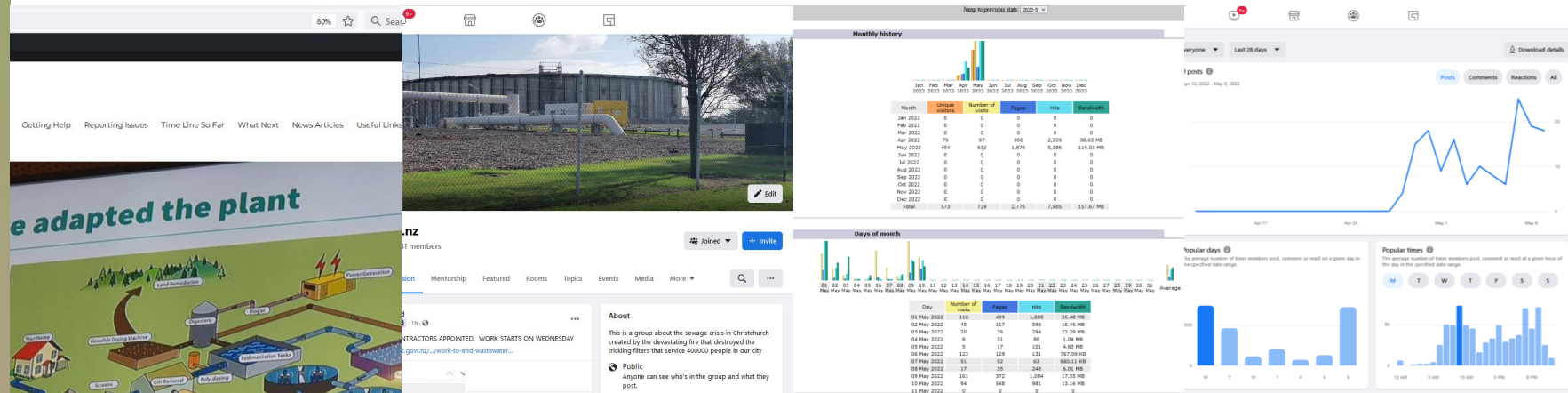

Christchurch City Council MINUTES ATTACHMENTS

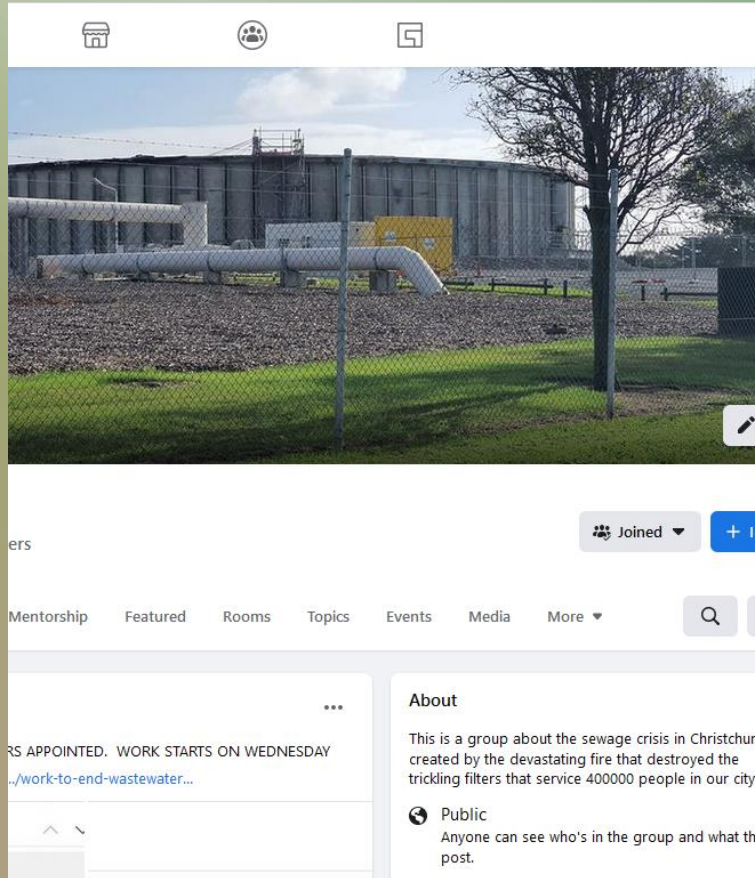
Date: Thursday 12 May 2022
Time: 9.30am
Venue: Council Chambers, Civic Offices,
 53 Hereford Street, Christchurch

