a Council parking facility.

Figure 37: Satisfaction with on-street parking facilities – Results over time



“After three attempts my wife and I STILL do not know how to operate the parking meters along Rolleston Ave. Do they take cash, EFTpos cards or credit cards (which I do not possess) This is one reason why I have only been into the city about six times since the earthquakes!”

“Improving car park on the streets and payments options for it. Don't change surcharge on card even though we want to pay buy cash and it's is not an option.”

“I have difficulty reading and understanding parking meters instructions and how to pay or is there a period that is free for disabled people. ?? I would appreciate learning about disabled parking regulations”

“Should provide more free parking in the city. People don't go to the city because it's too expensive to park in paid parking zones.”

Section 4: Additional Findings

The following results are for measures that no longer have Levels of Service targets and/or are required for business intelligence purposes.

Overall satisfaction

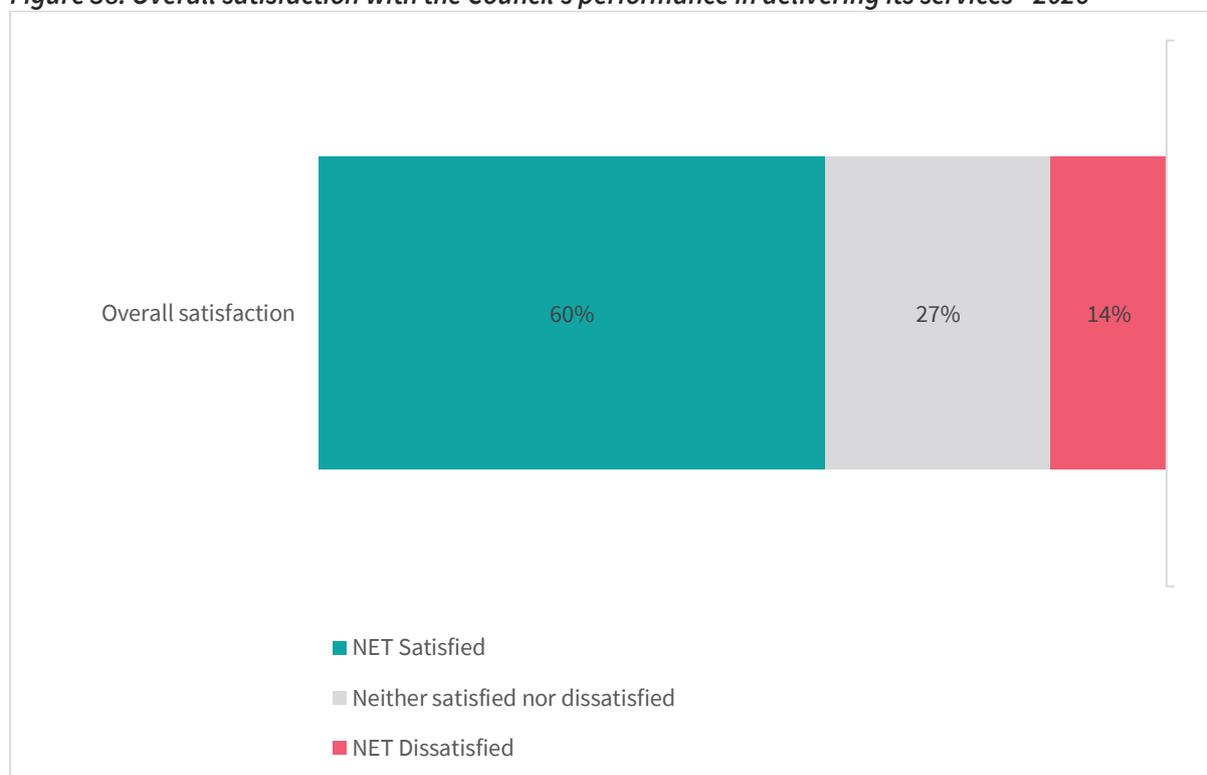
Overall satisfaction with performance in delivering services

Overall satisfaction with the Council's performance in delivering its services over the last 12 months has improved (from 53% to 60%)

Overall satisfaction has been trending upward in the last four years, from an all time low of 42% in 2022 to 60% in 2026. Prior to the earthquakes, satisfaction remained reasonably constant between 77% and 79%.

Dissatisfaction levels have fallen from a high of 29% in 2022 to 14% in 2026.

Figure 38: Overall satisfaction with the Council's performance in delivering its services - 2026



Base: total sample excluding 'don't know/not applicable' (n=797)

* Survey participants were asked to rate their satisfaction with the performance of the Council over the last 12 months. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure this:

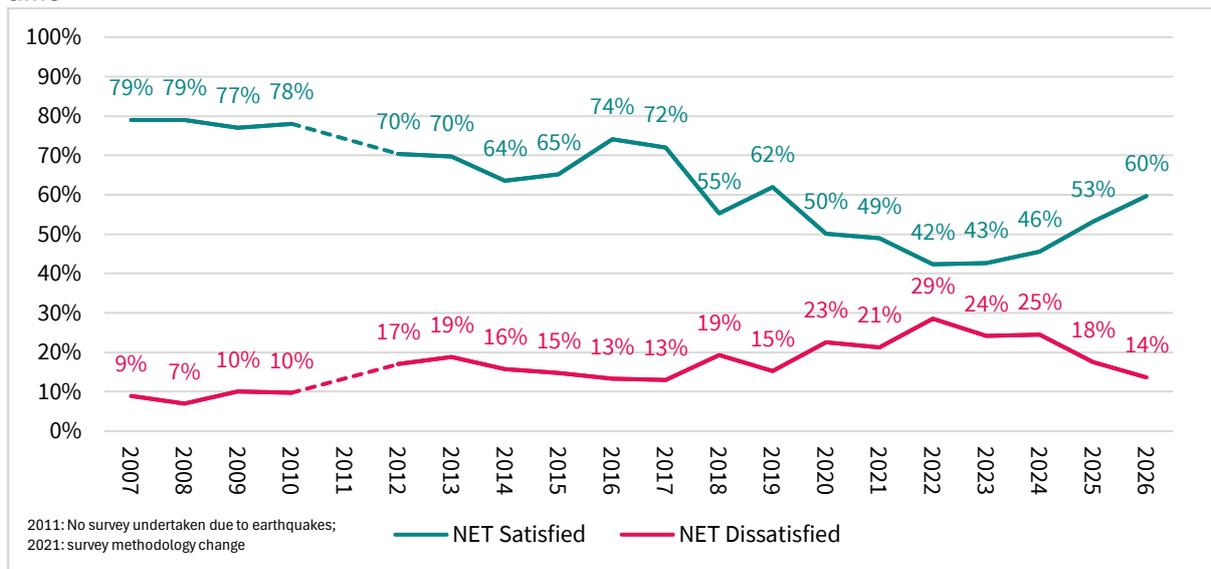
- Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Table 25: Overall satisfaction with the Council's performance in delivering its services – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council's performance in delivering service over the last 12 months	n	89	387	212	75	34	9
	%	11%	49%	27%	9%	4%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 39: Overall satisfaction with the Council's performance in delivering its services – Results over time



"I think the council has done well in the last 12 months and has engaged with locals to ensure they're meeting the needs of the city"

"I think the council does a decent job despite how hard it is to please everyone"

"Wide range of services, reasonable pricing, helpful and friendly staff."

"The council seems to be doing its best to maintain services at a cost which rate payers can absorb. Parties which escape the rating net must be forced to contribute."

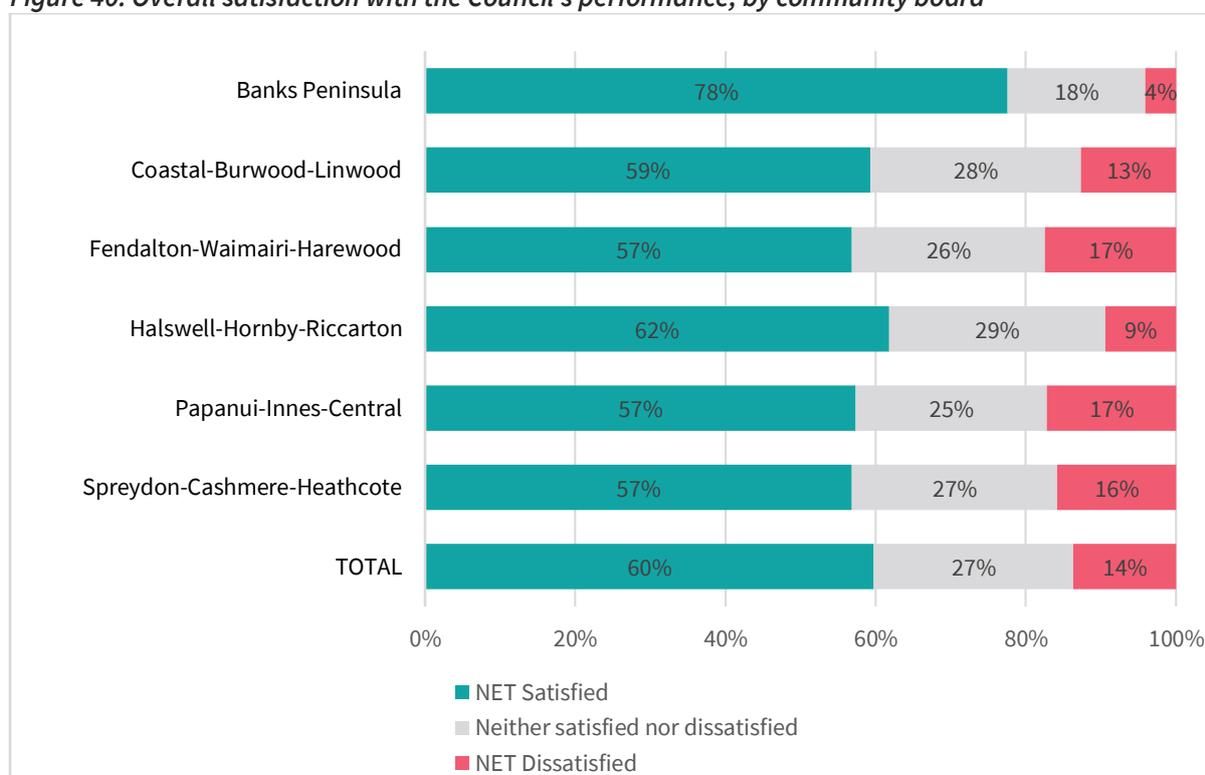
Detailed satisfaction breakdowns

Community boards

Banks Peninsula community board had the highest proportion of respondents satisfied with the Council's performance (78%), followed by Halswell-Hornby-Riccarton (62%).

Fendalton-Waimairi-Harewood and Papanui-Innes-Central community boards had the highest proportion of respondents dissatisfied with the Council's performance (17%).

Figure 40: Overall satisfaction with the Council's performance, by community board



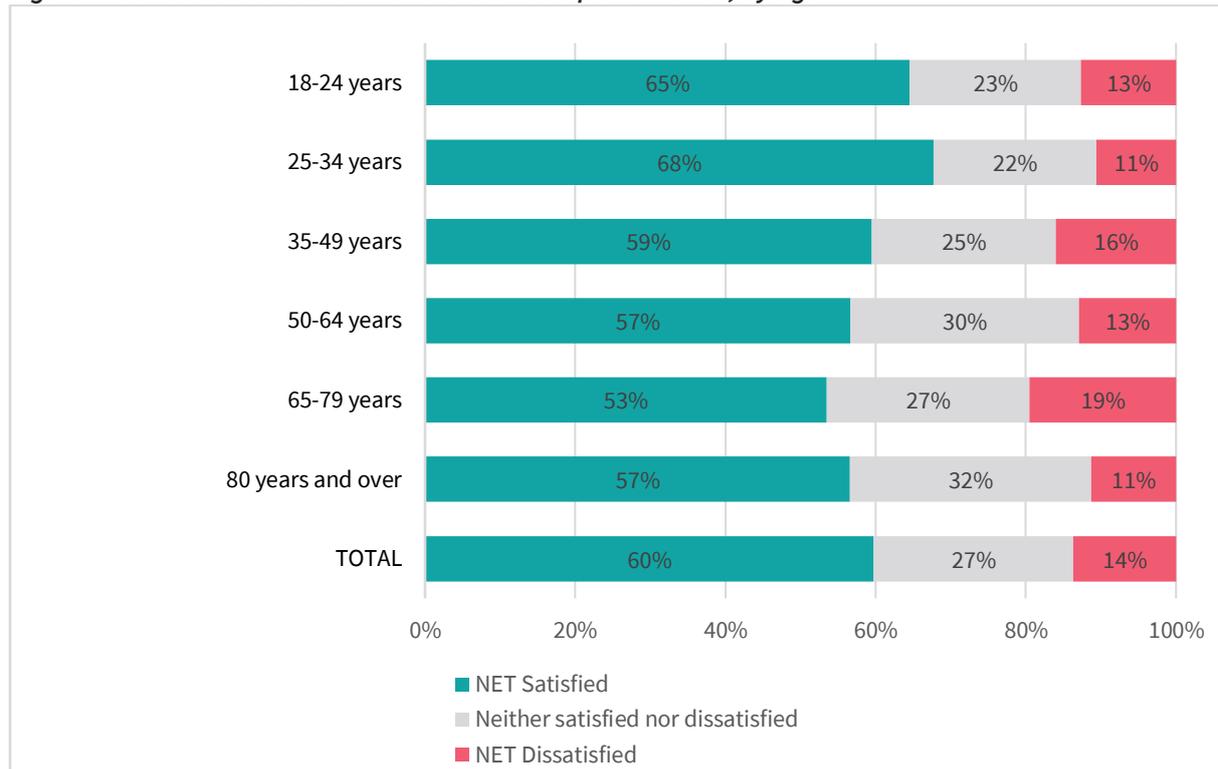
Base: total sample excluding 'don't know/not applicable' (n=797)

Age

Overall performance satisfaction results varied by age, with younger age groups under 35 years reporting the highest levels of satisfaction.

Dissatisfaction was highest amongst those the 65-79 year cohort (19%).

Figure 41: Overall satisfaction with the Council's performance, by age

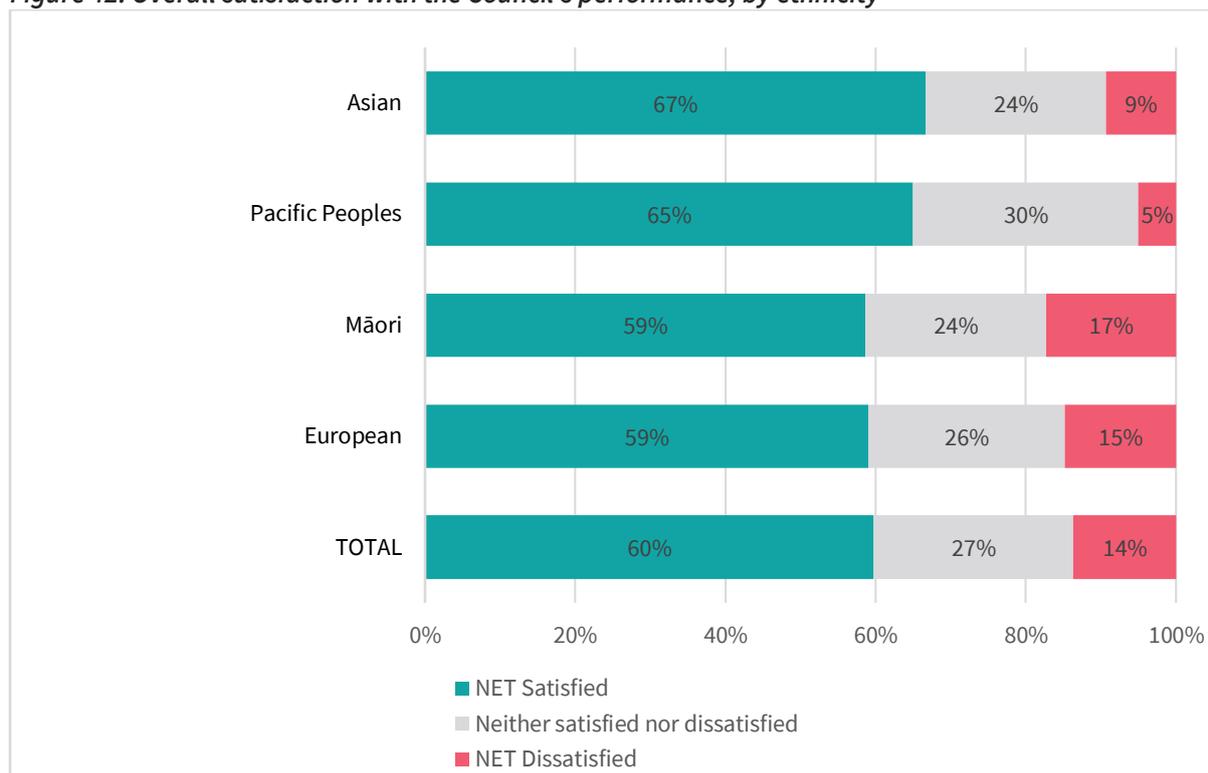


Base: Total sample (n=797) and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=237)

Ethnicity

Respondents identifying as Asian reported the highest levels of satisfaction ratings (67%), followed by the Pacific Peoples ethnic group (65%), after several years of Pacific Peoples respondents having the lowest levels of satisfaction. Note caution is required as the base size was small for Pacific Peoples.

Figure 42: Overall satisfaction with the Council's performance, by ethnicity



Base: Total sample (n=797) and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=237). Note respondents could identify with more than one ethnic group; proportions are based on responses in each group.

Reasons for satisfaction rating

Residents were asked to elaborate on the reason behind their satisfaction rating with Council*.

Respondents gave a mix of both positive and negative reasons for their answers, which are shown in the following tables. In total there were 445 positive comments, 611 negative comments, and 25 neutral comments.

Table 26: Reasons for satisfaction/dissatisfaction with Council performance (>10 comments)

Coded Category (Red = negative comments; Green = positive comments; Blue = neutral comments)	Number of Comments	% of respondents who commented
Council is doing a good job overall	82	14%
Unhappy with roads/more road maintenance	79	14%
Happy with rec facilities/good improvements on parks/amenities	61	11%
Disapprove of Council spending	50	9%
Rates increased	48	8%
Happy with services provided	35	6%
Parking expensive/lack of/parking issues	34	6%
Unhappy with the traffic management/need improvements on traffic	33	6%
City is cleaned and well- maintained/areas are being tidy	32	6%
General maintenance needed	31	5%
Responds in timely manner/dealt with in a reasonable timeframe	31	5%
Christchurch is a beautiful place to live/good place to live	29	5%
Room for improvement	27	5%
Poor communication	25	4%
No problems/ issues	23	4%
Unhappy with the recycling and rubbish services/ bin collection	21	4%
Good communication	19	3%
Happy with recycling and rubbish services	19	3%
Slow to/ don't respond to problems/ concerns	19	3%
They are okay/ fine average	19	3%
Too many cycle lanes	18	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	18	3%
Need more recreational areas/improvement on parks and grounds	17	3%
Council needs to take more action	17	3%
Need to improve more infrastructures/need to construct more buildings	17	3%
Good customer service	16	3%
Unhappy with the waterways/sewage services needs to improve	15	3%
Satisfied with the good range of events/provide lot of activities	13	2%
Does not listen	12	2%
Lack of public consultation	12	2%
Lack of transparency/have behind the scene dealings	10	2%
Concerns with quality of the water/ taste of water	10	2%

Base: Total sample who commented, with don't know/nothing removed (n=567)

* Survey participants were asked "Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant". This was an open-text response, and responses were coded into one or more categories.

Reasons given for being satisfied with Council’s performance

Of the 445 positive comments relating to satisfaction, 18% (82) were about the Council being perceived as doing a good job overall. Council doing a good job overall has been the top positive reason since 2021. Table 27 shows the top six positive responses.

Table 27: Reasons for satisfaction, (Top 6)

Reason	Total respondents		Positive responses*
	Number of comments	% of respondents who commented	% of positive comments
Council is doing a good job overall	82	14%	18%
Happy with the recreational facilities/good improvements on parks/public amenities	61	11%	14%
Happy with services provided	35	6%	8%
City is cleaned and well- maintained/ areas are being tidy	32	6%	7%
Responds in timely manner/dealt with in a reasonable timeframe	31	5%	7%
Christchurch is a beautiful place to live/good place to live	29	5%	7%

Base: Total sample who commented, with don't know/nothing removed (n=567). *Positive responses (n=445)

“I gave this rating because the Council provides reliable services, supports community projects, and keeps the area enjoyable and well-maintained.”

“Lots of facilities have come to fruition now, the city seems to have a renewed vibe.”

“The “public” spaces like parks, roads etc are fantastic!”

Having moved to Christchurch over a year ago, the parks and over all appearance of the city is lovely and has great character. The range of activities is great. I think the council has done a great job with these.”

Reasons given for being dissatisfied with Council’s performance

Of the negative comments relating to dissatisfaction, the main reasons for dissatisfaction include unhappiness with roads (11% of negative comments) and disapproval of Council spending (10%), which is consistent with previous years. Table 28 shows the top six negative responses.

Table 28: Reasons for dissatisfaction, (Top 6)

Reason	Total respondents		Negative responses*
	Number of comments	% of respondents who commented	% of negative comments
Unhappy with roads/more road maintenance	79	14%	13%
Disapprove of Council spending	50	9%	8%
Rates increased	48	8%	8%
Parking expensive/lack of/parking issues	34	6%	6%
Unhappy with the traffic management/need improvements on traffic	33	6%	5%
General maintenance needed	31	5%	5%

Base: Total sample who commented, with don't know/nothing removed (n=567). *Negative responses (n=611)

“Roads and footpath are horrible. Margaret Mahy playground needs maintenance. Broken playground equipment and awful toilets. Paying for parking in the gardens is a terrible idea.”

“Poor decision making around cycle lanes and road design resulting in increased traffic congestion.”

“Roading and footpath maintenance. Exorbitant rates, poor value for our money.”

“The rates keep going up but the service doesn't match. You charge for water yet your wastage is probably greater than all of us combined.”

Overall satisfaction rating – neutral respondents

Respondents who were neither satisfied nor dissatisfied with the Council’s performance in delivering its services were further asked about their feelings towards the Council’s overall performance. A higher proportion felt slightly *more dissatisfied* than they felt satisfied.

Figure 43: Overall satisfaction with the Council’s overall performance (respondents who were neutral) - 2026



Base: Respondents who answered ‘neither satisfied nor dissatisfied’, excluding ‘don’t know/not applicable’ (n=202)

* These survey participants were asked “Which of the following would best describe your feelings toward Christchurch City Council’s overall performance over the last 12 months?”:

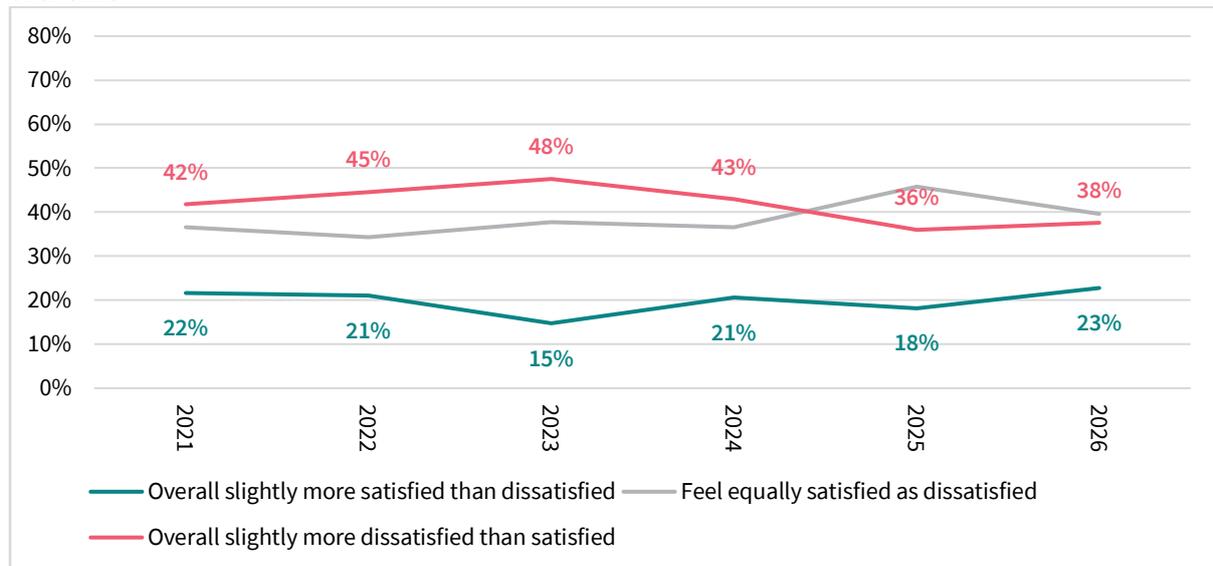
- Overall slightly more satisfied than dissatisfied
- Overall slightly more dissatisfied than satisfied
- Feel equally satisfied as dissatisfied
- Don’t know

Table 29: Overall satisfaction with the Council's overall performance (respondents who were neutral) – 2026 Detail

		Overall slightly more satisfied than dissatisfied	Feel equally satisfied as dissatisfied	Overall slightly more dissatisfied than satisfied	Don't know / not applicable
Overall feelings towards the Council's overall performance	n	46	80	76	10
	%	23%	40%	38%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 44: Feelings towards the Council's overall performance (respondents who were neutral) – Results over time



Best services

Survey participants were asked what they thought was the Council’s best service and why*.

As in previous years, waste management is considered the best service Council provides. Parks, reserves, and green spaces was identified as the next best performing service, followed by libraries.

Table 30: The one service you feel the Council is performing the best in (summary)

Service	Number of Comments	% of sample	Percent of ‘Best’ comments*
Waste management	164	20%	26%
Parks, reserves and green spaces	102	13%	16%
Libraries	54	7%	9%
Recreation & Sport Centres	54	7%	9%
Public space cleaning/ City beautification	38	5%	6%
Facilities and services	30	4%	5%
Water supply	29	4%	5%
Roading	25	3%	4%
Events/ activities	25	3%	4%
Information and communication	17	2%	3%
Cycleways	15	2%	2%
Public Transport	14	2%	2%
The rebuild	12	1%	2%
Footpaths	9	1%	1%
Sewerage/ Wastewater	9	1%	1%
Parking	5	1%	1%
Waterways	5	1%	1%
Rates spending and financial management	4	0%	1%
Animal Control	2	0%	0.3%
Community Support	1	0%	0.2%
Other	16	2%	3%
Don't know	3		
Negative comment despite being asked for the best aspect	37		

Base: All respondents (n=806), *n=630 (‘Don’t know’ and negative responses removed)

The findings are displayed in more detail below.

Table 31: The one service you feel the Council is performing the best in, with the reason (detailed)

Service	In detail	Number of comments	% of ‘Best’ comments*
Waste management	Generally good service/no issues	49	6%
	Timely collection and service	40	5%
	Recycling and recycling options	33	4%
	Reliable	22	3%
	Availability of bins/ good size bins	21	3%
	Communicate issues	16	2%
	Proper collection/no residue left behind	13	2%
	Easy with the app	6	1%
	Friendly/ responsive staff	3	04%
	Easy to use service/ convenient service for most properties to use	2	0.3%
	Other	4	1%
Parks, reserves and green spaces	Undefined	29	4%
	Well presented and maintained	80	10%
	Good service to have	11	1%
	Availability/number/variety	8	1%

* Survey participants were asked “Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”. This was an open-text response, and responses were coded into one or more categories.

	Family enjoys going to the park	2	0.3%
	Other	7	1%
	Undefined	8	1%
Libraries	Availability and variety of good/current resources/activities	21	3%
	Good service / good libraries	21	3%
	Good librarians/ staff	11	1%
	Good/ modern infrastructure	7	1%
	Availability of and access to libraries	5	1%
	Free access/ free access to materials	3	0.4%
	Other	5	1%
	Undefined	8	1%
Recreation and sports centres	Availability and access to swimming pools	19	2%
	Clean/ well maintained	9	1%
	Building of new and modern rec and sports centers	7	1%
	Free/affordable access	5	1%
	Generally good service	5	1%
	Swimming lessons	5	1%
	Availability/ Number/ Range	4	1%
	Friendly and helpful staff at the centre	4	1%
	Availability and access to gyms/fitness areas	3	0.4%
	Other	3	0.4%
Undefined	4	1%	
Public space cleaning/ city beautification	Keeping spaces/ city clean	35	4%
	Attract tourists/ businesses	5	1%
	Other	1	0.1%
Facilities and services in general	Generally good service	15	2%
	Clean/ Well maintained/ Maintenance done promptly	12	2%
	Other	5	1%
	Undefined	1	0.1%
Water supply	Water quality/ taste is good	15	2%
	Maintenance done promptly/ well maintained	7	1%
	Adequate and regular supply	6	1%
	Generally good service	4	1%
	Other	3	0.4%
	Undefined	1	0.1%
Roading	Roadworks/ Maintenance	16	2%
	Promptly fixed damaged roads/ Suitable roadwork timings	6	1%
	Traffic management	2	0.3%
	Road signs/ notifications of road closures	2	0.3%
	Improved network/services	1	0.1%
	Other	2	0.3%
Events and Activities	Specific events and activities	7	1%
	Family friendly/ for all ages	6	1%
	Availability/ Number/ Range	5	1%
	Well organised	5	1%
	Free/ affordable	3	0.4%
	Fun and enjoyable events	3	0.4%
	Other	3	0.4%
	Undefined	1	0.1%
Information and communication	Good communication/ clear	5	1%
	Easy to contact/ responsive	4	1%
	The use of an app - Snap Send Solve	4	1%
	Transparent/ honest communication	2	0.3%
	Other	3	0.4%
Cycleways	Good quality	7	1%
	Availability/ number	2	0%
	Other	2	0.3%
	Undefined	4	1%
Public transport	Generally a good/efficient service	7	1%
	Accessible routes/ extensive coverage around the city	5	1%
	Cheap and affordable bus rates	2	0.3%

	Frequent bus schedules/ Less waiting time for bus to arrive	2	0.3%
	Other	2	0.3%
	Undefined	1	0.1%
The rebuild	Improving the look of the city	6	1%
	Housing developments/Building New Houses	3	0.4%
	Good process being made	2	0.3%
	Other	1	0.1%
Footpaths	Well maintained	9	1%
Sewerage / wastewater	Generally good service	4	1%
	Well maintained	3	0.4%
	Other	2	0.3%
Parking	Access to parking	2	0.3%
	Other	4	1%
Waterways	Well maintained/ clean	2	0.3%
	Other	1	0.1%
Rates spending and financial management	Collection of rates	1	0.1%
	Other	2	0.3%
	Undefined	1	0.1%
Animal control	Undefined	2	0.3%
Community support	Other	1	0.1%
Other	Other	16	2%
Undefined	Undefined	2	0.3%
Don't know		3	
Negative comment despite being asked for the best aspect		37	

**Don't know / nothing and negative comments removed (n=791). Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent, these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level.*

Services needing improvement

Survey participants were asked what service they thought was most important for the Council to improve and why*.

