

# Residents Monitoring Survey

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August 2021

# 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 2021. 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 2021 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 2021, part one was 19 minutes long, and part two was 20 minutes long.
- The Research and Evaluation Team were responsible for questionnaire design, survey scripting and quota monitoring while PublicVoice managed email mail-out of the invitations. Once the survey was complete, the Research and Evaluation team were responsible for data analysis and reporting.
- This year, the surveys were sent to around 3,500 residents for part one and 5,000 for part two. Final distribution numbers were determined by monitoring of quotas, hence part two was sent to a higher number of panel members to ensure minimum quotas for age, gender and ward were met.
- The final sample size for 2021 was 866 for part one and 1138 for part two, which were post-weighted to be representative by age, gender and ward. The standard margin of error at 95% confidence level was 3.3% for part one and 2.9% for part two. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 3.3% / 2.9%.

## Reporting notes:

- In 2020 'don't know' responses were excluded from both scale type questions as well as some (but not all) other question types. This methodology was inconsistent with the process followed in previous years (2019 and earlier) where 'don't know' responses were only excluded from scale type questions. For the 2021 results we have reverted back to the 2019 methodology, and recalculated some of the 2020 results where 'don't knows' were excluded but should not have been.
  - The impact of this change on any tracking results is negligible as on questions where we have re-included the 'don't know' responses they were universally low proportions who answered 'don't know', both this year and historically (1% or 2% in most cases).
  - 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  $25\% + 15\% = 41\%$ .

# Executive Summary

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# Wellington City Council services and facilities

**Despite disruption over the year, perceptions of Wellington City Council services and facilities have remained relatively steady in 2021.**

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## **Parks, sports and recreation**

Usage and satisfaction of recreation centres, swimming pools and sports fields remain steady, and while usage of green spaces grows, satisfaction with maintenance remains steady.

## **Libraries and community centres**

Usage of libraries, community centres and community halls remains steady on previous years.

## **Arts and events**

Participation and satisfaction with Wellington City Council delivered arts and events remains steady on previous years.

## **Waste management**

Usage and satisfaction of kerbside recycling and rubbish collection remain steady, while satisfaction with stormwater management continues to trend down.

## **Transport**

While the percentage of city commuters cycling into the city has increased since 2014, satisfaction of cycleways has remained steady. Satisfaction with footpaths has continued to decline, and satisfaction with the condition of roads has returned to levels in 2017. Satisfaction with provision of parking remains steady.

## **Street lighting**

Satisfaction with suburban street lighting is steady on previous years, however satisfaction with city street lighting has declined.

# Perceptions of the Council and city

**Understandably, what we have been hearing from the community is reflected in results this year with a decline in some perceptions of the city and the Council.**

## Perceptions of the Council's decision-making

Satisfaction with how the Council makes decisions has declined this year, alongside resident agreement that the Council makes decisions in the best interests of the city, and that residents understand how the Council makes decisions.

When asked why they were dissatisfied with how the Council makes decisions, 42% of respondents mentioned infrastructure issues (for example three waters, Let's Get Wellington Moving, earthquake resilience), 22% of respondents mentioned that they didn't feel residents were listened to or that they were unhappy with consultation outcomes, 19% around political issues (e.g. the Winder review, infighting) and 19% that the Council is focused on the wrong areas or vanity projects.

Perceptions around the opportunity to participate in city decision making and ability to have their say in Council activities has slightly declined since 2020. While these results are lower than 2020 and 2019, due to the sample sizes in this study the differences are not statistically significant shifts.

## Perceptions of Wellington city

Three quarters (76%) of residents agree that Wellington is a good place to live, work and play. This is a significant decline on the previous four years (where the average was 93%).

A similar decline has been seen across perceptions of the city including:

- Pride in the look and feel of Wellington City, it being lively and attractive, and the events capital of New Zealand.
- The city centre being an easy place to get to, use and enjoy.
- Sense of safety in the CBD after dark (sense of safety during the day and in their local suburb are steady).
- Perceptions of Wellington's natural environment being appropriately protected and the city as an eco-city.

Continued declining trends in:

- Ease of driving or cycling in the city and acceptable amount of peak traffic.
- Agreement that the Council's building and development control settings strike the right balance between allowing development and preserving character.
- Perception that heritage items contributing to the city / community's unique character and that they are appropriately valued and protected.
- Agreement that Wellington's distinct local identity is appropriately valued and protected.

Despite these shifts, others remain steady:

- Attractiveness and utilisation of suburban centres.
- Perceptions around community and the positive impact of diversity.
- Agreement that Wellington's art scene is culturally rich and diverse.
- Perceptions of recognition and visibility of Māori culture and te reo in the city.
- Agreement that regeneration of the city adding to it's vibrancy.

# City Perceptions

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# Overall Wellington perceptions

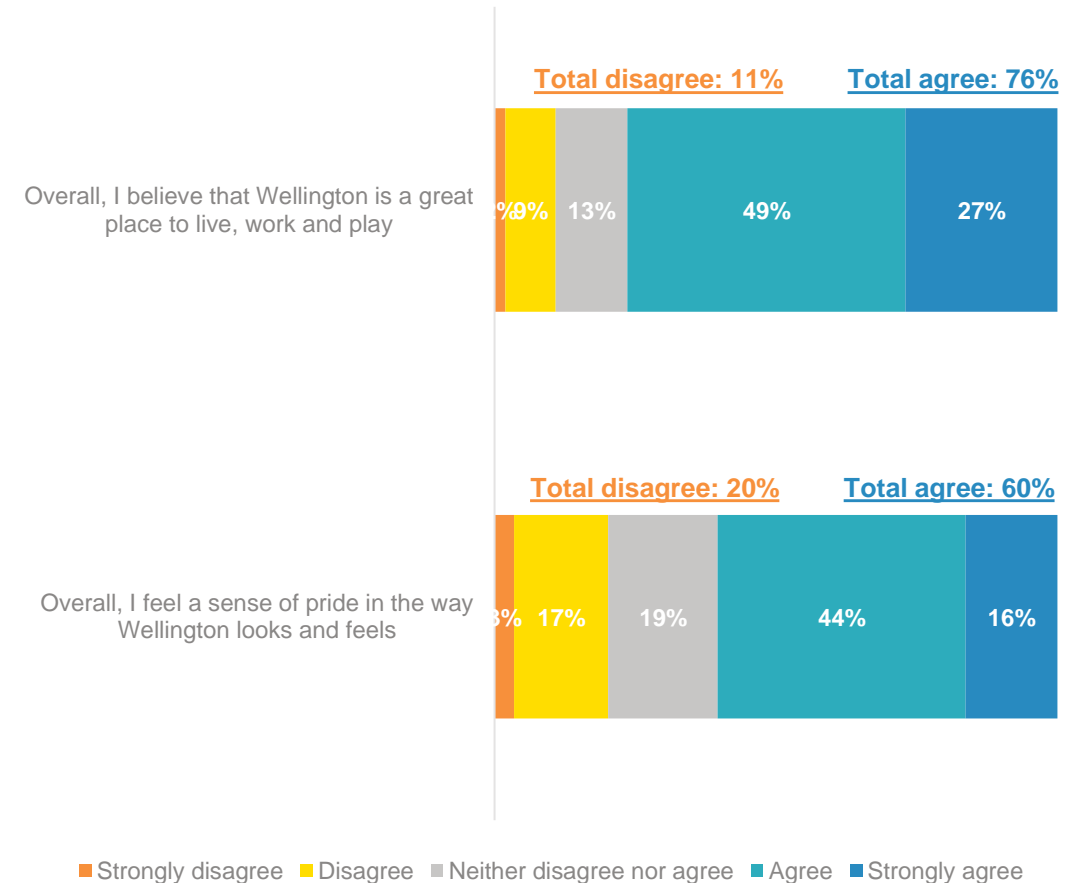


Thinking about the look and feel of Wellington in general...

- Around three quarters (76%) of residents 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 (60% agreed).
- Agreement with both statements have decreased significantly since the 2020 survey.
  - Sense of pride saw the most dramatic shift. The current result represents a 22% drop compared to last year. This result has been consistently in the 90% range going back to 2017.
  - Perception of Wellington as a great place to live, work and play fell 15% to 76%. This result has been consistently in the 80% range going back to 2015.

## Demographic differences

- Respondents 60 years and over were more likely to agree that Wellington is a great place to live, work and play (83%), while renters were less likely to agree (60%).

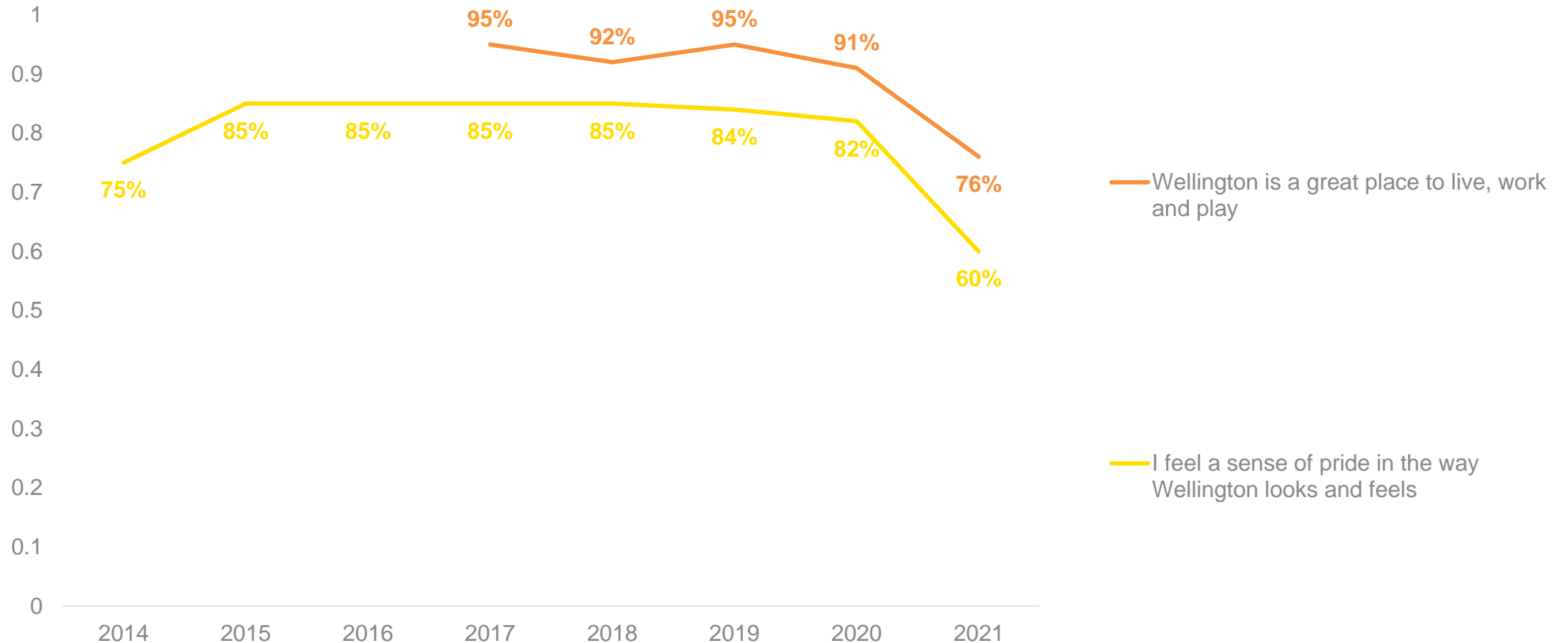




# Urban development activities – tracking



Council manages a wide portfolio of urban development activities. This includes urban planning and design, public spaces development, building and development control and earthquake-resilience strengthening. Thinking about the look and feel of Wellington in general... **Total agree**



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

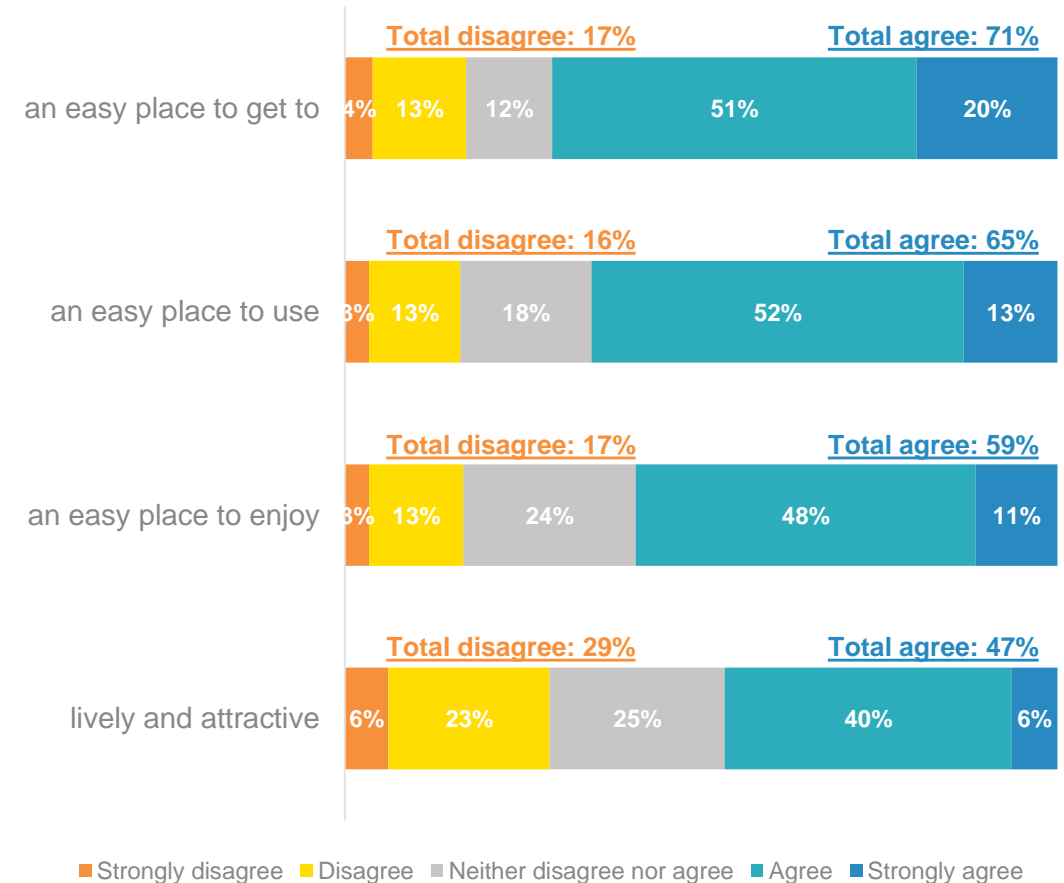
# City centre attributes

- Respondents were asked how much they agreed or disagreed with a range of attributes of Wellington’s central city.
- There was the highest level of agreement with the statements that the city is easy to get to (71% agreed) and an easy place to use (65%). Over half (59%) agreed that the city centre was an easy place to enjoy, while about half (47%) agreed that it is lively and attractive.
- While there is still more agreement than disagreement with all of these attributes, compared to the last survey agreement has declined across the board (ranging from an 8% to a 22% reduction). In particular, agreement that the city centre is lively and attractive has declined to 47% from 69% agreement in 2020, while tracking between 2014 and 2019 at 80% or above.

## Demographic differences

- Respondents over 60 years old were less likely to agree that the city centre is lively and attractive and that it was an easy place to enjoy (38% and 51% respectively).
- Southern and Lambton Ward respondents were more likely to agree that the city centre is easy to get to (82% and 84% respectively). Northern Ward respondents were less likely to agree (58%).
- Females were more likely than males to agree that the city centre is easy to get to (77% vs 65%). Renters were more likely than homeowners to agree with this statement (78% vs 67%).
- Respondents aged 30-44 were less likely to agree that the city centre is easy to get to (62%).
- Lambton Ward respondents were more likely to agree that the city centre is an easy place to get to (76%). Eastern Ward respondents were less likely to agree (55%).

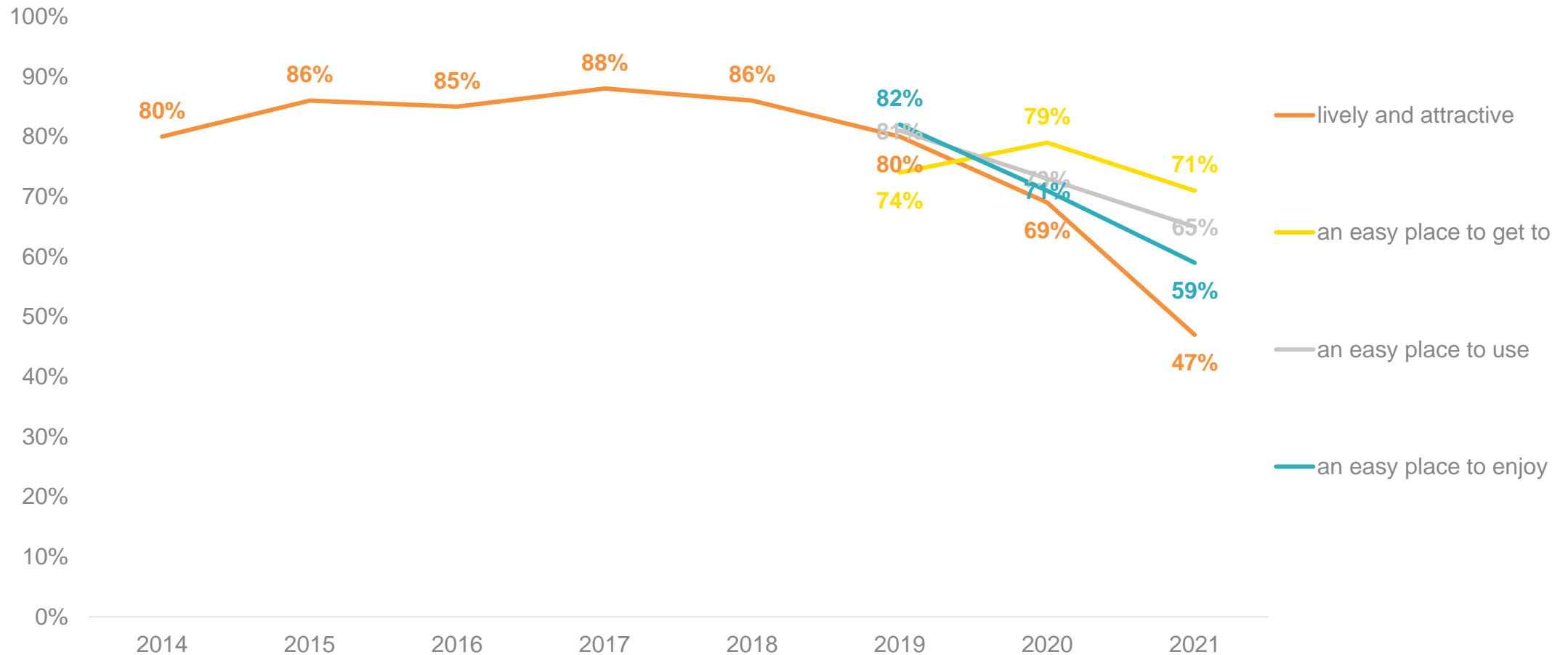
**?** Now thinking about the look and feel of Wellington’s city centre...Please rate your level of agreement with the following statements: **Wellington’s city centre is...**



# 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

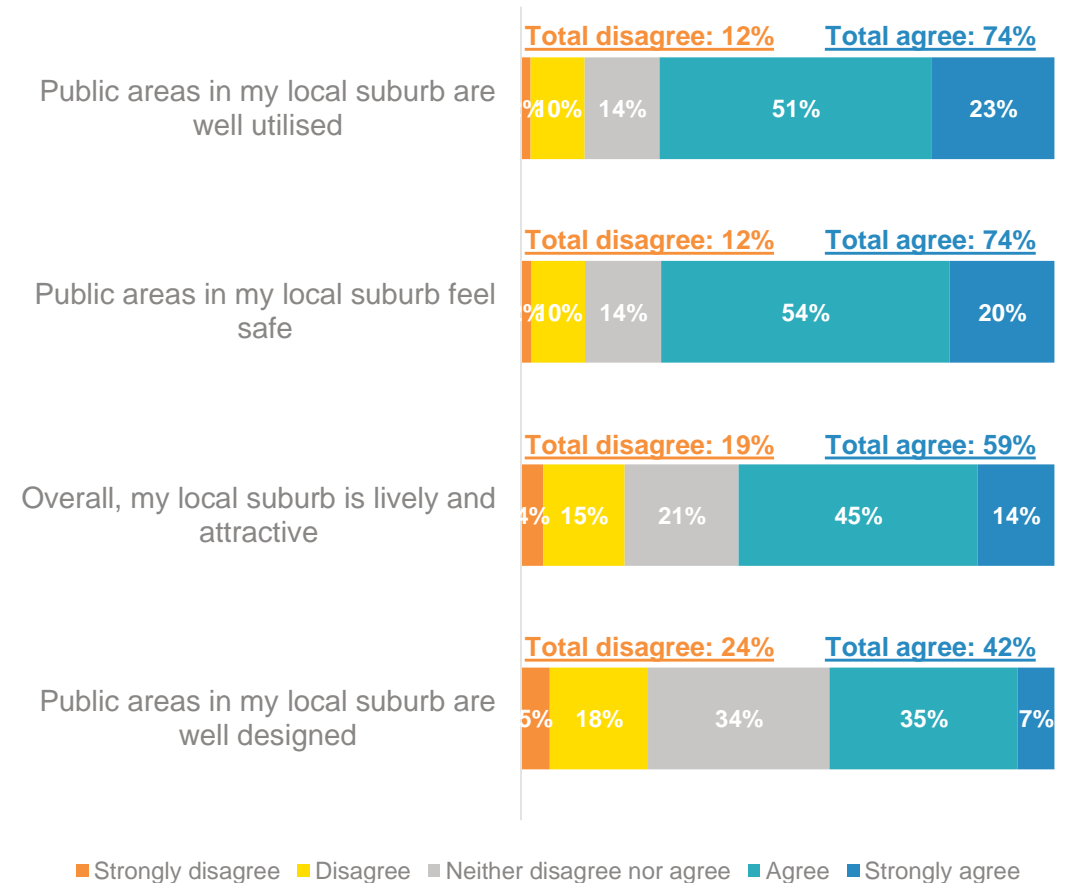
- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (74% agreed with each). Over half (59%) agreed that their suburb was lively and attractive, while less than half (42%) agreed that their local suburb was well designed.
- Results were largely consistent with previous years with some small down movements compared to last year, however the overall trend is relatively flat for most statements.
- Agreement that the local suburb is well utilised was consistent with last years results, however this has trended up over the past few years with only 48% agreeing in 2018.

## Demographic differences

- Respondents from the Northern Ward were less likely to agree that their local suburb was lively and attractive (40%).
- Respondents aged 45-59 were more likely to agree that areas in their local suburb are well utilised (82%).
- Homeowners and Onslow-Western Ward respondents were more likely to agree that their local suburb feels safe (78% and 86% respectively). Lambton Ward respondents were less likely to agree with this statement (56%).



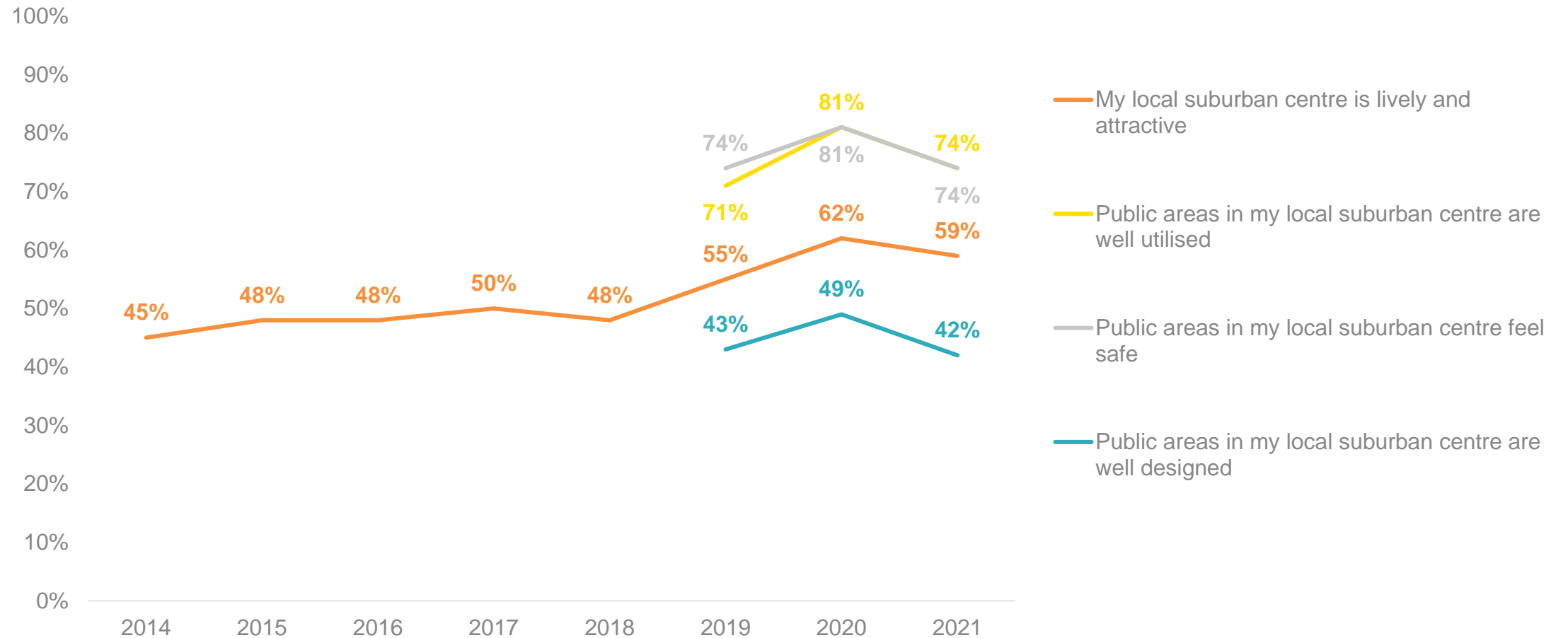
Now thinking about the look and feel of your local suburb...Please rate your level of agreement with the following statements:



# 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')

# Governance

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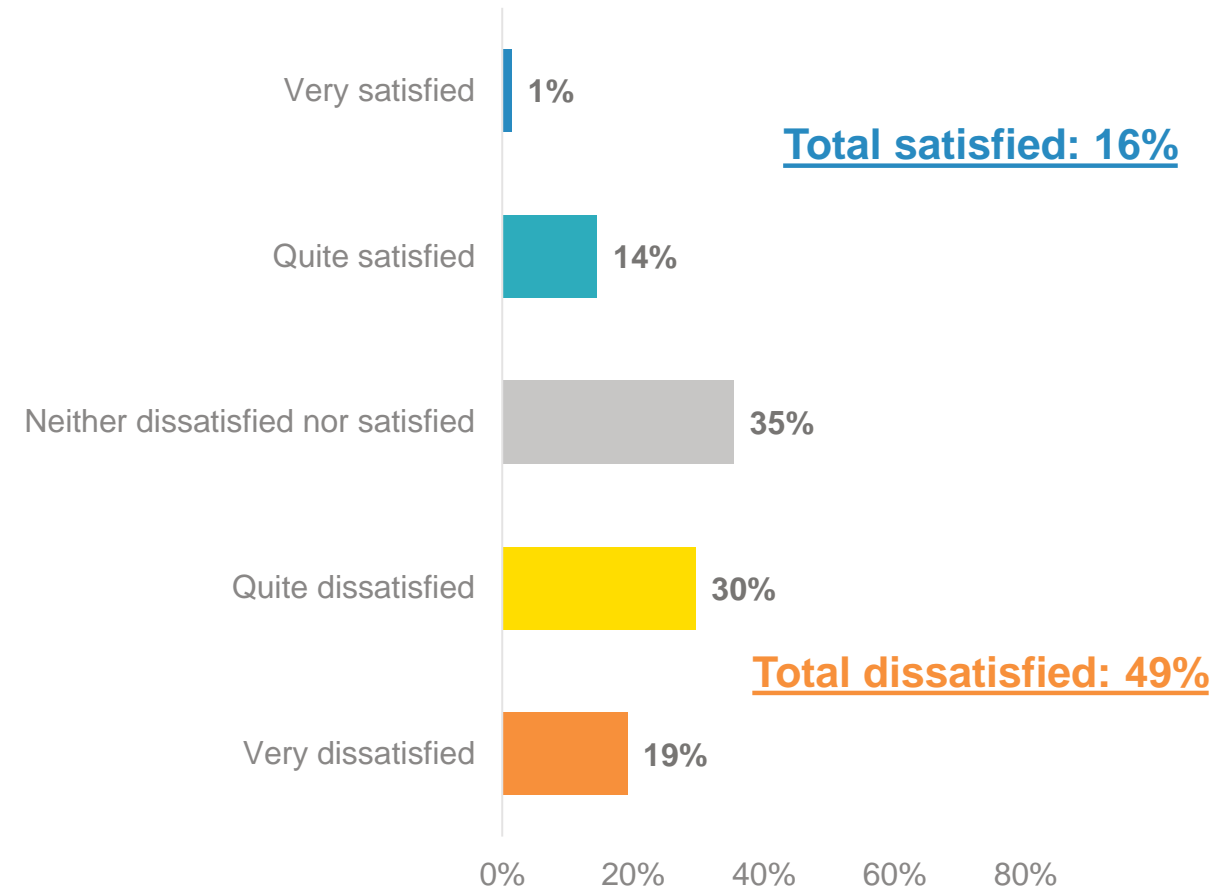
# Overall satisfaction with the Council’s decision making

- There was more dissatisfaction than satisfaction with how the Council makes decisions, with about half (49%) of respondents dissatisfied and 16% satisfied.
- The level of satisfaction has halved compared to 2020 where 30% of respondents were satisfied.

### Demographic differences

- Males were more likely to be dissatisfied than females (57% compared to 41%). However, females were not more satisfied, they were more likely to be neutral.
- Respondents from the Eastern Ward were more likely to be dissatisfied (63%).

**?** Overall, how satisfied are you with how Council makes decisions?



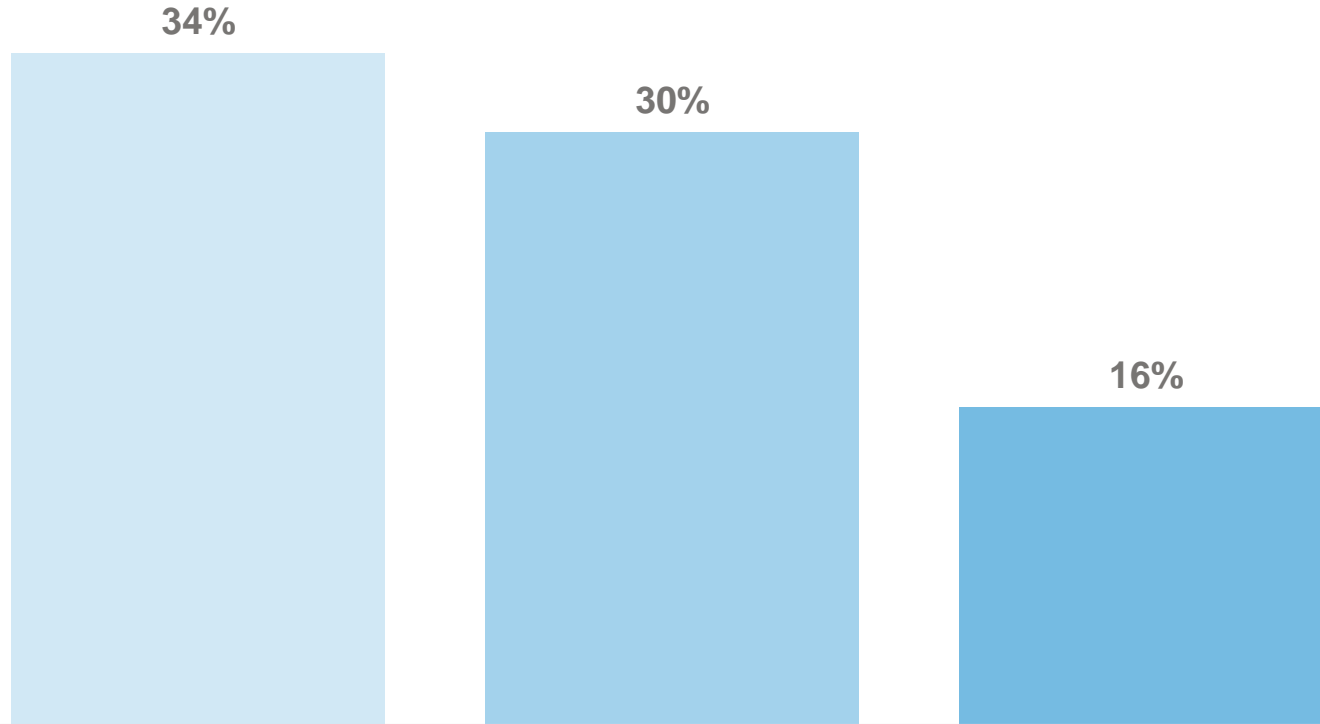
Base: all respondents (excluding 'don't know')

# Satisfaction with the Council decision making – tracking



Overall, how satisfied are you with how Council makes decisions? *Total satisfied*

■ 2019 ■ 2020 ■ 2021



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



# 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 I have the opportunity to participate in city decision-making"* where 44% agreed and 33% disagreed.
- There were balanced levels of agreement and disagreement for the statements relating to the Council offering adequate opportunities for residents to have their say in the Council activities and the Council proactively informing residents about the city.
- There was more than twice as much disagreement than agreement with the remaining statements related to respondents understanding how the Council makes decisions and that the Council makes decisions that are in the best interest of the city.
- Agreement was generally lower across all the statements compared to previous years, this was particularly true for *"I understand how Wellington City Council makes decisions"* (agreement down 18% since 2019 – wasn't asked in 2020), *"Wellington City Council makes decisions that are in the best interests of the city"* (agreement down 23% since 2019 – wasn't asked in 2020) and *"I believe the Council is proactive in informing residents about their city"* (agreement down 6% since 2020). Lower agreement across other measures are not statistically significant shifts.

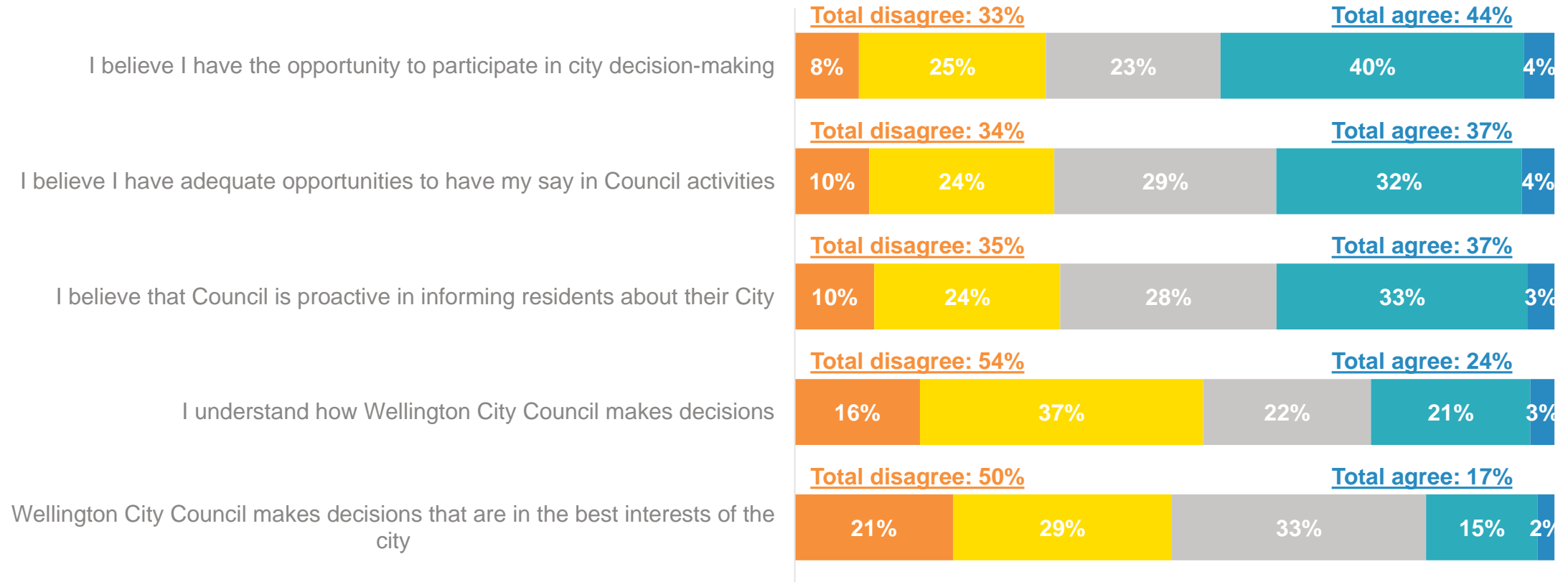
## Demographic differences

- There were no demographic differences for this question.

# The Council's decision making

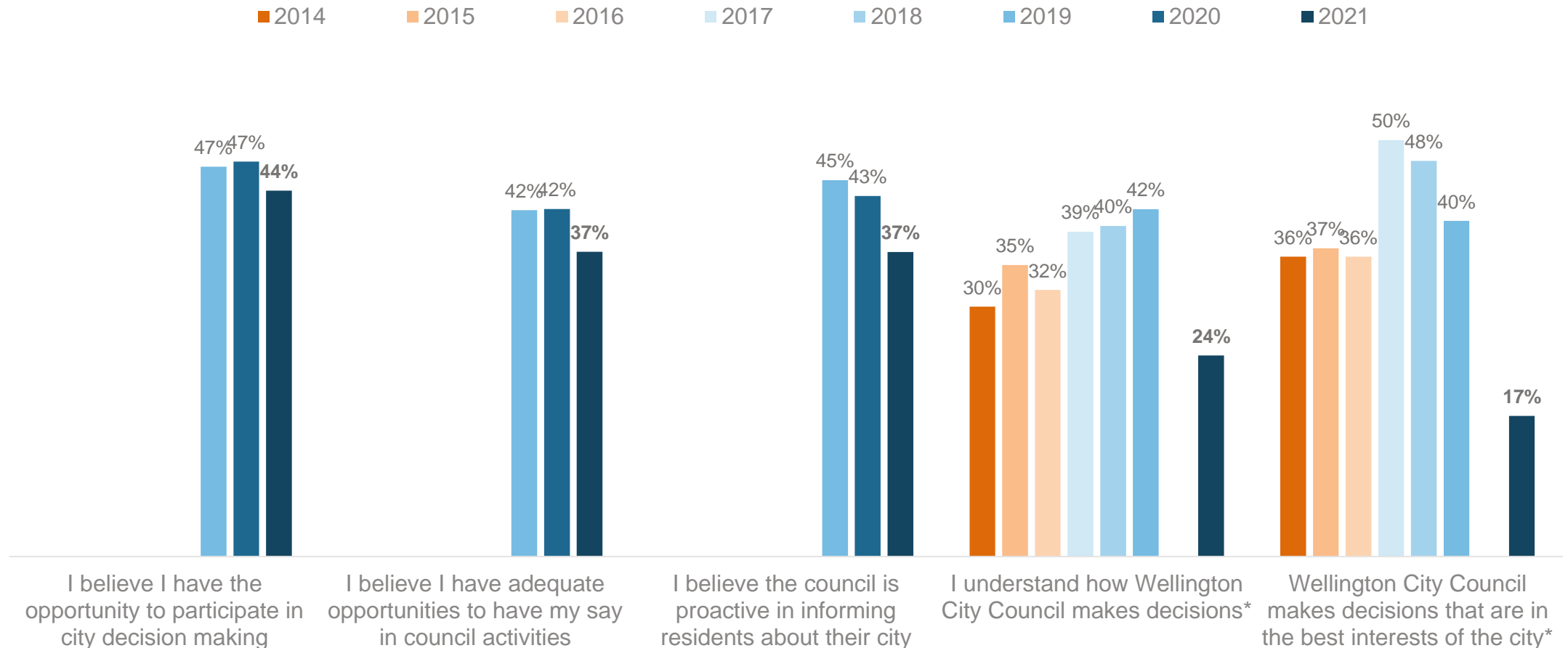
**?** | Please rate your level of agreement with the following statements:

■ Strongly disagree 
 ■ Disagree 
 ■ Neither agree nor disagree 
 ■ Agree 
 ■ Strongly agree



# 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

# Reasons for dissatisfaction with the Council’s decision making

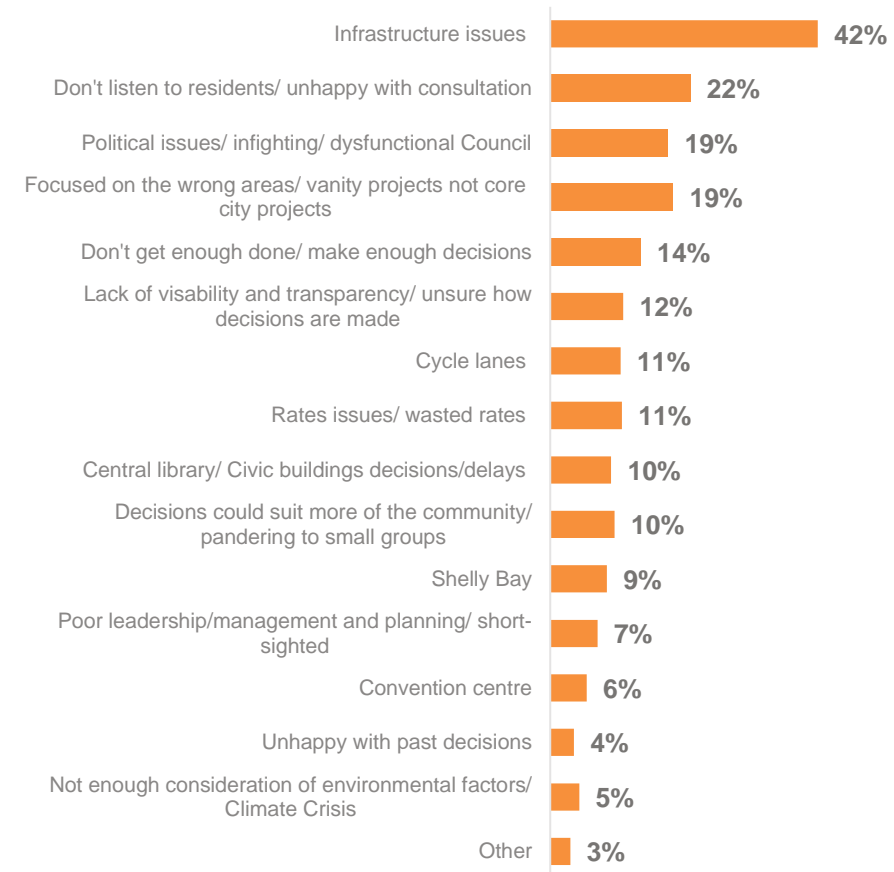
- The main reasons given by respondents for being dissatisfied with how the Council makes decisions was issues related to infrastructure.
  - This was mostly related to three waters, but transport and housing/building infrastructure also feature.
- A feeling of not being listened to by the Council, political issues on the Council and the focus of the Council being on the wrong areas were all noted by similar numbers as reasons for being dissatisfied.

## Demographic differences

- Renters were more likely to note housing infrastructure issues.
- Respondents from the Eastern Ward were more likely to identify Shelly Bay.



Why are you dissatisfied with how Council makes decisions?



# Accessing information from the Council

- Overall, about half of respondents (52%) 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 was seen as the easiest (69% agreed it was easy to access the Council information via the Council website). Followed by libraries and social media (60% and 52% respectively agreed it was easy using these channels). About a third (35%) agreed accessing the Council's information via newspapers was easy.
- 'Don't know' responses were high, particularly for newspapers, social media, and the Council libraries – results show the views of those who did have an opinion, so these 'don't know' responses are excluded from the analysis.
- Agreement that it was generally easy to access information from Wellington City Council was marginally lower than when last asked in 2019 (58% down to 52%). Agreement with the remaining statements was similar to last year.

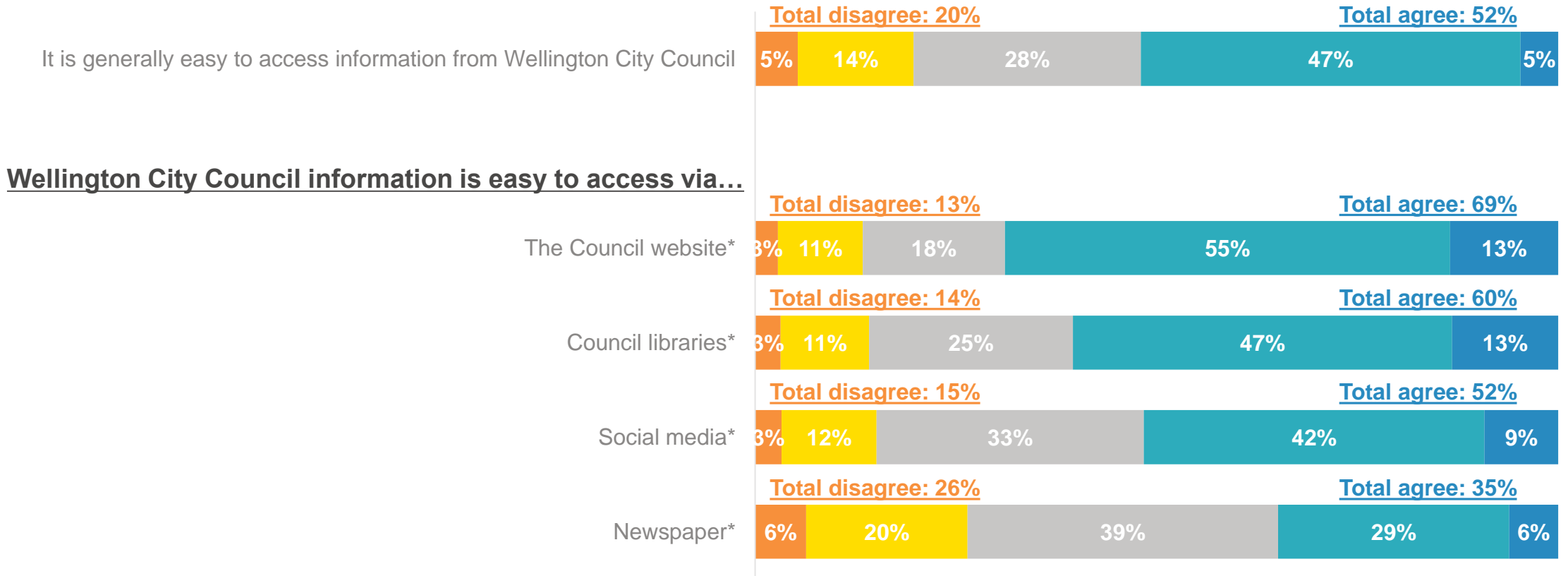
## Demographic differences

- Younger respondents (aged 18-44) were more likely than older respondents (45+) to agree that the Council information is easy to access via the Council website (74% vs 63%) and social media (63% vs 34%).
- Renters were more likely than homeowners to agree that the Council information is easy to access via social media (66% vs 42%). The same was true for respondents from the Lambton Ward (65%).

