

12 August 2022

File ref: IRC-3632

[REDACTED]

Kia ora [REDACTED]

### **Residents Monitoring Surveys**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 19 July 2022. You requested the following information:

- All reports and summaries of each annual Resident Surveys going back to 2014 (2014-2021)
- A list of all questions asked in all these surveys

The Wellington City Council has partly granted your request for information.

Please find attached to this email response the collated information Council officers have gathered split into 'Reports' and 'Questions Asked'.

### **Reports**

This folder contains reports that were created based on the results of the annual Resident Monitoring Surveys undertaken from 2014 to present.

Please note, the formatting of these reports varies over the years and was ultimately dictated by the needs of the users at the time. You may note the 2021 and 2022 reports are consistent with each other and we can expect this or a similar format to be likely used when undertaking future surveys.

### **Questions Asked**

This folder contains the list of questions asked in respect to the annual Resident Monitoring Surveys from 2015 to present.

Unfortunately, on investigation Council officers were unable to source the questions asked in the 2014 survey, therefore we are refusing this part of your request under Section 17(e) of the Act whereby the document alleged to contain the information requested, despite reasonable efforts to locate it, cannot be found. However, the 2014 report captured above will give an indication of what questions were asked that year.

You may be interested to know that Council officers are in the process of creating a space on our website that can house many of the reports created from the results of the annual Resident Monitoring Surveys, allowing for this information to be publicly available.

**Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Ollie Marchant  
**Official Information**

Thank you for agreeing to complete this survey. We really appreciate your feedback. These results are published in the Annual Report and the survey provides one of the key data sources we use to evaluate our performance on a year-to-year basis.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people can not be identified. Prize winners will be drawn and contacted after 15 May 2015. If you have any questions about the survey, please contact [jared@captialviews.org.nz](mailto:jared@captialviews.org.nz).

## Page 1

**1A Which region do you live in? \***

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury
- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2  
Otherwise move to page 53

## Page 2

**2A**

**Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa etc)? \***

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3  
Otherwise move to page 53

## Page 3

**3A Do you work for the Wellington City Council, or have you worked for the Council in the past two years? \***

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4  
Otherwise move to page 53

## Page 4

**4A Which Wellington City suburb do you live in? \***

## Page 5

**5A Are you...? \***

- Male
- Female
- Other
- Prefer not to say

### Page 6

**6A Which of the following age groups do you fall into? \***

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 64
- 65 years or older

If your answer to question 6A.Age group is "Under 18" then move to page 53  
Otherwise move to page 7

### Page 7

**7A Which of the following best describes your household? \***

- Young couple without children
- Household with youngest child under 5
- Household with youngest child 5 to 13
- Household with youngest child 14 or over
- Older couple - no children or none living at home
- Single/one person household
- Flat - not a family home
- Other (please specify)

### Page 8

**8A**

**Thinking about all the dealings you've had with Wellington City Council over the past 12 months and all the services and facilities it provides... \***

**Overall, how would you rate the performance of Wellington City Council over the past 12 months?**

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**8B Overall, how would you rate the value for money from all the services the Council provides? \***

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**Page 9**

**9A Overall, is your quality of life...? \***

- Extremely poor
- Poor
- Neither poor nor good
- Good
- Extremely good
- Don't Know

**Page 10**

**Urban Development questions**

The next questions cover such things as the design and layout of Wellington.

**10A Please rate your level of agreement with the following statements... \***

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington is a great place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different suburbs and communities in Wellington provide a good variety of places to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a variety of opportunities and places to work in Wellington in my occupation, or for someone with my experience and/or qualifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a good variety of leisure activities and opportunities to socialise in Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10B**

**Please rate your level of agreement with the following statements about Wellington's heritage and city centre... \***

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Heritage buildings, areas, trees and objects contribute to the city's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects contribute to my community's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My local suburban centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city is developing in a way that takes into account its unique urban character and natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects are appropriately valued and protected in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Strongly Disagree    Disagree    Neither disagree nor agree    Agree    Strongly Agree    Don't know

Heritage buildings, areas, trees and objects are appropriately valued and protected in my local/suburban area

**Page 11**

If your answer to question 10B.Heritage and city centre.vi is "Strongly Disagree" then stay on this page  
 If your answer to question 10B.Heritage and city centre.vi is "Disagree" then stay on this page  
 Otherwise move to page 12

**11A**

**In what way do you think the heritage buildings, areas, trees and objects in the central city are inappropriately valued?**

- Very undervalued
- Undervalued
- Overvalued
- Very overvalued

**Page 12**

If your answer to question 10B.Heritage and city centre.vii is "Disagree" then stay on this page  
 If your answer to question 10B.Heritage and city centre.vii is "Strongly Disagree" then stay on this page  
 Otherwise move to page 13

**12A**

**In what way do you think the heritage buildings, areas, trees and objects in your local/suburban area are inappropriately valued?**

- Very undervalued
- Undervalued
- Overvalued
- Very overvalued

**Page 13**

**13A Please rate your level of agreement with the following statement... \***

**I feel a sense of pride in the way Wellington looks and feels**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**Page 14**

**14A Please rate your level of agreement that the city centre is... \***

Strongly Disagree    Disagree    Neither disagree nor agree    Agree    Strongly Agree    Don't know

- |                                   |                       |                       |                       |                       |                       |                       |
|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Easy to get around                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Easy to access leisure activities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Page 15**

**15A How often, on average, have you visited the Wellington waterfront in the past 12 months? \***

**(By the waterfront, we mean the area from near the Railway Station to the Overseas Passenger Terminal)**

- Most days
- Once or twice a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-5 months
- Once every 6 months or less often
- Never in the past 12 months
- Don't Know

If your answer to question 15A.Waterfront use is "Never in the past 12 months" then move to page 17  
 If your answer to question 15A.Waterfront use is "Don't Know" then move to page 17  
 Otherwise move to page 16

**Page 16**

**16A Overall, how would you rate your experience at the waterfront? \***

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**Page 17**

**Social and recreation questions**

**17A The next few questions are about safety. \***

**Please rate how safe you feel in the following situations:**

	Very unsafe	Somewhat unsafe	Reasonably safe	Very safe	Not applicable: Don't come into the city centre	Don't know
In your neighbourhood during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the city centre during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the city centre after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17B The following list identifies things that make people feel unsafe in their neighbourhoods or city. \***  
**Which of the following, if any, are particularly concerning in Wellington at present?**

**Please select all that apply.**

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Dangerous driving including speeding, drunk drivers and so on
- Alcohol and drug problems

- Car theft or vandalism, and theft from cars
- Threatening people and/or people behaving dangerously
- Other (please specify)

- Nothing
- Don't Know

## Page 18

### 18A

**Wellington City is becoming home for an increasing number of people with different lifestyles and cultures from different countries. \***

**Overall, do you think this makes the city...?**

- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live
- Don't Know

## Page 19

**19A In the past 12 months, have you engaged in any of the following? \***

**(Note: A neighbour is considered anyone living close to you)**

***Please select all that apply.***

- Spoken to a neighbour
- Given help to a neighbour
- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't Know

**19B We want to find out about the sense of community strength and spirit in Wellington. \***

**Please rate your level of agreement with the following statement...**

**In general, the community works together and people support each other**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

## Page 20

**20A Have you used a Wellington City Council public toilet in the past 12 months? \***

- Yes
- No



Don't Know

If your answer to question 20A.Public toilet use is "No" then move to page 22

If your answer to question 20A.Public toilet use is "Don't Know" then move to page 22

Otherwise move to page 21

## Page 21

### 21A

**Please rate your level of satisfaction with the cleanliness of the Wellington City Council toilets you have used in the past 12 months \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

## Page 22

### 22A

**Do you have essential emergency items in your home? \***

**(By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.)**

- Yes
- No
- Don't Know

## Page 23

**23A Which, if any, of these would you be able to easily find in the event of an emergency? \***

***Please select all that apply.***

- Ten litres of bottled water per person in your household
- Canned food
- Can opener
- Other non-perishable food
- First aid kit
- A battery-operated radio
- Spare batteries
- A plastic bucket
- Toilet paper
- Soap
- Disinfectant
- A primus or gas barbeque to cook on
- Waterproof torches
- Other essential medication
- Pet supplies
- Blankets, towels, sleeping bags
- Sturdy footwear
- Baby/infant supplies

- Essential documents (birth/marriage certificates, insurance policies)
- Family photos
- None of these
- Don't Know

### Page 24

24A

**Do you have an emergency plan for your family or your household about what they will do if a significant emergency occurs? \***

- Yes
- No
- Don't Know

### Page 25

**25A Which of the following have you done? \***

*Please select all that apply.*

- Discussed ways to get in touch with other family members when an emergency occurs
- Made plans for re-uniting with family members when an emergency occurs
- Arranged for authorised people to collect children from school, and provided the school with a list of these people for when an emergency occurs
- Established a meeting place in the event your house becomes unusable or if family members are separated when an emergency occurs
- Allocated tasks for those at home when an emergency occurs (e.g. turning off power, or checking with neighbours)
- Completed a first aid course
- Found out where your nearest Civil Defence Centre is
- None of these
- Don't Know

### Page 26

**26A Is your home...? \***

	Never	Rarely	Sometimes	Often	Always	Don't know
Cold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard to heat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Page 27

**27A How many hours would you spend in some form of regular physical activity in an average week? \***

- Less than 2 and a half hours
- 2 and a half to 5 hours
- 5 or more hours
- Don't Know

### Page 28

If your answer to question 7A. Household composition is "Young couple without children" then move to page 31

If your answer to question 7A. Household composition is "Household with youngest child 14 or over" then move to page 31

If your answer to question 7A. Household composition is "Older couple - no children or none living at home" then move to page 31

If your answer to question 7A. Household composition is "Single/one person household" then move to page 31

If your answer to question 7A. Household composition is "Flat - not a family home" then move to page 31  
 If your answer to question 7A. Household composition is "Other (please specify)" then move to page 31  
 Otherwise stay on this page

**28A**

**Have any of the children aged 13 or under in your household used a Council playground or skate park in the past 12 months? \***

- Yes  
 No  
 Don't Know

If your answer to question 28A. Playground use is "No" then move to page 30  
 If your answer to question 28A. Playground use is "Don't Know" then move to page 30  
 Otherwise move to page 29

**Page 29**

**29A Please rate your level of satisfaction with the playground or skatepark you visited most recently \***

- Very dissatisfied  
 Quite dissatisfied  
 Neither dissatisfied nor satisfied  
 Quite satisfied  
 Very satisfied  
 Don't Know

**Page 30**

**30A On average, how often do the children aged 13 or under in your household walk to and from school? \***

- Everyday  
 3-4 days a week  
 1-2 days a week  
 Less often  
 Never  
 Not applicable: Children do not go to school or are home schooled  
 Don't Know

**Page 31**

**31A Have you used any of the following Wellington City Council recreation facilities in the past 12 months? \***

*Please select all that apply.*

- A Council recreation centre  
 ASB Centre  
 A Council swimming pool  
 A mountain bike park in Karori  
 None of these  
 Don't know

If your answer to question 31A. Rec usage includes any of (None of these) then move to page 35  
 If your answer to question 31A. Rec usage includes any of (Don't know) then move to page 35  
 Otherwise move to page 32

**Page 32**

If your answer to question 31A. Rec usage includes any of (A Council recreation centre) then stay on this page  
 Otherwise move to page 33

**32A**

**Please rate your level of satisfaction with the Wellington City Council recreation centre you visited most recently \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 33

If your answer to question 31A.Rec usage includes any of (ASB Centre) then stay on this page  
Otherwise move to page 34

#### 33A Please rate your level of satisfaction with the ASB Centre \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 34

If your answer to question 31A.Rec usage includes any of (A Council swimming pool) then stay on this page  
Otherwise move to page 35

#### 34A

**Please rate your level of satisfaction with the Wellington City Council swimming pool you visited most recently \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 35

#### 35A Please rate your level of agreement with the following statement... \*

**In general, Wellington city offers a wide range of recreational activities**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

#### 35B

**What, if anything, makes it difficult for you to take part in the recreational activities available in Wellington? \***

**Please select all that apply.**

- Too busy
- Poor health
- Activity costs too much

- Activity too far away
- No facilities for child care
- Weather
- Not at a convenient time
- Shift work
- Lack of motivation
- No facilities exist
- Tiredness
- Lack of knowledge about how to do it
- Environmental factors (e.g. road conditions, pollution)
- Lack of parking or transport
- Lack of interest
- Other (please specify)

- Nothing
- Don't Know

### Page 36

**36A In general, how easy is it to access Wellington City Council's recreation facilities and programmes? \***

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't Know

### Page 37

**37A**

**To provide recreation services and facilities it costs, on average, \$184.94 per resident per year (or \$0.51 per day). \***

**Please rate your level of agreement that this is good value for money**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

### Page 38

**38A Have you used any of the following Wellington City Council community facilities in the past 12 months? \***

***Please select all that apply.***

- A public library
- A Community Centre
- A Community Hall
- None of these

- Don't Know

### Page 39

If your answer to question 38A.Community facilities includes any of (A public library) then stay on this page  
Otherwise move to page 43

#### 39A How often, on average, would you use or visit a Wellington City Council library? \*

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than once every 6 months
- Don't Know

### Page 40

#### 40A

Thinking about the library items that you use, please rate your level of satisfaction with the range and variety of items available \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

#### 40B

In the past 12 months, have you used any of Wellington City Libraries' online library collection ([www.wcl.govt.nz/downloads](http://www.wcl.govt.nz/downloads))? (e.g. ebooks, online journals and newspapers) \*

- Yes
- No
- Don't Know

If your answer to question 40B.Online library is "No" then move to page 42  
If your answer to question 40B.Online library is "Don't Know" then move to page 42  
Otherwise move to page 41

### Page 41

#### 41A Please rate your level of satisfaction with the e-library collection \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 42

#### 42A Overall, please rate your level of satisfaction with the library services you've used in the past 12 months \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied

- Quite satisfied
- Very satisfied
- Don't Know

**Page 43**

**43A To provide library services it costs, on average, \$103.88 per resident per year (or \$0.28 per day). \***

**Please rate your level of agreement that this is good value for money**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**Page 44**

**44A In the past 12 months, have you visited Wellington City Council's website ([www.wellington.govt.nz](http://www.wellington.govt.nz))? \***

- Yes
- No
- Don't Know

If your answer to question 44A.WCC website use is "No" then move to page 46  
 If your answer to question 44A.WCC website use is "Don't Know" then move to page 46  
 Otherwise move to page 45

**Page 45**

**45A Please rate your level of agreement with the following statements... \***

**Wellington City Council's website ([www.wellington.govt.nz](http://www.wellington.govt.nz)) is...**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree
Easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to get information from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 46**

**Governance questions**

**46A**

**Thinking about the contact you have with Wellington City Council and the involvement of the community in Council decision-making... \***

**In your view, does the Council consult you...?**

- Not enough
- The right amount
- Too much
- Don't Know

**46B Please rate your level of satisfaction with the way the Council involves people in decision-making \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied

Don't Know

**46C Please rate your level of agreement with the following statements... \***

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
I understand how Wellington City Council makes decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council make decisions that are in the best interests of the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information from Wellington City Council is easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 47**

**47A**

**Overall, how much influence do you feel that public has on the decisions that Wellington City Council makes? \***

- No influence
- Small influence
- Some influence
- Large influence
- Don't Know

**Page 48**

**48A Please rate your level of agreement with the following statement... \***

**There are opportunities to participate fully in city life**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**Page 49**

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

**49A Which ethnic group or groups do you belong to? \***

*Please select all that apply.*

- NZ European
- Maori
- Samoan
- Cook Island Maori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)



**49B What type of home internet connection do you have? \***

- Dial-up modem
- Broadband
- Ultrafast broadband
- Don't have a home internet connection
- Don't Know

**Page 50****50A Do you...? \***

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)

- Don't Know

**50B Approximately, what is your total household income before tax? \***

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

**Page 51****51A With regards to the topics in this survey, is there anything else you would like to comment on?**

**Page 52****52A**

If you would like to go into the draw to win ONE of FIVE \$50 New World grocery vouchers, please enter the email address you would like us to contact you on, should your name be drawn as a winner, below:

Now the survey is complete

**Page 53**

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those aged 18 years and over, living in Wellington City (and who do not work for the Council) are eligible.

If you have any questions, please contact Jared via email at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz)

Now the survey is complete

That's the end of the survey. Thank you for completing it, we really appreciate your feedback.

Prize winners will be drawn and contacted after 15 May 2015. If you chose to enter it, good luck!

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz)

Thank you for agreeing to complete this survey. We really appreciate your feedback. The results are published in the Annual Report and the survey provides one of the key data sources we use to monitor our performance on a year-to-year basis. A summary of the results is also released on the following link: <http://wellington.govt.nz/about-wellington/profile-of-wellington>.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people can not be identified. Prize winners will be drawn and contacted after 30 June 2015. If you have any questions about the survey, please contact [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

## Page 1

### 1A Which region do you live in? \*

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury
- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2  
Otherwise move to page 51

## Page 2

### 2A

#### Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa etc)? \*

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3  
Otherwise move to page 51

## Page 3

### 3A Do you work for the Wellington City Council, or have you worked for the Council in the past two years? \*

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4  
Otherwise move to page 51

## Page 4

### 4A Which Wellington City suburb do you live in? \*

## Page 5

### 5A Are you...? \*

- Male
- Female
- Other
- Prefer not to say

**5B Which of the following age groups do you fall into? \***

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 64
- 65 years or older

If your answer to question 5B.Age group is "Under 18" then move to page 51  
Otherwise move to page 6

**Page 6**

**6A Which of the following best describes your household? \***

- Young couple without children
- Household with youngest child under 5
- Household with youngest child 5 to 13
- Household with youngest child 14 or over
- Older couple - no children or none living at home
- Single/one person household
- Flat - not a family home
- Other (please specify)

**Page 7**

**Environment**

**7A In the past 12 months, how often on average have you used or been to the following? \***

	Never in the last 12 months	Once every 6 months or less often	Once every 4-5 months	Once every 2-3 months	Once a month	Once every 2-3 weeks	Once or twice a week	Most days	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council parks, excluding the Botanic Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Botanic gardens, including Otari/Wiltons Bush Native Botanic Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town Belt or Outer Green Belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city's walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council outdoor grass sport fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Wellington City Council sports field which has artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 8**

If your answer to question 7A.Use of outdoor spaces.i is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.i is "Don't know" then ignore this question

**8A Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.ii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.ii is "Don't know" then ignore this question

**8B Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council parks, excluding the Botanic Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.iii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.iii is "Don't know" then ignore this question

**8C Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
The botanic gardens, including Otari-Wilton's bush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.iv is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.iv is "Don't know" then ignore this question

**8D Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
The Town Belt or Outer Green Belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.v is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.v is "Don't know" then ignore this question

**8E Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
The city's walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.vi is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.vi is "Don't know" then ignore this question

**8F Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council outdoor grass sports fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.vii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.vii is "Don't know" then ignore this question

**8G Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
--	----------------------	--------------	--	-----------	-------------------	------------

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council sports fields which have artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.viii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.viii is "Don't know" then ignore this question

**8H Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington's streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 9**

**9A In general, how easy or difficult is it to access the following? \***

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green open spaces (such as sports fields, town belts, gardens and parks etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 10**

**10A It costs, on average, \$150.73 per resident per year (or \$0.41 per day) to provide: \***

- green open spaces (e.g. sports fields and town belts),
- gardens (e.g. botanic gardens and parks), and
- beach and coastal services.

Please rate your level of agreement that this is good value for money.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**10B**

Please rate your overall level of agreement that Wellington's natural environment is appropriately managed and protected. \*

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**Page 11**

**11A Approximately how many times have you visited Wellington Zoo in the last 12 months? \***

- Never in the last 12 months

- Once only
- Twice
- 3 or more times
- Don't Know

**11B Approximately how many times have you visited Zealandia in the last 12 months? \***

- Never in the last 12 months
- Once or twice in the last 12 months
- Once every 4-5 months
- Once every 2-3 months
- Once or twice every month
- More than twice every month
- Don't Know

**Page 12**

If your answer to question 11B.Zealandia is "Never in the last 12 months" then move to page 13

If your answer to question 11B.Zealandia is "Don't Know" then move to page 13

Otherwise stay on this page

**12A Please rate your overall experience at Zealandia: The Karori Sanctuary \***

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**Page 13**

**13A Please rate your overall level of agreement with the following statements \***

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is working to reduce its greenhouse gas emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is well prepared to respond to natural events such as earthquakes, tsunamis and severe storms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is taking appropriate action to prepare for long-term sea level rise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is an eco-city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13B**

**In your view, what proportion of Wellington businesses are taking actions to reduce their environmental impact? \***

- None
- Almost none
- Some

- Most
- Almost all
- Don't Know

**13C Thinking about the natural environment what, if any, of the following things do you do? \***  
 (This includes volunteering as part of a community group, or just taking some personal action.)

*Please select all that apply.*

- Community gardening
- Planting and/or weeding in public places
- Picking up any litter in public places
- Pest control
- Other (please specify)

- None of the above

**Page 14**

**Cultural Wellbeing**

**14A Thinking about the community involvement in arts and culture in Wellington... \***

Please rate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington is an easy place to get involved in the arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington has a culturally rich and diverse arts scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the events capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the arts capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 15**

**15A How frequently do you attend, or participate in, cultural and arts activities in Wellington? \***

- Never
- Less often than once a year
- At least once a year
- Once every 6 months
- At least once a month
- At least once a week
- Don't Know

**Page 16**

**16A Which of the following have you heard of? \***

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Carter Observatory



- City Gallery Wellington
- Colonial Cottage Museum
- Museum of Wellington City & Sea
- New Zealand Cricket Museum
- None of the above

If your answer to question 16A.Museum awareness includes "None of the above" then move to page 20  
 Otherwise move to page 17

**Page 17**

If your answer to question 16A.Museum awareness includes "Cable Car Museum" then answer this question

**17A How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Cable Car Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Capital E" then answer this question

**17B How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Carter Observatory" then answer this question

**17C How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "City Gallery Wellington" then answer this question

**17D How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
City Gallery Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Colonial Cottage Museum" then answer this question

**17E How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Colonial Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Museum of Wellington City & Sea" then answer this question

**17F How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Museum of Wellington City & Sea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "New Zealand Cricket Museum" then answer this question

**17G How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 18**

**18A In the last 12 months, have you been to any of the following? \***

*Please select all that apply.*

- Cable Car Museum

- Capital E
- Carter Observatory
- City Gallery Wellington
- Colonial Cottage Museum
- Museum of Wellington City & Sea
- New Zealand Cricket Museum
- None of the above

If your answer to question 18A.museum attendees includes "None of the above" then move to page 20  
 Otherwise move to page 19

**Page 19**

If your answer to question 18A.museum attendees includes "Cable Car Museum" then answer this question

**19A Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Cable Car Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "Capital E" then answer this question

**19B Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "Carter Observatory" then answer this question

**19C Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "City Gallery Wellington" then answer this question

**19D Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
City Gallery Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "Colonial Cottage Museum" then answer this question

**19E Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Colonial Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "Museum of Wellington City & Sea" then answer this question

**19F Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Museum of Wellington City and Sea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "New Zealand Cricket Museum" then answer this question

**19G Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 20**

**20A Wellington City Council is associated with major events such as World of Wearable Arts and Sevens. \***

**Have you attended any of these types of events in the last 12 months?**

- Yes
- No
- Don't Know

### Page 21

If your answer to question 20A.Major events is "Yes" then stay on this page  
Otherwise move to page 22

**21A Please rate your overall level of satisfaction with these types of major events. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 22

**22A**

**Wellington City Council is also associated with events and festivals such as community festivals, sports events and arts and cultural events (for example, the Newtown Festival and the Chinese New Year parade). \***  
**Have you attended any of these types of community, arts and cultural events and festivals in the last 12 months?**

- Yes
- No
- Don't Know

### Page 23

If your answer to question 22A.Community events is "Yes" then stay on this page  
Otherwise move to page 24

**23A Please rate your overall level of satisfaction with these types of community events and festivals. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 24

**24A**

**Please rate your level of agreement that Wellington's distinct local identity (its sense of place) is appropriately valued and protected. \***

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

### Page 25

**Resources and Waste**

The next couple of questions are about waste reduction and rubbish collection.

### 25A

**Which of the following things are your household doing to try and reduce the amount of waste from your home? \***

**Please select all that apply.**

- Home composting
- Using the Council's kerbside recycling service
- Taking things to the recycling stations
- Donating things to second hand shops or charities
- Buying refills
- Avoiding using plastic bottles and/or bags
- Reusing plastic containers, such as food containers
- Anything else (please specify)

- None of these

### Page 26

If your answer to question 25A.Waste reduction includes "Using the Council's kerbside recycling service" then stay on this page

Otherwise move to page 28

### 26A

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

- Less often than once a month
- Once a month
- Once every three weeks
- Once every two weeks
- Every week
- Don't Know

### Page 27

**27A Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling service. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 28

**28A Does your household ever use the official Wellington City Council rubbish bags? \***

**(These are the yellow bags that can be bought at the supermarket, some daieres or from the Council.)**

- Yes
- No
- Don't Know

### Page 29

If your answer to question 28A.Rubbish is "Yes" then stay on this page

Otherwise move to page 31

**29A**

**On average, how often does your household put out yellow plastic Council rubbish bags for Wellington City Council's kerbside collection? \***

- Less often than once a month
- Once a month
- Once every three weeks
- Once every two weeks
- Every week
- Don't Know

**Page 30**

**30A**

**Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish collection service. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

**Page 31**

**31A**

**To provide waste management services it costs, on average, \$66.00 per resident per year (or \$0.18 per day).**

**Note that waste management services includes the collection and disposal of waste and recycling. \***

**Please rate you level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**Page 32**

**32A**

**Thinking about the stormwater system, which (if any) of the following things are your household doing to try and reduce the amount of pollution entering the storm water system? \***

**(The storm water system collects rainwater from your roof and yard and transfers it to local streams or to the seashore.)**

***Please select all that apply.***

- Dispose of oil, paint or chemicals by putting them out with your household rubbish or taking them for recycling
- Washing paint brushes in an inside sink
- Pouring all household liquid wastes down an inside sink, toilet or gully trap
- Put your litter in a rubbish bin rather than drop it in the street or in the gutter
- Pick up droppings left by dogs

- Collect sweepings from your driveway, paths or yard for composting or for disposal with your household rubbish
- Wash the car at a carwash or on the lawn
- Anything else (please specify)

- None of these

**32B To provide storm water services it costs, on average, \$93.84 per resident per year (or \$0.26 per day). \***

**Please rate your level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

### Page 33

**33A**

**To provide wastewater services it costs, on average, \$207.92 per resident per year (or \$0.57 per day). The waste water system treats and disposes of sewerage. \***

**Please rate your level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**33B**

**To provide water services it costs, on average, \$199.46 per resident per year (or \$0.55 per day). Water services provide water to Wellington properties. \***

**Please rate your level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

### Page 34

**Transport**

**34A Thinking about moving around the city, how easy is it to drive about in the city? \***

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy

- Never drive
- Don't Know

**34B How easy is it to walk about in the city? \***

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't Know

**Page 35**

**35A Please rate your level of agreement with the following statements. \***

Public transport in Wellington is...

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 36**

**36A Please rate your level of satisfaction with the availability of on-street parking during the... \***

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 37**

**37A**

Please rate your level of agreement that the city's transport system (that is, the roads and the public transport) allows easy access from the suburbs to the city. \*

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**37B**

To provide transport network services it costs, on average, \$226.80 per resident per year (or \$0.62 per day). The transport network includes traffic lights, roads, cycleways, footpaths, bridges, tunnels, retaining walls, sea walls, bus stops and shelters. \*

Please rate your level of agreement that this is good value for money.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree

Don't Know

### Page 38

**38A Do you travel into central Wellington most weekdays? \***

- Yes  
 No  
 Don't Know

### Page 39

If your answer to question 38A.travel into Wellington is "Yes" then stay on this page  
Otherwise move to page 40

**39A What is your main method of travelling to Wellington on these occasions? \***

- Car  
 Motorbike  
 Bus  
 Train  
 Bicycle  
 Walk  
 Scooter  
 Ferry  
 Other (please specify)

Don't Know

### Page 40

**40A How often, on average, have you used the Cable Car in the last 12 months? \***

- Never in the last 12 months  
 Once every 6 months or less often  
 Once every 4-5 months  
 Once every 2-3 months  
 Once a month  
 Once every 2-3 weeks  
 Once or twice a week  
 Most days  
 Don't Know

### Page 41

If your answer to question 40A.Cable car is "Never in the last 12 months" then move to page 42

If your answer to question 40A.Cable car is "Don't Know" then move to page 42

Otherwise stay on this page

**41A How do you rate the standard and operational reliability of the Cable Car? \***

- Very poor  
 Poor  
 Neither poor nor good  
 Good  
 Very good  
 Don't Know

### Page 42



**42A**

**Do you travel into or through central Wellington during weekday peak traffic times, between 7-9am or 4-6pm? \***

- Yes  
 No  
 Don't Know

**Page 43**

If your answer to question 42A. Peak hours is "Yes" then stay on this page  
 Otherwise move to page 44

**43A Do you believe peak traffic volumes are acceptable? \***

- Yes  
 No  
 Don't Know

**Page 44**

**44A Have you used of any of Wellington City's on-road cycleways in the last 12 months? \***

- Yes  
 No  
 Don't Know

**Page 45**

If your answer to question 44A. Cycleways use is "Yes" then stay on this page  
 Otherwise move to page 46

**45A Please rate your level of satisfaction with Wellington City's cycle ways in terms of... \***

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 46**

**46A How would you rate the condition of the city's roads? \***

- Very poor  
 Poor  
 Neither poor nor good  
 Good  
 Very good  
 Don't Know

**46B How would you rate the condition of the city's footpaths? \***

- Very poor  
 Poor  
 Neither poor nor good  
 Good  
 Very good  
 Don't Know

**46C Please rate your level of satisfaction with the quality of the street cleaning in central Wellington. \***

- Very dissatisfied

- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 47

#### 47A

Please rate your level of satisfaction with the quality and maintenance of roadside vegetation in Wellington. \*  
(Note than maintenance means kept free of weeds and trimmed back to be clear of the edges of the road.)

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

#### 47B Please rate your level of satisfaction with the following. \*

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Street lighting in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting in your suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Page 48

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

#### 48A Which ethnic group or groups do you belong to? \*

*Please select all that apply.*

- NZ European
- Maori
- Samoan
- Cook Island Maori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

#### 48B What type of home internet connection do you have? \*

- Dial-up modem
- Broadband
- Ultrafast broadband
- Don't have a home internet connection
- Don't Know

**48C Do you...? \***

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)

- Don't Know

**48D Approximately, what is your total household income before tax? \***

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

**Page 49****49A With regards to the topics in this survey, is there anything else you would like to comment on?****Page 50****50A**

If you would like to go into the draw to win ONE of FIVE \$50 New World grocery vouchers, please enter the email address you would like us to contact you on, should your name be drawn as a winner, below:

Now the survey is complete

**Page 51**

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those aged 18 years and over, living in Wellington City (and who do not work for the Council) are eligible.

If you have any questions, please contact Jared via [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

Now the survey is complete

That's the end of the survey. Thank you for completing it, we really appreciate your feedback.

Prize winners will be drawn and contacted after 30 June 2015. If you chose to enter it, good luck!

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).



Thank you for agreeing to complete this survey. We really appreciate your feedback. These results are published in the Annual Report and the survey provides one of the key data sources we use to evaluate our performance on a year-to-year basis.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people can not be identified. Prize winners will be drawn and contacted after 3 June 2016. If you have any questions about the survey, please contact [jared@captialviews.org.nz](mailto:jared@captialviews.org.nz). (mailto:jared@captialviews.org.nz.)

Page 1

**1A** Which region do you live in? \*

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury

- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2

Otherwise move to page 53

Page 2

## 2A

Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa etc)? \*

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3

Otherwise move to page 53

Page 3

## 3A

Do you work for the Wellington City Council, or have you worked for the Council in the past two years? \*

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4

Otherwise move to page 53

Page 4

**4A** Which Wellington City suburb do you live in? \*

Page 5

**5A** Are you...? \*

- Male
- Female
- Other
- Prefer not to say

Page 6

**6A** Which of the following age groups do you fall into? \*

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 64
- 65 years or older

If your answer to question 6A.Age group is "Under 18" then move to page 53  
Otherwise move to page 7

Page 7

**7A** Which of the following best describes your household? \*

- Young couple without children
- Household with youngest child under 5
- Household with youngest child 5 to 13
- Household with youngest child 14 or over
- Older couple - no children or none living at home
- Single/one person household
- Flat - not a family home
- Other (please specify)

Page 8

**8A**

Thinking about all the dealings you've had with Wellington City Council over the past 12 months and all the services and facilities it provides... \*

Overall, how would you rate the performance of Wellington City Council over the past 12 months?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**8B**

Overall, how would you rate the value for money from all the services the Council provides? \*

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

Page 9

**9A** Overall, is your quality of life...? \*

- Extremely poor
- Poor
- Neither poor nor good
- Good
- Extremely good
- Don't Know

Page 10

**Urban Development questions**

The next questions cover such things as the design and layout of Wellington.

**10A** Please rate your level of agreement with the following statements... \*

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
--	--------------------------	-----------------	-----------------------------------	--------------	-----------------------	-------------------

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington is a great place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different suburbs and communities in Wellington provide a good variety of places to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a variety of opportunities and places to work in Wellington in my occupation, or for someone with my experience and/or qualifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a good variety of leisure activities and opportunities to socialise in Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10B**

Please rate your level of agreement with the following statements about Wellington's heritage and city centre... \*

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Heritage buildings, areas, trees and objects contribute to the city's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects contribute to my community's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
My local suburban centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city is developing in a way that takes into account its unique urban character and natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects are appropriately valued and protected in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects are appropriately valued and protected in my local/suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 11

If your answer to question 10B.Heritage and city centre.vi is "Strongly Disagree" then stay on this page

If your answer to question 10B.Heritage and city centre.vi is "Disagree" then stay on this page  
Otherwise move to page 12

### 11A

In what way do you think the heritage buildings, areas, trees and objects in the central city are inappropriately valued?

- Very undervalued
- Undervalued
- Overvalued
- Very overvalued

Page 12

If your answer to question 10B.Heritage and city centre.vii is "Disagree" then stay on this page

If your answer to question 10B.Heritage and city centre.vii is "Strongly Disagree" then stay on this page

Otherwise move to page 13

### 12A

In what way do you think the heritage buildings, areas, trees and objects in your local/suburban area are inappropriately valued?

- Very undervalued
- Undervalued
- Overvalued
- Very overvalued

Page 13

**13A** Please rate your level of agreement with the following statement... \*

I feel a sense of pride in the way Wellington looks and feels

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 14

**14A** Please rate your level of agreement that the city centre is... \*

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
Easy to get around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to access leisure activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 15

**15A**

How often, on average, have you visited the Wellington waterfront in the past 12 months? \*

(By the waterfront, we mean the area from near the Railway Station to the Overseas Passenger Terminal)

- Most days
- Once or twice a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-5 months
- Once every 6 months or less often
- Never in the past 12 months
- Don't Know

If your answer to question 15A.Waterfront use is "Never in the past 12 months" then move to page 17

If your answer to question 15A.Waterfront use is "Don't Know" then move to page 17

Otherwise move to page 16

Page 16

**16A** Overall, how would you rate your experience at the waterfront? \*

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

Page 17

**Social and recreation questions**

**17A** The next few questions are about safety. \*

Please rate how safe you feel in the following situations:

	Very unsafe	Somewhat unsafe	Reasonably safe	Very safe	Not applicable: Don't come into the city centre	Don't know
In your neighbourhood during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the city centre during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the city centre after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17B**

The following list identifies things that make people feel unsafe in their neighbourhoods or city. \*

Which of the following, if any, are particularly concerning in Wellington at present?

*Please select all that apply.*

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Dangerous driving including speeding, drunk drivers and so on
- Alcohol and drug problems
- Car theft or vandalism, and theft from cars
- Threatening people and/or people behaving dangerously
- Other (please specify)
- Nothing
- Don't Know

**18A**

Wellington City is becoming home for an increasing number of people with different lifestyles and cultures from different countries. \*

Overall, do you think this makes the city...?

- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live
- Don't Know

Page 19

**19A** In the past 12 months, have you engaged in any of the following? \*

(Note: A neighbour is considered anyone living close to you)

*Please select all that apply.*

- Spoken to a neighbour
- Given help to a neighbour
- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't Know

**19B** We want to find out about the sense of community strength and spirit in Wellington. \*

Please rate your level of agreement with the following statement...

In general, the community works together and people support each other

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 20

**20A** Have you used a Wellington City Council public toilet in the past 12 months? \*

- Yes
- No
- Don't Know

If your answer to question 20A.Public toilet use is "No" then move to page 22

If your answer to question 20A.Public toilet use is "Don't Know" then move to page 22

Otherwise move to page 21

Page 21

**21A**

Please rate your level of satisfaction with the cleanliness of the Wellington City Council toilets you have used in the past 12 months \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 22

**22A**

Do you have essential emergency items in your home? \*

(By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.)

- Yes
- No
- Don't Know

Page 23

**23A** Which, if any, of these would you be able to easily find in the event of an emergency? \*

*Please select all that apply.*

- Ten litres of bottled water per person in your household
- Canned food
- Can opener
- Other non-perishable food
- First aid kit
- A battery-operated radio
- Spare batteries
- A plastic bucket
- Toilet paper
- Soap
- Disinfectant
- A primus or gas barbeque to cook on
- Waterproof torches
- Other essential medication
- Pet supplies
- Blankets, towels, sleeping bags
- Sturdy footwear
- Baby/infant supplies
- Essential documents (birth/marriage certificates, insurance policies)
- Family photos
- None of these
- Don't Know

Page 24

**24A**

Do you have an emergency plan for your family or your household about what they will do if a significant emergency occurs? \*

- Yes
- No
- Don't Know

Page 25

**25A** Which of the following have you done? \**Please select all that apply.*

- Discussed ways to get in touch with other family members when an emergency occurs
- Made plans for re-uniting with family members when an emergency occurs
- Arranged for authorised people to collect children from school, and provided the school with a list of these people for when an emergency occurs
- Established a meeting place in the event your house becomes unusable or if family members are separated when an emergency occurs
- Allocated tasks for those at home when an emergency occurs (e.g. turning off power, or checking with neighbours)
- Completed a first aid course
- Found out where your nearest Civil Defence Centre is
- None of these
- Don't Know

Page 26

**26A** Is your home...? \*

	Never	Rarely	Sometimes	Often	Always	Don't know
Cold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard to heat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 27

**27A**

How many hours would you spend in some form of regular physical activity in an average week? \*

- Less than 2 and a half hours
- 2 and a half to 5 hours
- 5 or more hours
- Don't Know

Page 28



If your answer to question 7A. Household composition is "Young couple without children" then move to page 31

If your answer to question 7A. Household composition is "Household with youngest child 14 or over" then move to page 31

If your answer to question 7A. Household composition is "Older couple - no children or none living at home" then move to page 31

If your answer to question 7A. Household composition is "Single/one person household" then move to page 31

If your answer to question 7A. Household composition is "Flat - not a family home" then move to page 31

If your answer to question 7A. Household composition is "Other (please specify)" then move to page 31

Otherwise stay on this page

### **28A**

Have any of the children aged 13 or under in your household used a Council playground or skate park in the past 12 months? \*

- Yes
- No
- Don't Know

If your answer to question 28A. Playground use is "No" then move to page 30

If your answer to question 28A. Playground use is "Don't Know" then move to page 30

Otherwise move to page 29

Page 29

### **29A**

Please rate your level of satisfaction with the playground or skatepark you visited most recently \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 30

**30A**

On average, how often do the children aged 13 or under in your household walk to and from school? \*

- Everyday
- 3-4 days a week
- 1-2 days a week
- Less often
- Never
- Not applicable: Children do not go to school or are home schooled
- Don't Know

Page 31

**31A**

Have you used any of the following Wellington City Council recreation facilities in the past 12 months? \*

*Please select all that apply.*

- A Council recreation centre
- ASB Centre
- A Council swimming pool
- A mountain bike park in Karori
- None of these
- Don't know

If your answer to question 31A.Rec usage includes any of (None of these) then move to page 35

If your answer to question 31A.Rec usage includes any of (Don't know) then move to page 35  
Otherwise move to page 32

Page 32

If your answer to question 31A.Rec usage includes any of (A Council recreation centre) then stay on this page

Otherwise move to page 33

**32A**

Please rate your level of satisfaction with the Wellington City Council recreation centre you visited most recently \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 33

If your answer to question 31A.Rec usage includes any of (ASB Centre) then stay on this page  
Otherwise move to page 34

**33A** Please rate your level of satisfaction with the ASB Centre \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 34

If your answer to question 31A.Rec usage includes any of (A Council swimming pool) then stay on this page  
Otherwise move to page 35

**34A**

Please rate your level of satisfaction with the Wellington City Council swimming pool you visited most recently \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 35

**35A** Please rate your level of agreement with the following statement... \*

In general, Wellington city offers a wide range of recreational activities

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**35B**

What, if anything, makes it difficult for you to take part in the recreational activities available in Wellington? \*

*Please select all that apply.*

- Too busy
- Poor health
- Activity costs too much
- Activity too far away
- No facilities for child care
- Weather
- Not at a convenient time
- Shift work
- Lack of motivation
- No facilities exist
- Tiredness
- Lack of knowledge about how to do it
- Environmental factors (e.g. road conditions, pollution)
- Lack of parking or transport
- Lack of interest
- Other (please specify)
- Nothing
- Don't Know

Page 36

**36A**

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

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't Know

Page 37

**37A**

To provide recreation services and facilities it costs, on average, \$184.94 per resident per year (or \$0.51 per day). \*

Please rate your level of agreement that this is good value for money

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 38

**38A**

Have you used any of the following Wellington City Council community facilities in the past 12 months? \*

*Please select all that apply.*

- A public library
- A Community Centre
- A Community Hall
- None of these
- Don't Know

Page 39

If your answer to question 38A. Community facilities includes any of (A public library) then stay on this page

Otherwise move to page 43

**39A** How often, on average, would you use or visit a Wellington City Council library? \*

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than once every 6 months
- Don't Know

Page 40

**40A**

Thinking about the library items that you use, please rate your level of satisfaction with the range and variety of items available \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

**40B**

In the past 12 months, have you used any of Wellington City Libraries' online library collection ([www.wcl.govt.nz/downloads](http://www.wcl.govt.nz/downloads) (<http://www.wcl.govt.nz/downloads>))? (e.g. ebooks, online journals and newspapers) \*

- Yes
- No
- Don't Know

If your answer to question 40B. Online library is "No" then move to page 42

If your answer to question 40B. Online library is "Don't Know" then move to page 42

Otherwise move to page 41

Page 41

**41A** Please rate your level of satisfaction with the e-library collection \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 42

**42A**

Overall, please rate your level of satisfaction with the library services you've used in the past 12 months \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 43

**43A**

To provide library services it costs, on average, \$103.88 per resident per year (or \$0.28 per day). \*

Please rate your level of agreement that this is good value for money

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 44

**44A**

In the past 12 months, have you visited Wellington City Council's website ([www.wellington.govt.nz](http://www.wellington.govt.nz) (<http://www.wellington.govt.nz>))? \*

- Yes  
 No  
 Don't Know

If your answer to question 44A.WCC website use is "No" then move to page 46

If your answer to question 44A.WCC website use is "Don't Know" then move to page 46

Otherwise move to page 45

Page 45

**45A**

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

Wellington City Council's website ([www.wellington.govt.nz](http://www.wellington.govt.nz) (<http://www.wellington.govt.nz>)) is...

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
Easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to get information from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 46

**Governance questions****46A**

Thinking about the contact you have with Wellington City Council and the involvement of the community in Council decision-making... \*

In your view, does the Council consult you...?

- Not enough  
 The right amount  
 Too much  
 Don't Know



**46B**

Please rate your level of satisfaction with the way the Council involves people in decision-making \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

**46C** Please rate your level of agreement with the following statements... \*

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
I understand how Wellington City Council makes decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council make decisions that are in the best interests of the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information from Wellington City Council is easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 47

**47A**

Overall, how much influence do you feel that public has on the decisions that Wellington City Council makes? \*

- No influence
- Small influence
- Some influence
- Large influence
- Don't Know

Page 48

**48A** Please rate your level of agreement with the following statement... \*

There are opportunities to participate fully in city life

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 49

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

**49A** Which ethnic group or groups do you belong to? \*

*Please select all that apply.*

- NZ European
- Maori
- Samoan
- Cook Island Maori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

**49B** What type of home internet connection do you have? \*

- Dial-up modem
- Broadband
- Ultrafast broadband
- Don't have a home internet connection
- Don't Know

Page 50

**50A** Do you...? \*

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't Know

**50B**

Approximately, what is your total household income before tax? \*

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

Page 51

**51A**

With regards to the topics in this survey, is there anything else you would like to comment on?

---

Page 52

**52A**

If you would like to go into the draw to win ONE of FIVE \$50 New World grocery vouchers, please enter the email address you would like us to contact you on, should your name be drawn as a winner, below:

Now the survey is complete

Page 53

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those aged 18 years and over, living in Wellington City (and who do not work for the Council) are eligible.

If you have any questions, please contact Jared via email at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>)

Now the survey is complete

That's the end of the survey. Thank you for completing it, we really appreciate your feedback.

Prize winners will be drawn and contacted after 3 June 2016. If you chose to enter it, good luck!

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>)

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[PublicVoice \(http://www.publicvoice.co.nz\)](http://www.publicvoice.co.nz)

Thank you for agreeing to complete this survey. We really appreciate your feedback. The results are published in the Annual Report and the survey provides one of the key data sources we use to monitor our performance on a year-to-year basis. A summary of the results is also released on the following link: <http://wellington.govt.nz/about-wellington/profile-of-wellington>.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people can not be identified. Prize winners will be drawn and contacted after 1 July 2016. If you have any questions about the survey, please contact [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

## Page 1

**1A Which region do you live in? \***

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury
- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2  
Otherwise move to page 51

## Page 2

**2A**

**Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa etc)? \***

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3  
Otherwise move to page 51

## Page 3

**3A Do you work for the Wellington City Council, or have you worked for the Council in the past two years? \***

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4  
Otherwise move to page 51

## Page 4

**4A Which Wellington City suburb do you live in? \***

**4B Which ward is the suburb in?**

**Page 5**

**5A Are you...? \***

- Male
- Female
- Other
- Prefer not to say

**5B Which of the following age groups do you fall into? \***

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 64
- 65 years or older

If your answer to question 5B.Age group is "Under 18" then move to page 51  
Otherwise move to page 6

**Page 6**

**6A Which of the following best describes your household? \***

- Young couple without children
- Household with youngest child under 5
- Household with youngest child 5 to 13
- Household with youngest child 14 or over
- Older couple - no children or none living at home
- Single/one person household
- Flat - not a family home
- Other (please specify)

**Page 7**

**Environment**

**7A In the past 12 months, how often on average have you used or been to the following? \***

	Never in the last 12 months	Once every 6 months or less often	Once every 4-5 months	Once every 2-3 months	Once a month	Once every 2-3 weeks	Once or twice a week	Most days	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council parks, excluding the Botanic Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Botanic gardens, including Otari/Wiltons Bush Native Botanic Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town Belt or Outer Green Belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city's walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council outdoor grass sport fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Never in the last 12 months	Once every 6 months or less often	Once every 4-5 months	Once every 2-3 months	Once a month	Once every 2-3 weeks	Once or twice a week	Most days	Don't know
--------------------------------------	---	--------------------------------	--------------------------------	-----------------	-------------------------------	----------------------------	--------------	---------------

A Wellington City Council sports field  
which has artificial turf

Wellington's streams

**Page 8**

If your answer to question 7A.Use of outdoor spaces.i is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.i is "Don't know" then ignore this question

**8A Please rate your overall level of satisfaction with the quality and maintenance of: \***

Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
----------------------	--------------	--	-----------	-------------------	------------

Wellington City's coastal areas or  
beaches

If your answer to question 7A.Use of outdoor spaces.ii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.ii is "Don't know" then ignore this question

**8B Please rate your overall level of satisfaction with the quality and maintenance of: \***

Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
----------------------	--------------	--	-----------	-------------------	------------

Wellington City Council parks,  
excluding the Botanic Gardens

If your answer to question 7A.Use of outdoor spaces.iii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.iii is "Don't know" then ignore this question

**8C Please rate your overall level of satisfaction with the quality and maintenance of: \***

Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
----------------------	--------------	--	-----------	-------------------	------------

The botanic gardens, including Otari-  
Wilton's bush

If your answer to question 7A.Use of outdoor spaces.iv is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.iv is "Don't know" then ignore this question

**8D Please rate your overall level of satisfaction with the quality and maintenance of: \***

Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
----------------------	--------------	--	-----------	-------------------	------------

The Town Belt or Outer Green Belt

If your answer to question 7A.Use of outdoor spaces.v is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.v is "Don't know" then ignore this question

**8E Please rate your overall level of satisfaction with the quality and maintenance of: \***

Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
----------------------	--------------	--	-----------	-------------------	------------

The city's walking tracks

If your answer to question 7A.Use of outdoor spaces.vi is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.vi is "Don't know" then ignore this question

**8F Please rate your overall level of satisfaction with the quality and maintenance of: \***

Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
----------------------	--------------	--	-----------	-------------------	------------

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council outdoor grass sports fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.vii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.vii is "Don't know" then ignore this question

**8G Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council sports fields which have artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.viii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.viii is "Don't know" then ignore this question

**8H Please rate your overall level of satisfaction with the quality and maintenance of: \***

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington's streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 9**

**9A In general, how easy or difficult is it to access the following? \***

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green open spaces (such as sports fields, town belts, gardens and parks etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 10**

**10A It costs, on average, \$150.73 per resident per year (or \$0.41 per day) to provide: \***

- green open spaces (e.g. sports fields and town belts),
- gardens (e.g. botanic gardens and parks), and
- beach and coastal services.

Please rate your level of agreement that this is good value for money.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**10B**

Please rate your overall level of agreement that Wellington's natural environment is appropriately managed and protected. \*

- Strongly disagree
- Disagree
- Neither disagree nor agree



- Agree
- Strongly agree
- Don't Know

### Page 11

**11A Approximately how many times have you visited Wellington Zoo in the last 12 months? \***

- Never in the last 12 months
- Once only
- Twice
- 3 or more times
- Don't Know

**11B Approximately how many times have you visited Zealandia in the last 12 months? \***

- Never in the last 12 months
- Once or twice in the last 12 months
- Once every 4-5 months
- Once every 2-3 months
- Once or twice every month
- More than twice every month
- Don't Know

### Page 12

If your answer to question 11B.Zealandia is "Never in the last 12 months" then move to page 13

If your answer to question 11B.Zealandia is "Don't Know" then move to page 13

Otherwise stay on this page

**12A Please rate your overall experience at Zealandia: The Karori Sanctuary \***

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

### Page 13

**13A Please rate your overall level of agreement with the following statements \***

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is working to reduce its greenhouse gas emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is well prepared to respond to natural events such as earthquakes, tsunamis and severe storms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is taking appropriate action to prepare for long-term sea level rise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is an eco-city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13B**

In your view, what proportion of Wellington businesses are taking actions to reduce their environmental impact? \*

- None
- Almost none
- Some
- Most
- Almost all
- Don't Know

**13C Thinking about the natural environment what, if any, of the following things do you do? \***

(This includes volunteering as part of a community group, or just taking some personal action.)

*Please select all that apply.*

- Community gardening
- Planting and/or weeding in public places
- Picking up any litter in public places
- Pest control
- Other (please specify)

- None of the above

**Page 14****Cultural Wellbeing****14A Thinking about the community involvement in arts and culture in Wellington... \***

Please rate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington is an easy place to get involved in the arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington has a culturally rich and diverse arts scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the events capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the arts capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 15****15A How frequently do you attend, or participate in, cultural and arts activities in Wellington? \***

- Never
- Less often than once a year
- At least once a year
- Once every 6 months
- At least once a month
- At least once a week
- Don't Know

**Page 16**

**16A Which of the following have you heard of? \***

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Carter Observatory
- City Gallery Wellington
- Colonial Cottage Museum
- Museum of Wellington City & Sea
- New Zealand Cricket Museum
- None of the above

If your answer to question 16A.Museum awareness includes "None of the above" then move to page 20  
 Otherwise move to page 17

**Page 17**

If your answer to question 16A.Museum awareness includes "Cable Car Museum" then answer this question

**17A How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Cable Car Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Capital E" then answer this question

**17B How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Carter Observatory" then answer this question

**17C How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "City Gallery Wellington" then answer this question

**17D How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
City Gallery Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Colonial Cottage Museum" then answer this question

**17E How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Colonial Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "Museum of Wellington City & Sea" then answer this question

**17F How valuable do you consider the following institution? \***

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Museum of Wellington City & Sea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 16A.Museum awareness includes "New Zealand Cricket Museum" then answer this question

**17G How valuable do you consider the following institution? \***

Not valuable at all      Of little value      Valuable      Very valuable      Don't know

New Zealand Cricket Museum                             

**Page 18**

**18A In the last 12 months, have you been to any of the following? \***

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Carter Observatory
- City Gallery Wellington
- Colonial Cottage Museum
- Museum of Wellington City & Sea
- New Zealand Cricket Museum
- None of the above

If your answer to question 18A.museum attendees includes "None of the above" then move to page 20  
 Otherwise move to page 19

**Page 19**

If your answer to question 18A.museum attendees includes "Cable Car Museum" then answer this question

**19A Please rate your overall experience at: \***

Very poor      Poor      Neither poor nor good      Good      Very good      Don't know

Cable Car Museum                                   

If your answer to question 18A.museum attendees includes "Capital E" then answer this question

**19B Please rate your overall experience at: \***

Very poor      Poor      Neither poor nor good      Good      Very good      Don't know

Capital E                                   

If your answer to question 18A.museum attendees includes "Carter Observatory" then answer this question

**19C Please rate your overall experience at: \***

Very poor      Poor      Neither poor nor good      Good      Very good      Don't know

Carter Observatory                                   

If your answer to question 18A.museum attendees includes "City Gallery Wellington" then answer this question

**19D Please rate your overall experience at: \***

Very poor      Poor      Neither poor nor good      Good      Very good      Don't know

City Gallery Wellington                                   

If your answer to question 18A.museum attendees includes "Colonial Cottage Museum" then answer this question

**19E Please rate your overall experience at: \***

Very poor      Poor      Neither poor nor good      Good      Very good      Don't know

Colonial Cottage Museum                                   

If your answer to question 18A.museum attendees includes "Museum of Wellington City & Sea" then answer this question

**19F Please rate your overall experience at: \***

Very poor      Poor      Neither poor nor good      Good      Very good      Don't know

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Museum of Wellington City and Sea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 18A.museum attendees includes "New Zealand Cricket Museum" then answer this question

**19G Please rate your overall experience at: \***

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Page 20

**20A Wellington City Council is associated with major events such as World of Wearable Arts and Sevens. \***

**Have you attended any of these types of events in the last 12 months?**

- Yes
- No
- Don't Know

### Page 21

If your answer to question 20A.Major events is "Yes" then stay on this page  
Otherwise move to page 22

**21A Please rate your overall level of satisfaction with these types of major events. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 22

**22A**

**Wellington City Council is also associated with events and festivals such as community festivals, sports events and arts and cultural events (for example, the Newtown Festival and the Chinese New Year parade). \***

**Have you attended any of these types of community, arts and cultural events and festivals in the last 12 months?**

- Yes
- No
- Don't Know

### Page 23

If your answer to question 22A.Community events is "Yes" then stay on this page  
Otherwise move to page 24

**23A Please rate your overall level of satisfaction with these types of community events and festivals. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 24

**24A**

**Please rate your level of agreement that Wellington's distinct local identity (its sense of place) is appropriately valued and protected. \***

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

## Page 25

### Resources and Waste

The next couple of questions are about waste reduction and rubbish collection.

#### 25A

**Which of the following things are your household doing to try and reduce the amount of waste from your home? \***

***Please select all that apply.***

- Home composting
- Using the Council's kerbside recycling service
- Taking things to the recycling stations
- Donating things to second hand shops or charities
- Buying refills
- Avoiding using plastic bottles and/or bags
- Reusing plastic containers, such as food containers
- Anything else (please specify)

- None of these

## Page 26

If your answer to question 25A.Waste reduction includes "Using the Council's kerbside recycling service" then stay on this page

Otherwise move to page 28

#### 26A

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

- Less often than once a month
- Once a month
- Once every three weeks
- Once every two weeks
- Every week
- Don't Know

## Page 27

**27A Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling service. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied

- Quite satisfied
- Very satisfied
- Don't Know

### Page 28

**28A Does your household ever use the official Wellington City Council rubbish bags? \***

(These are the yellow bags that can be bought at the supermarket, some daieres or from the Council.)

- Yes
- No
- Don't Know

### Page 29

If your answer to question 28A.Rubbish is "Yes" then stay on this page  
Otherwise move to page 31

**29A**

**On average, how often does your household put out yellow plastic Council rubbish bags for Wellington City Council's kerbside collection? \***

- Less often than once a month
- Once a month
- Once every three weeks
- Once every two weeks
- Every week
- Don't Know

### Page 30

**30A**

**Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish collection service. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

### Page 31

**31A**

**To provide waste management services it costs, on average, \$66.00 per resident per year (or \$0.18 per day).**

**Note that waste management services includes the collection and disposal of waste and recycling. \***

**Please rate you level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

### Page 32

**32A**

**Thinking about the stormwater system, which (if any) of the following things are your household doing to try and reduce the amount of pollution entering the storm water system? \***

**(The storm water system collects rainwater from your roof and yard and transfers it to local streams or to the seashore.)**

***Please select all that apply.***

- Dispose of oil, paint or chemicals by putting them out with your household rubbish or taking them for recycling
- Washing paint brushes in an inside sink
- Pouring all household liquid wastes down an inside sink, toilet or gully trap
- Put your litter in a rubbish bin rather than drop it in the street or in the gutter
- Pick up droppings left by dogs
- Collect sweepings from your driveway, paths or yard for composting or for disposal with your household rubbish
- Wash the car at a carwash or on the lawn
- Anything else (please specify)

None of these

**32B To provide storm water services it costs, on average, \$93.84 per resident per year (or \$0.26 per day). \***

**Please rate your level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

### Page 33

**33A**

**To provide wastewater services it costs, on average, \$207.92 per resident per year (or \$0.57 per day). The waste water system treats and disposes of sewerage. \***

**Please rate your level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**33B**

**To provide water services it costs, on average, \$199.46 per resident per year (or \$0.55 per day). Water services provide water to Wellington properties. \***

**Please rate your level of agreement that this is good value for money.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree



- Strongly agree
- Don't Know

**Page 34**

**Transport**

**34A Thinking about moving around the city, how easy is it to drive about in the city? \***

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Never drive
- Don't Know

**34B How easy is it to walk about in the city? \***

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't Know

**Page 35**

**35A Please rate your level of agreement with the following statements. \***  
**Public transport in Wellington is...**

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 36**

**36A Please rate your level of satisfaction with the availability of on-street parking during the... \***

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**36B Please rate your level of agreement with the following statement....**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
The city's parking enforcement is far	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Page 37**

**37A**

**Please rate your level of agreement that the city's transport system (that is, the roads and the public transport) allows easy access from the suburbs to the city. \***

- Strongly disagree

- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**37B**

To provide transport network services it costs, on average, \$226.80 per resident per year (or \$0.62 per day). The transport network includes traffic lights, roads, cycleways, footpaths, bridges, tunnels, retaining walls, sea walls, bus stops and shelters. \*

Please rate your level of agreement that this is good value for money.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**Page 38**

**38A Do you travel into central Wellington most weekdays? \***

- Yes
- No
- Don't Know

**Page 39**

If your answer to question 38A.travel into Wellington is "Yes" then stay on this page  
Otherwise move to page 40

**39A What is your main method of travelling to Wellington on these occasions? \***

- Car
- Motorbike
- Bus
- Train
- Bicycle
- Walk
- Scooter
- Ferry
- Other (please specify)

- Don't Know

**Page 40**

**40A How often, on average, have you used the Cable Car in the last 12 months? \***

- Never in the last 12 months
- Once every 6 months or less often
- Once every 4-5 months
- Once every 2-3 months
- Once a month

- Once every 2-3 weeks
- Once or twice a week
- Most days
- Don't Know

### Page 41

If your answer to question 40A.Cable car is "Never in the last 12 months" then move to page 42

If your answer to question 40A.Cable car is "Don't Know" then move to page 42

Otherwise stay on this page

#### 41A How do you rate the standard and operational reliability of the Cable Car? \*

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

### Page 42

#### 42A

Do you travel into or through central Wellington during weekday peak traffic times, between 7-9am or 4-6pm? \*

- Yes
- No
- Don't Know

### Page 43

If your answer to question 42A.Peak hours is "Yes" then stay on this page

Otherwise move to page 44

#### 43A Do you believe peak traffic volumes are acceptable? \*

- Yes
- No
- Don't Know

### Page 44

44A Have you used of any of Wellington City's on-road cycleways in the last 12 months? \*

- Yes
- No
- Don't Know

### Page 45

If your answer to question 44A.Cycleways use is "Yes" then stay on this page

Otherwise move to page 46

#### 45A Please rate your level of satisfaction with Wellington City's cycle ways in terms of... \*

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Page 46

46A How would you rate the condition of the city's roads? \*

- Very poor

- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**46B How would you rate the condition of the city's footpaths? \***

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**46C Please rate your level of satisfaction with the quality of the street cleaning in central Wellington. \***

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

## Page 47

**47A**

**Please rate your level of satisfaction with the quality and maintenance of roadside vegetation in Wellington. \***  
(Note that maintenance means kept free of weeds and trimmed back to be clear of the edges of the road.)

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

**47B Please rate your level of satisfaction with the following. \***

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Street lighting in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting in your suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Page 48

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

**48A Which ethnic group or groups do you belong to? \***

*Please select all that apply.*

- NZ European
- Maori

- Samoan
- Cook Island Maori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

**48B What type of home internet connection do you have? \***

- Dial-up modem
- Broadband
- Ultrafast broadband
- Don't have a home internet connection
- Don't Know

**48C Do you...? \***

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)

- Don't Know

**48D Approximately, what is your total household income before tax? \***

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

**Page 49**

**49A With regards to the topics in this survey, is there anything else you would like to comment on?**

**Page 50**

**50A**

If you would like to go into the draw to win ONE of FIVE \$50 New World grocery vouchers, please enter the email address you would like us to contact you on, should your name be drawn as a winner, below:

---

Now the survey is complete

### Page 51

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those aged 18 years and over, living in Wellington City (and who do not work for the Council) are eligible.

If you have any questions, please contact Jared via [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

Now the survey is complete

That's the end of the survey. Thank you for completing it, we really appreciate your feedback.

Prize winners will be drawn and contacted after 1 July 2016. If you chose to enter it, good luck!

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).



Thank you for agreeing to complete this survey. We really appreciate your feedback. These results are published in the Annual Report and the survey provides one of the key data sources we use to evaluate our performance on a year-to-year basis.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people cannot be identified. Prize winners will be drawn and contacted after the survey has closed. If you have any questions about the survey, please contact [jared@captialviews.org.nz](mailto:jared@captialviews.org.nz). (<mailto:jared@captialviews.org.nz>.)

Page 1

**1A** Which region do you live in?

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury

- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2

Otherwise move to page 32

Page 2

## 2A

Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa)?

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3

Otherwise move to page 32

Page 3

## 3A

Do you work for the Wellington City Council, or have you worked for the Council in the past two years?

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4

Otherwise move to page 32

Page 4

**4A** Which Wellington City suburb do you live in?

Page 5

**5A** Are you...?



- Male
- Female
- Gender diverse
- Prefer not to say

**5B** Which of the following age groups do you fall into?

- Under 18
- 18 or 19
- 20 to 24
- 25 to 29
- 30 to 34
- 35 to 39
- 40 to 44
- 45 to 49
- 50 to 54
- 55 to 59
- 60 to 64
- 65 to 69
- 70 to 74
- 75 to 79
- 80+

If your answer to question 5B.Age group is "Under 18" then move to page 32  
Otherwise move to page 6

Page 6

**6A** Which of the following best describes your household?

- Young couple without children
- Household with youngest child under 5
- Household with youngest child 5 to 13
- Household with youngest child 14 or over
- Older couple - no children or none living at home
- Single/one person household
- Flat - not a family home
- Other (please specify)

Page 7

**7A** Overall, is your quality of life...?

- Extremely poor

- Poor
- Neither poor nor good
- Good
- Extremely good
- Don't Know

Page 8

**Urban Development questions**

The next questions cover such things as the design and layout of Wellington.

**8A** Please rate your level of agreement with the following statements...

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
Wellington is a great place to live, work and play	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a sense of pride in the way Wellington looks and feels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City is easy to get around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Wellington City it is easy to access leisure activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 9

**9A**

Please rate your level of agreement with the following statements about Wellington's heritage and city centre...

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Heritage buildings, areas, trees and objects contribute to the city's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects contribute to my community's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My local suburban centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City is developing in a way that maintains high quality urban design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects are appropriately valued and protected in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage buildings, areas, trees and objects are appropriately valued and protected in my local/suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 10

### 10A

How often, on average, have you visited the Wellington waterfront in the past 12 months?

(By the waterfront, we mean the area from near the Railway Station to the Clyde Quay Wharf Apartments - the former overseas passenger terminal site)

- Most days
- Once or twice a week
- Once every 2-3 weeks

- Once a month
- Once every 2-3 months
- Once every 4-5 months
- Once every 6 months or less often
- Never in the past 12 months
- Don't Know

If your answer to question 10A.Waterfront use is "Never in the past 12 months" then move to page 12

If your answer to question 10A.Waterfront use is "Don't Know" then move to page 12

Otherwise move to page 11

Page 11

**11A** Overall, how would you rate your experience at the waterfront?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

Page 12

**Social and recreation questions**

**12A** The next few questions are about safety.

Please rate how safe you feel in the following situations:

	Very unsafe	Somewhat unsafe	Reasonably safe	Very safe	Not applicable: Don't come into the city centre	Don't know
In your neighbourhood during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very unsafe	Somewhat unsafe	Reasonably safe	Very safe	Not applicable: Don't come into the city centre	Don't know
In the city centre during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the city centre after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**12B**

The following list identifies things that make people feel unsafe in their neighbourhoods or city.

Which of the following, if any, are particularly concerning in Wellington at present?

*Please select all that apply.*

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Dangerous driving including speeding, drunk drivers and so on
- Begging
- Alcohol and drug problems
- Car theft or vandalism, and theft from cars
- Threatening people and/or people behaving dangerously
- Other (please specify)
- Nothing
- Don't Know

Page 13

**13A**

Wellington City is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think this makes the city...?

- A much worse place to live
- A worse place to live

- Makes no difference
- A better place to live
- A much better place to live
- Don't Know

Page 14

**14A** In the past 12 months, have you engaged in any of the following?

(Note: A neighbour is considered anyone living close to you)

*Please select all that apply.*

- Spoken to a neighbour
- Given help to a neighbour
- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't Know

**14B** We want to find out about the sense of community strength and spirit in Wellington.

Please rate your level of agreement with the following statement...

In general, the community works together and people support each other

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 15

**15A**

Do you have essential emergency items in your home?

(By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.)

- Yes
- No
- Don't Know

**15B**

Do you have an emergency plan for your family or your household about what they will do if a significant emergency occurs?

- Yes  
 No  
 Don't Know

Page 16

**16A** Is your home...?

	Never	Rarely	Sometimes	Often	Always	Don't know
Cold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard to heat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**16B** What level of insulation does your home have in the following areas...

	No insulation	Poor insulation	Adequate insulation	Don't know
Exterior walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ceiling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Under floor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 17

**17A**

How many hours would you spend in some form of regular physical activity in an average week?

- Less than 2 and a half hours  
 2 and a half to 5 hours  
 5 or more hours  
 Don't Know

Page 18

If your answer to question 6A. Household composition is "Household with youngest child 5 to 13" then stay on this page

Otherwise move to page 19

**18A**

On average, how often do the children aged 13 or under in your household walk to and from school?

- Everyday
- 3-4 days a week
- 1-2 days a week
- Less often
- Never
- Not applicable: Children do not go to school or are home schooled
- Don't Know

**18B**

On average, how often do the children aged 13 or under in your household cycle to and from school?

- Everyday
- 3-4 days a week
- 1-2 days a week
- Less often
- Never
- Not applicable: Children do not go to school or are home schooled
- Don't Know

Page 19

**19A**

Have you used any of the following Wellington City Council recreation facilities in the past 12 months?

*Please select all that apply.*

- A Council recreation centre
- ASB Centre (Kilbirnie)
- A Council swimming pool
- None of these



Don't know

If your answer to question 19A.Rec usage includes any of (None of these) then move to page 21

If your answer to question 19A.Rec usage includes any of (Don't know) then move to page 21  
Otherwise move to page 20

Page 20

## 20A

Please rate your level of satisfaction with the following recreation facilities that you have used in the past 12 months

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
A Council recreation centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ASB Centre (Kilbirnie)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Council swimming pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 21

**21A** Please rate your level of agreement with the following statement...

In general, Wellington city offers a wide range of recreational activities

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

**21B**

What, if anything, makes it difficult for you to take part in the recreational activities available in Wellington?

*Please select all that apply.*

- Too busy
- Poor health
- Activity costs too much
- Activity too far away
- No facilities for child care
- Weather
- Not at a convenient time
- Shift work
- Lack of motivation
- No facilities exist
- Tiredness
- Lack of knowledge about how to do it
- Environmental factors (e.g. road conditions, pollution)
- Lack of parking or transport
- Lack of interest
- Other (please specify)
- Nothing
- Don't Know

Page 22

**22A**

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

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't Know

Page 23

**23A**

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

*Please select all that apply.*

- A public library
- A Community Centre
- A Community Hall
- None of these
- Don't Know

Page 24

If your answer to question 23A.Community facilities includes "A public library" then stay on this page

Otherwise move to page 25

**24A** How often, on average, would you use or visit a Wellington City Council library?

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than once every 6 months
- Don't Know

**24B**

Overall, please rate your level of satisfaction with the library services you've used in the past 12 months

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 25

**25A**

In the past 12 months, have you visited Wellington City Council's website ([www.wellington.govt.nz](http://www.wellington.govt.nz) (<http://www.wellington.govt.nz>))?

- Yes  
 No  
 Don't Know

If your answer to question 25A.WCC website use is "No" then move to page 27

If your answer to question 25A.WCC website use is "Don't Know" then move to page 27

Otherwise move to page 26

Page 26

**26A**

Please rate your level of agreement with the following statements...

Wellington City Council's website ([www.wellington.govt.nz](http://www.wellington.govt.nz) (<http://www.wellington.govt.nz>)) is...

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
Easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to get information from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 27

**Governance questions****27A**

Thinking about all the dealings you've had with Wellington City Council over the past 12 months; overall, how would you rate the value for money from all the services the Council provides?

- Very poor  
 Poor  
 Neither poor nor good  
 Good  
 Very good

Don't Know

**27B**

Thinking about the contact you have with Wellington City Council and the involvement of the community in Council decision-making...

In your view, does the Council consult you...?

- Not enough
- The right amount
- Too much
- Don't Know

**27C**

Please rate your level of satisfaction with the way the Council involves people in decision-making

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 28

**28A** Please rate your level of agreement with the following statements...

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
I understand how Wellington City Council makes decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council makes decisions that are in the best interests of the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how I can have input in Council decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Information from Wellington City Council is easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are opportunities to participate fully in city life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 29

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

**29A** Which ethnic group or groups do you belong to?

*Please select all that apply.*

- NZ European
- Māori
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

Page 30

**30A** Do you...?

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't Know

**30B**

Approximately, what is your total household income before tax?

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

Page 31

**31A**

With regards to the topics in this survey, is there anything else you would like to comment on?

---

Now the survey is complete

Page 32

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those aged 18 years and over, living in Wellington City (and who do not work for the Council) are eligible.

If you have any questions, please contact Jared via email at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>)

Now the survey is complete

That's the end of the survey. Thank you for your time.

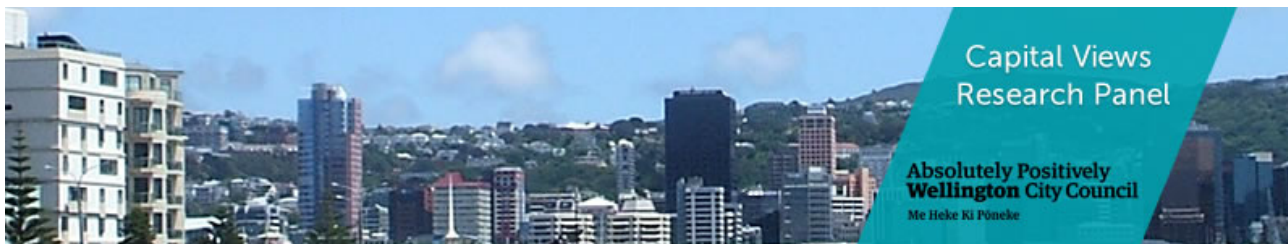
If you completed the survey you are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed.

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>).

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[PublicVoice \(http://www.publicvoice.co.nz\)](http://www.publicvoice.co.nz)





Thank you for agreeing to complete this survey. We really appreciate your feedback. The results are published in the Annual Report and the survey provides one of the key data sources we use to monitor our performance on a year-to-year basis.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people cannot be identified. Prize winners will be drawn and contacted after the survey has closed. If you have any questions about the survey, please contact [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>).

Page 1

**1A** Which region do you live in?

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury
- Otago

Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2

Otherwise move to page 47

Page 2

**2A**

Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa)?

Wellington City Council area

Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3

Otherwise move to page 47

Page 3

**3A**

Do you work for the Wellington City Council, or have you worked for the Council in the past two years?

Yes

No

If your answer to question 3A.WCC Employee is "No" then move to page 4

Otherwise move to page 47

Page 4

**4A** Which Wellington City suburb do you live in?

Page 5

**5A** Are you...?

Male

- Female
- Gender diverse
- Prefer not to say

**5B** Which of the following age groups do you fall into?

- Under 18
- 18 or 19
- 20 to 24
- 25 to 29
- 30 to 34
- 35 to 39
- 40 to 44
- 45 to 49
- 50 to 54
- 55 to 59
- 60 to 64
- 65 to 69
- 70 to 74
- 75 to 79
- 80+

If your answer to Q5B.Age group is "Under 18" then move to page 47  
Otherwise move to page 6

Page 6

**6A** Which of the following best describes your household?

- Young couple without children
- Household with youngest child under 5
- Household with youngest child 5 to 13
- Household with youngest child 14 or over
- Older couple - no children or none living at home
- Single/one person household
- Flat - not a family home
- Other (please specify)

Page 7

**Environment**

**7A** In the past 12 months, how often on average have you used or been to the following?

	Never in the last 12 months	Once every 6 months or less often	Once every 4-5 months	Once every 2-3 months	Once a month	Once every 2-3 weeks	Once or twice a week	Most days	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council's parks, excluding the Botanic Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The botanic gardens, including Otari/Wiltons Bush Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Town Belt or Outer Green Belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city's walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council's outdoor grass sports fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council's sports fields which have artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.i is "Never in the last 12 months" and your answer to question 7A.Use of outdoor spaces.ii is "Never in the last 12 months" and your answer to question 7A.Use of outdoor spaces.iii is "Never in the last 12 months" and your answer to question 7A.Use of outdoor spaces.iv is "Never in the last 12 months" and your answer to question 7A.Use of outdoor spaces.v is "Never in the last 12 months" and your

answer to question 7A.Use of outdoor spaces.vi is "Never in the last 12 months" and your answer to question 7A.Use of outdoor spaces.vii is "Never in the last 12 months" and your answer to question 7A.Use of outdoor spaces.viii is "Never in the last 12 months" OR your answer to question 7A.Use of outdoor spaces.i is "Don't know" and your answer to question 7A.Use of outdoor spaces.ii is "Don't know" and your answer to question 7A.Use of outdoor spaces.iii is "Don't know" and your answer to question 7A.Use of outdoor spaces.iv is "Don't know" and your answer to question 7A.Use of outdoor spaces.v is "Don't know" and your answer to question 7A.Use of outdoor spaces.vi is "Don't know" and your answer to question 7A.Use of outdoor spaces.vii is "Don't know" and your answer to question 7A.Use of outdoor spaces.viii is "Don't know" then move to page 9  
 Otherwise move to page 8

Page 8

If your answer to question 7A.Use of outdoor spaces.i is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.i is "Don't know" then ignore this question

**8A** Please rate your overall level of satisfaction with the quality and maintenance of:

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.ii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.ii is "Don't know" then ignore this question

**8B** Please rate your overall level of satisfaction with the quality and maintenance of:

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council's parks, excluding the Botanic Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.iii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.iii is "Don't know" then ignore this question



	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council's outdoor grass sports fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.vii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.vii is "Don't know" then ignore this question

**8G** Please rate your overall level of satisfaction with the quality and maintenance of:

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City Council's sports fields which have artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 7A.Use of outdoor spaces.viii is "Never in the last 12 months" or your answer to question 7A.Use of outdoor spaces.viii is "Don't know" then ignore this question

**8H** Please rate your overall level of satisfaction with the quality and maintenance of:

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington's streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 9

**9A** In general, how easy or difficult is it to access the following?

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know
Wellington City's coastal areas or beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green open spaces (such as sports fields, town belts, gardens and parks etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 9B

Please rate your overall level of agreement that Wellington's natural environment is appropriately managed and protected

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 10

**10A** Approximately how many times have you visited Wellington Zoo in the last 12 months?

- Never in the last 12 months
- Once only
- Twice
- 3 or more times
- Don't Know

**10B** Approximately how many times have you visited Zealandia in the last 12 months?

- Never in the last 12 months
- Once or twice in the last 12 months
- Once every 4-5 months
- Once every 2-3 months
- Once or twice every month
- More than twice every month
- Don't Know



**11A** Please rate your overall level of agreement with the following statements

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is working to reduce its greenhouse gas emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is well prepared to respond to natural events such as earthquakes, tsunamis and severe storms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is taking appropriate action to prepare for long-term sea level rise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is an eco-city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Cultural Wellbeing****12A** Thinking about the community involvement in arts and culture in Wellington...

Please rate your level of agreement with the following statements.

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
--	------------------------------	-----------------	---	--------------	---------------------------	-----------------------

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington is an easy place to get involved in the arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington has a culturally rich and diverse arts scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the events capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the arts capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 13

**13A** How frequently do you attend, or participate in, cultural and arts activities in Wellington?

- Never
- Less often than once a year
- At least once a year
- Once every 6 months
- At least once a month
- At least once a week
- Don't Know

Page 14

**14A**

Wellington City Council is also associated with arts and cultural festivals such as community festivals and sports events as well as major events such as World of Wearable Arts.

Have you attended any of these types Council supported festivals or events in the last 12 months?

- Yes
- No
- Don't know

If you answered question 14A.WCCEventsFestivals and your answer to question 14A.WCCEventsFestivals is "Yes" then move to page 15  
Otherwise move to page 16

Page 15

**15A**

Please rate your overall level of satisfaction with the Council supported arts and cultural festivals you attended

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied not satisfied
- Quite satisfied
- Very satisfied
- Don't know

Page 16

**16A** Which of the following have you heard of?

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

If your answer to question 16A.Museum awareness includes "None of the above" then move to page 20  
Otherwise move to page 17

Page 17

**17A** How valuable do you consider the following institution(s)?

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
--	---------------------------	--------------------	----------	------------------	------------

	Not valuable at all	Of little value	Valuable	Very valuable	Don't know
Cable Car Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space Place at Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Gallery Wellington Te Whare Toi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nairn Street Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 18

**18A** In the last 12 months, have you been to any of the following?

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

If your answer to question 18A.museum attendees includes "None of the above" then move to page 20

Otherwise move to page 19

Page 19

**19A** Please rate your overall experience at...

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Cable Car Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space Place at Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Gallery Wellington Te Whare Toi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nairn Street Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 20

## 20A

Please rate your level of agreement that Wellington's distinct local identity (its sense of place) is appropriately valued and protected.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 21

## Resources and Waste

The next set of questions are about waste reduction and rubbish collection.

**21A**

Which of the following things are your household doing to try and reduce the amount of waste from your home?

*Please select all that apply.*

- Home composting
- Reducing food waste
- Using the Council's kerbside recycling service
- Taking things to recycling stations
- Donating things to second hand shops or charities
- Buying refills
- Avoiding using plastic bottles
- Avoiding using plastic bags
- Avoiding goods with lots of packaging
- Reusing plastic containers, such as food containers
- Anything else (please specify)
- None of these

Page 22

If your answer to question 21A.Waste reduction includes "Using the Council's kerbside recycling service" then stay on this page  
Otherwise move to page 23

**22A**

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

- Less often than once a month
- Once a month
- Once every three weeks
- Once every two weeks
- Every week
- Don't Know

**22B**

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied

- Quite satisfied
- Very satisfied
- Don't Know

Page 23

Recent research has shown that the typical Wellington resident throws away up to twice as much rubbish and recycles as little as half the amount of residents in other New Zealand cities. Some cities in New Zealand have a more comprehensive range of rates-funded kerbside services as opposed to predominantly user-pays services.

Kerbside collection services can include:

- Waste,
- Recycling,
- Food waste, and/or
- Green waste

**23A**

Do you think Wellington City Council should have a more comprehensive kerbside collection?

- No
- Yes
- Maybe, I need more information
- Don't know

**23B**

Would you support further investigation to find the fairest and most efficient way to fund such a system? (for example, rates funded versus user-pays versus a mix of the two)

- No
- Yes
- Maybe
- Don't know

Page 24

**24A**

Does your household ever use the official Wellington City Council rubbish bags?

(These are the yellow bags that can be bought at the supermarket, some dairies or from the Council)

- Yes
- No
- Don't Know

Page 25

If your answer to question 24A.Rubbish is "Yes" then stay on this page  
Otherwise move to page 26

**25A**

On average, how often does your household put out yellow plastic Council rubbish bags for Wellington City Council's kerbside collection?

- Less often than once a month
- Once a month
- Once every three weeks
- Once every two weeks
- Every week
- Don't Know

If you answered question 25A.Rubbish frequency and your answer to question 25A.Rubbish frequency is "Every week" then answer this question

**25B** On average how many Council rubbish bags does your household put out each week?

- 1
- 2
- 3
- 4
- 5+

**25C**

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied



- Quite satisfied
- Very satisfied
- Don't Know

Page 26

**26A** Please rate your level of satisfaction with...

	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
The water supply to Wellington City properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The wastewater service in Wellington City (Note: the wastewater system treats and disposes of sewage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of stormwater in Wellington City (Note: The stormwater system collects rainwater from your roof, yard, footpaths and roads, and transfers it to local streams or the seashore)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 27

**Transport**

**27A** Thinking about moving around the city, how easy is it to...

	Very difficult	Quite difficult	Neither difficult or easy	Quite easy	Very easy	Don't know
Drive around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 28

**28A** Please rate your level of agreement with the following statements.

Public transport in Wellington is...

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 29

**29A**

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

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**29B** Please rate your level of agreement with the following statement....

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
The city's parking enforcement is fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 30

**30A** How often have you used the Cable Car in the last 12 months?

- Never in the last 12 months
- Once every 6 months or less often
- Once every 4-5 months
- Once every 2-3 months
- Once a month
- Once every 2-3 weeks
- Once or twice a week
- Most days
- Don't Know

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If your answer to question 30A.Cable car is "Never in the last 12 months" then move to page 32

If your answer to question 30A.Cable car is "Don't Know" then move to page 32

Otherwise stay on this page

**31A** How do you rate the standard and operational reliability of the Cable Car?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

Page 32

**32A**

Please rate your level of agreement that the city's transport system (that is, the roads and the public transport) allows easy access from the suburbs to the city.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't Know

Page 33

**33A** Do you travel into central Wellington most weekdays?

- Yes
- No
- Don't Know

Page 34

If your answer to question 33A.travel into Wellington is "Yes" then stay on this page  
Otherwise move to page 35

**34A** What is your main method of travelling to Wellington on these occasions?

- Car
- Motorbike
- Bus
- Train
- Bicycle
- Walk
- Scooter
- Ferry
- Other (please specify)
- Don't Know

Page 35



**39A** What can travel in the lane pictured?



**40A** What can travel in the lane pictured?



**41A** What can travel in the lane pictured?



Page 42

**42A** What can travel in the lane pictured?



Page 43

**43A** How would you rate the condition of the city's roads?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**43B** How would you rate the condition of the city's footpaths?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

Page 44

**44A**

Please rate your level of satisfaction with the quality and maintenance of roadside vegetation in Wellington.

(Note that maintenance means kept free of weeds and trimmed back to be clear of the edges of the road)

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

**44B** Please rate your level of satisfaction with the following.

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
Street lighting in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting in your suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of street cleaning in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Finally, we just have a few questions about yourself and your household, to make sure we



have spoken to a good cross-section of Wellingtonians.

**45A** Which ethnic group or groups do you belong to?

*Please select all that apply.*

- NZ European
- Māori
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

**45B** Do you...?

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't Know

**45C**

Approximately, what is your total household income before tax?

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

**46A**

With regards to the topics in this survey, is there anything else you would like to comment on?

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Now the survey is complete

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Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those aged 18 years and over, living in Wellington City (and who do not work for the Council) are eligible.

If you have any questions, please contact Jared via [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>).

Now the survey is complete

Q1A.NZ Region Which region do you live in?  
Q2A.Wellington Region Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e. Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa)?  
Q3A.WCC Employee Do you work for the Wellington City Council, or have you worked for the Council in the past two years?  
Q4A Which Wellington City suburb do you live in?  
Q4B Which ward is the suburb in?  
Q5A Gender Are you...?  
Q5B Age group Which of the following age groups do you fall into?  
Q6A Household composition Which of the following best describes your household?  
Q7A Quality of life Overall, is your quality of life...?  
Q8A.PrideLiveWorkPlay.i Please rate your level of agreement with the following statements... - Wellington is a great place to live, work and play  
Q8B.PrideLiveWorkPlay.ii Please rate your level of agreement with the following statements... - I feel a sense of pride in the way Wellington looks and feels  
Q8C.PrideLiveWorkPlay.iii Please rate your level of agreement with the following statements... - Wellington City is easy to get around  
Q8D.Heritage and city centre.i Please rate your level of agreement with the following statements.Heritage Items (e.g. buildings, trees, monuments, areas)... - I contribute to the city's unique character  
Q8E.Heritage and city centre.ii Please rate your level of agreement with the following statements.Heritage Items (e.g. buildings, trees, monuments, areas)... - Contribute to my community's unique character  
Q8F.Heritage and city centre.iii Please rate your level of agreement with the following statements.Heritage Items (e.g. buildings, trees, monuments, areas)... - Are appropriately valued and protected in the central city  
Q8G.Heritage and city centre.iv Please rate your level of agreement with the following statements... - The city centre is lively and attractive  
Q8H.Heritage and city centre.v Please rate your level of agreement with the following statements... - My local suburban centre is lively and attractive  
Q8I.Heritage and city centre.vi Please rate your level of agreement with the following statements... - Wellington City is developing in a way that maintains high quality urban design  
Q9A.Waterfront use How often, on average, have you visited the Wellington waterfront in the past 12 months?If you've visited the waterfront, we mean the area from near the Railway Station to the Clyde Quay/Wharf Apartments - the former overseas passenger terminal site  
Q10A.Waterfront experience Overall, how would you rate your experience at the waterfront?  
Q11A.LiteraryOpenEnded Please add any comments you have about literary experiences in Wellington City here  
Q12A.Safety day night.i The next few questions are about safety.Please rate how safe you feel in the following situations: - in your neighbourhood during the day  
Q12B.Safety day night.ii The next few questions are about safety.Please rate how safe you feel in the following situations: - in your neighbourhood after dark  
Q12C.Safety day night.iii The next few questions are about safety.Please rate how safe you feel in the following situations: - in the city centre during the day  
Q12D.Safety day night.iv The next few questions are about safety.Please rate how safe you feel in the following situations: - in the city centre after dark  
Q13A.Safety concerns The following list identifies things that make people feel unsafe in their neighbourhoods or city.Which of the following, if any, are particularly concerning in Wellington at present?Please select all that apply.  
Q15A.Multi-cultural Wellington City is becoming home for an increasing number of people with different lifestyles and cultures and from different countries.Overall, do you think this makes the city...?  
Q15B.Neighbourly behaviours In the past 12 months, have you engaged in any of the following?Note: A neighbour is considered anyone living close to you.Please select all that apply.  
Q17B.Community strength We want to find out about the sense of community strength and spirit in Wellington.Please rate your level of agreement with the following statement...In general, the community works together and people support each other  
Q17C.Emergency plan Do you have an emergency plan for your family or your household about what they will do if a significant emergency occurs?  
Q17D.Emergency items.i Do you have essential emergency items...By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs... - At home  
Q17E.Emergency items.ii Do you have essential emergency items...By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs... - At your workplace  
Q17F.Emergency items.iii Do you have essential emergency items...By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs... - At your place of education  
Q17G.Emergency items.iv Do you have essential emergency items...By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs... - Other daily destination  
Q17H.OtherDailyDestination Please specify your other daily destination.This is to help inform us of the best categories to use in the above question going forward  
Q18A.Home insulation.i Is your home...? - Cold  
Q18B.Home insulation.ii Is your home...? - Damp  
Q18C.Home insulation.iii Is your home...? - Hard to heat  
Q18D.Home insulation.iv What level of insulation does your home have in the following areas... - Exterior walls  
Q18E.HomeInsulOpenEnded What level of insulation does your home have in the following areas... - interior walls  
Q18F.HomeInsulOpenEnded What level of insulation does your home have in the following areas... - Ceiling  
Q18G.HomeInsulOpenEnded What level of insulation does your home have in the following areas... - Under floor  
Q19A.HomeNeqgOpenEnded Please add any comments you have about your home and neighbourhood here  
Q20A.Walking to school On average, how often do the children aged 13 or under in your household walk to and from school?  
Q20B.Walking to school How often, on average, do the children aged 13 or under in your household cycle to and from school?  
Q21A.Rec usage Have you used any of the following Wellington City Council recreation facilities in the past 12 months?Please select all that apply.  
Q22A.Satisfaction\_RecFacils.i Please rate your level of satisfaction with the following recreation facilities that you have used in the past 12 months - A Council recreation centre  
Q22B.Satisfaction\_RecFacils.ii Please rate your level of satisfaction with the following recreation facilities that you have used in the past 12 months - A Council recreation centre (Kilbirnie)  
Q22C.Satisfaction\_RecFacils.iii Please rate your level of satisfaction with the following recreation facilities that you have used in the past 12 months - A Council swimming pool  
Q22D.Ease of access In general, how easy is it to access Wellington City Council's recreation facilities and programmes?  
Q24A.ParticipationOrgInl.i Using the definitions outlined above, on average how often have you participated in organisational or informal active recreation and sport in the past 12 months? - Organisation-led opportunities  
Q24B.ParticipationOrgInl.ii Using the definitions outlined above, on average how often have you participated in organisational or informal active recreation and sport in the past 12 months? - Participant-led opportunities  
Q24C.Physical activity How many hours would you spend in some form of regular physical activity in an average week?  
Q25A.BarriersSportRec.i What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Lack of transport options  
Q25B.BarriersSportRec.ii What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Lack of parking  
Q25C.BarriersSportRec.iii What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - No easy access to facilities or parks nearby  
Q25D.BarriersSportRec.iv What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Too busy  
Q25E.BarriersSportRec.v What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Lack of time due to work commitments, childcare duties, other interests etc.  
Q25F.BarriersSportRec.vi What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Poor health  
Q25G.BarriersSportRec.vii What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Injury or disability  
Q25H.BarriersSportRec.viii What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Cost  
Q25I.BarriersSportRec.ix What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Lack of motivation  
Q25J.BarriersSportRec.x What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Don't know where or who to contact  
Q25K.BarriersSportRec.xi What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Not interested  
Q25L.BarriersSportRec.xii What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Safety concerns  
Q25M.BarriersSportRec.xiii What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Don't feel welcome  
Q25N.BarriersSportRec.xiv What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Cultural/language barriers  
Q25O.BarriersSportRec.xv What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Other  
Q25P.BarriersSportRec.xvi What if anything, makes it difficult for you to participate in either of these two types of recreational activity? - Nothing  
Q26A.Range of recreational activities Please rate your level of agreement with the following statement...In general, Wellington city offers a wide range of recreational activities  
Q27A.Community facilities Have you used any of the following Wellington City Council community facilities in the past 12 months?Please select all that apply.  
Q28A.Library use How often, on average, would you use or visit a Wellington City Council library?  
Q28B.Online library satisfaction Overall, please rate your level of satisfaction with the library services you've used in the past 12 months  
Q29A.RecOpenEnded Please add any further comments you have about leisure and recreation activities in Wellington City here  
Q30A.WCC website use In the past 12 months, have you visited Wellington City Council's website (www.wellington.govt.nz)?  
Q31A.Website ease of use.i Please rate your level of agreement with the following statements...Wellington City Council's website (www.wellington.govt.nz) is... - Easy to navigate  
Q31B.Website ease of use.ii Please rate your level of agreement with the following statements...Wellington City Council's website (www.wellington.govt.nz) is... - Easy to get information from  
Q32A.Value-for-money Thinking about all the dealings you've had with Wellington City Council over the past 12 months, overall, how would you rate the value for money from all the services the Council provides?  
Q32B.Decision making Please rate how satisfied you are with Wellington City Council and the involvement of the public in Council decision-making...In your view, does the Council consult you...?  
Q32C.Decision making satisfaction Please rate your level of agreement with the following statements... - Wellington City Council involves people in decision-making  
Q32D.Information and understanding.i Please rate your level of agreement with the following statements... - I understand how Wellington City Council makes decisions  
Q32E.Information and understanding.ii Please rate your level of agreement with the following statements... - Wellington City Council makes decisions that are in the best interests of the city  
Q33A.Information and understanding.iii Please rate your level of agreement with the following statements... - I understand how I can have input in Council decision-making  
Q33B.Information and understanding.iv Please rate your level of agreement with the following statements... - Information from Wellington City Council is easy to access  
Q33C.Information and understanding.v Please rate your level of agreement with the following statements... - There are opportunities to participate fully in city life  
Q33D.GoOpenEnded Please add any further comments you have about the governance of Wellington City here  
Q33E.Ethnicity Which ethnic group or groups do you belong to?Please select all that apply.  
Q38A.Home ownership Do you...?  
Q38B.Income Approximately, what is your total household income before tax?Note that this includes all income earners in your household, as well as income from other sources.)  
Q37A.Final comments With regards to the survey in this survey, if there is anything else you would like to comment on please add your comments here  
Q37B.PartFIWH If you did not receive a link to part one of the Residents Monitoring Survey that asked questions about the environment, culture & wellbeing and, transport please and would like the opportunity to fill this survey in place tick the box below.  
Q1A.NZ Region Which region do you live in?  
Q2A.Wellington Region Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e. Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa)?  
Q3A.WCC Employee Do you work for the Wellington City Council, or have you worked for the Council in the past two years?  
Q4A Which Wellington City suburb do you live in?  
Q4B Which ward is the suburb in?  
Q5A Gender Are you...?  
Q5B Age group Which of the following age groups do you fall into?  
Q6A Household composition Which of the following best describes your household?  
Q7A.Use of outdoor spaces.i In the past 12 months, how often on average have you used or been to the following? - Wellington City's coastal areas or beaches  
Q7B.Use of outdoor spaces.ii In the past 12 months, how often on average have you used or been to the following? - Wellington City Council's parks, including the Botanic Gardens  
Q7C.Use of outdoor spaces.iii In the past 12 months, how often on average have you used or been to the following? - The botanic gardens, including Otari-Wiltons Bush Reserve  
Q7D.Use of outdoor spaces.iv In the past 12 months, how often on average have you used or been to the following? - The Town Belt or Outer Green Belt  
Q7E.Use of outdoor spaces.v In the past 12 months, how often on average have you used or been to the following? - The city's walking tracks  
Q7F.Use of outdoor spaces.vi In the past 12 months, how often on average have you used or been to the following? - Wellington City Council's outdoor grass sports fields  
Q7G.Use of outdoor spaces.vii In the past 12 months, how often on average have you used or been to the following? - Wellington City Council's sports fields which have artificial turf  
Q7H.Use of outdoor spaces.viii In the past 12 months, how often on average have you used or been to the following? - Wellington's streams  
Q8A.Satisfaction with coast beach.i Please rate your overall level of satisfaction with the quality and maintenance of... - Wellington City's coastal areas or beaches  
Q8B.Satisfaction with parks.i Please rate your overall level of satisfaction with the quality and maintenance of... - Wellington City Council's parks, including the Botanic Gardens  
Q8C.Satisfaction with botanic gardens.i Please rate your overall level of satisfaction with the quality and maintenance of... - The botanic gardens, including Otari-Wiltons Bush Reserve  
Q8D.Satisfaction with town belt.i Please rate your overall level of satisfaction with the quality and maintenance of... - The Town Belt or Outer Green Belt  
Q8E.Satisfaction with walking tracks.i Please rate your overall level of satisfaction with the quality and maintenance of... - The city's walking tracks  
Q8F.Satisfaction with outdoor fields.i Please rate your overall level of satisfaction with the quality and maintenance of... - Wellington City Council's outdoor grass sports fields  
Q8G.Satisfaction with artificial fields.i Please rate your overall level of satisfaction with the quality and maintenance of... - Wellington City Council's sports fields which have artificial turf  
Q8H.Satisfaction with streams.i Please rate your overall level of satisfaction with the quality and maintenance of... - Wellington's streams  
Q8A.Ease of access outdoor spaces.i In general, how easy or difficult is it to access the following? - Wellington City's coastal areas or beaches  
Q8B.Ease of access outdoor spaces.ii In general, how easy or difficult is it to access the following? - Your local park  
Q8C.Ease of access outdoor spaces.iii In general, how easy or difficult is it to access the following? - Green open spaces (such as sports fields, town belts, gardens and parks etc)  
Q8D.collected and managed green spaces Please rate your overall level of agreement that Wellington's natural environment is appropriately managed and protected  
Q10A.Zoo Approximately how many times have you visited Wellington Zoo in the last 12 months?  
Q10B.Zealandia Approximately how many times have you visited Zealandia in the last 12 months?  
Q11A.eco-city.i Please rate your overall level of agreement with the following statements - Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals)  
Q11B.eco-city.ii Please rate your overall level of agreement with the following statements - Wellington is working to reduce its greenhouse gas emissions  
Q11C.eco-city.iii Please rate your overall level of agreement with the following statements - Wellington is well prepared to respond to natural events such as earthquakes, tsunamis and severe storms  
Q11D.eco-city.iv Please rate your overall level of agreement with the following statements - Wellington is taking appropriate action to prepare for long-term sea level rise  
Q11E.eco-city.v Please rate your overall level of agreement with the following statements - Wellington is an eco-city  
Q12A.EnviroOpenSpaceOpenEnded Please add any comments you have about Wellington City's natural environment and open spaces here

Q13A.Waste reduction

Which of the following things are your household doing to try and reduce the amount of waste from your home?  
Please select all that apply.

Q14A.Recycling frequency  
Q14B.Recycling satisfaction

On average, how often does your household put out recycling for Wellington City Council's kerbside collection?  
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling service.

Home composting  
Reducing food waste  
Using the Council's kerbside recycling service  
Taking things to recycling stations  
Donating things to second hand shops or charities  
Buying rellis  
Avoiding using plastic bottles  
Avoiding using plastic bags  
Avoiding goods with lots of packaging  
Reusing plastic containers, such as food containers  
Anything else (please specify)  
None of these

Q15A.Rubbish  
Q15A.Rubbish frequency  
Q16C.Rubbish satisfaction  
Q17A.WaterItems.i  
Q17A.WaterItems.ii  
Q18A.WashOpen/Ended

Does your household ever use the official Wellington City Council rubbish bags?  
(These are the yellow bags that can be bought at the supermarket, some dairies or from the Council)  
On average, how often does your household put out yellow plastic Council rubbish bags for Wellington City Council's kerbside collection?  
On average how many Council rubbish bags does your household put out each week?  
Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish collection service.  
Please rate your level of satisfaction with: - The water supply to Wellington City properties  
Please rate your level of satisfaction with: - The wastewater service in Wellington City (Note: the wastewater system treats and disposes of sewage)  
Please rate your level of satisfaction with: - Management of stormwater in Wellington City (Note: The stormwater system collects rainwater from your roof, yard, footpaths and roads, and transfers it to local streams or the seashore)  
Please add any comments you have about waste and water management in Wellington City here

Q19A.art capital.i

Thinking about community involvement in arts and culture in Wellington...  
Please rate your level of agreement with the following statements. - Wellington is an easy place to get involved in the arts

Q19A.art capital.ii

Thinking about community involvement in arts and culture in Wellington...  
Please rate your level of agreement with the following statements. - Wellington has a culturally rich and diverse arts scene

Q19A.art capital.iii

Thinking about community involvement in arts and culture in Wellington...  
Please rate your level of agreement with the following statements. - Wellington is the events capital of New Zealand

Q19A.art capital.iv  
Q20A.frequency of arts

Thinking about community involvement in arts and culture in Wellington...  
Please rate your level of agreement with the following statements. - Wellington is the arts capital of New Zealand  
How frequently do you attend, or participate in, cultural and arts activities in Wellington?

Wellington City Council is also associated with arts and cultural festivals such as community festivals and sports events as well as major events such as World of Wearable Arts.

Q21A.WCCEventsFestivals  
Q22A.ArtsCulturalSatisfaction  
Q23A.ArtsCultureOpen/Ended

Have you attended any of these types of Council supported festivals or events in the last 12 months?  
Please rate your overall level of satisfaction with the Council supported arts and cultural festivals you attended  
Please add any comments you have about arts and culture in Wellington City here

Q24A.Museum awareness	<p>Which of the following have you heard of?</p> <p>Please select all that apply.</p>	<ul style="list-style-type: none"> <li>Cable Car Museum</li> <li>Capital E</li> <li>Space Place at Carter Observatory</li> <li>City Gallery Wellington Te Whare Toi</li> <li>Naim Street Cottage Museum</li> <li>Wellington Museum</li> <li>New Zealand Cricket Museum</li> <li>None of the above</li> </ul>
<p>Q25A.ValueRatings_Museums.i</p> <p>Q25A.ValueRatings_Museums.ii</p> <p>Q25A.ValueRatings_Museums.iii</p> <p>Q25A.ValueRatings_Museums.iv</p> <p>Q25A.ValueRatings_Museums.v</p> <p>Q25A.ValueRatings_Museums.vi</p> <p>Q25A.ValueRatings_Museums.vii</p>	<p>How valuable do you consider the following institution(s)? - Cable Car Museum</p> <p>How valuable do you consider the following institution(s)? - Capital E</p> <p>How valuable do you consider the following institution(s)? - Space Place at Carter Observatory</p> <p>How valuable do you consider the following institution(s)? - City Gallery Wellington Te Whare Toi</p> <p>How valuable do you consider the following institution(s)? - Naim Street Cottage Museum</p> <p>How valuable do you consider the following institution(s)? - Wellington Museum</p> <p>How valuable do you consider the following institution(s)? - New Zealand Cricket Museum</p>	
Q26A.museum attendees	<p>In the last 12 months, have you been to any of the following?</p> <p>Please select all that apply.</p>	<ul style="list-style-type: none"> <li>Cable Car Museum</li> <li>Capital E</li> <li>Space Place at Carter Observatory</li> <li>City Gallery Wellington Te Whare Toi</li> <li>Naim Street Cottage Museum</li> <li>Wellington Museum</li> <li>New Zealand Cricket Museum</li> <li>None of the above</li> </ul>
<p>Q27A.ExperienceRatings_Museums.i</p> <p>Q27A.ExperienceRatings_Museums.ii</p> <p>Q27A.ExperienceRatings_Museums.iii</p> <p>Q27A.ExperienceRatings_Museums.iv</p> <p>Q27A.ExperienceRatings_Museums.v</p> <p>Q27A.ExperienceRatings_Museums.vi</p> <p>Q27A.ExperienceRatings_Museums.vii</p> <p>Q28A.Senseofplace</p> <p>Q29A.CCOPlaceOpenEnded</p> <p>Q30A.AccessToCity.i</p> <p>Q30A.AccessToCity.ii</p> <p>Q30A.AccessToCity.iii</p>	<p>Please rate your overall experience at... - Cable Car Museum</p> <p>Please rate your overall experience at... - Capital E</p> <p>Please rate your overall experience at... - Space Place at Carter Observatory</p> <p>Please rate your overall experience at... - City Gallery Wellington Te Whare Toi</p> <p>Please rate your overall experience at... - Naim Street Cottage Museum</p> <p>Please rate your overall experience at... - Wellington Museum</p> <p>Please rate your overall experience at... - New Zealand Cricket Museum</p> <p>Please rate your level of agreement that Wellington's distinct local identity (in terms of place) is appropriately valued and protected.</p> <p>Please add any comments you have about the Council Controlled Organisations mentioned in the previous few questions, or about Wellington's unique identity, here</p> <p>Thinking about moving around the city, how easy is it to... - Drive around in the city</p> <p>Thinking about moving around the city, how easy is it to... - Cycle around in the city</p> <p>Thinking about moving around the city, how easy is it to... - Walk around in the city</p>	
Q31A.PT.i	<p>Please rate your level of agreement with the following statements.</p> <p>Public transport in Wellington is... - Convenient</p>	
<p>Q31A.PT.ii</p> <p>Q32A.ParkingAvailability.i</p> <p>Q32A.ParkingAvailability.ii</p> <p>Q32B.ParkingAmness.i</p> <p>Q33A.Cable car</p> <p>Q34A.Cable car standard</p> <p>Q35A.Suburbs to city</p> <p>Q36A.Travel into Wellington</p> <p>Q37A.Main travel mode</p> <p>Q38A.Peak hours</p> <p>Q39A.Peak acceptable</p> <p>Q40A.Cycleways use</p> <p>Q41A.Cycleway satisfaction.i</p> <p>Q41A.Cycleway satisfaction.ii</p> <p>Q42A.RoadFootPathCondition.i</p> <p>Q42A.RoadFootPathCondition.ii</p> <p>Q43A.Street lighting satisfaction.i</p> <p>Q43A.Street lighting satisfaction.ii</p> <p>Q43A.Street lighting satisfaction.iii</p> <p>Q43A.Street lighting satisfaction.iv</p> <p>Q44A.TransportOpenEnded</p>	<p>Please rate your level of agreement with the following statements.</p> <p>Public transport in Wellington is... - Affordable</p> <p>Please rate your level of satisfaction with the availability of on-street parking during the... - Week</p> <p>Please rate your level of satisfaction with the availability of on-street parking during the... - Weekend</p> <p>Please rate your level of agreement with the following statement... - The city's parking enforcement is fair</p> <p>How often have you used the Cable Car in the last 12 months?</p> <p>How do you rate the standard and operational reliability of the Cable Car?</p> <p>Please rate your level of agreement that the city's transport system (that is, the roads and the public transport) allows easy access from the suburbs to the city.</p> <p>Do you travel into central Wellington most weekdays?</p> <p>What is your main method of traveling to Wellington on these occasions?</p> <p>Do you travel into or through central Wellington during weekday peak traffic times, between 7-9am - 4-6pm?</p> <p>Do you believe peak traffic volumes are acceptable?</p> <p>Have you used any of Wellington City's on-road cycleways in the last 12 months?</p> <p>Please rate your level of satisfaction with Wellington City's cycle ways in terms of... - Safety</p> <p>Please rate your level of satisfaction with Wellington City's cycle ways in terms of... - Level of maintenance</p> <p>How would you rate the condition of the following? - The City's roads</p> <p>How would you rate the condition of the following? - The City's footpaths</p> <p>Please rate your level of satisfaction with the following... - Street lighting in the central city</p> <p>Please rate your level of satisfaction with the following... - Street lighting in your suburban area</p> <p>Please rate your level of satisfaction with the following... - Quality of street cleaning in the central city</p> <p>Please rate your level of satisfaction with the following... - The quality and maintenance of roadside vegetation in Wellington</p> <p>Please add any comments you have about transport and transport infrastructure in Wellington City here</p>	
Q45A.Ethnicity	<p>Which ethnic group or groups do you belong to?</p> <p>Please select all that apply.</p>	<ul style="list-style-type: none"> <li>NZ European</li> <li>Māori</li> <li>Samoan</li> <li>Cook Island Māori</li> <li>Tongan</li> <li>Niuean</li> <li>Chinese</li> <li>Indian</li> <li>Other (please specify)</li> </ul>
Q45B.Home ownership	<p>Do you...?</p>	
<p>Q45C.Income</p> <p>Q46A.Final comments</p> <p>Q46B.SecondPartMailOut</p>	<p>Approximately, what is your total household income before tax?</p> <p>(Note that this includes all income earners in your household, as well as income from other sources.)</p> <p>With regards to the topics in this survey, if there is anything else you would like to comment on please do so here</p> <p>Part 2 of this survey will be sent out in approximately 3 weeks. If you would like to receive this to complete now rather than waiting please click the box below</p>	

Thank you for agreeing to complete this survey. We really appreciate your feedback. The results are published in the Annual Report and the survey provides one of the key data sources we use to monitor our performance on a year-to-year basis.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people cannot be identified. Prize winners will be drawn and contacted after the survey has closed. If you have any questions about the survey, please contact [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>).

