

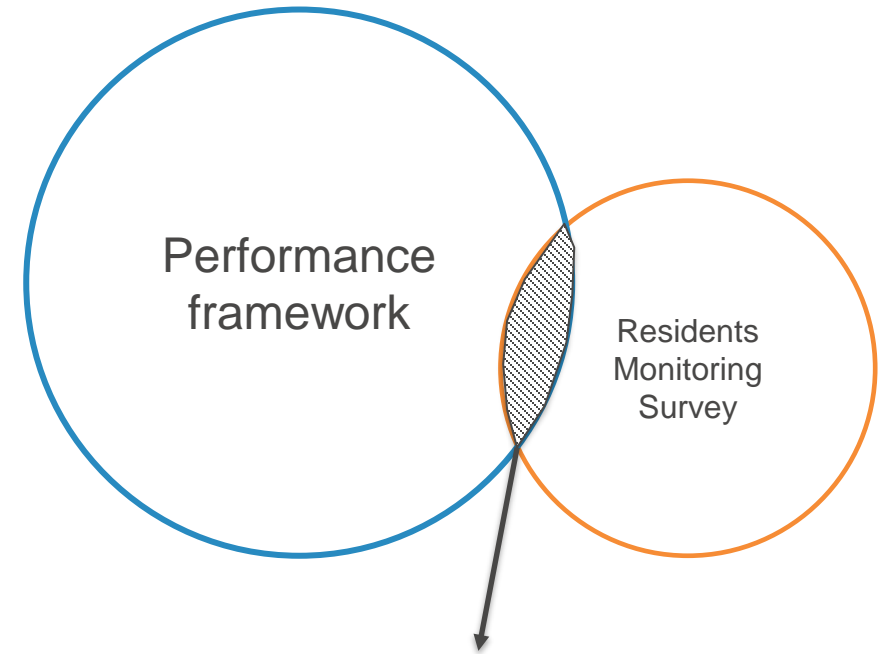
# Residents Monitoring Survey 2024

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Summary

# Background

- The Residents Monitoring Survey (RMS) is our **annual check-in with residents** to understand their views on a wide range of topics
- We use random sampling methods to produce our **best estimate of what the wider city population thinks** – sample randomly chosen from the *Capital Views Panel* (approx. 10,000 people).
- Approx. 1,100 respondents for part 1 and part 2 – this sample size results in a margin of error for results of plus/minus 3%.
- *Reporting note: “don’t know” responses have traditionally been excluded from analysis, in most cases this is less than 5% of the sample, but for a small number of measures it is a significant proportion (up to 50%). Results should be interpreted as the views of those who had an opinion on the topic.*



## RMS sourced KPIs

- The results from RMS help to form a small part of the wider performance story in the Annual Report.
- In total there are 18 measures in the RMS that are reported as KPIs in the Annual report

# Key insights

## Areas of strength



Our frontline facilities and open spaces continued to be highly rated by our residents



Residents continue to be highly satisfied with Council events and related measures



Users of our waste services are highly satisfied.

## Areas of improvement



Created by Zeta Māori  
from New Project

Resident perceptions of how Māori culture and te Reo is recognised and visible in the city



Both perceived ease of cycling around the city and satisfaction with cycling on our cycleways (among those with a view)



Satisfaction with Council decision making process improving steadily – but some still “don’t feel listened to”

## Areas to watch



Perception of the City Centre’s liveliness continue to struggle



Perception of City Centre safety steady – anti-social behaviour on Courtenay, Te Aro Park and Manners blamed



Heritage contributions and their protections continue to be tricky with perceived contribution continuing a slow decline.

# City Perceptions

- City centre and wider Wellington perceptions still lower after declines between 2020 and 2021.
- Wellington as a great place to live work and play has been mostly stable since, but pride in the city, and the centres perceived liveliness have continued a slow decline (down a further 10% since 2021).
- Perceived suburban centre liveliness has shown an inverse trend having improved almost 20% since 2018.
- Other related city centre attributed (not shown) show a similar but less pronounced trend to “lively and attractiveness”.