# Accessing information from the Council

**?** | Please rate your level of agreement with the following statements:

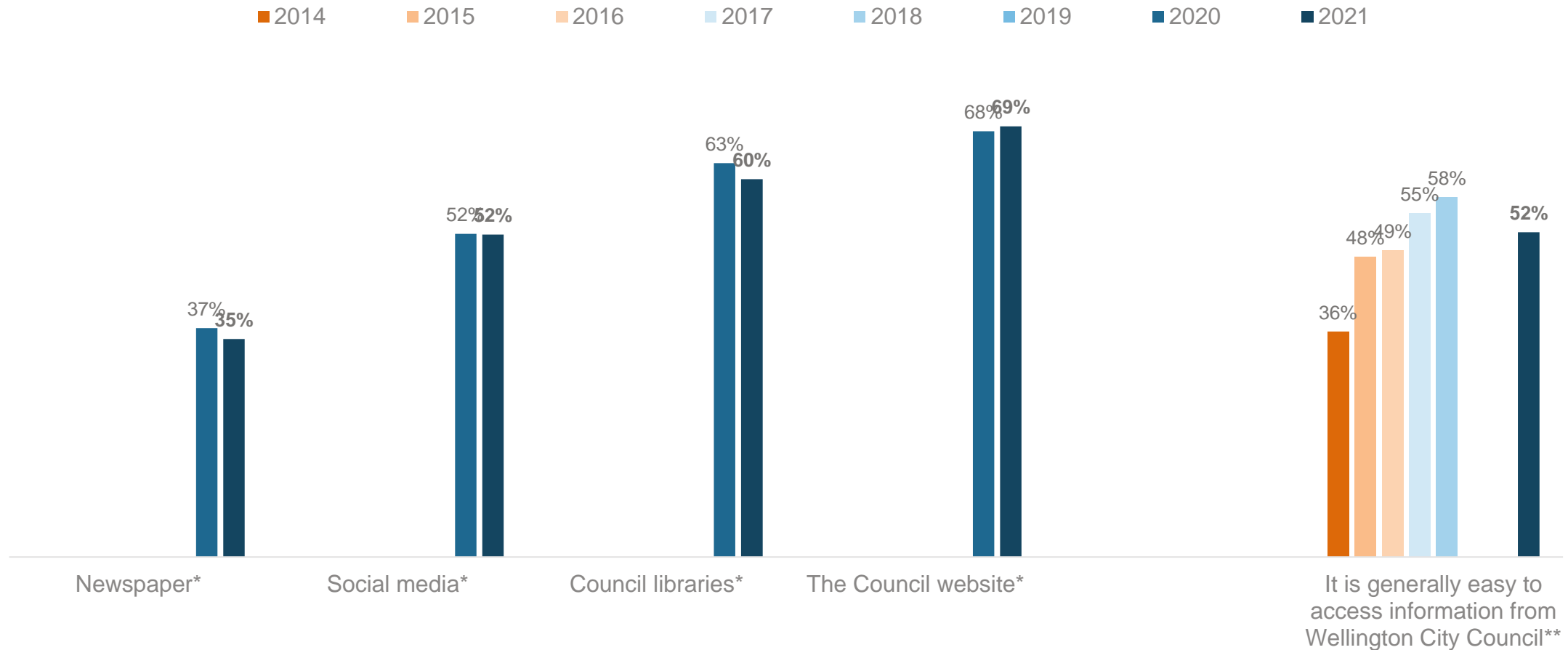
■ Strongly disagree 
 ■ Disagree 
 ■ Neither agree nor disagree 
 ■ Agree 
 ■ Strongly agree



Base: all respondents (excluding 'don't know'); \*'Don't know' responses range from 11% of total sample (for Council website) up to 44% of total sample (for newspapers) – 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'); \*'Don't know' responses range from 11% of total sample (for Council website) up to 44% of total sample (for newspapers) – these responses are excluded from analysis. \*\* Not asked in 2019/2020

# Community and Safety

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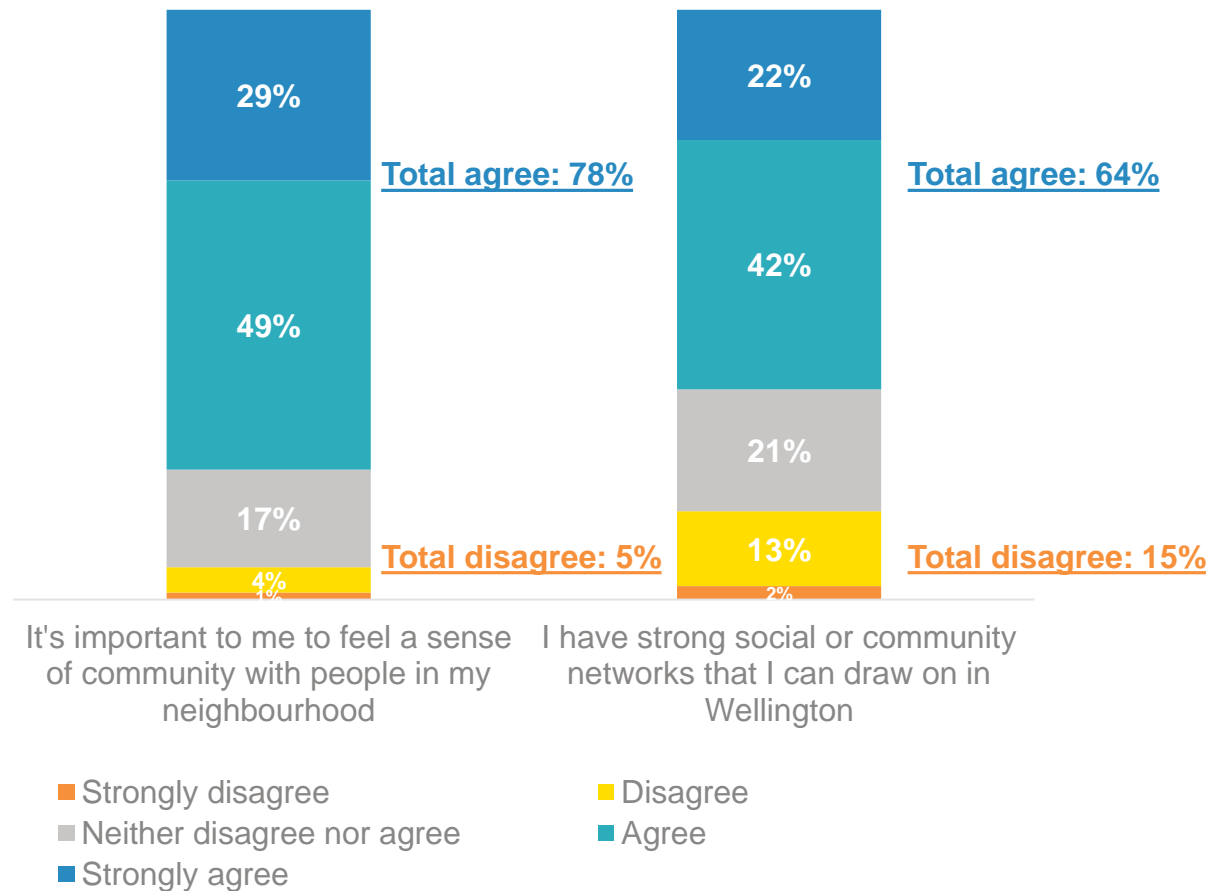
# Feeling a sense of community

- There was strong agreement with the importance of feeling a sense of community with people in the neighbourhood, 78% agreed only 5% disagreed.
- There was slightly less agreement with the statement about whether respondents have strong social or community networks to draw on (64% agree, 15% disagree).
- Agreement with both statements has remained steady since tracking began in 2019.

## Demographic differences

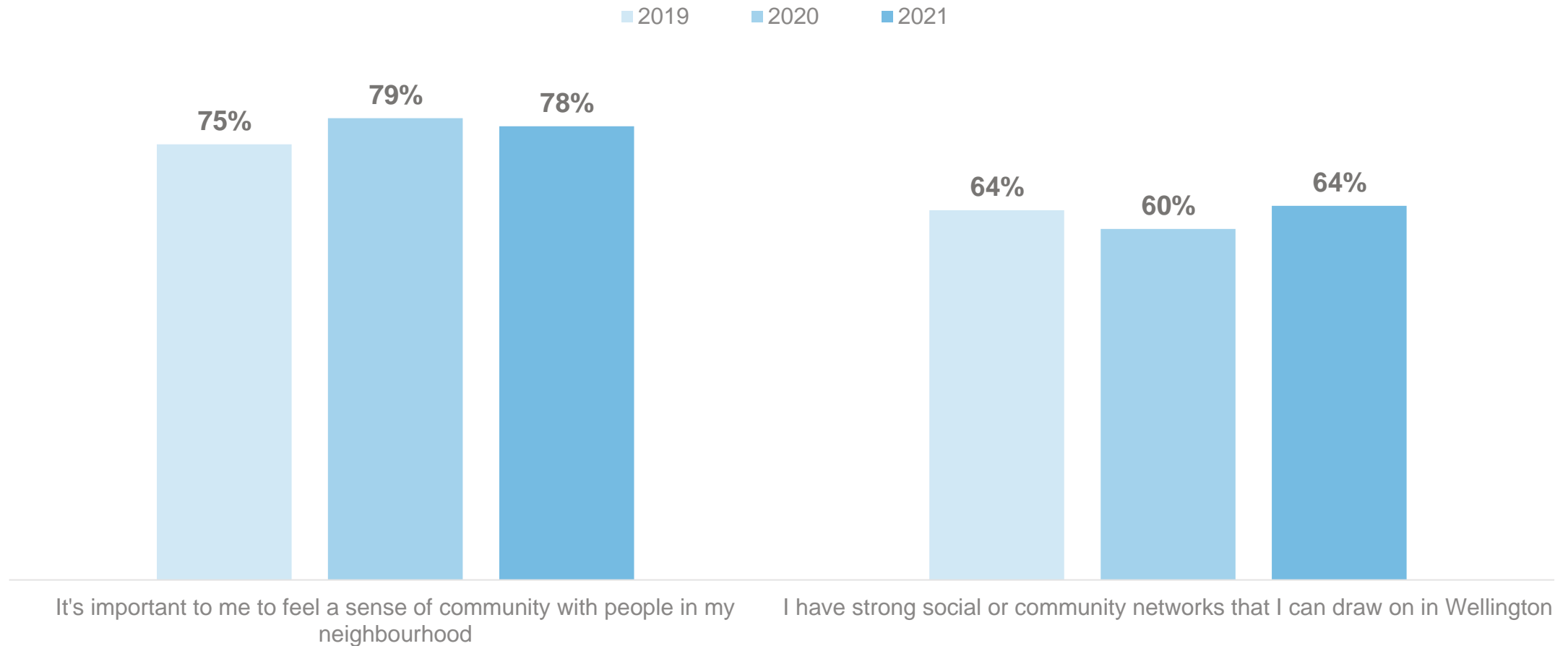
- Younger respondents (18-29) and renters were both less likely to agree with the importance of feeling a sense of community with their neighbourhood (70%)
- Renters tended to be less agreeable with both statements (71% and 55%), while homeowners were more agreeable with them (83% and 70%).

**?** | Please rate your level of agreement with the following statements:



# Feeling a sense of community – tracking

**?** | Please rate your level of agreement with the following statements: *total agree*



# Increasing diversity's impact on Wellington

- The large majority of respondents (82%) believed that the increasing number of different people and cultures calling Wellington home made it a better place to live.
- A very small number said it made Wellington a worse place to live (5%).
- Views on this question have remained relatively steady over the past few years, but it has trended up since initial inclusion in 2014.

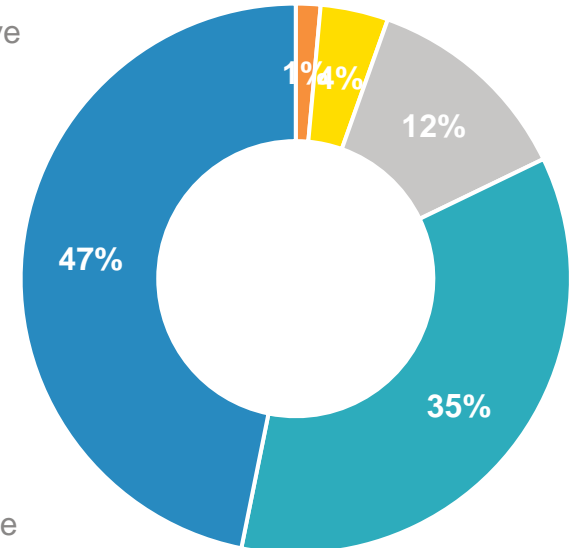
## Demographic differences

- There were no demographic differences for this question.



Wellington is becoming home for an increasing number of people with different lifestyles and cultures and from different countries. Overall, do you think this makes the city...?

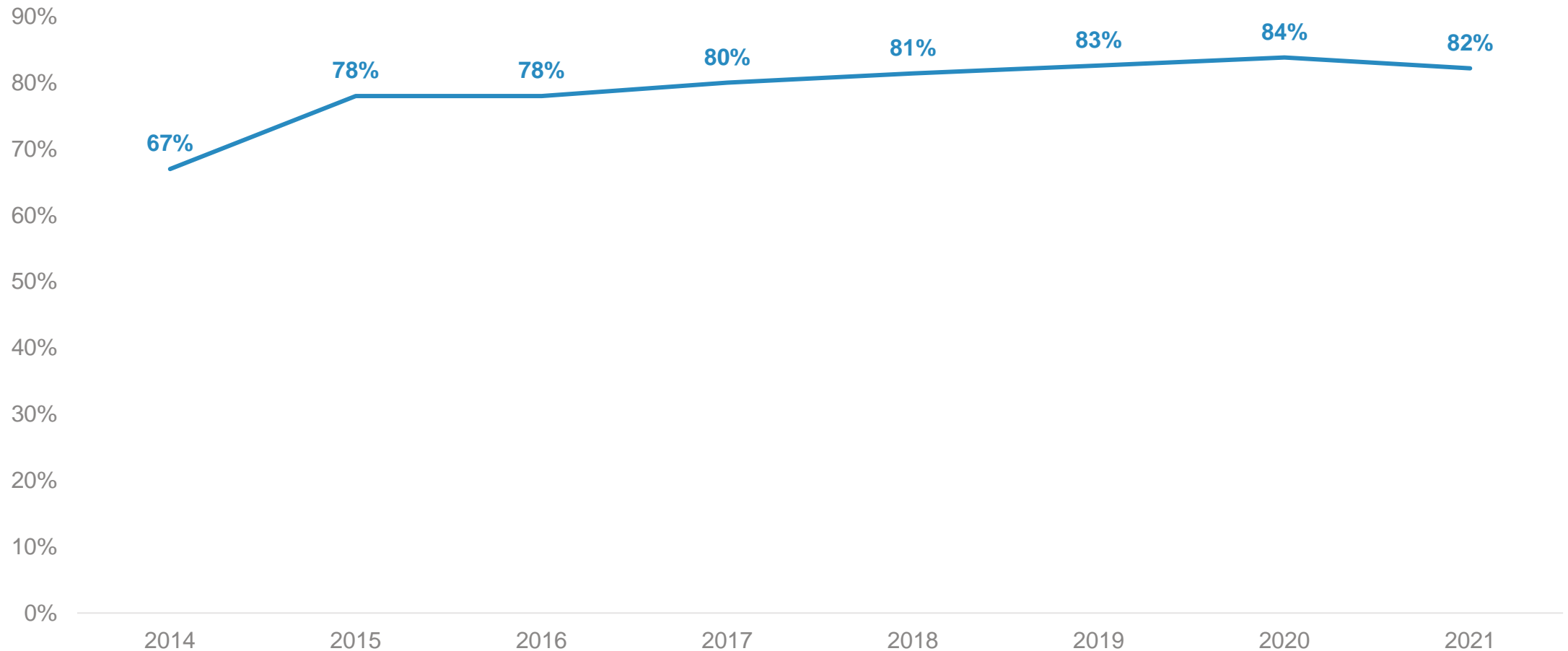
- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live



# Increasing diversity's impact on Wellington – tracking



Wellington is becoming home for an increasing number of people with different lifestyles and cultures and from different countries. Overall, do you think this makes the city...? **Total better place to live**



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

# Neighbour interaction

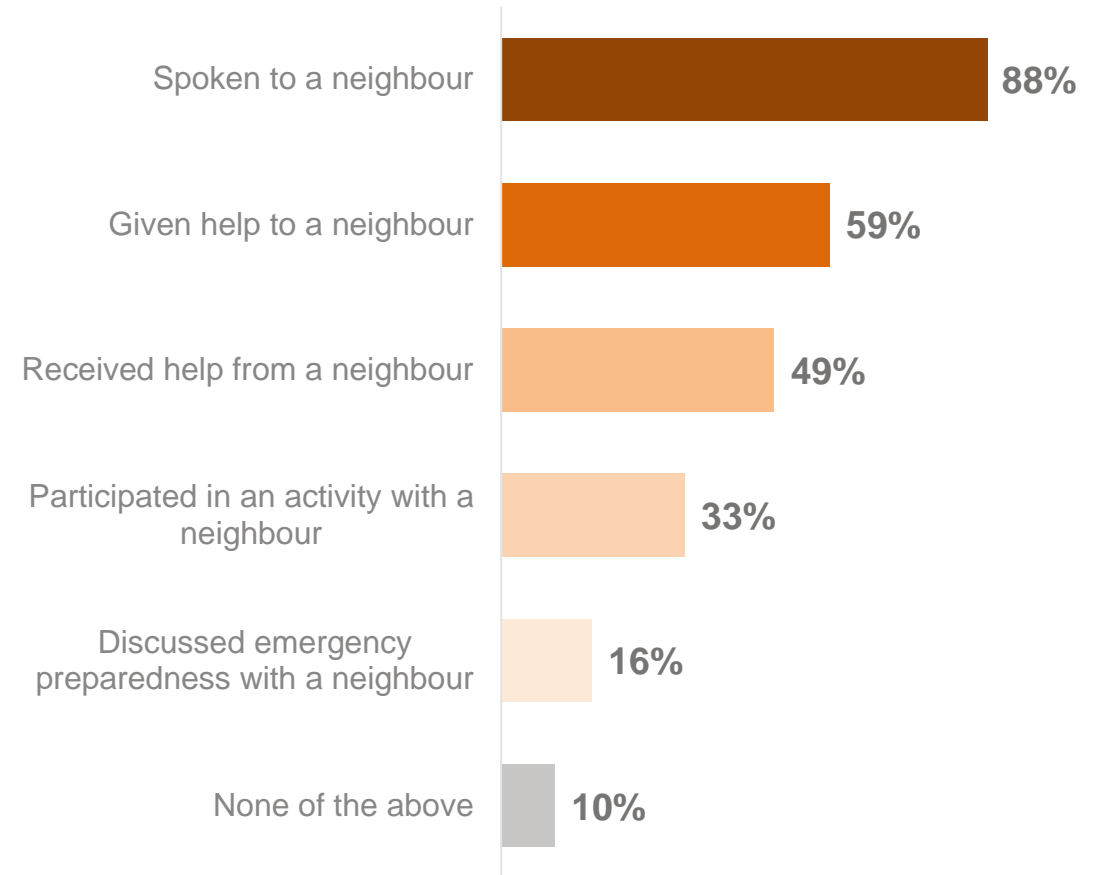
- The large majority of respondents (88%) had at least spoken to a neighbour in the past year.
- Closer to half had either given help (59%) or received help (49%) from a neighbour.
- Less common was participating in activities with neighbours (33%) or discussing emergency preparedness (16%)
- There have been no significant or sustained changes in the levels of neighbour interaction since tracking began in 2014.

## Demographic differences

- Homeowners and respondents over 45 were generally more likely to have interacted with their neighbours in each of these ways (with the exception of discussing emergency preparedness).
- Respondents from the Lambton Ward reported lower levels of neighbour interactions.



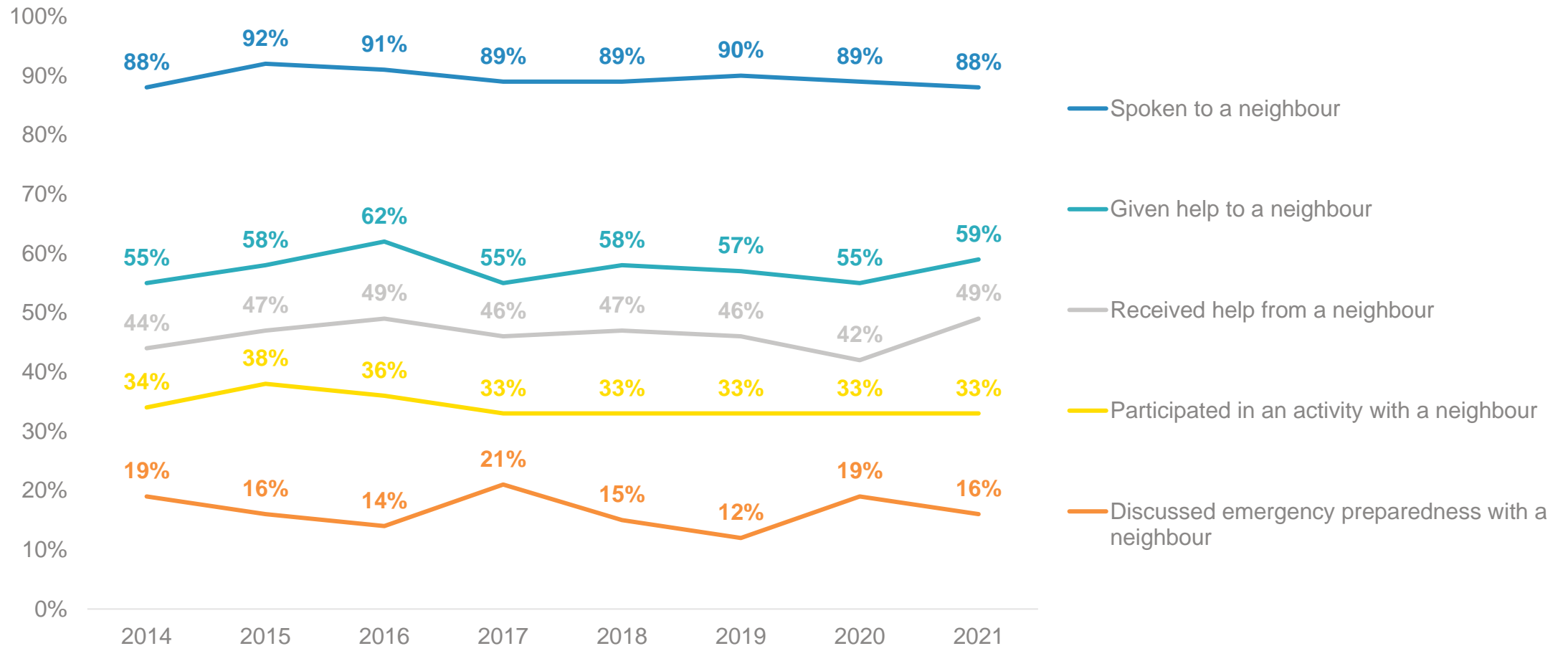
Thinking about interactions with your neighbour(s), have you engaged in any of the following over the last 12 months?



# Neighbour interaction – tracking



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



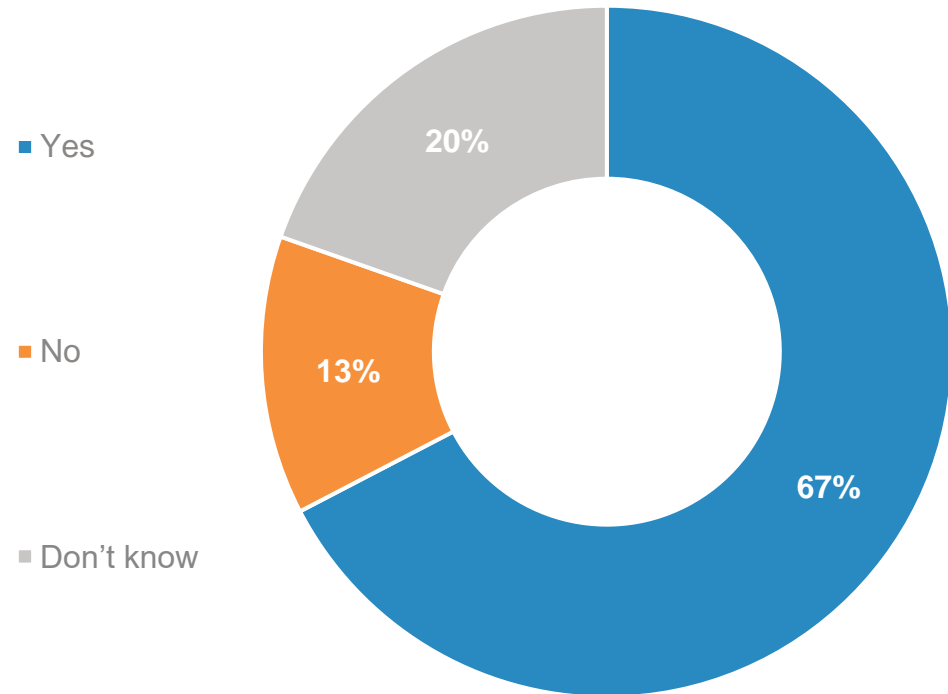
# Relying on a neighbour in an emergency

- About two-thirds of respondents believed they could rely on their neighbours following a natural disaster. While one in ten thought they could not (13%) and 20% were unsure.
- Results have remained stable over the past three years.

## Demographic differences

- Homeowners were more likely to say they could rely on their neighbours following an emergency compared to renters (79% vs 46%).
- Older respondents (aged 60+) were also more likely than younger respondents to say they could rely on their neighbours in an emergency (85% vs 48%).
- Respondents from the Lambton Ward were less likely to say they could rely on their neighbours after an emergency (52%).

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

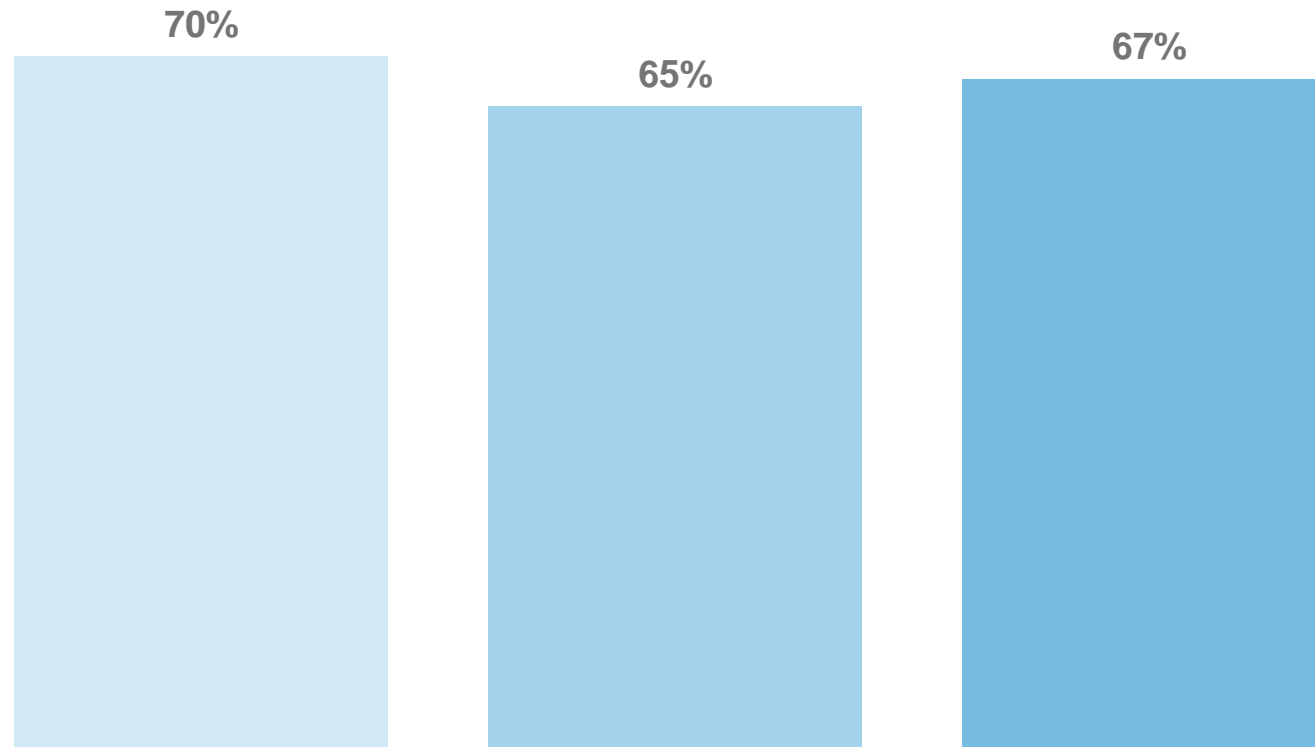


# Relying on a neighbour in an emergency – tracking



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

■ 2019 ■ 2020 ■ 2021



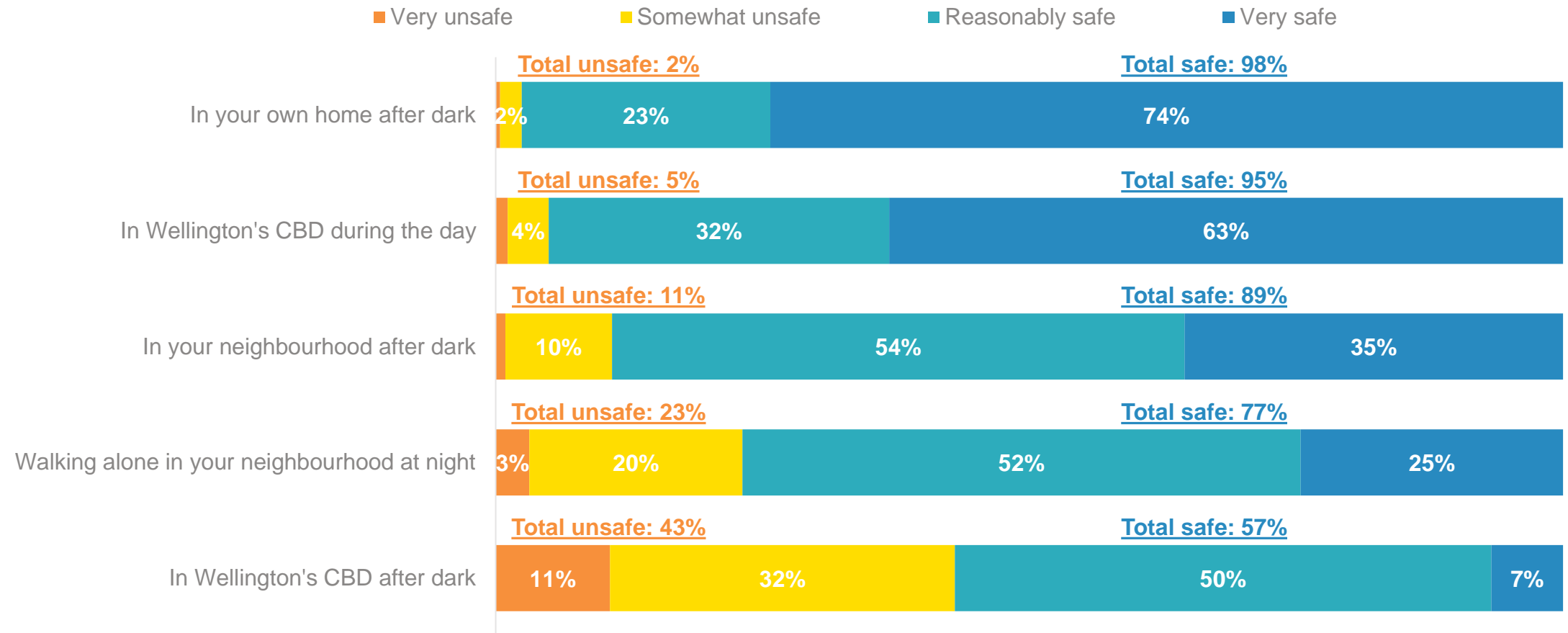


# Safety in Wellington

- Almost all respondents felt safe in their own home after dark (98%) and the CBD during the day (95%).
- While about nine in ten felt safe in their neighbourhood after dark (89%) and about three quarters felt safe walking alone in their neighbourhood after dark (77%).
- Notably fewer, but still a majority of respondents felt safe in the CBD after dark (57%).
  - Females were less generally less likely than males to feel safe in these situations, particularly walking alone in their neighbourhood after dark (65% compared to 89%) and in the CBD after dark (50% compared to 64%).
- Safety ratings have remained steady compared to previous years for all situations asked about with the exception of safety in the CBD after dark. Respondents who feel safe in the CBD after dark has fallen from 76% in 2019 and 71% in 2020 to 57% this year.
- Respondents were asked to identify what makes them feel unsafe in their neighbourhood or the city (from a list of options). The most commonly selected reasons were “*threatening people/ people behaving dangerously*” (59%), “*poorly lit or dark places*” (58%) and “*alcohol and drug problems*” (55%).
- Reasons that have been trending up (worsening) in recent times included “*threatening people/ people behaving dangerously*” (up 17% since 2020 and 20% since 2019), “*Poorly maintained or dangerous public areas such as streets, paths and parks*” (up 9% since 2020 and 18% since 2019) and “*Vandalism such as broken windows in shops and public buildings*” (up 7% since 2020 and 10% since 2019).
- Three reasons have had more positive movements since 2014, but were steady compared to 2020. these included “*Poorly lit or dark places*” decreasing 13% since tracking began in 2014 (steady in the last few years), “*begging*” (down 12% since 2019, steady compared to 2020) and “*graffiti*” (down 17% since tracking began in 2014, but steady in the last three years).

# 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:

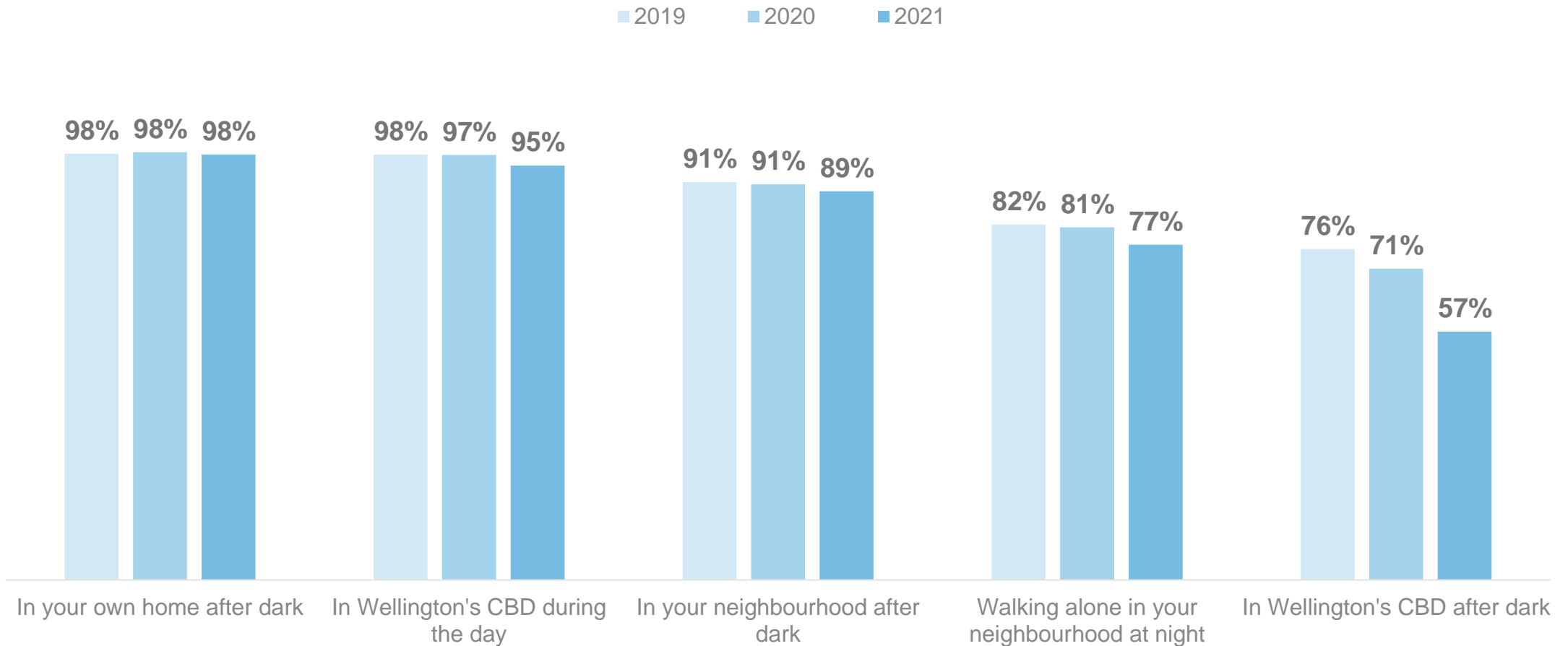


Base: all respondents (excluding 'don't know')

# 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'**

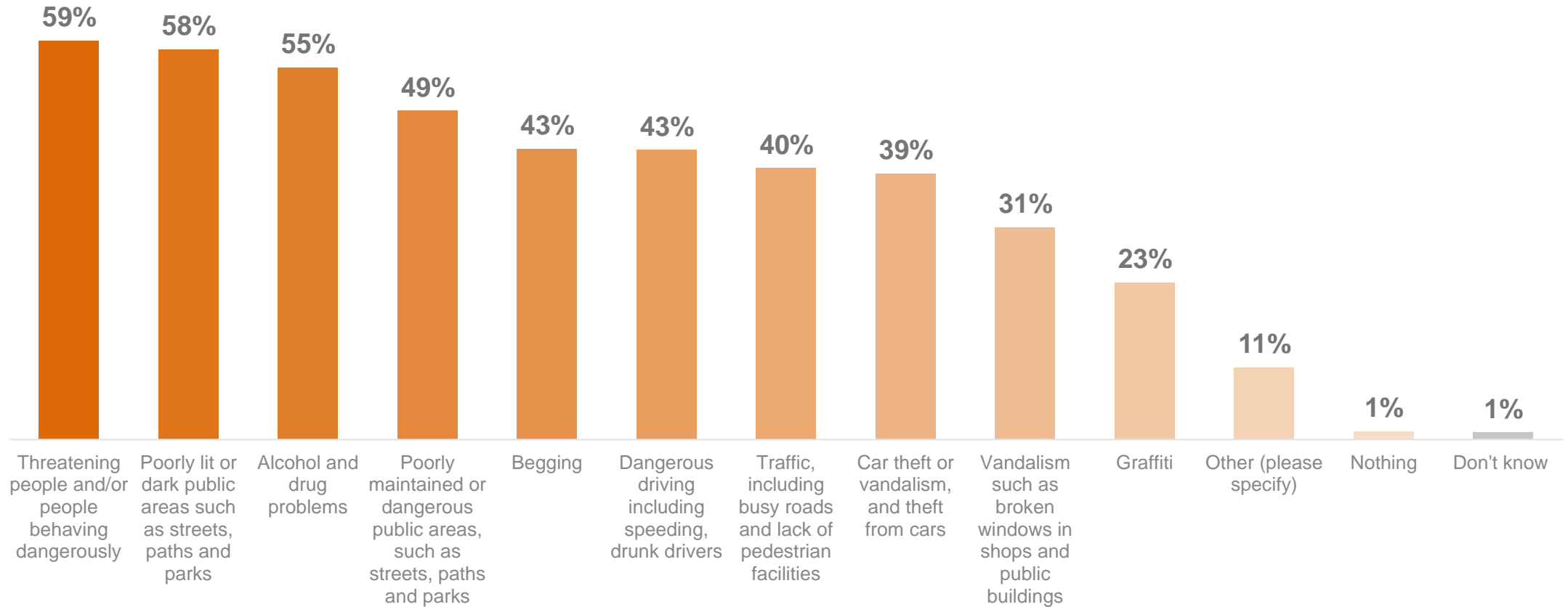


Base: all respondents (excluding 'don't know')

# Reasons for feeling unsafe



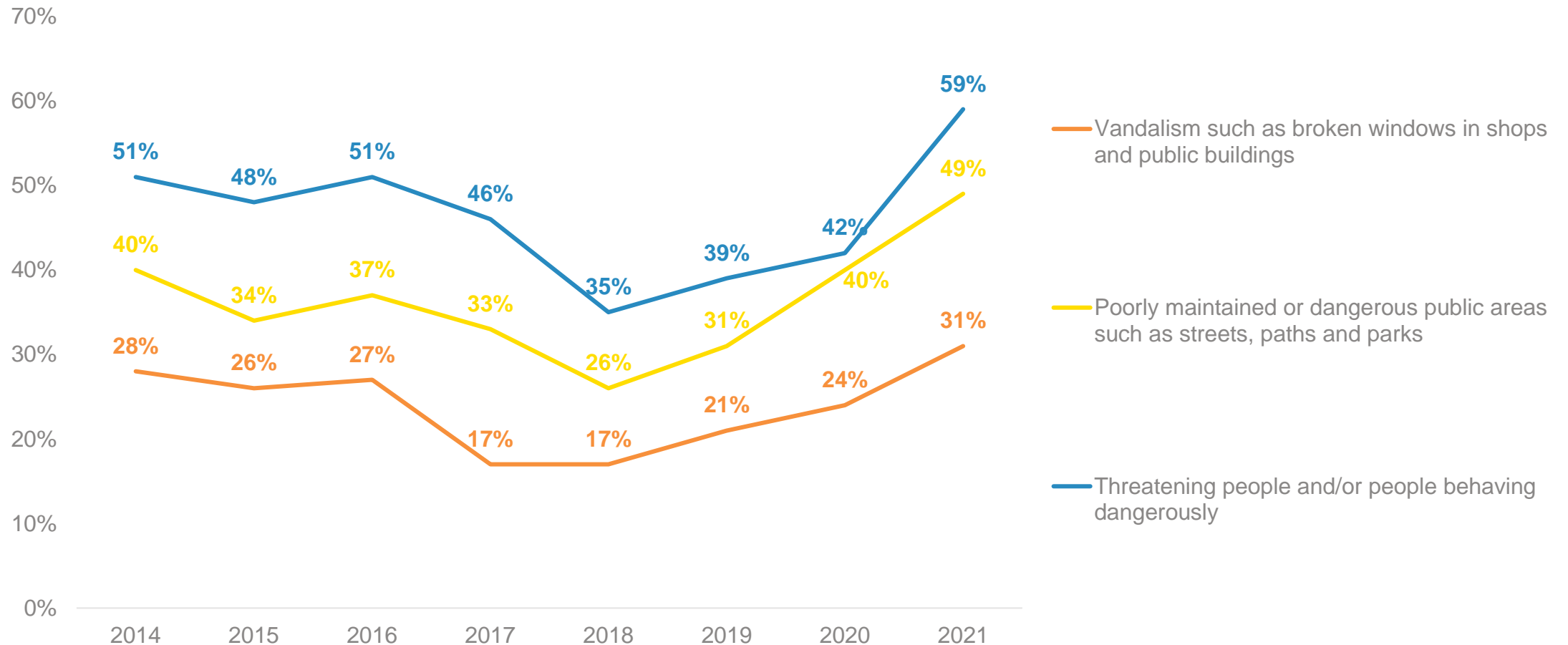
The following list identifies things that can make people feel unsafe in their neighbourhoods or city. Which of the following, if any, do you find particularly concerning in Wellington at present?



# Reasons for feeling unsafe – trends



The following list identifies things that can make people feel unsafe in their neighbourhoods or city. Which of the following, if any, do you find particularly concerning in Wellington at present?



Base: all respondents; 2020 figures have been recalculated as previously they were calculated excluded 'don't know' responses

# Healthy homes attributes

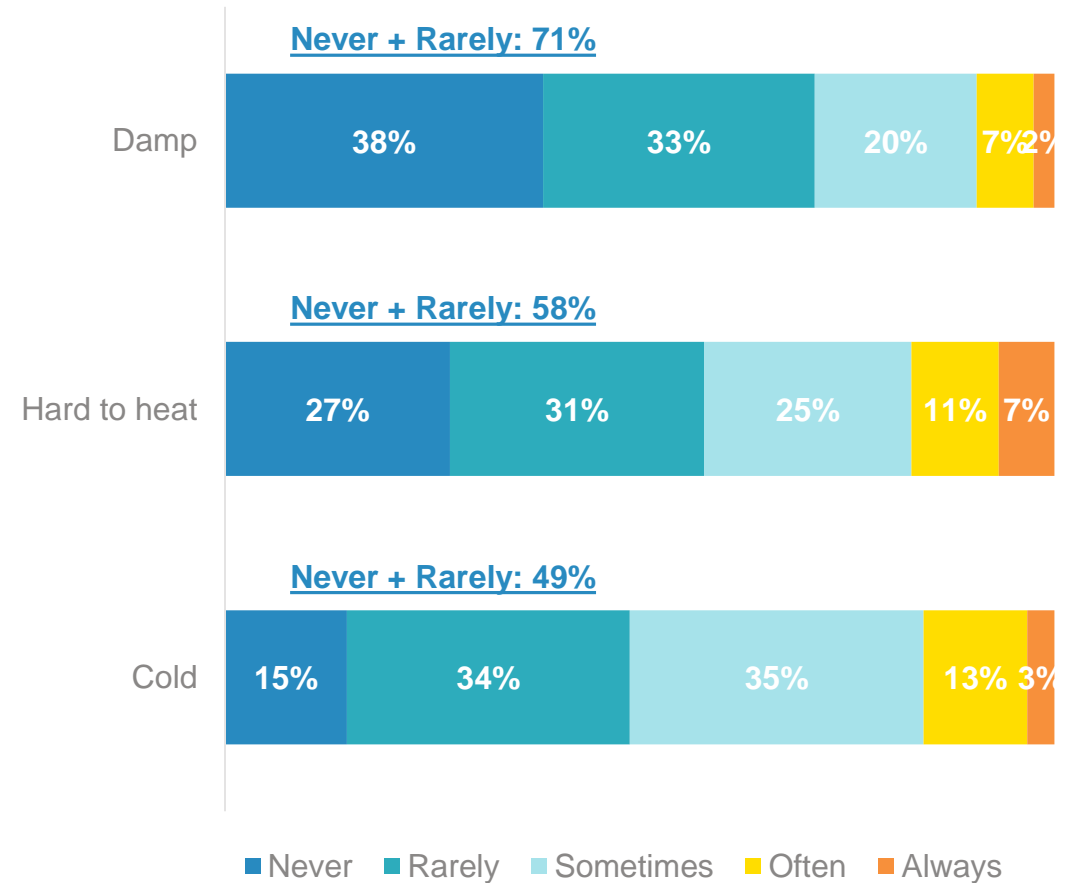
- Almost three quarters of respondents (71%) said their home was never or rarely damp.
- Over half said their home was never or rarely hard to heat (58%). While about half (49%) said their home was never or rarely cold.
- There has been some level of variability in this measure since tracking began, and the timing of the survey which has been in both winter and summer months is likely to have played some role in that. The longer term trend of these measures appears to be flat.

## Demographic differences

- Respondents aged 60 and over were more likely than respondents aged 18-29 to answer 'never' or 'rarely' for all three of these healthy homes attributes.
- The same was true when comparing homeowners to renters, and high household income earners (\$100k+) to low household income earners (less than \$50k).



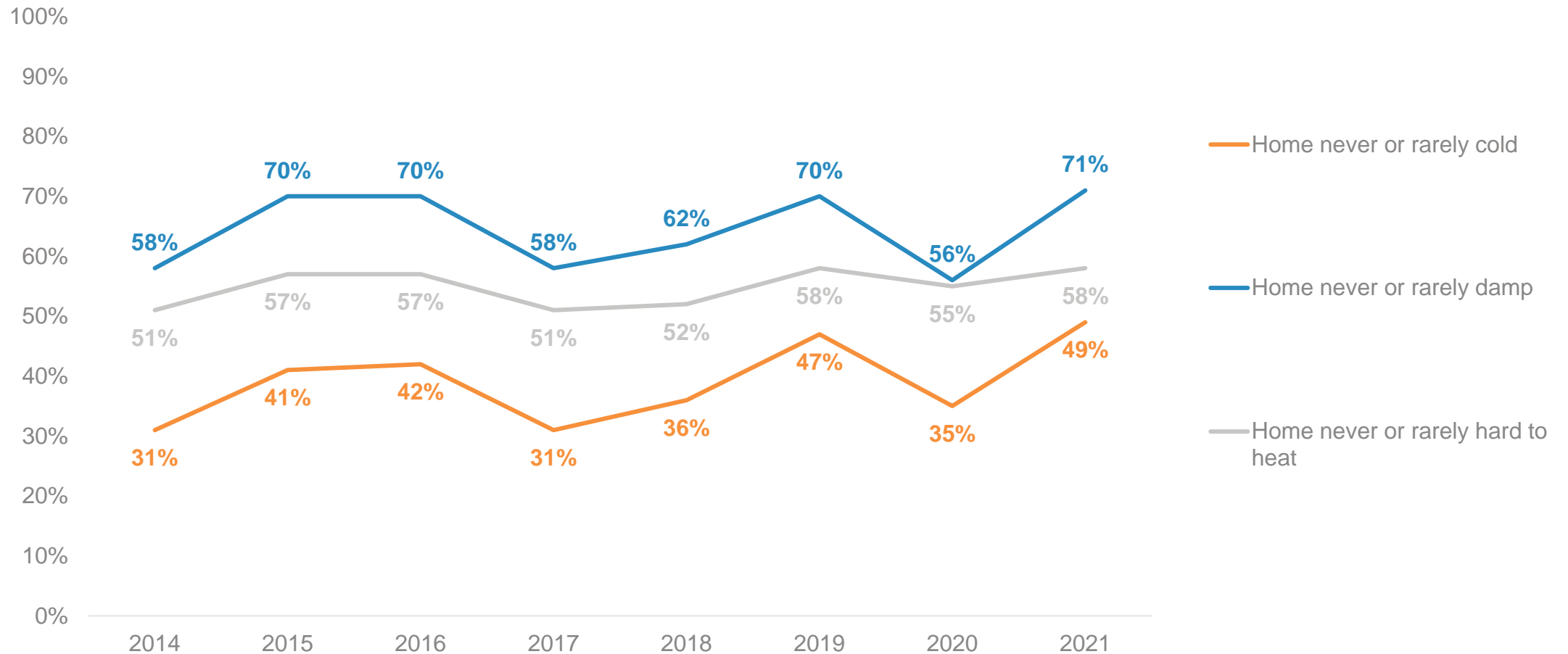
We are interested to learn the 'health' of homes in and around Wellington. Is your home



# Healthy homes attributes – tracking



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



# Home insulation

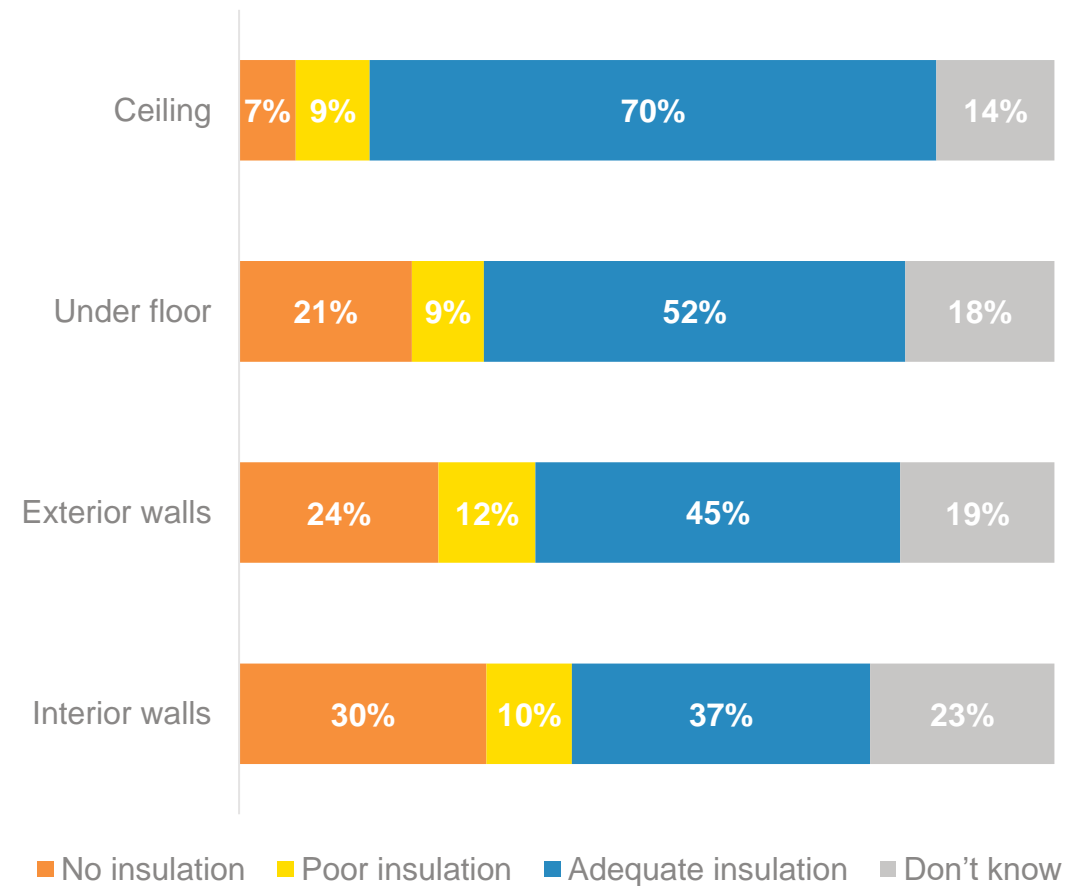
- Respondents were most likely to say they had adequate insulation in the ceiling of their home (70% reported this).
- Around half reported having adequate under floor insulation (52%) or insulation in their exterior walls (45%) and around a third (37%) said they had adequate insulation in their interior walls.
- Over the past three years, results for this question have remained steady. However comparing to when tracking began in 2017, declared levels of 'adequate' satisfaction appear to have increased marginally.

## Demographic differences

- Respondents aged 45 and over were more likely than respondents 18-29 to say they have adequate insulation across all areas.
- The same was true when comparing homeowners to renters, and high household income earners (\$100k+) to low household income earners (less than \$50k).
- Northern Ward respondents were more likely to say they have adequate insulation in their ceiling (84%). While Lambton respondents were less likely to say they have adequate insulation in their ceiling (52%) or under floor (37%).



