

Our City, Tomorrow

Online engagement:

Survey analysis

Global Research *for* Wellington City Council

11-01-2017

**Absolutely Positively
Wellington City Council**
Me Heke Ki Pōneke



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OVERVIEW

This report contains analysis of the Our City, Tomorrow online survey results hosted between 25 November and 18 December 2017. The objective of the survey was to prompt Wellingtonians to discuss the challenges and opportunities facing the city – including population growth, climate change, and earthquakes.

The survey covered topics related to central city growth and preparation/mitigation of climate change and earthquake risks.

Analysis and reporting process

The questions were a mix of Likert scale opinion (agree/disagree) selection questions and option selection, from a list of possible options – for example five options were selected from for how the growing population will be housed in the city. In three of the questions, respondents were able to include written comments in their answers.

For each of the selection questions, percentages of responses were calculated and presented in charts. There is also a written interpretation of the results provided. The verbatim comments have been included as lists, because the small number meant that it was not necessary to synthesise into themes for the reader.

The report begins with an overall summary of results and then presents individual results for each question.

In total, 724 people completed the survey.

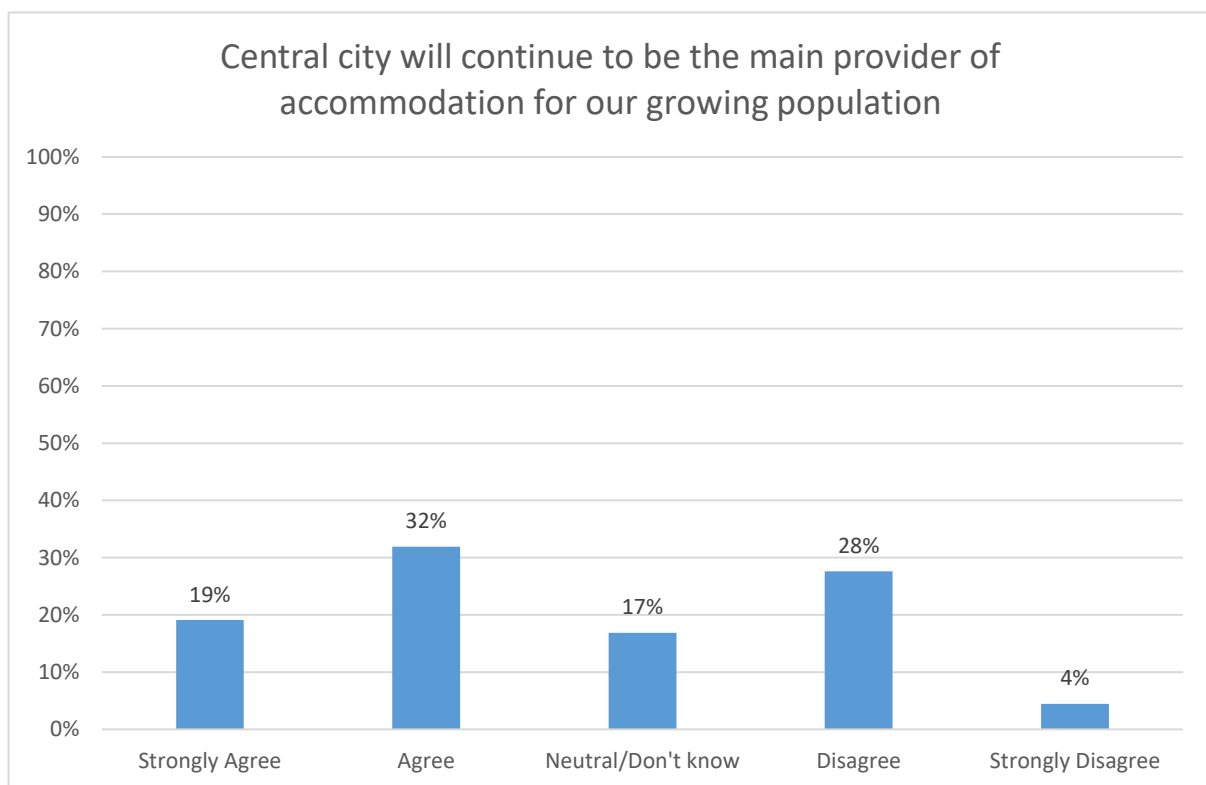
SUMMARY OF FINDINGS

- The majority of respondents agreed the central city will continue to be the main provider of accommodation for Wellington’s growing population: 51% agreed; 32% disagreed; 17% were neutral or did not know
- Thirty-one percent believed the best way for the central city to accommodate more people was to use ‘existing housing and regenerate under-used areas’. Twenty-seven percent believed it was best to use ‘higher density housing in existing suburbs and build new suburbs away from the central city’. Nineteen percent chose to ‘solely use higher density housing in existing suburbs’.
- When asked which areas of the central city should have the most growth: 30% favoured ‘Te Aro – between Vivian street and the Pukeahu National War Memorial Park’; 24% favoured ‘Te Aro – between Courtenay Place and Vivian Street’; 18% chose ‘the government area around Pipitea and Thorndon’.
- Responses were largely split between three options when participants were asked how best to manage population growth. Thirty-two percent chose to ‘welcome new neighbours with higher density housing in existing suburbs’. Thirty-one percent chose to ‘enjoy apartment living in the central city’. Thirty percent chose to ‘live in new suburbs in modern, resilient housing’.
- The large majority disagreed Wellington was doing enough to deal with the impacts of climate change and living with more water: 73% disagreed; 7% agreed, 19% were neutral or did not know.
- To deal with more frequent flooding and rising sea levels: 49% believed the city should be ‘modified to accommodate more water, with investment in infrastructure that works nearly all the time, but will not cope with extreme weather events’; 25% believe ‘new developments should only be built in low flood-risk areas’; 17% believe it is best to ‘move away from high flood-risk areas or build hard defences’.
- To cope with sea level rise: 54% favour an ‘increase in natural infrastructure, such as urban wetlands, accepting it could mean using up valuable land in the central city’; 23% believe it is best to ‘find new places to live, work and play away from flood-prone areas’; 12% chose to ‘keep the focus on traditional infrastructure, such as pipes, to cope with the extra water’.
- A small majority disagreed the current approach to building improvements balances public safety and cost well enough: 38% disagreed; 27% agreed; 35% were neutral or did not know.
- To build a safer and more earthquake resilient city: 34% believe ‘investment is needed in more resilient buildings with low-damage designs’; 36% chose to ‘raise the minimum standards for existing buildings sooner’; 17% chose to raise them over time.
- When preparing the central city for a major earthquake: 67% believe it is most important to ‘make sure water is available’; 34% percent believe it is most important to ‘make sure sanitation services are available’; 33% believe being able to get in and out of the central city is most important.
- To prepare for an earthquake: 41% are prepared to ‘live or work in a smaller space in an earthquake-strengthened building’; 37% are prepared to ‘pay more to live or work in an earthquake-strengthened building’; 16% chose to ‘stick with the current plan for dealing with earthquake-prone buildings’.
- Sixty percent of survey respondents work in the central city; 54% regularly travel through and 46% go there to shop.

