

2024-2025 General Service Satisfaction Survey

Research Report

Prepared by Monitoring & Research

April 2025

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Section 1: Summary of Findings

Summary of Levels of Service Results: General Service Satisfaction Survey 2025

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	2024-2025 LOS target	2024-2025 LOS target met	Satisfaction score trend since last	Relative to other services in 2025	Survey result 2025	Survey result 2024	Survey result 2023	Survey result 2022	Survey result 2021
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%	Yes			37% ⁶	28%	31%	28%	29%
Governance	Governance and Decision Making	4.1.18 Resident satisfaction with participation in and contribution to Council decision-making (understanding decision making)	At least 32%	Yes			40%	34%	35%	31%	33%
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%	Yes			68%	68%	68%	66%	67%
	Parks and Foreshore	6.8.4.2 Resident satisfaction with the presentation of the City's inner city parks	≥ 80%	Yes			82%	85%	77%	76%	82%

Activity Group	Activity	Performance Standard	2024-2025 LOS target	2024-2025 LOS target met	Satisfaction score trend since last	Relative to other services in 2025	Survey result 2025	Survey result 2024	Survey result 2023	Survey result 2022	Survey result 2021
		6.8.5 Resident satisfaction with the overall availability of recreation facilities within the City’s parks and foreshore network	≥ 70%	Yes	→		77%	76%	73%	76% ^{oo}	78%
Solid Waste and Resource Recovery	Solid Waste and Resource Recovery	8.0.3 Resident satisfaction with kerbside collection service	At least 82%	Yes	→		84%	84%	82%	78%	78%
Stormwater Drainage	Stormwater Drainage	14.0.3 Resident satisfaction Council’s management of the stormwater network ¹	≥ 45%	Yes			56%	51%	43%	44%	45%
Transport	Parking	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities ²	≥ 50%	Yes	→		55%	56%	55%	49%	49%
	Active Travel	10.5.2 Improve the perception that Christchurch is a cycling friendly city	≥ 67%	Yes	→		67%	65%	66%	65%	65%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	≥ 85%	No	→		74%	74%	71%	70%	74%
	Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	≥30%	Yes			33%	27%	28%	27%	29%
		16.0.9 Improve resident satisfaction with footpath condition	≥ 42%	No	→		39%	36%	32%	35%	36%
	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	≥ 68%	No	→		67%	66%	59%	59%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with reliability of water supplies	≥ 80%	Yes	→		84%	84%	79%	77%	75%
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	≥ 65%	No	→		64%	64%	59%	57%	52%
		12.0.2.19 Proportion of residents satisfied with quality of Council water supplies ⁴	≥ 52%	Yes			52%	48%	53%	46%	45%
Overall Satisfaction with Council Performance		N/A	N/A	N/A			53%	46%	43%	42%	49%
Ease of Interaction with Council		N/A	N/A	N/A	→		60%	60%	55%	53%	57%

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 (LOS 4.1.9). 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

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 2025	Survey Result 2025	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Governance and Decision Making	Percentage of residents who agree that decision making processes are easy to use and engage with	At least 30%				33% ³	26%	27%	23%	27%
	Percentage of residents who agree the Council makes decisions in the best interests of the city	N/A	N/A			35%	32%	33%	31%	36%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				36%	26%	28%	25%	30%
Reputation and Trust	The Council is open and transparent	N/A	N/A			30%	21%	24%	N/A	N/A
	The Council can be trusted	N/A	N/A			34%	28%	28%	N/A	N/A
	The Council has a good reputation	N/A	N/A			33%	27%	29%	N/A	N/A
	The Council acts with integrity and honesty	N/A	N/A			35%	30%	29%	N/A	N/A
	The Council is accountable for what it does	N/A	N/A			38%	32%	30%	N/A	N/A
	The Council understands the needs of residents and what they care about	N/A	N/A			30%	26%	23%	N/A	N/A
	The Council balances the needs of today's residents with planning for the future of the city	N/A	N/A			37%	34%	N/A	N/A	N/A
	The Council communicates clearly with residents the results of Council decisions	N/A	N/A			33%	28%	32%	N/A	N/A
	The Council communicates clearly with residents about how their views have informed Council decisions	N/A	N/A			24%	19%	22%	N/A	N/A
	The Council managers and staff are doing a good job	N/A	N/A			37%	34%	34%	N/A	N/A
	The Council makes wise spending decisions	N/A	N/A			21%	16%	16%	N/A	N/A
	The Council provides good value for ratepayers' money	N/A	N/A			19%	18%	20%	N/A	N/A
	The Council honours the principles of the Treaty of Waitangi	N/A	N/A			41%	39%	37%	N/A	N/A
	Leadership of the Mayor and Councillors	N/A	N/A			35%	27%	30%	N/A	N/A

Service	Detail	Old LOS Target	Old LOS Target Met ¹	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2025	Survey Result 2025	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Emergency preparedness	<i>Improve the level of community and business awareness and preparedness of risks from hazards and their consequence</i>	N/A	N/A	→		57%	56%	61%	61%	N/A
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%	66%	68%	60%	66%
City Promotions ²	<i>Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch</i>	85%		→		66%	64%	60%	54%	62%
Refuse Disposal	<i>Recyclable materials (yellow bin)</i>	90%		→		84%	83%	81%	76%	76%
	<i>Residual waste (red bin)</i>	90%		→		86%	84%	84%	81%	80%
	<i>Organic material (green bin)</i>	80%		→		83%	83%	81%	77%	77%
	<i>Transfer stations and Resource Recovery Centres</i>	N/A	N/A	N/A		71%				
Transport Network	<i>Transport network is safe for all users</i>	N/A	N/A	→		45%	42%	N/A	N/A	N/A
	<i>Ease of travel by usual mode of transport</i>	N/A	N/A	→		60%	60%	N/A	N/A	N/A
Digital Communications	<i>Council website and apps</i>	N/A	N/A	N/A		65%				

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

Three quarters of services surveyed (12 out of 16) met or exceeded their 2025 level of service targets.

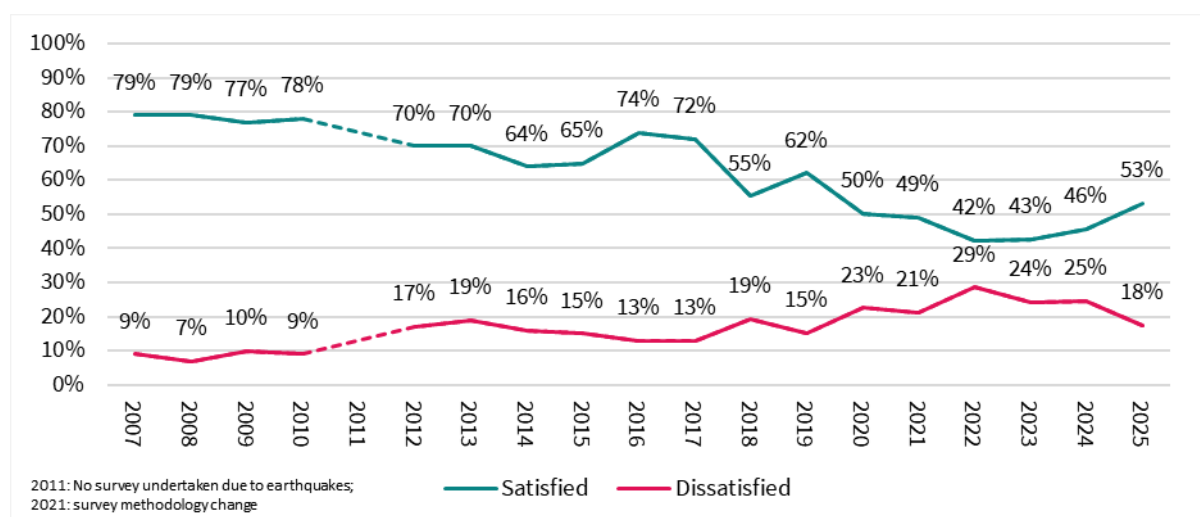
The 2025 General Services Satisfaction Survey has shown perceptions of the Council's service delivery across a broad range of services have mostly improved over the past 12 months.

Satisfaction levels have increased for 9 out of 16 services (that have level of service targets). The largest increase since 2024 related to satisfaction with participation in and contribution to decision making, with an increase of 9 percentage points.

Two out of the 16 services had a decrease in satisfaction levels since 2024, while 5 services received the same satisfaction score.

Overall satisfaction with the Council's performance (53%) has continued to increase from a low of 42% in 2022.

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



Dissatisfaction (as opposed to a neutral response) with the Council's performance has decreased to 18%, the lowest since 2019.

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 services provided, and being happy with recreational facilities/parks/public amenities. These top reasons consistent with previous years.

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

	Number of comments	Percent of total sample (exc don't know/nothing)
Unhappy with roads/more road maintenance	70	13%
Disapprove of Council spending	62	11%
Council is doing a good job overall	56	10%
Rates increased	42	8%
Happy with services provided	39	7%
Happy with the recreational facilities/good improvements on parks/public amenities	38	7%
Responds in timely manner/dealt within a reasonable timeframe	33	6%
Parking expensive/lack of/parking issues	27	5%
Too many cycle lanes	25	5%
Need more recreational areas/improvement on parks and grounds/sport facilities	22	4%
General maintenance needed	21	4%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	21	4%
Poor communication	21	4%
Unhappy with the waterways/sewage services needs to improve	21	4%
City is cleaned and well- maintained/areas are being tidy	20	4%
Council is doing a poor job overall	19	4%
Happy with the water supply services/satisfied with the sewage services	19	4%
No considerations on people's needs/ looking after community	18	3%
Slow to/ don't respond to problems/ concerns	18	3%
Unhappy with the traffic management/need improvements on traffic	17	3%
Happy with recycling and rubbish services	17	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	16	3%
Good customer service	16	3%
Dedicated to enhance the quality life/ work for people	16	3%
No problems/ issues	16	3%
Lack of transparency/have behind the scene dealings	16	3%
Lack of public consultation	16	3%
Good communication	15	3%
They are okay/ fine average	14	3%
Unhappy with rebuild progress	14	3%

Base: Total sample with don't know/nothing removed (n=540)

Key:

Red – Negative comments

Green – Positive comments

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:

“Road conditions is my number one item. Please do a proper fix on roads instead of tiny patch work which doesn't last. A person turning up with a bucket of tarseal is not the way to fix road damage.”

“THE ROADS! Fix the roads up to an at least reasonable standard.”

“Discussion with the public about spending, as in recent times money has been put in places that most of the public disagree with.”

Other transport-related issues rounded out the top five areas perceived as needing improvement; these were parking, footpaths and cycleways

Table 4: One service that is most important to improve

Service	Number of comments	% of total sample	% of improvement comments*
Roading	189	24%	27%
Council decision-making/financial management	72	9%	10%
Parking	51	7%	7%
Footpaths	50	6%	7%
Cycleways	41	5%	6%
Water supply	39	5%	6%
Waste management	31	4%	4%
Public space cleaning/ City beautification	30	4%	4%
Information and communication	30	4%	4%
Public transport	29	4%	4%
Parks, reserves and green spaces	22	3%	3%
Waterways	18	2%	3%
Recreation & Sports Centres	11	1%	2%
Public amenities/ facilities	8	1%	1%
Housing	6	1%	1%
Earthquake recovery/ rebuild	6	1%	1%
Sewerage/ Wastewater	6	1%	1%
Consents process	5	1%	1%
Environment	5	1%	1%
Events/ activities	5	1%	1%
Health safety services	5	1%	1%
Noise control	5	1%	1%
Animal / Pet control	4	1%	1%
Crime / Public safety	4	1%	1%
Everything/all	6	1%	1%
Other	16	2%	2%
As stated in previous question	3	0%	
Don't know	230	29%	
<i>Supplied positive comment despite being asked for improvement aspect</i>	6	1%	

Base: all respondents (n=784), *n=694('Don't know', positive and 'as stated in previous question' responses removed)

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

“Kerbside rubbish collection. It is timely and reasonably efficient. There is good information available, to those who care to look, regarding what can and can't be put in the bins, collection days, and alternative options.”

“I really like the way the council maintains public parks and spaces, such as the botanic gardens. It offers a clean and attractive environment for all people.”

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

Service	Number of comments	% of total sample	% of best comments*
Waste management	161	21%	28%
Parks, reserves and green spaces	87	11%	15%
Libraries	66	8%	11%
Recreation & Sport Centres	38	5%	7%
Public space cleaning/ City beautification	30	4%	5%
Events/ activities	29	4%	5%
Information and communication	28	4%	5%
Roading	23	3%	4%
Public Transport	23	3%	4%
Water supply	19	2%	3%
Facilities and services	15	2%	3%
Community Support	13	2%	2%
Cycleways	13	2%	2%
Rates spending and financial management	8	1%	1%
Waterways	6	1%	1%
Sewerage/ Wastewater	5	1%	1%
Animal Control	4	1%	1%
Parking	3	0%	1%
Footpaths	2	0%	0%
The rebuild	1	0%	0%
Emergency preparedness and response	1	0%	0%
Other	8	1%	1%
Don't know	6	1%	
<i>Supplied negative comment despite being asked for the best aspect</i>	32	4%	

Base: all respondents (n=784), *n=583 ('Don't know' and negative responses removed)

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 (LTP). 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 2025 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 10-31 January 2025. The median completion time for the survey was 14.55 minutes. The non-response bias evident in telephone surveys (where only residents prepared to commit to a half-hour interview to have 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=784 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 (152 of these respondents gave an overall satisfaction rating).

New Questions for 2025

One new question regarding satisfaction with the Council's transfer stations and resource recovery centres was introduced in 2025.

Two new questions regarding satisfaction with the Council's digital and online offerings were introduced in 2025, relating to the Council's websites and apps.

These three new questions did not contribute to any level of service measures, and are reported in the 'Additional service satisfaction results' section.

A further three questions had a minor change in their wording, with the Likert scale changing from a satisfaction-dissatisfaction scale to an agree-disagree scale:

- Satisfaction with opportunities to have a say in what Council does
- Understanding of how the Council makes decisions
- Council's decision making processes are easy to use and engage with.

The two questions previously asked relating to satisfaction with the condition and appearance of heritage buildings were removed from the survey in 2025.

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%	10%	79
25-34	20%	19%	148
35-49	24%	25%	196
50-64	23%	24%	187
65-79	15%	16%	127
80 years and over	5%	6%	46
Prefer not to say	N/A	0.1%	1
Total			784

Table 7: Number of participants by gender

Gender	% 18+ Population (2023 Census)	% of Participants	# of Participants
A man	49.2%	50.8%	398
A woman	50.2%	48.3%	379
Non-binary / another gender	0.5%	0.5%	4
Prefer not to say	N/A	0.4%	3
Total			784

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%	3%	21
Waitai - Coastal-Burwood-Linwood	18%	19%	147
Waimāero - Fendalton-Waimairi-Harewood	19%	18%	140
Waipuna - Halswell-Hornby-Riccarton	21%	22%	175
Waipapa - Papanui-Innes-Central	20%	20%	153
Waihoru - Spreydon-Cashmere-Heathcote	20%	19%	148
Total			784

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: satisfied and very satisfied (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 one decimal place.
- all tables show percentages to one decimal place 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.

The final percentages used as the Levels of Service Results and Additional Services Satisfaction Results reported in the summary of findings sections are based on the charts in the detailed findings section, which combine the top two responses (i.e. Satisfied and Very Satisfied / Agree and Strong Agree). Due to this combination of two discrete response options and rounding conventions, the charts' summed 'top two box' score may not exactly match the sum of the two discrete scores in the tables.

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, so proportions are not directly comparable with the city-wide proportions.

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

Section 3: Detailed Findings

Strategic Governance

Consultation and engagement

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	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%	37%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

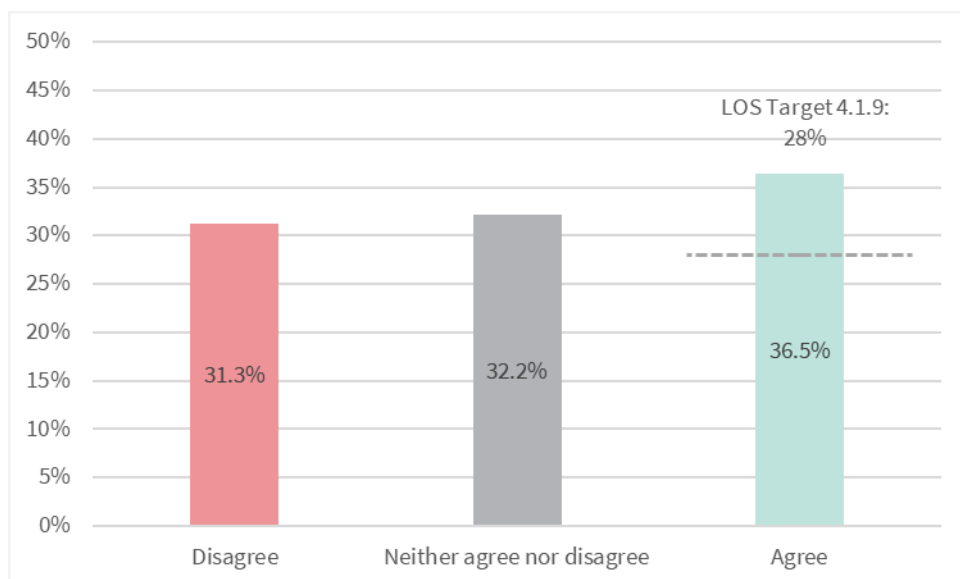
Survey participants were asked to evaluate their satisfaction around engagement with the Council. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service³:

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

The Level of Service (LOS) target for opportunities to give feedback and participate in decision making processes of 28% was met, with a 37% overall service satisfaction score.

³ Prior to 2025, an additional measure relating to satisfaction that Council makes it easy to use and engage with decision making processes contributed towards this level of service measure. This is now reported separately in the 'Additional Service Satisfaction Results' section.

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



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

Table 9: Perceptions around opportunities to engage with the Council

		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	43	233	244	186	51	27
	%	5.7%	30.8%	32.2%	24.6%	6.7%	

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

"Decisions seem to have been made without public consultation. Council are not hearing negative public response and continue to make changes to roading despite motorists telling them it's increasing the danger on the roads."

"I don't think council has made good use of ratepayers money. I think more public engagement is required."

Participation in and contribution to decision-making

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 4.1.18: Resident satisfaction with participation in and contribution to Council decision-making (understanding decision making)	At least 32%	40%	

Key:

■ – has not met the Recommended Level of Service

■ – has met or exceeded the Recommended Level of Service

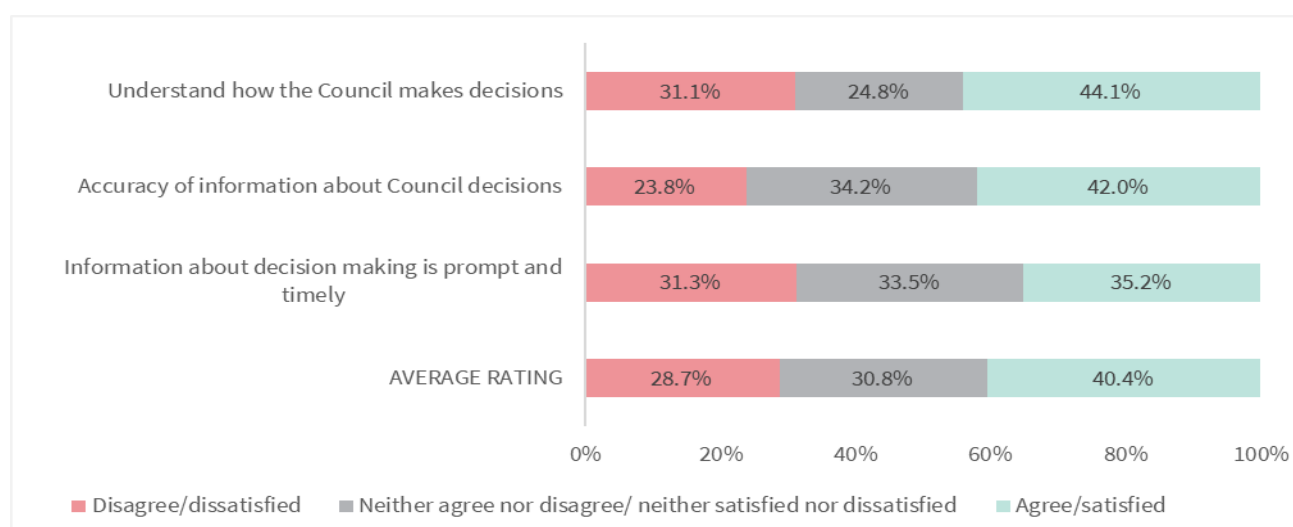
Survey participants were asked to evaluate the City Council's effectiveness in fulfilling its governance role and the decision-making process. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

- 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?

The Level of Service (LOS) target for participation in and contribution to decision-making of 32% was met, with a 40% overall service satisfaction score.

Satisfaction was highest for understanding how the Council makes decisions (44.1%), and lowest for information about decision-making being prompt and timely (35.2%).

Figure 3: Ratings of participation in and contribution to Council decision-making



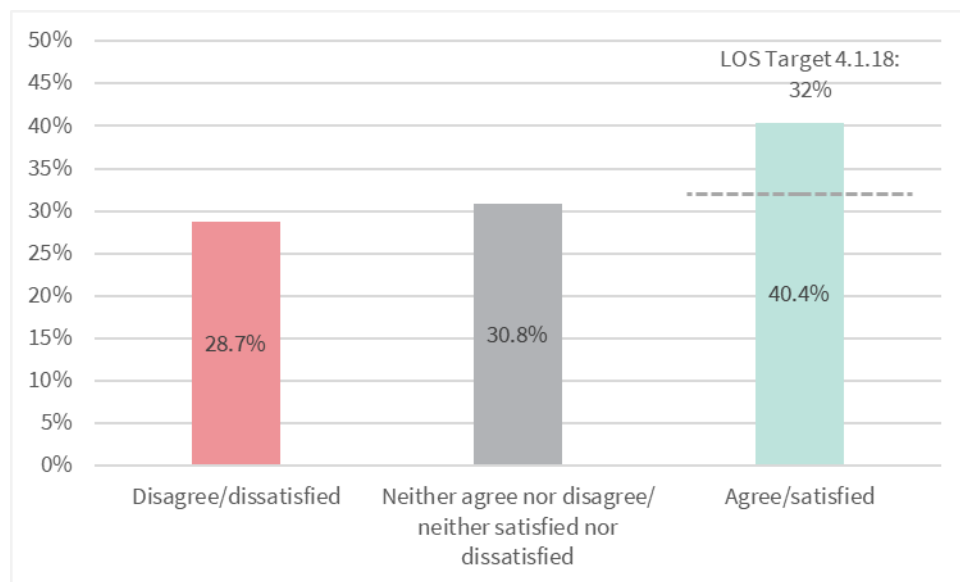
Base: total sample excluding 'don't know/not applicable' (n=766/755/753)

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

		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	41	297	190	183	55	18
	%	5.4%	38.8%	24.8%	23.9%	7.2%	
Accuracy of information about Council decisions	n	51	266	258	143	37	29
	%	6.8%	35.2%	34.2%	18.9%	4.9%	
Information about decision making is prompt and timely	n	39	227	253	196	40	29
	%	5.2%	30.1%	33.5%	26.0%	5.3%	
AVERAGE RATING		5.8%	34.7%	30.8%	22.9%	5.8%	

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

Figure 4: Average ratings of participation in and contribution to Council decision-making



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

"i get the CCC news weekly and use their APPS to report matters so i feel informed about various things; what i am not informed about are the decisions taken at council meetings - there is no place where one can see quickly their agenda, the vote/outcomes and next steps."

"I think the area which the council could improve is on the way they communicate to ratepayers where the money is going and what decisions are being made."

"Would be good to have more information on decision making, but I feel like the council is doing a pretty good job."

Parks, Heritage & Coastal Environments

Manage and maintain public artworks, monuments and artefacts

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.9.1.5: To manage and maintain Public Monuments, Sculptures, Artworks, and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks)	65%	68%	

Key:

■ – has not met the Recommended Level of Service

■ – has met or exceeded the Recommended Level of Service

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. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

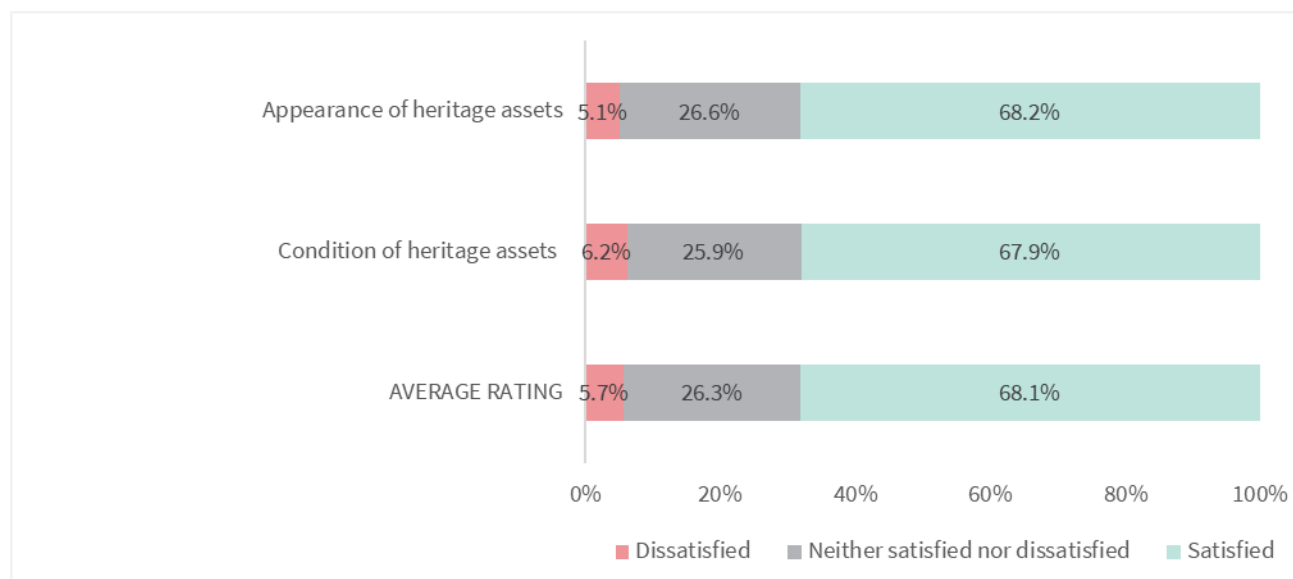
Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the city's heritage and character.

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

The Level of Service (LOS) target for managing and maintaining public artworks, monuments and artefacts of 65% was met, with a 68% overall service satisfaction score.

"Pleased with how the statues and streets of christchurch are maintained."

Figure 5: Satisfaction with the appearance and condition of monuments and other heritage objects



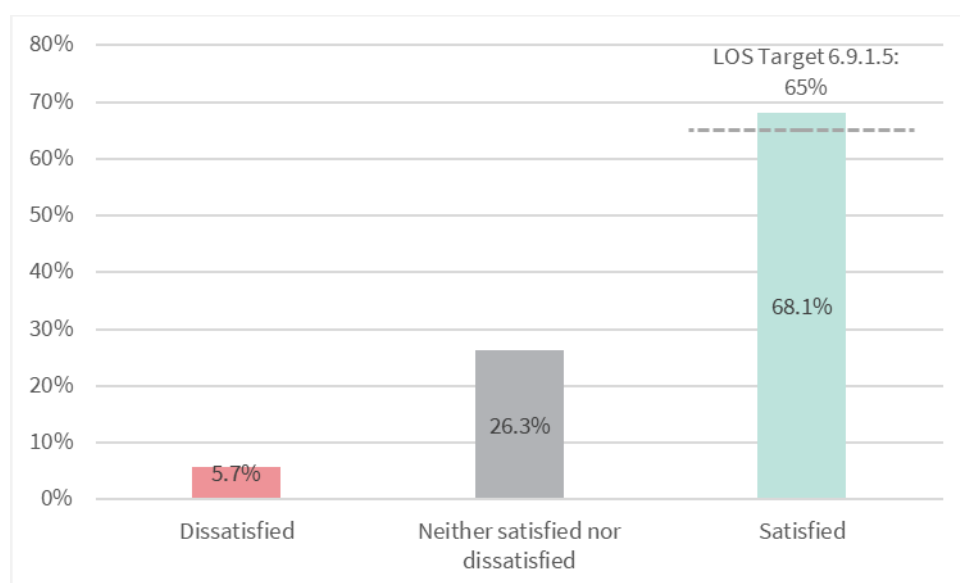
Base: total sample excluding 'don't know/not applicable' (n=758/754)

Table 11: Satisfaction with the appearance and condition of monuments and other heritage objects

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of heritage assets	n	124	393	202	30	9	26
	%	16.4%	51.8%	26.6%	4.0%	1.2%	
Condition of heritage assets	n	104	408	195	37	10	30
	%	13.8%	54.1%	25.9%	4.9%	1.3%	
AVERAGE RATING		15.1%	53.0%	26.3%	4.4%	1.3%	

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

Figure 6: Average level of satisfaction with the appearance and condition of monuments and other heritage objects



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

Parks and Foreshore

Presentation of city's parks (inner-city parks)

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.8.4.2: Resident satisfaction with the presentation of the City's inner city parks	80%	82%	

Key:

■ – has not met the Recommended Level of Service

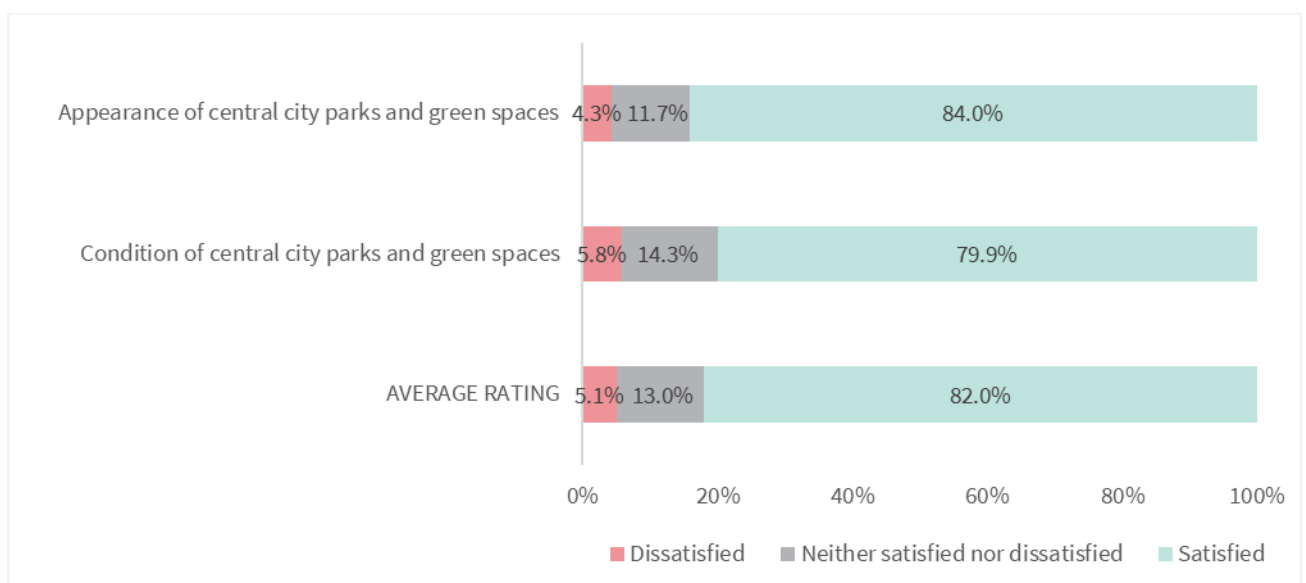
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with central city parks and green spaces. 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?

