Residents Monitoring Survey

June 2025

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Introduction

- The Residents Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council (WCC) Research and Evaluation team (R/E team).
- The survey asks a representative sample of Wellington City residents about their engagement and satisfaction with the Council's provision and delivery of services and facilities, as well as Council Controlled Organisations (CCOs). The survey also asks residents about their behaviours and overall perceptions of Wellington.
- The aim of the RMS is to provide statistically representative results on residents' satisfaction with the Council's services and facilities and perceptions of the city.
- The results provide an indication of how the Council is performing from a resident's perspective and allows the Council to monitor and track progress against its Annual Plan and Long-Term Plan. The results also present the opportunity to understand residents' perceptions, measure trends and changes over time, assess existing operational activities of the Council and identify opportunities for improving satisfaction and overall performance.
- This report outlines the results to all questions asked in the Residents' Monitoring Survey 2025. It highlights differences over time, and describes differences by key demographic areas of interest (for example age, gender, ward). Results are presented in graphs with short accompanying text.

Note: *While this survey provides the opportunity to understand what Wellington residents think about the Council and the city, it is important to note that the results reflect a snapshot of residents' perceptions at one point in time. There are many factors that contribute to an individual's perceptions and so it cannot be assumed that all opinions of all Wellington residents have been captured via this survey methodology. Further research would be necessary to provide a more in-depth and comprehensive understanding of the reasons behind particular results and perceptions.*

Methodology

- The latest RMS was conducted in February 2025 with the Capital Views Wellington City Council research panel. This panel is recruited and managed by PublicVoice on behalf of the Council.
- Due to the number of questions asked, the survey was conducted in two parts using the online survey tool Voxco. In 2025, both parts were about 20 minutes long on average.
- The Research and Evaluation Team were responsible for entire survey process including questionnaire design, survey scripting, survey distribution and quota monitoring. Once the survey was complete, the Research and Evaluation team were responsible for data analysis and reporting.
- For each survey a separate random sample of approximately 3,000 residents was drawn from the Capital Views panel initially. During the fieldwork quotas were monitored and additional booster samples were randomly selected to gather more responses from groups of the population that were underrepresented. In total each survey was sent to around 4,000 residents (response rate of just under 30% for each part).
- The final sample size for 2025 was 1,088 for part one and 1,174 for part two, which were post-weighted to be representative by age, gender and ward. The maximum margin of error at 95% confidence level was 3.0% and 2.9% for part one and two respectively. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 3.0%/2.9%.

Reporting notes:

- Throughout the report 'don't know' responses are excluded from five-point Likert scales (e.g., agree-disagree scales). This is to stay consistent with previous tracking.
- Where 'don't know' responses have been excluded, it is identified in the notes at the bottom of the slide. Where the excluded responses exceed 10% of the sample for that question, this has also been identified.
- Throughout this report scale type questions are reported using the 'top two' and 'bottom two' boxes. These numbers are calculated by summing the unrounded underlying figures and as such the top/bottom two boxes sometimes do not match the sum of the rounded underlying figures. i.e. 25.4% + 15.4% = 40.8% would appear as 25% + 15% = 41%.

City Perceptions

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Overall Wellington perceptions

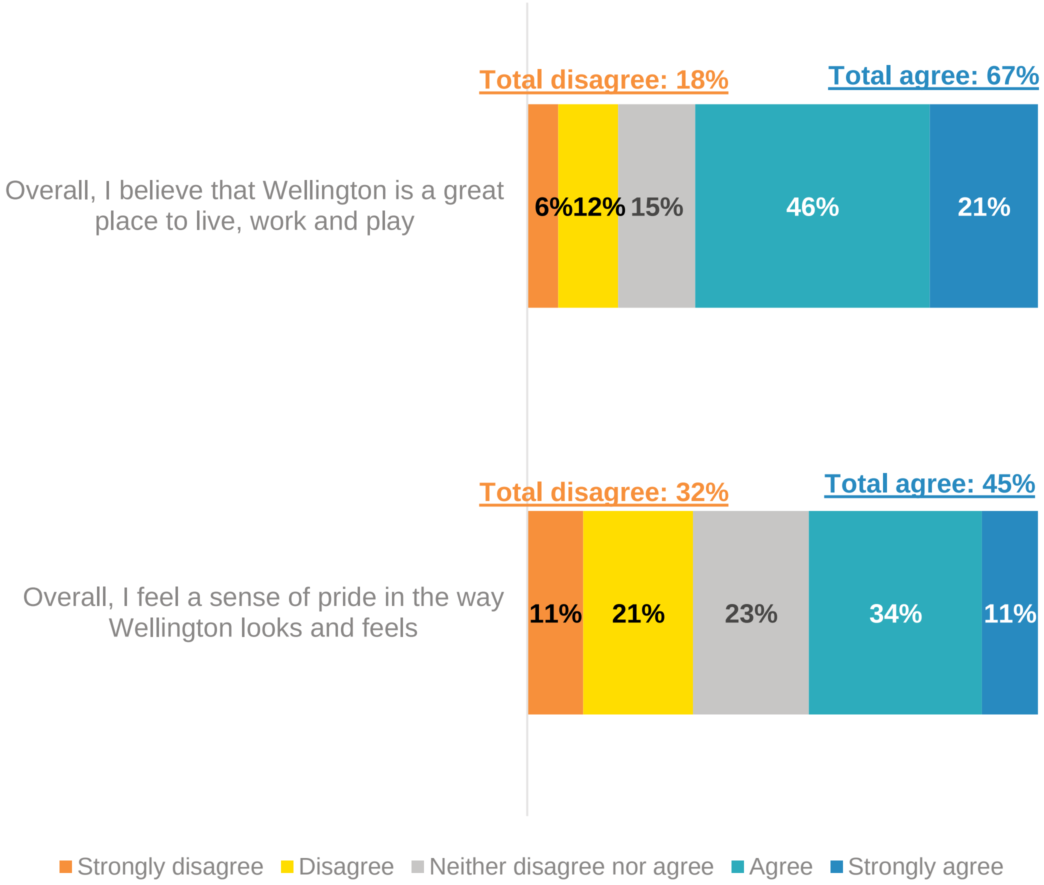
- About two thirds (67%) of respondents agreed that overall Wellington is a great place to live, work and play.
- There was less agreement that respondents felt a sense of pride in the way Wellington looks and feels (45% agreed).
- Since 2020 there have been a significant downward trend in the levels of agreement with both statements. There was a period of relative stability between 2021 and 2023, but agreement has fallen around 10% for both since then.

Demographic differences

- Female respondents were more likely than male respondents to agree that Wellington was a great place to live work and place (73% compared to 62%).
- Respondents with higher household incomes (100k+) were more likely to agree that Wellington was a great place to live work and play, as were respondents who did not have any activity limitations (based on the Washington short set on functioning*)
- When it came to sense of pride, agreement tended to decrease with age (under 30s: 55%, 30-44s: 47%, 45-59: 41%, 60+: 35%). On a related note, renters were more likely than homeowners to agree that they feel a sense of pride in how Wellington looks and feels (57% vs 39%).

*WG Short Set on Functioning (WG-SS) - The Washington Group on Disability Statistics

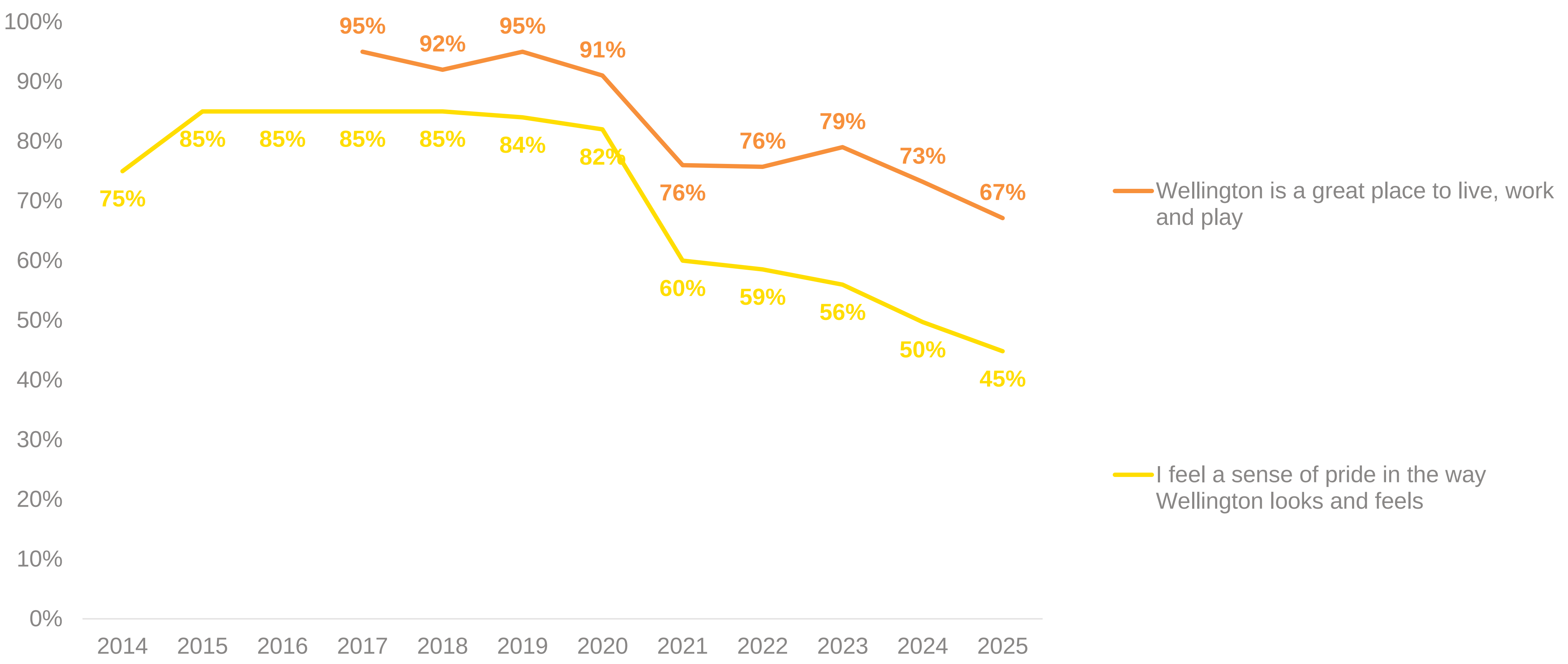
Thinking about the look and feel of Wellington in general…



Base: all respondents (excluding 'don't know')

Overall Wellington perceptions – tracking

*Thinking about the look and feel of Wellington in general… **Total agree***



Base: all respondents (excluding 'don't know')

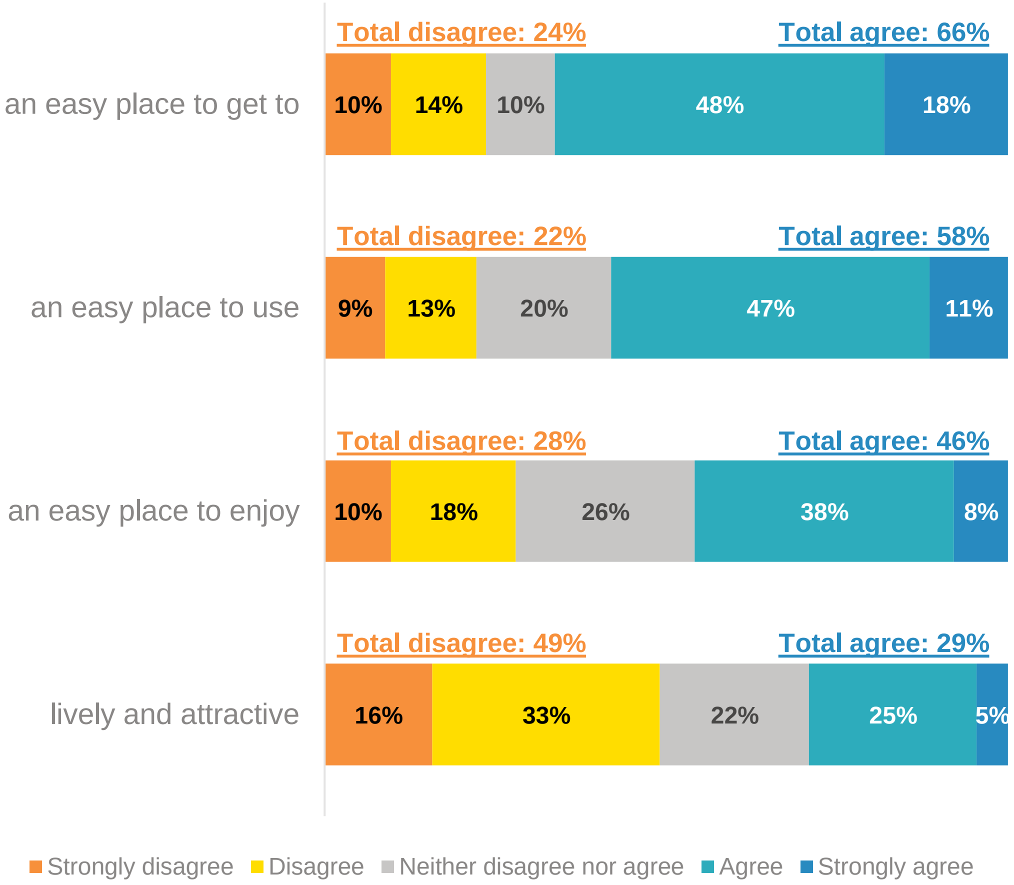
City centre attributes

- Respondents were asked how much they agreed or disagreed with a range of attributes of Wellington's central city.
- The highest level of agreement was with the statements that the city is easy to get to (66% agreed) and an easy place to use (58%). Just under half agreed that the city centre was an easy place to enjoy, while just under a third (29%) agreed that it is lively and attractive.
- Longer term trends for each of these attributes is declining compared to the highs observed back in 2019. Compared to 2024, agreement that the city centre is easy to get to and easy to use has remained steady, agreement that the city centre is easy place to enjoy has declined marginally, whilst agreement that the city centre is lively and attractive has declined more significantly.
- Agreement that Wellington's city centre is "lively and attractive" continues to be the attribute of most concern. The 2025 result shows 29% agreement, which represents an almost 60 percentage point drop relative to the high point of 88% agreement back in 2017 (agreement was consistently 80%+ between 2014 and 2019).

Demographic differences

- Agreement with each measure generally declined with age, with agreement being between 10%-20% higher for under 30s compared to those 60+.
- Renters were more likely than homeowners to agree with all attributes. Respondents from the Pukehīnau/Lambton ward were also more likely to agree with each attribute.
- Respondents with dependent children were less likely to agree that the city centre was an easy place to get to.
- Respondents with activity limitations were less likely to agree that the City Centre was an easy place to enjoy and an easy place to enjoy.

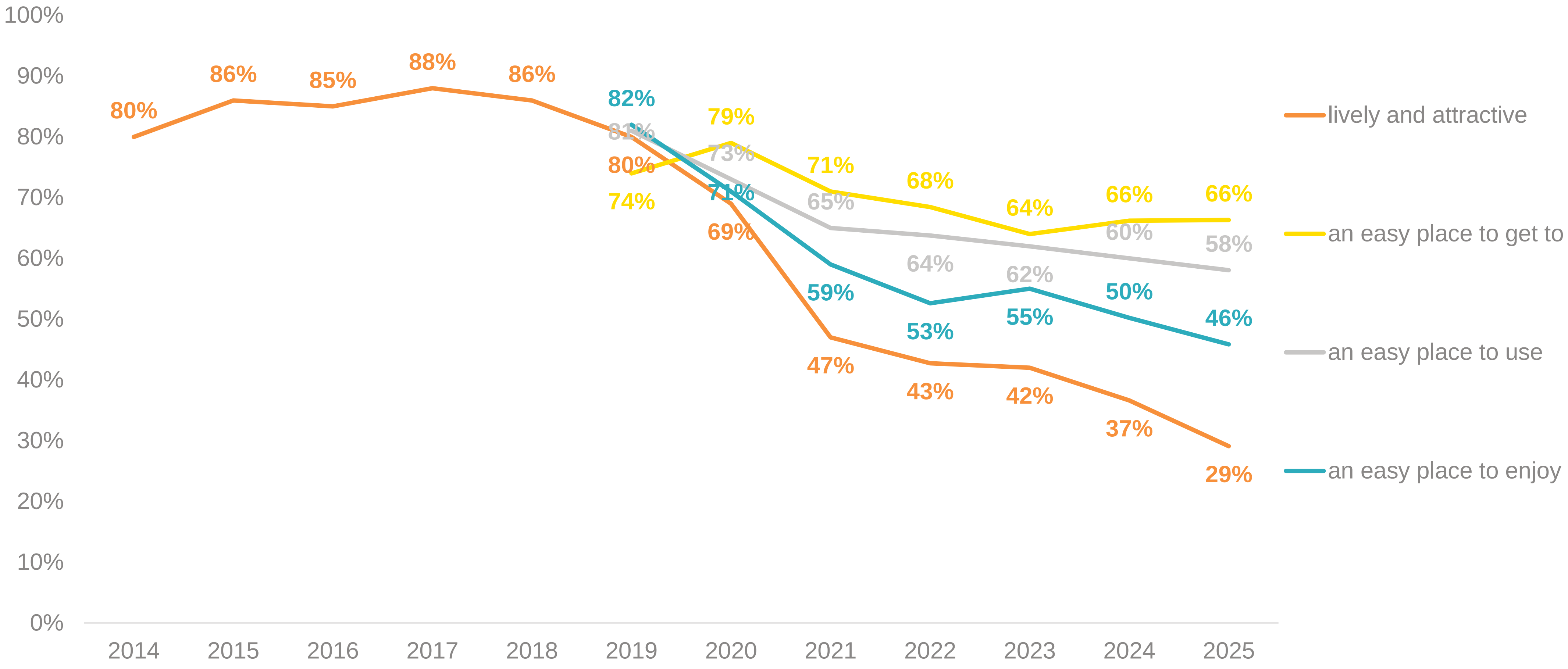
*Now thinking about the look and feel of Wellington's city centre…Please rate your level of agreement with the following statements: **Wellington's city centre is…***



Base: all respondents (excluding 'don't know')

City centre attributes – tracking

Now thinking about the look and feel of Wellington's city centre…Please rate your level of agreement with the following statements: ***Wellington's city centre is… Total agree***



Base: all respondents (excluding 'don't know')

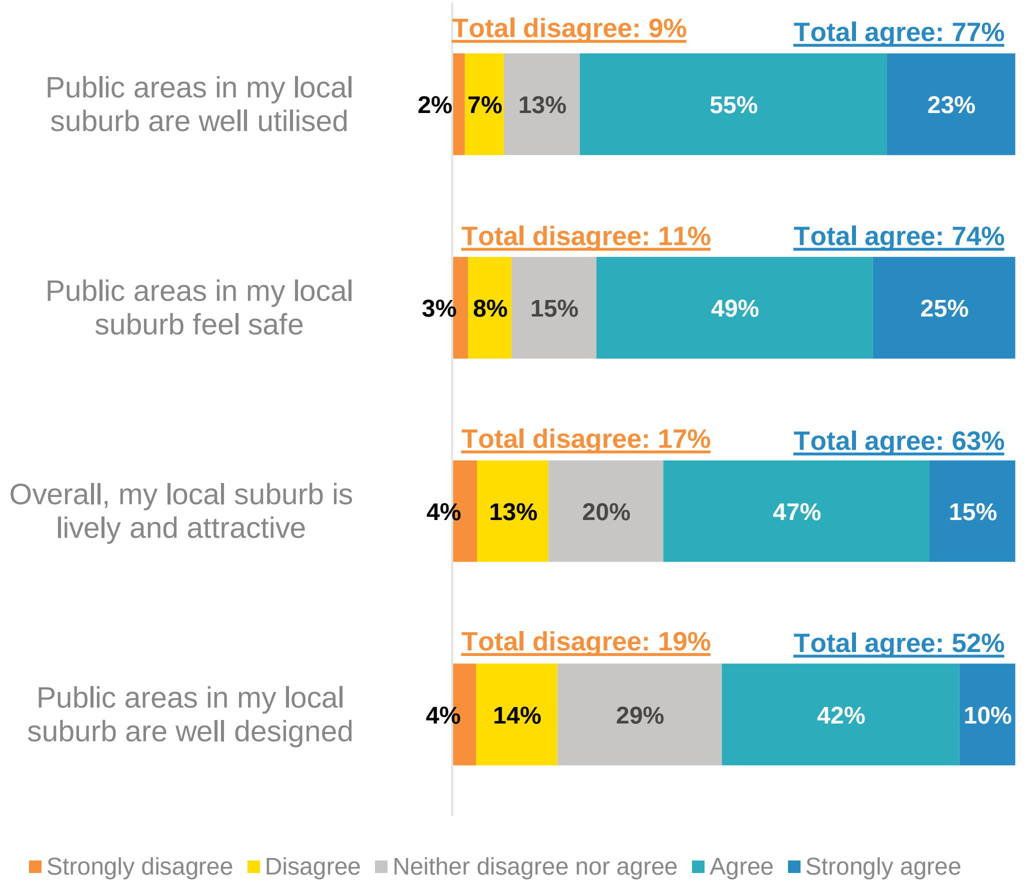
Local suburb attributes

Now thinking about the look and feel of your local suburb…Please rate your level of agreement with the following statements:

- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (77% and 74% respectively). Almost two-thirds (63%) agreed that their suburb was lively and attractive, while about half (52%) agreed that their local suburb was well designed.
- Results for three of the four measures are within 2% of their 2024 results, but agreement that the respondents' local suburb is well designed is up 6% compared to 2024 (and 10% since 2021).

Demographic differences

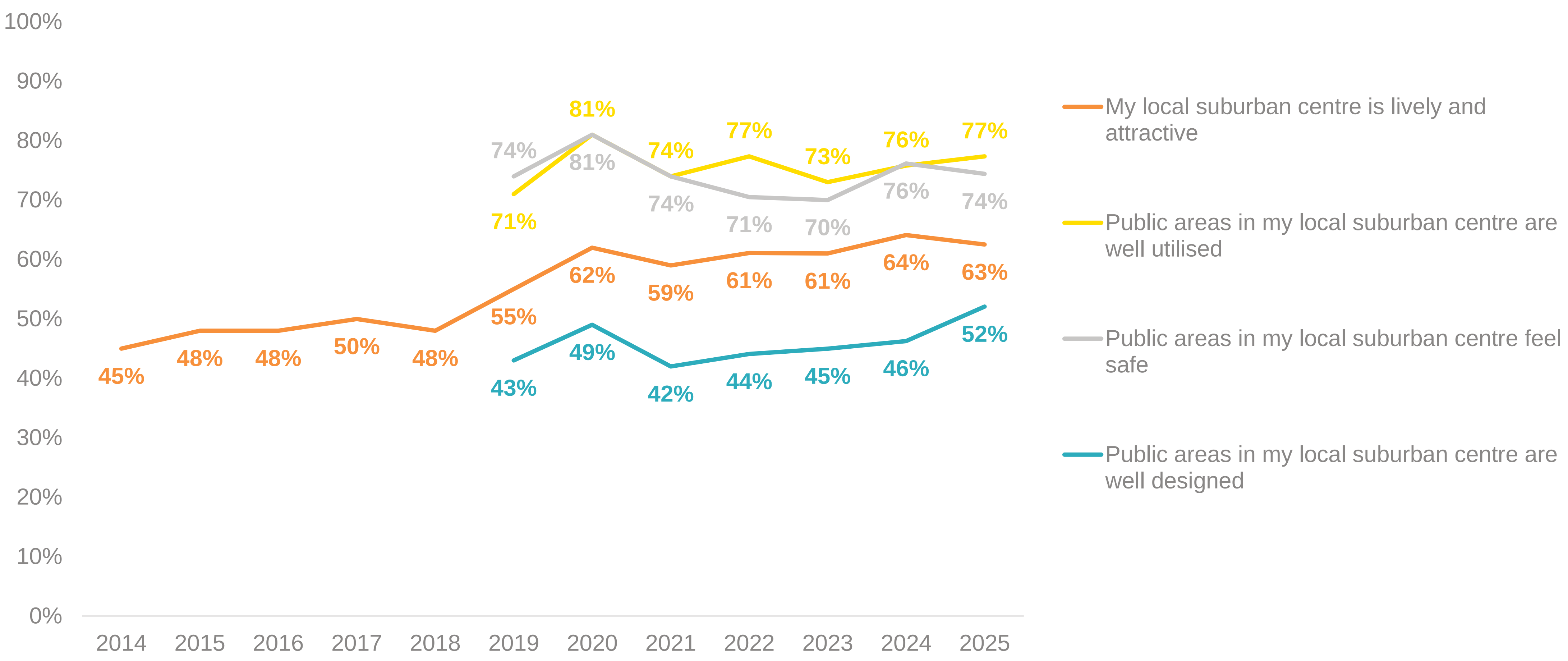
- Respondents in the Pukehīnau Ward were less likely to agree that their local suburb feels safe (62%). Wharangi Ward respondents were more likely to agree (88%).
- Respondents from the Takapū Ward were less likely to agree that their suburb felt lively and attractive (51%) and that their suburb was well utilised (69%).



Base: all respondents (excluding 'don't know')

Local suburb attributes – tracking

*Now thinking about the look and feel of your local suburb…Please rate your level of agreement with the following statements: **Total agree***



Base: all respondents (excluding 'don't know')

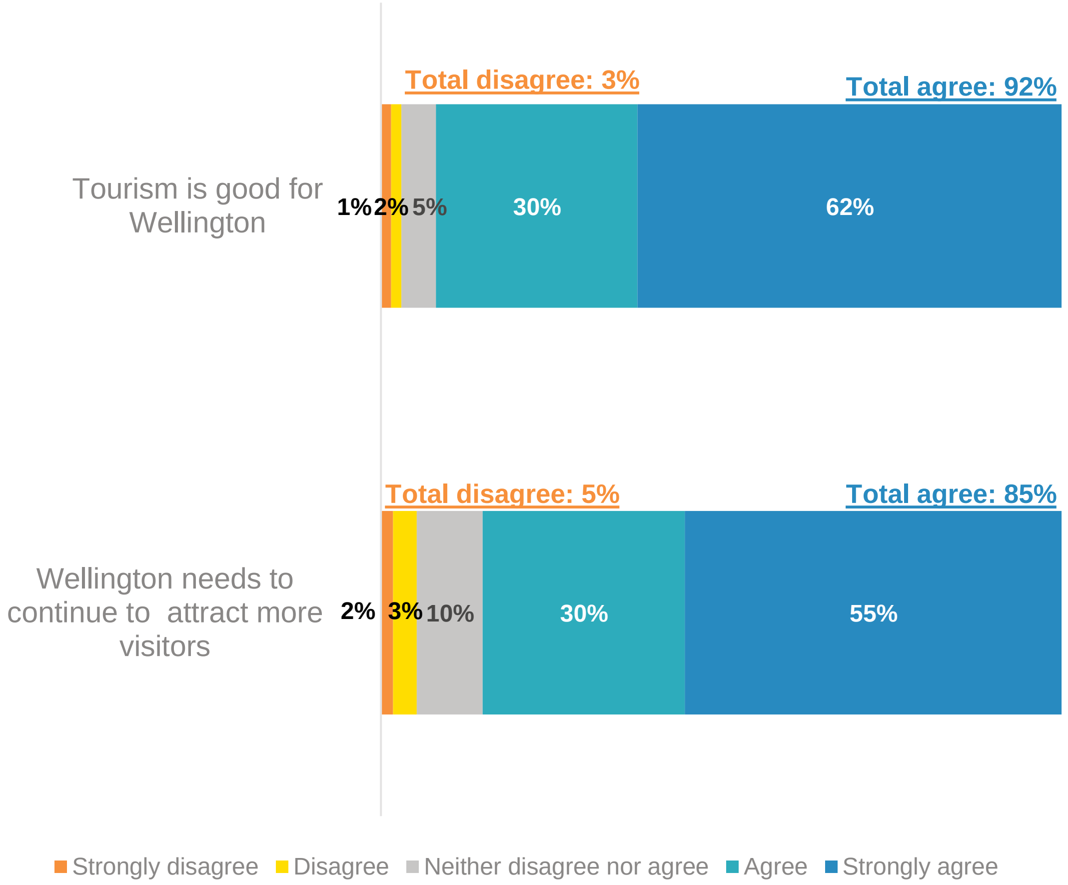
Value of tourism to Wellington

- There was very strong agreement that Tourism is good for Wellington and that we needed to continue to attract more visitors to our city (92% and 85% respectively).
- Results in 2025 were similar to those in 2024 when the question was first asked.

Demographic differences

- There were no significant demographic differences for this question.

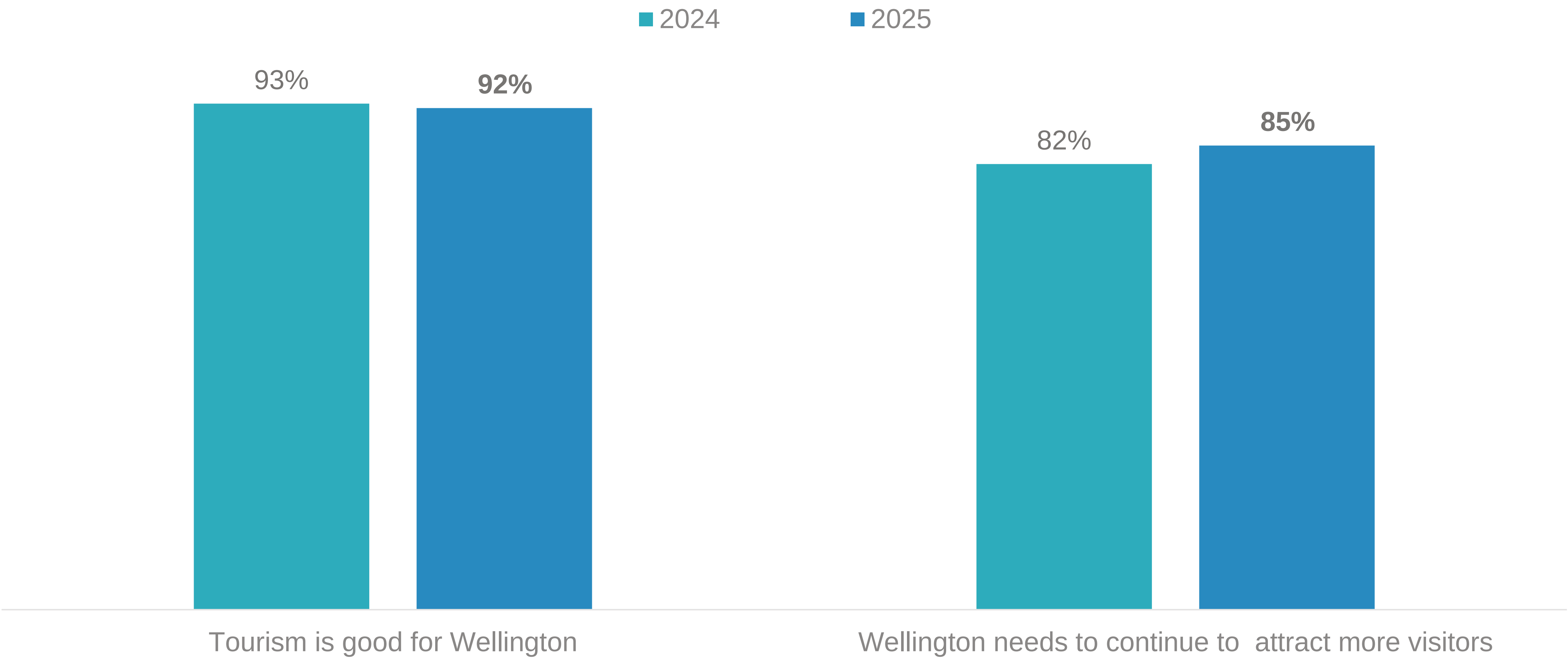
How much do you agree or disagree that…



Base: all respondents (excluding 'don't know')

Value of tourism to Wellington

*How much do you agree or disagree that…**total agree***



Base: all respondents (excluding 'don't know')

Governance

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The Council's decision making

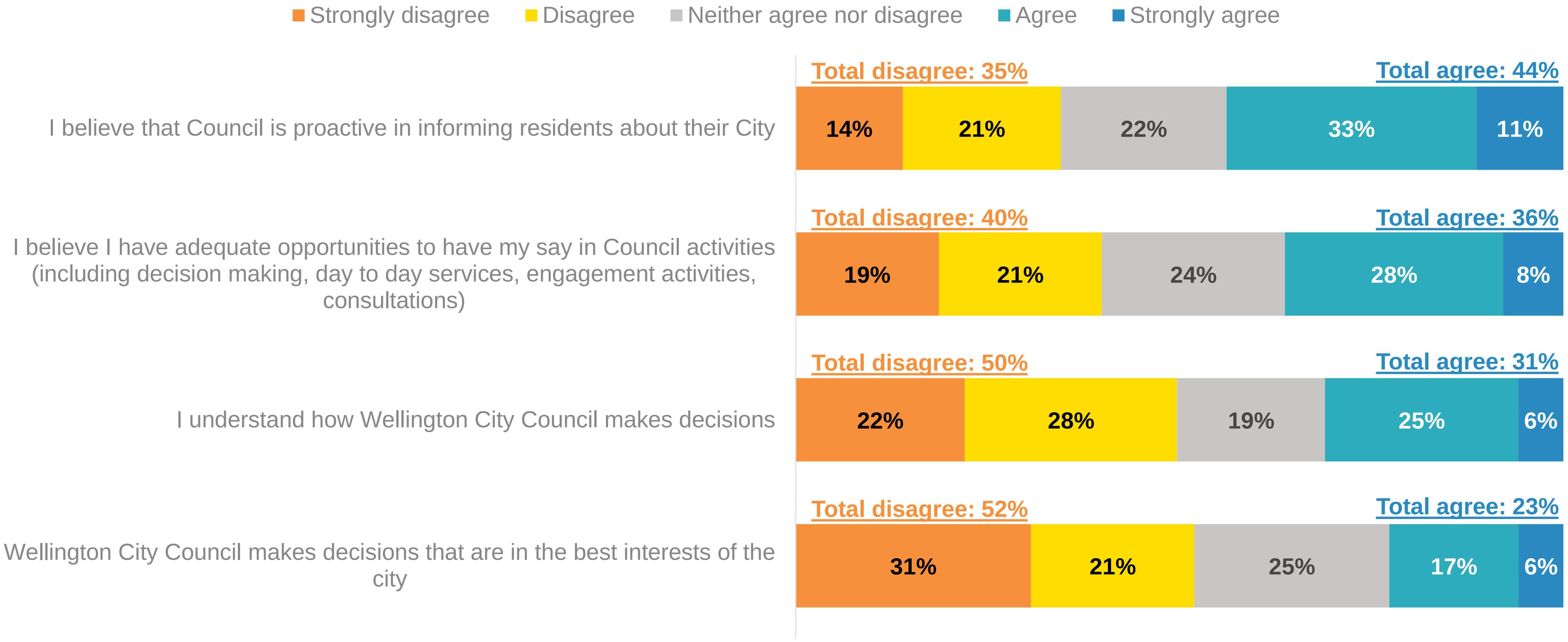
- Respondents were asked how much they agreed or disagreed with various statements about Wellington City Council's decision-making process.
- Agreement was highest with the statement *"I believe that Council is proactive in informing residents about their City"* (44% agree, 35% disagree).
- There were similar levels of agreement and disagreement for the statement *"I believe I have adequate opportunities to have my say in Council activities (including decision making, day to day services, engagement activities, consultations)"* (36% agree and 40% disagree).
- There was more disagreement than agreement with the statements *"I understand how Wellington City Council makes decisions"* (31% agree, 50% disagree) and *"Wellington City Council makes decisions that are in the best interests of the city"* (23% agree, 52% disagree).
- Agreement was similar to 2024 for the statements Council being proactive in informing residents and Council making decisions in the best interest of the city. Respondent agreement that they understand how Council makes decisions was 6% higher in 2025 than it was in 2024. The statement about opportunities to have a say in Council activities has been changed from previous years, but results this year appear to be in line with results from the previous wording of the statement.

Demographic differences

- Respondents from Takapū/Northern ward were generally less likely to agree with the statements, while respondents from Paekawakawa/Southern ward were generally more likely to agree.
- Agreement with the statements tended to decline with age. This pattern was particularly strong for the statements about Council making decisions in the best interests of the city, being proactive in informing residents about the city and having adequate opportunities to have a say in Council activities. Agreement was relatively similar across the age groups for the statement about understanding how Council makes decisions.
- Renters were more likely to agree with all statements except understanding how Council makes decisions.

The Council's decision making

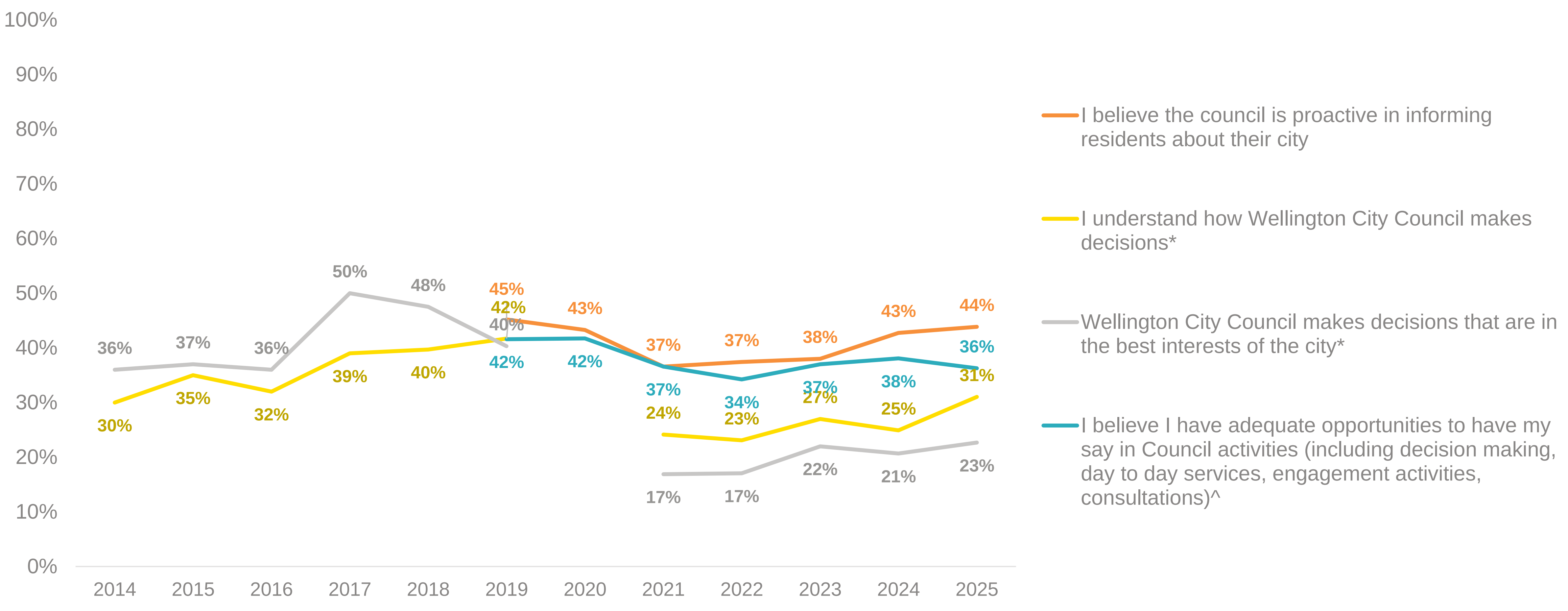
Please rate your level of agreement with the following statements:



Base: all respondents (excluding 'don't know')

The Council's decision making – tracking

*Please rate your level of agreement with the following statements…**total agree***



*Base: all respondents (excluding 'don't know'); *not asked in 2020*

^Prior to 2025 this statement read "I believe I have adequate opportunities to have my say in Council activities" and not asked in 2020

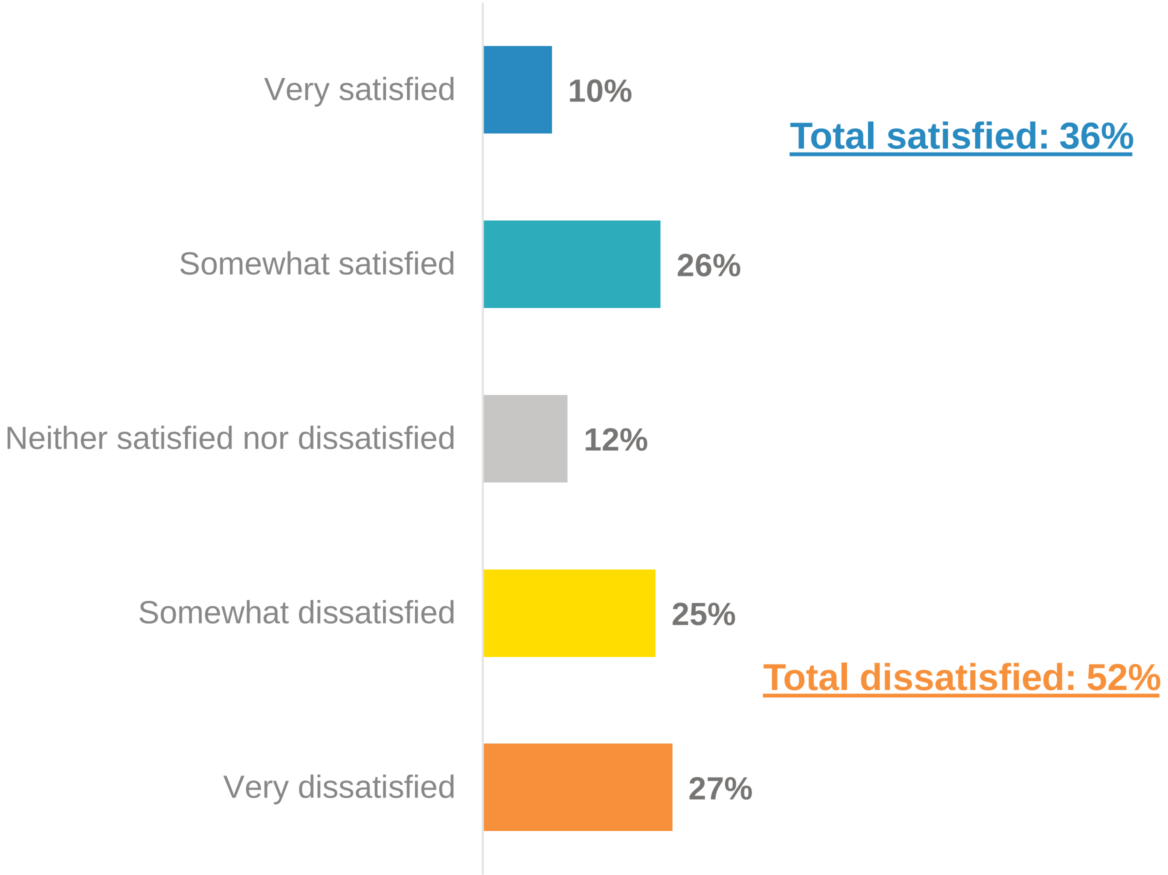
Overall satisfaction with the Council's performance

- Respondents were asked how they perceived the overall performance of the Wellington City Council over the past year.
- About half of respondents were dissatisfied with overall performance of the Council, while just over a third were satisfied.
- Satisfaction with performance has improved slightly compared to 2024, where 29% were satisfied and 56% were dissatisfied.

Demographic differences

- Respondents 45+ were more likely to be dissatisfied with performance than those under 45 (68% vs 38%).
- Respondents from Takapū were more likely to be dissatisfied (67%).
- Respondents from Pukehīnau and Paekawakawa were more likely to be satisfied (42% and 48% respectively)

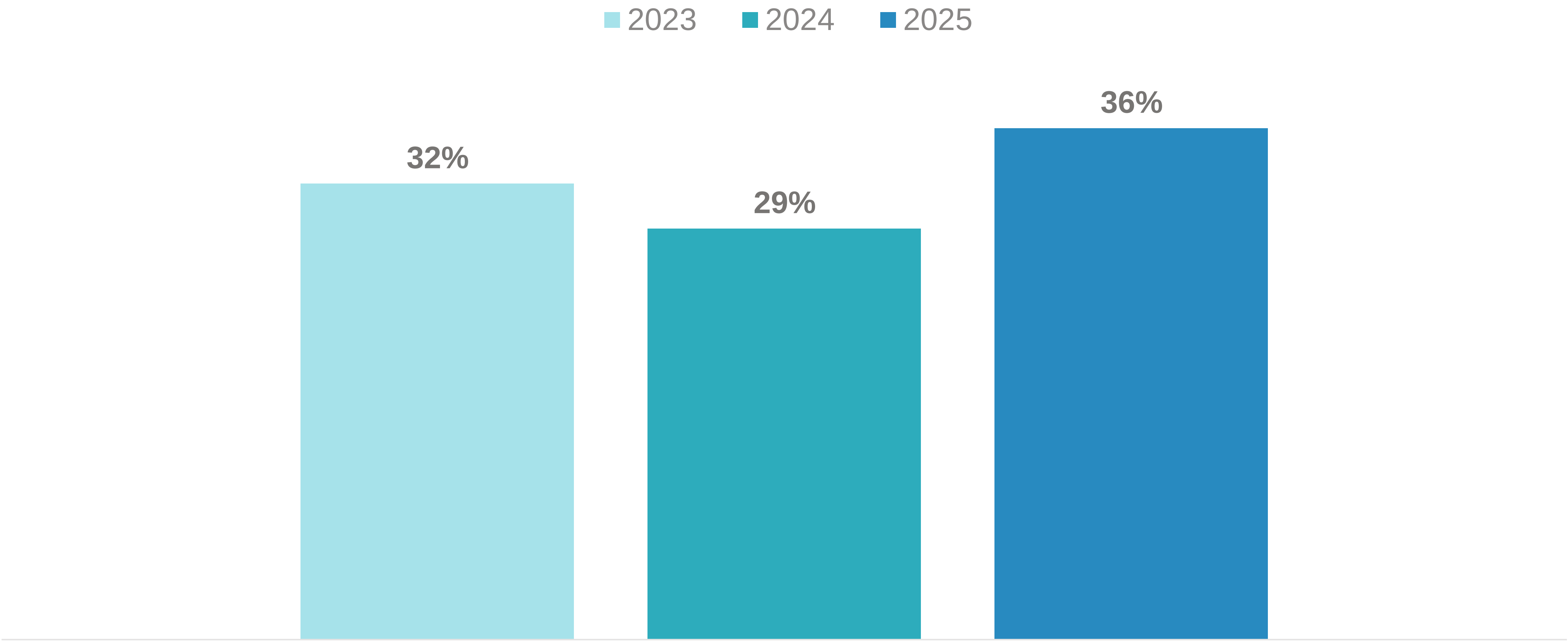
Overall, how satisfied or dissatisfied have you been with the performance of the Wellington City Council over the past year?



Base: all respondents (excluding 'don't know') – note: question asked in both surveys, so sample is n=2,245

Overall satisfaction with the Council's performance – tracking

*Overall, how satisfied or dissatisfied have you been with the performance of the Wellington City Council over the past year? **Total satisfied***



Base: all respondents (excluding 'don't know') – note: question asked across both surveys in each year.

Reasons for dissatisfaction with Council performance

Overall, how satisfied or dissatisfied have you been with the performance of the Wellington City Council over the past year? -

- Respondents who said they were dissatisfied with Council performance over the past year were ask to explain why. Respondents reasons were analysed and coded into themes. Comments were often assigned to multiple themes. Themes noted in 5% of more comments are displayed in the graph.
- The most commonly cited themes related to concerns around dissatisfaction with Council spending, Council priorities, elected officials and cycle lane implementation – each one of these themes appeared in approximately a third of comments from dissatisfied respondents.
- On a related note, a quarter of comments noted concerns about rates or rates increases as a reason for their dissatisfaction.
- A wide range of other themes were also noted including concerns about Wellington and its perceived decline, infrastructure issues, consultation and communication with residents and transport and parking issues.

Base: Respondents who said they were 'quite dissatisfied' or 'very dissatisfied' with how the Council makes decisions (n=1,203). Only themes identified by more than 5% of respondents shown.
Note: this question was asked in both part 1 and part 2 of the RMS.

Accessing information from the Council

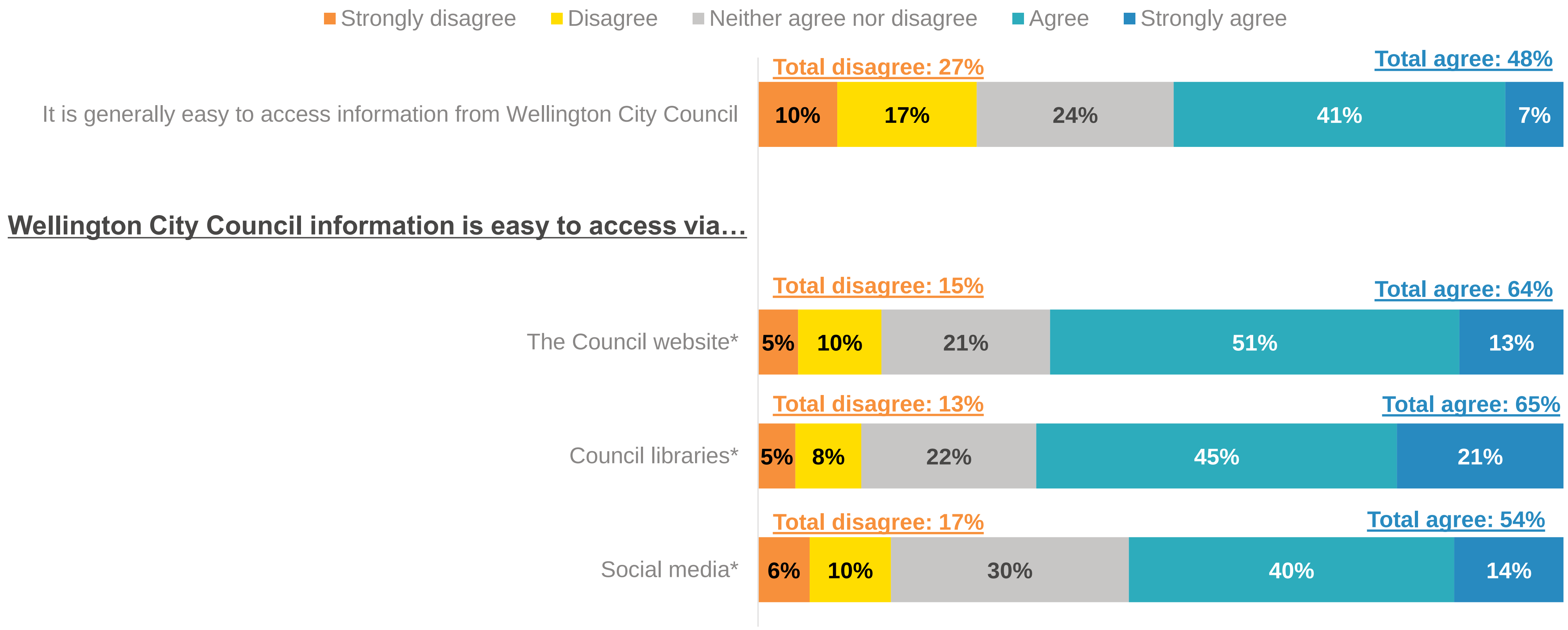
- Overall, about half of respondents (48%) agreed it was generally easy to access information from Wellington City Council.
- In terms of accessing the Council's information via different channels, the website and libraries were seen as the easiest (64% and 65% respectively agreed it was easy to access the Council information via each of these channels). Just over half (54%) agreed that information was easy to access via social media.
  - 'Don't know' responses were high, particularly for social media, and the Council libraries – however, results show the views of only those who did have an opinion, so these 'don't know' responses are excluded from the analysis.
- Agreement that it was easy to access information from Wellington City Council via the various channels asked about was generally similar to what it was in 2024.

