

# **STATEMENTS OF SERVICE PERFORMANCE 2009/10**

DRAFT

# OUR WORK IN DETAIL

This section contains our statements of service performance and detailed commentary about what we did in each of our seven strategic areas.

Our reporting is comprehensive. For each area you'll find:

- what we did
- how we're progressing towards our outcomes for the city
- what it cost and whether we met budget
- how we performed and whether we met our performance targets.

All of this information is presented together to provide you with the full picture about how we're performing. All of our work aims to contribute to the long-term goals or "outcomes" we want for the city. Each chapter is arranged so you can clearly see what those outcomes are, progress towards those outcomes, and our activities – the work we do – towards those.

All performance measures were signed off by the Council as part of the 2009-19 long-term plan. We get performance information from a wide variety of sources, including annual surveys of Wellington residents.

Our measures and financial results are independently scrutinised by Audit New Zealand.

## SURVEY INFORMATION

Every year we commission surveys of Wellington city residents to find out what Wellingtonians think of the city and our services and facilities. This report uses information from those surveys, conducted by independent research company Nielsen. The annual sample of 600 residents aged over 15, is representative of the Wellington population in terms of ward, age and gender. The maximum standard margin of error is +/-3.99%.

## FINANCIAL REPORTING

The net costs referred to in the 'what it cost' tables include both direct and indirect costs. Direct costs can be directly attributed to the activity. Indirect costs include things like staff time, office space and information technology costs which relate to the overall costs of running the organisation. These indirect costs are allocated as overheads across all activities.

# Governance

---

## In this section:

- Introduction
- Activity 1.1: Information, Consultation and Decision-making
  - Elected members
  - How we make decisions
- Activity 1.2: Māori Engagement (including Mana Whenua)

DRAFT

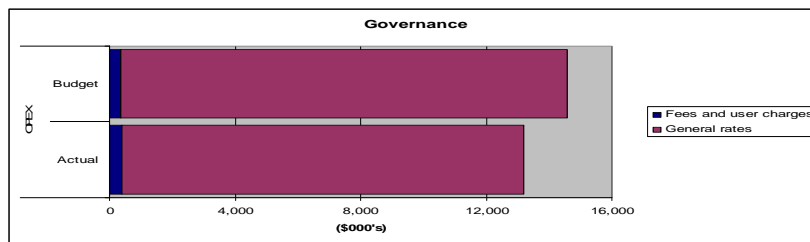
# INTRODUCTION

We aim to build trust and confidence by being open, transparent and accountable.

<b>GOVERNANCE AT A GLANCE</b>	
<b>OUR AIM</b>	Build trust and confidence in civic decision-making.
<b>LEGAL REQUIREMENTS</b>	<p>Comply with Local Government Act 2002 requirements to facilitate democratic decision-making and action, and contribute to the well-being of Wellington and its people; and requirements regarding decision-making, consultation, planning and reporting, and financial management.</p> <p>Comply with Local Government Official Information and Meetings Act 1987 requirements for openness and transparency.</p> <p>Comply with Local Electoral Act 2001 regarding conduct of local elections.</p>
<b>OUTCOMES</b>	More inclusive. More actively engaged
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Declining involvement in local elections</li> <li>• Consulting in ways that residents find meaningful and convenient</li> <li>• Ensuring that all voices are heard, especially as the city becomes more diverse</li> <li>• Raising understanding of Council decision-making processes and opportunities for input</li> <li>• Demonstrating that decisions are made in the city’s wider interests.</li> </ul>
<b>STRATEGIC APPROACH</b>	<ul style="list-style-type: none"> <li>• Build public trust and confidence in the decisions we make and the services we offer</li> <li>• Increase awareness of the reasons for our decisions and, in particular, the need to balance limited resources across all of our services</li> <li>• Develop new ways to engage – ones that better meet residents’ needs.</li> </ul> <p>See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.</p>
<b>ACTIVITIES</b>	<p>1.1 Information, consultation and decision-making (page XX)</p> <p>1.2 Māori Engagement (including mana whenua) (page XX)</p>

## COST

### 2009/10 Expenditure and funding (budget and actual) for Governance



## STATE OF THE CITY

Residents are becoming more satisfied with the way the Council makes decisions.

In our annual Residents' Satisfaction Survey for 2010, 61% agreed that Council decisions are made in the city's best interests – up from 59% in the previous two years. Just over half (51%) said they understood how the Council makes decisions, up from 45% in 2009 and 40% the previous year. Almost two-thirds (65%) believed their actions could influence Council decision-making (up from 64% in 2009 and 59% the previous year).

However, we still face challenges to improve consultation and engagement with residents.

All public organisations face challenges in informing and engaging with residents. Some of the key challenges we face are: ensuring that all voices are heard as the city becomes more diverse; finding ways to consult that are meaningful and convenient for residents; raising understanding of Council decision-making processes; and improving participation in local elections.

We have made considerable effort to improve our engagement processes, and will continue to make further improvements. In our 2010 survey, 57% were satisfied that the Council consults the right amount, compared with 59% two years ago. Three-quarters (76%) were either satisfied or neutral in respect of their own involvement in Council decision-making, compared with 79% the previous year (though the proportion who were 'satisfied' increased in 2009/10 while the proportion who were 'neutral' declined).

Turnout in local elections has been declining for many years – in the last local elections in 2007, turnout was just 40%, down from 42% in the 2004 elections and 48% in 2001. The next local body elections are being held in October 2010.

Our approach is to find new, more effective ways to engage with residents.

'Governance' is about making decisions and being accountable for those decisions. We aim to keep residents informed about issues facing the city and upcoming decisions – through the weekly *Our Wellington* page in the *Dominion Post*, through other publications such as our regular building newsletters, and through our website and other media amongst others.

Residents have a wide range of opportunities for input — from voting in local elections to making submissions on Council proposals and draft policies, to getting in touch with our Contact Centre with questions or complaints about the city or Council services, to emailing or phoning a Councillor. We engage with residents in many ways to ensure we know their views about the general direction of the city and about specific proposals, and we aim to make decisions in an open and transparent manner.

Our key response to the challenges above has been to find new ways to engage that better meet residents' needs. Providing information online, and making better use of informal connections between staff and residents are examples of new ways we're engaging with residents (see 'strategic priorities' for more).

## Case study

### **THINKING GLOBAL, DECIDING LOCAL**

Though Wellington is a small city by global standards, many of the decisions we make are influenced by global trends.

In 2009/10, Wellington's economy slowed because of the US-led economic meltdown that had its origins in loose home mortgage lending rules and banking regulation of previous administrations for over a decade.

The city is responding to an environmental challenge – climate change – that is driven by the decades-old dependence on fossil fuel technology.

Wellington is facing competition, possibly more than ever before, for our brightest people, our most successful companies, our tourism dollars – all because of a phenomenon called globalisation.

Our population is ageing because successive generations of parents decided to have smaller families.

These are a few of the many global trends that affect our decision-making now, yet result from actions that were taken years ago, or on the other side of the world, or both.

At a national level, too, we have faced influences that are beyond our direct control, such as the deregulated economy and the changing role of government; and the rise of Auckland as the country's dominant economic centre.

In a world that is increasingly competitive, and ever more influenced by global and national trends, it is crucial to plan and prepare for what's ahead.

In the first part of 2010, we began a project to learn more about the forces that are likely to shape the city over the next 30 years, and identify how we can respond.

The Wellington 2040 project identifies six 'megatrends' that may be crucial to our future quality of life: the increasing importance of information technology; the ageing population and community diversity; environmental sustainability; access to basic resources such as water and energy; the increasing importance for cities to offer a sense of place; and the need for smaller cities like Wellington to define their role in the world and tap into larger markets.

During 2010/11, we will be continuing this work, asking residents about the city's strengths and weaknesses, our competitive advantages, what we want to retain about the city and what should change.

From this work will come a city strategy – a long-term vision of where Wellington should be in 30 years, and a guide to how we, as a Council and as Wellingtonians, can get it there – so that it remains the vibrant, internationally competitive city it is today.

[NB: side panel]

## **PROGRESS AGAINST STRATEGIC PRIORITIES**

Our 2009-19 long-term plan identified the following three strategic priorities for the period to 2012.

### ***Making effective use of online tools to make it more convenient for people – including youth who have been historically hard to reach – to comment on Council proposals.***

In the past two years, we have put considerable effort into finding new ways to engage with residents – ones that are more convenient and easier to take part in. These include the establishment of ePetitions (online petitions) in 2008, and many new ways of informing residents and consulting on policies and plans using email alerts and – since 2010 – social media such as Facebook, Twitter, Flickr and YouTube.

For our long-term planning process we used online discussion forums and budget calculators, as well as a phone hotline.

Engagement with young people is managed through a dedicated youth engagement team, and through the Youth Council, in which 12-24-year-olds debate and provide feedback on Council decisions and issues facing the city.

### ***Strengthening our relationships with the government sector and the wider region so that we can continue to influence decisions that affect our communities.***

In 2010, the Council agreed to take part in a review of governance in the Wellington region. This review aims to establish the best governance structure for the region's future, and will take account of lessons from the amalgamation of Auckland local authorities. Public input will be sought.

The Council engaged with central and local government to benefit Wellington city in dozens of other ways, which are explained throughout this report. Examples include the role of the 'Capital City' initiative (page XXX), the Government's leaky buildings assistance package (page XXX).

### ***Sustaining and enhancing our partnerships with mana whenua.***

We acknowledge the special place of mana whenua (local iwi) in Wellington's history through partnership arrangements with the Port Nicholson Block Settlement Trust and Wellington Tenth's Trust and Te Rūnanga o Toa Rangatira. These arrangements include non-voting participation for mana whenua representatives on the Council's Strategy and Policy Committee, and formal consultation on land and resource management issues.

Mana whenua partners have expressed satisfaction with these partnerships. Formal arrangements are expressed in Memoranda of Understanding which are under review.

In recent years, the mana whenua partnership has increasingly been acknowledged in the city's built environment, through initiatives such as establishment of Te Ara o Ngā Tūpuna (the Māori heritage trail) and construction of the wharewaka at Taranaki Street Wharf. See 1.2 Māori Engagement (page XXX) for more detail on this relationship.

[NB: side panel]

## Outcomes

Our 2009-19 long-term identified the following outcomes (i.e. aspirations) for our governance of the city:

- More inclusive: Wellingtonians will become more actively involved in the direction of their communities.
- More actively engaged: Wellingtonians will (a) recognise the special position of Maori in the city's history and this will be evident in current relationships; (b) operate an open and honest decision-making process that generates confidence and trust in the decision-making system, and (c) information required by citizens and groups will be easily accessible to enable participation in the community.

[NB: two-page panel]

# ELECTED MEMBERS

## Elections

Elections are held every three years, in October. Wellington city residents and non-resident ratepayers aged 18 and over are entitled to vote. Elections are run by an independent, statutorily-appointed electoral officer.

Since 2004, Wellington City Council elections have been held using the single transferable voting system. The last election was held in 2007 and the next will be held on 9 October 2010.

## Councillors' pay

The Remuneration Authority sets the Mayor's salary and determines an overall pool of funding for Councillors' pay, based on factors such as the size of the city, and the Council's assets and operational spending. For details of Councillors' pay, see Note XX to the Financial Statements, page XX.
















## Meetings

Councillors are expected to attend all meetings unless other business prevents them from doing so. During 2009/10, there were 103 formal Council, committee and subcommittee meetings, including Strategy and Policy Committee pre-meeting sessions (which are used to brief Councillors about items on the meeting's agenda).

Councillors provide apologies for meetings they cannot attend in their entirety, or in part, and these are recorded in the minutes. From time to time apologies are given because a Councillor is attending another event at Council's request.

Council, committee and subcommittee meetings are only one of the duties of elected members. They are also appointed to Council-controlled organisations, community boards, advisory groups and other external bodies. A number of these bodies meet monthly. In the course of their work, they may also attend workshops, briefings and meetings within the community, and sit on District Plan or resource consent hearings.



 <p>Kerry Prendergast (Mayor) City-wide Phone: (04) 801 3102 <a href="mailto:kerry.prendergast@wcc.govt.nz">kerry.prendergast@wcc.govt.nz</a> <a href="http://vt.nz">vt.nz</a></p> <p>Council appointments: Portfolio Leader – Transport Regional Land Transport Committee – Greater Wellington Regional Council Wellington International Airport Meetings: the mayor is an ex officio member of all committees and subcommittees. Total remuneration: \$194,160</p>	 <p>Ian McKinnon (Deputy Mayor) Lambton ward Phone: (04) 472 6832 <a href="mailto:ian.mckinnon@wcc.govt.nz">ian.mckinnon@wcc.govt.nz</a> <a href="http://vt.nz">vt.nz</a></p> <p>Council appointments: Audit &amp; Risk Management (Chair) Strategy &amp; Policy (Deputy Chair) Portfolio Leader – Governance Basin Reserve Trust (Alternate) Percentage of total meetings attended: 100% Total remuneration: \$111,398</p>	 <p>Ray Ahipene-Mercer Eastern ward Phone: (04) 388 2366 <a href="mailto:ray.ahipene-merc@wcc.govt.nz">ray.ahipene-merc@wcc.govt.nz</a></p> <p>Council appointments: Portfolio Leader - Engagement and Cultural Wellbeing Portfolio Leader – Climate Change Positively Wellington Waterfront Percentage of total meetings attended: 99% Total remuneration: \$110,769</p>
 <p>Ngaire Best Northern ward Phone: (04) 232 9000 <a href="mailto:ngaire.best@wcc.govt.nz">ngaire.best@wcc.govt.nz</a></p> <p>Council appointments: Portfolio Leader –Social Tawa Community Board Percentage of total meetings attended: 96% Total remuneration: \$91,328</p>	 <p>Stephanie Cook Lambton ward Phone: (04) 970 5351 <a href="mailto:stephanie.cook@wcc.govt.nz">stephanie.cook@wcc.govt.nz</a> <a href="http://t.nz">t.nz</a></p> <p>Council appointments: Grants subcommittee (Chair) Trustee – St. James Theatre Charitable Trust Percentage of total meetings attended: 97% Total remuneration: \$89,925</p>	 <p>Jo Coughlan Onslow-Western ward Phone: (04) 473 7920 <a href="mailto:jo.coughlan@wcc.govt.nz">jo.coughlan@wcc.govt.nz</a></p> <p>Council appointments: Trustee – Positively Wellington Tourism Percentage of total meetings attended: 93% Total remuneration: \$84,406</p>
 <p>Andy Foster Onslow-Western ward Phone: (04) 476 9220 <a href="mailto:andy.foster@wcc.govt.nz">andy.foster@wcc.govt.nz</a></p> <p>Council appointments: Strategy &amp; Policy (Chair) Development Contributions (Chair) Portfolio Leader – Urban Development Director – Capacity Percentage of total meetings attended: 90% Total remuneration: \$108,314</p>	 <p>Leonie Gill Eastern ward Phone: (04) 387 9363 <a href="mailto:leonie.gill@wcc.govt.nz">leonie.gill@wcc.govt.nz</a> <a href="http://z">z</a></p> <p>Council appointments: Regulatory Processes (Chair) Percentage of total meetings attended: 95% Total remuneration: \$88,636</p>	 <p>Rob Goulden Eastern ward Phone: (04) 388 6177 <a href="mailto:rob.goulden@wcc.govt.nz">rob.goulden@wcc.govt.nz</a></p> <p>Percentage of total meetings attended: 84% Total remuneration: \$72,239</p>
 <p>John Morrison Onslow-Western ward Phone: (04) 938 9350 <a href="mailto:john.morrison@wcc.govt.nz">john.morrison@wcc.govt.nz</a> <a href="http://nz">nz</a></p> <p>Council appointments: Temporary Road Closures (Chair) Portfolio Leader: Economic Development &amp; Recreation Trustee – Wellington Regional Stadium Trust Trustee – Basin reserve Trust Percentage of total meetings attended: 91% Total remuneration: \$105,886</p>	 <p>Iona Pannett Lambton ward Phone: (04) 384 3382 <a href="mailto:iona.pannett@wcc.govt.nz">iona.pannett@wcc.govt.nz</a> <a href="http://vt.nz">vt.nz</a></p> <p>Council appointments: Associate Portfolio Leader – Social Grants subcommittee (Deputy Chair) Percentage of total meetings attended: 100% Total remuneration: \$76,801</p>	 <p>Bryan Pepperell Southern ward Phone: (04) 934 3660 <a href="mailto:bryan.pepperell@wcc.govt.nz">bryan.pepperell@wcc.govt.nz</a> <a href="http://t.nz">t.nz</a></p> <p>Percentage of total meetings attended: 94% Total remuneration: \$71,105</p>
 <p>Helene Ritchie Northern ward Phone: (04) 473 1335 <a href="mailto:helene.ritchie@wcc.govt.nz">helene.ritchie@wcc.govt.nz</a> <a href="http://z">z</a></p> <p>Percentage of total meetings attended: 93% Total remuneration: \$71,105</p>	 <p>Celia Wade-Brown Southern ward Phone: (04) 938 6691 <a href="mailto:celia.wade-brown@wcc.govt.nz">celia.wade-brown@wcc.govt.nz</a></p> <p>Council appointments: Portfolio Leader - Environment Trustee – Wellington Zoo Trust Percentage of total meetings attended: 99% Total remuneration: \$102,456</p>	 <p>Hayley Wain Northern ward Phone: (04) 977 3211 <a href="mailto:hayley.wain@wcc.govt.nz">hayley.wain@wcc.govt.nz</a></p> <p>Council appointments: Associate Portfolio Leader: Urban Development and Transport Trustee – Wellington Museum Trust Tawa Community Board Percentage of total meetings attended: 91% Total remuneration: \$91,676</p>

Notes to the table:

- The Mayor is an ex-officio member of all committees and subcommittees (that is 10 bodies plus the Wellington Regional Strategy Forum). The conduct of her other Mayoral duties restricts her ability to attend meetings of all these bodies and also the length of time she can be in attendance. Despite this she attended 76 out of 103 meetings during the year.
- For a break-down of remuneration sources refer to Note 39 Related Parties Disclosures.
- The meeting attendance figure relates to Council, committee (including Strategy and Policy pre meeting sessions) and subcommittee meetings. Councillors are also appointed to Council Controlled Organisations, Community Boards, working parties, advisory groups and other external bodies. The meeting attendance figures provided do not include councillors' attendance at these meetings.

## Conduct of elected members

A code of conduct sets out the standards of behaviour expected of elected members when dealing with each other, Council staff, the media and the wider public.

Under the Code, Councillors are expected to uphold the principles such as honesty, integrity, openness, accountability, and acting in the public interest. The Council can formally censure any elected member who breaches the Code; during 2009/10, there were no formal censures.

## Conflicts of interest

Councillors are required to act in the interests of the city as a whole. They may not use their powers, or the information they receive as Councillors, to benefit themselves or others associated with them, and they may not vote or take part in discussions where they might be influenced by financial or other personal interests.

They are required to declare any conflicts of interest. Any conflicts are recorded in the minutes of meetings.

## Community boards

Wellington city has two community boards: Tawa, and and Makara/Ohariu. Both boards have six elected representatives. The Tawa board has two appointed members, both of whom are Councillors. Community boards represent and act as advocates for their communities, maintain contact with local groups, provide advice on Council services within those communities, and have limited decision-making powers (which have been delegated by the Council).

Tawa Community Board members	Contact details	Makara/Ohariu Community Board members	Contact details
Robert Tredger - Chair	(04) 232 5982 021 181 4499 <a href="mailto:tredger@slingshot.co.nz">tredger@slingshot.co.nz</a>	Ruth Paul - Chair	027 418 1559 <a href="mailto:ruth@ruthpaul.co.nz">ruth@ruthpaul.co.nz</a>
Graeme Hansen - Deputy Chair	232 4360 027 6790 968 <a href="mailto:graeme@valleyfs.co.nz">graeme@valleyfs.co.nz</a>	Gavin Bruce	478 3231
Councillor Ngaire Best	See contact details above	John Hume	478 7599 <a href="mailto:jandlhume@xtra.co.nz">jandlhume@xtra.co.nz</a>
David Darroch	232 8342 <a href="mailto:darrochshardware@paradise.net.nz">darrochshardware@paradise.net.nz</a>	Craig Shepherd	477 9942 <a href="mailto:craig@583.co.nz">craig@583.co.nz</a>
Chris Reading	232 8130 <a href="mailto:chris.reading@xtra.co.nz">chris.reading@xtra.co.nz</a>	Ralph Jorgensen	476 6828 <a href="mailto:hrj@spencerholmes.co.nz">hrj@spencerholmes.co.nz</a>
Dennis Sharman	232-3016 027 545 2642 <a href="mailto:d.sharman@sharman.co.nz">d.sharman@sharman.co.nz</a>	Christine Grace	476 8176 <a href="mailto:gracecp@xtra.co.nz">gracecp@xtra.co.nz</a>
Malcolm Sparrow	232 5030 027 232 2320 <a href="mailto:malcolm@tawalink.com">malcolm@tawalink.com</a>		
Councillor Hayley Wain	See contact details above		

# 1.1 INFORMATION, CONSULTATION AND DECISION-MAKING

This activity includes:

- **City governance and engagement** – running local elections, informing and engaging with residents, and decision-making processes such as running Council meetings
- **Civic information** – informing residents about Council decision-making and activities, and about the city, through our website, 24-hour-a-day Contact Centre, publications and other media.

## Outcomes

This work contributes to the following outcomes: more inclusive; more activity engaged (see page XX for definitions). Through these outcomes, we aim to ensure that residents are involved in, have trust and confidence in, and believe they can influence Council decision-making.

Results from our 2010 Residents' Satisfaction Survey indicate that we are heading in the right direction but there is still some way to go:

- 61% agreed that decisions are made in the city's best interests - this was a small improvement over 2009 and the previous year (59% agreed in both years)
- 51% said they understand how the Council makes decisions (up from 45% in 2009 and 40% the previous year)
- 65% said their actions can influence Council decision-making (up from 64% in 2009 and 59% the previous year).

## Key projects

During the year:

- The Council adopted its 2010/11 Annual Plan after public consultation that included 487 submissions. It also approved several new policies and plans, including a new Community Facilities Policy and Implementation Plan, a Climate Change Action Plan, a Dog Policy and Animals Bylaw.
- The Council consulted on 35 initiatives and proposals (see 'how we performed'), including proposed changes to the District Plan and to the Council's Gambling Venues Policy, a proposal for a 24-hour city-wide ban on carrying and consuming liquor in public places, the Waterfront Development Plan for 2010/11, and sought early feedback on the 'central city framework' a component of the *Wellington 2040* project (a 30-year vision for development of the city).

- The Council made a submission on the Local Government Amendment Bill, which – if enacted – will change some local body governance and accountability processes.
- The Contact Centre won first place in the city/regional councils category at the 2009 CRM Contact Centre Awards, and also placed first in the online (web/email) customer service category and third in the Supreme Award. The centre has placed first in the online category every year since 2006.
- In 2010, the Council agreed to take part in a review of governance in the Wellington region, and engaged with regional and central government in dozens of other ways to benefit the city (see ‘strategic priorities’, page XX, for more).
- We began to use social media websites such as Twitter and Facebook to inform and engage with residents over Council services and decision-making (see ‘strategic priorities’, page XX, for more).

In 2010 we will hold local elections. In 2011/12 we will review the city’s outcomes (see page XX). In 2012 we will also carry out a Representation Review to determine arrangements for future local elections.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>1.1.1 City Governance and Engagement <sup>1</sup></b>				
Expenditure	7,756	8,757	1,001	7,823
Revenue	(22)	(12)	10	(25)
Net Expenditure	7,734	8,745	1,011	7,798
<b>1.1.2 Civic Information <sup>2</sup></b>				
Expenditure	5,313	5,660	347	5,481
Revenue	(382)	(352)	30	(390)
Net Expenditure	4,931	5,308	377	5,091
<b>Capital Expenditure (\$000)</b>				
<b>1.1.1 City Governance and Engagement</b>				
Expenditure	-	-	-	24

<sup>1</sup> In City Governance and Engagement, savings have been made in labour costs and professional fees. Savings in professional fees have resulted from work that was expected to be performed by external consultants being completed by Council staff.

<sup>2</sup> In Civic Information, operating expenditure is under budget due to reduced contractual costs relating to revenue collection, as well as personnel efficiencies resulting in reduced organisational overhead costs. This was partially offset by an increased number of rating valuation objections, which resulted in additional expenditure to process the objections through Quotable Value.

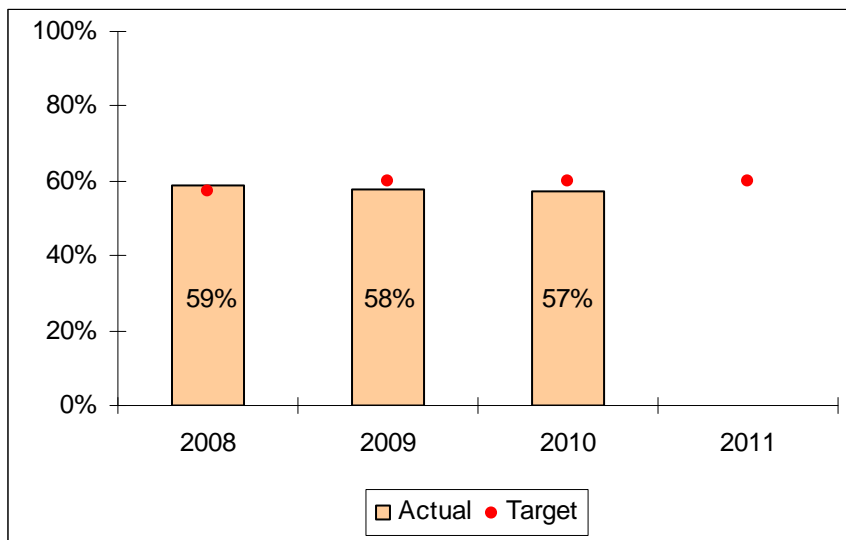
## HOW WE PERFORMED

Our aim is for residents to be well informed and engaged in local decision-making. To assess success, we ask their views on Council information, consultation and decision-making, and also record levels of participation in democratic processes such as elections and ePetitions.

To ensure that residents can access information about upcoming Council decisions, we measure our success at providing agendas and reports in advance of meetings.

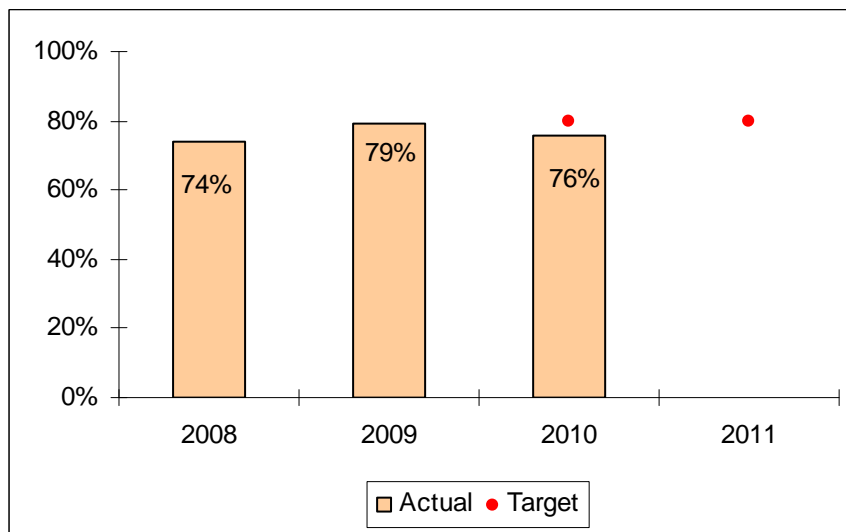
To ensure we are responding efficiently to residents’ queries and concerns, we monitor the performance of our Contact Centre at answering calls and emails.

**Percentage of residents satisfied with the level of consultation (e.g. the right amount)**



Source: WCC Residents' Satisfaction Survey 2010.

**Residents' (%) satisfaction with their involvement in Council decision-making (including neutral)**



Note: the proportion of residents who are 'satisfied' has significantly increased, while the proportion that is neutral ('neither satisfied or dissatisfied') has decreased.

Source: WCC Residents' Satisfaction Survey 2010.

**Number of consultation processes undertaken and the number of people that submit**

There is no target for this performance measure. The number of consultation processes and the levels of public participation vary from year to year depending on issues before the Council.

The Council completed 35 consultation processes during the year. Another four started during the year and close during 2010/11. Altogether, 5,021 written submissions and 321 oral submissions were received during the year.

*Source: WCC Consultation and Engagement.*

***Voter turn-out in local elections***

No elections were held during the year. The next local elections are scheduled for October 2010.

***E-democracy participation – number of ePetitions and number of people that participate***

There is no target for this performance measure.

During the year, 42 ePetitions were received. This compared with 28 in 2008/09 – the first year we offered ePetitions. Not all ePetitions are accepted, as some fail to meet Council criteria (for example, because they deal with issues outside our jurisdiction) and some are withdrawn by the petitioner.

Of ePetitions that closed during 2009/10, a total of 10,954 people took part (this includes those that opened in 2008/09, but closed in 2009/10).

*Source: WCC Democratic Services.*

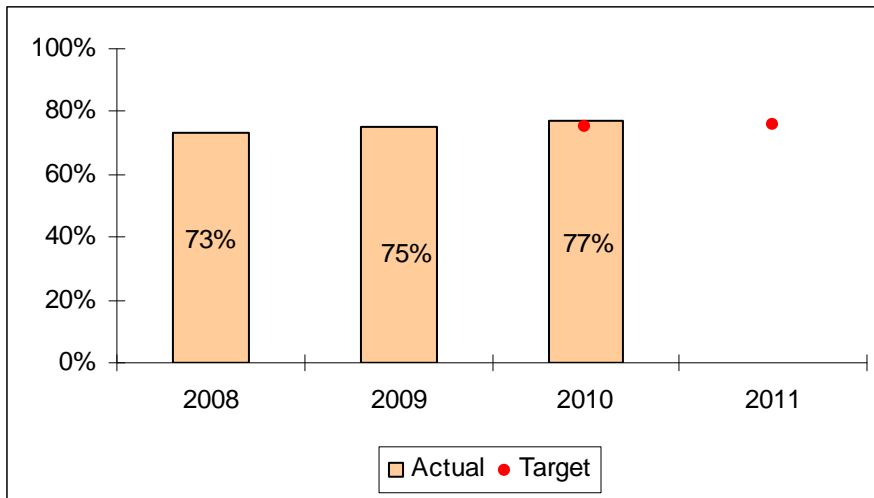
***Council and committee agendas (%) made available to the public 5 days prior to the meeting***

Result: 68% of Council and committee agendas and reports were made available to the public 5 days prior to the meeting (target: 90%). This result was an improvement on the 59% recorded for the second half of 2008/09 (data was not gathered for the first half). This is a new performance measure.

The Local Government Official Information and Meetings Act 1987 requires us to make all agendas and reports available 2 days before meetings. We have set a higher standard for ourselves by aiming for 5 days.

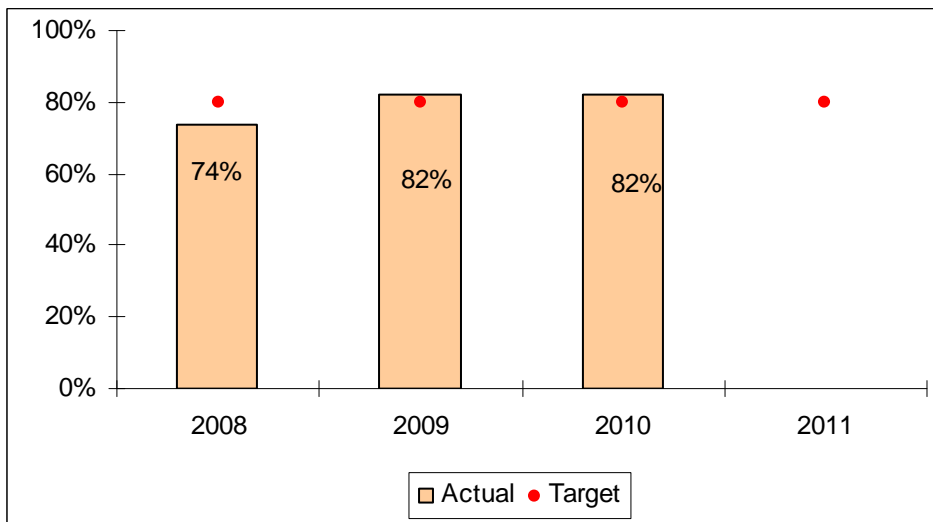
*Source: WCC Democratic Services.*

**Residents' (%) agreement that Council information is easy to access**



Source: WCC Residents' Satisfaction Survey 2010.

**Contact Centre calls that are answered within 30 seconds**



The Contact Centre answered 90% of emails within 24 hours (target: 100%).

Altogether, the Contact Centre received more than 900 enquiries a day (280,000 general enquiries, 25,000 Learn to Swim enquiries, and 20,000 building/animal licensing enquiries). The centre operates 24-hours-a-day, seven days a week. Short-staffing at weekends and evenings contributed to us failing to meet our email target.

Source: WCC Contact Centre

[NB: side panel]

## **Complaints**

Complaints about Council services are received by staff in our Contact Centre, and most are investigated and then resolved. If someone remains dissatisfied with our response to a complaint or a decision reached, it can be reviewed by the Council's Issues Resolution Office.

The office acts as a last port of call for people who feel their enquiry or complaint about Council services has not been resolved to their satisfaction. Although the office's investigating staff are Council employees, their role is independent of any Council department. This makes the complaint process as objective as it can be.

During 2009/10, the office received 75 complaints from the public. This compared with 120 and 98 during each of the previous two years. While the number of complaints dropped this year, there was a significant increase in the complexity and duration of the complaints. These complaints covered a range of issues such as resource consent decisions, disputes about parking tickets, residential parking permit entitlements, dog control, rates billing, encroachment licenses and drains and other infrastructure. Of the complaints, a number related to insufficient information being provided for a complainant to understand why a decision was reached, or communication was deemed inconsistent or delayed.

Of the 75 complaints, 18 were received via the Office of the Ombudsmen. Eleven of these cases were about the Council withholding official information and seven related to process or a decision reached by the Council. Six cases were closed within the year, either by providing further information to the requestor or the complaint being unable to be substantiated. One of these cases was closed, but transferred to the Privacy Commissioner. Twelve complaints are still in progress and await a final view by the Ombudsman.

Of the 75 complaints, three were received via the Privacy Commissioner. One case was resolved by providing further information, another case required no further action by the Privacy Commissioner, and the third case is still in progress.

## ***Official Information***

The office also dealt with official information requests. It received 380 formal requests (357 in 2008/09) for information under the Local Government Official Information and Meetings Act and the Privacy Act.



# HOW WE MAKE DECISIONS

## Decision-making structure

The elected Council makes key decisions and sets the city's overall direction.

The elected Council is responsible and democratically accountable for Council decision-making. Its role is to set the overall direction and priorities for the city, make key decisions, and oversee progress. This includes making key decisions such as setting rates and bylaws, setting the budget, adopting policies and strategies, and appointing the Chief Executive.

Committees ensure that proposals receive thorough scrutiny from a wide range of perspectives before decisions are made.

Some decisions are considered by committees and subcommittees before being considered by the full Council. Other decisions are delegated to committees with appropriate expertise.

All councilors are members of the Strategy and Policy Committee, which oversees the Council's overall direction, making initial decisions on policies and strategies. The Regulatory Processes Committee oversees regulatory matters such as road stoppings and hearings under the Dog Control Act. The Performance Review Committee oversees the Chief Executive's performance.

The Council has subcommittees overseeing the performance of Council-controlled organisations, grants, development contributions, and temporary road closures. The Audit and Risk Management Subcommittee monitors the control procedures and systems of the organisations.

From time to time, the Council appoints external members to its subcommittees, to provide professional expertise or to represent particular sectors of the community.

Responsibility for day-to-day management of Council activities is delegated to the Chief Executive.

The Chief Executive is responsible for managing those activities efficiently and effectively, in accordance with legislation, and within the framework set by the Council in its plans, policies and other decisions. The Chief Executive is also responsible for providing advice to the Council, and keeping track of the Council's finances and service performance, and employing staff.

To fulfil these responsibilities, the Chief Executive is supported by a management board and by the Council's 1500+ staff. Garry Poole is in his 13<sup>th</sup> year as the Council's Chief Executive. See Note XX to the Financial Statements on page XXX for details of his remuneration.

## Decision-making process

Council decision-making processes are open and transparent.

Advance public notice (usually 14 days) is given of the date, time and place of all Council meetings, and agendas are made available in advance.

Meetings are open to the public unless there is a good – and legally valid – reason for keeping discussions confidential. Valid reasons are set out in legislation and include protection of personal privacy, privileged or commercially sensitive information, or the maintenance of public health and safety or order.

Council decisions are made by formal resolution, and meetings follow formal procedures set out in the Council's Standing Orders. Minutes of Council meetings are kept and made public.

Before making any significant decision, the Council carefully weighs up all of the options.

The exact process followed for any decision will vary according to its significance. For any significant decision, the Council will receive advice on and carefully consider all available options, including their costs and benefits, contribution to community aspirations, impact on the Council's finances, and any other relevant matters – such as legislative and contract requirements, or impact on other Council services.

The Council is required by law to take a long-term view, considering the impact of each decision on future well-being of Wellington and its people.

### **Engagement and consultation**

All Council decision-making is informed by input from residents.

We aim to keep residents informed about Council services and decisions that affect them. Council information is available through a range of publications, libraries and service centres, and through our award-winning website and Contact Centre.

Keeping residents informed is the first step towards engagement, which allows residents to influence the decision-making process.

The Council has ongoing relationships with a wide range of groups, including resident groups, local iwi, and groups representing interests and communities such as sportspeople, retailers, people with disabilities, Pacific people, and young people, who are represented through forums and advisory groups.

We also receive feedback through regular surveys, focus groups, meetings, petitions, letters, complaints, and through the huge amount of day-to-day contact residents have with Councillors and staff.

Before any significant decision is made, we ascertain and consider the views of affected people.

Usually, there will be several stages of consultation – first, when we identify the problem and talk to affected people and groups; then, when we have identified options; and finally, when we have identified a preferred option and are seeking input.

The exact consultation process will depend on the significance of the matter being considered, the level of public interest, and other factors such as urgency and the extent to which community views are already known to the Council. As a matter of principle, we aim to ensure that all consultation is clear and open, that affected people can have their say early in the process, that all relevant information is provided and people have enough time to comment, and that community input reflects the full range of views.

We are accountable for all of our decisions and actions.

All Council decisions are made public, and every year we publish our Annual Report setting out our performance against budget and expected service levels.

We are also accountable through legal processes, and on a day-to-day basis through complaints and through residents' informal contact with Councillors and staff.

The Council is ultimately accountable through elections, which are held every three years (see page XXX).

### **Balancing competing interests**

In a community of over 195,000 people, it is unlikely decisions will be made by consensus.

The Council is elected to represent the people of Wellington, and to act and make decisions on their behalf. In this role, the Council often has to weigh up competing views and interests. This might include balancing the interests of one part of the community against another, balancing community aspirations against financial constraints, or balancing the present against the future.

As an example, in making a decision about a bus route, the Council has to balance the needs of bus users against those of other road users such as cyclists and people in cars, and businesses moving goods. It also has to consider environmental and safety concerns, lifestyle impacts, impacts on where people will choose to live (and therefore on other services), limits imposed by the city's hilly landforms and the existing road structure, and costs to ratepayers.

Whatever decisions Councillors make, some people will like it better than others – that's the nature of representative democracy. In addition, Council decisions are made in an environment where public organisations are scrutinised more than ever before, and trust in public organisations is generally declining.

We cannot make decisions by consensus, or keep everybody happy all of the time. But we do aim to ensure that our decision-making processes are effective, open, fair, and have the trust and confidence of Wellington's people.

### **Regulatory decisions**

The Council has separate processes for resource consents and other regulatory decisions.

The Local Government Act 2002 requires that processes for making regulatory decisions (for example, about building and resource consents, or liquor licensing) are kept separate from processes for making non-regulatory decisions (such as setting policies on urban development). This separation helps to ensure that laws and policies are consistently and fairly applied, and conflicts of interest are avoided.

Most regulatory decisions – for example, to grant a building or earthworks consent, or liquor licenses – are made by Council officers. Some are made by hearings panels – for example, hearings for publicly notified resource consents, and hearings on dog control and fencing of swimming pools. Hearings are quasi-judicial processes and extensive training is provided to anyone appointed to a hearings panel.

If we are a party in the resource consent proceedings (for example, if we are applying for a resource consent or making a submission on someone else's application), or if particular skills or expertise are required, or if there is any possibility of a conflict of interest, we appoint independent commissioners to these hearings panels. Hearings panels are appointed by the Chair of the Regulatory Processes Committee.

# 1.2 MAORI ENGAGEMENT (INCLUDING MANA WHENUA)

We acknowledge the special place of Māori in Wellington's history, so our governance arrangements include formal opportunities for mana whenua to participate in decision-making and have their contributions to the city appropriately recognised.

We work closely with the city's mana whenua organisations (the Port Nicholson Block Settlement Trust Wellington and Tenths Trust, and Te Rūnanga o Toa Rangatira). For both mana whenua partners, this includes: non-voting rights on the Council's Strategy and Policy Committee; and formal consultation on land and resource management issues such as changes to the District Plan and protection of wāhi tapu (sacred places).

We provide a grant to each organisation to reflect the commitment of time and resources required to take part in Council decision-making.

In addition, through this activity:

- We work with the wider Māori community on issues of mutual interest. This includes building relationships with Māori social service providers, businesses, kaumātua and rangatahi, and other Māori networks; and holding hui to discuss areas of mutual concern.
- We also promote and celebrate Māori culture, through events such as Matariki, through public art and heritage sites, and through initiatives such as the development of the wharewaka on the waterfront.

## Outcomes

This work contributes to the following outcome: more actively engaged. Specifically, our aim is for Wellingtonians to recognise the special position of Māori in the city's history, and for this to be evident in current relationships.

Mana whenua partners stated in a 2010 evaluation that they perceive their relationship with the Council positively, and they regard the city as the region's business hub and a great place to do business.

## Key projects

We are developing a new Memorandum of Understanding with the Port Nicholson Block Settlement Trust to guide our future relationship, reflecting the new environment following the 2008 settlement of the Port Nicholson Block Treaty of Waitangi claim. We will also review our relationship with Te Rūnanga o Toa Rangatira on completion of their treaty settlement processes (in 2010/11).

In recent years, the mana whenua partnership has increasingly been acknowledged in the city's built environment, through initiatives such as establishment of Te Ara o Nga Tupuna (the Māori heritage trail) and construction of the wharewaka (canoe house) at Taranaki Street Wharf (see 6.5 Public Spaces Development).

This year, we consulted on and approved additional funding for Te Ara o Nga Tupuna. New interpretation panels will be installed from 2010/11.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
Operating Expenditure (\$000)				
1.2.1 Māori and Mana Whenua Partnerships				
Expenditure	131	160	29	116
Revenue	-	-	-	-
Net Expenditure	131	160	29	116

## HOW WE PERFORMED

Our aims are for positive relationship with mana whenua, and high levels of engagement with all Māori in the city. To assess success, we ask mana whenua and Māori about satisfaction with their involvement in Council decision-making.

### *Mana whenua partner evaluation – satisfaction with Council relationship*

This year we held face-to-face discussions with our mana whenua partners to evaluate our relationship with them and identify areas where it can be strengthened.

Mana whenua partners perceive their relationship with the Council positively. Council management and staff are regarded as accessible and approachable, and involvement with the Mayor and Councillors is also viewed positively. Each partner is comfortable with the advice received from the Council. Areas to strengthen include: working more collaboratively with mana whenua partners over Resource Management Act matters; and earlier engagement in long-term and annual plan processes.

*Source: Mana Whenua Partners' Relationship Evaluation 2010*

### *Māori residents' (%) who are satisfied or neutral (neither satisfied nor dissatisfied) with regard to their involvement with decision-making*

Result: 81% of Māori surveyed were satisfied or neutral with regard to their involvement with decision-making (target: 80%).

Note: we boosted the Māori sample in this year's Residents' Satisfaction Survey to improve our confidence in the results.

*Source: WCC Residents' Satisfaction Survey 2010.*

# Environment

---

DRAFT

## In this section

- Introduction
- 2.1 Gardens and beaches
- 2.2 Green open spaces
- 2.3 Water
- 2.4 Wastewater and stormwater
- 2.5 Waste reduction and energy conservation
- 2.6 Environmental conservation attractions
- 2.7 Quarry

# INTRODUCTION

We aim to protect and enhance Wellington’s natural environment.

<b>ENVIRONMENT AT A GLANCE</b>	
<b>OUR AIM</b>	Protecting and enhancing Wellington’s natural environment.
<b>LEGAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Local Government Act 2002 – support environmental, social and economic well-being now and into the future; ensure ongoing provision of water, wastewater and stormwater services and ensure they are adequate to meet the city’s needs</li> <li>• Reserves Act 1977 – administering public reserves and preparing reserve management plans</li> <li>• Resource Management Act 1991 - comply with resource consents on activities such as landfills, sewerage, and quarry</li> <li>• Waste Minimisation Act 2008 - promote effective and efficient waste management and minimisation.</li> </ul>
<b>OUTCOMES</b>	More sustainable. Safer. Healthier. More liveable. More competitive. Better connected. More actively engaged. Stronger sense of place.
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Protecting biodiversity and managing pest plants and animals.</li> <li>• Reducing or offsetting greenhouse gas emissions.</li> <li>• Encouraging efficient use of resources such as water and energy.</li> <li>• Continuing to reduce the amount of solid waste the city produces.</li> </ul>

**STRATEGIC APPROACH**

- Protect sensitive natural areas and resources.
- Reduce the city’s greenhouse gas emissions; reduce resource use and convert to renewable energy.
- Minimise the impact of resource use, including development, on landscapes and ecosystems.
- Dispose of waste in ways that protect the environment and encourage recycling.
- Provide high quality, accessible green spaces.

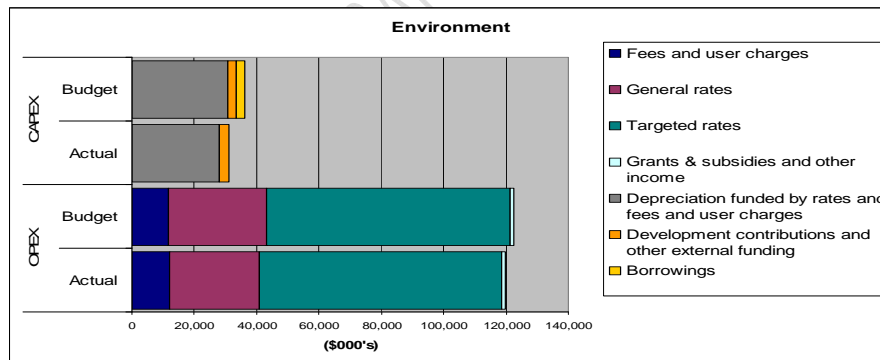
See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.

**ACTIVITIES**

- 2.1 Gardens and beaches
- 2.2 Green open spaces
- 2.3 Water
- 2.4 Wastewater and stormwater
- 2.5 Waste reduction and energy conservation
- 2.6 Environmental conservation attractions
- 2.7 Quarry

**COST**

2009/10 Expenditure and funding (budget and actual) for Environment



**STATE OF THE CITY**

Wellington is one of the greenest capital cities in the world.

The city’s total land area is just under 290 square kilometres. Of that, just over 40 square kilometres is protected in the Town Belt and other reserves. We manage this land to maintain its conservation value as well as providing space for outdoor recreation such as walking and mountain biking.

We also support Zealandia – the Karori Sanctuary and the Wellington Zoo, which together attracted almost a quarter of a million visitors during the year. Along with other facilities such as Otari Wilton’s Bush and Te Papa, they form part of a cluster of city attractions based on nature and science.

Wellington was recognised as the world’s 5<sup>th</sup> greenest city in the 2010 Mercer Quality of Living Survey’s list of



eco-cities.

Like all cities, we face challenges in reducing waste and minimising harm to the environment.

We aim to make Wellington a sustainable city, which means reducing impacts on the environment from use of resources such as land, water and energy. Environmental impacts range from pollution of land, air and water to release of greenhouse gases which contribute to climate change.

Water use has declined in recent years, from 161,234 litres per person in 2007/08 to 149,025 litres in 2008/09 (this includes both residential and commercial water use).

Energy use per person increased from 6.6 MWh per person in 2007/08 (March year) to 7.2 MWh/person in 2009/10.

The amount of waste dumped in the city's landfills declined a little during the year to 0.41 tonnes per person (from 0.42 tonnes in 2008/09) but remained higher than in 2007/08 (0.36 tonnes).

The environment is the biggest area of Council activity.

The environment is our biggest area of spending, both in terms of operational spending and capital works. Our work includes waste minimisation, energy efficiency, providing water supply, managing wastewater and stormwater to protect people and the environment from harm, and protecting and managing the city's parks, reserves and coastline.

Our strategic focus centres around minimising harm while protecting and enhancing those areas of the city that are important to the city's ecology and unique character.

## Case study

### **CLIMATE CHANGE AT COPENHAGEN: CITIES ACT**

Climate change is a global issue that requires Wellington city to act.

In December 2009, a Council led delegation visited Copenhagen to take part in a global mayoral summit on climate change.

A key message from the summit was that city leaders cannot wait for the world's governments to take meaningful action to reduce greenhouse gas emissions and prevent the worst impacts of climate change. Rather, cities must act.