Page 1

**1A** Which region do you live in? \*

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury
- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2

Otherwise move to page 42

Page 2

## 2A

Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa)? \*

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3

Otherwise move to page 42

Page 3

## 3A

Do you work for the Wellington City Council, or have you worked for the Council in the past two years? \*

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4

Otherwise move to page 42

Page 4

**4A** Which Wellington City suburb do you live in? \*

Page 5

**5A** Are you...? \*

- Male
- Female
- Gender diverse
- Prefer not to say





	Never in the last 12 months	Once every 6 months or less often	Once every 4-5 months	Once every 2-3 months	Once a month	Once every 2-3 weeks	Once or twice a week	Most days	Don't know
Botanic gardens, including Otari/Wiltons Bush Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walkways and trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waterfront	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 6A.Use of outdoor spaces.i is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.ii is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.iv is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.v is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.vi is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.vii is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.iii is "Never in the last 12 months" and your answer to question 6A.Use of outdoor spaces.viii is "Never in the last 12 months" OR your answer to question 6A.Use of outdoor spaces.i is "Don't know" and your answer to question 6A.Use of outdoor spaces.ii is "Don't know" and your answer to question 6A.Use of outdoor spaces.iv is "Don't know" and your answer to question 6A.Use of outdoor spaces.v is "Don't know" and your answer to question 6A.Use of outdoor spaces.vi is "Don't know" and your answer to question 6A.Use of outdoor spaces.vii is "Don't know" and your answer to question 6A.Use of outdoor spaces.iii is "Don't know" and your answer to question 6A.Use of outdoor spaces.viii is "Don't know" then move to page 8  
Otherwise move to page 7

Page 7

If your answer to question 6A.Use of outdoor spaces.i is "Never in the last 12 months" or your answer to question 6A.Use of outdoor spaces.i is "Don't know" then ignore this question

## 7A

Please rate your overall level of satisfaction with the quality and maintenance of Wellington City's: \*





If your answer to question 6A.Use of outdoor spaces.viii is "Never in the last 12 months" or your answer to question 6A.Use of outdoor spaces.viii is "Don't know" then ignore this question  
**7H** Please rate your overall level of satisfaction with the quality and maintenance of: \*

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	Don't know
Wellington City's Streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 8

**8A** In general, how easy or difficult is it to access the following in Wellington City? \*

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know
Beaches and coastal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local park or reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walkways and trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forested areas and Green Belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 9

**9A** Approximately how many times have you visited Wellington Zoo in the last 12 months? \*

- Never in the last 12 months
- Once only
- Twice
- 3 or more times
- Don't Know

**9B** Approximately how many times have you visited Zealandia in the last 12 months? \*

- Never in the last 12 months
- Once or twice in the last 12 months
- Once every 4-5 months
- Once every 2-3 months
- Once or twice every month
- More than twice every month
- Don't Know

**10A** Please rate your overall level of agreement with the following statements: \*

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's natural environment is appropriately managed and protected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is an eco-city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 11

**11A**

Please add any comments you have about Wellington City's natural environment and open spaces here

---

Page 12

## Resources and Waste

**12A**

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

*Please select all that apply.*

- Transport emissions (e.g. driving and/or flying less, use or purchased an electric vehicle)
- Waste emissions (e.g. reduce, re-use, recycle where possible)
- Food emissions (e.g. buying locally, eating less meat, growing own food)
- Energy emissions (e.g. use renewable energy, installed a smart-meter to monitor electricity usage at home)
- Anything else (please specify)

- None of these

Page 13

### 13A

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

- Every week
- Once every two weeks
- Once every three weeks
- Once a month
- Less often than once a month
- Never
- Don't Know

If your answer to question 13A.Recycling frequency is "Never" or your answer to question 13A.Recycling frequency is "Don't Know" then move to page 15  
Otherwise move to page 14

Page 14

### 14A

Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling service. \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 15

### 15A

Does your household ever use the official Wellington City Council rubbish bags? \*

(These are the yellow bags that can be bought at the supermarket, some dairies or from the Council).

- Yes
- No
- Don't Know

If your answer to question 15A.Rubbish is "Yes" then stay on this page  
Otherwise move to page 17

**16A**

Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish collection service. \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

**17A**

Please rate your level of satisfaction with the management of stormwater in Wellington City.

(Note: The stormwater system collects rainwater from your roof, yard, footpaths and roads, and transfers it to local streams or the seashore)

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Don't know

**18A**

Please add any comments you have about waste and water management in Wellington City here

---

**19A** Thinking about community involvement in arts and culture in Wellington... \*

Please rate your level of agreement with the following statements:

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
Wellington has a culturally rich and diverse arts scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the events capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the arts capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 20

**20A**

How frequently do you attend, or participate in, cultural and arts activities in Wellington? \*

- Never
- Less often than once a year
- At least once a year
- Once every 6 months
- At least once a month
- At least once a week
- Don't Know

Page 21

**21A**

Wellington City Council delivers arts and cultural events and festivals such as Gardens Magic, Kids Magic, Wellington Pasifika Festival, Te Ra o Waitangi, ReCut, Ahi Ka, Wellington Sky Show, A Very Welly Christmas, New Year's Eve Celebration and Diwali.

Have you attended any of these types of Council delivered events or festivals in the last 12 months?

- Yes
- No
- Don't know

If you answered question 21A.WCCEventsFestivals and your answer to question 21A.WCCEventsFestivals is "Yes" then move to page 22



Otherwise move to page 23

Page 22

**22A**

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

Page 23

**23A** Please add any comments you have about arts and culture in Wellington City here

---

Page 24

**24A** Which of the following have you heard of? \*

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

If your answer to question 24A.Museum awareness includes "None of the above" then move to page 28

Otherwise move to page 25

Page 25

**25A** How valuable do you consider the following institution(s)? \*



	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space Place at Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Gallery Wellington Te Whare Toi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nairn Street Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 28

**28A** How often have you used the Cable Car in the last 12 months? \*

- Never in the last 12 months
- Once every 6 months or less often
- Once every 4-5 months
- Once every 2-3 months
- Once a month
- Once every 2-3 weeks
- Once or twice a week
- Most days
- Don't Know

Page 29

If your answer to question 28A.Cable car is "Never in the last 12 months" then move to page 30

If your answer to question 28A.Cable car is "Don't Know" then move to page 30

Otherwise stay on this page

**29A** How do you rate the standard and operational reliability of the Cable Car? \*

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**30A**

Please add any comments you have about the Council Controlled Organisations mentioned in the previous few questions here

---

**Transport**

**31A** Thinking about moving around the city, how easy is it to...

(if using a mobile phone device, you may wish to rotate to landscape for this question)

	Very difficult	Quite difficult	Neither difficult or easy	Quite easy	Very easy	Don't know
Drive around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around on Public Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**32A**

Do you travel into or through central Wellington most weekdays during peak traffic times, that is 7-9am or 4-6pm? \*

- Yes
- No
- Don't Know

If you answered question 32A.travel into Wellington and your answer to question 32A.travel into Wellington is in the following list (No , Don't Know) then move to page 34  
 Otherwise move to page 33







	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Street lighting in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting in your suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 39

### 39A

Please add any comments you have about transport and transport infrastructure in Wellington City here

---

Page 40

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

### 40A Which ethnic group or groups do you belong to? \*

*Please select all that apply.*

- NZ European
- Māori
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

### 40B Do you...? \*

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't Know



## 40C

Approximately, what is your total household income before tax? \*

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

Page 41

## 41A

With regards to the topics in this survey, if there is anything else you would like to comment on please do so here

---

## 41B

For Part 2 of this survey (which is of similar length to Part 1), please select the button below.

- Send me part 2 of the survey now

Now the survey is complete

Page 42

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those living in Wellington City and who do not work for the Council are eligible.

If you have any questions, please contact Jared via [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>).

Now the survey is complete

That's the end of this survey. Thank you for the time you have given up to get to this point - we really appreciate it.

If you completed the survey you are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed.

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

---

[PublicVoice \(http://www.publicvoice.co.nz\)](http://www.publicvoice.co.nz)



Thank you for agreeing to complete this survey. We really appreciate your feedback. These results are published in the Annual Report and the survey provides one of the key data sources we use to evaluate our performance on a year-to-year basis.

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Page 1

**1A** Which region do you live in? \*

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawkes Bay
- Taranaki
- Manawatu-Whanganui
- Wellington (including Wairarapa)
- Tasman
- Nelson
- Marlborough
- West Coast
- Canterbury
- Otago
- Southland

If your answer to question 1A.NZ Region is "Wellington (including Wairarapa)" then move to page 2

Otherwise move to page 49

Page 2

## 2A

Do you live inside the Wellington City Council area or in the greater Wellington Region (i.e., Kapiti, Lower Hutt, Upper Hutt, Porirua, Wairarapa)? \*

- Wellington City Council area
- Greater Wellington region

If your answer to question 2A.Wellington Region is "Wellington City Council area" then move to page 3

Otherwise move to page 49

Page 3

## 3A

Do you work for the Wellington City Council, or have you worked for the Council in the past two years? \*

- Yes
- No

If your answer to question 3A.WCC Employee is "No" then move to page 4

Otherwise move to page 49

Page 4

**4A** Which Wellington City suburb do you live in? \*

Page 5

**5A** Are you...? \*

- Male
- Female
- Gender diverse
- Prefer not to say

**5B** Which of the following age groups do you fall into?

- Under 18
- 18 or 19
- 20 to 24
- 25 to 29
- 30 to 34
- 35 to 39
- 40 to 44
- 45 to 49
- 50 to 54
- 55 to 59
- 60 to 64
- 65 to 69
- 70 to 74
- 75 to 79
- 80+

Page 6

**6A** Overall, is your quality of life...? \*

- Extremely poor
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Extremely good
- Don't Know

Page 7

**Urban Development****7A** Thinking about Wellington City in general... \*

Please rate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know

	Capital Views					
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Overall, I believe that Wellington is a great place to live, work and play	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I feel a sense of pride in the way Wellington looks and feels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 8

**8A** Please rate your level of agreement with the following statements: \*

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Wellington's distinct local identity (its sense of place) is appropriately valued and protected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The character of historic suburbs is adequately retained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 9

**9A** Please rate your level of agreement with the following statements: \*

(If using a mobile phone device, you may wish to rotate to landscape for this question).

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Regeneration of areas of the city adds to its vibrancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Capital Views					
	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
New buildings constructed in the city maintain and enhance the city's attractiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington city is developing in a way that maintains high quality urban design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 10

**10A** Thinking about Wellington's city centre... \*

Please rate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Overall, Wellington's city centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's city centre is an easy place to get to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's city centre is an easy place to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's city centre is an easy place to enjoy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 11

**11A** Thinking about your local suburban centre... \*

Please rate your level of agreement with the following statements:

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Capital Views					
	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Overall, my local suburban centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public areas in my local suburban centre are well utilised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public areas in my local suburban centre feel safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public areas in my local suburban centre are well designed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 12

**12A** Please rate your level of agreement with the following statements: \*

Heritage items (e.g. buildings, trees, monuments, areas)...

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	Don't know
Contribute to the city's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contribute to my community's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are appropriately valued and protected in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are appropriately valued and protected in my local/suburban area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 13



Do you have an awareness or understanding of Wellington City Council's building and development control settings? \*

- Yes  
 No  
 Don't Know

If your answer to question 13A.BuildingDevpAwareness is "No" or your answer to question 13A.BuildingDevpAwareness is "Don't Know" then move to page 15  
 Otherwise move to page 14

Page 14

### 14A

Please rate your level of agreement with the following statement: \*

Wellington City Council's building and development control settings strike the right balance between allowing development and preserving the character of the city.

- Strongly disagree  
 Disagree  
 Neither disagree nor agree  
 Agree  
 Strongly agree  
 Don't Know

Page 15

**15A** Please add any comments you have about urban development in Wellington City here

---

Page 16

### Social and recreation questions

**16A** Please rate how safe you feel in the following situations: \*

	Very unsafe	Somewhat unsafe	Reasonably safe	Very safe	Don't know
In your own home after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very unsafe	Capital Views Somewhat unsafe	Reasonably safe	Very safe	Don't know
In your neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking alone in your neighbourhood at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Wellington's CBD during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Wellington's CBD after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 17

### 17A

The following list identifies things that make people feel unsafe in their neighbourhoods or city. \*

Which of the following, if any, are particularly concerning in Wellington at present?

*Please select all that apply.*

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Dangerous driving including speeding, drunk drivers and so on
- Begging
- Alcohol and drug problems
- Car theft or vandalism, and theft from cars
- Threatening people and/or people behaving dangerously
- Other (please specify)
- Nothing
- Don't Know

Page 18

**18A** In the past 12 months, have you engaged in any of the following? \*

(Note: A neighbour is considered anyone living close to you)

*Please select all that apply.*

- Spoken to a neighbour

- Given help to a neighbour
- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't Know

**18B**

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

- Yes
- No
- Don't know

Page 19

**19A** Please rate your level of agreement with the following statements: \*

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know</b>
It's important to me to feel a sense of community with people in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have strong social or community networks that I can draw on in Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 20

**20A**

Wellington City is becoming home for an increasing number of people with different lifestyles and cultures and from different countries. \*

Overall, do you think this makes the city...?

- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live
- Don't Know

**21A**

Do you have essential emergency items... \*

(By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.)

	Yes	No	Don't know	Not applicable
At home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the motorvehicle you use most often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other daily destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer to question 21A.EmergencyItems.v is "Yes" then answer this question

**21B** Please specify your 'other daily destination'

**22A** Would you feel physically safe in the event of a moderate earthquake... \*

	Yes	No	Don't know	Not applicable
At home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23A** Have you... \*

	Yes	No	Don't know	Not applicable
Checked your home for its seismic resilience in the past 12 months?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No	Don't know	Not applicable
Taken action to improve your dwelling's seismic resilience in the past 12 months?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23B**

Can you recall receiving Wellington-specific resilience information in the past 12 months? \*

- Yes
- No
- Don't know

**23C**

Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city? \*

- Yes
- No
- Don't know

Page 24

**24A** Is your home...? \*

	Never	Rarely	Sometimes	Often	Always	Don't know
Cold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard to heat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**24B** What level of insulation does your home have in the following areas... \*

	No insulation	Poor insulation	Adequate insulation	Don't know
Exterior walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ceiling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Under floor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**25A** Please add any comments you have about your home and neighbourhood here

---

**26A** Does your household include any children aged 5 to 13? \*

- Yes
- No

If your answer to question 26A.SchoolCommutePreQ is "Yes" then move to page 27  
Otherwise move to page 28

If your answer to question 26A.SchoolCommutePreQ is "Yes" then stay on this page  
Otherwise move to page 28

**27A**

On average, how often do the children aged 5-13 in your household walk to and from school? \*

- Everyday
- 3-4 days a week
- 1-2 days a week
- Less often
- Never
- Not applicable: Children do not go to school or are home schooled
- Don't Know

**27B**

On average, how often do the children aged 5-13 in your household cycle to and from school? \*

- Everyday
- 3-4 days a week
- 1-2 days a week
- Less often
- Never
- Not applicable: Children do not go to school or are home schooled
- Don't Know

**27C**

On average, how often do the children aged 5-13 in your household scooter or skateboard to and from school? \*

- Everyday
- 3-4 days a week
- 1-2 days a week
- Less often
- Never
- Not applicable: Children do not go to school or are home schooled
- Don't Know

Page 28

**28A**

Have you used any of the following Wellington City Council recreation facilities in the past 12 months? \*

*Please select all that apply.*

- Karori Recreation Centre
- Kilbirnie Recreation Centre
- Nairnville Recreation Centre
- Tawa Recreation Centre
- ASB Sports Centre
- None of these
- Don't know

If your answer to question 28A.Rec usage includes any of (None of these) then move to page 30

If your answer to question 28A.Rec usage includes any of (Don't know) then move to page 30  
Otherwise move to page 29

Page 29

**29A**

Please rate your level of satisfaction with the following recreation facilities that you have used in the past 12 months \*

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
--	------------------------------	-------------------------------	---	----------------------------	---------------------------	-----------------------

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Karori Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kilbirnie Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nairnville Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tawa Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ASB Sports Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 30

### 30A

Have you used any of the following Wellington City Council pools in the past 12 months? \*

*Please select all that apply.*

- Karori Pool
- Wellington Regional Aquatic Centre, Kilbirnie
- Tawa Pool
- Keith Spry Pool
- Freyberg Pool
- None of these
- Don't know

If your answer to question 28A.Rec usage includes any of (None of these) then move to page 32

If your answer to question 28A.Rec usage includes any of (Don't know) then move to page 32  
Otherwise move to page 31

Page 31

### 31A

Please rate your level of satisfaction with the following pools that you have used in the past 12 months: \*



	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Karori Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington Regional Aquatic Centre, Kilbirnie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tawa Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keith Spry Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freyberg Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**31B** Do you think that Wellington City Council's pool admission charges are affordable? \*

- Yes
- No
- Don't know

Page 32

**32A** Have you used any Wellington City Council sportsfields in the past 12 months? \*

	Yes	No	Don't know
Grassed sportsfields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sportfields with artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 33

If your answer to question 32A.i is "Yes" then answer this question

**33A**

How satisfied were you with the Council's grassed sportsfield(s) you used in the last 12 months? \*

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

If your answer to question 32A.ii is "Yes" then answer this question

**33B**

How satisfied were you with the Council's turfed sportsfield(s) you used in the last 12 months? \*

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

Page 34

Please read the following definitions about sport and active recreation to help you answer the next question.

In April 2017, Wellington City Council adopted the Living Well Strategy by Sport Wellington. The Strategy defines participation in sport and active recreation as:

- **Organisation-led opportunities:** formally organised with participation facilitated by a club, or group and usually involve membership or subscription fees with participation opportunities provided via regular competition and events. Examples include playing competitive or social sport, belonging to a tramping club or participating in a fun run series
- **Participant-led opportunities:** more informal and flexible allowing place and time to be determined by the participant. May be a pay for play component with costs to access a place or purchase equipment. Examples include swimming at a Council pool, shooting hoops at a local park, going for a walk along the waterfront.

**34A**

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

	Most days	Once or twice a week	Once every 2-3 weeks	Once a month	Once every 2-3 months	Once every 4-5 months	Once every 6 months or less often	Never in the last 12 months
Organisation-led opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant-led opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 35

**35A**

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

	Organisation-led participation	Participant-led participation
Lack of transport options	<input type="checkbox"/>	<input type="checkbox"/>
Lack of parking	<input type="checkbox"/>	<input type="checkbox"/>
No easy access to facilities or parks nearby	<input type="checkbox"/>	<input type="checkbox"/>
Too busy	<input type="checkbox"/>	<input type="checkbox"/>
Lack of time due to work commitments, childcare duties, other interests etc.	<input type="checkbox"/>	<input type="checkbox"/>
Poor health	<input type="checkbox"/>	<input type="checkbox"/>
Injury or disability	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>
Lack of motivation	<input type="checkbox"/>	<input type="checkbox"/>
Don't know where or who to contact	<input type="checkbox"/>	<input type="checkbox"/>
Not interested	<input type="checkbox"/>	<input type="checkbox"/>
Safety concerns	<input type="checkbox"/>	<input type="checkbox"/>
Don't feel welcome	<input type="checkbox"/>	<input type="checkbox"/>
Cultural/language barriers	<input type="checkbox"/>	<input type="checkbox"/>
Nothing	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Page 36

**36A** Please rate your level of agreement with the following statement... \*

In general, Wellington offers a wide range of recreational activities.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree

Don't Know

Page 37

**37A**

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

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't Know

Page 38

**38A**

Have you used any of the following Wellington City Council community facilities in the past 12 months? \*

*Please select all that apply.*

- A public library
- A Community Centre
- A Community Hall
- None of these
- Don't Know

Page 39

If your answer to question 38A.Community facilities includes "A public library" then stay on this page

Otherwise move to page 40

**39A** How often, on average, would you use or visit a Wellington City Council library? \*

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than once every 6 months
- Don't Know

**40A**

Please add any further comments you have about leisure and recreation activities in Wellington City here

---

**Governance questions**

**41A**

Thinking about all the dealings you've had with Wellington City Council over the past 12 months... \*

Overall, how would you rate the value for money from all the services the Council provides?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't Know

**42A** Please rate your level of agreement with the following: \*

Wellington City Council information is easy to access via...

	Yes	No	Don't Use
The Council website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**43A** Please rate your overall level of satisfaction with how the Council makes decisions. \*

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't Know

Page 44

**44A** Please rate your level of agreement with the following statements: \*

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
I understand how Wellington City Council makes decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe I have the opportunity to participate in city decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council makes decisions that are in the best interests of the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe I have adequate opportunities to have my say in Council activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe that Council is proactive in informing residents about their City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 45

**45A**

Thinking about the contact you have with Wellington City Council and the involvement of the community in Council decision-making... \*

In your view, does the Council consult you:

- Not enough
- The right amount
- Too much
- Don't Know

**46A**

Please add any further comments you have about the governance of Wellington City here

---

Finally, we just have a few questions about yourself and your household, to make sure we have spoken to a good cross-section of Wellingtonians.

**47A** Which ethnic group or groups do you belong to? \*

*Please select all that apply.*

- NZ European
- Māori
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other (please specify)

**47B** Do you...? \*

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't Know

**47C**

Approximately, what is your total household income before tax? \*

(Note that this includes all income earners in your household, as well as income from other sources.)

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000

- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't Know

Page 48

#### **48A**

With regards to the topics in this survey, if there is anything else you would like to comment on please add your comments here

---

If your answer to Response Completed from Survey "Residents Monitoring Survey - First Part - 2019" is No then answer this question

#### **48B**

If you did not receive a link to part one of the Residents Monitoring Survey that asked questions about the environment, culture & wellbeing and transport, and would like the opportunity to fill this survey in, please tick the box below.

- Send me Part 1

Now the survey is complete

Page 49

Thank you for being willing to take part in this survey. Unfortunately you are not eligible to complete it, as only those living in Wellington City and who do not work for the Council are eligible.

If you have any questions, please contact Jared via email at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>)

Now the survey is complete

That's the end of the survey. Thank you for your time.

If you completed the survey you are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed.

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz) (<mailto:jared@capitalviews.org.nz>).



PublicVoice (<http://www.publicvoice.co.nz>)

## LANDING\_PAGE

---

Thank you for agreeing to complete this survey. We really appreciate your feedback!

Every year we ask residents how satisfied they are with Council services, facilities and resources in Wellington City. The survey results help us understand what we are doing well and where we may need to make improvements.

The following survey questions about your social and recreation activities, cultural well-being, and overall governance at Council. We expect the survey to take you around 15 minutes to complete.

**Complete this survey to be in the draw to win ONE of FIVE \$50 New World grocery vouchers!**

### COVID-19

We acknowledge that your answers to some of the following questions will be highly influenced by the impact of coronavirus COVID-19 pandemic. We ask that you consider your experiences over the past 12 months as a whole where possible.

### Privacy statement

Your answers to this survey are completely confidential. Your views will be grouped with others so that individual people cannot be identified. Please see our [privacy statement](#) for more details.

Prize winners will be drawn and contacted after the survey has closed. If you have any questions about the survey, please contact [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

**Thank you for contributing your views!**

Ngā mihi nui,  
Wellington City Council Research & Evaluation Team

## WHERE\_DO\_YOU\_LIVE

---

Where do you currently live?

Select an answer...



## DO\_YOU\_WORK\_FOR\_WCC

---

Do you work for the Wellington City Council, or have you worked for the Council in the past two years?

- Yes
- No

## GENDER\_IDENTITY

---

Are you...?

- Male
- Female
- Gender diverse
- Prefer not to say

## AGE\_RANGE

---

Which of the following age groups do you fall into?

Select an answer... ▼

## QUALITY\_OF\_LIFE

---

Currently, would you say your overall quality of life is...?

- Extremely poor
- Very poor
- Poor
- Neither good nor poor
- Good
- Very good
- Extremely good

## SCREENOUT\_INTRO

---

Thank you for being willing to take part in this survey. Unfortunately this particular survey is aimed at people who live in Wellington City and who do not work for the Council, only.

Please check out our [website](#) for up-to-date information about what's on in Wellington City.

If you have any questions please contact Jared via [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

## INTRODUCTION

---

Council provides community and social facilities throughout the city. This includes libraries, community centres, swimming pools, sportsfields and playgrounds. We also work to reduce homelessness and begging, and improve city safety.

## SENSE\_OF\_COMMUNITY\_INTRO

---

We are interested to learn about your sense of community in Wellington.

## SENSE\_OF\_COMMUNITY\_RATING

---

Please rate your level of agreement with the following statements:

**Strongly disagree**    **Disagree**    **Neither disagree nor agree**    **Agree**    **Strongly agree**    **Don't know**

**It's important to me to feel a sense of community with people in my neighbourhood**

**I have strong social or community networks that I can draw on in Wellington**

## DIVERSITY\_CITY\_LIVABILITY

---

Wellington is becoming home for an increasing number of people with different lifestyles and cultures and from different countries.

Overall, do you think this makes the city...?

- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live
- Don't know

## NEIGHBOUR\_INTERACTION

---

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

Note: Neighbours are people who live next door to you or within close proximity.

Please select all that apply.

- Spoken to a neighbour
- Given help to a neighbour
- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't Know

## NEIGHBOUR\_EMERGENCY\_RELIABILITY

---

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

- Yes

No

Don't know

## SAFETY\_INTRO

---

We are interested to learn about how safe you feel in and around Wellington.

## SAFETY\_RATING

---

Please rate how safe you feel in the following situations:

	<b>Very unsafe</b>	<b>Somewhat unsafe</b>	<b>Reasonably safe</b>	<b>Very safe</b>	<b>Don't know</b>
<b>In your own home after dark</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>In your neighbourhood after dark</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Walking alone in your neighbourhood at night</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>In Wellington's CBD during the day</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>In Wellington's CBD after dark</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## UNSAFE\_LIST\_INFO

---

The following list identifies things that can make people feel unsafe in their neighbourhoods or city.

## UNSAFE\_LIST

---

Which of the following, if any, do you find particularly concerning in Wellington at present?

Please select all that apply.

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Dangerous driving including speeding, drunk drivers and so on
- Begging
- Alcohol and drug problems
- Car theft or vandalism, and theft from cars

- Threatening people and/or people behaving dangerously
- Other (please specify)
- Nothing
- Don't Know

**SPORT\_AND\_RECREATION\_INTRO**

---

The Council provides sport and recreation facilities and services which support Wellingtonians to enjoy healthy, active lifestyles.

**USED\_REC\_FACILITIES**

---

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

Note: Please consider your typical behaviour prior to COVID-19.  
Please select all that apply.

- Karori Recreation Centre
- Kilbirnie Recreation Centre
- Nairnville Recreation Centre
- Tawa Recreation Centre
- ASB Sports Centre
- None of these
- Don't know

**RATE\_REC\_FACILITIES**

---

Please rate your level of satisfaction with the recreation facilities that you have past 12 months.

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satis</b>
<b>Karori Recreation Centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Kilbirnie Recreation Centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Nairnville Recreation Centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Tawa Recreation Centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>ASB Sports Centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## USED\_POOLS

---

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

Note: Please consider your typical behaviour prior to COVID-19.

- Karori Pool
- Wellington Regional Aquatic Centre, Kilbirnie
- Tawa Pool
- Keith Spry Pool
- Freyberg Pool
- None of these
- Don't know

## RATE\_POOLS

---

Please rate your level of satisfaction with the Council pools that you have used 12 months.

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satisfied</b>
<b>Karori Pool</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Wellington Regional Aquatic Centre, Kilbirnie</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Tawa Pool</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Keith Spry Pool</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Freyberg Pool</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## POOL\_AFFORDABILITY

---

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

## USED\_SPORTSFIELDS

---

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

Please select all that apply.

- Grassed sportsfields
- Sportsfields with artificial turf
- None of these
- Don't know

## RATE\_SPORTSFIELDS

---

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

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satisfied</b>
<b>Grassed sportsfields</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Sportsfields with artificial turf</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## USED\_COMMUNITY\_FACILITIES

---

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

Note: Please consider your typical behaviour prior to COVID-19.

Please select all that apply.

- A public library
- A Community Centre
- A Community Hall
- None of these
- Don't Know

## LIBRARY\_USAGE

---

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

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months



- Once every 12 months
- Less than once every 6 months
- Don't know

## FACILITY\_ACCESS

---

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

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't know

## FACILITY\_RANGE

---

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

## SPORT\_AND\_RECREATION\_PARTICIPATION\_INTRO

---

In April 2017, Wellington City Council adopted Sport Wellington's Living Well strategy. The strategy defines participation in sport and active recreation as either organisation-led or participant-led.

Organisation-led opportunities: formally organised with participation facilitated by a club, or group and usually involve membership or subscription fees with participation opportunities provided via regular competition and events. Examples include playing competitive or social sport e.g. hockey, belonging to a tramping club or participating in a fun run series.

Participant-led opportunities: more informal and flexible allowing place and time to be determined by the participant. Maybe a pay for play component with costs to access a place or purchase equipment. Examples include swimming at a Council pool, shooting hoops at a local park, going for a walk along the waterfront.

## SPORT\_AND\_RECREATION\_PARTICIPATION

---

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

	Most days	Once or twice a week	Once every 2-3 weeks	Once a month	Once every 2-3 weeks	Once every 4-5 months	Once every 6 months or more
Organisation-led opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant-led opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PARTICIPATION\_OBSTACLES**

What if anything, makes it difficult for you to participate in either of these two types of recreational activity?  
Please select all that apply.

	Organisation-led participation	Participant-led participation
Lack of transport options	<input type="checkbox"/>	<input type="checkbox"/>
Lack of parking	<input type="checkbox"/>	<input type="checkbox"/>
No easy access to facilities or parks nearby	<input type="checkbox"/>	<input type="checkbox"/>
Too busy	<input type="checkbox"/>	<input type="checkbox"/>
Lack of time due to work commitments, childcare duties, other interests etc.	<input type="checkbox"/>	<input type="checkbox"/>
Poor health	<input type="checkbox"/>	<input type="checkbox"/>
Injury or disability	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>
Lack of motivation	<input type="checkbox"/>	<input type="checkbox"/>
Don't know where or who to contact	<input type="checkbox"/>	<input type="checkbox"/>
Not interested	<input type="checkbox"/>	<input type="checkbox"/>
Safety concerns	<input type="checkbox"/>	<input type="checkbox"/>
Don't feel welcome	<input type="checkbox"/>	<input type="checkbox"/>
Cultural/language barriers	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>		
Nothing	<input type="checkbox"/>	<input type="checkbox"/>

**PARTICIPATION\_TIME**

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

- Less than 2 and a half hours

- 2 and a half to 5 hours
- 5 or more hours
- Don't know

**CHILDREN**

---

Does your household include any children aged 5 to 13?

- Yes
- No

**CHILDREN\_SCHOOL\_TRANSPORT**

---

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

	<b>Everyday</b>	<b>3-4 days a week</b>	<b>1-2 days a week</b>	<b>Less often</b>	<b>Never</b>	<b>Don't know</b>	<b>No applic</b>
<b>Walk to and from school</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cycle to and from school</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b> Scooter or skateboard to and from school</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SOCIAL\_AND\_RECREATION\_OTHER\_COMMENTS**

---

Do you have any other comments you'd like to share with us about social and recreational activities in Wellington?

- N/A
- Refusal
- Do not know

**CULTURAL\_WELLBEING\_INTRO**

---

Council continues to provide opportunities for cultural expression and well-being in Wellington and funds city events and festivals such as the New Zealand Festival and CubaDupa. We also support attractions, galleries and museums, as well as community art and cultural activities.

Note: We acknowledge that the answers to some of these questions will be highly influenced by the impact of coronavirus COVID-19 pandemic, and ask

that you consider the past 12 months as a whole where possible.

## OPPORTUNITY\_FOR\_CULTURE

---

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

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know</b>
<b>Wellington has a culturally rich and diverse arts scene</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Wellington is the events capital of New Zealand</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## CULTURAL\_PARTICIPATION

---

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

Note: Please consider your typical behaviour prior to COVID-19.

- Never
- Less often than once a year
- Once every 6 months
- At least once month
- At least once a week

## EVENT\_ATTENDANCE

---

Council (in non-COVID-19 circumstances) delivers arts and cultural events and festivals throughout the year, such as Gardens Magic, Wellington Pasifika Festival, A Very Welly Christmas, Diwali, Te Ra o Waitangi and more.

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

- Yes
- No
- Don't know

## EVENT\_SATISFACTION

---

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

- Very dissatisfied
- Quite dissatisfied

- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

**HERITAGE\_INTRO**

---

Council protects and manages Wellington’s significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy.

**HERITAGE\_RATING**

---

Please rate your level of agreement with the following statements:  
Heritage items...

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Do not know</b>
<b>... contribute to Wellington’s unique character</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>... contribute to my local communities’ unique character</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>... are appropriately valued and protected in Wellington</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>... are appropriately valued and protected in my local community</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**WLG\_CULTURAL\_IDENTITY**

---

There are opportunities around Wellington to discover secrets, explore stories, and experience our national and local heritage.

Please rate your level of agreement with the following statements...

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Do not know</b>
--------------------------	-----------------	-----------------------------------	--------------	-----------------------	--------------------

**Wellington's distinct local identity (its sense of place) is appropriately valued and protected**

**The character of historic suburbs is adequately retained**

**Māori culture and te reo is appropriately visible in the city**

**Māori culture and te reo is appropriately recognised in the city**

**Council is taking an active role in revitalising te reo Māori in the city**

**Council is taking an active role in revitalising Māori cultural heritage in the city**

**CULTURE\_OTHER\_COMMENTS**

Do you have any other comments you'd like to share with us about cultural well-being in Wellington?

- N/A
- Refusal
- Do not know

**MUESUM\_AND\_GALLERY\_INTRO**

---

Thinking now to museums and galleries in Wellington.

### MUSEUM\_GALLERY\_AWARENESS

---

Which of the following museums and galleries are you aware of?  
Please select all that apply.

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

### MUSEUM\_GALLERY\_ATTENDANCE

---

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

Note: Please consider your typical behaviour prior to COVID-19.  
Please select all that apply.

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

### MUSEUM\_GALLERY\_OTHER\_COMMENTS

---

Do you have any other comments about the museums and galleries mentioned in the previous two questions?

- N/A
- Refusal
- Do not know

### GOVERNANCE\_INTRO

---

Council informs Wellingtonians and engages with them about the city and the issues that it faces. manages local elections and works with mana whenua to

issues that it faces, manages local elections and works with many friends to make decisions in the best interests of the city and its people.

Residents are able to share their views through a variety of methods, including (but not limited to); consultations and engagements, public notices, submissions and petitions (including ePetitions), Council surveys, contacting Councillors, speaking at Council meetings and engaging with Council's social media.

**GOVERNANCE\_RATING**

---

Please rate your level of agreement with the following statements...

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Do not know</b>
<b>I believe I have the opportunity to participate in city decision-making</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I believe I have adequate opportunities to have my say in Council activities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I believe that Council is proactive in informing residents about their City</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**GOVERNANCE\_SATISFACTION**

---

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

**GOVERNANCE\_INFORMATION\_Accessibility**

---

Please rate your level of agreement with the following statements:  
Wellington City Council information is easy to access via...



	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Do not know
The Council website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## GOVERNANCE\_OTHER\_COMMENTS

---

Do you have any comments you'd like to share with us about the governance at Wellington City Council?

- N/A
- Refusal
- Do not know

## DEMOGRAPHICS\_INTRO

---

To finish, we just have a few questions about yourself and your household to make sure we have spoken to a good cross-section of Wellingtonians.

## ETHNICITY

---

Which ethnic group or groups do you identify with?  
Please select all that apply.

- NZ European
- Māori
- Pacific Peoples
- Asian
- European Other
- Middle Eastern/Latin American/African
- Other (please specify)

## LIVING\_SITUATION

---

Do you...?

- Own your home
- Rent

- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't know

## HOUSEHOLD\_INCOME

---

Approximately, what is your total household income before tax?

Note: This includes all income earners in your household, as well as income from other sources.

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't know

## ALL\_OTHER\_COMMENTS

---

Finally, is there anything else you would like to share with us about the topics covered in this survey?

- N/A
- Refusal
- Do not know

## SURVEY\_COMPLETE\_INTRO

---

That's the end of this survey! Thank you for taking part, we really appreciate it.

You are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed.

If you would like to contact us about this survey, please email us at [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz)

Please check out our [website](#) for up-to-date information about what's on in Wellington City.

## FIRSTNAME

---

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## GROUP

---

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## LANDING\_PAGE

---

Thank you for agreeing to complete this survey. We really appreciate your feedback!

Every year we ask residents how satisfied they are with Council services, facilities and resources in Wellington City. The survey results help us understand what we are doing well and where we may need to make improvements.

The following questions will ask about Wellington City's environment, transport system, urban development and waste management.

### COVID-19

We acknowledge that your answers to some of the following questions will be highly influenced by the impact of coronavirus COVID-19 pandemic. We ask that you consider your experiences over the past 12 months as a whole where possible.

### Privacy statement

To be eligible to participate, you have to be living in Wellington City and not currently employed by Wellington City Council (or have been so in the past two years). Your answers are completely confidential and will be grouped with others so that you cannot be identified. Please see our [privacy statement](#) for more details.

Prize winners will be drawn and contacted after the survey has closed.

## **Thank you for contributing your views!**

Ngā mihi nui,  
Wellington City Council

## WHERE\_DO\_YOU\_LIVE

---

The first set of questions will ask a bit about you. This is to help us make sure we are hearing from a wide range of Wellingtonians.

Where do you currently live?

## DO\_YOU\_WORK\_FOR\_WCC

---

Do you work for Wellington City Council, or have you worked for the Council in the past two years?

- Yes
- No

## GENDER\_IDENTITY

---

Are you...?

- Male
- Female
- Gender diverse
- Prefer not to sav



Walkways and trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waterfront	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### GREEN\_SPACE\_SATISFACTION

---

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

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Beaches and coastal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local parks and reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forested areas and outer green belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Botanic gardens, including Otari-Wiltons Bush Native Botanic Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walkways and trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waterfront	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### GREEN\_SPACE\_ACCESSIBILITY

---

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

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know
Beaches and coastal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local parks and reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forested areas and outer green Belt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walkways and trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### ENVIRONMENT\_CONNECTION\_RATE

---

Thinking about your connection to the environment...

Please rate your level of agreement with the following statements:

Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
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Wellington's connection with nature in and around the city improves residents' quality of life (e.g. Hills, harbour, native plants and animals)

Wellington's natural environment is appropriately managed and protected

Wellington is an eco-city

### CLIMATE\_CHANGE

---

We are concerned about climate change.

Over the last 12 months, what steps (if any) have you undertaken on an ongoing basis to reduce your emissions?

Please select all that apply.

Transport emissions (e.g. Driving and/or flying less, use or purchased an electric vehicle)

Waste emissions (e.g. Reduce, re-use, recycle where possible)

Food emissions (e.g. Buying locally, eating less meat, growing own food)

Energy emissions (e.g. Use renewable energy, installed a smart-meter to monitor electricity usage at home)

Anything else (please specify)

None of the above

### PEST\_TRAPPING

---

Have you ever undertaken pest trapping or other predator control on your property or for conservation?

Yes I am **currently** undertaking predator control

Yes I have **previously** undertaken predator control

No, I have never undertaken predator control

### ENVIRONMENT\_OTHER\_COMMENTS

---

Please add any other comments you have about Wellington's environment, green and/or open spaces here:

N/A

Refusal

Do not know

## URBAN\_DEVELOPMENT\_RATED

---

Council manages a wide portfolio of urban development activities. This includes urban planning and design, public spaces development, building and development control and earthquake-resilience strengthening.

Thinking about the look and feel of Wellington in general...  
Please rate your level of agreement with the following statements:

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know</b>
<b>Overall, I believe that Wellington is a great place to live, work and play</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall, I feel a sense of pride in the way Wellington looks and feels</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Regeneration of areas of the city adds to its vibrancy</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>New buildings constructed in the city maintain and enhance the city's attractiveness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Council's building and development control settings strike the right balance between allowing development and preserving the character of the city.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## CITY\_CENTRE\_URBAN\_DEVELOPMENT

---

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

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know</b>
<b>Wellington's city centre is lively and attractive</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Wellington's city centre is an easy place to get to</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Wellington's city centre is an easy place to use</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Wellington's city centre is an easy place to enjoy</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SUBURBIAN\_URBAN\_DEVELOPMENT

---

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

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know</b>
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Overall, my local suburb is lively and attractive

Public areas in my local suburb are well utilised

Public areas in my local suburb feel safe

Public areas in my local suburb are well designed

### BUILDING\_RESILIENCE

Council is responsible for helping Wellington prepare for, respond to and recover from emergencies and disasters.

Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city?  
(E.g. building earthquake resilience and strengthening infrastructure in Wellington)

- Yes
- No
- Don't know

### ADVICE\_RECALL

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

- Yes
- No
- Don't know

### EMERGENCY\_ITEM\_ACCESS

Do you have access to essential emergency items in the following locations...?

Note: By emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.

	Yes	No	Don't know	Not applicable
At home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the motor vehicle you use most often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other daily destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### EARTHQUAKE\_SAFETY

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

	Yes	No	Don't know	Not applicable
At home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the motor vehicle you use most often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>







**my local suburb**

**WALKING\_CYCLING\_RATING**

---

How satisfied are you...?

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satisfied</b>	<b>Don't know/Not applicable</b>
<b>Walking on Wellington's footpaths</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cycling on Wellington's cycleways</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CYCLING\_SAFETY**

---

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

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither disagree nor agree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know/Not applicable</b>
<b>Myself</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>My children</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PARKING\_RATING**

---

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

	<b>Very dissatisfied</b>	<b>Quite dissatisfied</b>	<b>Neither dissatisfied nor satisfied</b>	<b>Quite satisfied</b>	<b>Very satisfied</b>	<b>Don't know</b>
<b>Week</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Weekend</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PARKING\_ENFORCEMENT\_RATING**

---

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

**COMMUTE\_YN**

---

Do you travel into central Wellington most weekdays?

- Yes
- No
- Don't know

**COMMUTE\_MODE**

## COMMUTE\_MODE

---

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

- Car
- Motorbike
- Bus
- Train
- Bicycle
- Walk
- Scooter
- Ferry
- Other (please specify)
- Don't know

## PEAK\_TIME\_COMMUTE\_YN

---

Do you travel into or through central Wellington during weekday peak traffic times, that is between 7-9am or 4-6pm?

- Yes
- No
- Don't know

## PEAK\_TIME\_ACCEPTABILITY

---

Do you believe peak traffic volumes are acceptable?

- Yes
- No
- Don't know

## TRANSPORT\_OTHER\_COMMENTS

---

Please add any other comments you have about the transport system in Wellington here:

- N/A
- Refusal
- Do not know

## RECYCLING\_FREQUENCY

---

The final set of questions will ask about waste management in Wellington City. This includes the rubbish and recycling collection services, waste minimisation activities and storm-water services that are managed by Council.

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

Note: Please consider your typical behaviour prior to COVID-19.

- Every week

- Once every two weeks
- Once every three weeks
- Once a month
- Less often than once a month
- Never
- Don't know

## RECYCLING\_SATISFACTION

---

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

## OFFICIAL\_WASTE\_BAG\_USAGE

---

Does your household ever use the official Wellington City Council rubbish waste bags?

These are the yellow bags that can be bought at the supermarket, some dairies or direct from the Council.

- Yes
- No
- Don't know

## RUBBISH\_WASTE\_SATISFACTION

---

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

## STORM\_WATER\_SATISFACTION

---

The storm-water system collects rainwater from your roof, yard, footpaths and roads, and transfers it to local streams or the seashore.

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied

- Quite satisfied
- Very satisfied
- Don't know

## RESOURCES\_AND\_WASTE\_OTHER\_COMMENTS

---

Please add any other comments you have about waste management in Wellington City here:

- N/A
- Refusal
- Do not know

## ETHNICITY

---

To finish, we just have a few questions about yourself and your household to make sure we have spoken to a good cross-section of Wellingtonians.

Which ethnic group or groups do you identify with?  
Please select all that apply.

- NZ European
- Māori
- Pacific Peoples
- Asian
- European Other
- Middle Eastern/Latin American/African
- Other (please specify)

## LIVING\_SITUATION

---

Do you...?

- Own your home
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't know

## HOUSEHOLD\_INCOME

---

Approximately, what is your total household income before tax?

Note: This includes all income earners in your household, as well as income from other sources.

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000

- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't know

#### ALL\_OTHER\_COMMENTS

---

Finally, is there anything else you would like to share with us about the topics covered in this survey?

- N/A
- Refusal
- Do not know

#### SURVEY\_COMPLETE\_INTRO

---

That's the end of this survey! Thank you for taking part, we really appreciate it. Although we cannot respond directly to you, we are committed to acting on what you have shared to ensure that our services and facilities provide a great customer experience.

You are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed.

Please check out our [website](#) for up-to-date information about what's on in Wellington City.

## FIRSTNAME

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

## GROUP

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

## LANDING\_PAGE

**Thank you for agreeing to complete this survey. We really appreciate your feedback!**

Every year we ask residents how satisfied they are with Council services, facilities and resources in Wellington City. The survey results help us understand what we are doing well and where we may need to make improvements.

## COVID-19

We acknowledge that your answers to some of the following questions will be highly influenced by the impact of coronavirus COVID-19 pandemic. We ask that you consider your experiences over the past 12 months as a whole where possible.

Prize winners will be drawn and contacted after the survey has closed.

## TIMESTAMP

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

## WHERE\_DO\_YOU\_LIVE

Where do you currently live?

Select an answer... 

## DO\_YOU\_WORK\_FOR\_WCC

Do you work for Wellington City Council, or have you worked for the Council in the past two years?

- Yes
- No

## GENDER\_IDENTITY

Are you...?

- Male
- Female
- Another gender (please specify)
- Prefer not to say

## AGE\_RANGE

Which of the following age groups do you fall into?

Select an answer... 

## QUALITY\_OF\_LIFE

Currently, would you say your overall quality of life is...?

- Extremely poor
- Very poor
- Poor
- Neither good nor poor
- Good
- Very good
- Extremely good

## TIMESTAMP\_2

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

## SCREENOUT\_INTRO

Thank you for being willing to take part in this survey. Unfortunately this particular survey is aimed at people who live in Wellington City and who do not work for the Council, only.

Please check out our [website](#) for up-to-date information about what's on in Wellington City.If you have any questions please contact Jared via [jared@capitalviews.org.nz](mailto:jared@capitalviews.org.nz).

## SENSE\_OF\_COMMUNITY\_RATING

Council provides community and social facilities throughout the city. This includes libraries, community centres, swimming pools, sportsfields and playgrounds. We also work to reduce homelessness and begging, and improve city safety.

## Sense of community

We are interested to learn about your sense of community in Wellington.

Please rate your level of agreement with the following statements:

- |   | Strongly disagree     | Disagree              | Neither disagree nor agree | Agree                 | Strongly agree        | Don't know            |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| It's important to me to feel a sense of community with people in my neighbourhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have strong social or community networks that I can draw on in Wellington       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## DIVERSITY\_CITY\_LIVABILITY

Wellington is becoming home for an increasing number of people with different lifestyles and cultures and from different countries.

Overall, do you think this makes the city...?

- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live
- Don't know

## NEIGHBOUR\_INTERACTION

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

Note: Neighbours are people who live next door to you or within close proximity.

Please select all that apply.

- Spoken to a neighbour
- Given help to a neighbour



- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't know

NEIGHBOUR\_EMERGENCY\_RELIABILITY

- Do you feel you could rely on your neighbour(s) for support following a natural disaster or other significant emergency?
- Yes
  - No
  - Don't know

SAFETY\_RATING

We are interested to learn about how safe you feel in and around Wellington.

Please rate how safe you feel in the following situations:

	Very unsafe	Somewhat unsafe	Reasonably safe	Very safe	Don't know
In your own home after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking alone in your neighbourhood at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Wellington's CBD during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Wellington's CBD after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNSAFE\_LIST

The following list identifies things that can make people feel unsafe in their neighbourhoods or city.

Which of the following, if any, do you find particularly concerning in Wellington at present?

Please select all that apply.

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Dangerous driving including speeding, drunk drivers and so on
- Begging
- Alcohol and drug problems
- Car theft or vandalism, and theft from cars
- Threatening people and/or people behaving dangerously
- Other (please specify)
- Nothing
- Don't know

USED\_REC\_FACILITIES

The Council provides sport and recreation facilities and services which support Wellingtonians to enjoy healthy, active lifestyles.

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

Please select all that apply.

- Karori Recreation Centre
- Kilbirnie Recreation Centre
- Nairnville Recreation Centre
- Tawa Recreation Centre
- ASB Sports Centre
- None of these
- Don't know

RATE\_REC\_FACILITIES

Please rate your level of satisfaction with the recreation facilities that you have used in the past 12 months.

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Karori Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kilbirnie Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nairnville Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tawa Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ASB Sports Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

USED\_POOLS

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

Please select all that apply

- Karori Pool
- Wellington Regional Aquatic Centre, Kilbirnie
- Tawa Pool
- Keith Spry Pool
- Freyberg Pool
- None of these
- Don't know

RATE\_POOLS

Please rate your level of satisfaction with the Council pools that you have used in the past 12 months.

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Karori Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington Regional Aquatic Centre, Kilbirnie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tawa Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keith Spry Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freyberg Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

POOL\_AFFORDABILITY

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

USED\_SPORTSFIELDS

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

Please select all that apply.

- Grassed sportsfields
- Sportsfields with artificial turf

- None of these
- Don't know

RATE\_SPORTSFIELDS

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

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Grassed sportsfields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sportsfields with artificial turf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

USED\_COMMUNITY\_FACILITIES

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

Please select all that apply.

- A public library
- A Community Centre
- A Community Hall
- None of these
- Don't Know

LIBRARY\_USAGE

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

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than once every 6 months
- Don't know

FACILITY\_ACCESS

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

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't know

FACILITY\_RANGE

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

SPORT\_AND\_RECREATION\_PARTICIPATION

In April 2017, Wellington City Council adopted Sport Wellington's Living Well strategy. The strategy defines participation in sport and active recreation as either organisation-led or participant-led.

Organisation-led opportunities: formally organised with participation facilitated by a club, or group and usually involve membership or subscription fees with participation opportunities provided via regular competition and events. Examples include playing competitive or social sport e.g. hockey, belonging to a tramping club or participating in a fun run series.

Participant-led opportunities: more informal and flexible allowing place and time to be determined by the participant. Maybe a pay for play component with costs to access a place or purchase equipment. Examples include swimming at a Council pool, shooting hoops at a local park, going for a walk along the waterfront.

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

	Most days	Once or twice a week	Once every 2-3 weeks	Once a month	Once every 2-3 months	Once every 4-5 months	Once every 6 months or less often	Never in the last 12 months
Organisation-led opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant-led opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TIMESTAMP\_3

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

PARTICIPATION\_OBSTACLES

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

Please select all that apply.

	Organisation-led participation	Participant-led participation
Lack of transport options	<input type="checkbox"/>	<input type="checkbox"/>
Lack of parking	<input type="checkbox"/>	<input type="checkbox"/>
No easy access to facilities or parks nearby	<input type="checkbox"/>	<input type="checkbox"/>
Too busy	<input type="checkbox"/>	<input type="checkbox"/>
Lack of time due to work commitments, childcare duties, other interests etc.	<input type="checkbox"/>	<input type="checkbox"/>
Poor health	<input type="checkbox"/>	<input type="checkbox"/>
Injury or disability	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>
Lack of motivation	<input type="checkbox"/>	<input type="checkbox"/>
Don't know where or who to contact	<input type="checkbox"/>	<input type="checkbox"/>
Not interested	<input type="checkbox"/>	<input type="checkbox"/>
Safety concerns	<input type="checkbox"/>	<input type="checkbox"/>
Don't feel welcome	<input type="checkbox"/>	<input type="checkbox"/>
Cultural/language barriers	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>		
Nothing	<input type="checkbox"/>	<input type="checkbox"/>

ORGANISATION\_BARRIERS

What if anything, makes it difficult for you to participate in organisation-led recreational activity?

Please select all that apply.

- Lack of transport options
- Lack of parking
- No easy access to facilities or parks nearby
- Too busy
- Lack of time due to work commitments, childcare duties, other interests etc.
- Poor health

- Injury or disability
- Cost
- Lack of motivation
- Don't know where or who to contact
- Not interested
- Safety concerns
- Don't feel welcome
- Cultural/language barriers
- Other
- Nothing

PARTICIPANT\_BARRIERS

What if anything, makes it difficult for you to participate in **participant-led** recreational activity?

Please select all that apply.

- Lack of transport options
- Lack of parking
- No easy access to facilities or parks nearby
- Too busy
- Lack of time due to work commitments, childcare duties, other interests etc.
- Poor health
- Injury or disability
- Cost
- Lack of motivation
- Don't know where or who to contact
- Not interested
- Safety concerns
- Don't feel welcome
- Cultural/language barriers
- Other
- Nothing

PARTICIPATION\_TIME

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

- Less than 2 and a half hours
- 2 and a half to 5 hours
- 5 or more hours
- Don't know

CHILDREN

Does your household include any children aged 5 to 13?

- Yes
- No

CHILDREN\_SCHOOL\_TRANSPORT

Thinking about how your child/children travel to and/or from school.

On average, how often do they...?

	Everyday	3-4 days a week	1-2 days a week	Less often	Never	Don't know	Not applicable
Walk to and/or from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle to and/or from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scooter or skateboard to and/or from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SPORT\_AND\_RECREATION\_OTHER\_COMMENTS

Do you have any other comments you'd like to share with us about social and recreational activities in Wellington?

- N/A
- Refusal
- Do not know

TIMESTAMP\_4

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

OPPORTUNITY\_FOR\_CULTURE

Council continues to provide opportunities for cultural expression and well-being in Wellington and funds city events and festivals such as the New Zealand Festival and CubaDupa. We also support attractions, galleries and museums, as well as community art and cultural activities.

Thinking generally about opportunities for arts and culture in Wellington...

Please rate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Wellington has a culturally rich and diverse arts scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington is the events capital of New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CULTURAL\_PARTICIPATION

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

- Never
- Less often than once a year
- At least once a year
- Once every 6 months
- At least once month
- At least once a week

EVENT\_ATTENDANCE

Council delivers arts and cultural events and festivals throughout the year, such as Gardens Magic, Wellington Pasifika Festival, A Very Welly Christmas, Diwali, Te Ra o Waitangi and more.

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

- Yes
- No
- Don't know

EVENT\_SATISFACTION

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

- Very dissatisfied

- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

HERITAGE\_RATING

Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy.

Please rate your level of agreement with the following statements:  
Heritage items...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
... contribute to Wellington's unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... contribute to my local communities' unique character	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... are appropriately valued and protected in Wellington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... are appropriately valued and protected in my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

WLG\_CULTURAL\_IDENTITY

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Wellington's distinct local identity (its sense of place) is appropriately valued and protected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The character of historic suburbs is adequately retained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Māori culture and te reo is appropriately visible in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Māori culture and te reo is appropriately recognised in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council is taking an active role in revitalising te reo Māori in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council is taking an active role in revitalising Māori cultural heritage in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CULTURE\_OTHER\_COMMENTS

Do you have any other comments you'd like to share with us about cultural well-being in Wellington?

- N/A
- Refusal
- Do not know

MUSEUM\_GALLERY\_AWARENESS

Thinking now to museums and galleries in Wellington.

Which of the following museums and galleries are you aware of?  
Please select all that apply.

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

MUSEUM\_GALLERY\_ATTENDANCE

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

Please select all that apply.

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

MUSEUM\_GALLERY\_SATISFACTION

Please rate your overall experience at...

	Very poor	Poor	Neither poor nor good	Good	Very good	Don't know
Cable Car Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space Place at Carter Observatory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Gallery Wellington Te Whare Toi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nairn Street Cottage Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand Cricket Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MUSEUM\_GALLERY\_OTHER\_COMMENTS

Do you have any other comments about the museums and galleries mentioned in the previous two questions?

- N/A
- Refusal
- Do not know

TIMESTAMP\_5

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

GOVERNANCE\_RATING

Council informs Wellingtonians and engages with them about the city and the issues that it faces, manages local elections and works with mana whenua to make decisions in the best interests of the city and its people.

Residents are able to share their views through a variety of methods, including (but not limited to): consultations and engagements, public notices, submissions and petitions (including ePetitions), Council surveys, contacting Councillors, speaking at Council meetings and engaging with Council's social media.

Please rate your level of agreement with the following statements...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know
I believe I have the opportunity to participate in city decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe I have adequate opportunities to have my say in Council activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe that Council is proactive in informing residents about their City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how Wellington City Council makes decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington City Council makes decisions that are in the best interests of the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

GOVERNANCE\_SATISFACTION

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

GOVERNANCE\_SATISFACTION\_REASONS

Why are you [GOVERNANCE\_SATISFACTION] with how Council makes decisions?

- N/A
- Refusal
- Do not know

GOVERNANCE\_INFORMATION\_ACCESSIBILITY\_GENERAL

How much do you agree or disagree that it is generally easy to access information from Wellington City Council?

- Strongly disagree
- disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't know

GOVERNANCE\_INFORMATION\_ACCESSIBILITY

Please rate your level of agreement with the following statements:

Wellington City Council information is easy to access via...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/Not applicable
The Council website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

GOVERNANCE\_OTHER\_COMMENTS

Do you have any comments you'd like to share with us about the governance at Wellington City Council?

- N/A
- Refusal
- Do not know

TIMESTAMP\_6

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY

To finish, we just have a few questions about yourself and your household to make sure we have spoken to a good cross-section of Wellingtonians.

Which ethnic group or groups do you identify with?

Please select all that apply.

- NZ European
- Māori
- Pacific Peoples
- Asian
- European Other
- Middle Eastern/Latin American/African
- Other (please specify)
- No value

LIVING\_SITUATION

Do you...?

- Own your home with a mortgage
- Own your home without a mortgage
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't know

HOUSEHOLD\_INCOME

Approximately, what is your total household income before tax?

Note: This includes all income earners in your household, as well as income from other sources.

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't know

MEDIA\_AWARENESS

Have you read, heard or seen anything related to the Wellington City Council in the past month?

- Yes
- No
- Unsure

MEDIA\_AWARENESS\_DETAIL

What have you read, heard or seen about the Wellington City Council in the past month?

- N/A
- Refusal

- Refusal
- Do not know

ALL\_OTHER\_COMMENTS

---

Finally, is there anything else you would like to share with us about the topics covered in this survey?

- N/A
- Refusal
- Do not know

SURVEY\_COMPLETE\_INTRO

---

That's the end of this survey! Thank you for taking part, we really appreciate it. Although we cannot respond directly to you, we are committed to acting on what you have shared to ensure that our services and facilities provide a great customer experience. You are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed. Please check out our [website](#) for up-to-date information about what's on in Wellington City.

FIRSTNAME

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

SUBURB

The first set of questions will ask a bit about you. This is to help us make sure we are hearing from a wide range of Wellingtonians.

Where do you currently live?

GENDERIDENTITY

Are you...?

- Male
- Female
- Gender diverse
- Prefer not to say

AGEBRACKET

Which of the following age groups do you fall into?

EMAIL

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY\_1

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY\_2

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY\_3

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY\_4

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY\_5

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

ETHNICITY\_6

Textual answer question with optional custom validation

- N/A
- Refusal
- Do not know

LANDING\_PAGE

Thank you for agreeing to complete this survey. We really appreciate your feedback!

Every year we ask residents how satisfied they are with Council services, facilities and resources in Wellington City. The survey results help us understand what we are doing well and where we may need to make improvements.

COVID-19

We acknowledge that your answers to some of the following questions will be highly influenced by the impact of coronavirus COVID-19 pandemic. We ask that you consider your experiences over the past 12 months as a whole where possible.

Prize winners will be drawn and contacted after the survey has closed.

TIMESTAMP

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

WHERE\_DO\_YOU\_LIVE

The first set of questions will ask a bit about you. This is to help us make sure we are hearing from a wide range of Wellingtonians.

Where do you currently live?

DO\_YOU\_WORK\_FOR\_WCC

Do you work for Wellington City Council, or have you worked for the Council in the past two years?

- Yes
No

GENDER\_IDENTITY

Are you...?

- Male
Female
Another gender (please specify)
Prefer not to say

AGE\_RANGE

Which of the following age groups do you fall into?

Select an answer... dropdown menu

QUALITY\_OF\_LIFE

Currently, would you say your overall quality of life is...?

- Extremely poor
Very poor
Poor
Neither good nor poor
Good
Very good
Extremely good

SCREENOUT\_INTRO

Thank you for being willing to take part in this survey. Unfortunately this particular survey is aimed at people who live in Wellington City and who do not work for the Council, only.

Please check out our website for up-to-date information about what's on in Wellington City.

If you have any questions please contact Jared via jared@capitalviews.org.nz.

GREEN\_SPACE\_USAGE

Council maintains and protects parks, reserves, tracks and open spaces in Wellington City. We also fund conservation and restoration activities, and are committed to developing Wellington as a sustainable eco-city.

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

Table with 10 columns: Most days, Once or twice a week, Once every 2-3 weeks, Once a month, Once every 2-3 months, Once every 4-5 months, Once every 6 months or less often, Never in the last 12 months, Don't know. Rows include: Beaches and coastal areas, Local parks and reserves, Forested areas and outer green belt, Botanic gardens, including Otari-Wiltons Bush Native Botanic Reserve, Walkways and trails, Waterfront, Playgrounds, Streams.

GREEN\_SPACE\_SATISFACTION

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

Table with 5 columns: Very dissatisfied, Quite dissatisfied, Neither dissatisfied nor satisfied, Quite satisfied, Very satisfied, Don't know. Rows include: Beaches and coastal areas, Local parks and reserves, Forested areas and outer green belt, Botanic gardens, including Otari-Wiltons Bush Native Botanic Reserve, Walkways and trails, Waterfront, Playgrounds, Streams.

GREEN\_SPACE\_USAGE\_TYPE

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

Please select all that apply

- Walking/ hiking
Running
Dog walking
Biking/ Mountain biking
E-biking
Conservation activities (eg trapping pests, weed eradication or native tree planting)
Other (please specify)

GREEN\_SPACE\_ACCESSIBILITY

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

Table with 6 columns: Very difficult, Quite difficult, Neither difficult nor easy, Quite easy, Very easy, Don't know. Rows include: Beaches and coastal areas, Local parks and reserves, Forested areas and outer green belt, Walkways and trails.

ENVIRONMENT\_CONNECTION\_RATE

Thinking about your connection to the environment...

Please rate your level of agreement with the following statements:

Table with 7 columns: Strongly disagree, Disagree, Neither disagree nor agree, Agree, Strongly agree, Don't know. Rows include: Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals), Wellington's natural environment is appropriately managed and protected, Wellington is an eco-city.

CLIMATE\_CHANGE

We are concerned about climate change.

Over the last 12 months, what steps (if any) have you undertaken on an ongoing basis to reduce your emissions?

Please select all that apply.

- Transport emissions (e.g. driving and/or flying less, use or purchased an electric vehicle)
Waste emissions (e.g. reduce, re-use, recycle where possible)
Food emissions (e.g. buying locally, eating less meat, growing own food)
Energy emissions (e.g. use renewable energy, installed a smart-meter to monitor electricity usage at home)
Anything else (please specify)
None of the above

PEST\_TRAPPING

Have you ever undertaken pest trapping or other predator control on your property or for conservation?

- Yes I am currently undertaking predator control
Yes I have previously undertaken predator control
No, I have never undertaken predator control



ENVIRONMENT\_OTHER\_COMMENTS

Please add any other comments you have about Wellington's environment, green and/or open spaces here:

- N/A
- Refusal
- Do not know

TIMESTAMP\_2

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

URBAN\_DEVELOPMENT\_RATED

Council manages a wide portfolio of urban development activities. This includes urban planning and design, public spaces development, building and development control and earthquake-resilience strengthening.

Thinking about the look and feel of Wellington in general...  
Please rate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Overall, I believe that Wellington is a great place to live, work and play	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I feel a sense of pride in the way Wellington looks and feels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regeneration of areas of the city adds to its vibrancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New buildings constructed in the city maintain and enhance the city's attractiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council's building and development control settings strike the right balance between allowing development and preserving the character of the city.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CITY\_CENTRE\_URBAN\_DEVELOPMENT

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

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Wellington's city centre is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's city centre is an easy place to get to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's city centre is an easy place to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellington's city centre is an easy place to enjoy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SUBURBIAN\_URBAN\_DEVELOPMENT

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

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Overall, my local suburb is lively and attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public areas in my local suburb are well utilised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public areas in my local suburb feel safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public areas in my local suburb are well designed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BUILDING\_RESILIENCE

Council is responsible for helping Wellington prepare for, respond to and recover from emergencies and disasters.

Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city? (E.g. building earthquake resilience and strengthening infrastructure in Wellington)

- Yes
- No
- Don't know

ADVICE\_RECALL

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

- Yes
- No
- Don't know

TIMESTAMP\_3

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

EMERGENCY\_ITEM\_ACCESS

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

	Yes	No	Don't know	Not applicable
At home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the motor vehicle you use most often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other daily destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EARTHQUAKE\_SAFETY

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

	Yes	No	Don't know	Not applicable
At home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At your place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the motor vehicle you use most often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other daily destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HEALTHY\_HOME\_RATING

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

Is your home...?

	Never	Rarely	Sometimes	Often	Always	Don't know
Cold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard to heat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HOME\_INSULATION

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

	No insulation	Poor insulation	Adequate insulation	Don't know
Exterior walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ceiling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Under floor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HOME\_EARTHQUAKE\_RESILIENCE

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

	Yes, in the last 12 months	Yes, but not in the last 12 months	No	Don't know	Not applicable
Checked your home for its seismic resilience (e.g. earthquake-prone assessment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taken action to improve your house or dwelling's seismic resilience (e.g. undertaken earthquake strengthening)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

URBAN\_DEVELOPMENT\_OTHER\_COMMENTS

Please add any other comments you have about urban development in Wellington here:

- N/A
- Refusal
- Do not know

TIMESTAMP\_4

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

TRANSPORT\_ACCESS\_RATING

Council provides and maintains roads, bridges, tunnels, walls, cycle-ways and pedestrian paths. We also provide bus shelters, bus stops, bus lanes, signs and traffic signals.

Thinking about the city's transport system and moving around the city...

How easy is it to...?

	Very difficult	Quite difficult	Neither difficult nor easy	Quite easy	Very easy	Don't know
Drive around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk around in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around on public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SUBURB\_ACCESS\_RATING

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

PUBLIC\_TRANSPORT\_RATING

Please rate your level of agreement with the following statement.

Public transport in Wellington is...

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
Reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Of high quality overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ROAD\_QUALITY\_RATING

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

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

STREET\_LIGHTING\_RATING

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

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Street lighting in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting in my local suburb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

WALKING\_CYCLING\_RATING

How satisfied are you...?

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know/Not applicable
Walking on Wellington's footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling on Wellington's cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CYCLING\_SAFETY

Please rate your level of agreement with the following statements.

Cycling in the city is safe for...

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know/Not applicable
Myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TIMESTAMP\_5

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

PARKING\_RATING

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

	Very dissatisfied	Quite dissatisfied	Neither dissatisfied nor satisfied	Quite satisfied	Very satisfied	Don't know
Week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PARKING\_ENFORCEMENT\_RATING

Please rate your level of agreement with the following statement...

The city's parking enforcement is fair.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

COMMUTE\_YN

Do you travel into central Wellington most weekdays?

- Yes

- No
- Don't know

COMMUTE\_MODE

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

- Car
- Motorbike
- Bus
- Train
- Bicycle
- Walk
- Scooter
- Ferry
- Other (please specify)
- Don't know

PEAK\_TIME\_COMMUTE\_YN

Do you travel into or through central Wellington during weekday peak traffic times, that is between 7-9am or 4-6pm?

- Yes
- No
- Don't know

PEAK\_TIME\_ACCEPTABILITY

Do you believe peak traffic volumes are acceptable?

- Yes
- No
- Don't know

TRANSPORT\_OTHER\_COMMENTS

Please add any other comments you have about the transport system in Wellington here:

- N/A
- Refusal
- Do not know

TIMESTAMP\_6

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

RECYCLING\_FREQUENCY

The final set of questions will ask about waste management in Wellington City. This includes the rubbish and recycling collection services, waste minimisation activities and storm-water services that are managed by Council.

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

- Every week
- Once every two weeks
- Once every three weeks
- Once a month
- Less often than once a month
- Never
- Don't know

RECYCLING\_SATISFACTION

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

OFFICIAL\_WASTE\_BAG\_USAGE

Does your household ever use the official Wellington City Council rubbish waste bags?

These are the yellow bags that can be bought at the supermarket, some dairies or direct from the Council.

- Yes
- No
- Don't know

RUBBISH\_WASTE\_SATISFACTION

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

STORM\_WATER\_SATISFACTION

The storm-water system collects rainwater from your roof, yard, footpaths and roads, and transfers it to local streams or the seashore.

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

RESOURCES\_AND\_WASTE\_OTHER\_COMMENTS

Please add any other comments you have about waste management in Wellington City here:

- N/A

- Refusal
- Do not know

**TIMESTAMP\_7**

Date/Time answer question with optional custom validation

- N/A
- Refusal
- Do not know

**ETHNICITY**

To finish, we just have a few questions about yourself and your household to make sure we have spoken to a good cross-section of Wellingtonians.

Which ethnic group or groups do you identify with?  
Please select all that apply.

- NZ European
- Māori
- Pacific Peoples
- Asian
- European Other
- Middle Eastern/Latin American/African
- Other (please specify)

**LIVING\_SITUATION**

Do you...?

- Own your home with a mortgage
- Own your home without a mortgage
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't know

**HOUSEHOLD\_INCOME**

Approximately, what is your total household income before tax?

Note: This includes all income earners in your household, as well as income from other sources.

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000
- More than \$150,000
- Would prefer not to say
- Don't know

**MEDIA\_AWARENESS**

Have you read, heard or seen anything related to the Wellington City Council in the past month?

- Yes
- No
- Unsure

**MEDIA\_AWARENESS\_DETAIL**

What have you read, heard or seen about the Wellington City Council in the past month? [Optional]

- N/A
- Refusal
- Do not know

**ALL\_OTHER\_COMMENTS**

Finally, is there anything else you would like to share with us about the topics covered in this survey?

- N/A
- Refusal
- Do not know

**SURVEY\_COMPLETE\_INTRO**

That's the end of this survey! Thank you for taking part, we really appreciate it. Although we cannot respond directly to you, we are committed to acting on what you have shared to ensure that our services and facilities provide a great customer experience.

You are now in the draw to win ONE of FIVE \$50 New World grocery vouchers. Prize winners will be contacted after the survey has closed.

Please check out our [website](#) for up-to-date information about what's on in Wellington City.

## Part 1

### Demographics and introduction

#### Intro:

**Thank you for agreeing to complete this survey. We really appreciate your feedback!**

Every year we ask residents how satisfied they are with Council services, facilities and resources in Wellington City. The survey results help us understand what we are doing well and where we may need to make improvements.

#### COVID-19

We acknowledge that your answers to some of the following questions will be highly influenced by the impact of coronavirus COVID-19 pandemic. We ask that you consider your experiences over the past 12 months as a whole where possible.

Prize winners will be drawn and contacted after the survey has closed.

<b>QUESTION NAME</b>	Do you work for WCC
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you work for Wellington City Council, or have you worked for the Council in the past two years?

- Yes – screened out
- No

<b>QUESTION NAME</b>	Where do you live
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Where do you currently live?

[All Wellington city suburbs + “outside Wellington City” – screened out]

<b>QUESTION NAME</b>	Gender identity
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Are you...?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

<b>QUESTION NAME</b>	Age range
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Which of the following age groups do you fall into?

- Under 18 – screen out
- 18 or 19
- Five-year age ranges up to 79
- 80+

<b>QUESTION NAME</b>	Quality of life
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Currently, would you say your overall quality of life is...?

- Extremely poor
- Very poor
- Poor
- Neither good nor poor
- Good
- Very good
- Extremely good

## Social and Recreation

<b>QUESTION NAME</b>	Neighbour interaction
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

*Note: Neighbours are people who live next door to you or within close proximity.*

*Please select all that apply.*

- Spoken to a neighbour
- Given help to a neighbour
- Received help from a neighbour
- Participated in an activity with a neighbour
- Discussed emergency preparedness with a neighbour
- None of the above
- Don't Know

<b>QUESTION NAME</b>	Neighbour emergency reliability
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

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

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Safety rating
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

We are interested to learn about how safe you feel in and around Wellington.

Please rate how safe you feel in the following situations:

- In your own home after dark
- In your neighbourhood after dark
- In Wellington's CBD during the day
- In Wellington's CBD after dark
  - Very safe
  - Reasonable safe
  - Somewhat unsafe
  - Very unsafe
  - Don't know

<b>QUESTION NAME</b>	Unsafe list
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

*Please select all that apply.*

- Poorly lit or dark public areas such as streets, paths and parks
- Vandalism such as broken windows in shops and public buildings
- Graffiti
- Poorly maintained or dangerous public areas, such as streets, paths and parks
- Traffic, including busy roads and lack of pedestrian facilities
- Lack of dedicated cycling infrastructure (e.g., separated cycleways)
- Dangerous driving including speeding, drunk drivers and so on
- Aggressive begging
- Alcohol and drug problems
- Car theft or vandalism, and theft from cars
- Threatening people and/or people behaving dangerously
- Other (please specify)
- Nothing
- Don't Know

<b>QUESTION NAME</b>	Used rec facilities
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

The Council provides sport and recreation facilities and services which support Wellingtonians to enjoy healthy, active lifestyles.

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

*Please select all that apply.*

- Karori Recreation Centre
- Kilbirnie Recreation Centre
- Nairnville Recreation Centre
- Tawa Recreation Centre
- ASB Sports Centre
- None of these
- Don't know



<b>QUESTION NAME</b>	Rate rec facilities
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask those who had used each facility

Please rate your level of satisfaction with the recreation facilities that you have used in the past 12 months.

- Karori Recreation Centre
- Kilbirnie Recreation Centre
- Nairnville Recreation Centre
- Tawa Recreation Centre
- ASB Sports Centre
  - Very satisfied
  - Quite satisfied
  - Neither satisfied nor dissatisfied
  - Quite dissatisfied
  - Very dissatisfied
  - Don't know

<b>QUESTION NAME</b>	Used pools
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

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

*Please select all that apply*

- Karori Pool
- Wellington Regional Aquatic Centre, Kilbirnie
- Tawa Pool
- Keith Spry Pool
- Freyberg Pool
- Khandallah Pool
- Thorndon Pool
- None of these
- Don't know

<b>QUESTION NAME</b>	Rate pools
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask those who had used each pool

Please rate your level of satisfaction with the Council pools that you have used in the past 12 months.

- Karori Pool
- Wellington Regional Aquatic Centre, Kilbirnie
- Tawa Pool
- Keith Spry Pool
- Freyberg Pool
- Khandallah Pool
- Thorndon Pool
  - Very satisfied
  - Quite satisfied
  - Neither satisfied nor dissatisfied
  - Quite dissatisfied
  - Very dissatisfied
  - Don't know

<b>QUESTION NAME</b>	Pool affordability
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask those who had used each pool

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

<b>QUESTION NAME</b>	Used sportsfields
<b>TRACKING</b>	Back to 2020
<b>ROUTING</b>	Ask all

Have you visited/used any Wellington City Council sportsfields in the past 12 months?

*Please select all that apply.*

- Grassed sportsfields
- Sportsfields with artificial turf
- None of these
- Don't know

<b>QUESTION NAME</b>	Rate sportsfields
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who had used each sportsfield

How satisfied were you with the sportsfield(s) that you visited/used?

- Grassed sportsfields
- Sportsfields with artificial turf
  - Very satisfied
  - Quite satisfied
  - Neither satisfied nor dissatisfied
  - Quite dissatisfied
  - Very dissatisfied
  - Don't know

<b>QUESTION NAME</b>	Used community facilities
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

*Please select all that apply.*

- A public library
- A Community Centre
- A Community Hall
- None of these
- Don't Know

<b>QUESTION NAME</b>	Satisfaction community facilities
<b>TRACKING</b>	New
<b>ROUTING</b>	Ask those who had used each facility

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

- A public library
- A Community Centre
- A Community Hall
  - Very satisfied
  - Quite satisfied
  - Neither satisfied nor dissatisfied
  - Quite dissatisfied
  - Very dissatisfied
  - Don't know

<b>QUESTION NAME</b>	Library usage
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who had used a library in past year

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

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than once every 6 months
- Don't know

<b>QUESTION NAME</b>	Facility access
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Very difficult
- Quite difficult
- Neither difficult nor easy
- Quite easy
- Very easy
- Don't know

<b>QUESTION NAME</b>	Facility range
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

<b>QUESTION NAME</b>	Sport and recreation participation
<b>TRACKING</b>	Back to 2018
<b>ROUTING</b>	Ask all

In April 2017, Wellington City Council adopted Sport Wellington's Living Well strategy. The strategy defines participation in sport and active recreation as either organisation-led or participant-led.

Organisation-led opportunities: formally organised with participation facilitated by a club, or group and usually involve membership or subscription fees with participation opportunities provided via regular competition and events. Examples include playing competitive or social sport e.g. hockey, belonging to a tramping club or participating in a fun run series.

Participant-led opportunities: more informal and flexible allowing place and time to be determined by the participant. Maybe a pay for play component with costs to access a place or purchase equipment. Examples include swimming at a Council pool, shooting hoops at a local park, going for a walk along the waterfront.

Using the definitions outlined above; on average how often have you participated in each type of active recreation in the past 12 months?

- Organisation-led opportunities
- Participant-led opportunities
  - Most days
  - Once or twice a week
  - Once every 2-3 weeks
  - Once a month
  - Once every 2-3 months
  - Once every 4-5 months
  - Once every 6 months or less often
  - Never in the last 12 months

<b>QUESTION NAME</b>	Participation obstacles
<b>TRACKING</b>	Back to 2018
<b>ROUTING</b>	Ask all

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

*Please select all that apply.*

- Organisation-led participation
- Participant-led participation
  - Lack of transport options
  - Lack of parking
  - No easy access to facilities or parks nearby
  - Too busy
  - Lack of time due to work commitments, childcare duties, other interests etc.
  - Poor health
  - Injury or disability

- Cost
- Lack of motivation
- Don't know where or who to contact
- Not interested
- Safety concerns
- Don't feel welcome
- Cultural/language barriers
- Other (please specify)
- Nothing

<b>QUESTION NAME</b>	Participation time
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Less than 2 and a half hours
- 2 and a half to 5 hours
- 5 or more hours
- Don't know

<b>QUESTION NAME</b>	Children
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Does your household include any children aged 5 to 13?

- Yes
- No

<b>QUESTION NAME</b>	Children school transport
<b>TRACKING</b>	Back to 2014 (walk), 17 (cycle), 19 (scooter)
<b>ROUTING</b>	Ask those with children between 5 and 13

Thinking about how the child/children in your household travel to and/or from school.

On average, how often do they...?

- Walk to and/or from school
- Cycle to and/or from school
- Scooter or skateboard to and/or from school
  - Everyday
  - 3-4 days a week
  - 1-2 days a week
  - Less often
  - Never
  - Don't know
  - Not applicable

<b>QUESTION NAME</b>	Sport and recreation other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Do you have any other comments you'd like to share with us about social and recreational activities in Wellington?

[open text]



## Cultural Wellbeing

<b>QUESTION NAME</b>	Opportunity for culture
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Council continues to provide opportunities for cultural expression and well-being in Wellington and funds city events and festivals such as the New Zealand Festival and CubaDupa. We also support attractions, galleries and museums, as well as community art and cultural activities.

Thinking generally about opportunities for arts and culture in Wellington...

Please rate your level of agreement with the following statements:

- Wellington has a culturally rich and diverse arts scene
- Wellington is the events capital of New Zealand
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Cultural participation
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Never
- Less often than once a year
- At least once a year
- Once every 6 months
- At least once month
- At least once a week

<b>QUESTION NAME</b>	Event attendance
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Council delivers arts and cultural events and festivals throughout the year, such as Gardens Magic, Wellington Pasifika Festival, A Very Welly Christmas, Diwali, Te Rā o Waitangi and more.

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

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Event satisfaction
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who had attended a Council delivered arts and culture event

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

<b>QUESTION NAME</b>	Heritage rating
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Council protects and manages some of Wellington's significant heritage items, including buildings, areas, infrastructure, monuments, and sites of significance to Māori, archaeological sites and other historic heritage listed in the District Plan, to leave a lasting legacy for generations to enjoy.

Please rate your level of agreement with the following statements:

Heritage items...

- ... contribute to Wellington's unique character
- ... contribute to my local communities' unique character
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Heritage rating NEW
<b>TRACKING</b>	NEW
<b>ROUTING</b>	Ask all

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

- Heritage items in Wellington are....
- Heritage items in my local community are...
  - Given far too much value and protection
  - Given a little too much value and protection
  - Given the right amount of value and protection
  - Should be given a little more value and protection
  - Should be given much more value and protection
  - Don't know

<b>QUESTION NAME</b>	Wlg cultural identity
<b>TRACKING</b>	Back to 2019 (1&2), 2020 (3-6)
<b>ROUTING</b>	Ask all

There are opportunities around Wellington to discover secrets, explore stories and experience our national and local heritage.

Please rate your level of agreement with the following statements...

- Wellington's distinct local identity (its sense of place) is appropriately valued and protected
- The character of historic suburbs is adequately retained
- Māori culture and te Reo is visible in the city
- Māori culture and te Reo is recognised in the city
- Council is taking an active role in revitalising te Reo Māori in the city
- Council is taking an active role in revitalising Māori cultural heritage in the city
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Culture other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Do you have any other comments you'd like to share with us about cultural well-being in Wellington?

[open text]

<b>QUESTION NAME</b>	Museum gallery awareness
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Which of the following Wellington attractions are you aware of?

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum
- None of the above

<b>QUESTION NAME</b>	Museum gallery attendance
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

*Please select all that apply.*

- Cable Car Museum
- Capital E
- Space Place at Carter Observatory
- City Gallery Wellington Te Whare Toi
- Nairn Street Cottage Museum
- Wellington Museum
- New Zealand Cricket Museum

<b>QUESTION NAME</b>	Museum gallery other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Do you have any other comments about the museums and galleries mentioned in the previous two questions?

[open text]

## Governance

<b>QUESTION NAME</b>	Governance rating
<b>TRACKING</b>	Back to 2019 (1-4), 2014 (5&6)
<b>ROUTING</b>	Ask all

Council informs Wellingtonians and engages with them about the city and the issues that it faces, manages local elections and works with mana whenua to make decisions in the best interests of the city and its people.

Residents have opportunities to participate in this decision making by sharing their views through a variety of methods, including (but not limited to); consultations and engagements, public notices, submissions, and petitions (including ePetitions), Council surveys, contacting Councillors, speaking at Council meetings and engaging with Council's social media.

Please rate your level of agreement with the following statements...

- I believe I have the opportunity to participate in city decision-making
- I believe I have adequate opportunities to have my say in Council activities
- I believe that Council is proactive in informing residents about their City
- I understand how Wellington City Council makes decisions
- Wellington City Council makes decisions that are in the best interests of the city
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Governance satisfaction
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

The understanding of how Council and Councillors make decisions is important.

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

<b>QUESTION NAME</b>	Governance satisfaction reasons
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask those satisfied/dissatisfied with Council decisions

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

[Open text]

<b>QUESTION NAME</b>	Governance information accessibility general
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

How much do you agree or disagree that it is generally easy to access information from Wellington City Council?

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

<b>QUESTION NAME</b>	Governance information accessibility
<b>TRACKING</b>	Back to 2020
<b>ROUTING</b>	Ask all

Please rate your level of agreement with the following statements:

Wellington City Council information is easy to access via...

- The Council website
- Council libraries
- Social media
- Newspaper
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  - Don't know/ not applicable

<b>QUESTION NAME</b>	Governance other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you have any comments you'd like to share with us about the governance at Wellington City Council?

[Open text]

## Demographics

<b>QUESTION NAME</b>	Ethnicity
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

To finish, we just have a few questions about yourself and your household to make sure we have spoken to a good cross-section of Wellingtonians.

Which ethnic group or groups do you identify with?

*Please select all that apply.*

- NZ European
- Māori
- Pacific Peoples
- Asian
- European Other
- Middle Eastern/Latin American/African
- Other (please specify)

<b>QUESTION NAME</b>	Living situation
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you...?

- Own your home with a mortgage
- Own your home without a mortgage
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't know

<b>QUESTION NAME</b>	Household income
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Approximately, what is your total household income before tax?

Note: This includes all income earners in your household, as well as income from other sources.

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000



- More than \$150,000
- Would prefer not to say
- Don't know

<b>QUESTION NAME</b>	Dependent children
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you have any dependent children under the age of 18 in your household?

Yes (how many?)

No

<b>QUESTION NAME</b>	Media awareness
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Have you read, heard, or seen anything related to the Wellington City Council in the past month?

- Yes
- No
- Unsure

<b>QUESTION NAME</b>	Media awareness detail
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask those who had read, heard or seen anything

What have you read, heard, or seen about the Wellington City Council in the past month?

[Open text]

<b>QUESTION NAME</b>	All other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Finally, is there anything else you would like to share with us about the topics covered in this survey?

[Open text]

## Part 2

### Demographics and introduction

**Thank you for agreeing to complete this survey. We really appreciate your feedback!**

Every year we ask residents how satisfied they are with Council services, facilities and resources in Wellington City. The survey results help us understand what we are doing well and where we may need to make improvements.

#### COVID-19

We acknowledge that your answers to some of the following questions will be highly influenced by the impact of coronavirus COVID-19 pandemic. We ask that you consider your experiences over the past 12 months as a whole where possible.

Prize winners will be drawn and contacted after the survey has closed.

<b>QUESTION NAME</b>	Do you work for WCC
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you work for Wellington City Council, or have you worked for the Council in the past two years?

- Yes – screened out
- No

<b>QUESTION NAME</b>	Where do you live
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Where do you currently live?

[All Wellington city suburbs + “outside Wellington City” – screened out]

<b>QUESTION NAME</b>	Gender identity
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Are you...?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

<b>QUESTION NAME</b>	Age range
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Which of the following age groups do you fall into?

- Under 18 – screen out
- 18 or 19
- Five-year age ranges up to 79
- 80+

<b>QUESTION NAME</b>	Quality of life
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Currently, would you say your overall quality of life is...?

- Extremely poor
- Very poor
- Poor
- Neither good nor poor
- Good
- Very good
- Extremely good

## Environment

<b>QUESTION NAME</b>	Green space usage
<b>TRACKING</b>	Back to 2019 (waterfront & playground), back to 2014 (the rest)
<b>ROUTING</b>	Ask all

Council maintains and protects parks, reserves, tracks and open spaces in Wellington City. We also fund conservation and restoration activities, and are committed to developing Wellington as a sustainable eco-city.

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

- Beaches and coastal areas
- Local parks and reserves
- Forested areas and outer green belt
- Botanic gardens, including Otari-Wiltons Bush Native Botanic Reserve
- Walkways and trails
- Waterfront
- Playgrounds
- Streams
  - Most days
  - Once or twice a week
  - Once every 2-3 weeks
  - Once a month
  - Once every 2-3 months
  - Once every 4-5 months
  - Once every 6 months or less often
  - Never in the last 12 months
  - Don't know

<b>QUESTION NAME</b>	Green space satisfaction
<b>TRACKING</b>	Back to 2019 (waterfront & playground), back to 2014 (the rest)
<b>ROUTING</b>	Ask those who had used each space in past year

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

- Beaches and coastal areas
- Local parks and reserves
- Forested areas and outer green belt
- Botanic gardens, including Otari-Wiltons Bush Native Botanic Reserve
- Walkways and trails
- Waterfront
- Playgrounds
- Streams
  - Very dissatisfied
  - Quite dissatisfied

- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

<b>QUESTION NAME</b>	Green space usage type
<b>TRACKING</b>	Back to 2021
<b>ROUTING</b>	Ask those who had used forest areas and walkways in past year

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

*Please select all that apply*

- Walking/ hiking
- Running
- Walking pets
- Biking/ Mountain biking
- E-biking
- Conservation activities (eg trapping pests, weed eradication or native tree planting)
- Other (please specify)

<b>QUESTION NAME</b>	Green space accessibility
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Beaches and coastal areas
- Local parks and reserves
- Forested areas and outer green belt
- Walkways and trails
  - Very difficult
  - Quite difficult
  - Neither difficult nor easy
  - Quite easy
  - Very easy
  - Don't know

<b>QUESTION NAME</b>	Environmental connection rate
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Thinking about your connection to the environment...

Please rate your level of agreement with the following statements:

- Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants, and animals)
- Wellington's natural environment is appropriately managed and protected
- Wellington is an eco-city
  - Strongly disagree
  - Disagree
  - Neither disagree nor disagree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Pest trapping
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

Have you ever undertaken pest trapping or other predator control on your property or for conservation?

- Yes I am currently undertaking predator control
- Yes I have previously undertaken predator control
- No, I have never undertaken predator control

<b>QUESTION NAME</b>	Environmental other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Please add any other comments you have about Wellington's environment, green and/or open spaces here:

[open text]

## Urban development

<b>QUESTION NAME</b>	Urban development rated
<b>TRACKING</b>	Back to 2017 (1), 2014 (2), 2019 (3-5)
<b>ROUTING</b>	Ask all

Council manages a wide portfolio of urban development activities. This includes urban planning and design, public spaces development, building and development control and earthquake-resilience strengthening.

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

Please rate your level of agreement with the following statements:

- Overall, I believe that Wellington is a great place to live, work and play
- Overall, I feel a sense of pride in the way Wellington looks and feels
- Regeneration of areas of the city adds to its vibrancy
- New buildings constructed in the city maintain and enhance the city's attractiveness
- Council's building and development control settings strike the right balance between allowing development and preserving the character of the city.
  - Strongly disagree
  - Disagree
  - Neither disagree nor agree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	City centre urban development
<b>TRACKING</b>	Back to 2014 (1), back to 2019 (2-4)
<b>ROUTING</b>	Ask all

Now thinking about the look and feel of Wellington's city centre...

Please rate your level of agreement with the following statements:

- Wellington's city centre is lively and attractive
- Wellington's city centre is an easy place to get to
- Wellington's city centre is an easy place to use
- Wellington's city centre is an easy place to enjoy
  - Strongly disagree
  - Disagree
  - Neither disagree nor agree
  - Agree
  - Strongly agree
  - Don't know



<b>QUESTION NAME</b>	Suburban urban development
<b>TRACKING</b>	Back to 2014 (1), back to 2019 (2-4)
<b>ROUTING</b>	Ask all

Now thinking about the look and feel of your local suburb...

Please rate your level of agreement with the following statements:

- Overall, my local suburb is lively and attractive
- Public areas in my local suburb are well utilised
- Public areas in my local suburb feel safe
- Public areas in my local suburb are well designed
  - Strongly disagree
  - Disagree
  - Neither disagree nor agree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Building resilience
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

Council is responsible for helping Wellington prepare for, respond to and recover from emergencies and disasters.

Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city?

(E.g. building earthquake resilience and strengthening infrastructure in Wellington)

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Advice recall
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

Do you recall receiving Wellington-specific resilience information in the past 12 months?

(E.g. earthquake preparedness information via digital, media or community channels).

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Emergency item access
<b>TRACKING</b>	Back to 2014 (1), 2018 (2,3,5), 2019 (4)
<b>ROUTING</b>	Ask all

Do you have access to essential emergency items in the following locations...?

Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.

- At home
- At your workplace
- At your place of education
- In the motor vehicle you use most often
- Other daily destination
  - Yes
  - No
  - Don't know
  - Not applicable

<b>QUESTION NAME</b>	Earthquake safety
<b>TRACKING</b>	Back to 2019 (1-3), 2020 (4-5)
<b>ROUTING</b>	Ask all

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

- At home
- At your workplace
- At your place of education
- In the motor vehicle you use most often
- Other daily destination
  - Yes
  - No
  - Don't know
  - Not applicable

<b>QUESTION NAME</b>	Healthy home rating
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

Is your home...?

- Cold
- Damp
- Hard to heat
  - Never
  - Rarely
  - Sometimes
  - Often
  - Always
  - Don't know

<b>QUESTION NAME</b>	Home insulation
<b>TRACKING</b>	Back to 2017
<b>ROUTING</b>	Ask all

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

- Exterior walls
- Interior walls
- Ceiling
- Under floor
  - No insulation
  - Poor insulation
  - Adequate insulation
  - Don't know

<b>QUESTION NAME</b>	Home earthquake resilience
<b>TRACKING</b>	Back to 2021
<b>ROUTING</b>	Ask all

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

- Checked your home for its seismic resilience (e.g. earthquake-prone assessment)
- Taken action to improve your house or dwelling's seismic resilience (e.g. undertaken earthquake strengthening)
  - Yes, in the last 12 months
  - Yes, but not in the last 12 months
  - No
  - Don't know
  - Not applicable

<b>QUESTION NAME</b>	Urban development other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Please add any other comments you have about urban development in Wellington here:

[open text]

## Transport

<b>QUESTION NAME</b>	Transport access rating
<b>TRACKING</b>	Back to 2014 (1-2), 2017 (3), 2019 (4)
<b>ROUTING</b>	Ask all

Council provides and maintains roads, bridges, tunnels, walls, cycle-ways, and pedestrian paths. We also provide bus shelters, bus stops, bus lanes, signs, and traffic signals.

Thinking about the city's transport system and moving around the city...

How easy is it to...?

- Drive around in the city
- Walk around in the city
- Cycle around in the city
- Get around on public transport
  - Very difficult
  - Quite difficult
  - Neither difficult nor easy
  - Quite easy
  - Very easy
  - Don't know

<b>QUESTION NAME</b>	Suburb access rating
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

<b>QUESTION NAME</b>	Road quality rating
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

<b>QUESTION NAME</b>	Street lighting satisfaction
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Street lighting in the central city
- Street lighting in my local suburb
  - Very dissatisfied
  - Quite dissatisfied
  - Neither dissatisfied nor satisfied
  - Quite satisfied
  - Very satisfied
  - Don't know

<b>QUESTION NAME</b>	Street services satisfaction
<b>TRACKING</b>	NEW
<b>ROUTING</b>	Ask all

The Wellington City Council is responsible for keeping the city's streets and roadsides clean and tidy. Please rate your level of satisfaction with the following...

- The quality of street cleaning in Central Wellington
- The maintenance of roadside vegetation throughout the city
  - Very dissatisfied
  - Quite dissatisfied
  - Neither dissatisfied nor satisfied
  - Quite satisfied
  - Very satisfied
  - Don't know

<b>QUESTION NAME</b>	Walking cycling rating
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

How satisfied are you...?

- Walking on Wellington's footpaths
- Cycling on Wellington's cycleways
  - Very dissatisfied
  - Quite dissatisfied
  - Neither dissatisfied nor satisfied
  - Quite satisfied
  - Very satisfied
  - Don't know

<b>QUESTION NAME</b>	Cycling safety
<b>TRACKING</b>	Back to 2019
<b>ROUTING</b>	Ask all

Please rate your level of agreement with the following statements.

Cycling in the city is safe for...

- Myself
- My children
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  - Don't know

<b>QUESTION NAME</b>	Parking rating
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

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

- Week
- Weekend
  - Very dissatisfied
  - Quite dissatisfied
  - Neither dissatisfied nor satisfied
  - Quite satisfied
  - Very satisfied
  - Don't know

<b>QUESTION NAME</b>	Parking enforcement rating
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Please rate your level of agreement with the following statement...

The city's parking enforcement is fair.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

<b>QUESTION NAME</b>	Commute YN
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Do you travel into central Wellington most weekdays?

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Commute mode
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who commute into central Wellington most weekdays

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

- Car
- Motorbike
- Bus
- Train
- Bicycle
- Walk
- Scooter
- Ferry
- Other (please specify)
- Don't know



<b>QUESTION NAME</b>	Peak time commute YN
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Do you travel into or through central Wellington during weekday peak traffic times, that is between 7-9am or 4-6pm?

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Peak time acceptability
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who travel in central Wellington at peak time

Do you believe peak traffic volumes are acceptable?

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Transport other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Please add any other comments you have about the transport system in Wellington here:

[open text]

## Resource and waste

<b>QUESTION NAME</b>	Recycling frequency
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

The final set of questions will ask about waste management in Wellington City. This includes the rubbish and recycling collection services, waste minimisation activities and storm-water services that are managed by Council.

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

- Every week
- Once every two weeks
- Once every three weeks
- Once a month
- Less often than once a month
- Never
- Don't know

<b>QUESTION NAME</b>	Recycling satisfaction
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who use kerbside recycling

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

<b>QUESTION NAME</b>	Official waste bag usage
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

Does your household ever use the official Wellington City Council rubbish waste bags?

These are the yellow bags that can be bought at the supermarket, some dairies or direct from the Council.

- Yes
- No
- Don't know

<b>QUESTION NAME</b>	Rubbish waste satisfaction
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask those who use council rubbish bags

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

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

<b>QUESTION NAME</b>	Storm water satisfaction
<b>TRACKING</b>	Back to 2014
<b>ROUTING</b>	Ask all

The storm-water system collects rainwater from your roof, yard, footpaths and roads, and transfers it to local streams or the seashore.

Please rate your level of satisfaction with the management of stormwater in Wellington City:

- Very dissatisfied
- Quite dissatisfied
- Neither dissatisfied nor satisfied
- Quite satisfied
- Very satisfied
- Don't know

<b>QUESTION NAME</b>	Resource and waste other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all [optional]

Please add any other comments you have about waste management in Wellington City here:

[open text]

## Demographics

<b>QUESTION NAME</b>	Ethnicity
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

To finish, we just have a few questions about yourself and your household to make sure we have spoken to a good cross-section of Wellingtonians.

Which ethnic group or groups do you identify with?

*Please select all that apply.*

- NZ European
- Māori
- Pacific Peoples
- Asian
- European Other
- Middle Eastern/Latin American/African
- Other (please specify)

<b>QUESTION NAME</b>	Living situation
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you...?

- Own your home with a mortgage
- Own your home without a mortgage
- Rent
- Live with parents/other relatives/caregivers
- Other (please specify)
- Don't know

<b>QUESTION NAME</b>	Household income
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Approximately, what is your total household income before tax?

Note: This includes all income earners in your household, as well as income from other sources.

- \$20,000 or less a year
- \$20,001 - \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$150,000

- More than \$150,000
- Would prefer not to say
- Don't know

<b>QUESTION NAME</b>	Dependent children
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Do you have any dependent children under the age of 18 in your household?

Yes (how many?)

No

<b>QUESTION NAME</b>	Media awareness
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Have you read, heard, or seen anything related to the Wellington City Council in the past month?

- Yes
- No
- Unsure

<b>QUESTION NAME</b>	Media awareness detail
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask those who had read, heard or seen anything

What have you read, heard, or seen about the Wellington City Council in the past month?

[Open text]

<b>QUESTION NAME</b>	All other comments
<b>TRACKING</b>	N/A
<b>ROUTING</b>	Ask all

Finally, is there anything else you would like to share with us about the topics covered in this survey?

[Open text]

# 2014 Residents Monitoring Survey Results

WCC Research and Evaluation team  
July 2014



## Overview of the Residents Monitoring Survey results

Residents are surveyed annually about their satisfaction with the Council's provision and delivery of services and facilities, and the overall performance of the Council. Results from the 2014 Residents Monitoring Survey (RMS) are presented in this report.

Specifically, 500 residents, aged over 18 were surveyed online in May and June 2014. Results are representative of the Wellington population in terms of age, gender and ward. The standard margin of error is +/-4.38%.

The majority of results indicate that Council is performing well.

Areas where the most improvement could be made (over 20% of respondents responded negatively):

- safety - public areas are poorly lit or dark
- transport – safety and maintenance of cycling networks, affordability of public transport and availability of parking
- governance with regards to decision making, including involving the public more in decision making, making information easier to access, explaining the decision making process and the decisions made
- the perception that Wellington is an eco-city
- cleanliness of public toilets.

















Other areas where there is substantial room for improvement (only around 50% of respondents responded positively):

- community spirit
- attractiveness/liveliness of suburban centres
- the perception that Wellington is an events capital
- appropriate protection of heritage items
- residents with an emergency plan
- ease of driving around the city
- street lighting in suburbs
- safety – threatening people and alcohol and drug problems in the city
- housing conditions
- the perception that Council services provided are good value for money.

Results from approximately two thirds of RMS measures have remained within +/-4 percentage points of last year's results. Approximately half of all changes greater than +/-4% are in a positive direction. Changes in the social and recreation and governance and citizen information spheres are predominately positive.

Most changes in transport related results are negative. The largest change was in satisfaction with cycling safety. This large change could be associated with the low sample size for this question, so caution should be taken when interpreting the result. Changes in perception about heritage items are also negative.

Results that will appear in the Annual Report in comparison with Long-term Plan targets are presented in the table below. 12% of targets were met.