Demographic differences

- For general ease of access to information from WCC, perceptions declined with age (61% of under 30s agreed information from WCC was easy to access vs 31% of those aged 60+).
- Those who said they had an activity limitation were less likely to agree information was easy to access from WCC (42%).
- For access to information from WCC via specific channels, the following demographic differences were observed:
  - Perceived ease of access to Council information via social media declined with age:
    - 60% of under 30s said it was easy
    - 50% of 30-44s
    - 28% of 45-59s
    - 22% those 60+.
  - A similar but less pronounced decline with age was seen for perceived ease of access to information on the Council website.
  - Renters were more likely than homeowners to say information was easy to access via social media (59% vs 34%).

Accessing information from the Council

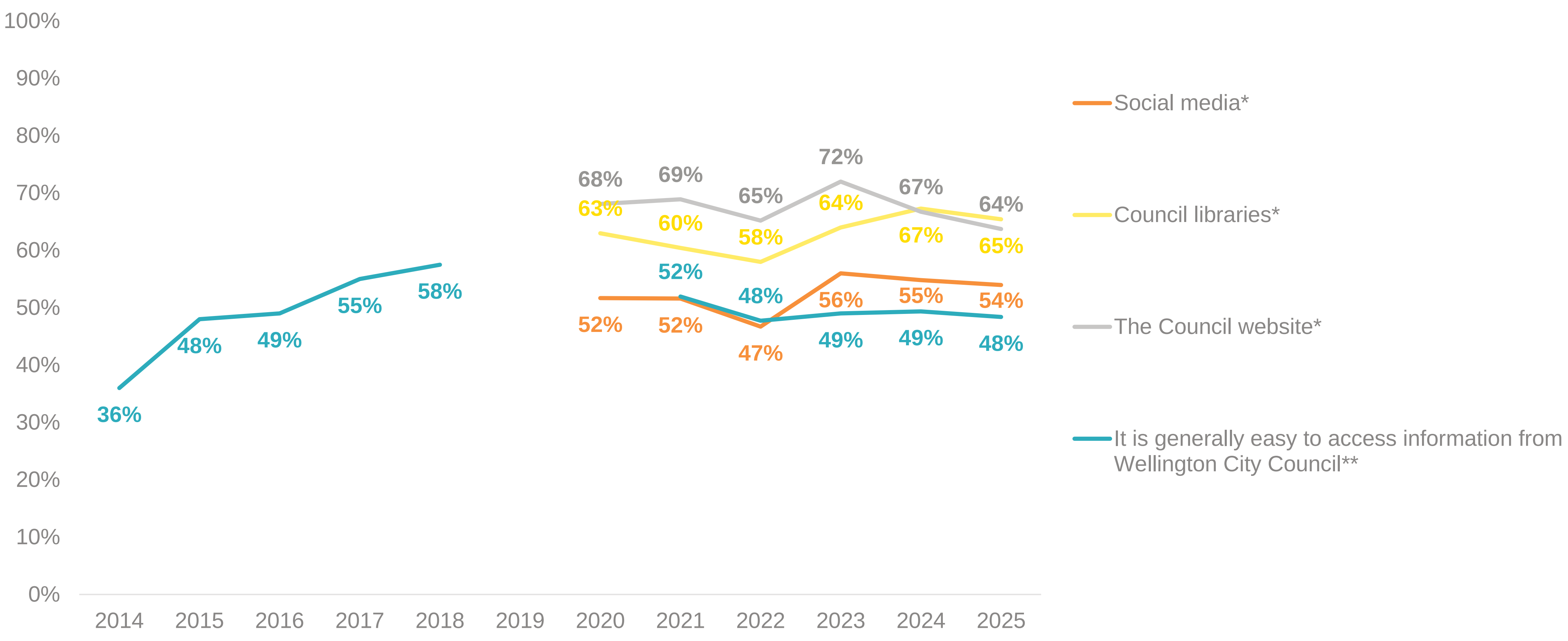
Please rate your level of agreement with the following statements:



*Base: all respondents (excluding 'don't know/NA'): *'Don't know/NA' responses range from 12% of total sample (for Council website) up to 26% of total sample (for libraries) – these responses are excluded from analysis.*

Accessing information from the Council – tracking

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



*Base: all respondents (excluding 'don't know/NA'): *'Don't know/NA' responses range from 12% of total sample (for Council website) up to 26% of total sample (for libraries) – these responses are excluded from analysis.*

*** Not asked in 2019/2020*

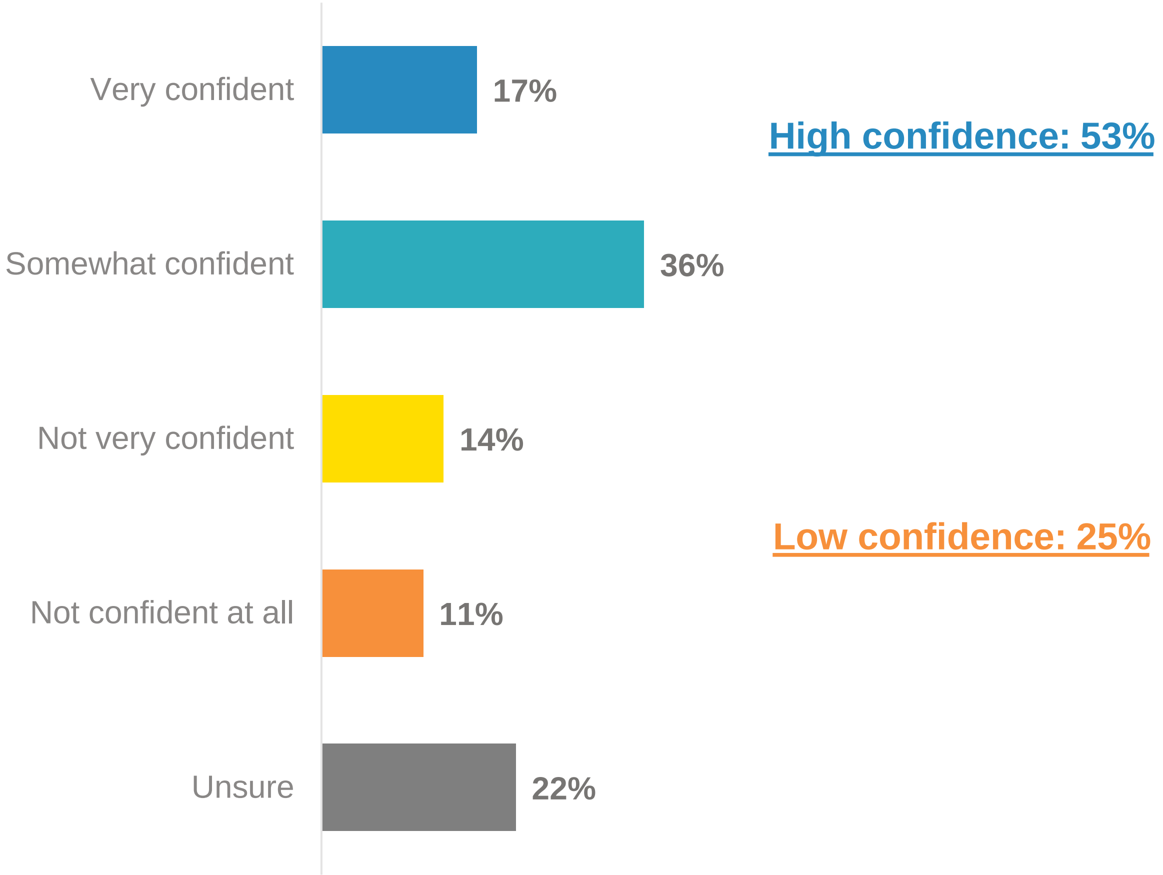
Confidence in WCC storage of private information

- We ask respondents how much confidence they had in WCC's ability to hold, use and manage private information.
- More respondents had a high level of confidence in the way we manage private information, as opposed to a low level of confidence.
- This question was first asked in 2024. Results in 2024 showed slightly higher levels of confidence than in 2025 (58% high confidence, 21% low confidence)

Demographic differences

- Confidence tended to decline with age – 58% of under 30s had high confidence while 14% had low confidence, compared to those aged 60+ where 42% had high confidence and 38% low confidence.
- Respondents with an activity limitation were more likely to have low levels of confidence (39% expressed low confidence, compared to 24% for those without an activity limitation).
- Males were more likely than females to have a low level of confidence (30% compared to 19%) – although they both had similar levels of high confidence. The difference was largely accounted for by a higher level of "unsure" responses from females.

How much confidence do you have in Wellington City Council's ability to hold, use and manage your private information in a way that is consistent with the Privacy Act.



Base: all respondents; .

Community and Safety

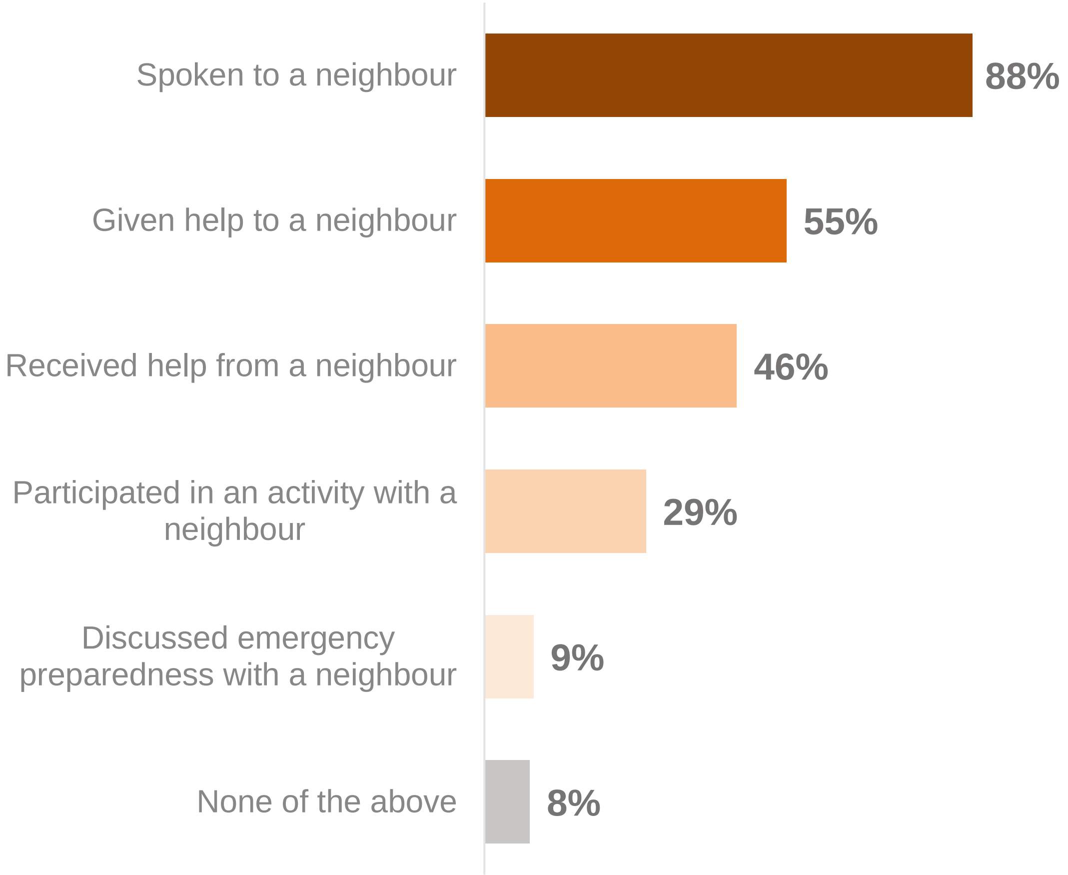
Neighbour interaction

- The large majority of respondents (88%) had at least spoken to a neighbour in the past year.
- Around half had either given help (55%) or received help (46%) from a neighbour.
- Participating in activities with neighbours (29%) or discussing emergency preparedness (9%) were less common.
- Results for this question were broadly similar to those observed in 2024 and longer terms trends are also mostly flat – except for discussing emergency preparedness, which has been trending down slowly since 2020.

Demographic differences

- Neighbour interactions across the board tended to increase with age, with almost all people aged 60+ saying they had spoken to a neighbour (95%), compared to 76% of under 30s.
- Homeowners generally interacted more with their neighbours than renters.
- Respondents from the Pukehīnau/Lambton Ward were less likely to say they had either help a neighbour or received help from a neighbour.
- Respondents with dependent children were more likely to say they had given help and received help from a neighbour.
- Respondents with some form of activity limitation were more likely to say they had discussed emergency preparedness with a neighbour.

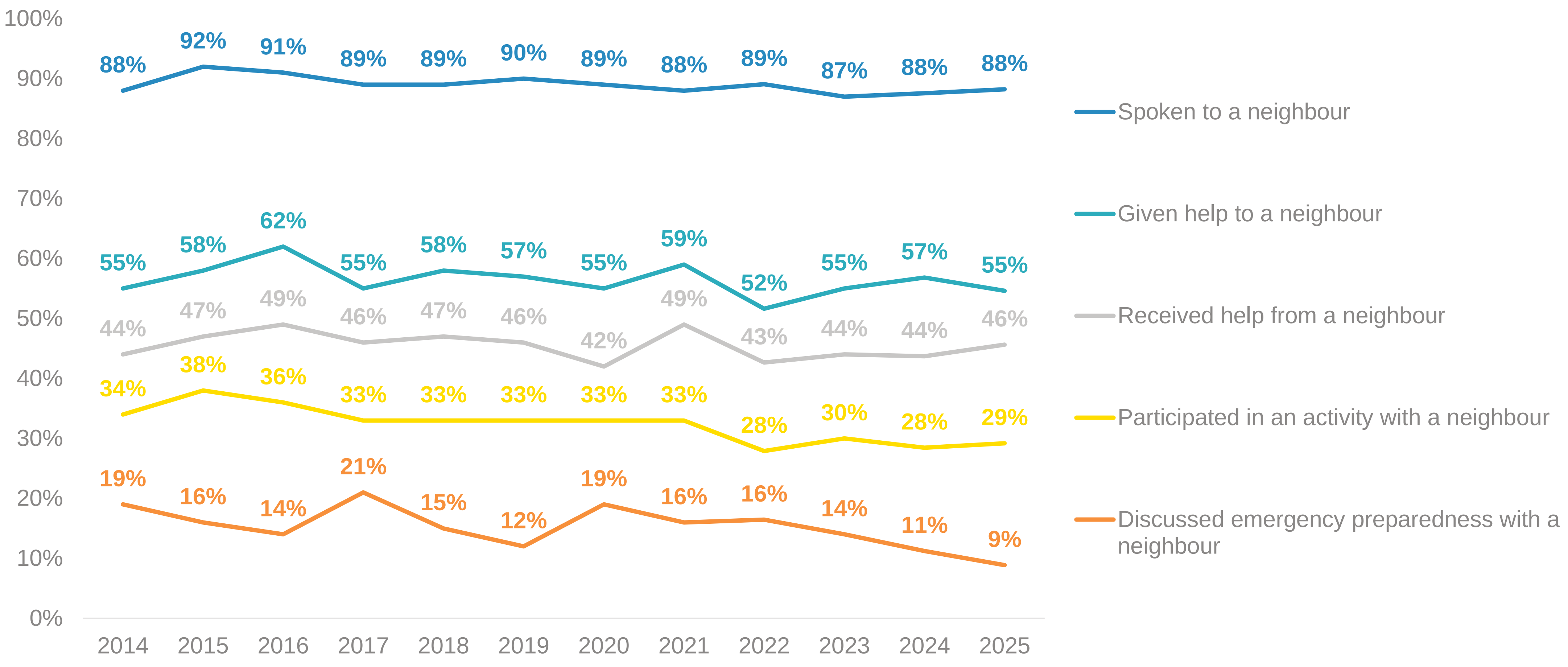
Thinking about interactions with your neighbour(s), have you engaged in any of the following over the last 12 months?



Base: all respondents

Neighbour interaction – tracking

Thinking about interactions with your neighbour(s), have you engaged in any of the following over the last 12 months?



Base: all respondents

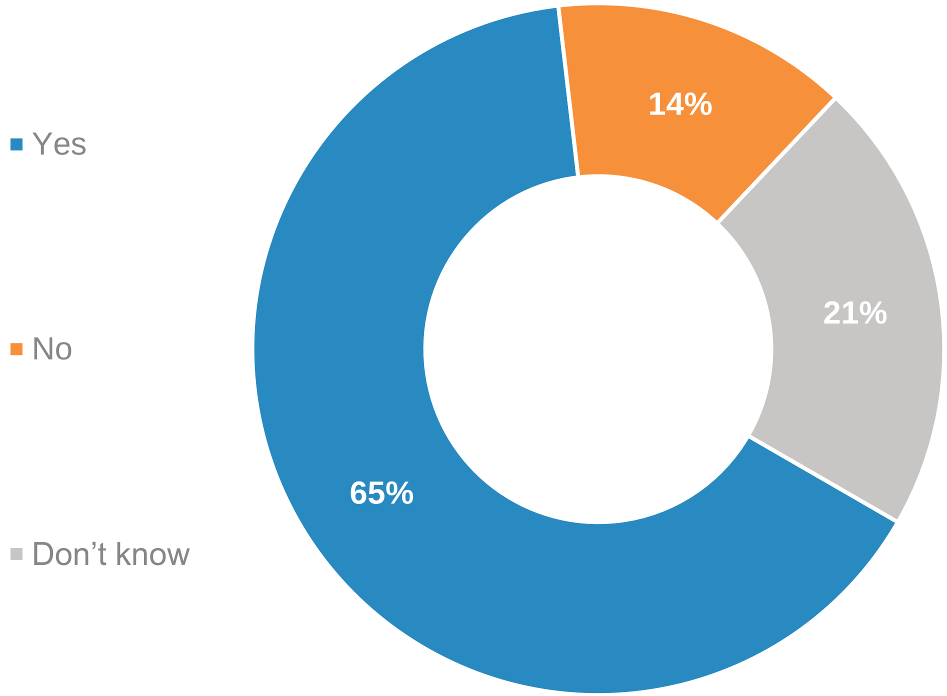
Relying on a neighbour in an emergency

Do you feel you could rely on your neighbour(s) for support following a natural disaster or other significant emergency?

- Almost two-thirds (65%) of respondents believed they could rely on their neighbours following a natural disaster. Meanwhile, 14% thought they could not, and 21% were unsure.
- Results appear relatively stable over the last five years.

Demographic differences

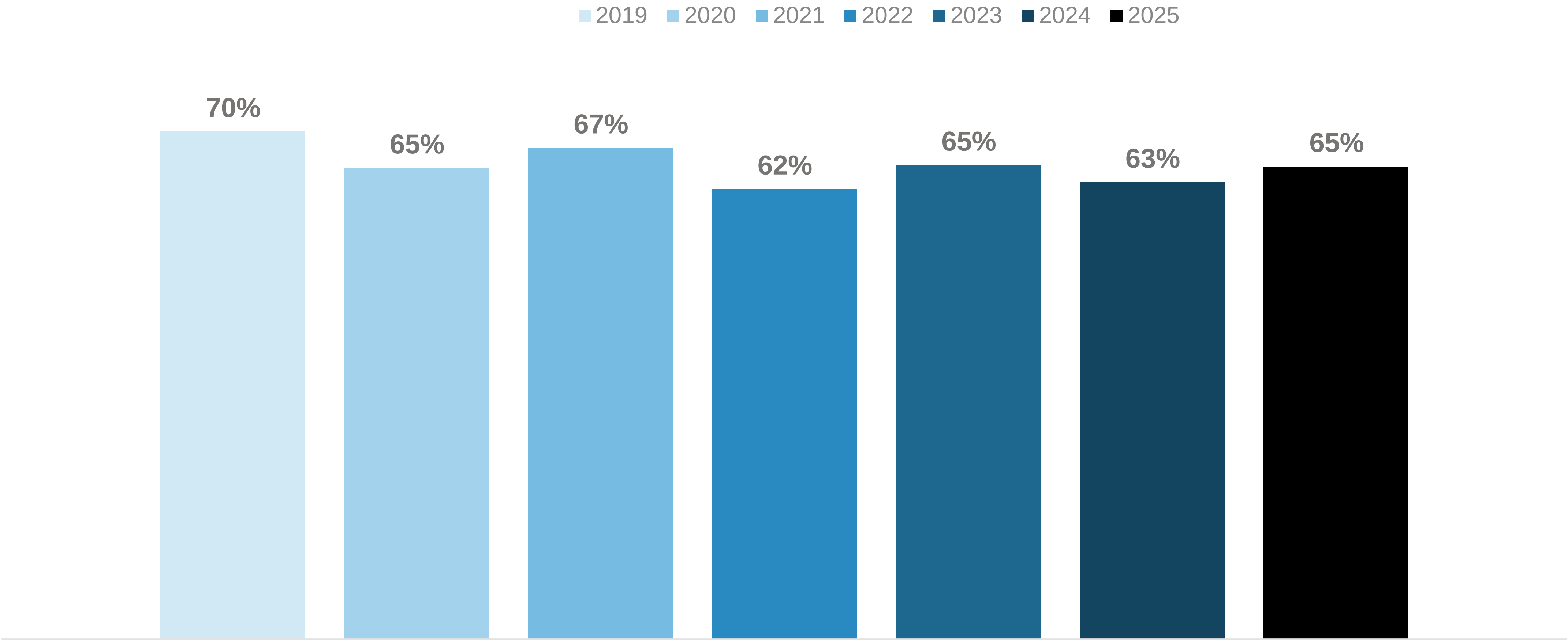
- Respondents from the Pukehīnau/ Lambton Ward were less likely to say they could rely on their neighbours after an emergency (53%).
- Older respondents were more likely to say they could rely on their neighbours in an emergency (44% for under 30s, 62% for 30-44s, 79% for 45-59s and 81% for 60+).
- Renters were less likely than homeowners to say they could rely on their neighbours after an emergency (42% vs 79%).
- Respondents with dependent children were more likely to say they could rely on neighbours in an emergency (77% compared to 61% for those without dependents).



Base: all respondents

Relying on a neighbour in an emergency – tracking

*Do you feel you could rely on your neighbour(s) for support following a natural disaster or other significant emergency? **Yes***



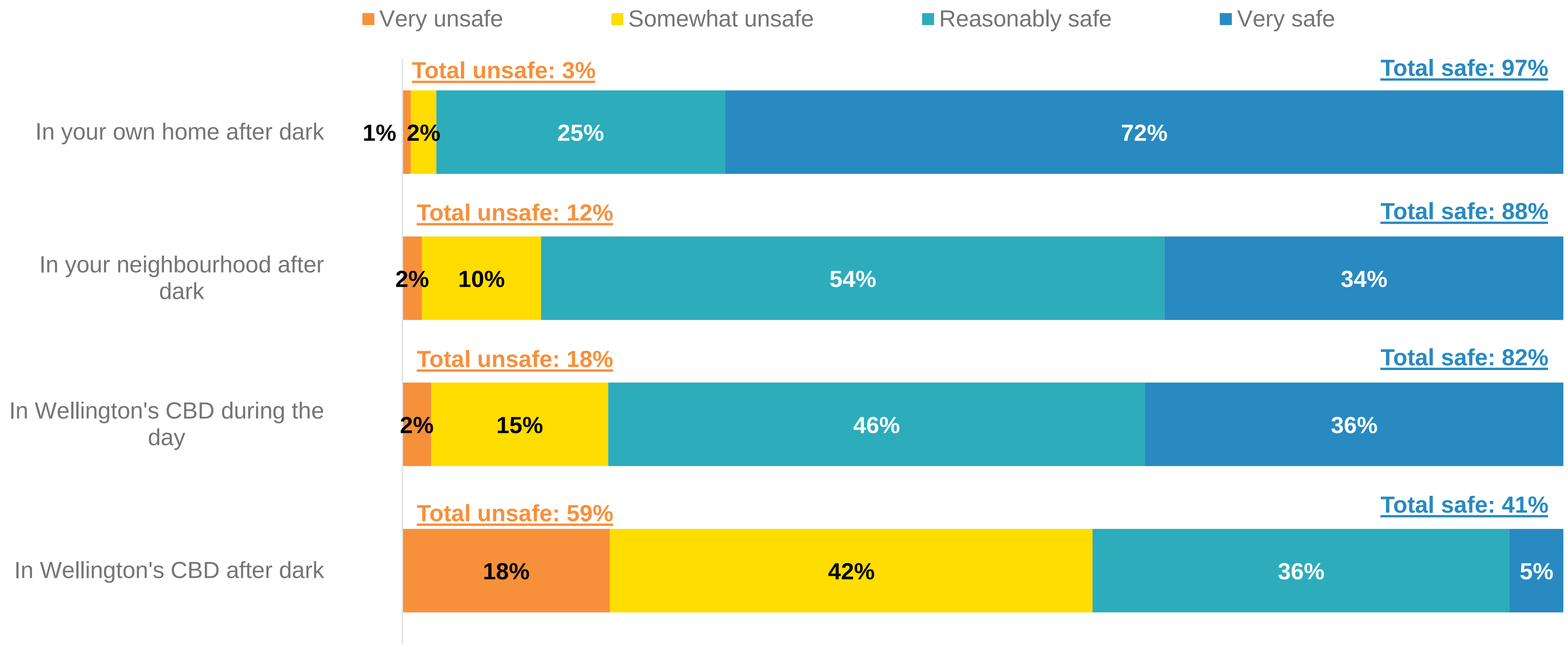
Base: all respondents

Safety in Wellington

- Almost all respondents felt safe in their own home after dark (97%) while the vast majority felt safe in the central city during the day (82%).
- Respondents were asked how safe they felt after dark in their neighbourhood and in the central city. The vast majority felt safe in their neighbourhood after dark (88%). Less than half felt safe in the central city after dark (41%).
  - Females were less likely than males to feel safe in their neighbourhoods after dark (84% vs 92%) – but there were no significant differences in perceived safety for the other situations.
  - Respondents from Takapū/ Northern Ward were less likely to say they felt safe in the central city after dark (30%)
- Perceived safety at home and in your neighbourhood after dark have both remained relatively steady going back to 2019 (when tracking began). Perceived safety in the central city both during the day and at night have both been relatively steady over the past four surveys but still sit below where they were back in 2019 – the drop has been more significant for perceived safety in the central city after dark (in 2025, 41% said they safe in the central city after dark, vs 76% in 2019)
- Respondents who said they felt unsafe in any of the four situations identified were asked to explain why they felt unsafe. A wide range of concerns were noted by respondents in their own words. These open responses have been themed and presented on a following slide. The most common theme among the responses was “aggressive and intimidating behaviour which was identified in about 40% of comments.
- The next most common reasons for feeling unsafe related to homeless/rough sleepers/people in the streets, and alcohol and drugs issues. These were noted in 38% and 30% of comments respectively. These three top themes had significant cross over with many comments citing more than one of these concerns in their response.
- All other themes were significantly less common than the three outline above, but included things like issues with begging/aggressive begging, cleaning and maintenance issues, general feelings of uneasiness, and specific incidents/past experiences, among others.

Safety in Wellington

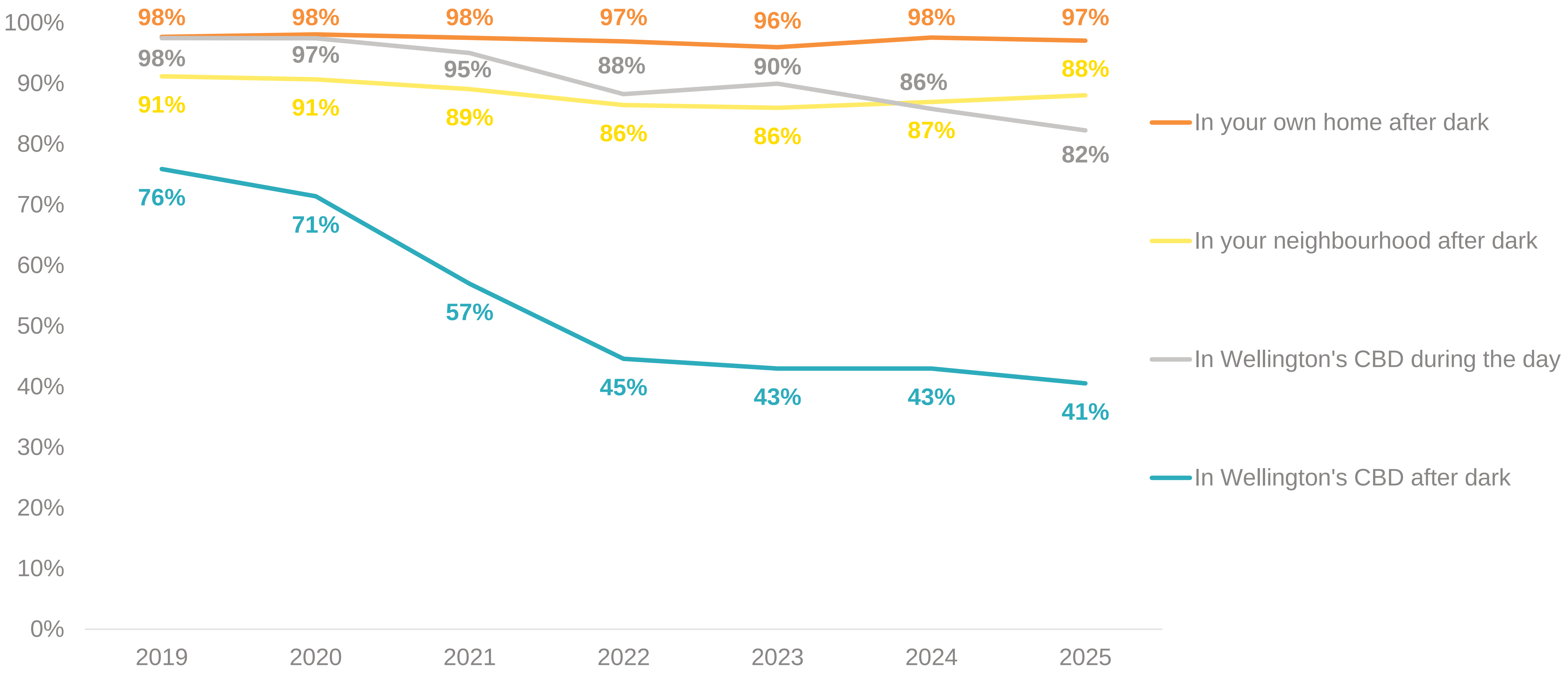
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations:



Base: all respondents (excluding 'don't know')

Safety in Wellington – tracking

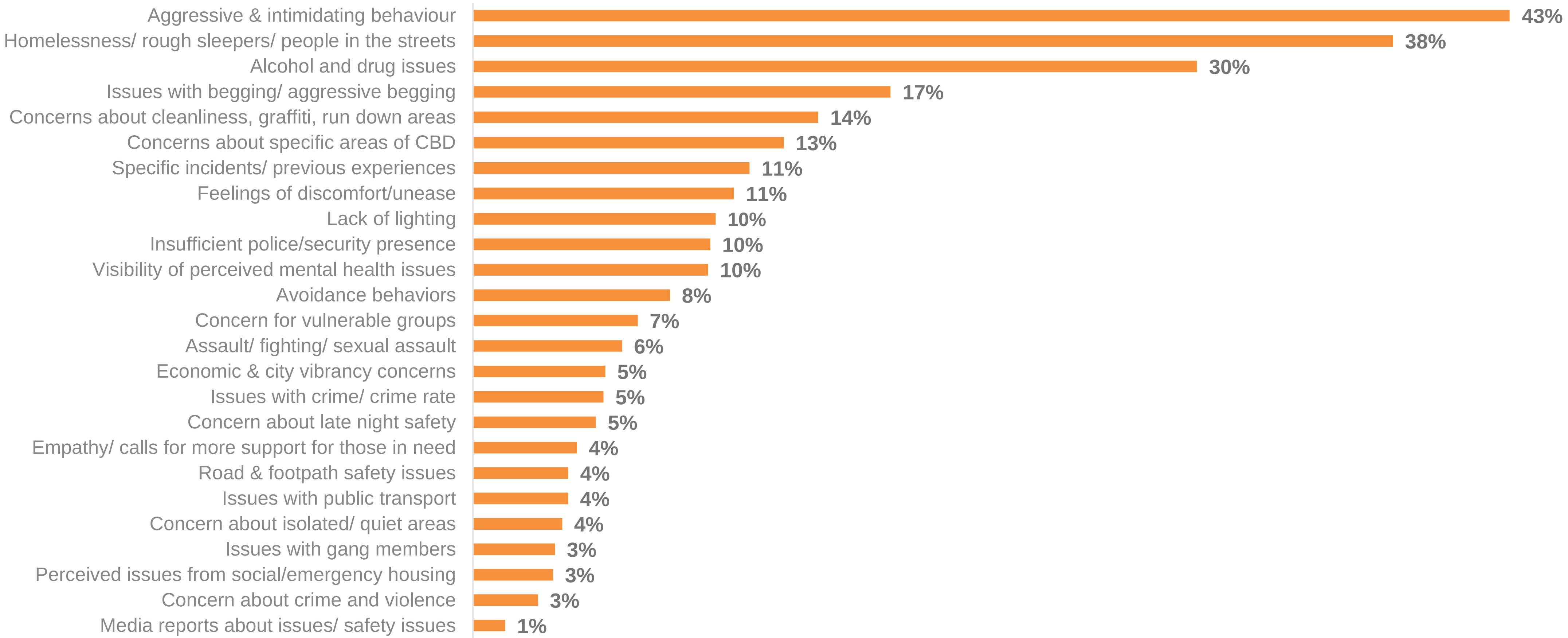
*We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations: **total 'safe'***



Base: all respondents (excluding 'don't know')

Reasons for feeling unsafe

We are interested to understand in more detail why you feel unsafe in the central city (either during the day, after dark, or both).



Base: Respondents who said they felt unsafe in any of the situations asked about on the previous slide (n=483)

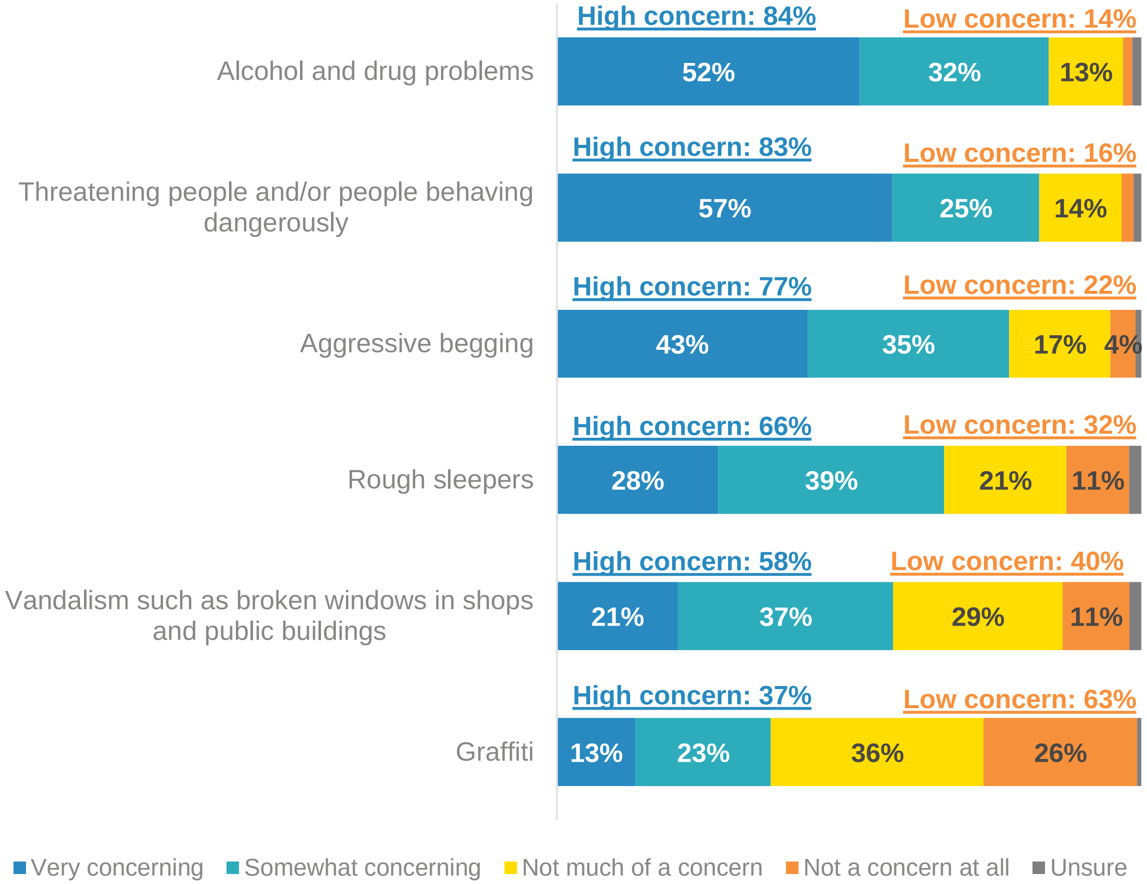
Concern of issues

- Respondents were asked how much of a safety concern a range of specific issues were to them personally when spending time in Wellington.
- The highest level of concern was for alcohol and drug problems and threatening people or people behaving dangerously – both issues were a safety concern for about eight in ten respondents.
- Aggressive begging was a safety concern for around three-quarters of respondents. Rough sleepers a safety concern for two-thirds.
- Over half said vandalism was a safety concern for them, and about a third said the same about graffiti.
- Results this year were largely unchanged compared to 2024.

Demographic differences

- Concern with graffiti, vandalism, rough sleepers and aggressive begging tended to increase with age. There was a similar level of concern across all age groups for the remaining issues.
- Respondents from Takapū/ Northern Ward were more likely to be concerned about graffiti (46%, vs 37% overall). Respondents from Paekawakawa/ Southern ward were less likely to be concerned (26%).
- Females were more likely than males to be concerned about aggressive begging (83%, vs 73%). Levels of concern were similar for males and females across the remaining issues.

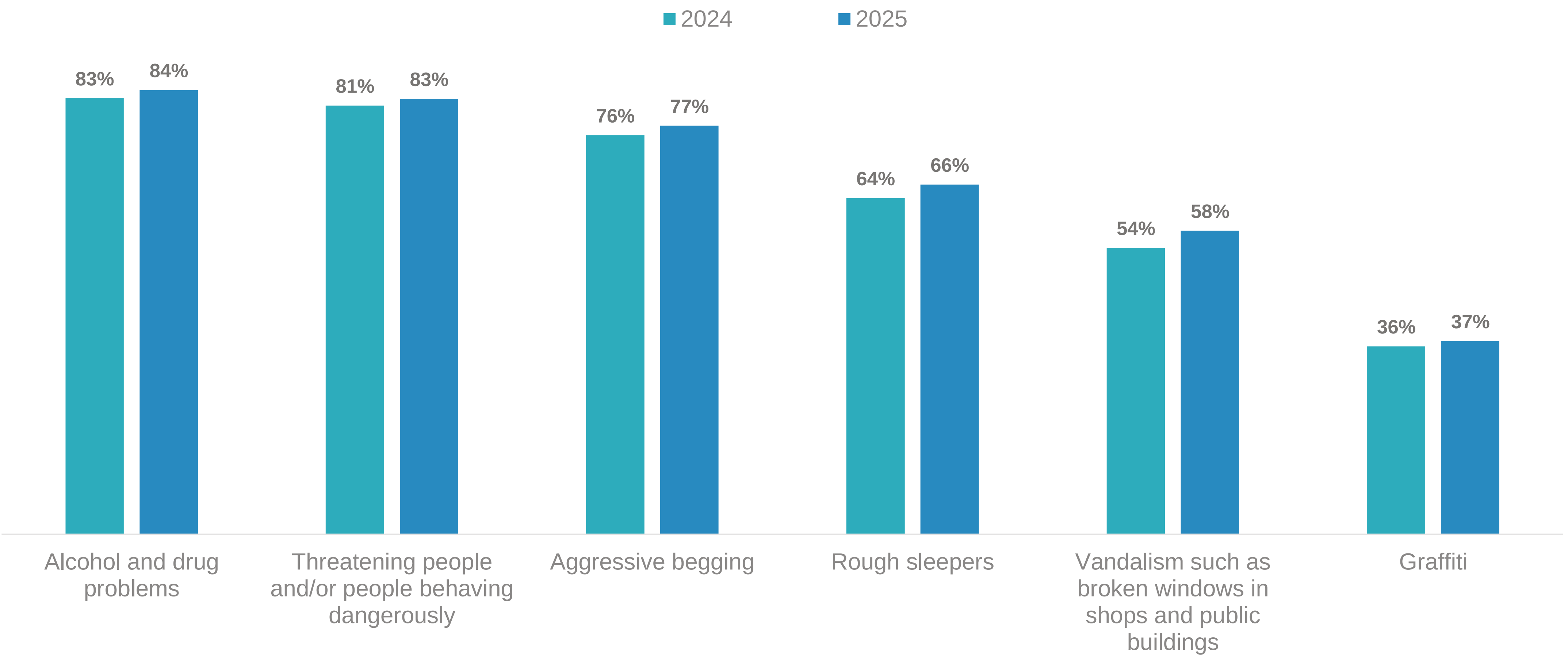
Thinking about the following issues how much of a safety concern are they for you personally when spending time in Wellington's



Base: all respondents

Concern of issues – tracking

*Thinking about the following issues how much of a safety concern are they for you personally when spending time in Wellington's **total 'very concerning' + 'somewhat concerning'***



Base: all respondents (excluding 'don't know')

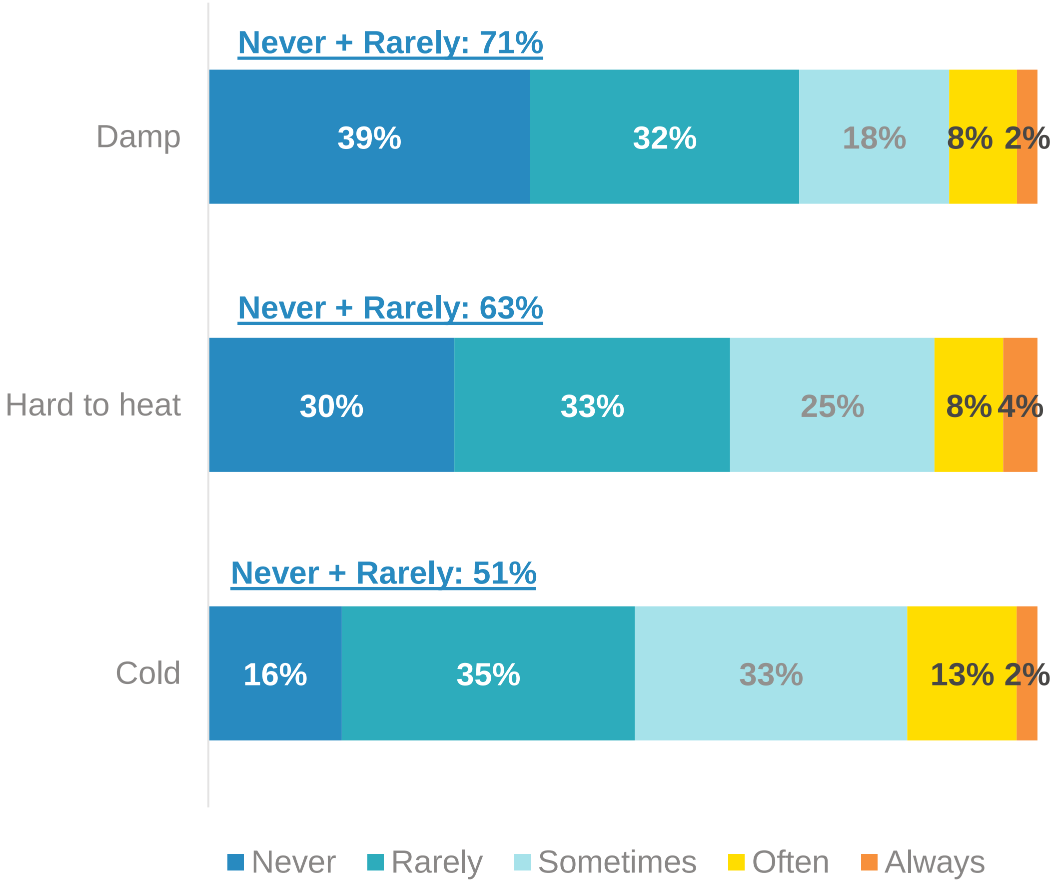
Healthy homes attributes

We are interested to learn the 'health' of homes in and around Wellington. Is your home

- Over two-thirds of respondents (71%) said their home was never or rarely damp.
- Close to two-thirds said their home was never or rarely hard to heat (63%). While around half (51%) said their home was never or rarely cold.
- There has been some level of variability in this measure since tracking began, and the timing of the survey which has been in both winter and summer months is likely to have played some role in that. However, for the last five surveys (which have all been run in February), results have remained relatively static.

Demographic differences

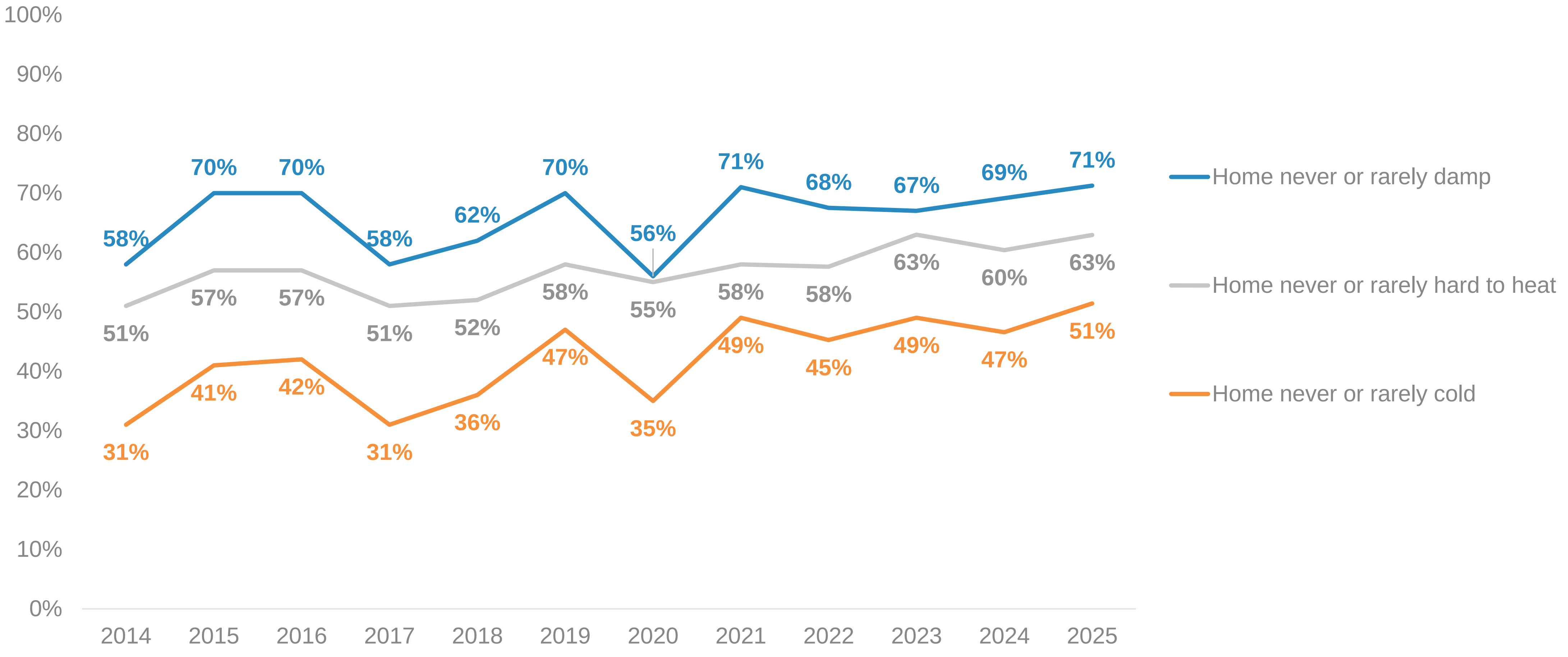
- Respondents aged under 30 tended to be less likely to answer 'never' or 'rarely' for all three of these healthy homes attributes. The opposite was true for respondents aged 60+ (e.g., 71% of those aged 60+ said their home is never or rarely hard to heat, compared to 51% of those under 30).
- Homeowners were more likely to answer 'never' or 'rarely' for all three attributes compared to renters (e.g., 79% of homeowners said their home is never or rarely damp, compared to 50% of renters).
- Males were more likely than females to answer 'never' or 'rarely' for all three attributes compared to women (e.g., 77% of males said their home is never or rarely damp, compared to 66% of females).