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A Social Media Response

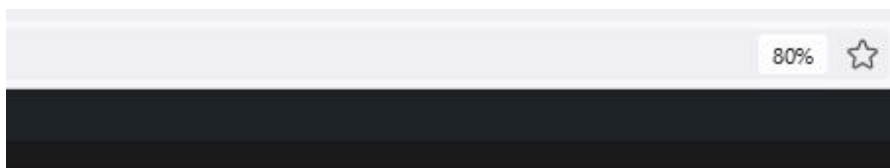
Attempting to support community, share learning and be independent





Facebook Group sewercrisis.nz

- + Pull overwhelming chatter out of other local groups
- + Return groups to normal programming of missing cats, car keys and car break-ins



Help Reporting Issues Time Line So Far What Next News Articles L

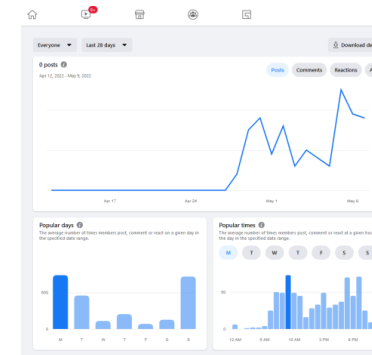


sewercrisis.nz website

- + Provide a community lead space with some structure and a vehicle to empower engagement statics
- + It's called "sewer crisis" because we have a cost of living crisis, a climate emergency, a flag crisis...

Measure Community Concern

- + There is community concern – lack of progress, lack of anything visible
- + Community concern isn't huge – 1,000 members in a community of 90,000
- + Some concern is loud – sore throats, eyes, feeling of being trapped inside, is this going to run over winter?
- + Key concerns can be seen – petitions aren't interesting – reasons for signing are – health concerns
- + Some of the noise is just a desire to vent frustrations in social media – whinging can just be a hobby for some
- + Some concern is real and needs addressing – often the people who actually need help are the ones who don't speak up – we will find them
- + An aggressive news feed actually slows down concern – people can read or write, they don't typically do both



Group to purchase date: 2022-11-01

Monthly history

Month	Number of posts	Number of likes	Number of comments	Number of shares	Number of retweets
Jan 2022	0	0	0	0	0
Feb 2022	0	0	0	0	0
Mar 2022	79	87	980	2,889	16,857
Apr 2022	991	832	1,676	5,388	113,615
May 2022	0	0	0	0	0
Jun 2022	0	0	0	0	0
Jul 2022	0	0	0	0	0
Aug 2022	0	0	0	0	0
Sep 2022	0	0	0	0	0
Oct 2022	0	0	0	0	0
Nov 2022	0	0	0	0	0
Total	970	729	2,676	7,487	137,472

Days of month

Day	Number of posts	Number of likes	Number of comments	Number of shares	Number of retweets
01 May 2022	110	499	1,000	24,487	916
02 May 2022	45	117	266	21,487	306
03 May 2022	20	76	208	21,225	174
04 May 2022	8	31	89	1,247	148
05 May 2022	0	0	0	0	0
06 May 2022	127	129	131	712,029	170
07 May 2022	101	382	1,000	1,000,000	1,000
08 May 2022	117	285	246	1,111,111	1,111
09 May 2022	141	272	1,004	1,111,111	1,111
10 May 2022	94	168	168	1,111,111	1,111
11 May 2022	0	0	0	0	0