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

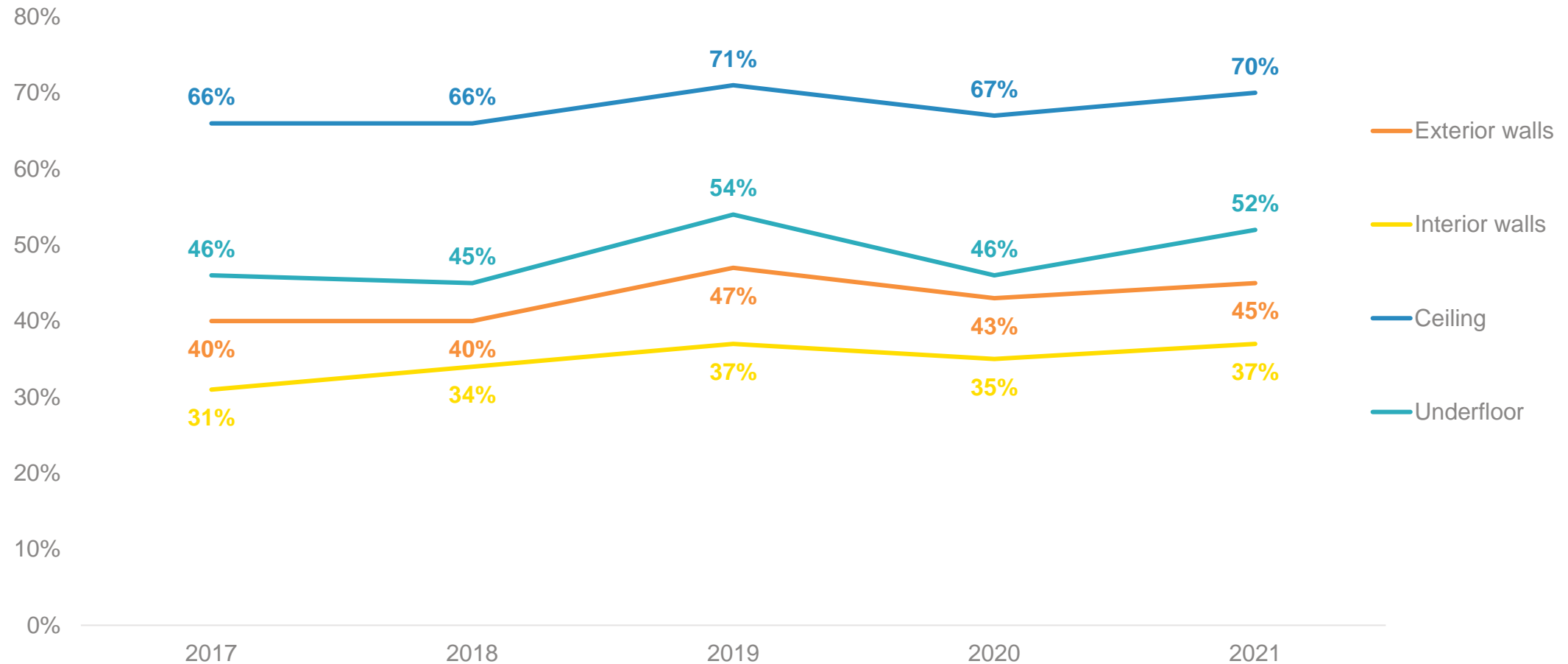




# Home insulation – tracking



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



# Cultural Wellbeing

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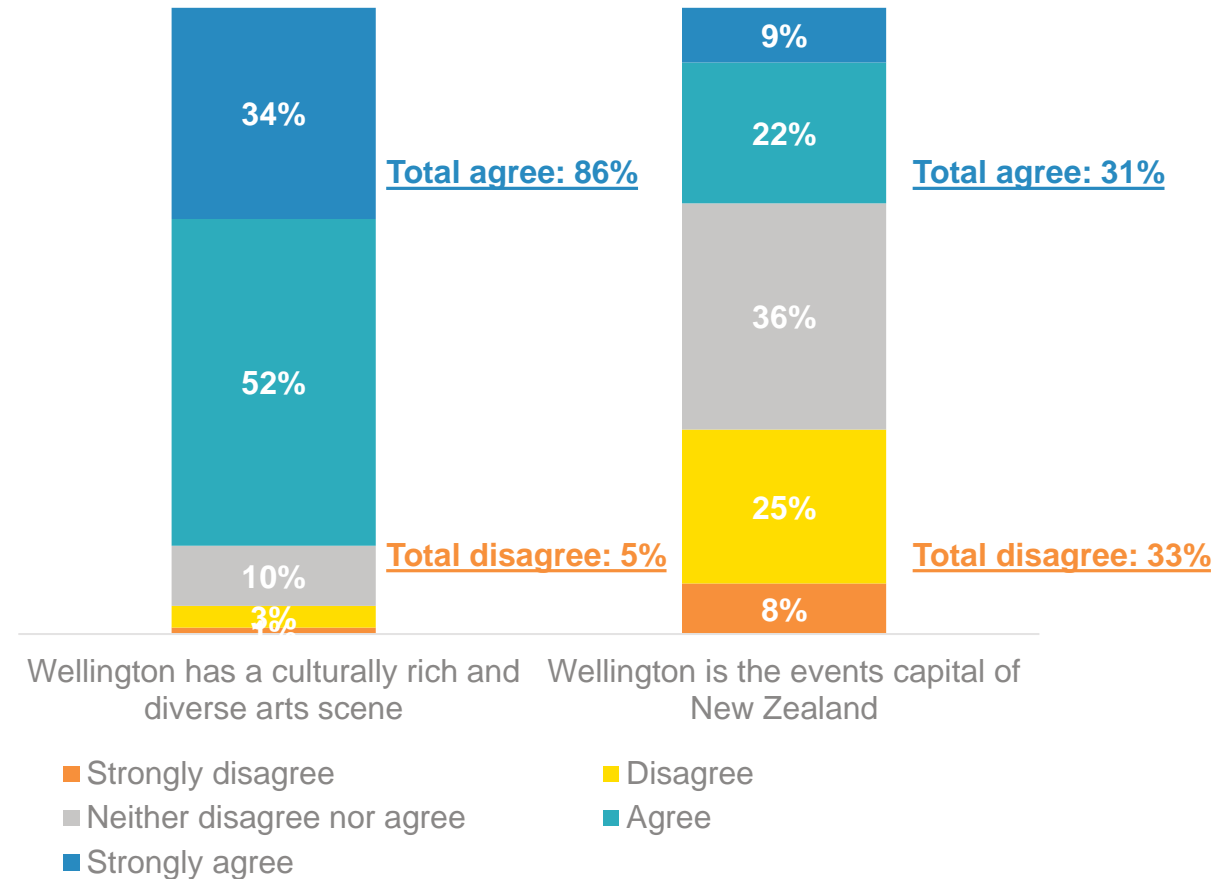
# Arts and culture opportunities in Wellington

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

- There was strong agreement (86%) with the statement “Wellington has a culturally rich and diverse arts scene”.
- Opinions were split on the statement “Wellington is the events capital of New Zealand” with 31% agreeing and 33% disagreeing.
- Agreement that Wellington has a rich and diverse arts scene has remained steady, while agreement that Wellington is the events capital have varied over recent years with 42% agreeing in 2020, while only 31% agreed in 2019.

### Demographic differences

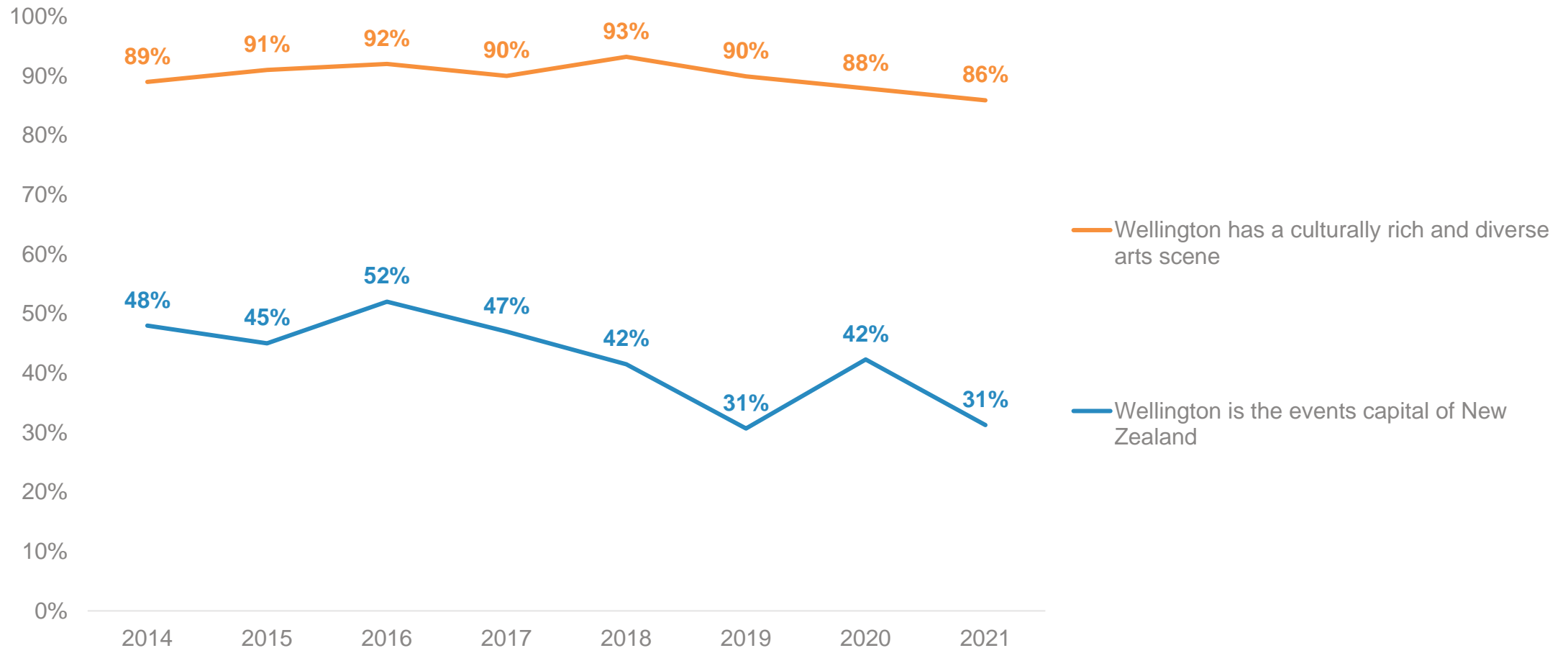
- There were no demographic differences for this question



# 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**



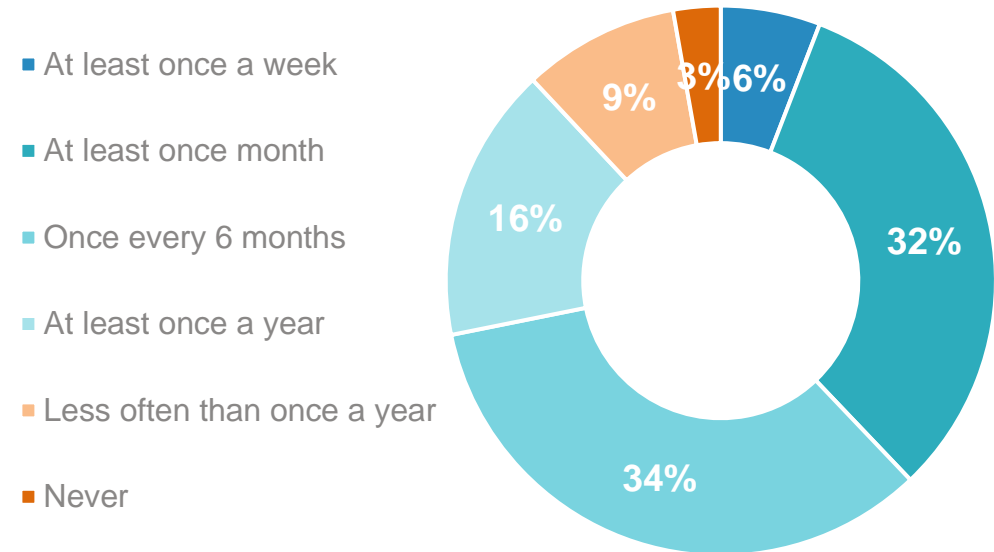
# Participation in cultural or arts activities

- 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 (32%) or once every six months (34%).
- Participation has remained relatively steady compared to previous years.

## Demographic differences

- Yearly participation was higher among respondents aged 18-29 and lower among 60+ respondents (95% compared to 82%).
- Respondents from the Northern Ward were less likely to participate in cultural or arts activities on at least yearly (79%)

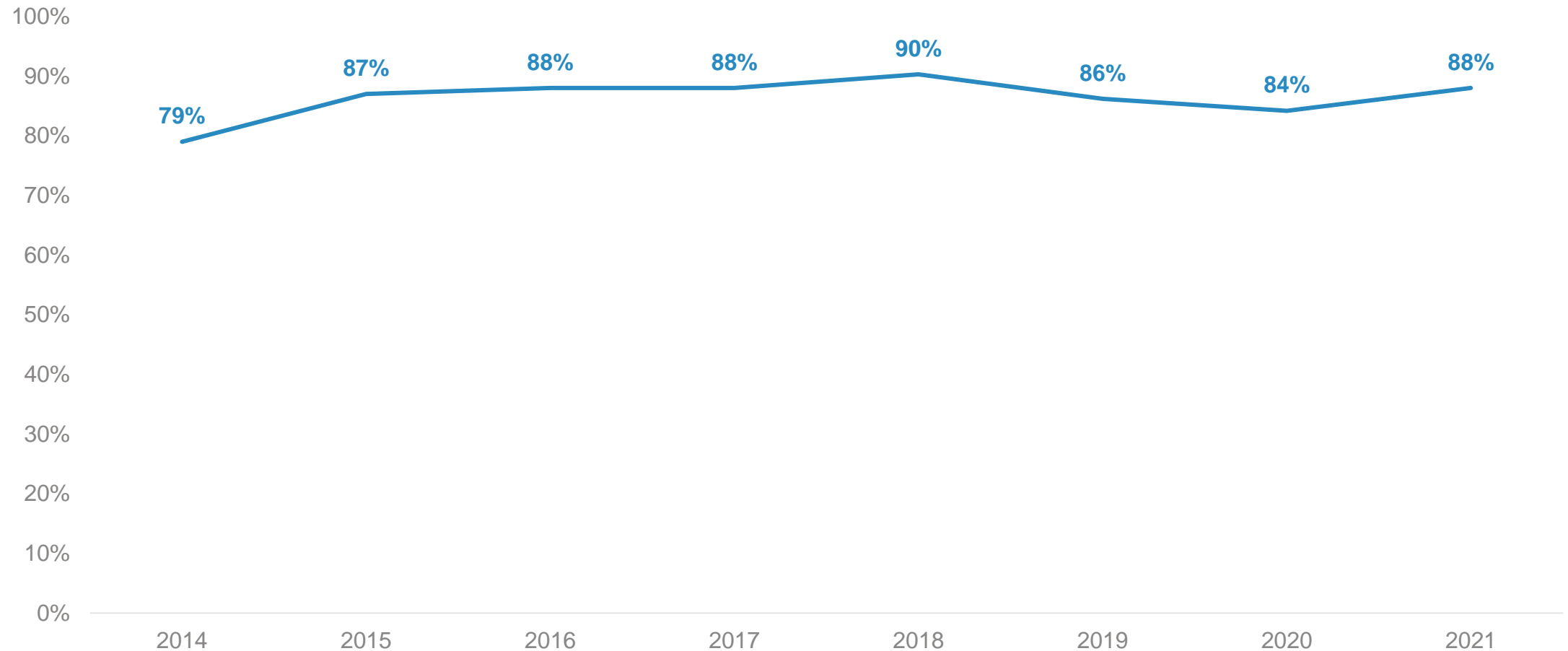
**?** | In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington?



# 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 (excluding 'don't know')*

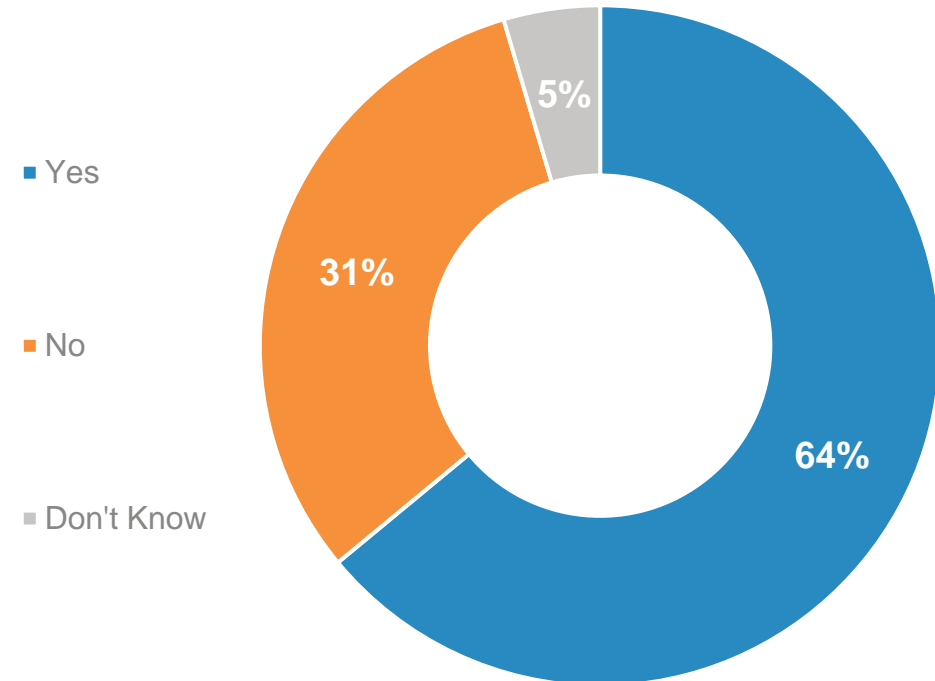
# Participation in a Council delivered arts and culture events

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

- Almost two thirds (64%) of respondents said they had attended a Council delivered arts or cultural event in the past year.
- Participation levels were similar to last year and have remained mostly steady going back to 2014 with a couple exceptions.

### Demographic differences

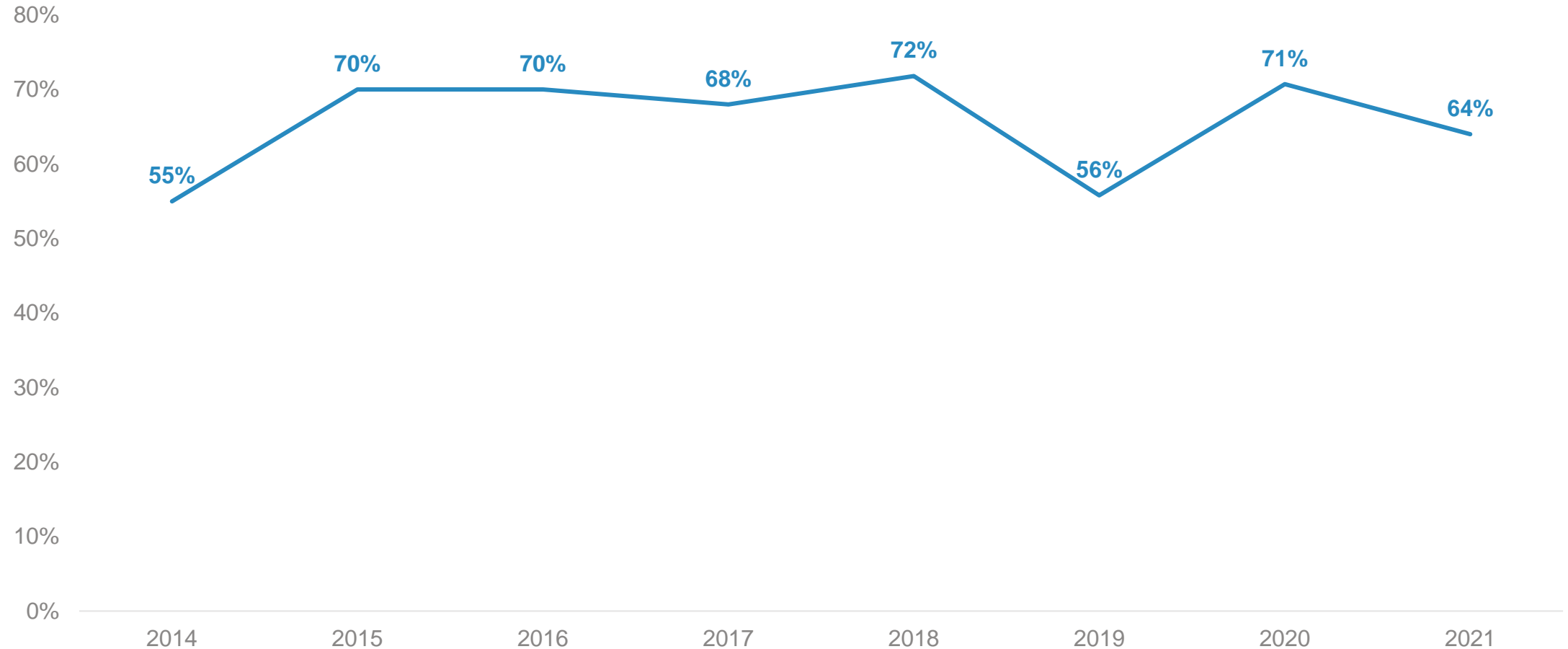
- Lambton Ward respondents were more likely to have attended a council delivered arts or cultural event in the past year (73%), the opposite was true for Northern Ward respondents (56%).
- Respondents aged under 45 were more likely to have attended compared to those 45 and over (74% vs 50%).
- Respondents with a household income over \$100k were more likely to have attended a Council delivered arts or culture event in the past year (69%)



# 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





# Satisfaction with a Council delivered arts and culture event

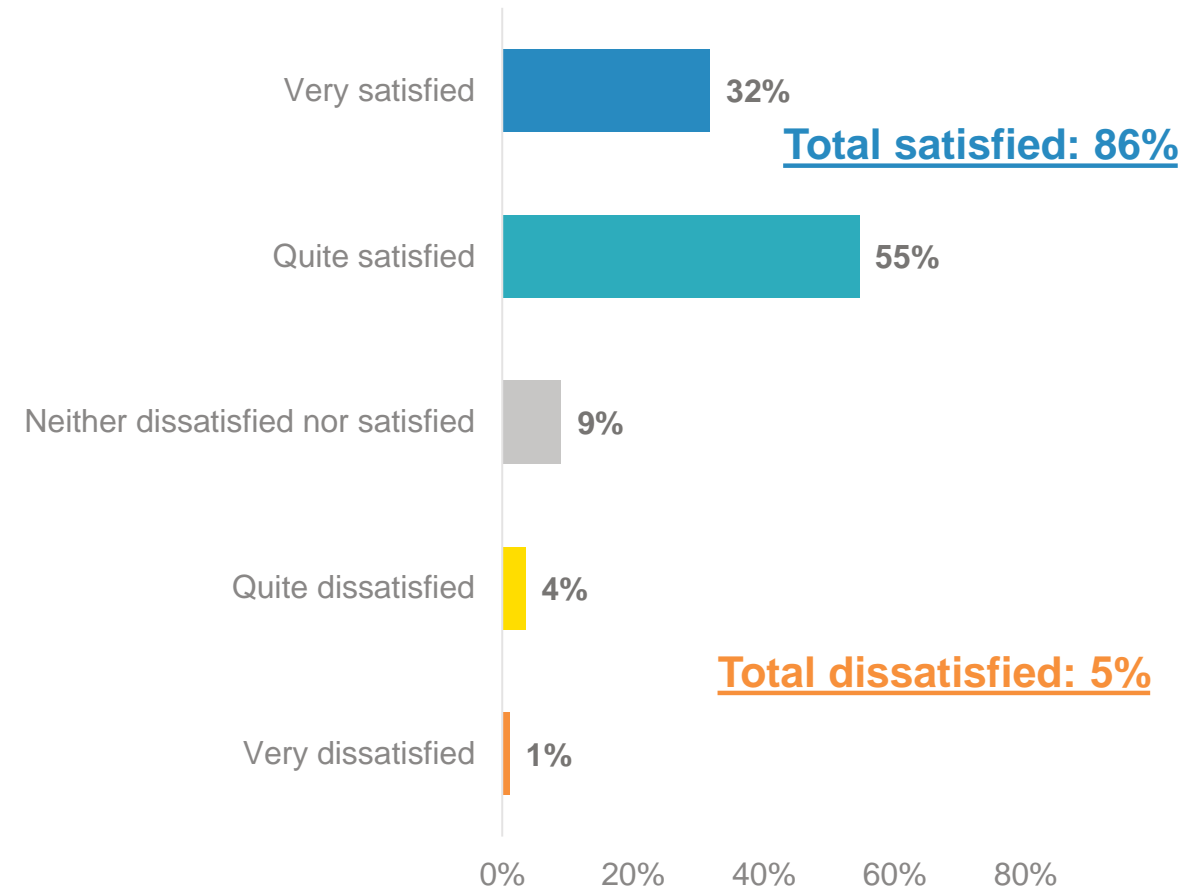
- Satisfaction with a Council delivered arts and cultural events was very high among those respondents who said they had attended one in the past year. 86% were satisfied while on 5% were dissatisfied.
- Satisfaction with these events has remained steady since tracking began in 2014.

### Demographic differences

- There were no demographic differences for this question.



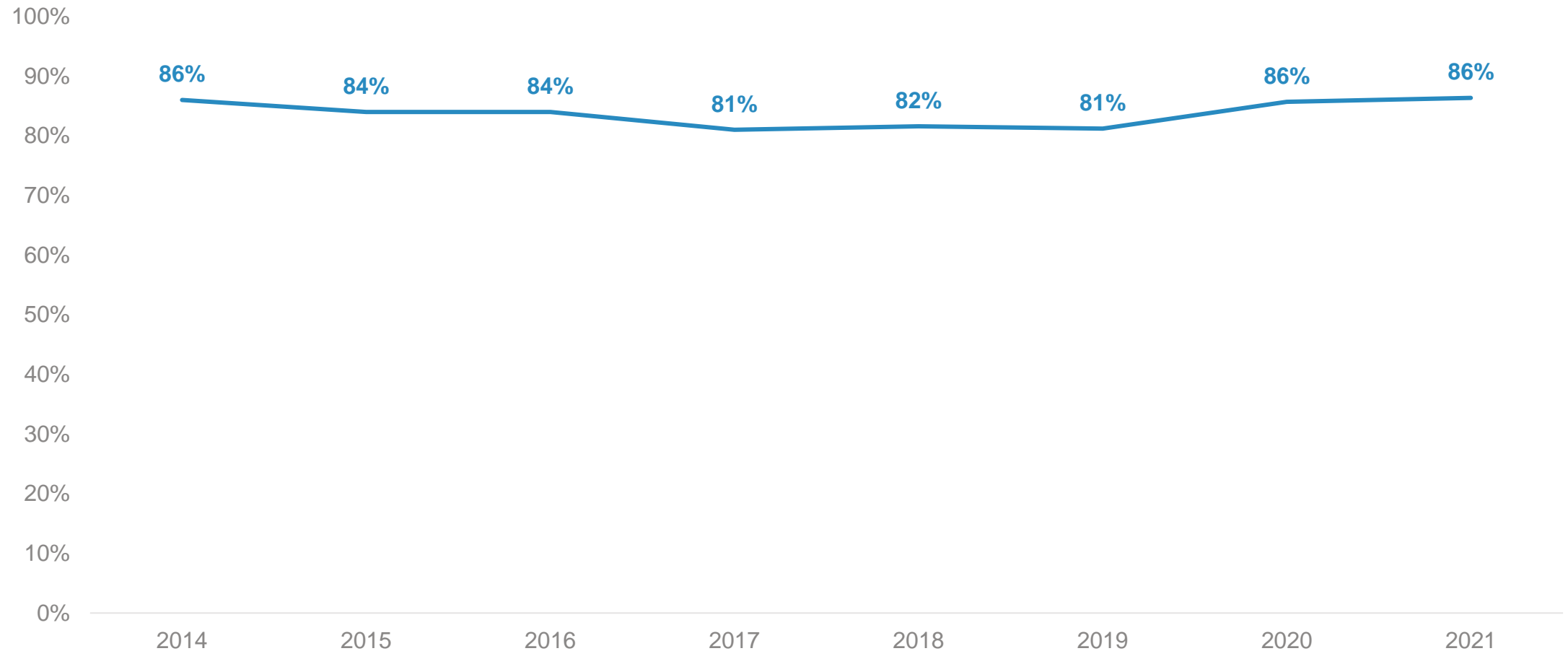
Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



# 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')

# Māori culture in the city

- All four statements relating to Māori culture and te reo being appropriately recognised, visible and the Council taking an active role in revitalising te reo Māori and Māori culture in the city received a similar level of agreement (around 40%). Agreement with each has remained steady compared to last year.
- There was high levels of uncertainty with both statements relating to the work the Council is doing to revitalise Māori culture and te reo, with over 20% answering 'don't know' (and hence being excluded from the analysis) and about a third of the remaining respondents giving a neutral rating on the agreement scale.

## Demographic differences

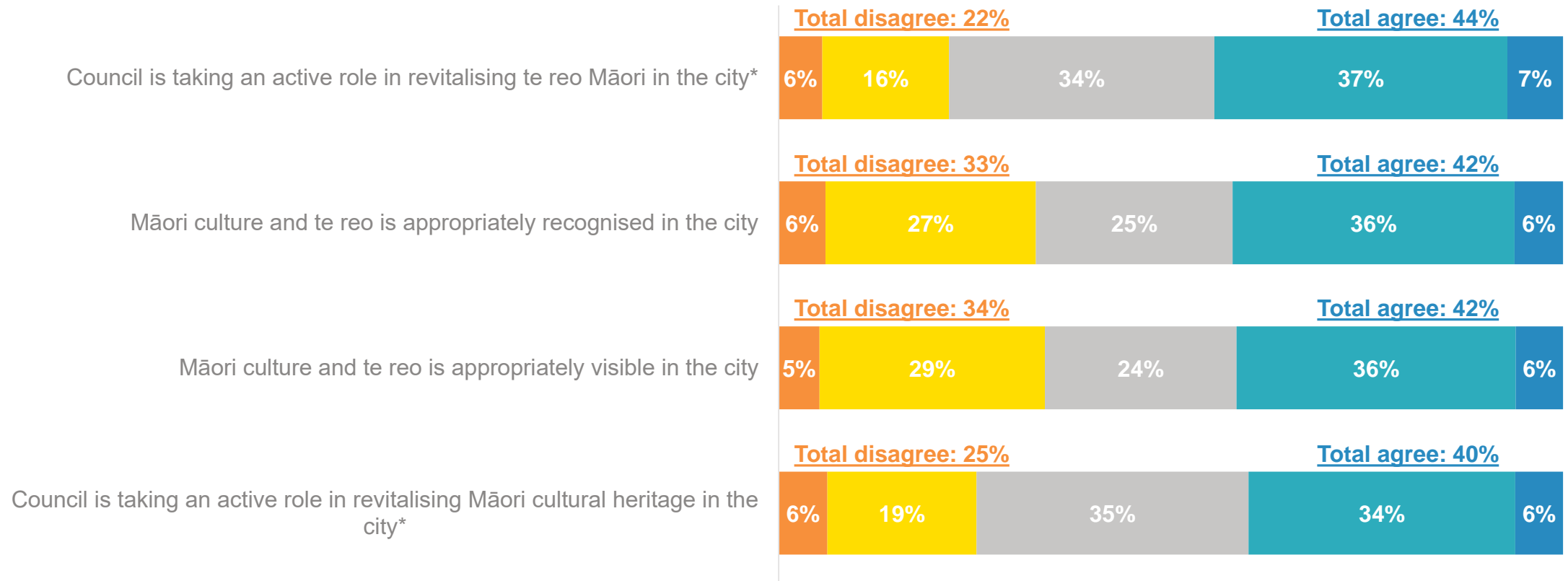
- Respondents aged 45 and over were more likely than those under 45 to agree that Māori culture and te reo are appropriately visible (47% vs 34%) and recognised (46% vs 34%). Respondents from the Northern Ward were also more likely to agree with both of these statements (51% and 50% respectively).
- Homeowners were more likely than renters to agree that Māori culture and te reo are appropriately visible (45% vs 32%).

# 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:

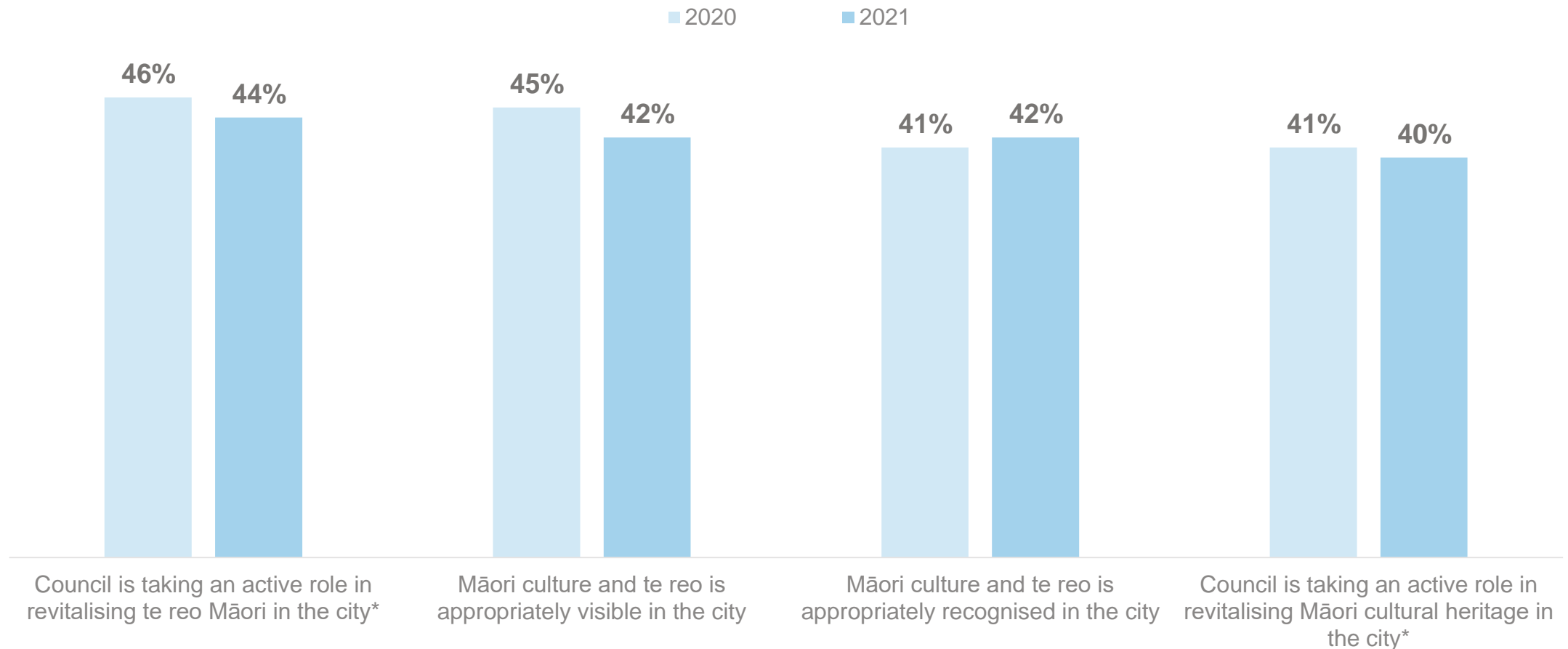
■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree



Base: all respondents (excluding 'don't know'); \*very high proportion of don't know responses (around 20%) which are excluded from analysis

# Wellington’s local identity and Māori culture – 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:*



*Base: all respondents (excluding 'don't know'); \*very high proportion of don't know responses (around 20%) which are excluded from analysis*

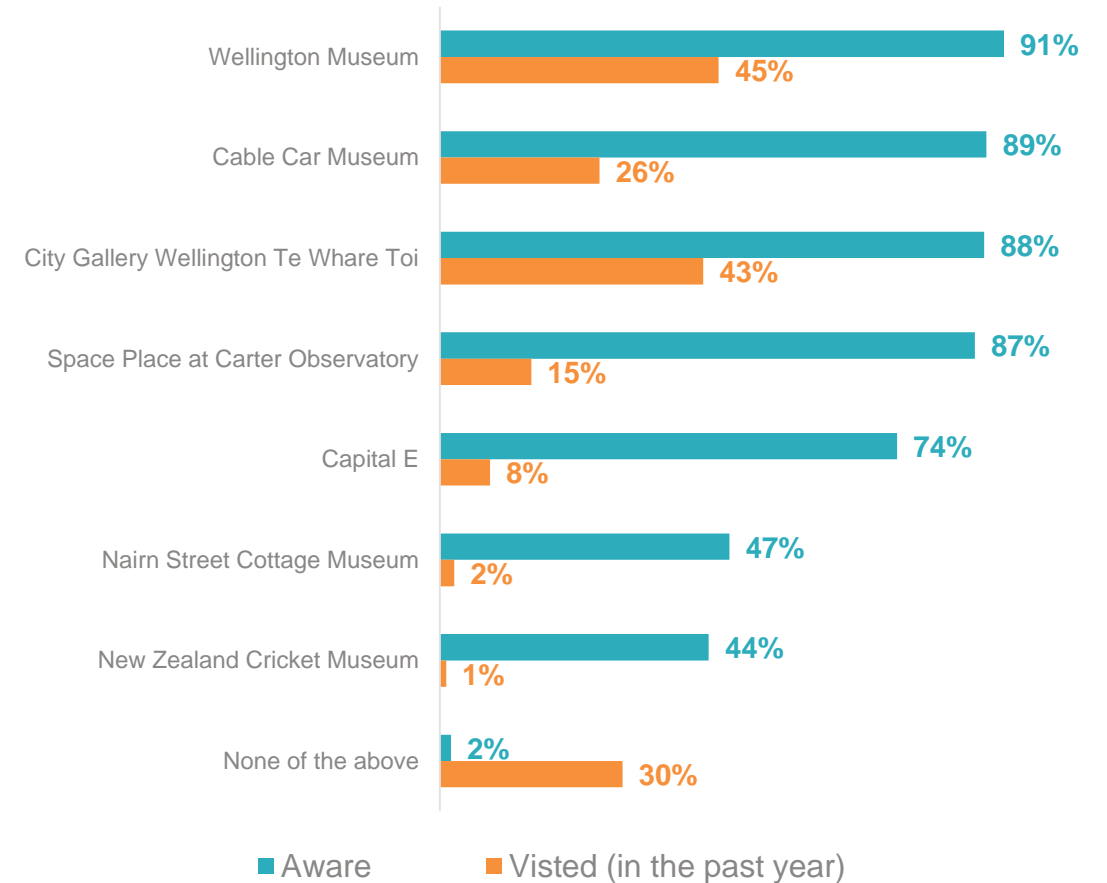
# Wellington museums and galleries awareness and visitation

- Respondent awareness of Wellington Museum, Cable Car Museum, Te Whare Toi, and Carter Observatory are relatively high
- Awareness of Capital E is slightly lower, while less than half were aware of Nairn Street Cottage and New Zealand Cricket Museums.
- Visitation was highest for Wellington Museum and Te Whare Toi (45% and 43% respectively).
- About a quarter said they had visited Cable Car Museum in the past year and 15% had visited Carters Observatory.
- Awareness of museums and galleries was similar to last year, while reported visitation was slightly lower for Carters Observatory and the Cable Car Museum and slightly higher for Te Whare Toi.

## Demographic differences

- Awareness was generally higher for females, respondents aged 45 and over, homeowners and New Zealand European respondents.
- However, there were no demographic differences among the reported visitation results.

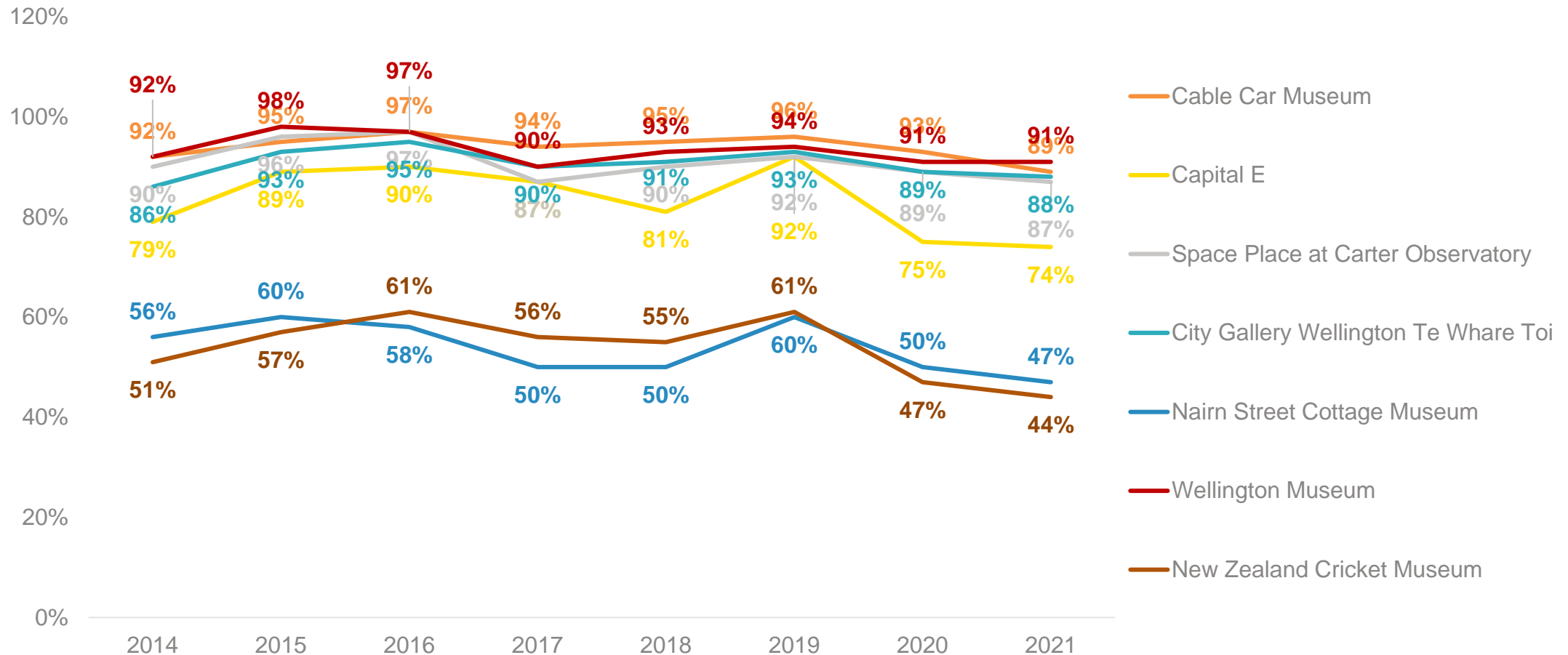
**?** Thinking now to museums and galleries in Wellington. Which of the following museums and galleries [are you aware of/have you been to in the last 12 months]?



# Wellington museums and galleries awareness – tracking



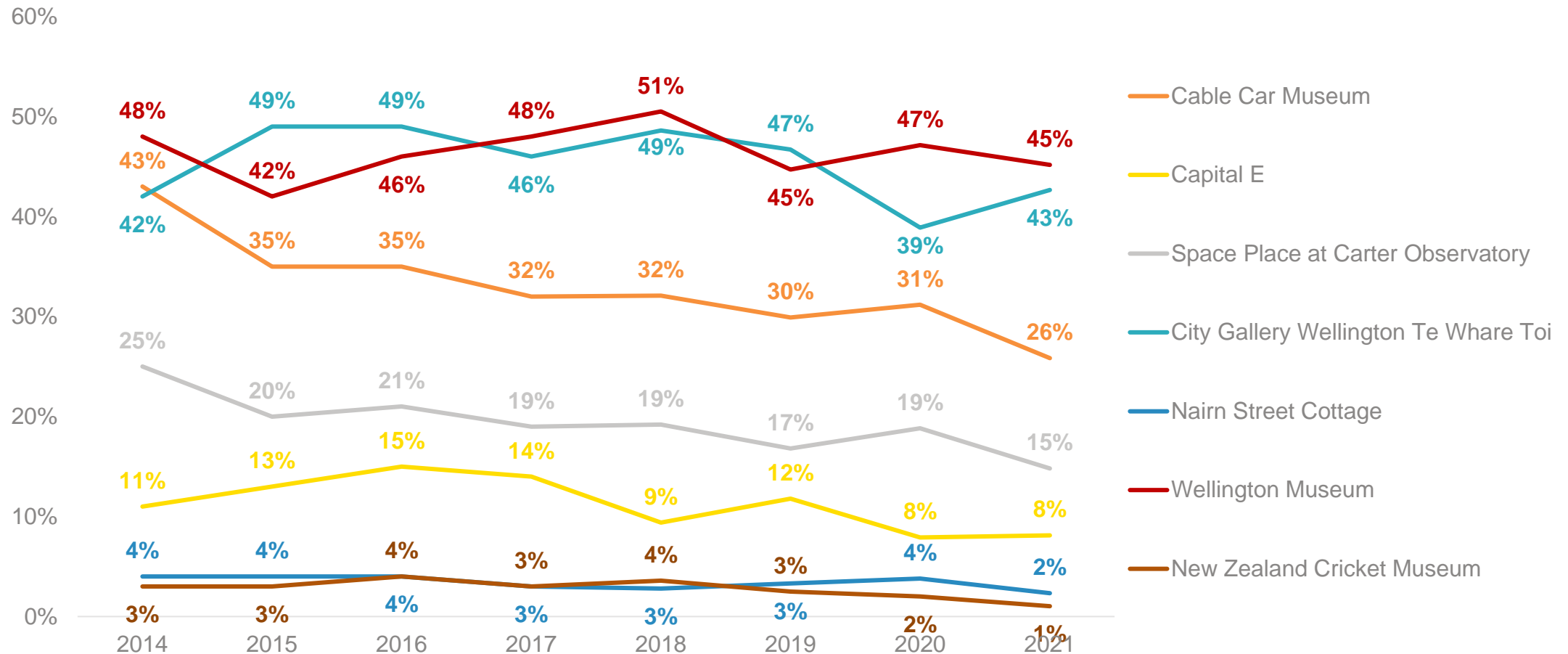
Thinking now to museums and galleries in Wellington. Which of the following museums and galleries are you aware of?



# Wellington museums and galleries visitation – tracking



Thinking now to museums and galleries in Wellington. Which of the following museums and galleries have you been to in the last 12 months?





# Wellington museums and galleries experience

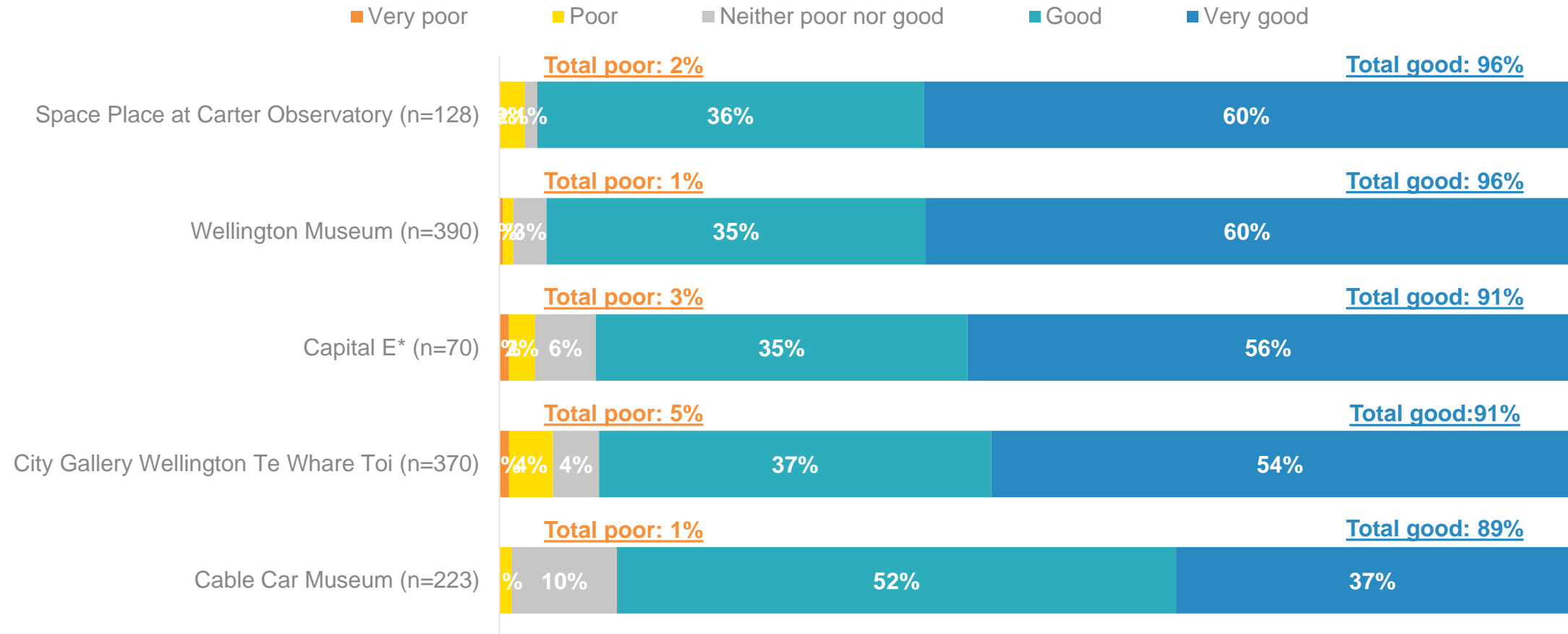
- Satisfaction was consistently high across the museums and galleries.
- Note: sample sizes of respondents that had visited some venues was too low to analyse (Nairn Street Cottage Museum and New Zealand Cricket Museum).
- Results were generally consistent with previous years.

## Demographic differences

- There were no demographic differences for this question.