While world leaders struggle to agree on a new climate treaty, cities and local communities can lead efforts to reduce energy use and make the transition to a lower carbon economy.

In Wellington, our response to climate change has been multi-faceted. A new Climate Change Action Plan adopted in 2010 focuses on mitigating climate change, and also preparing the city to adapt to its impacts.

The plan reinforced our target of cutting city-wide emissions by 30% (from 2001 levels) by 2020 and 80% by 2050. Our targets are far more ambitious than national goals, but are in line with scientific evidence of the changes needed to prevent runaway increases in global temperatures.

Council actions include:

- facilitating renewable energy sources such as wind farms
- focusing development in key transport and employment hubs to reduce the need to travel
- supporting a modern, convenient public transport system – as well as walking and cycling – as alternatives to private vehicles
- supporting efforts to reduce business emissions and make the city’s homes more energy efficient through insulation, efficient heating, and other means such as installation of solar water heaters.

And, in 2010, we are working on the feasibility of having electric vehicles on the city’s streets.

Our adaptation work includes assessments of the city’s vulnerability to sea level rises. We have already started making changes to our stormwater system to ensure they can cope.

Climate change is a complex issue, with no single solution – but, rather, a wide range of solutions and actions at global, national and community levels. Wellington, and other cities like us, are crucial to the response, because we can act quickly, and work in partnership with individuals, businesses, government agencies, and others who have roles to play in responding to the planet’s biggest environmental issue.

*For more on climate change initiatives, see 2.5 Energy Efficiency and Waste Minimisation.*

**NB: Panel 1**

## **PROGRESS AGAINST STRATEGIC PRIORITIES**

Our 2009-19 long-term plan identified the following three strategic priorities for the period to 2012.

### ***Managing demand for potable water and developing a region-wide water management plan.***

We completed a draft Water Conservation and Efficiency Plan, to go out for public consultation during 2010/11 (see ‘In Focus’, page XXX). We also installed area meters in some locations to improve monitoring of water use and help us detect leaks.

### ***Taking steps to reduce the organisation’s – and the city’s – greenhouse gas emissions.***

We took several steps to reduce greenhouse gas emissions, both Council and city-wide – for example, through supporting the eMission programme which aims to reduce business energy use, and supporting initiatives to promote better insulation and more efficient heating sources for the city’s homes. Following extensive consultation, the Council approved a new Climate Change Action Plan in June 2010. Our initiatives are detailed in 2.5 Waste Reduction and Energy Conservation, page XXX.

### ***Encouraging people and businesses to reduce the amount of waste they produce.***

We encourage waste reduction through recycling programmes. During the year, the Council approved the adoption of recycling wheelie-bins, which are expected to significantly increase the amount of recycling collected. See 2.5 Waste Reduction and Energy Conservation, page XXX, for more information.

### ***Developing a strategic framework for green open spaces.***

We worked with the Wellington Regional Council and other territorial authorities to develop a Wellington

Regional Open Spaces strategy and work plan, aimed at ensuring a coordinated approach to development and protection of open spaces.

[NB: Panel 2]

## Outcomes

Our long-term outcomes (i.e. aspirations) for the city's environment:

- **MORE LIVEABLE:** Wellington will provide a wide range of social and recreation opportunities that don't compromise environmental values.
- **MORE COMPETITIVE:** Wellington's high quality natural environment will attract visitors, residents and businesses.
- **BETTER CONNECTED:** A network of green spaces and corridors will link the coast and bush areas.
- **MORE ACTIVELY ENGAGED:** The community will feel a sense of kaitiakitanga/guardianship over the natural environment.
- **MORE SUSTAINABLE:** The city will reduce its impact on the environment through more efficient use of energy, water, land and other resources, and by minimising waste.
- **SAFER:** Wellington's water will be safe to drink, its air safe to breath, and waste will be disposed of in ways that minimise harm.
- **HEALTHIER:** Natural ecosystems will be restored so there are healthy habitats for indigenous and non-indigenous plants and animals.
- **STRONGER SENSE OF PLACE:** Wellington will value and protect the city's natural heritage.

# 2.1 GARDENS AND BEACHES

This activity includes:

- **Local parks and open spaces** – we manage and maintain the city’s parks and open spaces, along with buildings and other assets.
- **Botanic gardens** – we manage and maintain the city’s four botanic gardens: Wellington Botanic Garden, Otari Wilton’s Bush, Bolton Street Memorial Park and Truby King Park.
- **Beaches and coastal operations** – we manage and maintain the city’s beaches and coastal areas.

Our aim for the city’s gardens and beaches is to care for these areas in ways that balance nature with opportunities for enjoyment.

## Outcomes

This activity contributes to the following outcomes: more liveable; stronger sense of place. Being ‘liveable’ refers to residents having access to recreation opportunities in the natural environment. Having a ‘stronger sense of place’ refers to protection of the city’s natural heritage such as the Town Belt and coastline.

In 2009/10, the city had 4,078 hectares of open space land (209 square metres per person). This was an increase from 3,535 hectares (about 184 sqm per person) in 2008/09. Though there have been some land purchases, the increase is largely because measurement has become more precise.

According to our 2010 Residents’ Satisfaction Survey, most residents (84%) believe the city’s natural environment is appropriately valued and protected. This is an improvement from 2009 (82%) and 2008 (75%).

In the same survey, more than a third of residents (37%) visit the city’s open spaces at least once a month. This is a small decline from previous years (43% in 2009 and 41% in 2008), possibly reflecting poor weather during the year. The proportion who had not visited open space land in the 12 months increased from 24% in 2009 to 31% in 2010.

## Key projects

### *Beaches and coastline*

During the year:

- Restoration of Te Raekaihau Point on the south coast got underway. This project includes restorative planting, safer vehicle entry points, and more controlled parking to ensure that vehicles don’t park on sensitive areas. Work will continue during 2010/11.
- We upgraded the Evans Bay seawalls. The Evans Bay Patent Slip was decommissioned and is due for demolition in 2011/12.
- The Council handed ownership of the fire-damaged Maranui Surf Club building to the club, along with \$350,000 towards the cost of repairs. This decision followed consultation on the future of the building

and other surf club buildings in Lyall Bay. The club and popular café have reopened.

### **Botanic gardens**

- We started reconstruction of the Botanic Garden Nursery, which provides plants for the Begonia House and garden collections. This will be completed in 2010/11.
- The gardens held several successful events including Spring Festival, Otari Open Day, Festival of Roses and the annual Rose Pruning Day.
- We completed track upgrades and safety barriers at Otari-Wilton's Bush, and began public consultation on the Otari-Wilton's Bush landscape development plan. The Otari-Wilton's Bush visitor centre will be upgraded in coming years as the plan is implemented.
- We installed the sculptures *Green Islands* by Regan Gentry in the Wellington Botanic Garden, and new interpretive signage in the Botanic Garden and at Otari-Wilton's Bush.

### **Parks**

We completed consultation on the development of the parks network in Newlands, Paparangi, Woodridge and Grenada Village.

### **What it cost**

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>2.1.1 Local Parks and Open Spaces<sup>1</sup></b>				
Expenditure	7,503	7,863	360	7,037
Revenue	(509)	(425)	84	(430)
Net Expenditure	6,994	7,438	444	6,607
<b>2.1.2 Botanical Gardens</b>				
Expenditure	4,146	4,192	46	4,091
Revenue	(380)	(415)	(35)	(491)
Net Expenditure	3,766	3,777	11	3,600
<b>2.1.3 Beaches and Coast Operations</b>				
Expenditure	1,033	1,139	106	947
Revenue	(50)	(51)	(1)	(69)
Net Expenditure	983	1,088	105	878
<b>Capital Expenditure (\$000)</b>				
<b>2.1.1 Local Parks and Open Spaces</b>				
Expenditure	1,095	1,075	(20)	539
Unspent portion of budget to be carried forward	N/A	85		N/A
<b>2.1.2 Botanical Gardens</b>				
Expenditure	1,093	1,047	(46)	447

<b>2.1.3 Beaches and Coast Operations<sup>2</sup></b>				
Expenditure	618	620	2	206
Unspent portion of budget to be carried forward	N/A	190		N/A

<sup>1</sup> Local Parks and Open Spaces operating revenue is over budget due to funding being received for unbudgeted slip repairs. Operating expenditure is under budget due to lower than budgeted depreciation costs.

<sup>2</sup> Capital works on the Te Raekaihau Point restoration project have been delayed due to poor weather.

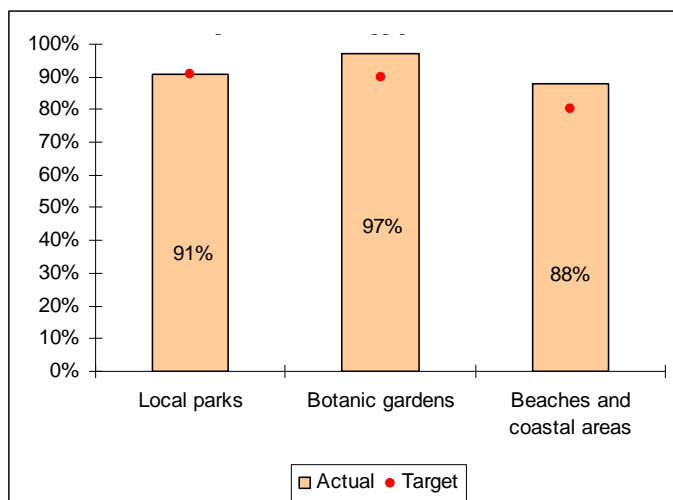
Funding note: operating expenditure in this activity is funded from general rates, with a small contribution from user charges (mainly from leases/rents on premises such as park pavilions, surf club buildings, and shops and other premises in the botanical gardens).

## HOW WE PERFORMED

We aim to ensure that the city's parks, gardens, beaches and coastlines are attractive and accessible, while balancing ecological needs and protection of Wellington's unique natural environment. High levels of resident satisfaction with quality and maintenance of gardens and beaches indicates our success in this area.

Other indicators of success include: completion of maintenance programmes on schedule during the year; compliance with resource consent conditions for Oriental Bay beaches and structures; and compliance with quality standards for botanic garden plants and for mowing sites.

### *Residents' (%) satisfaction with the quality and maintenance of gardens and beaches*



Source: WCC Residents' Satisfaction Survey 2010.

### *City mowing sites (%) compliance with quality performance standards*

Result: 89% (target: 90%). Quality performance standards include grass length and health.

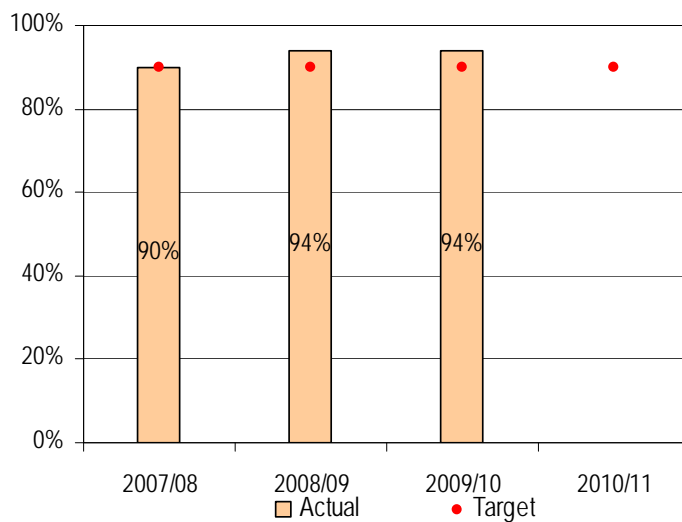
Source: WCC Parks and Gardens.

**Beaches areas (%) compliance with quality performance standards**

Result: 93% (target: 90%). Quality performance standards cover maintenance, including litter, boat ramp spraying, hard surface spraying, and removing sand build-up from sea walls.

Source: WCC Parks and Gardens.

**Botanic Gardens' plant collection (%) compliance with quality standards**



This measure includes the Wellington Botanic Garden, Truby King and Bolton Street Memorial Park. Otari-Wilton's Bush compliance is 95%. Criteria include plant health, presence of weeds, pruning, and general presentation.

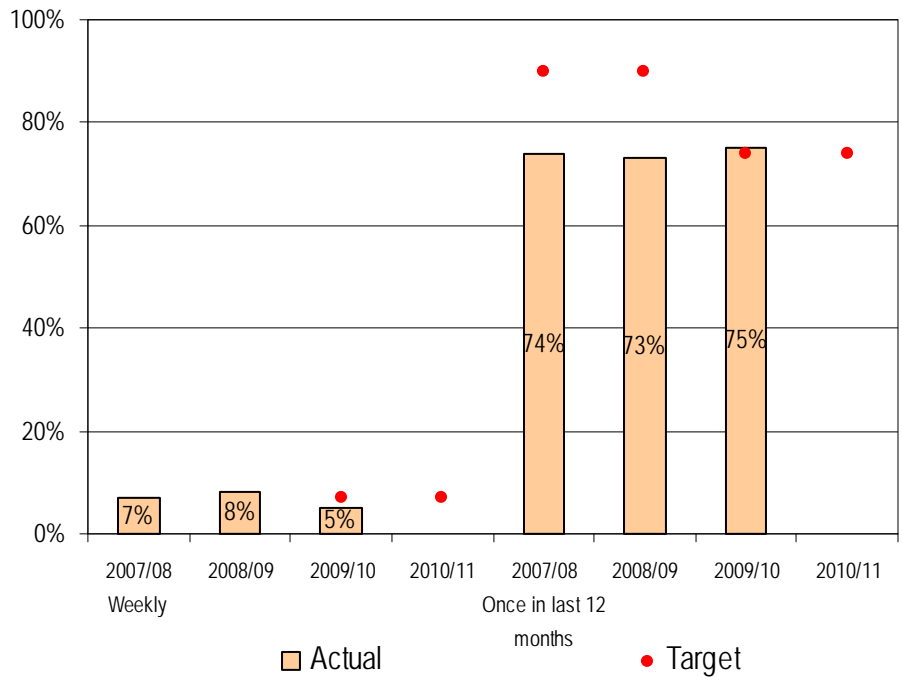
Source: WCC Parks and Gardens

**Reported hazards (%) that are made safe (or secured) within 24 hours**

Result: 100% (target: 100%).

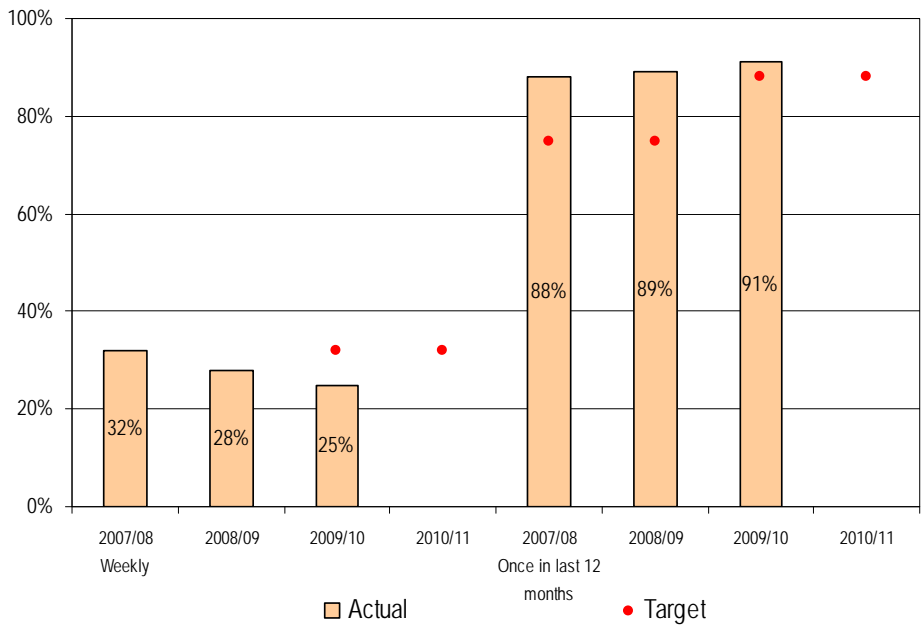
Source: WCC Parks and Gardens.

**Residents (%) usage of the Botanic Gardens**



Source: WCC Residents' Satisfaction Survey 2010.

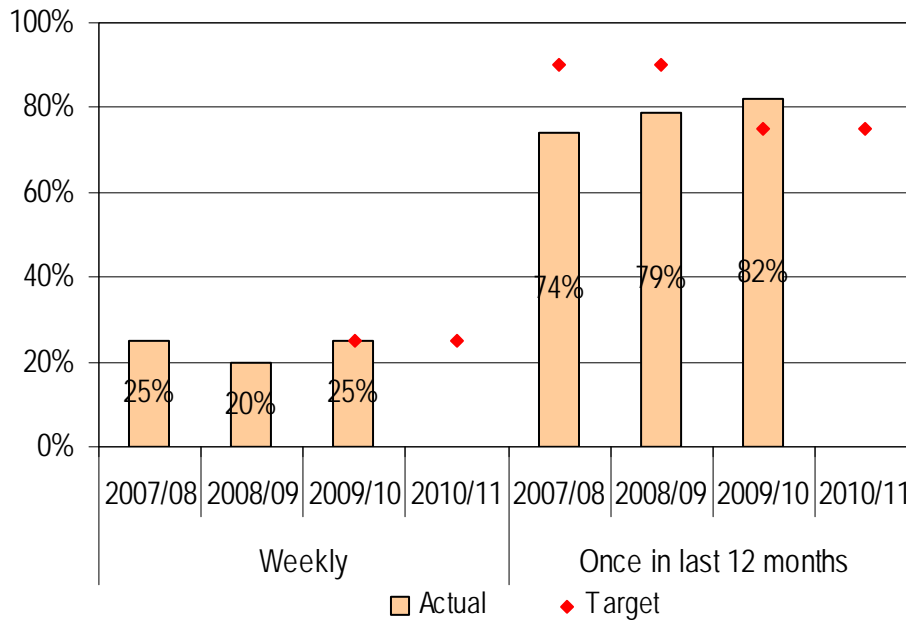
**Residents (%) usage of beaches and coastal areas**



Source: WCC Residents' Satisfaction Survey 2010.



**Residents (%) usage of Wellington City Council parks**



Source: WCC Residents' Satisfaction Survey 2010.

**Residents' (%) ratings of ease of access to local gardens and beach areas**

Result: beaches and coastal areas 91% (target: 90%); local park 93% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

**Residents (%) who agree that gardens and beaches provide good value for money**

Result: 88% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

## 2.2 GREEN OPEN SPACES

Our activities under this area include:

- **Town belts** – Wellington has more than 40 square kilometres of Town Belt, Outer Green Belt and other reserve land. We manage and maintain these areas for the benefit of present and future generations.
- **Community environmental initiatives** – We provide grants for community projects that benefit the city's environment, and we support volunteers from community groups, schools and other organisations who work to maintain and improve the city's parks and open spaces.
- **Walkways** – We manage and maintain the 337km of tracks and walkways on open space land throughout the city to provide residents with safe access for recreation and leisure opportunities.
- **Stream protection** – we work with community groups to restore and protect the city's streams and surrounding areas.
- **Pest plant and animal management** – We protect native ecosystems by controlling weeds and pest animals at high priority sites.
- **Roadside vegetation** – We plant and maintain the roadside reserve (the strip of land between a private property boundary and a road), and support volunteer groups and individuals who want to beautify these areas.

One-eighth of Wellington's area is reserve land, much of it rugged and covered in native bush. It is a key feature of the Wellington landscape, which contributes to the city's unique identity and helps set it apart from other cities not only in New Zealand but around the world.

This point of difference benefits the economic well-being of the city – attracting tourists and encouraging prospective citizens. It also provides unrivalled opportunities, within minutes of downtown, for outdoor recreation and leisure activities that provide enjoyment and health benefits.

We aim to care for the city's green open spaces in ways that balance nature with opportunities for enjoyment. Key challenges include improving the ecosystems of streams and other waterways, and getting on top of pests and weeds which can strangle native plants and cause harm to human health and safety.

### Outcomes

This activity contributes to the following outcomes: better connected; more actively engaged; healthier.

'Better connected' refers to the city having a network of green spaces linking bush and coastal areas. The city has 337km of maintained tracks and walkways on park and reserve land.

'More actively engaged' refers to community involvement in and kaitiakitanga/guardianship over the natural environment. During the year, volunteers worked an estimated 25,000 hours on the city's park and reserve land, building over 5km of walking tracks.

'Healthier' refers to restoration of natural ecosystems. We measure progress by counting native bird numbers at selected sites throughout the city. While it is difficult to generalise, for most species counted it appears that numbers are increasing.

## Key projects

During the year:

- We upgraded tracks through Khandallah Park (Northern Walkway), part of the City to Sea walkway from Berhampore Golf Course to Quebec Street, and the Zealandia fence line track. We also assisted with a number of community projects, including new tracks built by volunteers through George Denton and Waimapihi Parks, Makara Peak tracks, Centennial Reserve and Te Kopahou.
- Key reserve upgrades this year were the completion of the traffic management and pedestrian refuges around Mt Victoria lookout, and the development of a new viewing platform off Orangi Kaupapa Rd at Te Ahumairangi Hill (Tinakori Hill) as part of the landscape development plan for that area.
- As part of implementation of our Biodiversity Action Plan we established weed control programmes at 11 new sites, well in excess of our target of three.
- We worked with the Wellington Regional Council and other territorial authorities to develop a Wellington Regional Open Spaces strategy and work plan, aimed at ensuring a coordinated approach to development and protection of open spaces.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>2.2.1 Road Open Spaces</b>				
Expenditure	8,292	8,106	(186)	8,393
Revenue	(734)	(577)	157	(597)
Net Expenditure	7,558	7,529	(29)	7,796
<b>2.2.2 Town Belts<sup>1</sup></b>				
Expenditure	4,148	4,365	217	4,047
Revenue	(491)	(221)	270	(1,233)
Net Expenditure	3,657	4,144	487	2,814
<b>2.2.3 Community Environmental Initiatives</b>				
Expenditure	408	422	14	334
Revenue	(10)	-	10	-
Net Expenditure	398	422	24	334
<b>2.2.4 Walkways</b>				
Expenditure	447	422	(25)	366
Revenue	(11)	-	11	-
Net Expenditure	436	422	(14)	366
<b>2.2.6 Pest Plant and Animal Management</b>				
Expenditure	898	971	73	855
Revenue	-	-	-	(2)
Net Expenditure	898	971	73	853
	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Variance 2010</b>	<b>Actual 2009</b>
<b>Capital Expenditure (\$000)</b>				
<b>2.2.2 Town Belts</b>				
Expenditure	510	533	23	904
Unspent portion of budget to be carried forward	N/A	20	-	N/A

2.2.4 Walkways				
Expenditure	327	328	1	422

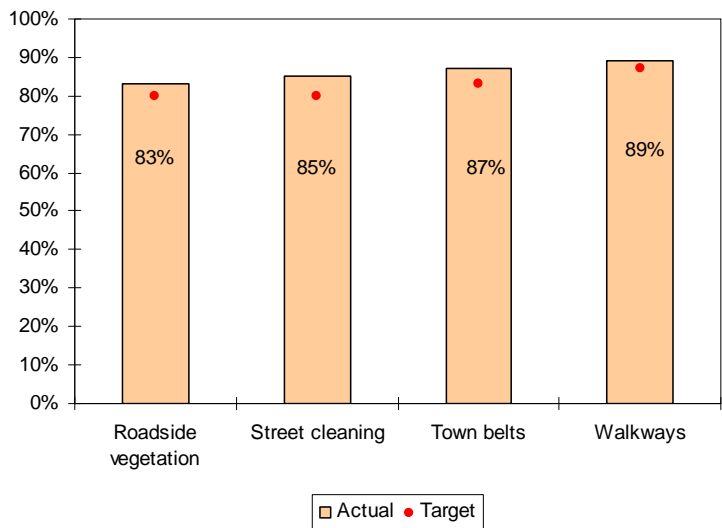
<sup>1</sup> Town Belts operating revenue is over budget due to the recognition of unbudgeted vested asset income.

Community environmental initiatives are funded from the residential targeted rate. Other projects under this activity are funded mainly from general rates, with a small contribution of other income (rent on Town Belt buildings such as scout clubs, and income from Land Transport New Zealand for maintenance of the transport network under the roads open spaces project).

## HOW WE PERFORMED

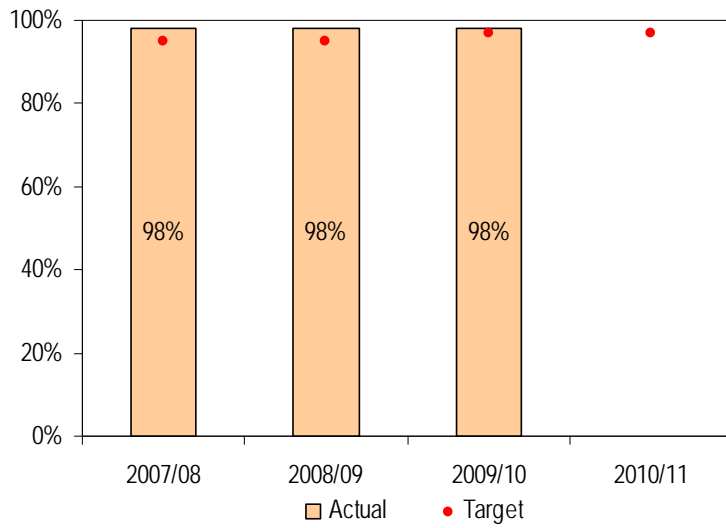
We aim to ensure that the city’s green open spaces (town belts, the outer green belt and other reserve land), walking tracks, residential streets and roadside verges are attractive, accessible and safe, while balancing ecological needs. Residents’ high rates of satisfaction with the quality and maintenance of green open spaces and our restorative planting activities demonstrate our success in this area.

### *Residents’ (%) satisfaction with the quality and maintenance of green open spaces*



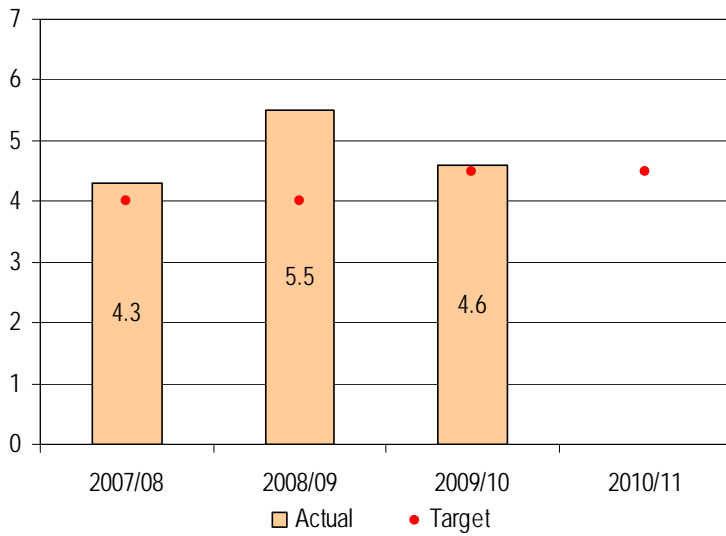
Source: WCC Residents’ Satisfaction Survey 2010.

**Street cleaning (%) compliance with quality performance standards**



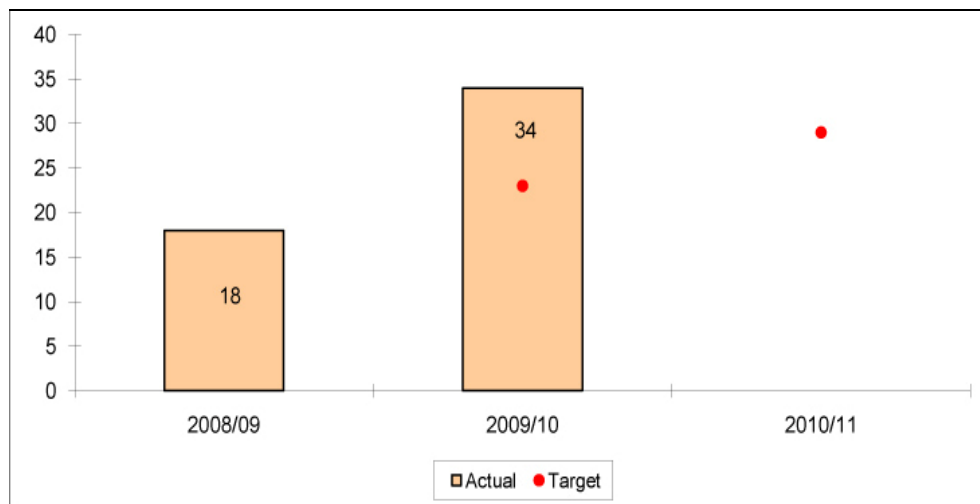
Source: WCC CitiOperations

**Total area of restorative planting (hectares) along the Town Belt**



Source: WCC Parks and Gardens

***'Key native ecosystems' with operational pest management plans***



A 'key native ecosystem' is an ecosystem that is exceptionally important in terms of ecological value and/or diversity of plant life and wildlife.

Source: WCC Parks and Gardens

***Walkways (%) – compliance with national standards***

Result: 91% of primary walkways and tracks were compliant with national standards (target: 100%). The standards cover a range of criteria including integrity of structures and maintenance. This is the first year we have reported on this measure.

Source: WCC Parks and Gardens.

***Reported hazards (%) that are made safe (or secured) within 24 hours***

Result: 100% (target: 100%). (This is the same measure as recorded in 2.1 Gardens and Beaches).

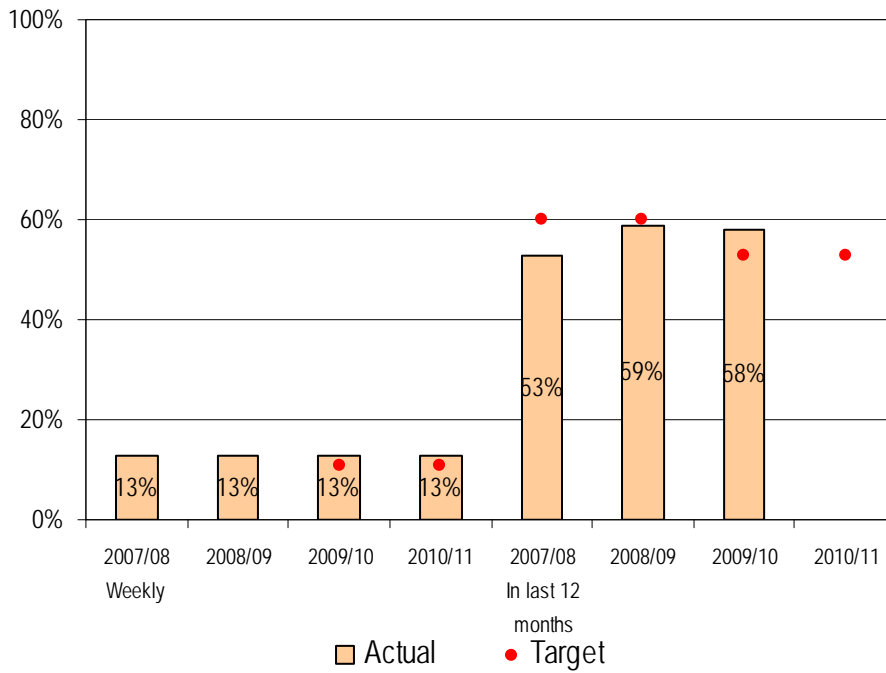
Source: WCC Parks and Gardens.

***Residents' (%) ratings of ease of access to green open spaces***

Result: 94% (target: 90%).

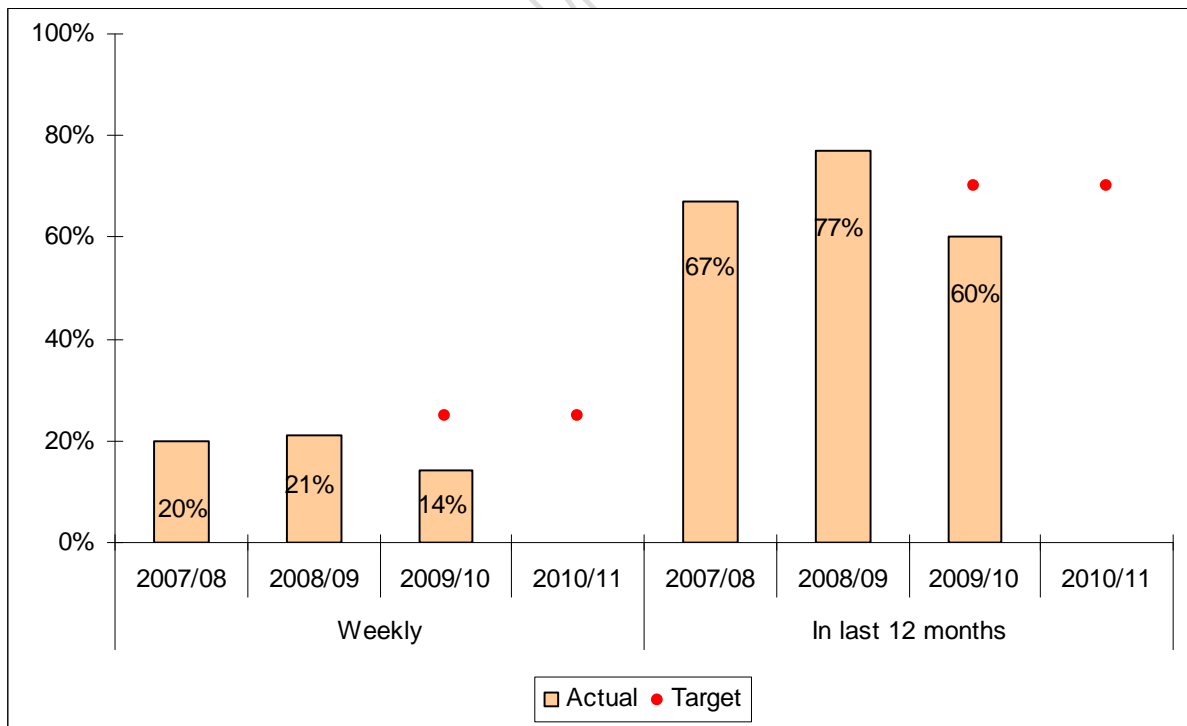
Source: WCC Residents' Satisfaction Survey 2010.

**Residents (%) usage of town belts**



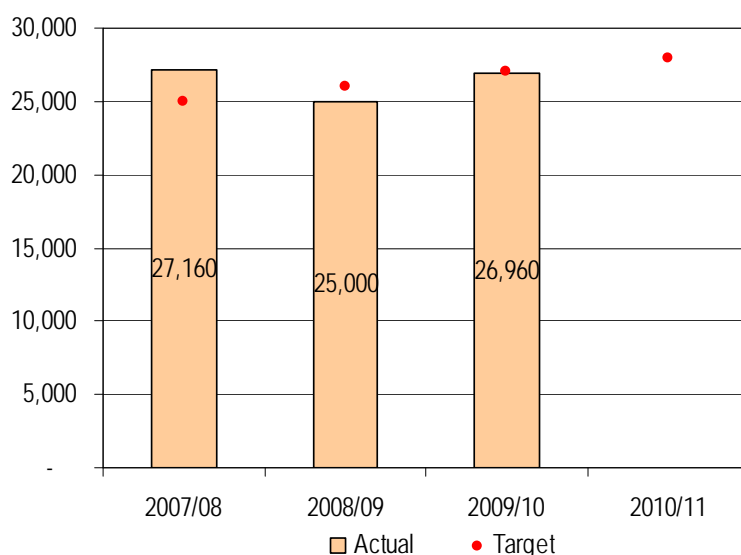
Source: WCC Residents' Satisfaction Survey 2010

**Residents (%) usage of WCC walkways**



Source: WCC Residents' Satisfaction Survey 2010

**Number of Wellington City Council supported planting activities by community groups**



Source: WCC Parks and Gardens

**Environmental grants**

There are no performance targets for this measure. We aim to support initiatives that contribute to environmental well-being in line with eligibility criteria (available at [www.Wellington.govt.nz/services/grants](http://www.Wellington.govt.nz/services/grants)).

ENVIRONMENTAL GRANTS	2006/07	2007/08	2008/09	2009/10
Total number of grant applicants	22	33	26	28
Total number of applicants receiving grants	11	9	13	17
Total budget available to applicants	\$80,000	\$80,000	\$80,000	\$78,170
Total budget distributed to applicants	\$67,750	\$67,750	\$56,052	\$75,170

Projects supported included Wellington e-day (for disposal of electronic waste), Enviroschools Foundation (to maintain a network of sustainable communities through Wellington schools), native tree planting in Kentwood Drive Reserve, and an environment and community-building health initiative achieved through gardening.

Source: WCC City Communities and Grants

**Residents' (%) agreement that green open spaces provide good value for money**

Result: 88% (target: 90%)

Source: WCC Residents' Satisfaction Survey 2010.



## 2.3 WATER

This activity includes:

- **Water network** – we own the city’s water network and contract Capacity Infrastructure Services Limited (Capacity) - a company we jointly own with Hutt City Council - to manage, maintain and operate the network on our behalf.
- **Water collection and treatment** – we purchase water in bulk from the Greater Wellington Regional Council and supply it to Wellington properties.

A city cannot function without a safe, reliable water supply – it is a fundamental need. Water is critical for the health and well-being of Wellington residents.

Under the Local Government Act 2002, we are required to ensure an ongoing provision of water supply that is adequate to meet the city’s needs.

Our water network includes more than 1,000km of pipes, along with 81 reservoirs, 34 pumping stations, more than 7,300 hydrants, and more than 65,000 domestic connections. Each year, the city uses approximately 30 million cubic metres of water.

A major challenge is managing our use of a resource that’s in limited supply. Water conservation and more efficient use of water are increasingly important in light of potential climatic changes and Wellington’s growing population.

The city’s water network assets (such as pipes and pumping stations) are managed under an asset management plan which sets out expectations about condition and capacity, how long assets are expected to last, and other factors such as water quality standards, and continuity of supply. This plan guides decisions about maintenance, upgrades and renewals of assets.

### Outcomes

This activity contributes to the following outcomes: more sustainable; safer. ‘Safety’ refers to water quality, while sustainability refers to reduced environmental impact through efficient use of water and other resources.

During the year, Wellington used the equivalent of 149,025 litres of water per person. This includes both residential and commercial water use. Water use has declined in recent years, from 152,219 litres per person in 2008/09 and 161,234 litres per person in 2007/08.

### Key projects

During the year, the Council completed its ‘Three Waters’ strategy, which will guide future management of the city’s water, stormwater and wastewater assets.

The plan sets out key issues facing each network. For water, these included demand and security of supply. For wastewater, they included wet weather overflows and formation of hydrogen sulphide within the network. For

stormwater, they include the threat of flooding, and contamination of waterways.

For some of the actions identified in the plan, such as hydrogen sulphides in the wastewater network, work began during the year (see activity 2.4 Wastewater and Stormwater).

### ***Water Conservation***

Wellington City Council and Capacity completed a draft Water Conservation and Efficiency Plan, to go out for public consultation during 2010/11 (see 'In Focus').

### ***Pressure reduction***

Parts of Roseneath and Hataitai were identified as having excessively high water pressure, which can cause pipes to burst and increase leakage. In April, we began to progressively lower the water pressure in those suburbs. This will continue during 2010/11 until water pressure is in line with the rest of the city.

The lower pressure means it could take a little longer to fill a bath or washing machine, but residents should otherwise notice little difference. Lower pressure will improve the reliability of the water supply system and conserve water, and could also mean that appliances and fittings last longer.

### ***Area meters and measuring consumption***

Four new district area meters were installed – three in Johnsonville and one in Newtown – to form three new water supply zones. Area meters are used to help us calculate water consumption and plan leak detection work.

From 2010/11, we will start installing domestic meters in 300 households, to help us get an accurate measure of residential consumption. This will help us get a more accurate idea of how much water is leaking from our water network before it gets to households. The households with meters will not be charged for water. This is a survey tool, not a step towards city-wide water metering. Note: these water meters are separate to the voluntary metres some residents use to pay for their water.

### ***Seismic studies***

Seismic studies were undertaken on Wellington reservoirs, which will see the installation of couplings that are designed to shut off during an earthquake. This will ensure that the water remains in the reservoirs after an earthquake.

### ***Renewals and upgrades***

Work began on the Seatoun main link project, which will see a pipeline connecting the Maupuia and Seatoun water supply zones. Under this project, 1,200m of water main will be upgraded to provide more reliable water supply and also allow water to be sourced from other zones if required.

Other work carried out during the year included:

- relining the Broadmeadows Reservoir – repairs were made to concrete work, and the pipework was replaced

- installation of pressure reducing valves (PRVs) in Ponsonby Road (Karori), Houghton Bay Road, and Nevay Road (Seatoun Heights) on the existing water mains
- replacement of fire-fighting water mains in Berhampore
- renewal of nearly 8,500m of water pipes across the city.

Design was completed for the Messines Road Reservoir and construction will begin in 2010/11.

## IN FOCUS

### Securing Wellington's water supply

Wellington's water supplies are under pressure.

Every year, Wellingtonians use about 30 million cubic metres of water – about 150,000 litres per person, or 410 litres per person every day. This includes household uses such as washing and bathing, as well as commercial and institutional uses.

That water is sourced from catchments north of the city including the Hutt, Wainuiomata and Orongorongo Rivers. It is then treated to remove contaminants, piped to the city, stored in reservoirs, and pumped to properties for use.

Though Wellingtonians' *per person* water use has declined in the last three years, overall use is continuing to grow at a rate of about 1% a year. As a city, we receive ample rainfall but do not have enough storage capacity to make the most of it, and there are limits to how much water can be taken from rivers without causing harm.

Already, during dryer summer months, demand for water exceeds supply.

This means we rely on water drawn from Te Marua Lakes (the source of many complaints about taste during 2009/10). In future, demand may continue to grow as the population increases. To maintain overall consumption at current levels, we'd need to cut per person water use by 30 litres a day between now and 2021.

Climate change (which could make rainfall patterns more variable) and earthquake risks could also affect future water supply.

In response, Wellington City Council has developed a draft Water Conservation and Efficiency Plan, to go out for public consultation during 2010/11. The plan considers options for ensuring the city's future water supply, ranging from water conservation measures to increases in storage capacity.

Continuing as we are will eventually lead to shortages.

While the Council is already trying to improve water conservation, for example by finding and fixing leaks in the water mains, the plan shows that continuing as we are will ultimately result in water shortages. This will lead to additional water restrictions in dry weather, and possibly also create a need to install water meters and to build a dam to store water for the city.

Councillors in May decided that saving water is the best available option, and agreed to work with residents and the Greater Wellington Regional Council to achieve that. The Council also agreed that water meters are not part of the next phase of water conservation, but may be necessary in the more distant future – along with

a potentially costly new dam – if growth in the city’s total consumption cannot be halted.

## What it cost

	Actual	Budget	Variance	Actual
Operating Expenditure (\$000)	2010	2010	2010	2009
<b>2.3.1 Water Network<sup>1</sup></b>				
Expenditure	20,051	20,591	540	20,014
Revenue	(2,500)	(31)	2,469	(866)
Net Expenditure	17,551	20,560	3,009	19,148
<b>2.3.2 Water Collection and Treatment</b>				
Expenditure	12,705	12,858	153	12,726
Revenue	1	-	(1)	(19)
Net Expenditure	12,706	12,858	152	12,707
Capital Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
<b>2.3.1 Water Network<sup>2</sup></b>				
Expenditure	9,916	10,304	388	10,254
Unspent portion of budget to be carried forward	N/A	859	-	N/A

<sup>1</sup> Operating revenue is over budget due to the recognition of unbudgeted vested asset income. Operating expenditure is under budget due to favourable interest rate costs and lower than budgeted depreciation.

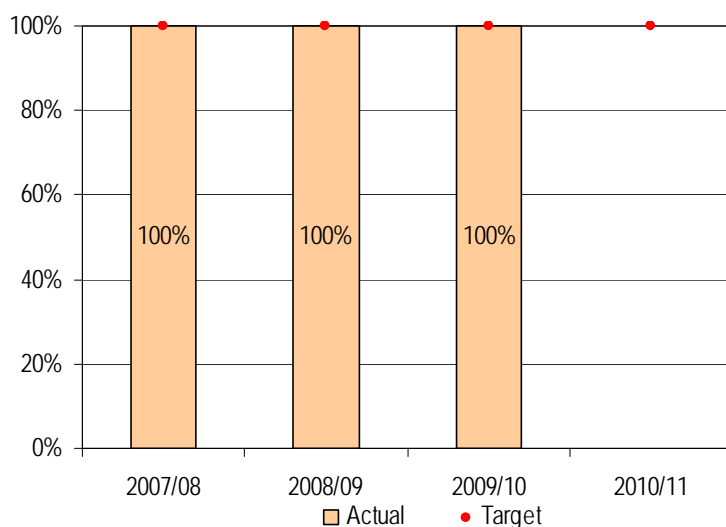
<sup>2</sup> Capital works to the Messines Road Reservoir delayed due to design changes required after consultation with local residents.

Note on funding: Operating expenditure in this activity is funded mainly through targeted rates (we aim for 60% from the residential sector and 40% from the commercial sector – most commercial properties pay through a consumption charge).

## HOW WE PERFORMED

It is critical to ensure Wellingtonians have access to safe, reliable drinking water for their health and well-being. Our success is demonstrated by complete compliance with NZ Drinking Water Standards and residents’ perceptions that water service provide good value for money.

### **Compliance with New Zealand drinking water standards (2005)**



Source: Capacity Infrastructure Services Ltd .

### **Water distribution network – quality grading**

Result: all parts of the network were graded ‘a’ to ‘b’ in the Ministry of Health quality grading (target: ‘a’ to ‘b’).

‘a’ gradings refer to assets that are completely satisfactory with negligible or very low levels of risk; ‘b’ gradings refer to assets that are satisfactory with very low levels of risk. ‘c’ refers to assets that are marginally satisfactory with moderate-low risk.

In 2008, the Ministry of Health graded the entire network. Annually, they seek to ensure this grading has been retained by reviewing the Council’s replacement and/or maintenance of water pipes.

Source: Capacity Infrastructure Services Ltd.

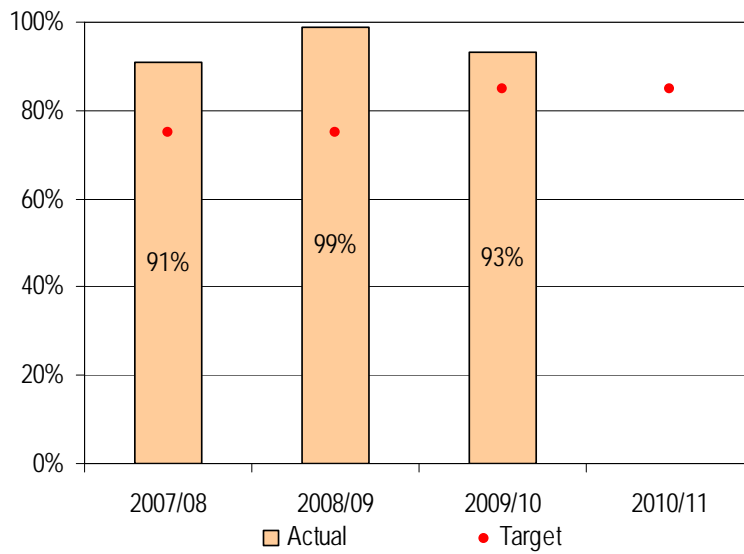
### **Customer complaints regarding water quality (taste and odour)**

Result: 377 complaints (target: fewer than 80).

Most of the complaints were during the early part of 2010 and concerned a noticeable change in taste for some customers. This was caused by the chemical treatment process used by the Greater Wellington Regional Council to treat water sourced from the Te Marua lakes that had more algae than usually experienced. The water supplied met NZ Drinking Water Standards guidelines at all times. Capacity has raised the taste issue and related complaints with the Greater Wellington Regional Council.

Source: Capacity Infrastructure Services Ltd.

### **Customer (%) satisfaction with water network**



Source: Capacity Infrastructure Services Ltd.

### **Water pressure**

Result: 96% of properties had appropriate water pressure i.e. minimum 250kPa (target: 98%). Some older water supply zones have lower pressure and this cannot be improved without significant cost. As newer developments are completed, and pipe-upgrades are carried out, the target will be reached.

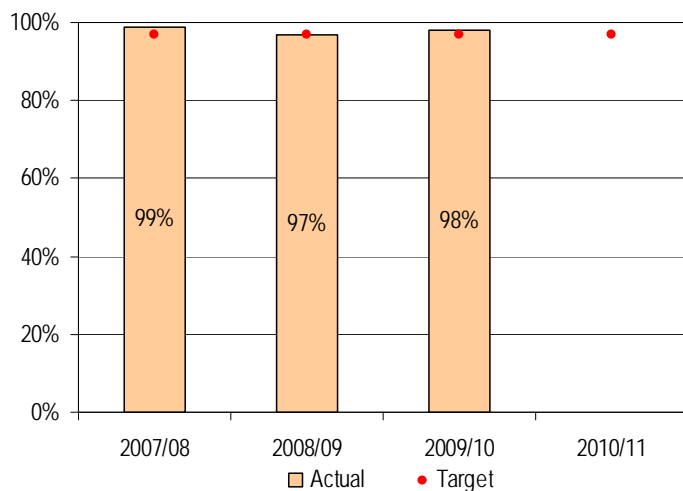
Source: Capacity Infrastructure Services Ltd.

