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## Commentary on Highlights from Survey of Residents— February 2006

Wellington City Council

March 2006

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### **Introduction**

This written summary is intended to highlight the main findings of the Resident Satisfaction Survey carried out in February 2006.

It supplements the graphical report that illustrates the results for February 2006 and compares in some cases these results to those of earlier surveys.

Throughout this written summary, we have commented on some differences in the results when comparing across demographic groups. The comparisons we have included have been limited to those we consider potentially useful and meaningful, rather than pointing out all differences simply because they are statistically significant. If there is a particular area that the reader would like to investigate further, we suggest you look at the detailed tables included in the graphical report.

This report has been structured according to the nine key achievement areas and according to outcome areas within each achievement area.

We have also included commentary at times to encourage the reader to consider what might have influenced the results achieved, particularly those that have changed significantly since February 2005, or where trend changes in perceptions are evident over an extended period of time.

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## Image and Perceptions of Council

### Overall Perceptions of Performance Over Last 12 Months

In November 2004 we asked residents to rate the perceptions of Council overall over the last 12 months. This question was repeated in February 2006 to identify how perceptions have changed over the last year or so.

Overall residents' perceptions of the performance of Wellington City Council over the last 12 months are mainly positive, with three quarters (75%) rating performance as good or very good. Only a minority are dissatisfied (7% rate performance as poor or very poor).

Residents were asked to explain their reasons for giving the rating they did. The main reasons for giving positive ratings (factors which are likely to have a stronger influence on overall perceptions) are:

- A lack of perceived problems with the job Council is doing (21% of those who rated performance overall as good or very good)
- Providing good facilities or services eg swimming pools, libraries and so on (21%)
- Providing good events, such as 'Summer in the City' (19%)
- Prompt or good service experiences with Council (15%).

The main sources of dissatisfaction with Council overall relate to:

- Perceptions that Council is slow to respond or act on things (27% of those who rated performance overall as poor or very poor)
- Dissatisfaction with how Council spends money, and that it's not listening to residents (19%)
- Dissatisfaction with Council performance sorting out roading issues and traffic congestion (18%).

There has been a significant improvement in overall perceptions of Council's performance compared with November 2004 (from 62% rating performance good or very good to 75%).

Reviewing the changes in perceptions of performance detailed elsewhere in this report we see a number of areas where improvements are evident and which we conclude are likely to be drivers of this favourable change. These include:

- Improvements in perceptions in the areas of built environment and transport and traffic, which could potentially be attributed to completion of major civil works upgrading the storm water system
- Continuing improvements in perceptions of the natural environment, which could be attributed to continuing development of the waterfront,

including completion of construction works at Oriental Bay and construction of Waitangi Park. Upgrading of Glover Park (although this is project is not yet complete) may also have been a contributing factor.

- The continuing positive influence every two years by the New Zealand International Arts Festival and commissioning of new public sculptures and installations during the year including; the wind wand and the Meridian Energy Wind Sculpture, the Len Lye Water Whirler and various other installations around the city.
  - An improvement in satisfaction with availability and standard of public toilets.
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## **City Economy Premier Centre**

This year, just over half (56%) of residents indicated free weekend parking makes it more likely they will come into the central city for reasons other than work, a similar result to last year (56%). This result remains below target (70%).

### **Supportive Population**

As was the case in 2005, three in ten Wellington residents claim the main reason they choose to live in Wellington relates to the economy or job market here. As would be expected, this increases among the working age population and among those on higher incomes in skilled, professional and managerial occupations.

As in preceding years, almost all Wellingtonians (95%) consider their overall quality of life is extremely good (37%) or good (58%).

There continues to be a positive relationship between perceptions of quality of life and household income, with low income households (less than \$20,000 per annum) being less likely to indicate their quality of life is good or extremely good (80%) rising to all (100%) of those in high income households (more than \$100,000 per annum).