The Level of Service target for inner-city parks of 80% was met, with an 82% overall service satisfaction score.

Figure 7: Satisfaction with parks and green spaces (inner-city parks)



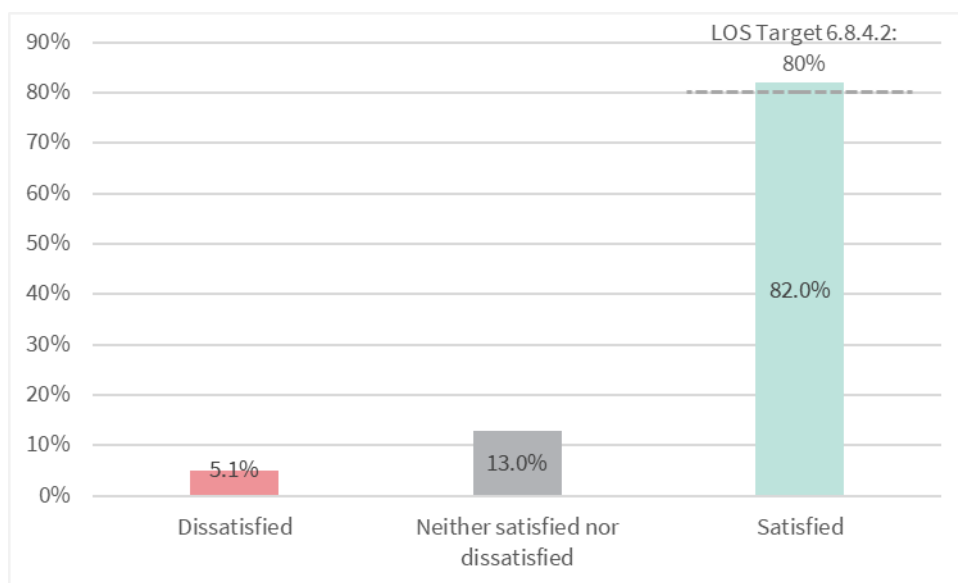
Base: total sample excluding 'don't know/not applicable' (n=771/770)

Table 12: Satisfaction with parks and green spaces (inner-city parks)

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of central city parks and green spaces	n	203	445	90	24	9	13
	%	26.3%	57.7%	11.7%	3.1%	1.2%	
Condition of these parks and green spaces	n	198	417	110	31	14	14
	%	25.7%	54.2%	14.3%	4.0%	1.8%	
AVERAGE RATING		26.0%	55.9%	13.0%	3.6%	1.5%	

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

Figure 8: Average level of satisfaction with parks and green spaces



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

"I really like the way the council maintains public parks and spaces, such as the botanic gardens. It offers a clean and attractive environment for all people."

Availability of recreation facilities across the parks and foreshore network

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.8.5: Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	70%	77%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the availability of recreation facilities within the city⁴. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

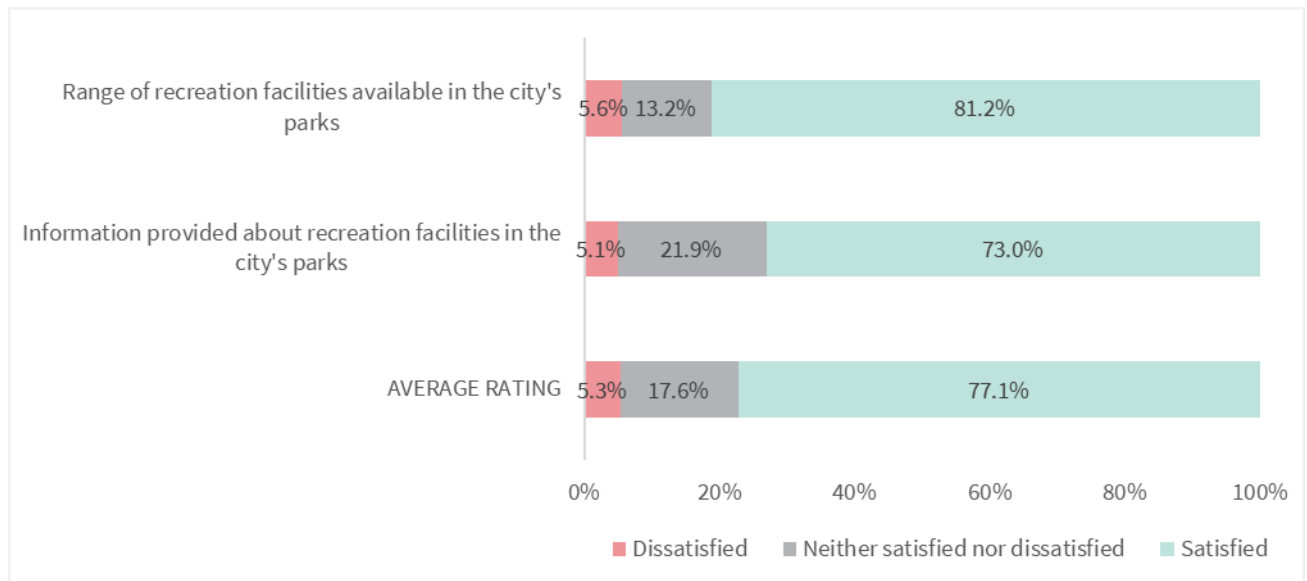
Thinking about the city's parks network as a whole,

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

The Level of Service target for the availability of recreation facilities within the parks and foreshore network of 70% was met, with a 77% overall service satisfaction score.

⁴ Before 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.

Figure 9: Satisfaction with the range and information provided about the city's parks



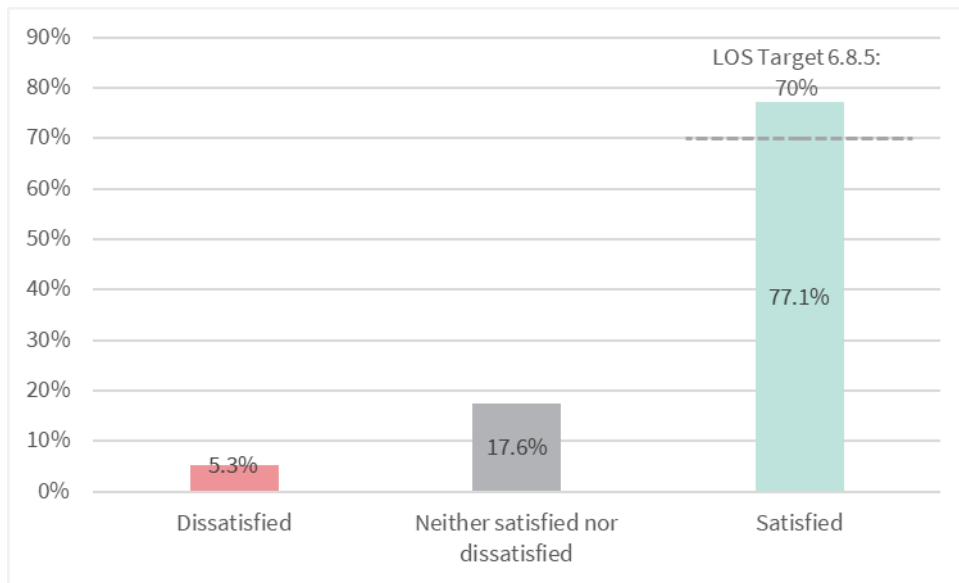
Base: total sample excluding 'don't know/not applicable' (n=772/752)

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

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Range of recreation facilities available in the city's parks	n	195	432	102	37	6	12
	%	25.3%	56.0%	13.2%	4.8%	0.8%	
Information provided about recreation facilities in the city's parks	n	125	424	165	28	10	32
	%	16.6%	56.4%	21.9%	3.7%	1.3%	
AVERAGE RATING		20.9%	56.2%	17.6%	4.3%	1.1%	

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

Figure 10: Average level of satisfaction with the range and information about the city's parks



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

"The council does a great job of providing safe spaces for children to play in many parks and community centres with children's play equipment."

"In terms of the construction of park facilities, there are not only places suitable for children to play, but also leisure areas for the elderly, which is very good."

"Poorly maintained parks, aging rides, insufficient recreational programs, modernize existing parks, add rides, playgrounds, and green spaces, regularly maintain parks and facilities, and provide a wide variety of community recreational activities."

Waste collection

Kerbside collection

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 8.0.3: Resident satisfaction with kerbside collection service	At least 82%	84%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

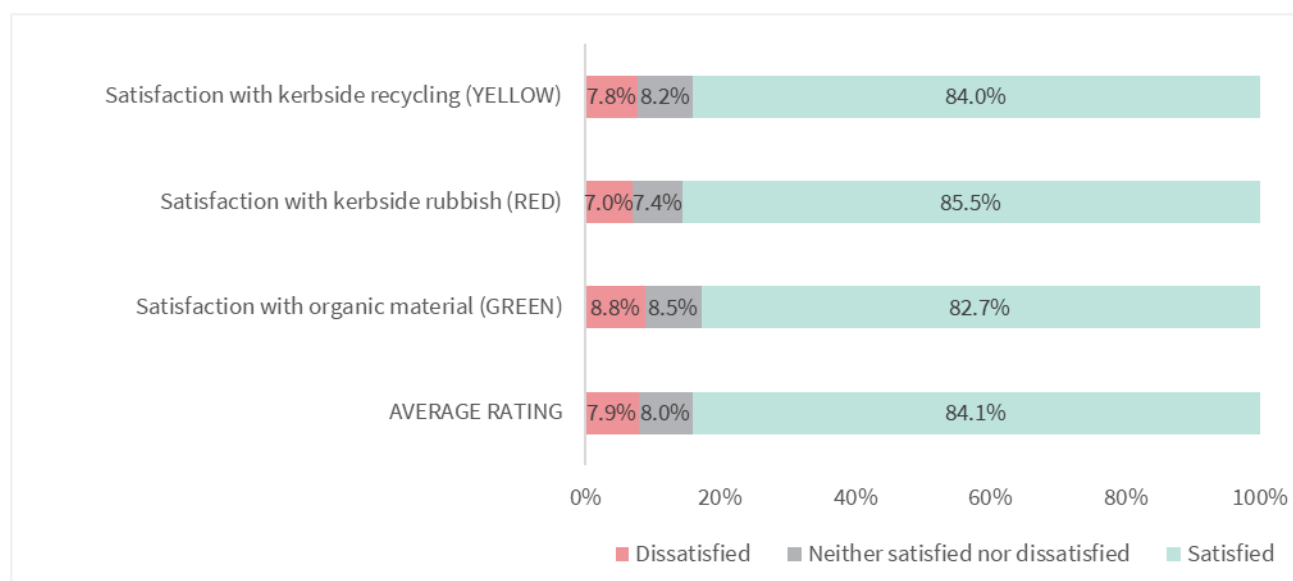
Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. A five-point Likert scale was used to rate their satisfaction. Three services were rated to measure the Level of Service:

Thinking now about the Council rubbish and recycling collection,

- 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)?

The Level of Service target for satisfaction with kerbside collection of 82% was met, with an 84% overall service satisfaction score.

Figure 11: Satisfaction with kerbside collection services



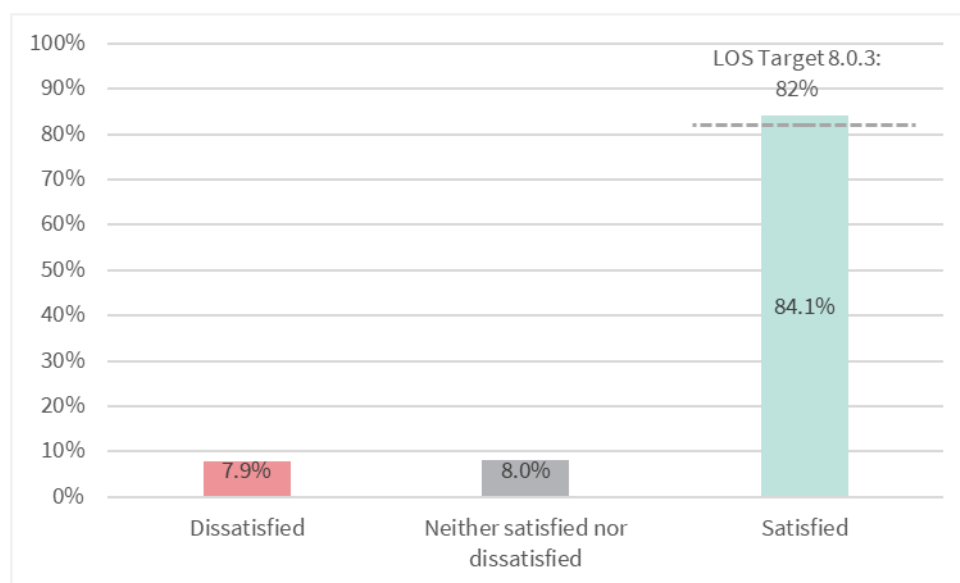
Base: total sample excluding 'don't know/not applicable' (n=782/781/780)

Table 14: Satisfaction with kerbside collection services

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with kerbside recycling	n	250	407	64	45	16	2
	%	32.0%	52.0%	8.2%	5.8%	2.0%	
Satisfaction with kerbside rubbish	n	250	418	58	39	16	3
	%	32.0%	53.5%	7.4%	5.0%	2.0%	
Satisfaction with organic material	n	246	399	66	54	15	4
	%	31.5%	51.2%	8.5%	6.9%	1.9%	
AVERAGE RATING		31.8%	52.2%	8.0%	5.9%	2.0%	

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

Figure 12: Average level of satisfaction with waste disposal services



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

“Rubbish collection is a smooth and mostly fault free. No missed days, around the same time each week/day and competent operators.”

“The bin collection service in my experience the drivers/workers do a great job they're on time reliable seem friendly and I rarely have to enquire about an bin which hasn't been emptied coupled with this is the app. I think the app is really good as far as notifying which bins are needed when And also notifying that over Christmas period. It was delayed by a day and also the ability to see what does and doesn't go in the bins.”

Water Supply

Quality of water supply

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.2.19: Proportion of residents satisfied with the quality of Council water supplies	52%	52%	

Key:

■ – has not met the Recommended Level of Service

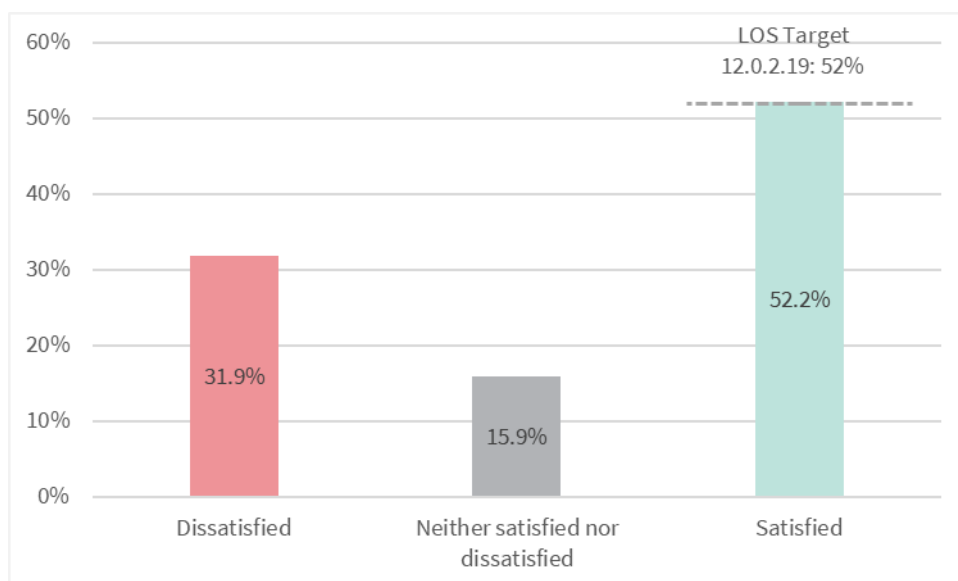
■ – has met or exceeded the Recommended Level of Service

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?

The Level of Service target for quality of water supply of 52% was met, with a 52% overall service satisfaction score.

Figure 13: Satisfaction with quality of water supply



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

Table 15: Satisfaction with quality of water supply

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Quality of water supply	n	126	277	123	163	83	12
	%	16.3%	35.9%	15.9%	21.1%	10.8%	

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

“Our water quality is amazing so they are brilliant at keeping our drinking water top tier.”

“the amount of chlorine in the drinking water. Sometimes the water tastes like a swimming pool and you end up smelling like chlorine after having a shower.”

“Fed up with the chlorine taste and smell of our previously world class water”.

“Chlorinated water tastes horrible and not good for gut microbes. Chlorination was only supposed to temporarily but we still have it. Would like to see chlorination removed.”

Responsiveness to water supply problems

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.1.14: Proportion of residents satisfied with responsiveness of Council to water supply problems	65%	64%	

Key:

■ – has not met the Recommended Level of Service

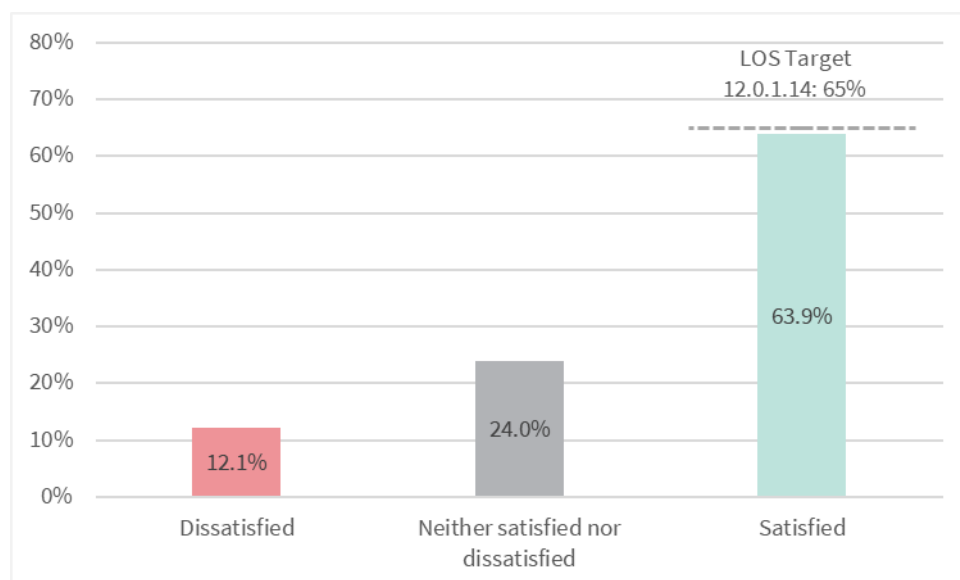
■ – has met or exceeded the Recommended Level of Service

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?

The Level of Service target for responsiveness to water supply problems of 65% was not met, with a 64% overall service satisfaction score.

Figure 14: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner



Base: total sample excluding 'don't know/not applicable' (n=696)

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

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council repairs leaks and investigates complaints in a timely manner	n	117	328	167	58	26	88
	%	16.8%	47.1%	24.0%	8.3%	3.7%	

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

"Water leaks. There are places where I've seen water leaking for six months or more and no action is being taken."

"I often report water leaks as I cycle & run everywhere daily seeing them everywhere. Most times they are fixed in a reasonably timely manner. I didn't quite appreciate this as much as I do now, after the Wellington water problems last year, where leaks weren't getting fixed, & they were literally running out of drinking water etc. as litres & litres of our precious water was being wasted every day as it poured down the drains."

"Fixing leaking water meters - usually fixed the same day they are notified of the leak."

Reliability of water supplies

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.1.13: Proportion of residents satisfied with the reliability of Council water supplies	80%	84%	

Key:

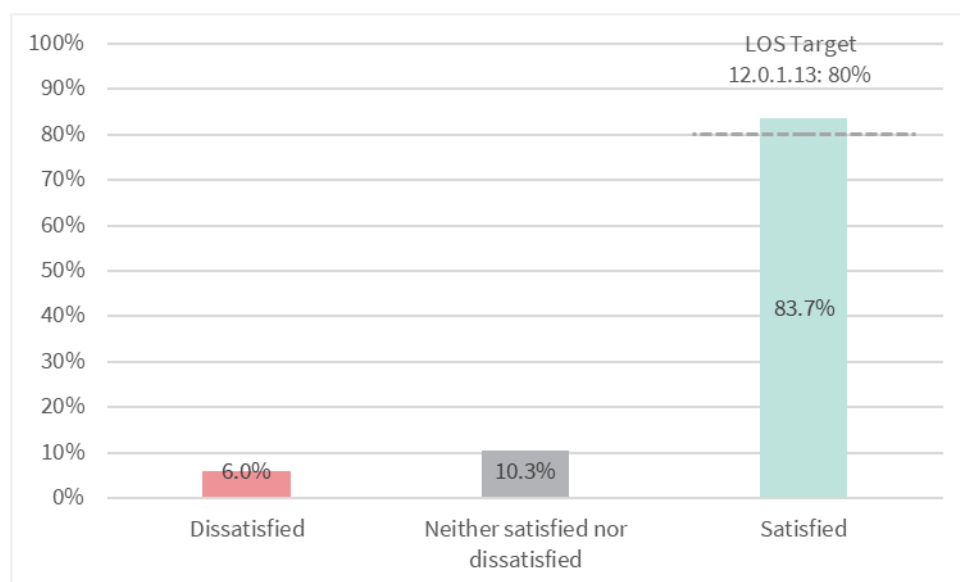
- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

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?

The Level of Service target for Reliability of water supplies of 80% was met, with an 84% overall service satisfaction score.

Figure 15: Satisfaction with the reliability of water supply



Base: total sample excluding 'don't know/not applicable' (n=765)

Table 17: Satisfaction rating with the reliability of water supply

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Reliability of water supply	n	230	410	79	31	15	19
	%	30.1%	53.6%	10.3%	4.1%	2.0%	

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

"We have a reliable water source and waste system."

"Water pressure isn't great where I live in Sydenham and I fear that it might get worse with building intensification."

Wastewater collection, treatment and disposal

Sewerage and wastewater services

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 11.0.1.16: Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services	68%	67%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

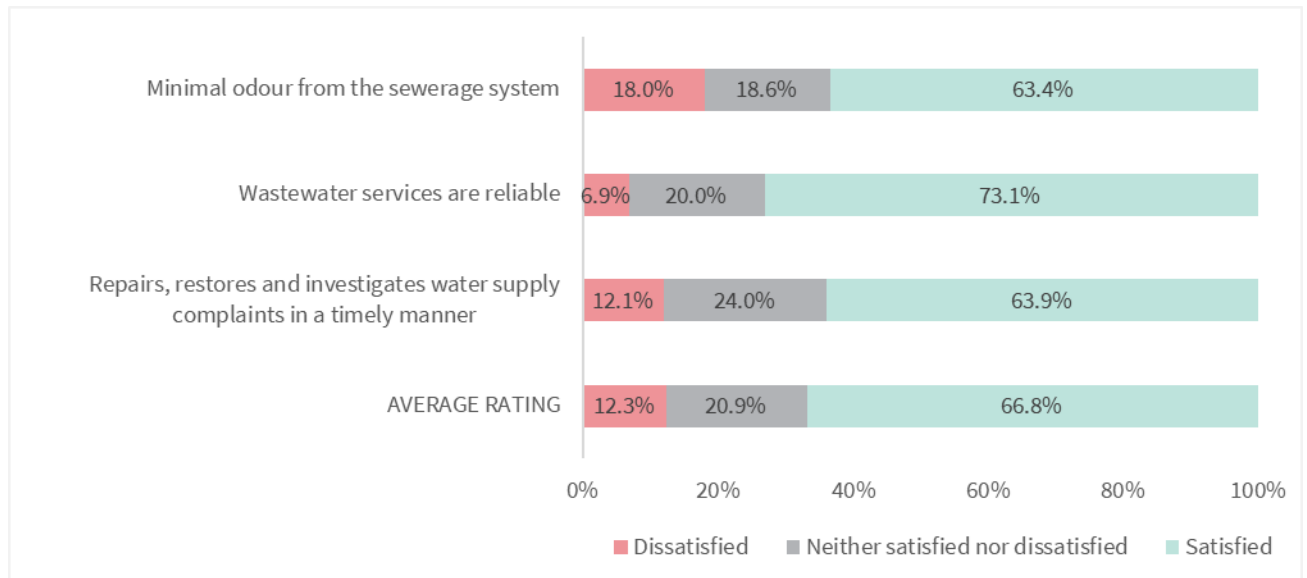
Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

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.

- 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?

The Level of Service target for sewerage and wastewater services of 68% was not met, with a 67% overall service satisfaction score.

Figure 16: Satisfaction with sewerage and wastewater services



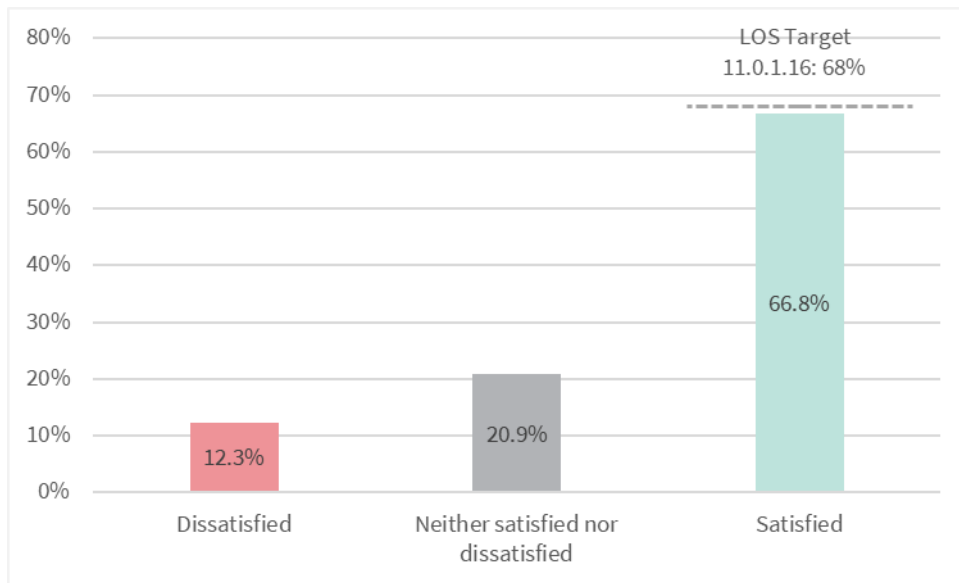
Base: total sample excluding 'don't know/not applicable' (n=737/740/696)

Table 18: Satisfaction with sewerage and wastewater services

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Minimal odour from the sewerage system	n	120	347	137	94	39	47
	%	16.3%	47.1%	18.6%	12.8%	5.3%	
Wastewater services are reliable	n	142	399	148	40	11	44
	%	19.2%	53.9%	20.0%	5.4%	1.5%	
Repairs and complaints are investigated in a timely manner	n	117	328	167	58	26	88
	%	16.8%	47.1%	24.0%	8.3%	3.7%	
AVERAGE RATING		17.4%	49.4%	20.9%	8.8%	3.5%	

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

Figure 17: Average level of satisfaction with sewerage and wastewater services



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

Stormwater drainage

Waterways and stormwater network

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 14.0.3: Proportion of residents satisfied with the management of the Council's stormwater network	45%	56%	

Key:

- – has not met the Recommended Level of Service
- – has met or exceeded the Recommended Level of Service

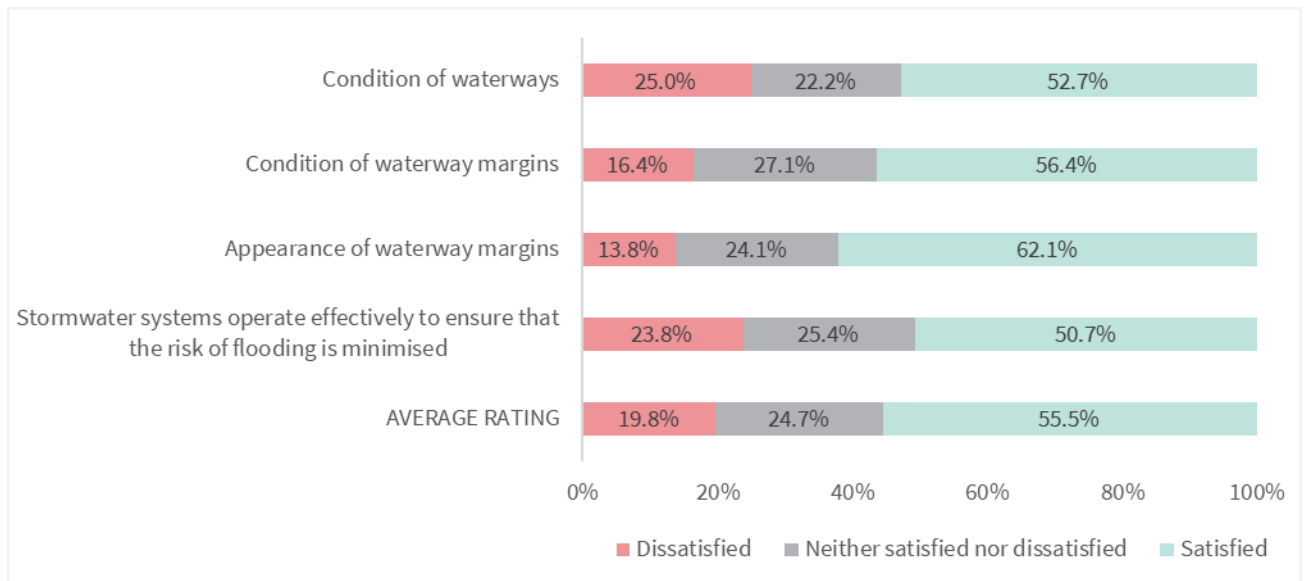
Survey participants were asked to evaluate certain aspects of the City's waterways and stormwater network. A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

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 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?

The Level of Service target for waterways and the stormwater network of 45% was met, with a 56% overall service satisfaction score.

