Residents Monitoring Survey

April 2023

Absolutely Positively **Wellington** City Council

Me Heke Ki Pōneke

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 2023. 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 2023 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 2023, part one was 17 minutes long, and part two was 20 minutes long.
- The Research and Evaluation Team were responsible for entire survey process including questionnaire design, survey scripting, survey distribution and quota monitoring. Once the survey was complete, the Research and Evaluation team were responsible for data analysis and reporting.
- For each survey a separate random sample of approximately 2,000 residents was drawn from the Capital Views panel initially. During the fieldwork quotas were monitored and additional booster samples were randomly selected to gather more responses from groups of the population that were underrepresented. In total each survey was sent to around 2,900 residents (with a 36-38% response rate for each part).
- The final sample size for 2023 was 1,071 for part one and 1,067 for part two, which were post-weighted to be representative by age, gender and ward. The maximum margin of error at 95% confidence level was 3.0% for both part one and two. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 3.0%.

Reporting notes:

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

City Perceptions

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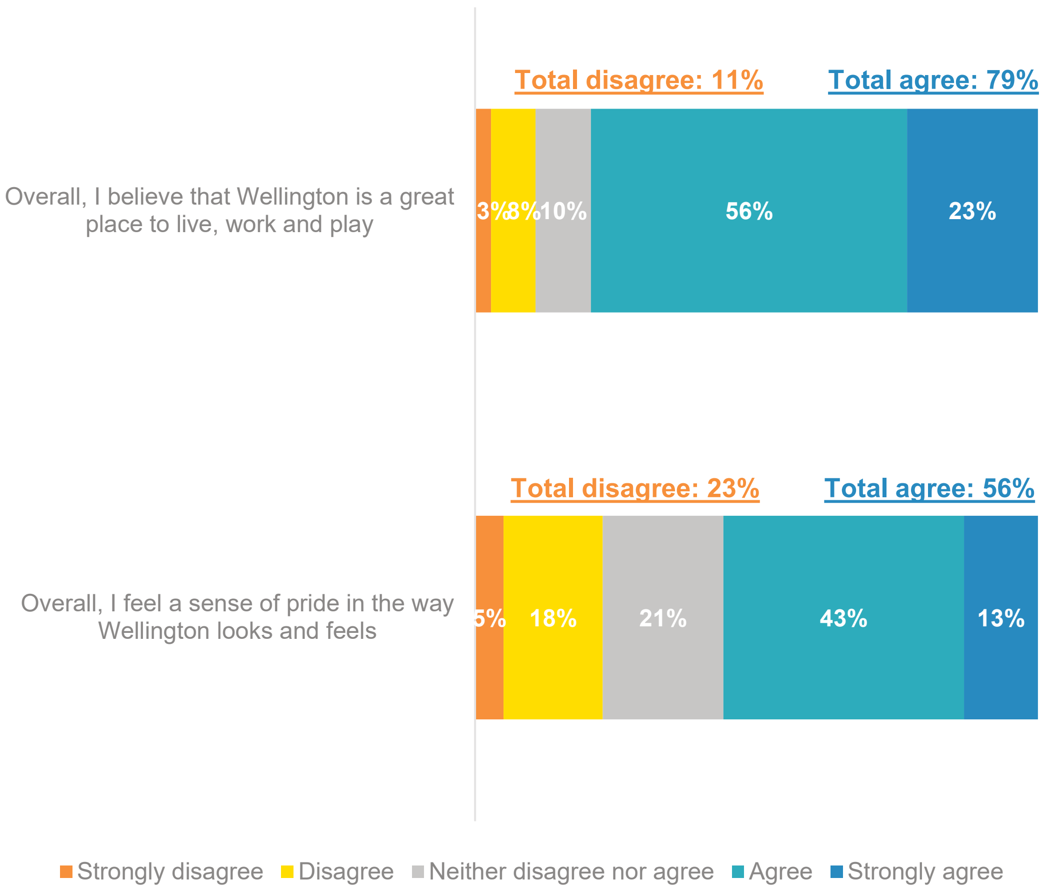
Overall Wellington perceptions

- Around four out of five (79%) 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 (56% agreed).
- Agreement with both of these statements fell between 2020 and 2021 – however, the results have remained stable in 2022 and 2023.

Demographic differences

- There were no demographic differences for this question

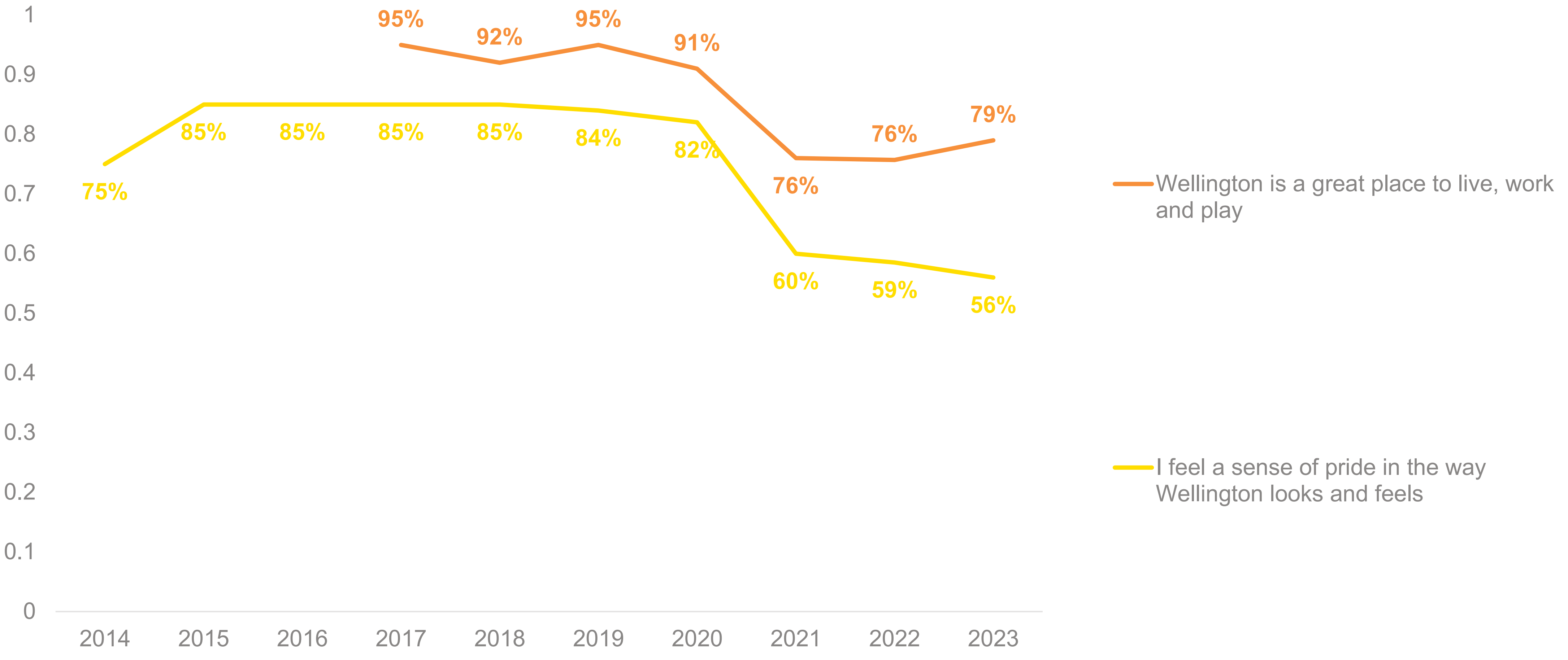
Thinking about the look and feel of Wellington in general…



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

Overall Wellington perceptions – tracking

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



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

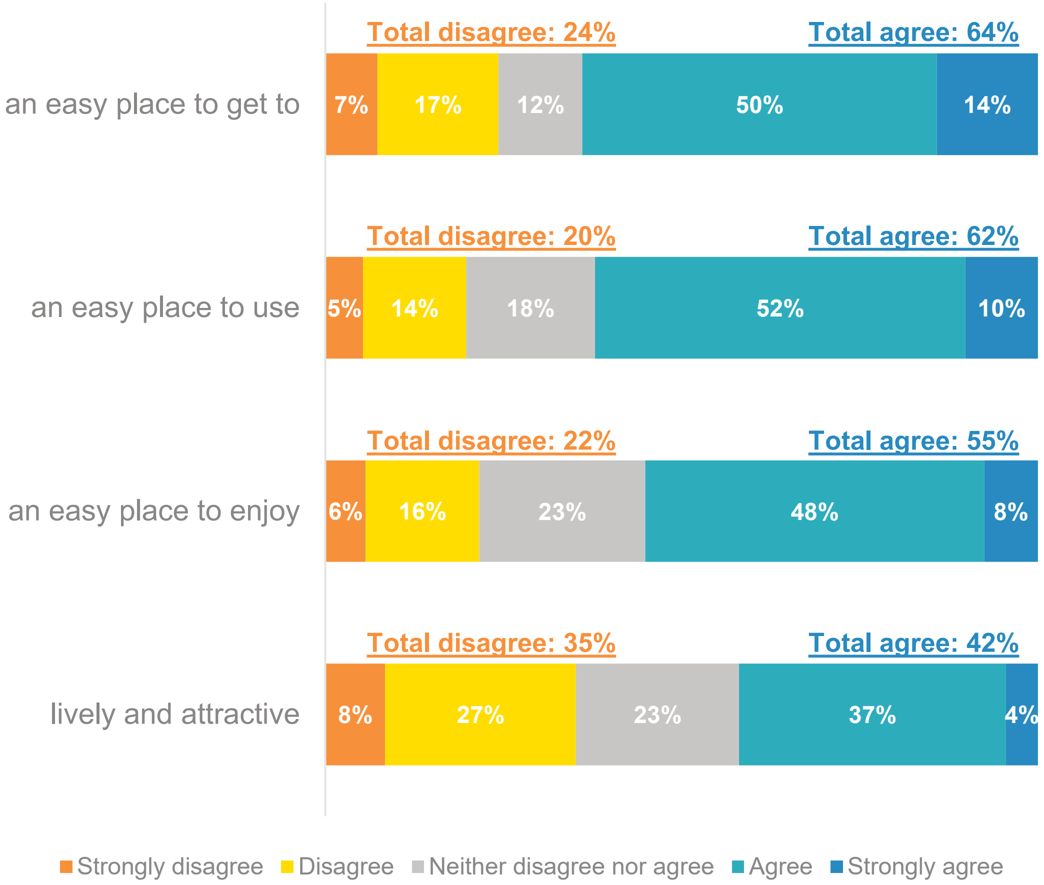
City centre attributes

- Respondents were asked how much they agreed or disagreed with a range of attributes of Wellington's central city.
- The highest level of agreement was with the statements that the city is easy to get to (64% agreed) and an easy place to use (62%). About half (55%) agreed that the city centre was an easy place to enjoy, while under half (42%) agreed that it is lively and attractive.
- There is still more agreement than disagreement with all of these attributes, and agreement with all attributes has remained relatively steady from the 2022 survey. However, compared to 2020 agreement with the statements that Wellington's City Centre is "an easy place to enjoy" and "lively and attractive" has fallen 16% and 27% respectively.
- Agreement that the city centre was an easy place to get to and an easy place to use also fell between 2020 and 2021, trending slightly downward since.

Demographic differences

- Respondents aged 60+ were less likely to agree that the city centre is lively and attractive (34%).
- Respondents with dependant children were less likely to agree that the city centre was an easy place to get to (56% vs 67% for those without dependents).
- Respondents from the Lambton ward were more likely to agree with all four statements about the city centre.

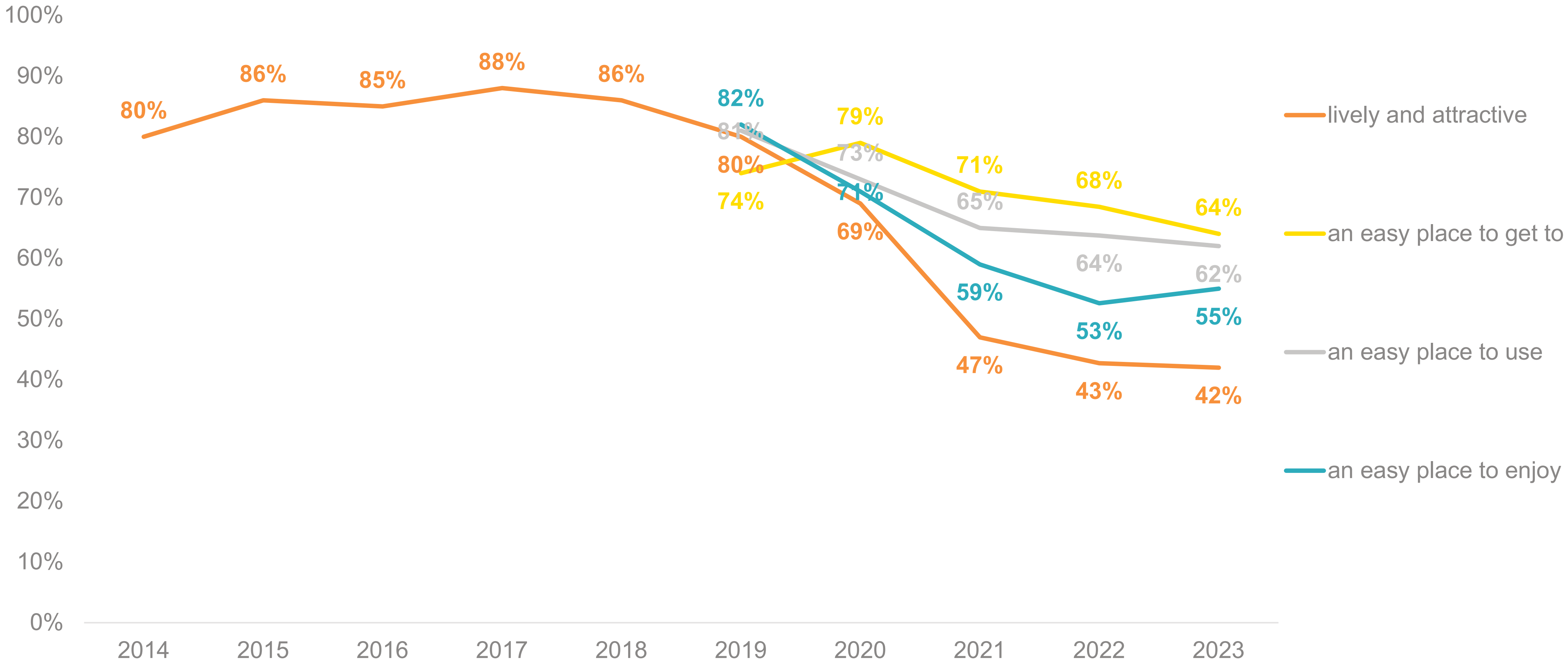
*Now thinking about the look and feel of Wellington's city centre…Please rate your level of agreement with the following statements: **Wellington's city centre is…***



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

City centre attributes – tracking

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



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

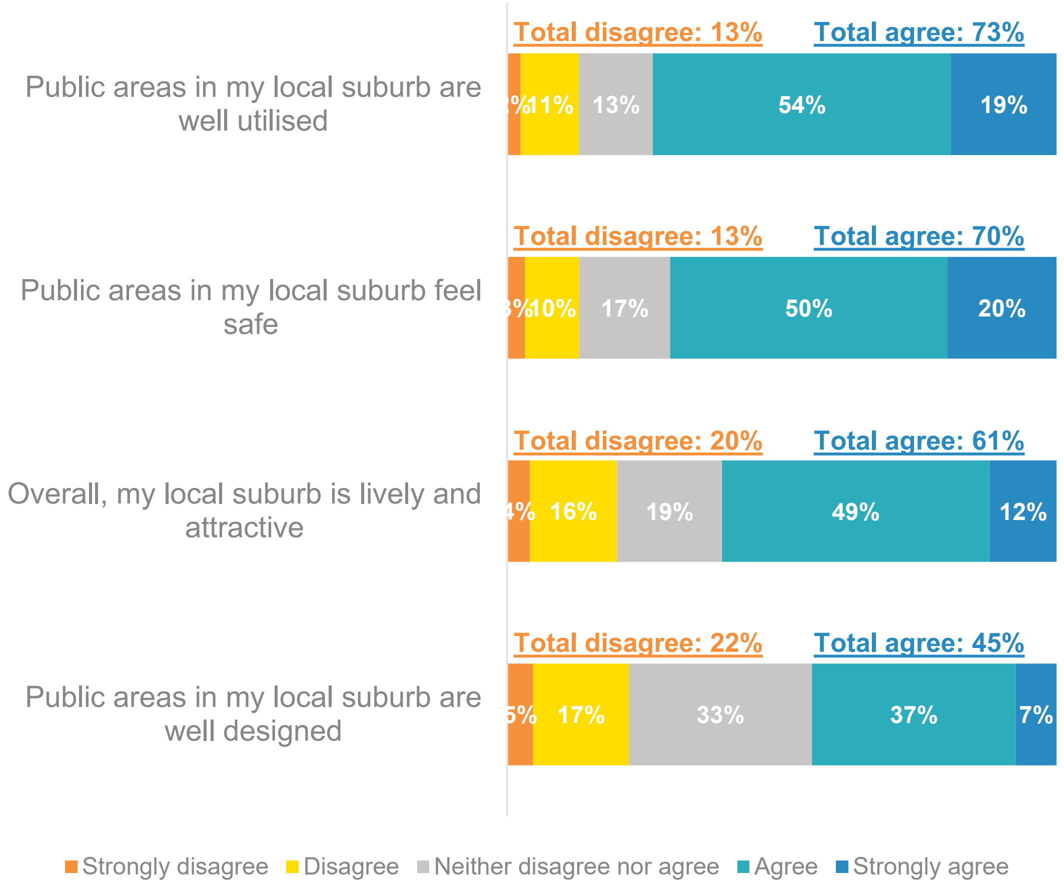
Local suburb attributes

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

- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (73% and 70% respectively). Over half (61%) agreed that their suburb was lively and attractive, while less than half (45%) agreed that their local suburb was well designed.
- Results were largely consistent with previous years with some small down movements compared to last year, with no changes of greater than 4%.

Demographic differences

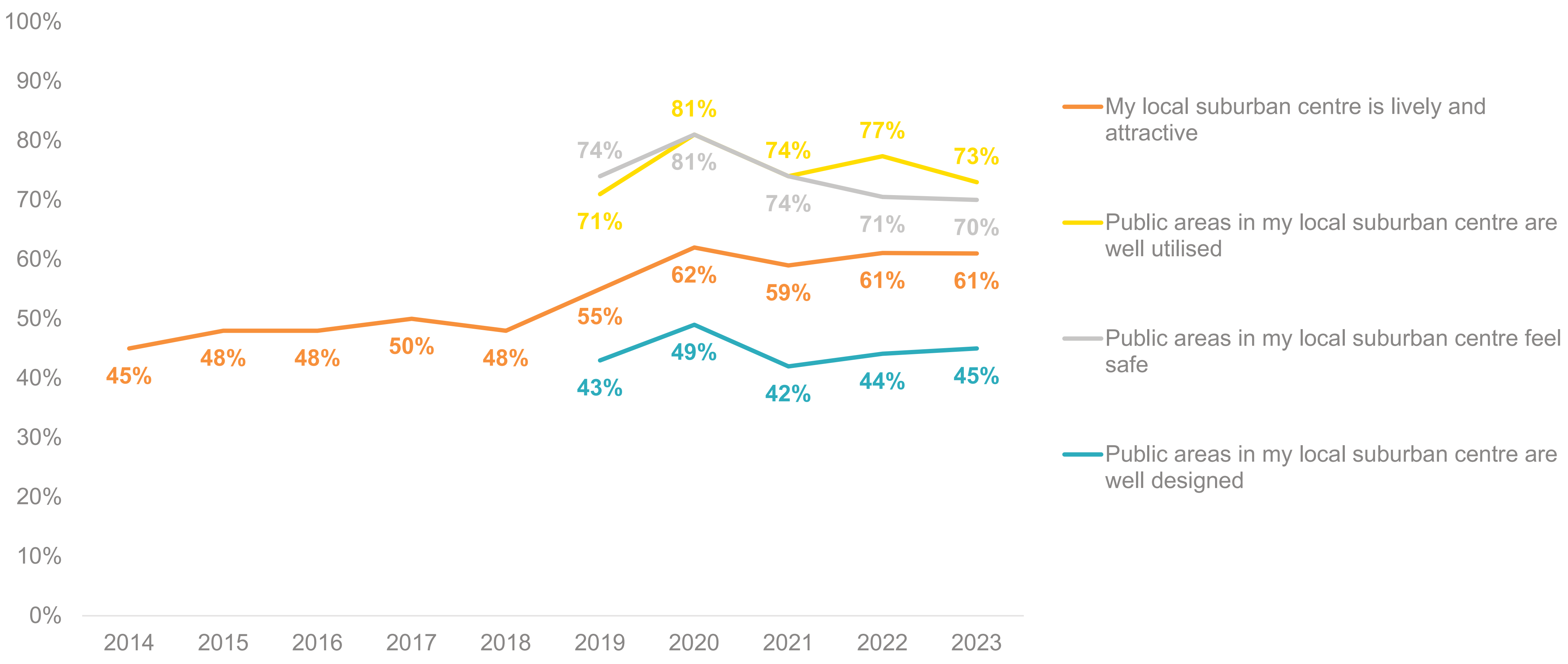
- Respondents in the Lambton Ward were less likely to agree that their local suburb feels safe (55%), while respondents from the Onslow-Western ward were more likely to agree (87%).



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

Local suburb attributes – tracking

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



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

Governance

Overall satisfaction with the Council's decision making

- There was more dissatisfaction than satisfaction with how the Council makes decisions, about one in four (41%) of respondents dissatisfied and one in five (17%) satisfied.
- The level of satisfaction rose compared to 2022 (12% to 17%), while the levels seen in 2021 were already lower than had been observed in the past (>30% to 16%).*

Demographic differences

- Males were more likely than females to respond as very or quite dissatisfied (46% vs 35%). However females were more likely to be 'on the fence' with 49% neutral compared to 36% of males.
- Under 30s were more likely to be satisfied (25%) than over 30s. While respondents 60+ were more likely to be dissatisfied (52%).
- Respondents from the Eastern ward were more likely to be dissatisfied (57%), while respondents from the Lambton ward were more likely to be satisfied (26%).

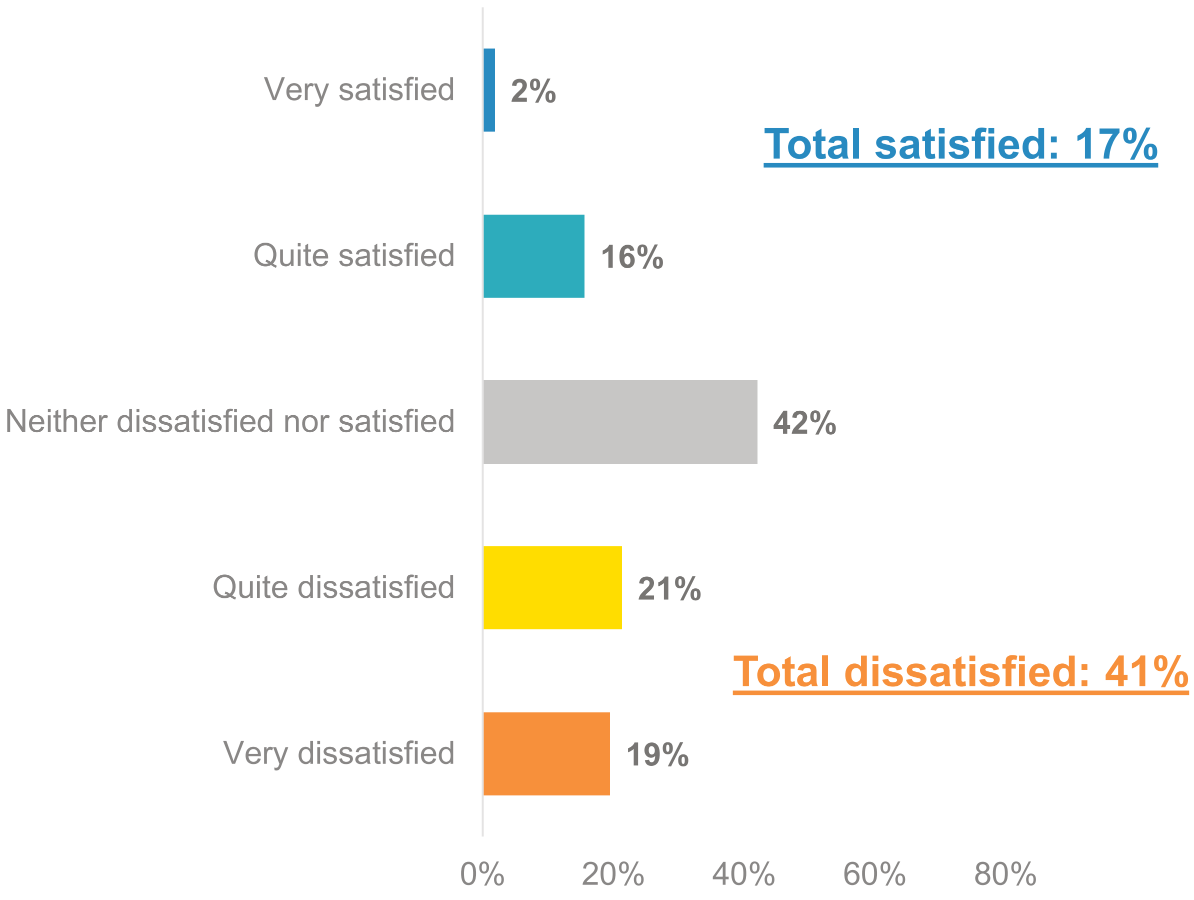
In the 2022 survey the wording for this question was changed slightly to emphasise the fact we are interested in respondents' satisfaction with the **process of decision making, rather than the specific outcome. This should be kept in mind when comparing 2022 results to previous results.*

Pre-2022 question: *Overall how satisfied are you with how Council makes decisions?*

From 2022 question: *The understanding of how Council and Councillors make decisions is important.*

*Overall, how satisfied are you with the **process by which Council makes decisions?***

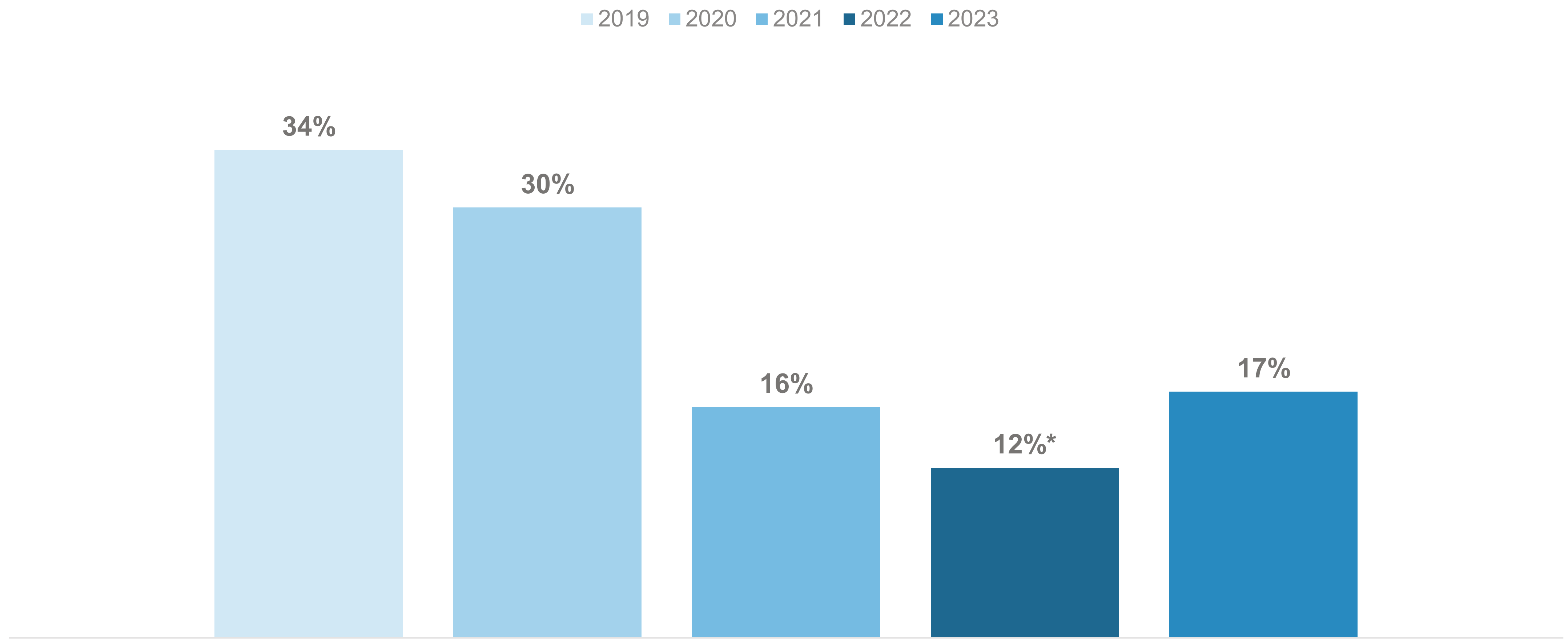
*Overall, how satisfied are you with **the process by which Council makes decisions?***



Base: all respondents (excluding 'don't know');
Note: 20% of sample responded "don't know" and have been excluded from this analysis.

Satisfaction with the Council decision making – tracking

*Overall, how satisfied are you with the process by which Council makes decisions?** ***Total satisfied***



Base: all respondents (excluding 'don't know'). Note: 20% and 16% of the 2023 and 2022 samples respectively responded "don't know" and have been excluded from this analysis

**Prior to 2022 the question was worded as "Overall, how satisfied are you with how Council makes decisions?".*

The Council's decision making

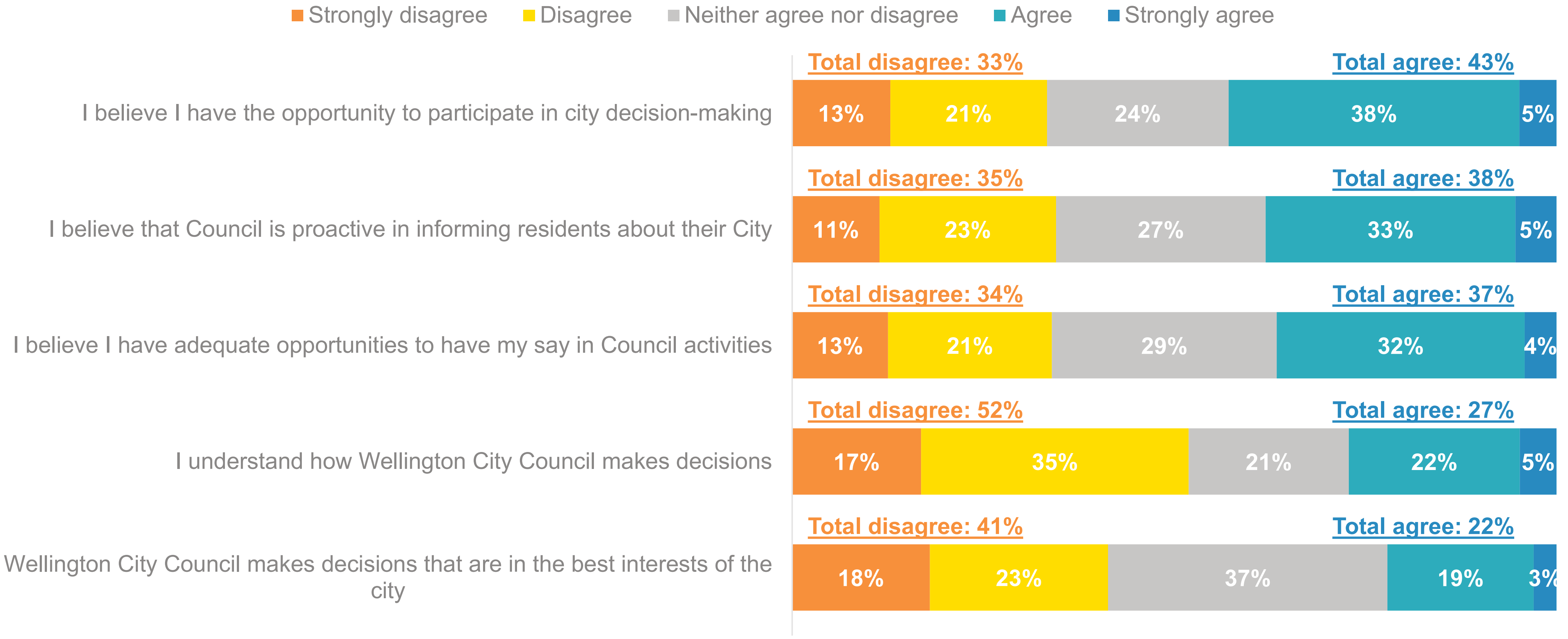
- Respondents were asked how much they agreed or disagreed with various statements about Wellington City Council's decision making process.
- Agreement was highest with the statement *"I believe I have the opportunity to participate in city decision-making"* where 43% agreed and 33% disagreed.
- There 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 almost 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 higher across all the statements compared to 2022 – however, we saw in the 2021 survey that agreement with these statements was generally lower, and in some cases significantly lower, than previous years.

Demographic differences

- There were no demographic differences for this question.

The Council's decision making

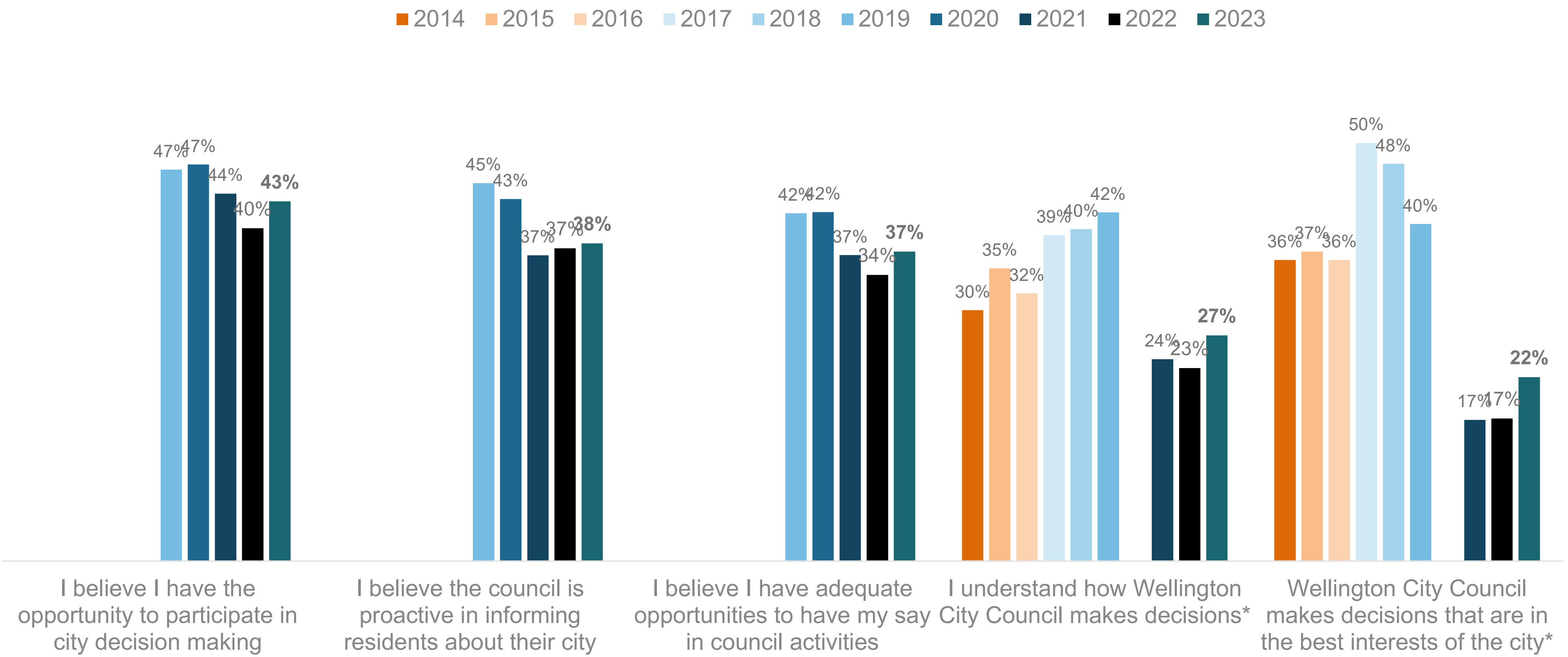
Please rate your level of agreement with the following statements:



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

The Council’s decision making – tracking

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



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

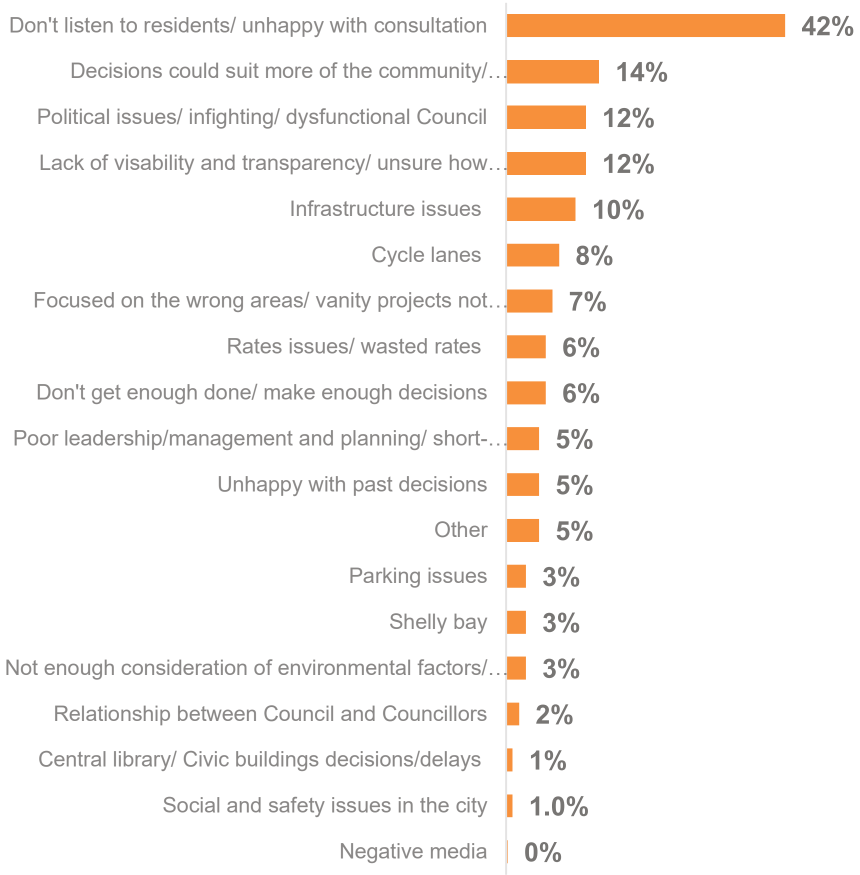
Reasons for dissatisfaction with the Council's decision making

- Around two-fifths (42%) of respondents who were dissatisfied with how council makes decisions said it was because they felt the council does not listen to residents or they were unhappy with consultation processes.
- Similar proportions (12-14%) said decisions could suit more of the community; political issues related to the council like infighting and general dysfunction; and the lack of transparency of decision making or being unsure of how the decision making process worked were the reasons for their dissatisfaction.
- There were a range of other reasons identified by around 10% or less of dissatisfied respondents – many of these related to specific decisions or perceived issues facing the city rather than anything related to the process of decision making.

Demographic differences

- There were no demographic difference for this question.

Why are you dissatisfied with the process by which Council makes decisions?



Base: Respondents who said they were 'quite dissatisfied' or 'very dissatisfied' with how the Council makes decisions (n=298)

Overall satisfaction with the Council's performance

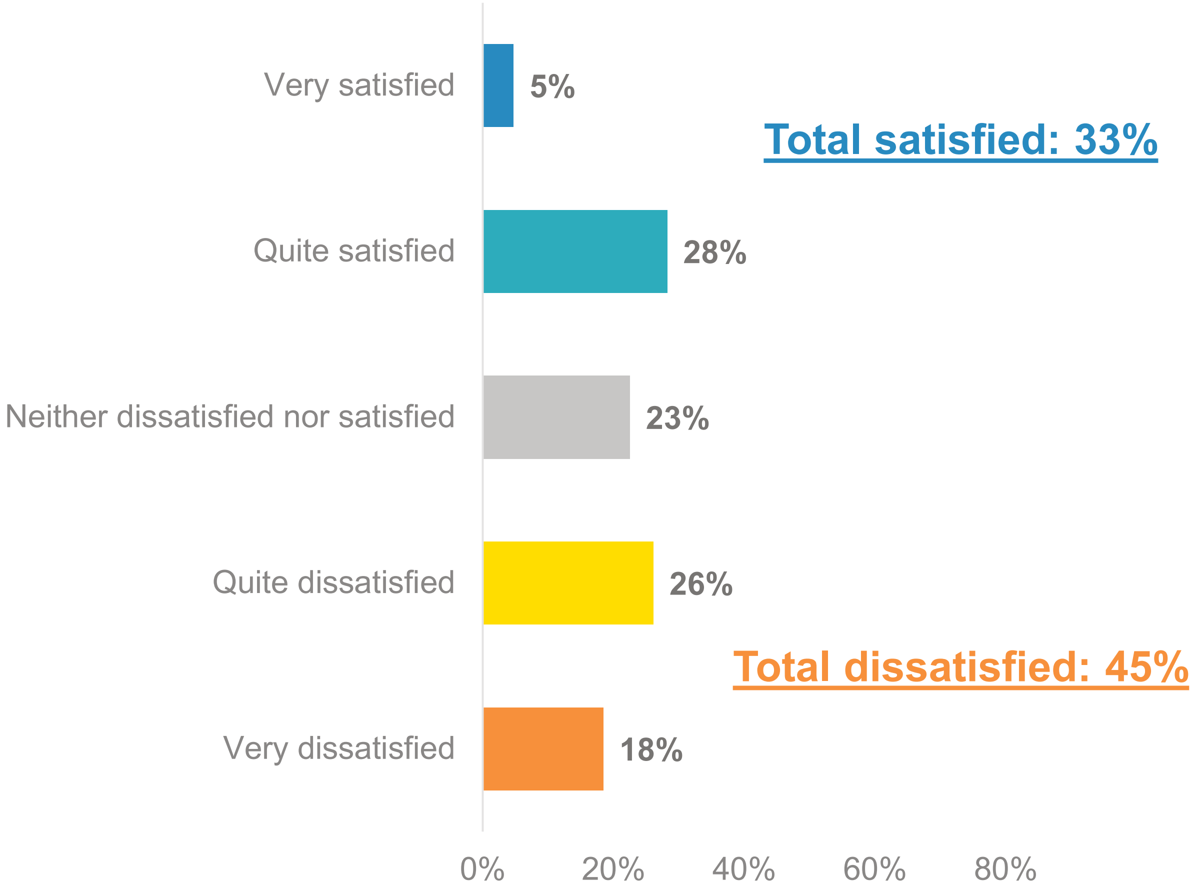
- A new question for 2023 we ask respondents how they perceived the overall performance of the Wellington City Council over the past year.
- Compared with the earlier satisfaction with decision making question we can see a higher level of satisfaction with performance in general. However there is still a little more dissatisfaction than satisfaction.
- For context, similar ask in residents' surveys for various cities in NZ* in 2022 showed levels of satisfaction ranging from 32%-55% and levels of dissatisfaction ranging from 21%-32%.

Demographic differences

- Respondents from the Eastern Ward were more likely to be dissatisfied with overall performance (53%), as were respondents 60+ (54%), homeowners (49%) and respondents with, or those that support someone with a permanent or temporary disability (53%).
- Respondents from the Lambton Ward were more likely to be satisfied with Council performance (41%), as were respondents under 30 (41%) and renters (41%).

**Cities included were those with readily available residents' satisfaction reports including Christchurch, Nelson, Dunedin, Tauranga and Napier City Councils.*

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



Base: all respondents (excluding 'don't know');
Note: 20% of sample responded "don't know" and have been excluded from this analysis.

Accessing information from the Council

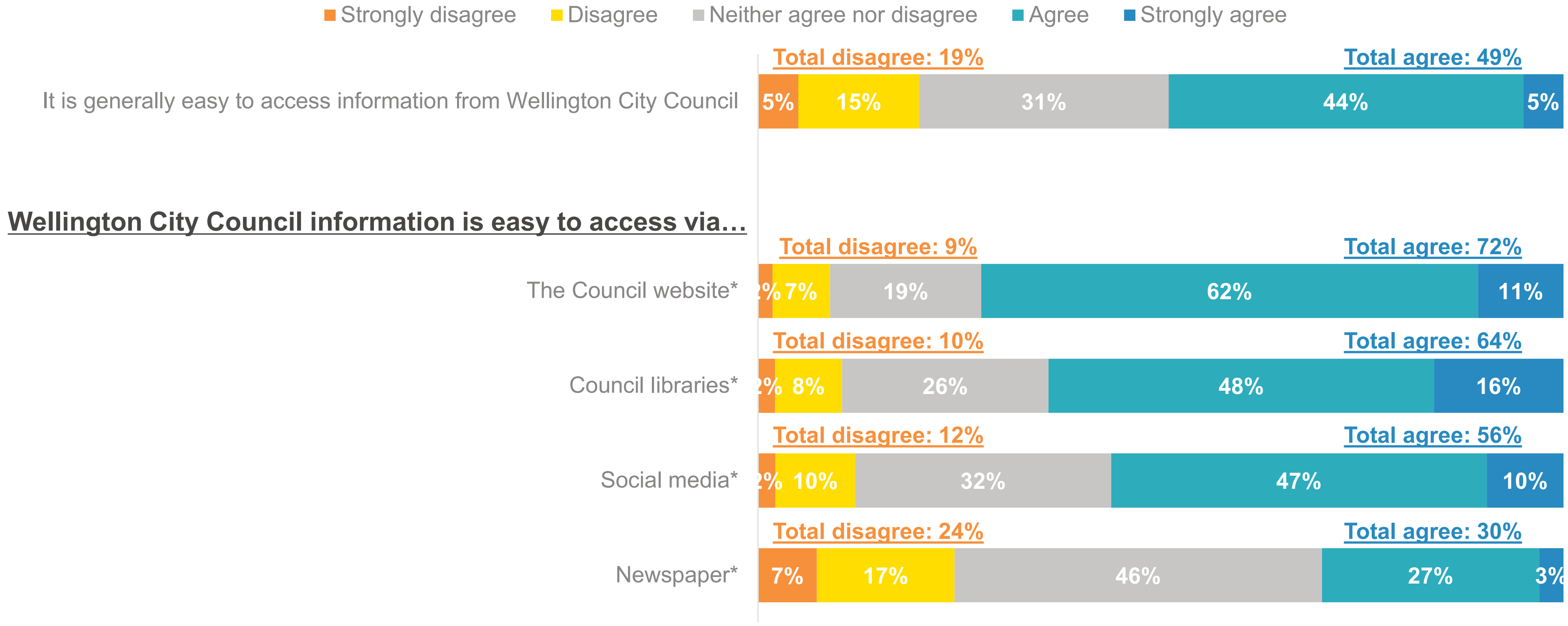
- Overall, about half of respondents (49%) agreed it was generally easy to access information from Wellington City Council.
- In terms of accessing the Council's information via different channels, the website was seen as the easiest (72% agreed it was easy to access the Council information via the Council website). Followed by libraries and social media (64% and 56% respectively agreed it was easy using these channels). About a third (30%) 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 easy to access information from Wellington City Council via the various channels asked about was generally higher across the board this year compared to 2022, except for via newspapers. Agreement that it was generally easy to access information from Wellington City Council was still lower than 2021 but is trending slightly upwards.