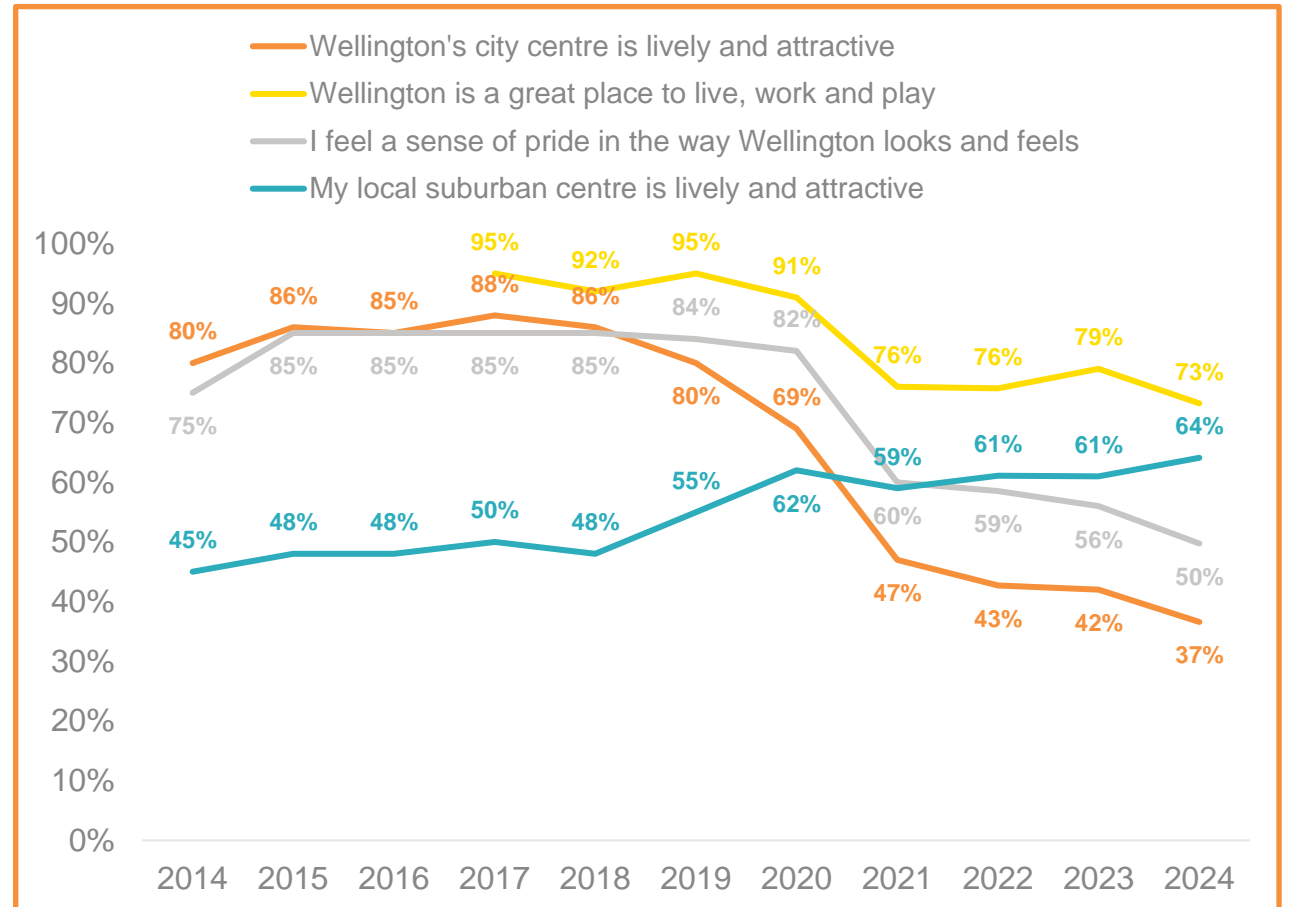
## Relevant projects to address results

Pōneke Promise, City Centre Precinct Plans, Investment prospectus for CBD, key infrastructure improvements in CBD, Golden Mile and other investments into the central city.

Our District Plan has also been finalised which helps provide more certainty around planning and investment in the CBD.