# Wellington museums and galleries experience

**?** | Please rate your overall experience at...

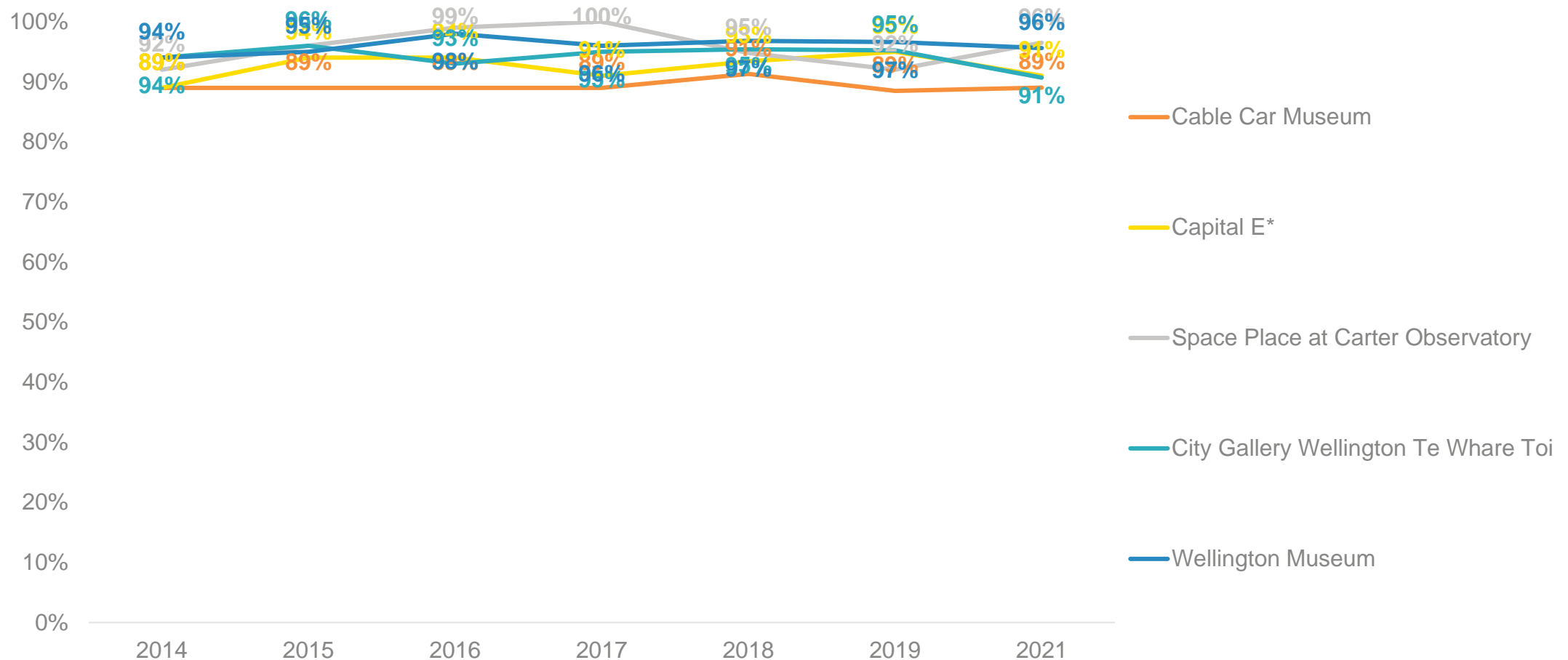


Base: respondents who visited each museum/gallery (excluding 'don't know'); \*low sample size, results indicative only  
 Nairn Street Cottage Museum and New Zealand Cricket Museum not included as sample size too low (<30)

# Wellington museums and galleries experience



Please rate your overall experience at... Total good



Base: respondents who visited each museum/gallery (excluding 'don't know'); \*low sample size, results indicative only  
 Naim Street Cottage Museum and New Zealand Cricket Museum not included as sample size too low (<30)

# Recreation

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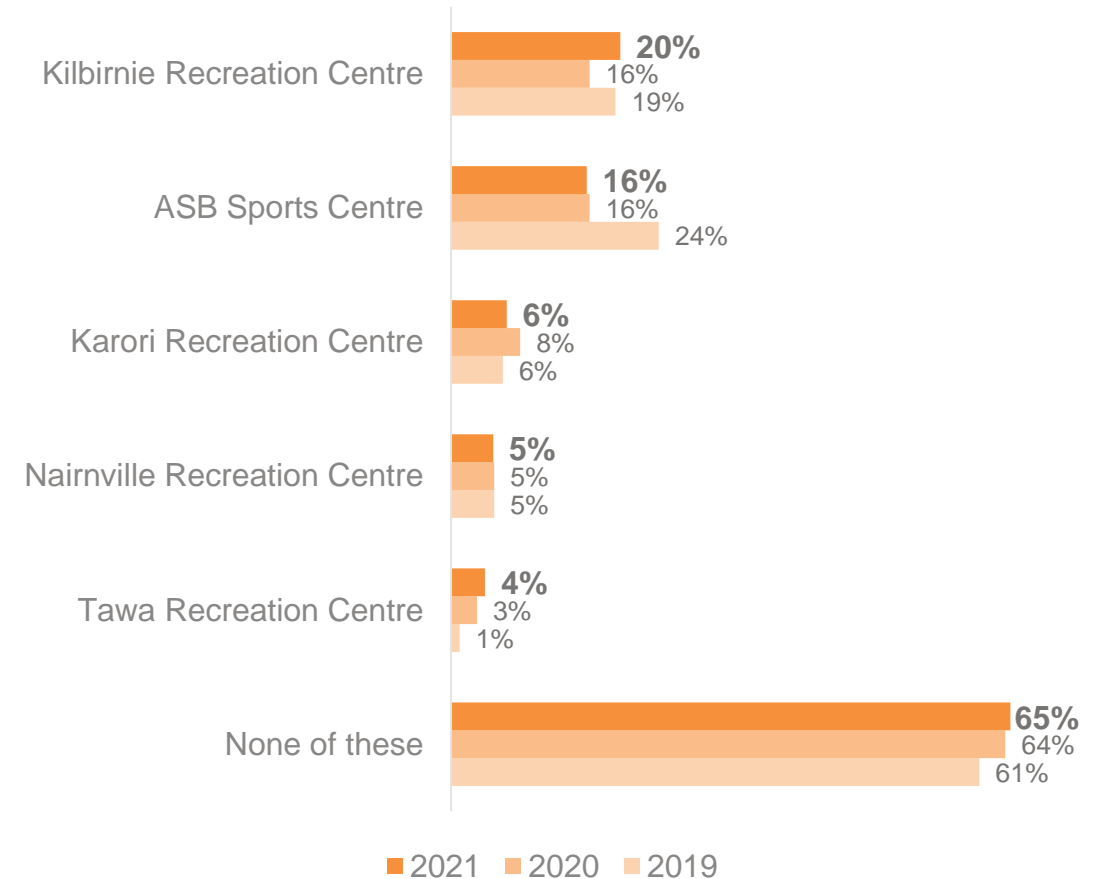
# Sport and recreation facilities usage

- Kilbirnie Recreation Centre and ASB Sports Centre were the most used facilities (20% and 16% of respondents had used each one respectively).
  - Usage of these and the remaining facilities was largely unchanged compared to 2020, but a little lower compared to 2019 for the ASB Sports Centre.
- Almost two-thirds (65%) had not used any of the facilities listed.

## Demographic differences

- Usage mostly differed by Ward as you would expect:
  - Eastern Ward respondents were more likely to use the Kilbirnie Recreation Centre (34%).
  - Northern Ward respondents were more likely to use the Tawa Recreation Centre (13%).
  - Onslow-Western Ward respondents were more likely to use Karori and Nairnville Recreation Centres (16% and 12% respectively).
  - Southern Ward respondents were more likely to use Kilbirnie Recreation Centre (30%) and ASB Sports Centre (28%).
- Respondents aged 30-44 were higher users across multiple centres, as were homeowners.

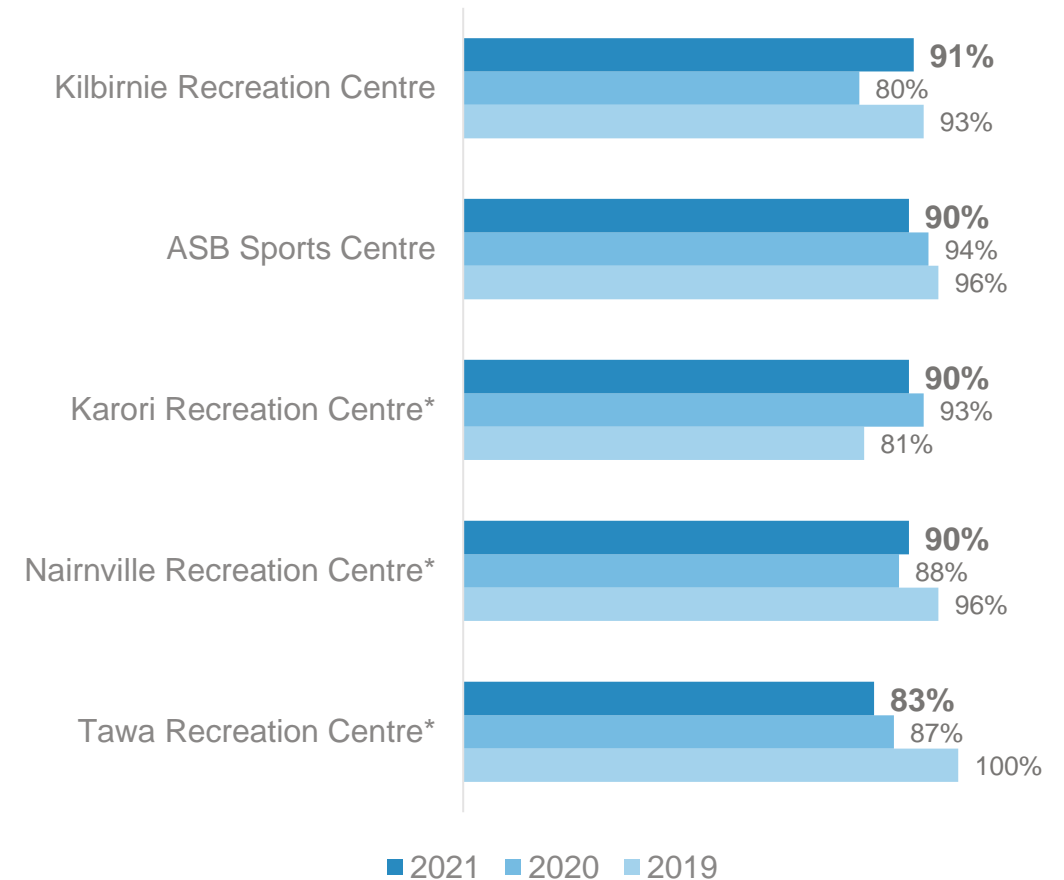
**?** Have you used any of the following Wellington City Council recreation facilities?



# 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 relatively low sample sizes for this question (as low as n=32 for Tawa and n=172 for Kilbirnie).

**?** 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') (n=32-172); \*small sample size, indicative results only

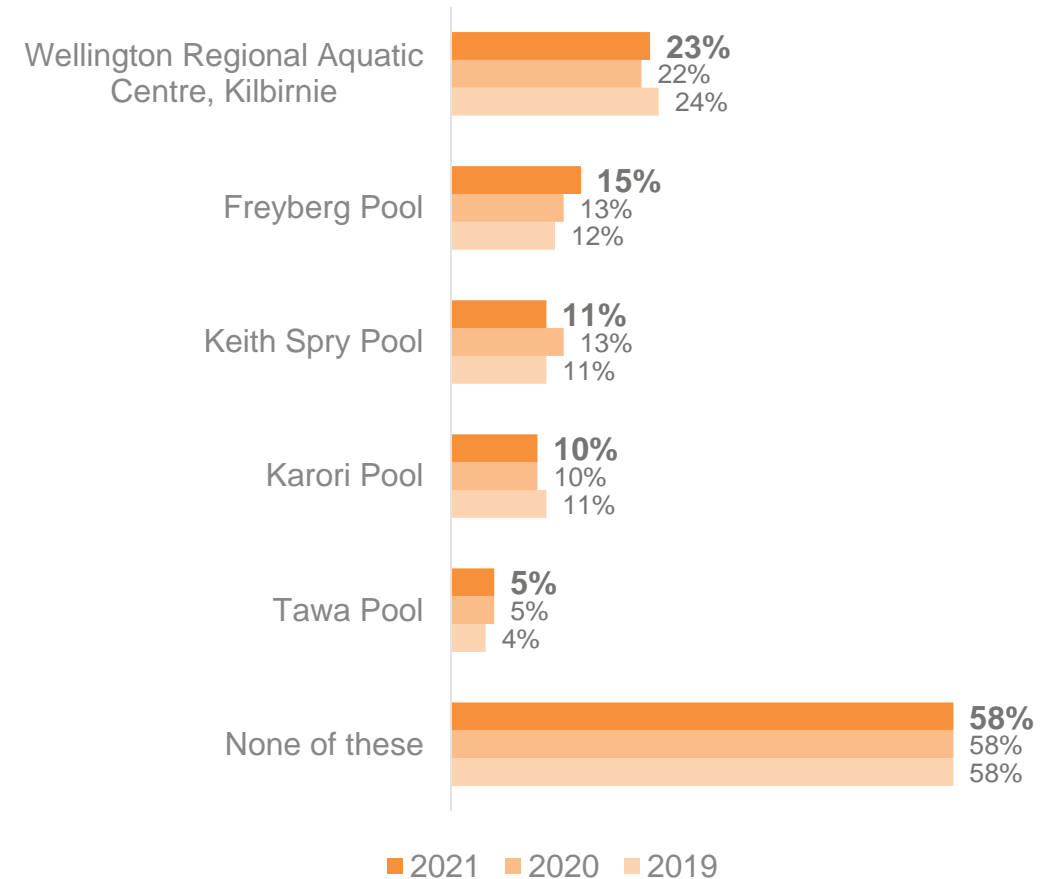
# Wellington City Council pool usage

- Wellington Regional Aquatic Centre was the most used pool by respondents in the past year (23%).
- Freyberg, Keith Spry and Kaori has similar levels of usage, While Tawa was less used.
- Over half (58%) had not used any of the WCC pools listed.
- Usage was largely unchanged compared to previous years.

## Demographic differences

- Usage mostly differed by Ward as you would expect:
  - Eastern Ward respondents were more likely to use Wellington Regional Aquatic Centre (41%).
  - Lambton Ward respondents were more likely to use Freyberg (25%).
  - Northern Ward respondents were more likely to use Tawa (17%) or Keith Spry (29%).
  - Onslow-Western Ward respondents were more likely to use Karori (25%)
  - Southern Ward respondents were more likely to use Wellington Regional Aquatic Centre (39%)
- However respondents aged 30-44 were higher users across multiple centres.

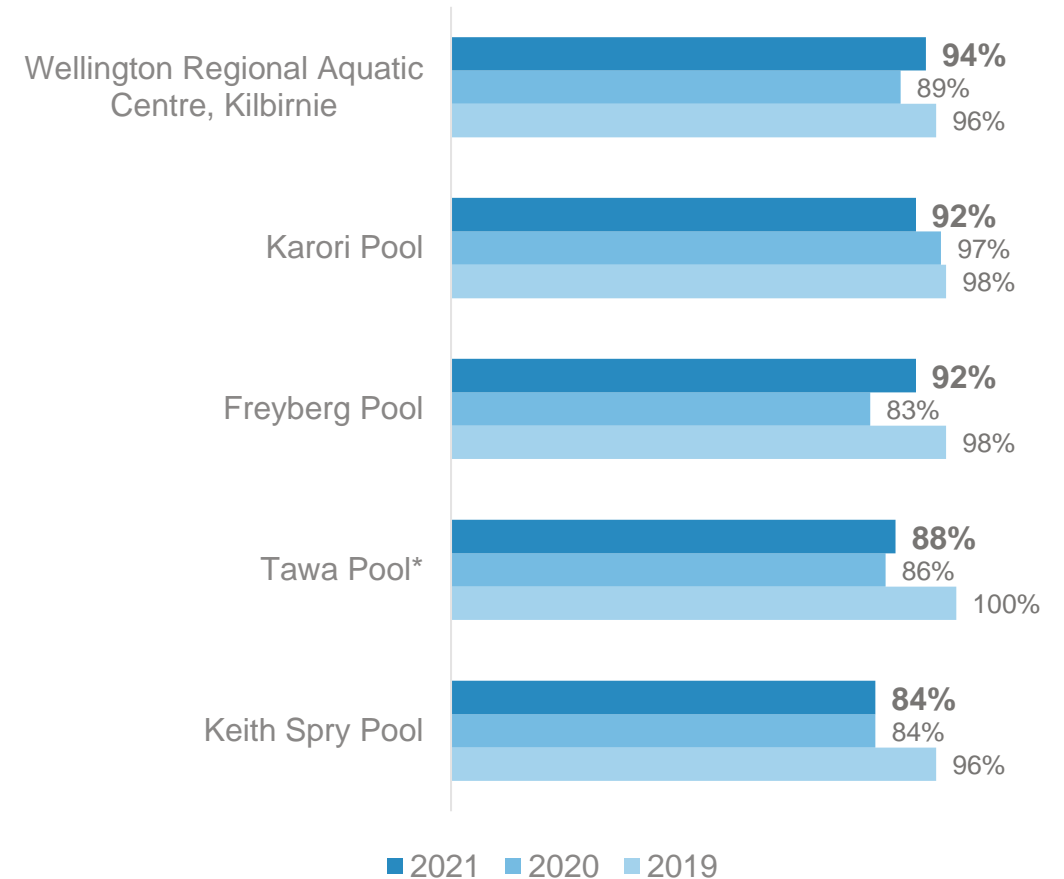
**?** Over the past 12 months, have you used any of the following Wellington City Council pools?



# 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 all the facilities.
- It is difficult to determine any up or downward trends or demographic differences given the relatively low sample sizes for this question (as low as n=32 for Tawa and n=195 for Wellington Regional Aquatic Centre).

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





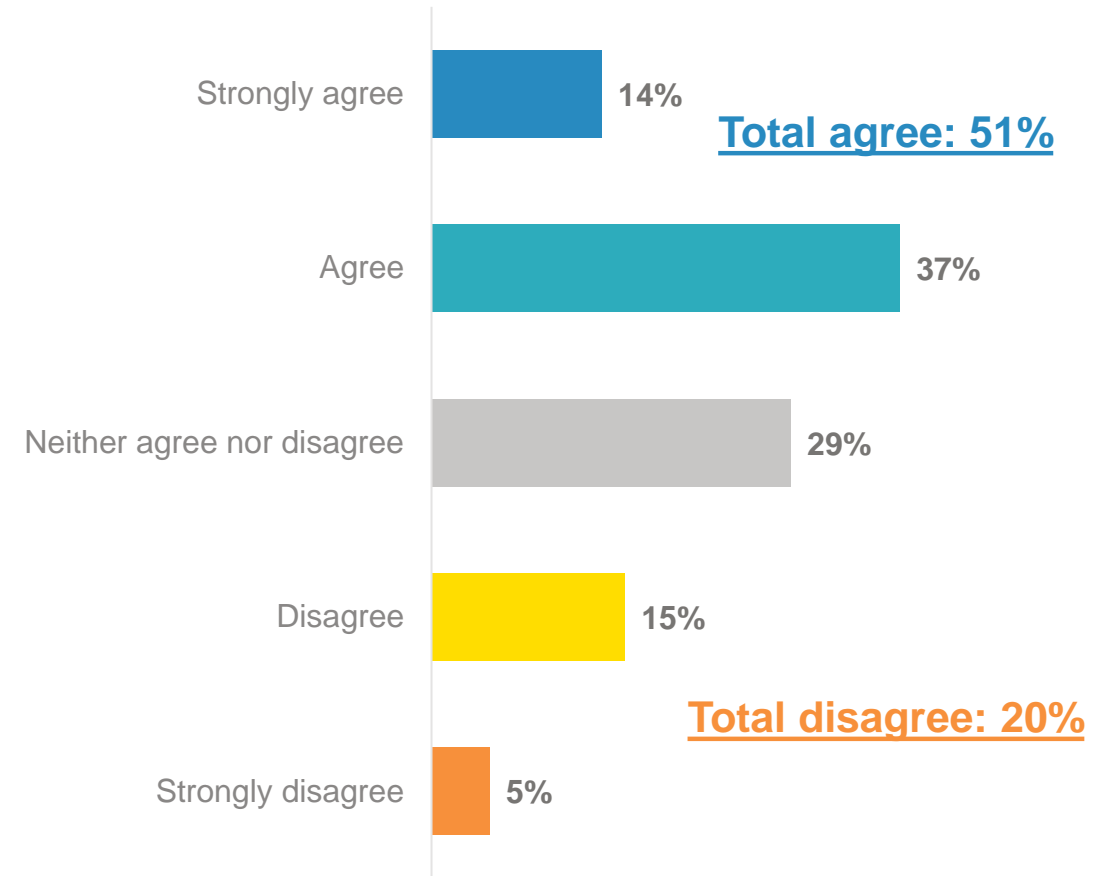
# Wellington City Council pool affordability

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

- About half of respondents (51%) agreed that pool admission charges were affordable.
- One in five disagreed and 29% were neutral.
- This result is steady compared to 2020 (when tracking began) – 51% agree; 18% disagreed in 2020.

## Demographic differences

- Homeowners were more likely to agree that pool admission charges were affordable compared to renters (57% compared to 41%).
- Higher income earners (\$100k+ household income) were also more likely to agree admission charges were affordable (59%).

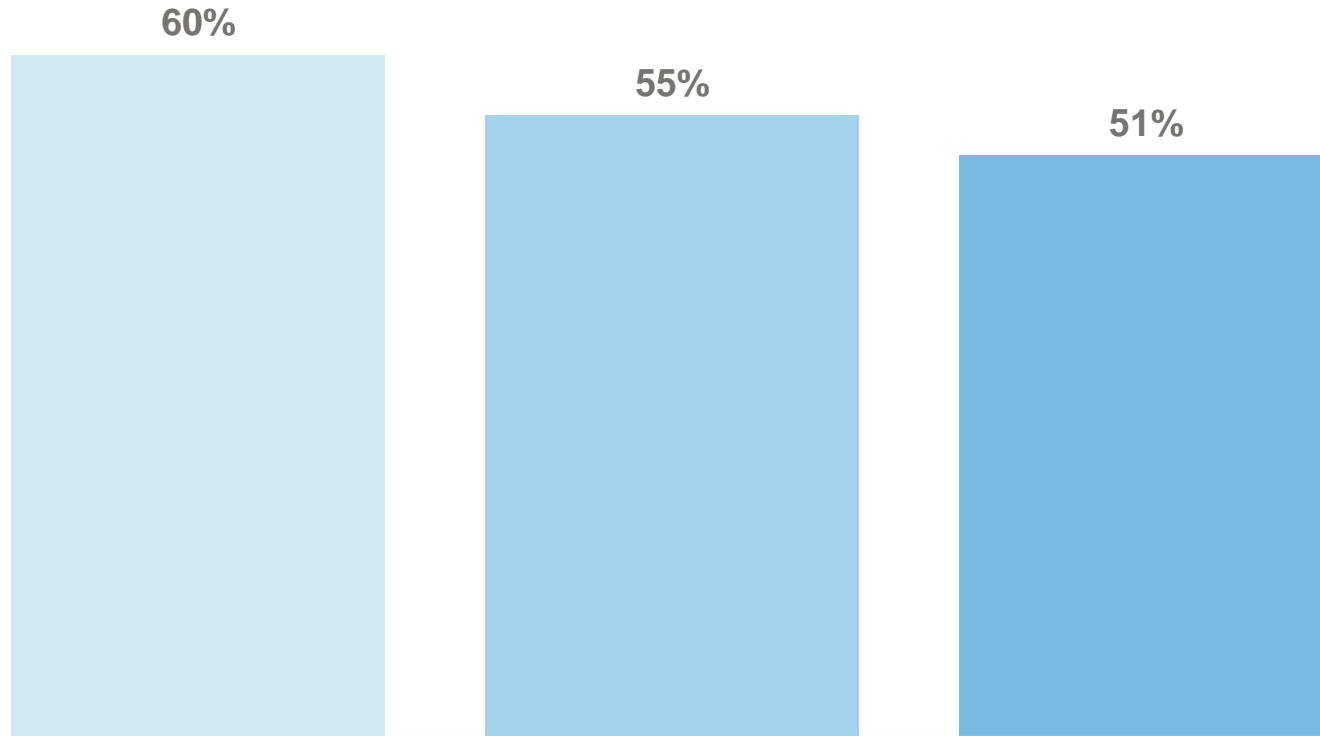


# Wellington City Council pool affordability – tracking



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

2019 2020 2021



Base: all respondents (excluding 'don't know'); \*high proportion of don't know responses (34% in 2021) which are excluded from analysis

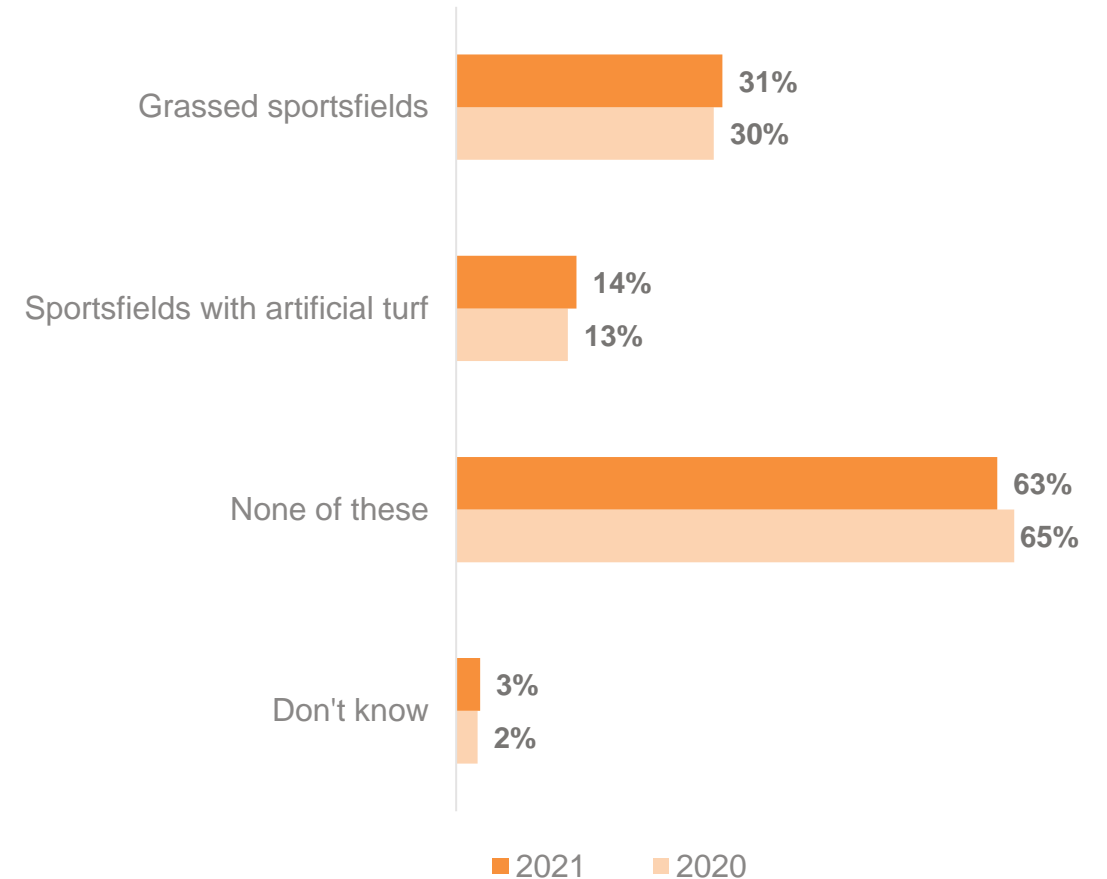
# Wellington City Council sportsground usage

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

- Around a third of respondents (31%) had used grassed sportsground in the past year, half as many had used artificial turf sportsgrounds (14%).
- Usage was consistent with last year's results (when tracking began).

### Demographic differences

- Respondents from Onslow-western Ward were more likely to have used a grassed sportsfield (42%), while Lambton Ward respondents were less likely to have used a grassed sportsground (21%).
- Respondents aged over 60 were less likely to have used both types of sportsground.
- Respondents with household income over \$100k were more likely to have used both types of sportsgrounds.



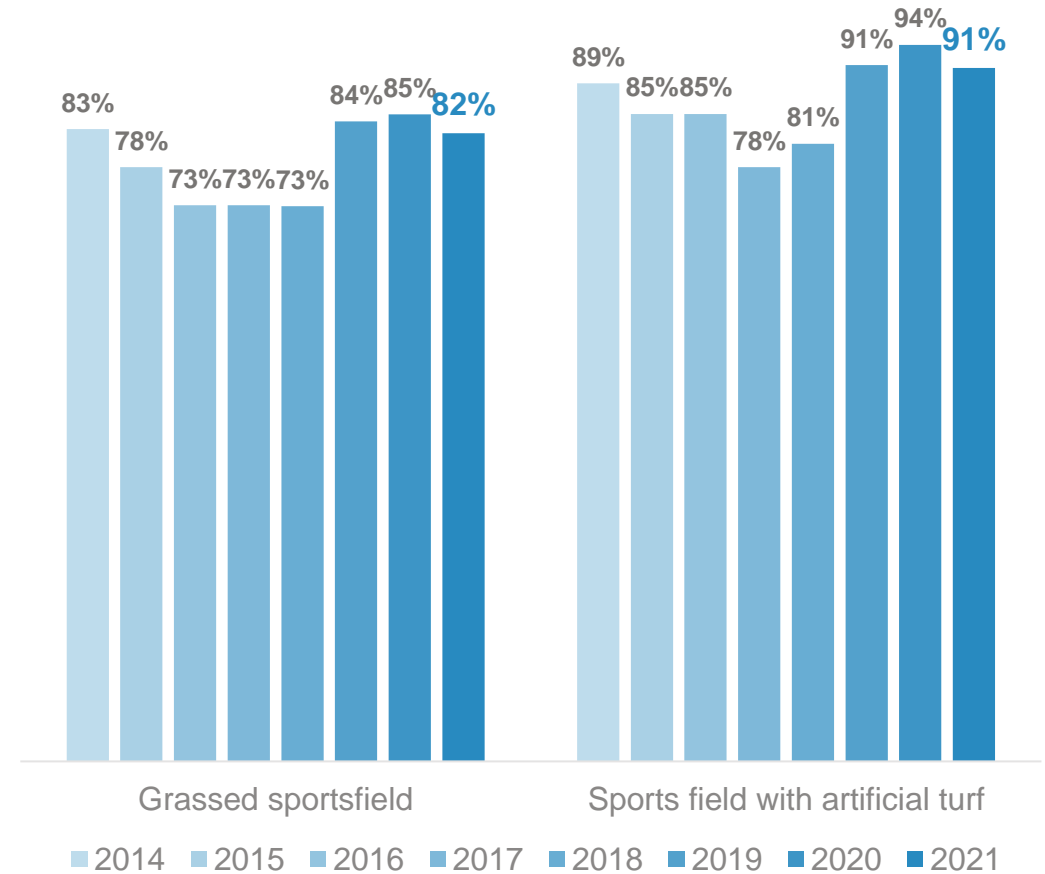
# Wellington City Council sportsground satisfaction

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

- Satisfaction was high with users of both types of sportsgrounds.
- Satisfaction levels were steady compared to the previous two years, however they are a little higher than what was seen prior to 2019.

### Demographic differences

- There were no demographic differences for this question.



Base: respondents who had used each type of sportsfield (excluding 'don't know') (n=122 and 268)

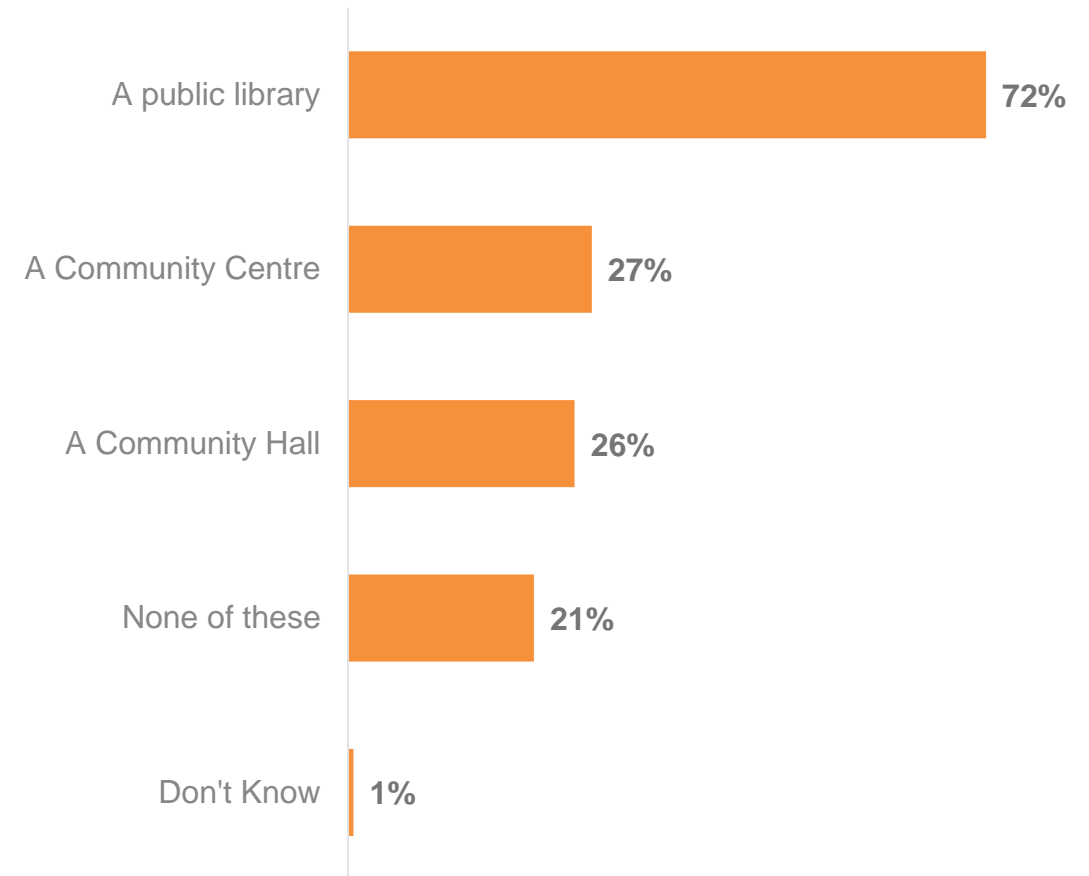
# Wellington City Council community facilities usage

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

- Libraries were by far the most used with 72% of respondents saying they had used one in the past year.
- Public library usage has remained steady over the past few years, while community centre usage has tracked upwards from 20% in 2014 to 27% this year.
- Community Hall usage was up from 18% in 2020 to 26% this year.

### Demographic differences

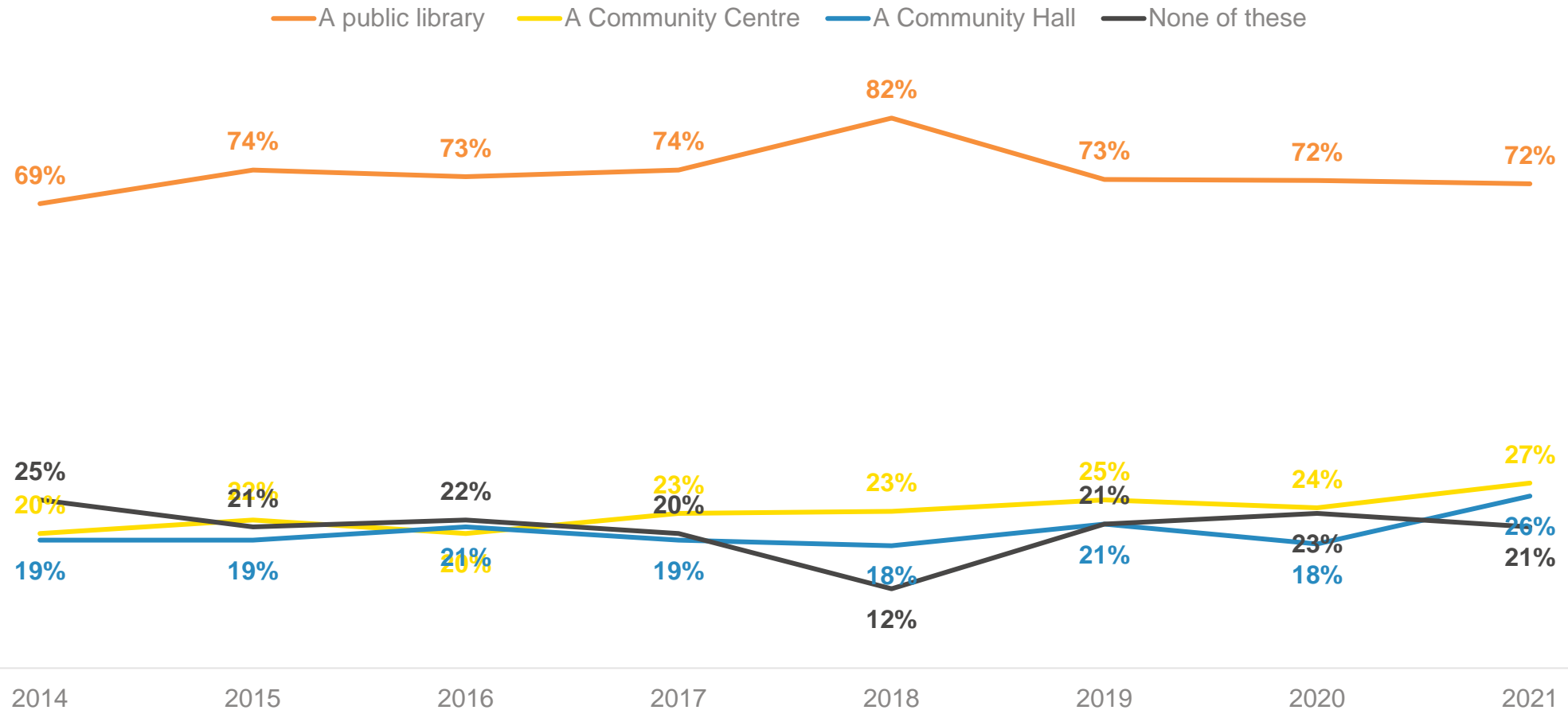
- Respondents from the Northern Ward were more likely to say they used a community centre in the past year (38%).
- Lower income respondents (less than \$50k household income) were more likely to say they used both a public library (90%) and a community centre (44%) in the past year.



# 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?



# Library usage frequency (among library users)

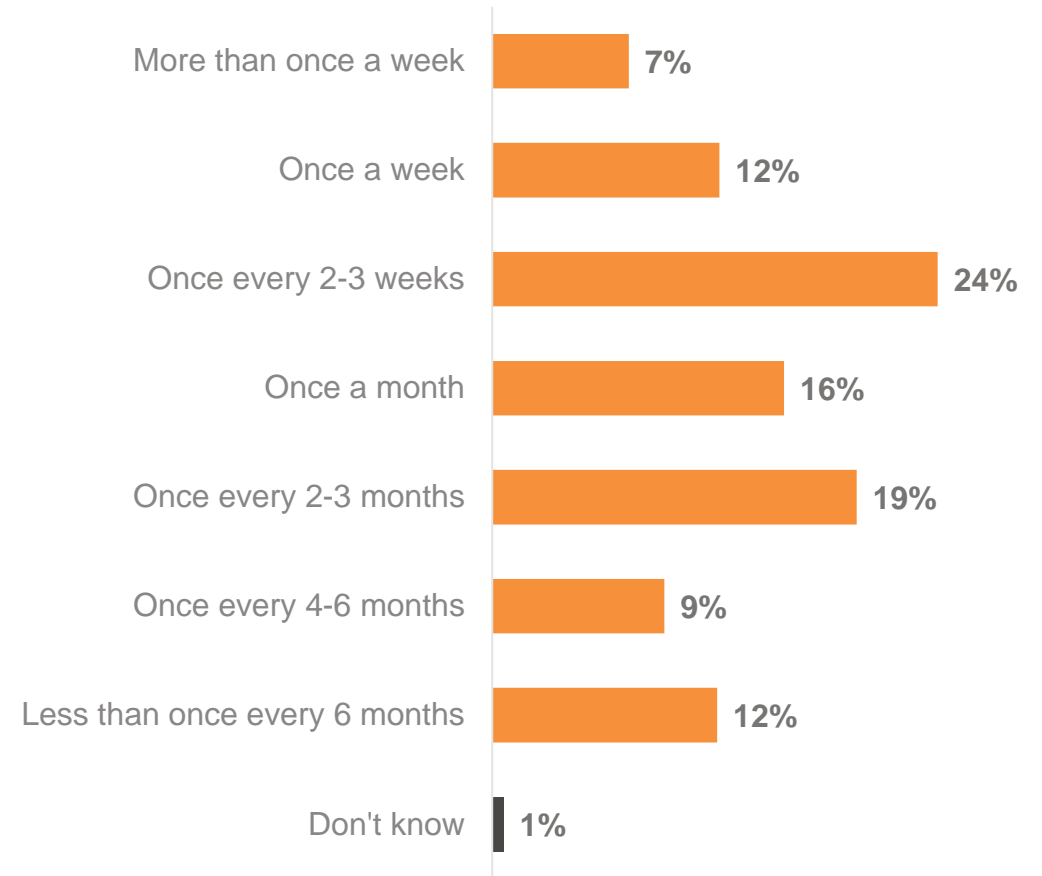
- Among respondents who had visited the library at all in the past year, around one in five said they did so weekly on average.
- More than half of library users said they visited monthly or more on average (59%) – this visitation frequency has remained steady compared to 2020.

### Demographic differences

- There were no demographic differences for this question.



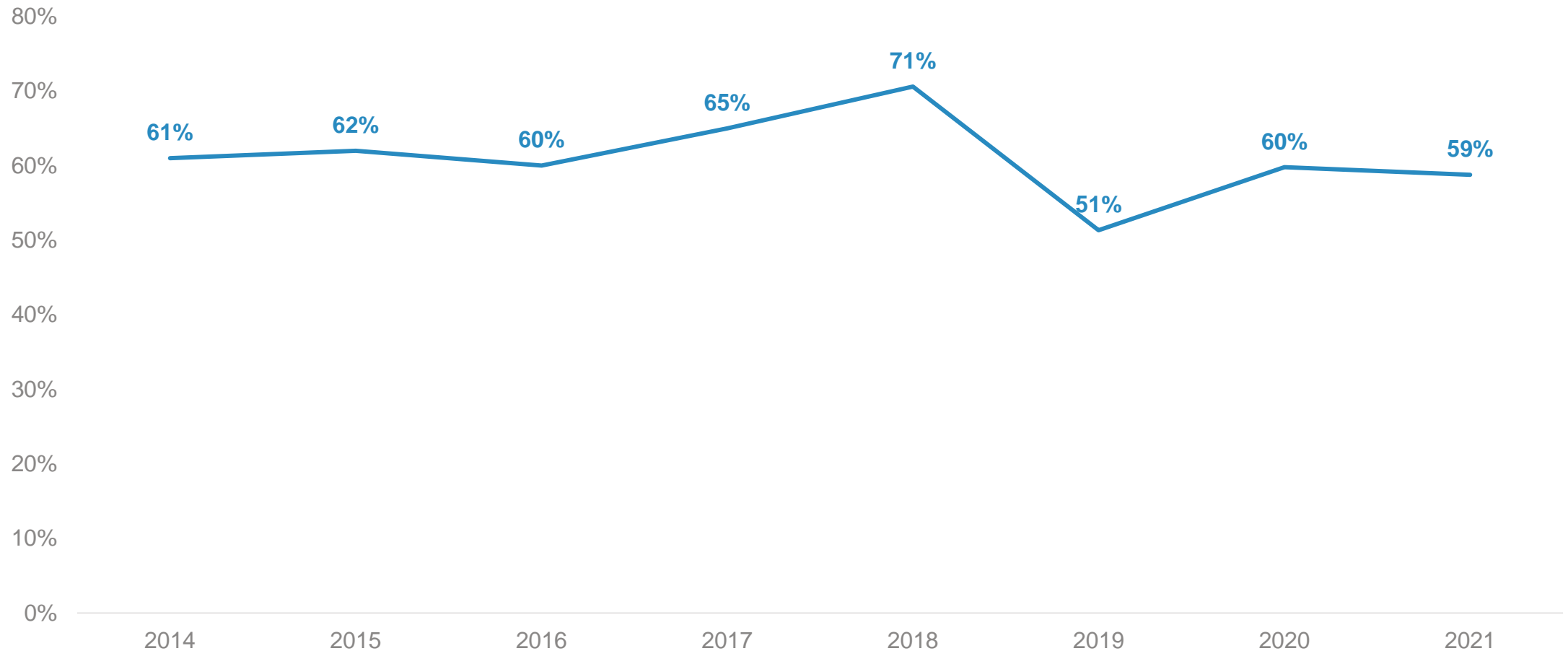
On average, how often would you use or visit a Wellington City Council library?



# 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=624)



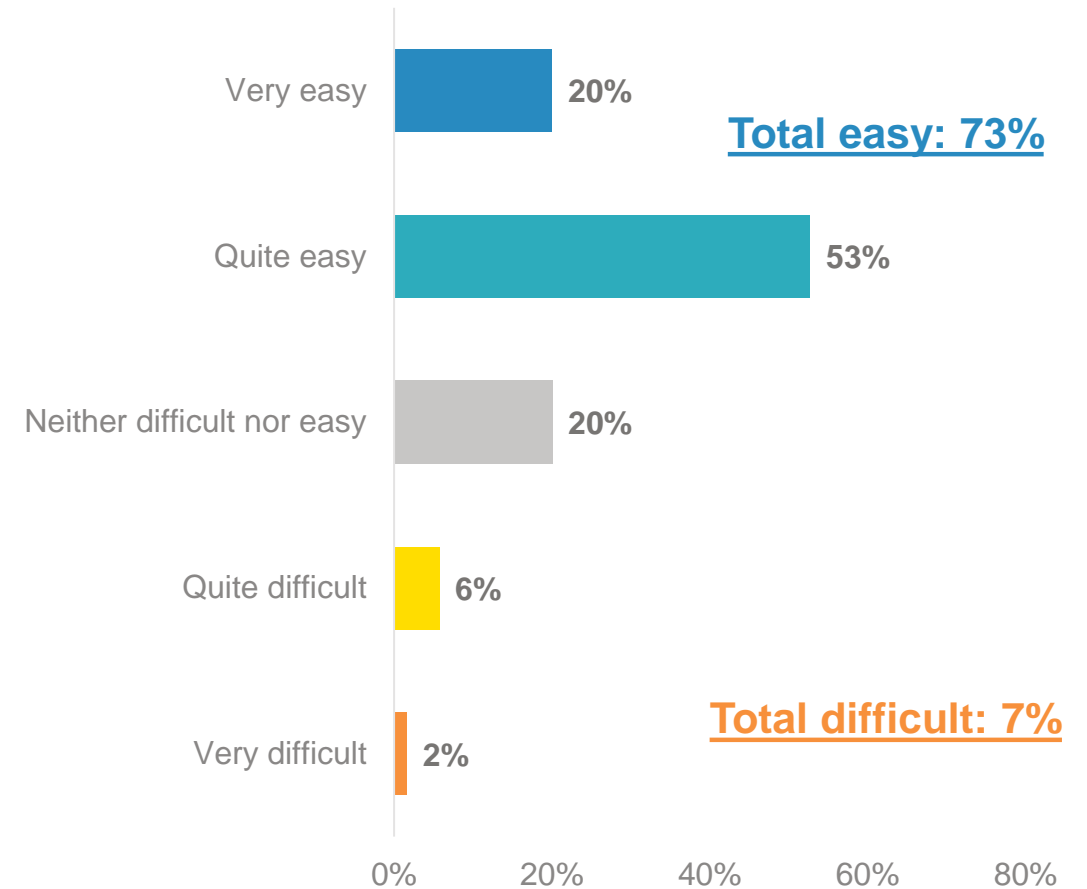
# Access to Wellington City Council facilities and programmes

- Almost three quarters (73%) of respondents felt that Wellington City Council's recreational facilities and programmes were generally easy to access.
- Less than one in ten found them difficult to access.
- Ease of access ratings have generally improved since tracking began in 2014, however the last few years have seen little change in this rating.

## Demographic differences

- There were no demographic differences for this question.

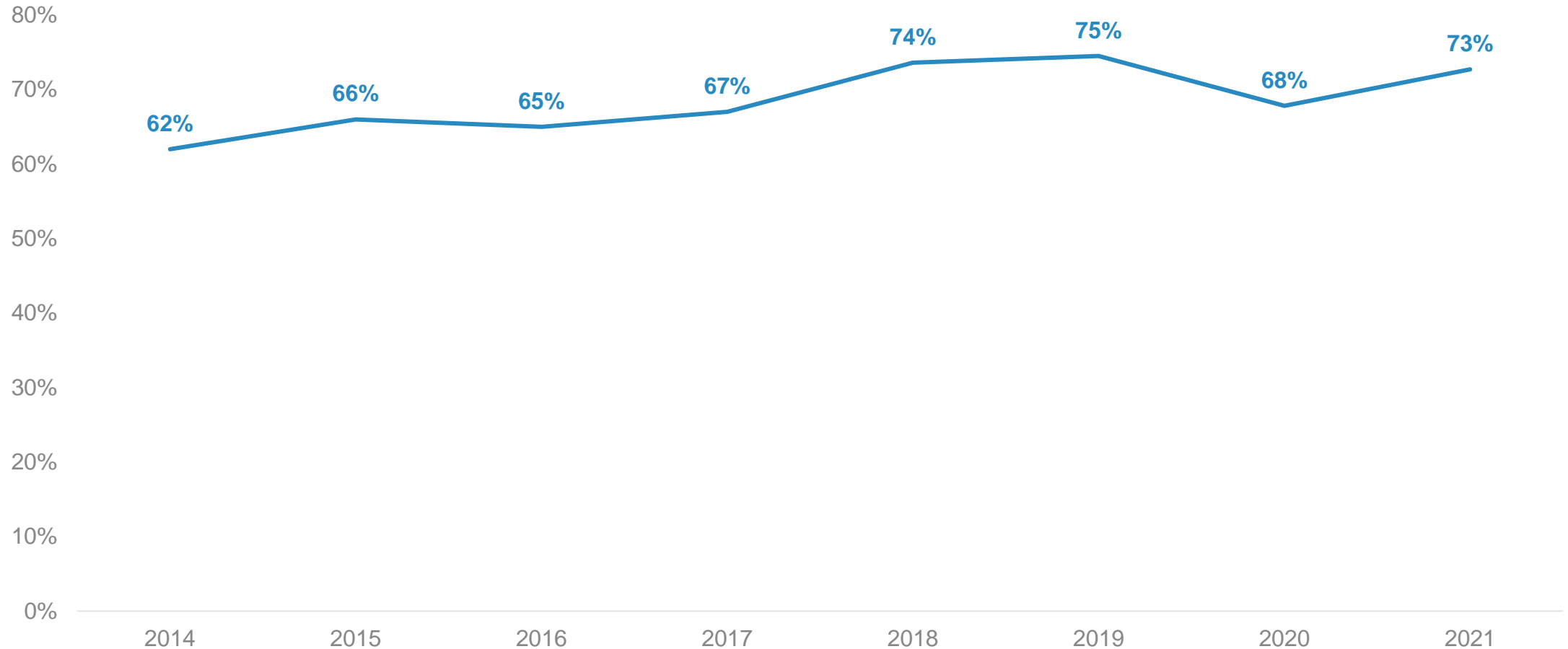
**?** In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



# 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 (18% in 2021) which are excluded from analysis*

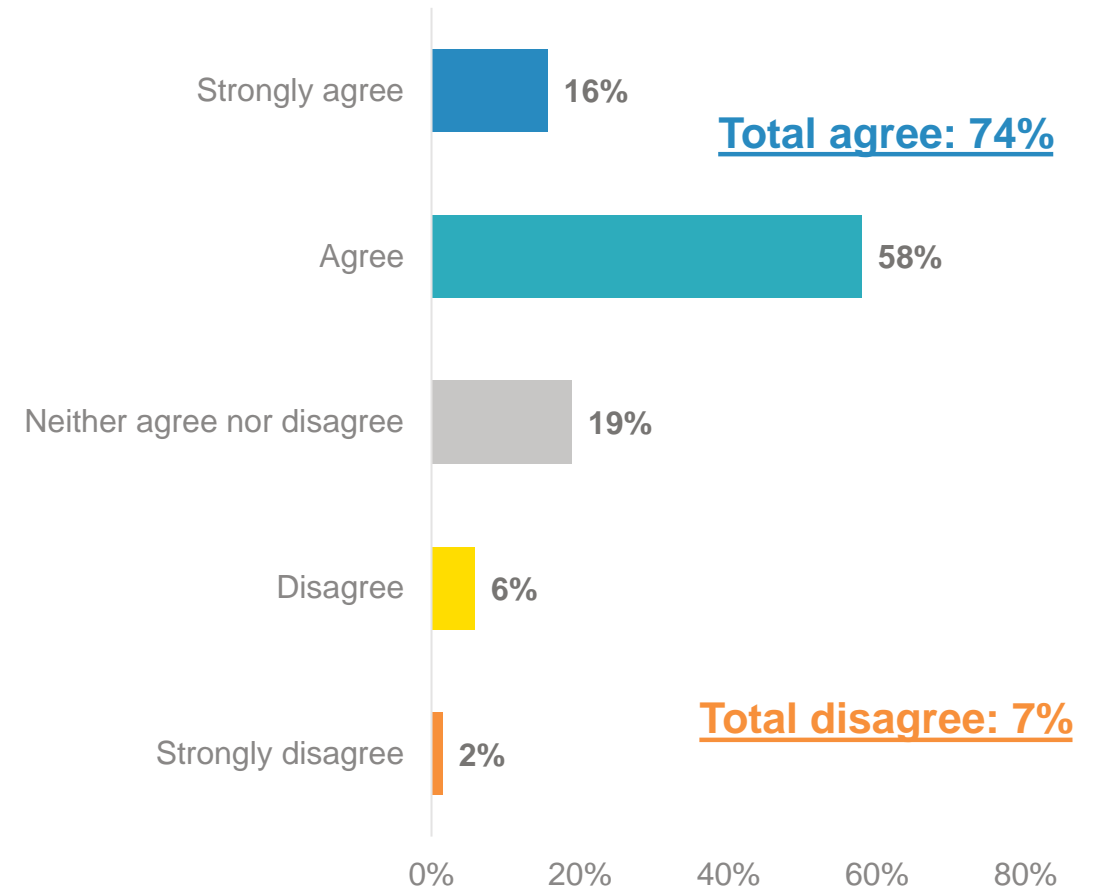
# Wide range of recreational facilities

- Almost three quarters (74%) 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 trended down over the last few years with 85% agreeing in 2017. However, there was no real change compared to 2020.