Demographic differences

- Younger respondents (under 30s) were more likely than older respondents (over 30s) to agree that the Council information is easy to access via the Council website (84% vs 66%) and social media (69% vs 46%).
- Females were more likely than males to agree that is was easy to access Council information via social media (61% vs 51%).

Accessing information from the Council

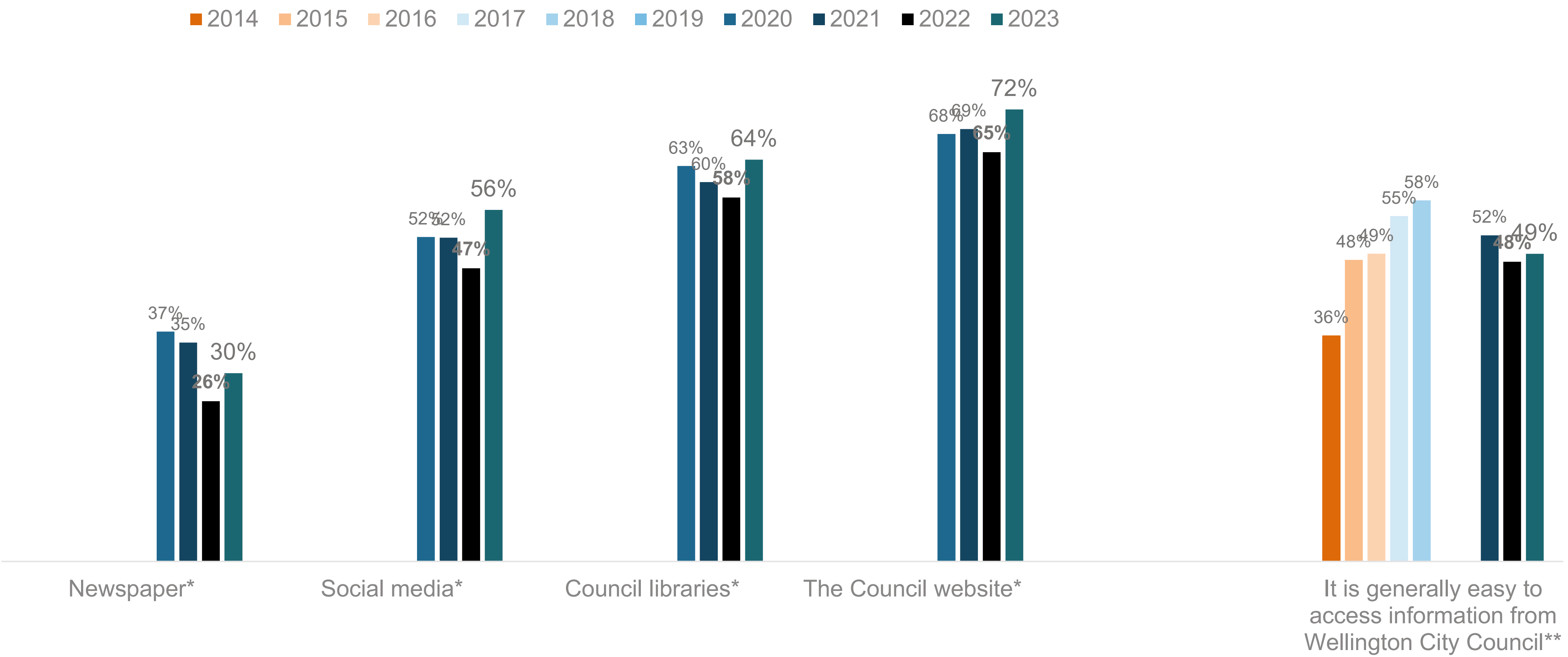
Please rate your level of agreement with the following statements:



*Base: all respondents (excluding 'don't know'): *'Don't know' responses range from 11% of total sample (for Council website) up to 46% 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

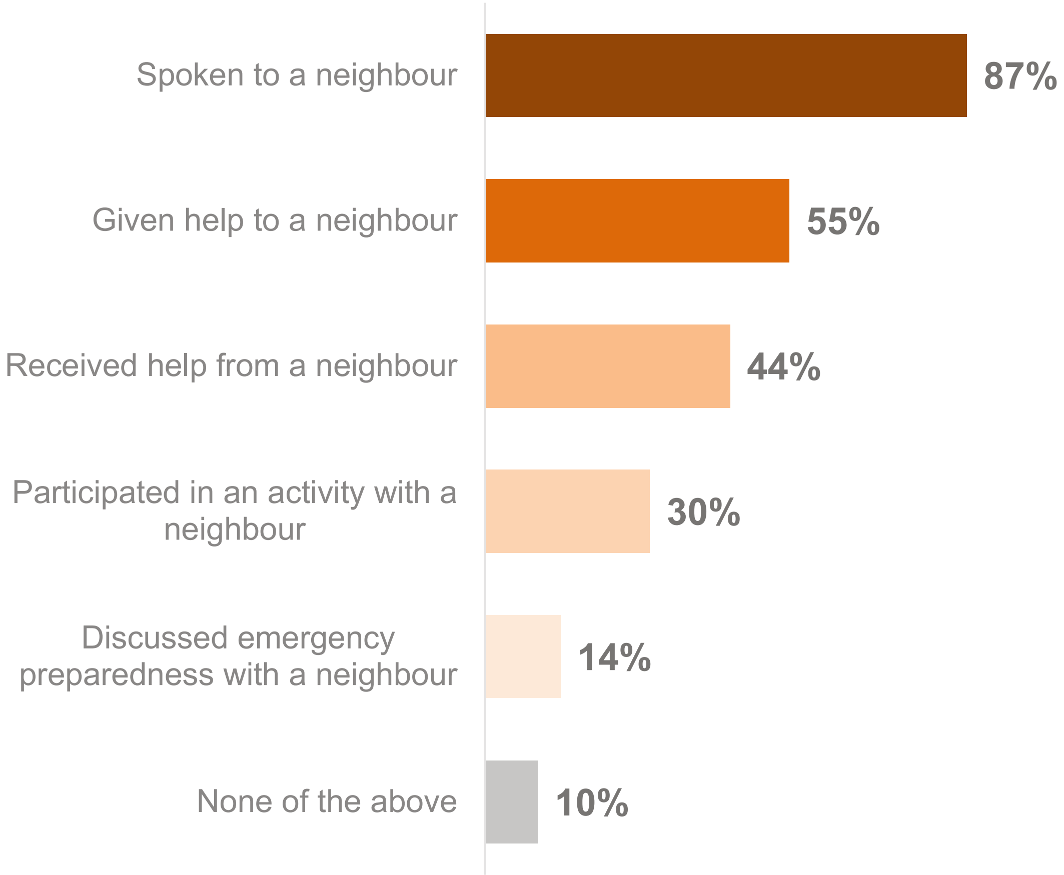
Neighbour interaction

- The large majority of respondents (87%) had at least spoken to a neighbour in the past year.
- Close to half had either given help (55%) or received help (44%) from a neighbour.
- Less common was participating in activities with neighbours (30%) or discussing emergency preparedness (14%)
- The proportion of respondents who said they had received help, given help, or participated in an activity with a neighbour in the past year has slightly increased or stabilised since 2022.

Demographic differences

- Respondents over 30 and respondents with dependent children were more likely to have interacted with their neighbours in each of these ways.
- Respondents from the Lambton Ward and renters reported lower levels of neighbour interactions

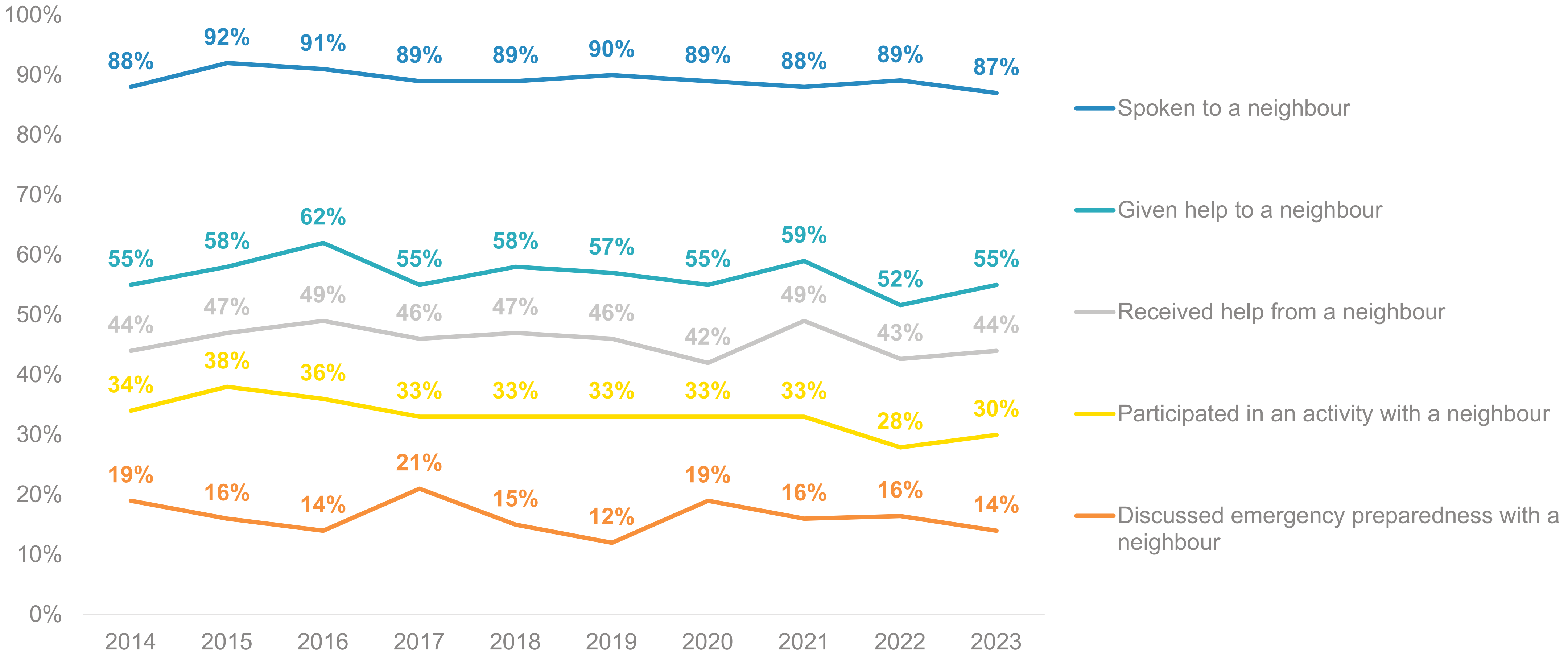
Thinking about interactions with your neighbour(s), have you engaged in any of the following over the last 12 months?



Base: all respondents

Neighbour interaction – tracking

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



Base: all respondents

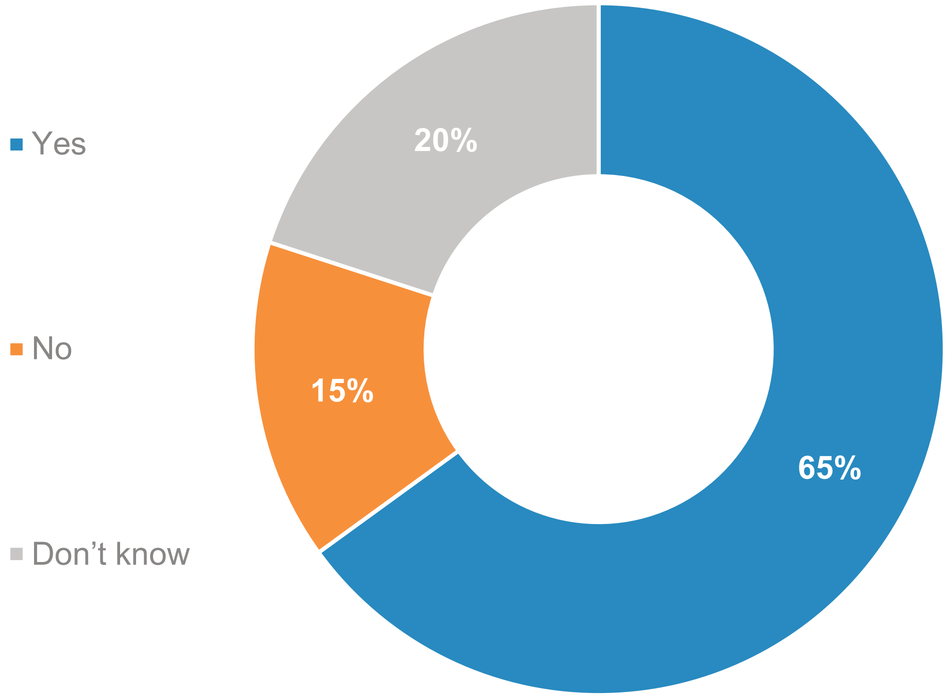
Relying on a neighbour in an emergency

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

- Almost two-thirds (65%) of respondents believed they could rely on their neighbours following a natural disaster. While 15% thought they could not and 20% were unsure.
- Results appear relatively stable over the last five years.

Demographic differences

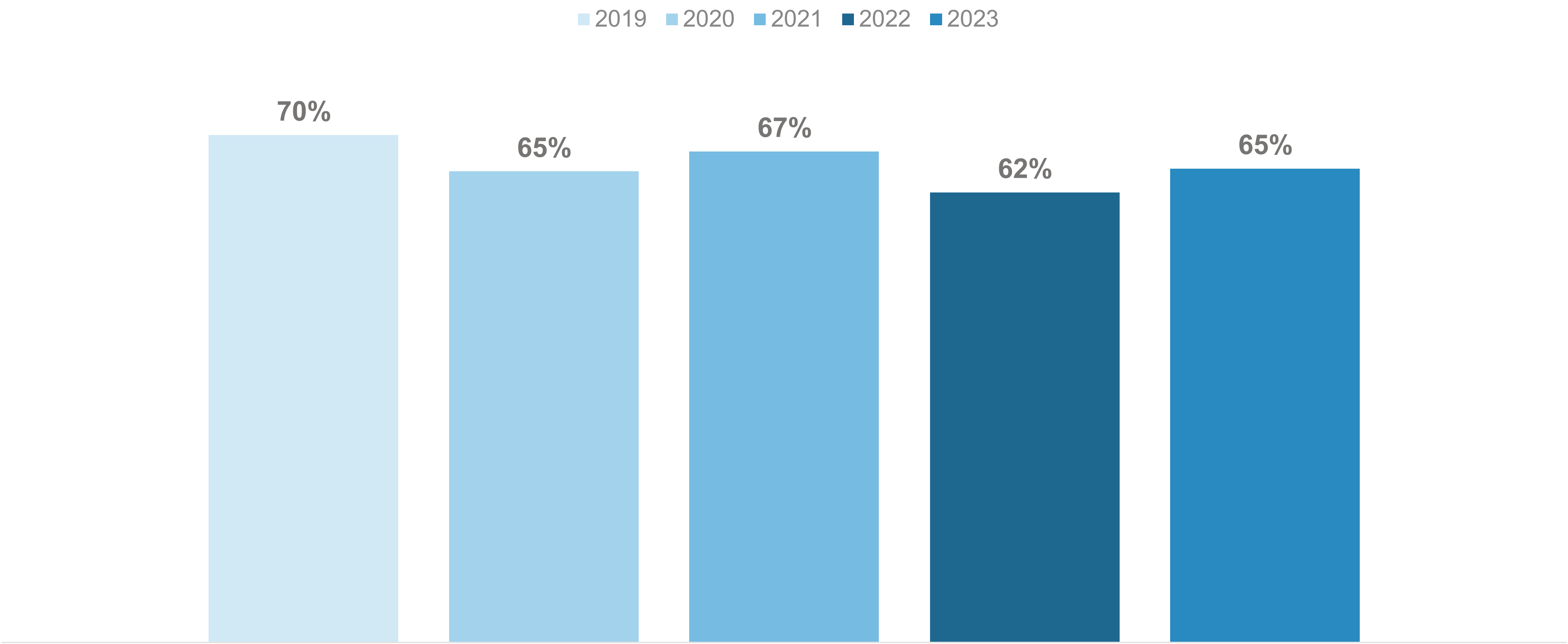
- Older respondents were more likely to say they could rely on their neighbours in an emergency (43% for under 30s, 65% for 30-44s, 75% for 45-59s and 86% for 60+).
- Respondents with dependent children were more likely to say they could rely on neighbours in an emergency (78% compared to 60% for those without dependents).
- Respondents from the Lambton Ward were less likely to say they could rely on their neighbours after an emergency (53%).
- Renters were less likely to say they could rely on their neighbours after an emergency (36%).



Base: all respondents

Relying on a neighbour in an emergency – tracking

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



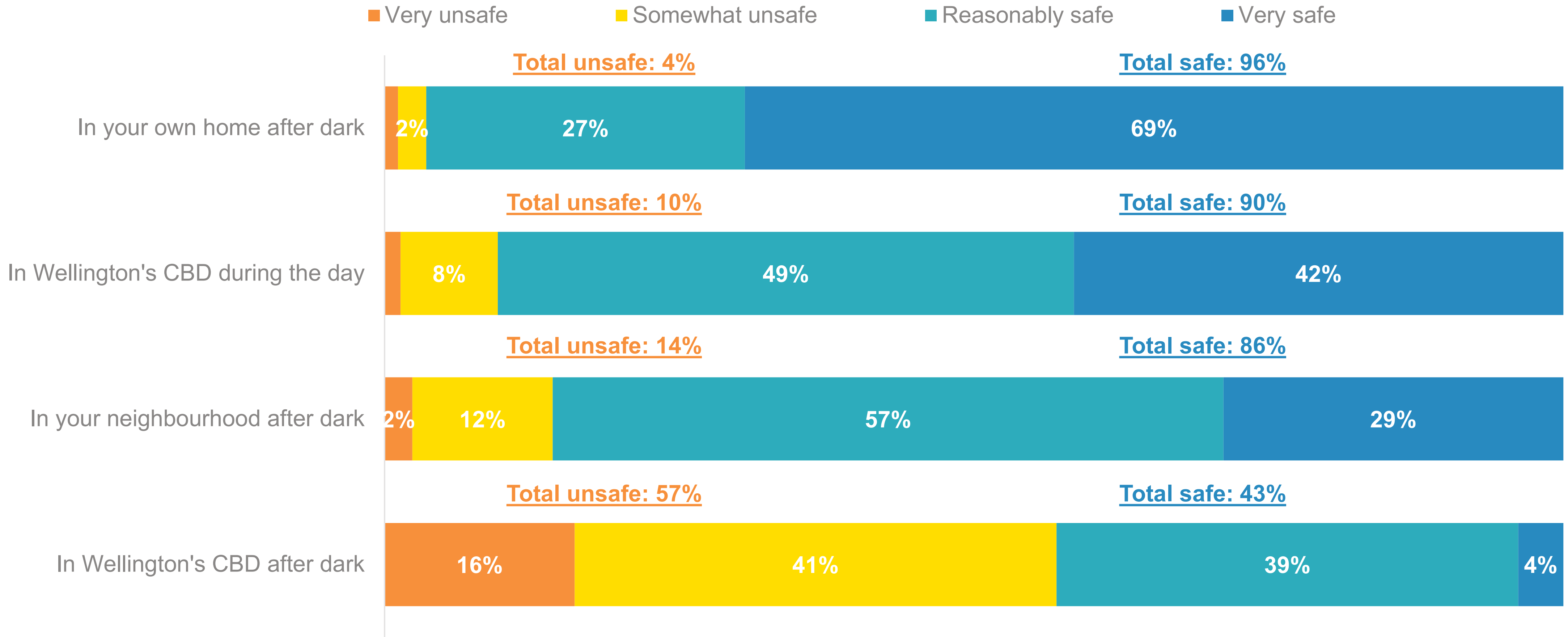
Base: all respondents

Safety in Wellington

- Almost all respondents felt safe in their own home after dark (96%) while the vast majority felt safe in the CBD during the day (90%).
- Respondents were asked how safe they felt after dark in their neighbourhood and in the CBD – the vast majority felt safe after dark in their neighbourhood (86%), half as many felt safe in the CBD after dark (43%).
  - Females were less likely than males to feel safe in the CBD after dark (39% vs 48%) and their neighbourhoods after dark (82% vs 91%)
  - Respondents who said they had either a permanent or temporary disability were less likely to feel safe in the CBD after dark (27%)
  - Renters were less likely to feel safe in their neighbourhood after dark (77% vs 89% of homeowners)
  - Under 30s were less like than over 30s to feel safe in their neighbourhood after dark (78% vs 89%)
  - Lambton Ward residents were less likely to feel safe in their neighbourhood after dark (77%)
  - Onslow-Western Ward residents were more likely to feel safe in their neighbourhood after dark (93%)
- With the exception of safety at home, safety ratings have trended down since 2019, however the trend is marginal for CBD during the day and neighbourhood after dark. The same cannot be said for perceptions of safety in the CBD after dark which has experienced more significant declines (76% in 2019 compared to 43% in 2023). However, safety ratings appear have stabilised between 2022 and 2023.
- 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"* (62%), *"alcohol and drug problems"* (53%) and *"poorly lit or dark places"* (57%)
- Across all the issues asked about the two that have trended up the most over the past three years are *"threatening people/ people behaving dangerously"*, *"alcohol and drug problems".* Both have remained relatively steady compared to the 2021 and 2022 surveys, but are up 20% and 13% respectively compared to 2020.

Safety in Wellington

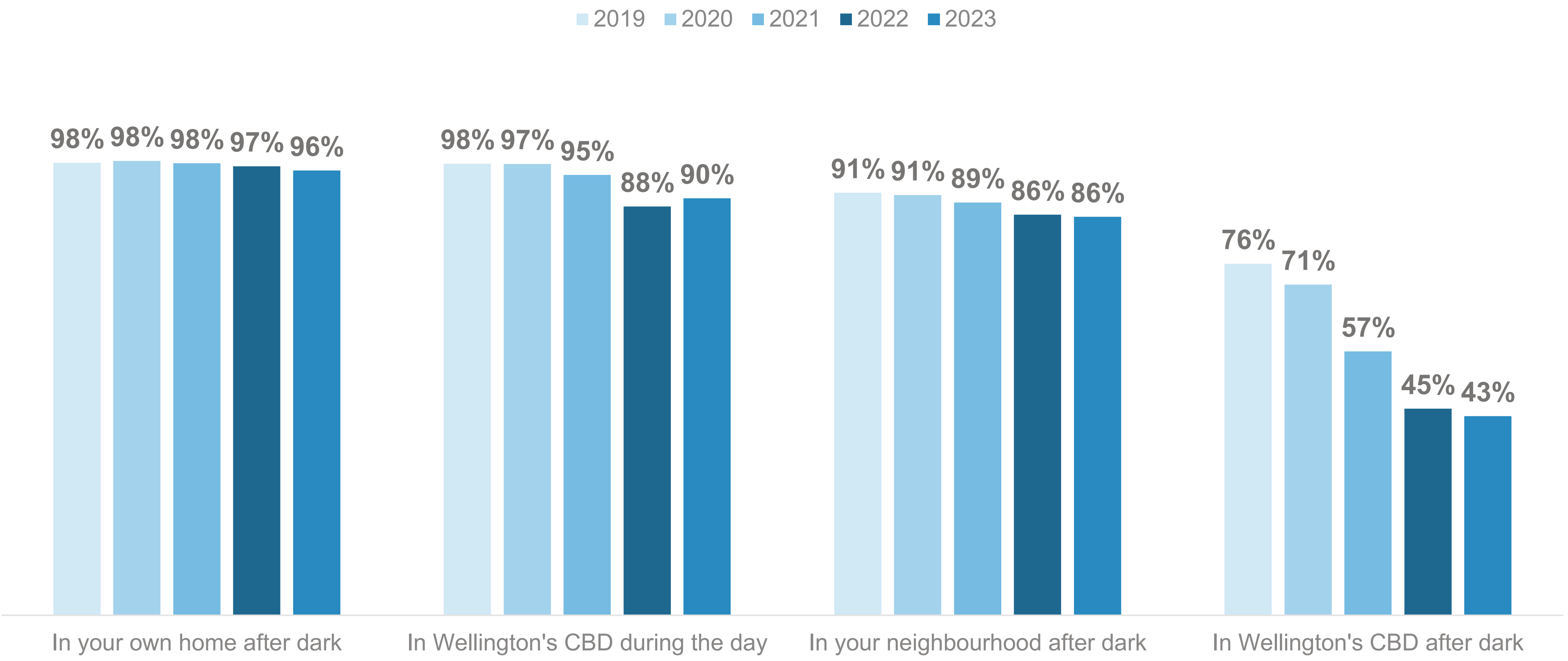
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations:



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

Safety in Wellington – tracking

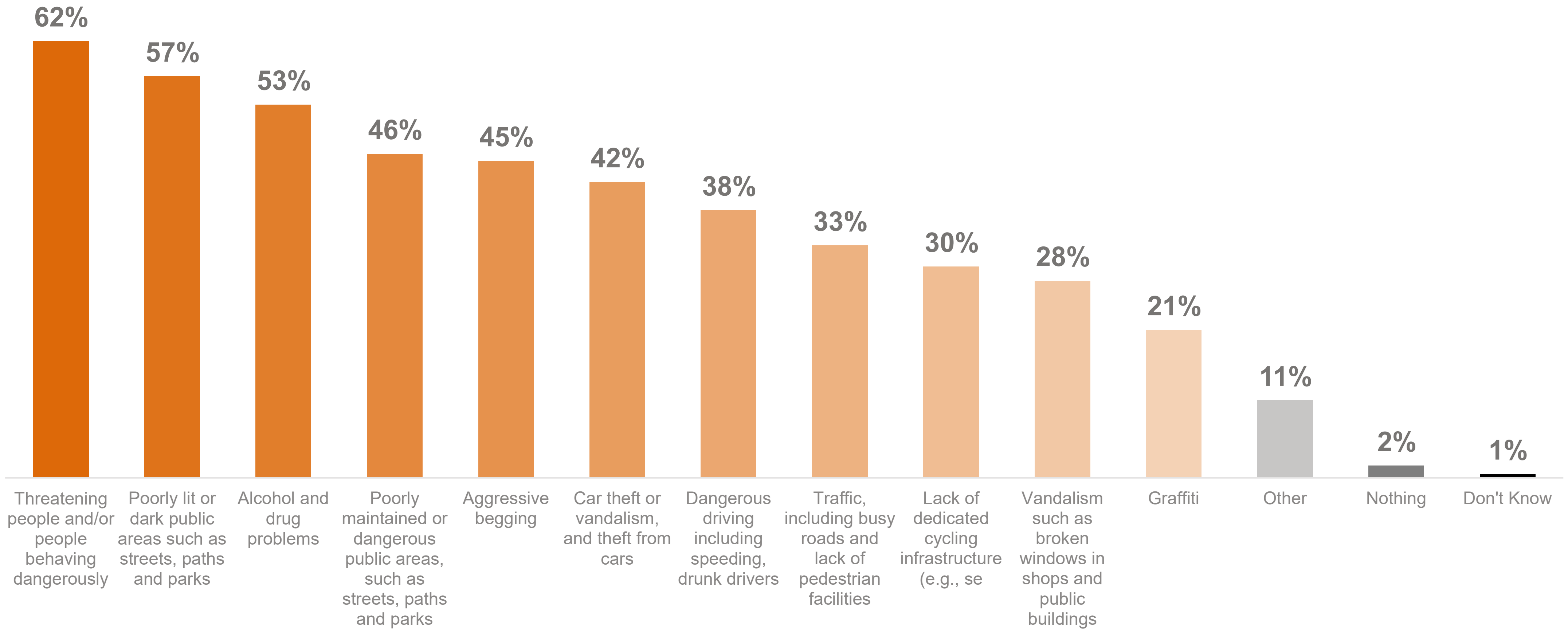
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations: ***total 'safe'***



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

Reasons for feeling unsafe

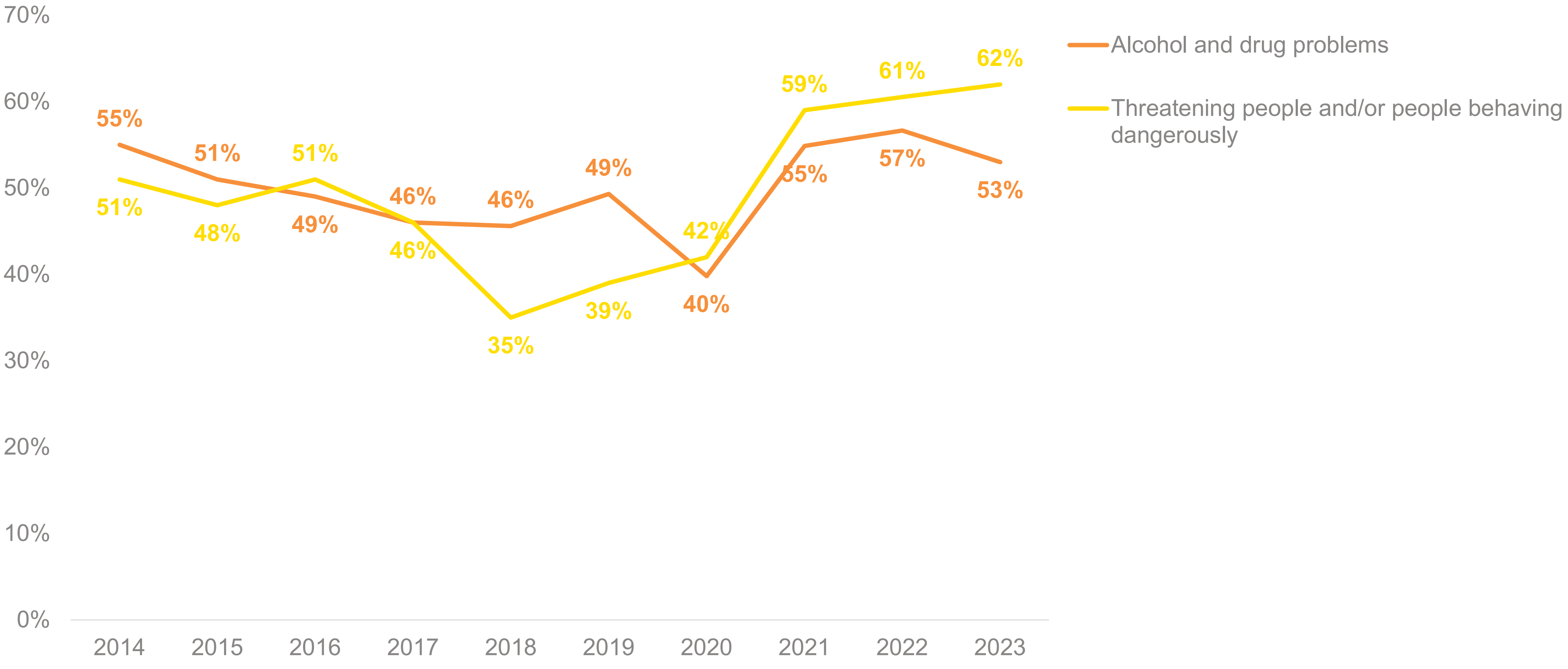
The following list identifies things that can make people feel unsafe in their neighbourhoods or city. Which of the following, if any, do you find particularly concerning in Wellington at present?



Base: all respondents

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 excluding 'don't know' responses

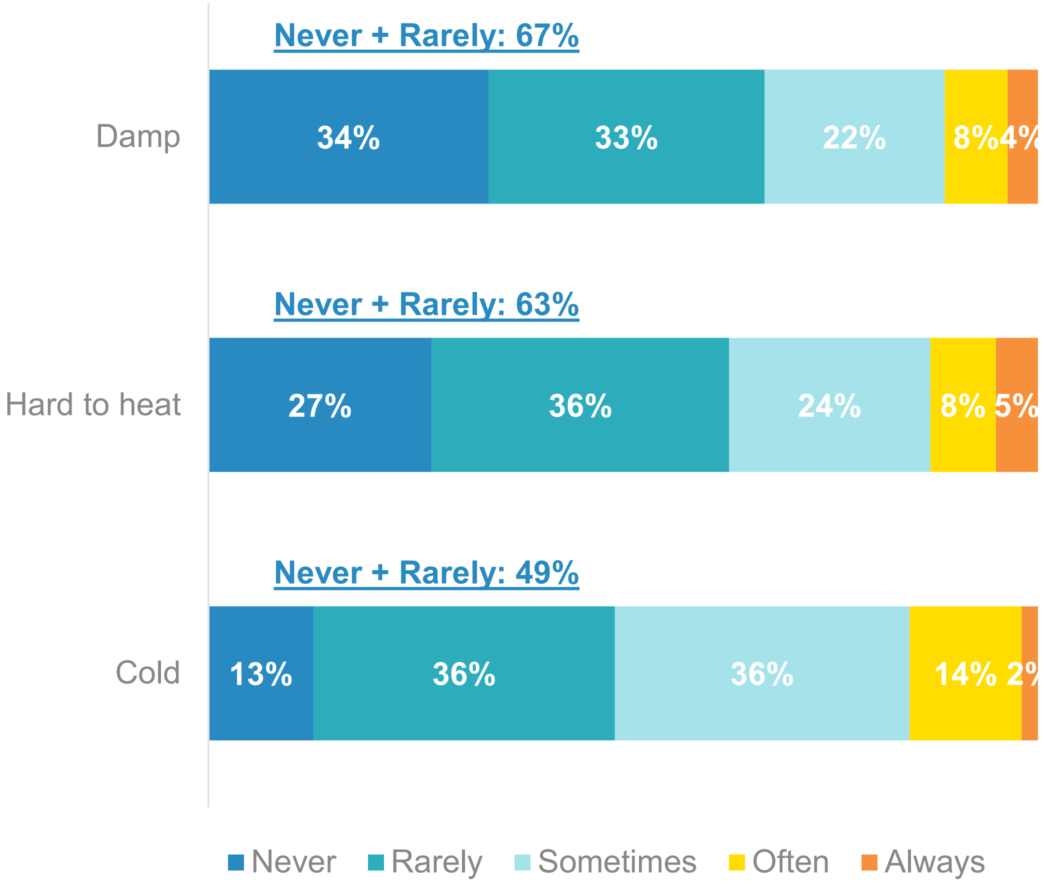
Healthy homes attributes

- About two-thirds of respondents (67%) said their home was never or rarely damp.
- Over half said their home was never or rarely hard to heat (63%). While around 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 45 and over were more likely than respondents under 45 to answer 'never' or 'rarely' for all three of these healthy homes attributes.
- Homeowners were more likely to answer 'never' or 'rarely' for all three attributes compared to renters.
- Men were more likely than Women to answer 'never' or 'rarely' for all three of these healthy homes attributes.

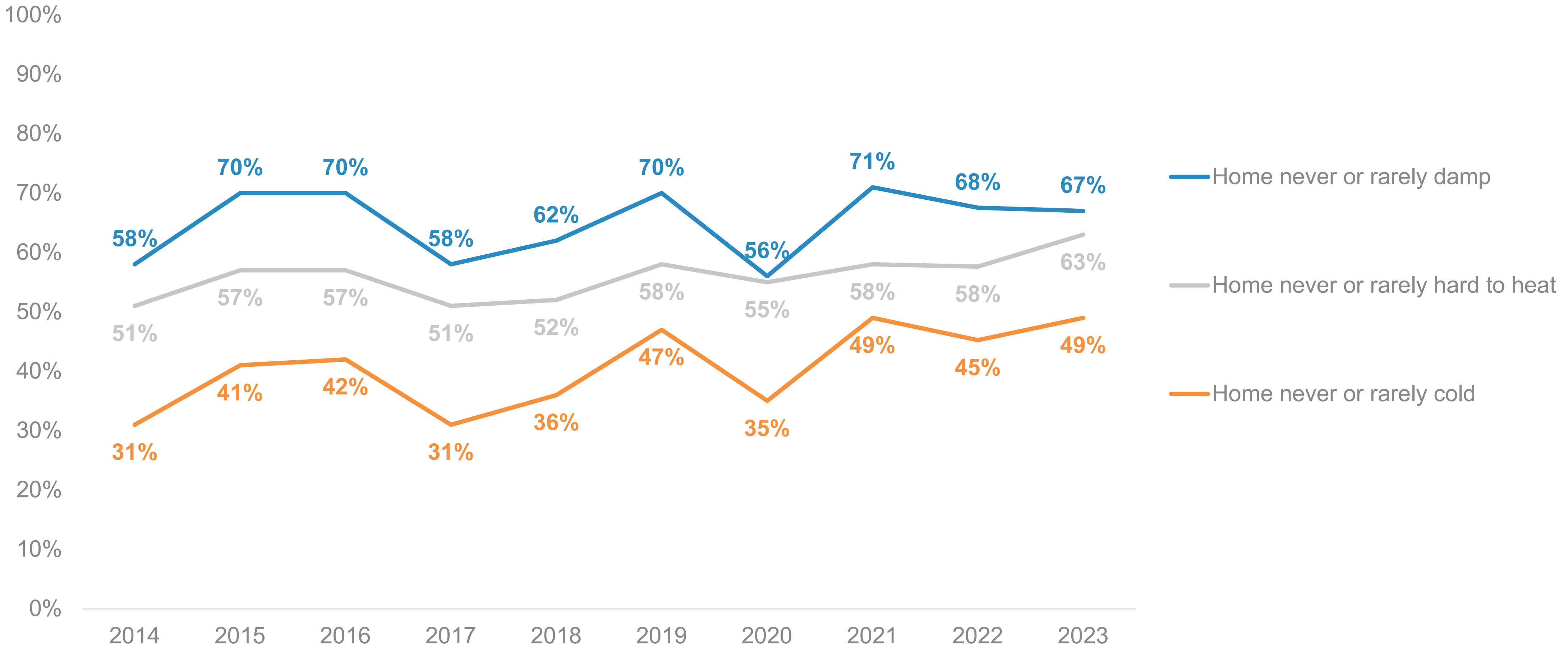
We are interested to learn the 'health' of homes in and around Wellington. Is your home



Base: all respondents

Healthy homes attributes – tracking

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



Base: all respondents

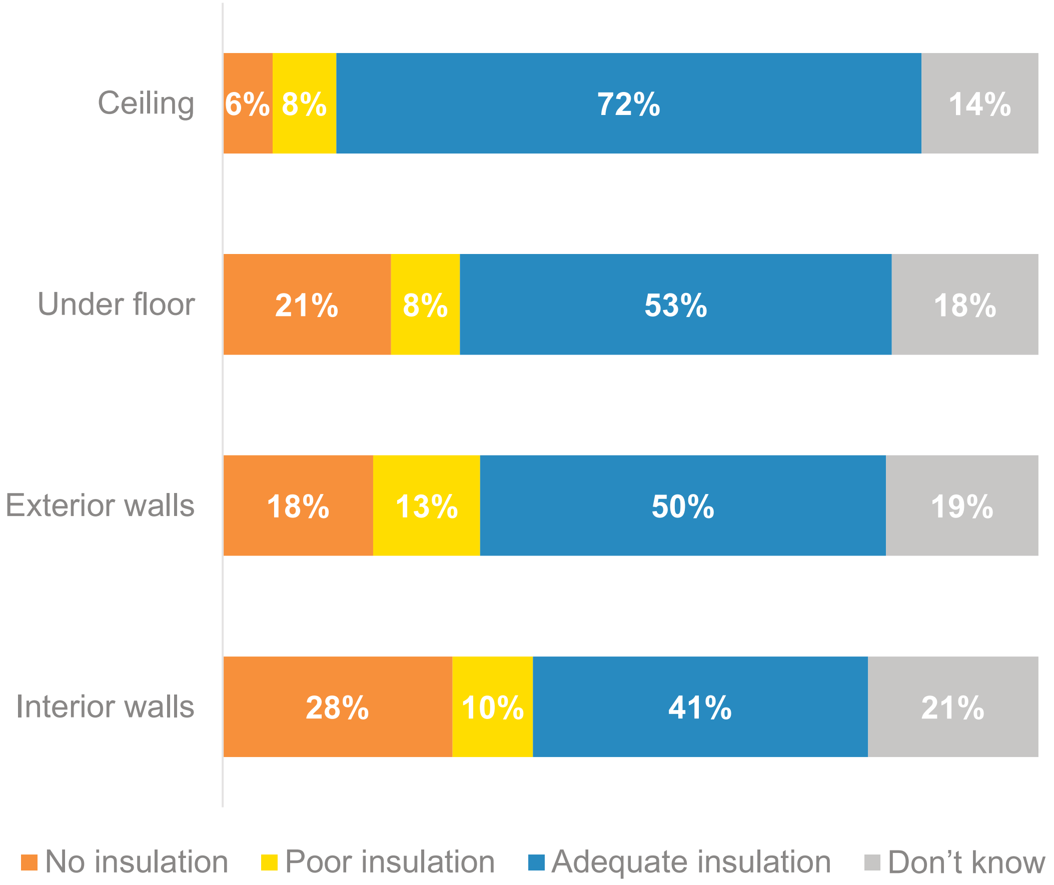
Home insulation

- Respondents were most likely to say they had adequate insulation in the ceiling of their home (72% reported this).
- Around half reported having adequate under floor insulation (53%) or insulation in their exterior walls (50%) while over a third (41%) said they had adequate insulation in their interior walls.
- Since 2017 the proportion of respondents saying they have adequate insultation in their homes appears to have slowly increased for wall insulation, but remained flat for underfloor and ceiling insulation.

Demographic differences

- Respondents aged 45 and over were generally more likely than respondents aged under 45 to say they have adequate insulation across all areas with the exception of interior walls.
- Homeowners were more likely than renters to say they had adequate insulation across all areas.
- Respondents in the Lambton Ward were less likely to say they have adequate ceiling (54%) and underfloor (42%) insulation, while those in the Northern Ward were more likely to say they have adequate ceiling and exterior wall insulation (89% and 59% respectively).

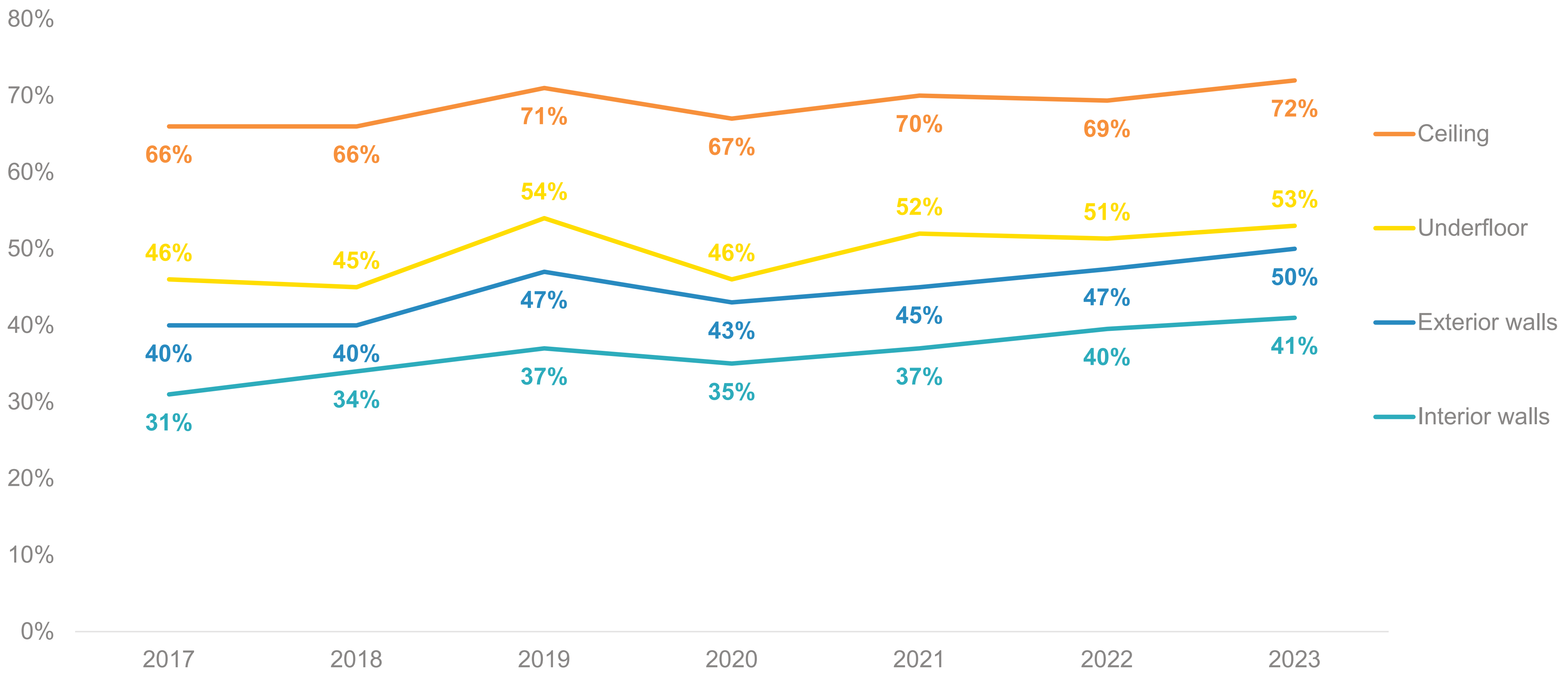
What level of insulation does your home have in the following areas:



Base: all respondents

Home insulation – tracking

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



Base: all respondents

Cultural Wellbeing

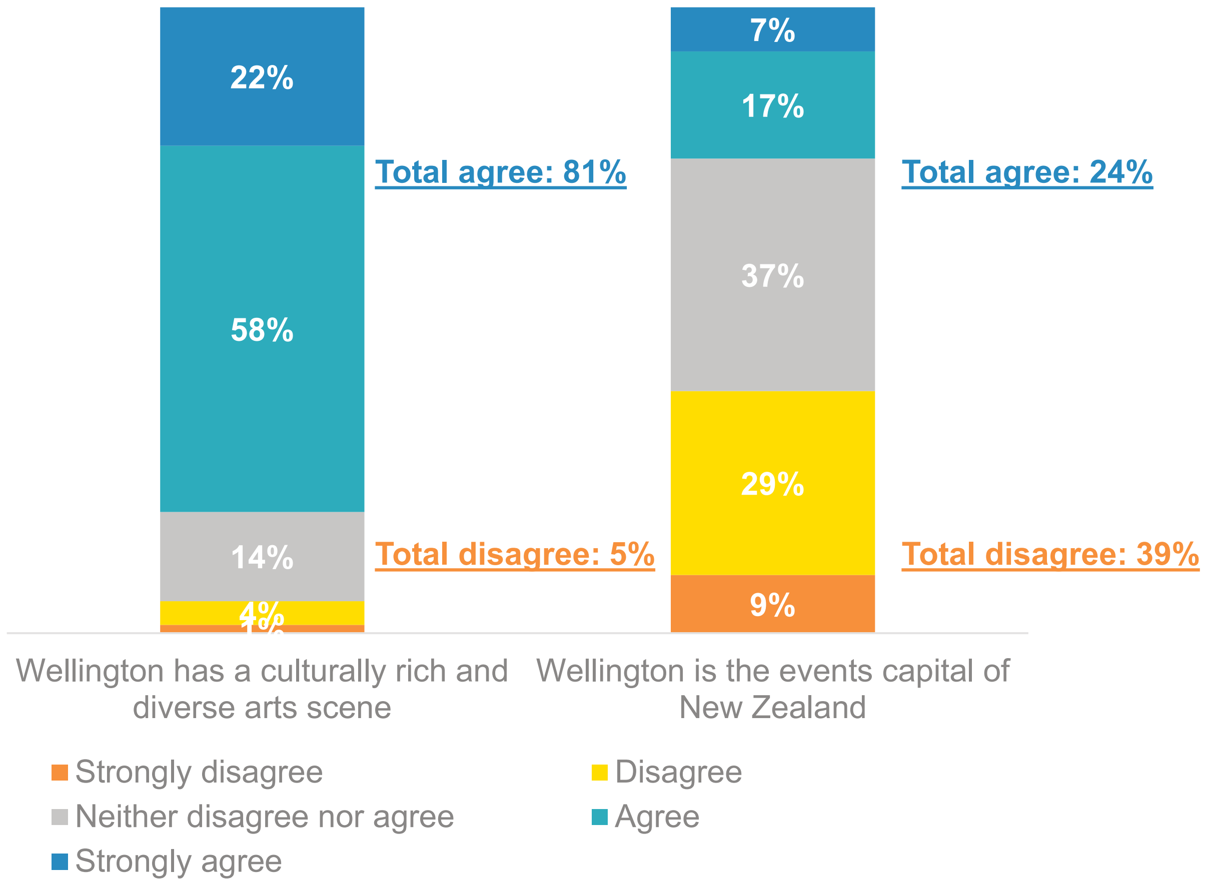
Arts and culture opportunities in Wellington

- There was strong agreement (81%) with the statement *“Wellington has a culturally rich and diverse arts scene”.*
- There was more disagreement than agreement that *“Wellington is the events capital of New Zealand”* with 24% agreeing and 39% disagreeing.
- Agreement that Wellington has a rich and diverse arts scene has seen small but consistent falls in agreement since 2018 – while a very high proportion still agree with this statement, agreement is 12% lower compared to 2018.
- Agreement that Wellington is the events capital has dropped compared to last year, and tracking shows that agreement levels are down significantly compared to the mid 2010s where around 50% thought we were the events capital.