Proportion of respondents that strongly or somewhat agree with each statement



# Governance

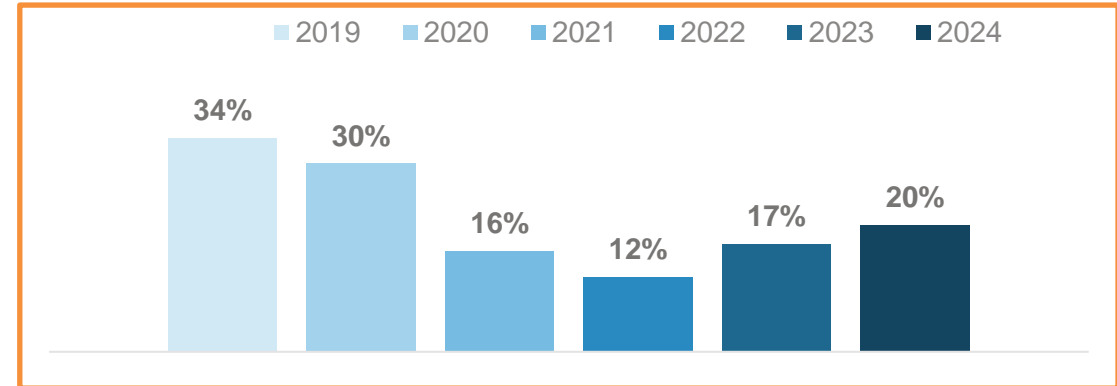
- Perceptions around governance, including satisfaction with process of decision making and opportunities to participate have generally remained steady or increased compared to 2023.
- Key measure around satisfaction with the process by which Council makes decisions has trended up since hitting a low point in 2022.
- As we have seen previously, dissatisfied respondents frequently mention Council not listening to residents as a reason for dissatisfaction.
- View of overall Council performance (not shown) has decline slightly compared to 2023 (33% satisfied/45% dissatisfied to 29%/56%).

### Relevant projects to address results

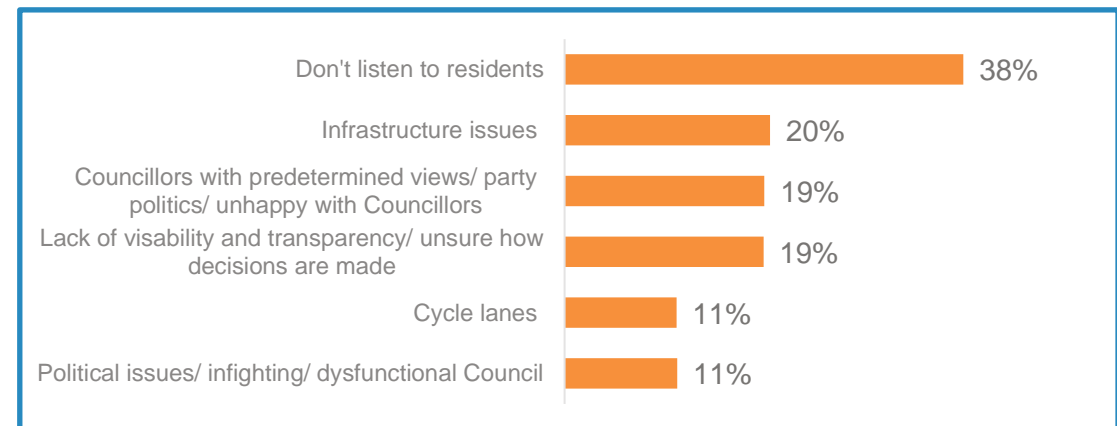
We have explored deliberative democracy through the Citizens Assembly for the LTP. We are also in the process of adding an Ethnic Advisory group and reviewing the advisory group model to ensure voices from all areas of the community can be incorporated into our decision making. Plus, significant investment in the LTP to address “infrastructure issues” which have been a key reason for dissatisfaction over the past few surveys



% of respondents very or somewhat satisfied with the process by which Council makes decisions



Main reasons for dissatisfaction with Council decision making process (among **dissatisfied** respondents)



# Community and safety

- Perceived safety in Wellington remained largely unchanged since 2022.
- Both CBD safety perceptions are at lower levels now than they were in 2020 and earlier. The difference is much more significant for the CBD at after dark.
- Respondents who felt unsafe in the CBD were asked to explain why in their own words. The most common themes in these comments were drugs & alcohol, rough sleepers, and aggressive or intimidating behaviour.

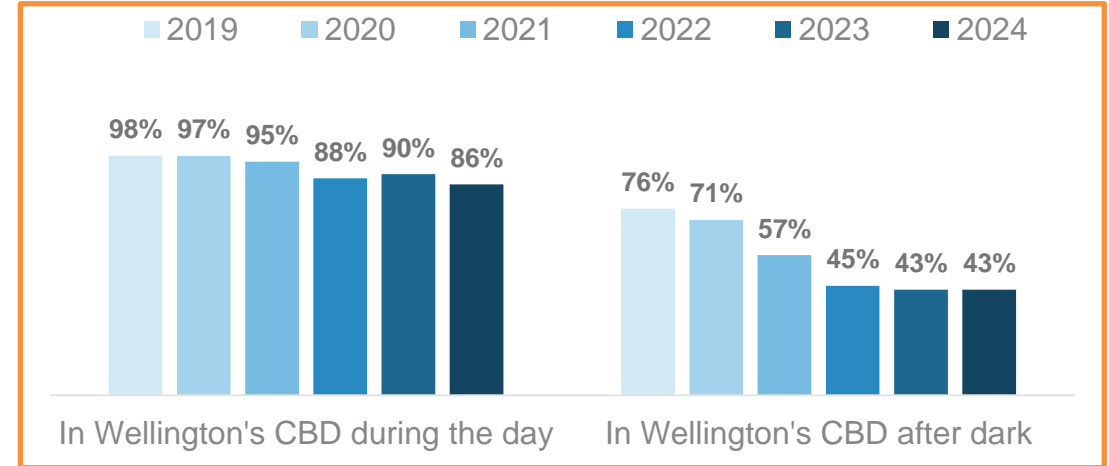
## Relevant projects to address results

Investments noted on the “City Perceptions” slide are relevant for these measures.

