




Summary of Levels of Service Results: Point of Contact Surveys 2014-2015

Activity Group	Activity	Performance Standard	LTP Performance Standard	2014/15 LOS Target	2014/15 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2014/15	Survey Result 2014-15	Survey Result 2013-14	Survey Result 2012-13	Survey Result 2011-12
City Planning and Development	Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	85%				76%	71%	83%	Council decision not to survey in 2011/12
	Community Support	2.0.2 Maintain level of customer satisfaction with Council community facilities	Yes	90%				96%	95%	97%	93%
	Build Stronger Communities	2.2.8 Provide a quality, high standard of professional childcare is provided that satisfies customers' needs	Yes	At Least 85%				95%	92%	97%	97%
	Community Grants	2.3.1.2 Effectively administer the Creative NZ grants scheme	Yes	Maintain at least 85%				88%	90%	NA	NA
	Social Housing	2.4.3.1 Tenants of council housing are satisfaction with quality of tenancy service provided	Yes	At least 80%				76%	76%	77%	78%
		2.4.3.2 At least 80% of Council housing tenants are satisfied with overall condition of their unit.	Yes	At least 80%				68%	69%	NA	NA
		2.4.4 At least 90% of social housing partnerships are satisfied with their relationship with Council	Yes	At least 90%				65%	NA	NA	NA
	Customer Services and Online Channels	2.6.3 Ensure Customer satisfaction with walk-in services at Council Service Centres	Yes	At least 95%				98%	99%	95%	97%
		2.6.7.1 At least 90% of customers who contact the call centre via phone are satisfied or very	Yes	At least 90%				91%	90%	88%	89%



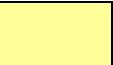







		<i>satisfied with the service at first point of contact</i>									
		<i>2.6.7.2 At least 80% of customers who contact the call centre via email are satisfied or very satisfied with the service at first point of contact</i>	Yes	At least 80%		⏸		78%	81%	83%	67%
Cultural and Learning Services	Art Gallery and Museums	<i>3.0.2 Visitor satisfaction with the Gallery experience</i>	Yes	Suspended until Christchurch Art Gallery reopens				NA	Council decision not to survey in 2013/14	Council decision not to survey in 2012/13	Council decision not to survey in 2011/12
		<i>3.0.17 Administer the Canterbury Museum levy and report on Annual Plan targets</i>	Yes	90% or better		⏸		96%	96%	96%*	96%*
	Libraries	<i>3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries</i>	Yes	At least 90%		⏸		97%	96%	96%	96%
		<i>3.1.8 Customer satisfaction with library programmes and events provided</i>	Yes	90%		⏸		97%	98%	NA	NA
	Transport and Environmental Education	<i>3.2.3 Teacher satisfaction with the Cycle Safe education programme</i>	Yes	At least 95%		⏸		100%	100%	NA	NA
		<i>3.2.5 Customer satisfaction with travel planning advisory services</i>	No	100%				67%	100%	NA	NA
		<i>3.2.7 Teacher satisfaction with Greenspace education programme</i>	Yes	At least 95%		⏸		100%	99%	NA	NA
		<i>3.2.9 Teacher satisfaction with Civil Defence and Emergency Management education programmes</i>	No	100%		⏸		100%	100%	NA	NA
		<i>3.2.11 Teacher satisfaction with Water and Waste education programmes</i>	Yes	At least 95%		⏸		100%	99%	NA	NA
	Democracy and Governance	Public Participation in Democratic Processes	<i>4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input</i>	No	Satisfied or Very satisfied				Satisfied	NA	NA

