

Residents Monitoring Survey (RMS)

2020 Report

Wellington City Council Research and Evaluation Team

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Overview

Context

The Residents' Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council 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.

Aim

The aim of the RMS is to provide statistically representative results on residents' satisfaction with Council services and facilities.

Purpose

The results provide an indication of how the Council is performing from a residents' 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.

Notes

While the RMS provides the opportunity to understand what Wellington City residents think about the Council and the services and facilities it delivers, 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.

Methodology

The 2020 RMS was conducted between June and July 2020 with the *Capital Views* Wellington City Council research panel. This panel is representative of the Wellington City population in terms of age, gender and council ward¹. The survey was conducted in two parts with a final sample size of 696 for Part 1 and 627 for Part 2, post-weighting. The standard margin of error at 95% confidence level was 3.7% for Part 1 and 3.9% for Part 2. See Appendices – for full details of the 2020 methodology and sample characteristics.

¹ Representative with regards to age, gender and council ward based on 2018 Census data

Executive Summary

The RMS this year was conducted in two parts over June and July 2020 and was asked of 696 residents in Part 1 and 627 in Part 2 (see detailed methodology in Appendix B).

The results this year need to be looked at in the context of the significant impact Covid-19 has had on our residents' lives. While these surveys were conducted in a period of relative normality in New Zealand (it was entirely within an alert level one environment), the survey commenced not long after a long period of strict restrictions across the country.

Overall, residents' quality of life has dipped this year (87% agreeing they have a good quality of life, down 8% from last year). While this fall was to be expected due to the impacts of Covid-19, 87% is still a strong result and in line with the similar proportion of residents that agree the city is a good place to live, work and play (91%).

The potential impacts of Covid-19 and the lockdown can be seen throughout this report, in both positive and negative ways. Positively, we have seen residents taking greater advantage of green and outdoor spaces, making more efforts to reduce transport emissions and their local suburban centres becoming livelier and more attractive.

However, we have also seen possible negative impacts such as falling waste reduction efforts (likely due to the halting of kerbside recycling) and reduced agreement with city centre attributes relating to its ease of use, enjoyment, liveliness and attractiveness.

This year, resident satisfaction with Council governance and public engagement remained relatively consistent with 2019. Around a third of Wellington City residents (30%) are satisfied with how the Council makes decisions while under half of residents agree that they have opportunities to be involved in public decision making (47%), have their say in city activities (42%) or believe the Council is proactive at informing them about the city (43%).

Satisfaction and usage of Council delivered services and facilities are largely consistent with last year (see Appendix A). Users of recycling and Council delivered waste services were more satisfied this year, with most residents happy with these services (74% and 80% respectively). However, less residents were satisfied with the Council's stormwater management (43%) and the progress it has made on addressing seismic resilience issues (32%).

Summaries by Well-being

Environmental Well-being

Monthly usage of many of Wellington's green and open spaces has increased this year to the highest we have recorded in the Residents' Monitoring Survey (RMS) - a potential impact of Covid-19 - while monthly use for five of the eight spaces had increased significantly compared to 2019 (increases of between 8% and 12%).

Importantly, satisfaction with all green and open spaces measured remained consistent with 2019 levels, except for satisfaction with playgrounds (which fell 13% to 74%).

Looking at emission reducing activities there were negative movements in the proportions who said they had taken steps to reduce waste emissions (84% down 7% from 2019) and positive movements in the proportions who said they had taken steps to reduce transport emissions (57% up 7%). It is feasible that both results could be in part due to Covid-19, with recycling services halted during lockdown and significant portions of the country working from home.

On rubbish collection, overall satisfaction with both kerbside recycling and kerbside rubbish collection has improved compared to results from 2019 (which were both low points for satisfaction in our tracking). Overall satisfaction with kerbside recycling among Wellington residents increased this year to 74% (up 9%). Satisfaction with kerbside rubbish collection also increased to 80% satisfied (up 9% from 2019).

Satisfaction with the management of stormwater in Wellington continued its downward trend in the 2020 survey, likely due to recent issues. Back in 2016 68% of residents in our survey were satisfied with how stormwater was managed, this has fallen or remained steady each year since with less than half of residents (43%) satisfied in the 2020 survey.

Social Well-being

Despite social distancing measures enforced during Covid-19 lockdowns, the importance of having community with people in the neighbourhood (79% agreeing this is important), along with the number having neighbourly contact and strong social networks (60%) remained consistent with previous years.

Agreement with three of the four city-centre attributes (easy to use, easy to enjoy and lively and attractive) fell between our 2019 and 2020 surveys by between 8% and 11%. Covid-19 is one potential driving force behind these attributes falling, particularly the city centre's liveliness and attractiveness.

While agreement with Wellington city centre attributes declined, those related to residents' local suburban centres improved this year. More residents this year agreed that their local suburban centre was lively and attractive (62% up 7%), well-utilised (81% up 10%) and safe (81% up 7%). Again, this may be an impact of Covid-19 and the rise in working from home, with these behaviours creating greater engagement in local suburban centres.

Cultural Well-being

The large majority (88%) of Wellington residents continue to agree that Wellington has a culturally rich and diverse arts scene. In the past year agreement that Wellington is the events capital of New Zealand has rebounded (42% up 11%). This is positive news but does not recover all the ground lost between 2016 and 2019 where agreement with this statement fell from 52% to 31%.

There was strong agreement (88%, consistent with previous years) in the 2020 residents survey that heritage items (including buildings, infrastructure, monuments, sites of significance, statues and other landmarks) contribute to the city's unique character. However only two thirds (66%, down 10% since 2019) agree that heritage items contributed to their local communities' unique character.

Economic Well-being

Residents agreeing that Wellington's roads and public transport allow easy access from the suburbs to the city took a significant hit between our 2018 and 2019 surveys (64% in 2018, 37% in 2019). Encouragingly this has recovered somewhat in the 2020 survey (up to 53% agreement), however there is still some work to do to get it to levels seen consistently between 2014 and 2018.

Cycling continued its steady rise as a main mode of transport for commuters in Wellington. 14% of residents in the 2020 survey said cycling was their main method of commuting, back in the 2014 survey only 4% of residents said the same. However, perceptions of how easy it is to cycle around the city have been falling since the question was first asked in 2017. Only a quarter of residents in the 2020 survey said it was very easy or quite easy to cycle around the city, 37% said the same in the 2017 survey. Also, a potential concern is the low proportions of residents who agree that cycling in the city is safe for themselves (29%) or their children (9%).

The findings in the 2020 residents survey suggest a less favourable view from residents with the Council's efforts on urban development and seismic resilience. About half (52% down 9%) agreed new building developments were maintaining or enhancing the city's attractiveness, and about a third agreed (36% down 12%) that the Council is striking the right balance between preservation of the city's character and new development. About a third (32% down 10%) said the Council was making adequate progress on building resilience issues in the city.

There was less action from residents in the 2020 resident survey to improve seismic resilience of their homes over the past 12 months (13% had checked their homes, down 14%; 6% had taken action to improve seismic resilience, down 8%). This may be a result of more time having passed since the Kaikoura earthquake, meaning these issues are less front of mind, or residents' properties were checked over 12 months ago.

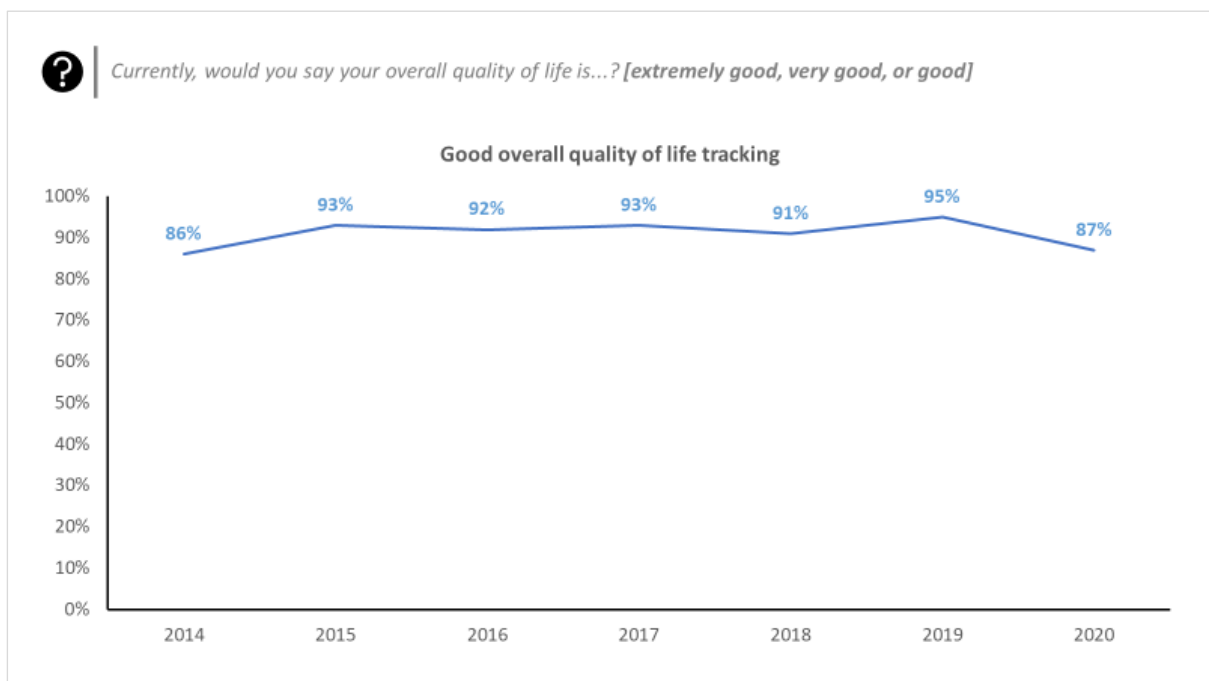
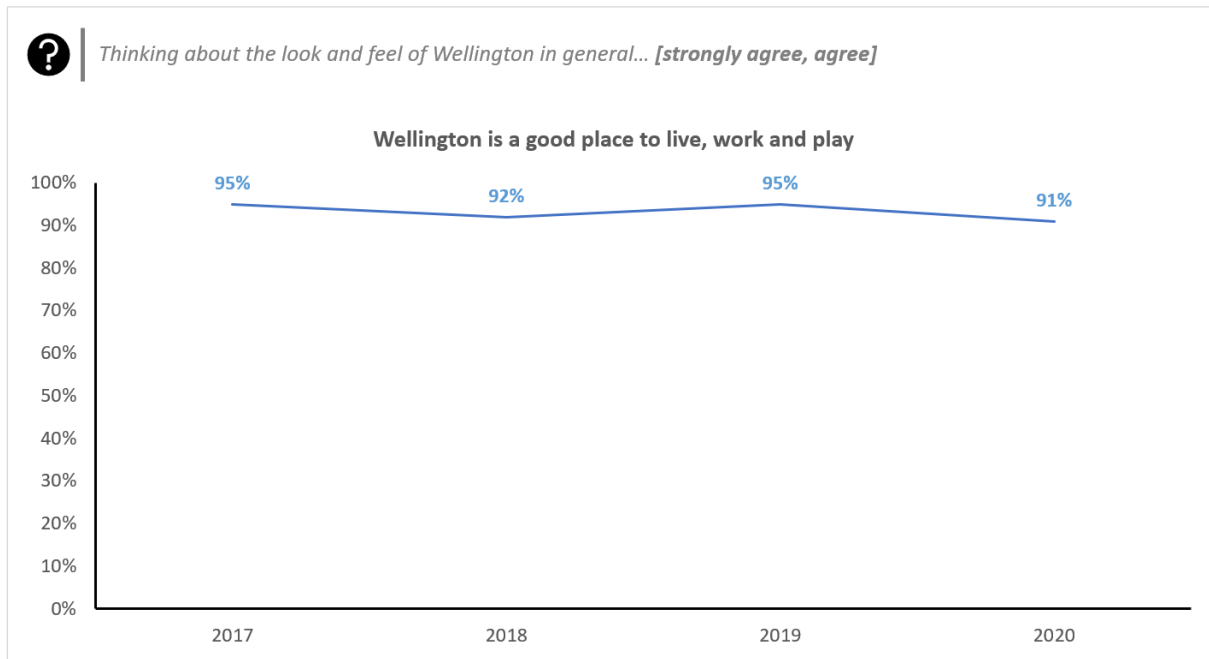
Main findings

Wellington as a city overall and quality of life

As expected, due to the impacts of Covid-19, the quality of life measurement dipped this year.