### **Fire hydrants**

Our target was for 95% of hydrants tested to meet New Zealand Fire Service Code of Practice firefighting water supply requirements. The Fire Service did not carry out testing in Wellington during 2009/10. Testing is expected to resume in 2010/11. Our modelling indicates that that we will be able to meet the Code requirements in most cases.

Source: Capacity Infrastructure Services Ltd.

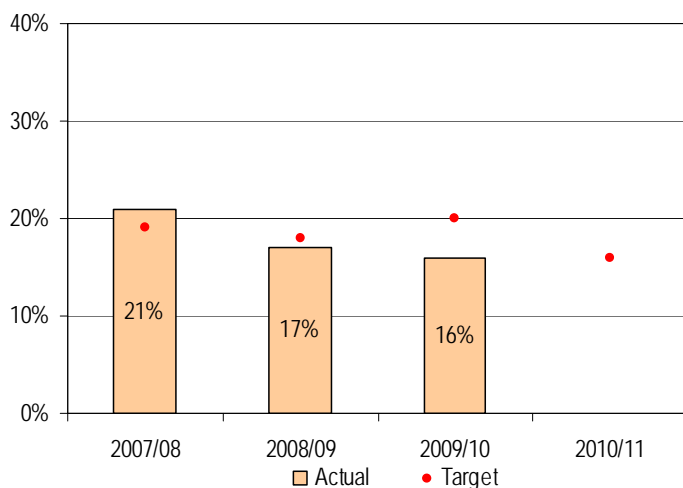
### **Water network service requests (%) that are responded to within one hour of notification**



Response includes initial investigation and prioritisation of the work. For 2010, the data are from the second half of the year. A new contractor took over this work at the beginning of the financial year, and reliable data are not available for the first six months.

Source: Capacity Infrastructure Services Ltd.

### **Unaccounted water from the network – Estimated water loss (%)**



Unaccounted for water includes leaks from the public and private network.

During the year, active leak detection programmes were undertaken on the public network, including work in Johnsonville, Newtown, Ngaio, Churton Park, Tawa, and within the CBD. A number of significant leaks on private residences were also identified and fixed during the year.

The pressure reduction trial in Mt Victoria and Roseneath should reduce the number of bursts and the effects of any leaks.

*Source: Capacity Infrastructure Services Ltd.*

***Residential water consumption***

Result: 300 litres per person per day (target: 345 litres per person per day).

Residential water consumption is based on the total bulk water supplied less the metered commercial consumption divided by the resident population. The water metering programme (see 'key projects') will help us to develop more accurate estimates of residential water use.

*Source: Capacity Infrastructure Services Ltd.*

***Residents' (%) agreement that water services provide good value for money***

Result: 85% (target: 90%).

*Source: WCC Residents' Satisfaction Survey 2010.*

DRAFT



# 2.4 WASTEWATER AND STORMWATER

This activity includes:

- **Stormwater management** – we own the city’s stormwater network and contract Capacity Infrastructure Services Limited (Capacity) - a company we jointly own with Hutt City Council - to manage, maintain and operate the network.
- **Wastewater collection and disposal network** – we own the city’s wastewater collection and disposal network and contract Capacity to manage, maintain and operate the network.
- **Wastewater treatment** – we own Karori and Moa Point treatment plants, and co-own the Porirua treatment plant with Porirua City Council; the Karori and Moa Point plants are managed by United Water.

A city cannot function without safe, reliable networks for wastewater and stormwater disposal – they are critical for the health, safety and general well-being of residents, and for the health of the environment.

Under the Local Government Act 2002, we are required to ensure the ongoing provision of stormwater and wastewater services is adequate to meet the city’s needs.

The city’s stormwater network includes almost 650km of pipes with an average age of over 50 years. These pipes carry almost 80 million cubic metres of water each year from kerbs, channels and household drains into the city’s waterways. Stormwater is discharged untreated into streams and the sea.

The wastewater network includes the treatment plants and about 970km of pipes with an average age of over 50 years, as well as 60 pumping stations. The network carries about 29 million cubic metres of wastewater each year. Treated wastewater is discharged into the sea.

Our key aims for this activity are safety and sustainability: wastewater and stormwater should be disposed of in ways that protect public health and don’t compromise the environment.

A key challenge for this area is ensuring the stormwater and wastewater networks have sufficient capacity to cope with demand. Insufficient capacity in the stormwater network results in flooding.

Another key challenge is managing environmental effects from both wastewater and stormwater. For stormwater, it’s important that members of the public are aware of their responsibilities to keep contaminants out of our waterways, drains and the sea.

Wastewater and stormwater network assets (such as drains and treatment plants) are managed under an asset management plan, which sets out expectations for condition and capacity, and how long assets are expected to last. This plan guides decisions about maintenance, upgrades and renewals of assets. We inspect critical assets to ensure they are up to the expected standard.

## Outcomes

This activity contributes to the following outcomes: more sustainable; safer.

'More sustainable' refers to reducing environmental impacts and minimising waste. Most Wellington residents take steps that reduce stormwater pollution, such as putting litter in rubbish bins so it won't wash down drains (91% of residents); pouring household wastes down the sink, toilet or gully trap (72%); and disposing of oil, paint and chemicals by putting them out with household rubbish or taking them from recycling (69%); collecting sweepings from the driveway, paths or yard for composting or disposing with household rubbish (62%) and washing the car on the lawn so the soap doesn't go down stormwater drains (52%). The proportion of residents taking most of these actions has increased in the last three years.

A smaller number take other actions, such as washing paint brushes in an inside sink so the paint doesn't go down stormwater drains (26%), picking up droppings left by dogs (26%), and trying to use natural/environmentally friendly detergents (1%).

## Key projects

### *Renewals and upgrades*

- About 4,500m of sewer mains were renewed in parts of Karori, Khandallah, Rongotai, Oriental Parade, Edge Hill, Wilton, Seatoun, and Northland.
- About 1,700m of stormwater pipes were renewed with work undertaken in Karori, Khandallah, Newtown, Kilbirnie, Miramar, Tawa, and Lyall Bay.
- At the Moa Point waste treatment plant we started to trial ultraviolet treatment of wastewater overflows; this is expected to reduce the impact of overflows on the environment. Design work was carried out for upgrade of the pumps at the Moa Point inlet pump station (in our long-term plan, the upgrade was scheduled for 2009/10 but will now go ahead in future years).
- We started work on installing grit traps in CBD stormwater culverts to reduce the risk of flooding. The Waring Taylor stormwater culvert will be the first completed in August 2010. Work on this culvert was delayed by a lengthy resource consent process. Work on other major culverts will be completed in the next two years.
- A new stormwater main was installed in Newtown to alleviate flooding in the Constable Street area. This was part of a \$4.1m programme of infrastructure improvements in the suburb which also included road safety improvements and water network and sewer upgrades.

### *Contamination – Owhiro Bay*

Owhiro Bay beach was closed three times during the year, including an extended period from February to April after testing found unacceptably high levels of bacteria associated with wastewater.

Extensive investigation (using CCTV and dye) was carried out. A number of broken sections of wastewater and stormwater pipes, both Council-owned and on private property, were found and repaired. These covered a large area of the catchment, from Brooklyn to Island Bay. Illegal cross-connections from wastewater drains were also found. The beach was reopened after bacteria counts fell to safe levels. Further work will continue during 2010/11 to identify and repair any further sources of contamination.

During the work, the sewer main along Happy Valley Road was identified for renewal. This will take place early in the 2010/11 financial year.

### ***Contamination – Houghton Bay***

Leachate from the closed Houghton Bay landfill is diverted into a wastewater drain to prevent contaminants from reaching the beach. During the year, work was carried out on the stormwater pipe to reduce leachate that had stuck to the pipe. This is expected to reduce concerns about odour and discolouration of Houghton Bay during heavy rainfall.

### ***Stormwater discharge consent application***

A resource consent had been applied for to discharge stormwater into coastal marine areas and harbour. This application was publicly notified in July 2010. It is expected the resource consent will provide for monitoring programmes and the development of a plan to mitigate stormwater contaminated with heavy metals, wastewater and oils discharging into the harbour and waterways.

### ***Wastewater overflow monitoring***

We installed a new system for monitoring wastewater overflows, which allows us to monitor overflows remotely and to receive alerts and data in real time.

### ***Hydrogen sulphide strategy***

We developed a strategy to address the issue of hydrogen sulphide in the wastewater network. The hydrogen sulphide is being generated within the network and will corrode concrete pipes and manholes if unchecked. The strategy includes monitoring for 'hot spots' and undertaking remedial work.

[panel]

## **IN FOCUS**

### **Cleaning up Wellington's waterways**

Water quality in Wellington Harbour and the Cook Strait has improved dramatically in the last 10-15 years.

Over the last decade or two, Wellington City Council has invested hundreds of millions of dollars in infrastructure, aimed at protecting human health and the wider environment.

We have opened the Moa Point and Karori wastewater treatment plants, replaced some 75km of wastewater pipes, and built 21 wastewater holding tanks to ensure that wastewater does not spill into drains and make its way to the city's waterways during periods of heavy rain.

We have also made thousands of repairs on wastewater pipes, removed many illegal connections between the stormwater and wastewater networks, and informed residents about the environmental harm that results

from contaminants such as paint and oil getting into stormwater drains and entering waterways.

The result of all this work has been a dramatic improvement in water quality over the last 15 years. Since the mid-1990s, presence of faecal coliforms (bacteria associated with wastewater contamination) has declined at testing sites throughout the city – generally from tens of thousands of units per 100ml of water to just hundreds.

That’s not to say the system is perfect. Water quality is an ongoing challenge for Wellington, as it is for any city.

As noted in ‘how we performed’, during the year two beaches were closed because contamination exceeded guidelines, and one of those – Owhiro Bay – remained closed for an extended period.

Managing the city’s stormwater and wastewater systems is a major area of Council activity, accounting for almost \$50m a year in operational spending. In coming years we’ll be seeking further improvements, including ongoing repair and renewal of the stormwater and wastewater networks, continued removal of illegal cross-connections, and installation of grit traps in CBD stormwater drains.

We’re making ourselves more accountable for the effects of stormwater on the harbour and coast.

In May 2010, we applied for a 10-year resource consent to cover all of the city’s stormwater discharge. While our current consent covers 12 major stormwater drains, the new consent will cover hundreds of outfalls, from Horokiwi to the south coast, where stormwater drains into the sea. This recognises the fact that all sites should be monitored to keep harbour and coastal water as clean as practicably possible.

As part of that consent, we’re planning further work to determine the effects of pollutants in stormwater – such as metals, oils and litter – on our waterways.

Residents can help by keeping paint, oil, chemicals, dog droppings – and everything else except rainwater – out of stormwater drains.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>2.4.1 Stormwater Management<sup>1</sup></b>				
Expenditure	13,537	14,008	471	13,854
Revenue	(1,727)	(8)	1,719	(3,258)
Net Expenditure	11,810	14,000	2,190	10,596
<b>2.4.2 Wastewater Collection and Disposal Network<sup>2</sup></b>				
Expenditure	14,622	15,249	627	14,510
Revenue	(1,387)	(668)	719	(2,729)
Net Expenditure	13,235	14,581	1,346	11,781
<b>2.4.3 Wastewater Treatment</b>				
Expenditure	19,760	19,365	(395)	21,061
Revenue	(962)	(730)	232	(1,283)
Net Expenditure	18,798	18,635	(163)	19,778
<b>Capital Expenditure (\$000)</b>				
<b>2.4.1 Stormwater Management<sup>3</sup></b>				
Expenditure	3,652	3,649	(3)	3,807
Unspent portion of budget to be carried forward	N/A	1,340		N/A

2.4.2 Wastewater Collection and Disposal Network <sup>4</sup>				
Expenditure	7,530	7,372	(158)	8,078
Unspent portion of budget to be carried forward	N/A	1,650		N/A

<sup>1</sup> Stormwater Management operating revenue is over budget due to the recognition of unbudgeted vested asset income. Operating expenditure is under budget is due to favourable interest rate costs.

<sup>2</sup> Wastewater Collection and Disposal Network operating revenue is over budget due to the recognition of unbudgeted vested asset income. Operating expenditure is under budget due to favourable interest rate costs.

<sup>3</sup> Capital works to Tacy Street were delayed due to detailed design changes impacting the procurement of pumps for the stormwater flood protection upgrade. Works are scheduled to start in 2010/11.

<sup>4</sup> Moa Point Treatment Plant pump station upgrade and ultraviolet plant have been delayed due to finalisation of the detailed design. Works are scheduled to start in 2010/11.

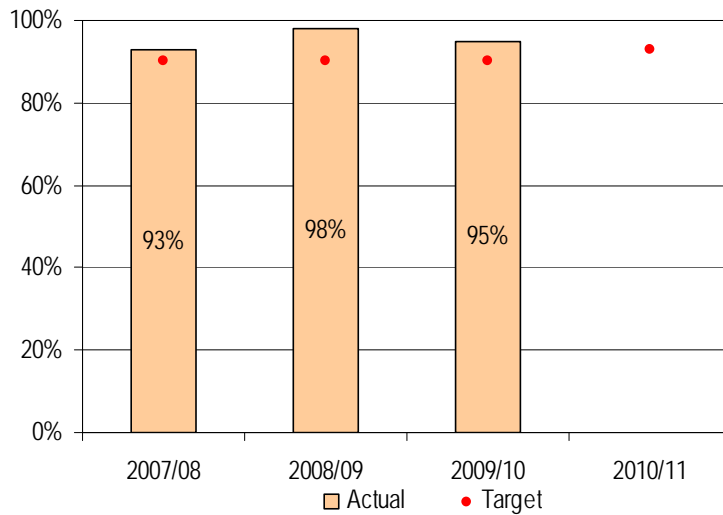
Note on funding: operating expenditure in this activity is funded mainly through targeted rates (we aim for 60% from the residential sector and 40% from the commercial sector for wastewater, and an 80/20 split on stormwater).

## HOW WE PERFORMED

We aim to ensure that our stormwater and wastewater network protects public health and property without compromising the environment. Our success is demonstrated through responding to service requests within an hour of notification and ensuring no buildings are flooded as a result of a one in fifty year rain event.

DRAFT

**Monitored bathing beaches (% of sampling days) that comply with Ministry for the Environment guidelines (Green Status)**



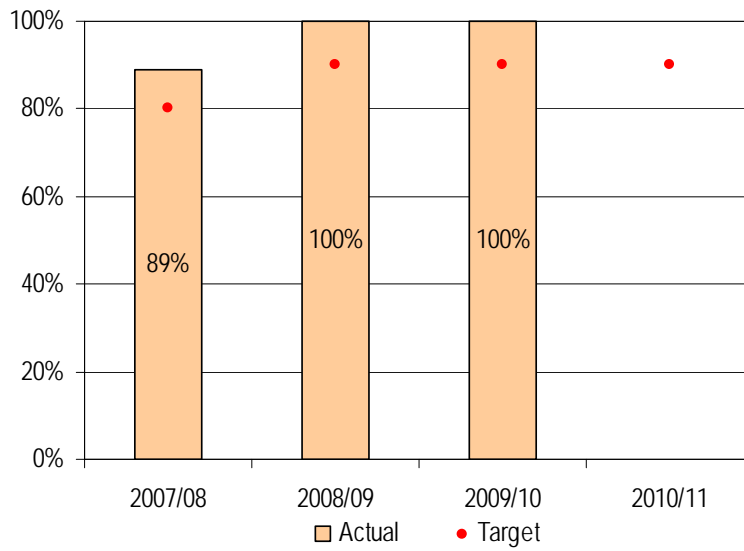
Three of the 21 monitored bathing sites exceeded the guideline during the bathing season. In 2008/09, two sites exceeded the guideline, while the results for the preceding two years were 11 and 3.

The 2009/10 incidents were restricted to the south coast. As noted in 'key projects', Owhiro Bay was closed three times, the longest period being from February to April after bacteria counts exceeded safe levels. Island Bay was closed from 7 to 10 December after bacteria counts briefly exceeded safe levels. A blocked sewer was identified as the cause and fixed.

Bathing beach guidelines (grades) are: Green (water is acceptable for bathing – routine monitoring); Amber (increased risk of illness from bathing, but still within an acceptable range - increased monitoring, investigation of source and risk assessment ); Red ( the water poses an unacceptable health risk from bathing - closure, public warnings, increased monitoring and investigation of source).

Source: Capacity Infrastructure Services Ltd.

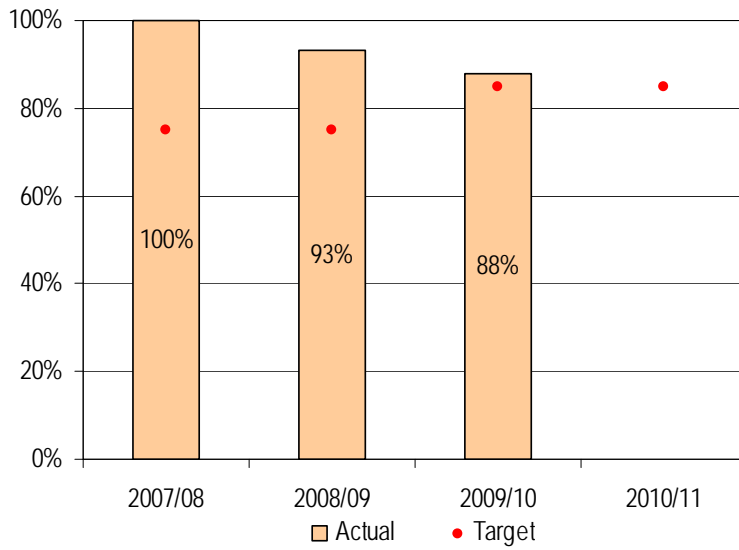
**Freshwater sites (%) within acceptable faecal coliform counts**



Fortnightly sampling is undertaken at each site. Acceptable faecal coliform counts are 1000 bacterial colony forming units (cfu) /100mL for the annual median at each site – these targets are based on the Australia and New Zealand Environment and Conservation Council (ANZECC) guidelines for recreational water quality and aesthetics. These guidelines are essential for protecting people when using freshwater sites for recreation.

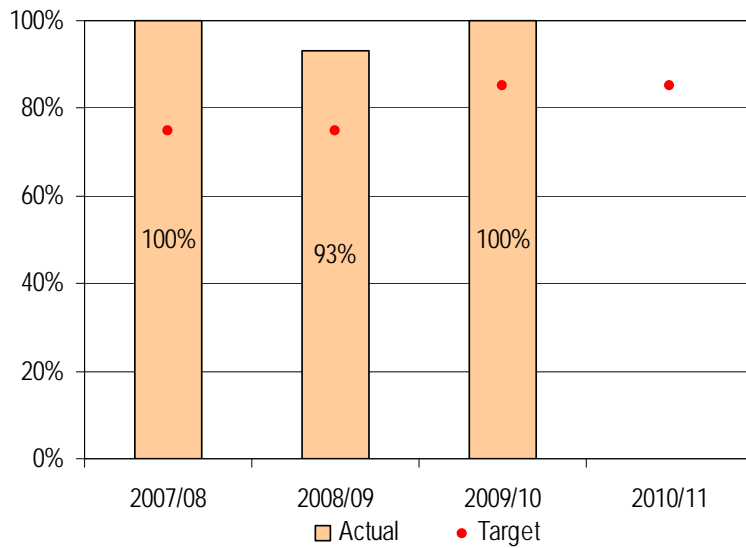
Source: Capacity Infrastructure Services Ltd.

**Customer (%) satisfaction with stormwater services**



Source: Capacity Infrastructure Services Ltd.

**Customer (%) satisfaction with wastewater services**



Source: Capacity Infrastructure Services Ltd.



***Response time to service requests***

Result: 90% of requests were responded to within one hour of notification (target: 90%). This information reflects the period October to June (we do not have reliable data for the first quarter). Persistent rainfall over the fourth quarter produced a higher than normal number of requests for service relating to both stormwater and sewer networks.

Source: *Capacity Infrastructure Services Ltd.*

***Flooding***

Result: No properties were flooded as a result of a one-in-50-year rain event (target: no properties).

Source: *Capacity Infrastructure Services Ltd.*

***Stormwater network - resource consent compliance***

Result: 100% compliance (target: to meet compliance).

Source: *Capacity Infrastructure Services Ltd.*

***Wastewater network – resource consent compliance***

Result: 100% compliance (target: to meet compliance).

Source: *Capacity Infrastructure Services Ltd.*

***Residents' (%) agreement wastewater and stormwater services provide good value for money***

Result: 67% (target: 90%).

Result: *WCC Residents' Satisfaction Survey 2010*

# 2.5 WASTE REDUCTION AND ENERGY CONSERVATION

This activity includes two projects: **energy efficiency and conservation**; and **waste minimisation, disposal and recycling**.

Our goal is for Wellington to be a sustainable city, which means meeting today's needs in ways that don't cause future harm. This is a massive challenge: a truly sustainable city meets its energy needs from renewable supplies, uses resources efficiently, and finds ways to minimise waste and to re-use or recycle instead of sending rubbish to landfills.

Wellington can't claim to be a truly sustainable city – but we are heading in the right direction. The city's recycling volumes, for example, have been steadily increasing in recent years.

This activity contributes to the following outcome: more sustainable.

## ***Waste minimisation, disposal and recycling***

We operate the Southern Landfill and obligations under the Waste Minimisation Act 2008 to promote effective and efficient waste management and minimisation within the city, and ensure that waste is disposed of safely. This includes planning to achieve waste minimisation through means such as reducing the amount of waste produced in the city and by re-using, recycling or finding other ways to minimise the impacts of the waste that is produced.

We contribute by:

- collecting recycling from households and businesses and delivering it to recycling facilities
- collecting solid waste from households and delivering it to the Southern Landfill or Spicer Landfill in Porirua (in which we have a minority ownership stake) for disposal
- managing the Southern Landfill to minimise harmful effects by: complying with resource consents; separating recyclable waste; separating hazardous waste and disposing of it safely; operating the Second Treasure Shop where items such as furniture and appliances can be dropped off for resale; and licensing an external company to capture landfill methane and use it to generate electricity
- monitoring and managing environmental impacts (such as greenhouse gas emissions and leachate) from the city's 30 closed landfills
- enforcing waste bylaws
- providing residents with information about waste reduction, and making plans to reduce waste.

## ***Energy efficiency and conservation***

We promote energy efficiency and conservation in our own operations and in the city. This includes:

- improving energy efficiency in our own services
- supporting households to reduce energy use
- advocating for others to reduce energy use and to increase electricity generation from renewable sources.

We have targets of stabilising both Council and city-wide greenhouse gas emissions by the end of the 2010 calendar year, and achieving a 40% reduction in Council emissions and a 30% reduction in city-wide emissions (from 2001 levels) by 2020.

Many of our other activities contribute to this goal – in particular, our transport and urban development strategies aim to encourage use of public transport and other alternatives to private cars, and support development that allows people to live close to transport hubs and to places of work and recreation.

This work is guided by our Climate Change Action Plan.

## **Outcomes**

This activity contributes to the following outcome: more sustainable, under which we aim to reduce our impact on the environment through more efficient use of energy and other resources.

Most Wellington residents take action to reduce waste, including using kerbside recycling (90%), donating used items to second-hand shops/charities (90%), re-using plastic containers (88%), buying refills (73%), and not using plastic bottles or bags, or by using green bags (59%). A smaller proportion of residents take other actions such as taking things to recycling stations (52%) and home composting (48%).

During the year, 0.41 tonnes of rubbish was dumped in the city's landfill for every Wellington resident. This compares with 0.42 tonnes in 2008/09 and 0.36 tonnes the previous year.

Energy use per person has increased from 6.6 MWh per person in 2007/08 (March year) to 7.2 MWh/person in 2009/10. There were also more supply interruptions during 2009/10 due to severe weather events.

## **Key projects**

### ***Energy efficiency and conservation***

- Following extensive consultation, the Council in June approved a new Climate Change Action Plan, which focuses on mitigating and adapting to the impacts of climate change on the city. As part of the action plan, several new initiatives on climate change were included in our 2010/11 Annual Plan, including the eMission and electric vehicle programmes (below).
- The Council signed a Memorandum of Understanding with Japanese vehicle manufacturer Nissan, agreeing to work together to find ways to promote the use of zero-emission electric vehicles in Wellington. Nissan aims to pilot zero-emission electric vehicles in the city in 2011.
- We supported Earth Hour on March 27, under which residents were encouraged to turn off lights and non-essential appliances as a sign of support for global action on climate change.
- We investigated the impacts of potential sea level rise in the Kilbirnie and Rongotai areas, and in partnership with the National Institute of Water and Atmospheric Research and Victoria University we

supported projects to further assess the impacts of climate change on Wellington.

- Wellington was fifth in a ranking of the world's top eco-cities by global consulting company Mercer.
- The Mayor attended the Climate Summit for Mayors in Copenhagen in December 2009, held alongside the United Nations meetings (see case study, page XXX).
- With government agencies and other Councils in the region, we supported the eMission programme, which aims to reduce businesses' resource consumption.
- We supported the Government's Warmup New Zealand: Heatsmart scheme by contributing \$35,000 toward promoting and subsidising home insulation and heating in Wellington households. We also worked with the Greater Wellington Regional Council to implement an option for households to pay for refit costs through their rates over 9 years.
- We developed a procurement policy that delivers more sustainable outcomes from the Council's many suppliers, and worked with Council business units to achieve energy savings in capital projects.
- We received 1,531 carbon credits under the Emissions trading Scheme in recognition of the carbon absorbed by a part of the green belt (see note 15 in the financial statements for more information).

### ***Waste minimisation and recycling***

- The Council in May approved adoption of recycling wheelie-bins, which are expected to significantly increase the amount of recycling collected.

During the year we conducted a number of community outreach activities, including:

- Helping plan, prepare and operate eDay in September – 87 tonnes of waste were received on the day and processed by 250 volunteers and staff.
- Working with the Ministry for the Environment and Nova Gas to provide a tour of the landfill site and power generation plant for Chilean government officials. We also hosted almost 200 visitors on a tour of the landfill complex.
- Diverting food waste at nine city events, raising the profile of rubbish and recycling at these events.
- Bringing composting in-house and continuing to supply quality compost.

Development of stage four of the Southern Landfill is due to commence in 2010/11.

### **What it cost**

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>2.5.1 Energy Efficiency and Conservation</b>				
Expenditure	171	167	(4)	111
Revenue	(3)	-	3	(2)
Net Expenditure	168	167	(1)	109
<b>2.5.2 Waste Minimisation Disposal and Recycling Management<sup>1</sup></b>				
Expenditure	9,378	9,490	112	7,896
Revenue	(9,386)	(9,238)	148	(7,917)

Net Expenditure	(8)	252	260	(21)
	Actual	Budget	Variance	Actual
Capital Expenditure (\$000)	2010	2010	2010	2009
<b>2.5.1 Energy Efficiency and Conservation</b>				
Expenditure	125	125	(0)	195
Unspent portion of budget to be carried forward	N/A	32		N/A
<b>2.5.2 Waste Minimisation Disposal and Recycling Management<sup>2</sup></b>				
Expenditure	90	171	81	803
Unspent portion of budget to be carried forward	N/A	628		N/A

<sup>1</sup> Waste minimisation operating revenue is over budget due to more contaminated soil waste being disposed of than was budgeted for. Operating expenditure is under budget due to a credit being recognised for the revaluation of the closed Landfill provision.

<sup>2</sup> Capital works on the Southern Landfill project have been delayed due to the site accident investigation. Works are scheduled to start in 2010/11.

Note on funding: Energy efficiency and conservation operating expenditure is funded through general rates. Waste minimisation operating expenditure is funded mainly through user charges with a small contribution from general rates (reflecting the benefit to the whole community of waste minimisation activities).

## HOW WE PERFORMED

We provide waste management services and ensure waste is disposed of safely, without causing harm to the environment. We also encourage energy efficiency and seek ways to reduce our own energy use. We know we're successful when a high proportion of residents are satisfied with our waste management services and agree these services are good value for money, and when city and Council greenhouse gas emissions are stable or falling.

### ***Residents' (%) satisfaction with waste management services***

Result: recycling collection 85% (target: 85%); waste collection 92% (target: 85%).

*Result: WCC Residents' Satisfaction Survey 2010*

### ***Greenhouse gas emissions***

Our targets were to stabilise city greenhouse gas emissions at 2001 levels by 2010, and stabilise WCC corporate emissions at 2003 levels by 2009/10. These data are not available. Our city greenhouse gas inventory will next be updated by the end of the 2010 calendar year and our corporate inventory in 2011.

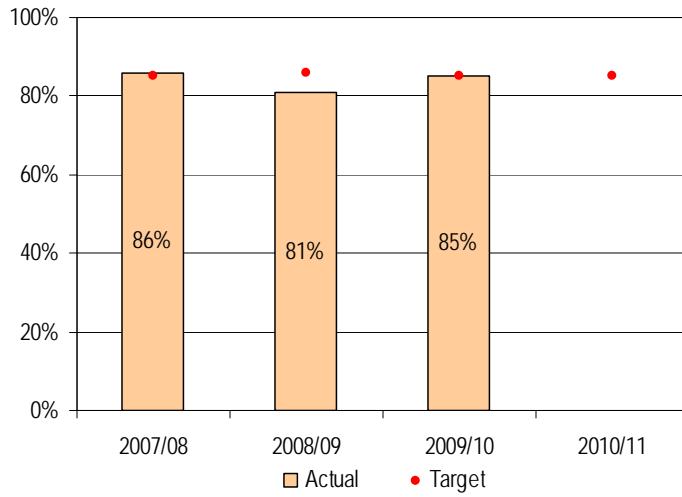
The latest corporate inventory indicated that emissions had been reduced by 25% since 2003 (from 22,959 tonnes CO<sub>2-e</sub> in 2003 down to 17,246 tonnes CO<sub>2-e</sub> in 2008). These figures suggest that we are well on the way to exceeding our stabilisation target by the end of 2010.

The latest city inventory indicated that emissions increased from 1.1 million tonnes CO<sub>2-e</sub> in 2001 to 1.2 million tonnes CO<sub>2-e</sub> in 2006/07.

The Council has set a new interim target of reducing city-wide emissions by 3% (below 2001 levels) by 2013, as a stepping stone towards a target of 30% emissions reduction by 2020.

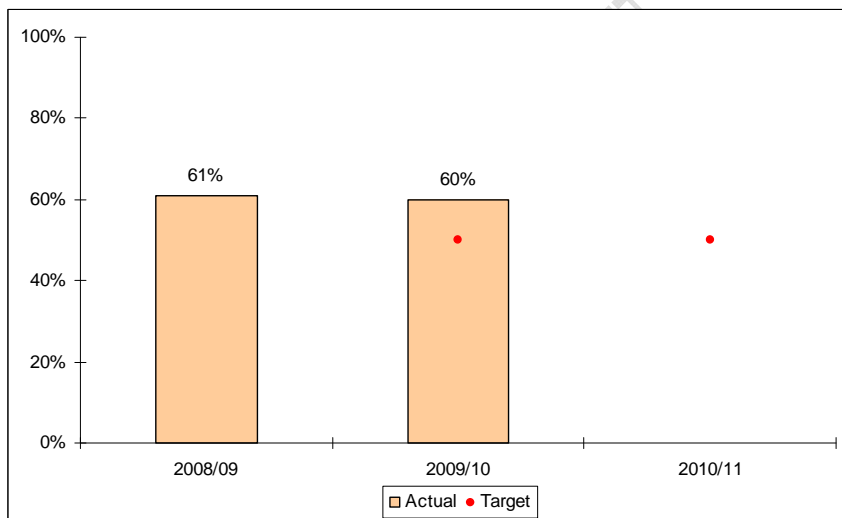
Source: WCC Climate Change Office.

**Residents (%) who use kerbside recycling weekly**



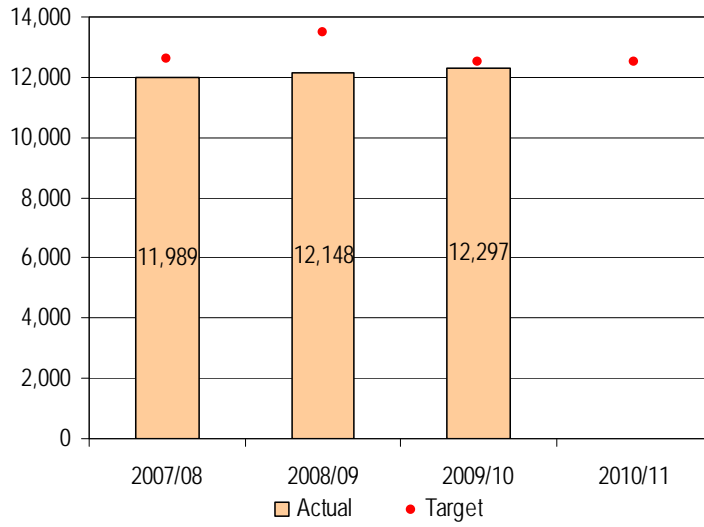
Source: WCC Residents' Satisfaction Survey 2010.

**Residents (%) who use rubbish collection services weekly**



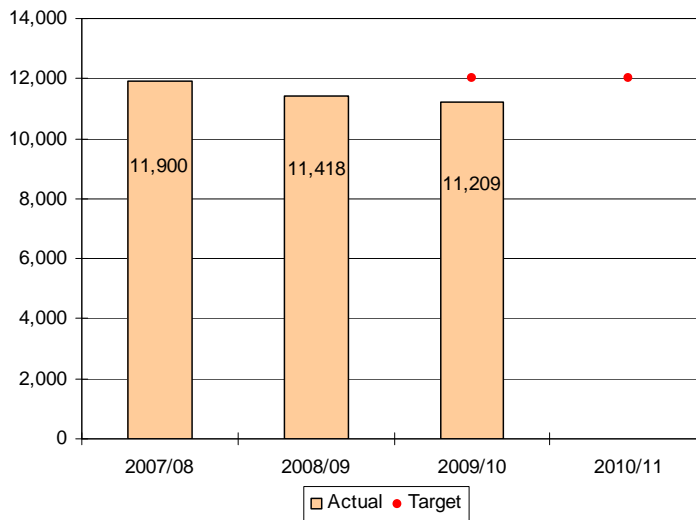
Source: WCC Residents' Satisfaction Survey 2010.

**Kerbside recycling collected (tonnes)**



Source: WCC CitiOperations

**Kerbside waste collected (tonnes)**



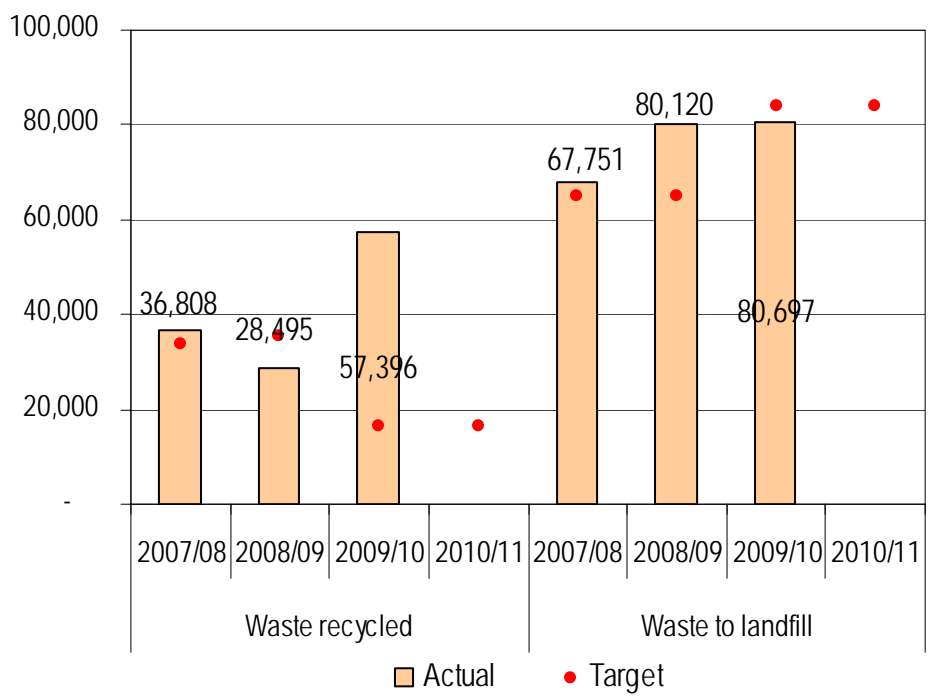
Source: WCC CitiOperations

**Landfill - resource consent compliance**

Result: compliance achieved (target: compliance).

Source: WCC CitiOperations.

**Recyclable material diverted from the landfill vs. waste deposited in the landfill (tonnes)**



The amount of recyclable material diverted from the landfill significantly increased in 2009/10. This was due to a one-off increase in the volume of contaminated soil. This material has been diverted from the existing landfill and used in remediating a closed part of the landfill with the added benefit of converting the closed landfill into a relatively usable piece of land.

Source: WCC CitiOperations

**Energy sourced from the Southern Landfill**

Result: 7.2GWh (target: 8GWh).

Source: Todd Energy

**WCC corporate energy use (electricity and natural gas)**

Properties	Target	Result
Civic complex	7,543,300 kWh	7,417,800 kWh
Pools and recreation facilities	14,735,500 kWh	17,649,200 kWh
Wellington Convention Centre	4,110,900 kWh	4,596,700 kWh

Pools used more energy than expected for a range of reasons, including additional heating at Keith Spry Pool in response to users' concerns, and unplanned but necessary maintenance of the pool heating plant at



Wellington Regional Aquatic Centre which required us to temporarily use a much less efficient pool heater.

The bulk of Wellington Convention Centre increases were at the Town Hall. We are investigating options to reduce energy use in future.

*Source: WCC Energy Management*

***Residents' (%) agreement that waste management services provide good value for money***

Result: 79% (target: 90%).

This is a new measure for all activities. Our baseline for waste management services is now at 79%. Note: 11% were neutral in their opinion and 11% disagreed. We will review the target for 2011/12.

*Source: WCC Residents' Satisfaction Survey 2010*

DRAFT

# 2.6 ENVIRONMENTAL CONSERVATION ATTRACTIONS

Nature is one of Wellington's biggest attractions. Zealandia - the Karori Sanctuary, the proposed Marine Education Centre and Wellington Zoo, provide the city with a range of facilities that play crucial roles in wildlife conservation, educating people about nature, and attracting visitors to the city. Under this activity, the Council provides funding to these facilities.

The Zoo has more than 400 animals and attracts more than 180,000 visitors each year. Zealandia also attracts tens of thousands of visitors and has a vision of restoring pristine native forest and bird life in a valley just minutes from the central city.

Both the Zoo and the Sanctuary are on Council land and receive Council funding. Zealandia is managed by the Karori Sanctuary Trust under a lease arrangement, and the Zoo is managed by a Council-controlled organisation, the Wellington Zoo Trust.

Along with Te Papa and the redeveloped Carter Observatory (see the economic development chapter, page XXX), and other attractions such as Otari-Wilton's Bush, botanic gardens and the Taputeranga Marine Reserve, they form a cluster of science and nature-based attractions for residents and visitors to the city.

## Outcomes

This activity contributes to the following outcome: more competitive. Under this outcome, our aim is for the city's high quality natural environment to attract visitors, residents and businesses.

During the year, 245,340 people visited Wellington Zoo and Zealandia.

## Key projects

### *Zealandia*

- On 2 April, the visitor centre at the Sanctuary opened to the public. *Zealandia: The Exhibition* features multimedia displays and interactive exhibits telling the story of New Zealand's unique natural history and conservation movement. We provided a \$9.9 million loan and operational funding to support development of the new facility.
- Zealandia continued to make significant contributions to wildlife conservation – during the year, this included the final transfer of giant weta into the sanctuary; a transfer of kakariki (bringing the number of species brought into the sanctuary to 16); and several species breeding in the sanctuary including

tuatara, giant weta, pied shags and falcons.

- In February, Zealandia made the UK's *Guardian Green Travel Guide's* list of 'green attractions'.

### **Wellington Zoo**

- Wellington Zoo continued its programme of redevelopment with completion of *The Nest – Te Kohanga*, the zoo's state-of-the-art animal hospital in December, and completion of the Africa Village in November. The Nest won the Australia, New Zealand and South Pacific Zoo and Aquarium Association's Best New Large Exhibit Award.
- The Zoo continued its contribution to animal conservation. This included discovery of the first tuatara eggs at the Zoo for more than 20 years, the birth of an endangered Otago skink, and establishment of conservation fellowships for projects that protect New Zealand's unique flora and fauna.
- The Zoo won the People's Choice Award at the national Sustainable Business of the Year Awards, after winning the supreme award and the sustainability award at the central/southern region awards.
- Zoo Chief Executive Karen Fifield won the Outstanding Corporate Leadership category and the Sustainability category at the HER Business Wellington Regional Businesswoman of the Year Awards.

### **Marine Education Centre**

We've supported the Wellington Marine Conservation Trust in their work to investigate the feasibility of establishing a Marine Education Centre at the Council-owned former Maranui depot in Lyall Bay.

### **What it cost**

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>2.6.1 Zoo<sup>1</sup></b>				
Expenditure	3,863	3,661	(202)	3,621
Revenue	-	-	-	-
Net Expenditure	3,863	3,661	(202)	3,621
<b>2.6.2 Karori Sanctuary</b>				
Expenditure	1,715	1,781	66	639
Revenue	-	-	-	-
Net Expenditure	1,715	1,781	66	639
<b>2.6.3 Marine Education Centre<sup>2</sup></b>				
Expenditure	41	450	409	-
Revenue	-	-	-	-
Net Expenditure	41	450	409	-
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
<b>Capital Expenditure (\$000)</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2009</b>
<b>2.6.1 Zoo</b>				
Expenditure	2,907	2,792	(115)	4,491

Unspent portion of budget to be carried forward	N/A	16		N/A
---	-----	----	--	-----

<sup>1</sup> Wellington Zoo operating expenditure is over budget due to additional capital works being completed during 2008/09 following fundraising success – the earlier completion of capital works resulted in higher-than-budgeted depreciation and interest costs for 2009/10.

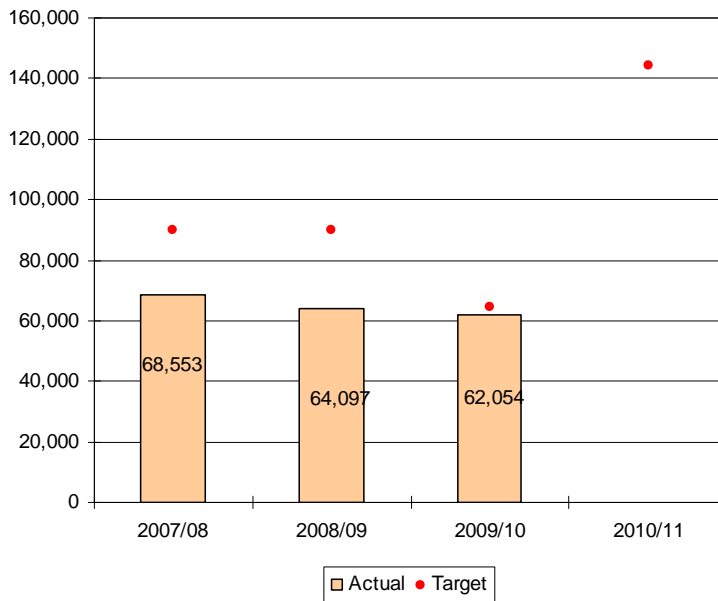
<sup>2</sup> The Marine Education Centre feasibility study is under way. However, it will be completed later than originally anticipated. This is reflected in spending being lower than budgeted.

Note on funding: operating expenditure for this activity is funded through general rates. (This contribution covers part of the costs of the trusts running the Zoo, Sanctuary and Marine Education Centre project. Those trusts also receive other income, for example from grants, sponsorships and entry fees).

## HOW WE PERFORMED

We support the Zoo and Zealandia for their conservation roles and for their status as nature-based visitor attractions. We assess success on the basis of visitor numbers and completion of projects that enhance their appeal to visitors.

### *Zealandia - Karori Wildlife Sanctuary visitors*



Visitor numbers were affected by wet weather.

Source: Zealandia - Karori Wildlife Sanctuary Trust

### *Sanctuary – education programme attendance*

Result: 5,859 (target: 5,500).

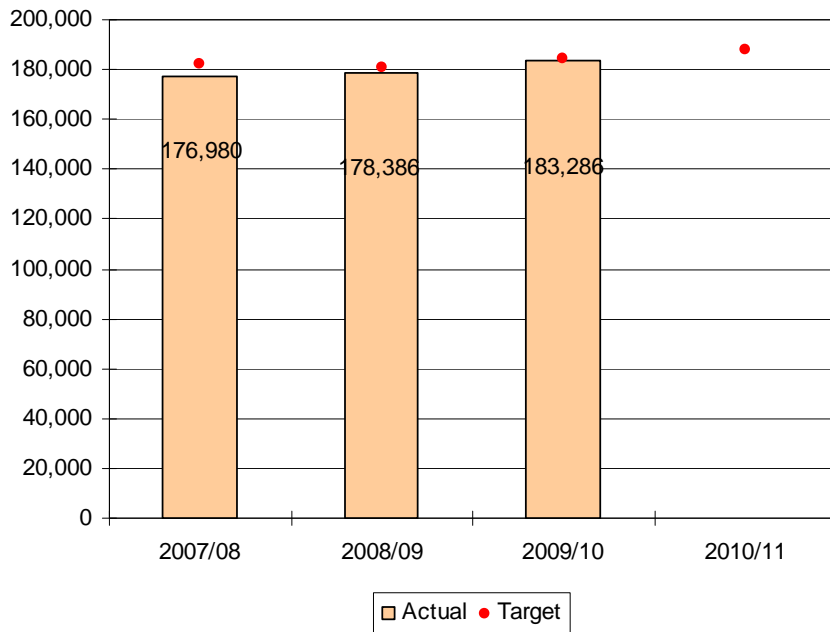
Source: Zealandia – Karori Wildlife Sanctuary Trust

**Sanctuary – visitor and education centre**

Result: visitor centre completed (target: complete construction).

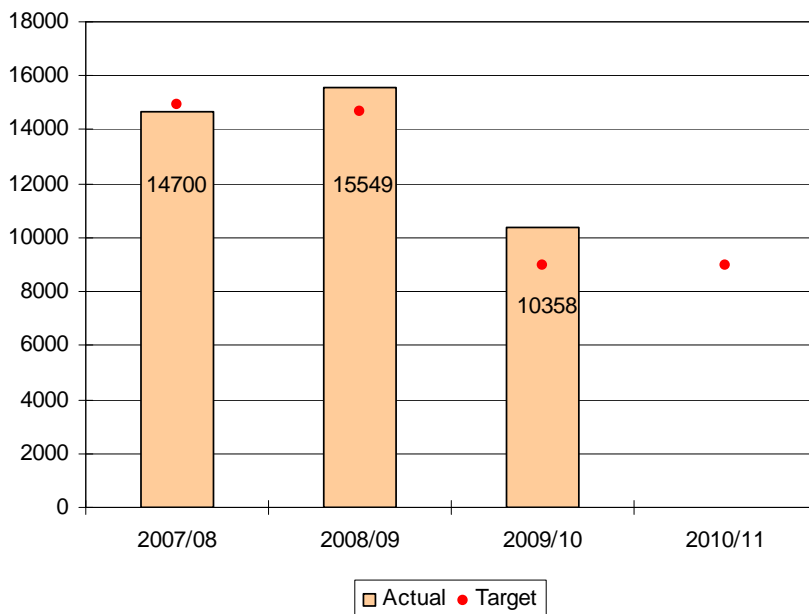
Source: Zealandia – Karori Wildlife Sanctuary Trust

**Number of visitors to the Wellington Zoo**



Source: Wellington Zoo Trust

**Wellington Zoo education programme attendees**



*Source: Wellington Zoo Trust*

***Wellington Zoo – capital programme***

Result: Animal Hospital completed on time and on budget (target: complete Animal Hospital).

*Source: Wellington Zoo Trust*

***Wellington Zoo – Trust income***

Result: The Trust generated income equivalent to 90% of the WCC grant (target: 87%).

*Source: Wellington Zoo Trust*

***Wellington Zoo – average WCC subsidy***

Result: \$14.78 per visitor (target: \$14.71).

*Source: Wellington Zoo Trust*

DRAFT

## 2.7 QUARRY

We own the Kiwi Point Quarry in Ngauranga Gorge, which every year provides hundreds of thousands of tonnes of aggregate to the local construction market for use in roading and other projects. The quarry is managed by an external contractor.

### Outcomes

This activity contributes to the following outcome: more sustainable. In the context of this activity 'sustainability' refers to our aim to manage this valuable resource, minimise the environmental impacts of its extraction and, ultimately, restore and develop the area.

We use the city's ecological footprint and the amount of pollutants in the air as two indicators of progress towards sustainability. The contributing factors to these are many and varied. The quarry is only one - it impacts in two ways:

- As an extractive process: ecological footprint is a broad measure of resource use that highlights where consumption is exceeding environmental limits. For the period 2003-09, according to the Ministry for the Environment, Wellington's ecological footprint was 1.7 hectares per resident. The New Zealand average is 1.9 hectares per resident.
- Because of the negative effects of roading: the material extracted from the quarry is used in the local construction market for new roads etc. The byproducts of road use include reduced air quality (the presence of particulate matter) i.e. microscopic particles of dust and other pollutants, which come from vehicle exhausts, roads, footpaths etc. As shown in the table, Wellington's results have remained within national standards/guidelines over the last three years.