	Communication s, Engagement and Consultation	4.2.1 Provide external communications that are timely, relevant, accurate and cost effective	No	At least 65%				68%	62%	53%	66%
Parks and Open Spaces	Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities available.	Yes	At least 85%				59%	67%	63%	Council decision not to survey in 2011/12
		6.0.3 Overall customer satisfaction with neighbourhood parks	Yes	At least 85%				56%	68%	67%	70%
	Sports Parks	6.1.2 Customer satisfaction with the range of recreation facilities available.	Yes	At least 85%				85%	88%	85%	Council decision not to survey in 2011/12
		6.1.3 Overall customer satisfaction with sports parks	Yes	At least 85%				86%	88%	84%	Council decision not to survey in 2011/12
		6.1.7 Overall customer satisfaction with sports park administration	No	At least 70%				67%	65%	76%	67%
	Garden and Heritage Parks	6.2.2 Proportion of visitors satisfied with the appearance of the Botanic Gardens.	Yes	At least 92%				99%	98%	98%	94%
		6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks	Yes	At least 85%				70%	76%	73%	79%
	Regional Parks	6.3.5 Proportion of customers satisfied with their experience of regional parks	Yes	At least 90%				83%	82%	83%	92%
	Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	At least 81%				61%	67%	81%	Council decision not to survey in 2011/12
		6.4.5 Customer satisfaction with Council cemetery services	Yes	At least 95%				75%	100%	89%	Council decision not to survey in 2011/12
Harbours and Marine Structures	6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine	Yes	At least 53%				63%	58%	53%	Council decision not to survey in	

		structures provided by Council									2011/12
Recreation and Leisure	Recreation and Sport Services	7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Yes	5.8 score (CERM Survey)				5.9	5.6	5.8	5.9
		7.0.11 Deliver a high level of customer satisfaction with range, content and delivery of accessible community-based recreation and sport programmes, events and campaigns	Yes	At least 90%				91%	90%	87%	94%
		7.0.12 Deliver a high level of customer satisfaction with the support provided to the community based recreation and sport organisations.	Yes	At least 75%				84%	85%	NA	NA
	Events and Festivals	7.2.3 Produce top quality events such as a Summertimes, Kidfest, Guy Fawkes, Fireworks	Yes	At least 90%				90%	N/A	78%*	88%*
		7.2.7.2 Manage and develop the central city event spaces	Yes	90%				97%	96%	92%	93%
		7.2.8.1 Events support provided to the events industry	No	At least 80%				81%	78%	84%	87%
Refuse Minimisation and Disposal	Commercial and Industrial Waste Minimisation	8.3.2 Proportion of businesses are actively taking part in Target Sustainability satisfied with the advice and support received	Yes	At least 85%				100%	100%	100%	89%
Regulatory Services	Building Consenting and Inspections	9.1.3 Provide % satisfaction with building consenting public advice provided.	Yes	90%				97%	96%	94%	Methodology change
	Resource Consenting	9.2.7 % Satisfaction with resource consenting process	Yes	75%				81%	75%	75%	Methodology change
		9.2.12 % Satisfaction with subdivision consenting process	Yes	75%				71%	79%	74%	New LOS

		9.2.16 % Satisfaction with resource and subdivision consenting public advice provided	Yes	90%				89%	94%	95%	Methodology change
	Land and Property Information Services	9.4.6 Ensure customers satisfied with Regulatory Services public advice provided at Civic Offices (for health licensing, building and building process advice, not individual application advice.)	Yes	90%				95%	95%	94%	94%
		9.4.9 Ensure consent preparation customers are satisfied with meeting service provided	Yes	Baseline				82%	78%	91%	New LOS
Roads and Footpaths	Public Transport Infrastructure	10.4.4.1 Number:	Yes	59%				60%	54%	NA	NA
		10.4.4.2 Quality	Yes	68%				66%	63%	NA	NA
		10.4.4.3 Safety	Yes	75%				75%	70%	NA	NA
		10.4.5.1 Appearance	Yes	88%				84%	83%	NA	NA
		10.4.5.2 Safety	Yes	77%				79%	64%	NA	NA
		10.4.5.3 Ease of Use	Yes	96%				86%	91%	NA	NA

* This result included responses from non-residents of Christchurch.

	LOS target met		LOS target not met		Surveys not completed due to Council decision not to survey or late reinstatement of level of service
	Baseline result or target to be set or no information available	NA	Deleted Level of Service or no information available		Top performing services that other services could learn from (90%+ satisfaction)
	Top performing services (85%+ satisfaction)		Moderate performing service (between 50% to 84% satisfaction)		Under performing services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year