

**Christchurch City Council**  
***Point of Contact Service Satisfaction***  
***Residents Survey Results***

**2012/2013**

Monitoring and Research Team  
Strategy and Planning Group  
May 2013

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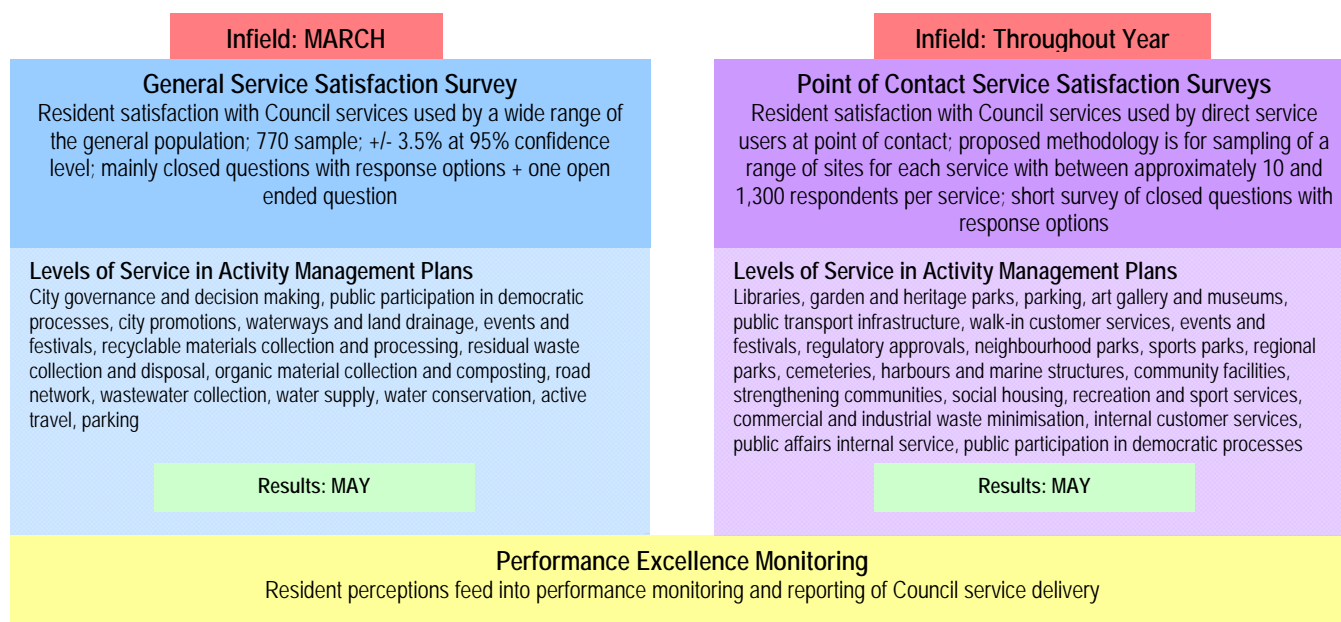
# Introduction

## Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. In 2006 the Council moved to a Biannual Survey of Residents (called the General Service satisfaction Survey), conducted by telephone in March and September each year.

The Council has reviewed the Levels of Service in its Activity Management Plans for the LTCCP 2009-19. In April 2009, the Executive Team endorsed a change to the Council's Residents Survey framework to now include:

1. General Service Satisfaction Survey – this survey is similar to the old biannual survey. It measures resident perceptions of satisfaction with Council service delivery. The survey sample includes the general population of Christchurch. Survey content is closely aligned with Levels of Service in the Activity Management Plans (and uses, where possible, a consistent style of satisfaction questioning across services). The telephone survey is conducted in March each year with the methodology remaining unchanged from the biannual survey telephone survey of a random sample of 770 residents aged 15 years and over. The overall questionnaire length is approximately 15 minutes.
2. Point of Contact Service Satisfaction Surveys – this involves a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. marina users). A range of survey methods is used: on-site face to face interviews and self-complete postal or email surveys.



### Methodology

- Survey questions based on Levels of Service in the Activity Management Plans
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone or email with either a random sample or total population of service users
- Respondent sample size range from approximately 10 to 2,500 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites were selected for each service, (random selection of small, medium and larger sites) (service size was determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: face to face interviews (primary method), postal/email self-complete surveys and telephone interviews
- Point of Contact Surveys were conducted between November 2012 and May 2013

# Survey Results

## Activity: 1.4 Heritage Protection

### 1.4.7 Recommended Level of Service Target: 75%

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

#### Methodology

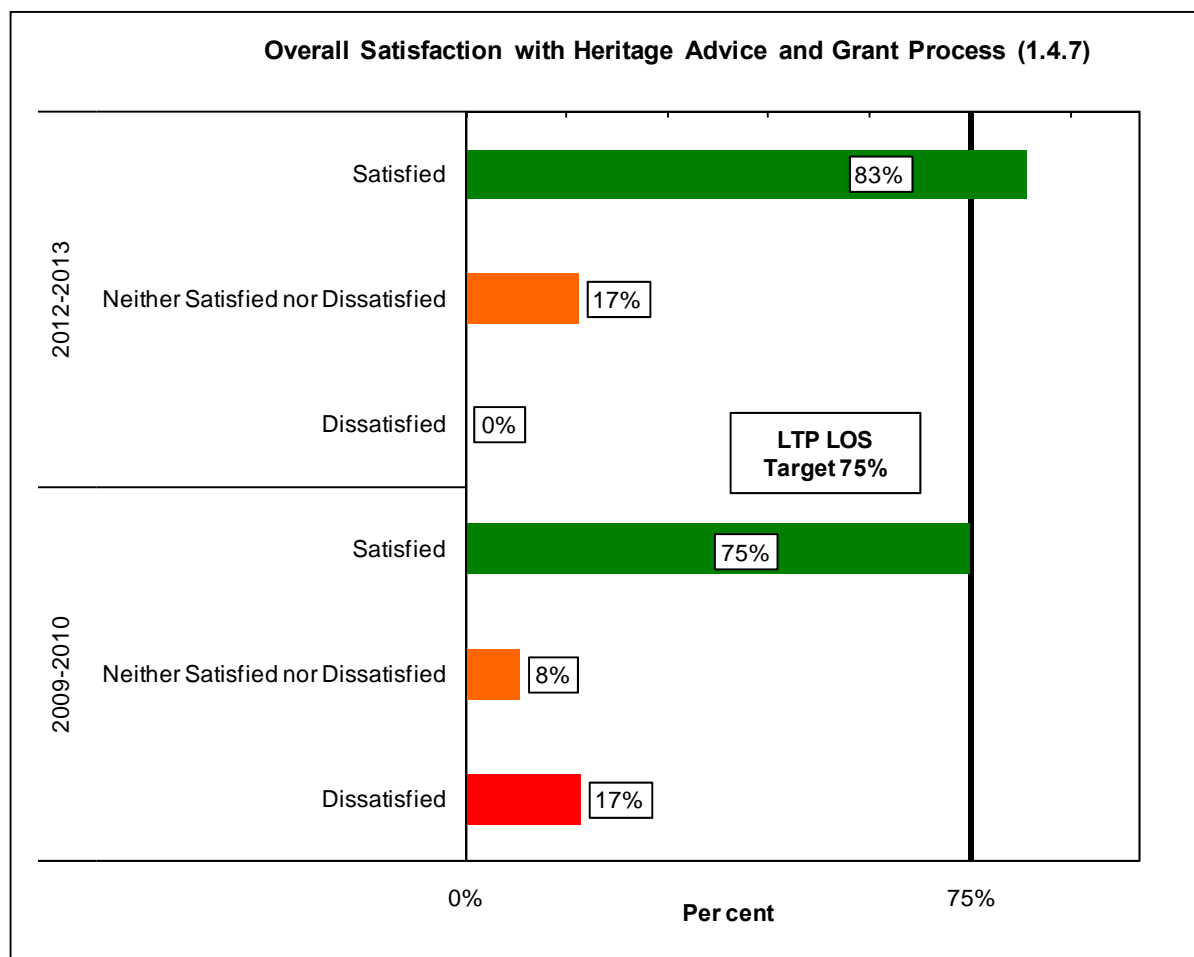
LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the level of grant approval (*ie. the actual dollar amount granted*)?
- And thinking now about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you with that advice? *Advice includes things such as information, support, guidance, etc.*
- Thinking about the heritage incentive grant process, overall, how satisfied or dissatisfied were you with the process? *The grant process includes things such as the submission of your application and of receipts for work undertaken and, in some cases, the completion of a covenant.*

**Time in field:** In January 2013 surveys were posted to 6 residents who had received a heritage grant in the preceding 12 months

**Completed surveys:** 2

Note: The small number of responses means that caution must be applied when interpreting results.



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	33.3%
Satisfied	50%
Neither Satisfied or Dissatisfied	16.7%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very satisfied	58.5%
Satisfied	38.2%
Neither satisfied nor dissatisfied	1.8%
Dissatisfied	0.9%
Very dissatisfied	0.5%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 2.1 Early Learning Centres

### Recommended Level of Service Target: 85%-95%

2.1.2 Quality, high standard of professional childcare is provided that satisfies customers' needs

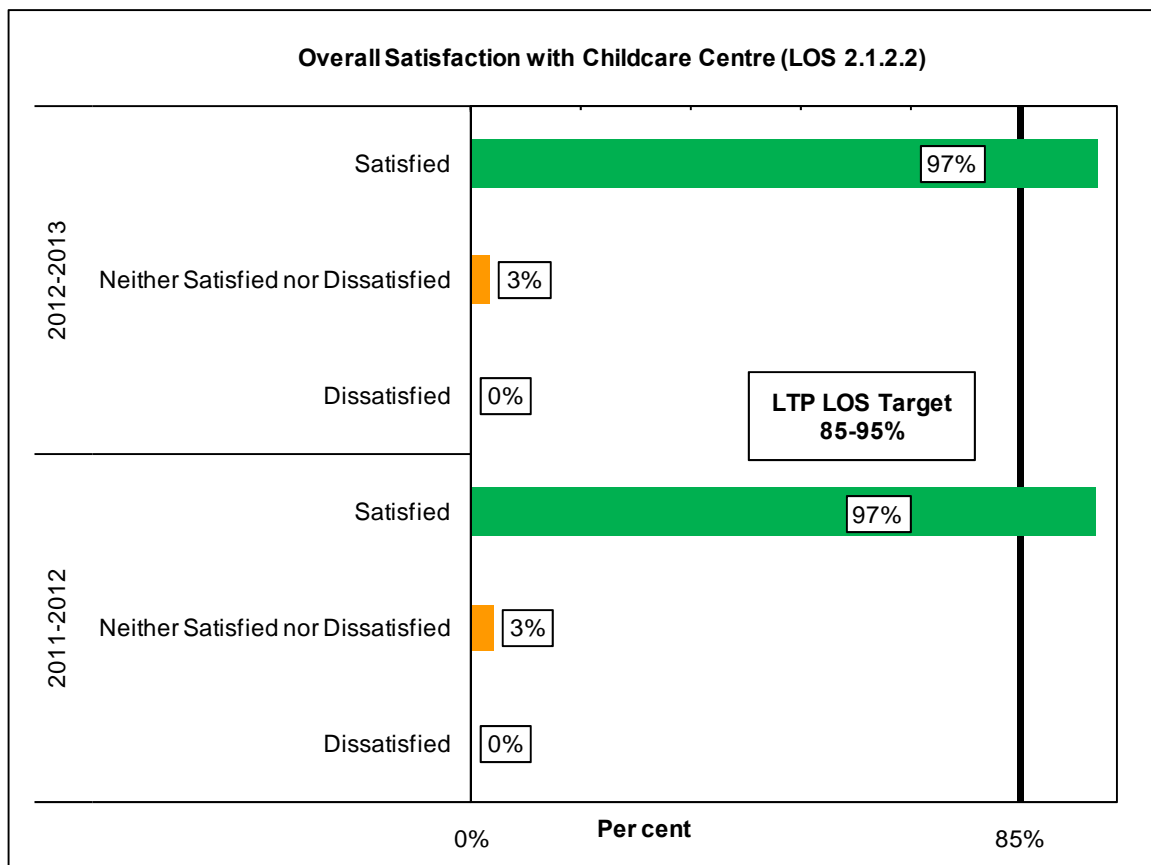
#### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with this centre? *This includes an OVERALL assessment of the aspects above such as the professionalism of staff, the facility, play equipment provided, value for money, learning opportunities provided, hours of operation and centre policies.*

**Time in field:** The survey was administered by hand in March 2013 to 68 families who use the Pioneer Early Learning Centre.

**Completed Surveys:** 36



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	52.9%
Satisfied	44.1%
Neither satisfied nor dissatisfied	2.9%
Dissatisfied	0.0%
Very dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>



## Activity: 2.2 Build Stronger Communities

### 2.2.10 Recommended Level of Service Target: At least 85%

#### 2.2.10 Develop Capacity of Community Groups and Resident Associations

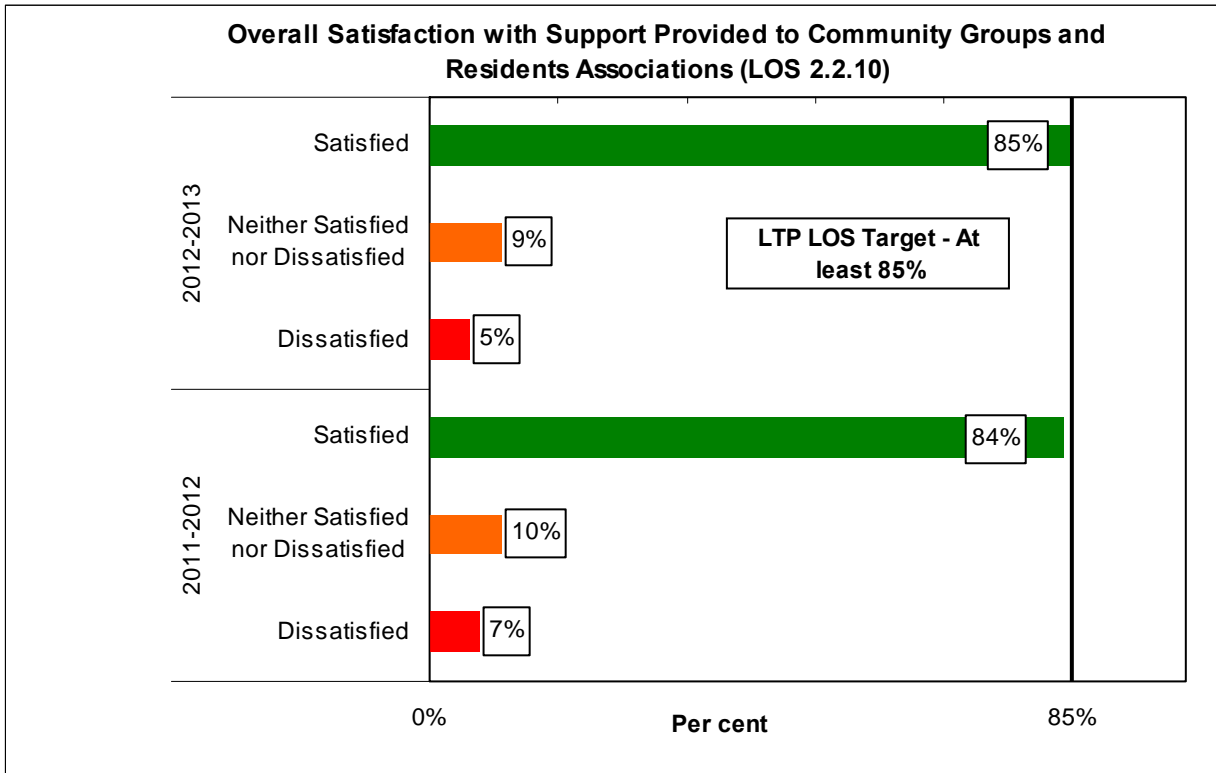
##### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the **SUPPORT GIVEN** to your community group by the Council? *Support includes things such as information, advice, guidance and funding.*

**Time in field:** Survey mailed out in January 2013 to 798 community groups

**Completed Surveys:** 300



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	48.0%
Satisfied	36.6%
Neither Satisfied or Dissatisfied	9.4%
Dissatisfied	4.0%
Very Dissatisfied	1.3%
Don't Know	0.7%
<b>Total</b>	<b>100.0%</b>

## Activity: 2.4 Social Housing

### 2.4.3 Recommended Level of Service Target: > 80%

#### 2.4.3 Tenant satisfaction with quality of tenancy service provided

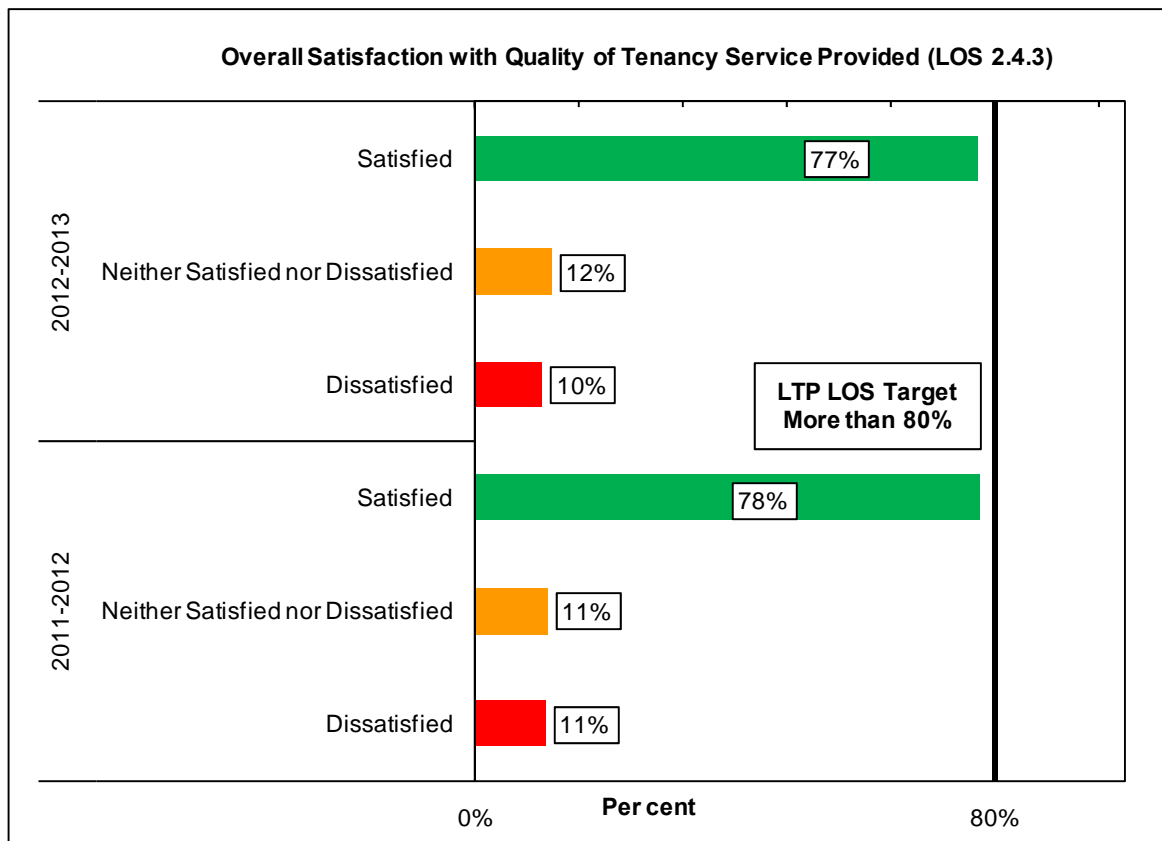
##### Methodology

LOS score based on survey question stated below:

- Thinking about the **TENANCY SERVICE** provided by Christchurch City Council, overall how satisfied or dissatisfied are you with the service? *The tenancy service includes things such as the housing officer/s you deal with and your flat's warmth, privacy, safety and grounds keeping.*

**Time in field:** Survey posted to 2128 housing tenants in February 2013.

**Completed Surveys:** 914



2012-2013 Individual Satisfaction Results	Percentage
Very Dissatisfied	30.7%
Dissatisfied	46.6%
Neither Satisfied or Dissatisfied	11.8%
Satisfied	8.6%
Very Satisfied	1.8%
Don't Know	0.6%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