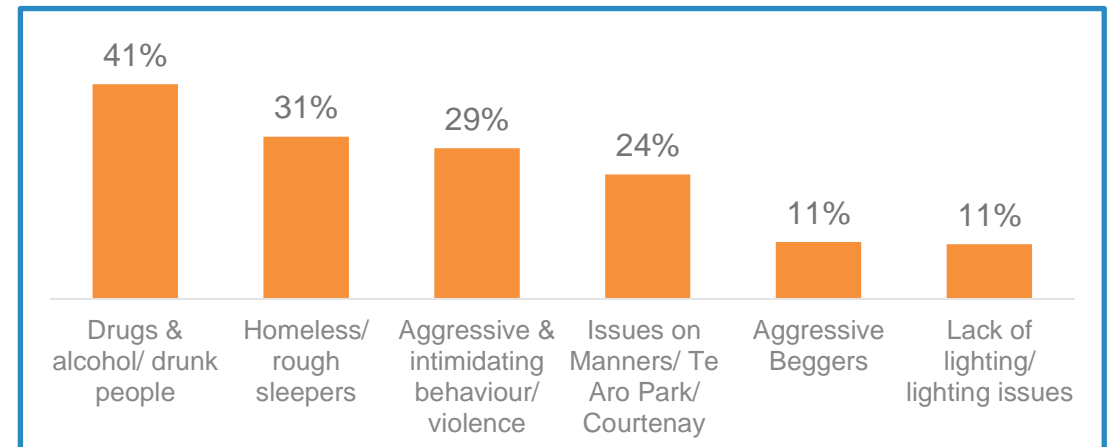
Also beginning investigations into a local alcohol policy, ongoing support for organisations working in the homelessness space plus a range of work related to the key areas for people feeling unsafe



