

Residents Monitoring Survey 2025

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Key insights

Purpose

- Present key insights from the 2025 Residents Monitoring Survey (RMS)
- Note the results are supplemented with Quality of Life Survey data to place RMS results in the context of how other cities are performing.

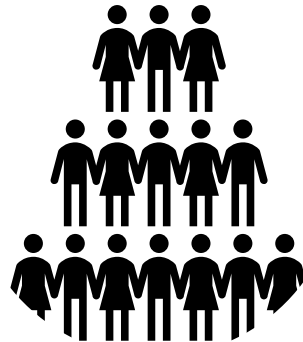
Note:

- This presentation provides a snapshot of results in key areas of interest.
- The full RMS results (134 pages) will be released onto the Wellington City Council Research & Evaluation page today
(<https://wellington.govt.nz/wellington-city/research-and-evaluation>)

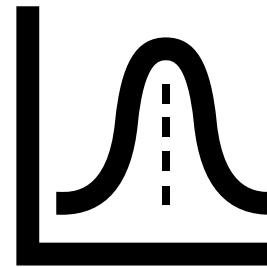
What is the Residents Monitoring Survey?



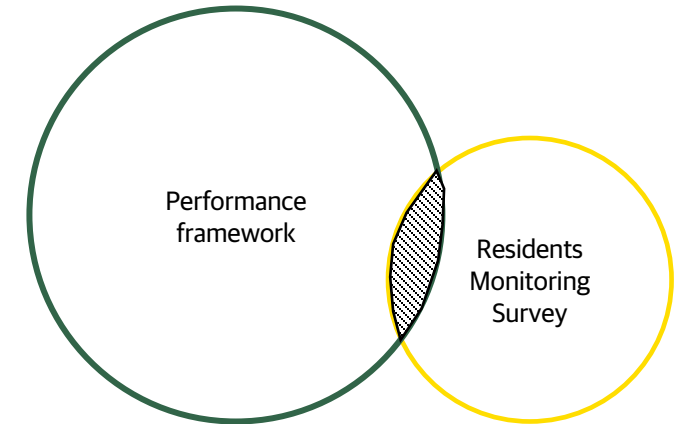
The Residents Monitoring Survey (RMS) is our annual check-in with residents to understand their views on a wide range of topics



We use random sampling methods to produce our best estimate of what the wider city population thinks – sample randomly chosen from the Capital Views Panel (approx. 11,000 people).



Approx. 1,100 respondents for part 1 and part 2 – this sample size results in a margin of error for results of plus/minus 3%.

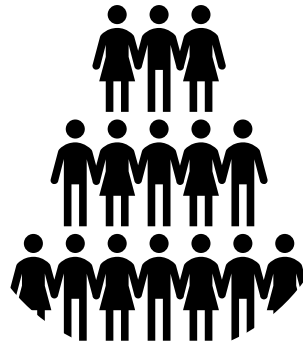


The results from RMS help to form a small part of the wider performance story in the Annual Report.

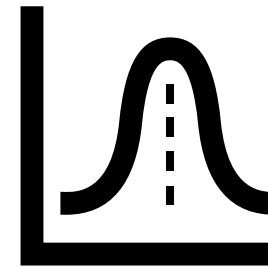
What is the Quality of Life Survey?



The Quality of Life survey (QoL) is a Biennial survey conducted in collaboration with seven other metro areas across New Zealand – it was last conducted in 2024



We use random sampling methods to produce representative samples across the eight cities involved – these allow for comparisons between cities on a range of issues impacting residents' quality of life



The other cities in the study included Auckland, Hamilton, Tauranga, Hutt City, Porirua, Christchurch and Dunedin.

509 respondents took part in Wellington, while 6194 respondents took part across the eight cities – this results in a margin of error for results of plus/minus 4.3% and 1.2% respectively.