Air quality – particulate matter (PM <sub>10</sub> )				
	Micrograms per cubic metre of air			
	2007/08	2008/09	2009/10	National standard/guideline
Maximum	60*	46	31	Not exceed 50 for more than one day per year
Mean (annual)	14	13	13	Not exceed 20

\* This was the only time PM<sub>10</sub> levels exceeded 50 during a year.

Source: Greater Wellington Regional Council

## What it cost

Operating Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
<b>2.7.1 Quarry Operations</b>				
Expenditure	204	285	81	148
Revenue	(456)	(398)	58	(449)
Net Expenditure	(252)	(113)	139	(301)

This activity is funded from income received from sale of quarry products.  
This covers costs and returns a surplus to the Council.

## HOW WE PERFORMED

We manage the quarry to meet the demands of the market and the city's infrastructure needs. Compliance with the quarry licence, resource consents, and the District Plan demonstrate our success in this area.

### ***Aggregate (tonnes) produced from the Quarry***

Results: 277,145 tonnes of rock for use on roads and other infrastructure were produced (compared with 307,000 tonnes in 2008/09). (Target: no target)

Source: WCC Infrastructure

### ***Compliance***

Result: We achieved all resource consent, District Plan requirements, and quarry license compliance. (Target: achieve all compliance).

Source: WCC Infrastructure



# Economic Development

---

DRAFT

## In this section

- Introduction
- 3.1 City promotions, events and attractions
- 3.2 Business support

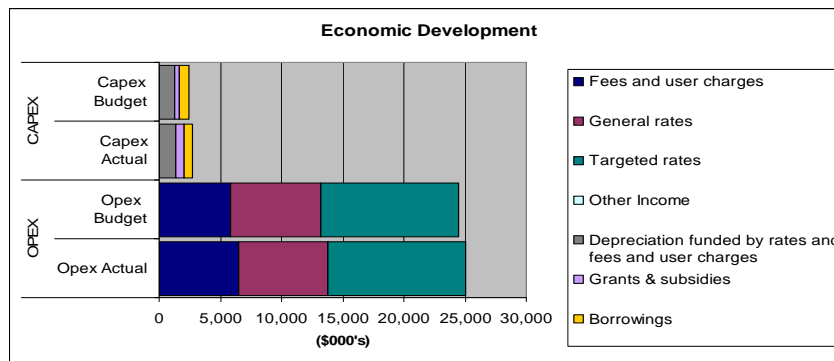
# INTRODUCTION

We aim to support economic growth to enhance quality of life.

<b>ECONOMIC DEVELOPMENT AT A GLANCE</b>	
<b>OUR AIM</b>	Supporting growth to enhance quality of life.
<b>LEGAL REQUIREMENTS</b>	Local Government Act 2002 – support economic well-being now and into the future.
<b>OUTCOMES</b>	Stronger sense of place. More eventful. More compact. More entrepreneurial and innovative. Better connected. More competitive and prosperous.
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Manage Council services in light of slower economic growth.</li> <li>• Ensure the city is an easy place to do business.</li> <li>• Focus on competitive strengths.</li> <li>• Retain skills.</li> </ul>
<b>STRATEGIC APPROACH</b>	<ul style="list-style-type: none"> <li>• Support high quality events and promote tourism and a vibrant retail sector.</li> <li>• Celebrate creativity and innovation in the business sector.</li> <li>• Improve the city’s connections to the rest of the world.</li> <li>• Support downtown Wellington as the centre of the region’s retail and service economy.</li> </ul> <p>We support a regional approach to economic development through initiatives such as the Wellington Regional Strategy and Grow Wellington, the region’s economic development agency.</p> <p>See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.</p>
<b>ACTIVITIES</b>	<p>3.1 City promotions, events and attractions</p> <p>3.2 Business support</p> <p>Grow Wellington is funded through regional rates levied by the Greater Wellington Regional Council.</p>

## COST

### 2009/10 Expenditure and funding (actual and budget) for Economic Development



## STATE OF THE CITY

Wellington's economy has slowed as a result of the global economic slowdown.

Figures from consulting firm Infometrics indicate that the city's GDP per capita has continued to grow during the year (by 0.69%) despite the global slowdown. The National Bank estimates that regional economic activity declined by 1%, after growth in the previous two years. The number of people employed in the city declined from 140,780 in 2008/09 to 137,970 in 2009/10.

Though these results indicate that Wellington's economy slowed during the year, they nonetheless reflect a reasonable performance given the turbulence of global economic conditions.

We also face ongoing challenges to remain competitive and attract skills and investment. Though the number of businesses in Wellington grew by 1.3% in 2009/10, we have lost major companies in the last two years. Of New Zealand's top 200 companies, 24 were based in Wellington according to *Management* magazine in December 2009, compared with 29 companies in 2007.

Other indicators also suggest that the economy is performing reasonably and is well positioned for recovery.

Tourism numbers have generally remained steady or increased during the year (see activity 3.1 City Promotions, Events and Attractions for details). The value of cargo exports loaded at Wellington Seaport and Airport has continued to grow throughout the last three years.

We take a regional approach to economic development.

The region's economic development is guided by the Wellington Regional Strategy – a joint initiative involving all Wellington territorial authorities. The strategy aims to deliver sustainable, long-term development. Its initiatives are delivered through Grow Wellington, the regional economic development agency, which is funded through Greater Wellington Regional Council regional rates and has responsibility for – among other things – supporting business development and attracting skilled migrants and investment.

Council funding is focused on key strengths, such as events and major visitor attractions.

The strength of Wellington's economy doesn't depend on the Council, but rather on individual decisions and actions by businesses, tourists, consumers and others such as skilled migrants.

Our role is to provide a supportive environment in which businesses can operate. This means ensuring that the city is an appealing place to live, work, play and visit; that it has a high quality environment, excellent facilities, and a vibrant and appealing inner city where people can get together. This means we support economic development by – to name just a few – licensing cafes, getting rid of graffiti from public places, and by building parks on the waterfront.

When we do spend directly on economic development, we focus on areas where Wellington can achieve a real point of difference – areas such as tourism, high quality events, and visitor attractions, ranging from this year's highly successful AC/DC concert or redevelopment of the Carter Observatory to the city's preparation for Rugby World Cup 2011 – by, to name just a few, installing artificial sports fields, upgrading Midland Park, improving central city walking and bus routes, and licensing temporary food and liquor outlets.

## Case study

### **CELEBRATING WELLINGTON AT THE SHANGHAI EXPO**

In coming decades, Wellington's prosperity will increasingly be linked to the strength of our ties with China.

China is already the world's most populous country. With sustained economic growth rates of around 10% a year, in the next couple of decades it is set to overtake the United States and become the world's most powerful economy too.

For New Zealand, China is already our second largest trade partner. Since the signing of a free trade agreement in 2008, economic ties have grown closer. In coming decades, our fortunes will increasingly depend on our success at meeting the tastes – for food, tourism, education services, entertainment and consumer goods – of China's rapidly growing and increasingly prosperous middle class.

As a Council, it is not our role to do business, but it is our role to provide a strong environment for businesses to operate in. Through our sister city relationships with Beijing (pop. 22m) and Xiamen (pop. 2.5m), and partner city relationship with Tianjin (pop. 12m), we have for many years maintained strong relationships in China which have helped businesses to make connections and meet potential clients.

In 2009/10, those ties were reinforced as Wellington hosted civic delegations from Beijing, Tianjin and Xiamen, and in June 2010 when the Mayor led a civic, business and cultural delegation to those cities and to the Shanghai World Expo.

With an expected attendance of over 70 million people, and more than 200 countries represented, the Shanghai Expo (running from May to October) is the biggest ever held.

The New Zealand Pavilion, with a theme Cities of Nature, provided an ideal opportunity for Wellington to position itself as a creative, innovative, world-class capital city.

The Mayor was accompanied by a delegation of businesspeople representing screen, education, healthcare and other innovative sectors identified as having strong potential for growth in China, who were able to meet with government officials in Beijing and a host of other potential clients at the Expo in Shanghai.

Among many possible opportunities generated during the trip, there were announcements of a Chinese joint venture with Wellington-based timber company Forme Consulting Group, and a possible New Zealand-China television co-production involving Wellington's Gibson Group.

[NB: Panel 1]

## **PROGRESS AGAINST STRATEGIC PRIORITIES**

Our 2009-19 long-term plan identified the following two strategic priorities for the period to 2012.

### ***Maintaining Wellington's reputation as a vibrant, creative and eventful place.***

Specific actions towards this include maximising the economic return from our events development fund, and making the most of the opportunities provided by the 2011 Rugby World Cup. Economic impact from the events development fund was \$69.1m during the year, well ahead of target mainly because of the impact of major ticketed events such as January's AC/DC concerts. We continued to make progress in preparations for the Rugby World Cup, and reopened the refurbished Carter Observatory as a cutting-edge visitor attraction.

In our 2009-19 long-term plan, we also increased our funding for the NZ International Festival of the Arts and Te Papa, and to Positively Wellington Tourism to help them grow Australian visitor numbers and develop online services.

Though we face challenges in maintaining our competitive edge as a location for events, the number of New Zealanders who recognise Wellington as the country's events capital has increased steadily in recent years.

### ***Working with others to sustain Wellington's service/creative industries and workforce.***

Wellington's creative workforce – reflected in successful industries such as film and TV, education, information technology, and fashion – is a significant point of difference, not only bringing income but also attracting visitors and skilled people to live in the city. With increased global competition and a transition of New Zealand's economy from primary production to knowledge-based industries, maintaining and developing this creative edge is becoming increasingly important to our future prosperity.

We support Wellington's creative industries in many ways, from celebrating creative people (through sponsorship of awards) to leading civic/business delegations to export markets (see case studies) to advocating on behalf of our community to the government and business for investment in activities such as broadband.

[NB: Panel 2]

## **Outcomes**

Our 2009-19 long-term plan identified the following outcomes (i.e. aspirations) for the city's economic development.

- **STRONGER SENSE OF PLACE:** Wellington will be a prime tourist and conference destination, with a range of attractions that highlight the city's best features.
- **MORE COMPACT:** Wellington's CBD will be the region's premier retail, entertainment and commercial district.
- **MORE EVENTFUL:** Wellington will maximise economic value from promoting and hosting high-profile events.
- **MORE ENTREPRENEURIAL AND INNOVATIVE:** Wellington will have high levels of innovation underpinned by strong education and training, research, entrepreneurship and investment.
- **BETTER CONNECTED:** Wellington will have world class communications and transport linkages.

DRAFT

# 3.1 CITY PROMOTIONS, EVENTS AND ATTRACTIONS

This activity includes:

- **Tourism promotion** – We own and fund Positively Wellington Tourism to run domestic and international visitor campaigns.
- **Visitor attractions** – We provide ongoing funding to Te Papa, one of the city's major visitor attractions.
- **Convention venues** – We own and operate the Wellington Convention Centre, which includes the Michael Fowler Centre, Wellington Town Hall and TSB Bank Arena.
- **Suburban and city centres vitality** – We help keep the city centre lively on weekends by providing free parking, and we also maintain Marsden Village in Karori (this is funded through a levy on Marsden Village property owners).
- **Events attraction and support** – We operate an events development fund which we use to support major events that contribute to the city's economy.

In addition to these projects, we provide support through other activities for a range of visitor attractions including the Carter Observatory, Zealandia – the Karori Sanctuary, Wellington Zoo, the Cable Car, botanic gardens, and the city's museums and art gallery.

The majority of Te Papa's funding is from central government. Our contribution recognises Te Papa's importance to the city and allows it to secure an ongoing programme of temporary exhibitions.

Visitor attractions and events contribute significantly to Wellington's economy, as well as raising the city's profile and making it a vibrant place to live. Te Papa alone attracts more than 1.4 million visitors a year, while iconic events such as the NZI Sevens bring in millions of dollars in new spending.

## Outcomes

This activity contributes to the following outcomes: stronger sense of place; more eventful; more compact; more competitive.

'Sense of place' in this context refers to the city's status as a prime tourist and conference destination. The number of 'guest nights' domestic visitors spent in the city has grown in the last three years – from 1.22 million in 2007/08 to 1.35m in 2009/10. The number of international visitor guest nights fell from 716,614 in 2007/08 to 691,851 in 2008/09, before recovering slightly to 692,202 this year.

Accommodation occupancy rates have remained fairly stable, at 64% in the year to March 2010 compared with 65% in 2008/09 and 63% the previous year.

Being 'eventful' means maximizing economic value from promoting and hosting high-profile events. During the year, the city hosted nine 'A-level' events, bringing an estimated \$34.8m to the economy; this compared with seven events (\$51m) in 2008/09 and five events (\$30.5m) the previous year. The Council supported a major

exhibition at Te Papa in 2008/09, accounting for the difference in economic contribution between that year and this.

The number of major conferences held in the city declined to 647 in 2009/10, from 795 in 2008/09 and 822 the previous year.

Of New Zealand's top 200 companies, 24 were based in Wellington according to *Management* magazine in December 2009. The same result was recorded in 2008, but this was a drop from 29 companies in 2007.

The number of businesses in Wellington grew by 1.3% in 2009/10. This was slower growth than in either of the previous two years. Over the decade to 2010, the number of businesses grew by 22%.

## Key projects

During the year:

- We worked as part of the RWC 2011 Regional Coordination Group to prepare the city for its role in hosting Rugby World Cup 2011. The Wellington Regional Stadium is hosting seven matches in the tournament, including two quarterfinals. A new website, WellingtonNZ2011.com, has been established to provide information about the event. As part of our preparations, a 'rugby village' will be developed around the new wharewaka (canoe house) on the waterfront. We are also providing training grounds, and working with businesses and others to ensure the city is prepared to meet visitors' transport, accommodation and hospitality needs. RWC2011 is expected to attract 60,000 international visitors to New Zealand. The Wellington region will host 10 teams during the tournament: the All Blacks, South Africa, France, Australia, Wales, Fiji, Tonga, the United States, Canada and one other European team.
- The refurbished Carter Observatory opened on 27 March 2010, adding to the city's range of science-based visitor attractions. The observatory became part of Wellington Museums Trust (see 4.1 Galleries and Museums, page XXX) from 1 July 2010.
- Key events included the FIFA World Cup qualifying match between the All Whites and Bahrain, two AC/DC concerts with attendance of over 55,000, *The Lovely Bones* red carpet premiere, world championships events (sailing and unicycling), and regular iconic events such as the NZ International Arts Festival, World of WearableArt and the NZI Sevens.
- We considered options for management of the St James Theatre, Opera House, Wellington Convention Centre and TSB Arena, with the aim of providing more effective and coordinated management, and better service for people hiring and using these key venues. We have proposed the establishment of a new Council-controlled Trading Organisation to manage the venues. Public input has been sought and decisions will be made during 2010/11.

*Breakout: AC/DC concerts and other events together brought tens of millions of dollars of new spending to Wellington's economy.*



## What it cost

	Actual	Budget	Variance	Actual
Operating Expenditure (\$000)	2010	2010	2010	2009
<b>3.1.1 Tourism Promotion</b>				
Expenditure	5,240	5,240	-	4,740
Revenue	-	-	-	-
Net Expenditure	5,240	5,240	-	4,740
<b>3.1.2 Visitor Attractions<sup>1</sup></b>				
Expenditure	2,647	2,587	(60)	2,300
Revenue	(4,020)	-	4,020	-
Net Expenditure	(1,373)	2,587	3,960	2,300
<b>3.1.3 Convention Centre</b>				
Expenditure	10,632	10,681	49	9,994
Revenue	(5,798)	(5,853)	(55)	(5,755)
Net Expenditure	4,834	4,828	(6)	4,239
<b>3.1.4 Suburban and City Centres Vitality</b>				
Expenditure	1,266	1,266	-	1,224
Revenue	-	-	-	-
Net Expenditure	1,266	1,266	-	1,224
<b>3.1.5 Events Attractions and Support<sup>2</sup></b>				
Expenditure	3,633	2,958	(675)	2,387
Revenue	(1)	0	1	(29)
Net Expenditure	3,632	2,958	(674)	2,358
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
<b>Capital Expenditure (\$000)</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2009</b>
<b>3.1.1 Tourism Promotion</b>				
Expenditure	-	-	-	-
<b>3.1.2 Visitor Attractions<sup>3</sup></b>				
Expenditure	2,203	1,894	(309)	33
<b>3.1.3 Convention Centre</b>				
Expenditure	553	552	(1)	1,211
Unspent portion of budget to be carried forward	N/A	14		N/A

<sup>1</sup> Visitor attractions operating revenue was over budget due to the recognition of unbudgeted vested asset income relating to the transfer of Carter Observatory assets.

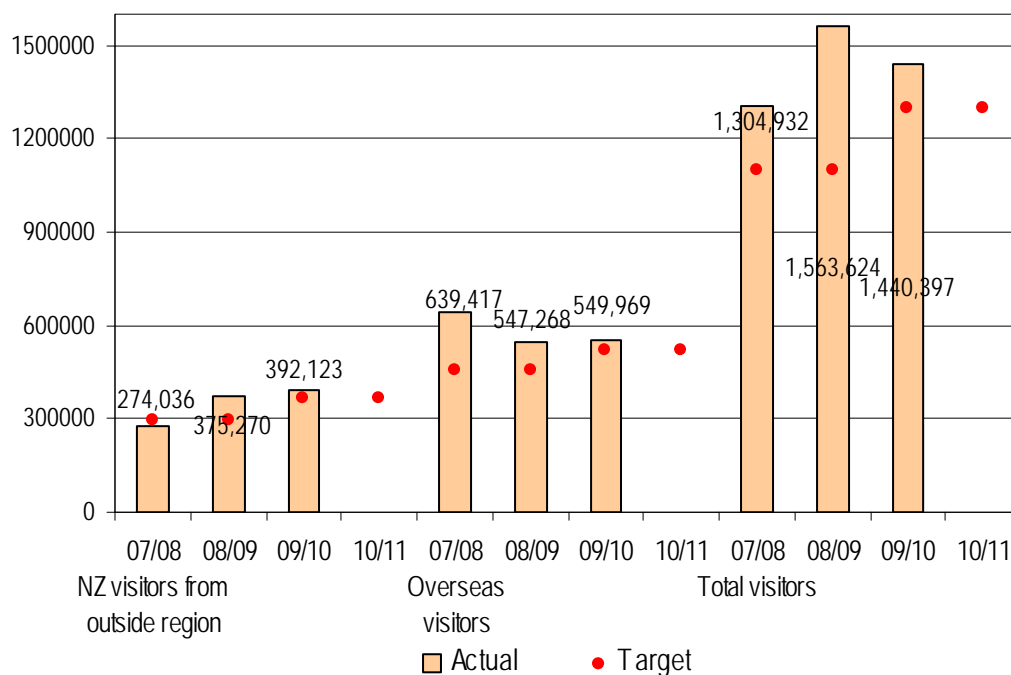
<sup>2</sup> Events Attractions and Support operating expenditure was over budget due to increases in the number and cost of events this year.

<sup>3</sup> The Carter Observatory was able to secure more grant funding than initially expected, which enabled more redevelopment work to be completed.

## HOW WE PERFORMED

Positioning Wellington as an attractive tourist destination strengthens the city's economy. Our success is demonstrated by the growing number of visitors to the city, and by the strong return on events investment. We also assess success by measuring attendance at key Council-funded events and attractions.

### Visitors to Te Papa



Source: Te Papa

### International visitors – visitor nights

Result: 692,202 guest nights in the year to April – a 0.05% improvement on 2008/09 (target: Target: maintain international visitor nights within 10% of 2008/09 levels).

Wellington's tourism results have held up well despite this being a difficult year for tourism worldwide.

Source: Positively Wellington Tourism.

### International visitors - market share (US, UK and Australian)

Result: Wellington's market share of US, UK and Australian visitors was 7.52% in the year to March, a drop of 0.48% from 2008/09 (target: maintain market share).

Source: Ministry of Tourism's International Visitor Survey.

**New Zealand market visitors**

Result: 1,315,251 visitors in the year to May - a 3.6% increase from 2008/09 (target: annual decline of not more than 15% on 2008/09).

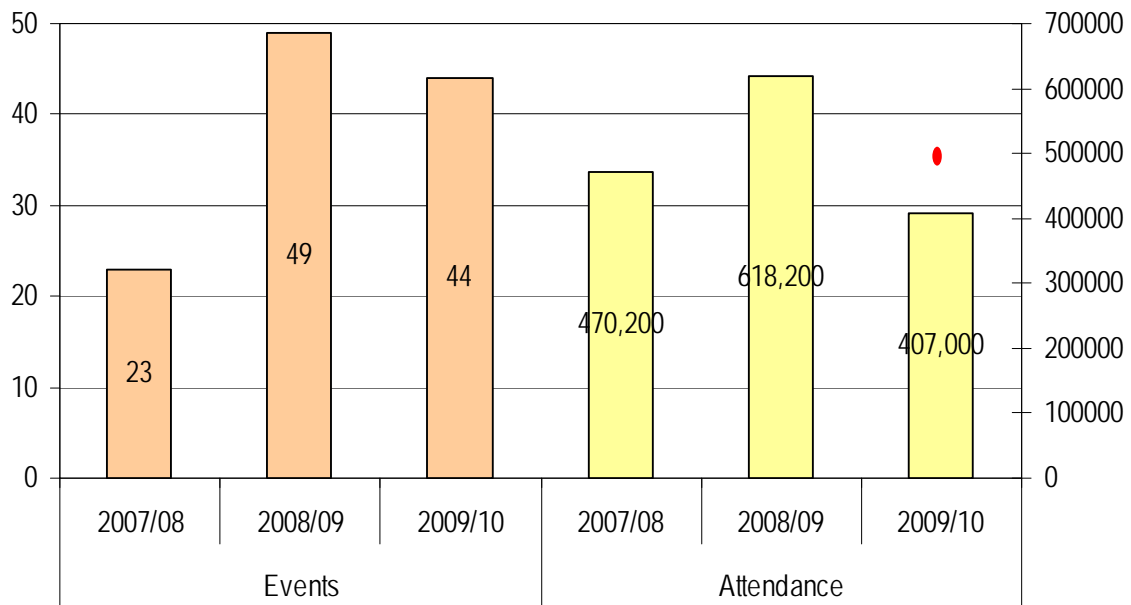
Source: Positively Wellington Tourism.

**Positively Wellington Tourism - partnership funding is no less than 35% of WCC fundings**

Result: partnership funding was 29.2% of Wellington City Council funding (target: no less than 35%).

Source: Positively Wellington Tourism

**Events Development Fund – events supported and estimated attendance**

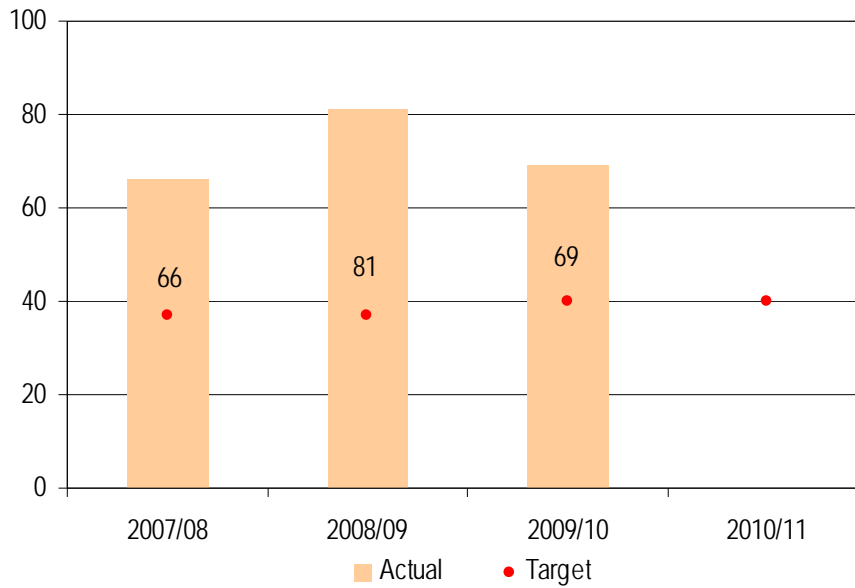


There is no target for number of events. We aim to support events that meet our funding criteria (which include economic benefits outweighing costs by a ratio of 20:1). Weather affected events throughout the summer. Attendance was also affected because only one rugby test was held in the city during the year.

Note: attendance targets were introduced in our 2009-19 long-term plan.

Source: WCC City Events

**Events Development Fund – estimated economic impact of events (new spend \$000,000)**



Major ticketed events attracted significant visitor numbers and economic benefit. While we achieved the target that we set for the year the increased costs of providing events meant we were slightly short of our overall goal of economic benefits outweighing costs by a ratio of 20:1. We achieved 19:1.

Source: WCC City Events

**Carter Observatory – visitors**

Result: 15,071 (target: 26,700)

The Carter Observatory reopened on 27 March 2010, just over three months before the end of the financial year. The target was based on a summer 2009/10 opening date meaning that on a monthly basis the observatory performed ahead of expectations.

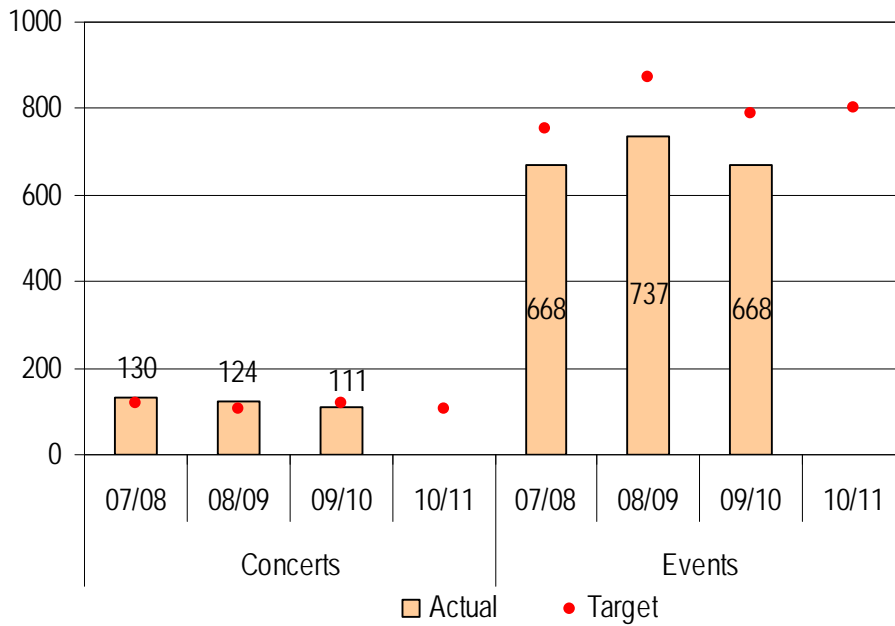
Source: Carter Observatory

**Free on-street weekend parking – turnover rates**

Result: turnover of 4.4 cars per day (target: 4.3)

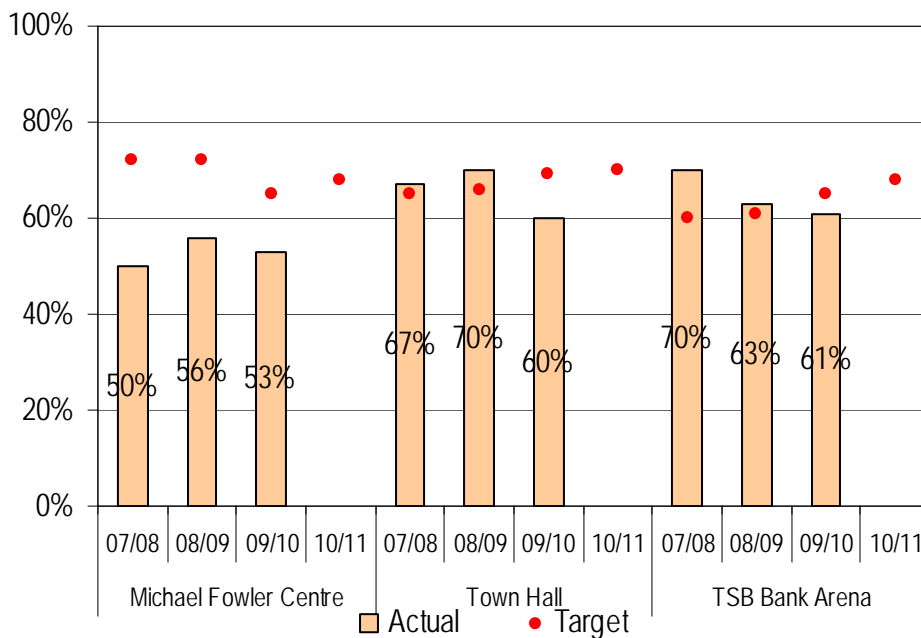
Source: WCC Infrastructure

**Wellington Convention Centre and TSB Arena events**



Source: Wellington Convention Centre

**Wellington Convention Centre and TSB Arena occupancy**



The economic downturn affected event numbers and occupancy rates. There was a notable drop-off in event bookings, and bookings were shorter and had reduced attendee numbers and spending.

Source: Wellington Convention Centre

***Creative workforce - Businesses, jobs and GDP by targeted sectors (Education Sector, Food & Beverage Sector, Manufacturing Sector, Film Sector and Primary Sector)***

Sector	Businesses			Employees			Industry composition of City's total GDP		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Education	450	484	486	9,000	9,390	10,130	2.2%	2.2%	2.1%
Accommodation, Cafes and Restaurants	713	728	740	8,260	8,450	8,230	1.3%	1.2%	1.2%
Manufacturing	650	635	618	5,920	5,440	4,930	2.9%	2.7%	2.4%
Cultural and Recreational Services	1,447	1,465	1,564	5,330	5,600	5,270	3.3%	3.2%	3.3%
Primary	255	192	188	260	290	340	0.2%	0.2%	0.2%

Target: Positive growth across all sectors. There has been positive growth in the number of businesses for all sectors except for manufacturing and primary; however, the number of people employed in the primary sector has increased. The number of people employed in the education sector has grown the most – up 13% since 2007. The GDP contribution from all sectors has remained relatively stable over the last three years.

Note: Businesses and Employees are from the Annual Statistics New Zealand Business Demographics series (as at February). GDP data is derived from annualised December year end data and is sourced from Infometrics Ltd. All sectors are based on the Australian and New Zealand Industrial Classification 1996 (ANZSIC96).

## 3.2 BUSINESS SUPPORT

Our activities under this area include:

- **Long-haul airline attraction** – We are supporting Positively Wellington Tourism and Wellington International Airport Ltd in their bid to attract at least one daily long-haul air service from a destination in Asia.
- **Regional and external relations** – We promote the city's interests to central government, the business community and others; we host international civic and business delegations and maintain international sister city and friendly city relationships.
- **Grants and creative workforce** – We provide grants to support one-off projects that bring strategic economic benefits to the city. We also celebrate the creativity and innovation by sponsoring awards and scholarships, and promote the city as a great place to live, work and play.

The Wellington Regional Strategy is a key part of our regional and external relations work. Through the strategy, the region's territorial authorities are working together to promote sustainable growth. The strategy's work includes the regional broadband action plan which aims to roll out high-speed broadband throughout the region, and plans for the region's urban design and development.

As part of the strategy, primary responsibility for business development services in the region rests with Grow Wellington, the regional economic development agency which is funded through the Greater Wellington Regional Council.

### Outcomes

This activity contributes to the following outcomes: more entrepreneurial and innovative; more competitive and prosperous; better connected.

'More competitive' refers to our ability to attract and retain skilled people, businesses and investment. Being 'connected' refers to having strong communication and transport links. Entrepreneurship and innovation are underpinned by strong education and training, research and investment.

Overall, Wellington's economy has slowed during the year – reflecting global economic conditions. According to economics consultancy Infometrics, the city's per capita GDP grew by 0.69% during the year (compared with growth of 1.21% in 2008/09 and 2.84% the previous year). The national economy contracted during both 2009/10 and 2008/09.

According to the National Bank, economic activity in the wider Wellington region declined by 1.0% during the year; this compared with growth of 0.2% in 2008/09 and 3.0% the previous year.

Despite the slower economy, the labour force participation rate has remained relatively stable over the past three years (70% in the year to March, compared with 71% in 2008/09 and 68% in 2007/08).

The number of skilled job vacancies grew by 32% in the year to May, after declining by 47% the previous year – indicating that the economy is now recovering.

In 2009, there were 137,970 people employed in the city, compared with 140,780 in 2008 and 137,330 in 2007. The top four industries for employment were public administration and safety (23,880 employees in 2009), professional, scientific and technical services (19,410), health care and social assistance (10,590) and retail (9,880). Employment in professional, scientific and technical services grew by 10% over the three years, while retail employment fell and the other two sectors remained fairly stable.

In the latest available household income data, from the 2006 Census, Wellington's median personal income is \$32,500 (compared with \$24,400 nationally) and median household income was \$72,200 (compared with \$51,400 nationally).

As indicators of Wellington's competitiveness, 4.49m domestic airline passengers arrived at Wellington Airport during the year to March (compared with 4.64m in 2008/09 and 4.42m the previous year). The number of international passengers increased to 0.62m this year, from 0.61m in 2008/09 and 0.60m the previous year.

As indicators of entrepreneurship and innovation:

- The number of retail, entertainment, service and knowledge businesses in the city has grown over the last three years – from 4,752 in 2007 to 4,858 in 2009. This included growth in the number of entertainment and knowledge businesses, while the number of retail businesses declined and the number of service businesses fell during 2009 after rising the previous year. Employment in those industries grew from 29,880 in 2007 to 30,190 in 2009. Employment in the knowledge sector grew significantly – from 4,850 to 5,690 – while employment in the other three sectors fell.
- The number of businesses in the research and development sector grew from 108 in 2007 to 116 in 2009, with employment growing from 4270 to 5050.
- The number of people enrolled in industry training declined – from 6263 in 2007/08 to 5697 in 2009/10.
- In 2009, the city had 42,777 enrolled tertiary students, compared with 42,100 in 2008 and 43,339 in 2007. Nationally, the number of students also grew in 2009 after falling the previous year.

As indicators of how 'connected' the city is:

- In our 2010 Residents' Satisfaction Survey, 86% said they used broadband, compared with 79% in 2009 and 68% in 2007.
- The value of cargo loaded at Wellington Seaport and Airport has grown steadily, from \$840.4m in 2008 (March year) to \$952.2m in 2009 and \$1.05b this year. The value of cargo unloaded declined this year to \$2.0b (from \$2.9b in 2009 and \$2.4b in 2008).

## Key projects

During the year:

- The Council and the Government launched The Capital City Initiative – a project to recognise Wellington's status as New Zealand's capital, with a range of building and urban design initiatives, many aimed at attracting visitors to the area around Parliament (see Strategy 6: Urban Development).
- Wellington was recognised as a 'Fair Trade City' by the Fair Trade Association of Australia and New Zealand. Along with Dunedin, Wellington was the first city in New Zealand to achieve 'fair trade'



status, which requires fair trade products to be widely available in the city and to be used by the Council.

- The Mayor led a civic, business and cultural delegation to Beijing, Tianjin, Shanghai and Xiamen, in June 2010 (see 'in focus, page XXX'). The Mayor of Tianjin (population 12m) led a large delegation to Wellington in the same month. We also hosted China's Climate Change Ambassador and city leaders from Beijing, Hong Kong, Seoul, and Sakai (Japan), and had representatives at the Beijing International Sister City Conference in September-October. Councillor Wain visited Sakai in October 2009. We hosted the Japan Festival of Wellington, and took part in several arts and cultural exchanges.

*Breakout: Economic growth slowed but there were signs of recovery by the end of the year.*

## What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>3.2.1 Long-Haul Airline Attraction</b>				
Expenditure	200	200	-	200
Revenue	-	-	-	-
Net Expenditure	200	200	-	200
<b>3.2.2 Regional and External Relations</b>				
Expenditure	357	261	(96)	266
Revenue	(44)	-	44	(12)
Net Expenditure	313	261	(52)	254
<b>3.2.3 Grants and Creative Workforce<sup>1</sup></b>				
Expenditure	1,071	1,288	217	1,139
Revenue	(2)	-	2	(13)
Net Expenditure	1,069	1,288	219	1,126

<sup>1</sup> Grants and Creative Workforce operating expenditure is under budget due to savings in promotional spend and broadband project savings.

## HOW WE PERFORMED

We aim to improve Wellington's economic competitiveness by supporting strategic projects and by representing the city's interests to central government and other agencies. To assess success, we record number of projects supported and – in the case of long-haul airline links – their success.

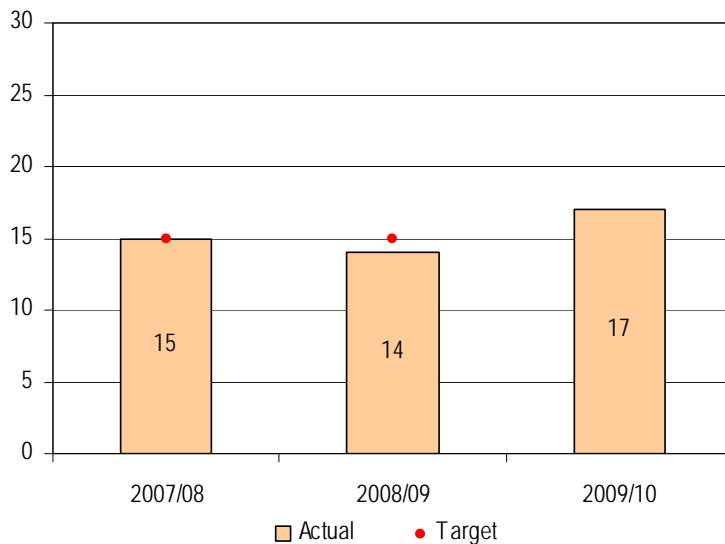
**Economic grants**

	2006/07	2007/08	2008/09	2009/10
Total number of grant applicants	19	13	15	12
Total number of applicants receiving grants	10	4	11	4
Total budget available to applicants	\$165,000	\$165,000	\$213,200	\$55,000
Total budget distributed to applicants	\$156,172	\$164,741	\$212,500	\$55,000

The four grants that were funded included: Huburb (an exhibition and expo promoting inner-city living); Thorndon Farmer’s Market; the web industry’s Webstock 2010 conference; and W2W (a technology showcase event).

Source: WCC City Communities and Grants

**Events/activities held with formal international partnerships cities (in Wellington and overseas)**



We no longer set a target for this performance measure. Opportunities vary from year to year depending on a range of factors, including demand from sister/partnership cities and one-off events (such as Shanghai Expo).

Source: WCC International Relations

**Long-haul airline project**

Target: complete business case. Result: The business case – including an economic impact study and market analysis – has been completed. Since then, Positively Wellington Tourism and Wellington International Airport Ltd have been working to attract a daily long-haul air service from Asia.

Source: Positively Wellington Tourism

# Cultural Well-being

---

DRAFT

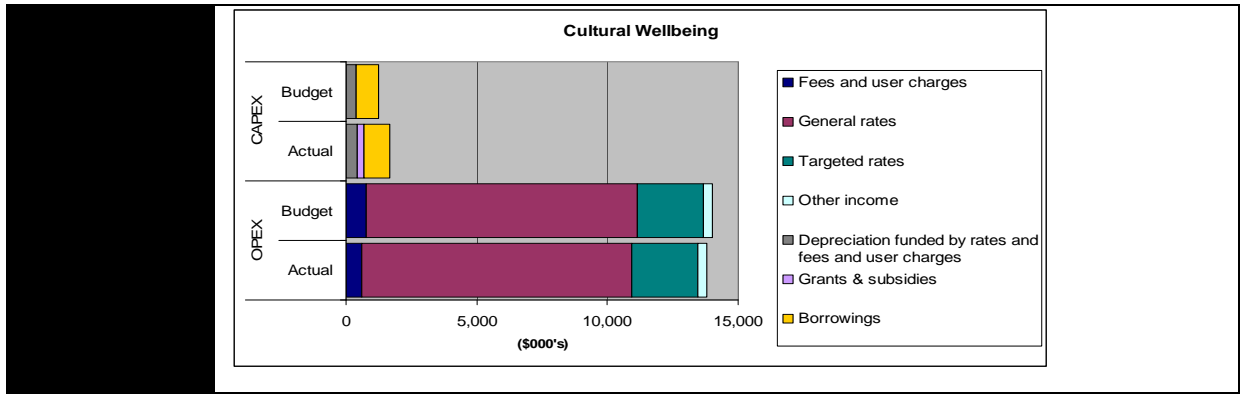
## In this section

- Introduction
- 4.1 Galleries and museums
- 4.2 Heritage
- 4.3 Community arts and cultural support
- 4.4 Arts partnerships

# INTRODUCTION

Shaping Wellington’s unique cultural identity.

<b>CULTURAL WELL-BEING AT A GLANCE</b>	
<b>OUR AIM</b>	To shape Wellington’s unique cultural identity.
<b>LEGAL REQUIREMENTS</b>	Local Government Act 2002 – support cultural well-being now and into the future.
<b>OUTCOMES</b>	Stronger sense of place. More eventful. More inclusive. More actively engaged.
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Maintain and strengthen Wellington’s ‘edge’ as arts and culture capital in the face of increasing competition.</li> <li>• Monitor and respond to changes in attitudes towards ethnic diversity.</li> </ul>
<b>STRATEGIC APPROACH</b>	<ul style="list-style-type: none"> <li>• Provide a supportive environment in which arts and cultural activities can flourish.</li> <li>• Build on the city’s status as New Zealand’s ‘arts and culture capital’ and ‘events capital’</li> <li>• Provide a welcoming environment for the city’s diverse population.</li> <li>• Foster and celebrate ‘sense of place’ – the combination of landscape, buildings, public art and other features that give the city a unique look and feel.</li> </ul> <p>See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.</p>
<b>ACTIVITIES</b>	<p>4.1 Galleries and museums</p> <p>4.2 Heritage</p> <p>4.3 Community arts and cultural support</p> <p>4.4 Arts partnerships</p>
<b>COST</b>	2009/10 Expenditure and funding (actual and budget) for Cultural well-being



## STATE OF THE CITY

‘Cultural well-being’ is about a sense of belonging.

It is about people feeling ‘at home’ in the city, and seeing themselves reflected in their surroundings. It is achieved when people and communities are able to express themselves through art, music, dance, stories, language and other creative activities, and when they can share their history and traditions. It is also about the city having a built environment that reflects and reinforces our shared identity – for example through high quality art and a protected natural environment.

Wellingtonians value heritage and cultural diversity.

Wellingtonians have traditionally been tolerant and inclusive, and that has continued during this year. In our 2010 Residents’ Satisfaction Survey, 76% of residents agreed that cultural diversity makes the city a better place to live (compared with 77% in 2009 and 73% in 2008).

In the same survey, 81% said the city’s local identity is appropriately valued and protected.

The city is New Zealand’s events capital, and capital of arts and cultural expression.

In surveys carried out in February, 81% of Wellingtonians and 68% of New Zealanders agreed Wellington is New Zealand’s arts capital. Both results have improved in the last three years.

In the same surveys, 70% of Wellingtonians and 53% of people nationwide recognised the city as New Zealand’s events capital. Both results have improved significantly in the last three years (the national result improving from 40% in 2008).

This status is supported by the hundreds of festivals and events held in the city each year.

These range from community festivals to iconic events such as the NZ International Arts Festival. Wellington’s position as home to many of the nation’s key cultural institutions, such as Te Papa and the New Zealand Symphony Orchestra, also helps to cement our ‘arts and culture capital’ status.

The arts and culture sector is a relatively minor employer but plays a significant role in bringing visitors to the city and making Wellington a great place to live and work.

Our main role is to provide a supportive environment that builds shared identity and allows cultural expression to flourish.

This includes a supportive physical environment – one with venues, a thriving central city that attracts audiences for arts and culture events, and public art and architecture that celebrate the city’s heritage and shared identity.

It also means playing a facilitation role in which we bring people from the arts and culture sector together and ensure they have the knowledge, skills and support they need to organise events and exhibitions. The establishment of an arts ‘hub’ at Toi Pōneke Arts Centre, and our support for the Creative Capital Trust, are tangible examples of this.

We protect and conserve Wellington’s history and heritage by operating museums and the City Archives, and by celebrating heritage in the built environment through initiatives ranging from the construction of a wharewaka on the waterfront to the development of heritage trails and walks.

Our work helps to maintain Wellington’s edge as a centre of arts, culture and entertainment.

Through grants and funding arrangements, we support a huge range of events and festivals all year round – from amateur dramatics in community halls to AC/DC at the stadium; from licensed buskers in Cuba Mall to Regina Spektor at the Opera House; from new migrants playing football at the Culture Kicks! Soccer tournament to the world unicycle championships; from Mahler live in Civic Square to Pacific Island Carols.

Art and culture are celebrated in the city’s galleries and built environment– from Henry Moore in the Botanic Gardens to temporary lightbox installations along Courtenay Place, from Yayoi Kusama at the City Gallery to Para Matchitt’s whale on the City-to-Sea Bridge.

Most of this work involves Council support for community organisations. This work fosters inclusiveness, and helps to underpin Wellington’s reputation as the national capital for arts, culture and events.

While this strategy focuses directly on cultural well-being, other Council strategies (covering urban development and social well-being) also make crucial contributions in this area.

case study

## **HOLDING MIRRORS UP TO THE CITY**

In September, hundreds of mirrored polka dots heralded the opening of a revitalised City Gallery.

When Yayoi Kusama was about 10 years old, she began making small works of ‘art’ by lining up pebbles from the dry riverbed behind her home in Nagano, Japan. Years later, she was still using the same forms – seemingly eternal repetitions of spheres, circles and mirrors, brought together to create what she calls “beauty-generating hallucinations” – as she rose to global fame in the art world.

In the 1960s, she vied with Andy Warhol as the planet’s most publicised artist. In the decades since, she has continued to amaze audiences while influencing art movements as diverse as minimalism, pop art and the ‘happenings’ movement which seeks to involve audiences in creating works of art.

*Mirrored Years*, a retrospective exhibition covering Kusama's five-decade career, was the perfect vehicle for the reopening of the City Gallery in September 2009. In a series of room-sized installations, the exhibition amazed its 90,000 visitors with its overwhelming repetition of colours and forms – including the artist's iconic polka dot shapes and the dazzling, eternally mirrored Infinity Room.

In keeping with the 'infinity' theme, the polka dots spread out from the exhibition spaces to also adorn the gallery's Civic Square façade.

Also opening the redeveloped gallery was local artist Regan Gentry, with *Make Way*, a sculptural work almost 12 metres in length. Taking the form of a highway flyover made entirely from cane basketwork, it too brought together local and global concerns – representing the artist's view of the proposed Basin Reserve flyover as an example of the crucial relationship between urban planning and ecology.

These two exhibitions highlighted the gallery's pivotal role at the heart of Wellington's visual arts scene: as a home for the best of local art, and a showcase for best of global art in the city.

NB Panel 1

## **PROGRESS AGAINST STRATEGIC PRIORITIES**

Our 2009-19 long-term plan identified the following strategic priorities for the period to 2012.

### ***Maintaining Wellington's inclusive culture.***

Year by year, Wellington is becoming more diverse. Migration brings a wider range of cultures and ethnic groups, while other social trends lead to more diversity of views and interests. More than a quarter of Wellingtonians were born overseas, and almost a quarter speak at least one language other than English.

As the national capital, Wellington has always been a city that welcomes and celebrates a wide range of cultures, recognising that diversity makes life richer and more interesting. This inclusive culture is a point of difference for our city and one we are determined to maintain.

This means that all Wellingtonians should feel welcome in the city and feel able to celebrate their lives and identities – whether that means celebrating Matariki, or watching Ravi Shankar perform at the Michael Fowler Centre, or people of Greek, Somali and Iraqi heritage finding common ground on the city's football fields.

As a Council, we support tolerance and inclusiveness in many ways – including funding the community festivals and recreation opportunities referred to above. Key developments during the year include the opening of the City Gallery's first exhibition space dedicated to Maori and Pacific art; and beginning construction of the wharewaka on the waterfront (see 1.2 Maori Engagement, page XXX).

### ***Facilitation of a supportive environment for artistic and cultural expression.***

A 'supportive environment' is one in which artists, writers, actors, dancers, musicians and other practitioners have access to venues, audiences, management and marketing support, and opportunities to learn and develop their craft. It provides opportunities for people at all stages, from amateurs to those who are training to those who make a living from their art.

This priority has been supported by establishing an arts hub at Toi Pōneke Arts Centre, providing a 'one stop shop' for information on arts activity in the city (see 4.4 Arts Partnerships); work towards establishing the

Creative Capital Trust to manage the Wellington Fringe Festival, Cuba Carnival and other arts events; redevelopment of the City Gallery; increased support for NZ International Arts Festival; and work to bring management of the St James Theatre, Opera House and Wellington Convention Centre under a single organisation.

[NB: Panel 2]

## **Outcomes**

Our 2009-19 long-term identified the following outcomes (i.e. aspirations) for the city's cultural well-being. Along with the Council, businesses, community organisations, central and regional government, and individuals all play crucial roles in contributing to these outcomes.

- **STRONGER SENSE OF PLACE:** Wellington will have a strong local identity that celebrates and protects its sense of place, capital city status, distinctive landforms and landmarks, defining features, history, heritage buildings, places and spaces.
- **MORE EVENTFUL:** Wellington will be recognised as the arts and culture capital, and known for its exciting entertainment scene and full calendar of events, festivals, exhibitions and concerts.
- **MORE INCLUSIVE:** Wellington will celebrate its bicultural heritage and growing ethnic, religious and social diversity, and be tolerant, welcoming and inclusive of people's differences to create a sense of belonging, shared understanding and identity.
- **MORE ACTIVELY ENGAGED:** Wellington will encourage greater involvement and participation by offering an exceptional range of arts and cultural amenities that cater to all tastes as well as a high quality natural environment that fosters a vibrant city life.



