Residents Monitoring Survey

February 2024

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 2024. 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 2024 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 2024, both parts were 21 minutes long on average.
- The Research and Evaluation Team were responsible for entire survey process including questionnaire design, survey scripting, survey distribution and quota monitoring. Once the survey was complete, the Research and Evaluation team were responsible for data analysis and reporting.
- For each survey a separate random sample of approximately 2,500 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 3,200 residents (with a 34% response rate for each part).
- The final sample size for 2024 was 1,094 for part one and 1,093 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

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

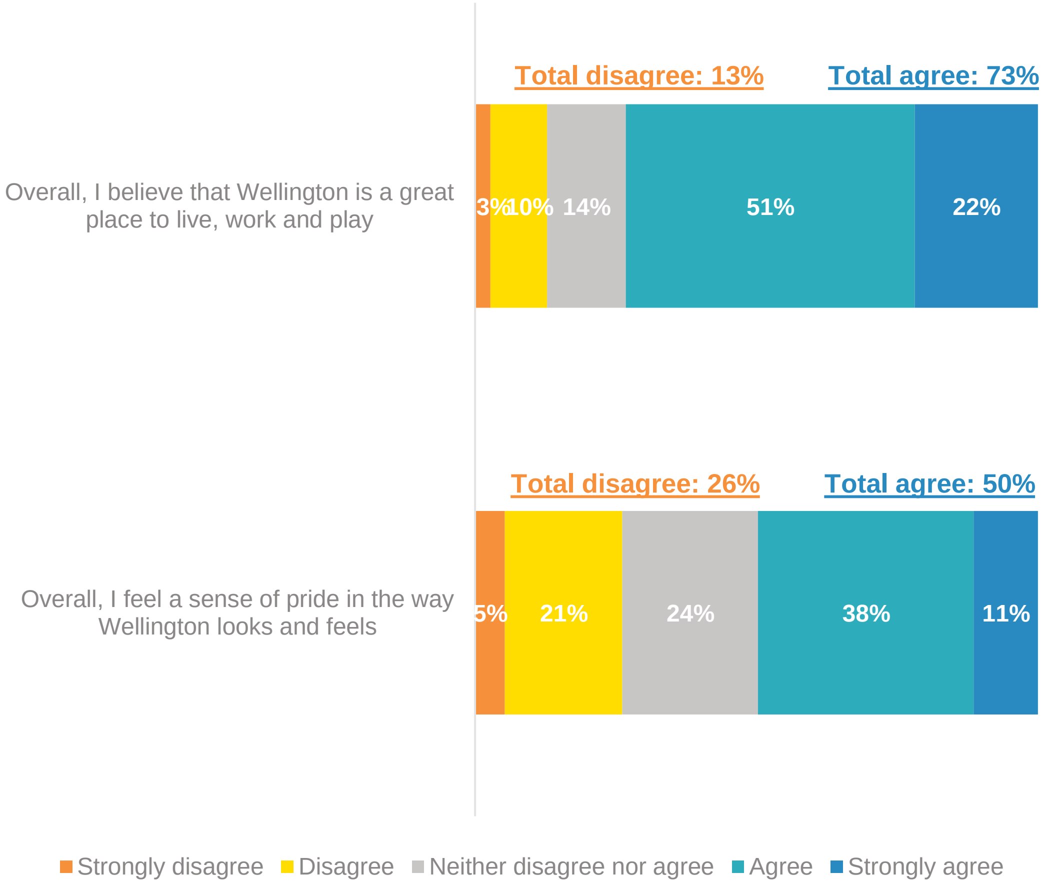
Overall Wellington perceptions

- Almost three-quarters (73%) of respondents agreed that overall Wellington is a great place to live, work and play.
- There was less agreement that respondents felt a sense of pride in the way Wellington looks and feels (50% agreed).
- Agreement with both of these statements have fallen marginally compared to 2023, and the longer-term terms for both have be down from the highs observed prior to 2021 (next slide).

Demographic differences

- Respondents from the Takapū Ward were less likely to agree that Wellington was a great place to live work and play (65%).

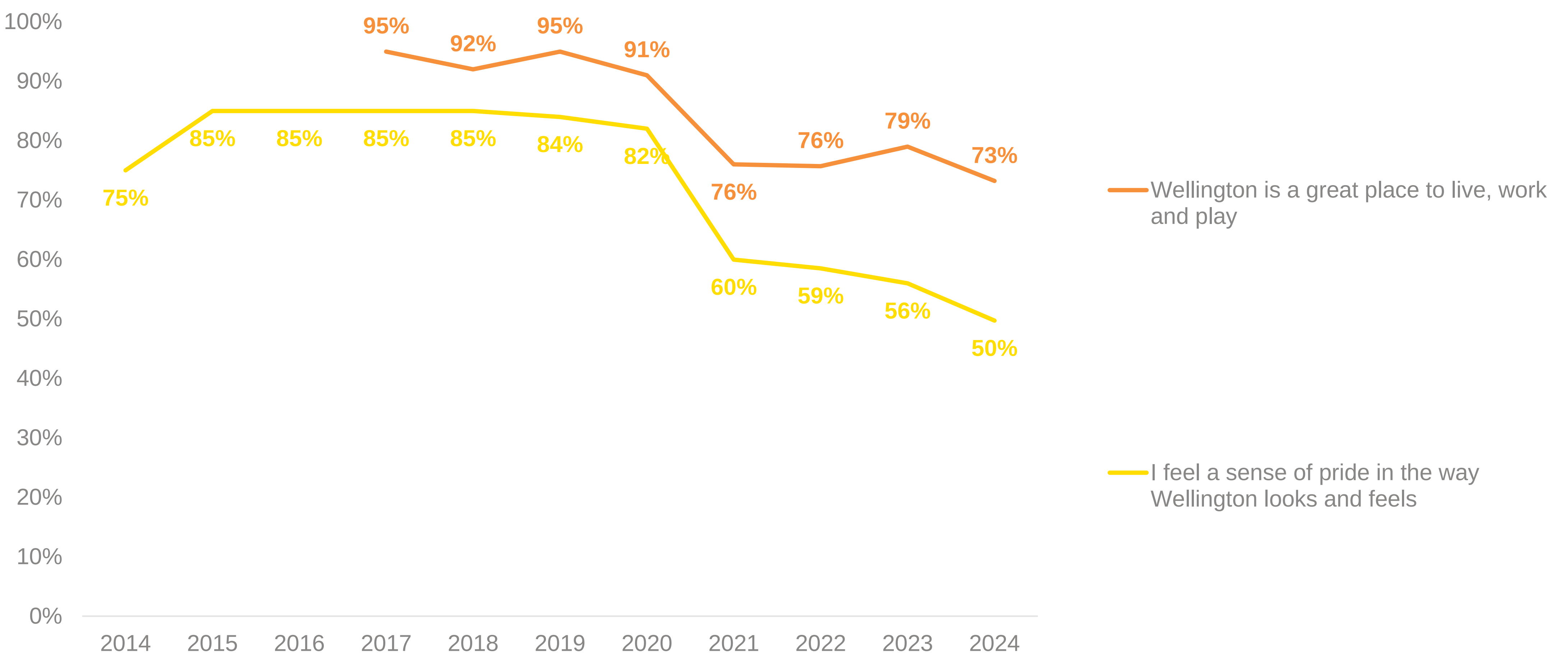
Thinking about the look and feel of Wellington in general…



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

Overall Wellington perceptions – tracking

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



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

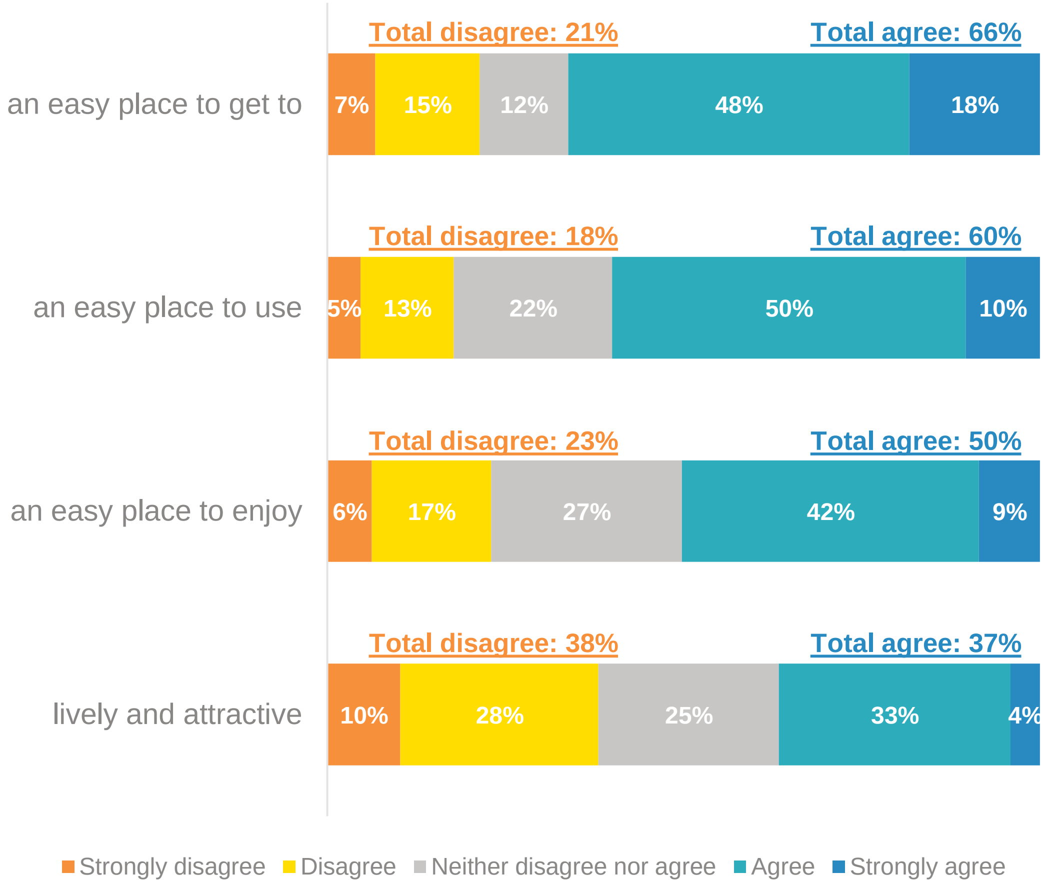
City centre attributes

- Respondents were asked how much they agreed or disagreed with a range of attributes of Wellington's central city.
- The highest level of agreement was with the statements that the city is easy to get to (66% agreed) and an easy place to use (60%). Half agreed that the city centre was an easy place to enjoy, while just over a third (37%) agreed that it is lively and attractive.
- Longer term trends for each of these attributes is declining compared to the highs observed back in 2019. Compared to 2023 agreement that the city centre is easy to get to and use has remained steady, while the other two measure have declined marginally.
- The most significant downward trend has been observed for the "lively and attractive" attribute which 88% agreed with back in 2017 (the high point in the trend) compared to 37% this year. Prior to 2020 agreement for this measure had been consistently 80%+, with significant declines in 2020 and 2021, and moderate declines since then.
- The remaining attributes, which have also show declining trends still have much more agreement than disagreement (2-3 times).

Demographic differences

- Agreement with each measure generally declined with age.
- Renters were more likely than homeowners to agree with all attributes. Respondents from Takapū ward were also more likely to agree with each attribute.
- Respondents with dependent children were less likely to agree that the city centre was an easy place to get to and an easy place to use.
- Respondents with a permanent or temporary disability were less likely to agree that the city centre was an easy place to use or enjoy.

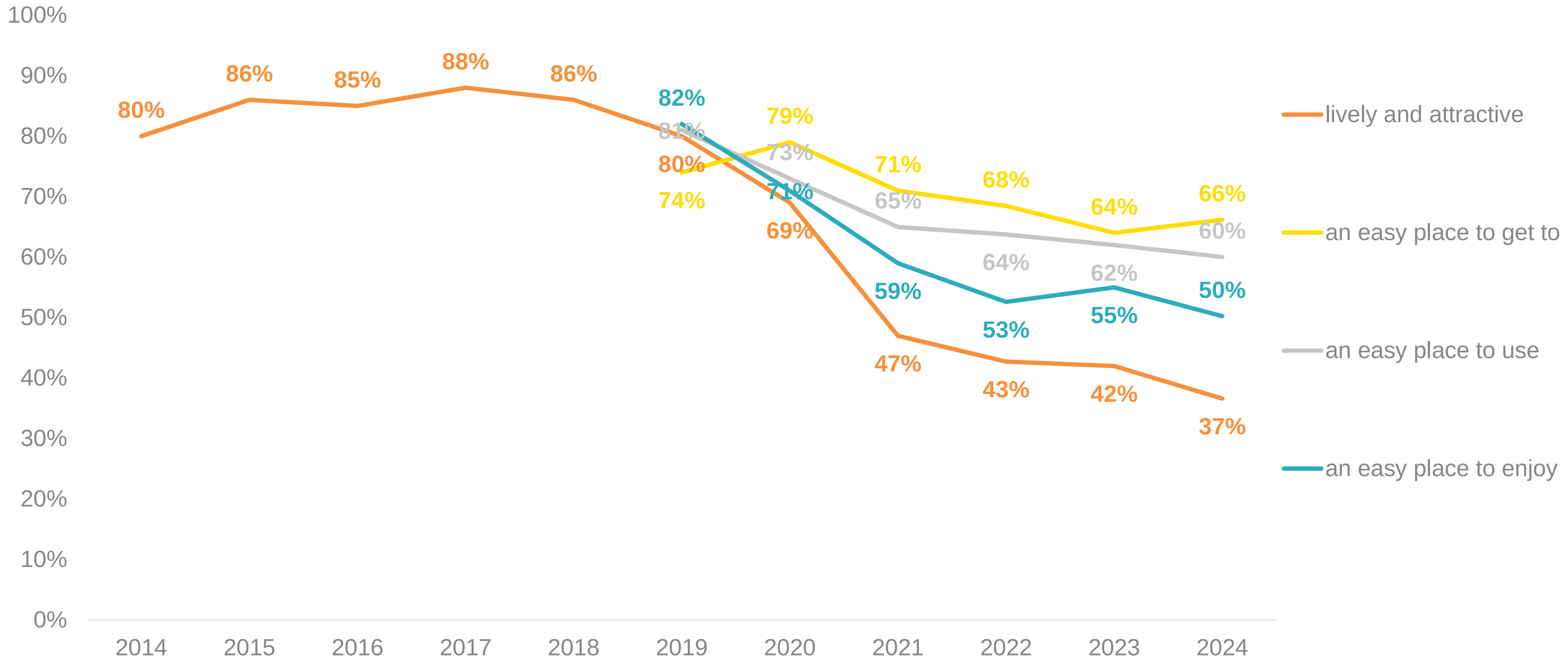
*Now thinking about the look and feel of Wellington's city centre…Please rate your level of agreement with the following statements: **Wellington's city centre is…***



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

City centre attributes – tracking

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



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

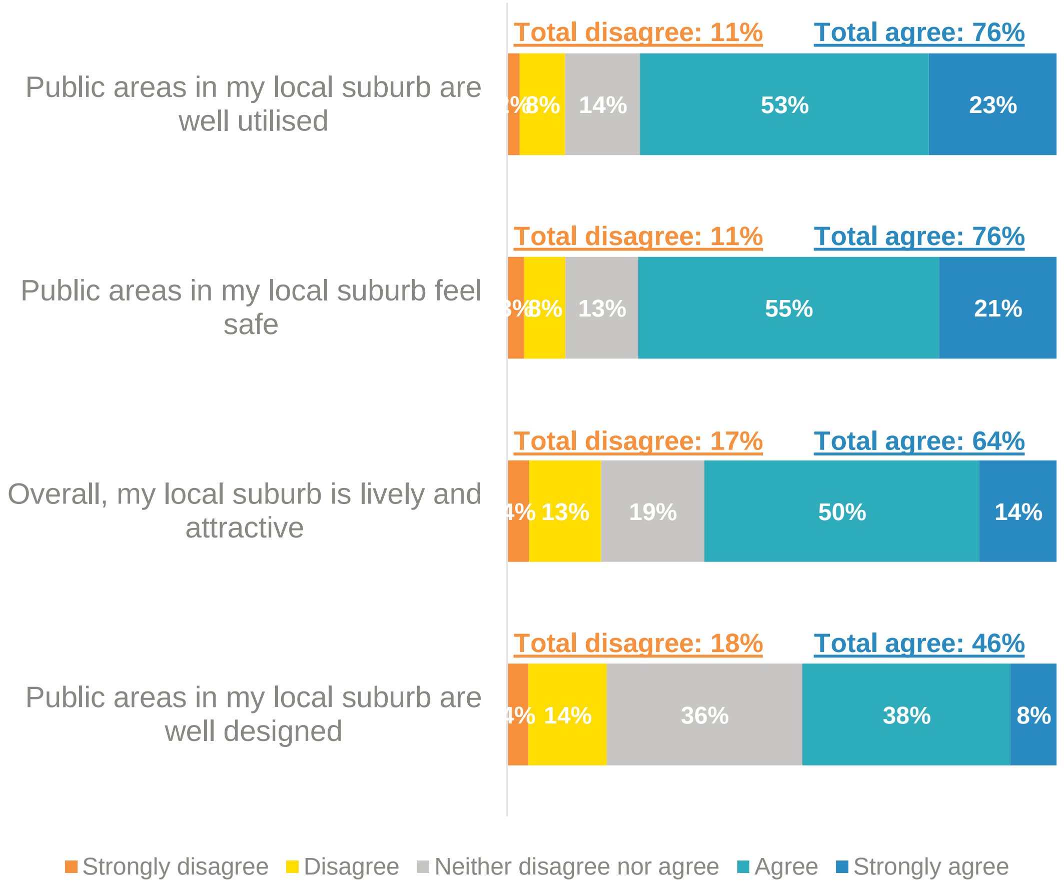
Local suburb attributes

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

- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (76%). Almost two-thirds (64%) agreed that their suburb was lively and attractive, while almost half (46%) agreed that their local suburb was well designed.
- Results for each attribute are consistent or up slightly compared to 2023 with longer term improving trends observed for the "lively and attractive" attribute.

Demographic differences

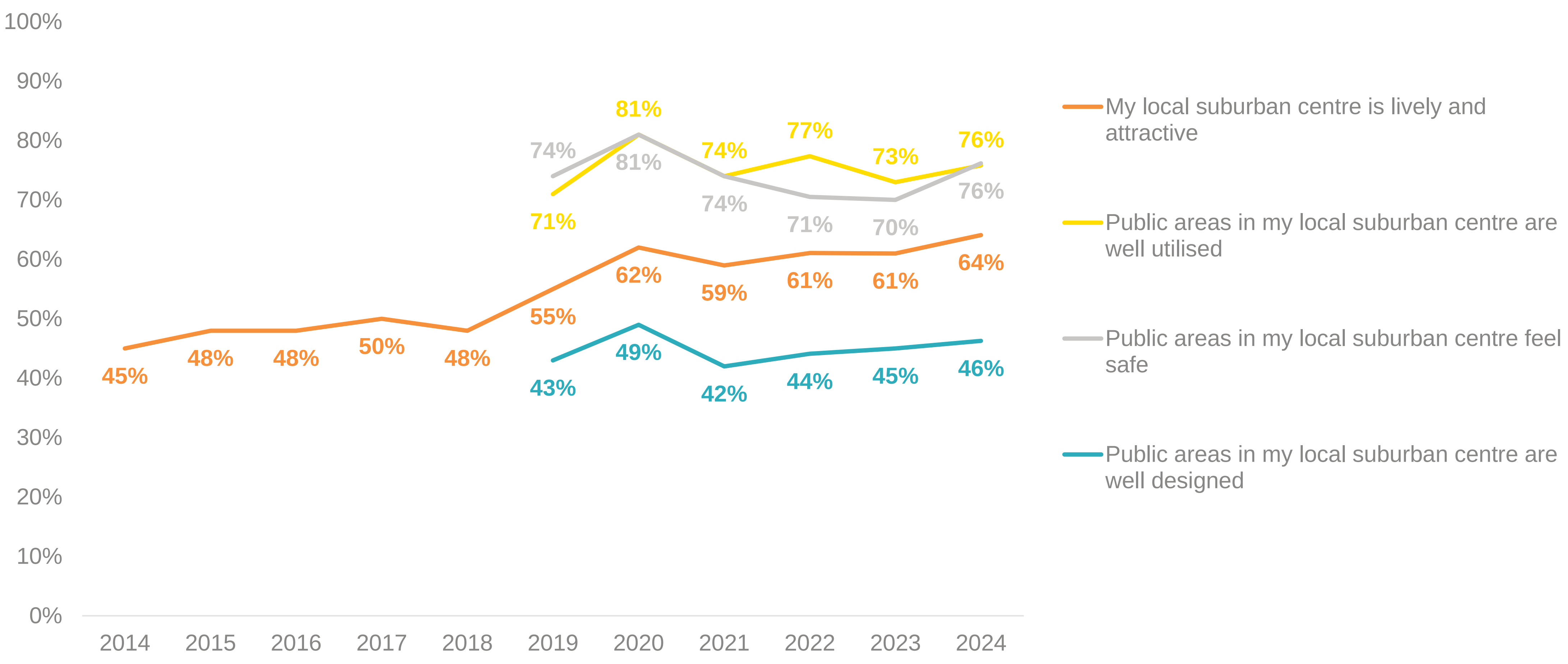
- Respondents in the Pukehīnau Ward were less likely to agree that their local suburb feels safe (63%), the opposite was true for Wharangi Ward respondents (90%).
- Respondents from the Motukairangi Ward were more likely to agree that their suburb felt lively and attractive (78%) the opposite was true for Takapū Ward respondents (48%).



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

Local suburb attributes – tracking

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



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

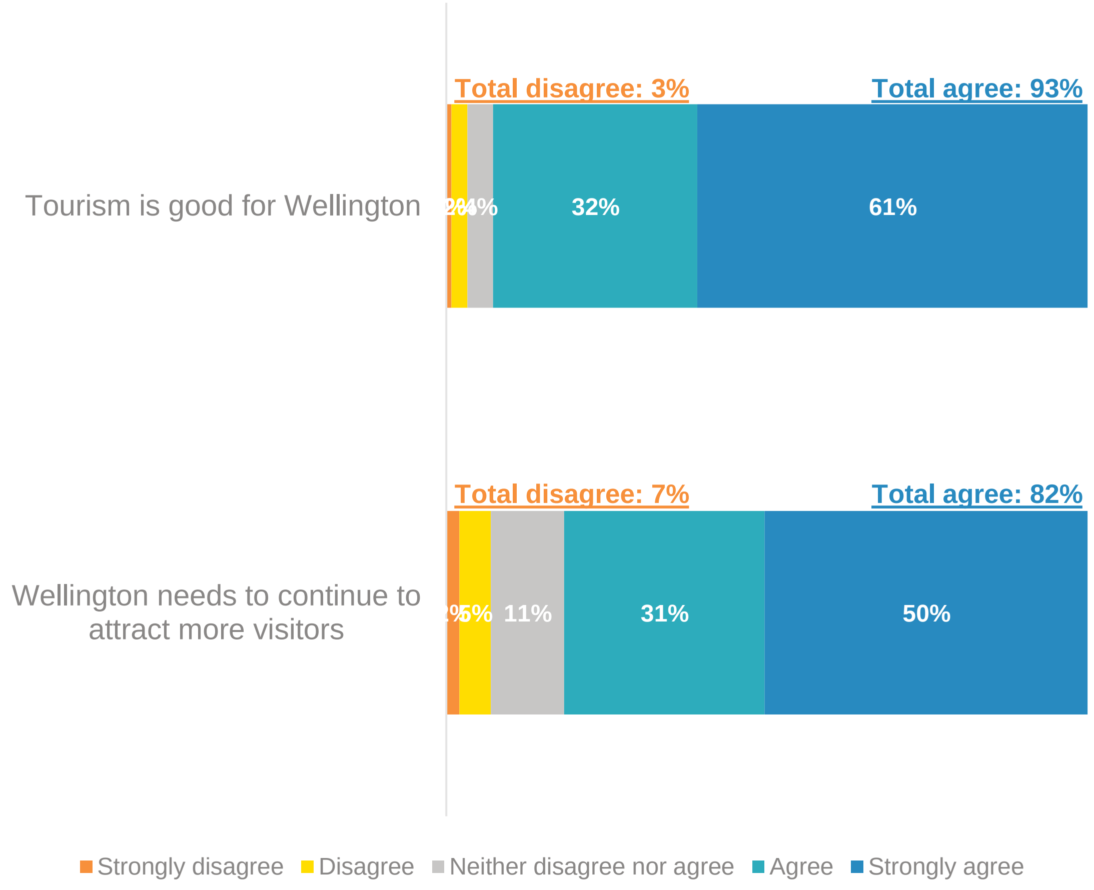
Value of tourism to Wellington

How much do you agree or disagree that…

- There was very strong agreement that Tourism is good for Wellington and that we needed to continue to attract more visitors to our city (93% and 82% respectively).
- These questions have not previously been asked hence there is no past results to track against.

Demographic differences

- There were no significant demographic difference for this question.



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

Governance

Absolutely Positively Wellington City Council
Me Heke Ki Pōneke

Overall satisfaction with the Council’s decision making

- There was more dissatisfaction than satisfaction with how the Council makes decisions, half (50%) of respondents dissatisfied and one in five (20%) satisfied.
- The level of satisfaction has trended up moderately over the past two surveys from 12% in 2022 to 20% this year.

Demographic differences

- Satisfaction with the decision-making process tended to decline with age – 29% of under 30s were satisfied, 22% of 30-44s, 17% of 45-59s and 11% of 60+.
- Respondents from the Pukehīnau Ward were more likely to be satisfied (30%) while respondents from Takapū were less likely to be satisfied (9%).
- Homeowners were less likely to be satisfied compared with renters (17% compared to 28%).
- Respondents who identified as part of the rainbow community were more likely to be satisfied (34%).

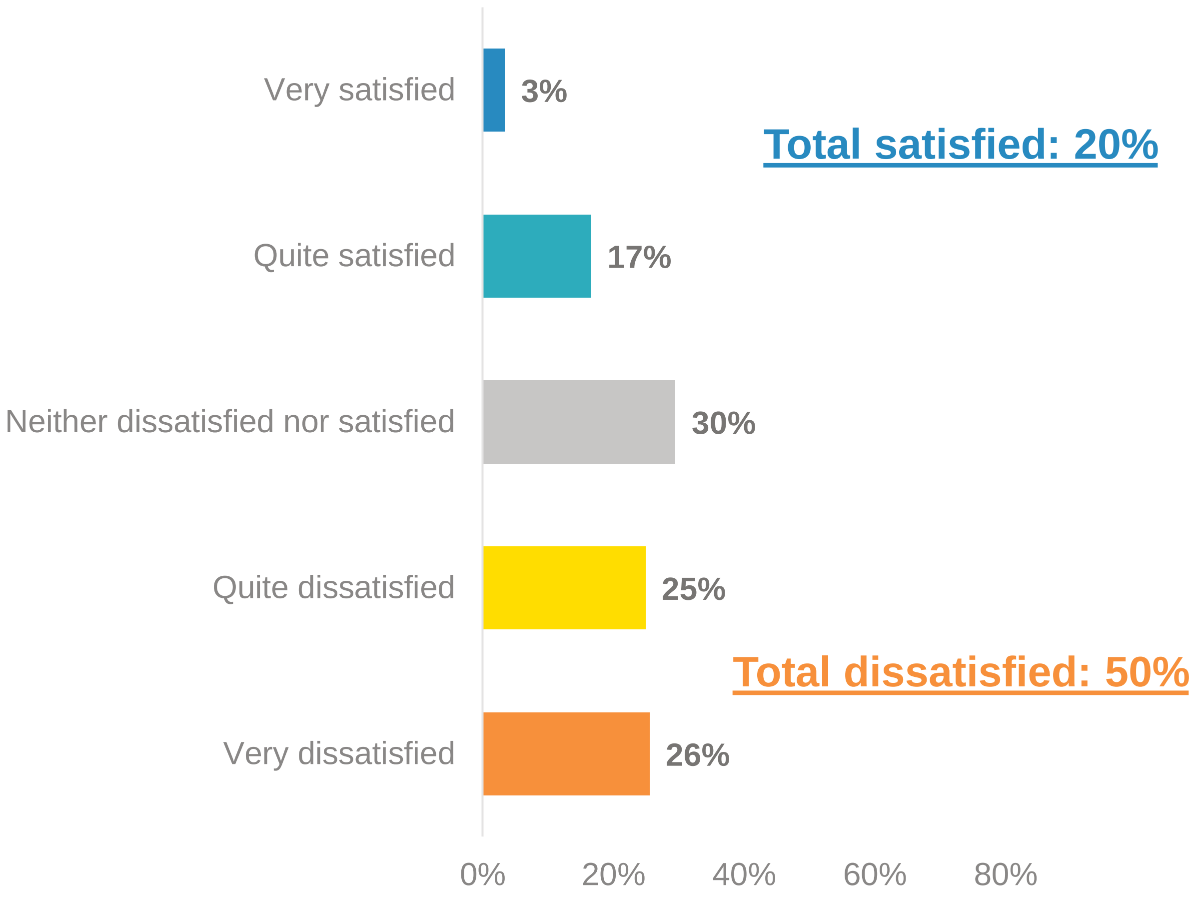
In the 2022 survey the wording for this question was changed slightly to emphasise the fact we are interested in respondents’ satisfaction with the **process of decision making, rather than the specific outcome. This should be kept in mind when comparing 2022 results to previous results.*

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?***

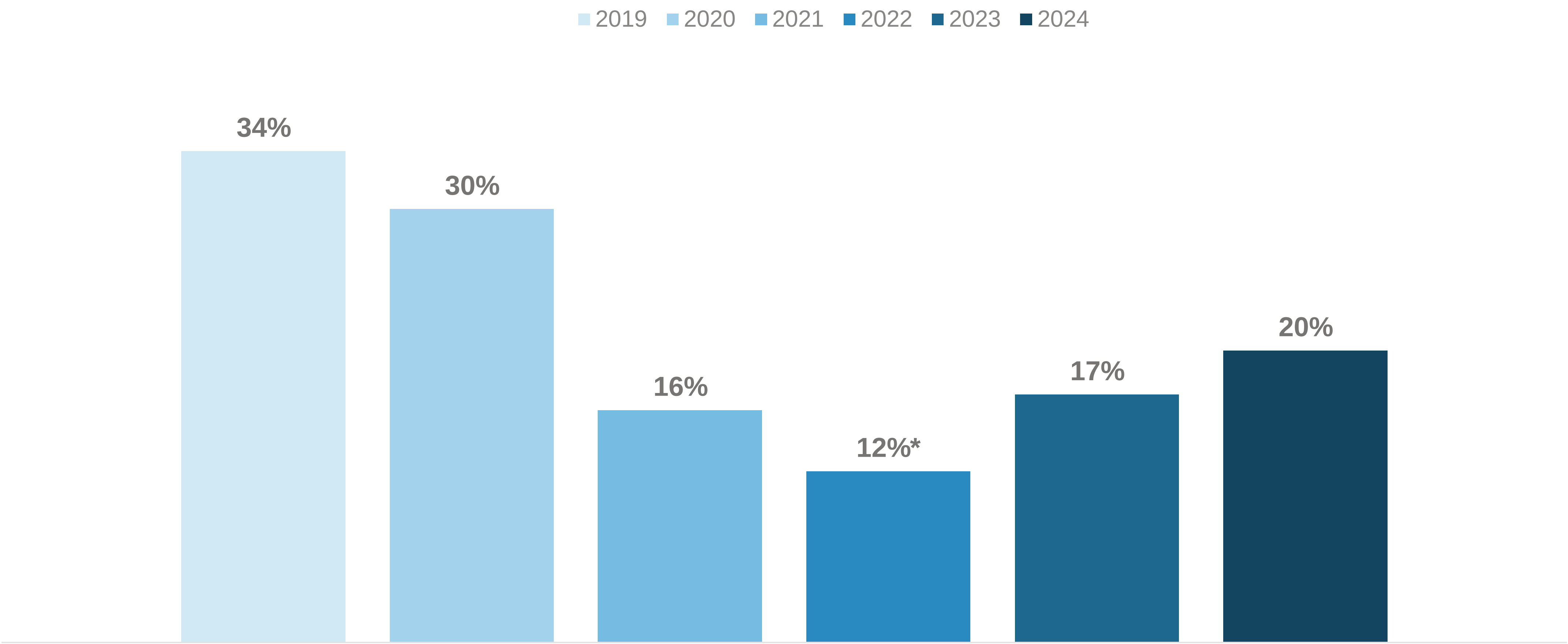
*Overall, how satisfied are you with **the process by which Council makes decisions?***



Base: all respondents (excluding ‘don’t know’);
Note: 18% 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:18%, 20% and 16% of the 2024, 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

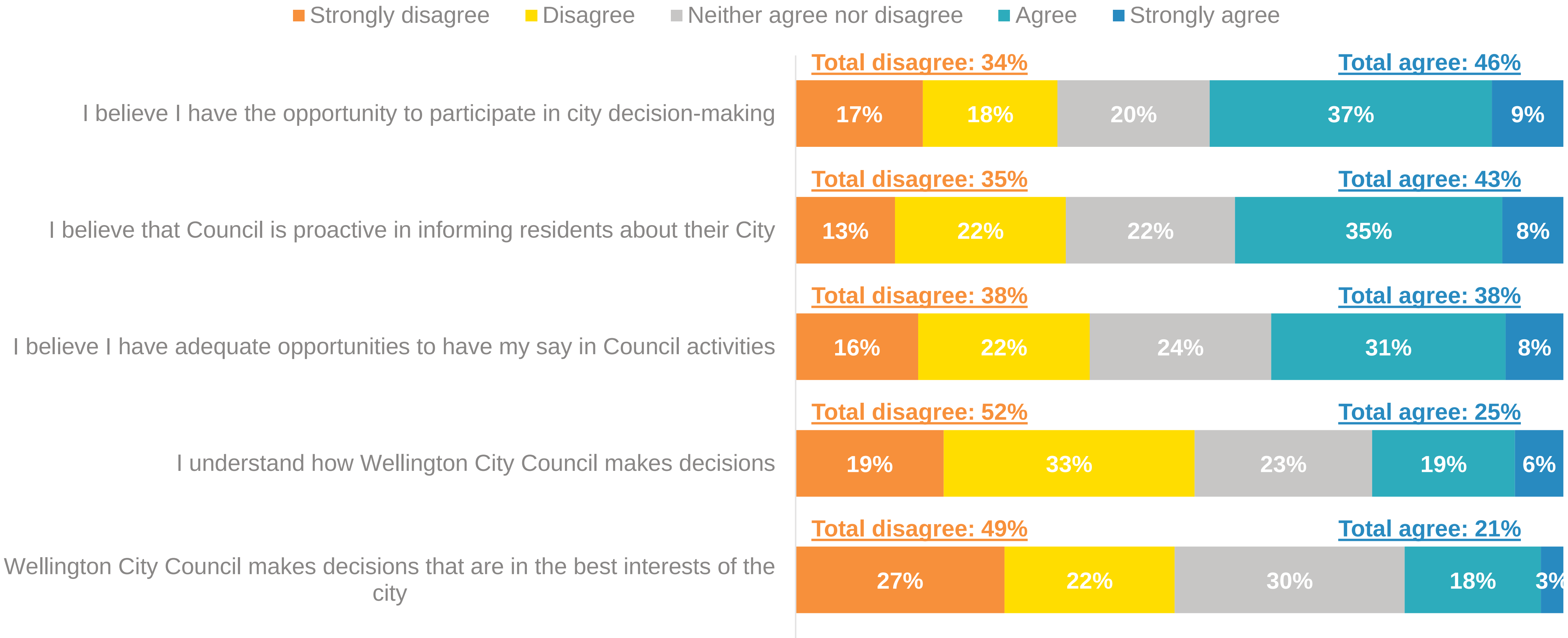
- Respondents were asked how much they agreed or disagreed with various statements about Wellington City Council's decision-making process.
- Agreement was highest with the statement *"I believe I have the opportunity to participate in city decision-making"* where 46% agreed and 34% disagreed. There was similar level of agreement with the statement *"I believe that Council is proactive in informing residents about their City"* (43% agree, 35% disagree).
- There were balanced levels of agreement and disagreement for the statement *"I believe I have adequate opportunities to have my say in Council activities"* (38% agree and disagree).
- There was approximately 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 marginally higher or steady compared to 2023. The two statements with longer term tracking (understanding of decision making, and agreement that decisions are made in the best interest of Wellington) still have relatively low levels of agreement compared to high points observed 2017-2019

Demographic differences

- Respondents under 30 were more likely to agree that the Council is proactive in informing residents about their city, and that WCC makes decisions in the best interests of the city. For these two statements as well as *"I believe I have the opportunity to participate in city decision-making"* agreement tended to decline with age.
- Respondents from Pukehīnau were more likely to agree that the Council is proactive in informing residents about their city, and that WCC makes decisions in the best interests of the city. The same was true for renters.
- Respondents who identified as part of the rainbow community were more likely to agree they had the opportunities to participate in decision making, have a say in Council activities and that WCC makes decisions that are in the best interest of the city.

The Council’s decision making

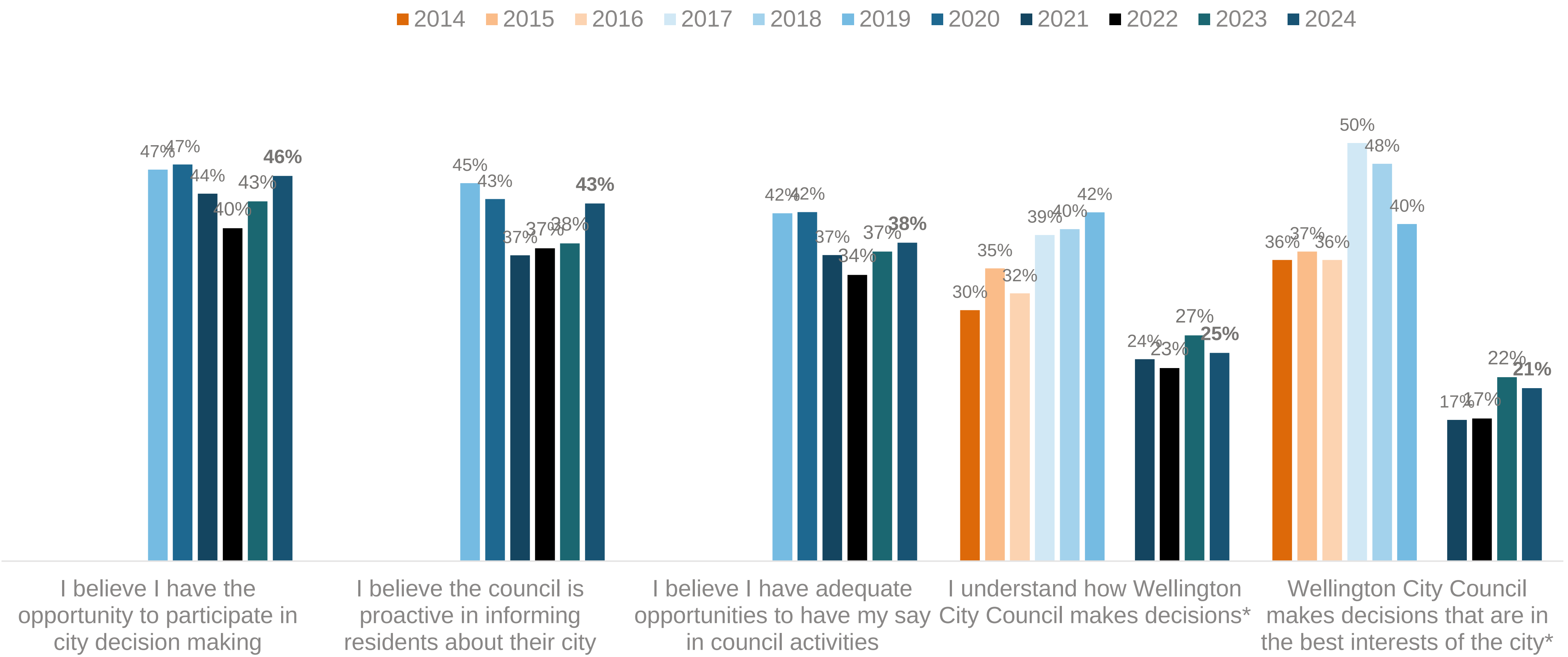
Please rate your level of agreement with the following statements:



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***

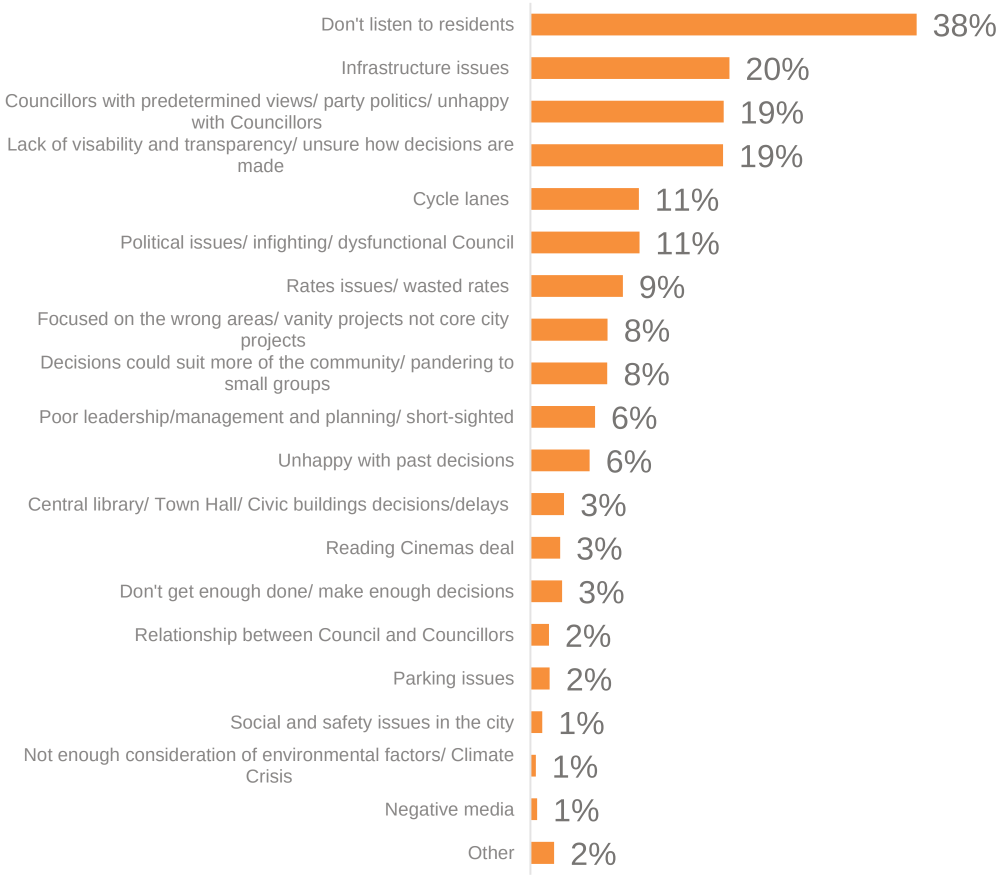


*Base: all respondents (excluding ‘don’t know’); *not asked in 2020*

Reasons for dissatisfaction with the Council's decision making

- Respondents who said they were dissatisfied with the process by which Council makes decisions were asked to provide more details on why.
- These responses are often complex and often covered a range of issues, but in order to provide a more useful picture they have been analysed and coded into categories shown in the graph.
- The most common topic touched upon in the responses related to dissatisfaction with how the Council consults and takes on board the things it hears during consultation.
- Infrastructure issues were also noted relatively frequently, these were mostly related to three waters, but also covered a range of transport, housing and general infrastructure concerns.
- The remaining two common themes related one of the following:
    - Councillors and the way they made decisions or performed generally. There was concerns raised about the impacts of nationwide party politics on decision making around the Council table.
    - The visibility and transparency of the decision-making process. Things like the Reading deals were sometimes noted here, but also general misunderstanding or lack of personal visibility on decision making – including comments that alluded to the fact the respondent may not be aware that meetings are live stream and agendas published.

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=421)

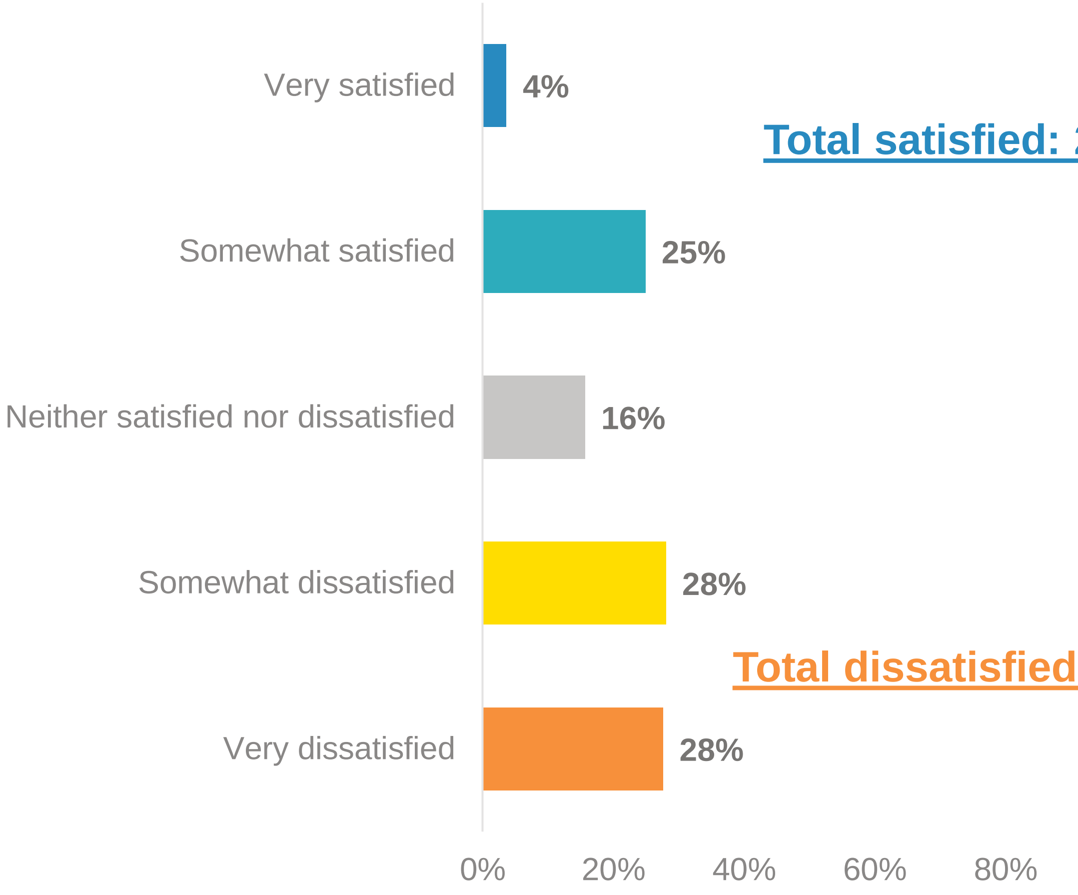
Overall satisfaction with the Council's performance

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

- A new question first asked in 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.
- Satisfaction with performance has declined slightly compared to 2023 where 33% were satisfied and 45% were dissatisfied.

Demographic differences

- Respondents 45+ were more likely to be dissatisfied with performance than those under 45 (69% vs 45%).
- Respondents from Takapū were more likely to be dissatisfied (68%).
- Respondents from Pukehīnau and Paekawakawa were more likely to be satisfied (38%)



Total satisfied: 29%

Total dissatisfied: 56%

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

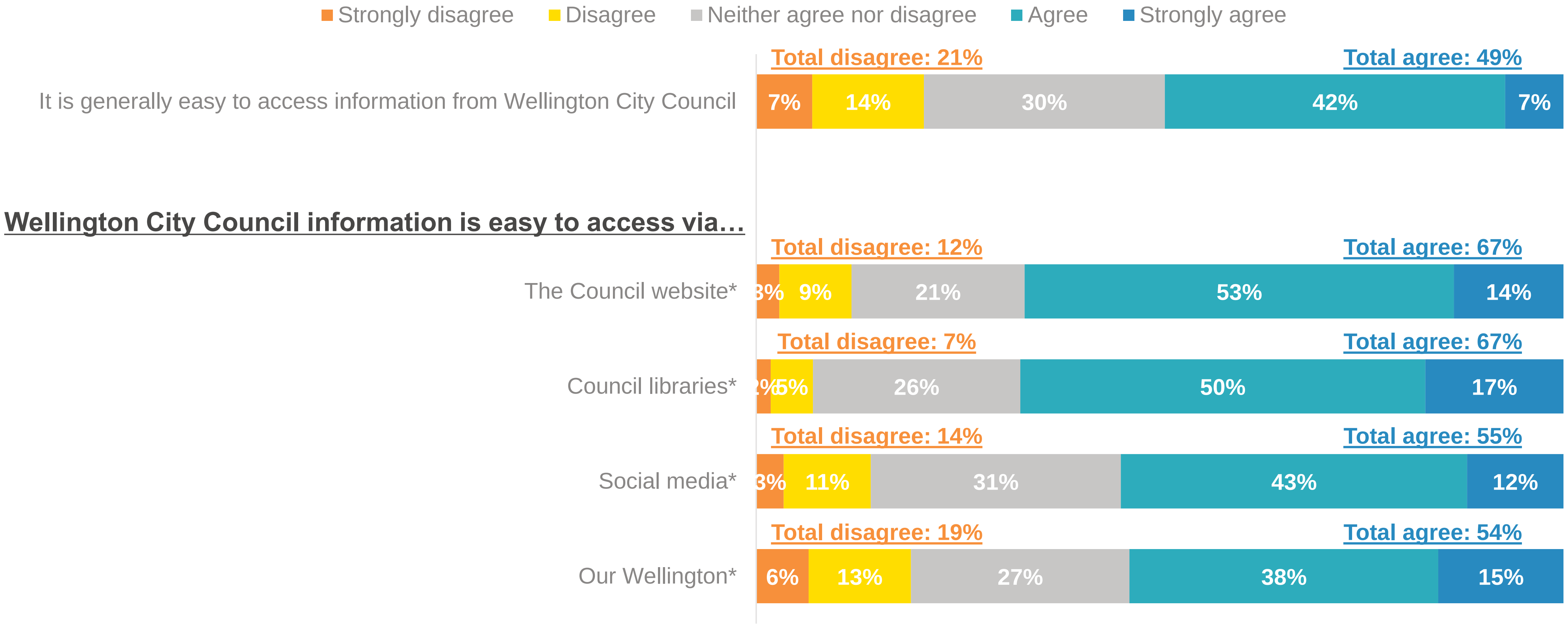
- Overall, about half of respondents (49%) agreed it was generally easy to access information from Wellington City Council.
- In terms of accessing the Council's information via different channels, the website and libraries were seen as the easiest (67% agreed it was easy to access the Council information via each of these channels. Just over half agreed that information was easy to access via social media and Our Wellington (55% and 54% respectively).
  - 'Don't know' responses were high, particularly for Our Wellington, 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 similar to 2022, with the exception of Council websites which was marginally lower.