- 87% (down 8%) of residents in this year's survey say their overall quality of life was good (either extremely good, very good, or good).

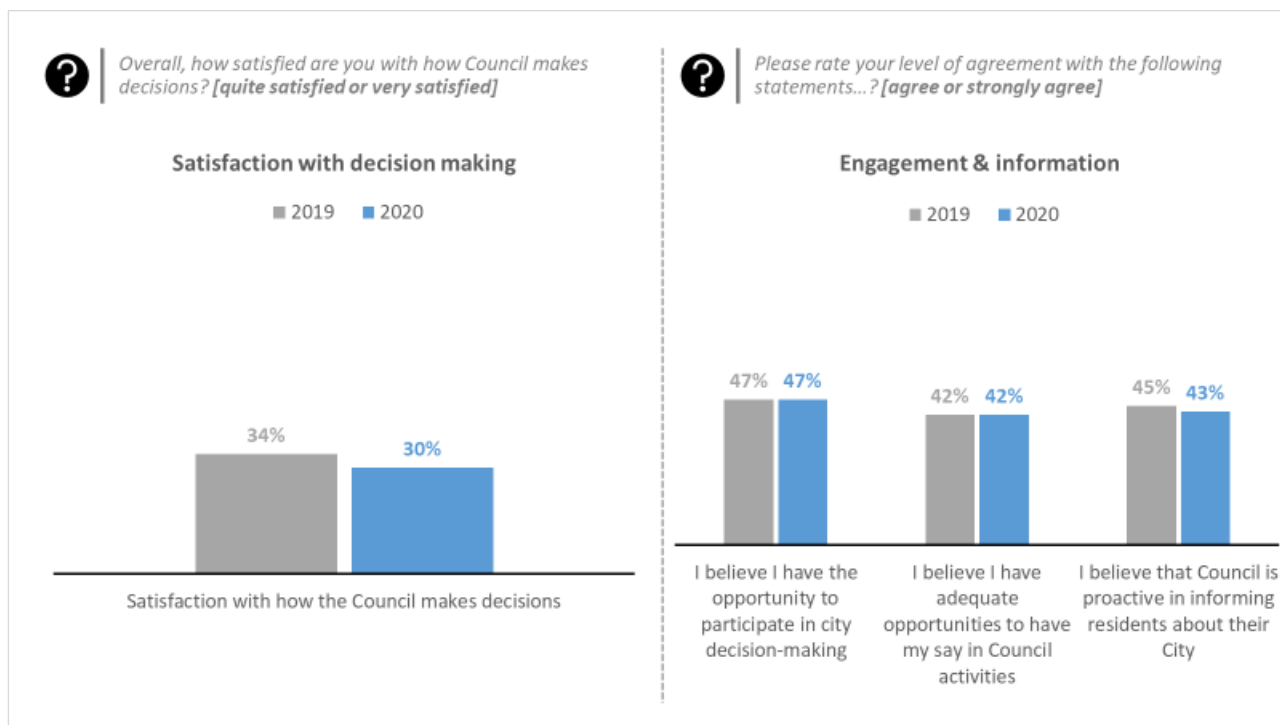
Despite this, most residents overall have a good quality of life and continue to agree that Wellington is a good place to live, work and play (91%).



Governance, engagement and decision making

Resident satisfaction with Council decision making is relatively steady this year, with just under a third (30%) of residents satisfied with how decisions are made.

Almost half (47%) of residents agree that there are opportunities to participate in city decision making, and just over two in five (42%) agree that there are adequate opportunities to have their say in Council activities and that the Council is proactive at informing residents about their city (43%).



Community well-being

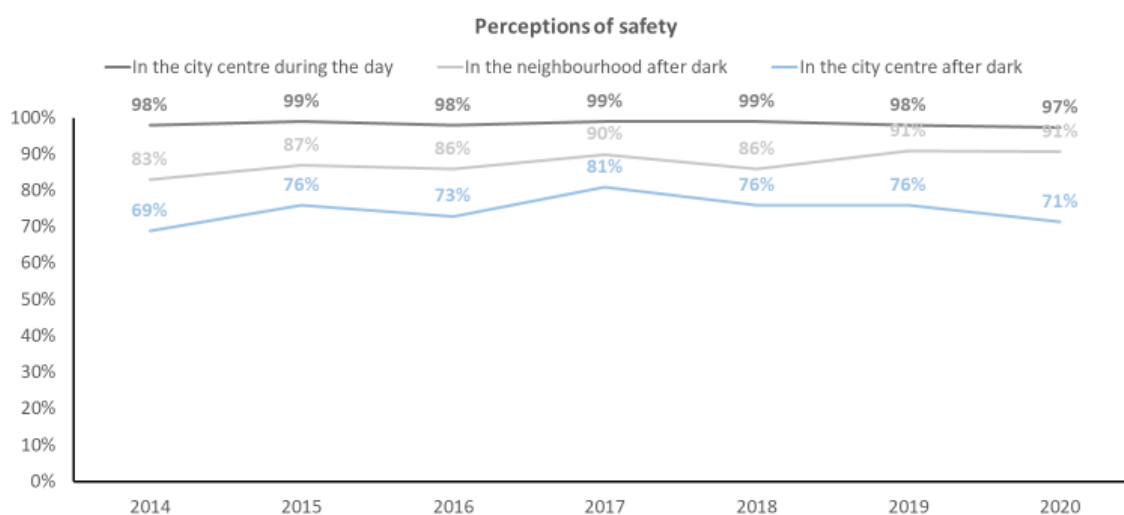
i. Perceptions of safety

Perceived safety in the city centre during the day and in residents' neighbourhoods after dark both remain high, with at least 90% of residents agreeing that they either felt reasonably safe or very safe in these two situations.

The trend for perceived safety in the city centre after dark was less positive. As we would expect, residents were less likely to feel safe in the city centre after dark compared to during the day (71% compared to 97%). However, this gap has widened since 2017 where 81% of residents felt safe at night in the city centre compared to 99% during the day.



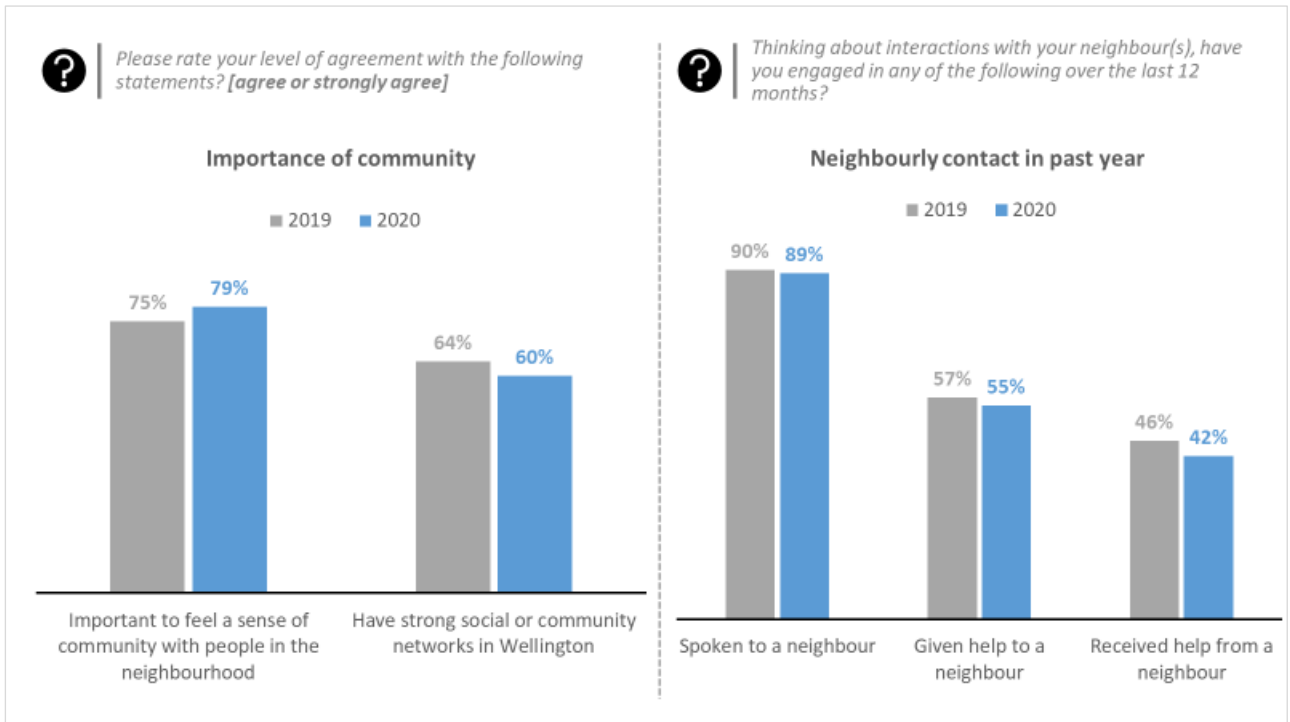
We are interested to learn about how safe you feel in and around Wellington.
Please rate how safe you feel in the following situations: [reasonably safe, very safe]



ii. Importance of community

Despite social distancing measures enforced during Covid-19 lockdowns, when the survey took place in June the amount of residents who agreed that it is important to feel a sense of community with their neighbours (79%), and those that have strong social networks (60%) remained consistent with last year. Similarly, the number having neighbourly contact over the last 12 months remained on-par.

While steady, it is of note that 40% of residents do not agree that they have strong social or community networks in Wellington (17% disagreeing, and 22% neutral), indicating a sizable group of potentially disconnected residents.



Natural environment

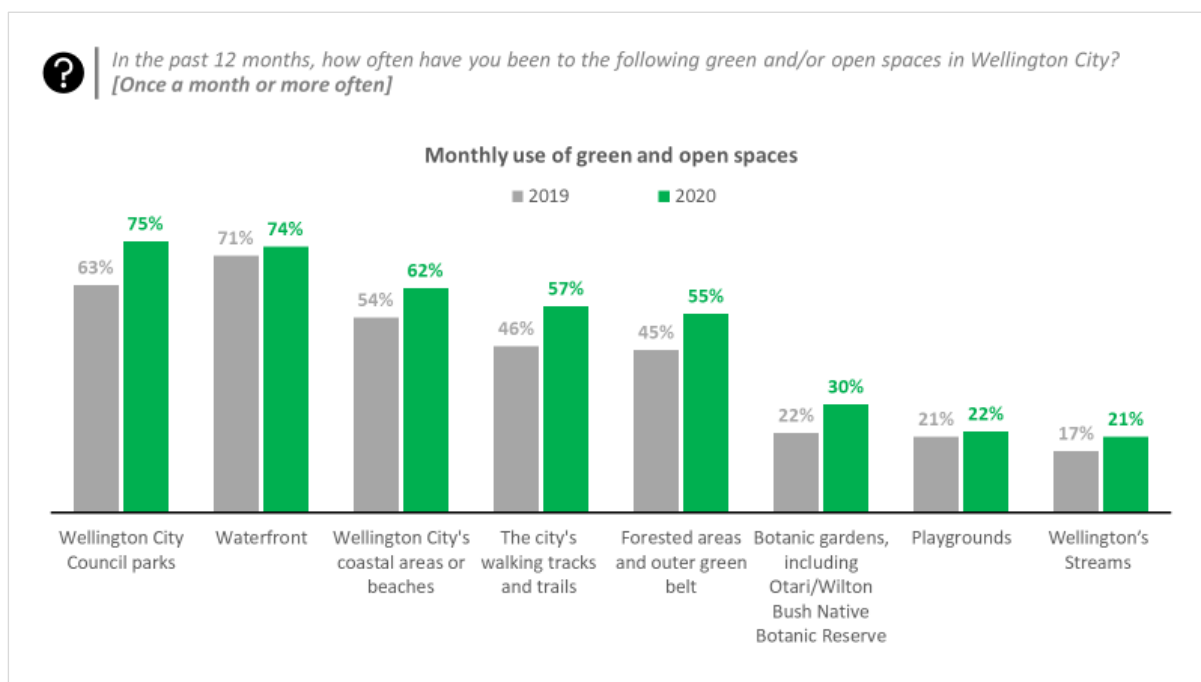
i. Monthly use of Wellington open spaces

The past year has seen a significant increase in the monthly use of more than half of the open spaces measured. This could be the result of the Covid-19 lockdown, and its impact on residents' willingness to get outdoors into our open spaces.