QUESTION 1 CENTRAL CITY ACCOMMODATION PROVISION

Survey question: ***The central city will continue to be the main provider of accommodation for our growing population*** [select agreement/disagreement option].

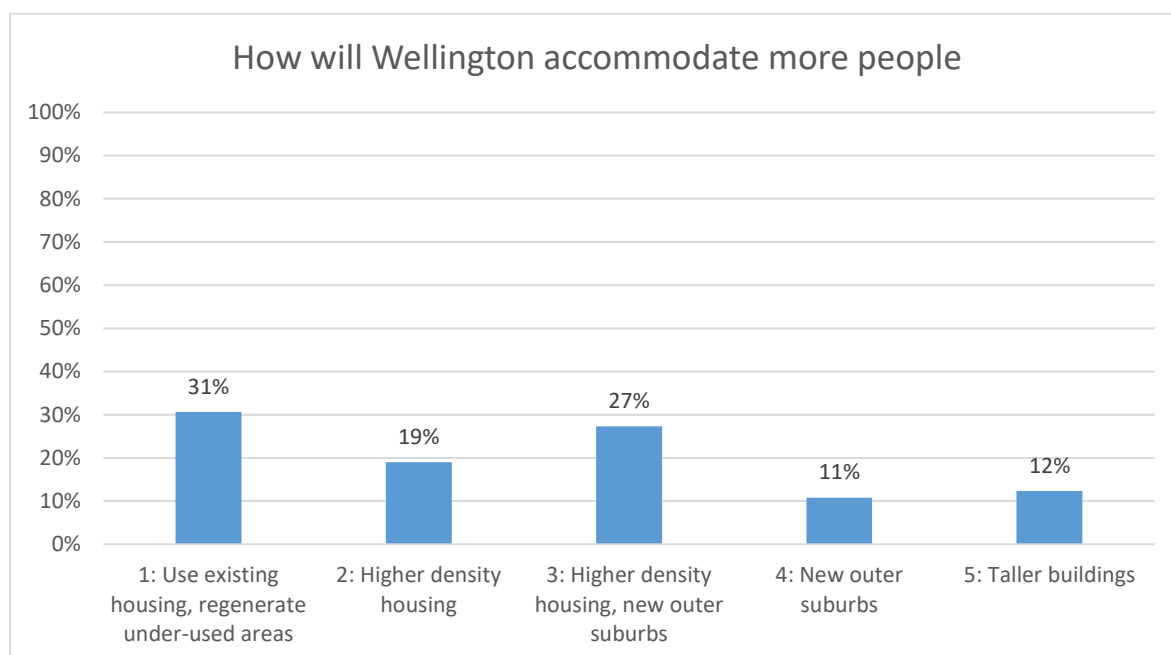
- There was a split response to this question, although more people agreed than disagreed with the statement that the central city will continue to be a main provide of accommodation for a growing population:
 - 51% agreed
 - 19% strongly agreed
 - 32% agreed
 - 32% disagreed
 - 4% strongly disagreed
 - 28% disagreed
 - 17% of respondents were neutral or did not know



QUESTION 2 HOW PEOPLE WILL BE ACCOMMODATED

Survey question: *How will we accommodate more people?*

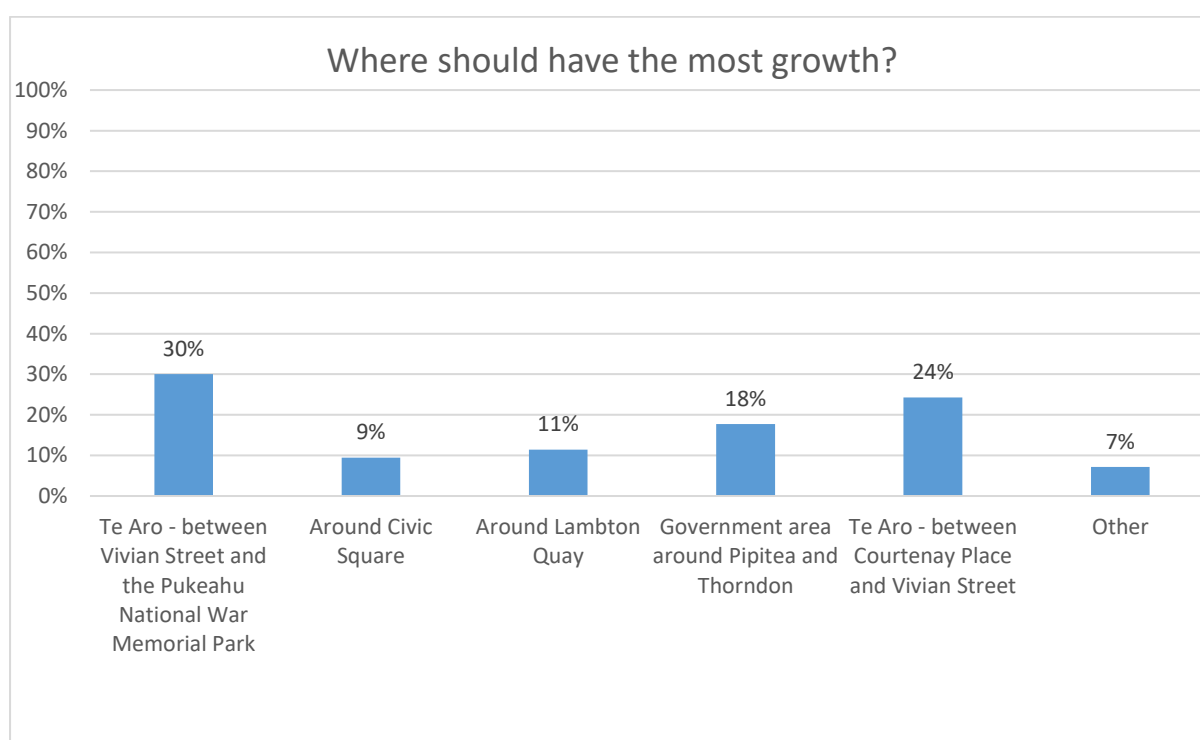
- The two most popular responses to this question were Option 1 and Option 3, while the least favourable was Option 4.
 - **31% selected Option 1:** By using existing housing and regenerating areas of the central city that are under-used.
 - **27% selected Option 3:** With higher density housing in existing suburbs and new suburbs away from the central city.
 - **19% selected Option 2:** With higher density housing in existing suburbs
 - **12% selected Option 5:** With taller buildings in the central city.
 - **11% selected Option 4:** With new suburbs away from the central city was.