Insight 1: Residents love our front-line services

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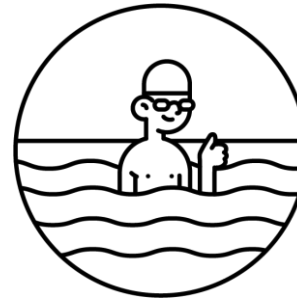


Pools and recreation centres continue their strong run

Customer experience monitoring at pools and recreation centres also shows strong results with overall satisfaction 71% for pools and 78% for rec centres*

- Key strengths – the staff!
- Key improvement areas – Bathrooms/changing rooms

**Since July 2024, n=510 and 338 respectively*



77%

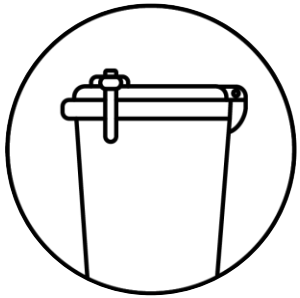
User satisfaction across the network of pools



83%

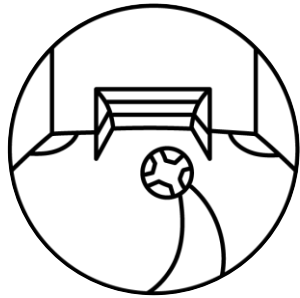
User satisfaction across the network of recreation centres

Range of other frontline services also highly valued



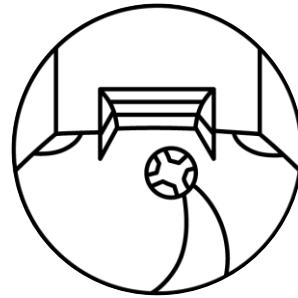
81%

Satisfaction with kerbside waste collection, 80% satisfaction for kerbside recycling.



86%

Satisfaction among users of artificial turf sports fields



78%

Satisfaction among users of grassed sportsfields



80%+

Satisfaction among users of community facilities – including libraries, community centres and community halls

Lower levels of satisfaction with quality of street cleaning in central Wellington and maintenance of roadside vegetation across the city (55% for each)

Council delivered events and green spaces highly regarded

Residents are highly satisfied with the quality of arts and cultural events we deliver – satisfaction in 2025 remained above 80% as it has done since tracking began in 2014.

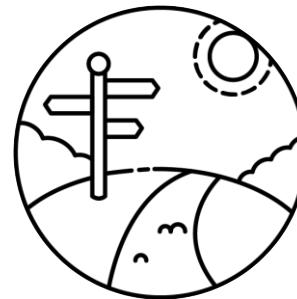


81%

Satisfied with Council delivered arts and cultural festivals they attended in the past year

Satisfaction with the quality and maintenance of green and open spaces was also high, including over 80% satisfaction for the Botanic Gardens.

Importantly, perceived ease of access to our green and open spaces was also high (approx. 80% seeing access as 'easy')

