Christchurch Residents' Survey Programme 2019–2020

Results snapshot

How we are doing

The annual Residents' Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction has fallen to 50 per cent in 2019-20 – down from 62 per cent last year.

The Residents Survey programme involves two pieces of research – the Point of Contact Surveys, which were carried out throughout the year with 7,308 Council customers, and the General Service Satisfaction Survey, which was carried out in February and March 2020 and involved phone interviews with 1542 randomly selected residents. The survey results and data are used to inform Council decisions.

Dissatisfaction with services, such as road condition, and with responsiveness to issues are the main reasons for declines in overall satisfaction.

As in previous years, there were high degrees of satisfaction with some services including libraries, kerbside collection, recreation and sport facilities and the Botanic Gardens and Mona Vale.

Read the full Residents' Survey Programme 2019-2020 results :

ccc.govt.nz

*Point of Contact Satisfaction Survey - percentages are based on individual sample/respondent sizes, which vary for each survey.

+General Satisfaction Survey - 1542 people surveyed in Feb-March 2020.

Christchurch City Council

What people say we do well

General Satisfaction Survey+

Walking-friendly city
"Enjoy using the walking facilities, that and the Port Hills walking tracks, they are really good." — **83%** Satisfied

Inner city parks
"The parks are beautiful, the squares are beautiful."
"They keep it looking clean and nice." — **80%** Satisfied

Kerbside collection
"The three kerbside bins for the rubbish is excellent, overall that's the best thing that they deliver." — **82%** Satisfied

Residual waste **85%** Satisfied Organic **81%** Satisfied Recycle **80%** Satisfied

Point of Contact Satisfaction Survey*

Education programmes
"Friendly, knowledgeable educators, informative and fun!" — **100%** Satisfied

Rec and sport facilities
"They are always doing things to make their customers experience pleasant, they offer extras which exceeds the expectations of gym goers." — **92%** Satisfied

Libraries
"The staff are really helpful, they have a good range of materials." — **95%** Satisfied

Botanic Gardens and Mona Vale
"It's beautiful and quiet, it's a little wee oasis." — **97%** Satisfied

Hagley Park
"Very lucky to have Hagley Park. Great place to be, rain or shine. Council has done a great job." — **94%** Satisfied

Where people think we could improve

General Satisfaction Survey+

Wastewater reliability, responsiveness
Our responsiveness to repairs, odour prevention and stopping wastewater discharges. — **66%** Satisfied

Parking - ease of use
(Council on-street parks)
Provide more and cheaper parking – especially around the central city, hospital and the Botanic Gardens. — **44%** Satisfied

Council off-street parking facilities
Improve safety at these facilities for people and vehicles. — **51%** Satisfied

Point of Contact Satisfaction Survey*

Resource consenting process
Residents want improved timelines of the process, clearer information and better communication. They also want consenting fees to be lower. — **69%** Satisfied

Presentation of cemeteries
People want to see improved overall presentation of cemeteries, with more regular maintenance and better upkeep. — **65%** Satisfied

Community parks
Users want more regular maintenance and better upkeep of these parks. — **57%** Satisfied

Communication, marketing
Release information through a number of channels. — **61%** Satisfied

What people say they are unsatisfied with

Council decision-making
"The decision-making needs to be far more transparent and easier for the public to understand."

Public has influence on decisions:
30% Satisfied Large or some influence **44%** Satisfied Small influence **26%** Satisfied Residents participation/ contribution **26%** Satisfied Understanding how Council makes decisions
26% Satisfied No influence

Roads and footpaths
"They aren't getting fixed properly. Potholes are getting hot mix filled."
Roads **26%** Satisfied Footpaths **40%** Satisfied

Water supply
"It's been chlorinated for far longer than they promised it would be."
Responsiveness **54%** Satisfied Quality **48%** Satisfied

Stormwater drainage
"I just feel that they should be spending money on fixing stormwater drains, instead of buying sculptures to make it look pretty." — **43%** Satisfied