## Demographic differences

- There were no demographic differences for this question.

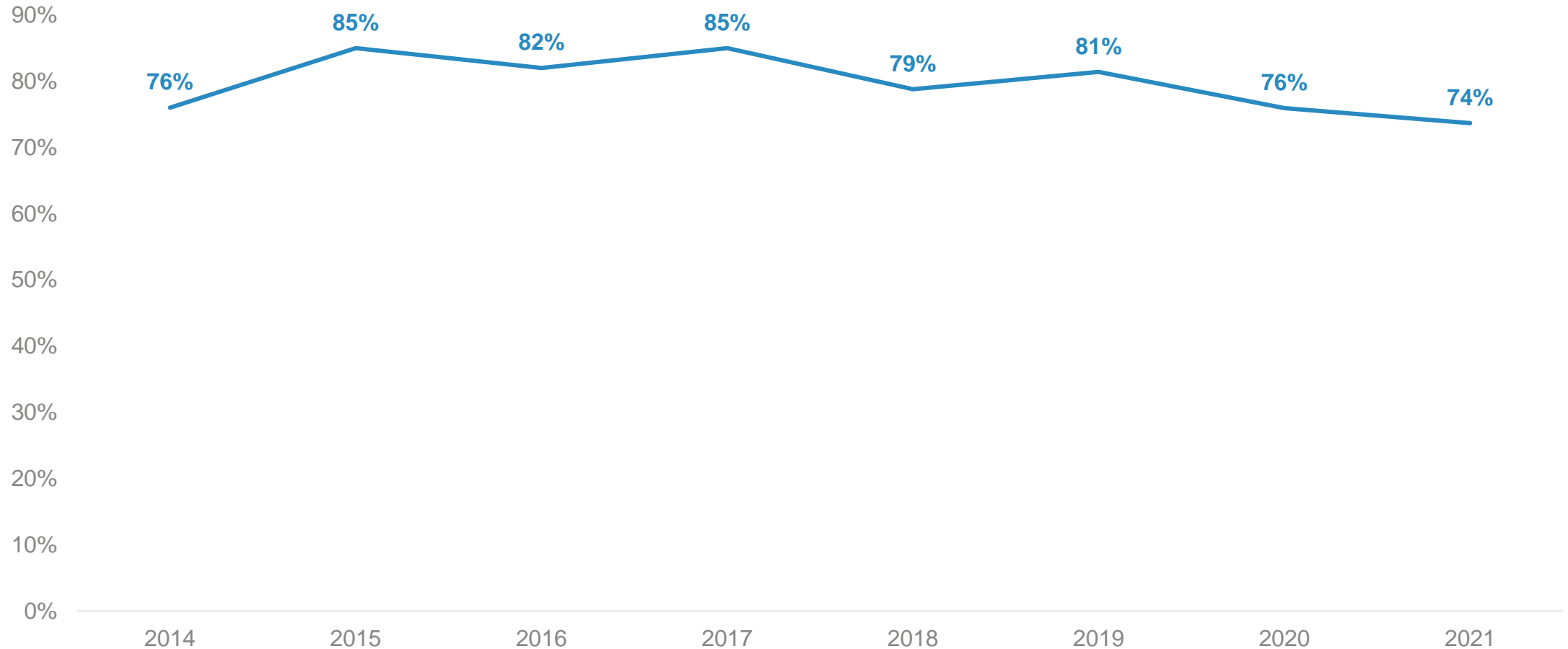
**?** | *In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities?*



# Wide range of recreational facilities – 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')*

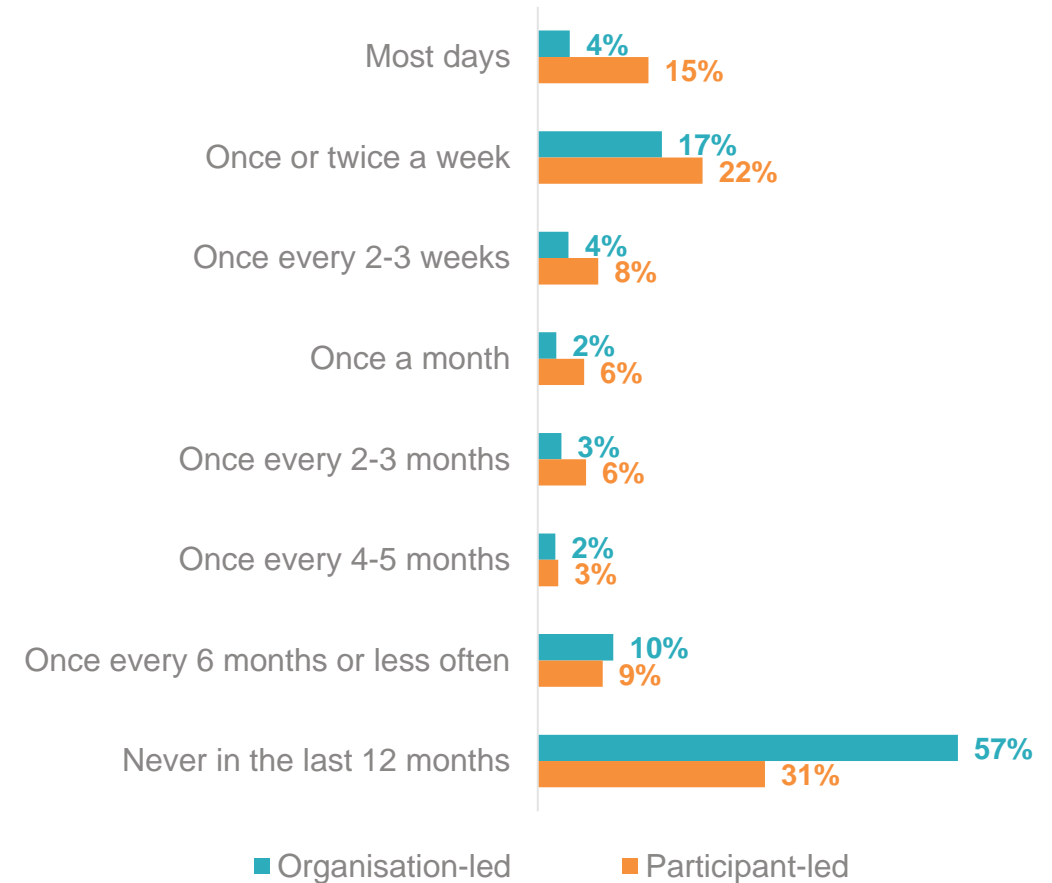
# Participation in sport and recreation

- Respondents were generally more likely to have participated in participant-led sport or recreation in the past year than organisation-led (69% had participated at some point during the past year compared to 57% for organisation-led sport).
- Once or twice a week was the most common participation frequency for both participant-led and organisation-led sport and recreation. While organisation-led sport and recreation was much less likely to be a daily occurrence compared to participant-led.
- Participation in both organisation-led and participant-led sport and recreation remained steady compared to previous years.

## Demographic differences

- There were no significant differences for this question.

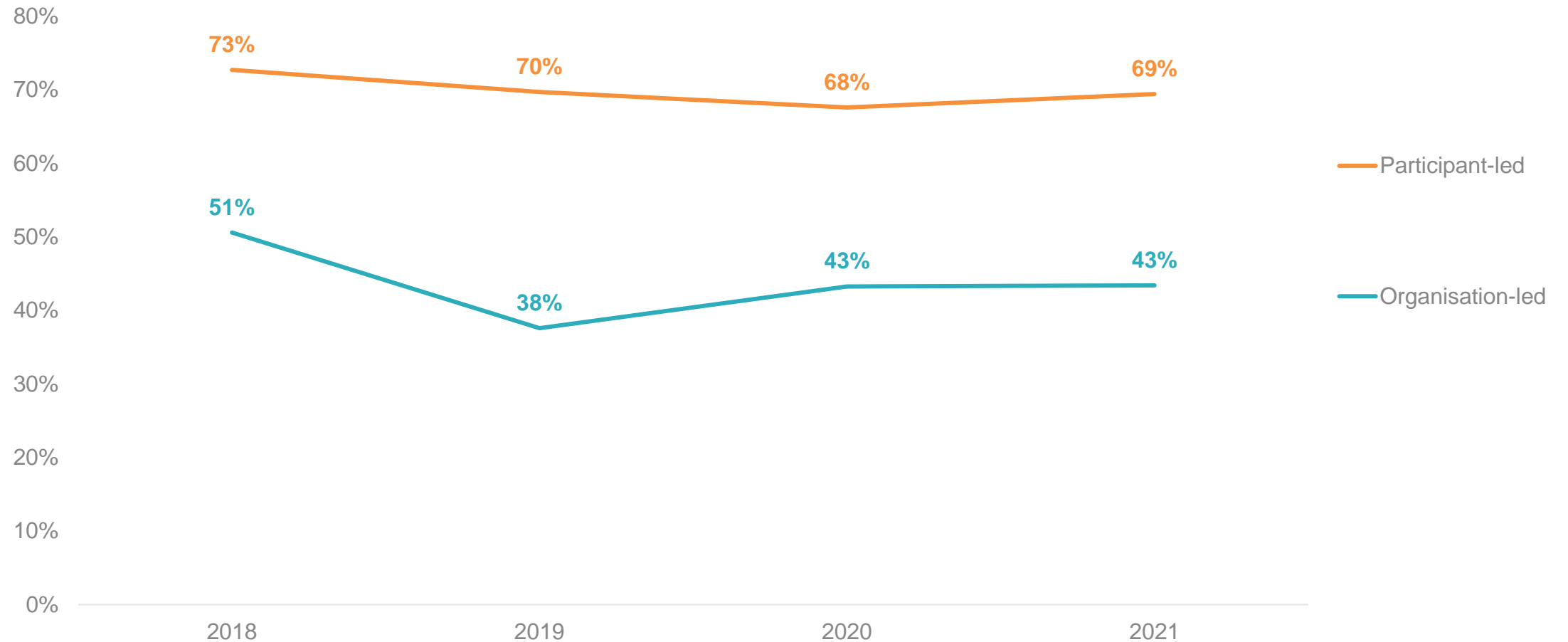
**?** | Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months?



# 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**



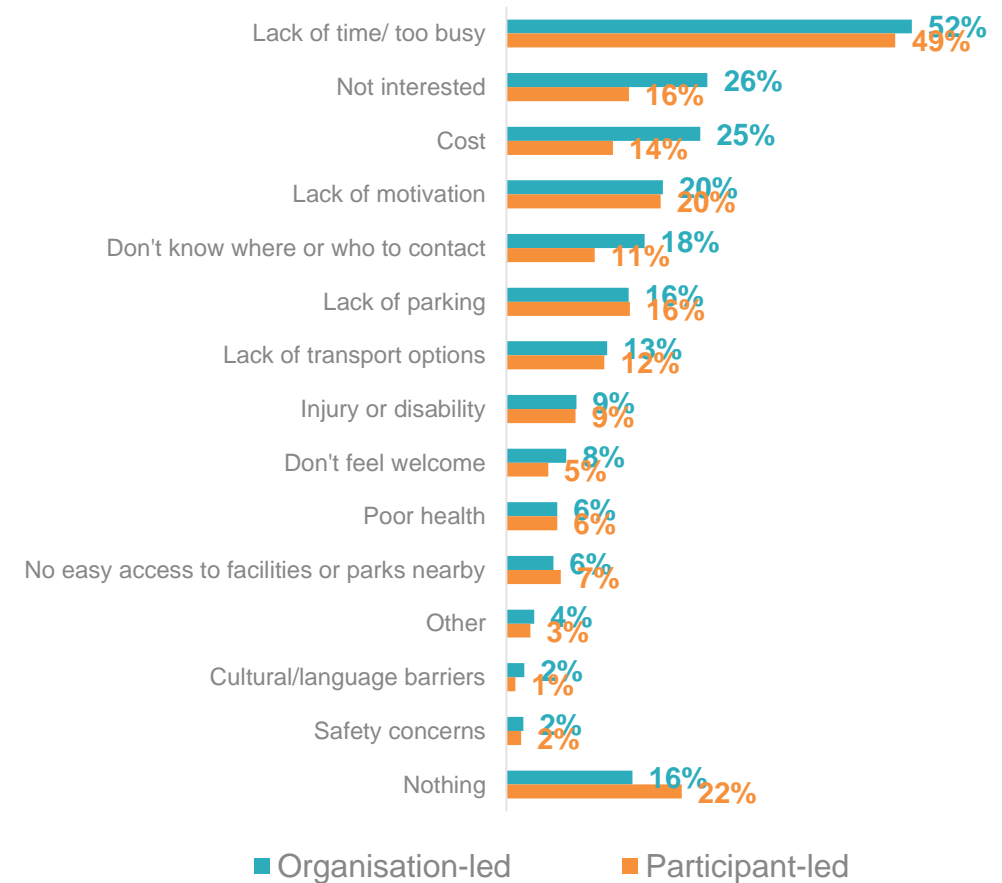
# Barriers to participation in sport and recreation

- Respondents were asked to select any barriers to their participation in either organisation or participant-led sport and recreation.
- Barriers for each type of sport and recreation were largely the same with the exception of “cost”, “not interested” and “don’t know where or who to contact”, which were all more likely to be selected as a barrier for organisation-led sport and recreation.

## Demographic differences

- Renters and younger respondents (aged 18-29) were both more likely to select a number of barriers (for both organisation and participant-led) including “cost”, “lack of transport options” and “don’t know who or where to contact”.
- Respondents with household income over \$100k were more likely to say they were too busy or had a lack of time (for both organisation and participant-led).

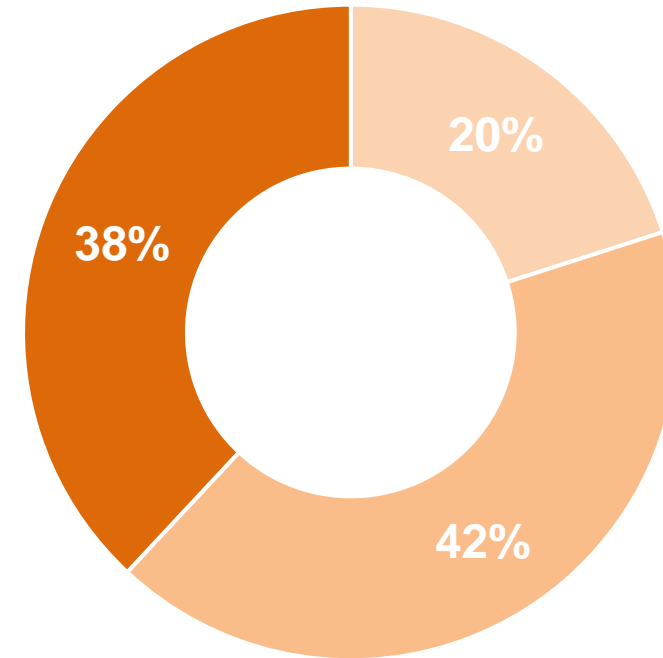
**?** What if anything, makes it difficult for you to participate in either of these two types of recreational activity?



# Weekly participation in physical activity

**?** | How many hours do you spend participating in some form of physical activity in an average week?

- Over a third of respondents (38%) claimed to participate in five or more hours of physical activity a week.
- A further 42% said they participated in between two and half, and five hours of physical activity a week.
- Physical activity participation (two and half hours or more a week) has been trending up since tracking began from 65% in 2014 to 80% this year.



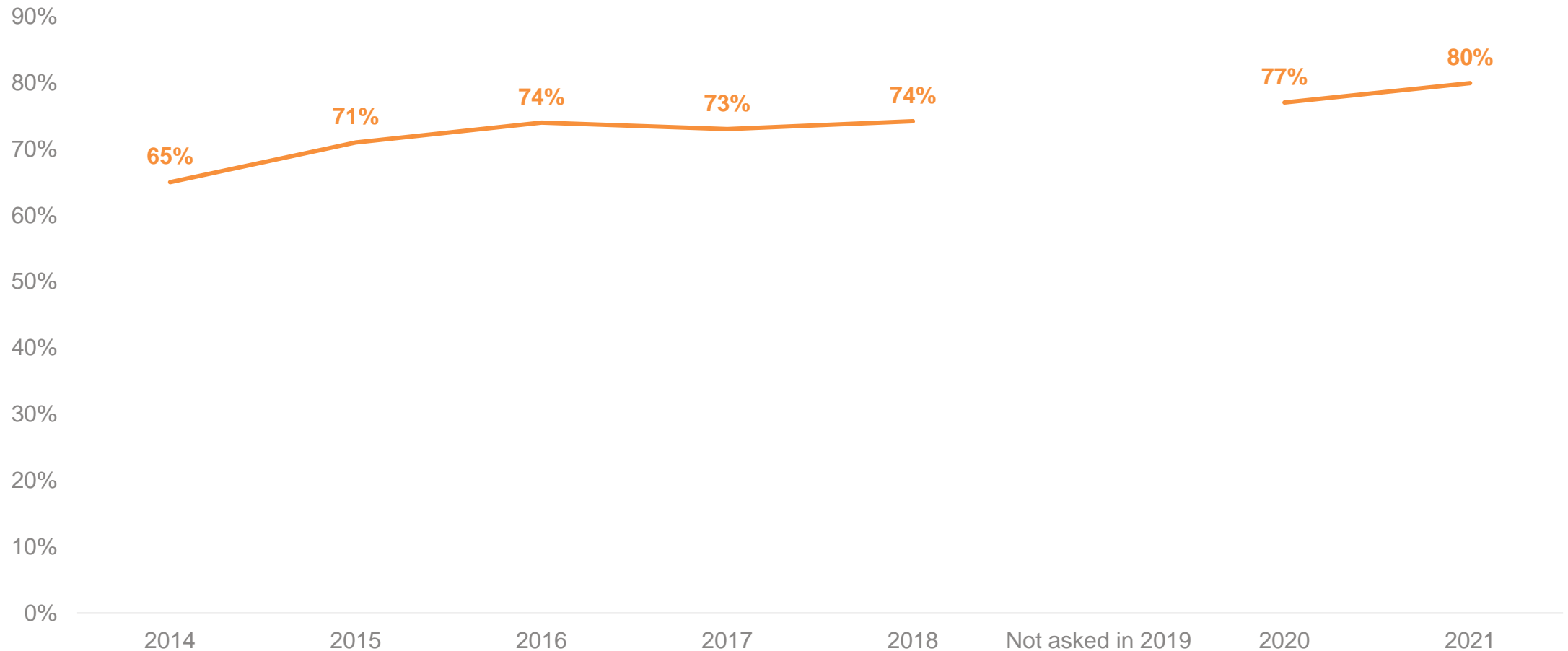
■ Less than 2 and a half hours ■ 2 and a half to 5 hours ■ 5 or more hours



# Weekly participation in physical activity – tracking



How many hours do you spend participating in some form of physical activity in an average week? **2.5 hours or more**



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

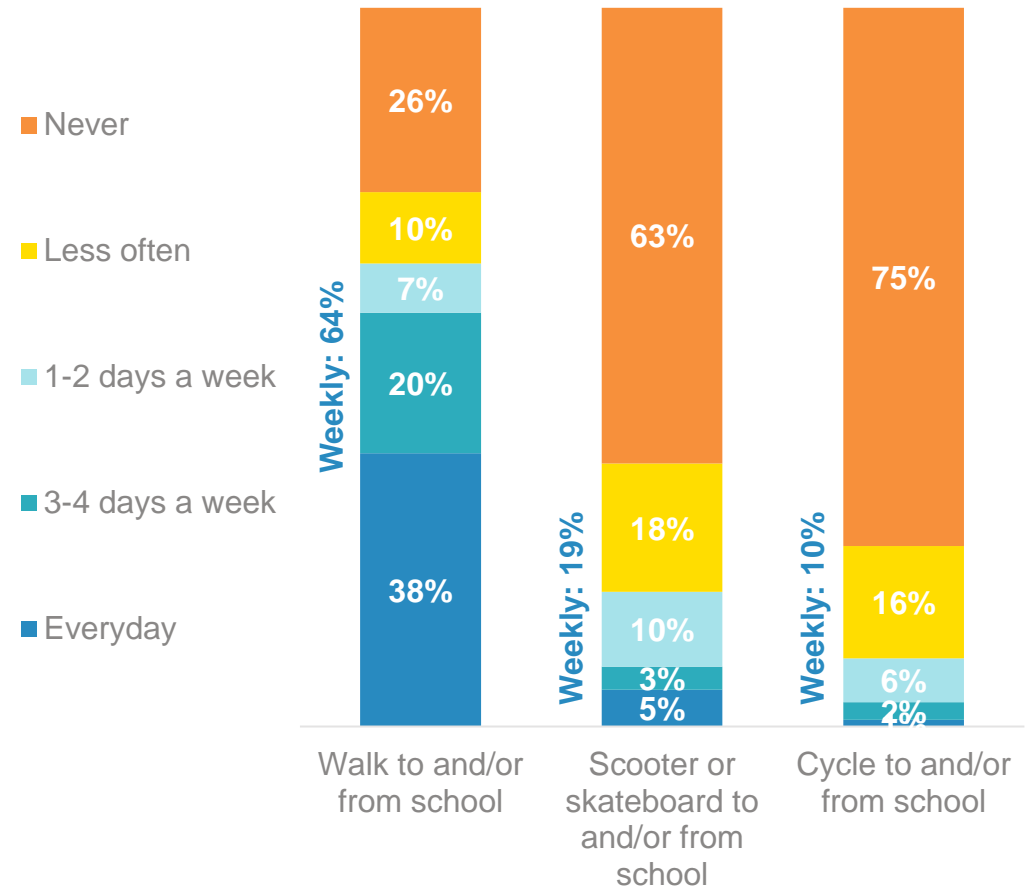
# Children’s transport to school

- Almost two thirds (64%) of respondents with children aged 5-15 in their household said their child/children walk to and or from school at least weekly (38% everyday).
- Scootering or skateboarding to school was less common with 19% saying their child did this weekly, while only 10% said their child cycled to school at least weekly.
- Rates of walking and scootering/skateboarding were similar to last year, while cycling numbers fell from 20% stating their child cycles to and/or from school weekly to 10% this year.
  - This measure is only asked of respondents with children aged 5-15 and hence has a small sample size which can lead much more variability in the results it produces. The impact of this is demonstrated in some of the tracking results here.

## Demographic differences

- The small sample size in this question does not allow for any further demographic breakdowns analysis to be undertaken.

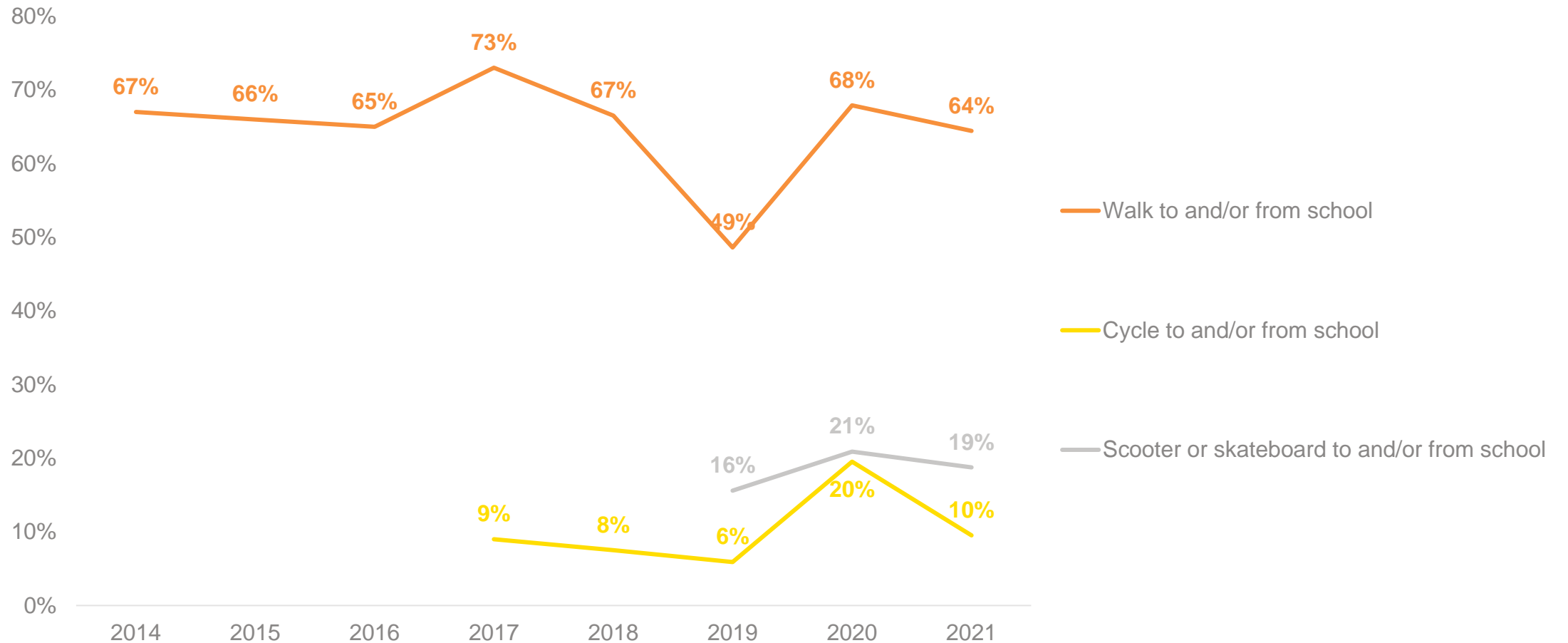
**?** Thinking about how your child/children travel to and/or from school. On average, how often do they...?



# Children’s transport to school – tracking



Thinking about how your child/children travel to and/or from school. On average, how often do they...? **At least weekly**



Base: Respondents with children aged 5-15 in their household (excluding 'don't know' and 'not applicable') (n=132-144)

# Environment

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# Green space usage

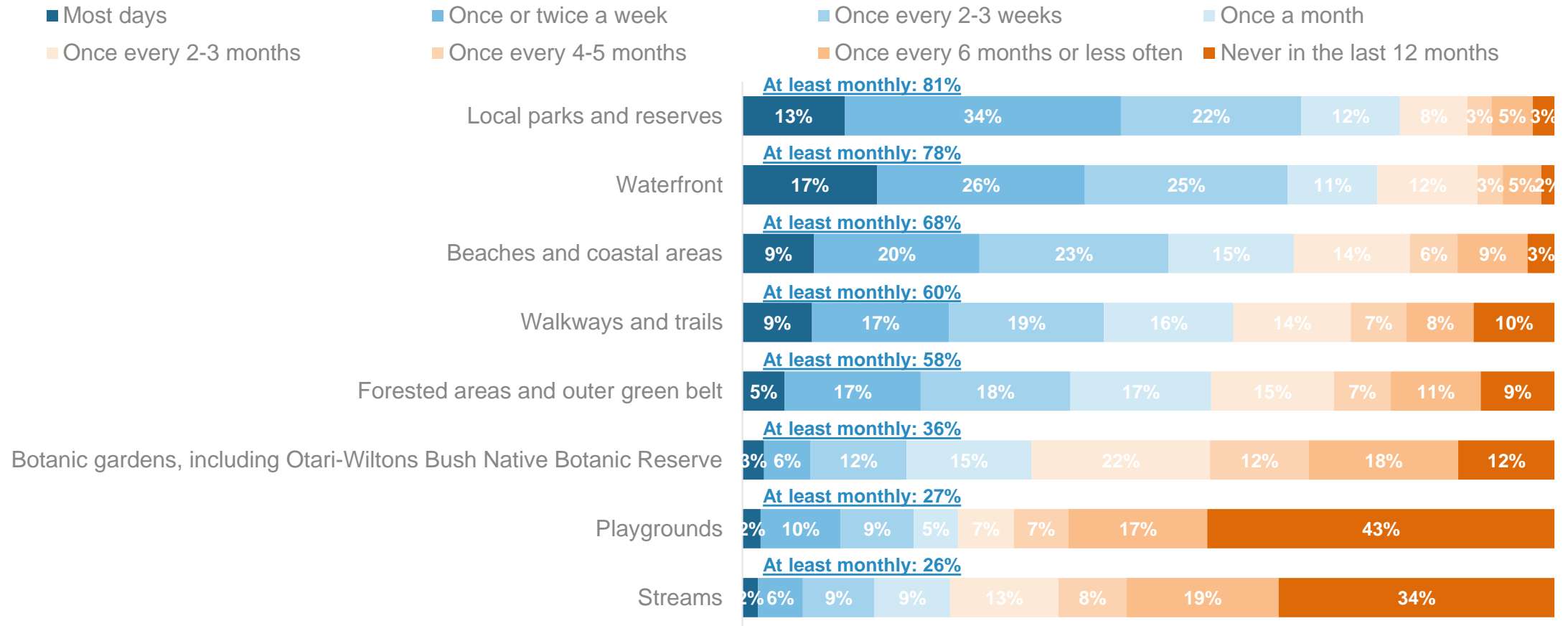
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – around eight in ten said they used these spaces at least monthly.
- Beaches and coastal areas, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents (68%, 60% and 58% respectively used the spaces at least monthly).
- The last used spaces (by between a quarter and a third of respondents) were botanic gardens, playgrounds and streams.
- Monthly usage of all the spaces has been trending up over the past three years, by between 6% and 16% across the eight different spaces.

## Demographic differences

- There was a large amount of variation between monthly usage across respondents from different wards, respondents of different genders, ages and home ownership status. Full details of these have been highlighted on a following slide.
- In general males and younger respondents (aged 18-44) were higher monthly users, as were renters (with the exception of monthly use of playgrounds).
- Across the wards, Northern Ward respondents were lower users of a number of spaces with the exception of 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?

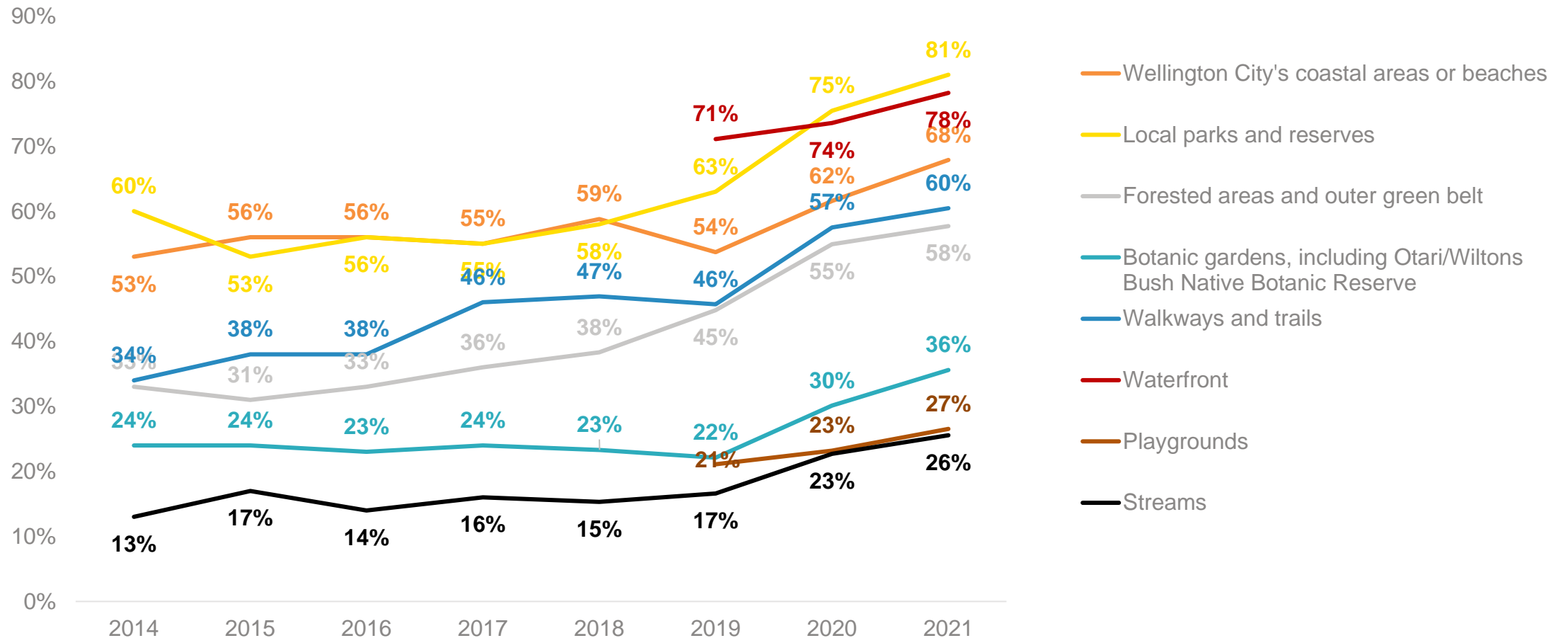


Base: all respondents (excluding 'don't know')

# 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	Beaches and coastal areas	Walkways and trails	Forested areas and outer green belt	Botanic gardens	Playgrounds	Streams
<b>All</b>	<b>81%</b>	<b>78%</b>	<b>68%</b>	<b>60%</b>	<b>58%</b>	<b>36%</b>	<b>27%</b>	<b>26%</b>
Eastern Ward			83% ↑					15% ↓
Lambton Ward		91% ↑	76% ↑			47% ↑		
Northern Ward		67% ↓	43% ↓		43% ↓	21% ↓	35% ↑	
Onslow-Western Ward						51% ↑		36% ↑
Southern Ward			82% ↑		68% ↑			
Male	85% ↑	82% ↑						31% ↑
Female	77% ↓	75% ↓						20% ↓
Aged 18-44		84% ↑		65% ↑	63% ↑	41% ↑	32% ↑	
Aged 45+		71% ↓		55% ↓	51% ↓	28% ↓	20% ↓	
Homeowner		74% ↓				28% ↓	32% ↑	
Renter		84% ↑	75% ↑			48% ↑	17% ↓	



# Green space satisfaction

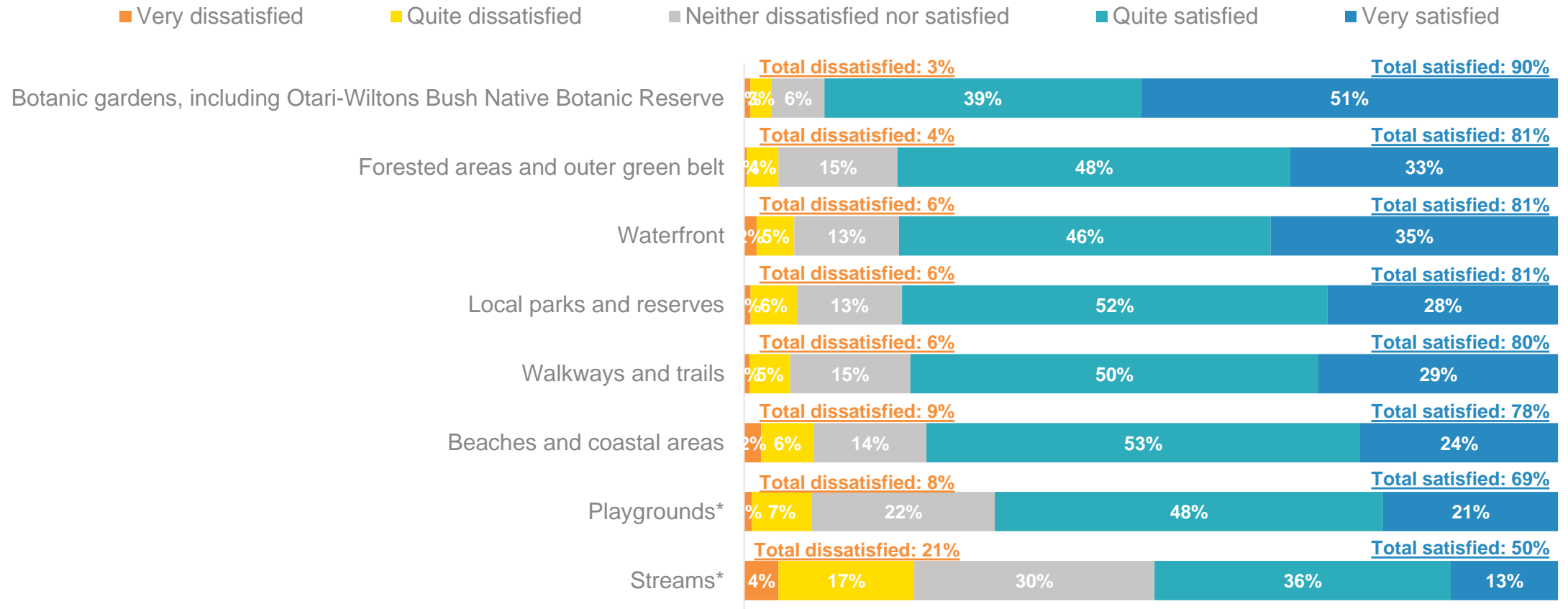
- Around eight in ten or more respondents were satisfied with each space (that they had used in the past year), with the exception of playgrounds and streams. Levels of satisfaction for these two spaces were lower – around two thirds (69%) who had used playgrounds were satisfied, while half who had used streams were satisfied.
- Satisfaction levels have remained largely unchanged compared to last year. However, satisfaction with playgrounds (among those who have used them in the past year) has fallen 18% since 2019.

## Demographic differences

- Respondents with household incomes over \$100k were more likely to be satisfied with beaches and coastal areas (84%) and forested areas and outer green belt (86%).

# Green space satisfaction

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

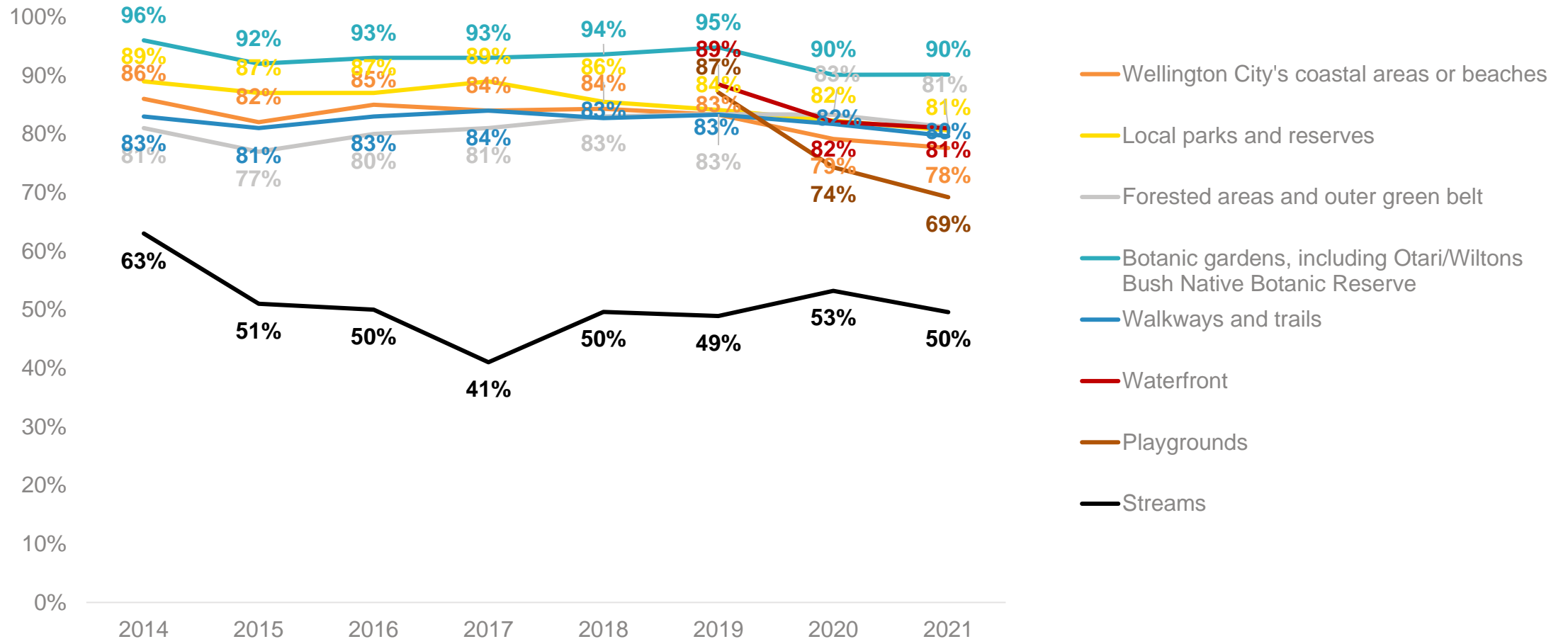


Base: respondents who had used each space in the past 12 months (excluding 'don't know'); \*high proportion of don't know responses (above 10%) which are excluded from analysis

# 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

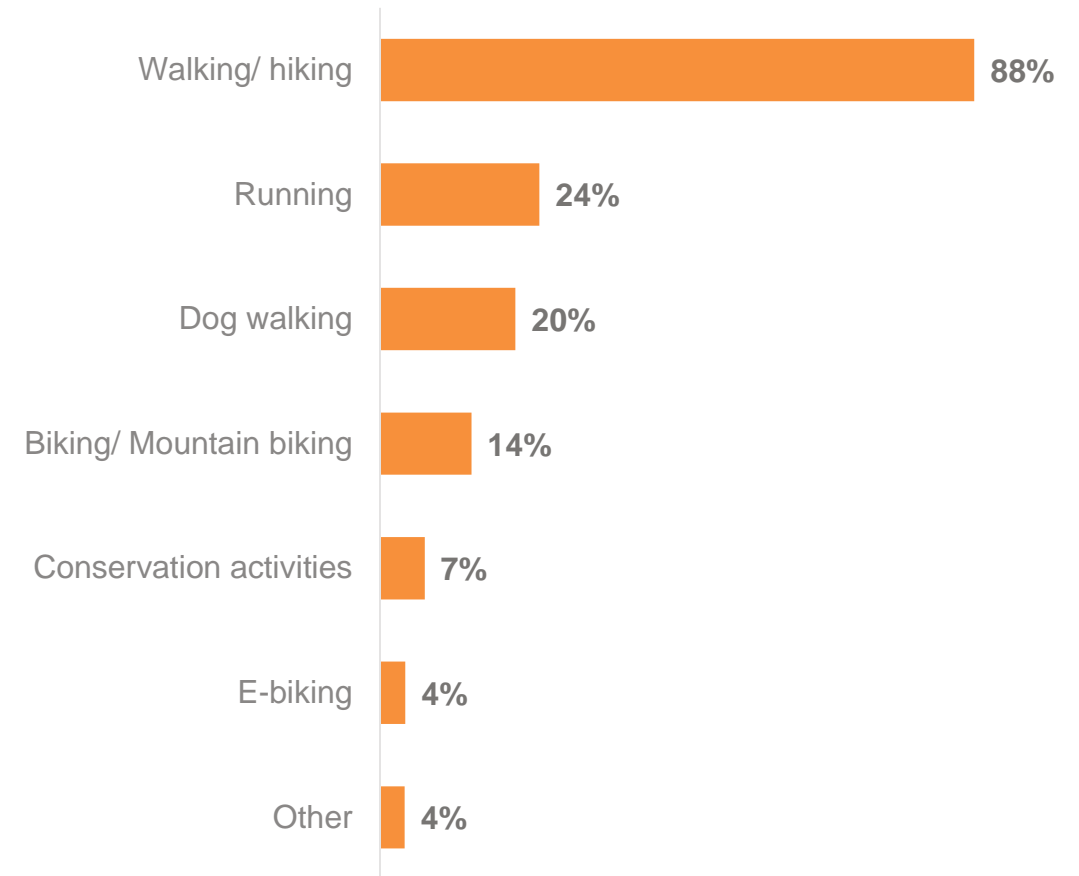
# Forest, greenbelt, walkways and trails usage

- By far the most common ways respondents had used forest areas, greenbelt, walkways and trails was for walking and hiking (88%).
- About a quarter (24%) has used these spaces for running and a fifth had used them for dog walking.
- Other uses such as mountain biking and conservation activities were less common.

## Demographic differences

- Younger respondents (aged 18-44) were more likely than older respondents (aged 45+) to use these spaces for walking/hiking (92% vs 82%) or running (32% vs 13%).
- Males were more likely than females to use these spaces for biking/ mountain biking (18% vs 9%).
- Homeowners were more likely than renters to used these spaces for dog walking (25% vs 12%), biking/mountain biking (17% vs 7%) and e-biking (5% vs 1%).
- Renters were more likely to use the spaces for running (35% vs 18% of homeowners).

**?** In which of the following ways have you used Wellington's forested areas, outer green belt and/or walkways and trails in the past 12 months?



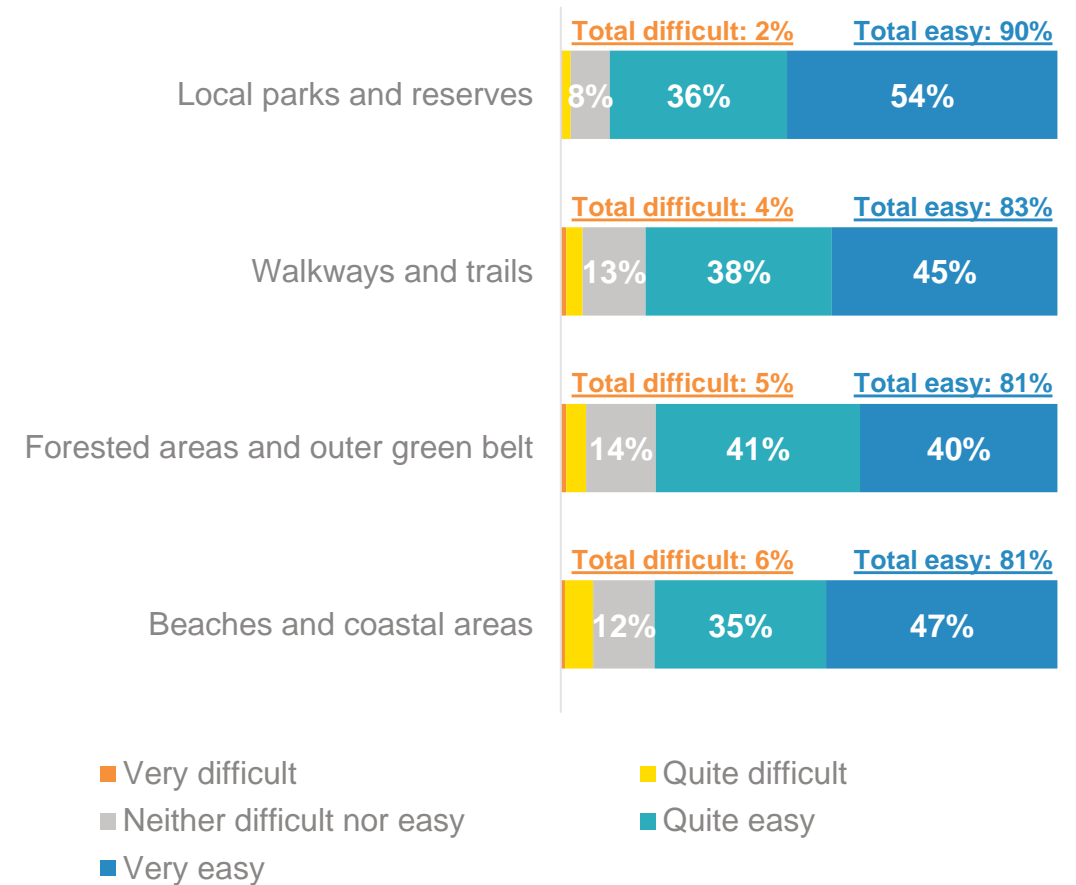
# Ease of accessing green and/or open spaces

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

- Between eight and nine in ten respondents agreed that all of the green and/or open spaces asked about were easy to access.
- Ease of access ratings have remained steady compared to last year.