We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations: **total ‘safe’**

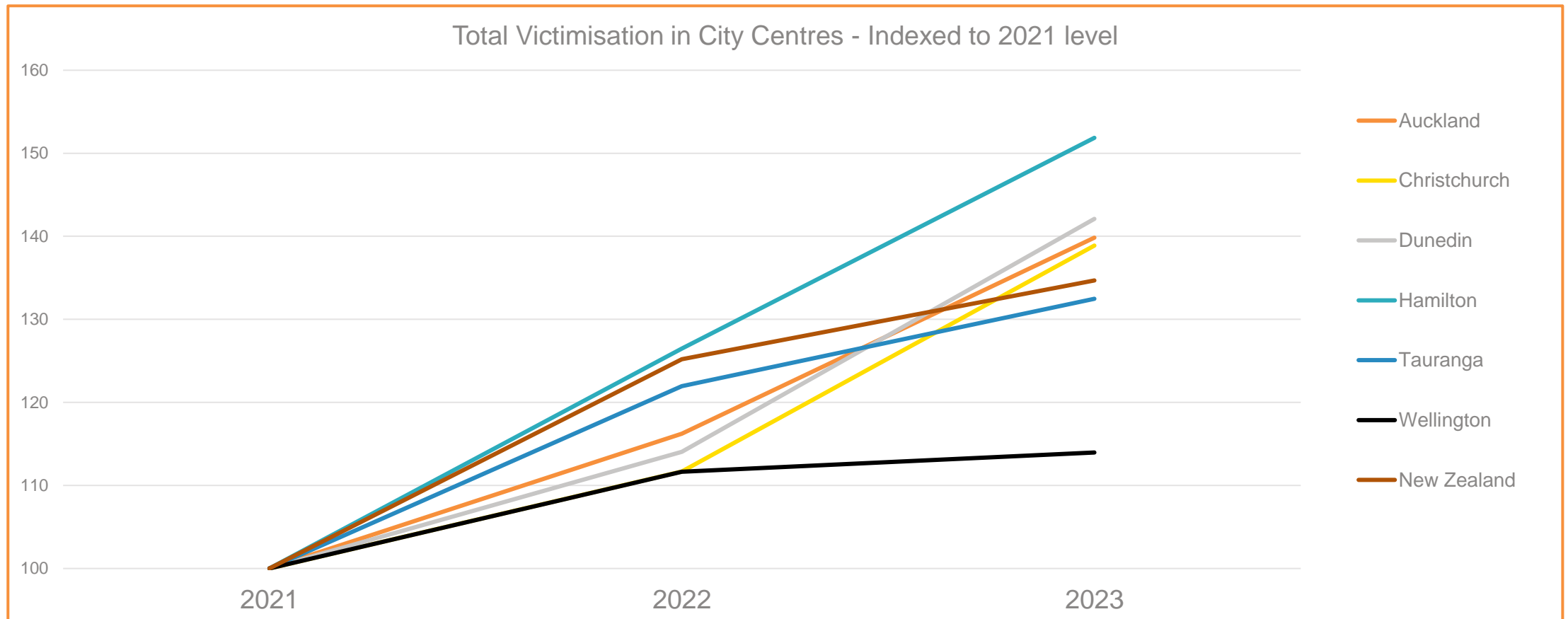


Main reasons for feeling unsafe in the CBD



# Central City victimisation data – Police NZ

- An analysis of Police victimisation data between 2021-2023 for our six largest cities' city centres showed Wellington figures increased 12% but others increased between 30-50%.

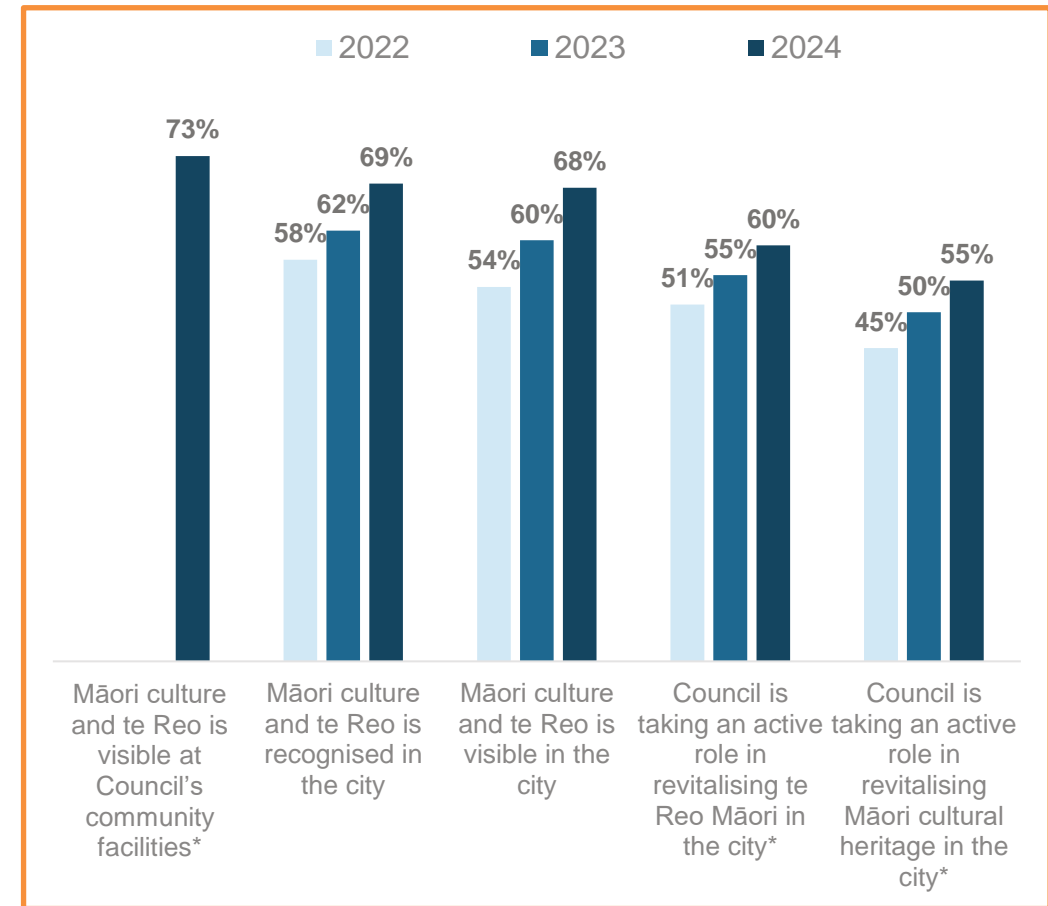


# Events and culture

- Strong performance has continued across the range of arts and events measures with very high agreement (81%) that we have a culturally rich and diverse arts scene and very high satisfaction with Council events (86% among attendees).
- About three-quarters also agreed Council are enablers for cultural activities and events in Wellington and events feel welcoming and inclusive. About six in ten said they see their own communities reflected in our cultural events.
- We have seen a positive trend among the measures relating to Māori culture and te Reo in the city (shown in the graph)



Please rate your level of agreement with the following statements:  
**Total agree**



\*High proportion of "don't know" responses (>10%) which are excluded from analysis.