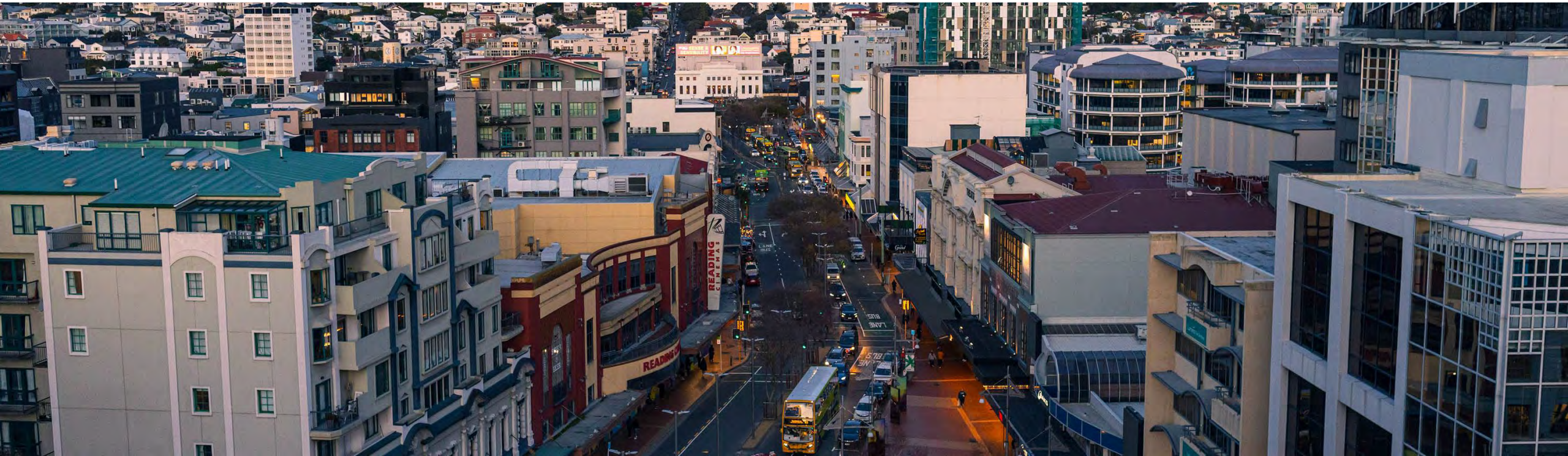


73%

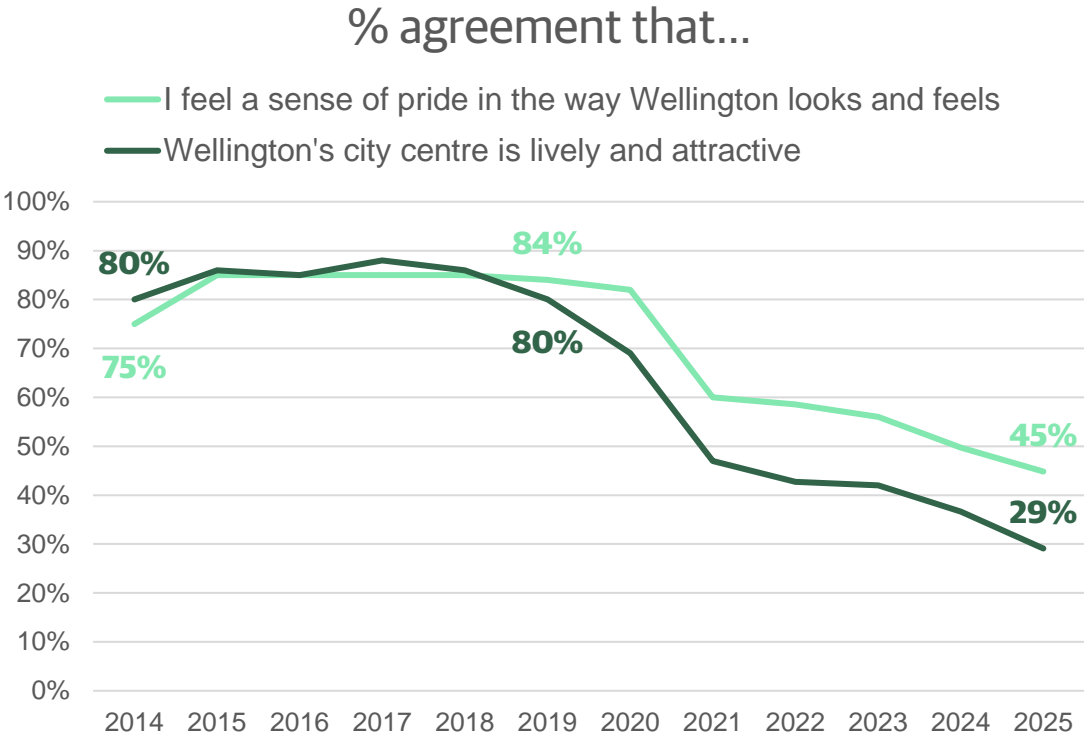
Average satisfaction across a wide range (11) of green and/or open spaces.

Insight 2: City perceptions an ongoing challenge

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Feelings towards the city & city centre have shifted significantly over past decade