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target  Met target  Did not meet target  within 5%  within 5-10%  exceeds 10%	Greater than +/-4% of 2013 result   positive direction  negative direction
<b>General</b>				
<b>Value for Money</b>				
Water services	77%	90%		
Green open spaces, gardens and beach/coastal services	77%	90%		
Library services	75%	85%		
Waste management services	75%	85%		
Wastewater services	73%	75%		<b>X</b>
Stormwater services	69%	75%		
Transport network services	64%	75%		
Recreation services and facilities	59%	80%		
<b>Urban Development</b>				
<b>Wellington as a place to live, work and play</b>				
Wellington is a great place to live	89%	No target		
Sense of pride in the way the city looks and feels	75%	No target		<b>X</b>
Variety of opportunities and places to work	62%	No target		
Variety of leisure activities and opportunities to socialise	88%	No target		
Easy to get around the central city	78%	No target		
Easy to access leisure activities in the central city	71%	No target		
City centre is lively and attractive	80%	87%		
Suburban centre is lively and attractive	45%	60%		



Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Greater than +/-4% of 2013 result
<b>Heritage Items</b>				
Contribute to the city's unique character	85%	No target		X
Contribute to the community's unique character	67%	No target		X
Are appropriately valued and protected in the central city	60%	75%	●	X
Are appropriately valued and protected in suburban areas	49%	70%	●	
<b>Housing</b>				
Rarely/never cold	31%	No target		
Rarely/never hard to heat	51%	No target		
Rarely/never damp	58%	No target		
<b>Social and Recreation</b>				
<b>Safety</b>				
In the neighbourhood during the day	99%	No target		
In the city centre during the day	98%	No target		
In the neighbourhood after dark	83%	No target		
In the city centre after dark	69%	No target		
Respondents are particularly concerned about:				
Poorly lit or dark public areas	71%	No target		X
Alcohol and drug problems	55%			
Threatening people and/or people behaving dangerously	51%			
Poorly maintained or dangerous public areas	40%			
Graffiti	40%			+
Dangerous driving	35%			
Traffic	31%			
Car theft or vandalism	29%			
Vandalism	28%			

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Greater than +/-4% of 2013 result
<b>Community spirit</b>				
Residents engaging in 'neighbourly' actions:				
Spoken to a neighbour	88%	No target		
Given help to a neighbour	55%			
Received help from a neighbour	44%			
Participated in an activity with a neighbour	34%			+
Discussed emergency preparedness with a neighbour	19%			+
Different lifestyles and cultures make Wellington a better place to live	67%	No target		
<b>Emergency preparedness</b>				
Those with an emergency kit	80%	No target		
Those with an emergency plan	50%	No target		+
<b>Recreational facilities</b>				
Frequency of physical activity over 2.5 hours per week	65%	No target		
Main barriers to participating in recreation activities:				
Too busy	45%	No target		
Activity costs too much	36%			
Weather	30%			
Lack of motivation	23%			
Activity too far away	23%			
Lack of parking or transport	19%			
Poor health	9%			
Satisfaction with recreation centres	88%	90%	●	+
Satisfaction with the ASB Centre	88%	95%	●	
Satisfaction with Swimming pools	82%	90%	●	+
Satisfaction with playgrounds/skateparks	80%	90%	●	

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Greater than +/-4% of 2013 result
<b>Community facilities</b>				
Satisfaction with overall library service	83%	90%	●	
Satisfaction with range and variety of library items	86%	85%	✓	
Satisfaction with e-library collection	72%	67%	✓	
Satisfaction with the cleanliness of public toilets (including neutral responses)	75%	80%	●	
<b>Governance</b>				
<b>Decision making</b>				
WCC consultation is the right amount	44%	60%	●	
Satisfaction with involvement in decision making (includes neutral responses)	70%	80%	●	
Understand how WCC makes decisions	30%	No target		
WCC makes decisions in the best interests of the city	36%	60%	●	+
<b>Citizen information</b>				
Information from WCC is easy to access	36%	80%	●	
The website is easy to navigate	63%	80%	●	
The website is easy to get information from	57%	80%	●	+
<b>Environment</b>				
<b>Open spaces</b>				
Weekly use of open spaces:				
Coastal areas/beaches	20%	25%	●	
Parks	25%	30%	●	
Botanic gardens	5%	10%	●	
Walkways	14%	15%	●	
Yearly use of open spaces:				
Coastal areas/beaches	94%	95%	●	
Parks	92%	90%	✓	
Botanic gardens	78%	75%	✓	+
Walkways	72%	70%	✓	
The natural environment is appropriately protected and managed	77%	No target		

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Greater than +/-4% of 2013 result
Satisfaction with the quality and maintenance of:				
Coastal areas/beaches	86%	90%	●	
Parks	89%	90%	●	
Botanic gardens	96%	95%	●	
Walkways	83%	90%	●	
<b>Perception Wellington is an eco-city</b>				
Wellington is an eco-city	29%	No target		
<b>Resources and waste</b>				
Actions to reduce stormwater pollution:				
Putting litter in rubbish bin	90%	No target		
Pouring all household liquid waste down an inside sink, toilet, gulley or trap	64%			
Washing paint brushes in an inside sink	50%			
Disposing of oil, paint, chemicals in household rubbish/recycling	47%			
Collect sweepings	43%			
Wash the car on the lawn or at a carwash	26%			
Pick up dog droppings	18%			
Actions to reduce waste:				
Use kerbside recycling	82%	No target		
Reusing plastic containers	81%			
Donating things to second hand shops/charities	79%			
Buying refills	58%			
Taking things to recycling stations	40%			
Home composting	39%			
Avoid using plastic bottles/bags	30%			
Weekly use of WCC recycling collection	60%	90%	●	X
Satisfaction with WCC recycling collection	78%	85%	●	
Satisfaction with WCC rubbish collection	76%	90%	●	X

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Greater than +/-4% of 2013 result
<b>Cultural Wellbeing</b>				
<b>Arts and cultural scene</b>				
Culturally rich and diverse arts scene	79%	No target		
Easy place to get involved in the arts	80%	No target		X
The city's distinct local identity is appropriately valued and protected	72%	No target		+
Perception Wellington is the arts capital	68%	No target		
Perception Wellington is the events capital	48%	No target		
<b>Museums</b>				
Awareness of museums across all institutions	78%	88% on average	●	X
Satisfaction with experience	91%	90% on average	✓	
<b>Events</b>				
Satisfaction with WCC supported events and festivals:				
Major events	85%	95%	●	
Community events	86%	95%	●	X
<b>Transport Networks</b>				
<b>Moving about the city</b>				
Ease of movement around the city by foot	88%	95%	●	X
Ease of movement around the city by car	51%	70%	●●	X
Main methods of travel into Wellington Central:				
Car	31%	No target		
Bus	28%			X
Walking	27%			+
Train	6%			
Bicycle	4%			
<b>Network condition</b>				
Condition of footpath	69%	75%	●	
Condition of roads	67%	75%	●	X

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	+/-4% of 2013 result
Satisfaction with street cleaning	74%	85%	●	
Satisfaction with roadside vegetation	65%	85%	●	X
Satisfaction with street lighting in the city	78%	85%	●	
Satisfaction with street lighting in the suburbs	51%	75%	●	X
<b>Parking</b>				
Satisfaction with availability of on-street parking during the week	26%	45%	●	X
Satisfaction with availability of on-street parking during the weekend	34%	60%	●	
Parking enforcement is fair	33%	Increase from previous year	●	
<b>Alternative modes of transport</b>				
Convenience of public transport	70%	No target		
Affordability of public transport	38%	No target		
Standard and operational reliability of cable car	92%	95%	●	
Maintenance of cycleways	35%	60%	●	X
Safety of cycleways	16%	50%	●	X
Primary school children who walk to and from school daily	38%	45%	●	+

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## Introduction

Residents are surveyed annually about their satisfaction with the Council's provision and delivery of services and facilities, and the overall performance of the Council. Results from the 2014 Residents Monitoring Survey are presented in this report.

## Methodology

500 residents, aged over 18 were surveyed online in May and June 2014. Quotas were set with regards to gender, age and ward and responses were weighted accordingly, so that the results are representative of the Wellington population in terms of age, gender and ward.

The standard margin of error is +/-4.38%.

## Results

Results are broken up into the seven strategy areas.

On each of the graphs, results greater than 4 percentage points in a positive direction compared to last year are denoted by a **+**. Results greater than 4 percentage points in a negative direction compared to last year are denoted by a **x**.

## General

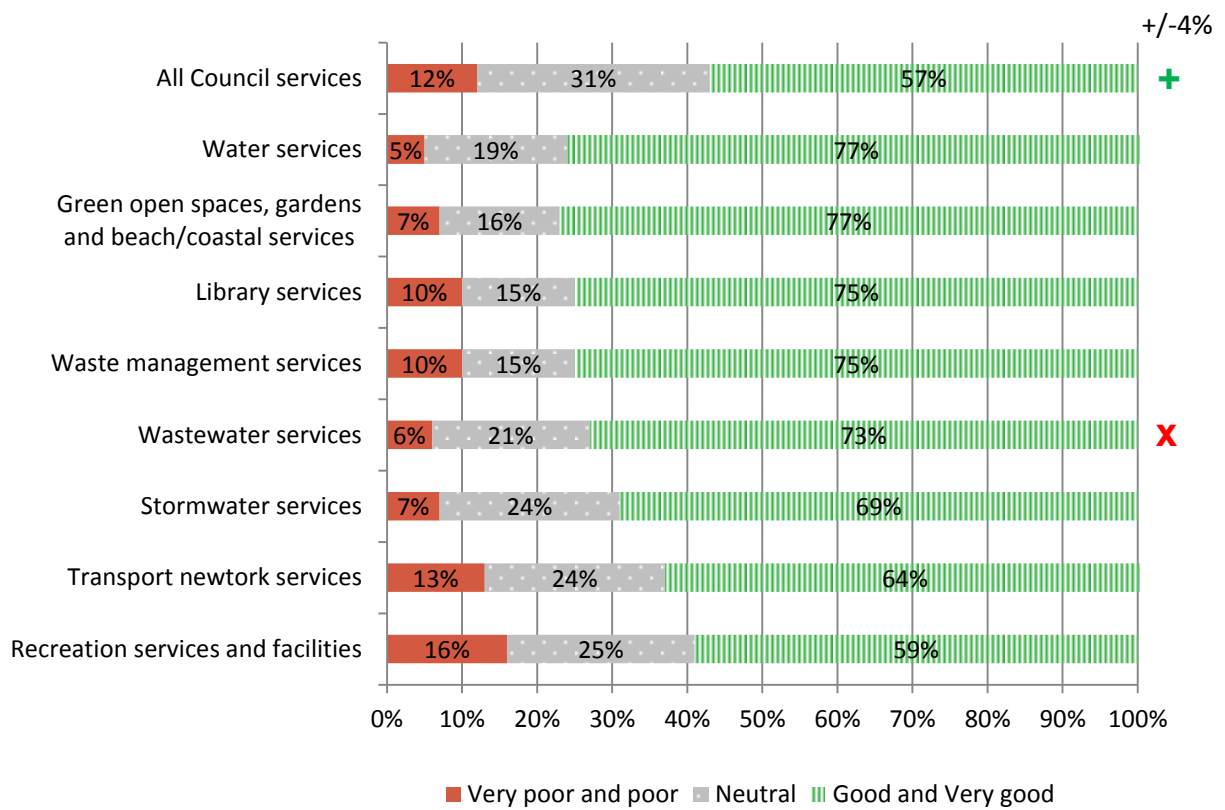
Respondents were predominately satisfied with their quality of life (87%). 64% of respondents thought there were opportunities to participate fully in city life and only 9% of respondents thought that Council's performance was poor (63% thought it was good).

### Value for money of Council services

The number of respondents rating all Council services as good value for money increased by 7 percentage points in the last year (from 50% to 57%). However, still just over half of all respondents thought Council services represented good value for money overall, indicating there is further room for improvement. In particular, a number of respondents thought that recreation services and facilities represented poor value for money. Water services and natural environment services were considered the best value for money.



Figure 1: Respondents' perceptions of value for money of Council services

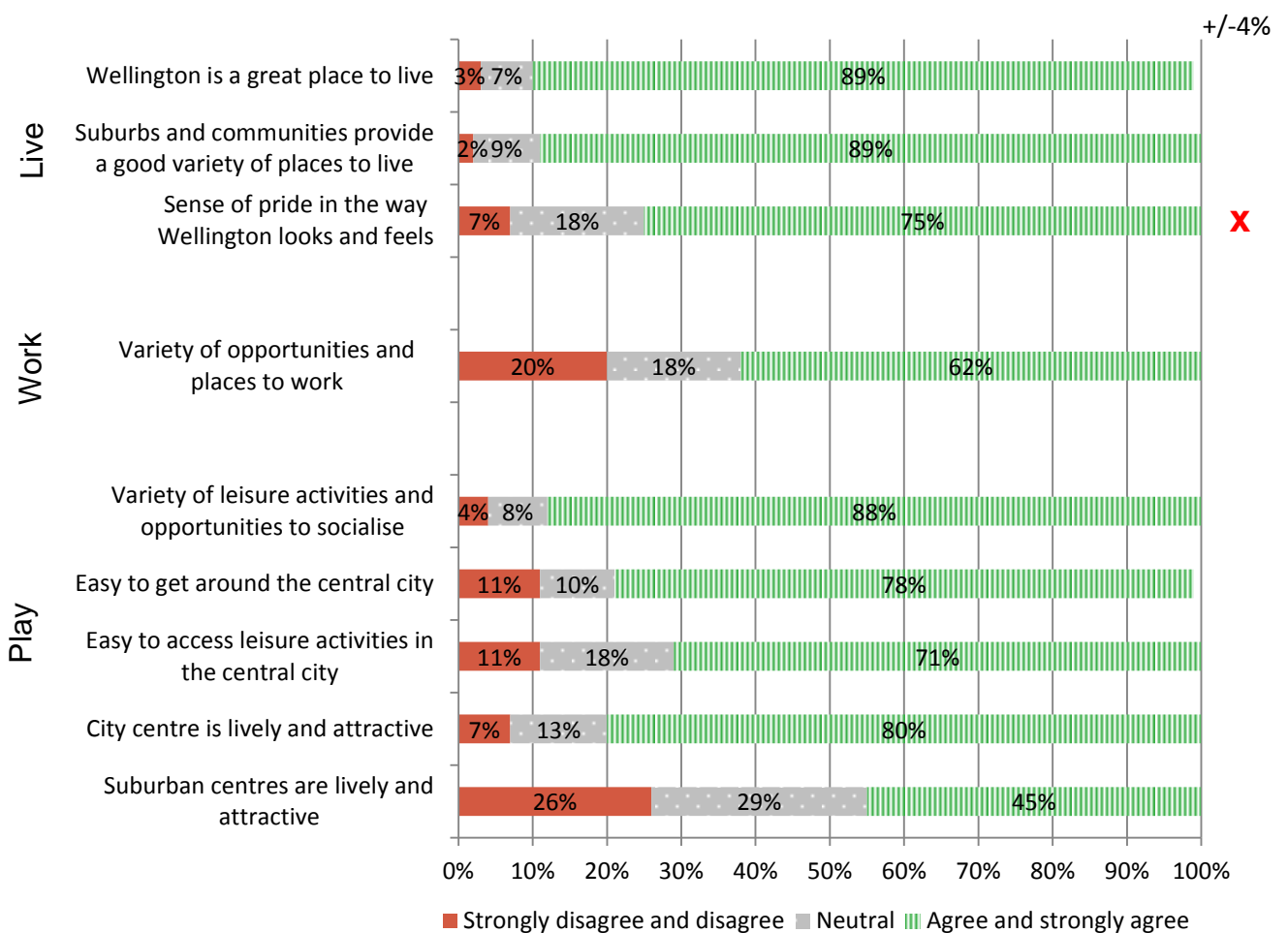


# Urban Development

## Wellington as a place to live, work and play

The majority of respondents thought that Wellington was a great place to live, work and play. Although a number of respondents disagreed that there were a variety of opportunities and places to work in their occupation (20%) and that suburban centres are lively and attractive (26%), indicating room for improvement. Sense of pride in the way the city looks and feels also decreased 7 percentage points in the last year (from 82% to 75%).

Figure 2: Respondents' perceptions of Wellington as a place to live, work and play



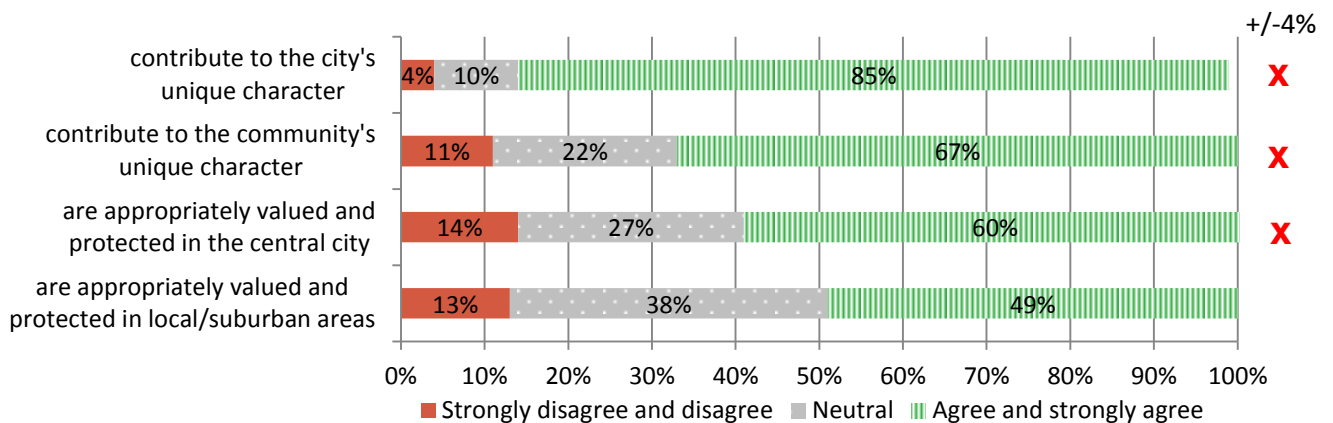
Only 56% of respondents thought that the city was developing in a way that takes into account its unique urban character and natural environment.

## Heritage items

Agreement with respect to three out of the four heritage measures dropped more than five percentage points in the last year.

A similar number of respondents agreed that heritage items were appropriately valued and protected in local/suburban areas with respect to the previous year. However, just under half of all respondents agreed. It is unknown whether the 13% of respondents that disagreed thought that heritage items were undervalued or overvalued.

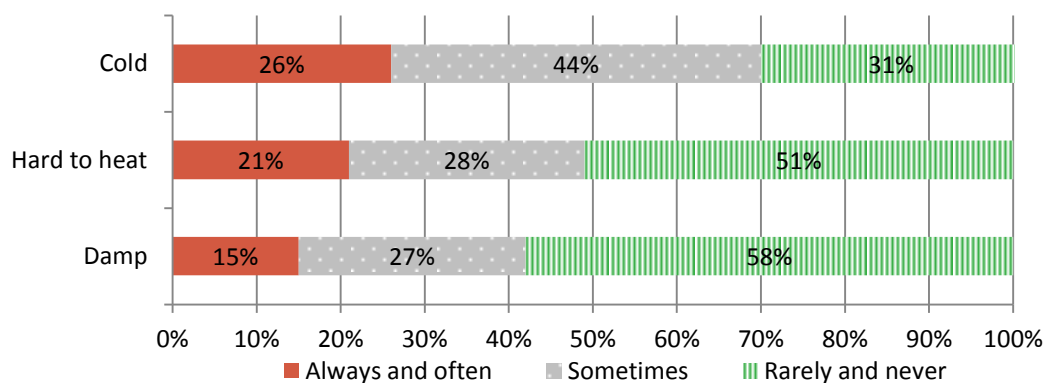
Figure 3: Respondents' that think heritage buildings, areas, trees and objects ...



## Housing

A number of respondents appear to be living in cold, damp and hard to heat houses.

Figure 4: Warmth and humidity of respondents' houses

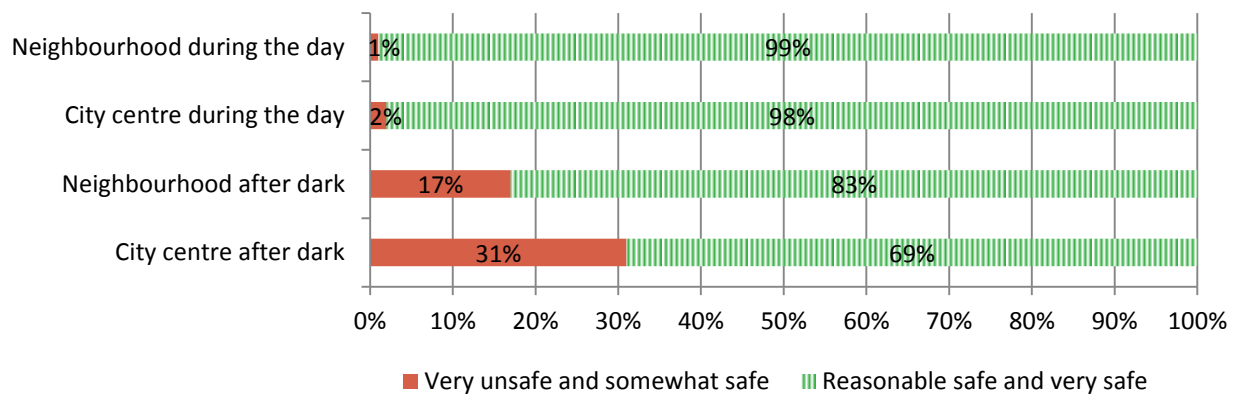


## Social and Recreation

### Safety

Virtually all respondents feel safe in the city during the day. However, approximately a third of all respondents felt unsafe in the city centre at dark, indicating room for improvement.

Figure 5: Respondents' feelings of safety



Respondents are particularly concerned about:

- Poorly lit or dark public areas (71%)
- Alcohol and drug problems (55%)
- Threatening people and/or people behaving dangerously (51%)
- Poorly maintained or dangerous public areas (40%)
- Graffiti (40%)
- Dangerous driving (35%)
- Traffic (31%)
- Car theft or vandalism (29%)
- Vandalism (28%).

### Community spirit

There is not a strong sense of community within the city. Only 43% of respondents agreed that the community works together and people support each other; although, 90% of respondents had engaged in neighbourly behaviours.

Approximately two thirds of respondents thought having people with different lifestyles and cultures and from different countries in Wellington made it a better place to live.

## Emergency preparedness

80% of respondents reported that they had essential emergency items in their home. However, only 59% had ten litres of bottle water per person in their household.

Only 50% of respondents also had an emergency plan indicating room for improvement (although this was up 8 percentage points from last year).

## Recreational facilities

Wellington residents appear to be relatively active, with two thirds of respondents engaging in physical activity more than 2.5 hours per week. Three quarters of respondents agree that there is a wide range of recreational activities on offer in the city and two thirds of respondents think it is easy to access the Council's recreation facilities and programmes.

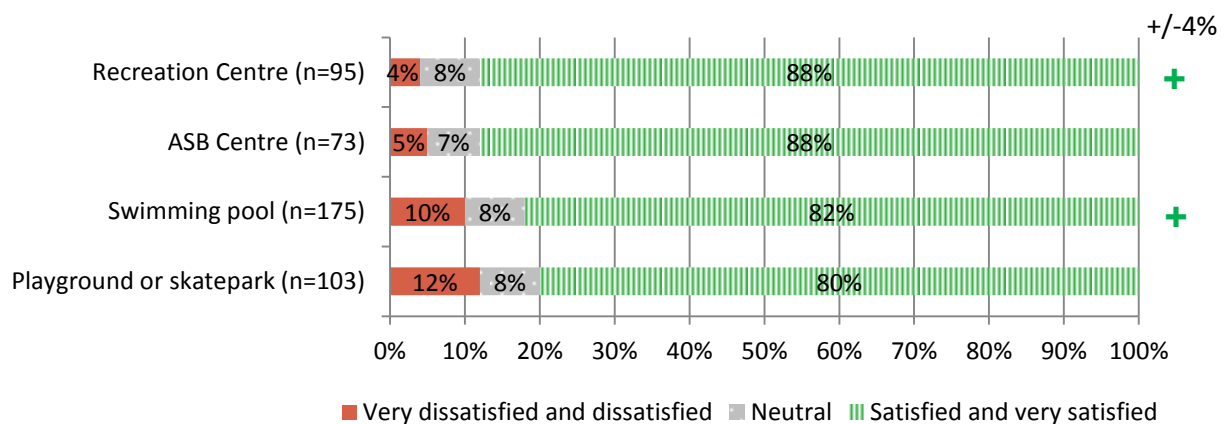
The main barriers to accessing recreational activities were:

- Respondents were too busy (45%)
- Cost of activities (36%)
- Weather (30%)
- Lack of motivation (23%)
- Activity too far away (23%)
- Tiredness (21%)
- Not at a convenient time (20%)
- Lack of parking or transport (19%).

A number of these factors Council has relatively little control over.

The majority of respondents were satisfied with recreational facilities. In particular, satisfaction with Council swimming pools and recreation centres increased in the last year (8 and 6 percentage points respectively).

Figure 6: Respondents' satisfaction with recreational facilities

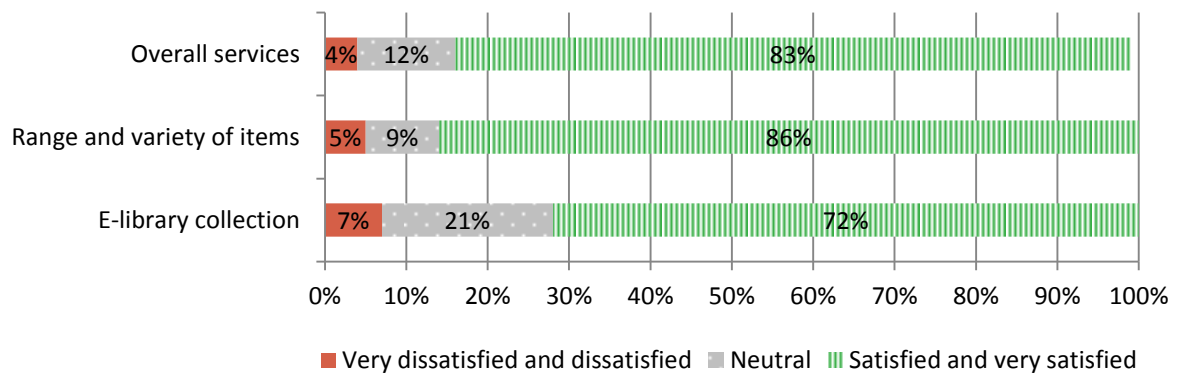


### Community facilities

69% of respondents had used a public library, but only 20% had used a community centre and 19% had used a community hall in the last 12 months.

Most respondents who had used the library and online collection were satisfied with the services.

Figure 7: Satisfaction with library services

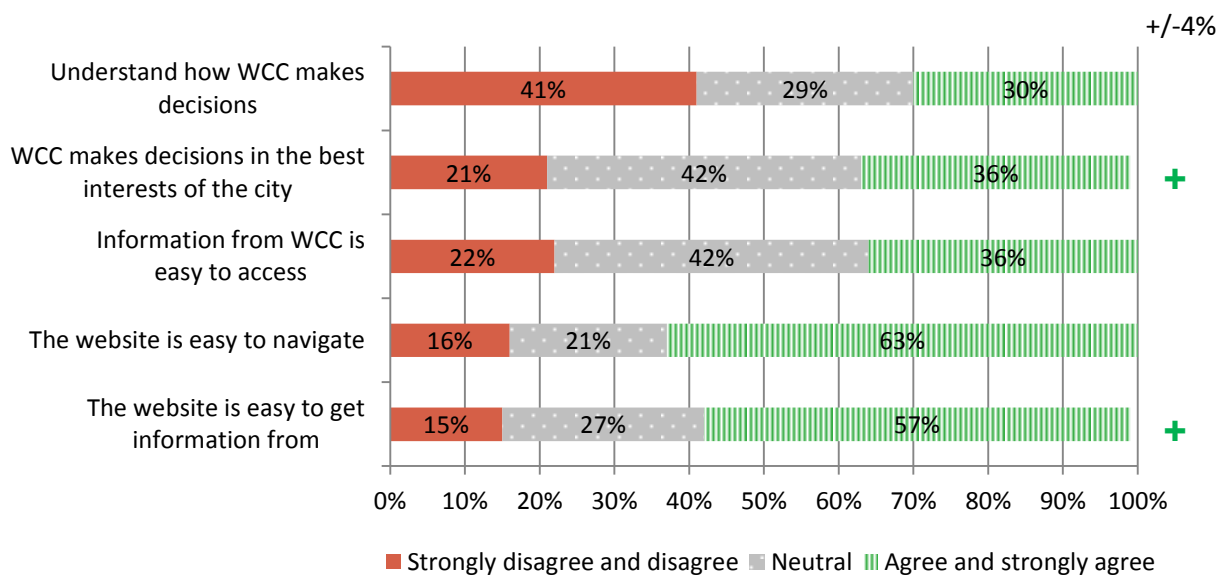


Only 52% of respondents who'd used a public toilet in the last year were satisfied with the cleanliness of it; 25% were dissatisfied.

## Governance

There is a lot of room for improvement with regards to decision making, including involving the public more in decision making, making information easier to access, explaining the decision making process and the decisions made. Only 22% of respondents were satisfied with the way Council involves people in decision making, with 55% reporting that Council did not consult them enough and 58% reporting that the public only had a small or no influence on Council decisions . Only 30% understood how Council makes decisions and only 36% believed Council made decisions in the best interest of the city.

Figure 8: Decision making and citizen information

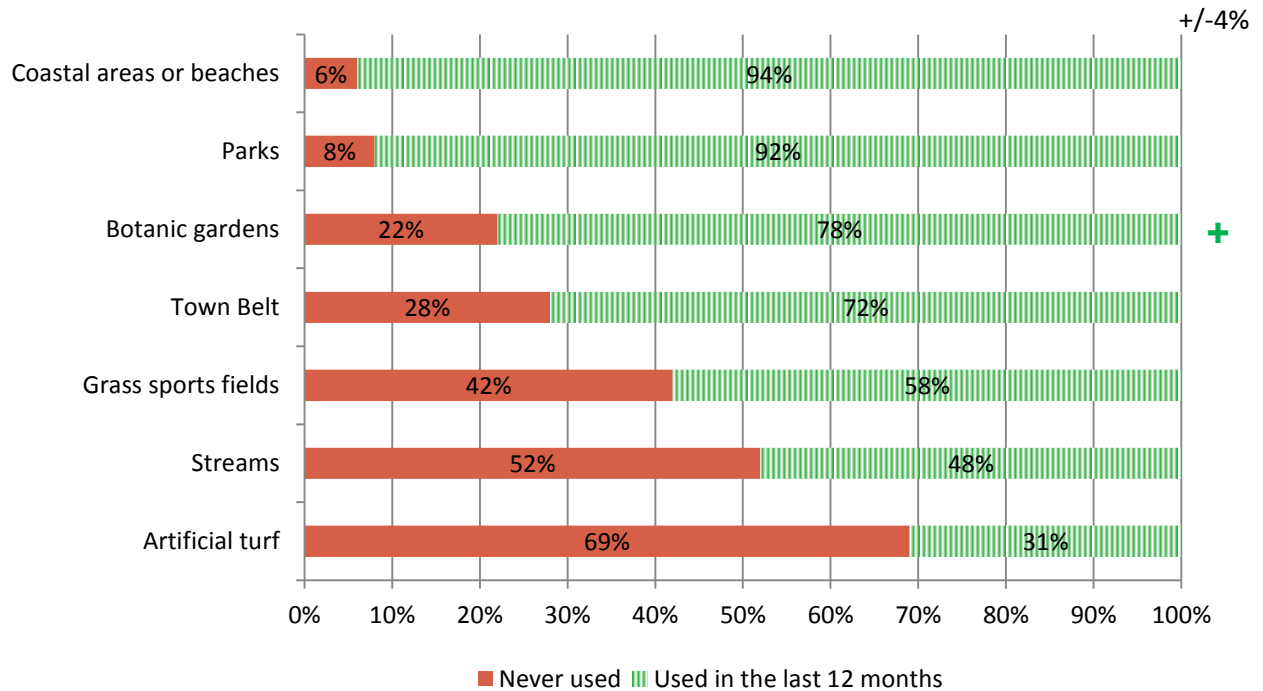


# Environment

## Open spaces

Parks and coastal areas/beaches are used by virtually all respondents, with 20% of respondents using these spaces at least once a week. The majority of respondents also access the botanic gardens (including Otari Wilton’s) and the town belt. However, only one third of respondents use artificial turf.

Figure 9: Respondents’ use of open spaces

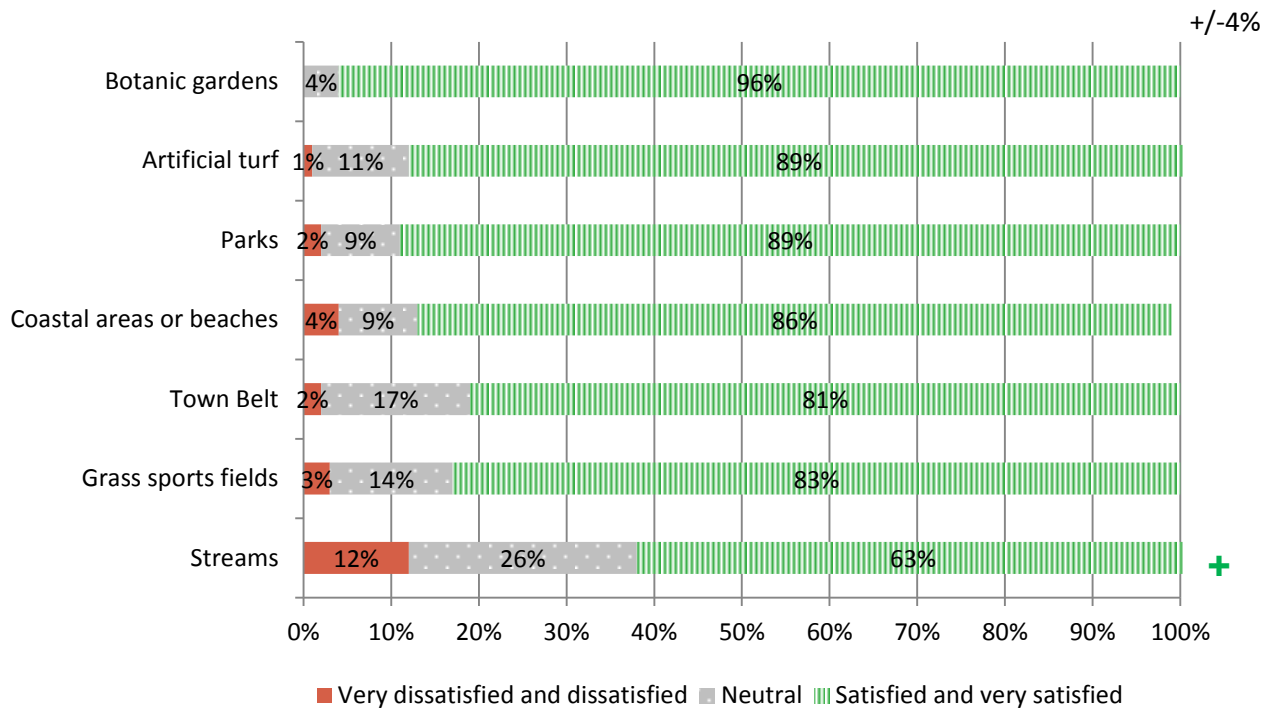


77% of respondents agree that Wellington’s natural environment is appropriately managed and protected, with only 6% disagreeing.

Virtually all respondents were satisfied with the quality and maintenance of the botanic gardens. A number of people were dissatisfied with the quality and maintenance of streams though, indicating attention could be directed in this area.

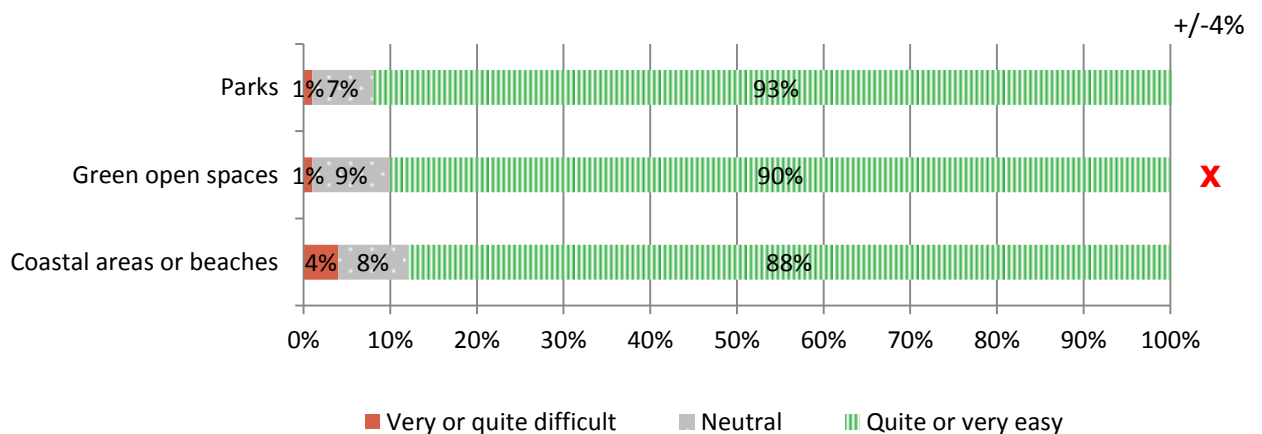


Figure 10: Respondents' satisfaction with the quality and maintenance of open spaces



The majority of respondents' thought it was easy to access open spaces in Wellington.

Figure 11: Respondents' perceptions about the ease of accessing open spaces



With respect to the natural environment respondents partook in the following activities in public areas:

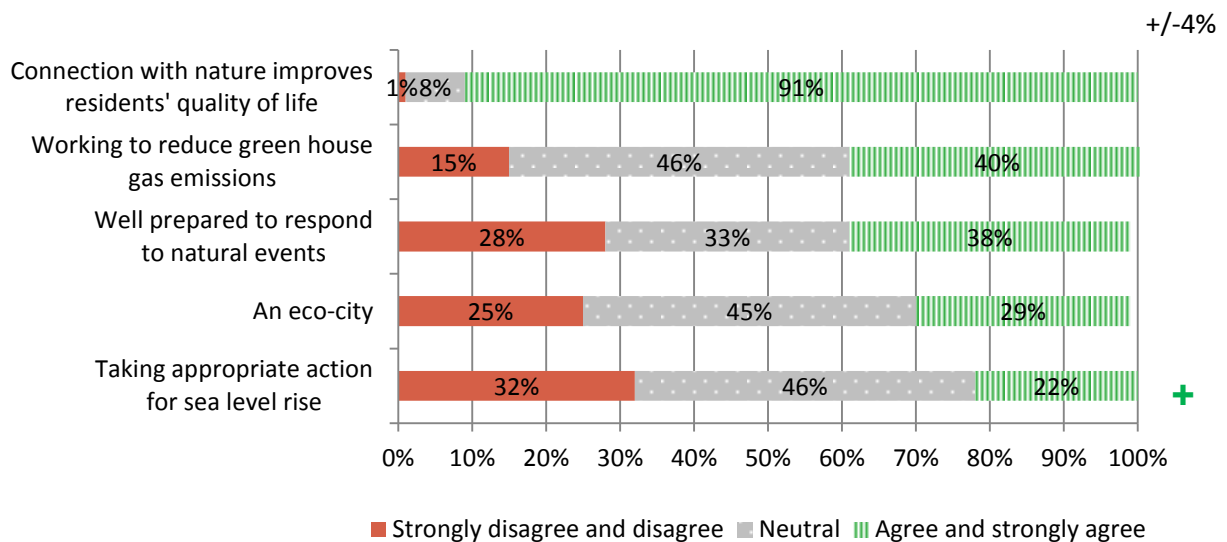
- Picking up litter in public places (49%)
- Planting/weeding in public places (9%)
- Pest control (7%)
- Community gardening (5%).

91% of respondents who had been to Zealandia had a good experience.

### Perception that Wellington is an eco-city

Respondents' did not have a strong impression that Wellington was an eco-city, indicating more could be done in this area.

Figure 12: Respondents' perception that Wellington is ...



9% of respondents thought that most or almost all businesses were taking actions to reduce their environmental impact. 74% thought that some were, and 17% thought none or almost no businesses were trying to reduce their environmental impact.

## Resources and Waste

Respondents engage in the following behaviours to reduce the amount of pollution entering the stormwater system:

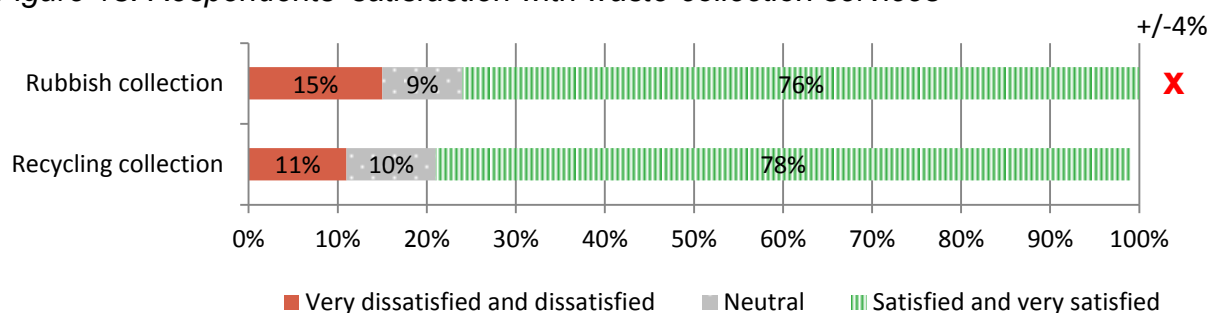
- Put litter in a rubbish bin (90%)
- Pour household liquid wastes down an inside sink, toilet or gully trap (64%)
- Wash paint brushes in an inside sink (50%)
- Dispose of oil, paint or chemicals by putting them out for collection (50%)
- Collect sweepings (43%)
- Wash the car at a carwash or on the lawn (26%)
- Pick up dog droppings (18%).

Respondents engage in the following behaviours to reduce waste:

- Kerbside recycling (82%)
- Reusing plastic containers (81%)
- Donating things to second hand shops (79%)
- Buying refills (58%)
- Taking things to recycling stations (40%)
- Home composting (39%)
- Avoid using plastic bottles or bags (30%).

92% of respondents put out recycling for WCC kerbside collection at least once every two weeks. 58% of respondents use WCC rubbish bags, and just over 79% of users put these out at least once every two weeks. The majority of respondents are satisfied with the Council's waste collection services.

Figure 13: Respondents' satisfaction with waste collection services

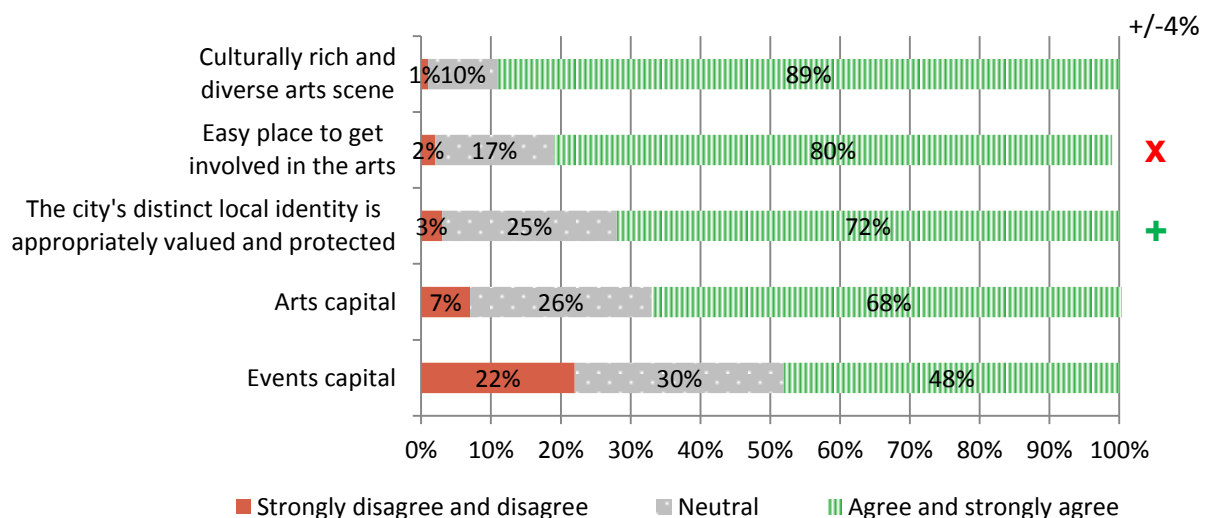


# Cultural Wellbeing

## Arts and cultural scene

The majority of respondents thought that Wellington had a culturally rich and diverse arts scene, where it is easy to get involved in the arts. 79% of respondents had attended or participated in arts and cultural activities in the last year. Respondents' perceptions that the city's distinct local identity is appropriately valued and protected have also increased 5 percentage points since the last year. However, the perception of Wellington being the arts and cultural capital has slipped a bit further to 68%. Less than half of all respondents think of the city as the events capital.

Figure 14: Respondents' perceptions about Wellington's arts and cultural scene

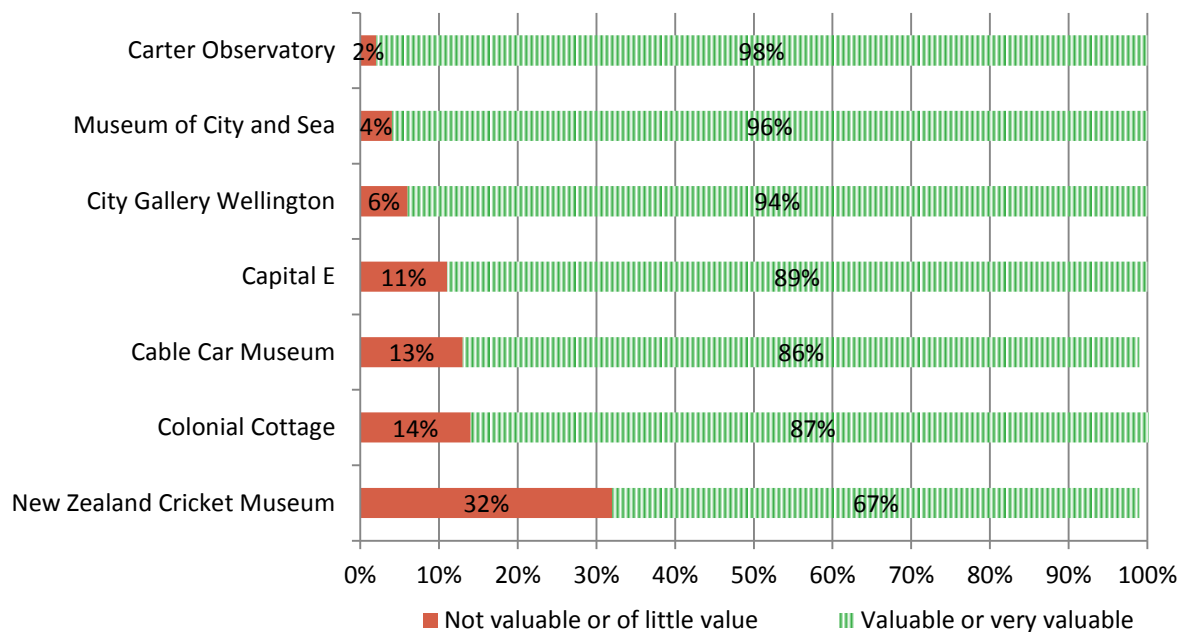


## Museums

With respect to museums in the city, the vast majority of respondents were aware of the Cable Car Museum (92%), Museum of Wellington City and Sea (92%), Carter Observatory (90%), City Gallery Wellington (86%) and Capital E (79). However, only just over half of all respondents were aware of Colonial Cottage (56%) and the New Zealand Cricket Museum (51%).

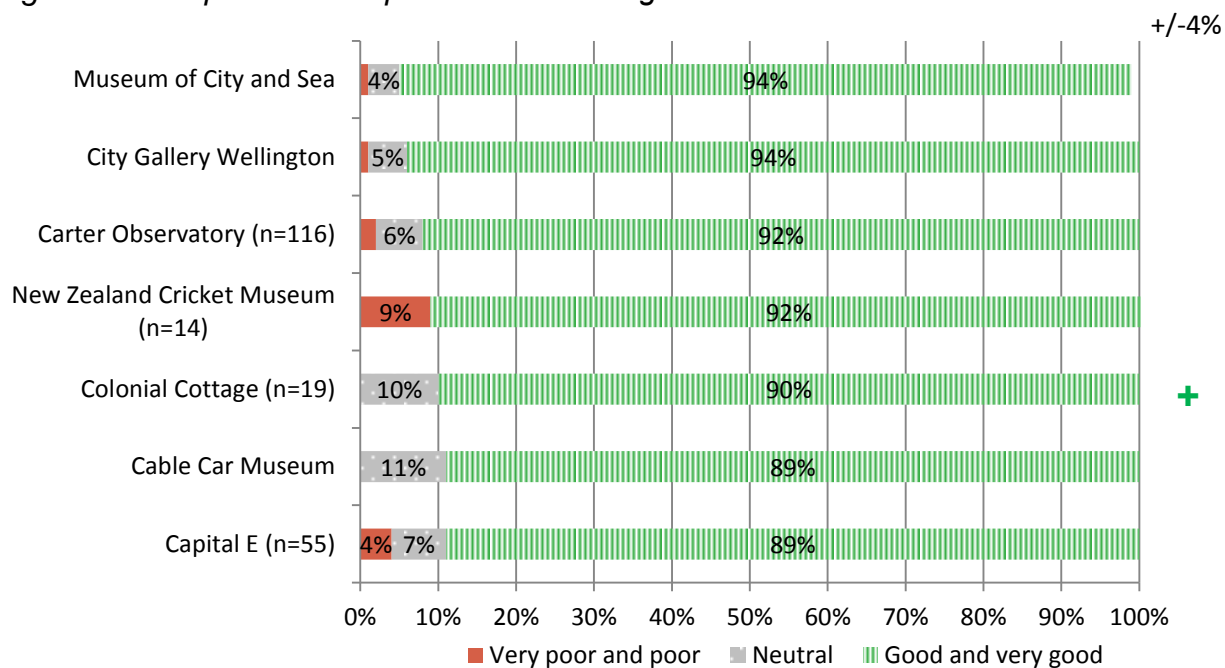
The vast majority of respondents thought the museums were of value. Although 32% of respondents thought that the New Zealand Cricket Museum was of little or no value.

Figure 15: Respondents' opinions about Wellington's museums



The majority of respondents who had gone to any of the museums had a good experience. However, only 3% of respondents had actually gone to the New Zealand Cricket Museum, and only 4% of respondents had gone to the Colonial Cottage in the last year.

Figure 16: Respondents' experience at Wellington's museums



**Events**

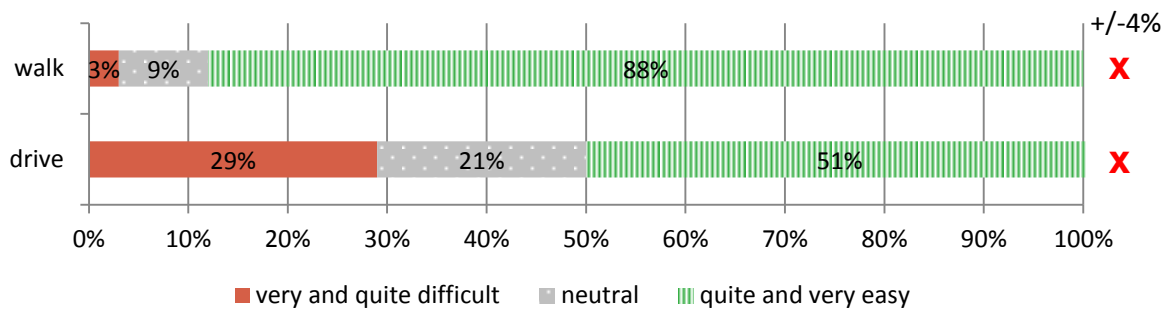
24% of respondents had attended a major event and 55% had attended a community event in the last 12 months. The majority of people were satisfied with their experience (85% and 86% respectively).

# Transport Networks

## Moving about the city

The majority of respondents thought it was easy to move around the city on foot (88%). However, only half of all respondents thought it was easy to drive around. 37% of respondents did not think peak traffic volumes were acceptable.

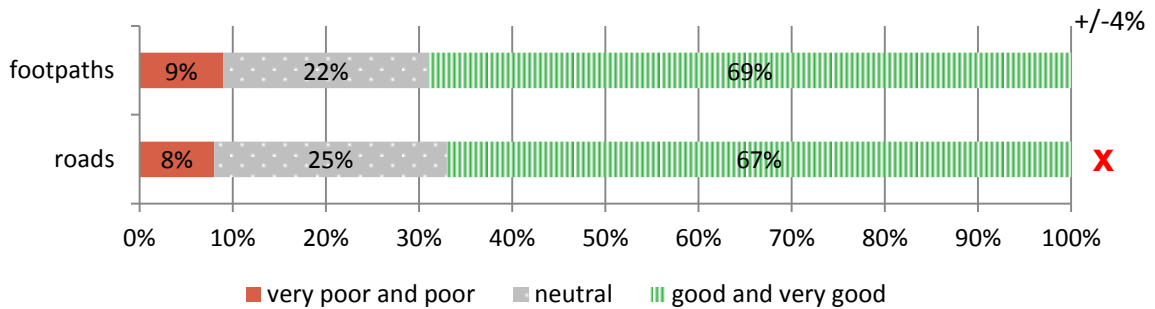
Figure 17: Respondents' perceptions that the city is an easy place to move around



## Network condition

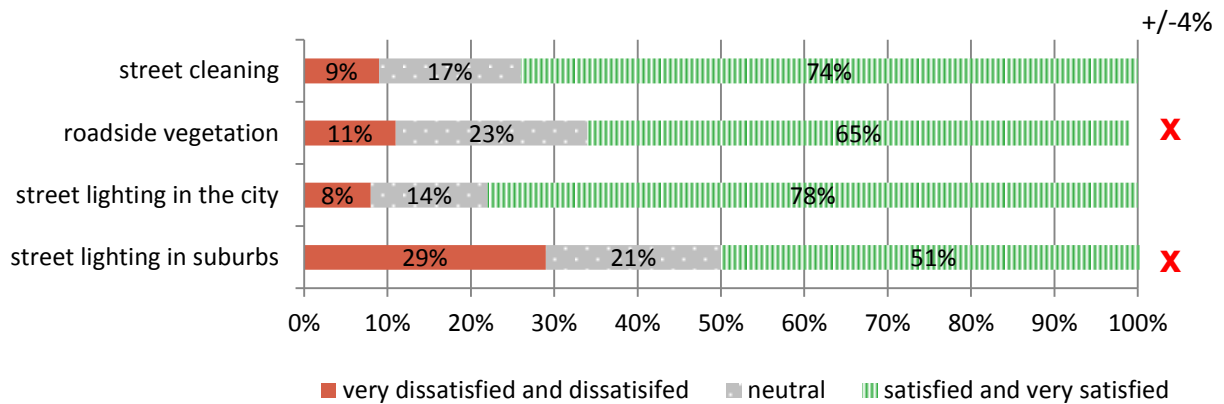
Around two thirds of respondents thought that the footpaths and roads were in good condition.

Figure 18: Respondents' perceptions about the condition of footpaths and roads



Only half of all respondents were satisfied with street lighting in suburbs.

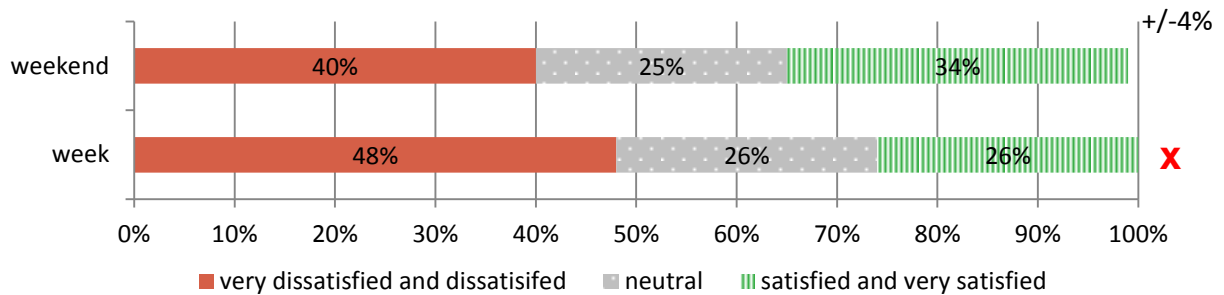
Figure 19: Respondents' satisfaction with transport related infrastructure and services



### Parking

Respondents' were not that satisfied with the availability of on-street parking during the week and the weekend and only 33% of respondents thought that the city's parking enforcement was fair.

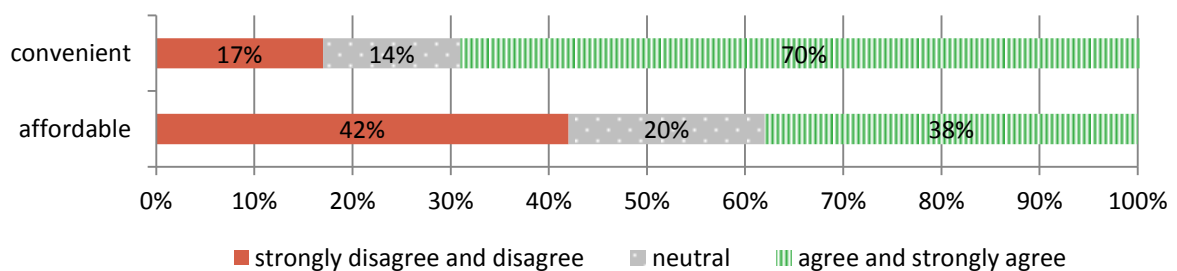
Figure 20: Respondents' satisfaction with parking



### Alternative modes of transport

While a number of respondents found public transport convenient, 42% disagreed that it was affordable.

Figure 21: Respondents' perception of public transport

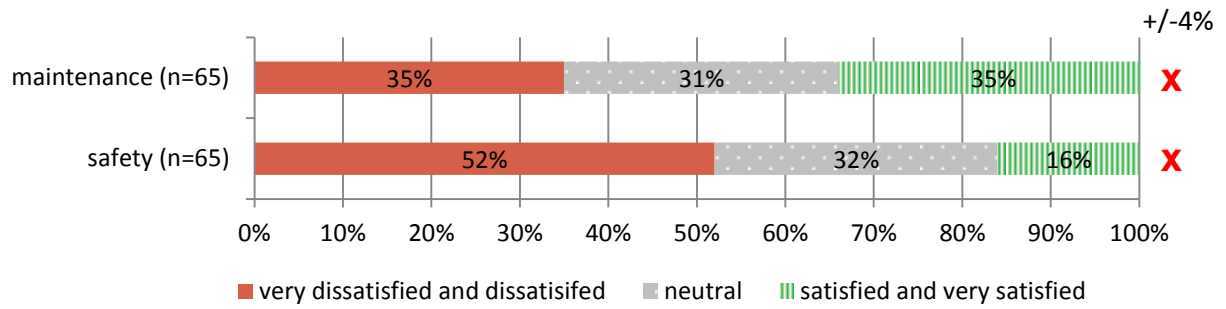




92% of cable car users thought that its standard and operational reliability was good.

A third of respondents who had used Wellington's on road cycleways were dissatisfied with maintenance and half of the users were dissatisfied with safety of cycleways.

Figure 22: Respondents' perception of cycleways



# 2015 Residents Monitoring Survey Results

WCC Research and Evaluation team  
July 2015

## Overview of the Residents Monitoring Survey results

Residents are surveyed annually about their satisfaction with the Council's provision and delivery of services and facilities, and the overall performance of the Council. They are also asked about their behaviours and perceptions of Wellington. Results from the 2015 Residents Monitoring Survey (RMS) are presented in this report.

Between April and July 2015 760 residents completed the first part of the survey, and 686 completed the second part. The respondents are representative of the Wellington population in terms of age, gender and ward. The standard margin of error is +/-3.55% for part 1, and +/-3.74% for part 2, meaning that results listed for the sample are assumed to be correct within these percentage points for the total Wellington population.

The majority of results indicate that Council is performing well, and people are more positive about Wellington, with an overall positive shift observed in 2015 compared to the previous year. Results from approximately half of the RMS measures changed by at least 4 percentage points compared to last year's results and approximately 85% of these changes were in a positive direction.

Areas with the most positive changes in the 2014/2015 year include:

- Perceptions of the value for money of Council services, with all (excluding stormwater services) having overall satisfaction increases of 4 percentage points or more
- Wellington as a great place to live or play. For example, sense of pride in the way the city looks and feels increased by 10 percentage points
- Feelings of safety after dark (although nearly a quarter still feel unsafe in the city centre after dark, indicating there is still room for further improvements)
- Community spirit, with a 16 percentage point increase in people agreeing that the community works together to support each other (from 43% to 59%)
- Governance, with improvements in understanding about how WCC makes decisions, perceived ease of access of WCC information, and ease of access to information from the WCC website
- Satisfaction with waste and recycling collection
- Satisfaction with parking services, with a 17 percentage point increase in positive perceptions of the fairness of parking enforcement in the city. There was also an increase in satisfaction with the availability of on-street parking during the week.

Areas where the most improvement could be made (over 20% of respondents responded negatively):






























- Suburban centres, specifically improving the attractiveness of these
- Safety, particularly the city centre after dark and street lighting levels in the suburbs
- Emergency preparedness, with only 48% of respondents having an emergency plan in place for their household

- Governance with regards to decision making, including involving the public more in decision making, making information easier to access, explaining the decision making process and the decisions made (however shifts in a positive direction have been achieved in the 2014/2015 year)
- Maintenance of the quality of the city's streams
- Perceptions of Wellington as an eco-city, as well as perceived resilience to natural events and preparation for sea-level rise
- Perceptions of Wellington as the events capital
- Transport, including the safety and maintenance of cycling networks, affordability of public transport, ease of driving around the city and the availability of parking
- Cleanliness of public toilets.

Other areas where there is also substantial room for improvement (only around 50% of respondents responded positively):

- Appropriate protection of heritage items in suburban areas
- Safety, including threatening people and alcohol and drug problems in the city
- Housing conditions (particularly in relation to warmth)

Results that will appear in the Annual Report against 2012-2022 Long-term Plan targets are presented in the table on the following pages. 19% of targets were met or exceeded, compared to 12% last year. 22% were within 5% of the target, 30% between 5-10% and 29% over 10% from the target.

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target  Met target  Did not meet target:  within 5%  within 5-10%  exceeds 10%	Different than 2014 result by +/-4%  positive direction  negative direction
<b>General</b>				
<b>Value for Money</b>				
Water services	83%	90%		
Green open spaces, gardens and beach/coastal services	82%	90%		
Library services	80%	85%		
Waste management services	82%	85%		
Wastewater services	78%	75%		
Stormwater services	71%	75%		
Transport network services	70%	75%		
Recreation services and facilities	69%	80%		
<b>Urban Development</b>				
<b>Wellington as a place to live, work and play</b>				
Wellington is a great place to live	96%	No target		
Sense of pride in the way the city looks and feels	85%	No target		
Variety of opportunities and places to work	64%	No target		
Variety of leisure activities and opportunities to socialise	92%	No target		
Easy to get around the central city	83%	No target		
Easy to access leisure activities in the central city	80%	No target		
City centre is lively and attractive	86%	87%		
Suburban centre is lively and attractive	48%	65%		

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Different than 2014 result by +/- 4%
<b>Heritage Items</b>				
Contribute to the city's unique character	93%	No target		+
Contribute to the community's unique character	71%	No target		+
Are appropriately valued and protected in the central city	64%	75%	●	+
Are appropriately valued and protected in suburban areas	48%	70%	●	
<b>Housing</b>				
Rarely/never cold	41%	No target		+
Rarely/never hard to heat	57%	No target		+
Rarely/never damp	70%	No target		+
<b>Social and Recreation</b>				
<b>Safety</b>				
In the neighbourhood during the day	99%	No target		
In the city centre during the day	99%	No target		
In the neighbourhood after dark	87%	No target		+
In the city centre after dark	76%	No target		+
Respondents are particularly concerned about:				
Poorly lit or dark public areas	61%	No target		+
Alcohol and drug problems	51%			+
Threatening people and/or people behaving dangerously	48%			
Poorly maintained or dangerous public areas	34%			+
Graffiti	34%			+
Dangerous driving	29%			+
Traffic	34%			+
Car theft or vandalism	36%			X
Vandalism	26%			

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Different than 2014 result by +/- 4%
<b>Community spirit</b>				
Residents engaging in 'neighbourly' actions:				
Spoken to a neighbour	92%	No target		+
Given help to a neighbour	58%			
Received help from a neighbour	47%			
Participated in an activity with a neighbour	38%			+
Discussed emergency preparedness with a neighbour	16%			
Different lifestyles and cultures make Wellington a better place to live	78%	No target		+
<b>Emergency preparedness</b>				
Those with an emergency kit	81%	No target		
Those with an emergency plan	48%	No target		
<b>Recreational facilities</b>				
Frequency of physical activity over 2.5 hours per week	71%	No target		+
Main barriers to participating in recreation activities:				
Too busy	47%	No target		
Activity costs too much	26%			+
Weather	34%			
Lack of motivation	22%			X
Activity too far away	19%			+
Lack of parking or transport	20%			
Poor health	6%			
Satisfaction with recreation centres	85%	90%	●	
Satisfaction with the ASB Centre	86%	95%	●	
Satisfaction with Swimming pools	85%	90%	●	
Satisfaction with playgrounds/skateparks	83%	90%	●	

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Different than 2014 result by +/- 4%
<b>Community facilities</b>				
Satisfaction with overall library service	87%	90%	●	+
Satisfaction with range and variety of library items	87%	85%	✓	
Satisfaction with e-library collection	72%	67%	✓	
Satisfaction with the cleanliness of public toilets (including neutral responses)	76%	80%	●	
<b>Governance</b>				
<b>Decision making</b>				
WCC consultation is the right amount	53%	60%	●	+
Satisfaction with involvement in decision making (includes neutral responses)	74%	80%	●	+
Understand how WCC makes decisions	36%	No target		+
WCC makes decisions in the best interests of the city	36%	No target		
<b>Citizen information</b>				
Information from WCC is easy to access	48%	80%	●	+
The WCC website is easy to navigate	61%	80%	●	
The WCC website is easy to get information from	62%	80%	●	+
<b>Environment</b>				
<b>Open spaces</b>				
Weekly use of open spaces:				
Coastal areas/beaches	22%	25%	●	
Parks	21%	30%	●	X
Botanic gardens	6%	10%	●	
Walkways	17%	15%	✓	
Yearly use of open spaces:				
Coastal areas/beaches	96%	95%	✓	
Parks	96%	90%	✓	+
Botanic gardens	87%	75%	✓	+
Walkways	82%	70%	✓	+
The natural environment is appropriately protected and managed	78%	No target		



Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Different than 2014 result by +/- 4%
Satisfaction with the quality and maintenance of:				
Coastal areas/beaches	82%	90%	●	X
Parks	87%	90%	●	
Botanic gardens	93%	95%	●	
Walkways	81%	90%	●	
<b>Perception Wellington is an eco-city</b>				
Wellington is an eco-city	25%	No target		X
<b>Resources and waste</b>				
Actions to reduce stormwater pollution:				
Putting litter in rubbish bin	93%	No target		
Pouring all household liquid waste down an inside sink, toilet, gulley or trap	71%			+
Washing paint brushes in an inside sink	55%			+
Disposing of oil, paint, chemicals in household rubbish/recycling	57%			+
Collect sweepings	49%			+
Wash the car on the lawn or at a carwash	27%			
Pick up dog droppings	22%			+
Actions to reduce waste:				
Use kerbside recycling	90%	No target		+
Reusing plastic containers	81%			
Donating things to second hand shops/charities	86%			+
Buying refills	66%			+
Taking things to recycling stations	48%			+
Home composting	50%			+
Avoid using plastic bottles/bags	42%			+
Weekly use of WCC recycling collection	61%	90%	●	
Satisfaction with WCC recycling collection	86%	85%	✓	+
Satisfaction with WCC rubbish collection	85%	90%	●	+

Annual Report Measures	Result	Long-term Plan Target	Result in relation to target	Different than 2014 result by +/- 4%
<b>Cultural Wellbeing</b>				
<b>Arts and cultural scene</b>				
Culturally rich and diverse arts scene	90%	No target		
Easy place to get involved in the arts	85%	No target		+
The city's distinct local identity is appropriately valued and protected	76%	No target		+
Perception Wellington is the arts capital	63%	No target		X
Perception Wellington is the events capital	46%	No target		
<b>Museums</b>				
Awareness of museums across all institutions	84%	86% average	●	+
Satisfaction with experience	94%	90% average	✓	
<b>Events</b>				
Satisfaction with WCC supported events and festivals:				
Major events	83%	95%	●	
Community events	84%	95%	●	
<b>Transport Networks</b>				
<b>Moving about the city</b>				
Ease of movement around the city by foot	87%	95%	●	
Ease of movement around the city by car	51%	70%	●	
Main methods of travel into Wellington Central:				
Car	33%	No target		
Bus	27%	37%	●	
Walking	23%	24%	●	X
Train	3%	6%	●	
Bicycle	8%	5%	✓	+
<b>Network condition</b>				
Condition of footpath	71%	75%	●	
Condition of roads	66%	75%	●	

<b>Annual Report Measures</b>	<b>Result</b>	<b>Long-term Plan Target</b>	<b>Result in relation to target</b>	<b>Different than 2014 result by +/- 4%</b>
Satisfaction with street cleaning	75%	85%	●	
Satisfaction with roadside vegetation	67%	85%	●●	
Satisfaction with street lighting in the city	80%	85%	●	
Satisfaction with street lighting in the suburbs	55%	75%	●●	+
<b>Parking</b>				
Satisfaction with availability of on-street parking during the week	32%	45%	●●	+
Satisfaction with availability of on-street parking during the weekend	35%	60%	●●	
Parking enforcement is fair	50%	Increase from previous year	✓	+
<b>Alternative modes of transport</b>				
Convenience of public transport	69%	No target		
Affordability of public transport	46%	No target		+
Standard and operational reliability of cable car	91%	95%	●	
Maintenance of cycleways	38%	60%	●●	
Safety of cycleways	28%	50%	●●	+
Primary school children who walk to and from school daily	39%	45%	●	

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## Introduction

Residents are surveyed annually about their satisfaction with the Council's provision and delivery of services and facilities, the overall performance of the Council and their behaviours and perceptions of Wellington itself. Results from the 2015 Residents Monitoring Survey are presented in this report.

## Methodology

Between April and July 2015 a sample of 760 residents completed the first part of the survey, and 686 completed the second part. Quotas were set with regards to age, gender and ward and responses were post-weighted accordingly, so that the results are representative of the Wellington population in terms of these demographics.

The standard margin of error is +/-3.55% for part 1, and +/-3.74% for part 2 meaning that results listed for the sample are assumed to be correct within these percentage points for the total Wellington population.

## Results

Results are broken up into the seven Council strategy areas.

On each of the graphs, results that are 4 percentage points or greater in a positive direction compared to last year are denoted by a **+**. Results 4 percentage points or greater in a negative direction compared to last year are denoted by a **x**.

### General

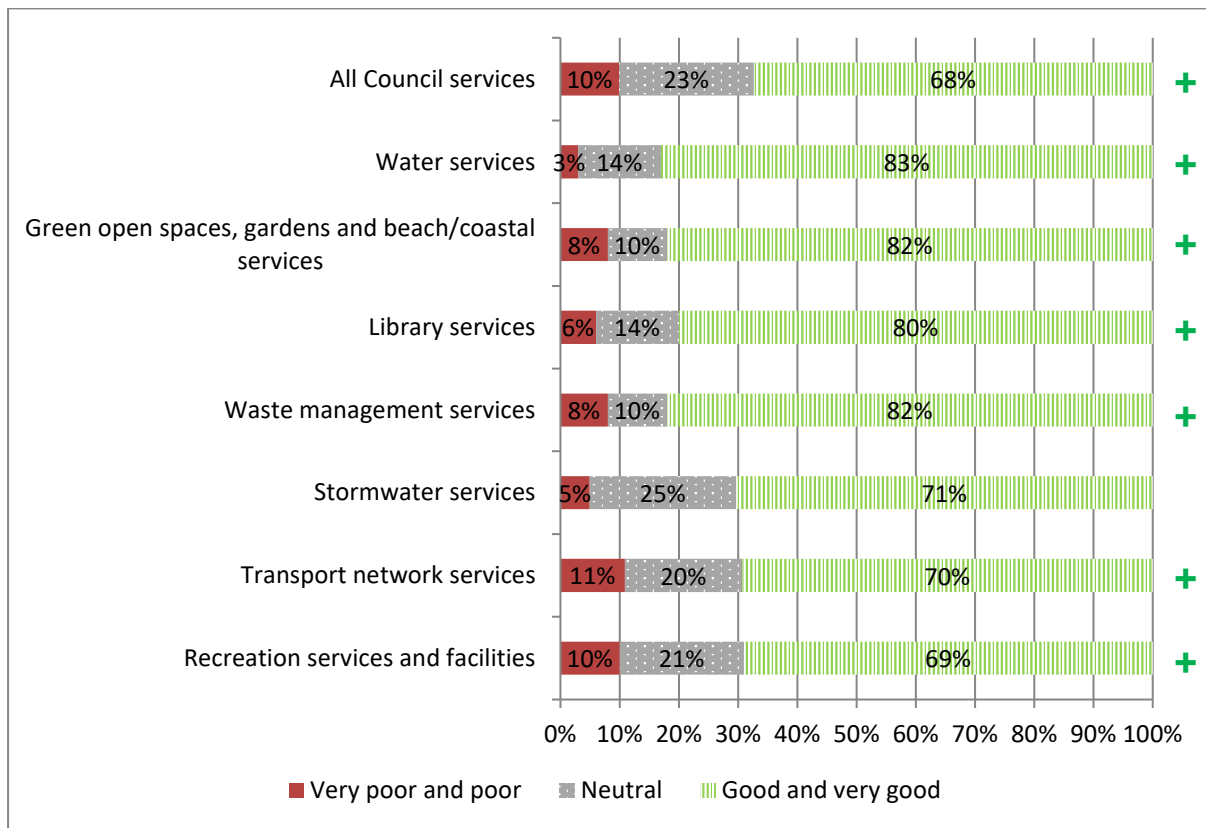
Respondents were predominately satisfied with their quality of life (93%, compared to 87% last year). 78% of respondents thought there were opportunities to participate fully in city life (compared to 64% last year) and only 6% of respondents thought that Council's performance was poor or very poor (72% thought it was good or very good, compared to 63% last year).

### Value for money of Council services

The number of respondents rating all Council services as good value for money increased by 11 percentage points in the last year (from 57% to 68%). However, still less than three-quarters of all respondents thought Council services represented good value for money overall, indicating there is further room for improvement. In particular, perceptions of value for money were lowest for recreation services and facilities. Water, waste and natural environment services were considered the best value for money.

Figure 1: Respondents' perceptions of value for money of Council services

+/-4%



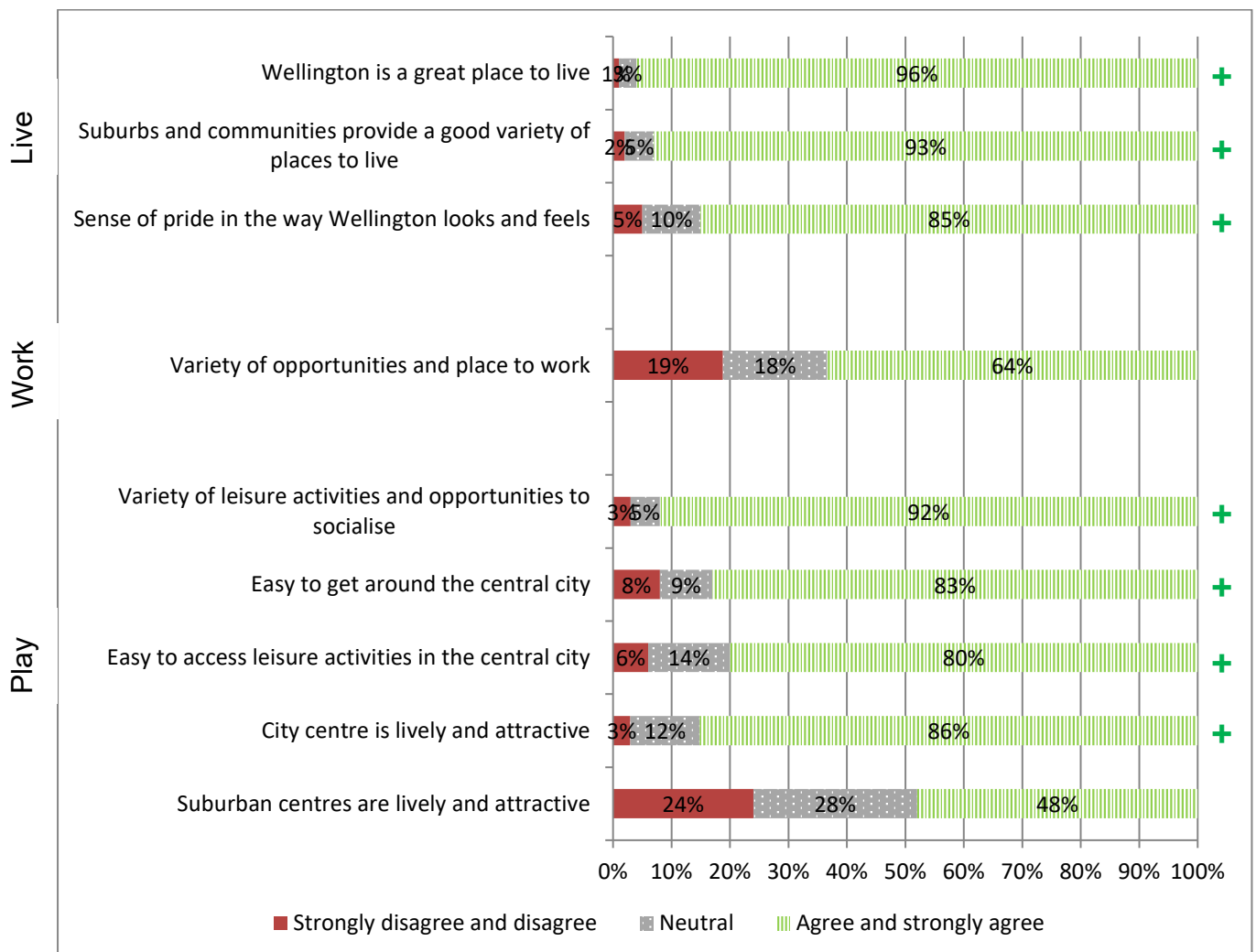
# Urban Development

## Wellington as a place to live, work and play

The vast majority of respondents (96%) thought that Wellington was a great place to live, work and play (up from 89% last year). Although a number of respondents disagreed that there were a variety of opportunities and places to work in their occupation (19%) and that suburban centres are lively and attractive (24%), indicating room for improvement. Sense of pride in the way the city looks and feels however increased 10 percentage points in the last year (from 75% to 85%), after a 7 point drop in this measure the previous year.

Figure 2: Respondents' perceptions of Wellington as a place to live, work and play

+/-4%



This year, 66% of respondents thought that the city was developing in a way that takes into account its unique urban character and natural environment (compared to 56% last year).

### Heritage items

Agreement with respect to three out of the four heritage measures increased by four or more percentage points in the last year (compared to a drop of 5 or more points in the same three the previous year).

A similar number of respondents agreed that heritage items were appropriately valued and protected in local/suburban areas with respect to the previous year. However, just under half of all respondents agreed. Because it had previously been unknown whether these respondents thought that heritage items were undervalued or overvalued, two extra items were added to the survey in the 2015 year. As can be seen in the figure below, the majority of those who felt heritage items were not appropriately valued felt that they were undervalued as opposed to overvalued.

Figure 3: Respondents' that think heritage buildings, areas, trees and objects ...

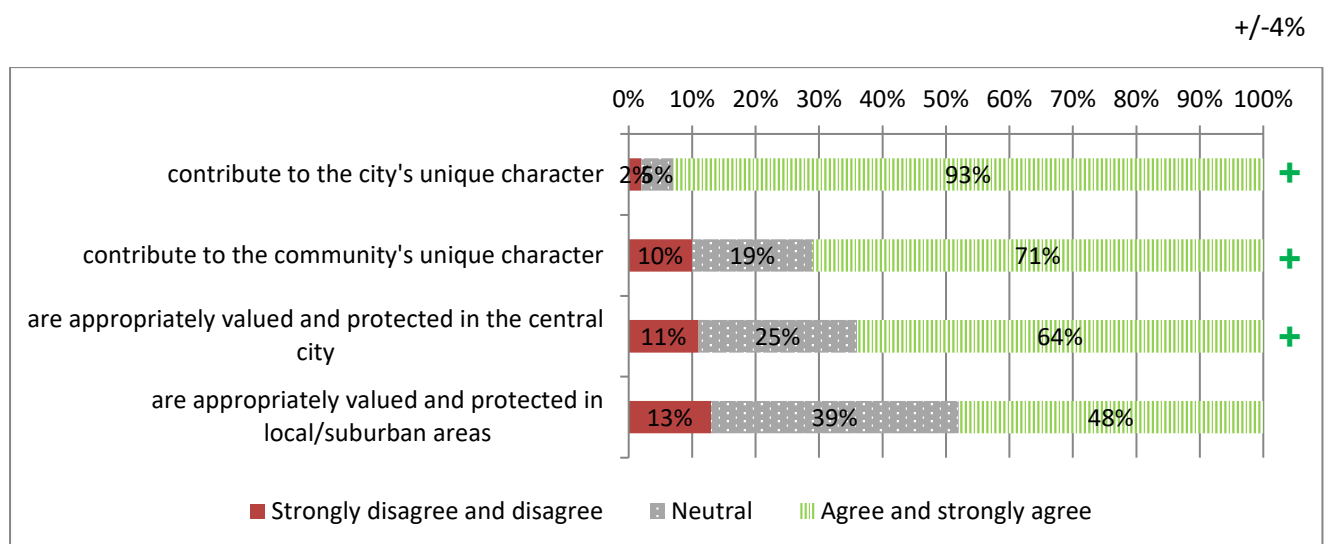
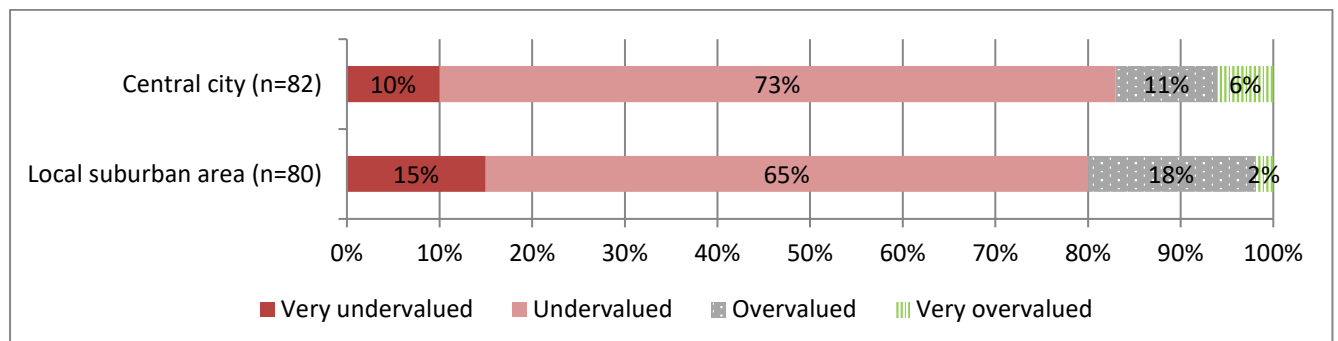


Figure 4: The way respondents' that think heritage buildings, areas, trees and objects are inappropriately valued in the/their ...



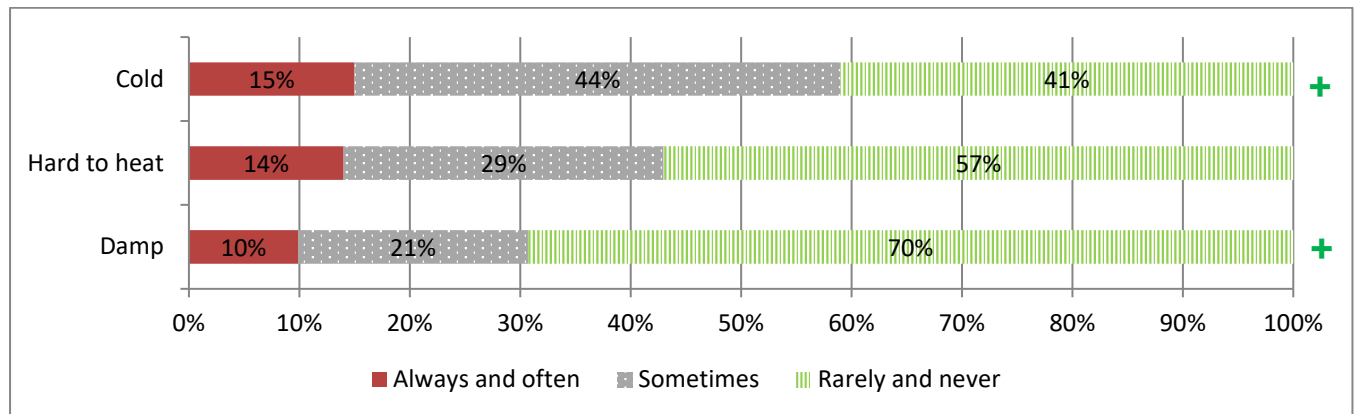


## Housing

A number of respondents appear to be living in cold, damp and hard to heat houses. The percentage of people reporting that their houses were cold and damp “rarely” or “never” increased from last year (by 10 percentage points and 12 percentage points respectively), however this has not been related to a change in perceptions of ease of heating.

Figure 5: Warmth and humidity of respondents’ houses

+/-4%



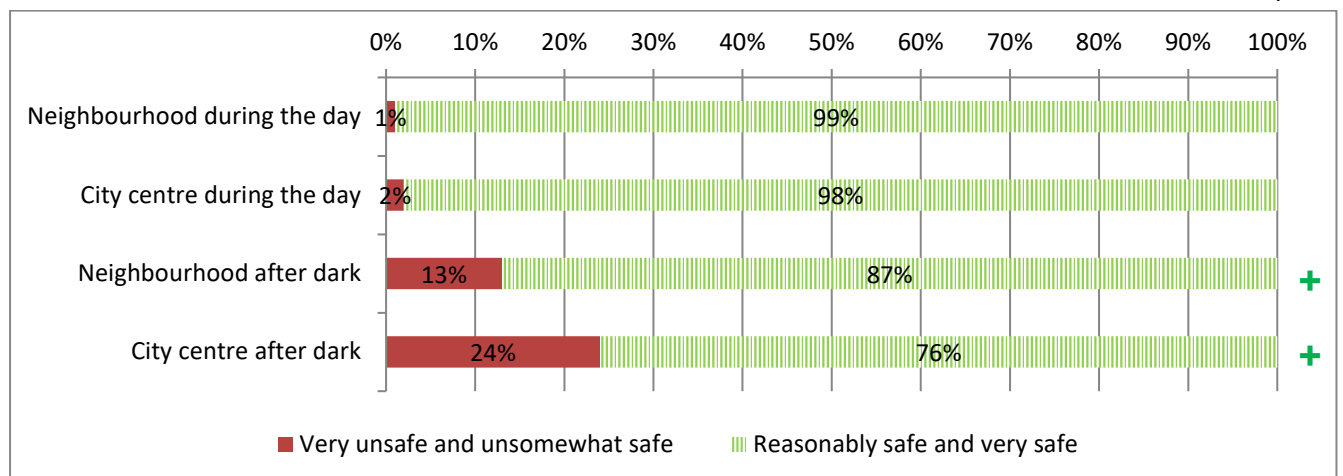
## Social and Recreation

### Safety

Virtually all respondents felt safe in the city during the day. Positively, there were increases of 4 percentage points or more for feelings of safety after dark in both the city centre and local neighbourhoods compared to last year. However, almost a quarter of all respondents felt unsafe in the city centre at dark, indicating that there is still room for improvement.

Figure 6: Respondents’ feelings of safety

+/-4%



Respondents were particularly concerned about:

- Poorly lit or dark public areas (61%)
- Alcohol and drug problems (51%)
- Threatening people and/or people behaving dangerously (48%)
- Car theft or vandalism (36%)
- Poorly maintained or dangerous public areas (34%)
- Graffiti (34%)
- Traffic (34%)
- Dangerous driving (29%)
- Vandalism (26%).

### **Community spirit**

There was a 16 percent increase in people agreeing that the community works together to support each other this year compared to last year (from 43% to 59%), indicating the sense of community may be strengthening. Almost all (93%) respondents had engaged in neighbourly behaviours.

Approximately three quarters of respondents thought having people with different lifestyles and cultures and from different countries in Wellington made it a better place to live (compared to approximately two thirds last year).

### **Emergency preparedness**

81% of respondents reported that they had essential emergency items in their home. However, only 64% had ten litres of bottled water per person in their household (compared to 59% last year).

Only 48% of respondents also had an emergency plan, indicating that there is room for improvement.

### **Recreational facilities**

Wellington residents appear to be relatively active, with 71% of respondents engaging in physical activity more than 2.5 hours per week (up 6 percentage points compared to last year). 85% of respondents agreed that there is a wide range of recreational activities on offer in the city (compared to 76% last year) and two thirds of respondents thought it was easy to access the Council's recreation facilities and programmes.

The main barriers to accessing recreational activities were:

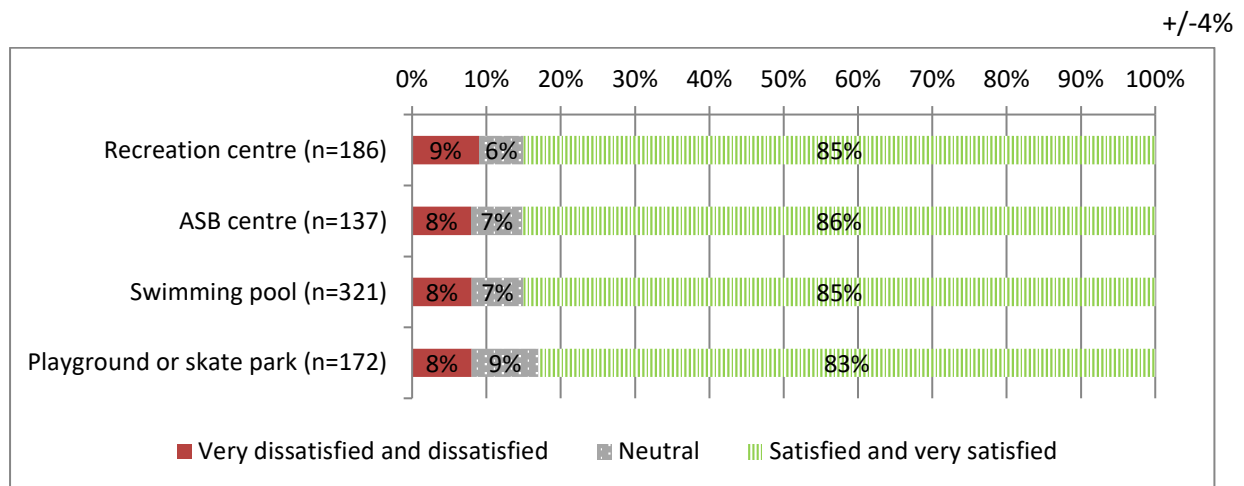
- Respondents were too busy (47%)
- Weather (34%)

- Tiredness (30%)
- Cost of activities (26%)
- Lack of motivation (22%)
- Not at a convenient time (21%)
- Lack of parking or transport (20%)
- Activity too far away (19%).

A number of these factors Council has relatively little control over.

The majority of respondents were satisfied with recreational facilities, with very little variation in satisfaction between different types of facilities (and no notable change in satisfaction levels compared to last year).

Figure 7: Respondents' satisfaction with recreational facilities

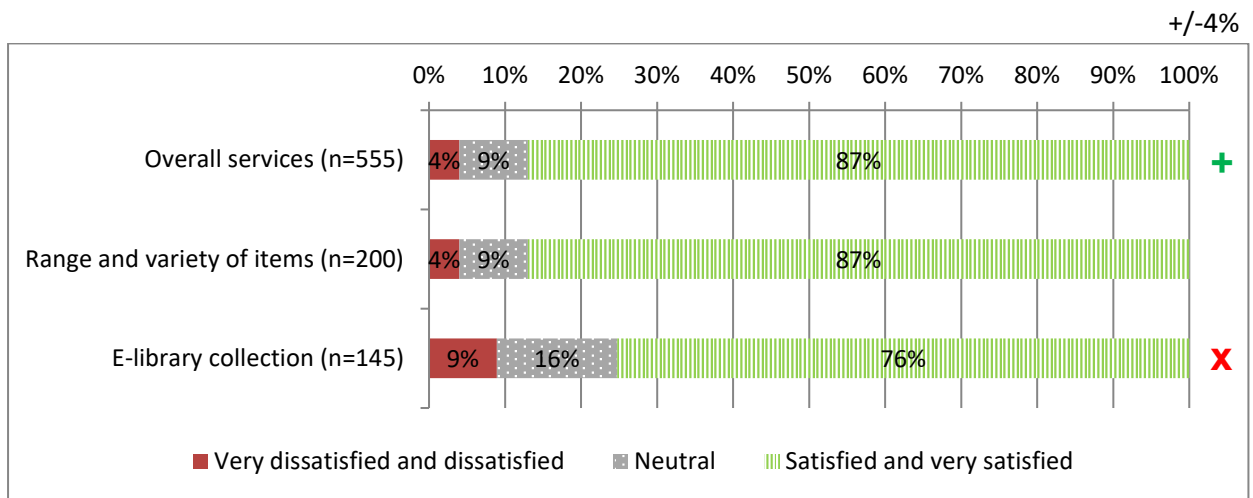


### Community facilities

74% of respondents had used a public library, but only 22% had used a community centre and 19% had used a community hall in the last 12 months.

Most respondents who had used the library and its E-Library collection were satisfied with the services.

Figure 8: Satisfaction with library services



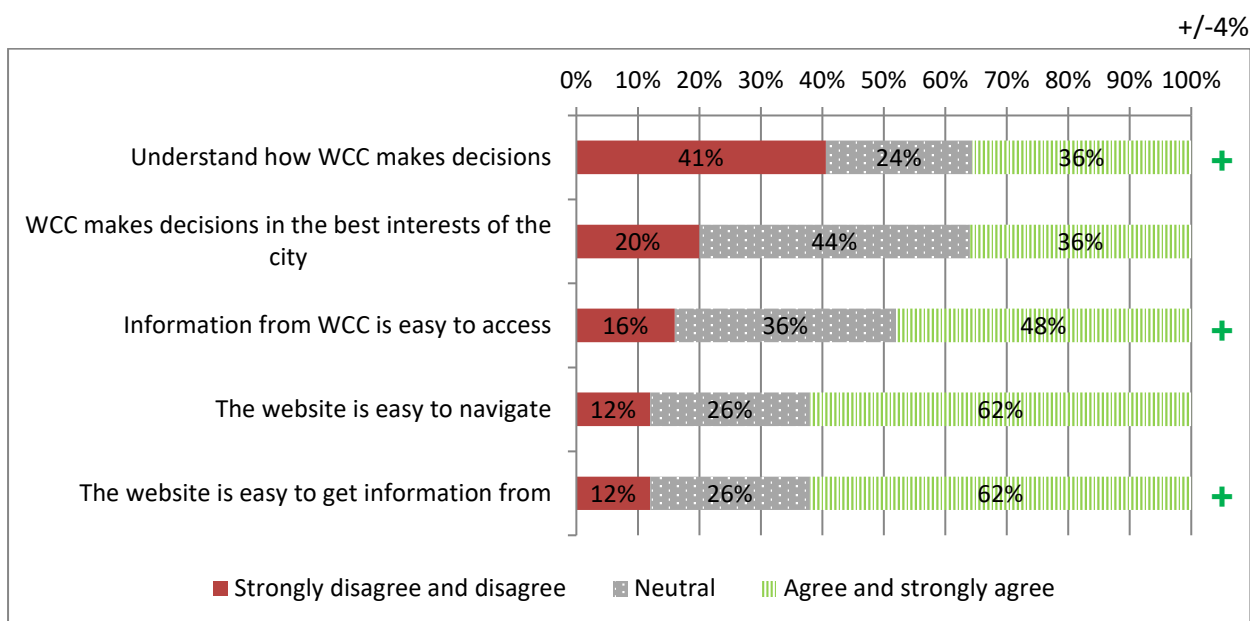
58% of respondents who had used a public toilet in the last year were satisfied with the cleanliness of it (compared to 52% last year); 22% were dissatisfied.

## Governance

While there have been some improvements in satisfaction with the governance measures, there is still a lot of room for improvement of perceptions, including involving the public more in decision making, making information easier to access, explaining the decision making process and the decisions made. 36% understood how Council makes decisions and believed Council made decisions in the best interests of the city (compared to 30% and 36% last year respectively).

Only 31% of respondents were satisfied with the way Council involves people in decision making, however this has improved from 22% last year. 45% reported that Council did not consult them enough (compared to 55% last year). In a positive finding, 53% reported feeling the public are consulted the right amount (compared to 44% last year). 47% reported that they felt the public only had a small or no influence on Council decisions (compared to 58% last year).

Figure 9: Decision making and citizen information

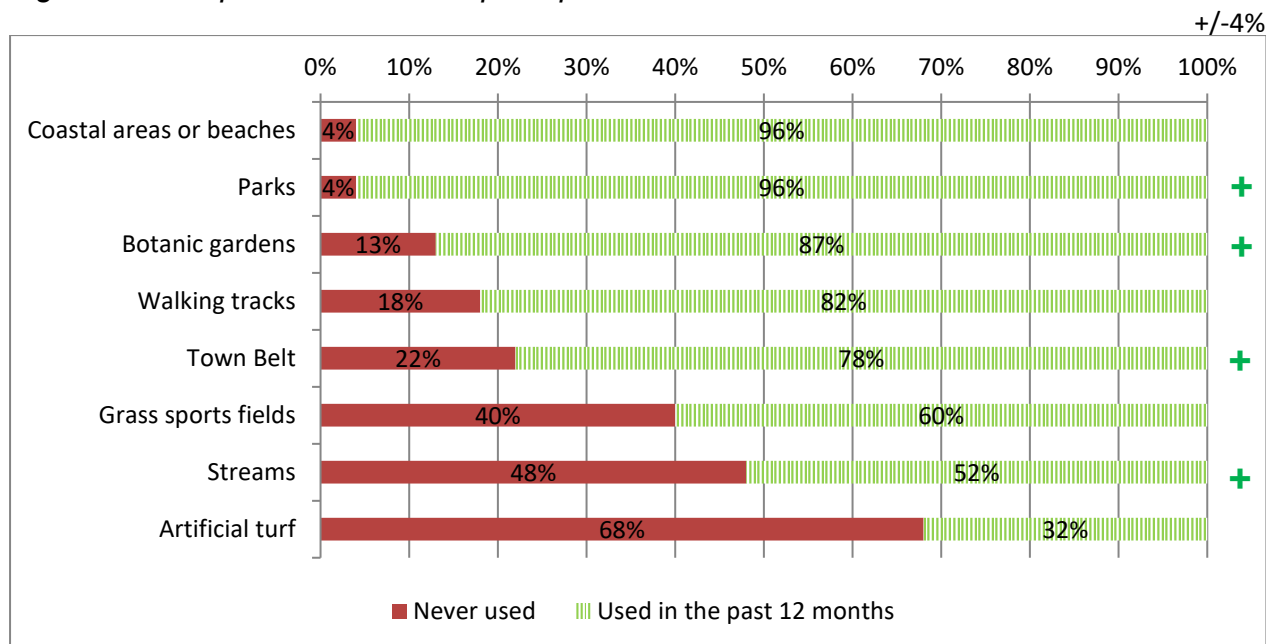


## Environment

### Open spaces

Parks and coastal areas/beaches were used by virtually all respondents, with 21% of respondents using these spaces at least once a week. The majority of respondents also accessed the botanic gardens (including Otari Wilton's), the city's walking tracks and the town belt. However, only one third of respondents used an artificial turf surface.

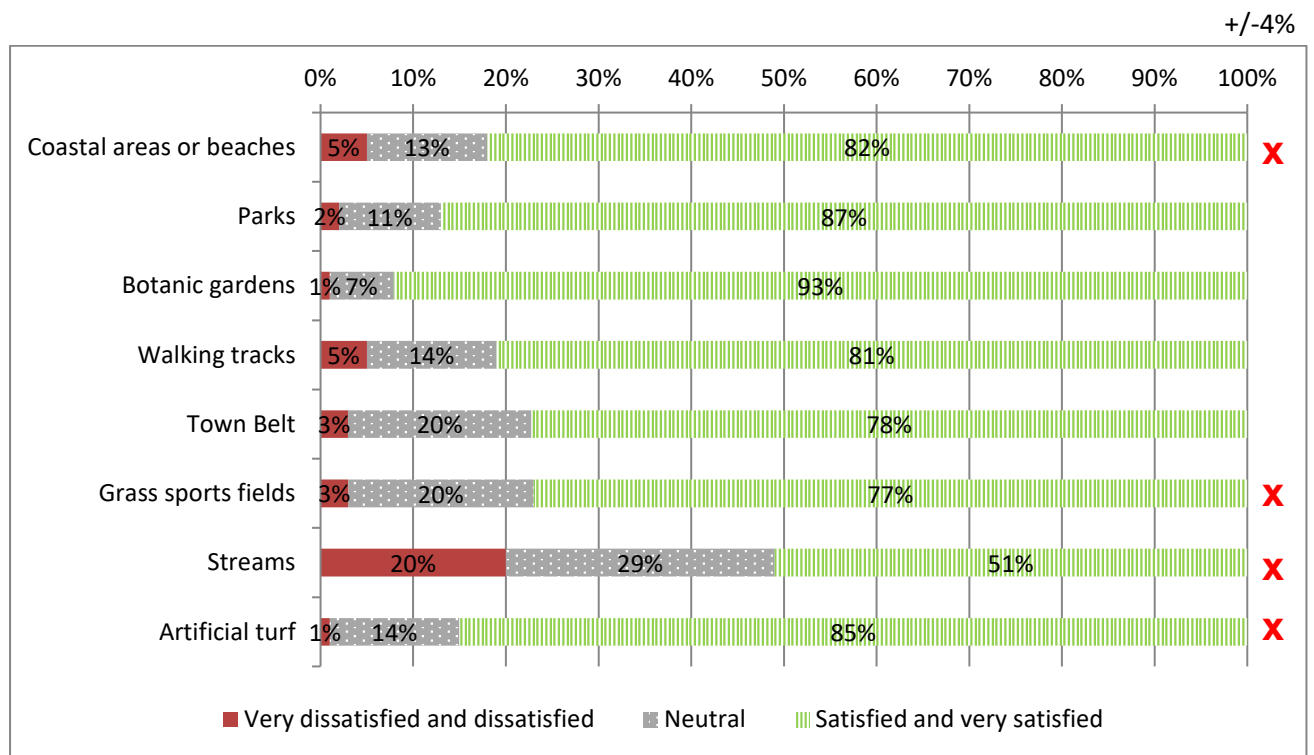
Figure 10: Respondents' use of open spaces



78% of respondents agreed that Wellington's natural environment is appropriately managed and protected, with only 7% disagreeing.

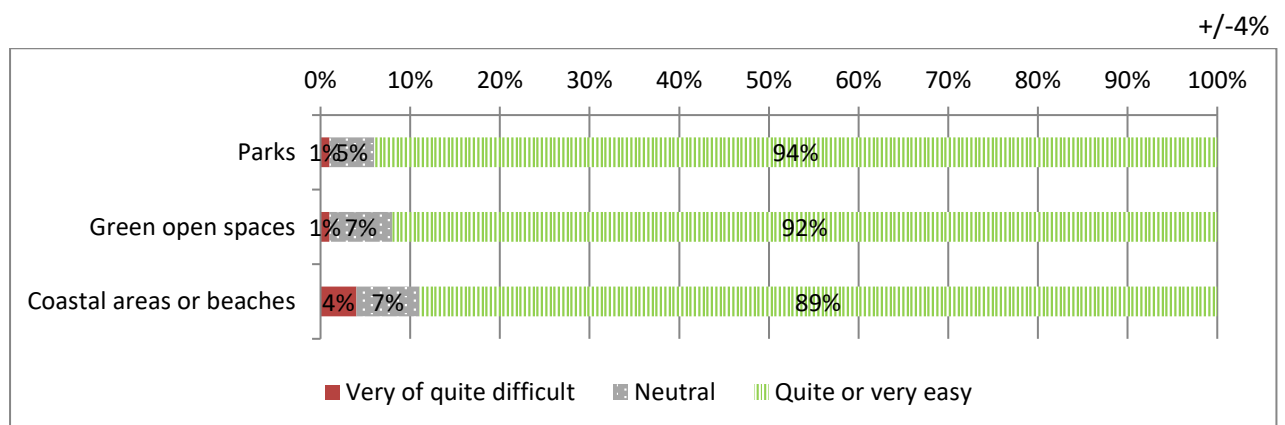
Virtually all respondents were satisfied with the quality and maintenance of the botanic gardens. A number of people were dissatisfied with the quality and maintenance of streams though, indicating attention could be directed in this area. There were decreases in satisfaction with the quality and maintenance of streams compared to last year. There were also decreases in satisfaction for coastal areas and beaches, grass sports fields and artificial turf surfaces.

Figure 11: Respondents' satisfaction with the quality and maintenance of open spaces



The majority of respondents thought it was easy to access open spaces in Wellington.

Figure 12: Respondents' perceptions about the ease of accessing open spaces



With respect to the natural environment respondents did in the following activities in public areas:

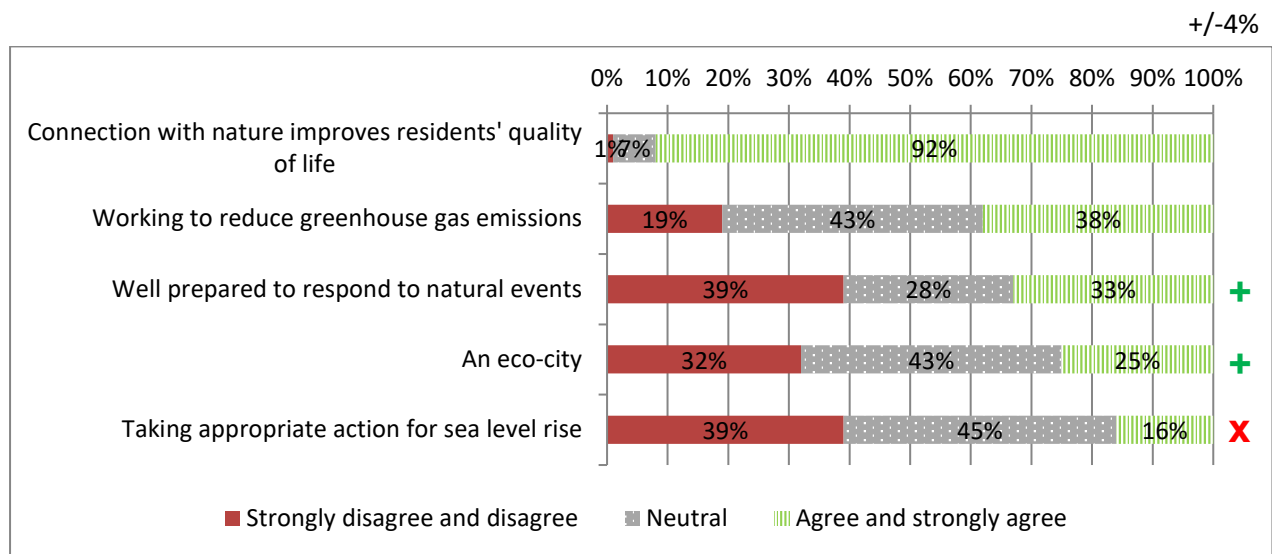
- Picking up litter in public places (59%, compared to 49% last year)
- Planting/weeding in public places (13%, compared to 9% last year)
- Pest control (11%, compared to 7% last year)
- Community gardening (8%, compared to 5% last year).

94% of respondents who had been to *Zealandia* reported having a good experience.