## Activity: 2.6 Walk-in Customer Services

### 2.6.5 Recommended Level of Service Target: 95%

#### 2.6.5 Customer satisfaction with walk-in services

##### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

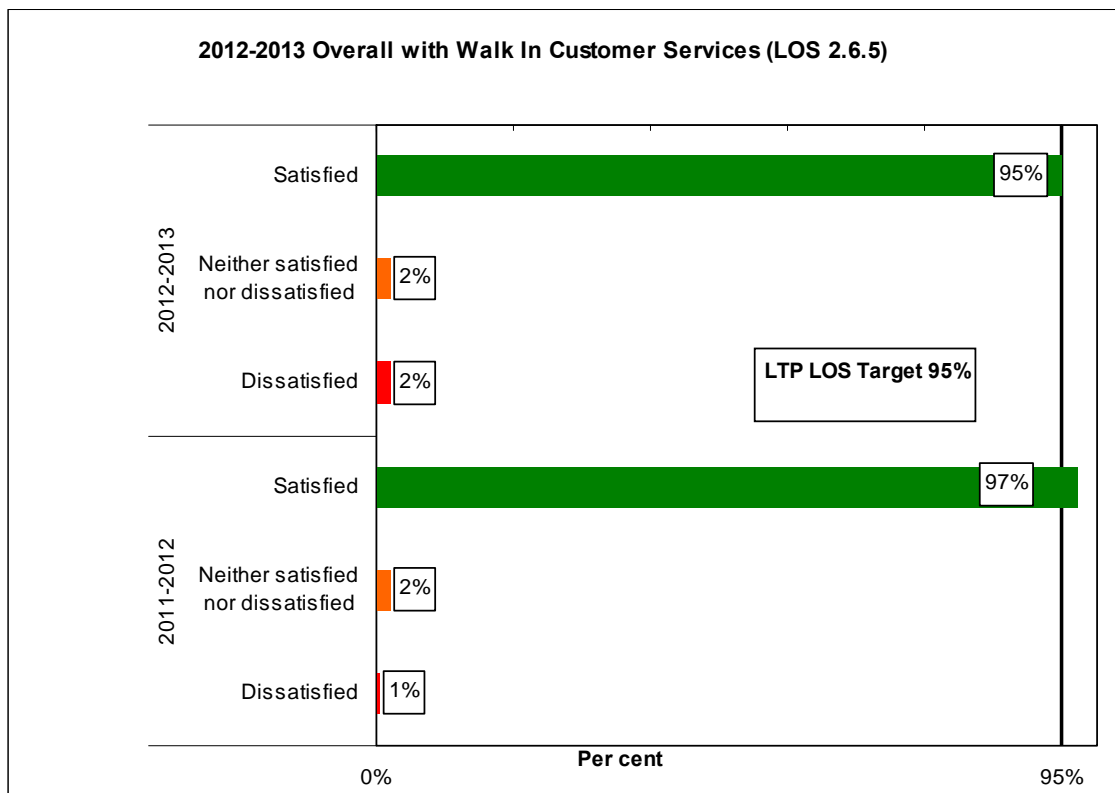
- Overall, how satisfied or dissatisfied are you with **THE MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer services representative's **OVERALL UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your visit today*
- And overall, how satisfied or dissatisfied are you with the customer services representative's **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveying took place on site between 13 November 2012 and 28 November 2012.

**Completed Surveys:** 300

**Sites Surveyed:**

	Completed surveys
Civic	60
Fendalton	60
Papanui	60
Riccarton	60
Shirley	60



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	74.7%
Satisfied	20.5%
Neither satisfied nor dissatisfied	2.1%
Dissatisfied	2.1%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable results have been removed from the results.

## **Activity: 3.0 Art Gallery and Museums**

### **3.0.2 Recommended Level of Service**

*3.0.2 Visitor Satisfaction with the Gallery experience*

**Target Suspended**

## Activity: 3.0 Art Gallery and Museums

### 3.0.17.1 Recommended Level of Service Target: Canterbury Museum annual plan targets reported.

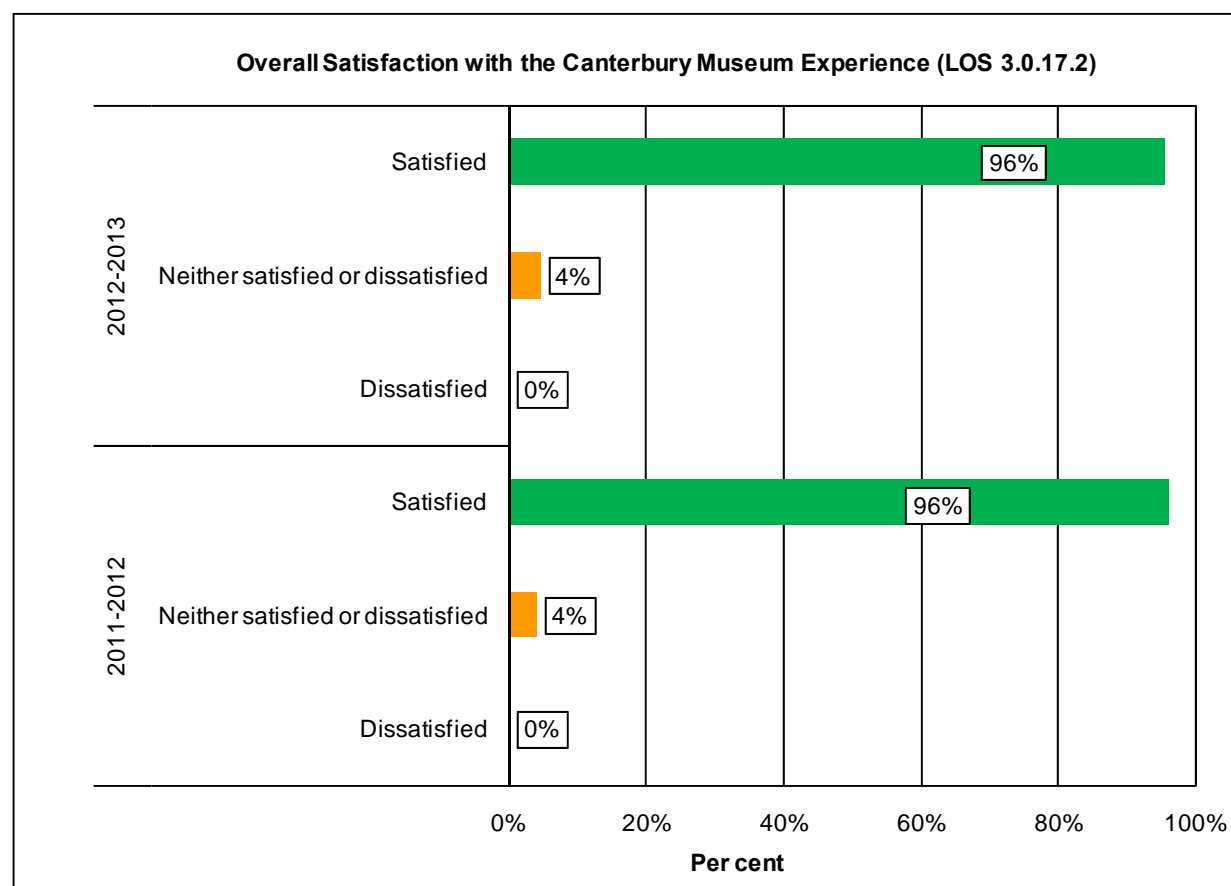
#### Methodology

LOS score based on survey question stated below:

- Thinking about your visit to the Canterbury Museum, including the exhibitions on display and the facilities provided, overall, how satisfied or dissatisfied were you with the Canterbury Museum experience?

**Time in field:** Surveying took place between 21 and 27 March 2013.

**Completed Surveys:** 201



2012-2013 Individual Satisfaction Results	Scale	Percentage
Extremely satisfied	9	34.8%
	8	38.3%
	7	22.4%
	6	4.5%
Neutral	5	0.0%
	4	0.0%
	3	0.0%
	2	0.0%
Extremely dissatisfied	1	0.0%
	0	0.0%
Total		100.0%

Note: These results included responses from non residents of Christchurch and had a 9 point satisfaction scale.

## Activity: 3.1 Libraries

### 3.1.5 Recommended Level of Service Target: 85-90%

#### 3.1.5 Customers are satisfied with service given

##### Methodology

LOS score based on survey question stated below:

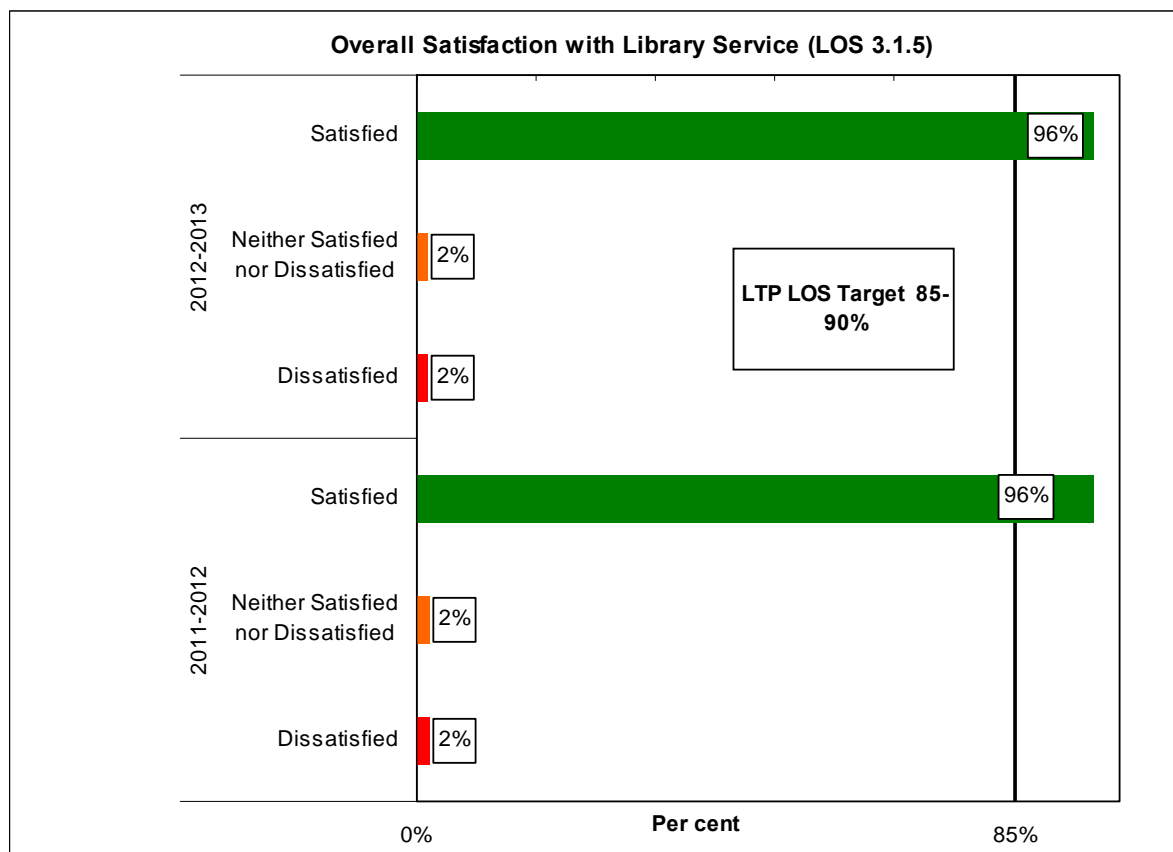
*The library service includes things such as manner of library staff, their understanding and ability to address your enquiries, the process of issuing books and the range of books and other items available. It also includes the facilities provided at the libraries and library based programmes and events. The library service includes the Central Library, community libraries and the mobile library.*

- Thinking about all aspects of the library service, overall, how satisfied or dissatisfied are you with the **LIBRARY SERVICE?**

**Time in field:** Surveying took place between 12 November 2012 and 23 January 2013.

**Completed Surveys:** 300

Akaroa Library	60
Aranui Library	60
Central Tuam	60
Shirley Library	60
Upper Riccarton Library	60
<b>Total</b>	<b>300</b>



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	65.2%
Satisfied	31.3%
Neither Satisfied or Dissatisfied	1.5%
Dissatisfied	1.3%
Very Dissatisfied	0.3%
Don't Know	0.3%
<b>Total</b>	<b>100.0%</b>

## **Activity: 4.1.3 Public Participation in Democratic Process**

### **4.1.3 Recommended Level of Service Target: Very Satisfied**

*4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input*

**Results not available yet. Date unknown.**

## Activity: 6.0 Neighbourhood Parks

### **6.0.2 Recommended Level of Service Target: ≥90%**

6.0.2 Customer satisfaction with the range of recreation facilities available, including playgrounds.

#### Methodology

LOS score based on survey question stated below:

- Overall how satisfied or dissatisfied are you with the range of recreation facilities provided at this park?  
*Range means the variety of recreation facilities available. Recreation facilities include things such as playgrounds.*

**Time in field:** Surveys were delivered to households in the vicinity of neighbourhood parks between November 2012 and December 2012.

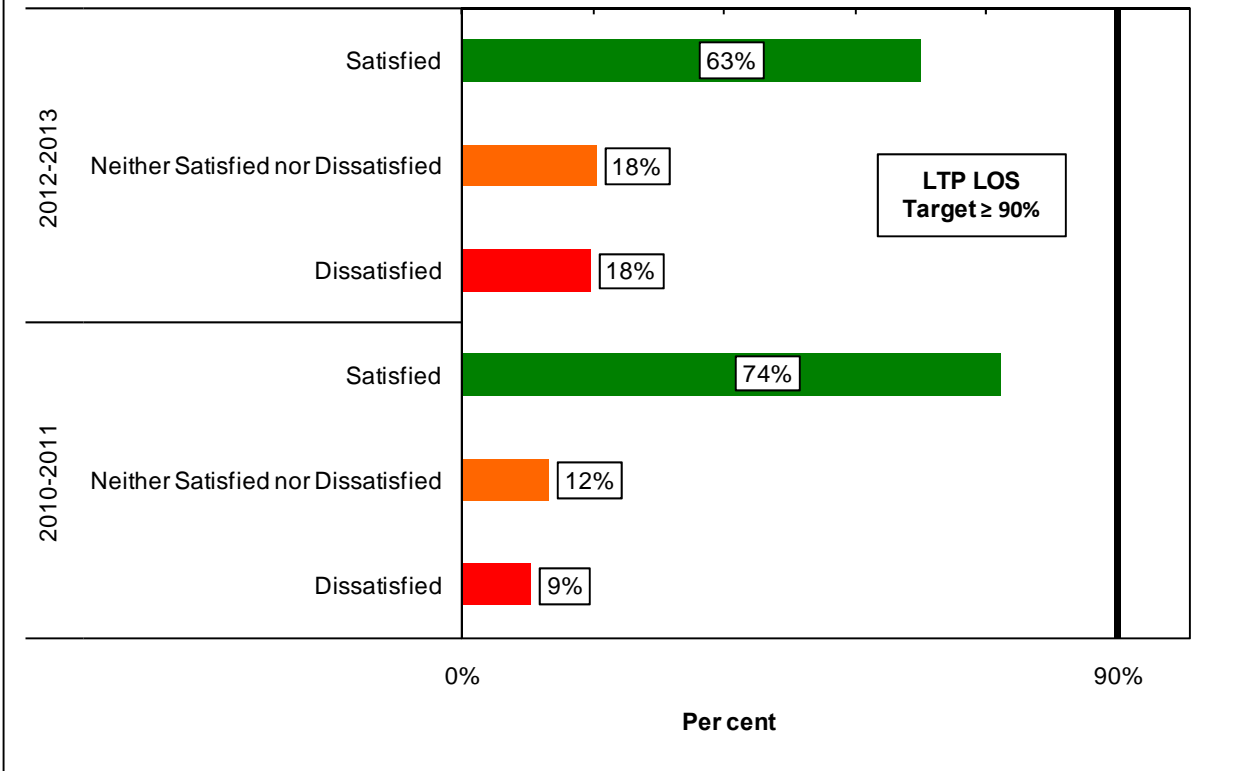
**Completed Surveys:** 253

**Sites surveyed:**

Neighbourhood Park	Completed Surveys
Alexandra Reserve	9
Annandale Park	8
Cadogan Reserve	6
Centaurus Park	15
Colchester Reserve	12
Cornelius O'Connor Reserve	7
Endeavour Playground	8
Erica Playground	13
Fernbrook Playground	15
Gainsborough Reserve	15
Glenroy Reserve	11
Hereford Playground	2
Heritage Park Little River	5
Larch Reserve	22
Laurenson Park	10
Picton Reserve	8
Pinehurst Reserve	13
Pitcairn Playground	6
Royal Park Reserve	8
Sarabande Reserve	13
Te Karoro Karoro Reserve	13
Trevor Reserve	5
Vanderblit Reserve	18
Wairakei Reserve	11
<b>Total</b>	<b>253</b>



**Overall Satisfaction with Range of Recreation Facilities in Neighbourhood Parks (LOS 6.0.2)**



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very satisfied	15.1%
Satisfied	47.8%
Neither satisfied nor dissatisfied	18.4%
Dissatisfied	13.5%
Very dissatisfied	4.1%
Don't know	1.2%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

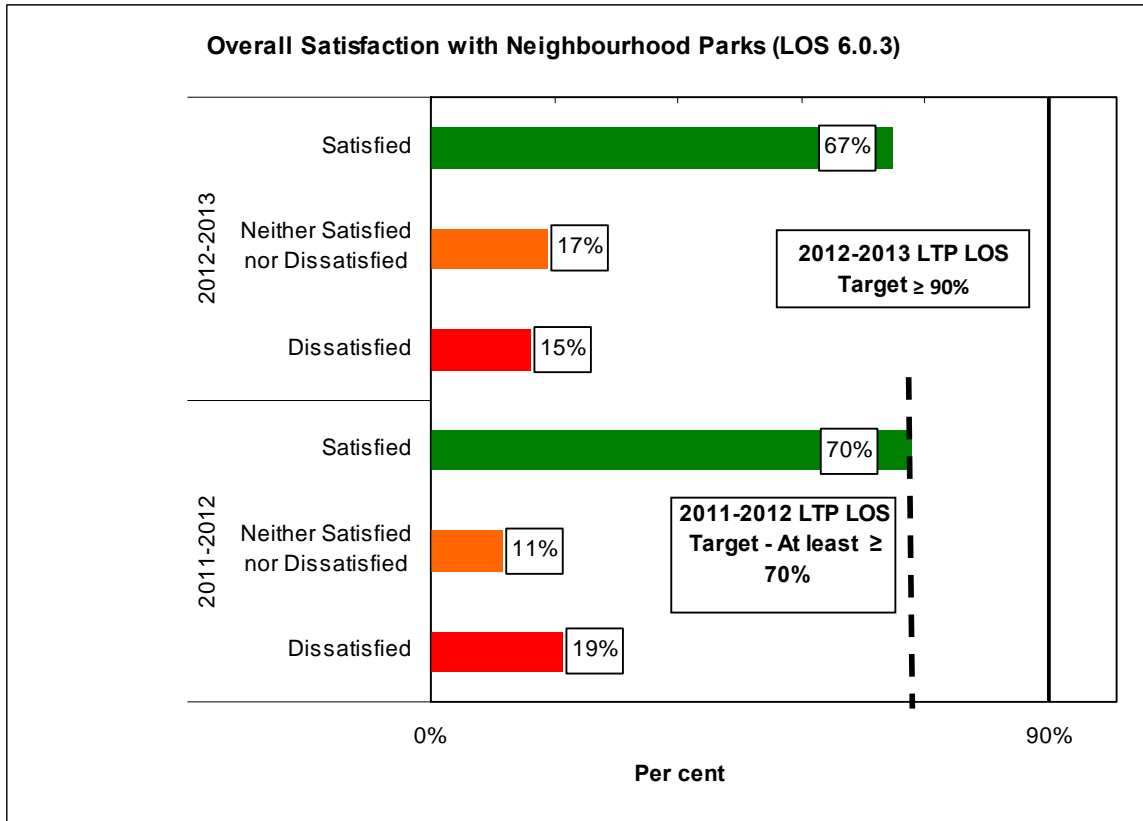
**6.0.3 Recommended Level of Service Target:  $\geq 90\%$**

6.0.3 Overall customer satisfaction with appearance of neighbourhood parks

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes things such as maintenance and upkeep.*