-5%*

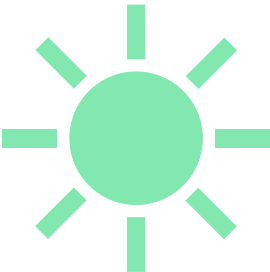
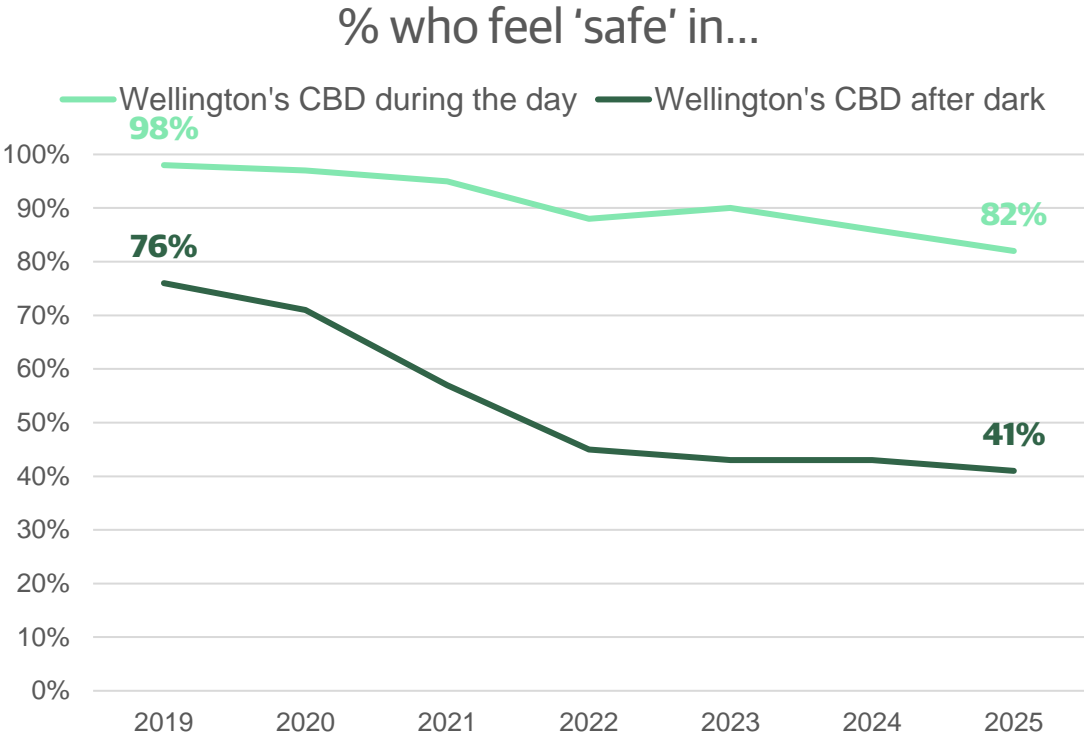
Decline between 2018 and 2024
Quality of Life Survey for 8-city
average agreement that city/local
agree has a positive "look and
feel"

-42%*

Decline between 2018 and 2024
Quality of Life Survey for
agreement that Wellington has a
positive "look and feel"

**wording for 2024 survey slightly altered from previous editions*

Perceived safety in the CBD stabilised - low compared to past, but similar to other Cities



81%

8-city average perceived safety in CBD during the day in Quality of Life 2024



36%

8-city average perceived safety in CBD after dark in Quality of Life 2024

Reasons for perceived lack of safety relate to three, often interlinked, areas

Homelessness/ rough sleepers

"Because of all the homeless people and beggars on the streets and if I am on my own it can be very scary"

Aggressive & intimidating behaviour

"Because of the continual increase of people with antisocial behaviour living or hanging out on the streets."