### Perception that Wellington is an eco-city

Respondents' did not have a strong impression that Wellington was an eco-city, indicating more could be done in this area. In addition, perceptions that Wellington is taking appropriate action for sea level rise decreased from 22% last year to 16% this year.

Figure 13: Respondents' perception that Wellington's...



6% of respondents thought that most or almost all businesses were taking actions to reduce their environmental impact. 69% thought that some were, and 26% thought none or almost no businesses were trying to reduce their environmental impact (compared to 17% last year, a 9 percentage point drop).



## Resources and Waste

Respondents engaged in the following behaviours to reduce the amount of pollution entering the storm water system:

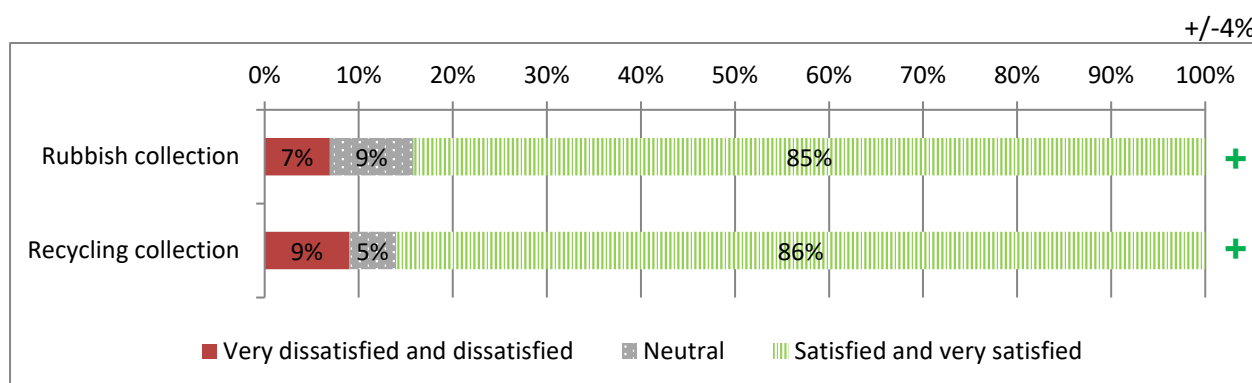
- Put litter in a rubbish bin (93%)
- Pour household liquid wastes down an inside sink, toilet or gully trap (71%, compared to 64% last year)
- Wash paint brushes in an inside sink (55%, compared to 50% last year)
- Dispose of oil, paint or chemicals by putting them out for collection (57%, compared to 50% last year)
- Collect sweepings (49%, compared to 43% last year)
- Wash the car at a carwash or on the lawn (27%)
- Pick up dog droppings (22%, compared to 18% last year).

Respondents engage in the following behaviours to reduce waste:

- Kerbside recycling (90%, compared to 82% last year)
- Reusing plastic containers (81%)
- Donating things to second hand shops (86%, compared to 79% last year)
- Buying refills (66%, compared to 58% last year)
- Taking things to recycling stations (48%, compared to 40% last year)
- Home composting (50%, compared to 39% last year)
- Avoid using plastic bottles or bags (42%, compared to 30% last year).

91% of respondents put out recycling for WCC kerbside collection at least once every two weeks. 63% of respondents used WCC rubbish bags (compared to 58% last year), and just over 76% of users put these out at least once every two weeks. The majority of respondents were satisfied with the Council's waste collection services, with the percentage satisfied with rubbish collection increasing from 76% to 85% this year, and for recycling increasing from 78% to 86% this year.

*Figure 14: Respondents' satisfaction with waste collection services*

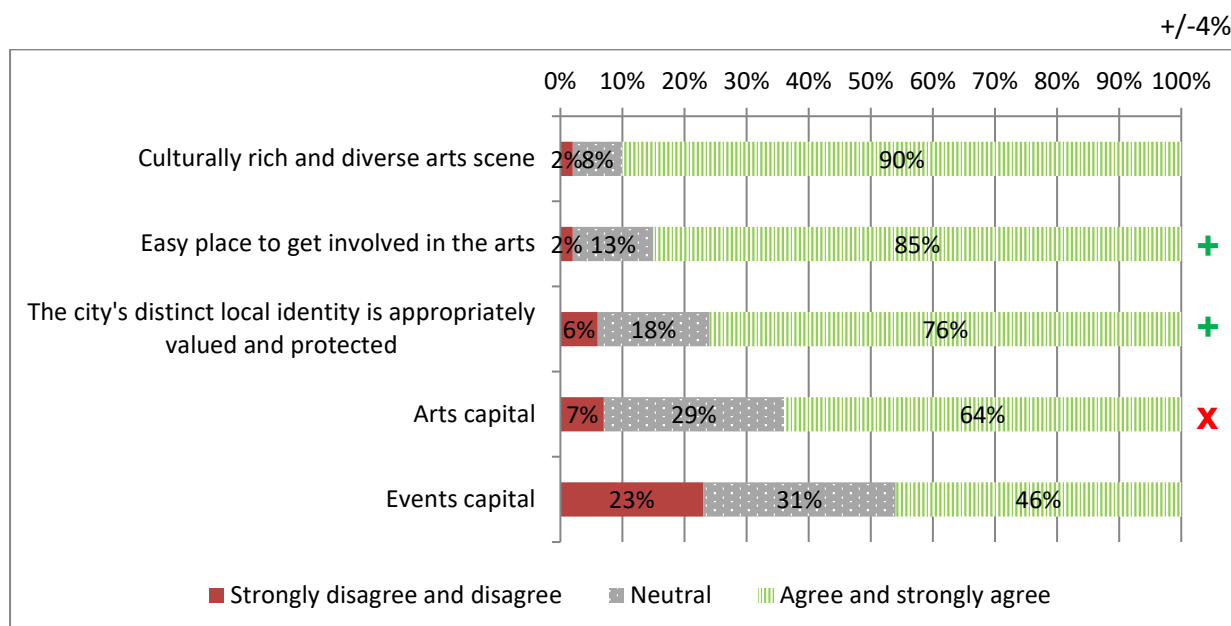


# Cultural Wellbeing

## Arts and cultural scene

The majority of respondents thought that Wellington had a culturally rich and diverse arts scene, where it is easy to get involved in the arts. 87% of respondents had attended or participated in arts and cultural activities in the last year (compared to 79% last year). Respondents' perceptions that the city's distinct local identity is appropriately valued and protected have also increased 4 percentage points over the previous year. However, the perception of Wellington being the arts and cultural capital has slipped a bit further to 64% (from 68% last year). Less than half of all respondents thought of the city as the events capital.

Figure 15: Respondents' perceptions about Wellington's arts and cultural scene

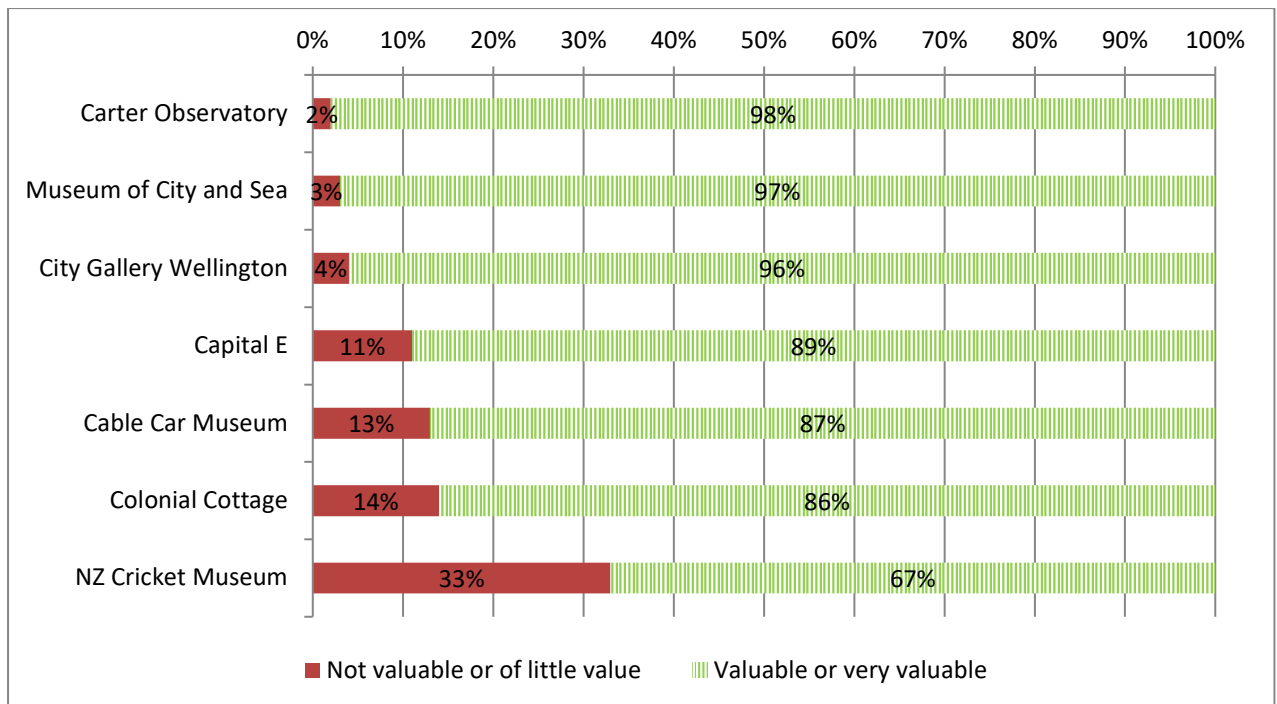


## Museums

With respect to museums in the city, the vast majority of respondents were aware of the Cable Car Museum (95%), Museum of Wellington City and Sea (98%, compared to 92% last year), Carter Observatory (96%, compared to 90% last year), City Gallery Wellington (93%, compared to 86% last year) and Capital E (89%, compared to 79% last year). 60% were aware of Colonial Cottage (compared to 56% last year) and 54% were aware of the New Zealand Cricket Museum (compared to 51% last year).

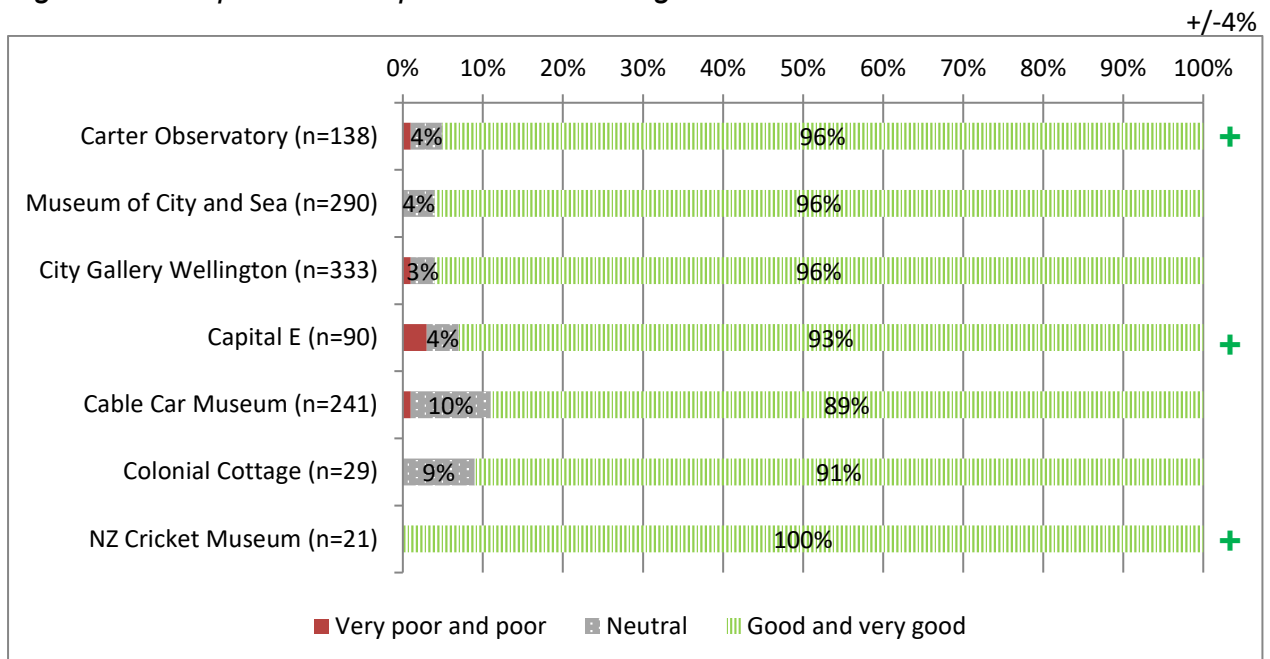
The vast majority of respondents thought the museums were of value overall. However 33% of respondents thought that the New Zealand Cricket Museum was of little or no value. There were no notable changes on these measures between last year and this year.

Figure 16: Respondents' opinions about Wellington's museums



The majority of respondents who had gone to any of the museums had a good experience. However, only 3% of respondents had actually gone to the New Zealand Cricket Museum, and only 4% of respondents had gone to the Colonial Cottage in the last year.

Figure 17: Respondents' experience at Wellington's museums



## Events

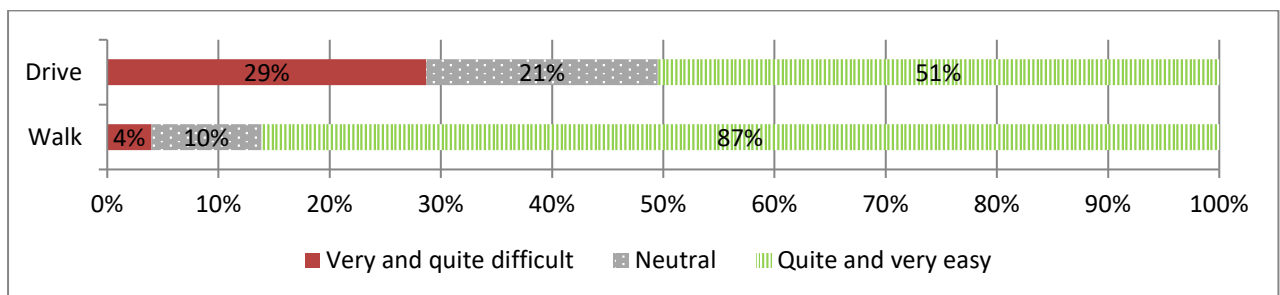
In the past 12 months, 29% of respondents had attended a major event (compared to 24% last year) and 70% had attended a community event (compared to 55% last year). The majority of people were satisfied with their experience (83% and 84% respectively).

## Transport Networks

### Moving about the city

The majority of respondents thought it was easy to move around the city on foot (87%). However, only half of all respondents thought it was easy to drive around. 43% of respondents did not think peak traffic volumes were acceptable (compared to 37% last year).

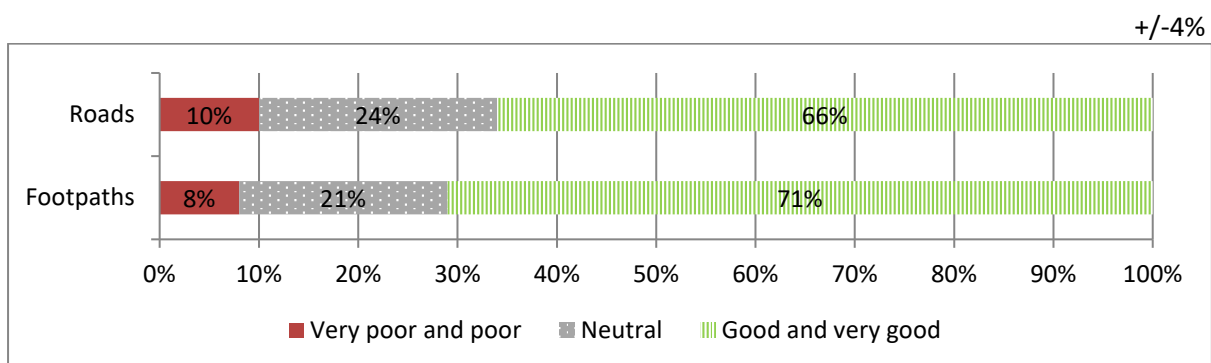
Figure 18: Respondents' perceptions that the city is an easy place to move around



### Network condition

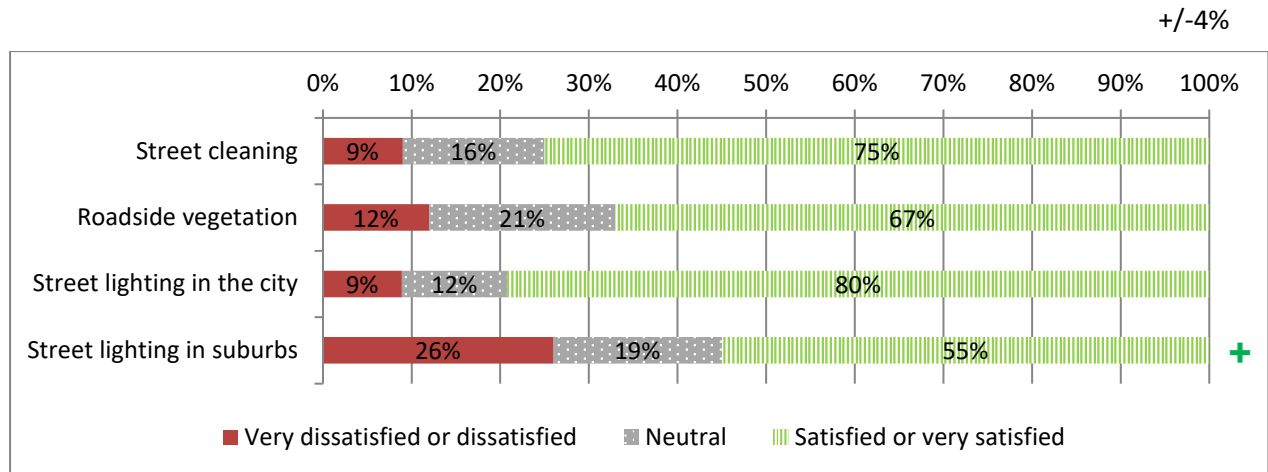
Around two thirds of respondents thought that the footpaths and roads were in good condition.

Figure 19: Respondents' perceptions about the condition of footpaths and roads



Just over half of all respondents were satisfied with street lighting in suburbs, an increase of 4 percentage points since last year.

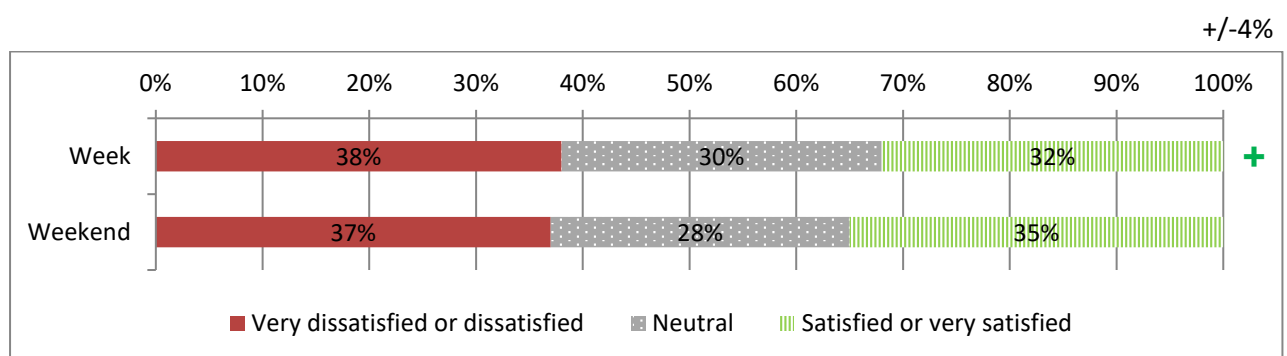
Figure 20: Respondents' satisfaction with transport related infrastructure and services



### Parking

Respondents overall were not particularly satisfied with the availability of on-street parking during the week and the weekend, however satisfaction with availability of parking during the week increased from 26% to 32% this year. There was also a 17 percentage point increase in perceptions of the fairness of parking enforcement in the city between this year and last year (from 33% to 50%). While there is still room to improve, it appears that changes that have been made are having a positive impact.

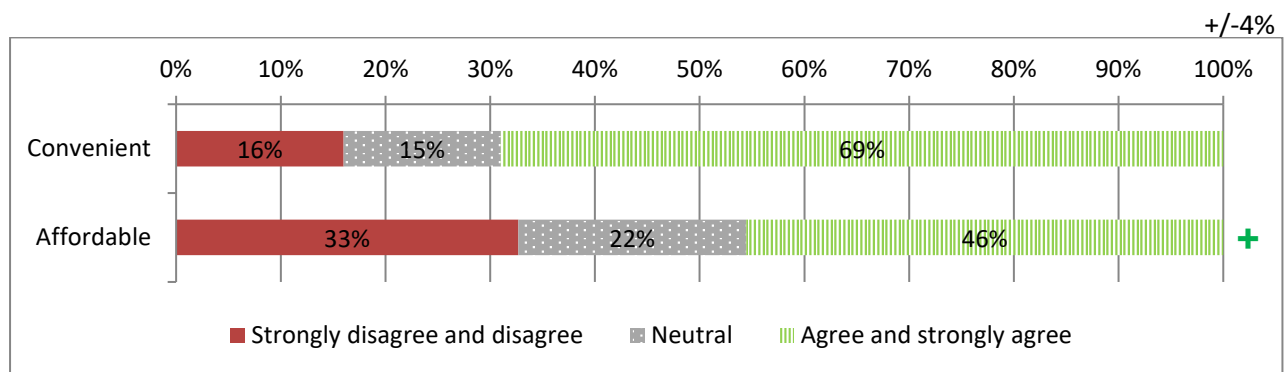
Figure 21: Respondents' satisfaction with parking



### Alternative modes of transport

While a number of respondents found public transport convenient, a third of the respondents find it to be unaffordable. The percentage of respondents agreeing that it is affordable increased from 38% to 46% this year however.

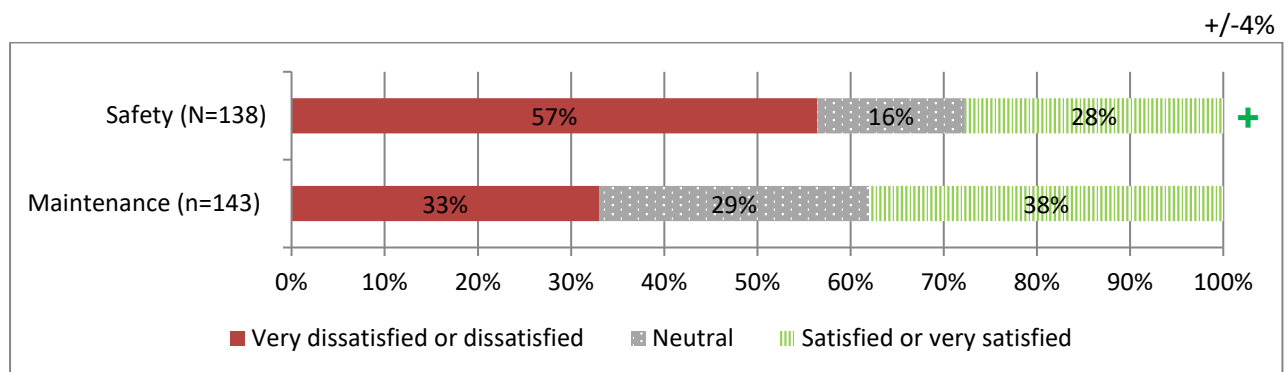
Figure 22: Respondents' perceptions of public transport



91% of cable car users thought that its operational reliability was good (n=330).

A third of respondents who had used Wellington's on road cycleways were dissatisfied with maintenance and over half of the users were dissatisfied with the safety of cycleways. There was an increase in satisfaction with safety between this year and last year however (from 16% to 28%).

Figure 23: Respondents' perception of cycleways



# Wellington City Council Resident Monitoring Survey 2016 Topline Report

This report details results from the 2016 Resident Satisfaction Survey. With regards to experience questions, combining the top two and bottom two categories is recommended for reporting purposes.

The sample of 757 residents for part 1, aged over 18, was weighted to be representative of the Wellington population in terms of age, gender and ward<sup>1</sup>. The same weighting was performed for part 2, which had a total sample of 674 responses.

The standard margin of error is +/-3.56% for part 1, and +/-3.77% for part 2.

Are you ...?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
Male.....	48%	48%	47%	47%
Female.....	52%	52%	52%	52%
Gender diverse ( <b>New in 2015</b> ).....		-	0.5%	0.5%
Prefer not to say ( <b>New in 2015</b> ).....		0%	0.5%	0.5%

Ward	2013 n=500	2014 n=501	2015 n=760	2016 n=994
Northern.....	22%	22%	22%	22%
Onslow-Western.....	27%	20%	20%	20%
Lambton.....	24%	26%	26%	26%
Southern.....	11%	14%	14%	14%
Eastern.....	16%	19%	19%	19%

Which of the following age-groups do you fall into?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
18-29 years.....	30%	29%	29%	29%
30-39 years.....	21%	20%	20%	20%
40-49 years.....	19%	19%	19%	19%
50-64 years.....	19%	20%	20%	20%
65 years or over.....	11%	12%	12%	12%

<sup>1</sup> Note that after the weighting was performed the final sample size was 994 respondents.

Q6	Which of the following best describes your household?	2013	2014	2015 Part 1	2015 Part 2	2016 Part 1	2016 Part 2
	Young couple without children .....	9%	11%	11%	11%	11.3%	11.9%
	Household with youngest child under 5 .....	14%	12%	13%	12%	12.5%	13.0%
	Household with youngest child 5 to 13 .....	13%	11%	13%	15%	14.3%	13.4%
	Household with youngest child 14 or over .....	12%	12%	11%	10%	11.5%	14.1%
	Older couple - no children or none living at home .....	17%	19%	18%	17%	18.3%	16.7%
	Single/one person household .....	13%	14%	12%	11%	10.8%	10.7%
	Flat - not a family home .....	16%	17%	17%	18%	17.4%	15.7%
	Other - specify .....	5%	4%	5%	4%	4.0%	4.5%

Q7	Overall, how would you rate the performance of Wellington City Council over the last 12 months?	2013 n=453 Excl DK	2014 n=465 Excl DK	2015 n=723 Excl DK	2016 n=931 Excl DK
	Very poor .....	1%	1%	1%	1.8%
	Poor .....	9%	8%	5%	7.8%
	Neither poor nor good .....	28%	28%	23%	21.1%
	Good .....	46%	50%	52%	51.6%
	Very good .....	16%	13%	20%	17.8%

Q8	Overall, how would you rate the value for money from all the services the Council provides?	2013 n=459 Excl DK	2014 n=463 Excl DK	2015 n=690 Excl DK	2016 n=896 Excl DK
	Very poor .....	1%	1%	2%	1.6%
	Poor .....	12%	11%	8%	10.3%
	Neither good nor poor .....	36%	31%	23%	25.9%
	Good .....	47%	47%	53%	48.9%
	Very good .....	3%	10%	15%	13.4%

Q9	Overall is your quality of life ...	2013 n=498 Excl DK	2014 n=500 Excl DK	2015 n=755 Excl DK	2016 n=993 Excl DK
	Extremely poor .....	0%	0%	-	0.6%
	Poor .....	1%	3%	1%	1.2%
	Neither good nor poor .....	10%	10%	6%	6.7%
	Good .....	62%	61%	58%	53.1%
	Extremely good .....	27%	25%	35%	38.4%



## Urban Development

Q10 Do you agree or disagree that Wellington is a great place to live?	2013	2014	2015	2016
	n=500 Excl DK	n=499 Excl DK	n=758 Excl DK	n=994 Excl DK
Strongly disagree .....	1%	0%	0%	0.5%
Disagree .....	0%	3%	1%	0.8%
Neither agree nor disagree .....	5%	7%	3%	4.0%
Agree .....	42%	47%	29%	29.4%
Strongly agree .....	51%	42%	67%	65.4%

Q11 Do you agree or disagree that the different suburbs and communities in Wellington provide a good <b>variety</b> of places to live in?	2013	2014	2015	2016
	n=500 Excl DK	n=494 Excl DK	n=748 Excl DK	n=980 Excl DK
Strongly disagree .....	0%	0%	0%	0.6%
Disagree .....	3%	2%	2%	1.9%
Neither agree nor disagree .....	6%	9%	5%	6.4%
Agree .....	65%	65%	52%	46.9%
Strongly agree .....	26%	24%	41%	44.2%

Q12 Do you agree or disagree that there is a <b>variety</b> of opportunities and places to <b>work</b> in Wellington in your occupation, or for someone with your experience and/or qualifications?	2013	2014	2015	2016
	n=482 Excl DK	n=489 Excl DK	n=734 Excl DK	n=966 Excl DK
Strongly disagree .....	4%	5%	3%	4.3%
Disagree .....	14%	15%	16%	14.9%
Neither agree nor disagree .....	16%	18%	18%	14.4%
Agree .....	52%	46%	41%	38.3%
Strongly agree .....	14%	16%	22%	28.1%

Q13 Do you agree or disagree that there is a good <b>variety</b> of <b>leisure activities</b> and opportunities to socialise in Wellington?	2013	2014	2015	2016
	n=499 Excl DK	n=499 Excl DK	n=757 Excl DK	n=992 Excl DK
Strongly disagree .....	1%	1%	1%	1.0%
Disagree .....	5%	3%	3%	2.9%
Neither agree nor disagree .....	5%	8%	4%	6.4%
Agree .....	53%	59%	45%	38.9%
Strongly agree .....	36%	29%	48%	50.8%

Q14	In general, do you agree or disagree with the statement ...	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Heritage buildings, areas, trees and objects contribute to the <b>city's</b> unique character	2013 n=500 Excl DK .....	1%	1%	6%	47%	45%
	2014 n=496 Excl DK .....	1%	3%	10%	47%	39%
	2015 n=756 Excl DK .....	0%	2%	5%	40%	52%
	2016 n=991 Excl DK .....	0.8%	1.2%	5.9%	39.5%	52.6%
Heritage buildings, areas, trees and objects contribute to your <b>community's</b> unique character	2013 n=499 Excl DK .....	2%	7%	18%	43%	29%
	2014 n=494 Excl DK .....	2%	9%	22%	41%	26%
	2015 n=753 Excl DK .....	1%	8%	19%	38%	33%
	2016 n=983 Excl DK .....	2.3%	6.7%	19.3%	38.7%	32.9%
The city centre is lively and attractive	2013 n=499 Excl DK .....	0%	5%	12%	57%	26%
	2014 n=497 Excl DK .....	1%	6%	13%	58%	22%
	2015 n=755 Excl DK .....	0%	2%	12%	52%	34%
	2016 n=990 Excl DK .....	0.9%	4.5%	9.7%	50.1%	34.8%
My local suburban centre is lively and attractive	2013 n=497 Excl DK .....	5%	16%	32%	37%	10%
	2014 n=493 Excl DK .....	4%	22%	29%	34%	11%
	2015 n=748 Excl DK .....	4%	20%	28%	35%	13%
	2016 n=979 Excl DK .....	4.6%	20.8%	27.6%	33.5%	13.5%
The city is developing in a way that takes into account its unique urban character and natural environment	2013 n=476 Excl DK .....	1%	10%	33%	45%	11%
	2014 n=476 Excl DK .....	2%	10%	32%	46%	10%
	2015 n=739 Excl DK .....	1%	9%	25%	54%	13%
	2016 n=961 Excl DK .....	1.4%	8.1%	28.3%	47.6%	14.7%
Wellington City in developing in a way that maintains high quality urban design	2016 n=679 Excl DK .....	2.9%	12.7%	29.2%	44.7%	10.5%
<b>New question in 2016</b>						

Q15 In general, do you agree or disagree that ...		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Heritage buildings, areas, trees and objects are appropriately valued and protected in the <b>central city</b>	2013 n=463					
	Excl DK .....	0%	9%	22%	60%	8%
	2014 n=469					
	Excl DK .....	1%	13%	27%	52%	8%
	2015 n=714					
Excl DK .....	1%	10%	25%	49%	15%	
2016 n=945						
Excl DK .....	1.0%	8.0%	22.6%	50.1%	18.4%	
Heritage buildings, areas trees and objects are appropriately valued and protected in your <b>local/suburban area</b>	2013 n=443					
	Excl DK .....	1%	9%	39%	44%	6%
	2014 n=456					
	Excl DK .....	2%	11%	38%	42%	7%
	2015 n=672					
Excl DK .....	1%	11%	39%	36%	12%	
2016 n=896						
Excl DK .....	1.8%	9.6%	35.9%	41.4%	11.3%	

**Note: those who disagreed that either were appropriately valued were further asked for clarification as to whether they believed it was either under or overvalued starting in 2015.**

Q15B In what way do you think the heritage buildings, areas, trees and objects in ...		Very undervalued	Undervalued	Overvalued	Very overvalued
The <b>central city</b> are inappropriately valued?	2015 n=80				
	Excl DK .....	10%	73%	11%	6%
	2016 n=84				
Excl DK .....	19.9%	53.5%	16.2%	10.4%	
The <b>your local/suburban area</b> are inappropriately valued?	2015 n=82				
	Excl DK .....	15%	65%	18%	2%
	2016 n=101				
Excl DK .....	21.2%	55.5%	15.4%	7.9%	

Q16 Do you agree or disagree with the statement, 'I feel a sense of pride in the way Wellington looks and feels'?		2013 n=500 Excl DK	2014 n=495 Excl DK	2015 n=757 Excl DK	2016 n=994 Excl DK
Strongly disagree .....		1%	1%	2%	2.2%
Disagree .....		4%	6%	3%	2.9%
Neither agree nor disagree .....		13%	18%	10%	10.6%
Agree .....		57%	57%	51%	52.7%
Strongly agree .....		25%	18%	34%	31.5%

Q17 Do you agree or disagree that in the city centre it is...		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Easy to get around	2013 n=500					
	Excl DK .....	1%	8%	9%	50%	31%
	2014 n=499					
	Excl DK .....	1%	10%	10%	54%	24%
	2015 n=694					
Excl DK .....	1%	7%	9%	50%	33%	
2016 n=994						
Excl DK .....	1.8%	8.4%	8.0%	48.9%	32.8%	
Easy to access leisure activities	2013 n=500					
	Excl DK .....	1%	11%	14%	55%	20%
	2014 n=493					
	Excl DK .....	1%	10%	18%	57%	15%
	2015 n=749					
Excl DK .....	1%	5%	14%	58%	22%	
2016 n=986						
Excl DK .....	1.8%	5.6%	12.9%	55.6%	24.1%	

Q18 How often, on average, have you visited the Wellington waterfront in the last 12 months?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
<i>That is the area from near the Railway Station to the Overseas Passenger Terminal.</i>				
Most days.....	12%	8%	11%	12.2%
Once or twice a week .....	19%	24%	25%	22.6%
Once every 2-3 weeks.....	25%	20%	23%	24.3%
Once a month .....	16%	16%	16%	16.1%
Once every 2-3 months .....	15%	16%	13%	14.9%
Once every 4-5 months .....	5%	6%	4%	3.6%
Once every 6 months or less often .....	7%	7%	5%	4.8%
Never in the last 12 months .....	1%	3%	2%	1.2%
Don't know .....	1%	1%	0%	0.4%

Q19 Overall, how would you rate your experience at the waterfront?	2013	2014	2015	2016
	n=488 Excl DK	n=478 Excl DK	n=741 Excl DK	n=974 Excl DK
Very poor .....	-	0%	-	-
Poor .....	1%	2%	1%	0.5%
Neither good nor poor .....	8%	10%	5%	7.4%
Good.....	55%	57%	53%	51.2%
Very good.....	36%	31%	41%	40.9%

## Social and Recreation

Q20 How safe or unsafe do you feel in the following situations?		Very unsafe	Somewhat unsafe	Reasonably safe	Very safe
In your neighbourhood during the day	2013 n=500 Excl DK .....	1%	1%	17%	82%
	2014 n=498 Excl DK	0%	1%	20%	79%
	2015 n=759 Excl DK .....	0%	1%	15%	84%
	2016 n=994 Excl DK .....	0.1%	0.8%	15.8%	83.2%
In your neighbourhood after dark	2013 n=500 Excl DK .....	2%	13%	56%	29%
	2014 n=496 Excl DK	3%	14%	52%	31%
	2015 n=756 Excl DK .....	2%	12%	51%	36%
	2016 n=989 Excl DK .....	2.2%	12.0%	50.0%	35.9%
In your city centre during the day	2013 n=496 Excl DK & N/A..	1%	1%	21%	77%
	2014 n=491 Excl DK & N/A	1%	1%	24%	74%
	2015 n=753 Excl DK & N/A..	0%	1%	19%	80%
	2016 n=984 Excl DK & N/A..	0.5%	1.2%	22.3%	75.9%
In your city centre after dark	2013 n=484 Excl DK & N/A ..	4%	24%	58%	14%
	2014 n=476 Excl DK & N/A	4%	27%	58%	11%
	2015 n=731 Excl DK & N/A ..	2%	22%	62%	14%
	2016 n=966 Excl DK & N/A ..	4.8%	22.1%	59.1%	14.0%

Q21	Which of the following, if any, are particularly concerning in Wellington at present?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	Poorly lit or dark public areas such as streets, paths and parks.....	63%	71%	61%	63.2%
	Vandalism such as broken windows in shops and public buildings .....	30%	28%	26%	26.7%
	Graffiti .....	46%	40%	34%	32.2%
	Poorly maintained or dangerous public areas such as streets, paths and parks .....	37%	40%	34%	36.8%
	Traffic, including busy roads and lack of pedestrian facilities.....	31%	31%	34%	32.9%
	Dangerous driving including speeding, drunk drivers and so on.....	34%	35%	29%	29.6%
	Alcohol and drug problems.....	54%	55%	51%	48.7%
	Car theft or vandalism, and theft from cars .....	33%	29%	36%	32.3%
	Threatening people and/or people behaving dangerously .....	53%	51%	48%	50.8%
	Other.....	9%	10%	11%	10.2%
	Nothing.....	4%	2%	5%	5.1%
	Don't know .....	1%	2%	1%	2.1%

Q22	Wellington City is becoming home for an increasing number of people with different lifestyles and cultures and from different countries.	2013 n=488 Excl DK	2014 n=488 Excl DK	2015 n=746 Excl DK	2016 n=975 Excl DK
	Overall do you think this makes the city...?				
	A much worse place to live.....	2%	2%	-	1.2%
	A worse place to live.....	7%	9%	6%	5.6%
	Makes no difference .....	24%	23%	16%	15.2%
	A better place to live .....	42%	47%	48%	41.0%
	A much better place to live .....	24%	20%	30%	37.0%

Q23	In the last 12 months, have you ... <i>A neighbour is considered to be anyone living close to you.</i>	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	Spoken to a neighbour .....	92%	88%	92%	90.8%
	Given help to a neighbour .....	58%	55%	58%	61.6%
	Received help from a neighbour .....	43%	44%	47%	48.6%
	Participated in an activity with a neighbour .....	28%	34%	38%	35.6%
	Discussed emergency preparedness with a neighbour .....	12%	19%	16%	14.4%
	None of the above .....	7%	10%	7%	6.6%

Q24	We want to find out about the sense of community strength and spirit in Wellington.	2013 n=487 Excl DK	2014 n=487 Excl DK	2015 n=740 Excl DK	2016 n=958 Excl DK
	In general, do you agree or disagree with the statement ... The community works together and people support each other?				
	Strongly disagree .....	1%	1%	1%	0.9%
	Disagree .....	14%	15%	6%	9.4%
	Neither agree nor disagree .....	40%	40%	34%	32.6%
	Agree .....	41%	39%	54%	51.2%
	Strongly agree .....	4%	4%	5%	5.9%

Q25	Have you used a Wellington City Council public toilet in the last 12 months?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	Yes .....	72%	70%	79%	78.0%
	No .....	26%	26%	20%	19.9%
	Don't know .....	2%	4%	1%	2.1%

Q26	How satisfied or dissatisfied are you with the cleanliness of Wellington City Council public toilets?	2013 n=362 Excl DK	2014 n=350 Excl DK	2015 n=597 Excl DK	2016 n=771 Excl DK
	Very dissatisfied .....	6%	6%	6%	8.1%
	Quite dissatisfied .....	18%	19%	16%	18.7%
	Neither satisfied nor dissatisfied .....	24%	23%	21%	23.7%
	Quite satisfied .....	44%	46%	48%	40.3%
	Very satisfied .....	7%	6%	11%	9.1%

Q27	Do you have essential emergency items in your home?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	<i>By emergency items I mean a supply of everyday use items that you can easily find and use when an emergency occurs.</i>				
	Yes .....	78%	80%	81%	80.5%
	No .....	20%	16%	17%	17.7%
	Don't know .....	2%	4%	3%	1.8%

Q28	Which, if any, of these would you easily be able to find in the event of an emergency?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	Ten litres of bottled water per person in your household .....	55%	59%	64%	60.1%
	Canned food .....	89%	88%	90%	87.3%
	Can opener .....	87%	89%	91%	88.4%
	Other non-perishable food .....	68%	68%	70%	65.1%
	First aid kit.....	74%	73%	80%	76.4%
	A battery operated radio .....	56%	59%	58%	59.4%
	Spare batteries .....	60%	57%	59%	60.3%
	A plastic bucket .....	79%	78%	77%	80.6%
	Toilet paper .....	92%	88%	90%	88.2%
	Soap .....	74%	74%	78%	76.8%
	Disinfectant .....	58%	55%	61%	57.4%
	A primus or gas barbeque to cook on .....	59%	55%	61%	60.3%
	Waterproof torches.....	40%	41%	43%	40.4%
	Other essential medication.....	44%	47%	44%	46.6%
	Pet supplies .....	31%	25%	31%	30.2%
	Blankets, towels, sleeping bags .....	81%	82%	85%	82.9%
	Sturdy footwear .....	74%	69%	75%	74.3%
	Baby/infant supplies .....	8%	9%	7%	6.8%
	Essential documents (birth/marriage certificates, insurance policies) .....	57%	55%	56%	54.0%
	Family photos .....	41%	37%	36%	36.7%

Q29	Do you have an emergency plan for your family or your household about what they will do if a significant emergency occurs?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	Yes.....	42%	50%	48%	50.3%
	No .....	55%	44%	47%	45.3%
	Don't know .....	3%	6%	5%	4.4%



Q30 Which of the following have you done...	2013 n=500	2014 n=501	2015 n=760	2016 n=994
Discussed ways to get in touch with other family members when an emergency occurs .....	39%	51%	49%	50.0%
Made plans for re-uniting with family members when an emergency occurs .....	36%	42%	41%	45.5%
Arranged for authorised people to collect children from school, and provided the school with a list of these people for when an emergency occurs .....	13%	15%	17%	19.7%
Established a meeting place in the event your house becomes unusable or if family members are separated when an emergency occurs .....	29%	32%	28%	28.2%
Allocated tasks for those at home when an emergency occurs eg. turning off power or checking with neighbours	8%	8%	7%	7.0%
Completed a first aid course .....	38%	31%	34%	32.2%
Found out where your nearest Civil Defence Centre is .....	33%	32%	34%	34.3%
None of these .....	25%	22%	21%	20.4%
Don't know .....	1%	3%	2%	1.4%

Q31 Is your home ...

Excl DK	Always	Often	Sometimes	Rarely	Never
Cold? .....2013 n=498 2014 n=498 2015 n=757 2016 n=994	4%	22%	47%	21%	6%
	6%	20%	44%	22%	9%
	3%	12%	44%	30%	11%
	5.5%	12.6%	39.5%	30.2%	12.2%
Damp? .....2013 n=497 2014 n=497 2015 n=755 2016 n=991	3%	11%	27%	33%	27%
	4%	11%	27%	32%	26%
	3%	7%	21%	36%	34%
	3.7%	7.7%	19.0%	35.0%	34.6%
Hard to heat? 2013 n=495 2014 n=482 2015 n=741 2016 n=963	7%	17%	26%	30%	19%
	8%	13%	28%	29%	22%
	5%	9%	29%	33%	24%
	9.0%	9.7%	24.4%	32.5%	24.4%

Q32	How many hours would you spend in some form of regular physical activity in an average week?	2013 n=497 Excl DK	2014 n=490 Excl DK	2015 n=747 Excl DK	2016 n=985 Excl DK
	Less than 2.5 hours .....	36%	34%	29%	26.4%
	2.5 hours – 5 hours .....	40%	40%	42%	42.9%
	5+ hours .....	24%	25%	29%	30.7%

Q33	Have any of the children aged 13 or under in your household used a Council playground or skate park in the last 12 months?	2013 n=132	2014 n=117	2015 n=197	2016 n=266
	<b>Base = respondents who have a child 13 or under in the household</b>				
	Yes .....	79%	88%	87%	86.8%
	No .....	18%	12%	12%	11.2%
	Don't know .....	3%	-	1%	2.0%

Q34	How satisfied or dissatisfied were you with the playground or skate park you visited most recently?	2013 n=104 Excl DK	2014 n=103 Excl DK	2015 n=172 Excl DK	2016 n=231 Excl DK
	Very dissatisfied .....	-	3%	3%	2.6%
	Quite dissatisfied .....	13%	9%	5%	6.4%
	Neither satisfied nor dissatisfied .....	11%	8%	9%	6.9%
	Quite satisfied .....	49%	45%	52%	55.1%
	Very satisfied .....	28%	35%	32%	29.0%

Q35	On average, how often do the children aged 13 or under in your household walk to and from school?	2013 n=101 Excl DK and N/A	2014 n=88 Excl DK and N/A	2015 n=135 Excl DK and N/A	2016 n=213 Excl DK and N/A
	<b>Base = respondents who have a child 13 or under in the household</b>				
	Everyday.....	26%	38%	39%	32.0%
	3-4 days a week .....	7%	12%	11%	15.1%
	1-2 days a week .....	9%	17%	16%	18.4%
	Less often .....	19%	10%	11%	12.8%
	Never .....	40%	23%	23%	21.8%

Q36	Have you used any of the following Wellington City Council recreation facilities in the last 12 months?	2013	2014	2015	2016
		n=490 Excl DK	n=501 Excl DK	n=760 Excl DK	n=994 Excl DK
	A Council Recreation Centre .....	17%	19%	24%	22.0%
	ASB Centre .....	14%	15%	18%	18.0%
	A Council Swimming Pool .....	34%	35%	42%	44.0%
	The Mountain Bike Park in Karori .....	3%	6%	8%	8.6%
	None of these .....	53%	51%	44%	44.4%

Q37	How satisfied or dissatisfied were you with the Wellington City Council's recreation centre you visited most recently?	2013	2014	2015	2016
		n=87 Excl DK	n=95 Excl DK	n=186 Excl DK	n=219 Excl DK
	Very dissatisfied .....	1%	1%	2%	0.9%
	Quite dissatisfied .....	8%	3%	6%	3.2%
	Neither satisfied nor dissatisfied .....	12%	8%	6%	9.1%
	Quite satisfied .....	56%	50%	50%	48.9%
	Very satisfied .....	23%	38%	35%	37.8%

Q38	How satisfied or dissatisfied were you with the ASB Centre?	2013	2014	2015	2016
		n=70 Excl DK	n=73 Excl DK	n=137 Excl DK	n=176 Excl DK
	Very dissatisfied .....	2%	5%	4%	1.1%
	Quite dissatisfied .....	1%	-	3%	3.0%
	Neither satisfied nor dissatisfied .....	7%	7%	7%	5.3%
	Quite satisfied .....	29%	32%	31%	26.5%
	Very satisfied .....	61%	56%	55%	64.2%

Q39	How satisfied or dissatisfied were you with the Wellington City Council's swimming pool you visited most recently?	2013	2014	2015	2016
		n=166 Excl DK	n=175 Excl DK	n=321 Excl DK	n=437 Excl DK
	Very dissatisfied .....	1%	4%	2%	0.3%
	Quite dissatisfied .....	12%	6%	7%	6.1%
	Neither satisfied nor dissatisfied .....	12%	8%	7%	6.1%
	Quite satisfied .....	47%	47%	54%	41.8%
	Very satisfied .....	27%	35%	31%	45.8%

Q40	In general do you agree or disagree that Wellington city offers a wide range of recreational activities?	2013	2014	2015	2016
		n=493 Excl DK	n=487 Excl DK	n=747 Excl DK	n=975 Excl DK
	Strongly disagree .....	3%	1%	2%	2.6%
	Disagree .....	4%	6%	2%	2.6%
	Neither agree nor disagree .....	16%	18%	12%	13.0%
	Agree .....	64%	61%	65%	58.2%
	Strongly agree .....	13%	15%	20%	23.7%

Q41	What, if anything, makes it difficult for you to take part in these recreational activities?	2013	2014	2015	2016
		n=500	n=501	n=760	n=994
	Too busy .....	47%	45%	47%	43.1%
	Poor health .....	11%	9%	6%	8.4%
	Activity costs too much .....	37%	36%	26%	29.0%
	Activity too far away .....	22%	23%	19%	22.8%
	No facilities for child care .....	5%	5%	5%	5.4%
	Weather .....	27%	30%	34%	29.4%
	Not at a convenient time .....	17%	20%	21%	20.1%
	Shift work .....	6%	6%	6%	6.1%
	Lack of motivation .....	24%	23%	22%	22.3%
	No facilities exist .....	5%	3%	1%	2.0%
	Tiredness .....	20%	21%	20%	23.4%
	Lack of knowledge about how to do it .....	15%	13%	15%	12.3%
	Environmental factors (eg road conditions, pollution) .....	3%	3%	3%	2.7%
	Lack of parking or transport .....	20%	19%	20%	21.9%
	Not interested .....	10%	13%	10%	11.6%
	Other (specify) .....	8%	8%	8%	6.4%
	Don't know .....	2%	3%	1%	0.3%

Q42	In general, how easy is it to access Wellington City Council's recreation facilities and programmes?	2013	2014	2015	2016
		n=424 Excl DK	n=444 Excl DK	n=653 Excl DK	n=844 Excl DK
	Very difficult .....	0%	1%	1%	0.8%
	Quite difficult .....	8%	7%	5%	5.0%
	Neither easy nor difficult .....	37%	31%	29%	28.8%
	Quite easy .....	47%	52%	51%	55.3%
	Very easy .....	7%	10%	15%	10.2%

Q43	To provide recreation services and facilities it costs, on average, \$186.05 per resident per year (or \$0.51 per day). How strongly do you agree or disagree this is good value for money?	2013 n=476 Excl DK	2014 n=477 Excl DK	2015 n=717 Excl DK	2016 n=928 Excl DK
	Strongly disagree .....	3%	3%	2%	2.0%
	Disagree .....	13%	13%	8%	8.6%
	Neither agree nor disagree.....	24%	25%	21%	21.8%
	Agree .....	44%	42%	47%	44.9%
	Strongly agree.....	17%	17%	22%	22.6%

Q44	Have you used any of the following Wellington City Council community facilities in the last 12 months?	2013 n=500	2014 n=501	2015 n=760	2016 n=994
	A public library .....	68%	69%	74%	72.6%
	A Community Centre .....	19%	20%	22%	19.6%
	A Community Hall .....	17%	19%	19%	20.7%
	None of these .....	26%	25%	21%	22.0%
	Don't know .....	0%	3%	1%	1.1%

Q45	How often on average would you use or visit a Wellington City Council library?	2013 n=340	2014 n=345	2015 n=560	2016 n=721
	More than once a week .....	5%	5%	4%	5.0%
	Once a week.....	10%	15%	15%	14.7%
	Once every 2-3 weeks .....	29%	22%	24%	20.4%
	Once a month .....	18%	19%	19%	19.5%
	Once every 2-3 months .....	19%	17%	21%	19.4%
	Once every 4-6 months .....	13%	11%	7%	12.1%
	Less often than once every 6 months .....	6%	11%	8%	8.5%
	Don't Know .....	0%	0%	1%	0.5%

Q46	Thinking about the library items that you use, how satisfied or dissatisfied are you with the range and variety of the items available?	2013 n=338 Excl DK	2014 n=340 Excl DK	2015 n=200 Excl DK	2016 n=714 Excl DK
	<b>Base = respondents who used a library in the last 12 months</b>				
	Very dissatisfied .....	1%	1%	1%	1.9%
	Quite dissatisfied .....	5%	4%	3%	4.8%
	Neither satisfied nor dissatisfied .....	8%	9%	9%	6.2%
	Quite satisfied .....	47%	53%	49%	46.3%
	Very satisfied .....	40%	33%	38%	40.8%

Q47	In the last 12 months, have you used any Wellington City Libraries' online library collection (www.wcl.govt.nz/downloads)?  e.g. ebooks, online journals and newspapers	2013 n=340	2014 n=345	2015 n=560	2016 n=721
	Yes .....	18%	22%	28%	28.7%
	No.....	82%	77%	72%	70.1%
	Don't know .....	0%	1%	1%	1.3%

Q48	How satisfied or dissatisfied are you with the e-library's online library collection?	2013 n=57 Excl DK	2014 n=73 Excl DK	2015 n=145 Excl DK	2016 n=202 Excl DK
	Very dissatisfied .....	1%	-	1%	-
	Quite dissatisfied .....	12%	7%	8%	6.5%
	Neither satisfied nor dissatisfied .....	14%	21%	16%	16.4%
	Quite satisfied .....	46%	47%	53%	56.1%
	Very satisfied .....	27%	25%	23%	21.0%

Q49	Overall, how satisfied or dissatisfied are you with the library services you've used in the last 12 months?	2013 n=333 Excl DK	2014 n=342 Excl DK	2015 n=555 Excl DK	2016 n=717 Excl DK
	<b>Base = respondents who used a library in the last 12 months</b>				
	Very dissatisfied .....	1%	1%	1%	1.5%
	Quite dissatisfied .....	5%	3%	4%	3.7%
	Neither satisfied nor dissatisfied .....	7%	12%	9%	6.9%
	Quite satisfied .....	50%	52%	46%	46.7%
	Very satisfied .....	37%	31%	41%	41.2%

\* Top two categories (quite satisfied and very satisfied) sum to 87%

Q50	To provide library services it costs, on average, \$102.27 per resident per year (or \$0.28 per day).  How strongly do you agree or disagree this is good value for money?	2013 n=488 Excl DK	2014 n=487 Excl DK	2015 n=741 Excl DK	2016 n=960 Excl DK
	Strongly disagree .....	2%	2%	1%	2.2%
	Disagree .....	8%	8%	5%	6.0%
	Neither agree nor disagree .....	14%	15%	14%	13.6%
	Agree .....	40%	40%	37%	34.9%
	Strongly agree.....	36%	35%	43%	43.3%

## Governance and citizen information

Q51	I'd like you to think about the contact you have with Wellington City Council and the involvement of the community in Council decision-making.	2013	2014	2015	2016
		n=406 Excl DK	n=406 Excl DK	n=625 Excl DK	n=803 Excl DK
	In your view, does the Council consult you....?				
	Not enough.....	59%	55%	45%	43.9%
	The right amount.....	40%	44%	53%	53.9%
	Too much.....	1%	1%	1%	2.1%

Q52	How satisfied or dissatisfied are you with the way the Council involves people in decision-making?	2013	2014	2015	2016
		n=447 Excl DK	n=443 Excl DK	n=653 Excl DK	n=846 Excl DK
	Very dissatisfied .....	5%	8%	5%	8.5%
	Quite dissatisfied .....	33%	22%	21%	21.6%
	Neither satisfied nor dissatisfied .....	44%	48%	43%	43.6%
	Quite satisfied .....	17%	20%	29%	23.4%
	Very satisfied .....	1%	2%	3%	2.9%

Q53 In general, do you agree or disagree with the following statements?

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I understand how Wellington City Council makes decisions .....	2013 n=484 Excl DK	6%	40%	27%	24%	3%
	2014 n=487 Excl DK	9%	32%	29%	26%	4%
	2015 n=706 Excl DK	8%	32%	24%	32%	3%
	2016 n=938 Excl DK	8.2%	35.7%	23.5%	27.1%	5.4%
Wellington City Council makes decisions that are in the best interests of the city .....	2013 n= 480 Excl DK	4%	23%	42%	30%	1%
	2014 n=472 Excl DK	3%	18%	42%	33%	3%
	2015 n=714 Excl DK	4%	16%	44%	35%	2%
	2016 n=922 Excl DK	5.5%	18.0%	40.3%	33.8%	2.4%
Information from Wellington City Council is easy to access.....	2013 n= 439 Excl DK	3%	19%	41%	36%	1%
	2014 n=445 Excl DK	3%	19%	42%	33%	3%
	2015 n=689 Excl DK	3%	14%	35%	44%	4%
	2016 n=894 Excl DK	2.1%	15.3%	33.6%	42.9%	6.0%
I understand how I can have input in Council decision-making..... <b>New question in 2016</b>	2016 n=684 Excl DK	4.9%	27.0%	22.3%	37.0%	8.9%



Q54	In the last 12 months, have you visited the Wellington City Council's website (www.wellington.govt.nz)?	2013 n=486 Excl DK	2014 n=480 Excl DK	2015 n=735 Excl DK	2016 n=979 Excl DK
	Yes	69%	68%	76%	74.1%
	No .....	31%	32%	24%	25.9%

Q55 In general, do you agree or disagree with the following statements?

Excl DK		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
	The Wellington City Council's website (www.wellington.govt.nz) is easy to navigate.....	3%	15%	23%	58%	1%
	2013 n=330					
	2014 n=323	1%	15%	21%	61%	2%
	2015 n=557	2%	10%	26%	56%	6%
	2016 n=726	1.8%	12.4%	23.2%	57.3%	5.4%
	The Wellington City Council's website (www.wellington.govt.nz) is easy to get information from .....	3%	17%	29%	51%	1%
	2013 n=330					
	2014 n=324	1%	14%	27%	56%	1%
	2015 n=557	2%	9%	26%	57%	5%
	2016 n=726	3.1%	12.3%	25.3%	54.9%	4.4%

Q56	Overall, how much influence do you feel the public has on the decisions the Wellington City Council makes?	2013 n=474 Excl DK	2014 n=472 Excl DK	2015 n=708 Excl DK	2016 n=932 Excl DK
	No influence .....	9%	9%	6%	9.7%
	Small influence .....	50%	49%	42%	41.0%
	Some influence.....	40%	38%	47%	43.4%
	Large influence.....	1%	3%	6%	5.8%

Q57	Do you agree or disagree with the statement that there are opportunities to participate fully in city life?	2013 n=473 Excl DK	2014 n=478 Excl DK	2015 n=737 Excl DK	2016 n=952 Excl DK
	Strongly disagree .....	1%	1%	2%	1.3%
	Disagree .....	8%	8%	3%	4.2%
	Neither agree nor disagree.....	25%	27%	17%	20.2%
	Agree .....	60%	56%	63%	59.7%
	Strongly agree.....	7%	8%	15%	14.6%

## Environment – start of Part 2

Q58 In the last twelve months, how often on average have you used...?

Excludes DK		Most days	Once or twice a week	Once every 2-3 weeks	Once a month	Once every 2-3 months	Once every 4-5 months	Once every 6 months or less often	Never in the last 12 months
Wellington City's coastal areas or beaches	2013 n=501	6%	13%	22%	17%	19%	7%	10%	5%
	2014 n=491	5%	15%	15%	18%	17%	9%	15%	6%
	2015 n=683	7%	15%	17%	17%	17%	9%	14%	4%
	2016 n=672	5.9%	15.1%	19.2%	15.7%	16.7%	9.1%	13.7%	4.7%
Botanic gardens, including Otari/Wiltons Bush Native Botanic Reserve	2013 n=501	1%	4%	6%	14%	18%	17%	22%	17%
	2014 n=491	1%	4%	8%	11%	19%	14%	21%	22%
	2015 n=683	2%	4%	7%	11%	25%	12%	27%	13%
	2016 n=671	1.1%	3.1%	7.2%	11.8%	22.8%	16.2%	23.4%	14.6%
Wellington City Council parks	2013 n=503	4%	22%	22%	18%	16%	6%	6%	6%
	2014 n=489	5%	20%	17%	18%	14%	7%	10%	8%
	2015 n=680	5%	16%	15%	17%	19%	10%	14%	4%
	2016 n=670	6.1%	15.7%	16.6%	17.1%	16.9%	8.6%	13.6%	5.4%
Town Belt or Outer Green Belt	2013 n=482	2%	7%	10%	10%	14%	12%	18%	28%
	2014 n=459	3%	10%	9%	11%	13%	9%	17%	28%
	2015 n=662	3%	8%	10%	10%	15%	13%	19%	22%
	2016 n=655	4.0%	7.9%	8.8%	12.4%	16.1%	10.7%	18.5%	21.5%
The city's walking tracks	2013 n=492	4%	6%	11%	8%	13%	12%	17%	28%
	2014 n=481	3%	11%	10%	10%	12%	10%	15%	28%
	2015 n=677	6%	11%	11%	10%	16%	11%	17%	18%
	2016 n=666	4.1%	11.4%	10.1%	13.0%	13.6%	12.3%	15.9%	19.6%
Wellington City Council outdoor grass sports fields	2013 n=488	4%	12%	6%	8%	10%	7%	13%	40%
	2014 n=476	2%	10%	8%	7%	9%	8%	14%	42%
	2015 n=677	2%	11%	8%	6%	10%	7%	16%	40%
	2016 n=665	1.4%	9.5%	7.2%	6.6%	7.7%	9.2%	18.3%	40.0%

A Wellington City Council sports field which has artificial turf	2013 n=464	-	8%	6%	5%	4%	4%	5%	68%
	2014 n=464	0%	5%	6%	2%	5%	5%	8%	69%
	2015 n=681	1%	7%	3%	5%	5%	4%	8%	68%
	2016 n=664	1.2%	5.6%	5.6%	3.1%	2.9%	5.1%	10.6%	65.9%
Wellington's Streams	2013 n=463	1%	2%	2%	7%	7%	7%	22%	52%
	2014 n=456	1%	3%	5%	4%	9%	8%	18%	52%
	2015 n=662	1%	4%	6%	6%	8%	8%	19%	48%
	2016 n=655	1.1%	2.2%	4.5%	5.7%	10.9%	10.9%	17.3%	47.4%

Q59 Overall, how satisfied or dissatisfied are you with the quality and maintenance of...

Excl DK		Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Wellington City's coastal areas or beaches	2013 n=467	1%	3%	13%	56%	27%
	2014 n=454	1%	3%	9%	59%	27%
	2015 n=646	1%	4%	13%	53%	29%
	2016 n=637	0.6%	4.0%	11.2%	54.5%	29.6%
Botanic gardens, including Otari/Wiltons Bush Native Botanic Reserve	2013 n=397	1%	0%	4%	37%	58%
	2014 n=369	0%	0%	4%	44%	52%
	2015 n=575	1%	0%	7%	33%	59%
	2016 n=558	0.3%	-	6.0%	34.3%	59.4%
Wellington City Council parks	2013 n=462	1%	2%	8%	57%	32%
	2014 n=435	-	2%	9%	56%	33%
	2015 n=639	1%	2%	11%	55%	32%
	2016 n=622	0.3%	2.3%	10.8%	56.7%	29.8%
Town Belt or Outer Green Belt	2013 n=311	1%	1%	8%	60%	30%
	2014 n=310	-	2%	17%	53%	28%
	2015 n=484	-	3%	20%	56%	21%
	2016 n=491	-	2.8%	16.9%	58.4%	21.9%
The city's walking tracks	2013 n=341	1%	2%	12%	54%	32%
	2014 n=328	-	5%	13%	56%	27%
	2015 n=529	0%	4%	14%	57%	24%
	2016 n=517	1.1%	2.7%	12.9%	60.4%	22.9%
Wellington City Council outdoor grass sports fields	2013 n=268	1%	4%	16%	60%	19%
	2014 n=251	0%	3%	14%	58%	25%
	2015 n=351	0%	2%	20%	55%	23%
	2016 n=348	0.3%	1.4%	25.7%	53.1%	19.5%
A Wellington City Council sports field which has artificial turf	2013 n=145	2%	2%	10%	43%	44%
	2014 n=135	-	1%	11%	47%	42%
	2015 n=464	-	1%	14%	38%	47%

Wellington's streams	2016 n=209	-	0.4%	15.3%	36.7%	47.6%
	2013 n=203	1%	7%	33%	42%	16%
	2014 n=200	1%	11%	26%	48%	15%
	2015 n=310	2%	18%	29%	43%	8%
	2016 n=306	1.9%	15.0%	33.8%	41.7%	7.6%

In general, how easy or difficult is it to access...?

Q60

Excl DK		Very difficult	Quite difficult	Neither easy nor difficult	Quite easy	Very easy
Your local park .....	2013 n=470	1%	0%	2%	29%	68%
	2014 n=445	-	1%	7%	26%	67%
	2015 n=672	0%	1%	5%	26%	69%
	2016 n=664	-	0.9%	3.5%	22.9%	72.8%
Wellington <b>City's</b> coastal areas or beaches .....	2013 n=476	0%	2%	9%	40%	49%
	2014 n=459	0%	4%	8%	38%	50%
	2015 n=676	-	4%	7%	39%	50%
	2016 n=660	0.7%	2.8%	7.9%	30.4%	58.2%
Green open spaces (such as sports fields, town belts, gardens and parks etc.) .....	2013 n=488	-	1%	4%	42%	53%
	2014 n=464	0%	1%	9%	38%	52%
	2015 n=671	0%	1%	7%	32%	60%
	2016 n=663	0.3%	1.2%	6.3%	29.1%	63.1%

Q61	It costs, on average, \$159.45 per resident per year (or \$0.44 per day) to provide: <ul style="list-style-type: none"> <li>- green open spaces (e.g. sports fields and town belts),</li> <li>- gardens (botanic gardens and parks) and</li> <li>- beach and coastal services</li> </ul> <p>How strongly do you agree or disagree this is good value for money?</p>	2013	2014	2015	2016
		n=500 Excl DK	n=493 Excl DK	n=672 Excl DK	n=658 Excl DK
	Strongly disagree .....	3%	3%	5%	3.2%
	Disagree .....	4%	4%	3%	2.3%
	Neither agree nor disagree.....	14%	16%	10%	11.1%
	Agree .....	35%	39%	40%	36.2%
	Strongly agree.....	45%	38%	42%	47.1%

Q62	Overall, do you agree or disagree that Wellington's natural environment is appropriately managed and protected?	2013	2014	2015	2016
		n=486 Excl DK	n=482 Excl DK	n=665 Excl DK	n=651 Excl DK
	Strongly disagree .....	1%	1%	2%	0.8%
	Disagree .....	4%	5%	5%	4.4%
	Neither agree nor disagree.....	15%	17%	15%	16.2%
	Agree .....	67%	66%	64%	61.5%
	Strongly agree.....	13%	11%	14%	17.1%

Q63	Approximately how many times have you visited Wellington Zoo in the past 12 months?	2013	2014	2015	2016
		n=509	n=501	n=686	n=674
	Once only.....	29%	28%	34%	28.8%
	Twice .....	12%	12%	10%	14.2%
	3 or more times.....	8%	7%	9%	9.0%
	or have you not been to the zoo in the last 12 months .....	51%	52%	48%	47.8%
	Don't know .....	0%	1%	0%	0.3%

Q64	How often have you visited Zealandia in the last 12 months?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	More often than twice every month .....	1%	1%	1%	0.5%
	Once or twice every month .....	1%	1%	2%	1.6%
	Once every 2-3 months .....	2%	3%	4%	3.2%
	Once every 4-5 months .....	2%	2%	3%	3.3%
	Once or twice in the last 12 months.....	25%	23%	23%	26.3%
	Never in the last 12 months .....	68%	69%	68%	64.9%
	Don't know .....	-	1%	0%	0.1%

Q65	Overall, how would you rate your experience at Zealandia: The Karori Sanctuary Experience?	2013 n=161 Excl DK	2014 n=150 Excl DK	2015 n=221 Excl DK	2016 n=236 Excl DK
	Very poor .....	2%	-	0%	-
	Poor.....	1%	1%	3%	2.9%
	Neither good nor poor .....	11%	8%	3%	4.7%
	Good .....	45%	46%	35%	35.4%
	Very good .....	41%	45%	59%	57.0%

Q66 In general, do you agree or disagree with the statement ...

Excl DK		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Wellington's connection with nature in and around the city improves residents' quality of life (e.g. hills, harbour, native plants and animals)	2013 n=501	1%	1%	5%	40%	53%
	2014 n=491	0%	1%	8%	39%	52%
	2015 n=680	0%	1%	7%	28%	65%
	2016 n=669	0.3%	0.6%	4.3%	29.5%	65.2%
Wellington is working to reduce its greenhouse gas emissions	2013 n=311	2%	7%	48%	38%	5%
	2014 n=352	1%	14%	46%	35%	5%
	2015 n=451	5%	14%	43%	32%	6%
	2016 n=477	3.6%	12.6%	43.3%	33.8%	6.8%
Wellington is well prepared to respond to natural events such as earthquakes, tsunamis and severe storms	2013 n=435	4%	29%	31%	32%	4%
	2014 n=451	4%	24%	33%	33%	5%
	2015 n=623	8%	31%	28%	29%	4%
	2016 n=589	3.9%	20.7%	30.1%	38.8%	6.6%
Wellington is taking appropriate action to prepare for long-term sea level rise	2013 n=276	4%	32%	46%	16%	1%
	2014 n=346	4%	28%	46%	19%	3%
	2015 n=466	8%	31%	45%	13%	2%
	2016 n=447	6.7%	25.7%	42.7%	21.1%	3.8%
Wellington is an eco-city	2013 n=436	2%	23%	46%	26%	3%
	2014 n=442	3%	22%	45%	27%	2%
	2015 n=626	5%	27%	43%	22%	3%
	2016 n=588	4.2%	18.7%	44.4%	28.0%	4.7%



Q67	In your view, what proportion of Wellington businesses are taking actions to reduce their environmental impact?	2013	2014	2015	2016
		n=385 Excl DK	n=362 Excl DK	n=513 Excl DK	n=510 Excl DK
	Almost all .....	1%	2%	1%	1.3%
	Most.....	6%	7%	5%	5.4%
	Some .....	70%	74%	69%	73.0%
	Almost none .....	22%	15%	25%	18.8%
	None.....	1%	2%	1%	1.6%

Q68	Thinking about the natural environment, what if any, of the following things do you do? (This includes volunteering as part of a community group or just taking some personal action.)	2013	2014	2015	2016
		n=509	n=501	n=686	n=674
	Community gardening	7%	5%	8%	8.3%
	Planting and/or weeding in public places	10%	9%	13%	11.8%
	Picking up any litter in public places	53%	49%	59%	55.4%
	Pest control	8%	7%	11%	12.5%
	Anything else (please specify)	9%	8%	6%	8.2%
	None of the above	40%	44%	34%	36.2%

## Cultural Wellbeing

Q69 Think about the community involvement in arts and culture in Wellington.

In general, do you agree or disagree with the statement...

Excl DK		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Wellington is an easy place to get involved in the arts .....	2013 n=475	0%	4%	9%	61%	26%
	2014 n=467	0%	2%	17%	57%	23%
	2015 n=655	1%	2%	13%	57%	28%
	2016 n=632	0.4%	0.9%	12.4%	53.4%	32.8%
Wellington has a culturally rich and diverse arts scene .....	2013 n=495	0%	2%	6%	52%	40%
	2014 n=481	0%	1%	10%	52%	37%
	2015 n=672	1%	2%	8%	50%	41%
	2016 n=659	0.4%	1.1%	6.8%	44.9%	46.9%
Wellington is the events capital of New Zealand .....	2013 n=476	3%	20%	26%	33%	18%
	2014 n=476	2%	20%	30%	32%	16%
	2015 n=658	5%	19%	31%	27%	18%
	2016 n=632	2.2%	18.4%	27.2%	28.1%	24.0%
Wellington is the arts capital of New Zealand	2013 n=477	1%	4%	25%	47%	23%
	2014 n=472	1%	6%	26%	43%	25%
	2015 n=642	2%	6%	29%	35%	28%
	2016 n=624	0.6%	6.3%	26.7%	34.1%	32.3%

Q70	How frequently do you attend, or participate in cultural and arts activities in Wellington?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	At least once a week.....	7%	7%	9%	6.4%
	At least once a month .....	30%	25%	34%	31.5%
	Once every six months.....	32%	34%	33%	34.6%
	At least once a year.....	15%	13%	11%	15.3%
	Less often .....	12%	12%	9%	8.8%
	Never .....	3%	6%	3%	2.5%
	Don't know .....	1%	3%	1%	0.8%

Q71	Which of the following have you heard of?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	Cable Car Museum .....	93%	92%	95%	96.7%
	Capital E .....	90%	79%	89%	89.5%
	Space Place at Carter Observatory.....	94%	90%	96%	96.5%
	City Gallery Wellington .....	90%	86%	93%	94.8%
	Nairn Street Cottage (Colonial Cottage).....	52%	56%	60%	57.6%
	Wellington Museum (Museum of Wellington City and Sea) ..	96%	92%	98%	97.0%
	New Zealand Cricket Museum .....	58%	51%	57%	60.6%
	None.....	1%	2%	-	-

Q72 How valuable do you consider the following institutions?

Excl DK		Not valuable at all	Of little value	Valuable	Very valuable
Cable Car Museum .....	2013 n=431	1%	20%	59%	20%
	2014 n=428	1%	12%	64%	22%
	2015 n=591	1%	12%	60%	27%
	2016 n=601	0.8%	14.0%	56.3%	28.9%
Capital E.....	2013 n= 389	1%	10%	57%	32%
	2014 n=347	1%	10%	64%	25%
	2015 n=501	1%	10%	54%	35%
	2016 n=525	1.2%	8.9%	51.1%	38.9%
Space Place at Carter Observatory .....	2013 n=471	0%	1%	45%	53%
	2014 n= 439	-	2%	45%	53%
	2015 n=621	0%	2%	39%	59%
	2016 n=627	-	1.0%	35.3%	63.7%
City Gallery Wellington .....	2013 n=432	2%	3%	50%	46%
	2014 n=418	1%	5%	54%	40%
	2015 n=602	1%	4%	40%	56%
	2016 n=604	1.0%	3.0%	37.5%	58.4%
Nairn Street Cottage (Colonial Cottage) ..	2013 n=238	1%	12%	63%	23%
	2014 n=257	1%	13%	61%	26%
	2015 n=326	1%	13%	58%	28%
	2016 n=332	0.4%	8.8%	56.9%	33.9%
Wellington Museum (MOWCAS) .....	2013 n=460	2%	5%	44%	49%
	2014 n=440	0%	4%	46%	50%
	2015 n=629	0%	3%	33%	64%
	2016 n=618	0.3%	2.9%	31.2%	65.6%
New Zealand Cricket Museum .....	2013 n=256	9%	25%	55%	11%
	2014 n=235	6%	26%	52%	15%
	2015 n=318	7%	27%	48%	19%
	2016 n=355	6.5%	25.4%	50.9%	17.2%

Q73 In the last 12 months, have you been to any of the following?

	2013 n=509	2014 n=501	2015 n=686	2016 n=674
Cable Car Museum .....	37%	43%	35%	35.0%
Capital E .....	22%	11%	13%	14.6%
Space Place at Carter Observatory .....	26%	25%	20%	20.7%
City Gallery Wellington .....	49%	42%	49%	49.2%
Nairn Street Cottage (Colonial Cottage) .....	4%	4%	4%	3.9%
Wellington Museum (MOWCAS) .....	48%	48%	42%	45.8%
New Zealand Cricket Museum .....	4%	3%	3%	4.2%

Q74 Overall, how would you rate your experience at the following?

Excl DK		Very poor	Poor	Neither good nor poor	Good	Very good
Cable Car Museum .....	2013 n=187	0%	1%	13%	54%	32%
	2014 n=212	0%	-	11%	53%	36%
	2015 n=241	-	1%	10%	53%	36%
	2016 n=235	0.6%	1.1%	9.0%	46.0%	43.3%
Capital E .....	2013 n=106	-	2%	8%	47%	44%
	2014 n=55	2%	2%	7%	65%	24%
	2015 n=90	-	3%	4%	48%	46%
	2016 n=98	2.2%	0.5%	4.1%	35.6%	57.6%
Space Place at Carter Observatory .....	2013 n=128	-	2%	5%	34%	59%
	2014 n=116	-	2%	6%	32%	60%
	2015 n=138	-	1%	4%	32%	64%
	2016 n=140	-	-	0.5%	32.2%	67.3%
City Gallery Wellington .....	2013 n=243	0%	1%	8%	41%	49%
	2014 n=202	-	1%	5%	44%	50%
	2015 n=333	0%	1%	3%	36%	60%
	2016 n=332	0.3%	0.2%	6.5%	34.0%	59.1%
Nairn Street Cottage (Colonial Cottage) .....	2013 n=20	-	-	2%	44%	54%
	2014 n=19	-	-	10%	31%	59%
	2015 n=29	-	-	9%	60%	31%
	2016 n=26	-	-	9.0%	37.2%	53.8%

Wellington Museum (Museum of Wellington City and Sea) ..	2013 n=238	-	-	4%	35%	61%
	2014 n=237	0%	1%	4%	33%	61%
	2015 n=290	-	0%	4%	28%	67%
	2016 n=309	-	0.2%	2.2%	25.5%	72.1%
New Zealand Cricket Museum .....	2013 n=20	-	-	8%	55%	37%
	2014 n=14	9%	-	-	50%	42%
	2015 n=21	-	-	-	60%	40%
	2016 n=29	-	11.3%	17.7%	58.1%	12.8%

Q75	Wellington City Council is associated with <b>major events</b> such as Brancott's World of Wearable Art, Hertz Sevens, and the Rugby World Cup.	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	Have you attended any of these types of events in the last 12 months?				
	Yes .....	32%	24%	29%	27.8%
	No .....	67%	75%	71%	71.3%
	Don't Know .....	1%	1%	1%	0.9%

Q76	Overall, how satisfied or dissatisfied are you with these types of <b>major events</b> ?	2013 n=165 Excl DK	2014 n=119 Excl DK	2015 n=197 Excl DK	2016 n=187 Excl DK
	Very dissatisfied .....	5%	2%	4%	6.7%
	Quite dissatisfied .....	3%	7%	5%	5.2%
	Neither satisfied nor dissatisfied .....	4%	5%	8%	7.5%
	Quite satisfied .....	33%	39%	38%	33.3%
	Very satisfied .....	55%	46%	45%	47.3%

Q77	Wellington City Council is associated with events and festivals such as <b>community</b> festivals, sports events and arts and cultural events.	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	Have you attended any of these types of events in the last 12 months?				
	Yes .....	56%	55%	70%	69.6%
	No .....	40%	42%	29%	28.4%
	Don't Know .....	3%	3%	1%	2.0%

Q78 Overall, how satisfied or dissatisfied are you with these types of <b>community</b> events and festivals?	2013	2014	2015	2016
	n=287 Excl DK	n=278 Excl DK	n=482 Excl DK	n=469 Excl DK
Very dissatisfied .....	1%	1%	4%	3.1%
Quite dissatisfied .....	4%	5%	4%	6.1%
Neither satisfied nor dissatisfied .....	5%	8%	8%	6.2%
Quite satisfied .....	54%	60%	48%	50.3%
Very satisfied .....	37%	26%	36%	34.3%

Q79 Do you agree or disagree that Wellington's distinct local identity (its sense of place) is appropriately valued and protected?	2013	2014	2015	2016
	n=476 Excl DK	n=469 Excl DK	n=654 Excl DK	n=633 Excl DK
Strongly disagree .....	1%	0%	2%	1.3%
Disagree .....	4%	3%	4%	2.5%
Neither agree nor disagree .....	28%	25%	18%	18.1%
Agree .....	59%	63%	61%	62.5%
Strongly agree .....	8%	9%	15%	15.6%

## Resources and Waste

Q80 The next couple of questions are about waste reduction and rubbish collection.	2013	2014	2015	2016
	n=509	n=501	n=686	n=674
Which of the following things are you doing to try and reduce the amount of waste from your home?				
<i>The question relates to households behaviour not individual behaviour</i>				
Home composting .....	41%	39%	50%	47.6%
Using the Council's kerbside recycling service .....	86%	82%	90%	88.6%
Taking things to the recycling stations .....	39%	40%	48%	46.2%
Donating things to 2nd hand shops or charities .....	80%	79%	86%	85.1%
Buying refills .....	59%	58%	66%	62.4%
Avoiding using plastic bottles or bags .....	34%	30%	42%	43.1%
Reusing plastic containers such as food containers .....	85%	81%	81%	80.0%
Anything else (specify) .....	9%	8%	10%	9.8%
None of these .....	1%	4%	2%	0.6%

Q81	On average, how often do you put out recycling for WCC kerbside collection?	2013 n=509	2014 n=410	2015 n=618	2016 n=597
	Every week .....	66%	60%	61%	58.6%
	Once every two weeks .....	27%	32%	31%	30.4%
	Once every three weeks.....	2%	3%	2%	2.0%
	Once a month.....	3%	4%	5%	6.8%
	Less often than once a month.....	1%	0%	1%	1.7%
	Don't know .....	1%	0%	1%	0.5%

Q82	How satisfied or dissatisfied are you with the Wellington City Council's kerbside recycling?	2013 n=431	2014 n=410	2015 n=613	2016 n=589
	Very dissatisfied .....	4%	3%	4%	2.2%
	Quite dissatisfied .....	8%	8%	5%	5.3%
	Neither satisfied nor dissatisfied.....	8%	10%	5%	8.7%
	Quite satisfied .....	47%	44%	44%	46.4%
	Very satisfied .....	33%	34%	42%	37.3%

Q83	Does your household ever use the official Wellington City Council rubbish bags?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	<i>The yellow coloured bags that can be brought at the supermarket, some dairies or from the Council.</i>				
	Yes.....	59%	58%	63%	59.4%
	No .....	41%	40%	37%	39.2%
	Don't know .....	1%	2%	1%	1.4%

Q84	On average, how often do you put out yellow plastic Council rubbish bags for WCC kerbside collection?	2013 n=299	2014 n=291	2015 n=430	2016 n=401
	Every week .....	44%	51%	49%	47.5%
	Once every two weeks .....	34%	28%	26%	27.4%
	Once every three weeks.....	9%	7%	7%	10.0%
	Once a month.....	5%	8%	9%	7.4%
	Less often than once a month.....	7%	5%	8%	6.6%
	Don't know .....	1%	1%	1%	1.2%



Q85	How satisfied or dissatisfied are you with the Wellington City Council's kerbside rubbish collection?	2013	2014	2015	2016
		n=297 Excl DK	n=289 Excl DK	n=426 Excl DK	n=396 Excl DK
	Very dissatisfied .....	4%	5%	3%	1.3%
	Quite dissatisfied .....	5%	10%	4%	5.2%
	Neither satisfied nor dissatisfied.....	6%	9%	9%	8.7%
	Quite satisfied .....	49%	46%	40%	39.1%
	Very satisfied .....	35%	30%	44%	45.8%

Q86	To provide waste management services it costs, on average, \$66.75 per resident per year (or \$0.18 per day).  How strongly do you agree or disagree this is good value for money?	2013	2014	2015	2016
		n=494 Excl DK	n=484 Excl DK	n=669 Excl DK	n=656 Excl DK
	Strongly disagree.....	4%	3%	3%	1.6%
	Disagree .....	5%	7%	5%	4.6%
	Neither agree nor disagree .....	12%	15%	10%	11.6%
	Agree .....	43%	45%	43%	43.3%
	Strongly agree .....	36%	30%	40%	38.9%

Q87	Thinking now about the storm water system, which, if any, of the following things are you doing to try and reduce the amount of pollution entering the storm water system?  <i>The storm water system collects rainwater from your roof and yard and transfers it to local streams or to the seashore.</i>  <i>The question relates to households behaviour not individual behaviour</i>	2013	2014	2015	2016
		n=509	n=501	n=686	n=674
	Dispose of oil, paint or chemicals by putting them out with your household rubbish or taking them for recycling.....	49%	47%	57%	53.2%
	Washing paint brushes in an inside sink.....	48%	50%	55%	55.2%
	Pouring all household liquid wastes down an inside sink, toilet or gully trap .....	64%	64%	71%	67.7%
	Put your litter in a rubbish bin rather than drop it in the street or in the gutter.....	91%	90%	93%	91.2%
	Pick up droppings left by dogs .....		18%	22%	27.3%
	Collect sweepings from your driveway, paths, or yard for composting or for disposal with your household rubbish .....	49%	43%	49%	44.3%
	Wash the car at a carwash or on the lawn .....	30%	26%	27%	29.5%
	Anything else (specify) .....	3%	2%	2%	4.2%
	None of these .....	4%	6%	4%	4.3%

Q88	To provide wastewater services it costs, on average, \$205.16 per resident per year (or \$0.56 per day).	2013	2014	2015	2016
		n=479 Excl DK	n=466 Excl DK	n=643 Excl DK	n=610 Excl DK
	How strongly do you agree or disagree this is good value for money?				
	Strongly disagree.....	1%	1%	1%	1.9%
	Disagree.....	3%	5%	2%	2.5%
	Neither agree nor disagree.....	17%	21%	18%	15.6%
	Agree.....	45%	43%	44%	44.4%
	Strongly agree.....	34%	30%	35%	35.6%

Q89	To provide storm water services it costs, on average, \$86.30 per resident per year (or \$0.24 per day).	2013	2014	2015	2016
		n=483 Excl DK	n=452 Excl DK	n=633 Excl DK	n=602 Excl DK
	How strongly do you agree or disagree this is good value for money?				
	Strongly disagree.....	2%	1%	2%	0.9%
	Disagree.....	4%	6%	3%	2.7%
	Neither agree nor disagree.....	25%	24%	25%	18.4%
	Agree.....	45%	46%	46%	49.7%
	Strongly agree.....	23%	23%	25%	28.2%

Q90	To provide water services it costs, on average, \$188.06 per resident per year (or \$0.52 per day).	2013	2014	2015	2016
		n=487 Excl DK	n=469 Excl DK	n=652 Excl DK	n=633 Excl DK
	How strongly do you agree or disagree this is good value for money?				
	Strongly disagree.....	0%	2%	1%	1.5%
	Disagree.....	3%	3%	2%	1.6%
	Neither agree nor disagree.....	16%	19%	14%	12.6%
	Agree.....	41%	42%	46%	41.2%
	Strongly agree.....	40%	35%	38%	43.1%

Please rate your level of satisfaction with...  
**New items in 2016**

Excl DK

The water supply to Wellington properties ..... 2016 n=687

The wastewater service in Wellington City ..... 2016 n=643

Management of stormwater in Wellington City ..... 2016 n=656

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied
The water supply to Wellington properties ..... 2016 n=687	0.2%	2.4%	6.7%	46.1%	44.6%
The wastewater service in Wellington City ..... 2016 n=643	0.7%	2.5%	12.5%	47.5%	36.9%
Management of stormwater in Wellington City ..... 2016 n=656	2.1%	12.5%	17.8%	49.1%	18.6%

# Transport

Q91	Thinking about moving around the city, how easy is it to drive about in the city?	2013	2014	2015	2016
		n=450 Excl DK & non-drivers	n= 450 Excl DK & non-drivers	n= 624 Excl DK & non-drivers	n= 611 Excl DK & non-drivers
	Very difficult.....	1%	4%	4%	3.7%
	Quite difficult.....	21%	25%	24%	28.1%
	Neither easy nor difficult.....	22%	21%	21%	23.4%
	Quite easy.....	43%	40%	41%	34.3%
	Very easy .....	13%	11%	10%	10.5%

Q92	How easy it is to walk around the city?	2013	2014	2015	2016
		n=506 Excl DK	n=497 Excl DK	n=684 Excl DK	n=673 Excl DK
	Very difficult.....	0%	-	1%	0.5%
	Quite difficult.....	1%	3%	2%	2.7%
	Neither easy nor difficult.....	4%	9%	10%	6.6%
	Quite easy.....	47%	47%	43%	45.7%
	Very easy .....	48%	41%	44%	44.6%

Q93	Do you agree or disagree that public transport in Wellington is...		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
			Convenient?	2013 n=501 Excl DK.....	3%	16%	14%
	2014 n=495 Excl DK	3%	14%	14%	55%	15%	
	2015 n=670 Excl DK	3%	12%	15%	51%	19%	
	2016 n=662 Excl DK	3.7%	11.5%	16.2%	49.4%	19.2%	
	Affordable?	2013 n=499 Excl DK.....	12%	28%	21%	35%	5%
	2014 n=490 Excl DK	13%	29%	20%	33%	5%	
	2015 n=671 Excl DK	10%	23%	22%	38%	7%	
	2016 n=656 Excl DK	9.4%	27.9%	22.2%	32.9%	7.6%	

Q94	How satisfied or dissatisfied are you with the availability of on-street parking during the ...		Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
	Week?	2013 n=419 Excl DK	10%	34%	25%	28%	4%
		2014 n=421 Excl DK	14%	34%	26%	23%	3%
		2015 n=561 Excl DK	11%	27%	30%	28%	4%
		2016 n=547 Excl DK	10.1%	29.2%	29.8%	26.2%	4.7%
	Weekend?	2013 n=437 Excl DK	10%	30%	25%	31%	4%
		2014 n=438 Excl DK	10%	30%	25%	29%	5%
		2015 n=583 Excl DK	10%	27%	28%	29%	6%
		2016 n= 579 Excl DK	12.3%	28.6%	24.7%	26.5%	7.8%

Q95	Do you agree or disagree that the city's parking enforcement is fair?	2013 n=468 Excl DK	2014 n=454 Excl DK	2015 n=802 Excl DK	2016 n=668 Excl DK
	Strongly disagree.....	17%	14%	4%	7.6%
	Disagree.....	28%	25%	17%	19.0%
	Neither agree nor disagree .....	21%	28%	28%	25.7%
	Agree.....	29%	27%	43%	39.6%
	Strongly agree .....	4%	6%	8%	8.2%

Note: In 2015 this item was collected separately to the second part of the Residents Monitoring Survey following the same methodology. A slightly larger sample size was collected for this survey, however the same weighting was performed as with part 1 and part 2 to match the samples perfectly on ward, gender and age group.

Q96	Do you agree or disagree that the city's transport system, that is the roads and the public transport, allows easy access from the suburbs to the city?	2013 n=487 Excl DK	2014 n=486 Excl DK	2015 n=669 Excl DK	2016 n=653 Excl DK
	Strongly disagree.....	3%	3%	5%	3.4%
	Disagree.....	15%	9%	13%	13.6%
	Neither agree nor disagree .....	19%	23%	17%	20.0%
	Agree.....	55%	56%	56%	53.9%
	Strongly agree .....	7%	8%	10%	9.1%

Q97	To provide transport network services it costs, on average, \$228.71 per resident per year (or \$0.63 per day).	2013 n=486 Excl DK	2014 n=482 Excl DK	2015 n=653 Excl DK	2016 n=631 Excl DK
	How strongly do you agree or disagree this is good value for money?				
	Strongly disagree.....	2%	3%	3%	1.8%
	Disagree.....	9%	10%	8%	8.9%
	Neither agree nor disagree.....	24%	24%	20%	21.6%
	Agree.....	46%	47%	48%	43.9%
	Strongly agree.....	19%	17%	22%	23.9%

Q98	Do you travel into central Wellington most weekdays?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	Yes.....	65%	63%	66%	65.3%
	No.....	35%	36%	34%	34.0%
	Don't know.....	0%	1%	0%	0.7%

Q99	What is your <b>main</b> method of travelling to Wellington on these occasions?	2013 n=331	2014 n=315	2015 n=450	2016 n=440
	Car.....	33%	31%	33%	31.9%
	Motorbike.....	1%	2%	2%	1.5%
	Bus.....	34%	28%	27%	29.9%
	Train.....	6%	6%	3%	2.8%
	Bicycle.....	3%	4%	8%	7.6%
	Walk.....	20%	27%	23%	22.8%
	Scooter.....	1%	1%	3%	1.3%
	Other (specify).....	2%	1%	1%	2.1%
	Don't know.....	-	-	-	-

Q100	How often, on average, have you used the cable car in the last 12 months?	2013 n=232	2014 n=263	2015 n=367	2016 n=340
		277 people never took it	242 people never took it	319 people never took it	331 people never took it
	Most days.....	3%	2%	1%	0.5%
	Once or twice a week .....	6%	5%	3%	3.5%
	Once every 2-3 weeks.....	4%	4%	3%	3.2%
	Once a month .....	2%	2%	5%	2.9%
	Once every 2-3 months .....	8%	8%	9%	7.6%
	Once every 4-5 months .....	7%	10%	9%	10.9%
	Once every 6 months or less often .....	71%	67%	71%	70.4%
	Don't know .....	1%	2%	1%	0.9%

Q101	How do you rate the standard and operational reliability of the Cable Car?	2013 n=204 Excl DK	2014 n=230 Excl DK	2015 n=330 Excl DK	2016 n= 297 Excl DK
	Very poor .....	-	0%	-	0.3%
	Poor.....	0%	1%	1%	-
	Neither good nor poor .....	5%	7%	8%	5.3%
	Good.....	51%	45%	49%	49.4%
	Very good.....	43%	47%	43%	45.0%

Q102	Do you travel into or through central Wellington during weekday peak traffic times, between 7am and 9am or 4pm and 6pm?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	Yes.....	66%	66%	69%	69.2%
	No .....	34%	34%	31%	30.4%
	Don't know .....	1%	0%	0%	0.4%

Q103	Do you believe peak traffic volumes are acceptable?	2013 n=334	2014 n=325	2015 n=469	2016 n=467
	Yes.....	57%	53%	47%	43.4%
	No .....	32%	37%	43%	44.7%
	Don't know .....	11%	9%	11%	11.8%

Q104	Have you used any of Wellington city's on road cycleways in the last 12 months?	2013 n=509	2014 n=501	2015 n=686	2016 n=674
	Yes.....	14%	13%	21%	19.2%
	No .....	86%	86%	79%	80.5%
	Don't know .....	-	1%	1%	0.3%

Q105	How satisfied or dissatisfied are you with Wellington City's cycle ways in terms of....	Very dissatisfied	Quite dissatisfied	Neither satisfied nor dissatisfied	Quite satisfied	Very satisfied
	<b>Safety</b>					
	2013 n=74 Excl DK.....	14%	25%	21%	33%	6%
	2014 n=65 Excl DK	16%	36%	32%	13%	3%
	2015 n=143 Excl DK	18%	38%	16%	27%	1%
	2016 n= 130 Excl DK	17.4%	28.2%	20.5%	23.5%	10.5%
	<b>How well they are maintained</b>					
	2013 n=72 Excl DK.....	6%	20%	31%	31%	13%
	2014 n=65 Excl DK	11%	24%	31%	27%	8%
	2015 n=138 Excl DK	12%	21%	29%	33%	5%
	2016 n= 130 Excl DK	6.6%	15.9%	27.6%	37.3%	12.5%

Q106	How would you rate the condition of the city's roads?	2013 n=496 Excl DK	2014 n=491 Excl DK	2015 n=668 Excl DK	2016 n=651 Excl DK
	Very poor .....	0%	1%	1%	1.3%
	Poor.....	5%	7%	9%	6.4%
	Neither good nor poor .....	23%	25%	24%	26.5%
	Good.....	65%	60%	58%	58.4%
	Very good.....	7%	7%	8%	7.4%

Q107	How would you rate the condition of the city's footpaths?	2013 n=507 Excl DK	2014 n=497 Excl DK	2015 n=683 Excl DK	2016 n= 668 Excl DK
	Very poor .....	1%	1%	1%	0.9%
	Poor.....	9%	8%	7%	8.6%
	Neither good nor poor .....	23%	22%	21%	23.2%
	Good.....	59%	60%	61%	57.3%
	Very good.....	8%	9%	10%	10.1%



Q108	How satisfied or dissatisfied are you with the quality of the street cleaning in central Wellington?	2013	2014	2015	2016
		n=491 Excl DK	n=487 Excl DK	n=670 Excl DK	n=654 Excl DK
	Very dissatisfied .....	1%	1%	1%	1.4%
	Quite dissatisfied .....	8%	8%	8%	5.9%
	Neither satisfied nor dissatisfied .....	16%	17%	16%	17.9%
	Quite satisfied .....	58%	56%	54%	56.8%
	Very satisfied .....	16%	18%	22%	17.9%

Q109	How satisfied or dissatisfied are you with the quality and maintenance of road side vegetation?  <i>By maintenance I mean kept free of weeds and trimmed back to be clear of the edges of the road.</i>	2013	2014	2015	2016
		n=502 Excl DK	n=491 Excl DK	n=678 Excl DK	n=657 Excl DK
	Very dissatisfied .....	1%	1%	2%	2.1%
	Quite dissatisfied .....	8%	10%	10%	8.8%
	Neither satisfied nor dissatisfied .....	20%	23%	21%	22.2%
	Quite satisfied .....	56%	49%	54%	51.0%
	Very satisfied .....	16%	16%	13%	15.9%

Q110	How satisfied or dissatisfied are you with...?					
		Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Street lighting in the central city	2013 n=493 Excl DK .....	1%	7%	14%	60%	17%
	2014 n=490 Excl DK	2%	6%	14%	61%	17%
	2015 n=668 Excl DK	2%	7%	12%	59%	21%
	2016 n= 659 Excl DK	1.0%	6.3%	14.8%	58.7%	19.3%
Street lighting in your suburban area	2013 n=491 Excl DK .....	6%	21%	16%	49%	8%
	2014 n=489 Excl DK	6%	23%	21%	43%	8%
	2015 n=675 Excl DK	5%	21%	18%	46%	9%
	2016 n= 662 Excl DK	4.1%	21.1%	20.8%	42.6%	11.3%

## Demographics

Q111	Which ethnic group do you belong to?	2013	2014	2015 Part 1	2015 Part 2	2016 Part 1	2016 Part 2
	NZ European .....	82%	80%	81%	85%	83.1%	84.0%
	New Zealander/Kiwi.....	1%	2%	4%	2%	1.1%	1.5%
	Māori.....	4%	5%	6%	6%	5.7%	5.4%
	Samoan .....	3%	1%	1%	1%	1.3%	1.3%
	Cook Island Māori .....	0%	0%	0%	1%	0.5%	0.1%
	Tongan .....	0%	0%	-	-	-	-
	Niuean.....	-	-	-	-	0.3%	0.2%
	Chinese .....	3%	4%	3%	2%	2.5%	2.8%
	Indian .....	3%	3%	2%	1%	1.6%	1.5%
	Other (specify).....	12%	12%	11%	9%	12.2%	9.8%

Q112	What type of home internet connection do you have?	2013	2014	2015 Part 1	2015 Part 2	2016 Part 1	2016 Part 2
	Dial-up modem or regular connection .....	1%	1%	1%	1%	0.2%	0.6%
	Broadband .....	86%	81%	76%	71%	65.0%	65.4%
	Ultrafast broadband .....	11%	16%	20%	25%	32.3%	31.2%
	Don't have a home internet connection .....	2%	2%	2%	2%	1.4%	1.6%
	Don't know .....	-	1%	1%	1%	1.1%	1.2%

Q113	Do you...	2013	2014	2015 Part 1	2015 Part 2	2016 Part 1	2016 Part 2
	Own your home .....	57%	54%	60%	61%	60.4%	60.4%
	Rent.....	35%	39%	33%	32%	31.5%	30.6%
	Live with parents/other relatives/caregivers.....	8%	6%	5%	5%	6.3%	7.8%
	Other (specify).....	1%	1%	2%	1%	1.4%	1.0%
	Don't know .....	-	0%	-	0%	0.3%	0.3%

Q114 Approximately, what is your total household income before tax?

*This includes all income earners in your household as well as income from other sources.*

	2013	2014	2015 Part 1	2015 Part 2	2016 Part 1	2016 Part 2
\$20,000 or less a year .....	7%	5%	5%	5%	4.6%	4.2%
\$20,001 - \$30,000 .....	6%	5%	4%	4%	3.5%	3.2%
\$30,001 - \$50,000 .....	7%	9%	10%	7%	6.7%	8.0%
\$50,001 - \$70,000 .....	13%	13%	11%	10%	11.8%	8.6%
\$70,001 - \$100,000 .....	18%	17%	16%	17%	15.0%	12.4%
More than \$100,000 .....	32%	32%	37%	39%	36.3%	41.3%
Refused/don't know .....	16%	18%	17%	18%	22.1%	22.3%

# Summary of Findings: 2017 Residents Monitoring Survey; Maori Residents Survey; National Survey

## Executive Summary

The Residents Monitoring Survey (RMS), Māori Residents Survey and the National Survey are undertaken annually by the Wellington City Council Research and Evaluation Team. The surveys ask respondents about their satisfaction with the Council's provision and delivery of services and facilities, and the overall performance of the Council and Council Controlled Organisations (CCOs). Respondents are also asked about their behaviours and perceptions of Wellington.

Key themes from the 2017 results are :

- The improvement in several measures around perceptions of Council including satisfaction with involvement, understanding and belief that decisions are made in the best interest of the city all improved significantly in 2017.
- A decrease on some perceptions of Wellington's resilience, notably its ability to respond to natural events including earthquakes and its response to sea level rise. However the results for respondent preparedness (planning and items) for emergency events improved. These results are likely to have been influenced by the November 2016 earthquake.
- The significantly lower percentage of respondents being concerned about city and neighbourhood features that can make people feel unsafe including graffiti, threatening people, poorly lit spaces etc. These all decreased from 2016.
- A decrease in people reporting that their home is rarely or never cold or damp or hard to heat.

## Key changes

Measures and indicators that increased by 4 percent or more from 2016 to 2017

Measure	Survey	2016	2017	Change
Believe Council decisions are made in the best interest of the city	RMS	36%	51%	15%
Believe information from Council is easy to access	Maori	44%	55%	11%
Believe Council decisions are made in the best interest of the city	Maori	36%	45%	9%
Feel safe in the city centre after dark	RMS	73%	81%	8%
Use the city's walking tracks (at least once a month)	RMS	39%	46%	7%
Good overall value for money for rates	RMS	62%	69%	7%
Believe information from Council is easy to access	RMS	49%	55%	6%
Satisfaction with involvement in Council decision-making	RMS	26%	32%	6%
Understand how Council decisions are made	RMS	33%	39%	6%
Children in household walk to/from school at least once week	RMS	66%	72%	6%
Satisfaction with street lighting in suburban area	RMS	54%	60%	6%
Believe the community work together and support each other	RMS	57%	62%	5%
Feel safe in the neighbourhood after dark	RMS	86%	90%	4%
Public transport is affordable	RMS	41%	45%	4%
Satisfaction with ASB Centre	RMS	91%	95%	4%

## Measures and indicators that decreased by 4 percent or more between 2016 and 2017

Measure	Survey	2016	2017	Change
Home is rarely/never damp	RMS	70%	58%	-12%
Home is rarely/never cold	RMS	42%	31%	-11%
Wellington is well prepared to respond to natural events	RMS	45%	34%	-11%
Satisfaction with Wellington's streams	RMS	49%	41%	-8%
Satisfaction with maintenance of cycleways	RMS	50%	42%	-8%
Use (at least once a month) of the Cable Car	RMS	11%	4%	-7%
Satisfaction with safety of cycleways	RMS	34%	27%	-7%
Satisfaction with kerbside recycling	RMS	84%	77%	-7%
Satisfaction with WCC kerbside rubbish collection	RMS	85%	78%	-7%
Satisfaction with storm water management	RMS	68%	62%	-6%
Wellington has a reputation for being well prepared to respond to natural events	National	52%	46%	-6%
Easy to get around the central city	RMS	82%	76%	-6%
Home is rarely/never hard to heat	RMS	57%	51%	-6%
Satisfaction with WCC sports field which have artificial turf	RMS	84%	78%	-6%
Believe there are opportunities to participate fully in city life	RMS	74%	69%	-5%
Wellington is the events capital of New Zealand	RMS	52%	47%	-5%
Distinct local identity is appropriately valued and protected	RMS	78%	73%	-5%
Wellington is taking approp. action for long-term sea level rise	RMS	25%	20%	-5%
City maintaining high quality urban design	RMS	55%	51%	-4%
Use of a WCC sports field which has artificial turf	RMS	16%	12%	-4%
Satisfaction with availability of on-street parking - during the week	RMS	31%	27%	-4%
Attended a community festival/sports event/arts or cultural event	RMS	85%	81%	-4%

## Method

### The Residents Monitoring Survey

The Residents Monitoring Survey (RMS) is sent to the Capital Views Wellington City Residents Panel in May each year. The panel is representative of the Wellington City population in terms of age, gender and ward. The survey is conducted in two parts due to the number of questions asked.

The survey asks residents about their satisfaction with the Council's provision and delivery of services and facilities, and the overall performance of the Council and Council Controlled Organisations (CCOs). Residents are also asked about their behaviours and perceptions of

Wellington. The questions are grouped under six headings: governance; urban development; social and recreation; environment; cultural wellbeing and; transport.

The surveys are conducted in May and June and are left open until minimum quotas (for age, gender and ward) have been met. The 2016/2017 survey was sent out to over 3,000 residents.

Once the survey is closed the data is downloaded from the survey tool and post-weighted to be representative of the wider Wellington City population based on age, gender and ward. A total sample of 776 responses was collected for part 1 and 676 responses for part 2. The standard margin of error was then calculated; +/-3.53 percent for part 1, and +/-3.76 percent for part 2 at 95 percent confidence.

#### The National Survey

This survey is run annually and asks questions about perceptions of Wellington to a nationally representative sample of 1000 people living in New Zealand (including Wellington City).<sup>1</sup> Some of the results are reported on in the outcome indicators section of the Annual Report. Based on the current estimated total New Zealand population these findings have a confidence level of 95%, with a margin of error of +/- 3.1 percent.

#### The Māori Residents Survey

The main purpose of the survey is to give some insight into Māori residents' satisfaction with Wellington City Council's governance and decision making.

In 2017 the following people were invited to participate in the online survey:

- Members of an external panel who identified as Māori and lived in the Wellington Region (Response: Wellington Region residents n=252; Wellington City Residents n=69)
- Nōna Te Ao e-newsletter recipients (Response: n=31)

Members of the WCC research panel who identified as Māori and responded to the relevant questions in the 2016/17 Resident Monitoring Survey were also included in the analysis of these questions.

All three surveys were run between May and July 2017

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<sup>1</sup> Representative with regards to age, sex and region based on the 2013 Census data

## Results

This report includes all the results from the 2016/17 Residents Monitoring Survey (RMS) and the comparable results from the National Survey and Māori Residents Survey. Where relevant it also includes the results from the 2013/14, 2014/15 and 2015/16 surveys.

In the Annual Report most results are an aggregation of the top or bottom two responses, for example very satisfied and satisfied, strongly agree and agree or, good and very good. The same aggregation has been used for the purposes of this report. Almost all the scales used across this survey are 5 point scales consisting of two 'top' categories, a neutral point and two 'bottom' categories. Highlighting with green or red circles has been used to draw attention to the figures that have changed from 2016 to 2017 by +/- 4 percentage points or more.

