We’ve made a conscious decision to nurture our strong and growing digital sector by adopting our digital strategy.

In preparing the draft strategy, we talked to creative and committed people in the digital sector, undertook public consultation and held forums.
1.1 INFORMATION, CONSULTATION AND DECISION-MAKING

We aim to build trust and confidence in decision-making by keeping residents well-informed and engaged.

WHAT WE DO:

- We make decisions on the future of the city through our long-term plan and annual plans, and run decision-making processes such as Council meetings. We also run local elections and inform and engage with residents about the decisions we make.
- We keep residents informed about the city and our activities through our website, social and other media, as well as our 24-hour-a-day Contact Centre.

THIS ACTIVITY CONTRIBUTES TO US BEING:

More actively engaged: Easily accessible information allows Wellingtonians to become more active in the direction of their communities and be able to participate in honest and open democratic processes.

More inclusive: Providing information allows residents to take advantage of entertainment or recreation opportunities, make decisions about their own property, or simply know what’s going on in their local area.

KEY PROJECTS

During the year:

- The Council adopted Wellington Towards 2040: Smart Capital, a strategic vision that will shape Council decision-making to position Wellington for the future.
- The Council adopted its Long-Term Plan 2012–2022 after extensive public consultation that included over 2,600 public submissions. The plan explains what we will do over the next 10 years, why we plan to do it, how much it will cost and how it will be funded.
- The Council agreed to be a part of New Zealand Local Government Funding Agency (LGFA). The LGFA provides participating councils access to lower-cost funding and diversified funding sources.

HOW WE PERFORMED

To assess our performance, we ask residents’ views on information provision, decision-making and consultation processes. We also monitor the performance of our Contact Centre at answering calls and emails.

Contact Centre calls answered within 30 seconds
Source: WCC Contact Centre

<table>
<thead>
<tr>
<th></th>
<th>ACTUAL</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
<td>72</td>
<td>77</td>
</tr>
<tr>
<td>10/11</td>
<td>72</td>
<td>77</td>
</tr>
<tr>
<td>09/09</td>
<td>72</td>
<td>77</td>
</tr>
</tbody>
</table>

Number of consultation processes undertaken and the number of people that submit
Source: WCC Consultation and Engagement

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<thead>
<tr>
<th></th>
<th>ACTUAL</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
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<td>10/11</td>
<td>77</td>
<td>81</td>
</tr>
<tr>
<td>09/09</td>
<td>77</td>
<td>84</td>
</tr>
</tbody>
</table>

Residents’ (%) satisfaction with their involvement in Council decision-making (including neutral responses)
Source: WCC Residents’ Monitoring Survey 2012

<table>
<thead>
<tr>
<th></th>
<th>ACTUAL</th>
<th>TARGET</th>
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</thead>
<tbody>
<tr>
<td>11/12</td>
<td>68</td>
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<td>10/11</td>
<td>68</td>
<td>69</td>
</tr>
<tr>
<td>09/09</td>
<td>68</td>
<td>70</td>
</tr>
</tbody>
</table>

E-democracy participation – number of ePetitions and number of people that participate
Source: WCC Democratic Services

During the year 18 ePetitions were received, four of which were still open as at 30 June 2012. This compared with 34 in 2010/11 and 42 in 2009/2010.

Not all ePetitions are accepted as some fail to meet Council criteria (for example, because they deal with issues outside our jurisdiction) and some are withdrawn by the petitioner.

Of the 18 ePetitions received, two were declined and seven were withdrawn. Of those that closed in 2011/2012, a total of 667 people took part (this includes those that opened in 2010/11, but closed in 2011/2012).

There is no target for this performance measure.