# Recreation and facilities

- User satisfaction across the range of pools, recreation centres, sportsfields community facilities and libraries has continued to perform extremely well.
- Belief that it is easy to access WCC recreation facilities and programmes and agreement Wellington offers a wide range of recreation both remained steady (at 70% and 72% respectively).
- Declared participation in sport and recreation remained similar while 61% of respondents claimed to do 30 minutes+ of physical activity for 4 or more days a week.

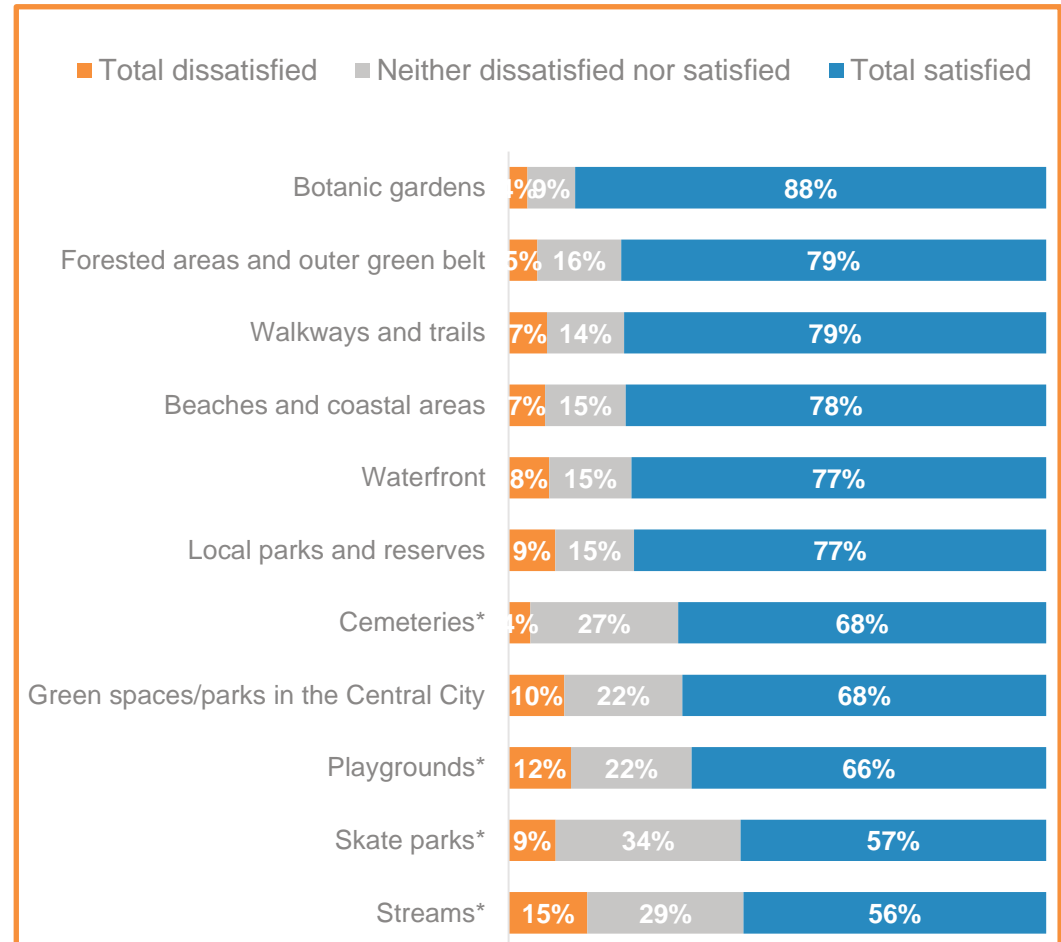


# Environment

- Results are similar across the board compared to 2023 with much higher levels of satisfaction than dissatisfaction with the quality and maintenance of our green and open spaces
- Most spaces have satisfaction levels of above three quarters, right up to 90% for the Botanic Gardens.
- Some of the lower use spaces still have much more satisfaction than dissatisfaction.
- Perceived ease of access to our green and open spaces remains high with around three quarters or more saying each space was easy to access (coastal areas, local parks and reserves, forested areas, walkways and trails).
- Residents continued to agree highly (92%) that Wellington’s connection to nature improved their quality of life. While agreement that our natural environment is appropriately managed and protected has remained steady at 65%.