Roading has remained the most commonly cited service for improvement in the General Service Satisfaction Survey for a number of years. Council decision-making / financial management, parking and footpaths were other key services that residents identified as needing improvement, which is consistent with previous years.

Table 32: The one service that is most important to improve (summary)

Service	Number of Comments	% of sample	Percent of 'Improve' comments*
Roading	196	24%	28%
Council decision-making/financial management	71	9%	10%
Footpaths	56	7%	8%
Parking	47	6%	7%
Information and communication	43	5%	6%
Waste management	41	5%	6%
Public space cleaning/ City beautification	33	4%	5%
Cycleways	32	4%	5%
Public transport	30	4%	4%
Water supply	29	4%	4%
Parks, reserves and green spaces	18	2%	3%
Sewerage/ Wastewater	16	2%	2%
Public amenities/ facilities	13	2%	2%
Events/ activities	9	1%	1%
Waterways	9	1%	1%
Consents process	8	1%	1%
Housing	7	1%	1%
Environment	7	1%	1%
Recreation & Sports Centres	6	1%	1%
Noise control	5	1%	1%
Crime / Public safety	4	0.5%	1%
Animal / Pet control	3	0.4%	0.4%
Earthquake recovery/ rebuild	2	0.2%	0.3%
Health safety services	2	0.2%	0.3%
Other	22	3%	3%
Don't know	4		
Positive comment despite being asked for improvement aspect	17		

Base: All respondents (n=806), *n=709 ('Don't know' and positive responses removed)

* Survey participants were asked "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, and why?". This was an open-text response, and responses were coded into one or more categories.

The findings are displayed in more detail below.

Table 33: The one service that is more important to improve, with the reason (detailed)

Service	In detail	Number of comments	% of 'Improve' comments*
Roading	Fix roads/ make smooth/ remove potholes	87	10%
	Better quality repair/ less frequent repair/ faster repair	82	9%
	Improve traffic control/ flow/ accessibility	33	4%
	Better communication/ consultation	18	2%
	Remove speed bumps	8	1%
	Allocate resources correctly	4	0%
	Prioritise/ focus repairs where needed most	4	0%
	Don't put road cones until roadworks have started/ cut down the amount of road cones	2	0%
	Other	2	0%
Council decision-making/ financial management	Undefined	17	2%
	Devise a better rates system	35	4%
	Avoid over expenditure/ expenditure on unnecessary projects	27	3%
	Increase council transparency/ address corruption/ accountability	11	1%
	Better quality staff	8	1%
	Reduce spending on Councillors	6	1%
	Reduce the level of bureaucracy/ less red tape	3	0%
	Developing clear plans and budgets/ long term/independent thin	2	0%
	Improve communication and monitoring	1	0%
Footpaths	Other	1	0%
	Fix footpaths/ make smooth/ remove hazards	29	3%
	Pedestrian right of way clarifications	10	1%
	Better quality repair/ less frequent repair/ faster repair	8	1%
	Improve accessibility	6	1%
	Clear debris/ overhanging foliage	1	0%
	Other	1	0%
Parking	Undefined	7	1%
	More parking/better quality parking	25	3%
	Lower the cost/make it free in some areas	23	3%
	Fair enforcement/better enforcement	7	1%
	Increase the time limit	1	0%
	Other	2	0%
Information and communication	Undefined	3	0%
	Improve comms with the public/ improve transparency	33	4%
	Faster response to queries/concerns	5	1%
	More consultations	4	0%
	Consistency and clarity	2	0%
Waste management	Other	5	1%
	Proper/ better collection of waste	28	3%
	Provide bigger bins/ more bins/ same size bins/ replacement of bins	10	1%
	Increase collection frequency/ change time of collection	8	1%
	Reduce dumping fees/Make it more affordable	5	1%
	Better recycling options / information	3	0%
	Better delineation / education of recycling/organic/waste	2	0%
Public space cleaning/ city beautification	Other	2	0%
	Clear leaves, dry grass, weeds/ mow lawns/ prune trees	20	2%
	Council should clean up/increase cleaning frequency	9	1%
	Planting more trees	7	1%
	Provide feedback and representation	1	0%
Cycleways	Other	2	0%
	Stop prioritising cycleways/ reduced spending on cycleways	18	2%
	Make more user-friendly/ Less obstructive/ Safer	10	1%

	Ensure cycleways on arterial roads/ direct routes	2	0%
	Other	1	0%
	Undefined	2	0%
Public transport	Improve service to raise usage/ improve the service generally	15	2%
	Better scheduling/Improve schedule frequency	9	1%
	Buses should have a wider network	5	1%
	Make the service more affordable	6	1%
	Bicycles should be banned/ E-scooters are too dangerous	3	0%
	Add / improve bus stops	2	0%
	Develop routes/services that meet all customers needs	1	0%
	Other	4	0%
	Undefined	1	0%
Water supply	Improve or retain quality/ smell/ taste/ appearance	13	1%
	Remove chlorine/ other additives	10	1%
	Fix the wells/ bore/ aquifer/ pumping stations	5	1%
	Lower the cost of water/ make it affordable	4	0%
	Fix leaks	4	0%
	Other	2	0%
	Undefined	1	0%
Parks, reserves and green spaces	Improve maintenance/repair of park facilities	15	2%
	More facilities	4	0%
	Other	1	0%
Sewerage / wastewater	Improve drainage/ runoff	15	2%
	Reduce unpleasant smells	5	1%
	Regular maintenance of drains and culverts	2	0%
Public amenities / facilities	Improve public toilet maintenance	5	1%
	Add more public toilets/ more changing rooms	4	0%
	Improve maintenance of infrastructures/buildings	3	0%
	Improve / Add more libraries	2	0%
Events / activities	Provide more events and activities	9	1%
	Improvement communication about events	1	0%
Waterways	More efforts made to dredge/ keep clean/ clean up pollutants	5	1%
	Building flood protection barriers	3	0%
	Undefined	1	0%
Consents process	Raise standards for the approval process/ streamline the process	7	1%
	Reduce the time and costs related to the process	3	0%
	Other	2	0%
Housing	More housing	3	0%
	Other	4	0%
Environment	Address environmental issues	4	0%
	Address climate change issues/ global warming	3	0%
Recreation and sport centres	Construct more facilities	3	0%
	Make them cheaper/ open them for longer	2	0%
	Other	3	0%
Noise control	Fix noise control issues	5	1%
Crime / public safety	Improve public safety/ address crime issues	4	0%
Animal / pet control	Dog control/ Dog registration control	2	0%
	Undefined	1	0%
Earthquake recovery / rebuild	More attention to the red zones	1	0%
	Speed up the rebuild and rebuild processes	1	0%
Health safety services	Improve health services/ reducing health risk of community	2	0%
Other	Other	22	2%
Don't know		17	
Positive comment despite being asked for the best aspect		4	

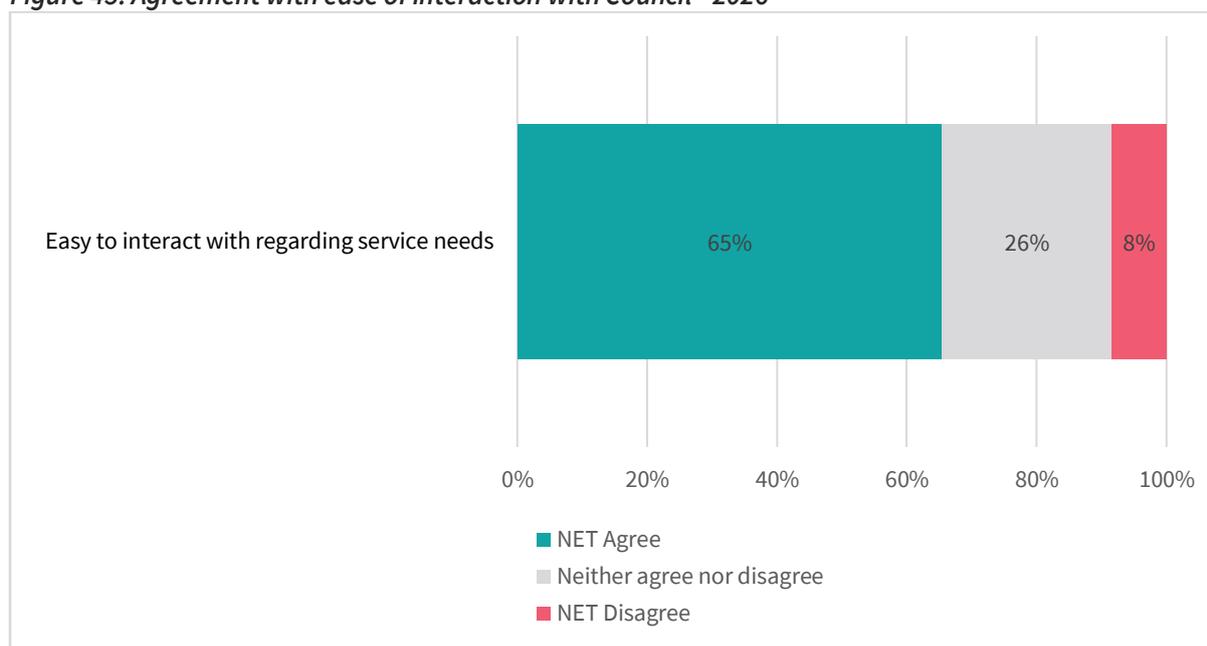
*Don't know / nothing and positive comments removed (n=885). Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent, these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level.

Ease of interaction

Ease of interaction with Council for service needs

65% of all participants agreed that the Council makes it easy to interact with them, while 8% disagreed.

Figure 45: Agreement with ease of interaction with Council - 2026



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

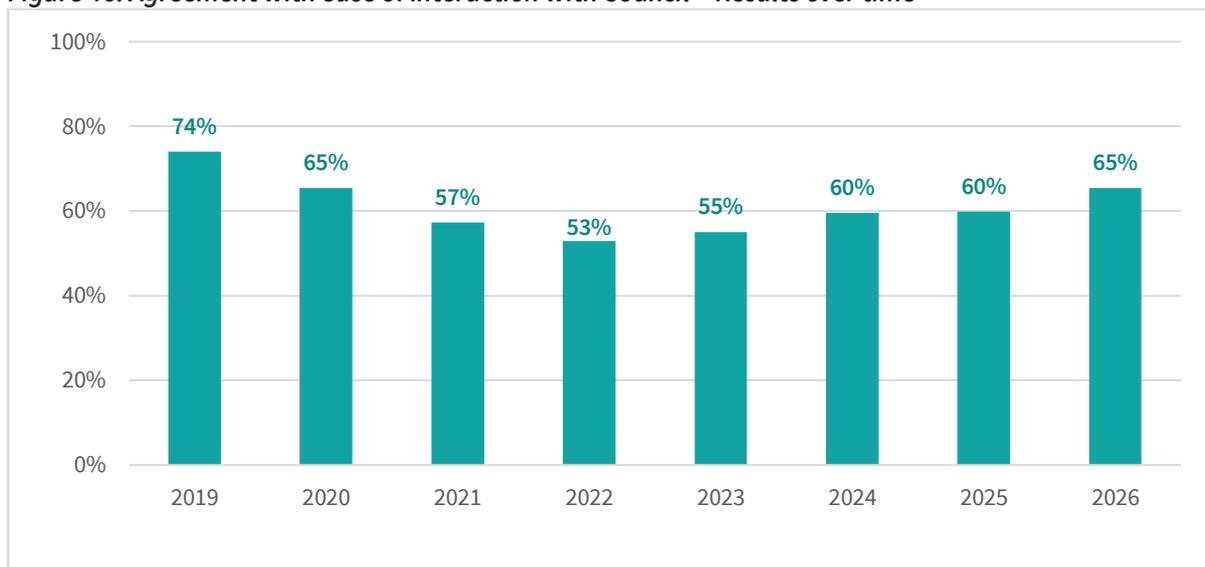
* Survey participants were asked about ease of interaction with the Council. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure this:
- How much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?

Table 34: Agreement with ease of interaction with Council – 2026 Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Council has made it easy for you to interact with it regarding your service needs	n	116	371	195	41	22	61
	%	16%	50%	26%	6%	3%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 46: Agreement with ease of interaction with Council – Results over time



“When my dog passed away, the Council took too long to refund my money and did not reply to my emails. The Council did not keep people fully informed of the changes to the Christchurch City Council Dog bylaws, that came into effect recently.”

“i am an interested ratepayer and get the regular weekly CCC update i know how to use CCC services and if i do not i ask”

“Council is easy to contact and responsive to queries.”

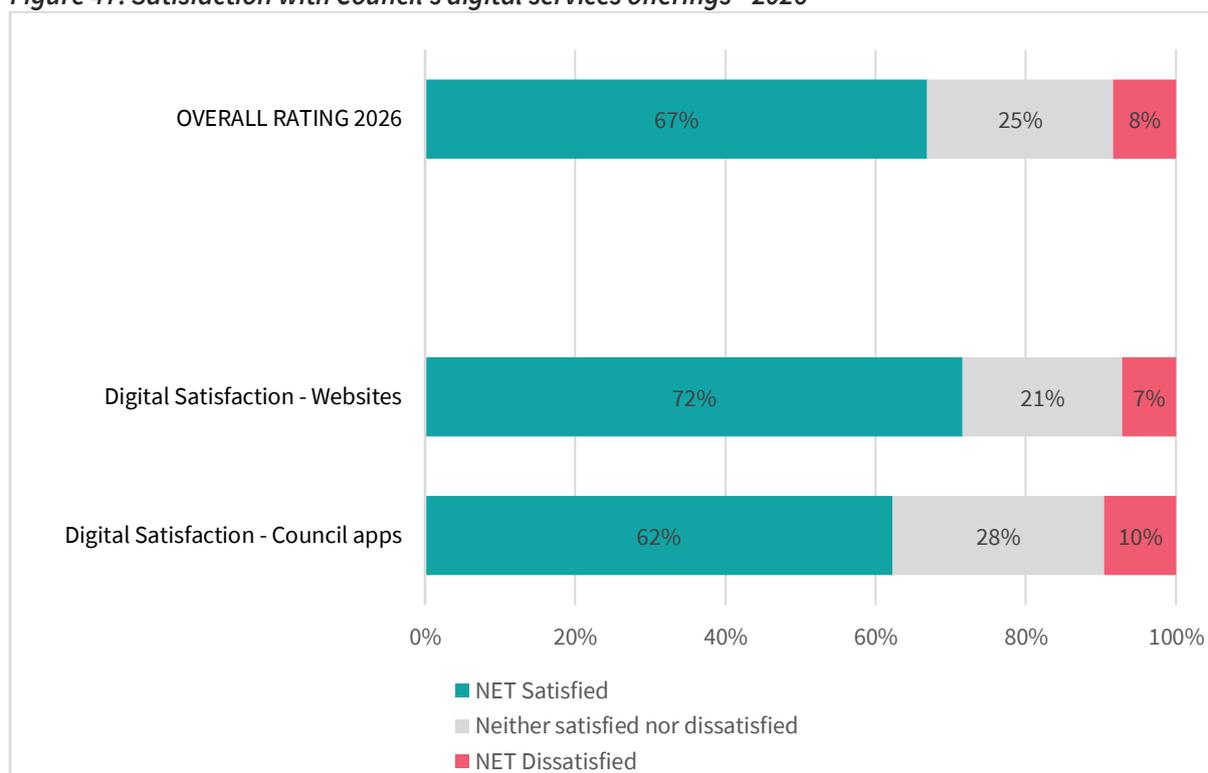
“I have let council know about how dangerous a road in my neighbourhood is. The response was that there hasn't been accident on the road before hence it's not necessary to make amendment.... Residents don't make complaints for fun. We lodge complaints because it has been an issue to those living in the area! Truly disappointed”

Digital services

Interacting with the Council using digital services

Overall, 67% of respondents are satisfied with the Council’s apps and websites, an improvement from 65% in 2025.

Figure 47: Satisfaction with Council’s digital services offerings - 2026



Base: total sample excluding 'don't know/not applicable' (n=767, 677)

* Survey participants were asked how satisfied they were interacting with the Council using digital (i.e. online) methods and offerings, using a five-point Likert scale. Two factors were used to measure this:

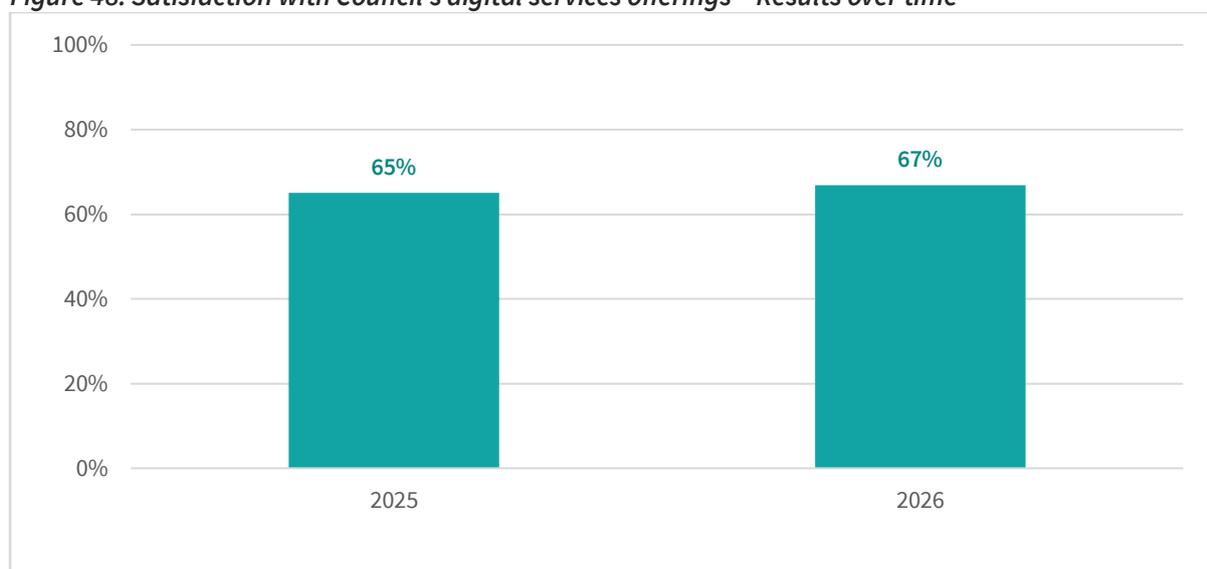
- How satisfied, or dissatisfied are you with Council apps (e.g. Bin App; Snap Send Solve)?
- How satisfied, or dissatisfied are you with the Council's websites (e.g. www.ccc.govt.nz; my.ccc.govt.nz; my.christchurchcitylibraries.com)?

Table 35: Satisfaction with Council’s digital services offerings – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council apps	n	131	290	191	52	13	129
	%	19%	43%	28%	8%	2%	
Council websites	n	136	413	163	40	15	39
	%	18%	54%	21%	5%	2%	
AVERAGE RATING	%	19%	48%	25%	6%	2%	

‘Don't know/not applicable’ responses excluded from percentage calculations

Figure 48: Satisfaction with Council’s digital services offerings – Results over time



“The council has been very fast at getting things fixed for residents , snap and solve is a great way for residents to show council where there are areas to be fixed and they get onto them in a timely manner”

“Roaming / off leash dogs continue to be a problem, snap send solve seems to go nowhere...”

“Website and apps work well for consent checks and reporting issues.”

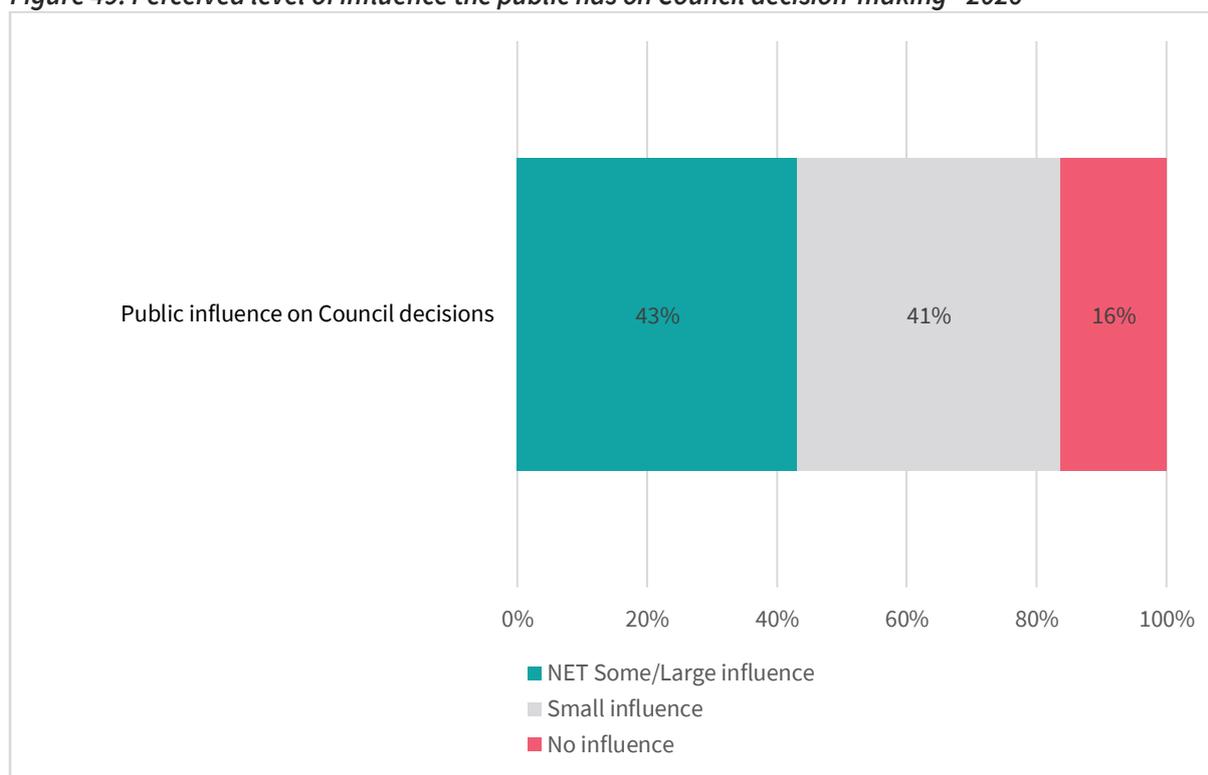
“The recreation website is also difficult to navigate and makes it very hard to look for class times at multiple locations - it would be nice to see class options on certain days at all locations rather than having to filter by location first.”

Governance and decision-making

Influence on Council decision-making

43% of respondents feel they have some or a large influence on Council decision-making, an improvement from 36% in 2025.

Figure 49: Perceived level of influence the public has on Council decision-making - 2026



Base: total sample excluding 'don't know/not applicable' (n=795)

* Survey participants were asked about their perception of public influence on Council decision making. A four-point Likert scale was used to rate their satisfaction:

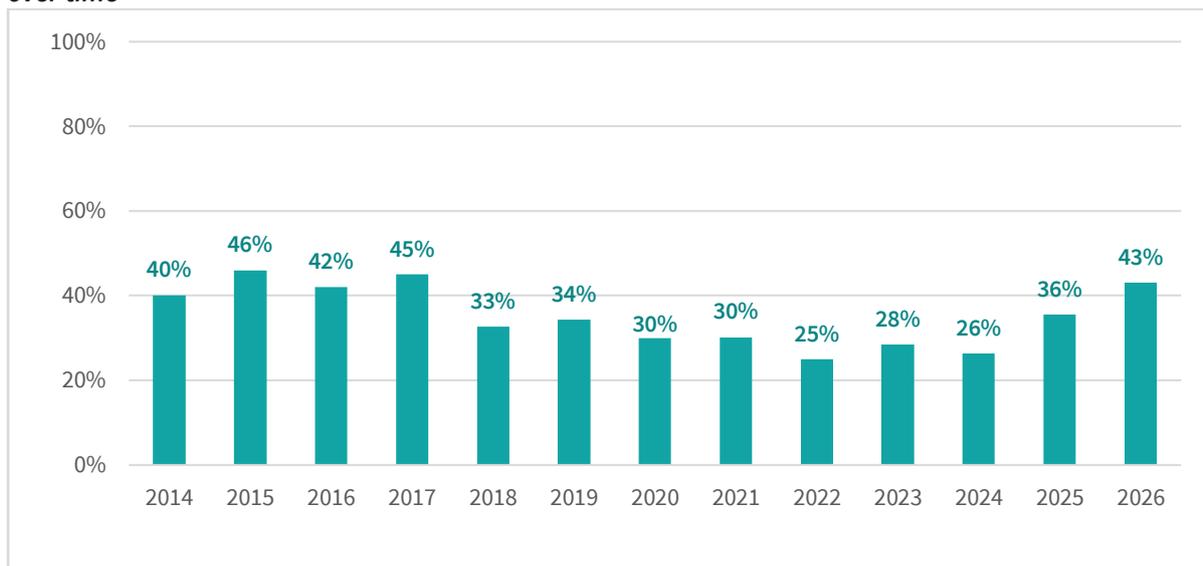
- Overall, how much influence do you feel the public has on the decisions the Council makes?

Table 36: Perceived level of influence the public has on Council decision-making – 2026 Detail

		Large influence	Some influence	Small influence	No influence	Don't know/NA
Level of influence the public has on Council decision making	n	56	287	322	130	11
	%	7%	36%	41%	16%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 50: Those who feel the public has some or a large influence on Council decision-making – Results over time



“I honestly don't feel like the council takes on board what is needed to improve the city and often has a narrow vision with short term benefits prioritised over thinking about how to improve the city beyond their term.”

“Sometimes the Council appears to ignore the opinions of local residents when making planning decisions”

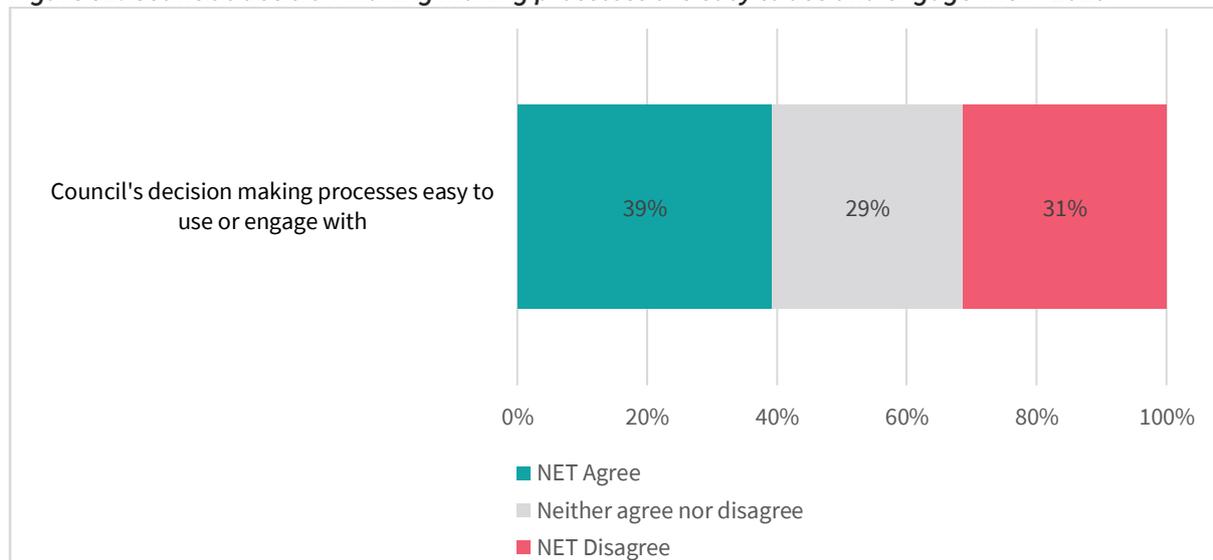
“I believe the council says they listen and consult but it's all window dressing. Their minds are made up before consultation.”

“Unfortunately many of our youth don't get a voice in these decisions that largely affect them and their futures which is frustrating.”

Decision making processes are easy to use and engage with

39% of respondents agree that Council's decision making processes are easy to use and engage with, an improvement from 33% in 2025.

Figure 51: Council's decision making making processes are easy to use and engage with - 2026



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

* Survey participants were asked about their perception of whether the Council makes it easy to use and engage with its decision making processes. A five-point Likert scale was used to rate their satisfaction:

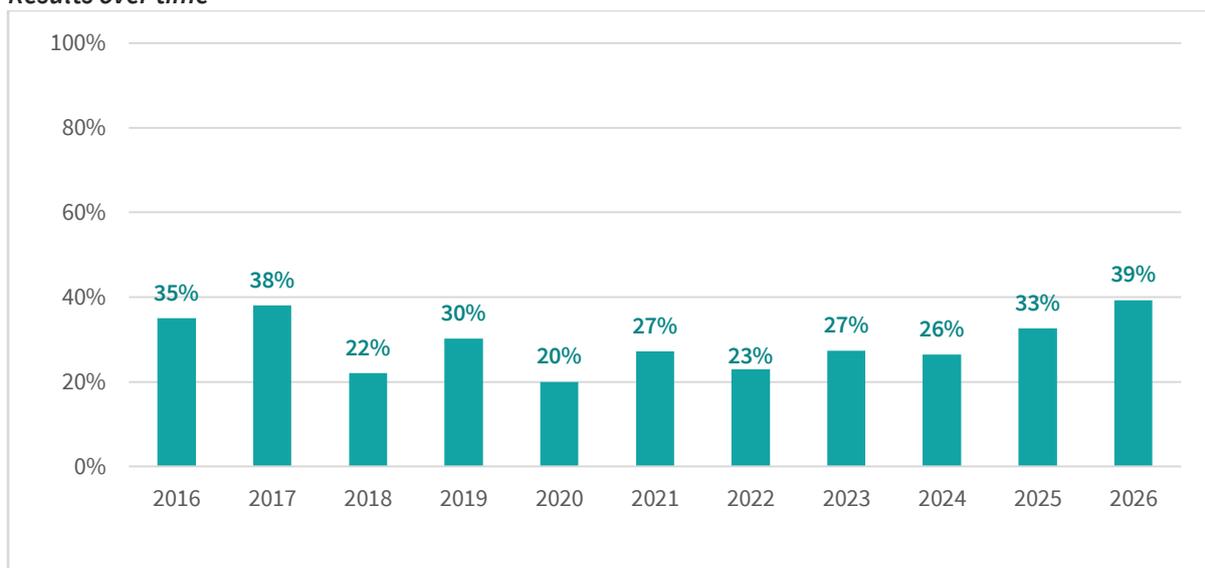
- How much do you agree or disagree the Council makes it easy for you to use and engage with its decision making processes? Pre-2025, this was a component of LOS 4.1.9 but is now reported separately. It also changed to an agree/disagree scale from a satisfied/dissatisfied scale.