Percentage of residents satisfied with the level of consultation (eg the right amount)
Source: WCC Residents’ Monitoring Survey 2012

<table>
<thead>
<tr>
<th></th>
<th>ACTUAL</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
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<td>60</td>
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<td>10/11</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>09/09</td>
<td>70</td>
<td>70</td>
</tr>
</tbody>
</table>
Council and committee agendas (%) made available to the public five days prior to the meeting
Source: WCC Democratic Services
Result: 74% (target: 90%).
The Local Government Official Information and Meetings Act 1987 requires us to make all agendas and reports available two days before meetings. We have set a higher standard for ourselves by aiming for five days.
The percentage of agendas that are available five days prior to the meetings has been generally improving (59% in 2008/2009; 68% in 2009/2010; and 75% in 2010/2011). This year the result was largely unchanged at 74%. All agendas were available to the public at least two days prior to the meetings, which is the legal requirement.

Residents’ (%) who agree that Council information is easy to access
Source: WCC Residents’ Monitoring Survey 2012

Did you know?

- 90% of our residents have access to broadband – up from 80% in 2009.
- We’ve recently made much of our GIS (Geographic Information System) data freely available for anyone to see, use, develop and manipulate. Provision of this data enables developers and programmers to develop and test applications that add economic value.
- ePetitions allow people to petition the Wellington City Council, via the internet, on matters relevant to the Council’s business. ePetitions are more convenient and wider-reaching than paper-based petitions. They are available to a larger audience and are easy to sign.

What it cost

<table>
<thead>
<tr>
<th>Activity area</th>
<th>Operating Expenditure ($000)</th>
<th>Capital Expenditure ($000)</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Actual 2012</td>
<td>Budget 2012</td>
</tr>
<tr>
<td></td>
<td>Actual 2012</td>
<td>Budget 2012</td>
</tr>
<tr>
<td>1.1.1 City Governance and Engagement 1</td>
<td>Expenditure</td>
<td>8,383</td>
</tr>
<tr>
<td></td>
<td>Revenue</td>
<td>(30)</td>
</tr>
<tr>
<td></td>
<td>Net Expenditure</td>
<td>8,353</td>
</tr>
<tr>
<td>1.1.2 Civic Information</td>
<td>Expenditure</td>
<td>5,422</td>
</tr>
<tr>
<td></td>
<td>Revenue</td>
<td>(244)</td>
</tr>
<tr>
<td></td>
<td>Net Expenditure</td>
<td>5,178</td>
</tr>
<tr>
<td>1.1.1 City Governance and Engagement</td>
<td>Expenditure</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Unspent portion of budget</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1 Under budget due to savings arising from staff vacancies and associated organisational overheads.
1.2 MĀORI ENGAGEMENT
(INCLUDING MANA WHENUA)

We work closely with the city’s mana whenua organisations and acknowledge the special place Māori have in the city’s history.

WHAT WE DO:

• We work with mana whenua organisations (the Port Nicholson Block Settlement Trust and Te Rūnanga o Toa Rangatira) and provide formal opportunities for mana whenua to participate in decision-making and have their stake in the city appropriately recognised.

• We work with the wider Māori community on issues of mutual interest. This includes Māori social service providers, businesses, kaumātua and rangatahi, and other Māori networks. We also hold hui to discuss areas of mutual concern.

• Through events such as Matariki, Māori Language Week, Waitangi Day, and through public art and heritage sites we promote and celebrate Māori culture.

THIS ACTIVITY CONTRIBUTES TO US BEING:

More inclusive: The special position of Māori in the city’s history is recognised and is evident in current relationships.

More actively engaged: It’s important that we work together to achieve great outcomes for Wellington, especially as Māori are owners of important areas of the city and we all have a stake in its future.

KEY PROJECTS

• Ngā Iwi o te Motu Urupa – the Māori burial area within Makara cemetery was officially opened by local kaumatua and Mayor Wade-Brown on 24 August 2011.

• We completed the installation of interpretation panels for Te Ara o Ngā Tupuna Māori heritage trail at pou whenua sites.

• We hosted Waitangi Day celebrations with our iwi partner, Port Nicholson Block Settlement Trust. The Diplomatic Corps and Governor General attended the day’s celebrations, held for the second year at Te Raukura – te wharewaka o Poneke. The Mayor flew the symbolic Māori flag to acknowledge the partnership agreement between local iwi and the Crown signed by 34 people here in Wellington on 29 April 1840.