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## **Built Environment**

### **Liveable City**

The majority of Wellington residents believe Wellington is a great place to live (96%). They feel that it offers a variety of places to live (95%), work (82%) and play (94%). This has consistently been the case over the past five years of measurement.

These attitudes are held consistently across all demographic groups, with the following slight variations:

- A slightly higher level of disagreement among people who describe their occupation as business manager/executive (24%) or semi-skilled (23%) that there is a variety of opportunities and places to work in Wellington
- As income levels increase, enthusiasm for Wellington in terms of offering a good variety of leisure activities increases.

### **Network City**

Wellington is rated very positively on being a pedestrian-friendly city, with 94% saying it is easy to walk around the city.

The majority also believe it is at least ‘quite easy’ to get around the city as a whole (73%), and that the street systems work to help you to drive around the city (71% satisfied). For this latter, there has been an improvement compared with February 2005 (from 65% to 71%). Completion of major civil works upgrading the storm water system may have contributed to this more positive result.

Residents of Eastern Ward appear less satisfied than others in respect of ease of getting around the city as a whole (20% indicating they find it difficult or very difficult). There is an indication that their dissatisfaction arises from ease of driving around the city (17% indicating they find this difficult or very difficult).

Lambton Ward residents are slightly more likely to be dissatisfied with how well traffic lights work to let people cross the road (14% dissatisfied compared with 7% on average), however, this does not appear to impact on their satisfaction with how easy it is to walk around the city.

### **Memorable City**

Heritage buildings, areas, trees and objects are felt to contribute to the city’s unique character by 91% of Wellingtonians, however, fewer residents (79%) feel these landmarks and features contribute to their **local community’s** unique character. This latter result is less positive compared with 2005 (86%).

Positive sentiments about the contribution to local communities of heritage buildings, areas, trees and objects appear stronger among residents of Lambton ward (92%).

Lambton Harbour has been visited in the past 12 months by 97% of Wellington residents, with 76% indicating they visit this area at least monthly. This latter is a significant increase compared with 2005 (69%) and appears to endorse the improvements to this area undertaken in the last 12 months. Annual Plan Targets have been achieved in this area (Visited: 96%; Monthly: 75%).

Residents of Lambton Ward and young couples without children continue to be the most frequent users of the Waterfront, older residents (those 60 years and those who are retired) continue to be less frequent users.

Across New Zealand, eight in ten people (81%) agree that Wellington is an attractive place to visit. This has been consistent over the past four years. While at least three quarters of those in most demographic groups hold this opinion, there is a slightly higher level of disagreement among New Zealanders under 25 years of age (21% disagree), and South Islanders (21%).

### **Compact City**

Nine in ten Wellingtonians (88%) agree that the city centre is lively and attractive. This is at the level of the target set in the Annual Plan of 90% (ie the difference between the result and the target figure is not statistically significant).

Although attitudes to local suburban centres are less positive (64% agree or strongly agree their local suburban centre is attractive) than those in relation to the city centre, a significant improvement is evident this year (from 59% in February 2005 who agree or strongly agree their local suburban centre is attractive to 64% this year). This measure remains below the Annual Plan Target of 75%.

Residents of Lambton Ward continue to be more positive about the attractiveness of their local area (71%). Onslow/Western residents who were less positive than others about the attractiveness of their local suburban centre last year do not now have significantly less positive views (60% agree or strongly agree in 2006 compared with 46% in 2005).

## **Beautiful City**

The majority of Wellingtonians (86%) believe that the design and layout of Wellington is in keeping with the character of the harbour and the hills.

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## **Community Health and Safety**

### **Feelings of Safety**

The overall sense from this year's results is a slight strengthening in feelings of safety. For each of the four scenarios (central city and neighbourhoods, during day and night), a higher proportion indicates that they feel 'very safe' when compared with 2005.

