

10. CITY STREETS CUSTOMER RESEARCH

RR 10973

The City Streets Manager commented on trend information from the Annual Citizens Survey and the City Streets Strategic Outcomes Customer Satisfaction Survey. The report which was attached to the City Services Committee's agenda is tabled. The report was given as guidance to the Committee in making decisions on the balance between improving service levels to enhance satisfaction or endeavouring to modify expectations.

It was also presented to assist the Committee in determining the prioritising of future programmes, which may include physical works, or education, awareness and promotion programmes.

The Committee has requested that a plan of action be developed to address issues raised in the report and that the plan's recommendations be used as an input to the outputs and standards project and the 2000/01 budget process. The City Streets Unit will be considering means of gaining a greater understanding of:

- (a) The relationship between transportation demands and the quality of the urban environment.
- (b) The relationship between costs and services.

The Committee has requested that issues raised in the report for public education be promoted in "City Scene".