# 4.1 GALLERIES AND MUSEUMS

Through this activity we fund the Wellington Museums Trust, which operates the Museum of Wellington City to Sea, the City Gallery, Capital E, the Wellington Cable Car Museum, the Colonial Cottage Museum, and the New Zealand Cricket Museum. From 1 June 2010, the Trust also manages Carter Observatory.

These facilities stage displays and events that showcase our culture and arts to residents and visitors.

We also provide funding to Te Papa (see 3.1 City promotions, events and attractions).

## Outcomes

This activity contributes to the following outcome: more actively engaged. In this context, the outcome refers to the city offering an exceptional range of cultural amenities that cater to all tastes. For measures of progress towards this outcome, see 4.4 Arts Partnerships.

## Key projects

During the year:

- The City Gallery extension was completed and the gallery was reopened in September 2009. The extension featured a new two-storey tower block and three new gallery spaces – the Gillian and Roderick Deane Gallery dedicated to Maori and Pacific art, an expanded Michael Hirschfeld Gallery dedicated to Wellington artists, and the Russell Hancock Gallery showcasing the civic art collection. The Council contributed \$3.3m including earthquake strengthening work, with remaining funding from the City Gallery Foundation, Lottery Grants Board, Adam Foundation, and the Hancock, Hirshfeld and Deane families. The gallery reopened with *Mirrored Years*, an exhibition by celebrated Japanese artist Yayoi Kusama, *Make Way*, a major installation by local artist Regan Gentry, and works by Parihaka artist Ngaarina Hohaia (see case study, page XXX).
- The refurbished Carter Observatory opened on 27 March 2010, adding to the city's range of science-based visitor attractions. The observatory, which features interactive exhibits and an audiovisual presentation of the night sky from Wellington, became part of Wellington Museums Trust from 1 June 2010.
- The Museum of Wellington City and Sea celebrated its 10<sup>th</sup> birthday with a *10 Years in Wonderland* exhibition, attracting 60,000 visitors.
- Total visitor numbers excluding the Carter Observatory reached 629,697, an increase of 16.8% from 2008/09.

## What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
4.1.1 City Galleries and Museums Expenditure	7,066	7,143	77	6,376
Revenue	-	-	-	-
Net Expenditure	7,066	7,143	77	6,376
Capital Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
4.1.1 City Galleries and Museums <sup>1</sup> Expenditure	1,629	1,100	(529)	4,370

<sup>1</sup> The City Art Gallery upgrade exceeded budget due to increased earthquake strengthening costs and increased professional fees. In October 2008, the Council approved additional funding for this project due to the cost escalation.

Note on funding: This activity is funded from a combination of general rates and targeted rates on downtown businesses.

## HOW WE PERFORMED

We support the Trust to deliver high quality gallery and museum experiences and events. We measure performance through visitor numbers, number of events and exhibitions held, and average subsidy per customer. For results, see 'Wellington Museums Trust' on page XXX in the Council-controlled organisations section of this report.

*Breakout: The city's galleries and museums received more than 400,000 visitors during the year.*

## 4.2 HERITAGE

Through this activity we operate the Wellington City Archives, the primary information resource for the history of Wellington. The archives hold hundreds of thousands of documents, including maps and photographs, relating to the city and the organisations that have played key roles in shaping it from the 1840s to the present.

The archives are open to the public and their catalogue can be searched online.

We also contribute to preservation of the city's history and heritage through many other activities including the Maori heritage trail (see 1.2 Maori Engagement, page XXX), maintenance of Truby King Gardens and the Bolton Street Cemetery, our museums and libraries, and protection for heritage buildings (see Urban Development).

### Outcomes

This activity contributes to the following outcome: sense of place. Under this outcome, we aim to ensure that the city has a strong local identity and protect its history and heritage.

In our 2010 Residents' Satisfaction Survey, 81% said the city's local identity (sense of place) is appropriately valued and protected. This compared with 80% in 2009 and 77% the year before.

### Key projects

We aim to improve access to our collection by making records available online. To date, more than 467,000 records have been made available on our website [www.Wellington.govt.nz/services/archives](http://www.Wellington.govt.nz/services/archives). This included more than 50,000 items from the City Engineer's Department which were added during the year.

### What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
4.2.1 City Archives 1				
Expenditure	1,310	1,623	313	1,226
Revenue	(140)	(233)	(93)	(121)
Net Expenditure	1,170	1,390	220	1,105
4.2.2 Promotion of Heritage Landmarks				
Expenditure	-	-	-	-
Revenue	-	-	-	-
Net Expenditure	-	-	-	-
Capital Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
4.2.2 Promotion of Heritage Landmarks				
Expenditure	-	-	-	24

Unspent portion of budget to be carried forward	N/A	68	N/A
---	-----	----	-----

1 City Archives operating revenue was under budget due to lower search and copying fee revenue. This led the Archives to take steps to reduce operating expenditure.

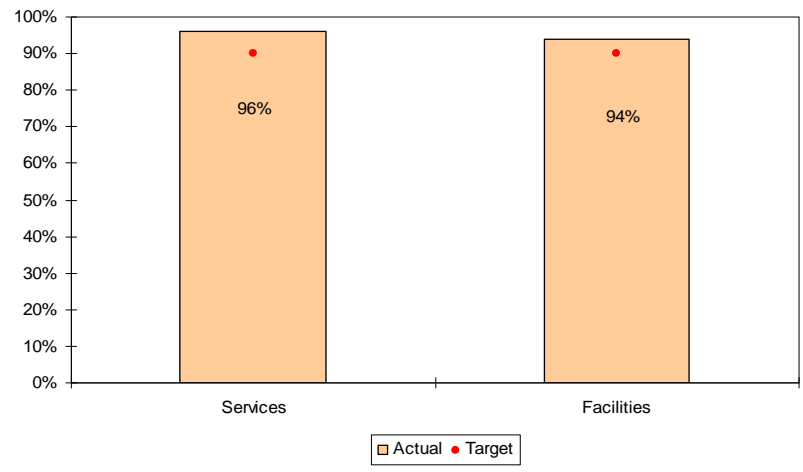
---

Note on funding: This activity is funded mainly from general rates, with some contribution from user charges (the archives are free to view but there are charges for some services such as photocopying and research requests).

## HOW WE PERFORMED

City Archives aims to preserve and provide access to an extensive collection of historical material about the city. To assess success, we monitor the number of users and survey them to determine their levels of satisfaction. We also measure the number of items added to the online collection (which makes the Archives more accessible), and compliance with National Archives Standards.

### *Users' (%) satisfaction with City Archives' services and facilities*



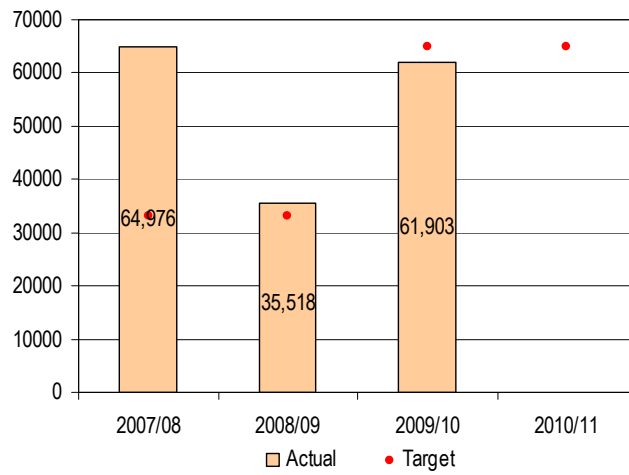
Source: City Archives' Customer Satisfaction Survey 2010

### *City Archives – users accessing archives resources*

Result: 5686 physical visitors (target: 5500); 16,693 online users (target: 14,500).

Source: City Archives.

**Items added to the City Archives' online database**



A temporary staff/resourcing shortage meant not all planned work could be completed. This has now been resolved.

Source: WCC City Archives

**Compliance with national archives standards (Archives New Zealand)**

Result: Compliance achieved under mandatory standard S2 (Storage), and discretionary standards S1 (Appraisal) and S4 (Access). Target: comply with Standards.

Source: WCC City Archives

# 4.3 COMMUNITY ARTS AND CULTURAL SUPPORT

This activity includes:

- **Arts and cultural festivals** – We provide a range of arts and culture events/festivals.
- **Cultural grants** – We provide grants to support community-based arts and cultural organisations and initiatives.
- **Access and support for community arts** – We support community arts by providing community groups with subsidised access to performance spaces. We also provide access to rehearsal, meeting and exhibition spaces at Toi Pōneke Arts Centre (see 4.4 Arts partnerships).

Grants are provided in two ways: through three-year contracts with organisations that contribute strongly to our strategic objectives (for example, those working with disadvantaged people or supporting youth programmes) and through one-off grants from a contestable funding pool.

A strong local arts scene helps keep the city vibrant, and stimulates interest in professional art and performance. By sharing experiences through art and performance, we build stronger and more cohesive communities.

## Outcomes

This activity contributes to the following outcomes: more eventful; more inclusive. Being ‘eventful’ means offering a full range of events, festivals, exhibitions and concerts year-round, and retaining our reputation as New Zealand’s arts and culture capital. Being ‘inclusive’ means celebrating diversity in ways that create a sense of belonging and shared identity – for example, through supporting events such as Diwali, Matariki and Chinese New Year celebrations.

During the year, 1,514 events were held at key venues (Te Papa 335 events; Wellington Regional Stadium 50 events; St James 325 events; Opera House 136 events; Wellington Convention Centre 668 events). This compared with 1,361 events in 2008/09 and 1,176 the previous year. Also see 3.1 City Promotions, Events and Attractions (page XXX) for information about major events.

In our 2010 Residents’ Satisfaction Survey, 81% said they regard Wellington as the arts capital of New Zealand – compared with 80% in 2009 and 77% the previous year. In a nationwide Nielsen survey during the same month, 68% of New Zealanders recognised Wellington as the nation’s arts capital, up from 64% in 2009 and 63% the previous year.

In the same surveys: 70% of Wellingtonians regarded Wellington as the events capital of New Zealand, up from 65% in each of the previous two years; and 53% of New Zealanders regarded Wellington as the nation’s events capital, up from 42% in 2009 and 40% the previous year.

Wellington is home to 23 national arts and cultural organisations, four professional theatre groups and five amateur theatre groups.

## Key projects

During the year, the annual Summer City festival celebrated its 30<sup>th</sup> year with a wide range of outdoor concerts and other events, including a New Year's Eve concert in Civic Square, the Southeast Asian Night Market, the Round the Bays Fun Run, the Culture Kicks football tournament, and the Festival of Circus at Waitangi Park.

See 'how we performed' for details of other events supported.

*Breakout: 750,000 people went to Council-supported festivals and events.*

## What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>4.3.1 Arts and Cultural Festivals<sup>1</sup></b>				
Expenditure	2,188	2,070	(118)	2,471
Revenue	(315)	(398)	(83)	(401)
Net Expenditure	1,873	1,672	(201)	2,070
<b>4.3.2 Cultural Grants</b>				
Expenditure	739	738	(1)	738
Revenue	(1)	0	1	(1)
Net Expenditure	738	738	0	737
<b>4.3.3 Access and Support for Community Arts</b>				
Expenditure	557	572	15	532
Revenue	(27)	0	27	(32)
Net Expenditure	530	572	42	500
<b>Capital Expenditure (\$000)</b>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Variance 2010</b>	<b>Actual 2009</b>
<b>4.3.3 Access and Support for Community Arts</b>				
Expenditure	61	63	2	43

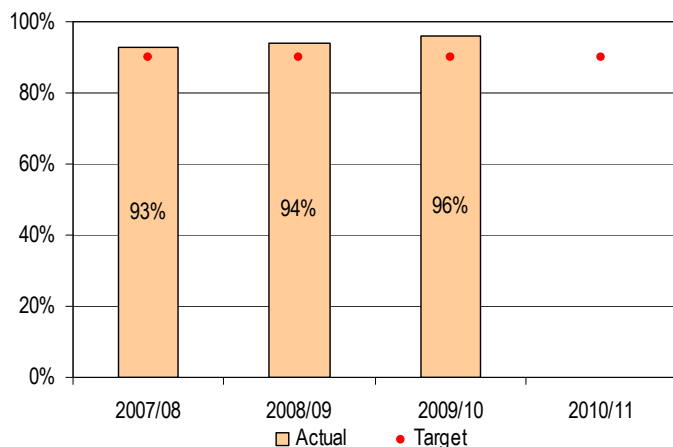
<sup>1</sup> Arts and Cultural Festivals received less sponsorship funding than budgeted, while the cost of delivering events increased.

Note on funding: Community events and festivals are funded mainly from general rates, with some other income such as sponsorships and support from charitable trusts. Cultural grants are funded from residential sector rates, while other projects in this activity are funded from general rates.

## HOW WE PERFORMED

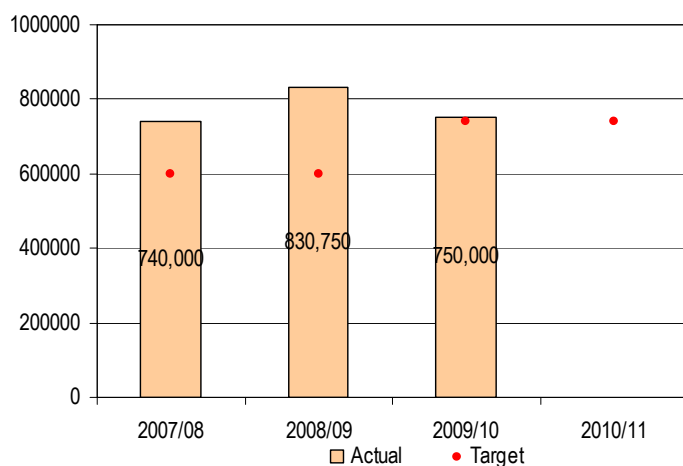
We aim to support a wide range of arts and cultural festivals, and to support the city's inclusive culture. To assess success, we monitor the number of events and groups supported, and measure attendance and satisfaction with events and festivals.

### *Attendees' satisfaction with Wellington City Council supported events and festivals*



Source: WCC City Events

### *Estimated attendance of Wellington City Council supported arts and cultural festivals*



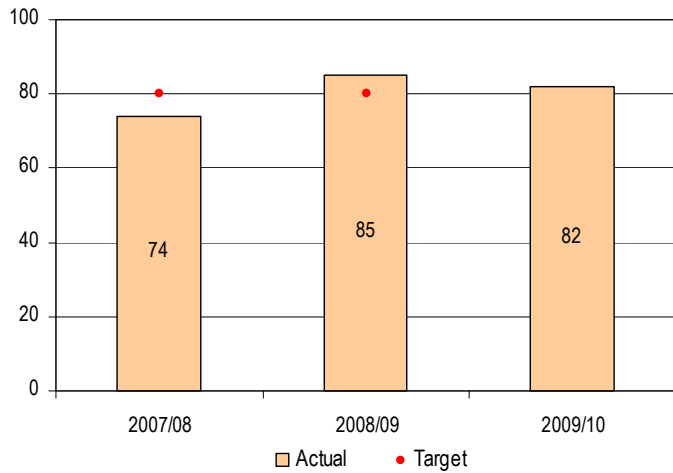
Attendance was down as Cuba Carnival did not occur this year and because summer weather conditions were unfavourable.

Source: WCC City Events

### *Number of Wellington City Council supported arts and cultural events*

There is no target for this performance measure. We aim to support as many worthwhile festivals as possible within budget constraints.





Source: WCC City Events

### Venues subsidies

Result: 32 groups/32 events (target: 35 groups). The entire budget for this activity was spent. The number of groups that can be assisted varies from year to year. Budget is allocated according to the needs of each group.

Source: Wellington Convention Centre

### Cultural grants

There are no performance targets for this measure. We aim to support initiatives that contribute to cultural well-being in line with eligibility criteria (available at [www.Wellington.govt.nz/services/grants](http://www.Wellington.govt.nz/services/grants)).

CULTURAL GRANTS	2007/08	2008/09	2009/10
Total number of grant applicants	107	106	108
Total number of applicants receiving grants	73	73	68
Total budget available to applicants	\$328,000	\$361,349	\$321,473
Total budget distributed to applicants	\$328,000	\$357,997	\$318,995

Groups supported included Asia New Zealand (for the Diwali Festival of Lights), DANZ Dance Aotearoa (for the Global Dance Celebration – a workshop and performance project), and Tawata productions (for a Matariki festival).

Funding through contracts included support for Fringe Arts Trust, Katherine Mansfield Birthplace Society, Randell Cottage Writers Trust, and Royal New Zealand Ballet.

Source: WCC City Communities and Grants

## 4.4 ARTS PARTNERSHIPS

Through this activity, we provide support for professional artists and arts organisations to ensure that we continue to be recognised as New Zealand's arts and culture capital. This includes:

- funding for the **New Zealand International Festival of the Arts** – The festival is New Zealand's premier arts and cultural event. Held every two years, it attracts a world class lineup of performers and brings many thousands of visitors to the city. While most performances are ticketed the festival also offers free events throughout the city.
- operation of **Toi Pōneke Arts Centre** – which provides offices, studios, meeting, rehearsal and exhibition spaces for artists and arts organisations.
- provision of a home for the **New Zealand Symphony Orchestra** at the Wellington Convention Centre
- support for the **St James Theatre Charitable Trust**
- funding for **public art** through the Wellington Sculpture Trust
- a **facilitation role** that includes advice and support for arts and culture groups and practitioners; and facilitation of street closures, permits and other requirements for art and performance activities.

### Outcomes

This activity contributes to the following outcome: more actively engaged. Under this outcome, we aim to encourage greater involvement and participation in arts and culture.

In our 2010 Residents' Satisfaction Survey, 94% of Wellingtonians said the city has a culturally rich and diverse arts scene (the same result as in the previous two years). In a nationwide Nielsen survey during the same month, 85% of New Zealanders said the city has a culturally rich and diverse arts scene (up from 84% in 2009 and 82% in 2008).

In our 2010 survey, we asked residents how often they engaged in arts or culture activity. The results were: at least once a week 11%; at least once a month 41%; at least once every six months 31%; at least once a year 8%; less often 6%.

The number of businesses engaged in the arts and culture sector has remained fairly stable over the last three years. In 2009, 1.99% of Wellington's businesses and 1.51% of Wellington's employees were in the arts and culture sector, compared with 1.96% of businesses and 1.66% of employees in 2008, and 2.03% of businesses and 1.54% of employees in 2007.

### Key projects

During the year:

- The Council worked with the Cuba Street Carnival Collective and the Fringe Arts Trust towards establishing a Creative Capital Trust. This included provision of \$75,000 to establish the new trust and get it up and running. The Carnival Collective made a decision to not go ahead with the carnival in 2011, as it was not considered feasible for the new trust to run such a major event in its first year of operation. Work towards the establishment of a trust will continue in 2010/11.

- We considered options for management of the St James Theatre, Opera House, and Wellington Convention Centre and proposed the establishment of a new Council-controlled Trading Organisation to manage these venues (see 3.1 City Events and Attractions).
- The New Zealand International Arts Festival was held – see ‘how we performed’ for results.
- The Council decided not to go ahead with the proposed *Hook of Maui* and *Receding Waters* sculptures for the northern entrance to the city. This was because the aviation entities decided that a laser incorporated in the sculpture project would have been an aircraft hazard. A competition was announced to find a replacement sculpture.
- An arts hub was established at Toi Pōneke Arts Centre, providing a ‘one stop shop’ for information on arts activity in the city. The hub includes meeting space, information and reference material, computers to access online resources, a programme of activities such as art talks and skill sharing, and its own website (toiponekehub.wcc.govt.nz). Toi Pōneke also established a 10-month DEBLYN artist in residency programme providing a visual artist with a free ten-month studio lease as well as a solo show. The first recipient was Wellington artist Shane McGrath.
- The Public Art Panel supported eight projects, including: Akau Tangi by Phil Dadson, the final work in the Meridian Energy Wind Sculpture series on Cobham Drive; a mural by Michael Tuffery at the Newlands Community Centre; new sculptural elements by Para Matchitt for the City-to-Sea Bridge; a brochure for Art Explorer, a sculpture trail developed by the City Gallery; and installations at the Te Papa forecourt, on Willis Street, and in the Courtenay Place Park light boxes.

*Breakout: The New Zealand International Arts Festival attracted thousands of people to the city and contributed almost \$40m to the economy.*

### What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
4.4.2 Art Partnerships				
Expenditure	1,947	1,879	(68)	1,870
Revenue	(501)	(502)	(1)	(473)
Net Expenditure	1,446	1,377	(69)	1,397

This activity is funded mainly from general rates, with some other income including rents from Toi Pōneke office and studio space.

## HOW WE PERFORMED

We aim to support arts projects that contribute to the city's status as arts and culture capital, by encouraging people to get involved as audiences and arts practitioners. To assess success, we monitor completion of public art projects, which are available to all residents to view, and measure use, impact and resident satisfaction with two key projects – Toi Pōneke and the NZ International Arts Festival.

### ***NZ International Arts Festival – customer satisfaction***

Result: 77% of customers were satisfied with the Festival (target: 90%). Another 14% were neutral and only 9% expressed dissatisfaction.

Source: Nielsen - 2010 New Zealand International Arts Festival Review

### ***NZ International Arts Festival – tickets sold***

Result: 103,000 tickets sold (target: 130,000); 17% of tickets sold outside Wellington region (target: 30%). In 2008, 19% of tickets came from outside the region.

Fewer tickets were available for sale in 2010. Because of the recession, the Festival chose to increase its focus on free events – including Mahler Symphony No. 8 Live Relay, Transportes Exceptionnels, Revolt of the Mannequins, gallery exhibitions, and Art Talks. More than 185,000 people attended 64 free events.

Source: NZ International Arts Festival.

### ***NZ International Arts Festival – economic contribution***

Result: overall economic impact for the 2010 Festival was \$39.2 million (new spend) and \$20 million GDP for Wellington (target: \$20m new spend).

Source: NZ International Arts Festival

### ***Public Art Fund – projects delivered***

Result: 8 projects were delivered (target: 6). See 'key projects' for details. Some of the projects were funded from 2008/09 budgets but delivered in 2009/10. These projects were not reported in 2008/09.

Source: WCC City Arts.

### ***Toi Pōneke – user satisfaction***

Result: 73% of users satisfied with Toi Pōneke facilities and services (target: 85%). No users were dissatisfied – in addition to the 73% satisfied, 26% were neutral. Users made suggestions for improvements, including opening at weekends and displaying more public art; these suggestions will be addressed in future.

Source: Toi Pōneke Customer Satisfaction Survey 2010

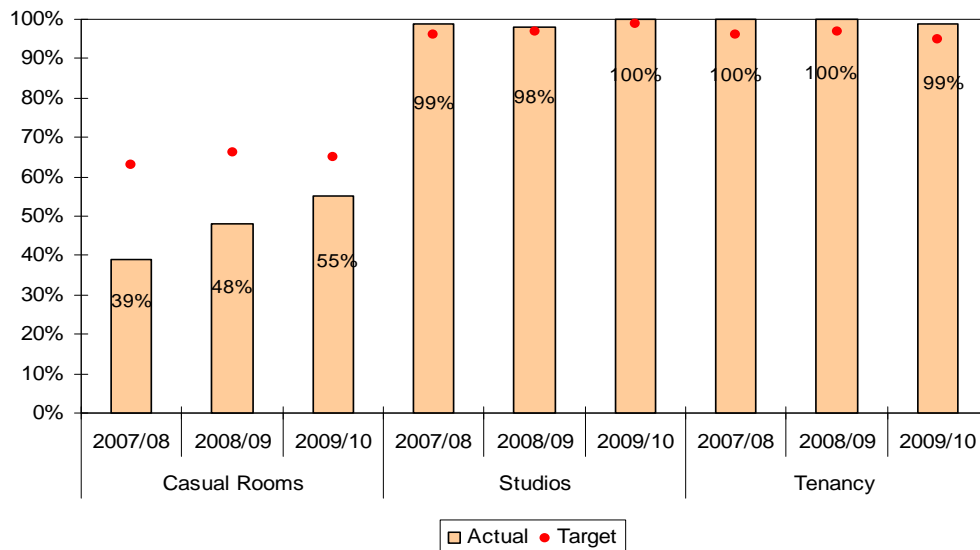
### ***Toi Pōneke – usage***

Results: 60 artists in studios (target: 40); 32 organisations/businesses at Toi Pōneke (target: 20).

There was less turnover of artists during the year, partly because of a focus on placing full-time artists in studios. A number of businesses/organisations shared office space. Artists at the centre held a successful group exhibition of their work called Head Rush.

Source: WCC City Arts.

**Toi Pōneke occupancy rates**



Establishment of the arts hub meant that some casual rooms were unavailable. Increased utilisation rates reflected marketing of the hub. More than 150 musicians/bands used the music studio space, and the Royal School of Music held their quarterly examinations at the centre.

Source: WCC City Arts

# Social and Recreation

---

DRAFT

## In this section

- Introduction
- 5.1 Libraries
- 5.2 Recreation promotion and access
- 5.3 Recreation services
- 5.4 Public health and safety
- 5.5 Housing
- 5.6 Community participation and support

# INTRODUCTION

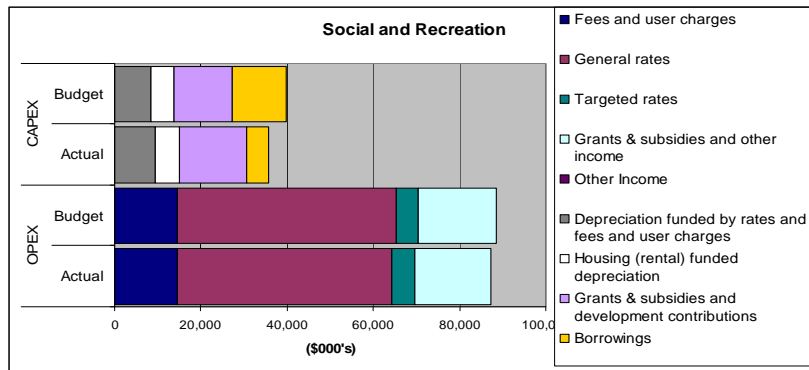
We aim for strong, safe, healthy communities.

<b>SOCIAL AND RECREATION AT A GLANCE</b>	
<b>OUR AIM</b>	Strong, safe, healthy communities.
<b>LEGAL REQUIREMENTS</b>	<p>Local Government Act 2002 – support social and cultural well-being now and into the future; responsibilities relating to sanitary services such as public toilets.</p> <p>Public Health Act 1956 – responsibility for improving and protecting public health, and controlling health hazards.</p> <p>Burial and Cremation Act 1964 – responsibility for provision of cemeteries.</p> <p>Civil Defence and Emergency Management Act 2002 – responsibility for civil defence and emergency management in the city.</p> <p>Regulatory responsibilities relating to food hygiene, sale of liquor, gambling, dog control, litter, and hazardous substances.</p>
<b>OUTCOMES</b>	More liveable. More inclusive. More actively engaged. Better connected. Healthier. Safer.
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Balancing rising demand and resident expectations against pressure on costs to ratepayers.</li> <li>• Meeting the needs of a population that is ageing and becoming more diverse.</li> <li>• Maintaining the city’s existing strengths such as safety, strong communities, open and tolerant attitudes, and high quality of life.</li> </ul>
<b>STRATEGIC APPROACH</b>	<ul style="list-style-type: none"> <li>• Promoting and facilitating strong, safe, healthy communities is based on ensuring the infrastructure and services are in place to meet resident and community needs.</li> <li>• Many organisations contribute to residents’ health and safety, and to community strength. The Council’s approach is to support those agencies by playing a facilitation role, and to provide facilities and services where those organisations do not meet community needs.</li> </ul> <p>See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.</p>
<b>ACTIVITIES</b>	5.1 Libraries

- 5.2 Recreation promotion and access
- 5.3 Recreation services
- 5.4 Public health and safety
- 5.5 Housing
- 5.6 Community participation and support

**COST**

2009/10 Expenditure and funding (actual and budget) for Social and Recreation



**STATE OF THE CITY**

Wellingtonians enjoy very high quality of life.

In our annual Residents’ Satisfaction Survey, 92% said their quality of life was good or very good. This compares with 93% in 2009 and 94% the previous year, and is consistent with results from national surveys.

The city’s high standing as a place to live was reinforced by the global Mercer 2010 Quality of Living Survey, which rated Wellington the 12<sup>th</sup> best city in the world to live in.

This high quality of life is supported by a wide range of factors. On average, Wellington’s residents are well educated, and enjoy relatively high incomes, good health, strong community networks, and good access to recreation and leisure opportunities.

The city’s crime rate dropped during 2009, and most residents feel safe day and night.

During the 2009 calendar year, 18,736 crimes were recorded in the Wellington Police District – down from 19,122 in 2008 but up from 17,570 in 2007. The number of violent crimes has remained stable during the last three years.

In our 2010 Residents’ Satisfaction Survey, the vast majority of Wellington residents said they feel safe in their neighbourhoods at night (87%) and during the day (100%). In the central city, 64% feel safe at night and 99% feel safe during the day.

Safety issues of most concern included alcohol and drugs, dangerous drivers, threatening people/people behaving dangerously, and poorly lit or dark public areas.

We aim to support high quality of life and strong communities.



We do this by ensuring the city offers an excellent living environment with a wide range of facilities and services, regulating activities that affect public health, and supporting residents and groups to achieve their social and recreation aspirations.

The Council provides or supports a huge range of sport and recreation facilities – from the Wellington Regional Stadium, home of the Phoenix and Hurricanes, to the fields and courts where people play netball, soccer, rugby, hockey, American football and a huge range other sports, to neighbourhood playgrounds.

We provide housing for those whose needs aren't met by other landlords, as well as libraries, and community centres and halls that host neighbourhood meetings and events – from yoga sessions to community markets to gardening workshops.

Council-supported social and recreation programmes range from English lessons for new migrants to outreach workers for the homeless to website hosting for community groups, to children's swimming lessons.

We also monitor and regulate food and liquor outlets, animals, and other activities that affect public health and safety.

### Our facilities receive high use, and demand is growing.

In our 2010 Residents' Satisfaction Survey, 79% of people surveyed said they had used the library in the previous 12 months, while about half had used pools, and about a quarter had used recreation centres and community centres and halls. Use of community centres and halls has grown in recent years.

Many residents felt barriers to participation in recreation – including being too busy, and not having access to transport.

Demand on our facilities is not only growing but also becoming more diverse as residents take on new forms of recreation and leisure activities. We've tried a range of strategies to meet that demand (see 'strategic priorities').

While this strategy focuses directly on social well-being, the other Council strategies also make crucial contributions in this area.

## Case study

### ALL WHITES V BAHRAIN

For a few days in November, the football World Cup came to Wellington.

The FIFA World Cup is one of the planet's biggest sporting events – a showcase of talent in the world's most popular game. For the All Whites, who had not qualified since 1982, performing on the world stage was little more than a dream prior to its final playoff against Bahrain in November.

Wellington won the rights to host that match at the regional stadium, then turned on a party atmosphere with a programme of events including the New Zealand Freestyle Football championships. With the stadium sold out, many others saw the match on a 40-square-metre big screen at Queen's Wharf.

The All Whites won the playoff 1-0, setting up their undefeated run at the World Cup in South Africa seven months later – a performance that was celebrated with a street parade in July 2010.

Wellington's role in hosting the All Whites highlighted something about what gives the city its edge as a place to live: a high quality stadium right in the heart of the city, a beautiful waterfront with great spaces for public gatherings, a track record of attracting world-class sporting events, a vibrant central city, and warm, enthusiastic people.

On a wider scale, it also says something about our place in the world: as a small city with connections around the globe. We depend for our prosperity and our quality of life on making the most of these global links – to attract visitors, businesses, investment and innovation.

Many of Wellington's events are international in scale, from the NZ International Festival of the Arts to January's sell-out AC/DC concerts at the stadium. Next year, the city will again play a key role in a global event, as the 2011 Rugby World Cup comes to town.

Panel 1

## **PROGRESS AGAINST STRATEGIC PRIORITIES**

Our 2009-19 long-term plan identified the following strategic priorities for the period to 2012.

### ***Promoting participation in sport and recreation activities.***

As the city's biggest provider of sport and of recreation facilities, the Council aims to promote healthy lifestyles. This is becoming increasingly important with growing rates of obesity and sedentary lifestyles. It is important that we ensure our services can be accessed by the whole community.

At the same time, we are facing demand that is growing and also becoming more diverse as residents take on new forms of recreation and leisure activities.

To promote access, we have started a programme of installing artificial turf on the city's sports fields, committed to upgrades of some of our pools, and expanded our Leisure Card programme which provides subsidised access for some groups such as superannuitants.

To keep up with increased and more varied demand, we have reviewed our approach to community and recreation facilities, with the aim of establishing community partnerships rather than being the sole provider (see 5.6 Community Participation and Support).

### ***Facilitating tolerance and inclusiveness.***

Social tensions can increase during times of economic uncertainty. Wellingtonians have traditionally been tolerant and inclusive, and that has continued during this year with 76% of residents in a 2010 survey saying that cultural diversity makes the city a better place to live.

We support tolerance and inclusiveness in many ways – for example, funding community festivals and events, and working to make the city more accessible for people with disabilities through initiatives such as mobility scooters and accessible design of Council housing.

Also see cultural well-being (maintaining Wellington's inclusive culture).

[Panel 2]

## **Outcomes**

Our 2009-19 long-term plan identified the following outcomes (i.e. aspirations) for the city's social and recreation facilities and services.

- **MORE LIVEABLE:** Wellington will be a great place to live, work and play, offering a stimulating and high quality range of community amenities and services, including affordable housing.
- **MORE INCLUSIVE:** Wellington's diverse population will be supported and embraced by a tolerant, caring and welcoming community.
- **MORE ACTIVELY ENGAGED:** Wellington residents will be actively engaged in their communities, and in recreation and leisure activities.
- **BETTER CONNECTED:** Wellington will offer excellent access to a sound social infrastructure that supports high level social cohesion.
- **HEALTHIER:** Wellington's population will enjoy a healthy lifestyle with high standards of public health.
- **SAFER:** Wellington will offer a safe living environment, where people feel safe.

DRAFT

# 5.1 LIBRARIES

Through this activity, we provide 12 libraries throughout the city. As well as providing books, CDs and other items for loan, the libraries host events, provide meeting spaces, and offer a range of programmes including outreach services for schools and the housebound, information for residents and businesses, and storytime sessions to introduce children to books and reading.

The libraries' website ([www.wcl.govt.nz](http://www.wcl.govt.nz)) is a virtual branch allowing people to access a wide range of information and library services online.

Our aim is for the libraries to be neighbourhood institutions that anchor community life and bring people together.

## Outcomes

This activity contributes to the following outcome: better connected. Under this outcome, we aim to provide residents with excellent access to social infrastructure.

We assess progress by asking residents if they feel a sense of community in their neighbourhood. Libraries are one activity that contribute to a sense of community by providing places to meet and find information. In the 2008 national Quality of Life Survey, 51% of Wellingtonians said they did feel a sense of neighbourhood – down from 57% in 2006.

In our 2010 Residents' Satisfaction Survey, 79% said they had used a library in the previous 12 months, up from 73% in 2008. Of those who had used a library, 26% used it once a week or more, 42% used it at least monthly, 14% used it every 2-3 months and 10% used it every 4-6 months.

## Key projects

In June 2010, the Council approved a new Community Facilities Policy and Implementation Plan. The policy aims to guide future council investment in community facilities such as libraries, pools, recreation centres, and community centres and halls (see 5.6 Community Participation and Support for details).

The Policy recognises changing patterns of library use as people access more resources online, and the important social role played by libraries in providing meeting spaces in the communities they serve. As part of the Implementation Plan, we will work with the Johnsonville community in 2010/11 on options for relocation and expansion of the Library to also provide community space.

Also during the year:

- The libraries received a New Zealand Diversity Award from the Race Relations Commission for their work at reaching a wide range of people. The libraries have web pages in 21 languages and library users can request an interpreter. The libraries employ a multicultural specialist to work in the community.
- A new online catalogue, Easyfind, was introduced, and the range of online databases was expanded.

- In partnership with Creative New Zealand, the libraries created the Whispers in the Wind, a CD of stories by Wellington authors for children aged 5-12.
- A new programme of kōhunga kōrero (stories for pre-schoolers in te reo Māori) was trialled.

## What it cost

	Actual	Budget	Variance	Actual
Operating Expenditure (\$000)	2010	2010	2010	2009
<b>5.1.1 Libraries Network<sup>1</sup></b>				
Expenditure	21,539	22,601	1,062	21,543
Revenue	(2,286)	(2,290)	(4)	(2,217)
Net Expenditure	19,253	20,311	1,058	19,326
Capital Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
<b>5.1.1 Libraries Network</b>				
Expenditure	2,243	2,244	1	1,925

<sup>1</sup> Operating expenditure is under budget due to personnel efficiencies resulting in reduced organisational overhead costs.

This activity is funded mostly from general rates with a small contribution from user charges (we aim for a 90/10 split).

## HOW WE PERFORMED

We aim to provide high quality library services and facilities so residents can access information, entertainment, events and meeting places. Our success is demonstrated by residents' high levels of use of and satisfaction with library services and facilities.

### *User (%) satisfaction with services and facilities*

Result: 95% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

### *Residents (%) who are registered members*

Result: 77% (target: 68%).

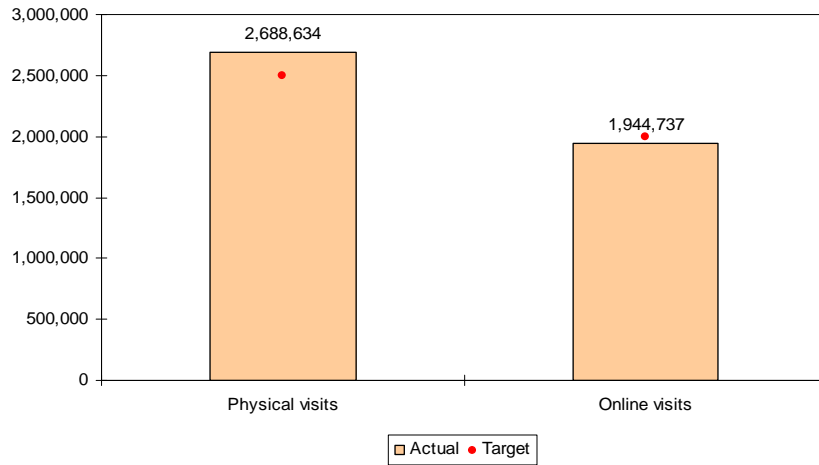
Source: Wellington City Libraries.

### *Residents (%) satisfaction with range and variety of collection*

Result: 93% (target: 85%).

Source: WCC Residents' Satisfaction Survey 2010.

**Libraries - physical visits and website visits**



The number of website visits was 17% above 2008/09, continuing a trend of strong growth in recent years. The target for website visits was based on introduction and promotion of a new online catalogue, Easyfind. Installation of this catalogue was delayed and promotion will occur in 2010/11.

The number of physical visits was slightly below 2008/09, when 2,704,358 visits were recorded.

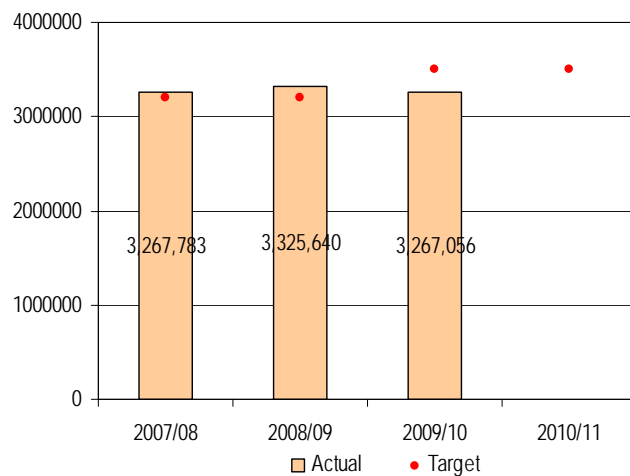
Source: Wellington City Libraries.

**Library programmes - estimated attendees**

Result: 84,217 (target: 84,000).

Source: Wellington City Libraries

**Library items issued**



Source: Wellington City Libraries.

***Residents (%) who agree that library services and facilities provide good value for money***

Result: 85% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

DRAFT

# 5.2 RECREATION PROMOTION AND ACCESS

This activity includes:

- **Recreation partnerships** – We liaise with national and regional sporting bodies, and support the Basin Reserve to remain the country’s premier international test cricket ground.
- **Access support** – Through the Leisure Card programme, we provide community services cardholders, superannuitants, people with disabilities, refugees, mental health consumers, and Green Prescription referrals with discounted access to recreation centres, swimming pools, libraries, and recreation programmes.
- **Recreation programmes** – We provide dozens of sports, fitness and leisure programmes for children and adults, and inform residents about recreation opportunities through our website ([www.feelinggreat.co.nz](http://www.feelinggreat.co.nz)) and guides.

Our recreation programmes attract tens of thousands of participants every year.

As part of our recreation partnerships project we run an annual Sports and Recreation Forum which brings together sports organisations and Councillors and Council staff to discuss ideas and share information. The forum aims to strengthen relationships and improve communication between the Council and sport and recreation organisations.

We also provide grants (through our Sports Development Fund) to sport and recreation clubs to allow them to get professional advice and support.

Access to recreation opportunities is important for health and well-being. Sport and recreation also bring people together. Our aim is to provide access to sport and recreation opportunities for people of all ages, abilities and circumstances.

## Outcomes

This activity contributes to the following outcomes: better connected; more actively engaged.

Under the ‘better connected’ outcome, we aim to provide residents with excellent access to social infrastructure. To assess progress towards this outcome, we ask residents about their views of the city’s recreation activities. In our 2010 Residents’ Satisfaction Survey, 91% said the city offers a wide range of activities. This result is slightly down from previous years (94% in 2009 and 93% the previous year).

‘More actively engaged’ in this context refers to involvement in recreation and leisure opportunities. To assess progress towards this outcome, we ask residents about the amount of physical activity they engage in each week. In our 2010 Residents’ Satisfaction Survey, 36% said they engaged in five or more hours of physical activity each week (compared with 36% in 2009 and 43% the previous year); 39% said they engaged in 2.5-5 hours per week (compared with 38% in 2009 and 31% the previous year). A quarter of residents engaged in less than 2.5 hours per week of physical activity.



## Key projects

Ten new off-field practice wickets were installed at the Basin Reserve. This Council-funded initiative helped the ground to comply with NZ Cricket requirements for first class venues and to retain its status as New Zealand's premiere test cricket venue.

## What it cost

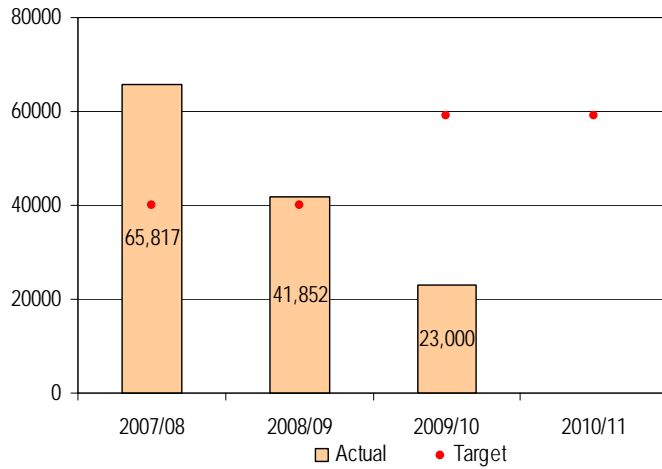
Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>5.2.1 Recreation Partnerships</b>				
Expenditure	635	584	(51)	639
Revenue	-	-	-	-
Net Expenditure	635	584	(51)	639
<b>5.2.2 Access Support</b>				
Expenditure	98	106	8	71
Revenue	(10)	-	10	-
Net Expenditure	88	106	18	71
<b>5.2.3 Recreation Programmes</b>				
Expenditure	927	834	(93)	1,097
Revenue	(160)	(52)	108	(286)
Net Expenditure	767	782	15	811
	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Variance 2010</b>	<b>Actual 2009</b>
<b>Capital Expenditure (\$000)</b>				
<b>5.2.1 Recreation Partnerships</b>				
Expenditure	495	450	(45)	-

A small proportion of our recreation programme funding comes from user charges. This activity is otherwise funded from general rates.

## HOW WE PERFORMED

We aim to support high levels of participation in recreation activities. To assess success, we measure resident use of and satisfaction with ease of access to recreation programmes. We also record the number of groups/events we support through grants.

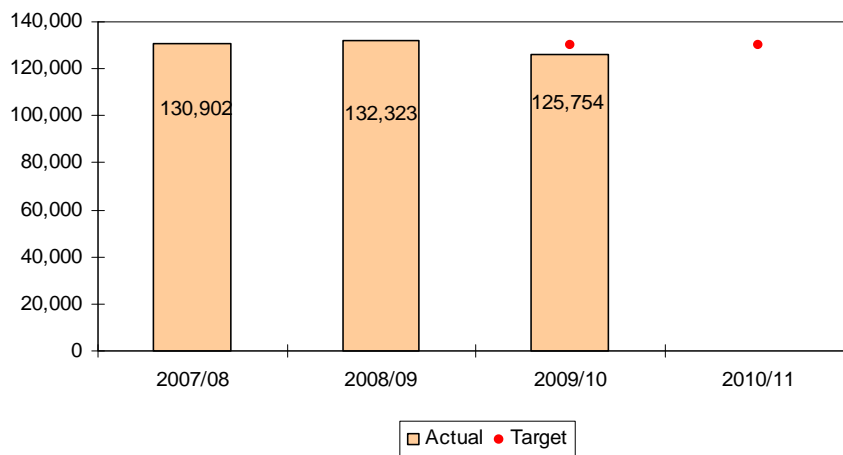
**Users of recreation programmes (excluding recreation centres)**



The Stepping Out walking programme and Dance Your Socks Off monthly dance programme are now being delivered by external organisations and we no longer collect data on participation. The target will be updated in our 2011/12 Annual Plan.

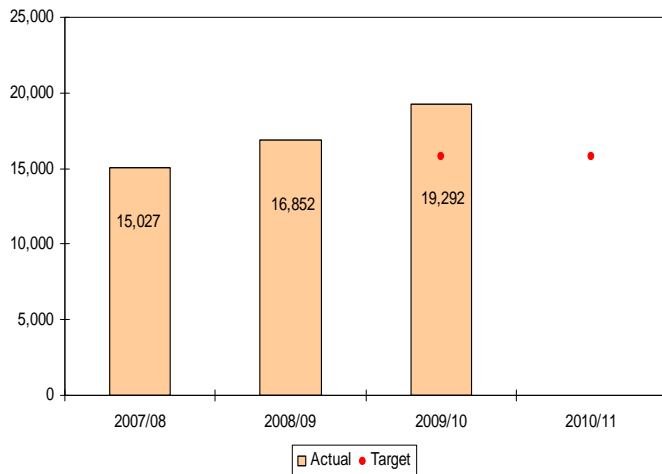
Source: Recreation Wellington.

**Users of recreation programmes**



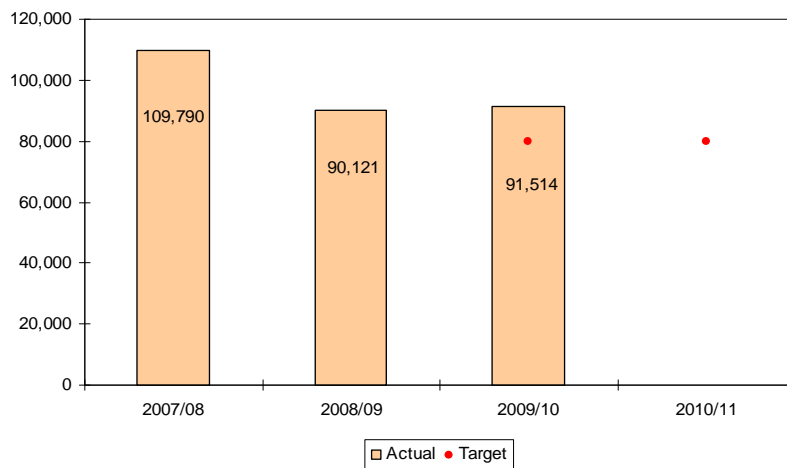
Source: Recreation Wellington.

**Number of people enrolled in Learn to Swim programmes**



Source: Recreation Wellington.

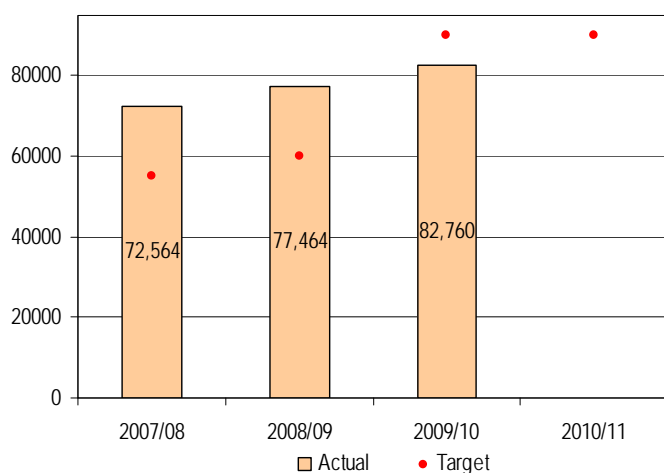
**Number of people enrolled in aquatic education**



Source: Recreation Wellington.