Demographic differences

- For general ease of access to information from WCC, perceptions declined with age (61% of under 30s agreed information from WCC was easy to access vs 37% of 60+). Those who said they had a disability were less likely to agree information was easy to access from WCC (35%). Respondents from Pukehīnau were more likely to say information from WCC was easy to access (61%).
- For access to information from WCC via specific channels, the following demographic differences were observed:
  - Perceived ease of access to Council information via social media declined with age with 57% of under 30s saying it was easy and only 24% of those 60+.
  - Homeowners were more likely to say information was easier to access via Our Wellington than renters (41% compared to 34%).
  - Renters were more likely than homeowners to say information was easy to access via social media (52% vs 36%).

Accessing information from the Council

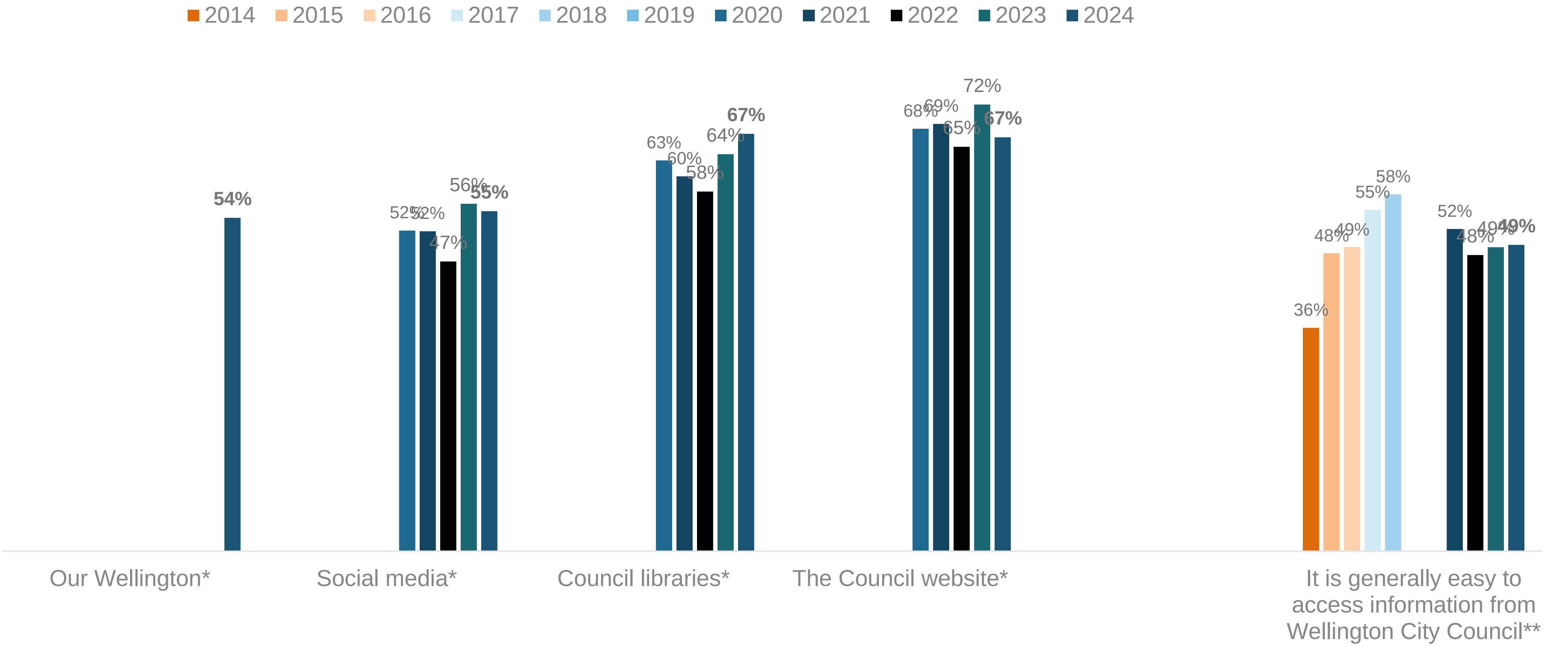
Please rate your level of agreement with the following statements:



*Base: all respondents (excluding 'don't know'): *'Don't know' responses range from 13% of total sample (for Council website) up to 31% of total sample (for Our Wellington) – 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 13% of total sample (for Council website) up to 31% of total sample (for Our Wellington) – these responses are excluded from analysis.*
*** Not asked in 2019/2020*

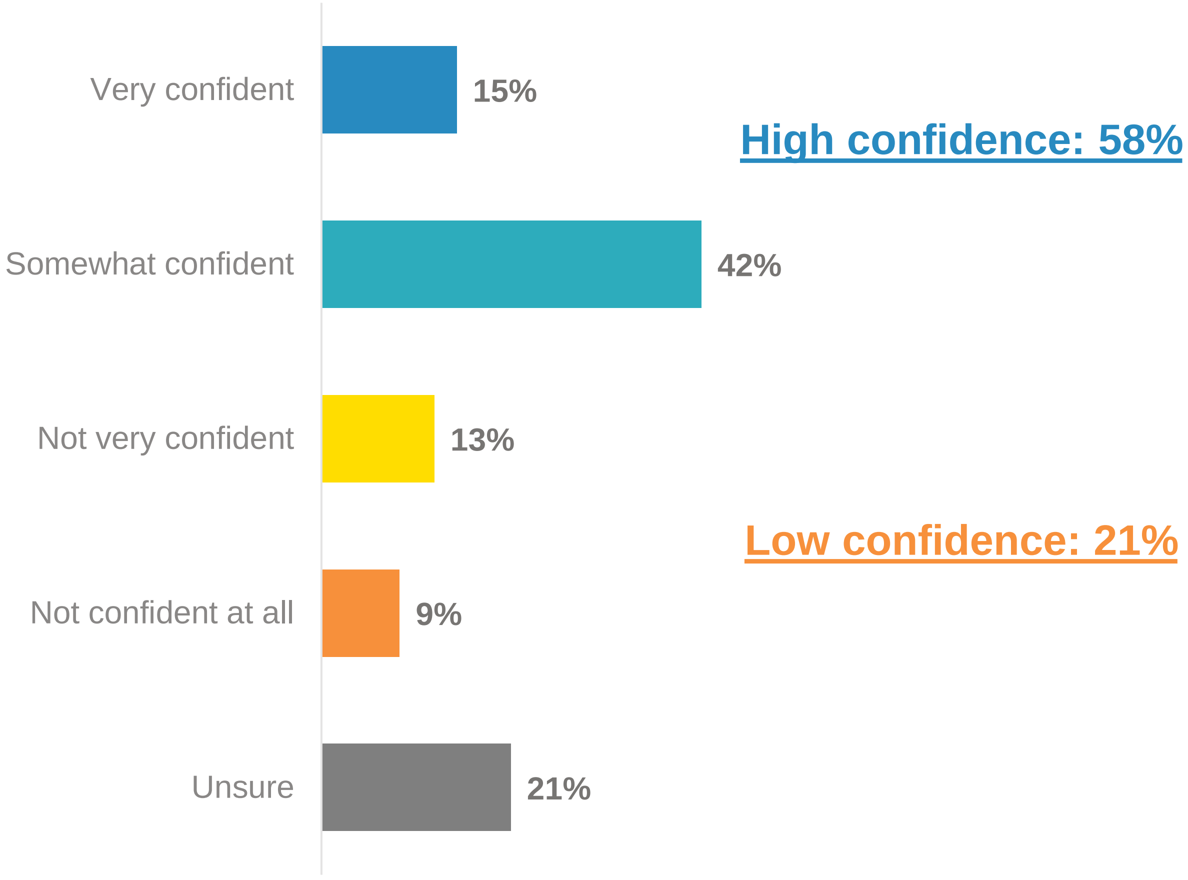
Confidence in WCC storage of private information

- A new question for 2024 we ask respondents how much confidence they had in WCC's ability to hold, use and manage private information.
- Significantly more respondents had a higher level of confidence than a lower level of confidence in the way we manage private information.

Demographic differences

- There were no significant difference in level of confidence across the different demographic groups.

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



Base: all respondents; .

Community and Safety

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

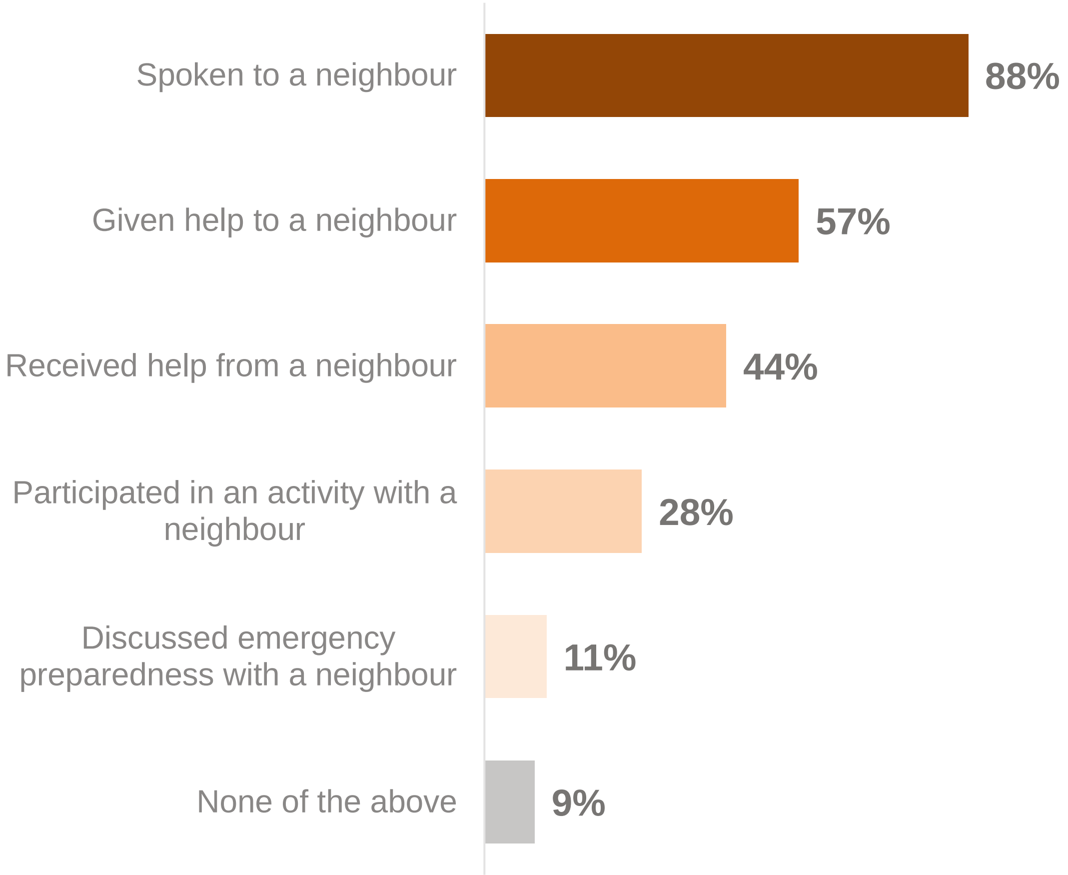
Neighbour interaction

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

- The large majority of respondents (88%) had at least spoken to a neighbour in the past year.
- Around half had either given help (57%) or received help (44%) from a neighbour.
- Less common was participating in activities with neighbours (28%) or discussing emergency preparedness (11%)
- Results for this question were broadly similar to those observed in 2023 and longer terms trends are also mostly flat.

Demographic differences

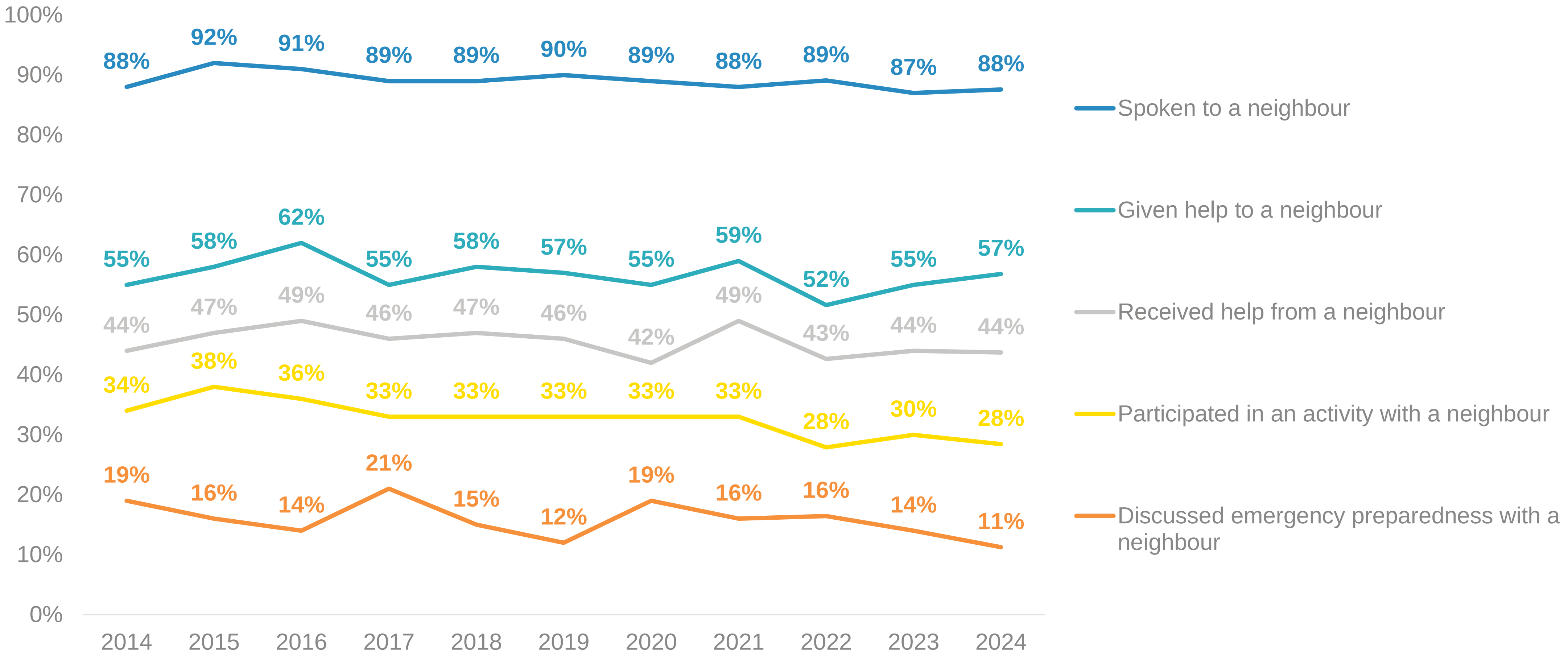
- Neighbour interactions across the board tended to increase with age, and homeowners generally interacted more with their neighbours than renters.
- Respondents from the Pukehīnau Ward and renters reported lower levels of neighbour interactions.



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

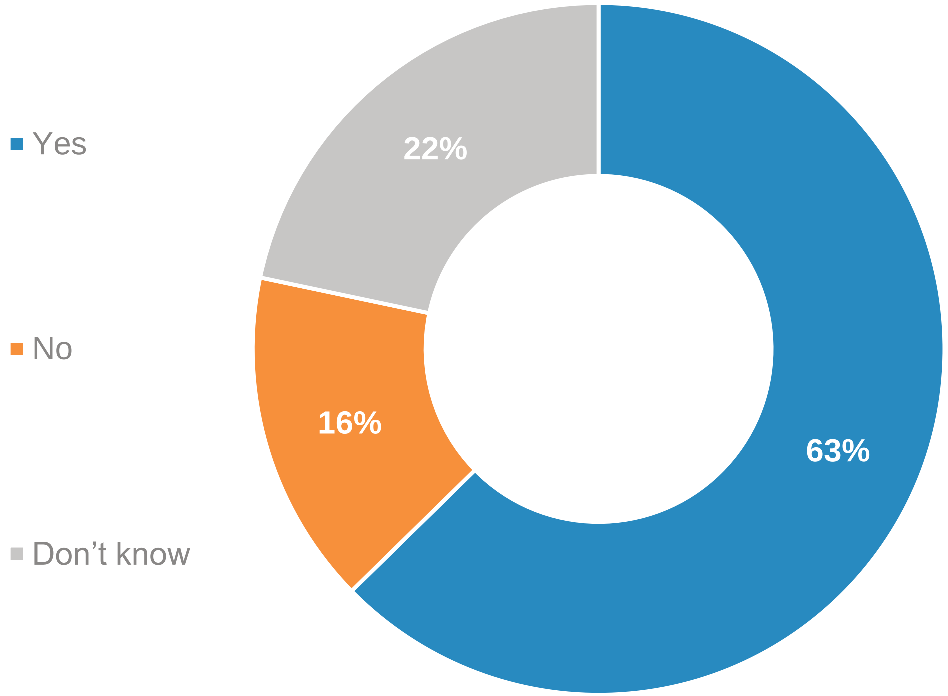
Relying on a neighbour in an emergency

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

- Almost two-thirds (63%) of respondents believed they could rely on their neighbours following a natural disaster. While 16% thought they could not and 22% were unsure.
- Results appear relatively stable over the last five years.

Demographic differences

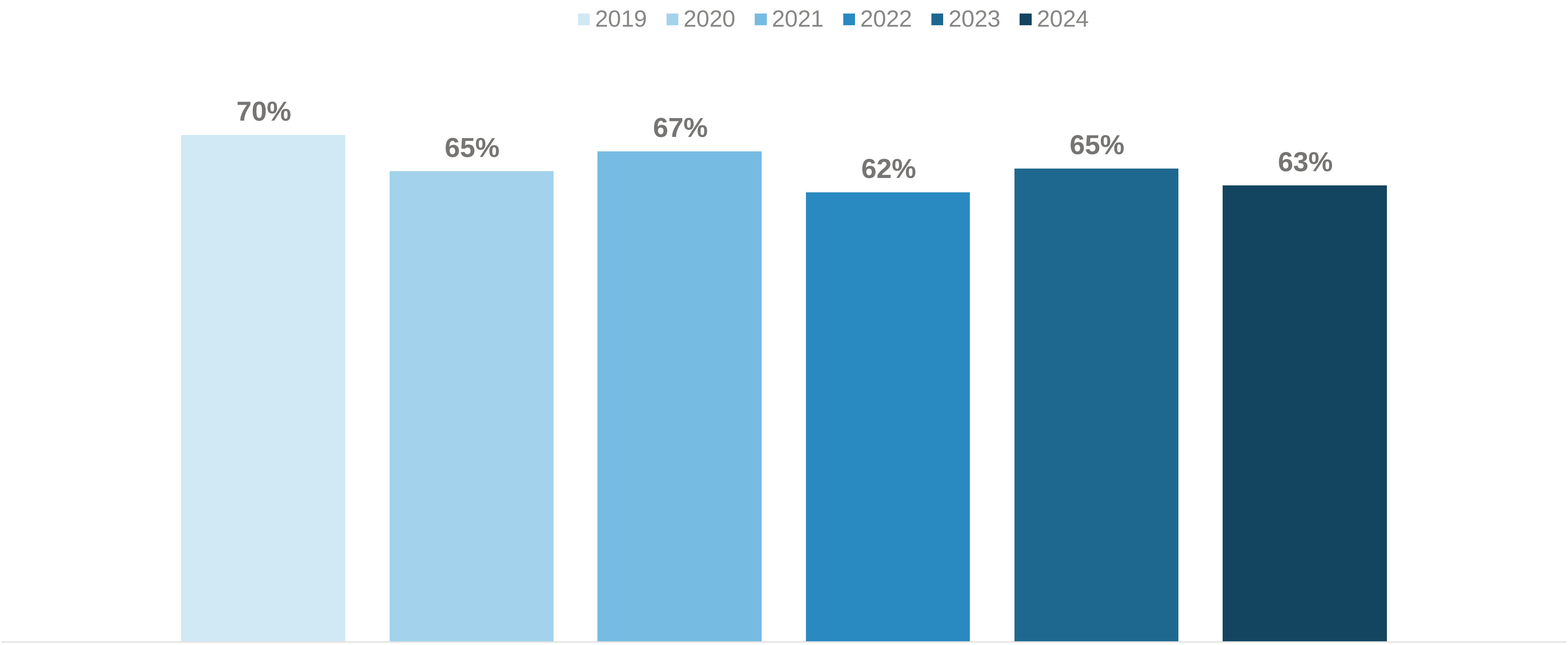
- Older respondents were more likely to say they could rely on their neighbours in an emergency (38% for under 30s, 62% for 30-44s, 77% for 45-59s and 83% for 60+).
- Respondents with dependent children were more likely to say they could rely on neighbours in an emergency (79% compared to 58% for those without dependents).
- Respondents from the Pukehīnau Ward were less likely to say they could rely on their neighbours after an emergency (49%), the opposite was true for those from the Wharangi Ward (71%).
- Respondents who said they had a disability were less likely to say they could rely on their neighbour in an emergency (54%)
- Renters were less likely than homeowners to say they could rely on their neighbours after an emergency (37% vs 77%).



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***



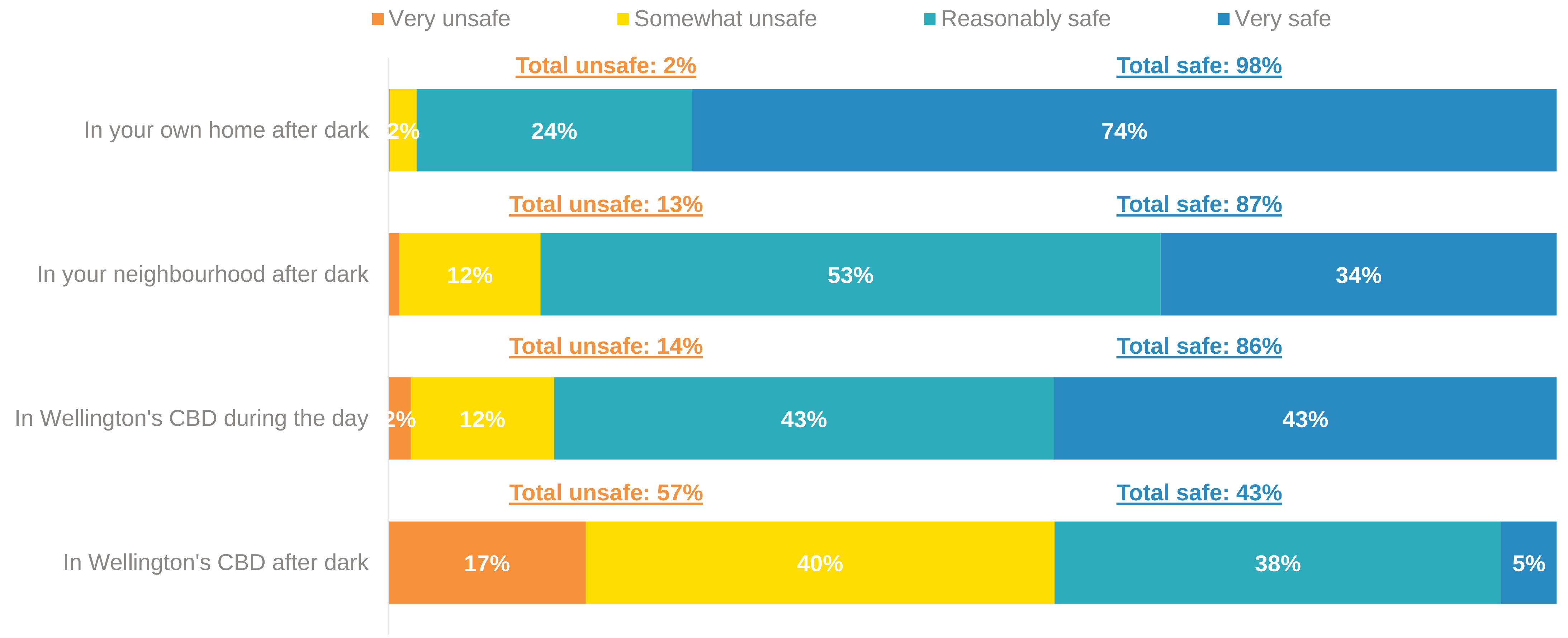
Base: all respondents

Safety in Wellington

- Almost all respondents felt safe in their own home after dark (98%) while the vast majority felt safe in the CBD during the day (86%).
- 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 (87%), 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 49%) and their neighbourhoods after dark (84% vs 91%)
  - Respondents who said they had a disability were less likely to feel safe in the CBD after dark (30%) and in their neighbourhood after dark (80%)
  - Under 30s were less like than over 30s to feel safe in the CBD after dark (30% vs 48%)
  - Pukehīnau Ward respondents were less likely to feel safe in their neighbourhood after dark (81%)
  - Wharangi Ward residents were more likely to feel safe in their neighbourhood after dark (93%)
- Perceived safety at home and in your neighbourhood after dark have both remained relatively steady going back to 2019 (when tracking began). Perceived safety in the CBD both during the day and at night have both been steady over the past three surveys, but still sit below where they were back in 2019 – the drop has been more significant for perceived safety in the CBD after dark.
- Respondents who said they felt unsafe in any of the four situations identified were asked to explain why they felt unsafe. A wide range of concerns were noted by respondents in their own words. These open responses have been themed and presented on a following slide. The most common theme among the responses were alcohol & drug issues or drunk people – this related to the visibility of alcohol and drug use on the streets as well as people being visibly drunk (more so at night, but daytime issues also noted, particularly related to people who live or spend significant time on the street).
- The next three most common themes related to homeless or rough sleepers, behavioural issues including violence and aggressive and/or intimidating behaviour, and specific concerns about the Manners, Te Aro Park and Courtenay Place area.
- All other themes were significantly less common than the four outline above, but included things like aggressive begging, lighting issues, cleaning and maintenance issues, anti-social behaviours, past experiences among others.

Safety in Wellington

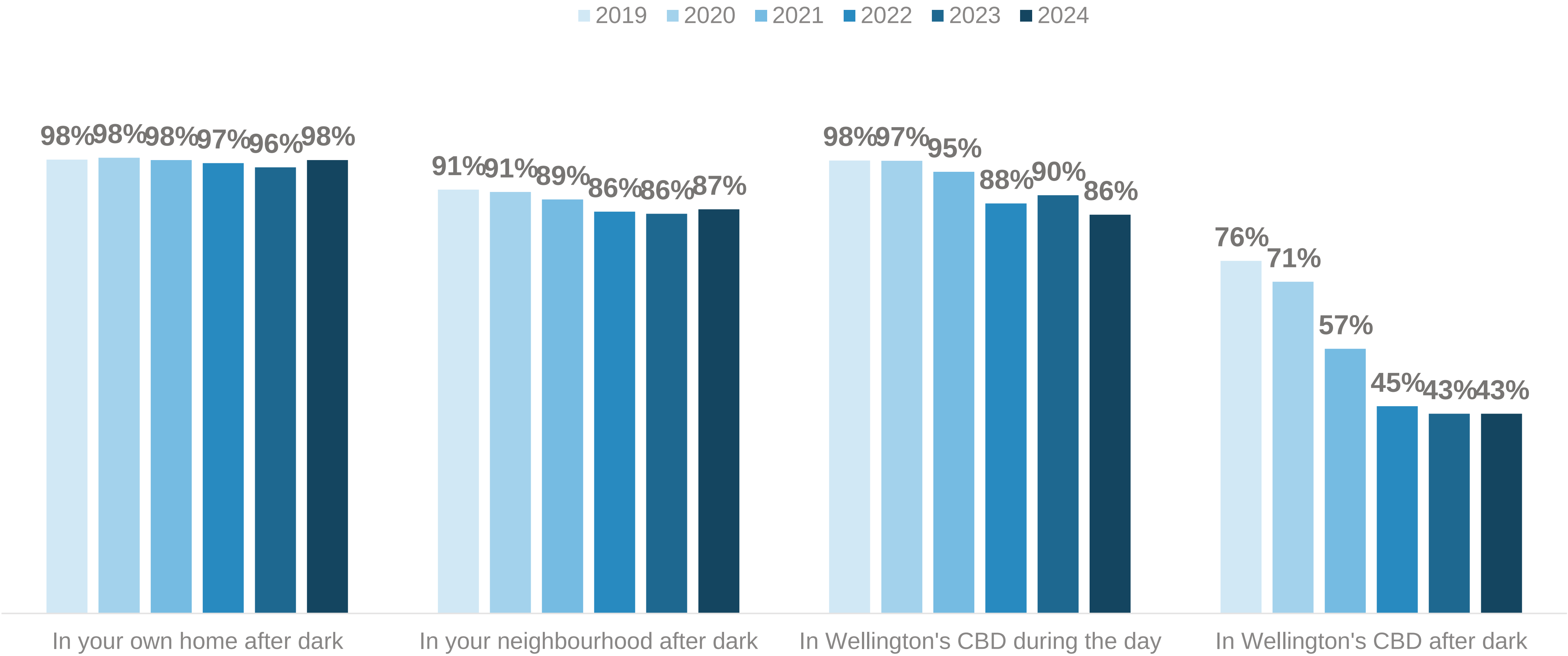
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations:



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

Safety in Wellington – tracking

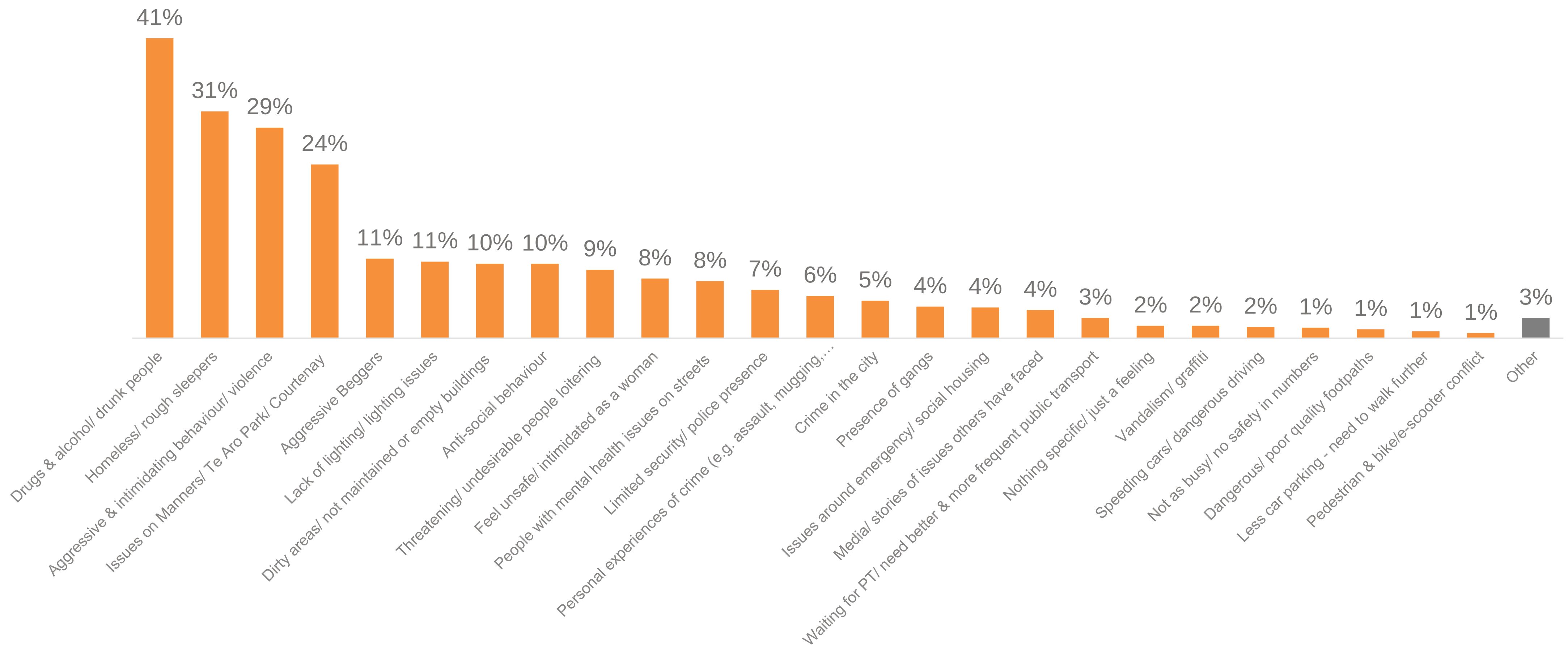
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations: ***total 'safe'***



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

Reasons for feeling unsafe

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



Base: Respondents who said they felt unsafe in any of the situations asked about on the previous slide (n=455)

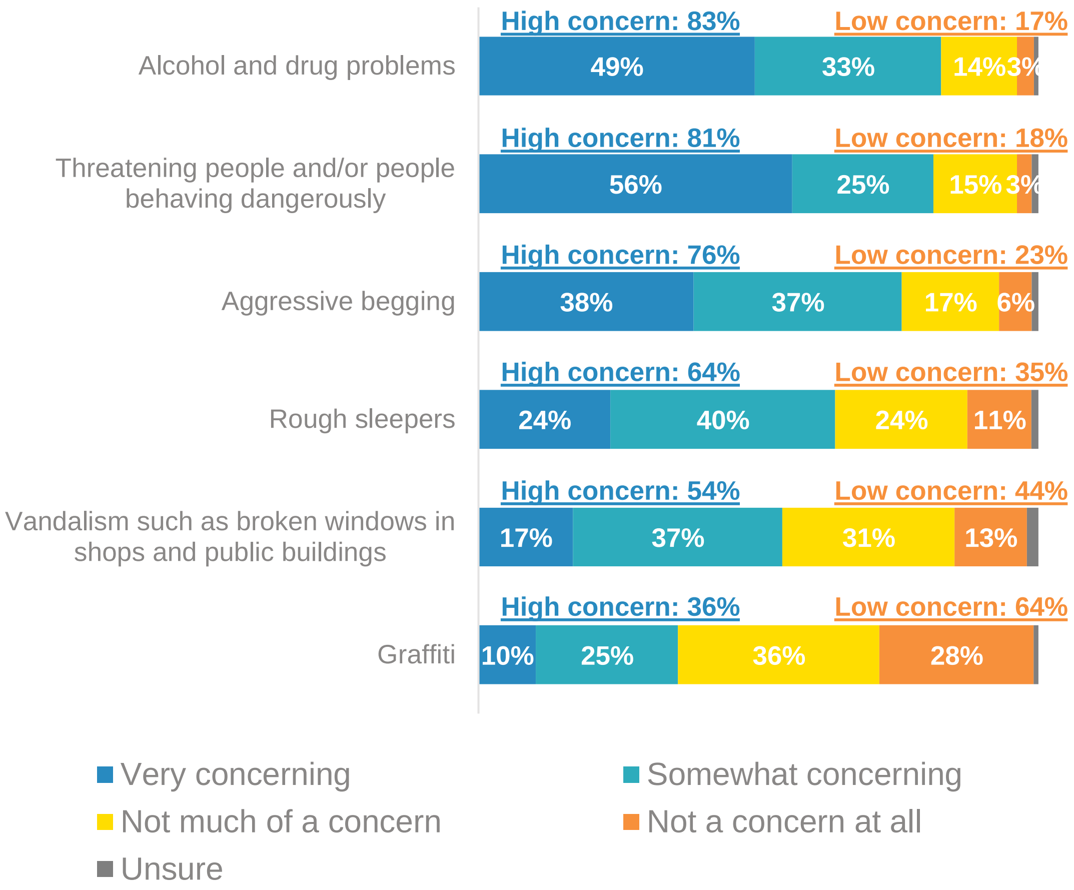
Concern of issues

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

- Respondents were asked how much of a safety concern a range of specific issues were to them personally when spending time in Wellington.
- The highest level of concern was for alcohol and drug problems and threatening people or people behaving dangerously – both issues were a safety concern for about eight in ten respondents.
  - These top two concerns align with the results shown on the previous slide which show the themes responses for why people felt unsafe in the city.
- Aggressive begging was a safety concern for around three-quarters of respondents, rough sleepers a safety concern for about a two thirds.
- About half said vandalism was a safety concern for them, and a third said the same about graffiti.

Demographic differences

- Concern with graffiti, vandalism and rough sleepers increased with age. There was a similar level of concern across all age groups for the remaining issues.



Base: all respondents

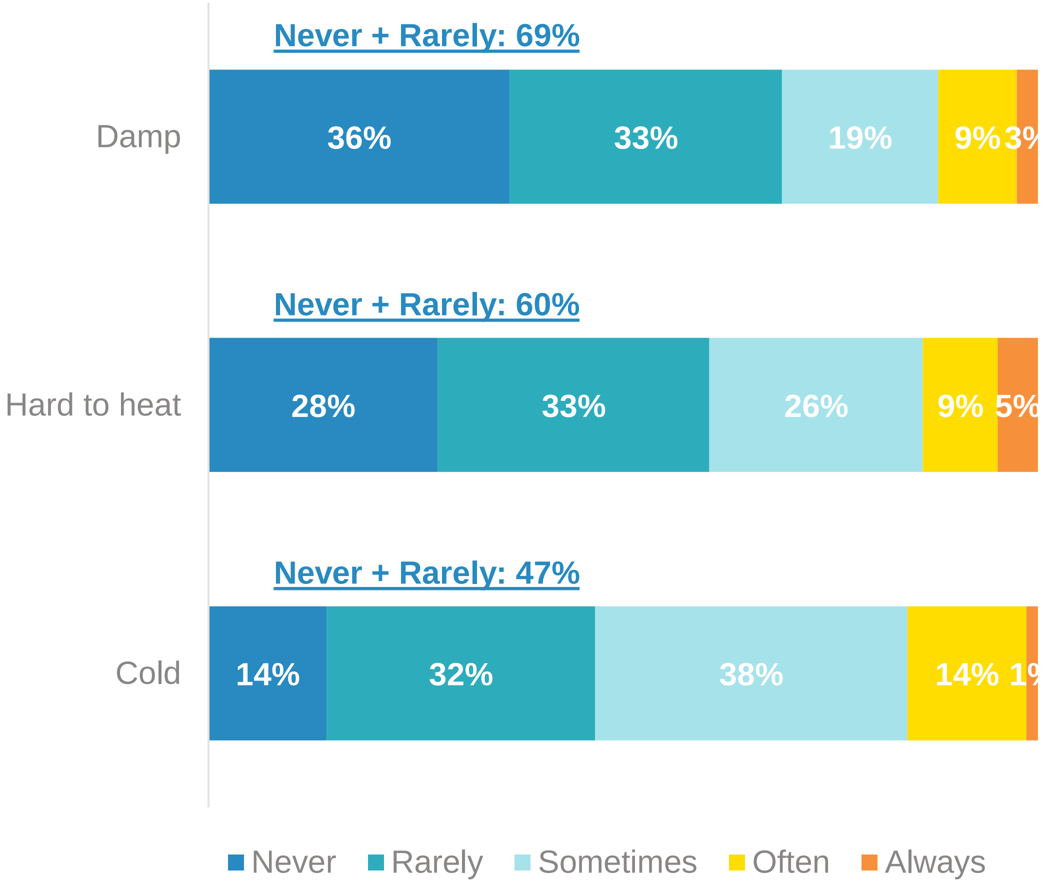
Healthy homes attributes

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

- About two-thirds of respondents (69%) said their home was never or rarely damp.
- Over half said their home was never or rarely hard to heat (60%). While around half (47%) 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.

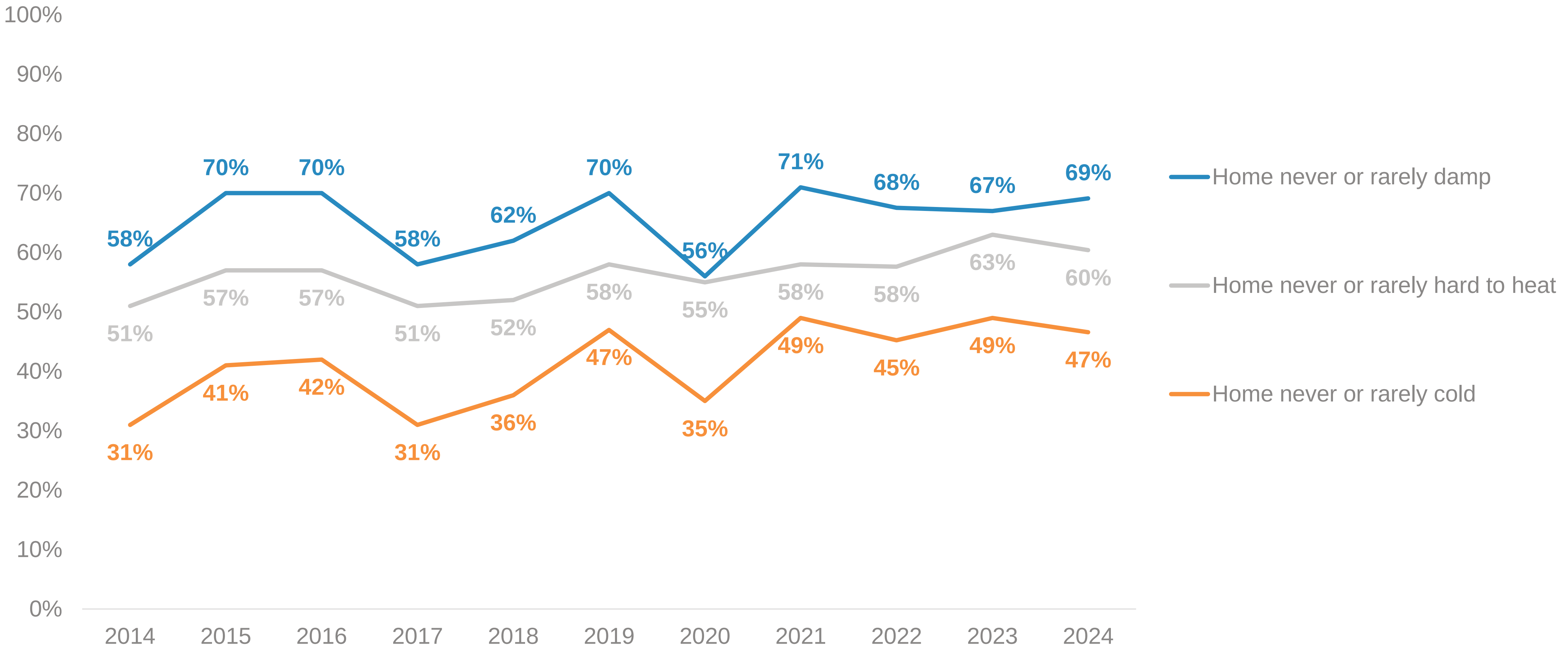
Demographic differences

- 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.
- Respondents with dependent children were more likely to say that their homes were never or rarely damp or cold.
- Respondents from the Wharangi Ward were more likely to say their homes were never or rarely hard to heat.



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

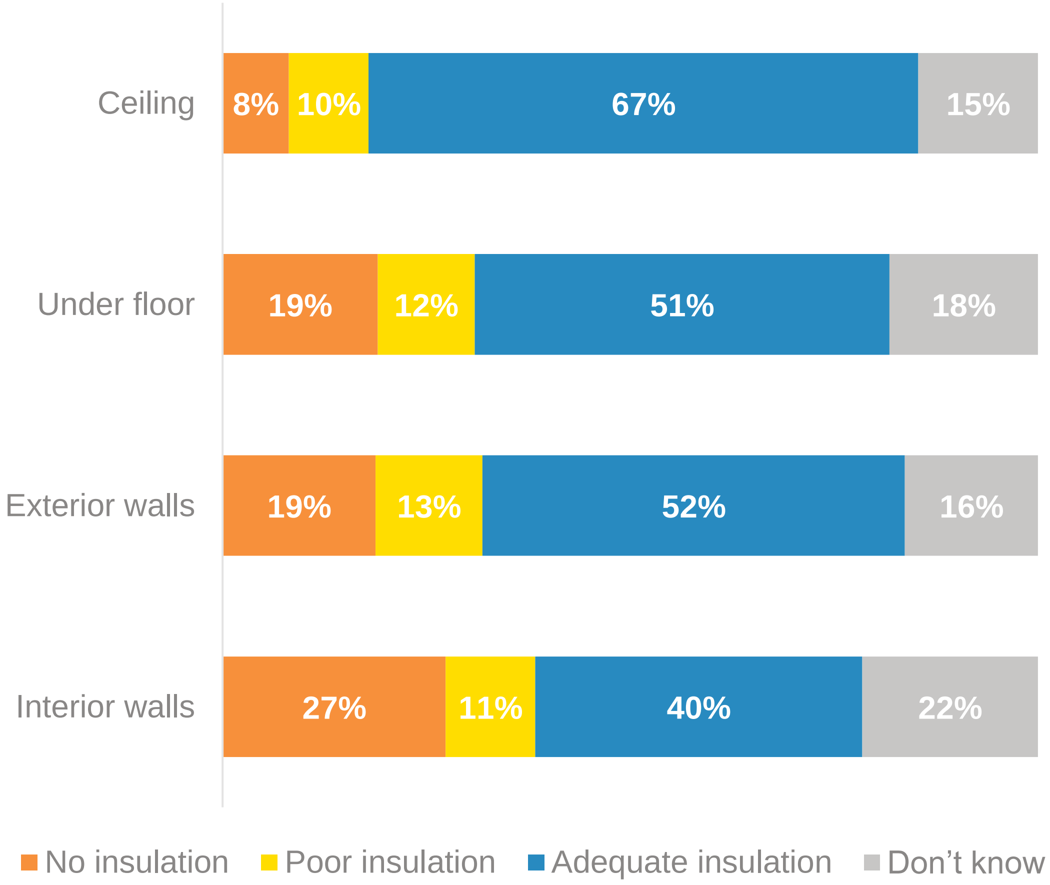
Home insulation

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

- Respondents were most likely to say they had adequate insulation in the ceiling of their home (67% reported this).
- Around half reported having adequate under floor insulation (51%) or insulation in their exterior walls (52%) while over a third (40%) said they had adequate insulation in their interior walls.
- Trends have generally been flat for ceiling and under floor, while exterior and interior walls which have trended up from 40% and 31% respectively since 2017.