Alcohol and drug issues

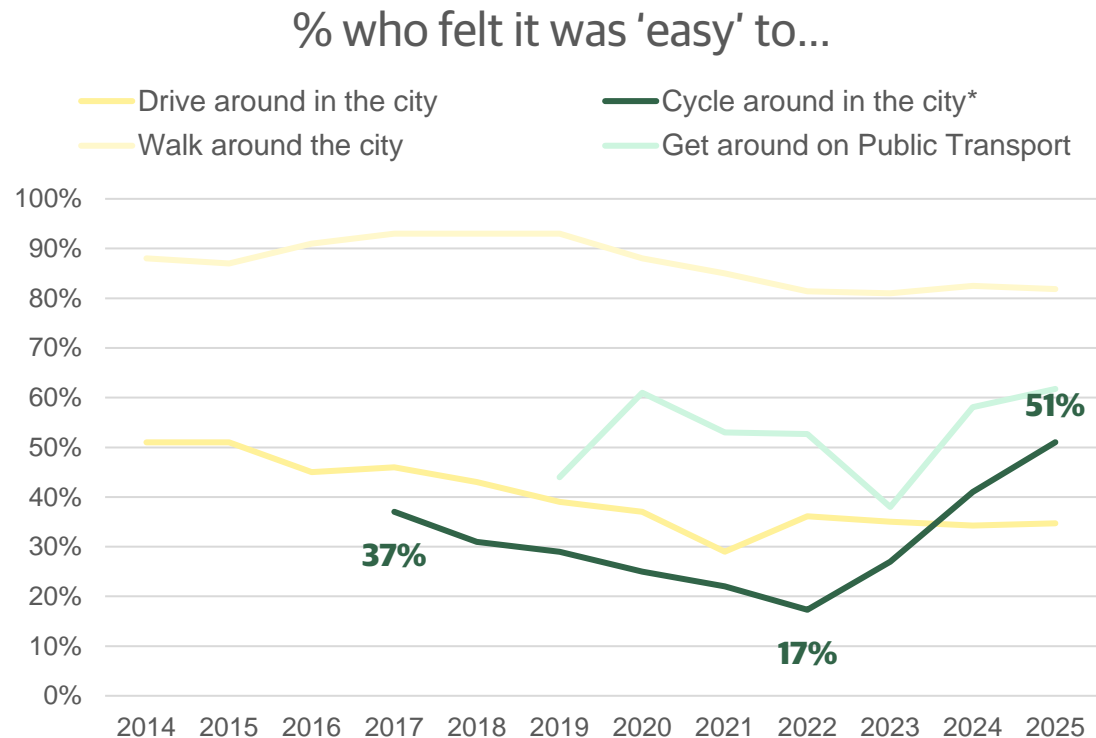
"Homeless folk, gangs, the dodgy blokes on push bikes who clearly sell drugs using Lambton Quay to get around, kiwi drinking culture"

Insight 3: Early signs of shifting perceptions in focus areas

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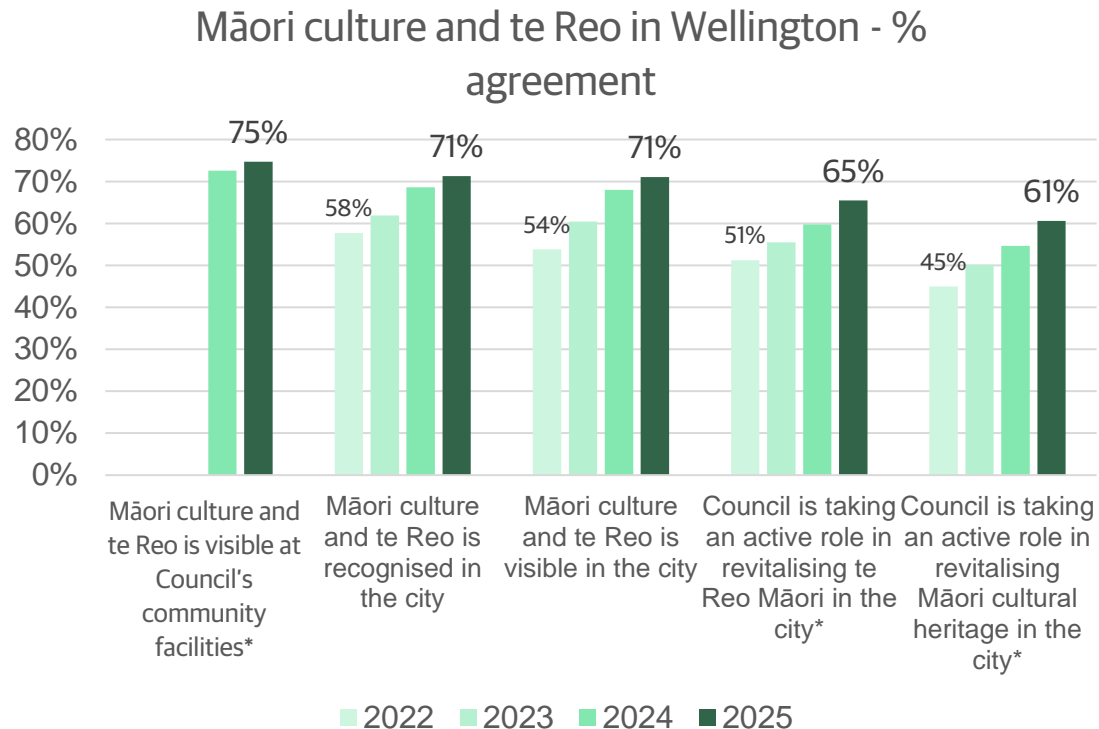
Significant progress on ease of cycling perceptions since 2022



*high proportion of 'don't know' responses excluded from analysis (44% in 2025)

- Perceived ease of cycling around the city has tripled since 2022.
- *Note: this excludes people who said "don't know"*
- More detailed data on transport perceptions will be available through the Pōneke Transport Survey (underway now) which is managed by the City Insights Team.