Table 37: Council's decision making making processes are easy to use and engage with – 2026 Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Council's decision making processes easy to use or engage with	n	70	230	224	189	51	764
	%	9%	30%	29%	25%	7%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 52: Agreement Council's decision making making processes are easy to use and engage with – Results over time



"I don't really know how decisions are made and I think transparency about what the general public think about what decisions to make could be more."

"Seems the council doesn't listen and just does what it wants."

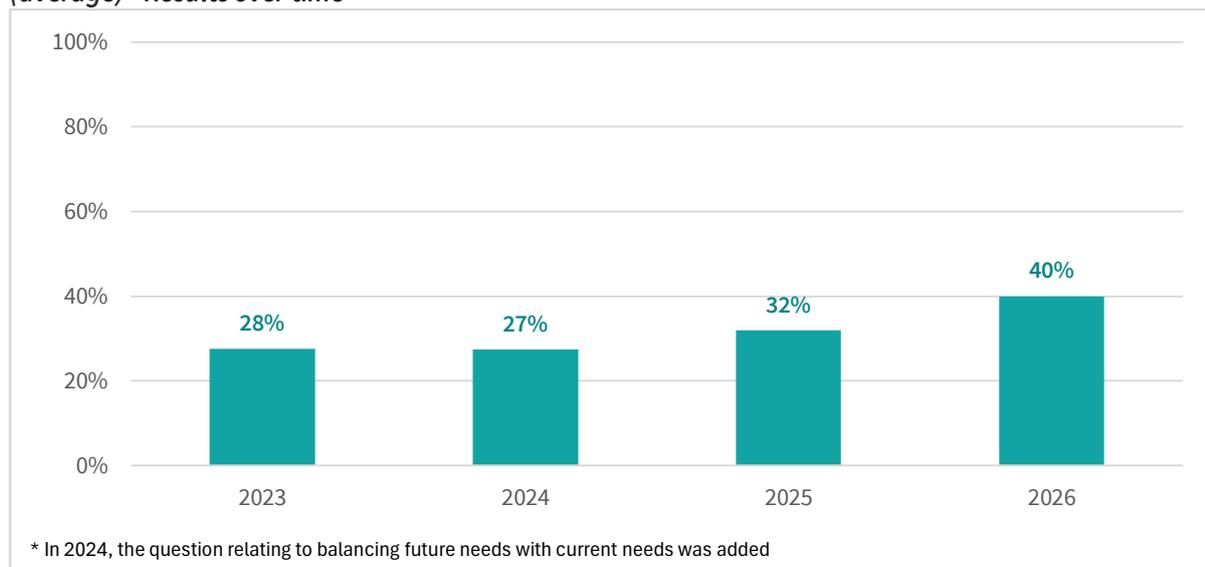
"Communication with the public . Too many meetings are closed to the public."

"The annual planning process is opaque. There needs to be a fully published chart of accounts by programme so that we can comment on what to cut or increase in funding. The Council and Mayor hides behind we didn't get consistent views during consultation which of course will never happen."

Reputation and Trust

On average, 40% of residents agree that the Council has a good reputation and can be trusted, an improvement from 32% in 2025.

Figure 53: Agreement and satisfaction with reputation and trust statements about the Council (average) - Results over time

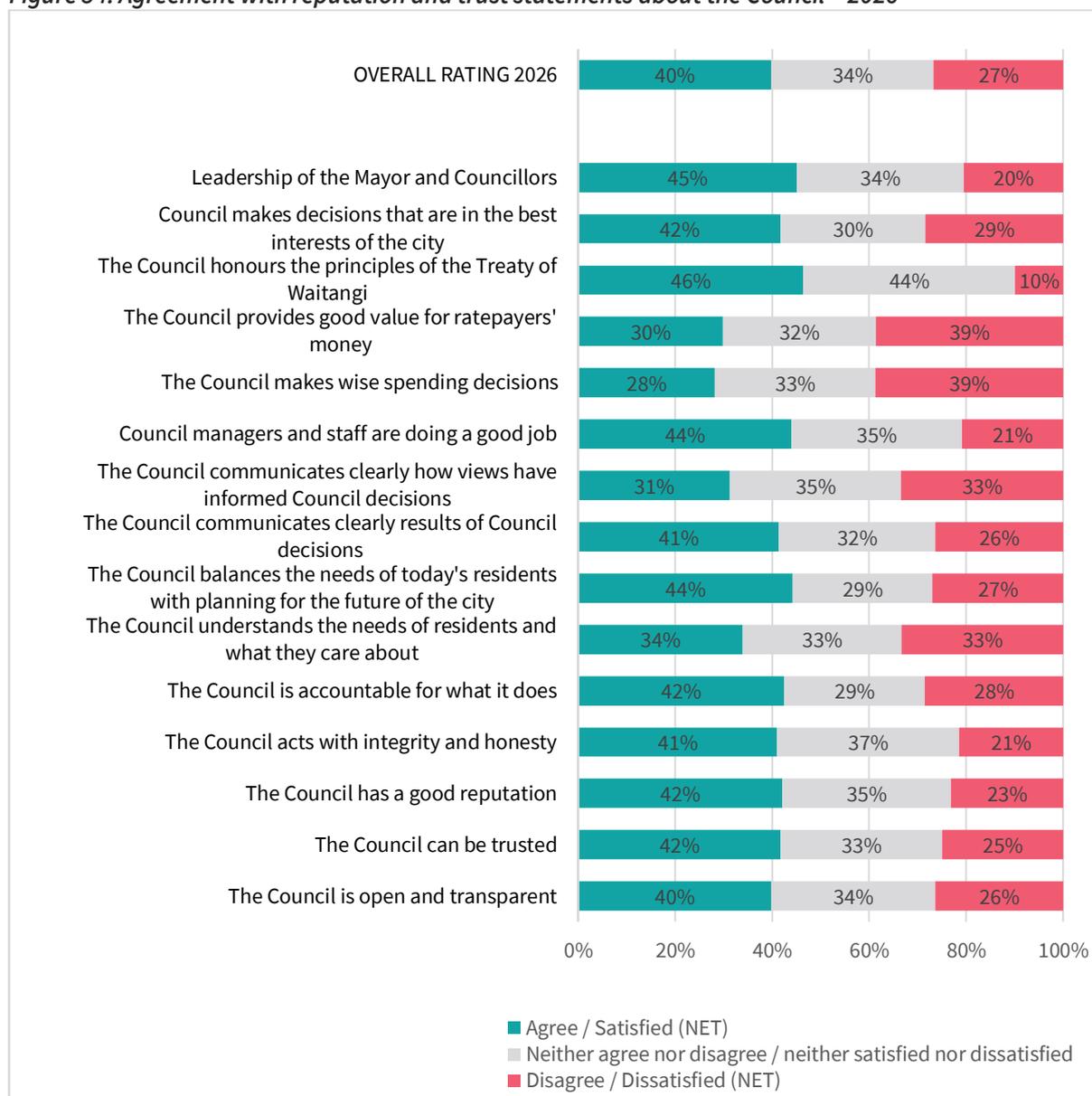


Base: total sample excluding 'don't know/not applicable'

* Survey participants were asked to rate their agreement or level of satisfaction with a list of statements revolving around their reputation and trust in the Council. A five-point Likert scale was used to rate their satisfaction. Fifteen factors were used to provide an overall score:

- Do you agree or disagree that the Council is open and transparent?
- Do you agree or disagree that the Council can be trusted?
- Do you agree or disagree that the Council has a good reputation?
- Do you agree or disagree that the Council acts with integrity and honesty?
- Do you agree or disagree that the Council is accountable for what it does?
- Do you agree or disagree that the Council understands the needs of residents and what they care about?
- Do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city?
- Do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?
- Do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?
- Do you agree or disagree that Council managers and staff are doing a good job?
- Do you agree or disagree that the Council makes wise spending decisions?
- Do you agree or disagree that the Council provides good value for ratepayers' money?
- Do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?
- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?
- How satisfied or dissatisfied are you with the leadership of the Mayor and Councillors?

Figure 54: Agreement with reputation and trust statements about the Council – 2026



Base: total sample excluding 'don't know/not applicable'
 (n=786/798/625/780/788/771/766/780/794/793/783/782/794/793/784)

“Consultations are bureaucratic and staff are not held to account for providing misleading information. Staff interpret submissions to summarise them with bias. The Councillors do not ask the right questions. Year on year, there hasn't been sufficient focus on efficiency.”

“not listening to the people on a lot of issues, not spending rate payer money diligently”

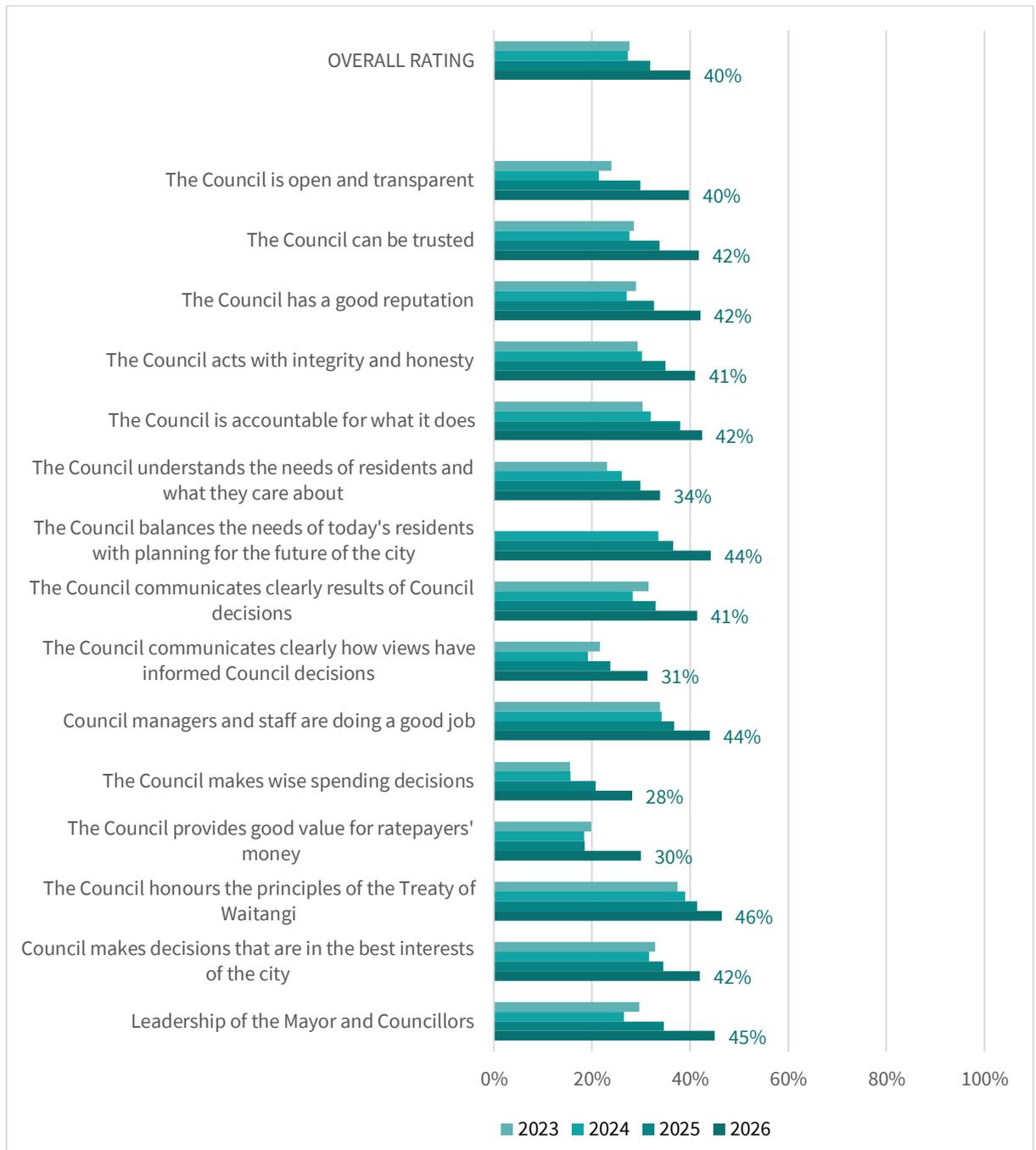
“The council is useless and they are corrupt and they only think about the political gains rather than what the community and city needs.”

Table 38: Agreement and satisfaction with reputation and trust statements about the Council – 2026
Detail

		Strongly agree /very satisfied	Agree/ satisfied	Neither agree nor disagree/ Neither satisfied nor dissatisfied	Disagree/ Dissatisfied	Strongly disagree/ very dissatisfied	Don't know / not applicable
The Council is open and transparent	n	52	260	265	157	50	22
	%	7%	33%	34%	20%	6%	
The Council can be trusted	n	64	267	264	143	55	13
	%	8%	34%	33%	18%	7%	
The Council has a good reputation	n	59	275	276	139	45	12
	%	7%	35%	35%	18%	6%	
The Council acts with integrity and honesty	n	60	261	293	130	38	24
	%	8%	33%	37%	17%	5%	
The Council is accountable for what it does	n	68	264	228	153	70	23
	%	9%	34%	29%	20%	9%	
The Council understands the needs of residents and what they care about	n	52	217	260	186	78	13
	%	7%	27%	33%	23%	10%	
The Council balances the needs of today's residents with planning for the future of the city	n	63	288	229	151	63	12
	%	8%	36%	29%	19%	8%	
The Council communicates clearly with residents the results of Council decisions	n	54	269	251	165	41	26
	%	7%	34%	32%	21%	5%	
The Council communicates clearly with residents about how their views have informed Council decisions	n	41	199	270	199	57	40
	%	5%	26%	35%	26%	7%	
Council managers and staff are doing a good job	n	57	282	271	106	55	35
	%	7%	37%	35%	14%	7%	
The Council makes wise spending decisions	n	43	179	261	182	123	18
	%	5%	23%	33%	23%	16%	
The Council provides good value for ratepayers' money	n	44	186	247	182	121	26
	%	6%	24%	32%	23%	16%	
The Council honours the principles of the Treaty of Waitangi	n	58	232	273	43	19	181
	%	9%	37%	44%	7%	3%	
The Council makes decisions in the best interests of the city	n	68	263	239	164	64	8
	%	9%	33%	30%	21%	8%	
Leadership of the Mayor and Councillors	n	67	287	271	112	49	20
	%	9%	37%	34%	14%	6%	
AVERAGE RATING		7%	32%	34%	19%	8%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 55: Agreement with reputation and trust statements about the Council - Results over time

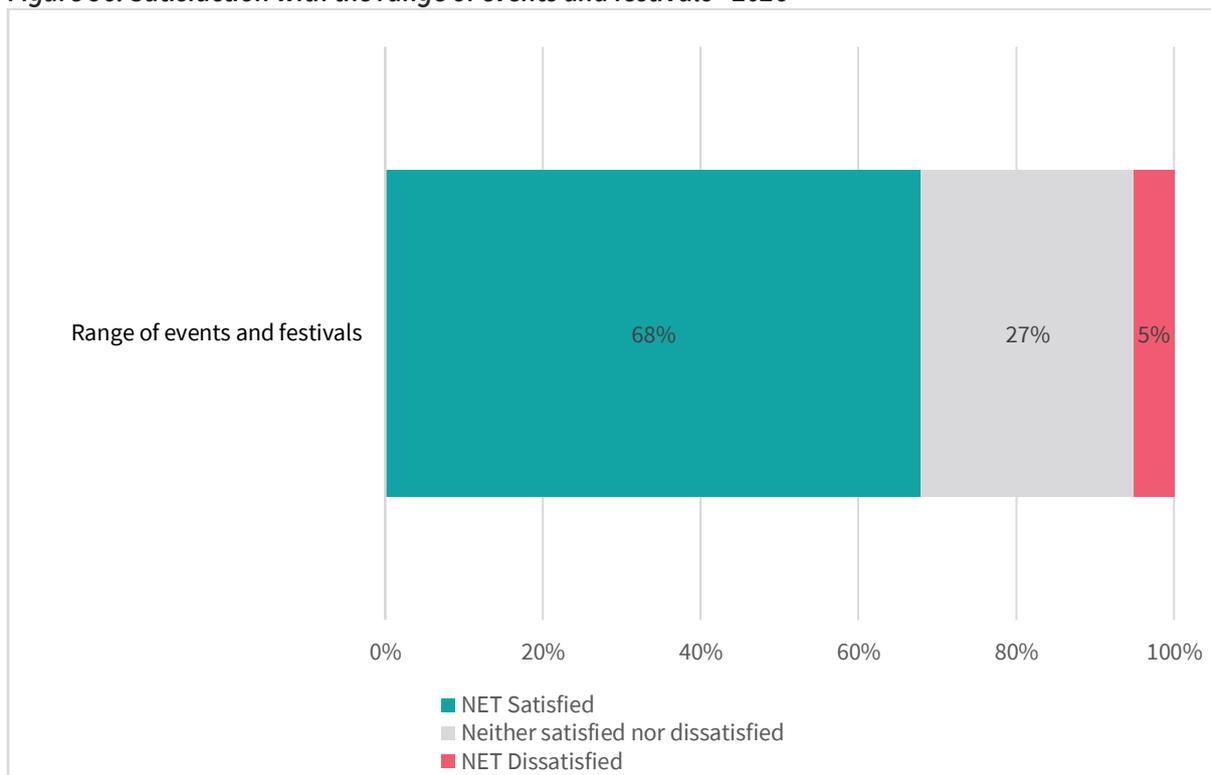


Events and Festivals

Range of events and festivals

68% of respondents are satisfied with the range of events and festival, an improvement from 67% in 2025.

Figure 56: Satisfaction with the range of events and festivals - 2026



Base: total sample excluding 'don't know/not applicable' (n=778)

* Survey participants were asked about their satisfaction with the range of events and festivals. A five-point Likert scale was used to rate their satisfaction:

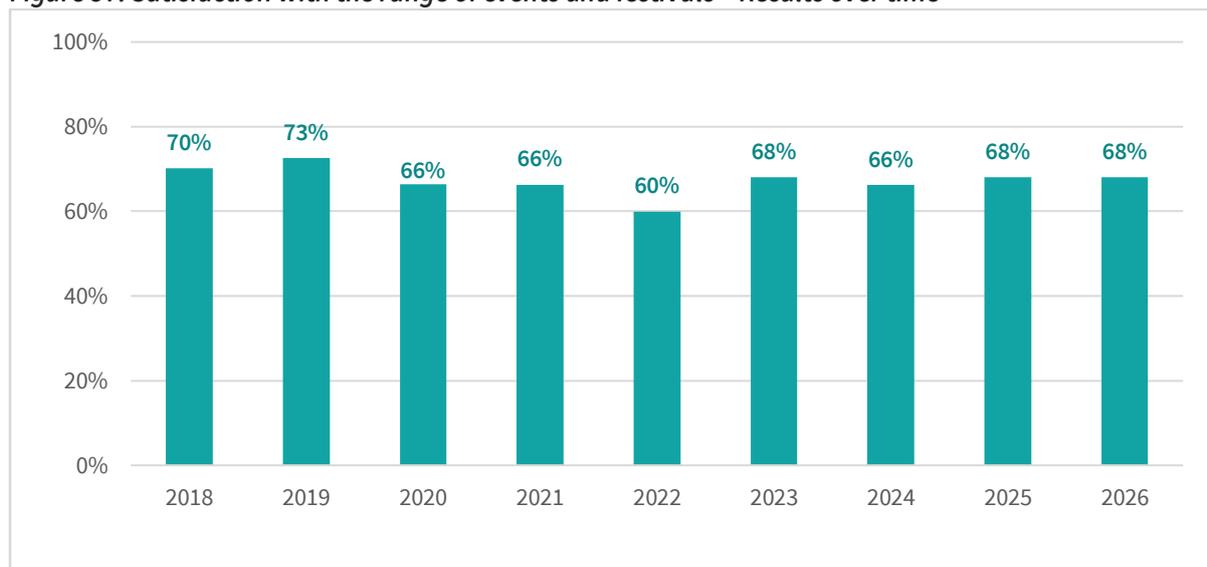
- How satisfied or dissatisfied are you with the range of events and festivals?

Table 39: Satisfaction with the range of events and festivals – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with the range of events and festivals	n	138	391	209	33	7	28
	%	18%	50%	27%	4%	1%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 57: Satisfaction with the range of events and festivals – Results over time



“I am in full admiration of the way Council maintains the beauty of Hagley Park while still providing for the myriad of festivals and (usually family-friendly) events. Amazing amounts of work both before and after these are a credit to Council workers and organisers. Thank you.”

“Community events are always great, lots of family friendly events for everyone”

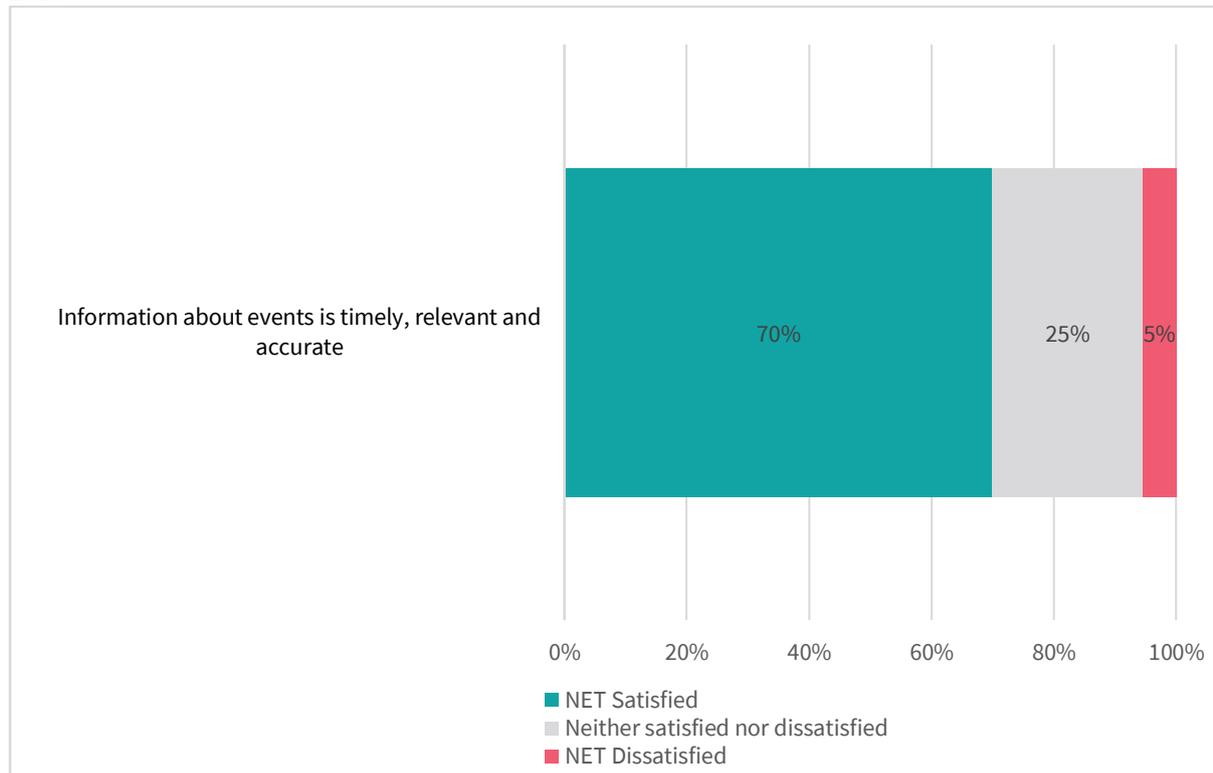
“Festivals and concerts, need more international acts to bring life to Christchurch”

“Providing safe events for the city to enjoy. I think the music concerts & festivals being held here are the best in NZ. I feel 10 times safer going to a concert here than in Auckland.”

Information about events and festivals

70% of respondents are satisfied with information received about events and festivals, an improvement from 66% in 2025.

Figure 58: Satisfaction with timely, relevant, and accurate information about events and festivals - 2026



Base: total sample excluding 'don't know/not applicable' (n=785)

* Survey participants were asked about their satisfaction with the information received about city events and festivals. A five-point Likert scale was used to rate their satisfaction:

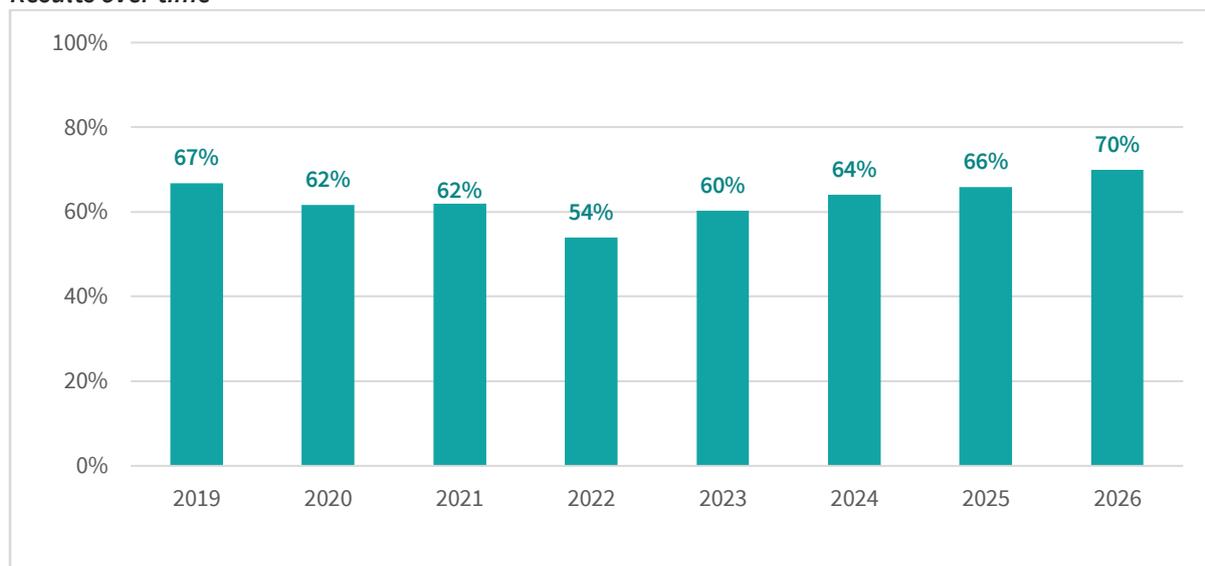
- How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?

**Table 40: Satisfaction with timely, relevant, and accurate information about events and festivals – 2026
Detail**

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Information is timely, relevant and accurate	n	142	407	193	34	9	21
	%	18%	52%	25%	4%	1%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 59: Satisfaction with timely, relevant, and accurate information about events and festivals – Results over time



“Love the Council 'Whats On' website, it always lists activities on in the city in one place, always look forward to Council activities like Sparks in the park, Lazy Sundays, open air theater etc.”

“They are quite regular and provide information to the people of every event”

“I think the communication could approve as well as seasonal programme of what is happening around the city.”

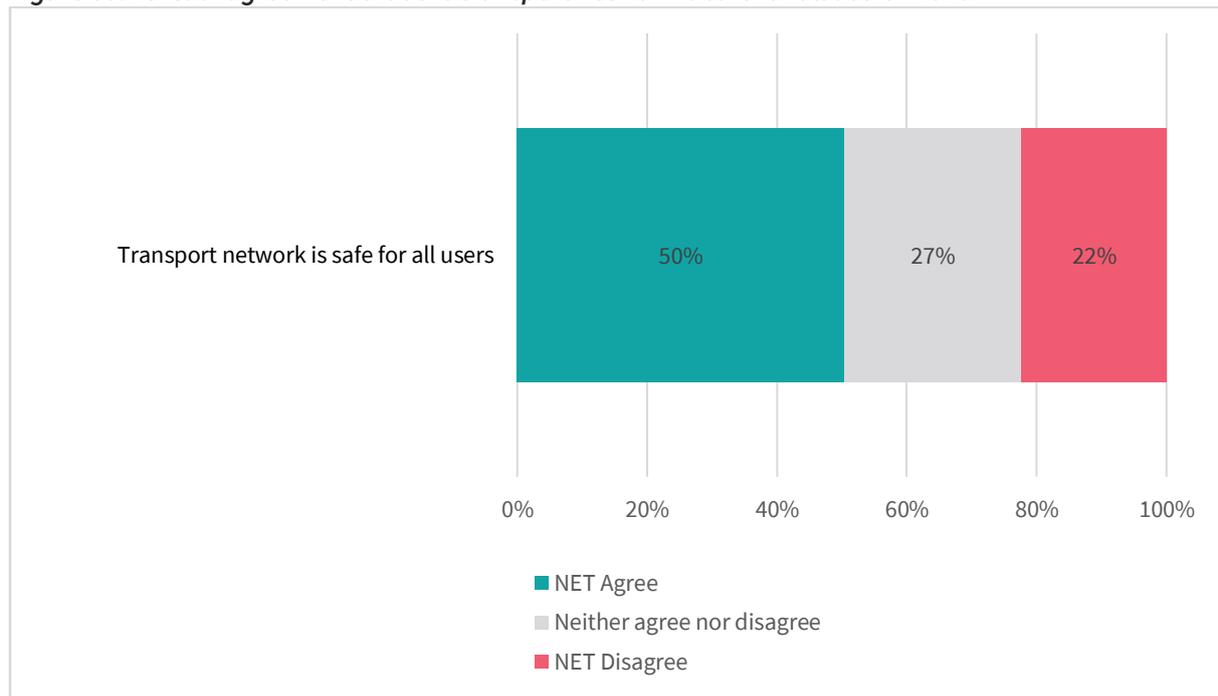
“Maybe the way you advertise all the events/programmes offered? We love swimsmart and kidsfest. There are probably more but I'm not aware of them. I know about swimsmart and kidsfest because I went looking for information on swimming lessons and the Alliance Francaise advertised kidsfest on their website/Facebook page.”

Transport

Transport Safety

50% of respondents agree the transport network is safe for all users.