The pattern of previous years continues where most Wellingtonians attest to feeling very safe during the day in both the centre and neighbourhoods of our city. Feelings of safety diminish during the nighttime, especially in the central city where over a quarter (28%) indicate that they generally feel unsafe at night.

The following demographic differences are evident

- Retired residents give a more reserved response to feelings of safety in the central city during daylight hours, as do students (53-60% of these groups feel 'very safe' compared with 72% of the total sample)
- A higher proportion of females feel unsafe in the central city at night (37% of females and 18% of males)
- Those living alone, and retired residents, are slightly more likely only to feel 'reasonably safe' in their neighbourhoods during the day, although their feelings of safety in their neighbourhoods at night match the population as a whole.

When asked if Council safety initiatives such as Walkwise, the HomeSafe taxi voucher scheme and Safety Audits made them feel more or less safe, nearly half of residents (48%) indicate these schemes make them feel a little or much safer. This is almost identical to 2005, but lower than 2004, where the corresponding figure was 59%. As recommended last year, Council could look at whether these initiatives have the same level of visibility and promotion to help determine whether this decline is attributable to awareness and visibility or to perceived effectiveness. These schemes appear to have a slightly more beneficial impact on the feelings of safety among younger people than older people, and among those who carry out home duties.

### **Cultural Diversity**

Over three quarters of Wellingtonians believe that the increasing number of people with different lifestyles and cultures and from different countries makes Wellington a better place to live (78%), while only 3% believe cultural diversity makes Wellington a worse place to live.

People employed in professional occupations or in senior government roles are particularly positive about the influence of cultural diversity (91% think it makes Wellington a better place to live).

### **Participation**

Similar to previous surveys, seven in ten (71%) believe the community works together and people support each other while 13% disagree with this. While sample sizes are small, there are indications that those who do not feel the community works together are more likely to be beneficiaries and those on incomes of less than \$20,000.

Nearly eight in ten (79%) indicate they have at least some positive contact with people in their neighbourhoods. Positive contact appears slightly more limited for some living in the Lambton ward (71%), young couples without children (71%) and particularly those living in a flatting situation (50%). A higher proportion of retired people and school students enjoy lots of positive contact (43% and 47% respectively compared with 33% of the total population). However, the result for tertiary students is different, with just 17% saying they have lots of positive contact – this may simply reflect the way tertiary students socialise, but should be considered to ensure students studying in Wellington do not feel isolated in their neighbourhoods.

### **Access to Resources**

Similar to previous measure, eight in ten (81%) are satisfied with the current levels of access to community resources and public services in Wellington, and this year there has been a slight but significant increase in the proportion who express strong satisfaction (24% last year to 29% this year). The proportion expressing satisfaction increases to 94% among retired people.

### **Safeguarding Communities**

In 2005, the survey was conducted very soon after a strong earthquake was felt in the Wellington region, and after the Tsunami in Asia. At this time, these occurrences would have contributed to a significant increase in the proportion that claims to have an emergency kit where they live, from 45% in 2004 to 56% in 2005. While it could be seen as encouraging, this result has been maintained for 2006 despite no major events (54% have an emergency kit), it is also perhaps disappointing, given recent communications about readiness in the event of a flu pandemic.

Wellingtonians' emergency kits generally contain at least lighting, food, a first aid kit and a can opener. Six in ten claim to store the recommended amount of 10 litres of bottled water per person. In total, 9% of households have kits that contain all the items recommended, a similar result to 2004

and 2005. This year, there has been an increase in the proportion of emergency kits containing canned and other non-perishable food.

The groups least likely to have an emergency kit are one-person households (41%) and those in flatting situations (38%). There is also a relationship between income level and preparedness, with those on incomes of less than \$50,000 less likely to have a kit than those on higher incomes. Among the small number of households in the survey whose main source of income was a benefit, none of these households had an emergency kit.