QUESTION 3 WHERE MOST GROWTH SHOULD OCCUR

Survey question: **What parts of the central city should have the most growth?**

- The most favourable areas for growth were ‘Te Aro, between Vivian Street and the Pukeahu National War Memorial Park’ and between Courtenay Place and Vivian Street. The area ‘around Civic Square’ was least popular among respondents.
 - **30%** favoured Te Aro – between Vivian street and the Pukeahu National War Memorial Park as a place for growth.
 - **24%** favoured Te Aro – between Courtenay Place and Vivian Street as a place for growth.
 - **18%** favoured the government area around Pipitea and Thorndon as a place for growth.
 - **11%** favoured the area around Lambton Quay as a place for growth.
 - **9%** favoured the area around Civic Square as a place for growth.
 - **7%** of respondents mentioned other areas they would like to see grow. Places are listed below.



Verbatim Comments:

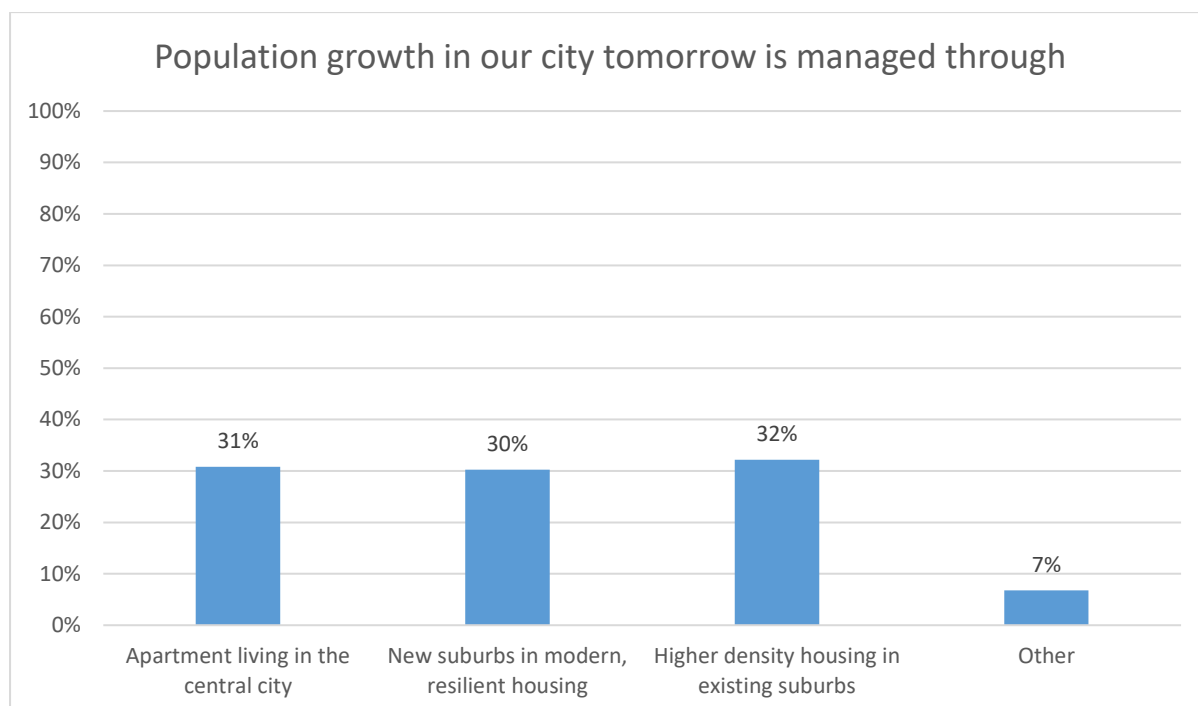
- Adelaide Rd South of the Basin
- Adelaide Road
- Adelaide Road between the Basin Reserve and John Street
- All of the above.
- All of the above
- alongside kent/Cambridge
- Anywhere in central city
- Anywhere where transportation options include walking and cycling
- Aro Valley, Mont Cook, Mount Victoria. Time to destroy moldy housing and put some real lodging in there!!

- Because Wellington has earthquake make sure any future buildings are safe and not too high where ever they are built - also taking into account the possibility of tsunamis
- Between Basin Reserve & Newtown along Adelaide Road
- Current surface only parking areas
- Fringe suburbs eg. Mt Cook, Newtown, Mt Victoria
- I know it 's a suburb, but there is tremendous opportunity along Adelaide Road for an intelligent, mixed-use, highly livable development
- In all the districts. No choice.
- Karori
- Karori /Kelburn. Especially Kelburn /terrace with all the businesses and uni students
- Kent - Cambridge Tce. replace car sales with streets of Paris style - extend up Adelaide as well
- Kent and Cambridge Terrace
- Kent and Cambridge terrace and Mt Vic
- Kilbirnie, Johnsonville
- Mt Vic is a clear candidate for medium density housing.
- Mt Vic, areas already built, not over the green belt.
- Mt Victoria
- Mt Victoria and Mt Cook
- Newtown
- Newtown and Mount Cook
- Newtown other suburbs on bus routes, away from tsunami zones that need eq strengthening and can have 1-2 stories added to existing buildings
- Newtown, Mount Cook and Kilbirnie
- Newtown, Mount Cook, Brooklyn, Mapuia Peninsula
- Newtown, Mt Cook, hataitai
- Not add to central city but existing suburbs. There seems miss match here with first box I ticked. Don 't want urban sprawl but more efficient commute.
- Outer suburs
- Plenty of apparently empty buildings around the city area that could be developed (Tip Top site etc))
- Probably a mixture of all of the above
- somewhere which won 't be affected unduly be rising sea levels
- Suburbs
- The above question is no good (How will we accomodate more people). Need to have the ability to choose more than one option. We cannot just accomodate all growth in the central city. That is irresponsnible and blatantly ignores the need for higher density in existing suburbs around the city centre (i.e. remove pre-1930s demolition controls). Look at the District Plan - it needs changing.
- Upper Taranaki st
- Waterfront between Queens wharf and Westpac stadium nshould be redeveloped as high density residential
- Wherever it can be accomodated
- wherever possible
- Willis street zone

QUESTION 4 HOW TO MANAGE POPULATION GROWTH

Survey question: ***To manage population growth, our city tomorrow is a place where we?***

- Responses to this question were almost evenly split across three options.
 - **32%** selected to welcome new neighbours with higher density housing in existing suburbs.
 - **31%** selected to enjoy apartment living in the central city.
 - **30%** selected to live in new suburbs in modern, resilient housing.
 - **7%** suggested other ways to manage population growth in our city tomorrow. Comments are listed below.