Figure 60: Level of agreement that the transport network is safe for all users - 2026



Base: total sample excluding 'don't know/not applicable' (n=793)

* Survey participants were asked about the safety of the transport network for all users. A five-point Likert scale was used to rate their agreement:

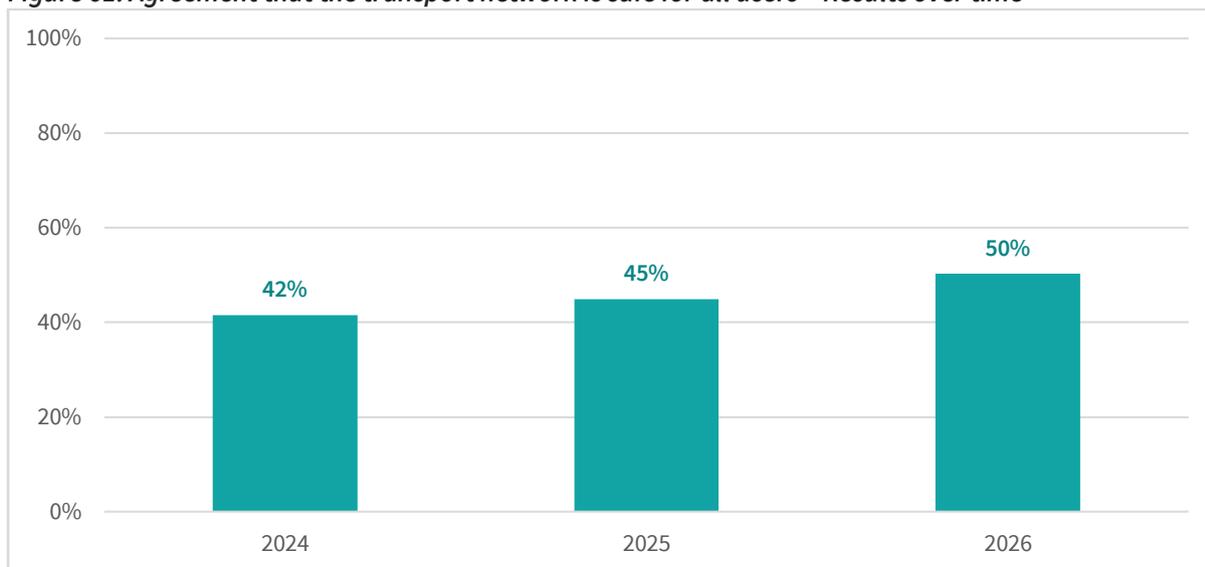
- How much do you agree or disagree that our transport network is SAFE for ALL users so that everyone comes home healthy and safe each day?

Table 41: Level of agreement that the transport network is safe for all users – 2026 Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/NA
Transport network is safe for all users	n	70	329	217	128	49	13
	%	9%	41%	27%	16%	6%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 61: Agreement that the transport network is safe for all users – Results over time



“The cycle ways are impressive and flow so easily around the city. I really enjoy the thought through process especially around cycling safety.”

The Lincoln Road/Halswell Road extension is a prime example of exceptional and well thought out design of the shared walk and cycle, this should be implemented throughout the whole city creating an environment of safety for all users.

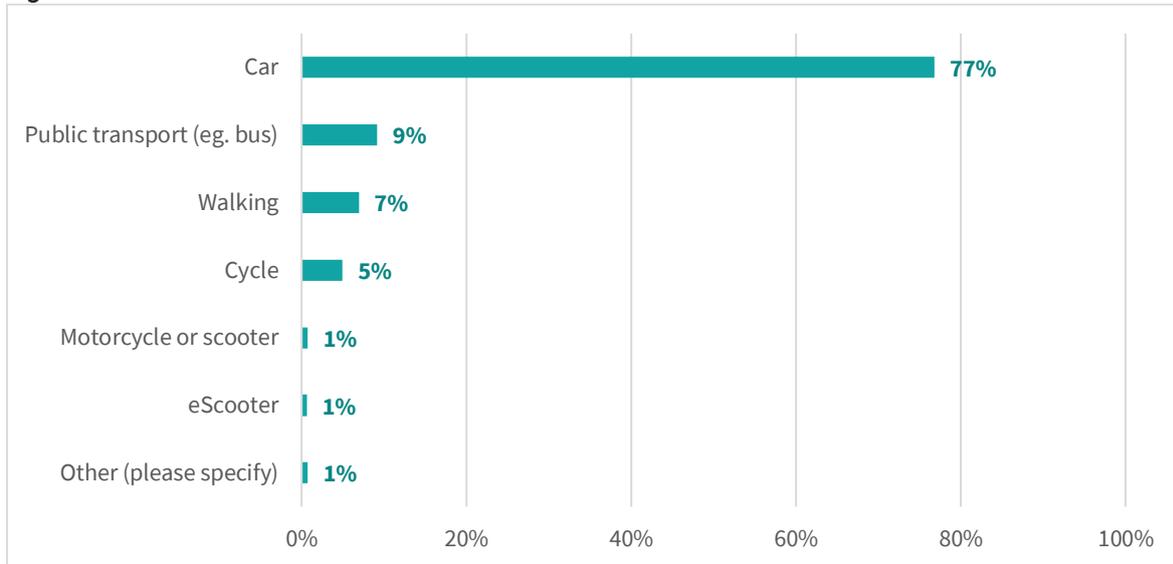
“Safety on footpaths for walkers: clear rules about what is for pedestrian, what is for cycles what is for scooters.”

“Too much money spent on Dyers Pass Road, Colombo Street, Centaurus road roundabout. It clearly does not work at peak traffic times. ... The placement of the pedestrian crossing on Colombo street travelling north is dangerous as drivers often fail to stop. I cross this on a twice daily basis.”

Transport Ease

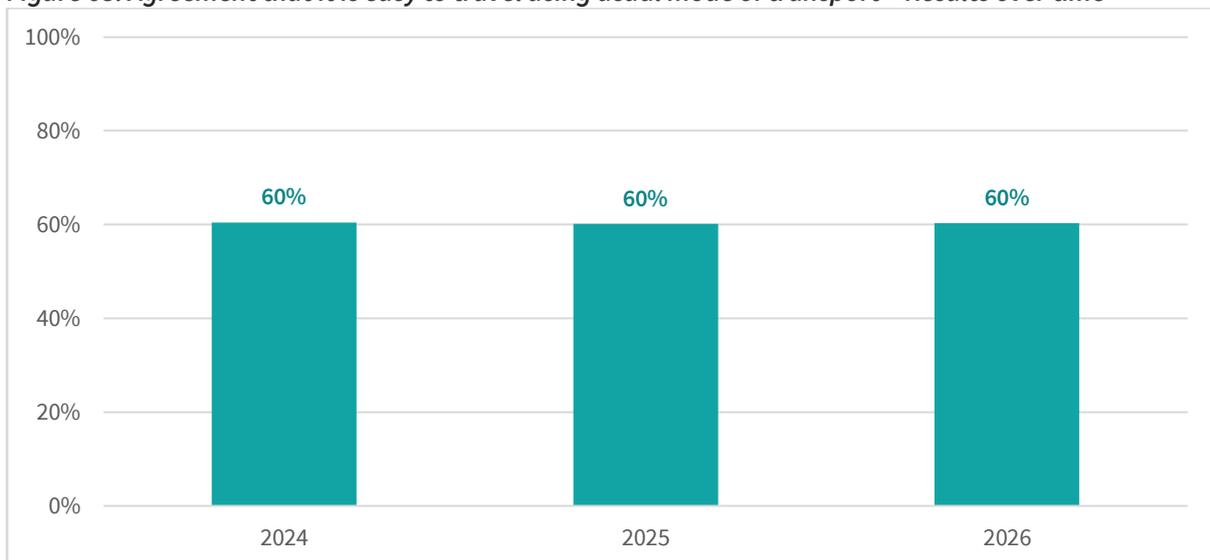
60% of respondents agree the transport network is easy to use when travelling by their usual mode. The majority of respondents usually travel in Christchurch by car (77%).

Figure 62: Usual mode used to travel in Christchurch - 2026



Base: total sample (n=806)

Figure 63: Agreement that it is easy to travel using usual mode of transport - Results over time

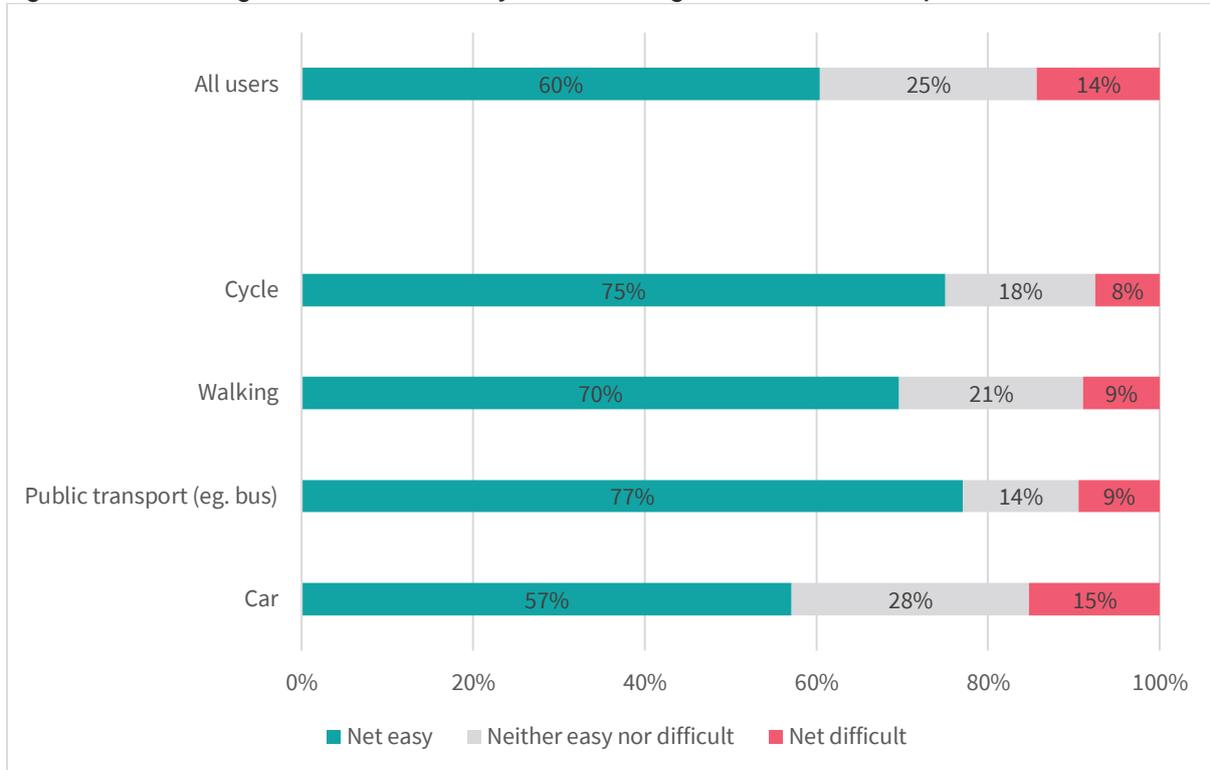


* Survey participants were asked their usual mode of transport they used most often, and the ease of travelling by that mode using a five-point Likert scale:

- How did you usually travel in Christchurch in the last 12 months? (select the ONE method you used the MOST OFTEN)
- How easy or difficult was it to travel by <<MODE>> in Christchurch in the last 12 months?

When looking at the ease of travelling by the four main modes of transport used³, those usually travelling by car reported the lowest levels of ease (57%). Respondents who usually cycled or used public transport reported the highest levels ease (75% or higher).

Figure 64: Level of agreement that it is easy to travel using usual mode of transport - 2026



Base: total sample for each mode excluding 'don't know/not applicable' (n=805/40/56/74/618)

³The other modes were each used by fewer than 10 respondents

Table 42: Level of agreement that it is easy to travel using usual mode of transport - 2026

Usual mode		Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Don't know/NA
Car	n	109	244	171	74	20	1
	%	18%	39%	28%	12%	3%	
Public transport	n	16	41	10	6	1	
	%	22%	55%	14%	8%	1%	
Walking	n	13	26	12	5		
	%	23%	46%	21%	9%	0%	
Cycle	n	10	20	7	3		
	%	25%	50%	18%	8%	0%	
Motor cycle or scooter	n	1	4	1			
	%	17%	67%	17%	0%	0%	
eScooter	n		2	1	2		
	%	-	40%	20%	40%	-	
Other	n			2	2	2	
	%	0%	0%	33%	33%	33%	
Total	n	149	337	204	92	23	
	%	19%	42%	25%	11%	3%	

'Don't know/not applicable' responses excluded from percentage calculations.

“The traffic lights are a big issue causing congestion like the speed bumps. Sometimes only 2 cars can turn right each light change which makes people turn on orange and run red lights.”

“Stop ruining the traffic system for motorists and pedestrians.”

Roads and footpaths. Just about every street I turn down, there's some sort of repair going on. Is it really necessary? They block off whole streets which causes congestion in other streets.”

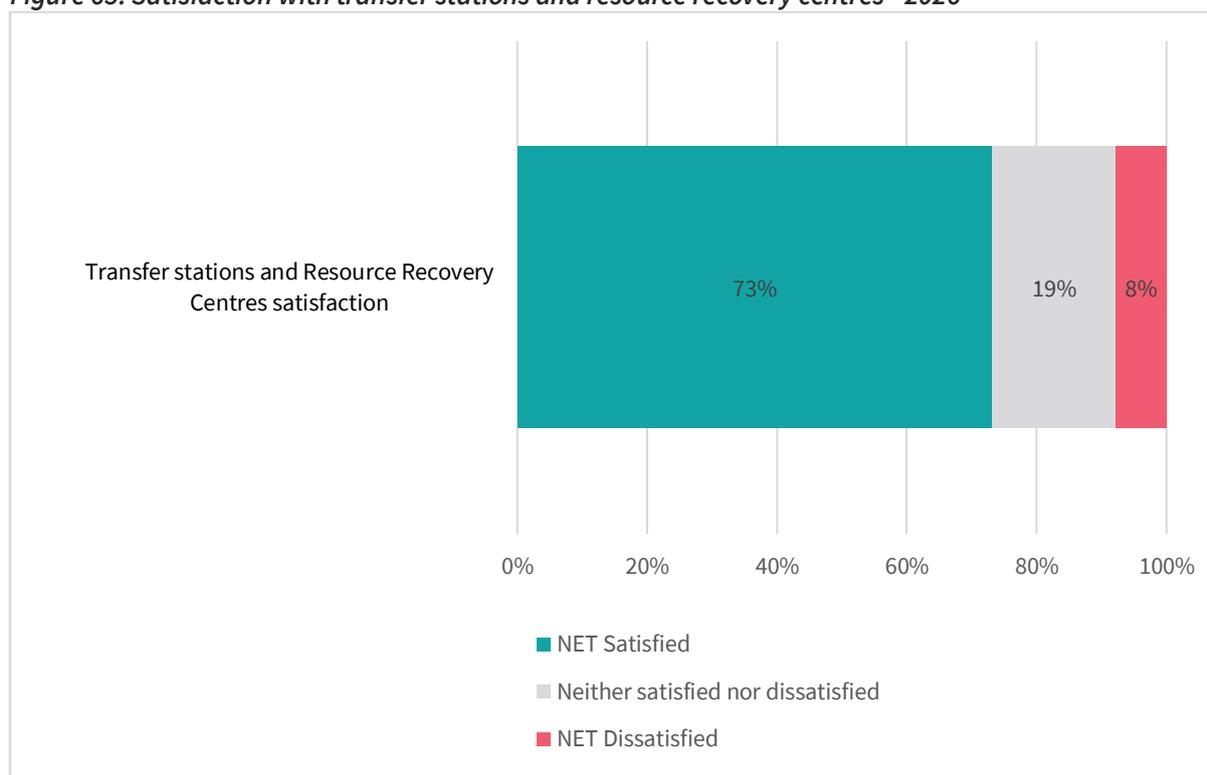
“I feel that the roading issues are a major problem, ChCh is no longer easy to get around. The introduction of cycle lanes, whilst approving their existence, their design has created havoc in most areas.”

Transfer stations and recovery centres

Transfer stations and recovery centres

73% of respondents are satisfied with the Council's transfer stations and resource recovery centres, an improvement from 71% in 2025.

Figure 65: Satisfaction with transfer stations and resource recovery centres - 2026



Base: total sample excluding 'don't know/not applicable' (n=755)

* Survey participants were asked how satisfied they were with the Council's transfer stations and resource recovery centres using a five-point Likert scale:

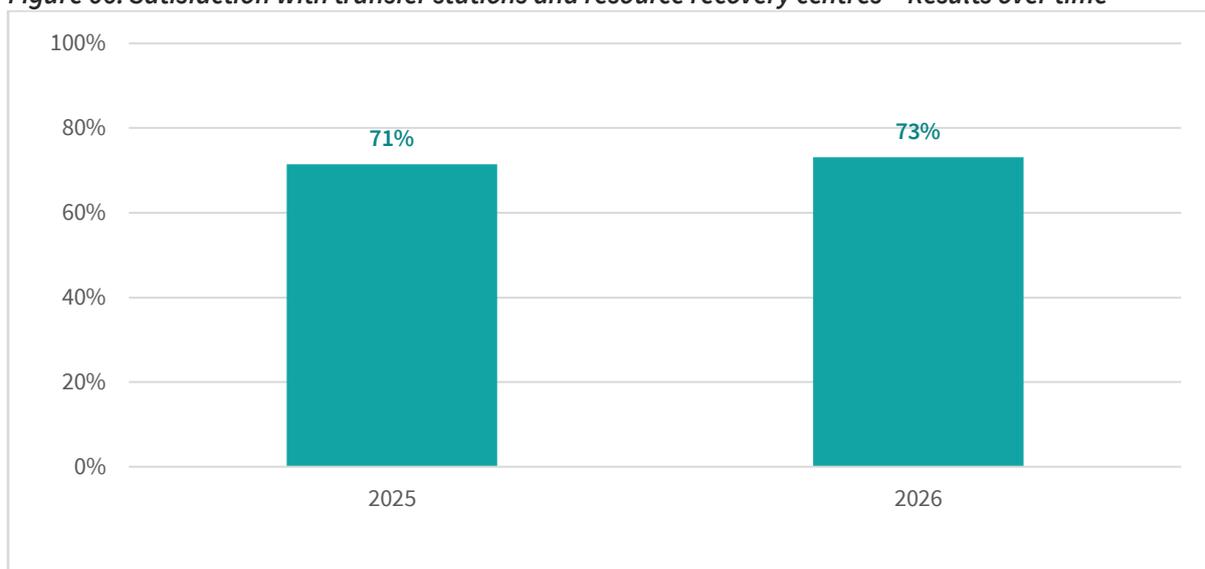
- How satisfied, or dissatisfied are you with Council's transfer stations and Resource Recovery Centres for disposing of large quantities of rubbish, green waste, recycling, items for reuse and household hazardous waste not collected through the kerbside service?

Table 43: Satisfaction with transfer stations and resource recovery centres – 2026 Detail

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with transfer stations and resource recovery centres	n	180	372	144	45	14	51
	%	24%	49%	19%	6%	2%	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 66: Satisfaction with transfer stations and resource recovery centres – Results over time



“I recently needed to get rid of e-waste and my visit to the EcoDrop (Parkhouse Road) was genuinely impressive; the site was well-organised and tidy, the staff were helpful and friendly, and the whole process was far smoother than I expected. It felt like an operation that’s running efficiently and making a positive difference for our city.”

“Ecoshop/recycling. Great service and sustainable messaging.”

“waste collection and recycling good at all levels e.g eco drops”

“Maybe reduce dumping fees so there isn't rubbish dumped all over Christchurch, making the city look like a dump.”

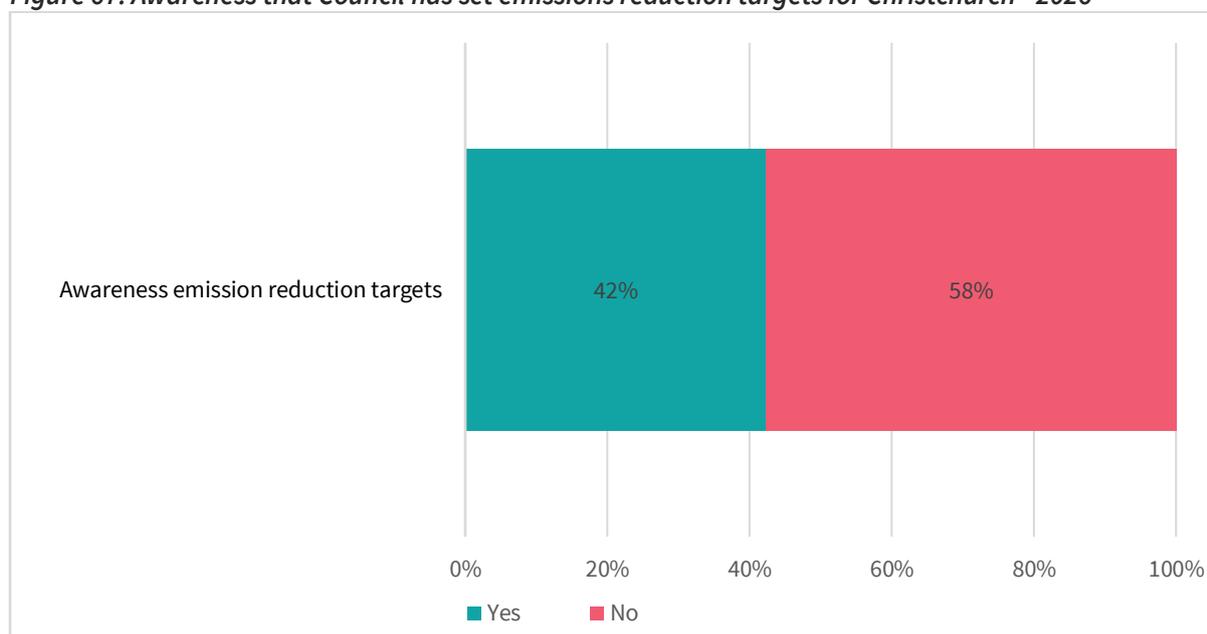
Climate change

Awareness of Council’s emissions reduction targets

42% of respondents are aware that Council has set greenhouse gas [emissions reduction targets](#) for Christchurch.

This was a new question in 2026, for those who opted to answer the climate action questions.

Figure 67: Awareness that Council has set emissions reduction targets for Christchurch - 2026



Base: total climate sample excluding 'don't know/not applicable' (n=532)

Table 44: Awareness that Council has set emissions reduction targets for Christchurch – 2026 Detail

		Yes	No	Don't know / not applicable
Awareness that Council has set emissions reduction targets	n	225	307	37
	%	42%	58%	

'Don't know/not applicable' responses excluded from percentage calculations

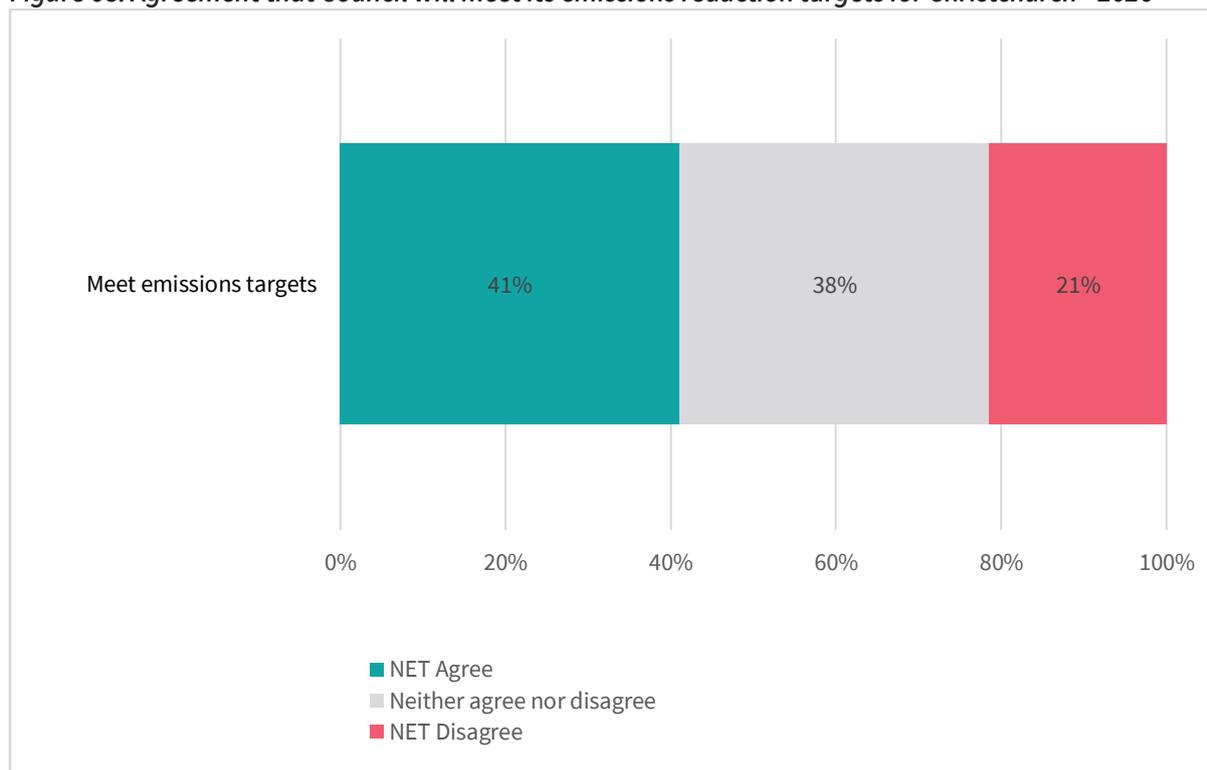
* At the end of the main survey, survey participants had the option to answer additional questions relating to climate action.
 - Are you aware that the Council has set greenhouse gas emissions reduction targets for Christchurch?

Agreement that Council will meet its emissions reduction targets

41% of respondents agree that Council will meet its greenhouse gas [emissions reduction targets](#) for Christchurch.

This was a new question in 2026, for those who opted to answer the climate action questions.

Figure 68: Agreement that Council will meet its emissions reduction targets for Christchurch - 2026



Base: total climate sample excluding 'don't know/not applicable' (n=458)

Table 45: Agreement that Council will meet its emissions reduction targets for Christchurch – 2026

Detail

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Agreement Council will meet its emissions reduction targets for Christchurch	n	39	149	172	67	31	111
	%	9%	33%	38%	15%	7%	

'Don't know/not applicable' responses excluded from percentage calculations

* At the end of the main survey, survey participants had the option to answer additional questions relating to climate action. A five-point Likert scale was used to rate their agreement.

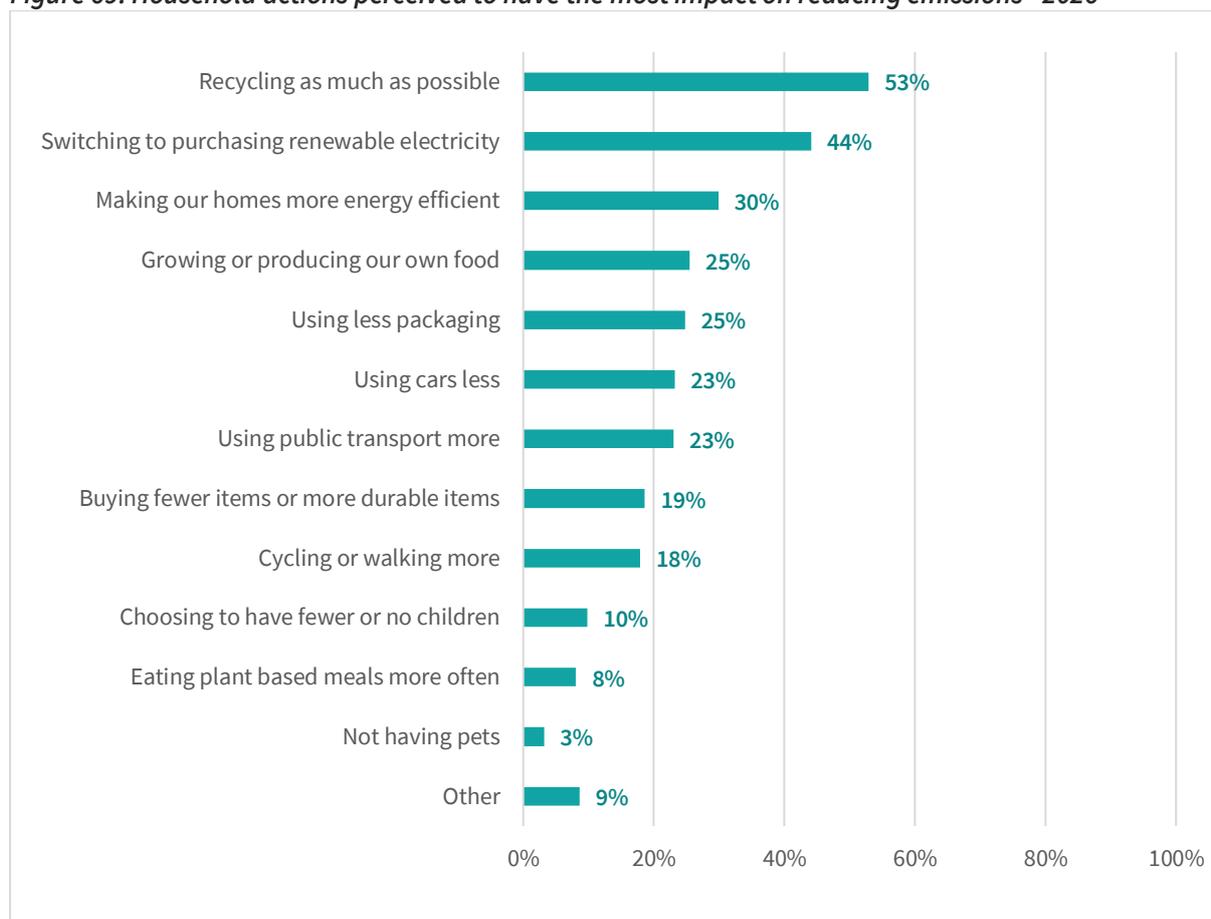
- How much do you agree or disagree that the Council will meet its emissions target?

Household actions with the most impact on reducing greenhouse gas emissions

Recycling, switching to purchasing renewable electricity, and making our homes more energy efficient were the top actions that respondents thought would have the most impact on reducing emissions.

This was a new question in 2026, for those who opted to answer the climate action questions.