Participants in the 2020 residents survey were more likely to say that they use the following open spaces monthly or more often compared to the 2019 survey:

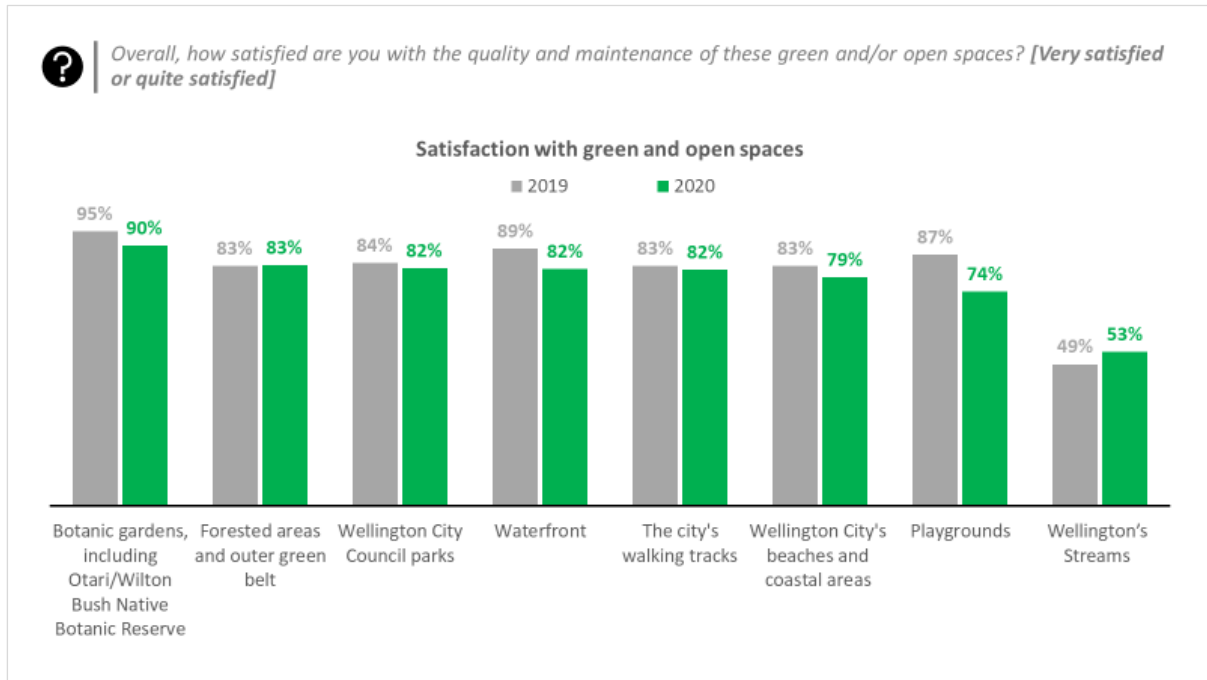
- Wellington City Council parks (75% said they use monthly or more, up 12% from 2019)
- Coastal areas or beaches (62%, up 8%)
- Walking tracks and trails (57%, up 11%)
- Forested areas and outer green belt (55%, up 10%)
- Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve (30%, up 8%)

Monthly use of the remaining open spaces remained consistent with results recorded in 2019.



ii. *Satisfaction with quality and maintenance of wellington open spaces*

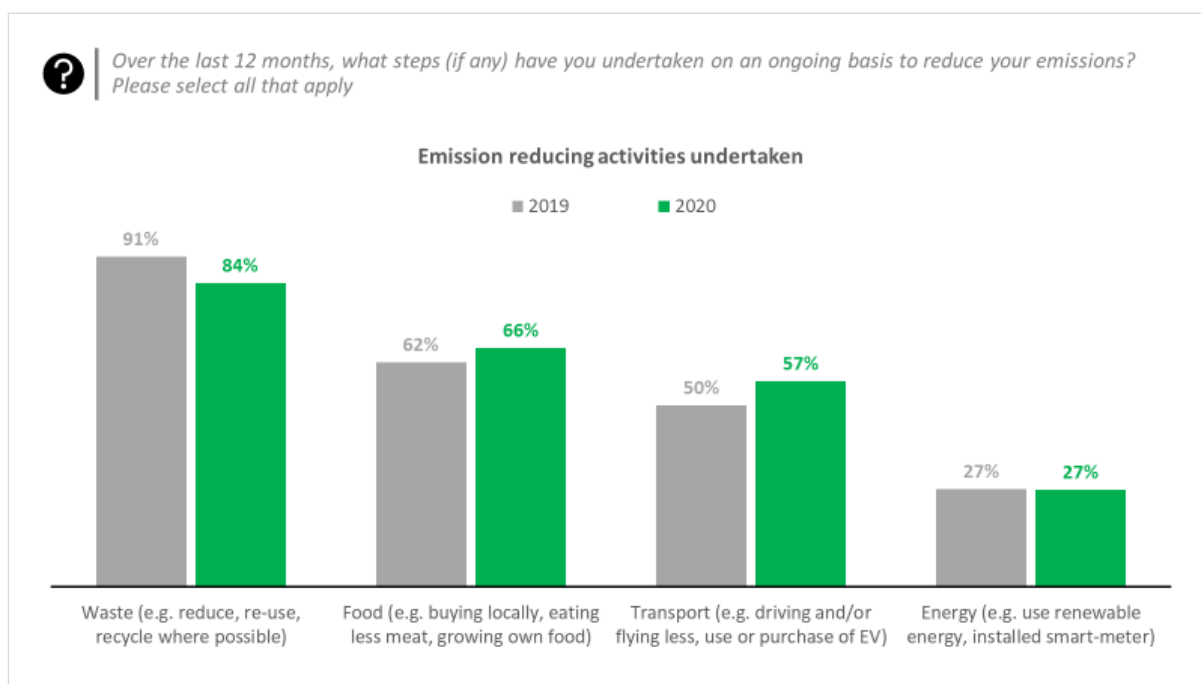
Encouragingly, despite increased usage, satisfaction with seven of the eight open spaces remained consistent with 2019. The only concerning trend was with residents' satisfaction with playgrounds which fell 13% to 74%. However, this is still a strong result for satisfaction among playground-using residents.



Climate Change

i. Emission reducing activities over the past 12 months

Participants in the 2020 survey were asked to identify any emission-reducing activities they have undertaken on an ongoing basis over the past year. A larger proportion compared to 2019 said they have reduced their transport emissions (57% compared to 50% in 2019). However, a large but falling majority said they have been reducing their waste emissions (84% compared to 91%). It is plausible that these results can be attributed to the Covid-19 lockdown, with many either not working or working from home, and recycling services being put on hold during this period.



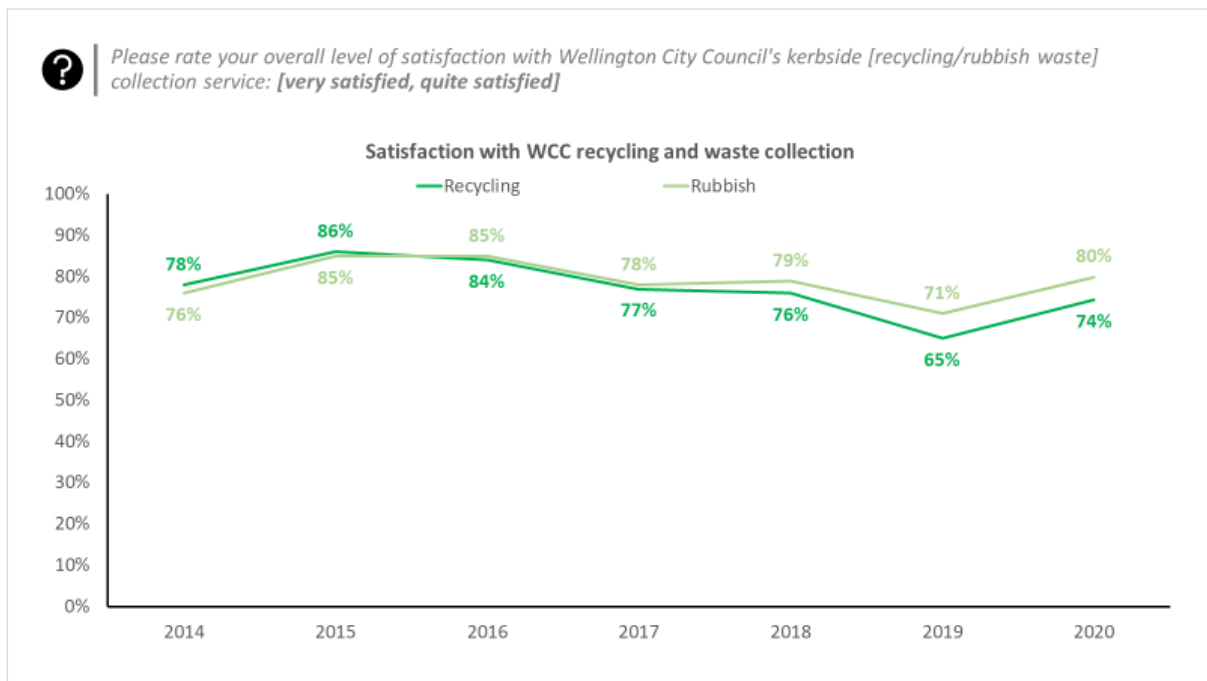
Waste minimisation

i. Household waste management

Overall satisfaction with kerbside recycling and kerbside rubbish collection has improved compared to results from 2019 (which were both low points for satisfaction in our tracking).

Overall satisfaction with kerbside recycling among Wellington residents increased this year after trending down since 2015. About three quarters (74%) were satisfied with kerbside recycling (up 9%), this is still down compared to peak levels of satisfaction back in 2015 (86% satisfaction).

Satisfaction with kerbside rubbish collection also increased to 80% satisfied (up 9% from 2019). However, the long-term tracking shows that this year's result is generally in line with previous results.

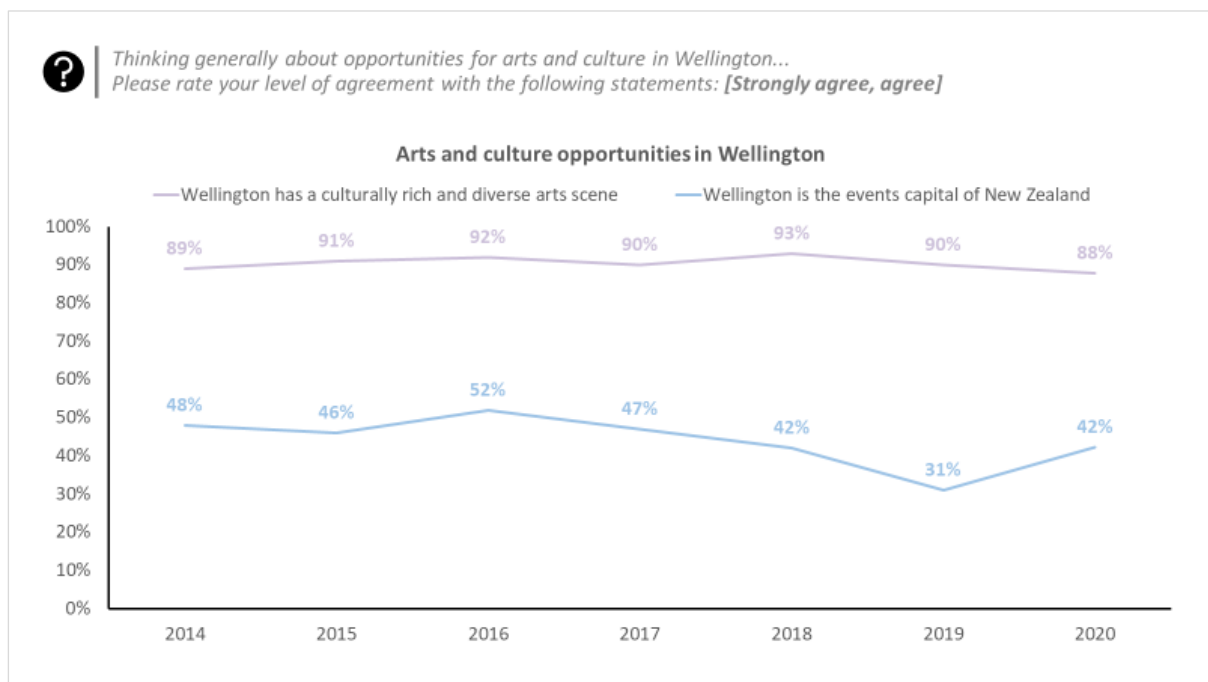


Arts, Culture and events

i. The events capital

Going back to 2014 the large majority of residents in our residents' survey have consistently agreed that Wellington has a culturally rich and diverse arts scene, with this steady in 2020.