Base: all respondents

Healthy homes attributes – tracking

We are interested to learn the 'health' of homes in and around Wellington. Is your home: ***never + rarely***



Base: all respondents

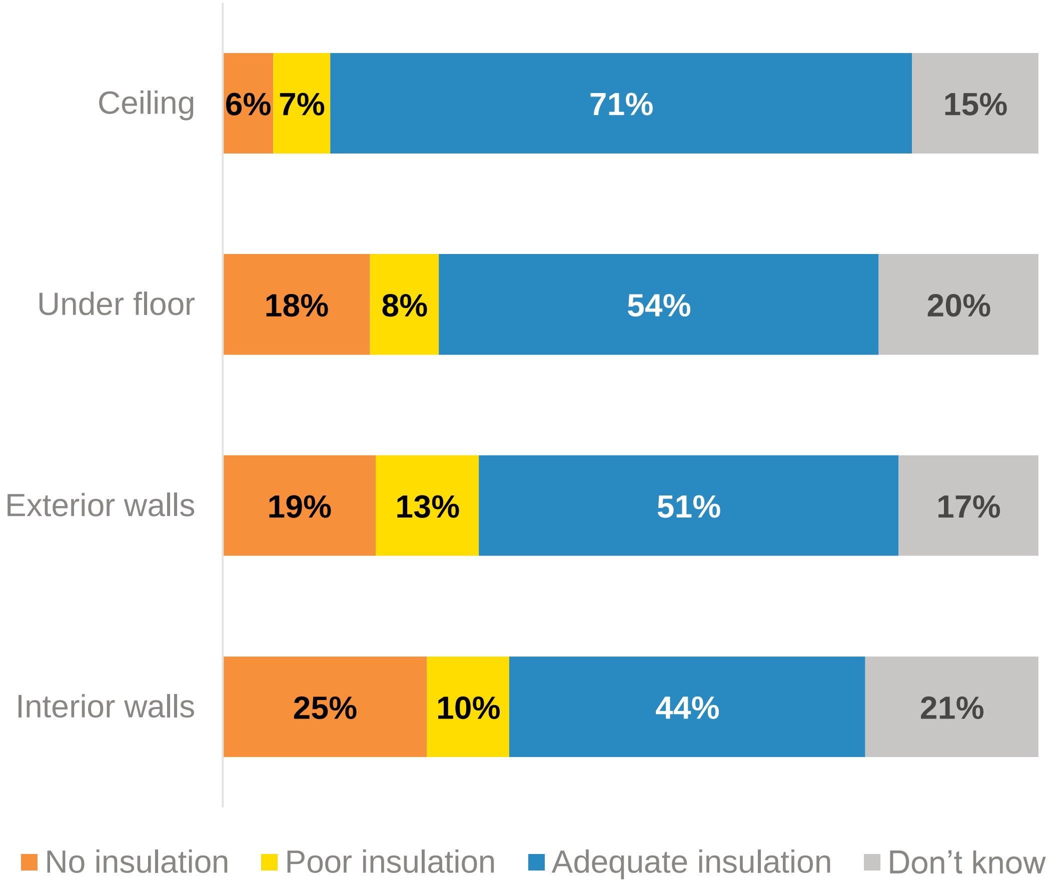
Home insulation

- More than two thirds of respondents reported having adequate insulation in the ceiling of their home (71% reported this).
- Around half reported having adequate under floor insulation (54%) or insulation in their exterior walls (51%). Less than half (44%) said they had adequate insulation in their interior walls.
- Trends for ceiling and under floor insultation have generally been flat, while exterior and interior walls have each gained around 10%, trending up from 40% and 31% respectively since 2017.

Demographic differences

- There were several demographic differences for this question which followed similar patterns as the 'health homes' attributes i.e. older respondents, homeowners more likely to report adequate insulation. However, the differences observed were largely explained by a higher level of "don't know" responses among younger respondents and renters (rather than them being more likely to say they live in a poorly insulated homes).

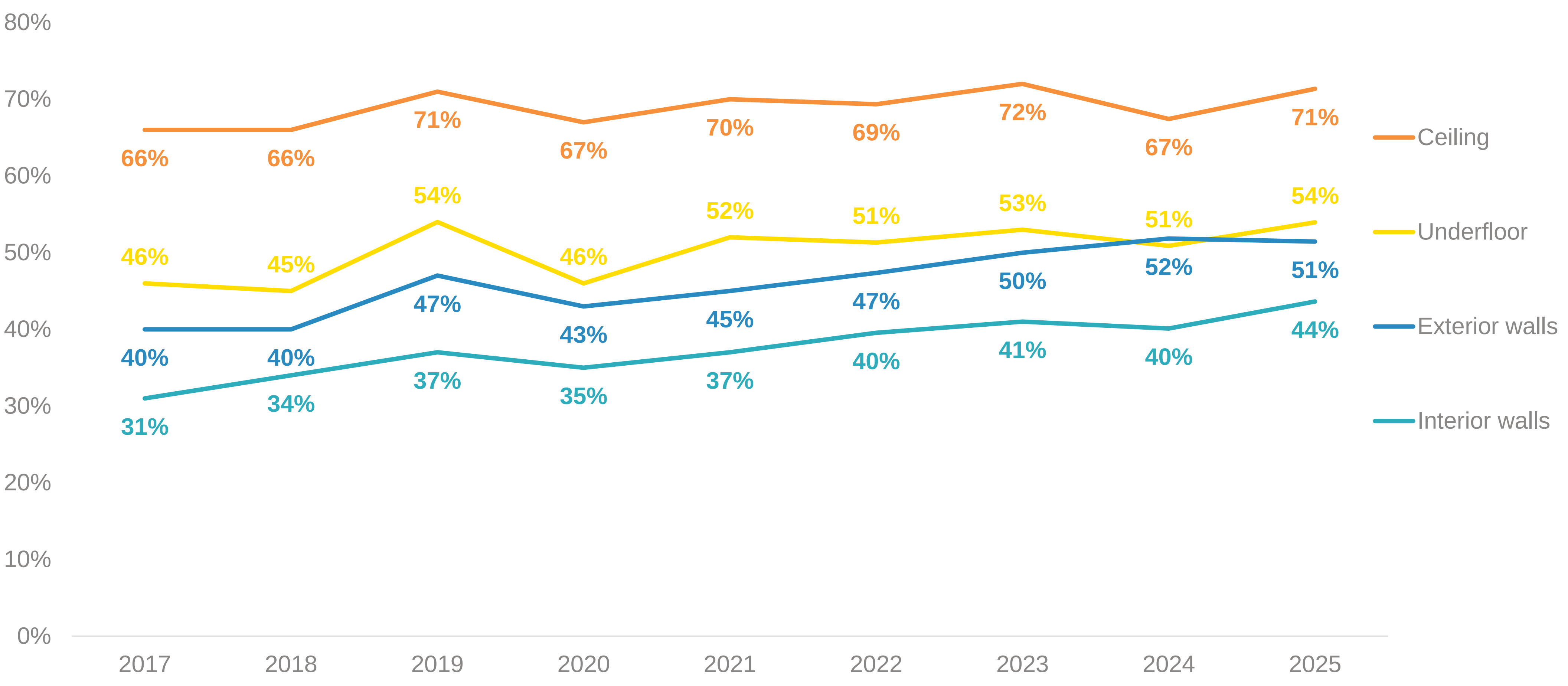
What level of insulation does your home have in the following areas:



Base: all respondents

Home insulation – tracking

*What level of insulation does your home have in the following areas: **Adequate insulation***



Base: all respondents

Cultural Wellbeing

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

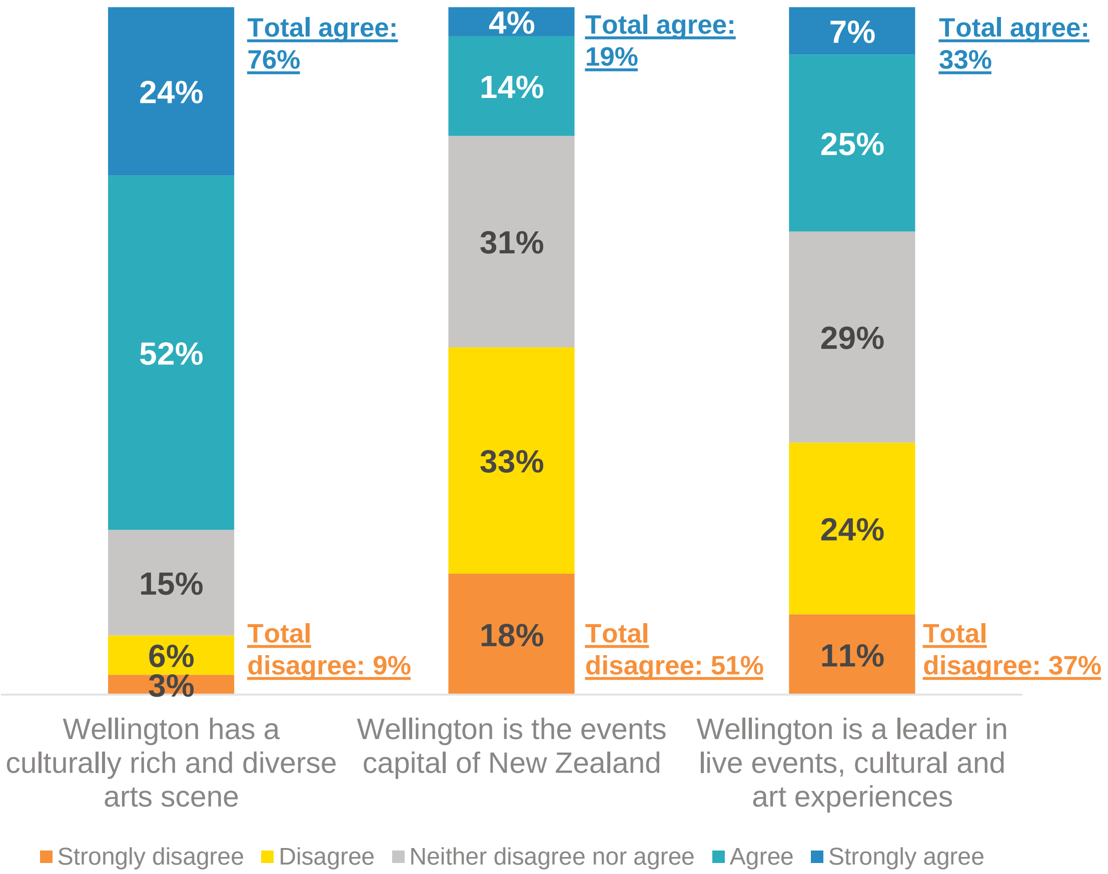
Arts and culture opportunities in Wellington

- There was strong agreement (76%) with the statement *"Wellington has a culturally rich and diverse arts scene".*
- There was more disagreement than agreement that *"Wellington is the events capital of New Zealand"* with 19% agreeing and 51% disagreeing.
- There was a relative balance between agreement and disagreement that *"Wellington is a leader in live events, cultural and art experiences"* with 33% agreeing and 37% disagreeing (this was a newly added statement for 2025).
- Whilst agreement that Wellington has a rich and diverse arts scene still remains high, it has been slowly trending down since about 2018/2019. Over that period, total agreement has fallen from 93% to 76% this year.
- Agreement that Wellington is the events capital has been more variable overtime, but current levels of agreement are the lowest on record – about half what it was in 2020, and 8% lower than the previous year in 2024.

Demographic differences

- Respondents under 30 were more likely to agree that Wellington is a leader in live events, cultural and arts experiences (47%, vs 27% for those older than 30). Younger respondents also tended to be more agreeable to Wellington having a culturally rich and diverse arts scene (85% for 18-29s, 75% for 30-44s, 72% for 45-59s, 70% for 60+).
- Pukehīnau/ Lambton ward respondents had a higher proportion that agree that Wellington is a leader in live events, cultural and arts experiences.
- Respondents with dependent children were half as likely agree that Wellington was the events capital, or that it was a leader in live events, cultural and arts experiences.

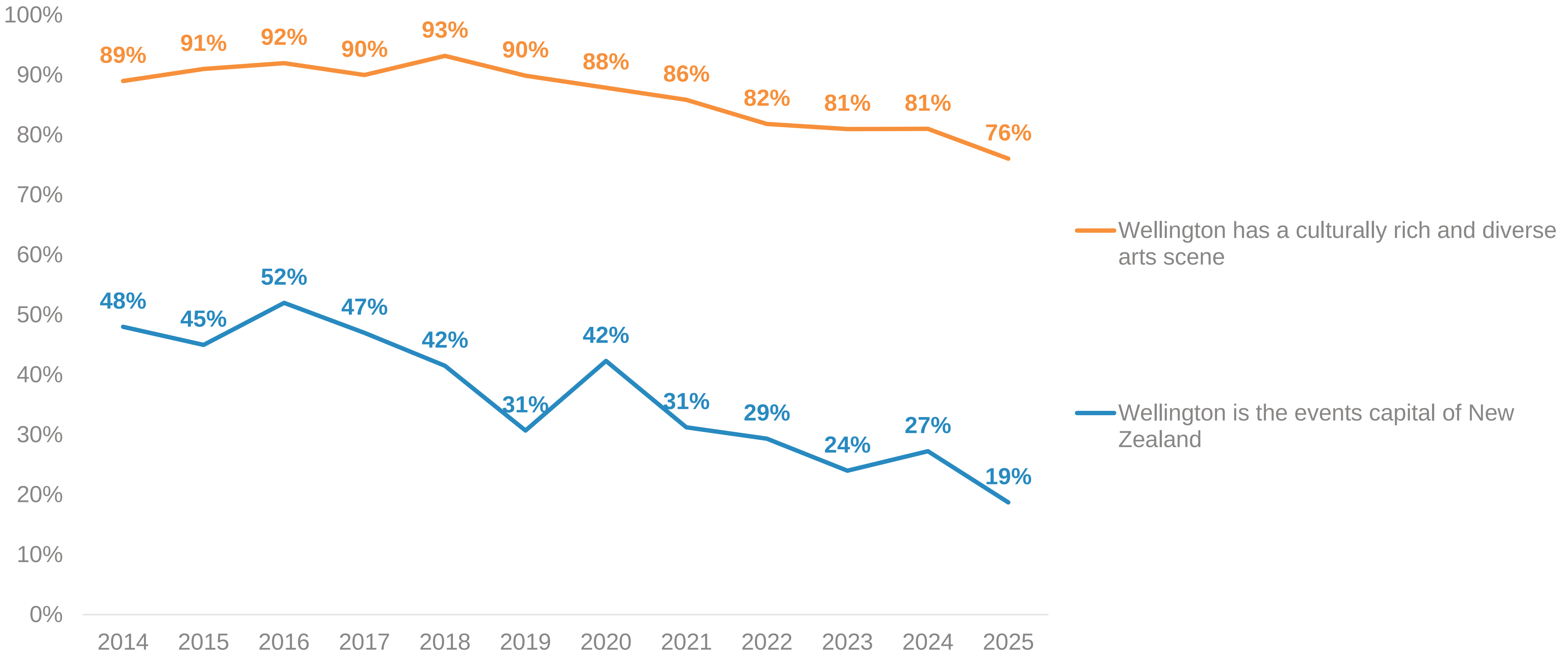
Thinking generally about opportunities for arts and culture in Wellington… Please rate your level of agreement with the following statements:



Base: all respondents (excluding 'don't know')

Arts and culture opportunities in Wellington – tracking

Thinking generally about opportunities for arts and culture in Wellington… Please rate your level of agreement with the following statements: ***total agree***



Base: all respondents (excluding 'don't know')

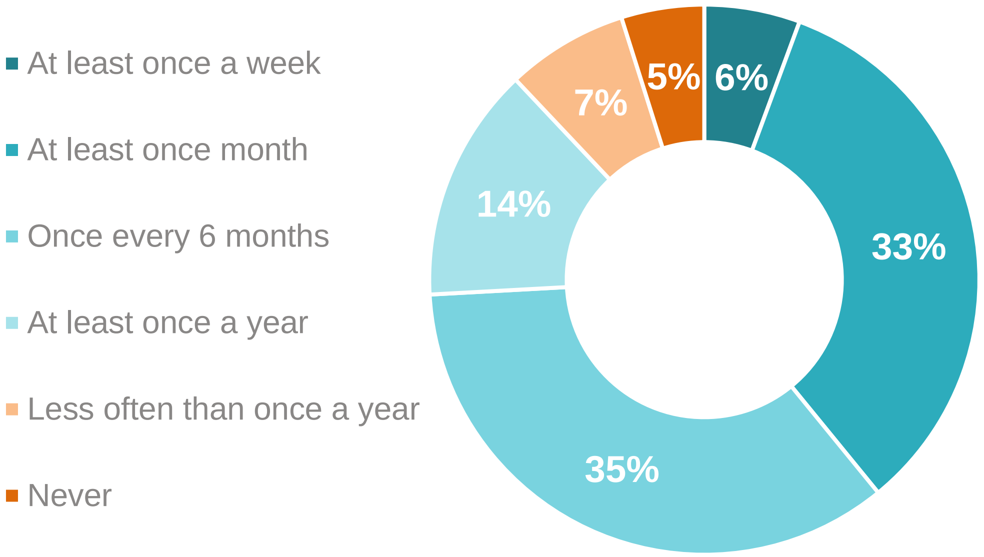
Participation in cultural or arts activities

In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington?

- Almost nine in ten respondents (88%) said they participated or engaged with a cultural or arts activity in Wellington at least yearly.
    - The majority of this group said they participated at least once a month (33%) or once every six months (35%).
- Participation has remained relatively steady compared to previous years.

Demographic differences

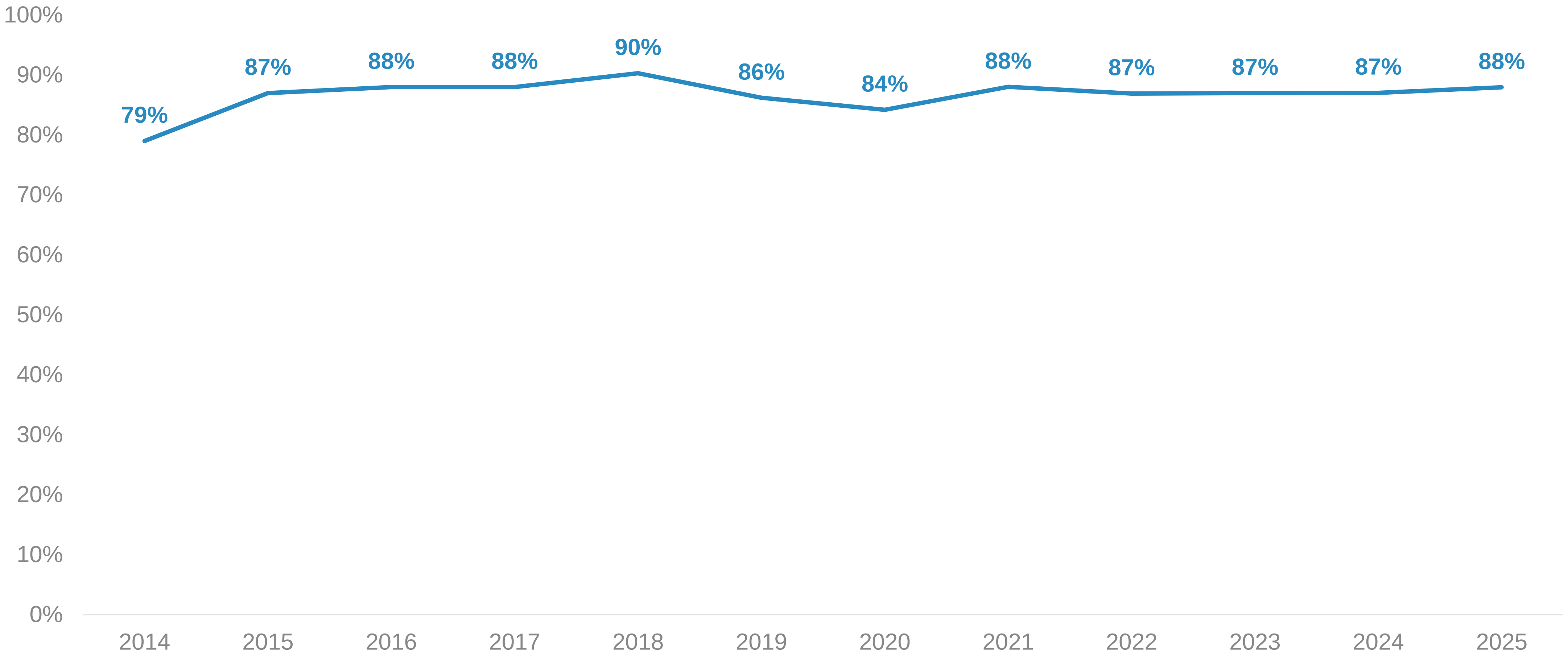
- Respondents from Takapū Ward were less likely to have attended a cultural or arts activity in the past year (76%, vs 92% for other wards), and the same was true for respondents 60 years or older.
- Respondents from Paekawakawa were more likely to have attended a cultural or arts activity in the past year (96%, vs 86% for other wards).



Base: all respondents

Participation in cultural or arts activities – tracking

*In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington? **At least once a year***



Base: all respondents

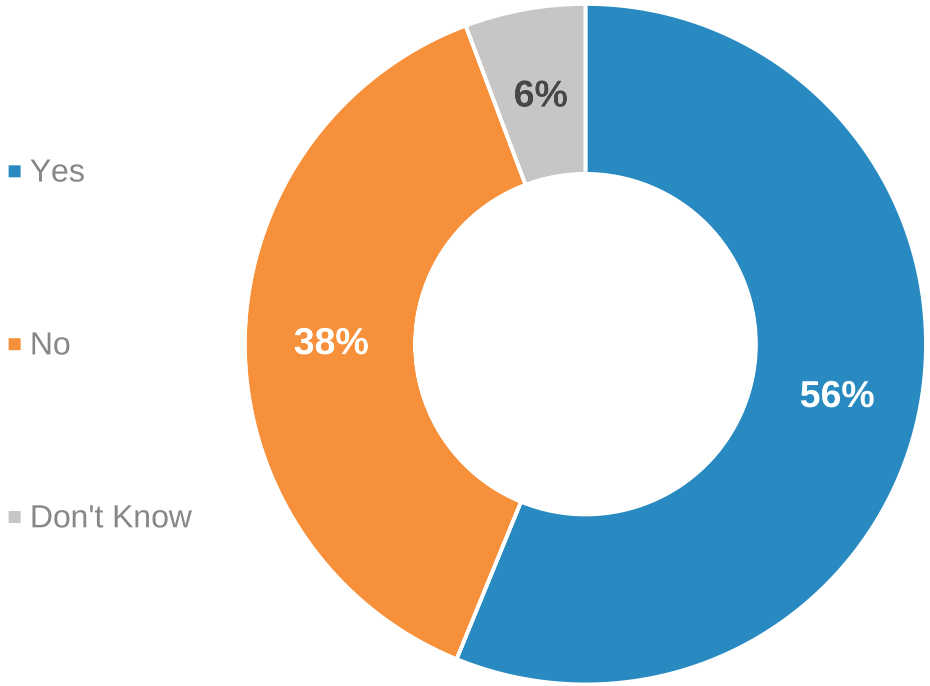
Participation in a Council delivered arts and culture events

Have you attended any Council delivered arts and cultural events and festivals in the last 12 months?

- Over half (56%) of respondents said they had attended a Council delivered arts or cultural event in the past year.
- Participation levels have remained relatively steady since 2022.

Demographic differences

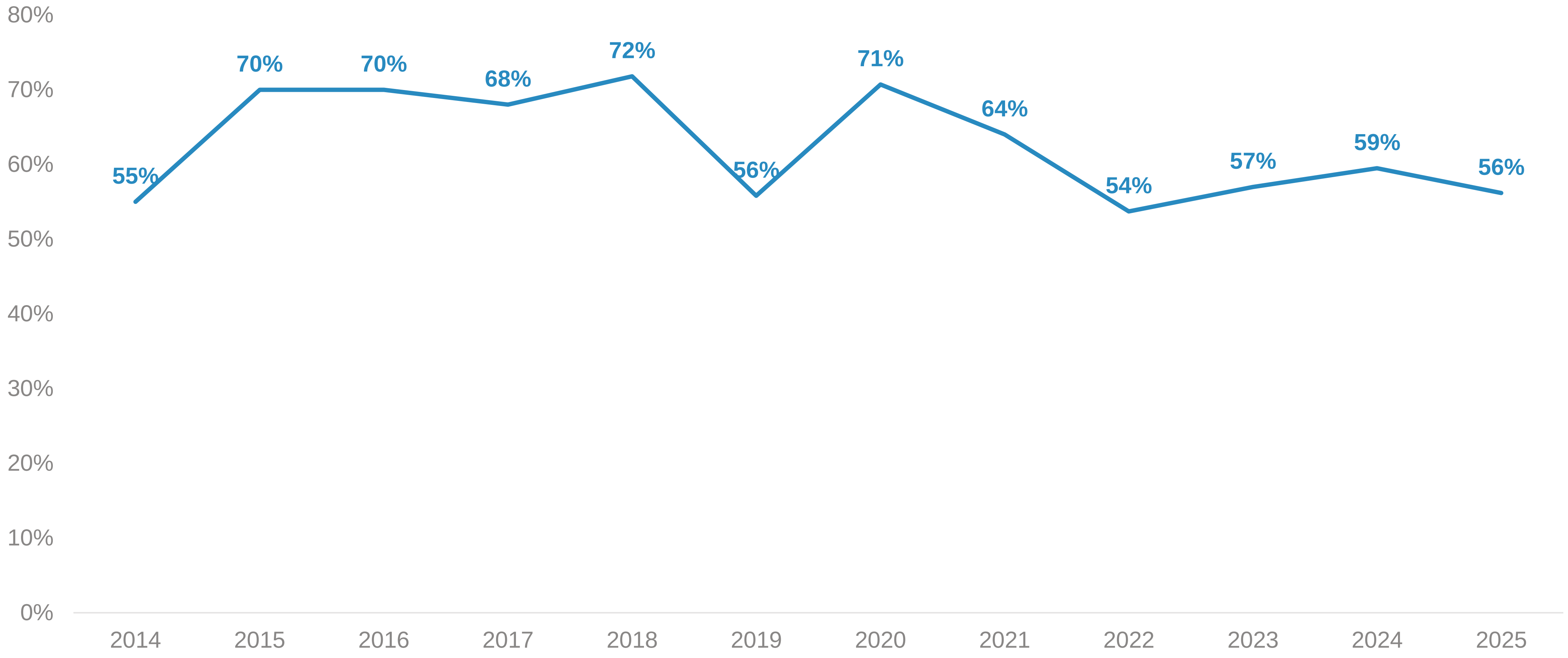
- Similar to general arts and culture event attendance shown on the previous slide, attendance was lower for respondents from the Takapū Ward (44%, vs 60% for other wards), those 60+ in age, and those with lower household incomes (under 50k).
- Declared attendance to Council arts and culture events was highest among respondents aged 30-44 (67%), and also higher than average for the 18-29 group (61%).



Base: all respondents

Participation in a Council delivered arts and culture events – tracking

Have you attended any Council delivered arts and cultural events and festivals in the last 12 months? ***Yes***



Base: all respondents

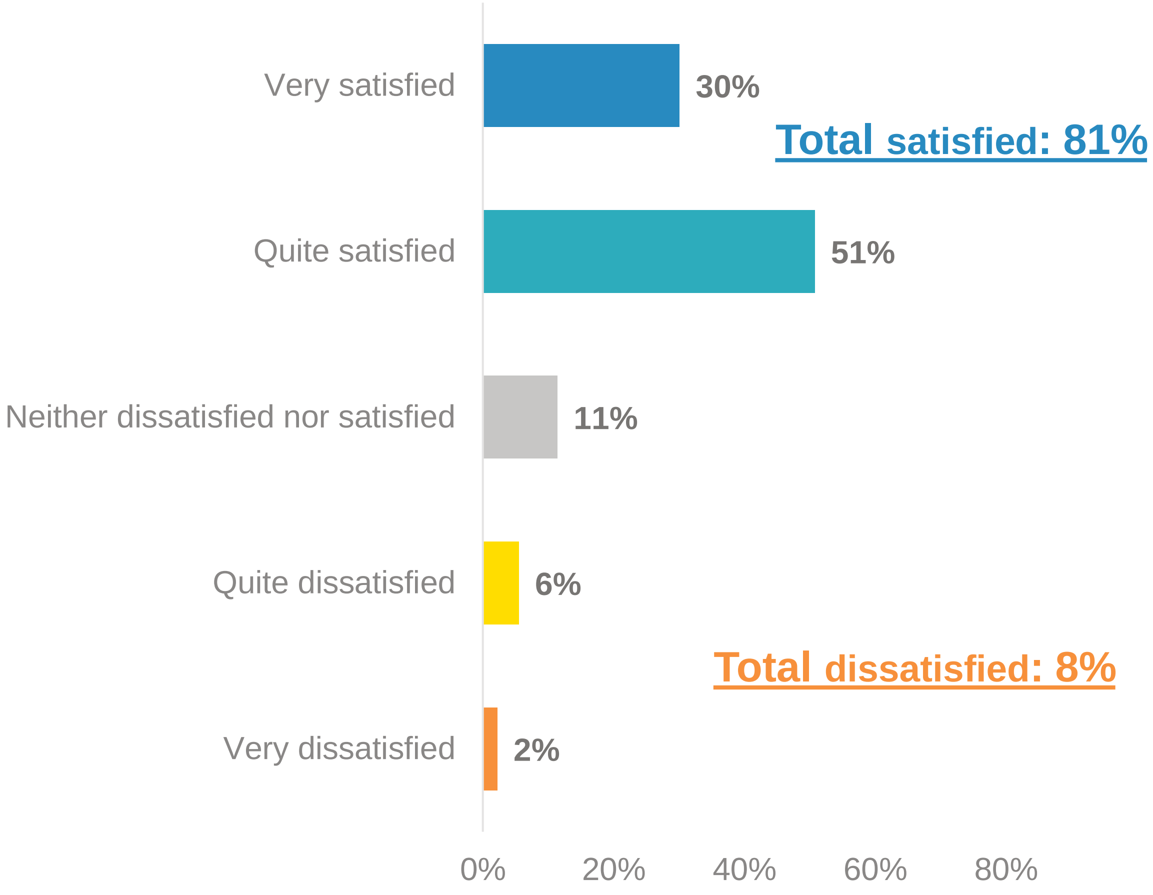
Satisfaction with a Council delivered arts and culture event

- Satisfaction with a Council delivered arts and cultural events was very high among those respondents who said they had attended one in the past year. 81% were satisfied, while only 8% were dissatisfied.
- Satisfaction with these events has remained relatively steady since tracking began in 2014.

Demographic differences

- There were no notable demographic differences for this question.

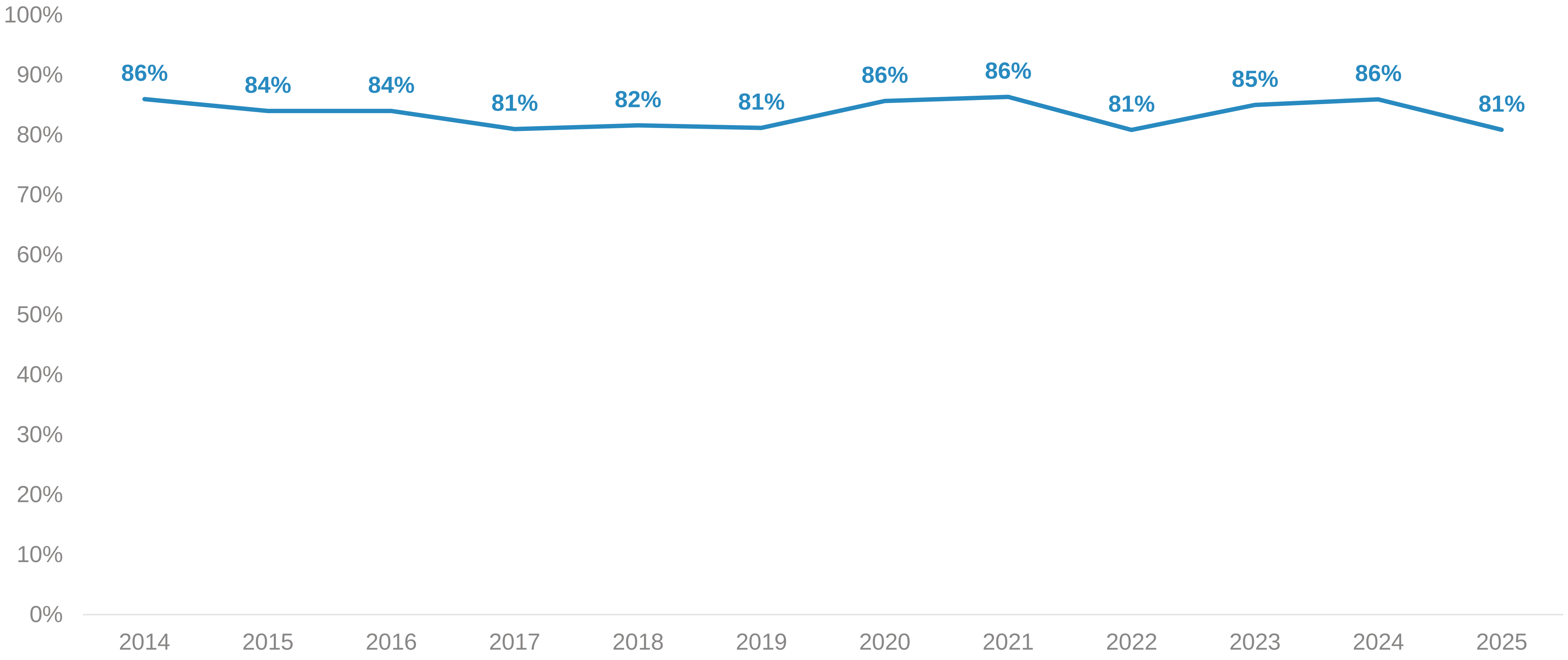
Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



Base: respondents who said they had attended a Council delivered arts and culture event in the past year (excluding 'don't know') (n=573)

Satisfaction with a Council delivered arts and culture event – tracking

Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended. ***Total satisfied***



Base: respondents who said they had attended a Council delivered arts and culture event in the past year (excluding 'don't know')

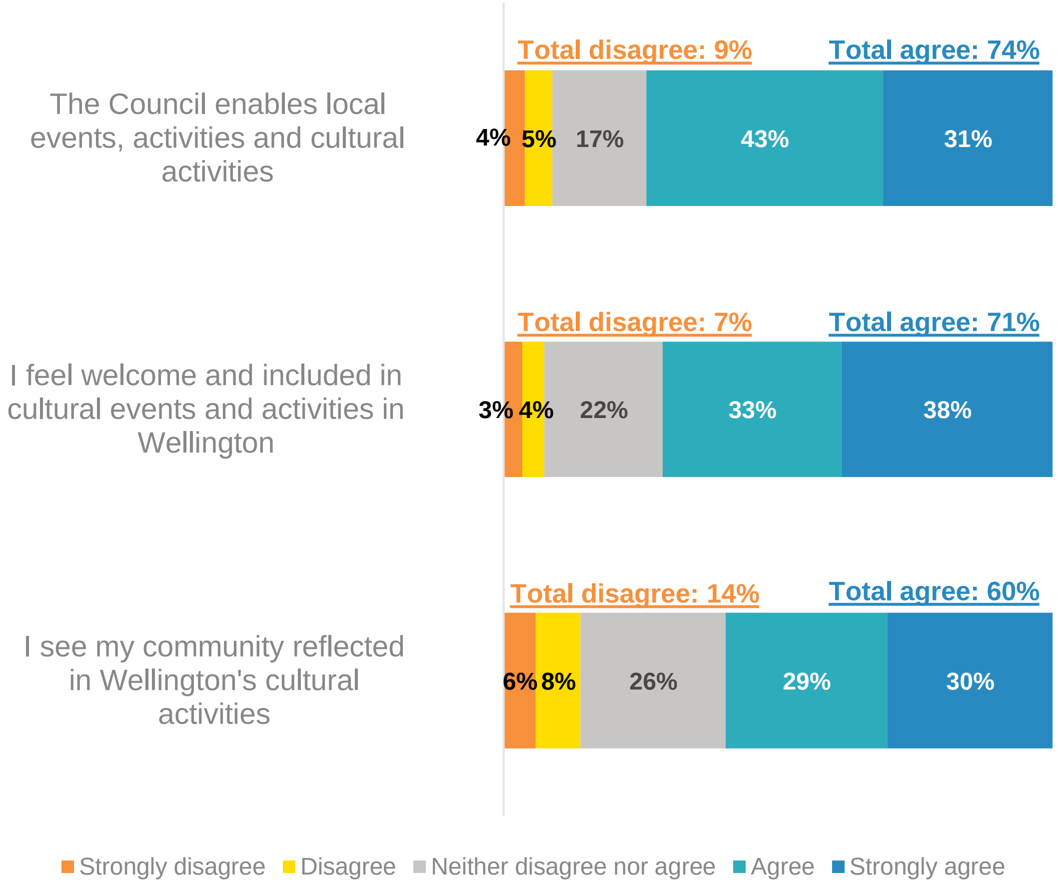
City events attributes

- Respondents were asked how much they agree or disagreed with a range attributed relating to cultural events and activities in Wellington.
- About three-quarters of respondents agreed that the Council enables local events, activities and cultural activities.
- A similar proportion also agreed that they feel welcome and included in cultural events and activities in Wellington.
- Six in ten agreed that they see their community reflected in Wellington's cultural activities.
- Results were largely unchanged compared to 2024.

Demographic differences

- Agreement with all three of the attributes tended to decline with age. For example, under 30s were more likely to agree that they feel welcome and included in cultural events and activities in Wellington (82%, vs 52% for those aged 60+). Similarly, homeowners with less likely than renters to agree with each attribute.
- Respondents from Takapū/ Northern ward were less likely to agree with each attribute. Respondents from Pukehīnau/ Lambton were more likely to agree they that they feel welcome and included in cultural events in Wellington and that Council enables local events.
- Respondents with some form of activity limitation were less likely to agree with each statement.
- Females were more likely than males to agree with each statement.
- Respondents with higher household incomes ($100k+) were more likely to agree with each statement.

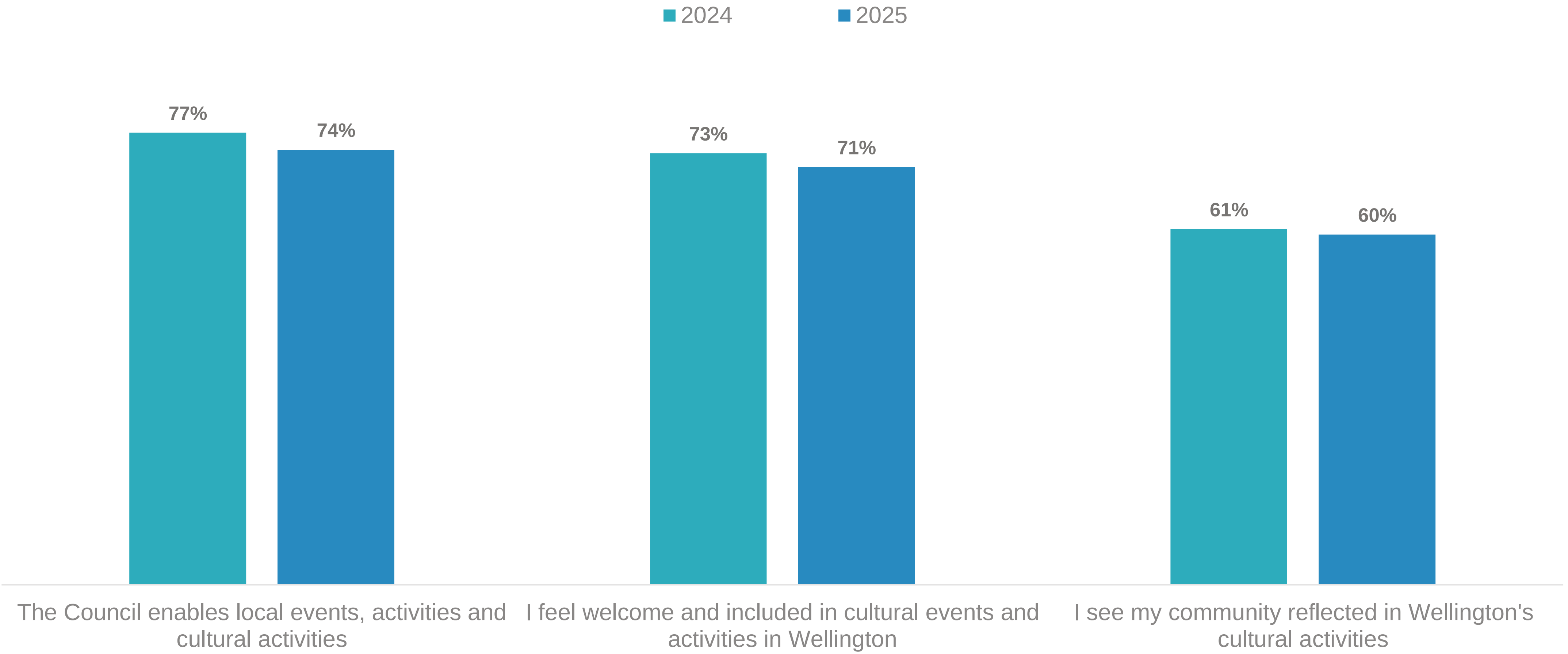
How much do you agree or disagree with the following statements



Base: all respondents (excluding 'don't know')

City events attributes – tracking

*How much do you agree or disagree with the following statements **Total agree***



Base: all respondents (excluding 'don't know')

Māori culture in the city

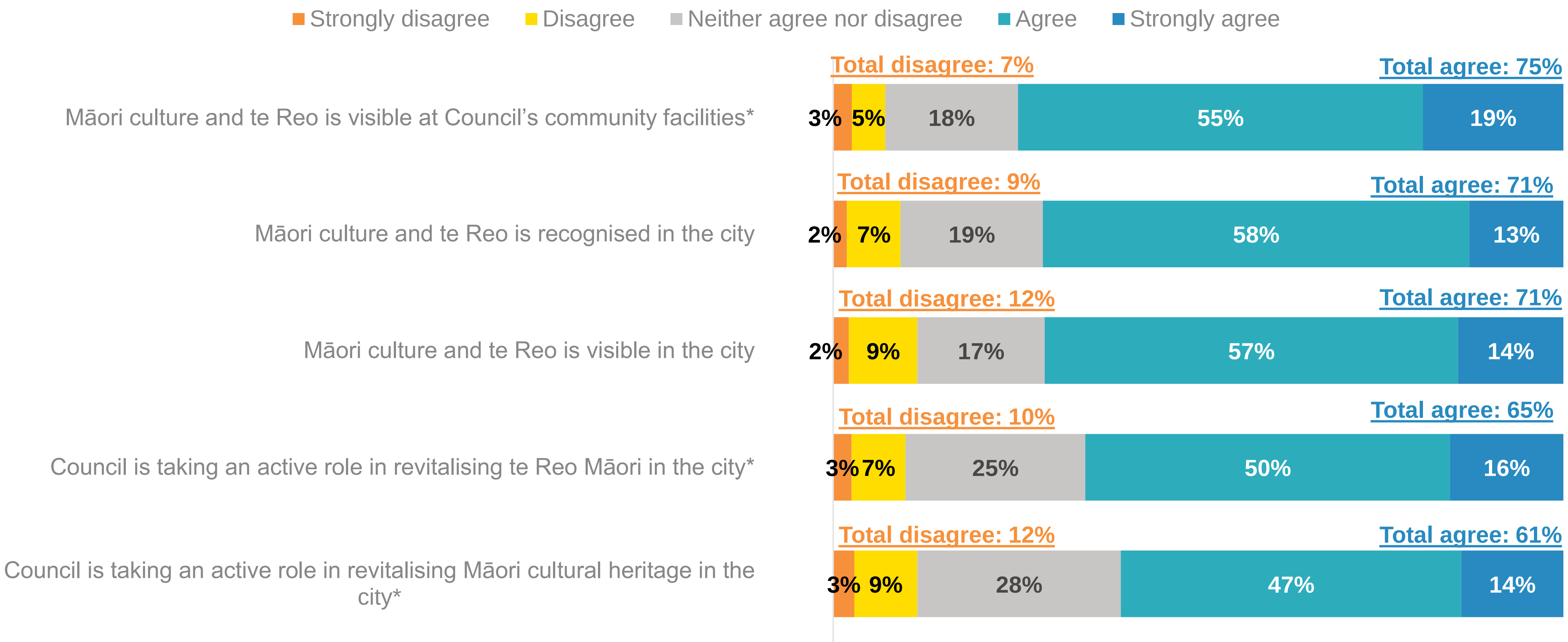
- There was much more agreement than disagreement with all five statements relating to Māori culture and te Reo being recognised, visible and the Council taking an active role in revitalising te Reo Māori and Māori culture in the city.
- Tracking for these measures going back to 2022 shows a clear and consistent upward trend in agreement. Agreement has increased by between 13%-17% across the four measure that have data back to 2022.
- The highest level of agreement was with the statement that Māori culture and te reo are visible at Council facilities (75%). About seven in ten agreed with the two statements relating to Māori culture being recognised and visible across the city. Almost two-thirds agreed that Council is taking an active role in revitalising te Teo Māori in the city, while around six in ten agreed that Council is taking an active role in revitalising Māori cultural heritage in the city.
- As seen in previous years, there were higher levels of uncertainty with both statements relating to the work the Council is doing to revitalise Māori culture and te Reo, and also with the new statement about visibility of Māori culture and te Reo at Council facilities. 15%-18% answered ‘don’t know’ for these statements (and hence being excluded from the analysis).

Demographic differences

- There were no demographic differences for these questions.

Māori culture in the city

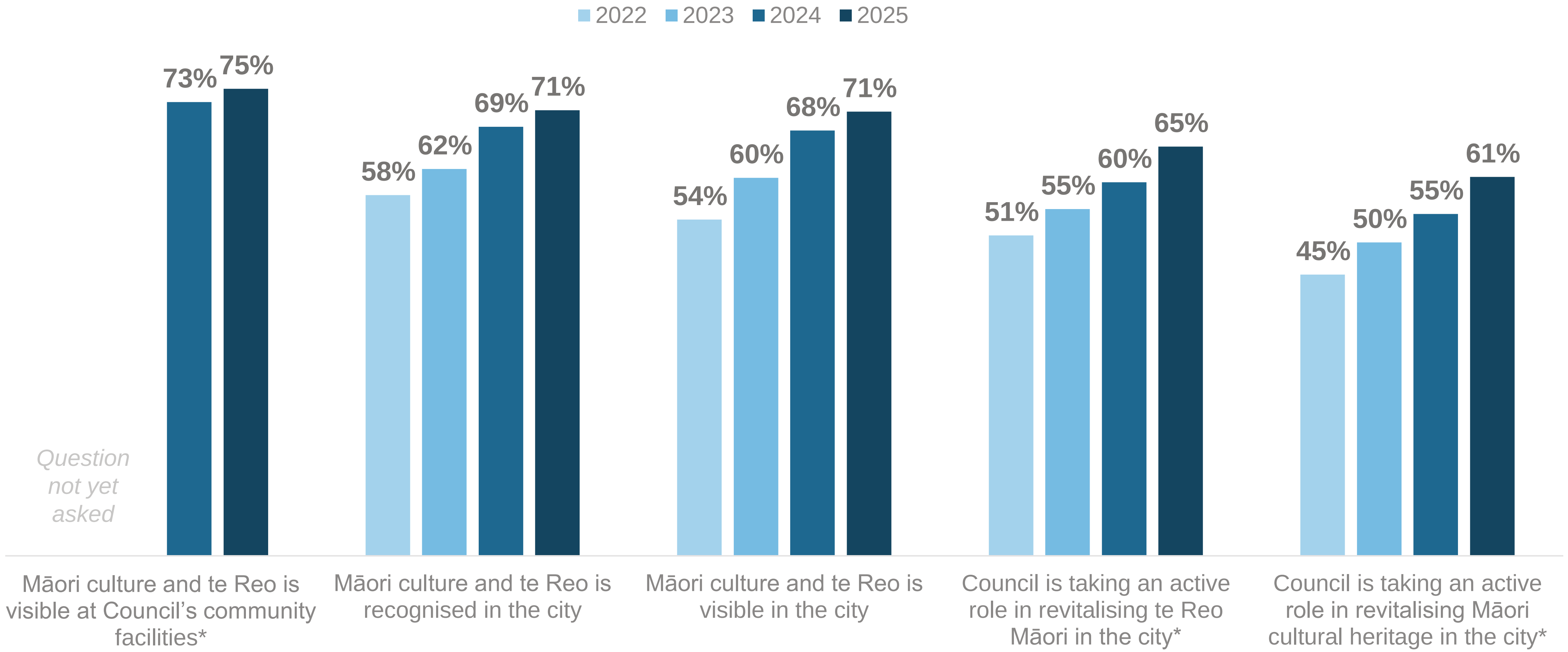
There are opportunities around Wellington to discover secrets, explore stories and experience our national and local heritage. Please rate your level of agreement with the following statements:



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (15%-18%) which are excluded from analysis*

Māori culture in the city– tracking

*There are opportunities around Wellington to discover secrets, explore stories and experience our national and local heritage. Please rate your level of agreement with the following statements: **Total agree***



*Base: all respondents (excluding 'don't know'); *very high proportion of don't know responses (15%-18%) which are excluded from analysis*

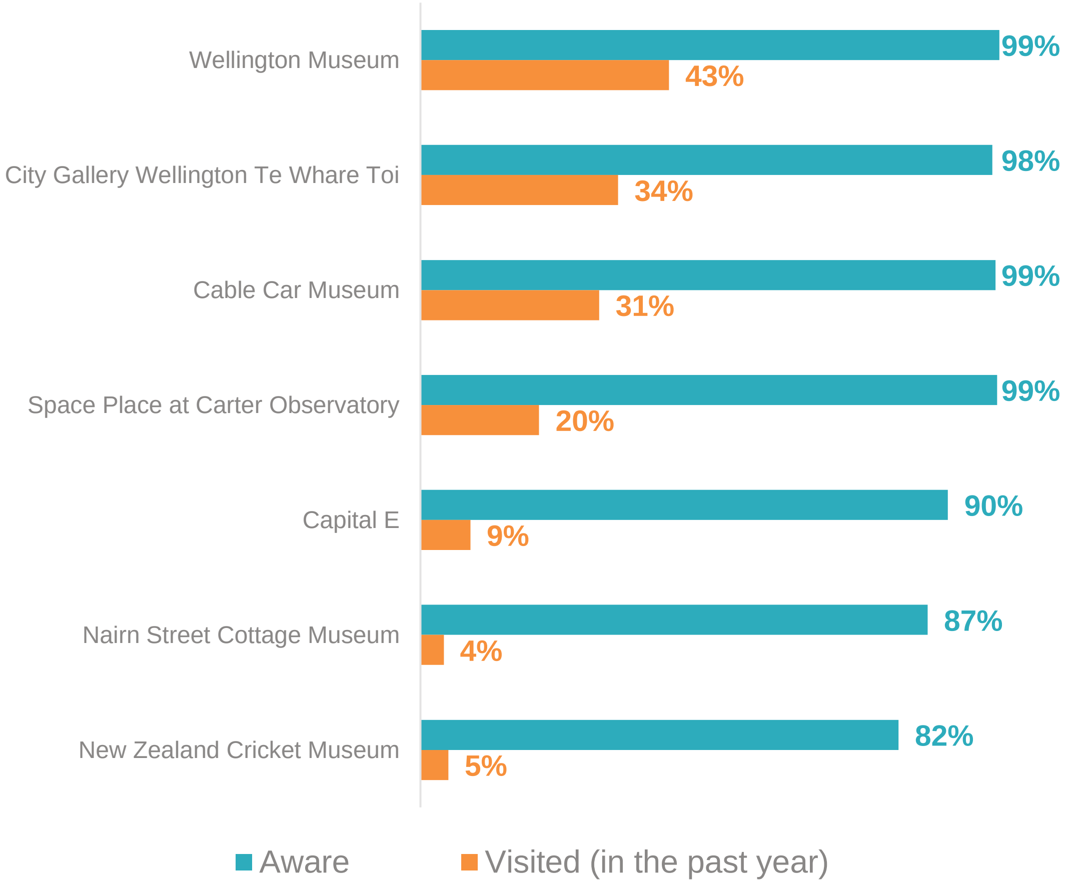
Wellington museums and galleries awareness and visitation

Which of the following Wellington attractions have you been to in the last 12 months? [If you have not heard of the attraction, please say so.]