Demographic differences

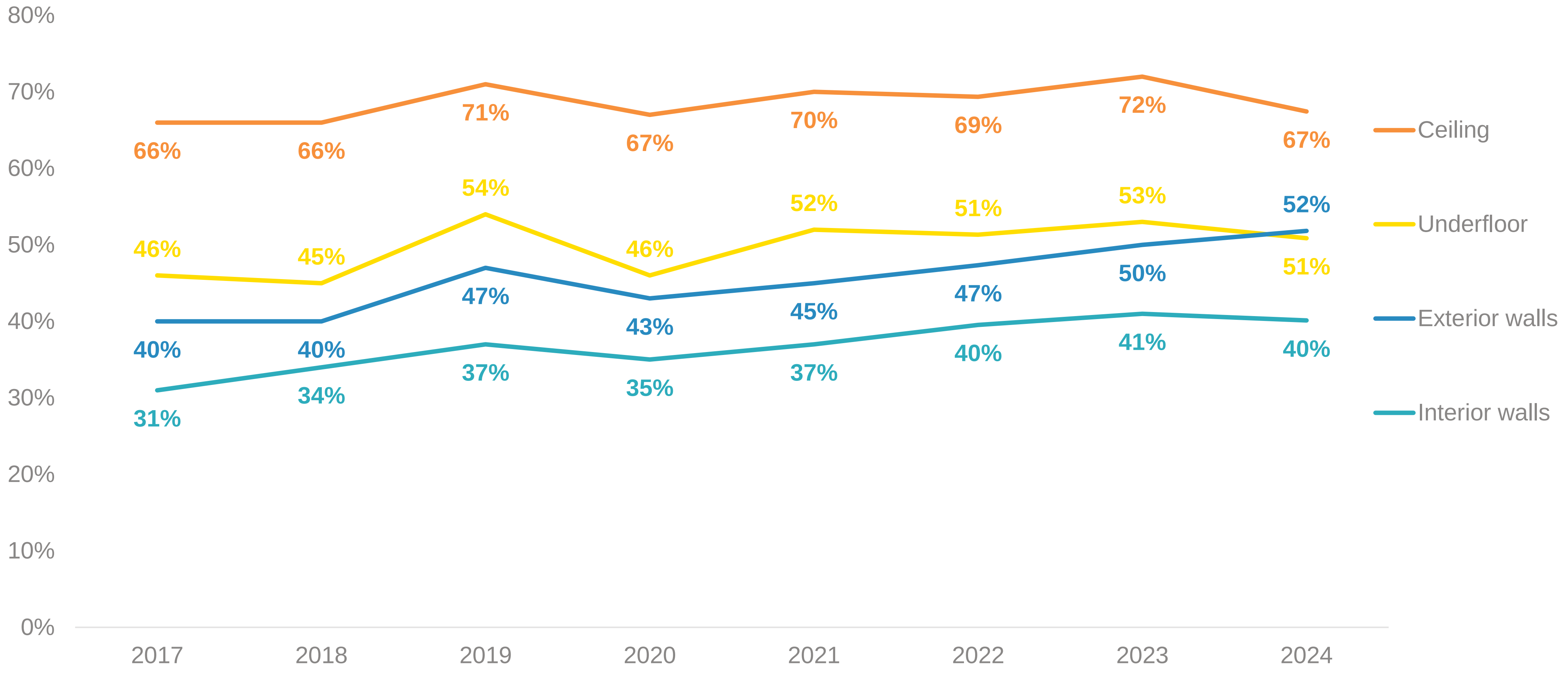
- Similar demographic differences to those observed in the healthy homes measures were observed here.
- Respondents aged 45 and over were generally more likely than respondents aged under 45 to say they have adequate insulation across all areas.
- Homeowners were more likely than renters to say they had adequate insulation across all areas.
- Respondents with dependent children were generally more likely to say they had adequate insulation in each area.
- Respondents in the Pukehīnau Ward were generally less likely to say they have adequate insulation, while those in the Takapū Ward were generally more likely to say they had adequate insulation.



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

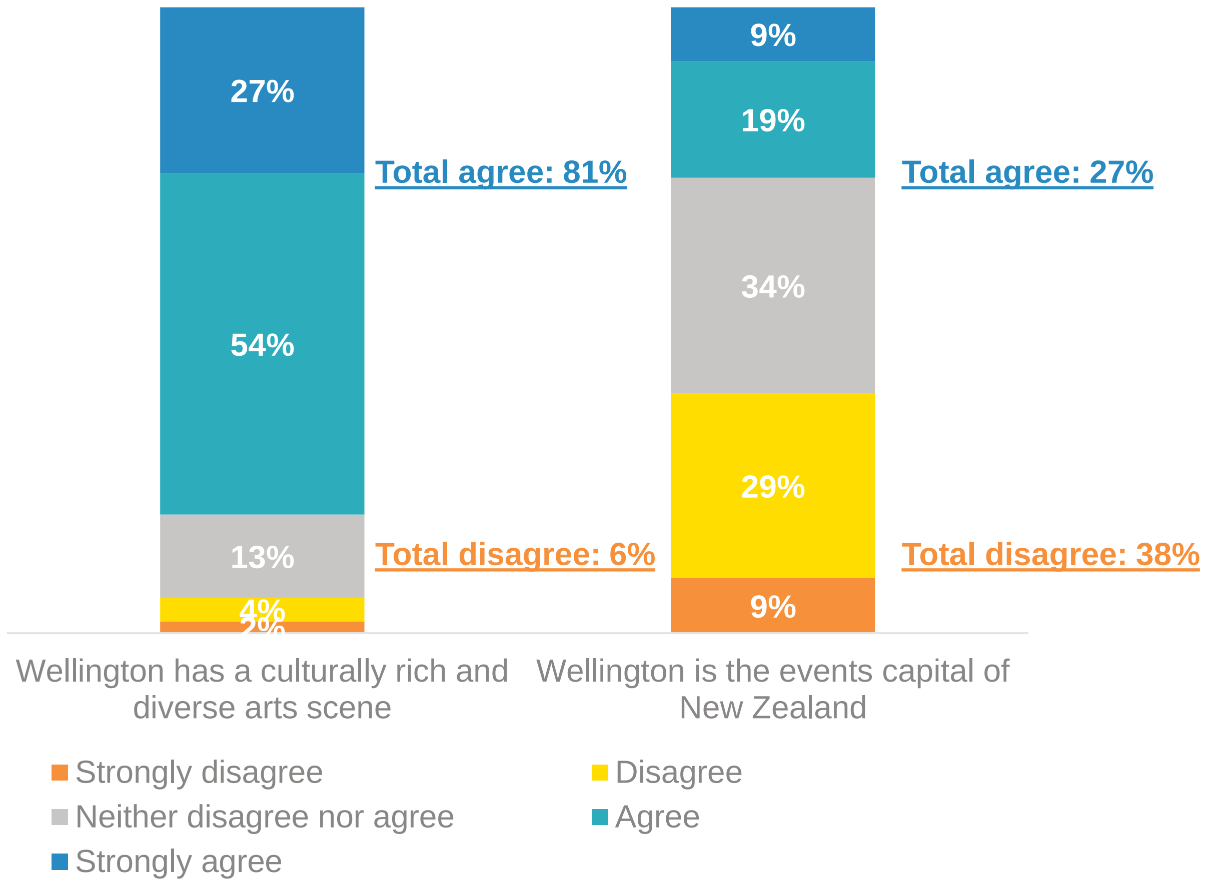
Arts and culture opportunities in Wellington

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

- 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 27% agreeing and 38% disagreeing.
- Agreement that Wellington has a rich and diverse arts scene has remained steady over the past three surveys, but highs observed back in 2018sits below has seen small but consistent falls in agreement since 2018 and prior where around 90% or more agreed.
- Agreement with both statements has remained steady since 2023, but longer-term trends have been steady down for both measures.

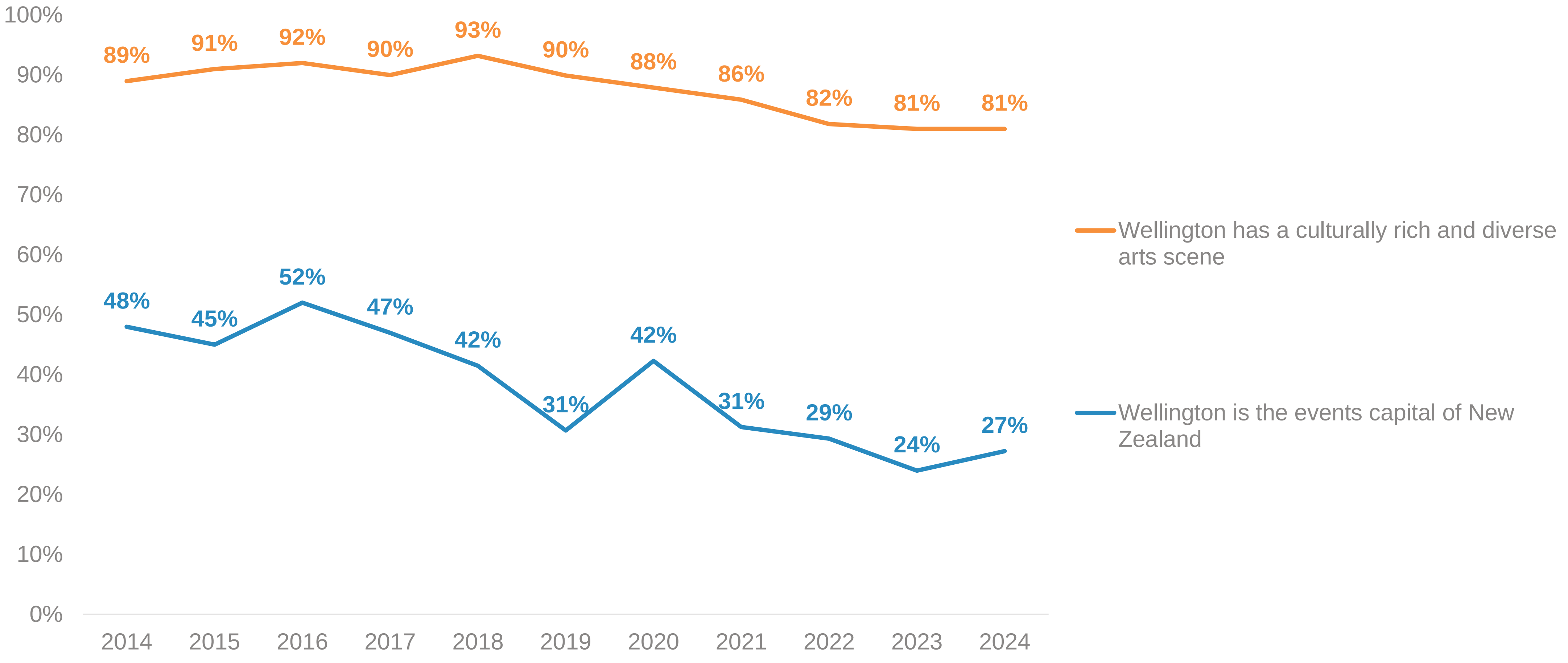
Demographic differences

- There were no demographic differences for this question.



Arts and culture opportunities in Wellington – tracking

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



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

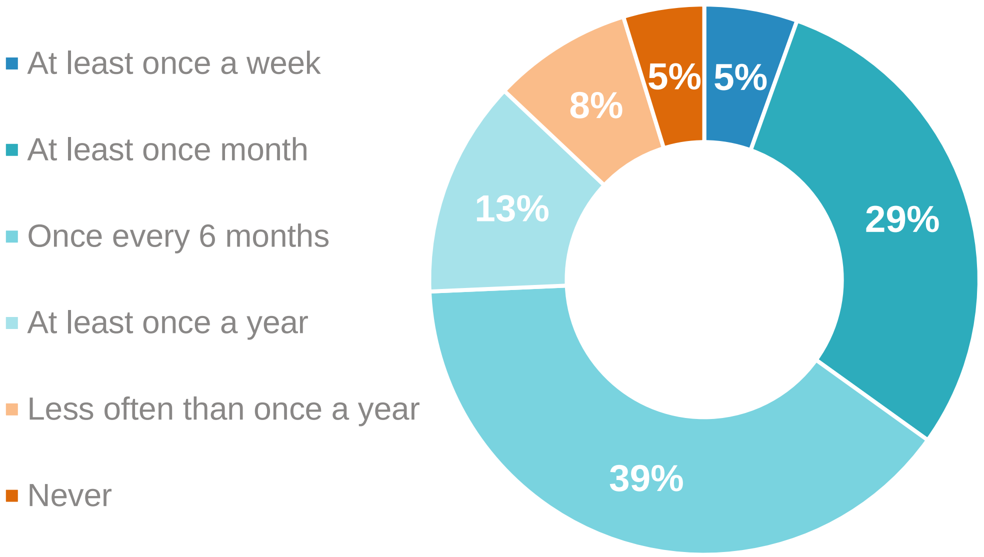
Participation in cultural or arts activities

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 (34%) or once every six months (39%).
- Participation has remained relatively steady compared to previous years.

Demographic differences

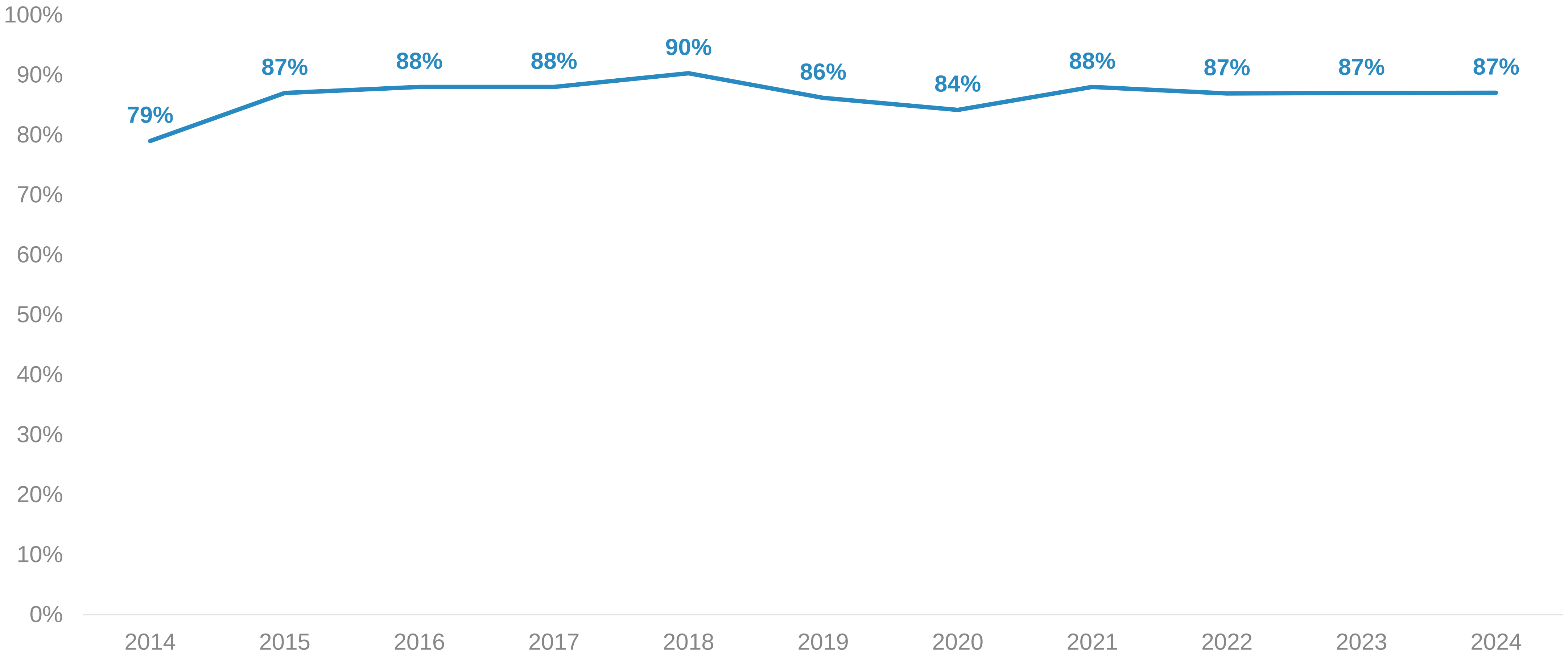
- Respondents from Takapū Ward were less likely to have attended a cultural or arts activity in the past year, the same was true for respondents 60 years or older, respondents who said they had a disability, and respondents with lower household incomes (under $50k).



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')

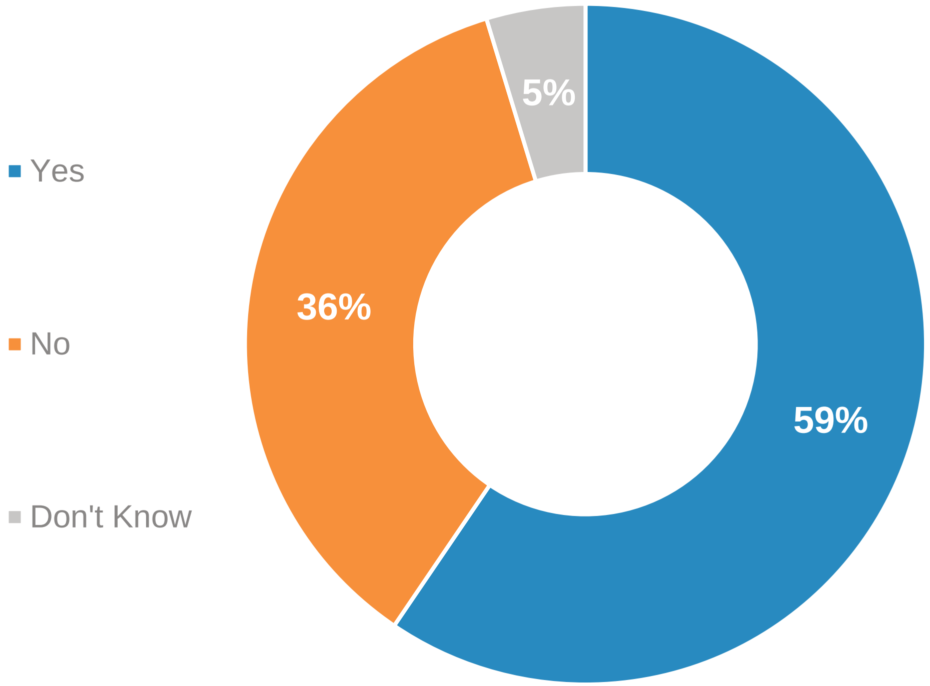
Participation in a Council delivered arts and culture events

- Over half (59%) of respondents said they had attended a Council delivered arts or cultural event in the past year.
- Participation levels have increased steadily over the past three surveys but sit below the highs observed between 2015-18.

Demographic differences

- Similar to general arts and culture event attendance show on the previous slide, attendance was lower for respondents from the Takapū Ward, those 60+ in age and those with lower household incomes (under 50k).
- Declared attendance to Council arts and culture events was higher among respondents under 45, those from the Pukehīnau Ward and renters.

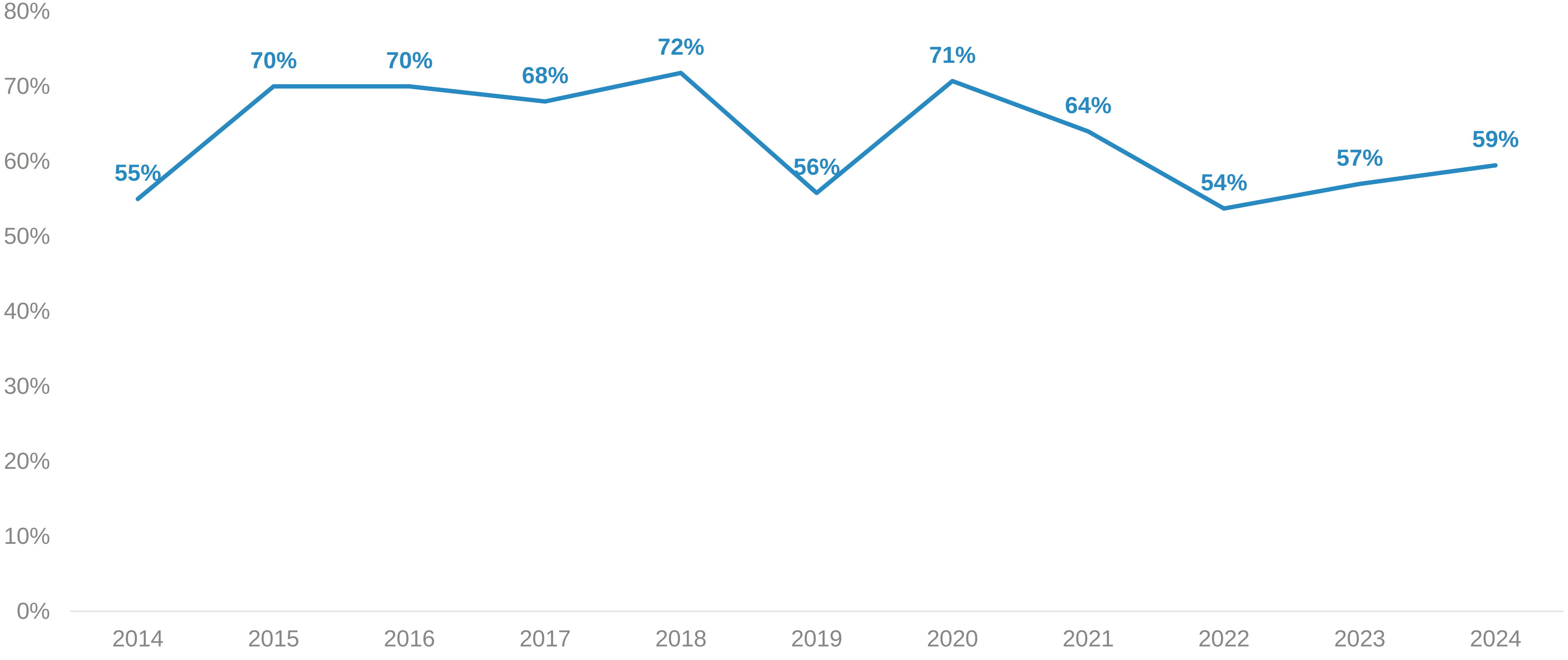
Have you attended any Council delivered arts and cultural events and festivals in the last 12 months?



Base: all respondents

Participation in a Council delivered arts and culture events – tracking

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



Base: all respondents

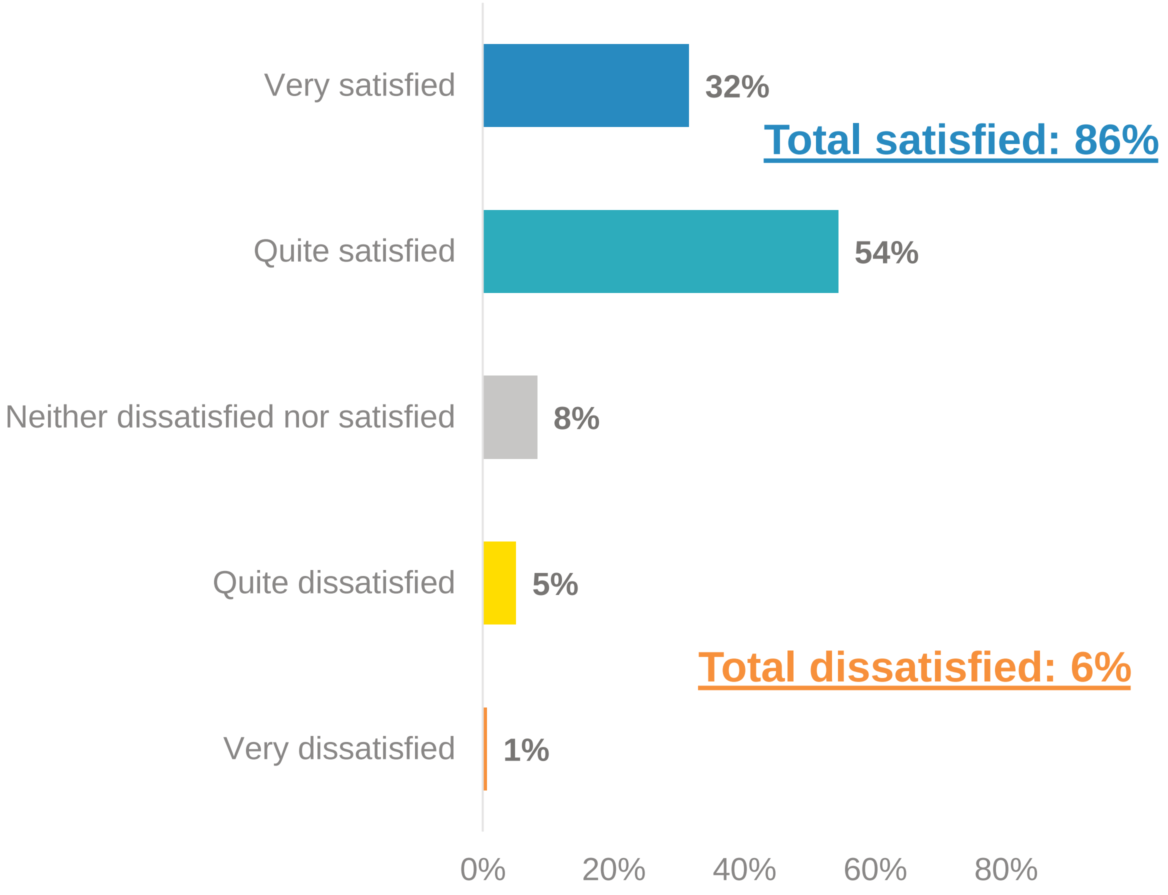
Satisfaction with a Council delivered arts and culture event

- Satisfaction with a Council delivered arts and cultural events was very high among those respondents who said they had attended one in the past year. 86% were satisfied while only 6% were dissatisfied.
- Satisfaction with these events has remained steady since tracking began in 2014.

Demographic differences

- There were no demographic differences for this question.

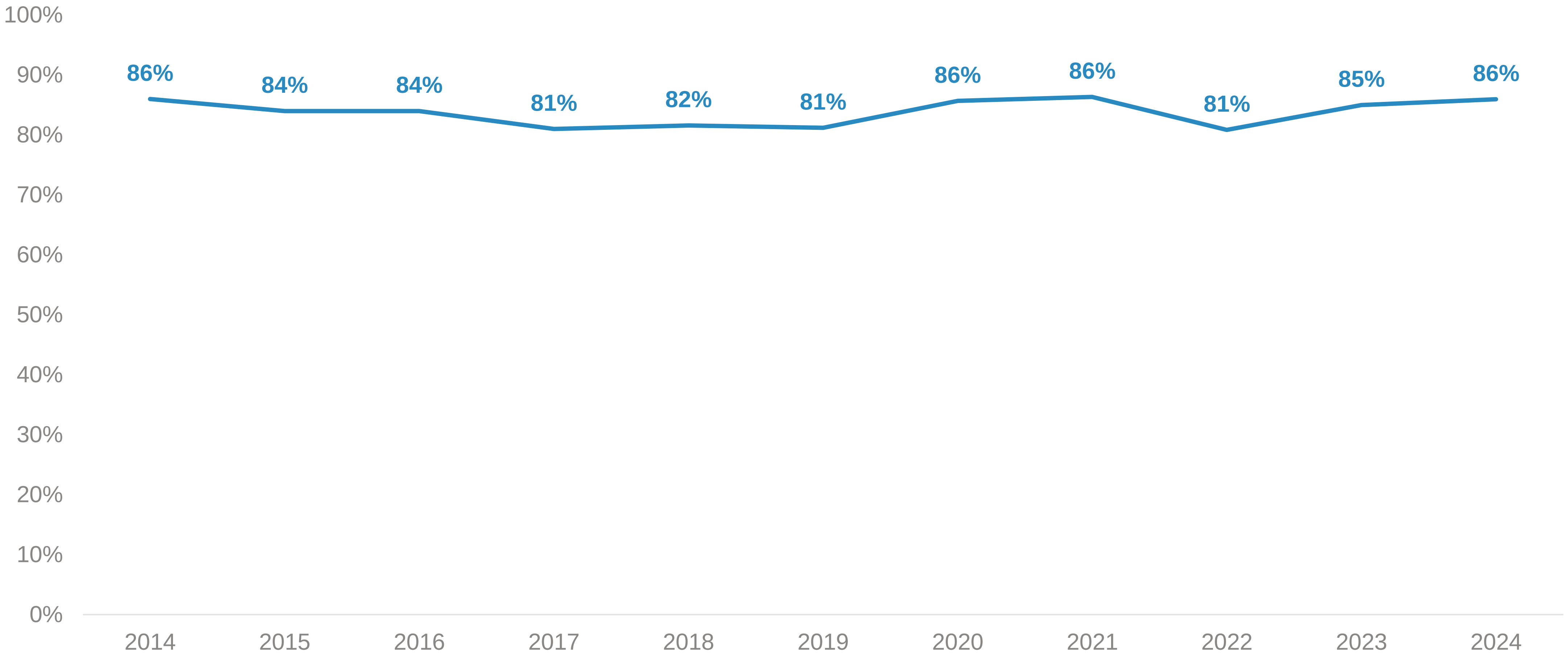
Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



Base: respondents who said they had attended a Council delivered arts and culture event in the past year (excluding 'don't know') (n=632)

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***

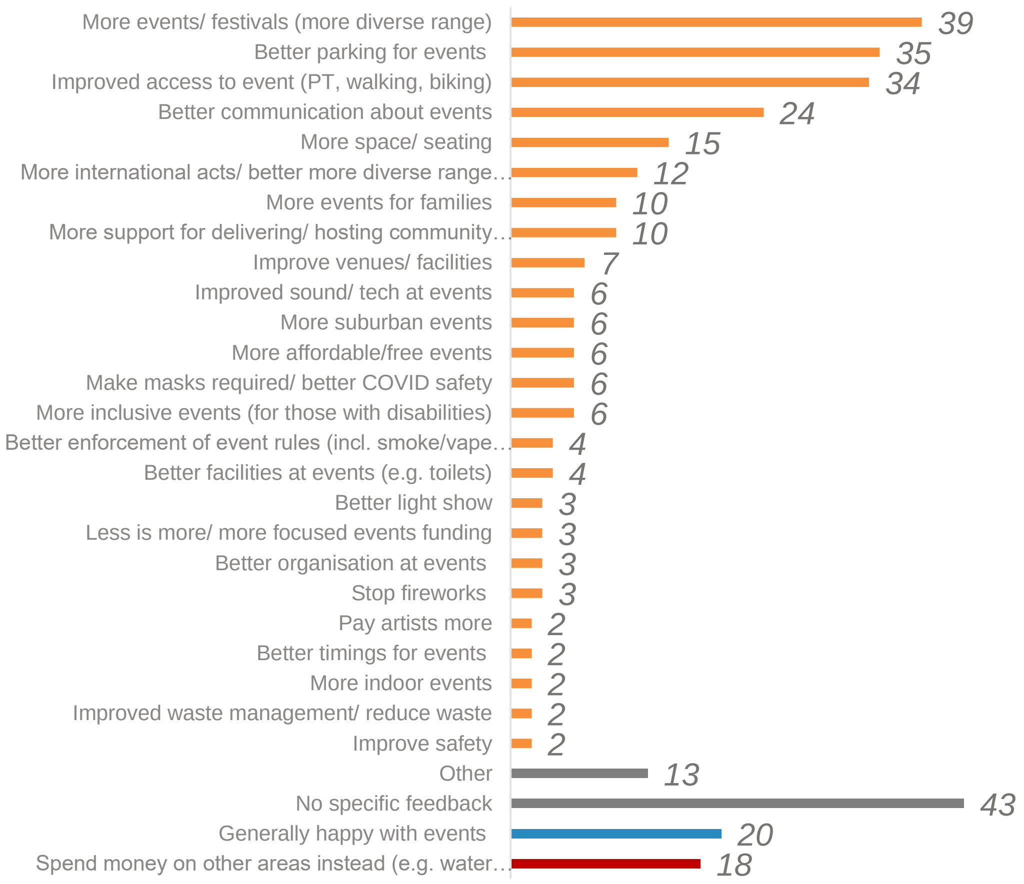


Base: respondents who said they had attended a Council delivered arts and culture event in the past year (excluding 'don't know')

Improve satisfaction with Council events

- Respondents were asked if they had any feedback to for improving their level of satisfaction with Council events they had attended in the past year.
- Of those who provided some feedback (a total of 293 respondents) the most common theme of feedback related to having more events, or a more diverse range of events on offer.
- Other common themes were about access to events including availability of parking, and improved access via public transport or active modes.
- Improving communication about events also came up relatively frequently.

What, if anything, could Council have done to improve your level of satisfaction with our festivals and events over the past 12 months. ***n=***



Base: Asked of all respondents, but optional so skipped by many (n=293)

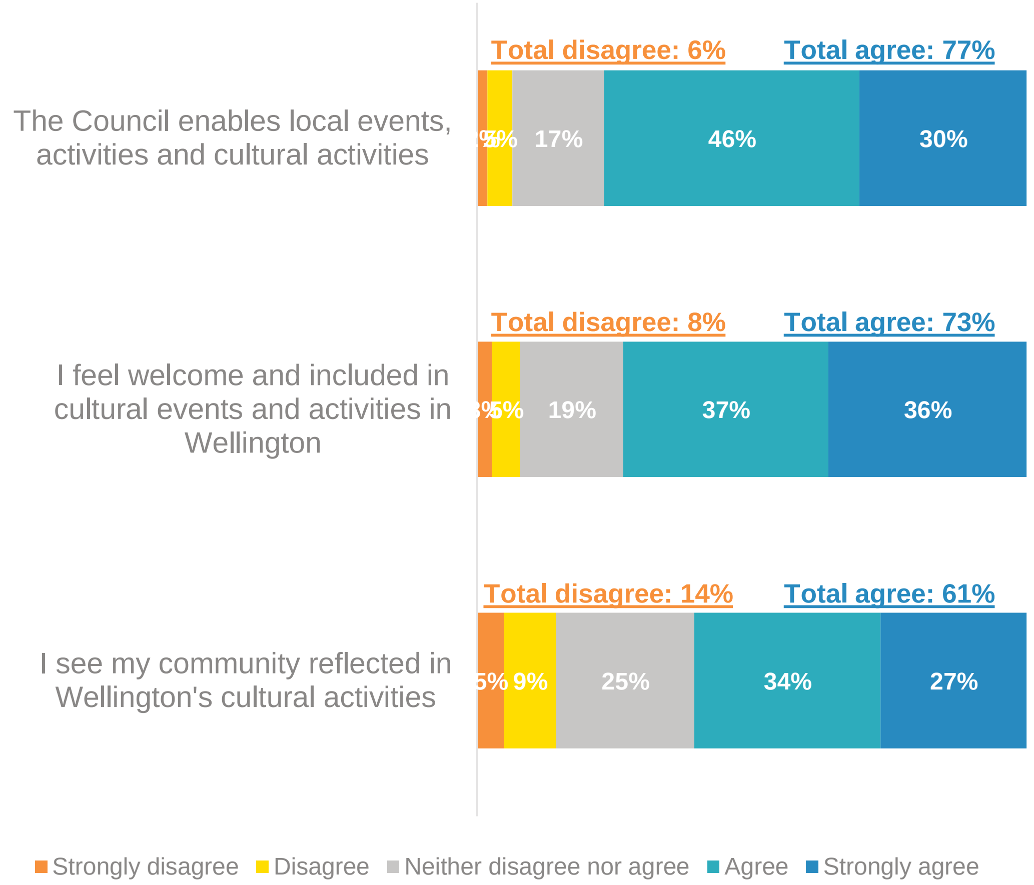
City events attributes

How much do you agree or disagree with the following statements

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

Demographic differences

- Agreement that they feel welcome and included in cultural events and activities in Wellington declined with age (Under 30s 85%, 30-44 73%, 45-59s 70% and 60+ 61%).
- A similar pattern was observed for agreement that they saw their community reflected in Wellington's cultural activities (Under 30s 70%, 30-44 59%, 45-59s 59% and 60+ 50%).
- Respondents who said they had a disability were less likely to say they felt welcome and included and also that they saw their community reflected in cultural activities.
- Respondents from Takapū were **less likely** to agree with all three statements.
- While respondents who identified as NZ European and those with higher household incomes ($100k+) were **more likely** to agree with all three statements



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

Māori culture in the city

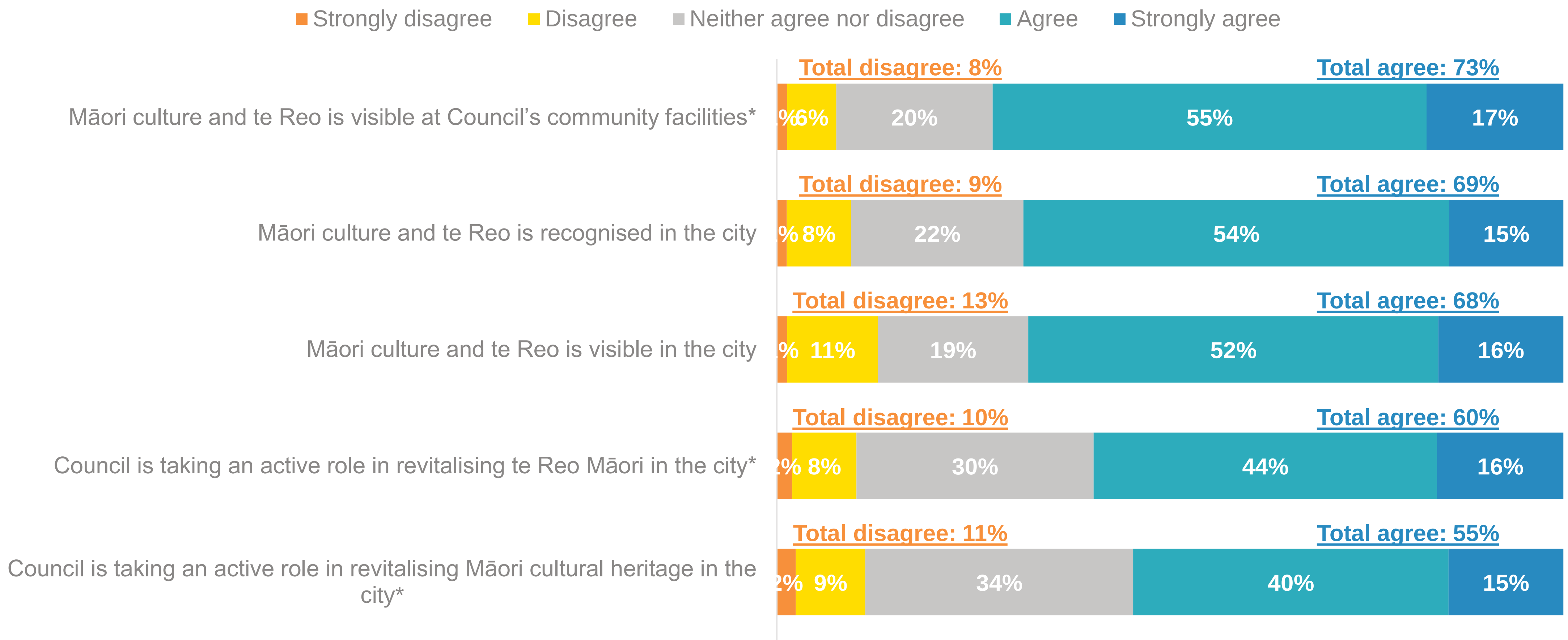
- There was much more agreement than disagreement with all five statements relating to Māori culture and te Reo being recognised, visible and the Council taking an active role in revitalising te Reo Māori and Māori culture in the city.
- The highest level of agreement was with the statement that Māori culture and te reo are visible at Council facilities (73%). Around two-thirds agreed with the two statements relating to Māori culture being recognised and visible across the city. While around six in ten agreed with the statements relating to Council's taking an active role in revitalising te Reo Māori and culture in the city.
- There has been steady improvement in agreement across the statements over the past three surveys, agreement has increased by between 9% and 14% in that time (back to 2022).
- 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, and also with the new statement about visibility of Māori culture and te Reo at Council facilities. 14%-17% answered 'don't know' for these statements (and hence being excluded from the analysis).

Demographic differences

- There were no demographic differences for these questions.

Māori culture in the city

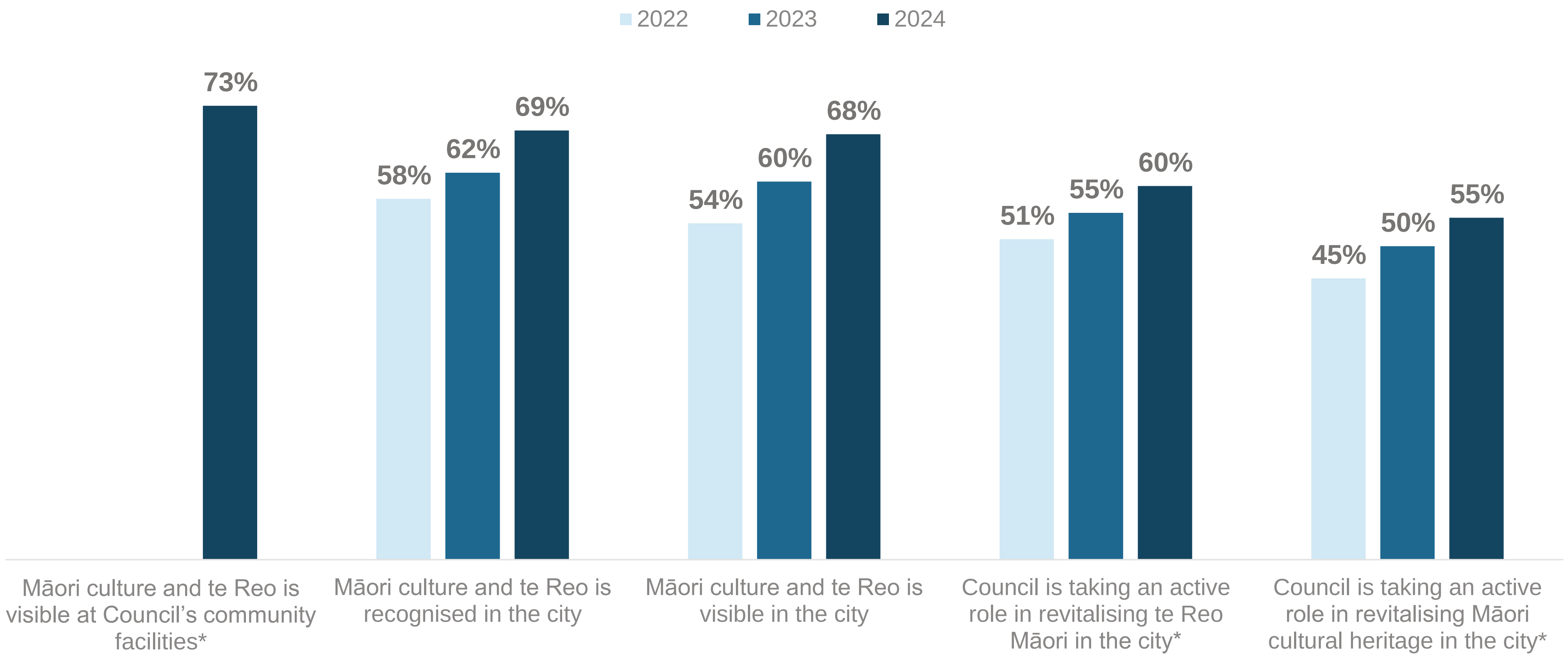
There are opportunities around Wellington to discover secrets, explore stories and experience our national and local heritage. Please rate your level of agreement with the following statements:



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (15%-17%) which are excluded from analysis*

Māori culture in the city– tracking

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



*Base: all respondents (excluding 'don't know'); *very high proportion of don't know responses (15%-17%) which are excluded from analysis*

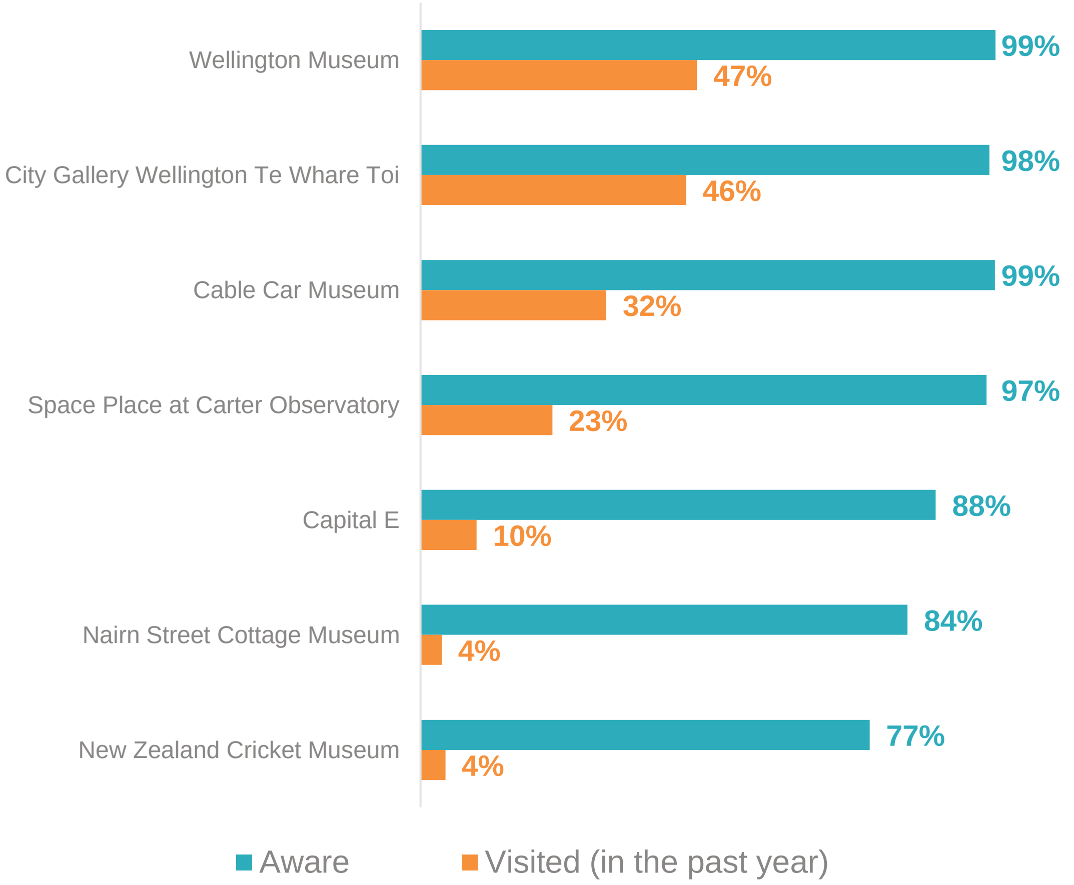
Wellington museums and galleries awareness and visitation

- The vast majority of respondents (97%+) 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 (47% and 46% respectively).
- About a third said they had visited Cable Car Museum in the past year and 23% had visited Carters Observatory.
- Visitation for the Wellington Museum appear higher this year than previously (from 40% to 47%)
- While visitation has been trending up since 2021 for the Cable Car Museum and Space Place – however declare visitation levels for these two attractions are broadly in line with tracking prior to 2020.

Demographic differences

- Respondents aged 30-44 were more likely than other age groups to say they had visited Capital E.
- Respondents with dependent children were more likely to say they had visited Capital E and Carter Observatory and Wellington Museum, but less likely to say they had visited Te Whare Toi.
- Respondents from the Northern Ward were less likely to say they has visited Te Whare Toi.

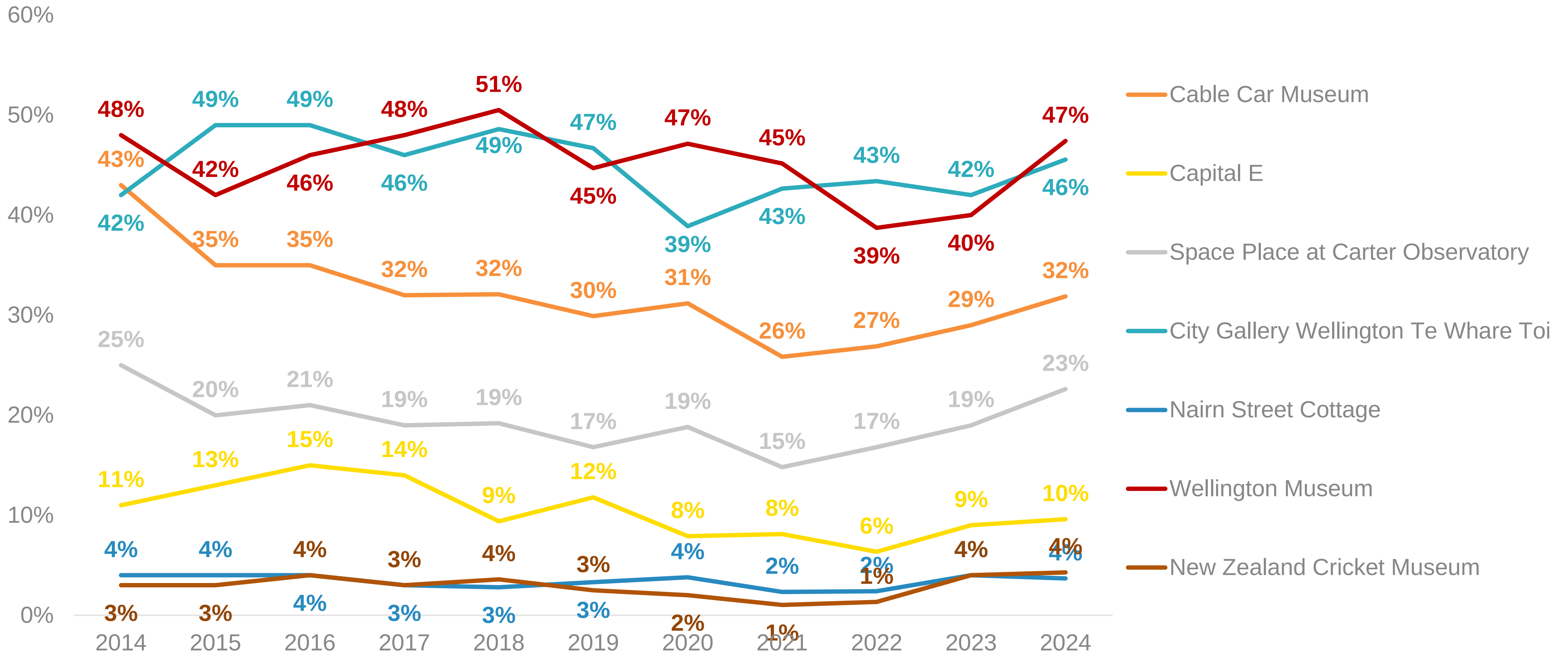
Which of the following Wellington attractions have you been to in the last 12 months? [If you have not heard of the attraction, please say so.]