The results are grouped under the following sections:

- Governance
- Environment
- Cultural wellbeing
- Social and recreation
- Urban development
- Transport
- Council-Controlled Organisations





## Governance

### Residents Monitoring Survey

- Five measures in the Governance section increased by 4 percentage points or more between 2016 and 2017.
- Over half (51 percent) of the respondents believe that Council decisions are made in the best interest of the city.
- Less than half of the respondents understand how they can have an input into decision making (43 percent), and/or understand how decisions are made (39 percent).
- A third (32 percent) of respondents are satisfied with their involvement in decision making.

Governance						
Measure	2014	2015	2016	2017	Trend	Change
<b>General</b>						
Value for money	57%	68%	62%	69%		
Level of consultation - the right amount	44%	53%	54%	55%		
Satisfaction with involvement in decision-making	22%	32%	26%	32%		
Understand how decisions are made	30%	35%	33%	39%		
Believe decisions are made in the best interest of the city	36%	36%	36%	51%		
Understand how to have input in Council decision making	New 2016		46%	43%		
Believe information from Council is easy to access	36%	48%	49%	55%		
Believe there are opportunities to participate fully in city life	64%	78%	74%	69%		
<b>Council website</b>						
Use in the last 12 months	68%	76%	74%	75%		
Easy to navigate	63%	62%	63%	65%		
Easy to get information from	57%	62%	59%	62%		

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale

### Maori Residents Survey

- In line with the RMS results the measures about decisions being made in the best interests of the city and Council information being easy to access in the Māori Residents Survey also increased by more than 4 percentage points between 2016 and 2017.
- Respondents to the Māori Residents Survey were considerably less likely to feel that the current level of consultation by Council was the right amount.

Governance						
Measure	Survey	2014	2015	2016	2017	Trend
Level of consultation - the right amount	RMS	44%	53%	54%	55%	
	Maori Residents	32%	41%	38%	34%	
Satisfaction with involvement in decision-making	RMS	22%	32%	26%	32%	
	Maori Residents	17%	25%	22%	21%	
Understand how decisions are made	RMS	30%	35%	33%	39%	
	Maori Residents	28%	47%	39%	34%	
Believe decisions are made in the best interest of the city	RMS	36%	36%	36%	51%	
	Maori Residents	29%	31%	36%	45%	
Believe information from Council is easy to access	RMS	36%	48%	49%	55%	
	Maori Residents	42%	49%	44%	55%	
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						



## Environment

### Residents Monitoring Survey

- The proportion of respondents who agreed that Wellington is well prepared to respond to natural events (e.g. earthquakes, tsunamis and severe storms) decreased between 2016 and 2017, and the proportion who disagreed increased 10 percentage points.
- Respondents were also less likely to agree that Wellington is taking appropriate action to prepare for long-term sea level rise.
- In the last 12 months the proportion of respondents who had visited the Zoo decreased, however the proportion who visited Zealandia increased.

Environment						
Measure	2014	2015	2016	2017	Trend	Change
<b>General</b>						
Wellington's natural environment is appropriately managed & protected	77%	78%	79%	78%		
Wellington's connection with nature improves residents' quality of life	91%	93%	95%	95%		
Wellington is working to reduce its greenhouse gas emissions	40%	38%	41%	43%		
Wellington is well prepared to respond to natural events	38%	33%	45%	34%		
Wellington is taking action to prepare for long-term sea level rise	22%	15%	25%	20%		
Wellington is an eco-city	29%	25%	33%	31%		
<b>Use (at least once a month)</b>						
Wellington City's coastal areas or beaches	53%	56%	56%	54%		
Botanic gardens, including Otari/Wilton Bush Native Botanic Reserve	24%	24%	23%	24%		
Wellington City Council parks	60%	53%	56%	56%		
Town Belt or Outer Green Belt	33%	31%	33%	35%		
The city's walking tracks	34%	38%	39%	46%		
Wellington City Council outdoor grass sports fields	27%	27%	25%	26%		
A Wellington City Council sports field which has artificial turf	13%	16%	16%	12%		
Wellington's Streams	13%	17%	14%	15%		
<b>Satisfaction with quality and maintenance</b>						
Wellington City's coastal areas or beaches	86%	82%	84%	84%		
Botanic gardens, including Otari/Wilton Bush Native Botanic Reserve	96%	92%	94%	93%		
Wellington City Council parks	89%	87%	87%	90%		
Town Belt or Outer Green Belt	81%	77%	80%	81%		
The city's walking tracks	83%	81%	83%	83%		
Wellington City Council outdoor grass sports fields	83%	78%	73%	72%		
A Wellington City Council sports field which has artificial turf	89%	89%	84%	78%		
Wellington's Streams	63%	51%	49%	41%		
<b>Ease of access</b>						
Your local park	93%	95%	96%	96%		
Wellington City's coastal areas or beaches	88%	89%	89%	90%		
Green open spaces	90%	92%	92%	93%		
<b>Conservation attractions</b>						
Wellington Zoo - visited in last 12 months	48%	52%	52%	47%		
Zealandia - visited in the last 12 months	31%	32%	35%	39%		

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale

- Over three quarters of respondents donate things to second hand shops or charities (84 percent) and/or reuse plastic containers (79 percent).
- Nearly all respondents use the WCC kerbside recycling service (98 percent) and almost two thirds use WCC rubbish bags (63 percent).
- Satisfaction with both the water supply to properties (90 percent) and the waste water service (82 percent) is high.

Environment: resources and waste							
Measures	2014	2015	2016	2017	Trend	Change	
<b>Waste reduction</b>							
Home composting	39%	50%	48%	47%			
Reducing food waste		New in 2017		61%			
Taking things to the recycling stations	40%	48%	46%	42%			
Donating things to 2nd hand shops or charities	79%	86%	85%	84%			
Buying refills	58%	66%	62%	62%			
Avoid using plastic bottles				30%			
Avoid using plastic bags	30%	42%	43%	51%			
Reusing plastic containers such as food containers	81%	81%	80%	79%			
<b>Kerbside recycling</b>							
Use (at least once a month)	60%	61%	96%	98%			
Satisfaction	78%	86%	84%	77%			
<b>WCC rubbish bags</b>							
Use	58%	63%	59%	63%			
Frequency (at least once a month)	94%	91%	92%	89%			
Two or more bags by those who use weekly		New in 2017		20%			
Satisfaction	76%	85%	85%	78%			
<b>Water</b>							
Satisfaction with water supply to property		New in 2016		91%	90%		
Satisfaction with wastewater service		New in 2016		84%	82%		
Satisfaction with storm water management		New in 2016		68%	62%		
<b>Street Cleaning</b>							
Satisfaction with quality of street cleaning in city centre	74%	75%	76%	74%			
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							

### National Survey

- Nationally respondents were more likely to agree that Wellington was well prepared to respond to natural events, and was taking appropriate action to prepare for long-term sea rise.

Environment - reputation and perception						
Measure	Survey	2014	2015	2016	2017	Change
Wellington has a reputation for						
...working to reduce its greenhouse gas emissions	RMS	40%	38%	41%	43%	—
	National	27%	29%	32%	32%	—
...being well prepared to respond to natural events	RMS	38%	33%	45%	34%	▼
	National	42%	44%	52%	46%	▼
...taking appropriate action to prepare for long-term sea level rise	RMS	22%	15%	25%	20%	▼
	National	21%	27%	31%	30%	—
Wellington is an eco-city	RMS	29%	25%	33%	31%	—
	National	30%	34%	41%	36%	▼
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						



## Cultural Wellbeing

### Residents Monitoring Survey

- Most respondents (90 percent) believe Wellington City has a culturally rich and diverse arts scene.
- Over two thirds (68 percent) of respondents had attended a Council sponsored festival, sports or cultural event in the past year.

Cultural wellbeing						
Measure	2014	2015	2016	2017	Trend	Change
<b>Quality of Life</b>						
Quality of life	86%	93%	92%	93%	— ■ ■ ■ ■	
<b>General</b>						
Wellington is an easy place to get involved in the arts	80%	85%	86%	85%	— ■ ■ ■ ■	
Wellington has a culturally rich and diverse arts scene	89%	91%	92%	90%	— ■ ■ ■ ■	
Wellington is the events capital of New Zealand	48%	46%	52%	47%	— ■ ■ ■ ■	●
Wellington is the arts capital of New Zealand	68%	63%	66%	64%	■ — ■ ■ ■	●
Distinct local identity is appropriately valued and protected	72%	76%	78%	73%	— ■ ■ ■ ■	●
<b>Participation</b>						
Attended or participated in cultural and arts activities (at least once a month)	32%	43%	38%	43%	— ■ ■ ■ ■	●
Attended a Council sponsored community festival, sports event or arts and cultural event	55%	70%	70%	68%	— ■ ■ ■ ■	
<b>Satisfaction</b>						
Community festival, sports event or arts and cultural event attended	86%	84%	85%	81%	■ — ■ ■ ■	●
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						

### National Survey

- Nationally 79 percent agreed that Wellington has a rich and diverse arts scene.
- Over half (58 percent) of respondents nationally see Wellington as the arts capital of New Zealand and a third (34 percent) as the events capital.

Cultural well being						
Measure	Survey	2014	2015	2016	2017	Change 2016-2017
Wellington has a culturally rich and diverse arts scene	RMS	89%	91%	92%	90%	—
	National	84%	84%	81%	79%	—
Wellington is the events capital of New Zealand	RMS	48%	46%	52%	47%	▽
	National	31%	34%	36%	34%	—
Wellington is the arts capital of New Zealand	RMS	68%	63%	66%	64%	—
	National	52%	57%	58%	58%	—
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						



## Social and recreation

### Residents Monitoring Survey

- Only one of the concerns (dangerous driving) listed in the RMS increased between 2016 and 2017 all the others remained the same or decreased; the number of respondents concerned about graffiti halved in 2107 from 2016.
- The increase in the number of children who walked to school was influenced by a statistically significant increase in the percentage that walked every day (up 21 percentage points between 2016 and 2017). The percentage of children who never walked to school decreased by 4 percentage points.

Social and Recreation						
Measure	2014	2015	2016	2017	Trend	Change
<b>Safety</b>						
In the neighbourhood during the day	99%	99%	99%	100%	— — — ■	
In the city centre during the day	98%	99%	98%	99%	— ■ — ■	
In the neighbourhood after dark	83%	87%	86%	90%	— ■ — ■	●
In the city centre after dark	69%	76%	73%	81%	— ■ — ■	●
<b>Specific concerns</b>						
Poorly lit or dark public areas	71%	61%	63%	59%	■ — — —	●
Threatening people and/or people behaving dangerously	51%	48%	51%	46%	■ — ■ —	●
Alcohol and drug problems	55%	51%	49%	46%	■ — — —	
Poorly maintained or dangerous public areas	40%	34%	37%	32%	■ — ■ —	●
Traffic	31%	34%	33%	33%	— ■ — ■	
Graffiti	40%	34%	32%	16%	■ — ■ —	●
Car theft or vandalism	29%	36%	32%	29%	— ■ — —	
Dangerous driving	35%	29%	30%	33%	■ — — ■	
Vandalism	28%	26%	27%	17%	■ — ■ —	●
<b>Community</b>						
Different lifestyles & cultures make Wellington a better place to live	67%	78%	78%	80%	— ■ ■ ■	
Believe the community work together and support each other	43%	59%	57%	62%	— ■ ■ ■	●
<i>Neighbourly contact...</i>						
Spoken to a neighbour	88%	92%	91%	89%	— ■ ■ —	
Given help to a neighbour	55%	58%	62%	55%	— ■ — ■	●
Received help from a neighbour	44%	47%	49%	46%	— ■ ■ —	
Participated in an activity with a neighbour	34%	38%	36%	33%	— ■ — —	
Discussed emergency preparedness with a neighbour	19%	16%	14%	21%	■ — — ■	●
<b>Emergency preparedness</b>						
Emergency items	80%	81%	81%	85%	— — — ■	●
Emergency plans	50%	48%	50%	62%	— — — ■	●
<b>Physical activity</b>						
Exercise more than 2 1/2 hours a week	65%	71%	74%	73%	— ■ ■ ■	
Children in household walk to/from school at least once week	67%	66%	66%	72%	— — — ■	●
Children in household cycle to/from school at least once week		New in 2017		10%		

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale

- Three quarters of residents have used a WCC library in the past 12 months regardless of whether they were a member or not; and a third have used a WCC swimming pool.
- Respondents' satisfaction with WCC recreational facilities is high; ranging from 87 percent satisfaction with swimming pools to 95 percent satisfaction with the ASB Centre.
- Nearly half (49 percent) of respondents said that being 'too busy' was a barrier to participating in recreational activities.

Social and Recreation						
Measure	2014	2015	2016	2017	Trend	Change
<b>Use of WCC recreational and community facilities in last 12 months</b>						
A Council Recreation Centre	19%	24%	22%	17%		
ASB Centre	15%	18%	18%	16%		
A Council Swimming Pool	35%	42%	44%	35%		
A community centre	20%	22%	20%	23%		
A community hall	19%	19%	21%	19%		
A public library	69%	74%	73%	74%		
<b>Satisfaction with WCC recreation facilities</b>						
A Council recreation centre	88%	85%	87%	88%		
ASB Centre	88%	86%	91%	95%		
A Council swimming pool	82%	85%	88%	87%		
A public library	83%	87%	93%	93%		
<b>Range and access to recreation</b>						
Wide range of recreational activities	76%	85%	82%	85%		
Easy to access to recreational facilities and programmes	62%	66%	66%	67%		
<b>Barriers to participation</b>						
Too busy	45%	47%	43%	49%		
Poor health	9%	6%	8%	7%		
Activity costs too much	36%	26%	29%	26%		
Activity too far away	23%	19%	23%	21%		
No facilities for child care	5%	5%	5%	5%		
Weather	30%	34%	29%	28%		
Not at a convenient time	20%	21%	20%	23%		
Shift work	6%	6%	6%	5%		
Lack of motivation	23%	22%	22%	25%		
No facilities exist	3%	1%	2%	2%		
Tiredness	21%	20%	23%	23%		
Lack of knowledge about how to do it	13%	15%	12%	13%		
Environmental factors	3%	3%	3%	3%		
Lack of parking or transport	19%	20%	22%	20%		
Not interested	13%	10%	12%	14%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						





## Urban development

### Residents Monitoring Survey

- Respondents agreement with the statements “Wellington is maintaining high quality urban design” and “it is easy to get around central Wellington” both decreased between 2016 and 2017; however the level of disagreement had not increased. Instead there was a move to the middle category – ‘neither agree nor disagree’.
- This trend was also evident in two of the three housing conditions measures – the percentage of respondents who reported their homes as being rarely or never hard to heat or rarely or never damp decreased, however the percentage reporting them bring often or always had not increased – the increase was in the ‘sometimes’ category.
- Most respondents (87 percent) agree that city centre is lively and attractive, but only half (50 percent) feel the same way about their suburban centre.

Urban Development						
Measure	2014	2015	2016	2017	Trend	Change
<b>Wellington as a place to live, work and play</b>						
Wellington is a great place to live, work and play		New in 2017		95%		
Sense of pride in the way the city looks and feels	75%	85%	84%	85%	— ■ ■ ■ ■	
Easy to get around the central city	78%	83%	82%	76%	■ ■ ■ ■ —	●
Easy to access leisure activities in the central city	71%	80%	80%	82%	— ■ ■ ■ ■	
<b>Heritage Items</b>						
Contribute to the city's unique character	86%	92%	92%	91%	— ■ ■ ■ ■	
Contribute to the community's unique character	67%	71%	72%	71%	— ■ ■ ■ ■	
Are appropriately valued and protected in the central city	60%	64%	69%	66%	— ■ ■ ■ ■	
Are appropriately valued and protected in suburban areas	49%	48%	53%	50%	— ■ ■ ■ ■	
<b>Look and feel of City</b>						
City centre is lively and attractive	80%	86%	85%	87%	— ■ ■ ■ ■	
Suburban centre is lively and attractive	45%	48%	47%	50%	— ■ ■ ■ ■	
City maintaining high quality urban design		New 2016		55%	■ ■ ■ ■ —	●
<b>Waterfront</b>						
Visited at least once a month	68%	75%	75%	78%	— ■ ■ ■ ■	
Good experience at the waterfront	88%	94%	92%	95%	— ■ ■ ■ ■	
<b>Housing</b>						
Rarely/never cold	31%	41%	42%	31%	— ■ ■ ■ ■	●
Rarely/never hard to heat	51%	57%	57%	51%	— ■ ■ ■ ■	●
Rarely/never damp	58%	70%	70%	58%	— ■ ■ ■ ■	●
Adequate insulation in exterior walls of home		New 2017		40%		
Adequate insulation in interior walls of home		New 2017		31%		
Adequate insulation in ceiling of home		New 2017		66%		
Adequate underfloor insulation in home		New 2017		46%		
<b>Concerns</b>						
Poorly lit or dark public areas	71%	61%	63%	59%	■ ■ ■ ■ —	●
Poorly maintained or dangerous public areas	40%	34%	37%	32%	■ ■ ■ ■ —	●
Vandalism	28%	26%	27%	17%	■ ■ ■ ■ —	●
Graffiti	40%	34%	32%	16%	■ ■ ■ ■ —	●

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale



## Transport

### Residents Monitoring Survey

- Most respondents agree it is easy to walk around the city, however less than half (45 percent) agree that it is easy to drive around, and just over a third (37 percent) agree it is easy to cycle.
- Two thirds of respondents (68 percent) travel into Wellington City most weekdays with a decreased proportion using a car as their main method of travel when doing so.
- Satisfaction with the maintenance and safety of cycleways decreased statistically significantly between 2016 and 2017.

Transport						
Measure	2014	2015	2016	2017	Trend	Change
<b>Getting around</b>						
Ease of driving around city	51%	51%	45%	45%	■ ■ _ _	
Ease of cycling around city		New in 2017		37%		
Ease of walking around city	88%	87%	91%	93%	_ _ ■ ■ ■	
Roads and public transport allow easy access from suburbs to city	64%	65%	63%	62%	■ ■ _ _	
<b>Public Transport</b>						
Public transport is convenient	70%	69%	69%	72%	_ _ _ ■	
Public transport is affordable	38%	46%	41%	45%	_ ■ ■ ■	●
<b>Parking</b>						
Satisfaction with availability of on-street parking - during the week	26%	32%	31%	27%	_ ■ ■ ■	●
Satisfaction with availability of on-street parking - on the weekend	34%	35%	34%	31%	■ ■ ■ _	
City's parking enforcement is fair	33%	50%	48%	50%	_ ■ ■ ■	
<b>Weekday travel</b>						
Travel into central Wellington most week days	63%	66%	65%	68%	_ _ ■ ■ ■	
by						
Car	31%	33%	32%	27%	■ ■ ■ _	●
Motorbike	2%	2%	2%	1%	■ ■ ■ _	
Bus	28%	27%	30%	28%	_ _ ■ ■	
Train	6%	3%	3%	6%	■ _ _ ■	
Bicycle	4%	8%	8%	10%	_ ■ ■ ■	
Walk	27%	23%	23%	24%	■ _ _ _	
Scooter	1%	3%	1%	3%	_ ■ _ ■	
<b>Peak hour travel</b>						
Travel into/through central Wellington during weekday peak hour traffic	66%	69%	69%	70%	_ ■ ■ ■	
Peak traffic volumes acceptable	53%	47%	43%	42%	■ _ _ _	
<b>Cycleways</b>						
Use (in last 12 months)	13%	21%	19%	20%	_ ■ ■ ■	
Satisfaction with safety	16%	28%	34%	27%	_ ■ ■ ■	●
Satisfaction with maintenance	35%	38%	50%	42%	_ ■ ■ ■	●
<b>General</b>						
Road condition good	67%	66%	66%	65%	■ _ _ _	
Footpath condition good	69%	71%	67%	67%	■ ■ _ _	
Satisfaction with quality and maintenance of road side vegetation	65%	67%	67%	64%	_ ■ ■ ■	
Satisfaction with street lighting in city centre	78%	80%	78%	81%	_ ■ ■ ■	
Satisfaction with street lighting in suburban area	51%	55%	54%	60%	_ _ ■ ■	●
<b>Concerns</b>						
Poorly lit or dark public areas	71%	61%	63%	59%	■ _ _ _	●
Traffic	31%	34%	33%	33%	_ ■ ■ ■	
Car theft or vandalism	29%	36%	32%	29%	_ ■ ■ _	
Dangerous driving	35%	29%	30%	33%	■ _ _ ■	
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						

## **Council Controlled Organisations (CCOs)**

### Residents Monitoring Survey

- Most respondents thought the standard and reliability of Wellington's Cable Car was good, however only 4 percent use it once a month or more.
- The facilities managed by the Wellington Museums Trust are valued highly by respondents.
- The low percentage who reported attending the Nairn Street Cottage Museum (n=19) and New Zealand Cricket Museum (n=21) needs to be taken into account when looking at the experience rating for these museums.

Council Controlled Organisations (CCOs)						
Measure	2014	2015	2016	2017	Trend	Change
<b>Cable Car</b>						
Use (at least once a month)	13%	12%	11%	4%	■ ■ ■ ■ ■	●
Standard and operational reliability is good	92%	92%	94%	94%	■ ■ ■ ■ ■	
<b>Museums Trust</b>						
<b>Heard of...</b>						
Cable Car Museum	92%	95%	97%	94%	■ ■ ■ ■ ■	
Capital E	79%	89%	90%	87%	■ ■ ■ ■ ■	
Space Place at Carter Observatory	90%	96%	97%	87%	■ ■ ■ ■ ■	●
City Gallery Wellington Te Whare Toi	86%	93%	95%	90%	■ ■ ■ ■ ■	●
Nairn Street Cottage Museum	56%	60%	58%	50%	■ ■ ■ ■ ■	●
Wellington Museum	92%	98%	97%	90%	■ ■ ■ ■ ■	●
New Zealand Cricket Museum	51%	57%	61%	56%	■ ■ ■ ■ ■	●
<b>Value...</b>						
Cable Car Museum	86%	87%	85%	86%	■ ■ ■ ■ ■	
Capital E	89%	89%	90%	92%	■ ■ ■ ■ ■	
Space Place at Carter Observatory	98%	98%	99%	99%	■ ■ ■ ■ ■	
City Gallery Wellington Te Whare Toi	94%	96%	96%	95%	■ ■ ■ ■ ■	
Nairn Street Cottage Museum	87%	86%	91%	89%	■ ■ ■ ■ ■	
Wellington Museum	96%	97%	97%	100%	■ ■ ■ ■ ■	
New Zealand Cricket Museum	67%	67%	68%	67%	■ ■ ■ ■ ■	
<b>Visited...</b>						
Cable Car Museum	43%	35%	35%	32%	■ ■ ■ ■ ■	
Capital E	11%	13%	15%	14%	■ ■ ■ ■ ■	
Space Place at Carter Observatory	25%	20%	21%	19%	■ ■ ■ ■ ■	
City Gallery Wellington Te Whare Toi	42%	49%	49%	46%	■ ■ ■ ■ ■	
Nairn Street Cottage Museum	4%	4%	4%	3%	■ ■ ■ ■ ■	
Wellington Museum	48%	42%	46%	48%	■ ■ ■ ■ ■	
New Zealand Cricket Museum	3%	3%	4%	3%	■ ■ ■ ■ ■	
<b>Good experience...</b>						
Cable Car Museum	89%	89%	89%	89%	■ ■ ■ ■ ■	
Capital E	89%	94%	94%	91%	■ ■ ■ ■ ■	
Space Place at Carter Observatory	92%	96%	99%	100%	■ ■ ■ ■ ■	
City Gallery Wellington Te Whare Toi	94%	96%	93%	95%	■ ■ ■ ■ ■	
Nairn Street Cottage Museum	90%	91%	91%	100%	■ ■ ■ ■ ■	●
Wellington Museum	94%	95%	98%	96%	■ ■ ■ ■ ■	
New Zealand Cricket Museum	92%	100%	71%	77%	■ ■ ■ ■ ■	●
<b>Wellington Zoo Trust</b>						
Wellington Zoo - vistied in last 12 months	48%	52%	52%	47%	■ ■ ■ ■ ■	●
<b>Karori Sanctuary Trust</b>						
Zealandia - visited in the last 12 months	31%	32%	35%	39%	■ ■ ■ ■ ■	●
<b>Wellington Water</b>						
Satisfaction with water supply to property	New in 2016		91%	90%	■ ■ ■ ■ ■	
Satisfaction with waste water service	New in 2016		84%	82%	■ ■ ■ ■ ■	
Satisfaction with storm water management	New in 2016		68%	62%	■ ■ ■ ■ ■	●
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale						

# Summary of Results: 2018 Residents Monitoring Survey; Maori Residents Survey; National Survey

## Executive Summary

The Residents Monitoring Survey (RMS), Māori Residents Survey and the National Survey are undertaken annually by the Wellington City Council Research and Evaluation Team. The RMS and Maori Residents surveys ask respondents about their engagement and satisfaction with the Council's services and facilities, and the overall performance of the Council and Council Controlled Organisations (CCOs). All three surveys ask respondents about their perceptions of Wellington.

### Key Results

- Of the 185 measures from the RMS: 34 moved significantly in a positive direction and; 14 moved significantly in a negative direction.
- All of the National Survey's ten measures either increased or remained the same in 2018 compared to 2017's results.
- Both nationally (National Survey) and locally (RMS), the belief that Wellington City is: well prepared to respond to natural events; working to reduce its greenhouse gas emissions and; taking appropriate action to prepare for long-term sea level rise; increased in 2018 from 2017.
- An increased proportion of Wellington City residents reported avoiding use of plastic bags and plastic bottles.
- The perception that public transport is convenient decreased in the 12 months to June 2018.
- In 2018 residents were less likely to feel safe after dark when in the city or in their suburban area.
- A new question in 2018 revealed that although over 80 percent of residents have emergency items at home less than 60 percent have them at their work place.

## RMS 2018 Key changes

Measures and indicators that moved in a positive direction by 4 percentage points or more from 2017 to 2018.

Measure	2017	2018	2017-2018 Change
Residents who are avoiding using plastic bags	51%	70%	19%
Satisfaction with Wellington City's cycle ways in terms of maintenance	42%	56%	14%
Concerns about threatening people and/or people behaving dangerously	46%	35%	-11%
Use of a Council Recreation Centre	17%	28%	11%
Heritage areas are appropriately valued and protected in suburban areas	50%	60%	10%
Use of a Council Swimming Pool	35%	44%	9%
Wellington's Streams	41%	50%	9%
Residents who are avoiding using plastic bottles	30%	39%	9%
Satisfaction with Wellington City's cycle ways in terms of safety	27%	36%	9%
Use of a public library	74%	82%	8%
Rate the condition of the city's roads as good	65%	73%	8%
Satisfaction with the way Council involves people in decision-making	32%	39%	7%
Easy to access WCC's to recreational facilities and programmes	67%	74%	7%
Use of the ASB Centre	16%	22%	6%
Wellington is taking action to prepare for long-term sea level rise	20%	26%	6%
Attend or participate in cultural and arts activities at least once a month	43%	49%	6%
Concerns about poorly maintained or dangerous public areas	32%	26%	-6%
Home reported as being rarely or never cold	31%	36%	5%
Visited Wellington City's coastal areas or beaches	54%	59%	5%
Rate the condition of the city's footpaths as good	67%	72%	5%
Attendees who had a good experience at the New Zealand Cricket Museum	77%	82%	5%
Use of the Council website in the last 12 months	75%	79%	4%
Heritage areas contribute to the community's unique character	71%	75%	4%
Home reported as being rarely or never damp	58%	62%	4%
Wellington's distinct local identity is appropriately valued and protected	73%	77%	4%
Use of WCC rubbish bags	63%	67%	4%
Satisfaction with quality and maintenance of road side vegetation	64%	68%	4%
Wellington is working to reduce its greenhouse gas emissions	43%	47%	4%
Wellington is well prepared to respond to natural events	34%	38%	4%
Satisfaction with availability of on-street parking - on the weekend	31%	35%	4%
Council consults residents the right amount	55%	59%	4%
Heritage areas are appropriately valued and protected in the central city	66%	70%	4%
Attended a Council sponsored community festival/sports event/arts & cultural event in last 12 months	68%	72%	4%
Concerns about poorly lit or dark public areas	59%	55%	-4%

Measures and indicators that moved in a negative direction by 4 percentage points or more between 2017 and 2018

Measure	2017	2018	2017-2018 Change
Public transport is convenient	72%	68%	-4%
Peak traffic volumes acceptable	42%	38%	-4%
Residents feeling of safety in their neighbourhood after dark	90%	86%	-4%
Satisfaction with Wellington City Council parks	90%	86%	-4%
Attendees who had a good experience at Nairn Street Cottage Museum	100%	96%	-4%
Have visited Wellington Zoo at least once in the last 12 months	47%	42%	-5%
Wellington is the events capital of New Zealand	47%	42%	-5%
Residents who visited of Capital E	14%	9%	-5%
Residents feeling of safety in the city centre after dark	81%	76%	-5%
Attendees who had a good experience at Space Place at Carter Observatory	100%	95%	-5%
Wellington City offers a wide range of recreational activities	85%	79%	-6%
Awareness of Capital E	87%	81%	-6%
Discussed emergency preparedness with a neighbour	21%	15%	-6%
Ease of cycling around city	37%	31%	-6%

## Method

The Residents Monitoring Survey

The Residents Monitoring Survey (RMS) is sent to the Capital Views Wellington City Residents Panel in May each year. The panel is representative of the Wellington City population in terms of age, gender and ward. The survey is conducted in two parts due to the large number of questions asked.

The survey asks residents about their satisfaction with the Council's provision and delivery of services and facilities, and the overall performance of the Council and Council Controlled Organisations (CCOs). Residents are also asked about their behaviours and perceptions of Wellington. The questions are grouped under six headings: governance; urban development; social and recreation; environment; cultural wellbeing and; transport.

The surveys are conducted in May and June and are left open until minimum quotas (for age, gender and ward) have been met. The 2017/2018 survey was sent to over 2,000 residents.

Once the survey is closed the data is downloaded from the survey tool and post-weighted to be representative of the wider Wellington City population based on age, gender and ward. The sample size for part 1 was 974 and for part 2 was 988. The standard margin of error was then calculated; +/-3.13 percent for part 1, and +/-3.11 percent for part 2 at 95 percent confidence. All 'don't know' and blank responses have been removed unless otherwise stated.

The National Survey



This survey is run annually and asks questions about perceptions of Wellington to a nationally representative sample of 1000 people living in New Zealand (including Wellington City)<sup>1</sup>. Some of the results are reported on in the outcome indicators section of the Annual Report. Based on the current estimated total New Zealand population these findings have a confidence level of 95%, with a margin of error of +/- 3.1 percent.

#### The Māori Residents Survey

The main purpose of this annual survey is to give some insight into Māori residents' satisfaction with Wellington City Council's governance and decision making.

In 2018 the following people were invited to participate in the online survey:

- Members of an external panel who identified as Māori and lived in Wellington City
- Nōna Te Ao e-newsletter recipients.

Members of the WCC research panel who identified as Māori and responded to the relevant questions in the Residents Monitoring Survey were also included in the analysis of these questions.

All three surveys were run over May and June 2018.

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<sup>1</sup> Representative with regards to age, sex and region based on the 2013 Census data

## Full Results

This report includes full results from the 2017/18 Residents Monitoring Survey (RMS) and the comparable results from the National Survey and Māori Residents Survey. Where relevant it also includes the survey results from the previous four years.

In this report all results are reported as an aggregation of the responses for the top two or bottom two response categories, for example very satisfied and satisfied, strongly agree and agree, good and very good. Almost all the scales used across this survey are 5 point scales consisting of two 'top' categories, a neutral option and two 'bottom' categories. Highlighting with green or red circles has been used to draw attention to the figures that have changed from 2016/17 to 2017/18 by +/- 4 percentage points or more.

The results are grouped under the following sections:

- Governance
- Environment
- Cultural wellbeing
- Social and recreation
- Urban development
- Transport
- Council-Controlled Organisations



## Governance

### Residents Monitoring Survey

- Satisfaction with involvement in decision-making and the perception that Council's level of consultation was the right amount both improved in 2018.
- Use of the Council website increased, and was used by nearly 80 percent of residents. However less than two thirds of residents who used it found it easy to navigate or get information from.

Governance							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>General</b>							
Value for money	57%	68%	62%	69%	69%		
Level of consultation - the right amount	44%	53%	54%	55%	59%		
Satisfaction with involvement in decision-making	22%	32%	26%	32%	39%		
Understand how decisions are made	30%	35%	33%	39%	40%		
Believe decisions are made in the best interest of the city	36%	36%	36%	51%	48%		
Understand how to have input in Council decision making	New 2016		46%	43%	46%		
Believe information from Council is easy to access	36%	48%	49%	55%	58%		
Believe there are opportunities to participate fully in city life	64%	78%	74%	69%	70%		
<b>Council website</b>							
Use in the last 12 months	68%	76%	74%	75%	79%		
Easy to navigate	63%	62%	63%	65%	62%		
Easy to get information from	57%	62%	59%	62%	63%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							

### Maori Residents Survey

- Aligning with the RMS, the Maori Residents Survey also saw an increase in satisfaction with involvement in decision-making and an increase in the proportion who thought the level of consultation was the right amount.

Governance							
Measure	Survey	2014	2015	2016	2017	2018	Trend
Level of consultation - the right amount	Maori Residents Survey	32%	41%	38%	34%	54%	
	Residents Survey	44%	53%	54%	55%	59%	
Satisfaction with involvement in decision-making	Maori Residents Survey	17%	25%	22%	21%	36%	
	Residents Survey	22%	32%	26%	32%	39%	
Understand how decision are made	Maori Residents Survey	28%	47%	39%	34%	35%	
	Residents Survey	30%	35%	33%	39%	40%	
Believe decisions are made in the best interest of the city	Maori Residents Survey	29%	31%	36%	45%	36%	
	Residents Survey	36%	36%	36%	51%	48%	
Believe information from Council is easy to access	Maori Residents Survey	42%	49%	44%	55%	50%	
	Residents Survey	36%	48%	49%	55%	58%	



## Environment

### Residents Monitoring Survey

- The majority of residents who use Wellington's green spaces are satisfied with their quality and maintenance. The one exception is Wellington's streams; despite an increase in 2018 only 50 percent of those who use Wellington's streams are satisfied with their quality and maintenance.
- Perceptions that Wellington is working to reduce its greenhouse gas emissions, well prepared to respond to natural events, and taking action to prepare for long-term sea level rise all increased.
- However less than a third of respondents view Wellington City as an eco-city.

Environment							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>General</b>							
Wellington's natural environment is appropriately managed & protected	77%	78%	79%	78%	78%		
Wellington's connection with nature improves residents' quality of life	91%	93%	95%	95%	95%		
Wellington is working to reduce its greenhouse gas emissions	40%	38%	41%	43%	47%		
Wellington is well prepared to respond to natural events	38%	33%	45%	34%	38%		
Wellington is taking action to prepare for long-term sea level rise	22%	15%	25%	20%	26%		
Wellington is an eco-city	29%	25%	33%	31%	31%		
<b>Use (at least once a month)</b>							
Wellington City's coastal areas or beaches	53%	56%	56%	54%	59%		
Botanic gardens, including Otari/Wilton Bush Native Botanic Reserve	24%	24%	23%	24%	23%		
Wellington City Council parks	60%	53%	56%	56%	58%		
Town Belt or Outer Green Belt	33%	31%	33%	35%	38%		
The city's walking tracks	34%	38%	39%	46%	47%		
Wellington City Council outdoor grass sports fields	27%	27%	25%	26%	26%		
A Wellington City Council sports field which has artificial turf	13%	16%	16%	12%	15%		
Wellington's Streams	13%	17%	14%	15%	15%		
<b>Satisfaction with quality and maintenance</b>							
Wellington City's coastal areas or beaches	86%	82%	84%	84%	84%		
Botanic gardens, including Otari/Wilton Bush Native Botanic Reserve	96%	92%	94%	93%	94%		
Wellington City Council parks	89%	87%	87%	90%	86%		
Town Belt or Outer Green Belt	81%	77%	80%	81%	83%		
The city's walking tracks	83%	81%	83%	83%	83%		
Wellington City Council outdoor grass sports fields	83%	78%	73%	72%	73%		
A Wellington City Council sports field which has artificial turf	89%	89%	84%	78%	81%		
Wellington's Streams	63%	51%	49%	41%	50%		
<b>Ease of access</b>							
Your local park	93%	95%	96%	96%	94%		
Wellington City's coastal areas or beaches	88%	89%	89%	90%	89%		
Green open spaces	90%	92%	92%	93%	93%		
<b>Visited in last 12 months</b>							
Zoo	48%	52%	52%	47%	42%		
Zealandia	31%	32%	35%	39%	42%		

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale

- Wellington's Residents are increasingly avoiding the use of plastic bottles and plastic bags, and most residents reuse plastic containers such as food containers.
- A new measure introduced in the 2017/18 survey shows that nearly half of Wellington City's residents avoid using goods with lots of packaging.

Environment: resources and waste							
Measures	2014	2015	2016	2017	2018	Trend	Change
<b>Waste reduction</b>							
Home composting	39%	50%	48%	47%	48%		
Reducing food waste	New in 2017			61%	63%		
Taking things to the recycling stations	40%	48%	46%	42%	42%		
Donating things to 2nd hand shops or charities	79%	86%	85%	84%	84%		
Buying refills	58%	66%	62%	62%	61%		
Avoid using plastic bottles	30%	42%	43%	30%	39%		
Avoid using plastic bags				51%	70%		
Reusing plastic containers such as food containers	81%	81%	80%	79%	80%		
Avoiding goods with lots of packaging	New 2018				47%		
<b>Kerbside recycling</b>							
Use (at least once a month)	60%	61%	96%	98%	97%		
Satisfaction	78%	86%	84%	77%	76%		
<b>WCC rubbish bags</b>							
Use	58%	63%	59%	63%	67%		
Frequency (at least once a month)	94%	91%	92%	89%	90%		
Two or more bags by those who use weekly	New in 2017			20%	19%		
Satisfaction	76%	85%	85%	78%	79%		
<b>Water</b>							
Satisfaction with water supply to property	New in 2016		91%	90%	89%		
Satisfaction with waste water service	New in 2016		84%	82%	82%		
Satisfaction with storm water management	New in 2016		68%	62%	62%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							

### National Survey

- Nationally, the perception that Wellington City is well prepared to respond to natural events, is taking action to prepare for long-term sea rise, and is working to reduce its greenhouse gas emissions all improved.

Environment - reputation and perception							
Measure	Survey	2014	2015	2016	2017	2018	Change
Wellington has a reputation for							
...working to reduce its greenhouse gas emissions	RMS	40%	38%	41%	43%	47%	
	National	27%	29%	32%	32%	44%	
...being well prepared to respond to natural events	RMS	38%	33%	45%	34%	38%	
	National	42%	44%	52%	46%	50%	
...taking appropriate action to prepare for long-term sea level rise	RMS	22%	15%	25%	20%	26%	
	National	21%	27%	31%	30%	40%	
Wellington is an eco-city	RMS	29%	25%	33%	31%	31%	
	National	30%	34%	41%	36%	45%	
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							



## Cultural Wellbeing

### Residents Monitoring Survey

- Participation and attendance at events by residents increased between 2017 and 2018.
- Most respondents feel that Wellington has a culturally rich and diverse arts scene but a decreasing proportion see Wellington as the events capital of New Zealand.

Cultural wellbeing							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>General</b>							
Wellington is an easy place to get involved in the arts	80%	85%	86%	85%	88%		
Wellington has a culturally rich and diverse arts scene	89%	91%	92%	90%	93%		
Wellington is the events capital of New Zealand	48%	46%	52%	47%	42%		
Wellington is the arts capital of New Zealand	68%	63%	66%	64%	65%		
Distinct local identity is appropriately valued and protected	72%	76%	78%	73%	77%		
<b>Participation</b>							
Attended or participated in cultural and arts activities (at least once a month)	32%	43%	38%	43%	49%		
Attended a Council sponsored community festival, sports event or arts and cultural event	55%	70%	70%	68%	72%		
<b>Satisfaction</b>							
Community festival, sports event or arts and cultural event attended	86%	84%	85%	81%	82%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							

### National Survey

- Compared to Wellington residents, Nationally a higher proportion of respondents agreed that Wellington has a rich and diverse arts scene.
- 61 percent of respondents nationally see Wellington as the arts capital of New Zealand.

Cultural well being							
Measure	Survey	2014	2015	2016	2017	2018	Change 2016-2017
Wellington has a culturally rich and diverse arts scene	RMS	89%	91%	92%	90%	93%	
	National	84%	84%	81%	79%	79%	
Wellington is the events capital of New Zealand	RMS	48%	46%	52%	47%	42%	
	National	31%	34%	36%	34%	39%	
Wellington is the arts capital of New Zealand	RMS	68%	63%	66%	64%	65%	
	National	52%	57%	58%	58%	61%	
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							



## Social and recreation

### Residents Monitoring Survey

- The number people who reported being concerned by threatening people and/or those people behaving dangerously decreased in 2018. This may be due to the introduction of a separate category for begging in 2018.
- Most residents report having emergency items at home, but a new question in 2018 reveals that less than 60 percent report having emergency items at work.

Social and Recreation							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>Safety</b>							
In the neighbourhood during the day	99%	99%	99%	100%	99%		
In the city centre during the day	98%	99%	98%	99%	99%		
In the neighbourhood after dark	83%	87%	86%	90%	86%		
In the city centre after dark	69%	76%	73%	81%	76%		
<b>Specific concerns</b>							
Poorly lit or dark public areas	71%	61%	63%	59%	55%		
Threatening people and/or people behaving dangerously	51%	48%	51%	46%	35%		
Alcohol and drug problems	55%	51%	49%	46%	46%		
Poorly maintained or dangerous public areas	40%	34%	37%	32%	26%		
Traffic	31%	34%	33%	33%	36%		
Graffiti	40%	34%	32%	16%	16%		
Car theft or vandalism	29%	36%	32%	29%	27%		
Dangerous driving	35%	29%	30%	33%	33%		
Vandalism	28%	26%	27%	17%	17%		
Begging					New 2018 56%		
<b>Community</b>							
Different lifestyles & cultures make Wellington a better place to live	67%	78%	78%	80%	81%		
Believe the community work together and support each other	43%	59%	57%	62%	62%		
<i>Neighbourly contact...</i>							
Spoken to a neighbour	88%	92%	91%	89%	89%		
Given help to a neighbour	55%	58%	62%	55%	58%		
Received help from a neighbour	44%	47%	49%	46%	47%		
Participated in an activity with a neighbour	34%	38%	36%	33%	33%		
Discussed emergency preparedness with a neighbour	19%	16%	14%	21%	15%		
<b>Emergency preparedness</b>							
Emergency items - at home	80%	81%	81%	85%	83%		
Emergency items - at work					New 2018 57%		
Emergency items - at place of education					New 2018 11%		
Emergency plans	50%	48%	50%	62%	64%		
<b>Physical activity</b>							
Exercise more than 2 1/2 hours a week	65%	71%	74%	73%	74%		
Children in household walk to/from school at least once week	67%	66%	66%	72%	73%		
Children in household cycle to/from school at least once week				New in 2017 10%	8%		

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale

- Overall use of Wellington City Council recreation and community facilities increased in 2018.
- Nearly three quarters of residents had participated in some form of informal recreation or sport in the last 12 months; half had participated in formal recreation or sport.

Social and Recreation							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>Use of WCC recreational and community facilities in last 12 months</b>							
A Council Recreation Centre	19%	24%	22%	17%	28%		
ASB Centre	15%	18%	18%	16%	22%		
A Council Swimming Pool	35%	42%	44%	35%	44%		
A community centre	20%	22%	20%	23%	23%		
A community hall	19%	19%	21%	19%	18%		
A public library	69%	74%	73%	74%	82%		
<b>Satisfaction with WCC recreation facilities</b>							
A Council recreation centre	88%	85%	87%	88%	86%		
ASB Centre	88%	86%	91%	95%	95%		
A Council swimming pool	82%	85%	88%	87%	90%		
A public library	83%	87%	93%	93%	90%		
Wide range of recreational activities	76%	85%	82%	85%	79%		
Easy to access to recreational facilities and programmes	62%	66%	66%	67%	74%		
<b>Participation</b>							
Barriers to participation (selected at least one barrier)	87%	90%	88%	86%	84%		
					81%		
Participated in formal recreation or sport at least once in last 12 months	New 2018				51%		
Participated in informal recreation or sport at least once in last 12 months	New 2018				73%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							





## Urban development

### Residents Monitoring Survey

- The perception that heritage items are appropriately valued and protected both in the city and in suburban areas improved in the year to June 2018.
- Nearly nine in ten residents feel the City centre is lively and attractive, but less than half feel their suburban centre is.

Urban Development							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>Wellington as a place to live, work and play</b>							
Wellington is a great place to live, work and play	New in 2017			95%	92%		
Sense of pride in the way the city looks and feels	75%	85%	84%	85%	85%		
Easy to get around the central city	78%	83%	82%	76%	75%		
Easy to access leisure activities in the central city	71%	80%	80%	82%	82%		
<b>Heritage Items</b>							
Contribute to the city's unique character	86%	92%	92%	91%	93%		
Contribute to the community's unique character	67%	71%	72%	71%	75%		
Are appropriately valued and protected in the central city	60%	64%	69%	66%	70%		
Are appropriately valued and protected in suburban areas	49%	48%	53%	50%	60%		
<b>Look and feel of City</b>							
City centre is lively and attractive	80%	86%	85%	87%	86%		
Suburban centre is lively and attractive	45%	48%	47%	50%	48%		
City maintaining high quality urban design	New 2016		55%	51%	53%		
<b>Waterfront</b>							
Visited at least once a month	68%	75%	75%	78%	77%		
Good experience at the waterfront	88%	94%	92%	95%	93%		
<b>Housing</b>							
Rarely/never cold	31%	41%	42%	31%	36%		
Rarely/never hard to heat	51%	57%	57%	51%	52%		
Rarely/never damp	58%	70%	70%	58%	62%		
Adequate insulation in exterior walls of home	New 2017			40%	40%		
Adequate insulation in interior walls of home	New 2017			31%	34%		
Adequate insulation in ceiling of home	New 2017			66%	66%		
Adequate underfloor insulation in home	New 2017			46%	45%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							



# Transport

## Residents Monitoring Survey

- The perception that public transport is convenient declined in the 2017/18 survey. The survey was undertaken before 2018 changes to the Public Transport network were made but some comments made by respondents indicate concerns about the upcoming changes.
- Cyclists' satisfaction with both the maintenance and safety of cycleways increased and are at their highest levels since 2014.

Transport							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>Getting around</b>							
Ease of driving around city	51%	51%	45%	45%	43%		
Ease of cycling around city	New in 2017			37%	31%		
Ease of walking around city	88%	87%	91%	93%	93%		
Roads and public transport allow easy access from suburbs to city	64%	65%	63%	62%	64%		
<b>Public Transport</b>							
Public transport is convenient	70%	69%	69%	72%	68%		
Public transport is affordable	38%	46%	41%	45%	45%		
<b>Parking</b>							
Satisfaction with availability of on-street parking - during the week	26%	32%	31%	27%	26%		
Satisfaction with availability of on-street parking - on the weekend	34%	35%	34%	31%	35%		
City's parking enforcement is fair	33%	50%	48%	50%	53%		
<b>Weekday travel</b>							
Travel into central Wellington most week days	63%	66%	65%	68%	68%		
<i>by</i>							
Car	31%	33%	32%	27%	25%		
Motorbike	2%	2%	2%	1%	1%		
Bus	28%	27%	30%	28%	31%		
Train	6%	3%	3%	6%	4%		
Bicycle	4%	8%	8%	10%	12%		
Walk	27%	23%	23%	24%	24%		
Scooter	1%	3%	1%	3%	1%		
<b>Peak hour travel</b>							
Travel into/through central Wellington during weekday peak hours	66%	69%	69%	70%	71%		
Peak traffic volumes acceptable	53%	47%	43%	42%	38%		
<b>Cycleways</b>							
Use (in last 12 months)	13%	21%	19%	20%	23%		
Satisfaction with safety	16%	28%	34%	27%	36%		
Satisfaction with maintenance	35%	38%	50%	42%	56%		
<b>General</b>							
Road condition good	67%	66%	66%	65%	73%		
Footpath condition good	69%	71%	67%	67%	72%		
Satisfaction with quality and maintenance of road side vegetation	65%	67%	67%	64%	68%		
Satisfaction with street lighting in city centre	78%	80%	78%	81%	84%		
Satisfaction with street lighting in suburban area	51%	55%	54%	60%	62%		
Satisfaction with quality of street cleaning in city centre	74%	75%	76%	74%	76%		

N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale

## Council Controlled Organisations (CCOs)

### Residents Monitoring Survey

- Most residents have heard of the Cable Car Museum, Capital E, Space Place, City Gallery, and Wellington Museum. Only half are aware of both Nairn St. Cottage Museum and the NZ Cricket Museum.
- Almost all of those who attended these venues continue to report having a good or very good experience.

Council Controlled Organisations (CCOs)							
Measure	2014	2015	2016	2017	2018	Trend	Change
<b>Cable Car</b>							
Use (at least once a month)	13%	12%	11%	4%	6%		
Standard and operational reliability is good	92%	92%	94%	94%	94%		
<b>Museums Trust</b>							
<b>Heard of...</b>							
Cable Car Museum	92%	95%	97%	94%	95%		
Capital E	79%	89%	90%	87%	81%		
Space Place at Carter Observatory	90%	96%	97%	87%	90%		
City Gallery Wellington Te Whare Toi	86%	93%	95%	90%	91%		
Nairn Street Cottage Museum	56%	60%	58%	50%	50%		
Wellington Museum	92%	98%	97%	90%	93%		
New Zealand Cricket Museum	51%	57%	61%	56%	55%		
<b>Value...</b>							
Cable Car Museum	86%	87%	85%	86%	87%		
Capital E	89%	89%	90%	92%	92%		
Space Place at Carter Observatory	98%	98%	99%	99%	99%		
City Gallery Wellington Te Whare Toi	94%	96%	96%	95%	98%		
Nairn Street Cottage Museum	87%	86%	91%	89%	89%		
Wellington Museum	96%	97%	97%	100%	99%		
New Zealand Cricket Museum	67%	67%	68%	67%	65%		
<b>Visited...</b>							
Cable Car Museum	43%	35%	35%	32%	32%		
Capital E	11%	13%	15%	14%	9%		
Space Place at Carter Observatory	25%	20%	21%	19%	19%		
City Gallery Wellington Te Whare Toi	42%	49%	49%	46%	49%		
Nairn Street Cottage Museum	4%	4%	4%	3%	3%		
Wellington Museum	48%	42%	46%	48%	51%		
New Zealand Cricket Museum	3%	3%	4%	3%	4%		
<b>Good experience...</b>							
Cable Car Museum	89%	89%	89%	89%	91%		
Capital E	89%	94%	94%	91%	93%		
Space Place at Carter Observatory	92%	96%	99%	100%	95%		
City Gallery Wellington Te Whare Toi	94%	96%	93%	95%	95%		
Nairn Street Cottage Museum	90%	91%	91%	100%	96%		
Wellington Museum	94%	95%	98%	96%	97%		
New Zealand Cricket Museum	92%	100%	71%	77%	82%		
N.b. Where a scale is used these results are the aggregation of the top two categories in a five point scale							

# **Residents Monitoring Survey (RMS)**

2019 Report

WCC Research and Evaluation Team

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# Overview

## Context

The Residents' Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council (WCC) Research and Evaluation team (R/E team). The survey asks a representative sample of Wellington City residents about their engagement and satisfaction with the Council's provision and delivery of services and facilities, as well as Council Controlled Organisations (CCOs). The survey also asks residents about their behaviours and overall perceptions of Wellington.

The questions in the RMS are grouped under the following WCC strategic headings:

- Social and recreation
- Cultural well-being
- Environment
- Urban development
- Transport
- Governance
- Council-Controlled Organisations

## Aim

The aim of the RMS is to provide statistically representative results on residents' satisfaction with WCC services and facilities.

## Purpose

The results provide an indication of how WCC is performing from a resident's perspective and allows Council to monitor and track progress against its Annual Plan and Long Term Plan. The results also present the opportunity to understand residents' perceptions, measure trends and changes over time, assess existing operational activities of WCC and identify opportunities for improving satisfaction and overall performance.

## Notes

While the RMS provides the opportunity to understand what Wellington City residents think about WCC and the services and facilities it delivers; it is important to note that the results reflect a snapshot of residents' perceptions at one point in time. There are many factors that contribute to an individual's perceptions and so it cannot be assumed that all opinions of all Wellington residents have been captured via this survey methodology. Further research would be necessary to provide a

more in-depth and comprehensive understanding of the reasons behind particular results and perceptions.

## Methodology

The 2019 RMS was conducted in April to June 2019 with the *Capital Views* WCC research panel. This panel is representative of the Wellington City population in terms of age, gender and council ward<sup>1</sup>. The survey was conducted in two parts with a final sample size of 462 for Part 1 and 508 for Part 2, post-weighting.

The standard margin of error at 95% confidence level was 4.5% for Part 1 and 4.3% for Part 2. See Appendices – A for full details of the 2019 methodology and sample characteristics.

## This Report

This report presents the 2019 RMS survey results and includes the results from the previous five years where appropriate. The results are presented under the seven WCC strategic headings listed in the Context.

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<sup>1</sup> Representative with regards to age, gender and council ward based on 2013 Census data

# Findings at a glance

## Services/facilities residents are most satisfied with in 2019

- A council swimming pool (97%)
- Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve (95%)
- A council recreation centre (93%)
- Ease of walking around the city (93%)
- Waterfront experience (89%)

## Services/facilities residents are least satisfied with in 2019

- The suitability of the road and public transport network from suburbs to city (37%)
- The ease of cycling around the city (29%)
- Availability of on-street parking in central city during week (26%) or weekend (27%)
- Reliability of public transport (16%), or being of high quality (22%)

## Largest increases in satisfaction in 2019 from 2018

- A council sports-field (grassed or artificial) (+11% & +10%)
- A council recreation centre (86% to 93%) (+7%)
- A council swimming pool (90% to 97%) (+7%)
- Suburban centre is lively and attractive (48% to 55%) (+7%)

## Largest decreases in satisfaction in 2019 from 2018

- The suitability of the road and public transport network from suburbs to city (64% to 37%) (-27%)
- Level of consultation (59% to 46%) (-14%)
- Council information is easy to access (58% to 46%) (-12%)
- Storm water management (62% to 51%) (-11%)
- Kerbside recycling (76% to 65%) (-11%)



## Findings in detail

Where data are available, trends across time have been displayed in bar form; the darkest gradient of colour represents the highest quantifiable number in the series. Green and red circles have been used in the 'Change' column to highlight changes between 2017/18 and 2018/19 that amount to +/- 4 percentage points or more, as this level of difference was deemed noteworthy.



### Social and recreation

#### i. Well-being

- The majority of respondents rated their quality of life as good, very good or excellent (95%).
- A number of new measures in 2019 highlighted the importance of community and social connectedness to respondents:
  - A large proportion of residents agreed that different lifestyles and culture make Wellington a better place to live (83%).
  - Neighbourly contact remained consistently high (90%), with around half of respondents either giving or receiving help from their neighbours. A third had participated in an activity with a neighbour (33%).

Social and Recreation								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Overall ratings</b>								
Quality of life*	86%	93%	92%	93%	91%	95%		
<b>Community</b>								
Different lifestyles & cultures make Wellington a better place to live	67%	78%	78%	80%	81%	83%		
Important to feel a sense of community with people in the neighbourhood			New in 2019			75%		
Have strong social or community networks in Wellington			New in 2019			64%		
Could rely on neighbour for support following a natural disaster or other significant emergency			New in 2019			70%		
<b>Neighbourly contact</b>								
Spoken to a neighbour	88%	92%	91%	89%	89%	90%		
Given help to a neighbour	55%	58%	62%	55%	58%	57%		
Received help from a neighbour	44%	47%	49%	46%	47%	46%		
Participated in an activity with a neighbour	34%	38%	36%	33%	33%	33%		
Discussed emergency preparedness with a neighbour	19%	16%	14%	21%	15%	12%		
<b>Emergency preparedness</b>								
Emergency items - at home	80%	81%	81%	85%	83%	84%		
Emergency items - at work			New 2018		67%	77%		
Emergency items - at place of education			New 2018		41%	46%		
Emergency items - other destination			New 2018		15%	10%		
Emergency items - in motorvehicle			New 2019			33%		

\* Answer choices reflect a 7-point scale in 2019

## ii. Recreation

**Note:** This year saw the closure of the Wellington Central Library in March 2019.

- Overall use of Council recreational and community facilities mostly increased in 2019; with an accompanying increase in satisfaction with these facilities.
- Although there was a reduction in overall visitations to a public library in the last 12 months; 51% reported to visit once a month or more.
- Over two thirds of residents had participated in some form of informal sport and recreation in the last 12 months (70%); and over one third had participated in formal sport or recreation (38%).
- A large proportion of residents identified at least one barrier to participation in sport and recreation, be it formal or informal. Top barriers included being too busy, lack of time due to commitments, childcare duties or other interests, and/or lack of interest.

Social and Recreation								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Use of WCC recreational and community facilities in last 12 months</b>								
A Council Recreation Centre*	19%	24%	22%	17%	28%	39%		
ASB Centre	15%	18%	18%	16%	22%	24%		
A Council Swimming Pool*	35%	42%	44%	35%	44%	42%		
A community centre	20%	22%	20%	23%	23%	25%		
A community hall	19%	19%	21%	19%	18%	21%		
A public library	69%	74%	73%	74%	82%	73%		
→ Visited a public library once a month or more	New 2019					51%		
<b>Satisfaction with WCC recreation facilities</b>								
A Council recreation centre	88%	85%	87%	88%	86%	93%		
ASB Centre	88%	86%	91%	95%	95%	96%		
A Council swimming pool	82%	85%	88%	87%	90%	97%		
Wide range of recreational activities	76%	85%	82%	85%	79%	81%		
Ease of access to recreational facilities and programmes	62%	66%	66%	67%	74%	75%		
Pool admission charges are affordable	New 2019					60%		
<b>Sport and active recreation</b>								
Participated in informal sport or recreation at least once in last 12 months	New 2018				73%	70%		
Participated in formal sport or recreation at least once in last 12 months	New 2018				51%	38%		
Barriers to participation (selected at least one barrier)**	87%	90%	88%	86%	84%	81%		
Children in household walk to/from school at least once a week	67%	66%	65%	73%	67%	49%		
Children in household cycle to/from school at least once a week	New in 2017			9%	8%	6%		
Children in household scooter or skateboard to/from school at least once a week	New 2019					16%		
*Individual rec centres/pools were asked separately in 2019. Calculated as 100% - 'none of these'								
**Top line represents barriers to informal sport&rec, bottom line reflects barriers to formal sport&rec								

### iii. Perceptions of safety

- The majority of respondents agreed to feeling safe in Wellington city centre during the day (98%), in their neighbourhood after dark (91%) and in their home after dark (98%).
- A large proportion also agreed to feeling safe walking alone in their neighbourhood at night (82%) and in the city centre after dark (76%).
- Specific concerns that impact perceptions of safety in Wellington have fluctuated over the years; however, residents did list ‘poorly lit or dark public areas’ as their biggest safety concern in 2019 (61%). ‘Traffic’ safety concerns have been slowly but steadily increasing since 2014.
- A large number of respondents reported feeling physically safe in an emergency be it at home, work or place of education; however only 14% had taken any action to improve the seismic resilience of their own homes.

Social and Recreation									
Measure	2014	2015	2016	2017	2018	2019	Trend	Change	
<b>Perception of safety in Wellington City</b>									
In the city centre during the day	98%	99%	98%	99%	99%	98%			
In the neighbourhood after dark	83%	87%	86%	90%	86%	91%			
In the city centre after dark	69%	76%	73%	81%	76%	76%			
In your own home after dark			New in 2019			98%			
Walking alone in your neighbourhood at night			New in 2019			82%			
<b>Specific concerns...</b>									
Poorly lit or dark public areas	71%	61%	63%	59%	55%	61%			
Threatening people and/or people behaving dangerously	51%	48%	51%	46%	35%	39%			
Alcohol and drug problems	55%	51%	49%	46%	46%	49%			
Poorly maintained or dangerous public areas	40%	34%	37%	32%	26%	31%			
Traffic	31%	34%	33%	33%	36%	39%			
Graffiti	40%	34%	32%	16%	16%	21%			
Car theft or vandalism	29%	36%	32%	29%	27%	29%			
Dangerous driving	35%	29%	30%	33%	33%	40%			
Vandalism	28%	26%	27%	17%	17%	21%			
Begging			New 2018			56%	55%		
<b>Perception of safety in an emergency</b>									
Feel physically safe - at home			New 2019			85%			
Feel physically safe - at work			New 2019			69%			
Feel physically safe - at place of education			New 2019			76%			
<b>Seismic resilience</b>									
Checked home for SR in past 12 months			New 2019			27%			
Taken action to improve SR in past 12 months			New 2019			14%			
Have received Wellington-specific SR information in last 12 months			New 2019			22%			
Believe Council is making adequate progress on building SR-related issues in the city			New 2019			42%			



## Cultural well-being

- A large proportion of residents agreed that Wellington has a culturally rich and diverse arts scene (90%); however a decreasing proportion agreed that Wellington is the events capital and/or arts capital of New Zealand (31%; 52% respectively).
- Residents agreed that distinct local identity is appropriately valued and protected in Wellington City (80%).
- There was a decrease in monthly participation in cultural and arts activities in Wellington City between 2018 and 2019 (49% to 43%).
- However over half of respondents said that they had attended a *Council specific* arts and cultural event or festival in the last 12 months (56%); with 81% being satisfied with their experience.

Cultural well-being								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>General</b>								
Wellington has a culturally rich and diverse arts scene	89%	91%	92%	90%	93%	90%		
Wellington is the events capital of New Zealand	48%	46%	52%	47%	42%	31%		
Wellington is the arts capital of New Zealand	68%	63%	66%	64%	65%	52%		
Distinct local identity is appropriately valued and protected	72%	76%	78%	73%	77%	80%		
<b>Participation</b>								
Attended or participated in cultural and arts activities (at least once a month)	32%	43%	38%	43%	49%	43%		
Attended a WCC delivered arts and cultural event or festival* (in last 12 months)			New 2019			56%		
<b>Satisfaction</b>								
WCC delivered arts and cultural event or festival attended*			New 2019			81%		

\*New Q wording 2019 - previously asked 'Council sponsored community festival, sports event or arts and cultural event'.



## Environment

### i. General

- Residents' perceptions of environmental measures have remained relatively consistent over time; with a slow but steady increase in agreement that Wellington is an eco-city (32%).
- A total of 94% agreed that Wellington's connection with nature improves residents' quality of life.
- Residents reported to continue to use and enjoy Wellington's unique geographical features and remained consistently satisfied with the quality and maintenance of these open spaces.

*Note: Although there appears a marked increase in satisfaction with the quality and maintenance of Council owned sportsfields in 2019, these results are likely to reflect the change in question format observed in 2019 (prior to 2019 residents were asked frequency of use in the last 12 months as opposed to simply selecting if they used or not).*

Environment								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>General</b>								
Wellington's natural environment is appropriately managed & protected	77%	78%	79%	78%	78%	75%		
Wellington's connection with nature improves residents' quality of life	91%	93%	95%	95%	95%	94%		
Wellington is an eco-city	29%	25%	33%	31%	31%	32%		
<b>Use (at least once a month)</b>								
Wellington city's beaches and coastal areas	53%	56%	56%	54%	59%	54%		
Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve	24%	24%	23%	24%	23%	22%		
WCC parks	60%	53%	56%	56%	58%	63%		
Town Belt or Outer Green Belt	33%	31%	33%	35%	38%	45%		
The city's walking tracks and trails	34%	38%	39%	46%	47%	46%		
Wellington's streams	13%	17%	14%	15%	15%	17%		
Playgrounds			New 2019			21%		
Waterfront			New 2019			71%		
<b>Use (in last 12 months)</b>								
WCC outdoor grass sports fields			New 2019			29%		
WCC sports fields which has artificial turf			New 2019			15%		
<b>Satisfaction with quality and maintenance</b>								
Wellington city's beaches and coastal areas	86%	82%	84%	84%	84%	83%		
Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve	96%	92%	94%	93%	94%	95%		
WCC parks	89%	87%	87%	90%	86%	84%		
Town Belt or Outer Green Belt	81%	77%	80%	81%	83%	83%		
The city's walking tracks and trails	83%	81%	83%	83%	83%	83%		
WCC outdoor grass sports fields	83%	78%	73%	72%	73%	84%		
WCC sports field which has artificial turf	89%	89%	84%	78%	81%	91%		
Wellington's streams	63%	51%	49%	41%	50%	49%		
Playgrounds			New 2019			87%		
Waterfront			New 2019			89%		
<b>Ease of access</b>								
Your local park	93%	95%	96%	96%	94%	94%		
Wellington city's beaches and coastal areas	88%	89%	89%	90%	89%	86%		
Green open spaces	90%	92%	92%	93%	93%	85%		
Walking tracks and trails			New 2019			85%		
<b>Visited in last 12 months</b>								
Zoo	48%	52%	52%	47%	42%	42%		
Zealandia	31%	32%	35%	39%	42%	40%		

**ii. Resources and waste**

- A new measure introduced in 2019 highlighted that 95% of residents had taken *some form* of action to reduce their emissions in the last 12 months.
- Though arguably still satisfactory, there was a marked decrease in residents' satisfaction with kerbside recycling (65%), Council rubbish bags (71%) and storm water management (51%) in 2019.

Environment: resources and waste								
Measures	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Reduced emissions</b>								
Transport (e.g. driving and/or flying less, use or purchase of EV)			New 2019			50%		
Waste (e.g. reduce, re-use, re-cycle where possible)			New 2019			91%		
Food (e.g. buying locally, eating less meat, growing own food)			New 2019			62%		
Energy (e.g. use renewable energy, installed smart-meter)			New 2019			27%		
Anything else			New 2019			10%		
None of the above			New 2019			5%		
<b>Kerbside recycling</b>								
Use (at least once a month)	60%	61%	96%	98%	97%	94%		
Satisfaction	78%	86%	84%	77%	76%	65%		
<b>WCC rubbish bags</b>								
Use	58%	63%	59%	63%	67%	68%		
Satisfaction	76%	85%	85%	78%	79%	71%		
<b>Water</b>								
Satisfaction with storm water management	New in 2016		68%	62%	62%	51%		



## Urban development

- Nearly all residents in 2019 agreed that Wellington is a great place to live, work and play (95%).
- There was also a convincing percentage who reported a sense of pride in the way Wellington city looks and feels (84%).
- A large proportion of residents agreed that Wellington city centre is lively and attractive (80%), easy to get to (74%), to use (81%) and enjoy (82%).
- Over half of respondents believed that their suburban centre is lively and attractive (55%) and many also agreed that public areas in their suburb felt safe (74%) and were well utilised (71%).
- The perception that Wellington city maintains high quality urban design dropped to below 50% for the first time since 2016 (46%).

Urban Development								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Wellington as a place to live, work and play</b>								
Wellington is a great place to live, work and play		New in 2017		95%	92%	95%		
Sense of pride in the way the city looks and feels	75%	85%	84%	85%	85%	84%		
<b>Look and feel of Wellington city</b>								
City centre is lively and attractive	80%	86%	85%	87%	86%	80%		
City maintaining high quality urban design		New 2016		55%	51%	53%		
City centre is easy to get to			New 2019			74%		
City centre is easy to use			New 2019			81%		
City centre is easy to enjoy			New 2019			82%		
Regeneration adds to city's vibrancy			New 2019			89%		
New buildings constructed maintain and enhance city's attractiveness			New 2019			61%		
Council strikes the right balance between building development and preservation of city's character			New 2019			48%		
<b>Look and feel of suburb</b>								
Suburban centre is lively and attractive	45%	48%	47%	50%	48%	55%		
Character of historic suburbs is adequately retained			New 2019			63%		
Public areas - are well utilised			New 2019			71%		
Public areas - feel safe			New 2019			74%		
Public areas - are well designed			New 2019			43%		

Continued...

**Note:** The Healthy Homes standards became law on 1 July 2019.

- There was an increase in **all** household health measures, achieving the highest percentages since 2014 and 2017 respectively.
- Heritage items were highly valued in regards to contributing to the city and community's unique character (92%; 76%). However the perception that heritage items are appropriately valued and protected both in the city and in suburban areas decreased in 2019 when compared to 2018.
- There was a slight decrease in the percentage of residents who reported visiting the waterfront at least once a month (71%); however overall satisfaction remained high at 89%.

Urban Development								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Heritage Items</b>								
Contribute to the city's unique character	86%	92%	92%	91%	93%	92%		
Contribute to the community's unique character	67%	71%	72%	71%	75%	76%		
Are appropriately valued and protected in the central city	60%	64%	69%	66%	70%	63%		
Are appropriately valued and protected in suburban areas	49%	48%	53%	50%	60%	53%		
<b>Housing</b>								
Rarely/never cold	31%	41%	42%	31%	36%	47%		
Rarely/never hard to heat	51%	57%	57%	51%	52%	58%		
Rarely/never damp	58%	70%	70%	58%	62%	70%		
Adequate insulation in exterior walls of home		New 2017		40%	40%	47%		
Adequate insulation in interior walls of home		New 2017		31%	34%	37%		
Adequate insulation in ceiling of home		New 2017		66%	66%	71%		
Adequate underfloor insulation in home		New 2017		46%	45%	54%		
<b>Waterfront</b>								
Visited at least once a month	68%	75%	75%	78%	77%	71%		
Satisfaction with experience at the waterfront	88%	94%	92%	95%	93%	89%		





## Transport

**Note:** There were a number of changes to the Greater Wellington Public Transport Network observed in 2019.

- A total of 37% of residents agreed that roads and public transport allow easy access from suburbs to city in 2019. This is a marked decrease from 2018 and is the lowest observed figure since 2014.
- Ease of driving around the city also decreased in 2019 from 43% to 39%; however residents' ease of walking around the city remained high at 93%.
- Satisfaction with overall road condition and street lighting in suburban area remained stable; however satisfaction with street lighting in the city centre dropped from 84% to 78% in 2019.
- New measures were introduced in 2019 to capture satisfaction with Wellington's footpaths and cycleways, which achieved 87% and 33% respectively.
- There was a marked decrease in those who agreed that public transport is affordable (38%), with accompanying low figures for perceptions of reliability (16%) and being of high quality (22%).
- Although satisfaction with the safety and maintenance of cycleways remained stable, a low percentage of cyclists agreed that cycling in the city is safe for both themselves and their children (25%; 7% respectively).

Transport								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Getting around</b>								
Roads and public transport allow easy access from suburbs to city	64%	65%	63%	62%	64%	37%		
Ease of walking around city	88%	87%	91%	93%	93%	93%		
Ease of driving around city	51%	51%	45%	45%	43%	39%		
Ease of cycling around city	New in 2017			37%	31%	29%		
Ease of getting around on public transport	New in 2019					44%		
<b>Satisfaction</b>								
Road condition	67%	66%	66%	65%	73%	72%		
Street lighting in city centre	78%	80%	78%	81%	84%	78%		
Street lighting in suburban area	51%	55%	54%	60%	62%	60%		
Walking on Wellington's footpaths	New in 2019					87%		
Cycling on Wellington's cycleways	New in 2019					33%		
<b>Public Transport</b>								
Affordable	38%	46%	41%	45%	45%	38%		
Reliable	New in 2019					16%		
Of high quality	New in 2019					22%		
<b>Cycleways</b>								
Use (in last 12 months)	13%	21%	19%	20%	23%	23%		
Satisfied with safety	16%	28%	34%	27%	36%	36%		
Satisfied with maintenance	35%	38%	50%	42%	56%	54%		
Agree that cycling in the city is safe for myself	New in 2019					25%		
Agree that cycling in the city is safe for my children	New in 2019					7%		

Continued...

- Just under two thirds of respondents reported to travelling into central Wellington most weekdays using various modes of transport (63%).
- Satisfaction with on-street parking availability during the week and weekend remained low with a considerable drop for weekend parking in particular (27%).
- Under half of respondent's agreed that parking enforcement in the city is fair (43%).

Transport								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Weekday travel</b>								
Travel into central Wellington most week days	63%	66%	65%	68%	68%	63%		
<i>by</i>								
Car	31%	33%	32%	27%	25%	30%		
Motorbike	2%	2%	2%	1%	1%	2%		
Bus	28%	27%	30%	28%	31%	28%		
Train	6%	3%	3%	6%	4%	3%		
Bicycle	4%	8%	8%	10%	12%	10%		
Walk	27%	23%	23%	24%	24%	24%		
Scooter	1%	3%	1%	3%	1%	0.3%		
Ferry	New in 2019					0.3%		
<b>Peak hour travel</b>								
Travel into/through central Wellington during weekday peak hour traffic	66%	69%	69%	70%	71%	63%		
Peak traffic volumes acceptable	53%	47%	43%	42%	38%	35%		
<b>Parking</b>								
Satisfied with availability of on-street parking - during the week	26%	32%	31%	27%	26%	26%		
Satisfied with availability of on-street parking - on the weekend	34%	35%	34%	31%	35%	27%		
City's parking enforcement is fair	33%	50%	48%	50%	53%	43%		



## Governance

- A number of new measures were introduced in 2019 to understand the level of trust that residents have in Council governance and decision-making. Though below 50%, all of these measures fell within respectable percentages when compared to other Councils around NZ.
- Close to half of respondents believed that there are opportunities to engage and participate with Council; whether that be in specific Council activities (42%) or in wider city decision-making (47%); and that the level of consultation was pitched at the right level (46%).
- A convincing number of respondents also believed that Council is proactive in informing residents about their city (45%).
- Almost half of residents agreed that Council information is easy to access (46%); particularly via the Council website (74%) and Council libraries (46%).

Governance								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>General</b>								
Value for money	57%	68%	62%	69%	69%	62%		
Level of consultation - the right amount	44%	53%	54%	55%	59%	46%		
Understand how Council makes decisions	30%	35%	33%	39%	40%	42%		
Believe decisions are made in the best interests of the city	36%	36%	36%	51%	48%	40%		
Believe there are opportunities to participate in city decision-making			New 2019			47%		
Believe there are adequate opportunities to have a say in Council activities			New 2019			42%		
Believe that Council is proactive in informing residents about their City			New 2019			45%		
Satisfaction with how the Council makes decisions			New 2019			34%		
<b>Council information</b>								
Easy to access*	36%	48%	49%	55%	58%	46%		
<i>via</i>								
Council website			New 2019			74%		
Council libraries			New 2019			46%		
Social media			New 2019			39%		
Newspapers			New 2019			24%		
*2019 calculated as the average of all four answer choices.								



## Council Controlled Organisations (CCOs)

- Most residents in 2019 RMS had heard of the Cable Car Museum, Capital E, Space Place, City Gallery and Wellington Museum. Just over half were aware of both Nairn Street Cottage Museum and the NZ Cricket Museum, which is an increase from 2018 figures.
- Almost all of those who reported to attending these venues noted that they had had a good or very good experience.

Council Controlled Organisations (CCOs)								
Measure	2014	2015	2016	2017	2018	2019	Trend	Change
<b>Cable Car</b>								
Use (at least once a month)	13%	12%	11%	4%	6%	8%		
Standard and operational reliability is good	92%	92%	94%	94%	94%	90%		
<b>Museums Trust</b>								
<b>Heard of...</b>								
Cable Car Museum	92%	95%	97%	94%	95%	96%		
Capital E	79%	89%	90%	87%	81%	92%		
Space Place at Carter Observatory	90%	96%	97%	87%	90%	92%		
City Gallery Wellington Te Whare Toi	86%	93%	95%	90%	91%	93%		
Nairn Street Cottage Museum	56%	60%	58%	50%	50%	60%		
Wellington Museum	92%	98%	97%	90%	93%	94%		
New Zealand Cricket Museum	51%	57%	61%	56%	55%	61%		
<b>Value...</b>								
Cable Car Museum	86%	87%	85%	86%	87%	89%		
Capital E	89%	89%	90%	92%	92%	92%		
Space Place at Carter Observatory	98%	98%	99%	99%	99%	98%		
City Gallery Wellington Te Whare Toi	94%	96%	96%	95%	98%	96%		
Nairn Street Cottage Museum	87%	86%	91%	89%	89%	85%		
Wellington Museum	96%	97%	97%	100%	99%	99%		
New Zealand Cricket Museum	67%	67%	68%	67%	65%	62%		
<b>Visited...</b>								
Cable Car Museum	43%	35%	35%	32%	32%	30%		
Capital E	11%	13%	15%	14%	9%	12%		
Space Place at Carter Observatory	25%	20%	21%	19%	19%	17%		
City Gallery Wellington Te Whare Toi	42%	49%	49%	46%	49%	47%		
Nairn Street Cottage Museum	4%	4%	4%	3%	3%	3%		
Wellington Museum	48%	42%	46%	48%	51%	45%		
New Zealand Cricket Museum	3%	3%	4%	3%	4%	3%		
<b>Good experience...</b>								
Cable Car Museum	89%	89%	89%	89%	91%	89%		
Capital E	89%	94%	94%	91%	93%	95%		
Space Place at Carter Observatory	92%	96%	99%	100%	95%	92%		
City Gallery Wellington Te Whare Toi	94%	96%	93%	95%	95%	95%		
Nairn Street Cottage Museum	90%	91%	91%	100%	96%	94%		
Wellington Museum	94%	95%	98%	96%	97%	97%		
New Zealand Cricket Museum	92%	100%	71%	77%	82%	78%		

\*Denotes a sample size of eleven so should be interpreted with caution.

## Appendices – A

### Detailed Methodology – 2019 RMS

The RMS was conducted in April to June 2019 with the *Capital Views* Wellington City Residents research panel. This panel is recruited and managed by *PublicVoice*<sup>2</sup> on behalf of WCC and is representative of the Wellington City population in terms of age, gender and council ward<sup>3</sup>. Only residents within Wellington City electoral boundaries are included in this panel.

Owed to the number of questions asked, the survey was conducted in two parts using the online survey tool *Ubiquity Engage*, which is also managed by *PublicVoice* (ibid). WCC R/E Team were responsible for all other aspects of the survey, including survey design, construction, analysis and reporting of results.

This year, the survey was sent to just over 2,000 residents and remained open until minimum quotas for age, gender and ward) were met. The final sample size for 2019 was 462 for part one and 508 for part two, post-weighting. The standard margin of error at 95% confidence level was 4.5% for Part 1 and 4.3% for Part 2. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 4.5% or 4.3%.

Participation in the survey was incentivised; one of five \$50 supermarket vouchers were available through a random draw to all participants who completed either Part 1 or Part 2. Winners were randomly selected and gifted their prizes in June 2019.

Once the survey was closed, the data was downloaded from *Ubiquity Engage* and post-weighted to be representative of the wider Wellington City population based on age, gender and council ward (ibid). Data were coded and analysed using SPSS statistical software version 26 and results were output to one decimal place. All *blank* and *not applicable* responses were removed from final analysis and *don't know* responses were removed from questions with a 5-point scale only.

The majority of the scales used across the RMS are 5-point scales which consist of two positively posed answer choices, a neutral option and two adversely posed answer choices. Where a scale is used, results are reported as the aggregate of the top two answer choices unless otherwise stated.

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<sup>2</sup> Public Research and Engagement Company

<sup>3</sup> Representative with regards to age, gender and council ward based on 2013 Census data

For example, ‘satisfaction’ reflects the sum of *very satisfied* and *satisfied*; ‘agreement’ reflects the sum of *strongly agree* and *agree*; and ‘good’ reflects the sum of *good* and *very good*.

### Quality Control

WCC Business Units reviewed and confirmed the survey questions to ensure relevance and usefulness prior to survey launch. The wording of survey questions was kept consistent wherever possible to allow for yearly comparisons, whilst also aligning with Key Performance Indicators (KPIs) where required.

The WCC R/E team signed off the final version of the survey and engaged with *PublicVoice* to continue the roll-out of the survey to the remainder of the sample. Both *PublicVoice* and R/E team monitored the survey continuously whilst in field to confirm that no problems were occurring and to keep track of progress against sample quota targets.

*PublicVoice* also conducted a peer review of the analysis to audit the work of the R/E team and identify any statistical discrepancies. This consisted of a complete re-analysis of Part 1 of the survey. Differences between the two analyses were attributed to difference in weighting values, how they were applied and the statistical software package used. These were noted and accepted as satisfactory.

### Sample Demographics

#### i. Part 1

Age	
18-29	24%
30-39	20%
40-49	19%
50-64	20%
65+	17%
Gender	
Female	52%
Male	47%
Gender diverse	0.5%
Prefer not to say	0.6%
Ward	
Lambton	26%
Northern	22%
Onslow-Western	20%
Eastern	19%
Southern	14%
Ethnicity	
NZ European	84%

Other	14%
Māori	3%
Chinese	3%
Samoan	2%
Indian	2%
Tongan	0.6%
Niuean	0.1%

Table 1. Sample demographics for 2019 RMS – Part 1. Figures rounded to one decimal place, post weighting.

i. Part 2

<b>Age</b>	
18-29	23%
30-39	20%
40-49	19%
50-64	21%
65+	17%
<b>Gender</b>	
Female	52%
Male	47%
Gender diverse	0.6%
Prefer not to say	0.7%
<b>Ward</b>	
Eastern	18%
Lambton	26%
Northern	21%
Onslow-Western	21%
Southern	14%
<b>Ethnicity</b>	
NZ European	84%
Other	13%
Chinese	5%
Māori	2%
Indian	2%
Samoan	0.4%

Table 2. Sample demographics for 2019 RMS – Part 2. Figures rounded to one decimal place, post-weighting.

## Appendices – B

### Measures 2018 and prior

Measures that did not appear in 2019 but which do have previous year trend series.

MEASURE	2014	2015	2016	2017	2018	Trend	
<b>Social and Recreation</b>							
Perception of safety: In the neighbourhood during the day	99%	99%	99%	100%	99%		
Neighbourly contact: Believe the community work together and support each other	43%	59%	57%	62%	62%		
Emergency preparedness: Emergency plans	50%	48%	50%	62%	64%		
Physical activity: Exercise more than 2 1/2 hours a week	65%	71%	74%	73%	74%		
<b>Satisfaction with....</b>							
A public library	83%	87%	93%	93%	90%		
WCC outdoor grass sports fields	27%	27%	25%	26%	26%		
WCC sports field which has artificial turf	13%	16%	16%	12%	15%		
<b>Cultural wellbeing</b>							
Wellington is an easy place to get involved in the arts	80%	85%	86%	85%	88%		
Attended a Council sponsored community festival, sports event or arts and cultural	55%	70%	70%	68%	72%		
Satisfaction with Community festival, sports event or arts and cultural event attended	86%	84%	85%	81%	82%		
<b>Urban Development</b>							
Easy to get around the central city	78%	83%	82%	76%	75%		
Easy to access leisure activities in the central city	71%	80%	80%	82%	82%		
<b>Transport</b>							
Public transport is convenient	70%	69%	69%	72%	68%		
Footpath condition good	69%	71%	67%	67%	72%		
Satisfaction with quality and maintenance of road side vegetation	65%	67%	67%	64%	68%		
Satisfaction with quality of street cleaning in city centre	74%	75%	76%	74%	76%		
<b>Environment</b>							
Wellington is working to reduce its greenhouse gas emissions	40%	38%	41%	43%	47%		
Wellington is well prepared to respond to natural events	38%	33%	45%	34%	38%		
Wellington is taking action to prepare for long-term sea level rise	22%	15%	25%	20%	26%		
<b>Environment: resources and waste</b>							
<b>Waste reduction</b>							
Home composting	39%	50%	48%	47%	48%		
Reducing food waste		New in 2017		61%	63%		
Taking things to the recycling stations	40%	48%	46%	42%	42%		
Donating things to 2nd hand shops or charities	79%	86%	85%	84%	84%		
Buying refills	58%	66%	62%	62%	61%		
Avoid using plastic bottles	30%	42%	43%	30%	39%		
Avoid using plastic bags				51%	70%		
Reusing plastic containers such as food containers	81%	81%	80%	79%	80%		
Avoiding goods with lots of packaging		New 2018			47%		
<b>Kerbside rubbish</b>							
Frequency (at least once a month)	94%	91%	92%	89%	90%		
Two or more bags by those who use weekly		New in 2017		20%	19%		
<b>Water</b>							
Satisfaction with water supply to property		New in 2016		91%	90%	89%	
Satisfaction with waste water service		New in 2016		84%	82%	82%	
<b>Governance</b>							
Satisfaction with involvement in decision-making	22%	32%	26%	32%	39%		
Understand how to have input in Council decision making		New 2016		46%	43%	46%	
Believe there are opportunities to participate fully in city life	64%	78%	74%	69%	70%		
<b>Council website</b>							
Use in the last 12 months	68%	76%	74%	75%	79%		
Easy to navigate	63%	62%	63%	65%	62%		
Easy to get information from	57%	62%	59%	62%	63%		



## Appendices – C

### Survey Questions – 2019 RMS

Part 1:



RMS Part 1 - final  
survey questions.pdf

Part 2:



RMS Part 2 - final  
survey questions.pdf

# **Residents Monitoring Survey (RMS)**

## **2020 Report**

Wellington City Council Research and Evaluation Team

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# Overview

## Context

The Residents' Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council Research and Evaluation team (R/E team). The survey asks a representative sample of Wellington City residents about their engagement and satisfaction with the Council's provision and delivery of services and facilities, as well as Council Controlled Organisations (CCOs). The survey also asks residents about their behaviours and overall perceptions of Wellington.

## Aim

The aim of the RMS is to provide statistically representative results on residents' satisfaction with Council services and facilities.

## Purpose

The results provide an indication of how the Council is performing from a residents' perspective and allows the Council to monitor and track progress against its Annual Plan and Long-term Plan. The results also present the opportunity to understand residents' perceptions, measure trends and changes over time, assess existing operational activities of the Council and identify opportunities for improving satisfaction and overall performance.

## Notes

While the RMS provides the opportunity to understand what Wellington City residents think about the Council and the services and facilities it delivers, it is important to note that the results reflect a snapshot of residents' perceptions at one point in time. There are many factors that contribute to an individual's perceptions and so it cannot be assumed that all opinions of all Wellington residents have been captured via this survey methodology.

## Methodology

The 2020 RMS was conducted between June and July 2020 with the *Capital Views* Wellington City Council research panel. This panel is representative of the Wellington City population in terms of age, gender and council ward<sup>1</sup>. The survey was conducted in two parts with a final sample size of 696 for Part 1 and 627 for Part 2, post-weighting. The standard margin of error at 95% confidence level was 3.7% for Part 1 and 3.9% for Part 2. See Appendices – for full details of the 2020 methodology and sample characteristics.

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<sup>1</sup> Representative with regards to age, gender and council ward based on 2018 Census data

## Executive Summary

The RMS this year was conducted in two parts over June and July 2020 and was asked of 696 residents in Part 1 and 627 in Part 2 (see detailed methodology in Appendix B).

The results this year need to be looked at in the context of the significant impact Covid-19 has had on our residents' lives. While these surveys were conducted in a period of relative normality in New Zealand (it was entirely within an alert level one environment), the survey commenced not long after a long period of strict restrictions across the country.

Overall, residents' quality of life has dipped this year (87% agreeing they have a good quality of life, down 8% from last year). While this fall was to be expected due to the impacts of Covid-19, 87% is still a strong result and in line with the similar proportion of residents that agree the city is a good place to live, work and play (91%).

The potential impacts of Covid-19 and the lockdown can be seen throughout this report, in both positive and negative ways. Positively, we have seen residents taking greater advantage of green and outdoor spaces, making more efforts to reduce transport emissions and their local suburban centres becoming livelier and more attractive.

However, we have also seen possible negative impacts such as falling waste reduction efforts (likely due to the halting of kerbside recycling) and reduced agreement with city centre attributes relating to its ease of use, enjoyment, liveliness and attractiveness.

This year, resident satisfaction with Council governance and public engagement remained relatively consistent with 2019. Around a third of Wellington City residents (30%) are satisfied with how the Council makes decisions while under half of residents agree that they have opportunities to be involved in public decision making (47%), have their say in city activities (42%) or believe the Council is proactive at informing them about the city (43%).

Satisfaction and usage of Council delivered services and facilities are largely consistent with last year (see Appendix A). Users of recycling and Council delivered waste services were more satisfied this year, with most residents happy with these services (74% and 80% respectively). However, less residents were satisfied with the Council's stormwater management (43%) and the progress it has made on addressing seismic resilience issues (32%).

## Summaries by Well-being

### Environmental Well-being

Monthly usage of many of Wellington's green and open spaces has increased this year to the highest we have recorded in the Residents' Monitoring Survey (RMS) - a potential impact of Covid-19 - while monthly use for five of the eight spaces had increased significantly compared to 2019 (increases of between 8% and 12%).

Importantly, satisfaction with all green and open spaces measured remained consistent with 2019 levels, except for satisfaction with playgrounds (which fell 13% to 74%).

Looking at emission reducing activities there were negative movements in the proportions who said they had taken steps to reduce waste emissions (84% down 7% from 2019) and positive movements in the proportions who said they had taken steps to reduce transport emissions (57% up 7%). It is feasible that both results could be in part due to Covid-19, with recycling services halted during lockdown and significant portions of the country working from home.

On rubbish collection, overall satisfaction with both kerbside recycling and kerbside rubbish collection has improved compared to results from 2019 (which were both low points for satisfaction in our tracking). Overall satisfaction with kerbside recycling among Wellington residents increased this year to 74% (up 9%). Satisfaction with kerbside rubbish collection also increased to 80% satisfied (up 9% from 2019).

Satisfaction with the management of stormwater in Wellington continued its downward trend in the 2020 survey, likely due to recent issues. Back in 2016 68% of residents in our survey were satisfied with how stormwater was managed, this has fallen or remained steady each year since with less than half of residents (43%) satisfied in the 2020 survey.

### Social Well-being

Despite social distancing measures enforced during Covid-19 lockdowns, the importance of having community with people in the neighbourhood (79% agreeing this is important), along with the number having neighbourly contact and strong social networks (60%) remained consistent with previous years.

Agreement with three of the four city-centre attributes (easy to use, easy to enjoy and lively and attractive) fell between our 2019 and 2020 surveys by between 8% and 11%. Covid-19 is one potential driving force behind these attributes falling, particularly the city centre's liveliness and attractiveness.

While agreement with Wellington city centre attributes declined, those related to residents' local suburban centres improved this year. More residents this year agreed that their local suburban centre was lively and attractive (62% up 7%), well-utilised (81% up 10%) and safe (81% up 7%). Again, this may be an impact of Covid-19 and the rise in working from home, with these behaviours creating greater engagement in local suburban centres.

## Cultural Well-being

The large majority (88%) of Wellington residents continue to agree that Wellington has a culturally rich and diverse arts scene. In the past year agreement that Wellington is the events capital of New Zealand has rebounded (42% up 11%). This is positive news but does not recover all the ground lost between 2016 and 2019 where agreement with this statement fell from 52% to 31%.

There was strong agreement (88%, consistent with previous years) in the 2020 residents survey that heritage items (including buildings, infrastructure, monuments, sites of significance, statues and other landmarks) contribute to the city's unique character. However only two thirds (66%, down 10% since 2019) agree that heritage items contributed to their local communities' unique character.

## Economic Well-being

Residents agreeing that Wellington's roads and public transport allow easy access from the suburbs to the city took a significant hit between our 2018 and 2019 surveys (64% in 2018, 37% in 2019). Encouragingly this has recovered somewhat in the 2020 survey (up to 53% agreement), however there is still some work to do to get it to levels seen consistently between 2014 and 2018.

Cycling continued its steady rise as a main mode of transport for commuters in Wellington. 14% of residents in the 2020 survey said cycling was their main method of commuting, back in the 2014 survey only 4% of residents said the same. However, perceptions of how easy it is to cycle around the city have been falling since the question was first asked in 2017. Only a quarter of residents in the 2020 survey said it was very easy or quite easy to cycle around the city, 37% said the same in the 2017 survey. Also, a potential concern is the low proportions of residents who agree that cycling in the city is safe for themselves (29%) or their children (9%).

The findings in the 2020 residents survey suggest a less favourable view from residents with the Council's efforts on urban development and seismic resilience. About half (52% down 9%) agreed new building developments were maintaining or enhancing the city's attractiveness, and about a third agreed (36% down 12%) that the Council is striking the right balance between preservation of the city's character and new development. About a third (32% down 10%) said the Council was making adequate progress on building resilience issues in the city.

There was less action from residents in the 2020 resident survey to improve seismic resilience of their homes over the past 12 months (13% had checked their homes, down 14%; 6% had taken action to improve seismic resilience, down 8%). This may be a result of more time having passed since the Kaikoura earthquake, meaning these issues are less front of mind, or residents' properties were checked over 12 months ago.



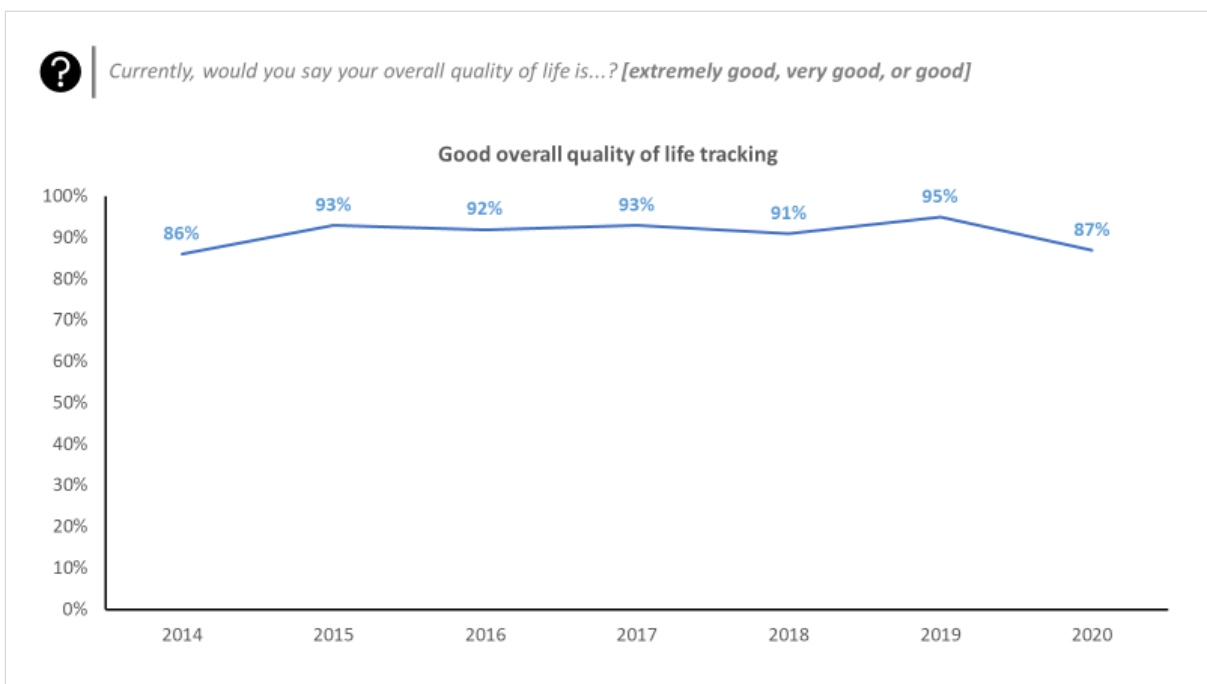
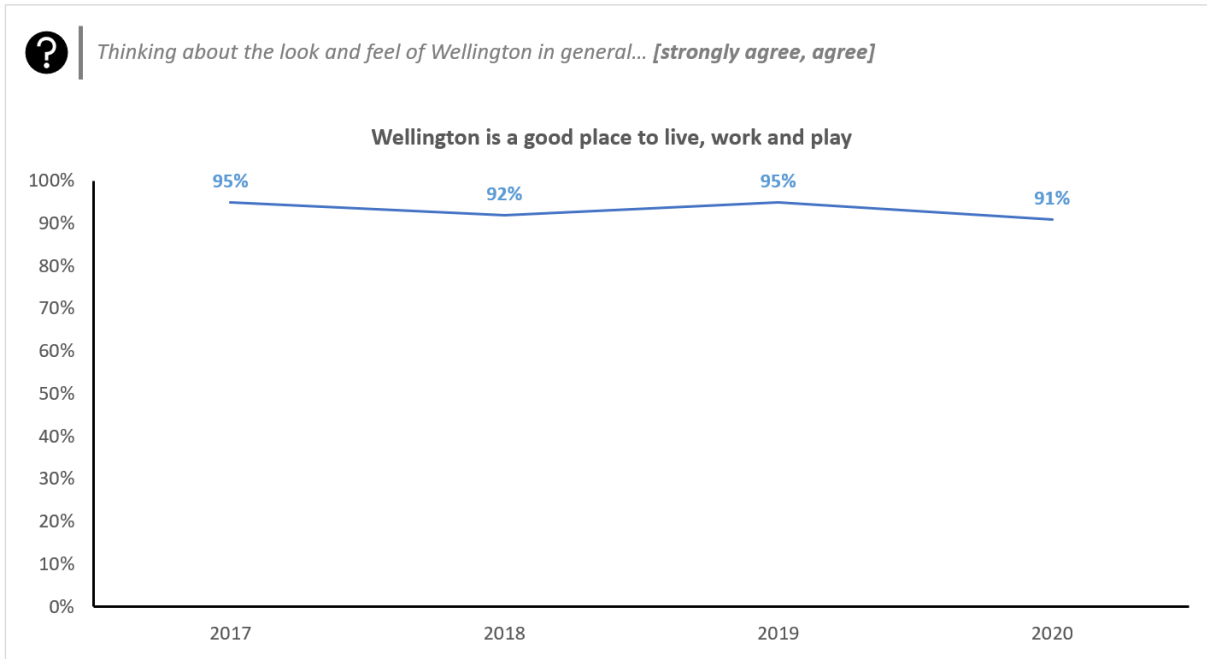
# Main findings

## Wellington as a city overall and quality of life

As expected, due to the impacts of Covid-19, the quality of life measurement dipped this year.

- 87% (down 8%) of residents in this year's survey say their overall quality of life was good (either extremely good, very good, or good).

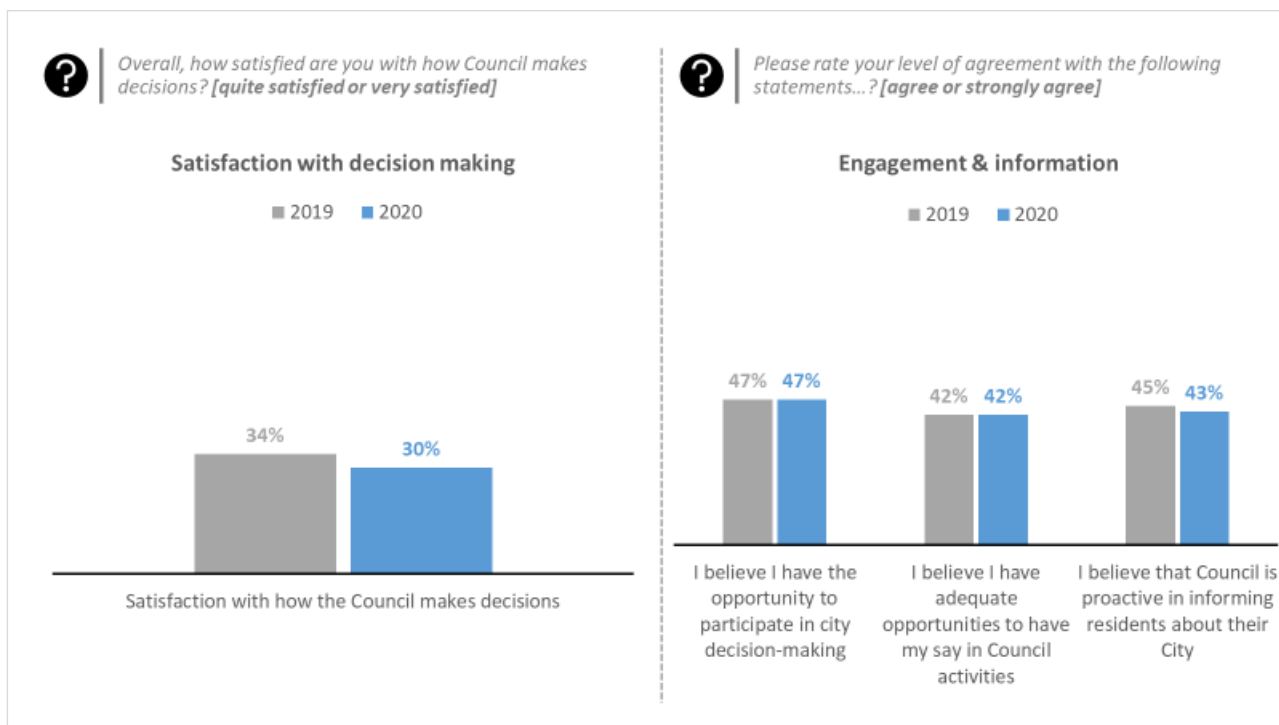
Despite this, most residents overall have a good quality of life and continue to agree that Wellington is a good place to live, work and play (91%).



## Governance, engagement and decision making

Resident satisfaction with Council decision making is relatively steady this year, with just under a third (30%) of residents satisfied with how decisions are made.

Almost half (47%) of residents agree that there are opportunities to participate in city decision making, and just over two in five (42%) agree that there are adequate opportunities to have their say in Council activities and that the Council is proactive at informing residents about their city (43%).



## Community well-being

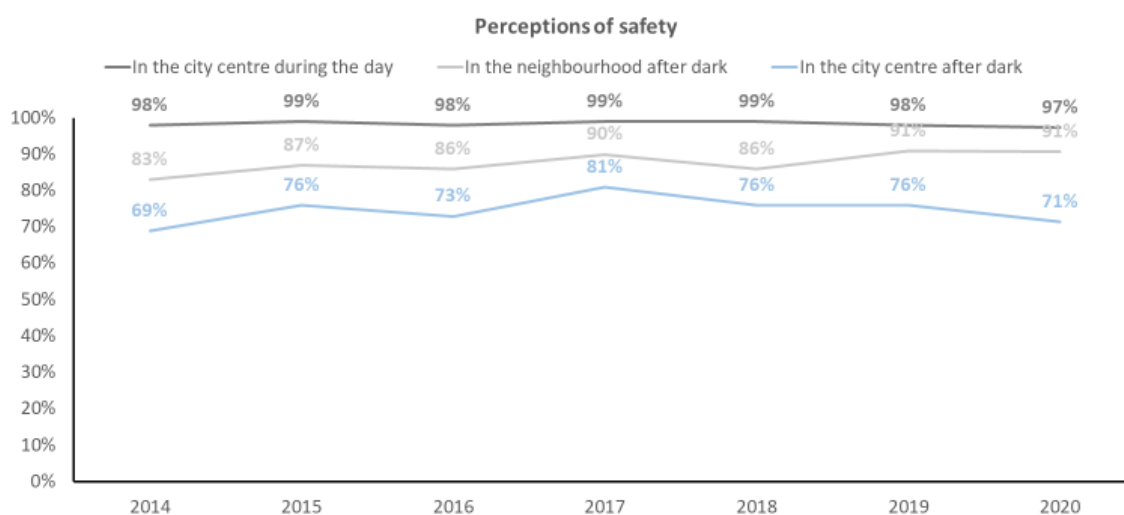
### i. Perceptions of safety

Perceived safety in the city centre during the day and in residents' neighbourhoods after dark both remain high, with at least 90% of residents agreeing that they either felt reasonably safe or very safe in these two situations.

The trend for perceived safety in the city centre after dark was less positive. As we would expect, residents were less likely to feel safe in the city centre after dark compared to during the day (71% compared to 97%). However, this gap has widened since 2017 where 81% of residents felt safe at night in the city centre compared to 99% during the day.



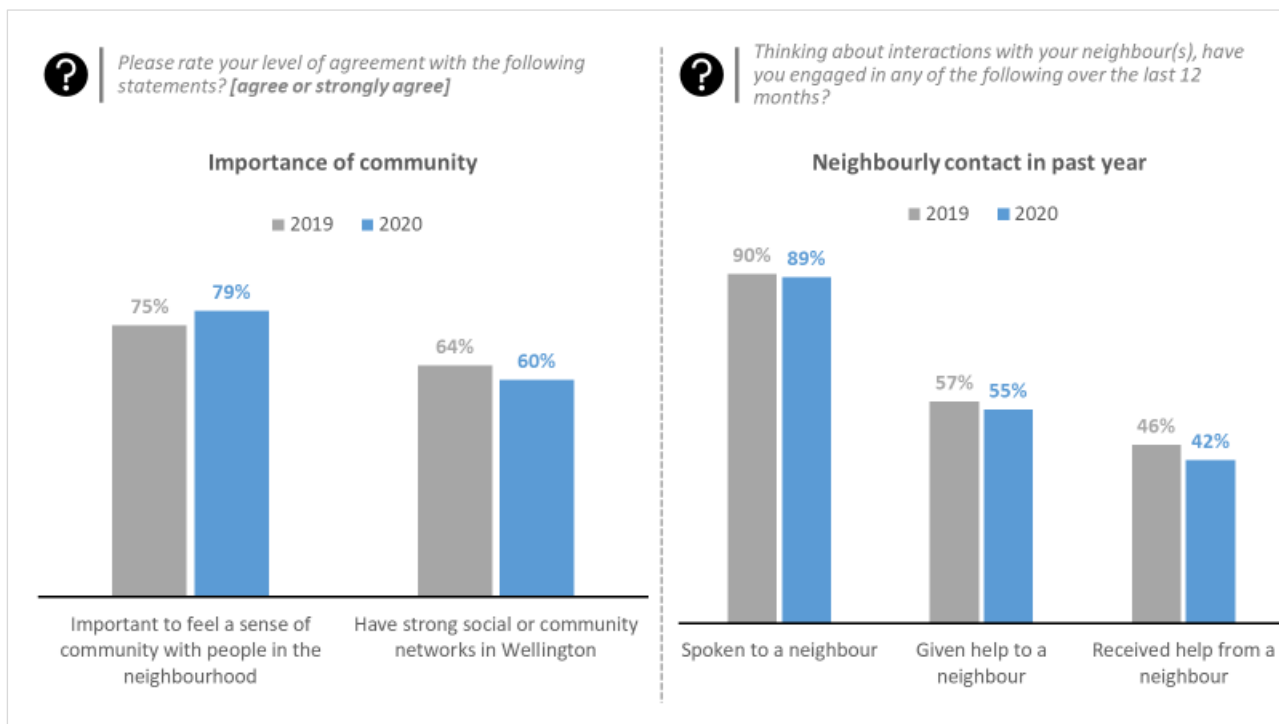
We are interested to learn about how safe you feel in and around Wellington.  
Please rate how safe you feel in the following situations: [reasonably safe, very safe]



## ii. Importance of community

Despite social distancing measures enforced during Covid-19 lockdowns, when the survey took place in June the amount of residents who agreed that it is important to feel a sense of community with their neighbours (79%), and those that have strong social networks (60%) remained consistent with last year. Similarly, the number having neighbourly contact over the last 12 months remained on-par.