### Demographic differences

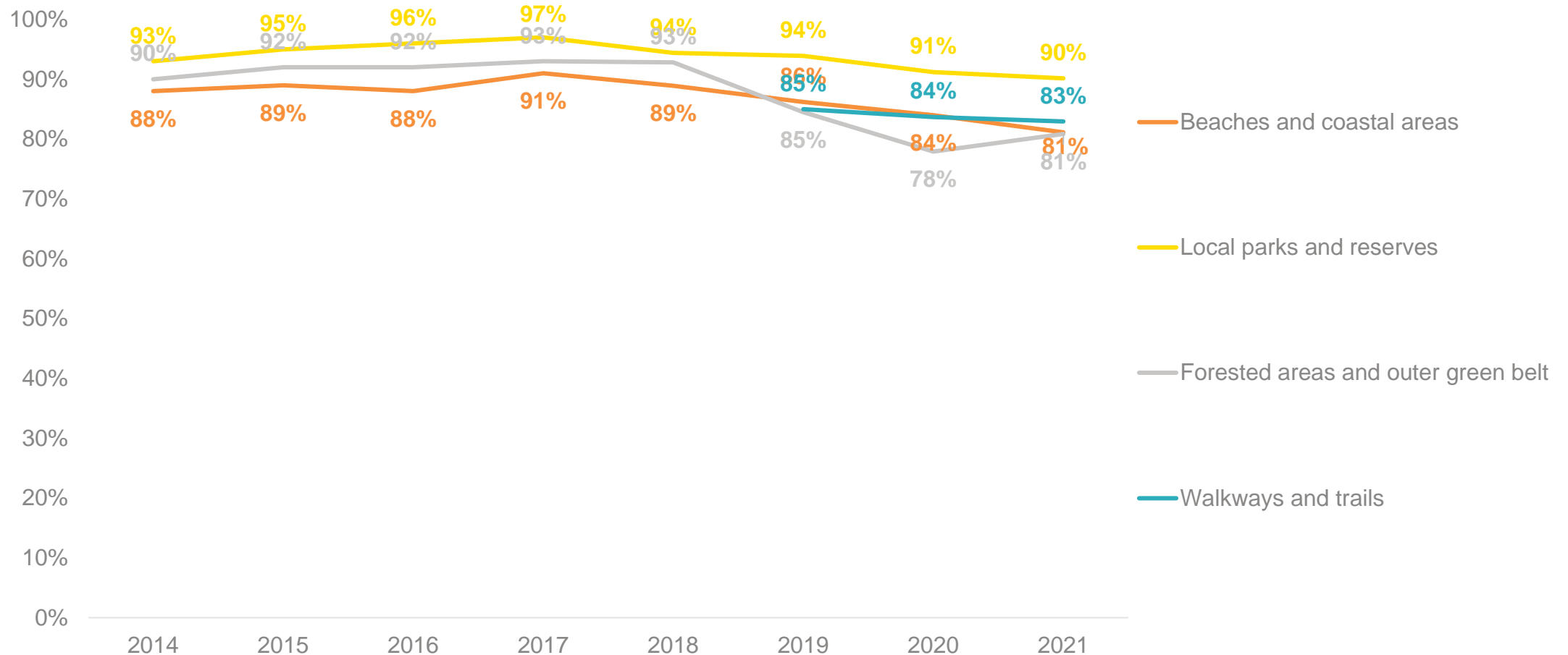
- Respondents from Onslow-Western Ward were more likely to say forested areas and outer green belt (88%) and walkways and trails (90%) were easy to access.
- Respondents aged 45 and over were more likely than respondents under 45 to say beaches and coastal areas were easy to access (85% vs 78%).
- Homeowners were more likely than renters to say that beaches and coastal areas (84% vs 75%) and walkways and trails (87% vs 76%) were easy to access.
- Respondents with a household income over \$100k generally found each area easier to access compared with respondents with household income under \$50k.



# 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')

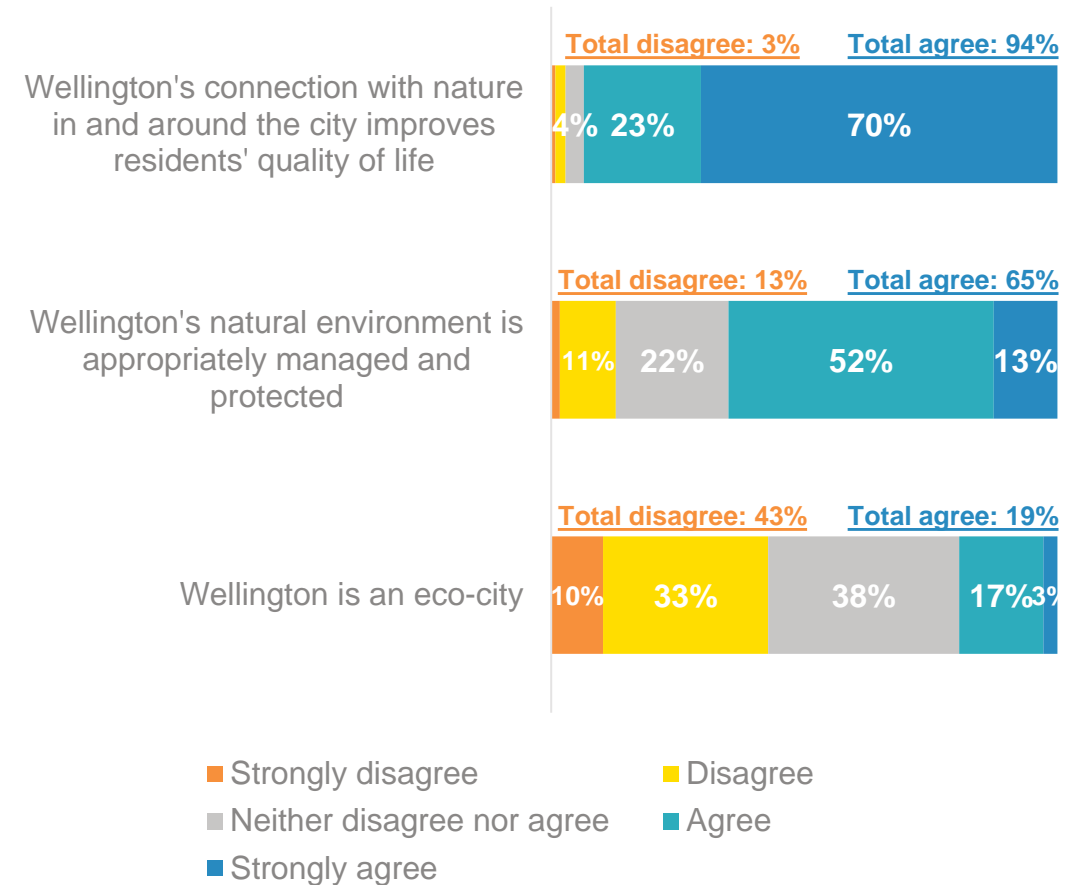
# Wellington's connection to the environment

- Almost all respondents agreed that Wellington's connection with nature improves quality of life (94%).
- There was less, but still majority, agreement that our natural environment is appropriately managed and protected (65%)
- About one in five agreed (19%) that Wellington is an eco-city.
- Agreement that our natural environment is appropriately managed and protected and that Wellington is an eco-city both fell compared to last year (down 9% and 12% respectively).

## Demographic differences

- There were no demographic differences for this question.

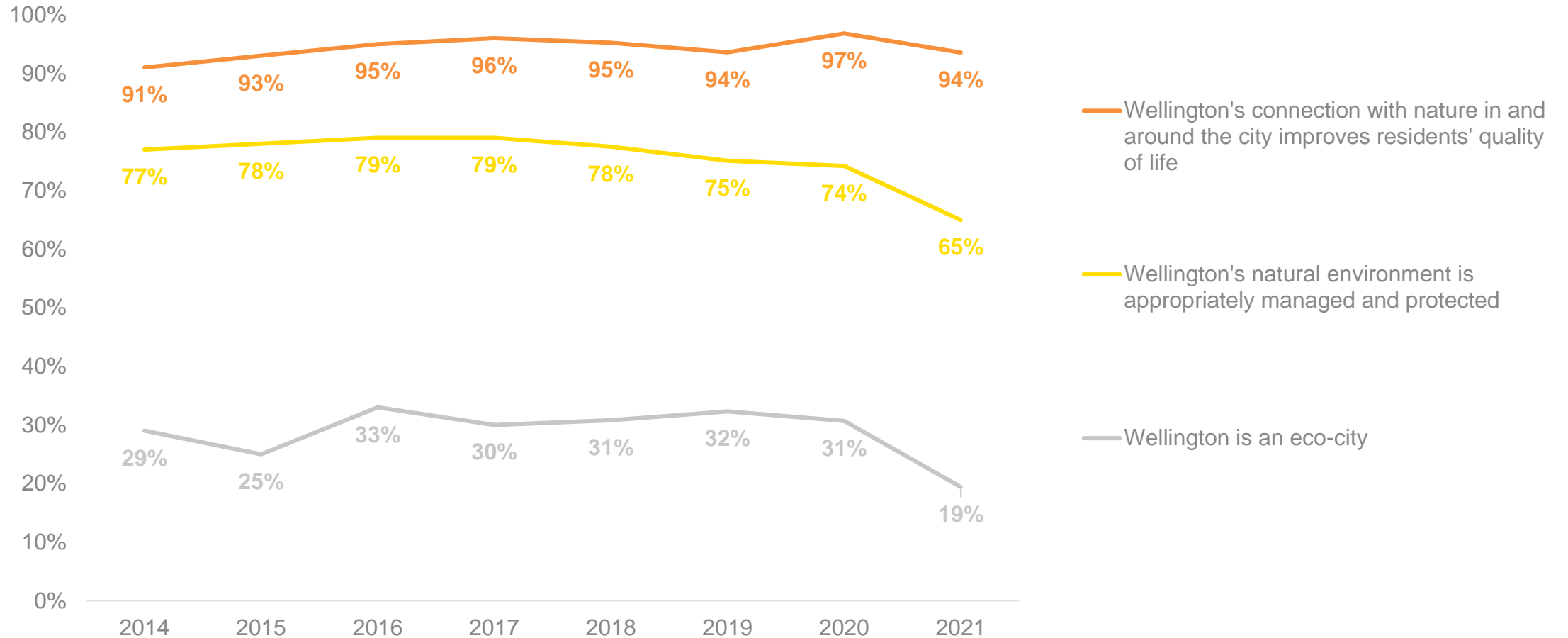
**?** Please rate your level of agreement with the following statements:



# 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')



# Reducing emissions

- Respondents were asked if they had taken any steps to reduce their emissions across four key areas, waste, food, transport, and energy.
- The highest proportion of respondents claimed to have taken steps to reduce their waste emissions over the past year (84%).
- Around six in ten said they had taken steps to reduce food emissions (64%) and transport emissions (61%). Only a quarter said they had taken steps to reduce their energy emissions.
- Results for this question have remained relatively consistent since tracking began in 2019 – however there has been a small upward trend in those saying they have taken steps to reduce transport emissions (up from 50% in 2019 to 61% this year).

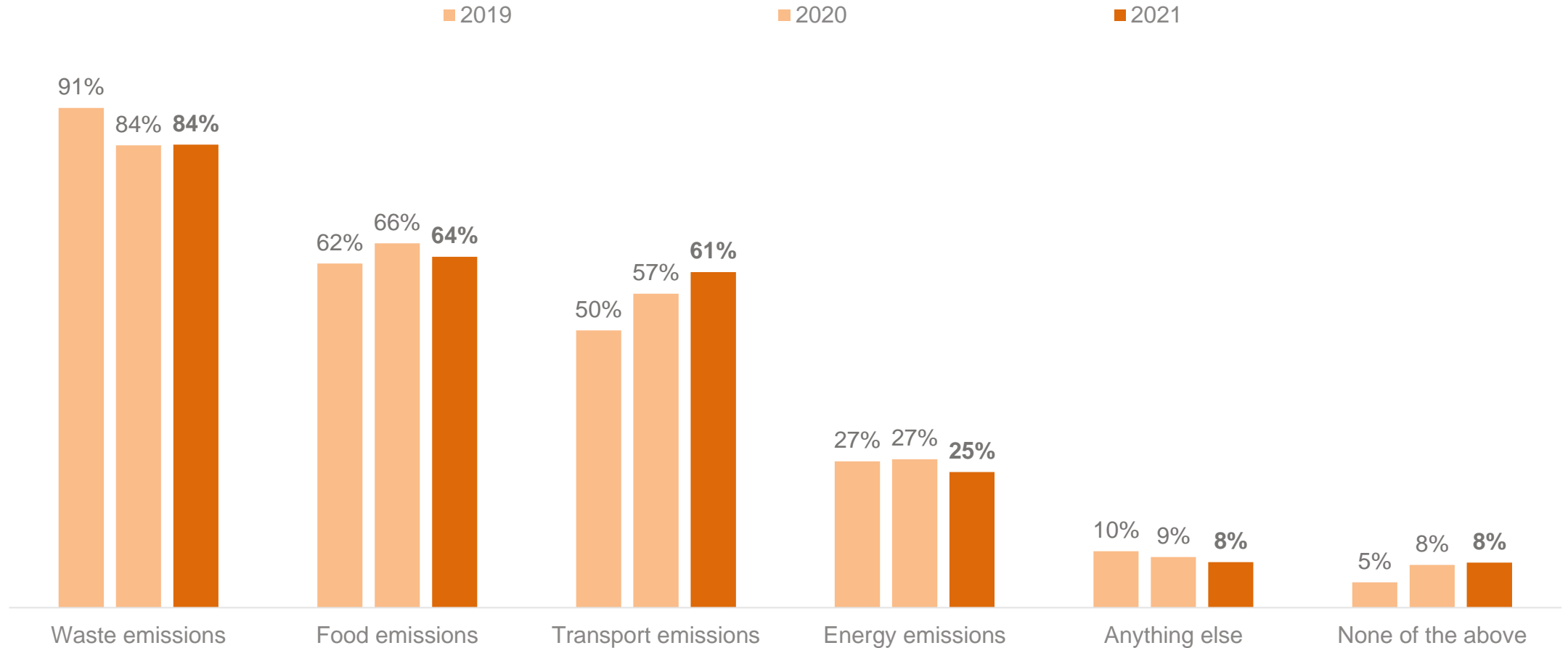
## Demographic differences

- Respondents from the Southern Ward were more likely to say they had taken steps to reduce their transport emissions (79%). The same was true for food emissions (77%).
- Females were more likely than males to say they had taken steps to reduce their waste emissions (88% vs 79%) and food emissions (72% vs 55%).

# Reducing emissions



We are concerned about climate change. Over the last 12 months, what steps (if any) have you undertaken on an ongoing basis to reduce your emissions?



# Urban Development

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# Urban development activities

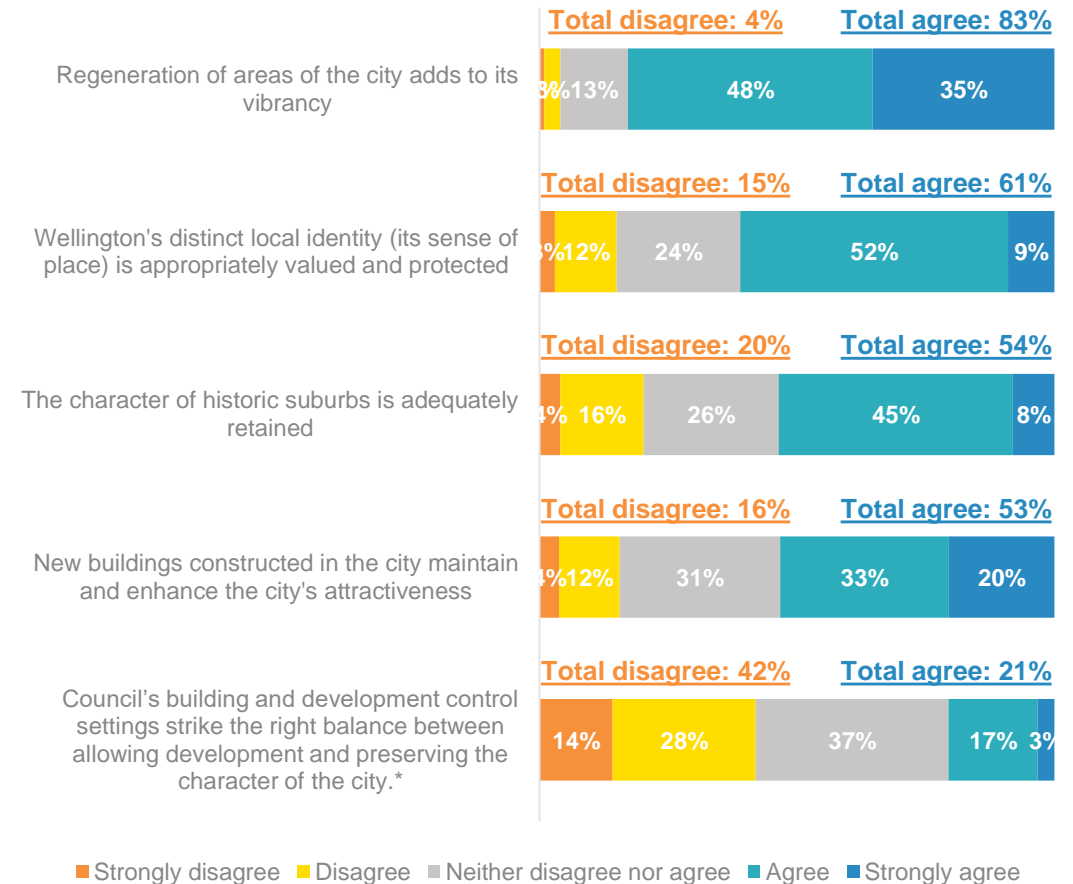
- Respondents were asked how much they agree or disagreed with a range of statements relating to Wellington City Council’s wide portfolio of urban development activities and potential impacts of that development.
- There was the highest level of agreement with the statements that regeneration of areas of the city adds to its vibrancy (83% agreed).
- Agreement with three of these statements have trended down over the past three surveys
  - Agreement that the Council is striking the right balance between development and preserving the character of the city fell 15% to 21% agreement. This statement has also fallen from 48% agreement in 2019
  - Agreement that our local identity is appropriately valued and protected has fallen from 80% in 2019,
  - While agreement that character of historic suburbs is adequately retained has fallen from 63% in 2019.
  - The remaining statements have also seen more moderate downward trends.

## Demographic differences

- Higher income earners (household income over \$100k) were more likely than lower income earners (under \$50k) to agree that regeneration of areas of the city adds to its vibrancy (88% compared to 74%).
- Males and respondents aged 30-44 were more likely to agree that new buildings constructed in the city maintain or enhance the city’s attractiveness (61% and 62% respectively). Females and those aged 60 and over were less likely to agree with this statement (46% and 40% respectively).



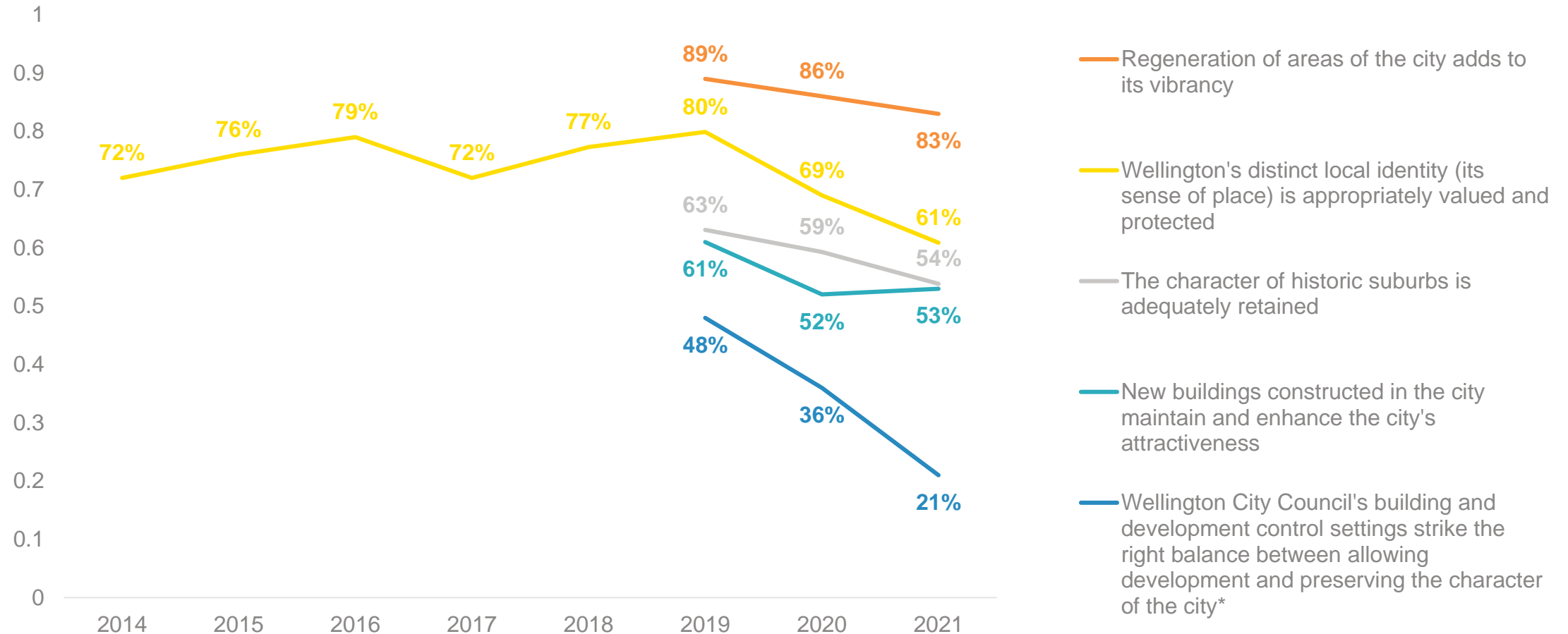
Please rate your level of agreement with the following statements



# Urban development activities – tracking



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



Base: all respondents (excluding 'don't know'); \*); \*don't know responses at 10% which are excluded from this analysis.

# Heritage in Wellington

- Respondents were asked how much they agreed or disagreed with statements about whether heritage items are valued and how they contribute to the city and their local community.
- The most agreed with statement was that *“Heritage items contribute to Wellington’s unique character”* (81% agreed only 6% disagreed)
- The remaining statements about how heritage items contribute to respondent’s local communities’ unique character and if they are appropriately valued, both in the local community and Wellington more generally had more modest levels of agreement (between 42% and 59%). They all had similar levels of disagreement (16%-19%).
- Agreement with all fours of these statements has been trending down for the last three surveys, agreement is between 11% and 17% lower this year compared to 2019.

## Demographic differences

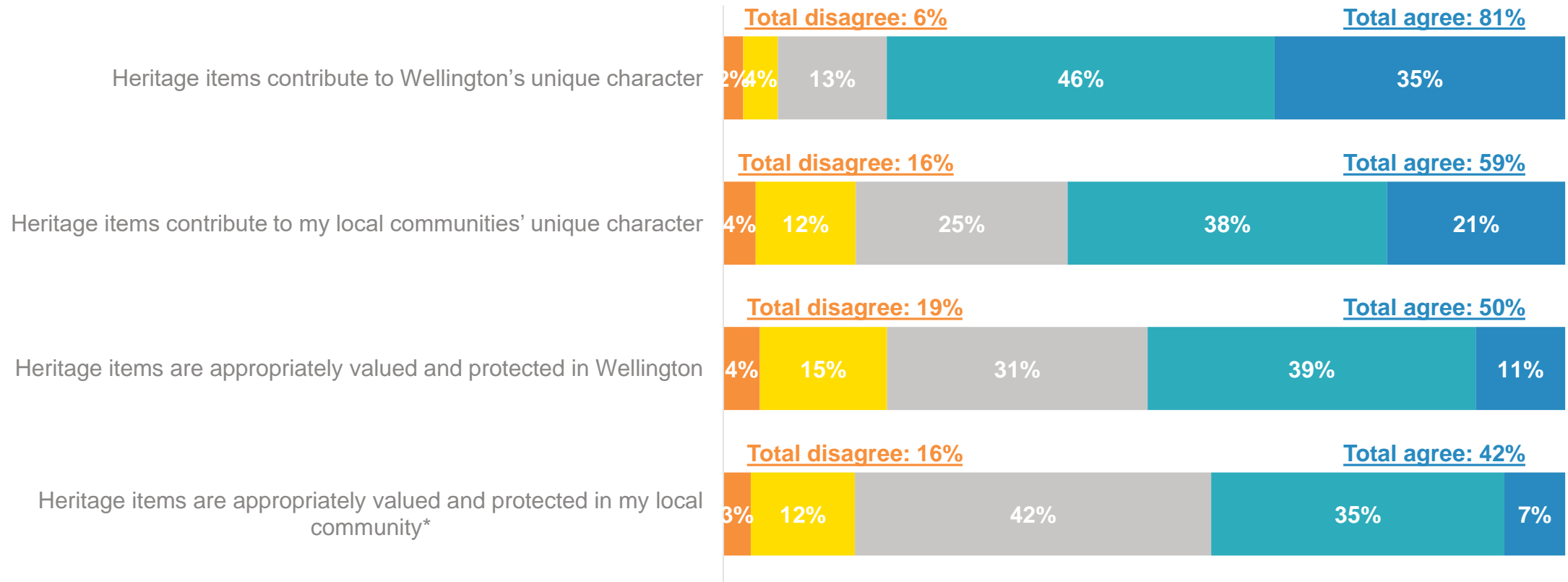
- Respondents aged 45 and over were more likely than respondents under 45 to agree that heritage items contribute to Wellington’s unique character (85% vs 76%) and that they are appropriately valued and protected in Wellington (52% vs 41%).
- Homeowners were more likely than renters to agree that heritage items contribute to Wellington’s unique character (84% vs 74%).

# 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:

■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree

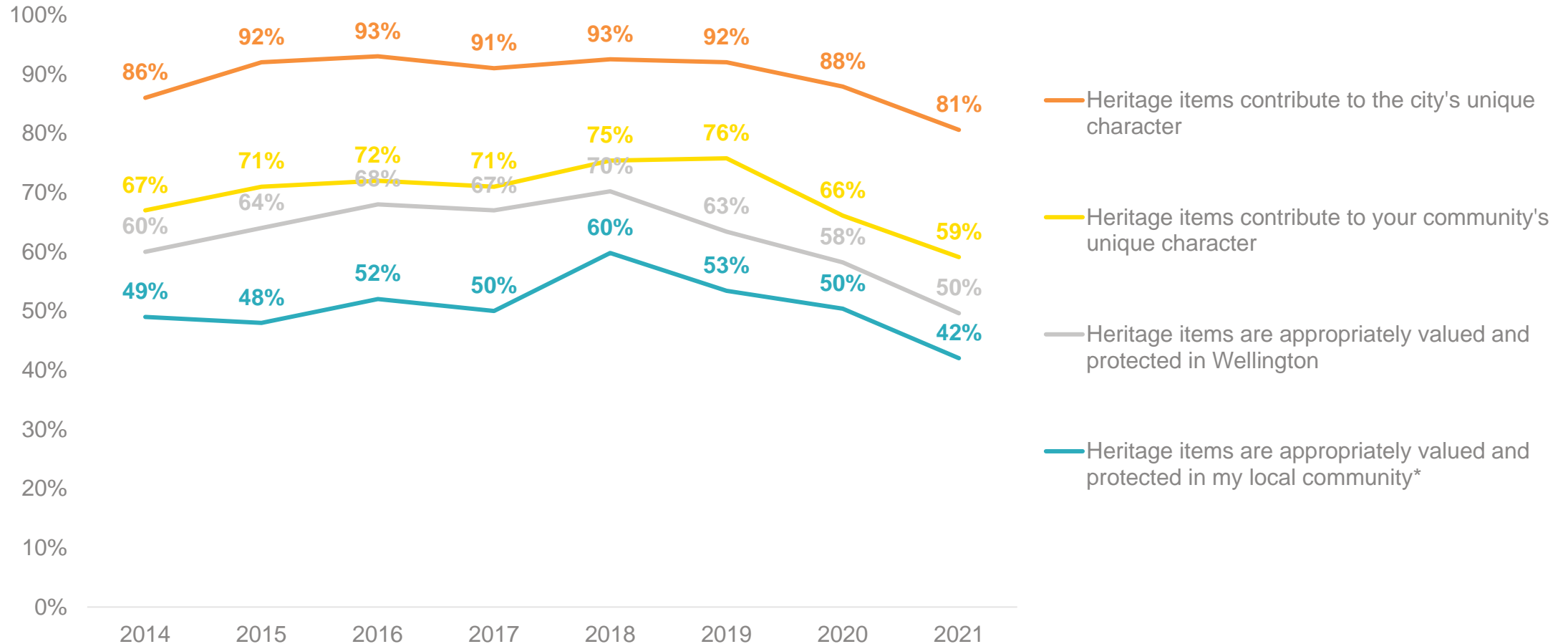


Base: all respondents (excluding 'don't know'); \*high proportion of don't know responses (above 10%) which are excluded from analysis

# 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'); \*high proportion of don't know responses (above 10%) which are excluded from analysis



# Civil Preparedness

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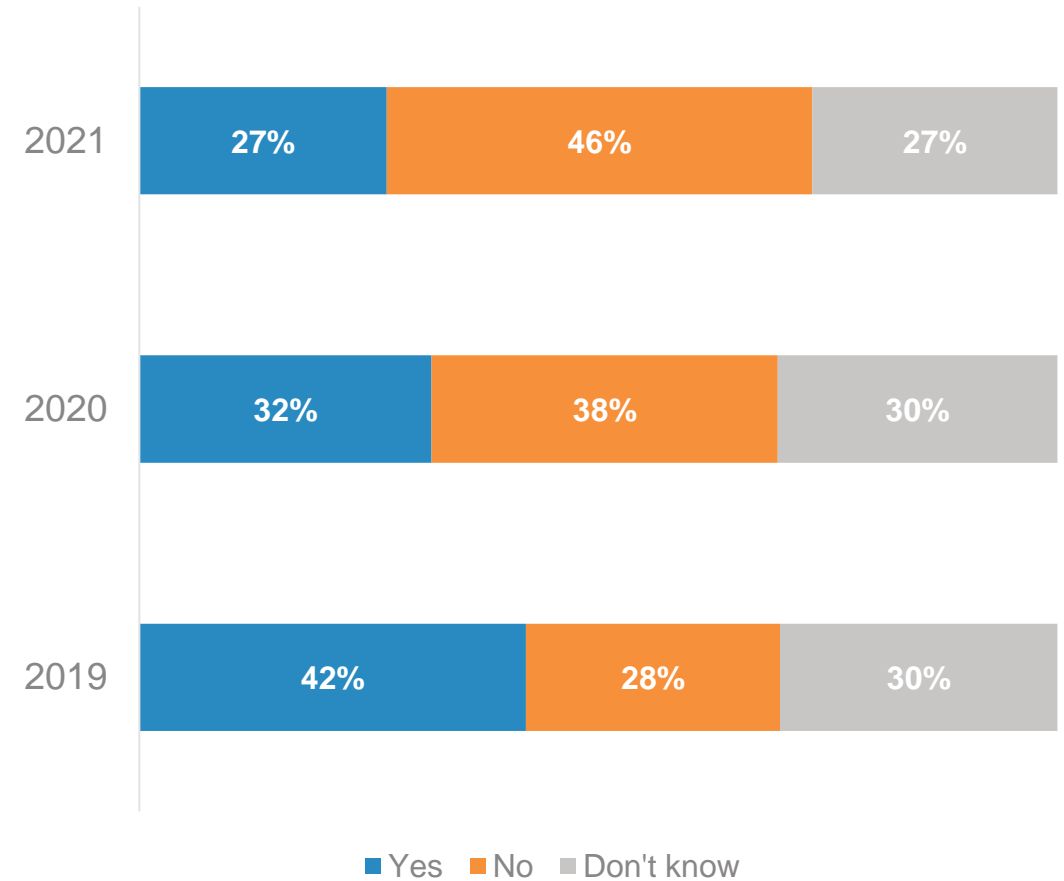
# Wellington City Council progress on building resilience issues

- About a quarter (27%) believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city, while about half (46%) did not think that was the case.
- Over the past few surveys, respondents stating they think the Council is making adequate progress on these issues has been declining, with 42% thinking they were in 2019.

## 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?



# Resilience information received

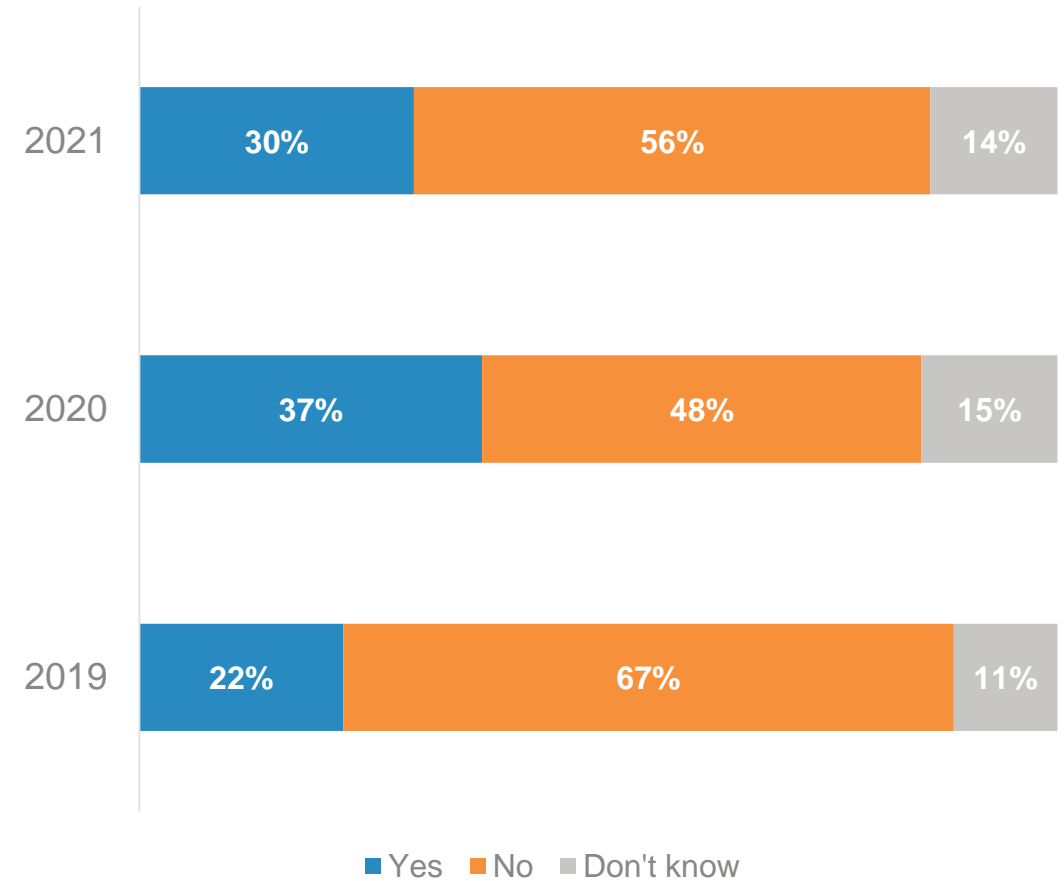
- About a third (30%) recalled receiving some Wellington-specific resilience information in the past 12 months.
- This measure has seen some variability over the past three surveys, with the 2021 result being a little lower than 2020.

### 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).



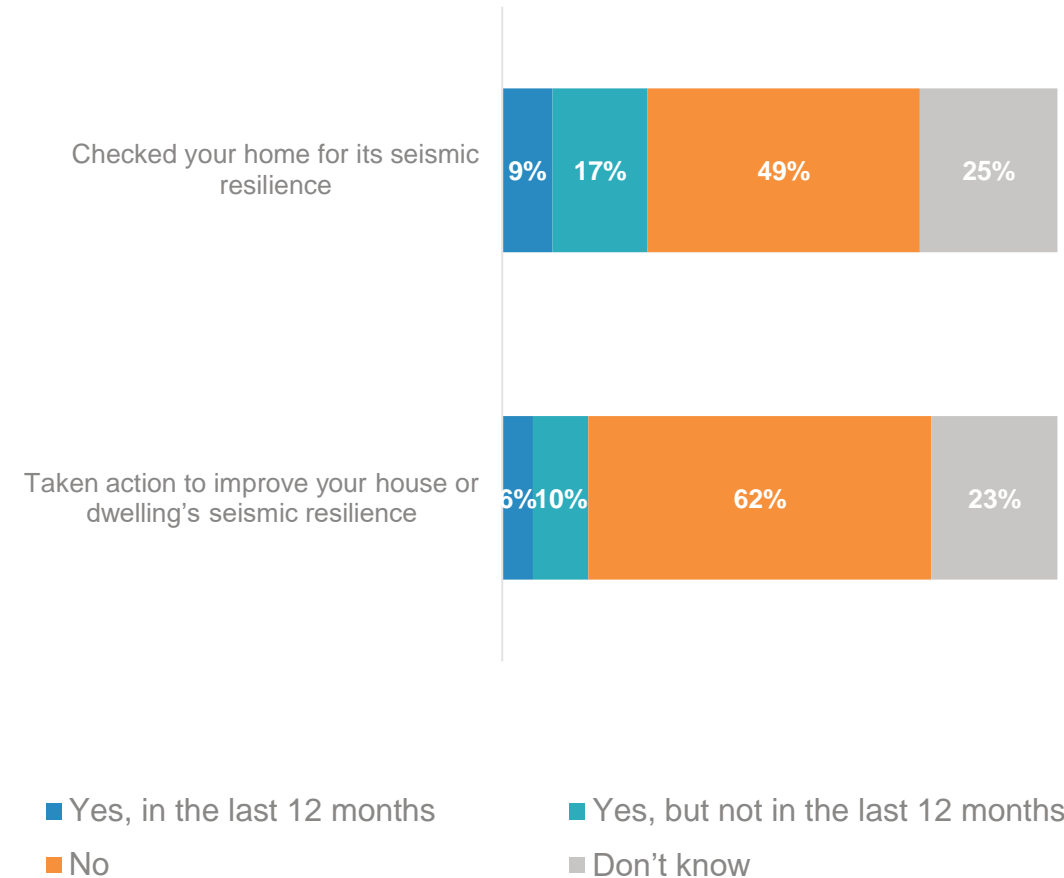
# Checking and taking action on seismic resilience

- Around a quarter of respondents (26%) said they or their landlord had checked their home for seismic resilience (9% in the last year, 17% earlier).
- Less than one in five (15%) had taken action to improve their home's seismic resilience (6% in the past year and 10% earlier).
- Tracking against previous results for this question is not possible as in previous years we did not give respondents the option to say they had checked or taken action on seismic resilience, just not in the past year.

## Demographic differences

- Respondents from the Lambton Ward were more likely to have checked or had their home checked for seismic resilience (33% in the past 12 months or earlier).
- The same was true for respondents 60 and over (35%). While these respondents were also more likely to have taken action to improve seismic resilience of their home (24%).
- Renters were more likely than homeowners to answer 'don't know' to both of these statements.

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



# Emergency item access

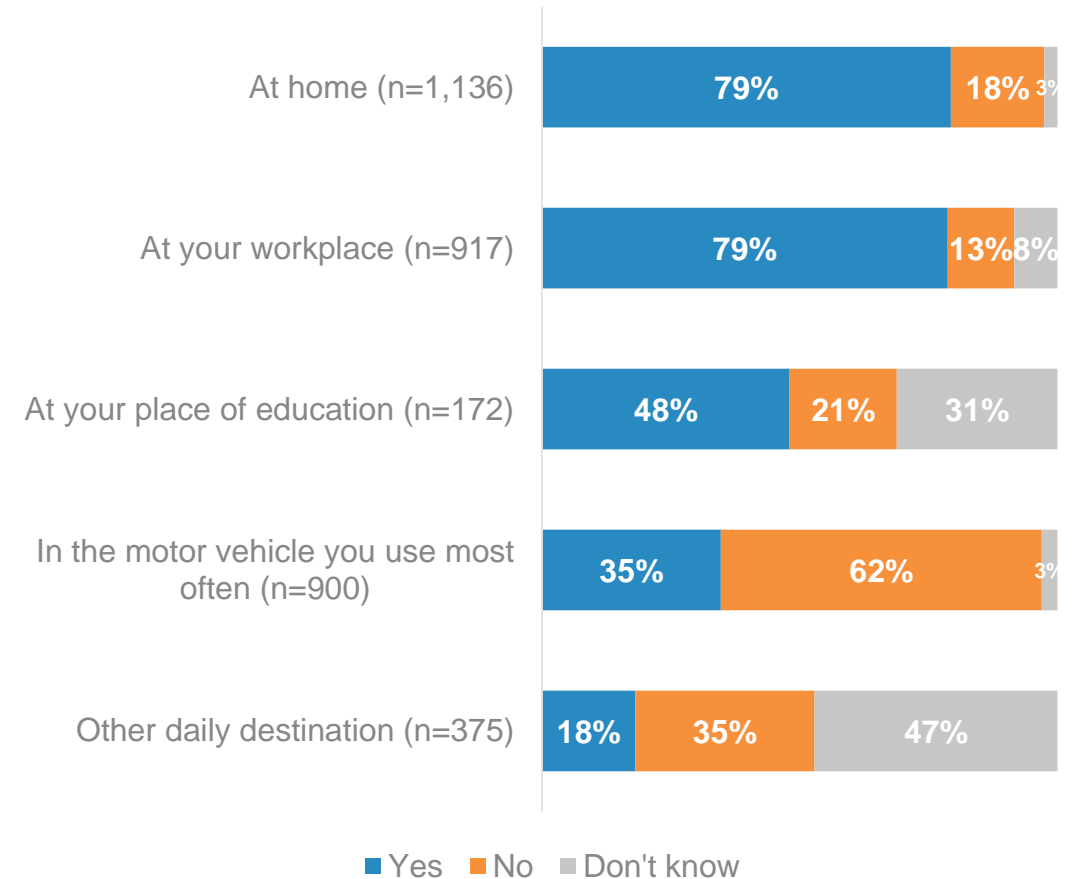
- About three quarters of respondents (79%) said they had access to emergency items in their home or their workplace (where applicable).
- Only about half (48%) of those who had a place of education said they had access to emergency items there.
- About a third (35%) had access to emergency items in the motor vehicle they used more often.
- Results from this question have remained relatively steady over the past few years.

## Demographic differences

- Respondents over 45 were more likely to say they have emergency item access in their home (94%) and their motor vehicle (41%).
- While those aged 18-29 were less likely to say they have access to emergency item access in their home (55%).
- Homeowners were more likely than renters to have emergency item access in their home (91% vs 59%) and their workplace (84% vs 72%).
- Respondents from the Lambton Ward were less likely to say they have emergency item access in their home (69%).



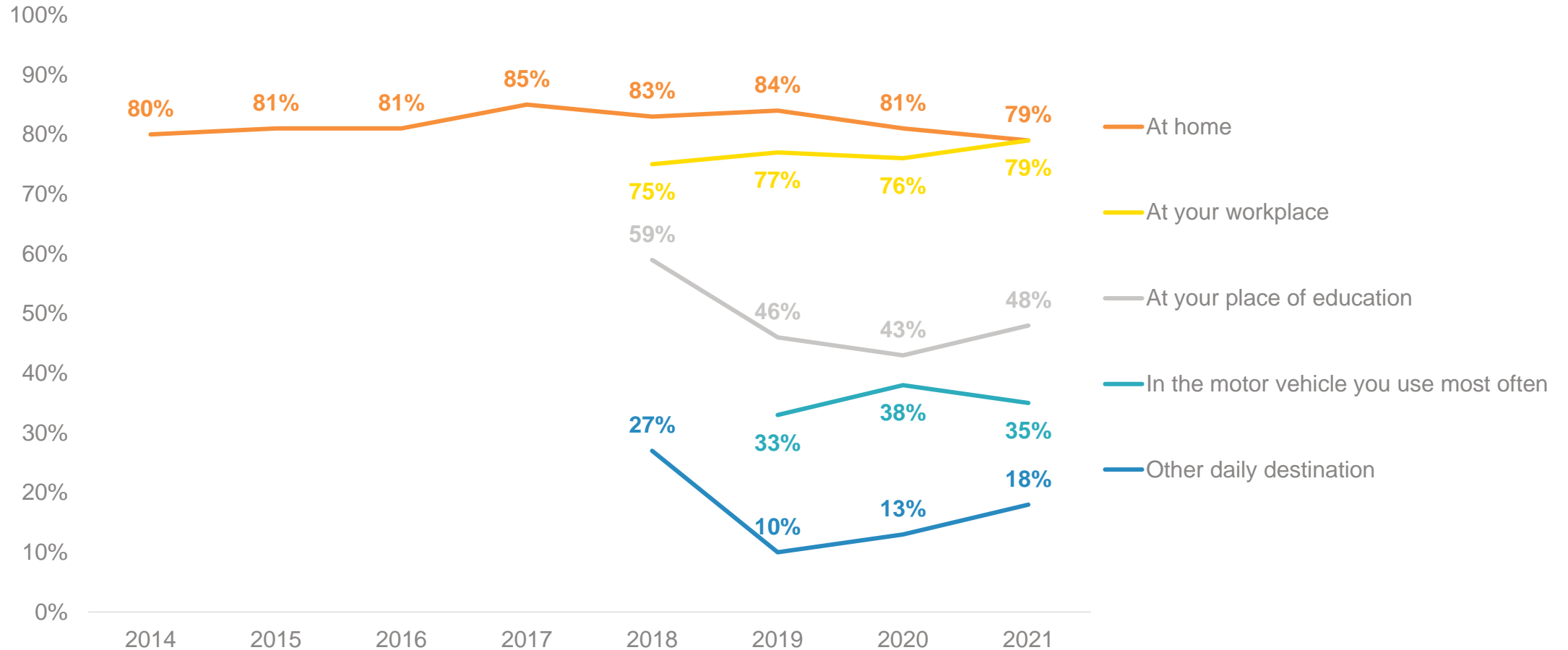
*Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.*



# 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

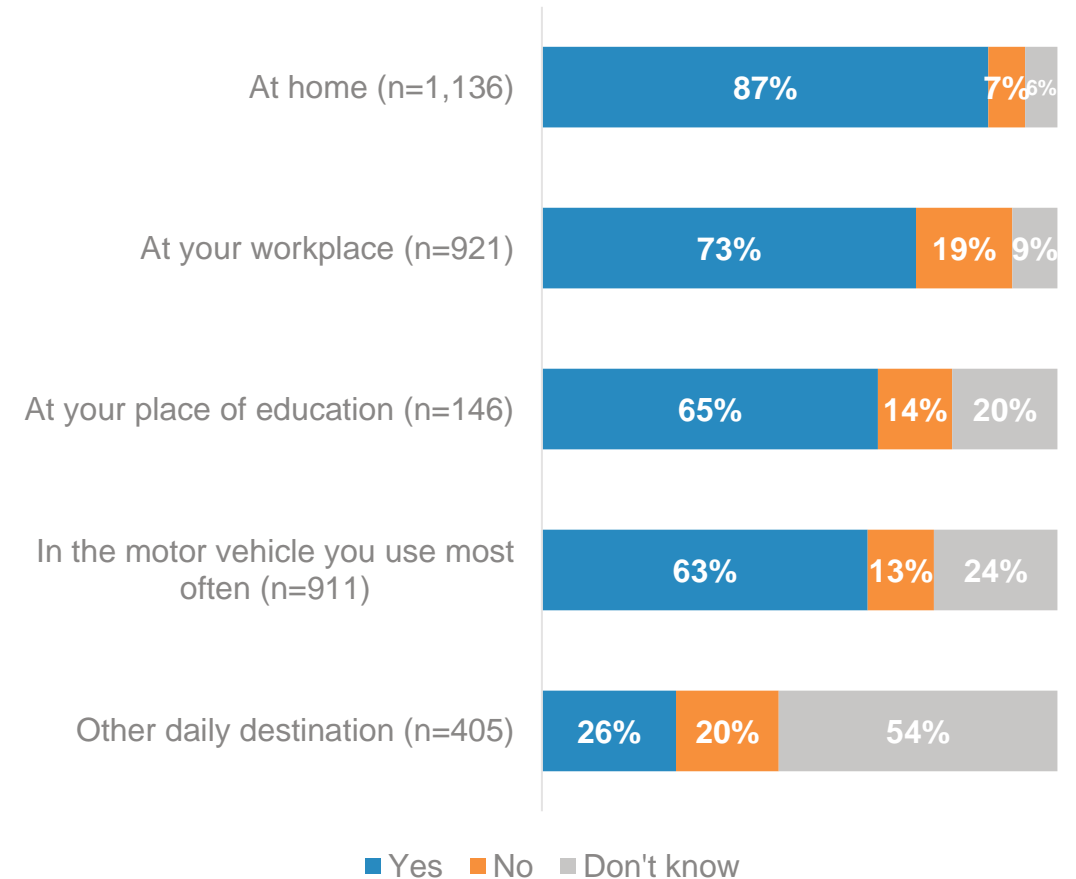
- The large majority of respondents (87%) said they would feel physically safe at home in the event of a moderate earthquake.
- Around three quarters (73%) said they would feel safe at their workplace in a moderate earthquake.
- Lower proportions, but still a majority said they would feel safe at their place of education or in their motor vehicle in a moderate earthquake (65% and 63% respectively).
- Results for this question have remained steady over the last few surveys.

## Demographic differences

- Homeowners were more likely than renters to feel safe in their home in the event of a moderate earthquake (92% vs 76%).
- Respondents from the Lambton Ward were less likely to feel safe in their home in the event of a moderate earthquake (75%).
- Males were more likely than females to feel safe in the motor vehicle in the event of a moderate earthquake (74% vs 53%).