Demographic differences

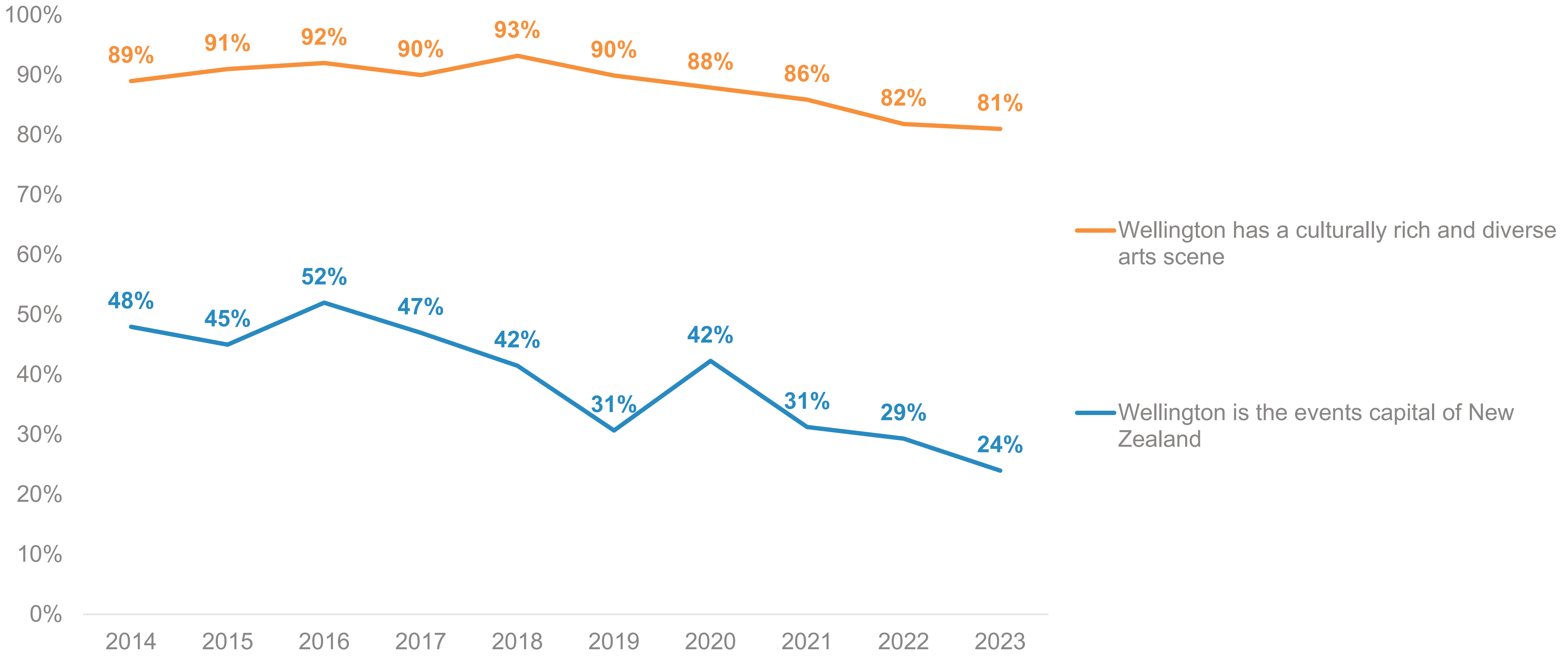
- There were no demographic differences for this question.

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



Arts and culture opportunities in Wellington – tracking

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



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

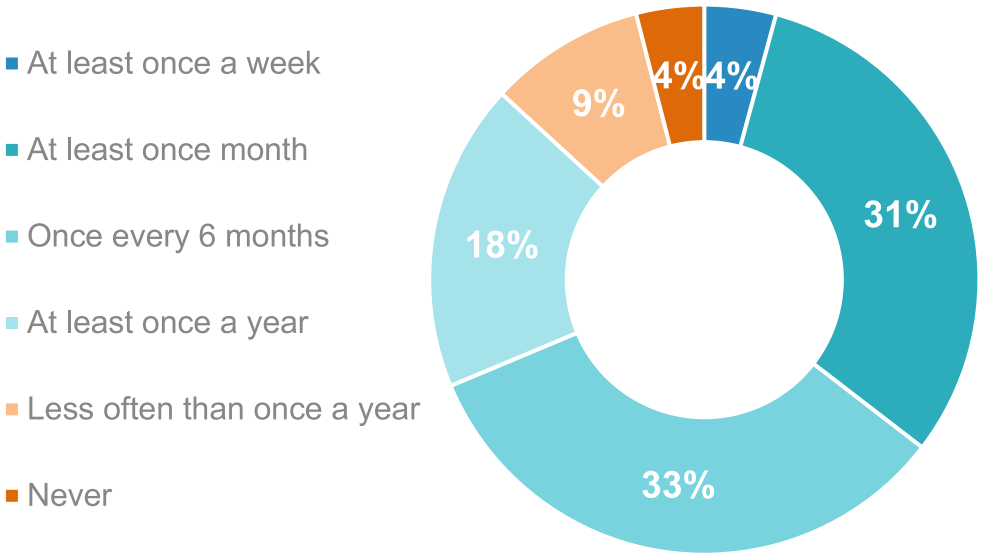
Participation in cultural or arts activities

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

- Almost nine in ten respondents (87%) 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 (31%) or once every six months (33%).
- Participation has remained relatively steady compared to previous years.

Demographic differences

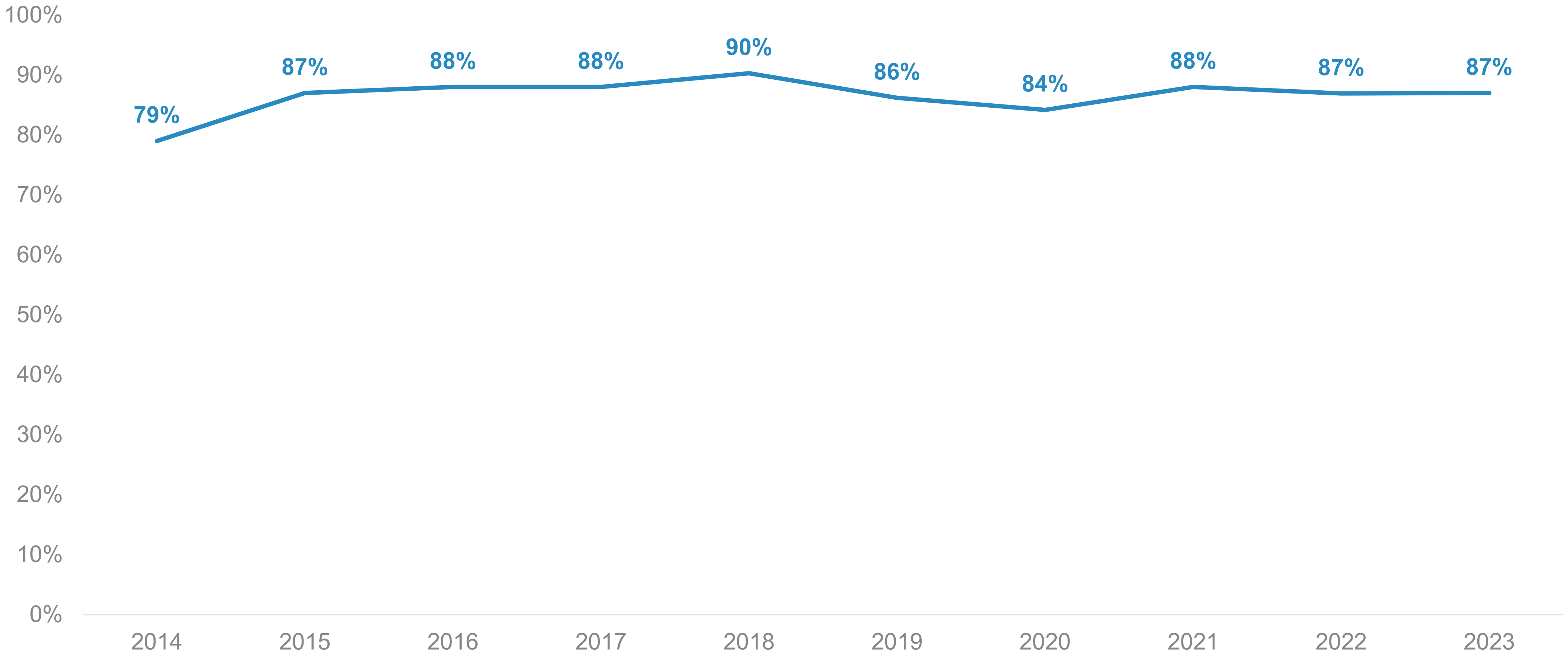
- Respondents who said they had a permanent or temporary disability were more likely to say they never participated in cultural or arts activities in Wellington (10%).
- The same was true for respondents with household income under $50k (10% 'never').



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

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')

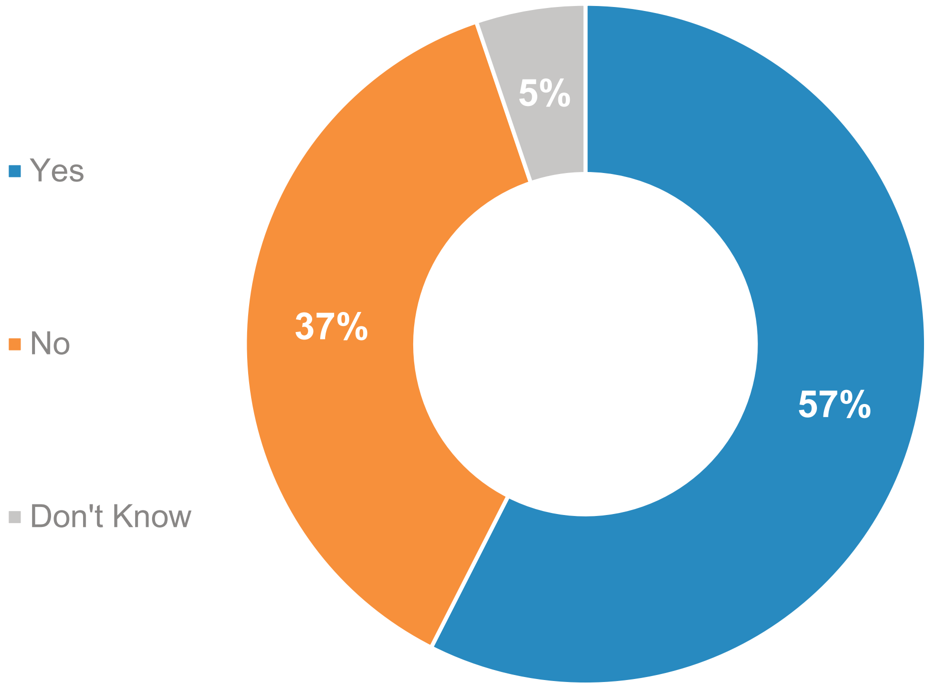
Participation in a Council delivered arts and culture events

- Over half (57%) of respondents said they had attended a Council delivered arts or cultural event in the past year.
- Participation levels have dropped steadily over 2020-2022, however with many cancelled Council events in that time it is likely to have had an impact on the results for this question.
- Participation levels rose marginally in 2023.

Demographic differences

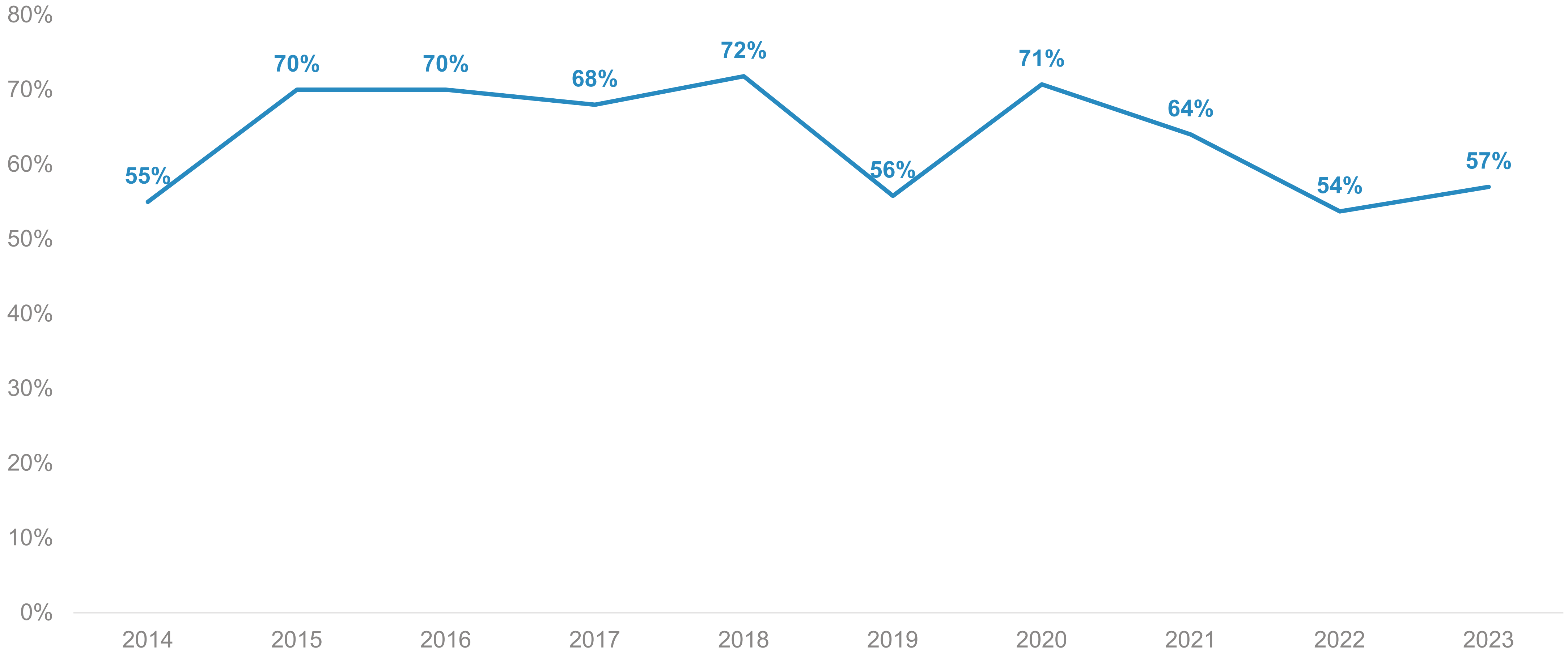
- Respondents aged under 30 were more likely to have attended a Council delivered arts and culture event in the past year compared to those 30 and over (66% vs 54%).
- Northern and Eastern Ward respondents were less likely to have attended a council delivered arts or cultural event in the past year (46% and 48%, respectively).
- Lambton Ward respondents were more likely to have attended a council delivered arts or cultural event in the past year (70%).
- Higher income households ($100k+) were more likely to have attended a Council delivered arts or cultural event in the past year (61%), lower income households (under $50k) were less likely (41%).

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



Participation in a Council delivered arts and culture events – tracking

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



Base: all respondents

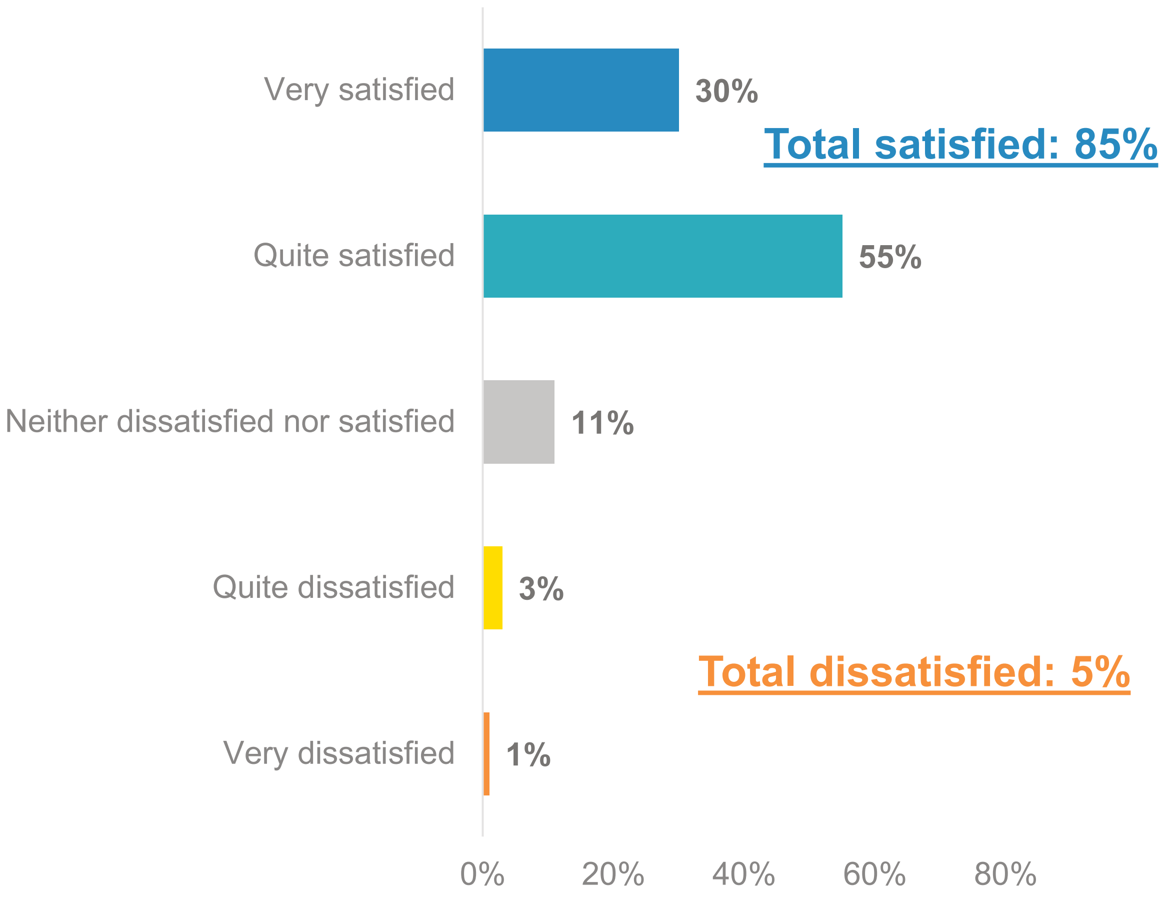
Satisfaction with a Council delivered arts and culture event

- Satisfaction with a Council delivered arts and cultural events was very high among those respondents who said they had attended one in the past year. 85% were satisfied while only 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.

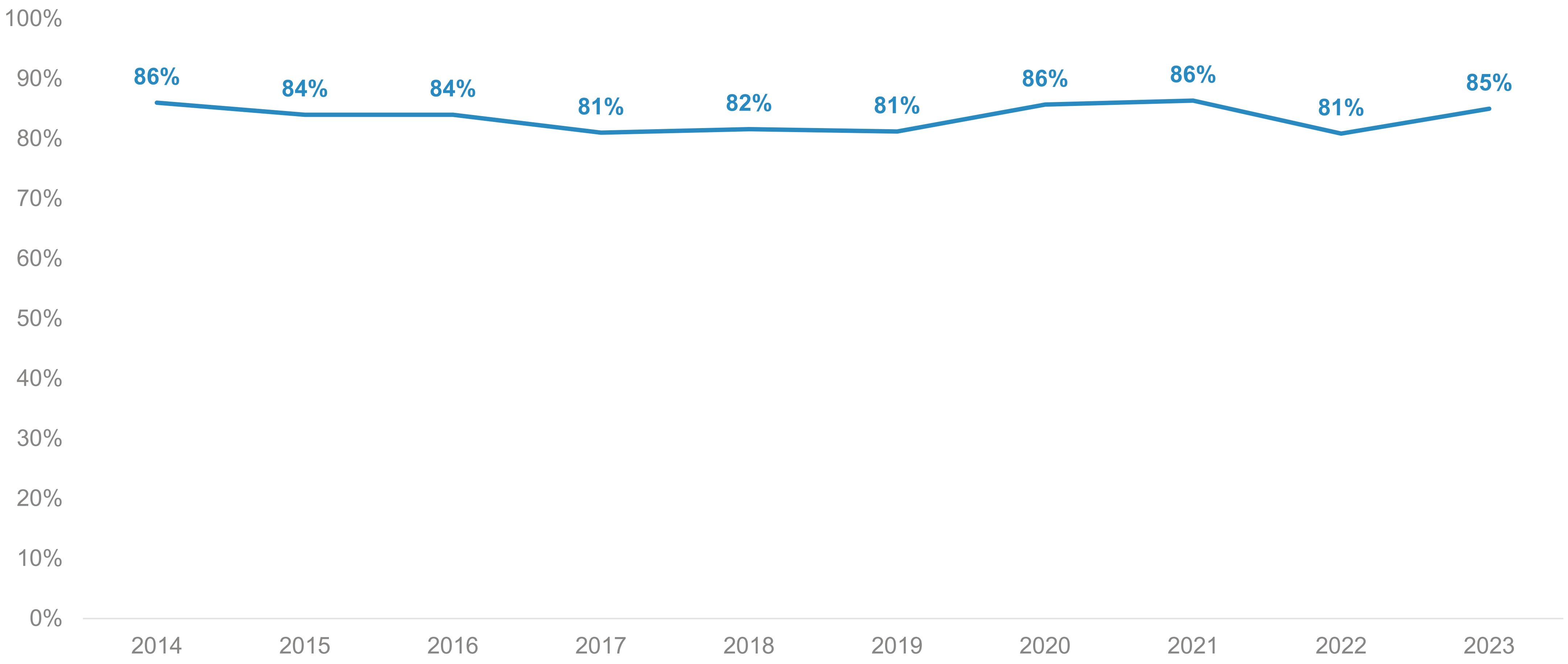
Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



Base: respondents who said they had attended a Council delivered arts and culture event in the past year (excluding 'don't know') (n=585)

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

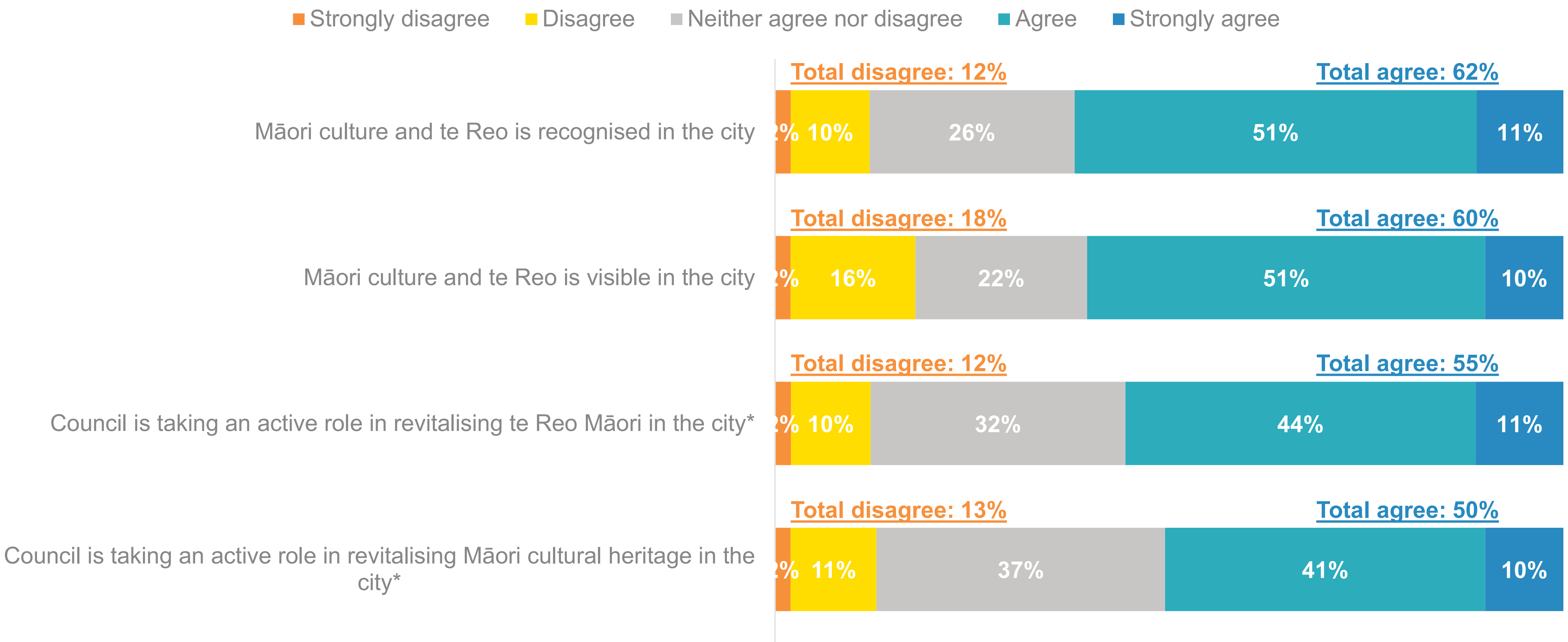
- All four statements relating to Māori culture and te Reo being recognised, visible and the Council taking an active role in revitalising te Reo Māori and Māori culture in the city received a similar level of agreement (around 50-62%).
- Tracking for these statements only goes back to 2022 due to a change in wording – but compared to last year, agreement with all four statements has improved.
- As previously seen there were high levels of uncertainty with both statements relating to the work the Council is doing to revitalise Māori culture and te Reo, with 18%-18% 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

- There were no demographic differences for these questions.

Māori culture in the city

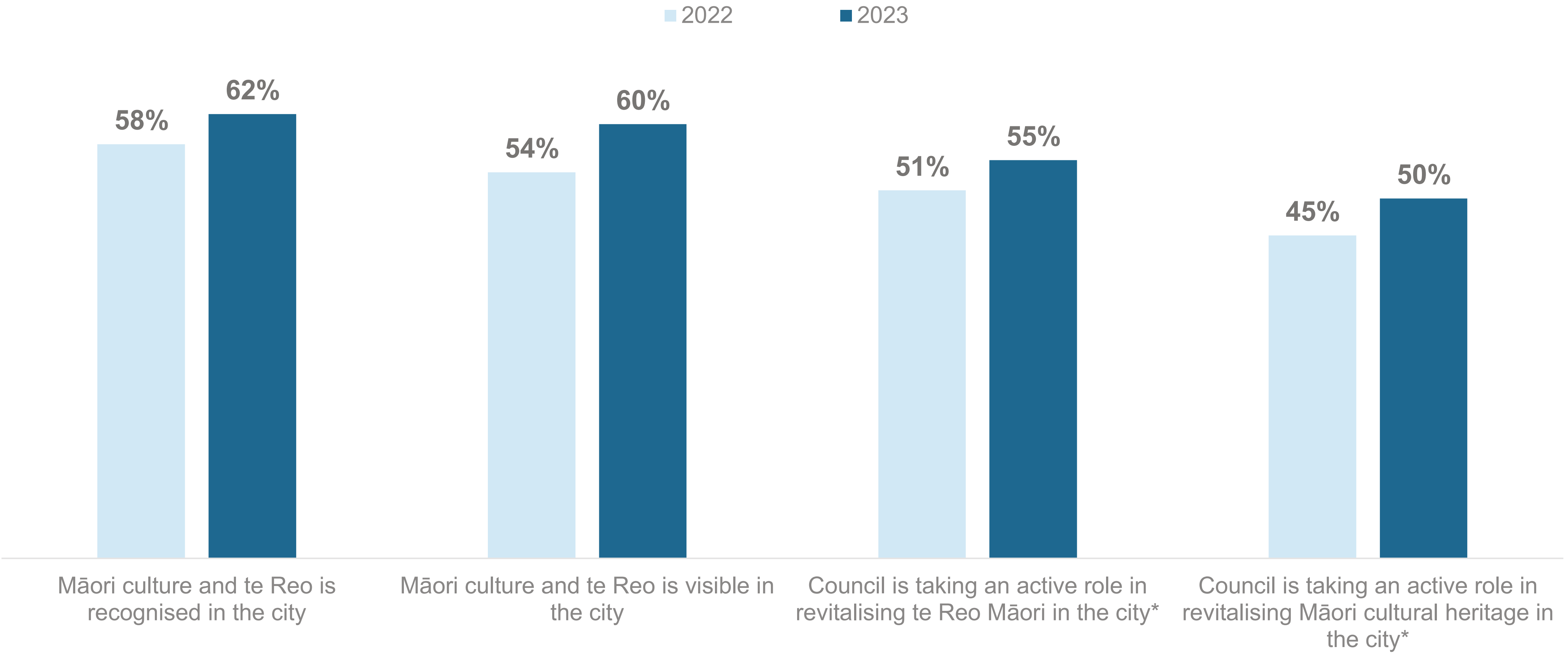
There are opportunities around Wellington to discover secrets, explore stories and experience our national and local heritage. Please rate your level of agreement with the following statements:



*Base: all respondents (excluding 'don't know'); *very high proportion of don't know responses (18%-19%) which are excluded from analysis*

Māori culture in the city– tracking

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



*Base: all respondents (excluding 'don't know'); *very high proportion of don't know responses (18%-19%) which are excluded from analysis*

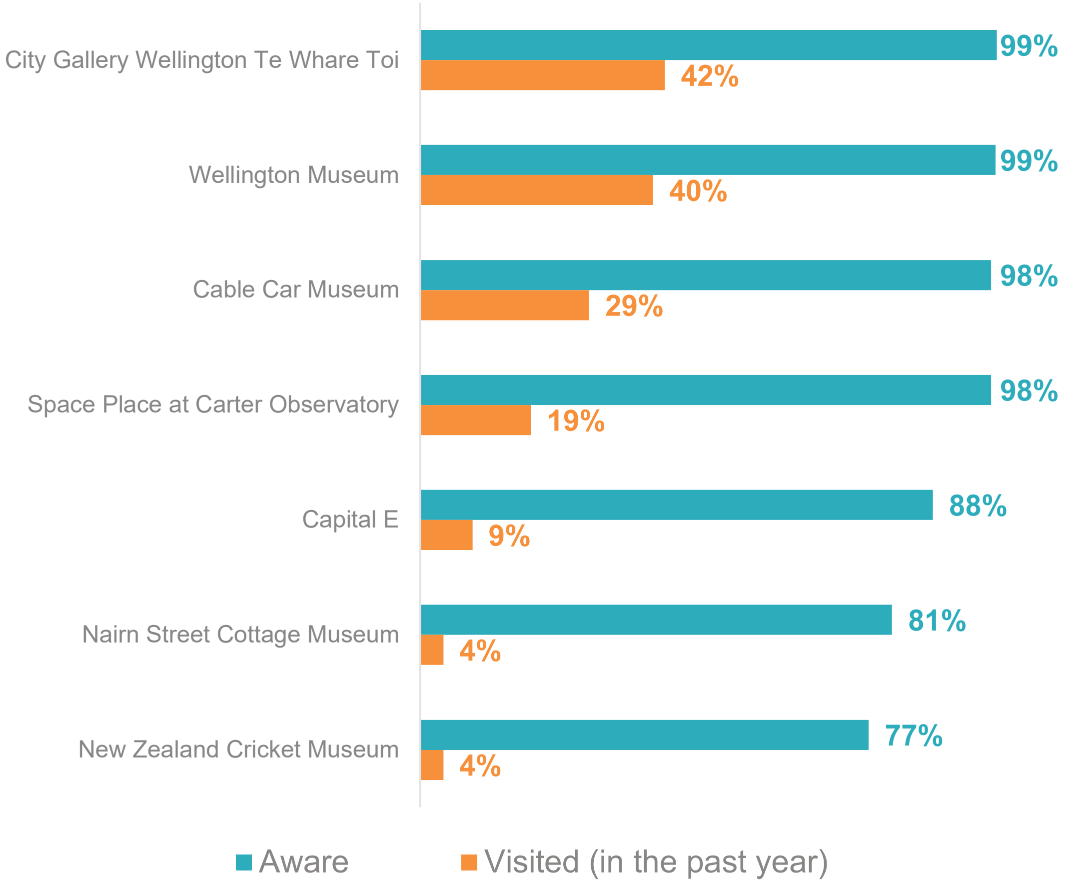
Wellington museums and galleries awareness and visitation

- The vast majority of respondents (90%+) were aware of Wellington Museum, Cable Car Museum, Te Whare Toi, and Carter Observatory
- Awareness of Capital E is slightly lower (88%), while about four fifths were aware of Nairn Street Cottage and New Zealand Cricket Museums.
- Visitation was highest for Wellington Museum and Te Whare Toi (40% and 42% respectively).
- About a third said they had visited Cable Car Museum in the past year and 19% had visited Carters Observatory.
- Visitation is trending upwards for everywhere except Wellington Museum and Te Whare Toi which remain mostly the same.
- Visitation remained mostly consistent with last year's survey, with many trending slightly upwards.

Demographic differences

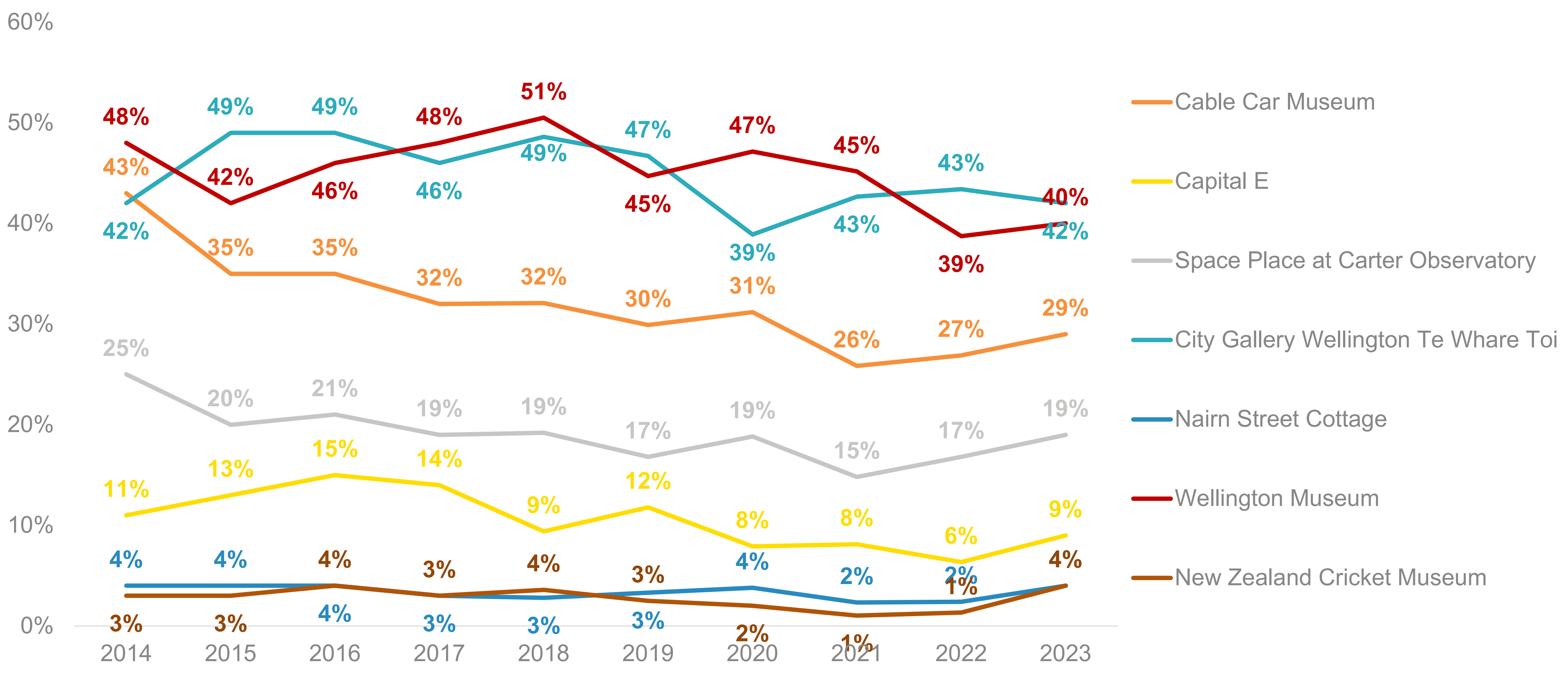
- Respondents aged 30-44 were more likely to say they had visited Capital E and Space Place.
- Respondents with dependent children were more likely to say they had visited Capital E and Carter Observatory.
- Respondents from the Northern Ward were less likely to say they has visited Te Whare Toi.

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



Wellington attractions visitation – tracking

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



Base: all respondents

Wellington attractions experience

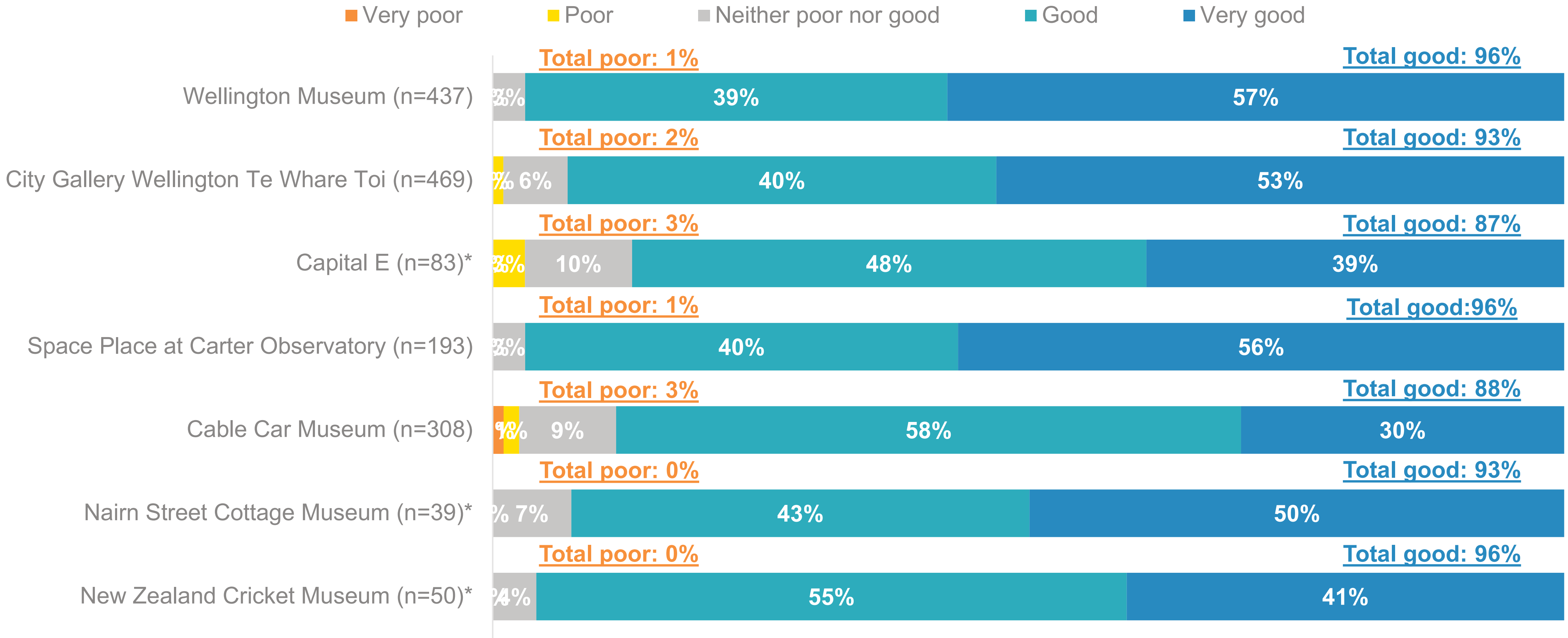
- Satisfaction was consistently high across the museums and galleries.
- Note: sample sizes of respondents that had visited some venues was too low to analyse (Nairn Street Cottage Museum and New Zealand Cricket Museum).
- Results were generally consistent with previous years.

Demographic differences

- There were no demographic differences for this question.

Wellington attractions experience

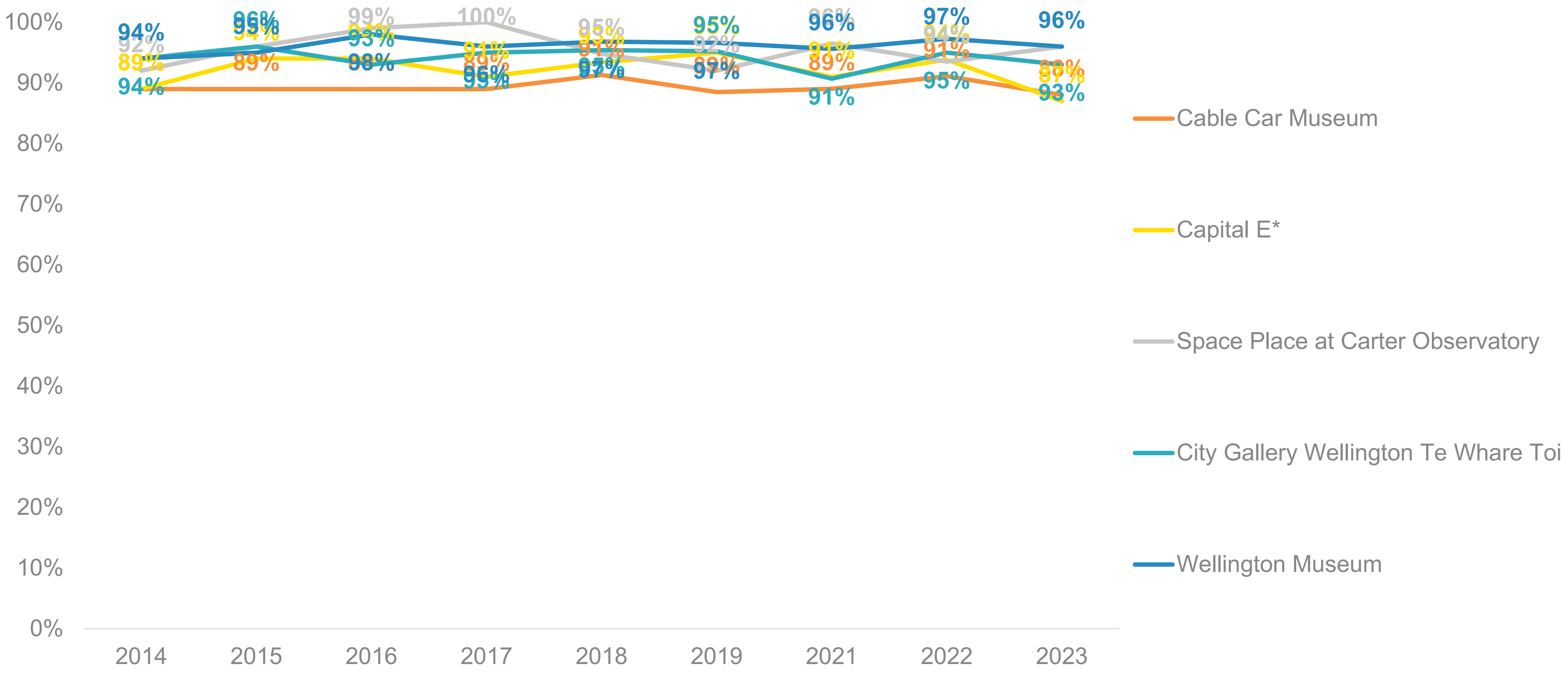
Please rate your overall experience at...



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

Wellington attractions experience

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



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

Recreation

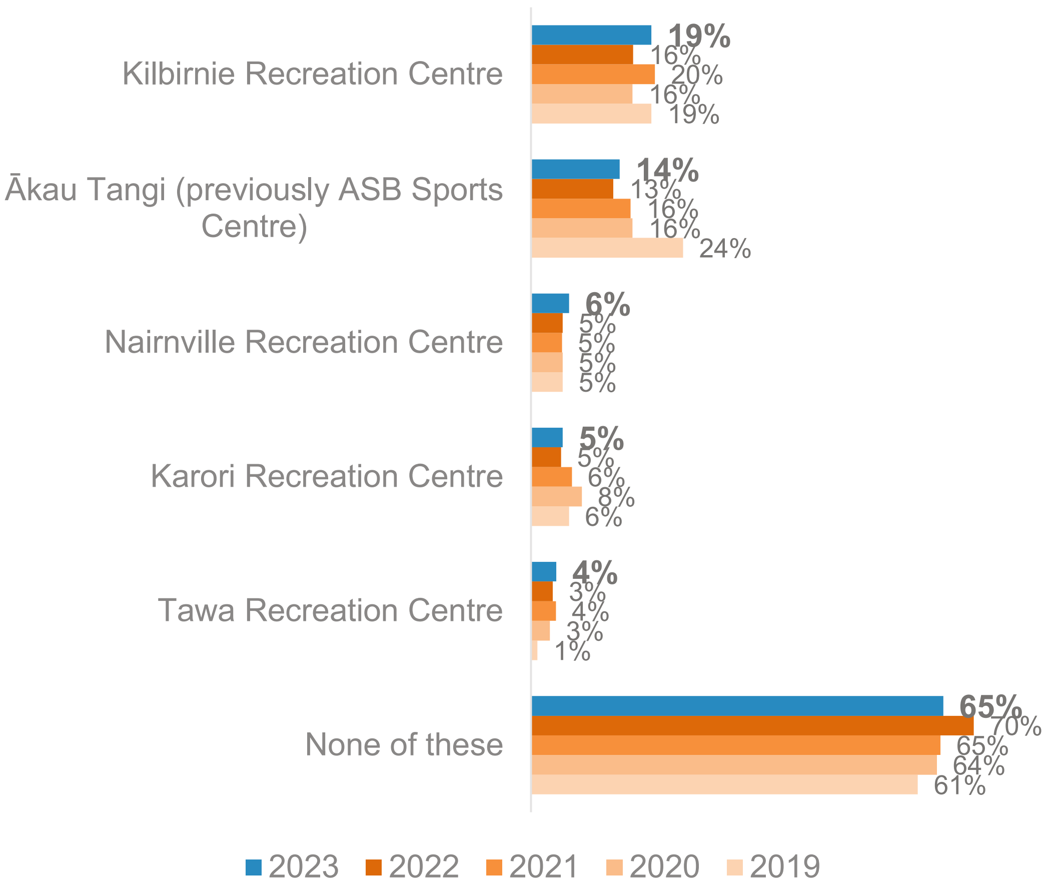
Sport and recreation facilities usage

- Kilbirnie Recreation Centre and Ākau Tangi were the most used facilities (19% and 14% of respondents had used each one respectively).
- Usage was largely unchanged across all the facilities over the last couple years.
- Around 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 (35%) and Ākau Tangi (24%).
  - Northern Ward respondents were more likely to use the Tawa and Nairnville Recreation Centre (13% and 10% respectively).
  - Onslow-Western Ward respondents were more likely to use Karori and Nairnville Recreation Centres (15% for each).
  - Southern Ward respondents were more likely to use Kilbirnie Recreation Centre (30%).
  - Lambton Ward respondents were more likely to have used none of these facilities (78%).
  - Respondents aged 30-44 were higher users across multiple centres (and therefore less likely to select "none of these").
  - Respondents with dependent children were more likely to have use each facility.