While steady, it is of note that 40% of residents do not agree that they have strong social or community networks in Wellington (17% disagreeing, and 22% neutral), indicating a sizable group of potentially disconnected residents.



## Natural environment

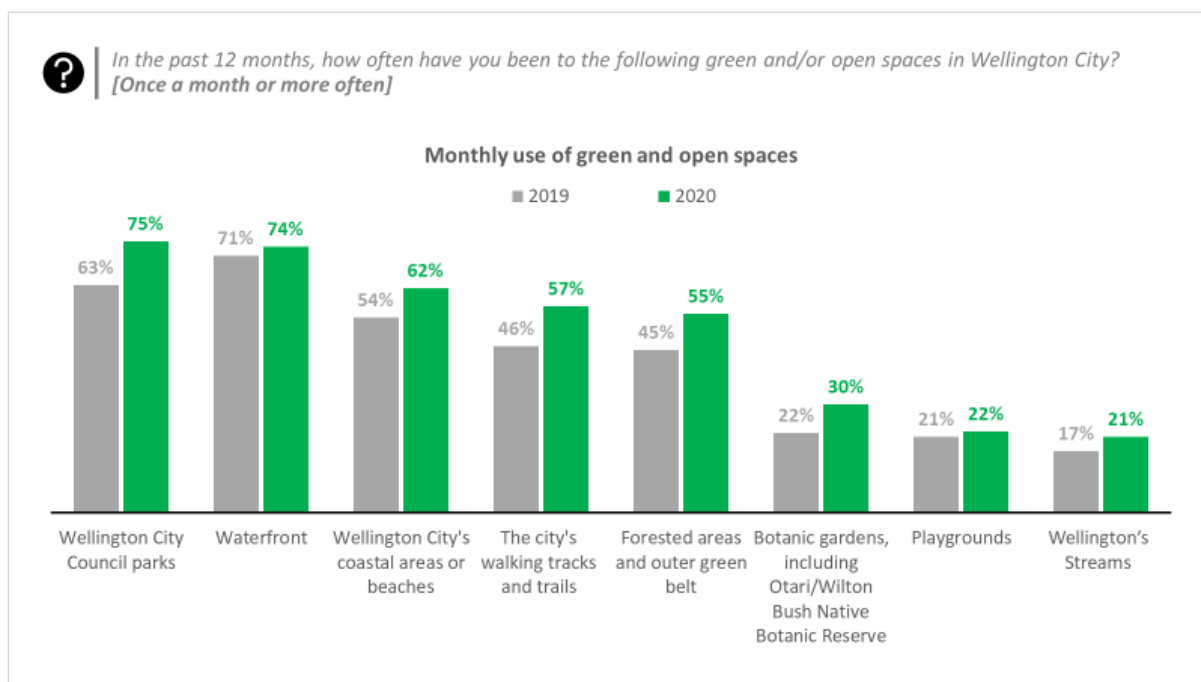
### i. Monthly use of Wellington open spaces

The past year has seen a significant increase in the monthly use of more than half of the open spaces measured. This could be the result of the Covid-19 lockdown, and its impact on residents' willingness to get outdoors into our open spaces.

Participants in the 2020 residents survey were more likely to say that they use the following open spaces monthly or more often compared to the 2019 survey:

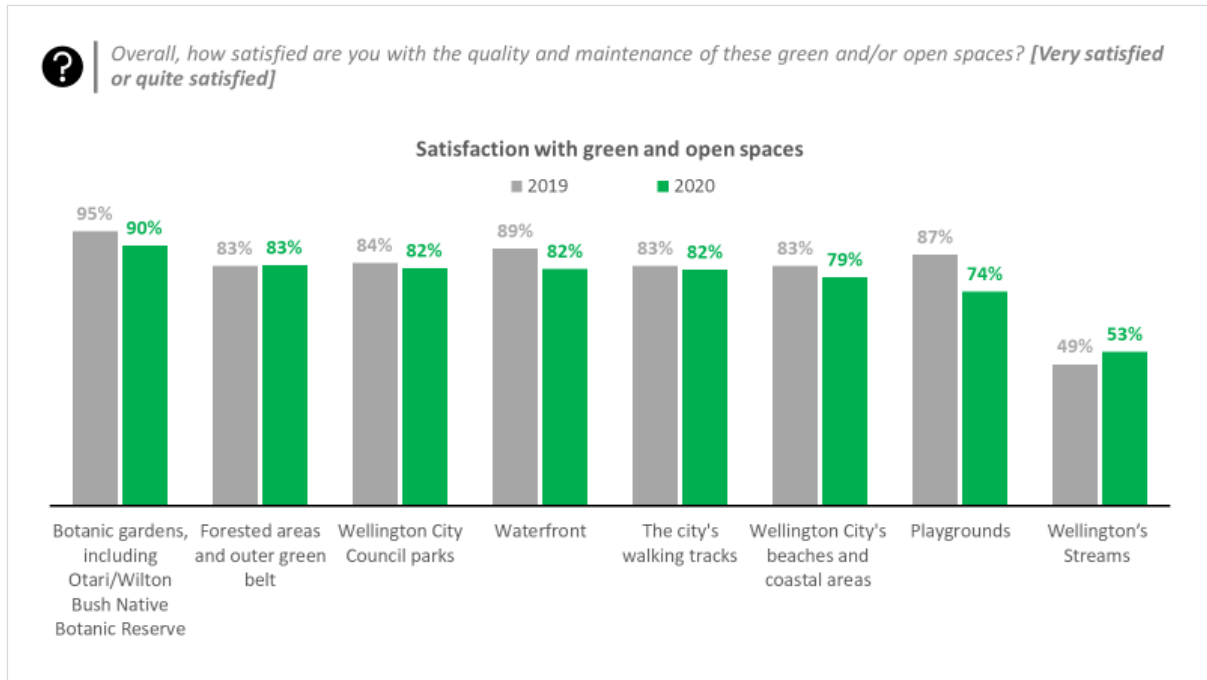
- Wellington City Council parks (75% said they use monthly or more, up 12% from 2019)
- Coastal areas or beaches (62%, up 8%)
- Walking tracks and trails (57%, up 11%)
- Forested areas and outer green belt (55%, up 10%)
- Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve (30%, up 8%)

Monthly use of the remaining open spaces remained consistent with results recorded in 2019.



ii. *Satisfaction with quality and maintenance of wellington open spaces*

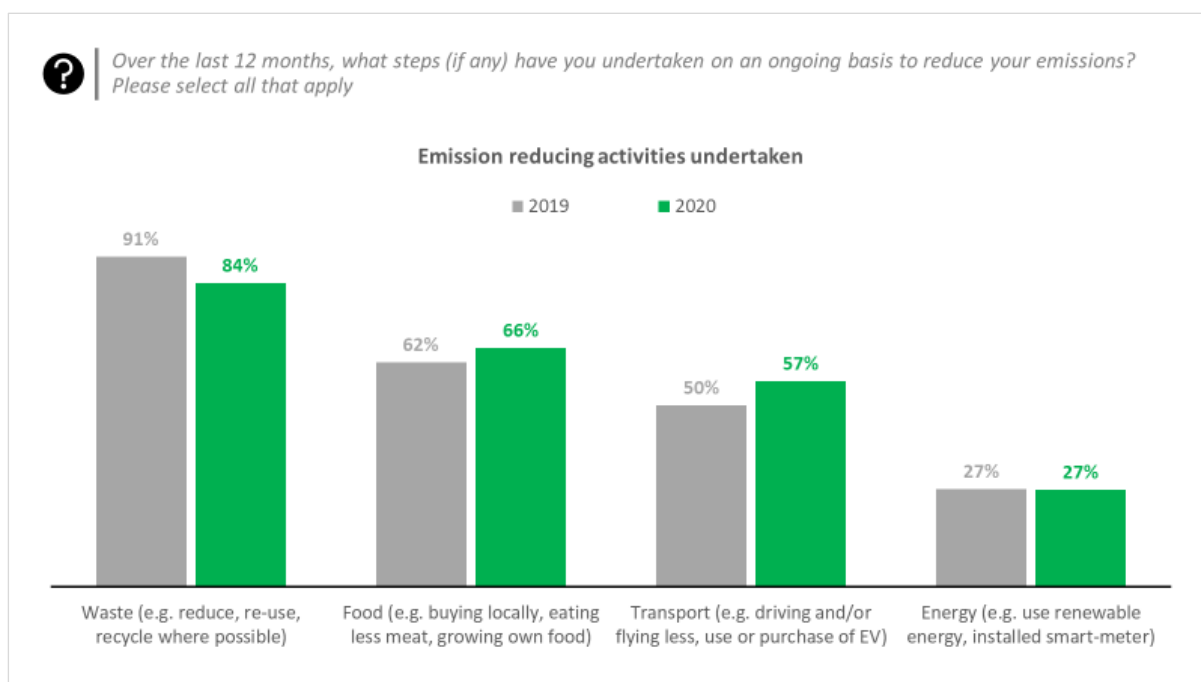
Encouragingly, despite increased usage, satisfaction with seven of the eight open spaces remained consistent with 2019. The only concerning trend was with residents' satisfaction with playgrounds which fell 13% to 74%. However, this is still a strong result for satisfaction among playground-using residents.



## Climate Change

### *i. Emission reducing activities over the past 12 months*

Participants in the 2020 survey were asked to identify any emission-reducing activities they have undertaken on an ongoing basis over the past year. A larger proportion compared to 2019 said they have reduced their transport emissions (57% compared to 50% in 2019). However, a large but falling majority said they have been reducing their waste emissions (84% compared to 91%). It is plausible that these results can be attributed to the Covid-19 lockdown, with many either not working or working from home, and recycling services being put on hold during this period.



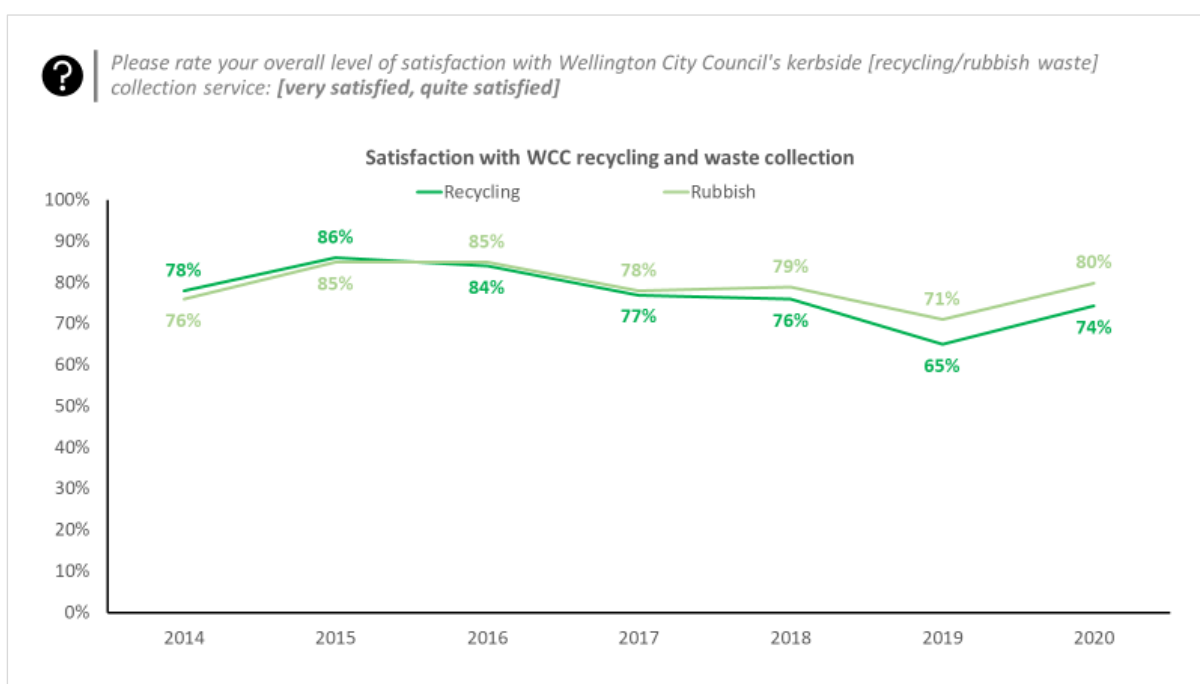
## Waste minimisation

### i. Household waste management

Overall satisfaction with kerbside recycling and kerbside rubbish collection has improved compared to results from 2019 (which were both low points for satisfaction in our tracking).

Overall satisfaction with kerbside recycling among Wellington residents increased this year after trending down since 2015. About three quarters (74%) were satisfied with kerbside recycling (up 9%), this is still down compared to peak levels of satisfaction back in 2015 (86% satisfaction).

Satisfaction with kerbside rubbish collection also increased to 80% satisfied (up 9% from 2019). However, the long-term tracking shows that this year's result is generally in line with previous results.



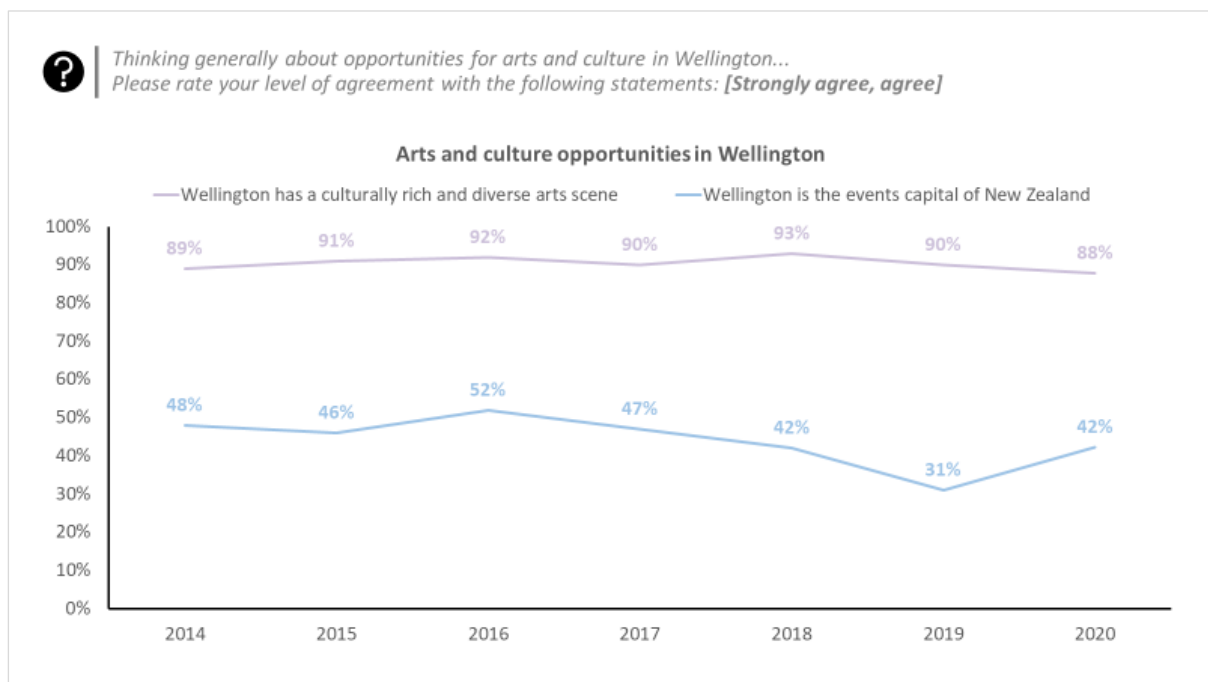


## Arts, Culture and events

### i. The events capital

Going back to 2014 the large majority of residents in our residents' survey have consistently agreed that Wellington has a culturally rich and diverse arts scene, with this steady in 2020.

However, agreement that Wellington is the events capital of New Zealand trended down between 2016 and 2019 from a high of 52% agreement to a low of 31% last year. Agreement with this statement has rebounded to 42% in 2020, but this is still down compared to results recorded around the middle of the last decade.

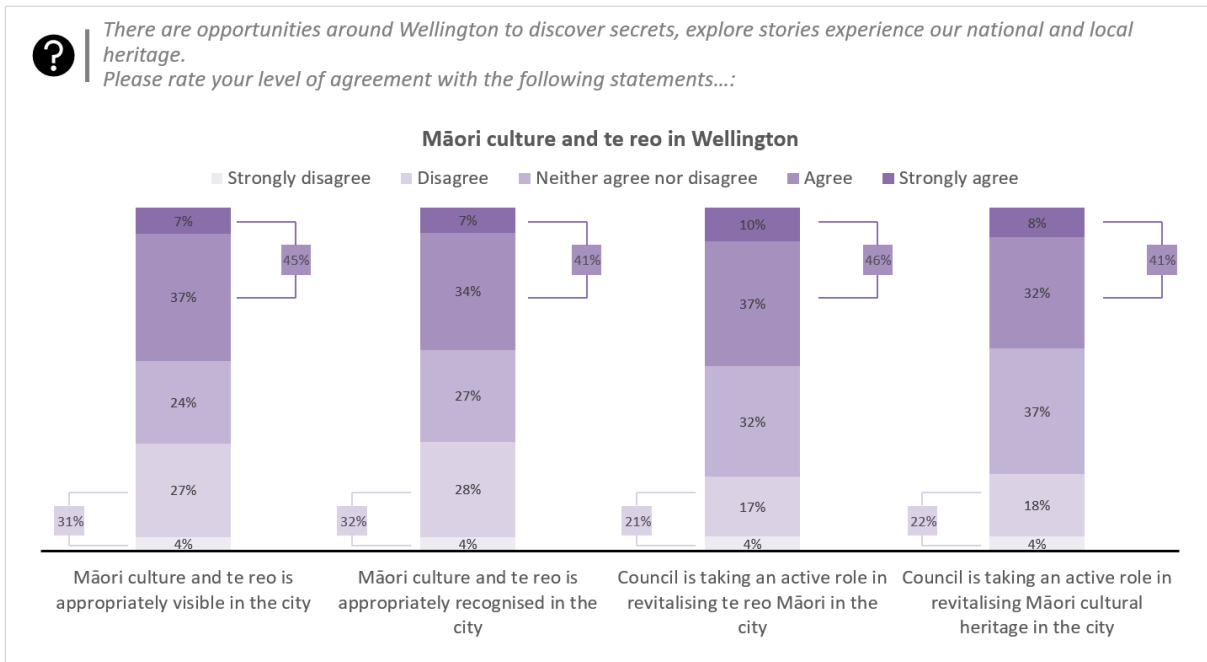


ii. *Māori and te reo in Wellington*

Note: These measures are derived from new questions added to the 2020 study.

Although over two in five residents agree that Māori culture and te reo is appropriately visible (45%) and recognized (41%) in the city, there is a sizable proportion that disagree (appropriately visible 31%, appropriately recognized 32%).

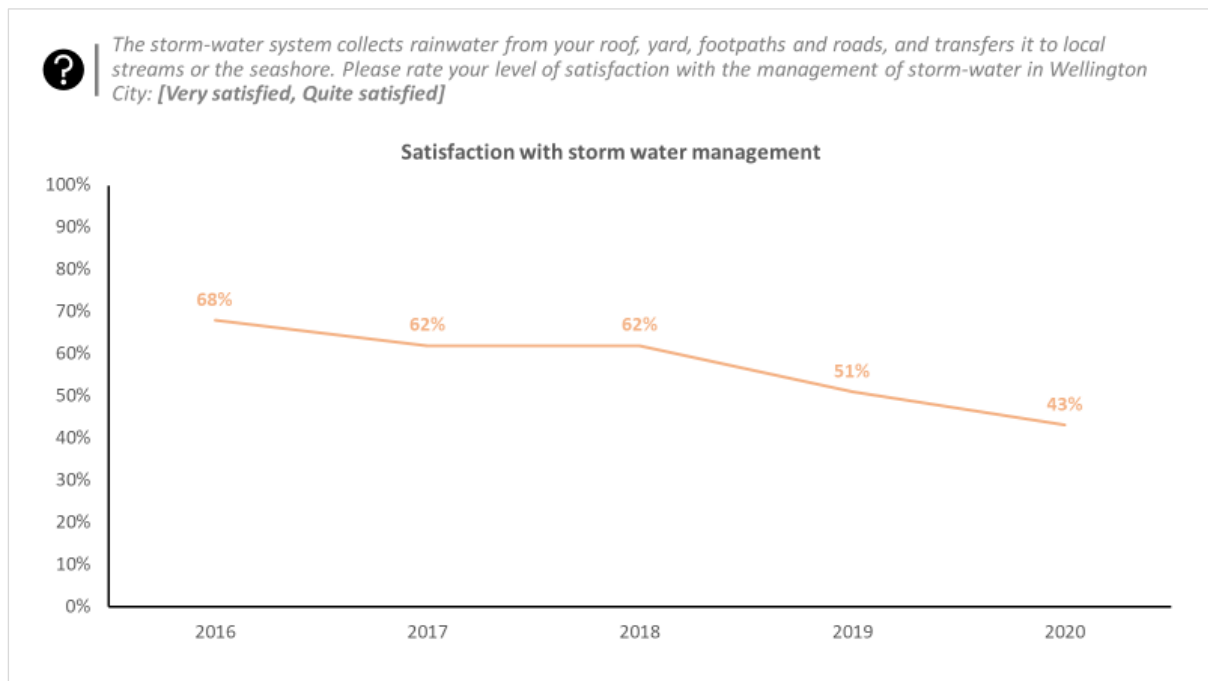
When it comes to the Council’s role in revitalising these, 46% agree that the Council is taking an active role in revitalising te reo Māori in the city, and 41% in revitalising Māori cultural heritage.



## Infrastructure

### i. Storm water management

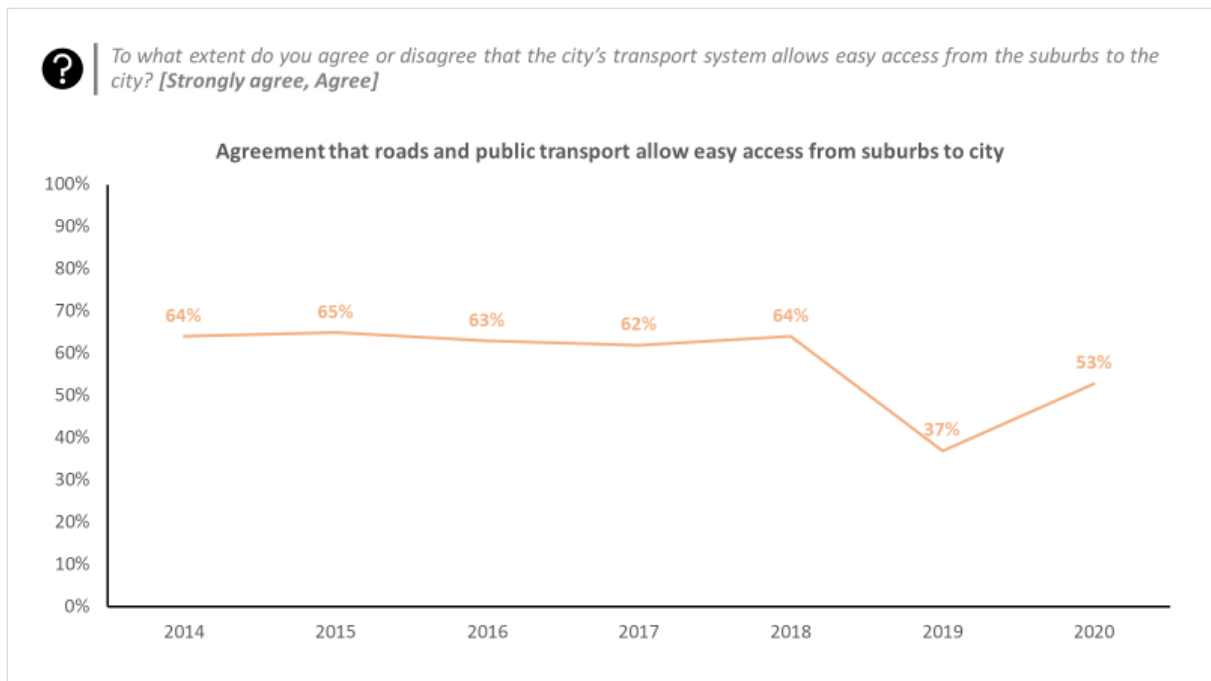
Satisfaction with the way stormwater is managed in Wellington City has been trending down since 2016. When satisfaction was initially tested about two thirds (68%) of residents in our survey were either very satisfied or quite satisfied. This has fallen or remained flat every year since then with the latest survey showing under half (43%) were satisfied with stormwater management in the city.



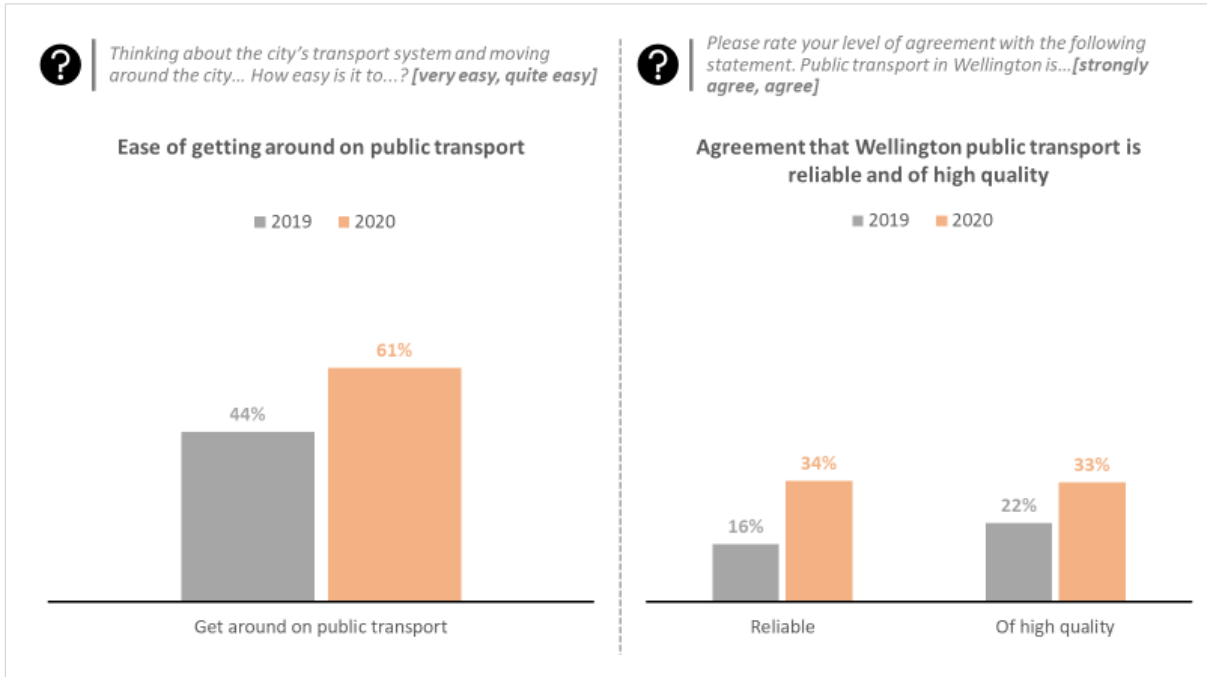
## Transport

### *i. Getting around on public transport*

The 2020 residents survey produced some positive results relating to residents' views of public transport in our city. This was important given the significant fall in agreement with the statement "roads and public transport allow easy access from suburbs to city" between 2018 and 2019 (potentially related to the revamp of the bus network in 2019). 2020 has seen this measure rebound somewhat to 53% agreement (up 16%), however there is still work to do to get it back to previous levels.

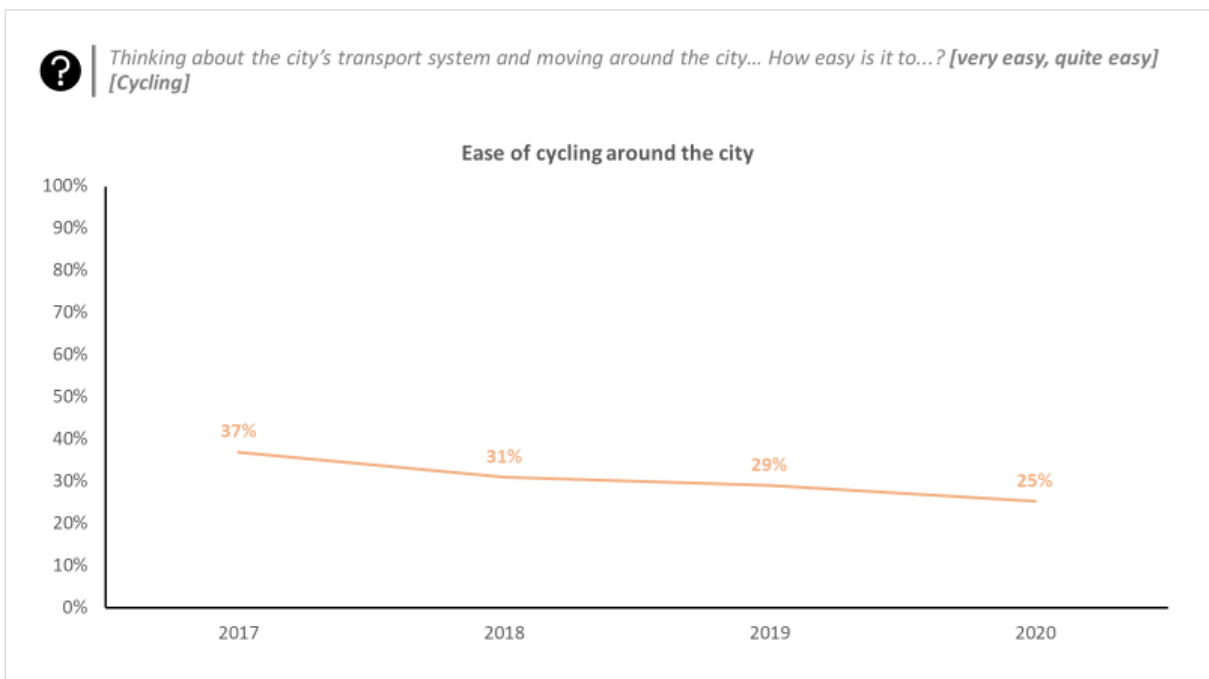
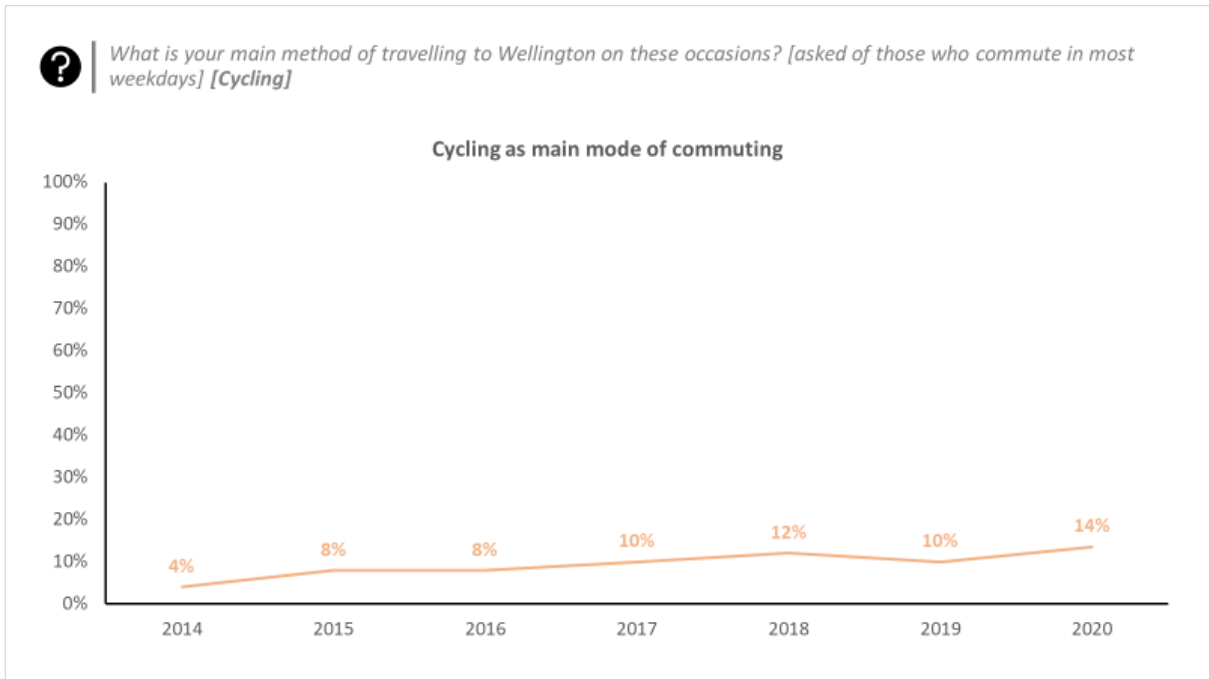


Consistent with the positive movement noted on the previous page, three other measures relating to public transport also increased significantly between 2019 and 2020 (these measures were not asked prior to 2019). However, this is relatively low with only around a third of residents agreeing that Wellington public transport is reliable or of high quality.

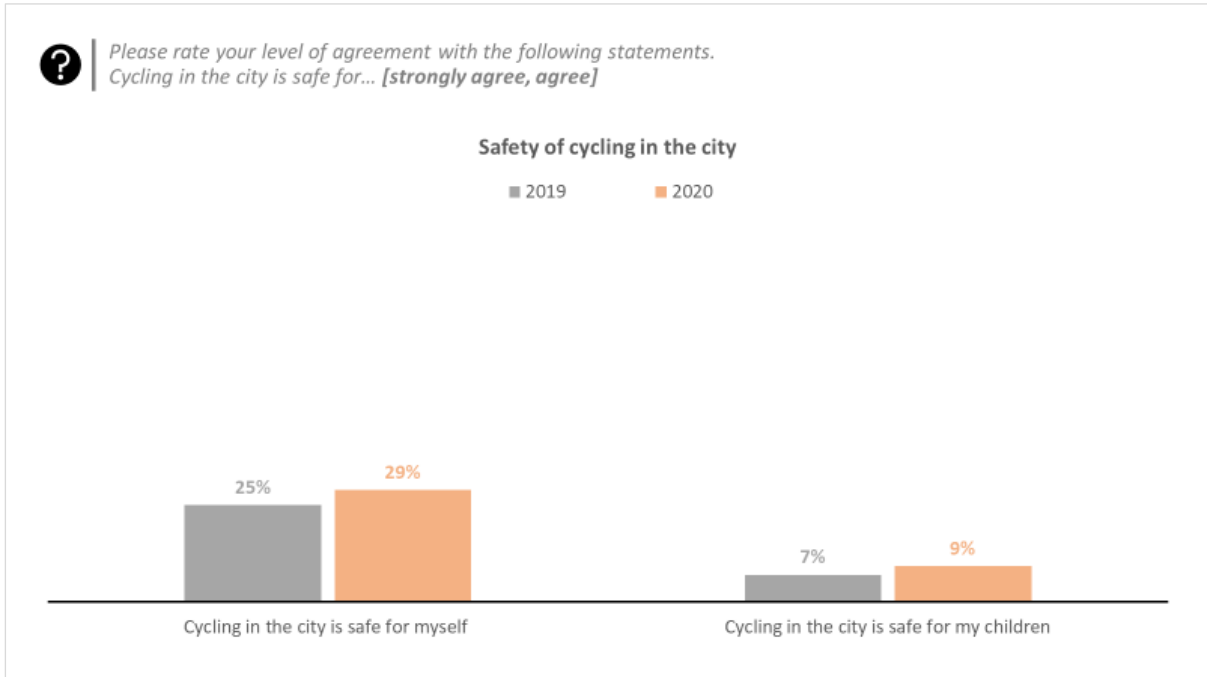


## ii. Cycling in the city

Over the past decade commuting by bicycle has slowly become more popular. In 2014 only 4% of residents in our resident survey said their main method of commuting was bicycle - this has increased to 14% in the 2020 edition of the survey. However, the perception of how easy it is to cycle around the city has trended down since 2016, with only a quarter of residents in 2020 saying it is easy to move around the city via bicycle (down 12% since 2016).



In addition, the large majority of residents do not see cycling in the city as safe for either themselves or their children. Less than a third of residents (29%) in 2020 agreed that cycling in the city is safe for themselves, and even an even smaller proportion (among those with children) agreed it was safe for their children (9%).



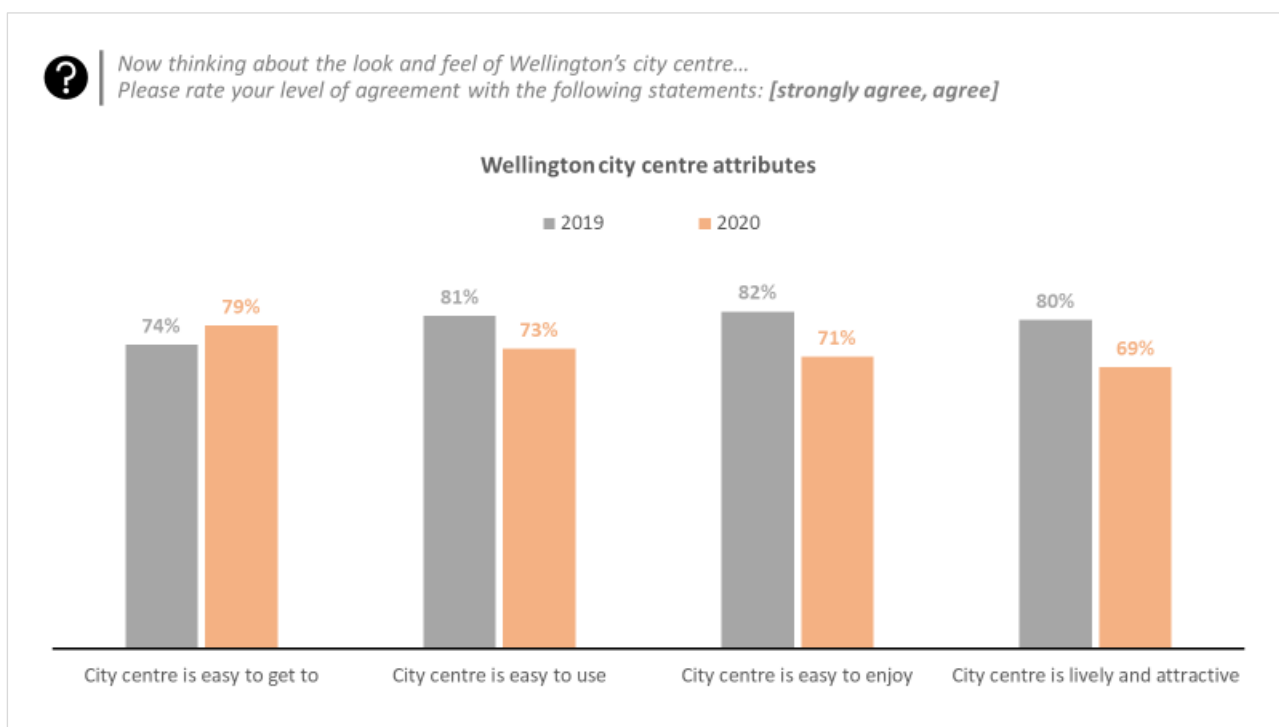
## Urban development

### i. Look and feel of the city

Agreement with three of the four city centre attributes were down compared to last year:

- 73% (down 8%) of residents in our resident survey agreed the “city centre is easy to use”
- 71% (down 11%) agree the “city centre is easy to enjoy”
- 69% (down 11%) agreed the “city centre is lively and attractive”.

Falling agreement with these city-centre attributes is likely to be at least partly due to the impact of Covid-19 - particularly the attribute relating to the city’s liveliness and attractiveness. However, it is important to keep a close eye on these attributes in future surveys to see if they revert to more historic levels. If this does not occur, there could be other factors at play that need further investigation.



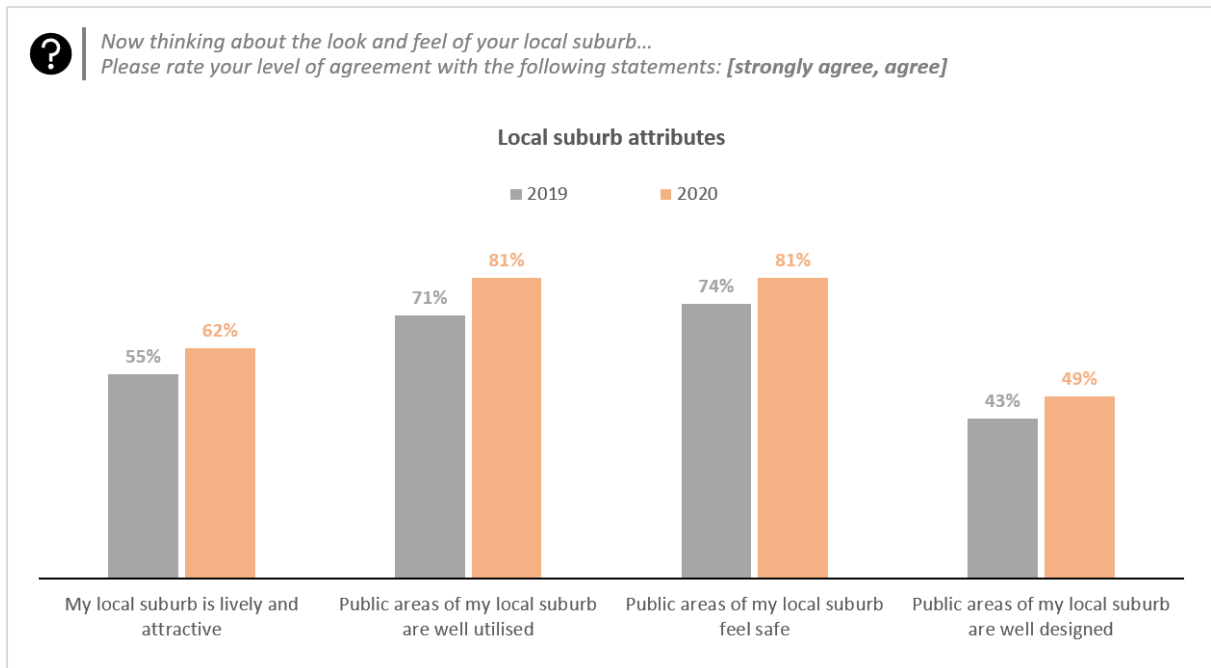


**ii. Look and feel of local suburbs**

While we have seen a drop in a number of the city-centre attributes, we have seen local suburban centres improve this year with three of the four measures significantly higher.

- 62% (up 7%) of residents agreed that their suburb was “*lively and attractive*”
- 81% (up 10%) agree that public areas of their local suburb were “*well utilised*”
- 81% (up 7%) agreed public areas of their local suburb felt “*safe*”.

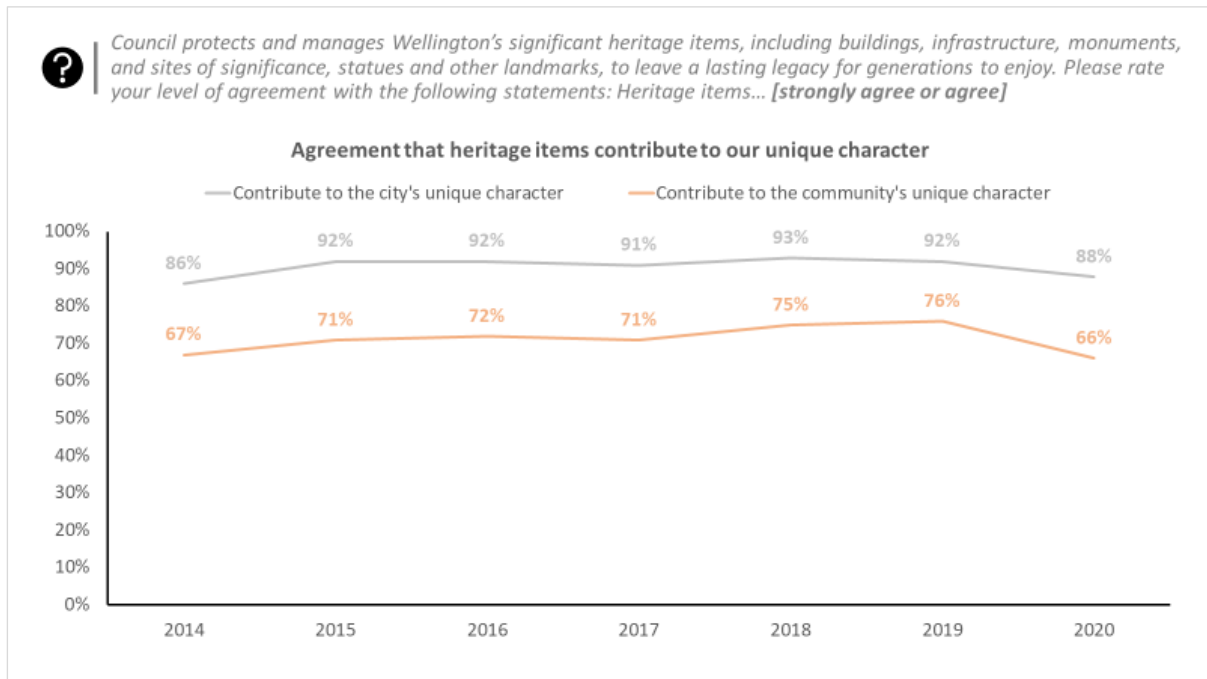
These improvements from last year (to a record level for the statement “*lively and attractive*”) could be related to Covid-19, with more residents working from home and engaging more in their local suburban centres.



### iii. Heritage items

There was strong agreement in the 2020 residents survey that heritage items (including buildings, infrastructure, monuments, sites of significance, statues and other landmarks) contribute to the city's unique character. Close to nine in 10 residents (88%) agreed with this statement, consistent with the previous six years.

Residents' views of how much heritage items contribute in their local community was not as strong. Two thirds (66%) agree that heritage items contributed to their communities' unique character. This has fallen 10% since 2019 after steadily rising between 2014 (67%) and 2019 (76%).

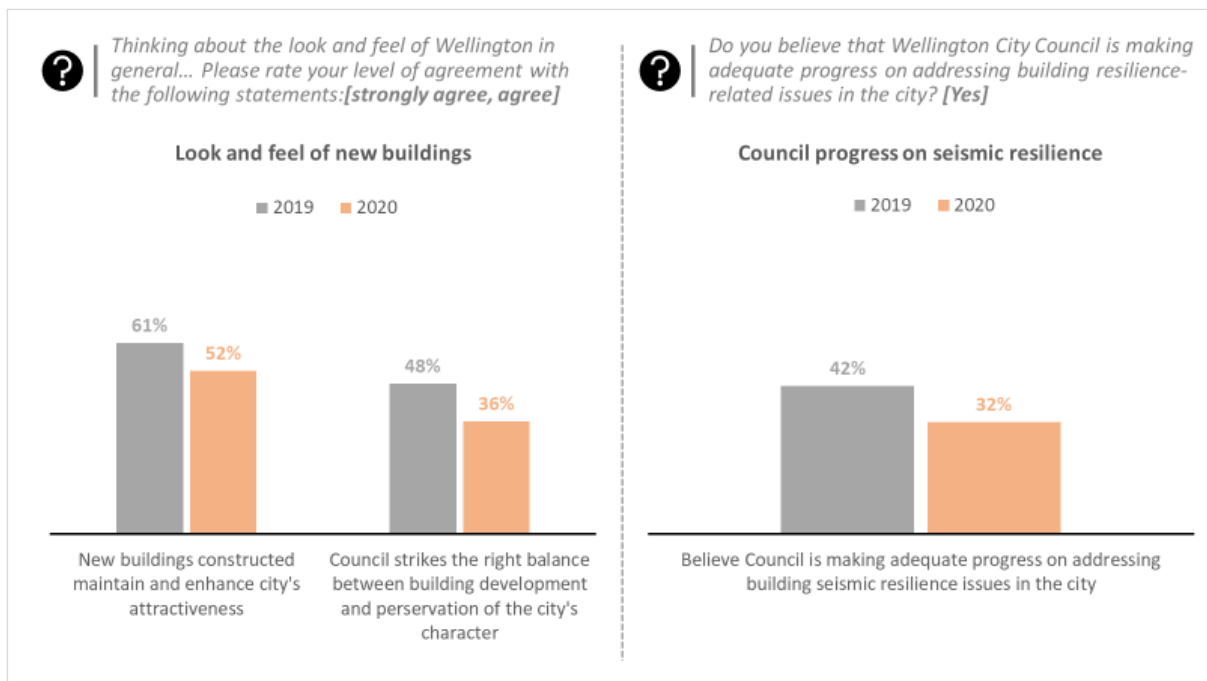


#### iv. *New building and building resilience issues*

The findings in the 2020 residents' survey suggest a less favourable view from residents with the Council's efforts on urban development and seismic resilience.

Fewer residents agreed that "new buildings constructed maintain and enhance the city's attractiveness" (52% down 9% from 2019) and "Council strikes the right balance between building development and preservation of the city's character" (36% down 12%).

About a third of residents believed that the Council was making adequate progress on addressing building resilience issues in the city, which was down 10% compared to 2019.

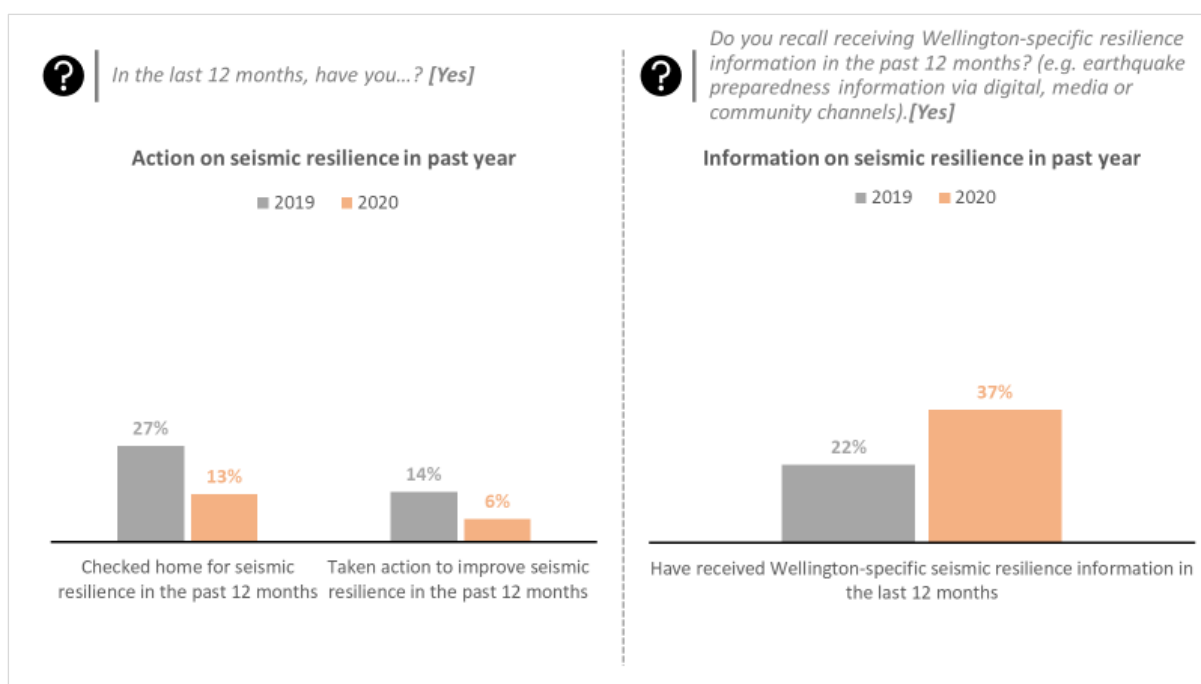


## Resilience

### i. Seismic resilience

In 2020 there was less action from residents to improve seismic resilience of their homes over the past 12 months. Only 13% of residents said they had checked their home for seismic resilience in the past 12 months (down 14%) while only 6% had taken action to make improvements to their home's seismic resilience (down 8%). This may be a result of more time having passed since the Kaikoura earthquake, meaning these issues are less front of mind, or residents' properties have already been checked or sorted recently (but not in the past 12 months).

More promisingly, over a third (37%) of residents recalled seeing Wellington-specific resilience information in the past 12 months, which was up 15% compared to 2019.



## Appendices – A

### Full tracking results

Community Well-being							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Overall ratings</b>							
Quality of life	86%	93%	92%	93%	91%	95%	87%
Important to feel a sense of community with people in the neighbourhood	New in 2019					75%	79%
Have strong social or community networks in Wellington	New in 2019					64%	60%
<b>Neighbourly contact</b>							
Spoken to a neighbour	88%	92%	91%	89%	89%	90%	89%
Given help to a neighbour	55%	58%	62%	55%	58%	57%	55%
Received help from a neighbour	44%	47%	49%	46%	47%	46%	42%
Participated in an activity with a neighbour	34%	38%	36%	33%	33%	33%	33%
<b>Use of Council recreational and community facilities in last 12 months</b>							
A community centre	20%	22%	20%	23%	23%	25%	24%
A community hall	19%	19%	21%	19%	18%	21%	19%
A public library	69%	74%	73%	74%	82%	73%	73%
Visited a public library on average once a month or more	New in 2019					37%	44%
<b>Perceptions of safety in Wellington City</b>							
In the city centre during the day	98%	99%	98%	99%	99%	98%	97%
In the neighbourhood after dark	83%	87%	86%	90%	86%	91%	91%
In the city centre after dark	69%	76%	73%	81%	76%	76%	71%
In your own home after dark	New in 2019					98%	98%
Walking alone in your neighbourhood at night	New in 2019					82%	81%
<b>Specific concerns...</b>							
Poorly lit or dark public areas	71%	61%	63%	59%	55%	61%	59%
Threatening people and/or people behaving dangerously	51%	48%	51%	46%	35%	39%	42%
Alcohol and drug problems	55%	51%	49%	46%	46%	49%	40%
Poorly maintained or dangerous public areas	40%	34%	37%	32%	26%	31%	41%
Traffic	31%	34%	33%	33%	36%	39%	42%
Graffiti	40%	34%	32%	16%	16%	21%	23%
Car theft or vandalism	29%	36%	32%	29%	27%	29%	40%
Dangerous driving	35%	29%	30%	33%	33%	40%	41%
Vandalism	28%	26%	27%	17%	17%	21%	25%
Begging	New in 2018				56%	55%	42%

Community Well-being							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Housing</b>							
Rarely/never cold	31%	41%	42%	31%	36%	47%	35%
Rarely/never hard to heat	51%	57%	57%	51%	52%	58%	55%
Rarely/never damp	58%	70%	70%	58%	62%	70%	56%
Adequate insulation in exterior walls of home	New in 2017			40%	40%	47%	43%
Adequate insulation in interior walls of home	New in 2017			31%	34%	37%	35%
Adequate insulation in ceiling of home	New in 2017			66%	66%	71%	67%
Adequate underfloor insulation in home	New in 2017			46%	45%	54%	46%

Community engagement and decision making							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>General</b>							
Believe there are opportunities to participate in city decision making	New in 2019					47%	47%
Believe there are adequate opportunities to have say in Council activities	New in 2019					42%	42%
Believe that the Council is proactive in informing residents about their city	New in 2019					45%	43%
Satisfaction with how the Council makes decisions	New in 2019					34%	30%
<b>Council information*</b>							
Average ease of access via	New in 2020						55%
Council website	New in 2020						68%
Council libraries	New in 2020						63%
Social media	New in 2020						52%
Newspapers	New in 2020						37%
*Question wording updated in 2020							

Sport and Recreation							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Use of Council recreational and community facilities in last 12 months</b>							
A Council recreation centre*	19%	24%	22%	17%	28%	39%	36%
ASB Centre	15%	18%	18%	16%	22%	24%	16%
A Council swimming pool*	35%	42%	44%	35%	44%	42%	42%
<b>Satisfaction with Council recreation facilities</b>							
A Council recreation centre	88%	85%	87%	88%	86%	93%	88%
ASB Centre	88%	86%	91%	95%	95%	96%	94%
A Council swimming pool	82%	85%	88%	87%	90%	97%	88%
Wide range of recreational activities	76%	85%	82%	85%	79%	81%	76%
Easy to access to recreational facilities and programmes	62%	66%	66%	67%	74%	75%	68%
Pool admission charges are affordable	New in 2019					60%	55%
<b>Sport and active recreation</b>							
Participated in informal recreation or sport at least once in last 12 months	New in 2018				73%	70%	68%
Participated in formal recreation or sport at least once in last 12 months	New in 2018				51%	38%	43%
Barriers to participation (selected at least one barrier)**	87%	90%	88%	86%	84%	81%	77%
					81%	75%	84%
<b>Physical activity:</b> Exercise more than 2 1/2 hours a week	65%	71%	74%	73%	74%	70%	77%
<b>Use (in last 12 months)</b>							
Council outdoor grass sportsfields	New in 2019					29%	31%
Council sports field which has artificial turf	New in 2019					15%	14%
<b>Satisfaction with quality and maintenance</b>							
Council outdoor grass sportsfields	83%	78%	73%	72%	73%	84%	85%
Council sportsfield which has artificial turf	89%	89%	84%	78%	81%	91%	94%
*individual rec centres/pools were asked separately in 2019. Calculated as 100% - 'none of these'							
**Top line represents barriers to informal sport & rec, bottom line represents barriers to formal sport & rec							

Natural Environment							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>General</b>							
Wellington's natural environment is appropriately managed and protected	77%	78%	79%	78%	78%	75%	74%
Wellington's connection with nature improves residents' quality of life	91%	93%	95%	95%	95%	94%	97%
Wellington is an eco-city	29%	25%	33%	31%	31%	32%	31%
<b>Use (at least once a month)</b>							
Wellington City's coastal areas or beaches	53%	56%	56%	54%	59%	54%	62%
Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve	24%	24%	23%	24%	23%	22%	30%
Wellington City Council parks	60%	53%	56%	56%	58%	63%	75%
Forested areas and outer green belt	33%	31%	33%	35%	38%	45%	55%
The city's walking tracks and trails	34%	38%	39%	46%	47%	46%	57%
Wellington's streams	13%	17%	14%	15%	15%	17%	21%
Playgrounds	New in 2019					21%	22%
Waterfront	New in 2019					71%	74%
<b>Satisfaction with quality and maintenance</b>							
Wellington City's beaches and coastal areas	86%	82%	84%	84%	84%	83%	79%
Botanic gardens, including Otari-Wilton's Bush Native Botanic Reserve	96%	92%	94%	93%	94%	95%	90%
Wellington City Council parks	89%	87%	87%	90%	86%	84%	82%
Forested areas and outer green belt	81%	77%	80%	81%	83%	83%	83%
The city's walking tracks	83%	81%	83%	83%	83%	83%	82%
Wellington's streams	63%	51%	49%	41%	50%	49%	53%
Playgrounds	New in 2019					87%	74%
Waterfront	New in 2019					89%	82%
<b>Ease of access</b>							
Your local park	93%	95%	96%	96%	94%	94%	91%
Wellington City's coastal areas or beaches	88%	89%	89%	90%	89%	86%	84%
Forested areas and outer green belt	New in 2020						78%
Walking tracks and trails	New in 2019					85%	84%
<b>Pest trapping - currently undertaking predator control</b>							
New in 2019						31%	27%



Climate Change							
Measures	2014	2015	2016	2017	2018	2019	2020
Transport (e.g. driving and/or flying less, use or purchase of EV)			New in 2019			50%	57%
Waste (e.g. reduce, re-use, recycle where possible)			New in 2019			91%	84%
Food (e.g. buying locally, eating less meat, growing own food)			New in 2019			62%	66%
Energy (e.g. use renewable energy, installed smart-meter)			New in 2019			27%	27%
Anything else			New in 2019			10%	9%
None of the above			New in 2019			5%	8%

Waste Management							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Kerbside recycling</b>							
Use (at least once a month)	60%	61%	96%	98%	97%	94%	93%
Satisfaction	78%	86%	84%	77%	76%	65%	74%
<b>Council rubbish bags</b>							
Use	58%	63%	59%	63%	67%	68%	70%
Satisfaction	76%	85%	85%	78%	79%	71%	80%

Arts, Culture and events							
Measures	2014	2015	2016	2017	2018	2019	2020
Agreement that different lifestyles and cultures make Wellington a better place to live	67%	78%	78%	80%	81%	83%	84%
Wellington has a culturally rich and diverse arts scene	89%	91%	92%	90%	93%	90%	88%
Wellington is the events capital of New Zealand	48%	46%	52%	47%	42%	31%	42%
Distinct local identity is appropriately valued and protected	72%	76%	78%	73%	77%	80%	69%
<b>Participation</b>							
Attended or participated in cultural and arts activities (at least once a month)	32%	43%	38%	43%	49%	43%	38%
Attended an arts and cultural event or festival* (in last 12 months)	New in 2020						68%
<b>Satisfaction</b>							
Council delivered arts and cultural event or festival attended	New in 2019					81%	86%
<b>Museums Trust</b>							
<b>Heard of...</b>							
Cable Car Museum	92%	95%	97%	94%	95%	96%	93%
Capital E	79%	89%	90%	87%	81%	92%	75%
Space Place at Carter Observatory	90%	96%	97%	87%	90%	92%	89%
City Gallery Wellington Te Whare Toi	86%	93%	95%	90%	91%	93%	89%
Nairn Street Cottage Museum	56%	60%	58%	50%	50%	60%	50%
Wellington Museum	92%	98%	97%	90%	93%	94%	91%
New Zealand Cricket Museum	51%	57%	61%	56%	55%	61%	47%
<b>Visited...</b>							
Cable Car Museum	43%	35%	35%	32%	32%	30%	31%
Capital E	11%	13%	15%	14%	9%	12%	8%
Space Place at Carter Observatory	25%	20%	21%	19%	19%	17%	19%
City Gallery Wellington Te Whare Toi	42%	49%	49%	46%	49%	47%	39%
Nairn Street Cottage Museum	4%	4%	4%	3%	3%	3%	4%
Wellington Museum	48%	42%	46%	48%	51%	45%	47%
New Zealand Cricket Museum	3%	3%	4%	3%	4%	3%	2%
*Question wording updated in 2020							

Māori culture and te reo in Wellington							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Māori culture and te reo in Wellington</b>							
Māori culture and te reo is appropriately visible in the city	New in 2020						45%
Māori culture and te reo is appropriately recognised in the city	New in 2020						41%
Council active in revitalising te reo Māori in the city	New in 2020						46%
Council active in revitalising Māori cultural heritage in the city	New in 2020						41%

Transport							
Measures	2014	2015	2016	2017	2018	2019	2020
Children in household walk to/from school at least once week	67%	66%	65%	73%	67%	49%	68%
Children in household cycle to/from school at least once week	New in 2018				22%	20%	20%
Children in household scooter or skateboard to/from school at least once week	New in 2019					16%	21%
<b>Getting around</b>							
Roads and public transport allow easy access from suburbs to city	64%	65%	63%	62%	64%	37%	53%
Ease of walking around city	88%	87%	91%	93%	93%	93%	88%
Ease of driving around city	51%	51%	45%	45%	43%	39%	37%
Ease of cycling around city	New in 2017			37%	31%	29%	25%
Ease of getting around on public transport	New in 2019					44%	61%
<b>Satisfaction</b>							
Walking on Wellington's footpaths	New in 2019					87%	77%
Cycling on Wellington's cycleways	New in 2019					33%	34%
<b>Public Transport</b>							
Affordable	38%	46%	41%	45%	45%	38%	41%
Reliable	New in 2019					16%	34%
Of high quality	New in 2019					22%	33%
<b>Cycling in the city</b>							
Agree that cycling in the city is safe for myself	New in 2019					25%	29%
Agree that cycling in the city is safe for my children	New in 2019					7%	9%
<b>Weekday travel</b>							
Travel into central Wellington most weekdays	63%	66%	65%	68%	68%	63%	62%
<i>by</i>							
Car	31%	33%	32%	27%	25%	30%	22%
Motorbike	2%	2%	2%	1%	1%	2%	4%
Bus	28%	27%	30%	28%	31%	28%	23%
Train	6%	3%	3%	6%	4%	3%	6%
Bicycle	4%	8%	8%	10%	12%	10%	14%
Walk	27%	23%	23%	24%	24%	24%	30%
Scooter	1%	3%	1%	3%	1%	0.3%	1%
Ferry	New in 2019					0.3%	0%

Transport							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Peak hour travel</b>							
Travel into/through central Wellington during weekday peak hour traffic	66%	69%	69%	70%	71%	63%	67%
Peak traffic volumes acceptable	53%	47%	43%	42%	38%	35%	37%
<b>Parking</b>							
Satisfaction with availability of on-street parking - during the week	26%	32%	31%	27%	26%	26%	22%
Satisfaction with availability of on-street parking - on the weekend	34%	35%	34%	31%	35%	27%	29%
City's parking enforcement is fair	33%	50%	48%	50%	53%	43%	38%

Urban development							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Wellington as a place to live, work and play</b>							
Wellington is a great place to live, work and play	New in 2017			95%	92%	95%	91%
Sense of pride in the way the city looks and feels	75%	85%	84%	85%	85%	84%	82%
<b>Look and feel of city</b>							
City centre is lively and attractive	80%	86%	85%	87%	86%	80%	69%
City centre is easy to get to	New in 2019					74%	79%
City centre is easy to use	New in 2019					81%	73%
City centre is easy to enjoy	New in 2019					82%	71%
Regeneration adds to the city's vibrancy	New in 2019					89%	86%
New buildings constructed maintain and enhance city's attractiveness	New in 2019					61%	52%
Council strikes the right balance between building development and preservation of the city's character	New in 2019					48%	36%
<b>Look and feel of suburb</b>							
Suburban centre is lively and attractive	45%	48%	47%	50%	48%	55%	62%
Character of historic suburbs is adequately retained	New in 2019					63%	59%
Public areas - are well utilised	New in 2019					71%	81%
Public areas - feel safe	New in 2019					74%	81%
Public areas - are well designed	New in 2019					43%	49%
<b>Seismic resilience</b>							
Believe the Council is making adequate progress on addressing building resilience-related issues in the city	New in 2019					42%	32%
<b>Heritage Items</b>							
Contribute to the city's unique character	86%	92%	92%	91%	93%	92%	88%
Contribute to the community's unique character	67%	71%	72%	71%	75%	76%	66%
Are appropriately valued and protected in Wellington*	60%	64%	69%	66%	70%	63%	58%
Are appropriately valued and protected in my local community**	49%	48%	53%	50%	60%	53%	50%
*Prior to 2019 asked as "Heritage items are valued and protected in the central city"							
**Prior to 2019 asked as "Heritage items are valued and protected in suburban areas"							

Resilience							
Measures	2014	2015	2016	2017	2018	2019	2020
Discussed emergency preparedness with a neighbour	19%	16%	14%	21%	15%	12%	19%
<b>Emergency items access</b>							
At home	80%	81%	81%	85%	83%	84%	81%
At your workplace	New in 2018				67%	77%	76%
At your place of education	New in 2018				41%	46%	43%
In the motor vehicle you use most often	New in 2019					33%	38%
Other daily destination	New in 2018				15%	10%	13%
<b>Perceptions of safety in an emergency</b>							
Feel physically safe - at home	New in 2019					85%	85%
Feel physically safe - at work	New in 2019					69%	72%
Feel physically safe - at place of education	New in 2019					76%	66%
Feel physically safe - in the motor vehicle you use most often	New in 2020						64%
Feel physically safe - other daily destination	New in 2020						23%
<b>Seismic resilience</b>							
Checked home for SR in the past 12 months	New in 2019					27%	13%
Taken action to improve SR in the past 12 months	New in 2019					14%	6%
Have received wellington-specific SR information in the last 12 months	New in 2019					22%	37%

Infrastructure							
Measures	2014	2015	2016	2017	2018	2019	2020
<b>Water</b>							
Satisfaction with stormwater management	New in 2016		68%	62%	62%	51%	43%
<b>Satisfaction</b>							
Road condition	67%	66%	66%	65%	73%	72%	69%
Street lighting in the city centre	78%	80%	78%	81%	84%	78%	78%
Street lighting in suburban area	51%	55%	54%	60%	62%	60%	59%

## Appendices – B

### Detailed Methodology – 2020 RMS

The RMS was conducted in June and July 2020 with the *Capital Views* Wellington City residents research panel. This panel is recruited and managed by *PublicVoice*<sup>2</sup> on behalf of Wellington City Council and is representative of the Wellington City population in terms of age, gender and council ward<sup>3</sup>. Only residents within Wellington City electoral boundaries are included in this panel.

Owed to the number of questions asked, the survey was conducted in two parts using the online survey tool *Voxco*, which is also managed by *PublicVoice*. The R/E Team were responsible for all other aspects of the survey, including survey design, construction, analysis and reporting of results.

This year, the survey was sent to over 3000 residents and remained open until minimum quotas for age, gender and ward) were met. The final sample size for 2020 was 696 for part one and 627 for part two, post-weighting. The standard margin of error at 95% confidence level was 3.7% for Part 1 and 3.9% for Part 2. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 3.7% or 3.9%.

Participation in the survey was incentivised; one of ten \$50 supermarket vouchers were available through a random draw to all participants who completed either Part 1 or Part 2. Winners were randomly selected and gifted their prizes in July 2020.

Once the survey was closed, the data was downloaded from *Voxco* and post-weighted by *PublicVoice* to be representative of the wider Wellington City population based on age, gender and council ward. Data tables were shared by Wellington City Council, and then incorporated into reporting. All *blank* and *not applicable* responses were removed from final analysis and *don't know* responses were removed from questions with a 5-point scale only.

The majority of the scales used across the RMS are 5-point scales which consist of two positively posed answer choices, a neutral option and two adversely posed answer choices. Where a scale is used, results are reported as the aggregate of the top two answer choices unless otherwise stated. For example, 'satisfaction' reflects the sum of *very satisfied* and *satisfied*; 'agreement' reflects the

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<sup>2</sup> Public Research and Engagement Company

<sup>3</sup> Representative with regards to age, gender and council ward based on 2018 Census data



sum of *strongly agree* and *agree*; and 'good' reflects the sum of *good* and *very good*.

### Quality Control

Wellington City Council business units reviewed and confirmed the survey questions to ensure relevance and usefulness prior to survey launch. The wording of survey questions was kept consistent wherever possible to allow for yearly comparisons, whilst also aligning with Key Performance Indicators (KPIs) where required.

The R/E team signed off the final version of the survey and engaged with *PublicVoice* to continue the roll-out of the survey to the remainder of the sample. Both *PublicVoice* and R/E team monitored the survey continuously whilst in field to confirm that no problems were occurring and to keep track of progress against sample quota targets.

## Sample Demographics

Part 1	
<b>Age</b>	
18-29	29%
30-39	19%
40-49	18%
50-64	20%
65+	14%
<b>Gender</b>	
Male	48%
Female	51%
Gender diverse	1%
Prefer not to say	1%
<b>Ward</b>	
Lambton	23%
Northern	24%
Onslow-Western	21%
Eastern	19%
Southern	14%
<b>Ethnicity</b>	
NZ European	77%
Māori	6%
Pacific Peoples	2%
Asian	10%
European Other	10%
Middle Eastern/Latin American/African	2%
Other (please specify)	8%

Table 1. Sample demographics for 2020 RMS – Part 1. Figures rounded to one decimal place, post weighting.

<b>Part 2</b>	
<b>Age</b>	
18-29	29%
30-39	19%
40-49	18%
50-64	20%
65+	14%
<b>Gender</b>	
Male	48%
Female	51%
Gender diverse	1%
Prefer not to say	1%
<b>Ward</b>	
Lambton	23%
Northern	24%
Onslow-Western	21%
Eastern	19%
Southern	14%
<b>Ethnicity</b>	
NZ European	79%
Māori	7%
Pacific Peoples	2%
Asian	8%
European Other	8%
Middle Eastern/Latin American/African	1%
Other (please specify)	6%

Table 2. Sample demographics for 2020 RMS – Part 2. Figures rounded to one decimal place, post-weighting.

## Appendices – C

### Measures 2019 and prior

Measures that did not appear in 2020 but which do have previous year trend series.

Measure not included in 2020						
Measure	2014	2015	2016	2017	2018	2019
<b>General</b>						
Wellington is the arts capital of New Zealand	68%	63%	66%	64%	65%	52%
<b>Ease of access</b>						
Green open spaces	90%	92%	92%	93%	93%	85%
<b>Visited in last 12 months</b>						
Zoo	48%	52%	52%	47%	42%	42%
Zealandia	31%	32%	35%	39%	42%	40%
<b>Look and feel of City</b>						
City maintaining high quality urban design	New 2016		55%	51%	53%	46%
<b>Waterfront</b>						
Visited at least once a month	68%	75%	75%	78%	77%	71%
Satisfaction with experience at the waterfront	88%	94%	92%	95%	93%	89%
<b>Cycleways</b>						
Use (in last 12 months)	13%	21%	19%	20%	23%	23%
Satisfaction with safety	16%	28%	34%	27%	36%	36%
Satisfaction with maintenance	35%	38%	50%	42%	56%	54%
<b>General</b>						
Value for money	57%	68%	62%	69%	69%	62%
Level of consultation - the right amount	44%	53%	54%	55%	59%	46%
Understand how council makes decisions	30%	35%	33%	39%	40%	42%
Believe decisions are made in the best interest of the city	36%	36%	36%	51%	48%	40%
<b>Cable Car</b>						
Use (at least once a month)	13%	12%	11%	4%	6%	8%
Standard and operational reliability is good	92%	92%	94%	94%	94%	90%
<b>Value...</b>						
Cable Car Museum	86%	87%	85%	86%	87%	89%
Capital E	89%	89%	90%	92%	92%	92%
Space Place at Carter Observatory	98%	98%	99%	99%	99%	98%
City Gallery Wellington Te Whare Toi	94%	96%	96%	95%	98%	96%
Nairn Street Cottage Museum	87%	86%	91%	89%	89%	85%
Wellington Museum	96%	97%	97%	100%	99%	99%
New Zealand Cricket Museum	67%	67%	68%	67%	65%	62%
<b>Good experience...</b>						
Cable Car Museum	89%	89%	89%	89%	91%	89%
Capital E	89%	94%	94%	91%	93%	95%
Space Place at Carter Observatory	92%	96%	99%	100%	95%	92%
City Gallery Wellington Te Whare Toi	94%	96%	93%	95%	95%	95%
Nairn Street Cottage Museum	90%	91%	91%	100%	96%	94%
Wellington Museum	94%	95%	98%	96%	97%	97%
New Zealand Cricket Museum	92%	100%	71%	77%	82%	78%

# Residents Monitoring Survey

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August 2021

# Introduction

- The Residents Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council (WCC) Research and Evaluation team (R/E team).
- The survey asks a representative sample of Wellington City residents about their engagement and satisfaction with the Council's provision and delivery of services and facilities, as well as Council Controlled Organisations (CCOs). The survey also asks residents about their behaviours and overall perceptions of Wellington.
- The aim of the RMS is to provide statistically representative results on residents' satisfaction with the Council's services and facilities and perceptions of the city.
- The results provide an indication of how the Council is performing from a resident's perspective and allows the Council to monitor and track progress against its Annual Plan and Long-Term Plan. The results also present the opportunity to understand residents' perceptions, measure trends and changes over time, assess existing operational activities of the Council and identify opportunities for improving satisfaction and overall performance.
- This report outlines the results to all questions asked in the Residents' Monitoring Survey 2021. It highlights differences over time, and describes differences by key demographic areas of interest (for example age, gender, ward). Results are presented in graphs with short accompanying text.

**Note:** *While this survey provides the opportunity to understand what Wellington residents think about the Council and the city, it is important to note that the results reflect a snapshot of residents' perceptions at one point in time. There are many factors that contribute to an individual's perceptions and so it cannot be assumed that all opinions of all Wellington residents have been captured via this survey methodology. Further research would be necessary to provide a more in-depth and comprehensive understanding of the reasons behind particular results and perceptions.*

# Methodology

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

## Reporting notes:

- In 2020 'don't know' responses were excluded from both scale type questions as well as some (but not all) other question types. This methodology was inconsistent with the process followed in previous years (2019 and earlier) where 'don't know' responses were only excluded from scale type questions. For the 2021 results we have reverted back to the 2019 methodology, and recalculated some of the 2020 results where 'don't knows' were excluded but should not have been.
  - The impact of this change on any tracking results is negligible as on questions where we have re-included the 'don't know' responses they were universally low proportions who answered 'don't know', both this year and historically (1% or 2% in most cases).
  - Where 'don't know' responses have been excluded, it is identified in the notes at the bottom of the slide. Where the excluded responses exceed 10% of the sample for that question, this has also been identified.
- Throughout this report, scale type questions are reported using the 'top two' and 'bottom two' boxes. These numbers are calculated by summing the unrounded underlying figures and as such the top/bottom two boxes sometimes do not match the sum of the rounded underlying figures. i.e.  $25.4\% + 15.4\% = 40.8\%$  would appear as  $25\% + 15\% = 41\%$ .

# Executive Summary

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# Wellington City Council services and facilities

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

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## **Parks, sports and recreation**

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

## **Libraries and community centres**

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

## **Arts and events**

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

## **Waste management**

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

## **Transport**

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

## **Street lighting**

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

# Perceptions of the Council and city

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

## Perceptions of the Council's decision-making

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

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

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

## Perceptions of Wellington city

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

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

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

Continued declining trends in:

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

Despite these shifts, others remain steady:

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

# City Perceptions

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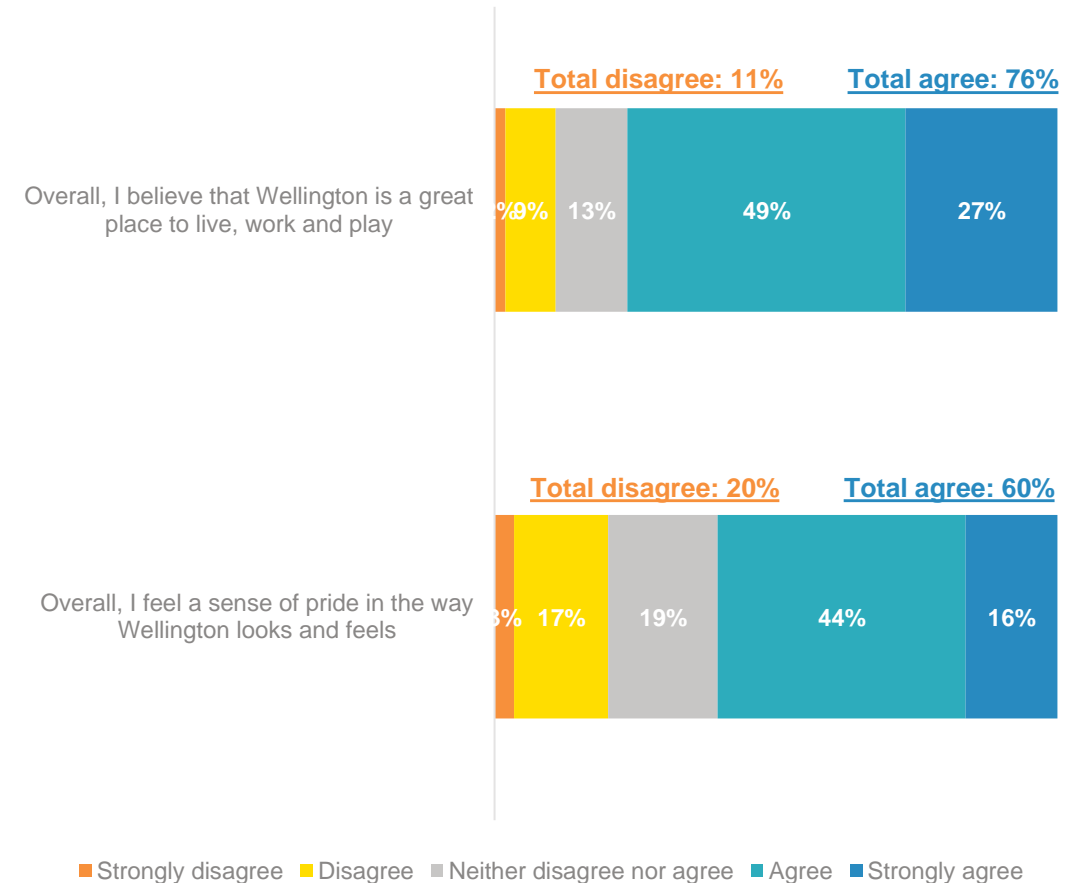
# Overall Wellington perceptions

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

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

## Demographic differences

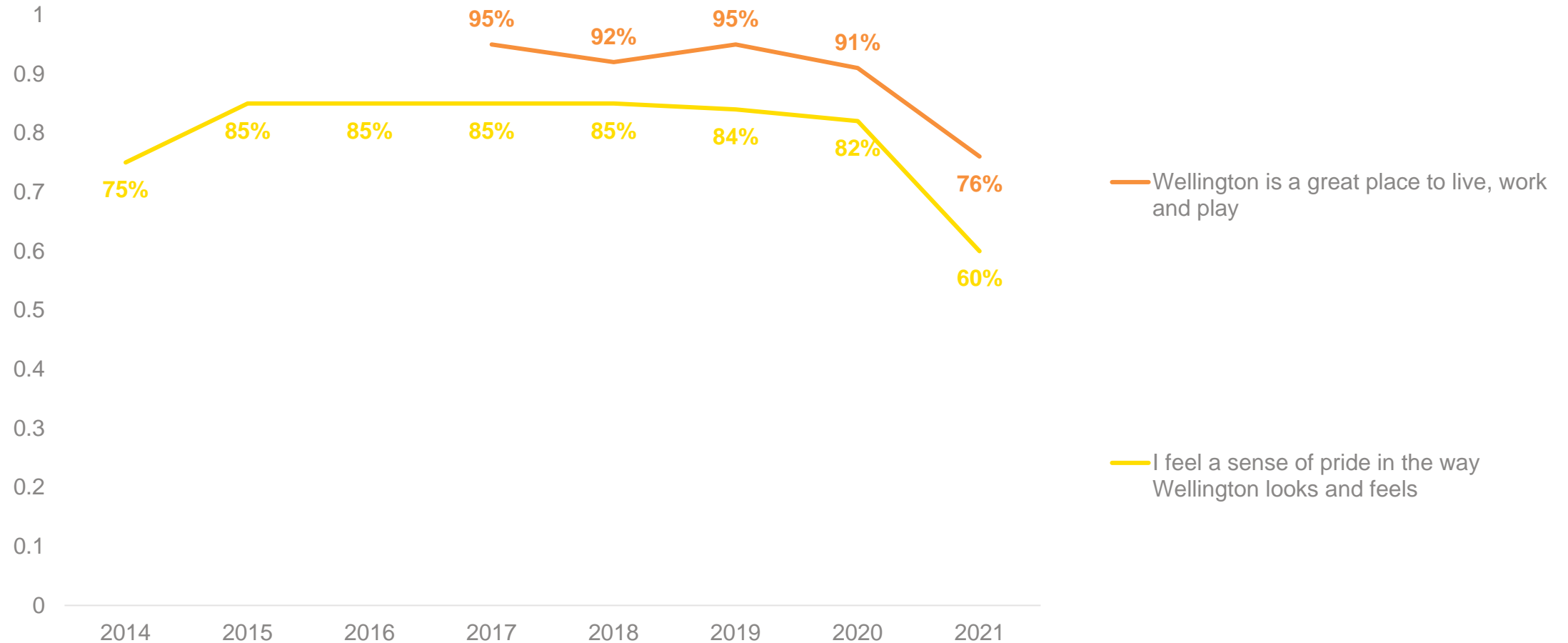
- Respondents 60 years and over were more likely to agree that Wellington is a great place to live, work and play (83%), while renters were less likely to agree (60%).



# Overall Wellington perceptions – tracking



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



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

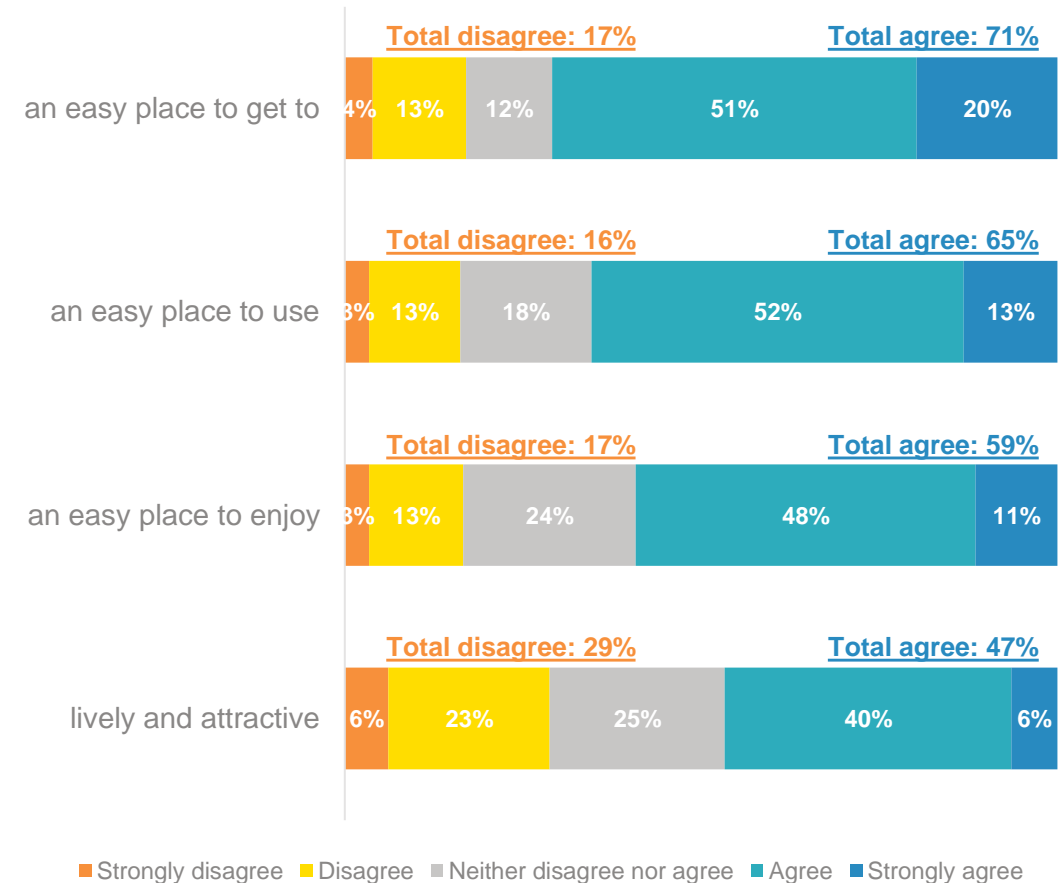
# City centre attributes

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

## Demographic differences

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

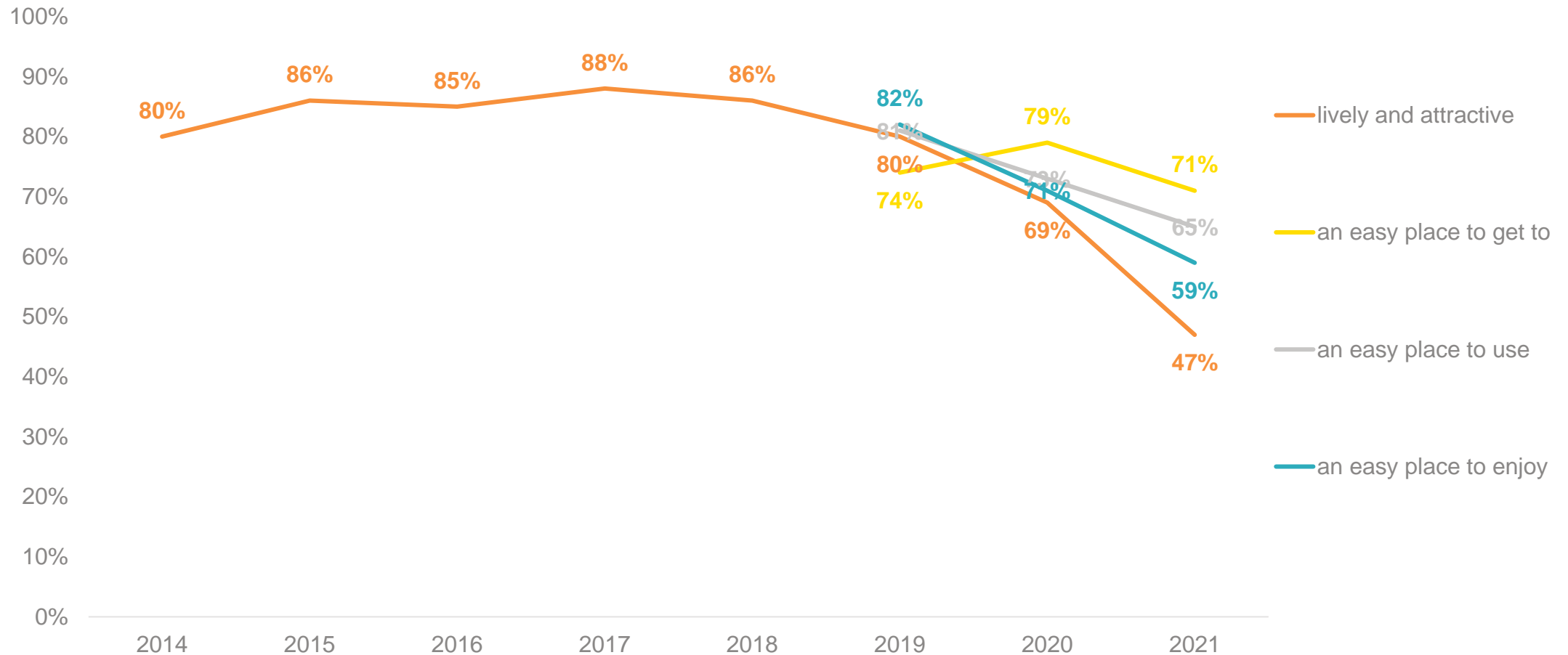
**?** Now thinking about the look and feel of Wellington’s city centre...Please rate your level of agreement with the following statements: **Wellington’s city centre is...**



# City centre attributes – tracking



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



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

# Local suburb attributes

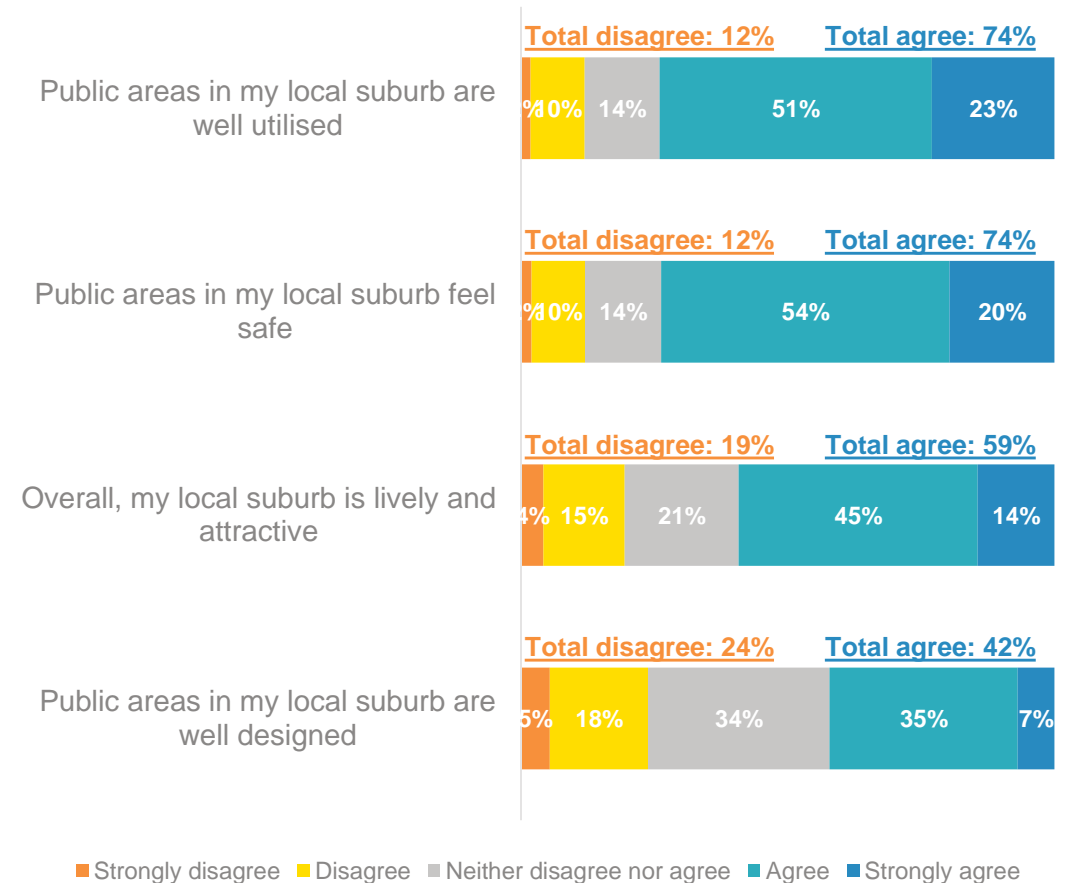
- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (74% agreed with each). Over half (59%)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

## Demographic differences

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



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

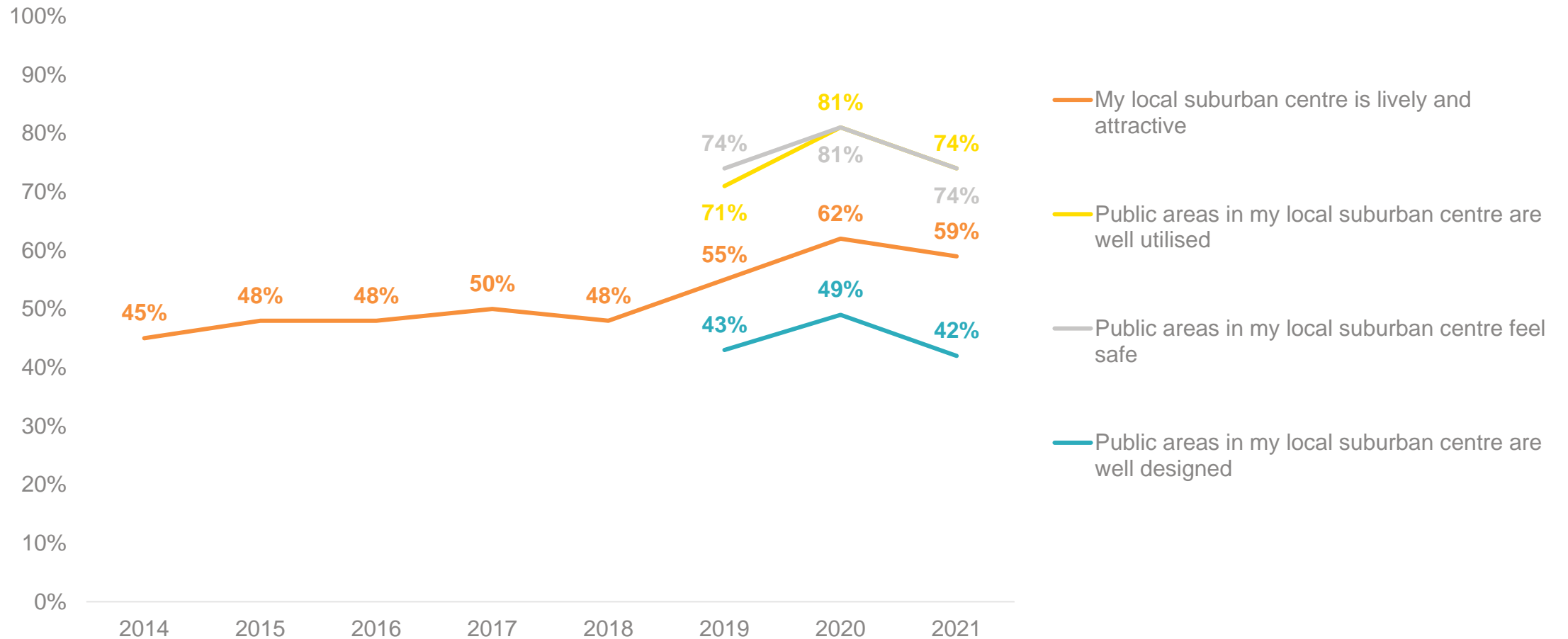




# Local suburb attributes – tracking



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



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

# Governance

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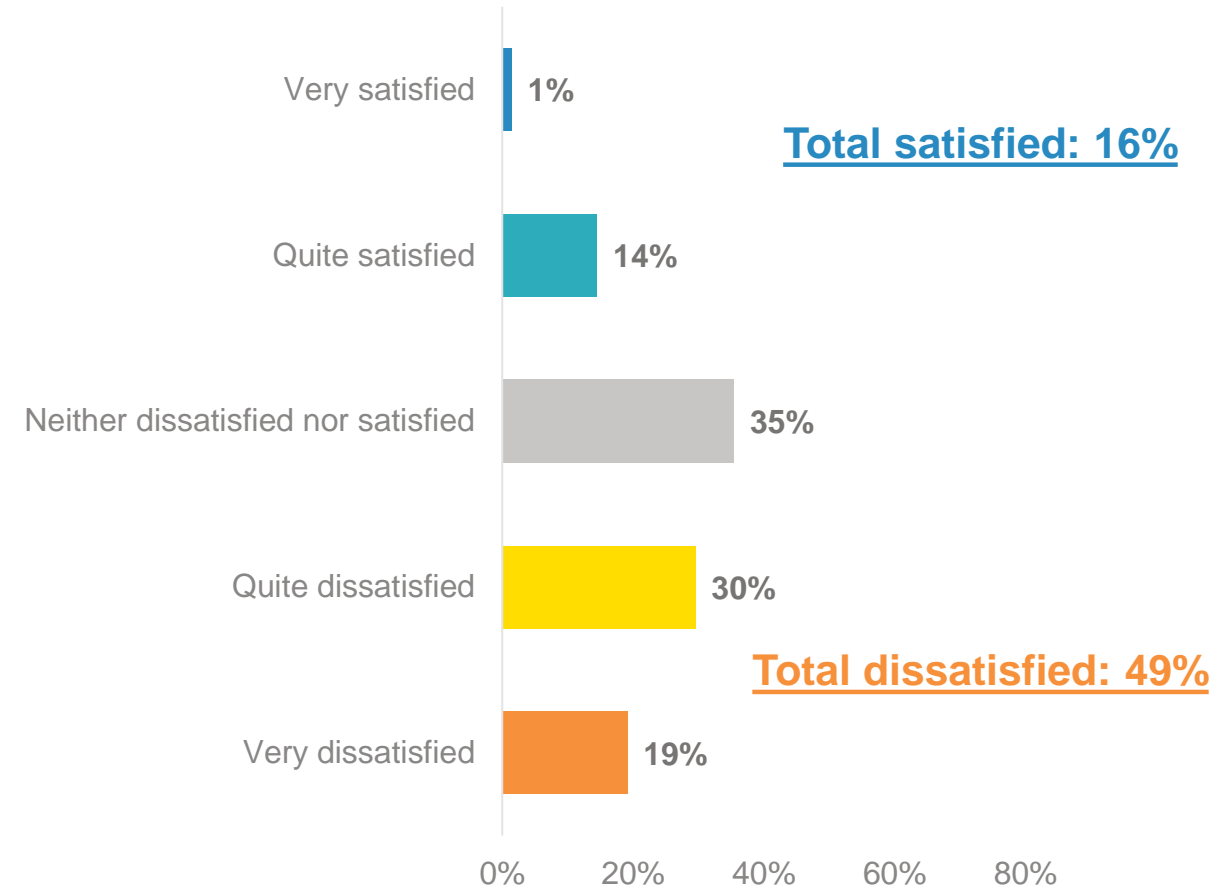
# Overall satisfaction with the Council’s decision making

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

## Demographic differences

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

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



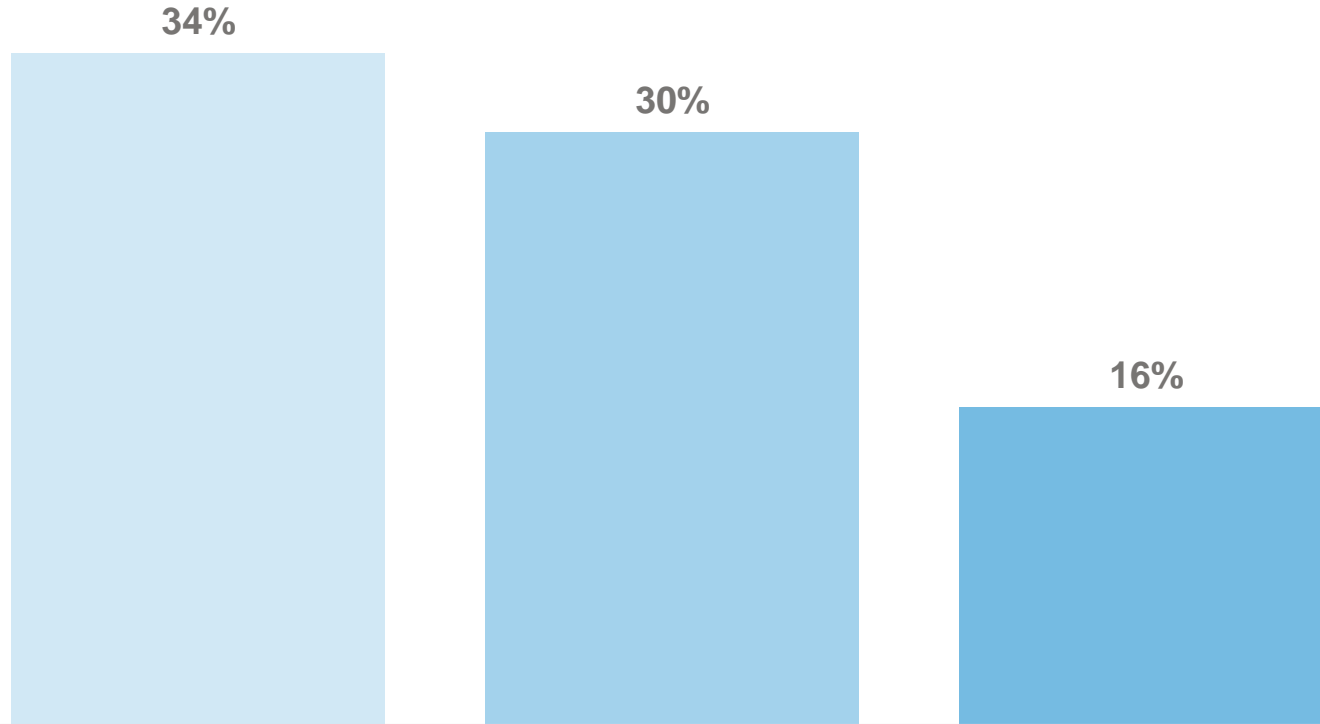
Base: all respondents (excluding 'don't know')

# Satisfaction with the Council decision making – tracking



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

■ 2019 ■ 2020 ■ 2021



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

# The Council's decision making

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

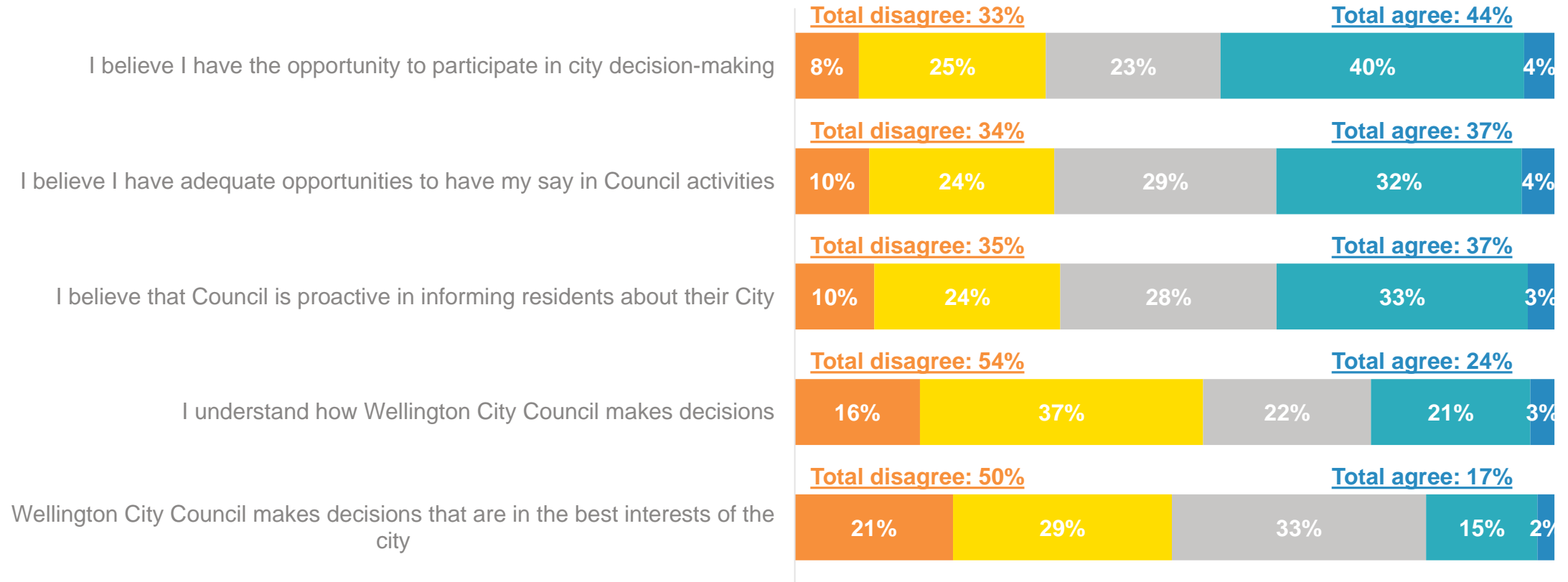
## Demographic differences

- There were no demographic differences for this question.