Overall, how satisfied are you with the quality and maintenance of these green and/or open spaces?



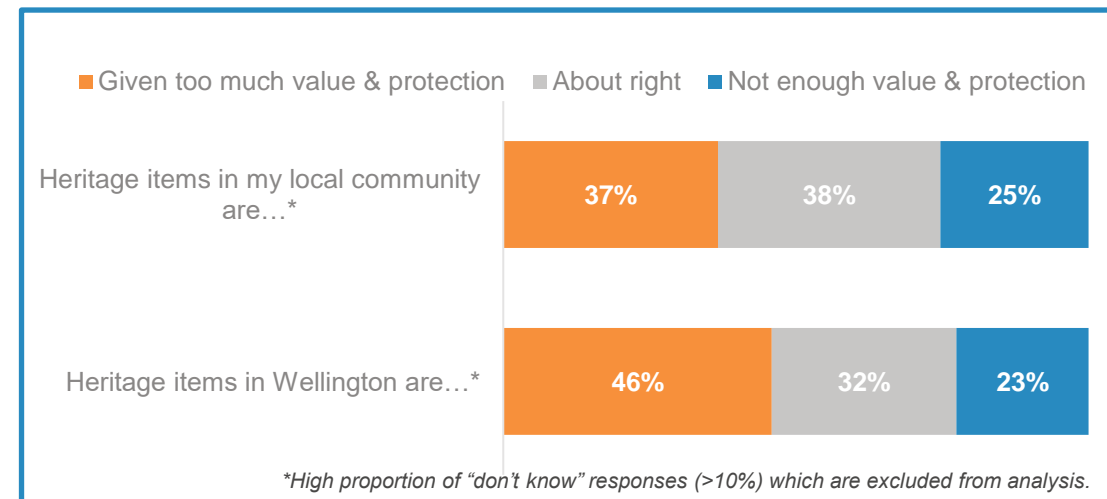
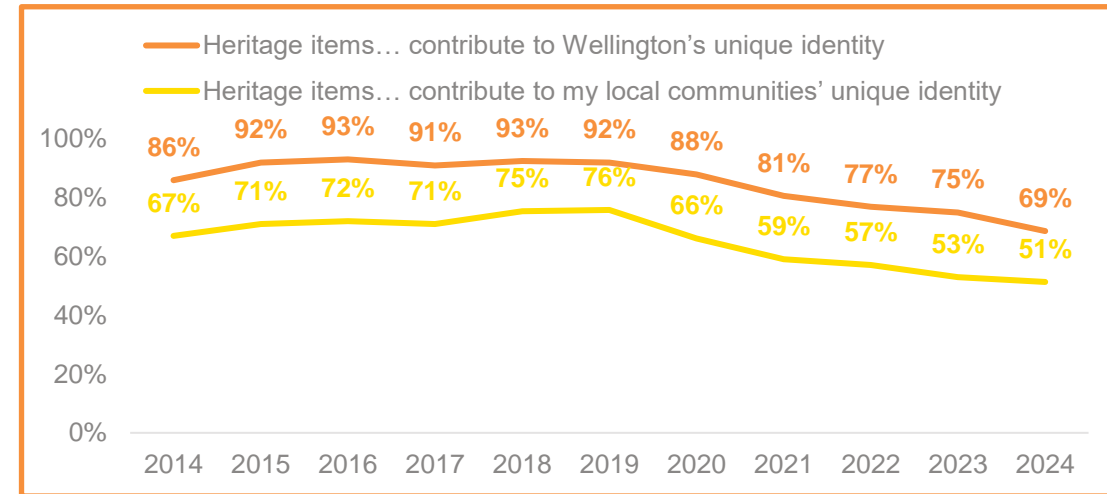
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# Urban development and resilience

- View on the contribution of heritage items to the city has been trending down for some time. When asked directly about value and protection given the heritage in the city, views leaned towards it being “about right” or “too much”.
- Agreement with various other urban development and resilience activities including the value of regeneration of city areas, value of new construction in the city remained similar to previous surveys.
- Various other results relating to civil preparedness including access to emergency items, and safety in emergencies remained similar to previous years



1. Please rate your level of agreement with the following statements:  
 2. What is your view on the level of value and protection given to heritage items in the Wellington and your local community?



