

Summary of Levels of Service Results: Point of Contact Surveys 2013-2014

Group	Activity	Performance Standard	LTP Performance Standard	2013/14 LOS Target	2013/14 LOS Target Met	Survey Result 2013-14	Survey Result 2012-13	Survey Result 2011-12	Survey Result 2010-11
City Planning and Development	1.4.7 Heritage Protection	1.4.7 Incentive grant recipients satisfied with heritage advice and grant process	Yes	85%		71%	83%	Council decision not to survey in 2011/12	No survey result 2010/11
Community Support	2.0.2 Community Facilities	2.0.2 Maintain level of customer satisfaction with Council community facilities	Yes	90%		95%	97%	93%	95%
	2.2.8 Operation of Early Learning Centres	2.2.8 Provide a quality, high standard of professional childcare is provided that satisfies customers' needs	Yes	At Least 85%		92%	97%	97%	No survey result 2010/11
	2.3.1 Delivery of the Creative Communities Scheme on behalf of Creative New Zealand	2.3.1.2 Effectively administer the grants scheme	Yes	Maintain At least 85%		90%			
	2.4 Social Housing	2.4.3.1 Tenants of council housing are satisfaction with quality of tenancy service provided	Yes	At least 80%		76%	77%	78%	No survey result 2010/11
	2.4 Social Housing	2.4.3 At least 80% of Council housing tenants are satisfied with overall condition of their unit.	Yes	At least 80%		69%			
	2.6.3 Walk-in Customer Services	2.6.3 Ensure Customer satisfaction with walk-in services at Council Service Centres	Yes	95%		99%	95%	97%	98%
	2.6.7 Call Centre Services	2.6.7.1 Customers who contact the call centre via phone are satisfied or very satisfied with the service at first point of contact	Yes	At least 90%		90%	88%	89%	87%
		2.6.7.2 Customers who contact the call centre via email are satisfied or very satisfied with the service at first point of contact	Yes	At least 80%		81%	83%	67%	No survey result 2010/11

Cultural and Learning Services	3.0.2 Art Gallery and Museums	3.0.2 Visitor satisfaction with the Gallery experience	Yes	Suspended until Christchurch Art Gallery reopens		Council decision not to survey in 2013/14	Council decision not to survey in 2012/13	Council decision not to survey in 2011/12	93%
	3.0.17 Art Gallery and Museums	3.0.17 Administer the Canterbury Museum levy and report on Annual Plan targets	Yes	90% or better		Results due out in July	96%*	96%*	
	3.1.5 Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Yes	At least 90%		96%	96%	96%	99%
		3.1.8 Customer satisfaction with library programmes and events provided	Yes	90%		98%			
	3.2 Transport and Environmental Education	3.2.3 Teacher satisfaction with the Cycle Safe education programme	Yes	At least 95%		100%			
		3.2.5 Customer satisfaction with travel planning advisory services	No	Set baseline		100%			
		3.2.7 Teacher satisfaction with Greenspace education programme	Yes	At least 95%		99%			
		3.2.9 Teacher satisfaction with Civil Defence and Emergency Management education programmes	No	Set baseline		100%			
		3.2.11 Teacher satisfaction with Water and Waste education programmes	Yes	At least 95%		99%			
	City Governance and Decision Making	4.1.3 Public Participation in Democratic Processes	4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input	No	Satisfied or Very satisfied			Result currently not available. Date unknown	No survey result 2010/11
Parks, Open Spaces and Waterways	6.0 Neighbourhood Parks	6.0.2 Customer satisfaction with the range of recreation facilities available.	Yes	≥ 80%		67%	63%	Council decision not to survey in 2011/12	74%
		6.0.3 Overall customer satisfaction with neighbourhood parks	Yes	≥ 80%		68%/	67%	70%	69%