# The Council's decision making

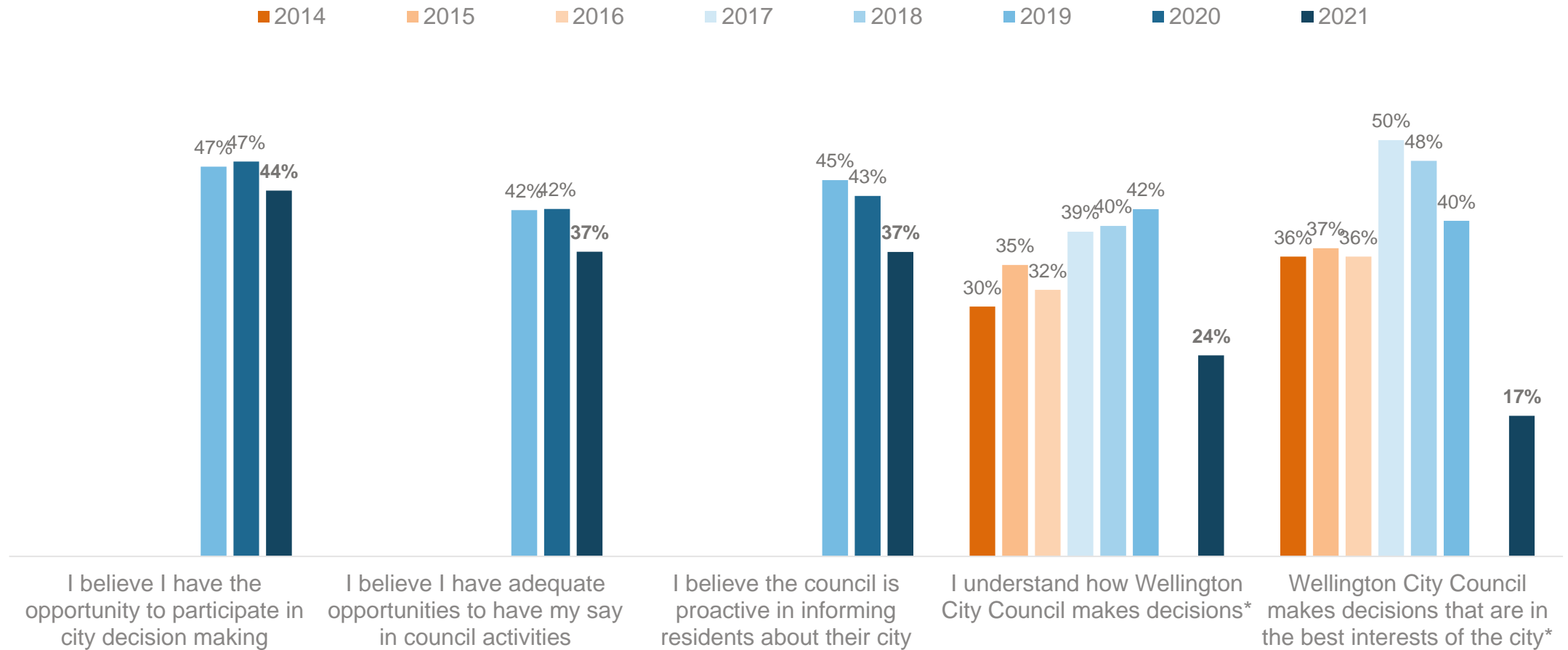
**?** | Please rate your level of agreement with the following statements:

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



# The Council's decision making – tracking

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



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

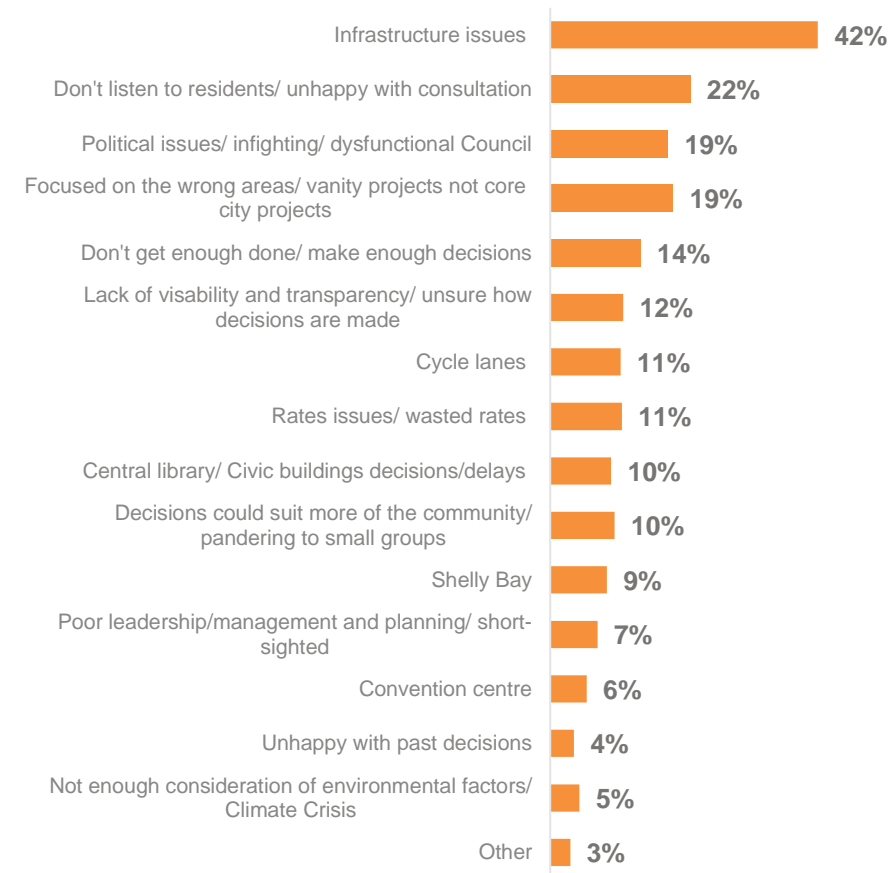
# Reasons for dissatisfaction with the Council’s decision making

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

## Demographic differences

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

**?** Why are you dissatisfied with how Council makes decisions?





# Accessing information from the Council

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

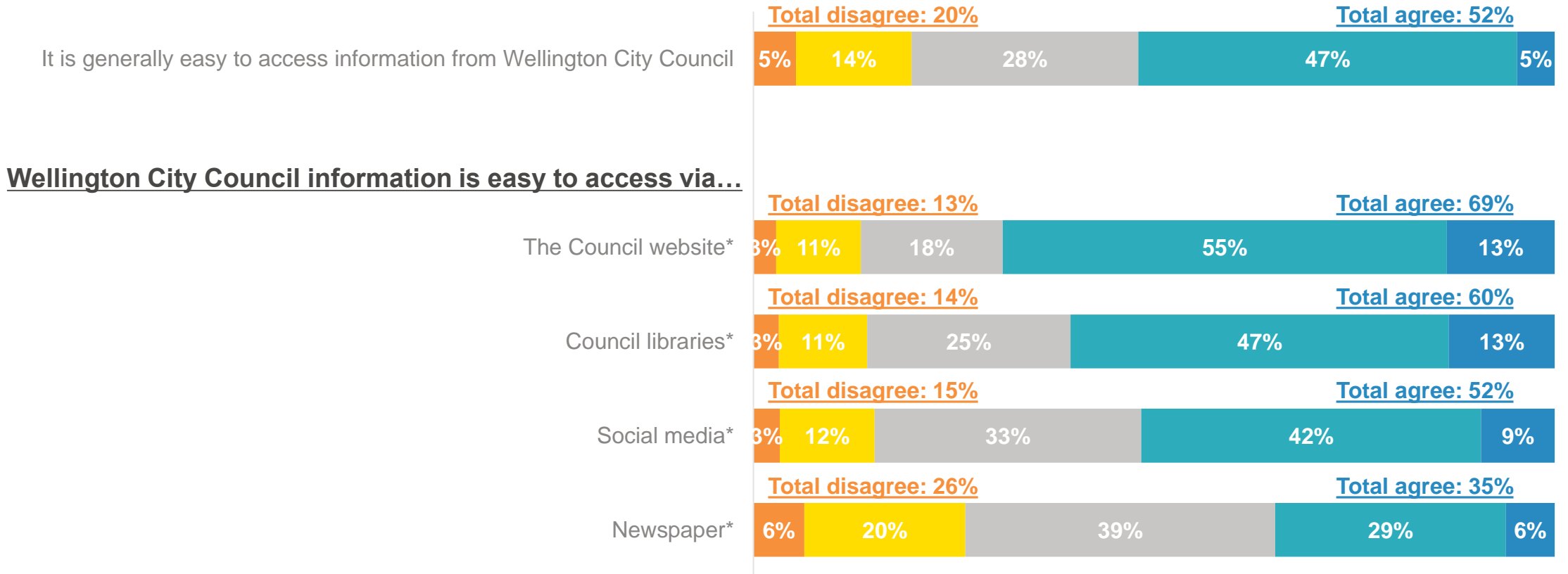
## Demographic differences

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

# Accessing information from the Council

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

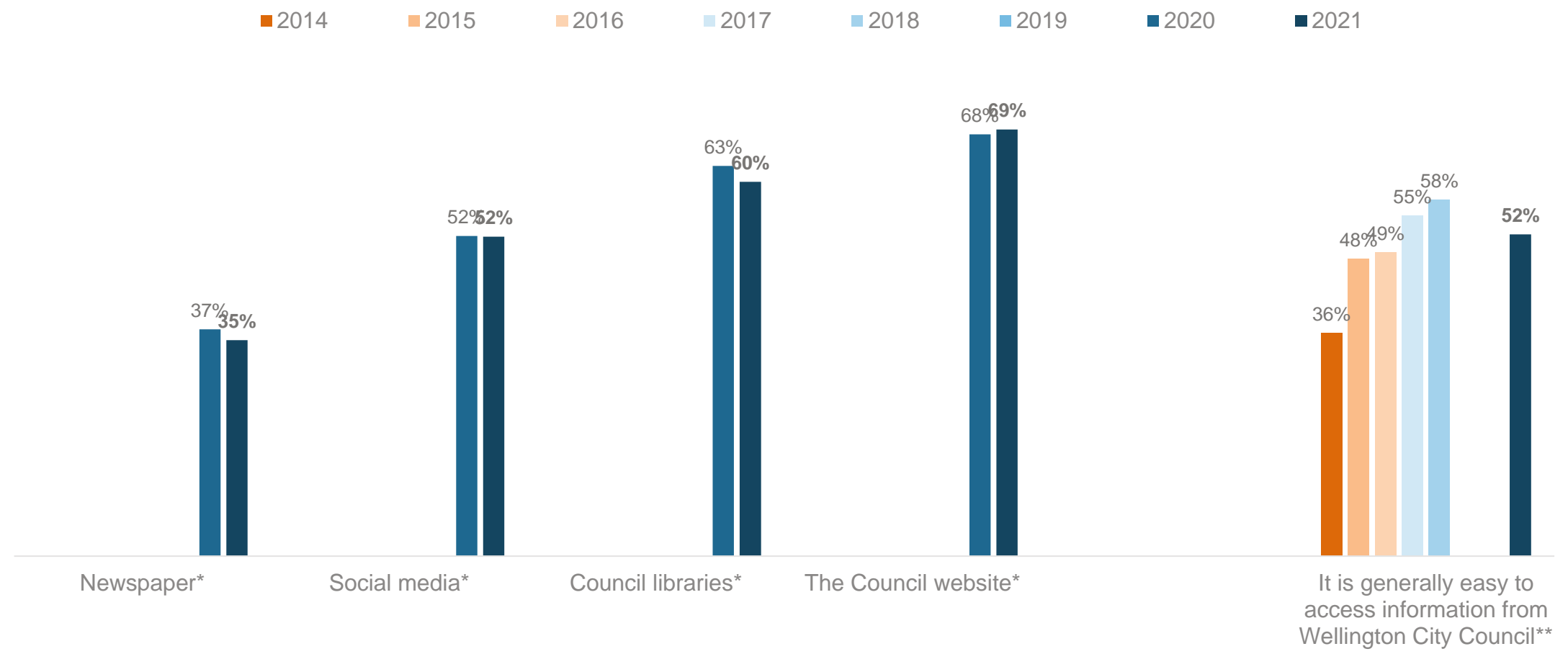
■ Strongly disagree 
 ■ Disagree 
 ■ Neither agree nor disagree 
 ■ Agree 
 ■ Strongly agree



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

# Accessing information from the Council – tracking

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



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

# Community and Safety

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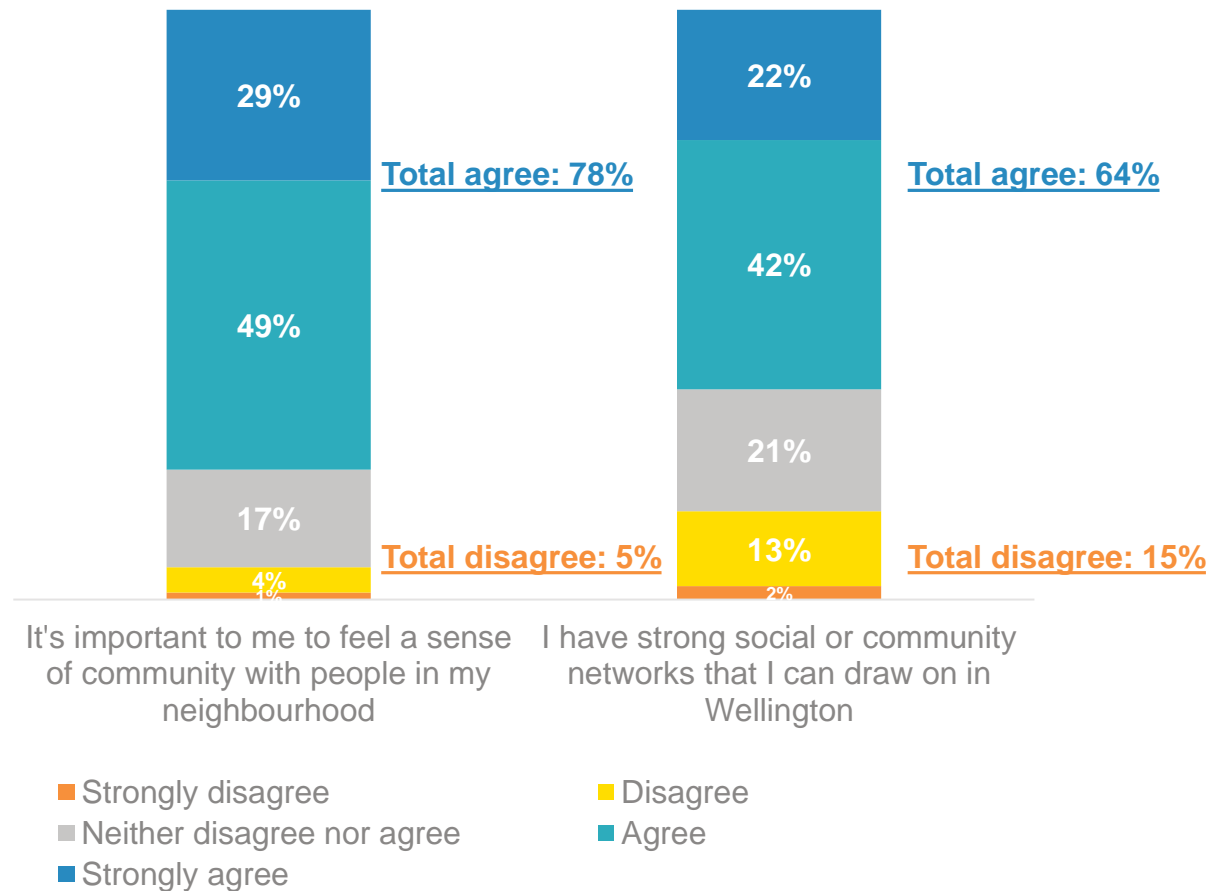
# Feeling a sense of community

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

## Demographic differences

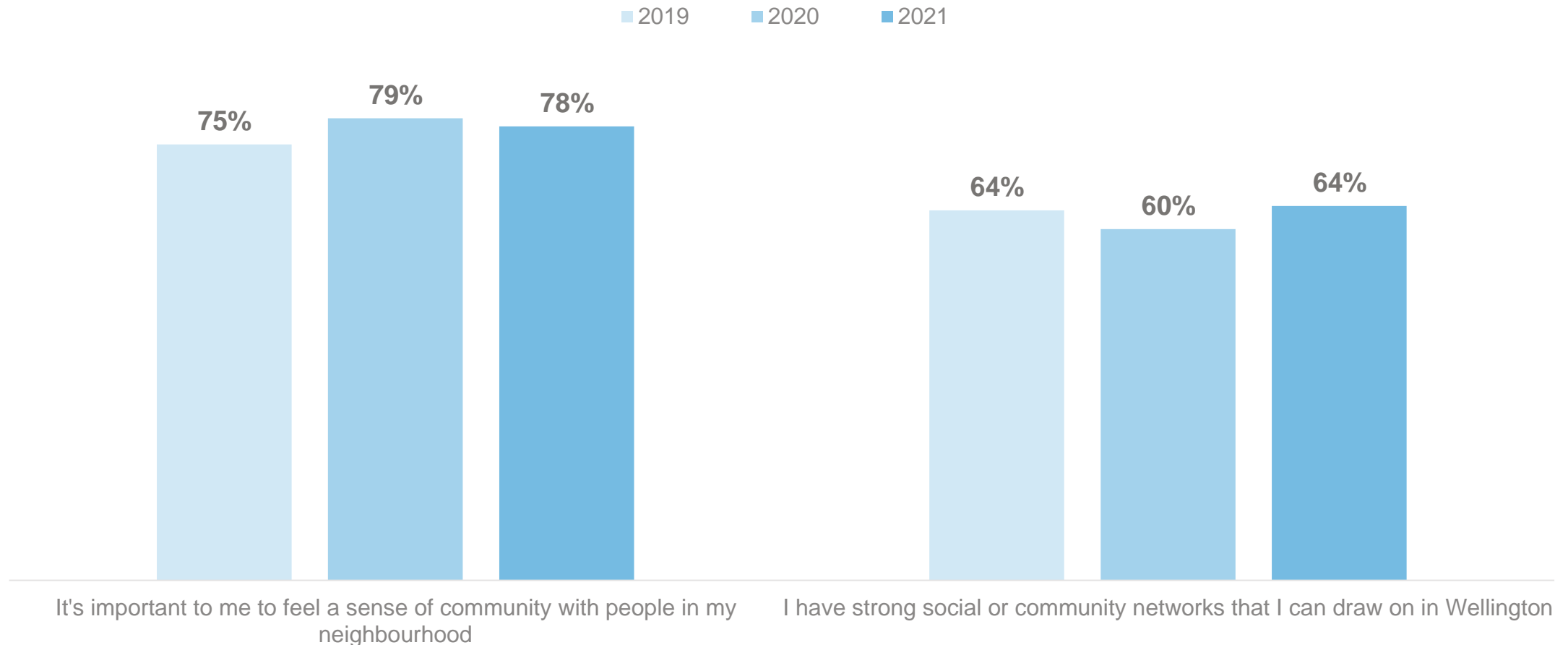
- Younger respondents (18-29) and renters were both less likely to agree with the importance of feeling a sense of community with their neighbourhood (70%)
- Renters tended to be less agreeable with both statements (71% and 55%), while homeowners were more agreeable with them (83% and 70%).

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



# Feeling a sense of community – tracking

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



# Increasing diversity's impact on Wellington

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

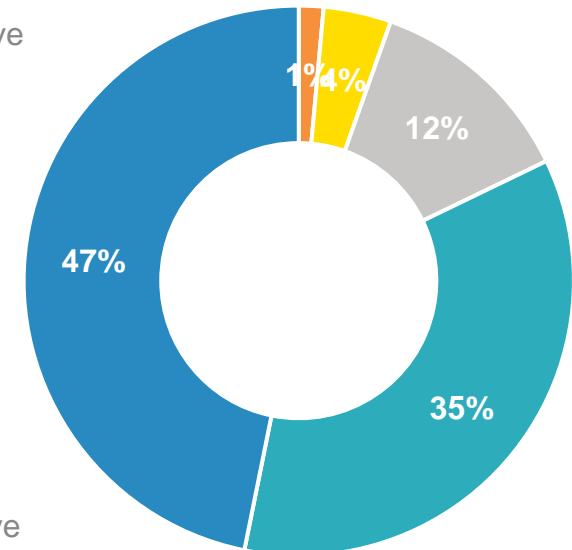
## Demographic differences

- There were no demographic differences for this question.



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

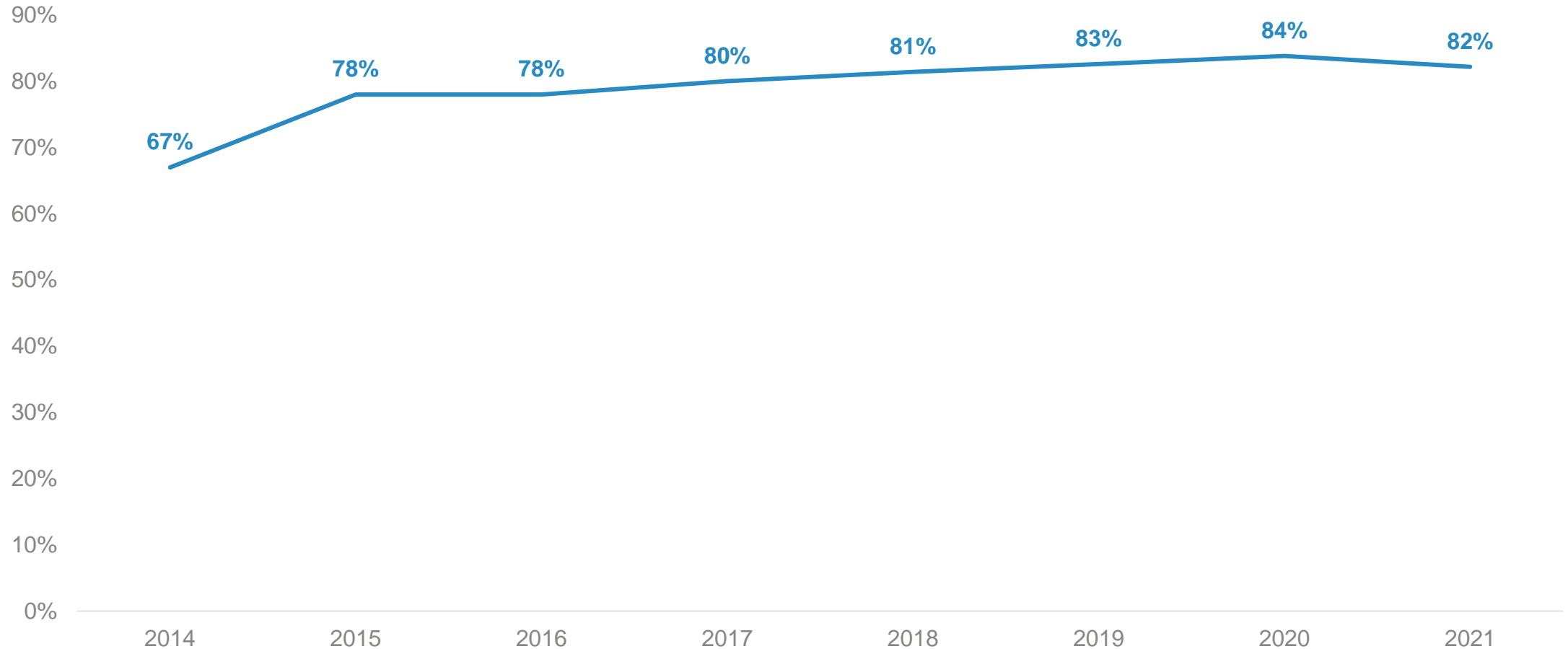
- A much worse place to live
- A worse place to live
- Makes no difference
- A better place to live
- A much better place to live



# Increasing diversity's impact on Wellington – tracking



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



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



# Neighbour interaction

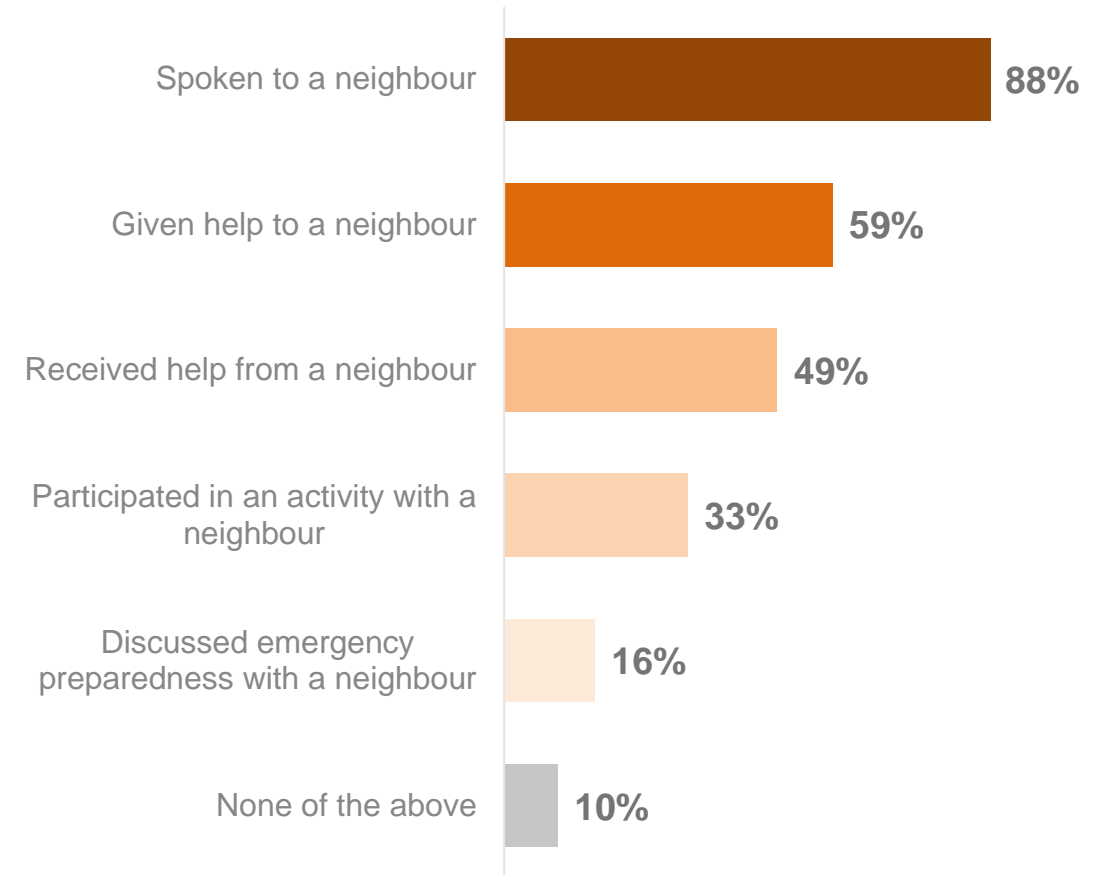
- The large majority of respondents (88%) had at least spoken to a neighbour in the past year.
- Closer to half had either given help (59%) or received help (49%) from a neighbour.
- Less common was participating in activities with neighbours (33%) or discussing emergency preparedness (16%)
- There have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

## Demographic differences

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



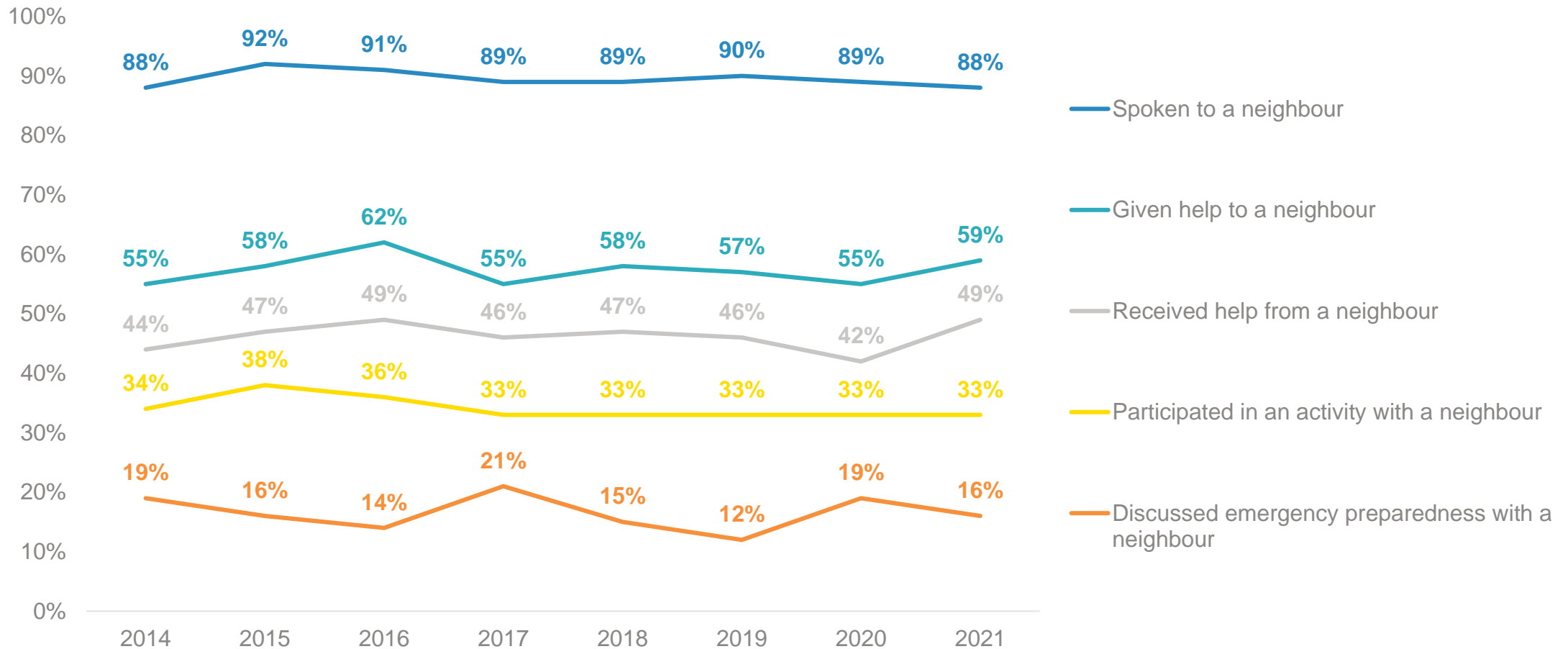
Thinking about interactions with your neighbour(s), have you engaged in any of the following over the last 12 months?



# Neighbour interaction – tracking



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



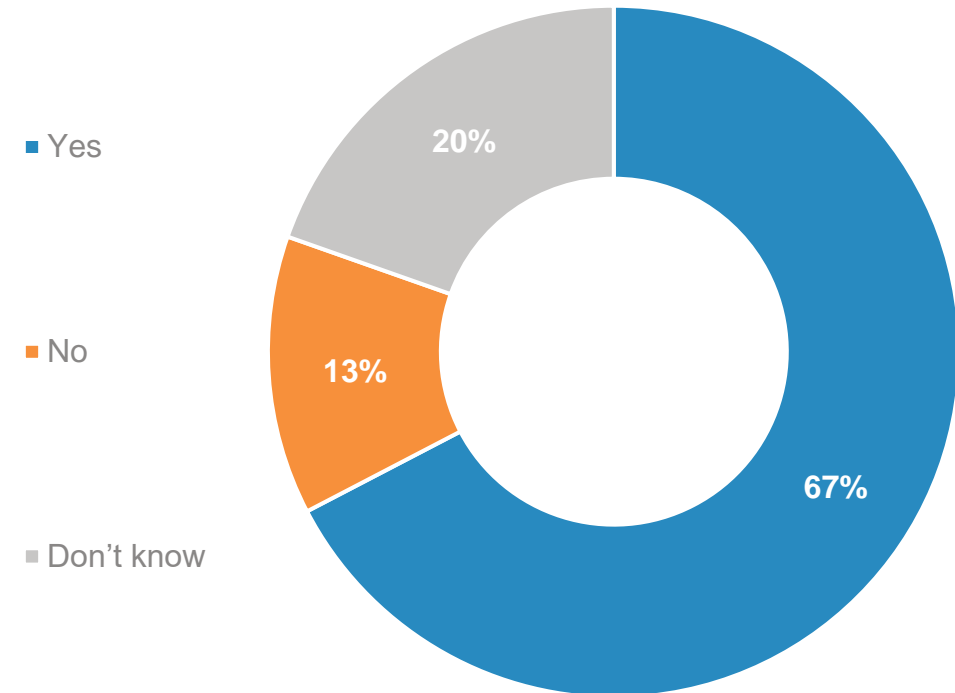
# Relying on a neighbour in an emergency

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

## Demographic differences

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

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

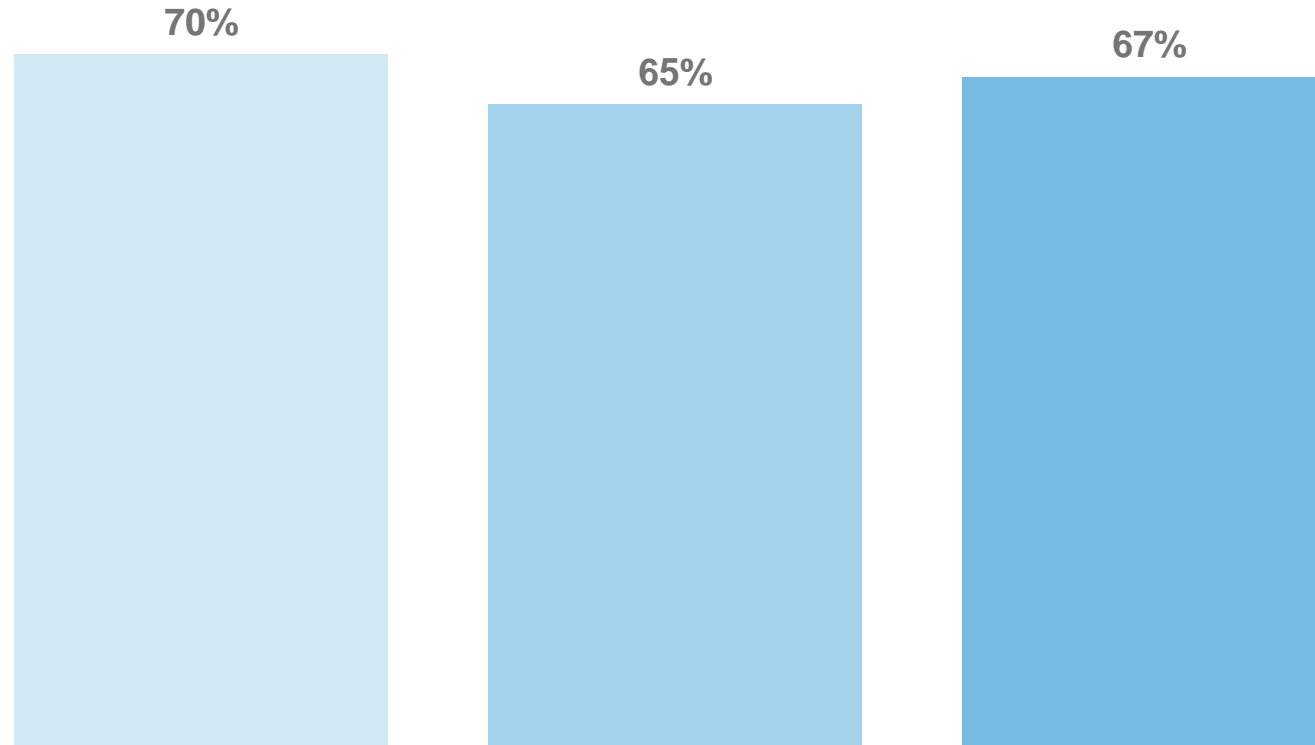


# Relying on a neighbour in an emergency – tracking



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

■ 2019 ■ 2020 ■ 2021



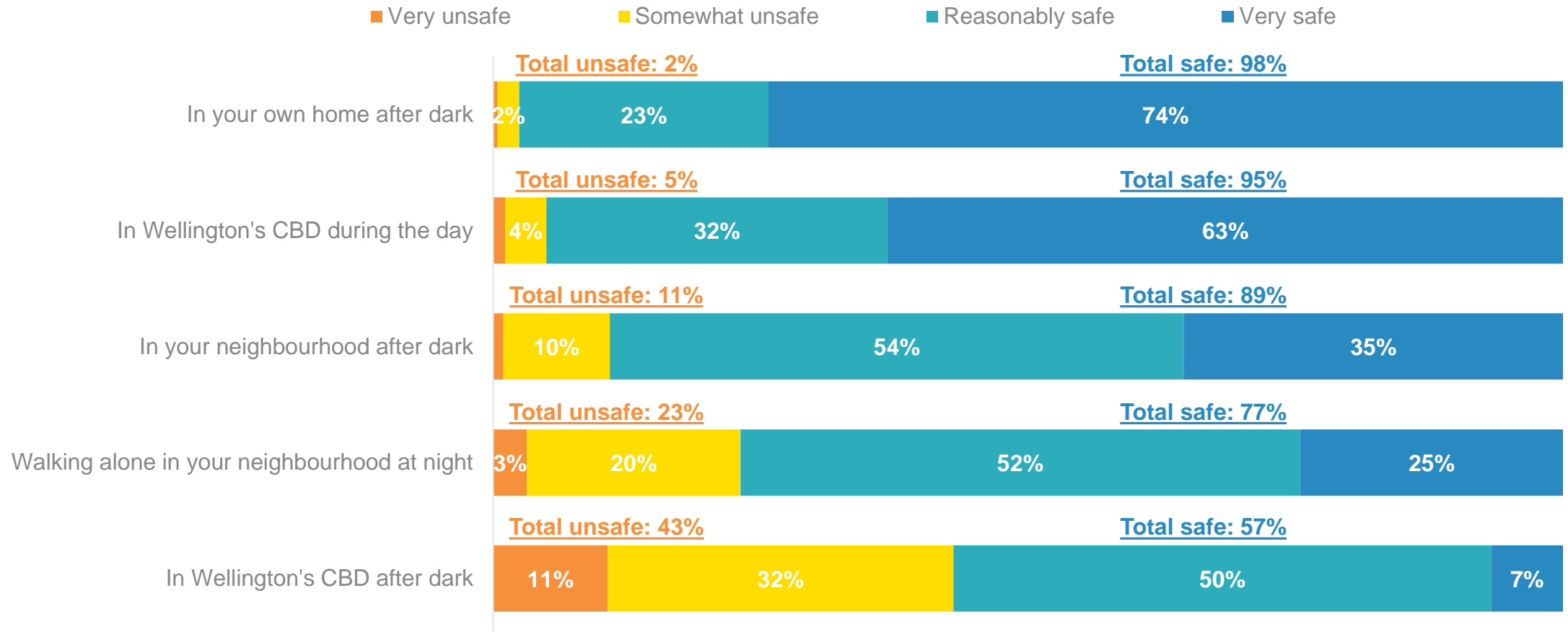
# Safety in Wellington

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

# Safety in Wellington



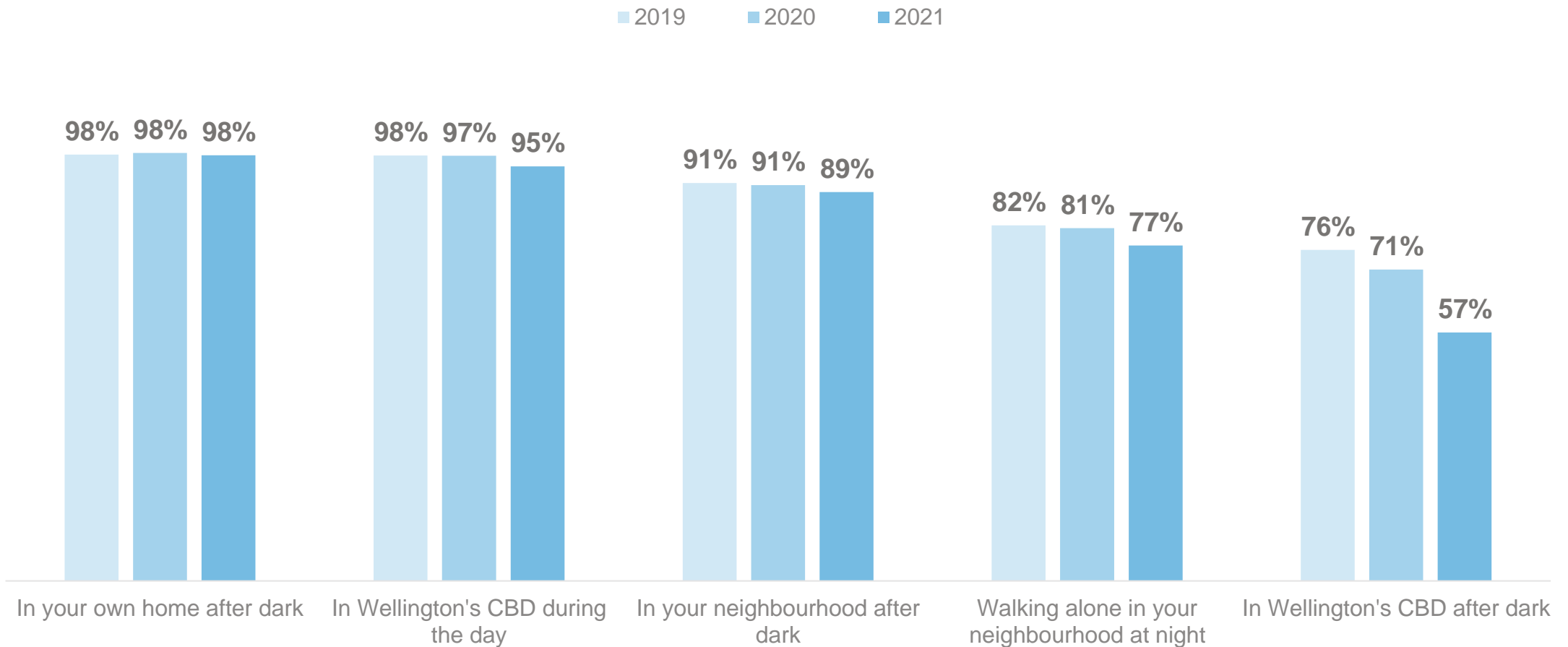
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations:



# Safety in Wellington – tracking



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

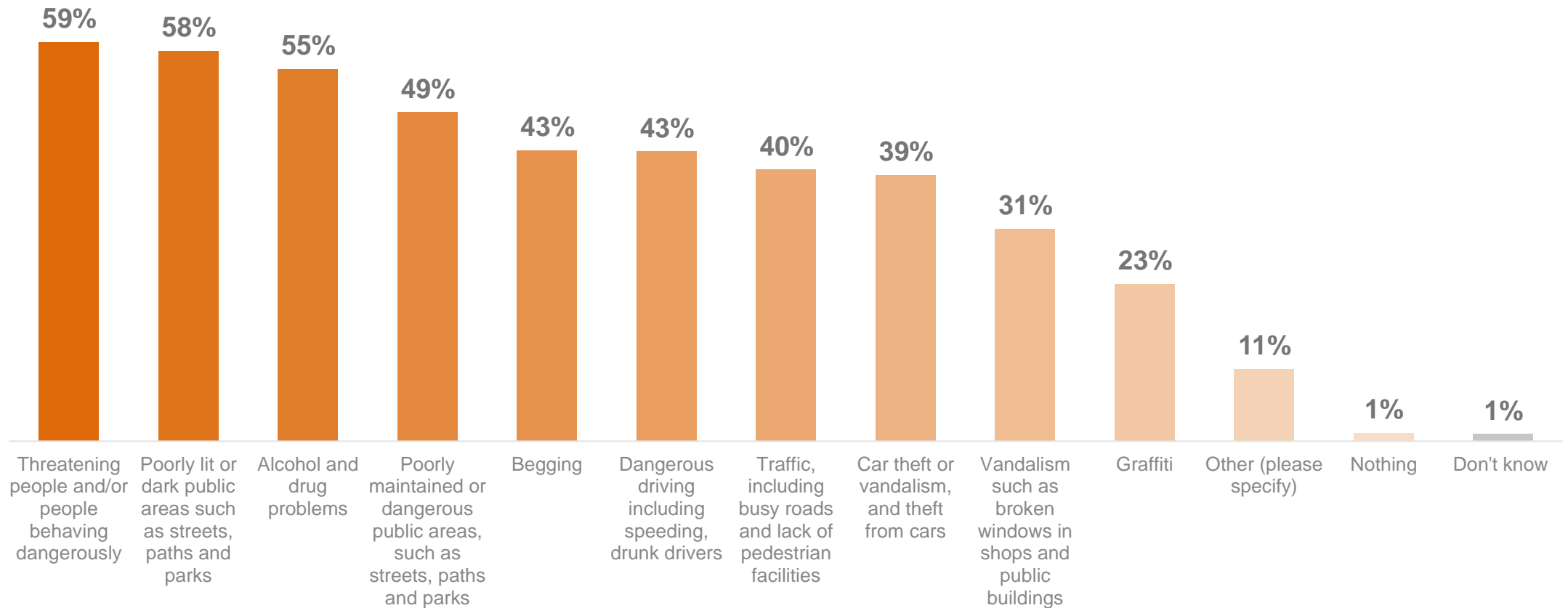


Base: all respondents (excluding 'don't know')

# Reasons for feeling unsafe



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

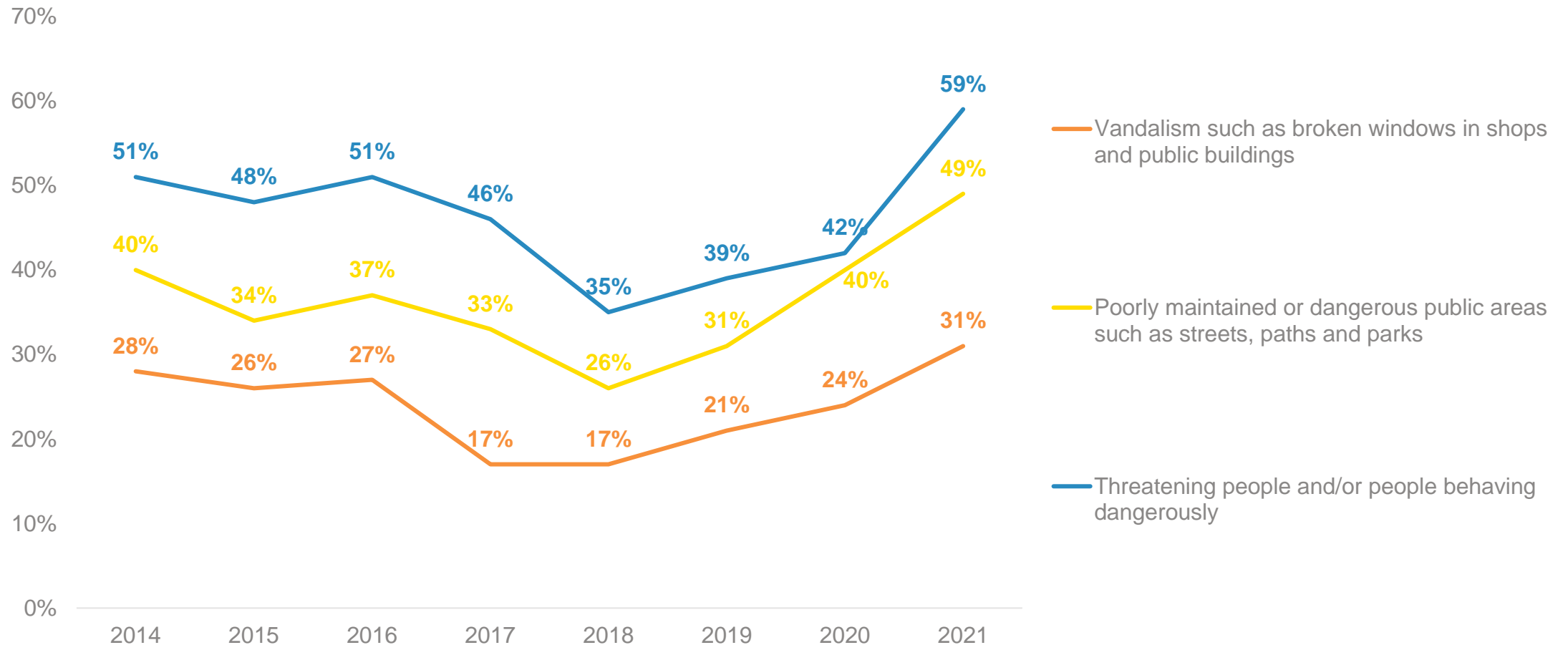




# Reasons for feeling unsafe – trends



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



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

# Healthy homes attributes

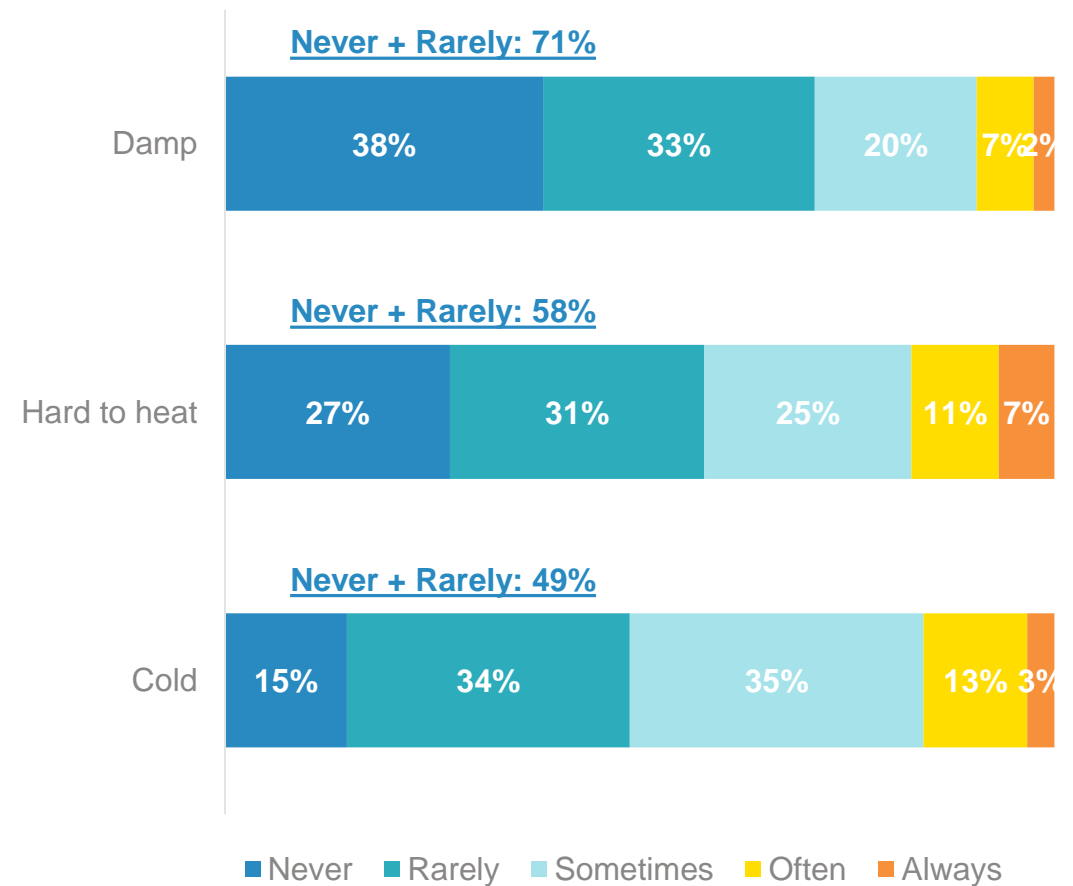
- Almost three quarters of respondents (71%) said their home was never or rarely damp.
- Over half said their home was never or rarely hard to heat (58%). While about half (49%) said their home was never or rarely cold.
- There has been some level of variability in this measure since tracking began,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

## Demographic differences

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



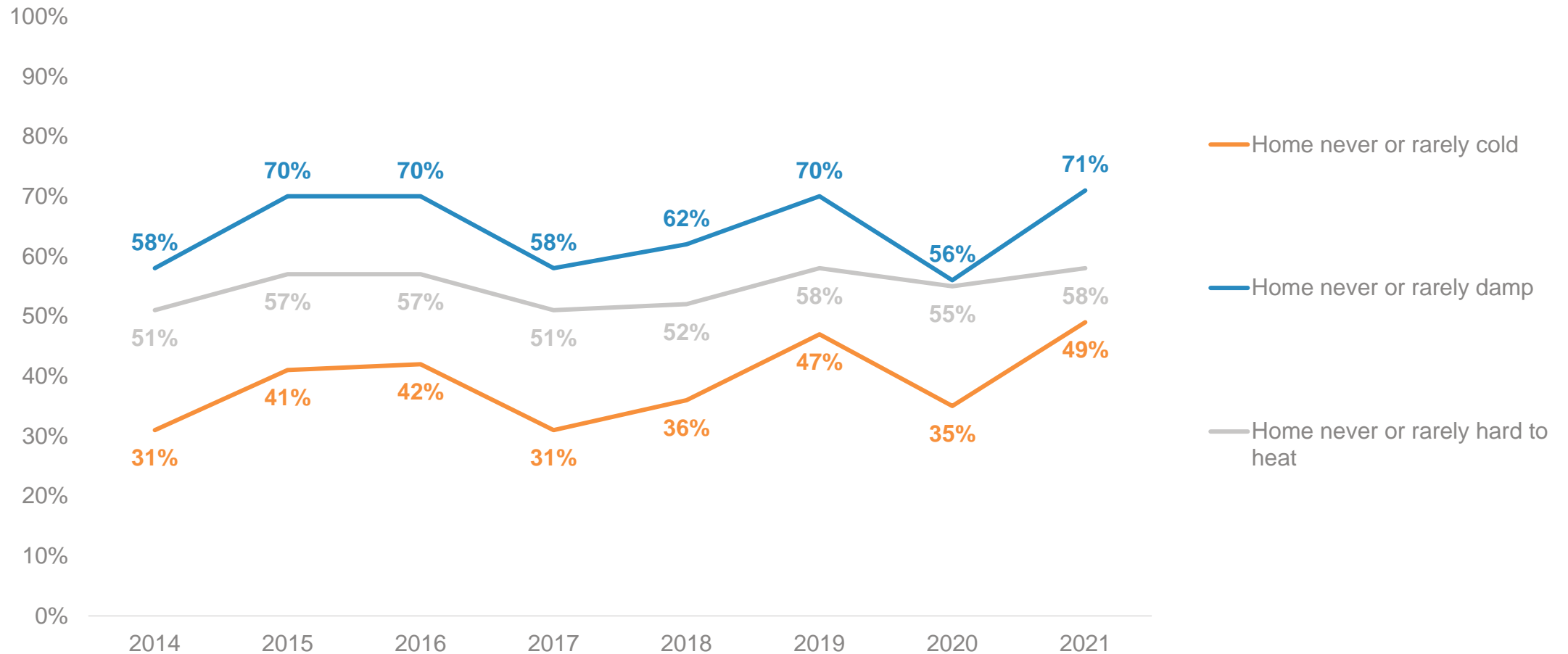
We are interested to learn the 'health' of homes in and around Wellington. Is your home



# Healthy homes attributes – tracking



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



# Home insulation

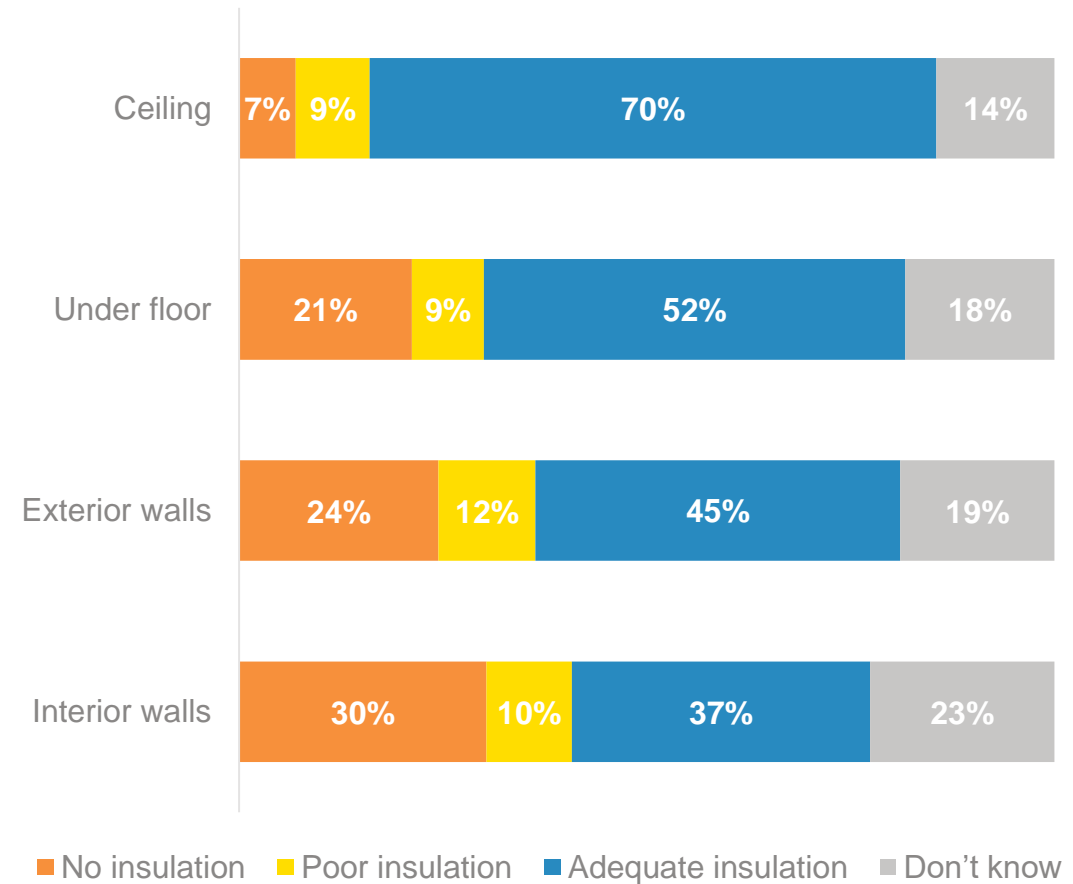
- Respondents were most likely to say they had adequate insulation in the ceiling of their home (70% reported this).
- Around half reported having adequate under floor insulation (52%) or insulation in their exterior walls (45%) and around a third (37%) said they had adequate insulation in their interior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

## Demographic differences

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



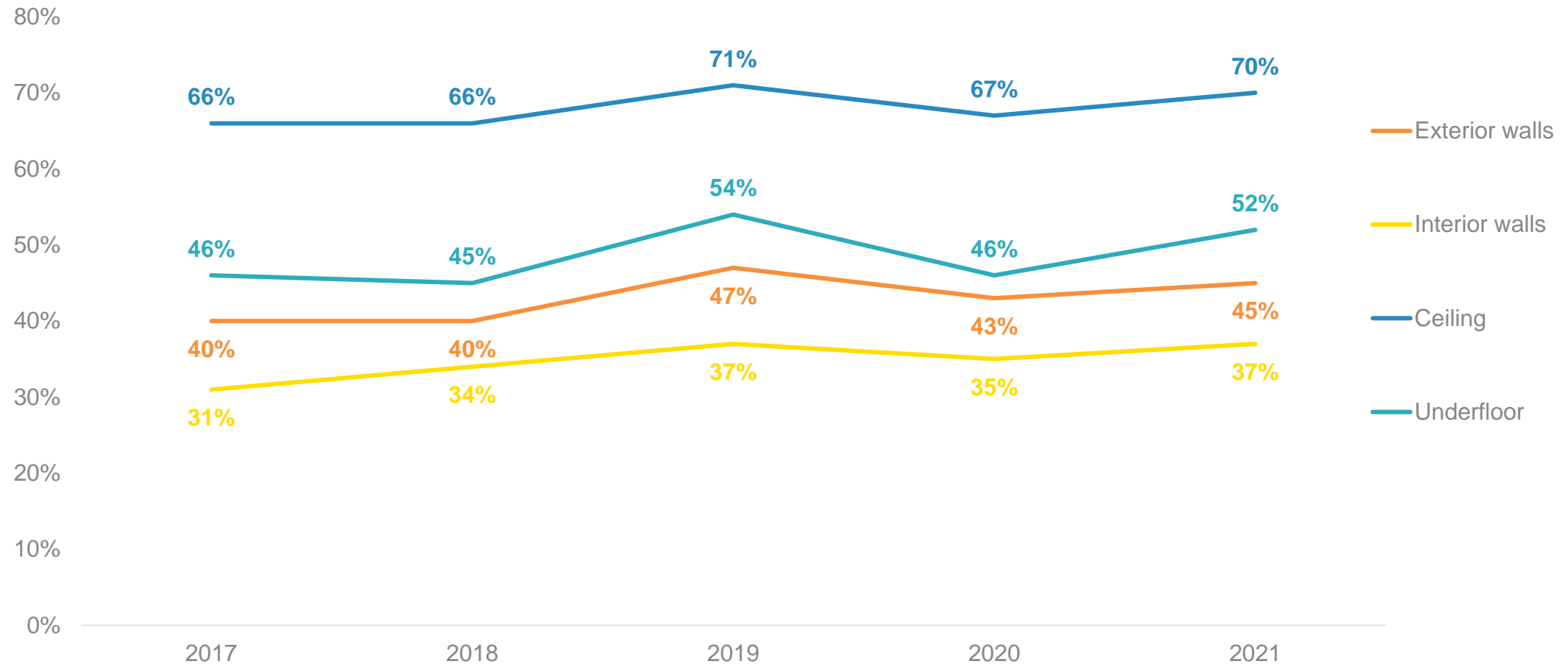
What level of insulation does your home have in the following areas:



# Home insulation – tracking



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



# Cultural Wellbeing

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# Arts and culture opportunities in Wellington

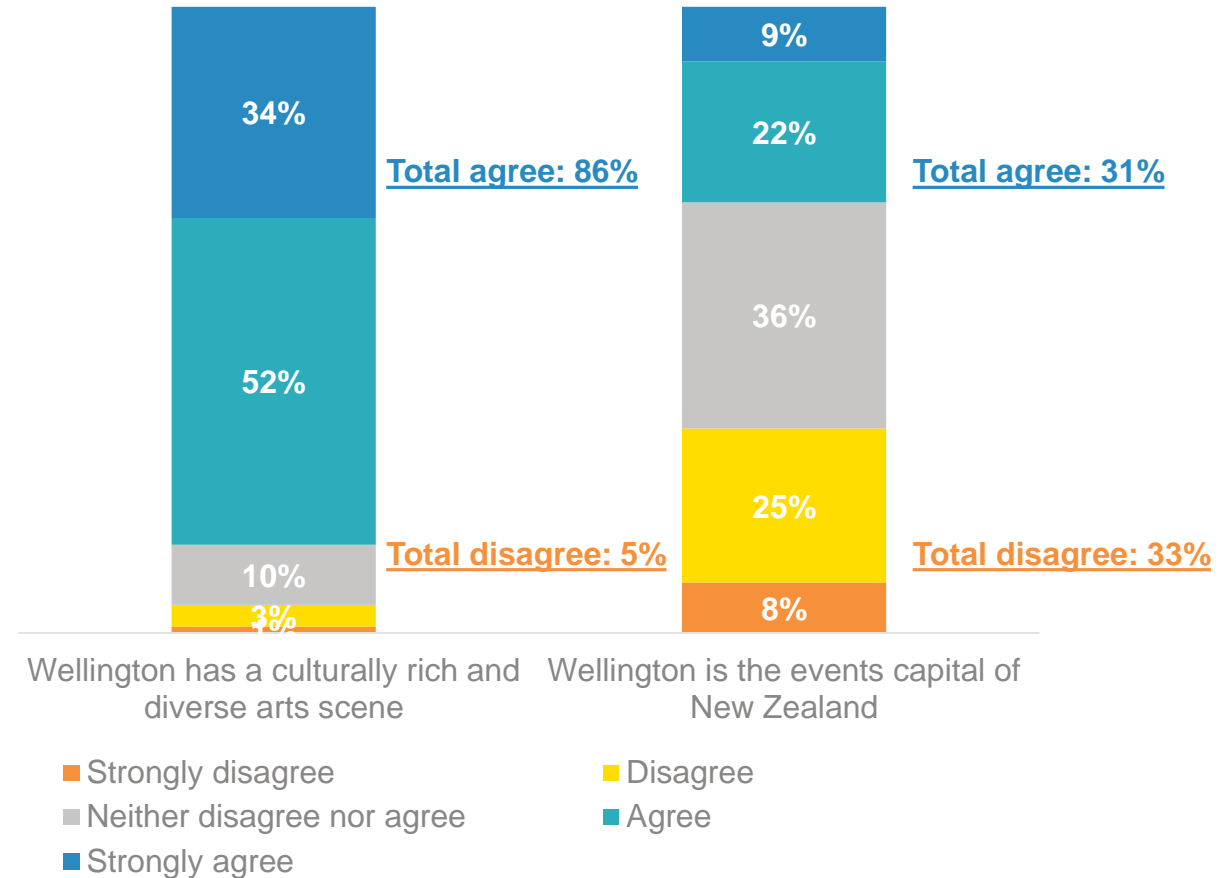


Thinking generally about opportunities for arts and culture in Wellington...  
Please rate your level of agreement with the following statements:

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

## Demographic differences

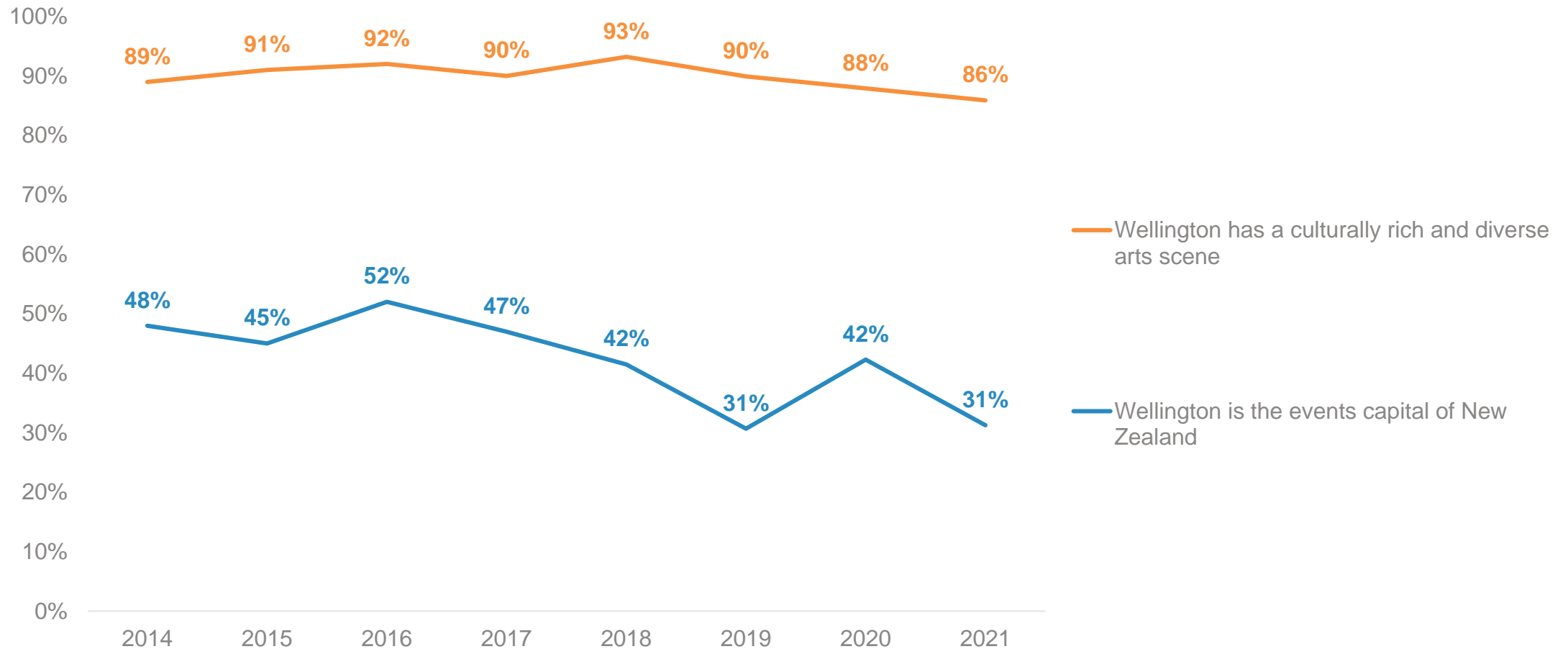
- There were no demographic differences for this question



# Arts and culture opportunities in Wellington – tracking



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



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



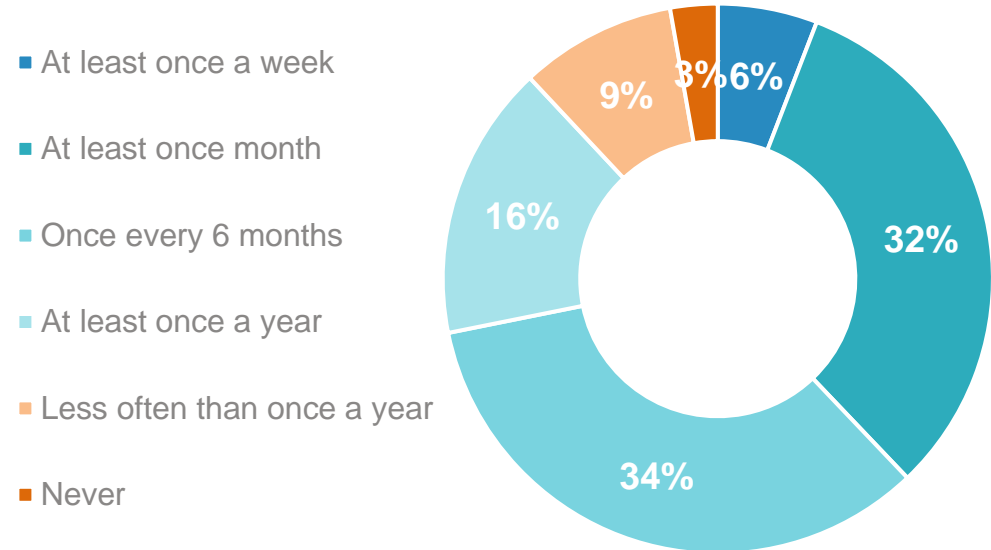
# Participation in cultural or arts activities

- Almost nine in ten respondents (88%) said they participated or engaged with a cultural or arts activity in Wellington at least yearly.
  - The majority of this group said they participated at least once a month (32%) or once every six months (34%).
- Participation has remained relatively steady compared to previous years.

## Demographic differences

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

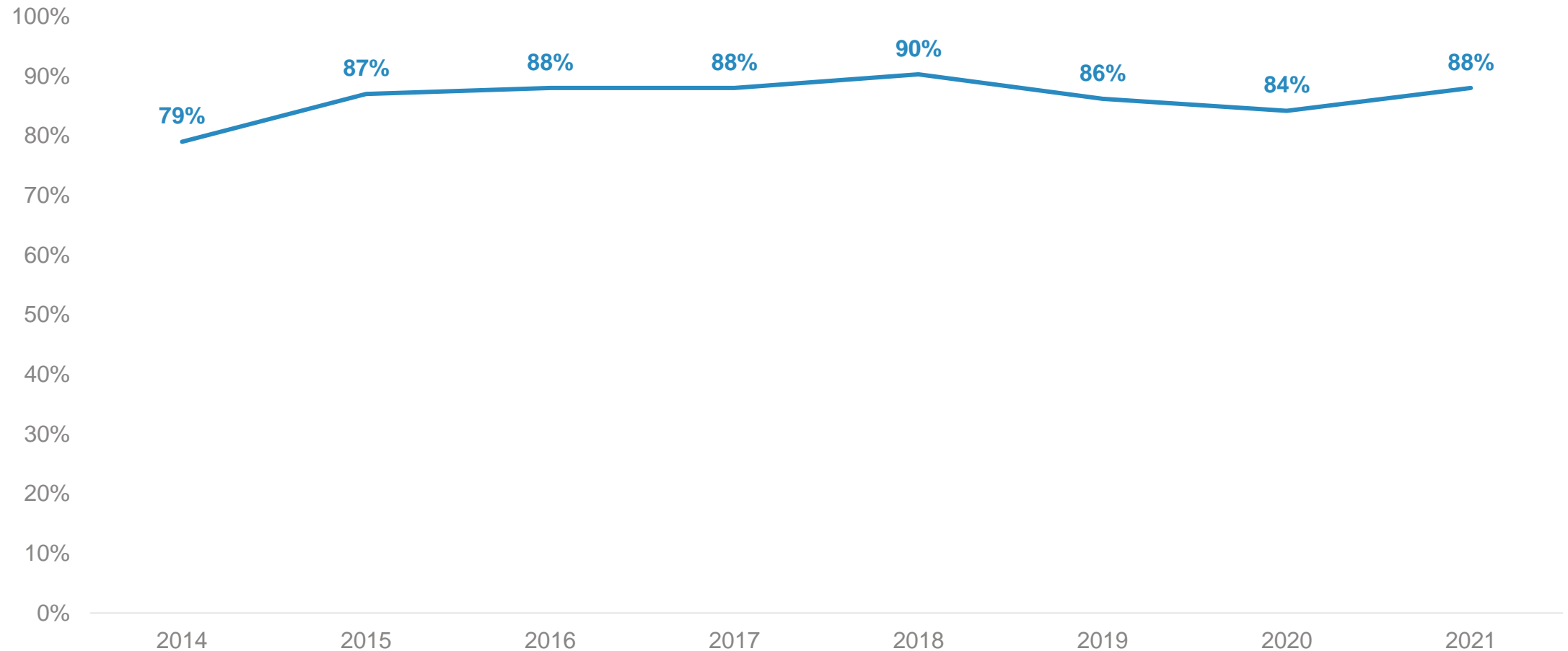
**?** | In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington?



# Participation in cultural or arts activities – tracking



*In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington? At least once a year*



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

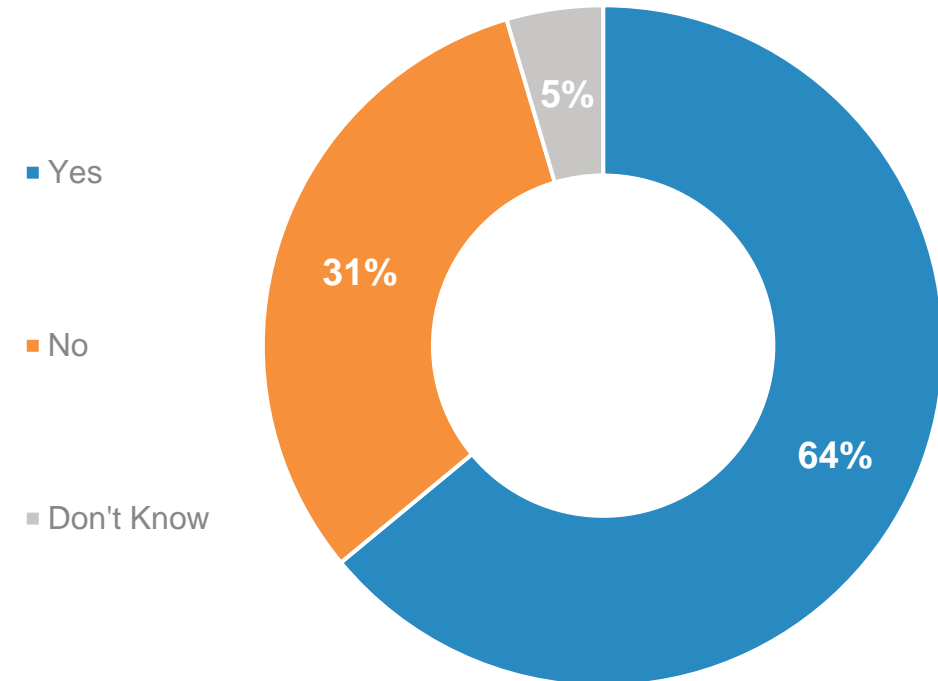
# Participation in a Council delivered arts and culture events

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

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

## Demographic differences

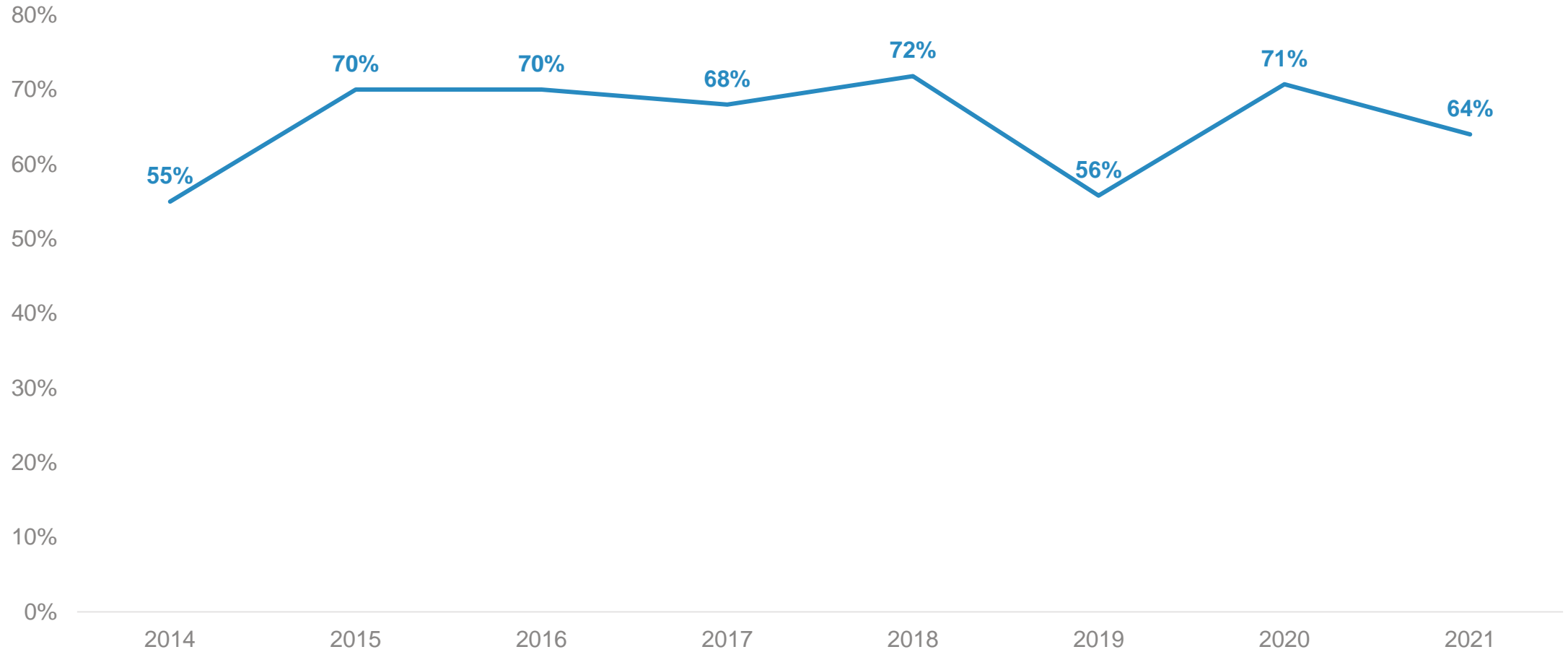
- Lambton Ward respondents were more likely to have attended a council delivered arts or cultural event in the past year (73%), the opposite was true for Northern Ward respondents (56%).
- Respondents aged under 45 were more likely to have attended compared to those 45 and over (74% vs 50%).
- Respondents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



# Participation in a Council delivered arts and culture events – tracking



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



Base: all respondents

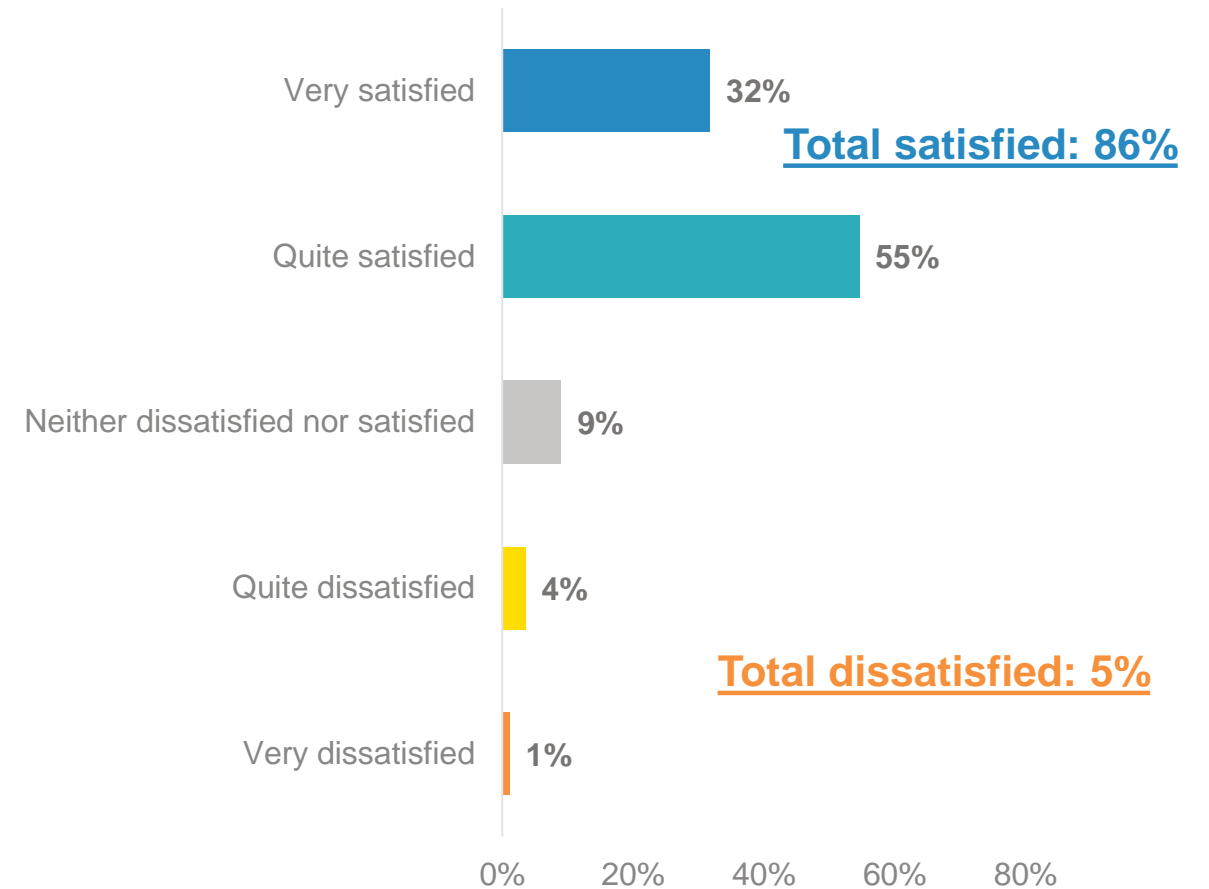
# Satisfaction with a Council delivered arts and culture event

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

## Demographic differences

- There were no demographic differences for this question.

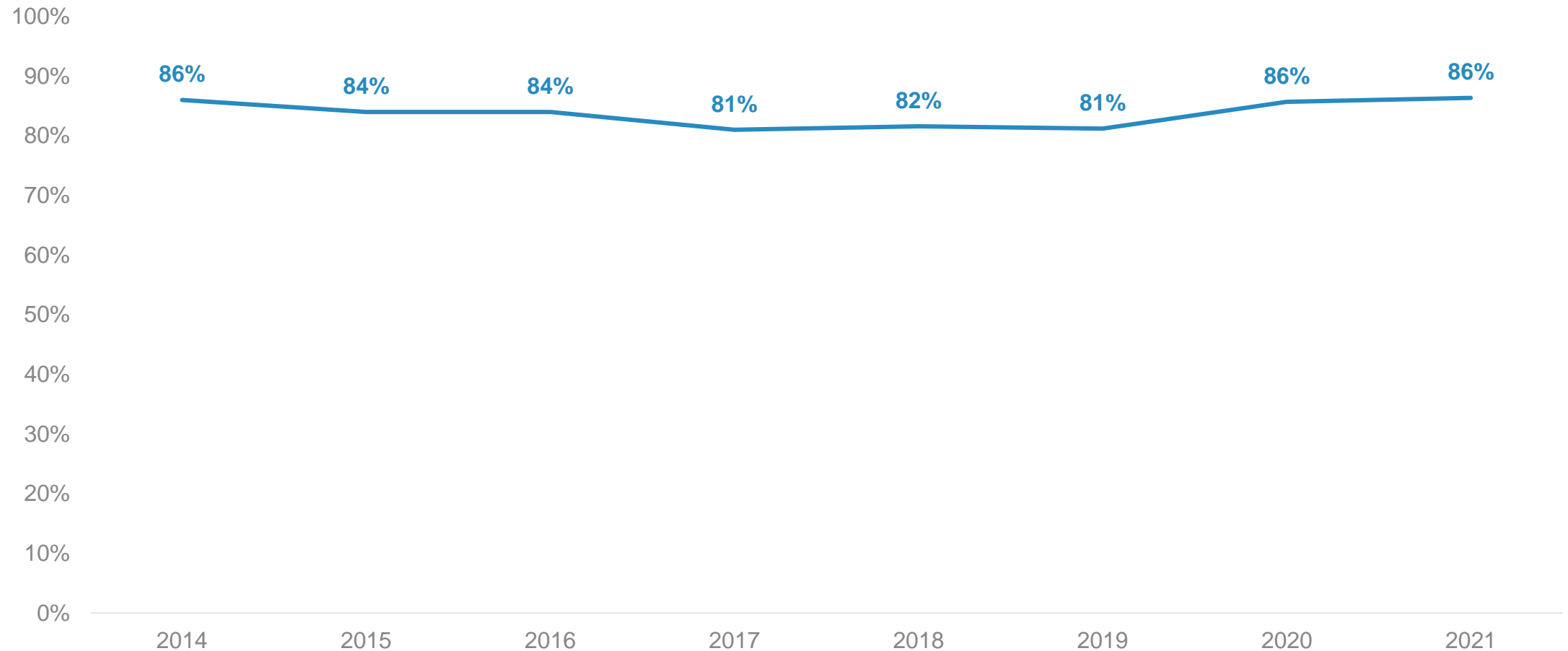
**?** Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



# Satisfaction with a Council delivered arts and culture event – tracking



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



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

# Māori culture in the city

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

## Demographic differences

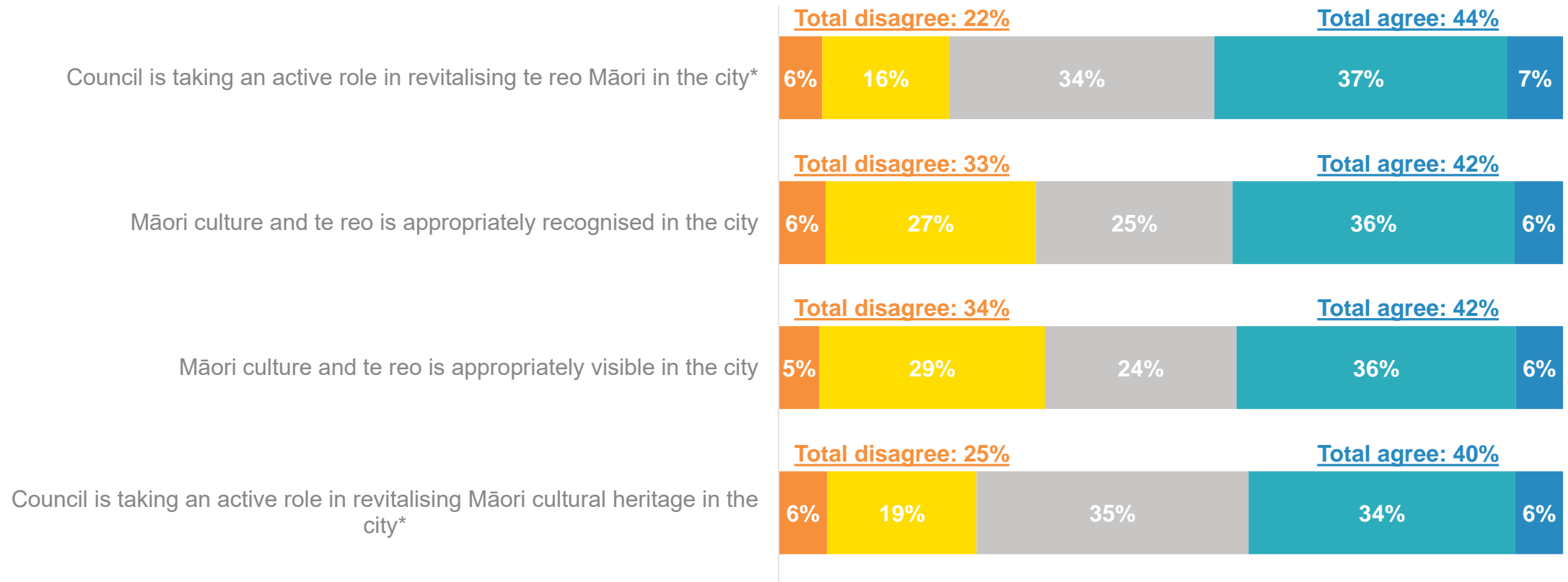
- Respondents aged 45 and over were more likely than those under 45 to agree that Māori culture and te reo are appropriately visible (47% vs 34%) and recognised (46% vs 34%). Respondents from the Northern Ward were also more likely to agree with both of these statements (51% and 50% respectively).
-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

# Māori culture in the city



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

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



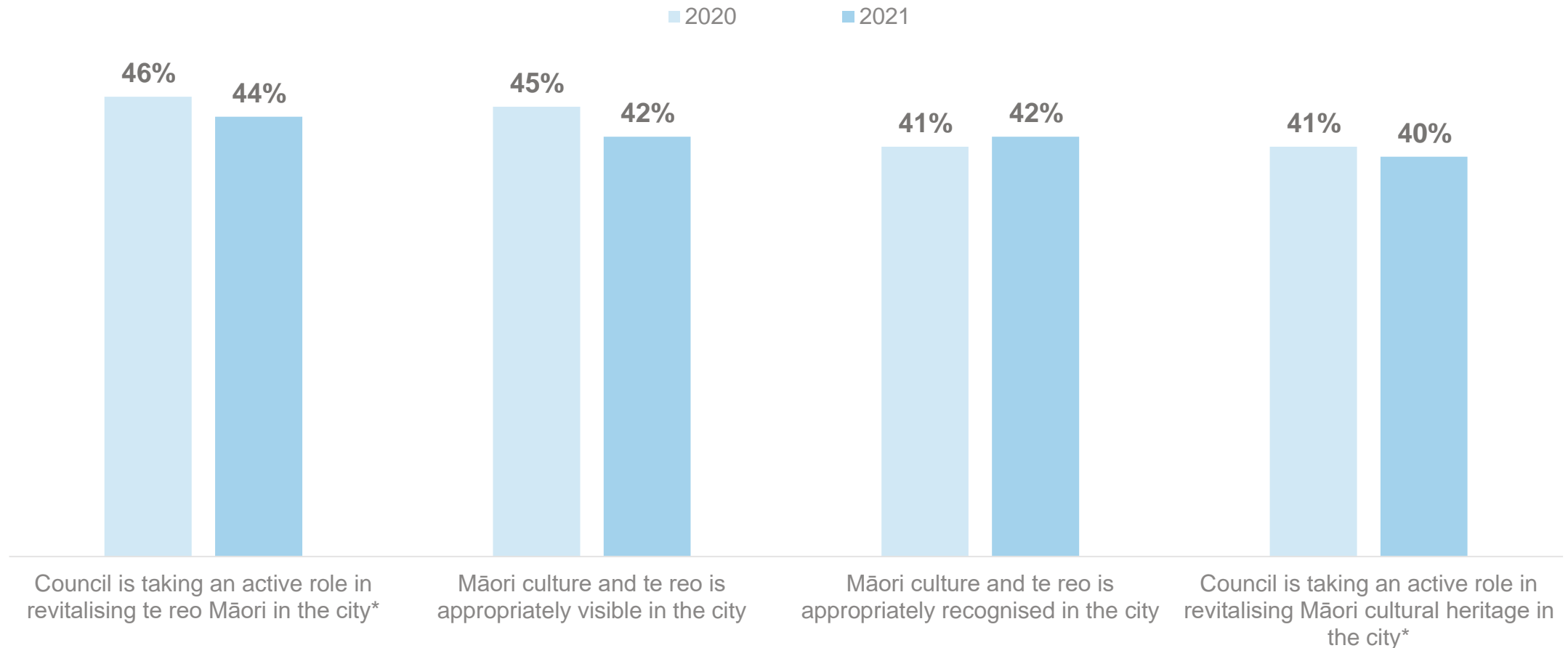
Base: all respondents (excluding 'don't know'); \*very high proportion of don't know responses (around 20%) which are excluded from analysis



# Wellington’s local identity and Māori culture – tracking



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



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

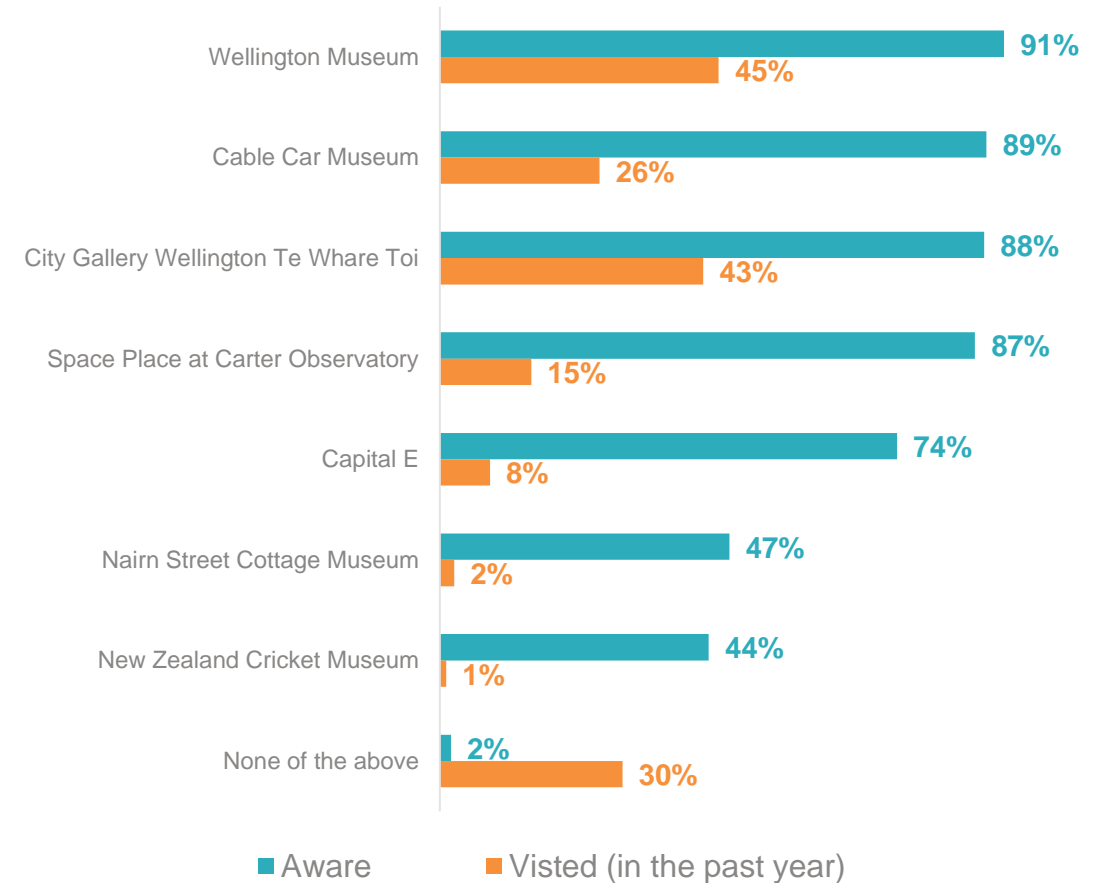
# Wellington museums and galleries awareness and visitation

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

## Demographic differences

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

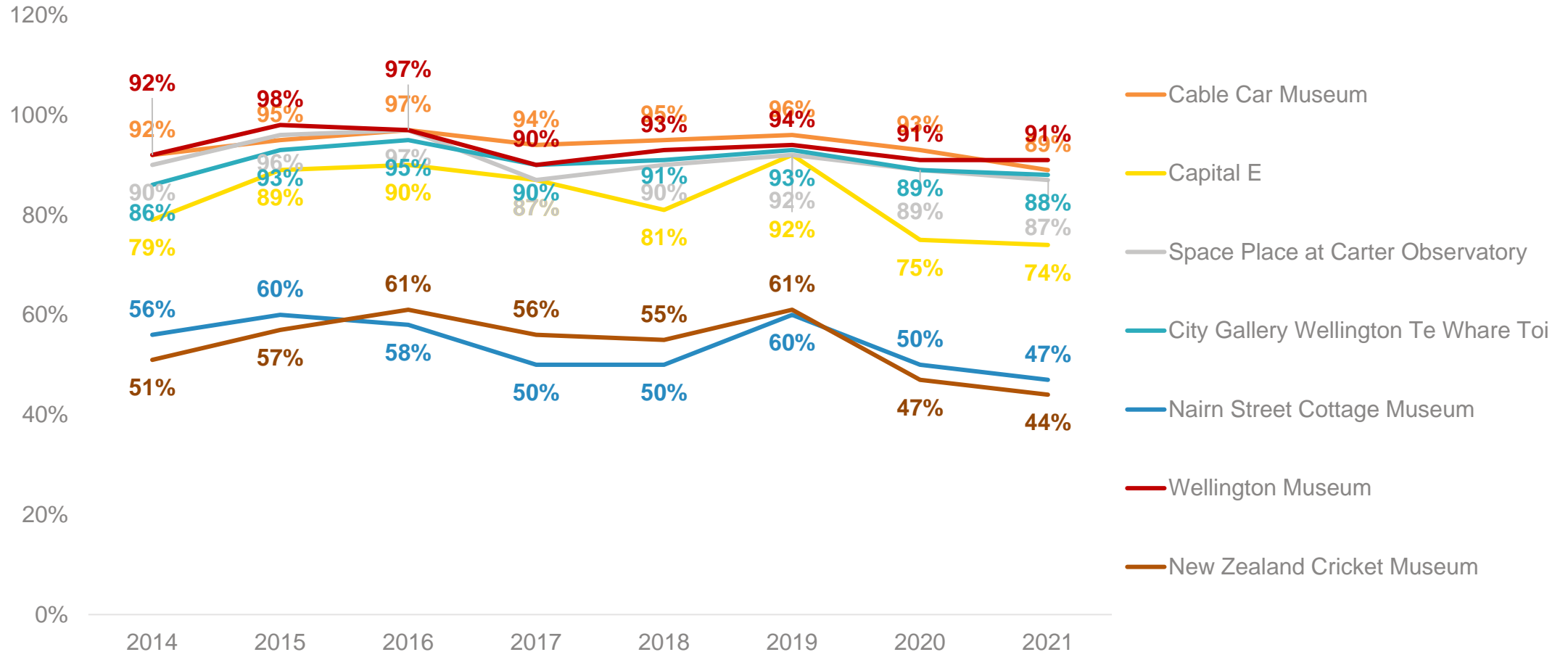
**?** Thinking now to museums and galleries in Wellington. Which of the following museums and galleries [are you aware of/have you been to in the last 12 months]?



# Wellington museums and galleries awareness – tracking



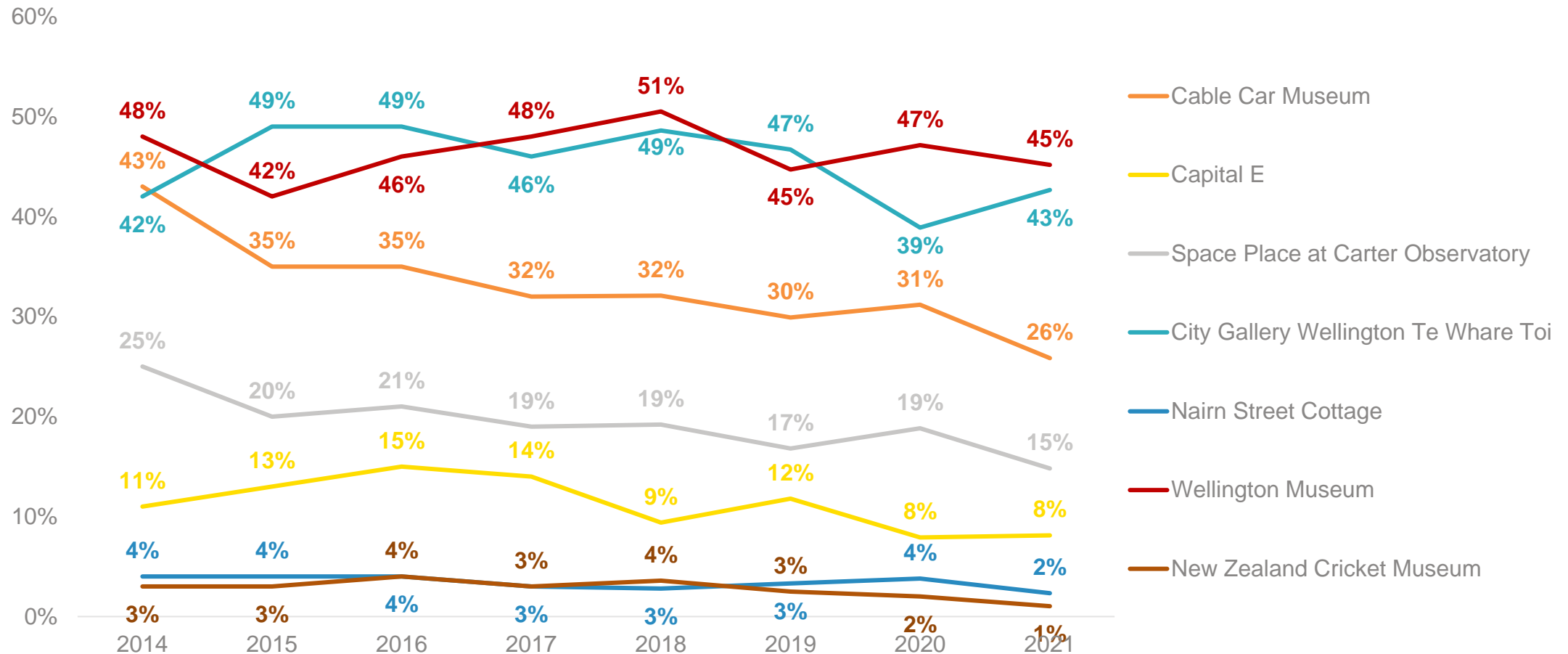
Thinking now to museums and galleries in Wellington. Which of the following museums and galleries are you aware of?



# Wellington museums and galleries visitation – tracking



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



# Wellington museums and galleries experience

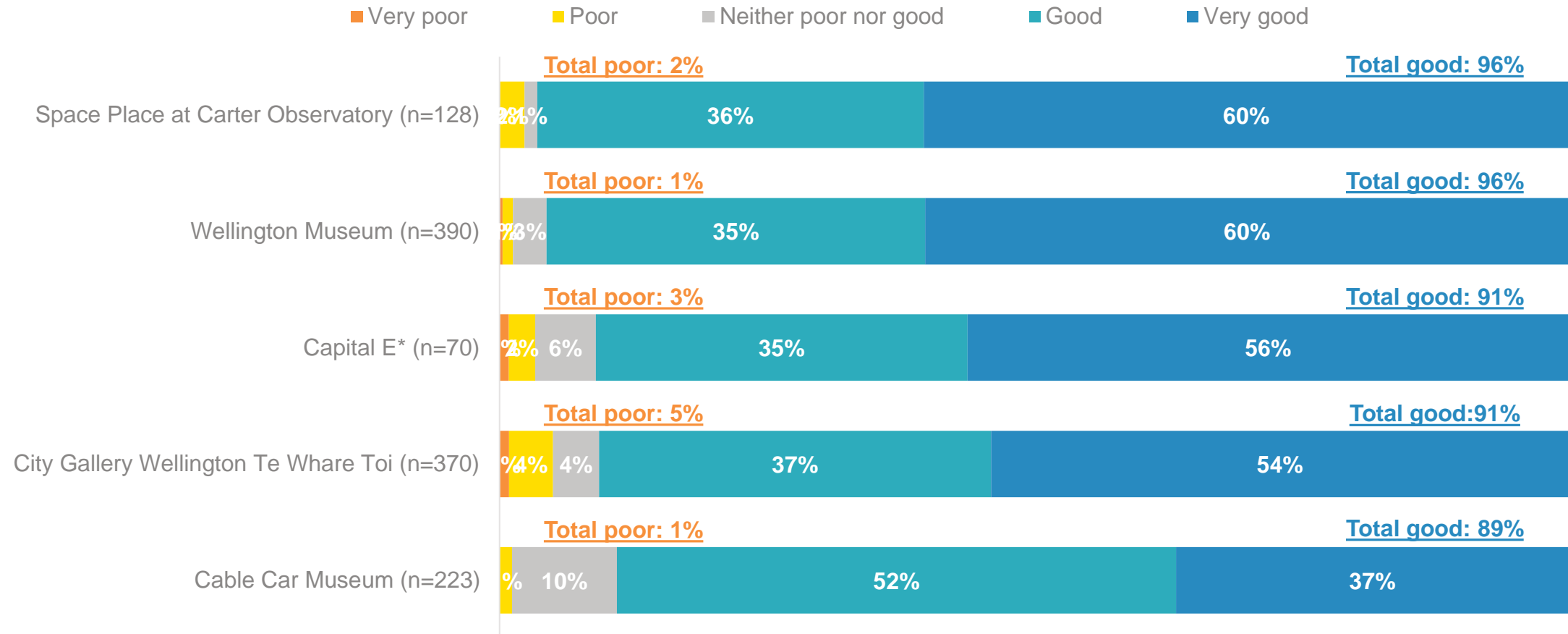
- Satisfaction was consistently high across the museums and galleries.
- Note: sample sizes of respondents that had visited some venues was too low to analyse (Nairn Street Cottage Museum and New Zealand Cricket Museum).
- Results were generally consistent with previous years.