Verbatim comments:

- A bit of everything above! Mainly increasing density.
- A combination of all 3
- A combination of options 1 & 2
- A lot of larger offices in Wellington could be else where, which means the workers could live in areas such as Masterton, Whanganui, Dannevirke, why do we have to hae the majority of business done in 3 cities that have outgrown their limits and are at risk from rising sea levels
- A mix of the above, designed intelligently, aesthetically, and thoughtfully
- A mixture of the three
- All of the above
- All of the above (why am I forced to choose just one?)
- All of the above.
- All of the above? Why on earth is this multi choice?
- all of the options apply
- All of thr above
- Both apartment living and higher density in existing suburbs

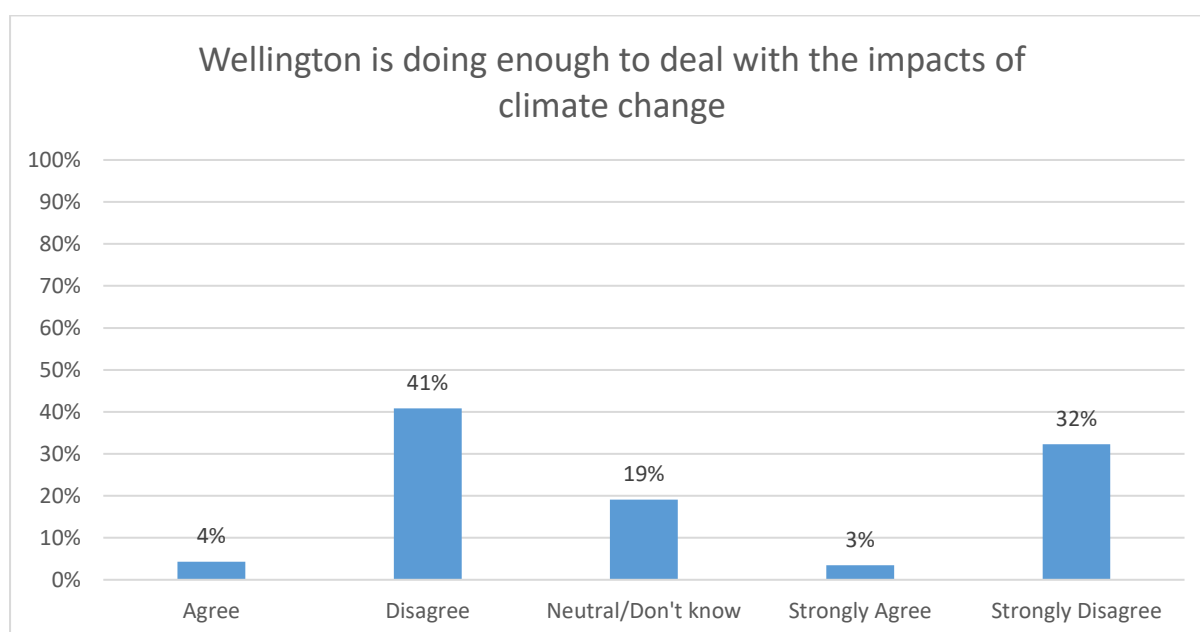
- both enjoy apartment living in the central city and welcome new neighbours with higher density housing in our existing suburbs, particularly around the shopping centres. Accomodation above shops and malls is a very sensible way to grow the city "up " and I would love to see urban design include this in our suburban centres. Suburban development with more mixed use, residential and commercial development, could also reduce the need for people to travel so far for work, therefore reduce congestion, and make our city more resilient in the face of disruptions to the transport network, through natural disaster.
- both increased apts and higher density
- Build hubs for our new communities, as people will gravitate toward community focal points. When many of the newer suburbs were developed, they did not have adequate services or gathering points (parks,markets, cafes). These need to be worked in from the outset.
- Build up, build outwards and infill.
- concentrate on higher density in core hubs in outer suburbs that are well connected to the central city
- Enjoy green spaces as part of central city living
- Find a balance of housing options
- focus on providing housing where infrastructure is best placed to ensure sustainable living
- fuck off we 're full
- have a choice of apartment living, densification of suburbs, and the construction of new suburbs
- have a combination of housing that is sensitive to the surrounding area, no shoebox studios or one-bedroom 'homes ', and that strictly observes the current District Plan and RMA. Also, NO MORE special housing accord dÄ©bacles PLEASE!!
- have a Greater Wellington regional approach that combines (1) apartment living in the central city with (2) higher density housing in our existing suburbs and (3) the development of new suburbs with modern resilient housing. All three should be linked by fast, reliable and affordable public transport including light rail and new rapid ferry services.
- Have a large variety of small cottages, apartments, houses, and others.
- Have both:some high density suburban and apartments in town without losing our green spaces
- improve public travel in/out suburbs
- Improve rapid transport links to the wider Wellington region to spread employment and development and make the whole region mroe resilient.
- Intensify underused parts of the city, like Adelaide Road.
- let 's move to the moon
- live in warm, dry, safe homes that are earthquake resilient and inland from tsunamis
- Need taller buildings in the central city + higher density housing in existing suburbs
- New Innovative structures and technologies , systems and controls
- Population growth is actively discouraged.
- Probably a mixture of all of the above
- provide for all types of resilient accomodation and strengthen current housing
- Pursue a mix of all of the above strategies.
- There is a conflict in this question. You have not described the "central city " but some answers include "existing suburbs " and others "New suburbs ". Are these all part of "central city "?
- there needs to be a mix of low and high density housing to suit all needs. presently apartment buildings are being developed with NO thought to sustainable living.

- Why can I only pick one choice? More apartments in city and higher density in the suburbs aren 't mutually exclusive?
- With limited space for expanding industry development Wellington will not grow. Future growth will concentrate in the wairarapa and horowhenua
- Word the question as a question rather than a statement of intent.

QUESTION 5 CLIMATE CHANGE ACTION

Survey question: ***We are already doing enough to deal with the impacts of climate change and living with more water*** [select agreement/disagreement option].