### **Health and Safety**

This year the trend evident over the past four years, of a decline year on year in the levels of satisfaction Wellingtonians express with both the availability and standard of public toilets in Wellington, has halted which is an encouraging result. However, results still fall below the Annual Plan Targets (target of 64% satisfied with availability compared with a result of 57%, target of 70% satisfied with standard compared with a result of 55%). New public toilets and (changing rooms) have been opened in Oriental Bay since the February 2005 survey and this may have contributed to this more favourable result.

While not significant, there is an indication that Northern residents are slightly less satisfied with public toilets.

Younger residents are less satisfied with the standard of public toilets, with only 39% of 15-24 year olds expressing satisfaction. This may reflect their usage of these toilets at times when cleaning has not been carried out and/or differing needs and expectations of what public toilets should be like.

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## **Culture and Arts**

### **Arts and Culture, and Wellington**

There is a strong association made between Wellington and arts/culture not only by Wellingtonians but also by the country as a whole. This is positively influenced every two years by the New Zealand International Arts Festival.

The Festival appears to most positively influence the perception that Wellington is the arts capital of New Zealand, with 85% of Wellingtonians and 69% of New Zealanders agreeing with this statement in 2006. For Wellingtonians, the 2006 result mirrors that of 2002, but both 2002 and 2006 results are more positive than the equivalent result in 2004 (79%). For New Zealand as a whole, agreement with this statement increases in festival years, but it is encouraging to see that there has been a consistent increase that indicates this perception is gaining more traction over time (56% in 2002, 64% in 2004, 69% in 2006).

A statement about Wellington having a culturally rich and diverse arts scene also measures connection of Wellington with arts and culture.

Wellingtonians have consistently held this view over time, with agreement ranging between 90-92% over the past four years. However, the proportion of all New Zealanders who agree with this statement has increased slightly every year from 71% in 2002 to 83% this year, another encouraging result.

Across New Zealand, as might be expected the regions where association between Wellington and the arts is strongest are Central (South of Taupo) and Northern (which excludes Auckland) while slightly weaker is Auckland and the South Island.

### **Art in Public Spaces**

Following a slight decrease in 2005, agreement that art in public spaces enriches the built and natural environment of Wellington has returned to previous levels (93% in 2006).

### **Maori Art**

This year, the proportion of residents who believe Maori-influenced artworks make our city's art more interesting, enhance the city's environment and build awareness of our cultural heritage has increased, reversing a downward trend evident over the past few years. Completion of the Wai-Titi Landing Park outside Parliament Buildings at the bottom of Molesworth Street may have impacted on these perceptions. While the following association may be questionable in terms of Maori cultural values, extensive publicity surrounding the theft of the Pania statue in Napier may have heightened awareness and perceptions amongst non-Maori of the value of public art works which reflect a shared heritage.

Among Maori residents, there is a higher level of agreement that Maori-influenced artworks contribute positively in each of these three ways.

### **Quality of Life**

Eight in ten (81%) of residents have been involved in two or more arts pursuits in the past 12 months. This is a similar result to the 77% in last year's survey. The most popular pursuits remain movies (83%), music (58%) and visual arts (56%).

Over eight in ten residents (83%) attended an arts event or exhibition at one or more of a range of venues in Wellington during the past 12 months.

One third of residents indicated they have visited the Museum of City and Sea, a similar proportion to last year (32%). This particular venue continues to be most attractive to an older clientele (48% of those 60 years of age and over have visited).

The New Zealand Cricket Museum, was visited by 5% of residents, a similar result to 2005.

Just over two thirds (69%) of residents had attended a Taki Rua, Downstage, Bats, Circa, Soundings Theatre, St James or Opera House production or a New Zealand Symphony Orchestra performance in Wellington in the past 12 months. Overall, this is a similar result to the levels obtained in previous surveys. However, small but significant increases are evident at the St James (from 45% in 2005 to 51% this year) and at Soundings Theatre (from 6% in 2005 to 9% this year). A slow but steady upward trend in attendance at Downstage Theatre also appears to continue this year (from 24% in 2002 to 31% this year).