However, agreement that Wellington is the events capital of New Zealand trended down between 2016 and 2019 from a high of 52% agreement to a low of 31% last year. Agreement with this statement has rebounded to 42% in 2020, but this is still down compared to results recorded around the middle of the last decade.

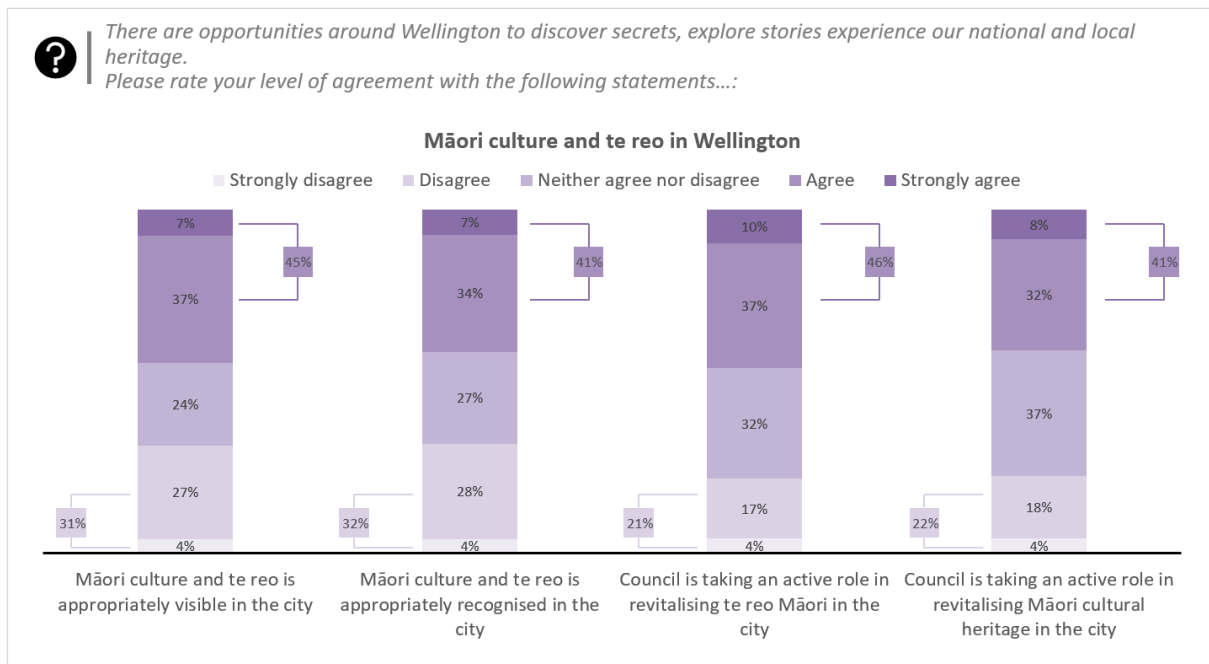


ii. *Māori and te reo in Wellington*

Note: These measures are derived from new questions added to the 2020 study.

Although over two in five residents agree that Māori culture and te reo is appropriately visible (45%) and recognized (41%) in the city, there is a sizable proportion that disagree (appropriately visible 31%, appropriately recognized 32%).

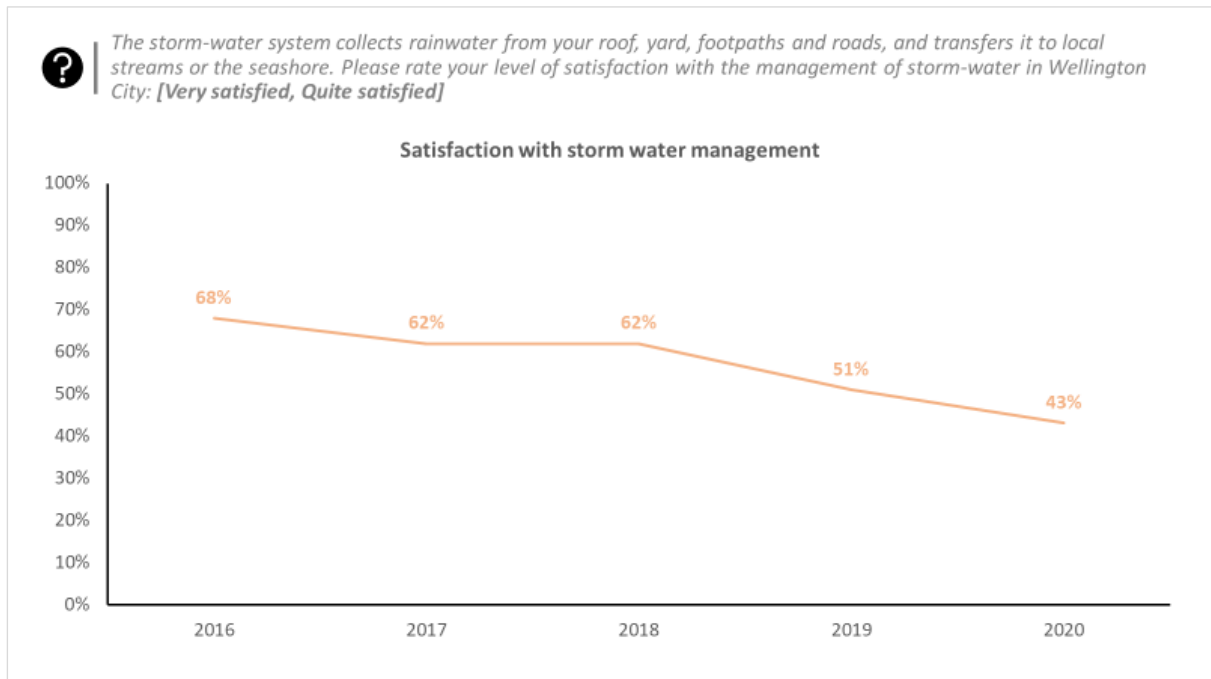
When it comes to the Council’s role in revitalising these, 46% agree that the Council is taking an active role in revitalising te reo Māori in the city, and 41% in revitalising Māori cultural heritage.



Infrastructure

i. Storm water management

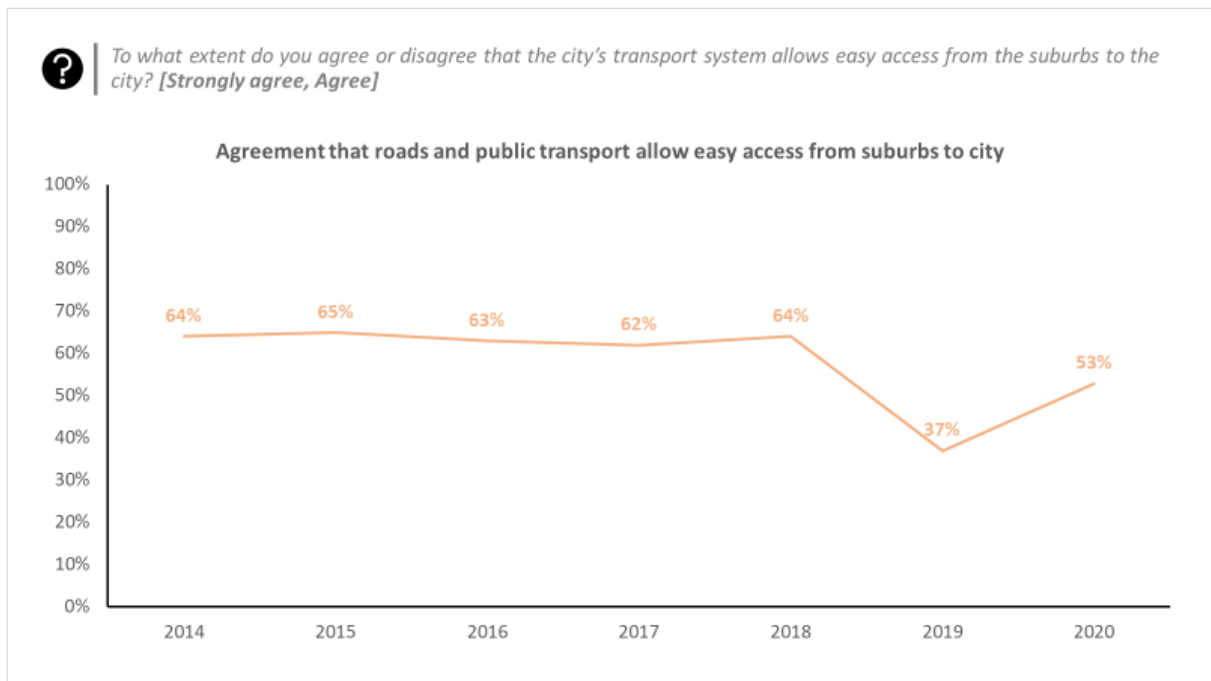
Satisfaction with the way stormwater is managed in Wellington City has been trending down since 2016. When satisfaction was initially tested about two thirds (68%) of residents in our survey were either very satisfied or quite satisfied. This has fallen or remained flat every year since then with the latest survey showing under half (43%) were satisfied with stormwater management in the city.



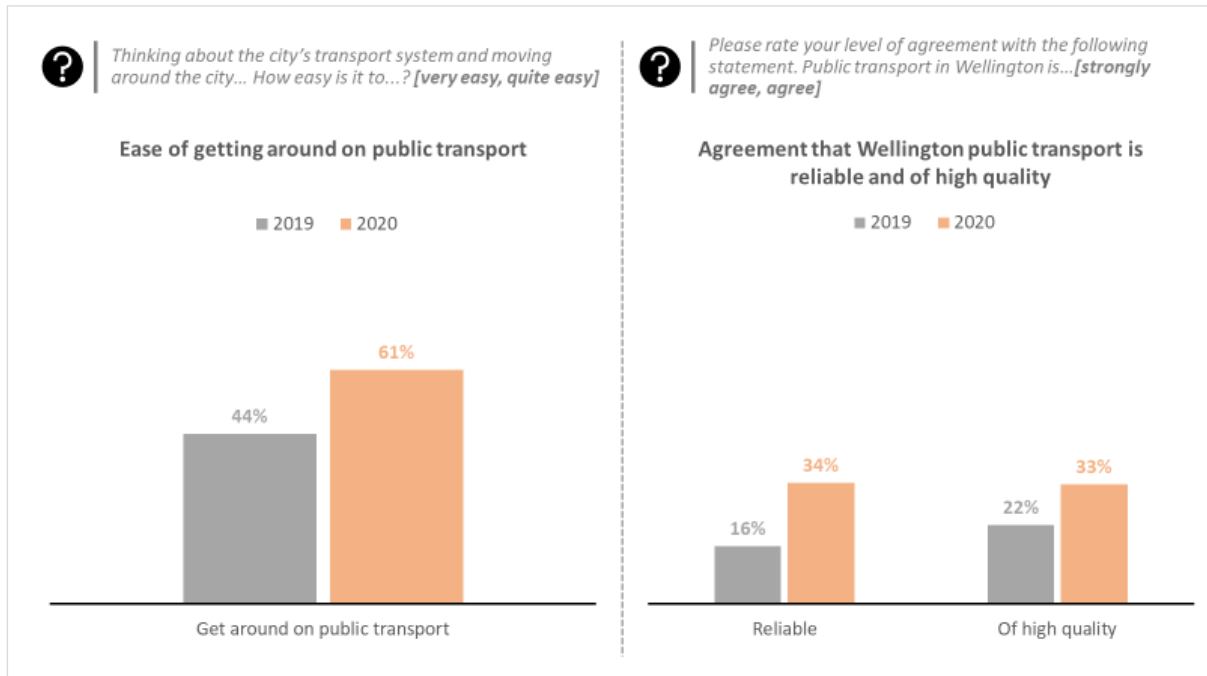
Transport

i. Getting around on public transport

The 2020 residents survey produced some positive results relating to residents' views of public transport in our city. This was important given the significant fall in agreement with the statement "roads and public transport allow easy access from suburbs to city" between 2018 and 2019 (potentially related to the revamp of the bus network in 2019). 2020 has seen this measure rebound somewhat to 53% agreement (up 16%), however there is still work to do to get it back to previous levels.