Base: all respondents

Wellington attractions visitation – tracking

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



Base: all respondents

Wellington attractions experience

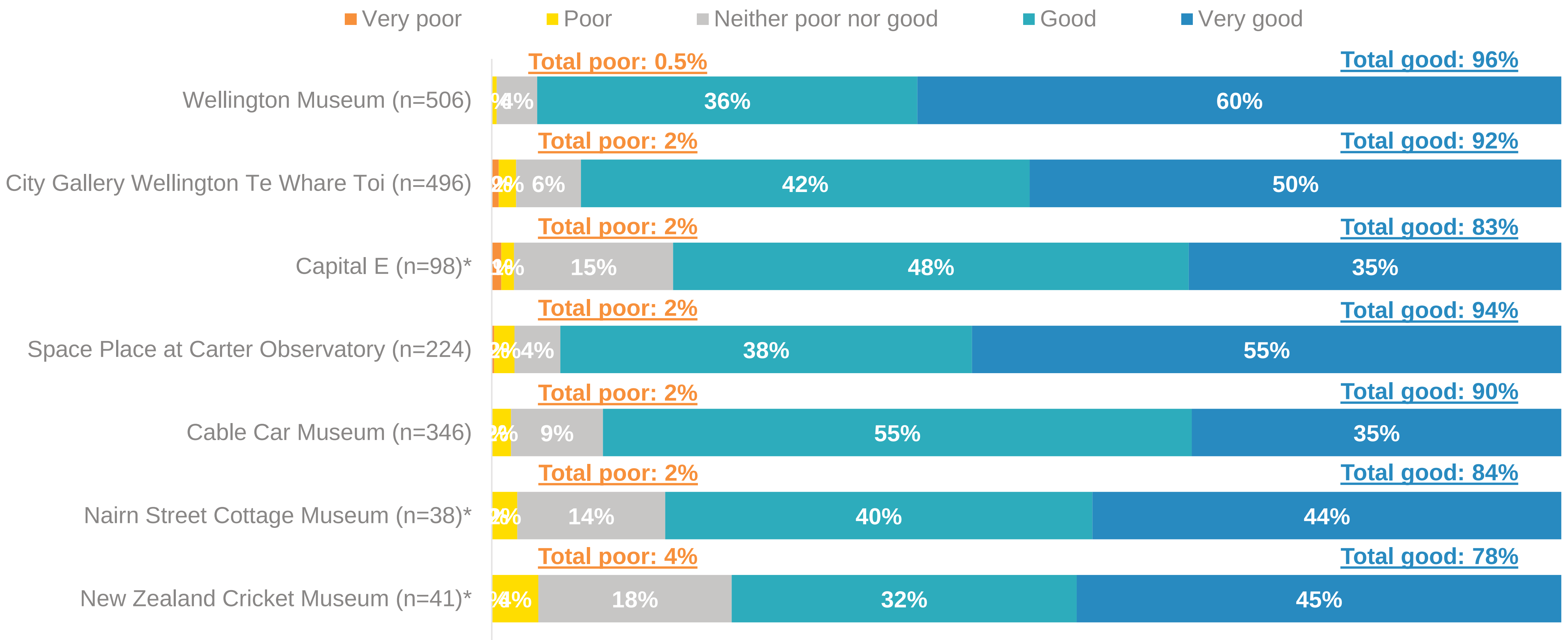
- Satisfaction was consistently high across all of the attractions – 90%+ for all except Nairn Street Cottage and the Cricket Museum where 84% and 78% were satisfied respectively.
- Note: very low sample sizes for Nairn Street Cottage Museum and New Zealand Cricket Museum, treat results as indicative only – have not included these two venues in the tracking results due to low sample size.
- Results were generally consistent with previous years.

Demographic differences

- There were no demographic differences for this question.

Wellington attractions experience

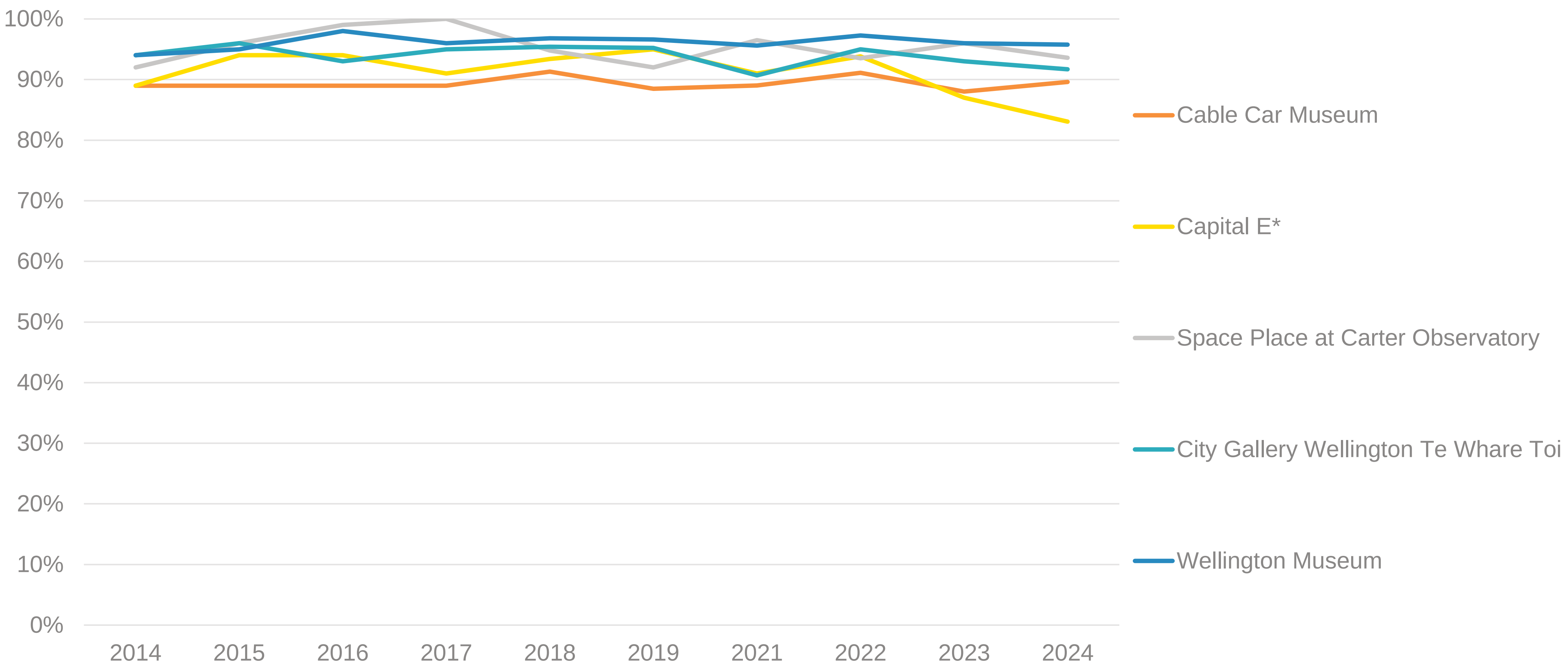
Please rate your overall experience at...



*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

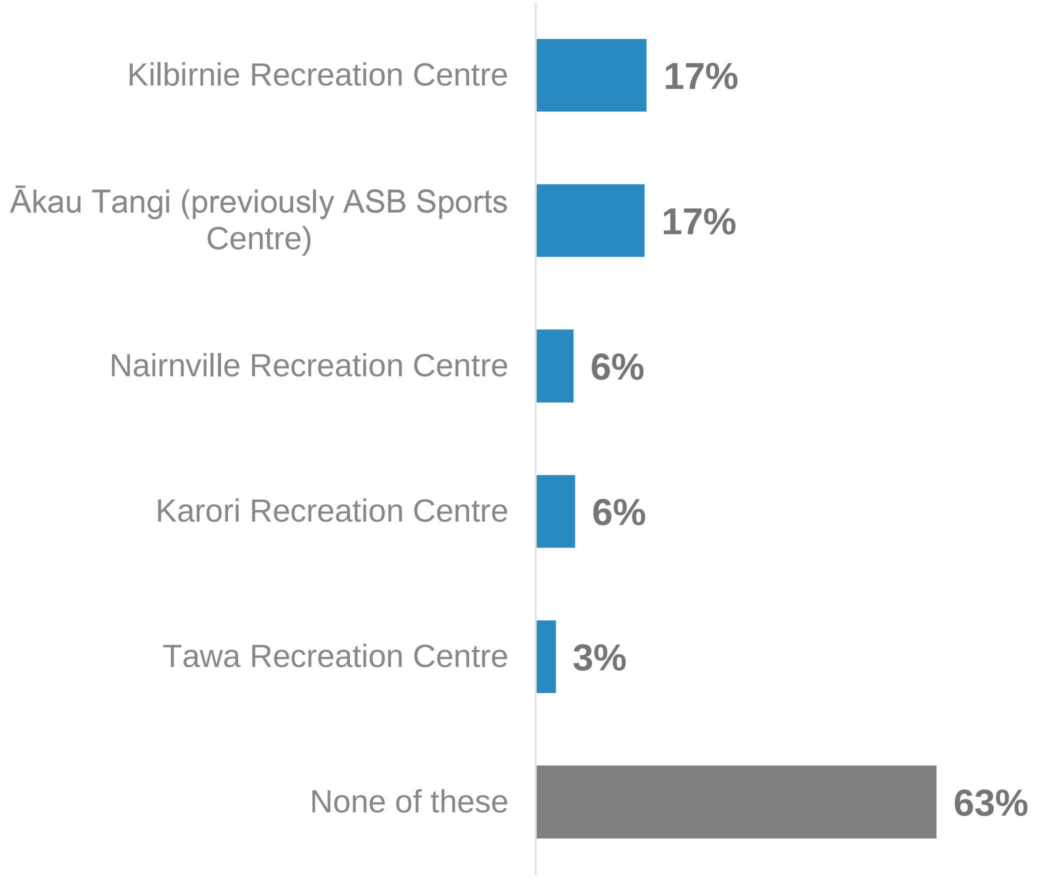
Sport and recreation facilities usage

- Kilbirnie Recreation Centre and Ākau Tangi were the most used facilities (17% each).
- Usage was largely unchanged across all the facilities over the period we have tracked data (back to 2019).
- Around two-thirds (63%) had not used any of the facilities listed.

Demographic differences

- Usage mostly differed by Ward as you would expect:
    - Motukairangi Ward respondents were more likely to use the Kilbirnie Recreation Centre (36%) and Ākau Tangi (30%).
    - Takapū Ward respondents were more likely to use the Tawa (11%).
    - Wharangi Ward respondents were more likely to use Karori and Nairnville Recreation Centres (19% and 14% respectively).
    - Paekawakawa Ward respondents were more likely to use Kilbirnie Recreation Centre (26%).
    - Lambton Ward respondents were more likely to have used none of these facilities (71%).
    - Respondents aged 30-44 were higher users across multiple centres (and therefore less likely to select “none of these”). Respondents 60+ were more likely to have used none of the facilities (75%).
    - Respondents with dependent children were more likely to have use each facility.

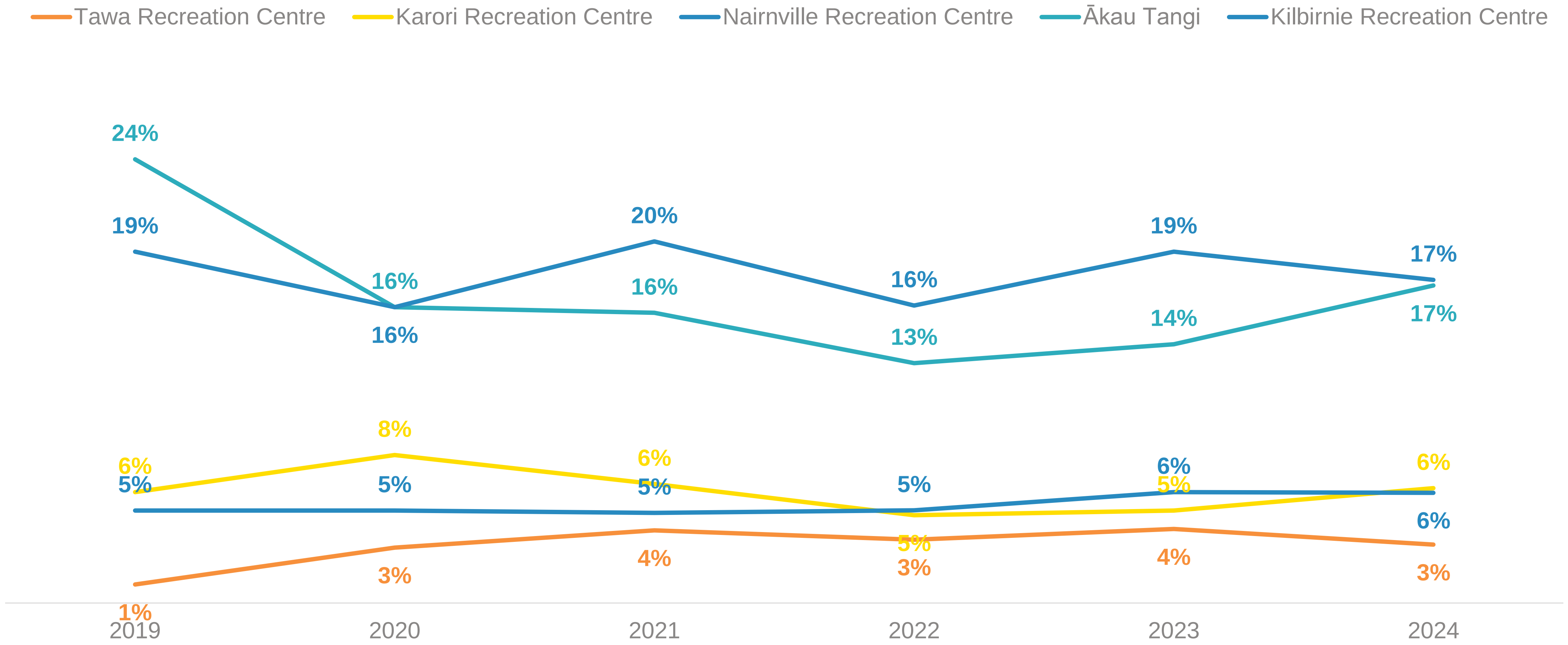
Over the past 12 months, have you used any of the following Wellington City Council recreation facilities?



Base: all respondents

Sport and recreation facilities usage – tracking

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

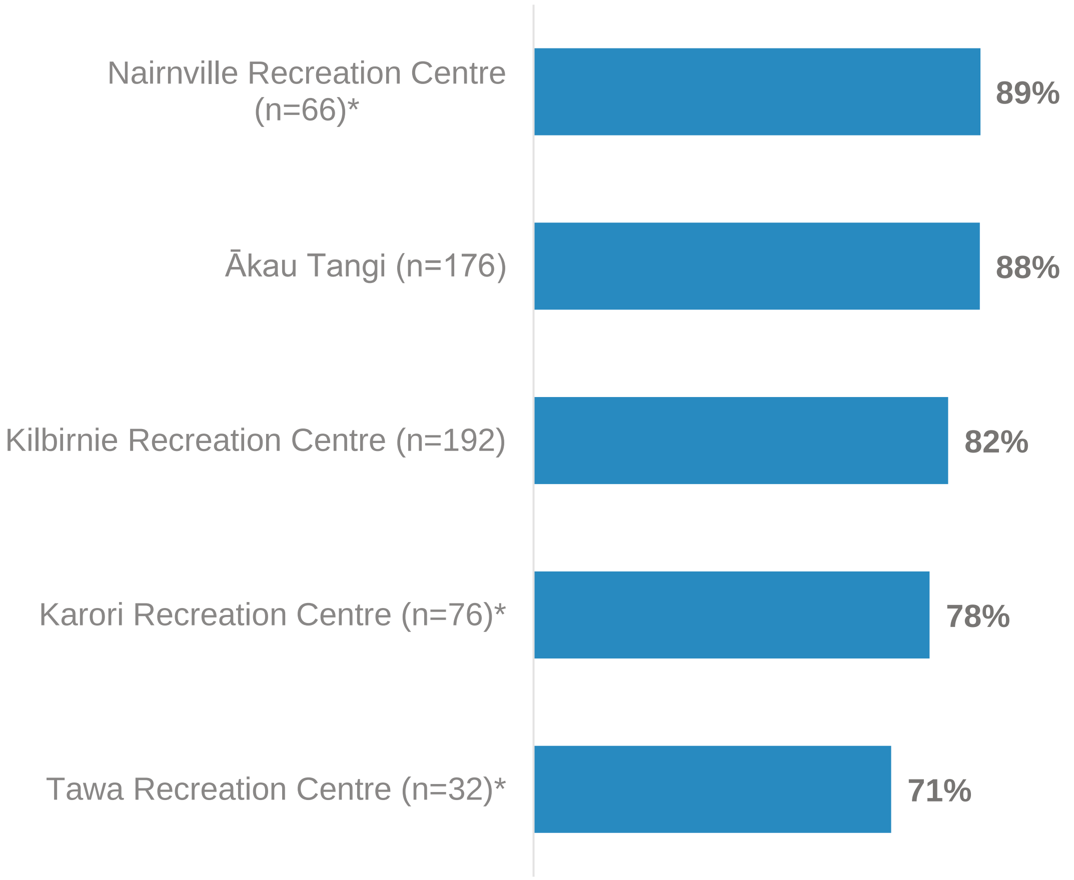


Base: all respondents

Sport and recreation facilities satisfaction

- Respondents who had used each facility were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends, or demographic differences, given the expected variation in results with low sample sizes (as low as n=32 for Tawa and n=192 for Kilbirnie).
- But over time satisfaction has been at or near (within margin of error) current levels (next slide).

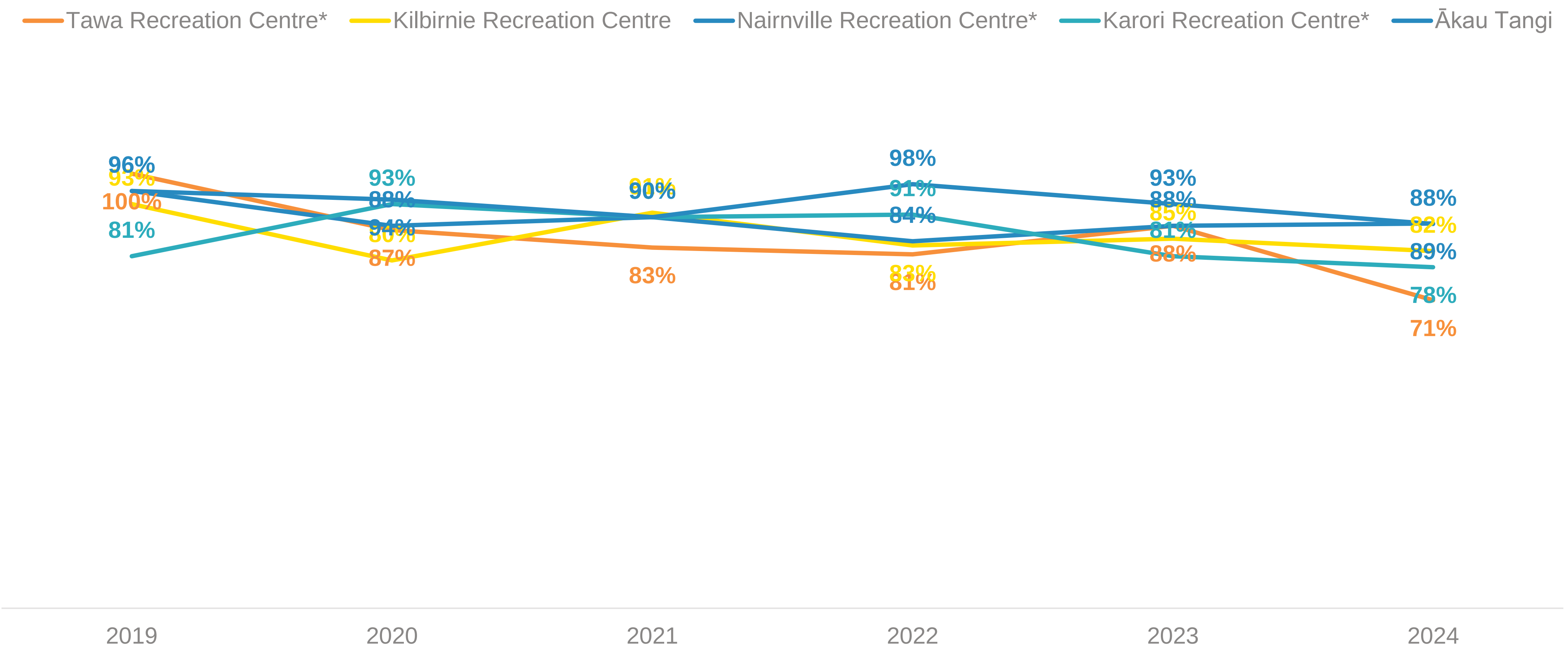
*Have you used any of the following Wellington City Council recreation facilities? **Total satisfied***



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

Sport and recreation facilities satisfaction – tracking

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



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

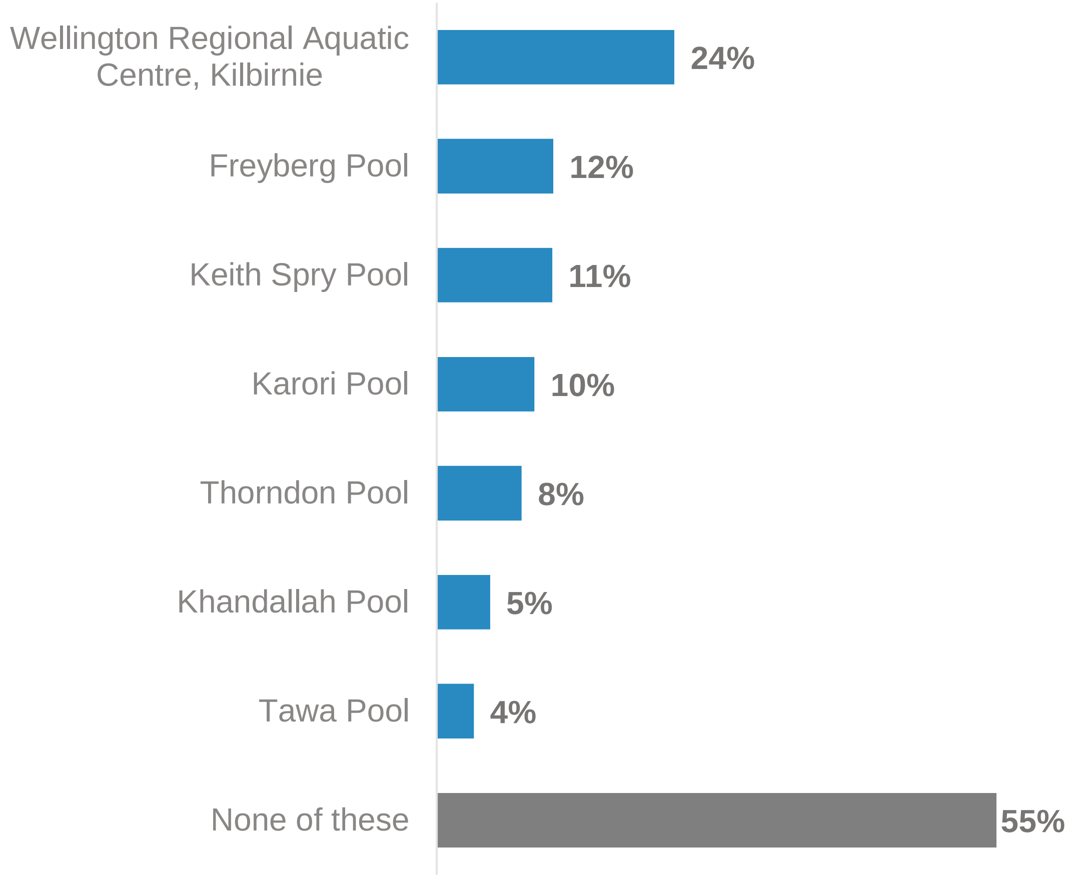
Wellington City Council pool usage

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 (24%).
- Freyberg and Keith Spry had similar levels of usage, While Karori, Thorndon, Khandallah and Tawa recorded slightly lower levels of usage.
- Over half (55%) had not used any of the WCC pools listed.
- Usage was largely unchanged compared to previous years.

Demographic differences

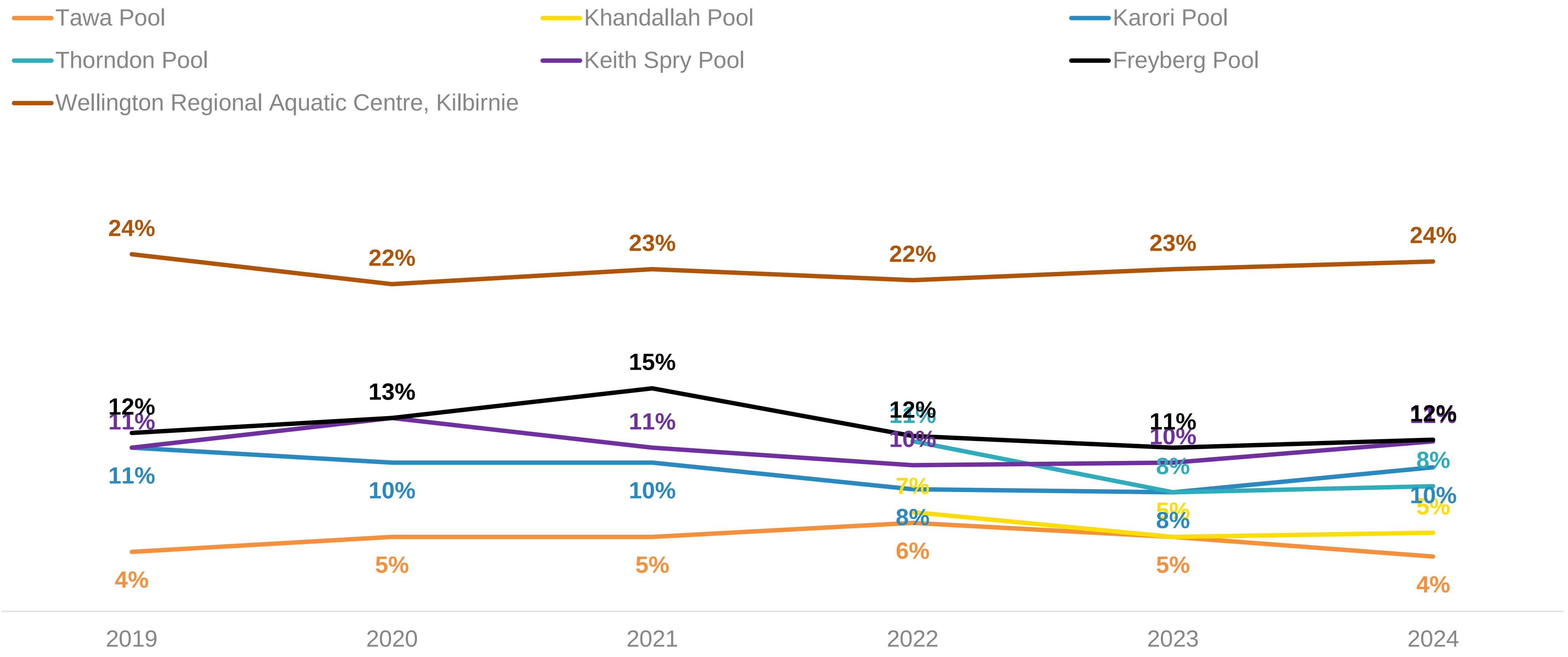
- Usage mostly differed by Ward as you would expect:
  - Motukairangi Ward respondents were more likely to use Wellington Regional Aquatic Centre (47%).
  - Pukehīnau Ward respondents were more likely to use Freyberg (17%) and Thorndon (13%).
  - Takapū Ward respondents were more likely to use Tawa (15%) or Keith Spry (32%) and Khandallah (9%).
  - Wharangi Ward respondents were more likely to use Karori (27%), Khandallah (12%) or Thorndon (13%)
  - Paekawakawa Ward respondents were more likely to use Wellington Regional Aquatic Centre (34%)
- Respondents aged 30-44 were generally higher users across a number of facilities and hence less likely to answer “none of these” (43%).
- Respondents with dependent children were more likely to use all of the pools listed except for Freyberg.



Base: all respondents

Wellington City Council pool usage – tracking

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

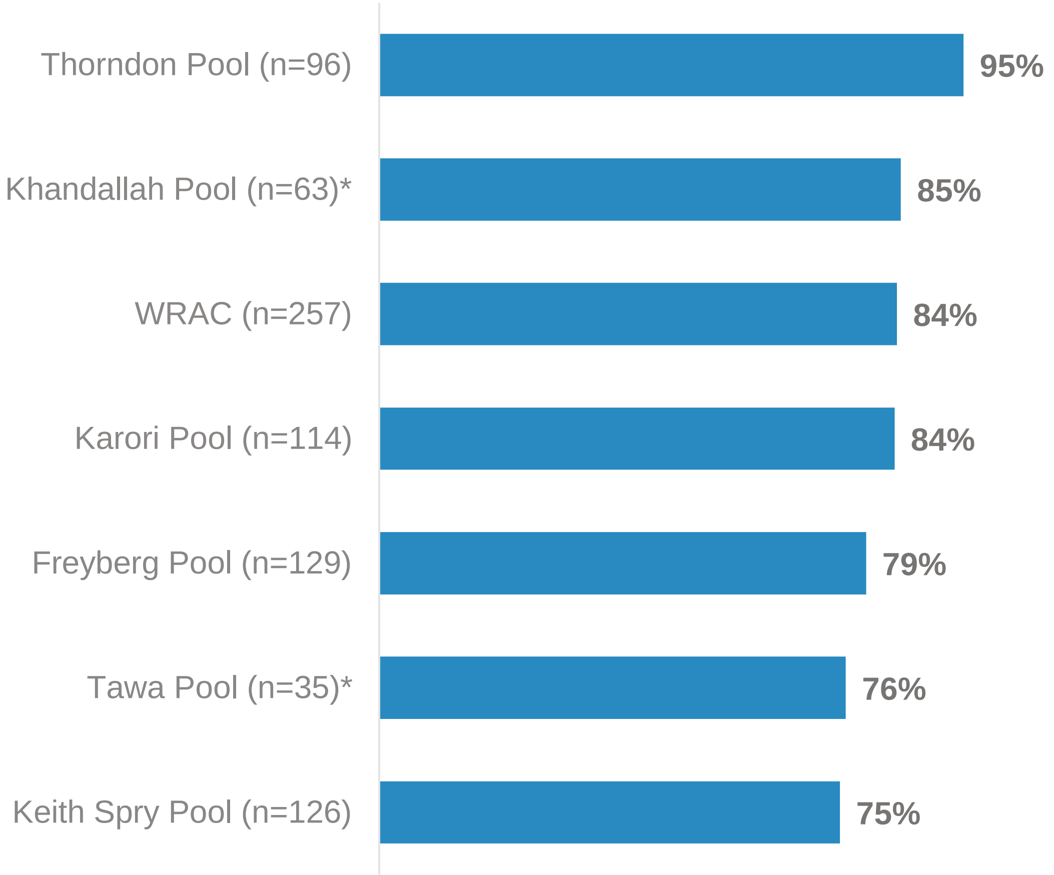


Base: all respondents

Wellington City Council pool satisfaction

- Respondents who had used each pool were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities (three-quarters or more satisfied with each).
- It is difficult to determine any up or downward trends due to small sample sizes, with some significant variability due to these small sample sizes evident in the case of Tawa. In general levels of satisfaction have been at or above 75% throughout the period of tracking (back to 2019) for all pools.

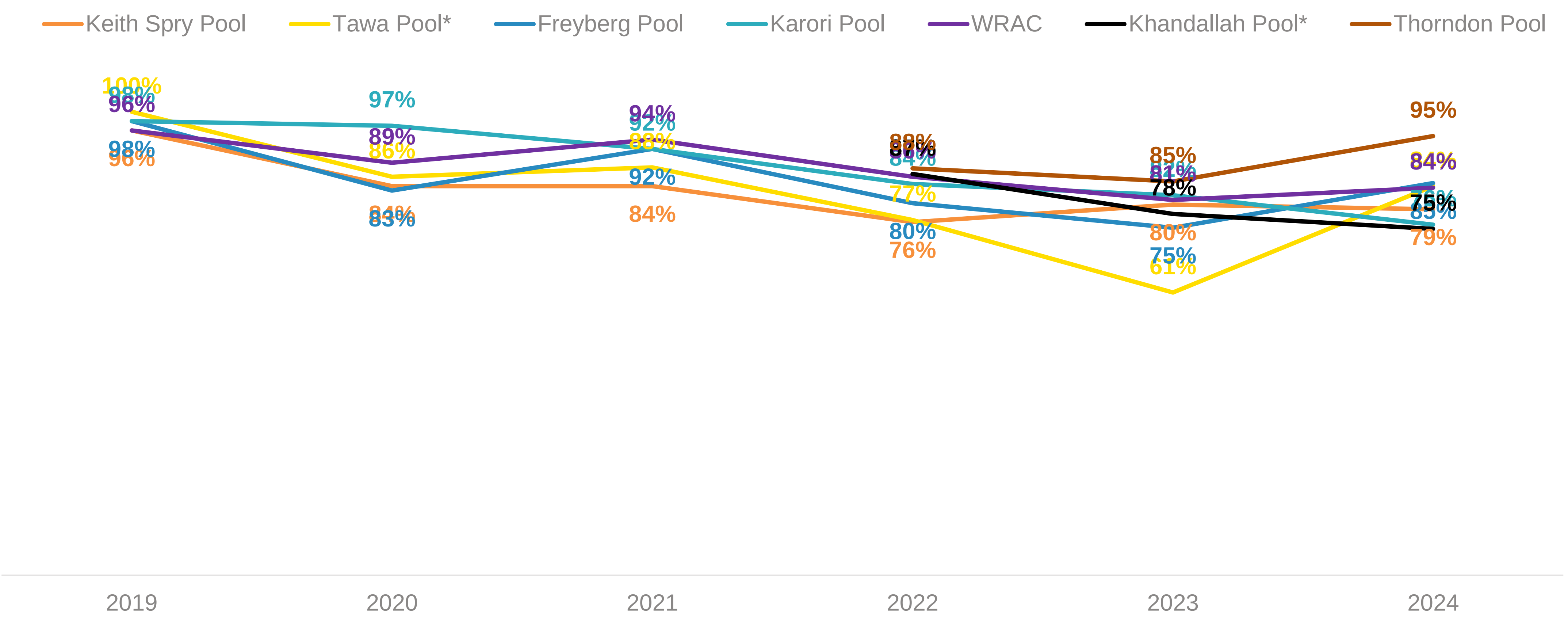
*Please rate your level of satisfaction with the Council pools that you have used in the past 12 months: **Total satisfied***



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

Wellington City Council pool satisfaction – tracking

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



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

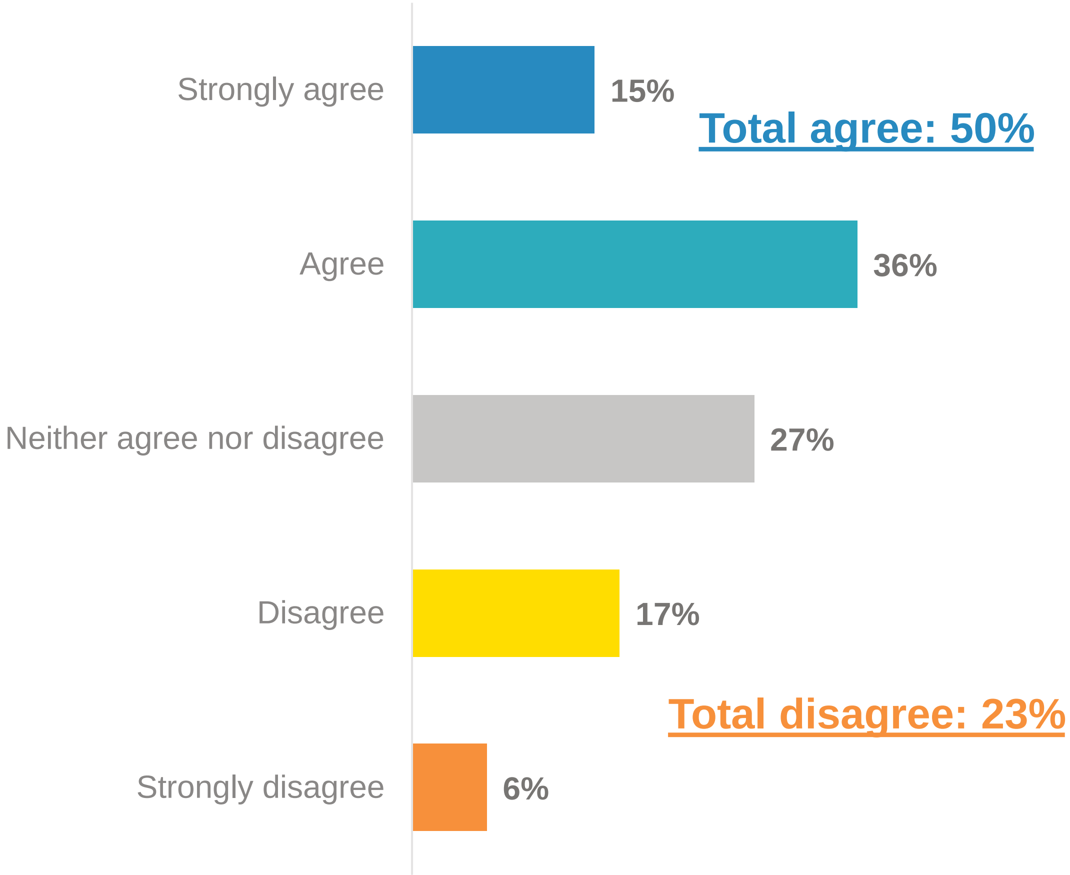
Wellington City Council pool affordability

- Half of respondents (50%) agreed that pool admission charges were affordable.
- About one in five disagreed and 27% were neutral.
- This result is practically unchanged over the past four surveys.

Demographic differences

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

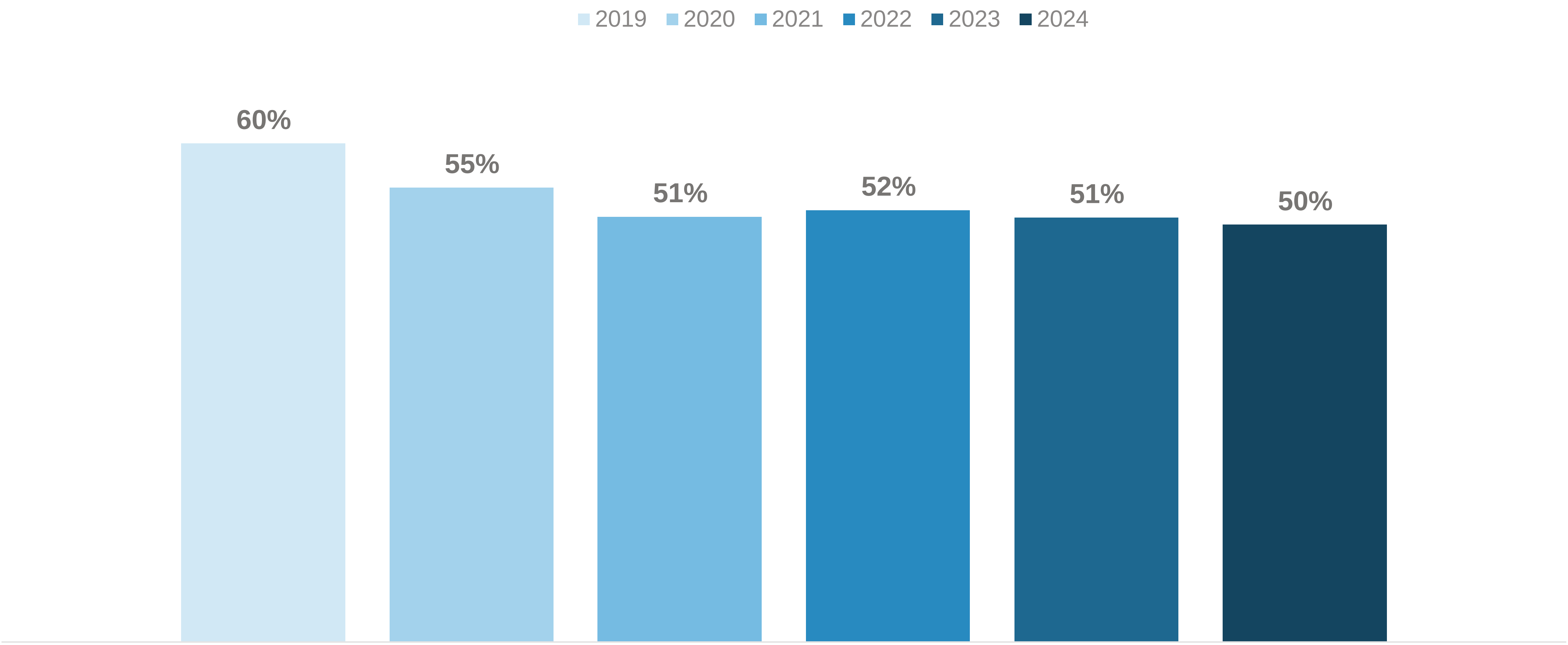
To what extent do you agree or disagree that Wellington City Council pool admission charges are affordable?



*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 (38% in 2024) which are excluded from analysis*

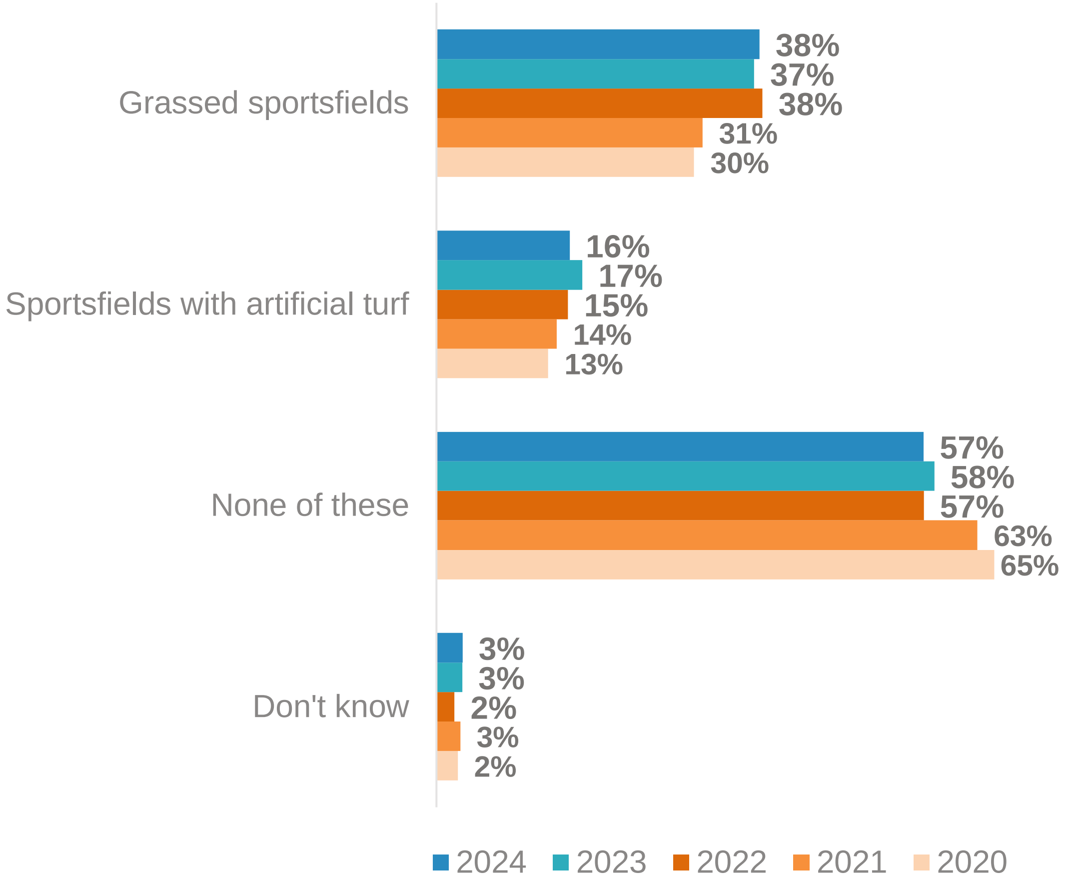
Wellington City Council sportsground usage

- More than a third of respondents (38%) had used grassed sportsground in the past year, half as many had used artificial turf sportsgrounds (16%).
- Usage of both field types has remained steady over the past three surveys.

Demographic differences

- Respondents from Wharangi Ward were more likely to have used a grassed sportsfield (48%), while Pukehīnau 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, as were homeowners.

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



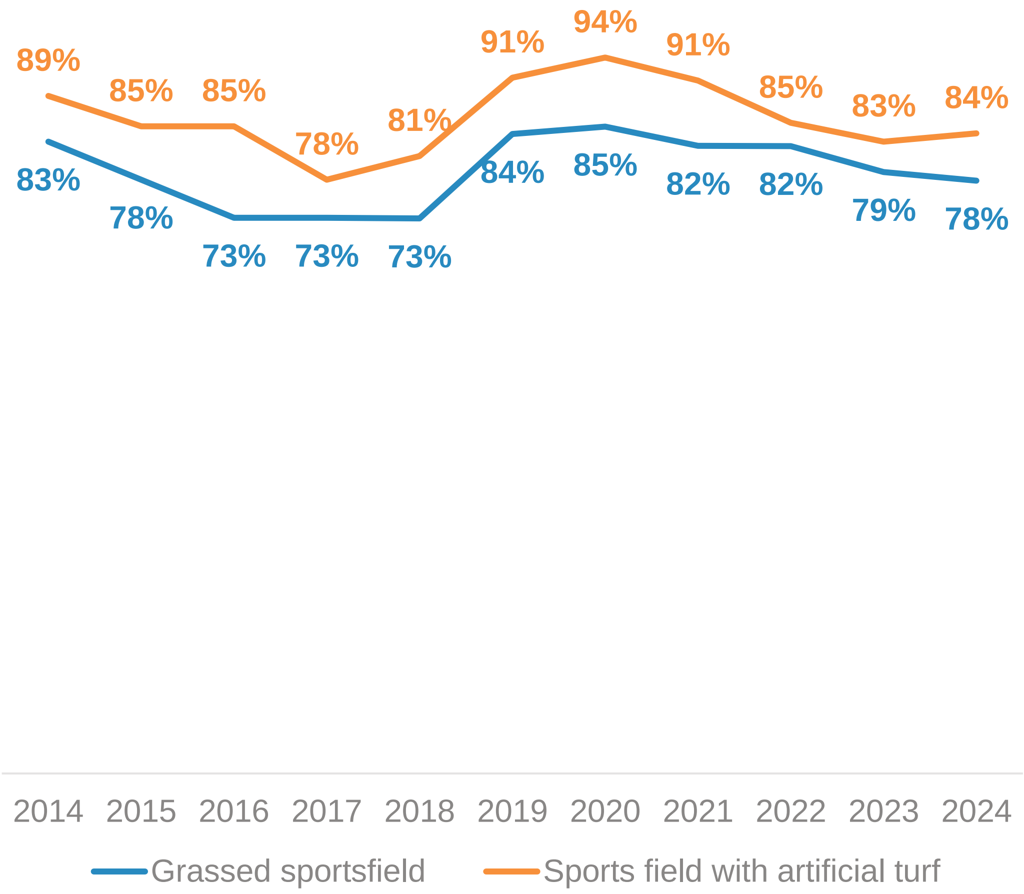
Wellington City Council sportsground satisfaction

- Satisfaction was high with users of both types of sportsgrounds but has generally been lower for grassed sportsfields compared to artificial turf.
- Satisfaction with sportsfields has remained mostly steady. 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=170 and 408)

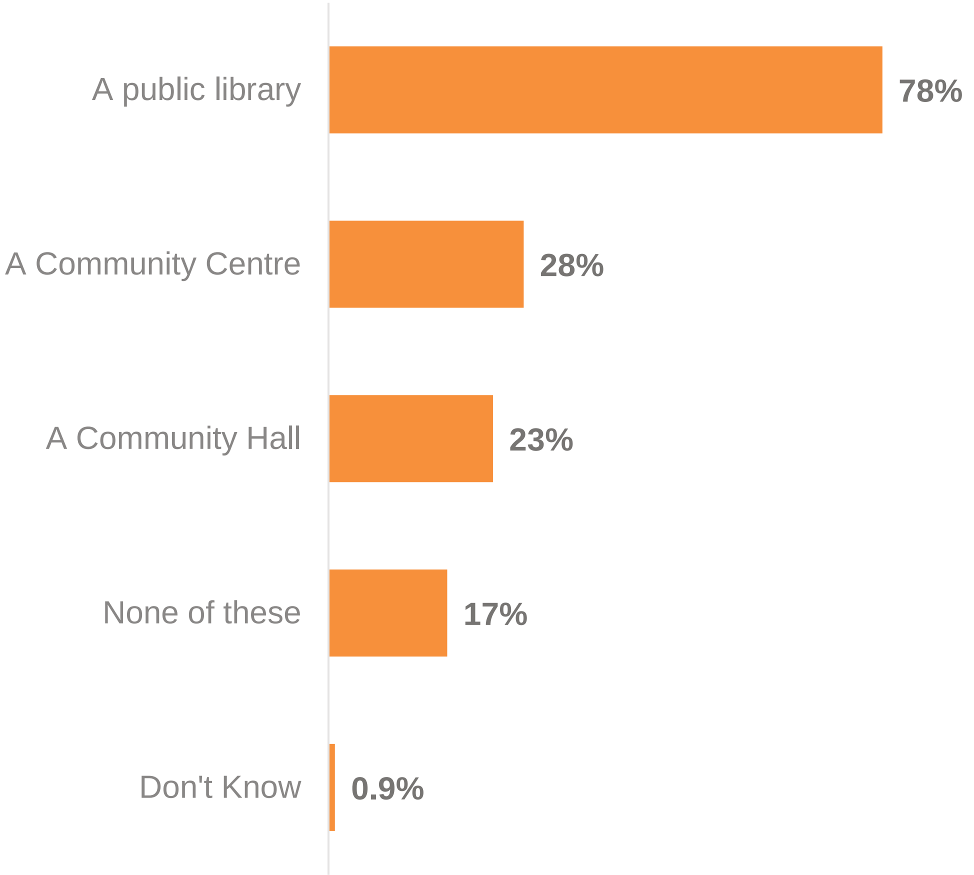
Wellington City Council community facilities usage

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

- Libraries were by far the most used with 78% 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 has remained a broadly similar levels over the past few years, approx. 20-30% for community centres and 20-25% for community halls.