Figure 18: Satisfaction with waterways and the stormwater network



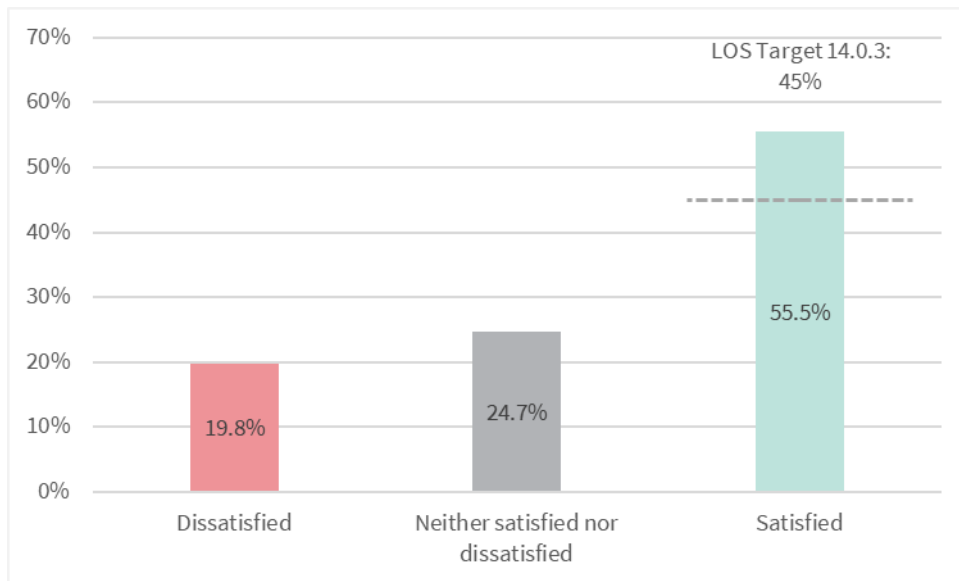
Base: total sample excluding 'don't know/not applicable' (n=751/748/759/739)

Table 19: Satisfaction with waterways and the stormwater network

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of waterways	n	60	336	167	152	36	33
	%	8.0%	44.7%	22.2%	20.2%	4.8%	
Condition of waterway margins	n	61	361	203	103	20	36
	%	8.2%	48.3%	27.1%	13.8%	2.7%	
Appearance of waterway margins	n	92	379	183	88	17	25
	%	12.1%	49.9%	24.1%	11.6%	2.2%	
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	58	317	188	137	39	45
	%	7.8%	42.9%	25.4%	18.5%	5.3%	
AVERAGE RATING		9.0%	46.5%	24.7%	16.0%	3.7%	

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

Figure 19: Average level of satisfaction with waterways and the stormwater network



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

"The council perform best in maintaining the area around our waterways, the vegetation is always kept tidy and visually appealing. I often see people taking care of it."

"For the most part I don't have a problem but I have seen streets flooded and feel that shouldn't be happening."

"I think storm water maintenance is an area that I would like to see improve. My thoughts are that the clearing of debris from gutters and drains should have a priority during the autumn months, so that when we start getting the winter rainfall, there is not so much flooding because of blocked drains."

Transportation

Walking-friendly city

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.10: Improve the perception that Christchurch is a 'walking-friendly' city	85%	74%	

Key:

■ – has not met the Recommended Level of Service

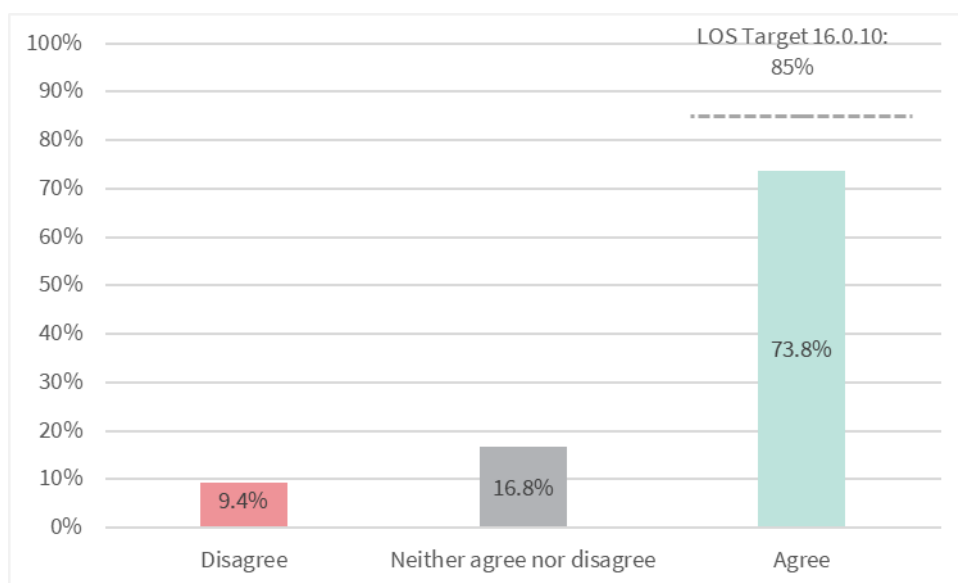
■ – has met or exceeded the Recommended Level of Service

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?

The Level of Service target for 'walking-friendly' city of 85% was not met, with a 74% overall service agreement score.

Figure 20: Level of agreement that Christchurch is a walking-friendly city



Base: total sample excluding 'don't know/not applicable' (n=774)

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

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is walking-friendly	n	164	407	130	53	20	10
	%	21.2%	52.6%	16.8%	6.8%	2.6%	

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

“The city centre. It's quite chaotic having bikes/scooters and pedestrians sharing.”

“Getting e-scooters and bicycles off footpaths. Footpaths should always only be for pedestrians.”

“Things like walking - providing cover for when it rains (lichfield st for example is going to be a busy pedestrian area but it will be very hot in summer and rainy in winter and more tree cover or shelter would be welcome.”

Cycling-friendly city

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 10.5.2: Improve the perception that Christchurch is a 'cycling-friendly' city	67%	67%	

Key:

■ – has not met the Recommended Level of Service

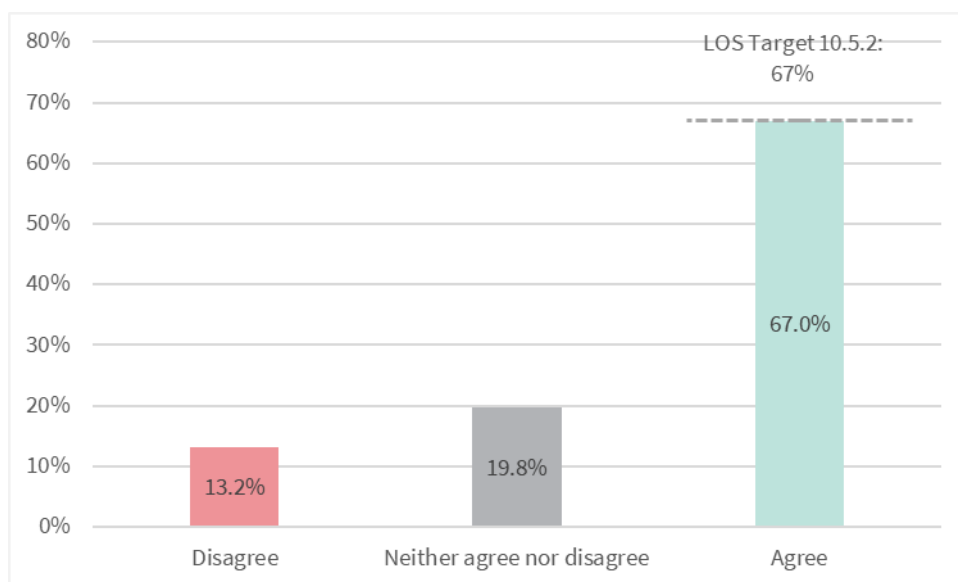
■ – has met or exceeded the Recommended Level of Service

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?

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

Figure 21: Level of agreement that Christchurch is a 'cycle-friendly' city



Base: total sample excluding 'don't know/not applicable' (n=752)

Table 21: Level of agreement that Christchurch is a cycle-friendly city

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is cycle-friendly	n	103	401	149	79	20	32
	%	13.7%	53.3%	19.8%	10.5%	2.7%	

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

"Bus fares are down and we are a very cycle friendly city. No cycles on buses are a real limiting factor though because I can now only cycle as far as I'm prepared to walk home if I get a flat tire."

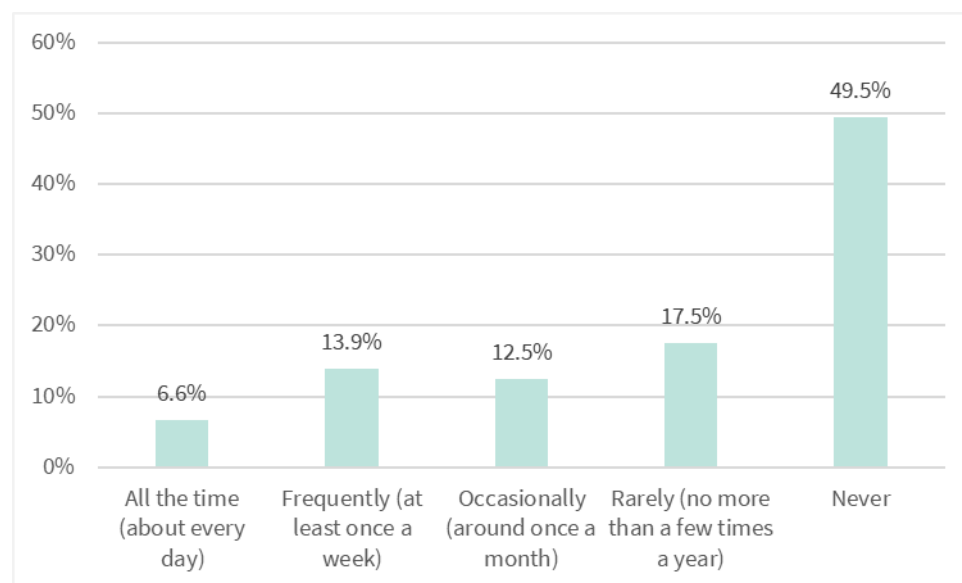
"We need more seperate cycleways. I have hearing loss so can't hear cars coming, which makes me afraid to cycle on the road."

"The council needs to embrace cyclists and cycleways .A few nay sayers seem to have more weight than cyclists . I am a cyclist who has been hit 4 times in the last 5 years by poor drivers. Make cycleways and cyclists safe !"

"I still think cyclists are given too much prioirity over both pedestrians and motorists and some cycleways have increased risk to all (particularly around the hospital)."

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. One in five (21%) had cycled on public roads at least once a week, or more, in the past 12 months. Half of respondents reported they had never cycled in the last 12 months.

Figure 22: Frequency of cycling on public roads



Base: total sample (n=784)

Roads and Footpaths

Roadway condition

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.3: Improve resident satisfaction with roadway condition	30%	33%	

Key:

■ – has not met the Recommended Level of Service

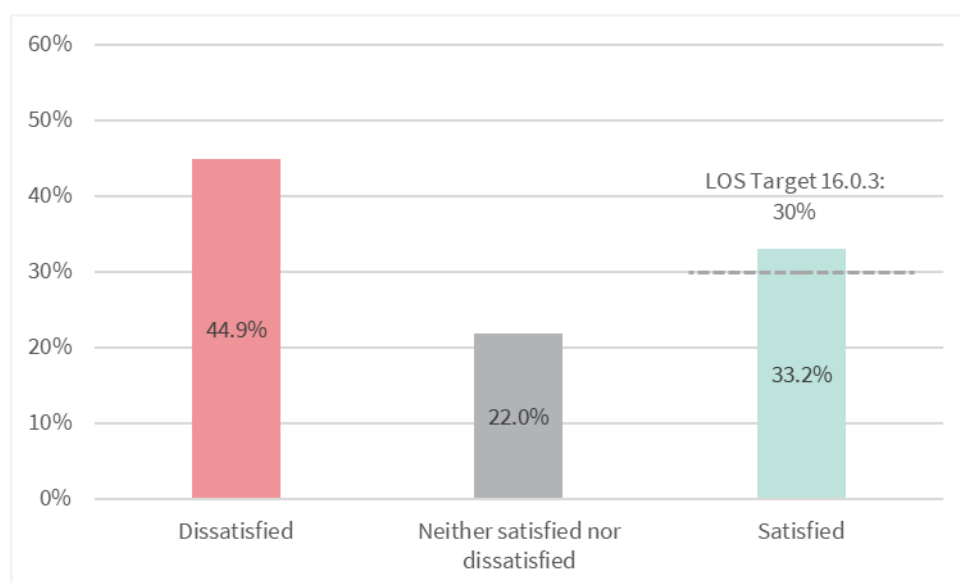
■ – has met or exceeded the Recommended Level of Service

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?

The Level of Service target for roading condition of 30% was met, with a 33% overall service satisfaction score.

Figure 23: Satisfaction with the condition of roads, excluding residential red zone roads



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

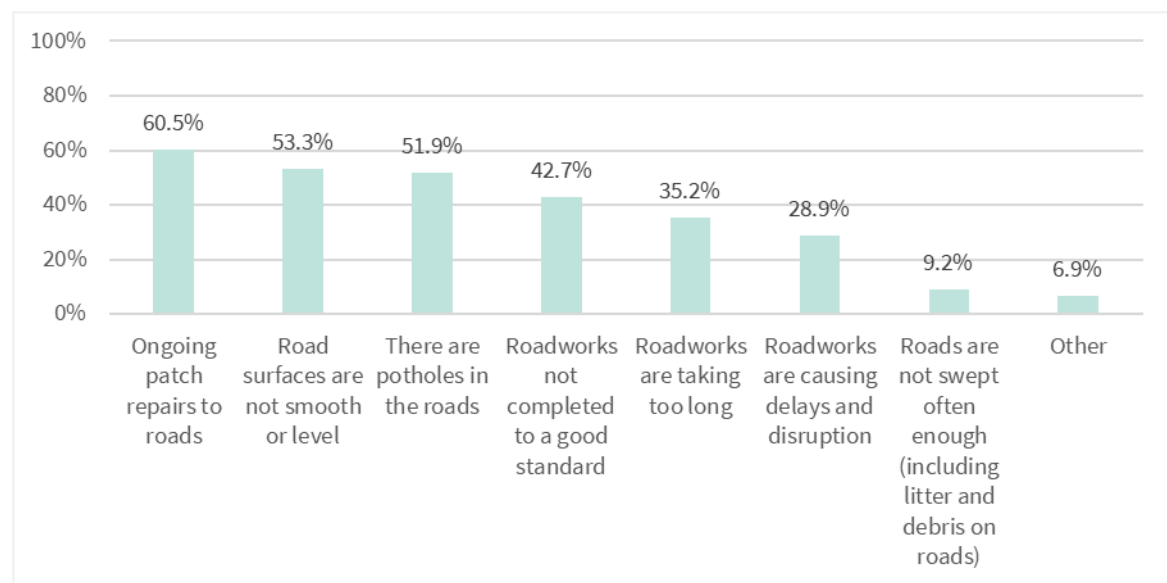
Table 22: Satisfaction with the condition of roads, excluding residential red zone roads

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of roads	n	36	222	171	250	99	6
	%	4.6%	28.5%	22.0%	32.1%	12.7%	

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

Survey participants who answered that they were dissatisfied or very dissatisfied with the condition of Christchurch's roads were asked to identify the three main reasons why. The condition of the road surfaces (patch repairs, potholes and roads not smooth) were the main reasons identified, followed by issues related to roadworks.

Figure 24: Reasons for dissatisfaction with the condition of the roads



Base: Dissatisfied sample excluding 'don't know/not applicable' (n=349)

"Roads lol like patchwork quilts with repairs not matching the existing tarmac. A full strip should be resealed. It's embarrassing when showing visitors to the city."

"Roads are being intentionally altered to damage vehicles and make driving harder."

Footpath condition

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.9: Improve resident satisfaction with footpath condition	42%	39%	

Key:

■ – has not met the Recommended Level of Service

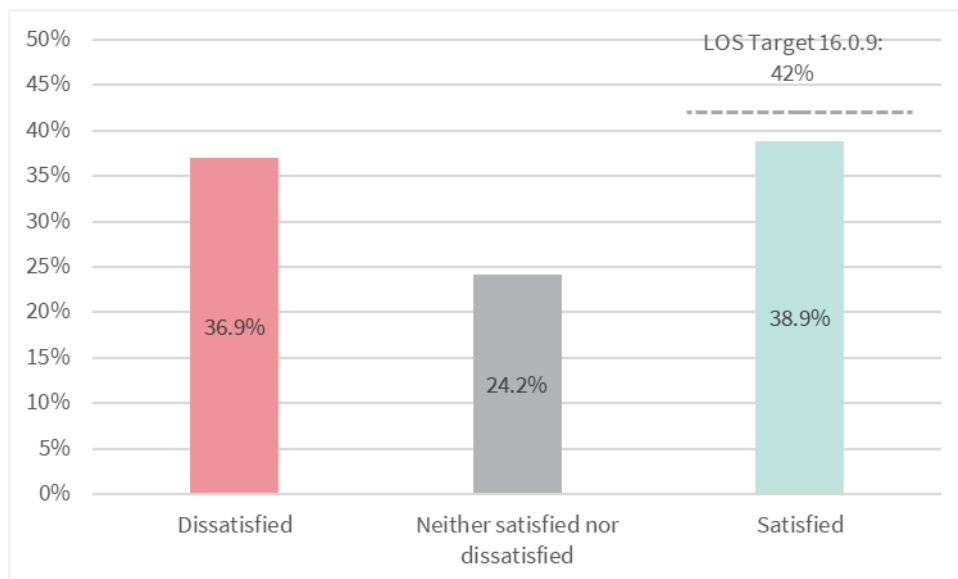
■ – has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the condition of footpaths 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 with the condition of Christchurch's footpaths, excluding the residential red zone footpaths?

The Level of Service target for footpath condition of 42% was not met, with a 39% overall service satisfaction score.

Figure 25: Satisfaction with the condition of footpaths, excluding residential red zone footpaths



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

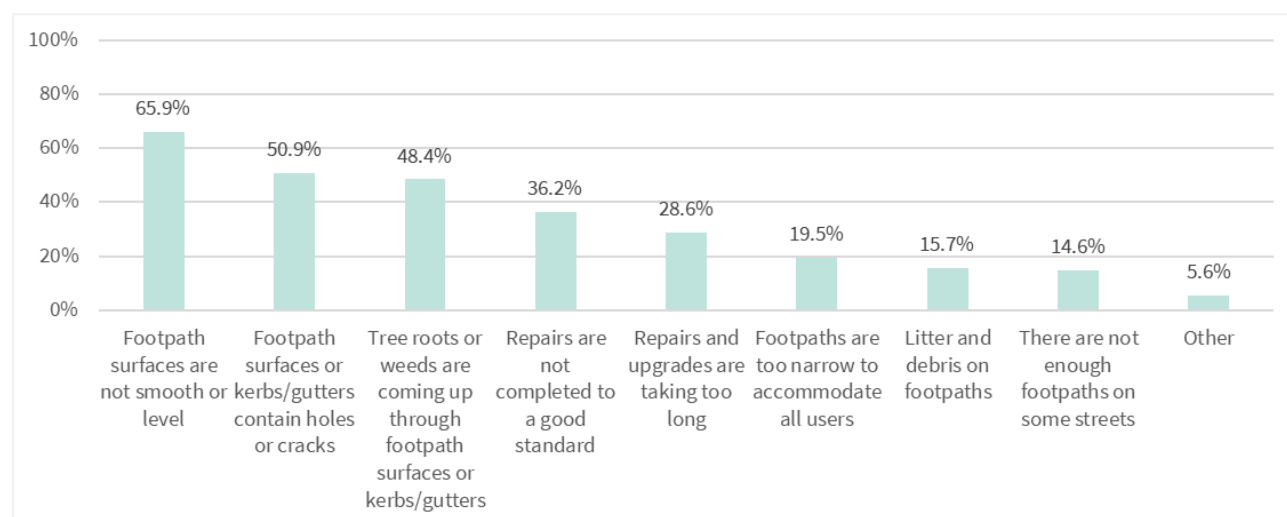
Table 23: Satisfaction with the condition of footpaths excluding residential red zone footpaths

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of footpaths excluding residential red zone footpaths	n	46	256	188	200	87	7
	%	5.9%	32.9%	24.2%	25.7%	11.2%	

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

Survey participants who answered that they were dissatisfied or very dissatisfied with the condition of Christchurch's footpaths were asked to identify the three main reasons why. The condition of footpath surfaces (not being smooth or containing holes/cracks/weeds/roots) were the main reasons identified, followed by repair and maintenance issues.

Figure 26: Reasons for dissatisfaction with the condition of the footpaths



Base: Dissatisfied sample excluding 'don't know/not applicable' (n=287)

"There are none where I live, and where I use them elsewhere they are uneven, sometimes overgrown or covered in falling leaves etc."

"moss growing on asphalt paths is a danger for residents needs to be sprayed or use other materials."

"I'm a guide for a blind runner. There are lots of footpaths which are very difficult to guide on. Or the footpaths just end."

"The state of the footpaths. I have fallen over a couple of times while walking my dog and one time I sprained my ankle, needing physio."

Parking

On-street parking ease

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 10.3.3: Maintain customer perception about the ease of use of Council on-street parking facilities	50%	55%	

Key:

■ – has not met the Recommended Level of Service

■ – has met or exceeded the Recommended Level of Service

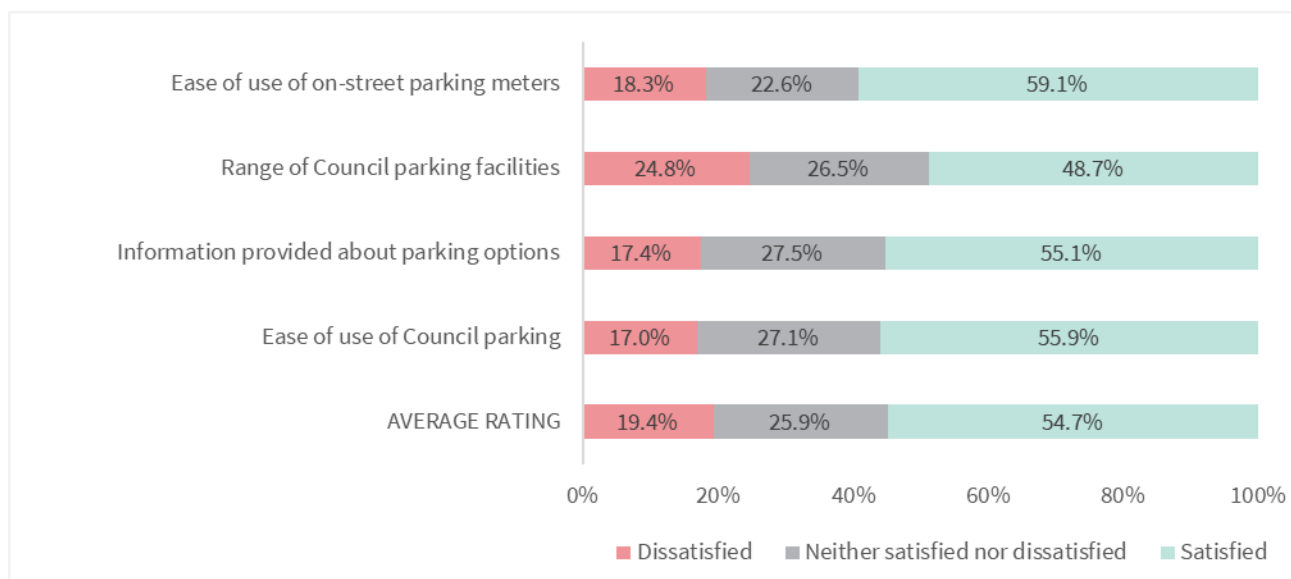
Survey participants were asked whether they had used Council parking facilities in the past 12 months and to rate their satisfaction with parking facilities run by the Council. Almost two thirds (65%) of respondents had used Council on-street parking facilities, while 47% had used Council off-street parking facilities. Almost one in five (19%) had not parked their vehicle in a Council parking facility in the past 12 months.

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 facilities 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?

The Level of Service target for on-street parking of 50% was met, with a 55% overall service satisfaction score.

Figure 27: Satisfaction with on-street parking facilities



Base: total sample excluding 'don't know/not applicable' (n=695/706/7064/701)

Table 24: Satisfaction with on-street parking facilities

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Ease of use of on-street parking meters	n	98	313	157	94	33	58
	%	14.1%	45.0%	22.6%	13.5%	4.7%	
Range of Council parking facilities available	n	61	283	187	131	44	47
	%	8.6%	40.1%	26.5%	18.6%	6.2%	
Information provided about parking options	n	66	323	194	87	36	47
	%	9.3%	45.8%	27.5%	12.3%	5.1%	
Ease of use of Council parking	n	70	322	190	89	30	52
	%	10.0%	45.9%	27.1%	12.7%	4.3%	
AVERAGE RATING		10.5%	44.2%	25.9%	14.3%	5.1%	

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

Figure 28: Average level of satisfaction with on-street parking facilities



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

"parking meters are a nightmare, not everyone has a credit card, ot familiar with apps on cell phones."

"I never go within the 4 avenues due the cost and availability of parking."

Overall satisfaction and opportunities for improvement

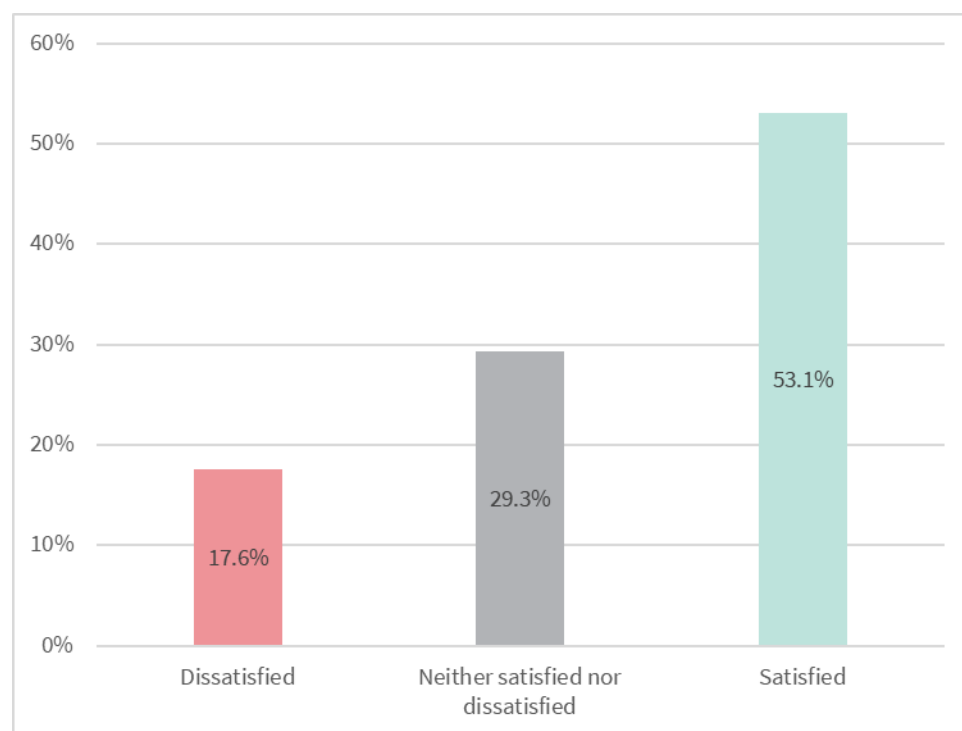
Overall satisfaction with performance in delivering services

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?

Overall satisfaction with the Council's performance in delivering its services has improved over the past 12 months (from 46% in 2024 to 53% in 2025). Levels of dissatisfaction decreased from 25% to 18% over the same period.

Figure 29: Overall satisfaction with the Council's performance in delivering its services



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

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

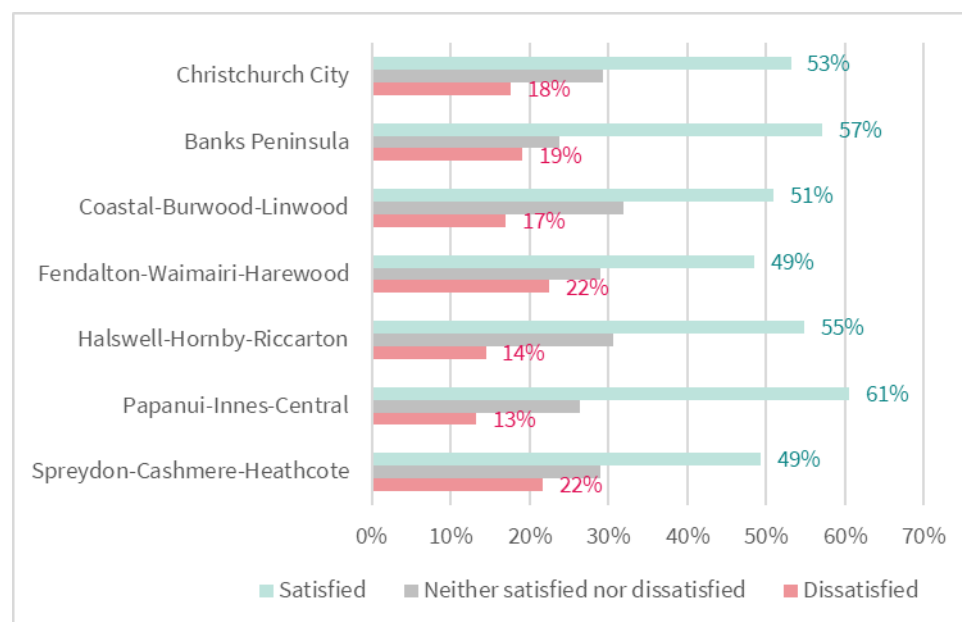
		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council's performance in delivering service over the last 12 months	n	57	357	228	111	26	10
	%	7.3%	45.8%	29.3%	14.2%	3.3%	

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

Papanui-Innes-Central community board had the highest proportion of respondents satisfied with the Council's performance (61%), followed by Banks Peninsula (57%).

Fendalton-Waimairi-Harewood and Spreydon-Cashmere-Heathcote community boards had the highest proportion of respondents dissatisfied with the Council's performance (22%).

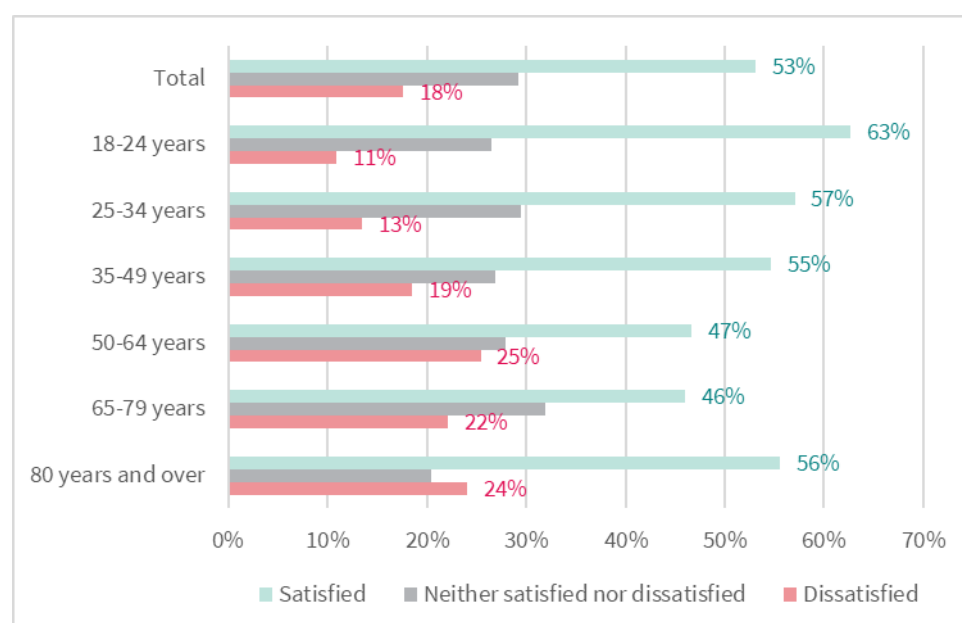
Figure 30: Overall satisfaction with the Council's performance, by community board



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

Overall performance satisfaction results varied by age, with younger age groups under 35 years reporting the highest levels of satisfaction. Those aged 50-79 years reported the lowest levels of satisfaction. Dissatisfaction was highest amongst those aged 50 years and over.