- The vast majority of respondents (98%+) were aware of Wellington Museum, Cable Car Museum, Te Whare Toi, and Carter Observatory.
- Awareness of Capital E is slightly lower (90%), while about four fifths were aware of Nairn Street Cottage and New Zealand Cricket Museums.
- Visitation was highest for Wellington Museum and Te Whare Toi (43% and 34% respectively).
- About a third said they had visited Cable Car Museum in the past year and 20% had visited Carters Observatory.
- Visitation figures can be quite variable in this survey and the survey is not necessarily the best way to measure actual visitation for these venues (but needs to be asked so we can also ask about satisfaction with the experience) – this year's figures tended to be a little lower than 2024, particularly for Wellington Museum and City Gallery.

Demographic differences

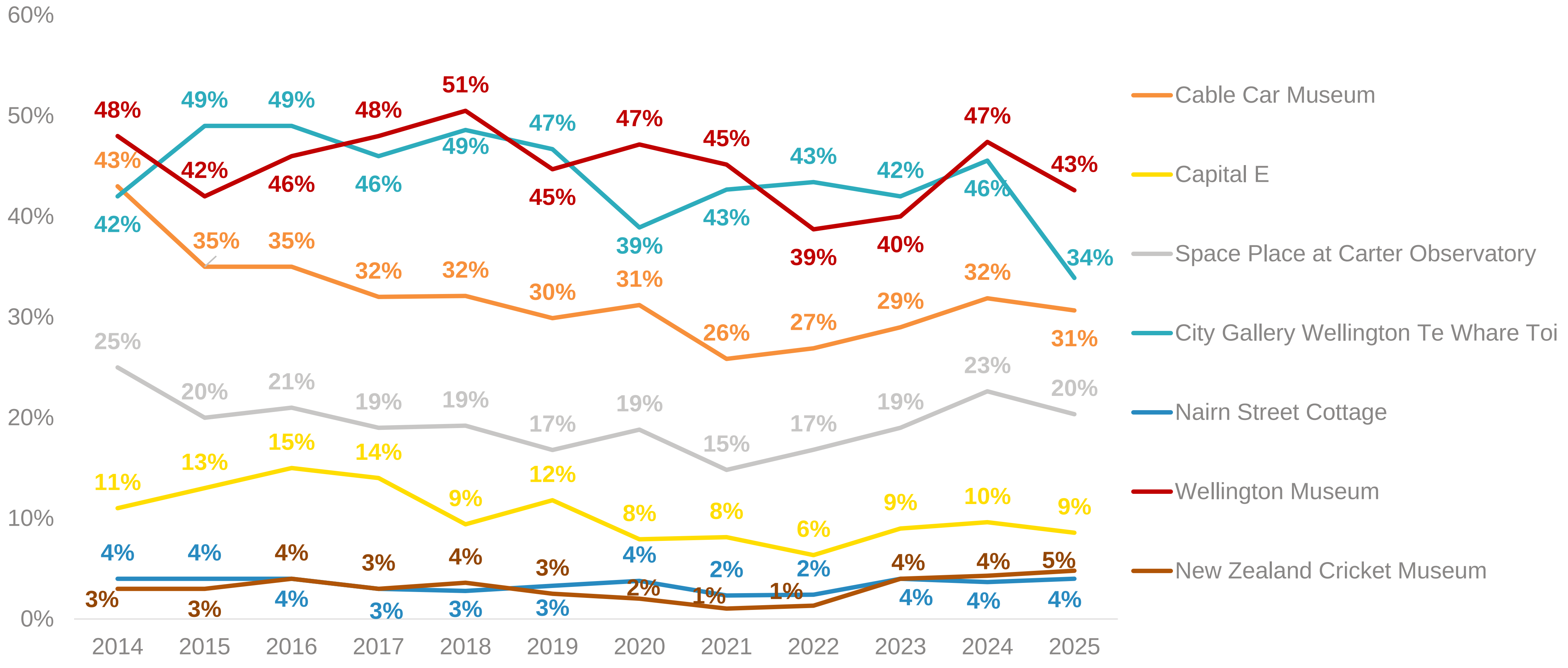
- Respondents aged 30-44 were more likely than other age groups to say they had visited Capital E.
- Respondents with dependent children were more likely to say they had visited Capital E and Carter Observatory.



Base: all respondents

Wellington attractions visitation – tracking

Which of the following Wellington attractions have you been to in the last 12 months?



Base: all respondents

Wellington attractions experience

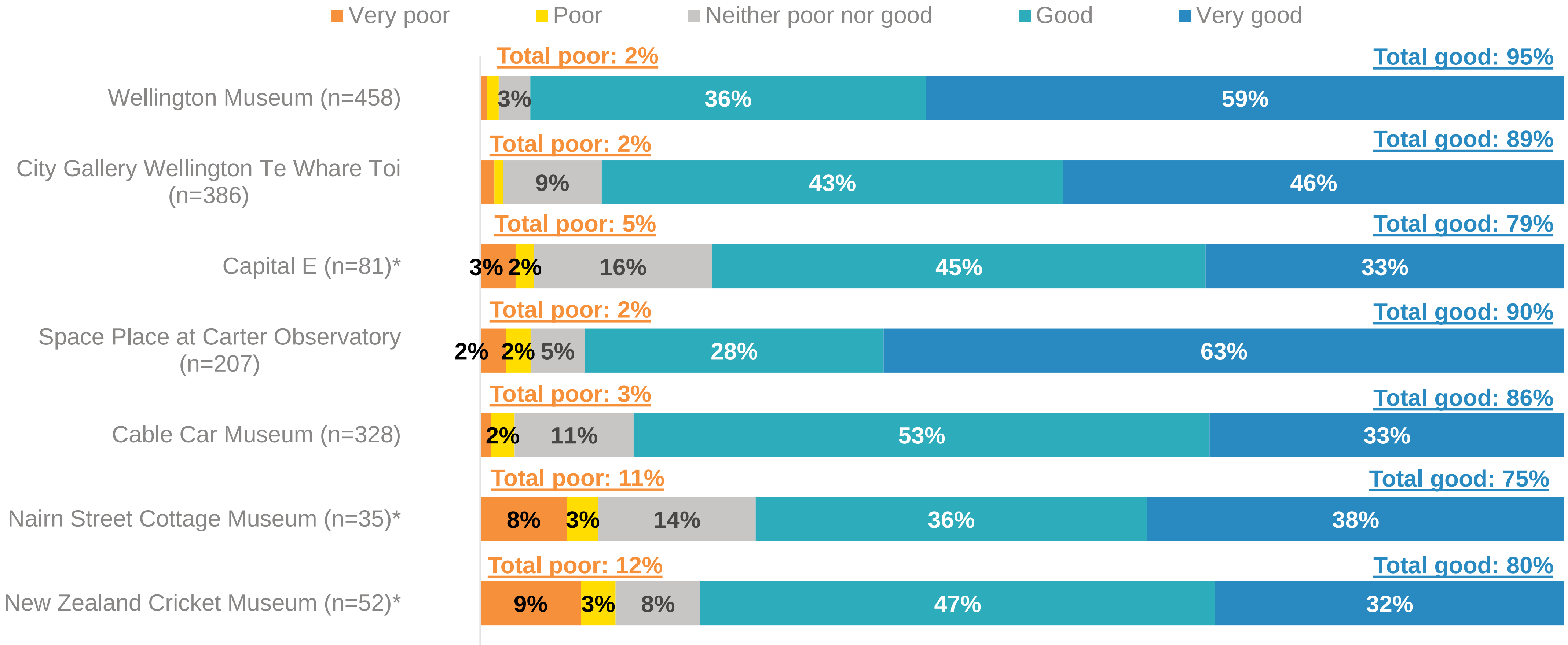
- Satisfaction was consistently high across all of the attractions – around 90% said they had a good or very good experience for all attractions except Capital E, Nairn Street Cottage and the Cricket Museum, which were 79%, 75% and 80% respectively.
- Note: very low sample sizes for Nairn Street Cottage Museum and New Zealand Cricket Museum, treat results as indicative only – have not included these two venues in the tracking results due to low sample size.
- Satisfaction results were on the lower side compared to previous tracking. However the lower sample sizes for this question (as it is only asked of those who visited) means that more variability of results is possible year-to-year. Further experience satisfaction data on a per-attraction basis would be required to understand these results in a wider context (e.g., are there known issues that are that could relate to customer experience over the past year?).

Demographic differences

- There were no demographic differences for this question.

Wellington attractions experience

Please rate your overall experience at...

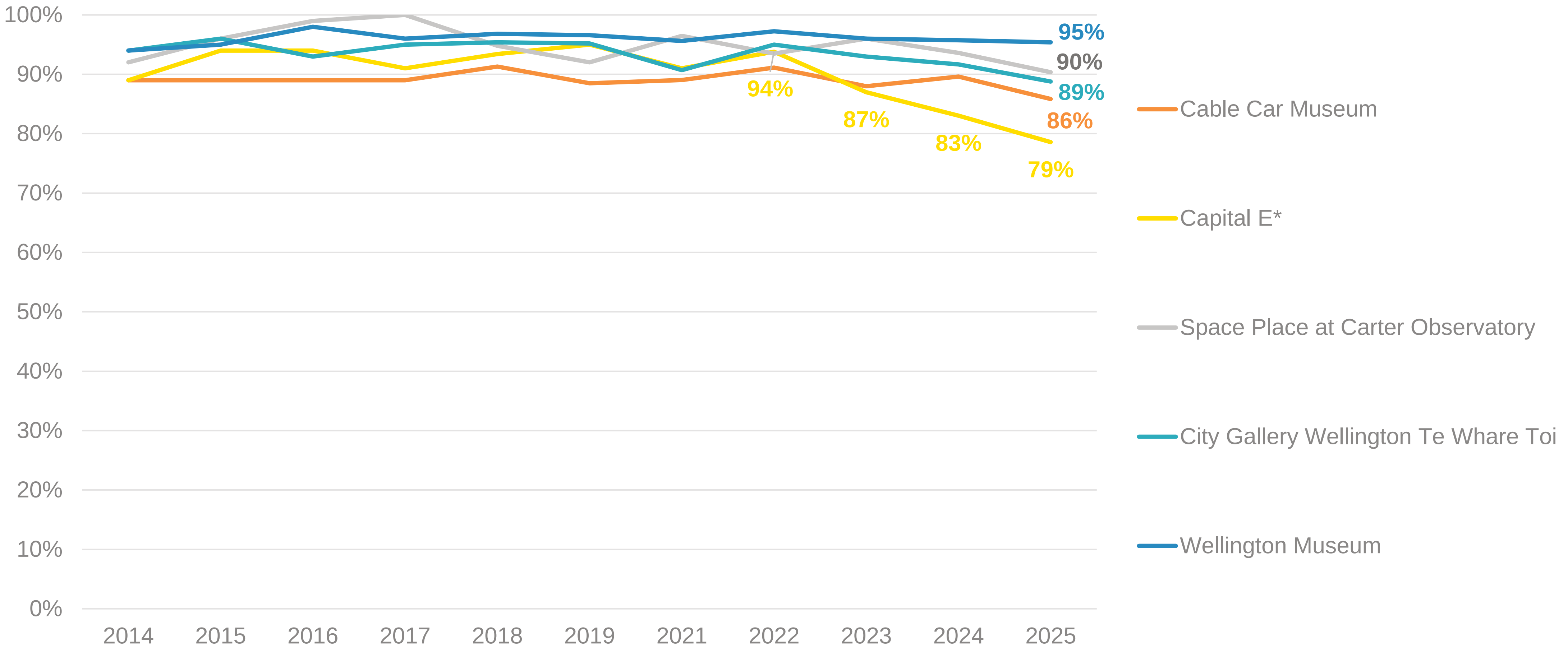


*Base: respondents who visited each museum/gallery (excluding 'don't know); *low sample size*

Wellington attractions experience

Please rate your overall experience at... **Total good**

NB. Graph minimum set to 70% to make individual lines distinguishable.



*Base: respondents who visited each museum/gallery (excluding 'don't know); *low sample size, results indicative only*
Nairn Street Cottage Museum and New Zealand Cricket Museum not included as sample size low over past few years.

Recreation

Absolutely Positively Wellington City Council

Me Heke Ki Pōneke

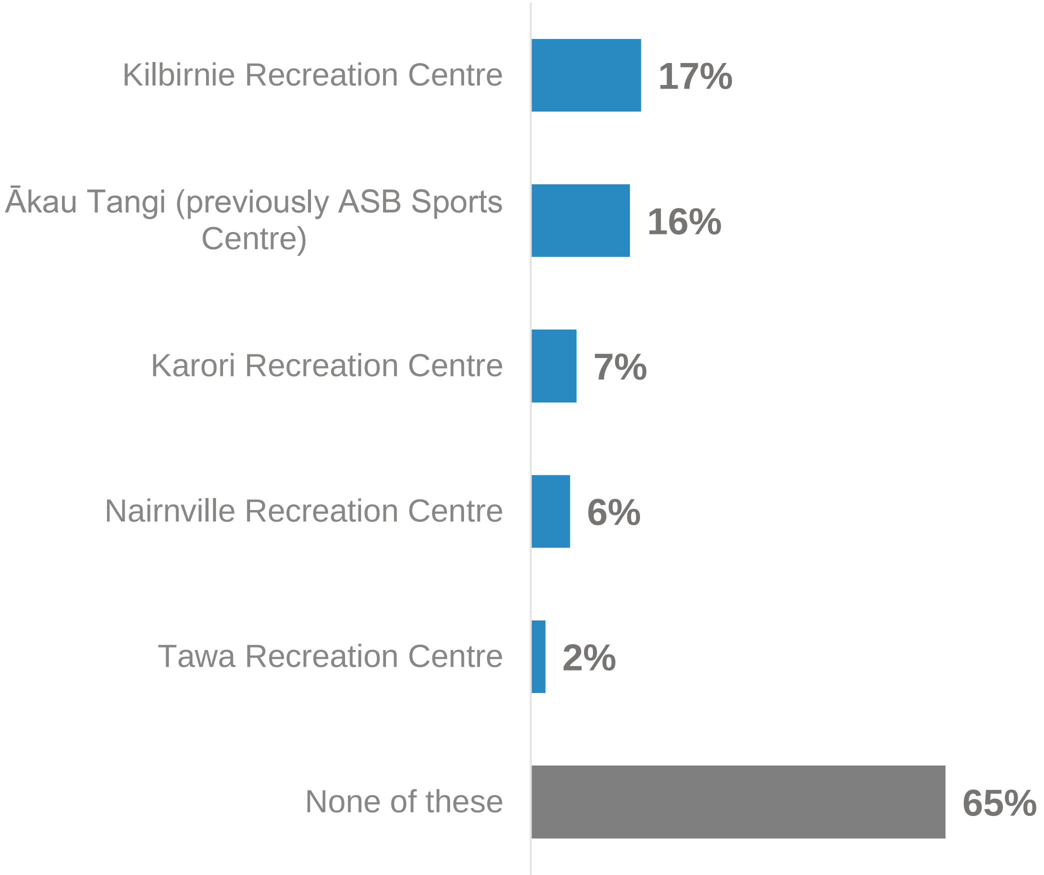
Sport and recreation facilities usage

Over the past 12 months, have you used any of the following Wellington City Council recreation facilities?

- Kilbirnie Recreation Centre and Ākau Tangi were the most used facilities (17% and 16% respectively).
- Usage was largely unchanged across all the facilities over the period we have tracked data (back to 2019).
- Around two-thirds (65%) had not used any of the facilities listed.

Demographic differences

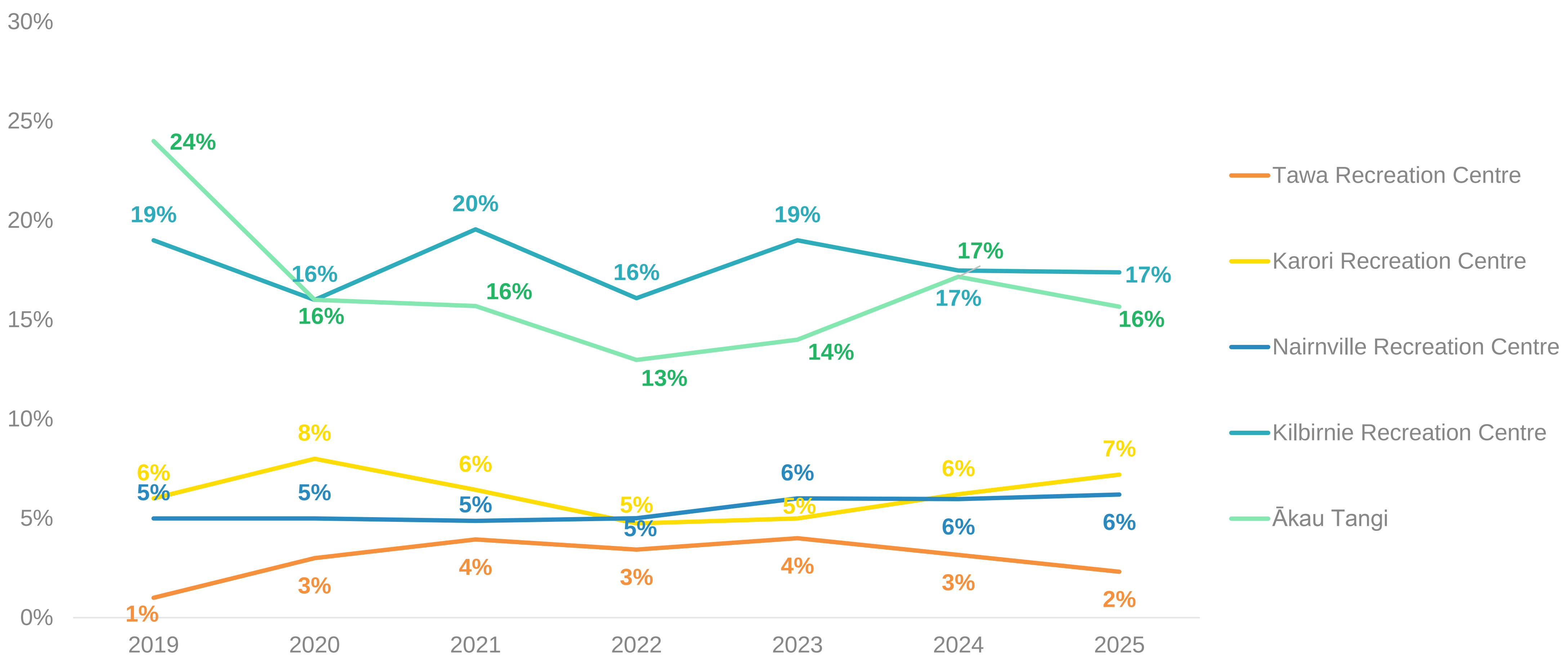
- Usage mostly differed by Ward in a way that was expected based on location:
  - Motukairangi/ Eastern Ward respondents were more likely to use the Kilbirnie Recreation Centre (37%) and Ākau Tangi (36%).
  - Takapū/ Northern Ward respondents were more likely to use the Tawa (7%).
  - Wharangi/ Western Ward respondents were more likely to use Karori and Nairnville Recreation Centres (21% and 15% respectively).
  - Lambton Ward respondents were more likely to have used none of these facilities (77%).
  - Respondents aged 30-44 were higher users across multiple centres (and therefore less likely to select "none of these"). Respondents 60+ were more likely to have used none of the facilities (73%).
  - Respondents with dependent children were more likely to have use each facility.



Base: all respondents

Sport and recreation facilities usage – tracking

Over the past 12 months, have you used any of the following Wellington City Council recreation facilities?

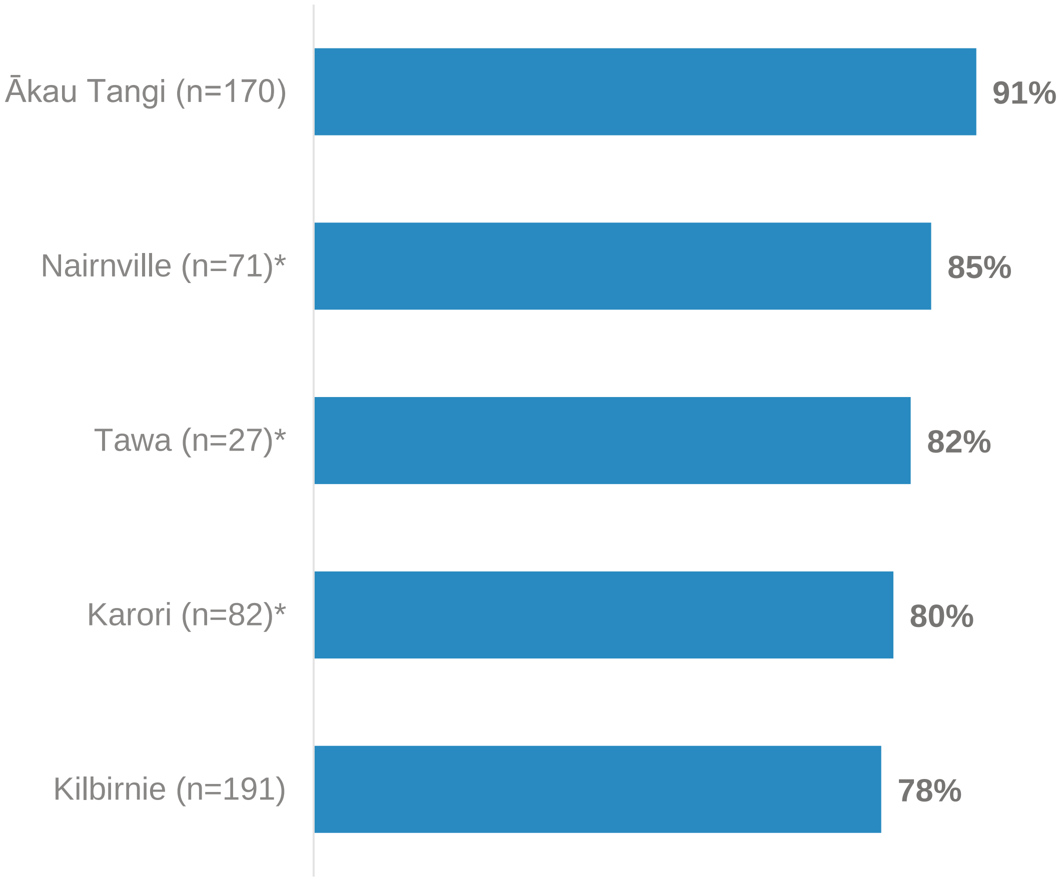


Base: all respondents

Sport and recreation facilities satisfaction

- Respondents who had used each facility were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends, or demographic differences, given the expected variation in results with low sample sizes (as low as n=27 for Tawa and n=191 for Kilbirnie). However, over time satisfaction has been at or near (within margin of error) current levels (next slide).

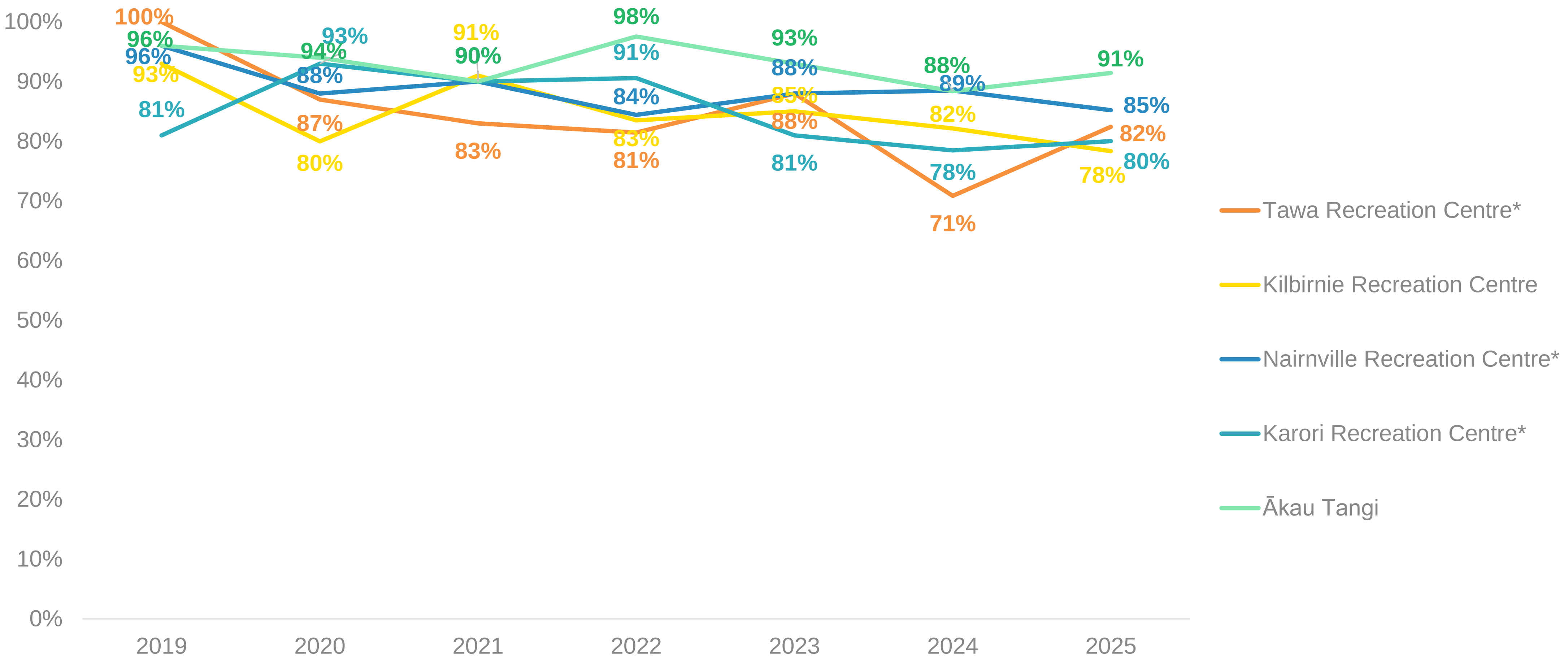
*Have you used any of the following Wellington City Council recreation facilities? **Total satisfied***



*Base: respondents who had used each facility (excluding 'don't know'); *small sample size, indicative results only*

Sport and recreation facilities satisfaction – tracking

*Have you used any of the following Wellington City Council recreation facilities? **Total satisfied***



*Base: respondents who had used each facility (excluding 'don't know'); *small sample size, indicative results only*

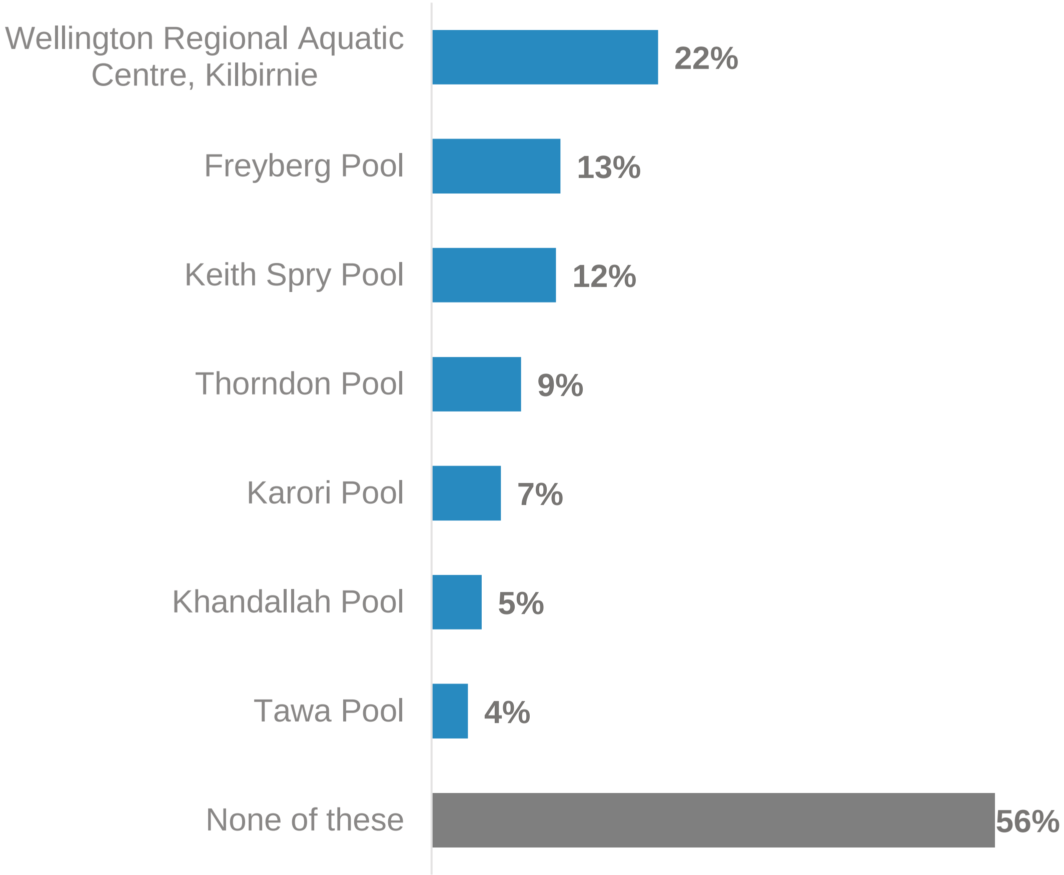
Wellington City Council pool usage

- Wellington Regional Aquatic Centre was the most used pool by respondents in the past year (22%).
- Freyberg and Keith Spry had similar levels of usage (13% and 12% respectively).
- Karori, Thorndon, Khandallah and Tawa recorded slightly lower levels of usage.
- Over half (56%) had not used any of the WCC pools listed.
- Usage was largely unchanged compared to previous years.

Demographic differences

- Usage mostly differed by Ward in a way that was expected based on location:
    - Motukairangi/ Eastern Ward respondents were more likely to use Wellington Regional Aquatic Centre (42%).
    - Pukehīnau/ Lambton Ward respondents were more likely to use Freyberg (21%).
    - Takapū/ Northern Ward respondents were more likely to use Tawa (12%) or Keith Spry (32%).
    - Wharangi/ Western Ward respondents were more likely to use Karori (23%), Khandallah (12%) or Thorndon (15%).
    - Paekawakawa/ Southern Ward respondents were more likely to use Wellington Regional Aquatic Centre (34%)
- Respondents aged 30-44 were generally higher users across a number of facilities and hence less likely to answer “none of these” (43%). While respondents 60+ were more likely to say they had not used any of the pools.
- Respondents with dependent children were more likely to use all of the pools listed except for Freyberg.
- Respondents with some form of activity limitation were more likely to say they had used none of the pools.

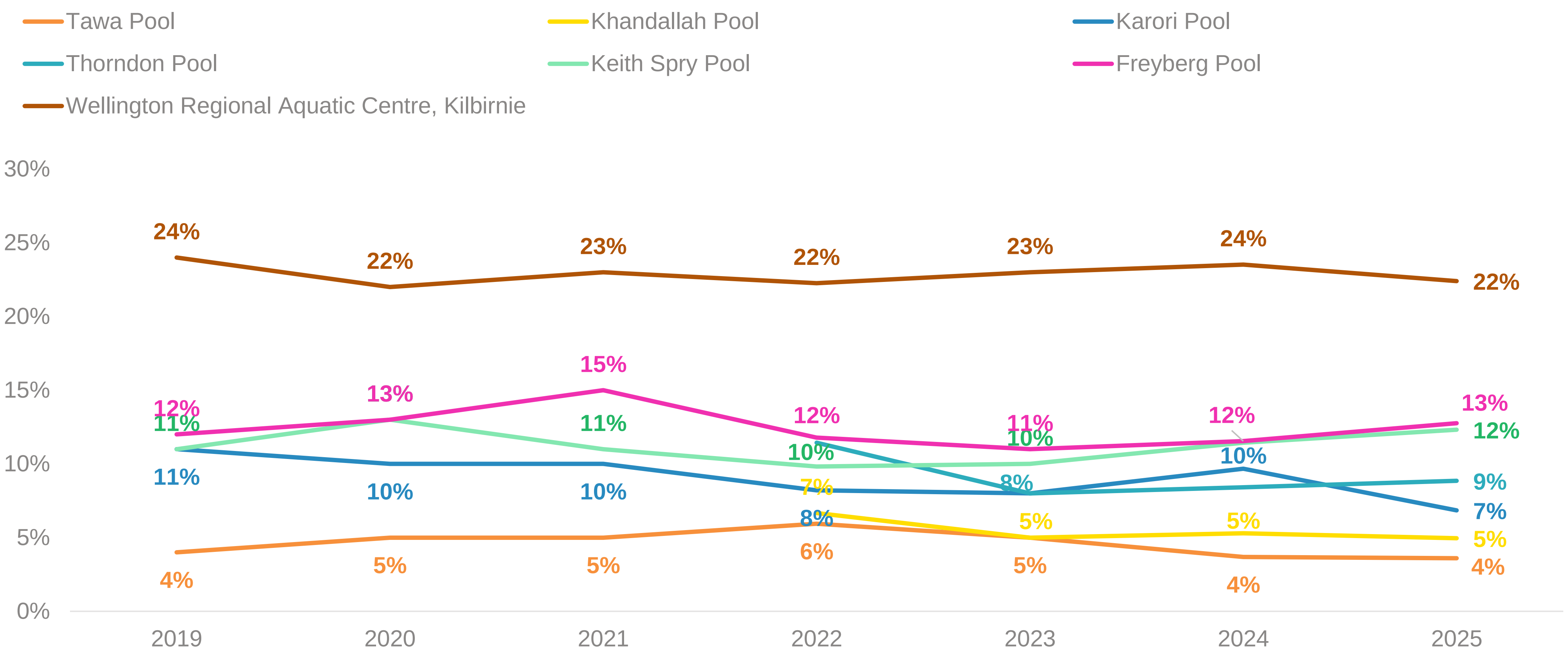
Over the past 12 months, have you used any of the following Wellington City Council pools?



Base: all respondents

Wellington City Council pool usage – tracking

Over the past 12 months, have you used any of the following Wellington City Council pools?

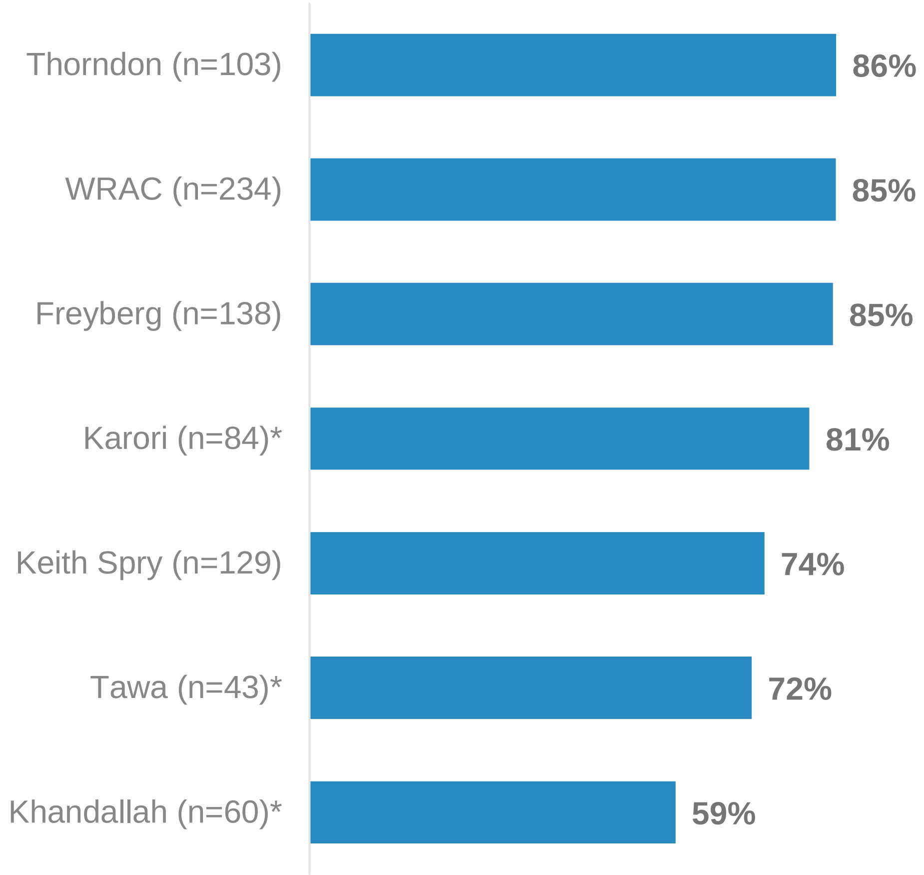


Base: all respondents

Wellington City Council pool satisfaction

- Respondents who had used each pool were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across most facilities (three-quarters or more satisfied with each) – the only exception this year was Khandallah Pool where 59% of users surveyed were satisfied.
  - Previously satisfaction among Khandallah Pool users had also been around 75%, but given the small number of respondents large variation (both up and down) is not unexpected.
- It is difficult to determine any up or downward trends due to small sample sizes, with some significant variability due to these small sample sizes evident in the case of Tawa. In general levels of satisfaction have been at or above 75% throughout the period of tracking (back to 2019) for all pools.

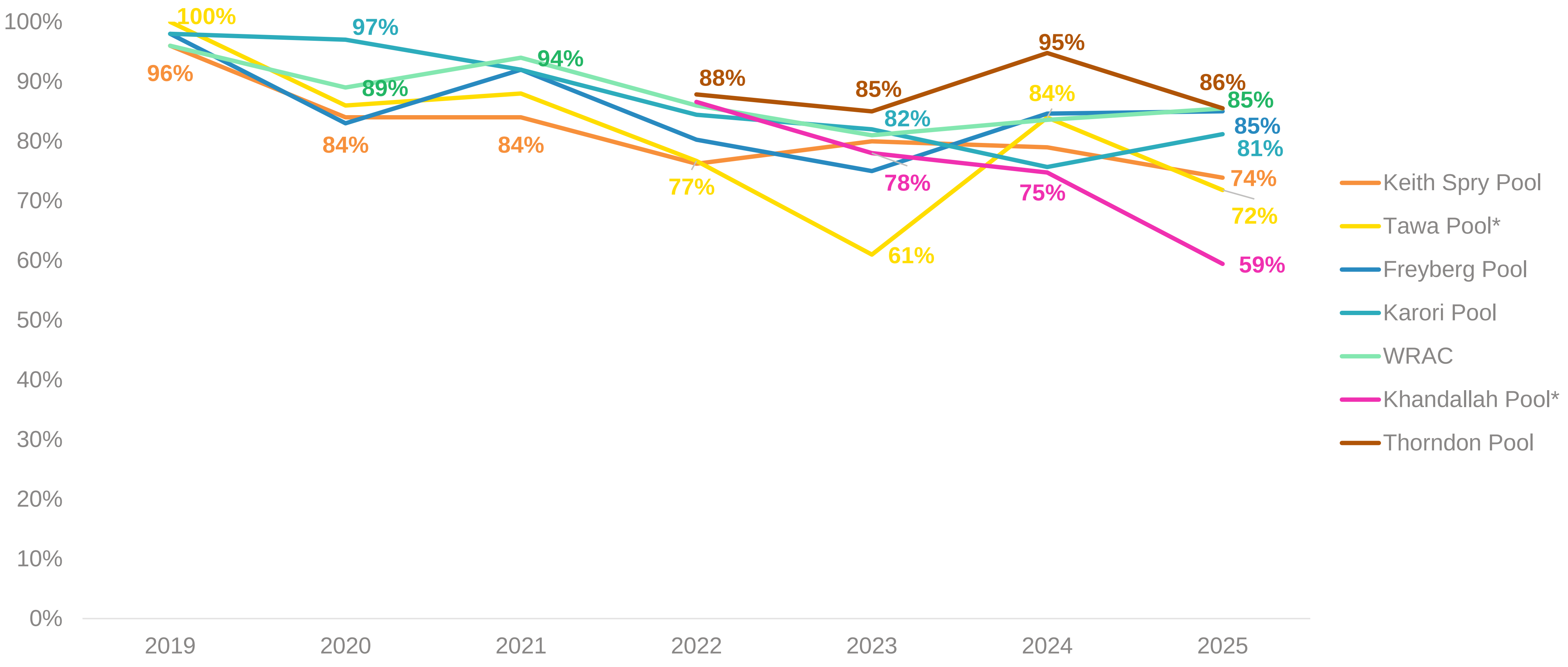
*Please rate your level of satisfaction with the Council pools that you have used in the past 12 months: **Total satisfied***



*Base: respondents who had used each pool (excluding 'don't know'); *small sample size, indicative results only*

Wellington City Council pool satisfaction – tracking

*Please rate your level of satisfaction with the Council pools that you have used in the past 12 months: **Total satisfied***



*Base: respondents who had used each pool (excluding 'don't know'); *small sample size, indicative results only*

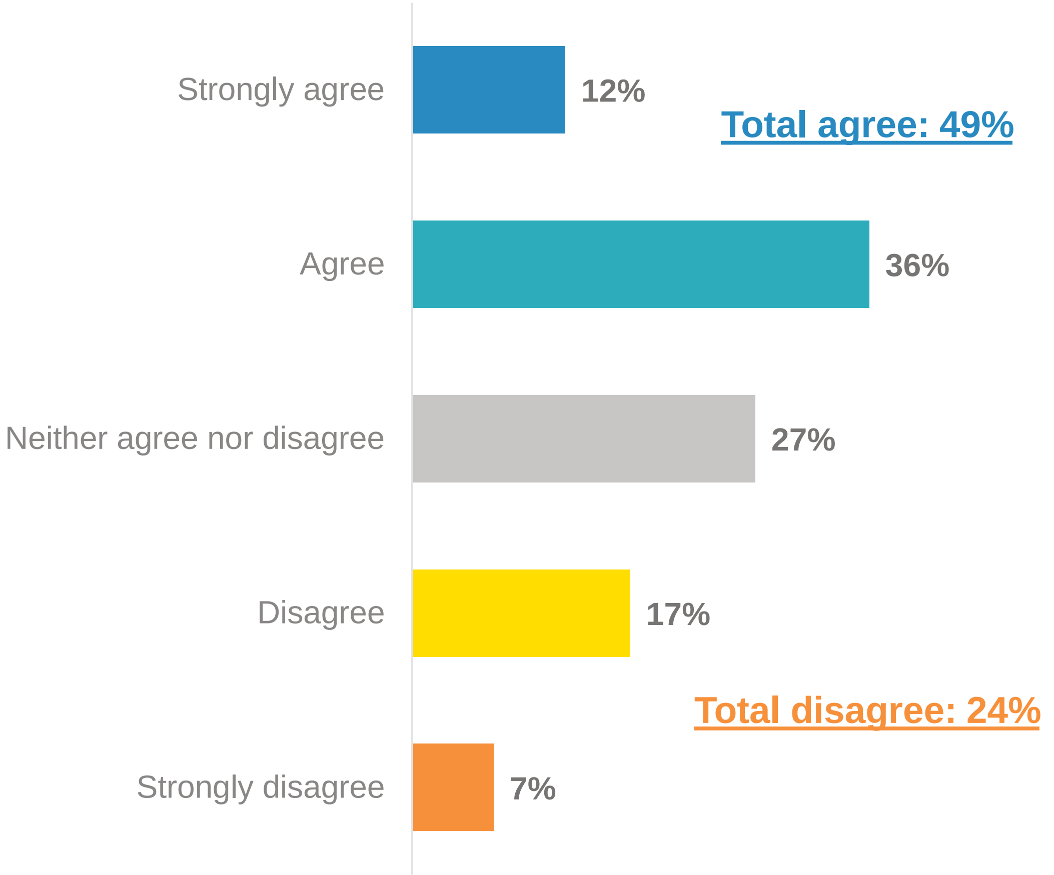
Wellington City Council pool affordability

To what extent do you agree or disagree that Wellington City Council pool admission charges are affordable?

- Half of respondents (49%) agreed that pool admission charges were affordable.
- About a quarter disagreed (24%), and 27% were neutral.
- This result is practically unchanged going back to 2021.

Demographic differences

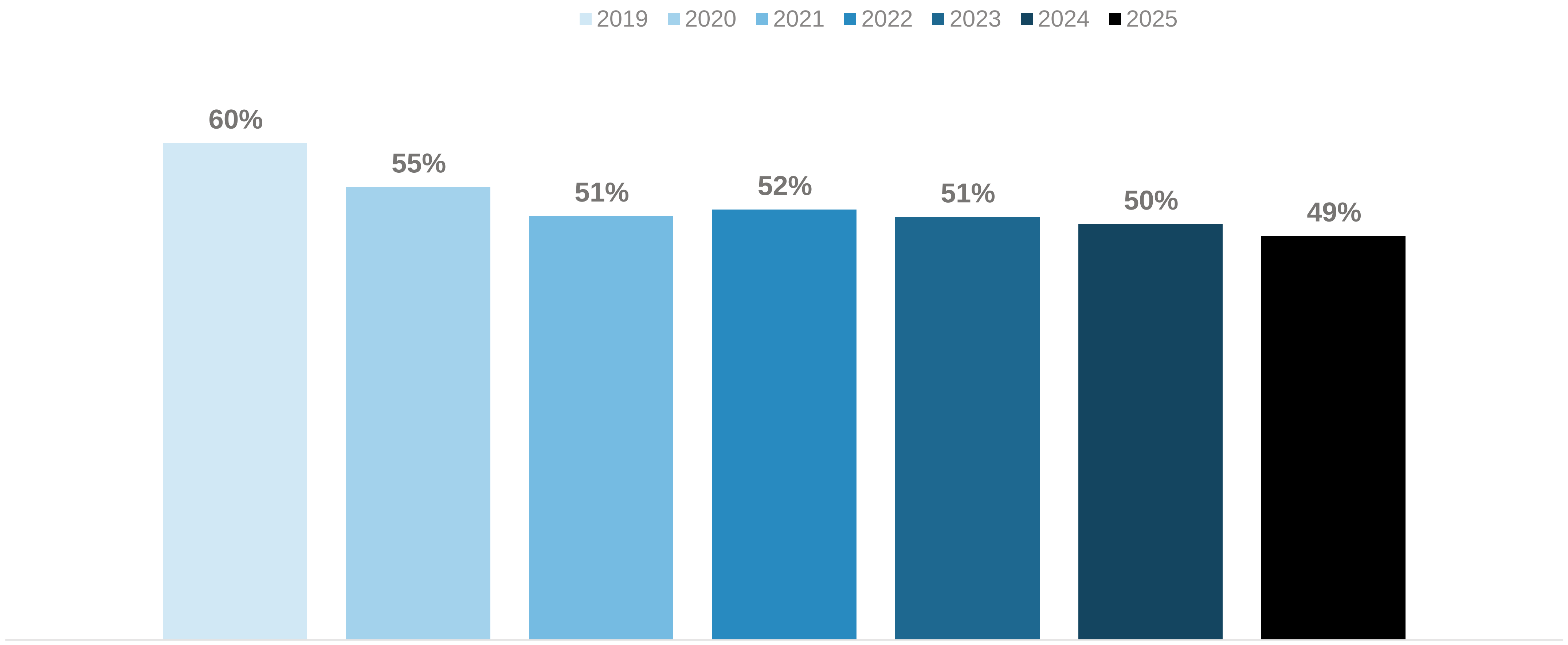
- Respondents with dependent children were more likely to agree that pool admission charges were affordable.
- Respondents on higher household incomes ($100k+) were more likely to agree that pool admission charges were affordable.
- Respondents with some form of activity limitation were less likely to agree that pool charges were affordable.



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (37%) which are excluded from analysis*

Wellington City Council pool affordability – tracking

*To what extent do you agree or disagree that Wellington City Council pool admission charges are affordable? **Total agree***



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (38% in 2024) which are excluded from analysis*

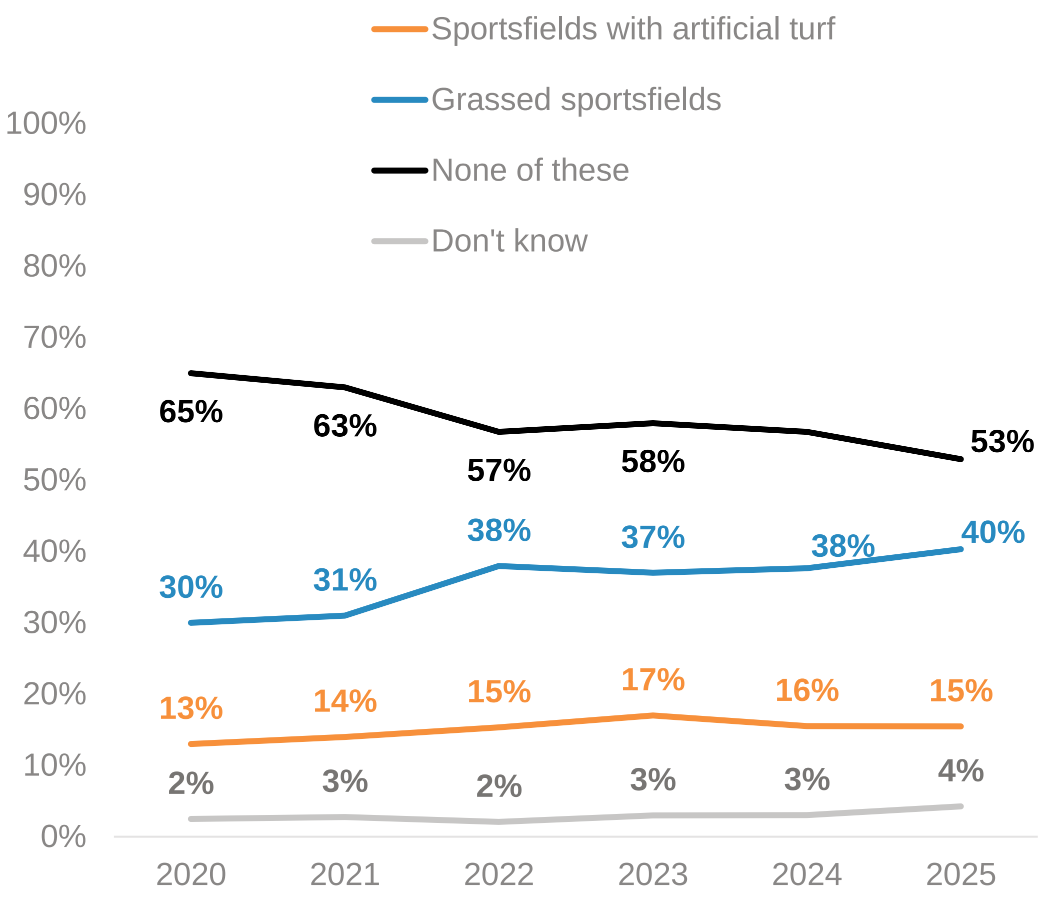
Wellington City Council sportsground usage

Have you used any Wellington City Council sportsground in the past 12 months?