One in five (20%) indicated they have attended a New Zealand Symphony Orchestra performance in Wellington over the last 12 months, a similar proportion to last year. This option continues to have stronger appeal to those over 40 years of age.

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## **Natural Environment**

### **Context for Results**

Compared with 2005, perceptions in this area are generally more positive. Storms in January/February 2004 resulted in extensive damage to trees around the city and in the Thorndon and Roseneath green belts in particular. Council has now completed a major programme tidying up felled and damaged trees and has removed trees which could be at risk in future storms.

In addition to this Council has completed major civil works upgrading the storm water system. Oriental Bay construction/upgrading has now been completed, Glover Park redevelopment is underway and construction of Waitangi Park (and the tidying up of the Chaffers area in general) is well underway.

### **Open Space Recreation**

Just over eight in ten Wellingtonians (83%) agree that our open spaces are clean and free from litter, a significant improvement compared with previous years.

More than nine in ten residents have used Wellington's open spaces in the past 12 months, and just over three quarters (78%) indicated they have used these open spaces at least once a month, a significant increase compared with last year (73%).

Eight in ten (79%) have visited the Botanic Gardens in the past 12 months, a similar result to previous years. The gardens appear to have slightly stronger appeal for those in the 25-39 age group (86%), young couples without children (89%) and those with pre-school children (78%).

Just over half (53%) of residents have used Wellington's wharves, jetties or boat ramps in the past 12 months, a similar result to 2005. Those in higher income brackets (more than \$70,000) tend to have higher usage of these facilities.

### **Landscape and Natural Heritage**

A high proportion of residents (92%) feel our natural environment is well-maintained. This is a significant increase compared with 2005 (88%).

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## **Resources and Waste    Reducing Waste**

All residents claim to be carrying out activities to reduce the amount of waste from their homes. Activities most commonly identified in this context are donations to second hand shops, using the green kerbside recycling bins, reusing plastic containers and buying refills.

Interestingly, a steady trend increase is evident in avoidance of using plastic bottles or bags (from 26% indicating they avoid these items in February 2003 to 37% now).

In total, nine in ten residents (91%) use Council kerbside recycling services, a similar proportion to 2005. The majority of users (87%) put out a bin or bag every week, a small increase compared with 2005 (83%). As was evident last year, single person households put out recycling less often.

### **Sustainable Disposal**

All residents also claim to behave in certain ways to reduce the amount of pollution entering the stormwater system. The most common behaviours include putting litter in bins rather than dropping it on the street (94%), pouring liquid waste down an inside sink (71%) and disposing of sweepings with household rubbish (66%). This is a similar result to last year.

Satisfaction with the stormwater collection service increased significantly this year (to 66%), returning to the level evident in February 2003. Satisfaction has shown the following pattern over the 2005 calendar year – in February 2005 it was 56%, 73% in November (just on completion of works and on a smaller sample base of 400 respondents compared with February surveys) and now 65%. This is an endorsement of the upgrading work undertaken over recent years. However, it remains slightly below the Annual Plan target level of 70%.

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## Recreation and Leisure

### Recreation Opportunities

Overall, comparing the results from the 2006 survey with those of 2005, there appears to have been small increases in some of the measures related to this key achievement area. There is some evidence that residents face fewer barriers to participation, and there is a continuing upward trend in use of Council swimming pools and public libraries.

To illustrate this upward trend, in February 2006, 68% of residents have used more than one of Wellington City Council's community or recreation facilities during the past 12, compared with 65% in 2005. While this difference is not significant on its own, it is consistent with other trends evident in results relating to individual community and recreation facilities.