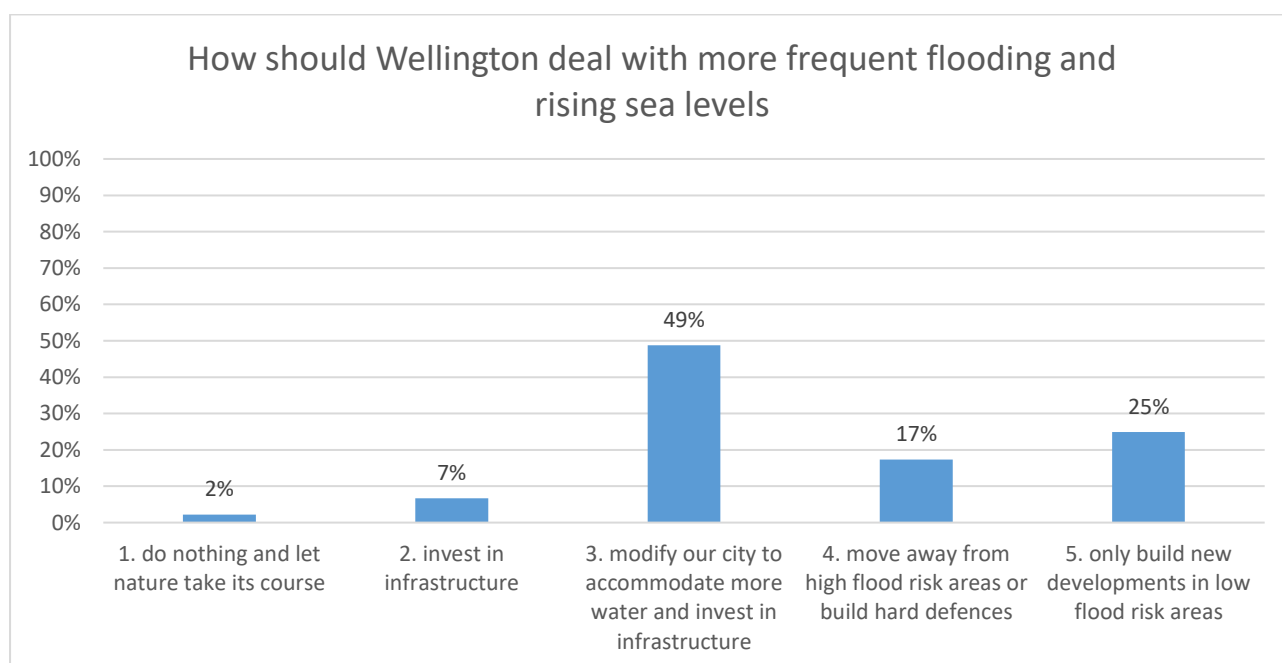
- The majority of respondents either disagreed or strongly disagreed with this statement. Some remained neutral or did not know, while a minority agreed or strongly agreed with the statement.
 - 73% disagreed
 - 32% strongly disagreed
 - 41% disagreed
 - 7% agreed
 - 3% strongly agreed
 - 4% agreed
 - 19% of respondents were neutral or did not know



QUESTION 6 DEALING WITH FLOODING AND SEA LEVEL RISE

Survey question: **How should we deal with more frequent flooding and rising sea levels?**

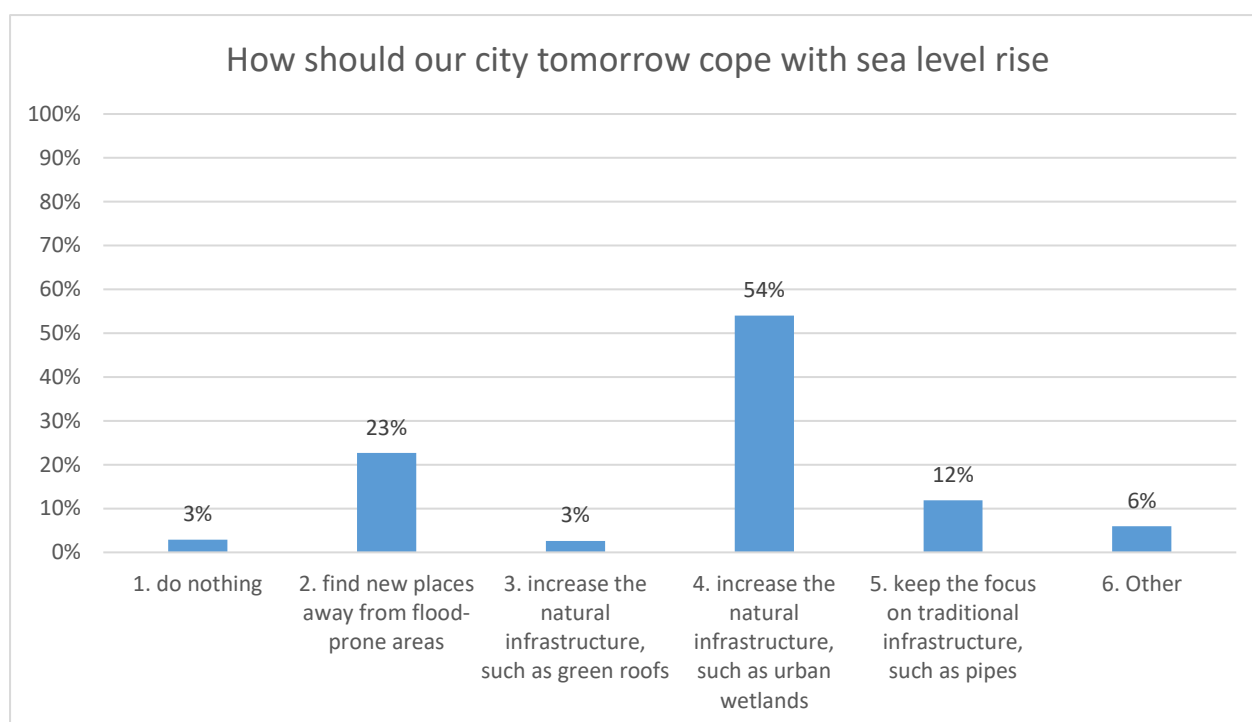
- The most popular scenario was option 3, to modify the city to accommodate more water, while investing in infrastructure. The least popular option was option 1, to ‘do nothing and let nature take its course’.
 - **49% selected option 3:** modify our city to accommodate more water and invest in infrastructure that works nearly all the time, but will not cope with extreme weather events.
 - **25% selected option 5:** only build new developments in low flood risk areas.
 - **17% selected option 4:** move away from high flood risk areas or build hard defences
 - **7% selected option 2:** invest in infrastructure that works most of the time, but will not cope with extreme weather events.
 - **2% selected option 1:** do nothing and let nature take its course, accepting this will include more flooding.