- Four in ten respondents had used grassed sportsground in the past year. Less than half as many had used artificial turf sportsgrounds (15%).
- Usage of both field types has remained relatively steady over the tracking period.

Demographic differences

- Respondents from Wharangi/ Western Ward were more likely to have used a grassed sportsfield (51%), while Pukehīnau`/ Lambton Ward respondents were more likely to have not used either type of sportsfield (62%).
- Respondents with dependent children were more likely to have used both types of sportsfields.
- Males were more likely than females to have used sportsfields with artificial turf.



Base: all respondents

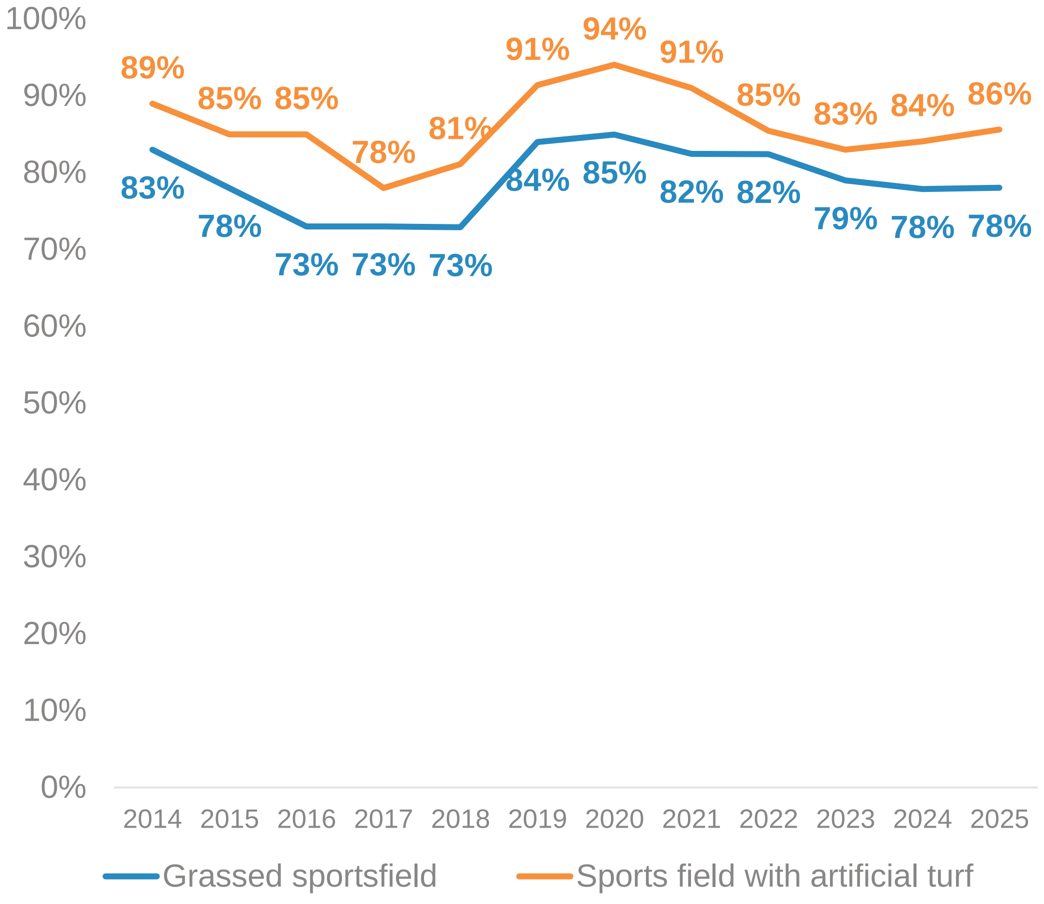
Wellington City Council sportsground satisfaction

- Satisfaction was high for users of both types of sportsgrounds but has generally been lower for grassed sportsfields compared to artificial turf.
- Satisfaction with sportsfields has remained mostly steady over time. Given the smaller sample size for artificial turf sportsfields, we expect to see more variability in results.

Demographic differences

- There were no demographic differences for this question.

*How satisfied were you with the sportsfield(s) that you used: **total satisfied***



Base: respondents who had used each type of sportsfield (excluding 'don't know') (n=168 and 435)

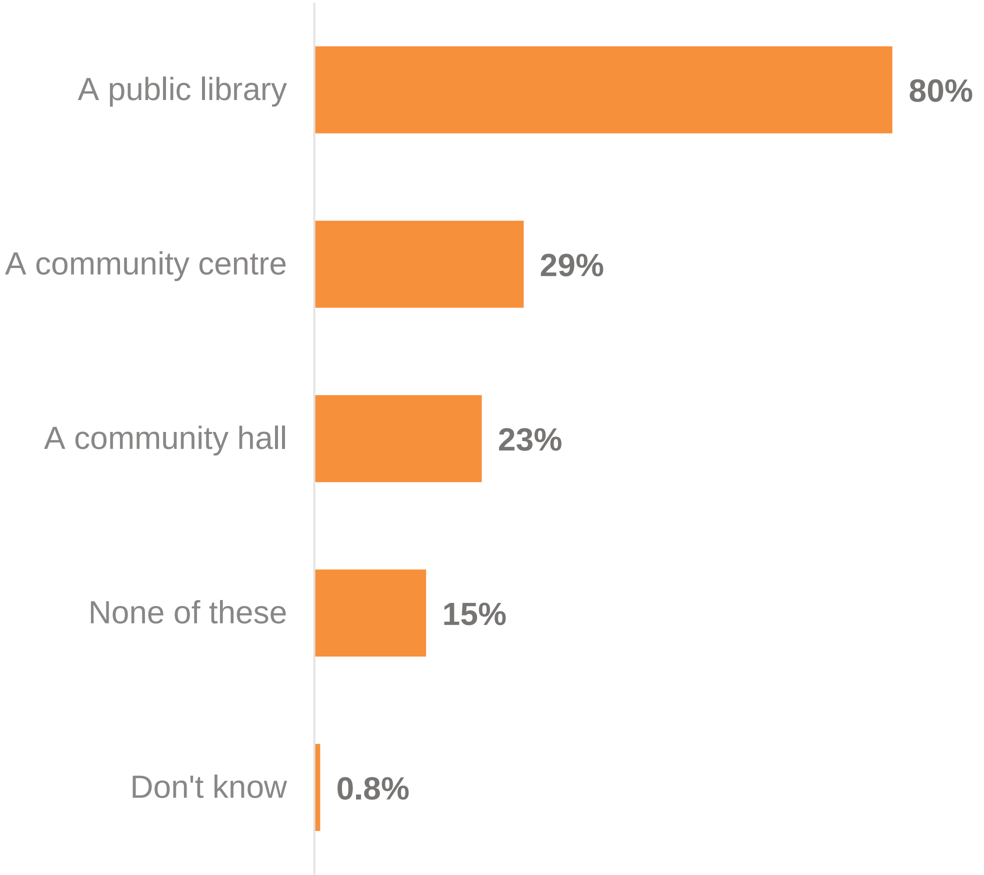
Wellington City Council community facilities usage

- Libraries were by far the most used community facility, with 80% of respondents saying they had used one in the past year.
- Public library usage has trended up slightly over the last two surveys (hovering at 72/73% from 2019 to 2020, then increasing 8% over the last two years). Both community hall and community centre usage has remained a broadly similar levels over the past few years, approx. 20-30% for community centres and 20-25% for community halls.

Demographic differences

- Respondents from the Pukehīnau/ Lambton Ward were less likely to say they had visited a community centre. Respondents in Paekawakawa/ Southern Ward were more likely to say they had visited a community centre or a community hall.
- Males were more likely to say they had not visited any of these facilities (21% visiting none, vs 11% for females).
- Respondents who had an activity limitation were more likely to say they had visited a community centre (46%, vs those without an activity limitation).
- Community Centre visitation tended to increase with age, with 36% of respondents aged 60+ attending in the past year, versus 22% of 18-29s.

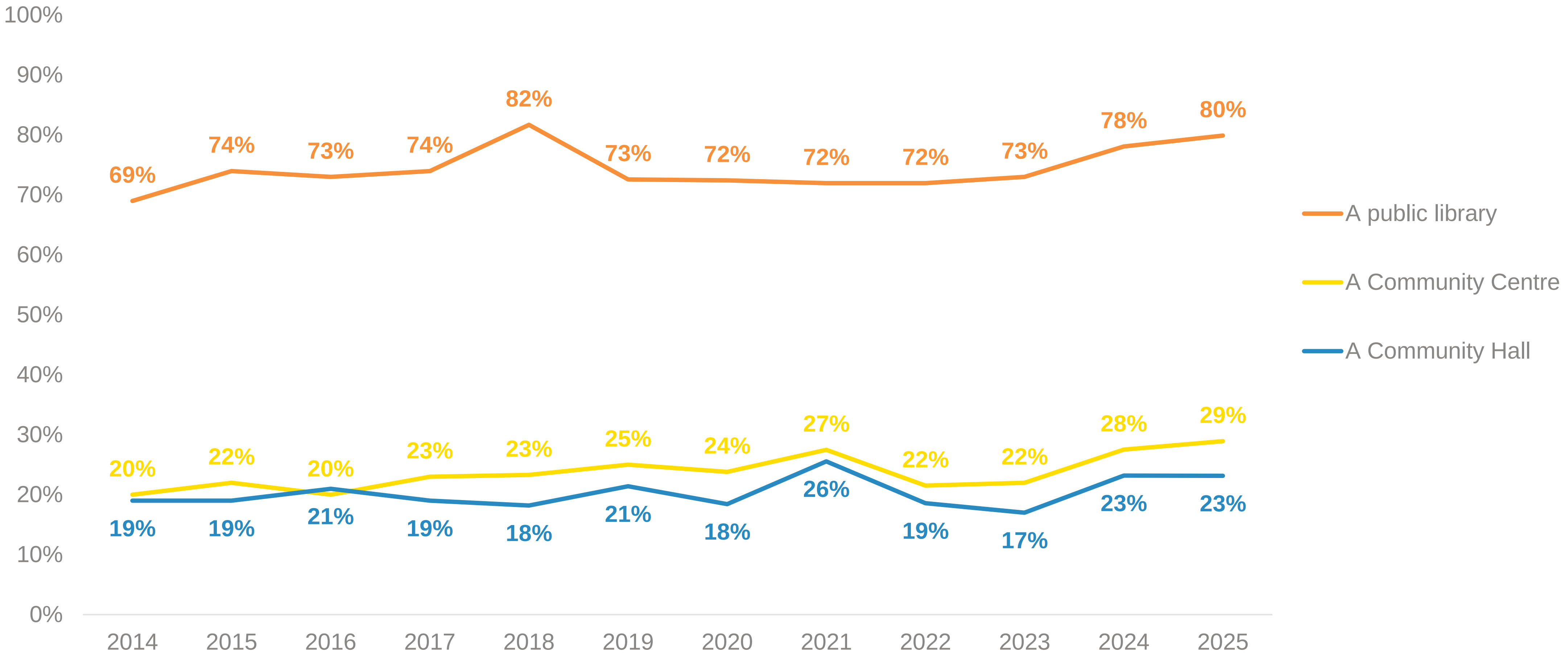
Have you used or physically visited any of the following Wellington City Council community facilities in the past 12 months?



Base: all respondents

Wellington City Council community facilities usage – tracking

Have you used or physically visited any of the following Wellington City Council community facilities in the past 12 months?



Base: all respondents

Community facilities experience

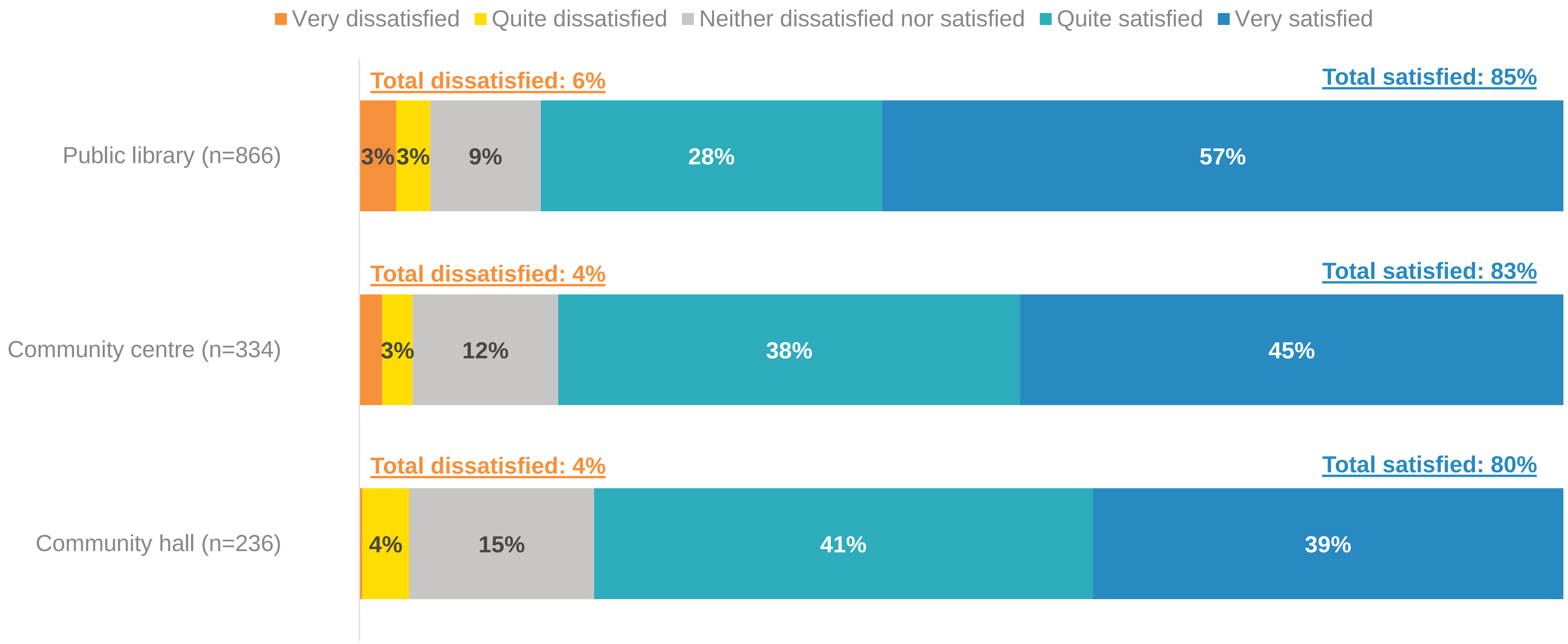
- Satisfaction was consistently high across the community facilities, with 80%-90% satisfied and 6% or less dissatisfied with their experience at each facility.
- Satisfaction was steady for community halls and centres, but has tracked up slightly for libraries over the past three years (from 85% to 90%).

Demographic differences

- There were no demographic differences for this question.

Community facilities experience

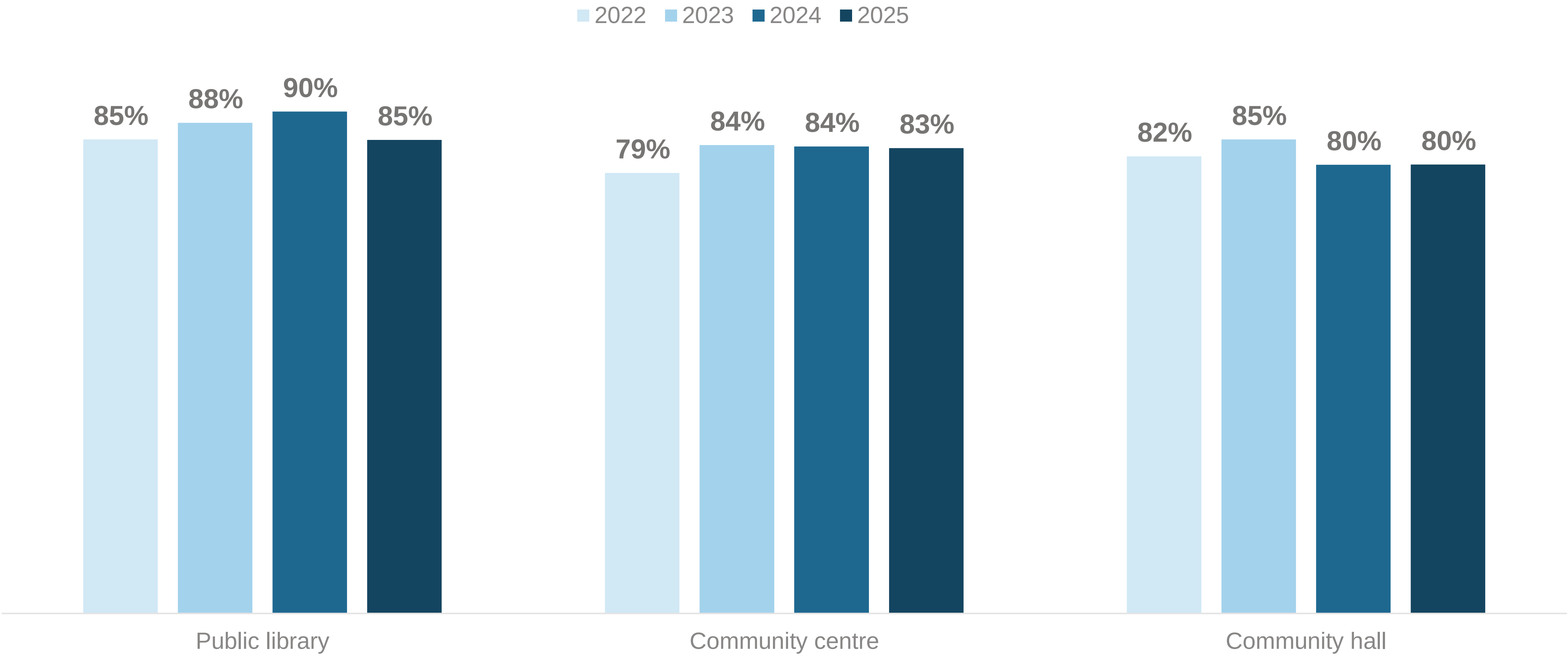
How satisfied were you with the Wellington City Council community facilities that you visited/used?



Base: respondents who visited each facility (excluding 'don't know')

Community facilities experience – tracking

*How satisfied were you with the Wellington City Council community facilities that you visited/used? **(Total satisfied)***



Base: all respondents (excluding 'don't know')

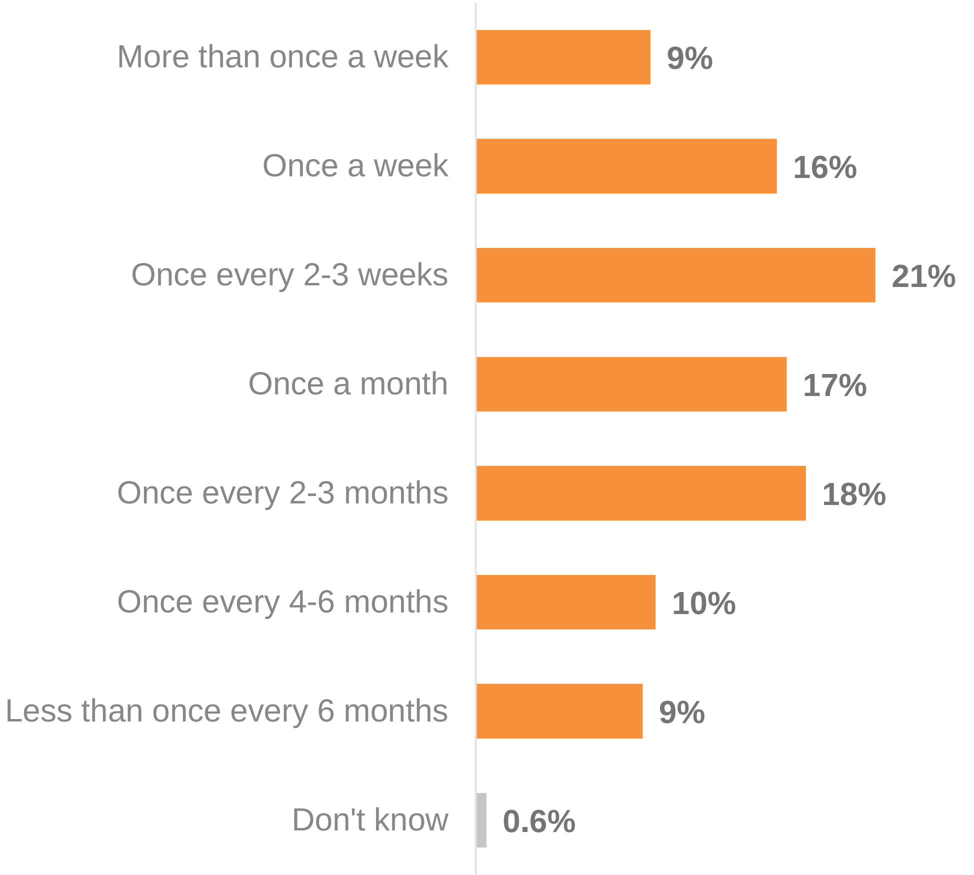
Library usage frequency (among library users)

- Among respondents who had visited the library at all in the past year, 25% said they did so at least weekly on average.
- Almost two-thirds of library users said they visited monthly or more on average (63%) – this visitation frequency has remained relatively steady since 2020.

Demographic differences

- Library user respondents who were female were more likely to visit the library at least monthly (70%, vs 56% for males). The same was true for those aged 60+ (73%, vs 61% for under 60s).

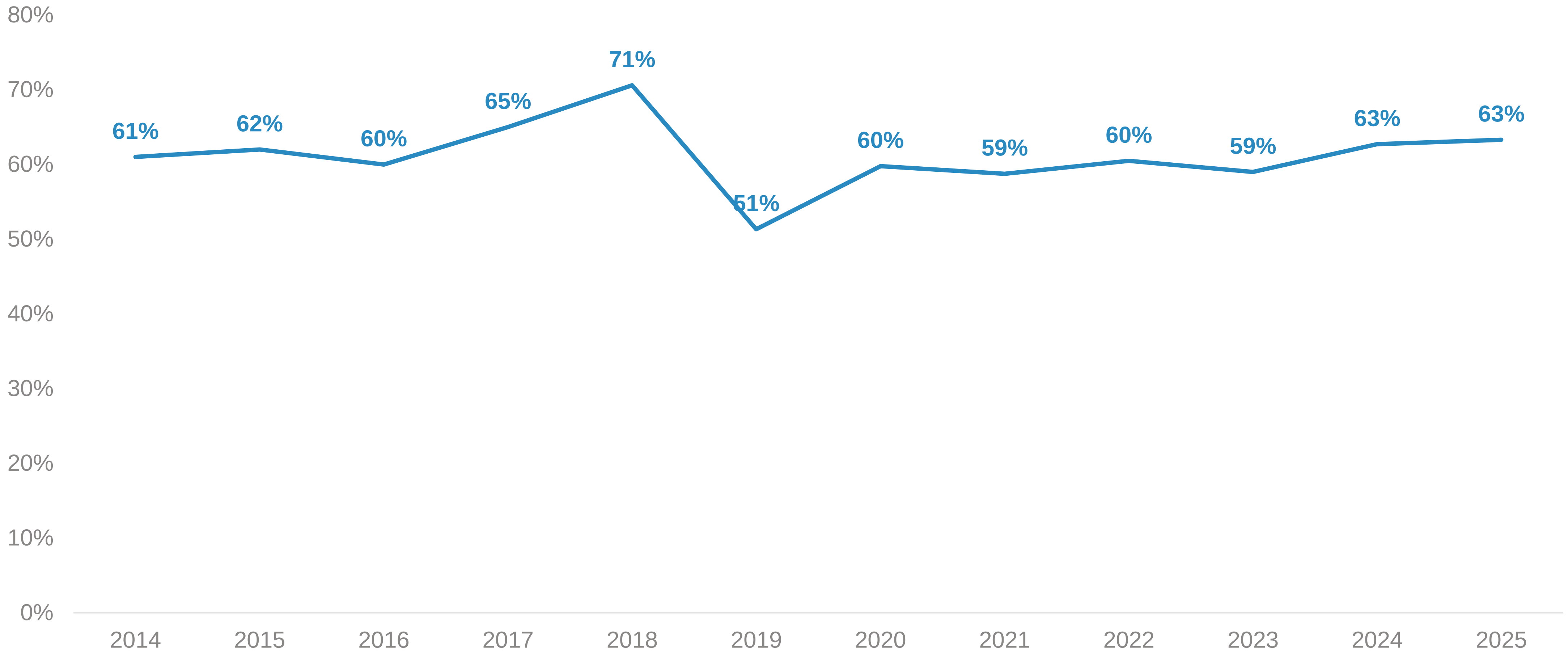
On average, how often would you use or visit a Wellington City Council library?



Base: Respondents who had used a public library in the past 12 months (n=866)

Library usage frequency (among library users) – tracking

On average, how often would you use or visit a Wellington City Council library? ***Once a month or more often***



Base: Respondents who had used a public library in the past 12 months (n=859)

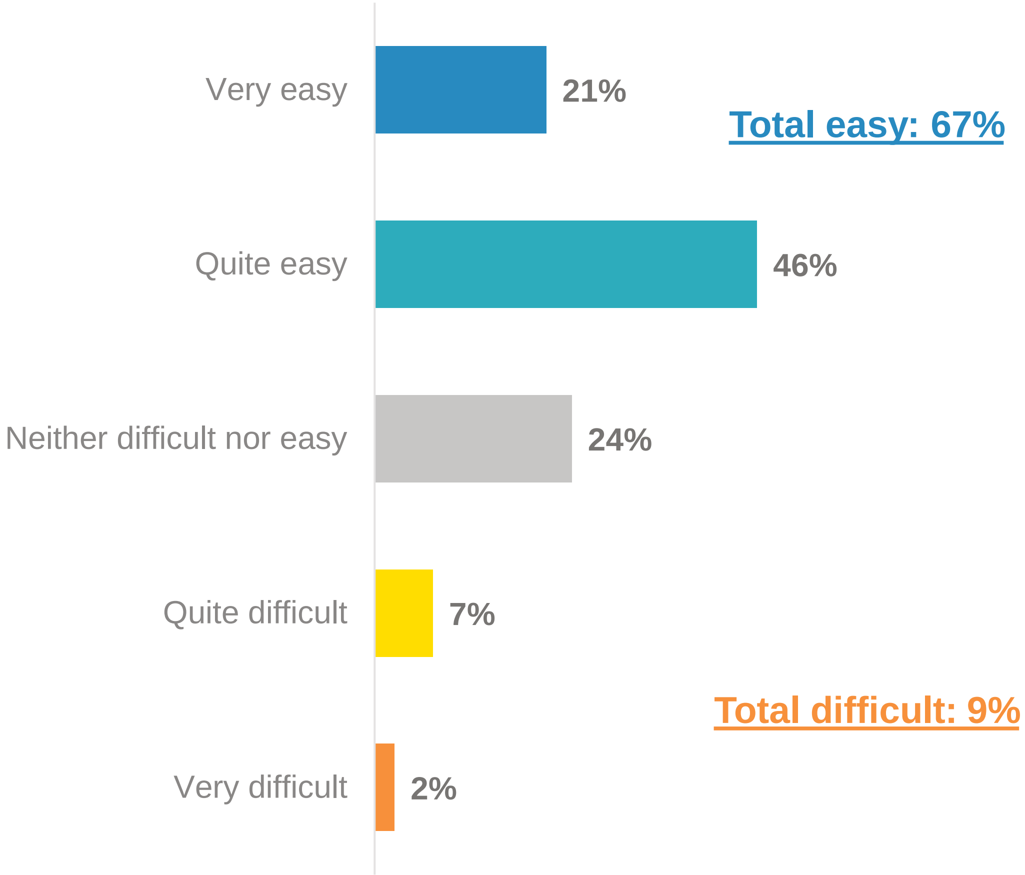
Access to Wellington City Council facilities and programmes

- About two-thirds (67%) of respondents felt that Wellington City Council's recreational facilities and programmes were generally easy to access.
- About one in ten found them difficult to access.
- Results for this question have remained relatively flat since tracking began, varying somewhere between 60 and 75% agreement over that time.

Demographic differences

- Respondents who said they had some form of activity limitation were less likely to say that recreational facilities and programmes were easy to access (58% compared to 73% for those with no activity limitations).

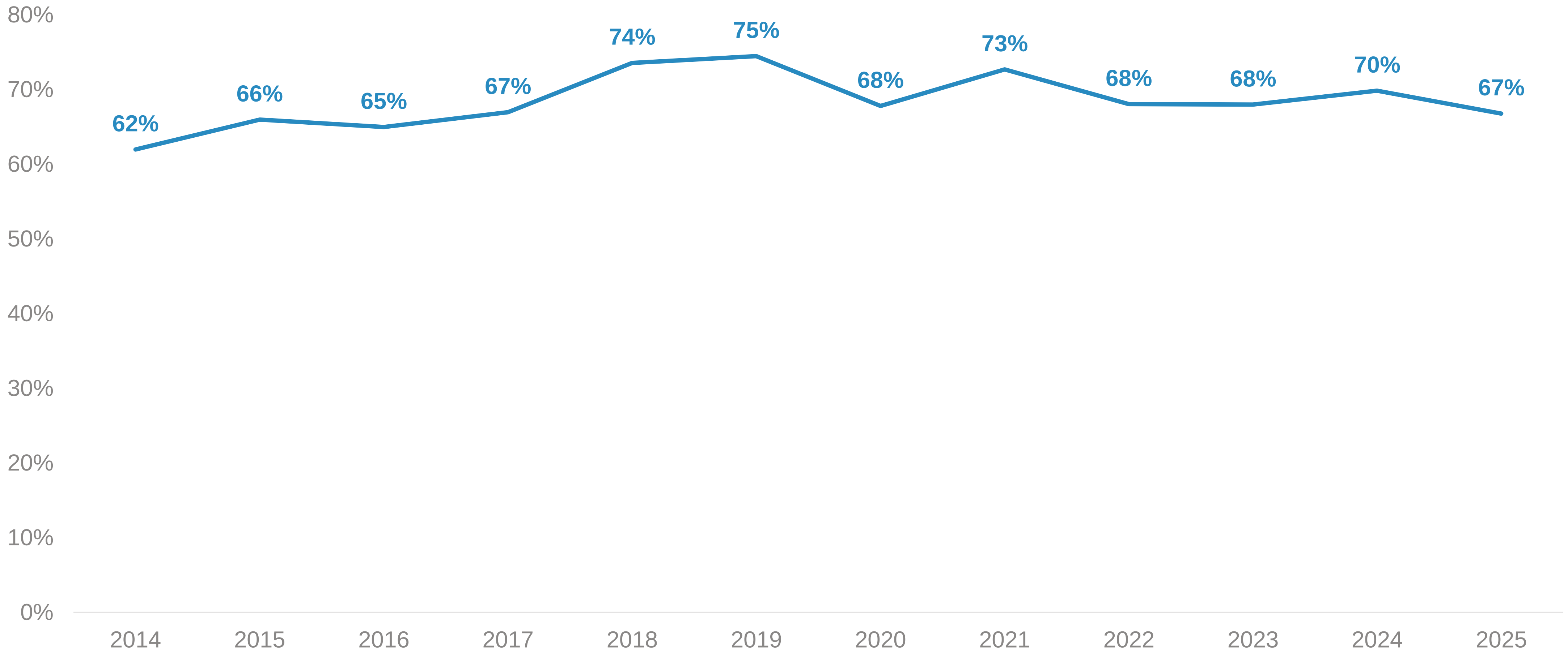
In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



Base: all respondents (excluding 'don't know'); high proportion of don't know responses (23%) which are excluded from analysis

Access to Wellington City Council facilities and programmes – tracking

*In general, how easy is it to access Wellington City Council's recreation facilities and programmes? **Total easy***



Base: all respondents (excluding 'don't know'); high proportion of don't know responses (24% in 2023) which are excluded from analysis

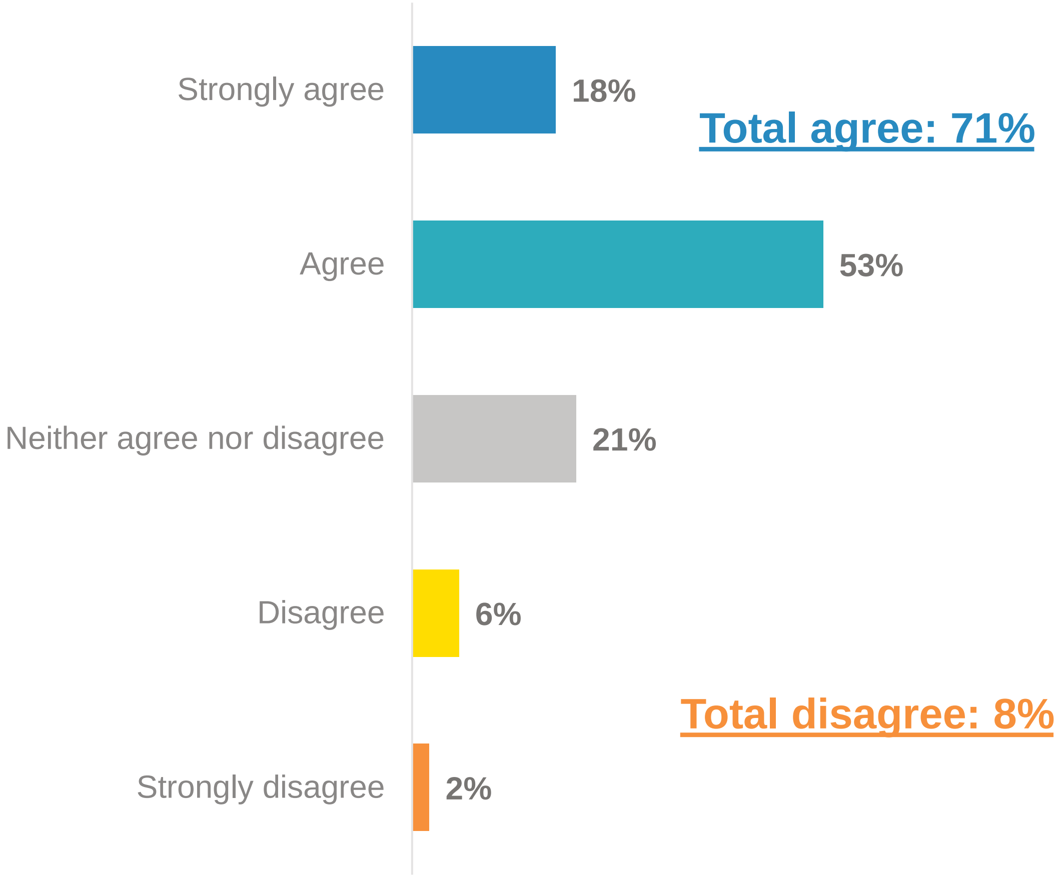
Wide range of recreational facilities

In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities?

- Almost three quarters (71%) of respondents agreed that Wellington offers a wide range of recreational activities.
- Less than one in ten disagreed with this statement.
- Agreement with this statement has remained unchanged since 2022, but went through a period of slow downward trend before that which took it from 85% agreement to 74%.

Demographic differences

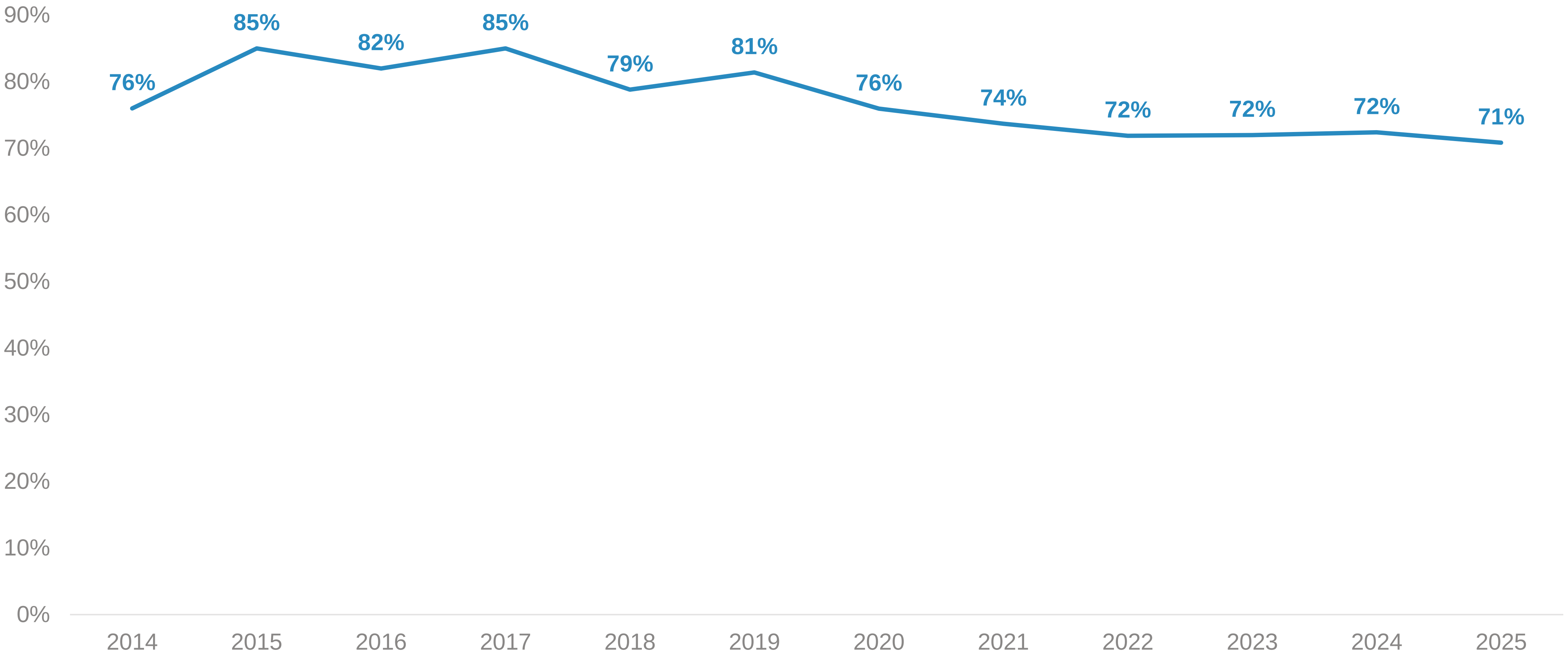
- Respondents with some form of activity limitation were less likely to agree that Wellington offers a wide range of recreational activities (64% compared to 75% for those with no activity limitations).



Base: all respondents (excluding 'don't know'). high proportion of don't know responses (11%) which are excluded from analysis

Wide range of recreational activities – tracking

*In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities? **Total agree***



Base: all respondents (excluding 'don't know')

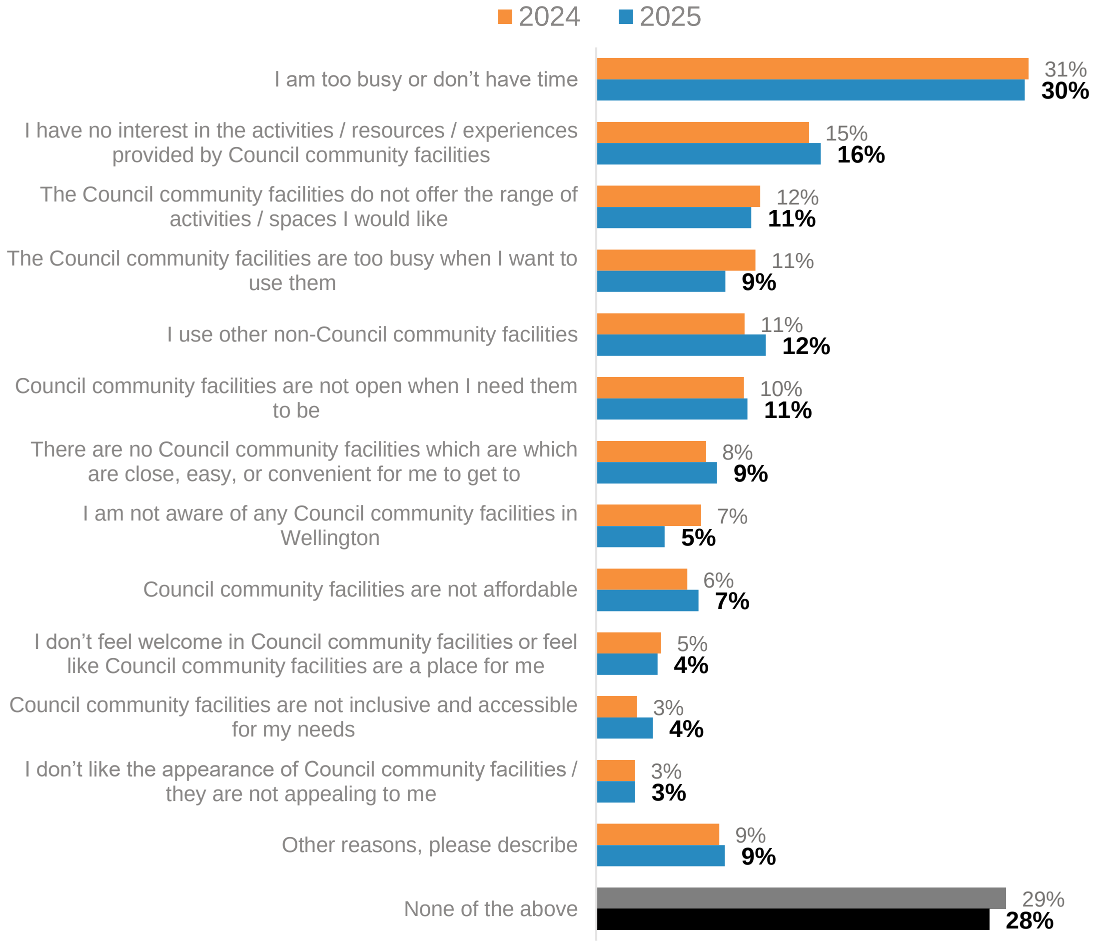
Barriers for accessing Council facilities

Which of the following, if any, makes it difficult for you to visit or participate in activities at Council operated community facilities across Wellington City

- Respondents were asked to select from a list which potential barriers, if any, made it difficult for them to visit or participate in activities at Council operated community facilities across Wellington City.
- The most common barrier (identified by almost a third) was lack of time.
- A range of barriers were identified by around 10%-15% which included: no interest in what's on offer, facilities being too busy, use other non-council facilities instead, facilities not open when needed.
- Almost a third said they had no barriers stopping them.
- Across the barriers asked about, results were broadly the same in 2025 compared to last year.

Demographic differences

- "Not having enough time" as a barrier declined with age. 44% of 18-29s identified this barrier, 34% of 30-44s, 27% of 45-59s and 11% of those aged 60+.
- Respondents aged 60+ were less likely to identify a range of the barriers and more likely to say "none of the above".
- Respondents with some form of activity limitation were more likely to say a barrier for them was that no community facilities were close, easy or convenient for them to get to. They were also more likely to say that Council community facilities were not inclusive for their needs (18%, versus 3% for those without an activity limitation).



Base: all respondents

Participation in sport and recreation

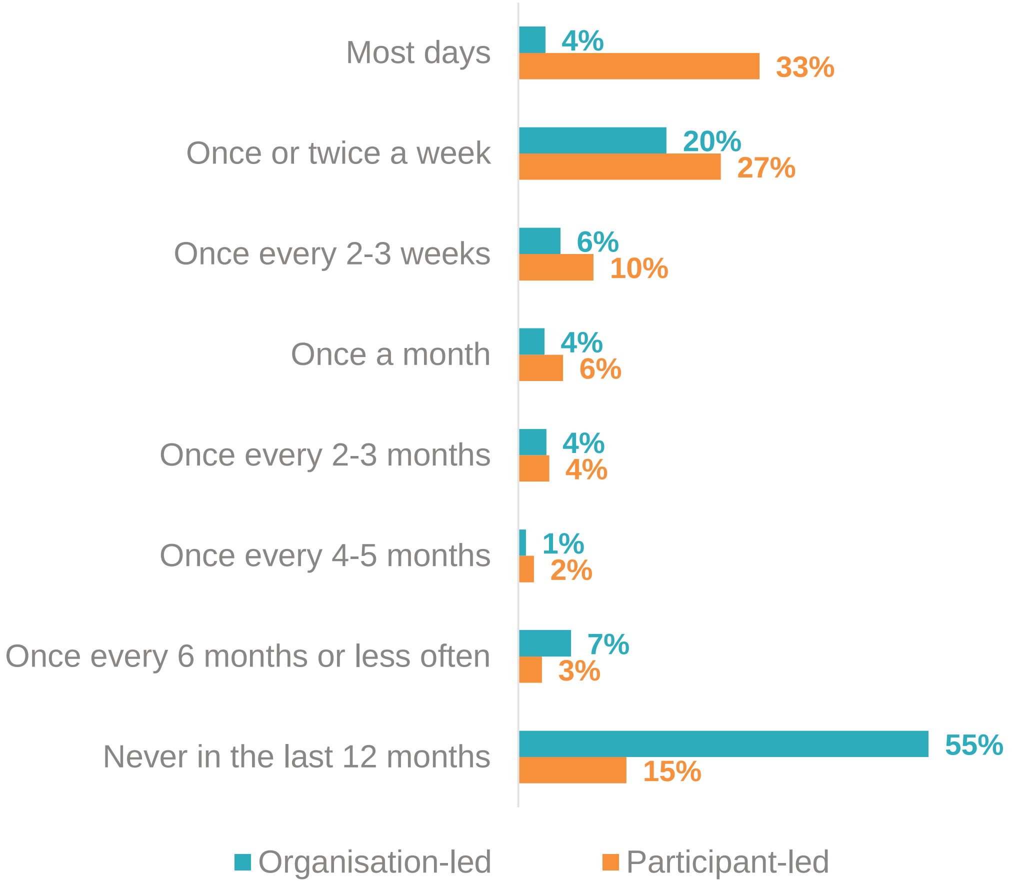
- Respondents were generally more likely to have participated in participant-led sport or recreation in the past year than organisation-led (85% had participated at some point during the past year, compared to 45% for organisation-led sport).
- Once or twice a week was the most common participation frequency for organisation-led sport and recreation (20%) while participant led sport or recreation was most commonly practiced most days (33%) or once or twice a week (27%).
- Organisation-led sport and recreation was much less likely to be a daily occurrence compared to participant-led.
- Participation in both types of sport & recreation remained similar to 2024.

Demographic differences

- Respondents from Pukehīnau/ Lambton ward were more likely to participate in participant-led activities at least monthly.
- Respondents with dependent children were more likely to say they participated both types of activities at least monthly.
- Respondents aged 60+ were less likely to say they participated in participant-led activities at least monthly.
- There were few differences in terms of organisation-led activities. Most notably, respondents with an activity limitation were about half as likely to say they participated in organisation-led activities at least monthly (22%, vs 40% for those without an activity limitation).

** The structure of the question was changed in 2023 to make it more simplified (remove a lot of unnecessary introduction text before the question). The description of "participant-led" remained the same as previously, but it was potentially made clearer to respondents by removing this unnecessary introduction text. This may or may not be playing a role in the increase seen here.*

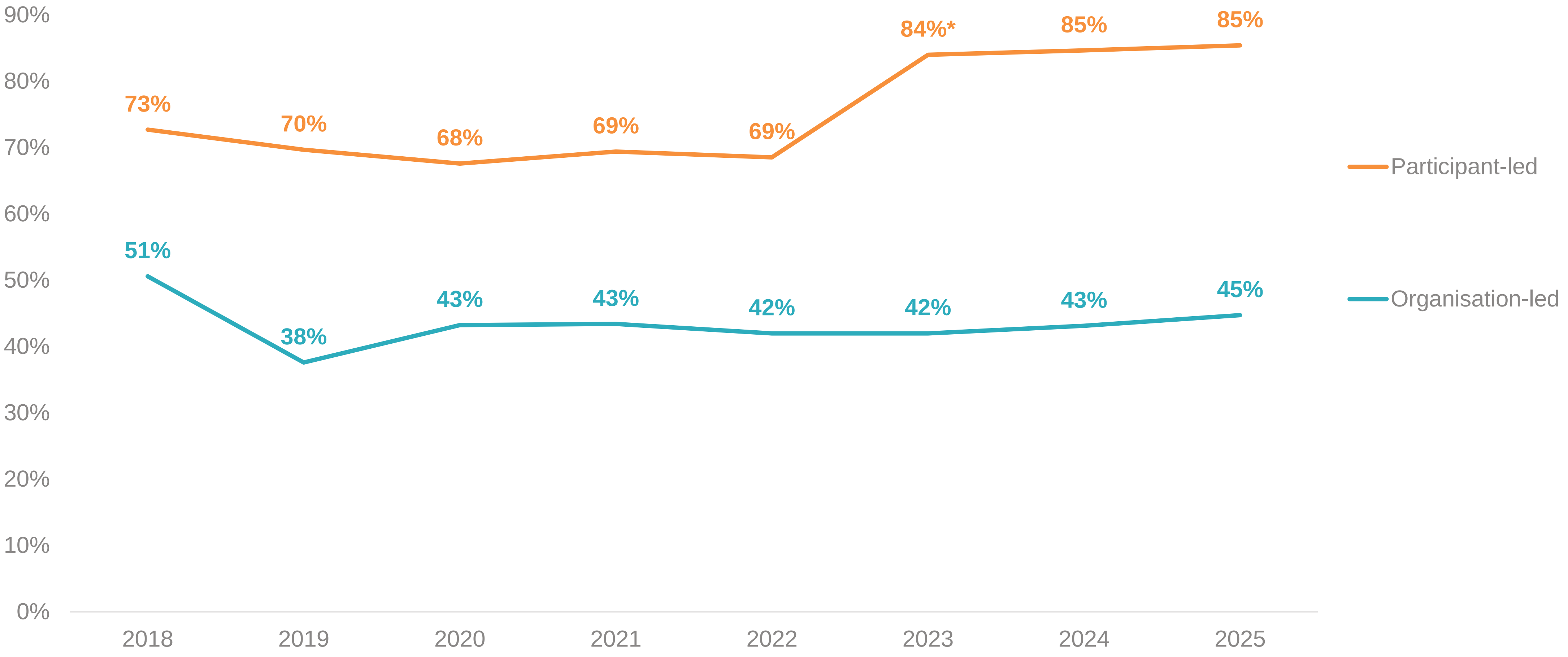
Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months?