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

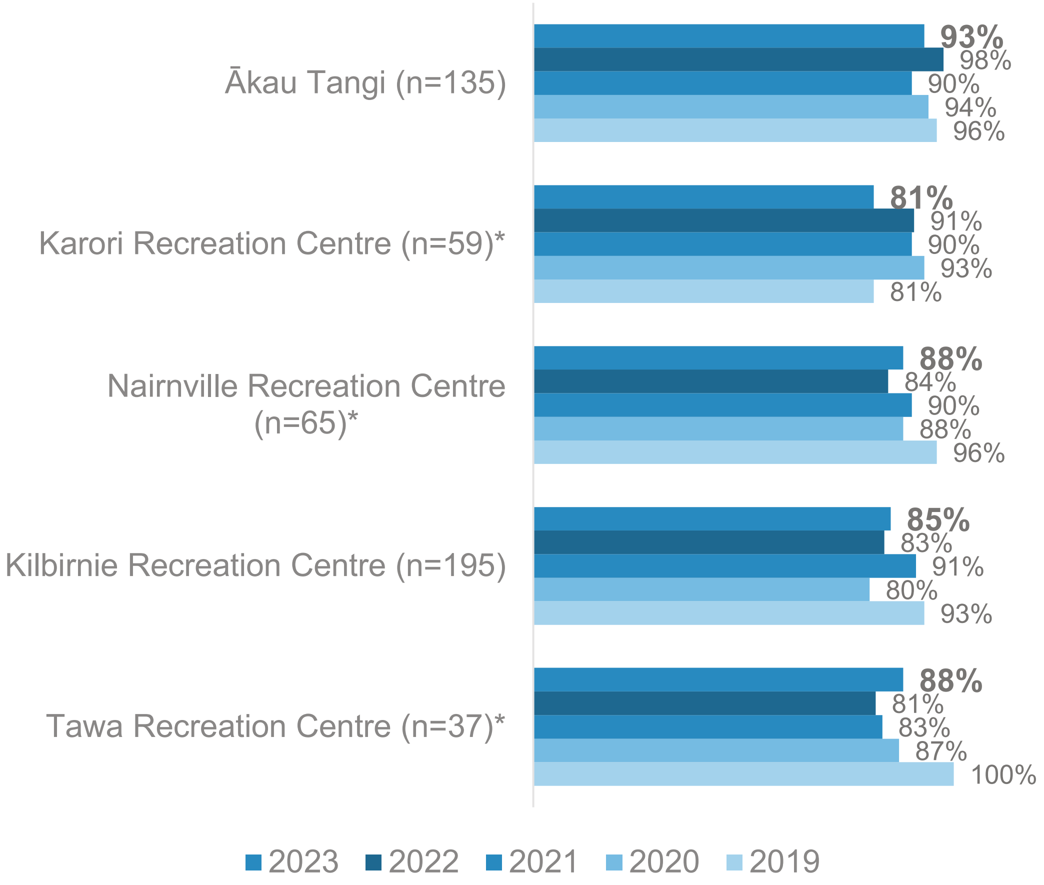


Base: all respondents

Sport and recreation facilities satisfaction

- Respondents who had used each facility were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends, or demographic differences, given the expected variation in results with low sample sizes (as low as n=37 for Tawa and n=195 for Kilbirnie).

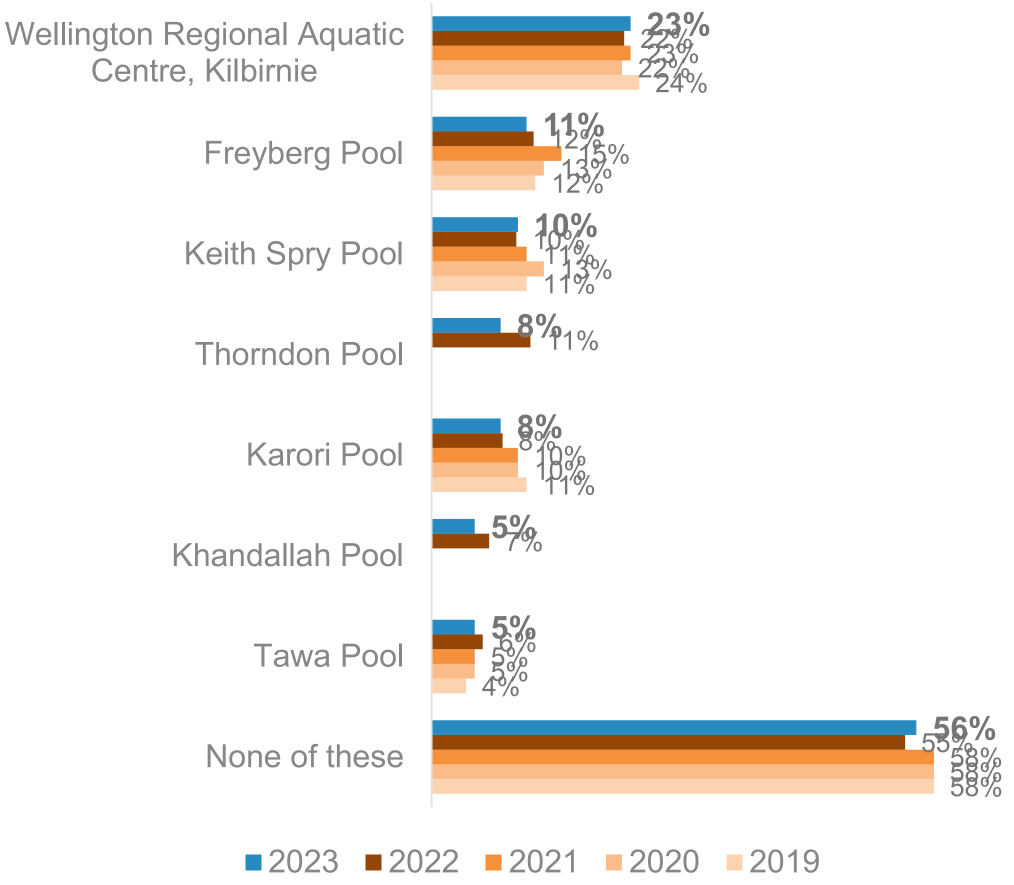
*Have you used any of the following Wellington City Council recreation facilities? **Total satisfied***



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

Wellington City Council pool usage

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



- Wellington Regional Aquatic Centre was the most used pool by respondents in the past year (23%).
- Freyberg and Keith Spry had similar levels of usage, While Karori, Thorndon, Khandallah and Tawa recorded slightly lower levels of usage.
- Over half (56%) had not used any of the WCC pools listed.
- Usage was largely unchanged compared to previous years.

Demographic differences

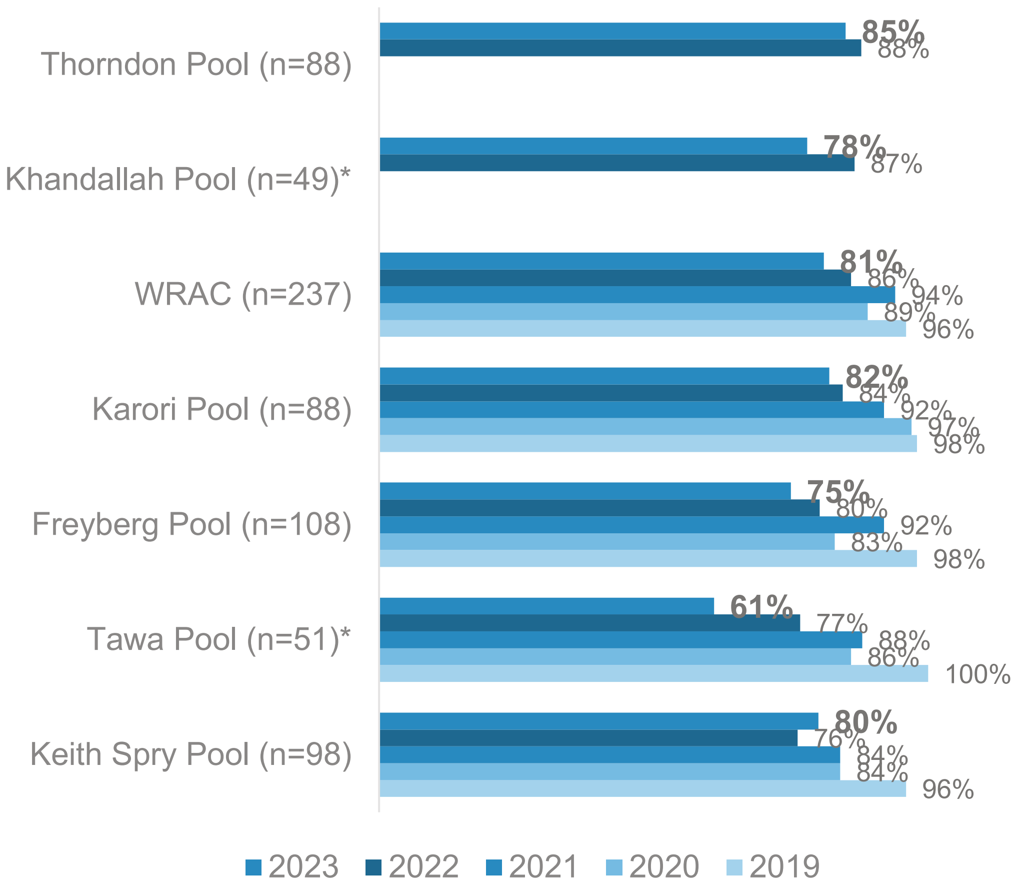
- Usage mostly differed by Ward as you would expect:
  - Eastern Ward respondents were more likely to use Wellington Regional Aquatic Centre (49%).
  - Lambton Ward respondents were more likely to use Freyberg (20%).
  - Northern Ward respondents were more likely to use Tawa (17%) or Keith Spry (28%).
  - Onslow-Western Ward respondents were more likely to use Karori (23%), Khandallah (12%) or Thorndon (12%)
  - Southern Ward respondents were more likely to use Wellington Regional Aquatic Centre (38%)
- Respondents aged 30-44 were generally higher users across a number of facilities and hence less likely to answer “none of these” (44%).
- Respondents with dependent children were more likely to use all of the pools listed except for Freyberg.

Base: all respondents

Wellington City Council pool satisfaction

- Respondents who had used each pool were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities (three-quarters or more satisfied with each) except Tawa Pool, where satisfaction has dropped to 61%.
- It is difficult to determine any up or downward trends due to small sample sizes, however satisfaction scores with Tawa Pool in particular appear to have fallen at least to some degree compared to 2021 and earlier.

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



*Base: respondents who had used each pool (excluding 'don't know') (n=50-246); *small sample size, indicative results only*

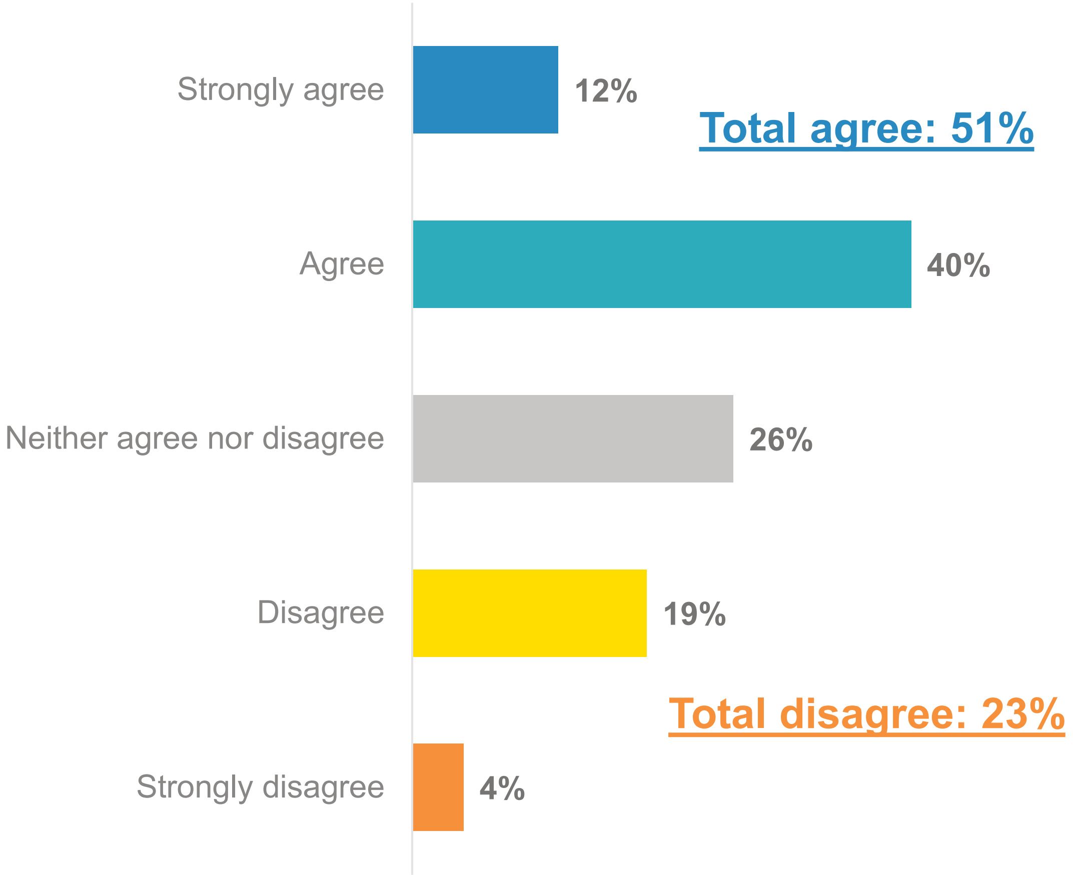
Wellington City Council pool affordability

- About half of respondents (51%) agreed that pool admission charges were affordable.
- About one in five disagreed and 26% were neutral.
- This result is steady compared to the last couple surveys, but is a little lower than when the question was first asked in 2019.

Demographic differences

- Respondents with dependent children were more likely to agree that pool admission charges were affordable.

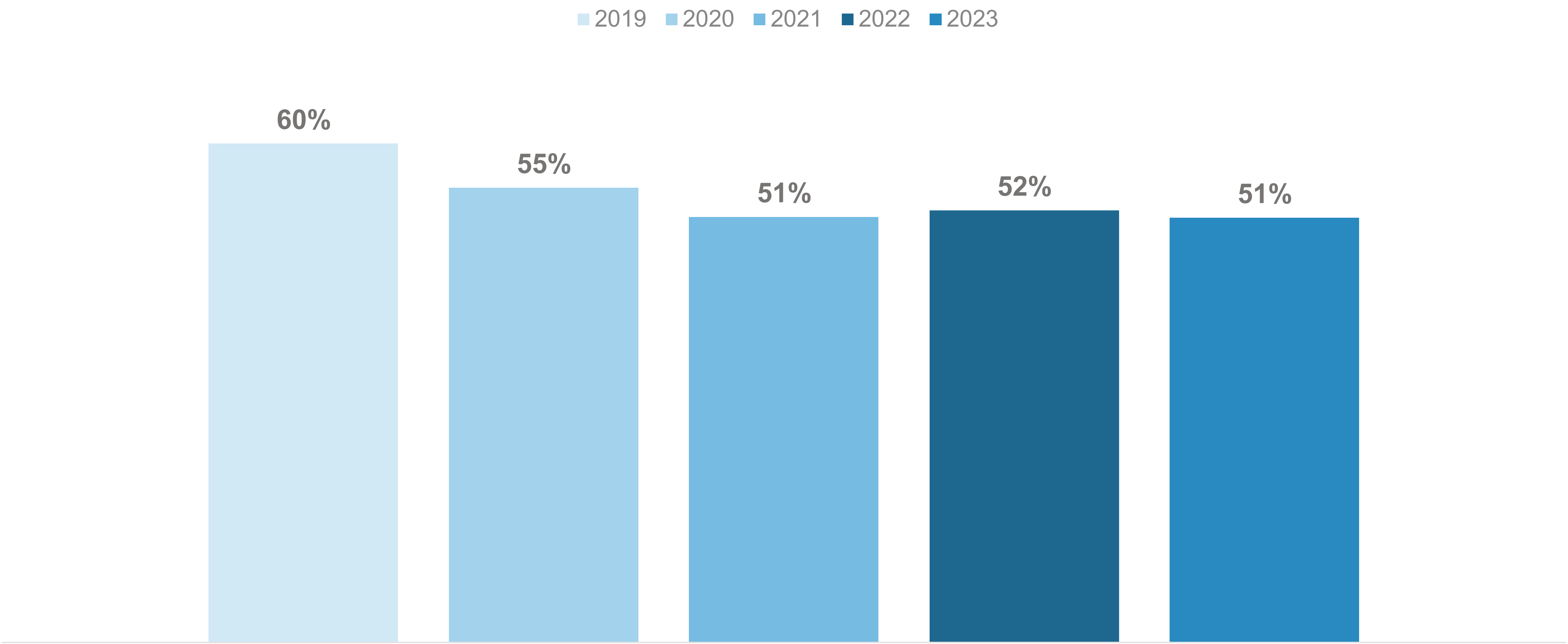
To what extent do you agree or disagree that Wellington City Council pool admission charges are affordable?



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

Wellington City Council pool affordability – tracking

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



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (36% in 2022) which are excluded from analysis*

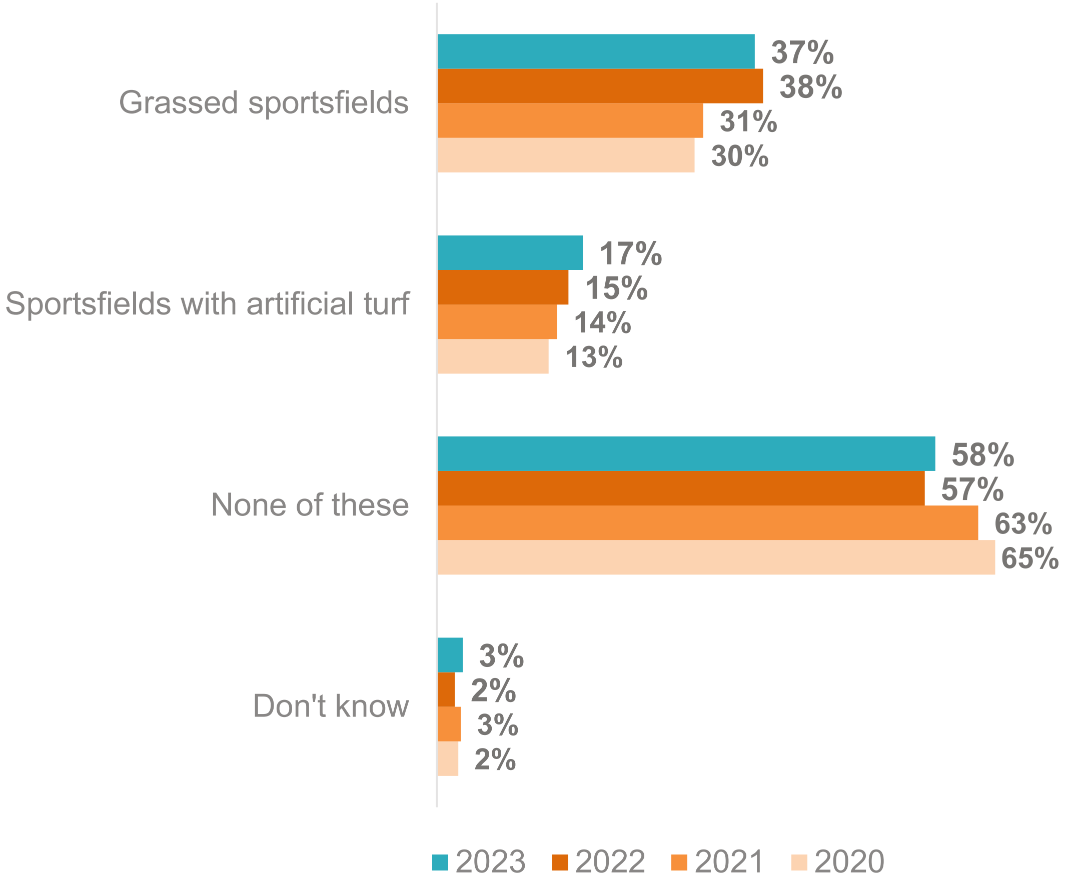
Wellington City Council sportsground usage

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

- More than a third of respondents (37%) had used grassed sportsground in the past year, half as many had used artificial turf sportsgrounds (17%).
- Usage of artificial turf sportsfields appears to be trending up slowly, usage of grassed sportsfields remained steady.

Demographic differences

- Respondents from Onslow-western Ward were more likely to have used a grassed sportsfield (48%), while Lambton Ward respondents were more likely to have not used either type of sportsfield (70%).
- Respondents with dependent children were more likely to have used both types of sportsfields
- Males were also more likely to have used both types of sportsfields.



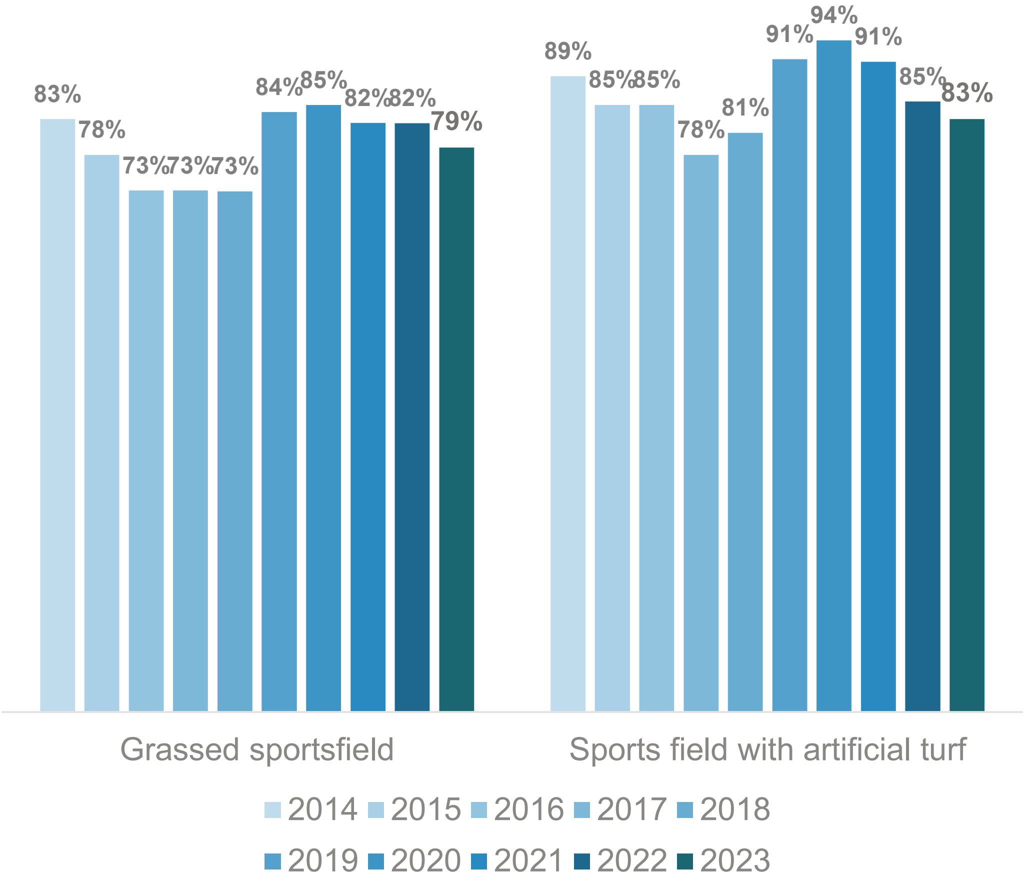
Wellington City Council sportsground satisfaction

- Satisfaction was high with users of both types of sportsgrounds.
- Satisfaction with sportsfields has remained mostly steady. Given the smaller sample size for satisfaction with artificial turf sportsfields we expect to see more variability in results.

Demographic differences

- There were no demographic differences for this question.

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



Base: respondents who had used each type of sportsfield (excluding 'don't know') (n=183 and 398)

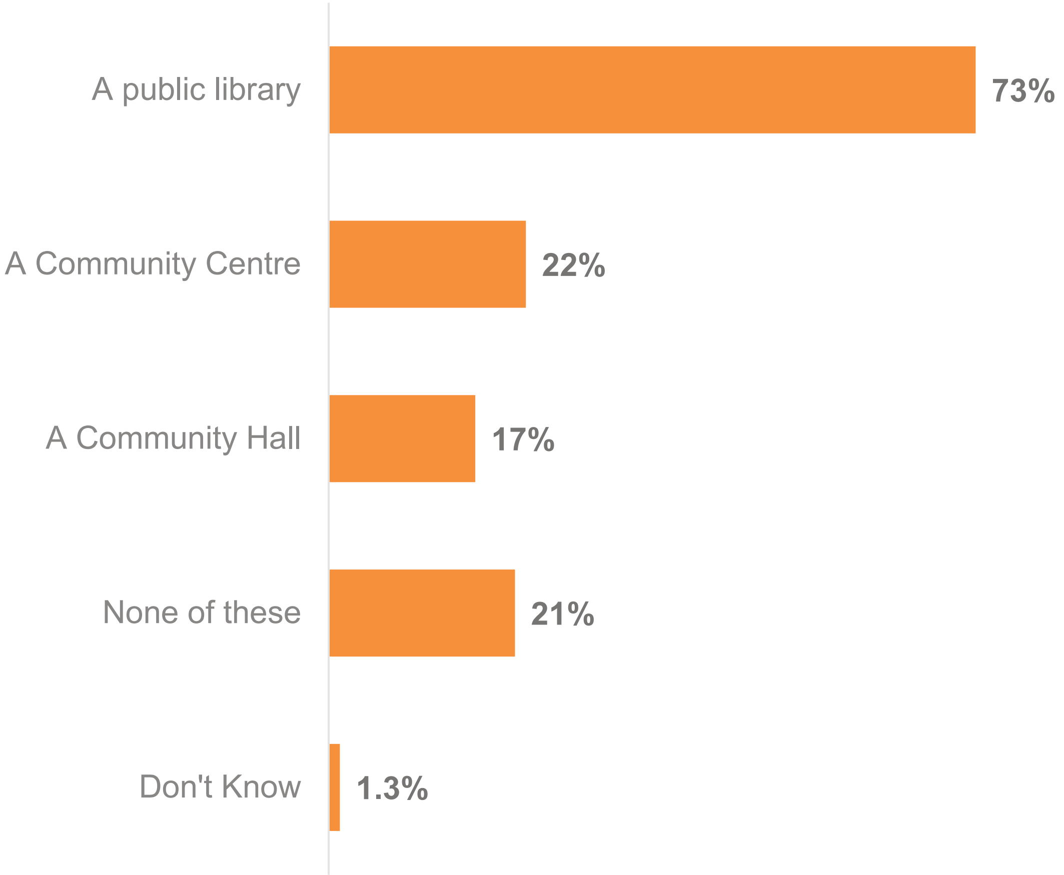
Wellington City Council community facilities usage

- Libraries were by far the most used with 73% of respondents saying they had used one in the past year.
- Public library usage has remained steady over the past few years.
- Both community hall and community centre usage were tracking slowly up until the 2021 survey, but have dropped down a little over the last two years.

Demographic differences

- Respondents with dependent children were more likely to say they have used a public library (82%) and community centre (31%).
- Females were more likely to say they had used a community centre (27%).
- Respondents who said they support someone with a permanent or temporary disability were more likely to say they had used a community centre (39%).

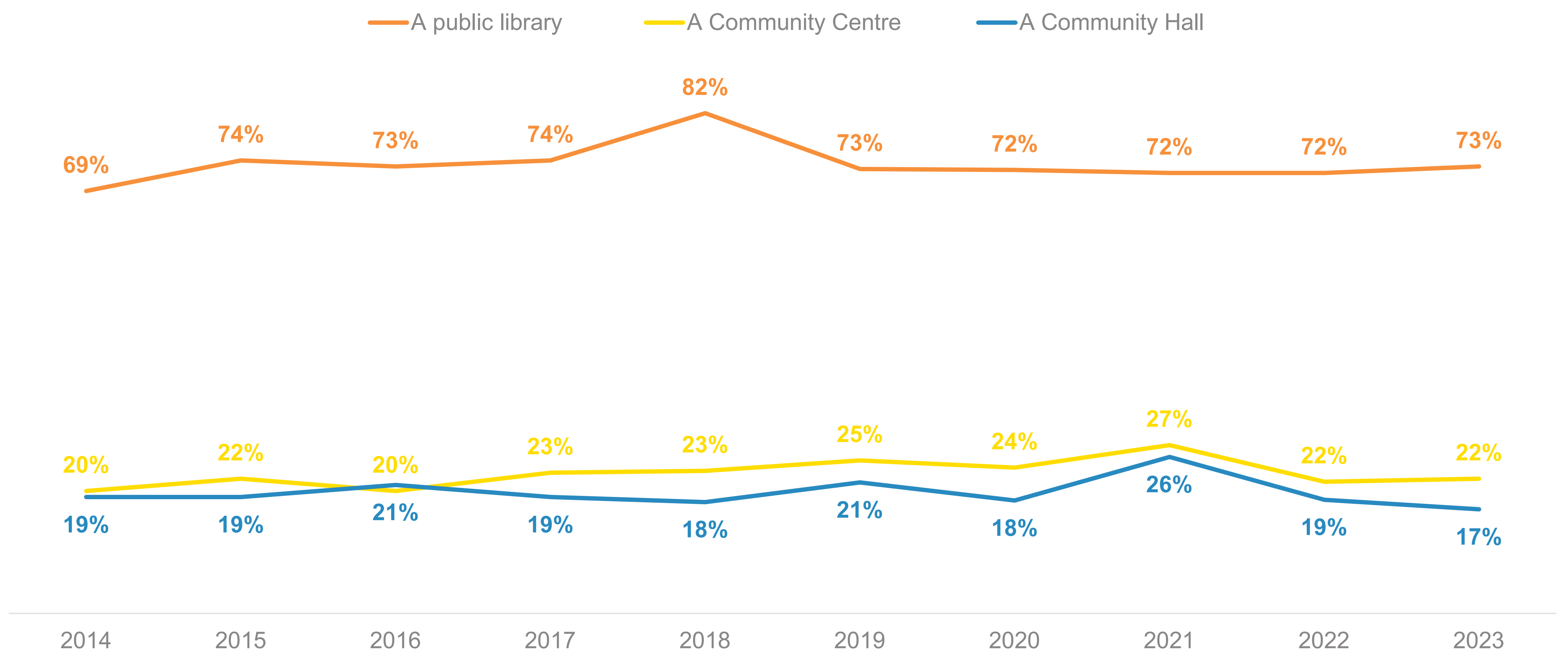
Have you used or physically visited any of the following Wellington City Council community facilities in the past 12 months?



Base: all respondents

Wellington City Council community facilities usage – tracking

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



Base: all respondents

Community facilities experience

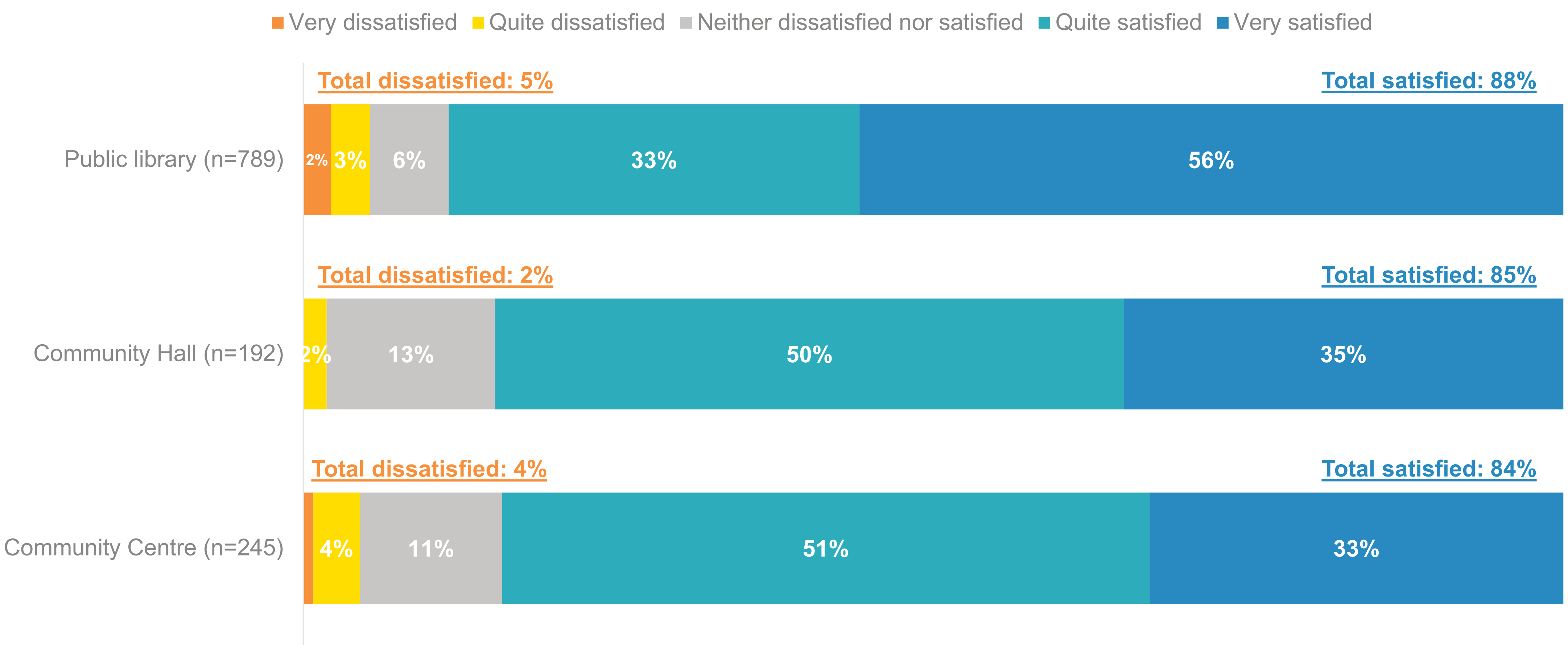
- Satisfaction was consistently high across the community facilities with around 80% satisfied and 5% or less dissatisfied with their experience at each facility.
- Satisfaction is slightly up for all facilities compared to 2022, when this question was first asked.

Demographic differences

- There were no demographic differences for this question.

Community facilities experience

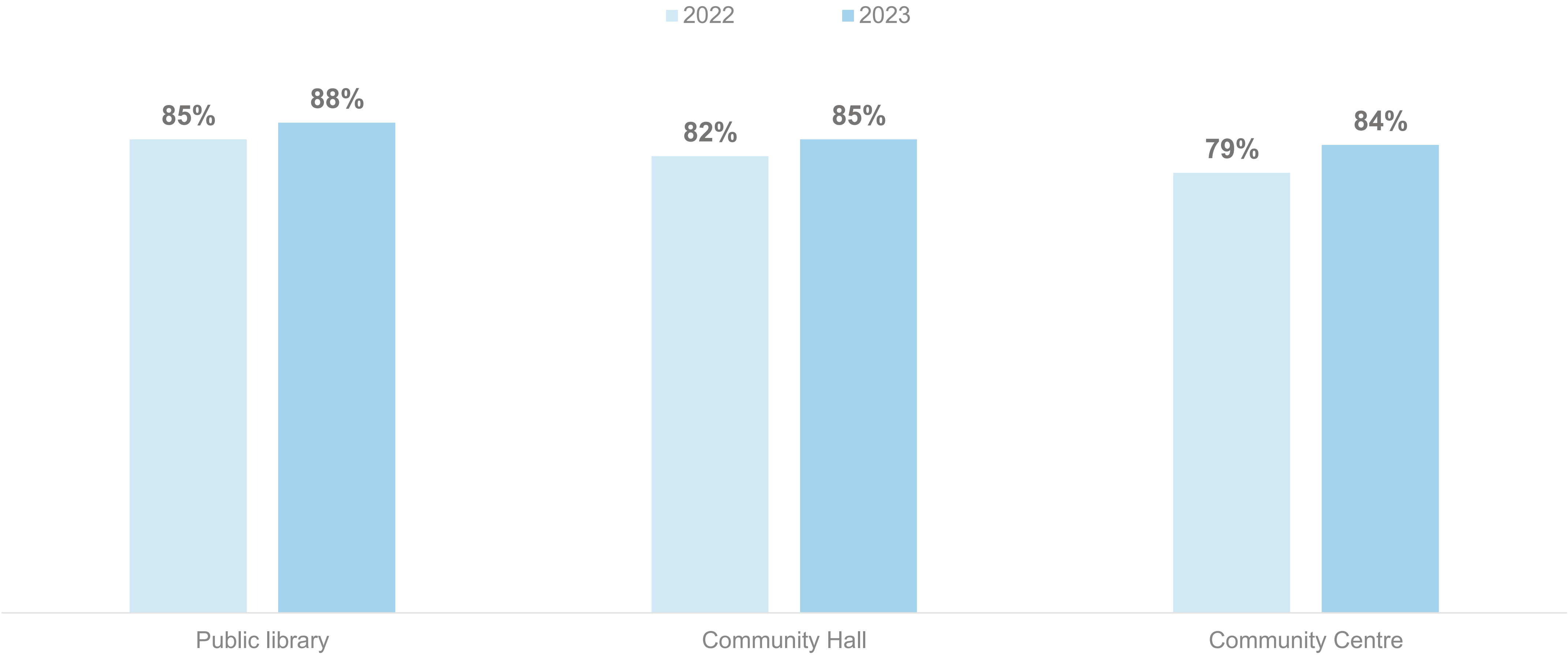
How satisfied were you with the Wellington City Council community facilities that you visited/used?



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

Community facilities experience – tracking

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



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

Library usage frequency (among library users)

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

Demographic differences

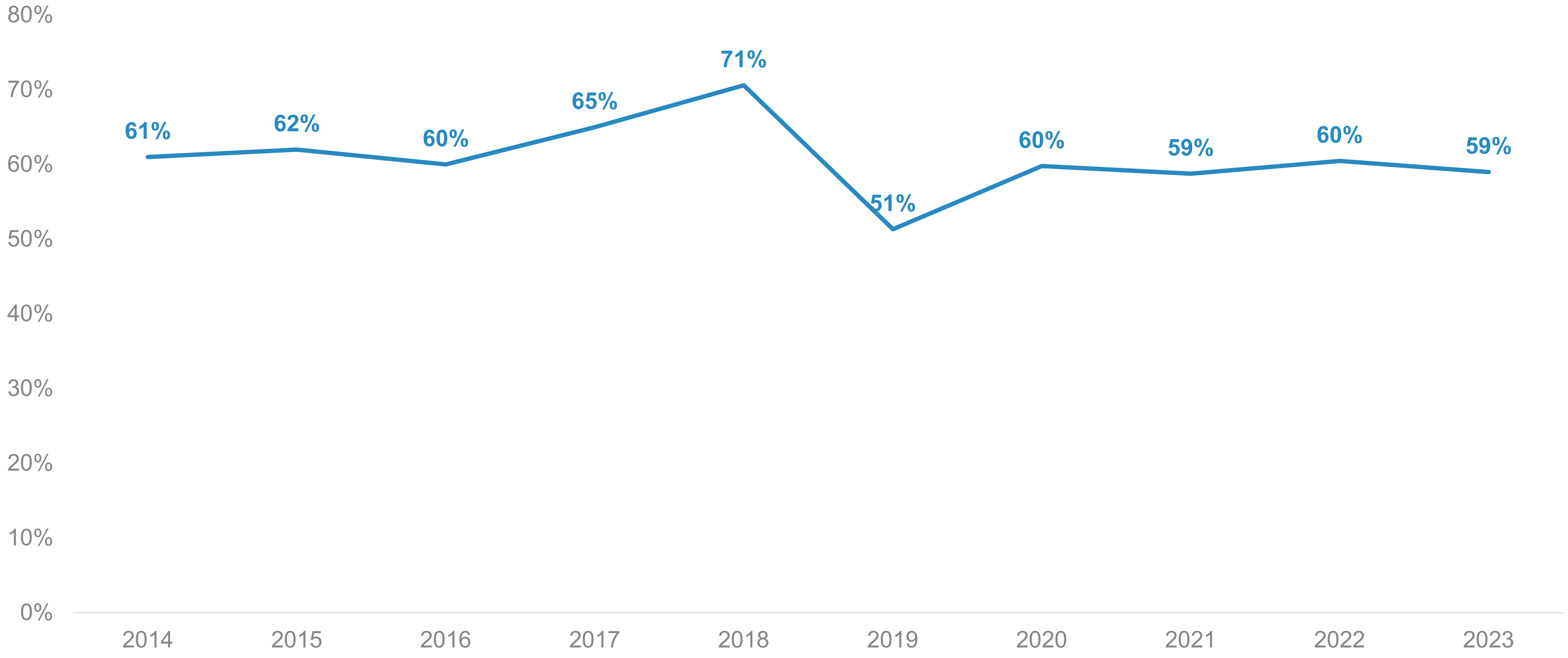
- Library user respondents with dependent children were more likely to visit the library at least monthly (72%).

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

Base: Respondents who had used a public library in the past 12 months (n=790)

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=793)

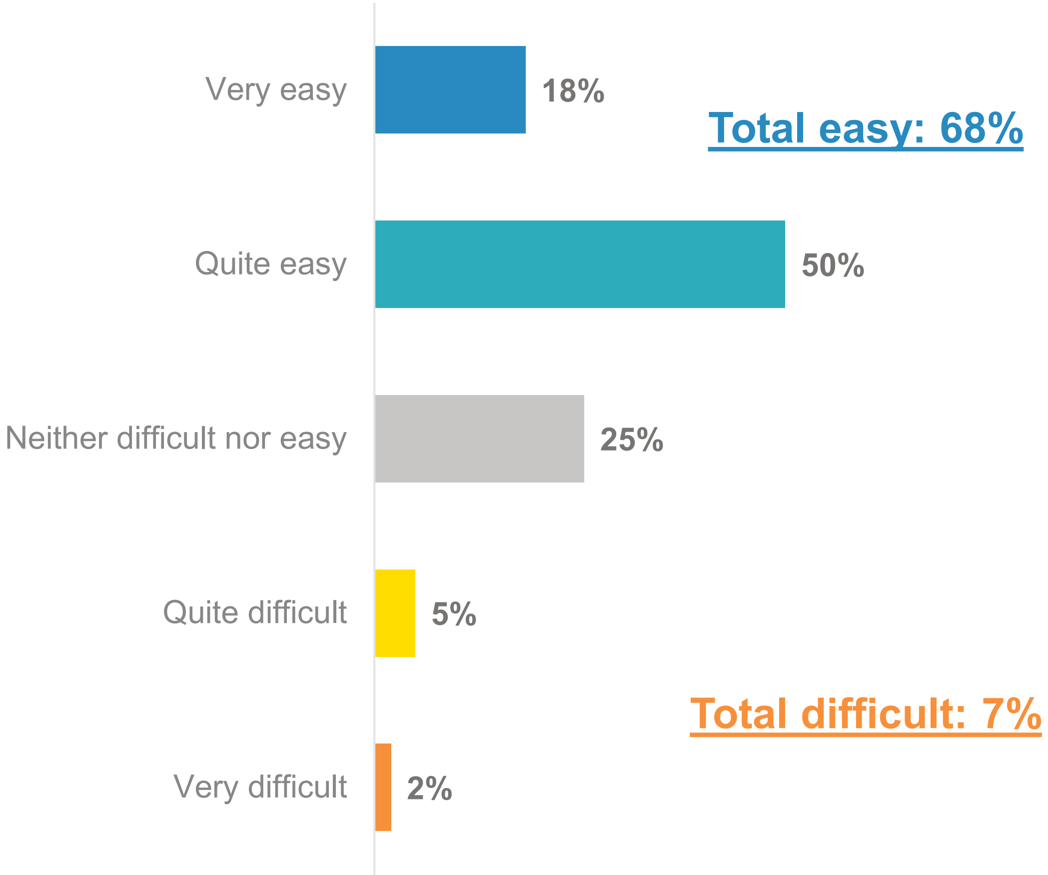
Access to Wellington City Council facilities and programmes

- About two-thirds (68%) 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.
- Results for this question have remained relatively flat since tracking began, however results post 2018 have tended to be higher than results prior.

Demographic differences

- Respondents who did not have or support anyone with a permanent or temporary disability were more likely to say that WCC's recreational facilities and programmes were easy to access (73% vs 55% for those that have a disability and 64% for those that support someone with a disability).