Aquatic Education covers programmes for primary and secondary schools as part of the school curriculum. Learn to Swim covers other swimming lessons, which are booked by individuals (usually parents) and usually take place outside of the school day.

**Number of times that leisure cards are used**



Leisure Card use was affected by the three-month closure of the main pool at the Wellington Regional Aquatic Centre (see 5.3 Recreation Services) and by colder weather during the first half of summer.

The Leisure Card programme was expanded in 2009/10 to include all superannuitants.

Source: Recreation Wellington.

**Sports Forums held and estimated attendance.**

Result: 1 forum held, 100 people attended (target: 1 forum, 200 people).

The annual Sports & Recreation forum was held in April 2010. Attendance was lower than anticipated, possibly because the event was held during the April school holidays.

Source: Recreation Wellington.

**Resident (%) rating their ease (easy or very easy) to access WCC recreation facilities and programmes**

Result: 84% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

**Sports development grants**

There are no performance targets for this measure. We aim to support initiatives that contribute to sports development in line with eligibility criteria (available at [www.Wellington.govt.nz/services/grants](http://www.Wellington.govt.nz/services/grants)).

	2007/08	2008/09	2009/10
Total number of grant applicants	13	22	14
Total number of applicants receiving grants	10	15	10
Total budget available to applicants	\$100,000	\$100,000	\$50,000

Total budget distributed to applicants	\$87,675	\$100,000	\$49,854
--	----------	-----------	----------

Organisations supported included Capital City Futsal (for youth futsal development), Wellington Scottish Athletics Club (for professional advice on development of new clubrooms), and Netball Wellington Region (for a review of netball in the region).

*Source: WCC City Communities and Grants*

DRAFT

## 5.3 RECREATION SERVICES

This activity includes:

- **Swimming pools** – We provide seven swimming pools – the Wellington Regional Aquatic Centre in Kilbirnie, plus indoor pools at Oriental Bay, Johnsonville, Karori and Tawa, and outdoor pools at Thorndon and Khandallah.
- **Sports fields** – We provide 46 sports grounds throughout the city including rugby and soccer fields, netball courts, golf courses, athletics tracks and more; high-use grounds include the National Hockey Stadium, Hataitai Park, and Newtown Park.
- **Synthetic turf sports fields** – We build synthetic turf playing surfaces on existing sports fields to support higher levels of year-round use and demand from growth in sport.
- **Recreation centres** – We provide recreation centres at Karori, Kilbirnie, Khandallah, and Tawa; the Tawa facility is owned by the local college and leased to the Council for community use out of school hours.
- **Playgrounds** – We provide more than 100 playgrounds and skate parks throughout the city.
- **Marinas** – We provide two marinas, the Evans Bay Marina and the Clyde Quay Boat Harbour.

Access to recreation opportunities is important for health and well-being. Sport and recreation also bring people together. Access to high-quality facilities makes the city an attractive place to live and work, while key facilities such as Newtown Park and the National Hockey Stadium attract visitors and raise the city's profile by hosting national and international sports events.

Our aim is to provide a wide range of high quality facilities that are accessible and encourage healthy lifestyles.

In addition to the facilities funded through this activity, we provide access to leisure opportunities through our parks and gardens, Town Belt areas, and coastline (see the 'Environment' chapter).

### Outcomes

This activity contributes to the following outcomes: better connected; more actively engaged.

Under the 'better connected' outcome, we aim to provide residents with excellent access to social infrastructure. To assess progress towards this outcome, we ask residents about their use of our recreation facilities. In our 2010 Residents' Satisfaction Survey, 52% said they had used a Council swimming pool in the previous 12 months (consistent with 2009 and 2008). Just under a quarter (23%) said they had used a Council recreation facility in the previous 12 months (compared with 28% in 2009 and 20% the previous year. (See 5.1 Libraries and 5.6 Community Participation and Support for community facility use).

'More actively engaged' refers to involvement in recreation and leisure opportunities. To assess progress towards this outcome, we ask residents what, if anything, prevents them from participation in recreation activities. In our 2010 Residents' Satisfaction Survey, 28% said they were too busy for recreation, while other barriers included poor health (10%), lack of motivation (8%), lack of parking/public transport/transport (8%), and weather (7%).

Also see 5.2 Recreation facilities and programmes.

## Key projects

In June 2010, the Council approved a new Community Facilities Policy and Implementation Plan. The policy aims to guide future council investment in community facilities such as pools, recreation centres, libraries, and community centres and halls (see 5.6 Community Participation and Support for details).

As part of implementation, the Council approved improvements to several pools, including a new hydrotherapy pool at the Wellington Regional Aquatic Centre, new indoor teaching pools at Keith Spry Pool in Johnsonville and at Karori Pool, a new roof for Tawa Pool, and improvements for Thorndon Pool.

The Council also approved a fund to support schools wanting to upgrade their pools.

Also during the year:

- Construction of the 12-court Indoor Community Sport Centre began at Cobham Park. The centre, which has seating for 1,000 spectators and will provide facilities for netball, basketball, volleyball and other indoor sports, is expected to be completed during 2011.
- A full-size synthetic pitch was installed at the Wellington Show Grounds, adjacent to Rugby League Park. The pitch will provide for all-weather playing and training. Other synthetic pitches are located at Nairnville Park (¾-size) and the National Hockey Stadium. Our long-term plan budgeted for five more synthetic pitches to be installed from 2013.
- We continued planning and preparation for Rugby World Cup 2011, including provision of training facilities for teams based in the city (see 3.1 City Promotions, Events and Attractions).
- We installed a new play area at Kentwood Drive in Woodridge, upgraded Akoroa Drive and Edgecombe Street play areas and are installing some new skateboard equipment in Plantation Reserve in Rongotai. We also undertook refurbishments of equipment at play areas in Karori, Island Bay, Owhiro Bay, Strathmore Park, and Houghton Bay.
- Other work included: construction of a hydroslide at Karori Pool; completion of a three-month maintenance closure of the main pool at Wellington Regional Aquatic Centre in Kilbirnie; drainage and irrigation work at Karori Park; drainage upgrade at Liardet Park; upgrade of the wicket block at Kilbirnie Park; upgrades of four Clyde Quay heritage boatsheds; upgrade of the sports pavilion at Kaiwharawhara Park; and relocation and upgrade of the sports pavilion from Cobham Drive to the new artificial sports field behind the Wellington Show Buildings.

## What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>5.3.1 Swimming Pools<sup>1</sup></b>				
Expenditure	17,024	17,535	511	16,835
Revenue	(6,758)	(6,919)	(161)	(6,461)
Net Expenditure	10,266	10,616	350	10,374
<b>5.3.2 Sports Fields</b>				
Expenditure	3,627	3,561	(66)	3,370
Revenue	(273)	(353)	(80)	(351)

Net Expenditure	3,354	3,208	(146)	3,019
<b>5.3.3 Synthetic Turf Sportsfields</b>				
Expenditure	315	307	(8)	-
Revenue	(99)	(126)	(27)	-
Net Expenditure	216	181	(35)	-
<b>5.3.4 Recreation Centres<sup>2</sup></b>				
Expenditure	3,402	3,739	337	3,472
Revenue	(700)	(711)	(11)	(648)
Net Expenditure	2,702	3,028	326	2,824
<b>5.3.5 Playgrounds</b>				
Expenditure	802	783	(19)	756
Revenue	-	-	-	-
Net Expenditure	802	783	(19)	756
<b>5.3.6 Marinas</b>				
Expenditure	532	490	(42)	509
Revenue	(515)	(519)	(4)	(512)
Net Expenditure	17	(29)	(46)	(3)
<b>Capital Expenditure (\$000)</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
	<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2009</b>
<b>5.3.1 Swimming Pools</b>				
Expenditure	2,793	2,793	-	543
<b>5.3.2 Sports Fields</b>				
Expenditure	532	504	(28)	1,460
<b>5.3.3 Synthetic Turf Sportsfields</b>				
Expenditure	1,649	1,500	(149)	-
<b>5.3.4 Recreation Centres<sup>3</sup></b>				
Expenditure	9,582	9,597	15	2,229
Unspent portion of budget to be carried forward	N/A	2,213	-	N/A
<b>5.3.5 Playgrounds</b>				
Expenditure	532	534	2	448
Unspent portion of budget to be carried forward	N/A	18	-	N/A
<b>5.3.6 Marinas</b>				
Expenditure	202	202	-	141

<sup>1</sup> Swimming pool operating revenue was under budget. This was because we delayed implementation of a plan to prioritise swim programmes over casual use of pools (such as lane swimming) at peak times, and to allocate pool space across our network to meet demand. The delay was to allow for further community consultation. Operating expenditure was under budget due to offsetting savings in personnel costs.

<sup>2</sup> Recreation centre operating expenditure is under budget due to savings being made during the year in labour and interest costs.

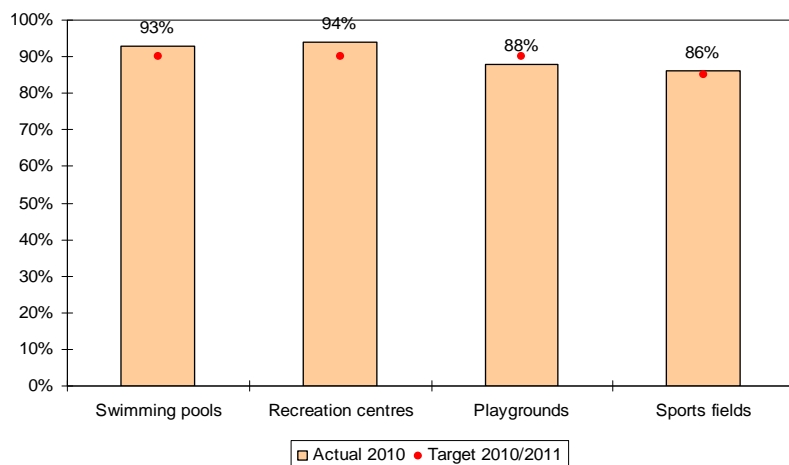
<sup>3</sup> Recreation centre capital expenditure was under budget due to the timing of works on the development of the Indoor Community Sports Centre.  
Note on funding: This activity is funded from a combination of general rates and user charges. The mix varies – playgrounds are rates-funded, marinas are funded from user charges, and other facilities such as pools and recreation centres are funded from both.



## HOW WE PERFORMED

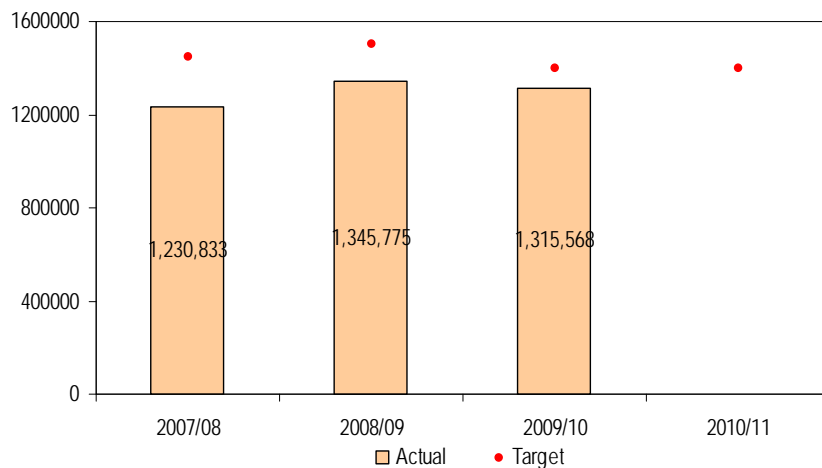
We aim to provide a wide range of facilities that offer access to sports and recreation opportunities that enhance health and well-being. Success is demonstrated by high levels of use of pools and other facilities, high user satisfaction with those facilities, and by condition of facilities and their availability for use.

### *User (%) satisfaction with recreation services and facilities*



Source: WCC Residents' Satisfaction Survey 2010.

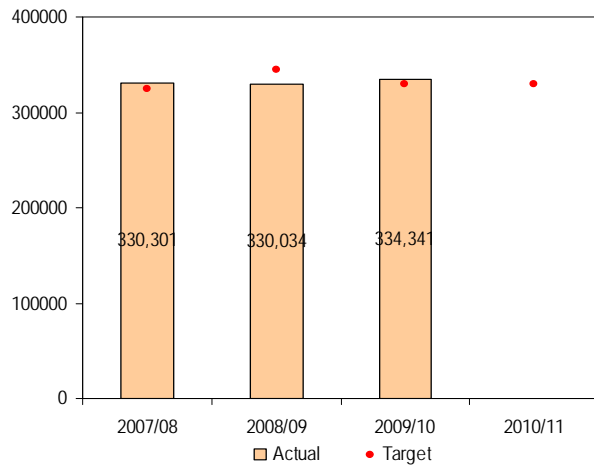
### *Visits to Wellington City Council swimming pools*



Pool attendance was affected by the three-month closure of the main pool at Wellington Regional Aquatic Centre and by unseasonably cool weather during the first half of summer.

Source: Recreation Wellington

**Visitors to Wellington City Council recreation centres**



Source: Recreation Wellington

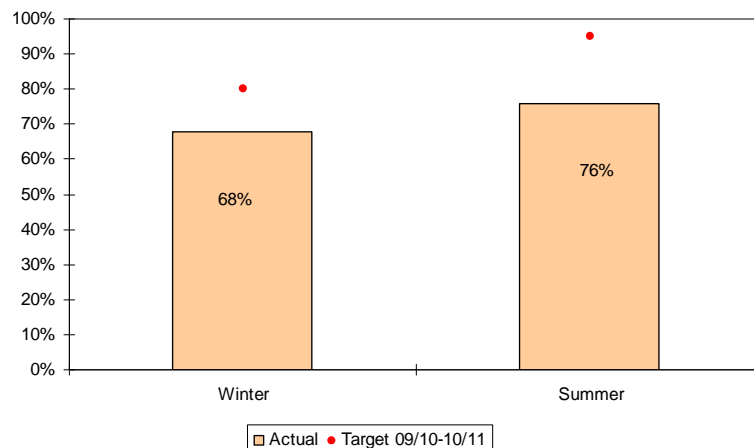
**Sports field quality grading**

	Sand fields	A grade fields	B grade fields	C grade fields	Artificial surfaces
Result	7	12	16	10	5 (2 sand-based, 2 water-based and one athletic track)

Our 2009-19 long-term plan targets were: 4 A-grade fields; 11 B-grade fields; 19 C-grade fields; and 9 sand fields. The targets will be revised in our 2011/12 annual plan.

Source: WCC Parks and Gardens.

**Scheduled sports games (%) that are played**



Targets were not achieved due to weather restricting ground use during the winter and summer seasons.

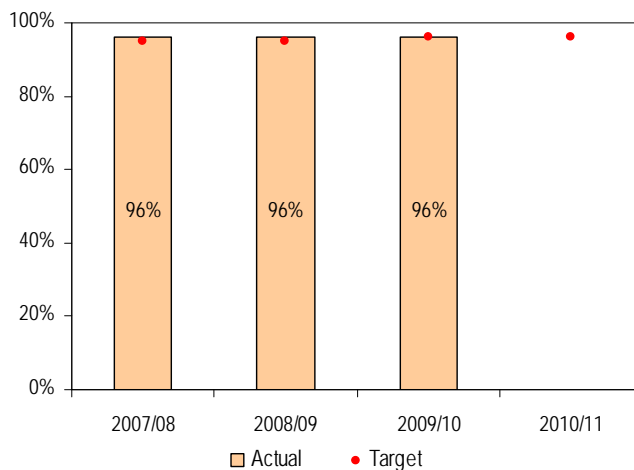
Source: WCC Parks and Gardens

### **Sports field utilisation**

We assess the use of fields on a weekly basis taking into account ground conditions and weather. We allow as much play as each ground can take. On occasions when fields cannot sustain play we will cancel or postpone matches on that day. In general, the increasing demand from sporting codes means there is a lack of available playing space across the city. Our synthetic programme aims, in part, to allow greater access and use of playing surfaces in line with our target.

Source: WCC Parks and Gardens

### **Marina's berths and boatshed occupancy (%)**



Source: WCC Parks and Gardens

### **Residents (%) who agree that WCC recreation services and facilities provide good value for money**

Result: 80% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

# 5.4 PUBLIC HEALTH AND SAFETY

This activity includes:

- **Burials and cremations** – We provide cemeteries in Makara and Karori, and a crematorium at Karori.
- **Public toilets** – We provide more than 60 public toilets throughout the city, and almost 50 sports field pavilions which have public toilets.
- **Public health regulation (food/dogs)** – We regulate, monitor and respond to complaints about food and liquor outlets, animals, trade waste, and other activities affecting public health in line with legislation and local bylaws.
- **City safety** – We work with Police and others to ensure Wellington remains a safe city, through initiatives such as closed circuit TV cameras, banning public liquor consumption, and urban design that promotes visibility and safety.
- **Wellington Emergency Management Office** – We work with other sectors of the community to ensure that Wellington is prepared for earthquakes and other emergencies.

Our involvement in most of these areas reflects legislative requirements covering public health, burials and cremations, emergency management, food hygiene, liquor licensing, animal control, trade waste and other activities. This work is guided by Council bylaws and by policies covering areas such as gambling and dog control.

Public health and safety are fundamental to residents' quality of life, and also influence the city's attractiveness as a place to live, work, play and do business.

## Outcomes

This activity contributes to the following outcomes: healthier; safer.

We assess safety on the basis of recorded crime rates and resident perceptions of crime. During the 2009 calendar year, 18,736 crimes were recorded in the Wellington Police District – down from 19,122 in 2008 but up from 17,570 in 2007.

In 2009, 2,347 violent crimes were recorded (almost unchanged from the previous two years) and 3,135 drug and antisocial crimes were recorded (up from 2,811 in 2008 and 2,468 in 2007). Resolution rates have remained stable in the past three years.

In our 2010 Residents' Satisfaction Survey, the vast majority of Wellington residents said they feel safe in their neighbourhoods at night (87%) and during the day (100%). In the central city, most felt safe during the day (99%) and at night (64%). In 2009, 67% of those surveyed felt safe in the central city after dark, while in 2008 the result was 54%.

Safety issues of most concern included alcohol and drugs, dangerous drivers, threatening people/people behaving dangerously, and poorly lit or dark public areas.

We also assess safety by asking residents if they have an emergency plan and emergency items such as torches, food/water and essential medication. In our 2010 survey, 76% of residents said they had emergency items, and 48% said they had an emergency plan (compared with 45% in 2009 and 36% in 2008).

We assess health on the basis of average life expectancy and incidence of food-borne and water-borne diseases. Average male life expectancy in 2005-2007 was 80.1 years, compared with 75.4 years a decade earlier; average female life expectancy in 2005-07 was 83.7, compared with 81.2 a decade earlier.

During 2009/10, the Council was notified of 291 food-borne or water-borne diseases – compared with 306 in 2008/09 and 269 the previous year.

## Key projects

During the year:

- We consulted residents on a proposal for a 24-hour-a-day city-wide ban on carrying and consuming liquor in public places. In July 2010, in response to community feedback, the Council opted against a city-wide ban, and instead extended the existing ban (covering the central city, Oriental Bay, Mount Victoria Lookout, Aro Valley and Central Park) to Newtown and Mount Cook.
- The Council adopted a new Dog Policy and Animals Bylaw, making changes to off-leash dog exercise areas and allowing dogs on leashes into the central city.
- We consulted residents on changes to our Gambling Venues Policy aimed at gradually reducing the number of pokie machines and venues in suburban areas. The central city continues to have no restrictions on the number of gambling venues and machines.
- We restructured our Civil Defence Centre network into eight Civil Defence Areas, implemented a new volunteer training programme, and began a new volunteer recruitment drive. Sixty-five new volunteers were trained. We also developed an Emergency Alert txt service. The restructuring and training are aimed at improving communication between WEMO and civil defence venues. We are also developing tools to help educate the public about the need for and ease of better preparedness.
- We completed safety improvements along Courtenay Place - including installation of closed circuit TV cameras, increased monitoring of city streets by city safety officers, and increased lighting to ensure public areas are well lit.

## What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>5.4.1 Burials and Cremations</b>				
Expenditure	1,525	1,579	54	1,551
Revenue	(687)	(772)	(85)	(789)
Net Expenditure	838	807	(31)	762
<b>5.4.2 Public Toilets</b>				
Expenditure	1,972	1,892	(80)	1,795
Revenue	-	-	-	-
Net Expenditure	1,972	1,892	(80)	1,795
<b>5.4.3 Public Health Regulations<sup>1</sup></b>				

Expenditure	4,209	4,414	205	4,295
Revenue	(2,284)	(2,172)	112	(2,255)
Net Expenditure	1,925	2,242	317	2,040
<b>5.4.4 City Safety</b>				
Expenditure	1,727	1,746	19	1,474
Revenue	-	-	-	-
Net Expenditure	1,727	1,746	19	1,474
<b>5.4.5 Wellington Emergency Management Office<sup>2</sup></b>				
Expenditure	2,077	2,313	236	2,226
Revenue	(100)	(129)	(29)	(154)
Net Expenditure	1,977	2,184	207	2,072
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
<b>Capital Expenditure (\$000)</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2009</b>
<b>5.4.1 Burials and Cremations</b>				
Expenditure	217	224	7	465
Unspent portion of budget to be carried forward	N/A	8	-	N/A
<b>5.4.2 Public Toilets</b>				
Expenditure	368	389	21	826
Unspent portion of budget to be carried forward	N/A	123	-	N/A
<b>5.4.4 City Safety</b>				
Expenditure	60	69	9	101
<b>5.4.5 Wellington Emergency Management Office</b>				
Expenditure	3	3	(-)	-
Unspent portion of budget to be carried forward	N/A	151	-	N/A

<sup>1</sup> Public health operating revenue is over budget is due to additional income from dog registrations. Operating expenditure is under budget due to reduced organisational overhead costs.

<sup>2</sup> Wellington Emergency Management Office operating expenditure is under budget due to savings in general expenses and professional fees.

Note on funding: public toilets and city safety work are funded through general rates. The Wellington Emergency Management Office is largely funded through general rates. Regulatory activities and cemeteries/crematoria are funded through a combination of rates and user charges.

## HOW WE PERFORMED

We aim to protect public health and safety through a variety of services and regulatory activities. Success is measured in a variety of ways, including maintenance of our World Health Organisation 'Safe Community' status, resident satisfaction with facilities, and the number and response times to complaints.

### **World Health Organisation 'Safe Community' status**

Our target was to retain this status, and this was achieved. We will apply for 'safe community' status again in 2011.

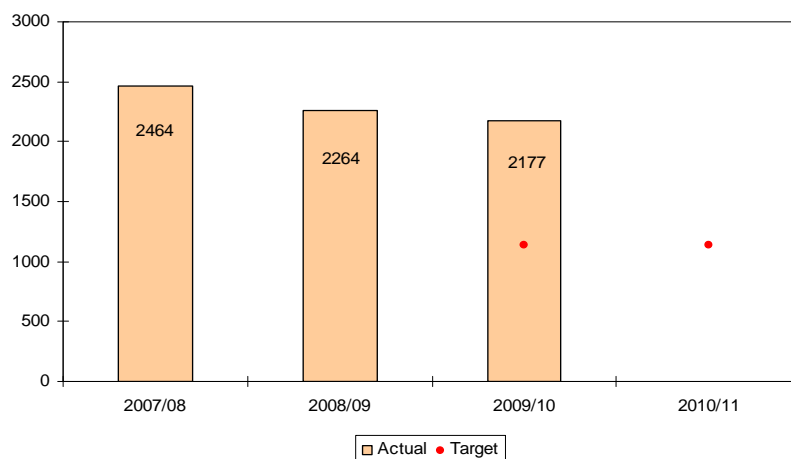
Source: WCC City Safety.

### **Complaints received – public toilets**

Result: 324 complaints received (target: fewer than 671).

Source: WCC Parks and Gardens.

### **Number of complaints about dogs to Wellington City Council**



While we have not achieved our target, the number of complaints has been trending down. We'll review the targets in the coming year.

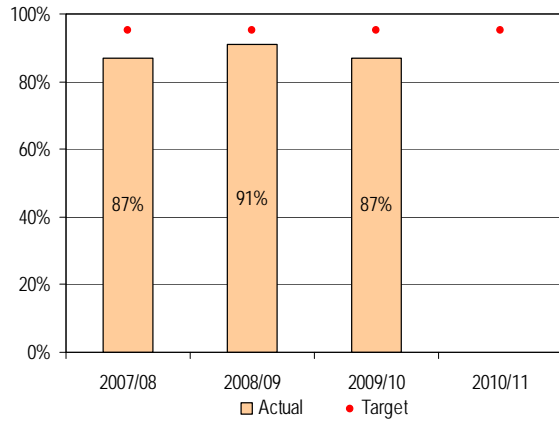
Source: Building Consents and Licensing Services

### **Complaints received – food premises**

Result: 70 (target: fewer than 50). None of the complaints received were serious, and no food premises were closed or operators prosecuted as a result of these complaints. The number of food operators in the city increased by 3% during the year.

Source: WCC Building Consents and Licensing Services

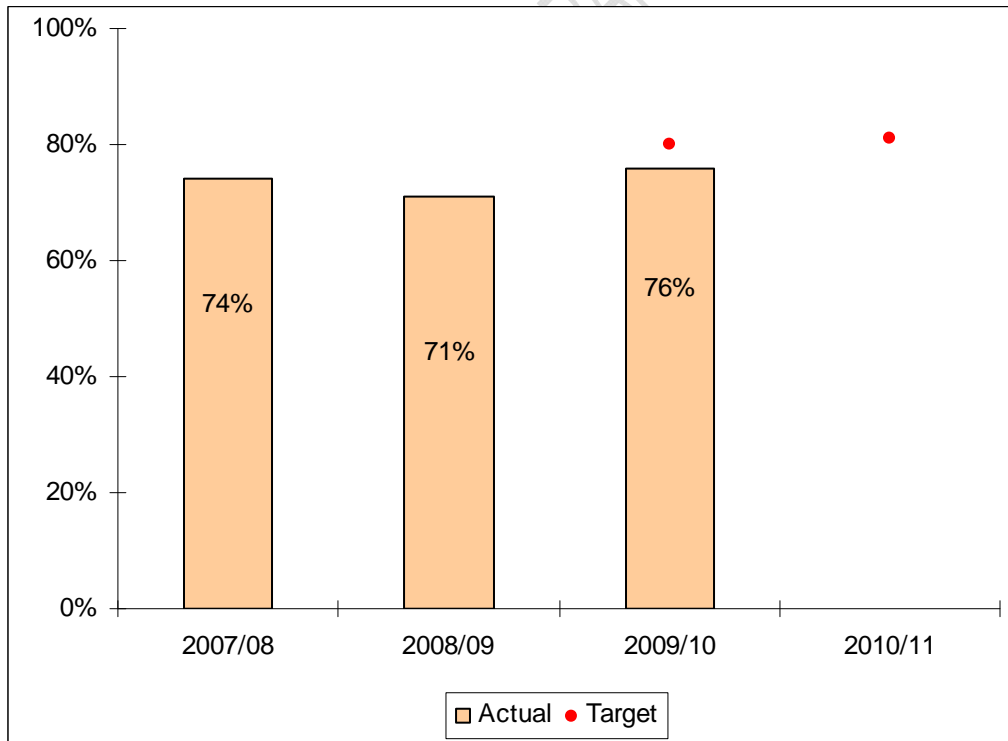
**Food premises (%) with excellent or very good ratings that maintain or improve their rating**



Food premises ratings are assessed as a result of scheduled annual inspections. There has been an increase in the number of premises that required cleaning or repairs (possibly due to financial constraints during tougher economic times). This affects their ability to retain or improve their grade.

Source: WCC Building Consents and Licensing Services

**Residents' (%) satisfaction with the cleanliness of Wellington City Council public toilets (satisfied or neutral)**

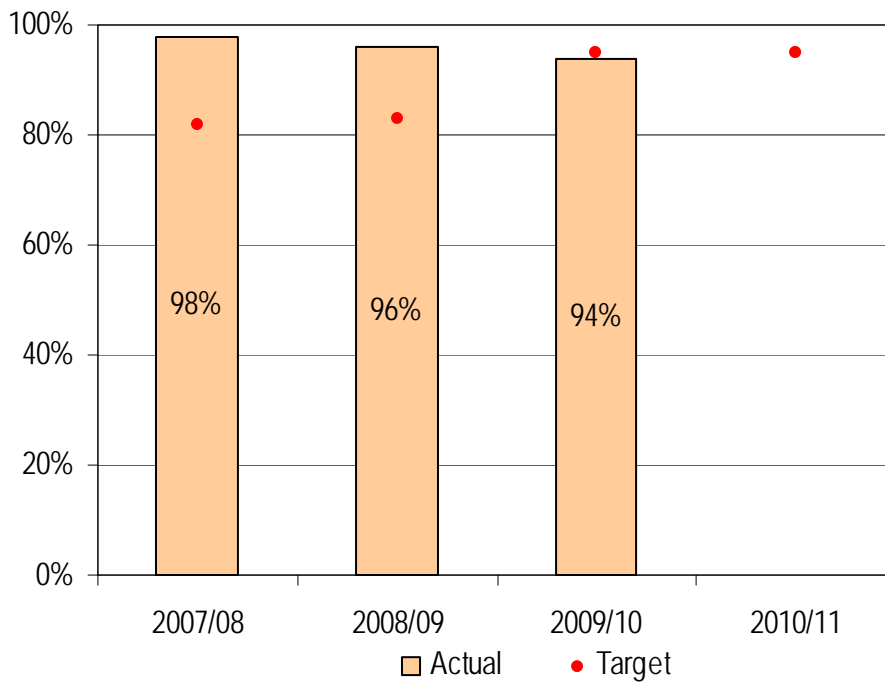


This is a new measure. While trend information is available, there were no targets for previous years.

Source: WCC Residents' Satisfaction Survey 2010.

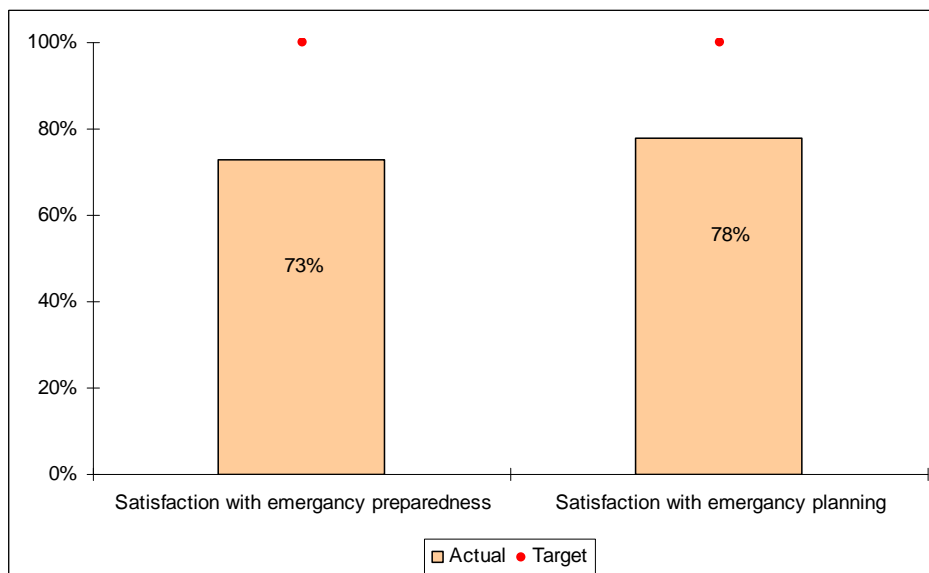


**Wellington City Council public toilets that meet required cleanliness and maintenance performance standards**



Source: WCC Parks and Gardens

**Wellington Emergency Management Office partners' satisfaction with emergency planning and preparedness**



No partners were dissatisfied with emergency planning or preparedness (some were 'neither satisfied nor dissatisfied'). In 2010/11, we will continue to build relationships with partner agencies and engage with them for response planning, training and exercises.

Source: Wellington Emergency Management Partner Survey 2010

### ***Emergency management programmes***

Result: we have provided emergency management presentations to 112 organisations (target: 170).

The 112 presentations delivered included 23 businesses, 29 schools and 60 community groups, reaching a total audience of 3,590 (business 562; schools 1,434; community groups 1,594).

During the year, WEMO did not have a staff member dedicated solely to public education, and responded to requests for emergency management presentations but did not proactively market them. Once more staff are in place, we intend to be more proactive and contact schools and other organisations with a view to delivering presentations.

Source: *Wellington Emergency Management Office.*

### ***Response to service requests – dog control***

Result: we responded to 100% of urgent requests within one hour (target: 100%), and 99% of non-urgent requests within 24 hours (target: 95%). Urgent dog attacks are defined as attacks on people or other animals.

Source: *WCC Building Consents and Licensing Services.*

### ***Response to service requests – hazardous substances***

Result: we responded to 100% of urgent requests within one hour (target: 100%).

Source: *WCC Building Consents and Licensing Services.*

### ***Response to service requests – food premises***

Result: we responded to 100% of urgent requests within one hour (target: 100%), and 98% of non-urgent requests within 48 hours (target: 90%).

Source: *WCC Building Consents and Licensing Services.*

### ***Response to service requests – public toilets***

Result: we responded to 100% of urgent requests within four hours (target: 100%), and 99% of non-urgent requests within three days (target: 100%).

Source: *WCC Parks and Gardens.*

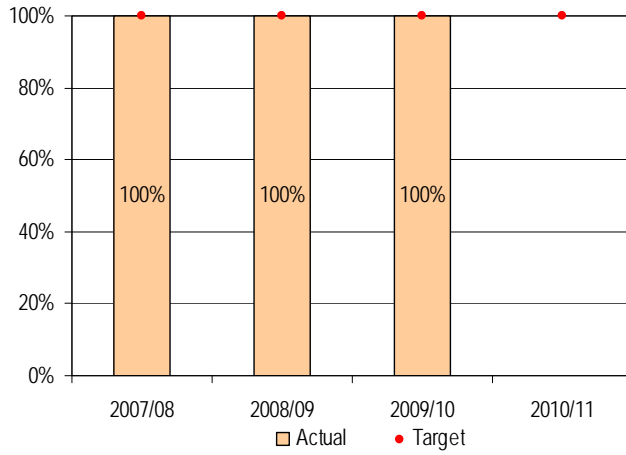
### ***Inspection schedule completion – liquor licensed premises***

Result: 100% of scheduled inspections were completed (target: 100%).

We increased the number of inspections during the year, with the focus on 'control purchase operations' run with the Police. In a 'control purchase operation', a supervised volunteer aged under 18 tries to buy liquor from an off-licence such as a supermarket. If the purchase succeeds, the operator, manager or licensee is liable to prosecution.

Source: WCC Building Consents and Licensing Services.

**Scheduled food premises (%) inspections that were completed**



Source: WCC Building Consents and Licensing Services.

DRAFT

# 5.5 HOUSING

We provide housing to people whose needs are not met by other housing providers. We are the city's biggest provider of housing with more than 2,300 housing units providing shelter for more than 4,000 tenants.

Our housing units are rented at below-market rates. Rental income is ring-fenced for reinvestment in social housing.

To be eligible for social housing, applicants must have modest incomes and assets, their current housing must be inadequate for their needs, and they must be in one of the following priority groups: the fit elderly, refugees, people with a physical or psychiatric disability, people with multiple disadvantages, households who pay more than half of their income as rent, migrants, or people with disabilities.

Our commitment to social housing is supported by a partnership with the Crown (Housing New Zealand), which is providing \$220 million for a 10 year upgrade programme. This work will include upgrading insulation and ventilation, upgrading kitchens and bathrooms, reconfiguring some bedsits into larger accommodation, addressing issues about safety and security, and bringing buildings up to modern earthquake and Building Code standards. These upgrades will make houses and apartments safer, more secure, healthier, more energy efficient, and bring them up to a standard appropriate for comfortable living.

The upgrades involve temporary relocation of tenants so that the upgrade work can be carried out. We work with tenants to ensure this is carried out with the least possible impact.

Alongside the upgrades, our Community Action Team is helping tenants to identify and implement projects that enhance community spirit and well-being, such as establishing community gardens or enhancing outdoor spaces.

As well as meeting a basic need, our social housing contributes to social cohesion, helps people to access the opportunities the city has to offer, and contributes to Wellington's reputation as a close, caring community. The upgrade programme is enhancing tenants' health, safety and security, while also contributing to the local economy.

## Outcomes

This activity contributes to the following outcome: more liveable. In this context, our aspiration is for residents to have access to high quality amenities and services including affordable housing.

Altogether, there are 26,503 rental properties in Wellington. The 2,347 housing units we provide account for 8.85% of that total; Housing New Zealand has 1,639 properties, amounting to 6.18%.

We also assess progress towards this outcome by asking residents about their quality of life. In our 2010 Residents' Satisfaction Survey, 92% said their quality of life was good or extremely good (this compares with 93% in 2009 and 94% in 2008).

## Key projects

During the year:

- We completed an upgrade of Newtown's Te Ara Hou flats. This included upgraded kitchens and bathrooms, new curtains and carpets, improved ventilation and insulation, an improved rubbish and recycling system, and landscaping. We also started an upgrade at Hanson Court. Plans were developed for future upgrades of Regent Park (Newtown), Central Park (Te Aro) and Marshall Court (Miramar).
- The Council won the award for Leading Housing Solutions in the New Zealand section of the 2009 Australian Housing Institute's Excellence in Social Housing Awards, for its Community Action programme. The Community Action team focused on safety, with positive results.
- A competition was held among architects for accessible housing designs, to be considered for use in future refurbishments.
- A new Housing (Social) Services Policy was adopted in May 2010.

## What it cost

Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
5.5.1 Community Housing <sup>1</sup>				
Expenditure	17,061	16,850	(211)	16,140
Revenue	(32,761)	(31,178)	1,583	(22,868)
Net Expenditure	(15,700)	(14,328)	1,372	(6,728)
Capital Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
5.5.1 Community Housing <sup>2</sup>				
Expenditure	16,776	16,873	97	6,948
Unspent portion of budget to be carried forward	N/A	753	-	N/A

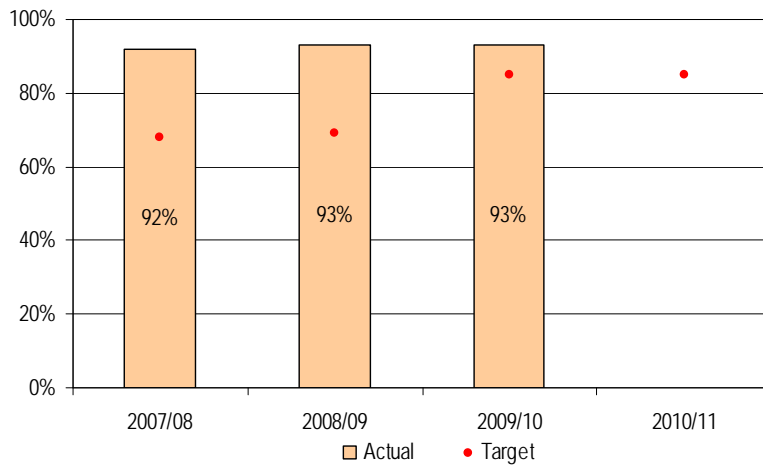
<sup>1</sup> Operating revenue is over budget due to the unspent portion of the Crown Housing Grant from 2008/2009 being carried forward and recognised when the capital expenditure occurred in 2009/2010.

<sup>2</sup> Capital expenditure is under budget due to the timing of the renewal programme and work in progress associated with the Housing Upgrade programme.

## HOW WE PERFORMED

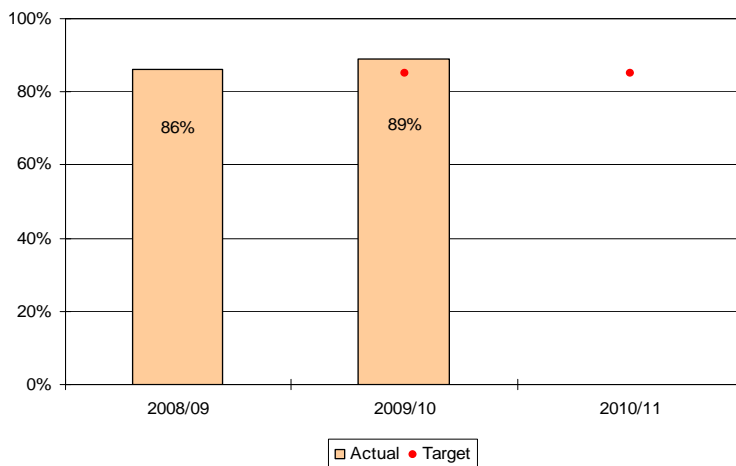
We aim to provide good quality homes to people whose housing needs are not met by other landlords. Success is demonstrated by high levels of tenant satisfaction, compliance with legal requirements, completion of scheduled upgrades, and high occupancy rates.

**Wellington City Council housing tenants (%) that were satisfied with services and facilities**



Source: WCC Housing Tenants Survey 2010

**Wellington City Council housing tenants (%) that rated the condition of their house/apartment as good or very good**



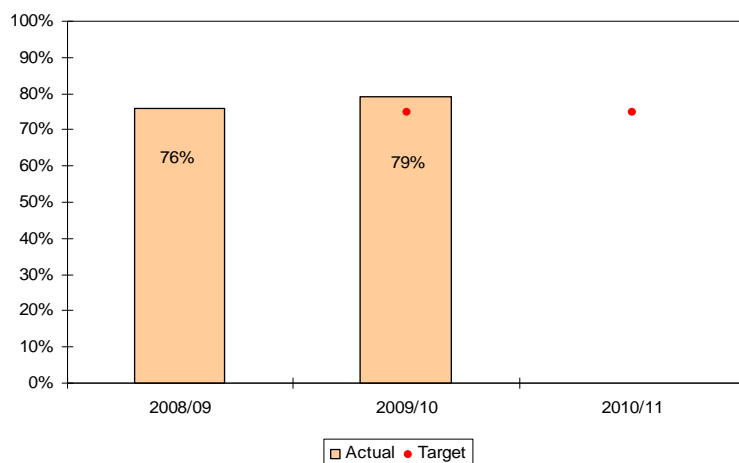
Source: WCC Housing Tenants Survey 2010

**Compliance with legislative requirements**

Result: All City Housing services and facilities comply with all legislative requirements (e.g. Residential Tenancies Act, building warrant of fitness). Target: Compliance achieved.

Source: WCC City Housing.

**Wellington City Council housing tenants (%) that feel safe in their housing complex at night**



Source: WCC Housing Tenants Survey 2010

**Occupancy rate (%) for housing facilities**

Result: 93% (target: 90%).

Occupancy has been affected by the need to re-house tenants during reconstruction and upgrades as part of the Housing Upgrade Project. We have let some units for fixed terms; this keeps revenue coming in while also ensuring the units are available for longer-term tenants whose homes are being upgraded.

Source: WCC City Housing.

**Average waiting time for housing applicants**

	2007/08	2008/09	2009/10
Elderly	76 days	52 days	151 days
Refugees/migrants	128 days	63 days	154 days
Physical disability	103 days	116 days	206 days
Psychiatric disability	78 days	86 days	84 days
Multiple disadvantage	80 days	86 days	153 days
Rent >50% income	66 days	135 days	126 days
Overall	87 days	89 days	140 days
There is no target for this performance measure. Performance depends on availability of housing units.			
Source: WCC City Housing.			

### ***Applicants (%) housed – by target group***

<b>Group</b>	<b>2009/10</b>
Elderly	59%
Refugees/Migrants	49%
Physical Disability	50%
Psychiatric Disability	54%
Multiple Disadvantages	64%
Rent > 50% Income	55%
Overall	56%

There is no target for this performance measure.

Source: WCC City Housing.

### ***Residents (%) who rate services and facilities as good value for money***

Result: 82% (target: 90%).

Source: WCC Housing Tenants Survey.

### ***Milestones for Housing Upgrade Project***

Result: All project design and construction related milestones were achieved in accordance with the agreed works programme with the Deed of Grant Between the Crown and the Council (target: meet all milestones, design standards and budgets.)

The Crown (HNZC) carried out a comprehensive annual audit which concluded that the project was delivering to all high level outcomes set out in the works programme and Deed of Grant. The overarching programme is ahead of schedule and 1% under budget after two years.

Source: WCC City Housing

### ***Property upgrades***

Result: Completed the upgrade of Te Ara Hou flats – see 'Key projects' (target: complete the upgrade).

In 2010/11, we intend to complete upgrades of Hanson Tower and Podium Building.

Source: WCC City Housing



# 5.6 COMMUNITY PARTICIPATION AND SUPPORT

This activity includes:

- **Implementation of homelessness strategy** – We fund projects to help homeless people with health, accommodation and other needs.
- **Community advocacy** – We provide information, advice and advocacy services to a wide range of people and community groups, publish a directory of community organisations, and support community forums through which people contribute to civic life.
- **Social and recreation grants** – We provide grants to support initiatives that support our strategic objectives – which include encouraging healthy lifestyles, enhancing health and safety, and enhancing social cohesion.
- **Community centres and halls** – We own a network of community centres and town halls throughout the city, and also support community-owned centres. All are run by their local communities through independent management committees.

Our support for homeless people includes funding for Project Margin, run by the Downtown Community Ministry. This programme assists homeless people to either find accommodation or make their accommodation more secure.

Our community advocacy programmes involve work with a very wide range of groups. Key initiatives focus on meeting the needs of the city's young people, elderly, people with disabilities, Pacific Island communities and other ethnic groups.

This work is guided by Council policies on community facilities, engagement, homelessness and access to information and communication technologies (ICT).

Grants are provided in two ways: through three-year contracts with organisations that contribute strongly to our strategic objectives (for example, those working with disadvantaged people or supporting youth programmes) and through one-off grants offered through a contestable funding pool.

We want Wellington to have strong communities and to be a place where everyone feels included. These projects contribute to that goal, by bringing people together, allowing them to access opportunities, contributing to their sense of belonging and community pride, and by contributing to people's health and well-being. Much of our work under this activity supports Wellington's large volunteer networks. Their knowledge, expertise and resources are a critical part of city life.

## Outcomes

This activity contributes to the following outcome: more inclusive. Under this outcome, we aim for the city's diverse population to be supported and embraced by a tolerant, caring and welcoming community.

In our 2010 Residents' Satisfaction Survey, 62% were satisfied with the services we provide to encourage strong and thriving communities (compared with 63% in 2009 and 58% in 2008). In addition, 78% of residents said they were aware of the types of community support we provide.

The same survey found that 23% had used community halls during the 12 months before the survey (up from 20% in 2009 and 15% in 2008), while 24% had used community centres (compared with 25% in 2009 and 18% in 2008).

In the national 2008 Quality of Life survey, 59% of Wellingtonians said a sense of community in the local neighbourhood was important to them (compared with 69% in 2006).

The same survey showed increasing numbers of people belonging to informal networks including family (82%, up from 66% in 2006), school or work networks (67%, up from 62%), hobbies and interest groups (41%, up from 37%), friendships (11%, up from 4%) and online community groups such as Facebook (38%, up from 20%). Membership of other networks declined, including sports clubs (29%, down from 33%), church/spiritual groups (26%, down from 32%), and community/voluntary groups (19%, down from 22%).

## Key projects

In June 2010, the Council approved a new Community Facilities Policy and Implementation Plan. The policy aims to guide future council investment in community facilities such as libraries, pools, recreation centres, and community centres and halls.

The overarching principle is that the Council will support facilities in partnership with communities, and will not be the sole provider of facilities. It also set out the facilities each town centre, district or neighbourhood centre could expect – with larger centres providing a full range of services and smaller centres providing meeting spaces.

The implementation plan for 2010/11 included a range of swimming pool upgrades (see 5.3 Recreation Services), working with Churton Park residents on options for a community space, and working with Johnsonville residents on options for relocation and expansion of Johnsonville Library to also provide community space.

In addition, during the year:

- Design and planning work was completed for an upgrade of the Khandallah Town Hall. Construction will be carried out 2010/11.
- A fit-out of the Zeal youth venue was completed, including a performance venue and café – this was part-funded by the Council.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
Operating Expenditure (\$000)				
5.6.1 Implementation of the Homelessness Strategy <sup>1</sup>				

Expenditure	130	380	250	250
Revenue	-	-	-	-
Net Expenditure	130	380	250	250
<b>5.6.2 Community Advocacy</b>				
Expenditure	1,605	1,641	36	2,121
Revenue	(102)	(100)	2	(299)
Net Expenditure	1,503	1,541	38	1,822
<b>5.6.3 Social and Recreational Grants</b>				
Expenditure	2,423	2,476	53	2,404
Revenue	-	-	-	(1)
Net Expenditure	2,423	2,476	53	2,403
<b>5.6.4 Community Centres and Halls<sup>2</sup></b>				
Expenditure	4,138	3,309	(829)	3,193
Revenue	(252)	(145)	107	(253)
Net Expenditure	3,886	3,164	(722)	2,940
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
<b>Capital Expenditure (\$000)</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2009</b>
<b>5.6.4 Community Centres and Halls<sup>3</sup></b>				
Expenditure	218	218	(0)	1,407
Unspent portion of budget to be carried forward	N/A	815		N/A

<sup>1</sup> Homelessness Strategy operating expenditure was under budget as the Council funds to support a proposed Wet Hostel (in partnership with the Capital and Coast DHB) were unspent. The project will not be continuing as the trust that was developing the project has withdrawn.

