


Summary of Levels of Service Results: Point of Contact Surveys 2015-2016

CAUTION: pre 2015-2016 results have been provided for general information only. Trends cannot be implied due to significant question changes across all measures in 2015-2016 to reflect a more detailed customer focus component in level of service measurement. There has also been a methodology change from primarily onsite interviewing to sequential mixed method self-complete surveying using online and post back channels and with some face to face surveying where appropriate

Activity Group	Activity	Performance Standard	LTP Performance Standard	2015/16 LOS Target	2015/16 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2015/16	Survey Result 2015-16	Effort / Ease of Interaction or Use 2015-2016	Survey Result 2014-15	Survey Result 2013-14
Heritage Protection	Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	75%				93%	100%	76%	71%
Resilient Communities	Community Facilities	2.0.2 Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	Yes	At least 80%				80%	85%	96%	95%
	Customer Services and Online Channels	2.6.7.1 Customers are satisfied or very satisfied with the "first point of contact" council customer service	Yes	85%				90% ¹	85%	Walk In: 98% Phone:91% Email: 78%	Walk In: 99% Phone:90% Email: 81%
	Events and Festivals	2.8.3.1 Deliver, partner and produce events, programmes and festivals for the city	Yes	At least 90%				92%	93%	90% ¹	N/A
		2.8.6.1 Provide the events sector with strategic leadership, events support and advisory services	No	At least 80%				87%	88%	81%	78%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Yes	At least 90%				93%	94%	97%	96%
		3.1.8 Customer satisfaction with library programmes and events provided	Yes	90%				98%	94%	97%	98%

	Museums	3.3.1.2 Administer the Canterbury Museum levy and report on Annual Plan targets	Yes	90% or better				95%	87%	96% ¹	96% ¹
Strategic Governance	Public Participation in Community and City Governance and Decision Making	4.1.10.1 Provide external communications and marketing that are timely, relevant, accurate and cost effective	Yes	At least 65%				56%	51%	68%	62%
		4.1.12.4 Provide media with information about the Council	No	Baseline				55% ²	60%	NA	NA
		4.1.19 Percentage of residents that understand how Council makes decisions (users of governance services)	Yes	65%				57%	27%	NA ³	NA ³
		4.1.21 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	Yes	65%				43%	27%	NA ³	NA ³
		4.1.27.2 Community development projects are provided, supported and promoted	Yes	85%				79%	68%	NA	NA
Parks and Open Spaces	Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities	Yes	> 90%				69%	70%	59%	67%
		6.0.3 Overall customer satisfaction with neighbourhood parks	Yes	At least 70%				60%	70%	56%	68%
	Garden and Heritage Parks	6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks	Yes	At least 70%				84%	79%	70%	76%
		6.2.2 Proportion of visitors satisfied with the appearance of The Botanic Gardens	Yes	At least 95%				98%	93%	99%	98%

	Regional Parks	6.3.5 Provide, develop and maintain facilities to the satisfaction of park users	Yes	80%				70%	72%	83%	82%
	Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	At least 65%				73%	67%	61%	67%
		6.4.5 Customer satisfaction with Council cemetery services	Yes	At least 95%				100%	88%	75%	100%
Sport and Recreation	Recreation and Sport Facilities	7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Yes	At least 80% 5.8 score (CERM Survey)				6.0	NA	5.9	5.6
	Sports Parks	7.1.2 Deliver a high level of customer satisfaction with the range and quality of sports parks	Yes	90%				63%	70%	86%	88%
Regulation and Enforcement	Resource Consenting	9.2.7 % Satisfaction with resource consenting process	Yes	75%				74%	65%	81%	75%
Transport	Public Transport Infrastructure	10.4.4 Ensure user satisfaction with the number and quality of bus shelters	Yes	≥ 65%				60%	57%	60%	54%
		10.4.5 Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	Yes	≥ 85%				83%	85%	84%	83%
	Transport Education	10.7.7 Maintain a high level of satisfaction with school 'Cycle Safe' education programme	Yes	≥ 95%				100%	99%	100%	100%
	Harbour and Marine Structures	10.8.2 Proportion of customers satisfied with the state of marine structures provided by Council	Yes	55%				49%	47%	63%	58%
Strategic Planning	Strategic Planning and Policy	17.0.36 Provide Build Back Smarter advice to home owners of existing homes	No	At least 90%				84%	84%	NA	NA








Housing	Housing	18.0.5.1 At least 80% of tenants are satisfied with the quality of the tenancy service provided	Yes	At least 80%				69%	63%	76%	76%
		18.0.5.2 At least 80% of Council housing tenants are satisfied with the overall condition of their unit	Yes	At least 80%				51%	63%	68%	69%
Natural Environment	Environment Education	19.1.2 Environmental education programmes are delivered which provide students with knowledge and interest in the importance of biodiversity and ecosystems (Greenspace Programme)	No	At least 95%				100%	90%	100%	99%
		19.1.4 Environmental Education programmes give students an understanding of how the city's waste system operates and city's water system and services work and helps them understand how their household and lifestyle practices can help conserve water (Water and Waste Programmes)	No	At least 95%				100%	97%	100%	99%
		19.1.6 Teacher satisfaction with Civil Defence and Emergency Management education programmes	No	At least 95%				100%	100%	100%	100%

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

2 Extreme caution must be taken in interpreting this result due to very low sample size

3 2015-2016 is the first year these LOS have been measured using a sample of Council governance process users. The same questions are asked in the General Service Satisfaction Survey which has a general random household sample

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