Figure 69: Household actions perceived to have the most impact on reducing emissions - 2026



Base: total climate sample (n=569)

* At the end of the main survey, survey participants had the option to answer additional questions relating to climate action.

- Below is a list of different ways in which households could change their behaviours to reduce global greenhouse gas emissions (or carbon footprints). Which THREE of the following actions, if any, do you think would have MOST IMPACT on reducing greenhouse gas emissions?

“We need commuter rail systems yesterday and there is no better time than now to finally bite the bullet and invest in our future. From Rangiora to Kaiapoi it would add so much value and be such an inspiration for cities abroad as well. That is how we start to actually make meaningful progress towards climate change carbon reductions, and that is how we reduce congestion on the roads.”

“The most impact would come from businesses rather than everyday households given that a lot of the time people aren’t at home but at work or out doing things”

“The Christchurch city council needs to focus on better managing financial sustainability amid high rate increases, accelerating infrastructure delivery, and enhancing climate resilience”

“Almost none of this can make any difference as NZ emissions (non-farm) are determined by the ETS”

Section 5: Appendix

Community board breakdowns

The following section details survey findings by Community Board.

Note percentages for community boards *include* don't know/not applicable in percentage calculations, so proportions are not directly comparable with the city-wide level of service proportions (which *exclude* don't know/not applicable responses).

Governance and Decision making

Table 46: Understanding of Council decision-making

Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions?'						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	16.3%	5.9%	5.3%	8.8%	7.5%	4.3%
Agree	53.1%	35.3%	44.4%	41.5%	40.6%	47.1%
Neither agree nor disagree	20.4%	27.5%	22.6%	27.5%	22.5%	22.1%
Disagree	10.2%	26.1%	19.5%	18.1%	18.1%	20.0%
Strongly disagree	0.0%	2.6%	2.3%	2.9%	8.1%	5.7%
Don't know/not applicable	0.0%	2.6%	6.0%	1.2%	3.1%	0.7%

Table 47: Accuracy of information

How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	7.8%	5.3%	7.0%	11.9%	4.3%
Satisfied	42.9%	35.9%	39.1%	41.5%	33.1%	42.1%
Neither satisfied nor dissatisfied	28.6%	28.1%	31.6%	31.6%	30.6%	30.7%
Dissatisfied	6.1%	21.6%	17.3%	14.0%	13.8%	17.9%
Very dissatisfied	0.0%	5.2%	4.5%	3.5%	4.4%	2.9%
Don't know/not applicable	0.0%	1.3%	2.3%	2.3%	6.3%	2.1%

Table 48: Information is prompt and timely

How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	4.6%	5.3%	5.8%	7.5%	4.3%
Satisfied	49.0%	36.6%	36.8%	39.2%	37.5%	36.4%
Neither satisfied nor dissatisfied	24.5%	30.7%	28.6%	28.1%	30.0%	28.6%
Dissatisfied	2.0%	20.3%	22.6%	19.3%	17.5%	23.6%

Very dissatisfied	2.0%	4.6%	3.8%	5.8%	1.9%	4.3%
Don't know/not applicable	0.0%	3.3%	3.0%	1.8%	5.6%	2.9%

Table 49: Perceived level of influence the public has on Council decision-making

How much influence do you feel the public has on the decisions the Council makes?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Large influence	20.4%	4.6%	3.0%	4.7%	11.9%	5.7%
Some influence	46.9%	35.9%	32.3%	38.0%	33.1%	34.3%
Small influence	24.5%	46.4%	44.4%	36.8%	38.8%	39.3%
No influence	8.2%	12.4%	18.0%	18.1%	14.4%	20.7%
Don't know/NA	0.0%	0.7%	2.3%	2.3%	1.9%	0.0%

Table 50: Opportunities to have a say in what Council does

How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	28.6%	5.9%	6.8%	8.2%	10.0%	3.6%
Agree	26.5%	32.0%	30.8%	33.3%	32.5%	37.9%
Neither agree nor disagree	30.6%	34.0%	29.3%	30.4%	28.1%	30.0%
Disagree	12.2%	18.3%	24.1%	17.5%	20.0%	18.6%
Strongly disagree	2.0%	5.9%	6.0%	7.0%	3.1%	4.3%
Don't know/not applicable	0.0%	3.9%	3.0%	3.5%	6.3%	5.7%

Table 51: Council's decision-making processes are easy to use and engage with

How satisfied or dissatisfied are you that the Council's decision-making processes are easy to use and engage with?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	30.6%	7.8%	6.0%	8.2%	8.1%	5.7%
Agree	38.8%	24.2%	24.8%	29.8%	28.8%	31.4%
Neither agree nor disagree	18.4%	32.7%	30.1%	26.3%	27.5%	25.7%
Disagree	12.2%	24.8%	25.6%	22.8%	21.3%	27.1%
Strongly disagree	0.0%	6.5%	6.8%	8.2%	6.3%	5.7%
Don't know/not applicable	0.0%	3.9%	6.8%	4.7%	8.1%	4.3%

Parks, Heritage & Coastal Environments

Table 52: Satisfaction with the appearance of monuments and other heritage objects

Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City's heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	30.6%	12.4%	12.8%	21.6%	19.4%	14.3%

Satisfied	51.0%	56.9%	54.9%	46.2%	50.0%	54.3%
Neither satisfied nor dissatisfied	16.3%	22.9%	25.6%	24.0%	22.5%	21.4%
Dissatisfied	2.0%	3.3%	3.8%	3.5%	3.1%	5.0%
Very dissatisfied	0.0%	2.0%	0.0%	2.3%	1.9%	2.9%
Don't know/not applicable	0.0%	2.6%	3.0%	2.3%	3.1%	2.1%

Table 53: Satisfaction with the condition of monuments and other heritage objects

	How satisfied or dissatisfied are you with their condition?					
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	34.7%	9.2%	11.3%	25.1%	19.4%	12.9%
Satisfied	44.9%	57.5%	54.1%	42.7%	50.0%	47.1%
Neither satisfied nor dissatisfied	16.3%	23.5%	27.1%	22.2%	22.5%	27.1%
Dissatisfied	2.0%	3.9%	3.0%	5.3%	3.8%	8.6%
Very dissatisfied	0.0%	2.0%	0.0%	1.8%	0.6%	2.1%
Don't know/not applicable	2.0%	3.9%	4.5%	2.9%	3.8%	2.1%

Waste Collection and Transfer stations

Table 54: Satisfaction with kerbside recycling

	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)?					
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	36.7%	34.0%	30.1%	40.4%	31.9%	27.9%
Satisfied	46.9%	48.4%	55.6%	43.9%	45.6%	55.7%
Neither satisfied nor dissatisfied	8.2%	9.2%	9.0%	11.7%	11.3%	11.4%
Dissatisfied	4.1%	5.2%	3.8%	2.9%	6.3%	2.9%
Very dissatisfied	0.0%	1.3%	1.5%	1.2%	1.9%	2.1%
Don't know/not applicable	4.1%	2.0%	0.0%	0.0%	3.1%	0.0%

Table 55: Satisfaction with kerbside rubbish

	How satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)?					
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	34.7%	35.3%	34.6%	39.8%	26.9%	29.3%
Satisfied	42.9%	46.4%	45.9%	43.9%	54.4%	52.1%
Neither satisfied nor dissatisfied	10.2%	10.5%	11.3%	9.4%	8.8%	11.4%
Dissatisfied	8.2%	4.6%	5.3%	6.4%	3.8%	5.7%
Very dissatisfied	2.0%	1.3%	3.0%	0.6%	3.1%	1.4%
Don't know/not applicable	2.0%	2.0%	0.0%	0.0%	3.1%	0.0%

Table 56: Satisfaction with organic material

How satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin)?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	42.9%	31.4%	26.3%	36.8%	26.9%	29.3%
Satisfied	30.6%	50.3%	49.6%	46.2%	45.6%	55.0%
Neither satisfied nor dissatisfied	14.3%	7.2%	12.0%	11.1%	13.8%	8.6%
Dissatisfied	10.2%	5.9%	9.8%	4.1%	10.0%	5.0%
Very dissatisfied	0.0%	2.0%	2.3%	1.2%	0.6%	1.4%
Don't know/not applicable	2.0%	3.3%	0.0%	0.6%	3.1%	0.7%

Table 57: Satisfaction with transfer stations and Resource Recovery Centres

How satisfied or dissatisfied are you with the Council's transfer stations and Resource Recovery Centres for disposing of large quantities of rubbish, green waste, recycling, items for reuse and household hazardous waste not collected through the kerbside service?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	23.5%	21.1%	25.1%	25.0%	15.7%
Satisfied	55.1%	46.4%	45.1%	48.5%	41.9%	45.7%
Neither satisfied nor dissatisfied	12.2%	16.3%	18.0%	18.7%	18.1%	20.0%
Dissatisfied	4.1%	6.5%	7.5%	2.9%	3.8%	8.6%
Very dissatisfied	4.1%	2.0%	0.8%	1.2%	1.9%	2.1%
Don't know/not applicable	2.0%	5.2%	7.5%	3.5%	9.4%	7.9%

Sewerage, Wastewater and Stormwater

Table 58: Minimal odour from the sewerage system

How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	13.1%	11.3%	21.6%	17.5%	15.7%
Satisfied	44.9%	39.2%	50.4%	35.7%	44.4%	48.6%
Neither satisfied nor dissatisfied	20.4%	17.0%	23.3%	20.5%	19.4%	16.4%
Dissatisfied	10.2%	15.0%	6.8%	10.5%	8.1%	7.1%
Very dissatisfied	2.0%	11.1%	1.5%	5.3%	3.1%	5.0%
Don't know/not applicable	0.0%	4.6%	6.8%	6.4%	7.5%	7.1%

Table 59: Wastewater services are reliable

How satisfied or dissatisfied are you that the wastewater services are reliable?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	28.6%	13.7%	11.3%	22.2%	16.9%	12.1%
Satisfied	51.0%	59.5%	61.7%	42.7%	49.4%	58.6%

Neither satisfied nor dissatisfied	14.3%	17.0%	18.0%	19.9%	18.8%	18.6%
Dissatisfied	6.1%	4.6%	5.3%	6.4%	6.9%	4.3%
Very dissatisfied	0.0%	2.6%	0.0%	1.8%	1.9%	2.1%
Don't know/not applicable	0.0%	2.6%	3.8%	7.0%	6.3%	4.3%

Table 60: Repairs and complaints are investigated in a timely manner

How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	28.6%	13.1%	9.8%	15.8%	11.3%	11.4%
Satisfied	38.8%	48.4%	42.9%	41.5%	45.0%	39.3%
Neither satisfied nor dissatisfied	22.4%	17.0%	27.1%	23.4%	23.1%	28.6%
Dissatisfied	6.1%	6.5%	6.0%	5.3%	6.9%	5.7%
Very dissatisfied	2.0%	3.3%	1.5%	1.8%	1.9%	2.1%
Don't know/not applicable	2.0%	11.8%	12.8%	12.3%	11.9%	12.9%

Table 61: Condition of waterways

How satisfied or dissatisfied are you with the condition of waterways?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	20.4%	7.8%	4.5%	9.9%	10.6%	9.3%
Satisfied	46.9%	45.1%	46.6%	39.2%	42.5%	44.3%
Neither satisfied nor dissatisfied	22.4%	19.6%	27.8%	20.5%	23.8%	20.7%
Dissatisfied	8.2%	19.0%	13.5%	19.9%	16.3%	16.4%
Very dissatisfied	2.0%	5.9%	2.3%	5.8%	3.1%	7.9%
Don't know/not applicable	0.0%	2.6%	5.3%	4.7%	3.8%	1.4%

Table 62: Condition of waterway margins

How satisfied or dissatisfied are you with the condition of waterway margins?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	30.6%	13.1%	7.5%	12.9%	16.3%	11.4%
Satisfied	38.8%	44.4%	49.6%	43.9%	45.6%	45.7%
Neither satisfied nor dissatisfied	22.4%	22.2%	25.6%	24.0%	20.6%	22.1%
Dissatisfied	8.2%	12.4%	11.3%	11.1%	11.3%	12.9%
Very dissatisfied	0.0%	2.6%	2.3%	3.5%	3.1%	5.7%
Don't know/not applicable	0.0%	5.2%	3.8%	4.7%	3.1%	2.1%

Table 63: Appearance of Christchurch's waterway margins

How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote

	Banks Peninsula	Burwood-Linwood	Waimairi-Harewood	Hornby-Riccarton		Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	30.6%	13.1%	6.0%	15.8%	15.0%	17.1%
Satisfied	42.9%	51.6%	55.6%	39.2%	50.0%	45.0%
Neither satisfied nor dissatisfied	18.4%	17.0%	22.6%	31.0%	20.0%	23.6%
Dissatisfied	8.2%	12.4%	10.5%	7.0%	8.1%	8.6%
Very dissatisfied	0.0%	3.3%	3.0%	5.3%	5.0%	3.6%
Don't know/not applicable	0.0%	2.6%	2.3%	1.8%	1.9%	2.1%

Table 64: Stormwater systems operate effectively to ensure that the risk of flooding is minimised

How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	9.2%	3.0%	15.2%	6.3%	7.1%
Satisfied	53.1%	40.5%	45.1%	33.9%	48.8%	35.7%
Neither satisfied nor dissatisfied	14.3%	28.1%	29.3%	23.4%	22.5%	32.1%
Dissatisfied	8.2%	11.1%	15.0%	19.9%	15.6%	17.1%
Very dissatisfied	2.0%	3.9%	2.3%	5.3%	3.8%	5.0%
Don't know/not applicable	0.0%	7.2%	5.3%	2.3%	3.1%	2.9%

Water Supply

Table 65: Quality of water supply

How satisfied or dissatisfied are you with the quality of the water supply?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	19.0%	18.0%	18.7%	17.5%	11.4%
Satisfied	49.0%	34.0%	48.1%	40.9%	42.5%	40.0%
Neither satisfied nor dissatisfied	20.4%	12.4%	14.3%	19.3%	16.9%	15.7%
Dissatisfied	8.2%	21.6%	13.5%	16.4%	15.6%	21.4%
Very dissatisfied	0.0%	11.8%	5.3%	4.7%	7.5%	10.7%
Don't know/not applicable	0.0%	1.3%	0.8%	0.0%	0.0%	0.7%

Table 66: Council repairs leaks and investigates complaints in a timely manner

How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	28.6%	19.0%	15.0%	18.1%	16.9%	17.1%
Satisfied	42.9%	48.4%	51.1%	48.5%	43.8%	41.4%
Neither satisfied nor dissatisfied	10.2%	16.3%	21.1%	19.9%	19.4%	27.9%
Dissatisfied	12.2%	5.9%	3.8%	2.9%	6.9%	6.4%

Very dissatisfied	0.0%	2.0%	0.0%	1.2%	3.8%	0.7%
Don't know/not applicable	6.1%	8.5%	9.0%	9.4%	9.4%	6.4%

Table 67: Reliability of water supply

How satisfied or dissatisfied are you that the water supply is reliable?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	38.8%	30.1%	25.6%	28.7%	23.1%	22.9%
Satisfied	42.9%	51.0%	57.1%	51.5%	58.8%	59.3%
Neither satisfied nor dissatisfied	12.2%	13.7%	11.3%	14.0%	10.6%	12.9%
Dissatisfied	6.1%	2.6%	4.5%	2.9%	3.1%	2.9%
Very dissatisfied	0.0%	2.0%	0.8%	1.8%	3.8%	0.7%
Don't know/not applicable	0.0%	0.7%	0.8%	1.2%	0.6%	1.4%

Transportation

Table 68: Agreement that Christchurch is a walking friendly-city

How much do you agree or disagree that Christchurch is a walking-friendly city?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	36.7%	22.2%	18.8%	26.3%	19.4%	15.7%
Agree	40.8%	51.0%	55.6%	53.2%	53.8%	53.6%
Neither agree nor disagree	12.2%	14.4%	13.5%	11.7%	16.3%	20.0%
Disagree	8.2%	7.8%	6.8%	5.8%	5.0%	7.1%
Strongly disagree	2.0%	1.3%	3.0%	0.6%	5.0%	2.9%
Don't know/not applicable	0.0%	3.3%	2.3%	2.3%	0.6%	0.7%

Table 69: Agreement that Christchurch is a cycling-friendly city

How much do you agree or disagree that Christchurch is a cycling-friendly city?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	18.4%	15.0%	12.8%	19.3%	11.9%	15.7%
Agree	53.1%	56.2%	56.4%	48.0%	58.1%	47.9%
Neither agree nor disagree	22.4%	11.8%	19.5%	19.9%	18.1%	20.0%
Disagree	4.1%	11.8%	7.5%	9.4%	5.6%	7.9%
Strongly disagree	0.0%	1.3%	1.5%	0.6%	3.8%	3.6%
Don't know/not applicable	2.0%	3.9%	2.3%	2.9%	2.5%	5.0%

Table 70: Frequency of cycling on public roads

And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140

All the time, by that I mean about every day	10.2%	5.2%	7.5%	5.3%	11.3%	9.3%
Frequently, by that I mean at least once a week	28.6%	11.1%	13.5%	15.8%	15.6%	10.7%
Occasionally, by that I mean around once a month	28.6%	9.8%	9.8%	15.8%	13.8%	10.7%
Rarely, by that I mean no more than a few times a year	10.2%	19.6%	18.8%	18.7%	15.0%	18.6%
Never	22.4%	53.6%	49.6%	44.4%	43.8%	49.3%
Don't know/not applicable	0.0%	0.7%	0.8%	0.0%	0.6%	1.4%

Roads and Footpaths

Table 71: Condition of roads

How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	20.4%	7.2%	3.0%	7.6%	11.3%	6.4%
Satisfied	34.7%	24.2%	39.1%	33.3%	31.3%	27.9%
Neither satisfied nor dissatisfied	22.4%	22.2%	21.8%	15.2%	22.5%	27.9%
Dissatisfied	18.4%	34.6%	28.6%	31.6%	23.8%	27.9%
Very dissatisfied	4.1%	11.1%	7.5%	10.5%	10.0%	9.3%
Don't know/not applicable	0.0%	0.7%	0.0%	1.8%	1.3%	0.7%

Table 72: THREE MAIN reasons for dissatisfaction with condition of roads (excluding 'don't know')

What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents (net dissatisfied)	11	70	48	72	54	52
Ongoing patch repairs to roads	72.7%	74.3%	64.6%	62.5%	61.1%	71.2%
There are potholes in the roads	54.5%	48.6%	50.0%	44.4%	38.9%	46.2%
Road surfaces are not smooth or level	45.5%	37.1%	47.9%	50.0%	55.6%	57.7%
Roadworks are taking too long	27.3%	47.1%	50.0%	47.2%	40.7%	34.6%
Roadworks not completed to a good standard	27.3%	45.7%	20.8%	31.9%	31.5%	30.8%
Roadworks are causing delays and disruption	36.4%	24.3%	50.0%	34.7%	35.2%	26.9%
Roads are not swept often enough (including litter and debris on roads)	18.2%	5.7%	2.1%	9.7%	9.3%	11.5%
Other – please specify	0.0%	4.3%	6.3%	6.9%	5.6%	7.7%

Table 73: Satisfaction with the condition of footpaths

How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths?						
	Te Pātaka o Rākaihautū -	Waitai – Coastal-	Waimāero – Fendalton-	Waipuna – Halswell-	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-

	Banks Peninsula	Burwood-Linwood	Waimairi-Harewood	Hornby-Riccarton		Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	34.7%	7.2%	6.0%	7.6%	10.0%	8.6%
Satisfied	28.6%	33.3%	33.8%	35.1%	33.8%	34.3%
Neither satisfied nor dissatisfied	18.4%	23.5%	31.6%	22.8%	25.0%	24.3%
Dissatisfied	10.2%	27.5%	22.6%	26.3%	25.0%	25.0%
Very dissatisfied	6.1%	7.2%	6.0%	7.6%	5.0%	6.4%
Don't know/not applicable	2.0%	1.3%	0.0%	0.6%	1.3%	1.4%

Table 74: THREE MAIN reasons for dissatisfaction with condition of footpaths (excluding 'don't know')

What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's footpaths?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents (net dissatisfied)	8	53	38	58	48	44
Footpath surfaces are not smooth or level	25.0%	60.4%	52.6%	50.0%	70.8%	68.2%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	25.0%	41.5%	65.8%	53.4%	45.8%	47.7%
Footpath surfaces or kerbs/gutters contain holes or cracks	37.5%	50.9%	39.5%	50.0%	43.8%	52.3%
Repairs are not completed to a good standard	62.5%	50.9%	44.7%	43.1%	41.7%	43.2%
Repairs and upgrades are taking too long	37.5%	22.6%	39.5%	29.3%	20.8%	18.2%
Footpaths are too narrow to accommodate all users	37.5%	20.8%	10.5%	17.2%	25.0%	25.0%
There are not enough footpaths on some streets	25.0%	15.1%	10.5%	25.9%	8.3%	4.5%
Litter and debris on footpaths	12.5%	15.1%	5.3%	10.3%	12.5%	6.8%
Other	0.0%	9.4%	7.9%	5.2%	10.4%	9.1%

Table 75: Transport network is safe for all users

How much do you agree or disagree that our transport network is SAFE for ALL users?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	18.4%	7.8%	6.8%	9.9%	9.4%	5.7%
Agree	49.0%	47.1%	36.8%	40.4%	37.5%	39.3%
Neither agree nor disagree	24.5%	24.2%	32.3%	25.7%	26.9%	27.1%
Disagree	6.1%	14.4%	16.5%	15.2%	16.3%	20.7%
Strongly disagree	2.0%	3.9%	6.0%	7.0%	7.5%	7.1%
Don't know/not applicable	0.0%	2.6%	1.5%	1.8%	2.5%	0.0%

Table 76: Transport network is easy or difficult to use

How easy or difficult was it to travel by usual mode?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote

Number of respondents	49	153	133	171	160	140
Very easy	28.6%	18.3%	12.8%	21.6%	19.4%	15.7%
Easy	40.8%	46.4%	44.4%	38.6%	40.0%	40.7%
Neither easy nor difficult	18.4%	26.8%	27.8%	22.8%	26.3%	25.7%
Difficult	12.2%	7.2%	14.3%	14.0%	10.0%	11.4%
Very difficult	0.0%	1.3%	0.8%	2.9%	3.8%	6.4%
Don't know/not applicable	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%

On-street parking

Table 77: Ease of use of on-street parking meters

How satisfied or dissatisfied are you with the ease of use of on-street parking meters?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	147	129	165	156	132
Very satisfied	16.3%	11.6%	10.9%	17.0%	13.5%	15.2%
Satisfied	55.1%	49.7%	50.4%	42.4%	41.7%	34.1%
Neither satisfied nor dissatisfied	14.3%	18.4%	23.3%	19.4%	19.2%	25.0%
Dissatisfied	8.2%	9.5%	10.1%	14.5%	9.0%	12.1%
Very dissatisfied	4.1%	6.8%	1.6%	1.8%	5.1%	5.3%
Don't know/not applicable	2.0%	4.1%	3.9%	4.8%	11.5%	8.3%

Table 78: Range of parking facilities available

How satisfied or dissatisfied are you with the range of Council parking facilities available to you?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	147	129	165	156	132
Very satisfied	30.6%	8.2%	14.7%	15.2%	14.1%	12.9%
Satisfied	38.8%	39.5%	41.1%	39.4%	40.4%	36.4%
Neither satisfied nor dissatisfied	16.3%	23.1%	24.8%	18.8%	23.7%	28.8%
Dissatisfied	8.2%	17.7%	17.1%	18.2%	9.6%	9.1%
Very dissatisfied	4.1%	8.2%	1.6%	5.5%	6.4%	6.1%
Don't know/not applicable	2.0%	3.4%	0.8%	3.0%	5.8%	6.8%

Table 79: Information provided about parking options

How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	147	129	165	156	132
Very satisfied	18.4%	10.2%	12.4%	10.9%	12.8%	15.2%
Satisfied	53.1%	42.9%	48.8%	49.7%	40.4%	39.4%
Neither satisfied nor dissatisfied	24.5%	25.2%	24.8%	23.0%	26.9%	26.5%
Dissatisfied	2.0%	12.9%	10.9%	9.7%	8.3%	7.6%
Very dissatisfied	0.0%	5.4%	1.6%	3.0%	5.1%	4.5%
Don't know/not applicable	2.0%	3.4%	1.6%	3.6%	6.4%	6.8%

Table 80: Ease of use of Council parking

How satisfied or dissatisfied are you with the ease of use of Council parking?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	147	129	165	156	132
Very satisfied	24.5%	7.5%	10.1%	17.6%	14.7%	13.6%
Satisfied	49.0%	44.2%	51.9%	38.8%	37.8%	39.4%
Neither satisfied nor dissatisfied	14.3%	26.5%	20.9%	21.2%	21.2%	25.8%
Dissatisfied	8.2%	10.9%	12.4%	13.9%	12.2%	7.6%
Very dissatisfied	0.0%	6.1%	3.1%	4.2%	5.8%	4.5%
Don't know/not applicable	4.1%	4.8%	1.6%	4.2%	8.3%	9.1%

Parks

Table 81: Appearance of central city parks and green spaces

How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	34.7%	23.5%	23.3%	30.4%	26.9%	28.6%
Satisfied	53.1%	62.7%	57.1%	54.4%	56.3%	53.6%
Neither satisfied nor dissatisfied	6.1%	9.8%	11.3%	9.9%	8.8%	10.7%
Dissatisfied	4.1%	0.7%	4.5%	4.1%	3.8%	2.1%
Very dissatisfied	2.0%	1.3%	0.8%	0.0%	1.9%	2.9%
Don't know/not applicable	0.0%	2.0%	3.0%	1.2%	2.5%	2.1%

Table 82: Condition of these parks and green spaces

How satisfied or dissatisfied are you with the condition of these parks and green spaces?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	32.7%	24.8%	24.8%	31.6%	23.8%	24.3%
Satisfied	44.9%	54.2%	52.6%	48.0%	55.6%	56.4%
Neither satisfied nor dissatisfied	14.3%	13.7%	15.8%	15.2%	12.5%	8.6%
Dissatisfied	4.1%	3.3%	3.8%	4.1%	3.1%	5.7%
Very dissatisfied	2.0%	0.7%	1.5%	0.0%	1.9%	2.9%
Don't know/not applicable	2.0%	3.3%	1.5%	1.2%	3.1%	2.1%

Table 83: The range of recreation facilities available

How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	28.6%	22.9%	17.3%	31.0%	26.3%	25.7%
Satisfied	57.1%	55.6%	58.6%	49.1%	60.0%	55.7%

Neither satisfied nor dissatisfied	12.2%	16.3%	17.3%	15.2%	10.6%	10.0%
Dissatisfied	0.0%	2.0%	5.3%	4.7%	1.3%	5.7%
Very dissatisfied	0.0%	1.3%	0.0%	0.0%	0.6%	2.1%
Don't know/not applicable	2.0%	2.0%	1.5%	0.0%	1.3%	0.7%

Table 84: Information provided about recreation facilities

How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's park (including beach park areas)?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	19.6%	11.3%	17.0%	13.8%	15.7%
Satisfied	55.1%	54.9%	57.9%	49.7%	60.6%	47.1%
Neither satisfied nor dissatisfied	14.3%	17.6%	24.1%	24.0%	13.8%	23.6%
Dissatisfied	4.1%	3.3%	2.3%	7.0%	4.4%	6.4%
Very dissatisfied	2.0%	1.3%	0.8%	0.0%	0.0%	2.1%
Don't know/not applicable	2.0%	3.3%	3.8%	2.3%	7.5%	5.0%

Events and Festivals

Table 85: Satisfaction with the range of events and festivals

How satisfied or dissatisfied are you with the range of events and festivals?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	26.5%	17.0%	13.5%	17.0%	17.5%	17.1%
Satisfied	46.9%	50.3%	51.1%	43.9%	52.5%	45.7%
Neither satisfied nor dissatisfied	24.5%	25.5%	24.8%	29.2%	21.9%	28.6%
Dissatisfied	2.0%	3.9%	6.0%	4.7%	1.9%	5.0%
Very dissatisfied	0.0%	0.0%	2.3%	0.6%	1.9%	0.0%
Don't know/not applicable	0.0%	3.3%	2.3%	4.7%	4.4%	3.6%

City Promotions

Table 86: Satisfaction with timely, relevant, and accurate information

How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	30.6%	17.0%	13.5%	14.6%	21.9%	16.4%
Satisfied	46.9%	49.0%	45.9%	56.7%	51.3%	49.3%
Neither satisfied nor dissatisfied	20.4%	26.8%	30.1%	20.5%	20.0%	25.0%
Dissatisfied	2.0%	2.6%	3.8%	5.3%	2.5%	7.9%
Very dissatisfied	0.0%	0.7%	3.0%	1.2%	1.3%	0.0%
Don't know/not applicable	0.0%	3.9%	3.8%	1.8%	3.1%	1.4%

Digital services

Table 87: Satisfaction with Council website

How satisfied, or dissatisfied are you with the Council websites?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	30.6%	15.7%	12.0%	21.1%	14.4%	15.7%
Satisfied	38.8%	54.9%	51.1%	50.9%	53.8%	49.3%
Neither satisfied nor dissatisfied	18.4%	19.0%	24.1%	19.3%	20.6%	19.3%
Dissatisfied	10.2%	3.9%	4.5%	5.3%	3.1%	6.4%
Very dissatisfied	2.0%	2.0%	1.5%	0.6%	3.1%	2.1%
Don't know/not applicable	0.0%	4.6%	6.8%	2.9%	5.0%	7.1%

Table 88: Satisfaction with Council apps

How satisfied, or dissatisfied are you with Council apps (e.g. Bin App; Snap Send Solve)?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	26.5%	16.3%	12.8%	17.5%	17.5%	12.9%
Satisfied	40.8%	34.6%	30.1%	35.1%	40.0%	37.9%
Neither satisfied nor dissatisfied	24.5%	20.9%	30.1%	25.7%	22.5%	19.3%
Dissatisfied	4.1%	9.8%	7.5%	3.5%	6.3%	6.4%
Very dissatisfied	2.0%	0.7%	0.8%	1.2%	2.5%	2.9%
Don't know/not applicable	2.0%	17.6%	18.8%	17.0%	11.3%	20.7%

Reputation and Trust

Table 89: Council is open and transparent

How much do you agree or disagree that the Council is open and transparent?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	22.4%	7.2%	0.8%	6.4%	6.9%	5.0%
Agree	49.0%	28.8%	33.1%	33.3%	30.0%	30.7%
Neither agree nor disagree	16.3%	31.4%	32.3%	33.3%	35.0%	37.9%
Disagree	12.2%	22.9%	23.3%	18.7%	18.1%	17.1%
Strongly disagree	0.0%	5.9%	6.8%	5.3%	8.1%	7.1%
Don't know/not applicable	0.0%	3.9%	3.8%	2.9%	1.9%	2.1%