Base: all respondents

Participation in sport and recreation – tracking

*Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months? **Participated in the past 12 months***



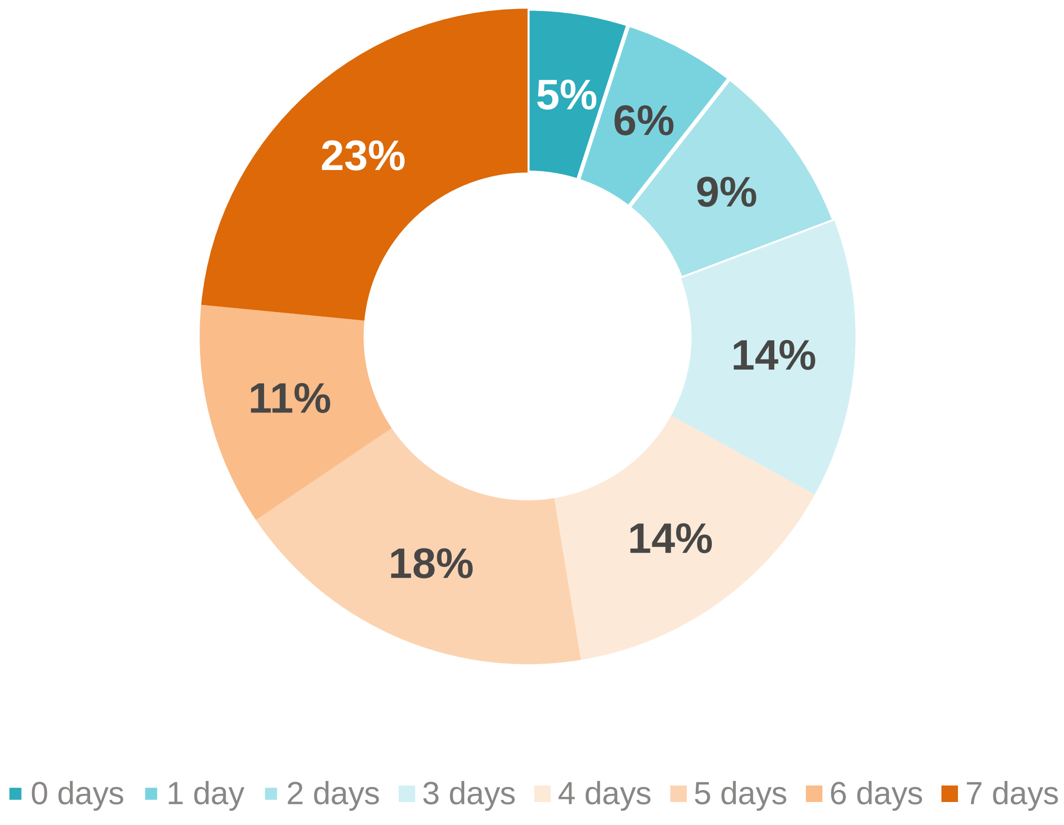
Base: all respondents

** The structure of the question was changed in 2023 to make it more simplified (remove a lot of unnecessary introduction text before the question). The description of "participant-led" remained the same as previously, but it was potentially made clearer to respondents by removing this unnecessary introduction text. This may or may not be playing a role in the increase seen here.*

Weekly participation in physical activity

In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to raise your breathing rate?

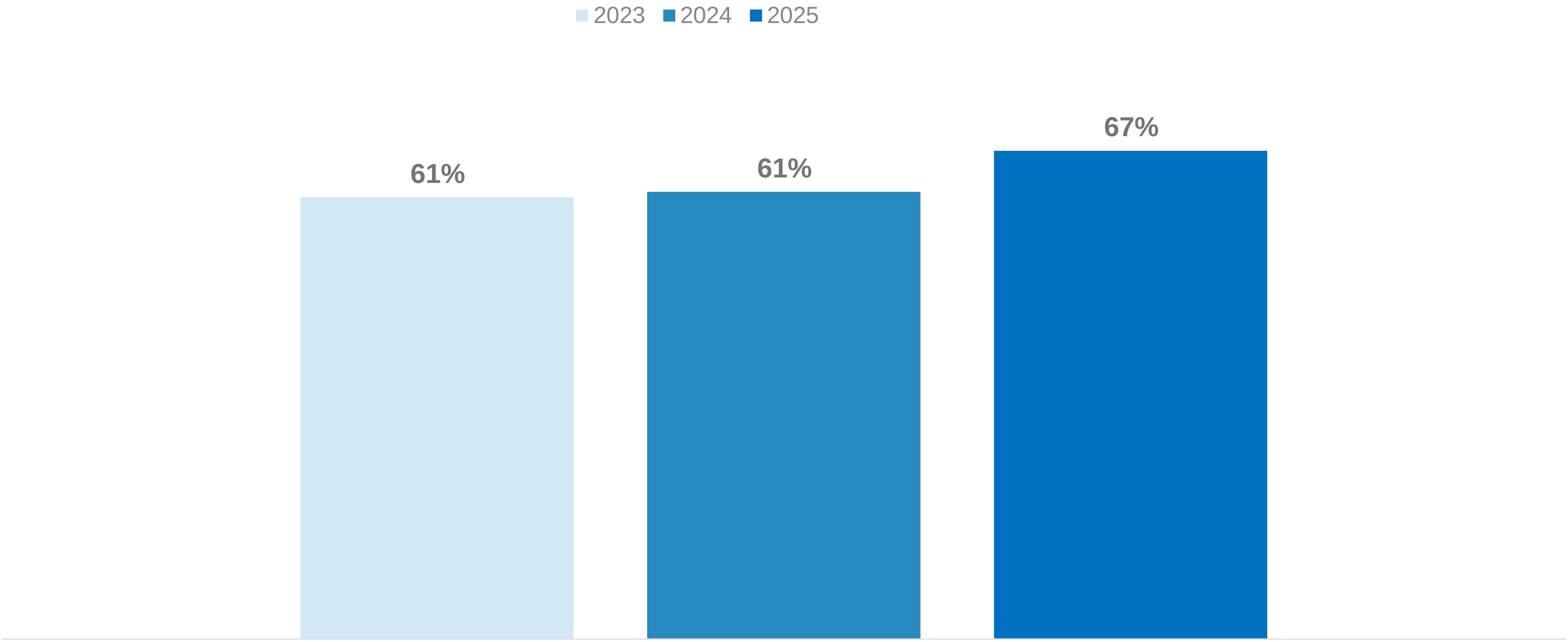
- About two-thirds of respondents (67%) said they participated in 30 minutes or more physical activity on four days in a week – this is slightly higher than the previous two times this question was asked (in 2024 and 2023).
- 11% said they participated in 30 minutes or more physical activity on 0 or 1 days.



Base: all respondents

Weekly participation in physical activity – tracking

*In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to raise your breathing rate? **4 or more days***



Base: all respondents

Environment

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Green space usage

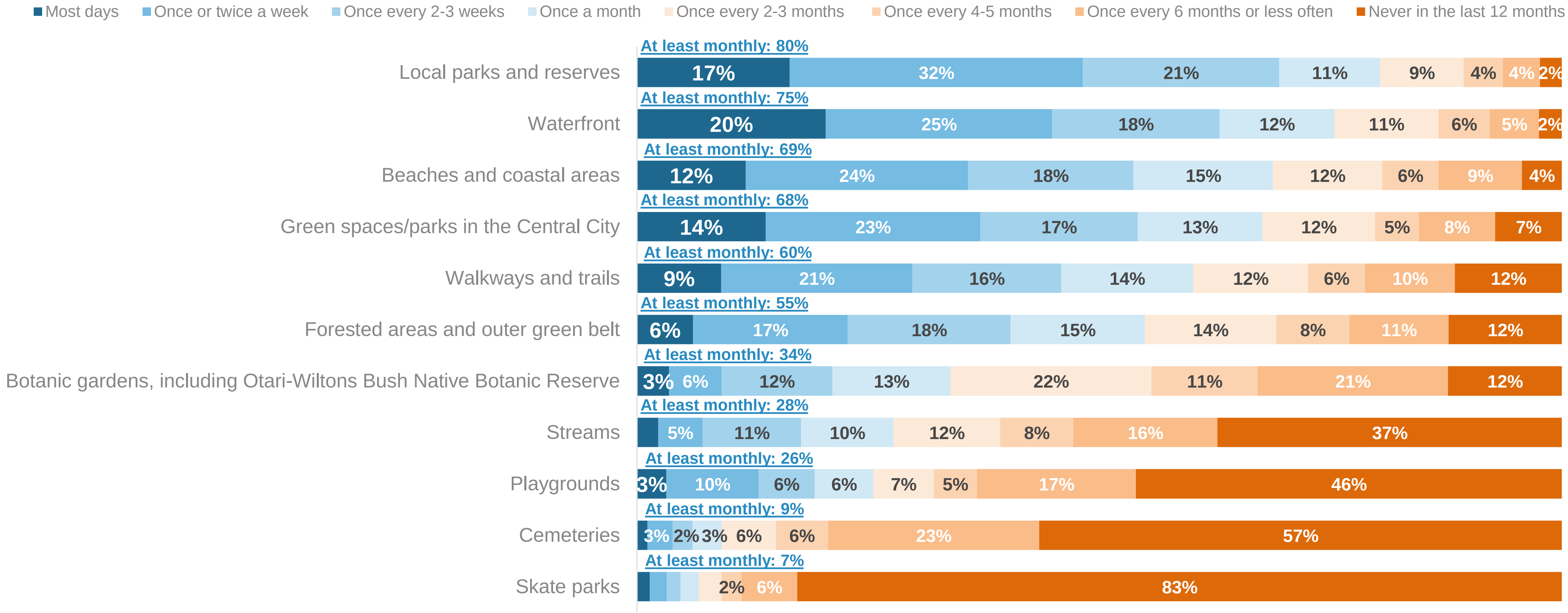
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – 80% and 75% respectively said they used these spaces at least monthly.
- Beaches and coastal areas, green spaces/parks in the central city, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents (the proportions who said they used these spaces at least monthly were 69%, 68%, 60% and 55% respectively).
- Some of the lesser used spaces (between a quarter and a third of respondents) were botanic gardens, playgrounds and streams.
- Skate parks and cemeteries were the least used, being used by 7% and 9% respectively at least monthly.
- Monthly usage trends have been generally flat going back to about 2021, with most spaces observing upward trends prior to that.

Demographic differences

- There was a large amount of variation between monthly usage across respondents largely depending on where they live, their age, if they have dependent children and if they have any activity limitations. Full details of these have been highlighted on a following slide.
- In general younger respondents (aged 18-44) were higher monthly users compared to those 45 and over across almost all the spaces.
- Respondents with dependent children were higher users of playgrounds and skate parks.
- Respondents from Wharangi/ Western and Pukehīnau/ Lambton wards were more frequent uses across a range of spaces, while respondents from Takapū/ Northern were less frequent users across most spaces.
- Respondents with some form of activity limitation were lower monthly users of the waterfront, forested areas and playgrounds.

Green space usage

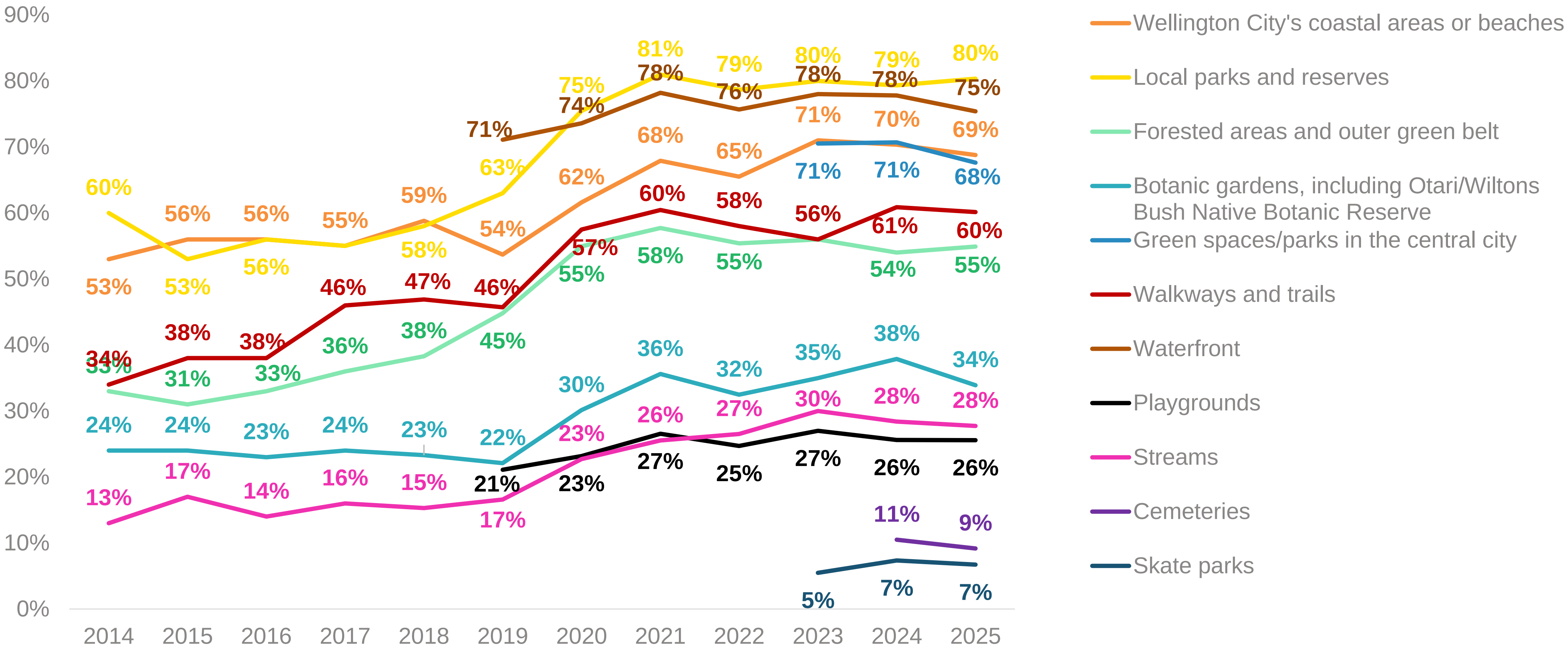
In the past 12 months, how often have you been to the following green and/or open spaces in Wellington City?



Base: all respondents (excluding 'don't know')

Green space usage – tracking

*In the past 12 months, how often have you been to the following green and/or open spaces in Wellington City? **At least monthly***



Base: all respondents (excluding 'don't know')

Green space usage – demographic differences

In the past 12 months, how often have you been to the following green and/or open spaces in Wellington City?

	Local parks and reserves	Waterfront	Green spaces/parks in the Central City	Beaches and coastal areas	Walkways and trails	Forested areas and outer green belt	Botanic gardens	Streams	Playgrounds	Cemeteries	Skate Parks
All	**80%**	**75%**	**68%**	**69%**	**60%**	**55%**	**34%**	**28%**	**26%**	**9%**	**7%**
Motukairangi	88%			90%							
Pukehīnau		89%	83%				44%				
Takapū	72%	61%	47%	48%		36%	22%				
Wharangi							50%	39%		17%	
Paekawakawa							24%	18%		3%	
Aged 18-44	83%	83%	75%		64%	59%	38%		33%		9%
Aged 45+	76%	66%	58%		54%	50%	30%		16%		3%
Dependent children: Yes									57%		15%
Activity limitation: Yes		68%				49%			4%		

Base: all respondents (excluding 'don't know')

Green space satisfaction

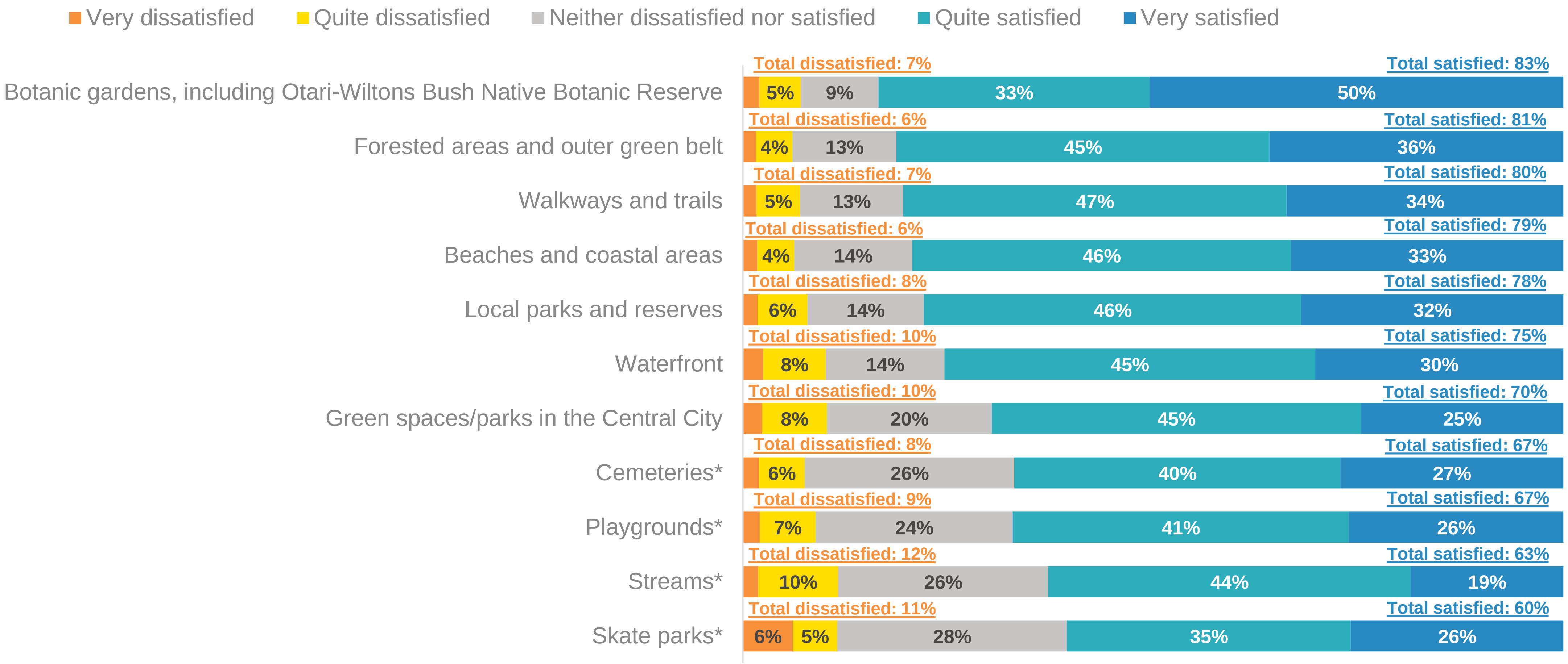
- Respondents were asked about their satisfaction with the quality and maintenance of green spaces. For all spaces, the levels of satisfaction was much higher than levels of dissatisfaction. For most spaces (nine out of the 11 asked about), at least two thirds of respondents were satisfied. For the remaining two spaces (skateparks and streams), more than half of respondents were satisfied.
- There was very high levels of satisfaction (three-quarters or more) with many significant open and green spaces across the city including: the Botanic Gardens, Forested areas and the outer green belt, walkways and trails, beaches and coastal areas, local parks and reserves and the waterfront.
- Satisfaction levels have remained largely unchanged compared to 2024 (changes of 3% or less) for almost all areas. Satisfaction with Botanic Gardens including Otari-Wilton Bush was down slightly more, with a change from 88% satisfaction to 83% satisfaction.

Demographic differences

- Levels of satisfaction were lower across the board for respondents aged 60 and over.

Green space satisfaction

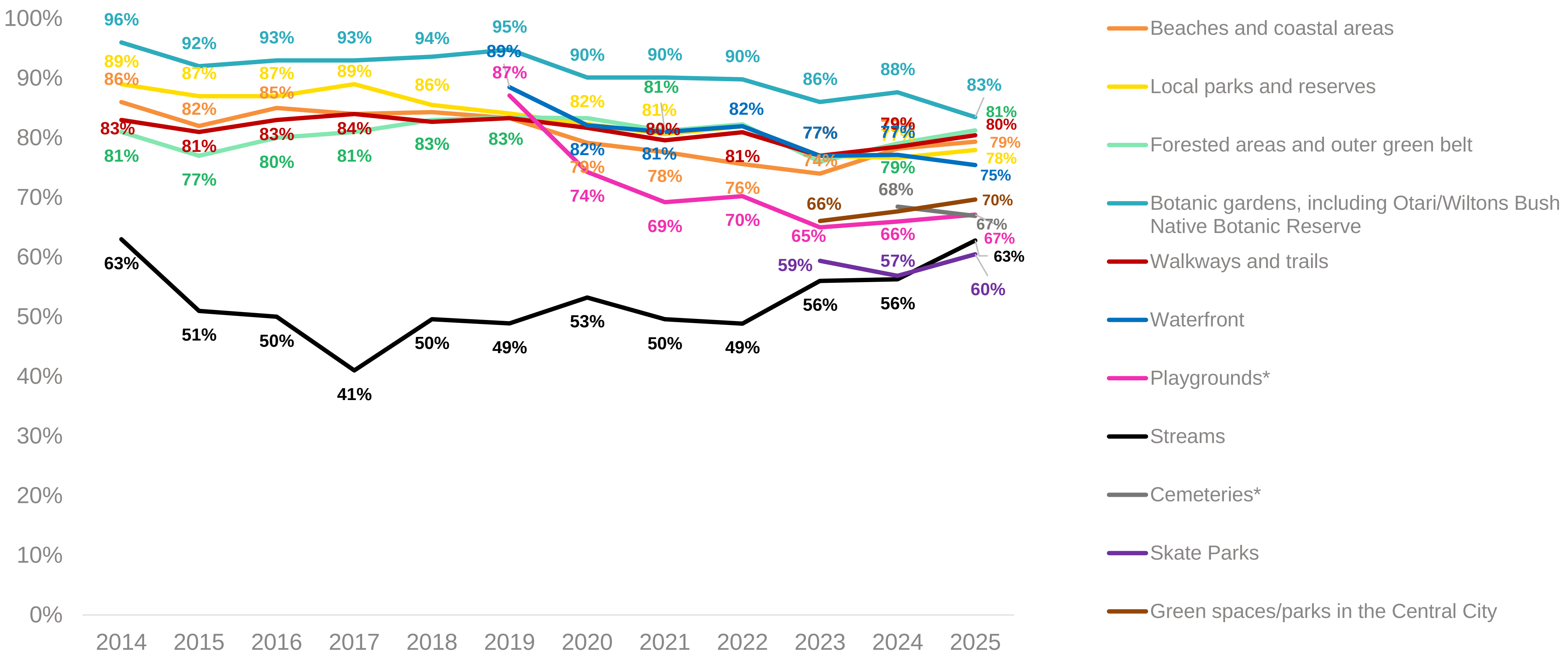
Overall, how satisfied are you with the quality and maintenance of these green and/or open spaces?



*Base: respondents who had used each space in the past 12 months (excluding 'don't know'); *high proportion of don't know responses (above 10%) which are excluded from analysis*

Green space satisfaction – tracking

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



*Base: respondents who had used each space in the past 12 months (excluding 'don't know'); *high proportion of don't know responses (above 10%) which are excluded from analysis*

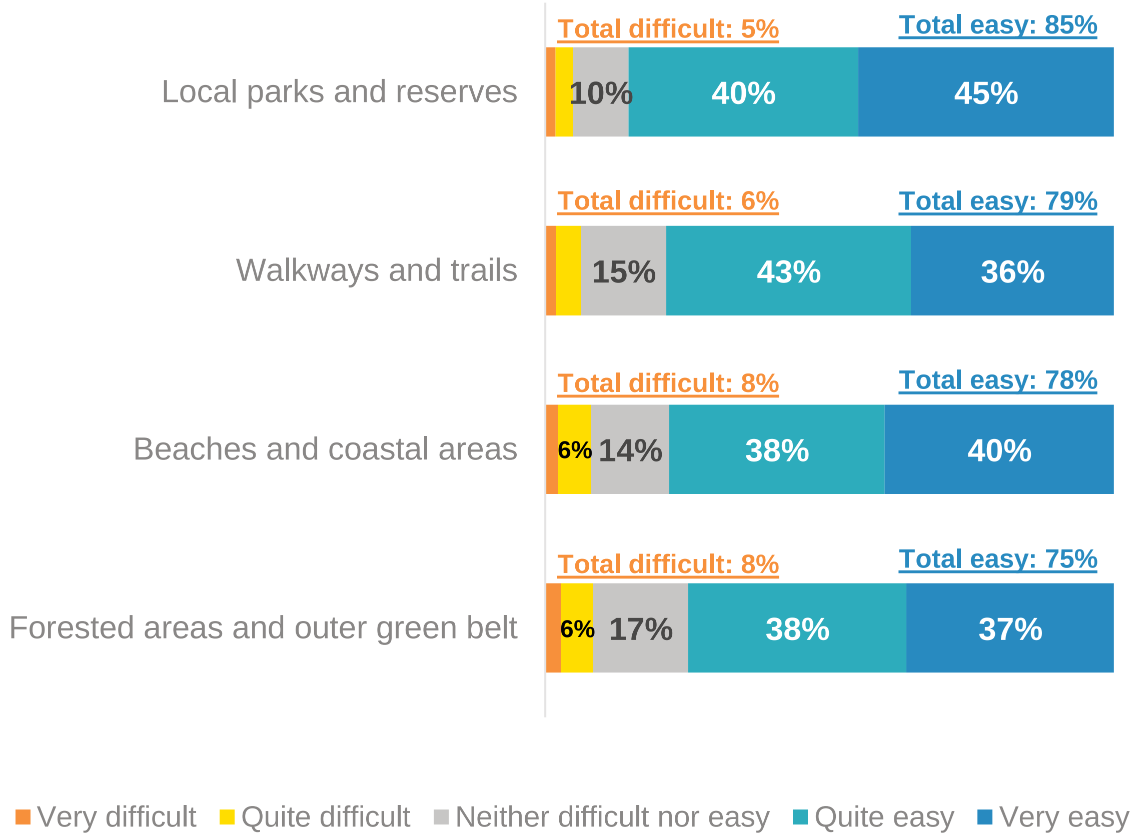
Ease of accessing green and/or open spaces

Overall, how easy or difficult is it to access these green and/or open spaces?

- At least three quarters of respondents agreed that each of the green and/or open spaces asked about were easy to access.
- Accessibility rankings remaining relatively the same as they were in 2024, with changes of 3% or less observed. Longer term trends for these measures have shown a gradual decline.

Demographic differences

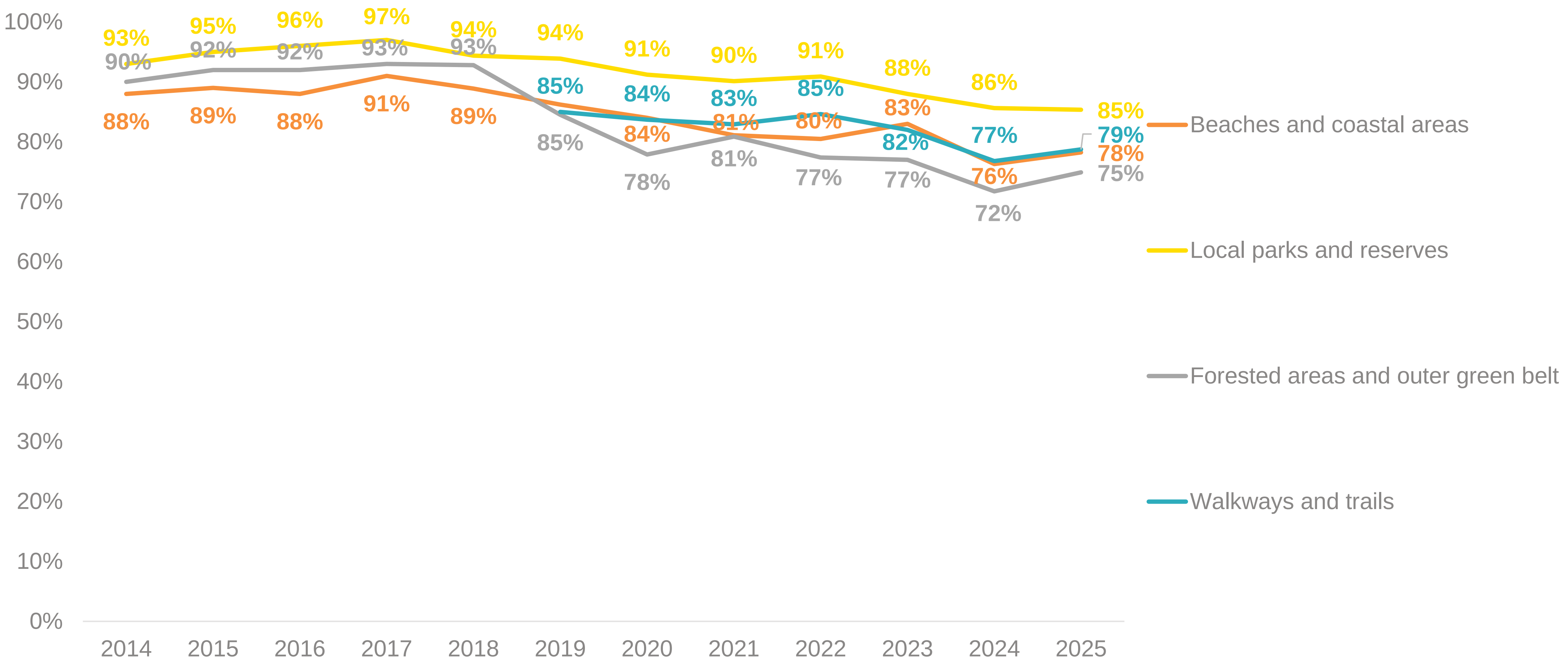
- Respondents with some form of activity limitation were less likely to say that each of the spaces were easy to access.
- Respondents with a household income of more than $100k were more likely to say that each of the spaces were easy to access.



Base: all respondents (excluding 'don't know')

Ease of accessing green and/or open spaces – tracking

*Overall, how easy or difficult is it to access these green and/or open spaces? **Total easy***



Base: all respondents (excluding 'don't know')

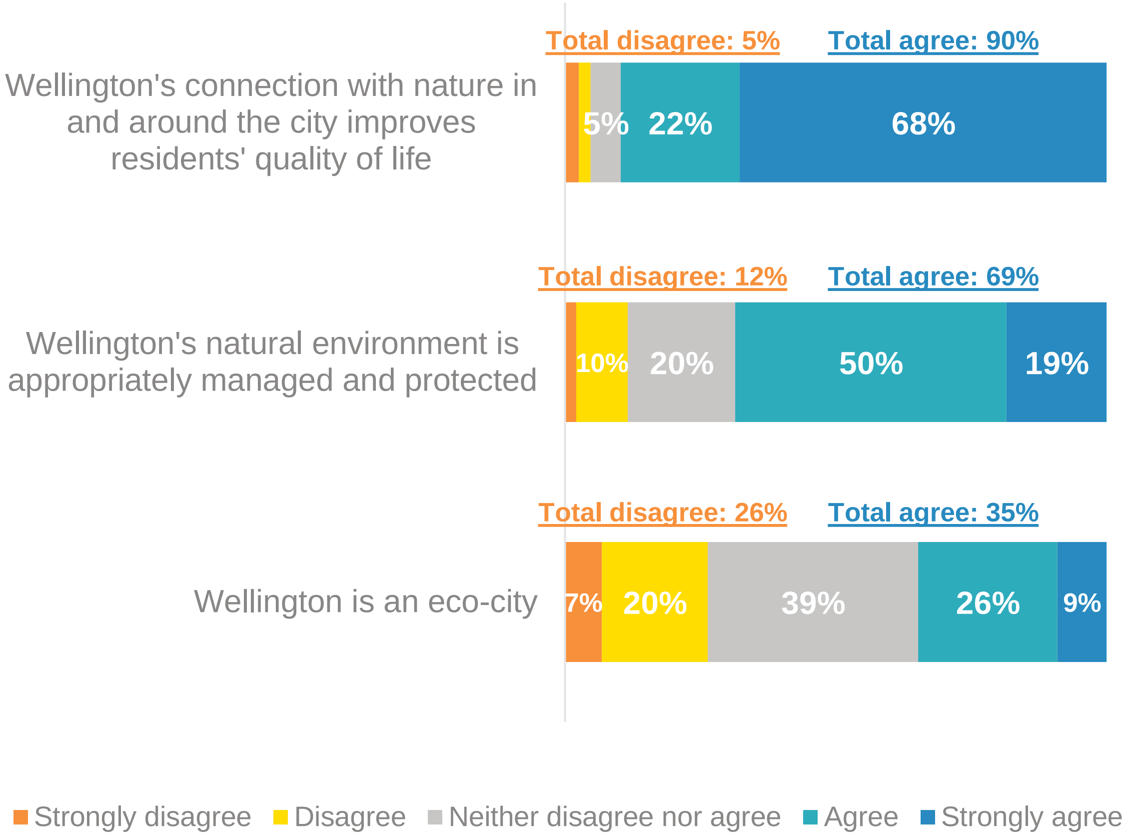
Wellington's connection to the environment

- Almost all respondents agreed that Wellington's connection with nature improves quality of life (90%).
- About two-thirds agreed that our natural environment is appropriately managed and protected (69%)
- About a third (35%) agreed that Wellington is an eco-city.
- Levels of agreement that Wellington's connection to nature improves residents' quality of life remained steady compared to 2024. Both measures relating to our environmental protection improved compared to 2024. Upward trends in both measures have appeared over the last three surveys.
- Agreement that Wellington is an eco-city is at its highest level since tracking began in 2014.

Demographic differences

- Respondents from Takapū/ Northern ward were less likely to agree that Wellington's connection to nature improves their quality of life and that our environment is appropriately managed (83% and 60% respectively).
- Respondents from Paekawakawa/ Southern ward were more likely to agree that our natural environment is appropriately managed (79%).
- Females were generally more likely to agree that Wellington's connection to nature improves their quality of life.
- Agreement with all three statements generally decreased as age of the respondent increased (e.g., only 27% of those aged 60+ agreed that Wellington is an eco-city, compared to 78% of under 30s).

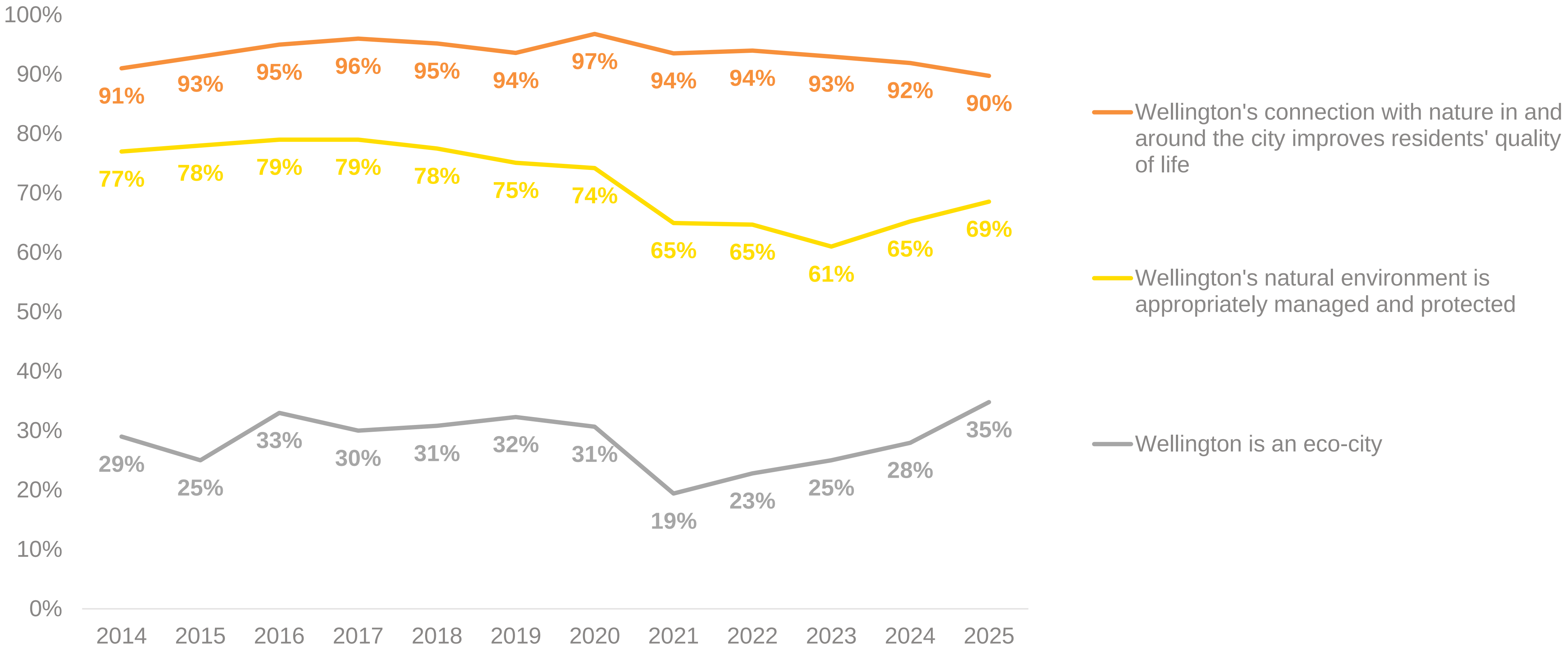
Please rate your level of agreement with the following statements:



Base: all respondents (excluding 'don't know')

Wellington's connection to the environment

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



Base: all respondents (excluding 'don't know')

Urban Development

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

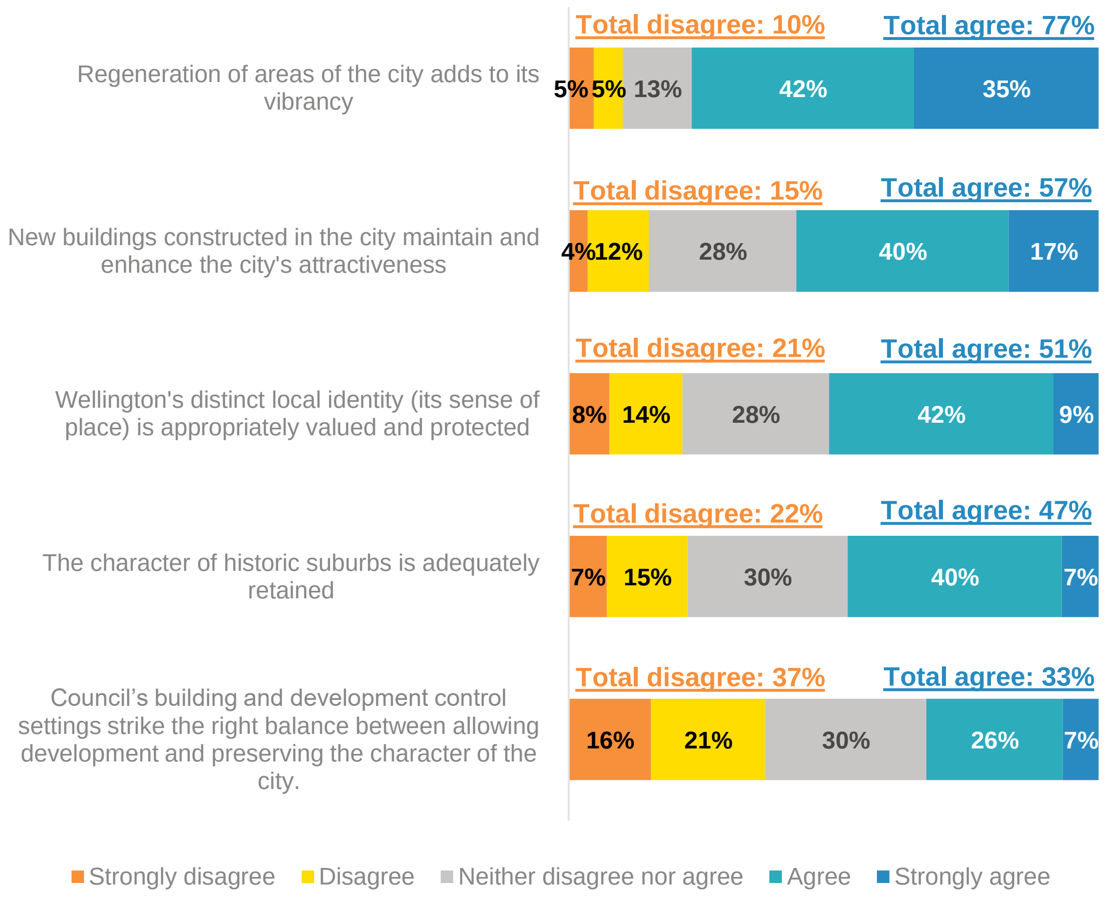
Urban development activities

- Respondents were asked how much they agree or disagree with a range of statements relating to Wellington City Council's wide portfolio of urban development activities and potential impacts of that development.
- There was a high level of agreement with the statement that regeneration of areas of the city adds to its vibrancy (77% agreed).
- Results were largely unchanged compared to last year for the two measures relating to regeneration of areas adding vibrancy and new building enhancing the city. However, the vibrancy measure has been trending downwards overtime.
- There were more notable shifts compared to 2024 for the remaining three measures, with higher levels of agreement that Council is striking the right balance between development and preserving character, but lower agreement that the character of historic suburbs is adequately retained, and that Wellington's local identity is valued and protected.

Demographic differences

- Agreement with each of the statement tended to decline with age for all the statements. Agreement tended to be much lower for respondents over 60 in particular – e.g., 37% of those 60+ agreed that new buildings constructed in the city maintain and enhance the city's attractiveness, versus 62% for respondents under 60

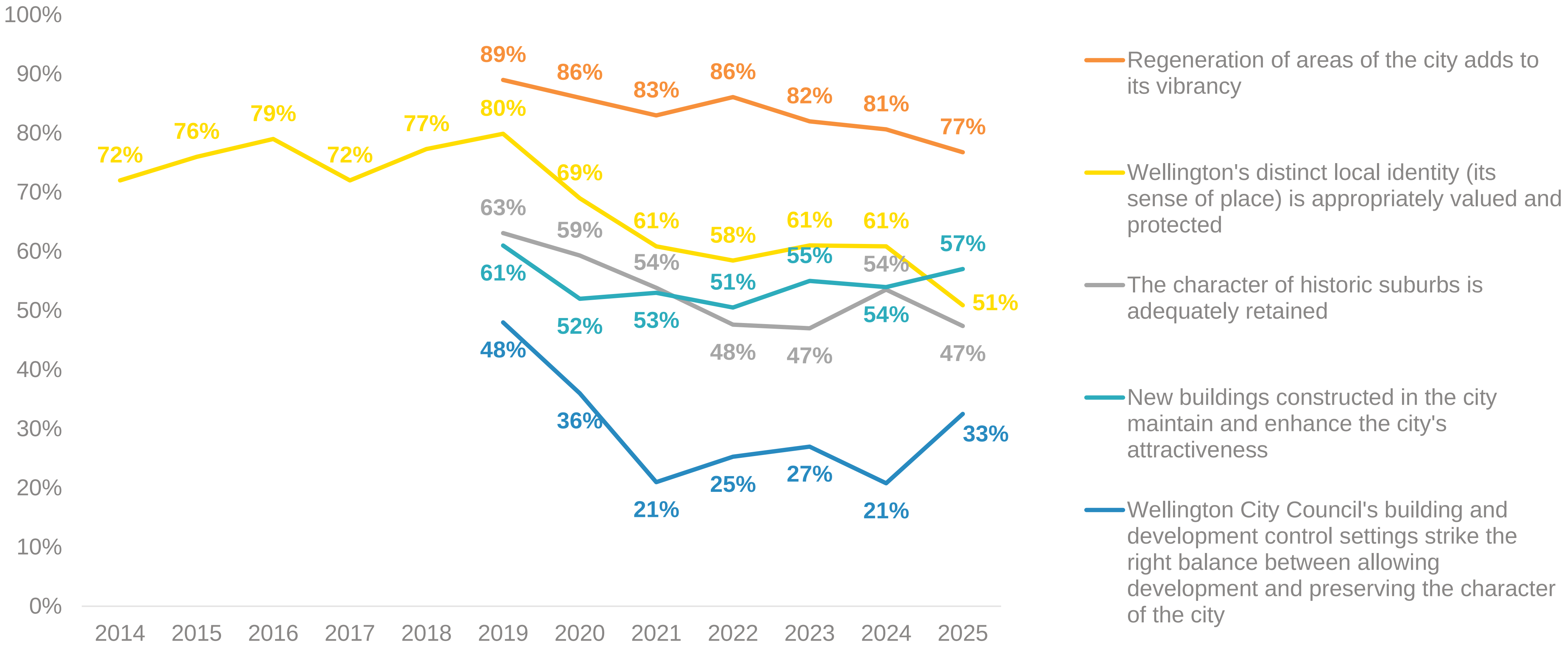
Please rate your level of agreement with the following statements



Base: all respondents (excluding 'don't know')

Urban development activities – tracking

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



Base: all respondents (excluding 'don't know')

Heritage in Wellington

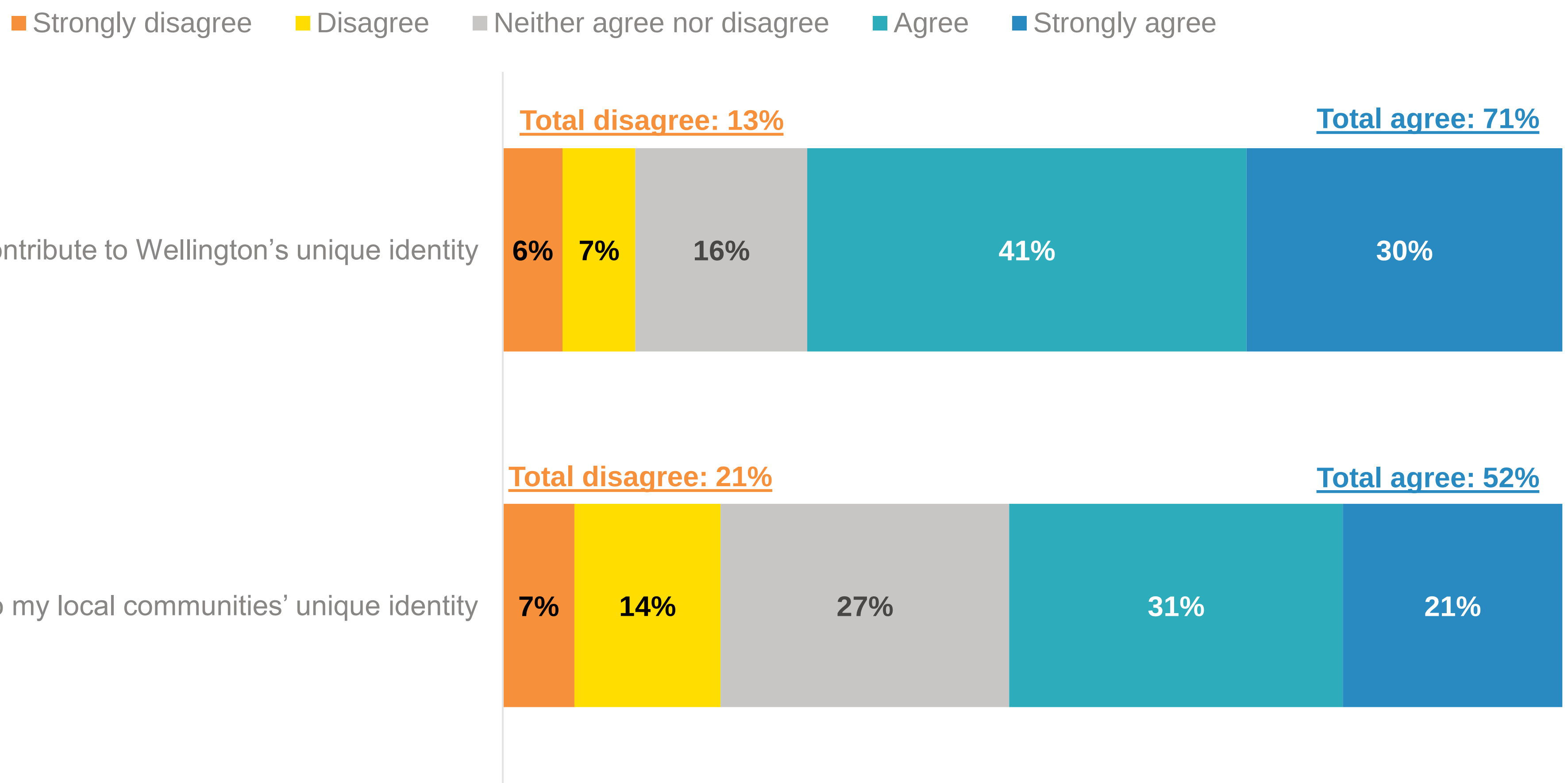
- Respondents were asked how much they agreed or disagreed with statements about how heritage items contribute to Wellington's unique character.
- Almost three-quarters (71%) agree that *"Heritage items contribute to Wellington's unique identity"* (13% disagreed), while about half (52%) agreed that *"Heritage items contribute to my local communities' unique identity"* (21% disagreed).
- Agreement with both statements remained relatively unchanged compared to 2024. This comes after a period of decline between 2019 and 2024 (which resulted in an approximately 25 percentage point drop in agreement for both statements across that time period).
- We also asked respondents how they viewed the level of value and protection given to heritage items in Wellington and in their local communities.
  - For local community heritage items, there was a relatively high level of "don't know" responses which were excluded from the analysis (26%). Of those who did have a view, the largest proportion said heritage items were given about the right amount of value and protection 35%. The remaining respondents were split evenly between too much and not enough protection.
  - For heritage items in the city generally, opinion leaned more towards them being given too much value and protection (42%), about a quarter felt they were given the right amount, and a third believed they were not given enough.