Perceived recognition and visibility of Māori culture and te Reo growing strongly



- Perceived recognition and visibility of Māori culture and te Reo in the city have increased by around 15 percentage points.
- Perceptions of Council taking an active role in this space has also improved, but there are higher levels of “don’t know” responses which are excluded from the analysis.

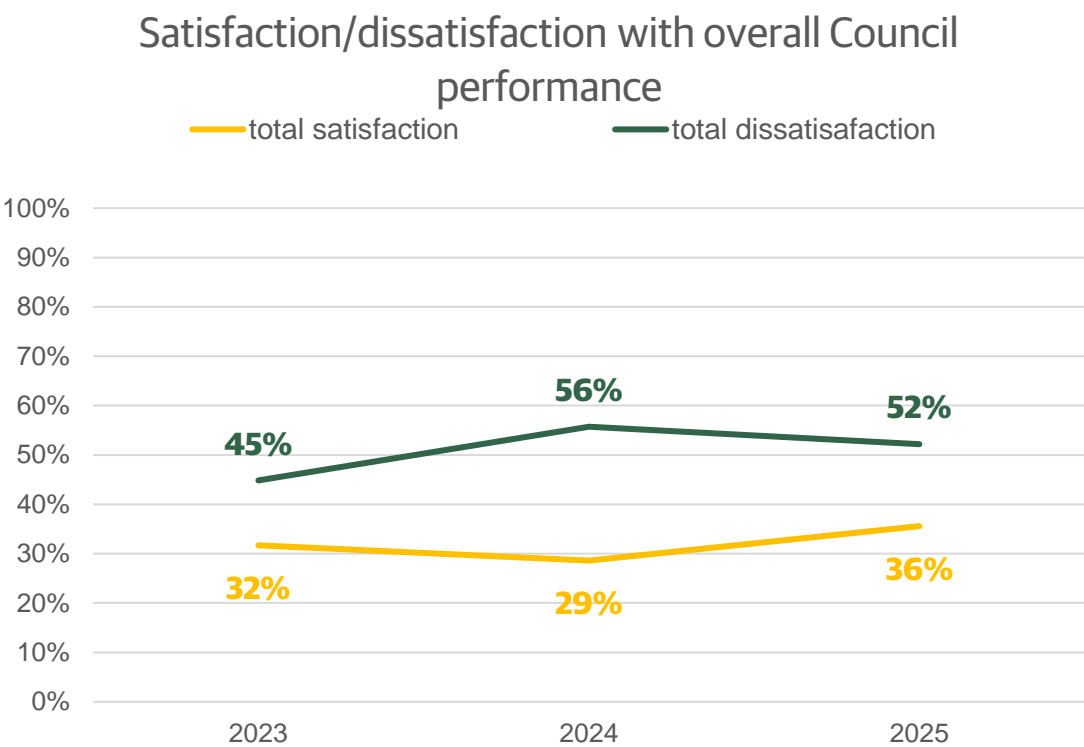
**high proportion of 'don't know' responses excluded from analysis (15%-18% in 2025)*

Insight 4: Views on Council performance and trust remain challenging

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Room for improvement on performance and trust, but also a wider Local Government issue



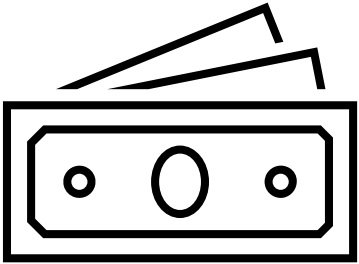
27%

Of Wellingtonians said they trust their local government [Quality of Life Survey 2024]