Table 90: Council can be trusted

How much do you agree or disagree that the Council can be trusted?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	32.7%	5.2%	5.3%	8.2%	6.9%	5.7%

Agree	40.8%	32.7%	36.1%	33.9%	29.4%	31.4%
Neither agree nor disagree	12.2%	32.0%	33.1%	35.1%	35.6%	34.3%
Disagree	8.2%	19.6%	17.3%	17.5%	18.8%	18.6%
Strongly disagree	2.0%	7.2%	6.8%	4.7%	8.8%	8.6%
Don't know/not applicable	4.1%	3.3%	1.5%	0.6%	0.6%	1.4%

Table 91: Council has a good reputation

How much do you agree or disagree that the Council has a good reputation?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	18.4%	7.2%	4.5%	8.2%	8.1%	4.3%
Agree	40.8%	28.8%	38.3%	35.1%	33.8%	32.9%
Neither agree nor disagree	32.7%	38.6%	27.8%	33.9%	33.8%	37.1%
Disagree	6.1%	16.3%	21.8%	18.7%	16.3%	17.1%
Strongly disagree	2.0%	5.9%	6.0%	3.5%	6.3%	7.9%
Don't know/not applicable	0.0%	3.3%	1.5%	0.6%	1.9%	0.7%

Table 92: Council acts with integrity and honesty

How much do you agree or disagree that the Council acts with integrity and honesty?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	26.5%	5.9%	3.8%	7.6%	6.3%	7.1%
Agree	32.7%	30.7%	41.4%	32.7%	29.4%	28.6%
Neither agree nor disagree	24.5%	39.2%	32.3%	33.9%	41.9%	37.9%
Disagree	14.3%	13.7%	15.8%	18.7%	16.9%	15.7%
Strongly disagree	0.0%	5.9%	4.5%	4.1%	3.1%	7.9%
Don't know/not applicable	2.0%	4.6%	2.3%	2.9%	2.5%	2.9%

Table 93: Council is accountable for what it does

How much do you agree or disagree that the Council is accountable for what it does?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	20.4%	12.4%	6.0%	7.0%	5.0%	7.9%
Agree	40.8%	27.5%	36.8%	33.3%	31.3%	32.9%
Neither agree nor disagree	24.5%	28.8%	24.1%	28.1%	34.4%	26.4%
Disagree	8.2%	20.9%	19.5%	18.7%	18.1%	21.4%
Strongly disagree	6.1%	7.2%	9.8%	8.8%	9.4%	9.3%
Don't know/not applicable	0.0%	3.3%	3.8%	4.1%	1.9%	2.1%

Table 94: Council understands the needs of residents

How much do you agree or disagree that the Council understands the needs of residents and what they care about?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140

Strongly agree	24.5%	6.5%	4.5%	7.0%	4.4%	3.6%
Agree	36.7%	26.8%	33.1%	25.1%	21.3%	26.4%
Neither agree nor disagree	24.5%	34.6%	23.3%	36.3%	37.5%	30.0%
Disagree	6.1%	20.9%	27.8%	21.1%	26.9%	25.0%
Strongly disagree	6.1%	8.5%	9.8%	8.8%	8.8%	14.3%
Don't know/not applicable	2.0%	2.6%	1.5%	1.8%	1.3%	0.7%

Table 95: Council balances the needs of today's residents with planning for the future of the city

How much do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	16.3%	7.2%	5.3%	7.6%	8.1%	7.9%
Agree	42.9%	37.9%	36.8%	40.4%	30.6%	30.0%
Neither agree nor disagree	22.4%	28.1%	26.3%	26.3%	33.1%	30.0%
Disagree	14.3%	16.3%	23.3%	18.1%	16.9%	21.4%
Strongly disagree	4.1%	7.8%	8.3%	6.4%	9.4%	8.6%
Don't know/not applicable	0.0%	2.6%	0.0%	1.2%	1.9%	2.1%

Table 96: Council communicates clearly with residents the results of Council decisions

How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	16.3%	5.9%	3.0%	7.0%	6.9%	7.1%
Agree	46.9%	25.5%	30.8%	38.6%	29.4%	37.9%
Neither agree nor disagree	24.5%	36.6%	33.8%	26.9%	36.3%	24.3%
Disagree	12.2%	24.8%	23.3%	17.5%	19.4%	20.7%
Strongly disagree	0.0%	5.2%	5.3%	6.4%	3.1%	7.1%
Don't know/not applicable	0.0%	2.0%	3.8%	3.5%	5.0%	2.9%

Table 97: Council communicates clearly with residents about how their views have informed decisions

How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	12.2%	3.3%	4.5%	4.7%	7.5%	2.9%
Agree	42.9%	26.1%	20.3%	27.5%	18.1%	25.0%
Neither agree nor disagree	36.7%	29.4%	34.6%	30.4%	43.1%	28.6%
Disagree	6.1%	28.1%	25.6%	24.6%	20.6%	31.4%
Strongly disagree	0.0%	9.2%	9.0%	6.4%	5.6%	7.9%
Don't know/not applicable	2.0%	3.9%	6.0%	6.4%	5.0%	4.3%

Table 98: Council managers and staff are doing a good job

How much do you agree or disagree that the Council managers and staff are doing a good job?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	24.5%	5.9%	3.8%	5.8%	6.3%	7.9%
Agree	44.9%	35.9%	32.3%	41.5%	34.4%	25.7%
Neither agree nor disagree	18.4%	34.6%	33.1%	29.2%	35.6%	41.4%
Disagree	4.1%	12.4%	18.0%	11.1%	13.1%	15.0%
Strongly disagree	6.1%	5.9%	7.5%	7.6%	7.5%	5.7%
Don't know/not applicable	2.0%	5.2%	5.3%	4.7%	3.1%	4.3%

Table 99: The Council makes wise spending decisions

How much do you agree or disagree that the Council makes wise spending decisions?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	16.3%	3.9%	3.0%	4.7%	6.3%	5.0%
Agree	38.8%	20.3%	16.5%	25.7%	20.6%	21.4%
Neither agree nor disagree	24.5%	30.7%	39.1%	32.2%	30.6%	32.9%
Disagree	14.3%	25.5%	19.5%	25.7%	21.9%	22.1%
Strongly disagree	6.1%	16.3%	19.5%	11.1%	15.6%	17.9%
Don't know/not applicable	0.0%	3.3%	2.3%	0.6%	5.0%	0.7%

Table 100: The Council provides good value for ratepayers' money

How much do you agree or disagree that the Council provides good value for ratepayers' money?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	14.3%	5.2%	0.8%	4.7%	8.1%	5.0%
Agree	38.8%	19.6%	18.0%	25.1%	22.5%	24.3%
Neither agree nor disagree	26.5%	29.4%	36.1%	32.7%	28.8%	27.9%
Disagree	12.2%	24.8%	24.8%	21.6%	21.9%	23.6%
Strongly disagree	8.2%	15.7%	15.8%	15.2%	13.8%	17.1%
Don't know/not applicable	0.0%	5.2%	4.5%	0.6%	5.0%	2.1%

Table 101: The Council honours the principles of the Treaty of Waitangi

How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly agree	12.2%	7.8%	4.5%	6.4%	6.9%	8.6%
Agree	42.9%	23.5%	26.3%	36.3%	27.5%	24.3%
Neither agree nor disagree	22.4%	38.6%	32.3%	30.4%	33.8%	38.6%
Disagree	14.3%	3.9%	6.0%	2.9%	6.9%	4.3%
Strongly disagree	4.1%	3.3%	2.3%	2.3%	1.3%	2.1%
Don't know/not applicable	4.1%	22.9%	28.6%	21.6%	23.8%	22.1%

Table 102: Satisfaction the Council makes decisions in the best interests of the city

How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	26.5%	7.2%	6.0%	7.6%	10.0%	5.0%
Satisfied	36.7%	28.1%	32.3%	34.5%	30.6%	36.4%
Neither satisfied nor dissatisfied	26.5%	34.0%	31.6%	27.5%	30.0%	26.4%
Dissatisfied	8.2%	21.6%	21.8%	22.8%	18.8%	20.7%
Very dissatisfied	2.0%	9.2%	8.3%	5.8%	8.8%	10.0%
Don't know/not applicable	0.0%	0.0%	0.0%	1.8%	1.9%	1.4%

Table 103: Satisfaction with the leadership of the Mayor and councillors

How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Very satisfied	22.4%	6.5%	6.8%	8.8%	6.3%	8.6%
Satisfied	36.7%	37.3%	36.1%	35.1%	33.8%	35.7%
Neither satisfied nor dissatisfied	26.5%	35.9%	31.6%	35.1%	35.0%	32.1%
Dissatisfied	10.2%	9.8%	18.8%	13.5%	16.3%	12.9%
Very dissatisfied	4.1%	7.8%	5.3%	3.5%	5.6%	9.3%
Don't know/not applicable	0.0%	2.6%	1.5%	4.1%	3.1%	1.4%

Climate change

Table 104: Awareness that Council has set emissions reduction targets for Christchurch

Are you aware that the Council has set greenhouse gas emissions reduction targets for Christchurch?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	40	110	83	116	118	102
Yes	60.0%	37.3%	34.9%	34.5%	44.1%	38.2%
No	40.0%	55.5%	54.2%	56.9%	51.7%	56.9%
Don't know/not applicable	0.0%	7.3%	10.8%	8.6%	4.2%	4.9%

Table 105: Agreement that Council will meet its emissions reduction targets for Christchurch

How much do you agree or disagree that the Council will meet its emissions target?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	40	110	83	116	118	102
Strongly agree	15.0%	6.4%	0.0%	5.2%	9.3%	8.8%
Agree	45.0%	24.5%	21.7%	23.3%	30.5%	22.5%
Neither agree nor disagree	22.5%	35.5%	32.5%	34.5%	20.3%	32.4%
Disagree	10.0%	6.4%	18.1%	10.3%	13.6%	12.7%
Strongly disagree	2.5%	5.5%	2.4%	6.9%	6.8%	5.9%

Don't know/NA	5.0%	21.8%	25.3%	19.8%	19.5%	17.6%
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Table 106: Household actions perceived to have the most impact on reducing emissions

Which three of the following actions, if any, do you think would have most impact on reducing greenhouse gas emissions?						
	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	40	110	83	116	118	102
Recycling as much as possible	67.5%	57.3%	51.8%	54.3%	45.8%	50.0%
Switching to purchasing renewable electricity	50.0%	42.7%	44.6%	41.4%	44.1%	46.1%
Making our homes more energy efficient	30.0%	34.5%	26.5%	30.2%	28.8%	28.4%
Growing or producing our own food	22.5%	31.8%	20.5%	25.0%	28.0%	21.6%
Using less packaging	15.0%	31.8%	25.3%	27.6%	22.9%	19.6%
Using cars less	27.5%	14.5%	32.5%	25.9%	21.2%	22.5%
Using public transport more	25.0%	20.0%	19.3%	25.9%	25.4%	22.5%
Buying fewer items or more durable items	12.5%	26.4%	12.0%	13.8%	22.0%	19.6%
Cycling or walking more	10.0%	10.9%	25.3%	19.8%	20.3%	17.6%
Choosing to have fewer or no children to reduce environmental impact	10.0%	5.5%	8.4%	9.5%	11.0%	14.7%
Eating plant based meals more often	12.5%	4.5%	10.8%	6.9%	11.9%	4.9%
Not having pets	7.5%	2.7%	1.2%	3.4%	3.4%	2.9%
Other	7.5%	7.3%	12.0%	6.9%	6.8%	11.8%

Overall satisfaction

Table 107: Top 25 reasons for satisfaction/dissatisfaction with the Council (coded table)*

Please tell us, giving as much detail as you can, why you gave that rating?						
Coded Category (Red = negative comments; Green = positive comments; Blue = neutral comments)	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	35	105	87	126	106	108
Council is doing a good job overall	29%	13%	13%	16%	10%	15%
Unhappy with roads/more road maintenance	9%	13%	21%	15%	11%	12%
Happy with recreation facilities/good improvements on parks/amenities	11%	7%	14%	13%	11%	9%
Disapprove of Council spending	3%	9%	17%	5%	8%	9%
Rates increased	0%	10%	15%	5%	6%	12%
Happy with services provided	3%	7%	6%	6%	5%	9%
Parking expensive/lack of/parking issues	0%	7%	6%	6%	8%	6%
Unhappy with the traffic management/need improvements on traffic	0%	6%	3%	6%	4%	11%
City is cleaned and well-maintained/areas are being tidy	11%	8%	5%	8%	3%	3%
General maintenance needed	3%	6%	8%	5%	6%	5%
Responds in timely manner/dealt within a reasonable timeframe	3%	4%	1%	6%	7%	9%

Christchurch is a beautiful place to live/good place to live	6%	5%	6%	7%	3%	5%
Room for improvement	6%	6%	5%	4%	6%	4%
Poor communication	6%	6%	2%	6%	6%	2%
No problems/ issues	3%	4%	3%	6%	3%	4%
Unhappy with the recycling and rubbish services/ bin collection	6%	4%	3%	4%	3%	4%
Good communication	0%	1%	3%	5%	5%	4%
Happy with recycling and rubbish services	9%	4%	5%	2%	2%	3%
Slow to/ don't respond to problems/ concerns	6%	4%	3%	4%	4%	1%
They are okay/ fine average	0%	4%	1%	6%	4%	3%
Too many cycle lanes	0%	3%	3%	4%	4%	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	9%	2%	2%	4%	3%	3%
Need more recreational areas/improvement on parks and grounds	3%	2%	2%	2%	5%	4%
Council needs to take more action	0%	4%	3%	2%	4%	3%
Need to improve more infrastructures/need to construct more buildings	6%	2%	2%	2%	4%	5%

**Proportion of respondents who gave a reason, excluding 'Don't know' responses. Some respondents answered with more than one reason, so proportions sum to more than 100%*

Table 108: Agreement that Council has made it easy for you to interact with it

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?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents	49	153	133	171	160	140
Strongly Agree	14.3%	14.4%	9.0%	18.1%	15.6%	13.6%
Agree	61.2%	45.1%	48.9%	46.2%	45.0%	40.0%
Neither agree nor disagree	20.4%	23.5%	25.6%	19.9%	23.1%	31.4%
Disagree	4.1%	2.6%	6.8%	6.4%	5.0%	5.0%
Strongly disagree	0.0%	3.9%	3.8%	1.8%	1.9%	3.6%
Don't know/not applicable	0.0%	10.5%	6.0%	7.6%	9.4%	6.4%

Table 109: One service you feel the Council is performing the best in delivering (coded table)*

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

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents who answered	36	101	94	130	117	108
Waste management	27%	25%	24%	25%	29%	27%
Parks, reserves and green spaces	11%	11%	19%	19%	18%	15%
Libraries	11%	9%	12%	4%	8%	11%
Recreation & Sport Centres	0%	13%	7%	11%	4%	10%
Public space cleaning/ City beautification	7%	8%	5%	6%	6%	4%
Facilities and services	9%	4%	3%	6%	5%	3%
Water supply	5%	1%	6%	6%	4%	7%

Roading	11%	3%	5%	3%	2%	4%
Events/ activities	0%	4%	4%	2%	9%	3%
Information and communication	0%	3%	2%	2%	1%	6%
Cycleways	2%	1%	3%	4%	4%	1%
Public Transport	2%	3%	2%	3%	0%	4%
The rebuild	0%	3%	2%	1%	4%	1%
Footpaths	5%	3%	2%	1%	1%	0%
Sewerage/ Wastewater	2%	2%	2%	1%	0%	2%
Parking	2%	2%	0%	1%	1%	0%
Waterways	0%	0%	1%	1%	1%	1%
Rates spending and financial management	0%	0%	0%	1%	2%	0%
Animal Control	0%	0%	1%	1%	0%	0%
Community Support	0%	0%	0%	0%	0%	1%
Other	5%	5%	2%	2%	2%	1%

**Proportion of 'best' comments, excluding 'Don't know' and negative responses.*

Table 110: Most important service for Council to improve over the next 12 months (coded table)*

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, and why?

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoru – Spreydon-Cashmere-Heathcote
Number of respondents who answered	33	106	90	125	118	112
Roading	19%	29%	27%	35%	22%	28%
Council decision-making/financial management	0%	12%	19%	7%	9%	8%
Footpaths	8%	9%	7%	7%	9%	7%
Parking	6%	6%	10%	7%	6%	5%
Information and communication	3%	9%	5%	4%	7%	7%
Waste management	6%	8%	8%	5%	5%	5%
Public space cleaning/ City beautification	0%	5%	3%	5%	7%	5%
Cycleways	0%	4%	5%	4%	6%	5%
Public transport	8%	2%	4%	6%	7%	1%
Water supply	8%	4%	0%	4%	5%	5%
Parks, reserves and green spaces	8%	2%	0%	5%	2%	2%
Sewerage/ Wastewater	0%	2%	5%	2%	1%	3%
Public amenities/ facilities	0%	1%	2%	1%	2%	3%
Events/ activities	3%	1%	3%	0%	1%	1%
Waterways	0%	2%	1%	0%	1%	3%
Consents process	8%	1%	0%	1%	1%	1%
Housing	0%	2%	2%	0%	1%	1%
Environment	6%	1%	0%	1%	1%	1%
Recreation & Sports Centres	3%	0%	0%	0%	1%	2%
Noise control	0%	0%	0%	0%	2%	1%
Crime / Public safety	0%	0%	0%	0%	1%	2%
Animal / Pet control	0%	1%	0%	0%	1%	1%
Earthquake recovery/ rebuild	0%	0%	0%	1%	0%	1%
Health safety services	3%	0%	0%	0%	1%	0%
Other	11%	3%	2%	4%	3%	1%

**Proportion of 'improve' comments, excluding 'Don't know' and positive responses.*

Age and gender breakdowns

The following section details survey findings by age and gender⁴.

Note percentages for demographic breakdowns *include* don't know/not applicable in percentage calculations, so proportions are not directly comparable with the city-wide level of service proportions (which *exclude* don't know/not applicable responses).

Governance and Decision making

Table 111: Understanding of Council decision-making

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

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	6.6%	10.8%	9.0%	3.2%	6.7%	2.2%	9.7%	5.0%
Agree	42.1%	39.8%	36.7%	49.7%	44.2%	43.5%	46.1%	39.1%
Neither agree nor disagree	31.6%	18.7%	27.1%	21.9%	20.8%	37.0%	24.3%	24.2%
Disagree	15.8%	25.3%	22.9%	17.1%	15.0%	15.2%	14.4%	24.2%
Strongly disagree	2.6%	4.2%	4.3%	4.3%	5.0%	2.2%	3.9%	4.3%
Don't know/not applicable	1.3%	1.2%	0.0%	3.7%	8.3%	0.0%	1.7%	3.2%

Table 112: Accuracy of information

How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	11.8%	15.1%	11.4%	3.7%	1.7%	0.0%	11.9%	5.4%
Satisfied	39.5%	39.8%	39.0%	41.7%	33.3%	32.6%	38.7%	38.5%
Neither satisfied nor dissatisfied	30.3%	27.1%	24.8%	31.6%	35.0%	52.2%	28.5%	32.1%
Dissatisfied	15.8%	13.3%	16.2%	15.5%	21.7%	15.2%	14.9%	17.2%
Very dissatisfied	2.6%	2.4%	5.2%	4.3%	4.2%	0.0%	4.1%	3.4%
Don't know/not applicable	0.0%	2.4%	3.3%	3.2%	4.2%	0.0%	1.9%	3.4%

Table 113: Information is prompt and timely

How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	10.5%	10.8%	7.6%	4.3%	2.5%	0.0%	8.0%	5.4%
Satisfied	31.6%	44.6%	42.9%	38.5%	25.8%	34.8%	36.5%	39.4%
Neither satisfied nor dissatisfied	38.2%	24.7%	22.4%	29.9%	35.8%	37.0%	28.5%	29.4%
Dissatisfied	14.5%	15.1%	19.5%	20.3%	24.2%	26.1%	20.2%	18.8%
Very dissatisfied	2.6%	2.4%	4.8%	3.2%	6.7%	2.2%	4.4%	3.4%

⁴ Excludes gender diverse and those who preferred not to answer due to low sample size

Don't know/not applicable	2.6%	2.4%	2.9%	3.7%	5.0%	0.0%	2.5%	3.6%
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Table 114: Perceived level of influence the public has on Council decision making

How much influence do you feel the public has on the decisions the Council makes?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Large influence	7.9%	13.3%	8.6%	2.7%	2.5%	4.3%	9.7%	4.8%
Some influence	55.3%	44.0%	34.8%	33.2%	22.5%	21.7%	35.1%	36.0%
Small influence	31.6%	32.5%	40.5%	42.8%	45.0%	54.3%	37.0%	42.5%
No influence	3.9%	9.6%	16.2%	18.7%	28.3%	15.2%	16.6%	15.6%
Don't know/NA	1.3%	0.6%	0.0%	2.7%	1.7%	4.3%	1.7%	1.1%

Table 115: Opportunities to have a say in what Council does

How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	9.2%	13.3%	11.0%	5.3%	4.2%	0.0%	9.9%	7.0%
Agree	28.9%	34.3%	30.0%	34.8%	33.3%	39.1%	32.6%	33.3%
Neither agree nor disagree	31.6%	29.5%	31.4%	33.2%	26.7%	26.1%	29.6%	31.0%
Disagree	23.7%	18.7%	16.2%	15.5%	25.0%	26.1%	18.2%	19.9%
Strongly disagree	3.9%	1.8%	8.1%	5.3%	3.3%	6.5%	5.5%	4.5%
Don't know/not applicable	2.6%	2.4%	3.3%	5.9%	7.5%	2.2%	4.1%	4.3%

Table 116: Council's decision-making processes are easy to use and engage with

How satisfied or dissatisfied are you that the Council's decision-making processes are easy to use and engage with?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	10.5%	16.9%	10.5%	3.7%	4.2%	0.0%	8.8%	8.6%
Agree	32.9%	31.9%	28.6%	27.8%	22.5%	28.3%	31.2%	26.5%
Neither agree nor disagree	21.1%	19.9%	29.0%	32.1%	28.3%	43.5%	26.5%	28.7%
Disagree	27.6%	24.7%	21.0%	20.3%	30.8%	17.4%	21.0%	25.6%
Strongly disagree	5.3%	3.0%	6.2%	7.5%	8.3%	8.7%	8.0%	4.8%
Don't know/not applicable	2.6%	3.6%	4.8%	8.6%	5.8%	2.2%	4.4%	5.9%

Parks, Heritage & Coastal Environments

Table 117: Satisfaction with the appearance of monuments and other heritage objects

Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City's heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	18.4%	22.3%	17.1%	15.5%	15.8%	8.7%	18.2%	16.5%
Satisfied	51.3%	50.0%	54.3%	55.1%	50.8%	43.5%	53.0%	51.6%
Neither satisfied nor dissatisfied	25.0%	21.1%	21.0%	17.1%	28.3%	43.5%	22.1%	23.3%
Dissatisfied	1.3%	3.6%	4.3%	4.3%	2.5%	2.2%	2.8%	4.1%
Very dissatisfied	2.6%	1.8%	1.9%	2.7%	0.0%	0.0%	1.1%	2.3%

Don't know/not applicable	1.3%	1.2%	1.4%	5.3%	2.5%	2.2%	2.8%	2.3%
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Table 118: Satisfaction with the condition of monuments and other heritage objects

How satisfied or dissatisfied are you with their condition?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	27.6%	15.1%	18.6%	18.2%	13.3%	6.5%	17.4%	17.0%
Satisfied	42.1%	51.8%	51.4%	50.8%	47.5%	50.0%	50.6%	49.3%
Neither satisfied nor dissatisfied	23.7%	24.7%	19.5%	19.3%	31.7%	39.1%	23.5%	24.0%
Dissatisfied	3.9%	5.4%	6.2%	3.7%	4.2%	0.0%	4.4%	4.8%
Very dissatisfied	0.0%	1.8%	1.9%	1.6%	0.0%	0.0%	1.1%	1.4%
Don't know/not applicable	2.6%	1.2%	2.4%	6.4%	3.3%	4.3%	3.0%	3.6%

Waste Collection and Transfer stations

Table 119: Satisfaction with kerbside recycling

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)?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	30.3%	30.7%	28.6%	34.2%	43.3%	41.3%	33.7%	33.3%
Satisfied	48.7%	49.4%	55.2%	48.7%	42.5%	43.5%	48.6%	50.0%
Neither satisfied nor dissatisfied	14.5%	12.0%	11.0%	7.5%	7.5%	13.0%	11.0%	9.5%
Dissatisfied	3.9%	5.4%	3.8%	4.3%	5.0%	0.0%	3.3%	5.0%
Very dissatisfied	1.3%	1.8%	1.4%	2.1%	0.8%	0.0%	1.7%	1.4%
Don't know/not applicable	1.3%	0.6%	0.0%	3.2%	0.8%	2.2%	1.7%	0.9%

Table 120: Satisfaction with kerbside rubbish

How satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	30.3%	30.1%	27.6%	34.8%	43.3%	45.7%	32.0%	34.6%
Satisfied	42.1%	45.8%	52.9%	48.1%	50.0%	41.3%	50.0%	46.8%
Neither satisfied nor dissatisfied	18.4%	10.8%	11.0%	9.1%	3.3%	10.9%	9.4%	10.4%
Dissatisfied	3.9%	9.6%	7.1%	3.2%	2.5%	0.0%	5.0%	5.7%
Very dissatisfied	5.3%	3.0%	1.4%	1.6%	0.0%	0.0%	2.2%	1.6%
Don't know/not applicable	0.0%	0.6%	0.0%	3.2%	0.8%	2.2%	1.4%	0.9%

Table 121: Satisfaction with organic material

How satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin).								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	26.3%	35.5%	24.3%	31.6%	38.3%	34.8%	29.0%	33.0%
Satisfied	40.8%	41.0%	56.2%	47.1%	48.3%	52.2%	47.0%	49.1%

Neither satisfied nor dissatisfied	17.1%	12.7%	11.4%	9.1%	6.7%	6.5%	13.8%	7.9%
Dissatisfied	11.8%	9.6%	5.7%	6.4%	5.0%	4.3%	6.4%	7.7%
Very dissatisfied	1.3%	1.2%	1.9%	1.6%	0.8%	0.0%	1.4%	1.4%
Don't know/not applicable	2.6%	0.0%	0.5%	4.3%	0.8%	2.2%	2.5%	0.9%

Table 122: Satisfaction with transfer stations and Resource Recovery Centres

How satisfied or dissatisfied are you with the Council's transfer stations and Resource Recovery Centres for disposing of large quantities of rubbish, green waste, recycling, items for reuse and household hazardous waste not collected through the kerbside service?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	18.4%	26.5%	20.5%	23.5%	22.5%	17.4%	19.9%	24.4%
Satisfied	43.4%	45.8%	49.5%	45.5%	42.5%	50.0%	46.4%	46.2%
Neither satisfied nor dissatisfied	22.4%	16.9%	16.2%	17.1%	18.3%	21.7%	19.3%	16.3%
Dissatisfied	5.3%	7.2%	5.2%	4.8%	6.7%	2.2%	7.5%	4.1%
Very dissatisfied	2.6%	2.4%	2.4%	0.5%	1.7%	0.0%	1.7%	1.8%
Don't know/not applicable	7.9%	1.2%	6.2%	8.6%	8.3%	8.7%	5.2%	7.2%

Sewerage, Wastewater and Stormwater

Table 123: Minimal odour from the sewerage system

How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	21.1%	21.1%	15.7%	12.3%	16.7%	13.0%	18.2%	15.2%
Satisfied	28.9%	42.2%	44.8%	47.6%	45.0%	43.5%	48.9%	38.9%
Neither satisfied nor dissatisfied	19.7%	19.9%	17.6%	17.6%	20.0%	30.4%	17.7%	20.8%
Dissatisfied	23.7%	7.2%	9.5%	8.6%	9.2%	0.0%	7.7%	10.9%
Very dissatisfied	3.9%	4.8%	7.1%	4.3%	5.8%	0.0%	3.9%	6.1%
Don't know/not applicable	2.6%	4.8%	5.2%	9.6%	3.3%	13.0%	3.6%	8.1%

Table 124: Wastewater services are reliable

How satisfied or dissatisfied are you that the wastewater services are reliable?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	17.1%	19.9%	12.4%	19.3%	15.8%	10.9%	16.3%	16.5%
Satisfied	42.1%	49.4%	57.6%	54.0%	58.3%	56.5%	53.6%	53.8%
Neither satisfied nor dissatisfied	28.9%	17.5%	17.1%	16.0%	16.7%	21.7%	18.8%	17.6%
Dissatisfied	7.9%	5.4%	7.6%	3.7%	4.2%	2.2%	6.4%	4.8%
Very dissatisfied	1.3%	1.8%	1.9%	2.1%	0.8%	0.0%	1.1%	2.0%
Don't know/not applicable	2.6%	6.0%	3.3%	4.8%	4.2%	8.7%	3.9%	5.2%

Table 125: Repairs and complaints are investigated in a timely manner

How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female

Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	15.8%	19.9%	12.9%	10.7%	11.7%	4.3%	14.1%	12.9%
Satisfied	34.2%	45.2%	47.1%	44.4%	38.3%	41.3%	42.8%	43.7%
Neither satisfied nor dissatisfied	30.3%	19.9%	21.0%	21.4%	28.3%	34.8%	26.8%	20.8%
Dissatisfied	9.2%	6.0%	5.7%	5.9%	6.7%	2.2%	6.1%	6.1%
Very dissatisfied	0.0%	2.4%	2.4%	3.2%	0.8%	0.0%	1.1%	2.7%
Don't know/not applicable	10.5%	6.6%	11.0%	14.4%	14.2%	17.4%	9.1%	13.8%

Table 126: Condition of waterways

How satisfied or dissatisfied are you with the condition of waterways?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	11.8%	13.9%	10.5%	6.4%	7.5%	0.0%	9.4%	9.3%
Satisfied	43.4%	45.2%	44.8%	44.9%	35.8%	47.8%	44.5%	43.0%
Neither satisfied nor dissatisfied	25.0%	20.5%	23.3%	18.7%	25.0%	28.3%	22.9%	21.7%
Dissatisfied	15.8%	12.7%	14.8%	17.6%	25.0%	15.2%	16.0%	17.2%
Very dissatisfied	2.6%	3.6%	4.3%	7.0%	6.7%	0.0%	5.0%	4.5%
Don't know/not applicable	1.3%	4.2%	2.4%	5.3%	0.0%	8.7%	2.2%	4.3%