	6.1 Sports Parks	6.1.2 Customer satisfaction with the range of recreation facilities available.	Yes	≥85%		88%	85%	Council decision not to survey in 2011/12	84%
		6.1.3 Overall customer satisfaction with sports parks	Yes	≥85%		88%	84%	Council decision not to survey in 2011/12	85%
		6.1.7 Overall customer satisfaction with sports park administration	No	Maintain ≥70%		65%	76%	67%	No survey result 2010/11
	6.2 Garden and Heritage Parks	6.2.2 Proportion of visitors satisfied with the appearance of the Botanic Gardens.	Yes	≥ 92%		98%	98%	94%	99%
		6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks	Yes	≥ 80%		76%	73%	79%	75%
	6.3 Regional Parks	6.3.5 Proportion of customers satisfied with their experience of regional parks	Yes	≥ 90%		82%	83%	92%	91%
	6.4 Cemeteries	6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	Yes	No Target		67%	81%	Council decision not to survey in 2011/12	90%
		6.4.5 Customer satisfaction with Council cemetery services	Yes	95%		100%	89%	Council decision not to survey in 2011/12	No survey result 2010/11
	6.6 Harbours and Marine Structures	6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council	Yes	No Target		58%	53%	Council decision not to survey in 2011/12	No survey result 2010/11
	Recreation and Leisure	7.0 Recreation and Sport Services	7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Yes	> 5.8 score (CERM Survey)		5.6	5.8	5.9
7.0.11 Deliver a high level of customer satisfaction with range, content and delivery of accessible community-based recreation and sport programmes, events and campaigns			Yes	At least 90%		90%	87%	94%	No survey result 2010/11

	7.2 Events and Festivals	7.2.3 Produce top quality events such as a Summertimes, Kidfest, Guy Fawkes, Fireworks	Yes	90%		Result due out at early July	78%*	88%*	No survey result 2010/11
		7.2.7.2 Manage and develop the central city event spaces	Yes	90%		96%	92%	93%	90% (Cathedral Square)
		7.2.8.1 Events support provided to the events industry	No	At least 80%		78%	84%	87%	No survey result 2010/11
Refuse Minimisation and Disposal	8.3 Commercial and Industrial Waste Minimisation	8.3.2 Proportion of businesses are actively taking part in Target Sustainability satisfied with the advice and support received	Yes	At least 80%		Result due out at mid July	100%	89%	No survey result 2010/11
Regulatory Services	9.1 Building Consents and Inspections	9.1.3 Provide % satisfaction with building consenting public advice provided.	Yes	90%		96%	94%	Methodology change	
		9.1.4 Ensure % Satisfaction with building consents process	Yes	65%		47%	71%	Methodology change	
Regulatory Services	9.2 Resource Consenting	9.2.7 % Satisfaction with resource consenting process	Yes	75%		75%	75%	Methodology change	
		9.2.12 % Satisfaction with subdivision consenting process	Yes	75%		79%	74%	New LOS	
		9.2.16 % Satisfaction with resource and subdivision consenting public advice provided	Yes	90%		94%	95%	Methodology change	
Regulatory Services	9.4 Land and Property Information Service	9.4.6 Ensure customers satisfied with Regulatory Services public advice provided at Civic Offices (for health licensing, building and building process advice, not individual application advice.)	Yes	90%		95%	94%	94%	91%
		9.4.9 Ensure pre-Application customers are satisfied with meeting service provided	Yes	At least 90%		78%	91%	New LOS	

Streets and Transport	Public Transport Infrastructure 10.4.4. Amenity: Ensure user satisfaction with the number, quality of, and personal safety at, bus shelters	10.4.4.1 Number:	Yes	Baseline		54%			
		10.4.4.2 Quality	Yes	Baseline		63%			
		10.4.4.3 Safety	Yes	Baseline		70%			
	Transport Interchanges 10.4.5 Amenity: Ensure user satisfaction with the appearance and safety and ease of use of the Central Transport Interchange (Bus Exchange)	10.4.5.1 Appearance	Yes	Baseline		83%			
		10.4.5.2 Safety	Yes	Baseline		64%			
		10.4.5.3 Ease of Use	Yes	Baseline		91%			
Internal Services	13.6 Public Affairs Internal Service	13.6.3 Provide external communications that are timely, relevant, accurate and cost effective	No	At least 65%		62%	53%	66%	57%

* This result included responses from non residents of Christchurch.

	Surveys not completed due to Council decision not to survey or late reinstatement of level of service
	Results to be provided by business units