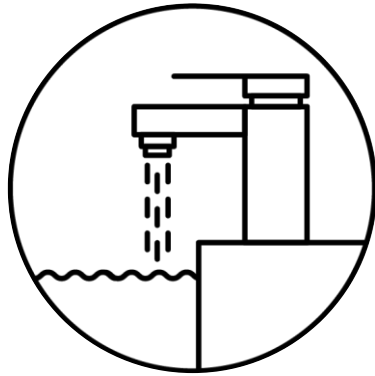
28%

8-City average trust in local government [Quality of Life Survey 2024]

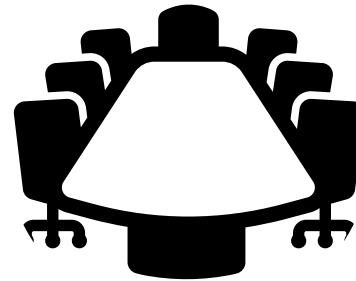
Reasons for dissatisfaction with performance



Concerns about spending or “non-essential” spending was a key theme as was rates or rates increases. (33% and 25% of responses related to these issues)



Concerns about Council priorities/ perceived lack of focus on essential infrastructure and services were noted by 31% of responses.

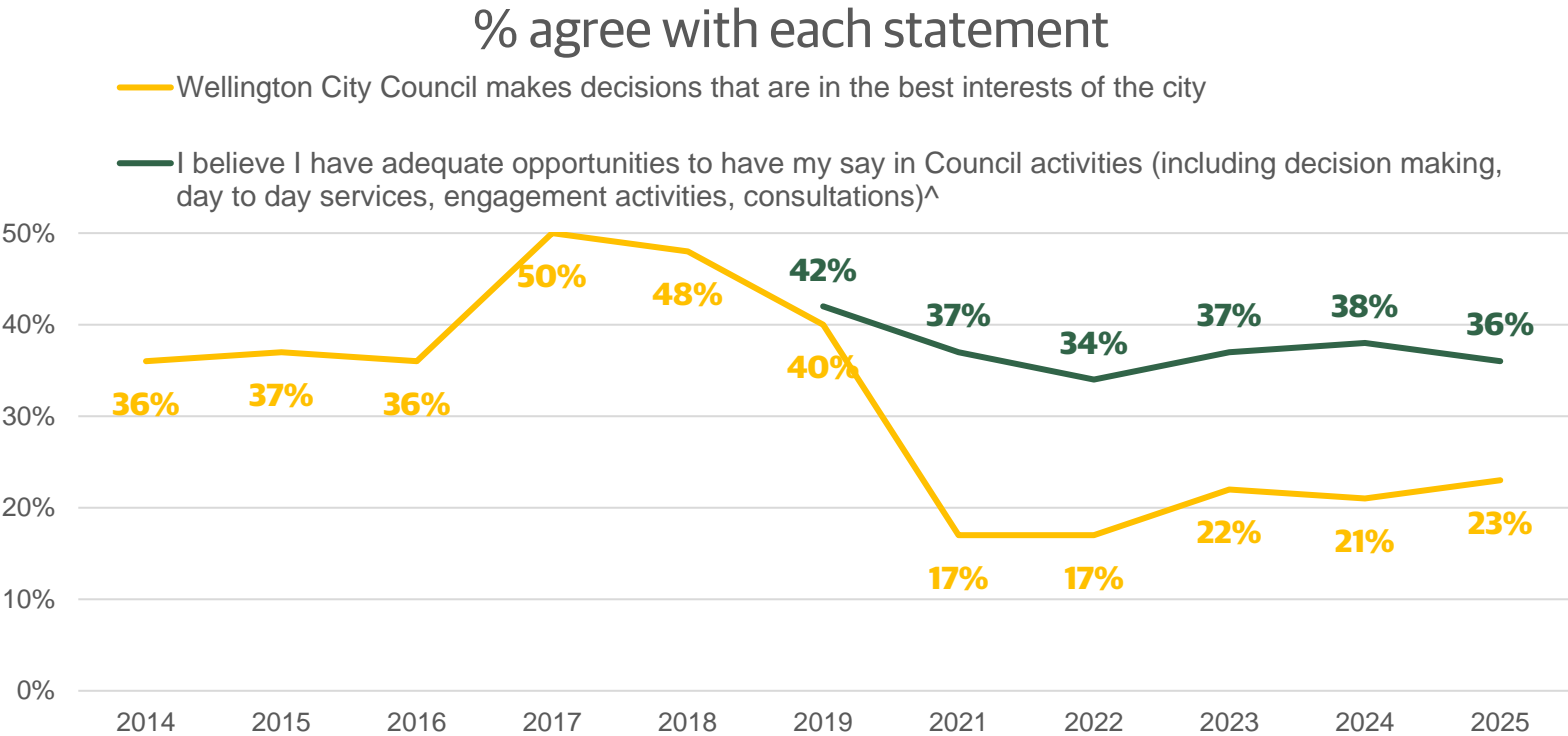


Concerns about elected officials were noted in 30% of responses



Dissatisfaction with cycle lane implementation was noted in 29% of responses.

Perception of decision making took a hit and has remained lower, perception of consultation opportunities has remained stable