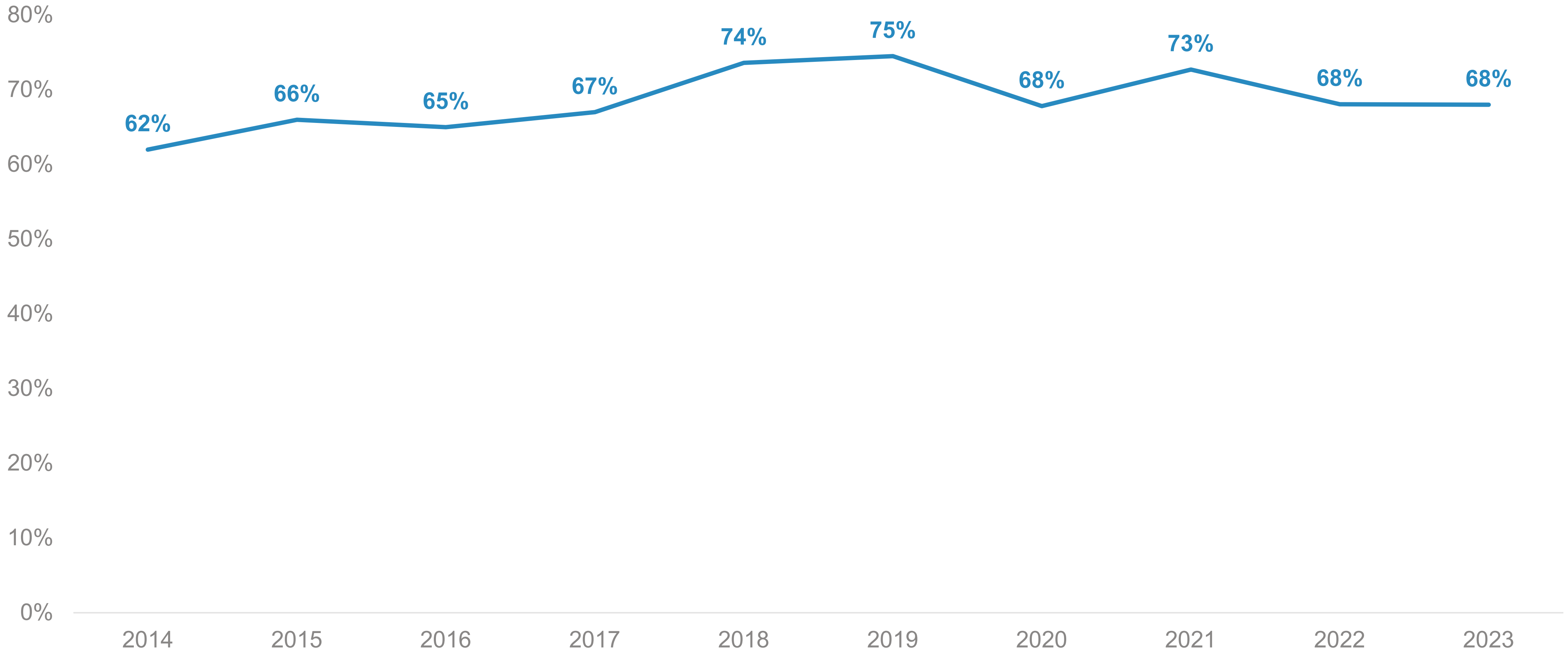
In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



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

Access to Wellington City Council facilities and programmes – tracking

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



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

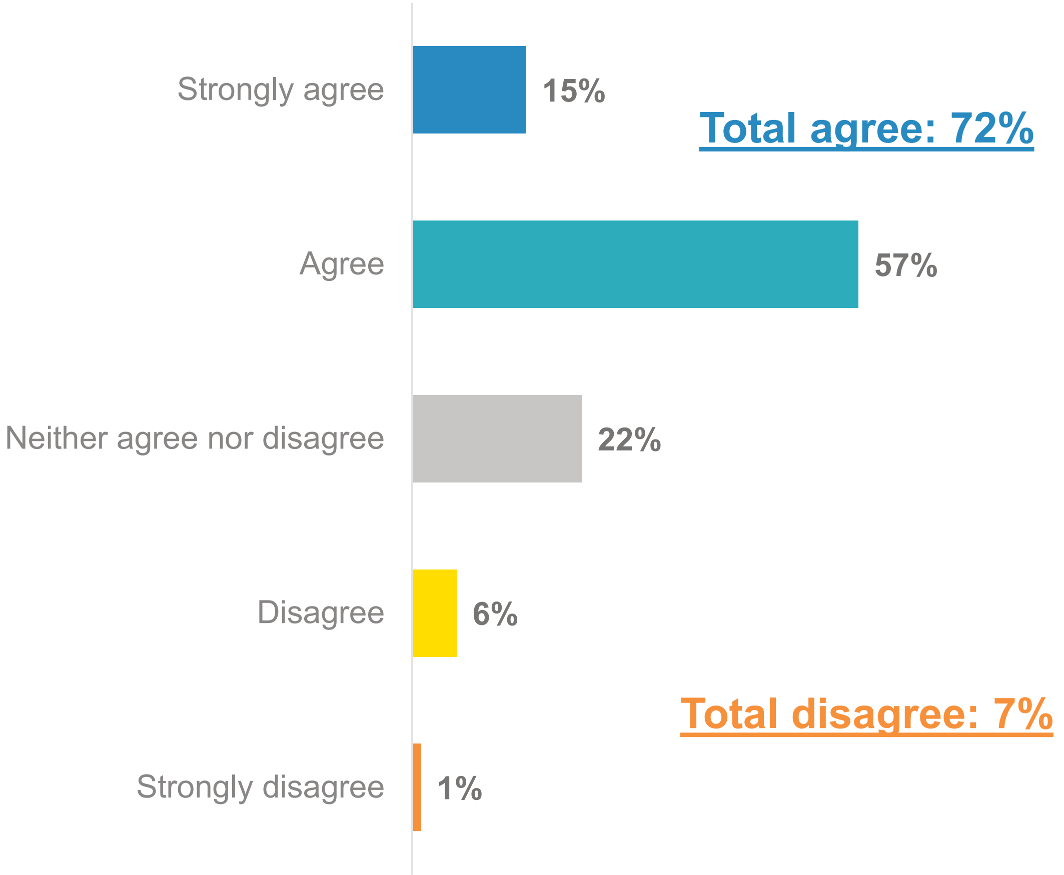
Wide range of recreational facilities

- Almost three quarters (72%) of respondents agreed that Wellington offers a wide range of recreational activities.
- About 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 has been no real change since 2021.

Demographic differences

- There were no demographic difference for this question.

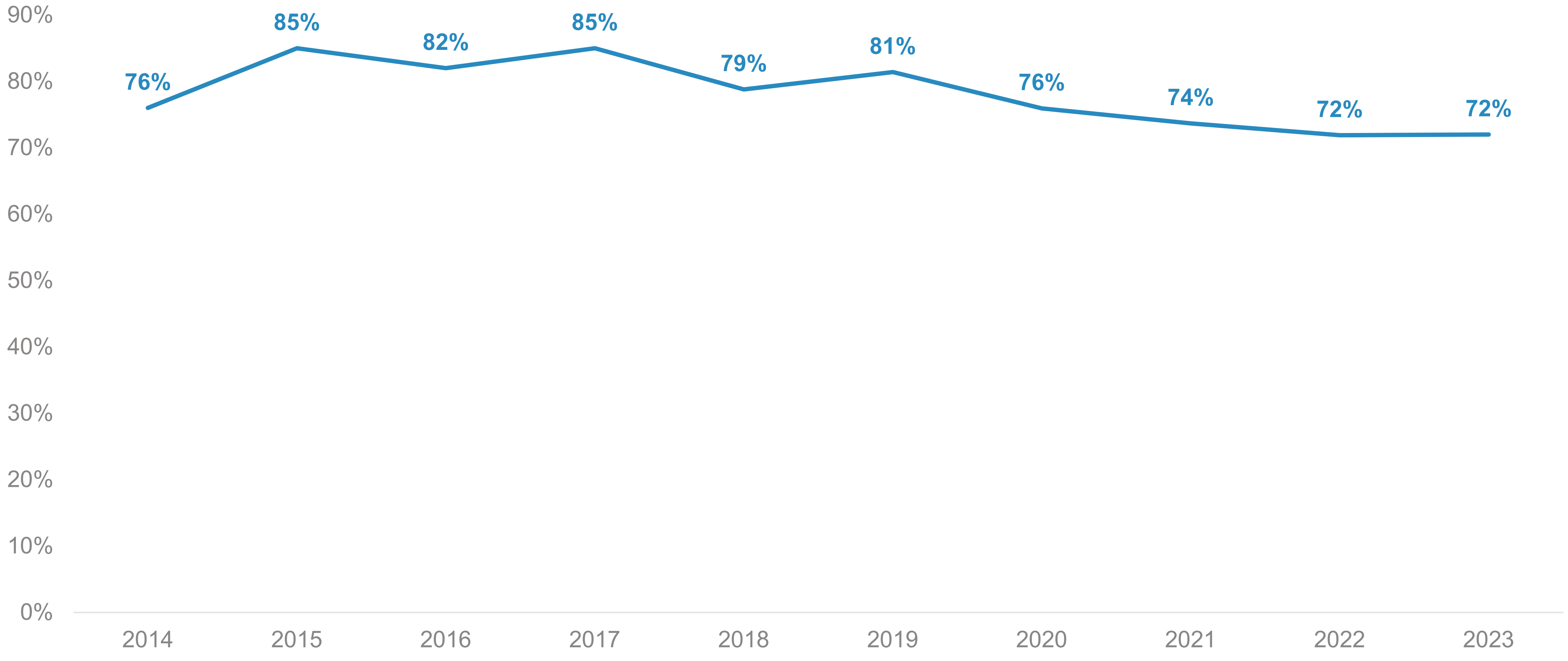
In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities?



Base: all respondents (excluding 'don't know'). high proportion of don't know responses (14%) which are excluded from analysis

Wide range of recreational activities – tracking

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



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

Participation in sport and recreation

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?

- Respondents were generally more likely to have participated in participant-led sport or recreation in the past year than organisation-led (84% had participated at some point during the past year compared to 42% for organisation-led sport).
- Once or twice a week was the most common participation frequency for organisation-led sport and recreation (19%) while participant led sport or recreation was most commonly practiced nearly every day (34%).
- Organisation-led sport and recreation was much less likely to be a daily occurrence compared to participant-led.
- Participation in organisation-led sport and recreation remained steady compared to previous years, while participant-led sport and recreation is up to 84% (compared to 69% in 2022).*

Demographic differences

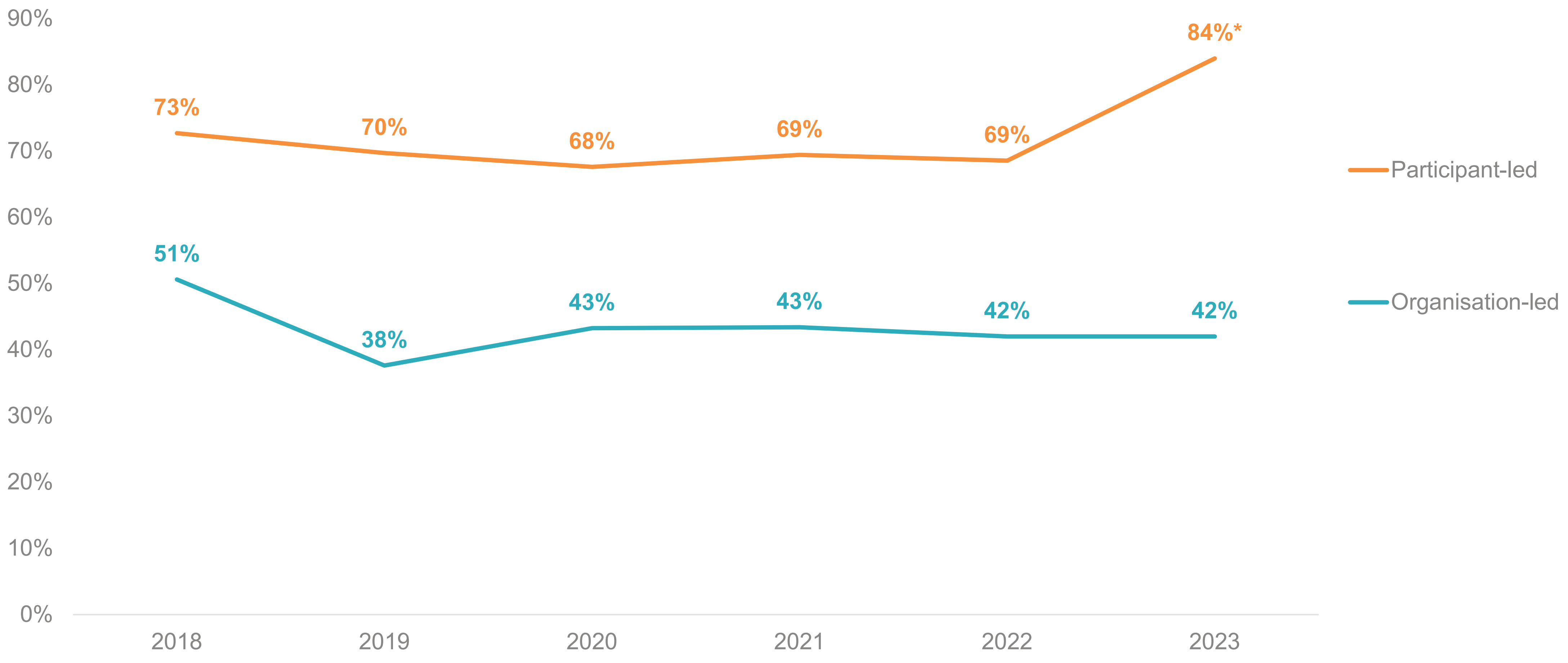
- Respondents with dependent children were more likely to say they participated in organisation-led sport at least monthly (40%)
- Renters were less likely than homeowners to say they participated in organisation-led sport at least monthly (20% vs 35%)
- Respondents with higher household incomes ($100k+) were more likely to say they taken part in participant-led sport at least monthly (80%).

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

Base: all respondents

Participation in sport and recreation – tracking

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



Base: all respondents

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

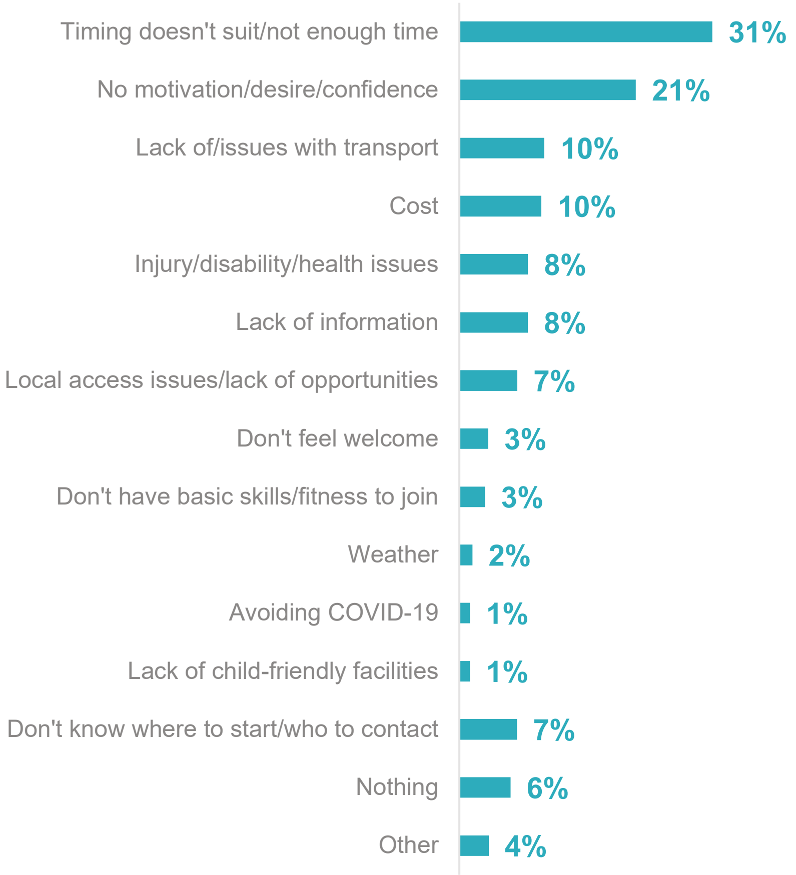
Barriers to participation in organisation-led sport and recreation

- Timing and no motivation/desire/confidence were the main barriers people face to participating in sport and recreation, with over half (52%) saying one of these was the main barrier for them.
- Other barriers were identified by 10% or less of respondents.

Demographic differences

- Respondents with dependent children were more likely to say that they did not have enough time (45%).
- Respondents with a permanent or temporary disability were more likely to identify this as a barrier (35%).
- Respondents under 30 were more likely to say they lack of information was a barrier (22%).

What if anything, makes it difficult for you to participate in organisation-led sport and recreation?



Base: Optional question, n=401, multiple choice question, percentages add to more than 100%

Barriers to participation in participant-led sport and recreation

- The largest proportion of respondents (27%) could not any barriers to participating in participant-led sports and recreation.
- Having the time was a barrier for 22%, while similar proportions (approx. 10%) notes lack of opportunities, weather and lack of transport.

Demographic differences

- Respondents with a permanent or temporary disability were more likely to identify this as a barrier (32%).

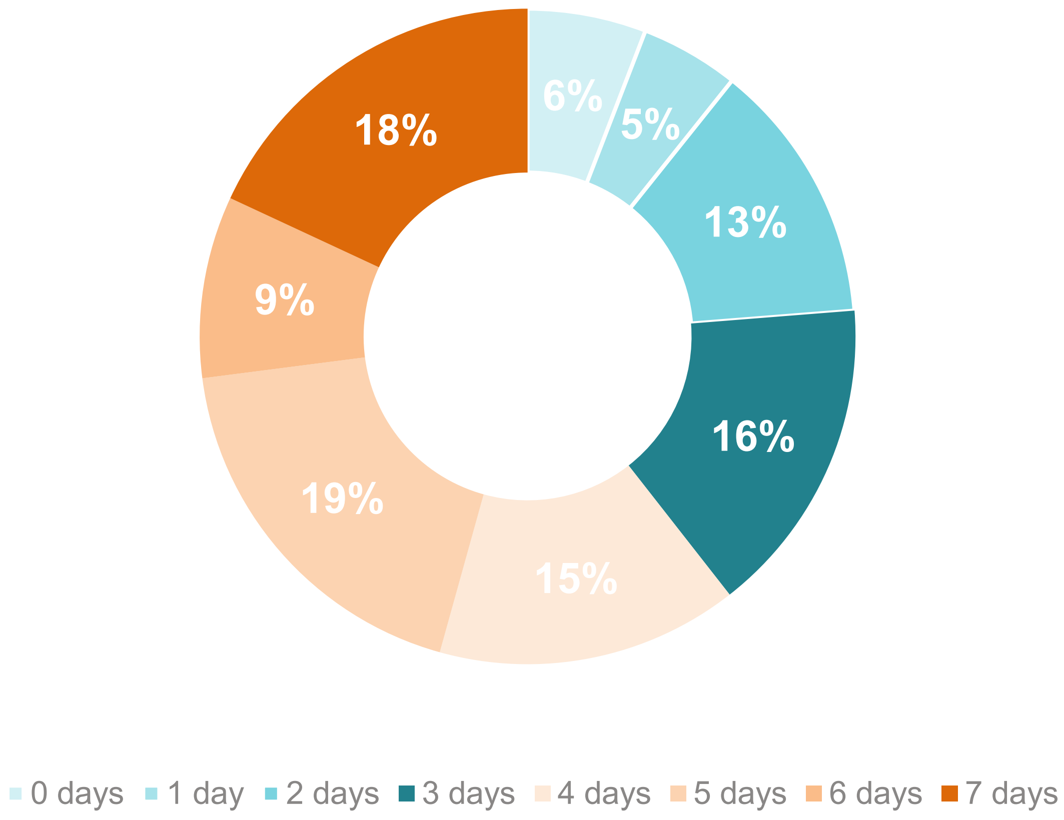
What if anything, makes it difficult for you to participate in participant-led sport and recreation?

Base: Optional question, n=341, multiple choice question, percentages add to more than 100%

Weekly participation in physical activity

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

- Nearly two-thirds of respondents (61%) claimed to participate in 30 minutes or more physical activity on four days in a week.
- 11% said they participated in 30 minutes or more physical activity on 0 or 1 days.



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

Environment

Green space usage

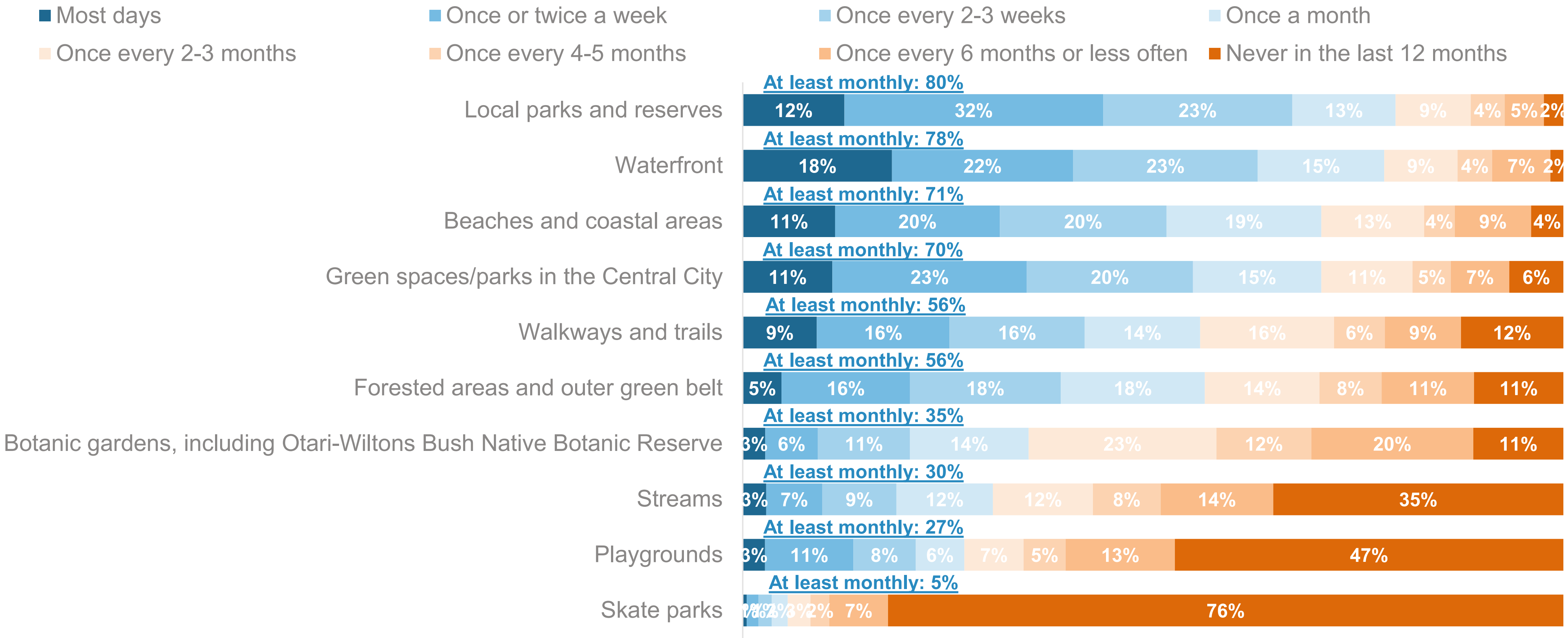
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – around eight in ten said they used these spaces at least monthly.
- Beaches and coastal areas, green spaces/parks in the central city, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents (71%, 70%, 56% and 56% respectively used the spaces at least monthly).
- Some of the least used spaces (by between a quarter and a third of respondents) were botanic gardens, playgrounds and streams.
- Skate parks were the least used at least monthly (5%).
- We saw the monthly usage of all spaces trending up in our tracking, particularly between 2018 and 2021, and continuing this year after a levelling off in 2022. The exceptions being walkways and trails which declined, and forested areas and the outer green belt which continues to trend flat.

Demographic differences

- There was a large amount of variation between monthly usage across respondents from different wards, ages and family makeup. Full details of these have been highlighted on a following slide.
- In general younger respondents (aged 18-44) were higher monthly users as were respondents with dependent children.
- Across the wards, Northern Ward respondents were lower uses of almost all spaces with the exception of playgrounds and streams.

Green space usage

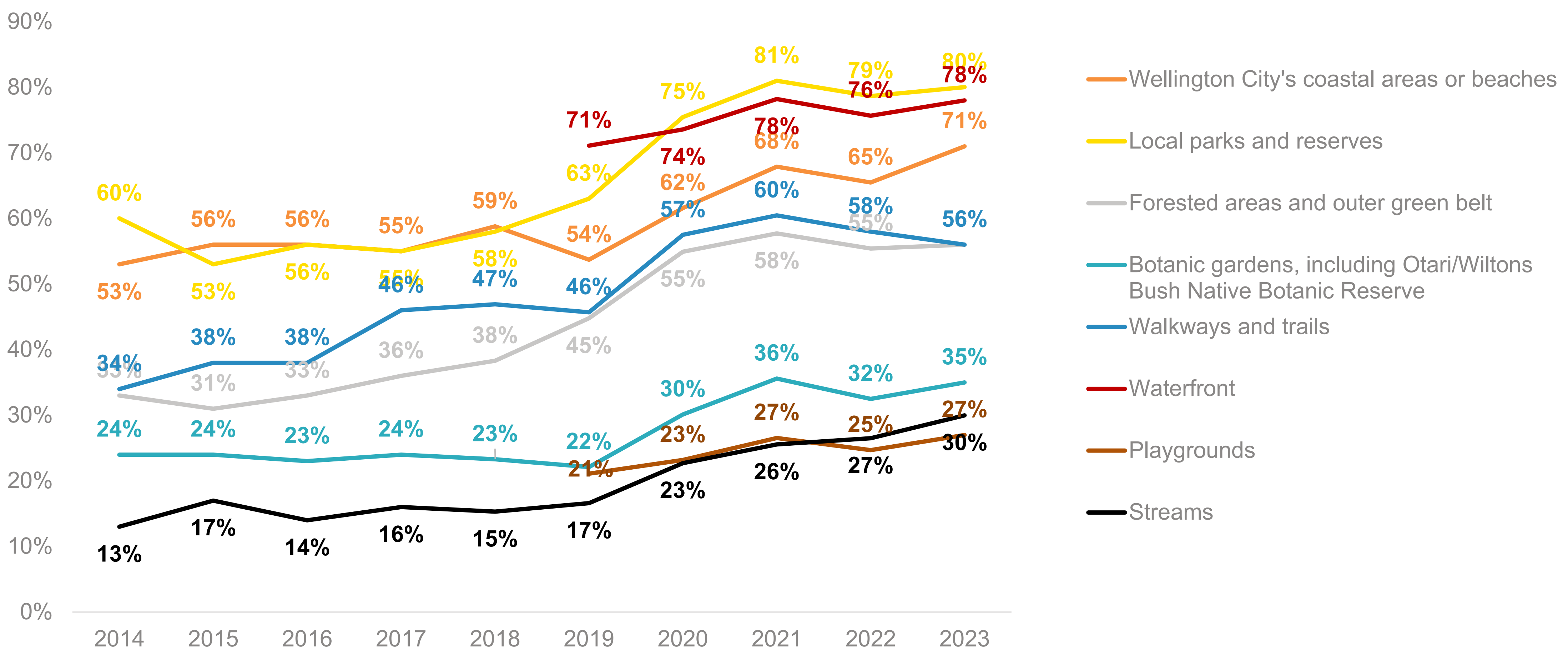
In the past 12 months, how often have you been to the following green and/or open spaces in Wellington City?



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	Green spaces/parks in the Central City	Walkways and trails	Forested areas and outer green belt	Botanic gardens	Streams	Playgrounds	Skate Parks
All	**80%**	**78%**	**71%**	**71%**	**56%**	**56%**	**35%**	**30%**	**27%**	**5%**
Eastern Ward			89%							
Lambton Ward		93%		86%			43%	22%	20%	
Northern Ward		63%	54%	52%	45%	41%	22%			
Onslow-Western Ward			58%			65%	47%	40%		
Southern Ward		86%	82%	83%		68%				
Aged 18-44		85%	74%	79%					31%	
Aged 45+		69%	65%	58%					21%	
Dependent children: Yes	88%	72%	77%						62%	11%

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

Green space satisfaction

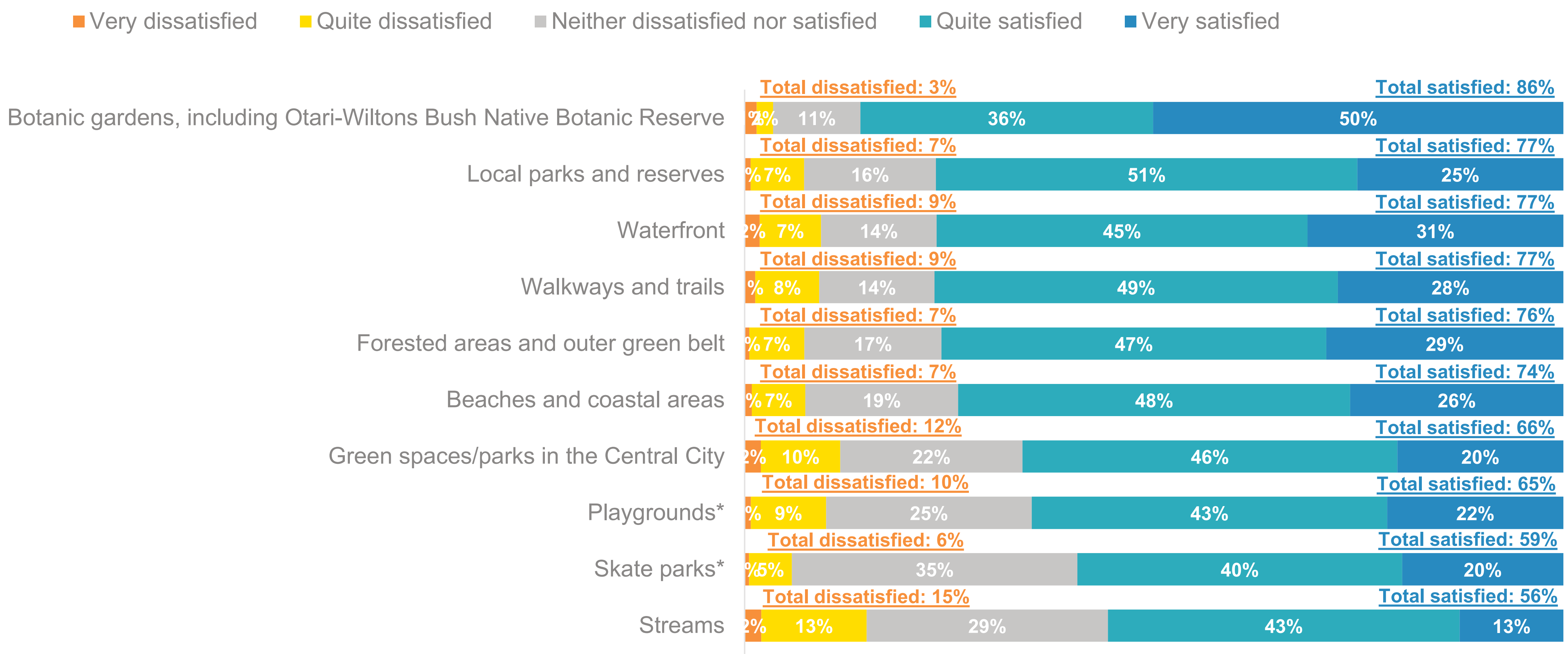
- Around three quarters of respondents were satisfied with each space (that they had used in the past year), with the exception of green spaces/parks in the central city, playgrounds, skate parks and streams. Levels of satisfaction for these four spaces were lower – green spaces/parks in the central city and playgrounds were both 66% and 65% respectively, while streams were 56% and skate parks were 49%.
- Satisfaction levels have trended down marginally compared to last year, with the exception of streams which is up by 7%.
- Since 2019, there has been a more notable downward trend in satisfaction with playgrounds. In 2019 87% of users were satisfied, compared to 65% in 2023.

Demographic differences

- There were no demographic differences for this question.

Green space satisfaction

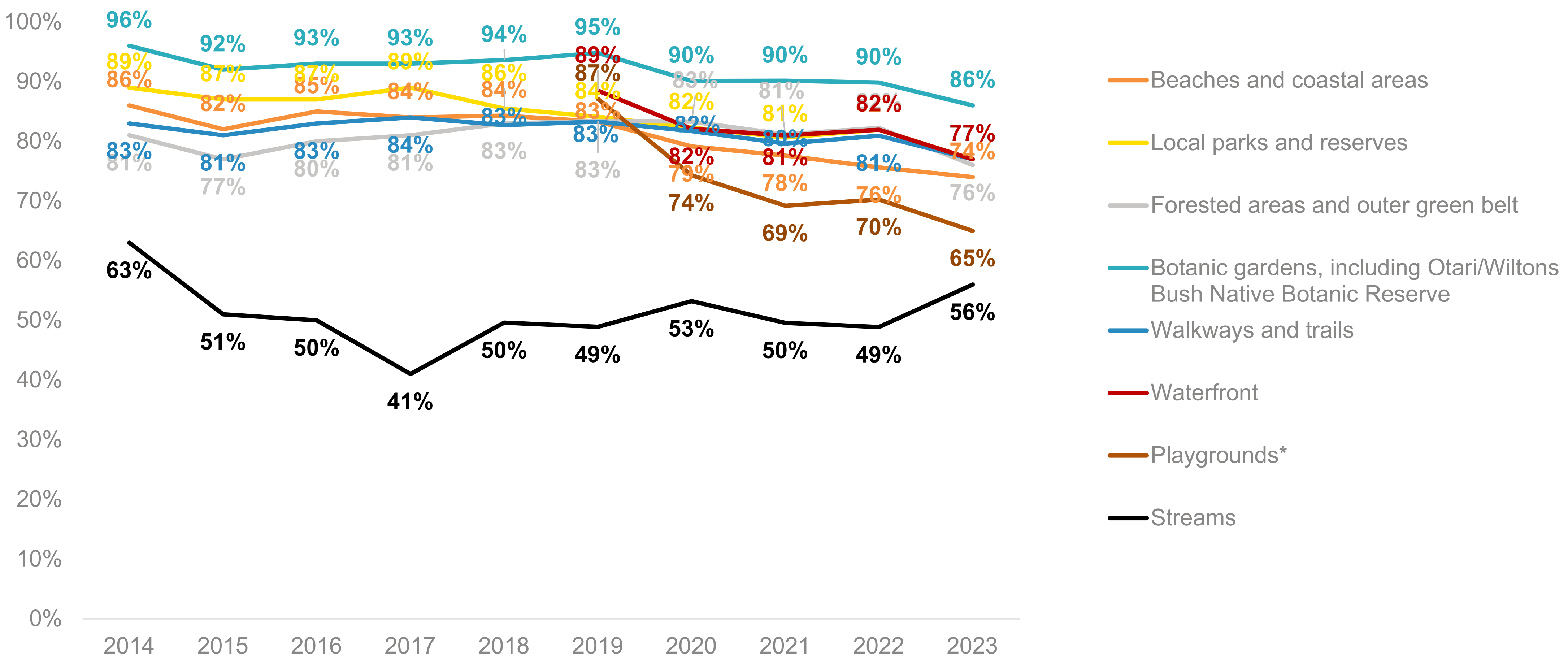
Overall, how satisfied are you with the quality and maintenance of these green and/or open spaces?



*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*

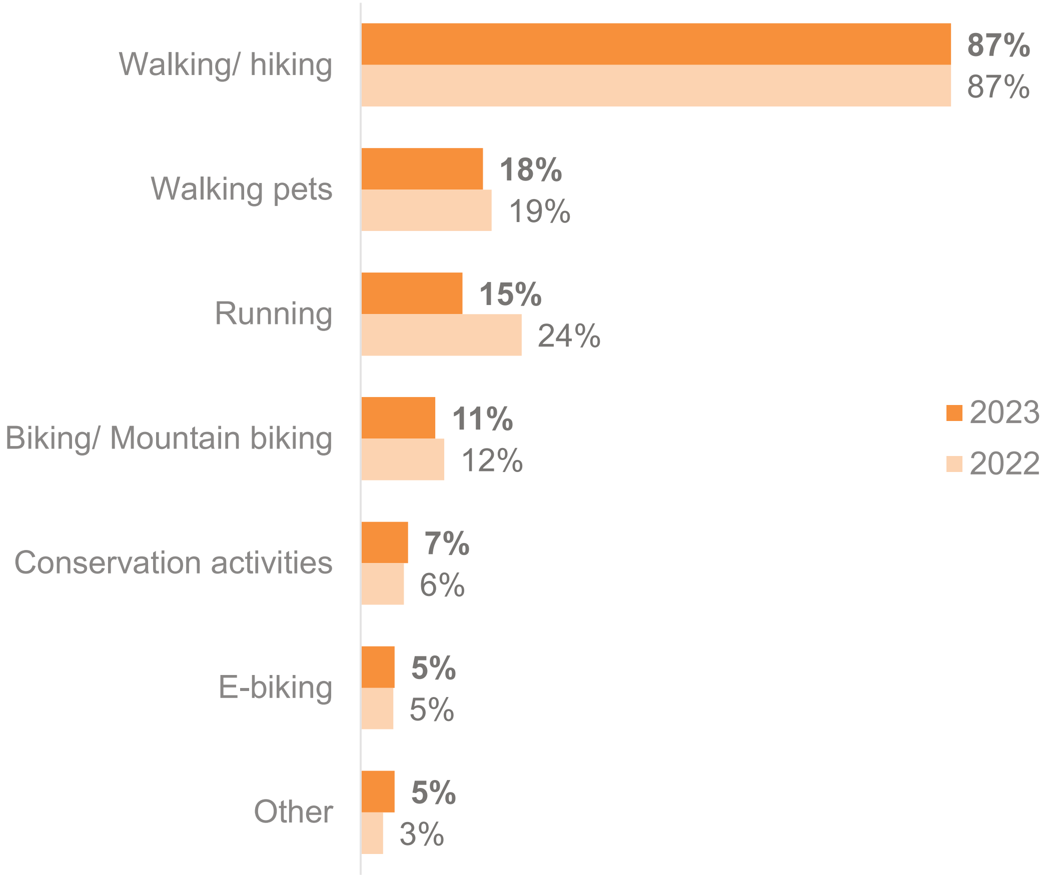
Forest, greenbelt, walkways and trails usage

- By far the most common ways respondents had used forest areas, greenbelt, walkways and trails was for walking and hiking (87%).
- 15% had 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.
- Usage of these areas was unchanged compared to 2022, with the exception of running which appears lower than the previous survey.

Demographic differences

- Younger respondents (aged 18-44) were more likely than older respondents (aged 45+) to use these spaces for walking/hiking (91% vs 82%) or running (20% vs 9%).
- Males were more likely than females to use these spaces for biking/ mountain biking (16% vs 6%).
- Respondents with dependent children were more likely to use these spaces for walking pets or biking/mountain biking (26% and 18%).
- Respondents from the Southern Ward were more likely to have used these spaces for conservation activities (15%).

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?



Base: Respondents who had used Wellington's forested areas, outer green belt and walkways and trails

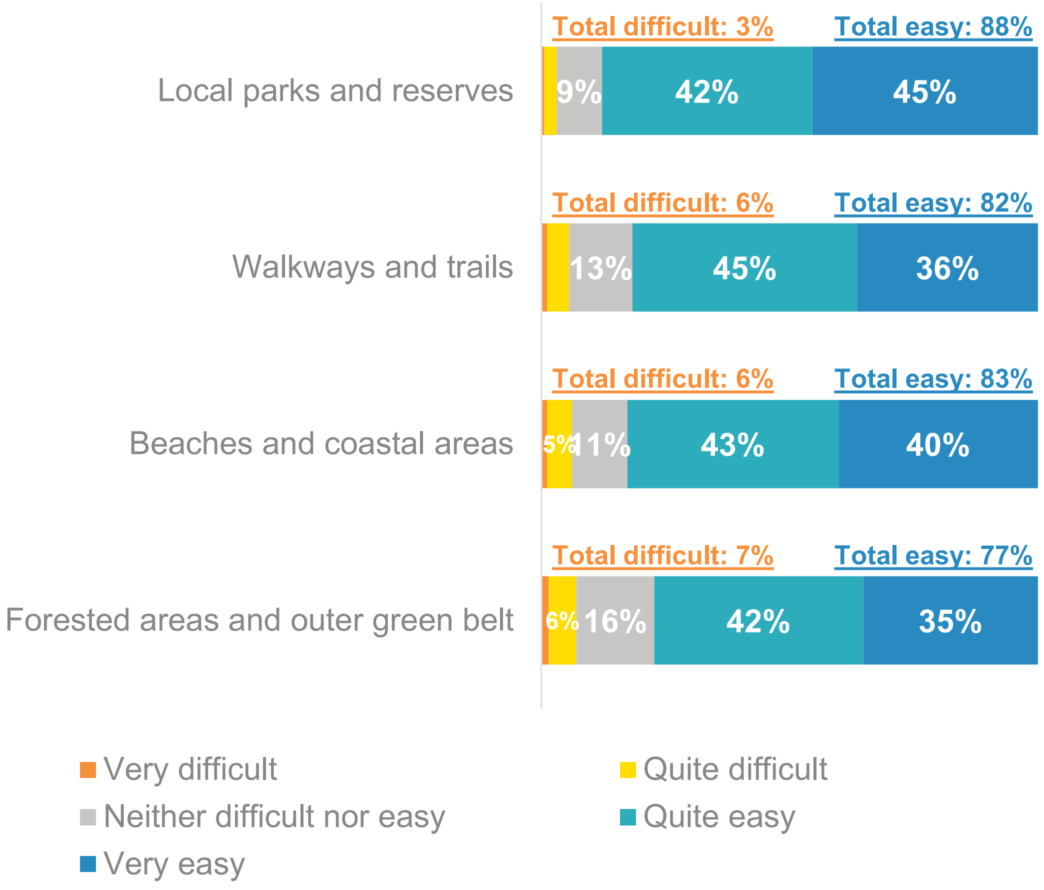
Ease of accessing green and/or open spaces

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

- More than three-quarters of 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

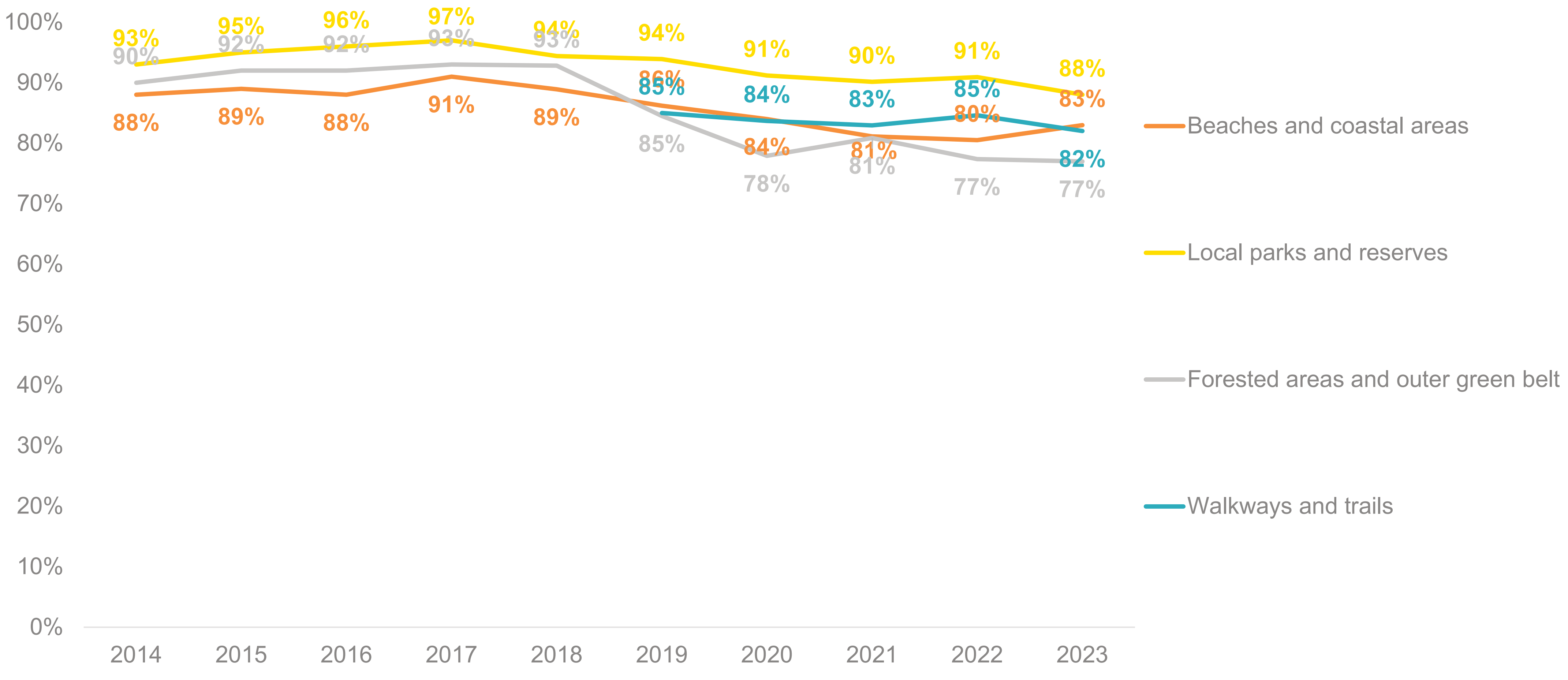
- Respondents with a permanent or temporary disability were less likely to say they each of the green and/or open spaces were easy to access (between 57% and 70% for each).



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

Ease of accessing green and/or open spaces – tracking

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



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

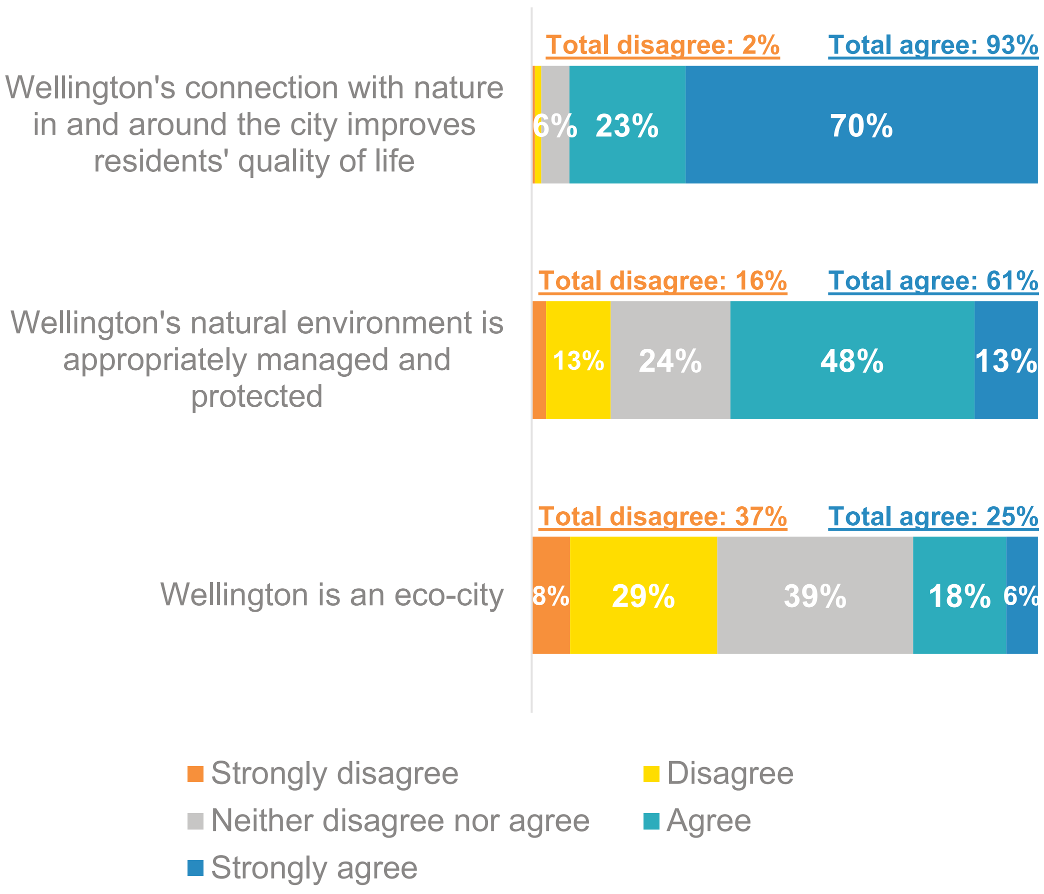
Wellington’s connection to the environment

- Almost all respondents agreed that Wellington’s connection with nature improves quality of life (93%).
- There was less, but still majority, agreement that our natural environment is appropriately managed and protected (61%)
- A quarter (25%) agreed that Wellington is an eco-city.
- We saw agreement that our natural environment was appropriately managed and that Wellington is an eco city fall between 2020 and 2021 – agreement with the former has trended down since while the latter has trended up.

Demographic differences

- There were no demographic differences for this question.