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	17.8%
Satisfied	49.4%
Neither satisfied nor dissatisfied	17.0%
Dissatisfied	11.2%
Very dissatisfied	3.4%
Don't know	1.2%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results

## Activity: 6.1 Sports Parks

### 6.1.2 Recommended Level of Service Target: $\geq 90\%$

6.1.2 Customer satisfaction with the range of recreation facilities available, including playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment

#### Methodology

LOS score based on survey question stated below:

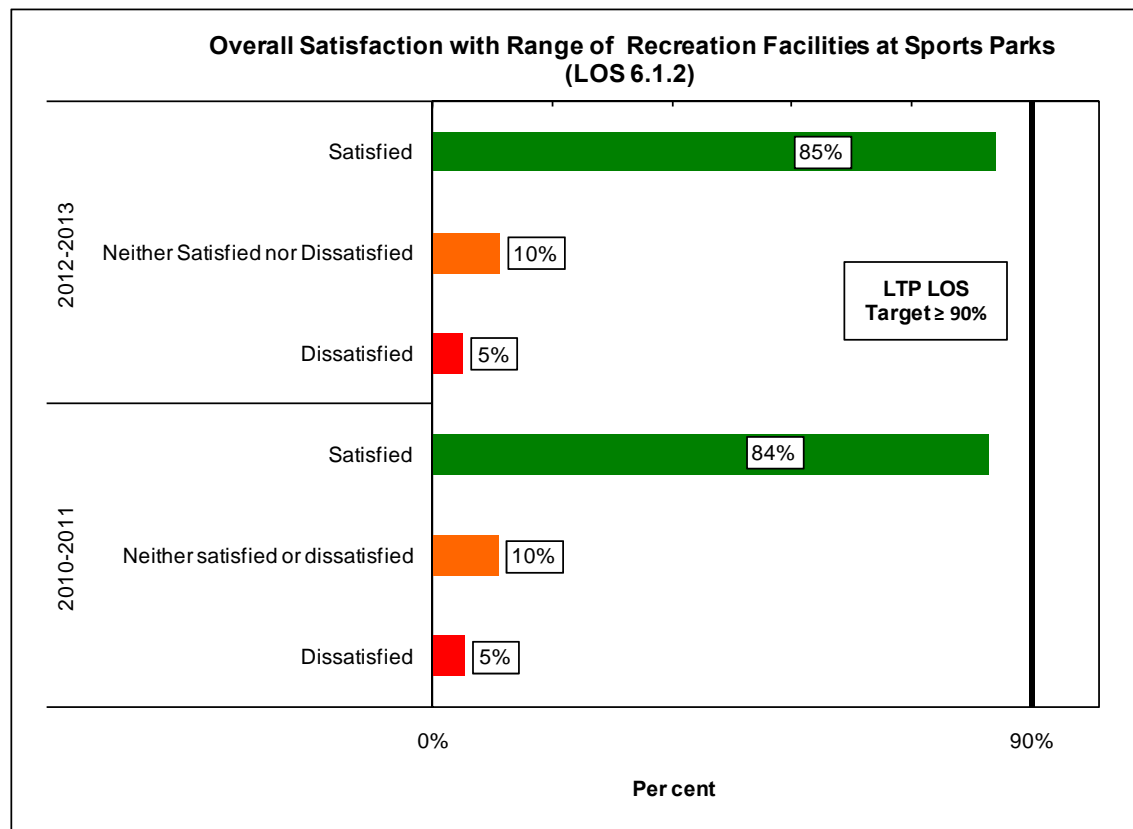
- Overall, how satisfied or dissatisfied are you with **THE RANGE OF RECREATION FACILITIES** provided at this park. *Range means the variety of recreation facilities available. Recreation facilities included things such as playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment.*

**Time in field:** The survey was administered to residents while they were using a park between November 2012 and January 2013.

**Completed Surveys:** 300

**Sites surveyed:**

	Completed Surveys
Burnside Park	25
Duvauchelle Reserve and Campground	25
Hansen Park	25
Heathcote Domain	25
Jellie Park	25
Linwood Park	25
Marshlands domain	25
Owen Mitchell Park	25
Rawhiti Domain	25
St Martins Park	25
Upper Riccarton Domain	25
Warren Park	25
<b>Total</b>	<b>300</b>



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	33.1%
Satisfied	51.9%
Neither satisfied nor dissatisfied	9.9%
Dissatisfied	3.8%
Very dissatisfied	1%
Don't know	0.3%
<b>Total</b>	<b>100.0</b>

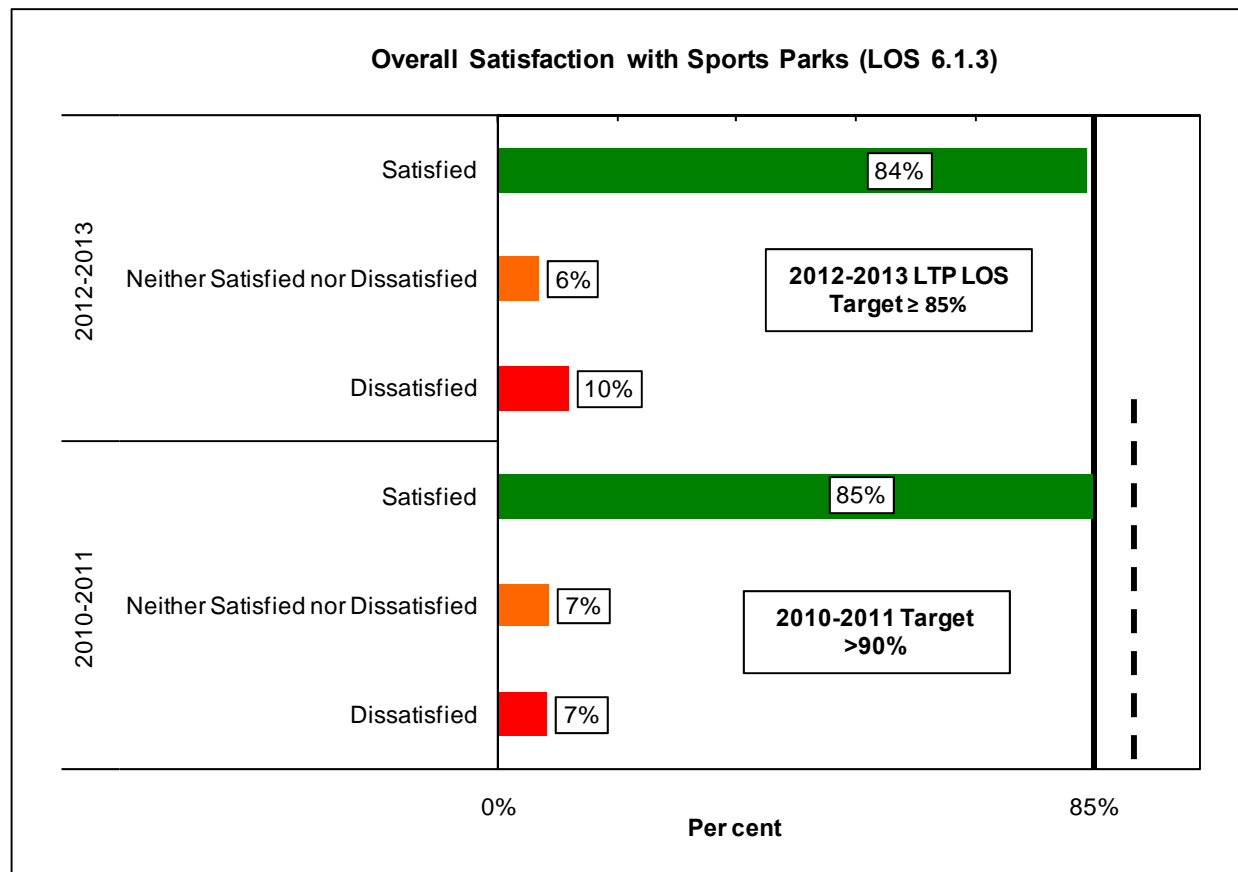
### **6.1.3 Recommended Level of Service Target: $\geq 85\%$**

#### 6.1.3 Overall customer satisfaction with sports parks

##### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes things such as maintenance and upkeep.*



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	33.1%
Satisfied	51.9%
Neither satisfied nor dissatisfied	9.9%
Dissatisfied	3.8%
Very dissatisfied	1%
Don't know	0.3%
<b>Total</b>	<b>100.0</b>

**6.1.7 Recommended Level of Service Target: 70%**

6.1.7 Overall customer satisfaction with sports park administration

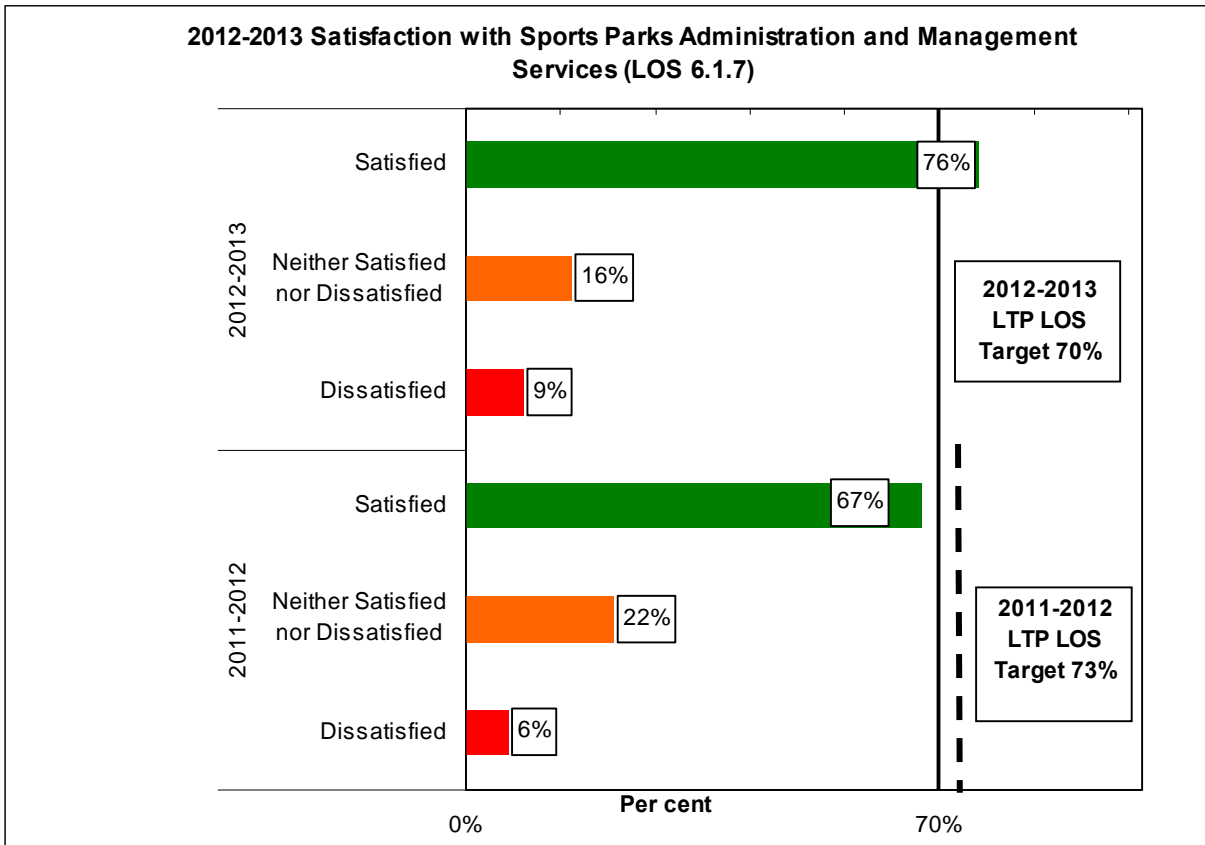
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with Sports Park administration and management services?  
*Sports park administration and management includes things such as ground allocation, cancellation and liaising about ground usage and special events.*

**Time in field:** Surveys were mailed to 250 Sports Park Administrators in early December 2012.

**Completed Surveys:** 61



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	32.8%
Satisfied	43.1%
Neither Satisfied or Dissatisfied	15.5%
Dissatisfied	8.6%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## Activity: 6.2 Garden and Heritage Parks

### 6.2.2.1 Recommended Level of Service Target: $\geq 89\%$

6.2.2.1 Proportion of visitors to the Botanic Gardens satisfied with the appearance of the Gardens and garden and heritage parks

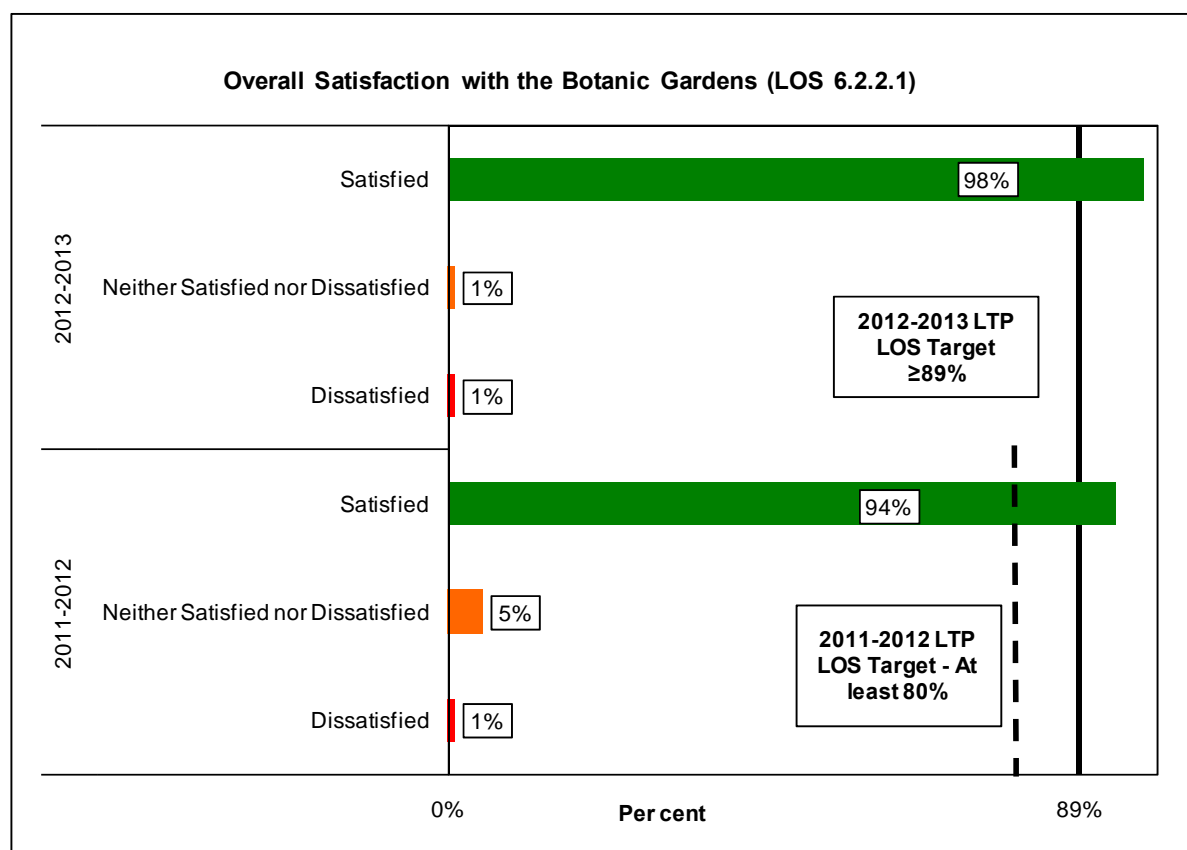
#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of the Botanic Gardens?  
*Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of the Botanic Gardens?  
*Condition includes things such as maintenance and upkeep.*

**Time in field:** Surveying took place on site between 14 November 2012 and 4 December 2012.

**Completed Surveys:** 150



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	68.2%
Satisfied	29.8%
Neither Satisfied or Dissatisfied	1.0%
Dissatisfied	1.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

**6.2.2.2 Recommended Level of Service Target:  $\geq 87\%$**

6.2.2.2 Proportion of visitors satisfied with the appearance of garden and heritage parks (excluding the Botanic Gardens)

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

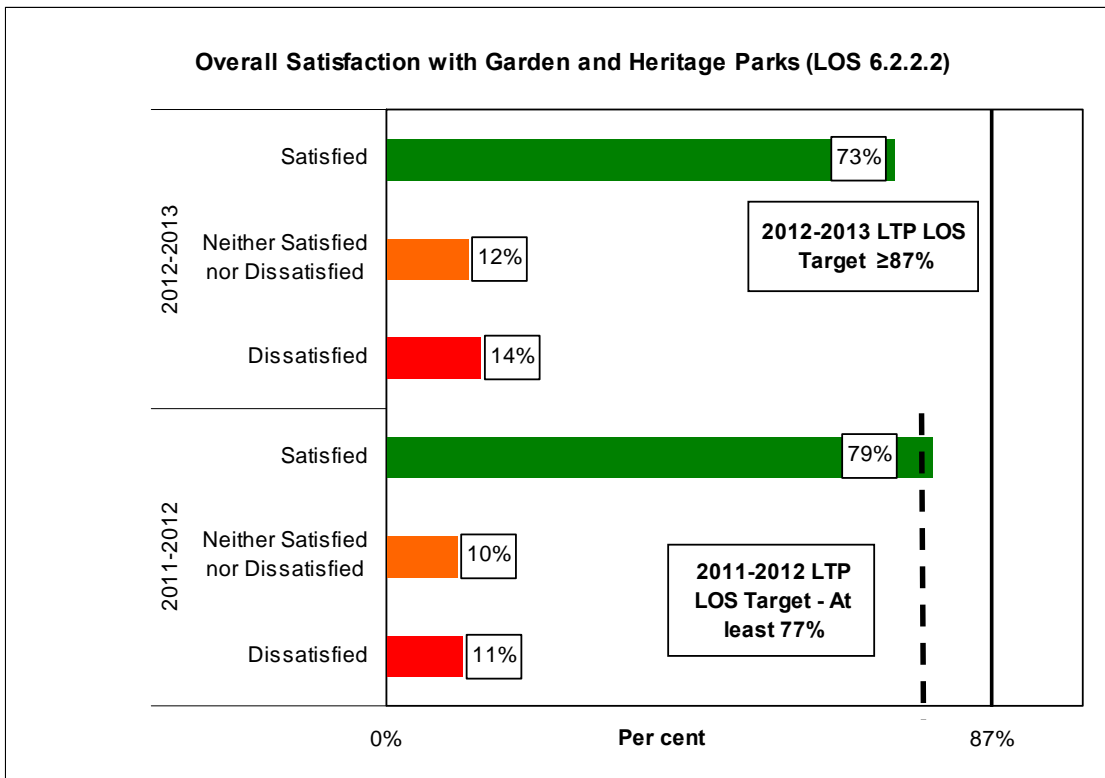
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this garden and heritage park?  
*Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this garden and heritage park?  
*Condition includes things such as maintenance and upkeep.*

**Time in field:** Surveying took place on site and by mail drop between 15 November 2012 and 28 January 2013

**Completed Surveys:** 264

**Sites Surveyed:**

	Completed Surveys
Chokebore Reserve	13
Cracraft Reserve	25
Edmond's Factory Garden	25
Ferrymead Reserve	25
Friendship Corner	25
Glebe Reserve	17
Kapuatohe Reserve	23
Millbrook Reserve	25
Nurses Memorial Chapel	11
Papanui Memorial Reserve	25
Rue Balguerie Playground	25
Sunnyside Heritage Garden	25
<b>Total</b>	<b>264</b>



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very satisfied	28.2%
Satisfied	45%
Neither satisfied nor dissatisfied	11.8%
Dissatisfied	10.8%
Very Dissatisfied	2.7%
Don't know	1.5%
<b>Total</b>	<b>100.0%</b>



## Activity: 6.3 Regional Parks

### 6.3.4 Recommended Level of Service Target: $\geq 90\%$

#### 6.3.4 Participant satisfaction with Environmental Education programmes

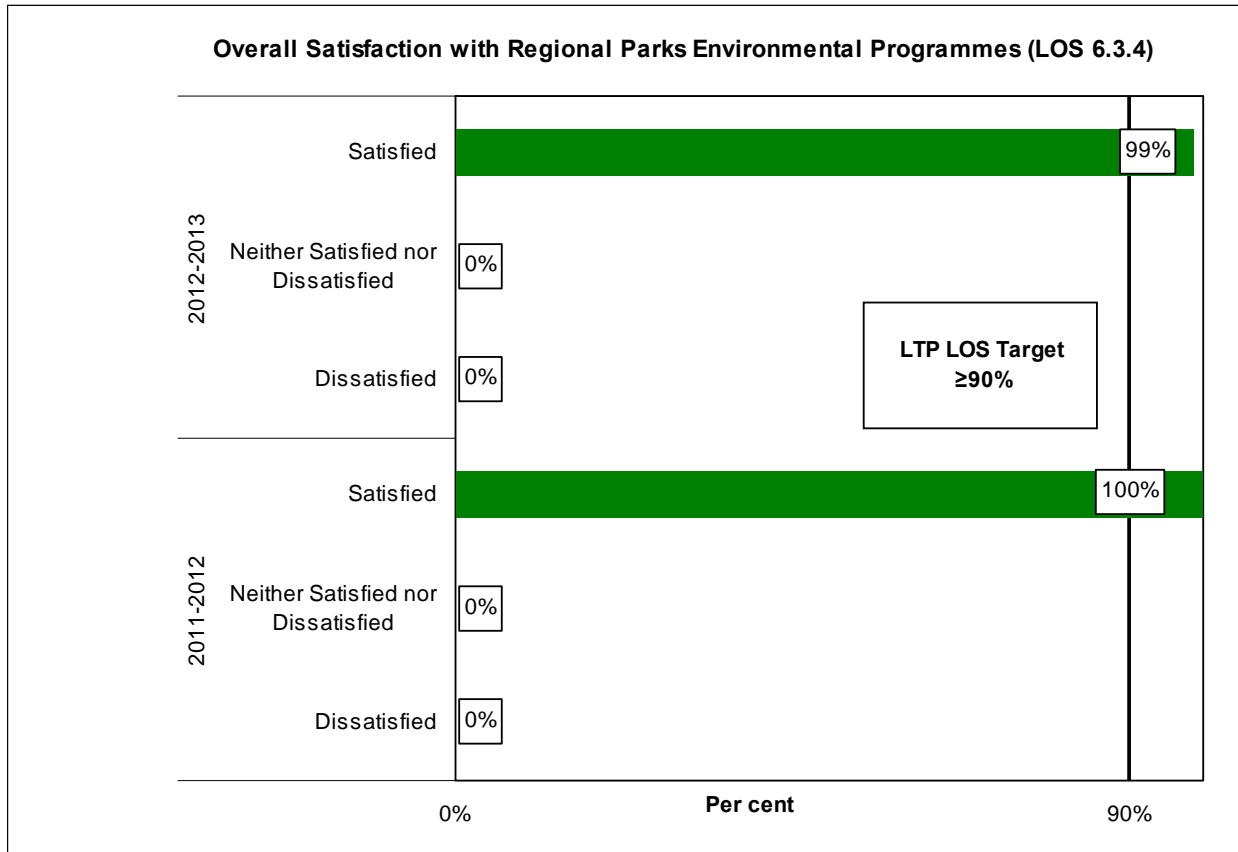
##### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Environmental Education Programme?