<sup>2</sup> Community Centre and Halls operating expenditure was over budget due to depreciation and utilities costs being higher than planned

<sup>3</sup> Community Centres and Halls capital expenditure was under budget due to the timing of works on the Khandallah Town Hall upgrade, which is due to be carried out in 2010/11.

Note on funding: These projects are funded through general rates, with the exception of community centres and halls which receive a small contribution from user fees.

## HOW WE PERFORMED

Our aim in this activity is for Wellington to have strong communities where everyone feels included. We assess success in a variety of ways, including number of homeless people helped by Project Margin, use of community centres and halls, and community group satisfaction with Council relationships. We also keep track of the number of groups supported through social and recreation grants.

### ***Community groups (%) satisfied with Council relationships***

Result: 97% (target: 70%).

Those surveyed included organisations that the Council holds funding contracts with (see 'social and recreation grants' below), as well as people who applied for grants.

Source: *City Communities Customer Satisfaction Survey 2010*

### ***Community forums, community group meetings, advisory groups and youth events***

There is no performance target for this measure.

During the year, 22 youth events (estimated attendance 8,500) and two community forums (estimated attendance 270) were held. We also hosted 22 community group meetings and 40 advisory group meetings.

*Source: WCC City Communities and Grants.*

### ***Social and recreation grants***

There are no performance targets for this measure. We aim to support initiatives that contribute to social well-being in line with eligibility criteria (available at [www.Wellington.govt.nz/services/grants](http://www.Wellington.govt.nz/services/grants)).

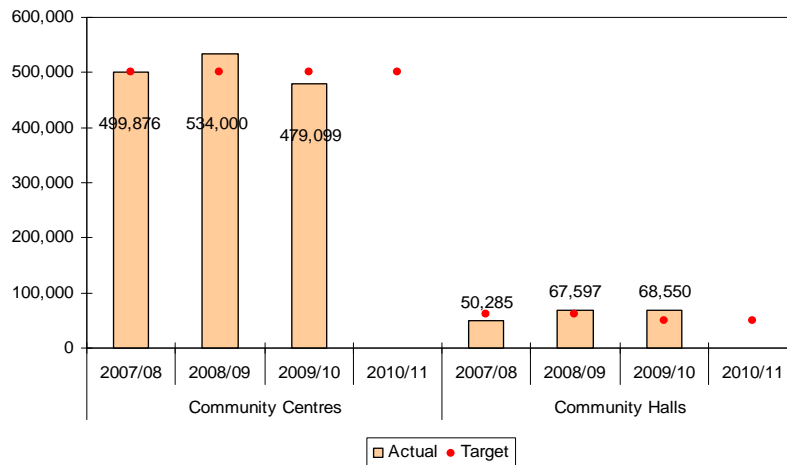
<b>Contestable funding pool</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>
Total number of grant applicants	136	163	140
Total number of applicants receiving grants	45	77	65
Total budget available to applicants	\$402,000	\$381,533	\$404,778
Total budget distributed to applicants	\$402,000	\$376,621	\$383,193

Organisations that received funding through three-year contracts during the year included the network of community centres across the city, the Downtown Community Ministry (for Project Margin – see above), the Wellington 2020 Communications Trust (see above), as well as Mokai Kainga Maori Centre Charitable Trust, Wellington Activity Centre, Wellington Boys and Girls Institute Inc. and youth venue Zeal.

Organisations funded through one-off grants included the Aro Valley Community Council (for English classes for migrants), the Northern Suburbs Activities Group (to encourage community involvement for isolated people), and WellElder (to deliver specialised counselling for older persons).

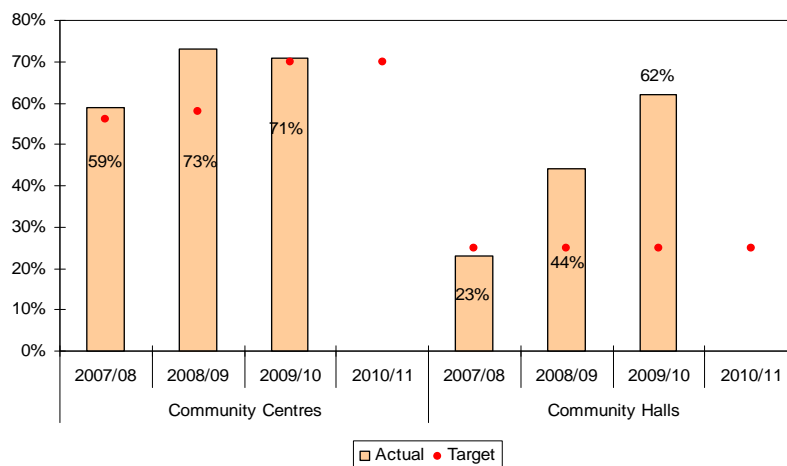
*Source: WCC City Communities and Grants.*

**Number of visitors to Wellington City Council community centres and halls**



Source: WCC City Communities and Grants

**Occupancy rates of Wellington City Council Community Centres and Halls**



Source: WCC City Communities and Grants

**Homelessness Strategy**

There is no target for this performance measure.

During the year, Project Margin continued to make progress in assisting people without shelter to access housing/social services and support, assisting 48 people into housing with ongoing home support visits.

We also supported services including the Night Shelter, Catacombs Drop-in Centre and Women’s Refuge (through grants and funding contracts), and provided leadership in an inter-agency approach to meet increasing demands in homelessness issues within the city.

Source: WCC City Communities and Grants

# Urban Development

---

DRAFT

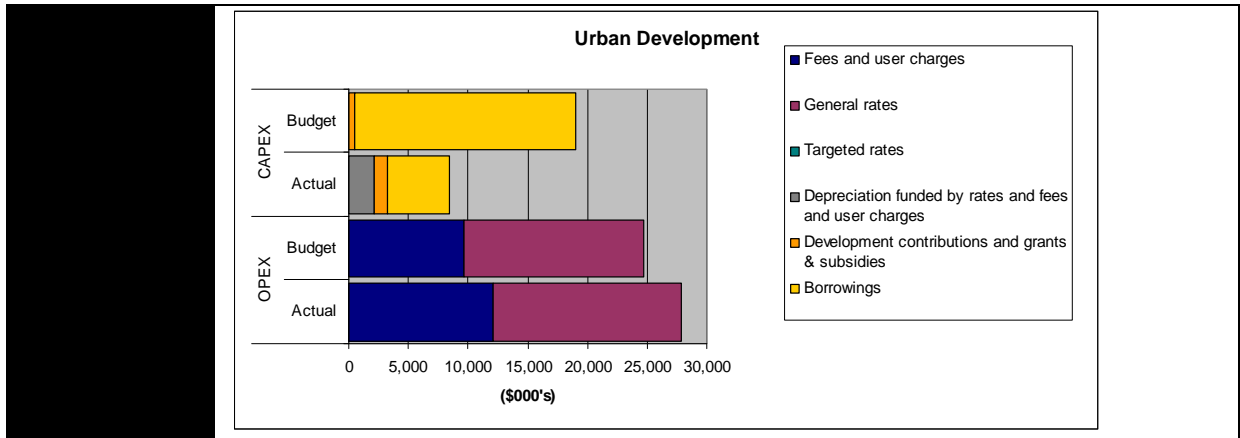
## In this section

- Introduction
- 6.1 Urban planning and policy
- 6.2 Building control and facilitation
- 6.3 Development control and facilitation
- 6.4 Earthquake risk mitigation
- 6.5 Public spaces development

# INTRODUCTION

We aim for a compact, vibrant and attractive city.

<b>URBAN DEVELOPMENT AT A GLANCE</b>	
<b>OUR AIM</b>	A compact, vibrant and attractive city.
<b>LEGAL REQUIREMENTS</b>	Local Government Act 2002 – support social, environmental, economic and cultural well-being now and into the future.  Regulatory responsibilities relating to building, historic places, and land use.
<b>OUTCOMES</b>	More liveable. More sustainable. Better connected. More prosperous. More compact. Safer. Stronger sense of place.
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Meet changing demands such as smaller households and more inner city living.</li> <li>• Support more sustainable land use and transport options to accommodate the growing population, pressure on land, and environmental concerns.</li> <li>• Improve quality of urban design.</li> <li>• Manage consent processes to ensure safety and sustainability without hindering economic development.</li> </ul>
<b>STRATEGIC APPROACH</b>	<ul style="list-style-type: none"> <li>• Maintain the city’s ‘compactness’ and unique character.</li> <li>• Focus development where benefits are greatest – in key centres with strong infrastructure and transport links along a ‘growth spine’ extending from Johnsonville through the city centre to Newtown and Kilbirnie.</li> <li>• Allow intensive development in some areas while protecting others.</li> <li>• Improved integration of land use and transport.</li> <li>• Improving the quality of urban design, and public open spaces.</li> </ul> <p>See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.</p>
<b>ACTIVITIES</b>	6.1 Urban planning and policy 6.2 Building control and facilitation 6.3 Development control and facilitation 6.4 Earthquake risk mitigation 6.5 Public spaces development
<b>COST</b>	2009/10 Expenditure and funding (actual and budget) for Urban Development



## STATE OF THE CITY

### Most Wellingtonians see the city as a great place to live, work and play.

At least 90% of residents regard the city as a great place to live and play, while 75% regard it as a great place to work. Residents have become a little less positive in the last three years – especially about the city as a place of work – which probably reflects the global economic downturn. These nevertheless are very positive results.

Also reflecting the economic downturn, building activity in the city has declined in recent years. The value of commercial building consents dropped to \$307.9m during the year, from \$328.8m two years previously, while the value of residential consents dropped more significantly to \$210.8m, down from \$263.2m two years previously.

The value of commercial consents has been supported by public sector construction work including Council projects. During the year we completed several public space projects (see 6.5 Public Space Development, page XXX).

Residents are proud of the way the city looks and feels – and their views are shared by other New Zealanders.

Nearly all residents (86%) are proud of the way the city looks and feels, and the vast majority (82%) of New Zealanders see the city as an attractive destination.

Most Wellington residents (91%) see heritage items as contributing to the character of the city, and 80% see heritage items as contributing to the character of their local community. These results are consistent with previous years.

While most residents are happy with the state of the built environment, we do face challenges.

The city’s population is growing steadily, and residents’ housing tastes are also changing – with a trend towards smaller households and inner city living. In coming years we will have to accommodate more homes without compromising the unique urban character that makes Wellington so special.

We also face challenges to improve the quality of urban design, better reflect our status as a capital city, and use urban design to encourage more sustainable land use and transport options, as well as supporting healthier lifestyles and stronger communities.



Our overall approach is to focus growth in key transport and employment centres.

These centres are located along a 'growth spine' and include Johnsonville, the central city, Newtown and Kilbirnie.

This approach will focus population growth in areas where the benefits are greatest and harm least, protect the city's 'compactness' and unique character, and support more sustainable and efficient land use and transport. It is supported by the District Plan and various other policies aimed at strengthening existing town centres and keeping development within existing city limits.

Our urban development work also includes controlling building and land use to ensure safety and sustainability, and to minimise or manage negative effects; constructing high quality public spaces – such as Waitangi Park and the waterfront – where people can get together for recreation and enjoyment; and supporting conservation and upgrading heritage buildings and character areas.

While this strategy focuses on urban development, it is closely aligned with our transport strategy and supports other Council strategies for economic development, and social and cultural well-being.

## **Case study**

### **CELEBRATING OUR CAPITAL CITY STATUS**

Being the capital city gives us a special role in New Zealand's identity.

Parliament first sat in Wellington in 1862, and the city officially became New Zealand's capital in 1865. But, for more than 20 years before that, Auckland was New Zealand's capital, and before that the capital was a small Northland settlement known as Russell, 7km from the current Russell township.

When a decision was made in the 1860s to find a more central location, closer to southern goldfields, Wellington was only selected after many other cities had been considered – including Nelson, Blenheim and Wanganui.

Almost 150 years on, it's impossible to imagine New Zealand's capital city being anywhere else. We are home to the Beehive and Parliament Buildings, Government House, the Reserve Bank and Treasury, the Supreme Court, and institutions such as the National Library and Te Papa.

Our status as the capital city places us at the heart of New Zealand's democracy, as well as our relationships with the rest of the world. It means, too, that we have a special role to play in celebrating national identity and character.

In September 2009, we entered into a long-term partnership with central government to recognise our capital city status – to give iconic national institutions a higher profile in the city.

Through the 'Our Extraordinary Democracy' project, the Council and central government will work together on a range of building and urban design initiatives, many focused on attracting visitors to the 'Capital Centre' – the area around Parliament, which is also home to the National Library, Archives New Zealand, the Supreme Court and other key state agencies.

The plans also include completion of the National Memorial Park on Buckle Street, development of Taranaki Street as a processional route, and upgrades of Government House and the National Library.

It is intended that the project will be completed by 2015, in time to celebrate the 150<sup>th</sup> anniversary of Wellington's capital city status.

Panel 1

## **PROGRESS AGAINST STRATEGIC PRIORITIES**

Our 2009-19 long-term plan identified the following strategic priorities for the period to 2012. Our general approach for this period is to complete planning work so we are well placed to support development of the 'growth spine' as the economy strengthens.

### ***Keep the inner city retail and entertainment areas buoyant while improving public transport connections in the city centre.***

The Council made a decision to open Manners Mall to buses and develop a new public space in lower Cuba Street in order to improve public transport and pedestrian links through the central city. Work began in May 2010. See 6.5 Public Spaces Development for more detail.

### ***Strengthen Wellington's capital city status by adding a processional route – a native tree-lined street – along Taranaki Street to the new National Memorial Park that is planned around the Cenotaph in Mount Cook.***

The design phase is scheduled for 2010/11. The planned development of the National Memorial Park in Buckle Street – which is being led by the Ministry of Culture and Heritage – has been pushed back from 2010 to 2015.

### ***Prepare the Adelaide Road and Kilbirnie Town Centre for urban intensification and improved transport links in line with our strategy of focusing development along a 'growth spine'.***

Work began on implementation of the Adelaide Road Framework, which will revitalise the area and improve transport connections. A draft plan was developed for redevelopment of the Kilbirnie town centre.

[Panel 2]

## **Outcomes**

Our 2009-19 long-term identified the following outcomes (i.e. aspirations) for the city's urban development:

- **MORE LIVEABLE/MORE SUSTAINABLE:** Wellington will be a great place to live, offering a variety of places to live, work and play in a high quality urban environment. The city's buildings and urban design will use land and other resources efficiently and sustainably.
- **BETTER CONNECTED:** Wellington will be accessible, pedestrian-friendly and offer quality transport choices on a highly interconnected public transport and street system.
- **MORE PROSPEROUS:** Urban design will contribute to economic development through good transport linkages and a flexible approach to land use planning. The Council contributes through its support for centres and appropriately managing the location of activities.

- **MORE COMPACT:** We develop policies and plans that encourage a city with a contained urban form and more intensive development focused on the city centre, key suburban centres and major transport corridors.
- **SAFER:** Wellington will be a safe city.
- **HAVE A STRONGER 'SENSE OF PLACE':** Wellington will be a memorable, beautiful city, celebrating its capital city status, distinctive landforms and landmarks, its heritage, and its high quality buildings and spaces.

Along with the Council, businesses, community organisations, central and regional government, and individuals all play crucial roles in contributing to these outcomes.

DRAFT

# 6.1 URBAN PLANNING AND POLICY

Through this activity we manage the District Plan and other policies that guide urban development.

The District Plan is required under the Resource Management Act 1991. It sets out rules for land use and development within the city – for example, types and sizes of buildings allowed in different areas of the city, and protections for heritage and open space areas. Anything not permitted by the District Plan requires a resource consent, which will be for either a land-use consent or a subdivision consent.

Our urban planning work is guided by our ‘growth spine’ strategy, through which we aim to support development in key transport and employment ‘hubs’, which are located along a ‘growth spine’ between Johnsonville, the central city, Newtown and Kilbirnie. This will focus population growth in areas where the benefits are greatest and harm least, protect the city’s unique character, and support more sustainable land use and transport.

Other key policies include the Centres Policy, which aims to maintain and strengthen existing town and suburban centres; Wellington – Our Sense of Place, which guides our work to ensure the city’s unique character is maintained; the Built Heritage Policy; and the Northern Growth Management Framework, which guides development in the northern suburbs where much of the city’s growth is expected to take place in coming years.

Our overall aim is to develop policies and plans to encourage high-quality urban development, ensuring we focus growth in a way that makes the city more sustainable, while also preserving its character.

## Outcomes

This activity contributes to the following outcomes: more liveable; more sustainable; better connected; more prosperous.

To assess how ‘liveable’ the city is, we ask residents about their views of the city. The vast majority regard Wellington as a great place to live (94%), work (75%) and play (90%), though there has been a small decline in all of these results over the last three years.

To assess how sustainable the city is in terms of land use, we use Census figures to determine population densities in the city centre and other areas along the ‘growth spine’. The most recent figures show the population of the central city growing by 46% between 2001 and 2006, the population of ‘growth spine’ centres growing by 22%, and the population of suburban centres growing by 35%.

To assess how ‘connected’ and ‘prosperous’ the city is, we monitor trends in building consent values. For both residential and commercial building work, consent values have declined in the last three years. In 2009/10, building consents were issued for \$307.9 million worth of commercial building work (down from \$318.7m in 2008/09 and \$328.8m the previous year) and \$210.8m worth of residential building work (down from \$314.3m in 2008/09 and \$263.2m the previous year).

## Key projects

During the year:

- Implementation of the Adelaide Road Framework got under way, but was behind schedule due to a detailed redesign. The work that got under way included public space and streetscape improvements on Drummond Street, and completion of plans for road corridor and streetscape improvements which will complete the 'missing link' in the southern suburbs bus priority route. Planned improvements to John Street were delayed to 2011/12 to coincide with the Adelaide Road corridor improvements. The framework aims to revitalise the area and encourage more intensive development in the Adelaide Road area as part of its 'growth spine' strategy. District Plan changes needed to support the Framework's vision and objectives were incorporated into proposed changes relating to suburban centres.
- We consulted on changes to District Plan provisions covering residential areas and suburban centres. These changes cover most of the built-up area of the city except the CBD, and support our 'growth spine' strategy and provide for more intensive residential development in some areas such as Kilbirnie and Johnsonville, introduction of new design guides to improve building quality especially in character areas, and introduction of controls on 'big box' retail developments outside of existing town centres.
- We also consulted on proposed District Plan changes covering cellphone towers, earthworks, and some waterfront buildings and heritage areas. Altogether, eleven District Plan changes were made operative and two more made partially operative.
- The Council and the Government launched The Capital City Initiative – a project to recognise Wellington's status as New Zealand's capital, with a range of building and urban design initiatives, many focused on attracting visitors to the 'Capital Centre' – the area around Parliament. See the case study on page XXX for more.
- We consulted residents on a draft Kilbirnie Town Centre Revitalisation Plan, and the Council adopted a town centre plan for Newlands. Scoping work began for a framework to guide development of the Miramar Peninsula.
- We carried out initial consultation on Wellington 2040, a strategic plan focused on setting out the city's competitive advantages for the next 30 years. This work will continue in 2010/11 with the development of a Spatial Structure Plan (a blueprint) to guide future decisions on the design and form of buildings, public spaces and public infrastructure in the central city.

## What it cost

Operating Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
6.1.1 Urban Planning and Policy Development <sup>1</sup>				
Expenditure	2,271	2,692	421	2,359
Revenue	(33)	(12)	21	(51)
Net Expenditure	2,238	2,680	442	2,308
	Actual	Budget	Variance	Actual
Capital Expenditure (\$000)	2010	2010	2010	2009
6.1.1 Urban Planning and Policy Development <sup>2</sup>				
Expenditure	197	455	258	384

Unspent portion of budget to be carried forward	N/A	1,534	-	N/A
---	-----	-------	---	-----

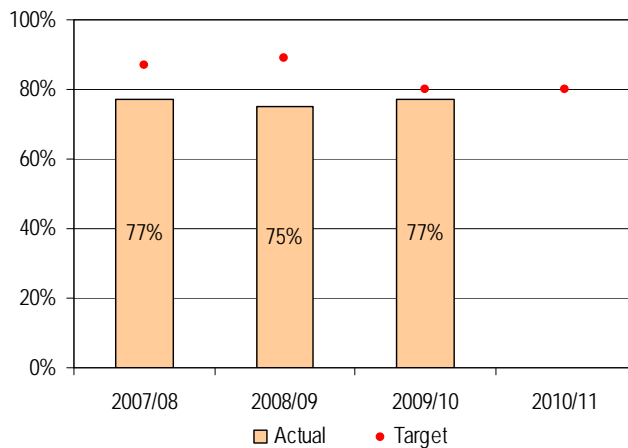
<sup>1</sup> Urban Planning and Policy operating expenditure is under budget due to savings in personnel and printing costs.

<sup>2</sup> The Adelaide Road project was delayed to allow for detailed redesign work. There has also been no capital expenditure during 2009/10 on the gateway sculpture following the decision not to pursue the design Hook of Maui and Receding Waters. The Wellington Sculpture Trust is currently considering alternative gateway sculpture designs (see 4.4 arts partnerships for explanation).

## HOW WE PERFORMED

We encourage high-quality urban development that focuses growth in a way that makes the city more sustainable, while preserving its character. We know we're succeeding when Wellingtonians continue to agree that the city is developing in a way that considers its unique urban character and natural environment.

### ***Residents (%) who feel the city is developing in a way that takes into account its unique urban character and natural environment***



Source: WCC Residents' Satisfaction Survey 2010

### ***Urban heritage and character protection – work schedule (Note: Plan changes, notified and with Council decision in place by the end of 2010)***

1. New controls to better protect special character in the 'inner residential areas' and the 'residential coastal edge'.

These proposals were incorporated into District Plan change 72 (see below).

2. New controls to better protect heritage buildings in Thorndon and selected older commercial areas.

Residents were consulted about options to protect the Thorndon heritage area. The consultation period was extended at the request of Thorndon residents. Options were presented to the Council's Strategy and Policy Committee for consideration in August 2010.

Public submissions were sought on proposed District Plan Change 75 – relating to suburban centre heritage areas in Aro Valley, Newtown, Thorndon, Hataitai and Berhampore.

Source: WCC City Planning.

***District Plan proposed changes – work schedule (Note: Plan changes, notified and with Council decision in place by the end of 2010)***

***1. Revised Residential Areas and Suburban Centres chapters***

Public submissions were sought on proposed changes to District Plan provisions for residential areas (change 72) and suburban centres (change 73). A total of 381 submissions were received on change 72 and 150 on change 73. Hearings on both plan changes were completed in June 2010 and decisions are due in September 2010.

***2. Management of telecommunications facilities***

District Plan change 74, relating to management of telecommunication facilities including cellphone towers, was adopted and publicly notified in May 2010.

***3. Wellington Waterfront policies and rules.***

Variation 11 (Wellington Waterfront) was adopted and publicly notified in November 2009. This change set height and size requirements for new buildings in the North Kumutoto area of the waterfront.

***4. Earthworks controls***

District Plan Change 70, relating to earthworks, was adopted and publicly notified in June 2010. The Earthworks Plan change is going to the Council for approval to become operative in August.

Source: WCC City Planning.

***District Plan changes - appeals that are mediated (settled) before reaching the Environment Court***

There is no target for this performance measure – we use this information for monitoring only.

Sixteen District Plan appeals were resolved (either settled or withdrawn) before going to full Environment Court hearings. Another 12 went to the Court. In 10 of those, the Court ruled in the Council's favour, while two decisions went against the Council.

Source: WCC City Planning.

***Growth Spine Framework implementation - milestones***

Target: complete a planning framework for the Kilbirnie Town Centre. Result: Consultation was completed on Draft Kilbirnie Town Centre Revitalisation Plan. After consideration of the 132 submissions received, a final plan was developed. This will be considered by the Council's Strategy and Policy Committee during August 2010.

Target: report back on the need for further 'areas of change'. Result: This report was delayed until after the 2010 local body elections.

Source: WCC City Planning.

# 6.2 BUILDING CONTROL AND FACILITATION

We have a statutory responsibility under the Building Act to control building developments. This includes ensuring buildings are safe and sanitary and do not threaten environmental quality or public health.

Our work under this activity includes issuing and monitoring building consents, and providing guidance to make sure buildings meet the standards required.

We offer reductions in consent fees for homes that use sustainable building features such as solar or heat pump water heating or wood pellet stoves with 'wetbacks'.

## Outcomes

This activity contributes to the following outcome: safer (Wellington will be a safe city).

For indicators of building safety, see 6.3 Earthquake Risk Mitigation and 6.5 Public Spaces Development. For indicators of city safety in general, see 5.4 Public Health and Safety.

## Key projects

During the year:

- The Council agreed in principle to participate in the Government's Financial Assistance Package for Leaky Buildings and work with them and affected territorial authorities on the detail of the package to enable a final decision on our participation to be made in 2010/11. The package aims to help people get their leaky homes fixed faster, and centres on the Government and local authorities each contributing 25% of agreed repair costs and affected homeowners funding the remaining 50% backed by a government loan guarantee.
- We introduced online applications for Land Information Memorandums in November 2009, and have seen a 33% increase in the number of LIMs issued. The result is likely in part to the introduction of the online system as well as greater awareness of leaky buildings.

We also worked with other territorial authorities in the Wellington region to review the feasibility of a regional building control service to reduce costs and enhance service delivery. Work on this project is dependent on the outcome of a Government review of the Building Act, to be completed during 2010/11.

During the year, 2,784 consents were issued. This compares with 3,006 consents in 2008/09. The recent economic slowdown, along with some regulatory changes, had been expected to reduce the number of consents being granted.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
Operating Expenditure (\$000)				



<b>6.2.1 Building Control and Facilitation<sup>1</sup></b>				
Expenditure	10,685	11,358	673	11,487
Revenue	(6,334)	(6,691)	(357)	(6,210)
Net Expenditure	4,351	4,667	316	5,277

<sup>1</sup> Operating revenue is under budget due to the slower than anticipated recovery of the building market for large developments. Operating expenditure is under budget due to lower than anticipated professional costs for building consents and reduced organisational overhead costs.

## HOW WE PERFORMED

We regulate building activity to ensure it complies with the Building Act, Council bylaws and other legal requirements.

### ***Building consents (%) issued within 20 working days***

Result: 92% of building consents were issued within 20 working days (target: 100%).

The slight drop in timeliness was due to an increased number of building consent applications during November and December (our peak period).

Source: WCC Building Consents and Licensing.

### ***Code Compliance Certificates (%) issued within 20 working days***

Result: 99% of code compliance certificates were issued within 20 working days of receipt (target: 100%).

Source: WCC Building Consents and Licensing.

### ***Land Information Memorandums (LIMs) (%) issued within 10 working days***

Result: 100% of LIMs were issued within 10 working days (target: 100%).

Source: WCC Building Consents and Licensing.

### ***Complaints (%) – urgent (initial investigation within 24 hours) and non-urgent (initial investigation within 3 days)***

Results: 100% of urgent issues or complaints were responded to within 24 hours (target: 95%); 100% of non-urgent issues or complaints were responded to within 3 working days (target: 80%).

Source: WCC Building Consents and Licensing.

### ***Building Consent Authority (BCA) accreditation retention***

Result: The Council's status as a building consent authority was re-confirmed on 9 November 2009 (the target was to retain this status).

Source: WCC Building Consents and Licensing.

Customers (%) who rate building control services as good or very good

Results: 54% of building consent customers rate the service as good or very good (target: 80%); 72% of building inspection customers rate the service as good or very good (target: 80%).

*Source: CTMA Customer Experience Survey 2009.*

DRAFT

# 6.3 DEVELOPMENT CONTROL AND FACILITATION

Through this activity, we control land development in line with the provisions of the Resource Management Act 1991 and our District Plan.

This work includes assessing resource consent applications, granting consents, and monitoring compliance. A resource consent is required for any activity that is not permitted under the District Plan.

The consent process depends on the environmental impacts and who is affected. If the effects are not minor, the consent may be publicly notified, allowing other residents to have a say before a hearing is held to determine whether to grant the consent.

This work is required by statute, and is necessary to ensure that land is developed in ways that are safe, sustainable, and consistent with our urban planning goals such as protecting heritage, and ensuring that the city retains its 'compact' character (see 6.1 Urban Planning and Policy).

## Outcomes

This activity contributes to the following outcome: more compact. Under this outcome, we aim to maintain Wellington's 'compact' urban form and focus development in the city centre and other key town centres.

We encourage this 'compactness' through the District Plan and urban planning policies, which keep development within existing city limits and encourage development around key transport and employment 'hubs' (see 6.1 Urban Planning and Policy).

We measure progress towards this outcome by keeping a record of the proportion of houses within 100 metres of a public transport stop. The proportion of homes within 100 metres of a bus stop has remained steady at 48% over the last three years.

## Key projects

Amendments to the Resource Management Act 2001 came into force on 1 October 2009, and aimed to streamline the resource consent decision-making process. This has resulted in improvements in processing times for resource consents (see 'how we performed').

During the year, we issued 924 resource consents. This compared with 1,127 consents in 2008/09 and 948 the previous year.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
Operating Expenditure (\$000)				
6.3.1 Development Control and Facilitation <sup>1</sup>				
Expenditure	5,417	6,148	731	5,405

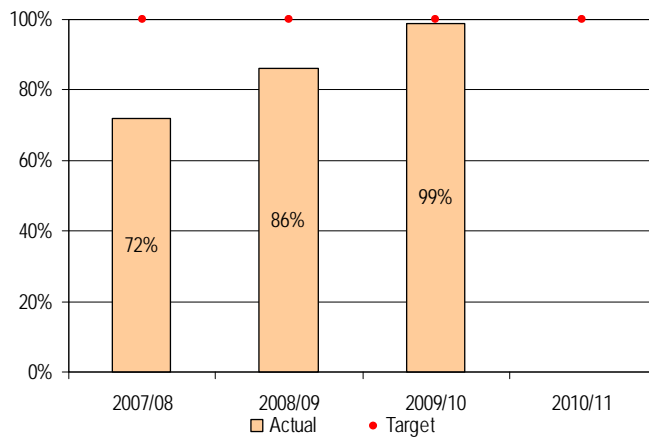
Revenue	(2,508)	(2,946)	(438)	(2,941)
Net Expenditure	2,909	3,202	293	2,464

<sup>1</sup> Net expenditure is under budget due to the processing of fewer large/complex consents in a weak development market, lower professional fees, and reduced organisational overhead costs.

## HOW WE PERFORMED

We aim to ensure any development is of high quality, and complies with the District Plan and resource consent conditions. Our success is demonstrated by high rates of customer satisfaction with the service we provide and our timely issue of contents and certificates.

### **Resource consents (non notified) issued within statutory timeframes (20 working days)**



Note: Under the Resource Management Act, non-notified resource consent applications must be processed within 20 working days of receipt.

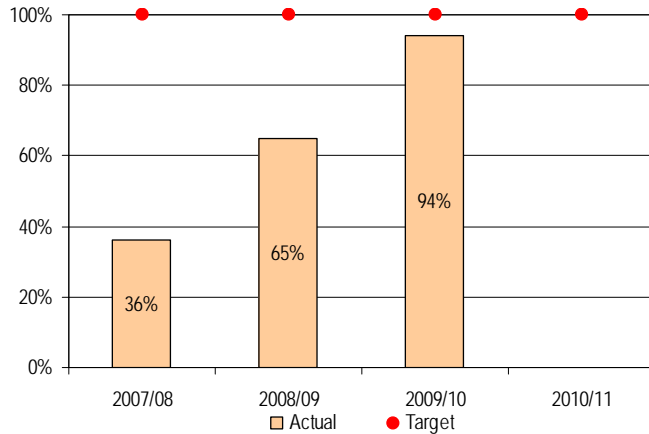
Source: WCC Development Planning and Compliance

### **Resource consents (%) that are monitored within 3 months of project commencement**

Result: 75% of resource consents were monitored within 3 months of project commencement (target: 90%).

Source: WCC Development Planning and Compliance.

**Subdivision certificates (%) – Section 223 certificates issued within 10 working days**



This measure relates to certificates for survey plans issued under section 223 of the Resource Management Act 1991.

Source: WCC Development Planning and Compliance.

**Subdivision certificates (%) – Section 224 certificates issued within 20 working days**

Result: 98% of subdivision certificates issued under section 224 of the Resource Management Act 1991 were issued within 20 working days (target: 100%).

Source: WCC Development Planning and Compliance.

**Noise control (excessive noise) complaints (%) investigated within 1 hour**

Result: 97% of noise control complaints were investigated within 1 hour (target: 90%).

Source: WCC Development Planning and Compliance.

**Environmental complaints (%) investigated within 48 hours**

Result: 96% of environmental complaints were investigated within 48 hours (target: 95%).

Source: WCC Development Planning and Compliance.

**Customers (%) who rate development control services as good or very good**

Result: 74% of customers rated development control services as good or very good (target: 80%).

Source: WCC Development Control Services Customer Satisfaction Survey 2010.

# 6.4 EARTHQUAKE RISK MITIGATION

Wellington is built on an active faultline, which makes it prone to earthquakes. Under this activity, we work to mitigate the potential impact of earthquakes by assessing buildings for earthquake risk and working with owners to ensure that buildings are strengthened to required standards. This work is guided by our Earthquake-prone Buildings Policy.

We also support research into earthquake risk.

## Outcomes

This activity contributes to the following outcome: safer (Wellington will be a safe city). We assess progress towards this outcome by monitoring the number of earthquake-prone buildings that have been strengthened.

Under our Earthquake-prone Buildings Policy, owners have 10 to 20 years after receiving a notice to strengthen or demolish buildings. The process of notifying owners to strengthen buildings began in 2006/07. Strengthening of buildings involves design and construction work, and can be expected to take time.

By the end of 2009/10, 2,130 buildings had been assessed. Of those buildings identified as earthquake prone, strengthening work was known to have been completed for four.

## Key projects

During the year:

- Following a review, a new Earthquake-prone Buildings Policy was introduced on 1 July 2009. The review aimed to ensure that at-risk buildings are identified and that owners have sufficient time to plan and undertake the strengthening work. Meetings were held to update building owners, designers and others on the new policy.
- The policy means that strengthening work will be required on several Council buildings. Strengthening of the Chest Hospital and City Gallery were completed during the year, and strengthening of the Embassy Theatre got under way. Investigation and design work has got under way for strengthening of the Town Hall and Municipal Office Building. Other buildings that require strengthening include the Opera House, Thistle Hall, and the Old Stand at the Basin Reserve.
- We continued to contribute funding to *Wellington: It's Our Fault*, a seven-year, \$3.6 million project aimed at better understanding the region's vulnerability to large earthquakes. The project began in 2006 and is led by GNS Science. It is assessing the likelihood and potential impacts of a large earthquake in the city.

## What it cost

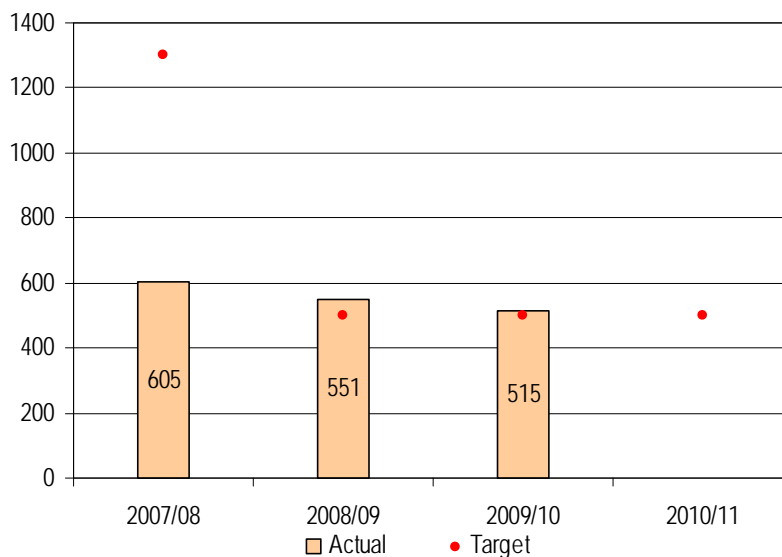
Operating Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>6.4.1 Earthquake Risk Mitigation</b>				
Expenditure	563	641	78	502
Revenue	-	-	-	-
Net Expenditure	563	641	78	502
Capital Expenditure (\$000)	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>6.4.1 Earthquake Risk Mitigation<sup>1</sup></b>				
Expenditure	1,949	2,014	65	-
Unspent portion of budget to be carried forward	N/A	1,089	-	N/A

<sup>1</sup> Capital expenditure is under budget due to the timing of earthquake strengthening works due to be completed during 2009/10. Projects are now scheduled to be completed in 2010/11.

## HOW WE PERFORMED

To protect the safety of Wellingtonians, we work to mitigate the potential impact of earthquakes. Progress is measured through the number of earthquake prone building assessments we've undertaken, and by working with owners to ensure buildings are strengthened to required standards.

### *Potentially earthquake-prone buildings assessed (initial assessment)*



Source: WCC Building Consents and Licensing Services.

***Earthquake-prone building notifications (%) that are issued without successful challenge***

Result: 100% – 131 notifications were issued and none were challenged (target: 95%).

Source: WCC Building Consents and Licensing Services.

DRAFT



# 6.5 PUBLIC SPACES

## DEVELOPMENT

This activity includes:

- **Waterfront development** – We fund and oversee work to develop and enhance the waterfront.
- **Public space and centre development** – We fund work to develop and upgrade street environments, urban parks, and other public areas in the city and suburbs.
- **Heritage development** – We work with owners and provide grants to support the upgrade of heritage buildings.

Attractive, well-designed parks and public spaces contribute to people's enjoyment of a city. They provide places for people to get together, provide venues for recreation and entertainment events, support shops and cafes, make the city more attractive, and encourage civic pride.

Heritage buildings contribute to the city's distinct identity and enhance its sense of place. Encouraging the upgrade of heritage buildings may also contribute to public safety.

Under this activity, we operate an 'anti-graffiti flying squad' which responds to complaints and removes graffiti from public places.

Waterfront development is managed by a Council-controlled organisation, Wellington Waterfront Ltd, in line with the Council's waterfront development policy, the Wellington Waterfront Framework.

### Outcomes

This activity contributes to the following outcomes: stronger sense of place; safer.

Under the 'sense of place' outcome, we aim to make Wellington a memorable, beautiful city that celebrates its capital city status, distinctive landforms, heritage, and high quality buildings and spaces. Nearly all residents (86%) are proud of the way the city looks and feels, and the vast majority (82%) of New Zealanders see the city as an attractive destination. Most (91%) see heritage items as contributing to the character of the city and 80% see heritage items as contributing to the character of their local community. These results are broadly in line with previous years.

This activity contributes to safety by providing safe, well-lit public spaces that encourage people to get together. In our 2010 Residents' Satisfaction Survey, 57% of residents expressed concern about poorly lit public areas (an increase from previous years); 48% expressed concern about graffiti (a decrease from previous years); 41% expressed concern about poorly maintained or dangerous public spaces and 36% expressed concern about vandalism. In recent years, we have put effort into improving lighting in public places. Our anti-graffiti 'flying squad' aims to rapidly remove graffiti from public places.

## **Key projects**

### ***Public spaces***

During the year:

- The Council made a decision in December 2009, following public consultation, to open Manners Mall to buses and to develop new public space in lower Cuba Street. An Environment Court challenge was unsuccessful and work began in May 2010 (for further detail, see 7.1 Transport Planning and Policy). Our long-term plan had provided funding for Manners Street improvements during 2009/10; this work will now be completed during 2010/11.
- Upgrades of Khandallah Village, the Evans Bay Patent Slip, and Cobblestone Park were completed, as was the Nancy Wake Memorial Heritage Pylon in Oriental Bay.
- Design concepts for an upgrade of Midland Park were completed. Construction is to be completed by December 2010 in time for the Rugby World Cup.
- The planned development of a National Memorial Park in Buckle Street – which is being led by the Ministry of Culture and Heritage – has been pushed back from 2010 to 2015. We have contributed \$2m to this \$11m project.

### ***Waterfront***

- Final designs were completed for the wharewaka (canoe house) at Taranaki Wharf. Construction got under way and will be completed during 2010/11. Our long-term plan had forecast that construction would be completed in 2009/10.
- Public input was sought on future development of the waterfront under our 2010/11 Waterfront Development Plan. The plan included: further consideration of temporary uses for the 'transition site' between Te Papa and Waitangi Park; redevelopment of Frank Kitts Park, including the establishment of a Chinese Garden; and a new public artwork at Kumutoto.
- A competition was held to find ideas for revitalising the Queen's Wharf 'Outer T'. This was the first step towards developing a master plan for revitalising the area.
- The Wellington Waterfront Framework won a Wellington Architecture Award at the 2009 New Zealand Institute of Architects' Local Architecture Awards.
- Pile repairs were carried out at the southern end of the Queen's Wharf Outer 'T' and under Taranaki Street Wharf.

### ***Heritage***

- We started work on updating the District Plan heritage list, and updating information provided to the public about protection of heritage buildings. We will continue this work during 2010/11.

## What it cost

	Actual 2010	Budget 2010	Variance 2010	Actual 2009
<b>Operating Expenditure (\$000)</b>				
<b>6.5.1 Waterfront Development<sup>1</sup></b>				
Expenditure	8,096	2,075	(6,021)	12,511
Revenue	(3,233)	-	3,233	(2,634)
Net Expenditure	4,863	2,075	(2,788)	9,877
<b>6.5.2 Public Space and Centre Development<sup>2</sup></b>				
Expenditure	1,241	1,157	(84)	1,106
Revenue	(444)	-	444	(22)
Net Expenditure	797	1,157	360	1,084
<b>6.5.3 Built Heritage Development</b>				
Expenditure	553	668	115	589
Revenue	-	-	-	-
Net Expenditure	553	668	115	589
<b>Capital Expenditure (\$000)</b>				
<b>6.5.1 Waterfront Development<sup>3</sup></b>				
Expenditure	4,400	5,536	1,136	500
Unspent portion of budget to be carried forward	N/A	2,911	-	N/A
<b>6.5.2 Public Space and Centre Development<sup>4</sup></b>				
Expenditure	1,915	4,186	2,271	1,423
Unspent portion of budget to be carried forward	N/A	1,220	-	N/A
<b>6.5.3 Built Heritage Development</b>				
Expenditure	-	-	-	106

<sup>1</sup> The Waterfront Development net expenditure variance primarily relates to unbudgeted movements in the revaluation of investment properties and waterfront development planning costs within the Wellington Waterfront Project.

<sup>2</sup> Public Space and Centre Development operating revenue is over budget due to the recognition of unbudgeted vested asset income.

<sup>3</sup> Due to changes in the economic environment, the waterfront development programme is now being delivered over a longer timeframe than previously budgeted for.

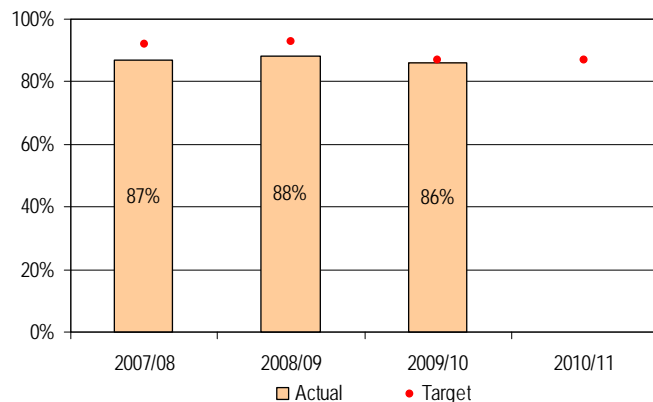
<sup>4</sup> The Manners Mall bus priority project and lower Cuba Street public space development were delayed due to legal proceedings. The redevelopment of Memorial Park is reliant upon central government funding which has been deferred.

This activity is funded through general rates.

## HOW WE PERFORMED

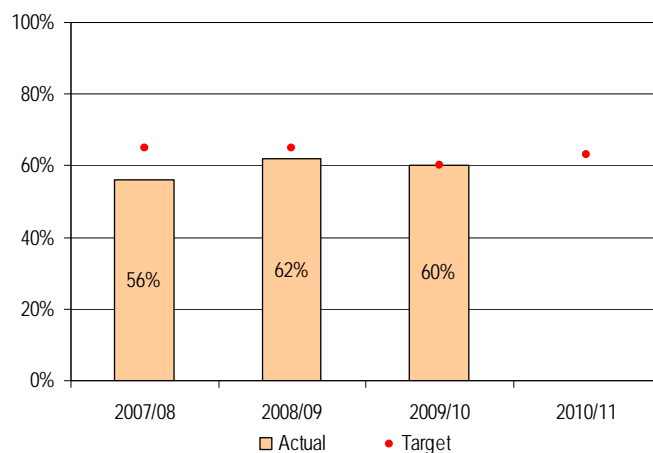
To maintain Wellingtonians' sense of pride in the look and feel of the city, we fund work to upgrade street environments and other public spaces, and support restoration of heritage buildings and assets that contribute to the unique character of the city. We know we're successful when residents continue to agree the central city is lively and attractive and that heritage items are appropriately valued and protected.

### ***Residents' (%) perceptions that the city centre is lively and attractive (agree/strongly agree)***



Source: WCC Residents' Satisfaction Survey 2010

### ***Residents' (%) perceptions that their local suburban centre is lively and attractive (agree/strongly agree)***



Source: WCC Residents' Satisfaction Survey 2010

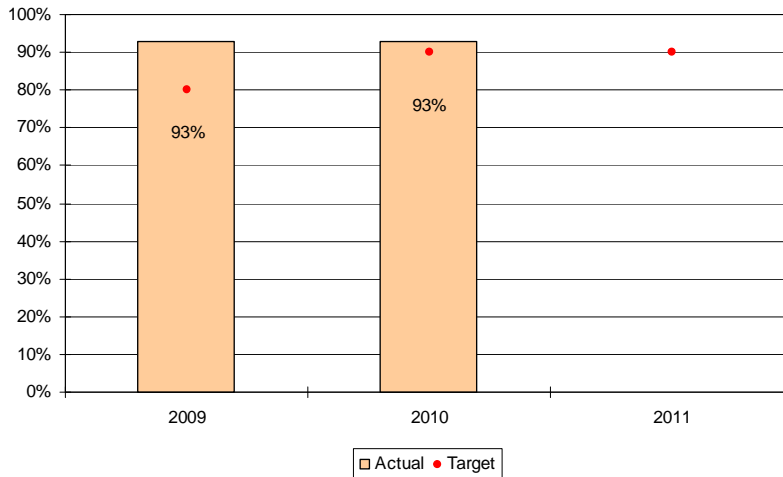
### ***Public space and centres development projects - scheduled work programme***

Result: four of the six scheduled projects were completed, along with one unscheduled project (target: 100% of scheduled projects). The scheduled projects that were completed were Khandallah Village, the Patent Slip, Cobblestone Park, and multiple small items (including works on Lambton Quay). The other two scheduled projects were Manners Mall (delayed by public transport consultation and Environment Court action) and Memorial Park (delayed to 2015 by the Government).

The unscheduled project was the the Nancy Wake Memorial Heritage Pylon.

Source: WCC City Planning.

**Residents' (%) rating of their waterfront experience as good or very good**



Source: WCC Residents' Satisfaction Survey (May) 2010

**District Plan listed items that are removed or demolished**

No items were removed or demolished (target: no items).

Source: WCC Urban Design and Heritage.

**Heritage buildings (adaptive re-use) - heritage buildings that are granted resource consents for additions or alterations**

Resource consents were granted for additions or alterations to more than 40 listed heritage buildings. There is no target for this performance measure.

Source: WCC Urban Design and Heritage.

**Residents (%) who agree heritage items are appropriately valued and protected in central city and suburban areas**

Results: 75% of residents agree that heritage items are appropriately valued and protected in the central city (target: 90%); 67% of residents agree that heritage items are appropriately valued and protected in suburban areas (target: 75%). This was a new measure for 2009/10.

Through this activity, we work with building owners and provide grants to support upgrades of heritage buildings. We also preserve heritage through the District Plan, which protects listed heritage items and provides guidance on building design.

Source: WCC Residents' Satisfaction Survey 2010.

# Transport

---

DRAFT

## In this section

- Introduction
- 7.1 Transport planning and policy
- 7.2 Transport networks
- 7.3 Parking

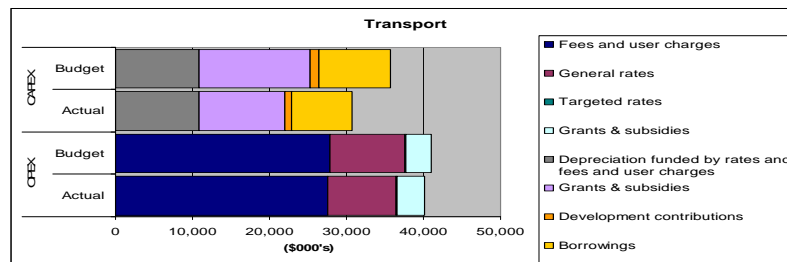
# INTRODUCTION

Connecting people and places.