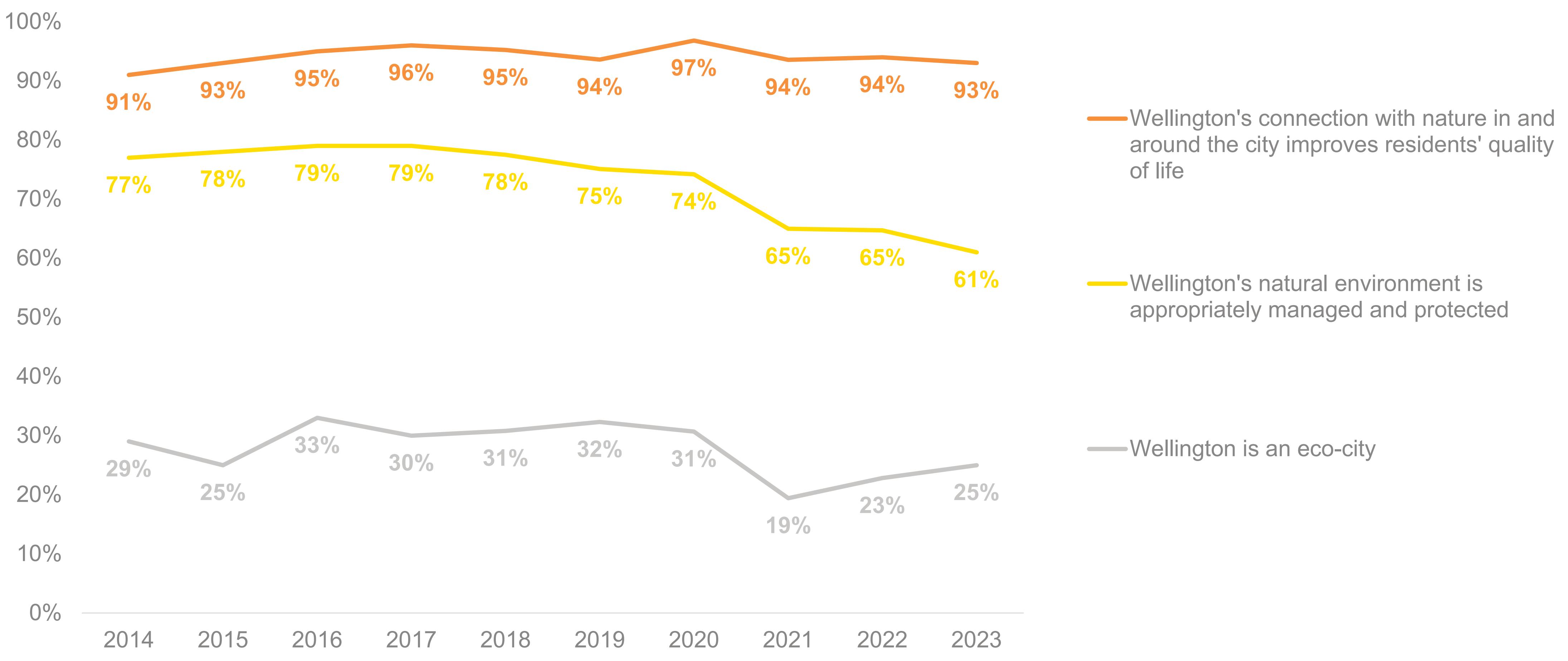
Please rate your level of agreement with the following statements:



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

Wellington’s connection to the environment

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



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

Urban Development

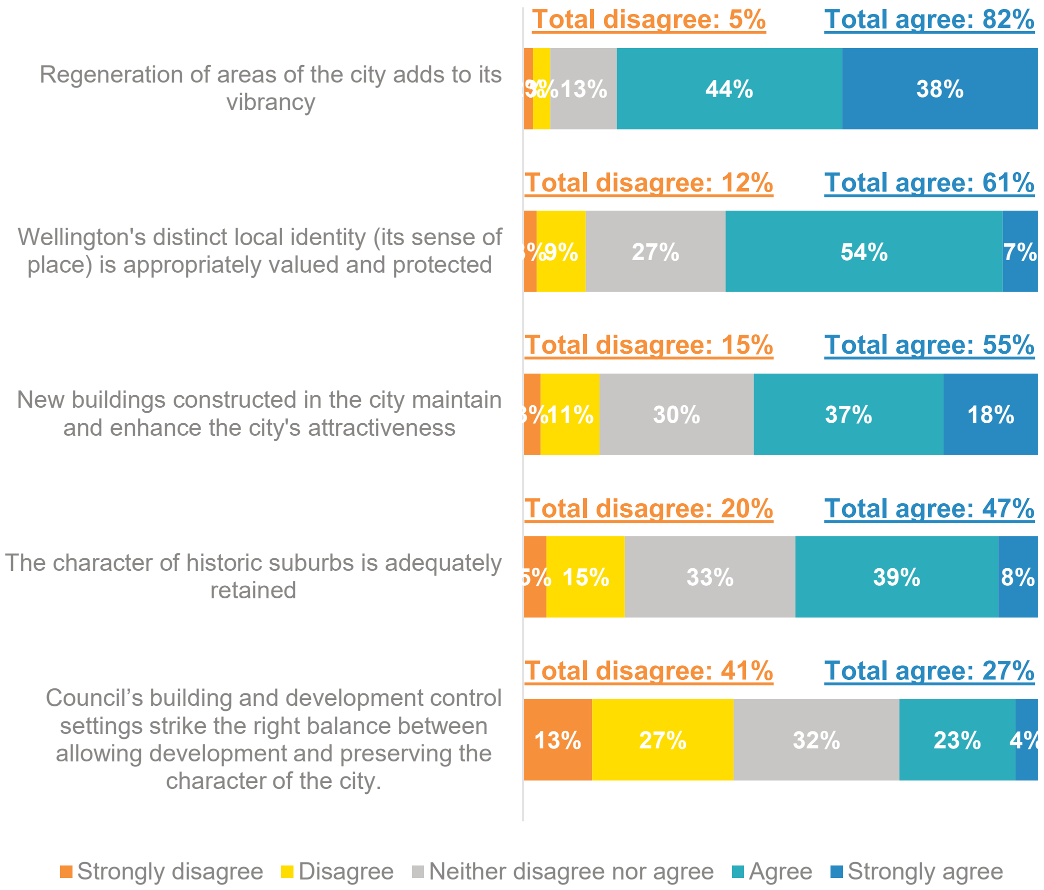
Urban development activities

- Respondents were asked how much they agree or disagree with a range of statements relating to Wellington City Council's wide portfolio of urban development activities and potential impacts of that development.
- There was the highest level of agreement with the statements that regeneration of areas of the city adds to its vibrancy (82% agreed).
- Agreement with two of these statements have trended down over the past four surveys (since 2019)
  - Agreement that our local identity is appropriately valued and protected has fallen from 80% in 2019, but remained steady over 2022/23
  - While agreement that character of historic suburbs is adequately retained has fallen from 63% in 2019.
- 2021 results showed a significant decline in agreement that Council is striking the right balance between allowing development and preserving the character of the city (from 48% agreement in 2019 to 21% in 2021) – agreement with this statement has improved slightly in the last two years, reaching 27% this year.

Demographic differences

- Respondents aged 18-44 and respondents from the Lambton Ward were more likely to agree that new buildings constructed in the city maintain or enhance the city's attractiveness (64% and 66% respectively).

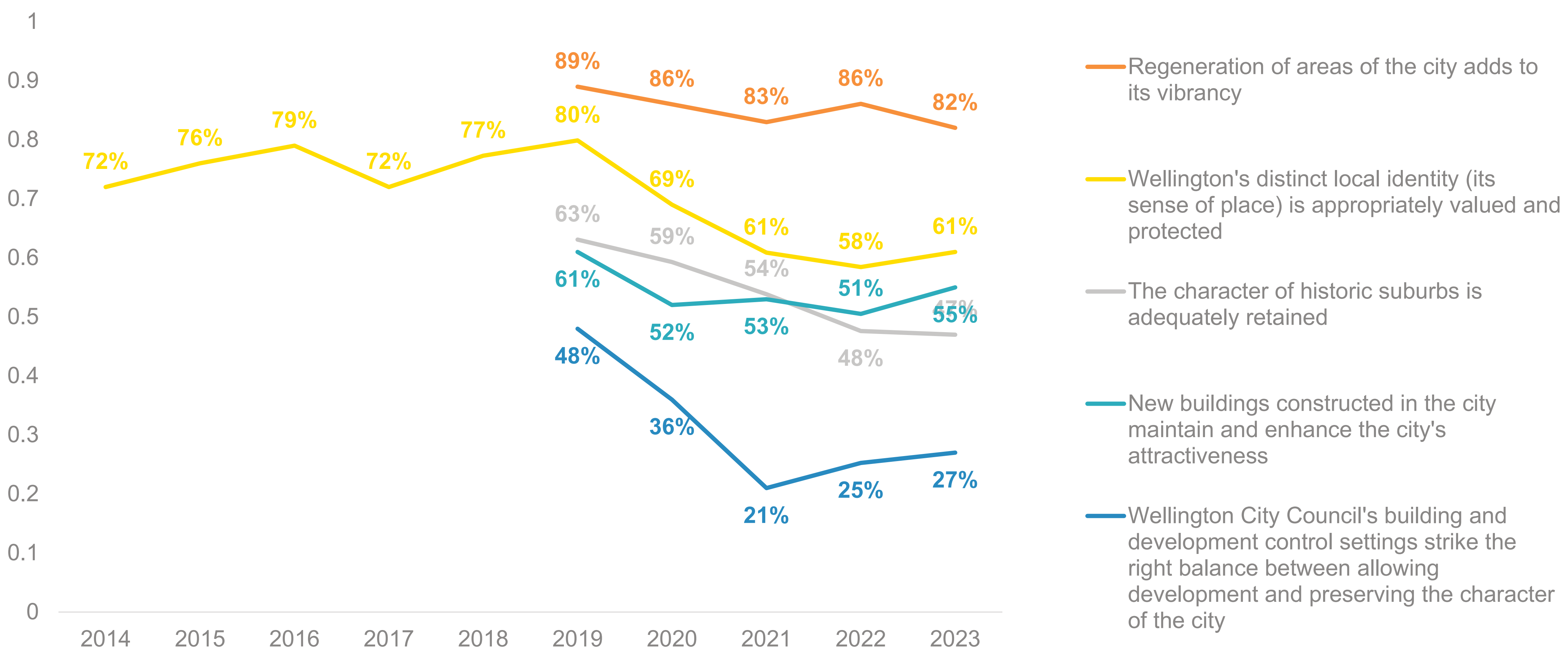
Please rate your level of agreement with the following statements



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

Urban development activities – tracking

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



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

Heritage in Wellington

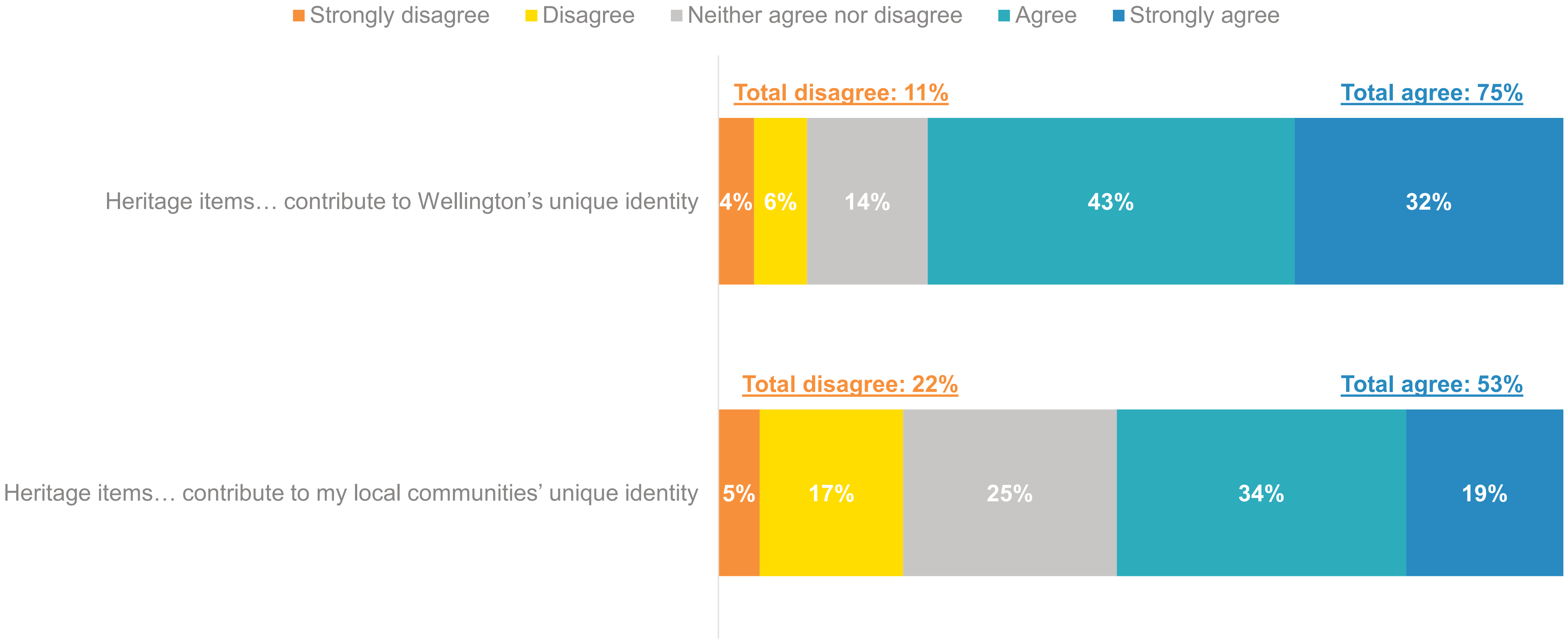
- Respondents were asked how much they agreed or disagreed with statements about how heritage items contribute to Wellington's unique character.
- Three-quarters (75%) agree that *"Heritage items contribute to Wellington's unique identity"* (75% agreed only 11% disagreed), while more than half agreed that *"Heritage items contribute to my local communities' unique identity"* (53% agreed, 22% disagreed).
- While the majority do still agree with both of these statements we have seen a steady decline in the level of agreement since 2019 with 17%-23% less agreement in 2023 compared to 2019.
- We also asked respondents how they viewed the level of value and protection given to heritage items in Wellington and in their local communities, opinion was split similarly on both counts. The largest proportion of respondents believed that heritage items were given the right amount of value and protection (40% for Wellington items and 38% for local community items).

Demographic differences

- Females were more likely than males to say that heritage items contribute to Wellington's and their local community's unique identity (82% vs 68% and 62% vs 44%, respectively).
- Respondents from the Norther Ward were less likely to say that heritage items contribute to their local communities unique identity (42%).

Contribution of heritage items in Wellington

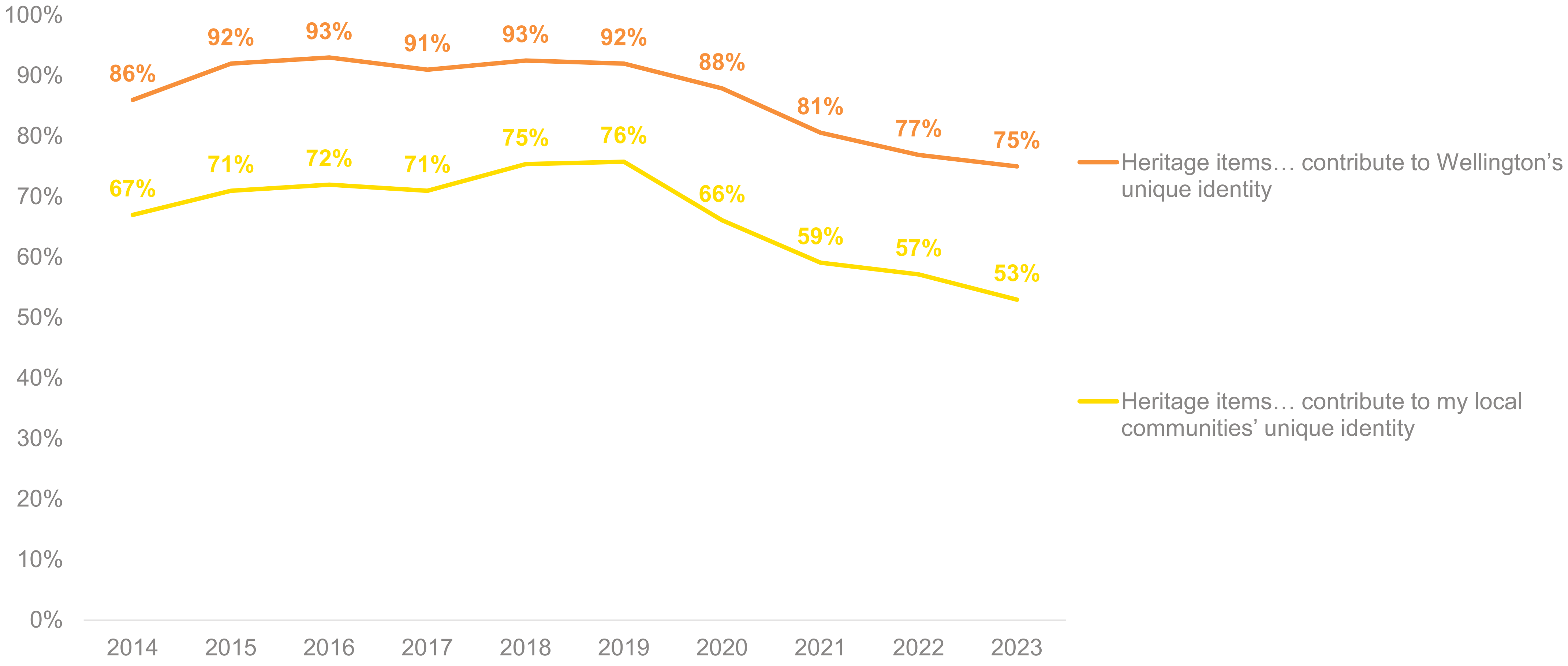
Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy. Please rate your level of agreement with the following statements:



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

Heritage items in Wellington – tracking

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



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

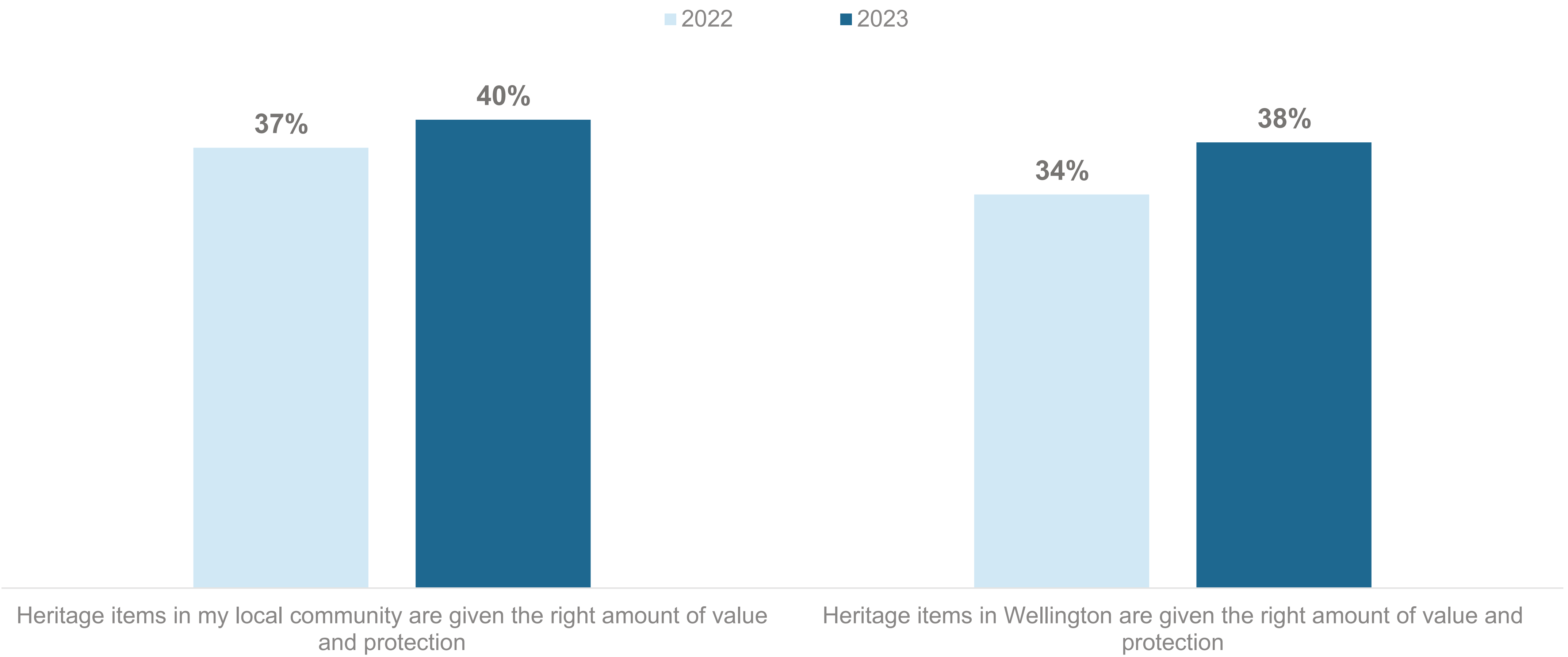
Protection of heritage items in Wellington

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

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

Protection of heritage items in Wellington – tracking

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



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

Civil Preparedness

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

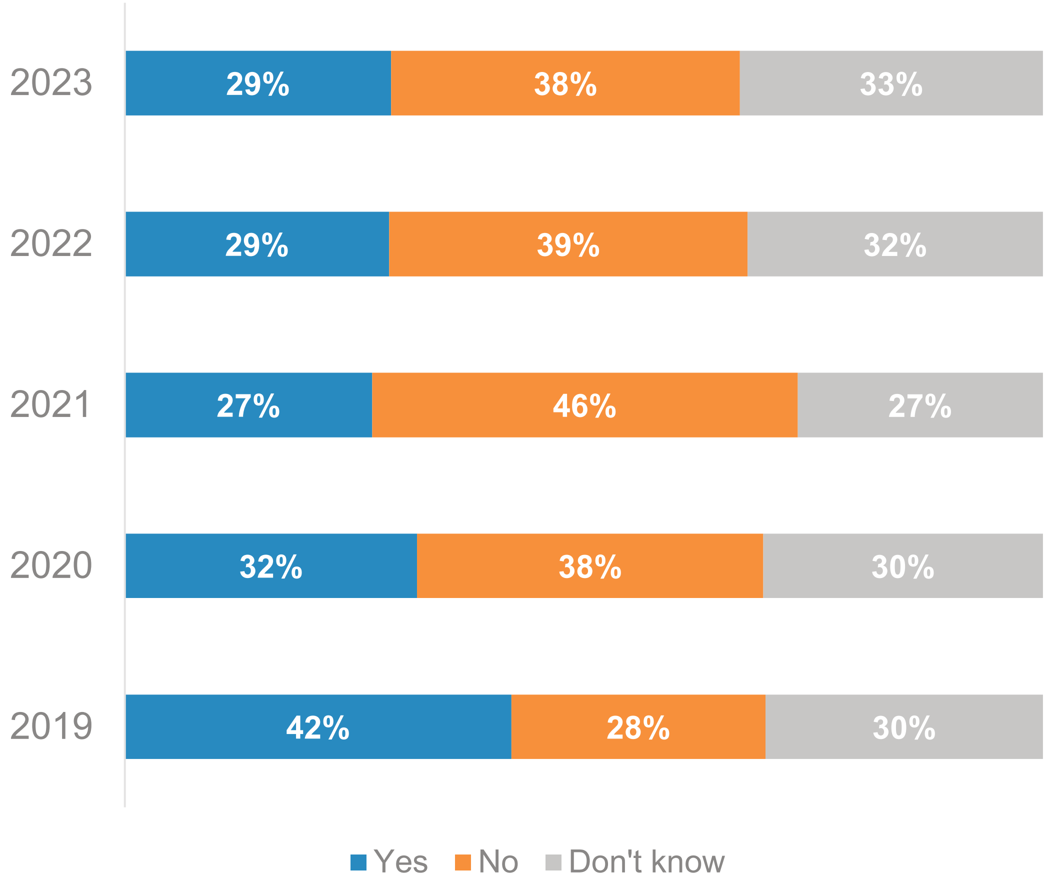
Wellington City Council progress on building resilience issues

- Almost a third (29%) believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city, while over a third (38%) did not think that was the case.
- Belief that we are making adequate progress on these issue is still significantly lower than it was back 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?



Base: all respondents

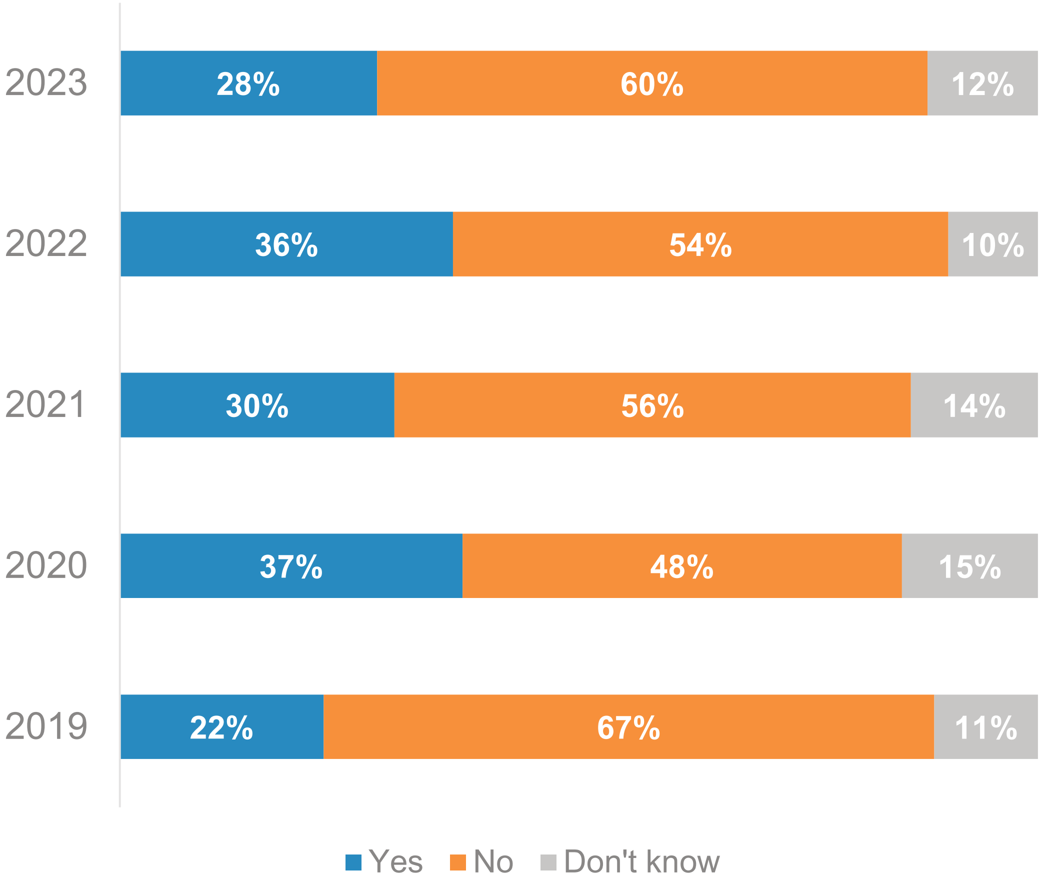
Resilience information received

- Over a quarter (28%) recalled receiving some Wellington-specific resilience information in the past 12 months.
- This measure continues to show a lot of variability but that could well be inline with the amount of information on this topic that has been distributed in the year prior to each survey being run.

Demographic differences

- There were no demographic differences for this question.

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



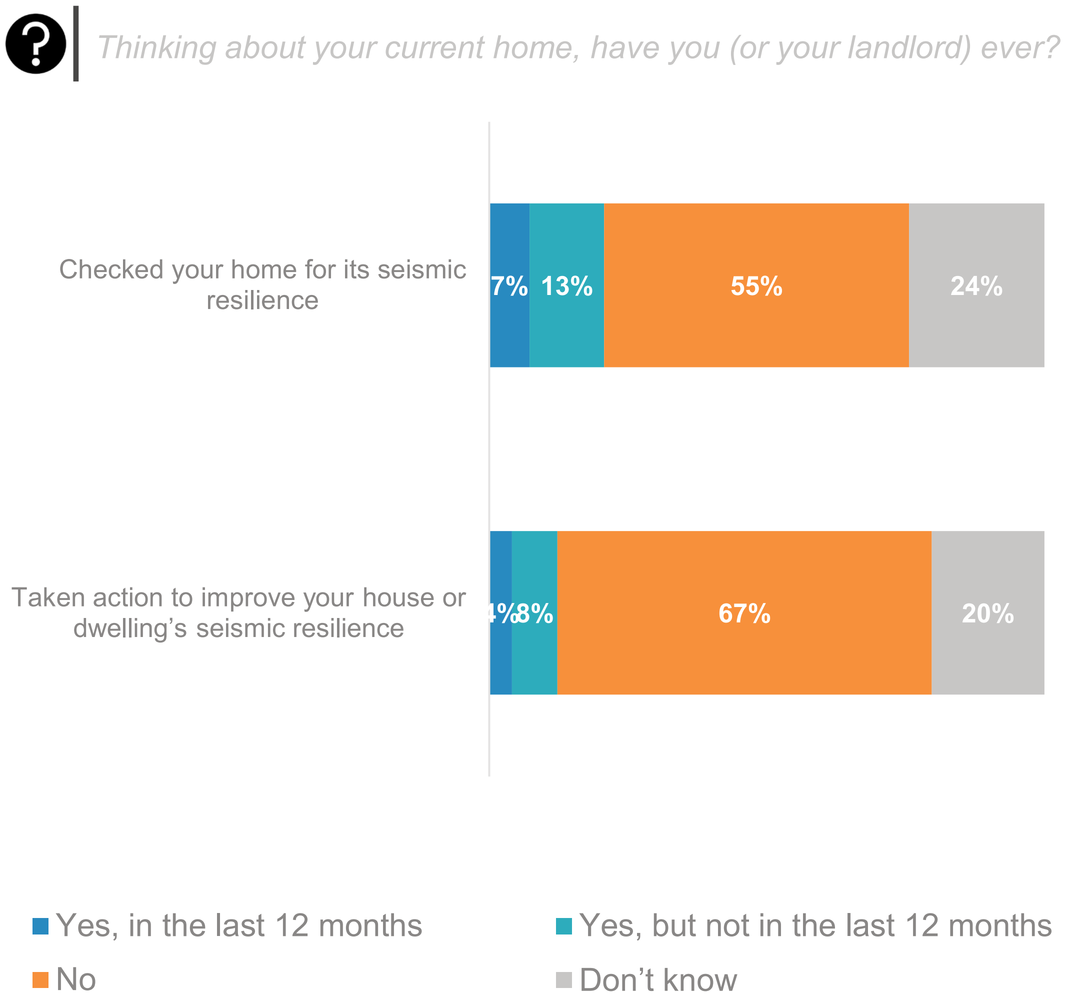
Base: all respondents

Checking and taking action on seismic resilience

- Around a fifth of respondents (20%) said they or their landlord had checked their home for seismic resilience (7% in the last year, 13% earlier).
- Less than one in five (12%) had taken action to improve their home's seismic resilience (4% in the past year and 8% earlier).
- Results are a little lower than recorded previously.

Demographic differences

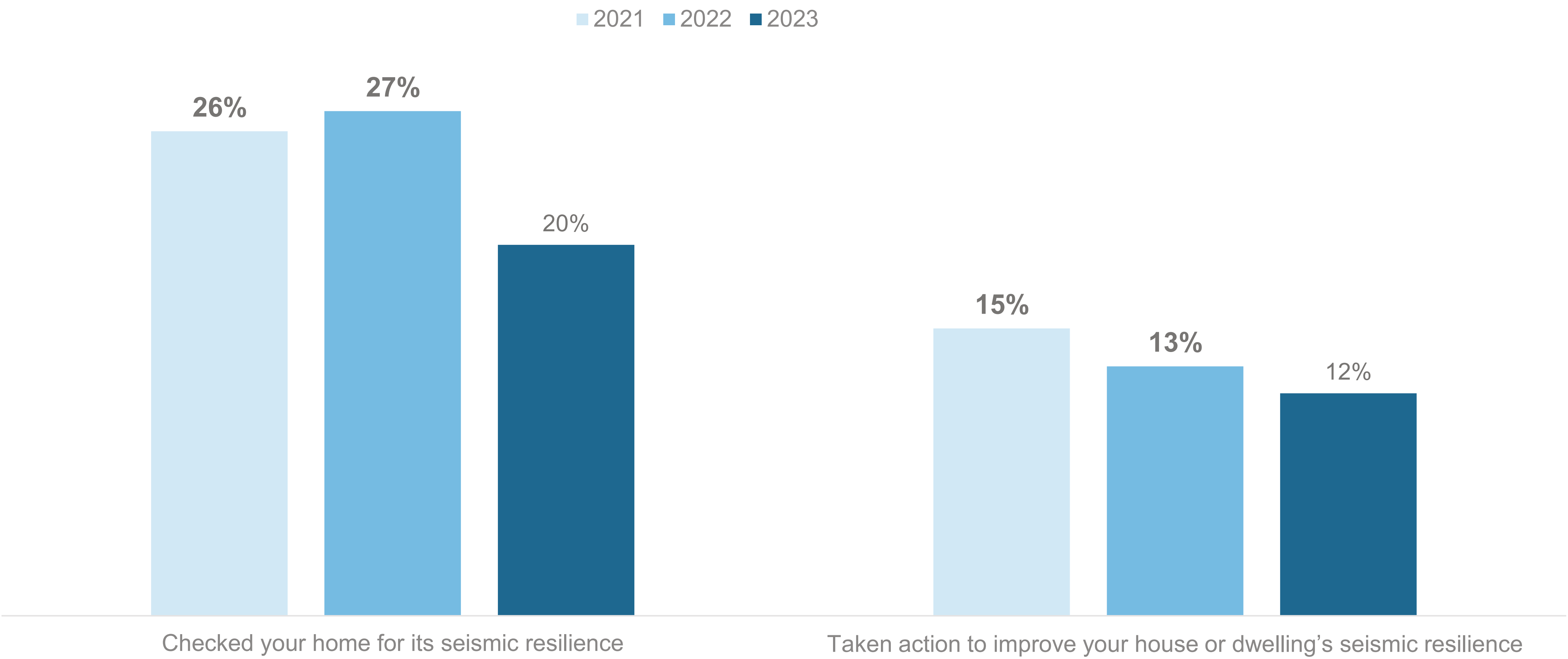
- Respondents 60+ were more likely to have checked their home/taken action for seismic resilience.



Base: all respondents (excluding 'not applicable')

Checking and taking action on seismic resilience – tracking

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



Base: all respondents (excluding 'not applicable')

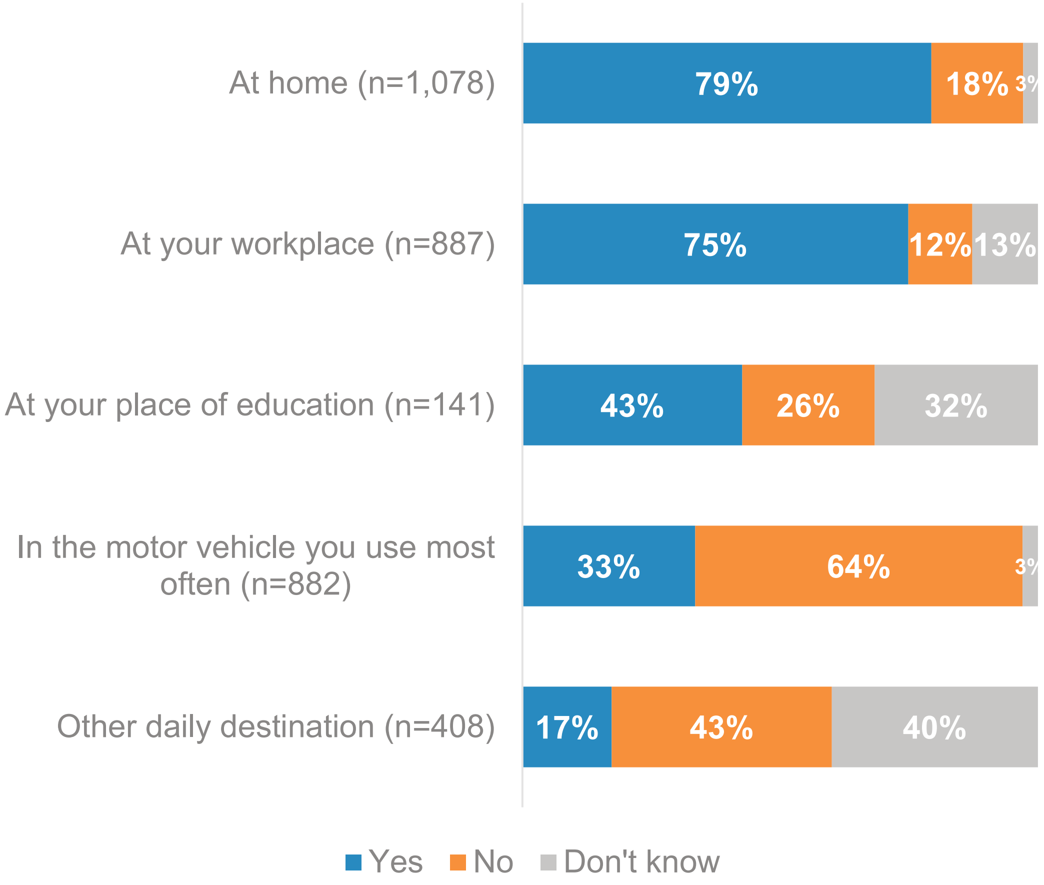
Emergency item access

- Three-quarters of respondents said they had access to emergency items in their home or their workplace (where applicable).
- Less than half (43%) of those who had a place of education said they had access to emergency items there.
- About a third (33%) had access to emergency items in the motor vehicle they used more often.
- Results from this question have remained relatively steady compared to previous surveys.

Demographic differences

- Older respondents were more likely to say they have emergency item access in their home (65% of under 30s, 82% of 30-59s and 93% of 60+).
- Respondents aged 60+ were more likely to say they have access to emergency items in their motor vehicle (50%).
- Respondents from the Lambton Ward were less likely to say they have emergency item access in their home (64%) while those from the Onslow-Western Ward were more likely (92%).

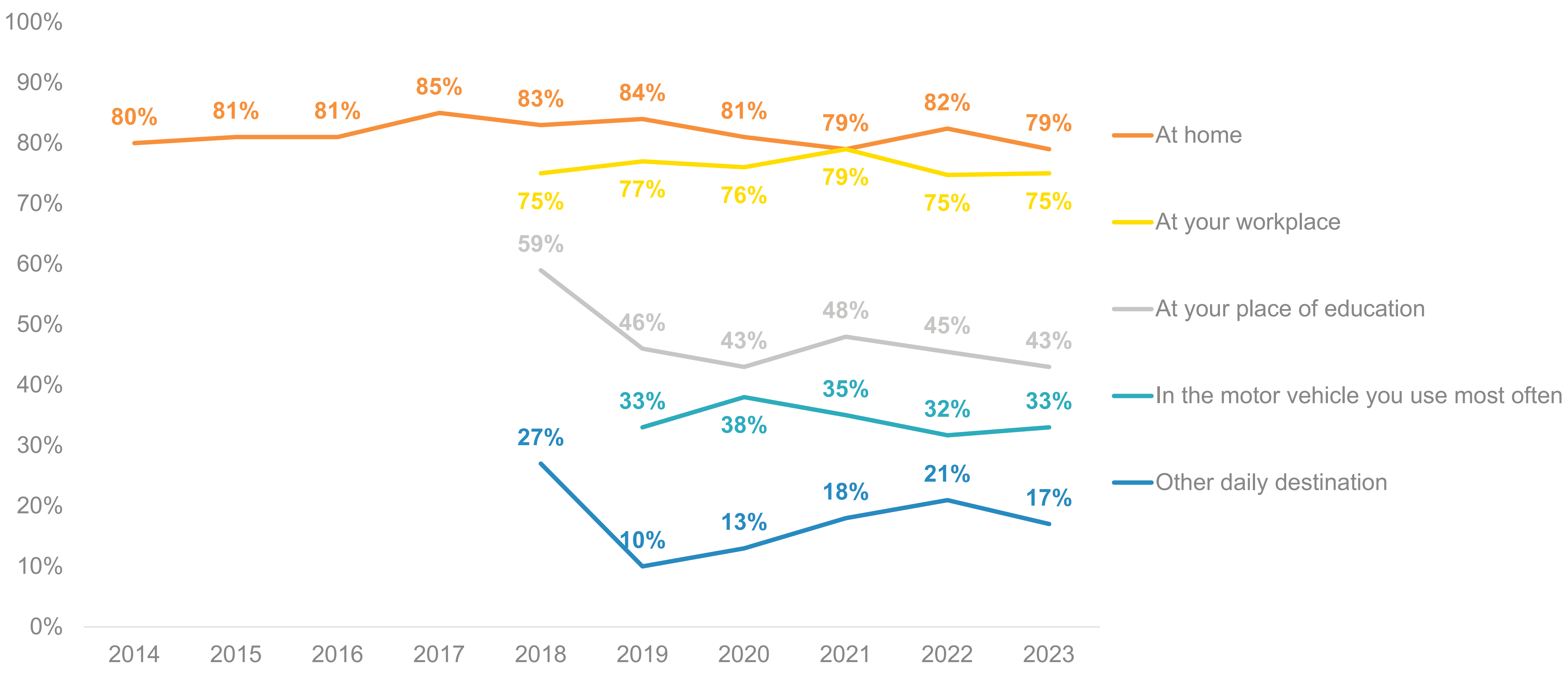
Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.



Base: all respondents (excluding 'not applicable')

Emergency item access – tracking

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



Base: all respondents (excluding 'not applicable')

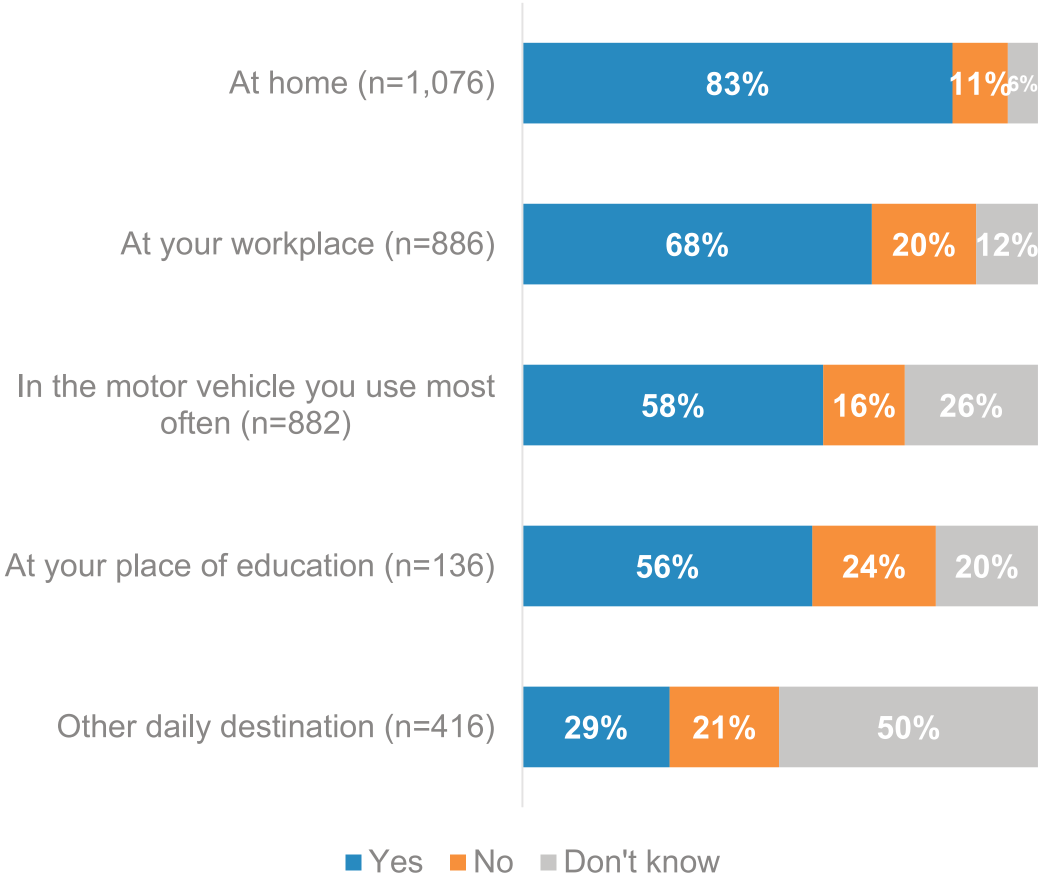
Safety in an earthquake

- The large majority of respondents (83%) said they would feel physically safe at home in the event of a moderate earthquake.
- Between a half and two-thirds (56-68%) said they would feel safe at their workplace, motor vehicle and place of education (where applicable) in a moderate earthquake.
- Results for this question have remained steady over the last few surveys.
    - Note: The results recorded for safety at place of education are lower than 2022, but given the much smaller sample size for this location (n=136) a higher level of variation in results is expected.

Demographic differences

- Older respondents were more likely to feel safe in their home in the event of a moderate earthquake (74% of under 30s, 84% of 30-59s and 94% of 60+).
- Homeowners were more likely to feel safe in their home in the event of a moderate earthquake compared to renters (90% vs 68%).
- Respondents from the Onslow-Western Ward were more likely to feel safe in their home in the event of a moderate earthquake (90%).
- Respondents from the Lambton Ward were less likely to feel safe in their home in the event of a moderate earthquake (76%).
- Males were more likely than females to feel safe in every location except at the place of education in the event of a moderate earthquake.