**Time in field:** The surveys were administered to teachers throughout the year, after their students had participated in an environmental education programme during 2012.

**Completed Surveys:** 376



2012-2013 Individual Satisfaction Results	Per cent
Very satisfied	86.9%
Satisfied	11.7%
Neither satisfied nor dissatisfied	1.1%
Dissatisfied	0.0%
Very dissatisfied	0.3%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

### 6.3.5 Recommended Level of Service Target: ≥ 85%

#### 6.3.5 Proportion of customers satisfied with their experience of regional parks

##### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

We want to know about your satisfaction with experiencing Regional Parks. *EXPERIENCE MEANS* things like park appearance, landscape, cultural and natural environment, and layout and style of facilities. It is not the experience of interacting with other users of the park.

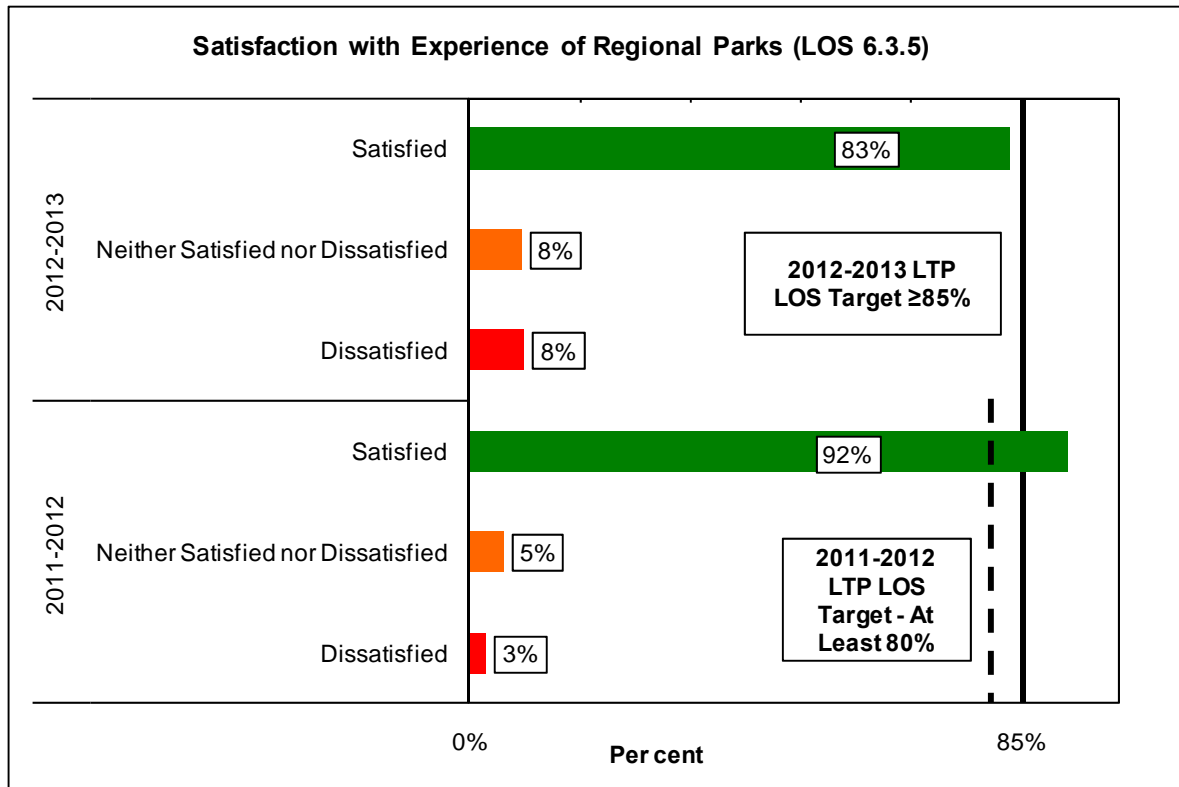
- Overall, how satisfied or dissatisfied are you with the **RANGE** of recreation facilities provided at **THIS** park?  
*Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, signage, playgrounds and picnic areas*
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of **THIS** park? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with the **CONDITION** of **THIS** park? *Condition includes things such as maintenance and upkeep.*

**Time in field:** On site surveying took place between 23 November 2012 and 11 January 2013.

**Completed Surveys:** 300

**Sites Surveyed:**

Regional Park	Completed
Charlesworth Reserve	30
Coronation Hill Reserve	30
Halswell Quarry Park	30
Rapaki Track	30
Scarborough Beach	30
South New Brighton Beach	30
Spencer Park	30
Styx Mill Conservation Reserve	30
Taylor's Mistake Beach	30
Victoria Park	30
<b>Total</b>	<b>300</b>



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	37.9%
Satisfied	45.4%
Neither Satisfied or Dissatisfied	7.9%
Dissatisfied	8.0%
Very Dissatisfied	0.4%
Don't Know	0.2%
<b>Total</b>	<b>100.0%</b>

## Activity: 6.4 Cemeteries

### 6.4.4 Recommended Level of Service Target: 80%

6.4.4 Customer Satisfaction with the maintenance and appearance of Council cemeteries

#### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

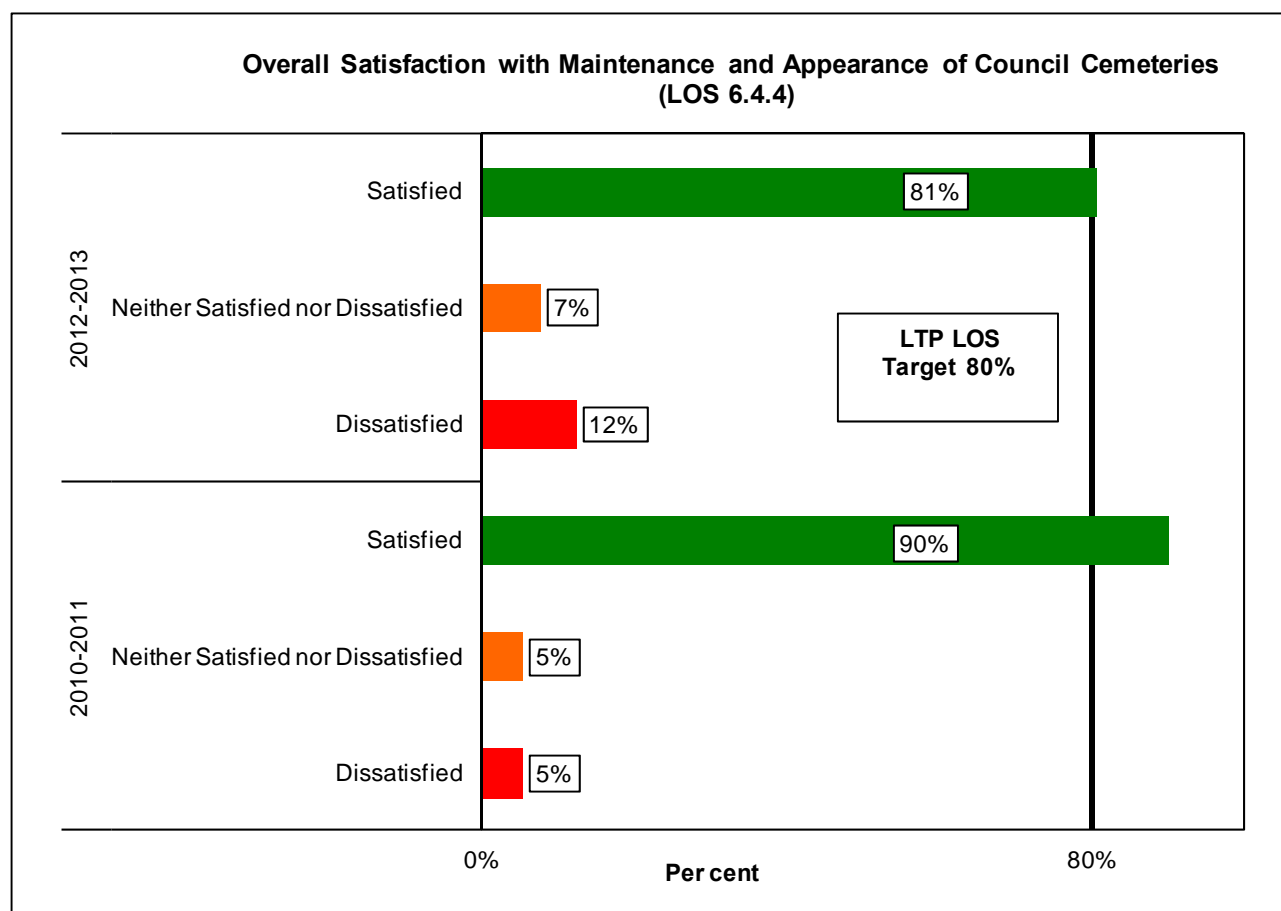
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS CEMETERY**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities (excluding headstones).*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS CEMETERY**? *Condition includes things such as maintenance and upkeep (excluding headstones).*
- Overall, how satisfied or dissatisfied are you with **THE RANGE OF FACILITIES PROVIDED** at **THIS CEMETERY**? *Range means the variety of facilities available. Facilities include things such as parking, shelters, seats, taps for watering flowers/plants, etc (excludes headstones).*

**Time in field:** Surveys were handed out with freepost envelopes to Christchurch residents visiting the cemeteries between December 2012 and February 2013.

**Completed Surveys:** 146

**Sites Surveyed:**

Cemetery	Completed Surveys
Avonhead	26
Belfast	30
Memorial	24
Ruru Lawns	31
Waimairi	35
<b>Total</b>	<b>146</b>



<b>2012-2013 Individual satisfaction results</b>	<b>Percentage</b>
Very satisfied	31.5%
Satisfied	48.6%
Neither satisfied nor dissatisfied	7.5%
Dissatisfied	7.9%
Very dissatisfied	4.5%
Don't know	0.0%
<b>Total</b>	<b>100.0</b>

**6.4.5 Recommended Level of Service Target: 95%**

6.4.5 Customer satisfaction with Council cemetery services

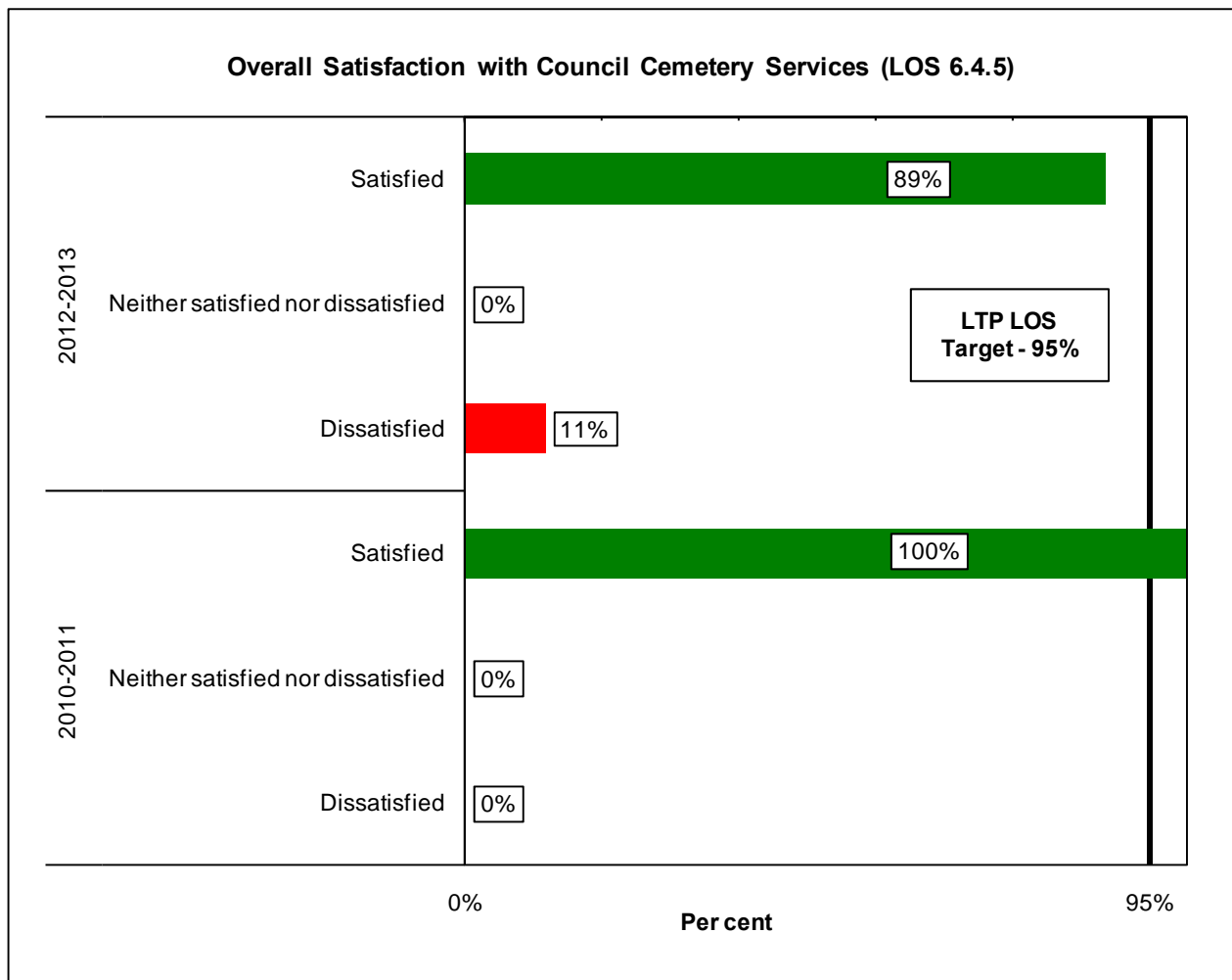
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with **COUNCIL CEMETERY SERVICES?**  
*Council cemetery services include providing information about plot location, ownership and availability and processing interment applications.*

**Time in field:** Surveys were mailed (by post and by a web based survey provider) in January 2013 to 15 administrators who use the Council cemetery services.

**Completed Surveys:** 9. The small number of responses means that caution must be applied when interpreting results.



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	33.3%
Satisfied	55.6%
Neither satisfied or dissatisfied	0.0%
Dissatisfied	11.1%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100%</b>

## Activity: 6.6 Harbour and Marine Structures

### 6.6.2 Recommended Level of Service Target: Establish Baseline

6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

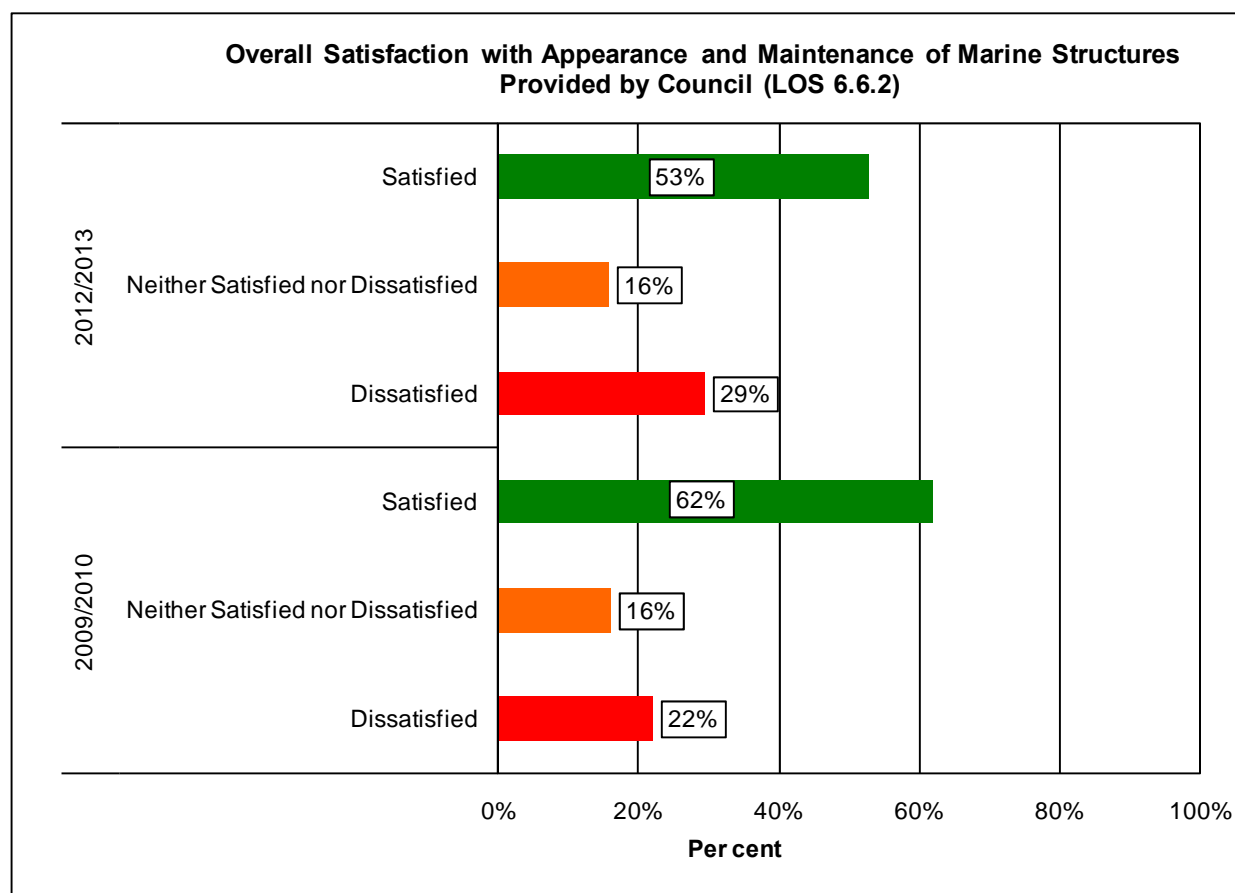
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this marine structure? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this marine structure? *Condition includes things such as maintenance and upkeep.*

**Time in field:** Surveying took place on site between 19 November 2012 and 3 February 2013

**Completed Surveys:** 197

#### Sites surveyed:

	Completed surveys
Akaroa Wharf	20
Cass Bay Slipway	20
Diamond Harbour Wharf	20
Lyttleton Marina (Jetty)	20
Lyttleton Marina (Public Boat Ramp)	20
Pier – New Brighton	20
Port Levy Wharf	20
Recreation Ground Slipway (Akaroa Boat Park)	20
Sumner Lifeboat Public Ramp	20
Wainui Wharf	17
<b>Total</b>	<b>197</b>



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	10.7%
Satisfied	42.1%
Neither satisfied nor dissatisfied	15.7%
Dissatisfied	21.6%
Very Dissatisfied	7.9%
Don't know	2.0%
<b>Total</b>	<b>100.0%</b>



## Activity: 7.0 Recreation and Sport Services

### **7.0.7 Recommended Level of Service Target: 5.8 score (CERM Survey)**

7.0.7 Deliver a high level of customer satisfaction with the provision of facility based recreational and sporting opportunities and activities

#### Methodology

LOS score based on survey question stated below:

Overall, how satisfied are you as a customer of this centre?