As mentioned above, the upward trend in usage of Council swimming pools continues, with the proportion of residents indicating they have used a swimming pool in the last 12 months increasing steadily from 53% in February 2003 to 59% this year. Usage is higher among women (62%) compared with men (56%) with the 25-39 age group most likely to use them (71%) and those 60 or more years of age least likely (27%). Residents of Northern ward (70%) are most likely to use swimming pools, while those in Lambton ward (46%) are least likely.

There has also been a significant increase in use of Council skating areas, from 5% to 10%, with usage higher among young residents and among those in the Southern and Eastern wards.

Use of Council recreation centres (22%), skating areas (9%) and the mountain bike park in Karori (12%) has remained consistent with 2005.

Again this year, the elderly and, related to this, those on low incomes of \$20,000, are less likely to have used any of these recreation facilities (65% and 57% respectively have not used any of these facilities compared with 35% of residents overall).

There is a positive relationship between household income and use of Council recreation facilities, with those indicating they have used one or more facilities rising from 43% of those with a household income of less than \$20,000 to 72% of those with a household income of more than \$100,000.

The majority of Wellingtonians (94%), including the groups less likely to be using these facilities, nevertheless agree that Wellington offers a wide range of recreational facilities.

Use of Council playgrounds by those with children under 14 in the household is at a similar level to last year (90%) and appears to have stabilised above the low level of 79% recorded in 2004.

Library usage remains at a high level of 85% of residents having used a library in the past 12 months, with a trend increase evident compared with February 2004 (81%). More than 8 in 10 library users have used the Central Library, with Kilbirnie (16%) and Johnsonville (15%) continuing to be the next most commonly used libraries.

Library usage peaks among those with children younger than 14 (90% usage), and those living in flatting situations (94%).

Usage of community centres (24%) and community halls (22%) is similar to last year.

Usage of community halls and community centres is higher among those with children under 14 years of age (29% and 37% respectively).

This year, nine in ten residents (88%) had used at least one of the Council's recreation or community facilities in the previous 12 months.

To gain some understanding of the barriers that exist to residents carrying out leisure or recreational activities, respondents were asked to identify whether there was anything making it difficult for them to take part in these activities and, if so, what it was that made it difficult and what specific activities were impacted.

Just less than one in three residents (32%) perceive barriers. This is a significant reduction compared with last year (38%). During the year SPARC has been running a significant public awareness campaign called 'Push Play' and the success of this programme may have contributed to this more positive result.

Those more likely to indicate they face barriers tend to be: women (40% compared with 24% of men), those with pre-school children (48%), those who describe their occupation as home duties (54%) and retired people (42%). Predictably, the main barriers for those with young children relate to family commitments and lack of childcare facilities. For the elderly, health issues often came into play.

Overall, the most commonly mentioned barrier is an issue with transport, either a lack of parking or a lack of transport (mentioned by 20% of those who perceive barriers). This barrier appears to have similar prevalence across all groups of the community, and applies consistently to participation in sports and physical activities. Lack of parking or transport constraints, and family commitments also appear to inhibit activities related to socialising.

Following transport issues, health constraints continue to be the next most commonly mentioned barrier, with family commitments and weather following closely.

For 74% of those experiencing barriers, sports and/or physical activities were the activities negatively impacted.

### **Participation and Health**

Eight in ten residents (79%) claim to be undertaking more than 2.5 hours of physical activity per week. This is a similar result to 2005. This result is reasonably consistent across most demographic groups.

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## Transport

### Transport Effectiveness

Overall, the measures taken to assess transport effectiveness indicate that residents are satisfied in this regard. An improvement is evident in satisfaction with the city's on-road cycleways (an area of relatively lower satisfaction last year).

Eight in ten residents (81%) agree that the city's transport system allows easy access from the suburbs to the city.