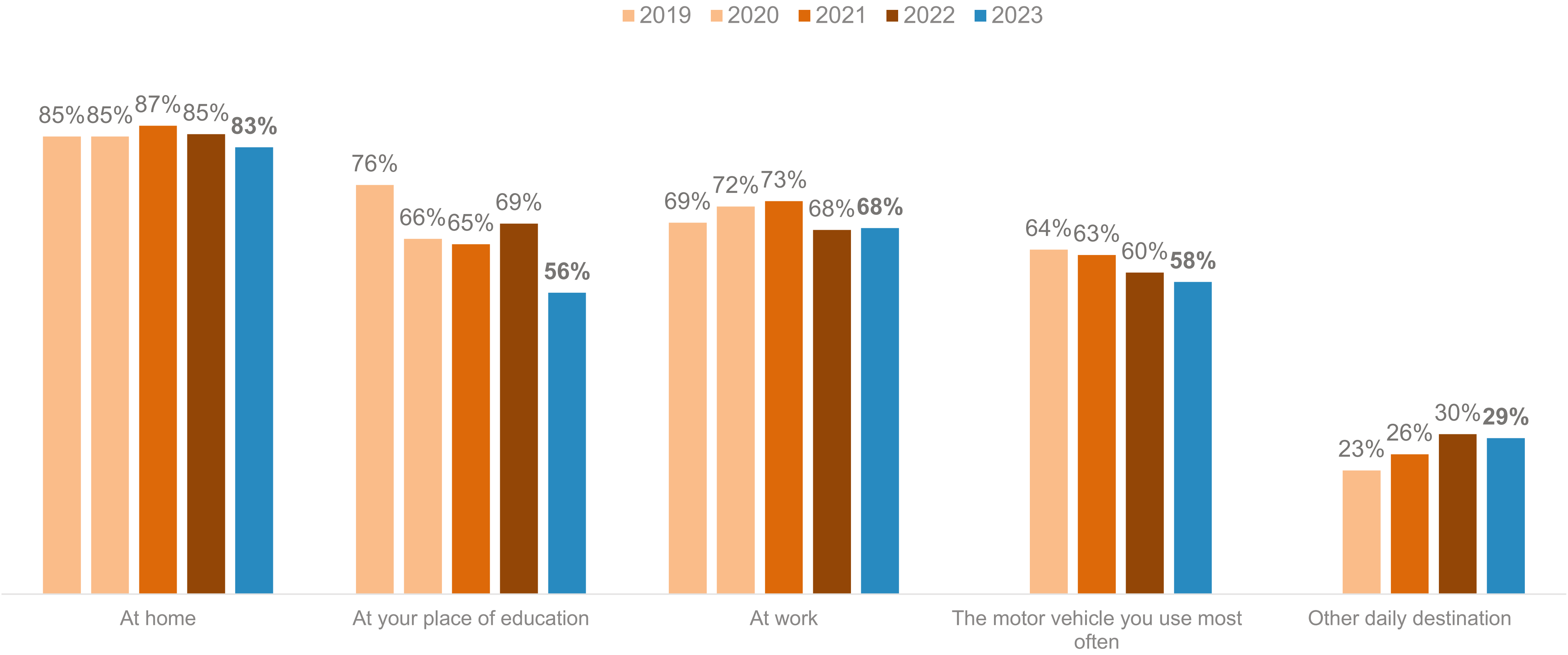
Would you feel physically safe in the event of a moderate earthquake in the following locations



Base: all respondents (excluding 'not applicable')

Safety in an earthquake – tracking

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



Base: all respondents (excluding 'not applicable')

Transport

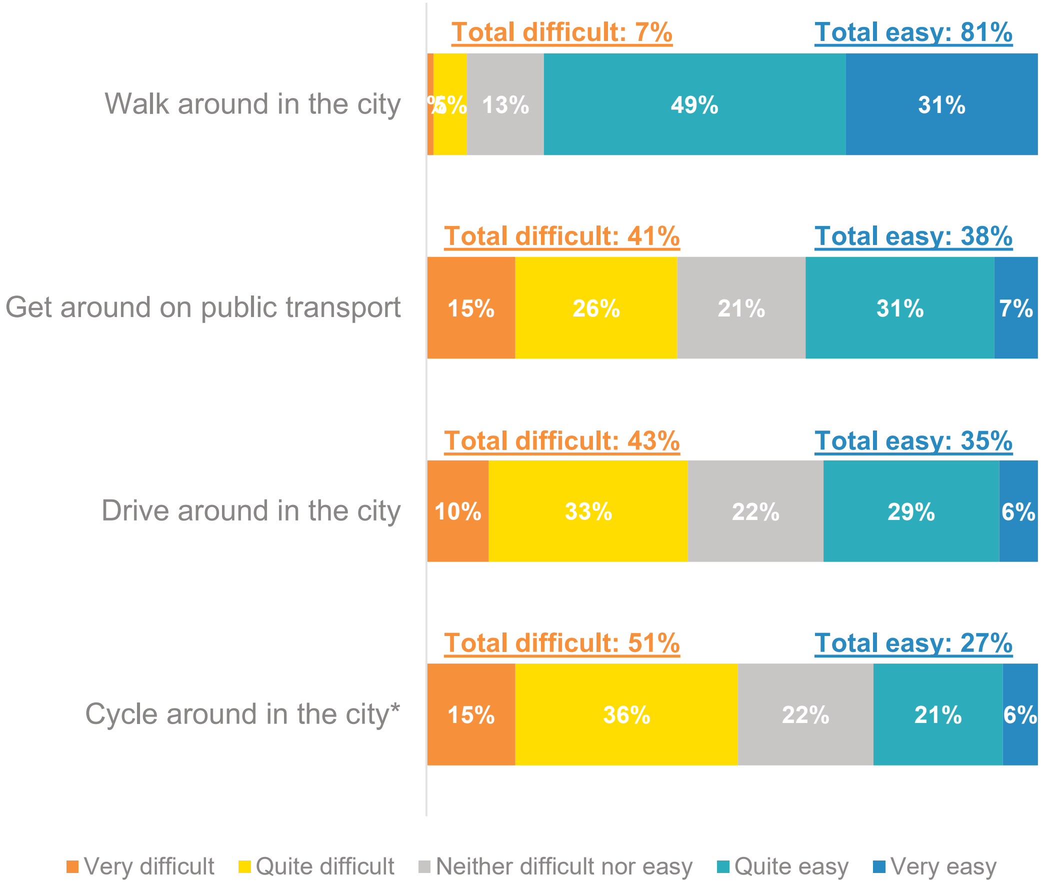
Getting around the city

- Walking around the city was viewed as considerably easier than the other forms of transport asked about with 81% of respondents stating that walking around the city was easy.
- Around a third (38%) found public transport easy to get around the city on.
- About a third (35%) found driving around the city easy while about a quarter (27%) said cycling around the city was easy.
- Views on the ease of cycling around the city have increased 10% compared to 2022, this was after a steady downward trend in the measure since 2017.
- While the vast majority still believe walking around the city was easy, this rating has fallen from a high in 2019 where 93% said it was easy to walk around the city.
- Views on the ease of driving around the city remained steady compared to 2022 with an overall flat trend back to 2019. However, this measure has declined from a high of 51% back when tracking began in 2014.
- Views on the ease of getting around on public transport have fallen significantly compared to 2022 (down from 53% to 38%). Perceptions are now similar to the levels recorded in 2019 which was around the time of the major public transport overhaul.

Demographic differences

- Respondents 60+ were more likely to say that getting around the city on public transport was easy (55%)

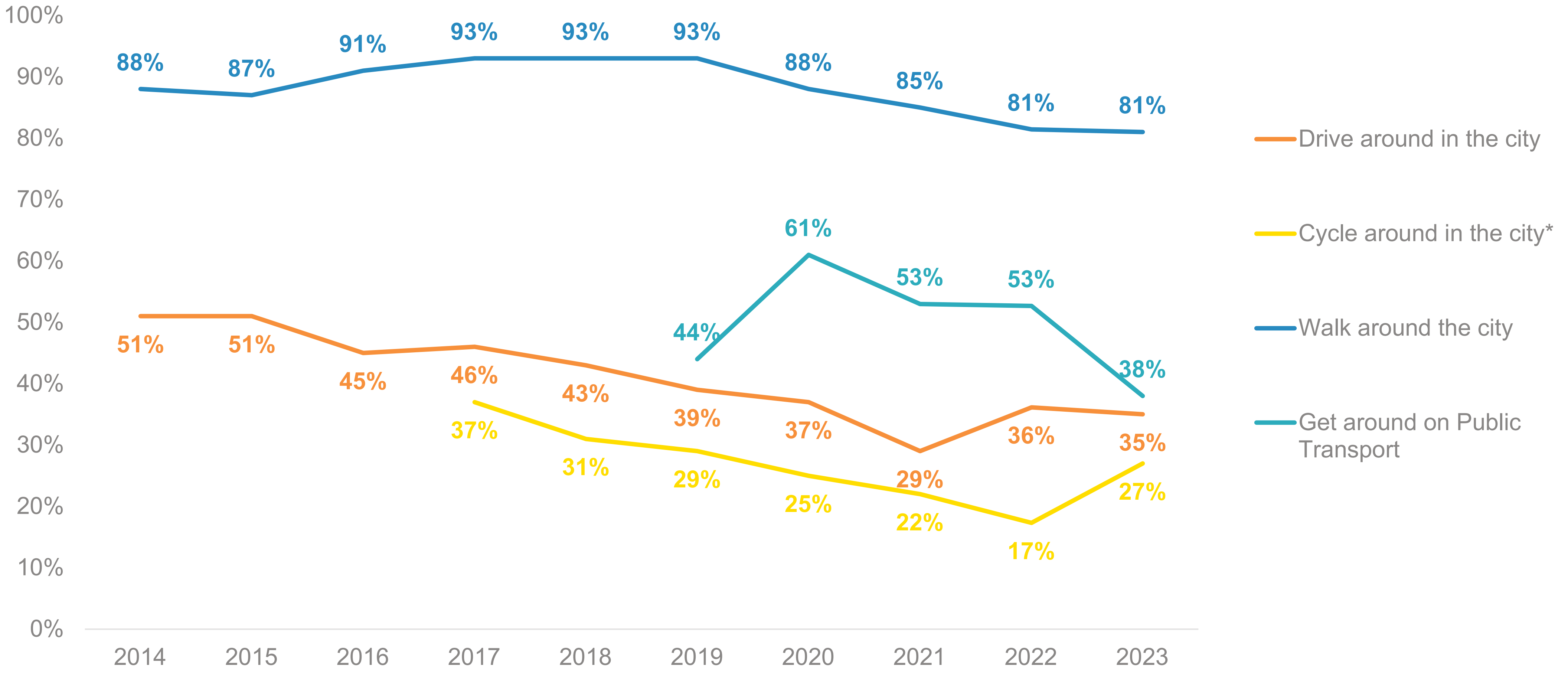
Thinking about the city's transport system and moving around the city. How easy is it to...?



*Base: all respondents (excluding 'don't know'); *high proportion of 'don't know' responses (42%)*

Getting around the city – tracking

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



Base: all respondents (excluding 'don't know'); *high proportion of 'don't know' responses (44% in 2022)

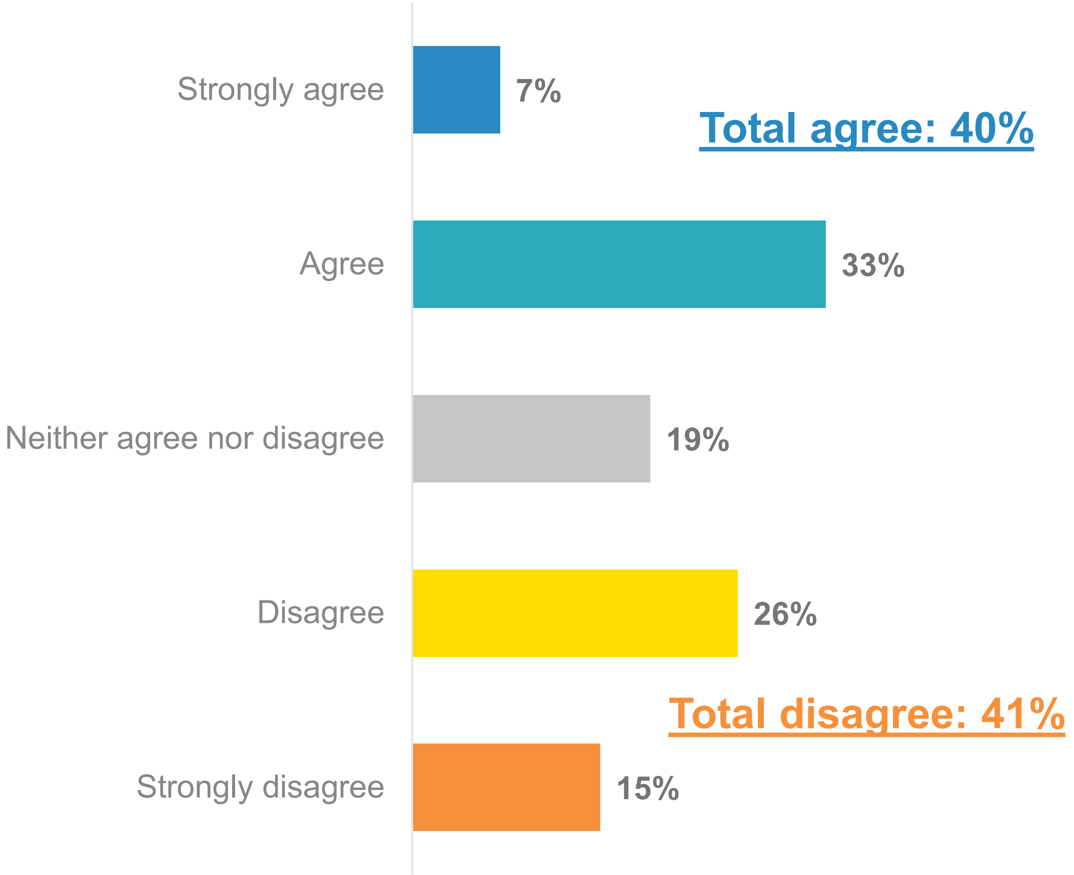
Transport system allows easy access to the city

- There was more or less equal agreement and disagreement that the city's transport system allows easy access from suburbs to the city with 40% agreeing and 41% disagreeing.
- Agreement with this statement has fallen since last year (down from 50%) and as noted with the ease of public transport measure is at a similar level to 2019 when there was the significant public transport overhaul in the Wellington.

Demographic differences

- There were no demographic differences for this question.

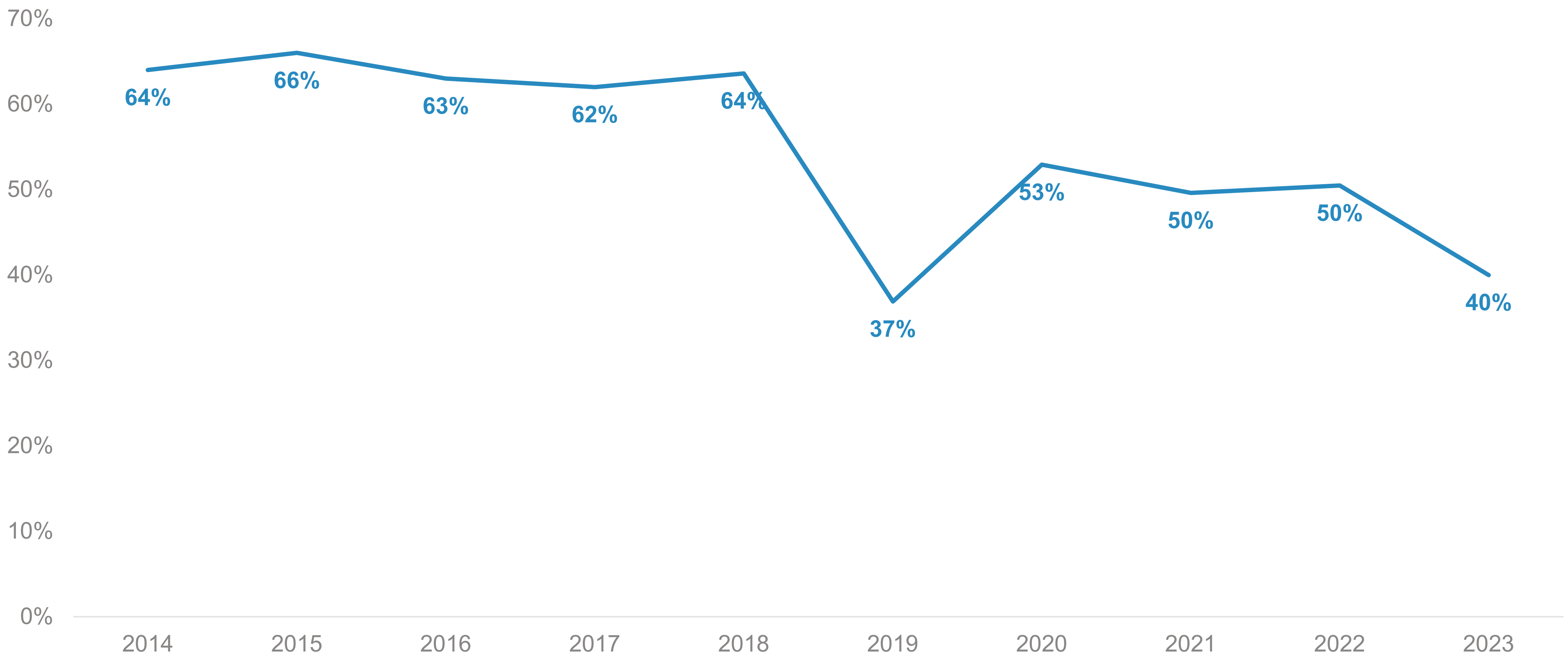
To what extent do you agree or disagree that the city's transport system allows easy access from the suburbs to the city?



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

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')

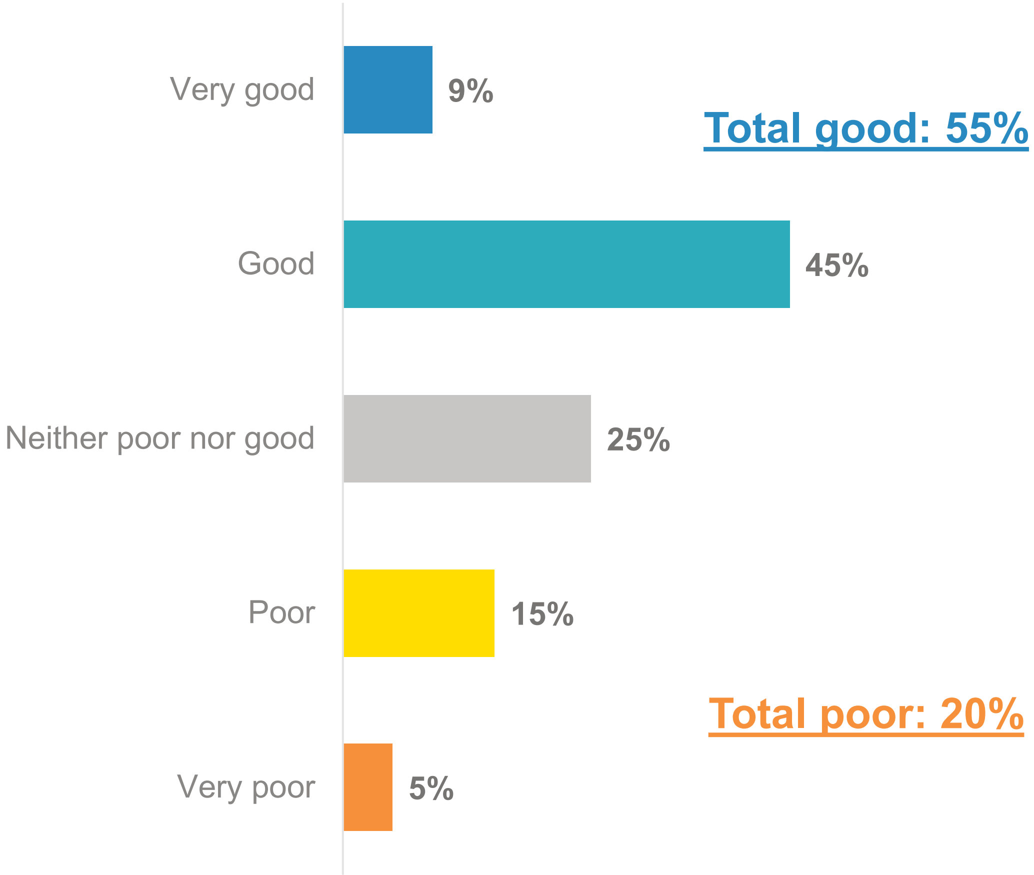
Road condition ratings

- Just over half (55%) of respondents rated the condition of their roads as good or very good, while only 20% rated them as poor or very poor.
- ‘Good’ ratings have been trending down marginally since 2018 where 73% rated the condition of the roads as good or very good.

Demographic differences

- There were no demographic differences for this question.

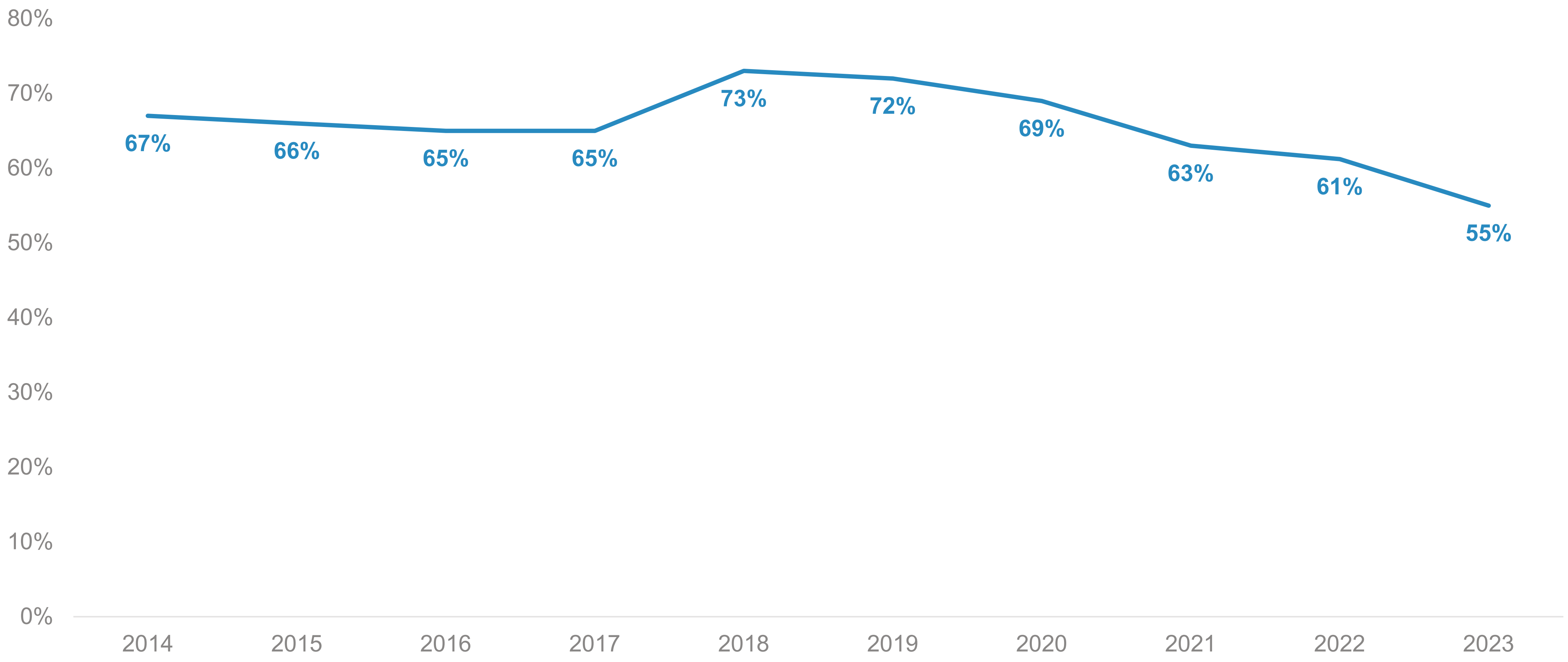
How would you rate the condition of the roads in your neighbourhood?



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

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')

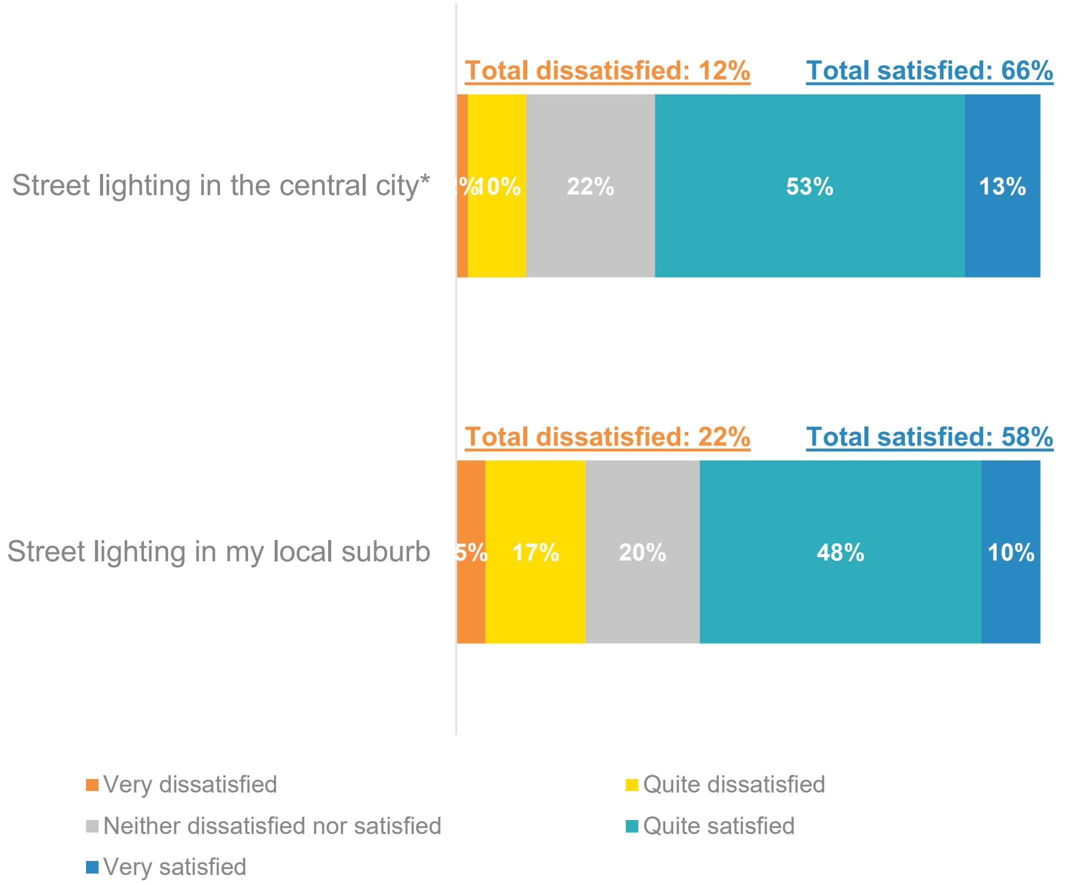
Street lighting satisfaction

- There was more satisfaction than dissatisfaction with both street lighting in the central city and in local suburbs. However, satisfaction levels were higher with street lighting in the central city (66% satisfied).
- Satisfaction with lighting in the central city has remained stable despite falling for the previous four consecutive surveys – back in 2018 84% were satisfied with lighting in the central city.
- Satisfaction with lighting in respondents' local suburbs remains unchanged compared to last year and the trend is flat going back to 2017. However there was a steady increase in satisfaction between 2014 and 2018.

Demographic differences

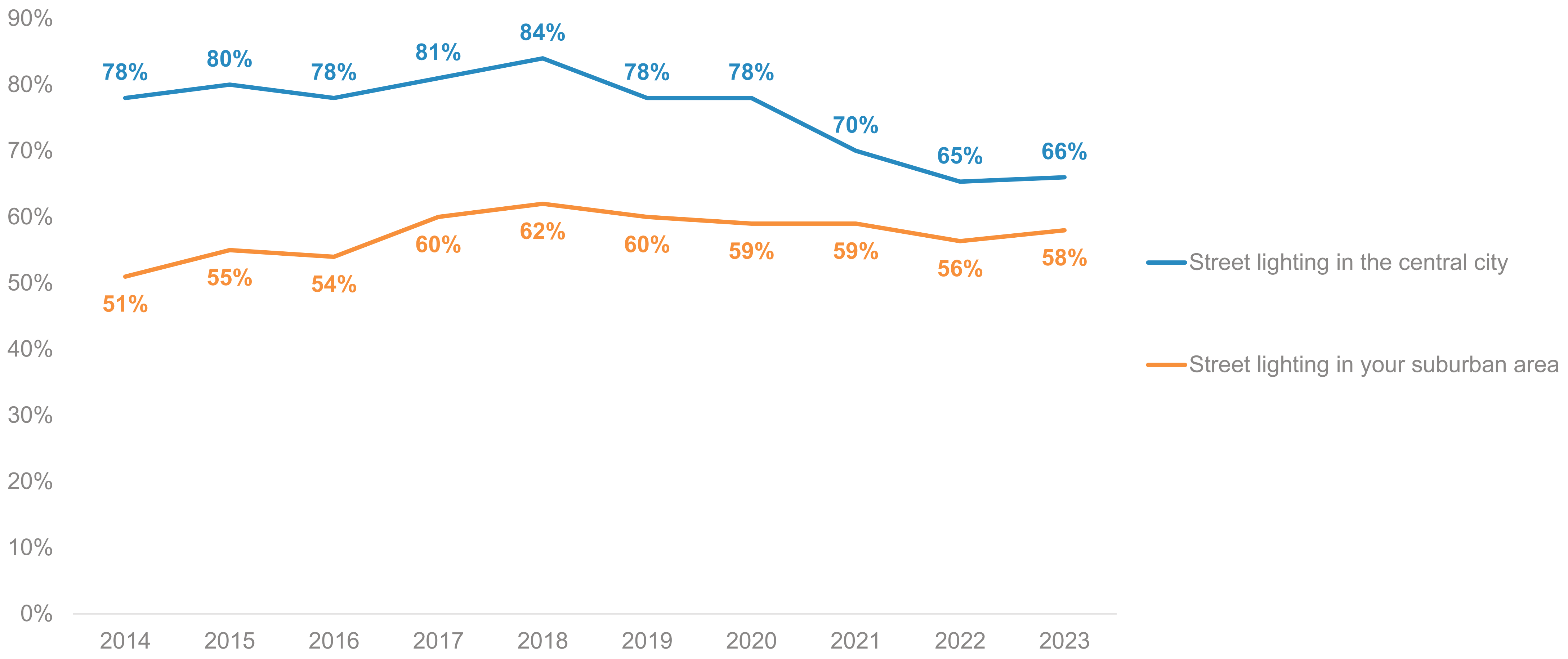
- Respondents from Lambton Ward were more likely to be satisfied with street lighting in their local suburb (70%).

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')

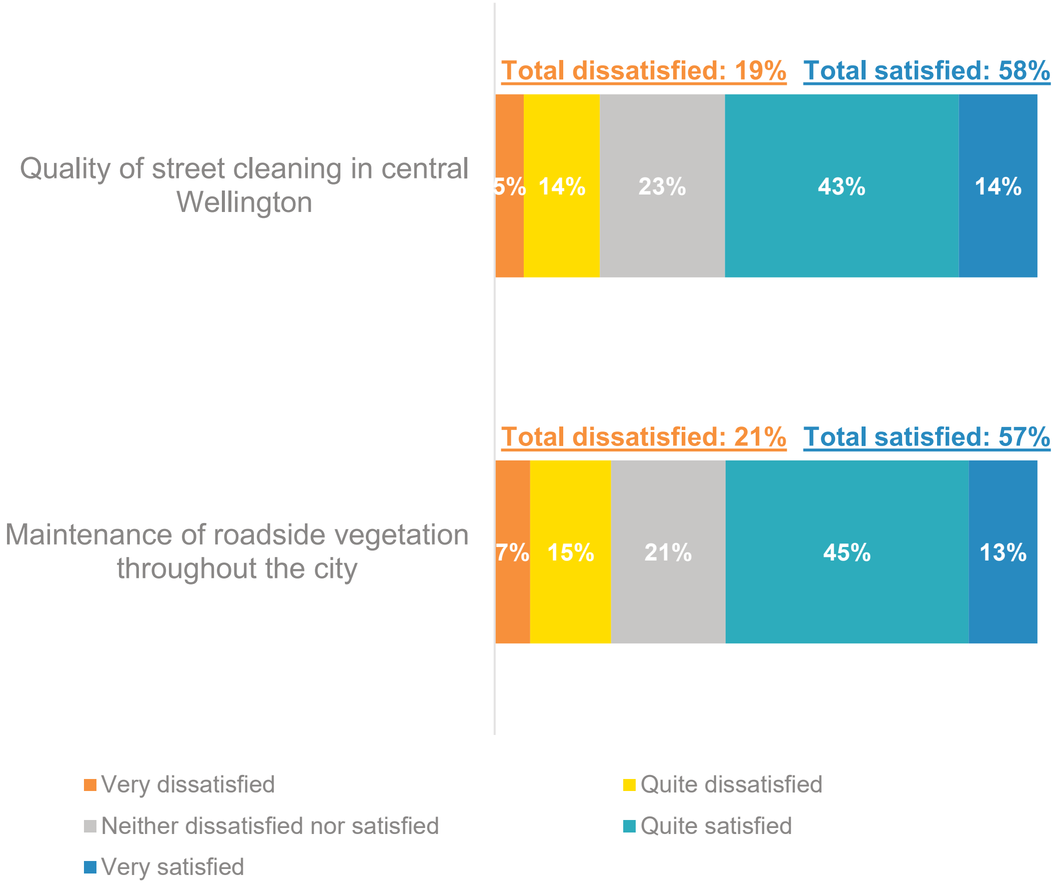
Street cleaning satisfaction

- There was more satisfaction than dissatisfaction with both the quality of street cleaning in central Wellington and the maintenance of roadside vegetation throughout the city.
- Satisfaction on both counts have remained steady compared to 2022.

Demographic differences

- Respondents from the Lambton Ward were more likely to be satisfied with the maintenance of roadside vegetation throughout the city (67%).
- Respondents aged 60+ were less likely to be satisfied with the maintenance of roadside vegetation throughout the city (42%).

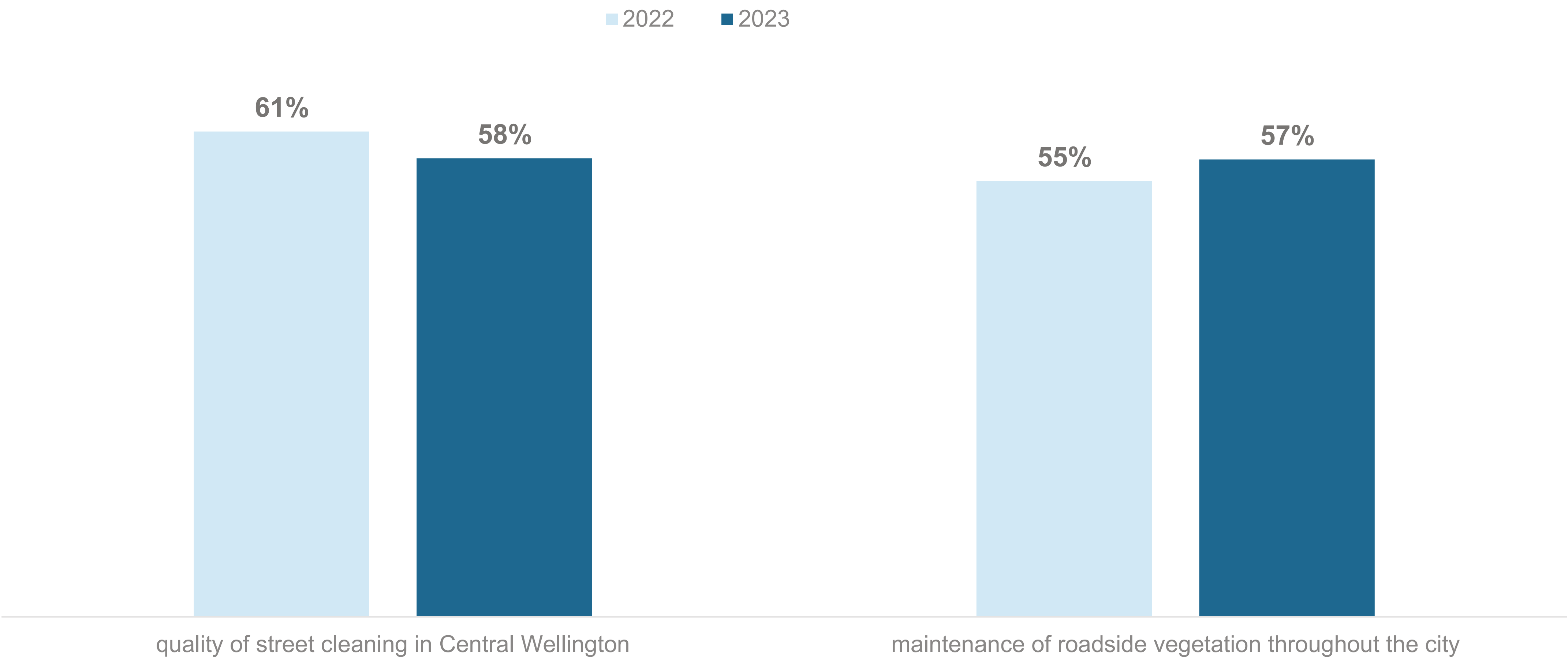
Please rate your level of satisfaction with the following...



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

Street cleaning satisfaction

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



Base: all respondents (excluding 'not applicable')

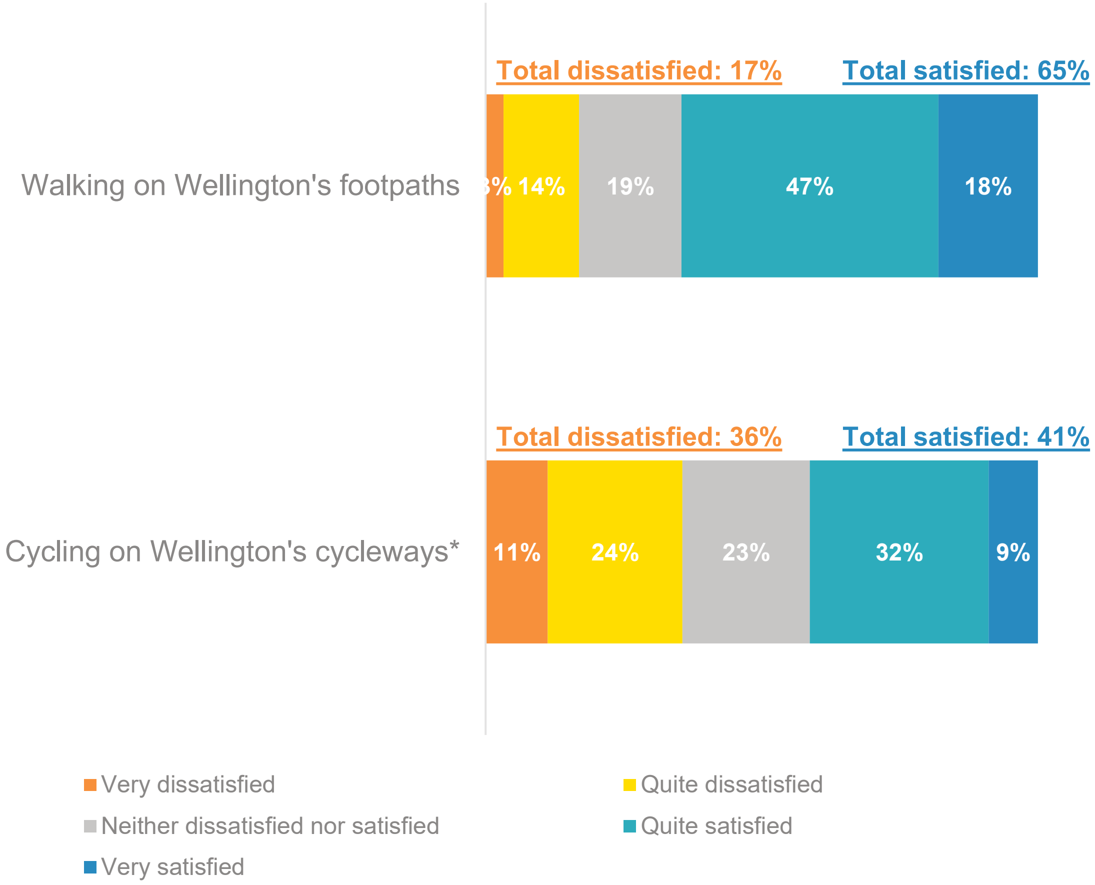
Footpath and cycleway satisfaction

- About two-thirds of respondents (65%) were satisfied with walking on Wellington's footpaths.
- There was more satisfaction than dissatisfaction amongst respondents for cycling on Wellington's cycleways (36% dissatisfied, 41% 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 remained steady compared to 2022, however there does appear to be a downward trend in satisfaction going back to 2019 – this would be consistent with an earlier result that shown a downward trend in the perceived ease of walking around the city.
- Satisfaction with cycling on Wellington's cycleways is a little higher than 2022, which would be consistent with the result seen in the perceived ease of cycling around the city.

Demographic differences

- There were no demographic differences for this question.

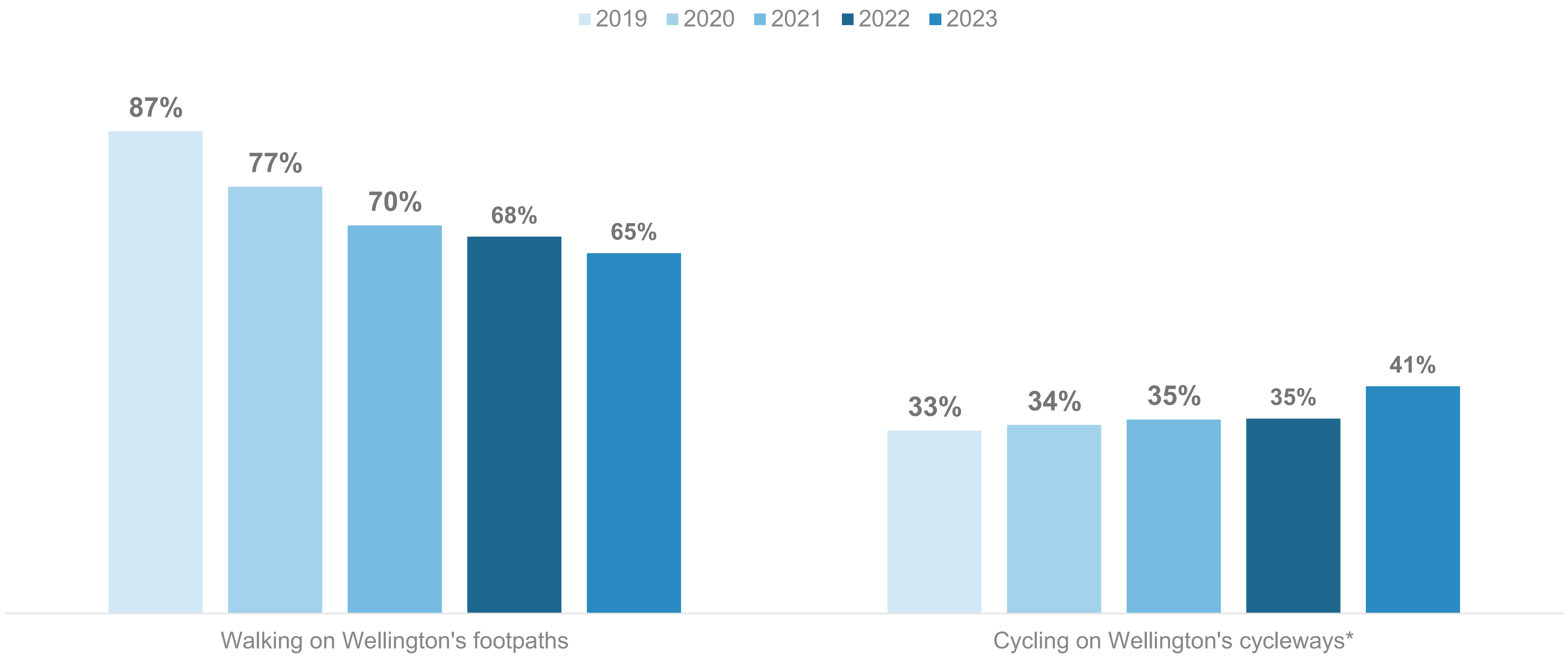
How satisfied are you



*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 (55% in 2023)*

Parking availability satisfaction

- There was similar levels of both satisfaction and dissatisfaction with the availability of parking during the week and the weekend.
- There was more dissatisfaction than satisfaction for both week (52% vs 26%) and weekend (48% vs 30%) parking availability.
- This year's results are largely consistent with the previous few surveys, however satisfaction appears to be lower now than in the middle of last decade (2015-2016).

Demographic differences

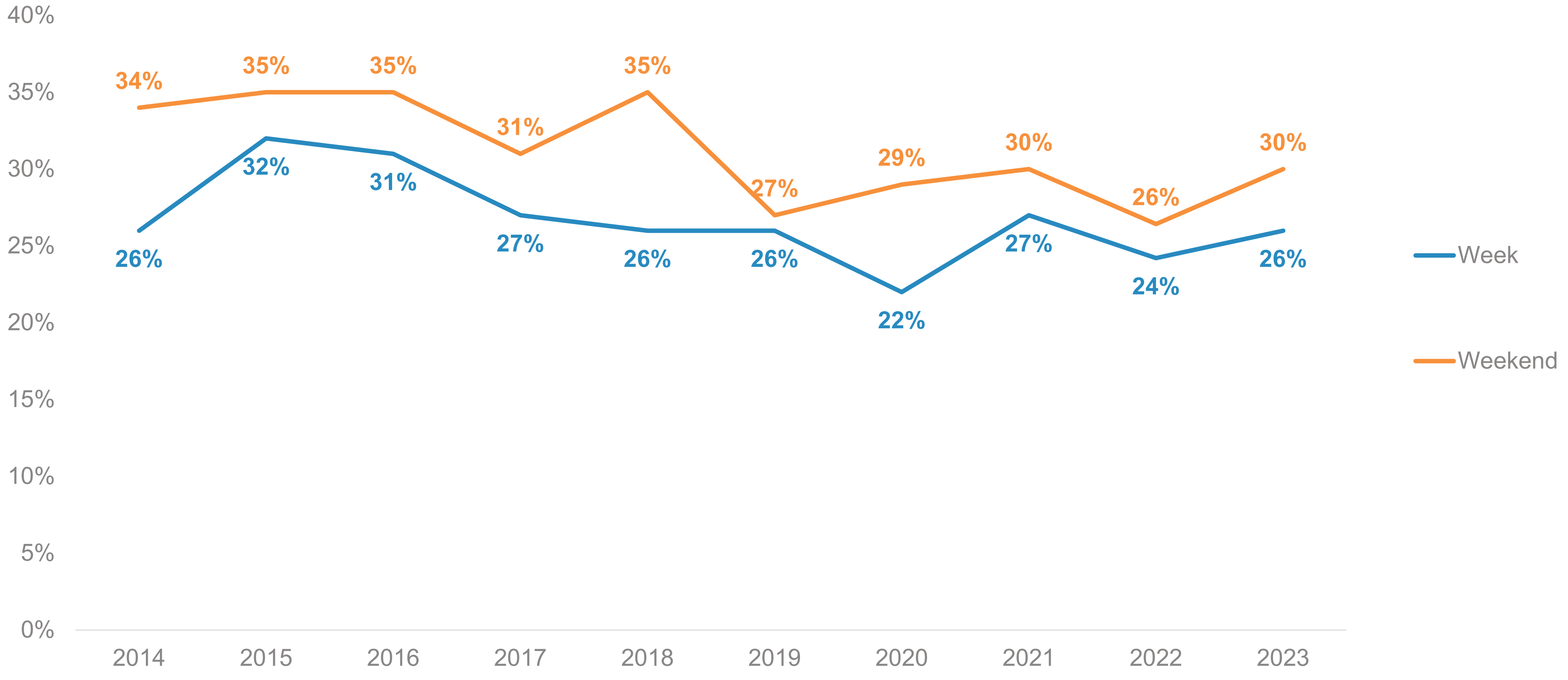
- There were no demographic differences for this question.

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%)*

Parking availability satisfaction – tracking

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



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

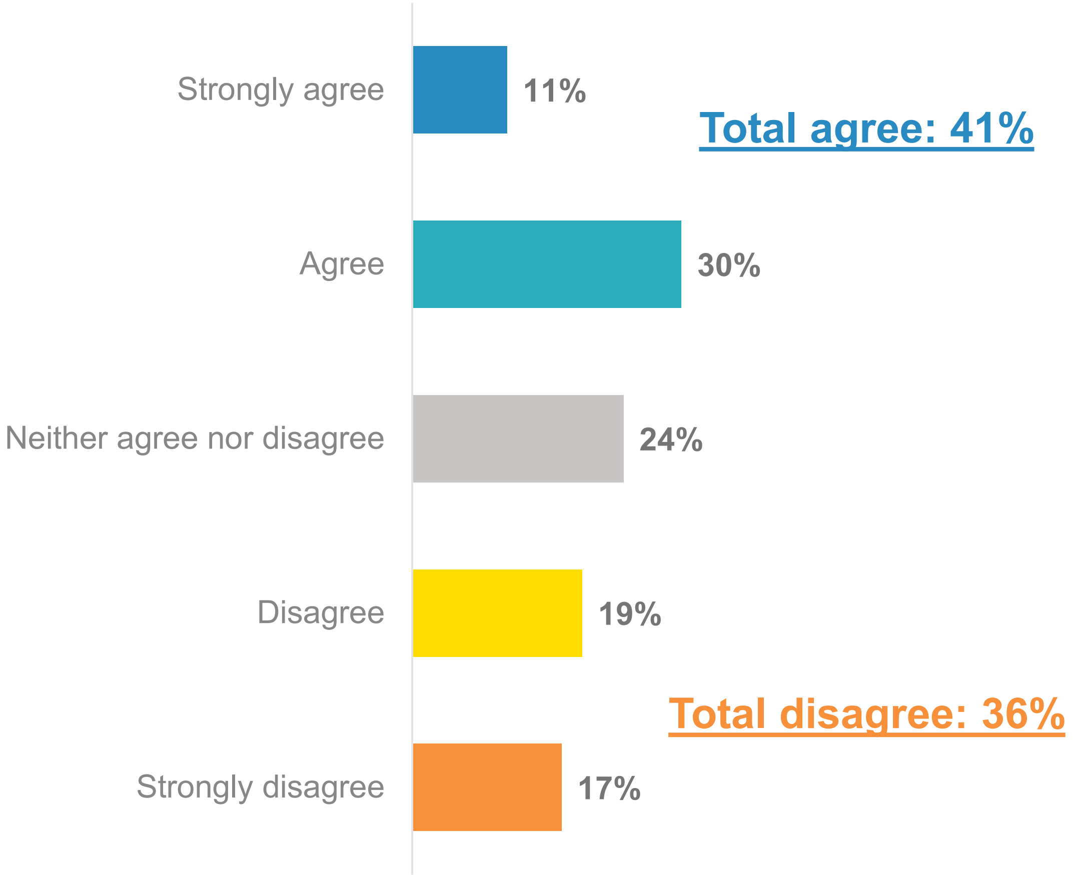
Parking enforcement fairness

- Opinions were split on how fair the city's parking enforcement was with 41% agreeing it was fair and 36% disagreeing
- Results have been consistent for the past five surveys, however between 2015 and 2018 around 50% agreed that parking enforcement was fair.