Table 127: Condition of waterway margins

How satisfied or dissatisfied are you with the condition of waterway margins?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	14.5%	18.1%	14.8%	12.3%	10.0%	4.3%	14.1%	13.1%
Satisfied	40.8%	47.0%	49.5%	41.2%	44.2%	47.8%	45.0%	45.7%
Neither satisfied nor dissatisfied	27.6%	20.5%	22.4%	22.5%	24.2%	23.9%	23.5%	22.2%
Dissatisfied	13.2%	9.0%	6.2%	15.5%	15.8%	15.2%	11.9%	11.3%
Very dissatisfied	1.3%	1.8%	3.3%	3.2%	5.8%	2.2%	3.6%	2.7%
Don't know/not applicable	2.6%	3.6%	3.8%	5.3%	0.0%	6.5%	1.9%	5.0%

Table 128: Appearance of Christchurch's waterway margins

How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	22.4%	17.5%	15.2%	13.4%	10.8%	4.3%	13.8%	15.4%
Satisfied	43.4%	46.4%	53.3%	42.2%	49.2%	52.2%	47.2%	48.2%
Neither satisfied nor dissatisfied	25.0%	22.9%	19.0%	25.1%	22.5%	26.1%	24.9%	20.8%
Dissatisfied	9.2%	7.2%	4.8%	12.3%	14.2%	10.9%	9.1%	9.3%
Very dissatisfied	0.0%	4.2%	5.7%	3.7%	3.3%	0.0%	3.9%	3.6%
Don't know/not applicable	0.0%	1.8%	1.9%	3.2%	0.0%	6.5%	1.1%	2.7%

Table 129: Stormwater systems operate effectively to ensure that the risk of flooding is minimised

How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?								
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	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	17.1%	13.3%	9.0%	5.9%	5.8%	6.5%	11.3%	7.7%
Satisfied	40.8%	45.2%	43.3%	39.6%	37.5%	39.1%	42.8%	40.5%
Neither satisfied nor dissatisfied	25.0%	20.5%	25.2%	24.6%	34.2%	37.0%	26.2%	26.0%
Dissatisfied	14.5%	13.9%	14.8%	18.7%	15.0%	13.0%	13.5%	16.7%
Very dissatisfied	0.0%	3.6%	4.8%	5.3%	3.3%	2.2%	3.0%	4.5%
Don't know/not applicable	2.6%	3.6%	2.9%	5.9%	4.2%	2.2%	3.0%	4.5%

Water Supply

Table 130: Quality of water supply

How satisfied or dissatisfied are you with the quality of the water supply?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	22.4%	24.7%	12.9%	13.9%	17.5%	17.4%	18.5%	16.5%
Satisfied	39.5%	42.2%	45.7%	44.4%	29.2%	43.5%	46.7%	37.3%
Neither satisfied nor dissatisfied	18.4%	17.5%	14.3%	16.0%	14.2%	21.7%	13.8%	18.1%
Dissatisfied	17.1%	9.6%	19.5%	15.5%	25.8%	17.4%	13.8%	19.7%
Very dissatisfied	1.3%	6.0%	7.6%	9.1%	12.5%	0.0%	6.4%	8.1%
Don't know/not applicable	1.3%	0.0%	0.0%	1.1%	0.8%	0.0%	0.8%	0.2%

Table 131: Council repairs leaks and investigates complaints in a timely manner

How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	25.0%	23.5%	15.2%	15.5%	15.8%	15.2%	17.1%	18.8%
Satisfied	39.5%	42.8%	50.5%	50.3%	42.5%	47.8%	46.4%	46.6%
Neither satisfied nor dissatisfied	23.7%	18.1%	21.9%	17.1%	21.7%	19.6%	20.2%	19.7%
Dissatisfied	5.3%	7.2%	3.8%	3.2%	11.7%	2.2%	6.9%	4.5%
Very dissatisfied	0.0%	1.8%	1.4%	2.7%	0.8%	0.0%	1.7%	1.4%
Don't know/not applicable	6.6%	6.6%	7.1%	11.2%	7.5%	15.2%	7.7%	9.0%

Table 132: Reliability of water supply

How satisfied or dissatisfied are you that the water supply is reliable?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	30.3%	31.3%	20.5%	27.3%	31.7%	21.7%	26.2%	27.6%
Satisfied	46.1%	42.2%	60.5%	59.4%	54.2%	69.6%	53.9%	55.4%
Neither satisfied nor dissatisfied	19.7%	15.7%	11.4%	9.6%	11.7%	6.5%	12.7%	12.0%
Dissatisfied	1.3%	6.6%	5.2%	1.1%	0.8%	2.2%	3.6%	3.2%
Very dissatisfied	2.6%	3.0%	1.9%	1.1%	0.8%	0.0%	1.9%	1.6%
Don't know/not applicable	0.0%	1.2%	0.5%	1.6%	0.8%	0.0%	1.7%	0.2%

Transportation

Table 133: Agreement that Christchurch is a walking friendly city

How much do you agree or disagree that Christchurch is a walking-friendly city?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	28.9%	30.1%	24.3%	19.8%	10.8%	4.3%	19.9%	23.3%
Agree	52.6%	44.0%	52.9%	57.8%	55.8%	54.3%	52.8%	52.5%
Neither agree nor disagree	11.8%	15.7%	14.3%	12.8%	16.7%	23.9%	15.7%	14.3%
Disagree	2.6%	6.0%	5.7%	7.5%	10.0%	6.5%	6.9%	6.3%
Strongly disagree	1.3%	3.0%	1.4%	1.1%	4.2%	6.5%	3.9%	1.1%
Don't know/not applicable	2.6%	1.2%	1.4%	1.1%	2.5%	4.3%	0.8%	2.5%

Table 134: Agreement that Christchurch is a cycling-friendly city

How much do you agree or disagree that Christchurch is a cycling-friendly city?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	18.4%	18.1%	18.6%	12.3%	12.5%	4.3%	16.3%	14.5%
Agree	44.7%	56.6%	48.6%	58.8%	50.0%	63.0%	52.8%	53.8%
Neither agree nor disagree	22.4%	12.7%	18.6%	16.6%	20.8%	26.1%	18.2%	17.6%
Disagree	9.2%	6.0%	9.0%	8.0%	10.8%	4.3%	7.7%	8.6%
Strongly disagree	0.0%	3.6%	2.4%	1.6%	1.7%	0.0%	2.5%	1.6%
Don't know/not applicable	5.3%	3.0%	2.9%	2.7%	4.2%	2.2%	2.5%	3.8%

Table 135: Frequency of cycling on public roads

And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
All the time, by that I mean about every day	11.8%	10.8%	6.2%	9.6%	4.2%	0.0%	10.5%	5.7%
Frequently, by that I mean at least once a week	13.2%	15.7%	20.0%	12.3%	10.8%	4.3%	19.3%	10.4%
Occasionally, by that I mean around once a month	18.4%	22.9%	15.2%	7.5%	5.0%	2.2%	15.5%	11.1%
Rarely, by that I mean no more than a few times a year	22.4%	21.1%	21.0%	14.4%	13.3%	6.5%	18.0%	17.4%
Never	34.2%	27.7%	37.6%	56.1%	66.7%	82.6%	35.6%	55.2%
Don't know/not applicable	0.0%	1.8%	0.0%	0.0%	0.0%	4.3%	1.1%	0.2%

Roads and Footpaths

Table 136: Condition of roads

How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?								
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	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	14.5%	16.3%	8.1%	4.8%	0.8%	0.0%	10.2%	6.3%
Satisfied	36.8%	36.7%	34.8%	30.5%	22.5%	13.0%	31.8%	31.0%
Neither satisfied nor dissatisfied	22.4%	21.1%	21.4%	20.3%	24.2%	23.9%	21.8%	21.7%
Dissatisfied	21.1%	20.5%	24.8%	32.1%	38.3%	50.0%	26.5%	30.3%
Very dissatisfied	3.9%	4.8%	11.0%	11.2%	13.3%	8.7%	8.8%	9.7%
Don't know/not applicable	1.3%	0.6%	0.0%	1.1%	0.8%	4.3%	0.8%	0.9%

Table 137: THREE MAIN reasons for dissatisfaction with condition of roads (excluding 'don't know')

What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents (net dissatisfied)	19	42	75	81	62	27	128	177
Ongoing patch repairs to roads	52.6%	57.1%	61.3%	75.3%	72.6%	74.1%	64.8%	69.5%
There are potholes in the roads	52.6%	47.6%	48.0%	45.7%	40.3%	48.1%	43.8%	47.5%
Road surfaces are not smooth or level	47.4%	28.6%	56.0%	44.4%	58.1%	55.6%	53.9%	45.8%
Roadworks are taking too long	52.6%	47.6%	45.3%	42.0%	43.5%	33.3%	44.5%	42.9%
Roadworks not completed to a good standard	31.6%	42.9%	33.3%	33.3%	32.3%	14.8%	32.0%	32.8%
Roadworks are causing delays and disruption	36.8%	38.1%	30.7%	34.6%	27.4%	40.7%	28.9%	36.7%
Roads are not swept often enough (including litter and debris on roads)	5.3%	9.5%	5.3%	8.6%	11.3%	7.4%	10.9%	6.2%
Other – please specify	5.3%	7.1%	4.0%	6.2%	6.5%	3.7%	7.8%	4.0%

Table 138: Satisfaction with the condition of footpaths

How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	15.8%	13.9%	12.9%	7.5%	0.8%	0.0%	11.9%	7.7%
Satisfied	34.2%	44.6%	32.4%	37.4%	25.0%	8.7%	31.5%	35.7%
Neither satisfied nor dissatisfied	27.6%	22.9%	25.7%	21.9%	25.8%	32.6%	27.6%	22.6%
Dissatisfied	19.7%	12.7%	21.4%	26.7%	37.5%	45.7%	22.9%	25.6%
Very dissatisfied	1.3%	5.4%	7.1%	5.3%	10.8%	6.5%	5.0%	7.5%
Don't know/not applicable	1.3%	0.6%	0.5%	1.1%	0.0%	6.5%	1.1%	0.9%

Table 139: THREE MAIN reasons for dissatisfaction with condition of footpaths (excluding 'don't know')

What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's footpaths?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents (net dissatisfied)	16	30	60	60	58	24	101	146
Footpath surfaces are not smooth or level	43.8%	50.0%	53.3%	61.7%	67.2%	70.8%	53.5%	63.7%
Tree roots or weeds are coming up through	37.5%	26.7%	45.0%	55.0%	55.2%	66.7%	51.5%	47.9%

footpath surfaces or kerbs/gutters								
Footpath surfaces or kerbs/gutters contain holes or cracks	43.8%	40.0%	43.3%	61.7%	51.7%	25.0%	45.5%	49.3%
Repairs are not completed to a good standard	50.0%	56.7%	45.0%	46.7%	37.9%	45.8%	48.5%	43.2%
Repairs and upgrades are taking too long	18.8%	20.0%	21.7%	23.3%	31.0%	41.7%	31.7%	21.9%
Footpaths are too narrow to accommodate all users	43.8%	30.0%	25.0%	10.0%	15.5%	20.8%	15.8%	23.3%
There are not enough footpaths on some streets	18.8%	26.7%	20.0%	8.3%	8.6%	8.3%	10.9%	15.8%
Litter and debris on footpaths	18.8%	6.7%	13.3%	11.7%	8.6%	4.2%	14.9%	7.5%
Other – please specify	0.0%	10.0%	5.0%	10.0%	12.1%	0.0%	7.9%	7.5%

Table 140: Transport network is safe for all users

	How much do you agree or disagree that our transport network is SAFE for ALL users?							
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	11.8%	17.5%	8.6%	7.0%	0.8%	0.0%	9.4%	8.1%
Agree	47.4%	45.2%	43.3%	40.1%	33.3%	26.1%	46.1%	36.7%
Neither agree nor disagree	23.7%	23.5%	22.9%	26.7%	33.3%	47.8%	25.4%	28.1%
Disagree	10.5%	10.8%	18.1%	15.0%	22.5%	19.6%	12.7%	18.6%
Strongly disagree	1.3%	3.0%	6.2%	9.6%	8.3%	2.2%	5.8%	6.1%
Don't know/not applicable	5.3%	0.0%	1.0%	1.6%	1.7%	4.3%	0.6%	2.5%

Table 141: Transport network is easy or difficult to use

	How easy or difficult was it to travel by usual mode?							
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very easy	18.4%	27.1%	21.4%	11.8%	17.5%	4.3%	19.6%	17.6%
Easy	47.4%	51.2%	42.9%	43.3%	26.7%	28.3%	40.3%	43.2%
Neither easy nor difficult	21.1%	13.3%	22.9%	33.7%	31.7%	37.0%	25.4%	25.3%
Difficult	10.5%	6.0%	9.5%	9.6%	20.0%	26.1%	11.9%	10.9%
Very difficult	2.6%	2.4%	3.3%	1.6%	4.2%	2.2%	2.5%	2.9%
Don't know/not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.3%	0.0%

On-street Parking

Table 142: Ease of use of on-street parking meters

	How satisfied or dissatisfied are you with the ease of use of on-street parking meters?							
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	72	157	208	180	118	42	354	423
Very satisfied	11.1%	26.1%	11.1%	12.2%	11.9%	0.0%	11.6%	15.8%
Satisfied	59.7%	40.8%	53.4%	39.4%	33.9%	38.1%	47.5%	41.8%
Neither satisfied nor dissatisfied	16.7%	18.5%	16.3%	20.6%	28.8%	31.0%	19.5%	21.3%

Dissatisfied	11.1%	12.1%	9.1%	11.1%	13.6%	7.1%	11.0%	10.9%
Very dissatisfied	1.4%	1.3%	5.3%	6.7%	0.0%	11.9%	4.2%	3.8%
Don't know/not applicable	0.0%	1.3%	4.8%	10.0%	11.9%	11.9%	6.2%	6.4%

Table 143: Range of parking facilities available

How satisfied or dissatisfied are you with the range of Council parking facilities available to you?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	72	157	208	180	118	42	354	423
Very satisfied	26.4%	16.6%	14.9%	11.7%	11.0%	0.0%	15.0%	13.5%
Satisfied	29.2%	45.2%	40.9%	40.6%	32.2%	42.9%	39.0%	39.7%
Neither satisfied nor dissatisfied	19.4%	21.0%	19.2%	24.4%	29.7%	33.3%	24.6%	22.0%
Dissatisfied	19.4%	12.1%	14.9%	11.1%	18.6%	7.1%	13.3%	14.7%
Very dissatisfied	5.6%	4.5%	6.7%	6.7%	1.7%	7.1%	4.5%	6.1%
Don't know/not applicable	0.0%	0.6%	3.4%	5.6%	6.8%	9.5%	3.7%	4.0%

Table 144: Information provided about parking options

How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	72	157	208	180	118	42	354	423
Very satisfied	16.7%	17.2%	15.4%	8.9%	9.3%	0.0%	12.1%	13.0%
Satisfied	41.7%	50.3%	41.3%	46.7%	40.7%	52.4%	46.9%	43.3%
Neither satisfied nor dissatisfied	30.6%	18.5%	24.5%	24.4%	31.4%	31.0%	22.6%	27.4%
Dissatisfied	9.7%	7.6%	11.5%	7.8%	11.9%	4.8%	11.3%	7.8%
Very dissatisfied	1.4%	4.5%	3.4%	6.1%	0.0%	4.8%	3.1%	4.0%
Don't know/not applicable	0.0%	1.9%	3.8%	6.1%	6.8%	7.1%	4.0%	4.5%

Table 145: Ease of use of Council parking

How satisfied or dissatisfied are you with the ease of use of Council parking?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	72	157	208	180	118	42	354	423
Very satisfied	19.4%	21.7%	12.5%	10.0%	11.0%	2.4%	13.0%	14.2%
Satisfied	38.9%	39.5%	45.7%	44.4%	40.7%	42.9%	43.5%	41.8%
Neither satisfied nor dissatisfied	16.7%	21.7%	20.2%	24.4%	28.0%	23.8%	22.0%	22.9%
Dissatisfied	19.4%	10.2%	13.5%	6.1%	11.0%	14.3%	11.3%	11.3%
Very dissatisfied	1.4%	4.5%	4.3%	7.2%	0.8%	7.1%	4.2%	4.5%
Don't know/not applicable	4.2%	2.5%	3.8%	7.8%	8.5%	9.5%	5.9%	5.2%

Parks

Table 146: Appearance of central city parks and green spaces

How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	30.3%	30.7%	24.3%	26.7%	30.0%	17.4%	24.9%	29.2%
Satisfied	60.5%	53.6%	56.7%	57.2%	55.8%	60.9%	57.7%	55.7%

Neither satisfied nor dissatisfied	9.2%	9.6%	13.3%	8.6%	5.0%	13.0%	8.8%	10.6%
Dissatisfied	0.0%	2.4%	4.3%	1.6%	6.7%	2.2%	5.2%	1.4%
Very dissatisfied	0.0%	3.6%	1.0%	0.5%	0.8%	0.0%	1.4%	1.1%
Don't know/not applicable	0.0%	0.0%	0.5%	5.3%	1.7%	6.5%	1.9%	2.0%

Table 147: Condition of these parks and green spaces

How satisfied or dissatisfied are you with the condition of these parks and green spaces?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	32.9%	25.3%	27.6%	24.1%	30.0%	15.2%	23.5%	29.0%
Satisfied	36.8%	51.8%	50.0%	59.9%	54.2%	63.0%	54.1%	51.8%
Neither satisfied nor dissatisfied	19.7%	17.5%	15.2%	8.0%	6.7%	17.4%	14.1%	12.4%
Dissatisfied	9.2%	2.4%	4.3%	2.1%	5.8%	2.2%	4.7%	3.4%
Very dissatisfied	0.0%	2.4%	1.9%	0.5%	0.8%	0.0%	1.9%	0.7%
Don't know/not applicable	1.3%	0.6%	1.0%	5.3%	2.5%	2.2%	1.7%	2.7%

Table 148: The range of recreation facilities available

How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	28.9%	29.5%	20.5%	27.8%	25.0%	15.2%	22.4%	27.6%
Satisfied	38.2%	51.8%	60.5%	56.7%	60.8%	60.9%	58.6%	53.6%
Neither satisfied nor dissatisfied	26.3%	14.5%	13.3%	10.7%	10.0%	15.2%	13.3%	14.3%
Dissatisfied	5.3%	3.0%	4.3%	2.1%	3.3%	2.2%	3.6%	2.9%
Very dissatisfied	1.3%	1.2%	0.5%	1.1%	0.0%	0.0%	0.8%	0.7%
Don't know/not applicable	0.0%	0.0%	1.0%	1.6%	0.8%	6.5%	1.4%	0.9%

Table 149: Information provided about recreation facilities

How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's park (including beach park areas)?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	21.1%	21.1%	14.3%	13.9%	16.7%	4.3%	13.0%	18.6%
Satisfied	50.0%	54.2%	54.3%	58.3%	51.7%	50.0%	53.6%	54.8%
Neither satisfied nor dissatisfied	17.1%	18.1%	21.0%	18.2%	23.3%	28.3%	21.5%	18.8%
Dissatisfied	10.5%	4.8%	4.8%	2.7%	4.2%	2.2%	5.8%	3.6%
Very dissatisfied	0.0%	1.2%	1.4%	1.1%	0.0%	0.0%	0.8%	0.9%
Don't know/not applicable	1.3%	0.6%	4.3%	5.9%	4.2%	15.2%	5.2%	3.4%

Events and Festivals

Table 150: Satisfaction with the range of events and festivals

How satisfied or dissatisfied are you with the range of events and festivals?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442

Very satisfied	10.5%	22.3%	20.0%	19.3%	11.7%	2.2%	14.1%	19.7%
Satisfied	38.2%	47.0%	53.8%	48.7%	49.2%	45.7%	51.4%	46.4%
Neither satisfied nor dissatisfied	36.8%	24.7%	19.0%	24.1%	26.7%	50.0%	27.6%	24.4%
Dissatisfied	9.2%	3.0%	2.9%	4.8%	5.0%	0.0%	2.8%	5.2%
Very dissatisfied	0.0%	0.6%	1.4%	0.5%	0.8%	0.0%	1.7%	0.0%
Don't know/not applicable	5.3%	2.4%	2.9%	2.7%	6.7%	2.2%	2.5%	4.3%

City Promotions

Table 151: Satisfaction with timely, relevant, and accurate information

How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	13.2%	25.9%	18.1%	15.5%	15.8%	6.5%	15.7%	19.2%
Satisfied	55.3%	54.8%	53.3%	48.7%	41.7%	45.7%	55.0%	46.8%
Neither satisfied nor dissatisfied	27.6%	15.1%	20.5%	27.8%	28.3%	39.1%	21.5%	26.0%
Dissatisfied	2.6%	4.2%	2.9%	3.7%	9.2%	2.2%	3.6%	4.8%
Very dissatisfied	0.0%	0.0%	1.9%	0.5%	1.7%	2.2%	1.1%	0.9%
Don't know/not applicable	1.3%	0.0%	3.3%	3.7%	3.3%	4.3%	3.0%	2.3%

Digital services

Table 152: Satisfaction with Council website

How satisfied, or dissatisfied are you with the Council websites?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	18.4%	26.5%	16.2%	16.6%	10.8%	0.0%	16.0%	17.6%
Satisfied	51.3%	44.0%	57.6%	50.3%	54.2%	45.7%	47.2%	54.8%
Neither satisfied nor dissatisfied	21.1%	19.9%	16.7%	20.9%	22.5%	28.3%	21.8%	18.8%
Dissatisfied	3.9%	4.8%	4.8%	4.8%	6.7%	4.3%	6.9%	3.4%
Very dissatisfied	2.6%	2.4%	1.9%	1.1%	0.8%	4.3%	2.5%	1.4%
Don't know/not applicable	2.6%	2.4%	2.9%	6.4%	5.0%	17.4%	5.5%	4.1%

Table 153: Satisfaction with Council apps

How satisfied, or dissatisfied are you with Council apps (e.g. Bin App; Snap Send Solve)?

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	15.8%	20.5%	16.2%	17.6%	13.3%	4.3%	13.0%	19.0%
Satisfied	34.2%	36.7%	39.5%	36.9%	34.2%	21.7%	35.9%	36.0%
Neither satisfied nor dissatisfied	26.3%	26.5%	24.8%	18.2%	19.2%	39.1%	25.4%	22.4%
Dissatisfied	9.2%	4.2%	8.1%	4.3%	6.7%	8.7%	8.0%	5.0%
Very dissatisfied	1.3%	2.4%	1.4%	2.1%	0.0%	2.2%	1.7%	1.6%
Don't know/not applicable	13.2%	9.6%	10.0%	20.9%	26.7%	23.9%	16.0%	16.1%

Reputation and Trust

Table 154: Council is open and transparent

How much do you agree or disagree that the Council is open and transparent?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	13.2%	13.3%	7.6%	2.1%	0.0%	0.0%	8.8%	4.5%
Agree	35.5%	36.7%	35.7%	30.5%	23.3%	26.1%	34.0%	31.0%
Neither agree nor disagree	31.6%	28.9%	30.5%	35.3%	34.2%	47.8%	29.8%	35.3%
Disagree	14.5%	14.5%	16.2%	25.1%	24.2%	26.1%	17.4%	21.3%
Strongly disagree	1.3%	4.8%	8.6%	3.2%	13.3%	0.0%	7.2%	5.2%
Don't know/not applicable	3.9%	1.8%	1.4%	3.7%	5.0%	0.0%	2.8%	2.7%

Table 155: Council can be trusted

How much do you agree or disagree that the Council can be trusted?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	13.2%	14.5%	8.6%	4.8%	1.7%	2.2%	11.3%	5.2%
Agree	39.5%	39.2%	36.2%	29.4%	23.3%	28.3%	32.9%	33.5%
Neither agree nor disagree	28.9%	27.1%	28.1%	35.8%	40.0%	50.0%	29.3%	35.5%
Disagree	13.2%	13.9%	17.1%	21.4%	22.5%	15.2%	16.9%	18.6%
Strongly disagree	3.9%	5.4%	8.6%	4.8%	10.8%	4.3%	8.3%	5.4%
Don't know/not applicable	1.3%	0.0%	1.4%	3.7%	1.7%	0.0%	1.4%	1.8%

Table 156: Council has a good reputation

How much do you agree or disagree that the Council has a good reputation?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	10.5%	10.2%	9.0%	5.3%	2.5%	4.3%	8.8%	6.1%
Agree	34.2%	38.6%	31.9%	32.6%	30.8%	43.5%	35.4%	33.3%
Neither agree nor disagree	35.5%	33.7%	32.9%	36.9%	32.5%	34.8%	30.7%	37.3%
Disagree	17.1%	12.7%	18.6%	15.5%	25.0%	15.2%	16.6%	17.6%
Strongly disagree	1.3%	4.2%	6.7%	5.3%	9.2%	2.2%	7.5%	3.8%
Don't know/not applicable	1.3%	0.6%	1.0%	4.3%	0.0%	0.0%	1.1%	1.8%

Table 157: Council acts with integrity and honesty

How much do you agree or disagree that the Council acts with integrity and honesty?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	11.8%	10.8%	9.5%	4.3%	3.3%	2.2%	8.3%	6.8%
Agree	28.9%	36.1%	35.7%	31.6%	24.2%	34.8%	33.4%	31.7%
Neither agree nor disagree	39.5%	36.1%	28.6%	39.6%	37.5%	52.2%	33.4%	38.7%
Disagree	15.8%	13.3%	15.7%	16.0%	24.2%	8.7%	16.3%	16.1%
Strongly disagree	1.3%	2.4%	6.7%	4.8%	7.5%	0.0%	5.2%	4.1%
Don't know/not applicable	2.6%	1.2%	3.8%	3.7%	3.3%	2.2%	3.3%	2.7%

Table 158: Council is accountable for what it does

How much do you agree or disagree that the Council is accountable for what it does?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	9.2%	12.7%	8.1%	4.8%	8.3%	8.7%	9.7%	7.5%
Agree	35.5%	34.9%	33.3%	28.3%	29.2%	45.7%	33.1%	32.6%
Neither agree nor disagree	35.5%	27.1%	26.7%	31.0%	24.2%	28.3%	26.2%	30.1%
Disagree	10.5%	17.5%	19.5%	23.5%	20.8%	13.0%	19.3%	18.6%
Strongly disagree	3.9%	7.2%	9.5%	7.5%	15.0%	4.3%	9.7%	7.7%
Don't know/not applicable	5.3%	0.6%	2.9%	4.8%	2.5%	0.0%	1.9%	3.6%

Table 159: Council understands the needs of residents

How much do you agree or disagree that the Council understands the needs of residents and what they care about?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	6.6%	13.9%	7.6%	2.7%	1.7%	2.2%	7.5%	5.7%
Agree	38.2%	30.7%	32.9%	23.5%	11.7%	21.7%	25.4%	28.3%
Neither agree nor disagree	35.5%	28.9%	26.2%	38.0%	35.0%	37.0%	33.1%	31.7%
Disagree	11.8%	17.5%	21.4%	23.0%	35.8%	37.0%	22.1%	23.8%
Strongly disagree	7.9%	7.8%	10.5%	9.6%	14.2%	2.2%	10.2%	9.0%
Don't know/not applicable	0.0%	1.2%	1.4%	3.2%	1.7%	0.0%	1.7%	1.6%

Table 160: Council balances the needs of today's residents with planning for the future of the city

How much do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	10.5%	15.1%	7.1%	5.3%	3.3%	2.2%	9.4%	6.6%
Agree	40.8%	37.3%	38.6%	34.8%	25.0%	41.3%	34.8%	36.7%
Neither agree nor disagree	23.7%	27.7%	25.2%	29.4%	35.0%	32.6%	29.0%	28.1%
Disagree	15.8%	12.0%	19.0%	19.3%	26.7%	23.9%	17.4%	19.7%
Strongly disagree	7.9%	6.6%	9.0%	8.0%	9.2%	0.0%	8.3%	7.2%
Don't know/not applicable	1.3%	1.2%	1.0%	3.2%	0.8%	0.0%	1.1%	1.8%

Table 161: Council communicates clearly with residents the results of Council decisions

How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	11.8%	13.9%	6.7%	3.2%	1.7%	0.0%	8.6%	5.2%
Agree	38.2%	38.6%	37.1%	28.9%	23.3%	34.8%	32.9%	33.9%
Neither agree nor disagree	27.6%	28.3%	28.6%	35.3%	32.5%	39.1%	32.0%	30.3%
Disagree	14.5%	14.5%	18.6%	21.4%	33.3%	23.9%	20.4%	20.6%
Strongly disagree	2.6%	3.0%	7.1%	5.9%	5.8%	0.0%	4.1%	5.7%
Don't know/not applicable	5.3%	1.8%	1.9%	5.3%	3.3%	2.2%	1.9%	4.3%

Table 162: Council communicates clearly with residents about how their views have informed decisions

How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	7.9%	9.6%	5.2%	3.7%	0.8%	0.0%	5.8%	4.5%
Agree	34.2%	34.3%	30.0%	15.5%	13.3%	17.4%	25.7%	24.0%
Neither agree nor disagree	34.2%	30.1%	30.5%	37.4%	31.7%	47.8%	34.8%	32.4%
Disagree	15.8%	19.3%	21.4%	28.9%	37.5%	23.9%	20.7%	28.1%
Strongly disagree	2.6%	4.8%	8.6%	6.4%	10.8%	6.5%	8.3%	5.9%
Don't know/not applicable	5.3%	1.8%	4.3%	8.0%	5.8%	4.3%	4.7%	5.2%

Table 163: Council managers and staff are doing a good job

How much do you agree or disagree that the Council managers and staff are doing a good job?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	6.6%	11.4%	9.0%	5.3%	2.5%	2.2%	6.6%	7.5%
Agree	48.7%	44.6%	33.3%	34.2%	20.0%	28.3%	35.6%	34.6%
Neither agree nor disagree	31.6%	27.7%	31.0%	38.5%	37.5%	41.3%	31.8%	35.1%
Disagree	10.5%	7.8%	13.3%	11.8%	20.0%	23.9%	13.5%	12.9%
Strongly disagree	0.0%	6.0%	8.1%	4.3%	15.0%	2.2%	8.6%	5.2%
Don't know/not applicable	2.6%	2.4%	5.2%	5.9%	5.0%	2.2%	3.9%	4.8%