Demographic differences

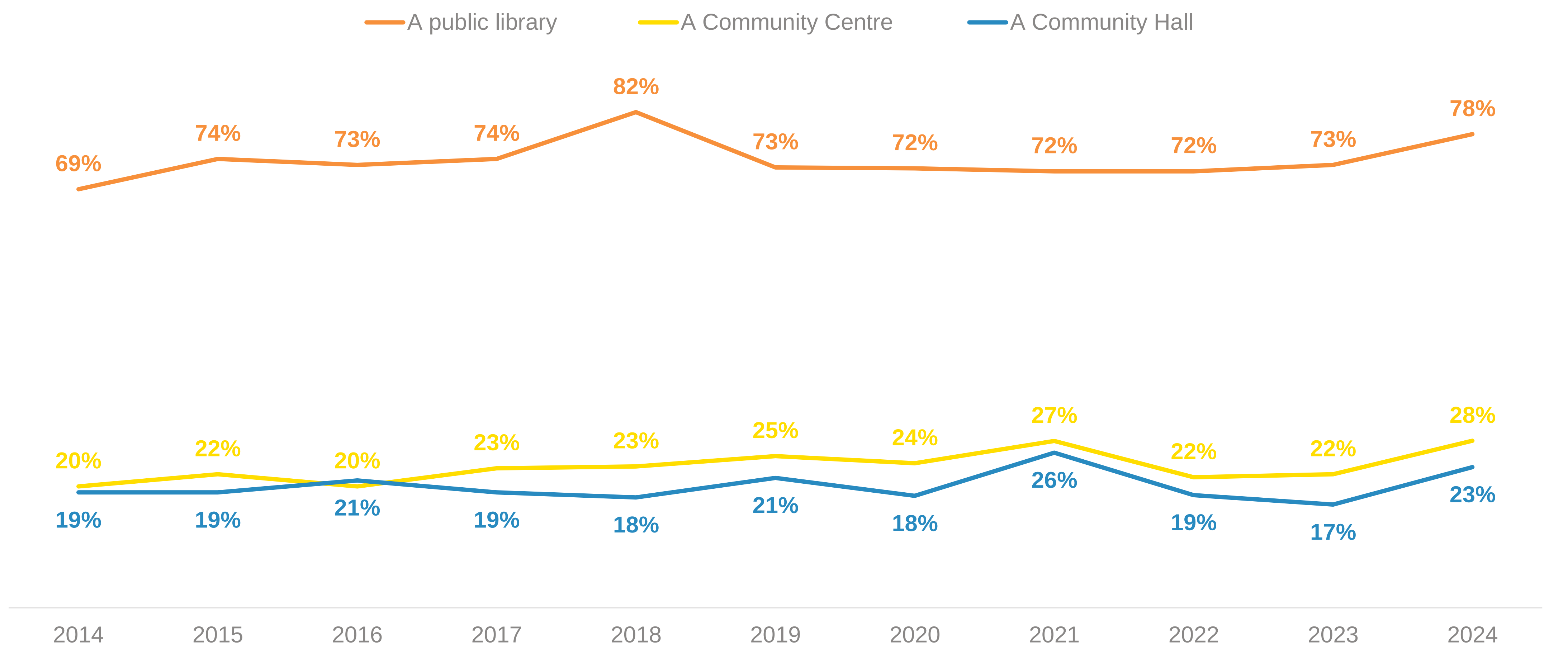
- Respondents from the Pukehīnau Ward were less likely to say they had visited a community centre.
- Males were more likely to say they had not visited any of these facilities (21%).
- Respondents who said they were disabled were more likely to say they had used a community centre (39%).



Base: all respondents

Wellington City Council community facilities usage – tracking

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



Base: all respondents

Community facilities experience

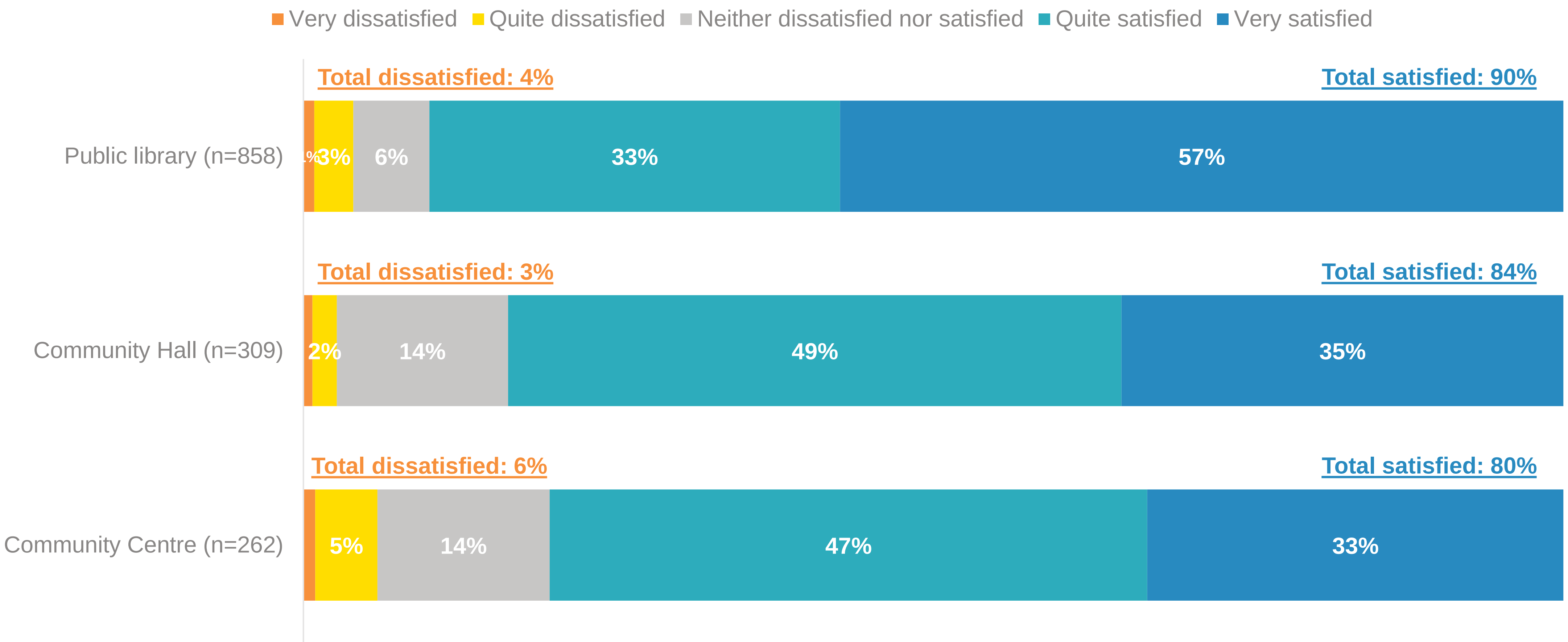
- Satisfaction was consistently high across the community facilities with 80%-90% satisfied and 6% or less dissatisfied with their experience at each facility.
- Satisfaction was steady for community halls and centres but has tracked up slightly for Libraries over the past three years from 85% to 90%.

Demographic differences

- There were no demographic differences for this question.

Community facilities experience

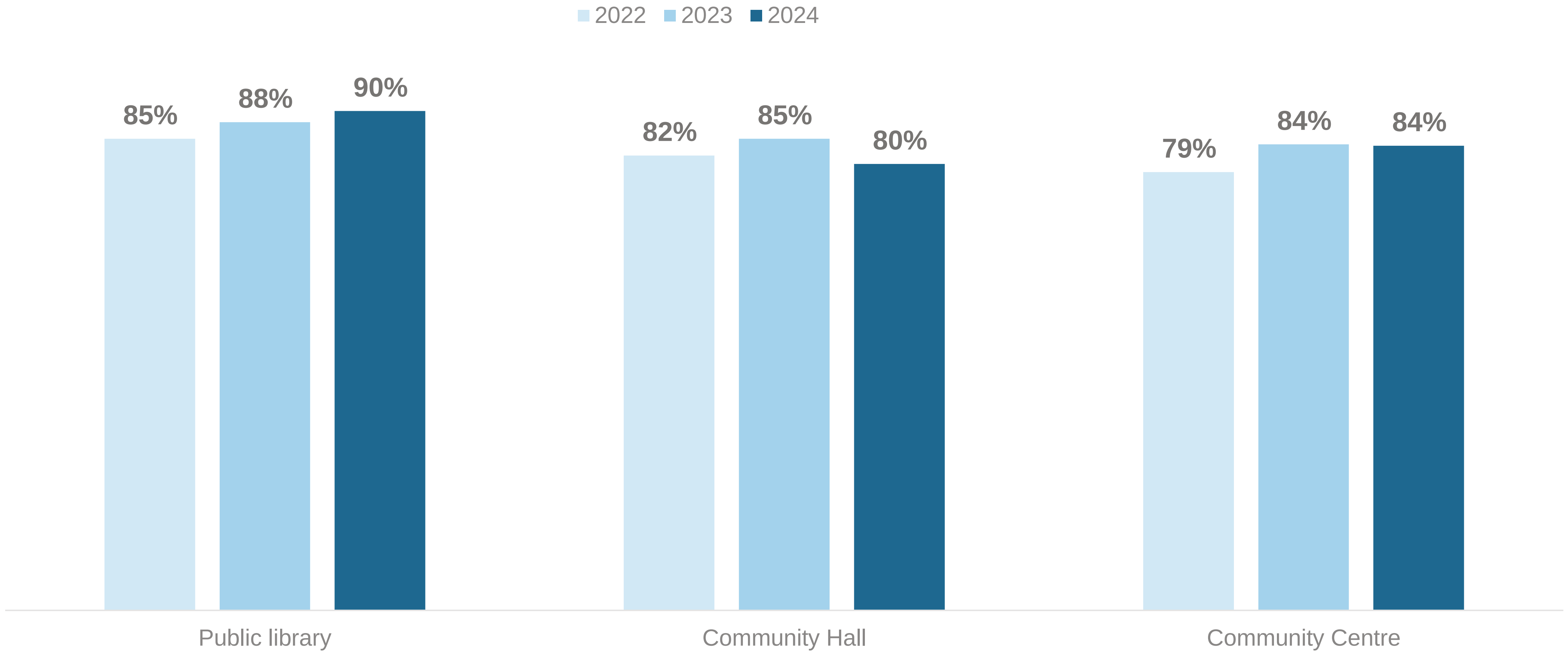
How satisfied were you with the Wellington City Council community facilities that you visited/used?



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

Community facilities experience – tracking

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



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

Library usage frequency (among library users)

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

Demographic differences

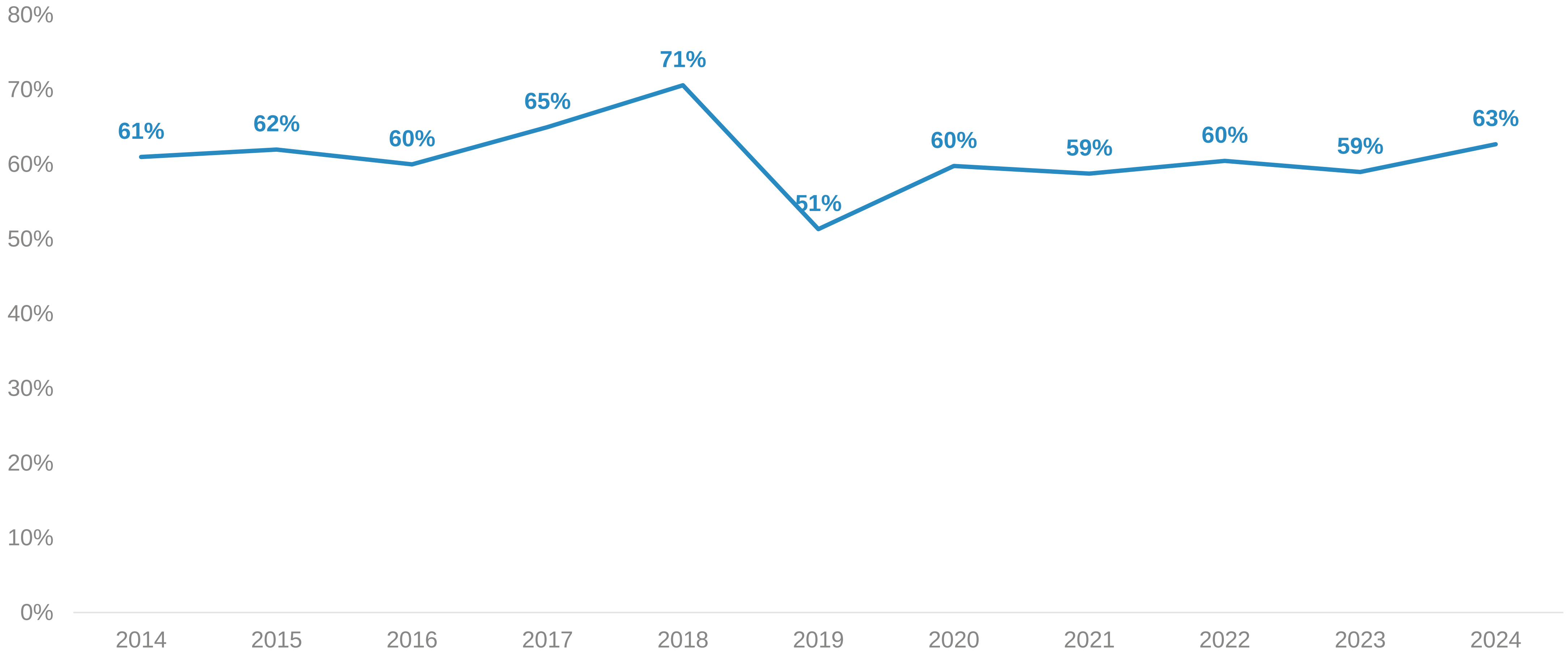
- Library user respondents who were female or were homeowners more likely to visit the library at least monthly.

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=859)

Library usage frequency (among library users) – tracking

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



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

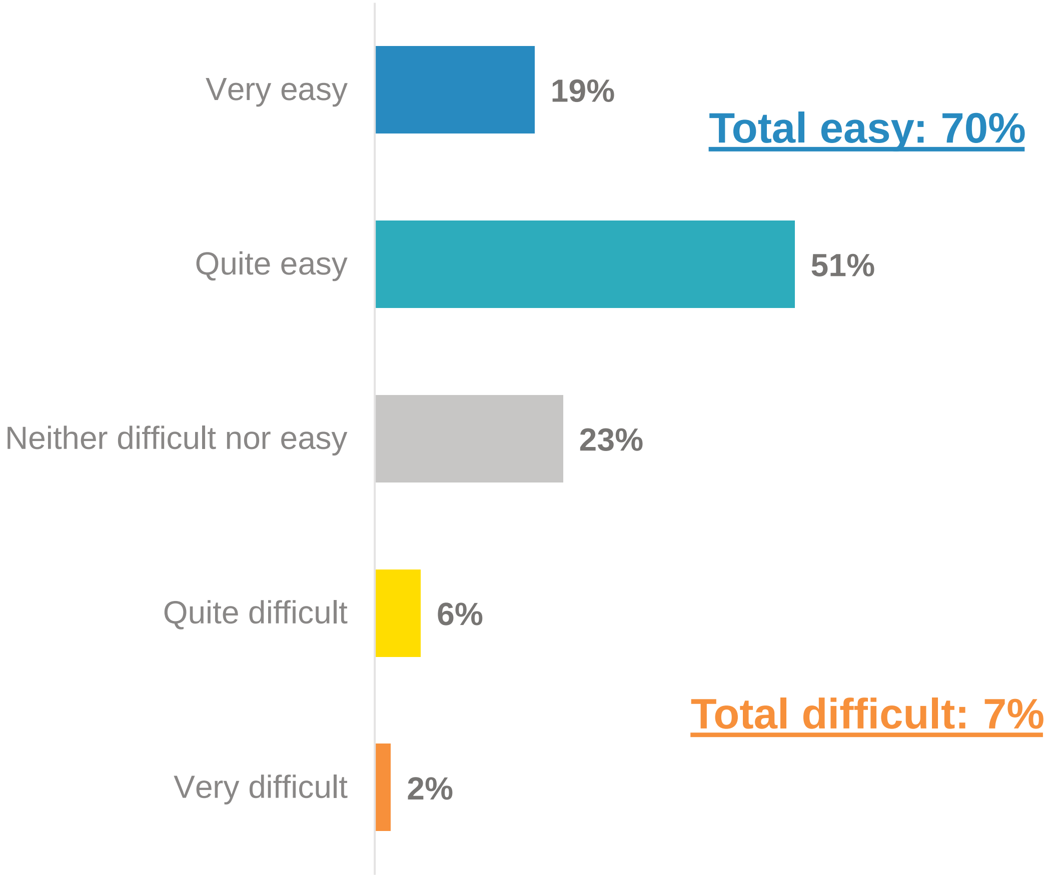
Access to Wellington City Council facilities and programmes

- Over two-thirds (70%) 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 said they had a disability were more likely to say WCC facilities and programmes were difficult to access (16%).
- The same was also true for respondents with household incomes under $50k (16%) and Māori respondents (18%).

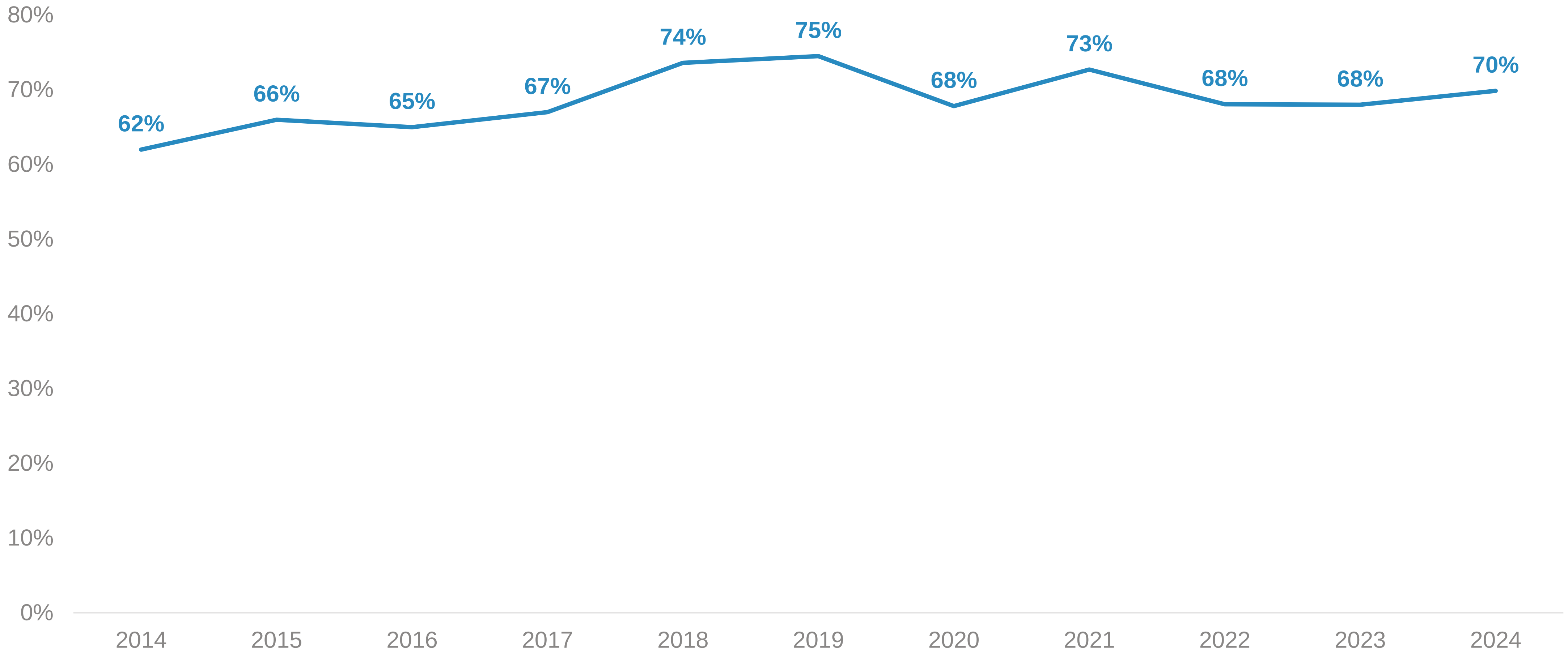
In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



Base: all respondents (excluding 'don't know'); high proportion of don't know responses (27%) which are excluded from analysis

Access to Wellington City Council facilities and programmes – tracking

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



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

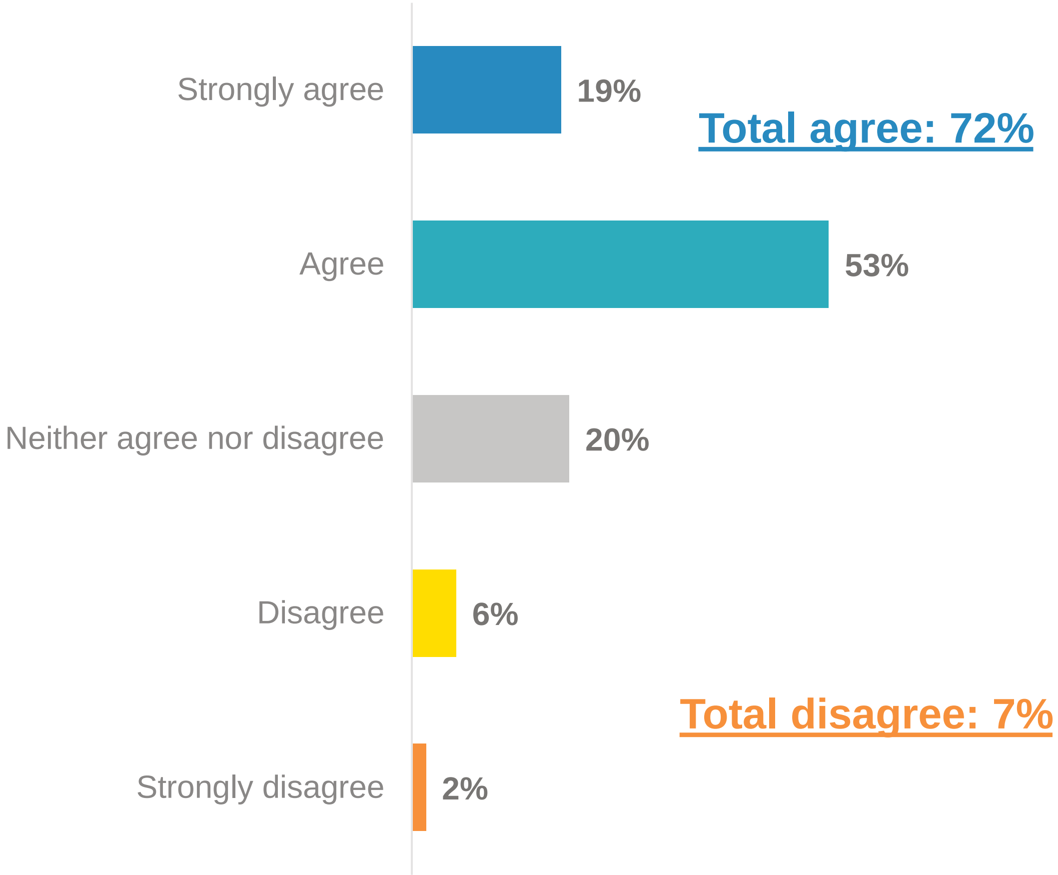
Wide range of recreational facilities

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

- Almost three quarters (72%) of respondents agreed that Wellington offers a wide range of recreational activities.
- Less than one in ten disagreed with this statement.
- Agreement with this statement has remained unchanged since 2022 but went through a period of downward trend before that which took it from 85% agreement to 74%.

Demographic differences

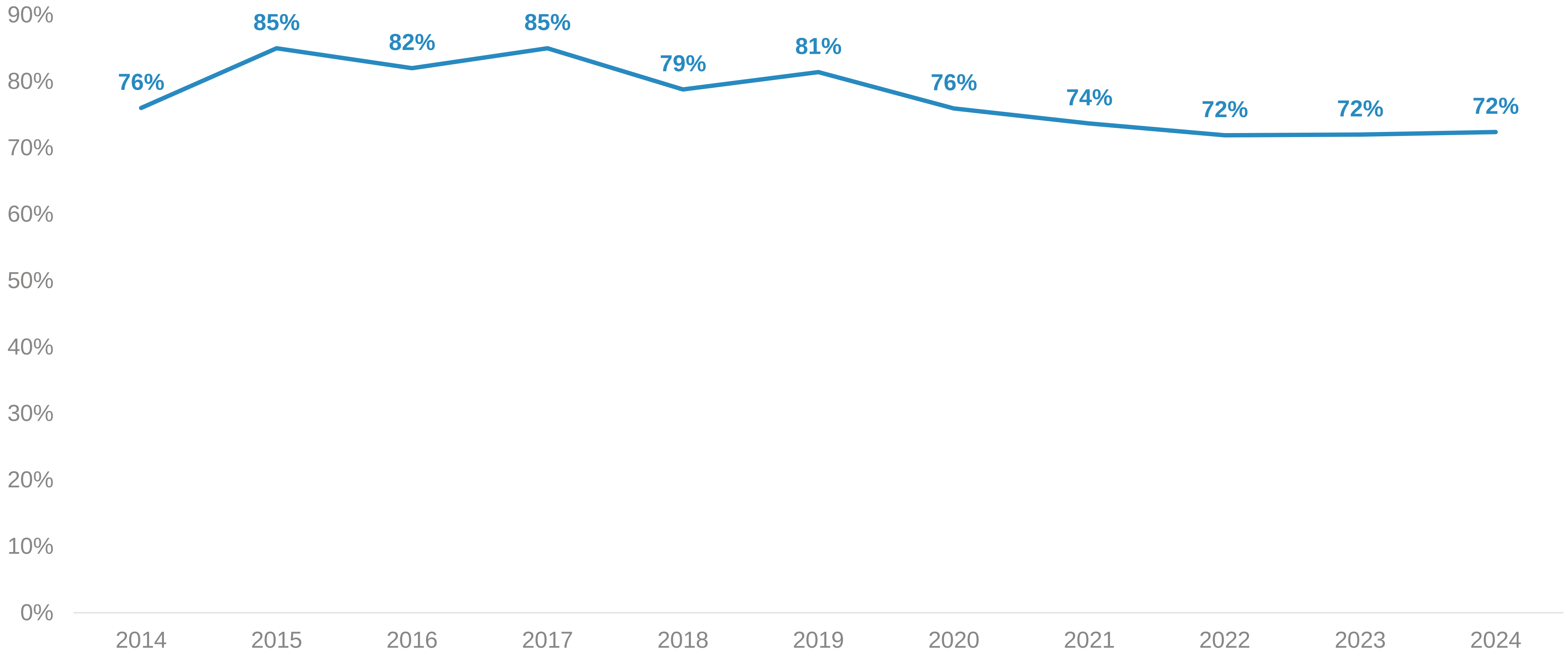
- Respondents with household incomes $100k+ were more likely to agree that Wellington offers a wide range of recreational activities.



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

Wide range of recreational activities – tracking

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



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

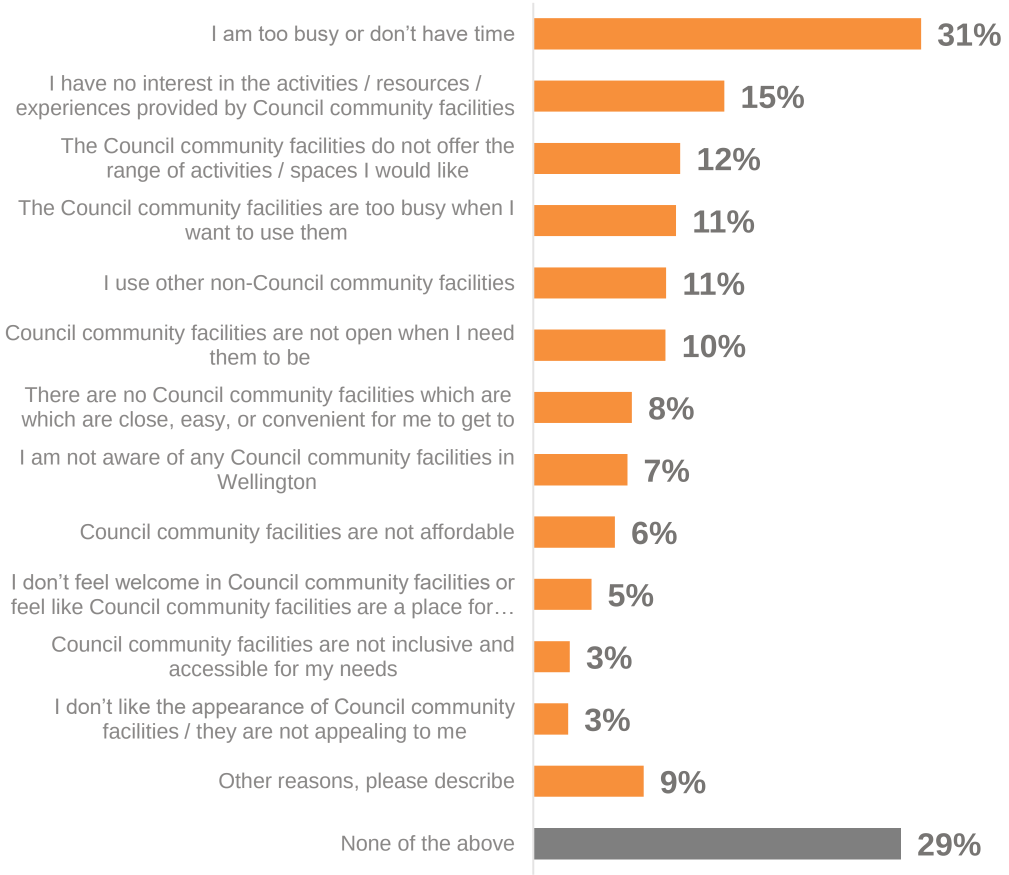
Barriers for accessing Council facilities

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

Demographic differences

- Respondents from Wharangi Ward, respondents 45+, homeowners and respondents with dependent children were all more likely to say they had no barriers.
- Respondents under 30 were more likely to say they were too busy, had no facilities close by, weren't aware of any community facilities or that community facilities were not affordable.
- Males were more likely to say they have no interest in what is on offer at community facilities.

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



Base: all respondents

Participation in sport and recreation

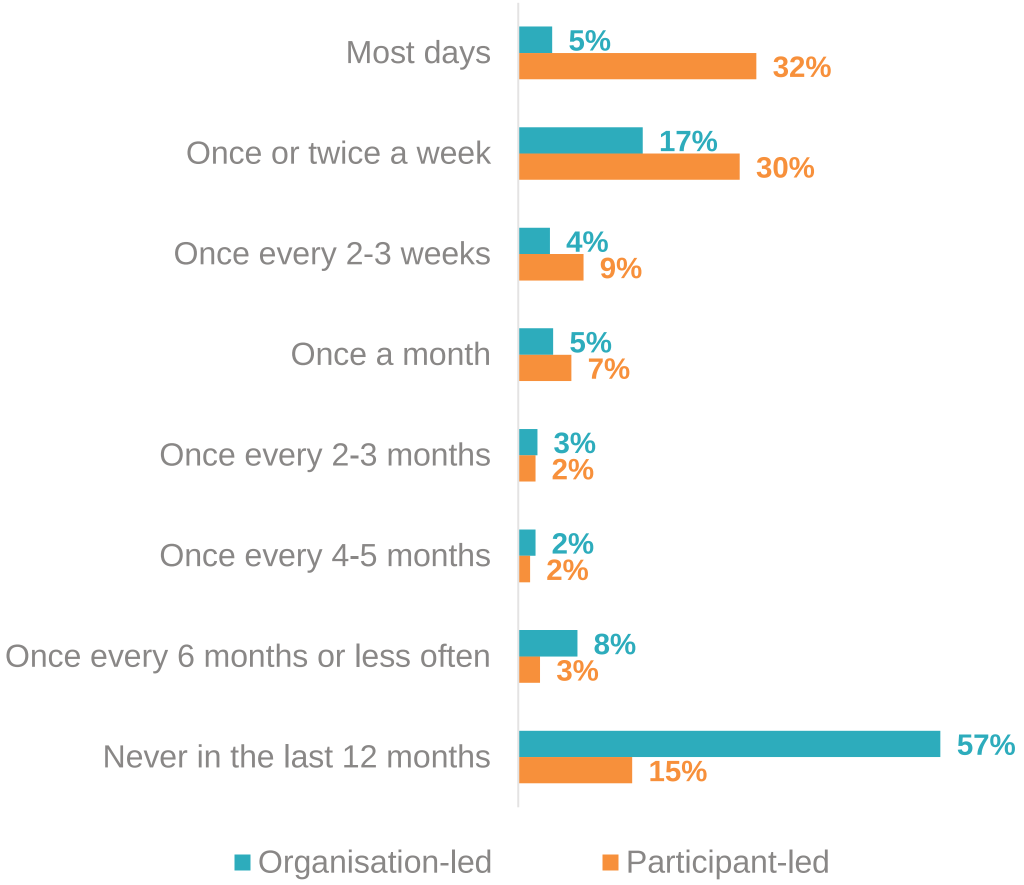
- Respondents were generally more likely to have participated in participant-led sport or recreation in the past year than organisation-led (85% had participated at some point during the past year compared to 43% for organisation-led sport).
- Once or twice a week was the most common participation frequency for organisation-led sport and recreation (17%) while participant led sport or recreation was most commonly practiced nearly every day (32%).
- 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 (39%)
- Respondents from Takapū Ward were less likely to say they took part in participant-led sport at least monthly (68%)
- NZ European respondents 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.*

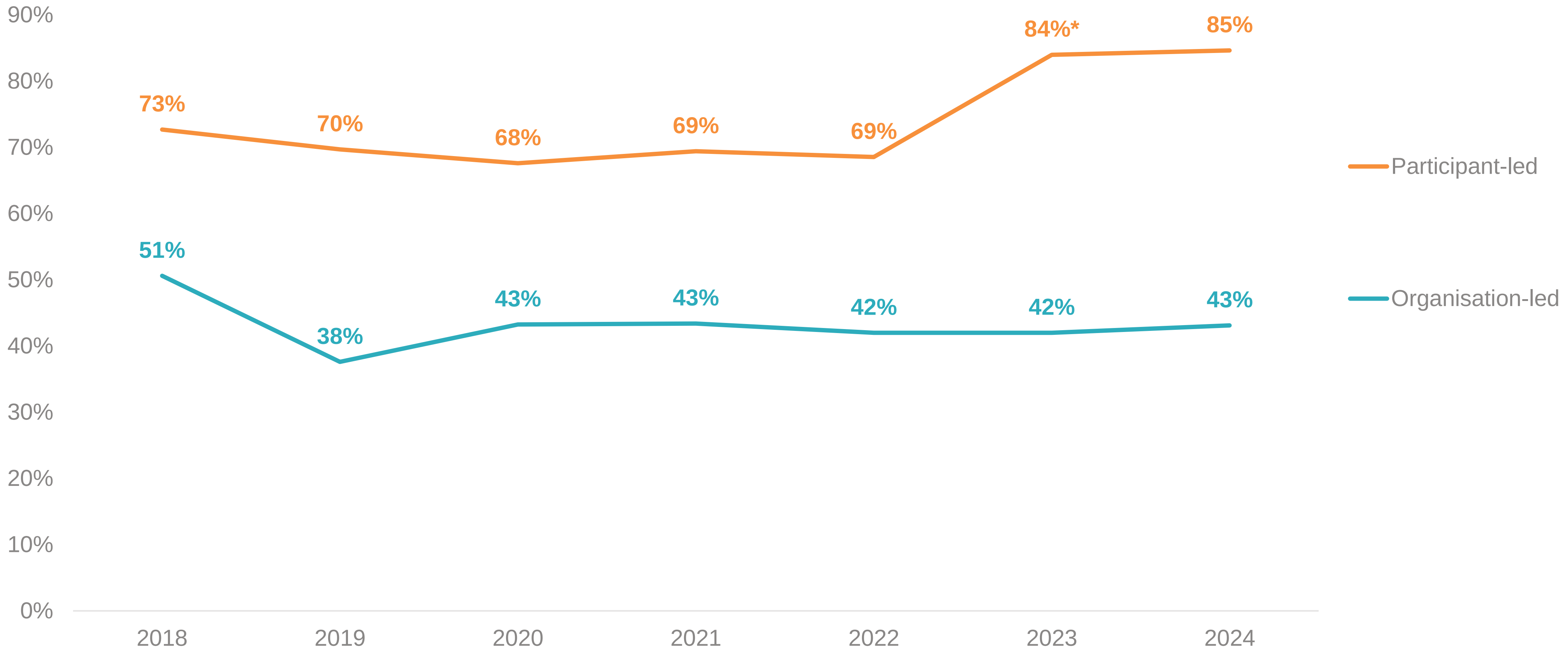
Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months?



Base: all respondents

Participation in sport and recreation – tracking

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



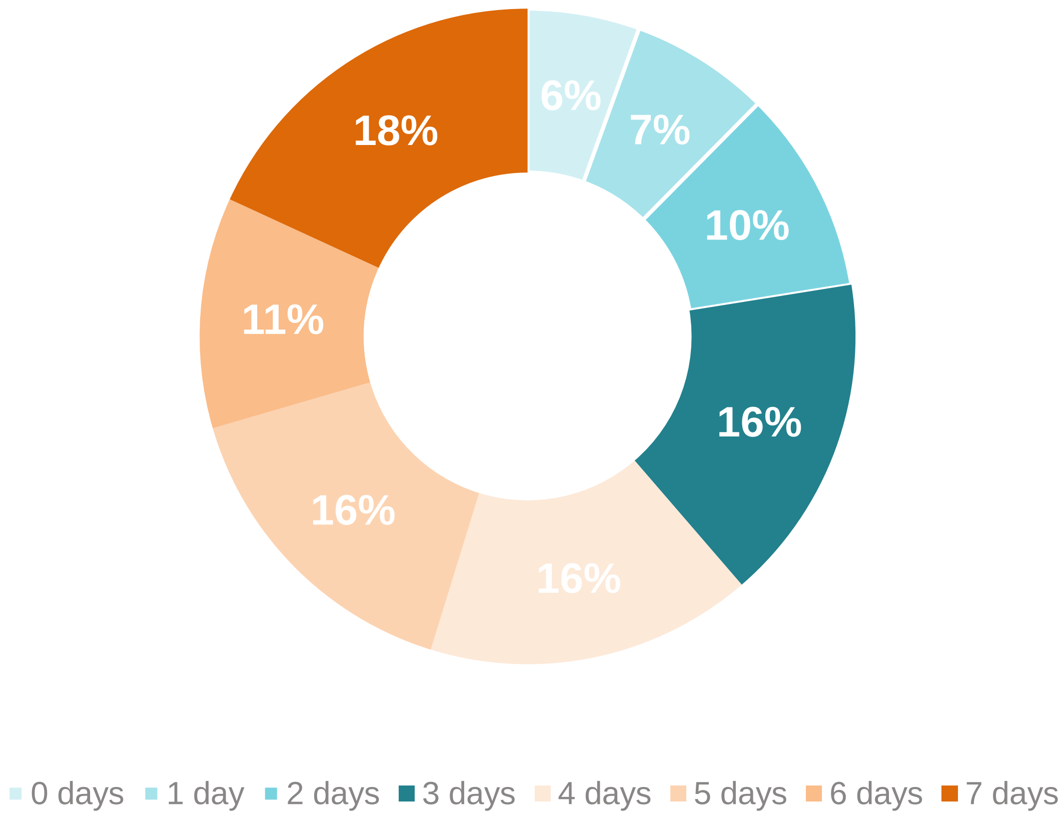
Base: all respondents

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

Weekly participation in physical activity

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

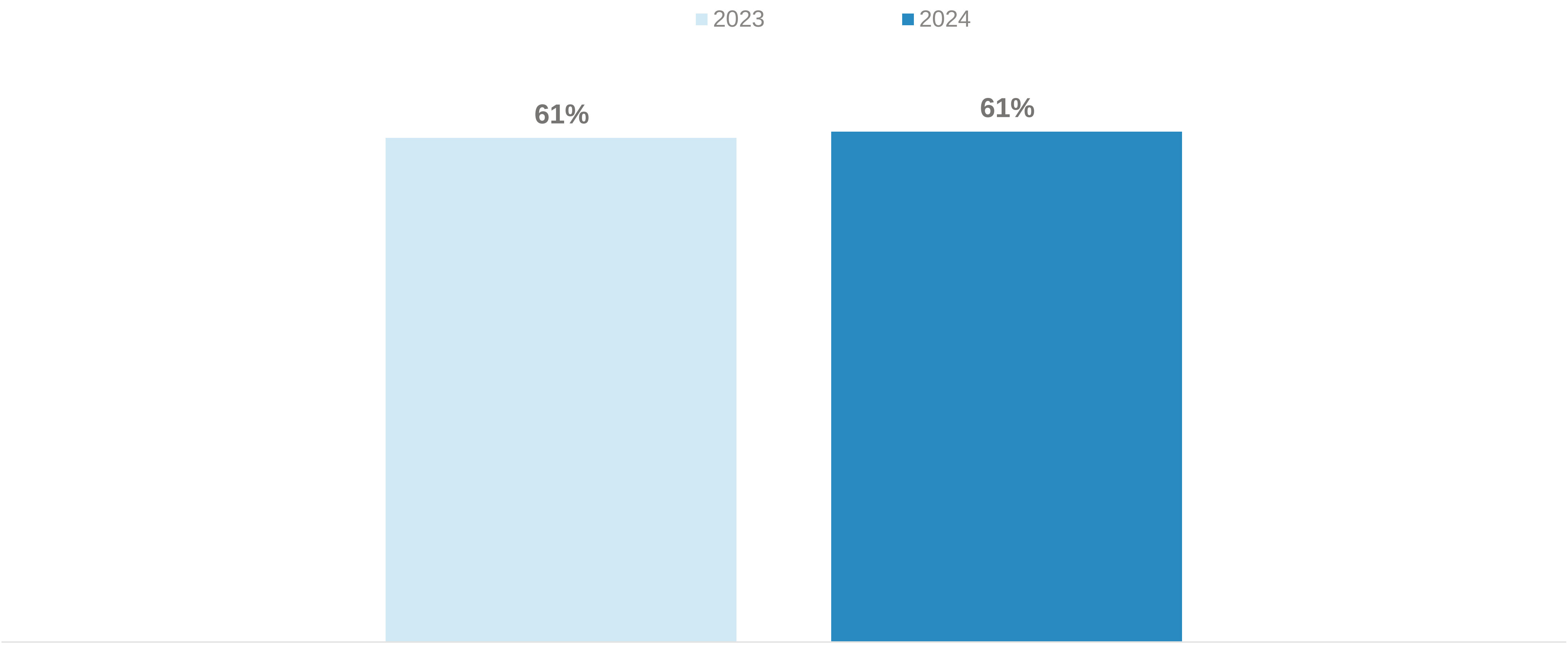
- Nearly two-thirds of respondents (61%) claimed to participate in 30 minutes or more physical activity on four days in a week – this remained steady compared to 2023 when the question was first asked.
- 12% said they participated in 30 minutes or more physical activity on 0 or 1 days.



Base: all respondents

Weekly participation in physical activity – tracking

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



Base: all respondents

Environment

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Green space usage

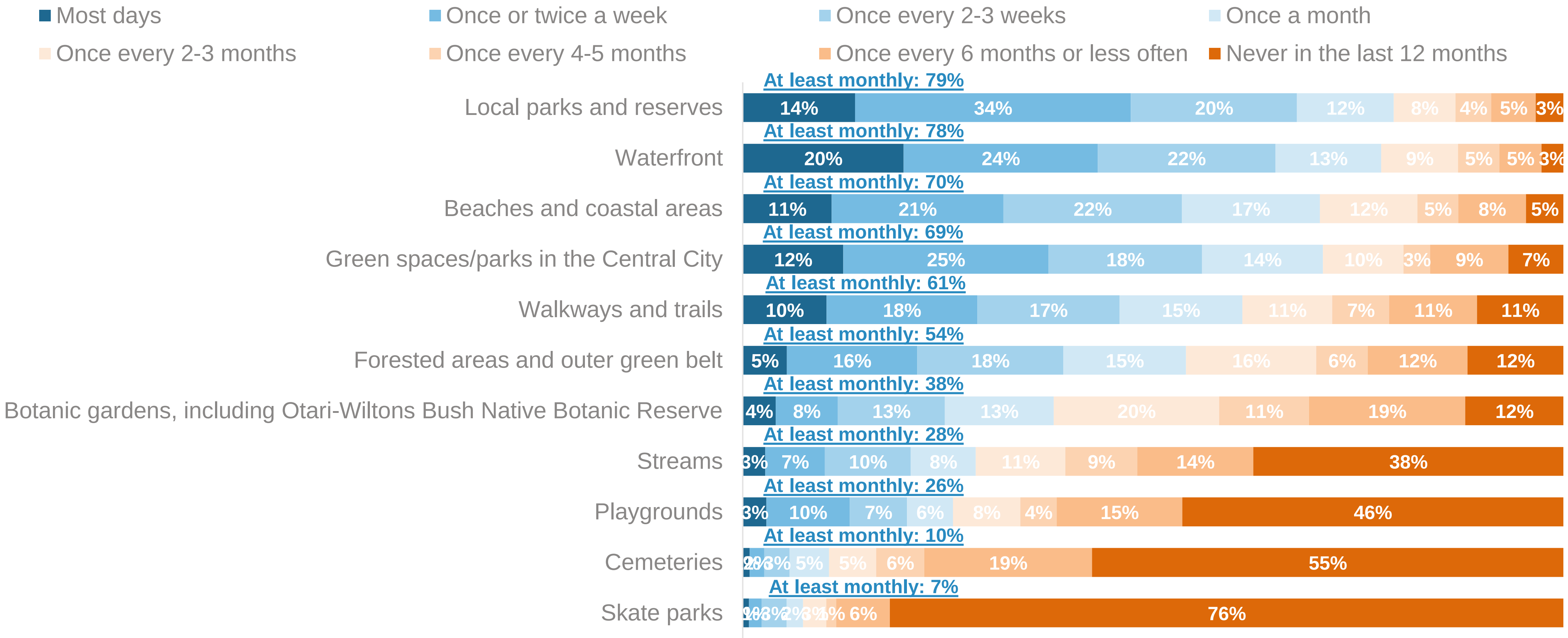
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – around eight in ten said they used these spaces at least monthly.
- Beaches and coastal areas, green spaces/parks in the central city, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents (70%, 69%, 61% and 54% 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 and cemeteries were the least used both by around one in ten.
- We saw the monthly usage of all spaces trending up in our tracking, particularly between 2018 and 2021, but the trend since then has generally been flat for each space.

Demographic differences

- There was a large amount of variation between monthly usage across respondents from different wards, ages and family makeup and disability status. 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.
- Respondents from Wharangi and Pukehīnau were more frequent uses across a range of spaces, while respondents from Takapū were less frequent users across almost every space.
- Respondents 45 and over were less frequent uses across a range of spaces, while respondents who identified as disabled were generally less frequent users across all spaces, but difference were most significant for the waterfront, beaches and coastal areas and walkways and trails.