Demographic differences

- Females were more likely than males to say that heritage items contribute to Wellington's unique identity (78% vs 64%) and their local community's unique identity (59% vs 45%).

Contribution of heritage items in Wellington

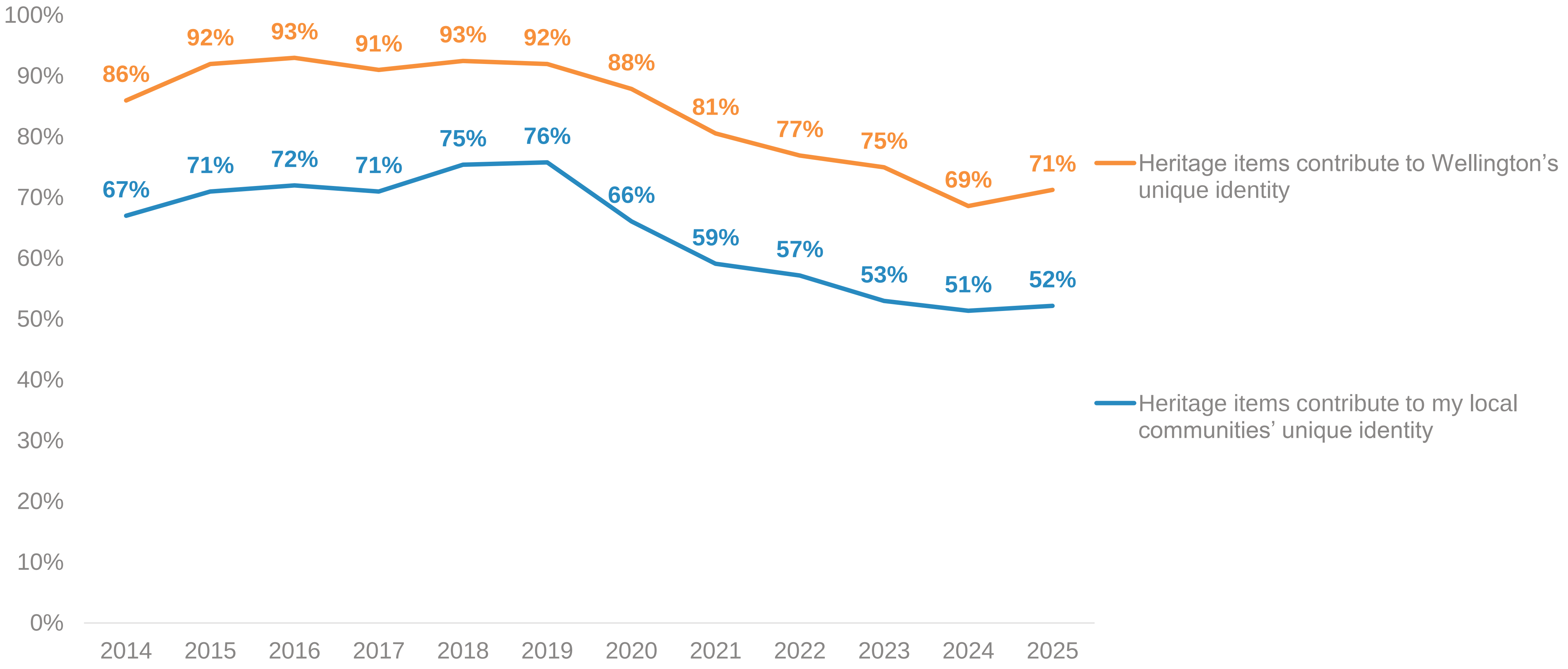
Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy. Please rate your level of agreement with the following statements:



Base: all respondents (excluding 'don't know')

Heritage items in Wellington – tracking

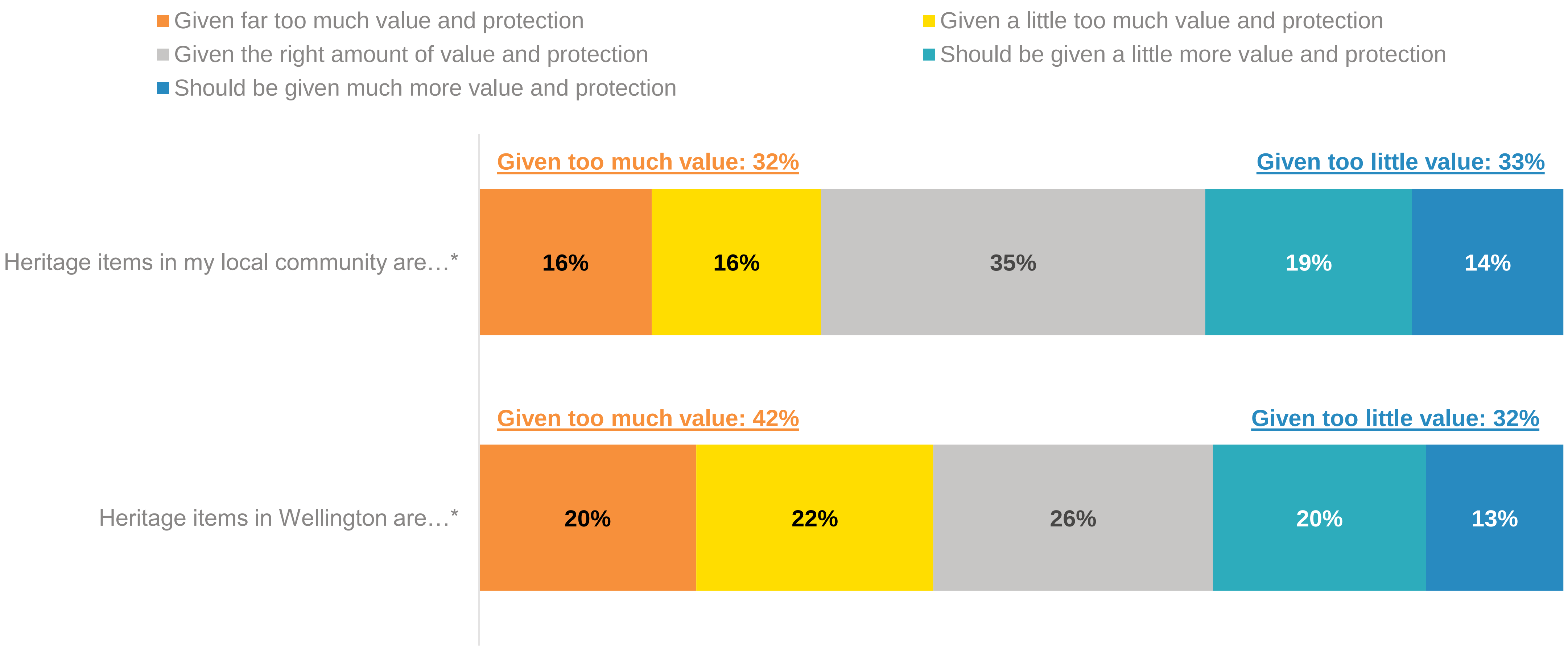
Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy. Please rate your level of agreement with the following statements:



Base: all respondents (excluding 'don't know')

Protection of heritage items in Wellington

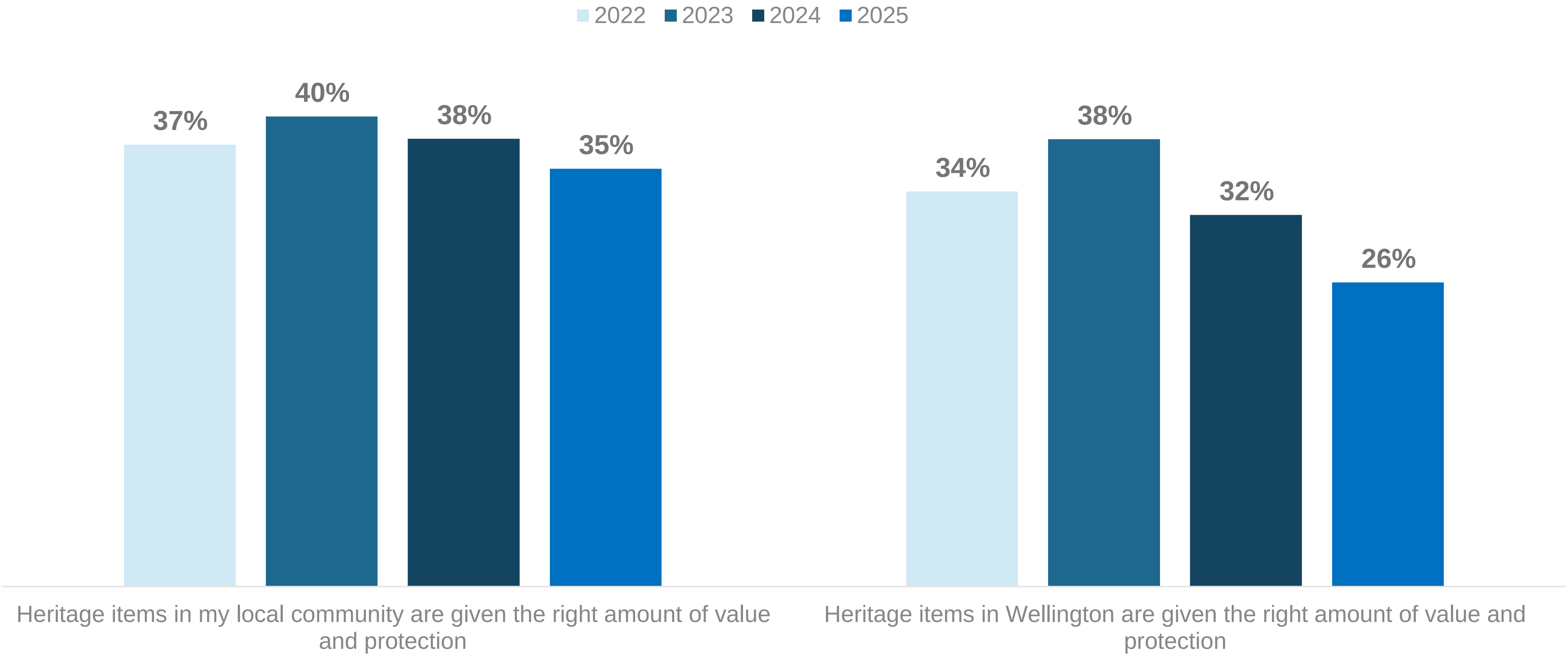
What is your view on the level of value and protection given to heritage items in the Wellington and your local community?



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (11% for "Wellington" and 26% for "local community") which are excluded from analysis*

Protection of heritage items in Wellington – tracking

*What is your view on the level of value and protection given to heritage items in the Wellington and your local community? – **Given the right amount of value and protection***



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (above 10%) which are excluded from analysis*

Civil Preparedness

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

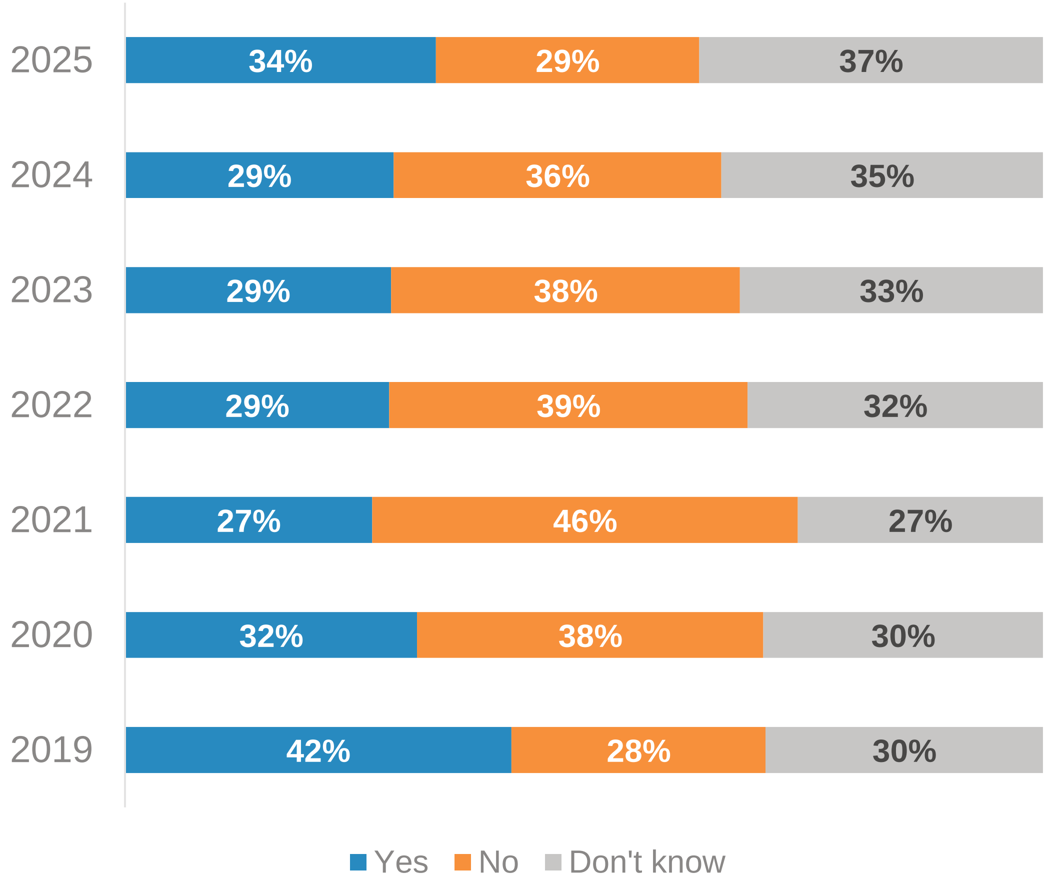
Wellington City Council progress on building resilience issues

- About a third (34%) believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city, while over slightly less did not think so. The largest proportion were unsure.
- Belief that we are making adequate progress on these issue has remained relatively consistent overtime, however this year's results were slightly above 2024.

Demographic differences

- There were no demographic differences for this question.

Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city?



Base: all respondents

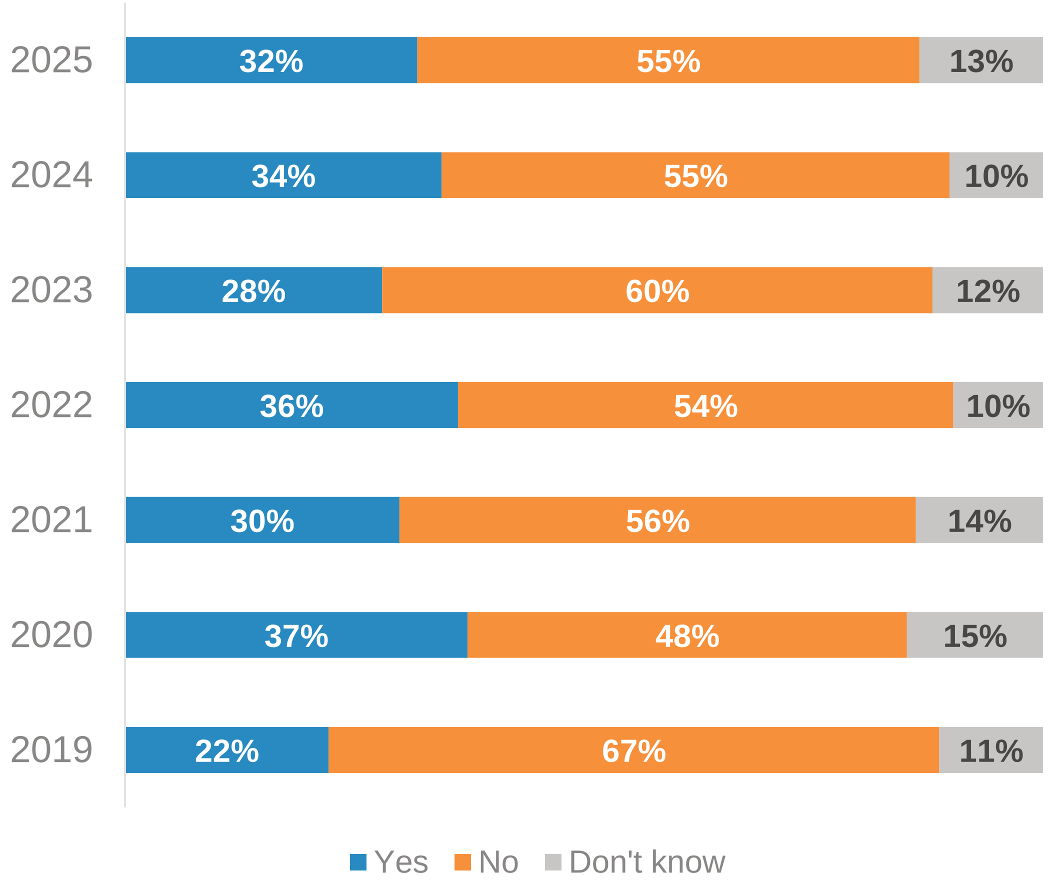
Resilience information received

- About a third (32%) recalled receiving some Wellington-specific resilience information in the past 12 months.
- This measure continues to show a lot of variability, but this is difficult to interpret as it could well be inline with the amount of information on this topic that has been distributed in the year prior to each survey being run.

Demographic differences

- There were no demographic differences for this question.

Do you recall receiving Wellington-specific resilience information in the past 12 months? (E.g. earthquake preparedness information via digital, media or community channels).



Base: all respondents

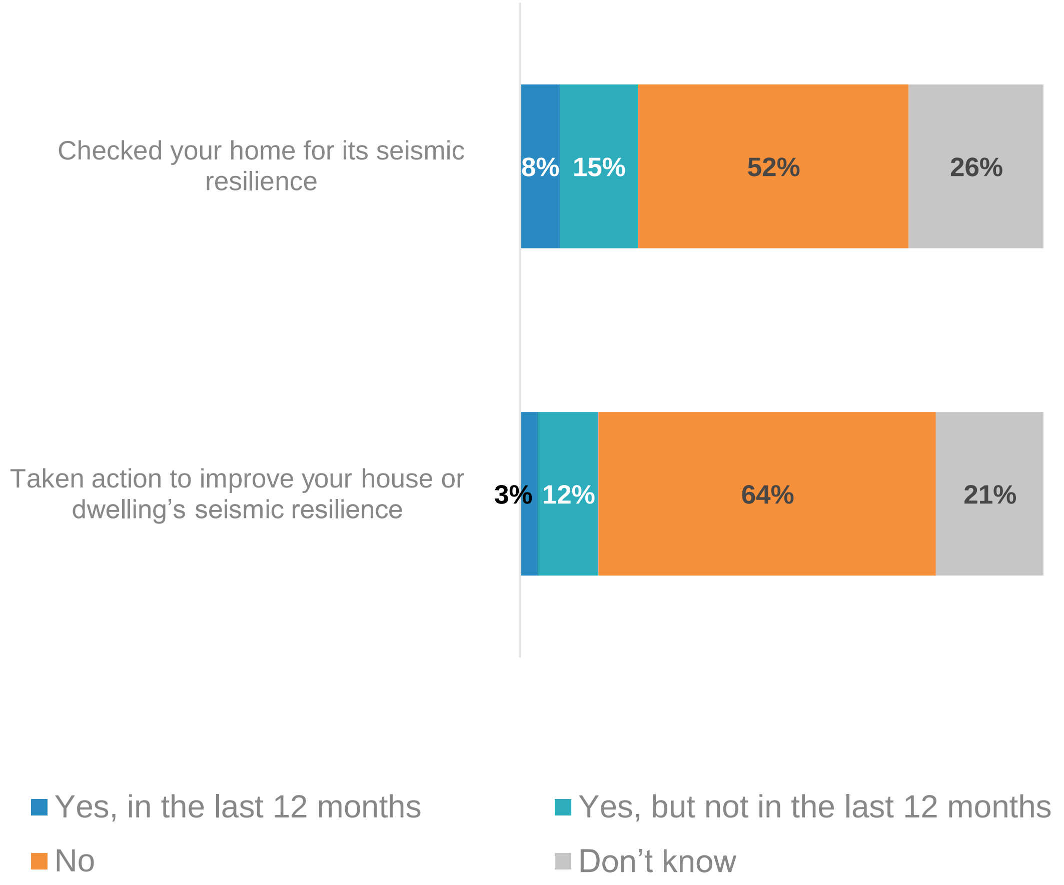
Checking and taking action on seismic resilience

- Around a quarter of respondents (23%) said they or their landlord had checked their home for seismic resilience (8% in the last year, 15% earlier).
- Less than one in five (15%) had taken action to improve their home's seismic resilience (3% in the past year and 12% earlier).
- Results are similar to 2024.

Demographic differences

- Homeowners were more likely to have taken action for seismic resilience.
- Male respondents, respondents from Pukehīnau/Lambton ward, and respondents aged 60+ were all more likely to say they their home had been checked for seismic resilience in the past 12 months, or prior.

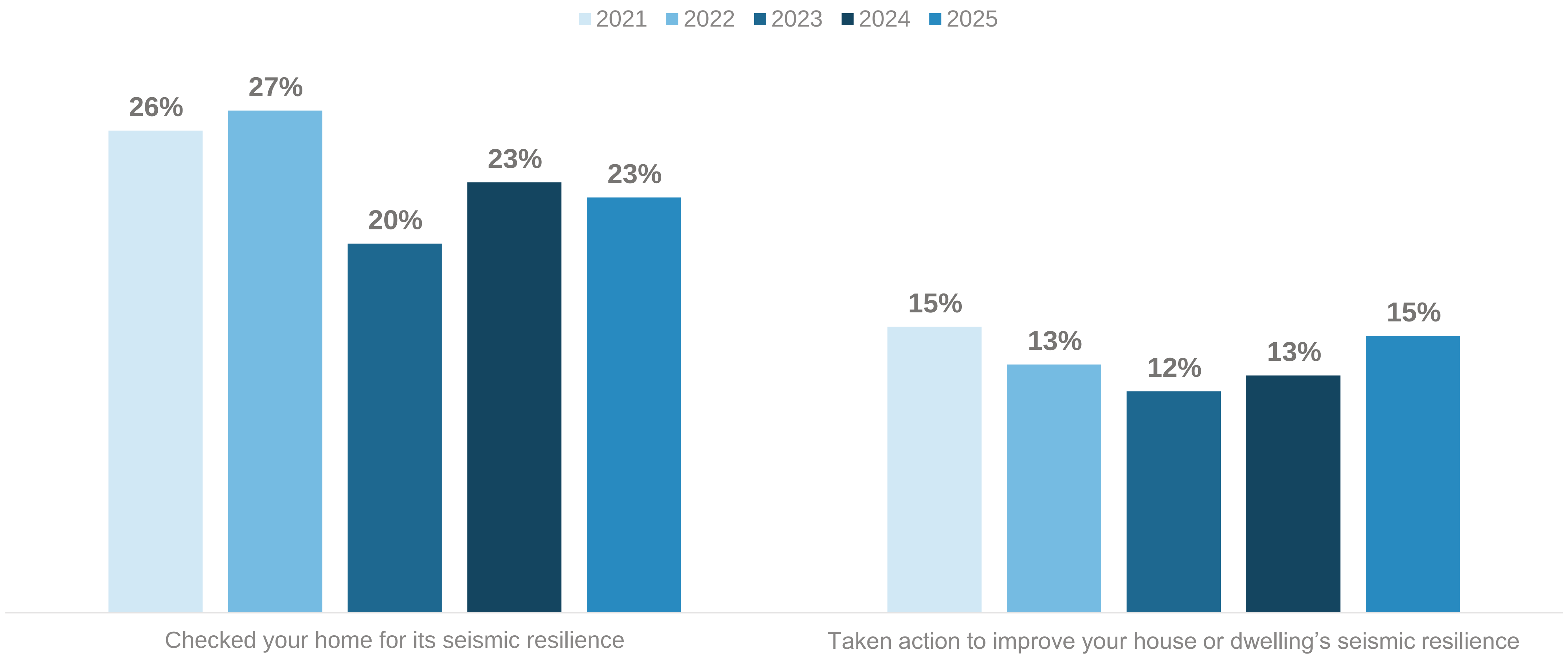
Thinking about your current home, have you (or your landlord) ever?



Base: all respondents (excluding 'not applicable')

Checking and taking action on seismic resilience – tracking

*Thinking about your current home, have you (or your landlord) ever? **Yes, in the last 12 months + Yes, but not in the last 12 months***



Base: all respondents (excluding 'not applicable')

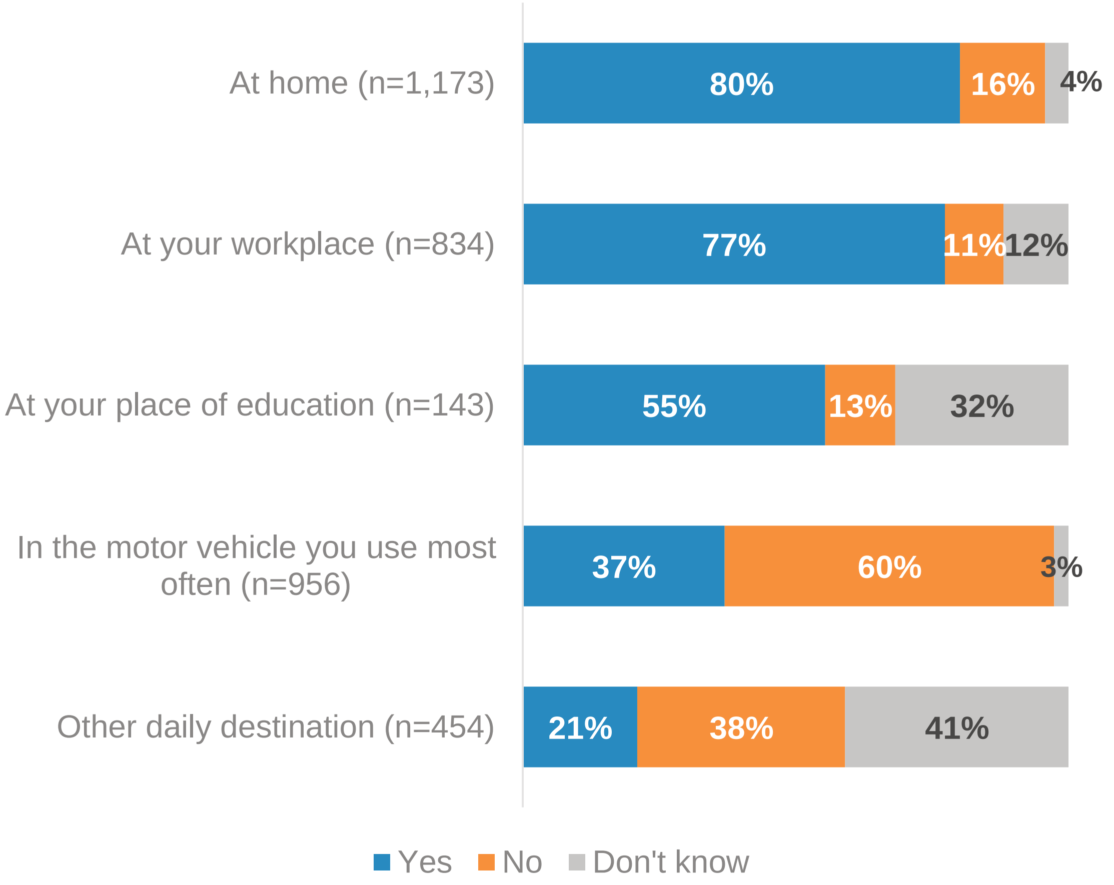
Emergency item access

- Eight in ten respondents said they had access to emergency items in their home or their workplace (where applicable).
- About half (55%) of those who had a place of education said they had access to emergency items there.
- About a third (37%) had access to emergency items in the motor vehicle they used most often.
- Results from this question have remained relatively steady compared to 2024 except for "place of education" – this year's results was higher that 2024. However, the sample size for this question is small, however it is a smaller, so results can be more variable over time.

Demographic differences

- Access to emergency items in the home generally increased with age (66% of under 30s, 78% of 30-44s, 89% of 45-59s and 93% of 60+).
- Respondents aged 60+ were more likely to say they have access to emergency items in their motor vehicle (48%).
- Homeowners were more likely to say they had emergency items access at home than renters (86% vs 63%).

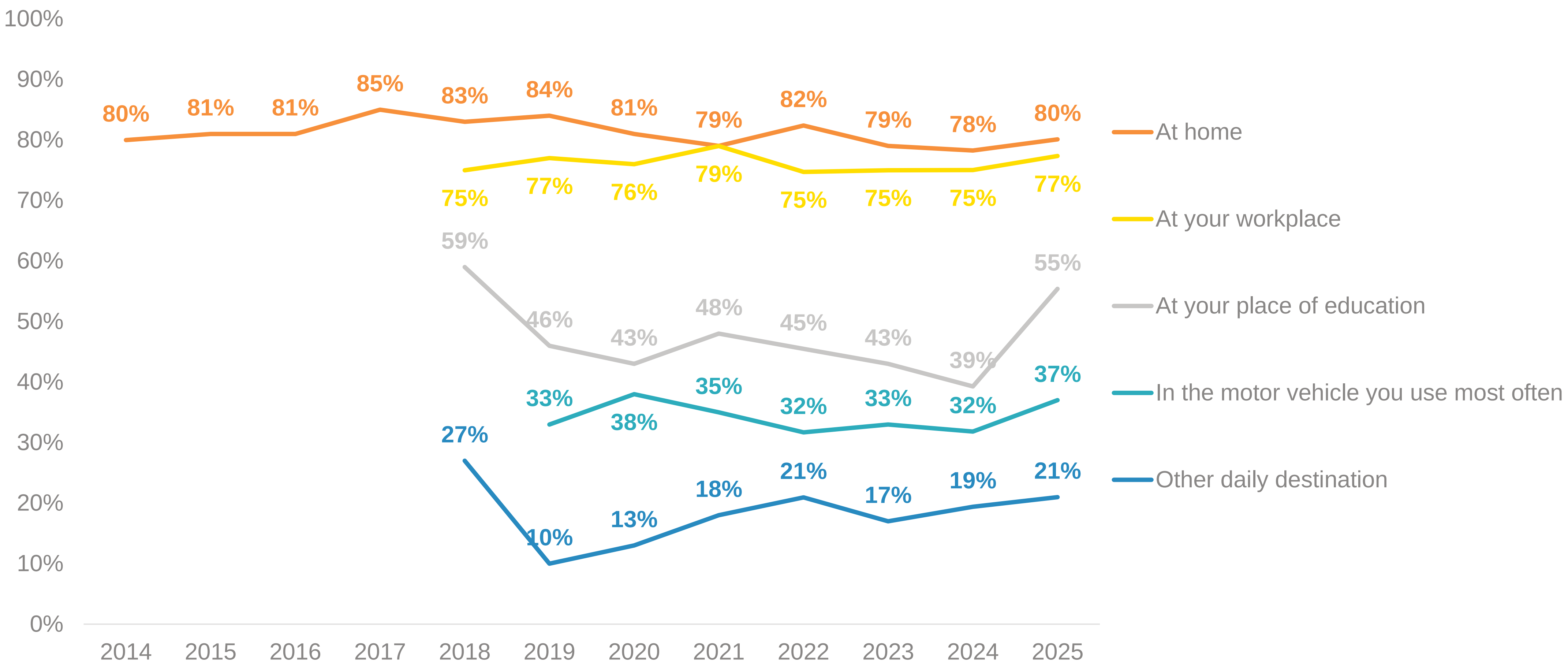
Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.



Base: all respondents (excluding 'not applicable')

Emergency item access – tracking

Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs: ***Yes***



Base: all respondents (excluding 'not applicable')

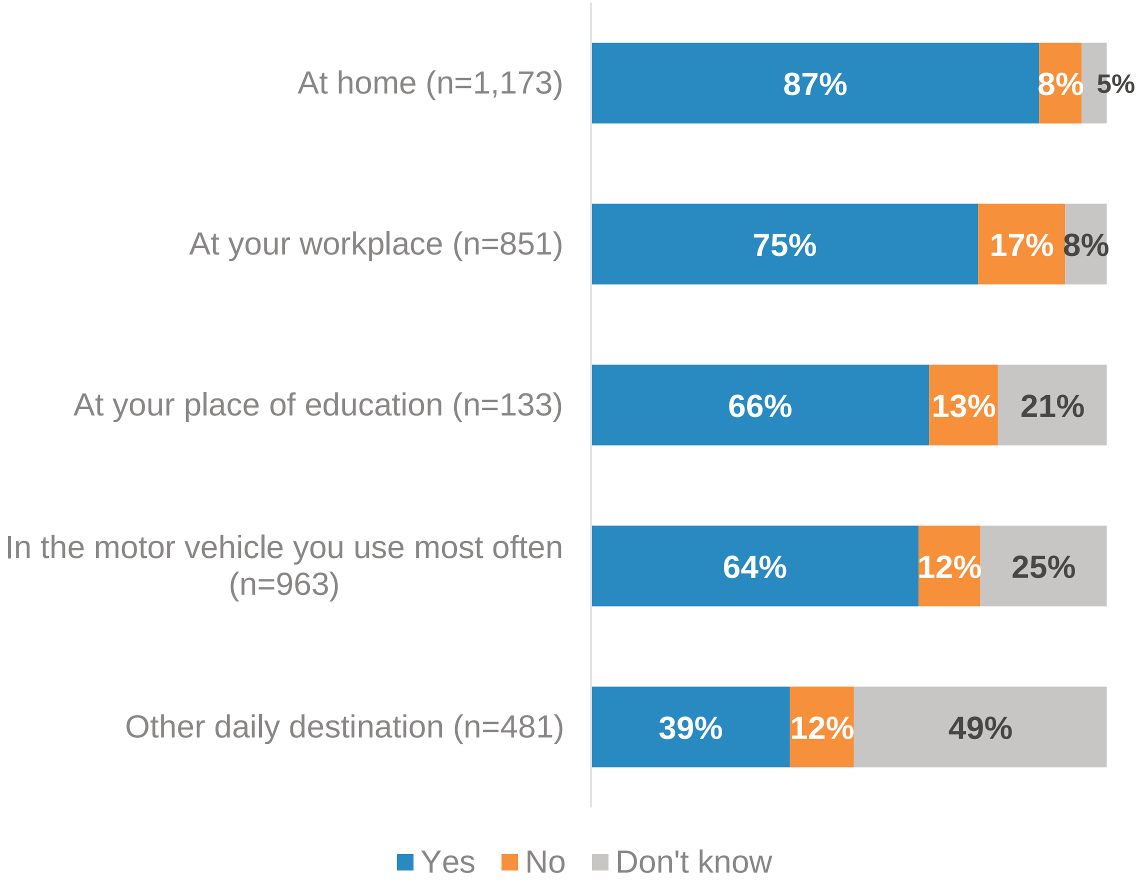
Safety in an earthquake

- The large majority of respondents (87%) said they would feel physically safe at home in the event of a moderate earthquake.
- Between 60%-75% said they would feel safe at their workplace, motor vehicle and place of education (where applicable) in a moderate earthquake.
- Results for this question tended to be slightly higher this year than last, but long-term, results have been largely consistent.
    - Note: The results recorded for safety at place of education have varied more. However, the sample size for this question is smaller, so more variation is expected as a result.

Demographic differences

- Feelings of safety in the home in the event of a moderate earthquake appeared to trend upwards with age (80% of under 30s said they would feel safe, 87% of 30-44s, 91% 45-59s and 92% of 60+).
- Homeowners were more likely to feel safe in their home in the event of a moderate earthquake compared to renters (92% vs 74%).
- Respondents from the Pukehīnau Ward were less likely to feel safe in their home in the event of a moderate earthquake (78%).
- Males were more likely than females to feel safe in their motor vehicle (73% vs 54%).

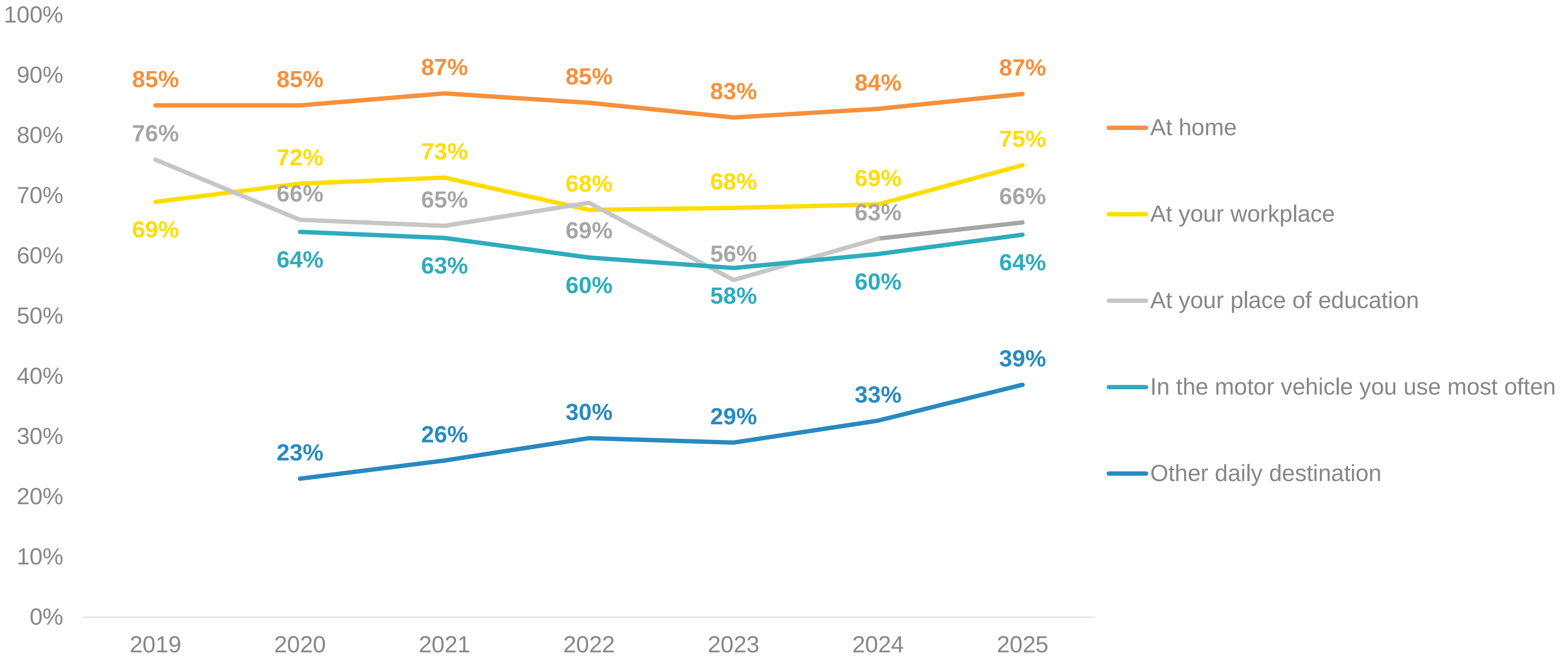
Would you feel physically safe in the event of a moderate earthquake in the following locations



Base: all respondents (excluding 'not applicable')

Safety in an earthquake – tracking

*Would you feel physically safe in the event of a moderate earthquake in the following locations: **Yes***



Base: all respondents (excluding 'not applicable')

Transport

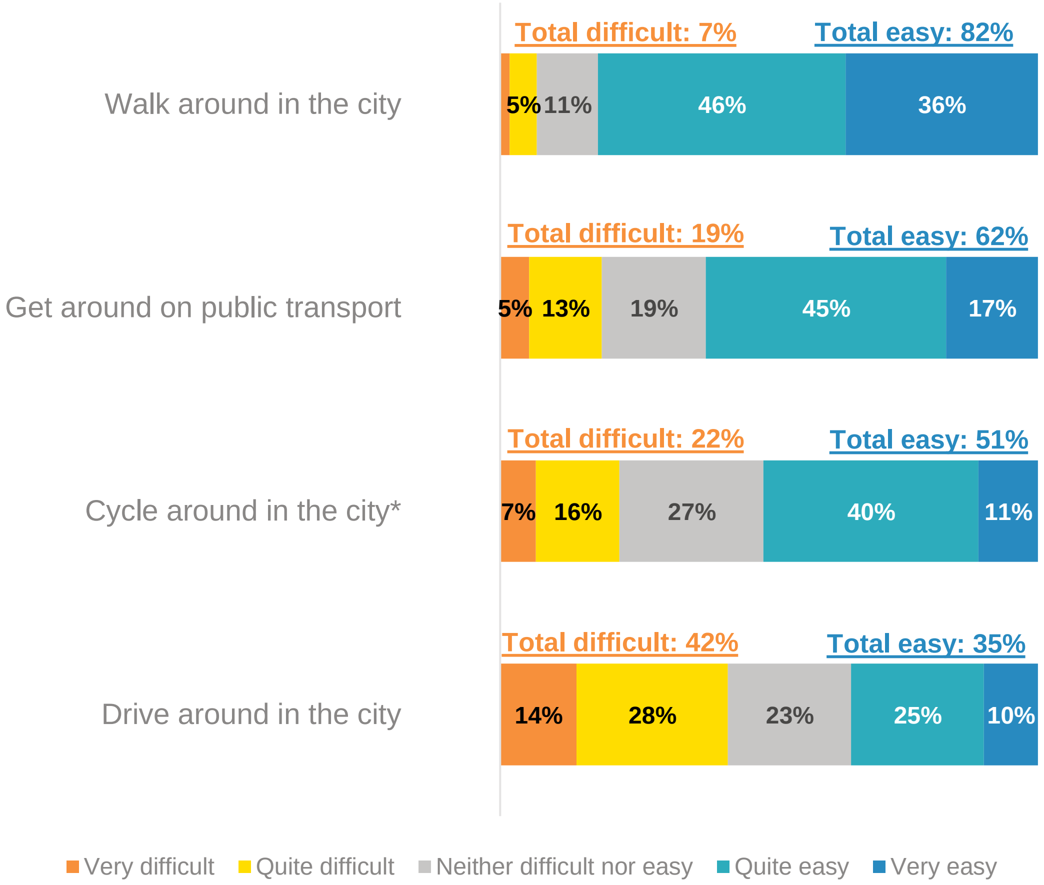
Getting around the city

- Walking around the city was viewed as the easiest mode of getting around the city, with 82% of respondents stating that walking around the city was easy.
- Close to two-thirds (62%) found it easy to get around the city on public transport.
- About half (51%) found cycling around the city easy.
    - It should be noted that there is a high level of "don't know" responses for ease of cycling who are excluded from the analysis. This result is best interpreted as "about half of those who had a view found cycling around the city easy".
    - Views on the ease of cycling around the city (for those with a view) have increased significantly since 2022 from 17% in 2022 to 51% this year.
- About a third (35%) said driving around the city was easy.
- Ease of walking and driving around the city have both remained steady over the past few surveys. Ease of getting around on public transport has continue to improve after rebounding significantly between 2023 and 2024 (likely related to bus driver shortages and timetable restrictions during the early part of 2023).

Demographic differences

- Respondents with an activity limitation were less likely to say it was easy to get around the city by walking.
-

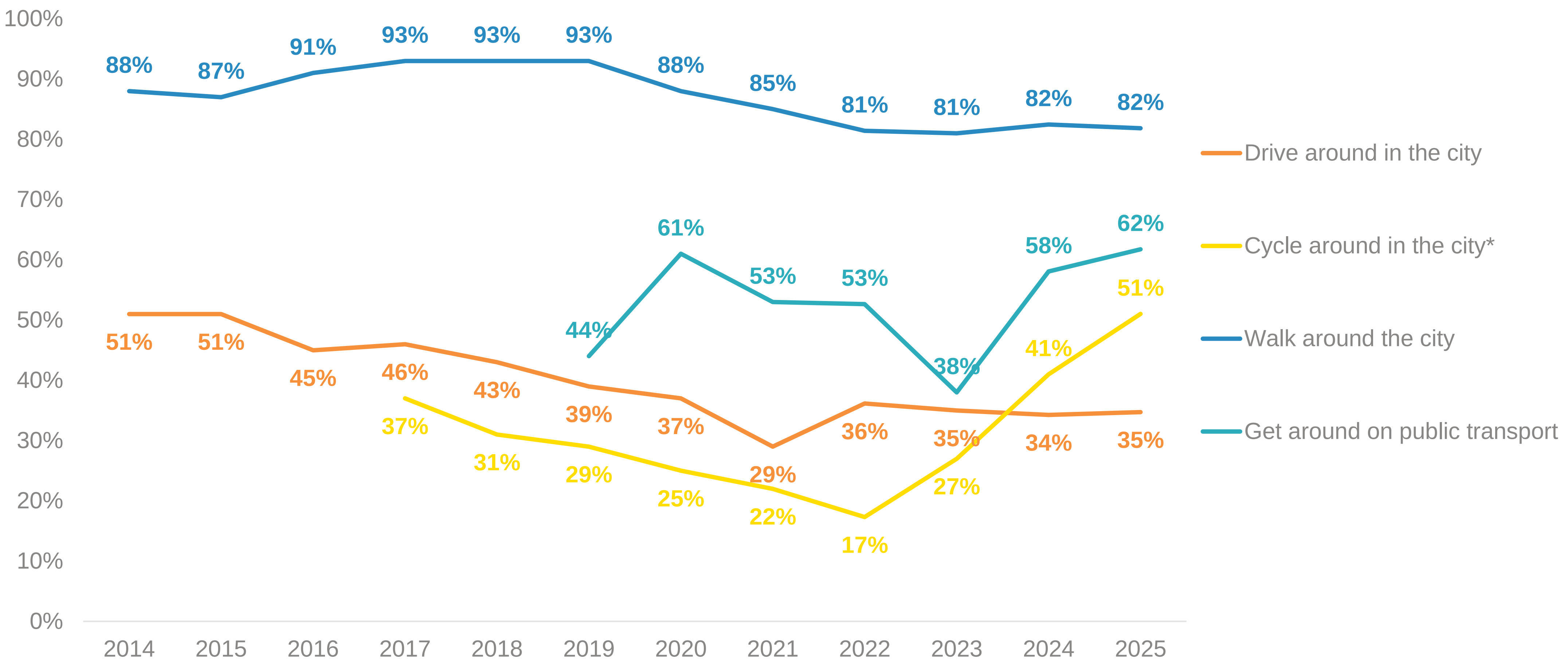
Thinking about the city's transport system and moving around the city. How easy is it to...?



*Base: all respondents (excluding 'don't know'); *high proportion of 'don't know' responses (44%)*

Getting around the city – tracking

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



*Base: all respondents (excluding 'don't know'); *high proportion of 'don't know' responses (44% in 2025)*

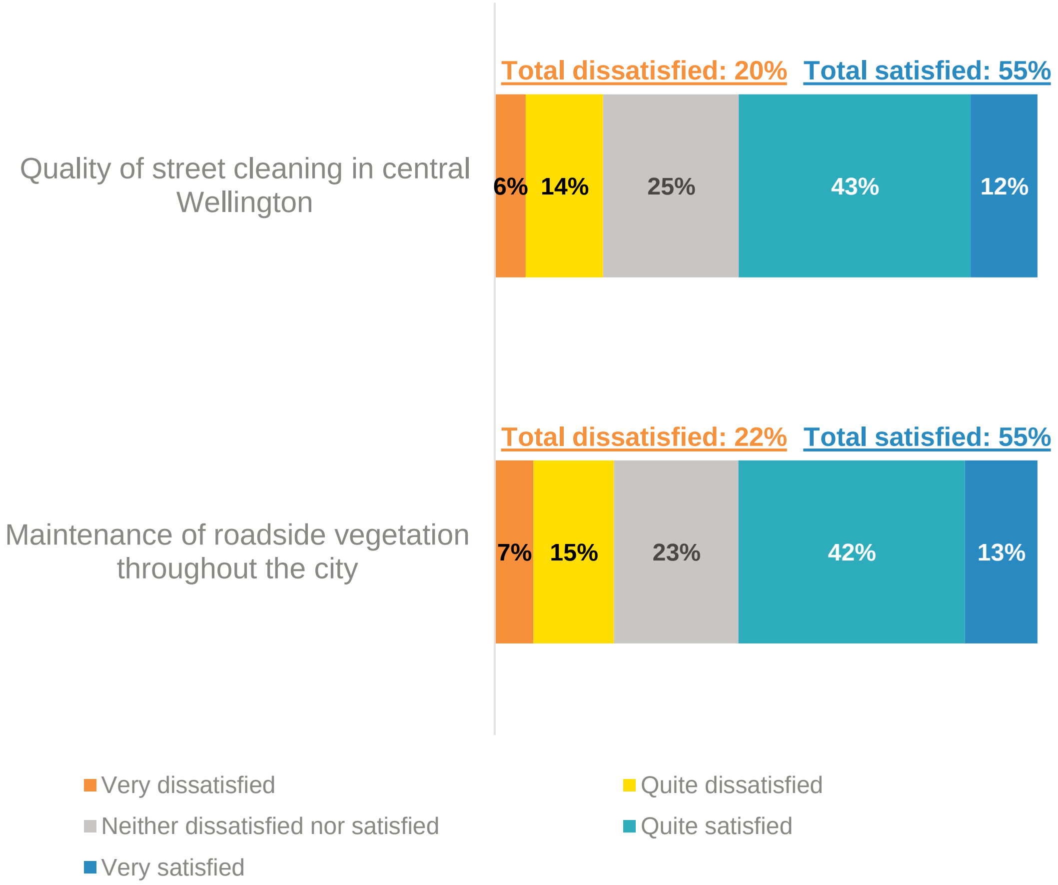
Street cleaning satisfaction

- There was more satisfaction than dissatisfaction with both the quality of street cleaning in central Wellington and the maintenance of roadside vegetation throughout the city.
- Satisfaction on both questions has remained relatively steady over time.

Demographic differences

- Respondents from Pukehīnau/ Lambton ward were more likely to be satisfied with the quality of street cleaning in central Wellington and maintenance of roadside vegetation across Wellington.
- Respondents aged 60+ were less likely to be satisfied with the maintenance of roadside vegetation throughout the city (41%).