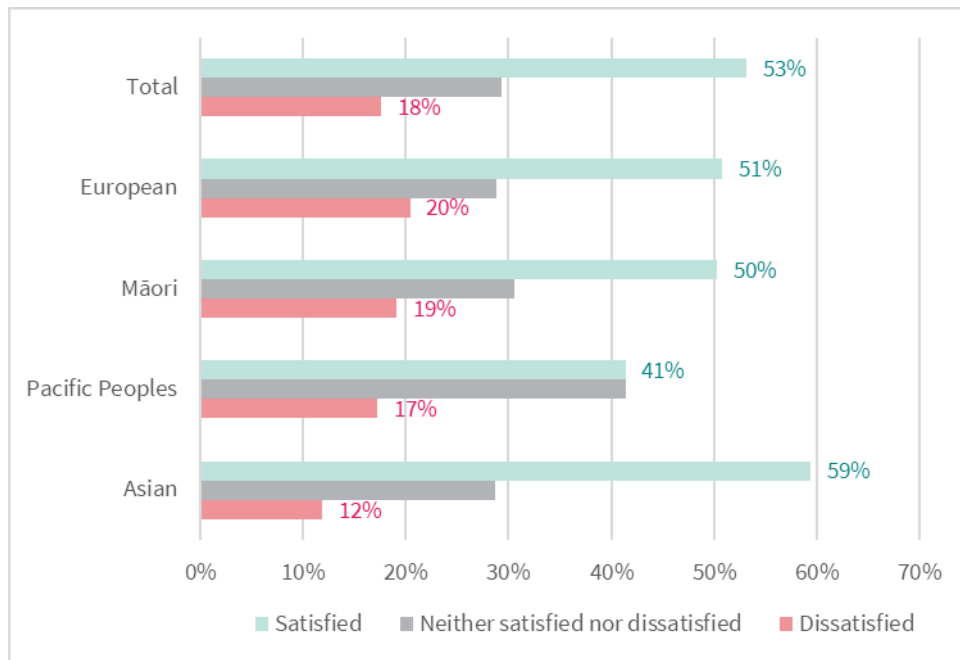
Figure 31: Overall satisfaction with the Council's performance, by age



Base: Total sample and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=931)

As with previous years, Pacific Peoples were less likely to be satisfied with overall Council performance (41%), but the proportion who were satisfied has risen from 27% in 2023. Note caution is required as the base size was small. Asian respondents reported the highest levels of satisfaction ratings.

Figure 32: Overall satisfaction with the Council's performance, by ethnicity



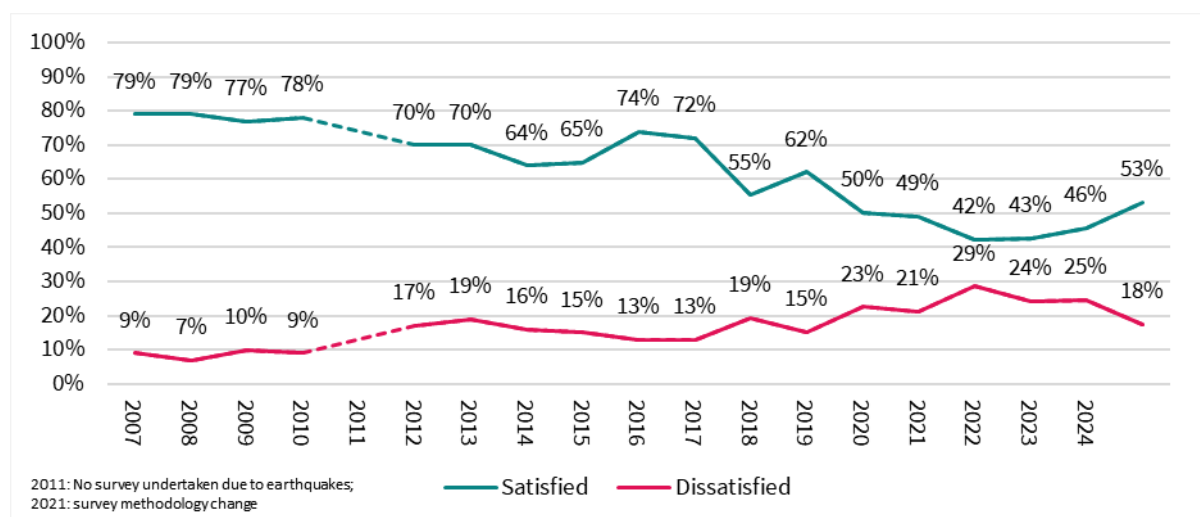
Base: Total sample and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=931). Note respondents could identify with more than one ethnic group; proportions are based on responses in each group.

Satisfaction with Council performance over time

Overall satisfaction has been trending upward in the last three years, from an all time low of 42% in 2022 to 53% in 2025. Prior to the earthquakes, satisfaction remained reasonably constant between 77% and 79%.

Dissatisfaction levels have fallen from a high of 29% in 2022 to 18% in 2025.

Figure 33: Satisfaction with the Council's performance over time



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

Reasons for satisfaction and dissatisfaction

Residents were asked to elaborate on why they reported their satisfaction rating with Council:

- Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant.

Respondents gave a mix of both positive and negative reasons for their answers, which are shown in the following tables.

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

	Number of comments	Percent of total sample (excl don't know/nothing)
Unhappy with roads/more road maintenance	70	13%
Disapprove of Council spending	62	11%
Council is doing a good job overall	56	10%
Rates increased	42	8%
Happy with services provided	39	7%
Happy with the recreational facilities/good improvements on parks/public amenities	38	7%

Responds in timely manner/dealt within a reasonable timeframe	33	6%
Parking expensive/lack of/parking issues	27	5%
Too many cycle lanes	25	5%
Need more recreational areas/improvement on parks and grounds/sport facilities	22	4%
General maintenance needed	21	4%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	21	4%
Poor communication	21	4%
Unhappy with the waterways/sewage services needs to improve	21	4%
City is cleaned and well- maintained/areas are being tidy	20	4%
Council is doing a poor job overall	19	4%
Happy with the water supply services/satisfied with the sewage services	19	4%
No considerations on people's needs/ looking after community	18	3%
Slow to/ don't respond to problems/ concerns	18	3%
Unhappy with the traffic management/need improvements on traffic	17	3%
Happy with recycling and rubbish services	17	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	16	3%
Good customer service	16	3%
Dedicated to enhance the quality life/ work for people	16	3%
No problems/ issues	16	3%
Lack of transparency/have behind the scene dealings	16	3%
Lack of public consultation	16	3%
Good communication	15	3%
They are okay/ fine average	14	3%
Unhappy with rebuild progress	14	3%
Cycleways are not safe for cyclist/cycle lanes are not safe to use	13	3%
Personal agendas are being put first/look after themselves	13	2%
Does not listen	13	2%
Room for improvement	13	2%
Christchurch is a beautiful place to live/good place to live	12	2%
Unhappy with services provided	11	2%
Unhappy with salaries/they are being overpaid	10	2%

Base: Total sample with don't know/nothing removed (n=540)

Key:

Red – Negative comments

Green – Positive comments

Of the positive comments relating to satisfaction, 15% (56) were about the Council being perceived as doing a good job overall. Council doing a good job overall was also the top positive reason in 2023 and 2024. Table 27 shows the top six positive responses.

Table 27: Reasons for satisfaction, (Top 6)

	Total respondents		Positive responses*
	Number of comments	% of total sample	% of positive comments
Council is doing a good job overall	56	10%	15%
Happy with services provided	39	7%	10%
Happy with the recreational facilities/good improvements on parks/public amenities	38	7%	10%
Responds in timely manner/dealt within a reasonable timeframe	33	6%	9%
City is cleaned and well- maintained/ areas are being tidy	20	4%	5%
Happy with the water supply services/satisfied with the sewage services	19	4%	5%

Base: Total sample with don't know/nothing removed (n=540). *Positive responses (n=378)

"I've never really had anything to gripe about. That in itself says that the council sees a need and then fills it adequately. Even to the point that I never really think about the council at all. Well done to the C.C.C."

"The council works towards community focus and the urban development has been really good. The public services are good and the council shows a lot of environmental initiatives."

"Generally, the basic services are being delivered and the non-essential things like the library and Council organised events are good."

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)

	Total respondents*		Negative responses*
	Number of comments	% of total sample	% of negative comments
Unhappy with roads/more road maintenance	70	13%	11%
Disapprove of Council spending	62	11%	10%
Rates increased	42	8%	7%
Parking expensive/lack of/parking issues	27	5%	4%
Too many cycle lanes	25	5%	4%
Need more recreational areas/improvement on parks and grounds	22	4%	3%

Base: Total sample with don't know/nothing removed (n=540). *Negative responses (n=637)

"Roading. The roads are getting worse and are not being repaired in a durable fashion. We shouldn't pay for this type of failure."

“Our roads are a mess. Too many have uneven surfaces. Some seem to still have raised manholes from the earthquake damage days. Often a minor repair is done in a spot that didn't really need it and a larger, more troublesome area just a bit further down the road is left to continue deteriorating.”

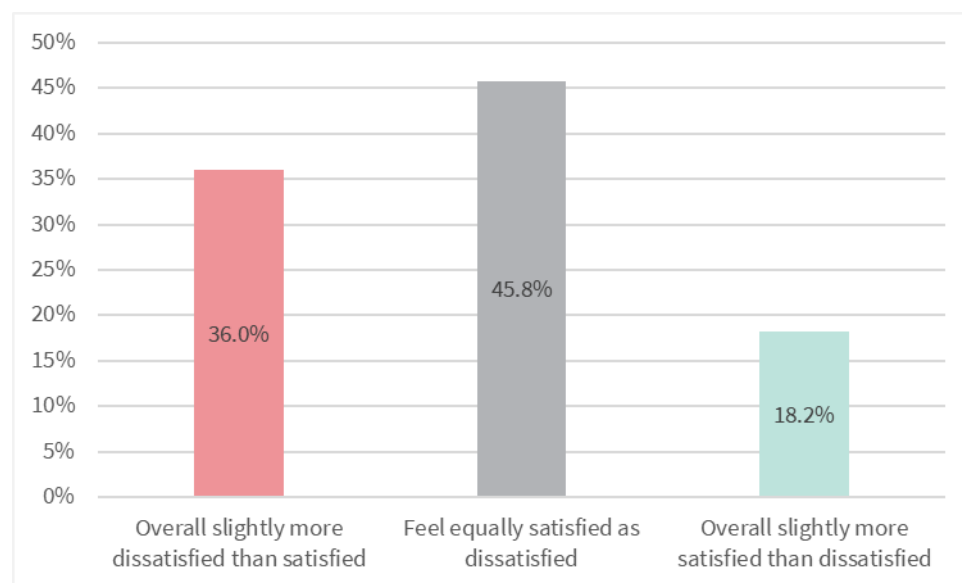
Overall satisfaction with performance – those who were neutral

Respondents who were neither satisfied nor dissatisfied with the Council's performance in delivering its services were asked about their feelings towards the Council's overall performance:

- Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the past 12 months?

Like 12 months ago, more of these respondents reported being overall slightly more dissatisfied than were satisfied with the Council's performance.

Figure 34: Feelings towards the Council's overall performance (respondents who were neutral)



Base: Respondents who answered 'neither satisfied nor dissatisfied', excluding 'don't know/not applicable' (n=214)

Table 29: Feelings towards the Council's overall performance (respondents who were neutral)

		Overall slightly more satisfied than dissatisfied	Feel equally satisfied as dissatisfied	Overall slightly more dissatisfied than satisfied
Overall feelings towards the Council's overall performance	n	39	98	77
	%	18.2%	45.8%	36.0%

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

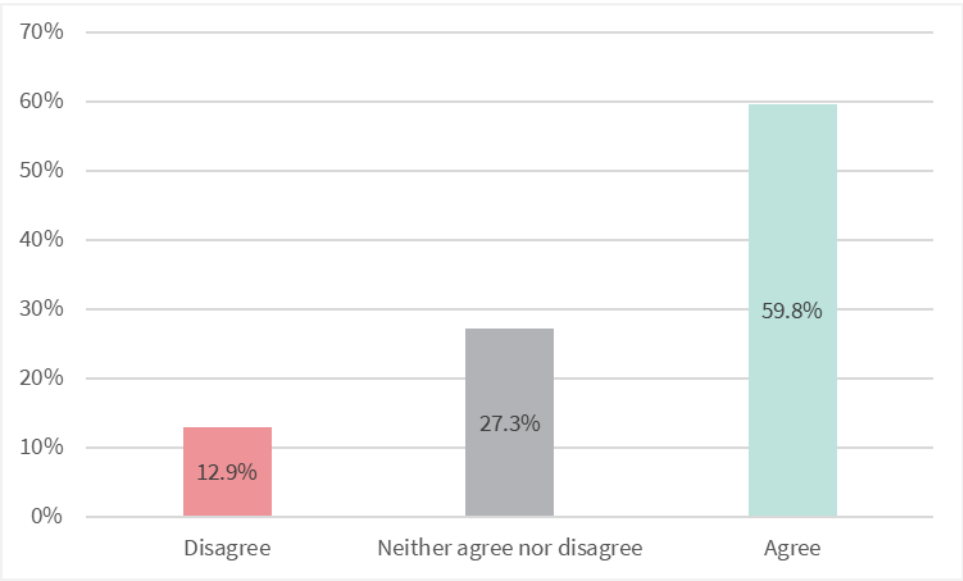
Ease of interaction with Council

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?

Sixty percent of all participants agreed that the Council makes it easy to interact with them, while 13% disagreed. These proportions were unchanged from 2024.

Figure 35: Agreement with ease of interaction



Base: total sample excluding ‘don’t know/not applicable’ (n=726)

Table 30: Agreement with ease of interaction

		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	105	329	198	70	24	58
	%	14.5%	45.3%	27.3%	9.6%	3.3%	

“Customer service I.e wait times on the phones are short. The problem is always met with a solution which is great.”

“Replying to any messages on FB page I always find to be really good, the staff I deal with whether it is for graffiti or bin issues etc they are always really helpful and fast to get the issues dealt with.”

“I've had a couple of dealings with the City Council lately. I find that they're very friendly & helpful on the phone. Usually the problem gets sorted in a timely manner, but not always. I don't think the problem would be with the Council systems, but with third parties contracted to do the job.”

Best services

Survey participants were asked what they thought was the Council's best service and why:

- 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?

As in previous years, waste management is considered the best service Council provides.

"I think christchurch as a city has one if the best easiest simplest and cleanest kerbside collections. Some other places are just terrible either not enough bins or to confusing what goes in them. I like the simplicity and the fact that your doing your bit."

"I am pleased the ccc is delivering an excellent rubbish, recycling and food waste system."

Parks, reserves, and green spaces was identified as the next best performing service, followed by libraries.

"Because we have the best parks and gardens in NZ, the council does a most admiral job in maintaining these for our pleasure."

"Keeping green spaces and public parks at high quality, they are always tidy and nice to be in."

"The Libraries are what i use most and they are a dream to use. Books are easy to put holds on and staff are always helpful."

"Libraries - librarians are amazing and knowledgable, so helpful; books are plentiful and are free to borrow and hold; digital services are amazing."

Table 31: The one service you feel the Council is performing the best in (summary)

Service	Number of comments	% of total sample	% of best comments*
Waste management	161	21%	28%
Parks, reserves and green spaces	87	11%	15%
Libraries	66	8%	11%
Recreation & Sport Centres	38	5%	7%
Public space cleaning/ City beautification	30	4%	5%
Events/ activities	29	4%	5%
Information and communication	28	4%	5%
Roading	23	3%	4%
Public Transport	23	3%	4%
Water supply	19	2%	3%
Facilities and services	15	2%	3%
Community Support	13	2%	2%
Cycleways	13	2%	2%
Rates spending and financial management	8	1%	1%
Waterways	6	1%	1%
Sewerage/ Wastewater	5	1%	1%
Animal Control	4	1%	1%
Parking	3	0%	1%

Footpaths	2	0%	0%
The rebuild	1	0%	0%
Emergency preparedness and response	1	0%	0%
Other	8	1%	1%
Don't know	6	1%	
Negative comment despite being asked for the best aspect	32	4%	

Base: all respondents (n=784), *n=583 ('Don't know' and negative responses removed)

The findings are displayed in more detail below.

Table 32: 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	56	8%
	Timely collection and service	38	5%
	Recycling and recycling options	29	4%
	Availability of bins/ good size bins	26	3%
	Communicate issues	15	2%
	Reliable	15	2%
	Easy to use service/ convenient service for most properties to use	10	1%
	Proper collection/no residue left behind	12	2%
	Easy with the app	8	1%
	Friendly/ responsive staff	2	0%
	Undefined	16	2%
	Other	2	0%
Parks, reserves and green spaces	Well presented and maintained	62	8%
	Availability/number/variety	11	1%
	Family enjoys going to the park	6	1%
	Good service to have	5	1%
	Undefined	8	1%
	Other	1	0%
Libraries	Good service / good libraries	32	4%
	Availability and variety of good/current resources/activities	16	2%
	Good librarians/ staff	15	2%
	Free access/ free access to materials	13	2%
	Good/ modern infrastructure	11	1%
	Availability of and access to libraries	11	1%
	Undefined	6	1%
	Other	3	0%
Recreation and sports centres	Availability and access to swimming pools	17	2%
	Clean/ well maintained	8	1%
	Availability and access to gyms/fitness areas	7	1%
	Generally good service	5	1%
	Free/affordable access	4	1%
	Friendly and helpful staff at the centre	3	0%
	Availability and access to walking tracks	2	0%
	Undefined	2	0%
	Other	5	1%
Public space cleaning/ city beautification	Keeping spaces/ city clean	29	4%
	Attract tourists/ businesses	2	0%
	Other	1	0%
Events and activities	Availability/ number/ range	16	2%
	Free/ affordable	7	1%
	Specific events and activities	6	1%
	Well organised	4	1%
	Family friendly/ for all ages	4	1%

	Fun and enjoyable events	1	0%
Information and communication	Good communication/ clear	14	2%
	The use of an app - Snap Send Solve	6	1%
	Easy to contact/ responsive	4	1%
	Transparent/ honest communication	3	0%
	Different mode of communication (Facebook, online, face-face)	3	0%
	Other	2	0%
Roading	Roadworks/ Maintenance	14	2%
	Promptly fixed damaged roads/ Suitable roadwork timings	5	1%
	Road signs/ notifications of road closures	4	1%
	Ensures safe travel	3	0%
	Traffic management	3	0%
	Improved network/services	1	0%
Public transport	Generally a good/efficient service	11	1%
	Cheap and affordable bus rates	7	1%
	Accessible routes/ extensive coverage around the city	5	1%
	Frequent bus schedules/ Less waiting time for bus to arrive	4	1%
	Other	4	1%
Water supply	Water quality/ taste is good	7	1%
	Maintenance done promptly/ well maintained	6	1%
	Adequate and regular supply	5	1%
	Generally good service	3	0%
	Other	1	0%
Facilities and services in general	Generally good service	11	1%
	Clean/ Well maintained/ Maintenance done promptly	3	0%
	Other	1	0%
Community support	Involvement of council	11	1%
	Other	1	0%
Cycleways	Good quality	5	1%
	Availability/ number	3	0%
	Undefined	5	1%
Rates spending and financial management	Good fiscal responsibility	4	1%
	Collection of rates	3	0%
	Undefined	1	0%
Waterways	Well maintained/ clean	6	1%
Sewerage / wastewater	Generally good service	4	1%
	Well maintained	1	0%
Animal control	Good service	4	1%
	Undefined	1	0%
Parking	Access to parking	3	0%
Footpaths	Other	2	0%
The rebuild	Other	1	0%
Emergency preparedness and response	Well prepared/ good response	1	0%
Other		8	1%
Don't know		6	
Negative comment despite being asked for the best aspect		32	

*Don't know / nothing and negative comments removed. 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:

- 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?

Roading has remained the most commonly cited service for improvement in the General Service Satisfaction Survey for a number of years.

“Fix the roads!!! The surfaces are shocking and cause damages to vehicles....not good enough.”

“Road surface repairs and maintenance need to be better coordinated to avoid continuous lines of road cones and no body actually working.”

Council decision-making / financial management, parking and footpaths were other key services that residents identified as needing improvement, which is consistent with previous years.

“The Council must focus on controlling rates increases, core services and reducing debt. The administrative staff need to stop disregarding public opinion and pursuing their own agenda, while Councillors must take a stronger role to ensure the administration reflects the community's priorities and fulfill their election mandate.”

“Roads too narrow and lack of parking and cost of parking. This is stopping a lot of people coming into city. Cars will always be around.”

“The new obsession with removing parking spaces, installing mountains at intersections, the obsession with mostly unused cycle ways at the expense of safe footpaths and safe roads. The complete waste of money on events when infrastructure is failing and services aren't being delivered.”

Table 33: One service that is most important to improve (summary)

Service	Number of comments	% of total sample	% of improvement comments*
Roading	189	24%	27%
Council decision-making/financial management	72	9%	10%
Parking	51	7%	7%
Footpaths	50	6%	7%
Cycleways	41	5%	6%
Water supply	39	5%	6%
Waste management	31	4%	5%
Public space cleaning/ City beautification	30	4%	4%
Information and communication	30	4%	4%
Public transport	29	4%	4%
Parks, reserves and green spaces	22	3%	3%
Waterways	18	2%	3%

Recreation & Sports Centres	11	1%	2%
Public amenities/ facilities	8	1%	1%
Housing	6	1%	1%
Earthquake recovery/ rebuild	6	1%	1%
Sewerage/ Wastewater	6	1%	1%
Consents process	5	1%	1%
Environment	5	1%	1%
Events/ activities	5	1%	1%
Health safety services	5	1%	1%
Noise control	5	1%	1%
Animal / Pet control	4	1%	1%
Crime / Public safety	4	1%	1%
Everything/all	6	1%	1%
As stated in previous question	3	0%	0%
Other	16	2%	
Positive comment despite being asked for improvement aspect	6		

Base: all respondents (n=784), *n=694 ('Don't know' and positive responses removed)

The findings are displayed in more detail below.

Table 34: One service that is most important to improve, with the reason (detailed)

Service	In detail	Number of comments	% of improvement comments
Roading	Fix roads/ make smooth/ remove potholes	88	10%
	Better quality repair/ less frequent repair/ faster repair	65	8%
	Improve traffic control/ flow/ accessibility	28	3%
	Better communication/ consultation	11	1%
	Allocate resources correctly	7	1%
	Prioritise/ focus repairs where needed most	7	1%
	Don't put road cones until roadworks have started/ cut down the amount of road cones	5	1%
	Undefined	25	3%
	Other	1	0%
Council decision-making/ financial management	Avoid over expenditure/ expenditure on unnecessary projects	29	3%
	Devise a better rates system	23	3%
	Better quality staff	10	1%
	Developing clear plans and budgets/ long term/independent thin	10	1%
	Improve communication and monitoring	8	1%
	Increase council transparency/ address corruption/ accountability	7	1%
	More consultation on new building spending/more consultation generally	4	0%
	Reduce spending on Councillors	3	0%
	Reduce the level of bureaucracy/ less red tape	1	0%
	Other	4	0%
	Undefined	3	0%
Parking	More parking/better quality parking	36	4%
	Lower the cost/make it free in some areas	19	2%
	Fair enforcement/better enforcement	4	0%
	Undefined	3	0%
Footpaths	Fix footpaths/ make smooth/ remove hazards	34	4%
	Improve accessibility	6	1%
	Better quality repair/ less frequent repair/ faster repair	5	1%
	Clear debris/ overhanging foliage	4	0%

	Pedestrian right of way clarifications	3	0%
	Undefined	3	0%
Cycleways	Stop prioritizing cycleways/ reduced spending on cycleways	20	2%
	Make more user-friendly/ Less obstructive/ Safer	14	2%
	Ensure cycleways on arterial roads/ direct routes	9	1%
	Undefined	2	0%
Water supply	Remove chlorine/ other additives	19	2%
	Improve or retain quality/ smell/ taste/ appearance	18	2%
	Fix leaks	5	1%
	Lower the cost of water/ make it affordable	4	0%
	Fix the wells/ bore/ aquifer/ pumping stations	4	0%
	Halt sale of water to commercial interests	1	0%
	Undefined	1	0%
Waste management	Proper/ better collection of waste	17	2%
	Provide bigger bins/ more bins/ same size bins/ replacement of bins	9	1%
	Increase collection frequency/ change time of collection	7	1%
	Better delineation / education of recycling/organic/waste	7	1%
	Better recycling options / information	3	0%
	Other	1	0%
Public space cleaning/ city beautification	Clear leaves, dry grass, weeds/ mow lawns/ prune tr	13	2%
	Council should clean up/increase cleaning frequency	13	2%
	Planting more trees	5	1%
	Other	1	0%
Information and communication	Improve comms with the public/ improve transparency	21	2%
	Faster response to queries/concerns	8	1%
	Consistency and clarity	6	1%
	More consultations	4	0%
Public transport	Improve service to raise usage/ improve the service generally	12	1%
	Buses should have a wider network	7	1%
	Develop routes/services that meet all customers needs	5	1%
	Bicycles should be banned/ E-scooters are too dangerous	4	0%
	Add / improve bus stops	3	0%
	Make the service more affordable	2	0%
	Undefined	4	0%
	Other	2	0%
Parks, reserves and green spaces	Improve maintenance/repair of park facilities	18	2%
	More facilities	3	0%
	Other	2	0%
Waterways	More efforts made to dredge/ keep clean/ clean up pollutants	12	1%
	Building flood protection barriers	7	1%
	Clamping down on dumping of waste into waterways/prevent pollution	1	0%
	Planting along the river/make the rivers more presentable	1	0%
	Undefined	1	0%
Recreation and sports centres	Construct better quality facilities/ add improvements	6	1%
	Construct more facilities	3	0%

	Make them cheaper/ open them for longer	3	0%
Public amenities / facilities	Add more public toilets/ more changing rooms	5	1%
	Improve / Add more libraries	3	0%
Housing	More housing	5	1%
	Safer housing	1	0%
Earthquake recovery / rebuild	More attention to the red zones	3	0%
	Speed up the rebuild and rebuild processes	3	0%
Sewerage / wastewater	Reduce unpleasant smells	4	0%
	Improve drainage/ runoff	3	0%
	Regular maintenance of drains and culverts	1	0%
Consents process	Raise standards for the approval process/ streamline the process	5	1%
	Process needs to be more inclusive/ less adversarial	1	0%
	Reduce the time and costs related to the process	1	0%
Environment	Address climate change issues/ global warming	3	0%
	Address environmental issues	2	0%
Events / activities	Provide more events and activities	5	1%
Health safety services	Improve health services/ reducing health risk of community	5	1%
Noise control	Fix noise control issues	5	1%
	Not responding to complaints	1	0%
Animal / pet control	Dog control/ Dog registration control	4	0%
Crime / public safety	Improve public safety/ address crime issues	4	0%
Everything / all		6	1%
Other		16	2%
As stated in previous question		3	
Don't know		5	
Positive comment despite being asked for improvement aspect		6	

Don't know / nothing, 'as stated in previous question' and positive comments removed. 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

Additional Service Satisfaction Results

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

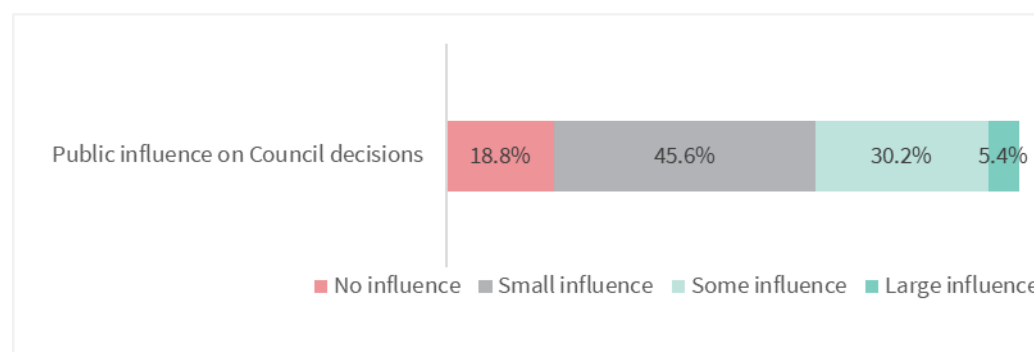
Governance and Decision Making

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?

Just under two thirds (64%) of respondents feel they have no or only a small influence on Council decision-making, an improvement from 74% in 2024.

Figure 36: Perceived level of influence the public has on Council decision-making



Base: total sample excluding 'don't know/not applicable' (n=776)

Table 35: Perceived level of influence the public has on Council decision-making

		Large influence	Some influence	Small influence	No influence	Don't know/not applicable
Level of influence the public has on Council decision making	n	42	234	354	146	8
	%	5.4%	30.2%	45.6%	18.8%	

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

"Decisions seem to have been made without public consultation. Council are not hearing negative public response and continue to make changes to roading despite motorists telling them it's increasing the danger on the roads."

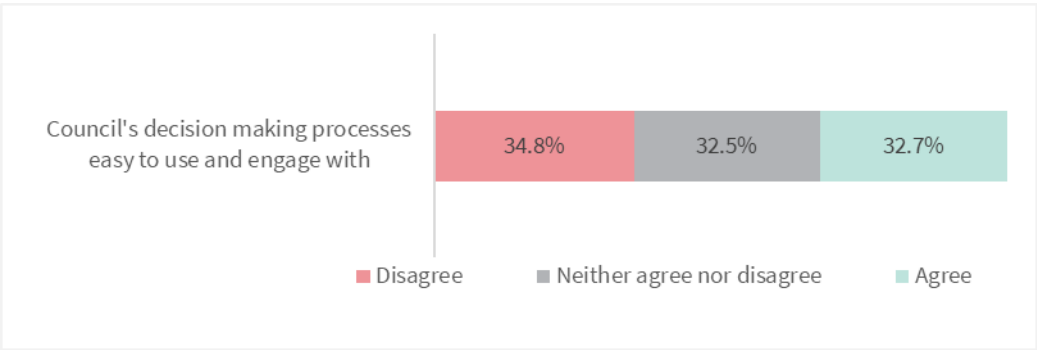
"Not a lot of transparency. Some community consultations are a joke, nothing more than box ticking and not listening to the people. Decisions seem already made."

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?

One third (33%) of respondents agree that Council’s decision making processes are easy to use and engage with, an improvement from 26% in 2024.

Figure 37: Council’s decision making making processes are easy to use and engage with



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

Table 36: Council’s decision making making processes are easy to use and engage with

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Don't know/ not applicable
Council's decision making processes are easy to use and engage with	n	38	203	240	193	64
	%	5.1%	27.5%	32.5%	26.2%	8.7%

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

“I don't feel as if the public are always listened to and find protesting may be the only way to gain council attention.”

“I am astounded at the lack of good data and transparency in the XXXX consultation that resulted in a biased survey of residents followed by a limited consultation at the worse time of year.”