54%

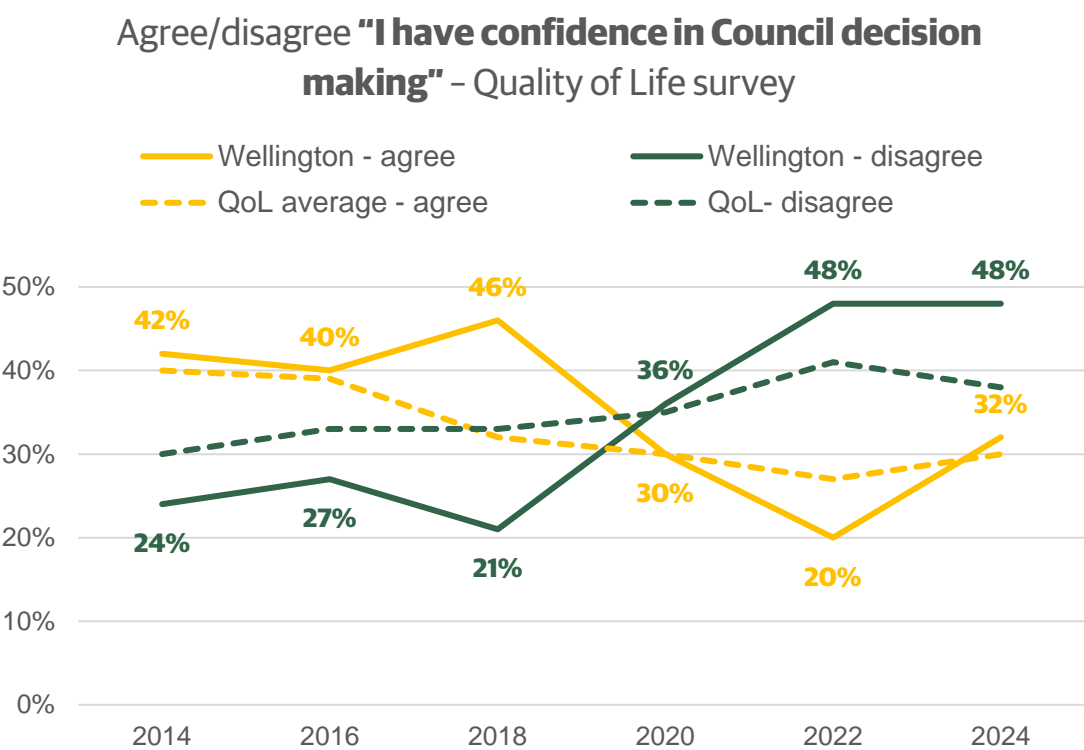
Respondents aged 18-29 agree that decisions are in the best interest of the city

27%

Respondents aged 60+ agree that decisions are in the best interest of the city

^Prior to 2025 this statement read "I believe I have adequate opportunities to have my say in Council activities"

Quality of Life survey shows similar pattern of declining confidence in Council decisions



38%

Of Wellingtonians said the public have a "large influence" or "some influence" on Council decisions

This has shown a similar trend from 45% in 2016/2018 to 29% in 2022 and back up in 2024

35%

QoL average for influence in decision making.

Wellington has always been at or above this average

Ngā mihi
Thank you