# Transport and infrastructure

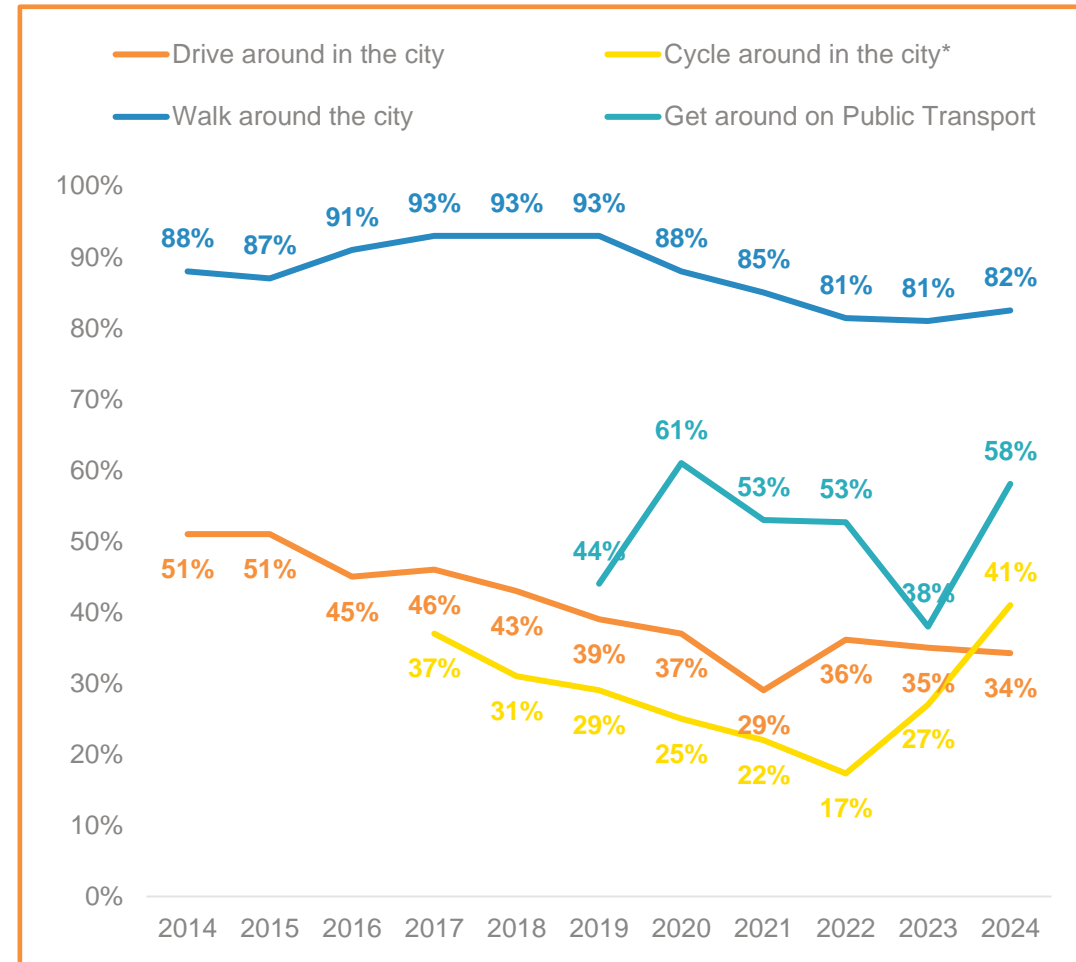
- Perceived ease of cycling around the city has seen strong improvement over the past three surveys (excludes “don’t know” responses). Related measure of satisfaction with cycling on cycleways shows a similar trend
- Ease of getting around on Public Transport has bounced back strongly from issues that were present in early 2023 (driver shortages/ reduced services).
- Other measures in the transport space covering road condition, street cleaning and footpath satisfaction have remained steady.
- There has been a small upward trend in satisfaction with on-street parking availability from around a quarter, to a third over the past three surveys.

## Relevant projects to address results

Paneke Pōneke, public transport infrastructure investment. Investments on the Golden Mile for walking.



Thinking about the city’s transport system and moving around the city. How easy is it to...? **Total easy**



\*High proportion of “don’t know” responses (~45%) which are excluded from analysis.

# Waste

- Satisfaction with kerbside rubbish and recycling services remained high with around eight in ten satisfied with each service.
- Respondents were asked about their main food scrap disposal method with the largest portion saying they did so in the bin (39%). Over a third (36%) said they used home composting. Both unchanged compared to 2023 results.
- Satisfaction with stormwater management has remained relatively steady over the past four surveys (between 34%-39% satisfied) - after prior declines (from a high of 68% satisfied)



Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling/rubbish collection service: **Total satisfied**