Green space usage

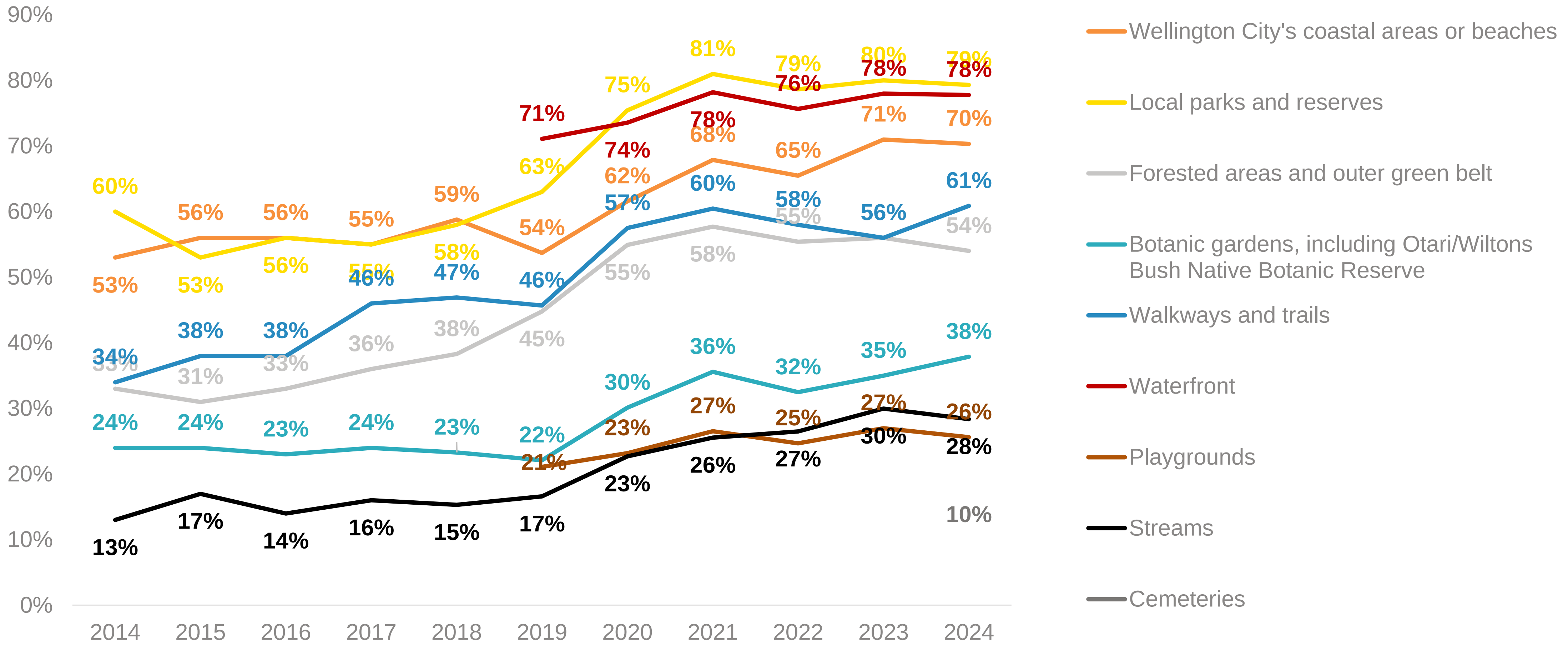
In the past 12 months, how often have you been to the following green and/or open spaces in Wellington City?



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

Green space usage – tracking

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



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

Green space usage – demographic differences

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

	Local parks and reserves	Waterfront	Green spaces/parks in the Central City	Beaches and coastal areas	Walkways and trails	Forested areas and outer green belt	Botanic gardens	Streams	Playgrounds	Cemeteries	Skate Parks
All	**79%**	**78%**	**71%**	**70%**	**61%**	**54%**	**38%**	**28%**	**26%**	**11%**	**7%**
Motukairangi				83%				18%			
Pukehīnau		92%	82%				47%				
Takapū	73%	58%	55%	51%	47%	39%	21%			5%	
Wharangi	87%				75%	70%	60%	43%		19%	
Paekawakawa				84%			27%				
Aged 18-44	83%	85%	78%	75%	65%				31%		10%
Aged 45+		68%	61%	65%					18%		4%
Dependent children: Yes	90%			77%				36%	61%		15%
Permanent or temporary disability		65%		59%	45%						

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

Green space satisfaction

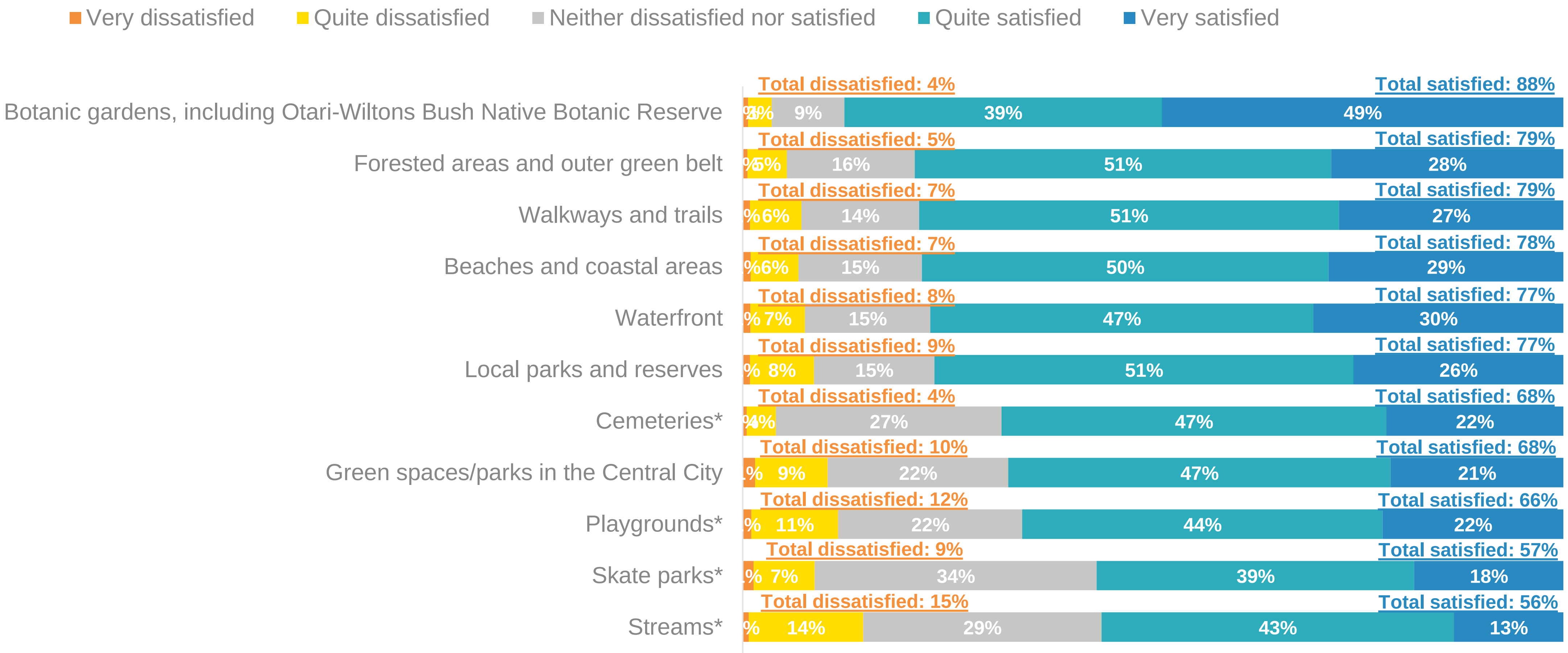
- Around two thirds of respondents were satisfied with nine of the 11 spaces asked about. For the remaining two spaces (skateparks and streams) more than half of respondents were satisfied with them. For all spaces the levels of satisfaction was much higher than levels of dissatisfaction.
- Satisfaction levels have remained largely unchanged compared to 2023, but there had been a period of declining satisfaction between 2019 and 2023 for a few of the spaces, most notably for playgrounds.

Demographic differences

- There were no demographic differences for this question.

Green space satisfaction

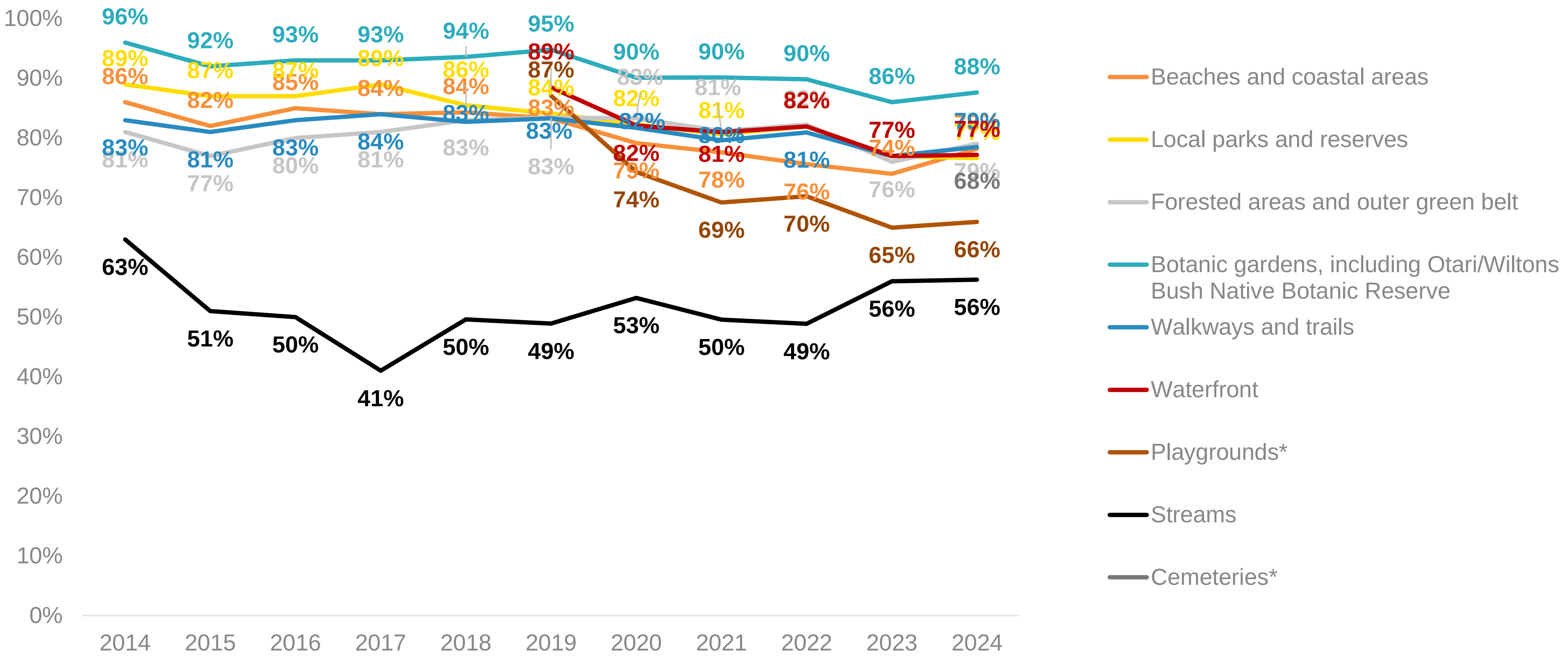
Overall, how satisfied are you with the quality and maintenance of these green and/or open spaces?



*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*

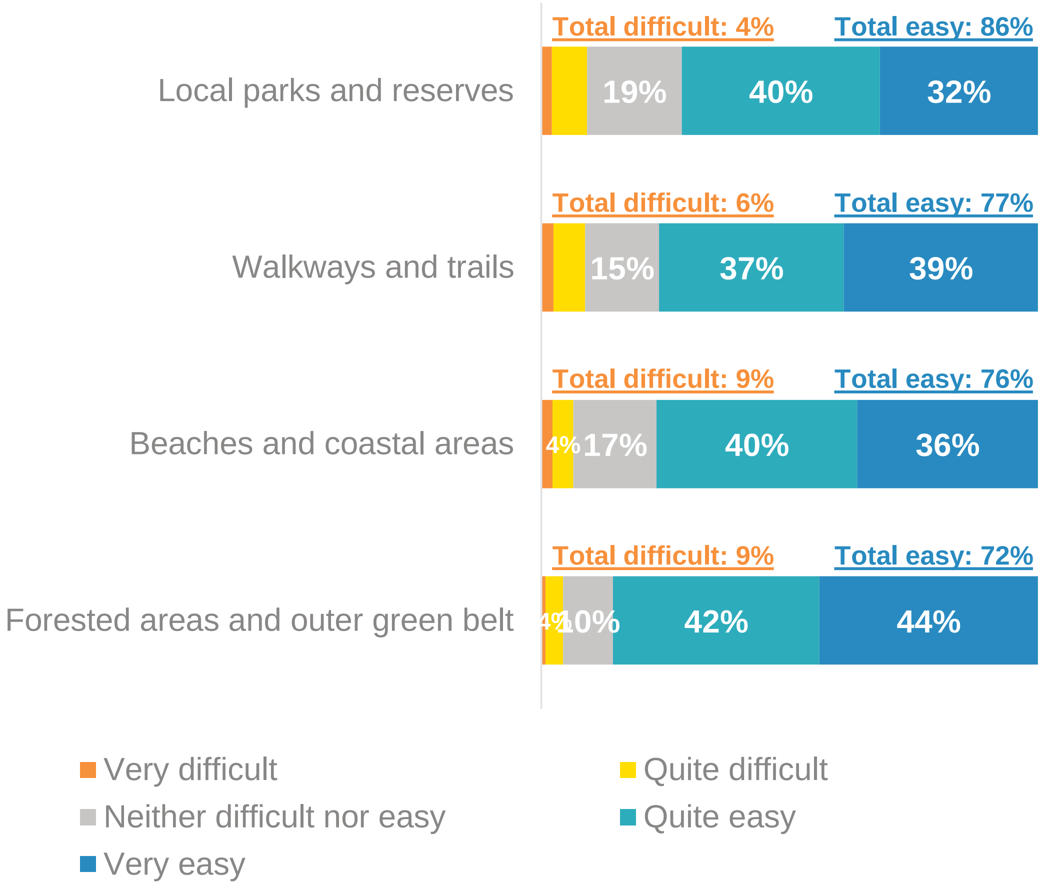
Ease of accessing green and/or open spaces

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

- Around three-quarters or more respondents agreed that all of the green and/or open spaces asked about were easy to access.
- All ratings were slightly lower this year compared to 2023. The longer terms trend for each space also appears to be declining slowly with ease of access ratings fallen for each space by between 8% and 21% between 2017 and this year (back to 2019 when tracking began for walkways and trails).

Demographic differences

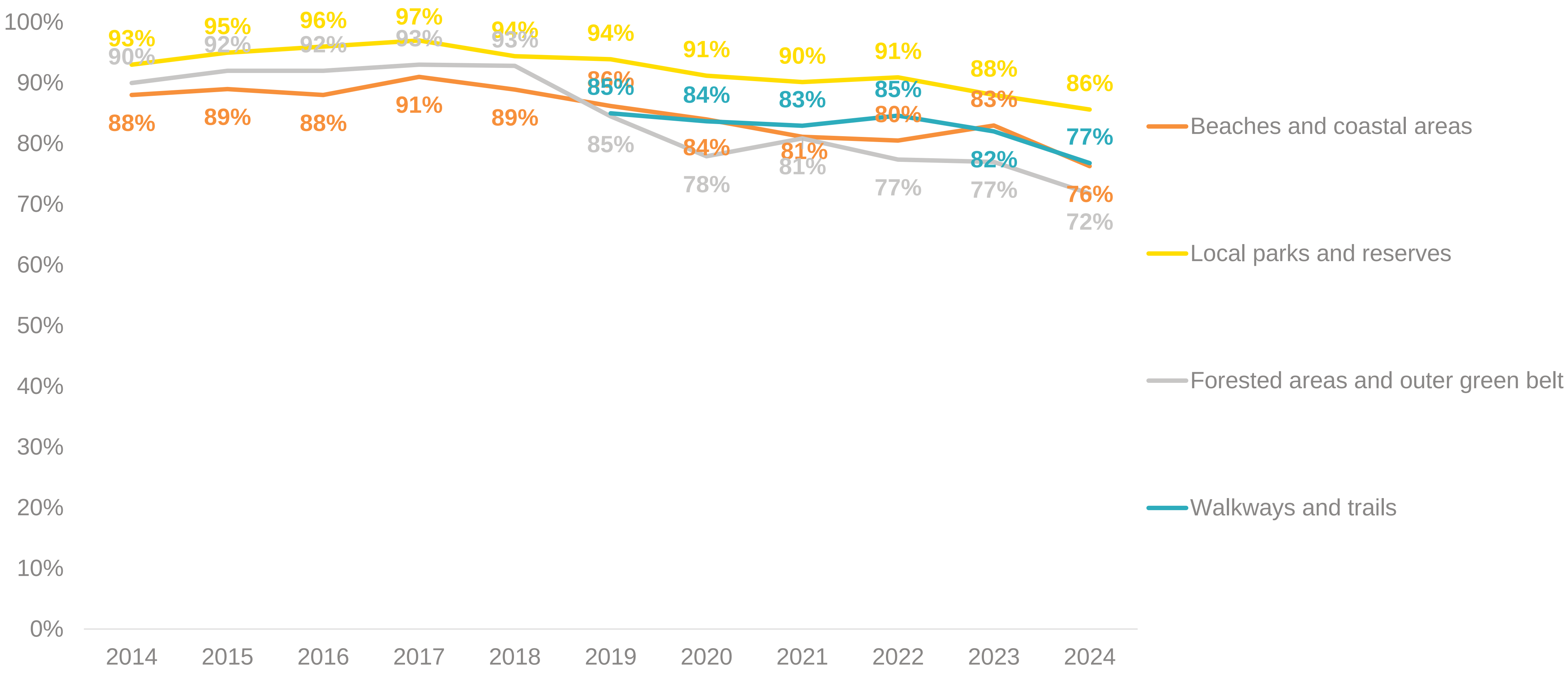
- Respondents with a permanent or temporary disability were less likely to say each of the spaces were easy to access. The same was also true for respondents with household incomes less than $50k.
- Respondents from Takapū were less likely to say beaches and coastal areas were easy to access.
- Respondents from Wharangi were more likely to each space except for beaches and coastal areas were easy to access.



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

Ease of accessing green and/or open spaces – tracking

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



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

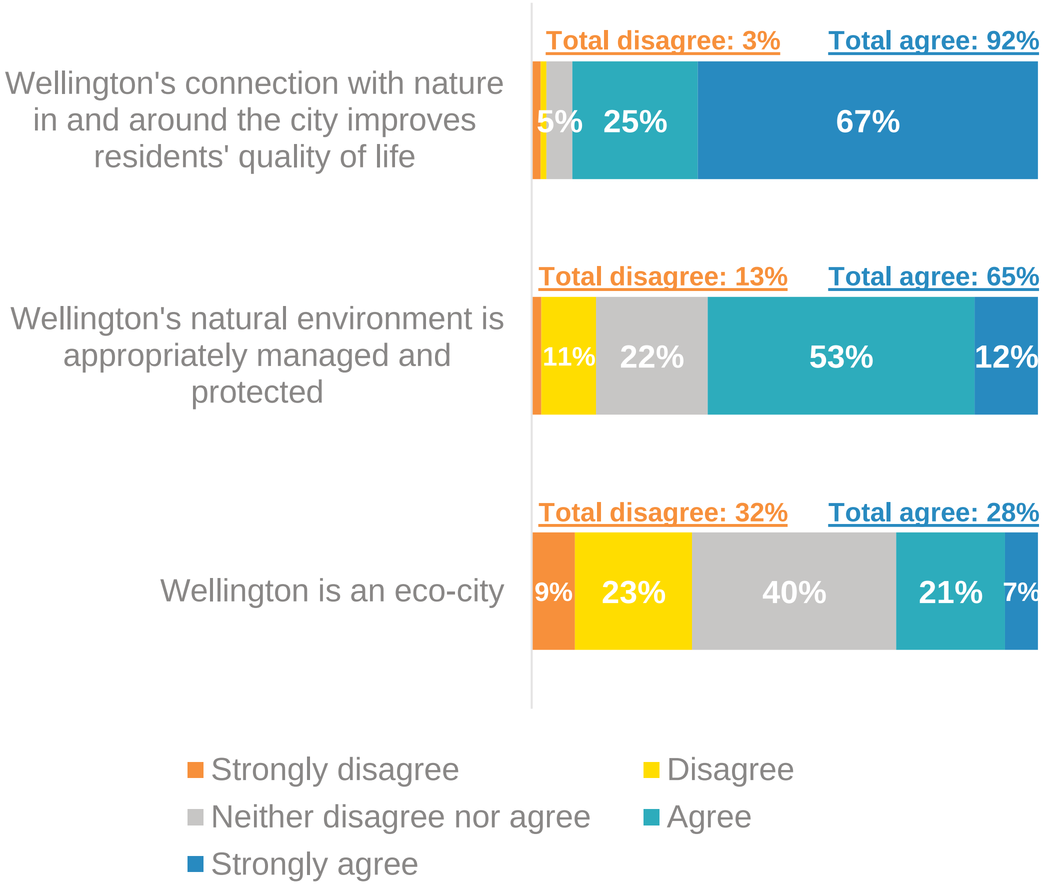
Wellington's connection to the environment

- Almost all respondents agreed that Wellington's connection with nature improves quality of life (92%).
- There was less, but still majority, agreement that our natural environment is appropriately managed and protected (65%)
- About a quarter (28%) agreed that Wellington is an eco-city.
- Levels of agreement with these statements were similar or slightly up compared to 2023.

Demographic differences

- There were no demographic differences for this question.

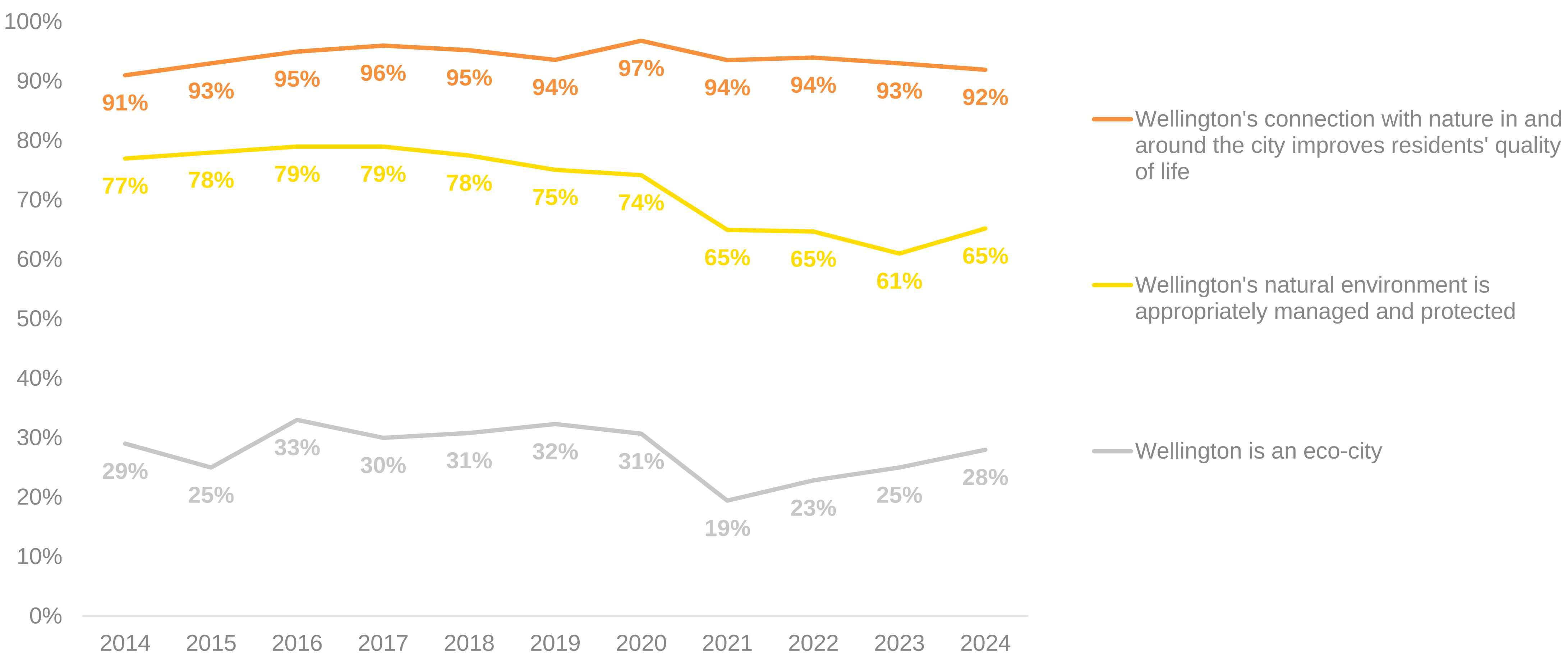
Please rate your level of agreement with the following statements:



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

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

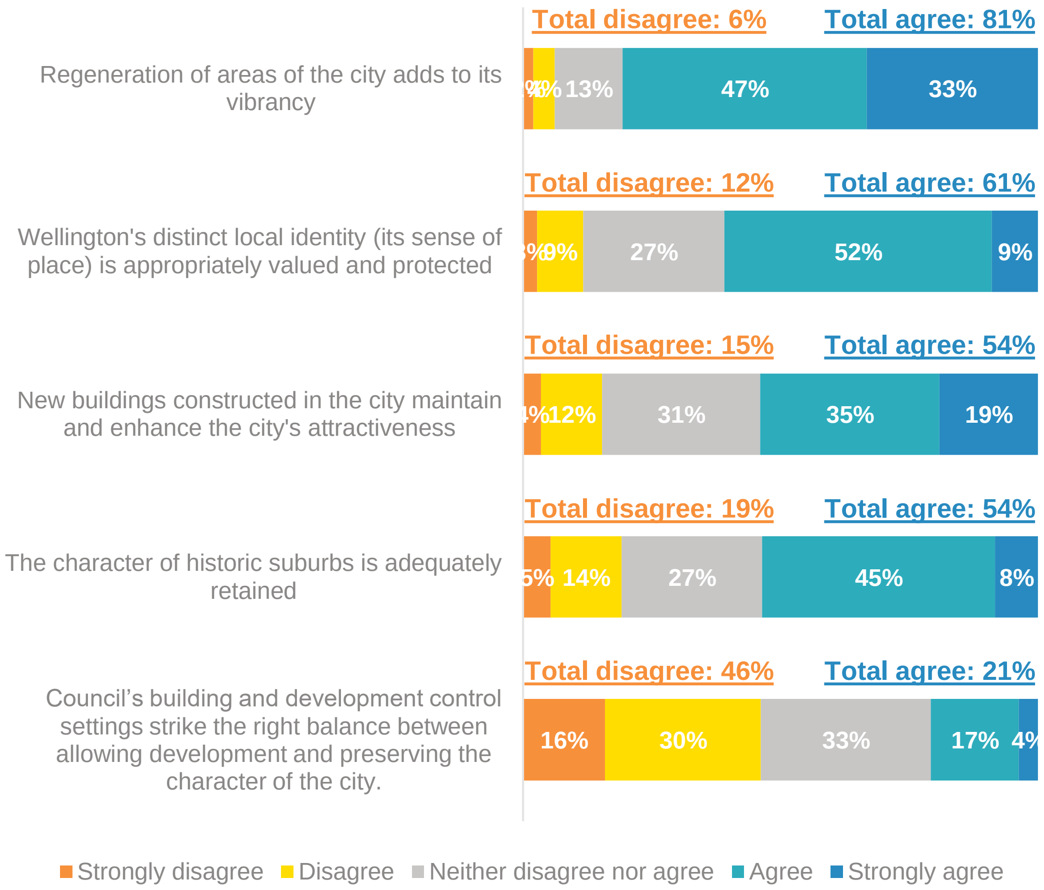
Urban development activities

- Respondents were asked how much they agree or disagree with a range of statements relating to Wellington City Council's wide portfolio of urban development activities and potential impacts of that development.
- There was the highest level of agreement with the statements that regeneration of areas of the city adds to its vibrancy (81% agreed).
- Results were largely unchanged for three of the five measures compared to 2023. But agreement that the character of historic suburbs is adequately retained was up 7% and agreement that Council Strikes the right balance between allowing development and preserving the character of the city was down 6%.

Demographic differences

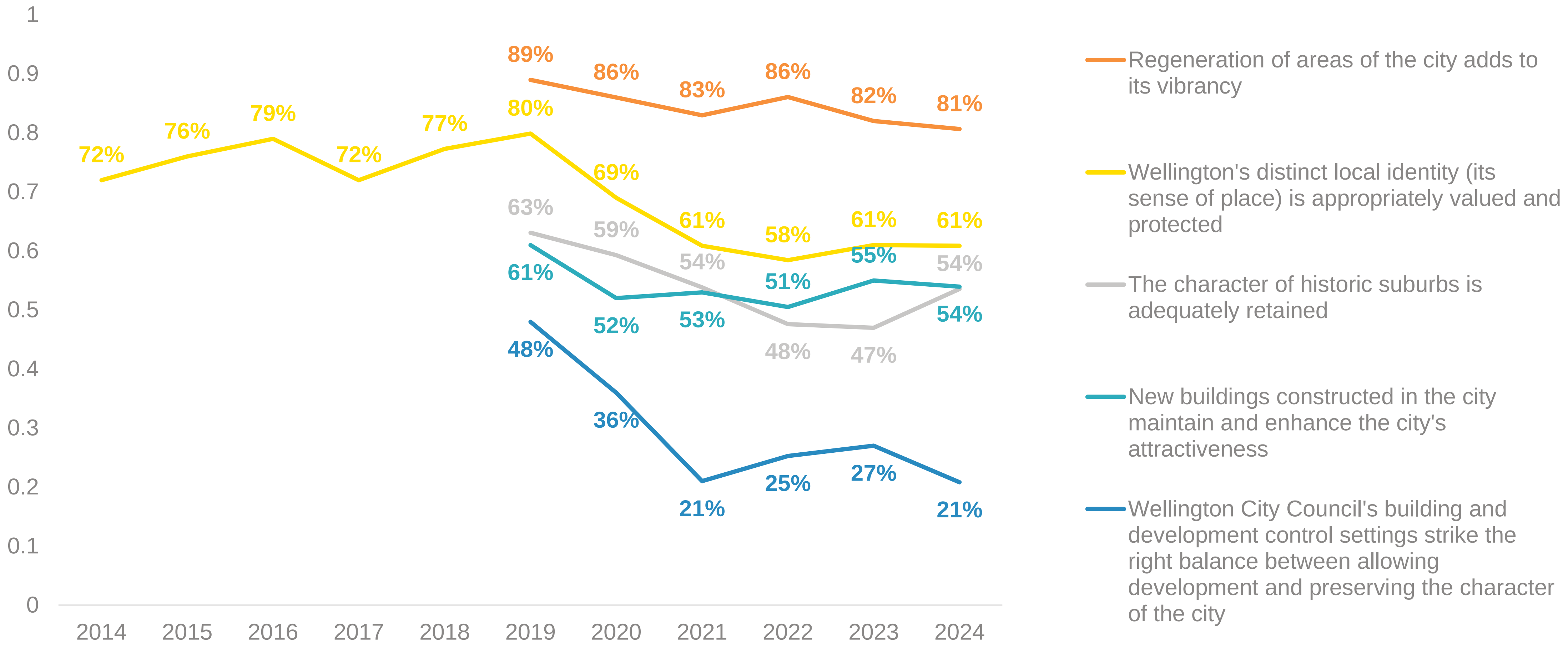
- Agreement with each of the statement tended to decline with age, with the exception of "the character of historic suburbs is adequately retained".

Please rate your level of agreement with the following statements



Urban development activities – tracking

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



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

Heritage in Wellington

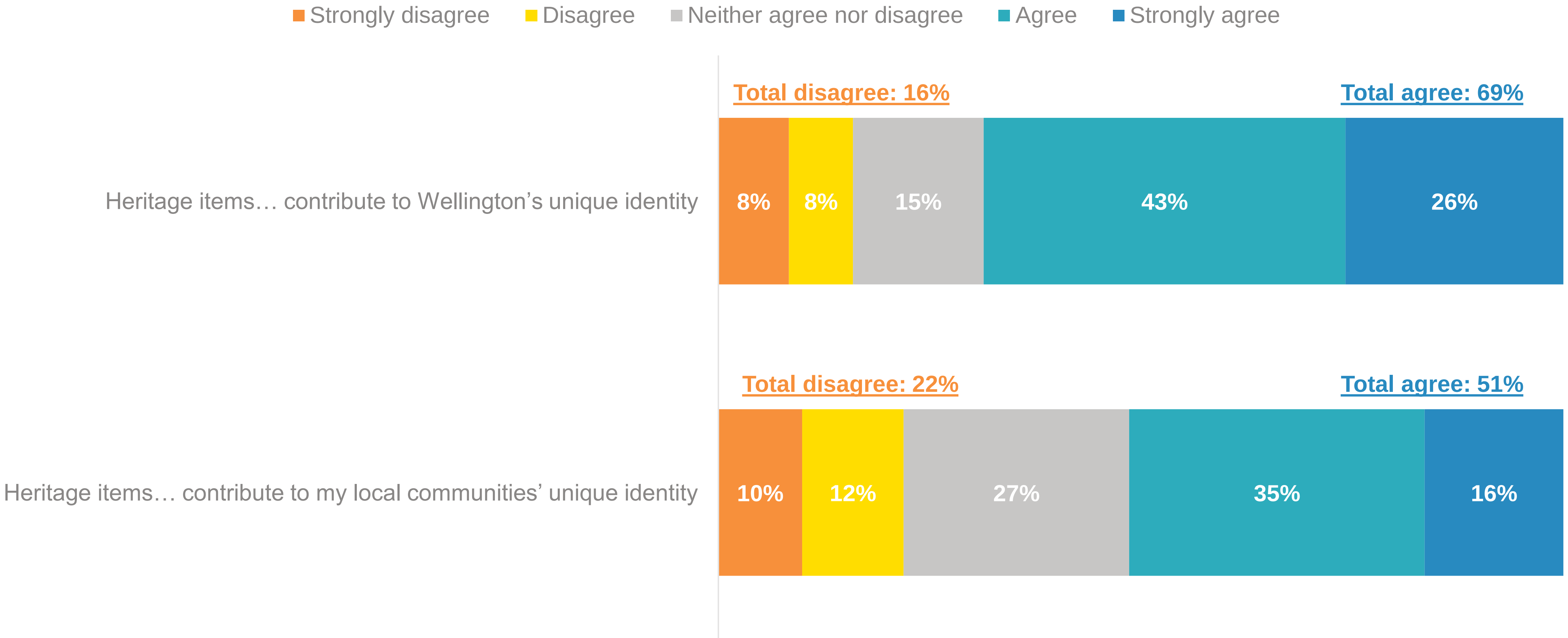
- Respondents were asked how much they agreed or disagreed with statements about how heritage items contribute to Wellington's unique character.
- About two-thirds (69%) agree that *"Heritage items contribute to Wellington's unique identity"* (16% disagreed), while about half agreed that *"Heritage items contribute to my local communities' unique identity"* (51% 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 23%-25% less agreement in 2024 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.
  - For local community heritage items, similar proportions felt they were given about right, or too much value and protection (38%/37%), less felt they were given not enough (25%).
  - For Heritage items in the city generally, opinion leaned more towards them being given too much value and protection (46%), about a third felt they were given the right amount and a quarter believed they were not given enough.

Demographic differences

- Females were more likely than males to say that heritage items contribute to Wellington's unique identity (74% vs 63%). Respondents 60+ were also more likely to agree with this statement (77%).
- Females were more likely than males to say that heritage items in their local community and in Wellington generally were given the right amount of value and protection.
- Belief that heritage items were given about the right amount of value and protection (in local communities and in Wellington) generally increased with age.

Contribution of heritage items in Wellington

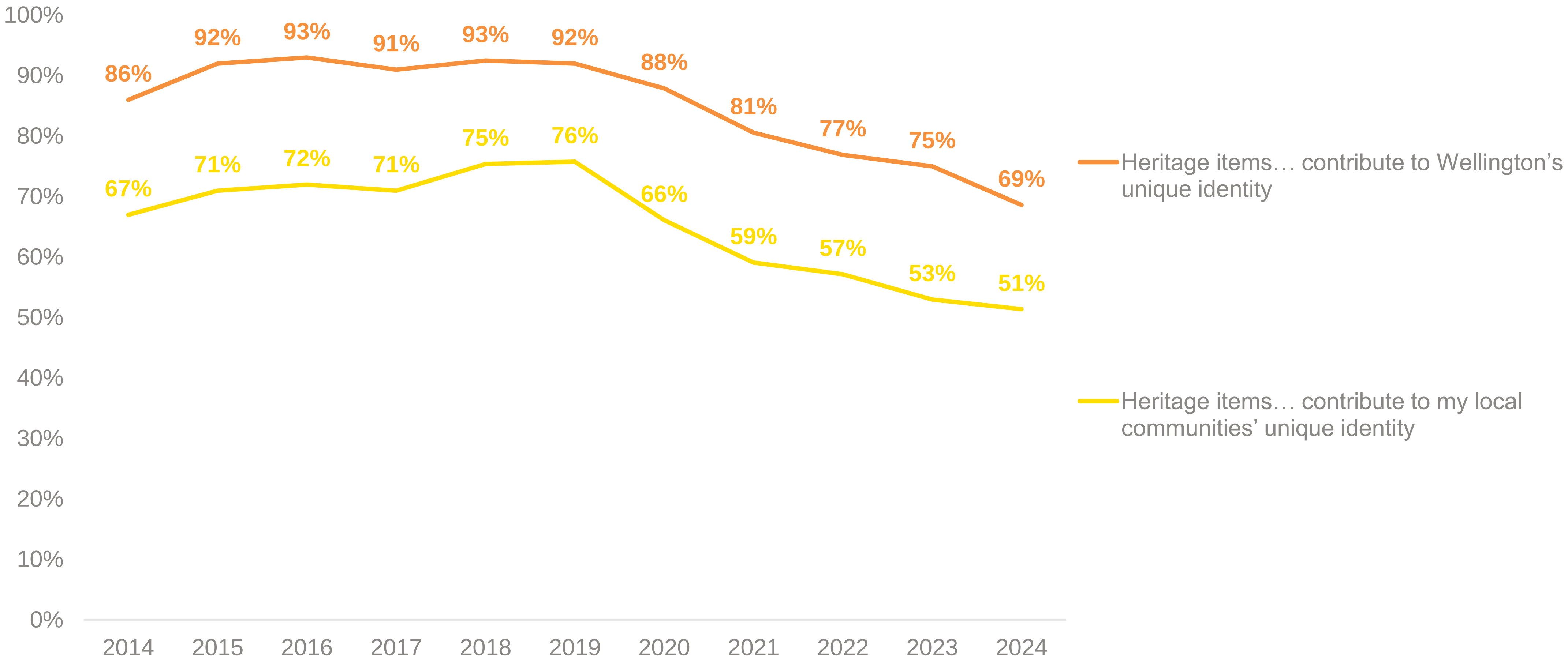
Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy. Please rate your level of agreement with the following statements:



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

Heritage items in Wellington – tracking

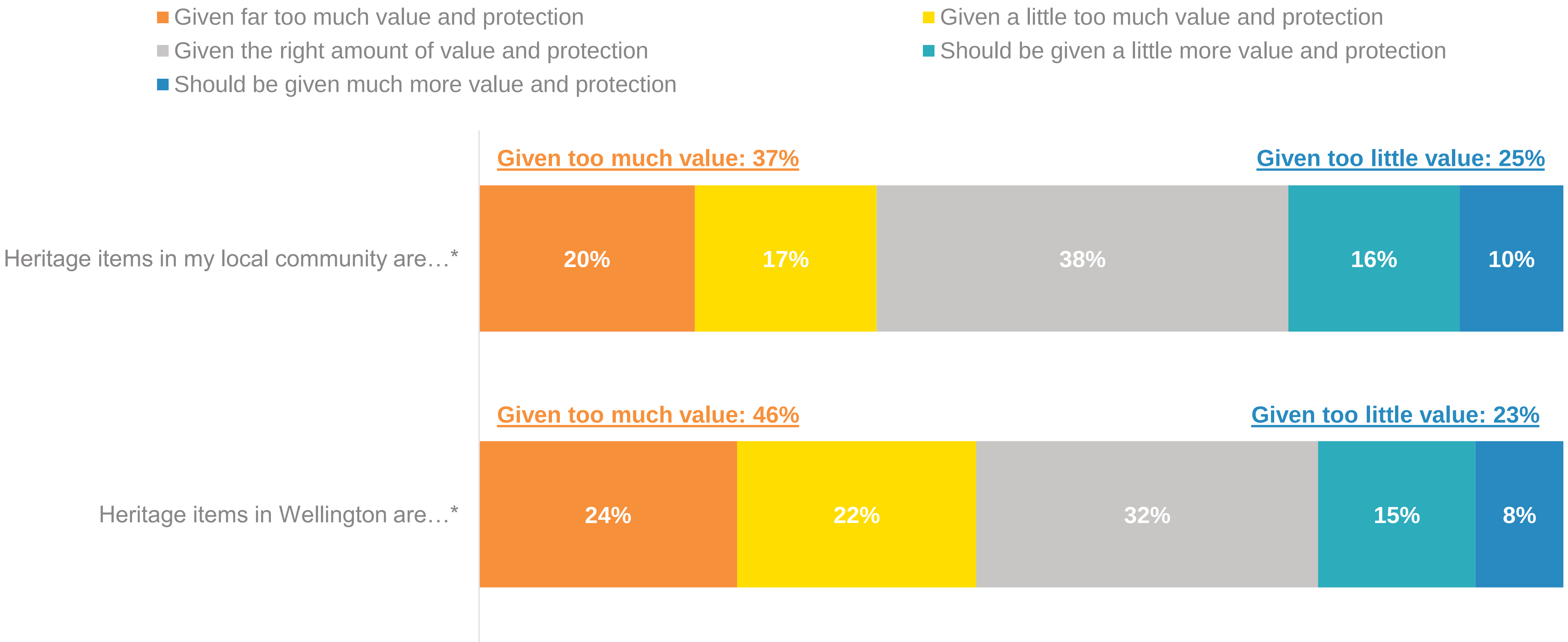
Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy. Please rate your level of agreement with the following statements:



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

Protection of heritage items in Wellington

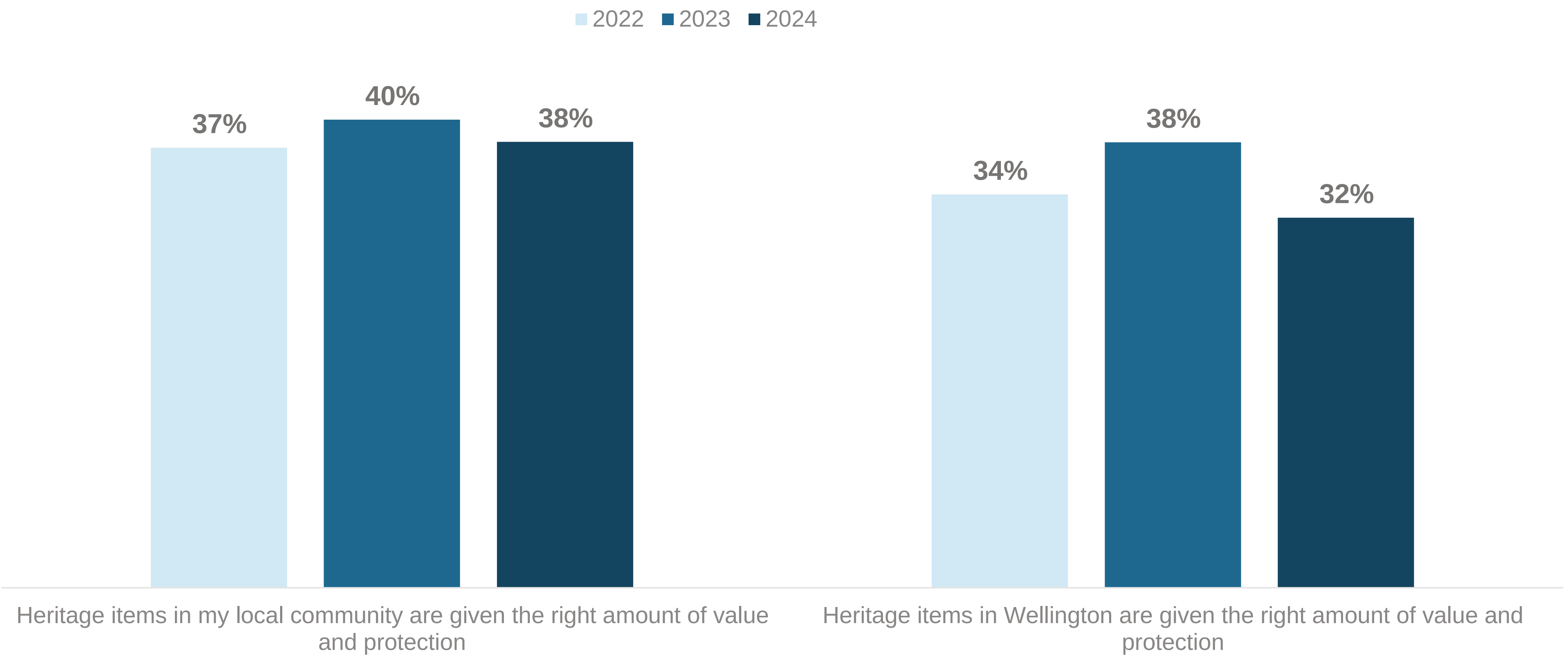
What is your view on the level of value and protection given to heritage items in the Wellington and your local community?



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

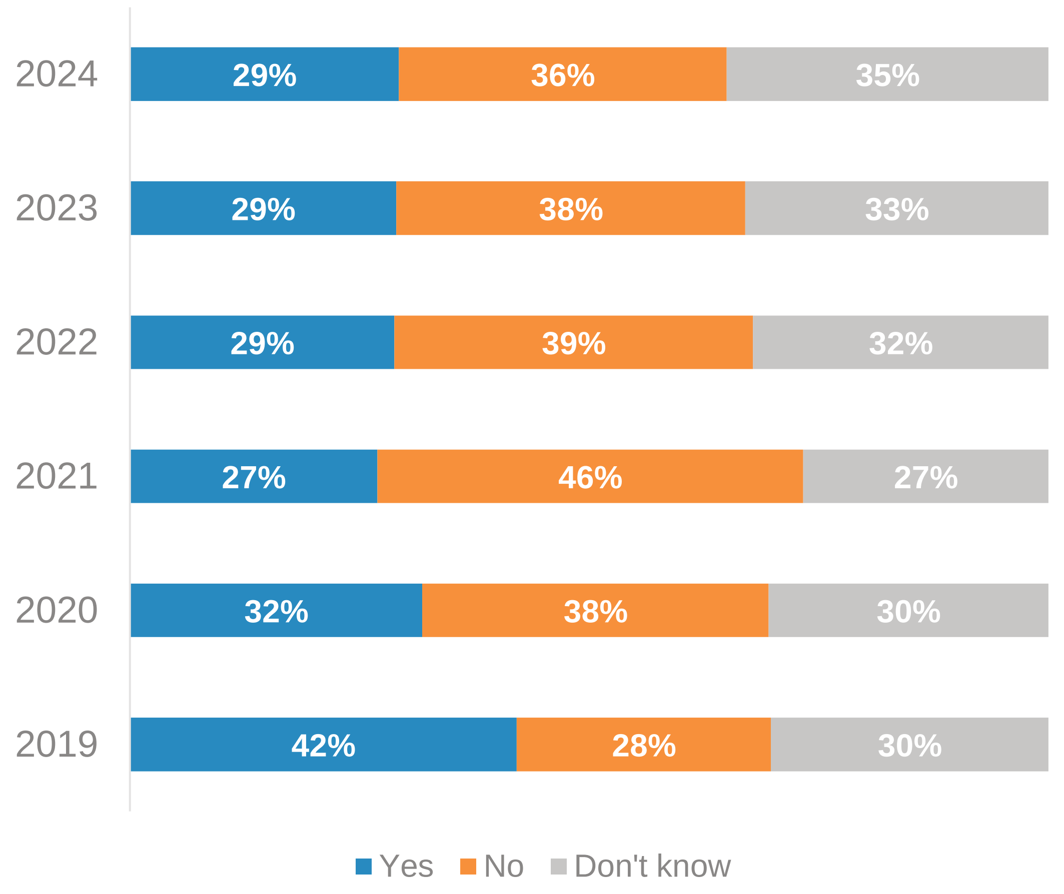
Wellington City Council progress on building resilience issues

- 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 (36%) did not think that was the case.
- Belief that we are making adequate progress on these issue is consistent over the last three four surveys, but lower than where it was 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

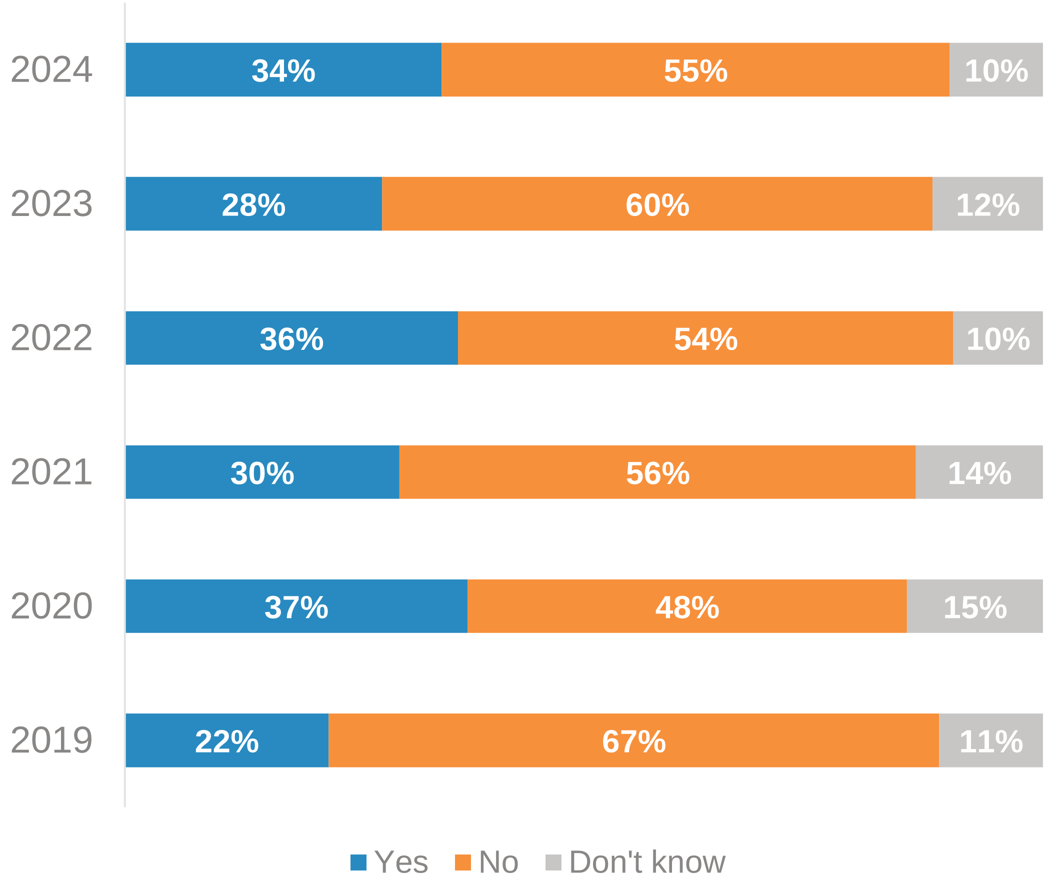
Resilience information received

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

- About a third (34%) 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.