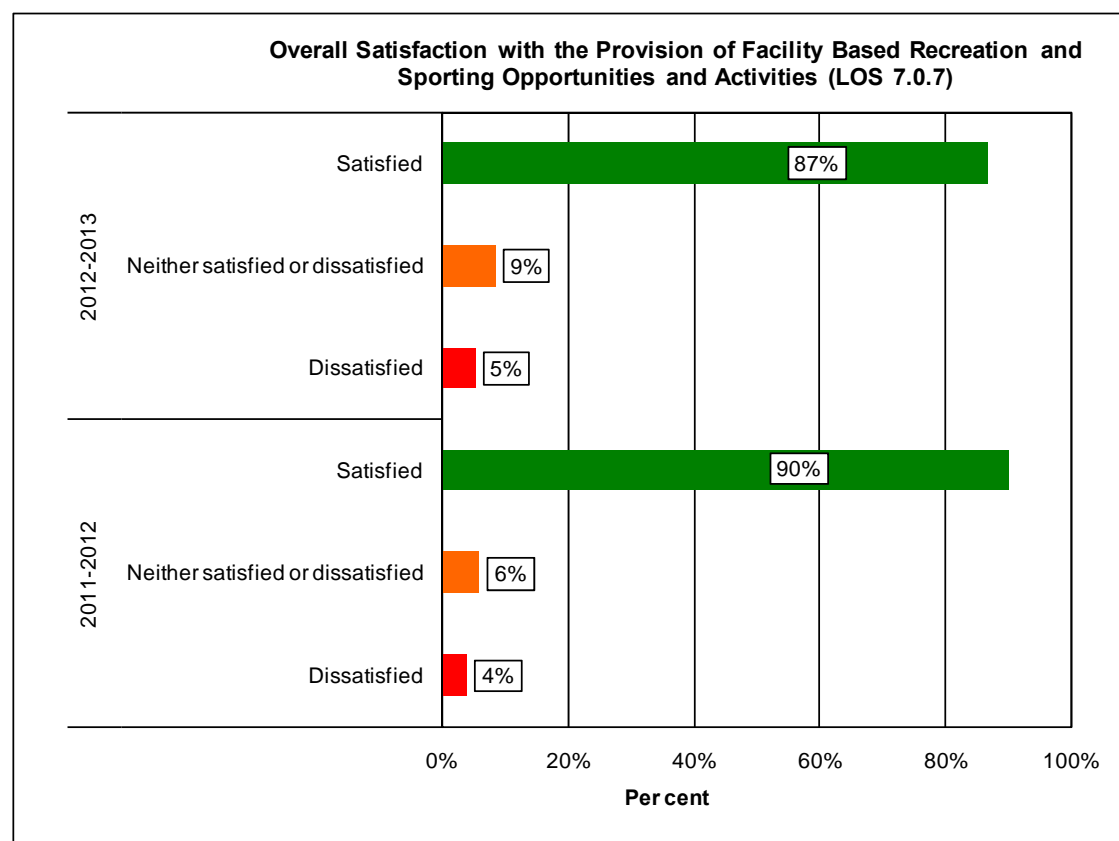
**Time in field:** Surveying was undertaken by an external company. Customers of the Centres were asked to complete self-administered questionnaires during March - April 2013.

**Completed Surveys:** 2,428

**Centres Surveyed:**

Recreation and Sports Centre	Number of Surveys
QE11 Fitness @ Parklands	86
Pioneer	607
Jellie Park	499
Graham Condon Recreation and Sports Centre	487
Total	1,679

**Mean CERM score: 5.8** (This is the average of the four Recreation and Sports Centres' mean CERM score, which has been calculated on a 7 point satisfaction scale shown in the table below)



CERM Score	Satisfaction Level	Overall Satisfaction
7	Very satisfied	37.8%
6	Satisfied	32.8%
5	Slightly satisfied	19.5%
4	Neutral	6.0%
3	Slightly dissatisfied	2.3%
2	Dissatisfied	1.5%
1	Very dissatisfied	1.0%

### 7.0.8 Recommended Level of Service Target: 90%

7.0.8 Customer satisfied with the provision of community based programmes and events

#### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied or dissatisfied are you with the RANGE of programmes and events? *Range means the variety of community programmes and events available during the year*

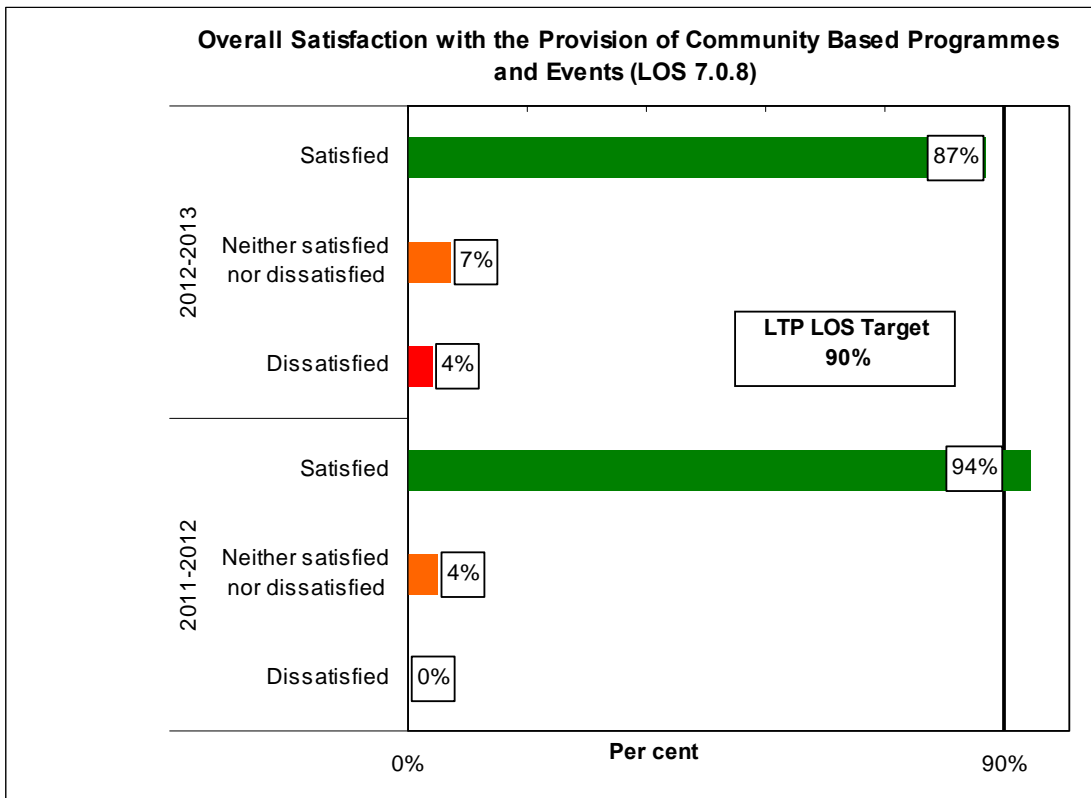
**Time in field:** On site surveying took place between November 2012 and February 2013.

**Completed Surveys:** 300

**Events Surveyed:**

Community Event	Completed
Hoon Hay Fiesta	50
Linwood X Games (+ Skate Jam)	50
*Whakaoho Papanui	50
Skate Jam Jellie Park	21
Skate Jam St Albans Park	29
*Avice Hill	50
Multi Cultural Festival	50
<b>Total</b>	<b>300</b>

\* Council supported events



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	35.4%
Satisfied	52.0%
Neither satisfied nor dissatisfied	6.5%
Dissatisfied	3.6%
Very Dissatisfied	0.0%
Don't know	2.5%
<b>Total</b>	<b>100.0%</b>

## Activity: 7.2 Events and Festivals

### 7.2.3 Recommended Level of Service Target: 90%

#### 7.2.3. Produce top quality events

##### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

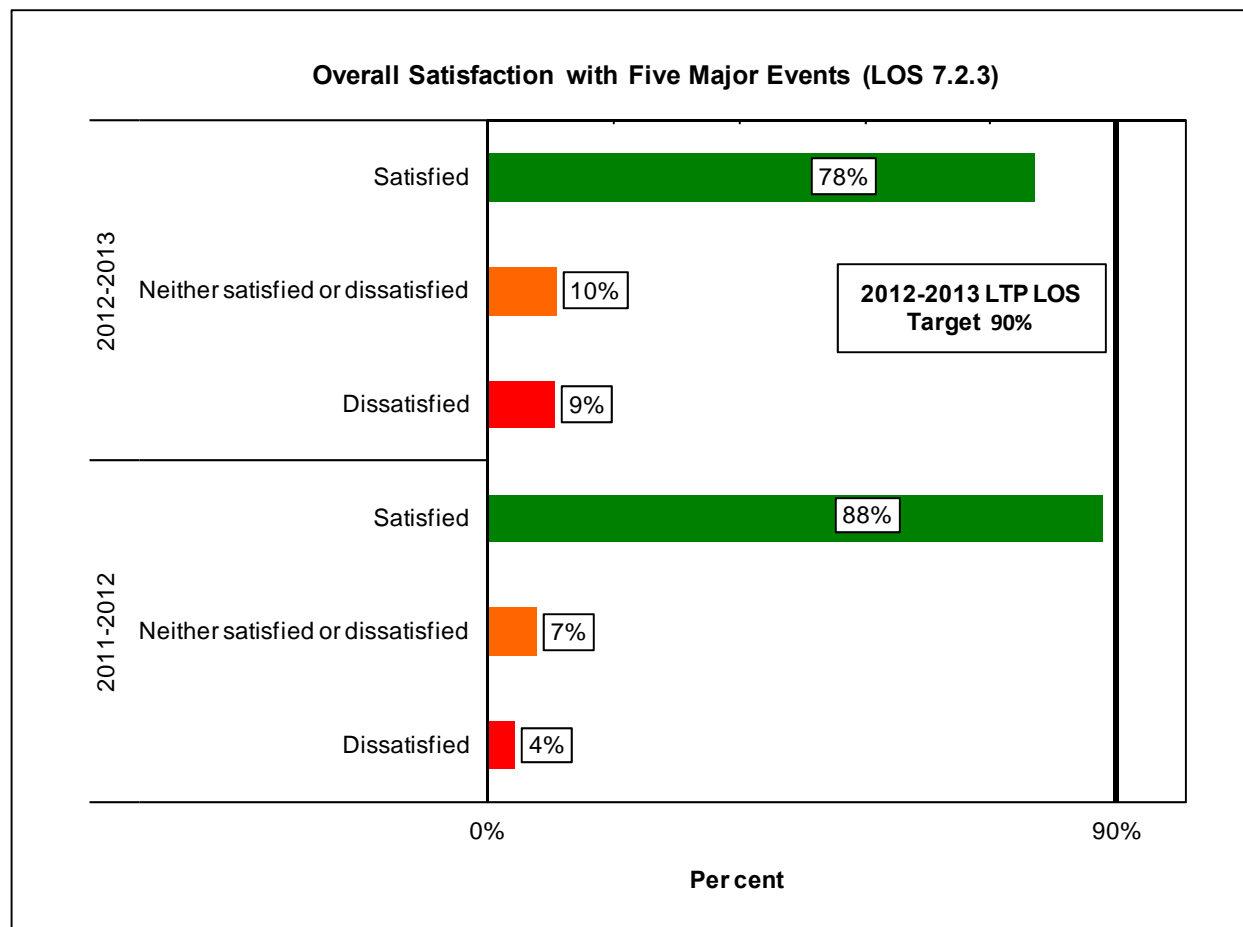
- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*

**Time in field:** Events took place between 14<sup>th</sup> September 2012 and 10 March 2013

**Completed Surveys:** 5,628

**Events Surveyed:**

Event	Number of Surveys
Ice Fest	1,120
Classical Sparks	4,40
Lazy Sundays	908
Cup and Show Week	1,468
Ellerslie Flower Show	1,692
<b>Total</b>	<b>5,628</b>



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	45.3%
Satisfied	32.7%
Neither Satisfied or Dissatisfied	9.6%
Dissatisfied	7.6%
Very Dissatisfied	1.7%
Don't Know	3.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results. Responses include non Christchurch City Residents.

### **7.2.7.2 Recommended Level of Service Target: 90%**

#### 7.2.7 Manage and develop the Events Village

##### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

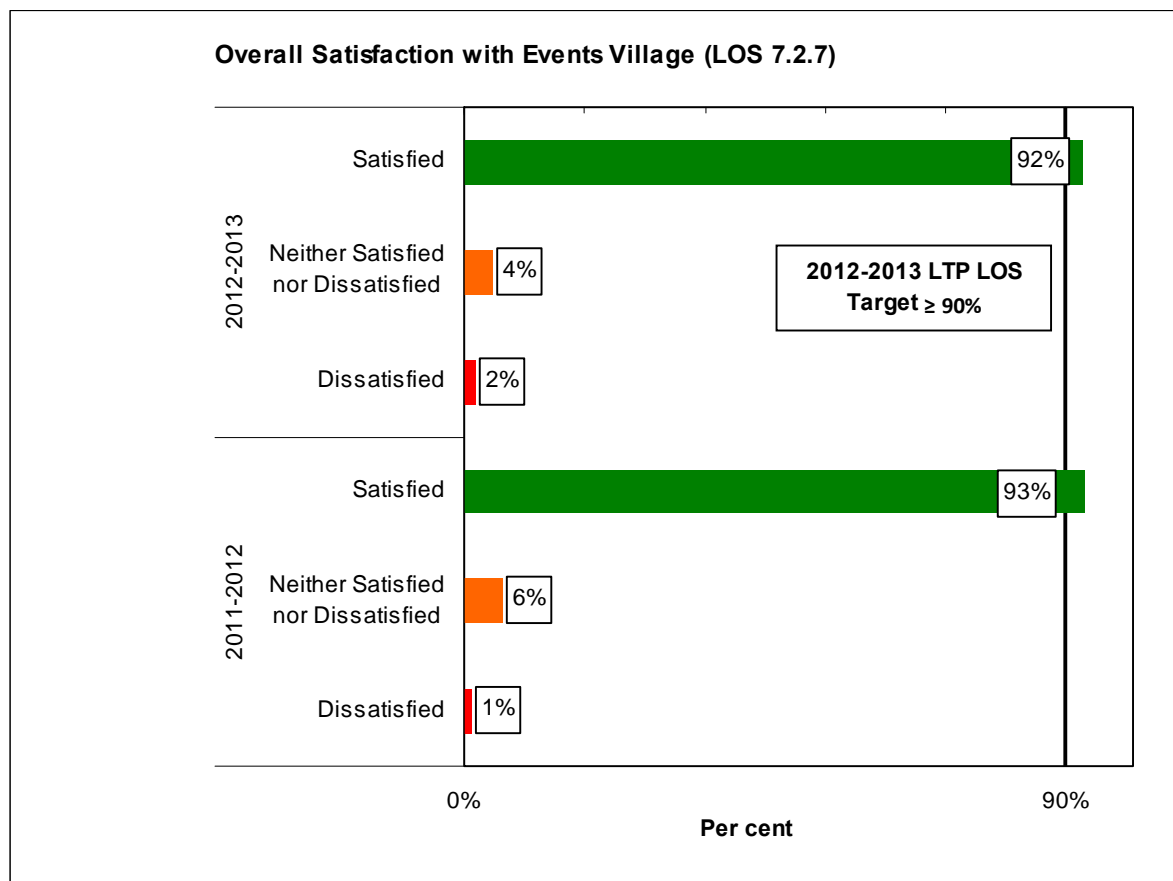
- Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event*

**Time in field:** On site surveying in the Events Village took place between 31st December 2012 and 19th January 2013:

**Completed Surveys:** 300

**Events Surveyed:**

Event	Completed surveys
New Years Eve	100
Buskers Festival – 18 January 2013	124
Buskers Festival – 19 January 2013	47
Buskers Festival – 21 January 2013	29
<b>Total</b>	<b>300</b>



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	50.8%
Satisfied	41.6%
Neither Satisfied or Dissatisfied	4.4%
Dissatisfied	1.7%
Very Dissatisfied	0.0%
Don't Know	1.5%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

**7.2.8.1 Recommended Level of Service Target: 80%**

*7.2.8.1 Events Support Provided to the Event Industry*

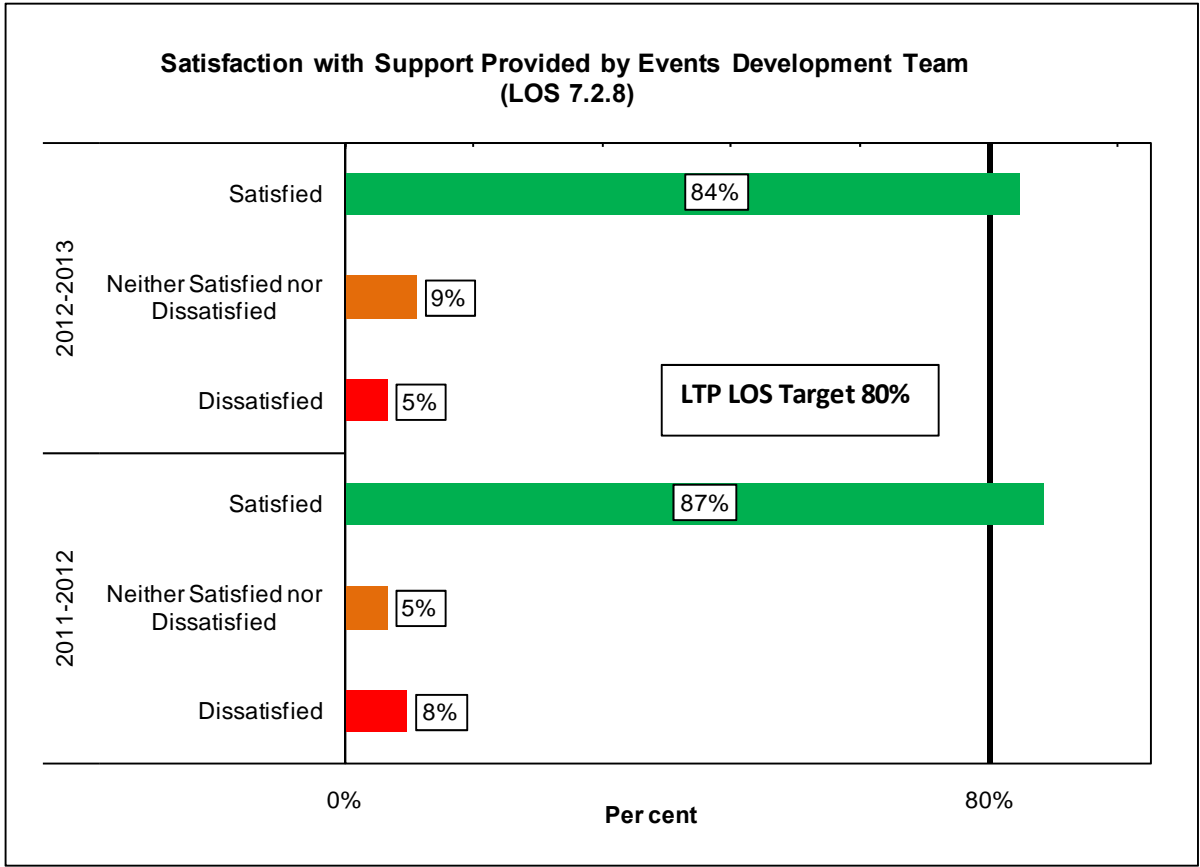
**Methodology**

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the support provided to you by the Christchurch City Council One Stop Shop Events Development Team? *Support includes advice on and booking of Council land, consents and logistics. It DOES NOT INCLUDE funding or sponsorship of events.*

**Time in field:** In November 2012, a link to the survey was emailed to all 159 event organisers who had arranged their event in 2012 through the Council’s Events Development Team.