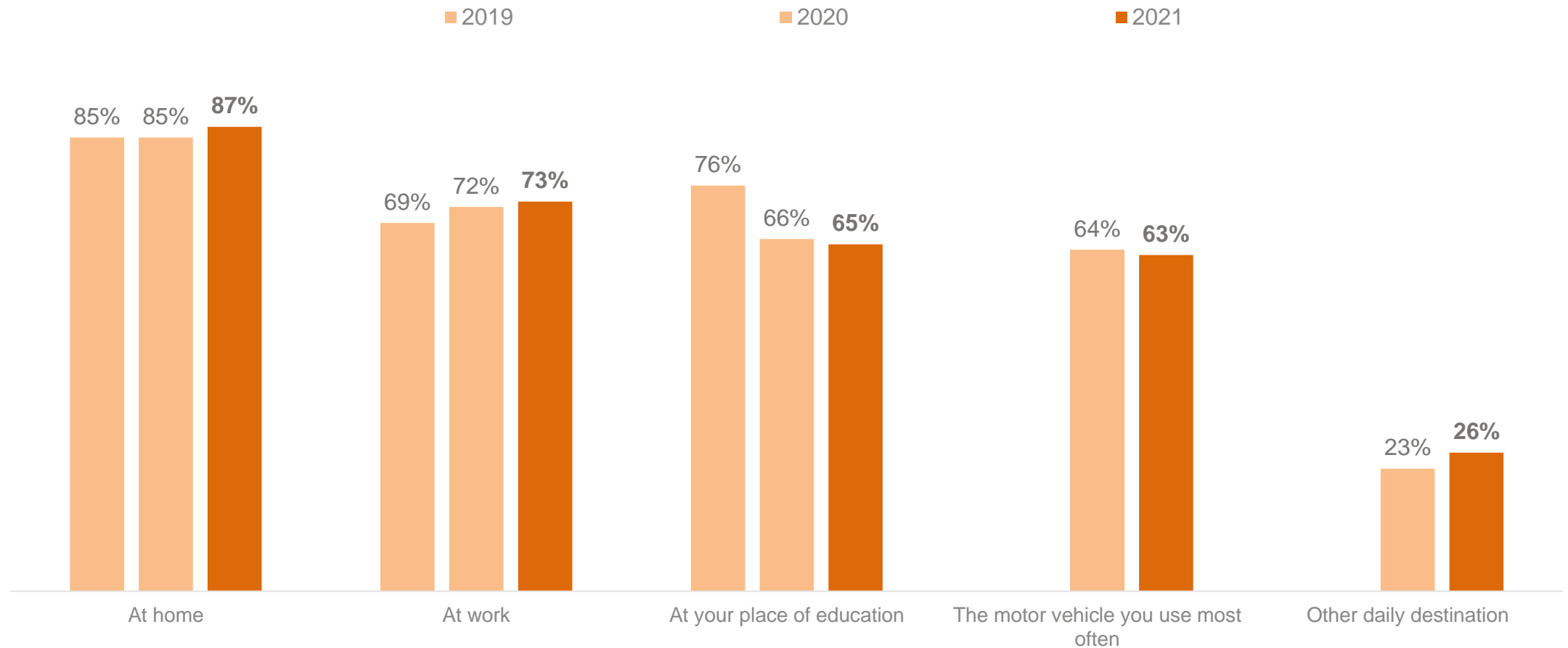
Would you feel physically safe in the event of a moderate earthquake in the following locations



# 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

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# Getting around the city

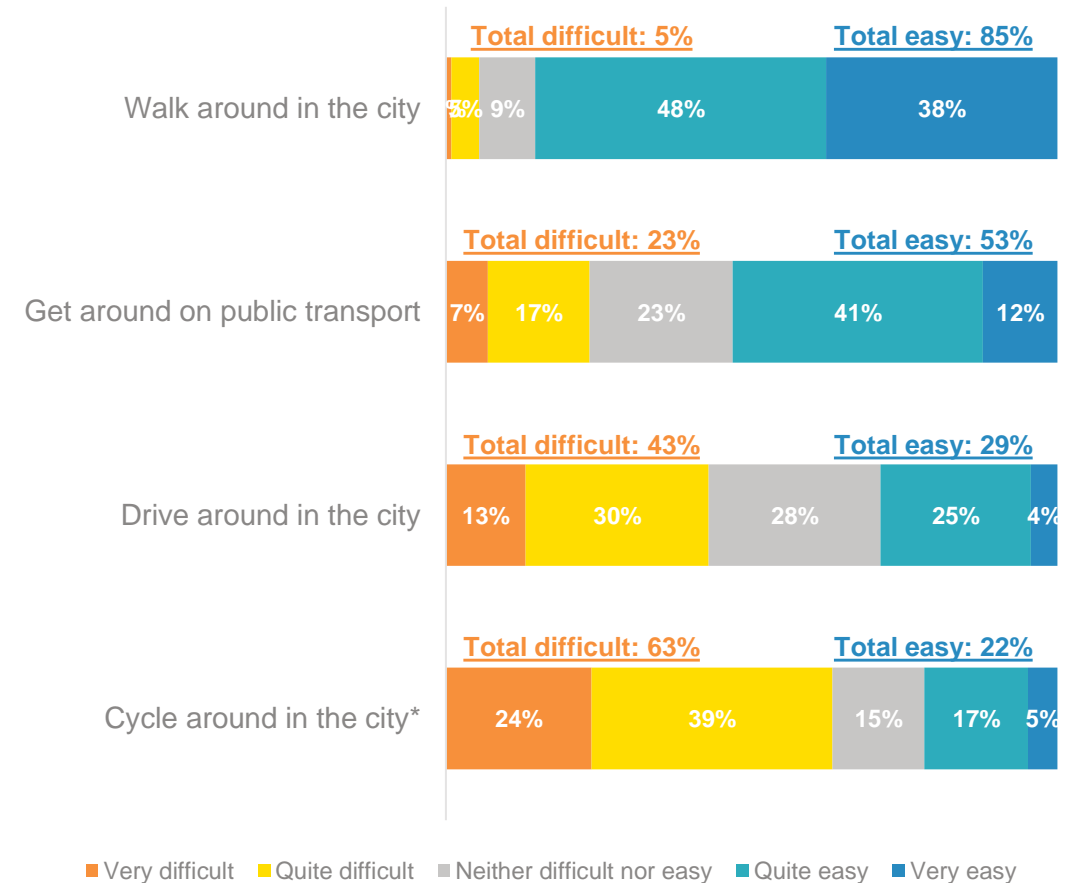
- Walking around the city was viewed as considerably easier than the other forms of transport asked about with 85% of respondents stating that walking around the city was easy.
- Around half (53%) found public transport easy to get around on.
- Similar proportions found driving and cycling around the city easy (29% and 22% respectively). However, a larger proportion said that cycling around the city was difficult (63% compared to 43% saying driving around was difficult).
- Views on the ease of driving around the city have been falling since tracking began in 2014 – 29% said it was easy to drive around the city in 2021 while in 2014 51% said it was easy.
- Similarly, perceptions of the ease of cycling have also been falling, but not to the same extent as driving – this years result is similar to last years however in 2017 when tracking began 37% said it was easy.
- While views on the ease of getting around on public transport have been quite variable over the past three surveys – this years result is lower than 2020 where 61% said it was easy, but in 2019 only 44% said it was easy.

## Demographic differences

- Males were more likely than females to say that cycling around the city was easy (28% vs 14%).
- Respondents aged 60 and over were more likely to say that getting around on public transport was easy (65%), while respondents aged 30-44 were less likely to say it was easy (44%).



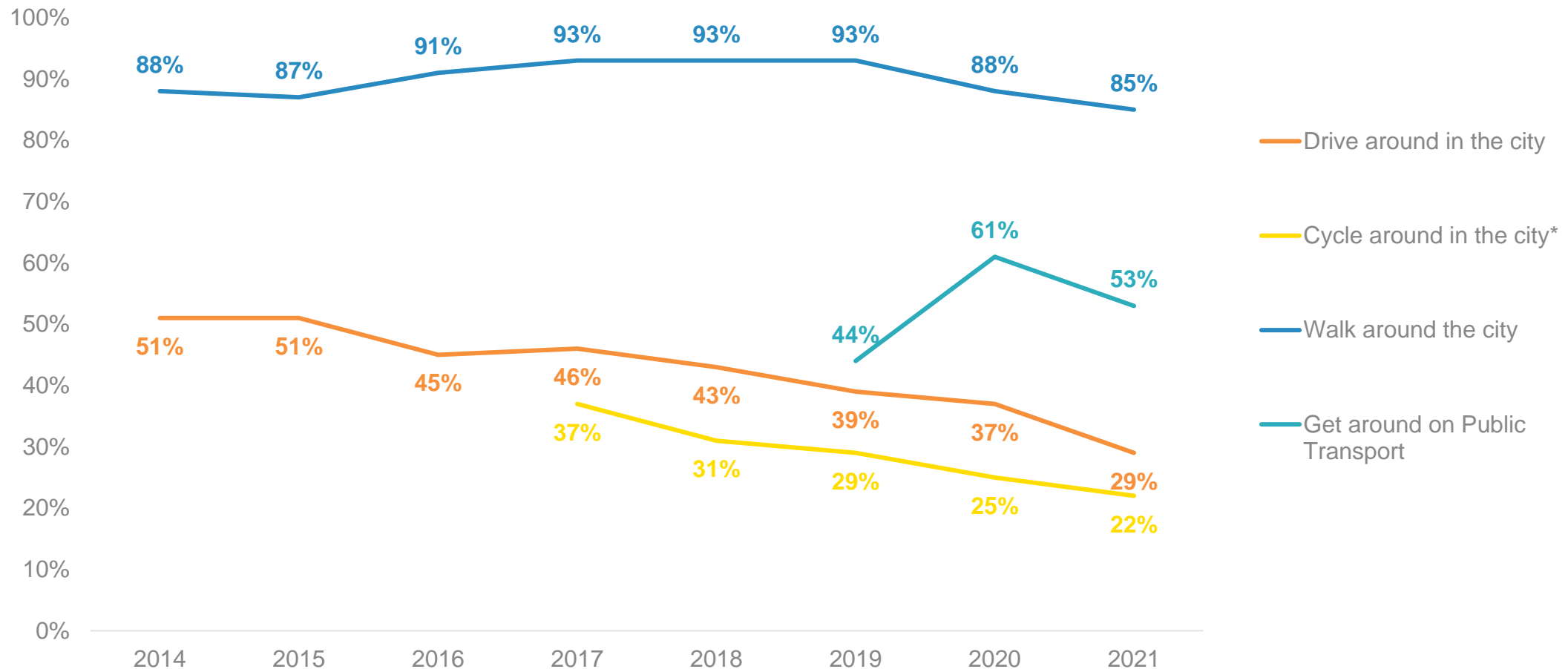
Thinking about the city's transport system and moving around the city. How easy is it to...?



Base: all respondents (excluding 'don't know'); \*high proportion of 'don't know' responses (43%)

# 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 (43%)

# Transport system allows easy access to the city

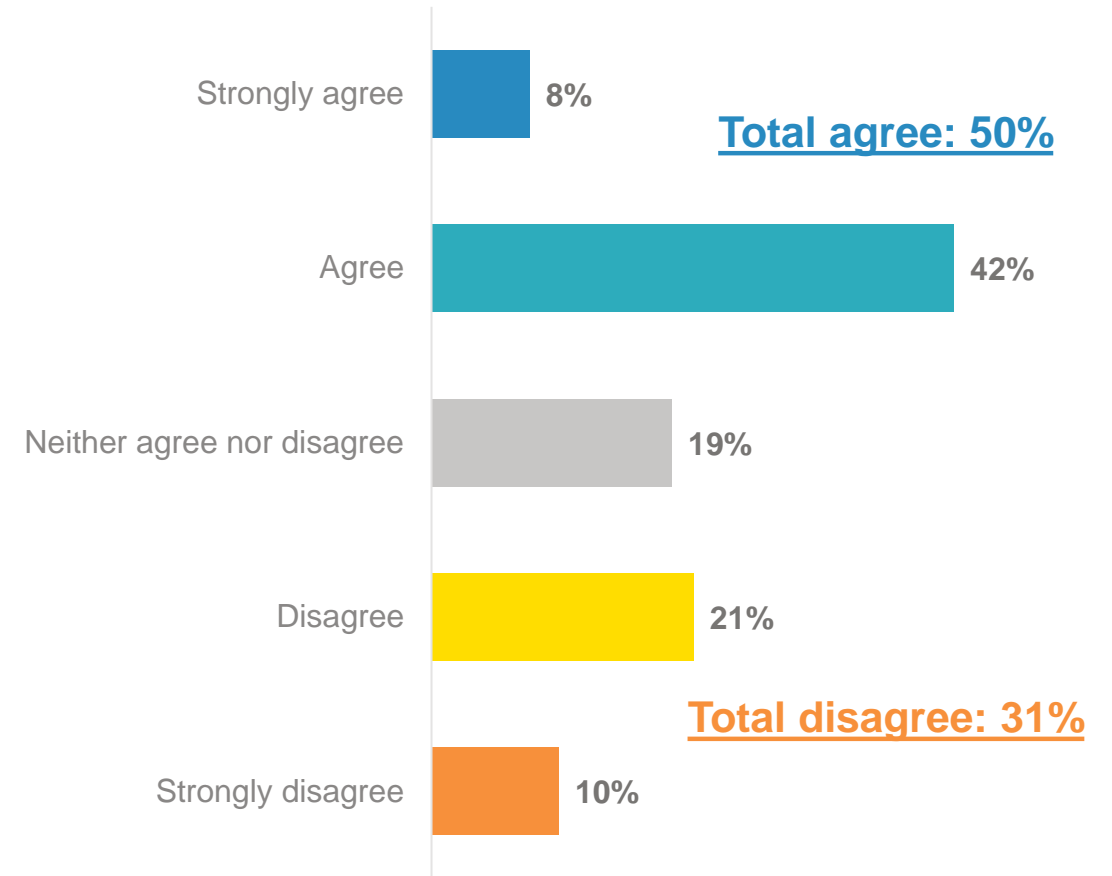
- There was more agreement than disagreement that the city's transport system allows easy access from suburbs to the city with half agreeing and around a third (31%) disagreeing.
- Agreement with this statement was consistent with last year, however it has recovered somewhat compared to a low point of 37% in 2019. There is still some room to improve to return to the 60% agreement range which was seen between 2014 and 2018.

## Demographic differences

- There were no demographic differences for this question.



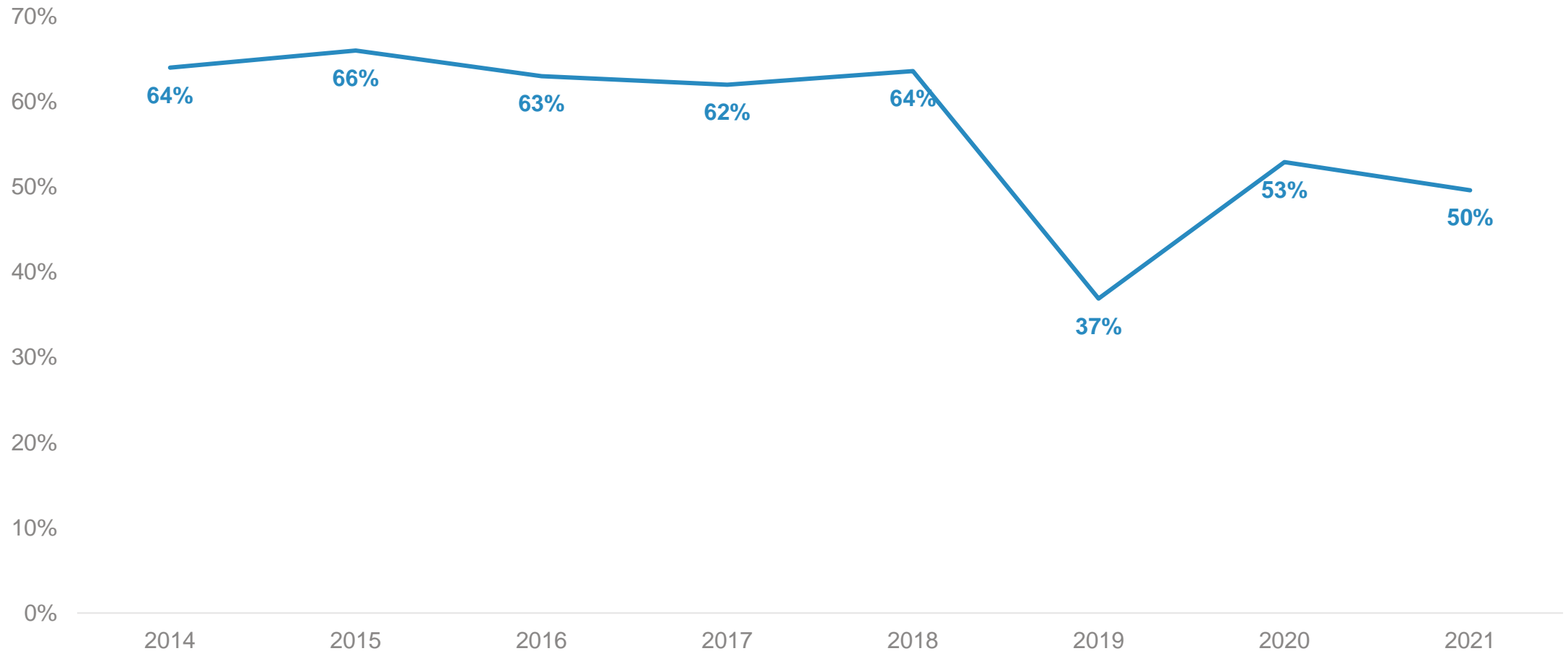
*To what extent do you agree or disagree that the city's transport system allows easy access from the suburbs to the city?*



# Transport system allows easy access to the city – tracking



To what extent do you agree or disagree that the city's transport system allows easy access from the suburbs to the city? **Total agree**



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

# Public transport attributes

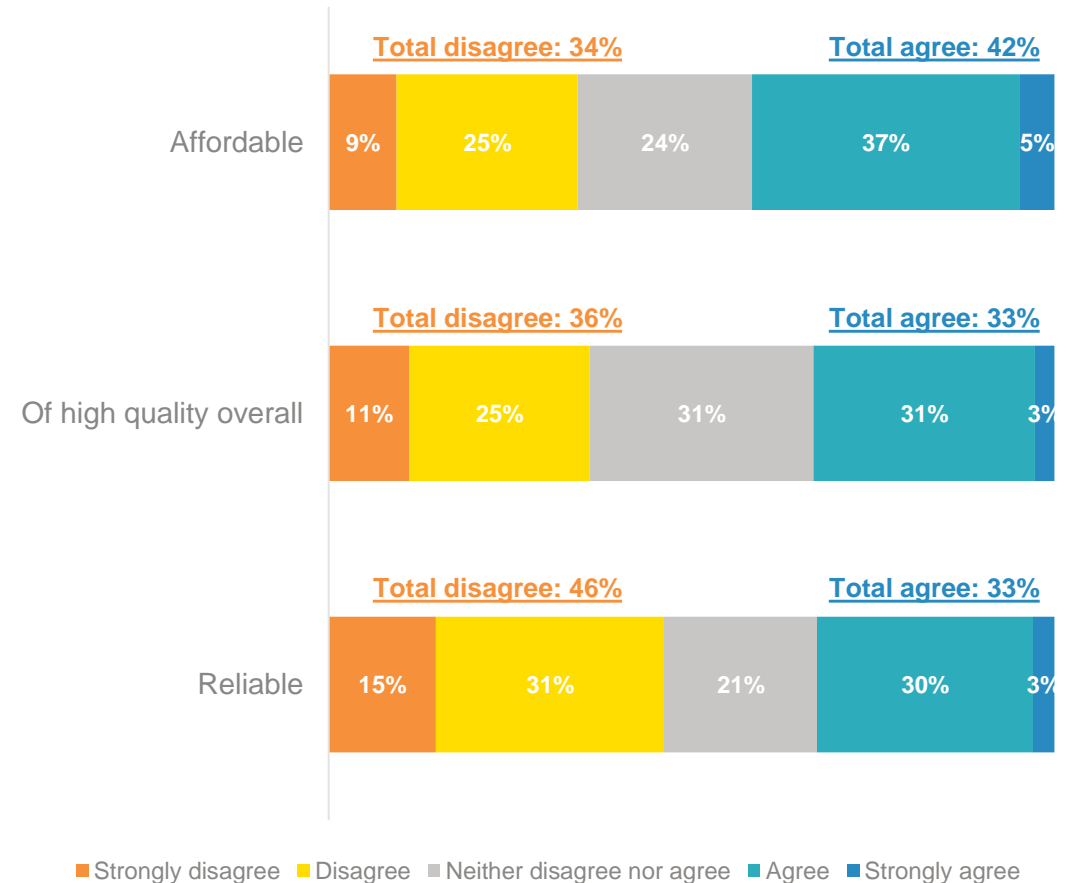
- There was not notably more agreement than disagreement with any of the public transport attributes, however the “affordability” attribute performed the best with 42% agreeing public transport was affordable and 34% disagreeing.
- The same proportion agree that public transport was of high quality and reliable (33%). However there was more disagreement that public transport was reliable.
- Agreement with all these public transport attributes is similar to last year, but agreement levels are higher than 2019 for high quality and reliability.

## Demographic differences

- Respondents from the Northern Ward were more likely to agree that public transport in Wellington is of high quality (48%).
- Respondents aged 60 and over were more likely to agree that public transport in Wellington was affordable.



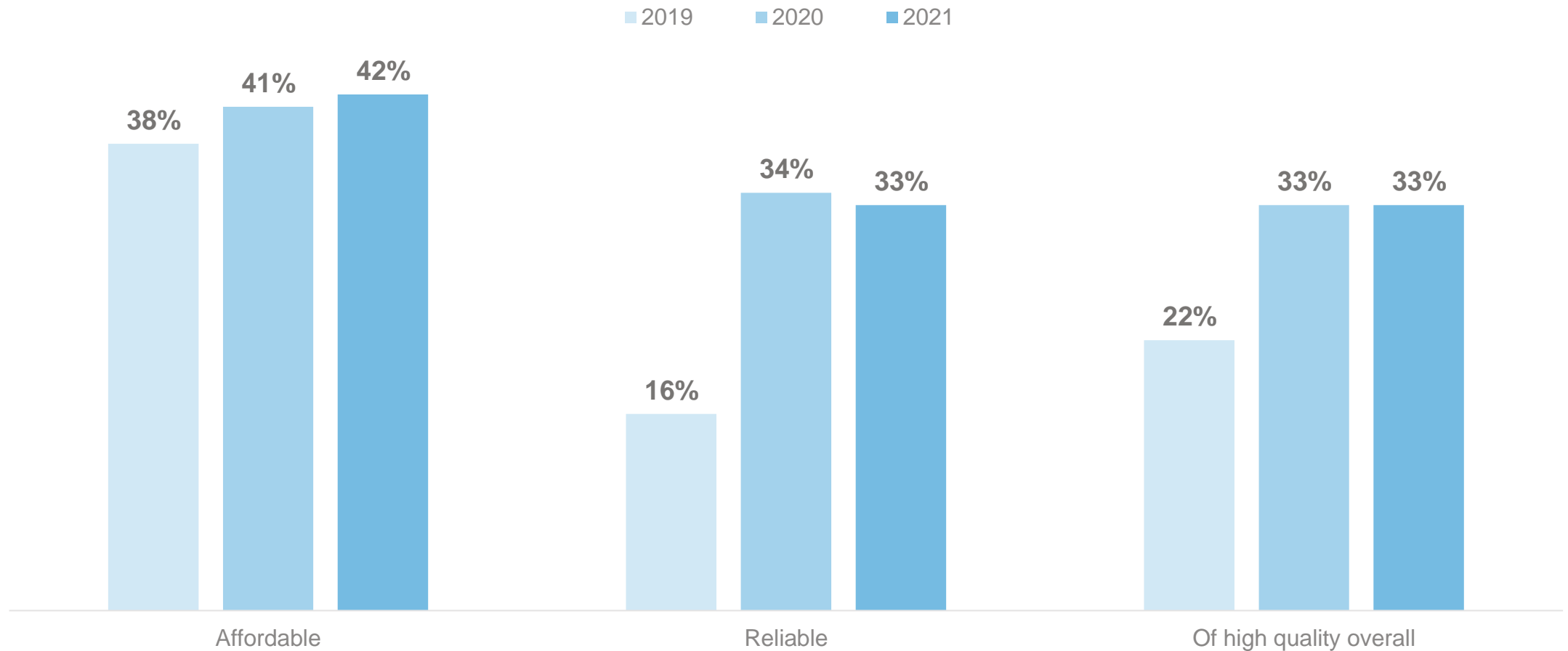
Please rate your level of agreement with the following statement. Public transport in Wellington is



# Public transport attributes – tracking



Please rate your level of agreement with the following statement. Public transport in Wellington is... **Total agree**



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

# Road condition ratings

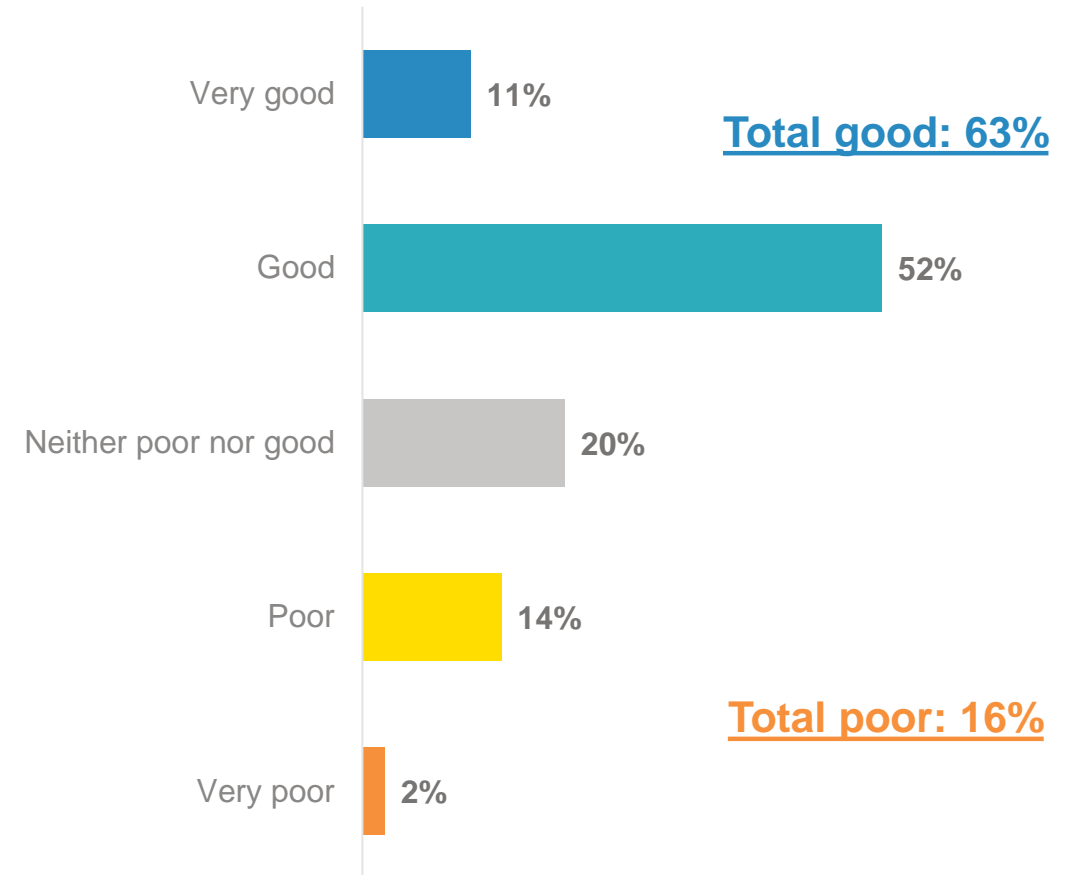
- Around two thirds (63%) of respondents rated the condition of their roads as good, while only 16% rated them as poor.
- 'Good' ratings have been trending down marginally over the past four surveys with 73% rating the condition of the roads good in 2018.
- However, prior to 2018 ratings were in the mid 60% range going back to 2014.

## Demographic differences

- There were no demographic differences for this question.



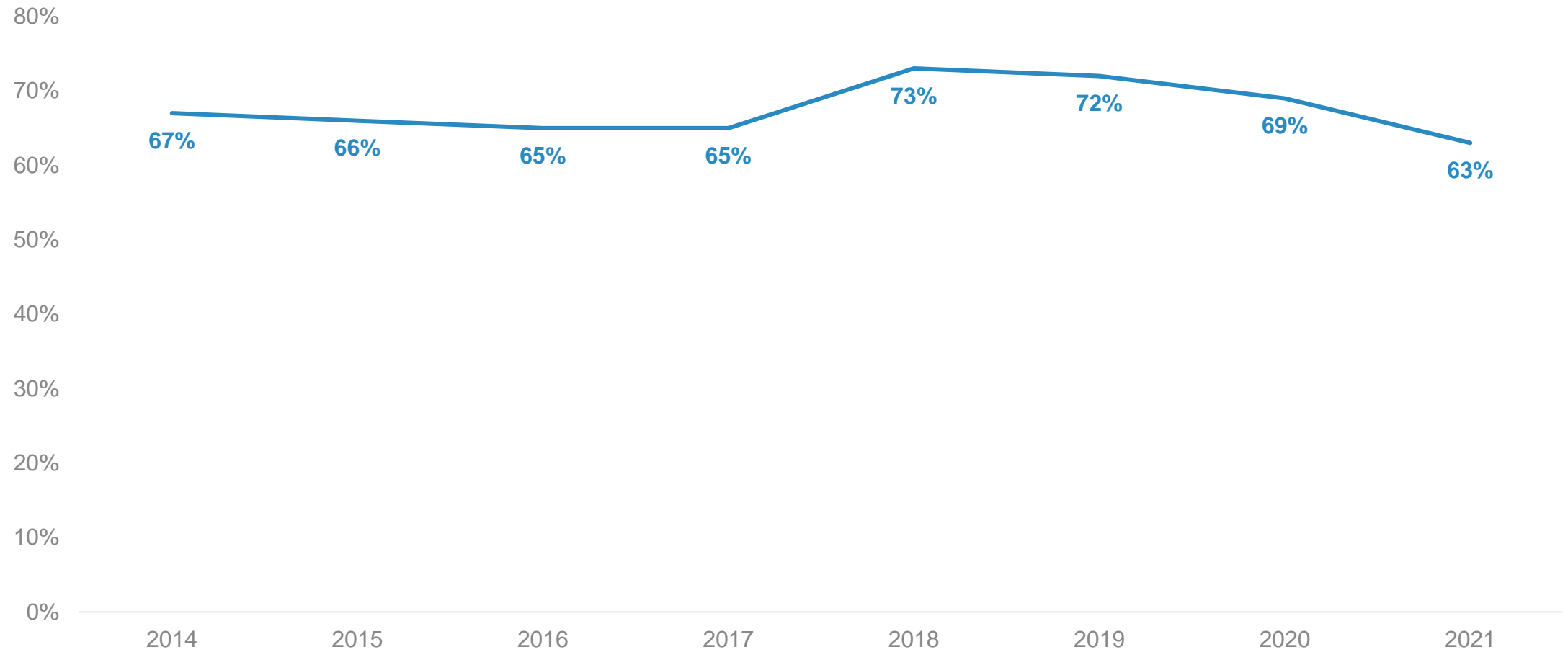
How would you rate the condition of the roads in your neighbourhood?





# Road condition ratings – tracking

**?** | How would you rate the condition of the roads in your neighbourhood? *Total good*



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

# Street lighting satisfaction

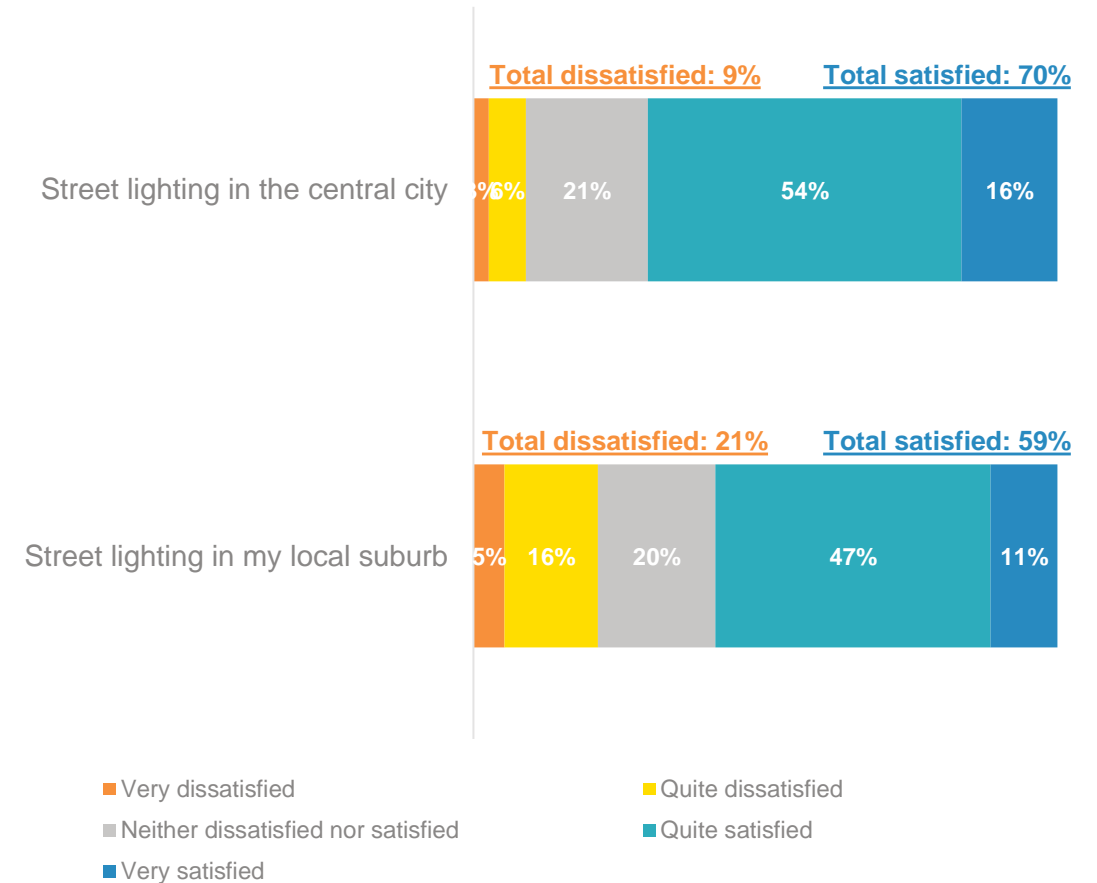
- There was more satisfaction than dissatisfaction with both street lighting in the central city and in local suburbs. However, satisfaction levels were high with street lighting in the central city (70% satisfied).
- Satisfaction with lighting in the central city fell compared to last year where 78% were satisfied, 84% were satisfied in 2018.
- Satisfaction with lighting in respondents' local suburbs remains unchanged since 2017. However current levels are a little higher than when tracking began in 2014 (where 51% were satisfied).

## Demographic differences

- Males were more satisfied than females with both lighting in the central city (75% vs 65%) and in local suburbs (65% vs 53%).
- Eastern Ward respondents had lower levels of satisfaction with lighting in their suburbs (46%).
- Respondents with household incomes \$100k and above were more satisfied with both city centre and suburban lighting (74% and 63% respectively).



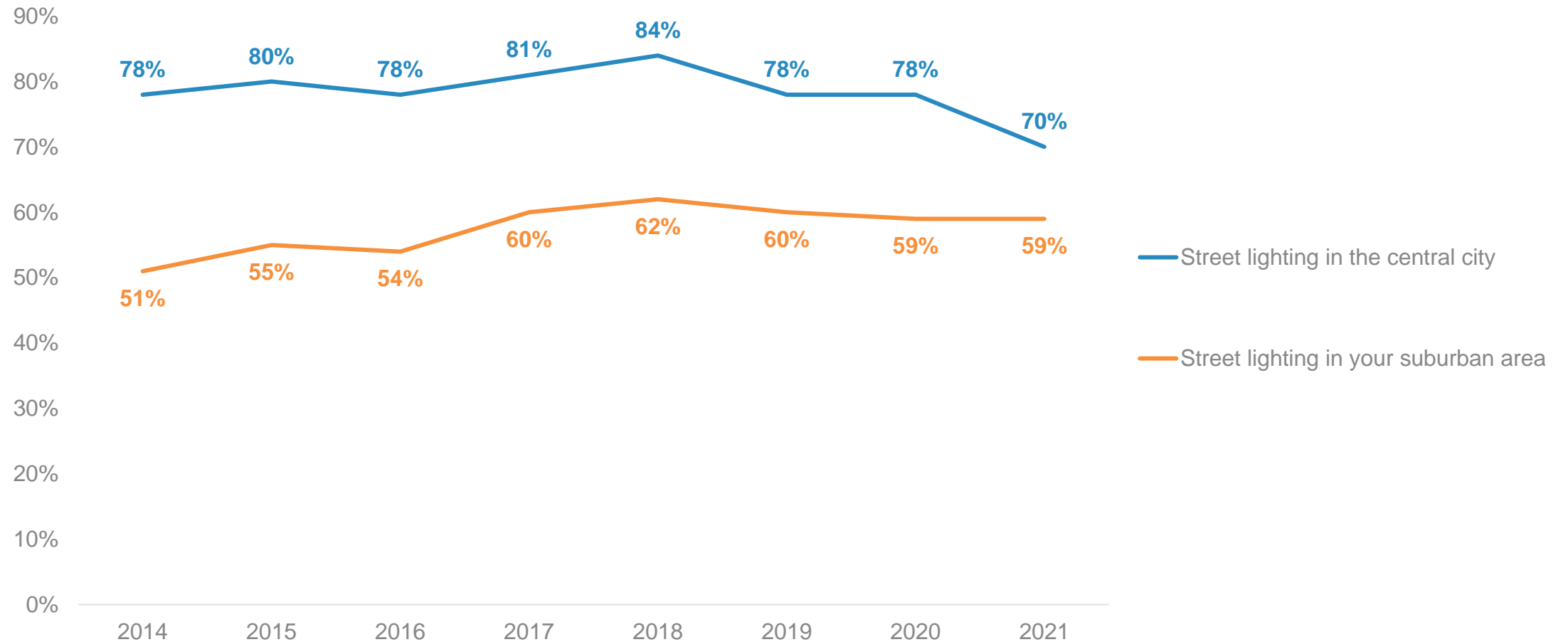
Please rate your level of satisfaction with the following...



# Street lighting satisfaction – tracking



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



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

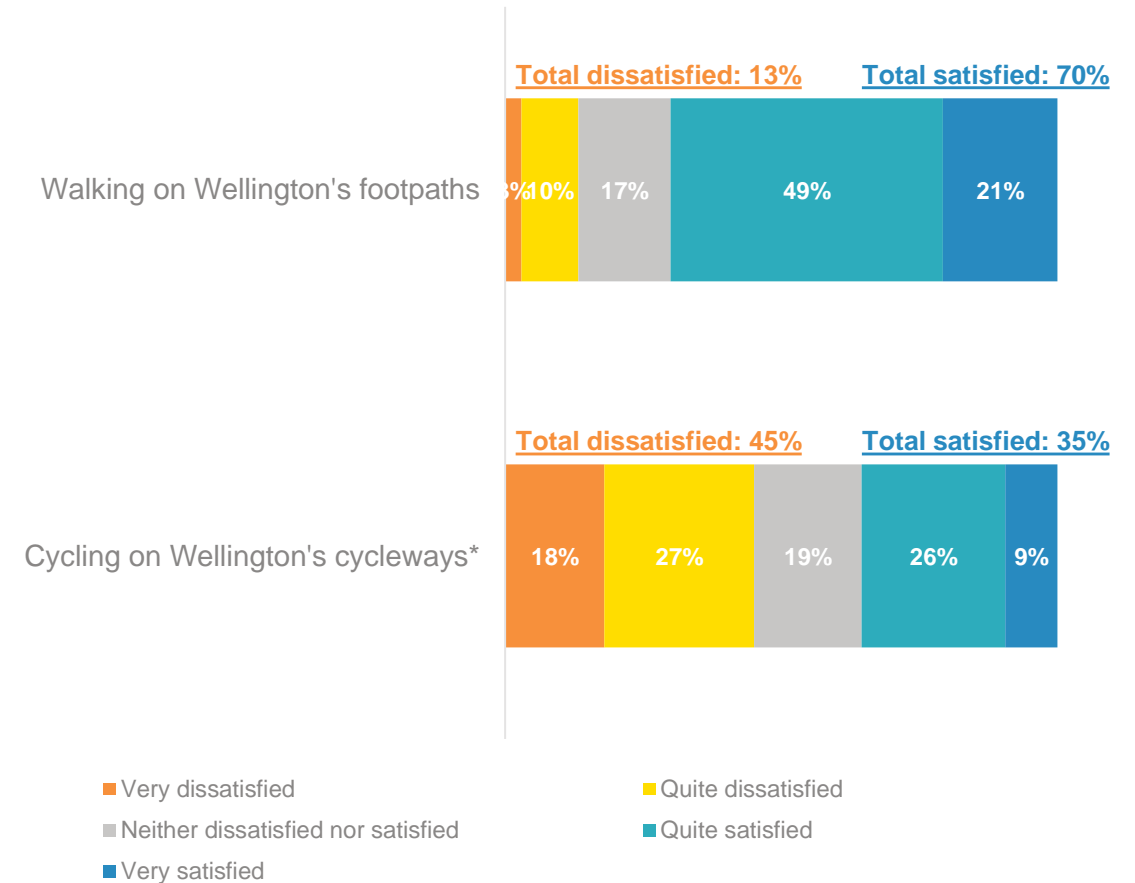
# Footpath and cycleway satisfaction

- Almost three quarters of respondents (70%) were satisfied with walking on Wellington’s footpaths.
- There was more dissatisfaction than satisfaction amongst respondents for cycling on Wellington’s cycleways (45% dissatisfied, 35% satisfied).
  - This analysis excluded 55% of respondents who could not give an opinion of cycling on Wellington’s cycleways.
- Satisfaction with walking on Wellington’s footpaths has trended down over the past three surveys (when tracking began) – 87% were satisfied in 2019 and 77% in 2020.

## Demographic differences

- Respondents from the Southern Ward were less likely to be satisfied with cycling on Wellington’s cycleways (20%).

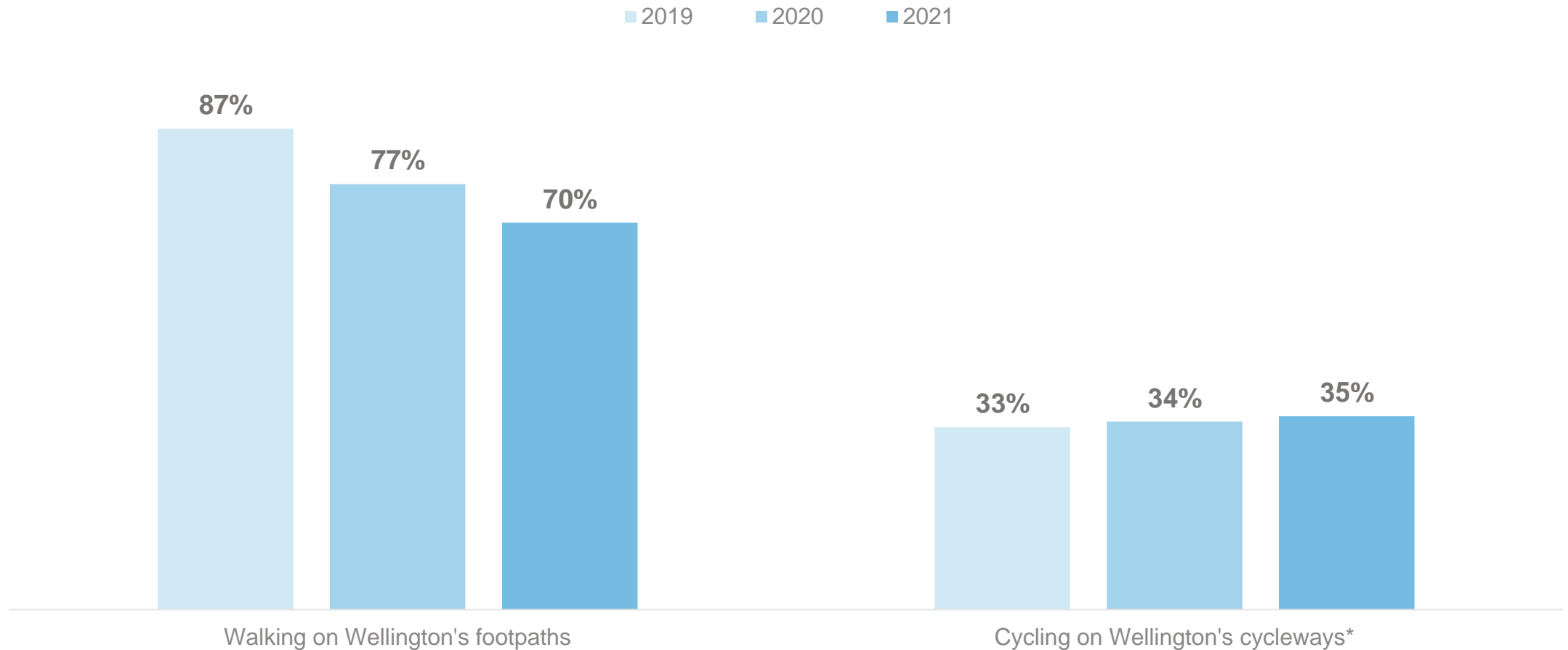
**?** | How satisfied are you



Base: all respondents (excluding 'don't know'); \*high proportion of 'don't know' responses (55%)

# Footpath and cycleway satisfaction – tracking

**?** | How satisfied are you... *Total satisfied*



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

# Cycling safety in the city

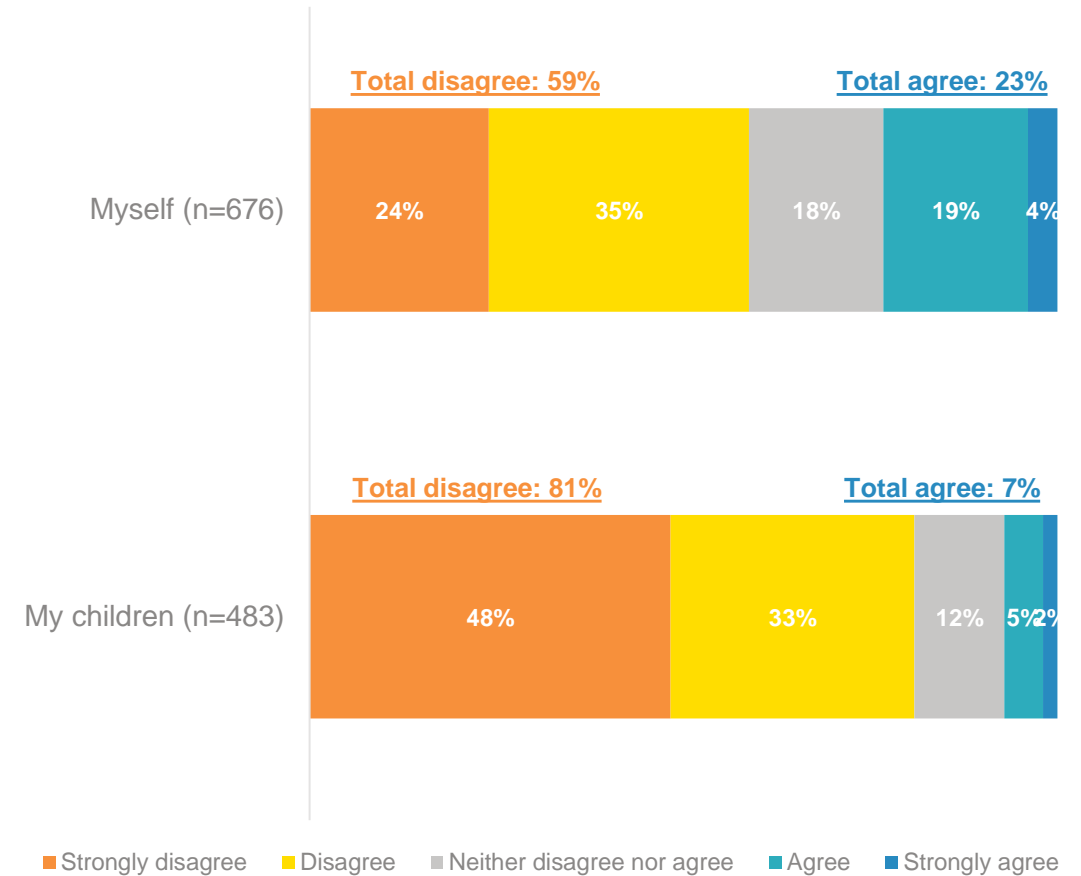
- Around a quarter (23%) agreed that cycling in the city is safe for themselves, while very few (7%) agreed that cycling in the city was safe for their children.
- Agreement with both personal safety and child safety when cycling in the city have remained steady over the past three surveys (since tracking began).

## Demographic differences

- Males were more likely than females to agree that cycling in the city is safe for themselves (31% vs 14%)



Please rate your level of agreement with the following statements. Cycling in the city is safe for

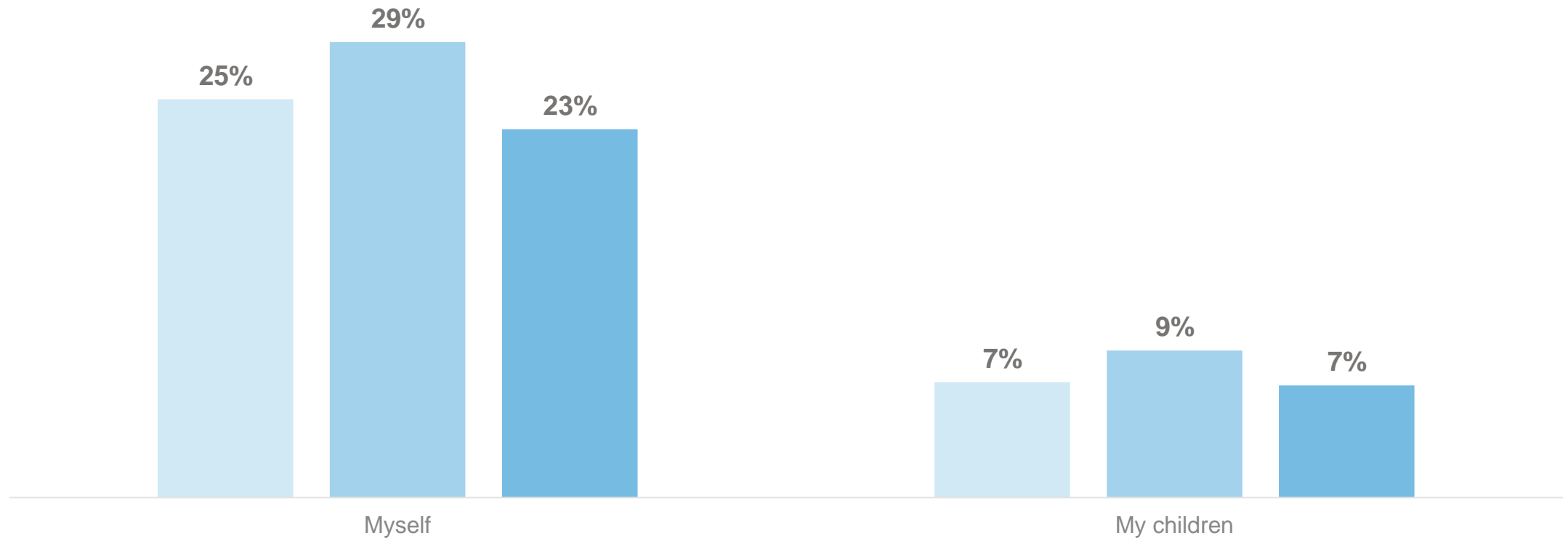


# Cycling safety in the city – tracking



Please rate your level of agreement with the following statements. Cycling in the city is safe for **Total agree**

■ 2019 ■ 2020 ■ 2021



Base: all respondents (excluding 'not applicable' and 'don't know')

# Parking availability satisfaction

- There was similar levels of both satisfaction and dissatisfaction with the availability of parking during both the week and the weekend.
- There was more dissatisfaction than satisfaction for both week (49% vs 27%) and weekend (47% vs 30%) parking availability.
- This year's results are largely consistent with results in previous surveys.