QUESTION 7 SEA LEVEL RISE MITIGATION

Survey question: **To cope with sea level rise, our city tomorrow is a place where we?**

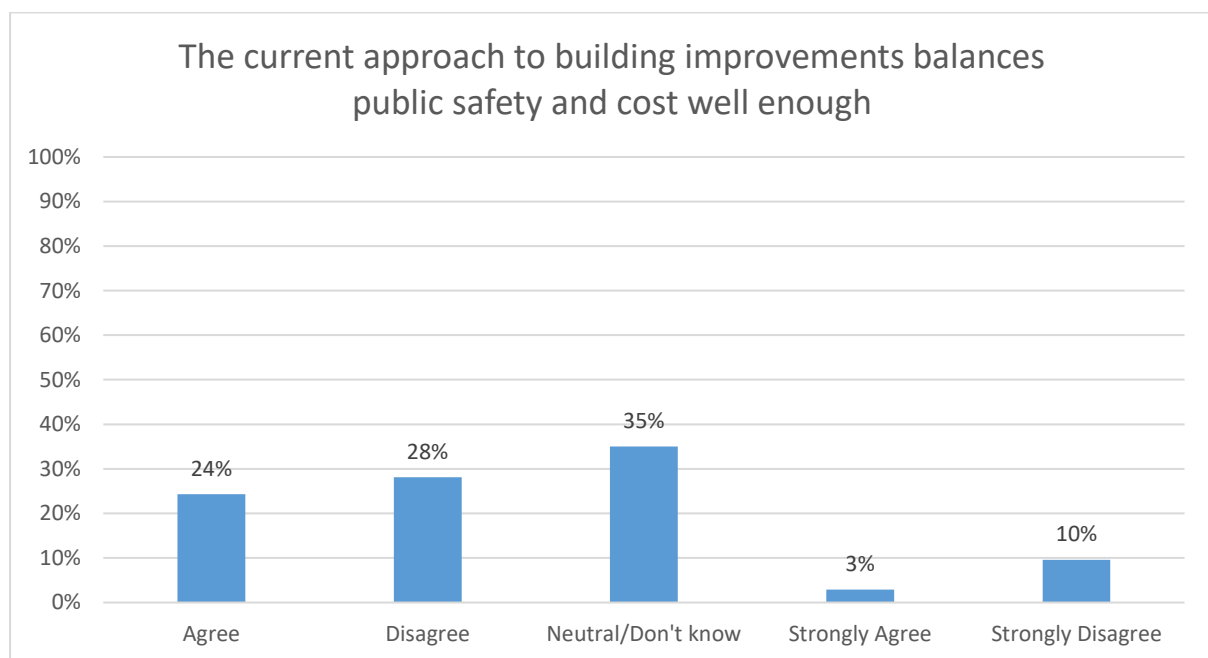
- The most popular scenario was Option 4, increase natural infrastructure such as urban wetlands. The least popular options were Option 1 and 3, to do nothing and increase natural infrastructure, such as green roofs
 - **54% selected Option 4:** increase natural infrastructure, such as urban wetlands, accepting it could mean using up valuable land in the central city.
 - **23% selected Option 2:** find new places to live, work and play away from flood-prone areas.
 - **12% selected Option 5:** keep the focus on traditional infrastructure, such as pipes, to cope with the extra water.
 - **3% selected Option 1:** do nothing and keep things as they are.
 - **3% selected Option 3:** increase natural infrastructure, such as green roofs, accepting it could mean using up valuable land in the central city.
 - **6% selected Option 6:** other.



QUESTION 8 BUILDING IMPROVEMENT SAFETY/COST BALANCE

Survey question: ***The current approach to building improvements balances public safety and cost well enough*** [select agreement/disagreement option].

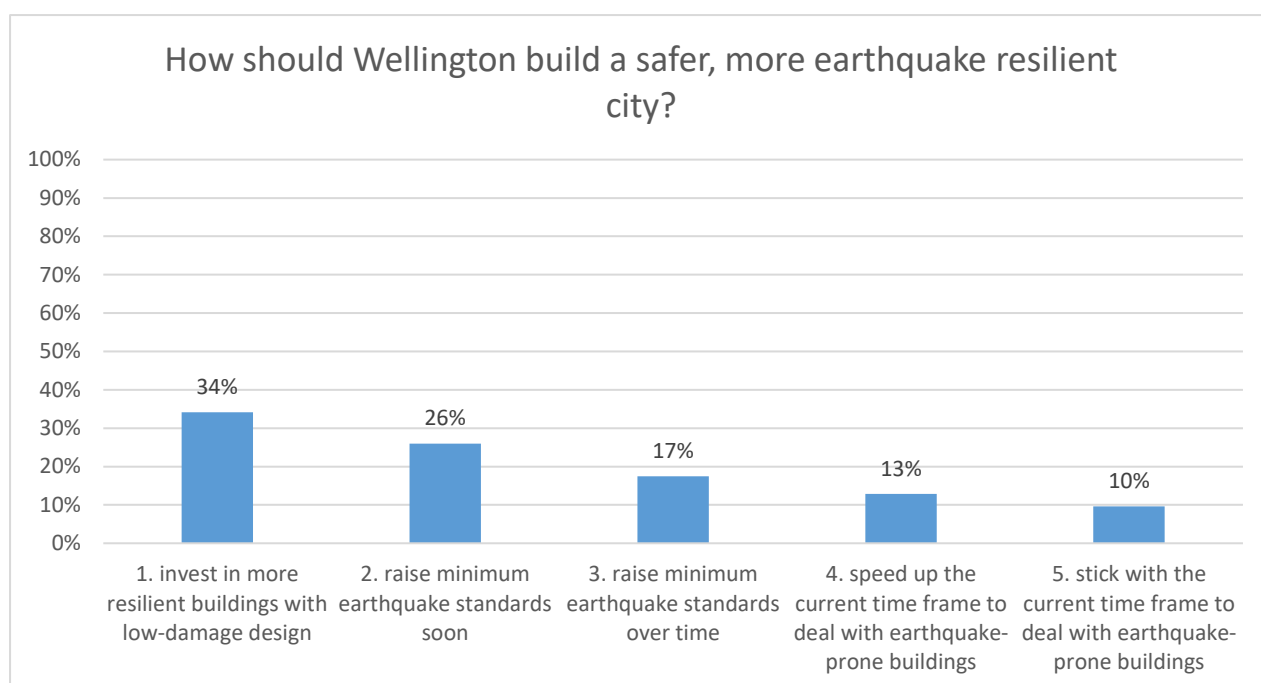
- Responses to this question were divided. Slightly more respondents either disagreed or strongly disagreed than those that agreed or strongly agreed.
 - 38% disagreed
 - 10% strongly disagreed
 - 28% disagreed
 - 27% agreed
 - 3% strongly agreed
 - 24% agreed
 - 35% of respondents were neutral or did not know



QUESTION 9 EARTHQUAKE RESILIENCE

Survey question: *How do we build a safer, more earthquake resilient city?*

- The most popular scenario was Option 1, invest in more resilient buildings with low-damage design. Options became progressively less favourable, with the least popular being Option 5, ‘stick with the current time frame to deal with earthquake-prone buildings’.
 - **34% selected Option 1:** invest in more resilient buildings with low-damage design, accepting this comes at a cost.
 - **26% selected Option 2:** raise the minimum standards for existing buildings and do it sooner, accepting this comes at a cost.
 - **17% selected Option 3:** raise the minimum earthquake standards for existing buildings over time, accepting this comes at a cost.
 - **13% selected Option 4:** speed up the current time frame to deal with earthquake-prone buildings.
 - **10% selected Option 5:** stick with the current time frame to deal with earthquake-prone buildings.