**Completed Surveys:** 57



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	46.4%
Satisfied	37.5%
Neither Satisfied or Dissatisfied	8.9%
Dissatisfied	3.6%
Very Dissatisfied	1.8%
Don't Know	1.8%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## Activity: 8.3 Commercial and Industrial Waste Minimisation

### **LOS 8.3.2 Target: ≥85%**

8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received

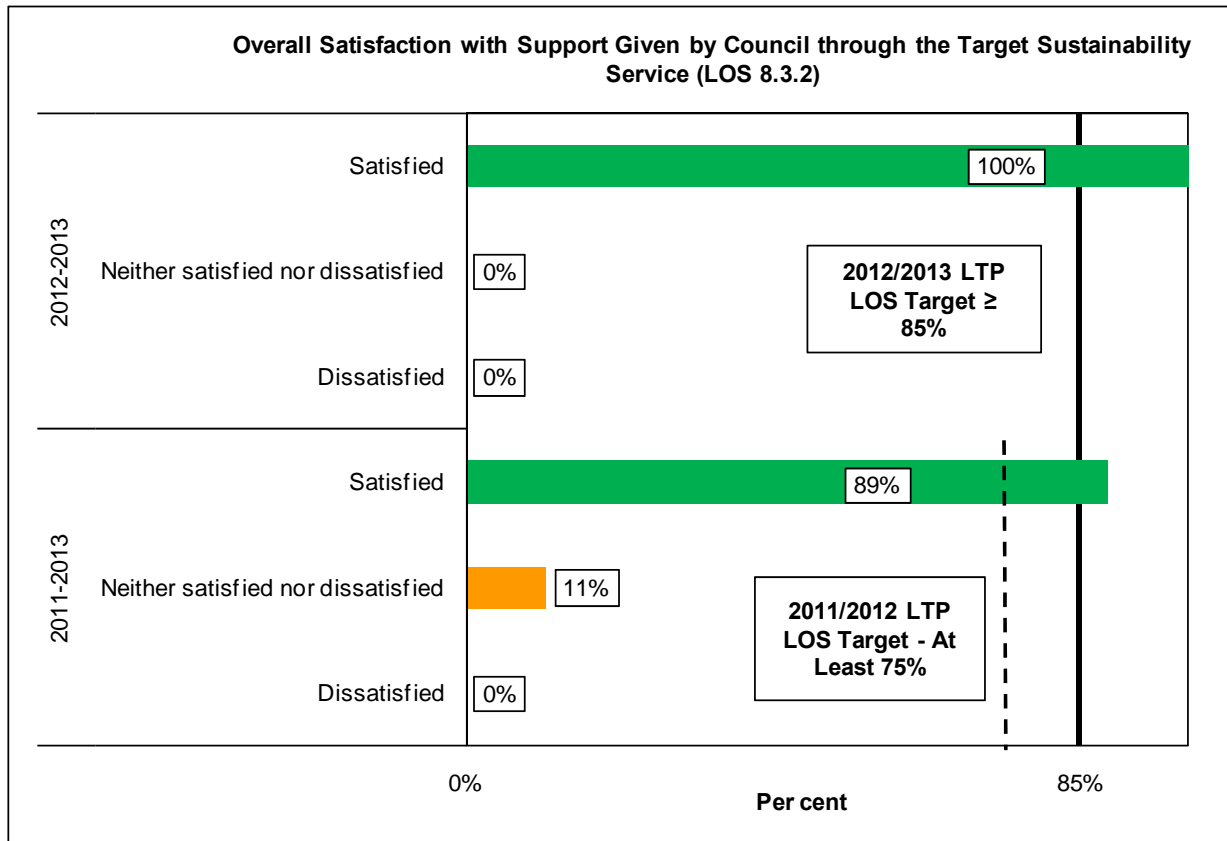
#### Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the support given to you by Christchurch City Council through the Target Sustainability Service? *Support includes things such as information, advice, and guidance*

**Time in field:** 1<sup>st</sup> to 8 July 2013

**Completed Surveys: 4.** The small number of responses means that caution must be applied when interpreting results.



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	75.0%
Satisfied	25.0%
Neither Satisfied or Dissatisfied	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

## Activity: 9.1 Regulatory Services

### 9.1.3 Recommended Level of Service Target: 90%

#### 9.1.3 Percentage satisfaction with building consenting public advice provided

##### Methodology

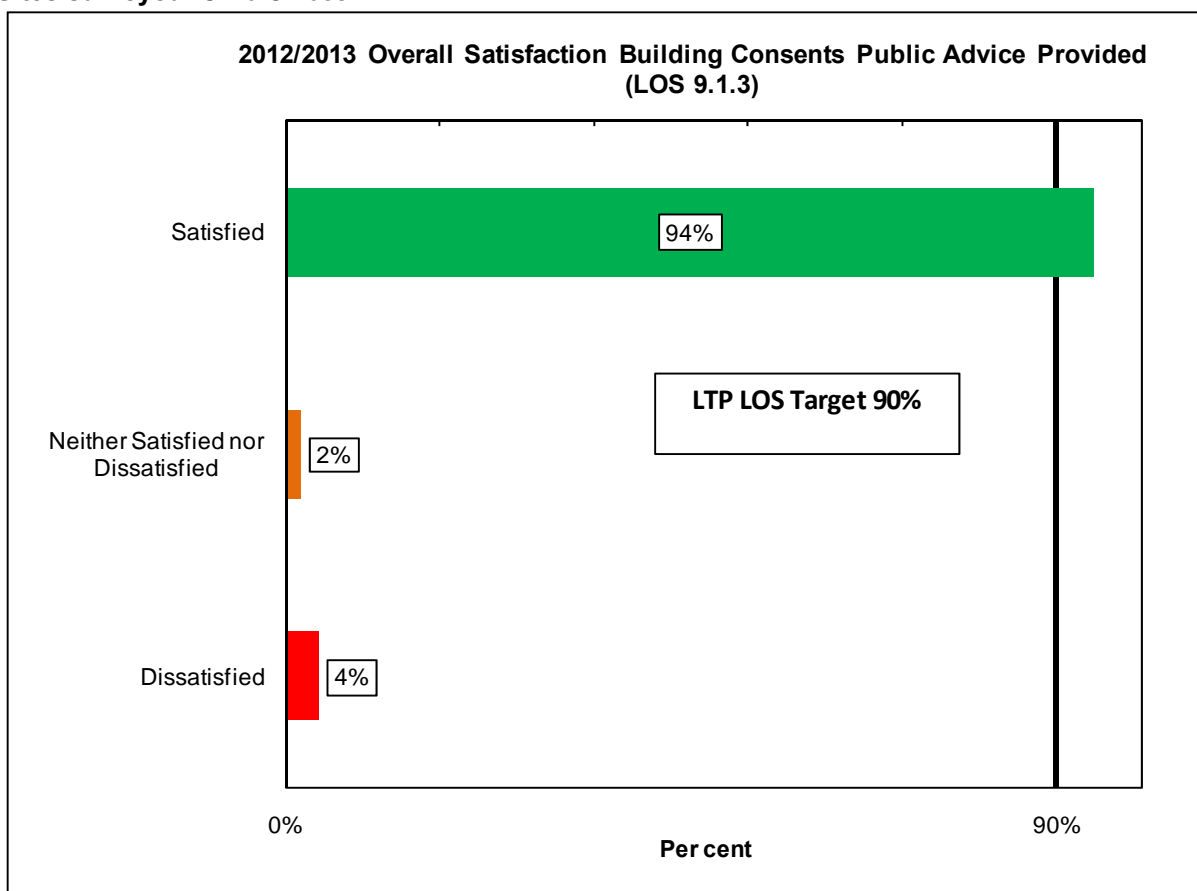
LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the **MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer service representative's **OVERALL UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your visit today*
- And Overall, how satisfied or dissatisfied are you with the customer service representative's ability to **ADDRESS YOUR ENQUIRY?**

**Time in field:** On site surveying took place between October 2012 to January 2013.

**Completed Surveys:** 176

**Sites surveyed:** Civic Offices



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	65.9%
Satisfied	28.5%
Neither Satisfied or Dissatisfied	1.7%
Dissatisfied	2.7%
Very Dissatisfied	1.1%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.



**9.1.4 Recommended Level of Service Target: 65%**

9.1.4 Percentage satisfaction with building consents process

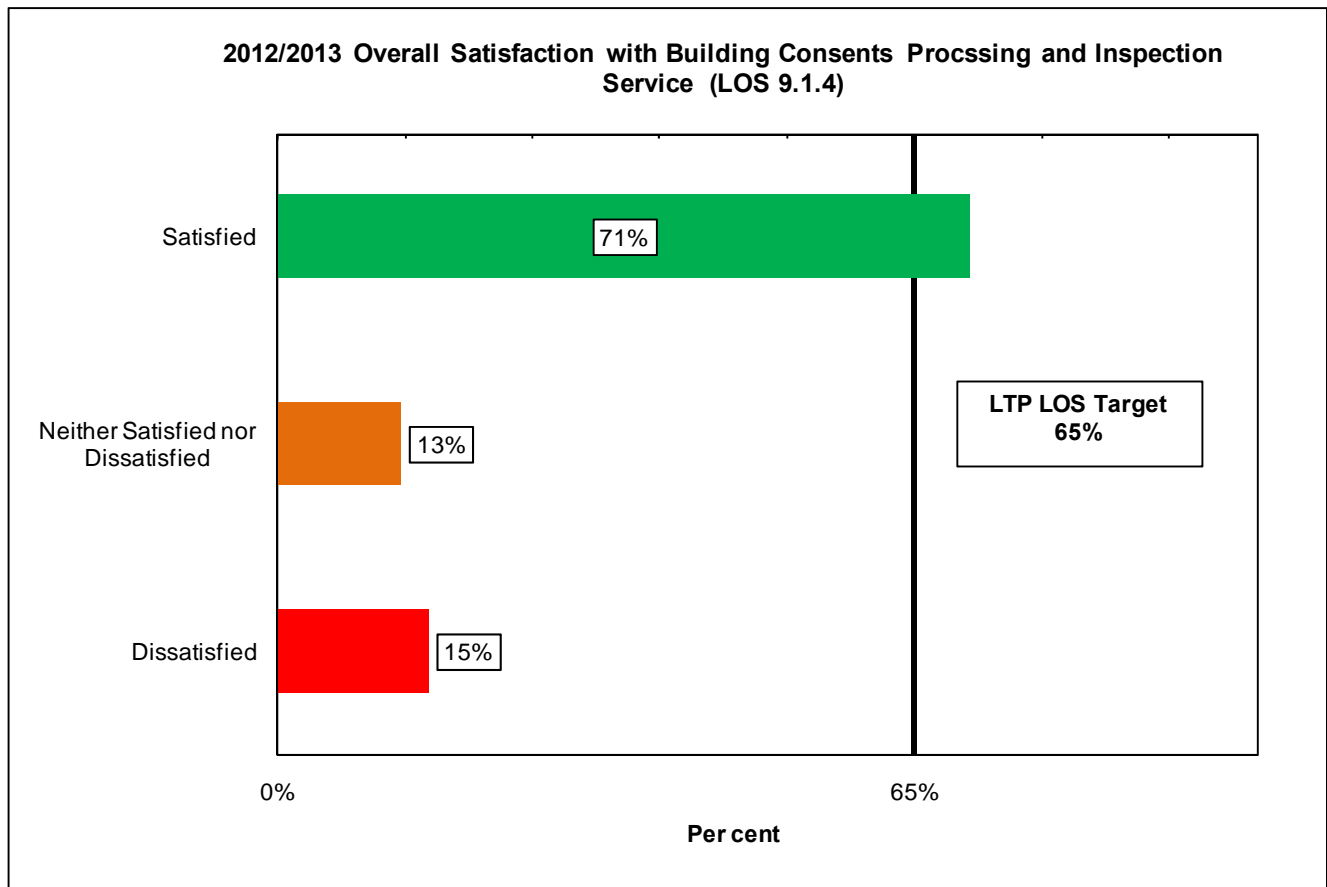
Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Thinking about that building consent, overall, how satisfied or dissatisfied were you with the **BUILDING CONSENT PROCESSING** service? *The processing of that building consent*
- And thinking about that building inspection, overall, how satisfied or dissatisfied were you with the **BUILDING INSPECTION** service? *Building Inspections during building construction*

**Time in field:** In January 2013, a link to the web based survey was emailed to Christchurch City Council customers who had applied for a building or resource consent during 2012.

**Completed Surveys:** 314



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	21.6%
Satisfied	49.0%
Neither satisfied nor dissatisfied	12.6%
Dissatisfied	8.4%
Very dissatisfied	7.0%
Don't Know	1.4%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

**9.2.7 Recommended Level of Service Target: 75%**

*9.2.7 Percentage satisfaction with resource consenting process*

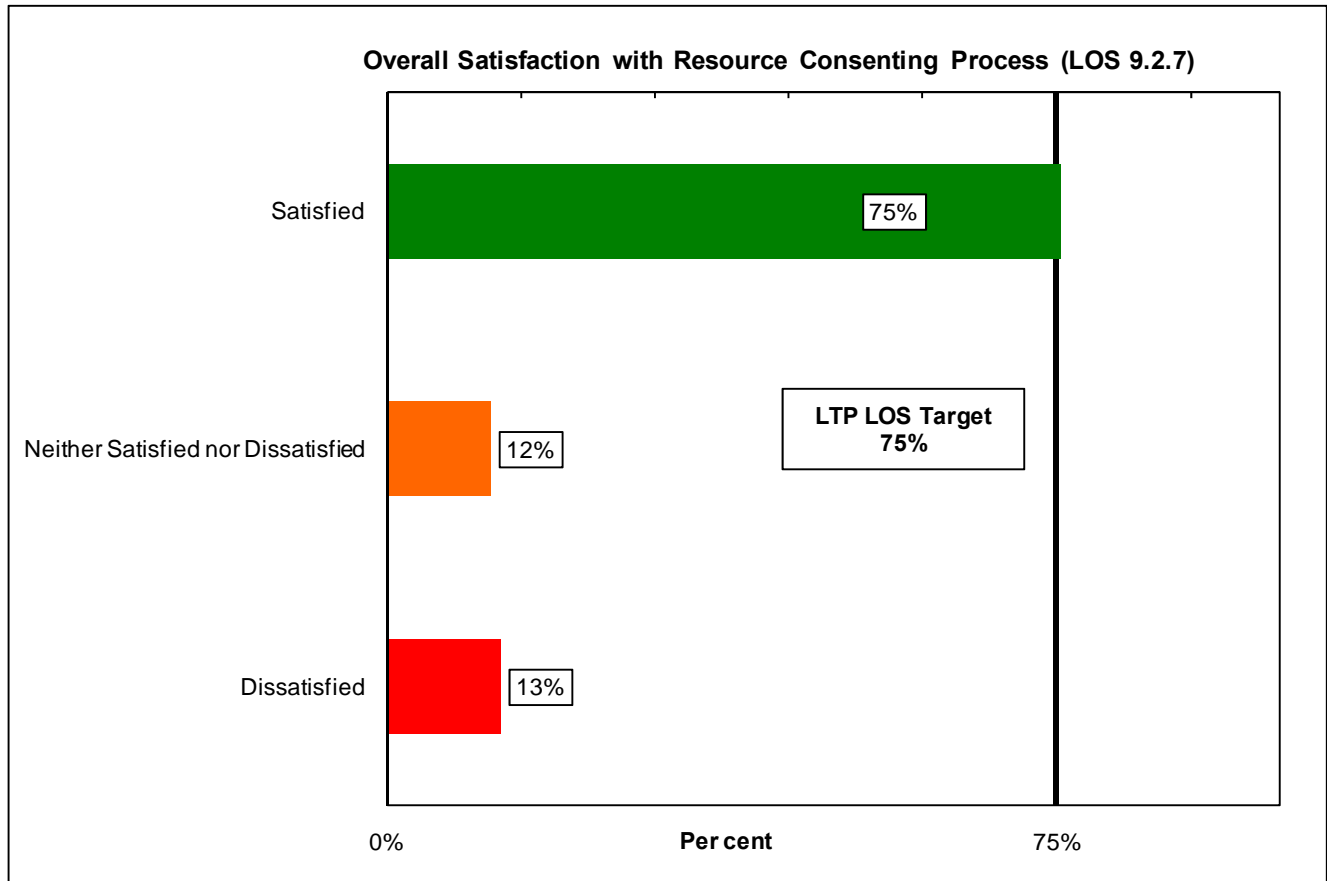
Methodology

LOS score based on survey question stated below:

- Thinking about this resource consent, overall how satisfied or dissatisfied were you with the consent process? *The processing of the resource consent application and any hearings eg. time taken, communication from planners, etc.*

**Time in field:** In November 2012, a link to the web based survey was emailed to Christchurch City Council customers who had applied for a resource consent since January 2012. In total 659 surveys were sent and 179 were fully completed by participants.

**Completed Surveys:** 179



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	34.6%
Satisfied	40.8%
Neither Satisfied or Dissatisfied	11.7%
Dissatisfied	5.6%
Very Dissatisfied	7.3%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

**9.2.12 Recommended Level of Service Target: 75%**

9.2.12 Percentage satisfaction with subdivision consenting process

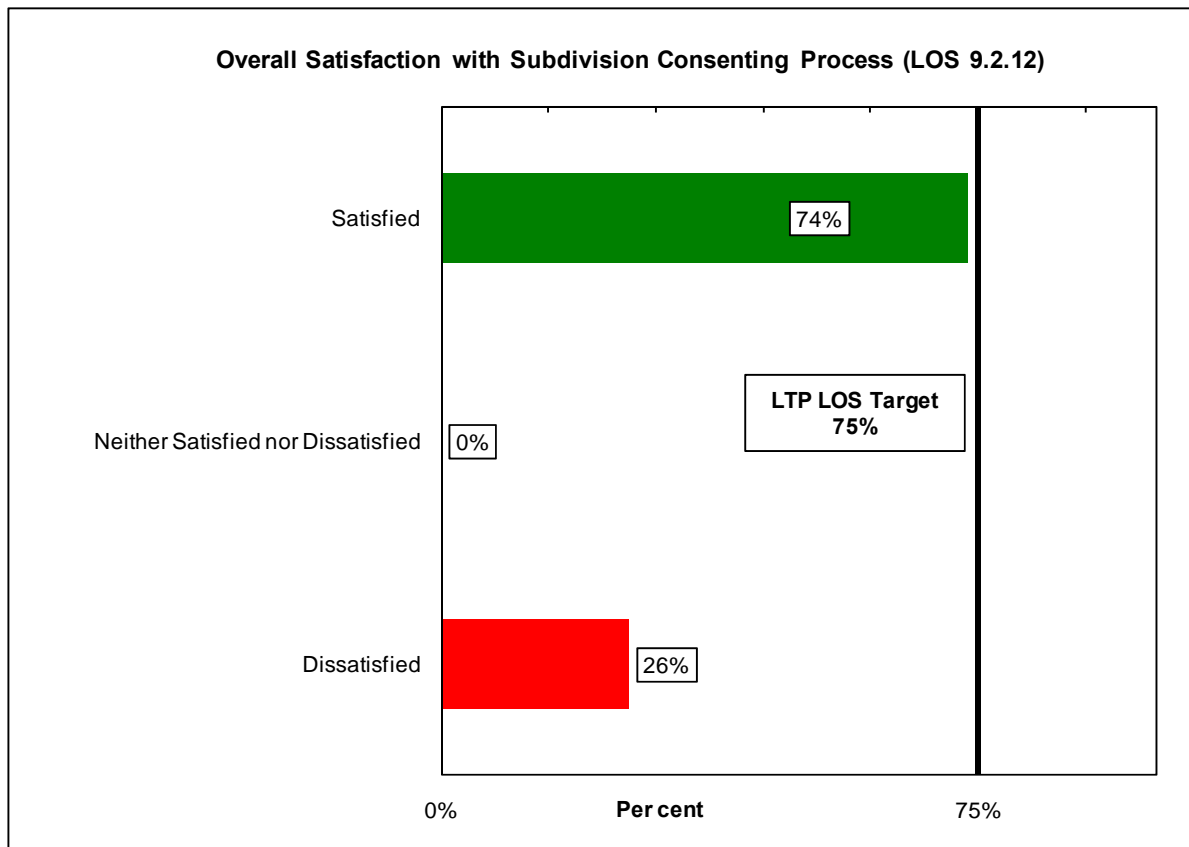
Methodology

LOS score based on survey question stated below:

- Thinking about that subdivision consent, overall how satisfied or dissatisfied were you with the consent process? *The processing of the subdivision consent application eg.time taken, the engineering approval, sections 223 and 224 certification, etc.*

**Time in field:** In November 2012 and in January 2013, a link to the survey was emailed to Christchurch City Council customers who had applied for subdivision consent since January 2012. In total 82 surveys were sent and 19 were fully completed by participants.