• Two waka were welcomed to Te Raukura. Wellington Community Trust is the sponsor for the waka tētēkura Te Hononga and Wellington City Council is the sponsor for the waka taua Te Rerenga Ko-tare.

• We won the Local Government Category at the Māori Language Awards held in Rotorua in November 2011.

HOW WE PERFORMED

We aim to have positive relationships with mana whenua and high levels of engagement with all Māori in the city. We assess our mana whenua partnerships by carrying out an annual evaluation in which we ask mana whenua organisations about their impressions of their relationships with the Council, their satisfaction with consultation processes, and whether we are meeting our agreed obligations.

Mana whenua partner evaluation – satisfaction with Council relationship

Source: Mana Whenua Partners’ Relationship Evaluation 2012

Both partners perceive their relationship with the Council positively. This is supported by a strong history, clear lines of communication that are consistently accessible, frequent and open consultation, and involvement in the development of policy.

Nonetheless, both partners and the Council seek to continually improve this relationship. One way in which this can be achieved is through continuous open communication, and continued acknowledgement of the foundations for the partnership and the value that the partners bring to Wellington.

While both partners feel the Council is meeting its obligations as set out in the Memorandum of Understanding (MOU), one partner noted that a review of the MOU would be appropriate in the coming year.

Māori residents (%) who are satisfied or neutral (neither satisfied nor dissatisfied) with regard to their involvement with decision-making

Source: WCC Residents’ Monitoring Survey 2012. Note: We increase the number of Māori sampled for selected questions in the survey. This improves our confidence in the results.

Result: 78% of Māori surveyed were satisfied or neutral with regard to their involvement with decision-making (target: 80%; 2010/11: 83%).
The special position of Māori in the city’s history is recognised and is evident in current relationships.
MAYOR AND COUNCILLORS

CELIA WADE-BROWN (MAYOR) – CITY-WIDE
Phone: (04) 801 3102 Email: mayor@wcc.govt.nz
Council Appointments
Portfolio Leader: Climate Change, Information and Communications Technology, Finance and Emergency Management
The Mayor is an ex officio member of all committees and subcommittees

RAY AHIPENE-MERCER – EASTERN WARD
Phone: (04) 388 2366 Email: ray.ahipene-mercer@wcc.govt.nz
Meeting Attendance: 98%
Council Appointments
Portfolio Leader: Arts and Culture
Trustee: Wellington Museums Trust

NGAIRE BEST – NORTHERN WARD
Phone: (04) 232 9000 Email: ngaire.best@wcc.govt.nz
Meeting Attendance: 99%
Council Appointments
Portfolio Leader: Three Waters and Waste
Director: Positively Wellington Venues
Tawa Community Board (Appointed Member)

STEPHANIE COOK – LAMBTON WARD
Phone: (04) 970 5351 Email: stephanie.cook@wcc.govt.nz
Meeting Attendance: 92%
Council Appointments
Portfolio Leader: Social
Grants Subcommittee (Chair)

JO COUGHLAN – ONSLOW-WESTERN WARD
Phone: (04) 802 5010 Email: jo.coughlan@wcc.govt.nz
Meeting Attendance: 79%
Council Appointments
Portfolio Leader: Economy
Trustee: Positively Wellington Tourism

PAUL EAGLE – SOUTHERN WARD
Phone: (04) 934 7007 Email: paul.eagle@wcc.govt.nz
Meeting Attendance: 98%
Council Appointments
Portfolio Leader: Community Engagements
Director: Positively Wellington Venues

ANDY FOSTER – ONSLOW-WESTERN WARD
Phone: (04) 476 9220 Email: andy.foster@wcc.govt.nz
Meeting Attendance: 83%
Council Appointments
Strategy and Policy Committee (Chair)
Portfolio Leader: Transport (Public Transport and Roading)
Director: Capacity

LEONIE GILL – EASTERN WARD
Phone: (04) 387 9363 Email: leonie.gill@wcc.govt.nz
Meeting Attendance: 99%
Council Appointments
Regulatory Processes Committee (Chair)