Base: all respondents

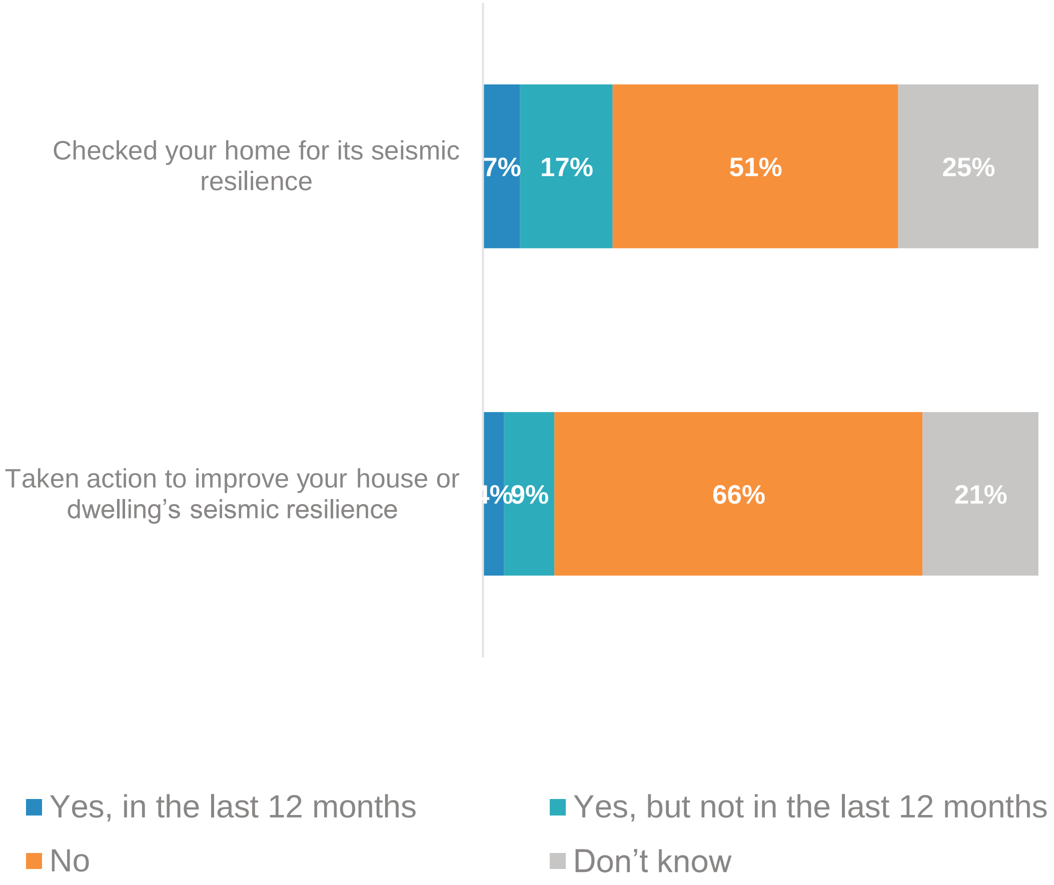
Checking and taking action on seismic resilience

- Around a quarter of respondents (23%) said they or their landlord had checked their home for seismic resilience (7% in the last year, 17% earlier).
- Less than one in five (13%) had taken action to improve their home's seismic resilience (4% in the past year and 9% earlier).
- Results are similar to 2023.

Demographic differences

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

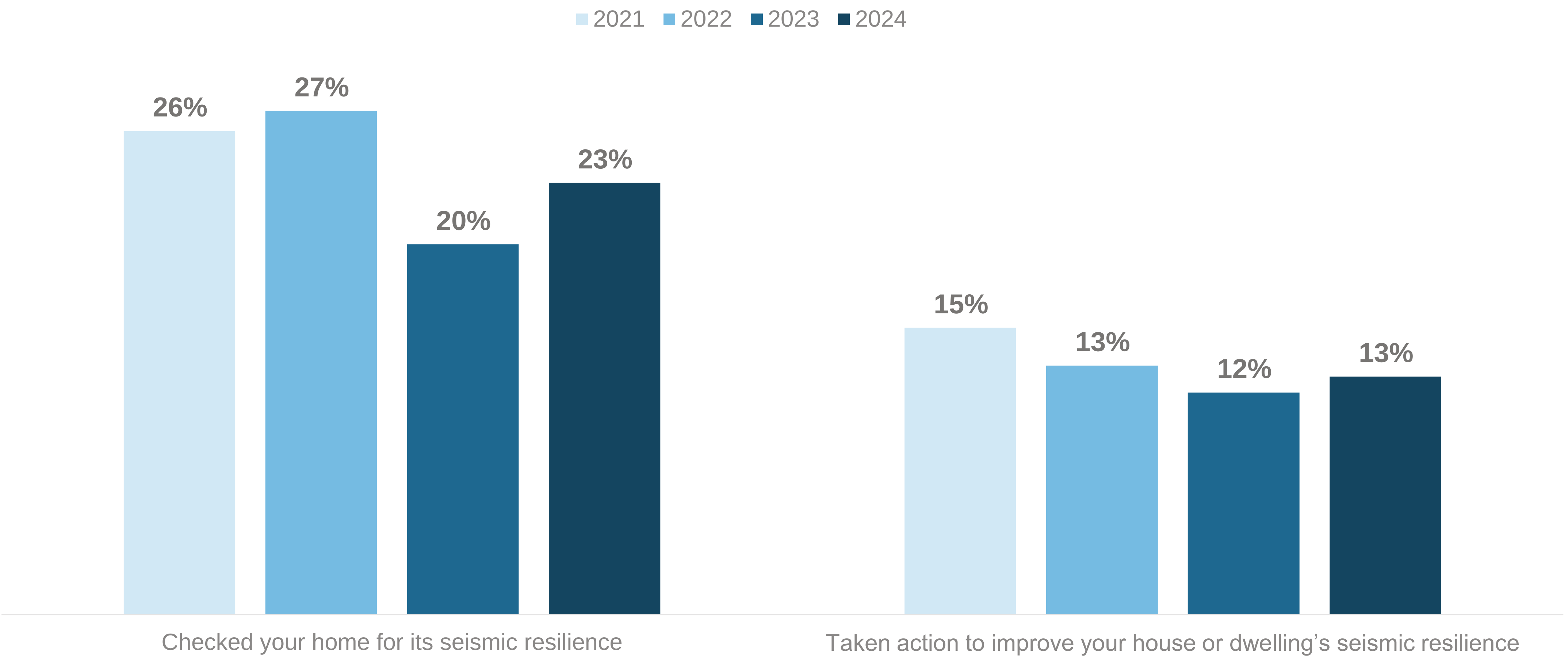
Thinking about your current home, have you (or your landlord) ever?



Base: all respondents (excluding 'not applicable')

Checking and taking action on seismic resilience – tracking

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



Base: all respondents (excluding ‘not applicable’)

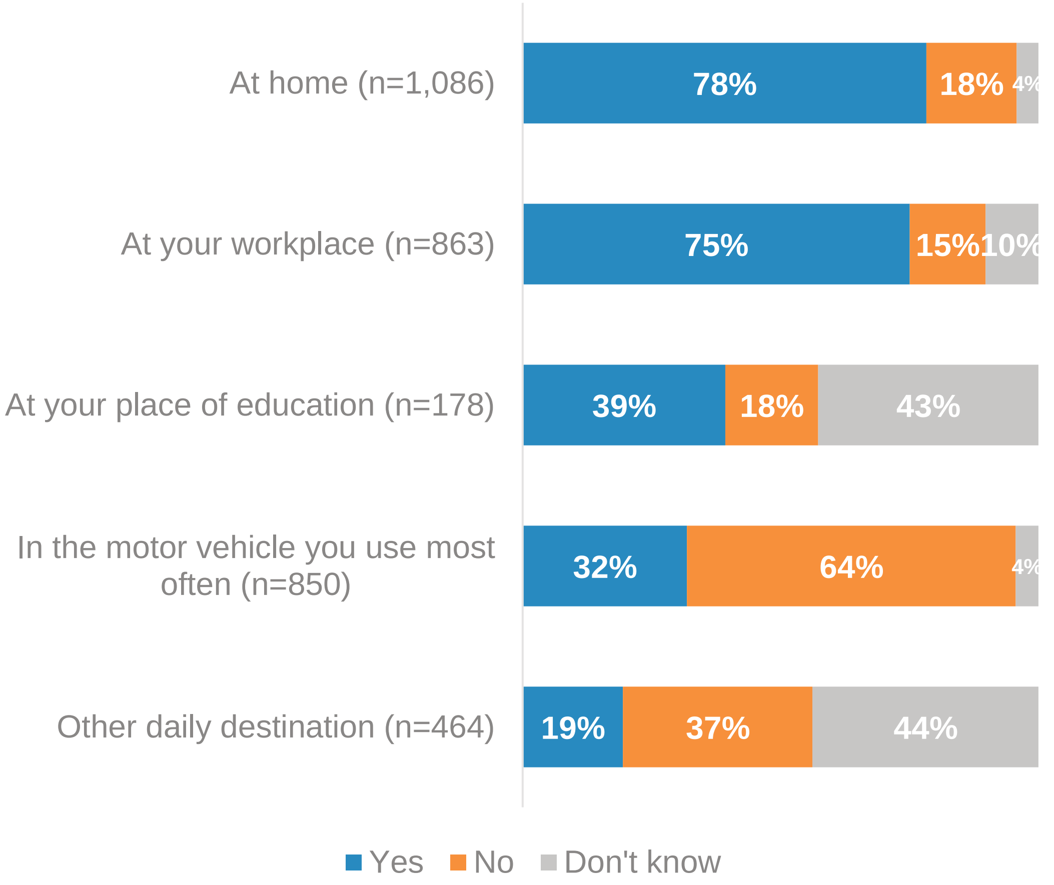
Emergency item access

- About three-quarters of respondents said they had access to emergency items in their home or their workplace (where applicable).
- Less than half (39%) of those who had a place of education said they had access to emergency items there.
- About a third (32%) 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 (56% of under 30s, 79% of 30-44s, 91% of 45-59s and 94% of 60+).
- Respondents aged 60+ were more likely to say they have access to emergency items in their motor vehicle (50%).
- Homeowners were more likely to say they had emergency items access at home than renters (89% vs 59%).
- Respondents with dependent children were more likely to say they had emergency items access at home than those without (85% vs 76%).
- Respondents from the Pukehīnau Ward were less likely to say they have emergency item access in their home (63%).

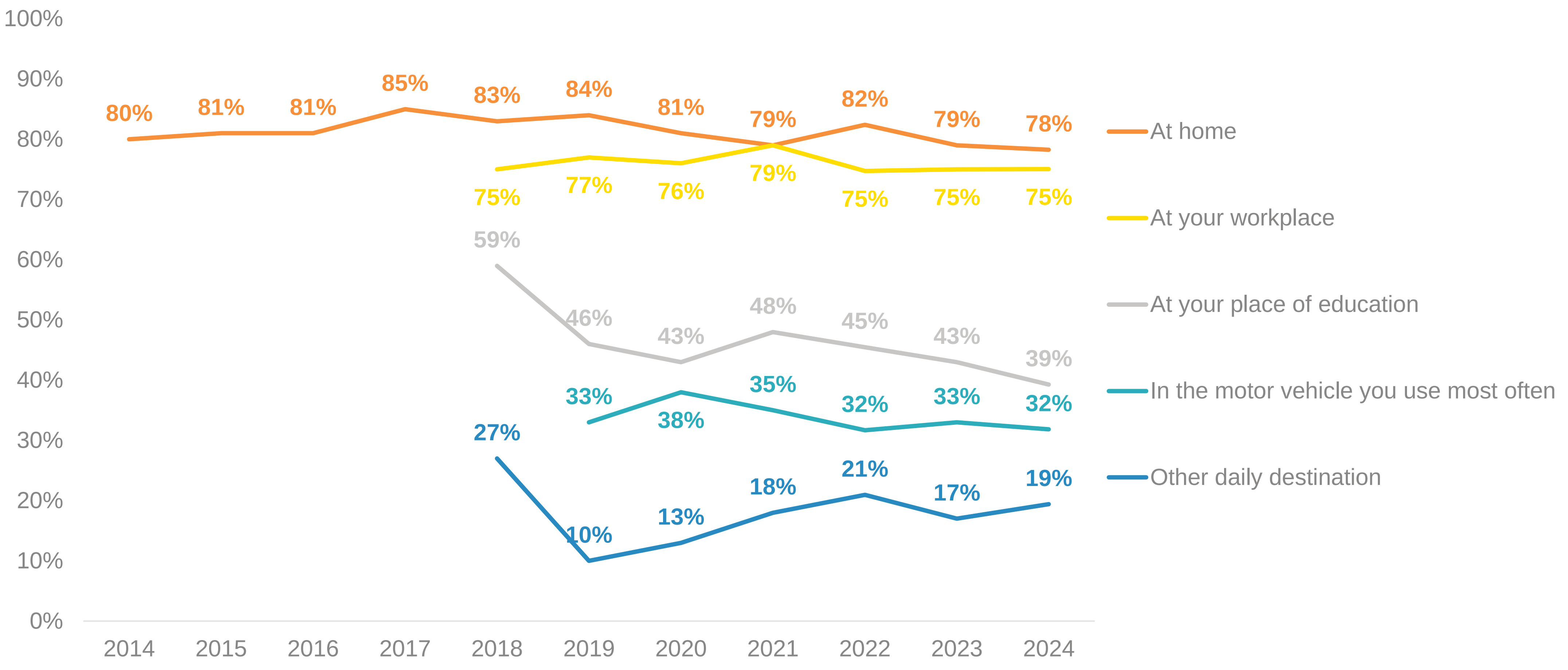
Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.



Base: all respondents (excluding 'not applicable')

Emergency item access – tracking

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



Base: all respondents (excluding 'not applicable')

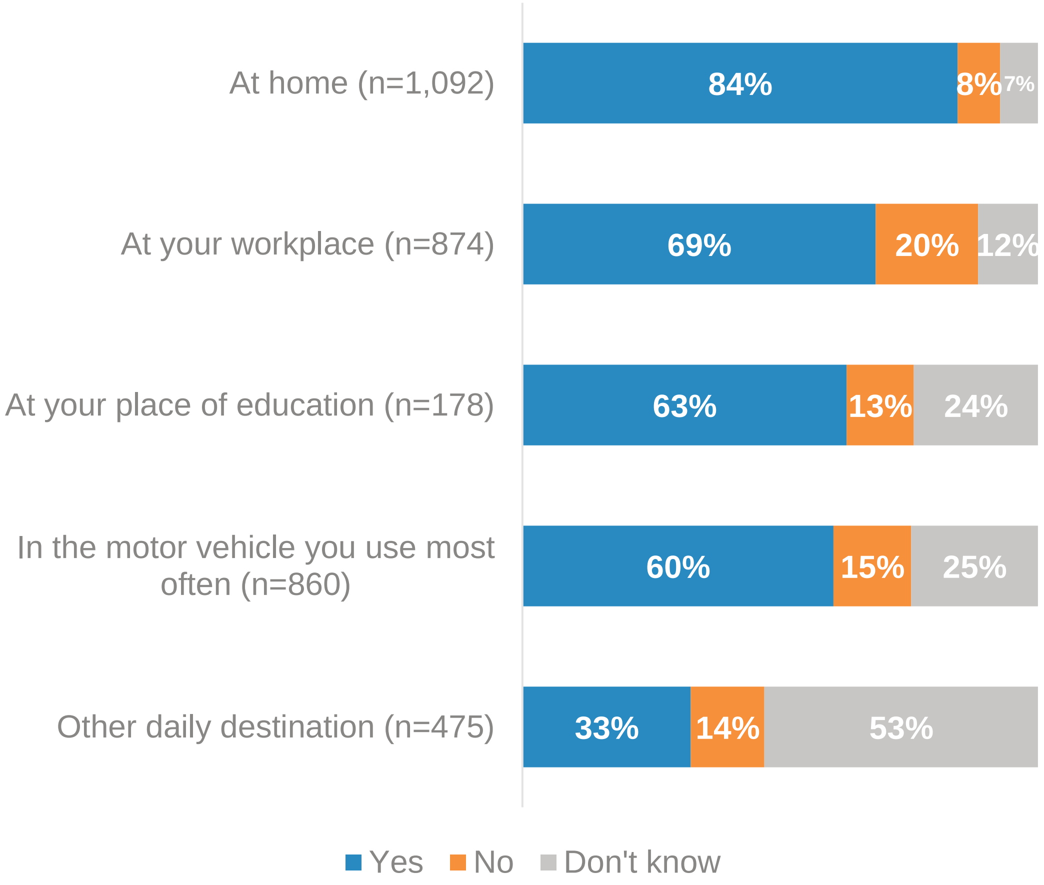
Safety in an earthquake

- The large majority of respondents (84%) said they would feel physically safe at home in the event of a moderate earthquake.
- Between 60%-70% 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 have varied a bit but given the much smaller sample size for this location 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 (73% of under 30s, 85% of 30-44s, 90% 45-59s and 93% of 60+).
- Homeowners were more likely to feel safe in their home in the event of a moderate earthquake compared to renters (91% vs 70%).
- Respondents from the Takapū Ward were more likely to feel safe in their home in the event of a moderate earthquake (91%).
- Respondents from the Pukehīnau Ward were less likely to feel safe in their home in the event of a moderate earthquake (69%).
- 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.

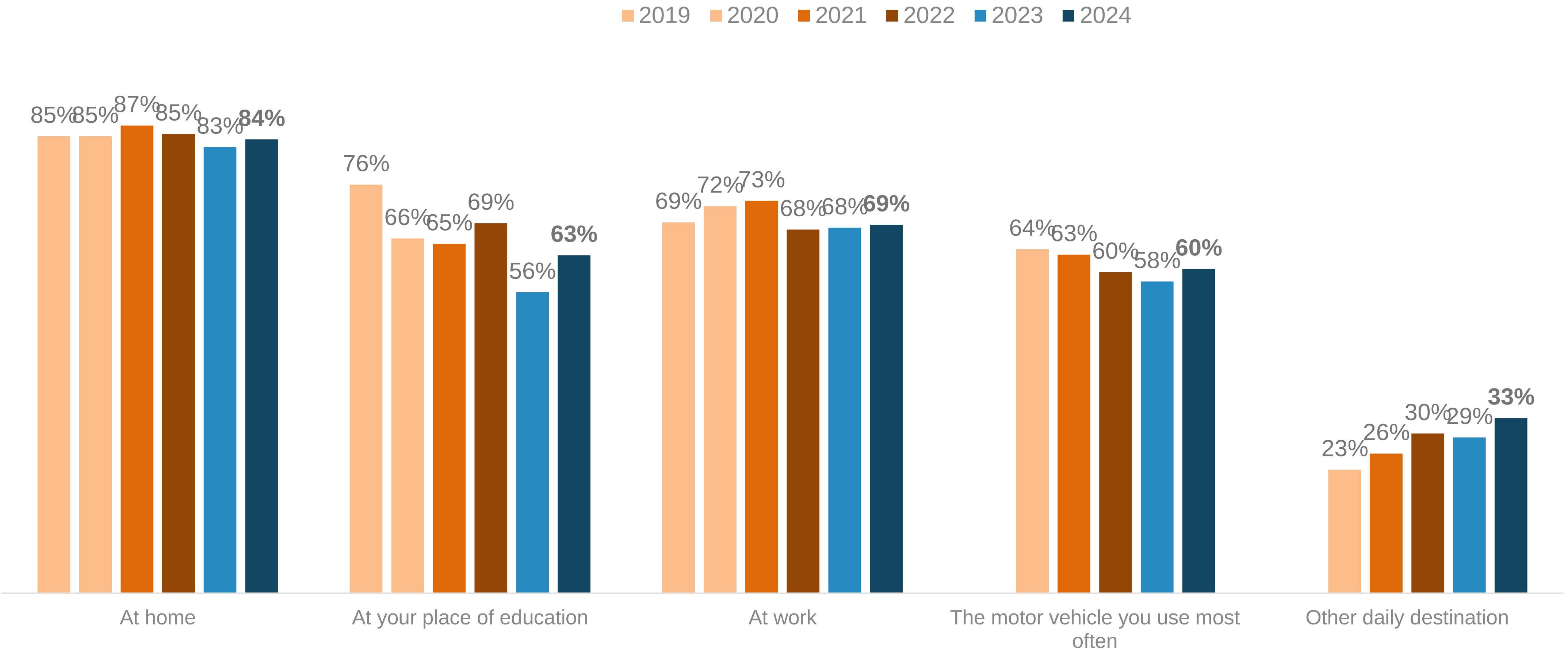
Would you feel physically safe in the event of a moderate earthquake in the following locations



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

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

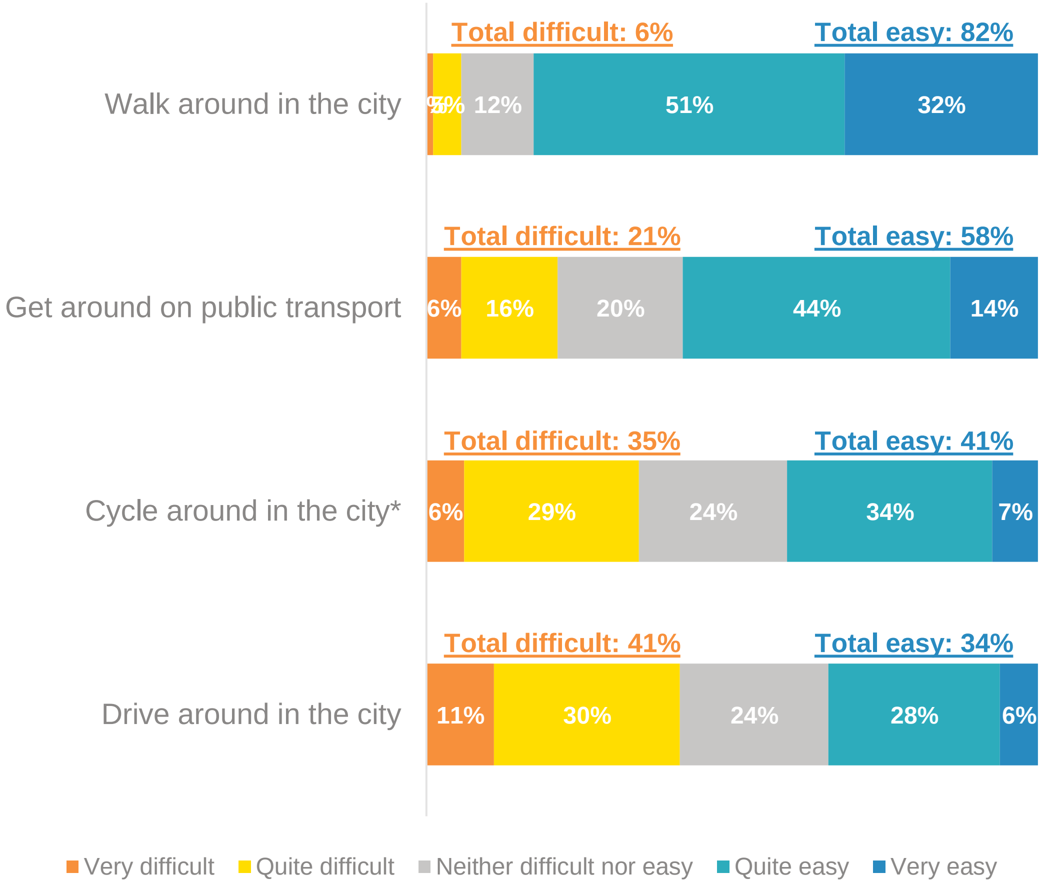
Getting around the city

- Walking around the city was viewed as considerably easier than the other forms of transport asked about with 82% of respondents stating that walking around the city was easy.
- Over half (58%) found public transport easy to get around the city on.
- Over a third (41%) found cycling around the city easy while about a third (34%) said driving around the city was easy.
- Views on the ease of cycling around the city have increased 24% compared to 2022, with significant improvements in each of the last two years.
- Ease of walking and driving around the city have both remained steady over the past few surveys. While ease of getting around on public transport has rebounded significantly after a low recorded last year (likely related to bus driver shortages and timetable restrictions during the early part of 2023).

Demographic differences

- Respondents 60+ were more likely to say that getting around the city on public transport was easy (68%)
- Males were more likely to say that it was easy to cycle around the city.
- Respondents with dependent children were less likely to say it was easy to get around the city on public transport (50%).
- Respondents who said they had a permanent or temporary disability were less likely to say it was easy to walk around the city.

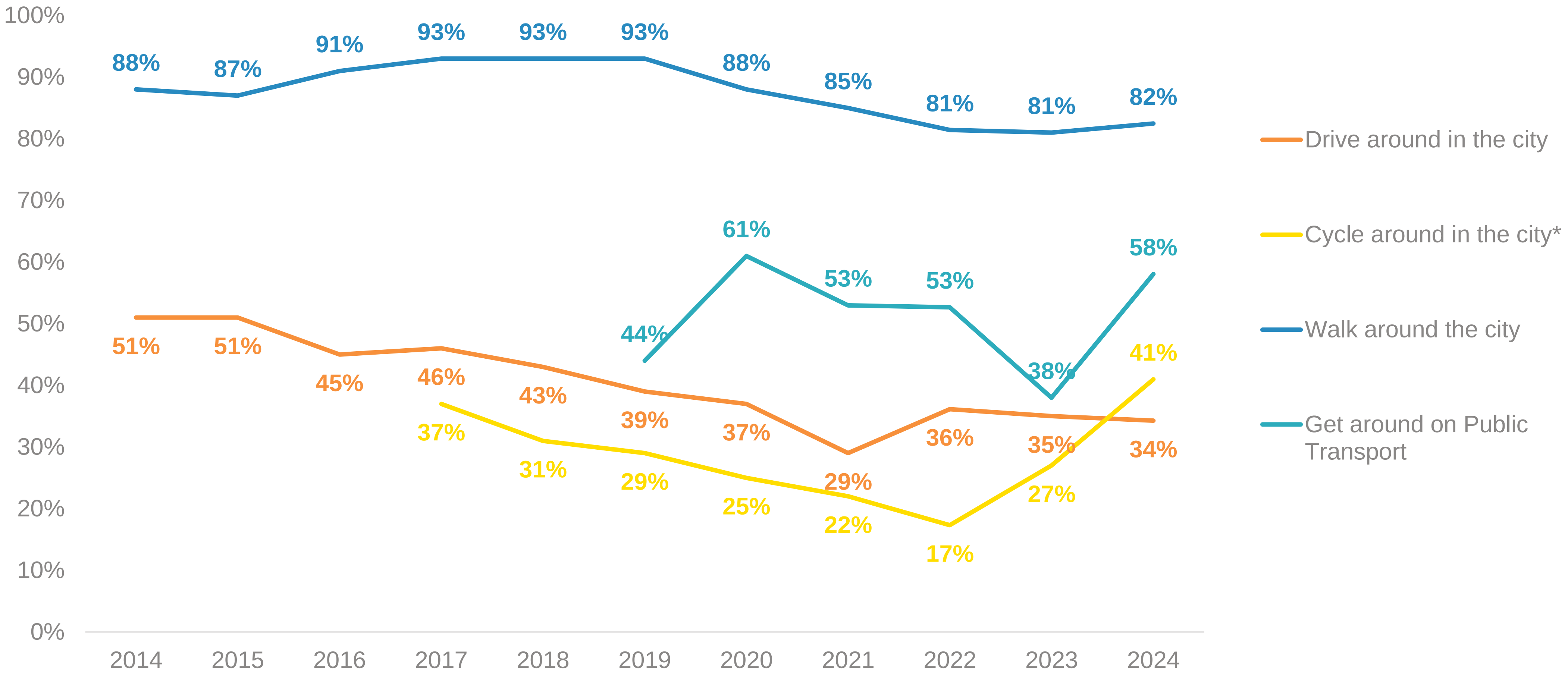
Thinking about the city's transport system and moving around the city. How easy is it to...?



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

Getting around the city – tracking

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



*Base: all respondents (excluding 'don't know'); *high proportion of 'don't know' responses (44% in 2024)*

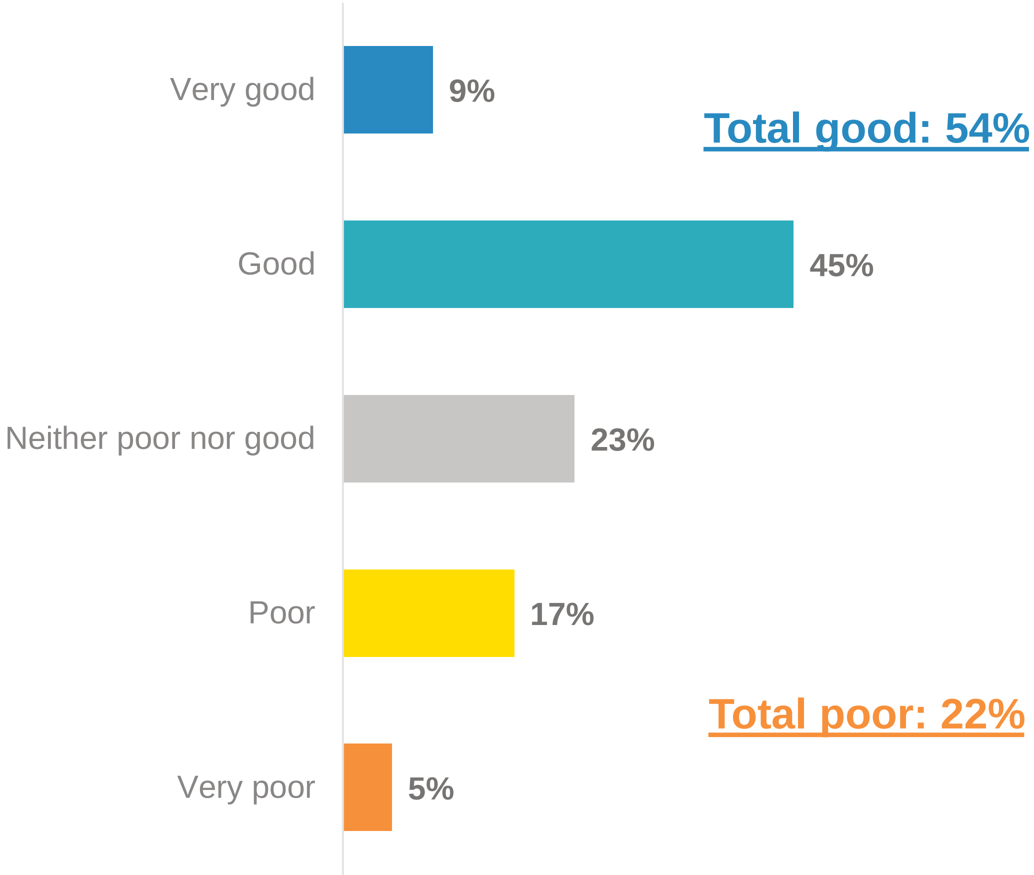
Road condition ratings

- Just over half (54%) of respondents rated the condition of their roads as good or very good, while only 22% rated them as poor or very poor.
- ‘Good’ ratings had been trending down between 2018-2023, but results this year were consistent with 2023.

Demographic differences

- Respondents from the Takapū ward were more likely to say the condition of roads in their neighbourhood were poor (29%).
- Road condition rating generally declined with age (rated ‘very good’ or ‘good’ by 64% of under 30s, 57% of 30-44s, 48% 45-59s and 47% of 60+).
- Homeowners were less likely to say the condition of roads in their neighbourhood was good compared to renters (50% vs 63%).

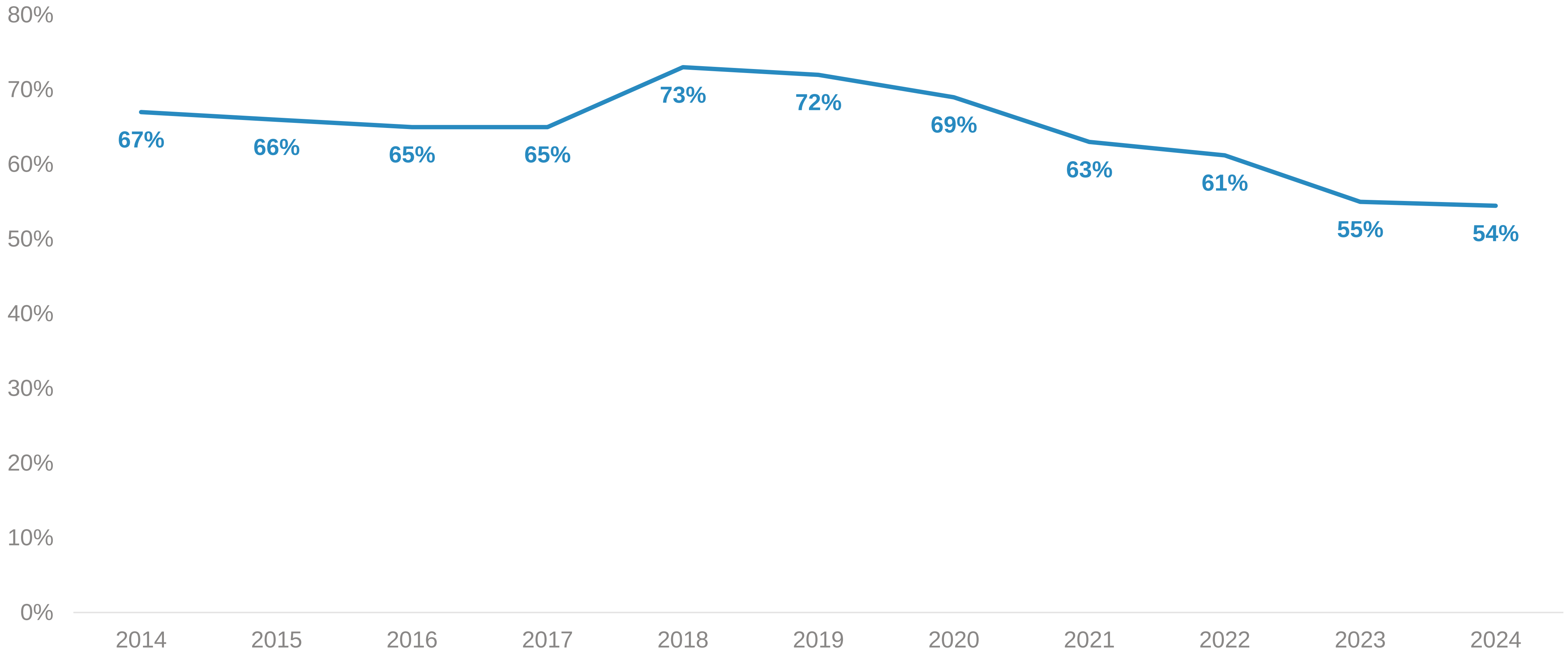
How would you rate the condition of the roads in your neighbourhood?



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')

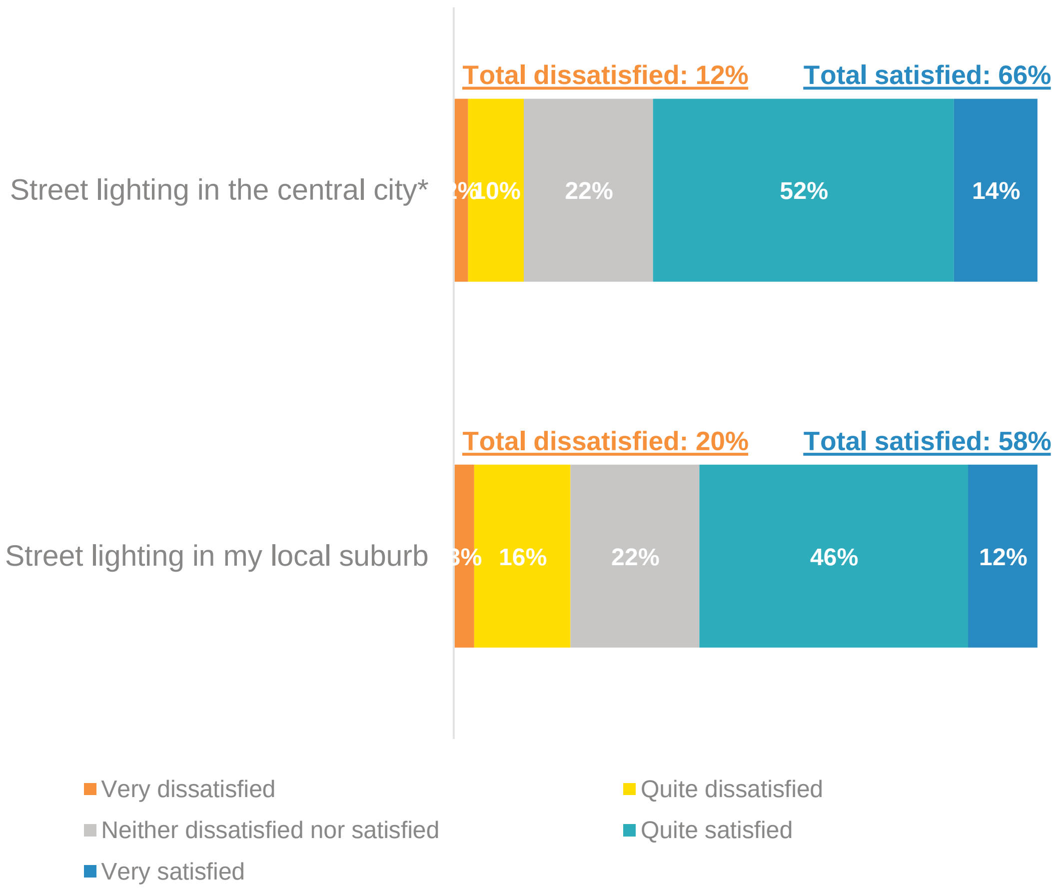
Street lighting satisfaction

- 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 for the last two surveys but fell from 84% to 65% between 2018-2022.
- 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

- Male respondents were more likely to be satisfied with street lighting in the central city and in their local suburb.

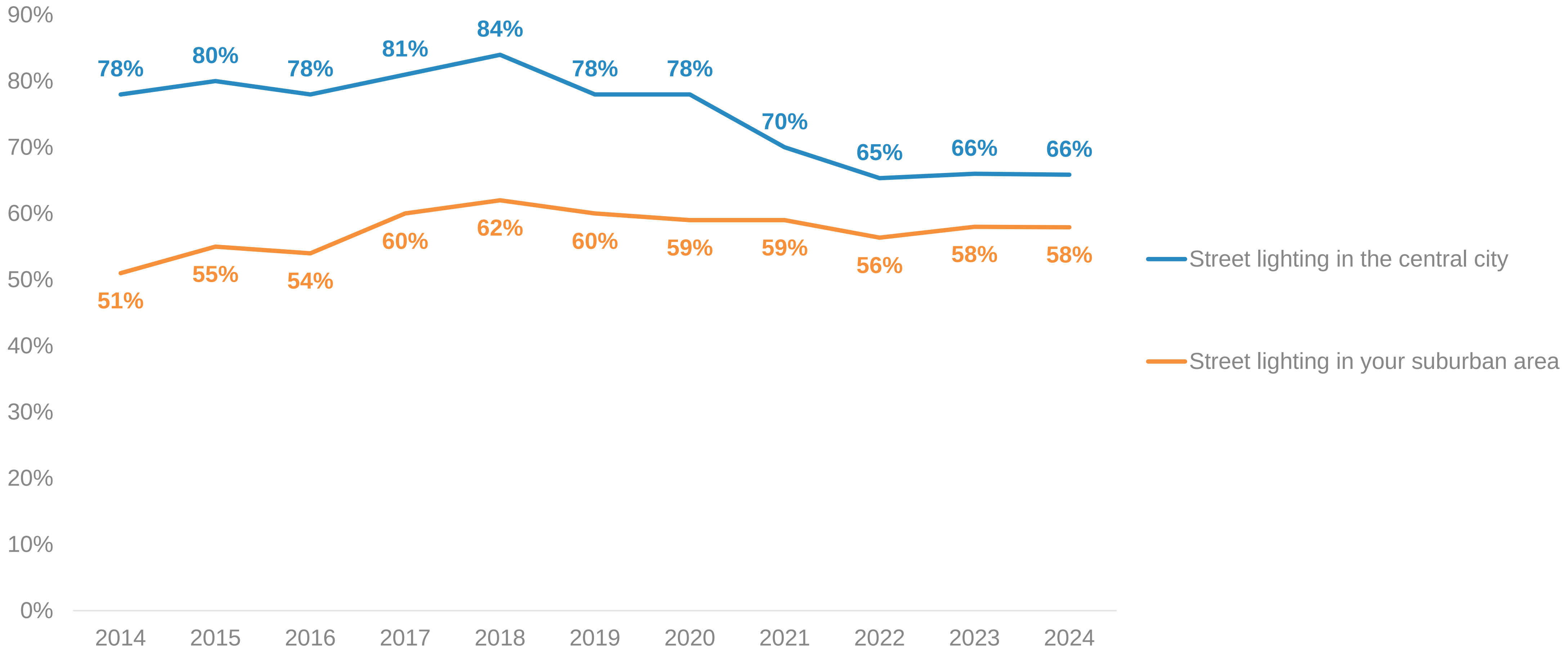
Please rate your level of satisfaction with the following...



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

Street lighting satisfaction – tracking

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



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

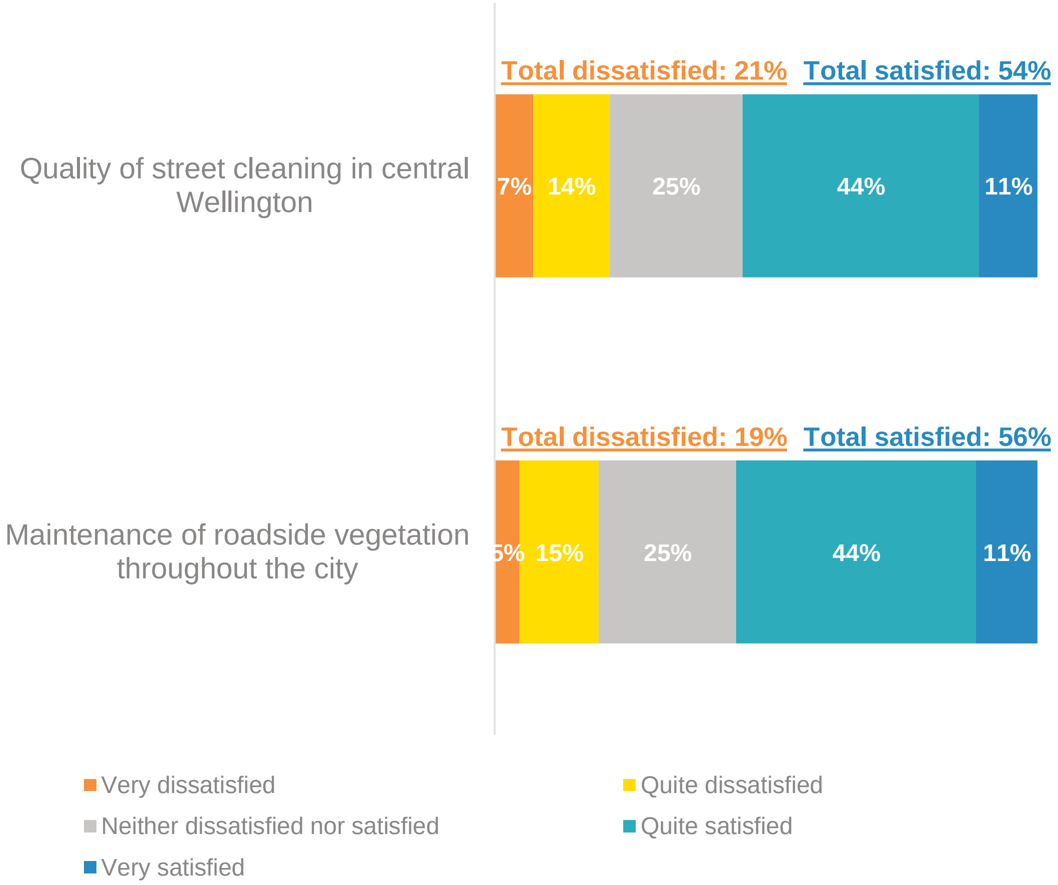
Street cleaning satisfaction

- 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 2023.

Demographic differences

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

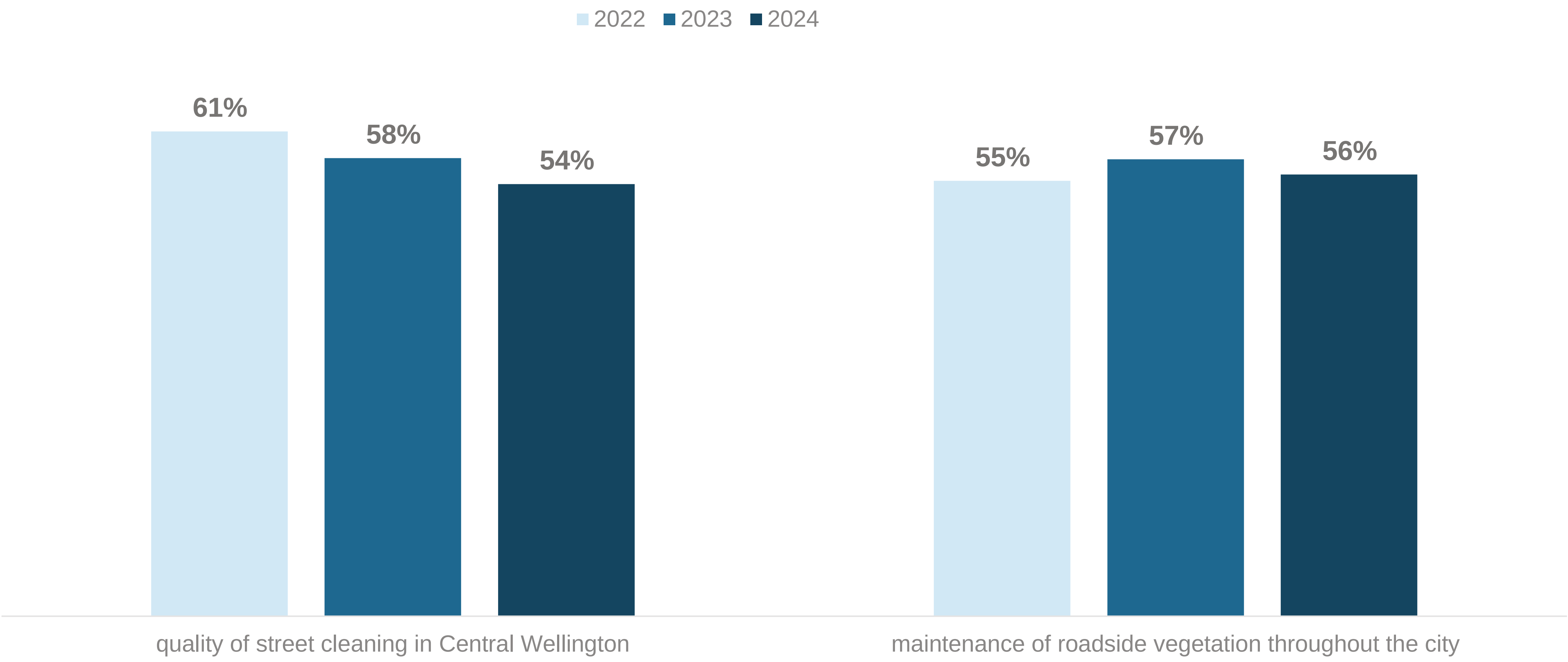
Please rate your level of satisfaction with the following...