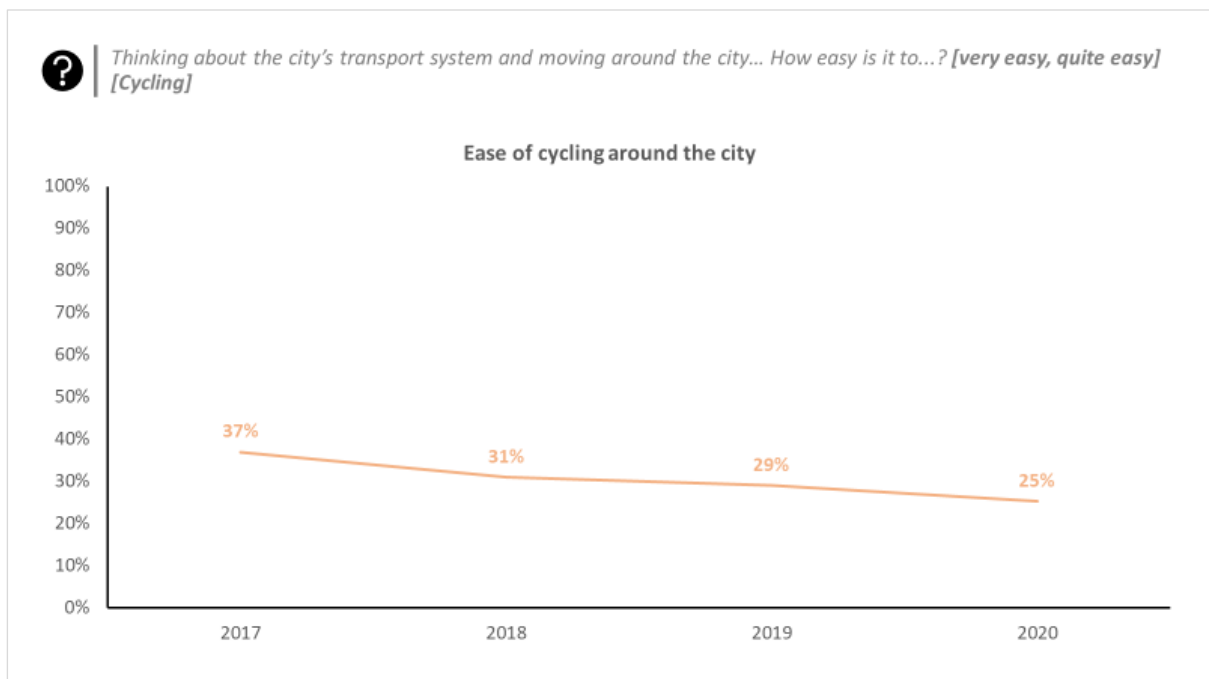
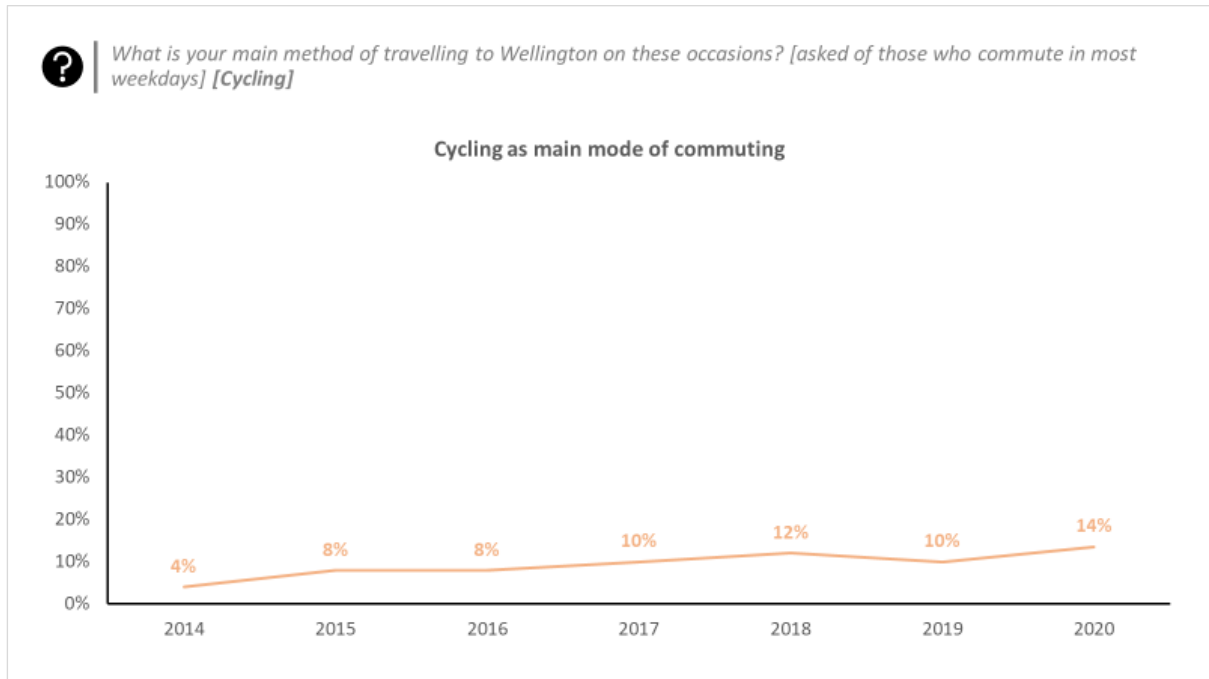


Consistent with the positive movement noted on the previous page, three other measures relating to public transport also increased significantly between 2019 and 2020 (these measures were not asked prior to 2019). However, this is relatively low with only around a third of residents agreeing that Wellington public transport is reliable or of high quality.

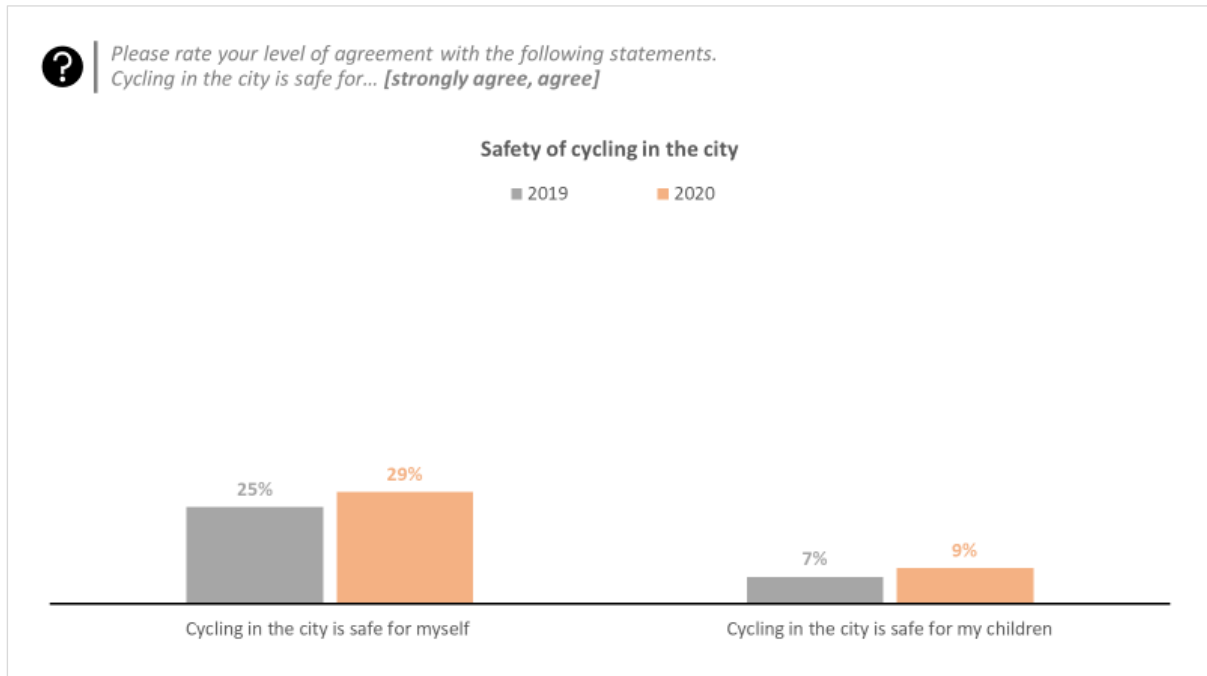


ii. Cycling in the city

Over the past decade commuting by bicycle has slowly become more popular. In 2014 only 4% of residents in our resident survey said their main method of commuting was bicycle - this has increased to 14% in the 2020 edition of the survey. However, the perception of how easy it is to cycle around the city has trended down since 2016, with only a quarter of residents in 2020 saying it is easy to move around the city via bicycle (down 12% since 2016).



In addition, the large majority of residents do not see cycling in the city as safe for either themselves or their children. Less than a third of residents (29%) in 2020 agreed that cycling in the city is safe for themselves, and even an even smaller proportion (among those with children) agreed it was safe for their children (9%).



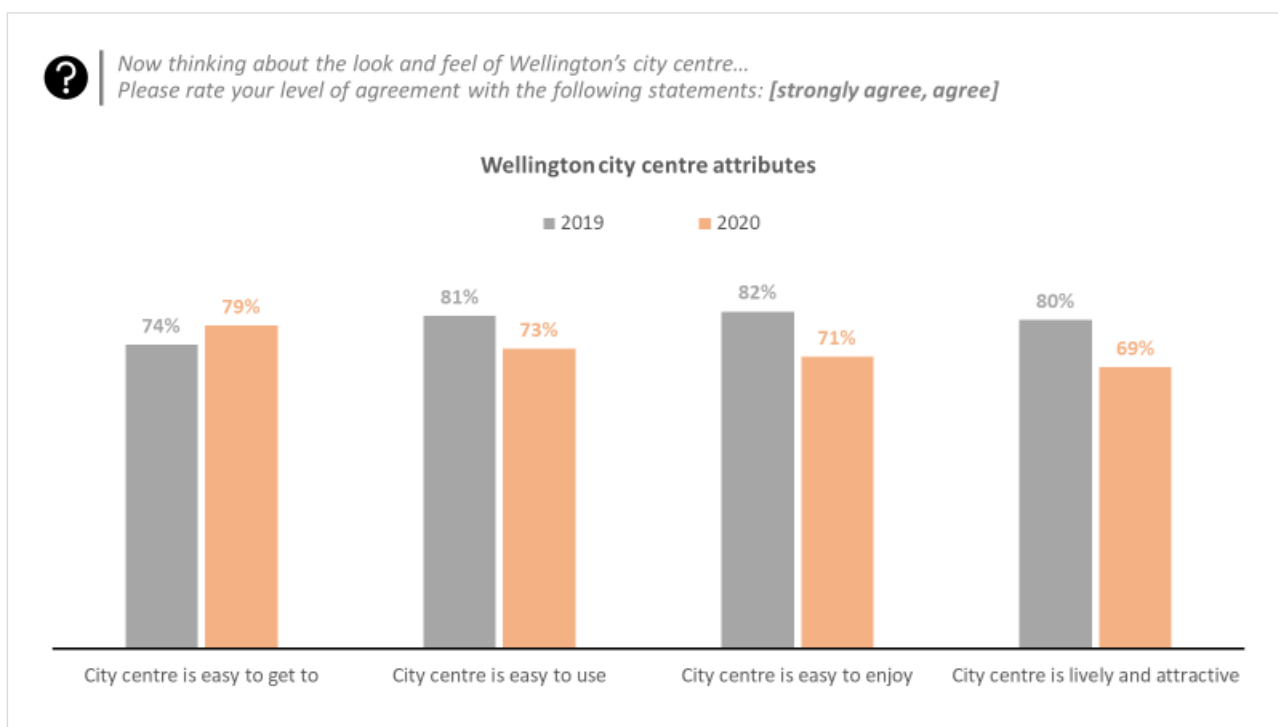
Urban development

i. Look and feel of the city

Agreement with three of the four city centre attributes were down compared to last year:

- 73% (down 8%) of residents in our resident survey agreed the “city centre is easy to use”
- 71% (down 11%) agree the “city centre is easy to enjoy”
- 69% (down 11%) agreed the “city centre is lively and attractive”.