Table 164: The Council makes wise spending decisions

How much do you agree or disagree that the Council makes wise spending decisions?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	6.6%	9.6%	8.1%	2.1%	0.8%	0.0%	7.5%	3.6%
Agree	34.2%	30.7%	25.2%	17.1%	11.7%	6.5%	23.8%	21.0%
Neither agree nor disagree	32.9%	30.7%	26.2%	36.9%	33.3%	45.7%	29.0%	35.3%
Disagree	19.7%	16.3%	19.5%	24.1%	30.0%	39.1%	22.4%	22.9%
Strongly disagree	6.6%	9.6%	18.6%	16.0%	23.3%	8.7%	16.0%	14.3%
Don't know/not applicable	0.0%	3.0%	2.4%	3.7%	0.8%	0.0%	1.4%	2.9%

Table 165: The Council provides good value for ratepayers' money

How much do you agree or disagree that the Council provides good value for ratepayers' money?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	3.9%	14.5%	6.2%	1.6%	0.8%	0.0%	7.2%	4.1%
Agree	25.0%	29.5%	24.8%	24.6%	13.3%	8.7%	24.3%	22.2%
Neither agree nor disagree	43.4%	28.3%	24.8%	33.2%	26.7%	45.7%	28.5%	32.4%
Disagree	15.8%	17.5%	21.4%	21.4%	34.2%	32.6%	21.3%	23.8%
Strongly disagree	7.9%	9.0%	18.1%	15.5%	23.3%	8.7%	17.1%	13.1%
Don't know/not applicable	3.9%	1.2%	4.8%	3.7%	1.7%	4.3%	1.7%	4.5%

Table 166: The Council honours the principles of the Treaty of Waitangi

How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	14.5%	12.7%	5.2%	5.3%	4.2%	0.0%	5.5%	8.6%
Agree	35.5%	33.7%	32.9%	24.6%	20.0%	21.7%	32.6%	25.8%
Neither agree nor disagree	28.9%	28.9%	33.3%	32.1%	41.7%	47.8%	30.4%	36.4%
Disagree	14.5%	9.0%	4.3%	2.1%	1.7%	4.3%	3.9%	6.6%
Strongly disagree	1.3%	3.6%	3.3%	1.6%	1.7%	0.0%	3.0%	1.8%
Don't know/not applicable	5.3%	12.0%	21.0%	34.2%	30.8%	26.1%	24.6%	20.8%

Table 167: Satisfaction the Council makes decisions in the best interests of the city

How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	10.5%	18.1%	9.5%	3.2%	3.3%	0.0%	9.9%	7.2%
Satisfied	39.5%	31.3%	34.3%	37.4%	24.2%	21.7%	33.4%	32.1%
Neither satisfied nor dissatisfied	34.2%	28.3%	27.1%	28.3%	27.5%	50.0%	26.0%	32.8%
Dissatisfied	11.8%	17.5%	17.1%	24.6%	27.5%	23.9%	19.9%	20.6%
Very dissatisfied	3.9%	3.6%	10.5%	5.3%	16.7%	4.3%	10.2%	5.9%
Don't know/not applicable	0.0%	1.2%	1.4%	1.1%	0.8%	0.0%	0.6%	1.4%

Table 168: Satisfaction with the leadership of the Mayor and councillors

How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Very satisfied	9.2%	13.9%	7.6%	7.5%	4.2%	4.3%	9.1%	7.7%
Satisfied	34.2%	34.9%	35.7%	34.8%	36.7%	41.3%	39.8%	32.4%
Neither satisfied nor dissatisfied	34.2%	32.5%	34.8%	32.1%	33.3%	39.1%	30.4%	36.4%
Dissatisfied	9.2%	10.8%	14.3%	17.6%	15.0%	13.0%	11.3%	16.1%
Very dissatisfied	9.2%	4.8%	4.8%	5.3%	10.8%	0.0%	8.0%	4.1%
Don't know/not applicable	3.9%	3.0%	2.9%	2.7%	0.0%	2.2%	1.4%	3.4%

Climate change

Table 169: Awareness that Council has set emissions reduction targets for Christchurch

Are you aware that the Council has set greenhouse gas emissions reduction targets for Christchurch?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	50	127	156	125	82	28	250	317
Yes	38.0%	42.5%	37.2%	34.4%	46.3%	46.4%	43.2%	36.9%
No	58.0%	50.4%	55.1%	57.6%	48.8%	53.6%	51.6%	55.8%
Don't know/not applicable	4.0%	7.1%	7.7%	8.0%	4.9%	0.0%	5.2%	7.3%

Table 170: Agreement that Council will meet its emissions reduction targets for Christchurch

How much do you agree or disagree that the Council will meet its emissions target?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	50	127	156	125	82	28	250	317
Strongly agree	12.0%	12.6%	7.7%	3.2%	1.2%	0.0%	7.6%	6.3%
Agree	36.0%	40.9%	30.1%	13.6%	15.9%	7.1%	26.8%	25.9%
Neither agree nor disagree	26.0%	22.0%	28.8%	39.2%	31.7%	39.3%	31.2%	29.3%
Disagree	10.0%	12.6%	10.3%	11.2%	13.4%	17.9%	10.8%	12.6%
Strongly disagree	8.0%	2.4%	3.2%	7.2%	11.0%	0.0%	6.4%	4.4%
Don't know/NA	8.0%	9.4%	19.9%	25.6%	26.8%	35.7%	17.2%	21.5%

Table 171: Household actions perceived to have the most impact on reducing emissions

Which three of the following actions, if any, do you think would have most impact on reducing greenhouse gas emissions?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	50	127	156	125	82	28	250	317
Recycling as much as possible	52.0%	49.6%	48.1%	48.8%	64.6%	82.1%	56.4%	50.5%
Switching to purchasing renewable electricity	48.0%	42.5%	41.7%	45.6%	46.3%	46.4%	40.8%	47.0%
Making our homes more energy efficient	28.0%	28.3%	27.6%	31.2%	35.4%	32.1%	30.0%	29.7%
Growing or producing our own food	30.0%	33.1%	23.7%	20.8%	23.2%	21.4%	24.4%	26.2%
Using less packaging	24.0%	26.8%	23.1%	21.6%	26.8%	35.7%	24.4%	25.2%
Using cars less	22.0%	23.6%	28.2%	21.6%	19.5%	14.3%	22.4%	24.0%
Using public transport more	30.0%	19.7%	20.5%	18.4%	35.4%	25.0%	24.0%	22.1%
Buying fewer items or more durable items	20.0%	14.2%	23.7%	22.4%	12.2%	10.7%	15.6%	21.1%
Cycling or walking more	24.0%	15.0%	21.8%	19.2%	11.0%	14.3%	19.2%	17.0%
Choosing to have fewer or no children to reduce environmental impact	6.0%	14.2%	10.9%	12.0%	3.7%	0.0%	8.0%	11.4%
Eating plant based meals more often	4.0%	13.4%	10.9%	7.2%	1.2%	0.0%	8.0%	8.2%
Not having pets	2.0%	6.3%	1.9%	4.0%	1.2%	0.0%	5.2%	1.6%
Other	4.0%	6.3%	6.4%	13.6%	12.2%	7.1%	10.4%	7.3%

Overall satisfaction

Table 172: Top 25 reasons for satisfaction/dissatisfaction with the Council (coded table)*

Please tell us, giving as much detail as you can, why you gave that rating?								
Coded Category (Red = negative comments; Green = positive comments; Blue = neutral comments)	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	46	108	160	129	95	28	259	306
Council is doing a good job overall	28%	23%	12%	10%	9%	11%	16%	13%
Unhappy with roads/more road maintenance	4%	14%	15%	16%	12%	25%	12%	15%
Happy with recreation facilities/good improvements on parks/amenities	13%	11%	7%	16%	11%	7%	8%	13%

Disapprove of Council spending	0%	6%	9%	12%	9%	11%	11%	7%
Rates increased	2%	3%	11%	9%	12%	11%	9%	8%
Happy with services provided	2%	6%	8%	6%	6%	4%	6%	7%
Parking expensive/lack of/parking issues	7%	4%	6%	9%	5%	7%	4%	8%
Unhappy with the traffic management/need improvements on traffic	2%	3%	6%	9%	6%	7%	5%	7%
City is cleaned and well-maintained/areas are being tidy	9%	6%	6%	6%	3%	4%	6%	6%
General maintenance needed	4%	1%	6%	5%	8%	18%	4%	7%
Responds in timely manner/dealt within a reasonable timeframe	4%	5%	3%	7%	9%	4%	3%	7%
Christchurch is a beautiful place to live/good place to live	9%	7%	5%	4%	3%	4%	6%	5%
Room for improvement	15%	8%	2%	4%	3%	0%	5%	4%
Poor communication	0%	6%	4%	4%	6%	4%	3%	5%
No problems/ issues	2%	6%	6%	4%	1%	0%	4%	4%
Unhappy with the recycling and rubbish services/ bin collection	0%	3%	4%	5%	4%	0%	3%	4%
Good communication	0%	6%	3%	3%	4%	0%	1%	5%
Happy with recycling and rubbish services	2%	6%	3%	3%	3%	0%	3%	3%
Slow to/ don't respond to problems/ concerns	4%	2%	5%	2%	5%	0%	4%	3%
They are okay/ fine average	7%	2%	3%	5%	2%	4%	3%	4%
Too many cycle lanes	0%	1%	3%	5%	3%	7%	3%	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	11%	6%	1%	1%	4%	0%	3%	3%
Need more recreational areas/improvement on parks and grounds	4%	2%	3%	2%	2%	14%	2%	4%
Council needs to take more action	2%	3%	2%	3%	5%	0%	3%	3%
Need to improve more infrastructures/need to construct more buildings	4%	3%	5%	2%	2%	0%	2%	4%

**Proportion of respondents who gave a reason, excluding 'Don't know' responses. Some respondents answered with more than one reason, so proportions sum to more than 100%*

Table 173: Agreement that Council has made it easy for you to interact with it

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?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	76	166	210	187	120	46	362	442
Strongly agree	13.2%	21.7%	12.4%	11.8%	16.7%	4.3%	13.5%	15.2%
Agree	51.3%	48.8%	45.2%	48.7%	36.7%	45.7%	48.3%	44.3%
Neither agree nor disagree	27.6%	18.1%	26.2%	22.5%	25.8%	34.8%	24.3%	24.0%
Disagree	1.3%	6.0%	4.3%	5.3%	8.3%	2.2%	5.2%	5.0%

Strongly disagree	0.0%	1.2%	3.3%	3.2%	5.0%	0.0%	3.0%	2.3%
Don't know/not applicable	6.6%	4.2%	8.6%	8.6%	7.5%	13.0%	5.5%	9.3%

Table 174: One service you feel the Council is performing the best in delivering (coded table)*

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents who answered	44	116	160	135	98	32	261	323
Waste management	16%	26%	21%	26%	37%	34%	32%	22%
Parks, reserves and green spaces	18%	13%	16%	22%	14%	9%	14%	18%
Libraries	6%	5%	7%	11%	12%	19%	6%	11%
Recreation & Sport Centres	8%	6%	11%	10%	7%	6%	5%	11%
Public space cleaning/ City beautification	8%	5%	8%	6%	3%	6%	4%	7%
Facilities and services	6%	6%	7%	2%	2%	6%	6%	4%
Water supply	4%	2%	6%	5%	6%	3%	5%	4%
Roading	6%	8%	4%	1%	3%	3%	6%	3%
Events/ activities	4%	5%	4%	6%	3%	0%	3%	5%
Information and communication	2%	5%	1%	1%	5%	3%	1%	4%
Cycleways	6%	4%	1%	2%	2%	3%	3%	2%
Public Transport	6%	2%	1%	3%	1%	6%	3%	2%
The rebuild	0%	3%	3%	1%	1%	0%	2%	2%
Footpaths	4%	2%	2%	1%	0%	0%	1%	1%
Sewerage/ Wastewater	0%	2%	2%	1%	2%	0%	3%	0%
Parking	4%	1%	1%	1%	0%	0%	0%	1%
Waterways	2%	1%	1%	1%	0%	0%	1%	1%
Rates spending and financial management	0%	0%	1%	0%	3%	0%	1%	1%
Animal Control	0%	1%	0%	1%	0%	0%	0%	0%
Community Support	0%	1%	0%	0%	0%	0%	0%	0%
Other	2%	4%	5%	1%	0%	0%	4%	2%

*Proportion of 'best' comments, excluding 'Don't know' and negative responses.

Table 175: Most important service for Council to improve over the next 12 months (coded table)*

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, and why?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents who answered	47	103	167	135	97	34	258	324
Roading	29%	28%	26%	28%	28%	35%	30%	26%
Council decision-making/financial management	5%	6%	13%	7%	14%	13%	12%	8%
Footpaths	7%	5%	4%	11%	13%	8%	8%	8%
Parking	10%	9%	8%	4%	5%	8%	6%	7%
Information and communication	5%	6%	5%	7%	8%	3%	5%	7%
Waste management	3%	5%	5%	7%	8%	5%	5%	6%
Public space cleaning/ City beautification	3%	3%	4%	4%	6%	13%	4%	5%

Cycleways	7%	3%	3%	8%	3%	3%	5%	4%
Public transport	7%	6%	5%	4%	1%	3%	4%	4%
Water supply	5%	5%	4%	5%	2%	0%	4%	4%
Parks, reserves and green spaces	2%	3%	4%	1%	3%	3%	2%	3%
Sewerage/ Wastewater	3%	2%	1%	3%	2%	5%	3%	2%
Public amenities/ facilities	0%	2%	3%	1%	3%	0%	3%	1%
Events/ activities	0%	4%	1%	1%	0%	0%	0%	2%
Waterways	0%	0%	1%	3%	1%	0%	1%	1%
Consents process	0%	2%	2%	0%	1%	0%	1%	1%
Housing	2%	0%	1%	1%	0%	3%	1%	1%
Environment	5%	3%	0%	1%	0%	0%	0%	2%
Recreation & Sports Centres	0%	1%	1%	1%	2%	0%	1%	1%
Noise control	2%	0%	2%	0%	0%	0%	0%	1%
Crime / Public safety	3%	1%	0%	0%	0%	3%	0%	1%
Animal / Pet control	0%	0%	1%	0%	1%	0%	0%	1%
Earthquake recovery/ rebuild	0%	1%	0%	1%	0%	0%	0%	0%
Health safety services	0%	0%	1%	0%	0%	0%	1%	0%
Other	2%	6%	3%	3%	2%	0%	5%	2%

**Proportion of 'improvement' comments, excluding 'Don't know' and positive responses.*

Section 6: Questionnaire

Landing page (Dynata / Consumerlink panels)

Thank you for participating in this survey. It is an important way for you to give the Christchurch City Council feedback about the services it delivers to a wide range of residents living in the City.

This survey is being conducted on behalf of the Council. Your response to the survey will be treated as confidential and all answers will be made anonymous so you won't be identified.

Most questions allow you to rate your level of satisfaction with a particular service, or agreement with a statement, on a scale. There is also space toward the end of the survey where you can tell us what you think in more detail.

The survey will take about 15 minutes to complete.

Part One: Quota Demographics

Now for some questions that help make sure the Council hears from a range of people in the city. Your individual information will not be reported.

Q1. Have you lived in Christchurch for at least 12 months? *Select one.* SINGLE CODE.

	Yes [CONTINUE]
	No [EXIT PAGE]

Q2. Which suburb do you live in? *Select one.* SINGLE CODE

SHOW LIST, AUTOCODE WARD AND COMMUNITY BOARD BASED ON CLIENT SUPPLIED LIST

	Harewood		Halswell
	Waimairi		Riccarton
	Papanui		Spreydon
	Fendalton		Central
	Innes		Cashmere
	Burwood		Linwood
	Coastal		Heathcote
	Hornby		Banks Peninsula

Q3. Which of these age groups do you fall into? *Select one.* SINGLE CODE

	18-24 years
	25-34 years
	35-49 years
	50-64 years
	65-79 years
	80 years and over
	Prefer not to say

Q4. Do you identify as? *Select one.* SINGLE CODE.

	A man
	A woman
	Non-binary / another gender
	Prefer not to say

Q5. Which ethnic group(s) do you identify with? *Select all that apply.* MULTICODE

1	NZ European
1	Other European
1	Māori
1	Cook Islands Māori

1	Samoan
1	Tongan
1	Fijian
1	Niuean
1	Tokelauan
1	Chinese
1	Indian
1	Filipino
1	Japanese
1	Korean
1	Sri Lankan
1	Cambodian
1	Vietnamese
1	Middle Eastern
1	Latin American
1	African
1	Other – please specify

Part Two: Introduction Statement

We are going to ask you to tell us 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 specific statements. Remember, there are no right, or wrong answers and we are just interested in your opinion.

Part Three: City Promotions

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.

Q6. How satisfied, or dissatisfied are you that the information provided is timely, relevant and accurate?

Select one. SINGLE CODE.

This includes the information being available at the right time to decide what you want to attend or take part in, telling you what you want to know and it being correct.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q7. The Council supports a range of events and festivals such as Kids Fest, Le Race and local community events. How satisfied, or dissatisfied are you with the range of events and festivals? *Select one.* SINGLE CODE.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Part Four: Governance and Decision-Making

Thinking now about governance and decision making in our city. We want you to think about the decision-making processes rather than actual outcomes of decisions, which you may or may not have supported.

How much do you agree or disagree with each of the following? **SINGLE CODE PER ROW**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Q8. You understand how the Council makes decisions						
Q9. You have adequate opportunities to have a say in what the Council does						
Q10. The Council makes it easy for you to use and engage with its decision making processes? <i>This includes clear instructions about processes and timelines, having options for engaging with us and being able to talk to staff and elected members about decisions</i>						

How satisfied or dissatisfied are you with each of the following? **SINGLE CODE PER ROW.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q11. The accuracy of information provided to you about Council decisions. <i>This includes being able to rely on what you are told and information being clear, correct and available to people</i>						
Q12. The public receives information about decision making in a prompt and timely manner						
Q13. The Council makes decisions that are in the best interests of the city						
Q14. The leadership of the Mayor and Councillors						

Q15. How much influence do you feel the public has on the decisions the Council makes? *Select one.* SINGLE CODE.

	Large influence
	Some influence
	Small influence
	No influence
	Don't know/ not applicable

Q16. Thinking now about interacting with the Council using digital (ie. online) methods....

How satisfied or dissatisfied are you with the Council's digital offerings? *This includes using the Council's websites or one of its apps to do things such as finding the information you need or to contact or interact with the Council (eg. making bookings, paying fees, applying for things such as a consent or registering a new dog or reporting something such as a water problem or a missing wheelie bin)*

SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q16. The Council's websites (eg. www.ccc.govt.nz ; my.ccc.govt.nz ; my.christchurchcitylibraries.com)						
Q17. Council apps (eg. Bin App; Snap Send Solve)						

Part Five: Reputation and Trust

How much do you agree or disagree with the following statements? **SINGLE CODE PER ROW.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Q16. The Council is open and transparent						
Q17. The Council can be trusted						
Q18. The Council has a good reputation						
Q19. The Council acts with integrity and honesty						
Q20. The Council is accountable for what it does						
Q21. The Council understands the needs of residents and what they care about						
Q22. The Council balances the needs of today's residents with planning for the future of the city						
Q23. The Council communicates clearly with residents the results of Council decisions						
Q24. The Council communicates clearly with residents about how their views have informed Council decisions						
Q25. Council managers and staff are doing a good job						
Q26. The Council makes wise spending decisions						
Q27. The Council provides good value for ratepayers' money						
Q28. The Council honours the principles of the Treaty of Waitangi						

Part Six: Waterways

Christchurch has several waterways such as the Ōtākaro Avon, Ōpāwaho Heathcote and Pūharakekenui Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales, and timbered drains.

How satisfied are you with each of the following? **SINGLE CODE PER ROW.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q29. The condition of the waterways. <i>This includes maintenance and how they are looked after</i>						
Q30. Waterway margins are usually the two-metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds. The condition of the waterway margins. <i>This includes maintenance and how they are looked after</i>						
Q31. The appearance of Christchurch's waterway margins. <i>This includes layout, plants, shrubs, grasses and reeds</i>						

The Council manages stormwater through things such as rivers, waterways, timbered drains, and stormwater pipes. How satisfied or dissatisfied are you that... *Select one.* **SINGLE CODE.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q32. The city's stormwater management systems operate effectively to ensure the risk of flooding is minimised.						

Part Seven: Rubbish and Recycling

Thinking now about the Council's rubbish and recycling collection and its three-bin kerbside collection service.

How satisfied, or dissatisfied are you with each of the following? **SINGLE CODE PER ROW.**

This includes Council understanding resident rubbish, organics and recycling needs, provision of clear and correct information about what can go in each type of bin and about collection days and changes, prompt addressing of any issues, and the user friendliness of the bins and service.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q33. The Council's kerbside collection of RECYCLABLE materials (your YELLOW bin)						
Q34. The Council's kerbside collection of RUBBISH (your RED bin)						
Q35. The Council's kerbside collection of ORGANIC materials (your GREEN bin)						
The Council's transfer stations and Resource Recovery Centres for disposing of large quantities of rubbish, green waste , recycling , items for reuse and household hazardous waste not collected through the kerbside service (<i>this includes what waste you can dispose of and how, and the locations, opening hours and fees for using the service</i>)						

Part Eight: Roading and Transport

Thinking now about the condition of the city's roads and footpaths.

How satisfied, or dissatisfied are you with each of the following? **SINGLE CODE PER ROW**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q36. The condition of Christchurch's roads, excluding the residential red zone roads? <i>This includes maintenance and how they are looked after</i>						
Q37. The condition of Christchurch's footpaths, excluding the residential red zone footpaths? <i>This includes maintenance and how they are looked after</i>						

ONLY ASK Q38 IF Q36 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q38. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's ROADS? **ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS**

<input type="checkbox"/>	Road surfaces are not smooth or level
<input type="checkbox"/>	There are potholes in the roads
<input type="checkbox"/>	Roadworks are causing delays and disruption
<input type="checkbox"/>	Roadworks are taking too long
<input type="checkbox"/>	Roadworks not completed to a good standard
<input type="checkbox"/>	Roads are not swept often enough (including litter and debris on roads)
<input type="checkbox"/>	Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)
<input type="checkbox"/>	Other – please specify [ANCHOR]
<input type="checkbox"/>	Don't know [ANCHOR]

ONLY ASK Q39 IF Q37 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q39. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's FOOTPATHS? **ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS**

	Footpath surfaces are not smooth or level (eg. uneven)
	Footpath surfaces or kerbs/gutters contain holes or cracks
	Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters
	Litter and debris on footpaths
	Repairs are not completed to a good standard (eg. ongoing patch repairs where holes/cracks return quickly)
	Repairs and upgrades are taking too long
	Footpaths are too narrow to accommodate all users
	There are not enough footpaths on some streets
	Other – please specify [ANCHOR]
	Don't know [ANCHOR]

Q40. How much do you agree or disagree that our transport network is **SAFE** for **ALL** users so that everyone comes home healthy and safe each day? *This includes motor vehicle users, motorcyclists, cyclists, pedestrians, eScooter and kick scooter riders, etc* *Select one.* **SINGLE CODE.**

	Strongly agree
	Agree
	Neither agree nor disagree
	Disagree
	Strongly disagree
	Don't know/ not applicable

Q41. How did you usually travel in Christchurch in the last 12 months? (select the ONE method you used the MOST OFTEN) **SINGLE CODE**

	Car
	Cycle
	Walking
	Public transport (eg. Bus)
	Motorcycle or scooter
	eScooter
	Kick scooter or skateboard
	Other (please specify)

Q42. **FILTER BY MODE USED MOST OFTEN:** How easy or difficult was it to travel by <<MODE>> in Christchurch in the last 12 months? *Select one.* **SINGLE CODE.**

	Very easy
	Easy
	Neither easy nor difficult
	Difficult
	Very difficult
	Don't know/ not applicable

Part Nine: Water

Thinking now about the city's wastewater collection and water supply.

Wastewater collection is about the underground pipes that take wastewater (e.g. 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.

How satisfied or dissatisfied are you with each of the following? **SINGLE CODE PER ROW.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q43. That there is minimal odour from the sewerage system? <i>This includes odours from manholes in the street, treatment plants such as the one at Bromley and smaller plants on Banks Peninsula</i>						
Q44. That the wastewater services are reliable? <i>This means wastewater is collected, carried, treated, and disposed of without blockages and overflows. Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads</i>						
Q45. That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? <i>This includes blockages, overflows, or broken pipes</i>						

Thinking now about water supply. This is about clean, drinkable water being supplied to your house. How satisfied or dissatisfied are you with each of the following? **SINGLE CODE PER ROW**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q46. The quality of the water supply? <i>This includes its taste, appearance. (e.g., sediment free) and with minimal water odour</i>						
Q47. That the water supply is reliable? <i>This means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained</i>						
Q48. That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?						

Part Ten: Active Travel

Thinking now about Active Travel in Christchurch. This is human-powered travel such as walking, cycling, skating, and kick scootering.

Q49. How often have you cycled on a public road in Christchurch in the last 12 months? *Select one.* **SINGLE CODE**

	All the time, (i.e. about every day)
	Frequently (i.e. at least once a week)
	Occasionally (i.e. around once a month)
	Rarely (i.e. no more than a few times a year)
	Never
	Don't know

How much do you agree or disagree with each of the following? **SINGLE CODE PER ROW**

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Q50. Christchurch is a cycle friendly city? <i>This means that cyclists can travel safely and easily around the city by cycle, using roads and cycle lanes; supporting and understanding cyclist needs; provision of correct information about the cycling network; and user friendliness of signage and information</i>						
Q51. Christchurch is a walking friendly city? <i>This includes pedestrians being able to travel safely and conveniently around the city on foot; supporting and understanding pedestrian needs; provision of correct information about the pedestrian network; and user friendliness of signage and information</i>						

Part Eleven: Parking

Thinking now about parking a vehicle in Christchurch...

Q52. Have you parked a vehicle in a Council parking facility within the last 12 months? *This includes on-street and off-street parking.* *Select all that apply.* **MULTI CODE**

	Yes, on-street
	Yes, Council off-street
	No [UNIQUE ITEM]
	Don't know/ not applicable [UNIQUE ITEM] [SKIP TO Q57]

How satisfied or dissatisfied are you with each of the following? **SINGLE CODE PER ROW**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q53. The ease of use of on-street parking meters? <i>This includes clear instructions, the purchasing of tickets, meters working correctly and the response from the Council when they aren't working</i>						
Q54. The range of Council parking options available to you. <i>This includes on-street and off-street Council parking, parking permits and mobility parking</i>						
Q55. The information provided about Council parking options. <i>This includes clear signs and instructions, and information that is correct and available to people</i>						
Q56. The ease of use of Council parking.						

Part Twelve: Heritage Assets

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

How satisfied or dissatisfied are you with each of the following? **SINGLE CODE PER ROW**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q57. The appearance of these objects. <i>This includes layout, type, and style</i>						
Q58. The condition of these objects. <i>This includes maintenance and how they are looked after</i>						

Part Thirteen: Parks

The Council's parks network is made up of different types of sports, community, garden heritage and regional parks. These parks have recreation facilities to meet a range of needs and not all parks will have all types of facilities.

Q61. Thinking about the city's parks network as a whole, how satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)? *This includes areas for sitting and relaxing (e.g. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; viewing areas; and facilities for playing sport (including sports surfaces, goal posts and changing rooms), etc.*

Select one. SINGLE CODE

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q62. How satisfied or dissatisfied are you with information provided about recreation facilities in the city's parks (including beach park areas)? *This includes clear signs and information that is correct and available to people about what is at different parks* Select one. SINGLE CODE

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Thinking now about central city parks, riverbanks, and squares...

This includes small central city parks and reserves, Margaret Mahy Playground, squares such as Cranmer, Latimer, and Victoria squares, and the inner-city Ōtākaro/Avon River riverbanks, but it excludes Hagley Park and the Botanic Gardens.

How satisfied or dissatisfied are you with each of the following? **SINGLE CODE PER ROW**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q63. The appearance of central city parks and green spaces. <i>This includes layout, plants, trees, and gardens</i>						
Q64. The condition of these parks and green spaces? <i>This includes maintenance and how they are looked after</i>						

Part Fourteen: Overall Satisfaction

We have nearly finished the survey, so we would just like to ask you a few questions about your impressions of the Council overall.

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.

Q69. 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.**

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q70. Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant. *Giving your views helps the Council better understand how people feel about its performance.*
Verbatim. **CODING REQUIRED.**

--

o Don't know/nothing

ASK Q71 IF Q69 = OPTION 3 (NEITHER SATISFIED NOR DISSATISFIED). OTHERWISE, SKIP TO Q72

Q71. Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the last 12 months?

	Overall slightly more satisfied than dissatisfied
	Overall slightly more dissatisfied than satisfied
	Feel equally satisfied as dissatisfied
	Don't know

Part Fifteen: Things Done Well, and Opportunities for Improvement

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.

- Q72. 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? *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.*
Select one. SINGLE CODE.

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know/ not applicable

To finish, we have two questions about the best things the Council does and the things that need improving most.

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.

- Q73. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why? Please give as much detail as possible about how and why you think Council is performing best in delivering. Please only choose just **the one** service. *Giving your views helps the Council better understand what people feel it does well. Verbatim. CODING REQUIRED.*

Don't know/nothing

Q74. 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, and why? Please give as much detail as possible about how and why this service needs improving. Again, just choose **the one** service you think is most in need of improvements. *Giving your views helps the Council better understand what people feel it needs to do better.* *Verbatim.* **CODING REQUIRED.**

o Don't know/nothing

OPTIONAL EXTRA QUESTIONS: If you have another two minutes, we would like to hear your views on climate action.....

Part Sixteen: Climate Action

Q75. Are you aware that the Council has set greenhouse gas emissions reduction targets for Christchurch?

Select one. SINGLE CODE

	Yes
	No
	Don't know/ not applicable

Q76. How much do you agree or disagree that the Council will meet its emissions target? Select one. SINGLE CODE

	Strongly agree
	Agree
	Neither agree nor disagree
	Disagree
	Strongly disagree
	Don't know/ not applicable

Q78. Below is a list of different ways in which households could change their behaviours to reduce global greenhouse gas emissions (or carbon footprints). Which THREE of the following actions, if any, do you think would have MOST IMPACT on reducing greenhouse gas emissions? *Please note this is not specifically about actions you might take alone, but more about what we can do collectively*

	Growing or producing our own food
	Using less packaging
	Buying fewer items or more durable items
	Using public transport more
	Cycling or walking more
	Using cars less
	Making our homes more energy efficient (eg. improving insulation)
	Eating plant based meals more often
	Not having pets
	Choosing to have fewer or no children to reduce environmental impact
	Other – please specify

END. Thank you for taking the time to complete our survey.