Demographic differences

- There were no demographic differences for this question.

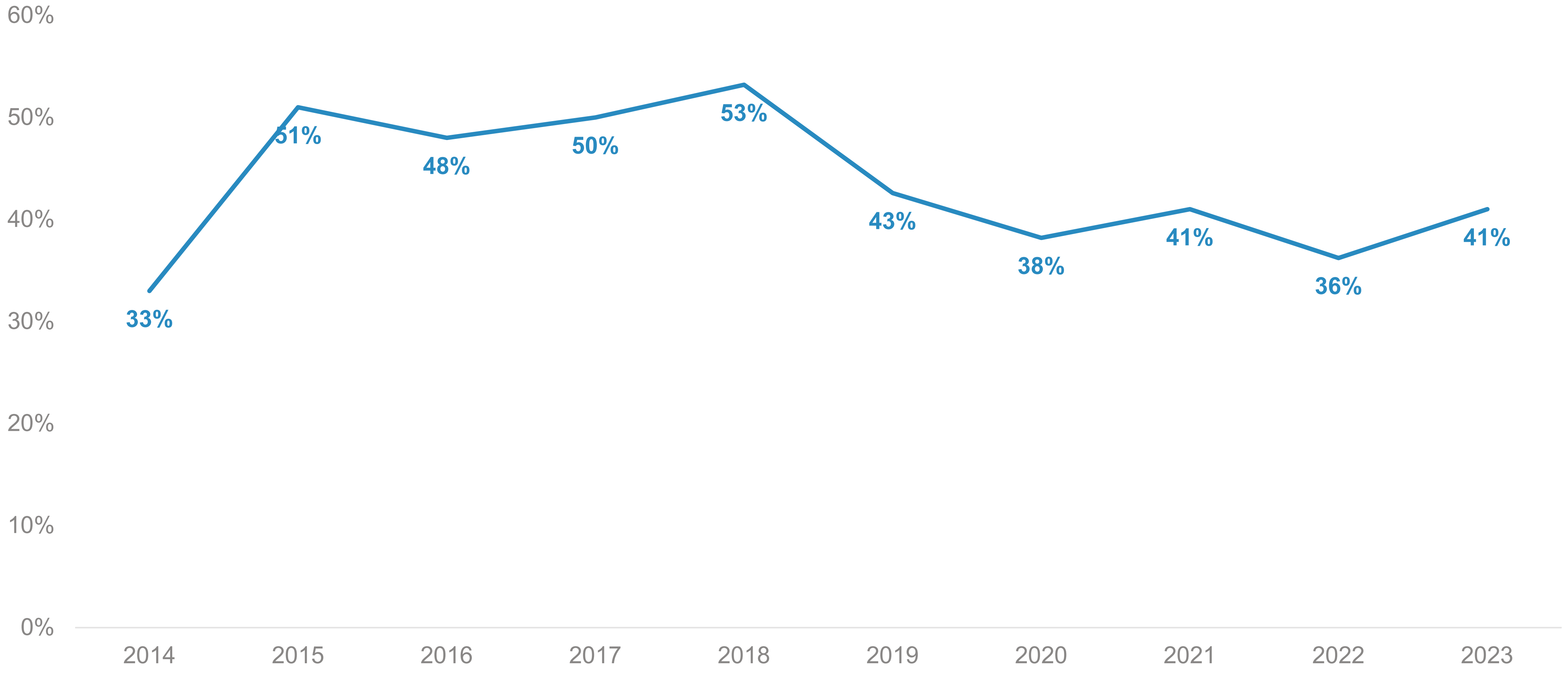
*Please rate your level of agreement with the following statement…The city's parking enforcement is fair.**



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

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')

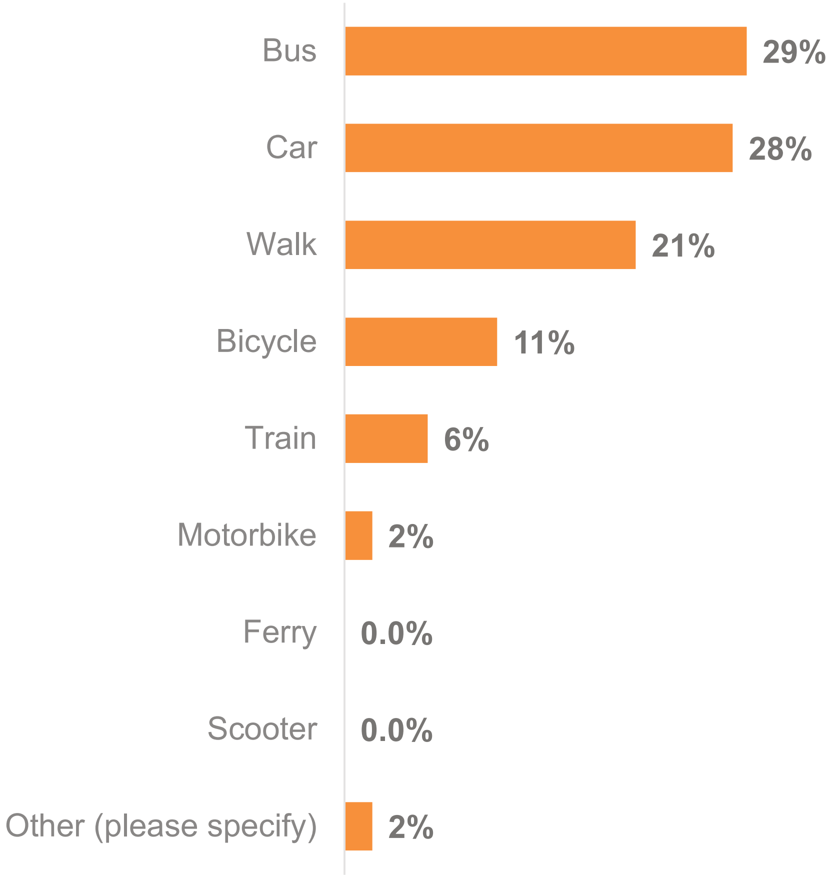
Main mode of transport for commuting

- Among respondents who travel into central Wellington on most weekdays similar proportions said their main mode of travelling was by bus, car or walking (29%, 28% and 21% respectively).
- Bicycle and trains were the main mode for around one in ten or less.
- There is a fair amount of variation in these results over time so it is difficult to determine any definitive trends.

Demographic differences

- Main method of travel varied significantly by ward as you would expect with Northern Ward respondents more likely to use the train, Southern ward respondents more likely to bike, Lambton Ward respondents more likely to walk, Eastern Ward respondents were more likely to bus and Onslow-Western Ward respondents were more likely to drive.
- Respondents under 30 and over were more likely to bus (41%) and less likely to drive (15%).
- Respondents with dependent children were more likely to drive (39%).

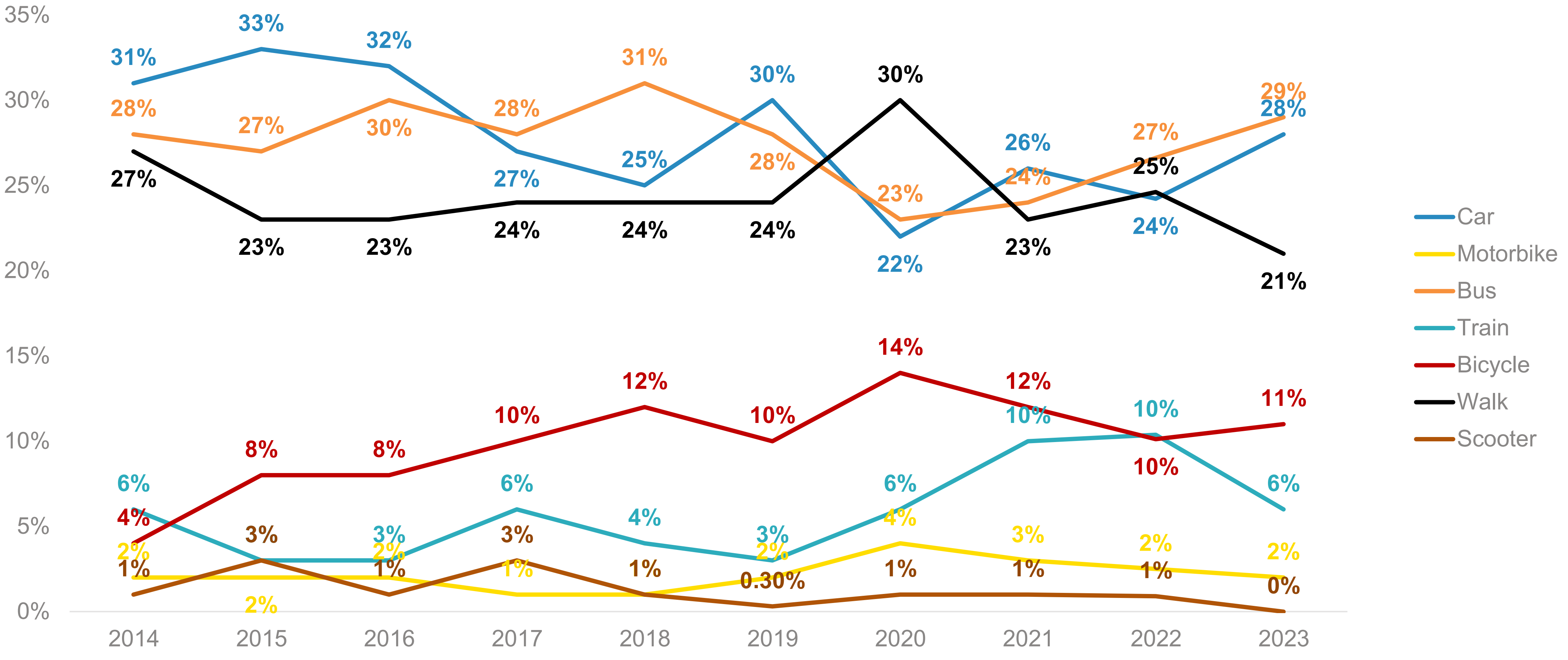
What is your main method of travelling to Wellington on these occasions?



Base: Respondents who travel into central Wellington most weekdays (n=564)

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=564)

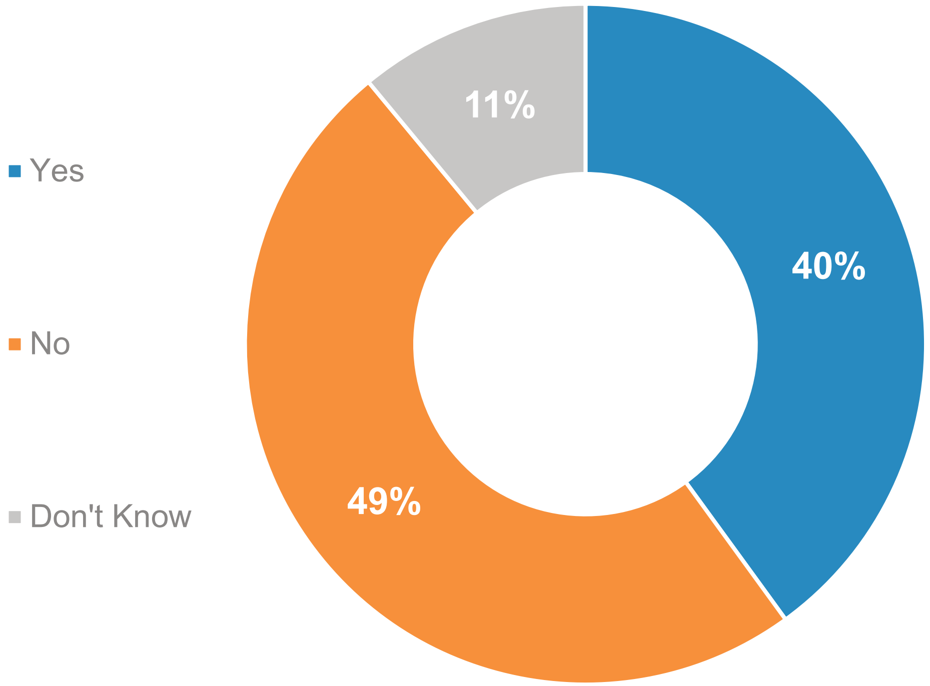
Are peak travel volumes acceptable?

- Four in ten (40%) respondents who travel into or through central Wellington during peak times believed that peak travel volumes were acceptable.
- This measure increased significantly in 2022 compared to 2021 – likely related to the impact of covid on traffic volumes but has come back slightly this year.

Demographic differences

- There were no demographic differences for this question.

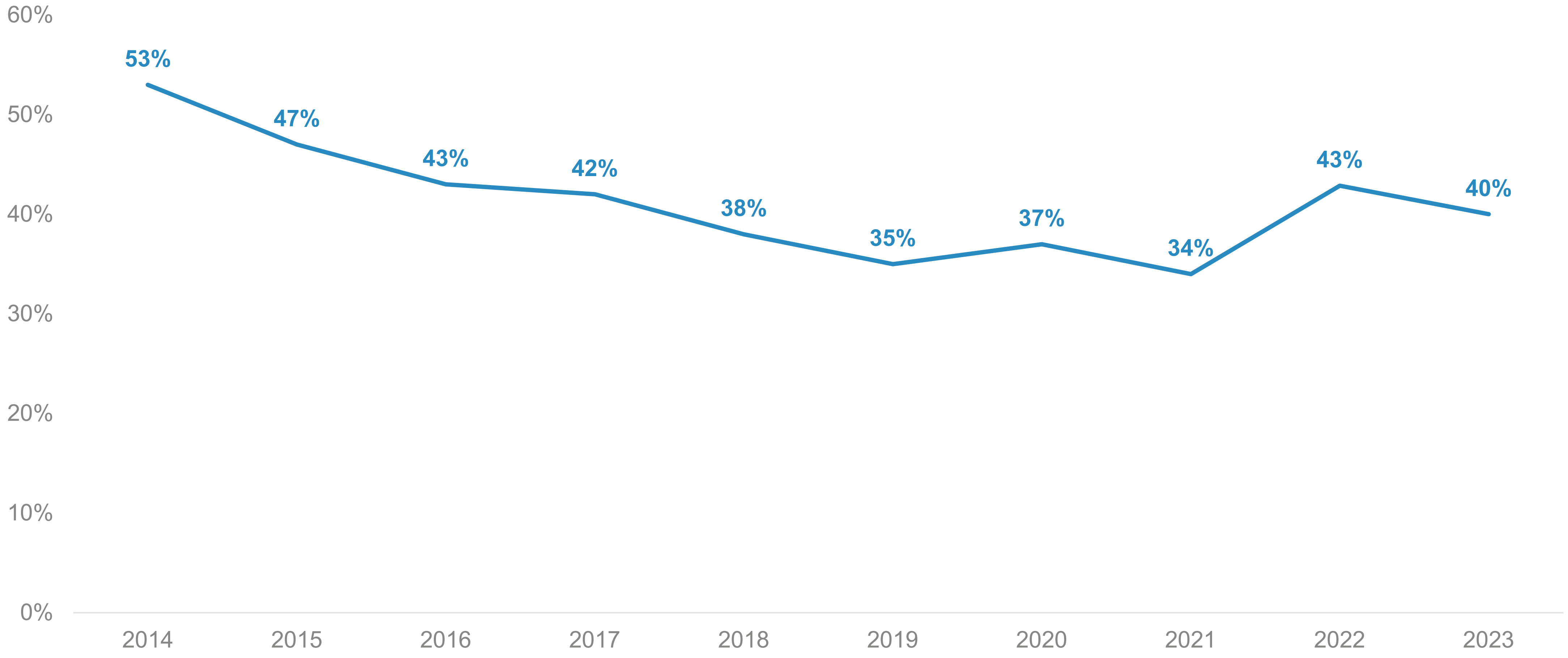
Do you believe peak traffic volumes are acceptable?



Base: respondents who travel into or through central Wellington during weekday peak traffic times, that is between 7-9am or 4-6pm? (n=586)

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=586)

Waste

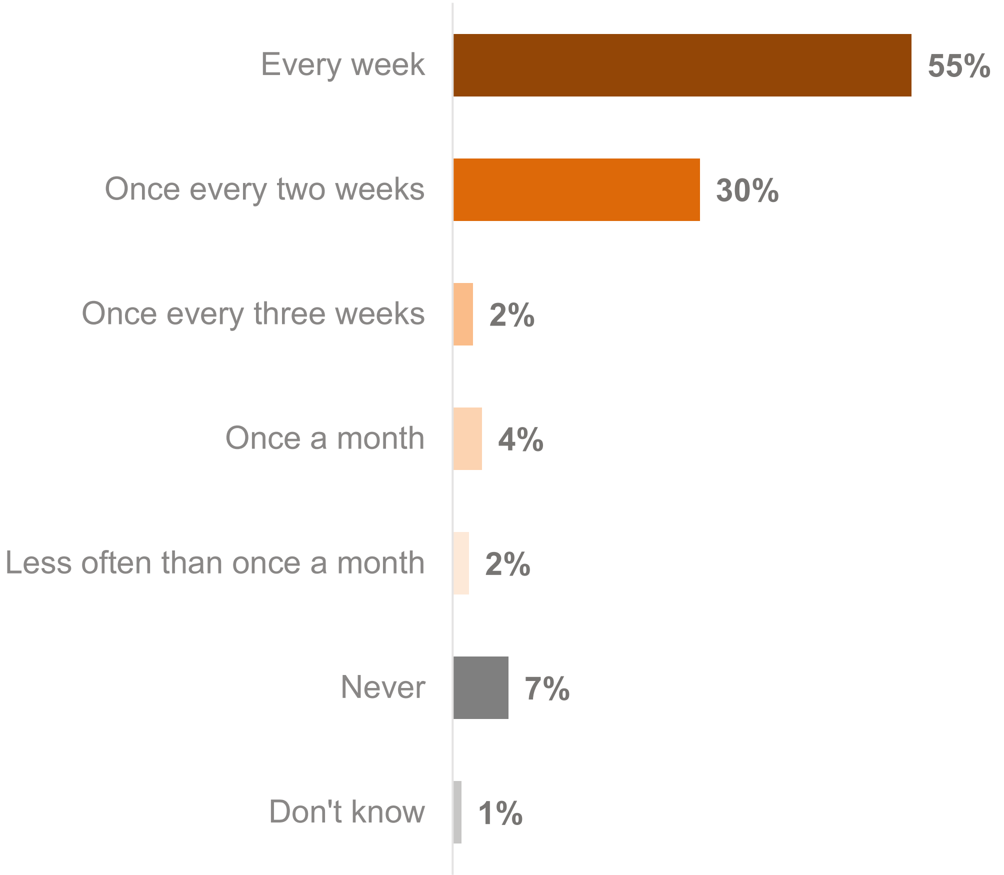
Kerbside recycling frequency

- Six in ten respondents said they put out recycling for Wellington City Council’s kerbside collection on a weekly basis, a further third said they put their recycling out fortnightly.
- Almost all respondents (90%) are putting their recycling out at least monthly – this has been unchanged for the last three surveys, however it was higher prior to 2019 where between 97%-99% said they were putting recycling out at least monthly.

Demographic differences

- Lambton Ward respondents were more likely to say they never put out household recycling for kerbside collection (19%).
- Respondents with dependent children were more likely to say they put out recycling for kerbside collection every week (66%).

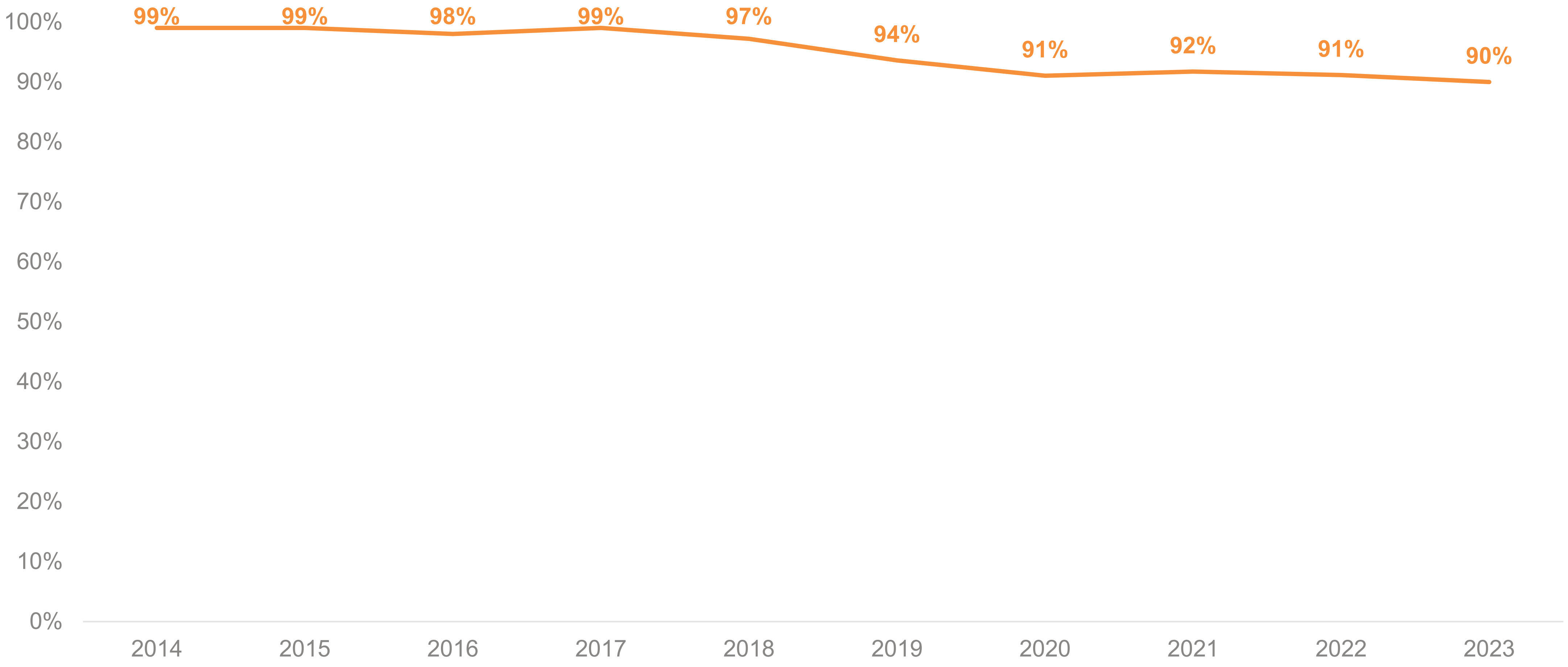
On average, how often does your household put out recycling for Wellington City Council's kerbside collection?



Base: all respondents

Kerbside recycling frequency – tracking

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



Base: all respondents

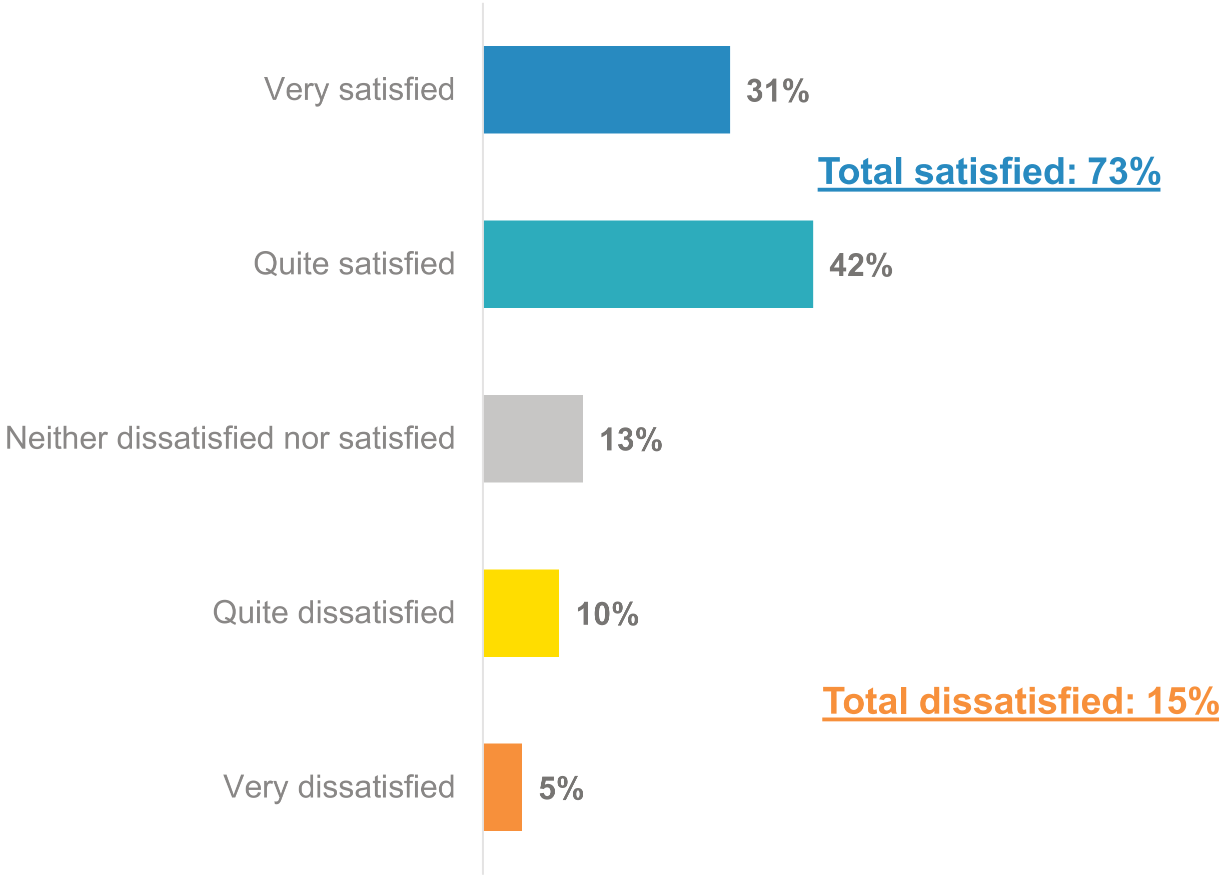
Kerbside recycling satisfaction

- About three quarters (73%) were satisfied with Wellington City Council's kerbside recycling collection service, levels of dissatisfaction were much lower at 15%.
- Satisfaction is largely unchanged over the past three surveys after we recorded a low point in 2019 (65%).

Demographic differences

- There were no demographic differences for this question.

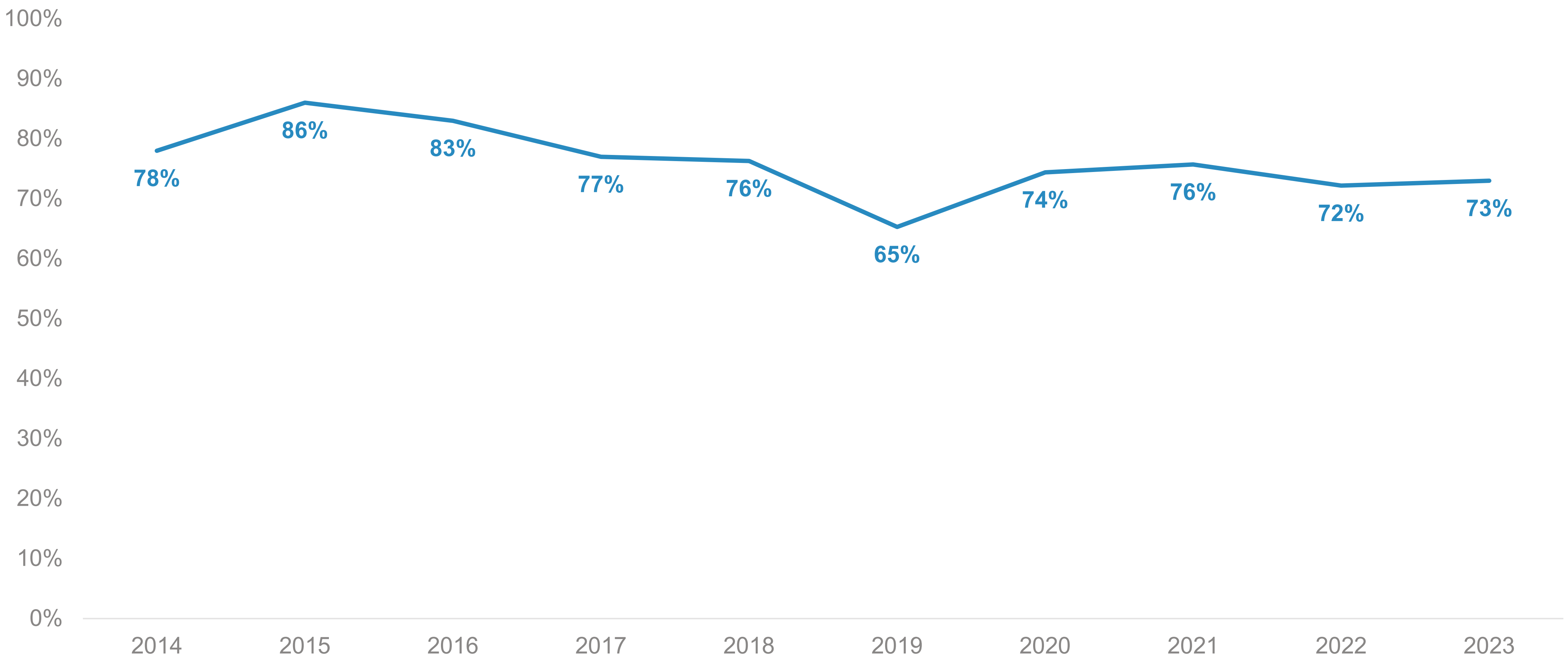
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



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

Kerbside recycling satisfaction – tracking

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



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

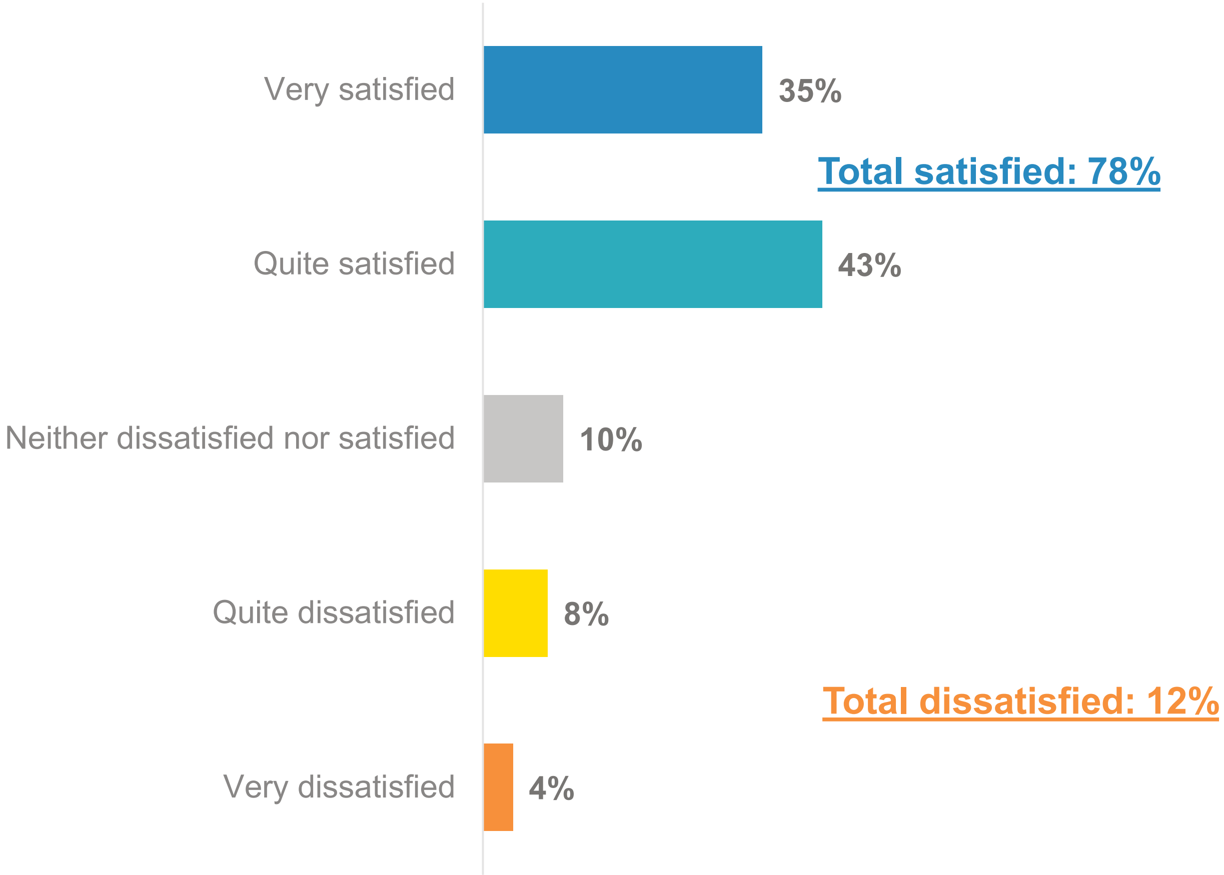
Kerbside rubbish satisfaction

- Almost two-thirds (61%) of respondents said they do use official Wellington City Council rubbish waste bags.
- Of those who use Council rubbish bags, about three quarters (78%) were satisfied with WCC's kerbside rubbish collection service, levels of dissatisfaction were much lower at 12%.
- 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.

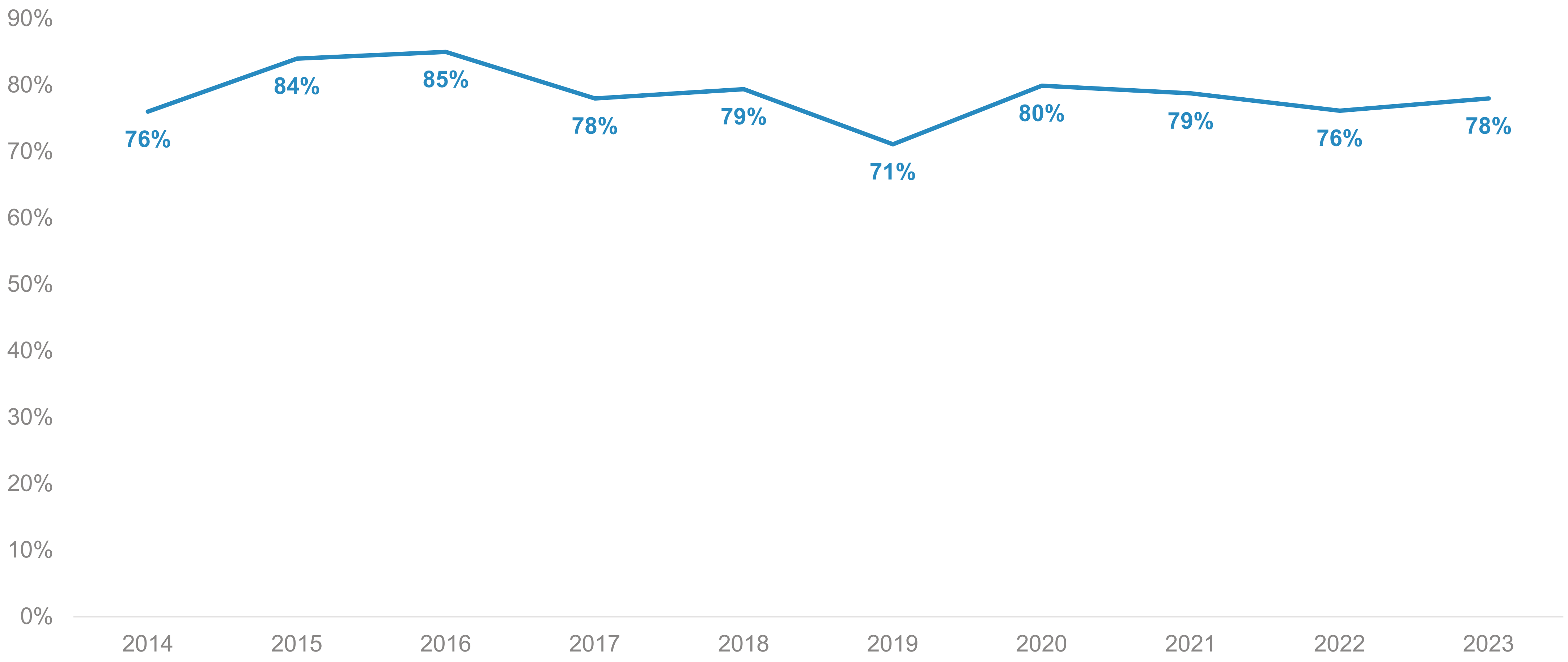
Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish waste collection service:



Base: respondents who use the official Wellington City Council rubbish waste bags (excluding 'don't know') (n=647)

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=647)

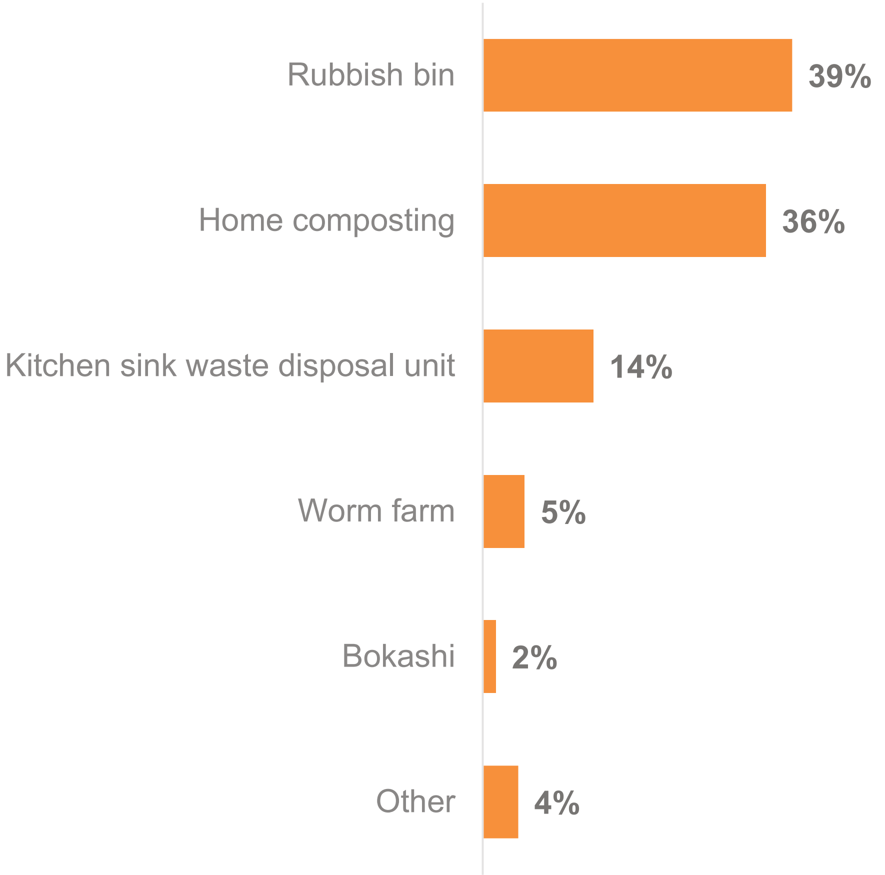
Kitchen food scrap disposal

- More than a third or respondents said they main method for disposing of kitchen food scraps was in the rubbish bin.
- Around a third (36%) said their main method was through home composting.
- About one in ten (14%) said they used a kitchen waste disposal unit and one in 20 or fewer used a worm farm or bokashi bin as their main method for food scrap disposal.

Demographic differences

- Respondents from the Lambton Ward, respondents under 30 and renters were were more likely to mainly dispose of their food scraps in the rubbish bin (and less likely via home composting).
- Respondents from Onslow-Western Ward, respondents aged 60+ and homeowners were all more likely to mainly dispose of their food scraps through home composting (and less likely via the bin)

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



Base: all respondents

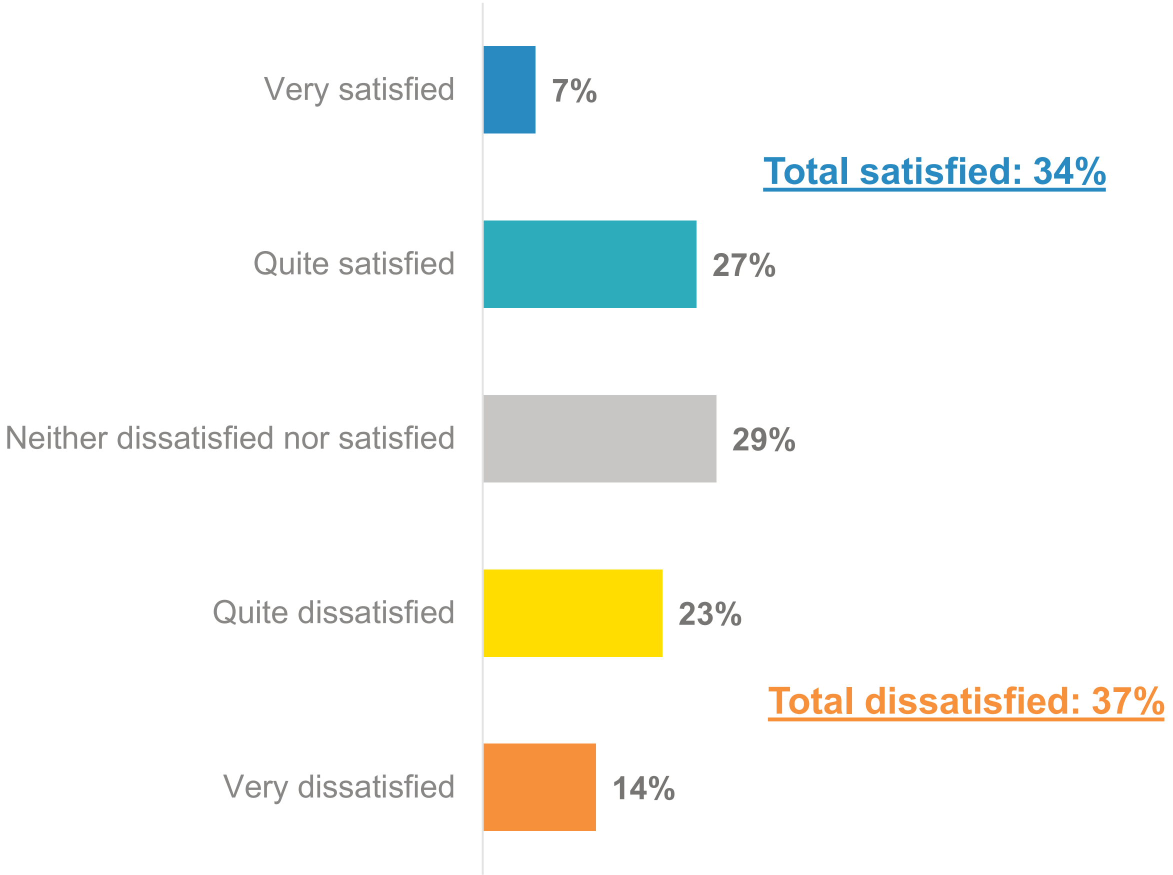
Stormwater management satisfaction

- Views were very much split on storm water management in the city. Similar proportions were satisfied (34%) and dissatisfied (37%), while a third were neither satisfied nor dissatisfied.
  - 13% 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. However this years results has seen that trend continue to flatten off compared to 2021. However, satisfaction levels are still much lower than when tracking began in 2016 (68%).

Demographic differences

- There were no demographic differences for this question.

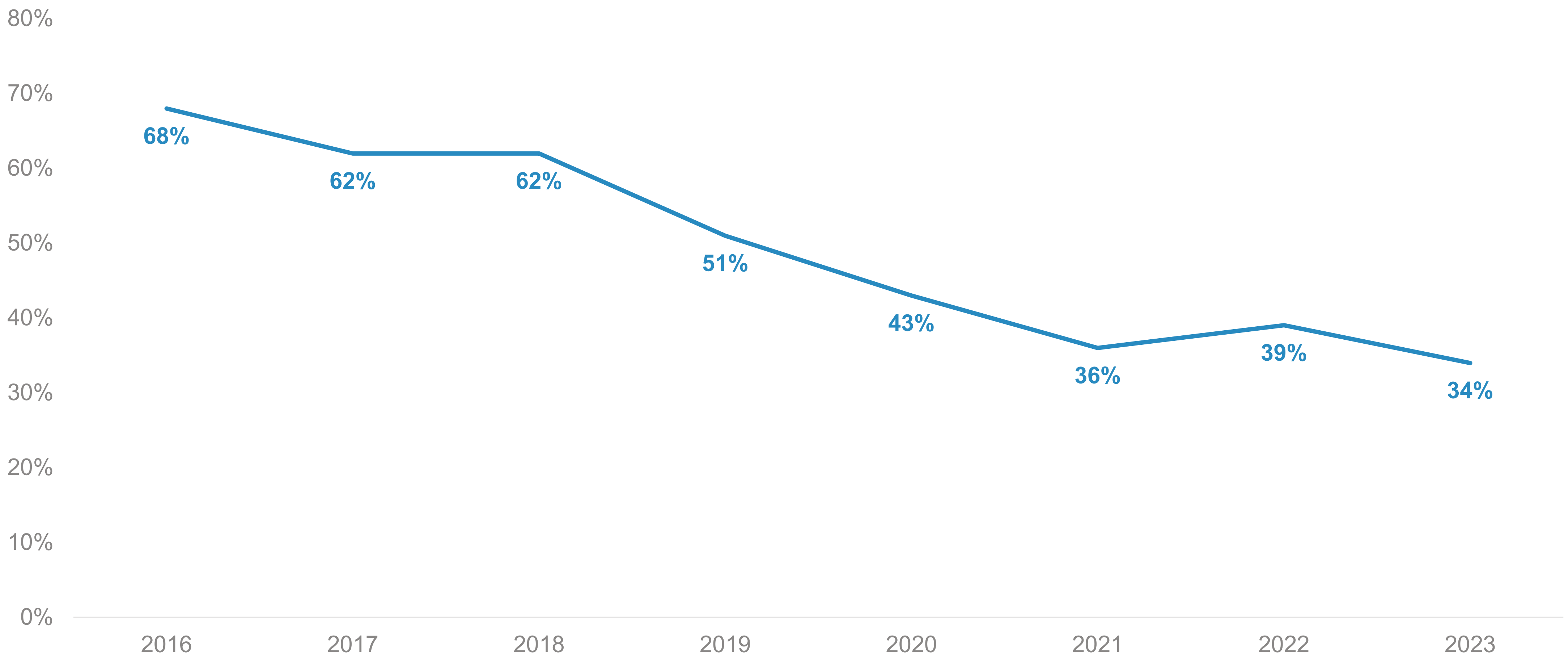
*Please rate your level of satisfaction with the management of storm-water in Wellington City.**



*Base: all respondents (excluding 'don't know'); *High proportion of 'don't know' responses (13%)*

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')