Among the one in five who have used an on-road cycleway in the past 12 months, just under six in ten (57%) express satisfaction with the safety of these cycleways and two thirds (66%) express satisfaction with how well they are maintained. These results represent significant increases in satisfaction compared with 2005. The SaferRoads Project (cycleway safety campaign) run during the year may have contributed to these results. While base numbers are small, indications are that more residents in Lambton ward are dissatisfied with safety. Lambton ward, along with Northern residents also appear less satisfied with how well cycleways are maintained.

Over eight in ten residents (84%) rate the street cleaning in Central Wellington positively. However, rating of how well Council maintains the streets overall is lower, with seven in ten (70%) providing a positive rating.

This year, new questions were introduced to assess satisfaction with street lighting in the central city and in the suburbs. Just over eight in ten residents (84%) indicated they are satisfied with street lighting in the central city, fewer (76%) are satisfied with street lighting in their suburban area. This survey was undertaken while daylight saving was in force and it maybe worthwhile re-running these questions during the winter to identify any seasonal effects in how residents respond. Both of these measures are at the level of Annual Plan target set.

### Transport Accessibility

As in previous surveys, around six in ten residents (61%) travel into central city most weekdays. Just under half of these people (43%) drive a car into the city, with this method of transport being more prevalent among Northern and Eastern residents. Over the last six years there has been a slow decline in the incidence of cars being the main method of travelling into Wellington (from 52% in 2001 to 43% this year).

This decline has been mirrored by a slow but steady increase in the use of buses, with nearly a third (31%) currently indicating they mainly take the bus. Taking the bus continues to be more prevalent among younger residents (46% of those less than 25 years of age), however residents of

Northern ward (21%) appear less likely than others to use this method of transport.

While just 6% take the train, this increases to 25% of residents from Northern ward, indicating they are only slightly less likely than others to use public transport.

As was the case last year, just under one quarter indicate they are travelling into the central city most days using a method of transport they would prefer not to be using. This is more common among younger residents (under 40 years of age) and those living in Southern ward.

The majority of these people indicate a preference for public transport (34% bus and 15% train). On the other hand, just 28% of those who are using one method but who would prefer to use another, indicate a preference for using a car. Barriers to using buses continue to be related primarily to infrequency of service and overcrowding, however, the extra time required to travel by bus has emerged as a barrier this year. Unreliability of trains which was an issue last year, appears to have been remedied. Barriers to using trains identified this year relate to convenience factors eg proximity to a station, needing a car for work or to pickup or drop off children. Those who would like to use a car identified parking problems as one of the main barriers, however cost has increased in importance this year (no doubt as a result of increasing petrol prices throughout the year).

When asked specifically to rate Wellington's public transport system on reliability and frequency, 79% indicated some level of satisfaction with frequency (similar to last year – 77%) and 76% with reliability (a significant improvement compared with last year – 69%).

Council have set a target of 85% expressing satisfaction with public transport on both reliability and frequency. This year, results continue to be below this target, with 65% achieved.

### **Transport Efficiency**

Among those who travel through central Wellington during weekday peak traffic on the roads, 56% indicate that they think peak traffic volumes are acceptable, a similar result to last year.

## **Transport Sustainability**

In this outcome area, Wellington residents rate the city positively. Some 87% are satisfied with the way traffic signals work to let pedestrians cross roads (a significant improvement compared with last year), and 87% are satisfied with the standard to which road markings and signs are maintained. These results are at the targets set. Lambton ward residents appear slightly less satisfied with the way traffic signals let pedestrians cross roads (80%).

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**Governance  
and Citizen  
Information**

**City Governance and Decision-Making**

In both measures relating to this outcome area, there is an indication of a recovery from the significant decline in resident satisfaction in 2005.

As in 2005, just over half (56%) feel the Council consults them sufficiently.

Four in ten (39%) express satisfaction with the way the Council involves people in decision-making, a significant increase compared with 2005 (35%). However, this increase represents a return to levels evident in previous years, rather than an improvement per se.

Lambton residents appear slightly more dissatisfied than average with the way in which Council involves people in decision making (35% compared with 26% on average).

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