Falling agreement with these city-centre attributes is likely to be at least partly due to the impact of Covid-19 - particularly the attribute relating to the city’s liveliness and attractiveness. However, it is important to keep a close eye on these attributes in future surveys to see if they revert to more historic levels. If this does not occur, there could be other factors at play that need further investigation.

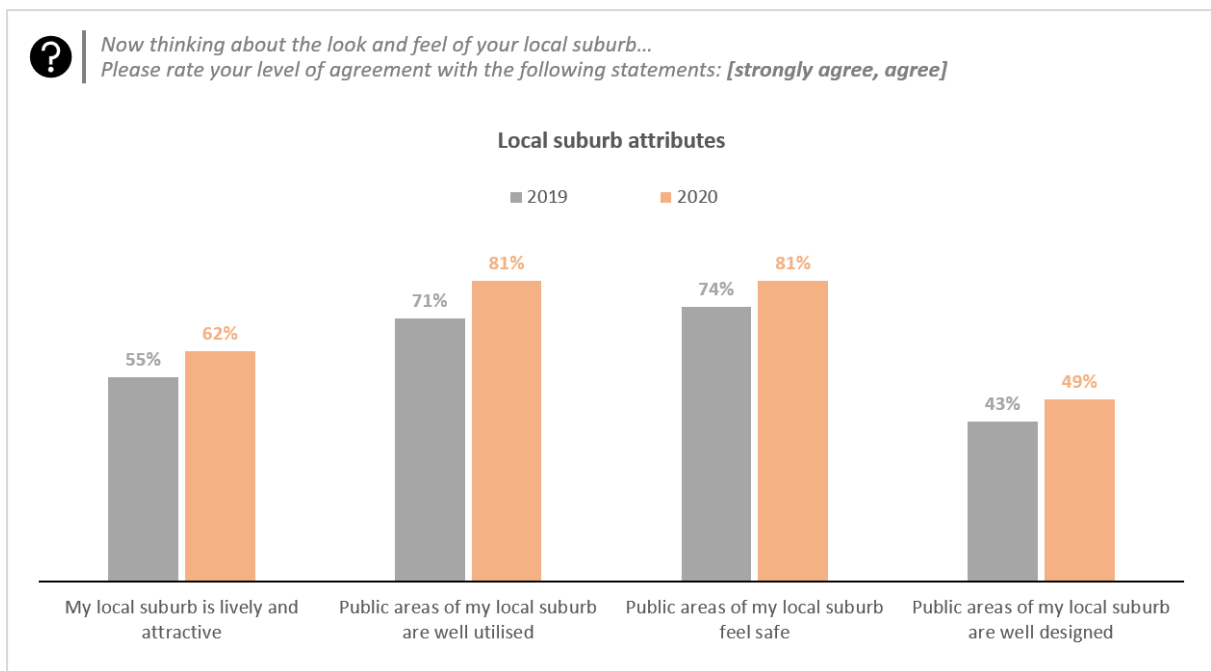


ii. Look and feel of local suburbs

While we have seen a drop in a number of the city-centre attributes, we have seen local suburban centres improve this year with three of the four measures significantly higher.

- 62% (up 7%) of residents agreed that their suburb was “*lively and attractive*”
- 81% (up 10%) agree that public areas of their local suburb were “*well utilised*”
- 81% (up 7%) agreed public areas of their local suburb felt “*safe*”.

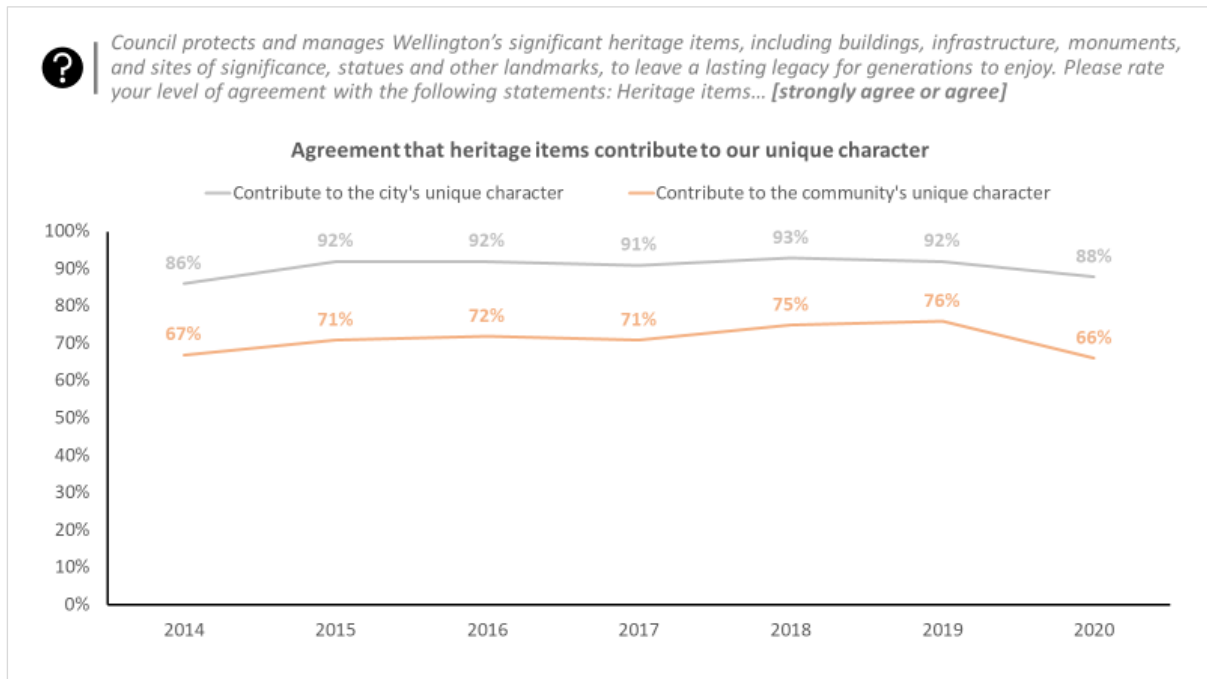
These improvements from last year (to a record level for the statement “*lively and attractive*”) could be related to Covid-19, with more residents working from home and engaging more in their local suburban centres.



iii. Heritage items

There was strong agreement in the 2020 residents survey that heritage items (including buildings, infrastructure, monuments, sites of significance, statues and other landmarks) contribute to the city's unique character. Close to nine in 10 residents (88%) agreed with this statement, consistent with the previous six years.

Residents' views of how much heritage items contribute in their local community was not as strong. Two thirds (66%) agree that heritage items contributed to their communities' unique character. This has fallen 10% since 2019 after steadily rising between 2014 (67%) and 2019 (76%).

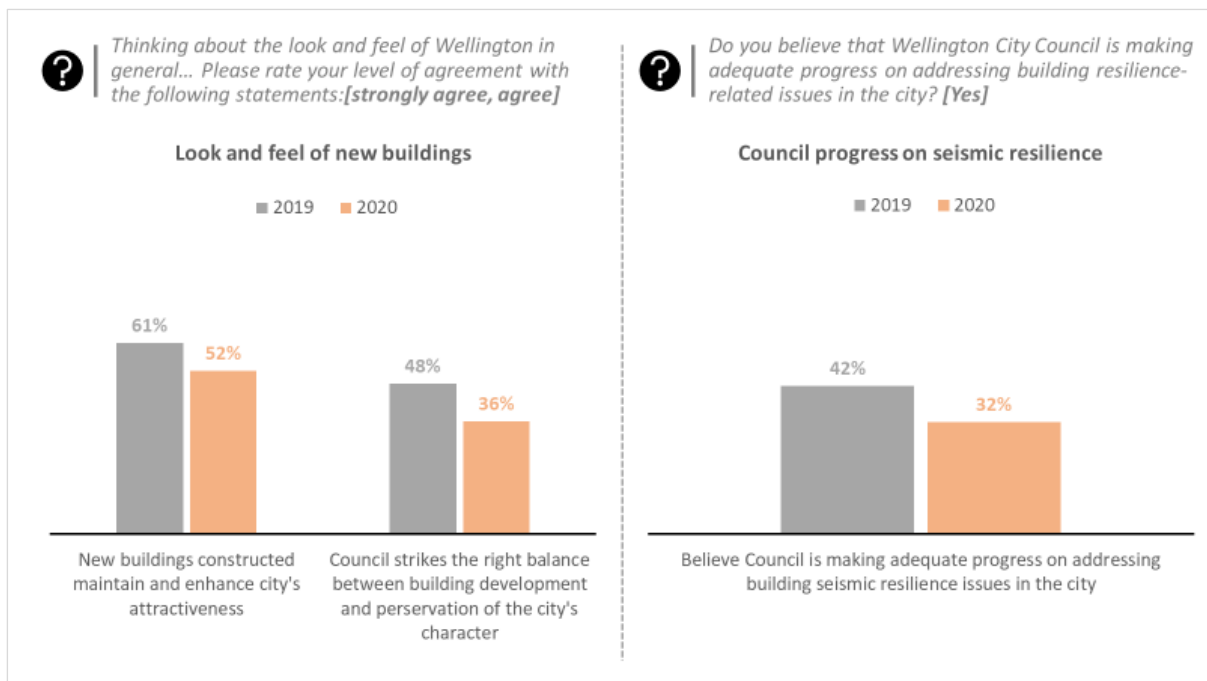


iv. *New building and building resilience issues*

The findings in the 2020 residents' survey suggest a less favourable view from residents with the Council's efforts on urban development and seismic resilience.

Fewer residents agreed that *"new buildings constructed maintain and enhance the city's attractiveness"* (52% down 9% from 2019) and *"Council strikes the right balance between building development and preservation of the city's character"* (36% down 12%).

About a third of residents believed that the Council was making adequate progress on addressing building resilience issues in the city, which was down 10% compared to 2019.