**Completed Surveys:** 19. The small number of responses means that caution must be applied when interpreting results.



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	10.5%
Satisfied	63.2%
Neither Satisfied or Dissatisfied	0.0%
Dissatisfied	26.3%
Very Dissatisfied	0.0%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

**9.2.16 Recommended Level of Service Target: 90%**

*9.2.16 Percentage Satisfaction with resource consenting and subdivision public advice provided*

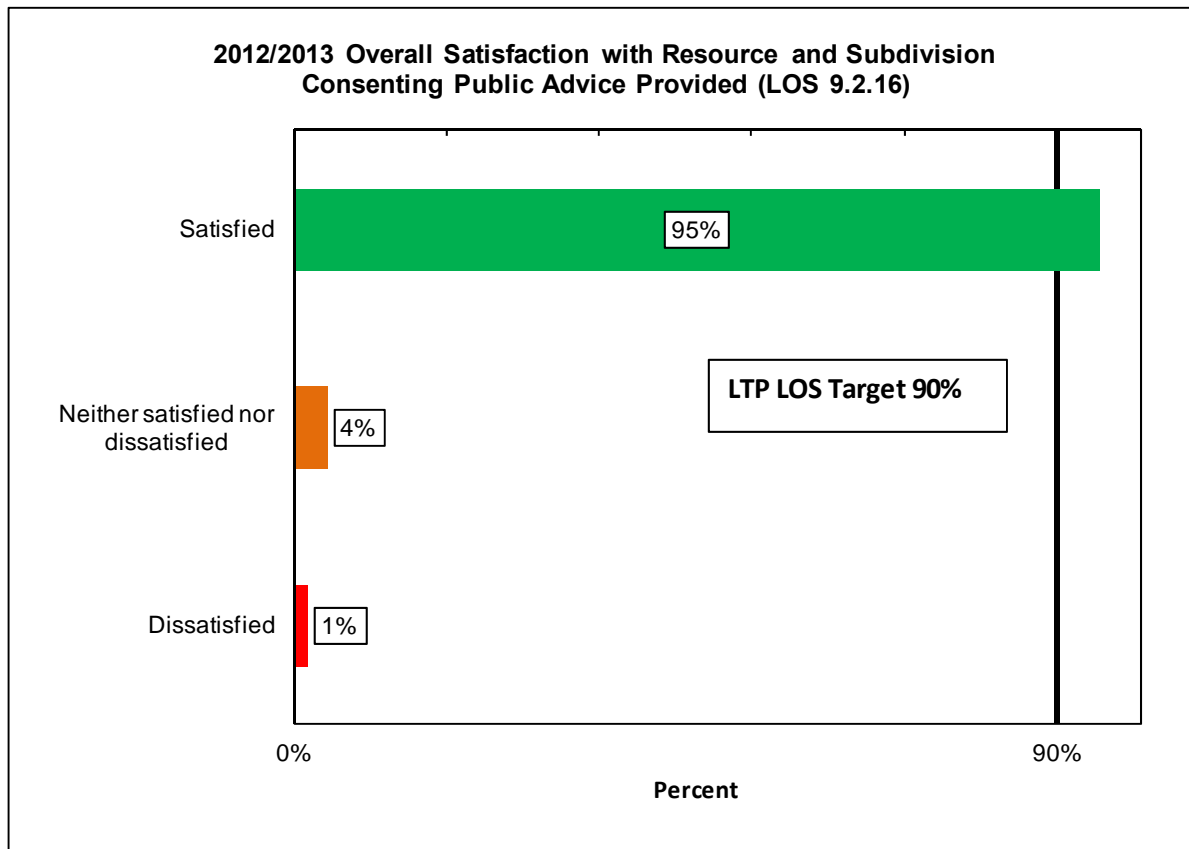
Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the **MANNER** of the Christchurch City Council representative/s' you spoke to on the date specified in the email we sent you? Manner includes things such as their attitude to you and their attentiveness.
- Overall, how satisfied or dissatisfied were you with the Council representative/s' **OVERALL UNDERSTANDING** of your enquiry? Enquiry means the main purpose of your visit.
- And overall, how satisfied or dissatisfied were you with the Council representative/s' **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveying took place between October 2012 and in January 2013.

**Completed Surveys:** 46



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	69.3%
Satisfied	25.5%
Neither satisfied nor dissatisfied	3.6%
Dissatisfied	1.5%
Very dissatisfied	0.0%
Don't know	0.0%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results.

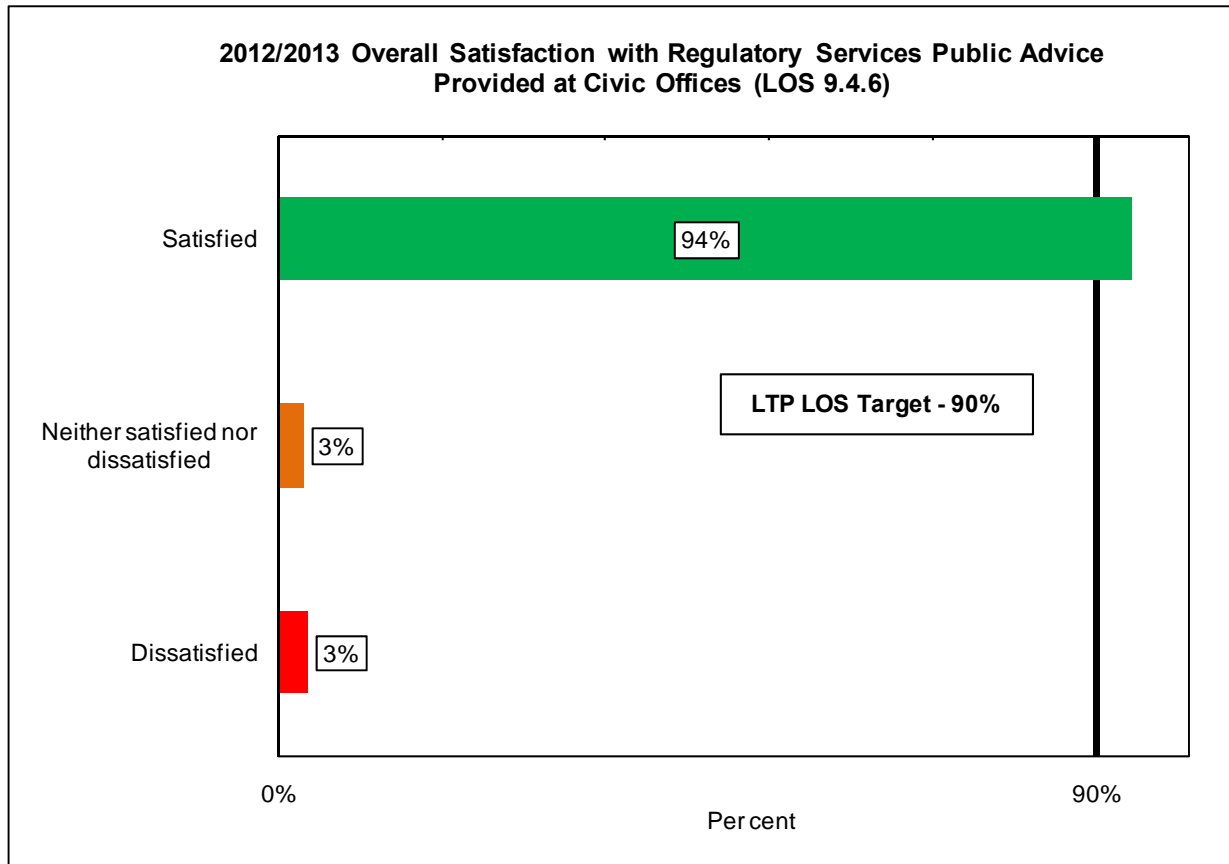
**9.4.6 Recommended Level of Service Target: 90%**

**9.4.6 Customers satisfied with Regulatory Services public advice provided at Civic Offices**  
**Methodology**

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the **MANNER** of the Christchurch City Council representative/s' you spoke to on the date specified in the email we sent you? Manner includes things such as their attitude to you and their attentiveness.
- Overall, how satisfied or dissatisfied were you with the Council representative/s' **OVERALL UNDERSTANDING** of your enquiry? Enquiry means the main purpose of your visit.
- And overall, how satisfied or dissatisfied were you with the Council representative/s' **ABILITY TO ADDRESS** your enquiry?

**Time in field:** Surveying took place between the months of October 2012 and January of 2013  
**Completed Surveys:** 330



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	65.3%
Satisfied	28.5%
Neither satisfied nor dissatisfied	2.7%
Dissatisfied	2.5%
Very dissatisfied	0.7%
Don't know	0.2%
<b>Total</b>	<b>100.0%</b>

Note: not applicable responses have been removed from these results

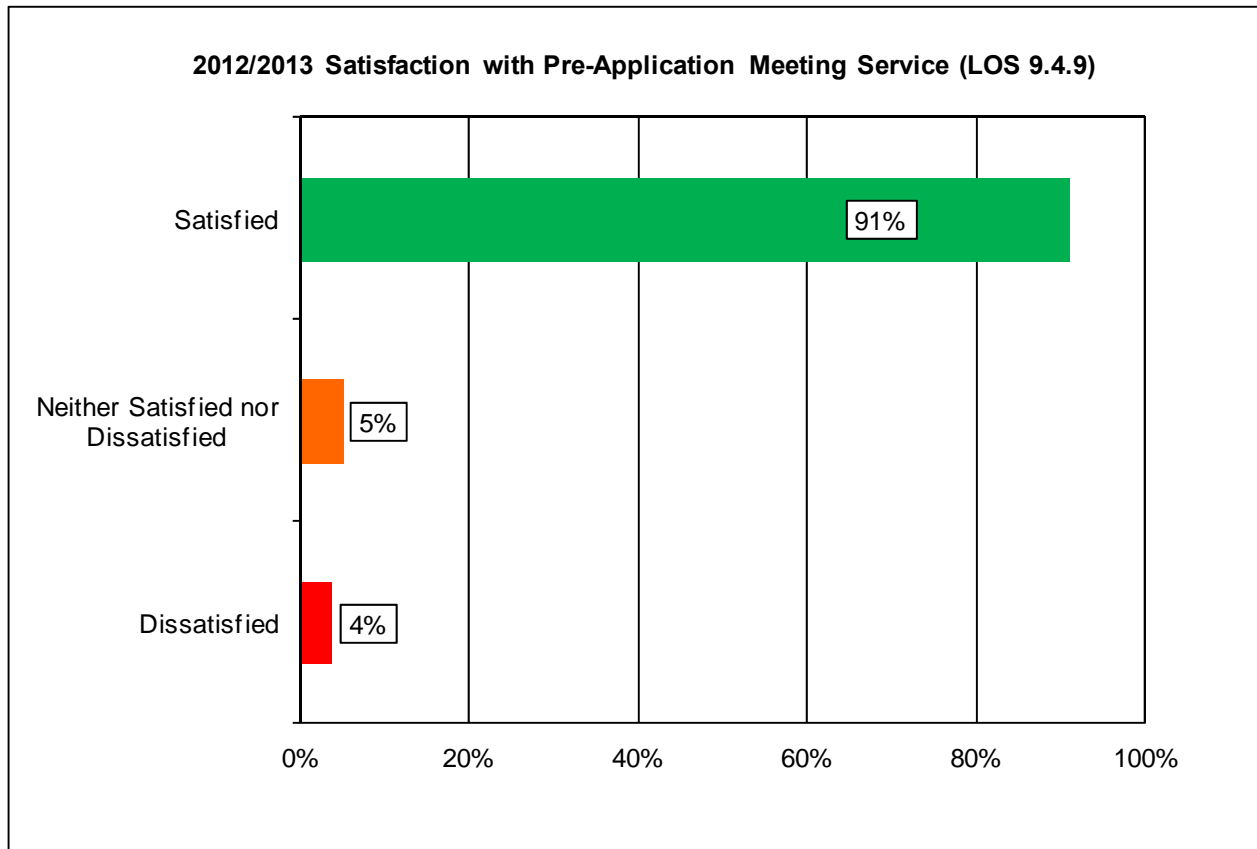
**9.4.9 Recommended Level of Service Target: Establish baseline**

9.4.9 Pre-application customers are satisfied with meeting service provided

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Thinking about your pre-application meeting(s) about the site address named in the email we sent to you, overall how satisfied or dissatisfied were you that the meetings were held in a **TIMELY** manner? *Timely means that they were held within five working days from the date you made the meeting request unless a later meeting date was requested by you.*
- Thinking again about your pre-application meeting(s), overall how satisfied or dissatisfied were you with the **COMMUNICATION** around setting up your meetings. *Communication includes information about booking meeting times, the manner of the person setting up the meeting(s), their ability to understand your needs and guidance about what you needed to prepare for or bring to meeting(s).*



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	44.3%
Satisfied	46.4%
Neither Satisfied or Dissatisfied	5.1%
Dissatisfied	1.8%
Very Dissatisfied	2.1%
Don't Know	0.3%
<b>Total</b>	<b>100.0%</b>

## Activity: 10.3 Parking

### **10.3.6 Recommended Level of Service Target: Establish new baseline**

10.3.6 Customer satisfaction with service levels provided by CCC off street parking service

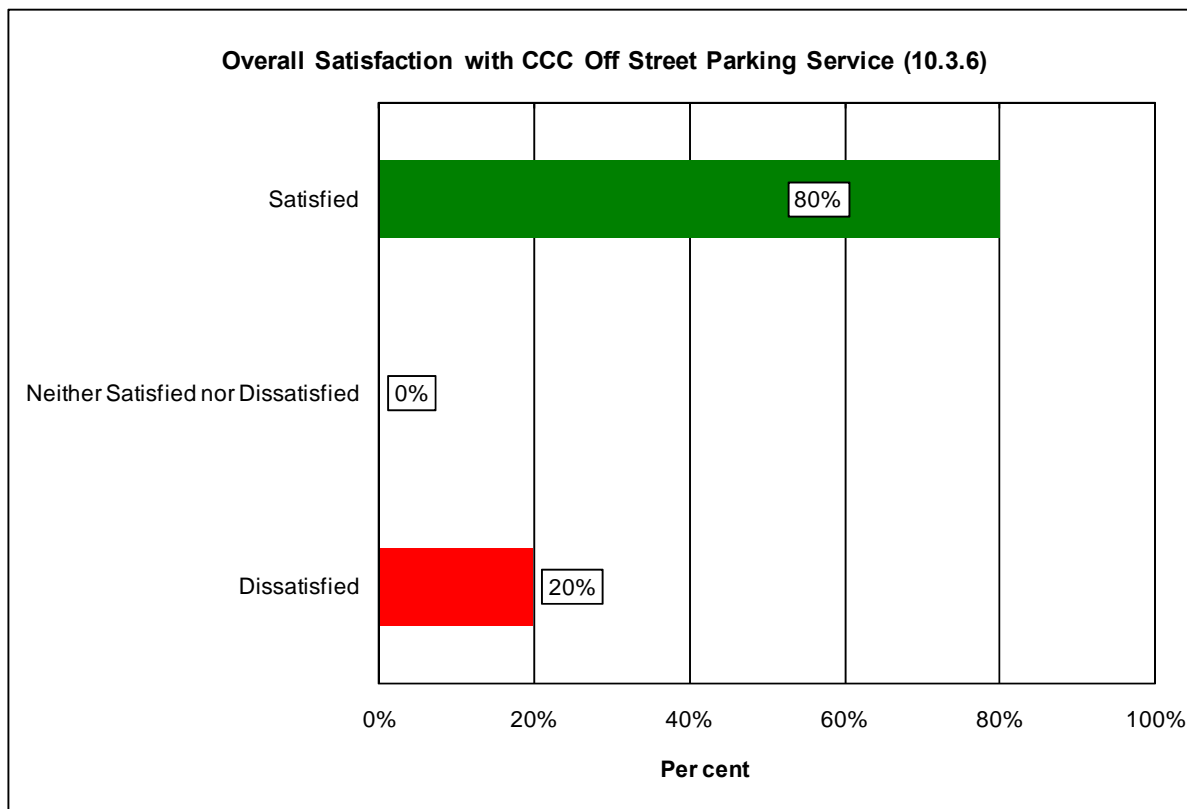
#### Methodology

LOS score based on survey question stated below:

- Thinking now about parking a vehicle in Christchurch. Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? *This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.?*

**Time in field:** In total, five surveys were completed from a list of seven customers whom had telephoned the Council hotline regarding off-street parking

**Completed Surveys:** 5. The small number of responses means that caution must be applied when interpreting results.



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	40.0%
Satisfied	40.0%
Neither Satisfied or Dissatisfied	0.0%
Dissatisfied	13.3%
Very Dissatisfied	6.7%
Don't Know	0.0%
<b>Total</b>	<b>100.0%</b>

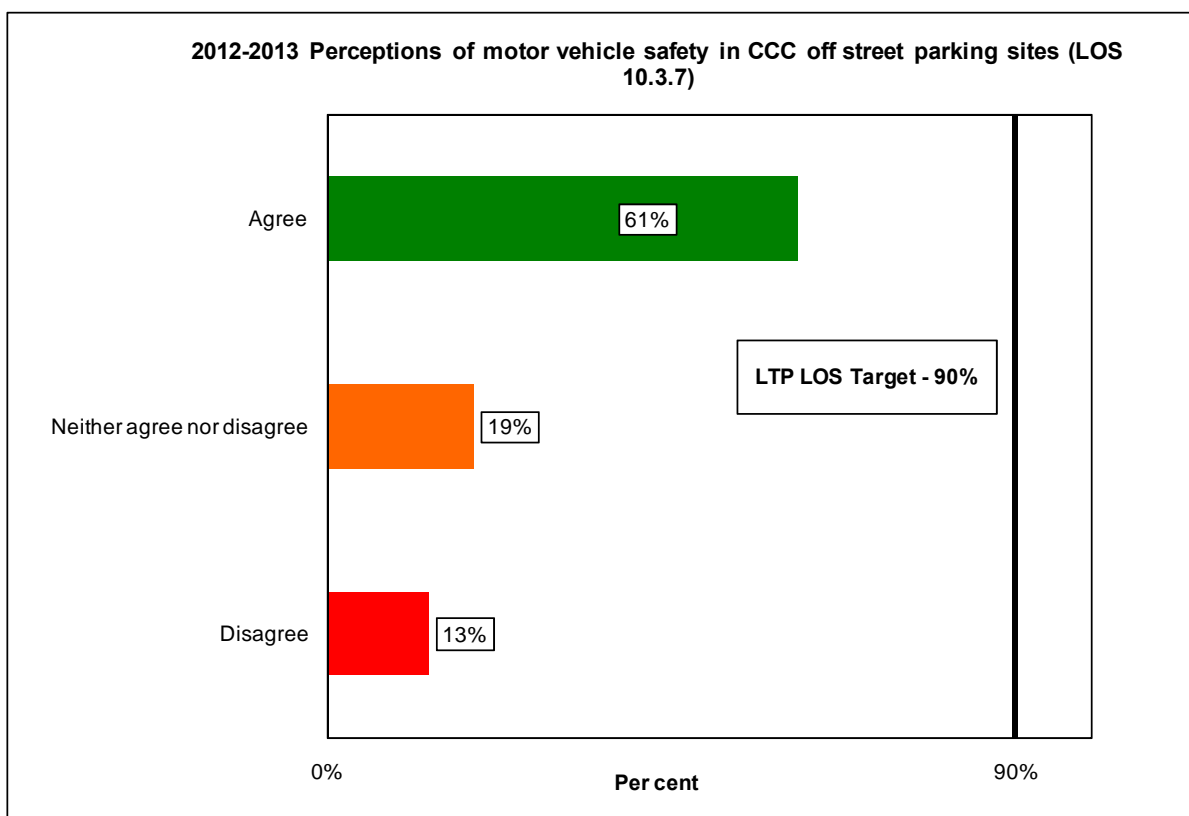
**10.3.7 Recommended Level of Service Target: 90%**

10.3.7 Customer perceptions of motor vehicle safety in CCC off-street parking sites

Methodology:

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? *We want you to think about things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people (eg. vandalism), etc.*
- Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites DURING THE DAY?
- Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites AFTER DARK?