## Demographic differences

- There were no demographic differences for this question.

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



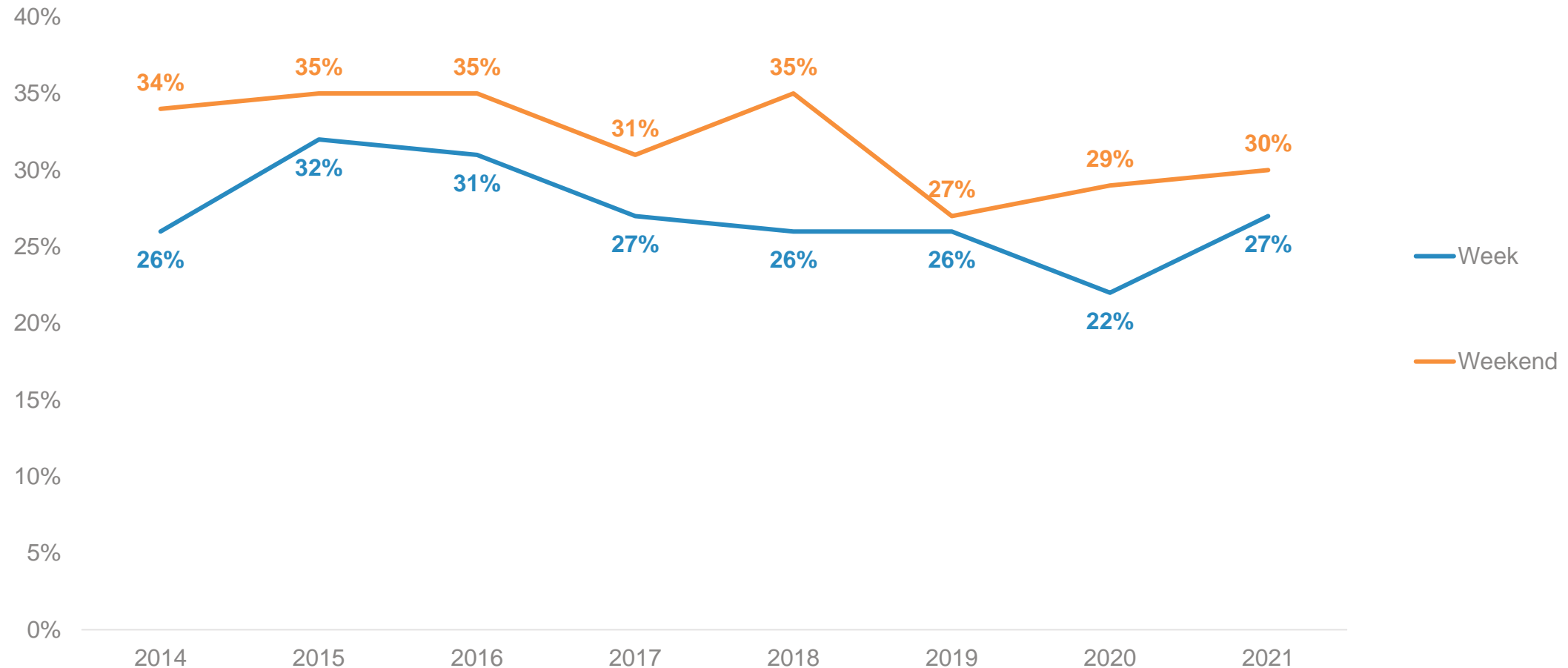
Base: all respondents (excluding 'don't know'); \*High proportion of 'don't know' (17% and 20%)



# 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

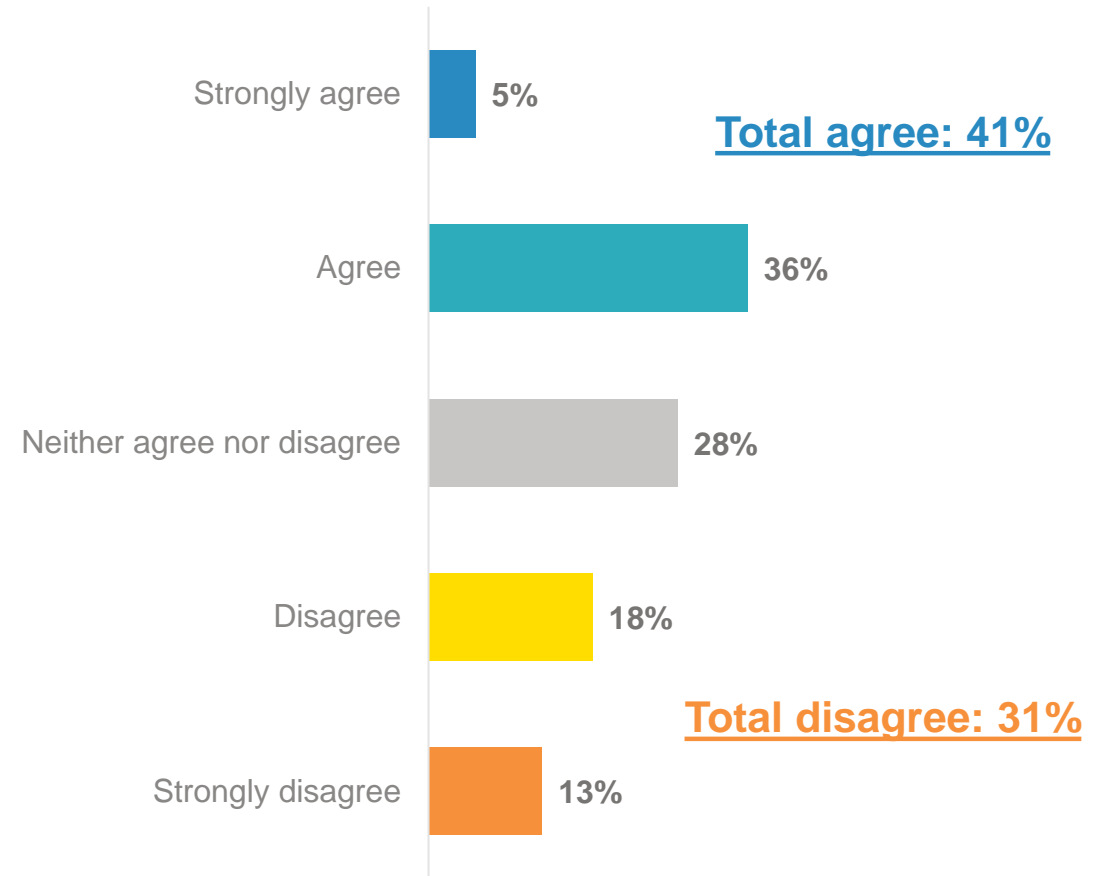
- There was more agreement than disagreement that parking enforcement in the city is fair (41% vs 31%).
- Results have been consistent for the past three surveys, however between 2015 and 2018 around 50% agreed that parking enforcement was fair.

## Demographic differences

- There were no demographic differences for this question.



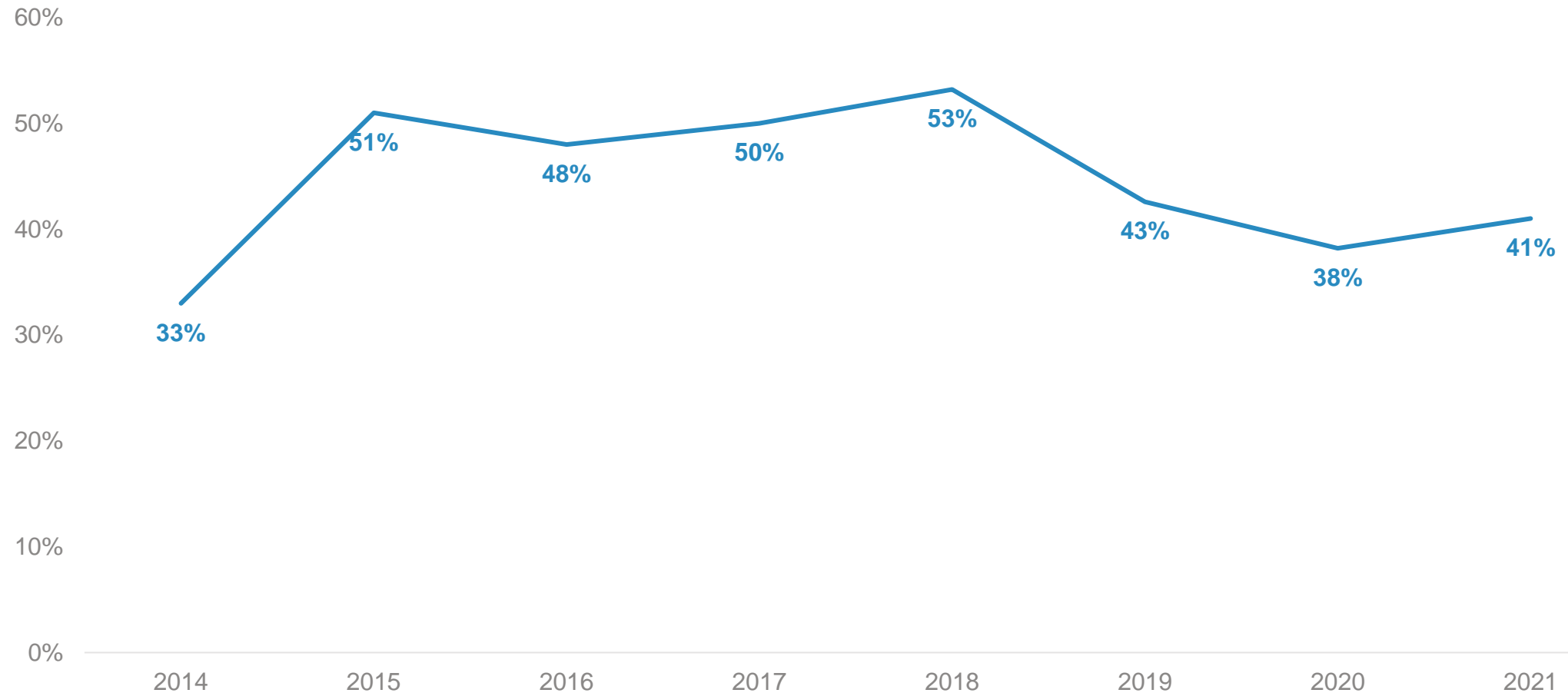
Please rate your level of agreement with the following statement...The city's parking enforcement is fair.\*



# 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')

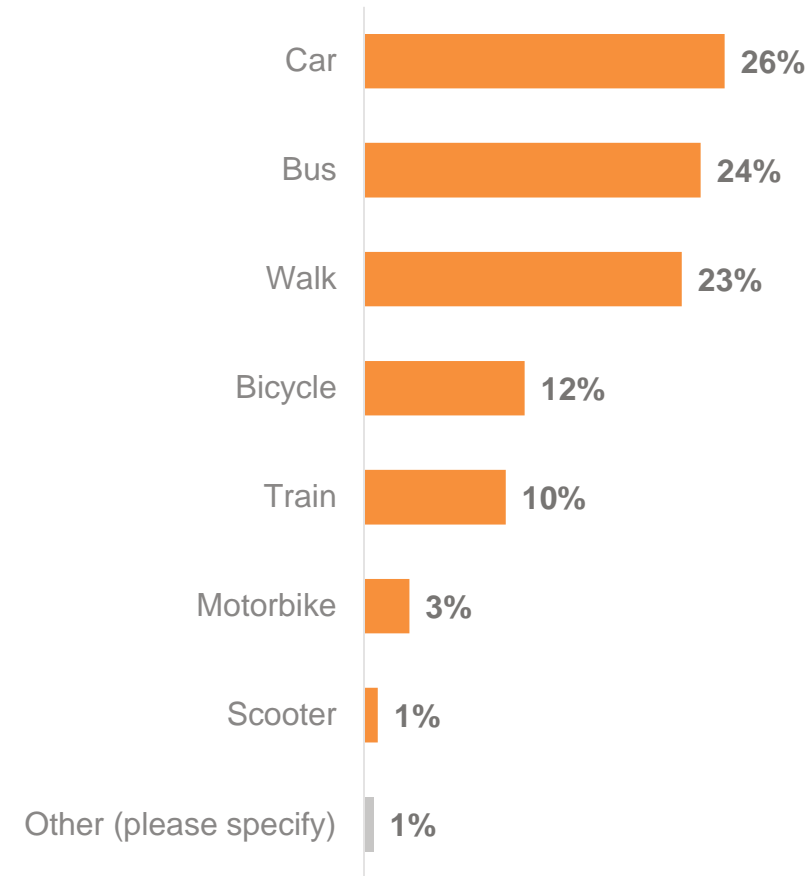
# Main mode of transport for commuting

- Among respondents who travel into central Wellington on most weekdays similar proportions said their main mode of travelling was by car, bus or walking (26%, 24% and 23% respectively).
- Bicycle and trains were the main mode for around one in ten, while very few used a motorcycle or scooter.
- There is a fair amount of variation in these results over time so it is difficult to determine any definitive trends. However bicycle numbers appear to be trending upward.

## Demographic differences

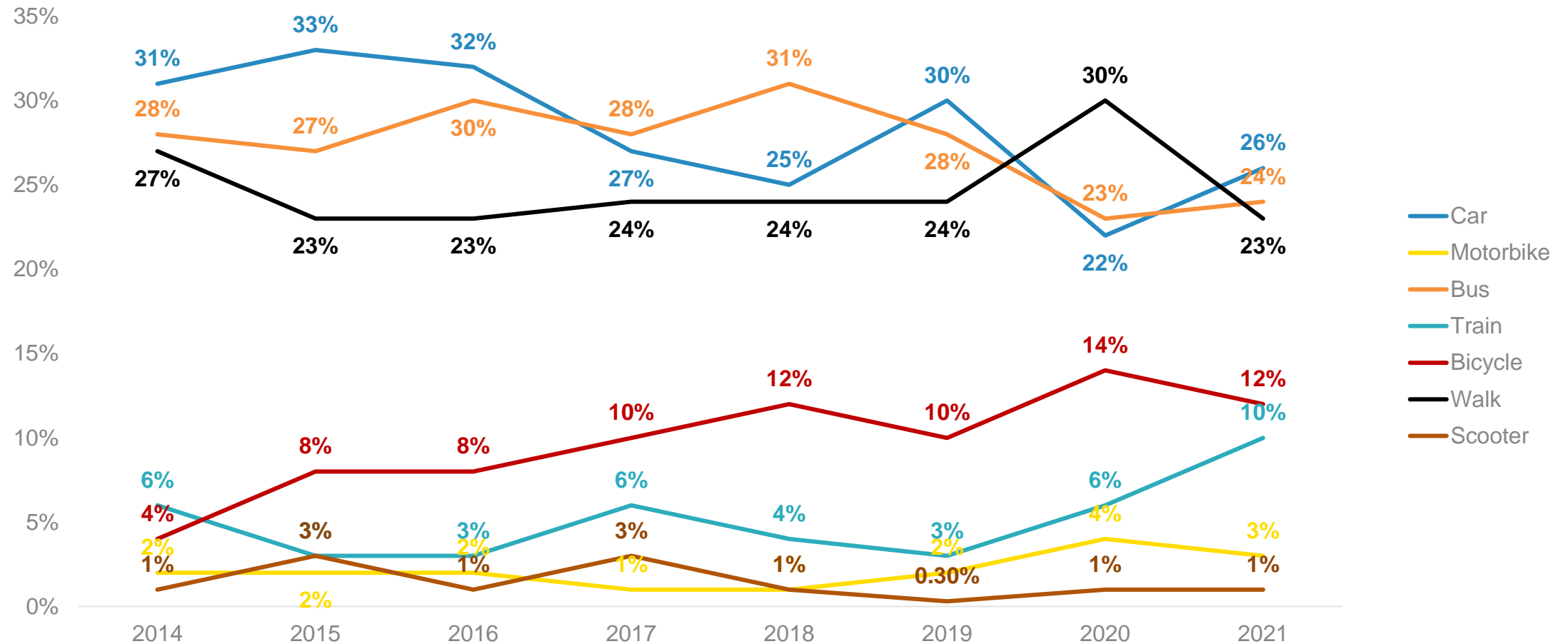
- Main method of travel varied significantly by ward as you would expect with Eastern Ward respondents more likely to use the car, Lambton Ward respondents more likely to walk, Norther Ward respondents more likely to train and Southern Ward respondents more likely to bus.
- Homeowners were more likely than renters to use a car (33% vs 15%), while the reverse was true for walking (40% for renters, 12% for homeowners).
- Respondents aged 18-29 were more likely to say their main method of traveling into Wellington was walking (38%).

**?** What is your main method of travelling to Wellington on these occasions?



# Main mode of transport for commuting – tracking

**?** What is your main method of travelling to Wellington on these occasions?



Base: Respondents who travel into central Wellington most weekdays (n=743)

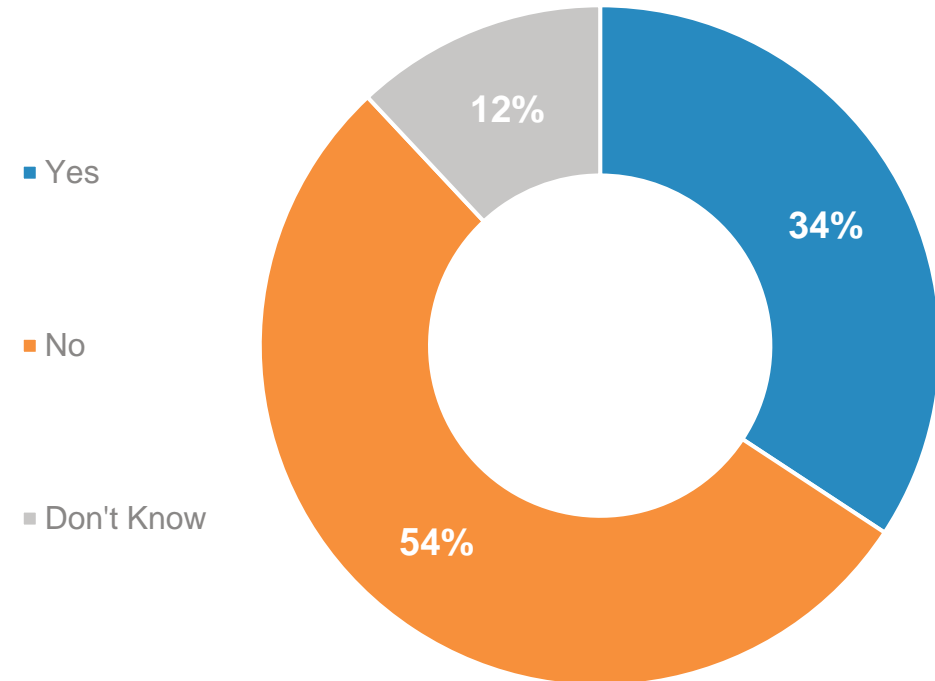
# Are peak travel volumes acceptable?

- Around a third (34%) of respondents who travel into or through central Wellington during peak times believed that peak travel volumes were acceptable.
- This measure has remained steady for the last three surveys, however tracking back to 2014 shows that this measure has been falling overtime with 53% saying peak traffic volumes were acceptable in 2014.

## Demographic differences

- There were no demographic differences for this question.

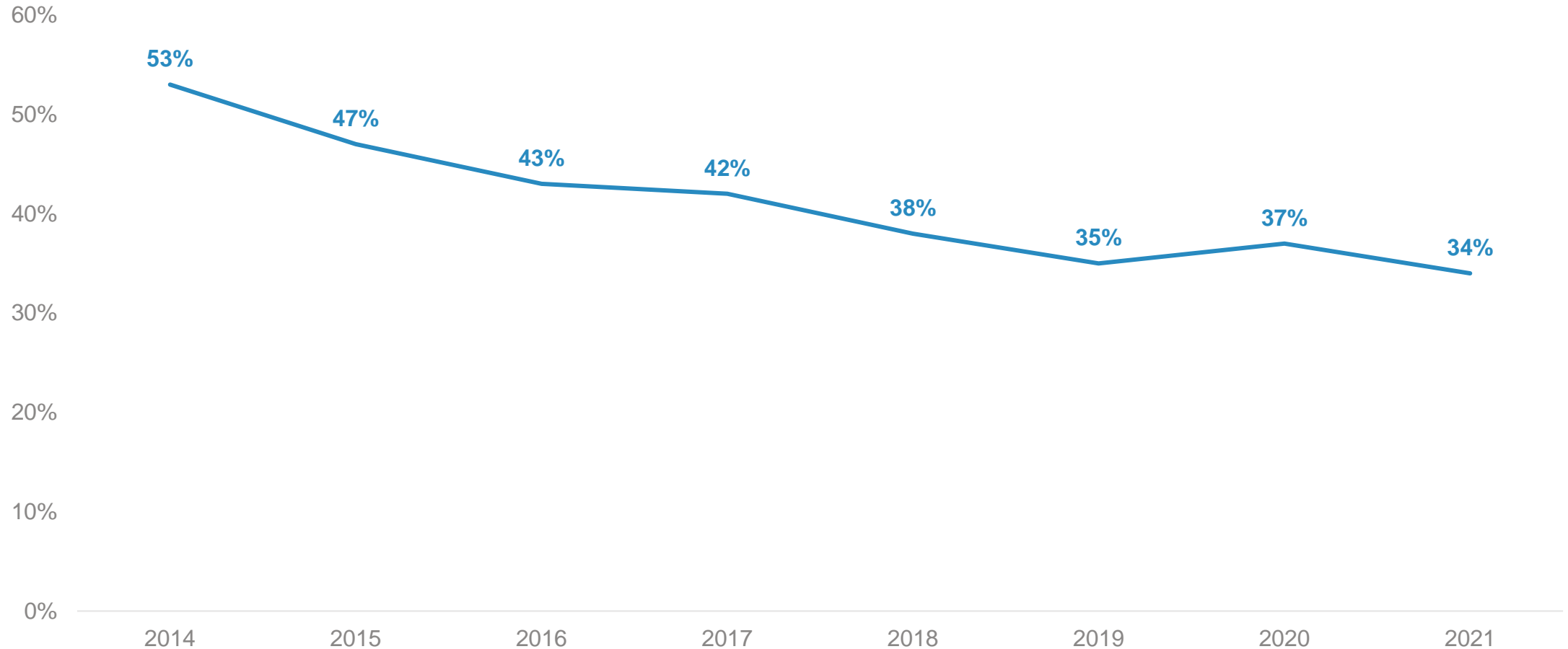
**?** | *Do you believe peak traffic volumes are acceptable?*



# Are peak travel volumes acceptable? – Tracking



*Do you believe peak traffic volumes are acceptable? Yes*



*Base: respondents who travel into or through central Wellington during weekday peak traffic times, that is between 7-9am or 4-6pm? (n=786)*

# Waste

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# Kerbside recycling frequency

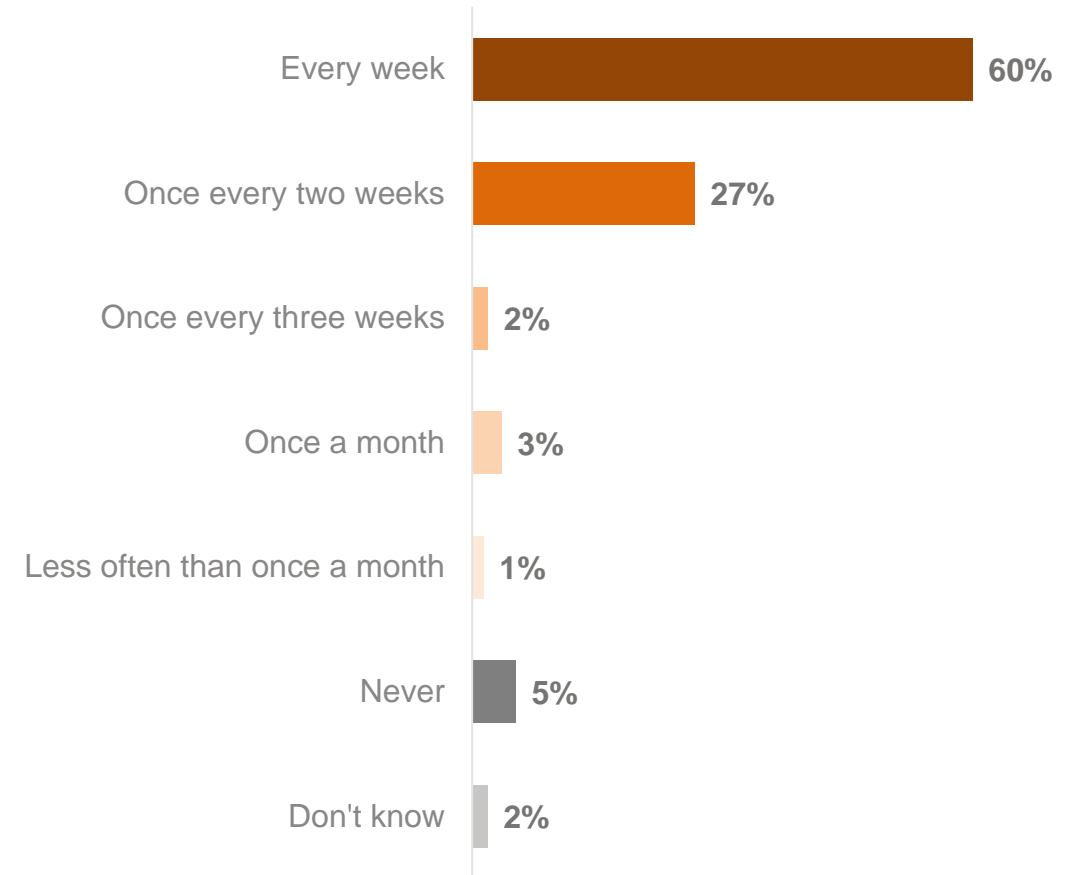
- Six in ten respondents said they put out recycling for Wellington City Council’s kerbside collection on a weekly basis, a further 27% said they put their recycling out fortnightly.
- Almost all respondents (92%) are putting their recycling out at least monthly – this has consistently been the case since tracking began in 2014.

## Demographic differences

- Lambton Ward respondents were more likely to say they never put out household recycling for kerbside collection (16%)



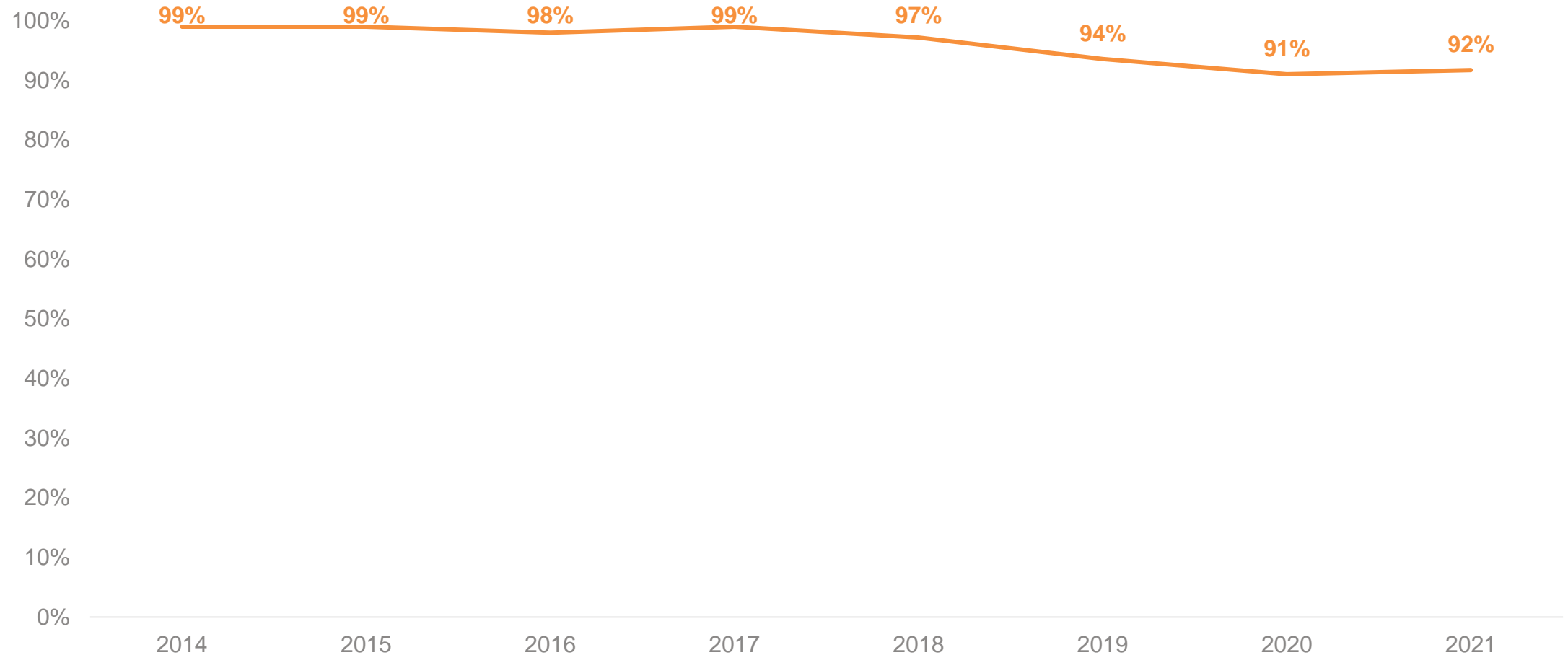
*On average, how often does your household put out recycling for Wellington City Council's kerbside collection?*



# 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

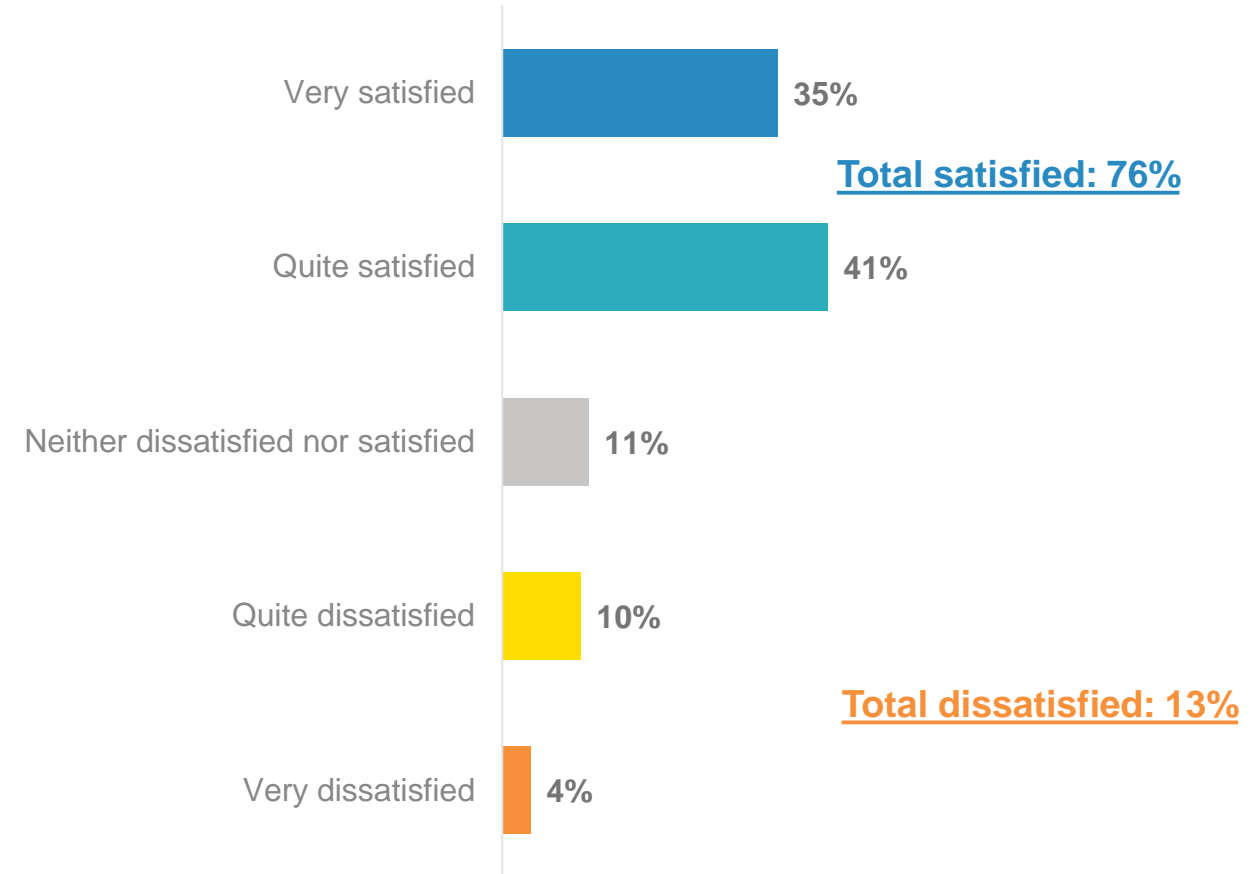
- About three quarters (76%) were satisfied with Wellington City Council's kerbside recycling collection service, levels of dissatisfaction were much lower at 13%.
- There was a low point of satisfaction in 2019 (65%), which has recovered somewhat, current levels are largely inline with tracking prior to 2019.

## Demographic differences

- There were no demographic differences for this question.



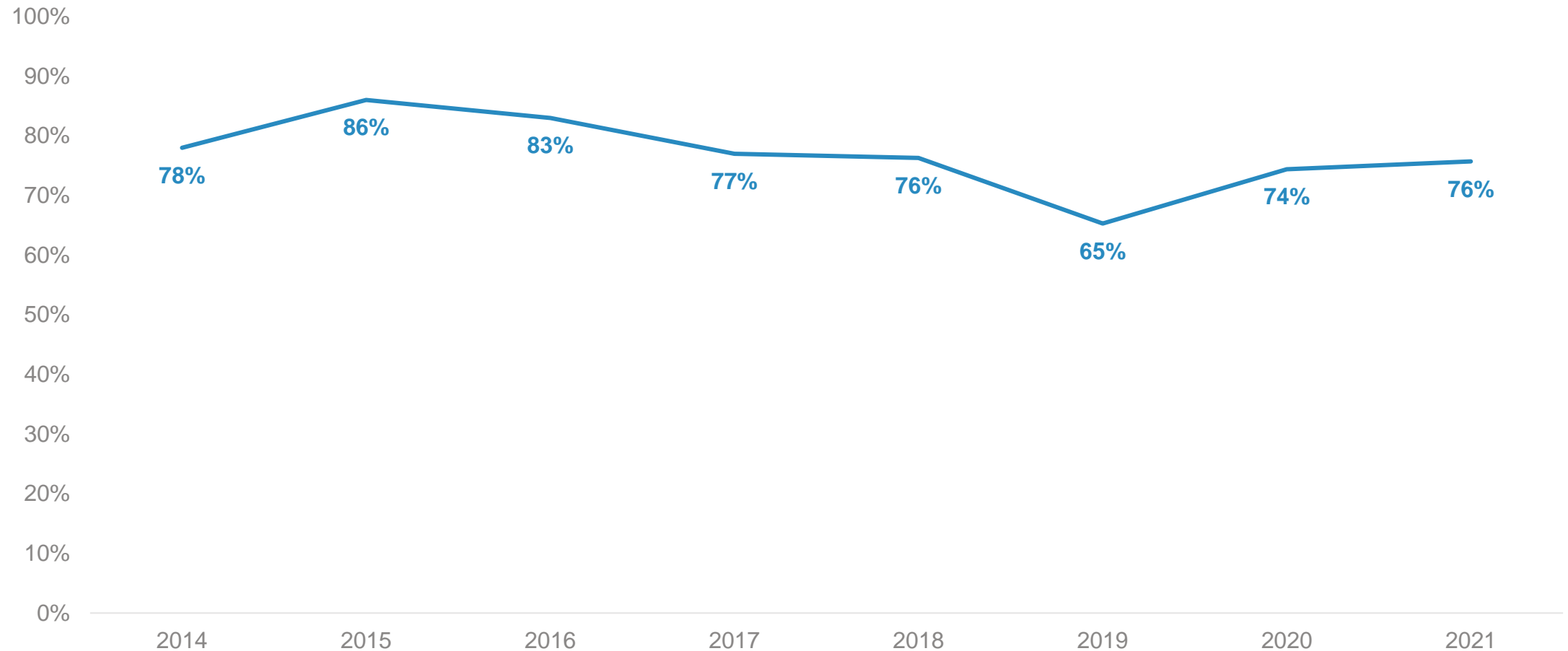
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



# 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

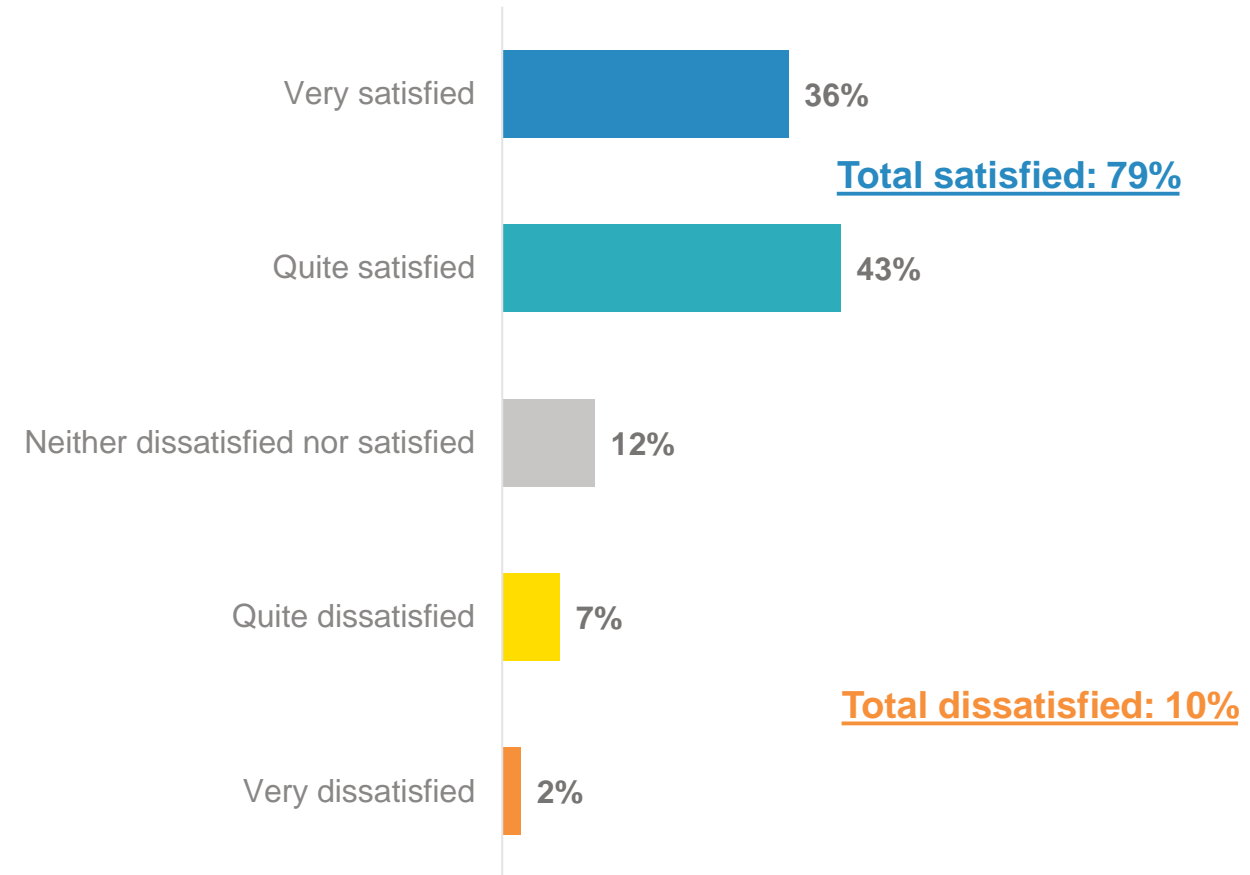


Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish waste collection service:

- About three quarters (79%) were satisfied with WCC's kerbside rubbish collection service, levels of dissatisfaction were much lower at 10%.
- Current results are largely inline with previous tracking, however as seen with kerbside recycling there was a low point in 2019 (71%).

## Demographic differences

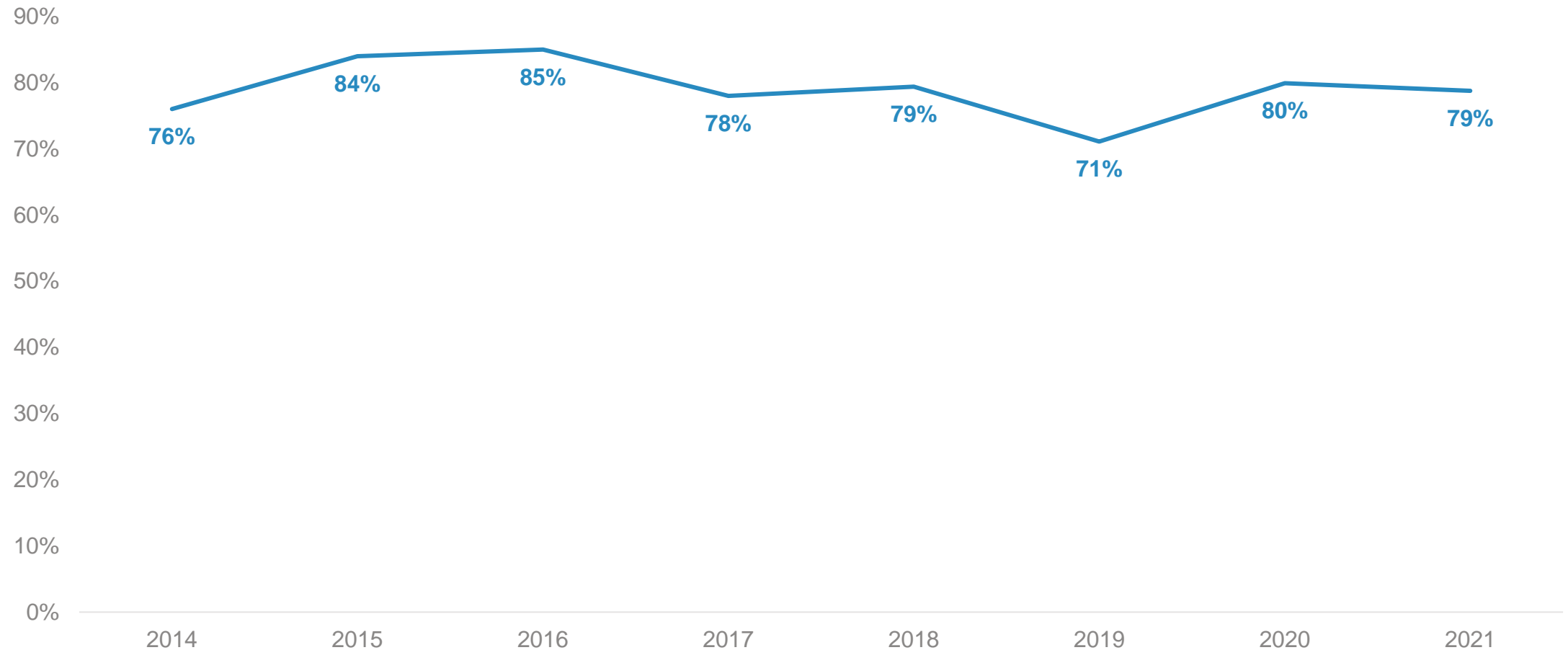
- There were no demographic differences for this question.



# 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=743)

# Stormwater management satisfaction

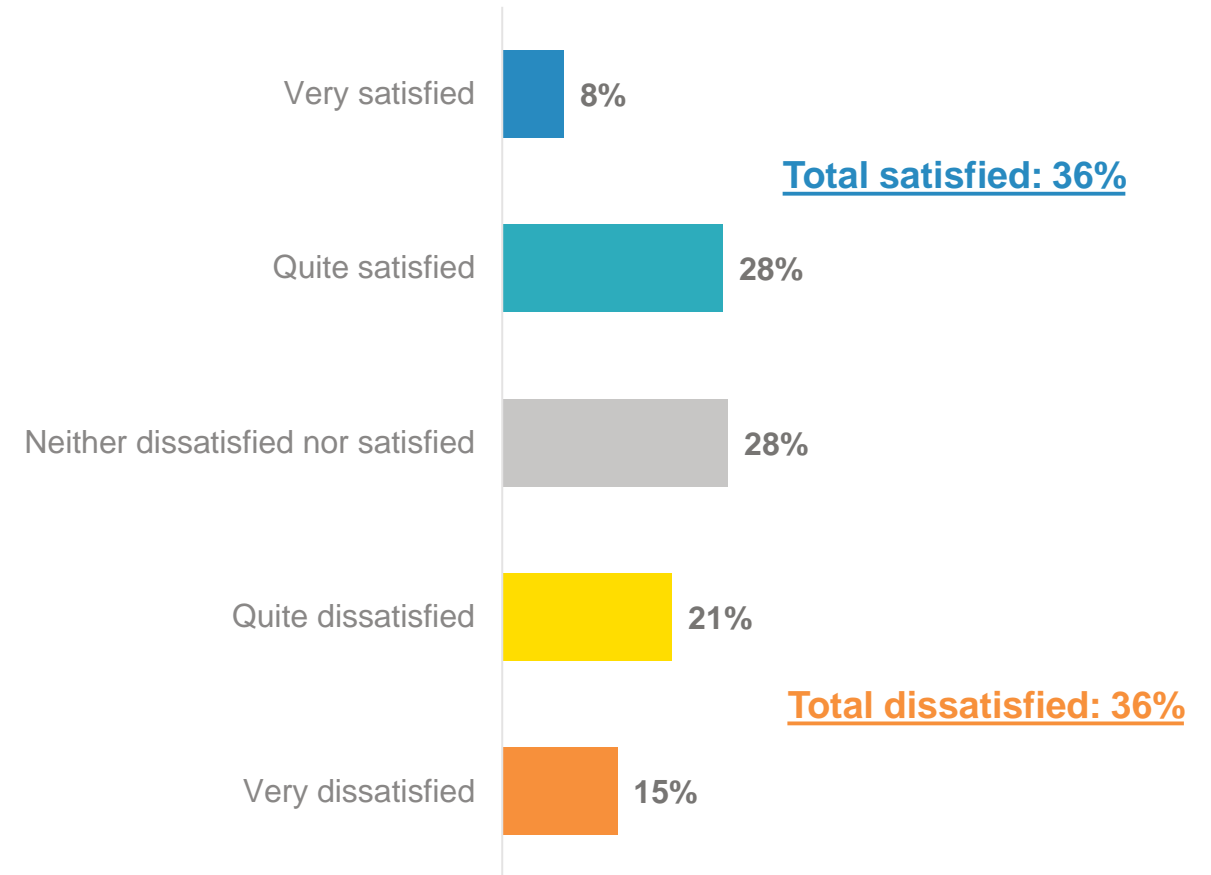
- Views were very much split on storm water management in the city. Equal numbers were satisfied and dissatisfied (36%), while 28% were neither satisfied nor dissatisfied.
  - 15% of respondents were also excluded from the analysis as they did not have a view (selected 'don't know').
- Satisfaction with this has been trending down since tracking began in 2016. In 2020 43% were satisfied while in 2016 68% were satisfied.

## Demographic differences

- There were no demographic differences for this question.



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

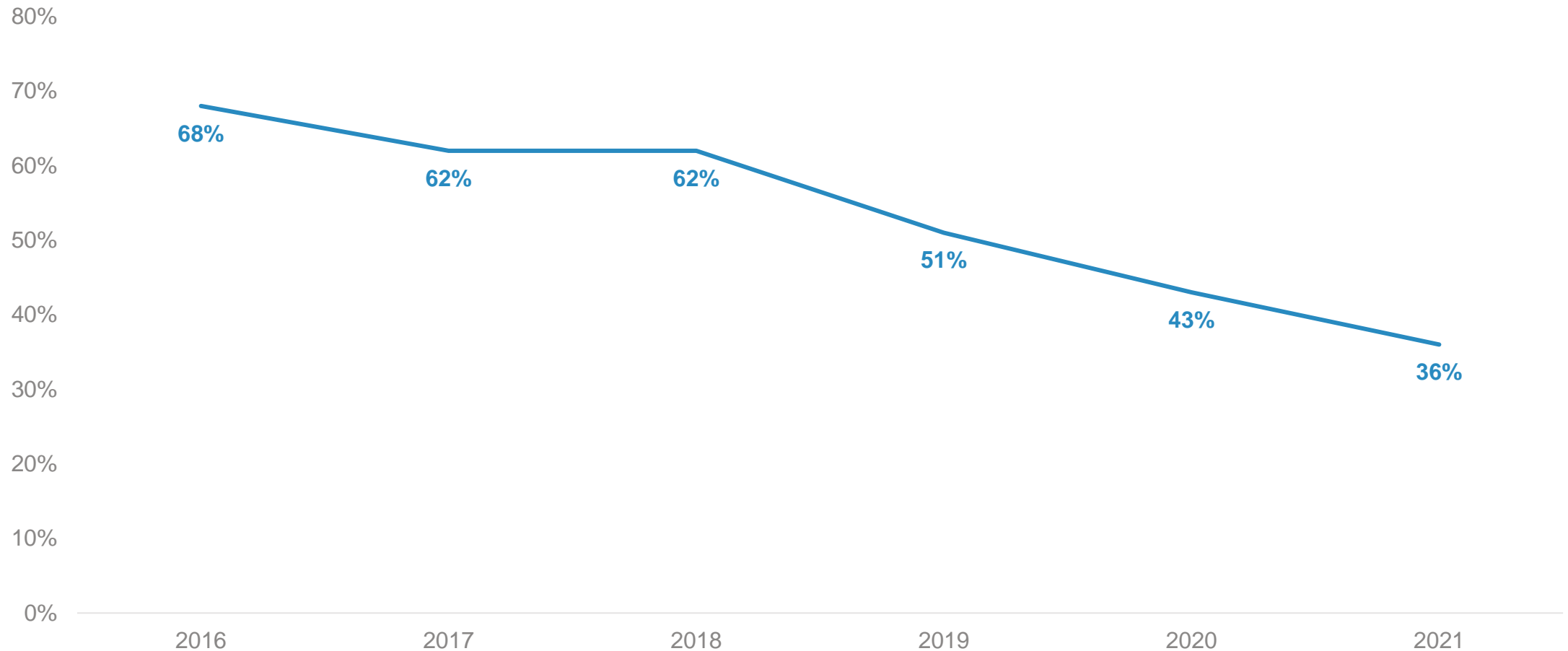


Base: all respondents (excluding 'don't know'); \*High proportion of 'don't know' responses (16%)

# 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')