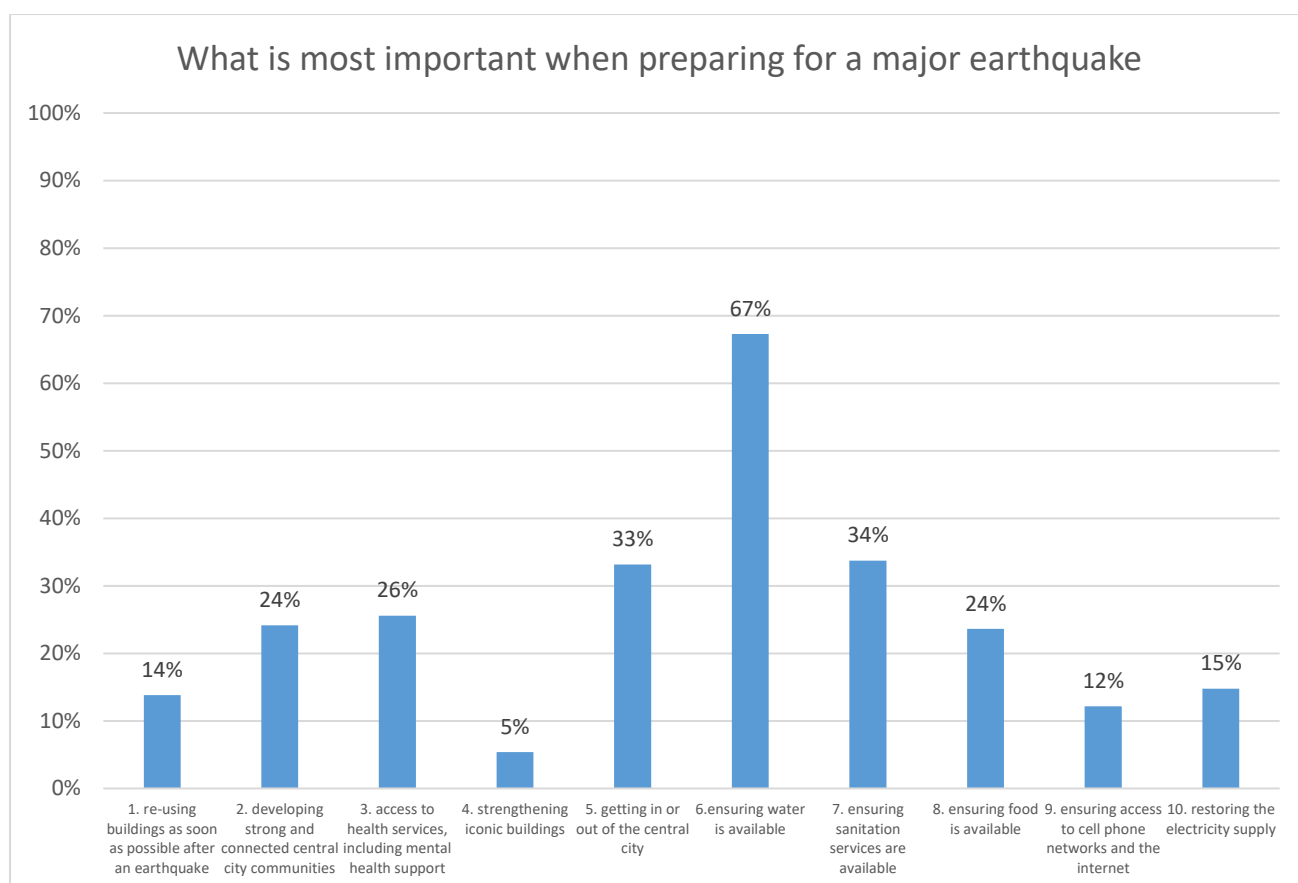


QUESTION 10 EARTHQUAKE PREPARATION

Survey question: **What is most important when preparing the central city for a major earthquake?**

[Participants could select more than one option]

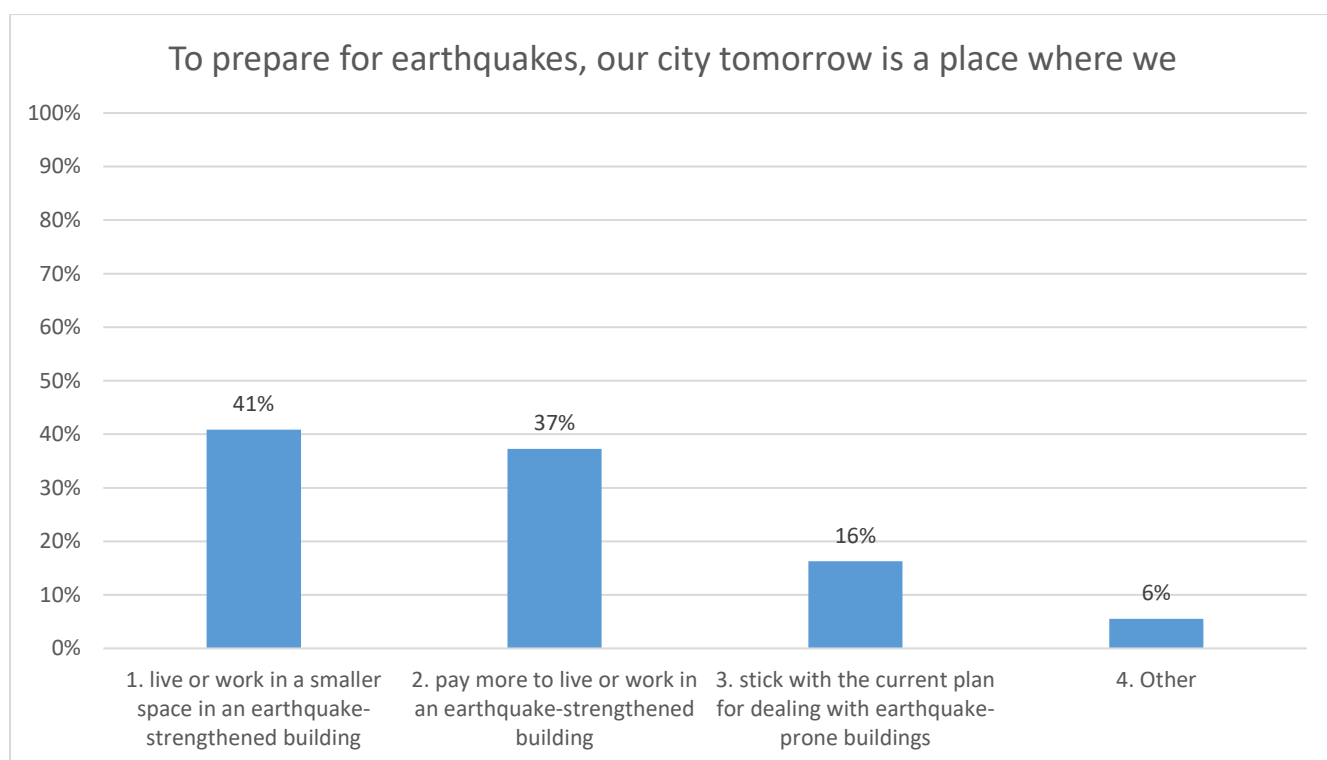
- Option 6, ensuring water is available stood out as most favourable. Least favourable was Option 4, ‘strengthening iconic buildings’.
 - **67% selected Option 6:** making sure water is available.
 - **34% selected Option 7:** making sure sanitation services are available.
 - **33% selected Option 5:** being able to get in or out of the central city.
 - **26% selected Option 3:** making sure people can access health services, including mental health support.
 - **24% selected Option 2:** developing strong and connected central city communities.
 - **24% selected Option 8:** making sure food is available.
 - **15% selected Option 10:** restoring the electricity supply.
 - **14% selected Option 1:** making sure we can re-use buildings as soon as possible after an earthquake.
 - **12% selected Option 9:** making sure people can access cell phone networks and the internet.
 - **5% selected Option 4:** strengthening iconic buildings.