Reputation and Trust

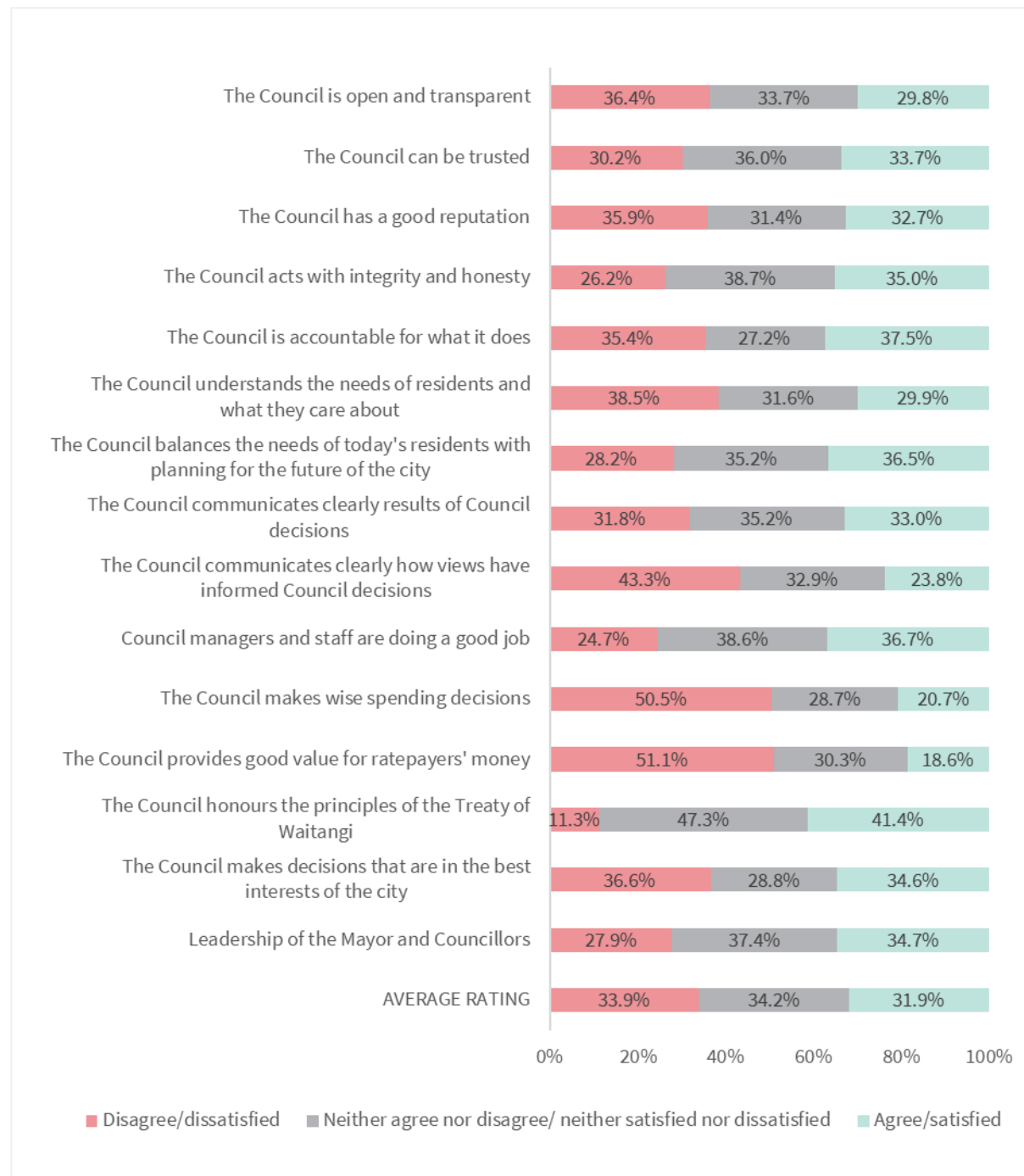
Survey participants were asked to rate their agreement or level of satisfaction with a list of statements revolving around their reputation and trust in the Council⁵. A five-point Likert scale was used to rate their satisfaction. Fifteen factors were used to provide an overall score:

- 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?

On average, 32% of residents agree that the Council has a good reputation and can be trusted, an improvement from 27% in 2024.

⁵ A new series of questions was added to the 2023 survey focused on residents' agreement and satisfaction levels with various aspects regarding reputation and trust with the Council, with a further question added in 2024.

Figure 38: Agreement with reputation and trust statements about the Council



Base: total sample excluding 'don't know/not applicable'
 (n=771/774/774/762/769/779/772/767/753/762/762/765/577/775/767)

Table 37: Agreement and satisfaction with reputation and trust statements about the Council

		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	25	205	260	220	61	13
	%	3.2%	26.6%	33.7%	28.5%	7.9%	
The Council can be trusted	n	34	227	279	170	64	10
	%	4.4%	29.3%	36.0%	22.0%	8.3%	
The Council has a good reputation	n	41	212	243	210	68	10
	%	5.3%	27.4%	31.4%	27.1%	8.8%	
The Council acts with integrity and honesty	n	35	232	295	159	41	22
	%	4.6%	30.4%	38.7%	20.9%	5.4%	
The Council is accountable for what it does	n	55	233	209	187	85	15
	%	7.2%	30.3%	27.2%	24.3%	11.1%	
The Council understands the needs of residents and what they care about	n	41	192	246	216	84	5
	%	5.3%	24.6%	31.6%	27.7%	10.8%	
The Council balances the needs of today's residents with planning for the future of the city	n	38	244	272	161	57	12
	%	4.9%	31.6%	35.2%	20.9%	7.4%	
The Council communicates clearly with residents the results of Council decisions	n	31	222	270	195	49	17
	%	4.0%	28.9%	35.2%	25.4%	6.4%	
The Council communicates clearly with residents about how their views have informed Council decisions	n	33	146	248	252	74	31
	%	4.4%	19.4%	32.9%	33.5%	9.8%	
Council managers and staff are doing a good job	n	35	245	294	129	59	22
	%	4.6%	32.2%	38.6%	16.9%	7.7%	
The Council makes wise spending decisions	n	20	138	219	223	162	22
	%	2.6%	18.1%	28.7%	29.3%	21.3%	
The Council provides good value for ratepayers' money	n	21	121	232	230	161	19
	%	2.7%	15.8%	30.3%	30.1%	21.0%	
The Council honours the principles of the Treaty of Waitangi	n	45	194	273	45	20	207
	%	7.8%	33.6%	47.3%	7.8%	3.5%	
The Council makes decisions in the best interests of the city	n	43	225	223	195	89	9
	%	5.5%	29.0%	28.8%	25.2%	11.5%	
Leadership of the Mayor and Councillors	n	46	220	287	157	57	17
	%	6.0%	28.7%	37.4%	20.5%	7.4%	
AVERAGE RATING		4.8%	27.1%	34.2%	24.0%	9.9%	

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

"No transparency, lack of consultation and notifying the public when changes are made (road repairs, road closures, repairs and maintenance to infrastructure that affect transportation, travel or recreational needs."

"Council is hard to deal with, not transparent and always on the offensive. If they can 'get you' they will."

"My impression of yhe City governance is the same as the other councils I have experienced, ego, poor teamwork, over politicked create delays and mistrust. Poor information and poor foresight lead to poor decisions."

"I think council gets a bad reputation but on the whole i have had pleasant experiences with council and I live living in otautahi. CCC do a great job."

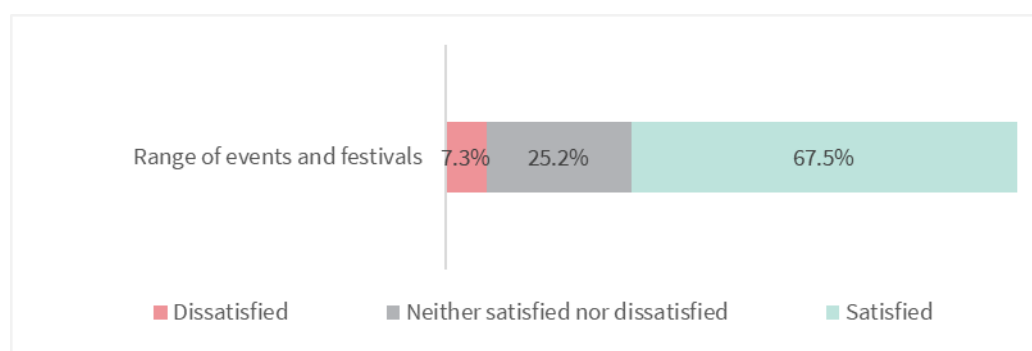
Events and festivals

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?

Satisfaction with the range of events and festivals is reasonably high, with just over two thirds (67.5%) respondents stating they are satisfied or very satisfied.

Figure 39: Satisfaction with the range of events and festivals



Base: total sample excluding 'don't know/not applicable' (n=753)

Table 38: Satisfaction with the range of events and festivals

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with the range of events and festivals	n	110	398	190	44	11	31
	%	14.6%	52.9%	25.2%	5.8%	1.5%	

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

"The city events and activities are fantastic. There are many enjoyable free and pay events that we live and have enjoyed since moving here 12 months ago."

"Events. I always enjoy free public events the council puts in such as Sparks in the park, festivals to celebrate different cultures and a variety range of activities that suit all ages."

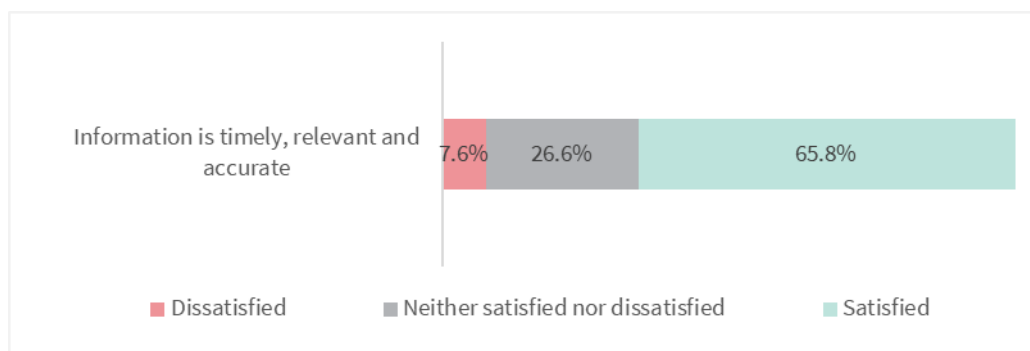
City promotions

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?

Two thirds of respondents were satisfied with information received about city events and festivals.

Figure 40: Satisfaction with timely, relevant, and accurate information



Base: total sample excluding 'don't know/not applicable' (n=766)

Table 39: Satisfaction with timely, relevant, and accurate information

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Information is timely, relevant and accurate	n	111	393	204	48	10	18
	%	14.5%	51.3%	26.6%	6.3%	1.3%	

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

"Events/Any changes they voice it out to the community."

"A few days ago I travelled from Bealey Ave/Papanui Road corner (Carlton corner) north along Papanui Road, and noticed for several 100 metres that each lamp standard was supporting a large banner. What purpose do they serve? Several of them had the wording Otautahi Christchurch on them. Surely most people would know where they are? This seems a very much needless expense."

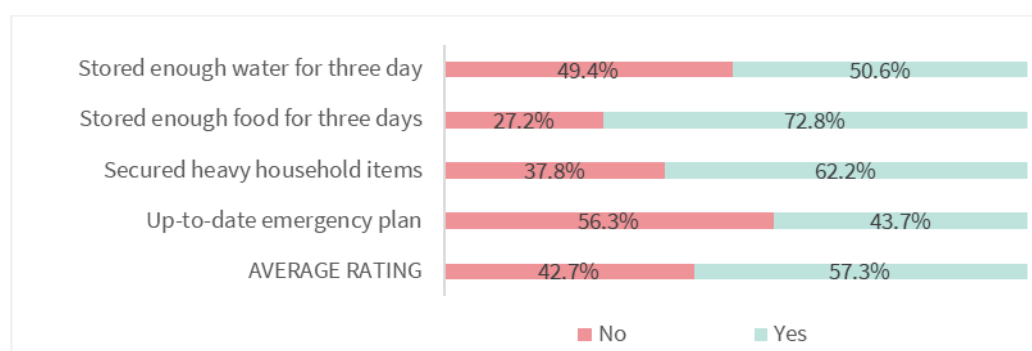
Civil Defence and emergency management

Survey participants were asked about their household preparedness for natural disasters⁶. A yes/no response option was used to rate their preparedness. Four factors were used to measure this:

- Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding:
 - Stored enough water for three days?
 - Stored enough food for three days?
 - Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc.?
 - Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?

Overall, 57% of households are prepared for natural disasters. Having an adequate food supply and securing heavy household items were the most common forms of preparation. Less than half of all households (44%) had an up- to-date emergency plan.

Figure 41: Household preparedness for a natural disaster



Base: total sample excluding 'don't know/not applicable' (n=770/773/741/749)

Table 40: Household preparedness for a natural disaster

		Yes	No	Don't know / not applicable
Stored enough water for three days	n	390	380	14
	%	50.6%	49.4%	
Stored enough food for three days	n	563	210	11
	%	72.8%	27.2%	
Secured household items that might fall in an earthquake	n	461	280	43
	%	62.2%	37.8%	
Up-to-date household emergency plan	n	327	422	35
	%	43.7%	56.3%	
AVERAGE RATING		57.3%	42.7%	

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

⁶ These questions were re-introduced in 2022.

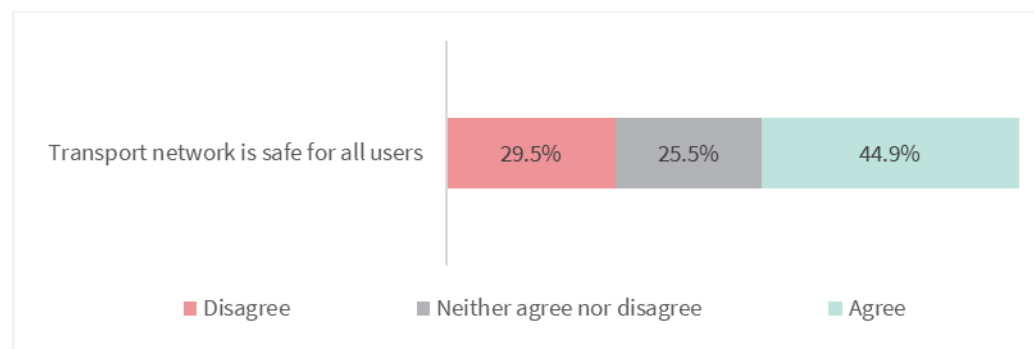
Transport safety

Survey participants were asked 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?

45% of survey respondents agreed that the transport network is safe for all users, with 30% disagreeing.

Figure 42: Level of agreement that the transport network is safe for all users



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

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

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Transport network is safe for all users	n	40	308	198	185	44	9
	%	5.2%	39.7%	25.5%	23.9%	5.7%	

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

"Road conditions are generally good, and the City Council regularly maintains roads to ensure safety and smooth traffic."

"The incredible mess made of the roads is just criminally stupid and dangerous. Shared pathways for cyclists and walkers don't work. Stupid traffic humps make people drive more dangerously. Speed limits are now ignored by everyone because the Council over-reached on the special limit areas."

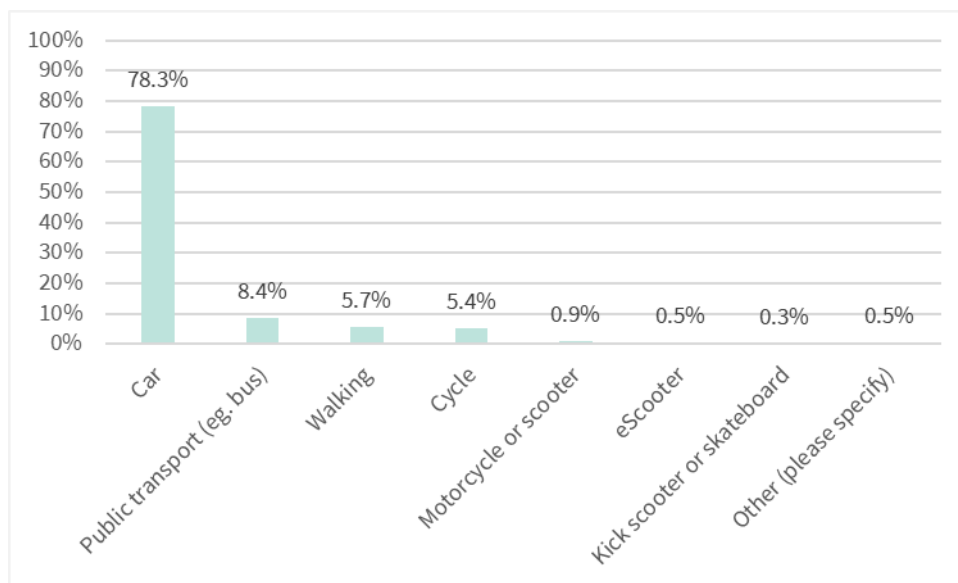
Transport ease

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?

The majority of survey respondents (78%) travelled by car most often, followed public transport (8.4%), walking (5.7%), and cycle (5.4%).

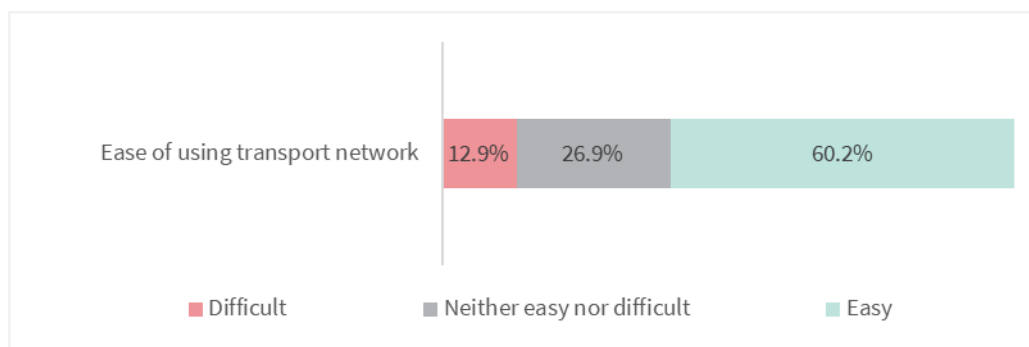
Figure 43: Mode of transport used most often



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

Overall, 60% of respondents reported that they found it easy to travel in Christchurch, while 13% found it difficult.

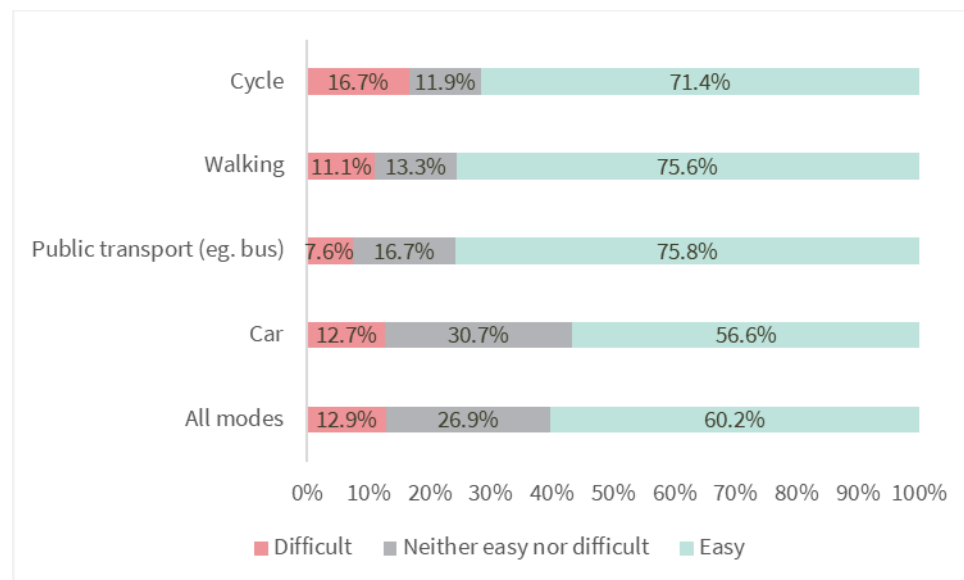
Figure 44: Level of agreement that it is easy to travel using usual mode of transport



Base: total sample excluding 'don't know/not applicable' (n=783)

When looking at the ease of travelling by the four main modes of transport used⁷, those usually travelling by car reported the lowest levels of ease. Respondents who usually cycled reported the highest levels difficulty.

Figure 45: Ease of travel around Christchurch, by four main modes and total modes



Base: total sample excluding 'don't know/not applicable' (n=42/45/66/613)

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

Usual mode		Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult
Car	n	97	250	188	68	10
	%	15.8%	40.8%	30.7%	11.1%	1.6%
Public transport	n	16	34	11	4	1
	%	24.2%	51.5%	16.7%	6.1%	1.5%
Walking	n	13	21	6	5	0
	%	28.9%	46.7%	13.3%	11.1%	0.0%
Cycle	n	7	23	5	5	2
	%	16.7%	54.8%	11.9%	11.9%	4.8%
Motor cycle or scooter	n	1	3	0	3	0
	%	14.3%	42.9%	0.0%	42.9%	0.0%
eScooter	n	0	2	1	1	0
	%	0.0%	50.0%	25.0%	25.0%	0.0%
Kick scooter or skateboard	n	0	2	0	0	0
	%	0.0%	100.0%	0.0%	0.0%	0.0%
Other	n	2	0	0	2	0
	%	50.0%	0.0%	0.0%	50.0%	0.0%
Total	n	136	335	211	88	13
	%	17.4%	42.8%	26.9%	11.2%	1.7%

Base: total sample excluding 'don't know/not applicable' (n=613/66/45/42/7/4/2/4/783)

⁷ The other modes were each used by fewer than 10 respondents

“The city is, in general, not disability friendly. Footpaths are difficult to navigate with mobility devices.”

“The roads and parking. Changes are making it more difficult to travel and people will refuse to go to places due to lack of parking and bad travel routes. All intersections should have turning arrows and they need to stop adding speed bumps to intersections as it is making them dangerous.”

“Lastly, lack of right green arrow turning at intersections causing people to run red lights or remain stuck. This should have been addressed before the horrible speed bumps at lights now.”

“Changes to road speeds are not sensible and not asked for by taxpayers. Council is anti-motorists but does not think of those who can no longer ride bikes and the changes to city roads means I won't go into the city for shopping or leisure.”

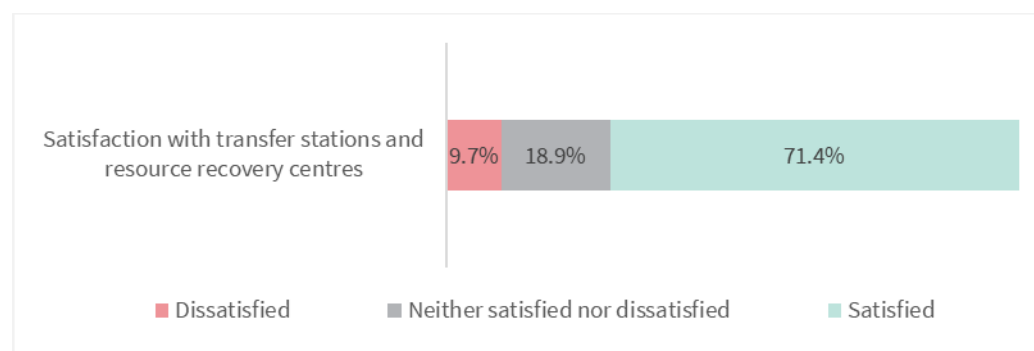
Transfer stations and resource recovery centres

New for 2025, 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?

The majority of survey respondents (71%) were satisfied, with around 10% dissatisfied.

Figure 46: Satisfaction with transfer stations and resource recovery centres



Base: total sample excluding 'don't know/not applicable' (n=724)

Table 43: Satisfaction with transfer stations and resource recovery centres

Usual mode		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with transfer stations and resource recovery centres	n	141	376	137	54	16	60
	%	19%	52%	19%	7%	2%	

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

"I like our recycling and green waste system. The Eco-Shop, composting system, separation of metals etc at the refuse centres - it's a lot of work but really rewarding for the city."

"The rubbish collection, recycling & Metro refuse is very efficient."

"We do utilise the refuse stations however I would like to know more about what happens to the different sources of rubbish and recycling once they leave the stations."

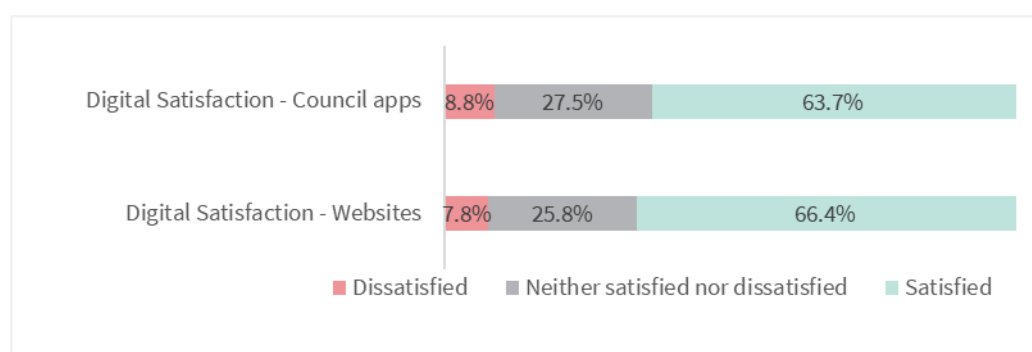
Digital services

New for 2025, 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:

- 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)?

The majority of survey respondents (65%) were satisfied, with around 8% dissatisfied.

Figure 47: Satisfaction with Council's digital services offerings



Base: total sample excluding 'don't know/not applicable' (n=626/748)

Table 44: Satisfaction with Council's digital services offerings

Usual mode		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council apps	n	120	377	193	43	15	36
	%	16.0%	50.4%	25.8%	5.7%	2.0%	
Council websites	n	110	289	172	45	10	158
	%	17.6%	46.2%	27.5%	7.2%	1.6%	
AVERAGE RATING		16.8%	48.3%	26.6%	6.5%	1.8%	

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

"I feel that the new app 'Snap send solve' is absolutely fantastic. I took a photo of an issue and it was resolved within 2 days. Great job team!!"

"The council website is easy to navigate and has a lot of information on there. Giving feedback and staying up to date with projects is also accessible."

"Website information is up-to-date and accurate and helpful."

"The council needs to find a better way of communicating with rate payers. We dont get news papers we dont use online platforms The council website is difficult to navigate, so dont even look there."

Section 4: Appendix

Findings by Community Board

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 45: 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	21	147	140	175	153	148
Strongly agree	14.3%	4.8%	7.1%	6.3%	4.6%	2.0%
Agree	33.3%	33.3%	35.0%	38.9%	47.7%	34.5%
Neither agree nor disagree	19.0%	26.5%	27.1%	25.1%	20.9%	22.3%
Disagree	23.8%	25.2%	22.9%	20.0%	20.3%	29.1%
Strongly disagree	4.8%	6.8%	6.4%	6.9%	5.9%	9.5%
Don't know/not applicable	4.8%	3.4%	1.4%	2.9%	0.7%	2.7%

Table 46: 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	21	147	140	175	153	148
Very satisfied	28.6%	3.4%	6.4%	6.3%	11.8%	1.4%
Satisfied	14.3%	36.7%	38.6%	34.3%	35.3%	27.7%
Neither satisfied nor dissatisfied	33.3%	36.1%	28.6%	32.0%	30.7%	37.2%
Dissatisfied	19.0%	15.6%	18.6%	18.9%	15.7%	22.3%
Very dissatisfied	4.8%	2.0%	6.4%	4.6%	4.6%	6.1%
Don't know/not applicable	0.0%	6.1%	1.4%	4.0%	2.0%	5.4%

Table 47: 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	21	147	140	175	153	148

Very satisfied	19.0%	5.4%	4.3%	5.7%	5.2%	2.0%
Satisfied	23.8%	29.9%	25.7%	25.7%	33.3%	31.1%
Neither satisfied nor dissatisfied	33.3%	33.3%	34.3%	34.3%	29.4%	29.7%
Dissatisfied	14.3%	20.4%	27.1%	25.7%	26.1%	27.0%
Very dissatisfied	9.5%	6.1%	5.7%	4.6%	3.9%	4.7%
Don't know/not applicable	0.0%	4.8%	2.9%	4.0%	2.0%	5.4%

Table 48: 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	21	147	140	175	153	148
Large influence	14.3%	3.4%	3.6%	6.3%	9.8%	2.0%
Some influence	14.3%	31.3%	29.3%	31.4%	32.0%	27.0%
Small influence	52.4%	49.7%	43.6%	38.9%	38.6%	55.4%
No influence	19.0%	14.3%	23.6%	21.7%	18.3%	14.9%
Don't know/NA	0.0%	1.4%	0.0%	1.7%	1.3%	0.7%

Table 49: 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	21	147	140	175	153	148
Strongly agree	19.0%	2.7%	6.4%	5.7%	7.2%	3.4%
Agree	19.0%	29.9%	27.1%	27.4%	38.6%	27.0%
Neither agree nor disagree	33.3%	36.1%	30.0%	30.3%	26.1%	33.1%
Disagree	9.5%	26.5%	27.1%	25.1%	19.0%	23.0%
Strongly disagree	14.3%	2.7%	6.4%	5.7%	7.2%	9.5%
Don't know/not applicable	4.8%	2.0%	2.9%	5.7%	2.0%	4.1%

Table 50: 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	21	147	140	175	153	148
Strongly agree	19.0%	4.8%	6.4%	5.1%	5.2%	0.7%
Agree	9.5%	24.5%	20.7%	25.7%	34.6%	25.7%
Neither agree nor disagree	47.6%	34.0%	29.3%	28.6%	29.4%	29.7%
Disagree	0.0%	24.5%	30.0%	26.9%	18.3%	27.0%
Strongly disagree	9.5%	4.8%	9.3%	8.0%	9.2%	9.5%
Don't know/not applicable	14.3%	7.5%	4.3%	5.7%	3.3%	7.4%

Parks, Heritage & Coastal Environments

Table 51: 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	21	147	140	175	153	148
Very satisfied	33.3%	9.5%	11.4%	19.4%	22.2%	12.8%
Satisfied	28.6%	53.7%	55.0%	41.7%	49.0%	56.1%
Neither satisfied nor dissatisfied	33.3%	27.9%	22.1%	29.7%	22.9%	24.3%
Dissatisfied	4.8%	7.5%	5.0%	2.3%	1.3%	3.4%
Very dissatisfied	0.0%	0.0%	2.1%	1.7%	0.7%	1.4%
Don't know/not applicable	0.0%	1.4%	4.3%	5.1%	3.9%	2.0%

Table 52: 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	21	147	140	175	153	148
Very satisfied	23.8%	8.8%	10.0%	15.4%	19.0%	10.8%
Satisfied	28.6%	51.0%	57.1%	47.4%	51.6%	57.4%
Neither satisfied nor dissatisfied	38.1%	28.6%	22.9%	25.7%	22.2%	23.0%
Dissatisfied	9.5%	6.1%	4.3%	3.4%	3.9%	5.4%
Very dissatisfied	0.0%	1.4%	2.1%	2.3%	0.0%	0.7%
Don't know/not applicable	0.0%	4.1%	3.6%	5.7%	3.3%	2.7%

Refuse Disposal

Table 53: 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	21	147	140	175	153	148
Very satisfied	38.1%	28.6%	30.0%	35.4%	38.6%	25.0%
Satisfied	47.6%	56.5%	53.6%	49.7%	44.4%	56.8%
Neither satisfied nor dissatisfied	14.3%	10.9%	7.1%	4.6%	9.2%	8.8%
Dissatisfied	0.0%	4.1%	5.7%	5.7%	5.9%	8.1%
Very dissatisfied	0.0%	0.0%	3.6%	4.0%	1.3%	1.4%
Don't know/not applicable	0.0%	0.0%	0.0%	0.6%	0.7%	0.0%