JUSTIN LESTER – NORTHERN WARD
Phone: (04) 478 8264 Email: justin.lester@wcc.govt.nz
Meeting Attendance: 98%
Council Appointments
Portfolio Leader: Community Facilities
Director: Wellington Waterfront Ltd
Tawa Community Board

SIMON MARSH – EASTERN WARD
Phone: 021 922 196 Email: simon.marsh@wcc.govt.nz
Meeting Attendance: 100%
Council Appointments
Trustee: Wellington Zoo Trust

IAN MCKINNON (DEPUTY MAYOR) – LAMBTON WARD
Phone: (04) 472 6832 Email: ian.mckinnon@wcc.govt.nz
Meeting attendance: 100%
Council Appointments
Performance Review Committee (Chair)
Audit and Risk Management Subcommittee (Chair)
Portfolio Leader: Governance
Director: Wellington International Airport Ltd

JOHN MORRISON – ONSLOW-WESTERN WARD
Phone: (04) 938 9350 Email: john.morrison@wcc.govt.nz
Meeting Attendance: 94%
Council Appointments
Portfolio Leader: Sports and Events
Trustee: Wellington Regional Stadium Trust
### Tawa community board

**MALCOLM SPARROW (CHAIR)**  
Phone: (04) 232 5030  
Mobile: 027 232 2320  
Email: malcolm@tawalink.com  
Meeting Attendance 91%

**GRAEME HANSEN (DEPUTY CHAIR)**  
Phone: (04) 232 9784  
Mobile: 027 679 0968  
Email: graemeh-tcbd@xnet.co.nz  
Meeting Attendance 91%

**JUSTIN LESTER**  
Phone: (04) 478 8264  
Mobile: 021 247 8312  
Email: justin.lester@wcc.govt.nz  
Meeting Attendance 100%

**NGAIRE BEST**  
Phone: (04) 232 9000  
Mobile: 027 449 6925  
Email: ngaire.best@wcc.govt.nz  
Meeting Attendance 80%

**MARGARET LUCAS**  
Phone: (04) 232 7284  
Email: mm.lucas@xtra.co.nz  
Meeting Attendance 70%

**CHRIS READING**  
Phone: (04) 232 8130  
Mobile: 021 257 7126  
Email: chris.reading@xtra.co.nz  
Meeting Attendance 91%

### Makara/Ohariu community board

**CHRISTINE GRACE (CHAIR)**  
Phone: (04) 476 8176  
Mobile: 0274 620 108  
Email: gracecp@xtra.co.nz  
Meeting Attendance 100%

**GAVIN BRUCE (DEPUTY CHAIR)**  
Phone: (04) 478 3231  
Mobile: 021 906 252  
Email: bruceohariu@hotmail.com  
Meeting Attendance 100%

**JUDY LIDDLE**  
Phone: (04) 477 2322  
Mobile: 0274 502 009  
Email: judyliddell@hotmail.com  
Meeting Attendance 80%

**WAYNE RUDD**  
Phone: (04) 476 2283  
Mobile: 027 228 8877  
Email: wayne.rudd@paradise.net.nz  
Meeting Attendance 80%

**MARGIE SCOTTS**  
Phone: (04) 476 6601  
Mobile: 0274 620 601  
Email: mscotts@xtra.co.nz  
Meeting Attendance 80%

**HAMISH TODD**  
Phone: (04) 477 4673  
Email: aandhtodd@xtra.co.nz  
Meeting Attendance 70%

### NOTES TO THE TABLE:

- The Mayor is an ex-officio member of all committees and subcommittees (that is 11 bodies plus the Wellington Regional Strategy Forum). The conduct of her other Mayoral duties restricts her ability to attend meetings of all these bodies and also the length of time she can be in attendance. Despite this she attended 66% of meetings during the year.
- For information on remuneration and a break-down of remuneration sources refer to Note 42 Related Parties Disclosures.
- The meeting attendance figure relates to Council, committee (including Strategy and Policy pre meeting sessions) and subcommittee meetings. Councillors are also appointed to Council-controlled organisations, community boards, working parties, advisory groups and other external bodies. The meeting attendance figures provided do not include Councillors’ attendance at these meetings. Such meetings can conflict with Council meeting times.