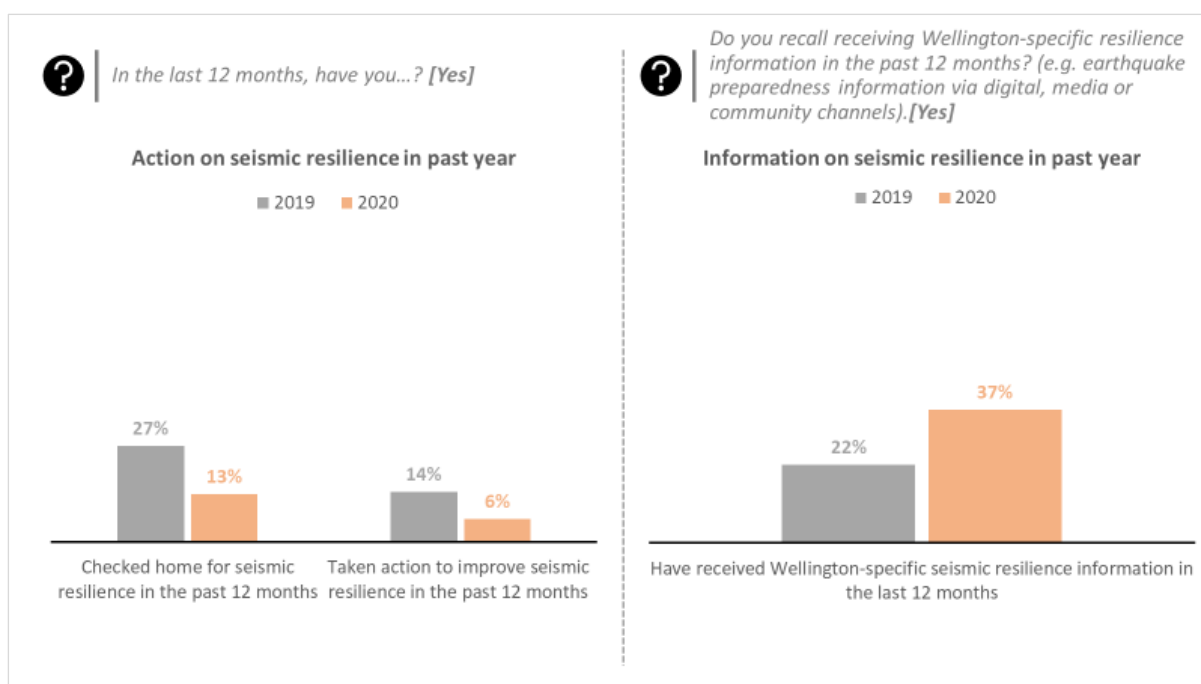


Resilience

i. Seismic resilience

In 2020 there was less action from residents to improve seismic resilience of their homes over the past 12 months. Only 13% of residents said they had checked their home for seismic resilience in the past 12 months (down 14%) while only 6% had taken action to make improvements to their home's seismic resilience (down 8%). This may be a result of more time having passed since the Kaikoura earthquake, meaning these issues are less front of mind, or residents' properties have already been checked or sorted recently (but not in the past 12 months).

More promisingly, over a third (37%) of residents recalled seeing Wellington-specific resilience information in the past 12 months, which was up 15% compared to 2019.



Appendices – A

Full tracking results

Community Well-being							
Measures	2014	2015	2016	2017	2018	2019	2020
Overall ratings							
Quality of life	86%	93%	92%	93%	91%	95%	87%
Important to feel a sense of community with people in the neighbourhood	New in 2019					75%	79%
Have strong social or community networks in Wellington	New in 2019					64%	60%
Neighbourly contact							
Spoken to a neighbour	88%	92%	91%	89%	89%	90%	89%
Given help to a neighbour	55%	58%	62%	55%	58%	57%	55%
Received help from a neighbour	44%	47%	49%	46%	47%	46%	42%
Participated in an activity with a neighbour	34%	38%	36%	33%	33%	33%	33%
Use of Council recreational and community facilities in last 12 months							
A community centre	20%	22%	20%	23%	23%	25%	24%
A community hall	19%	19%	21%	19%	18%	21%	19%
A public library	69%	74%	73%	74%	82%	73%	73%
Visited a public library on average once a month or more	New in 2019					37%	44%
Perceptions of safety in Wellington City							
In the city centre during the day	98%	99%	98%	99%	99%	98%	97%
In the neighbourhood after dark	83%	87%	86%	90%	86%	91%	91%
In the city centre after dark	69%	76%	73%	81%	76%	76%	71%
In your own home after dark	New in 2019					98%	98%
Walking alone in your neighbourhood at night	New in 2019					82%	81%
Specific concerns...							
Poorly lit or dark public areas	71%	61%	63%	59%	55%	61%	59%
Threatening people and/or people behaving dangerously	51%	48%	51%	46%	35%	39%	42%
Alcohol and drug problems	55%	51%	49%	46%	46%	49%	40%
Poorly maintained or dangerous public areas	40%	34%	37%	32%	26%	31%	41%
Traffic	31%	34%	33%	33%	36%	39%	42%
Graffiti	40%	34%	32%	16%	16%	21%	23%
Car theft or vandalism	29%	36%	32%	29%	27%	29%	40%
Dangerous driving	35%	29%	30%	33%	33%	40%	41%
Vandalism	28%	26%	27%	17%	17%	21%	25%
Begging	New in 2018				56%	55%	42%

Community Well-being							
Measures	2014	2015	2016	2017	2018	2019	2020
Housing							
Rarely/never cold	31%	41%	42%	31%	36%	47%	35%
Rarely/never hard to heat	51%	57%	57%	51%	52%	58%	55%
Rarely/never damp	58%	70%	70%	58%	62%	70%	56%
Adequate insulation in exterior walls of home	New in 2017			40%	40%	47%	43%
Adequate insulation in interior walls of home	New in 2017			31%	34%	37%	35%
Adequate insulation in ceiling of home	New in 2017			66%	66%	71%	67%
Adequate underfloor insulation in home	New in 2017			46%	45%	54%	46%

Community engagement and decision making							
Measures	2014	2015	2016	2017	2018	2019	2020
General							
Believe there are opportunities to participate in city decision making	New in 2019					47%	47%
Believe there are adequate opportunities to have say in Council activities	New in 2019					42%	42%
Believe that the Council is proactive in informing residents about their city	New in 2019					45%	43%
Satisfaction with how the Council makes decisions	New in 2019					34%	30%
Council information*							
Average ease of access via	New in 2020						55%
Council website	New in 2020						68%
Council libraries	New in 2020						63%
Social media	New in 2020						52%
Newspapers	New in 2020						37%
*Question wording updated in 2020							

Sport and Recreation							
Measures	2014	2015	2016	2017	2018	2019	2020
Use of Council recreational and community facilities in last 12 months							
A Council recreation centre*	19%	24%	22%	17%	28%	39%	36%
ASB Centre	15%	18%	18%	16%	22%	24%	16%
A Council swimming pool*	35%	42%	44%	35%	44%	42%	42%
Satisfaction with Council recreation facilities							
A Council recreation centre	88%	85%	87%	88%	86%	93%	88%
ASB Centre	88%	86%	91%	95%	95%	96%	94%
A Council swimming pool	82%	85%	88%	87%	90%	97%	88%
Wide range of recreational activities	76%	85%	82%	85%	79%	81%	76%
Easy to access to recreational facilities and programmes	62%	66%	66%	67%	74%	75%	68%
Pool admission charges are affordable	New in 2019					60%	55%
Sport and active recreation							
Participated in informal recreation or sport at least once in last 12 months	New in 2018				73%	70%	68%
Participated in formal recreation or sport at least once in last 12 months	New in 2018				51%	38%	43%
Barriers to participation (selected at least one barrier)**	87%	90%	88%	86%	84%	81%	77%
					81%	75%	84%
Physical activity: Exercise more than 2 1/2 hours a week	65%	71%	74%	73%	74%	70%	77%
Use (in last 12 months)							
Council outdoor grass sportsfields	New in 2019					29%	31%
Council sports field which has artificial turf	New in 2019					15%	14%
Satisfaction with quality and maintenance							
Council outdoor grass sportsfields	83%	78%	73%	72%	73%	84%	85%
Council sportsfield which has artificial turf	89%	89%	84%	78%	81%	91%	94%
*individual rec centres/pools were asked separately in 2019. Calculated as 100% - 'none of these'							
**Top line represents barriers to informal sport & rec, bottom line represents barriers to formal sport & rec							

Natural Environment							
Measures	2014	2015	2016	2017	2018	2019	2020
General							
Wellington's natural environment is appropriately managed and protected	77%	78%	79%	78%	78%	75%	74%
Wellington's connection with nature improves residents' quality of life	91%	93%	95%	95%	95%	94%	97%
Wellington is an eco-city	29%	25%	33%	31%	31%	32%	31%
Use (at least once a month)							
Wellington City's coastal areas or beaches	53%	56%	56%	54%	59%	54%	62%
Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve	24%	24%	23%	24%	23%	22%	30%
Wellington City Council parks	60%	53%	56%	56%	58%	63%	75%
Forested areas and outer green belt	33%	31%	33%	35%	38%	45%	55%
The city's walking tracks and trails	34%	38%	39%	46%	47%	46%	57%
Wellington's streams	13%	17%	14%	15%	15%	17%	21%
Playgrounds	New in 2019					21%	22%
Waterfront	New in 2019					71%	74%
Satisfaction with quality and maintenance							
Wellington City's beaches and coastal areas	86%	82%	84%	84%	84%	83%	79%
Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve	96%	92%	94%	93%	94%	95%	90%
Wellington City Council parks	89%	87%	87%	90%	86%	84%	82%
Forested areas and outer green belt	81%	77%	80%	81%	83%	83%	83%
The city's walking tracks	83%	81%	83%	83%	83%	83%	82%
Wellington's streams	63%	51%	49%	41%	50%	49%	53%
Playgrounds	New in 2019					87%	74%
Waterfront	New in 2019					89%	82%
Ease of access							
Your local park	93%	95%	96%	96%	94%	94%	91%
Wellington City's coastal areas or beaches	88%	89%	89%	90%	89%	86%	84%
Forested areas and outer green belt	New in 2020						78%
Walking tracks and trails	New in 2019					85%	84%
Pest trapping - currently undertaking predator control							
New in 2019						31%	27%

Climate Change							
Measures	2014	2015	2016	2017	2018	2019	2020
Transport (e.g. driving and/or flying less, use or purchase of EV)			New in 2019			50%	57%
Waste (e.g. reduce, re-use, recycle where possible)			New in 2019			91%	84%
Food (e.g. buying locally, eating less meat, growing own food)			New in 2019			62%	66%
Energy (e.g. use renewable energy, installed smart-meter)			New in 2019			27%	27%
Anything else			New in 2019			10%	9%
None of the above			New in 2019			5%	8%

Waste Management							
Measures	2014	2015	2016	2017	2018	2019	2020
Kerbside recycling							
Use (at least once a month)	60%	61%	96%	98%	97%	94%	93%
Satisfaction	78%	86%	84%	77%	76%	65%	74%
Council rubbish bags							
Use	58%	63%	59%	63%	67%	68%	70%
Satisfaction	76%	85%	85%	78%	79%	71%	80%

Arts, Culture and events							
Measures	2014	2015	2016	2017	2018	2019	2020
Agreement that different lifestyles and cultures make Wellington a better place to live	67%	78%	78%	80%	81%	83%	84%
Wellington has a culturally rich and diverse arts scene	89%	91%	92%	90%	93%	90%	88%
Wellington is the events capital of New Zealand	48%	46%	52%	47%	42%	31%	42%
Distinct local identity is appropriately valued and protected	72%	76%	78%	73%	77%	80%	69%
Participation							
Attended or participated in cultural and arts activities (at least once a month)	32%	43%	38%	43%	49%	43%	38%
Attended an arts and cultural event or festival* (in last 12 months)	New in 2020						68%
Satisfaction							
Council delivered arts and cultural event or festival attended	New in 2019					81%	86%
Museums Trust							
Heard of...							
Cable Car Museum	92%	95%	97%	94%	95%	96%	93%
Capital E	79%	89%	90%	87%	81%	92%	75%
Space Place at Carter Observatory	90%	96%	97%	87%	90%	92%	89%
City Gallery Wellington Te Whare Toi	86%	93%	95%	90%	91%	93%	89%
Nairn Street Cottage Museum	56%	60%	58%	50%	50%	60%	50%
Wellington Museum	92%	98%	97%	90%	93%	94%	91%
New Zealand Cricket Museum	51%	57%	61%	56%	55%	61%	47%
Visited...							
Cable Car Museum	43%	35%	35%	32%	32%	30%	31%
Capital E	11%	13%	15%	14%	9%	12%	8%
Space Place at Carter Observatory	25%	20%	21%	19%	19%	17%	19%
City Gallery Wellington Te Whare Toi	42%	49%	49%	46%	49%	47%	39%
Nairn Street Cottage Museum	4%	4%	4%	3%	3%	3%	4%
Wellington Museum	48%	42%	46%	48%	51%	45%	47%
New Zealand Cricket Museum	3%	3%	4%	3%	4%	3%	2%
*Question wording updated in 2020							