2012-2013 Individual Satisfaction Results	Percentage
Strongly agree	17.4%
Agree	44.1%
Neither agree nor disagree	19.2%
Disagree	10.9%
Strongly disagree	2.3%
Don't Know	6.1%
<b>Total</b>	<b>100.0</b>

Note: Not applicable responses have been removed from these results.



## Activity: 10.4 Public Transport Infrastructure

### 10.4.4 Recommended Level of Service Target: 60%

#### 10.4.4 Resident satisfaction with the number and quality of bus stops and bus shelters at bus stops

##### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

*Thinking first about bus stops... Bus stops are the simple stops on the side of the road with a sign, minimal facilities and no bus shelter.*

- Overall, how satisfied or dissatisfied are you with the **LOCATION** of bus stops?

*Location means that bus stops are easy for you to access or get to.*

*And thinking now about bus shelters. Bus shelters are glass shelters at stops that provide shelter from weather while waiting for a bus.*

- Overall, how satisfied or dissatisfied are you with the **NUMBER** of bus shelters available at stops in Christchurch?

- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of bus shelters?

*Appearance includes things such as the layout, type and style of bus shelters.*

- Overall, how satisfied or dissatisfied are you with the **CONDITION** of bus shelters?

*Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).*

**Time in field:** 26 November 2012 to 30 November 2013

**Completed Surveys:** 300

**Sites surveyed:** The survey was randomly administered to Christchurch residents waiting at the Central City Interchange on Tuam Street.



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	8.7%
Satisfied	58.6%
Neither satisfied nor dissatisfied	10.9%
Dissatisfied	17.1%
Very Dissatisfied	3.5%
Don't know	0.6%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

### 10.4.5 Recommended Level of Service Target: Re-establish baseline

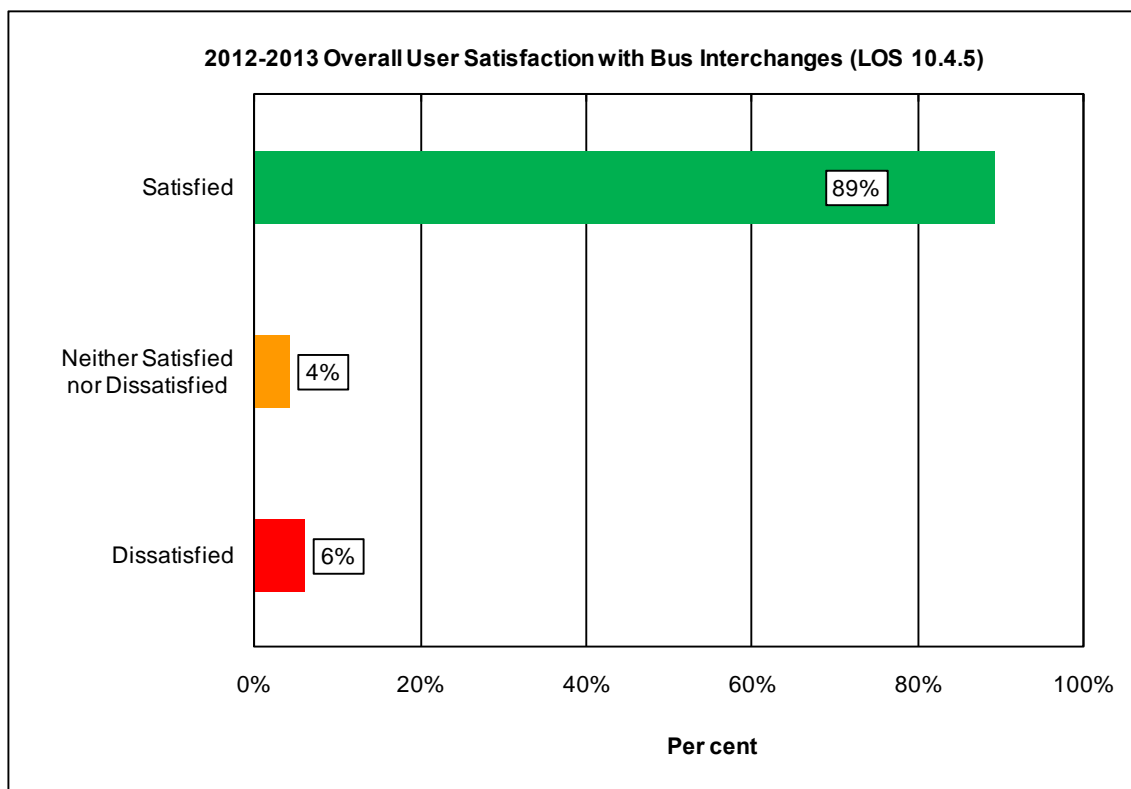
#### 10.4.5 User satisfaction with bus interchanges

##### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

And finally, thinking about the Central Transport Interchange in the city centre...

- Overall, how satisfied or dissatisfied are you with the appearance of the Transport Interchange? Appearance includes things such as the layout, type and style of the interchange.
- Overall, how satisfied or dissatisfied are you with the condition of the Transport Interchange? Condition includes things such as maintenance and upkeep of the interchange (including cleanliness and absence of graffiti and vandalism).
- **Time in field:** 26 November 2012 to 30 November 2013
- **Completed Surveys:** 300
- **Sites surveyed:** The survey was randomly administered to Christchurch residents waiting at the Central City Interchange on Tuam Street.



2012-2013 Individual Satisfaction Results	Percentage
Very Satisfied	21.7%
Satisfied	67.6%
Neither satisfied nor dissatisfied	4.3%
Dissatisfied	5.2%
Very Dissatisfied	1.0%
Don't know	0.2%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from the results.

## Activity: 13.6 Public Affairs Internal Service

### LOS 13.6.3.1 Recommended Level of Service Target: 65%

13.6.3.1 Provide external communications that are timely, relevant, accurate and cost effective

#### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

*Council communication in the next three questions includes information about the Council in general, its services, decisions and opportunities for you to participate...*

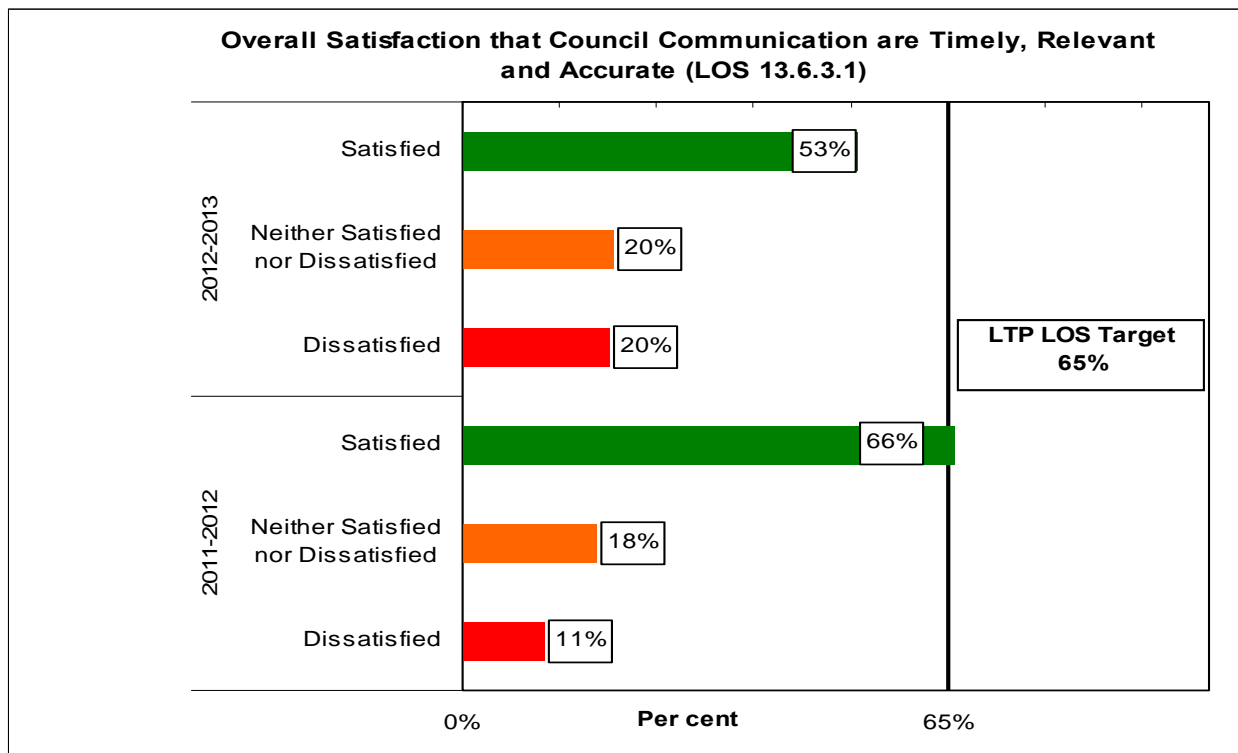
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and mainstream media such as regular pages in The Star, The Press and Mainland Press **IS TIMELY?** *Timely means that council reported stories are published at an appropriate time*
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and other mainstream media such as regular pages in The Star, The Press and Mainland Press **IS RELEVANT?** *Relevant means that reported stories are relevant for you in terms of what the Council is doing and what you want to know*
- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATION** through publications such as *Our Christchurch* and other mainstream media such as regular pages in The Star, The Press and Mainland Press **IS ACCURATE?** *Accurate means that Council reported stories are factually correct*

**Time in field:** On site surveying took place at five sites between December 2012 and January 2013.

**Completed Surveys:** 300

**Sites surveyed:**

	Completed surveys
New Brighton Library (outside)	60
Riccarton Road	60
Shirley Service Centre (outside)	60
City Mall	60
Papanui Library/Service Centre (outside)	60
<b>Total</b>	<b>300</b>



<b>2012-2013 Individual Satisfaction Results</b>	<b>Percentage</b>
Very Satisfied	7.4%
Satisfied	45.5%
Neither Satisfied or Dissatisfied	20.2%
Dissatisfied	16.7%
Very Dissatisfied	3.0%
Don't Know	7.3%
<b>Total</b>	<b>100.0%</b>

## Activity: 13.11 Internal Customer Services – Customer Centre

### 13.11.3.1 Recommended Level of Service Target: 90%

13.11.3.1 Customers are satisfied or very satisfied with service at first point of contact (telephone)

#### Methodology

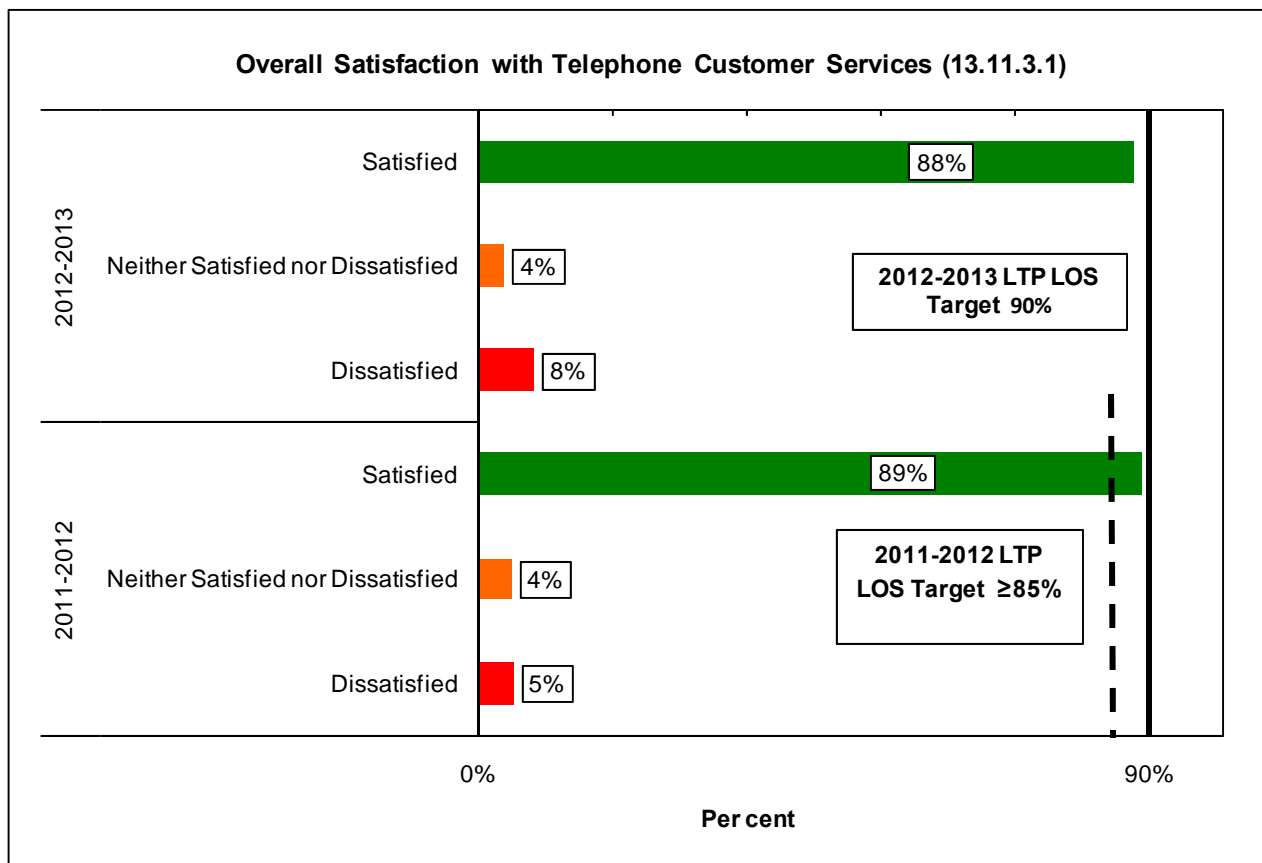
LOS score calculated as an aggregate of the three survey questions stated below:

*When you first call the Council, your call is answered with an automated service that directs you to a specific Council Service representative. I want to ask you about the service that person provided to you....*

- Overall, how satisfied or dissatisfied were you with **THE MANNER** of the customer services representative/s you spoke to the last time you called the Council? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with that customer services representative's' overall **UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your phone call*
- And overall, how satisfied or dissatisfied are you with the customer services representative's **ABILITY TO ADDRESS** your enquiry?

**Time in field:** In total 150 surveys were completed by respondents via telephone between the hours of 10:00 am and 7:00 pm during the month of January 2013.

**Completed Surveys:** 150



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	56.3%
Satisfied	31.8%
Neither satisfied nor dissatisfied	3.6%
Dissatisfied	4.7%
Very dissatisfied	2.9%
Don't know	0.7%
<b>Total</b>	<b>100.0%</b>

Note: Not applicable responses have been removed from these results

### 13.11.3.2 Recommended Level of Service Target: 90%

13.11.3.2 Customers are satisfied or very satisfied with service at first point of contact (email)

#### Methodology

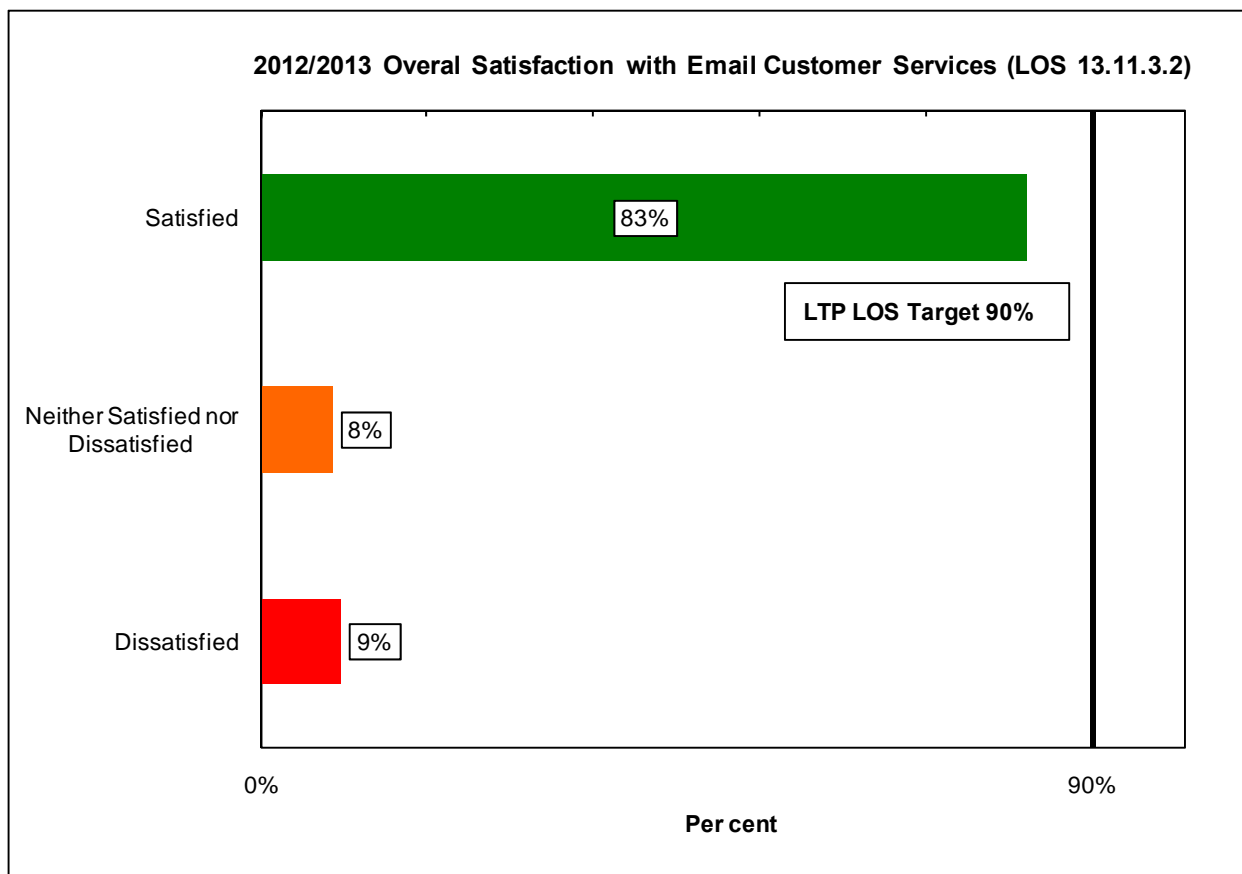
LOS score calculated as an aggregate of the three survey questions stated below:

Please answer the following questions with regard to the recent email you sent to the Council. We want to understand how satisfied or dissatisfied you are with using EMAIL AS A MEANS OF COMMUNICATING with the Council. Please think about the email process itself rather than the specific outcome of your email enquiry.

- Overall, how satisfied or dissatisfied were you with the time taken before you received a first response from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*
- Overall, how satisfied or dissatisfied were you that the language used in the first response email you received from the Council was clear and easy to understand?

**Time in field:** The link to the web based survey was emailed out in November 2012 to 954 customers who had contacted the Council with a request during the previous month.

**Completed Surveys:** 207



2012-2013 Individual Satisfaction Results	Percentage
Very satisfied	44.9%
Satisfied	38.1%
Neither satisfied nor dissatisfied	7.8%
Dissatisfied	3.0%
Very dissatisfied	5.8%
Don't know	0.5%
<b>Total</b>	<b>100.0%</b>