Table 54: 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	21	147	140	175	153	148
Very satisfied	42.9%	25.9%	32.1%	32.6%	39.9%	27.0%
Satisfied	33.3%	58.5%	55.7%	50.3%	47.1%	58.8%
Neither satisfied nor dissatisfied	19.0%	9.5%	5.0%	6.9%	7.2%	6.8%
Dissatisfied	4.8%	5.4%	3.6%	5.7%	4.6%	5.4%
Very dissatisfied	0.0%	0.7%	3.6%	3.4%	0.7%	2.0%
Don't know/not applicable	0.0%	0.0%	0.0%	1.1%	0.7%	0.0%

Table 55: 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	21	147	140	175	153	148
Very satisfied	28.6%	27.2%	27.9%	32.0%	41.2%	28.4%
Satisfied	47.6%	54.4%	51.4%	52.6%	43.8%	52.7%
Neither satisfied nor dissatisfied	23.8%	8.8%	9.3%	8.0%	6.5%	7.4%
Dissatisfied	0.0%	8.8%	7.9%	4.0%	6.5%	8.8%
Very dissatisfied	0.0%	0.7%	3.6%	2.3%	1.3%	2.0%
Don't know/not applicable	0.0%	0.0%	0.0%	1.1%	0.7%	0.7%

Table 56: 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	21	147	140	175	153	148
Very satisfied	19.0%	14.3%	22.9%	17.1%	22.2%	13.5%
Satisfied	52.4%	51.0%	42.1%	50.3%	46.4%	48.6%
Neither satisfied nor dissatisfied	4.8%	19.0%	17.1%	14.9%	17.6%	20.9%
Dissatisfied	19.0%	7.5%	6.4%	5.1%	6.5%	7.4%
Very dissatisfied	0.0%	1.4%	3.6%	3.4%	2.0%	0.0%
Don't know/not applicable	4.8%	6.8%	7.9%	9.1%	5.2%	9.5%

Sewerage, Wastewater and Stormwater

Table 57: 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	21	147	140	175	153	148
Very satisfied	28.6%	9.5%	17.9%	16.6%	14.4%	16.2%
Satisfied	23.8%	34.7%	47.1%	46.3%	50.3%	45.3%
Neither satisfied nor dissatisfied	9.5%	21.8%	13.6%	18.9%	14.4%	19.6%
Dissatisfied	14.3%	23.1%	11.4%	5.7%	10.5%	10.1%
Very dissatisfied	9.5%	7.5%	3.6%	5.1%	4.6%	3.4%
Don't know/not applicable	14.3%	3.4%	6.4%	7.4%	5.9%	5.4%

Table 58: 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	21	147	140	175	153	148
Very satisfied	9.5%	13.6%	22.1%	15.4%	22.9%	18.2%
Satisfied	42.9%	47.6%	52.9%	54.3%	45.1%	55.4%
Neither satisfied nor dissatisfied	33.3%	23.8%	16.4%	17.1%	17.0%	18.2%
Dissatisfied	4.8%	9.5%	2.9%	5.1%	5.2%	2.7%
Very dissatisfied	0.0%	1.4%	0.7%	1.7%	2.0%	1.4%
Don't know/not applicable	9.5%	4.1%	5.0%	6.3%	7.8%	4.1%

Table 59: 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	21	147	140	175	153	148
Very satisfied	4.8%	8.8%	14.3%	18.3%	19.0%	14.9%
Satisfied	52.4%	42.9%	41.4%	40.0%	42.5%	41.2%
Neither satisfied nor dissatisfied	14.3%	25.2%	22.1%	16.6%	24.2%	20.3%
Dissatisfied	0.0%	9.5%	7.9%	6.9%	3.9%	10.1%
Very dissatisfied	14.3%	4.1%	2.1%	3.4%	2.6%	2.7%
Don't know/not applicable	14.3%	9.5%	12.1%	14.9%	7.8%	10.8%

Table 60: Condition of waterways

How satisfied or dissatisfied are you with the condition of waterways?						
	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	21	147	140	175	153	148
Very satisfied	38.1%	5.4%	8.6%	8.0%	8.5%	3.4%
Satisfied	9.5%	38.1%	47.1%	45.1%	45.1%	43.2%
Neither satisfied nor dissatisfied	23.8%	24.5%	15.7%	20.6%	21.6%	23.6%
Dissatisfied	23.8%	23.1%	17.9%	14.9%	15.7%	25.7%
Very dissatisfied	4.8%	4.1%	5.0%	5.1%	5.2%	3.4%
Don't know/not applicable	0.0%	4.8%	5.7%	6.3%	3.9%	0.7%

Table 61: 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	21	147	140	175	153	148
Very satisfied	19.0%	6.1%	7.9%	6.3%	11.8%	5.4%
Satisfied	28.6%	46.9%	47.1%	48.0%	42.5%	48.0%
Neither satisfied nor dissatisfied	42.9%	25.2%	25.0%	22.9%	29.4%	25.0%
Dissatisfied	4.8%	16.3%	10.7%	13.1%	9.2%	17.6%
Very dissatisfied	0.0%	1.4%	2.9%	3.4%	3.3%	2.0%
Don't know/not applicable	4.8%	4.1%	6.4%	6.3%	3.9%	2.0%

Table 62: 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
Number of respondents	21	147	140	175	153	148
Very satisfied	33.3%	8.8%	13.6%	10.3%	15.0%	8.1%
Satisfied	38.1%	49.7%	52.1%	46.3%	45.1%	50.7%
Neither satisfied nor dissatisfied	19.0%	22.4%	18.6%	25.7%	26.1%	23.6%
Dissatisfied	9.5%	14.3%	10.0%	10.3%	9.2%	12.8%
Very dissatisfied	0.0%	1.4%	2.9%	2.9%	0.7%	3.4%
Don't know/not applicable	0.0%	3.4%	2.9%	4.6%	3.9%	1.4%

Table 63: 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	21	147	140	175	153	148
Very satisfied	23.8%	5.4%	10.0%	6.3%	9.2%	4.1%
Satisfied	23.8%	36.1%	40.7%	41.7%	44.4%	41.2%
Neither satisfied nor dissatisfied	23.8%	27.2%	17.9%	28.0%	20.9%	25.0%
Dissatisfied	23.8%	19.7%	20.0%	14.3%	14.4%	18.9%
Very dissatisfied	0.0%	7.5%	5.0%	5.1%	3.9%	4.1%

Don't know/not applicable	4.8%	4.1%	6.4%	4.6%	7.2%	6.8%
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Transportation

Table 64: 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	21	147	140	175	153	148
Strongly agree	28.6%	20.4%	22.9%	18.9%	26.8%	14.9%
Agree	52.4%	56.5%	49.3%	50.9%	50.3%	52.7%
Neither agree nor disagree	19.0%	15.6%	17.9%	16.6%	12.4%	20.3%
Disagree	0.0%	5.4%	4.3%	7.4%	7.2%	10.1%
Strongly disagree	0.0%	2.0%	3.6%	4.0%	2.0%	1.4%
Don't know/not applicable	0.0%	0.0%	2.1%	2.3%	1.3%	0.7%

Table 65: Agreement that Christchurch is a cycle-friendly city

How much do you agree or disagree that Christchurch is a cycle-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	21	147	140	175	153	148
Strongly agree	14.3%	12.9%	12.9%	10.9%	18.3%	10.8%
Agree	61.9%	49.7%	46.4%	53.7%	52.3%	51.4%
Neither agree nor disagree	9.5%	27.2%	17.1%	17.1%	17.0%	18.2%
Disagree	14.3%	8.2%	14.3%	7.4%	9.2%	11.5%
Strongly disagree	0.0%	0.0%	3.6%	5.1%	1.3%	2.7%
Don't know/not applicable	0.0%	2.0%	5.7%	5.7%	2.0%	5.4%

Table 66: 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	21	147	140	175	153	148
All the time, by that I mean about every day	0.0%	3.4%	5.0%	8.0%	7.8%	9.5%
Frequently, by that I mean at least once a week	19.0%	9.5%	13.6%	13.1%	21.6%	10.8%
Occasionally, by that I mean around once a month	19.0%	10.2%	14.3%	14.3%	10.5%	12.2%
Rarely, by that I mean no more than a few times a year	9.5%	15.0%	25.0%	11.4%	19.0%	19.6%
Never	52.4%	61.9%	42.1%	53.1%	41.2%	48.0%

Roads and Footpaths

Table 67: 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	21	147	140	175	153	148
Very satisfied	14.3%	3.4%	3.6%	5.7%	5.2%	3.4%
Satisfied	33.3%	23.8%	30.7%	28.6%	30.1%	27.7%
Neither satisfied nor dissatisfied	9.5%	26.5%	15.7%	24.0%	18.3%	25.7%
Dissatisfied	28.6%	32.0%	34.3%	28.0%	33.3%	33.1%
Very dissatisfied	14.3%	14.3%	13.6%	12.0%	13.1%	10.1%
Don't know/not applicable	0.0%	0.0%	2.1%	1.7%	0.0%	0.0%

Table 68: THREE MAIN reasons for dissatisfaction with condition of roads

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	9	68	67	70	71	64
Ongoing patch repairs to roads	77.8%	75.0%	55.2%	55.7%	50.7%	64.1%
There are potholes in the roads	88.9%	52.9%	49.3%	48.6%	52.1%	51.6%
Road surfaces are not smooth or level	55.6%	51.5%	59.7%	52.9%	47.9%	54.7%
Roadworks are taking too long	11.1%	20.6%	49.3%	40.0%	42.3%	26.6%
Roadworks not completed to a good standard	11.1%	52.9%	32.8%	41.4%	43.7%	46.9%
Roadworks are causing delays and disruption	22.2%	20.6%	38.8%	34.3%	32.4%	18.8%
Roads are not swept often enough (including litter and debris on roads)	22.2%	5.9%	3.0%	7.1%	15.5%	12.5%
Other – please specify	11.1%	7.4%	4.5%	7.1%	2.8%	12.5%

Table 69: 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 - 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	21	147	140	175	153	148
Very satisfied	28.6%	4.1%	5.7%	6.3%	6.5%	3.4%
Satisfied	19.0%	27.9%	35.7%	31.4%	35.9%	34.5%
Neither satisfied nor dissatisfied	19.0%	25.2%	20.0%	25.7%	22.9%	26.4%
Dissatisfied	19.0%	31.3%	22.9%	25.7%	23.5%	25.0%
Very dissatisfied	14.3%	10.9%	12.9%	9.7%	11.1%	10.8%
Don't know/not applicable	0.0%	0.7%	2.9%	1.1%	0.0%	0.0%

Table 70: THREE MAIN reasons for dissatisfaction with condition of footpaths

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	7	62	50	62	53	53
Footpath surfaces are not smooth or level	42.9%	67.7%	68.0%	59.7%	66.0%	71.7%
Footpath surfaces or kerbs/gutters contain holes or cracks	28.6%	53.2%	50.0%	43.5%	64.2%	47.2%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	42.9%	51.6%	50.0%	59.7%	41.5%	37.7%
Repairs and upgrades are taking too long	42.9%	33.9%	34.0%	25.8%	22.6%	24.5%
Footpaths are too narrow to accommodate all users	14.3%	14.5%	12.0%	14.5%	15.1%	43.4%
Litter and debris on footpaths	42.9%	8.1%	12.0%	17.7%	20.8%	17.0%
There are not enough footpaths on some streets	28.6%	6.5%	14.0%	21.0%	15.1%	15.1%
Repairs are not completed to a good standard	28.6%	46.8%	34.0%	38.7%	35.8%	24.5%
Other	14.3%	0.0%	8.0%	12.9%	1.9%	3.8%

Table 71: 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	21	147	140	175	153	148
Strongly agree	23.8%	4.1%	6.4%	3.4%	4.6%	4.7%
Agree	14.3%	38.8%	37.9%	42.9%	44.4%	35.1%
Neither agree nor disagree	38.1%	29.3%	23.6%	24.6%	20.9%	26.4%
Disagree	19.0%	23.8%	25.7%	19.4%	22.2%	28.4%
Strongly disagree	4.8%	3.4%	6.4%	7.4%	5.9%	4.7%
Don't know/not applicable	0.0%	0.7%	0.0%	2.3%	2.0%	0.7%

Table 72: 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	21	147	140	175	153	148
Very easy	28.6%	17.0%	15.7%	16.6%	20.9%	14.9%
Easy	42.9%	40.1%	47.9%	40.0%	37.9%	48.6%
Neither easy nor difficult	19.0%	30.6%	19.3%	30.3%	28.1%	26.4%
Difficult	9.5%	10.9%	13.6%	10.3%	12.4%	9.5%
Very difficult	0.0%	1.4%	3.6%	2.3%	0.7%	0.7%
Don't know/not applicable	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%

Water Supply

Table 73: 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	21	147	140	175	153	148
Very satisfied	23.8%	8.2%	18.6%	19.4%	19.0%	13.5%
Satisfied	23.8%	29.3%	37.1%	35.4%	37.9%	38.5%
Neither satisfied nor dissatisfied	23.8%	17.7%	13.6%	18.3%	11.8%	15.5%
Dissatisfied	9.5%	28.6%	22.1%	16.6%	19.6%	19.6%
Very dissatisfied	4.8%	16.3%	7.9%	8.6%	9.8%	11.5%
Don't know/not applicable	14.3%	0.0%	0.7%	1.7%	2.0%	1.4%

Table 74: 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	21	147	140	175	153	148
Very satisfied	4.8%	8.8%	14.3%	18.3%	19.0%	14.9%
Satisfied	52.4%	42.9%	41.4%	40.0%	42.5%	41.2%
Neither satisfied nor dissatisfied	14.3%	25.2%	22.1%	16.6%	24.2%	20.3%
Dissatisfied	0.0%	9.5%	7.9%	6.9%	3.9%	10.1%
Very dissatisfied	14.3%	4.1%	2.1%	3.4%	2.6%	2.7%
Don't know/not applicable	14.3%	9.5%	12.1%	14.9%	7.8%	10.8%

Table 75: 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	21	147	140	175	153	148
Very satisfied	28.6%	21.8%	34.3%	32.6%	30.7%	27.0%
Satisfied	47.6%	54.4%	50.0%	49.7%	52.3%	56.1%
Neither satisfied nor dissatisfied	9.5%	11.6%	10.7%	9.1%	10.5%	8.8%
Dissatisfied	0.0%	8.8%	2.9%	2.3%	1.3%	5.4%
Very dissatisfied	0.0%	2.0%	1.4%	2.9%	1.3%	2.0%
Don't know/not applicable	14.3%	1.4%	0.7%	3.4%	3.9%	0.7%

Parking

Table 76: Usage of Council parking facility

Have you parked a car in a Council parking facility 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	21	147	140	175	153	148
Yes, on-street	71.4%	68.8%	71.6%	66.1%	66.9%	54.8%
Yes, Council off-street	38.1%	50.7%	50.7%	50.0%	47.0%	43.8%
No	19.0%	16.0%	14.9%	19.0%	19.2%	28.1%

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	21	141	135	167	151	138
Very satisfied	23.8%	9.9%	14.1%	10.8%	19.2%	9.4%
Satisfied	47.6%	46.8%	45.9%	33.5%	39.1%	43.5%
Neither satisfied nor dissatisfied	19.0%	22.0%	13.3%	28.7%	18.5%	20.3%
Dissatisfied	9.5%	12.8%	11.9%	13.2%	15.2%	9.4%
Very dissatisfied	0.0%	3.5%	6.7%	7.8%	0.7%	3.6%
Don't know/not applicable	0.0%	5.0%	8.1%	6.0%	7.3%	13.8%

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	21	141	135	167	151	138
Very satisfied	28.6%	7.8%	8.9%	4.2%	11.9%	5.1%
Satisfied	33.3%	33.3%	45.2%	37.7%	36.4%	36.2%
Neither satisfied nor dissatisfied	23.8%	24.8%	20.0%	28.7%	24.5%	25.4%
Dissatisfied	9.5%	24.8%	13.3%	16.2%	17.9%	15.9%
Very dissatisfied	4.8%	3.5%	8.1%	8.4%	3.3%	5.8%
Don't know/not applicable	0.0%	5.7%	4.4%	4.8%	6.0%	11.6%

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	21	141	135	167	151	138
Very satisfied	14.3%	7.8%	8.1%	9.6%	10.6%	6.5%
Satisfied	38.1%	46.1%	49.6%	35.9%	44.4%	40.6%

Neither satisfied nor dissatisfied	28.6%	23.4%	21.5%	31.1%	25.8%	25.4%
Dissatisfied	19.0%	14.2%	8.9%	10.8%	11.3%	11.6%
Very dissatisfied	0.0%	5.0%	5.2%	7.8%	3.3%	2.9%
Don't know/not applicable	0.0%	3.5%	6.7%	4.8%	4.6%	13.0%

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	21	141	135	167	151	138
Very satisfied	19.0%	7.8%	8.1%	8.4%	11.9%	8.7%
Satisfied	38.1%	43.3%	48.9%	39.5%	43.0%	40.6%
Neither satisfied nor dissatisfied	33.3%	23.4%	23.7%	30.5%	23.2%	23.2%
Dissatisfied	9.5%	15.6%	8.9%	11.4%	11.9%	11.6%
Very dissatisfied	0.0%	5.7%	3.7%	4.8%	2.6%	3.6%
Don't know/not applicable	0.0%	4.3%	6.7%	5.4%	7.3%	12.3%

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	21	147	140	175	153	148
Very satisfied	38.1%	18.4%	30.0%	26.9%	28.1%	24.3%
Satisfied	47.6%	61.9%	54.3%	50.3%	57.5%	62.2%
Neither satisfied nor dissatisfied	9.5%	15.6%	10.0%	12.6%	9.8%	9.5%
Dissatisfied	4.8%	2.7%	2.9%	4.0%	3.3%	2.0%
Very dissatisfied	0.0%	0.0%	2.1%	2.9%	0.0%	0.7%
Don't know/not applicable	0.0%	1.4%	0.7%	3.4%	1.3%	1.4%

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	21	147	140	175	153	148
Very satisfied	33.3%	21.1%	27.1%	22.3%	33.3%	21.6%
Satisfied	38.1%	57.1%	52.9%	49.7%	49.0%	60.1%
Neither satisfied nor dissatisfied	23.8%	17.7%	10.0%	17.1%	10.5%	12.8%
Dissatisfied	4.8%	2.7%	6.4%	3.4%	4.6%	2.7%
Very dissatisfied	0.0%	0.0%	2.1%	4.0%	1.3%	1.4%
Don't know/not applicable	0.0%	1.4%	1.4%	3.4%	1.3%	1.4%

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	21	147	140	175	153	148
Very satisfied	42.9%	19.7%	25.0%	21.7%	32.0%	23.6%
Satisfied	42.9%	57.1%	57.9%	50.3%	52.9%	60.1%
Neither satisfied nor dissatisfied	14.3%	15.0%	9.3%	20.6%	9.2%	9.5%
Dissatisfied	0.0%	5.4%	5.7%	4.0%	4.6%	4.7%
Very dissatisfied	0.0%	1.4%	0.7%	1.1%	0.0%	0.7%
Don't know/not applicable	0.0%	1.4%	1.4%	2.3%	1.3%	1.4%

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	21	147	140	175	153	148
Very satisfied	28.6%	10.9%	17.1%	15.4%	20.3%	14.2%
Satisfied	42.9%	59.9%	53.6%	48.0%	54.9%	56.8%
Neither satisfied nor dissatisfied	19.0%	20.4%	19.3%	26.9%	16.3%	21.6%
Dissatisfied	0.0%	4.1%	3.6%	2.9%	2.6%	5.4%
Very dissatisfied	0.0%	1.4%	0.7%	1.7%	2.0%	0.7%
Don't know/not applicable	9.5%	3.4%	5.7%	5.1%	3.9%	1.4%

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	21	147	140	175	153	148
Very satisfied	23.8%	15.0%	13.6%	14.3%	14.4%	11.5%
Satisfied	52.4%	51.7%	47.9%	49.1%	51.6%	53.4%
Neither satisfied nor dissatisfied	19.0%	22.4%	22.9%	26.3%	24.2%	25.7%
Dissatisfied	0.0%	8.8%	6.4%	3.4%	5.9%	4.7%
Very dissatisfied	0.0%	0.7%	2.9%	1.7%	0.7%	1.4%
Don't know/not applicable	4.8%	1.4%	6.4%	5.1%	3.3%	3.4%

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	21	147	140	175	153	148
Very satisfied	38.1%	11.6%	17.9%	13.1%	16.3%	8.8%
Satisfied	28.6%	53.1%	43.6%	53.1%	49.7%	53.4%
Neither satisfied nor dissatisfied	23.8%	27.2%	25.7%	25.1%	24.8%	27.7%
Dissatisfied	0.0%	6.8%	7.9%	5.1%	5.2%	6.8%
Very dissatisfied	4.8%	1.4%	2.1%	1.1%	1.3%	0.0%
Don't know/not applicable	4.8%	0.0%	2.9%	2.3%	2.6%	3.4%

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	21	147	140	175	153	148
Very satisfied	28.6%	12.2%	14.3%	16.6%	17.6%	13.5%
Satisfied	38.1%	51.7%	47.9%	45.7%	49.0%	48.0%
Neither satisfied nor dissatisfied	23.8%	23.1%	25.7%	27.4%	20.9%	25.7%
Dissatisfied	0.0%	7.5%	5.7%	4.0%	5.2%	6.1%
Very dissatisfied	4.8%	2.0%	1.4%	2.9%	0.7%	2.0%
Don't know/not applicable	4.8%	3.4%	5.0%	3.4%	6.5%	4.7%

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	21	147	140	175	153	148
Very satisfied	28.6%	15.0%	11.4%	13.7%	15.7%	12.2%
Satisfied	38.1%	36.7%	37.1%	31.4%	39.2%	40.5%
Neither satisfied nor dissatisfied	9.5%	22.4%	20.7%	26.3%	19.0%	22.3%
Dissatisfied	4.8%	4.8%	6.4%	5.7%	5.9%	6.1%
Very dissatisfied	0.0%	2.7%	0.7%	1.7%	0.7%	0.7%
Don't know/not applicable	19.0%	18.4%	23.6%	21.1%	19.6%	18.2%

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	21	147	140	175	153	148
Strongly agree	19.0%	2.7%	3.6%	1.7%	4.6%	1.4%
Agree	19.0%	19.0%	27.1%	28.0%	29.4%	27.7%
Neither agree nor disagree	19.0%	43.5%	25.0%	37.7%	34.0%	26.4%
Disagree	33.3%	25.9%	33.6%	22.9%	26.1%	32.4%
Strongly disagree	9.5%	8.2%	10.0%	8.6%	5.2%	6.8%
Don't know/not applicable	0.0%	0.7%	0.7%	1.1%	0.7%	5.4%

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	21	147	140	175	153	148
Strongly agree	9.5%	2.7%	7.9%	4.0%	5.9%	0.7%
Agree	14.3%	25.9%	28.6%	32.0%	35.3%	24.3%
Neither agree nor disagree	47.6%	44.2%	27.9%	36.6%	32.0%	35.1%
Disagree	19.0%	18.4%	23.6%	17.7%	20.9%	29.1%
Strongly disagree	9.5%	8.2%	10.7%	7.4%	5.9%	8.8%
Don't know/not applicable	0.0%	0.7%	1.4%	2.3%	0.0%	2.0%

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	21	147	140	175	153	148
Strongly agree	9.5%	6.1%	4.3%	5.1%	7.8%	2.0%
Agree	28.6%	18.4%	24.3%	30.9%	30.7%	29.7%
Neither agree nor disagree	28.6%	35.4%	32.1%	32.6%	30.1%	25.0%
Disagree	23.8%	32.7%	22.1%	22.9%	24.8%	32.4%
Strongly disagree	9.5%	7.5%	15.7%	6.9%	5.9%	8.1%
Don't know/not applicable	0.0%	0.0%	1.4%	1.7%	0.7%	2.7%

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	21	147	140	175	153	148

Strongly agree	4.8%	5.4%	5.0%	5.1%	6.5%	0.0%
Agree	28.6%	25.9%	27.1%	31.4%	32.7%	30.4%
Neither agree nor disagree	33.3%	38.1%	34.3%	40.6%	37.3%	37.8%
Disagree	28.6%	24.5%	22.9%	16.6%	17.6%	19.6%
Strongly disagree	4.8%	3.4%	9.3%	4.0%	3.9%	6.1%
Don't know/not applicable	0.0%	2.7%	1.4%	2.3%	2.0%	6.1%

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	21	147	140	175	153	148
Strongly agree	28.6%	5.4%	6.4%	8.0%	9.2%	2.7%
Agree	23.8%	23.8%	32.1%	29.7%	30.7%	33.1%
Neither agree nor disagree	19.0%	29.9%	20.0%	29.7%	30.1%	23.6%
Disagree	19.0%	28.6%	20.0%	21.7%	22.9%	27.0%
Strongly disagree	9.5%	9.5%	19.3%	9.1%	6.5%	10.8%
Don't know/not applicable	0.0%	2.7%	2.1%	1.7%	0.7%	2.7%

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	21	147	140	175	153	148
Strongly agree	14.3%	4.1%	3.6%	6.3%	7.8%	2.7%
Agree	14.3%	21.1%	25.7%	25.1%	29.4%	22.3%
Neither agree nor disagree	33.3%	32.0%	26.4%	32.0%	31.4%	34.5%
Disagree	33.3%	29.3%	27.9%	27.4%	23.5%	29.1%
Strongly disagree	4.8%	12.9%	15.7%	8.6%	7.8%	10.1%
Don't know/not applicable	0.0%	0.7%	0.7%	0.6%	0.0%	1.4%

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	21	147	140	175	153	148
Strongly agree	4.8%	2.7%	5.7%	5.7%	7.2%	2.7%
Agree	28.6%	27.9%	32.9%	32.0%	34.6%	28.4%
Neither agree nor disagree	47.6%	38.1%	34.3%	37.1%	29.4%	32.4%
Disagree	19.0%	23.1%	15.7%	17.7%	22.2%	24.3%
Strongly disagree	0.0%	6.1%	10.7%	6.9%	5.2%	8.8%
Don't know/not applicable	0.0%	2.0%	0.7%	0.6%	1.3%	3.4%

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	21	147	140	175	153	148
Strongly agree	4.8%	4.1%	3.6%	2.9%	7.8%	1.4%
Agree	38.1%	23.8%	32.1%	25.7%	30.7%	28.4%
Neither agree nor disagree	33.3%	40.1%	34.3%	36.6%	30.1%	31.1%
Disagree	23.8%	25.9%	23.6%	25.7%	22.2%	27.0%
Strongly disagree	0.0%	4.8%	5.7%	6.9%	6.5%	8.1%
Don't know/not applicable	0.0%	1.4%	0.7%	2.3%	2.6%	4.1%

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	21	147	140	175	153	148
Strongly agree	9.5%	3.4%	2.1%	4.0%	9.2%	1.4%
Agree	28.6%	12.9%	18.6%	22.3%	22.9%	14.2%
Neither agree nor disagree	23.8%	38.8%	31.4%	32.0%	28.1%	29.1%
Disagree	28.6%	35.4%	35.7%	25.1%	30.1%	36.5%
Strongly disagree	4.8%	7.5%	10.7%	12.0%	6.5%	10.8%
Don't know/not applicable	4.8%	2.0%	1.4%	4.6%	3.3%	8.1%

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	21	147	140	175	153	148
Strongly agree	14.3%	2.7%	4.3%	4.0%	8.5%	1.4%
Agree	28.6%	33.3%	30.0%	32.6%	34.0%	26.4%
Neither agree nor disagree	38.1%	36.7%	35.7%	40.6%	33.3%	40.5%
Disagree	19.0%	19.0%	16.4%	15.4%	12.4%	18.9%
Strongly disagree	0.0%	6.8%	11.4%	4.6%	8.5%	8.1%
Don't know/not applicable	0.0%	1.4%	2.1%	2.9%	3.3%	4.7%

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	21	147	140	175	153	148

Strongly agree	9.5%	2.0%	2.1%	1.7%	5.9%	0.0%
Agree	4.8%	15.6%	19.3%	18.9%	19.0%	16.9%
Neither agree nor disagree	42.9%	26.5%	22.1%	35.4%	27.5%	24.3%
Disagree	33.3%	36.1%	29.3%	21.1%	26.1%	30.4%
Strongly disagree	9.5%	18.4%	26.4%	20.0%	18.3%	22.3%
Don't know/not applicable	0.0%	1.4%	0.7%	2.9%	3.3%	6.1%

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	21	147	140	175	153	148
Strongly agree	4.8%	0.0%	2.9%	1.1%	6.5%	2.7%
Agree	9.5%	13.6%	14.3%	17.1%	15.0%	17.6%
Neither agree nor disagree	28.6%	34.7%	27.1%	31.4%	32.7%	21.6%
Disagree	38.1%	28.6%	28.6%	27.4%	30.7%	30.4%
Strongly disagree	19.0%	22.4%	27.1%	19.4%	13.1%	21.6%
Don't know/not applicable	0.0%	0.7%	0.0%	3.4%	2.0%	6.1%

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	21	147	140	175	153	148
Strongly agree	9.5%	6.1%	5.7%	5.7%	7.2%	3.4%
Agree	23.8%	24.5%	25.7%	23.4%	26.8%	23.6%
Neither agree nor disagree	52.4%	32.7%	37.1%	37.1%	32.0%	32.4%
Disagree	4.8%	7.5%	4.3%	5.7%	3.9%	7.4%
Strongly disagree	0.0%	2.0%	0.0%	4.0%	1.3%	5.4%
Don't know/not applicable	9.5%	27.2%	27.1%	24.0%	28.8%	27.7%

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	21	147	140	175	153	148
Very satisfied	14.3%	2.0%	5.0%	6.9%	7.8%	4.1%
Satisfied	23.8%	26.5%	32.1%	27.4%	28.1%	30.4%
Neither satisfied nor dissatisfied	28.6%	32.0%	23.6%	32.6%	27.5%	25.7%
Dissatisfied	28.6%	29.9%	23.6%	22.3%	25.5%	23.0%
Very dissatisfied	4.8%	8.8%	15.7%	8.6%	11.1%	14.2%
Don't know/not applicable	0.0%	0.7%	0.0%	2.3%	0.0%	2.7%

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	21	147	140	175	153	148
Very satisfied	28.6%	2.0%	7.1%	4.6%	7.8%	4.7%
Satisfied	9.5%	29.3%	32.1%	28.6%	32.0%	20.9%
Neither satisfied nor dissatisfied	38.1%	41.5%	27.9%	37.1%	35.3%	40.5%
Dissatisfied	14.3%	20.4%	23.6%	20.6%	15.7%	20.9%
Very dissatisfied	4.8%	6.1%	7.9%	6.3%	6.5%	10.1%
Don't know/not applicable	4.8%	0.7%	1.4%	2.9%	2.6%	2.7%

Emergency Preparedness

- Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?