<b>TRANSPORT AT A GLANCE</b>	
<b>OUR AIM</b>	Connecting people and places.
<b>LEGAL REQUIREMENTS</b>	Local Government Act 2002 – support social, environmental and economic well-being now and into the future. The Council also has responsibilities under the Land Transport Management Act 2003 relating to provision of land transport.
<b>OUTCOMES</b>	More liveable. More sustainable. Better connected. Healthier. Safer. More prosperous.
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Increased congestion as the city’s population grows</li> <li>• Lack of land to develop the transport network to meet increased demand</li> <li>• Safety – particularly for pedestrians and cyclists</li> <li>• Dominance of private motor vehicles at the expense of other transport options that are healthier, more sustainable, and more cost-effective</li> </ul>
<b>STRATEGIC APPROACH</b>	<ul style="list-style-type: none"> <li>• Ensure the transport network works as efficiently as possible</li> <li>• Support a shift away from private vehicles to more sustainable and cost-effective transport options such as walking, cycling and public transport</li> <li>• Work with other agencies that are responsible for regional and national transport networks to support a shift to more sustainable transport options</li> <li>• Provide infrastructure that supports different forms of transport – for example cycleways, footpaths, bus routes, motorbike stands.</li> </ul> <p>See ‘progress against strategic priorities’ for the key initiatives we are taking to meet these goals.</p>
<b>ACTIVITIES</b>	<p>7.1 Transport planning</p> <p>7.2 Transport networks</p> <p>7.3 Parking</p>

## COST

### 2009/10 Expenditure and funding (actual and budget) for Transport



## STATE OF THE CITY

Wellington's transport network is generally performing well.

A safe, efficient transport network means that residents can get to and from work, shops, entertainment venues, places of recreation and so on. It also means that businesses can move goods and provide services throughout the city. The city's economy and residents' overall quality of life depend on a high quality transport system.

As well as aiming for safety and efficiency, in our management of the city's transport network we also consider impacts on people's health, on the environment, and on the city's prosperity. This includes supporting alternatives to private cars, in order to reduce congestion and emissions of greenhouse gases and exhaust fumes.

Our transport work is closely aligned to our urban development strategy, which aims to focus development in key transport and employment 'hubs'. This approach will reduce the growth in demand on the transport network, while also helping to support sustainable transport options.

Wellingtonians are high users of public transport.

The proportion of residents who use cars to get into the central city has dropped considerably in the last few years – from 45% in 2008 to just 35% in 2010. The proportion using buses has increased from 28% to 38%. Altogether, people took more than 23.6 million bus trips in the city during 2010. In our 2010 Residents' Satisfaction Survey, most people said they found public transport convenient and affordable.

Increasing use of public transport may have been influenced by changing public attitudes, and by rising fuel prices in recent years, but also reflects the considerable effort we have put into making public transport more convenient and reliable through measures such as bus priority lanes and traffic signals.

We are working to make cycling safer and more convenient.

In 2008, we adopted new policies on walking and cycling, which aimed to make both more convenient and safer. About 16% of people walk into the central city on weekdays, while 4% cycle. During the year, we started several projects to improve cycle safety, including lower speed limits in some suburbs and the introduction of a clearway on one major cycle route.

Most residents find the city easy to get around.



In our 2010 Residents' Satisfaction Survey, 80% said the transport system allows easy access from the suburbs to the city (compared with 80% in 2009 and 75% in 2008).

About two-thirds of people also feel that peak traffic times are acceptable – up from 64% in 2009 and 58% in 2008. Though we aim to maintain smooth traffic flows and ensure the city is easy to get around, there are challenges: some parts of the transport network are close to capacity at peak times. As well as supporting alternatives to private vehicles, we are working with the New Zealand Transport Agency to deal with congestion in areas such as the entrance to the city and the Basin Reserve/Mount Victoria Tunnel/Adelaide Road area.

Road safety has improved in recent years.

The number of road crashes has declined significantly, from 521 in 2007/08 to 433 in 2009/10, while the number of serious crashes has dropped even more steeply from 89 to 53. We have worked over many years to improve safety through traffic calming measures such as roundabouts and traffic lights, and by introducing lower speed limits in suburban areas.

## Case study

### WELCOME TO WELLINGTON: CITY OF THE FUTURE

Throughout the world, the shapes of cities – and forms of transport – are changing.

For many decades, cities throughout the world have grown by spreading out, taking over agricultural land, and creating suburbs in which homes stood alone on quarter acre or larger blocks, and were separated – sometimes by long distances – from places of work in the city centre.

This type of city could only function because of vast networks of roads and streets, which linked suburban neighbourhoods and provided access, by car, to and from the city.

In the last decade or two, this approach to urban planning has been challenged. Climate change, peak oil, congestion, and lifestyle considerations – such as people seeking to avoid the daily commute and live close to work and entertainment – are all forcing a shift towards more intensive forms of development.

Worldwide, cities are changing. They are becoming more compact, with more people living in apartments and townhouses, close to city centres and places of work. Cities' transport systems are changing too, with greater emphasis on mass public transport, lower emission vehicles, and making cities walkable; in some parts of the world, carless cities are being designed.

In making this transition, Wellington's has a head start. Constrained by harbour and hills, Wellington's urban form has always been compact. But there is still much to do if we want a transport system that is truly sustainable, as well as supporting healthy, enjoyable lifestyles.

For the Council, the trend towards more compact city form is supported and reinforced through urban development and transport policies.

Bus priority lanes and improved cycleways will make journeys quicker and more convenient. The Manners Mall bus route will streamline inner city public transport while supporting inner city walking routes. A trial of electric vehicles – with potential for 'refuelling' points around the city – will help encourage the transition towards lower-carbon lifestyles.

Thanks to our stunning landforms, Wellington is well placed to make this transition: to support our urban form with a sustainable transport system.

Panel 1

## PROGRESS AGAINST STRATEGIC PRIORITIES

Our long-term plan identified the following strategic priorities for the period to 2012.

### ***Planning for improvements to the transport network to ensure it develops in ways that meet future needs.***

In our long-term plan we made commitments to several projects that support this priority, including implementation of the Ngauranga to Airport Transport Corridor plan, improvements to the road corridor along Adelaide Road, the restoration of the Golden Mile bus route through Manners Mall, and plans to increase the city's strategic cycling and walking networks and manage congestion at the Basin Reserve.

Implementation of the Manners Mall and Adelaide Road projects got under way. In December, the New Zealand Transport Agency made commitments to other projects including the Basin Reserve and aspects of the Ngauranga to Airport project. See 7.1 transport Planning and Policy and 7.2 Transport Networks for more detail.

We also introduced a clearway during peak travel times along Thorndon Quay – the the city's busiest commuter cycle route, to provide extra space for city-bound cyclists and make the route safer.

### ***Continuing with our work to increase capacity on the roading network by making improvements to the bus priority measures and encouraging alternative transport modes to the private car and walking.***

As noted above, the Manners Mall bus priority project got under way. We sought to improve cycle safety with lower car speed limits, clearways and other initiatives, in line with our 2008 Cycling Policy.

[Panel 2]

## Outcomes

Our outcomes (i.e. aspirations) for the city's transport network are:

- **MORE LIVEABLE:** Wellingtonians will have good access from homes to shops and places of work and recreation, priority walking routes to and within the central city, and access to parking.
- **BETTER CONNECTED/HEALTHIER:** The transport network allows people to move easily throughout the city using all forms of transport, and walking and cycling are promoted.
- **MORE SUSTAINABLE:** The transport system will operate to minimise environmental harm – by operating efficiently, providing viable alternatives to private cars, and reducing the need to travel.
- **SAFER:** The city will be safer for all transport users (cyclists and pedestrians as well as people in cars).
- **MORE PROSPEROUS:** The city's transport system will contribute to economic development.

# 7.1 TRANSPORT PLANNING

Though Wellington's transport system is generally performing well, we face some key challenges: improving safety, managing demand – especially at peak times when the system is close to capacity, and reducing environmental impacts such as noise and vehicle emissions.

Through this activity, we develop policies and plans for management of the transport network. This includes: developing and implementing initiatives to ease congestion and make the transport network more efficient; undertaking detailed traffic modelling and planning work; and consulting and seeking planning permission for proposed changes.

We work closely with the Greater Wellington Regional Council, which has overall responsibility for regional land transport planning, and with the New Zealand Transport Agency which funds transport projects using revenue from fuel taxes and other transport-related levies.

We aim to have a well-planned, efficient transport system that allows for the easy movement of people and goods to and through the city. We also aim to support choice of transport options, so people can choose more sustainable alternatives to private cars, such as walking, cycling and public transport.

## Outcomes

This activity contributes to the following outcomes: more liveable; more sustainable.

'More liveable' refers to residents having good access from homes to shops and places of work and recreation, by walking and other forms of transport. In our 2010 Residents' Satisfaction Survey, 80% said the transport system, that is the roads and public transport, allows easy access from the suburbs to the city. This compares with 80% in 2009 and 75% in 2008.

'More sustainable' refers to minimising environmental harm by reducing use of resources such as energy and fuel. This includes encouraging alternatives to the private car and reducing the need to travel. In 2009/10, 2,012 litres of fuel (including diesel) was used per person; compared with 2,022 litres per person in 2008/09.

Our 2010 Residents' Satisfaction Survey found that more people are using buses to get to the city on weekdays than in the past, while use of private cars is declining (from 46% in 2008 to 35% this year). Altogether, people took more than 23.6 million bus trips in the city during 2009/10. The Council has put considerable effort into supporting public transport through measures such as bus priority lanes and traffic signals.

In the same survey, 75% said the public transport system is convenient and 68% said it was affordable. This compares with 80% and 72% respectively in 2009, and 77% and 75% respectively in 2008).

In the 2010 residents' survey, 66% said that peak traffic volumes are acceptable – up from 64% in 2009 and 58% in 2008.

Air quality in the city is assessed at a Greater Wellington Regional Council monitoring station on Vivian Street. The station records levels of carbon monoxide and nitrogen dioxide – gases from vehicle exhausts that have adverse health effects. During the year, levels of both remained within national standards/guidelines.

### Air quality (2009 calendar year)

	<i>Maximum</i>	<i>Mean</i>	<i>National standard/guideline</i>
Nitrogen dioxide	100.1 ug/m <sup>3</sup>	27.4 ug/m <sup>3</sup>	Maximum not exceed 200 micrograms (ug) per m <sup>3</sup> ; mean not exceed 100ug/m <sup>3</sup>
Carbon monoxide	2.9 mg/m <sup>3</sup>	0.6 mg/m <sup>3</sup>	Maximum not exceed 30 mg/m <sup>3</sup> ; mean not exceed 10mg/m <sup>3</sup>

*Source: Greater Wellington Regional Council*

### Key projects

During the year:

- The Council made a decision in December 2009 to open Manners Mall to buses in order to provide a quicker, more direct bus route through the central city. As part of the plan, lower Cuba Street will become a shared space, improving pedestrian links to Civic Square and the waterfront. A New Zealand Transport Agency subsidy, and revenue from the additional street car parking spaces that will be created as part of the project, will fund about two-thirds of the \$6.2 million worth of roading and transport improvements planned. The Council plans to spend another \$4.9 million on public space improvements, including the lower Cuba Street shared space and changes in Wakefield and Dixon streets. The decision followed extensive public consultation. An Environment Court challenge was unsuccessful and work got under way in May 2010.
- In December 2009, the New Zealand Transport Agency committed to several state highway projects in the city as part of its Wellington Northern Corridor Project. Phase one of the programme included changes to improve traffic flow around the Basin Reserve and in the Ngauranga-Aotea Quay stretch of State Highway 1. A project to create a second Mt Victoria Tunnel and widen Ruahine Street – the key route to Wellington Airport – is listed for phase three of the programme.

These projects are aligned with the Ngauranga-Airport Transport Corridor Plan, which was developed jointly by New Zealand Transport Agency, Greater Wellington Regional Council and Wellington City Council. They aim to make it easier for people to travel into and through the city whether they are taking public transport, driving, walking or cycling.

The programme also includes a commitment to a new motorway through Transmission Gully, and a proposal for a new road between Grenada and Petone to ease congestion on State Highway 1 between Ngauranga and Grenada. The Petone-Grenada proposal followed work involving NZTA and the Hutt and Wellington City Councils on options for easing congestion.

## What it cost

Operating Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
<b>7.1.1 Transport Planning</b>				
Expenditure	834	928	94	499
Revenue	(314)	(429)	(115)	(206)
Net Expenditure	520	499	(21)	293

## HOW WE PERFORMED

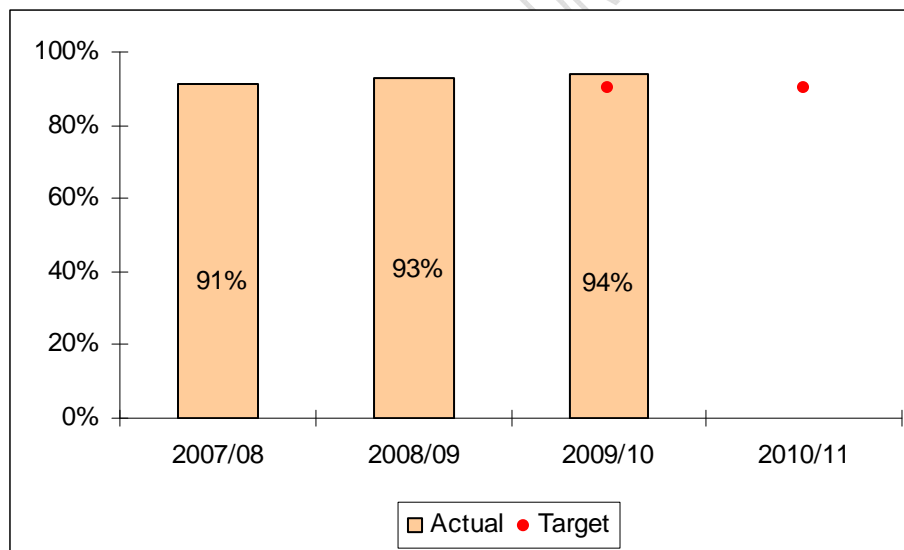
We aim for a safe, sustainable and efficient transport system. Our success at making the system efficient and sustainable is demonstrated by growing use of buses, walking and cycling, and by resident satisfaction with the city as a place to walk around. We assess success at improving safety by asking for residents' views of common safety issues.

### ***Residents' (%) agreement that the city is easy to drive around***

Result: 49% (target: 70%). Another 19% said the city was neither easy nor difficult to get around.

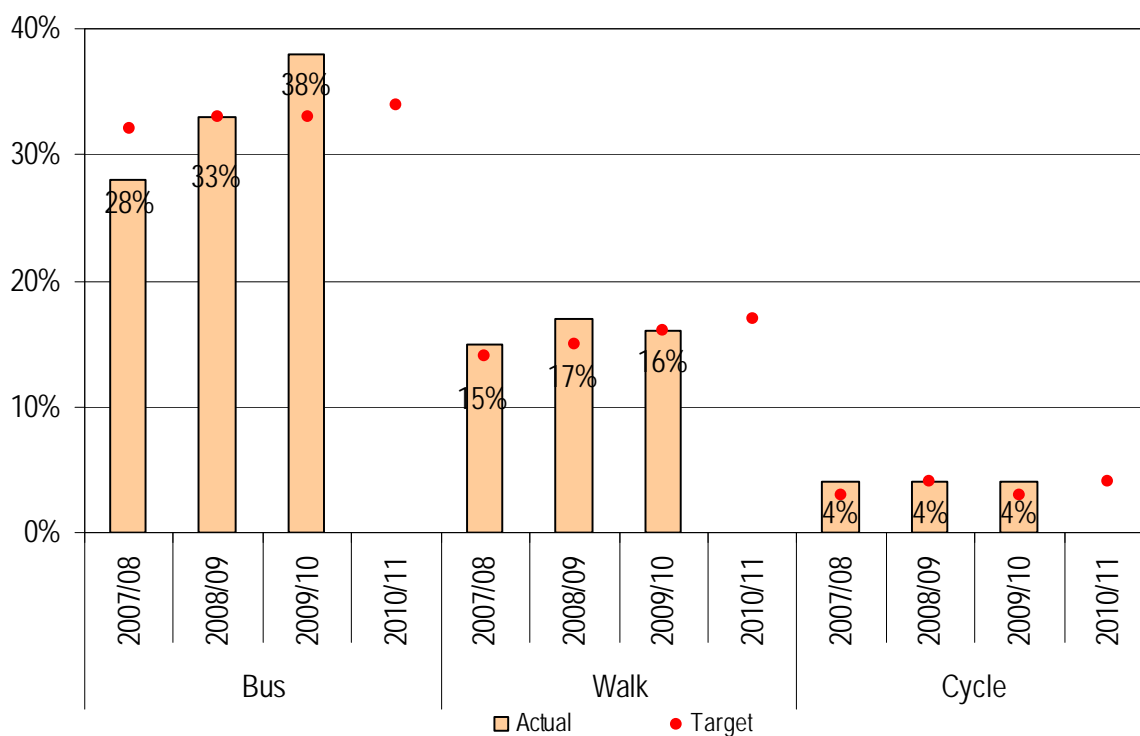
Source: WCC Residents' Satisfaction Survey 2010

### ***Residents' (%) agreement the city is easy to walk around***



Source: WCC Residents' Satisfaction Survey 2010

**Residents (%) who bus, cycle or walk into the central city on weekdays**



Note: Based on the survey results, 62% of Wellingtonians travel into the central city on weekdays. The above chart presents residents' **main** modes of travel into the central city.

We are noticing an upward trend in the number of residents entering the CBD by bus. The proportion of residents walking and cycling has remained relatively stable. This is broadly consistent with pedestrian and cyclist counts (see below).

Source: WCC Residents' Satisfaction Survey 2010

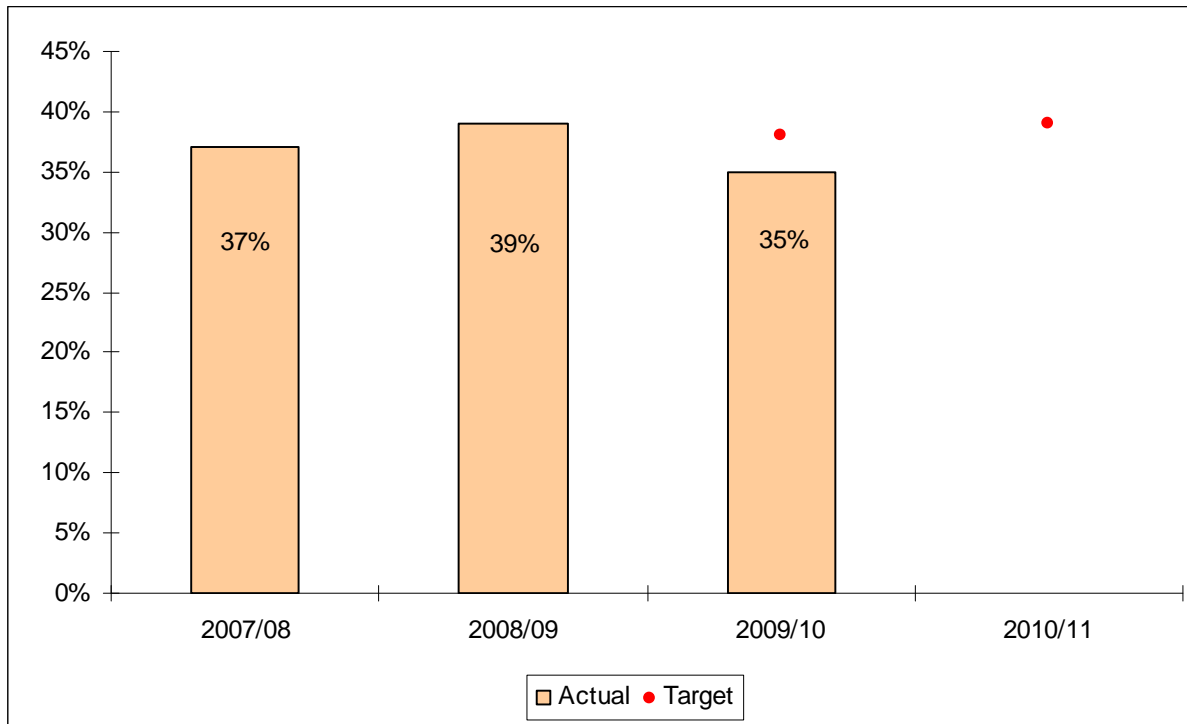
**Cyclists and pedestrians entering the CBD (weekdays)**

Result: 822 cyclists (target: 604); 5,200 pedestrians (target: 5,361).

This year surveys were undertaken 1 – 5 March 2010 (between 7am and 9am). For the most part, the weather was fine and dry. The results are based on the average number of pedestrians and cyclists entering the city *per hour*. On average, 10,300 pedestrians and 1,640 cyclists enter the city each day.

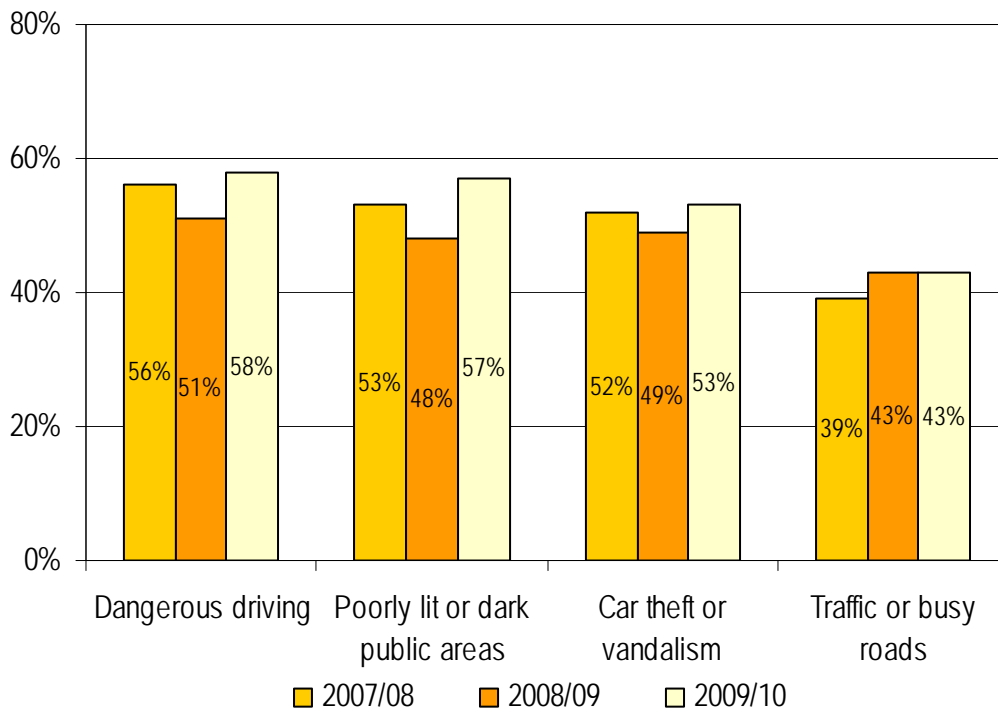
Source: WCC Infrastructure

**School children (%) who walk to and from school daily**



Source: WCC Residents' Satisfaction Survey 2010

**Residents' (%) perceptions of transport safety issues**



Source: WCC Residents' Satisfaction Survey 2010

# 7.2 TRANSPORT NETWORKS

This activity includes:

- **Ports access** – We make improvements to the area around the port and along Waterloo and Aotea Quays to ensure traffic flows smoothly in this important ‘gateway’ to the city.
- **Vehicle network** – We manage a network that includes more than 670km of urban and rural roads, as well as 74 bridges, four tunnels, and more than 2,400 retaining walls and sea walls.
- **Passenger transport network** – We support public transport through bus priority measures such as bus lanes and traffic signals that allow buses to go first. We also provide bus stops and bus shelters throughout the city, and park-and-ride areas.
- **Network-wide control and management** – We run a traffic control system that includes over 100 sets of traffic lights, 16 closed circuit television camera systems, and a central traffic computer system. The system is run with the aim of ensuring smooth traffic flows.
- **Cycle network** – We manage the city’s 24km network of cycleways, about half of which is dedicated cycleways and the rest is shared pedestrian/cycle paths.
- **Pedestrian network** – We manage over 980km of footpaths, as well as steps, accessways, subways, and pedestrian malls.
- **Road safety** – We work with communities to improve road safety through education, enforcement and installing physical controls such as traffic lights, roundabouts, traffic islands, pedestrian crossings, and other features that slow traffic or protect pedestrians. We also encourage use of safe walking routes around schools, and provide and maintain street lighting which helps to keep people safe and discourage street crime.

We aim to manage and maintain the city’s transport network so it is safe, efficient and sustainable.

The city’s transport network is managed under an asset management plan which sets out expectations about the condition of assets (such as roads and footpaths), when they should be replaced, and other factors such as safety. This plan guides decisions about maintenance, upgrades and renewals of assets. We inspect or survey assets at regular intervals (once a year for roads and footpaths, every five years for bridges) to ensure they are up to the expected standard.

## Outcomes

This activity contributes to the following outcomes: better connected; healthier; more sustainable; safer; more prosperous.

‘Better connected’ and ‘healthier’ refer to the transport network being easy to get around, including for people walking and cycling.

‘More sustainable’ refers to minimising environmental harm by encouraging alternatives to the private car and reducing the need to travel. In our 2010 Residents’ Satisfaction Survey, 34% said there were barriers preventing them from using their preferred mode of transport, while 66% said there were no barriers. The Council supports more sustainable transport through bus priority measures, encouraging walking and cycling, and also by promoting urban growth around key transport and employment ‘hubs’.



'More prosperous' refers to the contribution made by transport to the city's economic development. The value of cargo exports through Wellington Seaport and Wellington Airport has grown in the last three years – see 3.2 Business Support for detail.

There were fewer vehicle crashes this year.

	2007/08	2008/09	2009/10
Total number of road crashes	521	559	433
Number of fatal crashes	2	5	3
Number of serious injury crashes	89	88	53
Social cost of crashes	\$152m	\$160m	\$112m
<i>Source: NZ Transport Agency</i>			

See Activity 7.1 Transport Planning for other measures of progress towards these outcomes.

## Key projects

During the year:

- Implementation of the Adelaide Road Framework got under way (see 6.5 public spaces development), although behind schedule due to detailed design changes. The framework included plans for public space, streetscape and road improvements on this important transport corridor, increasing road capacity and completing a 'missing link' in the southern suburbs bus priority route.
- In June 2010, a 7am-9am clearway was introduced along Thorndon Quay — the city's busiest commuter cycle route, to provide extra space for city-bound cyclists and make the route safer. Other initiatives to improve cycle safety included speed cushions on Breaker Bay Road, establishment of a cycle safety route through Newtown, and a campaign during May to improve cyclists' visibility by giving out temporary lights and vouchers for discounts on reflective gear. Improving cyclists' safety was identified as a priority in our 2008 Cycling Policy.
- Lower speed limits were introduced in Aro Street and Tinakori Road to improve safety – including cycle safety – and we installed new traffic lights and speed humps in Newtown as part of an ongoing road safety project. We will consult on lower speed limits for other suburban areas in 2011/12.
- We made progress on planning for new strategic cycle routes in the city, in line with the Greater Wellington Regional Council's Regional Cycling Plan. The plan includes: Wellington city's component of the Great Harbour Way – a cycling and walking network around the harbour; a track adjacent to the Porirua stream; and a track from the south coast to the centre of the city.
- We worked with nine schools that had signed up to our School Travel Plan programme, which aims to reduce the number of car trips to and from school and encourage walking by improving footpaths and related infrastructure.

## What it cost

	Actual	Budget	Variance	Actual
Operating Expenditure (\$000)	2010	2010	2010	2009
<b>7.2.2 Vehicle Network<sup>1</sup></b>				
Expenditure	19,738	20,259	521	20,016
Revenue	(6,616)	(961)	5,655	(4,897)
Net Expenditure	13,122	19,298	6,176	15,119
<b>7.2.3 Passenger Transport Network</b>				
Expenditure	1,405	1,046	(359)	925
Revenue	(948)	(703)	245	(778)
Net Expenditure	457	343	(114)	147
<b>7.2.4 Network-Wide Control and Management<sup>2</sup></b>				
Expenditure	3,629	3,844	215	3,521
Revenue	(958)	(957)	1	(909)
Net Expenditure	2,671	2,887	216	2,612
<b>7.2.5 Cycle Network</b>				
Expenditure	48	48	-	46
Revenue	(10)	(6)	4	(9)
Net Expenditure	38	42	4	37
<b>7.2.6 Pedestrian Network</b>				
Expenditure	4,762	4,888	126	4,365
Revenue	(80)	(49)	31	(156)
Net Expenditure	4,682	4,839	157	4,209
<b>7.2.7 Road Safety<sup>3</sup></b>				
Expenditure	6,145	6,347	202	6,103
Revenue	(2,196)	(2,065)	131	(2,188)
Net Expenditure	3,949	4,282	333	3,915
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>
<b>Capital Expenditure (\$000)</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2009</b>
<b>7.2.2 Vehicle Network<sup>4</sup></b>				
Expenditure	19,128	19,291	163	20,049
Unspent portion of budget to be carried forward	N/A	1,022	-	N/A
<b>7.2.3 Passenger Transport Network<sup>5</sup></b>				
Expenditure	1,582	1,619	37	535
Unspent portion of budget to be carried forward	N/A	3,038		N/A
<b>7.2.4 Network-Wide Control and Management</b>				
Expenditure	2,108	2,167	59	1,684
<b>7.2.5 Cycle Network<sup>6</sup></b>				
Expenditure	117	375	258	71
Unspent portion of budget to be carried forward	N/A	100	-	N/A
<b>7.2.6 Pedestrian Network</b>				
Expenditure	4,784	4,819	35	4,235
<b>7.2.7 Road Safety<sup>7</sup></b>				
Expenditure	2,740	2,662	(78)	2,703
Unspent portion of budget to be carried forward	N/A	325	-	N/A

<sup>1</sup> Vehicle Network operating revenue is over budget due to the recognition of unbudgeted vested asset income. Operating expenditure is under budget due to favourable interest rate costs.

<sup>2</sup> Network-wide Control and Management operating expenditure is under budget due to lower than budgeted depreciation.

<sup>3</sup> Road Safety operating revenue is over budget due to higher New Zealand Transport Agency (NZTA) funding to offset the increased Street Light Maintenance costs. Operating expenditure is under budget due to reduced traffic management for City events and organisational overhead costs.

<sup>4</sup> The Adelaide Road project is behind schedule, with detailed design changes due to NZTA funding criteria requirements. Work is scheduled to begin in 2010/11.

<sup>5</sup> Capital works on the construction phase of the Manners Mall bus priority project were delayed by an appeal to the Environment Court, work commenced in May. Work is scheduled to be completed in 2010/11.

<sup>6</sup> Tawa stream walkway/cycleway was delayed awaiting final approval of detailed design. Work is scheduled to begin in 2010/11.

<sup>7</sup> Criteria for NZTA funding was not met for capital works for a Road Safety project in Newtown/Berhampore.

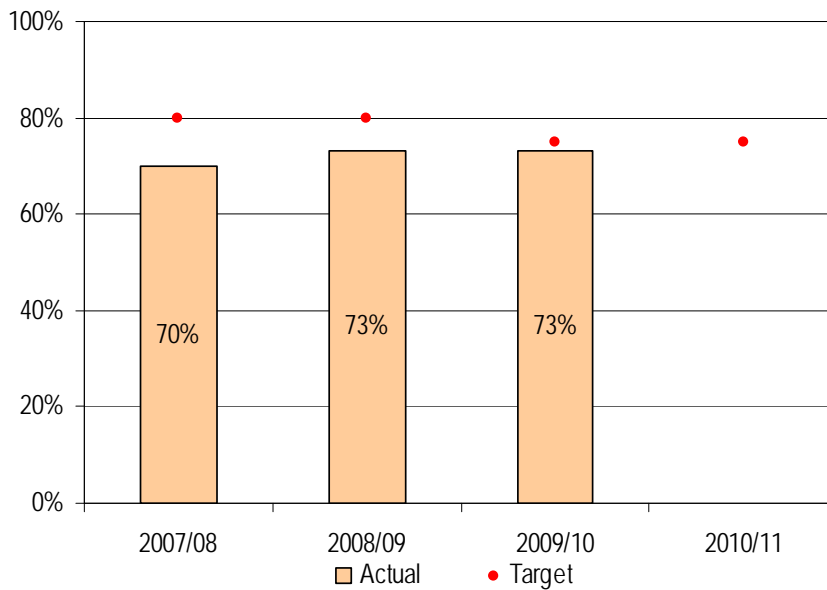
Note on funding: This activity is funded through a combination of general rates and other income such as bus shelter advertising, and NZ Transport Agency subsidies for the land transport network.

## HOW WE PERFORMED

We measure our performance through a combination of: residents' satisfaction of our transport infrastructure/services, performance against international standards, service provision against previous years and asset condition.

We want to ensure Wellington's transport network is efficient, convenient, reliable and safe. Residents' high levels of satisfaction with the condition of roads and footpaths, our assurance that we've continually met road quality standards and the continual reduction in road casualties demonstrate our success in this area.

**Residents' (%) condition rating of roads (good and very good)**



Source: WCC Residents' Satisfaction Survey 2010.

**Residents' condition rating of footpaths**

Result: 79% rate footpaths as good or very good (target: 75%).

Source: WCC Residents' Satisfaction Survey 2010.

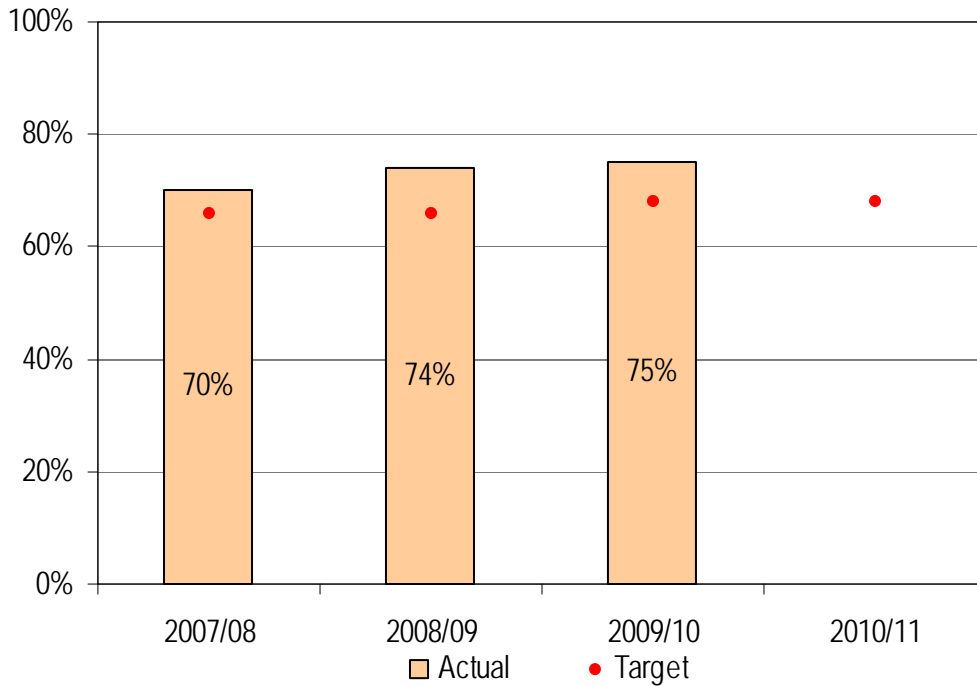
**Requests for service**

Result: we responded to 93% of urgent requests for service within two hours (target: 100%) and 100% of non-urgent requests for service within 15 days (target: 100%).

The variance from target was due to jobs not being properly recorded by contractors over weekends. This has now been addressed.

Source: WCC Infrastructure

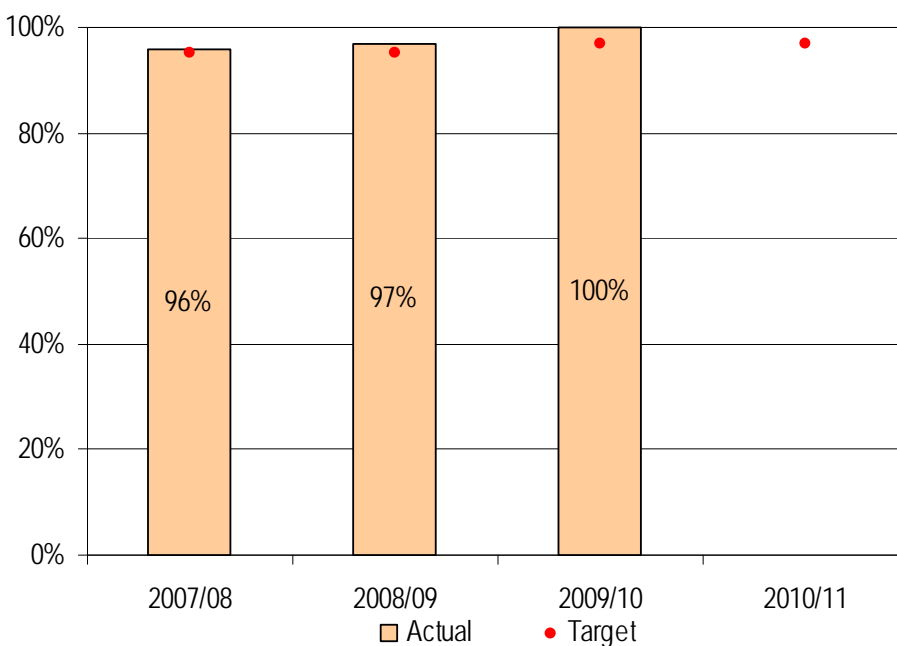
**Roads (%) meeting smooth roads condition ratings (NASRA counts)**



Road condition is assessed using criteria from the National Association of Australian State Road Authorities. Different types of road seal are used for different needs. Most roads are sealed with chipseal, which is flexible and provides a good quality surface. Asphalt is quieter and smoother but more expensive, and is used in shopping areas and other areas where traffic volumes are heavy.

Source: WCC Infrastructure

**Street (footpath) pavement condition rating - % compliant with WCC standards**



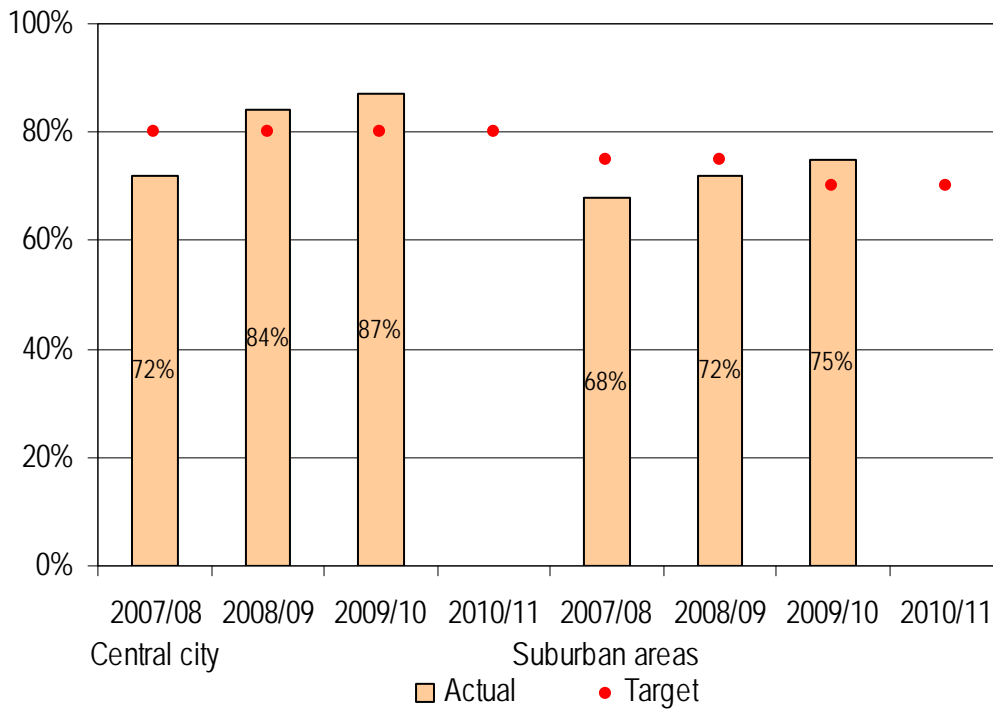
Source: WCC Infrastructure

**Street lighting – % compliant with national standards**

Result: 88% of lights comply (target: 100%).

Source: WCC Infrastructure

**Residents (%) satisfaction with street lighting in the central city and suburbs**



Source: WCC Residents' Satisfaction Survey 2010

**Cycleways – user (%) satisfaction**

Result: 49% of users were satisfied with maintenance of cycleways (target: 70%) and 35% were satisfied with safety (target: 50%).

Source: WCC Residents' Satisfaction Survey 2010

**Road casualties (per 10,000 population)**

	Target	2008/09	2009/10
Vehicles	Reduction	22.8	19.4
Pedestrians	Reduction	4.9	3.5

Cyclists	Reduction	4.8	3.7
----------	-----------	-----	-----

In addition to monitoring the number of casualties, we also look at the locations of accidents to guide our road safety work. This includes working with communities to improve road safety through education, enforcement and installing physical controls such as traffic lights, roundabouts, traffic islands, pedestrian crossings, street lights and other features that slow traffic or protect pedestrians. Our work aims to reduce the number of crashes that occur each year.

Source: NZ Transport Agency

**Peak travel times between CBD and suburbs**

Location	Peak travel time - range (minutes)		
	2007/08	2008/09	2009/10
Miramar	7.5 - 24.5	8.0 - 28.0	8.5 - 19.0
Karori	9.0 - 22.0	8.5 - 22.0	8.0 - 23.0
Island Bay	7.5 - 14.5	8.0 - 16.5	8.0 - 16.5
Johnsonville	7.0 - 16.0	7.0 - 21.0	6.5 - 22.0

The range shows the quickest and slowest peak travel times for each route. These have remained broadly stable over time. Maintaining or improving on these times helps us monitor trends in congestion and public transport use. Factors impacting on travel time include weather, road condition, school holidays etc.

Source: WCC Infrastructure

**Residents' (%) perceptions that WCC transport network provides good value for money**

Result: 72% of residents agree the Council transport network provides good value for money (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010

**Ports access**

Result: planning and design for stage 2 of the ports access programme is complete; this covers Waterloo Quay as far as Aotea Quay, and the cruise ship passenger entry to the city (target: complete planning and design).

Source: WCC Infrastructure

**Walls – condition rating (%)**

Result: 91% of walls are rated '3' or better - '1' being very good and '5' very bad (target: 60%).

The rating is higher than the target – the target was based on previous data. Since the target was set, an assessment of 150 "condition 3" walls has been completed as well as a number of wall/seawalls renewals.

Source: WCC Infrastructure

# 7.3 PARKING

Through this activity, we provide on-street parking spaces in the central city, and off-street parking at Clifton Terrace, the Michael Fowler Centre, and beneath Civic Square. We also regulate coupon parking zones and resident parking in inner city suburbs.

We regulate and enforce parking times and impose fees to encourage regular park turnover.

Parking network assets, such as pay-and-display machines, are managed under our Transportation, Traffic and Rooding Asset Management Plan, which is available on our website [www.Wellington.govt.nz](http://www.Wellington.govt.nz).

Provision of car parks – which are used by shoppers, businesses, visitors, and people working in the city – helps to keep the city vibrant and prosperous.

## Outcomes

This activity contributes to the following outcome: more liveable, through which we aim to ensure that Wellingtonians have good access from homes to shops and places of work, including access to parking.

## Key projects

We conducted a review of our Parking Policy, taking into account the needs of residents and businesses as well as public safety.

The review generally found that Council parking schemes are effective, though some changes were needed to achieve a better balance between resident and commuter parking in the inner city. The changes included making businesses ineligible for resident parking permits, and increasing the costs of resident and coupon parking.

We also began consultation on a proposal to impose a time limit on pay-and-display and metered parking in the central city on Sundays, with the aim of increasing park turnover so that people coming in to the city to shop can find parks.

## What it cost

Operating Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
<b>7.3.1 Car Parking<sup>1</sup></b>				
Expenditure	11,038	11,201	163	10,559
Revenue	(25,510)	(26,060)	(550)	(25,467)
Net Expenditure	(14,472)	(14,859)	(387)	(14,908)
Capital Expenditure (\$000)	Actual	Budget	Variance	Actual
	2010	2010	2010	2009
<b>7.3.1 Car Parking</b>				
Expenditure	283	354	71	926

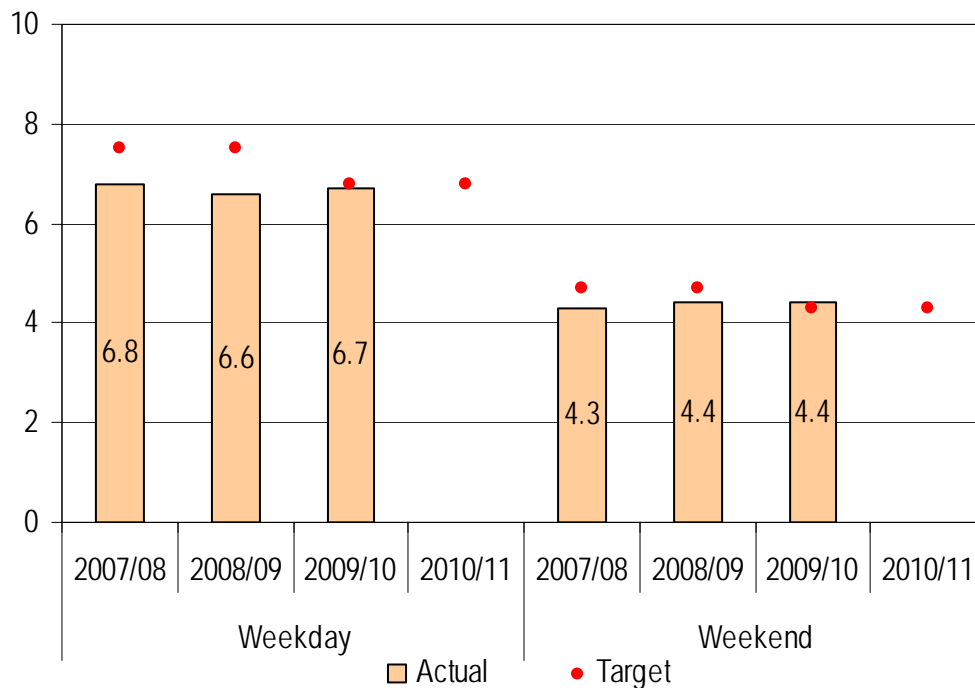
<sup>1</sup> Net expenditure is under budget due to a reduction in enforcement income resulting in savings to processing costs.



## HOW WE PERFORMED

To ensure people can access the central city and its amenities, we provide convenient on-street parking throughout the central city. Our success is demonstrated through daily parking turnover rates and increased compliance with parking regulations.

### *Central city on-street daily parking turnover rates*



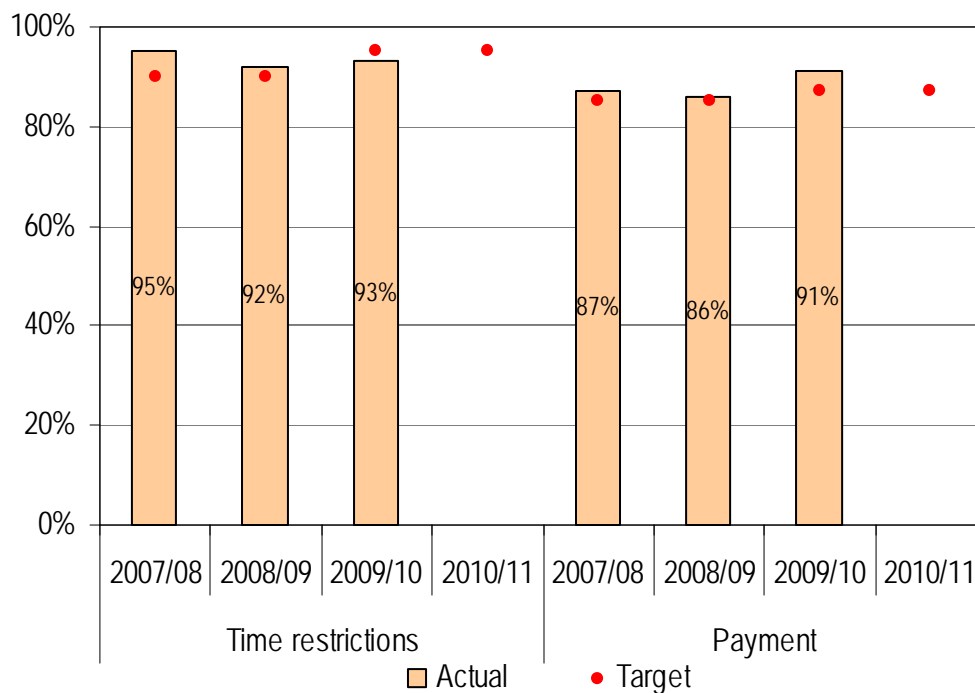
Source: WCC Infrastructure

### *On-street car parking – average occupancy (%)*

Result: 77% (target: 75%).

Source: WCC Infrastructure

**Compliance with parking time restrictions and payment**



Source: WCC Infrastructure

**Residents' (%) satisfaction with the availability of car parks**

Result: 41% of residents are satisfied with the availability of on-street car parking on weekdays and 55% at weekends (target: 85%). This is a new performance measure.

Source: WCC Residents' Satisfaction Survey 2010