Māori culture and te reo in Wellington							
Measures	2014	2015	2016	2017	2018	2019	2020
Māori culture and te reo in Wellington							
Māori culture and te reo is appropriately visible in the city	New in 2020						45%
Māori culture and te reo is appropriately recognised in the city	New in 2020						41%
Council active in revitalising te reo Māori in the city	New in 2020						46%
Council active in revitalising Māori cultural heritage in the city	New in 2020						41%

Transport							
Measures	2014	2015	2016	2017	2018	2019	2020
Children in household walk to/from school at least once week	67%	66%	65%	73%	67%	49%	68%
Children in household cycle to/from school at least once week	New in 2018				22%	20%	20%
Children in household scooter or skateboard to/from school at least once week	New in 2019					16%	21%
Getting around							
Roads and public transport allow easy access from suburbs to city	64%	65%	63%	62%	64%	37%	53%
Ease of walking around city	88%	87%	91%	93%	93%	93%	88%
Ease of driving around city	51%	51%	45%	45%	43%	39%	37%
Ease of cycling around city	New in 2017			37%	31%	29%	25%
Ease of getting around on public transport	New in 2019					44%	61%
Satisfaction							
Walking on Wellington's footpaths	New in 2019					87%	77%
Cycling on Wellington's cycleways	New in 2019					33%	34%
Public Transport							
Affordable	38%	46%	41%	45%	45%	38%	41%
Reliable	New in 2019					16%	34%
Of high quality	New in 2019					22%	33%
Cycling in the city							
Agree that cycling in the city is safe for myself	New in 2019					25%	29%
Agree that cycling in the city is safe for my children	New in 2019					7%	9%
Weekday travel							
Travel into central Wellington most weekdays	63%	66%	65%	68%	68%	63%	62%
<i>by</i>							
Car	31%	33%	32%	27%	25%	30%	22%
Motorbike	2%	2%	2%	1%	1%	2%	4%
Bus	28%	27%	30%	28%	31%	28%	23%
Train	6%	3%	3%	6%	4%	3%	6%
Bicycle	4%	8%	8%	10%	12%	10%	14%
Walk	27%	23%	23%	24%	24%	24%	30%
Scooter	1%	3%	1%	3%	1%	0.3%	1%
Ferry	New in 2019					0.3%	0%

Transport							
Measures	2014	2015	2016	2017	2018	2019	2020
Peak hour travel							
Travel into/through central Wellington during weekday peak hour traffic	66%	69%	69%	70%	71%	63%	67%
Peak traffic volumes acceptable	53%	47%	43%	42%	38%	35%	37%
Parking							
Satisfaction with availability of on-street parking - during the week	26%	32%	31%	27%	26%	26%	22%
Satisfaction with availability of on-street parking - on the weekend	34%	35%	34%	31%	35%	27%	29%
City's parking enforcement is fair	33%	50%	48%	50%	53%	43%	38%

Urban development							
Measures	2014	2015	2016	2017	2018	2019	2020
Wellington as a place to live, work and play							
Wellington is a great place to live, work and play	New in 2017			95%	92%	95%	91%
Sense of pride in the way the city looks and feels	75%	85%	84%	85%	85%	84%	82%
Look and feel of city							
City centre is lively and attractive	80%	86%	85%	87%	86%	80%	69%
City centre is easy to get to	New in 2019					74%	79%
City centre is easy to use	New in 2019					81%	73%
City centre is easy to enjoy	New in 2019					82%	71%
Regeneration adds to the city's vibrancy	New in 2019					89%	86%
New buildings constructed maintain and enhance city's attractiveness	New in 2019					61%	52%
Council strikes the right balance between building development and preservation of the city's character	New in 2019					48%	36%
Look and feel of suburb							
Suburban centre is lively and attractive	45%	48%	47%	50%	48%	55%	62%
Character of historic suburbs is adequately retained	New in 2019					63%	59%
Public areas - are well utilised	New in 2019					71%	81%
Public areas - feel safe	New in 2019					74%	81%
Public areas - are well designed	New in 2019					43%	49%
Seismic resilience							
Believe the Council is making adequate progress on addressing building resilience-related issues in the city	New in 2019					42%	32%
Heritage Items							
Contribute to the city's unique character	86%	92%	92%	91%	93%	92%	88%
Contribute to the community's unique character	67%	71%	72%	71%	75%	76%	66%
Are appropriately valued and protected in Wellington*	60%	64%	69%	66%	70%	63%	58%
Are appropriately valued and protected in my local community**	49%	48%	53%	50%	60%	53%	50%
*Prior to 2019 asked as "Heritage items are valued and protected in the central city"							
**Prior to 2019 asked as "Heritage items are valued and protected in suburban areas"							

Resilience							
Measures	2014	2015	2016	2017	2018	2019	2020
Discussed emergency preparedness with a neighbour	19%	16%	14%	21%	15%	12%	19%
Emergency items access							
At home	80%	81%	81%	85%	83%	84%	81%
At your workplace	New in 2018				67%	77%	76%
At your place of education	New in 2018				41%	46%	43%
In the motor vehicle you use most often	New in 2019					33%	38%
Other daily destination	New in 2018				15%	10%	13%
Perceptions of safety in an emergency							
Feel physically safe - at home	New in 2019					85%	85%
Feel physically safe - at work	New in 2019					69%	72%
Feel physically safe - at place of education	New in 2019					76%	66%
Feel physically safe - in the motor vehicle you use most often	New in 2020						64%
Feel physically safe - other daily destination	New in 2020						23%
Seismic resilience							
Checked home for SR in the past 12 months	New in 2019					27%	13%
Taken action to improve SR in the past 12 months	New in 2019					14%	6%
Have received wellington-specific SR information in the last 12 months	New in 2019					22%	37%

Infrastructure							
Measures	2014	2015	2016	2017	2018	2019	2020
Water							
Satisfaction with stormwater management	New in 2016		68%	62%	62%	51%	43%
Satisfaction							
Road condition	67%	66%	66%	65%	73%	72%	69%
Street lighting in the city centre	78%	80%	78%	81%	84%	78%	78%
Street lighting in suburban area	51%	55%	54%	60%	62%	60%	59%

Appendices – B

Detailed Methodology – 2020 RMS

The RMS was conducted in June and July 2020 with the *Capital Views* Wellington City residents research panel. This panel is recruited and managed by *PublicVoice*² on behalf of Wellington City Council and is representative of the Wellington City population in terms of age, gender and council ward³. Only residents within Wellington City electoral boundaries are included in this panel.

Owed to the number of questions asked, the survey was conducted in two parts using the online survey tool *Voxco*, which is also managed by *PublicVoice*. The R/E Team were responsible for all other aspects of the survey, including survey design, construction, analysis and reporting of results.

This year, the survey was sent to over 3000 residents and remained open until minimum quotas for age, gender and ward) were met. The final sample size for 2020 was 696 for part one and 627 for part two, post-weighting. The standard margin of error at 95% confidence level was 3.7% for Part 1 and 3.9% for Part 2. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 3.7% or 3.9%.

Participation in the survey was incentivised; one of ten \$50 supermarket vouchers were available through a random draw to all participants who completed either Part 1 or Part 2. Winners were randomly selected and gifted their prizes in July 2020.

Once the survey was closed, the data was downloaded from *Voxco* and post-weighted by *PublicVoice* to be representative of the wider Wellington City population based on age, gender and council ward. Data tables were shared by Wellington City Council, and then incorporated into reporting. All *blank* and *not applicable* responses were removed from final analysis and *don't know* responses were removed from questions with a 5-point scale only.

The majority of the scales used across the RMS are 5-point scales which consist of two positively posed answer choices, a neutral option and two adversely posed answer choices. Where a scale is used, results are reported as the aggregate of the top two answer choices unless otherwise stated. For example, 'satisfaction' reflects the sum of *very satisfied* and *satisfied*; 'agreement' reflects the

² Public Research and Engagement Company

³ Representative with regards to age, gender and council ward based on 2018 Census data

sum of *strongly agree* and *agree*; and 'good' reflects the sum of *good* and *very good*.

Quality Control

Wellington City Council business units reviewed and confirmed the survey questions to ensure relevance and usefulness prior to survey launch. The wording of survey questions was kept consistent wherever possible to allow for yearly comparisons, whilst also aligning with Key Performance Indicators (KPIs) where required.

The R/E team signed off the final version of the survey and engaged with *PublicVoice* to continue the roll-out of the survey to the remainder of the sample. Both *PublicVoice* and R/E team monitored the survey continuously whilst in field to confirm that no problems were occurring and to keep track of progress against sample quota targets.

Sample Demographics

Part 1	
Age	
18-29	29%
30-39	19%
40-49	18%
50-64	20%
65+	14%
Gender	
Male	48%
Female	51%
Gender diverse	1%
Prefer not to say	1%
Ward	
Lambton	23%
Northern	24%
Onslow-Western	21%
Eastern	19%
Southern	14%
Ethnicity	
NZ European	77%
Māori	6%
Pacific Peoples	2%
Asian	10%
European Other	10%
Middle Eastern/Latin American/African	2%
Other (please specify)	8%

Table 1. Sample demographics for 2020 RMS – Part 1. Figures rounded to one decimal place, post weighting.

Part 2	
Age	
18-29	29%
30-39	19%
40-49	18%
50-64	20%
65+	14%
Gender	
Male	48%
Female	51%
Gender diverse	1%
Prefer not to say	1%
Ward	
Lambton	23%
Northern	24%
Onslow-Western	21%
Eastern	19%
Southern	14%
Ethnicity	
NZ European	79%
Māori	7%
Pacific Peoples	2%
Asian	8%
European Other	8%
Middle Eastern/Latin American/African	1%
Other (please specify)	6%

Table 2. Sample demographics for 2020 RMS – Part 2. Figures rounded to one decimal place, post-weighting.

Appendices – C

Measures 2019 and prior

Measures that did not appear in 2020 but which do have previous year trend series.

Measure not included in 2020						
Measure	2014	2015	2016	2017	2018	2019
General						
Wellington is the arts capital of New Zealand	68%	63%	66%	64%	65%	52%
Ease of access						
Green open spaces	90%	92%	92%	93%	93%	85%
Visited in last 12 months						
Zoo	48%	52%	52%	47%	42%	42%
Zealandia	31%	32%	35%	39%	42%	40%
Look and feel of City						
City maintaining high quality urban design	New 2016		55%	51%	53%	46%
Waterfront						
Visited at least once a month	68%	75%	75%	78%	77%	71%
Satisfaction with experience at the waterfront	88%	94%	92%	95%	93%	89%
Cycleways						
Use (in last 12 months)	13%	21%	19%	20%	23%	23%
Satisfaction with safety	16%	28%	34%	27%	36%	36%
Satisfaction with maintenance	35%	38%	50%	42%	56%	54%
General						
Value for money	57%	68%	62%	69%	69%	62%
Level of consultation - the right amount	44%	53%	54%	55%	59%	46%
Understand how council makes decisions	30%	35%	33%	39%	40%	42%
Believe decisions are made in the best interest of the city	36%	36%	36%	51%	48%	40%
Cable Car						
Use (at least once a month)	13%	12%	11%	4%	6%	8%
Standard and operational reliability is good	92%	92%	94%	94%	94%	90%
Value...						
Cable Car Museum	86%	87%	85%	86%	87%	89%
Capital E	89%	89%	90%	92%	92%	92%
Space Place at Carter Observatory	98%	98%	99%	99%	99%	98%
City Gallery Wellington Te Whare Toi	94%	96%	96%	95%	98%	96%
Nairn Street Cottage Museum	87%	86%	91%	89%	89%	85%
Wellington Museum	96%	97%	97%	100%	99%	99%
New Zealand Cricket Museum	67%	67%	68%	67%	65%	62%
Good experience...						
Cable Car Museum	89%	89%	89%	89%	91%	89%
Capital E	89%	94%	94%	91%	93%	95%
Space Place at Carter Observatory	92%	96%	99%	100%	95%	92%
City Gallery Wellington Te Whare Toi	94%	96%	93%	95%	95%	95%
Nairn Street Cottage Museum	90%	91%	91%	100%	96%	94%
Wellington Museum	94%	95%	98%	96%	97%	97%
New Zealand Cricket Museum	92%	100%	71%	77%	82%	78%