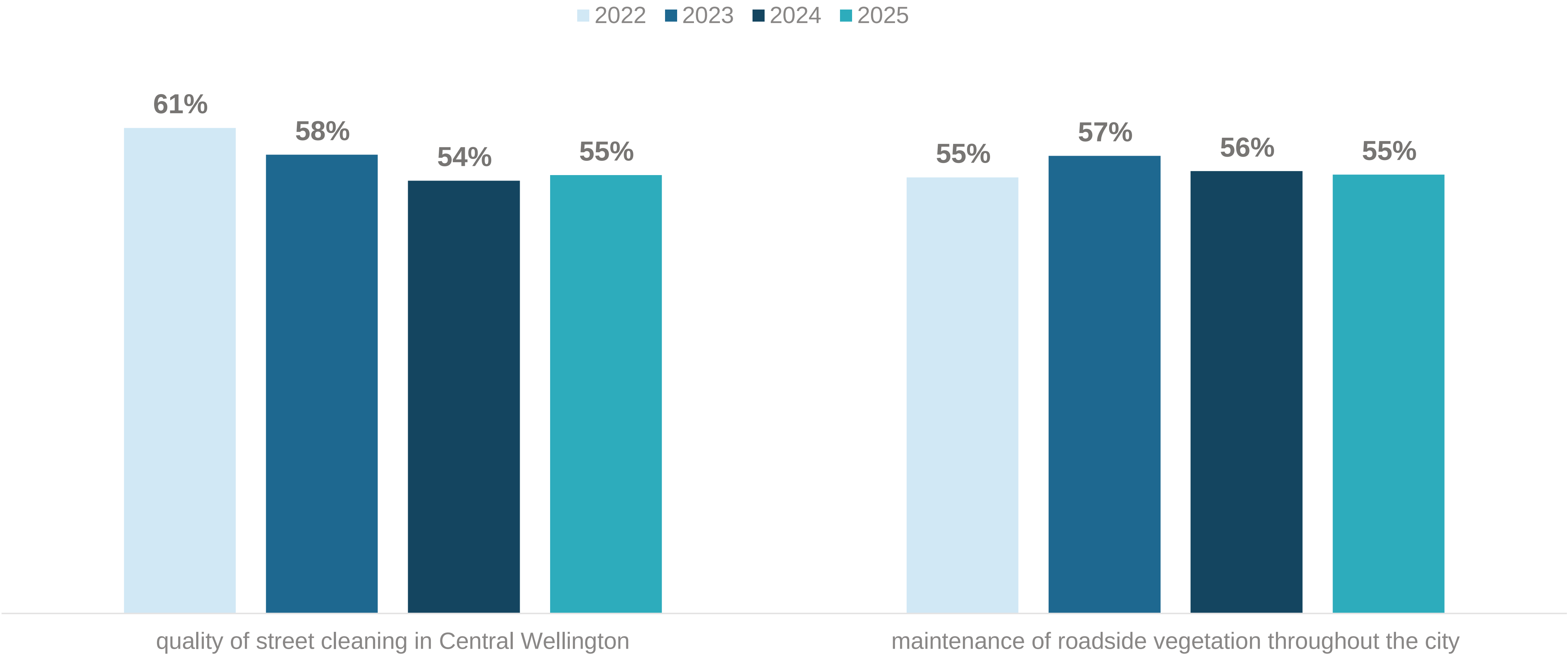
Please rate your level of satisfaction with the following...



Base: all respondents (excluding 'don't know')

Street cleaning satisfaction

*Please rate your level of satisfaction with the following... **Total satisfied***



Base: all respondents (excluding 'not applicable')

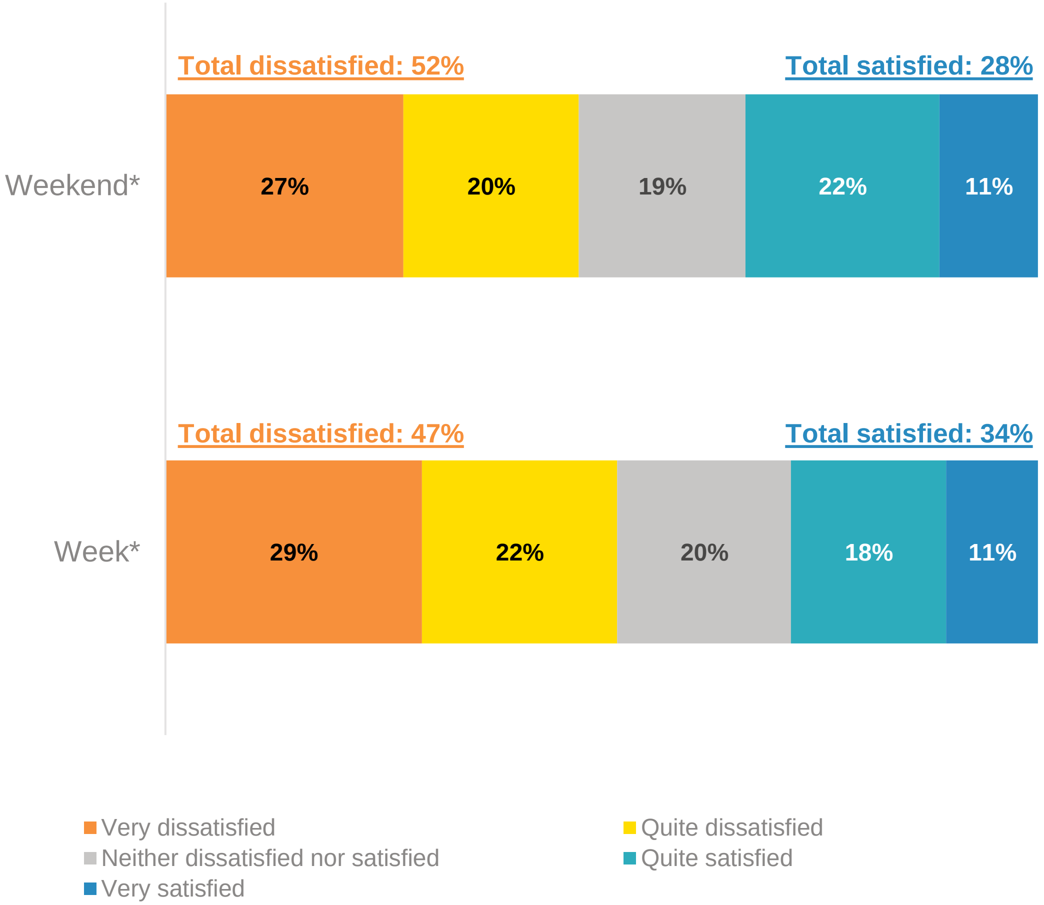
Parking availability satisfaction

- There was more dissatisfaction than satisfaction with the availability of parking during the week (47% dissatisfied, vs 34% satisfied) and the weekend (52% vs 28%).
- Levels of satisfaction for weekend parking has been slowly trending up from a low of 26% over the last four surveys. Satisfaction with weekday parking has also trended up over that same period, however this year's results is largely unchanged compared to 2024. Since 2014, satisfaction with parking has remained within the bounds of 25%-35% for both questions.

Demographic differences

- Respondents aged 60+ were less likely to be satisfied with week and weekend parking availability.
- Respondents from Takapū/ Northern ward were also less likely to be satisfied with both week and weekend parking availability.
- Respondents with some form of activity limitation were less likely to be satisfied with parking availability during the week.
- Respondents with a household income of more than $100k, as well as those who rent, were more likely to be satisfied with both week and weekend parking availability.

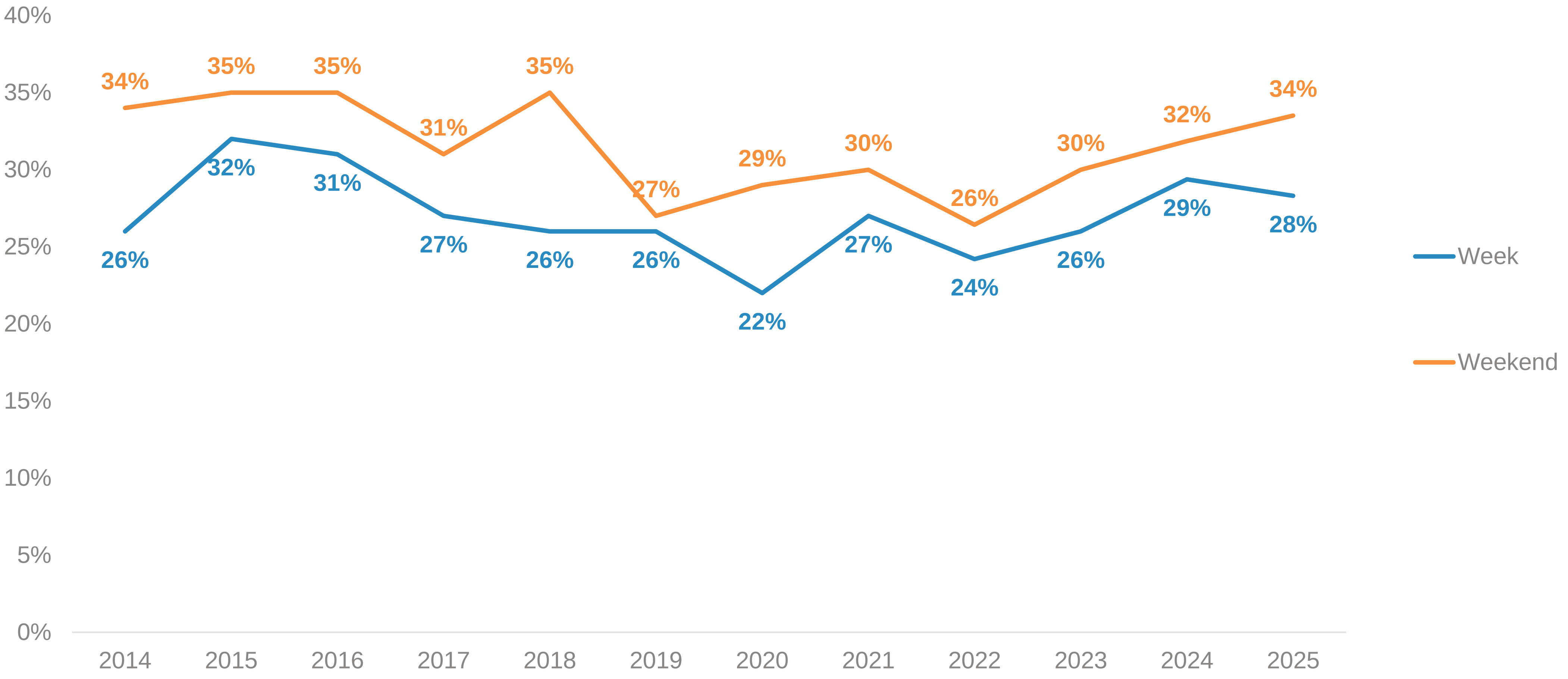
Please rate your level of satisfaction with the availability of on-street car parking during the...



*Base: all respondents (excluding 'don't know'); *High proportion of 'don't know' (>16%)*

Parking availability satisfaction – tracking

*Please rate your level of satisfaction with the availability of on-street car parking during the... **Total satisfied***



Base: all respondents (excluding 'don't know')

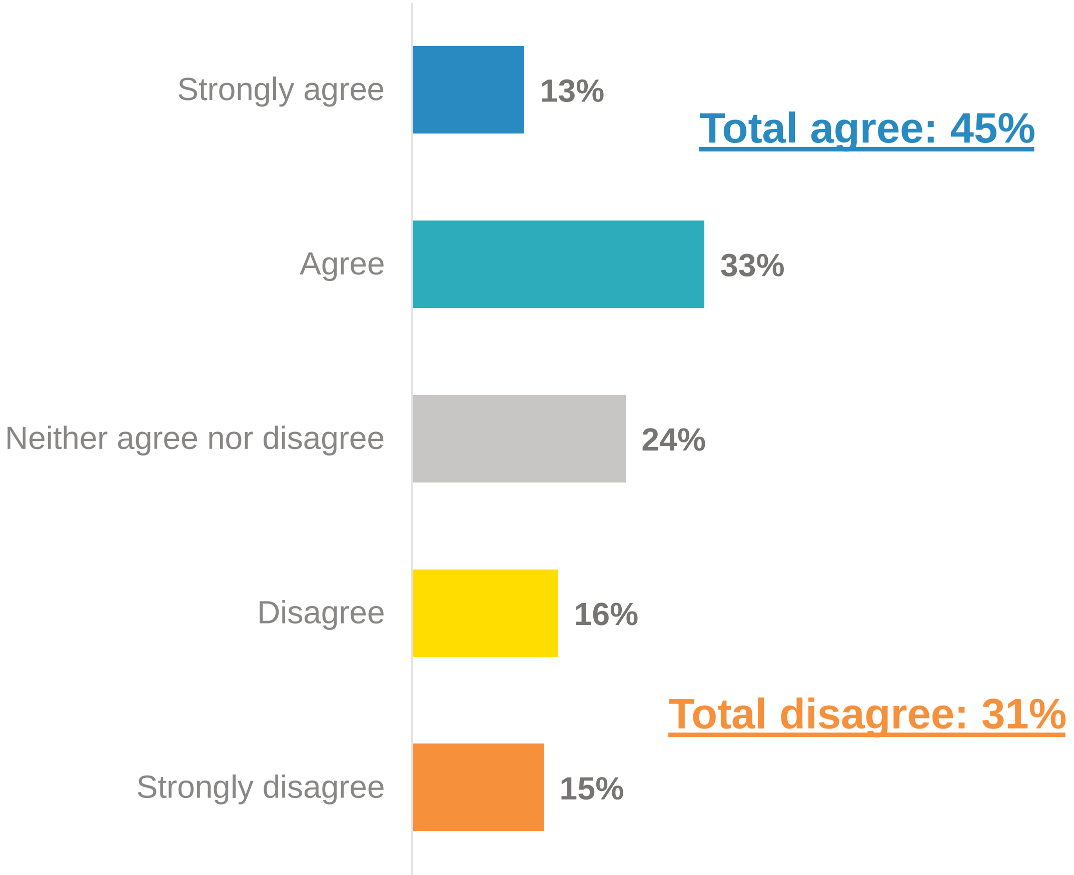
Parking enforcement fairness

- Opinions were split on how fair the city's parking enforcement is, with 45% agreeing it was fair and 31% disagreeing.
- Results were unchanged compared to 2024.

Demographic differences

- Respondents aged 60+ were less likely to agree parking enforcement is fair (27%).
- Respondents from the Wharangi/ Onslow-Western ward were more likely to disagree that parking enforcement is fair (43%, vs 29% for other wards), whilst those in the Paekawakawa/Southern ward were more likely to agree that parking enforcement is fair (58%, vs 43%).
- Respondents aged 60+ were almost half as likely to agree that parking enforcement is fair (27%, vs 51% for those under 60).
- Respondents with some form of activity limitation were less likely to agree parking enforcement is fair.

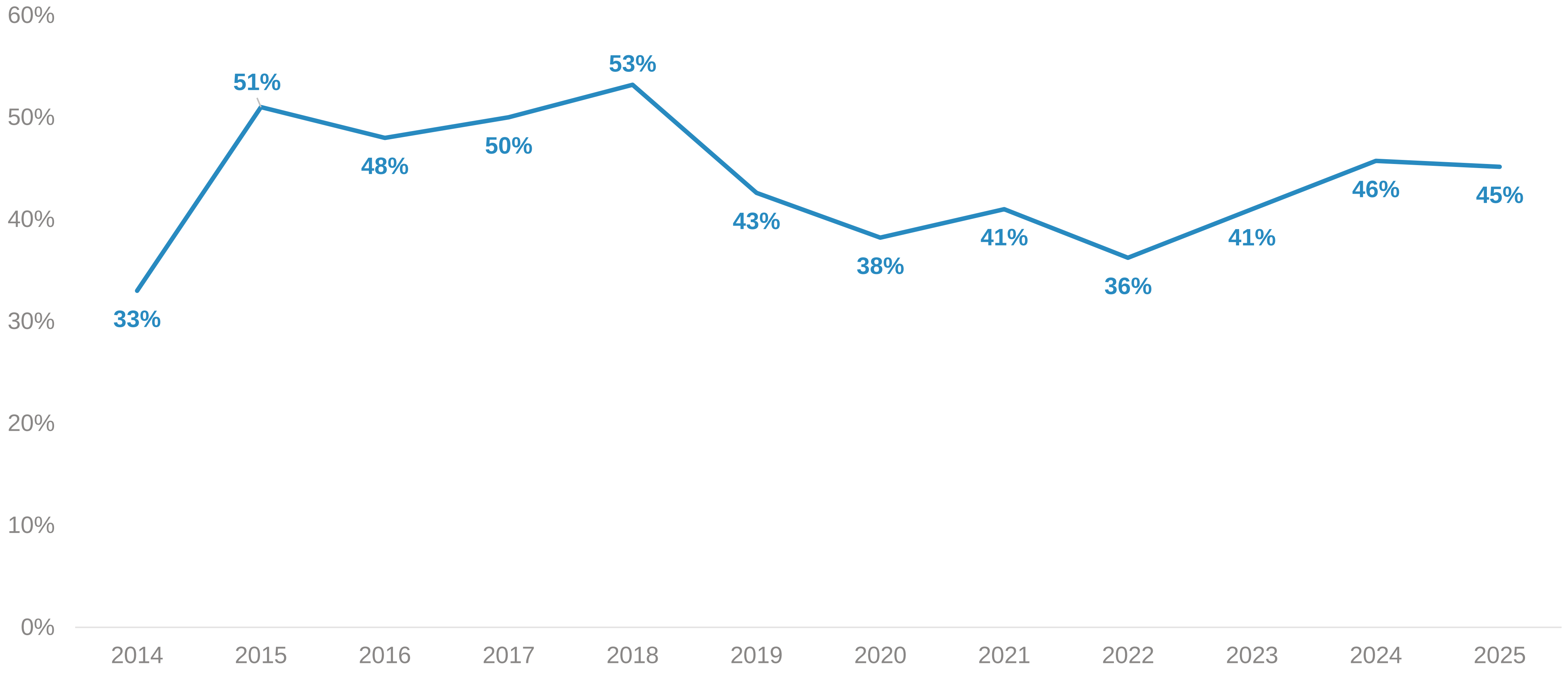
*Please rate your level of agreement with the following statement…The city's parking enforcement is fair.**



*Base: all respondents (excluding 'don't know'); * High proportion of 'don't know' (17%)*

Parking enforcement fairness – tracking

*Please rate your level of agreement with the following statement…The city's parking enforcement is fair. **Total agree***



Base: all respondents (excluding 'don't know')

Waste

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

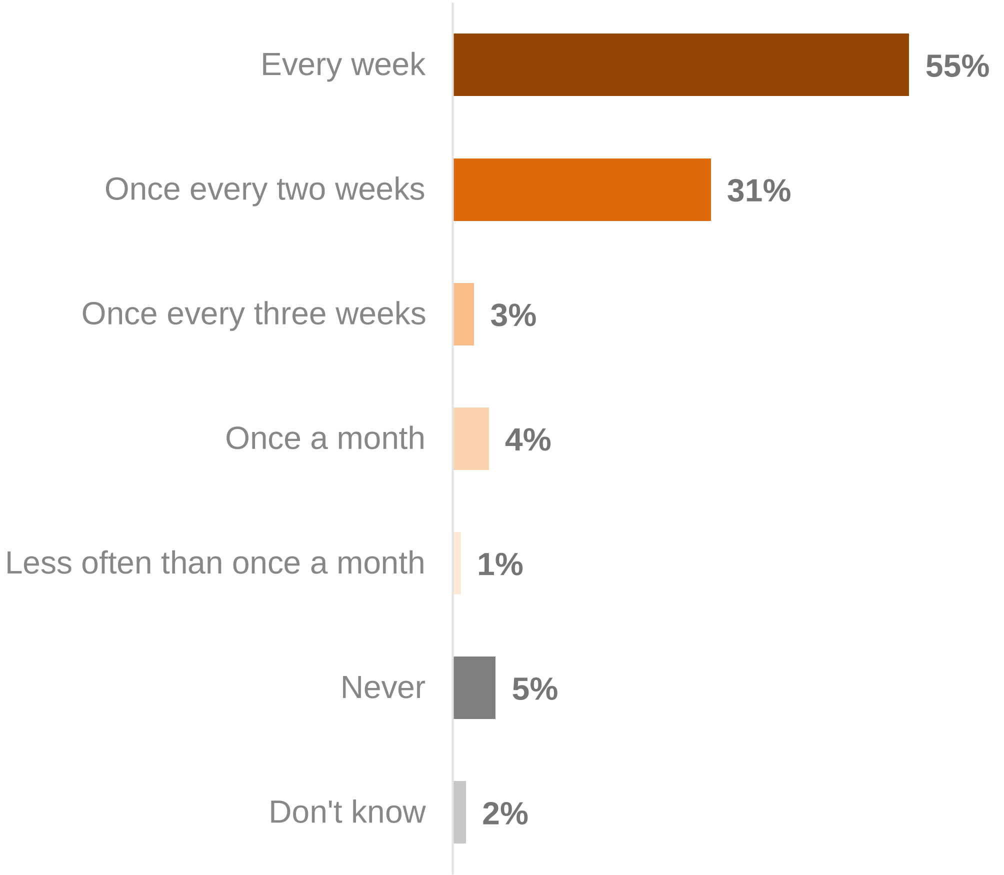
Kerbside recycling frequency

- Over half of respondents said they put out recycling for Wellington City Council's kerbside collection on a weekly basis, while almost a third said they put their recycling out fortnightly.
- Almost all respondents (92%) are putting their recycling out at least monthly – this has been unchanged since 2020. However it was higher prior to 2019, where between 97%-99% said they were putting recycling out at least monthly.

Demographic differences

- Lambton Ward respondents were more likely to say they never put out household recycling for kerbside collection (15%).
- Respondents with dependent children were more likely to say they put out recycling at least monthly (98%).

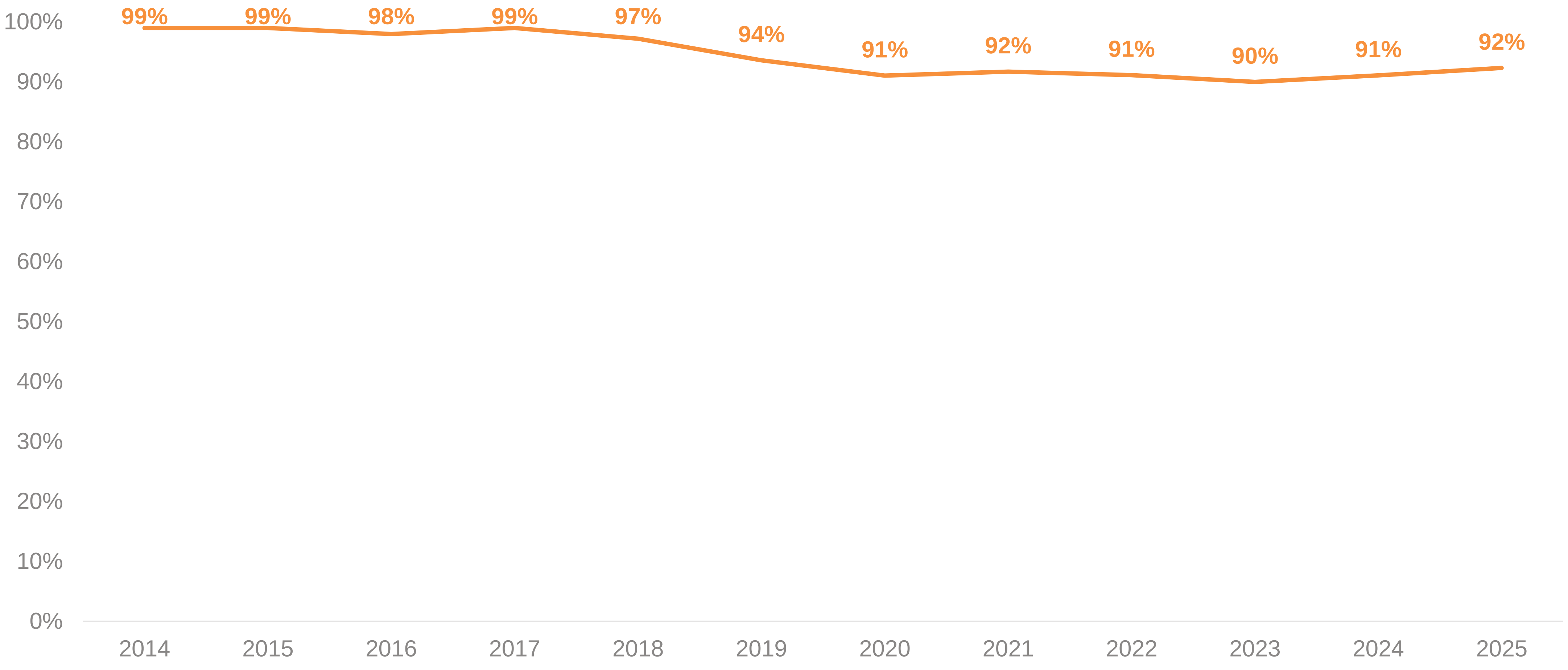
On average, how often does your household put out recycling for Wellington City Council's kerbside collection?



Base: all respondents

Kerbside recycling frequency – tracking

On average, how often does your household put out recycling for Wellington City Council's kerbside collection? ***At least monthly***



Base: all respondents

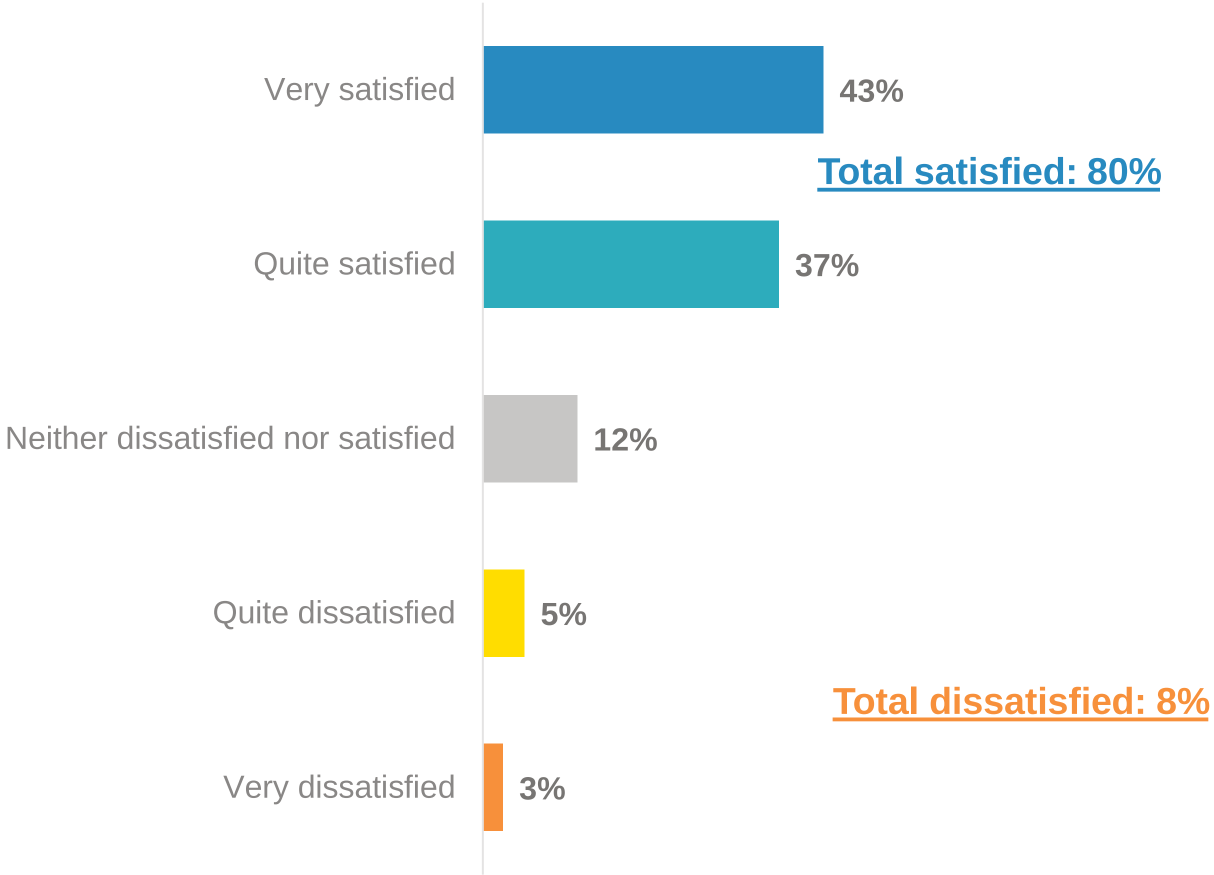
Kerbside recycling satisfaction

- Eight in ten were satisfied with Wellington City Council’s kerbside recycling collection service, with low levels of dissatisfaction at 8%.
- Satisfaction was unchanged compared to 2024.

Demographic differences

- There were no demographic differences for this question.

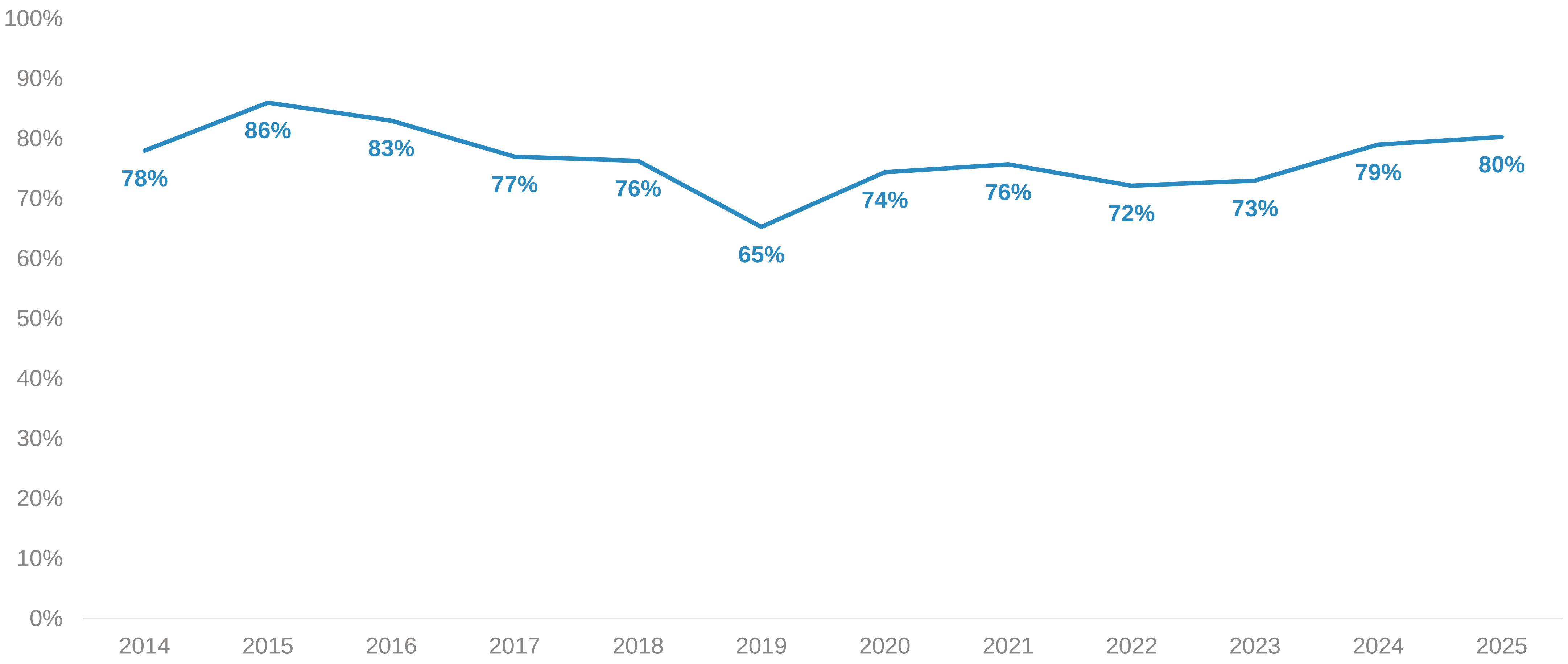
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



Base: all respondents (excluding ‘don’t know’)

Kerbside recycling satisfaction – tracking

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



Base: all respondents (excluding 'don't know')

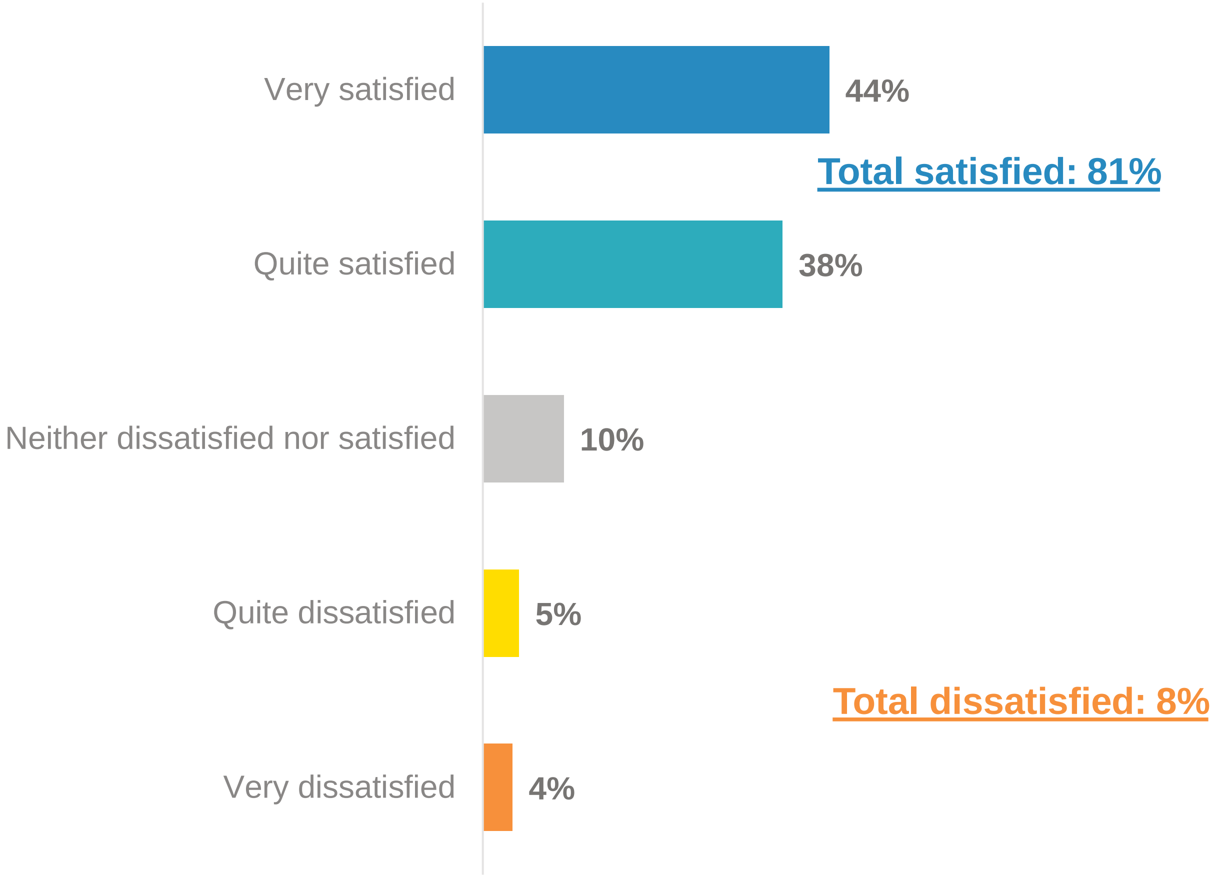
Kerbside rubbish satisfaction

- Almost two-thirds (62%) of respondents said they do use official Wellington City Council rubbish waste bags.
- Of those who use Council rubbish bags the large majority (81%) were satisfied with WCC's kerbside rubbish collection service. Dissatisfaction levels were low at 8%.
- Current results are largely in line with previous tracking, with levels of satisfaction falling between 76%-85% back to 2014 (except for one result in 2019).

Demographic differences

- There were no demographic differences for this question.

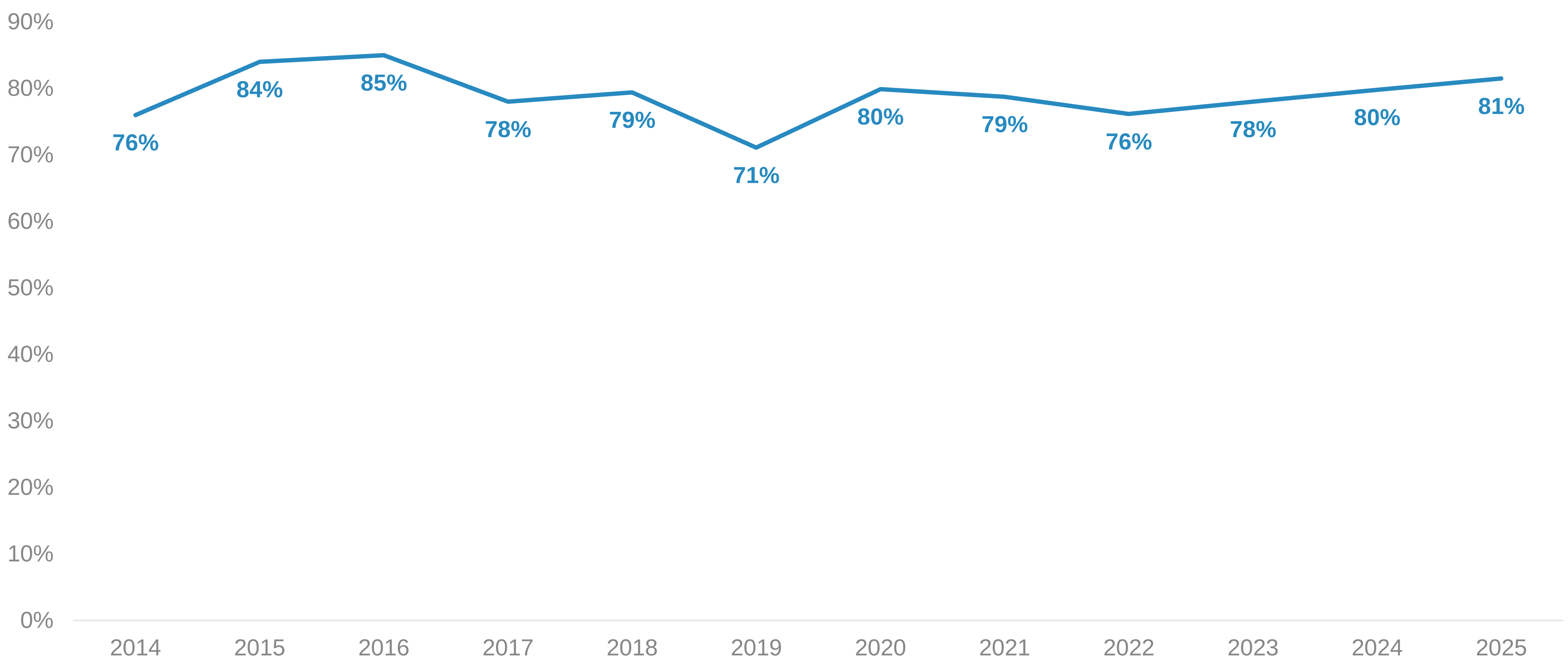
Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish waste collection service:



Base: respondents who use the official Wellington City Council rubbish waste bags (excluding 'don't know') (n=706)

Kerbside rubbish satisfaction – tracking

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



Base: respondents who use the official Wellington City Council rubbish waste bags (excluding 'don't know') (n=688 in 2024)

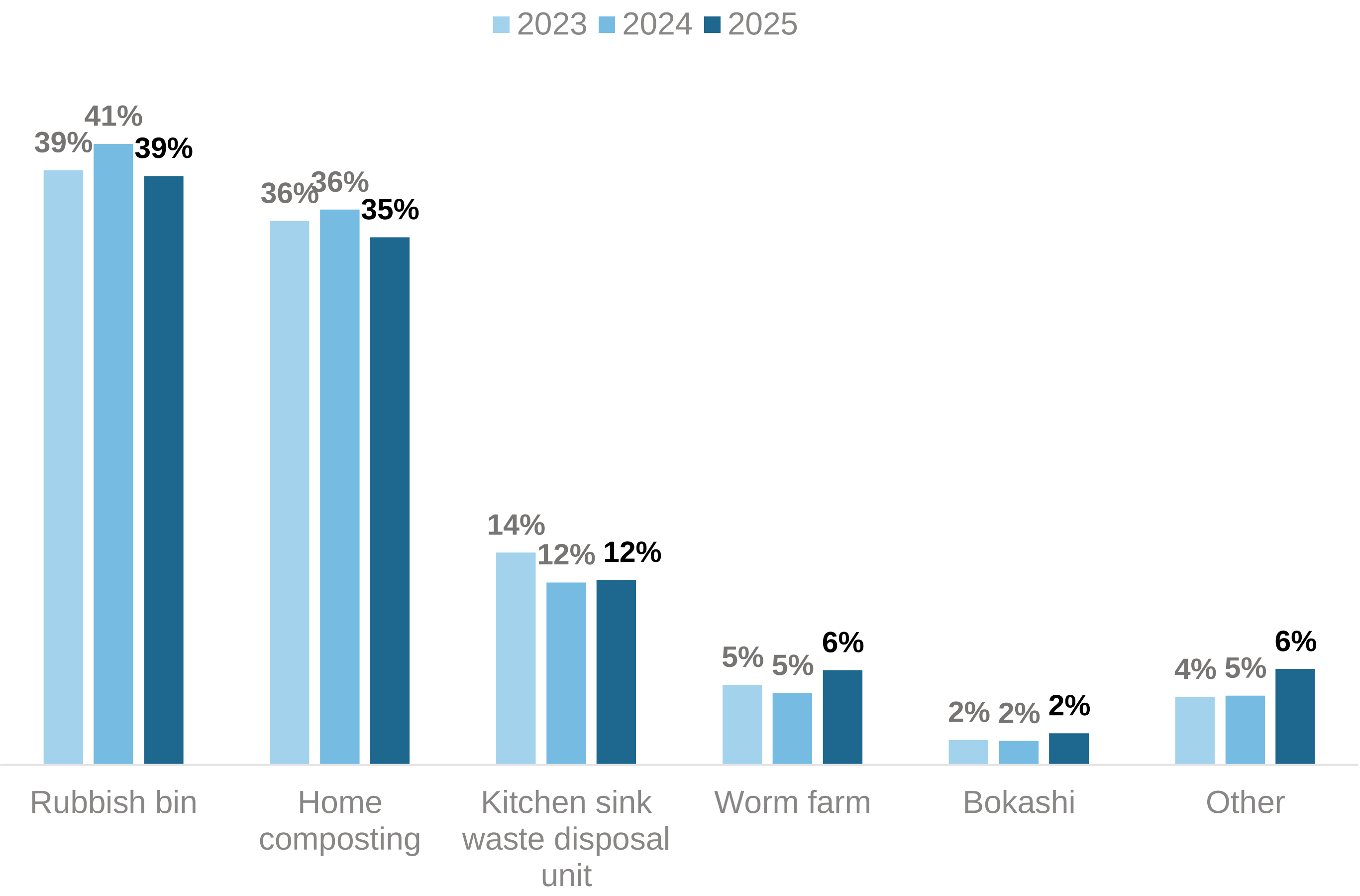
Kitchen food scrap disposal

- More than a third or respondents said they main method for disposing of kitchen food scraps was in the rubbish bin (39%).
- Around a third (35%) said their main method was through home composting.
- About one in ten (12%) said they used a kitchen waste disposal unit, and about one in 20 or fewer used a worm farm or bokashi bin as their main method for food scrap disposal.
- Results were largely unchanged compared to 2024.

Demographic differences

- Respondents from the Pukehīnau/ Lambton Ward, as well as renters, were more likely to mainly dispose of their food scraps in the rubbish bin.
- Respondents from Paekawakawa/Southern and Wharangi/ Western Wards, respondents aged 60+, and homeowners were all more likely to mainly dispose of their food scraps through home composting.

What is your main method of disposing of kitchen food scraps?



Base: all respondents

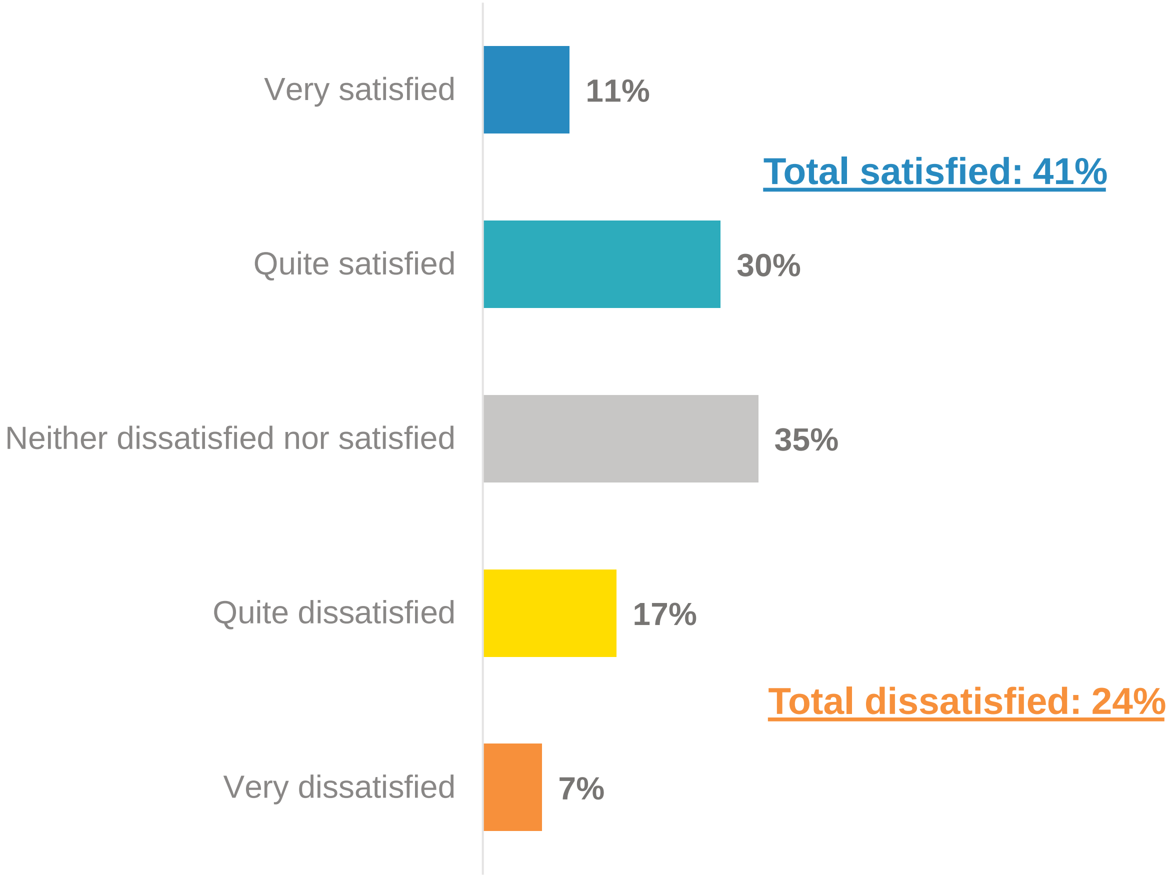
Stormwater management satisfaction

- There was more satisfaction than dissatisfaction with storm water management in the city (41% satisfied, 24% dissatisfied).
    - 16% of respondents were also excluded from the analysis as they did not have a view (selected 'don't know').
- After a period of significant decline for this measure between 2016 and 2021, results stabilised over the last few surveys and have improved slightly this year.

Demographic differences

- Males were more likely than females to be satisfied with the storm water management system (47%, vs 35%).

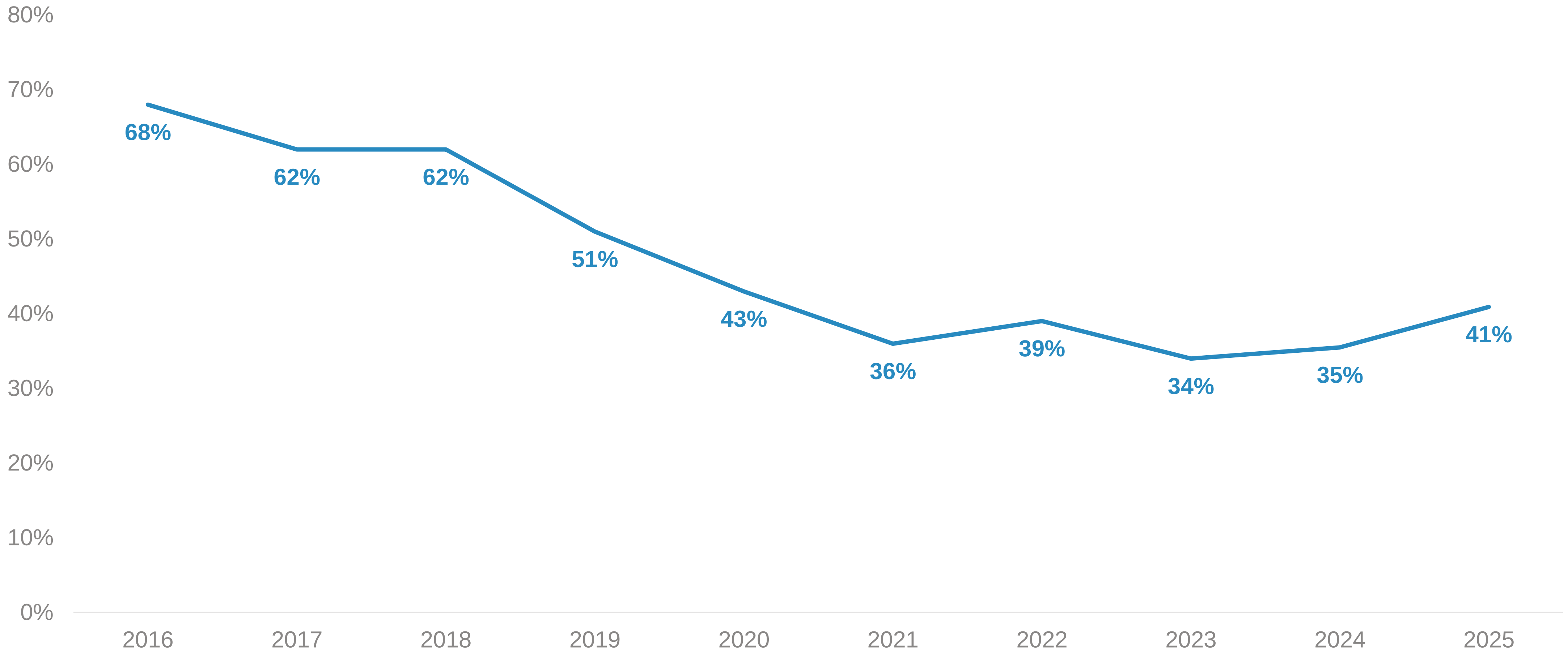
*Please rate your level of satisfaction with the management of storm-water in Wellington City.**



*Base: all respondents (excluding 'don't know'); *High proportion of 'don't know' responses (16%)*

Stormwater management satisfaction – tracking

Please rate your level of satisfaction with the management of storm-water in Wellington City. ***Total satisfied***



Base: all respondents (excluding 'don't know')