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

Street cleaning satisfaction

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



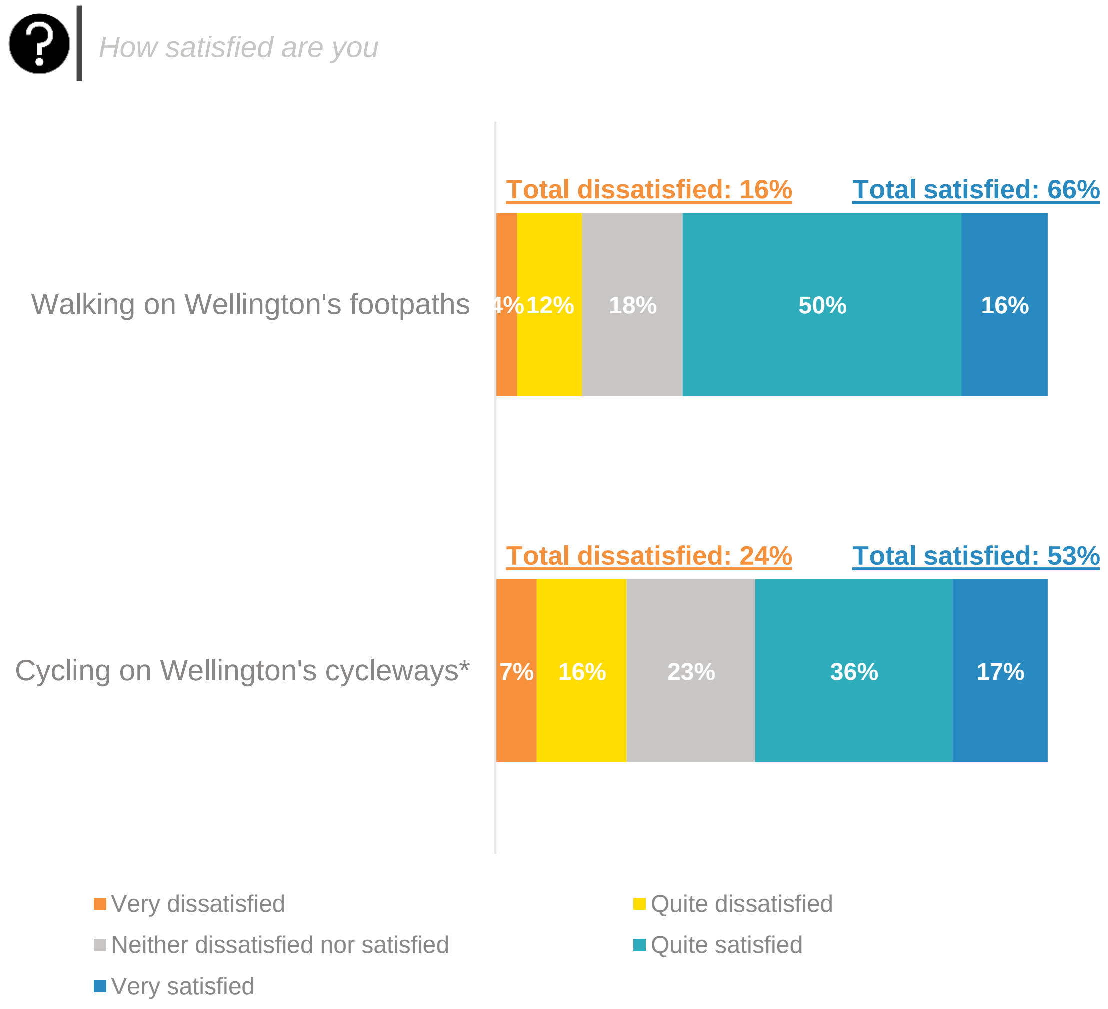
Base: all respondents (excluding 'not applicable')

Footpath and cycleway satisfaction

- Two-thirds of respondents (66%) were satisfied with walking on Wellington's footpaths.
- About half of respondents who had a view were satisfied with cycling on Wellington's cycleways (53%).
    - This analysis excluded 56% 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 over that time period.
- Satisfaction with cycling on Wellington's cycleways has trended up over the last three surveys from 35% to 53% - again consistent with the earlier result related to ease of cycling around the city.

Demographic differences

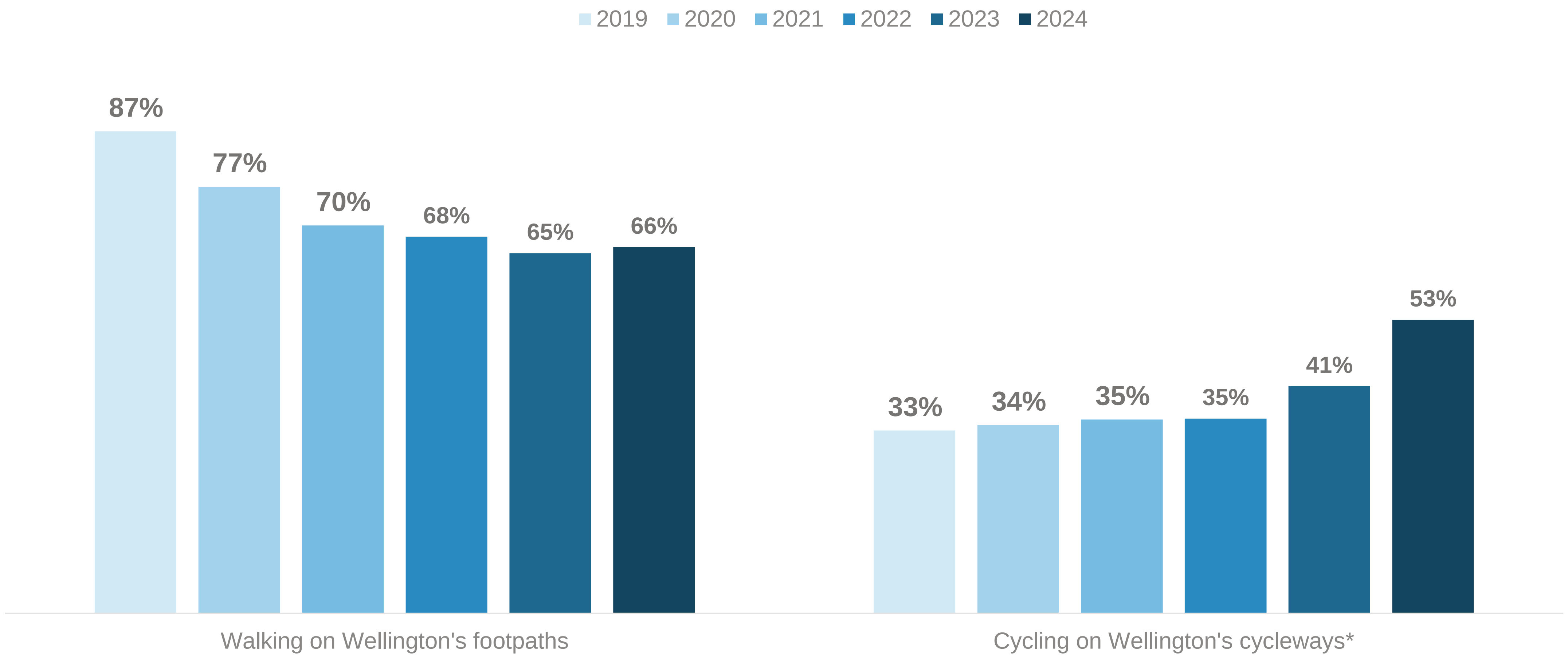
- Males were more likely to say they were satisfied with cycling on Wellington's cycleways.
- Respondents aged 60+ were less likely to say they were satisfied with walking on Wellington's footpaths.



*Base: all respondents (excluding 'don't know'); *high proportion of 'don't know' responses (56%)*

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 more dissatisfaction than satisfaction with the availability of parking during the week (47% vs 29%) and the weekend (46% vs 32%).
- Levels of satisfaction for both week and weekend parking availability have trend up over the past three surveys.

Demographic differences

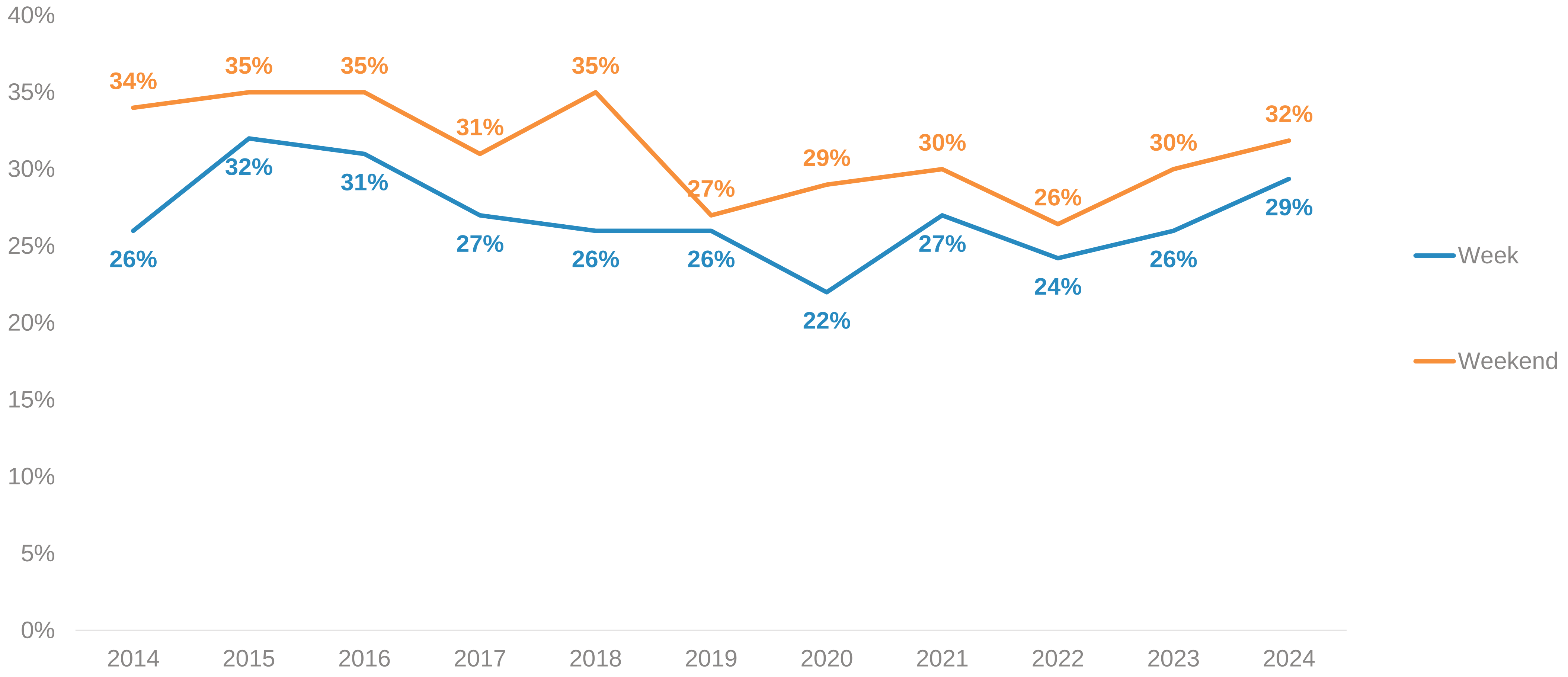
- There were no demographic differences for this question.

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

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

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')

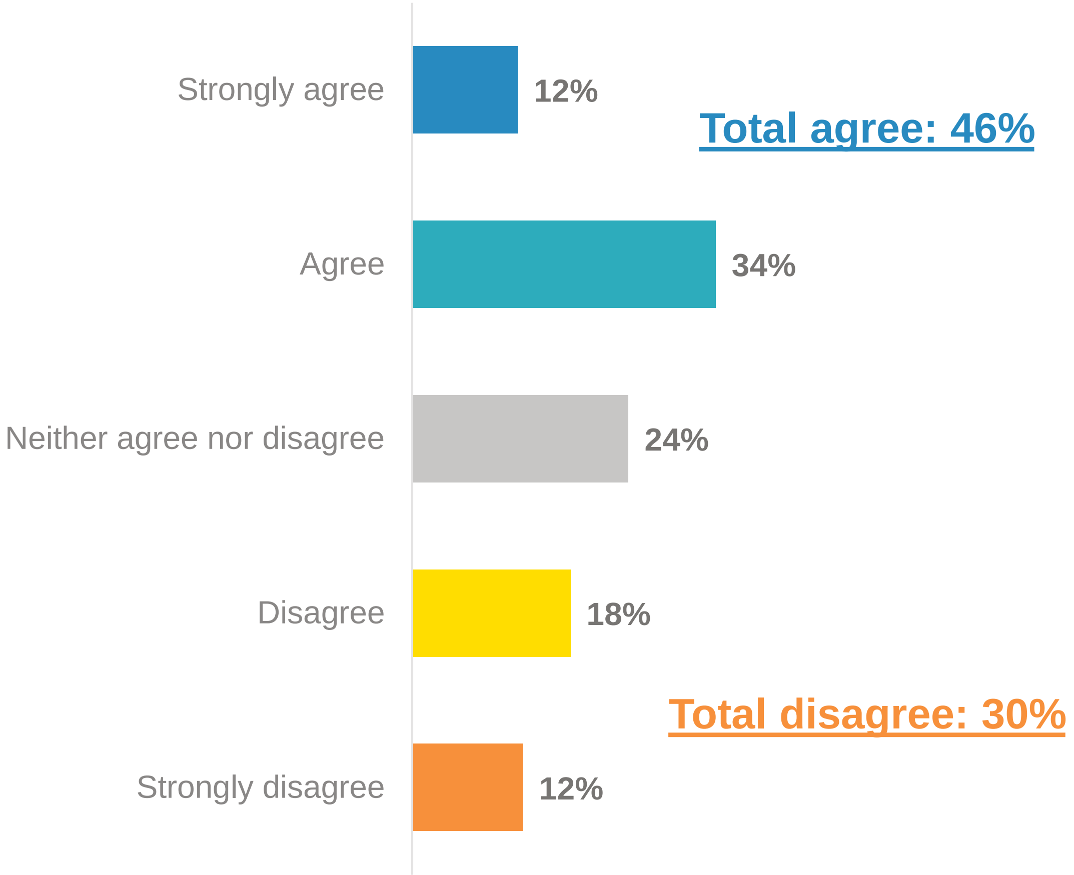
Parking enforcement fairness

- Opinions were split on how fair the city's parking enforcement was with 46% agreeing it was fair and 30% disagreeing
- Results have trended up over the last three surveys, but the overall trend back to 2019 is flat.

Demographic differences

- Respondents from Pukehīnau were more likely to agree enforcement was fair (58%) as were male respondents (53%).

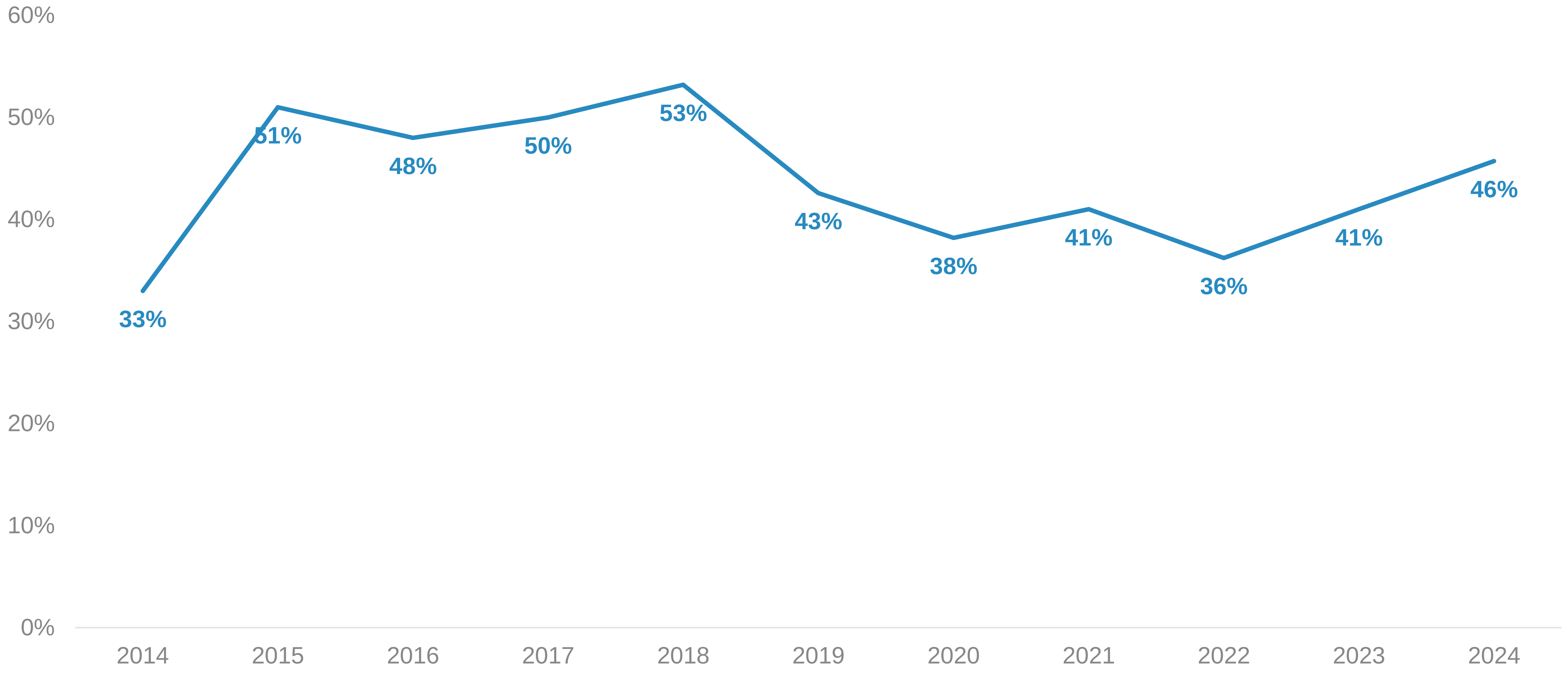
*Please rate your level of agreement with the following statement…The city's parking enforcement is fair.**



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

Parking enforcement fairness – tracking

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



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

Waste

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

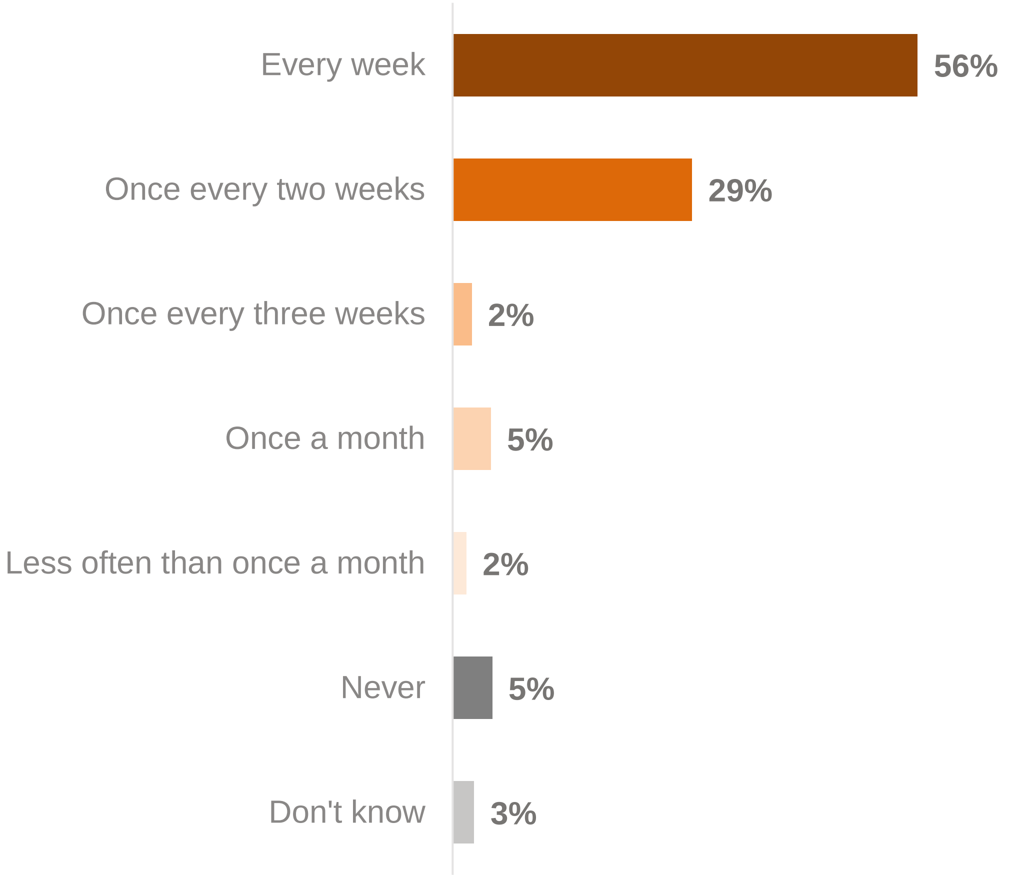
Kerbside recycling frequency

- Over half of respondents said they put out recycling for Wellington City Council's kerbside collection on a weekly basis, while almost a third said they put their recycling out fortnightly.
- Almost all respondents (91%) are putting their recycling out at least monthly – this has been unchanged back to 2020, however it was higher prior to 2019 where between 97%-99% said they were putting recycling out at least monthly.

Demographic differences

- Lambton Ward respondents were more likely to say they never put out household recycling for kerbside collection (12%).
- Respondents with dependent children were more likely to say they put out recycling for kerbside collection every week (66%).

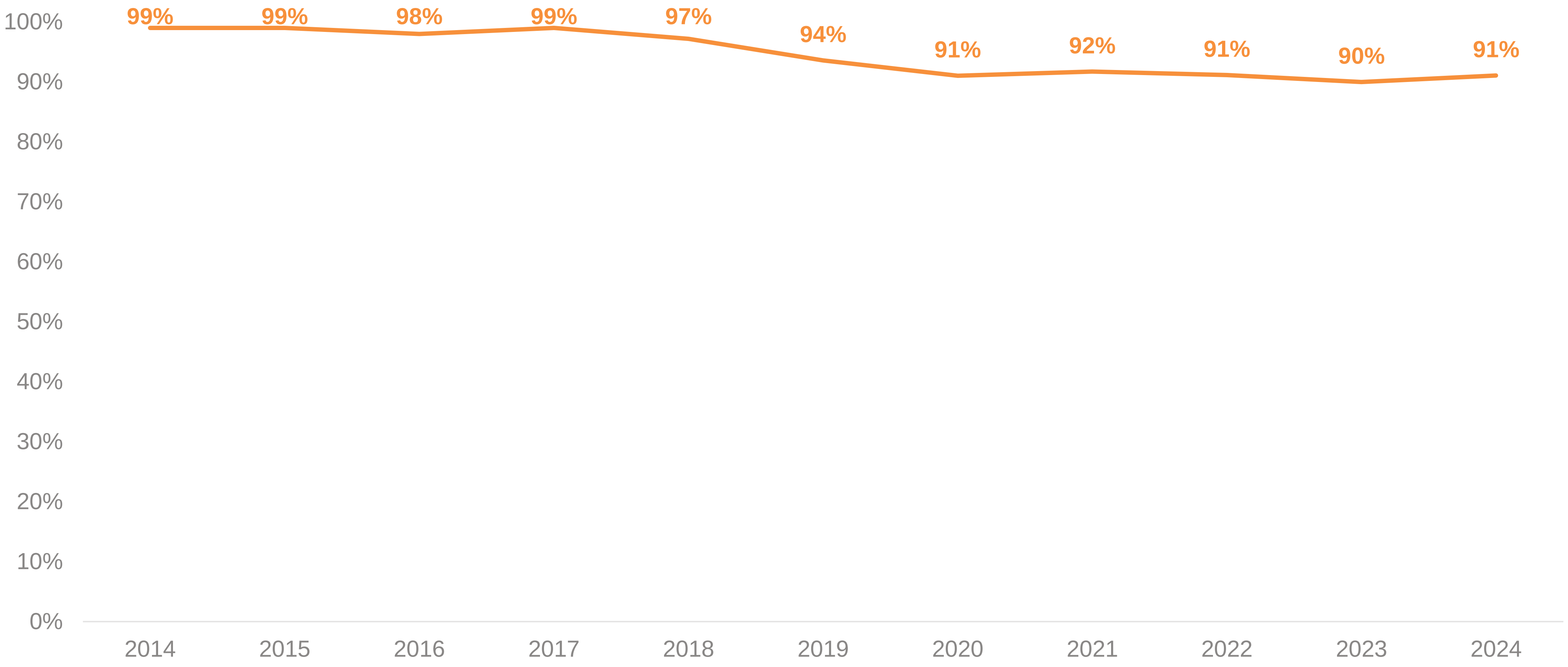
On average, how often does your household put out recycling for Wellington City Council's kerbside collection?



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

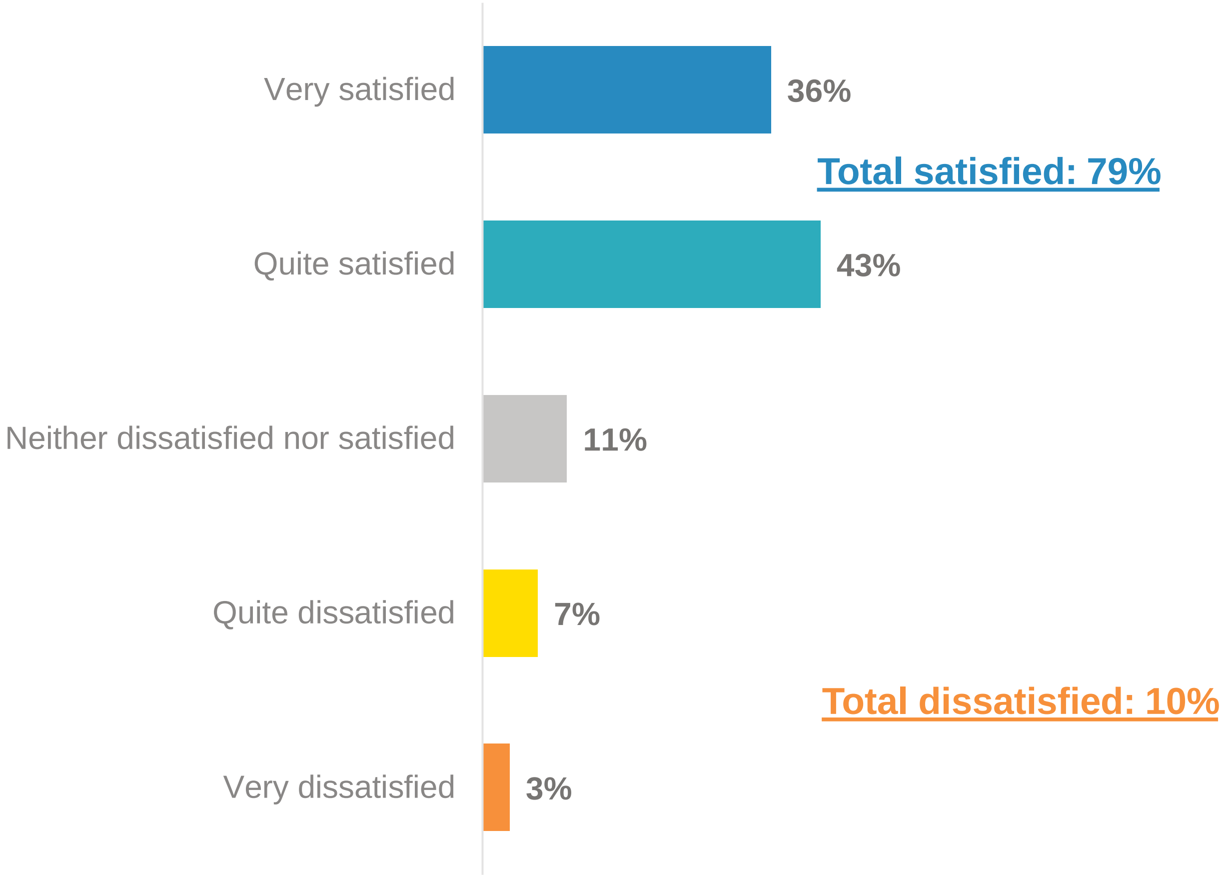
Kerbside recycling satisfaction

- More than three quarters (79%) were satisfied with Wellington City Council's kerbside recycling collection service, levels of dissatisfaction were much lower at 10%.
- Satisfaction was a little higher this year compared to 2023, but the long term trend is largely flat with satisfaction levels falling between 72%-86% back to 2014 (except for one result in 2019).

Demographic differences

- There were no demographic differences for this question.

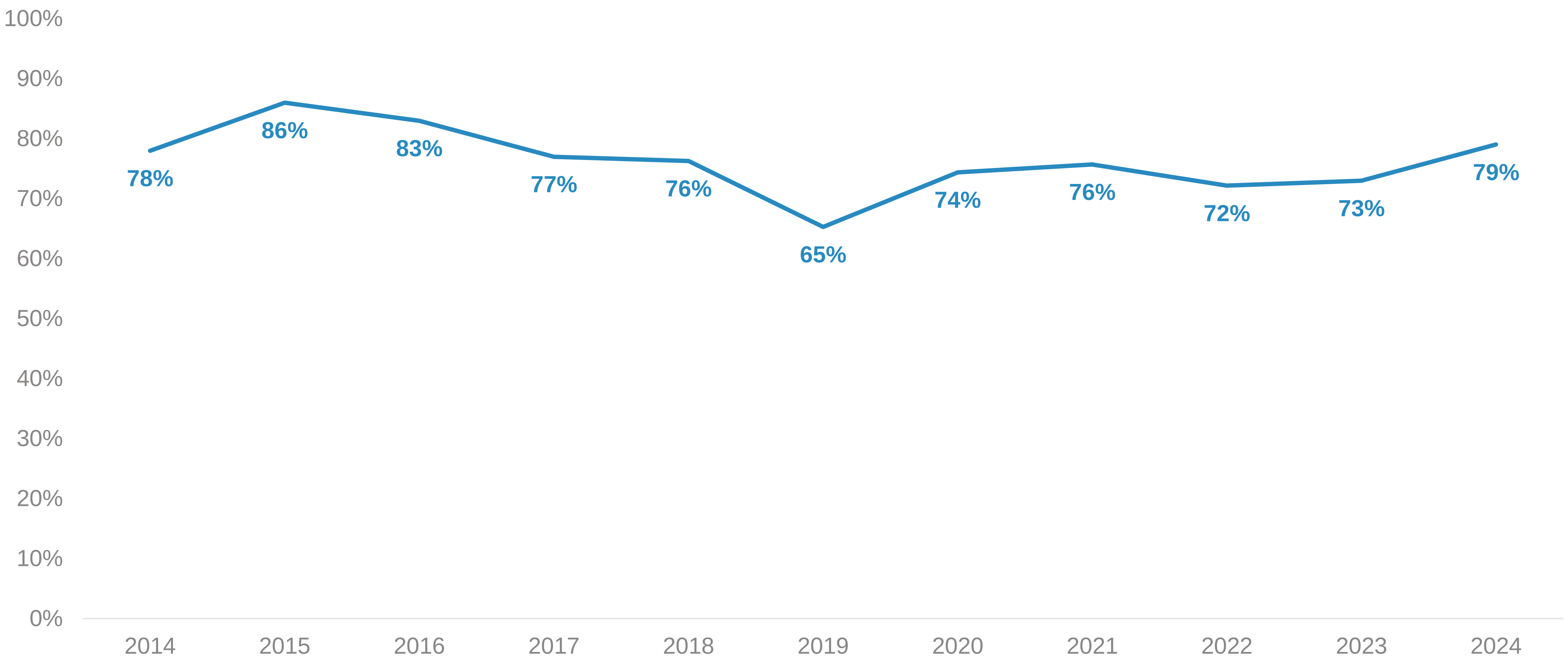
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



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')

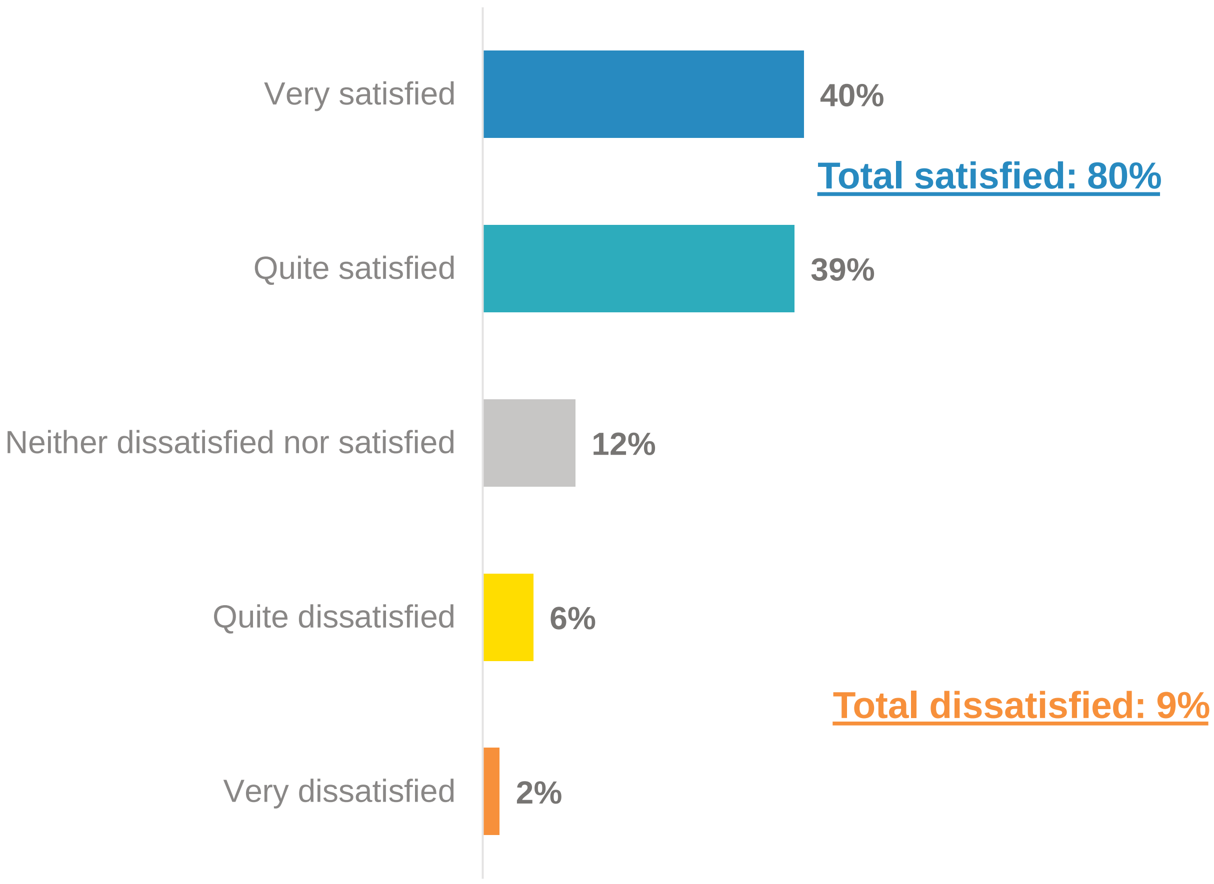
Kerbside rubbish satisfaction

- Almost two-thirds (64%) of respondents said they do use official Wellington City Council rubbish waste bags.
- Of those who use Council rubbish bags the large majority (80%) were satisfied with WCC's kerbside rubbish collection service. Levels of dissatisfaction were much lower at 9%.
- Current results are largely in line with previous tracking, with levels of satisfaction falling between 76%-85% back to 2014 (except for one result in 2019).

Demographic differences

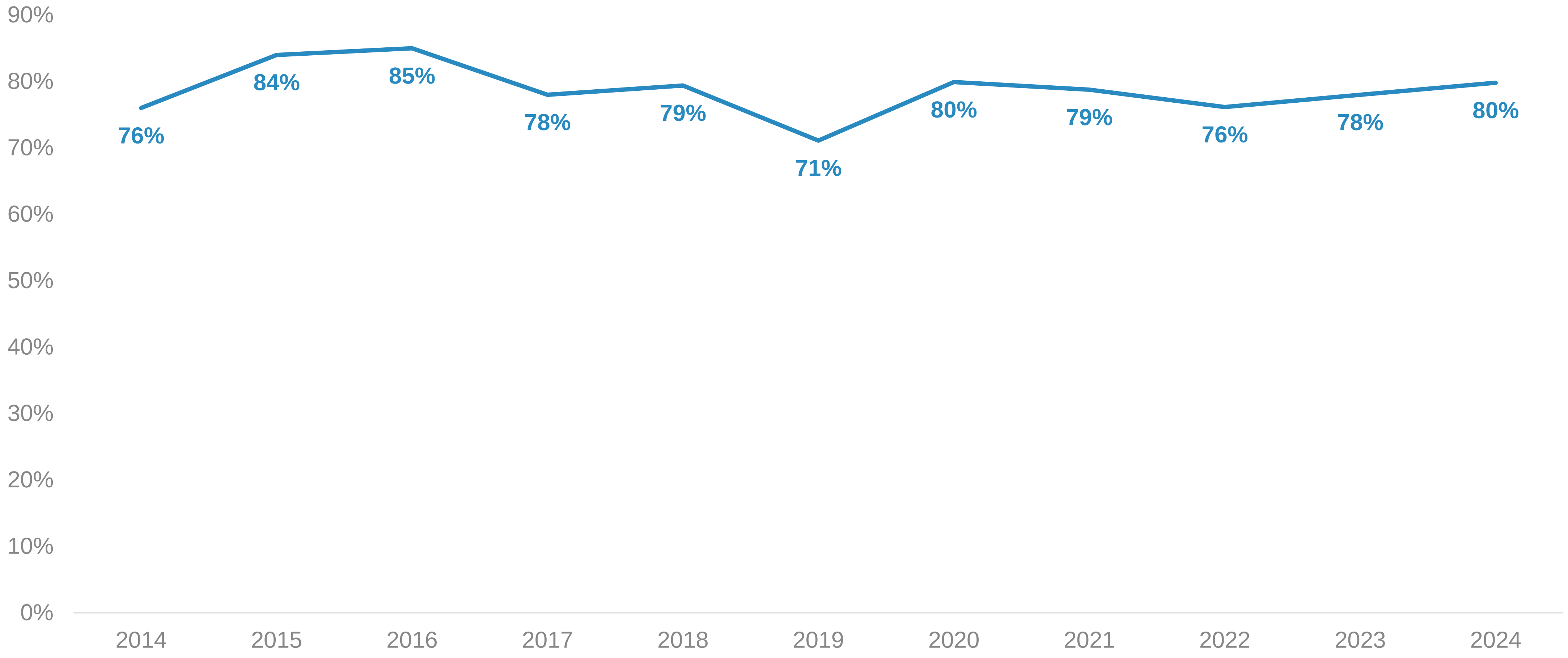
- There were no demographic differences for this question.

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



Kerbside rubbish satisfaction – tracking

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



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

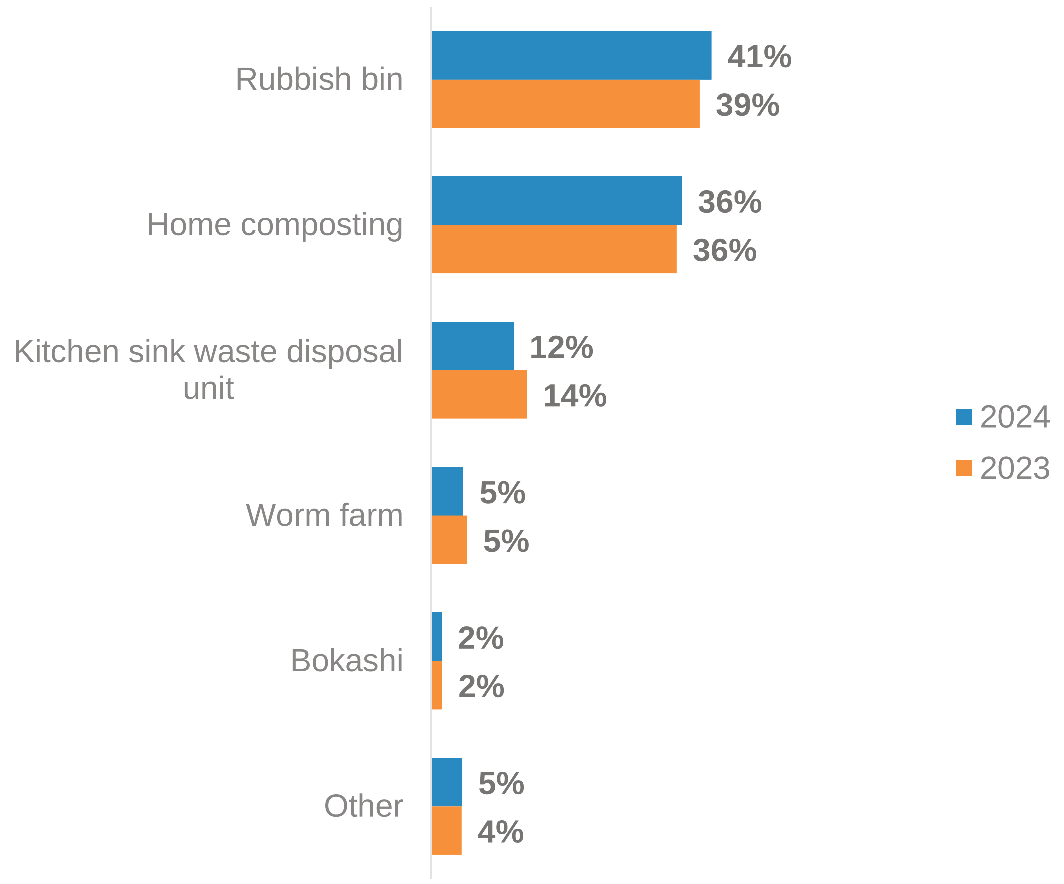
Kitchen food scrap disposal

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

- 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 (12%) 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.
- Results were largely unchanged compared to 2023.

Demographic differences

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



Base: all respondents

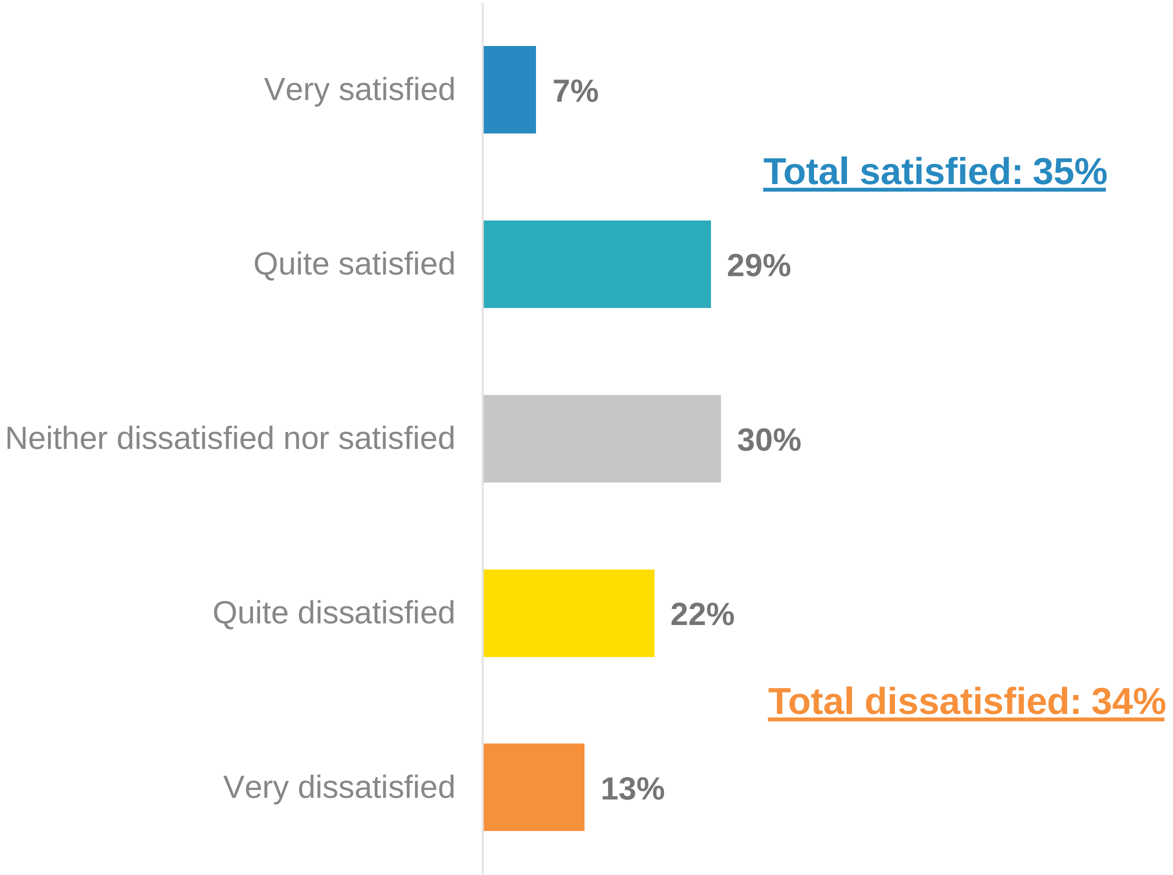
Stormwater management satisfaction

- Views were very much split on storm water management in the city. Similar proportions were satisfied (35%) and dissatisfied (34%), while 30% were neither satisfied nor dissatisfied.
  - 15% of respondents were also excluded from the analysis as they did not have a view (selected 'don't know').
- Satisfaction has been stead over the past four surveys, but prior to that had trended down from a high of 68% in 2014 when tracking began.

Demographic differences

- There were no demographic differences for this question.

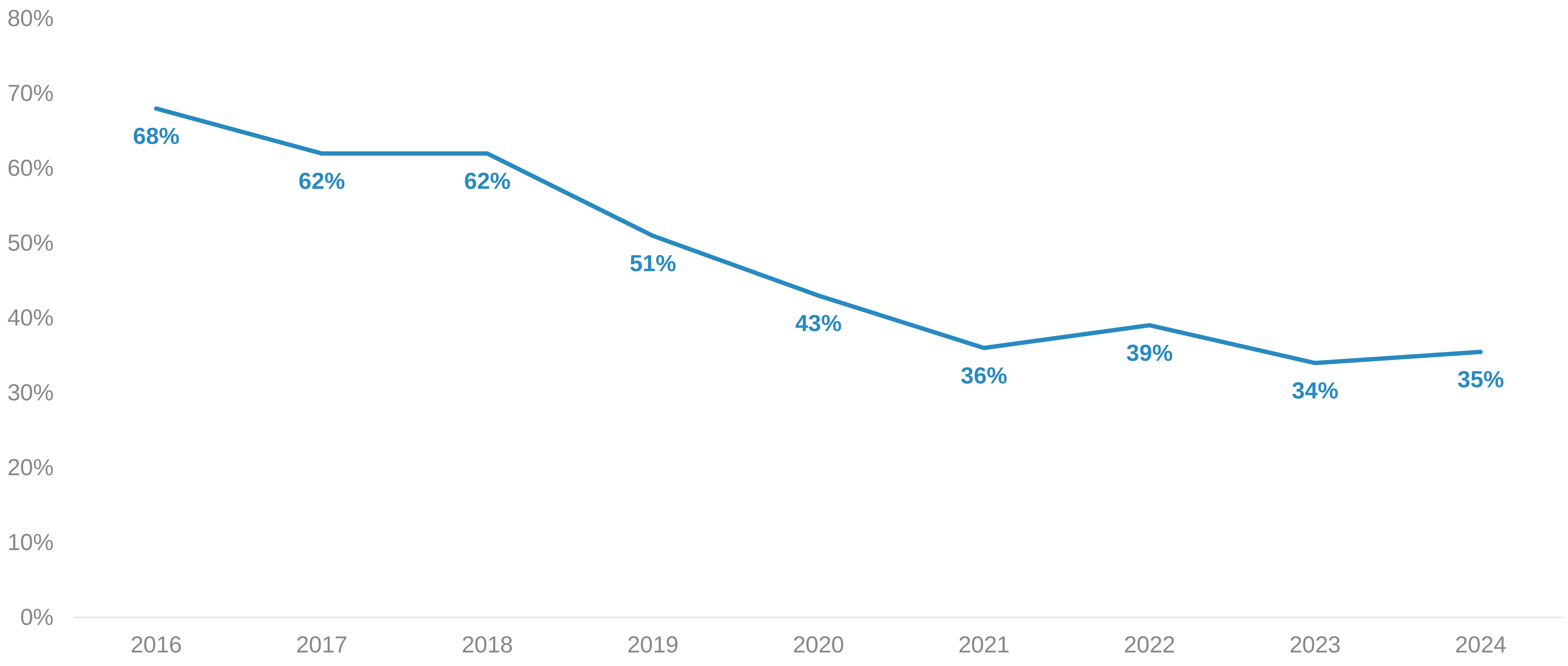
*Please rate your level of satisfaction with the management of storm-water in Wellington City.**



*Base: all respondents (excluding 'don't know'); *High proportion of 'don't know' responses (15%)*

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')