Table 104: Prepare for a natural disaster such as an earthquake

Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?					
		Number	Yes	No	Don't know
Stored enough water for three days	Te Pātaka o Rākaihautū - Banks Peninsula	21	66.7%	33.3%	0.0%
	Waitai – Coastal-Burwood-Linwood	147	44.9%	53.7%	1.4%
	Waimāero – Fendalton-Waimairi-Harewood	140	52.1%	44.3%	3.6%
	Waipuna – Halswell-Hornby-Riccarton	175	50.3%	48.0%	1.7%
	Waipapa - Papanui-Innes-Central	153	51.0%	47.1%	2.0%
	Waihoru – Spreydon-Cashmere-Heathcote	148	48.0%	51.4%	0.7%
Stored enough food for three days	Te Pātaka o Rākaihautū - Banks Peninsula	21	76.2%	23.8%	0.0%
	Waitai – Coastal-Burwood-Linwood	147	75.5%	23.1%	1.4%
	Waimāero – Fendalton-Waimairi-Harewood	140	75.0%	22.9%	2.1%
	Waipuna – Halswell-Hornby-Riccarton	175	73.1%	25.1%	1.7%
	Waipapa - Papanui-Innes-Central	153	69.9%	29.4%	0.7%
	Waihoru – Spreydon-Cashmere-Heathcote	148	64.9%	33.8%	1.4%
Secured heavy household items that might fall in an earthquake, e.g. furniture, water cylinder, etc	Te Pātaka o Rākaihautū - Banks Peninsula	21	61.9%	33.3%	4.8%
	Waitai – Coastal-Burwood-Linwood	147	60.5%	34.0%	5.4%
	Waimāero – Fendalton-Waimairi-Harewood	140	56.4%	37.9%	5.7%
	Waipuna – Halswell-Hornby-Riccarton	175	53.1%	41.1%	5.7%
	Waipapa - Papanui-Innes-Central	153	64.1%	30.1%	5.9%
	Waihoru – Spreydon-Cashmere-Heathcote	148	60.1%	35.1%	4.7%

Table 105: Up-to-date emergency plan

Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?						
	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	21	147	140	175	153	148

Yes	38.1%	44.9%	41.4%	38.3%	45.1%	39.9%
No	61.9%	51.0%	54.3%	57.1%	48.4%	56.8%
Don't know/not applicable	0.0%	4.1%	4.3%	4.6%	6.5%	3.4%

Overall satisfaction

Table 106: 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?						
	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	19	101	97	116	108	99
Unhappy with roads/more road maintenance	5%	17%	12%	7%	18%	13%
Disapprove of Council spending	16%	15%	12%	12%	8%	9%
Council is doing a good job overall	0%	11%	4%	14%	11%	13%
Rates increased	5%	4%	18%	5%	6%	8%
Happy with services provided	0%	4%	6%	9%	9%	9%
Happy with the recreational facilities/good improvements on parks/public amenities	5%	7%	5%	8%	9%	6%
Responds in timely manner/dealt within a reasonable timeframe	5%	11%	5%	3%	6%	7%
Parking expensive/lack of/parking issues	0%	3%	5%	6%	6%	6%
Too many cycle lanes	0%	4%	7%	6%	5%	2%
Need more recreational areas/improvement on parks and grounds/sport facilities	0%	4%	2%	4%	7%	3%
General maintenance needed	0%	4%	6%	5%	3%	2%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	0%	4%	11%	2%	2%	2%
Poor communication	5%	2%	1%	6%	5%	5%
Unhappy with the waterways/sewage services needs to improve	5%	7%	2%	1%	4%	6%
City is cleaned and well-maintained/areas are being tidy	0%	3%	4%	4%	5%	3%
Council is doing a poor job overall	0%	5%	0%	5%	2%	6%
Happy with the water supply services/satisfied with the sewage services	16%	3%	3%	4%	4%	1%
No considerations on people's needs/ looking after community	11%	2%	3%	2%	5%	4%
Slow to/ don't respond to problems/ concerns	5%	2%	2%	5%	3%	4%
Unhappy with the traffic management/need improvements on traffic	0%	7%	2%	3%	3%	1%
Happy with recycling and rubbish services	0%	5%	5%	2%	2%	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	5%	0%	6%	3%	3%	3%
Good customer service	0%	8%	2%	0%	4%	2%
Dedicated to enhance the quality life/ work for people	5%	2%	3%	5%	4%	0%

No problems/ issues	0%	2%	0%	5%	3%	5%
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**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%*

Key:

Red – Negative comments

Green – Positive comments

Table 107: 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	21	147	140	175	153	148
Strongly Agree	33.3%	12.2%	12.1%	10.9%	18.3%	10.8%
Agree	19.0%	45.6%	43.6%	40.0%	41.8%	42.6%
Neither agree nor disagree	33.3%	28.6%	18.6%	28.6%	24.8%	23.6%
Disagree	4.8%	4.1%	9.3%	9.7%	11.1%	10.8%
Strongly disagree	4.8%	3.4%	5.0%	2.9%	1.3%	2.7%
Don't know/not applicable	4.8%	6.1%	11.4%	8.0%	2.6%	9.5%

Table 108: 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	18	103	107	121	123	111
Waste management	22%	36%	28%	29%	24%	23%
Parks, reserves and green spaces	17%	14%	14%	17%	19%	10%
Libraries	11%	10%	9%	7%	12%	18%
Recreation & Sport Centres	0%	9%	8%	5%	6%	6%
Public space cleaning/ City beautification	0%	8%	4%	4%	8%	3%
Events/ activities	0%	5%	5%	6%	3%	7%
Information and communication	17%	5%	2%	6%	4%	5%
Roading	0%	3%	9%	3%	4%	1%
Public Transport	17%	3%	3%	3%	4%	5%
Water supply	6%	0%	2%	3%	4%	6%
Facilities and services	0%	0%	3%	2%	4%	4%
Community Support	0%	2%	4%	3%	2%	1%
Cycleways	6%	0%	2%	2%	2%	4%
Rates spending and financial management	0%	1%	3%	1%	0%	3%
Waterways	0%	1%	1%	1%	1%	2%
Sewerage/ Wastewater	6%	2%	1%	0%	1%	0%
Animal Control	0%	1%	0%	1%	0%	2%
Parking	0%	0%	1%	1%	1%	0%
Footpaths	0%	0%	1%	1%	0%	0%
The rebuild	0%	0%	0%	1%	0%	0%

Emergency preparedness and response	0%	0%	0%	0%	1%	0%
Other	0%	2%	1%	2%	1%	1%

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

Table 109: 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	20	124	123	152	134	141
Roading	25%	29%	29%	32%	24%	22%
Council decision-making/financial management	0%	15%	12%	8%	10%	9%
Parking	0%	10%	6%	10%	6%	6%
Footpaths	0%	7%	6%	7%	8%	9%
Cycleways	10%	5%	6%	6%	4%	9%
Water supply	10%	9%	4%	3%	7%	5%
Waste management	5%	6%	3%	4%	4%	4%
Public space cleaning/ City beautification	5%	2%	4%	5%	6%	4%
Information and communication	15%	2%	4%	7%	4%	4%
Public transport	5%	1%	7%	3%	3%	7%
Parks, reserves and green spaces	5%	2%	3%	4%	4%	2%
Waterways	0%	2%	3%	2%	4%	3%
Recreation & Sports Centres	0%	1%	0%	5%	1%	1%
Public amenities/ facilities	0%	1%	1%	1%	3%	1%
Housing	0%	0%	2%	0%	1%	1%
Earthquake recovery/ rebuild	0%	2%	1%	1%	0%	1%
Sewerage/ Wastewater	0%	1%	1%	1%	1%	1%
Consents process	0%	0%	0%	1%	1%	1%
Environment	5%	0%	1%	0%	1%	1%
Events/ activities	5%	1%	1%	0%	1%	1%
Health safety services	10%	0%	1%	0%	1%	1%

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

Findings by Age/Gender

The following section details survey findings by age and gender⁸.

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 110: 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	79	148	196	187	127	46	398	379
Strongly agree	2.5%	3.4%	6.6%	5.3%	4.7%	10.9%	7.3%	3.2%
Agree	24.1%	35.1%	31.6%	42.2%	46.5%	56.5%	45.2%	30.6%
Neither agree nor disagree	32.9%	23.0%	24.5%	27.8%	18.9%	10.9%	20.4%	27.7%
Disagree	32.9%	30.4%	25.0%	15.5%	20.5%	17.4%	19.6%	27.4%
Strongly disagree	6.3%	6.1%	9.7%	7.0%	6.3%	2.2%	6.0%	7.9%
Don't know/not applicable	1.3%	2.0%	2.6%	2.1%	3.1%	2.2%	1.5%	3.2%

Table 111: 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	79	148	196	187	127	46	398	379
Very satisfied	8.9%	6.8%	9.7%	6.4%	0.8%	4.3%	7.5%	5.5%
Satisfied	53.2%	37.2%	31.1%	26.2%	32.3%	39.1%	34.2%	34.0%
Neither satisfied nor dissatisfied	24.1%	35.8%	30.1%	36.9%	33.1%	32.6%	30.9%	35.1%
Dissatisfied	8.9%	14.9%	19.4%	18.7%	24.4%	21.7%	20.4%	16.1%
Very dissatisfied	1.3%	1.4%	4.6%	8.0%	7.1%	2.2%	5.3%	4.2%
Don't know/not applicable	3.8%	4.1%	5.1%	3.7%	2.4%	0.0%	1.8%	5.0%

Table 112: 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	79	148	196	187	127	46	398	379
Very satisfied	5.1%	6.1%	7.1%	4.3%	1.6%	4.3%	5.8%	4.2%
Satisfied	41.8%	27.7%	29.1%	27.8%	26.0%	23.9%	32.4%	25.9%
Neither satisfied nor dissatisfied	27.8%	33.1%	30.6%	31.0%	33.1%	45.7%	30.2%	34.0%
Dissatisfied	22.8%	28.4%	23.5%	22.5%	30.7%	19.6%	23.4%	26.6%

⁸ Excludes gender diverse due to low sample size

Very dissatisfied	1.3%	2.0%	5.1%	8.6%	5.5%	6.5%	6.3%	4.0%
Don't know/not applicable	1.3%	2.7%	4.6%	5.9%	3.1%	0.0%	2.0%	5.3%

Table 113: 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	79	148	196	187	127	46	398	379
Large influence	5.1%	6.1%	9.7%	3.2%	3.1%	0.0%	6.5%	4.2%
Some influence	40.5%	39.9%	25.0%	28.3%	22.0%	26.1%	29.9%	29.6%
Small influence	48.1%	43.2%	44.9%	46.0%	41.7%	54.3%	41.0%	49.3%
No influence	3.8%	8.8%	19.9%	21.9%	32.3%	19.6%	21.9%	15.6%
Don't know/NA	2.5%	2.0%	0.5%	0.5%	0.8%	0.0%	0.8%	1.3%

Table 114: 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	79	148	196	187	127	46	398	379
Strongly agree	2.5%	6.1%	8.7%	3.7%	2.4%	10.9%	6.5%	4.5%
Agree	17.7%	29.7%	22.4%	34.2%	37.0%	43.5%	30.9%	28.2%
Neither agree nor disagree	30.4%	24.3%	38.3%	29.4%	33.9%	21.7%	30.9%	31.4%
Disagree	35.4%	30.4%	21.9%	21.9%	16.5%	17.4%	22.6%	25.1%
Strongly disagree	8.9%	6.1%	5.1%	7.5%	7.1%	4.3%	6.5%	6.6%
Don't know/not applicable	5.1%	3.4%	3.6%	3.2%	3.1%	2.2%	2.5%	4.2%

Table 115: 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	79	148	196	187	127	46	398	379
Strongly agree	6.3%	4.1%	6.1%	5.3%	2.4%	4.3%	5.0%	4.7%
Agree	20.3%	30.4%	26.0%	25.1%	22.0%	34.8%	26.6%	25.1%
Neither agree nor disagree	27.8%	25.0%	30.6%	28.9%	41.7%	28.3%	33.9%	26.6%
Disagree	36.7%	27.0%	24.0%	21.9%	20.5%	21.7%	22.4%	27.4%
Strongly disagree	3.8%	6.8%	8.2%	9.6%	10.2%	8.7%	9.0%	7.1%
Don't know/not applicable	5.1%	6.8%	5.1%	9.1%	3.1%	2.2%	3.0%	9.0%

Parks, Heritage & Coastal Environments

Table 116: 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	79	148	196	187	127	46	398	379

Very satisfied	22.8%	16.9%	15.8%	15.5%	10.2%	17.4%	18.3%	13.5%
Satisfied	50.6%	52.0%	48.0%	49.7%	55.9%	39.1%	48.7%	51.7%
Neither satisfied nor dissatisfied	22.8%	20.9%	24.5%	27.8%	26.8%	39.1%	24.1%	27.4%
Dissatisfied	1.3%	6.1%	6.1%	2.1%	2.4%	2.2%	4.0%	3.7%
Very dissatisfied	2.5%	0.0%	1.5%	1.1%	1.6%	0.0%	1.5%	0.8%
Don't know/not applicable	0.0%	4.1%	4.1%	3.7%	3.1%	2.2%	3.3%	2.9%

Table 117: 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	79	148	196	187	127	46	398	379
Very satisfied	21.5%	12.8%	14.8%	13.4%	7.9%	8.7%	14.3%	12.1%
Satisfied	49.4%	54.1%	49.0%	54.0%	55.1%	47.8%	53.0%	51.2%
Neither satisfied nor dissatisfied	17.7%	21.6%	26.0%	24.6%	27.6%	34.8%	23.1%	26.9%
Dissatisfied	7.6%	6.8%	3.6%	2.7%	5.5%	4.3%	4.3%	5.3%
Very dissatisfied	2.5%	0.7%	2.0%	0.5%	1.6%	0.0%	1.8%	0.8%
Don't know/not applicable	1.3%	4.1%	4.6%	4.8%	2.4%	4.3%	3.5%	3.7%

Refuse Disposal

Table 118: 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	79	148	196	187	127	46	398	379
Very satisfied	38.0%	25.7%	30.1%	31.0%	34.6%	45.7%	34.2%	29.8%
Satisfied	44.3%	51.4%	51.0%	56.1%	52.8%	50.0%	51.3%	52.8%
Neither satisfied nor dissatisfied	11.4%	10.8%	9.7%	6.4%	5.5%	2.2%	7.8%	8.2%
Dissatisfied	3.8%	8.1%	7.1%	4.8%	5.5%	0.0%	4.3%	7.1%
Very dissatisfied	2.5%	3.4%	2.0%	1.6%	0.8%	2.2%	2.3%	1.8%
Don't know/not applicable	0.0%	0.7%	0.0%	0.0%	0.8%	0.0%	0.3%	0.3%

Table 119: 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	79	148	196	187	127	46	398	379
Very satisfied	30.4%	27.7%	28.1%	33.2%	36.2%	47.8%	35.4%	28.5%
Satisfied	44.3%	55.4%	52.6%	54.5%	57.5%	47.8%	51.5%	55.4%
Neither satisfied nor dissatisfied	6.3%	6.1%	12.8%	6.4%	3.9%	4.3%	7.8%	6.6%
Dissatisfied	13.9%	7.4%	4.1%	4.3%	0.8%	0.0%	3.0%	6.9%
Very dissatisfied	3.8%	2.7%	2.6%	1.6%	0.8%	0.0%	2.0%	2.1%
Don't know/not applicable	1.3%	0.7%	0.0%	0.0%	0.8%	0.0%	0.3%	0.5%

Table 120: 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	79	148	196	187	127	46	398	379
Very satisfied	36.7%	29.1%	27.6%	30.5%	37.0%	34.8%	34.2%	28.5%
Satisfied	46.8%	51.4%	52.0%	49.7%	51.2%	54.3%	50.0%	52.0%
Neither satisfied nor dissatisfied	8.9%	9.5%	12.2%	6.4%	3.9%	8.7%	8.0%	8.4%
Dissatisfied	6.3%	7.4%	5.6%	11.2%	4.7%	0.0%	4.8%	9.2%
Very dissatisfied	1.3%	2.0%	2.0%	2.1%	2.4%	0.0%	2.5%	1.3%
Don't know/not applicable	0.0%	0.7%	0.5%	0.0%	0.8%	2.2%	0.5%	0.5%

Table 121: 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	79	148	196	187	127	46	398	379
Very satisfied	20.3%	18.9%	16.3%	16.6%	17.3%	26.1%	17.8%	18.5%
Satisfied	43.0%	48.6%	51.0%	47.6%	45.7%	47.8%	48.2%	48.0%
Neither satisfied nor dissatisfied	19.0%	14.2%	19.4%	18.7%	18.1%	10.9%	16.8%	17.9%
Dissatisfied	6.3%	6.1%	5.1%	7.0%	11.8%	4.3%	8.0%	5.3%
Very dissatisfied	2.5%	2.7%	3.1%	1.6%	0.8%	0.0%	2.3%	1.8%
Don't know/not applicable	8.9%	9.5%	5.1%	8.6%	6.3%	10.9%	6.8%	8.4%

Sewerage, Wastewater and Stormwater

Table 122: 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	79	148	196	187	127	46	398	379
Very satisfied	16.5%	11.5%	14.8%	16.0%	15.0%	26.1%	16.6%	14.0%
Satisfied	41.8%	42.6%	46.9%	40.6%	49.6%	43.5%	47.5%	41.4%
Neither satisfied nor dissatisfied	13.9%	16.9%	17.9%	18.7%	18.9%	15.2%	18.6%	15.8%
Dissatisfied	21.5%	17.6%	10.2%	9.1%	8.7%	6.5%	8.5%	15.3%
Very dissatisfied	5.1%	6.1%	5.6%	5.9%	2.4%	2.2%	3.5%	6.6%
Don't know/not applicable	1.3%	5.4%	4.6%	9.6%	5.5%	6.5%	5.3%	6.9%

Table 123: 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	79	148	196	187	127	46	398	379

Very satisfied	15.2%	18.2%	16.8%	17.6%	19.7%	26.1%	20.9%	15.3%
Satisfied	54.4%	45.3%	48.5%	55.1%	52.0%	54.3%	52.3%	49.9%
Neither satisfied nor dissatisfied	13.9%	18.9%	23.5%	16.6%	20.5%	10.9%	18.6%	19.3%
Dissatisfied	5.1%	8.8%	4.6%	4.3%	3.9%	2.2%	4.3%	5.5%
Very dissatisfied	3.8%	1.4%	0.5%	1.1%	2.4%	0.0%	1.0%	1.8%
Don't know/not applicable	7.6%	7.4%	6.1%	5.3%	1.6%	6.5%	3.0%	8.2%

Table 124: 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	79	148	196	187	127	46	398	379
Very satisfied	17.7%	14.9%	17.3%	10.7%	15.0%	17.4%	17.6%	12.4%
Satisfied	49.4%	45.9%	39.8%	38.5%	39.4%	43.5%	41.2%	43.3%
Neither satisfied nor dissatisfied	16.5%	18.9%	22.4%	23.5%	22.0%	21.7%	21.6%	20.6%
Dissatisfied	5.1%	8.1%	4.1%	8.6%	10.2%	10.9%	7.5%	7.1%
Very dissatisfied	1.3%	1.4%	2.6%	5.3%	6.3%	0.0%	3.5%	2.9%
Don't know/not applicable	10.1%	10.8%	13.8%	13.4%	7.1%	6.5%	8.5%	13.7%

Table 125: 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	79	148	196	187	127	46	398	379
Very satisfied	11.4%	8.8%	9.7%	5.9%	3.9%	6.5%	9.3%	6.1%
Satisfied	41.8%	43.9%	38.8%	42.8%	44.9%	52.2%	45.5%	40.4%
Neither satisfied nor dissatisfied	13.9%	18.9%	25.0%	21.4%	24.4%	17.4%	21.9%	20.6%
Dissatisfied	25.3%	18.9%	17.3%	18.7%	21.3%	17.4%	16.3%	22.7%
Very dissatisfied	6.3%	4.7%	4.1%	5.3%	3.9%	2.2%	4.8%	4.2%
Don't know/not applicable	1.3%	4.7%	5.1%	5.9%	1.6%	4.3%	2.3%	6.1%

Table 126: 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	79	148	196	187	127	46	398	379
Very satisfied	8.9%	5.4%	11.2%	8.6%	4.7%	4.3%	7.8%	7.7%
Satisfied	43.0%	51.4%	40.8%	47.1%	48.8%	45.7%	48.0%	44.3%
Neither satisfied nor dissatisfied	32.9%	23.6%	27.6%	23.0%	23.6%	30.4%	24.6%	27.7%
Dissatisfied	8.9%	12.8%	12.2%	13.4%	18.9%	8.7%	12.8%	12.9%
Very dissatisfied	1.3%	0.7%	2.6%	3.7%	3.1%	4.3%	3.8%	1.1%
Don't know/not applicable	5.1%	6.1%	5.6%	4.3%	0.8%	6.5%	3.0%	6.3%

Table 127: 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	79	148	196	187	127	46	398	379
Very satisfied	20.3%	9.5%	13.3%	10.7%	8.7%	10.9%	12.8%	10.6%
Satisfied	54.4%	50.7%	46.9%	47.6%	46.5%	45.7%	46.2%	50.7%
Neither satisfied nor dissatisfied	16.5%	21.6%	25.0%	21.4%	27.6%	28.3%	24.9%	21.9%
Dissatisfied	5.1%	11.5%	10.7%	13.9%	13.4%	6.5%	11.3%	10.8%
Very dissatisfied	2.5%	1.4%	1.0%	2.1%	3.9%	4.3%	3.0%	1.3%
Don't know/not applicable	1.3%	5.4%	3.1%	4.3%	0.0%	4.3%	1.8%	4.7%

Table 128: 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?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	79	148	196	187	127	46	398	379
Very satisfied	7.6%	8.8%	8.7%	5.9%	5.5%	8.7%	8.8%	6.1%
Satisfied	49.4%	37.8%	37.8%	39.6%	39.4%	50.0%	45.0%	35.6%
Neither satisfied nor dissatisfied	17.7%	21.6%	21.9%	25.7%	30.7%	26.1%	25.9%	22.4%
Dissatisfied	13.9%	18.2%	19.4%	18.2%	16.5%	13.0%	14.1%	20.6%
Very dissatisfied	5.1%	5.4%	6.1%	4.3%	5.5%	0.0%	3.8%	6.1%
Don't know/not applicable	6.3%	8.1%	6.1%	6.4%	2.4%	2.2%	2.5%	9.2%

Transportation

Table 129: 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	79	148	196	187	127	46	398	379
Strongly agree	40.5%	21.6%	20.4%	18.2%	13.4%	19.6%	20.6%	21.4%
Agree	40.5%	50.0%	52.6%	55.1%	58.3%	45.7%	52.8%	51.7%
Neither agree nor disagree	8.9%	18.2%	17.9%	14.4%	15.7%	28.3%	18.1%	14.8%
Disagree	6.3%	8.8%	5.1%	7.0%	8.7%	2.2%	5.0%	8.2%
Strongly disagree	3.8%	0.0%	3.6%	2.7%	3.9%	0.0%	2.8%	2.1%
Don't know/not applicable	0.0%	1.4%	0.5%	2.7%	0.0%	4.3%	0.8%	1.8%

Table 130: Agreement that Christchurch is a cycle-friendly city

How much do you agree or disagree that Christchurch is a cycle-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	79	148	196	187	127	46	398	379

Strongly agree	20.3%	12.8%	16.3%	12.3%	7.9%	6.5%	13.8%	12.1%
Agree	55.7%	53.4%	46.4%	54.5%	48.0%	50.0%	51.5%	51.2%
Neither agree nor disagree	15.2%	17.6%	21.4%	15.5%	23.6%	21.7%	18.6%	19.8%
Disagree	5.1%	10.8%	9.7%	10.7%	12.6%	8.7%	9.5%	10.3%
Strongly disagree	1.3%	2.0%	4.1%	2.1%	2.4%	2.2%	2.8%	2.4%
Don't know/not applicable	2.5%	3.4%	2.0%	4.8%	5.5%	10.9%	3.8%	4.2%

Table 131: 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	79	148	196	187	127	46	398	379
All the time, by that I mean about every day	0.0%	6.1%	8.7%	9.6%	5.5%	2.2%	8.5%	4.7%
Frequently, by that I mean at least once a week	16.5%	19.6%	18.4%	7.0%	11.0%	8.7%	17.1%	10.6%
Occasionally, by that I mean around once a month	16.5%	12.8%	14.3%	13.9%	8.7%	2.2%	13.8%	10.8%
Rarely, by that I mean no more than a few times a year	21.5%	18.9%	22.4%	15.0%	11.8%	8.7%	13.6%	21.4%
Never	45.6%	42.6%	36.2%	54.5%	63.0%	78.3%	47.0%	52.5%

Roads and Footpaths

Table 132: Condition of roads

How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone 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	79	148	196	187	127	46	398	379
Very satisfied	5.1%	6.1%	8.7%	2.7%	0.8%	0.0%	5.8%	3.4%
Satisfied	41.8%	27.7%	26.5%	30.5%	18.1%	34.8%	28.9%	27.4%
Neither satisfied nor dissatisfied	15.2%	25.0%	19.4%	21.9%	25.2%	21.7%	20.1%	24.0%
Dissatisfied	30.4%	28.4%	32.7%	31.6%	37.0%	30.4%	30.2%	33.5%
Very dissatisfied	7.6%	11.5%	11.7%	13.4%	18.9%	8.7%	13.8%	11.3%
Don't know/not applicable	0.0%	1.4%	1.0%	0.0%	0.0%	4.3%	1.3%	0.3%

Table 133: THREE MAIN reasons for dissatisfaction with condition of roads

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	30	59	87	84	71	18	175	170
Ongoing patch repairs to roads	46.7%	57.6%	54.0%	75.0%	59.2%	61.1%	57.7%	63.5%
There are potholes in the roads	43.3%	55.9%	52.9%	44.0%	54.9%	72.2%	51.4%	52.4%
Road surfaces are not smooth or level	73.3%	50.8%	50.6%	53.6%	52.1%	44.4%	50.9%	56.5%

Roadworks are taking too long	50.0%	30.5%	33.3%	31.0%	38.0%	44.4%	39.4%	30.6%
Roadworks not completed to a good standard	26.7%	42.4%	49.4%	46.4%	40.8%	27.8%	42.9%	41.8%
Roadworks are causing delays and disruption	40.0%	32.2%	25.3%	17.9%	36.6%	38.9%	30.3%	27.6%
Roads are not swept often enough (including litter and debris on roads)	6.7%	6.8%	11.5%	9.5%	11.3%	0.0%	12.0%	5.9%
Other – please specify	3.3%	5.1%	10.3%	10.7%	2.8%	0.0%	4.0%	10.0%

Table 134: 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	79	148	196	187	127	46	398	379
Very satisfied	8.9%	8.8%	8.2%	4.3%	0.0%	4.3%	5.8%	3.4%
Satisfied	45.6%	39.9%	34.2%	33.2%	17.3%	21.7%	28.9%	27.4%
Neither satisfied nor dissatisfied	17.7%	20.9%	20.9%	24.6%	36.2%	19.6%	20.1%	24.0%
Dissatisfied	22.8%	21.6%	24.5%	24.1%	32.3%	34.8%	30.2%	33.5%
Very dissatisfied	5.1%	7.4%	11.2%	13.9%	13.4%	15.2%	13.8%	11.3%
Don't know/not applicable	0.0%	1.4%	1.0%	0.0%	0.8%	4.3%	1.3%	0.3%

Table 135: THREE MAIN reasons for dissatisfaction with condition of footpaths

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	64	119	193	204	172	69	142	143
Footpath surfaces are not smooth or level (e.g. uneven)	59.1%	48.8%	67.1%	64.8%	72.4%	87.0%	69.7%	61.5%
Footpath surfaces or kerbs/gutters contain holes or cracks	36.4%	48.8%	42.9%	59.2%	55.2%	56.5%	52.1%	49.7%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	36.4%	53.5%	32.9%	56.3%	53.4%	60.9%	52.8%	44.1%
Repairs are not completed to a good standard	36.4%	34.9%	44.3%	26.8%	37.9%	39.1%	42.3%	30.1%
Repairs and upgrades are taking too long	13.6%	25.6%	27.1%	22.5%	39.7%	43.5%	35.2%	22.4%
Footpaths are too narrow to accommodate all users	31.8%	25.6%	20.0%	23.9%	8.6%	8.7%	10.6%	28.7%
Litter and debris on footpaths	36.4%	20.9%	15.7%	9.9%	17.2%	0.0%	12.7%	18.2%
There are not enough footpaths on some streets	40.9%	16.3%	15.7%	15.5%	5.2%	4.3%	12.0%	17.5%
Other – please specify	0.0%	2.3%	8.6%	7.0%	6.9%	0.0%	4.2%	7.0%

Table 136: 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	79	148	196	187	127	46	398	379
Strongly agree	8.9%	4.7%	7.1%	3.7%	3.1%	2.2%	5.3%	5.0%
Agree	49.4%	44.6%	38.8%	39.6%	26.8%	41.3%	39.9%	39.1%
Neither agree nor disagree	16.5%	22.3%	23.5%	25.7%	33.1%	32.6%	27.4%	23.0%
Disagree	19.0%	20.9%	23.5%	26.2%	29.1%	15.2%	20.4%	26.4%
Strongly disagree	6.3%	6.1%	5.6%	4.3%	6.3%	6.5%	5.5%	5.8%
Don't know/not applicable	0.0%	1.4%	1.5%	0.5%	1.6%	2.2%	1.5%	0.8%

Table 137: 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	79	148	196	187	127	46	398	379
Very easy	19.0%	14.9%	24.5%	16.0%	8.7%	21.7%	17.1%	17.7%
Easy	53.2%	48.6%	40.3%	42.2%	40.2%	26.1%	39.9%	45.9%
Neither easy nor difficult	22.8%	24.3%	22.4%	27.8%	34.6%	34.8%	27.6%	25.9%
Difficult	5.1%	10.8%	9.7%	12.3%	15.0%	15.2%	12.8%	9.5%
Very difficult	0.0%	1.4%	3.1%	1.6%	1.6%	0.0%	2.3%	1.1%
Don't know/not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.3%	0.0%

Water Supply

Table 138: 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	79	148	196	187	127	46	398	379
Very satisfied	24.1%	20.3%	14.3%	11.8%	15.7%	15.2%	20.4%	11.9%
Satisfied	36.7%	36.5%	35.7%	33.7%	30.7%	47.8%	36.7%	33.8%
Neither satisfied nor dissatisfied	17.7%	14.2%	17.9%	15.0%	13.4%	15.2%	15.1%	16.4%
Dissatisfied	17.7%	19.6%	19.4%	24.6%	24.4%	10.9%	18.1%	23.2%
Very dissatisfied	2.5%	7.4%	11.7%	13.4%	14.2%	8.7%	8.5%	12.9%
Don't know/not applicable	1.3%	2.0%	1.0%	1.6%	1.6%	2.2%	1.3%	1.8%

Table 139: 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	79	148	196	187	127	46	398	379
Very satisfied	17.7%	14.9%	17.3%	10.7%	15.0%	17.4%	17.6%	12.4%
Satisfied	49.4%	45.9%	39.8%	38.5%	39.4%	43.5%	41.2%	43.3%
Neither satisfied nor dissatisfied	16.5%	18.9%	22.4%	23.5%	22.0%	21.7%	21.6%	20.6%
Dissatisfied	5.1%	8.1%	4.1%	8.6%	10.2%	10.9%	7.5%	7.1%
Very dissatisfied	1.3%	1.4%	2.6%	5.3%	6.3%	0.0%	3.5%	2.9%
Don't know/not applicable	10.1%	10.8%	13.8%	13.4%	7.1%	6.5%	8.5%	13.7%