QUESTION 11 EARTHQUAKE PREPARATION RE BUILDINGS

Survey question: *To prepare for earthquakes, our city tomorrow is a place where we?*

- Results show a near even split between Option 1, live or work in a smaller space in an earthquake strengthened building and Option 2, pay more to live or work in an earthquake-strengthened building. Least favourable was Option 3, stick with the current plan for dealing with earthquake-prone buildings.
 - **41% selected Option 1:** are prepared to live or work in a smaller space in an earthquake-strengthened building.
 - **37% selected Option 2:** are prepared to pay more to live or work in an earthquake-strengthened building.
 - **16% selected Option 3:** stick with the current plan for dealing with earthquake-prone buildings and accept any risk to public safety in the meantime.
 - **6% selected Option 4:** other. Respondent's comments are listed below.



Verbatim comments

- ... don 't let property developers ride slipshod over the Council and build using any one of: poor design, poor construction, poor materials. The arrogance of and neglect by property developers has been shown up by the damage sustained by many buildings in Wellington, eg Stats House and BNZ on the waterfront, and by the abandonment of others by many of their tenants, eg Alcatel-Lucent House in Manners Street.
- Accelerate existing plan for dealing with earthquake-prone buildings and incorporate a manageable plan to lift the standard of remaining buildings
- Again, surely there are other options. The safety of people is paramount. We need to work together to ensure this

- All work together to form a network of competent teams of people who specialise in different areas of disaster recovery.
- Are safe and happy in resilient buildings that people should be able to enjoy regardless of their socioeconomic positions
- build buildings that can withstand strong earthquakes and also don 't cost more than any other building style
- Demand EQ prone buildings and awnings to be reinforced immediately. Red sticker more buildings currently only yellow stickered. Hold building owners and construction companies liable for any loss of life. Prosecuting accordingly to set a precedent that deters future negligent building owner/developers. Ban the leasing of unrefined masonry buildings to tenants (private & commercial). Eg. 41 Dixon St is a death trap, huge cracks opened in the floor after the Kaikōura quake, the owner told tenants it was fine to re-enter within 12hrs and refused to have engineers check the building. These people care about profit over life and feel protected by their shell companies. THIS NEEDS TO STOP.
- Do not have to pay more to live and work in an earthquake strengthened building.
- Don 't agree with wording of any of these options.
- Don 't put people 's lives at risk.
- Don't know
- Don't understand the implications of these options
- Embrace the 21st century: work remotely, construct productivity hubs in the suburbs. Encourage business to move away from the CBD.
- Encourage employers to move some hubs out of the main centre
- I don 't agree with any of these options.
- I 'm more concerned about the road network which seems particularly vulnerable (all the slips we 've been having just from heavy rain)
- It's ironic the WCC focus on the old buildings like Cuba Street, but it is Stats, Defence, BNZ, Customs that actually posed risk in the quake. None of the mentioned buildings were yellow stickered. And no yellow stickered buildings failed.
- Like fire drills - ensure people are aware of risks, have plans in place. No one size fits all.
- live in a sense of wonder fulfilling the dreams and aspirations of its people
- look into other available information to become aware of earthquakes, like this scientific channel: look up Suspicious Observer on youtube etc.
- making sure there are public supplies of food and water throughout the city
- Need to keep messaging residents to be prepared, Concentrate on emergency services and Civil Defence. New builds - new code. Existing buildings to have a 10-year plan for strengthening.
- Old buildings are stronger than most new buildings in Wgtn.
- Remove all current idiots involved in building department and planning as clearly need massive replacement with people who actually want to achieve results rather to talk about it and do surveys
- See above similar statements.
- shift more work places out of the CBD
- Spread money more evenly such that every resident of the city is able to live in safe buildings and access the help they need when an earthquake does happen - this means a redistribution of wages, such that rich home owners and investors are taxed more heavily.
- Stop letting developers of all sorts shy away from their responsibilities. Cost should never compromise public safety, if cost becomes a factor then the buildings need to come down. And ignore that pathetic heritage waffle.

- stop trying to wrap us up in cotton wool. the buildings which mainly suffered damage in Nov 2016 were modern high rise buildings.
- Take down old buildings and build safer ones
- The current earthquake prone building assessment programme is flawed. In 2016 the buildings most damaged were brand new office blocks built up to code. The earthquake probe buildings in Newtown escaped unscathed. Is WCC imposing huge costs on private property owners for little effect? While office workers are being put at risk by fitouts that will drop in their heads and kill them and buildings built on reclaimed land that will sway and sink - and kill them?
- the last two options bother apply
- The question and responses don 't make sense
- These are too general and over all useless - much more required effort by all homes and buildings individually and required under building requirements.

QUESTION 12 CENTRAL CITY RELATIONSHIP

Survey question: **How would you describe your relationship to the central city?** [Participants could select more than one option]

- The majority of participants work in the central city, while a significant portion also regularly travel through and shop. The smallest group go to school in the central city.
 - **60%** of participants work in the central city
 - **54%** of participants regularly travel through
 - **46%** of participants shop in the central city
 - **28%** of participants live in the central city
 - **6%** of participants go to school in the central city