Table 140: 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	79	148	196	187	127	46	398	379
Very satisfied	35.4%	31.8%	28.1%	24.1%	31.5%	32.6%	33.4%	24.8%
Satisfied	49.4%	48.0%	49.5%	56.7%	54.3%	58.7%	50.5%	54.6%
Neither satisfied nor dissatisfied	10.1%	9.5%	12.8%	10.2%	7.9%	6.5%	9.5%	10.3%
Dissatisfied	1.3%	4.7%	4.1%	4.8%	3.9%	2.2%	3.3%	4.7%
Very dissatisfied	1.3%	2.7%	3.1%	1.6%	0.8%	0.0%	2.0%	1.8%
Don't know/not applicable	2.5%	3.4%	2.6%	2.7%	1.6%	0.0%	1.3%	3.7%

Parking

Table 141: Usage of Council parking facility

Have you parked a car in a Council parking facility 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	79	148	196	187	127	46	398	379
Yes, on-street	75.9%	73.2%	65.6%	60.0%	67.5%	43.5%	60.9%	70.7%
Yes, Council off-street	40.5%	48.6%	51.3%	50.8%	46.0%	43.5%	47.5%	49.6%
No	8.9%	10.9%	17.4%	27.0%	23.8%	30.4%	23.4%	15.2%

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	140	188	183	126	43	384	362
Very satisfied	20.8%	17.9%	16.5%	9.8%	5.6%	4.7%	12.5%	13.3%
Satisfied	40.3%	49.3%	38.8%	43.7%	39.7%	27.9%	37.5%	46.1%

Neither satisfied nor dissatisfied	12.5%	14.3%	21.8%	21.3%	25.4%	37.2%	23.4%	18.2%
Dissatisfied	12.5%	12.1%	11.7%	9.3%	19.0%	11.6%	12.2%	12.7%
Very dissatisfied	11.1%	2.9%	4.8%	3.3%	3.2%	4.7%	4.2%	4.7%
Don't know/not applicable	2.8%	3.6%	6.4%	12.6%	7.1%	14.0%	10.2%	5.0%

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	140	188	183	126	43	384	362
Very satisfied	5.6%	10.0%	10.6%	8.2%	4.8%	4.7%	8.3%	8.0%
Satisfied	37.5%	33.6%	36.7%	39.9%	41.3%	34.9%	40.1%	35.4%
Neither satisfied nor dissatisfied	18.1%	25.0%	22.9%	23.5%	28.6%	37.2%	27.3%	22.4%
Dissatisfied	20.8%	20.7%	17.6%	14.2%	19.0%	9.3%	12.0%	22.7%
Very dissatisfied	13.9%	7.9%	4.8%	4.4%	2.4%	7.0%	5.2%	6.6%
Don't know/not applicable	4.2%	2.9%	7.4%	9.8%	4.0%	7.0%	7.0%	5.0%

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	140	188	183	126	43	384	362
Very satisfied	15.3%	12.1%	8.0%	7.7%	6.3%	2.3%	8.6%	9.1%
Satisfied	40.3%	46.4%	45.7%	40.4%	42.9%	34.9%	43.5%	42.8%
Neither satisfied nor dissatisfied	15.3%	22.1%	23.9%	29.0%	30.2%	34.9%	24.7%	26.5%
Dissatisfied	13.9%	15.0%	9.6%	9.8%	11.9%	11.6%	10.7%	12.4%
Very dissatisfied	12.5%	2.1%	5.3%	3.8%	3.2%	7.0%	4.9%	4.7%
Don't know/not applicable	2.8%	2.1%	7.4%	9.3%	5.6%	9.3%	7.6%	4.4%

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	140	188	183	126	43	384	362
Very satisfied	12.5%	12.1%	11.2%	7.7%	6.3%	2.3%	9.6%	8.8%
Satisfied	36.1%	46.4%	43.6%	42.6%	43.7%	37.2%	41.7%	44.2%
Neither satisfied nor dissatisfied	26.4%	21.4%	22.9%	24.0%	27.8%	41.9%	27.3%	22.9%
Dissatisfied	12.5%	15.0%	12.2%	9.8%	12.7%	4.7%	9.6%	14.1%
Very dissatisfied	9.7%	2.9%	3.2%	4.4%	2.4%	4.7%	3.1%	5.0%
Don't know/not applicable	2.8%	2.1%	6.9%	11.5%	7.1%	9.3%	8.6%	5.0%

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	79	148	196	187	127	46	398	379
Very satisfied	39.2%	25.7%	24.0%	25.1%	26.0%	15.2%	26.4%	25.9%
Satisfied	44.3%	56.8%	60.7%	59.4%	54.3%	56.5%	55.0%	58.0%
Neither satisfied nor dissatisfied	10.1%	11.5%	11.2%	11.2%	11.8%	15.2%	12.6%	10.6%
Dissatisfied	2.5%	3.4%	1.5%	2.7%	6.3%	2.2%	3.3%	2.6%
Very dissatisfied	2.5%	1.4%	1.5%	0.5%	0.0%	2.2%	0.8%	1.6%
Don't know/not applicable	1.3%	1.4%	1.0%	1.1%	1.6%	8.7%	2.0%	1.3%

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	79	148	196	187	127	46	398	379
Very satisfied	35.4%	25.7%	22.4%	24.6%	26.8%	17.4%	26.9%	24.0%
Satisfied	49.4%	51.4%	57.1%	52.4%	52.0%	54.3%	50.0%	56.2%
Neither satisfied nor dissatisfied	8.9%	14.9%	13.8%	18.2%	11.8%	10.9%	15.1%	12.9%
Dissatisfied	3.8%	6.1%	3.1%	3.2%	3.1%	6.5%	3.3%	4.7%
Very dissatisfied	1.3%	0.7%	2.0%	0.5%	4.7%	2.2%	2.5%	0.8%
Don't know/not applicable	1.3%	1.4%	1.5%	1.1%	1.6%	8.7%	2.3%	1.3%

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	79	148	196	187	127	46	398	379
Very satisfied	35.4%	25.0%	24.0%	24.1%	21.3%	23.9%	25.6%	24.0%
Satisfied	41.8%	56.1%	54.6%	58.3%	59.1%	54.3%	55.3%	54.9%
Neither satisfied nor dissatisfied	12.7%	11.5%	14.3%	11.8%	14.2%	13.0%	13.1%	12.9%
Dissatisfied	7.6%	4.7%	5.1%	3.7%	5.5%	0.0%	4.5%	5.0%
Very dissatisfied	2.5%	0.7%	1.0%	0.5%	0.0%	0.0%	0.5%	1.1%
Don't know/not applicable	0.0%	2.0%	1.0%	1.6%	0.0%	8.7%	1.0%	2.1%

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	79	148	196	187	127	46	398	379
Very satisfied	25.3%	17.6%	16.3%	12.3%	13.4%	15.2%	15.3%	16.4%
Satisfied	48.1%	57.4%	54.1%	54.0%	55.9%	47.8%	53.0%	55.4%

Neither satisfied nor dissatisfied	20.3%	16.2%	20.4%	21.9%	25.2%	26.1%	23.1%	19.0%
Dissatisfied	5.1%	4.1%	3.6%	3.7%	2.4%	2.2%	3.3%	3.7%
Very dissatisfied	1.3%	2.0%	1.5%	1.6%	0.0%	0.0%	1.3%	1.3%
Don't know/not applicable	0.0%	2.7%	4.1%	6.4%	3.1%	8.7%	4.0%	4.2%

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	79	148	196	187	127	46	398	379
Very satisfied	24.1%	12.2%	15.3%	13.4%	9.4%	13.0%	12.1%	16.4%
Satisfied	57.0%	52.7%	51.5%	49.2%	49.6%	41.3%	51.0%	50.7%
Neither satisfied nor dissatisfied	6.3%	22.3%	24.5%	26.2%	31.5%	30.4%	27.4%	21.1%
Dissatisfied	8.9%	9.5%	3.6%	4.8%	5.5%	0.0%	4.3%	6.9%
Very dissatisfied	0.0%	0.0%	2.6%	2.7%	0.8%	0.0%	1.5%	1.3%
Don't know/not applicable	3.8%	3.4%	2.6%	3.7%	3.1%	15.2%	3.8%	3.7%

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	79	148	196	187	127	46	398	379
Very satisfied	11.4%	18.9%	15.8%	13.9%	7.9%	15.2%	12.1%	16.6%
Satisfied	64.6%	54.1%	44.9%	48.1%	48.0%	50.0%	51.8%	48.8%
Neither satisfied nor dissatisfied	19.0%	20.9%	29.1%	24.1%	37.0%	17.4%	25.9%	25.9%
Dissatisfied	2.5%	4.7%	6.1%	9.6%	4.7%	6.5%	5.8%	6.6%
Very dissatisfied	0.0%	0.0%	1.5%	2.1%	2.4%	0.0%	2.3%	0.3%
Don't know/not applicable	2.5%	1.4%	2.6%	2.1%	0.0%	10.9%	2.3%	1.8%

Digital services

Table 152: Satisfaction with Council website

How satisfied, or dissatisfied are you with the Council website apps?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	79	148	196	187	127	46	398	379
Very satisfied	26.6%	25.7%	15.3%	11.2%	6.3%	4.3%	11.8%	19.3%
Satisfied	50.6%	46.6%	46.4%	52.4%	47.2%	41.3%	46.2%	50.1%

Neither satisfied nor dissatisfied	16.5%	20.3%	25.5%	21.9%	33.1%	34.8%	28.9%	19.5%
Dissatisfied	2.5%	4.7%	5.1%	7.5%	6.3%	4.3%	5.3%	5.8%
Very dissatisfied	0.0%	2.0%	4.1%	2.1%	0.0%	0.0%	1.8%	2.1%
Don't know/not applicable	3.8%	0.7%	3.6%	4.8%	7.1%	15.2%	6.0%	3.2%

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	79	148	196	187	127	46	398	379
Very satisfied	16.5%	18.9%	15.3%	12.8%	9.4%	6.5%	11.8%	16.4%
Satisfied	39.2%	35.1%	35.7%	41.7%	38.6%	19.6%	36.4%	37.5%
Neither satisfied nor dissatisfied	25.3%	20.3%	20.9%	20.9%	19.7%	34.8%	24.4%	19.5%
Dissatisfied	6.3%	6.8%	6.1%	2.7%	7.9%	6.5%	6.0%	5.3%
Very dissatisfied	0.0%	2.7%	1.0%	1.6%	0.8%	0.0%	0.8%	1.8%
Don't know/not applicable	12.7%	16.2%	20.9%	20.3%	23.6%	32.6%	20.6%	19.5%

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	79	148	196	187	127	46	398	379
Strongly agree	5.1%	4.1%	5.6%	2.1%	0.0%	0.0%	3.3%	3.2%
Agree	45.6%	30.4%	23.0%	20.3%	20.5%	32.6%	28.1%	24.0%
Neither agree nor disagree	22.8%	33.1%	36.2%	35.8%	34.6%	21.7%	31.7%	34.8%
Disagree	22.8%	27.7%	24.5%	27.8%	33.9%	39.1%	27.1%	29.0%
Strongly disagree	0.0%	4.7%	8.7%	11.2%	10.2%	6.5%	9.0%	6.6%
Don't know/not applicable	3.8%	0.0%	2.0%	2.7%	0.8%	0.0%	0.8%	2.4%

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	79	148	196	187	127	46	398	379
Strongly agree	5.1%	7.4%	5.6%	1.6%	2.4%	4.3%	5.0%	3.7%
Agree	49.4%	35.8%	26.5%	24.6%	15.7%	34.8%	31.2%	26.6%
Neither agree nor disagree	31.6%	31.1%	35.7%	41.2%	38.6%	26.1%	32.7%	38.8%
Disagree	12.7%	18.9%	19.9%	21.4%	29.9%	32.6%	22.1%	21.1%
Strongly disagree	1.3%	6.8%	9.7%	10.2%	11.0%	2.2%	8.3%	8.2%
Don't know/not applicable	0.0%	0.0%	2.6%	1.1%	2.4%	0.0%	0.8%	1.6%

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	79	148	196	187	127	46	398	379
Strongly agree	10.1%	8.1%	5.1%	2.7%	1.6%	8.7%	5.5%	5.0%
Agree	45.6%	27.7%	27.0%	27.3%	14.2%	26.1%	26.6%	27.7%
Neither agree nor disagree	19.0%	33.1%	29.6%	29.4%	38.6%	37.0%	33.7%	28.2%
Disagree	21.5%	25.7%	25.5%	28.9%	31.5%	23.9%	24.1%	29.3%
Strongly disagree	2.5%	4.7%	10.7%	10.7%	12.6%	4.3%	8.8%	8.7%
Don't know/not applicable	1.3%	0.7%	2.0%	1.1%	1.6%	0.0%	1.3%	1.1%

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	79	148	196	187	127	46	398	379
Strongly agree	7.6%	6.8%	5.6%	2.1%	0.8%	6.5%	4.8%	4.2%
Agree	45.6%	31.8%	28.6%	27.3%	20.5%	32.6%	30.9%	28.0%
Neither agree nor disagree	30.4%	37.8%	36.2%	41.2%	39.4%	37.0%	36.7%	38.5%
Disagree	12.7%	18.9%	18.9%	19.3%	29.9%	21.7%	20.1%	20.8%
Strongly disagree	1.3%	2.7%	6.1%	8.0%	7.1%	0.0%	5.8%	4.7%
Don't know/not applicable	2.5%	2.0%	4.6%	2.1%	2.4%	2.2%	1.8%	3.7%

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	79	148	196	187	127	46	398	379
Strongly agree	11.4%	8.8%	10.2%	3.7%	1.6%	8.7%	7.0%	7.1%
Agree	34.2%	26.4%	24.0%	33.7%	30.7%	37.0%	31.7%	28.2%
Neither agree nor disagree	32.9%	35.8%	27.6%	21.9%	18.9%	23.9%	22.9%	29.6%
Disagree	20.3%	18.9%	24.5%	26.2%	27.6%	23.9%	24.1%	24.0%
Strongly disagree	0.0%	8.1%	10.7%	12.8%	19.7%	6.5%	13.6%	8.2%
Don't know/not applicable	1.3%	2.0%	3.1%	1.6%	1.6%	0.0%	0.8%	2.9%

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	79	148	196	187	127	46	398	379
Strongly agree	7.6%	8.8%	9.2%	1.6%	0.8%	0.0%	5.5%	5.0%
Agree	31.6%	23.6%	24.5%	24.6%	18.1%	32.6%	25.9%	23.0%
Neither agree nor disagree	31.6%	35.1%	29.6%	29.9%	32.3%	28.3%	31.4%	30.9%
Disagree	24.1%	25.7%	25.0%	32.1%	27.6%	32.6%	24.6%	30.9%
Strongly disagree	3.8%	5.4%	11.2%	11.8%	20.5%	6.5%	12.3%	9.2%

Don't know/not applicable	1.3%	1.4%	0.5%	0.0%	0.8%	0.0%	0.3%	1.1%
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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	79	148	196	187	127	46	398	379
Strongly agree	7.6%	8.1%	7.1%	2.1%	1.6%	0.0%	6.3%	3.4%
Agree	40.5%	33.1%	24.5%	34.8%	26.8%	34.8%	33.7%	28.8%
Neither agree nor disagree	31.6%	33.1%	31.1%	37.4%	37.0%	41.3%	33.7%	35.6%
Disagree	15.2%	18.9%	24.0%	19.3%	24.4%	15.2%	17.1%	24.3%
Strongly disagree	3.8%	5.4%	10.7%	5.3%	8.7%	8.7%	8.0%	6.3%
Don't know/not applicable	1.3%	1.4%	2.6%	1.1%	1.6%	0.0%	1.3%	1.6%

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	79	148	196	187	127	46	398	379
Strongly agree	3.8%	7.4%	5.6%	2.1%	0.8%	2.2%	4.8%	3.2%
Agree	39.2%	29.7%	29.6%	26.7%	18.1%	34.8%	28.6%	28.2%
Neither agree nor disagree	35.4%	32.4%	33.7%	35.3%	37.8%	28.3%	33.9%	35.1%
Disagree	16.5%	26.4%	22.4%	24.6%	33.1%	23.9%	24.4%	25.1%
Strongly disagree	5.1%	2.0%	5.1%	8.0%	10.2%	8.7%	7.5%	5.0%
Don't know/not applicable	0.0%	2.0%	3.6%	3.2%	0.0%	2.2%	0.8%	3.4%

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	79	148	196	187	127	46	398	379
Strongly agree	3.8%	8.1%	6.6%	2.7%	0.0%	0.0%	4.5%	4.0%
Agree	32.9%	19.6%	19.4%	16.6%	8.7%	23.9%	20.4%	16.9%
Neither agree nor disagree	25.3%	31.1%	32.7%	31.0%	34.6%	32.6%	30.7%	33.0%
Disagree	31.6%	32.4%	28.6%	32.1%	42.5%	19.6%	31.2%	33.0%
Strongly disagree	3.8%	5.4%	7.7%	11.2%	13.4%	21.7%	11.1%	7.9%
Don't know/not applicable	2.5%	3.4%	5.1%	6.4%	0.8%	2.2%	2.3%	5.3%

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	79	148	196	187	127	46	398	379
Strongly agree	6.3%	4.7%	7.1%	3.2%	1.6%	2.2%	5.3%	3.7%

Agree	50.6%	40.5%	27.0%	28.3%	18.1%	32.6%	27.6%	34.6%
Neither agree nor disagree	31.6%	35.1%	36.2%	40.1%	43.3%	34.8%	36.7%	38.3%
Disagree	5.1%	14.9%	18.4%	17.1%	19.7%	21.7%	18.6%	14.5%
Strongly disagree	1.3%	2.7%	7.1%	8.6%	16.5%	6.5%	9.5%	5.5%
Don't know/not applicable	5.1%	2.0%	4.1%	2.7%	0.8%	2.2%	2.3%	3.4%

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	79	148	196	187	127	46	398	379
Strongly agree	2.5%	5.4%	3.1%	2.1%	0.0%	0.0%	2.0%	3.2%
Agree	29.1%	20.3%	18.9%	16.6%	7.9%	15.2%	20.4%	15.0%
Neither agree nor disagree	29.1%	27.0%	25.5%	28.9%	27.6%	34.8%	28.4%	26.6%
Disagree	25.3%	29.1%	27.0%	29.9%	30.7%	26.1%	25.4%	31.9%
Strongly disagree	10.1%	16.2%	22.4%	18.2%	32.3%	23.9%	22.4%	19.0%
Don't know/not applicable	3.8%	2.0%	3.1%	4.3%	1.6%	0.0%	1.5%	4.2%

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	79	148	196	187	127	46	398	379
Strongly agree	5.1%	5.4%	4.1%	0.5%	0.0%	0.0%	2.0%	3.4%
Agree	10.1%	19.6%	15.3%	17.6%	11.0%	15.2%	19.6%	11.1%
Neither agree nor disagree	38.0%	27.7%	25.5%	29.4%	28.3%	41.3%	30.7%	28.5%
Disagree	36.7%	31.1%	30.1%	25.1%	32.3%	17.4%	24.9%	33.8%
Strongly disagree	5.1%	12.2%	24.0%	24.1%	28.3%	23.9%	21.9%	19.3%
Don't know/not applicable	5.1%	4.1%	1.0%	3.2%	0.0%	2.2%	1.0%	4.0%

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	79	148	196	187	127	46	398	379
Strongly agree	8.9%	8.1%	9.2%	2.7%	2.4%	0.0%	6.8%	4.7%
Agree	30.4%	29.1%	21.9%	31.0%	15.0%	15.2%	21.9%	28.2%
Neither agree nor disagree	35.4%	31.8%	34.7%	30.5%	41.7%	41.3%	38.9%	30.6%
Disagree	11.4%	12.8%	5.1%	2.1%	2.4%	0.0%	2.3%	9.2%
Strongly disagree	3.8%	4.1%	2.0%	3.2%	0.8%	0.0%	1.8%	3.4%
Don't know/not applicable	10.1%	14.2%	27.0%	30.5%	37.8%	43.5%	28.4%	23.7%

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	79	148	196	187	127	46	398	379
Very satisfied	7.6%	6.8%	8.2%	3.7%	0.8%	6.5%	6.3%	4.7%
Satisfied	49.4%	31.1%	29.6%	25.1%	18.9%	21.7%	27.1%	30.6%
Neither satisfied nor dissatisfied	21.5%	30.4%	24.5%	30.5%	31.5%	34.8%	29.1%	27.7%
Dissatisfied	16.5%	25.7%	23.5%	26.7%	29.9%	21.7%	23.4%	26.1%
Very dissatisfied	5.1%	4.7%	11.7%	13.4%	18.1%	15.2%	13.8%	9.0%
Don't know/not applicable	0.0%	1.4%	2.6%	0.5%	0.8%	0.0%	0.3%	1.8%

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	79	148	196	187	127	46	398	379
Very satisfied	8.9%	5.4%	8.2%	3.7%	2.4%	10.9%	7.0%	4.7%
Satisfied	29.1%	28.4%	24.5%	32.1%	23.6%	34.8%	28.6%	28.0%
Neither satisfied nor dissatisfied	44.3%	35.1%	37.2%	33.7%	40.9%	26.1%	33.9%	38.8%
Dissatisfied	11.4%	25.0%	18.4%	21.4%	22.0%	15.2%	20.1%	20.1%
Very dissatisfied	3.8%	3.4%	9.2%	6.4%	10.2%	13.0%	9.0%	5.5%
Don't know/not applicable	2.5%	2.7%	2.6%	2.7%	0.8%	0.0%	1.3%	2.9%

Emergency Preparedness

Table 169: Prepare for a natural disaster such as an earthquake

Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?					
		Number	Yes	No	Don't know
Stored enough water for three days	18-24 years	79	35.4%	60.8%	3.8%
	25-34 years	148	37.8%	58.8%	3.4%
	35-49 years	196	47.4%	51.0%	1.5%
	50-64 years	187	55.1%	44.4%	0.5%
	65-79 years	127	61.4%	37.0%	1.6%
	80 years and over	46	67.4%	32.6%	0.0%
	Male	398	54.3%	44.2%	1.5%
	Female	379	44.9%	53.3%	1.8%
Stored enough food for three days	18-24 years	79	60.8%	36.7%	2.5%
	25-34 years	148	64.2%	32.4%	3.4%
	35-49 years	196	61.7%	37.2%	1.0%
	50-64 years	187	81.8%	18.2%	0.0%
	65-79 years	127	82.7%	16.5%	0.8%
	80 years and over	46	87.0%	10.9%	2.2%
	Male	398	76.4%	21.9%	1.8%
	Female	379	67.0%	31.9%	1.1%

Secured heavy household items that might fall in an earthquake, e.g. furniture, water cylinder, etc	18-24 years	79	44.3%	48.1%	7.6%
	25-34 years	148	45.9%	46.6%	7.4%
	35-49 years	196	57.7%	38.3%	4.1%
	50-64 years	187	69.0%	27.3%	3.7%
	65-79 years	127	65.4%	28.3%	6.3%
	80 years and over	46	69.6%	23.9%	6.5%
	Male	398	61.1%	32.7%	6.3%
	Female	379	56.7%	38.5%	4.7%

Table 170: Up-to-date emergency plan

Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Yes	25.3%	24.9%	38.5%	51.1%	62.4%	54.3%	51.2%	31.3%
No	58.7%	68.6%	59.9%	44.3%	33.3%	40.0%	44.9%	62.1%
Don't know/not applicable	16.0%	6.5%	1.6%	4.5%	4.3%	5.7%	3.9%	6.5%

Overall satisfaction

Table 171: 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?								
	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	44	96	129	138	95	38	277	258
Unhappy with roads/more road maintenance	9%	20%	8%	15%	14%	8%	10%	16%
Disapprove of Council spending	5%	10%	13%	10%	15%	13%	11%	12%
Council is doing a good job overall	16%	14%	9%	9%	4%	18%	13%	8%
Rates increased	5%	2%	9%	11%	8%	8%	7%	9%
Happy with services provided	9%	7%	11%	4%	4%	11%	6%	9%
Happy with the recreational facilities/good improvements on parks/public amenities	5%	10%	9%	8%	3%	0%	4%	10%
Responds in timely manner/dealt within a reasonable timeframe	5%	7%	5%	9%	5%	0%	5%	7%
Parking expensive/lack of/parking issues	9%	7%	1%	7%	3%	8%	2%	8%
Too many cycle lanes	2%	3%	5%	4%	9%	3%	5%	5%
Need more recreational areas/improvement on parks and grounds/sport facilities	0%	6%	2%	3%	6%	11%	5%	3%
General maintenance needed	0%	1%	4%	7%	4%	5%	3%	5%
Unhappy with the recycling and rubbish	9%	3%	2%	5%	5%	0%	3%	5%

services/have issues regarding bin collections								
Poor communication	7%	1%	4%	5%	2%	8%	4%	4%
Unhappy with the waterways/sewage services needs to improve	0%	1%	5%	4%	6%	3%	4%	3%
City is cleaned and well-maintained/areas are being tidy	7%	4%	2%	6%	3%	0%	3%	5%
Council is doing a poor job overall	5%	4%	2%	4%	5%	3%	4%	3%
Happy with the water supply services/satisfied with the sewage services	5%	4%	5%	2%	4%	0%	4%	3%
No considerations on people's needs/ looking after community	5%	3%	3%	4%	2%	5%	3%	4%
Slow to/ don't respond to problems/ concerns	5%	3%	2%	4%	3%	3%	3%	3%
Unhappy with the traffic management/need improvements on traffic	2%	1%	4%	4%	5%	0%	3%	3%
Happy with recycling and rubbish services	5%	3%	1%	4%	4%	3%	3%	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	7%	2%	2%	3%	3%	3%	3%	3%
Good customer service	0%	5%	2%	4%	2%	3%	2%	3%
Dedicated to enhance the quality life/ work for people	5%	4%	6%	1%	1%	0%	4%	2%
No problems/ issues	9%	2%	3%	2%	3%	0%	3%	3%

**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%*

Key:

Red – Negative comments

Green – Positive comments

Table 172: 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	79	148	196	187	127	46	398	379
Strongly agree	13.9%	16.2%	11.7%	11.8%	13.4%	17.4%	14.8%	12.1%
Agree	46.8%	47.3%	40.3%	43.9%	37.8%	28.3%	39.4%	44.6%
Neither agree nor disagree	24.1%	19.6%	27.0%	25.7%	26.0%	32.6%	26.6%	24.0%
Disagree	6.3%	8.8%	7.7%	8.6%	11.8%	13.0%	9.0%	8.7%
Strongly disagree	2.5%	2.7%	4.1%	2.1%	4.7%	0.0%	3.0%	2.9%
Don't know/not applicable	6.3%	5.4%	9.2%	8.0%	6.3%	8.7%	7.0%	7.7%

Table 173: 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	52	109	137	151	96	38	293	285
Waste management	31%	17%	23%	30%	36%	37%	31%	24%
Parks, reserves and green spaces	17%	14%	22%	13%	11%	5%	15%	14%
Libraries	2%	15%	10%	13%	13%	8%	8%	15%
Recreation & Sport Centres	4%	6%	9%	9%	2%	5%	6%	7%
Public space cleaning/ City beautification	12%	6%	3%	5%	5%	0%	4%	7%
Events/ activities	4%	10%	5%	4%	3%	0%	4%	6%
Information and communication	4%	7%	5%	4%	3%	5%	4%	6%
Roading	8%	2%	4%	1%	8%	5%	5%	3%
Public Transport	4%	3%	3%	7%	3%	3%	4%	4%
Water supply	6%	3%	4%	2%	2%	8%	4%	3%
Facilities and services	0%	2%	4%	3%	1%	5%	2%	3%
Community Support	0%	4%	3%	1%	1%	5%	3%	1%
Cycleways	4%	3%	1%	3%	1%	3%	2%	2%
Rates spending and financial management	0%	2%	1%	1%	2%	3%	2%	1%
Waterways	2%	0%	1%	1%	2%	0%	1%	1%
Sewerage/ Wastewater	0%	1%	0%	1%	1%	5%	1%	0%
Animal Control	0%	1%	1%	1%	1%	0%	1%	1%
Parking	0%	2%	0%	0%	1%	0%	0%	1%
Footpaths	2%	0%	0%	0%	1%	0%	0%	0%
The rebuild	0%	1%	0%	0%	0%	0%	0%	0%
Emergency preparedness and response	0%	1%	0%	0%	0%	0%	0%	0%
Other	2%	2%	2%	0%	1%	3%	2%	1%

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

Table 174: 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	64	119	158	188	121	44	347	341
Roading	28%	34%	28%	19%	29%	34%	29%	25%
Council decision-making/ financial management	3%	10%	11%	8%	16%	14%	14%	7%
Parking	6%	8%	7%	7%	9%	5%	5%	9%
Footpaths	6%	4%	4%	10%	8%	14%	9%	5%
Cycleways	11%	3%	4%	4%	11%	9%	6%	6%
Water supply	3%	3%	8%	7%	4%	5%	4%	6%
Waste management	9%	3%	4%	4%	5%	2%	3%	6%
Public space cleaning/ City beautification	0%	2%	4%	7%	4%	5%	5%	4%
Information and communication	9%	4%	3%	4%	3%	5%	5%	4%
Public transport	8%	6%	3%	5%	2%	2%	3%	5%

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

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

Section 5: Questionnaire

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.*

<input type="checkbox"/>	Yes [CONTINUE]
<input type="checkbox"/>	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

<input type="checkbox"/>	Harewood	<input type="checkbox"/>	Halswell
<input type="checkbox"/>	Waimairi	<input type="checkbox"/>	Riccarton
<input type="checkbox"/>	Papanui	<input type="checkbox"/>	Spreydon
<input type="checkbox"/>	Fendalton	<input type="checkbox"/>	Central
<input type="checkbox"/>	Innes	<input type="checkbox"/>	Cashmere
<input type="checkbox"/>	Burwood	<input type="checkbox"/>	Linwood
<input type="checkbox"/>	Coastal	<input type="checkbox"/>	Heathcote
<input type="checkbox"/>	Hornby	<input type="checkbox"/>	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 (this includes what waste you can dispose of and how, and the locations, opening hours and fees for using the service)						

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**

	Road surfaces are not smooth or level
	There are potholes in the roads
	Roadworks are causing delays and disruption
	Roadworks are taking too long
	Roadworks not completed to a good standard
	Roads are not swept often enough (including litter and debris on roads)
	Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)
	Other – please specify [ANCHOR]
	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**

<input type="checkbox"/>	Yes, on-street
<input type="checkbox"/>	Yes, Council off-street
<input type="checkbox"/>	No [UNIQUE ITEM]
<input type="checkbox"/>	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: Emergency Management

Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding? **SINGLE CODE PER ROW**

	Yes	No	Don't know/ not applicable
Q65. Stored enough water for three days			
Q66. Stored enough food for three days			
Q67. Secured heavy household items that might fall in an earthquake e.g. furniture, water cylinder, etc			

Q68. Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters? *Select one.* **SINGLE CODE**

	Yes
	No
	Don't know/ not applicable

Part Fifteen: 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 Sixteen: 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="radio"/>	Strongly agree
<input type="radio"/>	Agree
<input type="radio"/>	Neither agree nor disagree
<input type="radio"/>	Disagree
<input type="radio"/>	Strongly disagree
<input type="radio"/>	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.*

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☐ 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

Q75. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? **Select one. SINGLE CODE.**

	Yes
	No

ONLY ASK Q76 IF Q75 = OPTION 1 (YES)

Q76. Please supply your email address.

Email address

END. Thank you for taking the time to complete our survey.