## Demographic differences

- There were no demographic differences for this question.

# Wellington museums and galleries experience

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

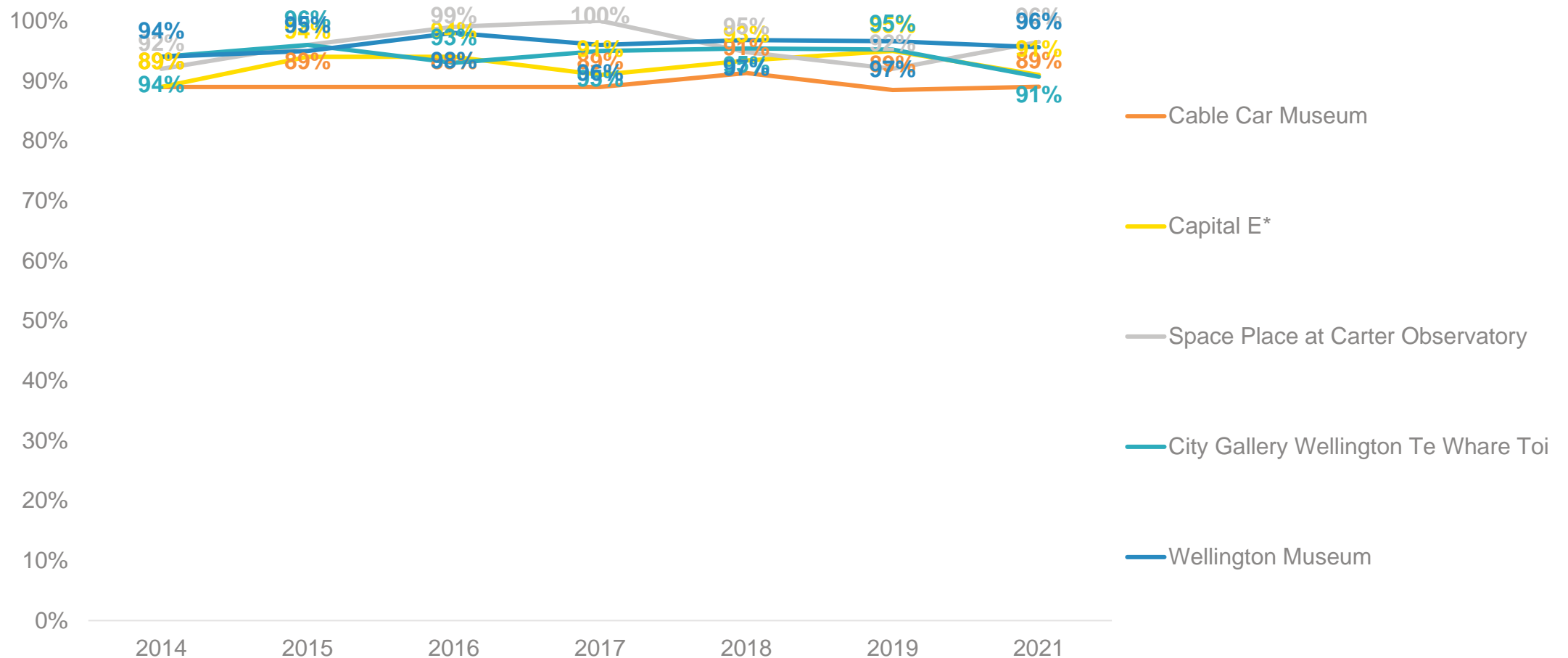


Base: respondents who visited each museum/gallery (excluding 'don't know'); \*low sample size, results indicative only  
 Nairn Street Cottage Museum and New Zealand Cricket Museum not included as sample size too low (<30)

# Wellington museums and galleries experience



Please rate your overall experience at... Total good



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

# Recreation

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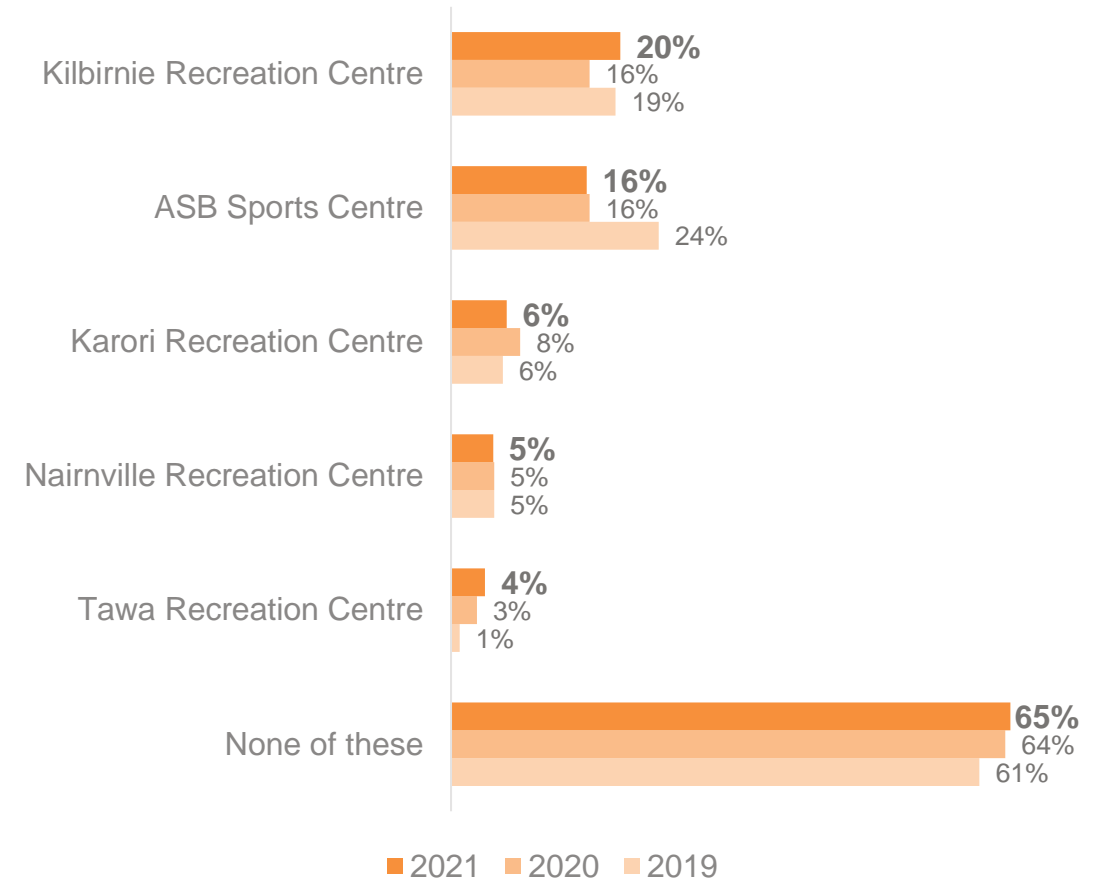
# Sport and recreation facilities usage

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

## Demographic differences

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

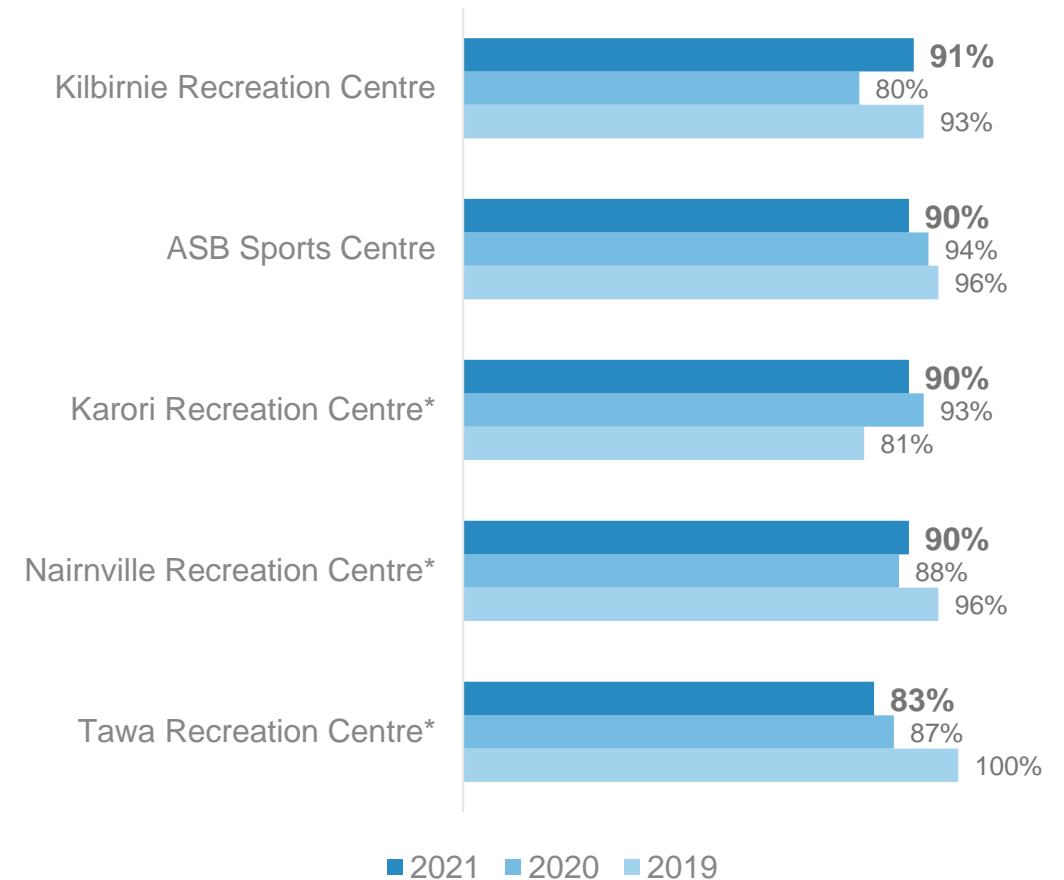
**?** Have you used any of the following Wellington City Council recreation facilities?



# Sport and recreation facilities satisfaction

- Respondents who had used each facility were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends or demographic differences given the relatively low sample sizes for this question (as low as n=32 for Tawa and n=172 for Kilbirnie).

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



Base: respondents who had used each facility (excluding 'don't know') (n=32-172); \*small sample size, indicative results only

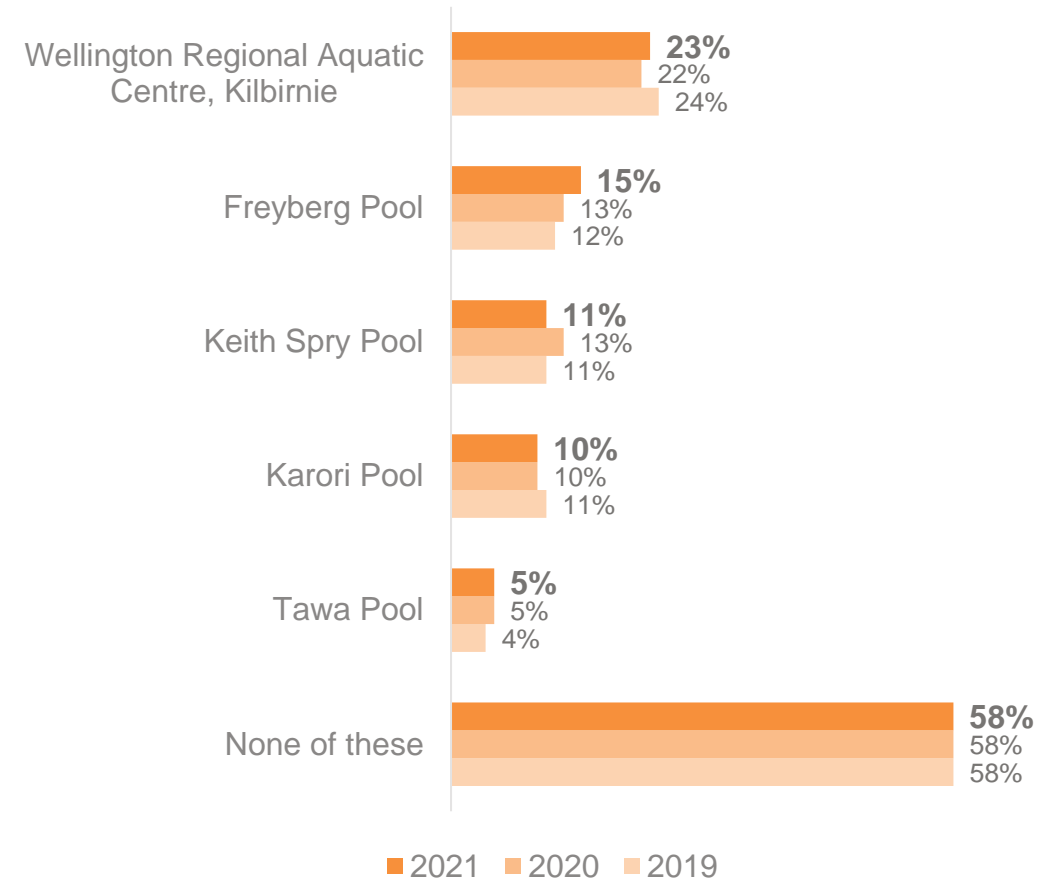
# Wellington City Council pool usage

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

## Demographic differences

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

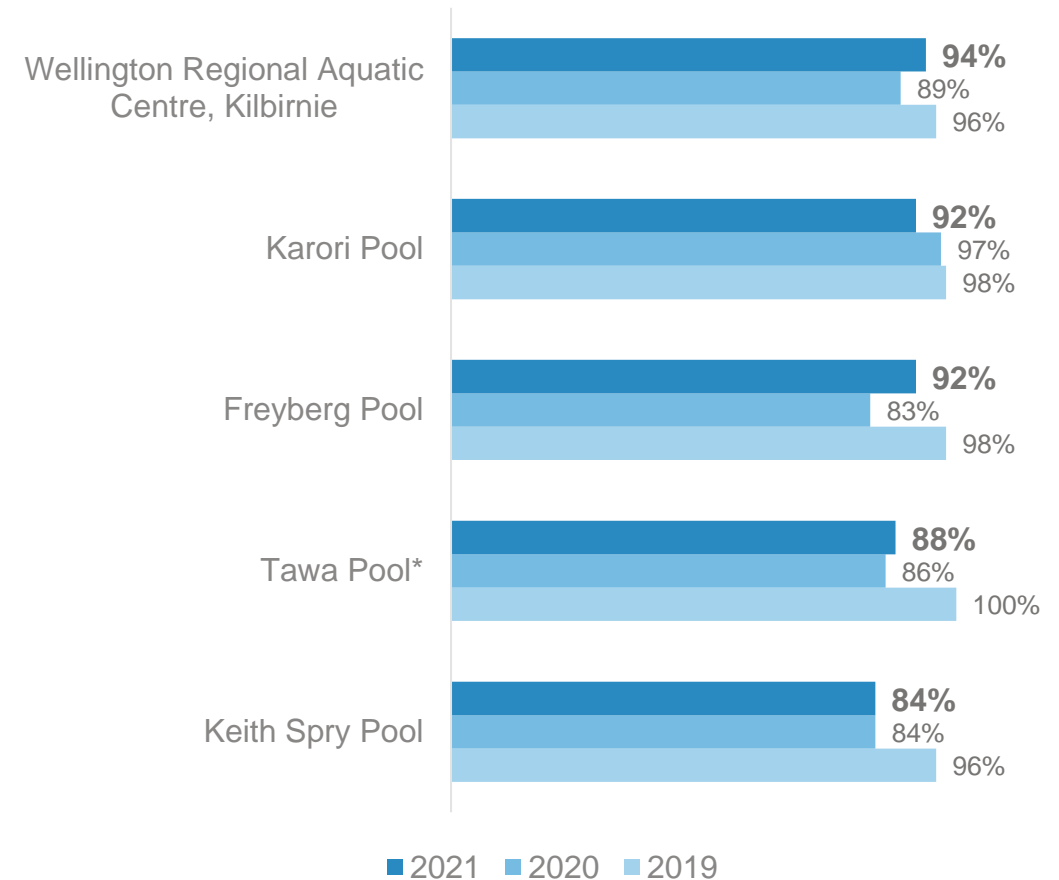
**?** Over the past 12 months, have you used any of the following Wellington City Council pools?



# Wellington City Council pool satisfaction

- Respondents who had used each pool were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends or demographic differences given the relatively low sample sizes for this question (as low as n=32 for Tawa and n=195 for Wellington Regional Aquatic Centre).

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



Base: respondents who had used each pool (excluding 'don't know') (n=45-195); \*small sample size, indicative results only

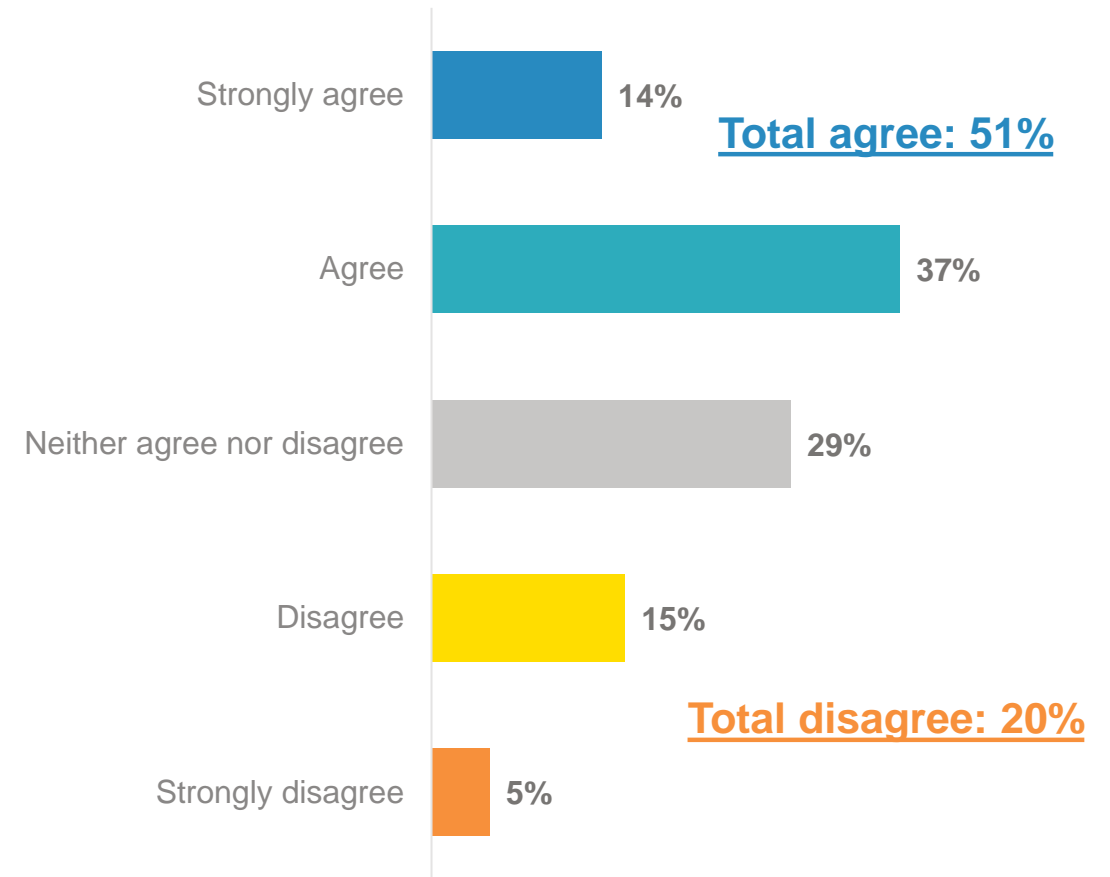
# Wellington City Council pool affordability

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

- About half of respondents (51%) agreed that pool admission charges were affordable.
- One in five disagreed and 29% were neutral.
- This result is steady compared to 2020 – 55% agree; 18% disagreed in 2020.

## Demographic differences

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

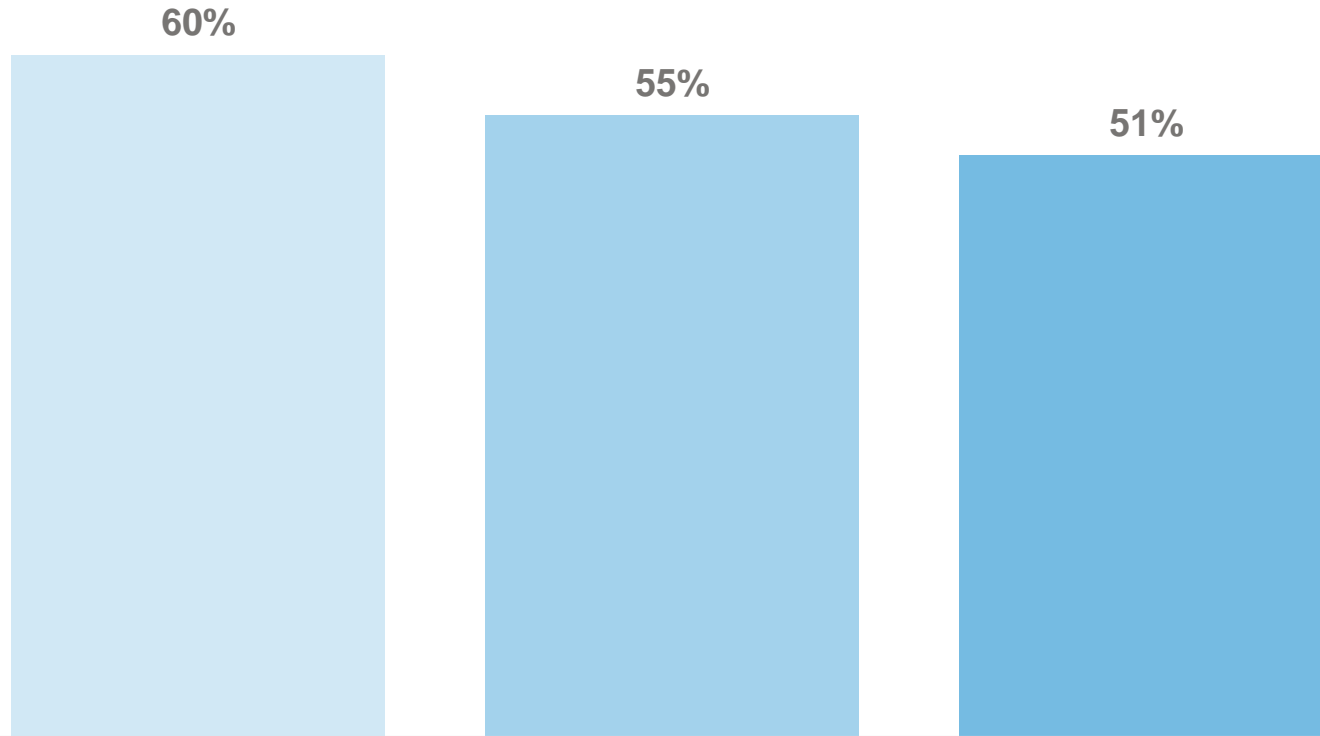


# Wellington City Council pool affordability – tracking



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

2019 2020 2021



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

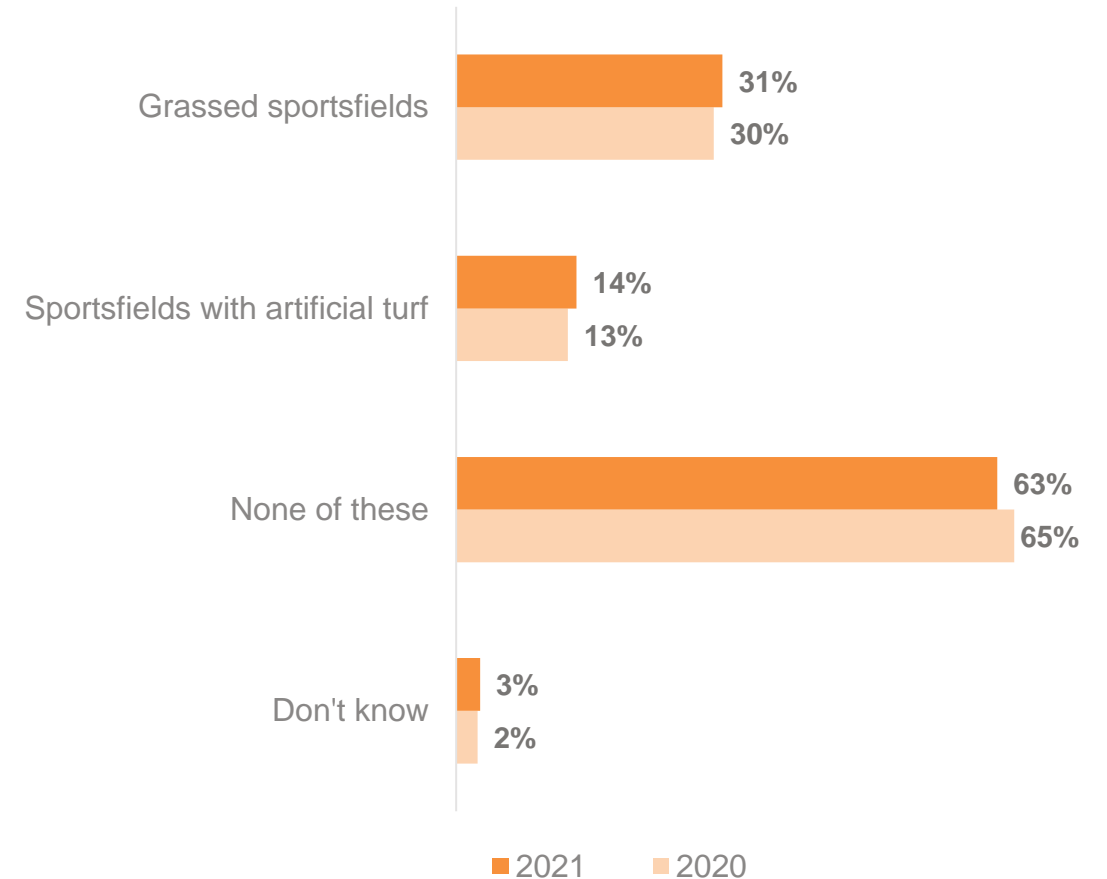
# Wellington City Council sportsground usage

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

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

### Demographic differences

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



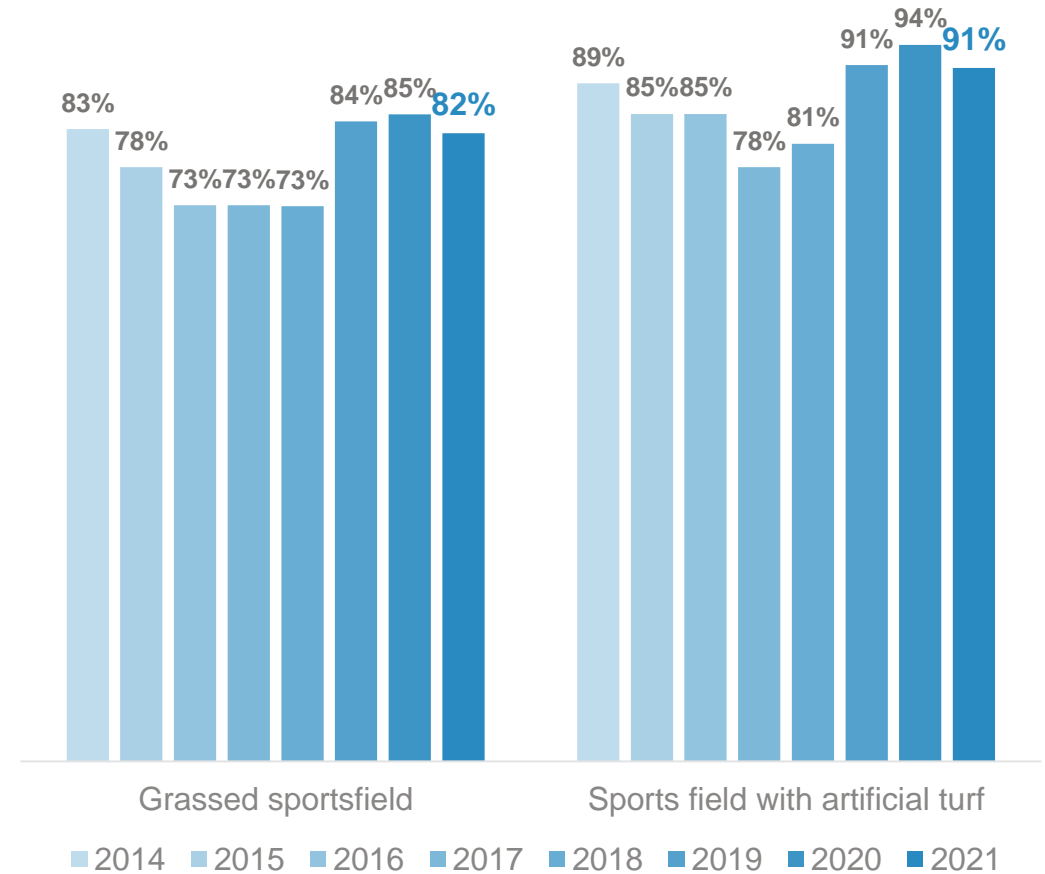
# Wellington City Council sportsground satisfaction

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

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

### Demographic differences

- There were no demographic differences for this question.



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



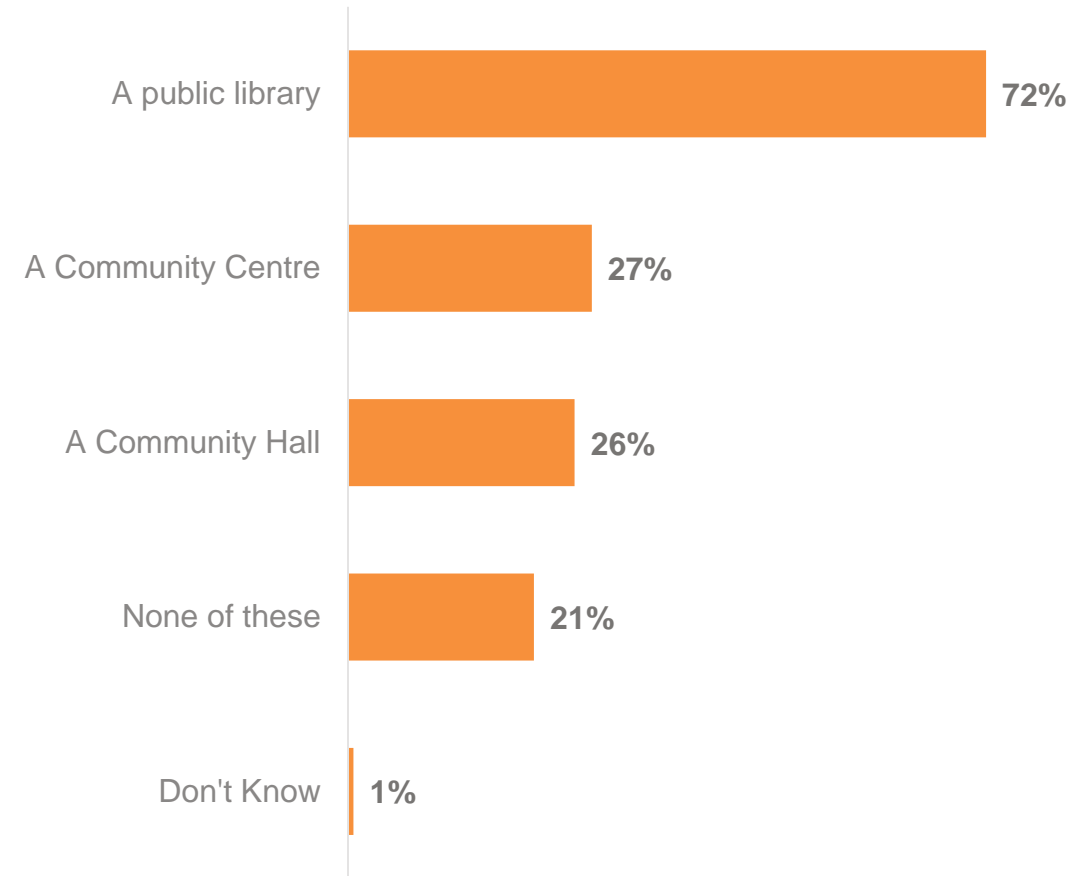
# Wellington City Council community facilities usage

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

## Demographic differences

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

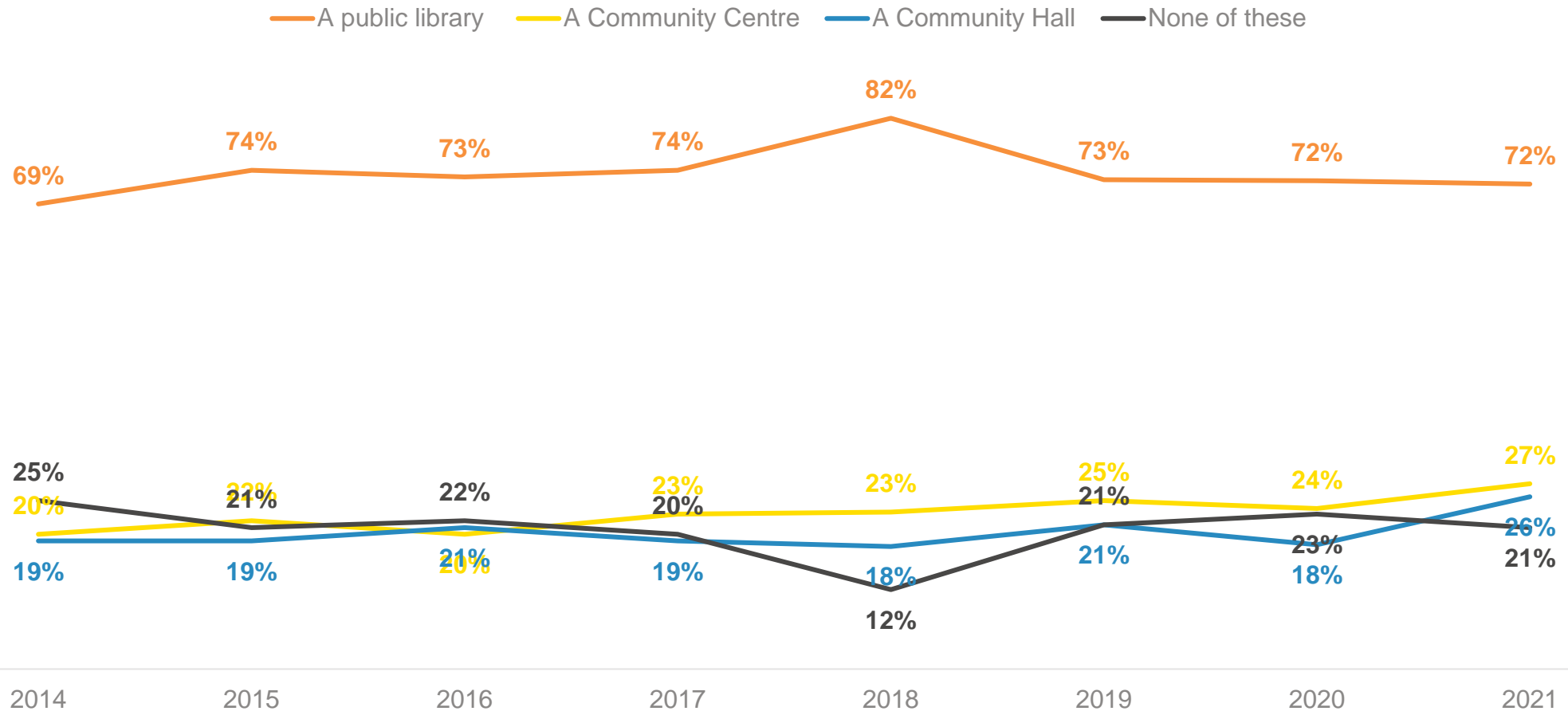
**?** | Have you used or physically visited any of the following Wellington City Council community facilities in the past 12 months?



# Wellington City Council community facilities usage – tracking



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



# Library usage frequency (among library users)

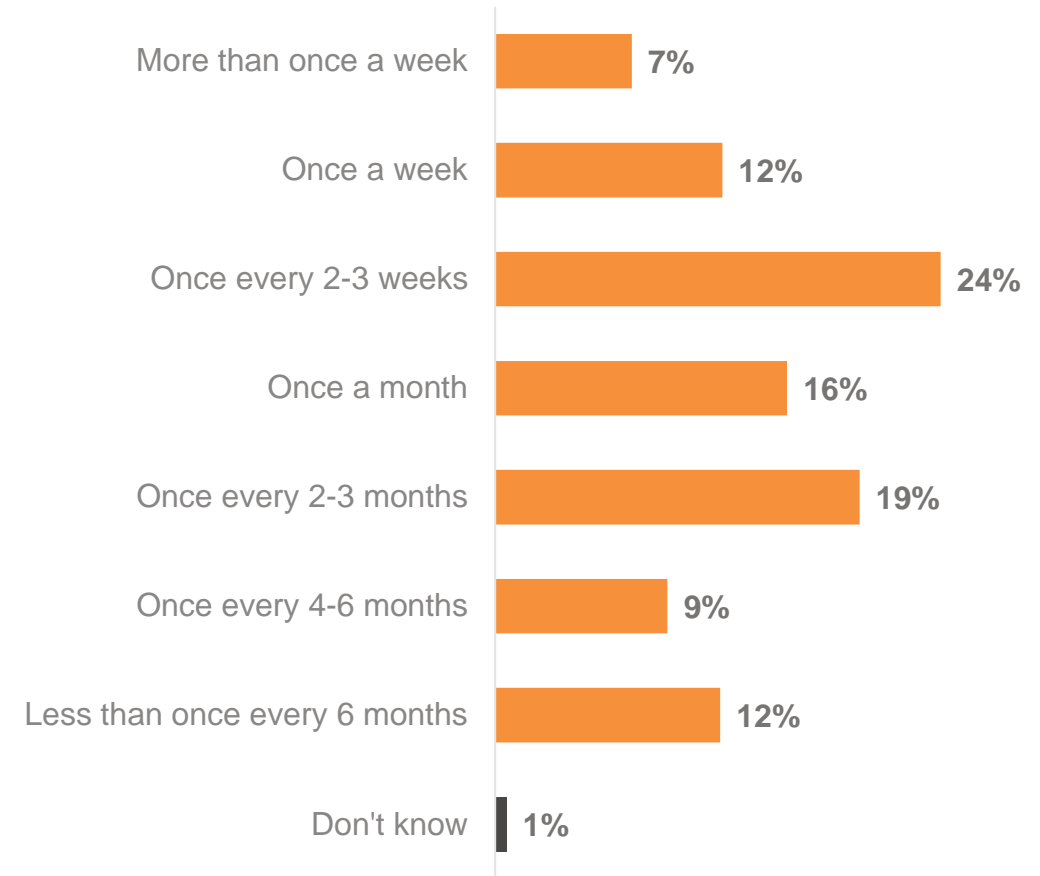
- Among respondents who had visited the library at all in the past year, around one in five said they did so weekly on average.
- More than half of library users said they visited monthly or more on average (59%) – this visitation frequency has remained steady compared to 2020.

## Demographic differences

- There were no demographic differences for this question.



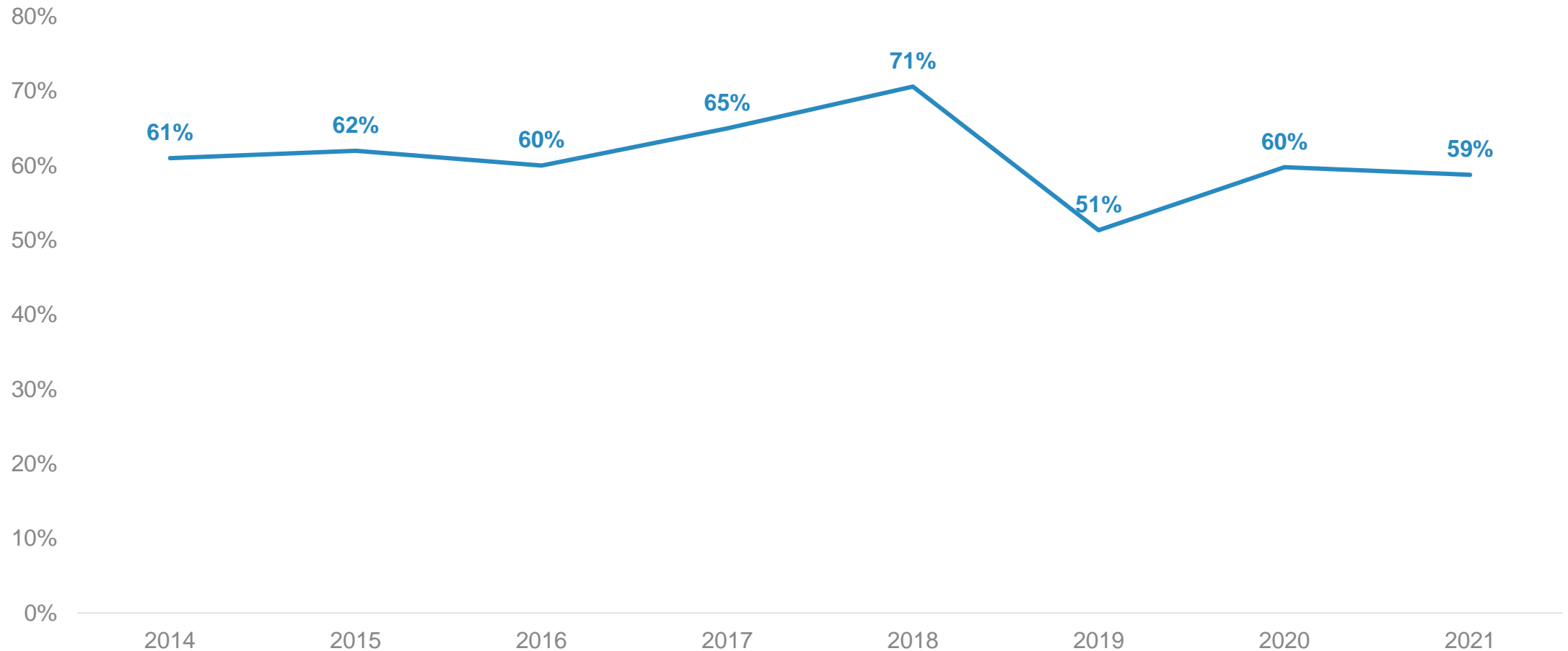
On average, how often would you use or visit a Wellington City Council library?



# Library usage frequency (among library users) – tracking



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



Base: Respondents who had used a public library in the past 12 months (n=624)

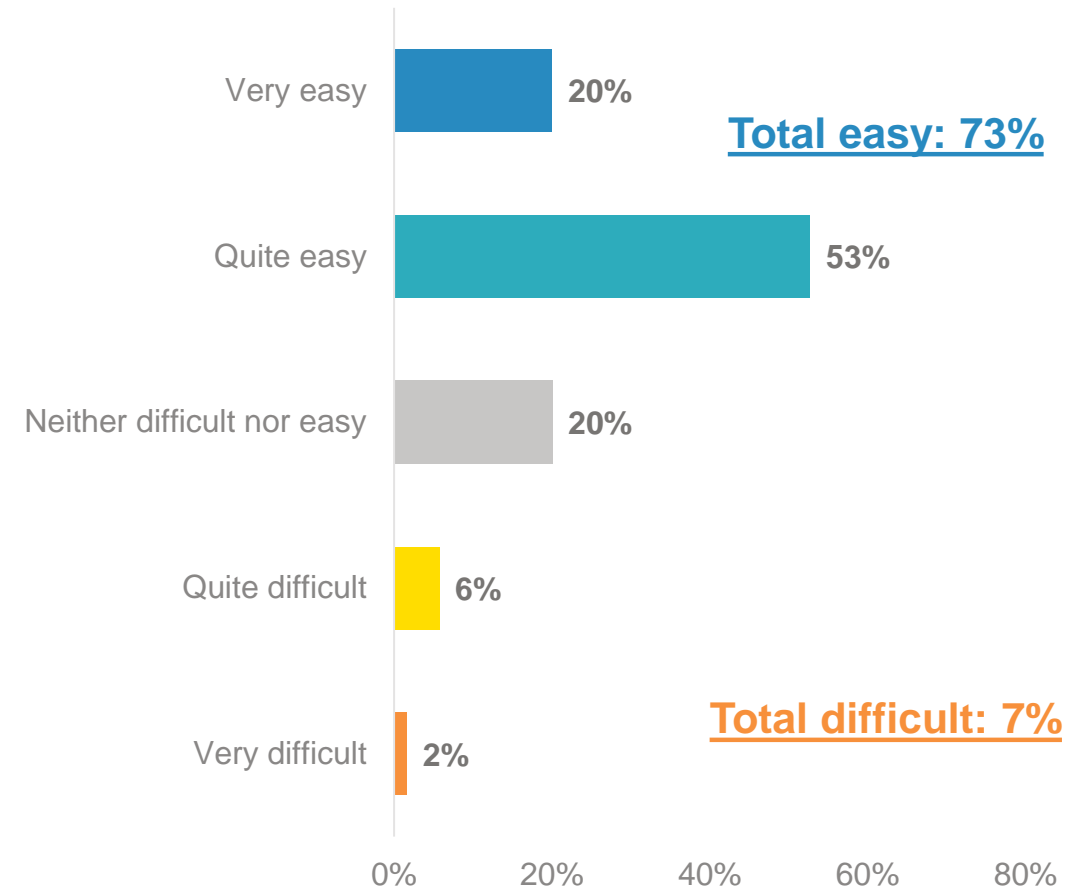
# Access to Wellington City Council facilities and programmes

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

## Demographic differences

- There were no demographic differences for this question.

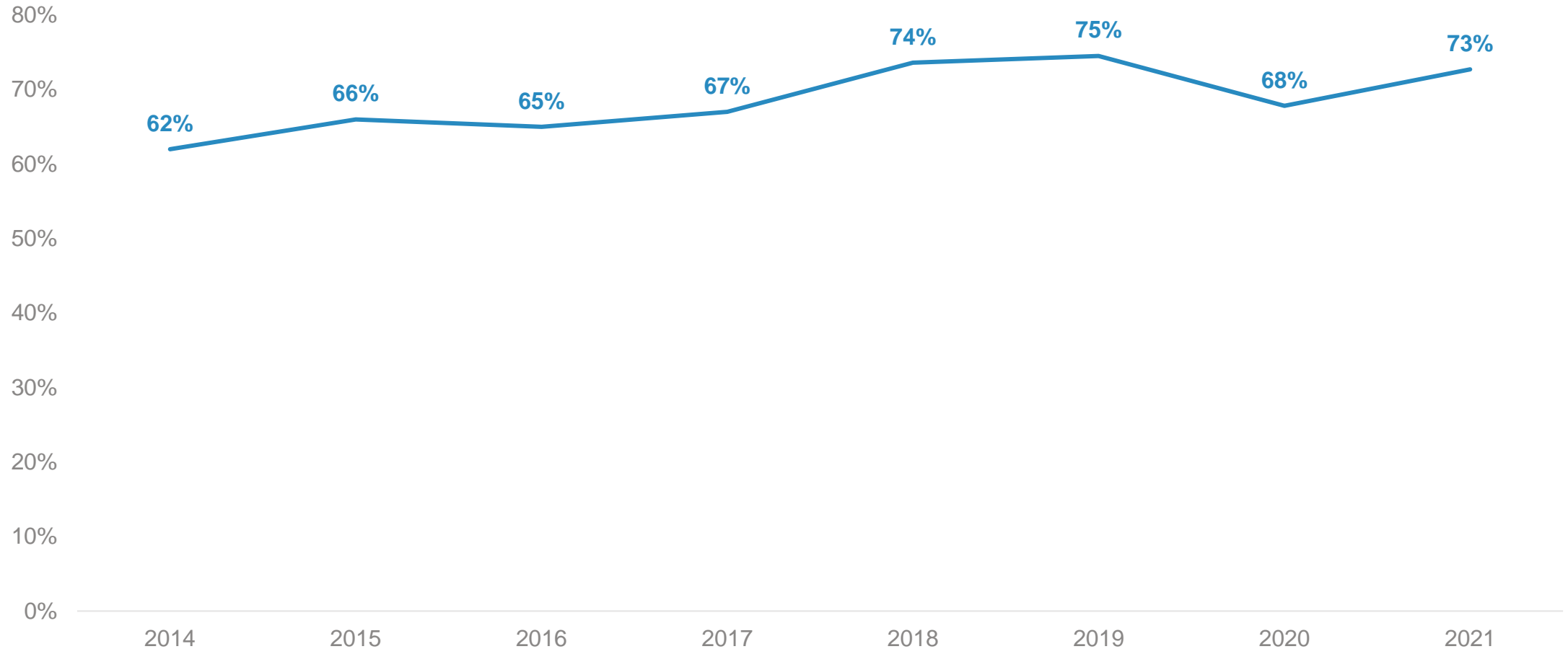
**?** In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



# Access to Wellington City Council facilities and programmes – tracking



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



*Base: all respondents (excluding 'don't know'); high proportion of don't know responses (18% in 2021) which are excluded from analysis*

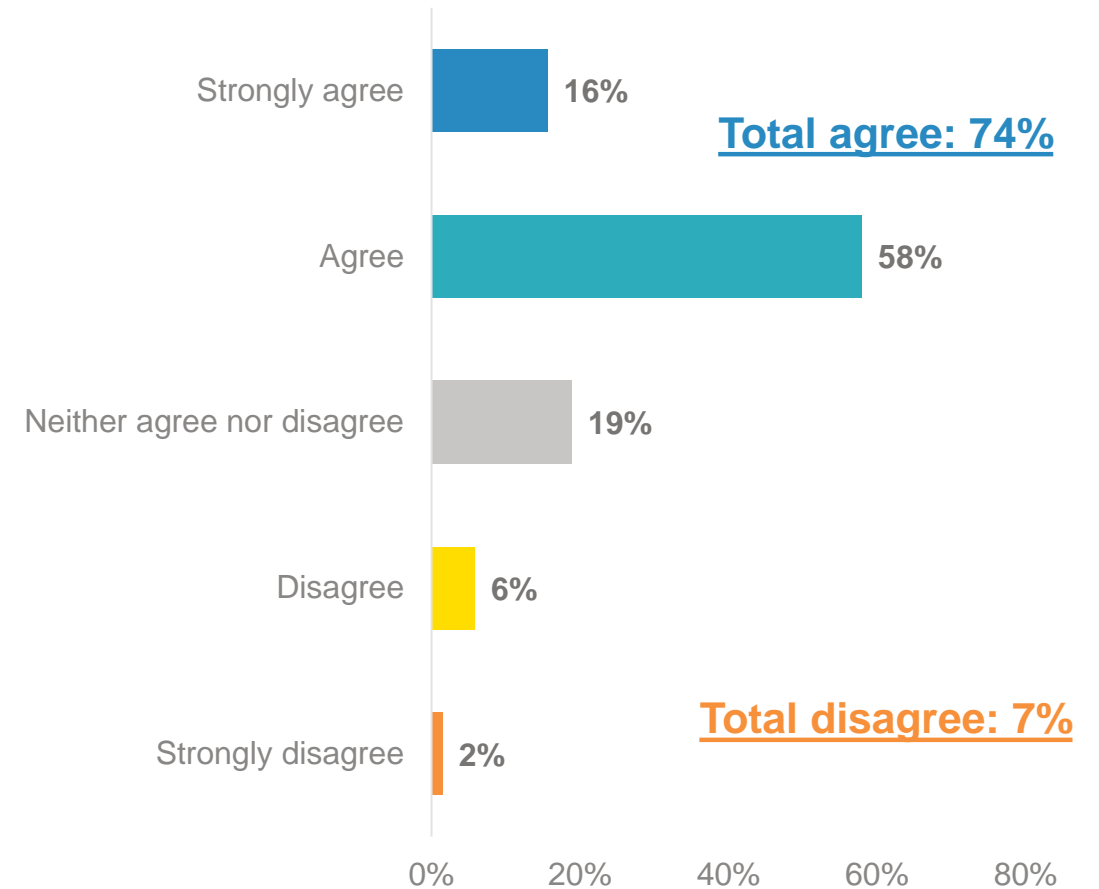
# Wide range of recreational facilities

- Almost three quarters (74%) of respondents agreed that Wellington offers a wide range of recreational activities.
- Less than one in ten disagreed with this statement.
- Agreement with this statement has trended down over the last few years with 85% agreeing in 2017. However, there was no real change compared to 2020.

## Demographic differences

- There were no demographic differences for this question.

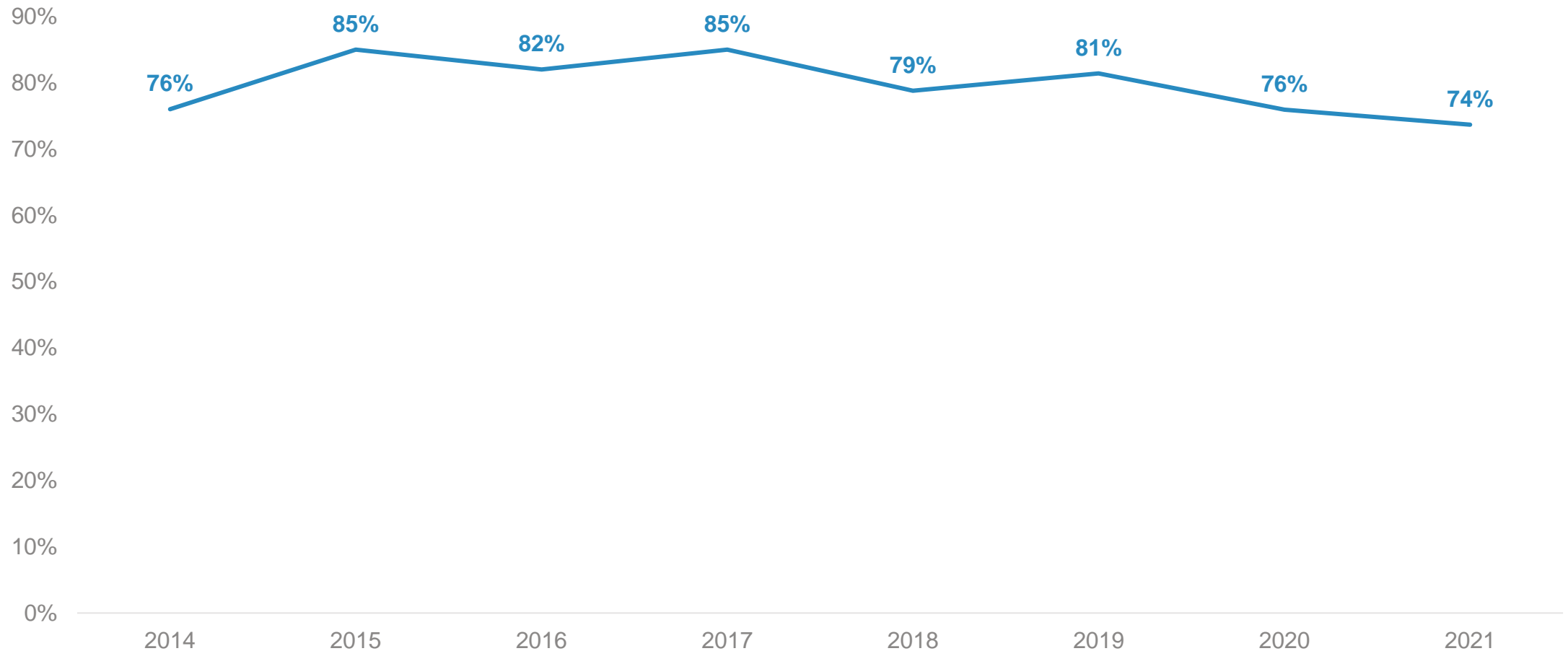
**?** | *In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities?*



# Wide range of recreational facilities – tracking



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



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



# Participation in sport and recreation

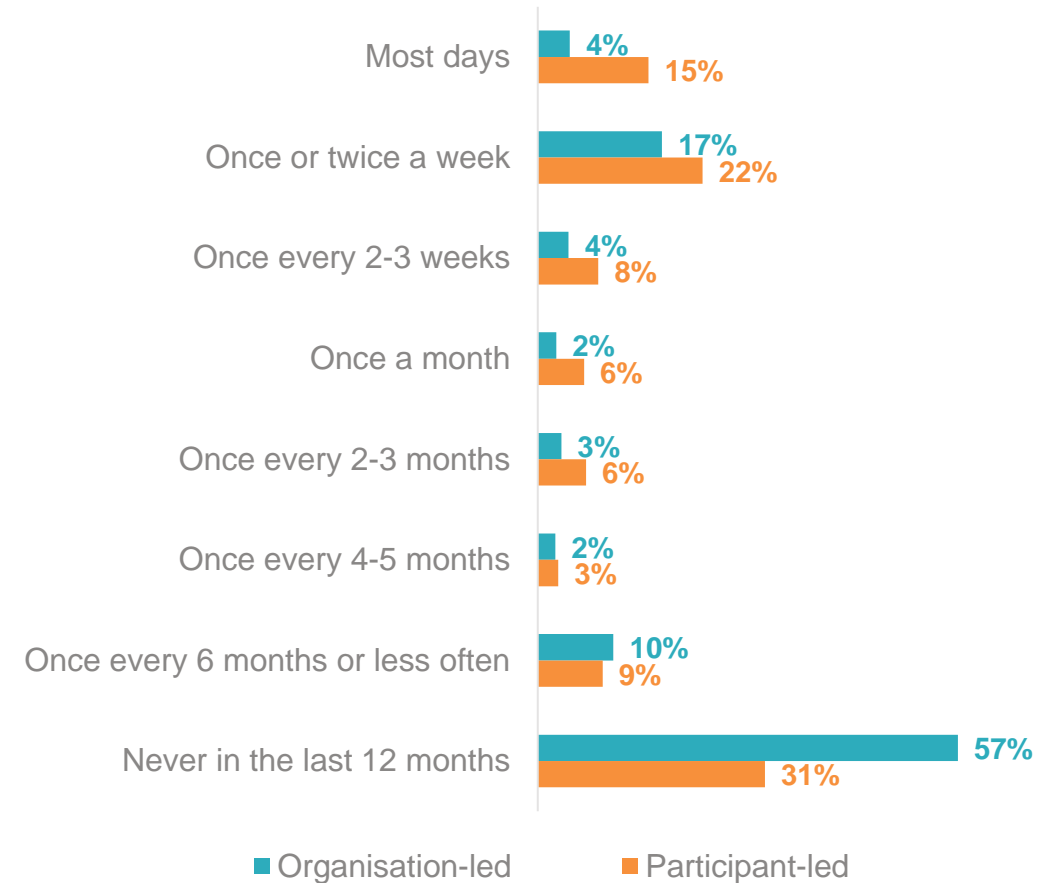
- Respondents were generally more likely to have participated in participant-led sport or recreation in the past year than organisation-led (69% had participated at some point during the past year compared to 57% for organisation-led sport).
- Once or twice a week was the most common participation frequency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

## Demographic differences

- There were no significant differences for this question.



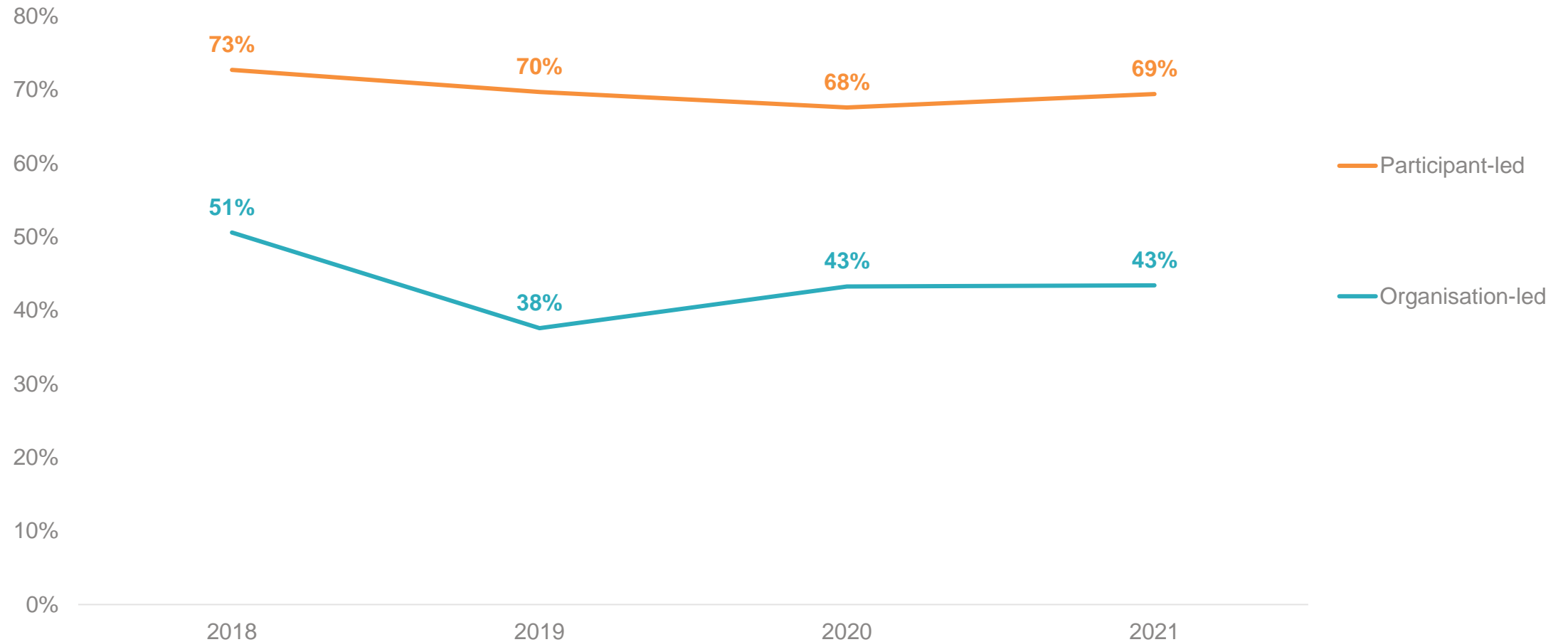
Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months?



# Participation in sport and recreation – tracking



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



# Barriers to participation in sport and recreation

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

## Demographic differences

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

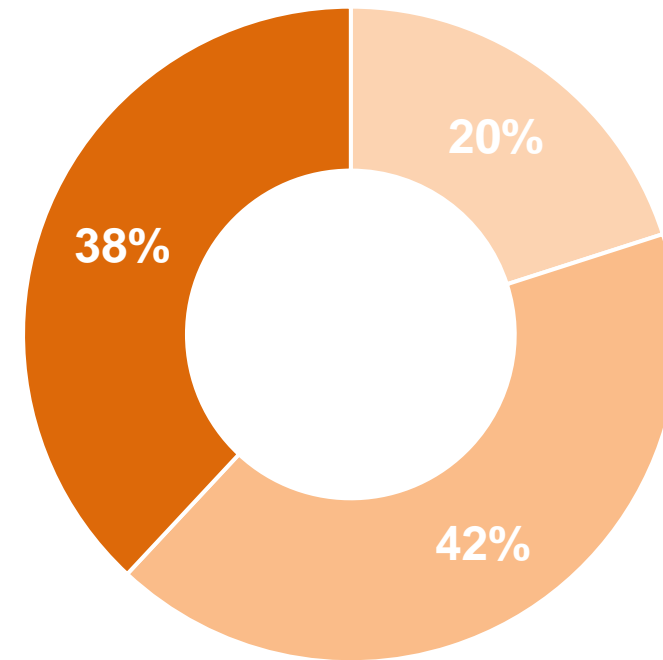
**?** What if anything, makes it difficult for you to participate in either of these two types of recreational activity?



# Weekly participation in physical activity

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

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

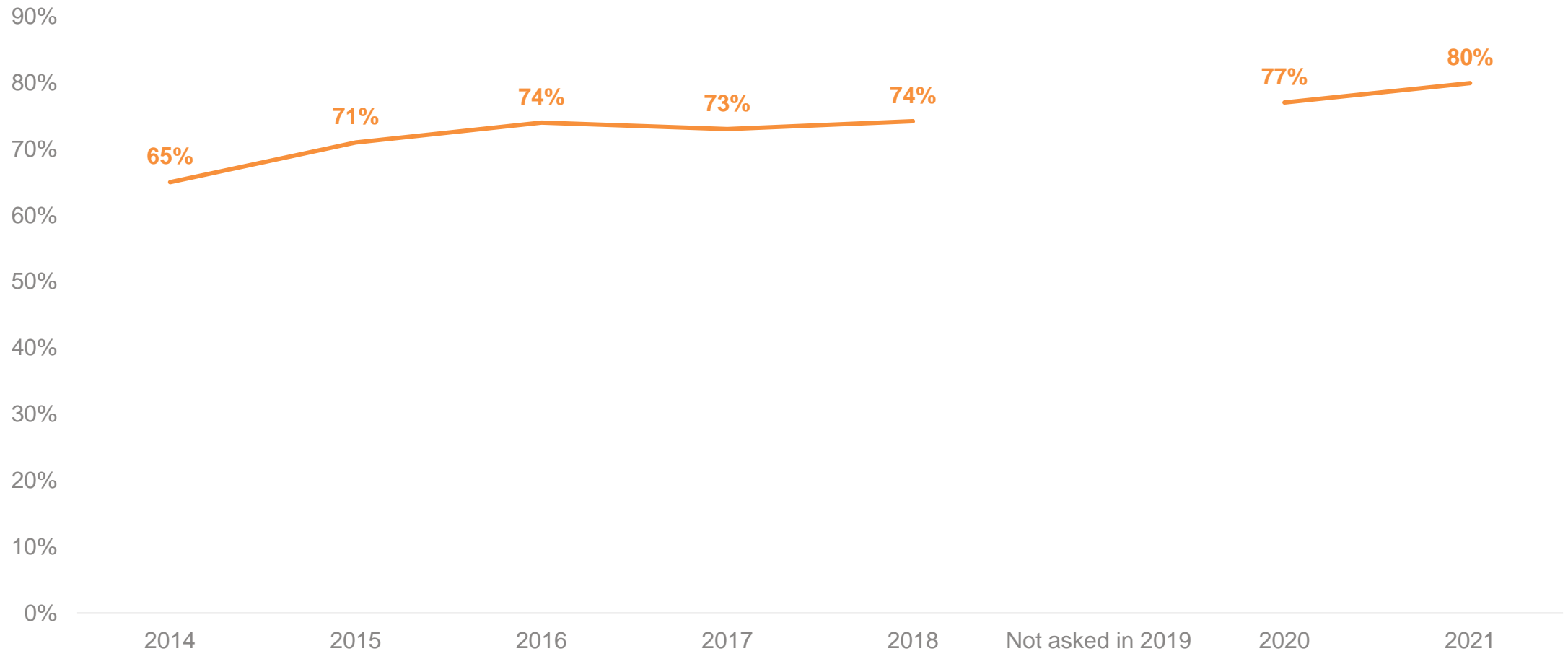


■ Less than 2 and a half hours ■ 2 and a half to 5 hours ■ 5 or more hours

# Weekly participation in physical activity – tracking



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



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

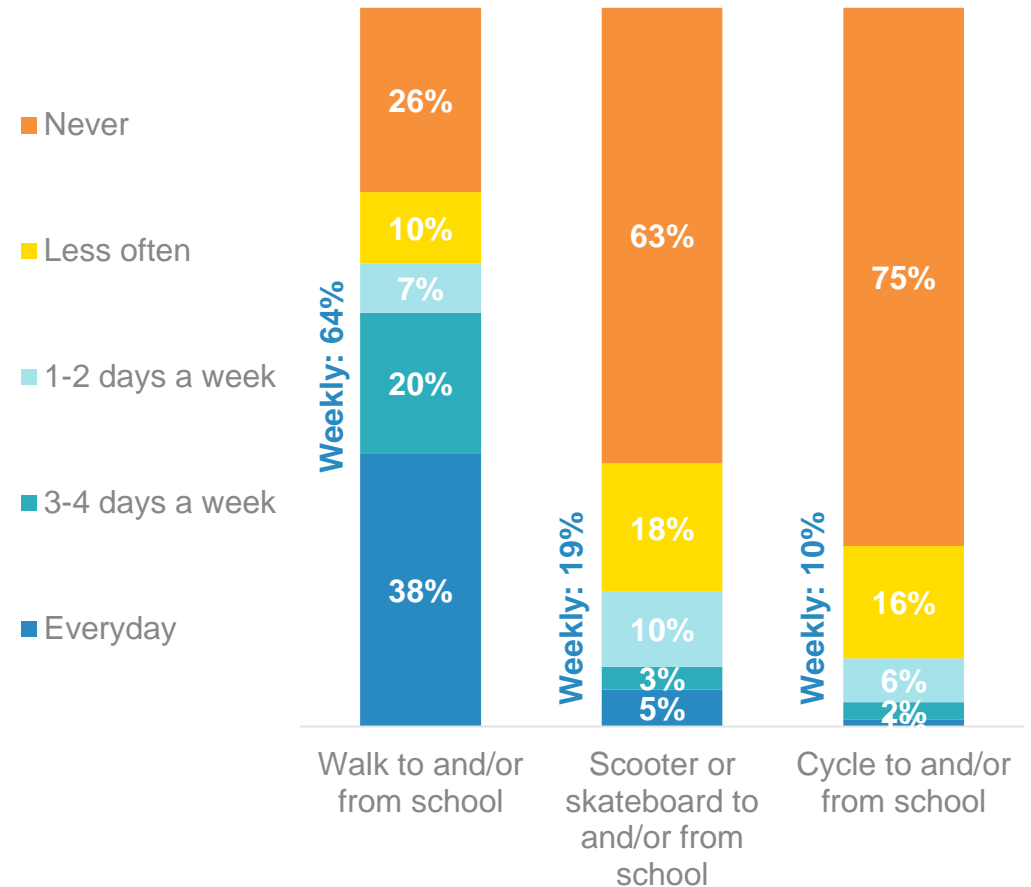
# Children's transport to school

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

## Demographic differences

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

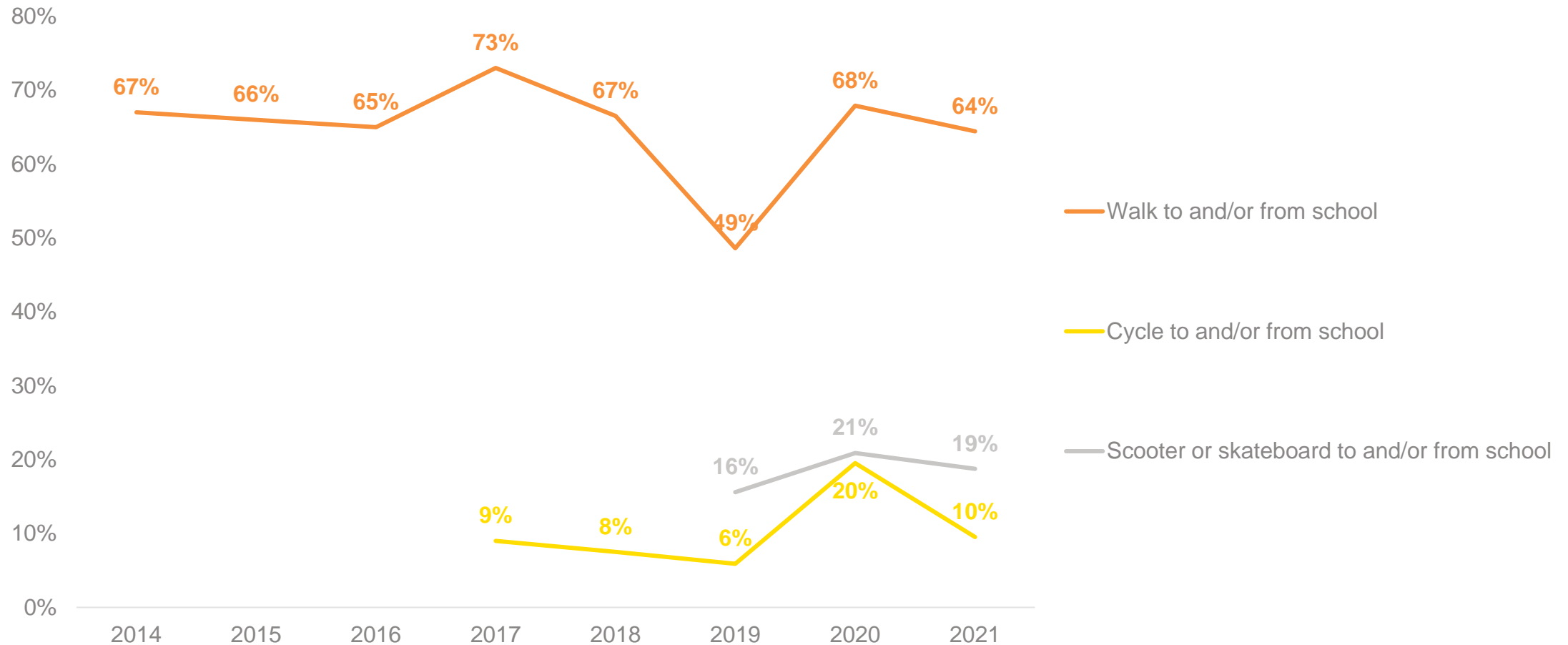
**?** Thinking about how your child/children travel to and/or from school. On average, how often do they...?



# Children’s transport to school – tracking



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



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

# Environment

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# Green space usage

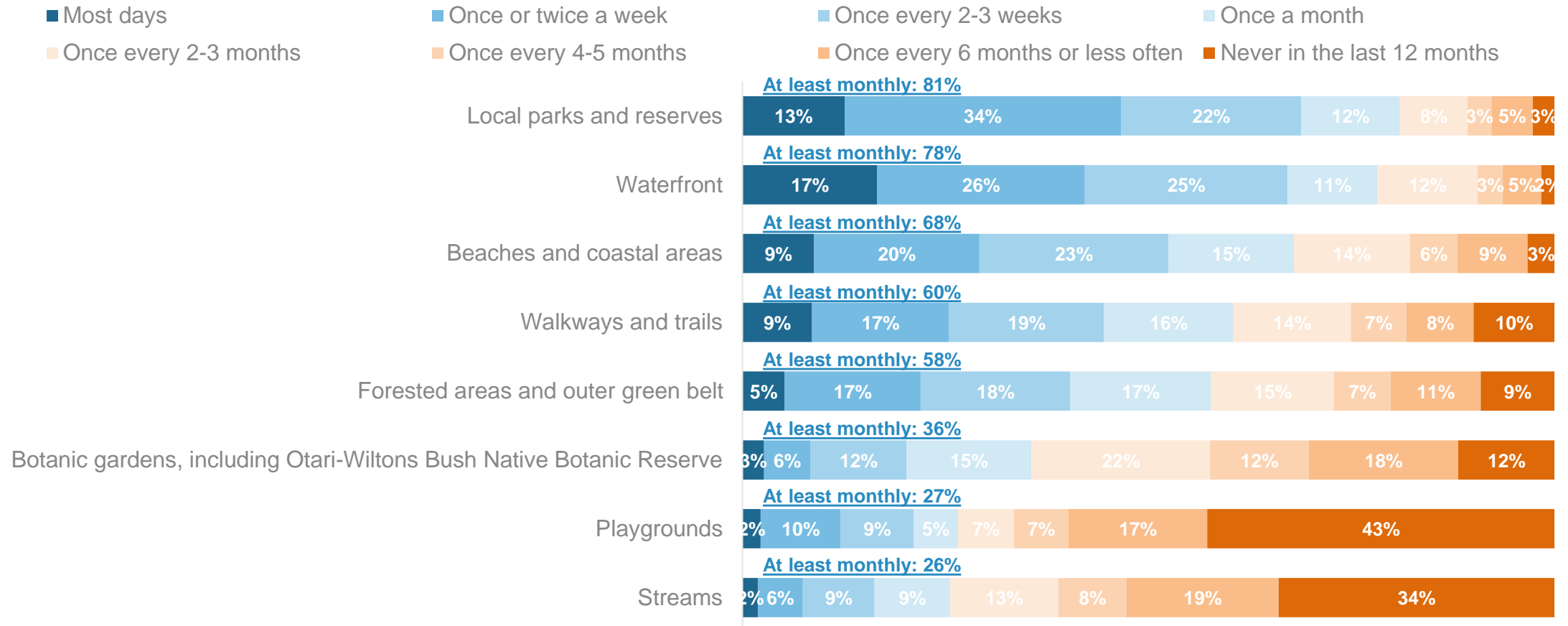
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – around eight in ten said they used these spaces at least monthly.
- Beaches and coastal areas, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents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

## Demographic differences

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

# Green space usage

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

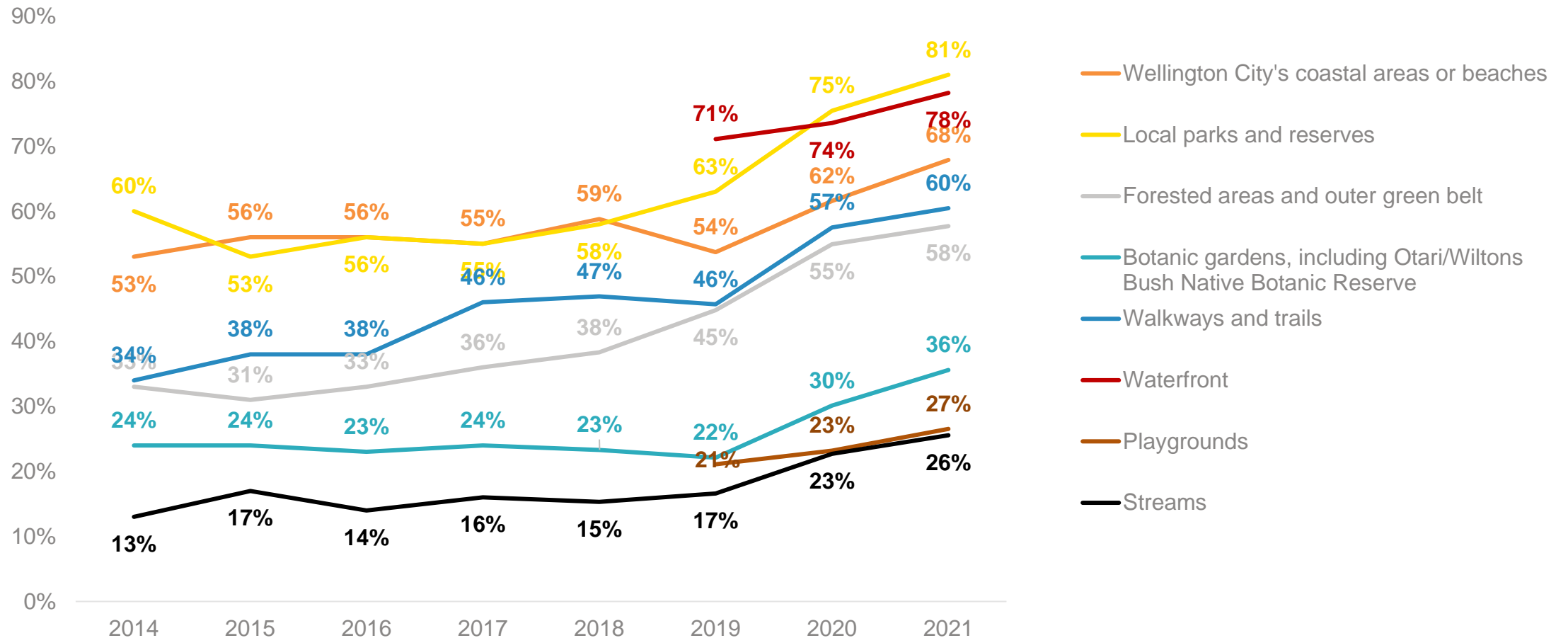


Base: all respondents (excluding 'don't know')

# Green space usage – tracking



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



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

# Green space usage – demographic differences



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

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

# Green space satisfaction

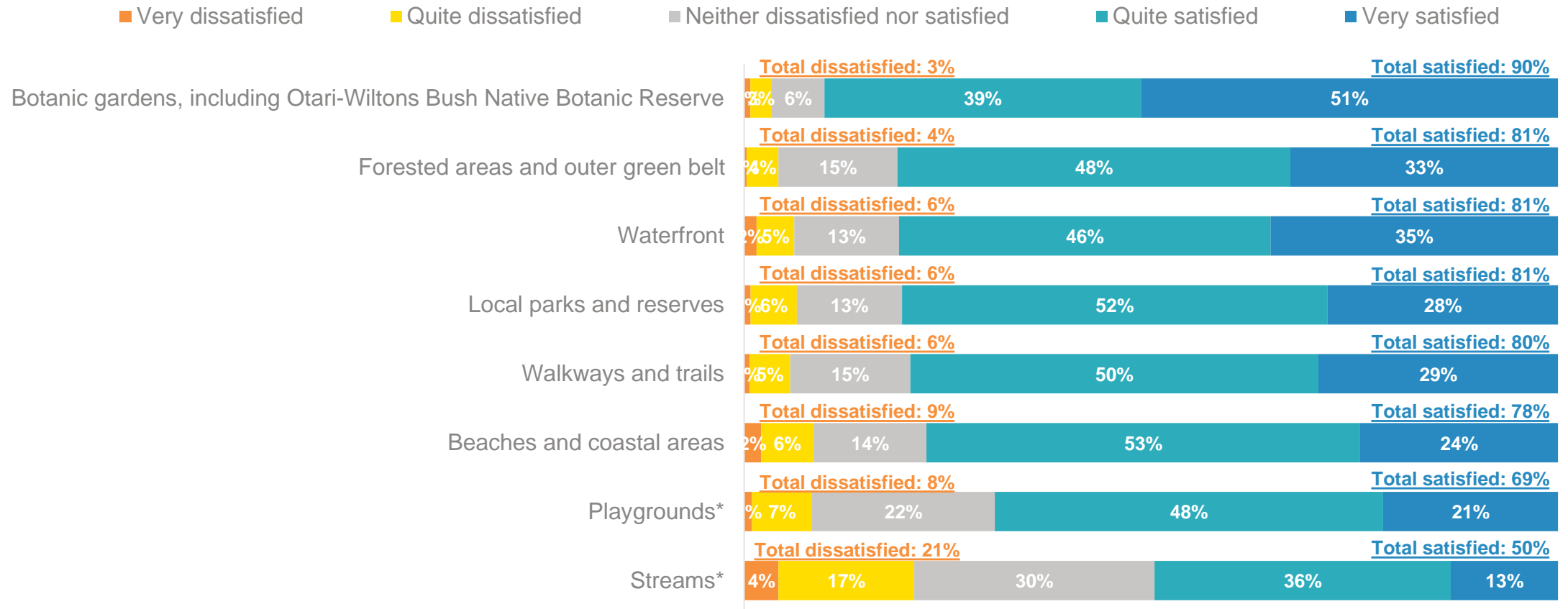
- Around eight in ten or more respondents were satisfied with each space (that they had used in the past year), with the exception of playgrounds and streams. Levels of satisfaction for these two spaces were lower – around two thirds (69%) who had used playgrounds were satisfied, while half who had used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

## Demographic differences

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

# Green space satisfaction

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

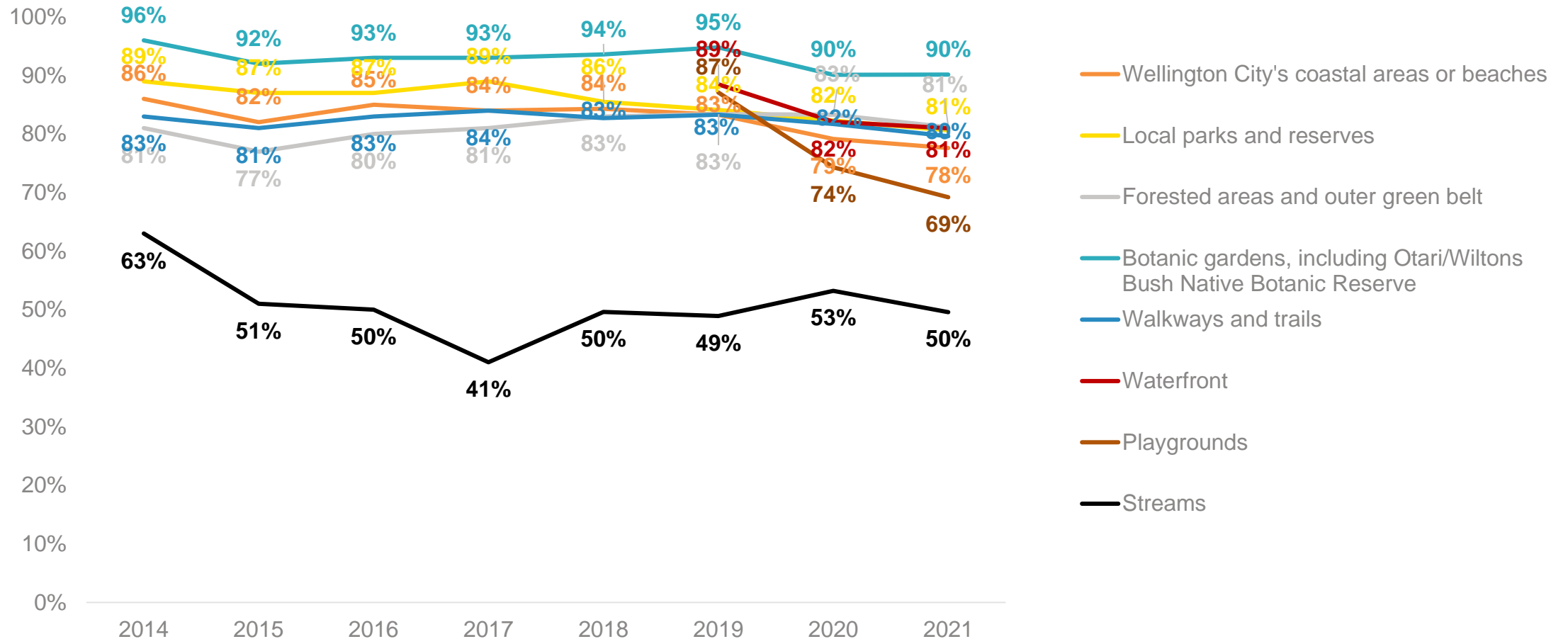


Base: respondents who had used each space in the past 12 months (excluding 'don't know'); \*high proportion of don't know responses (above 10%) which are excluded from analysis

# Green space satisfaction – tracking



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



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

# Forest, greenbelt, walkways and trails usage

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

## Demographic differences

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

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





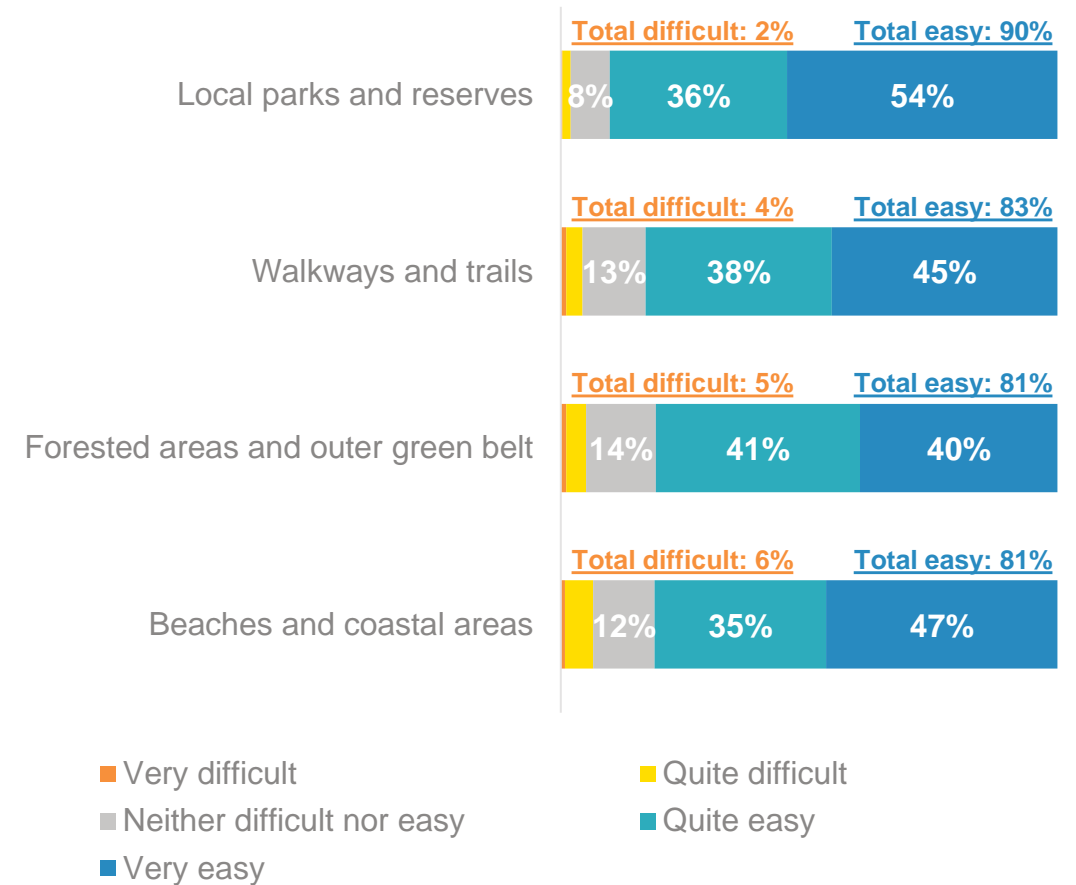
# Ease of accessing green and/or open spaces

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

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

### Demographic differences

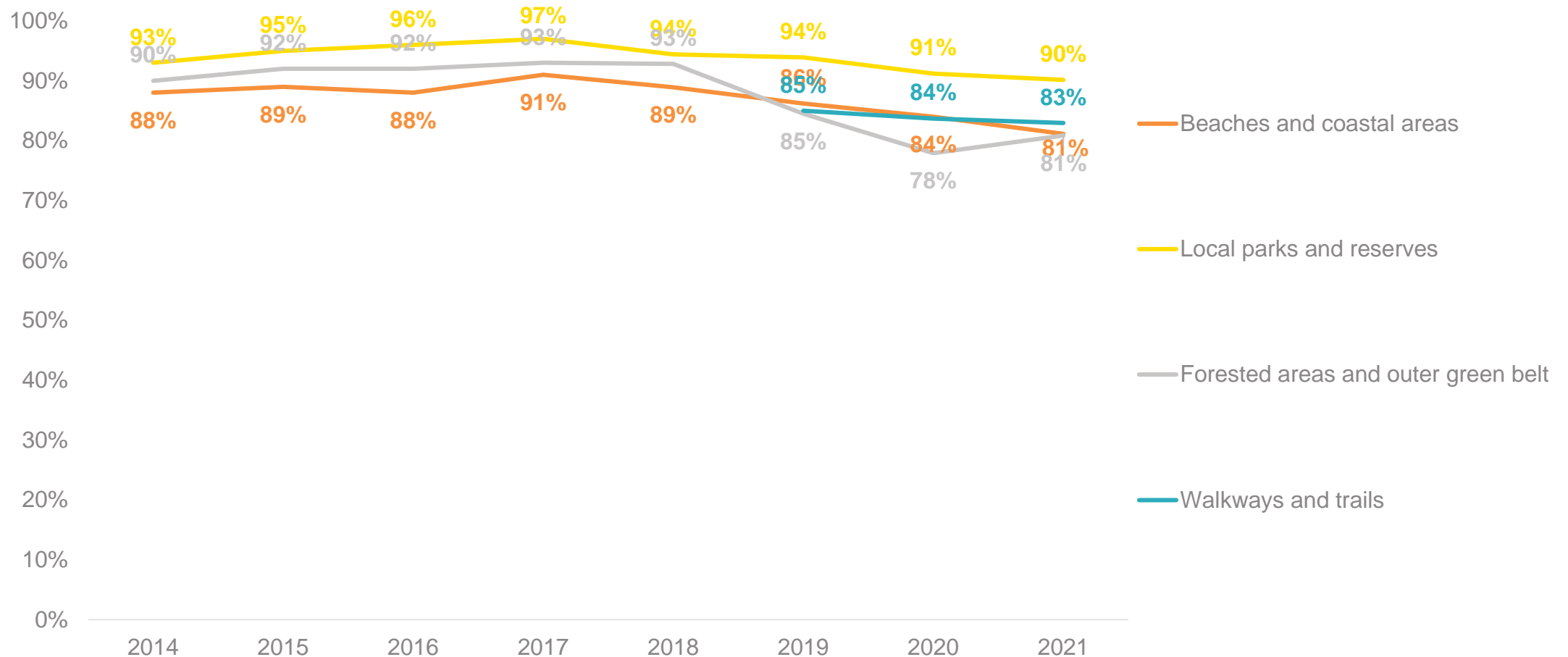
- Respondents from Onslow-Western Ward were more likely to say forested areas and outer green belt (88%) and walkways and trails (90%) were easy to access.
- Respondents aged 45 and over were more likely than respondents under 45 to say beaches and coastal areas were easy to access (85% vs 78%).
- Homeowners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



# Ease of accessing green and/or open spaces – tracking



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



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

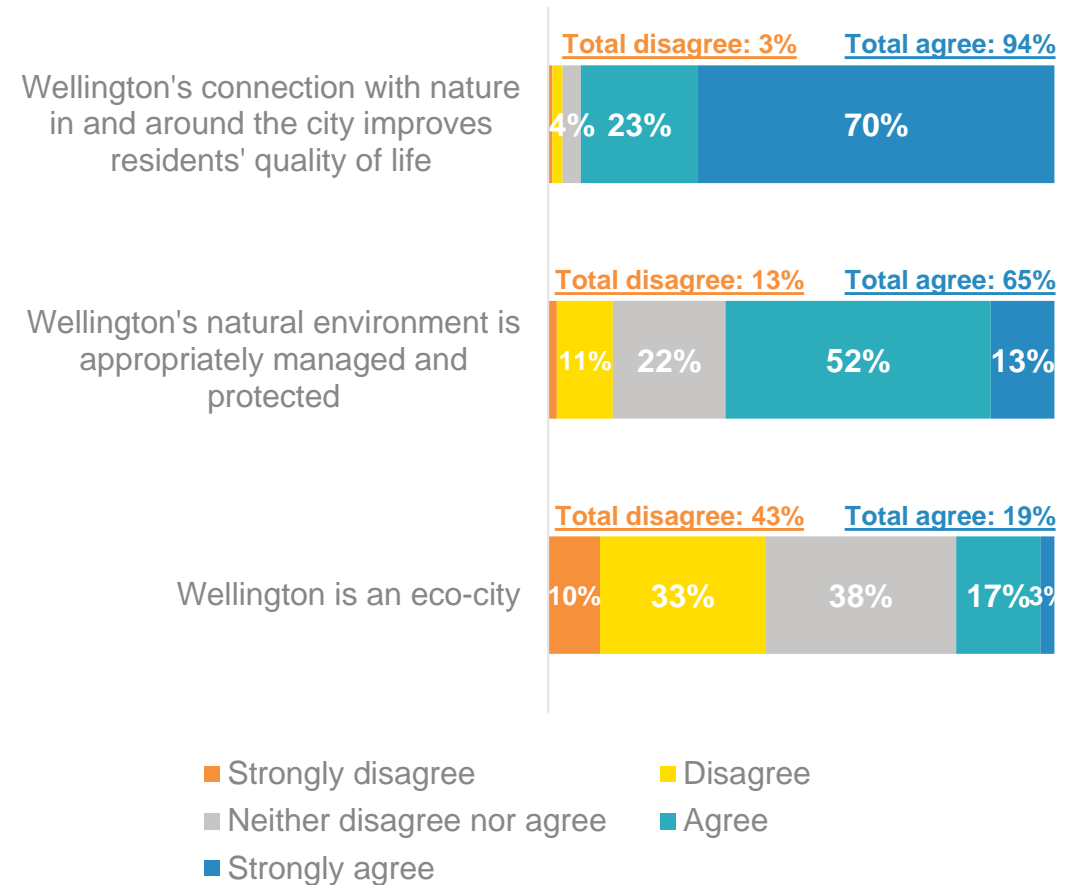
# Wellington's connection to the environment

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

## Demographic differences

- There were no demographic differences for this question.

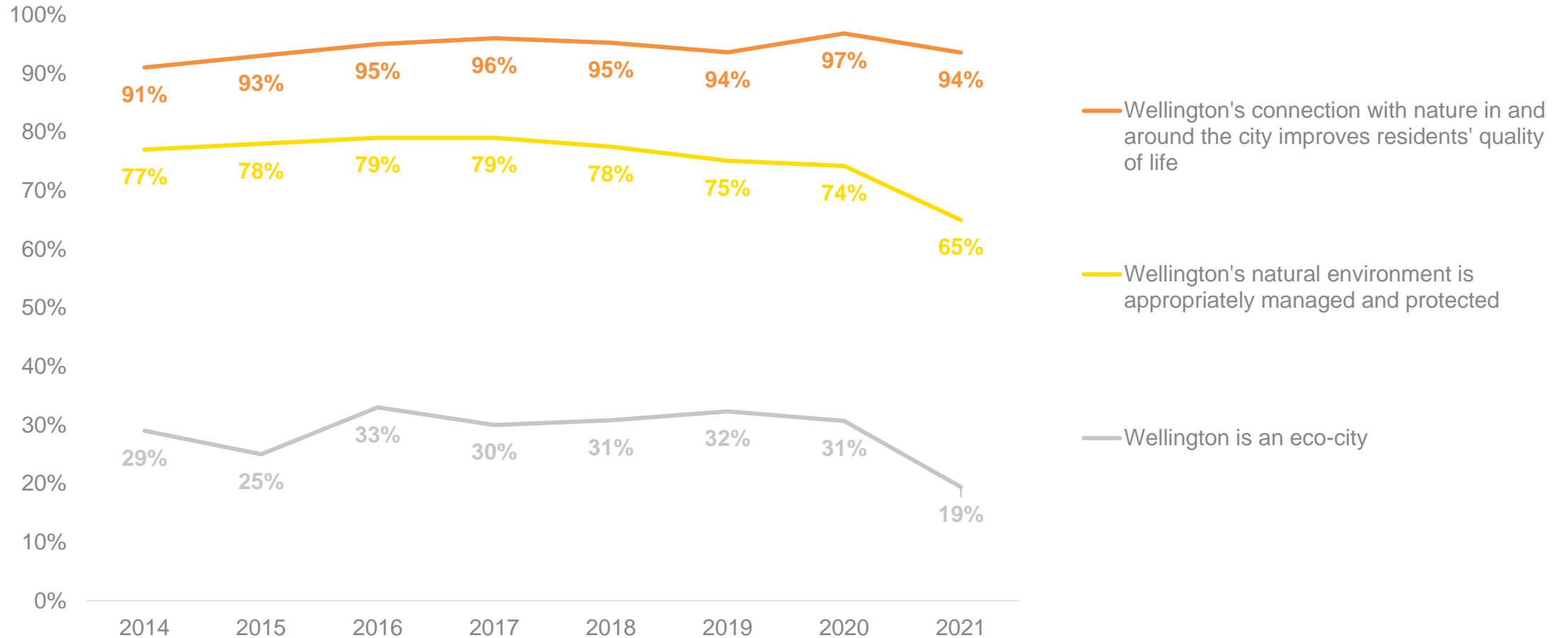
**?** Please rate your level of agreement with the following statements:



# Wellington's connection to the environment



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



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

# Reducing emissions

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

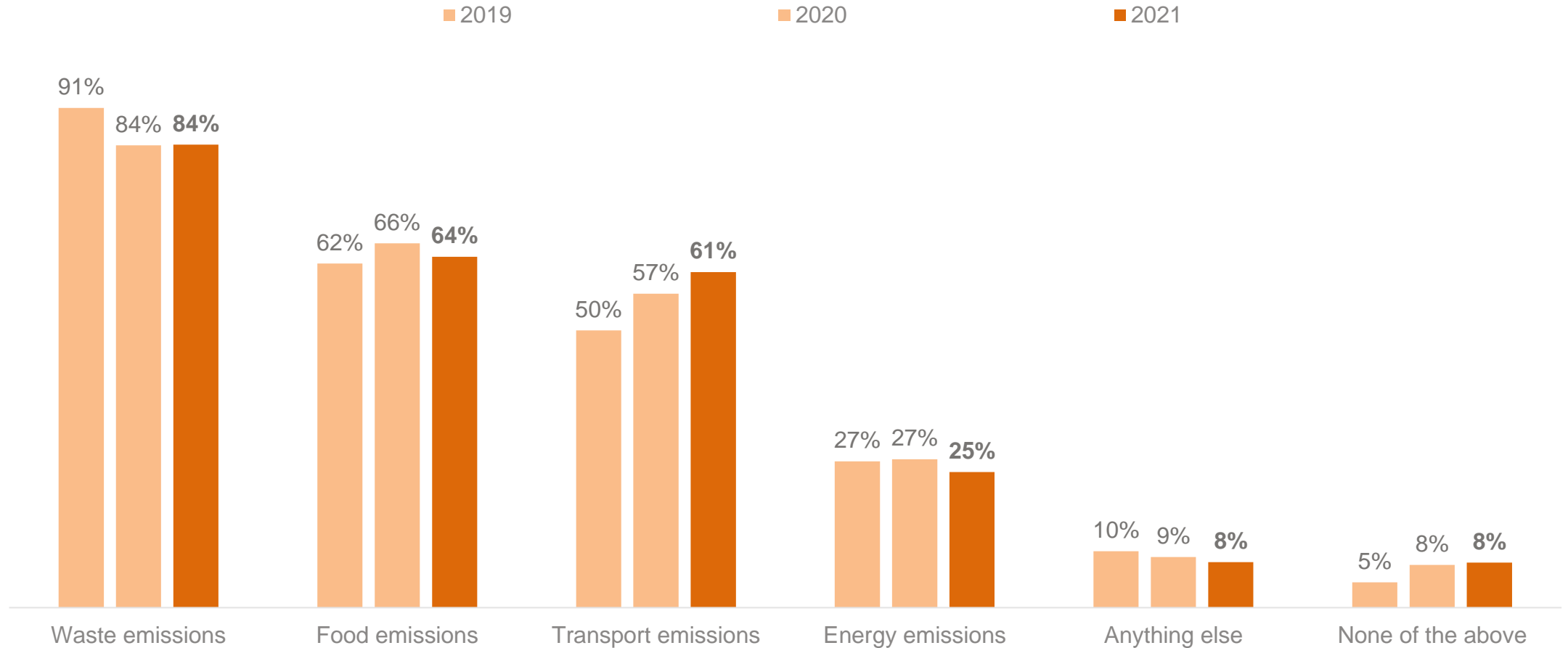
## Demographic differences

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

# Reducing emissions



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



# Urban Development

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# Urban development activities

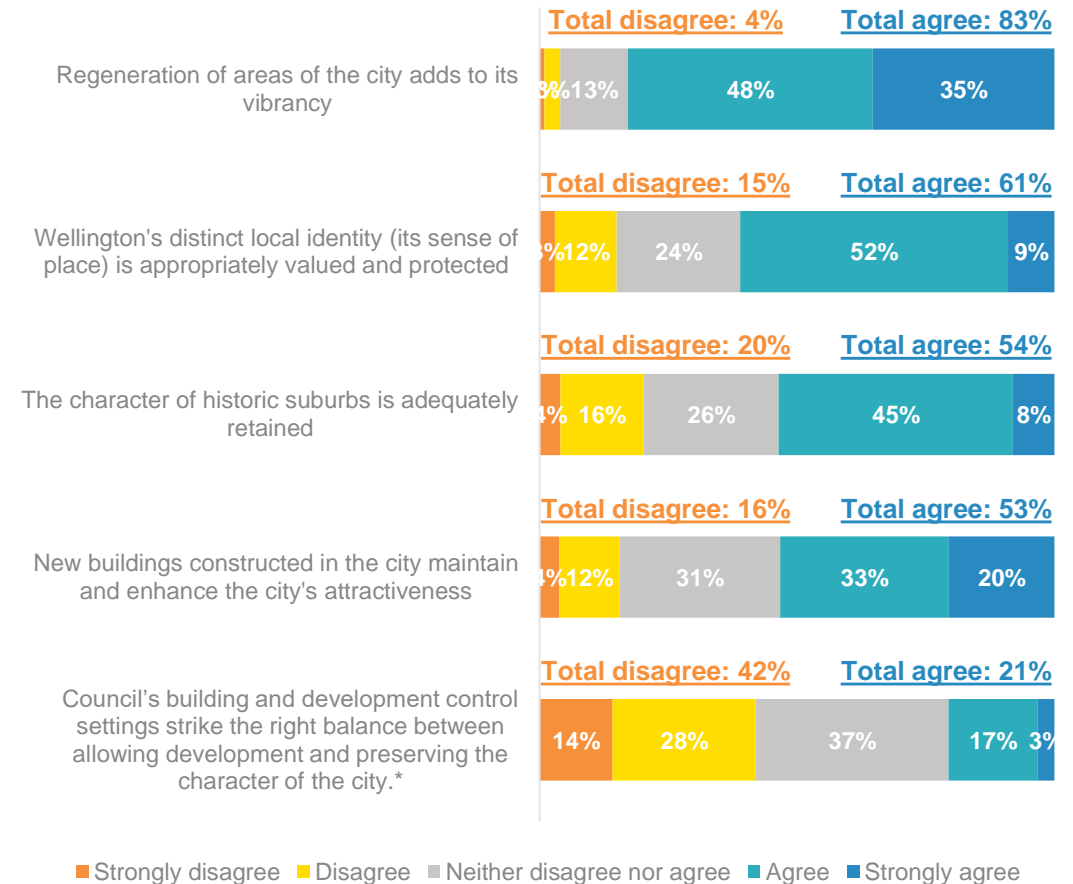
- Respondents were asked how much they agree or disagreed with a range of statements relating to Wellington City Council’s wide portfolio of urban development activities and potential impacts of that development.
- There was the highest level of agreement with the statements that regeneration of areas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

## Demographic differences

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



Please rate your level of agreement with the following statements

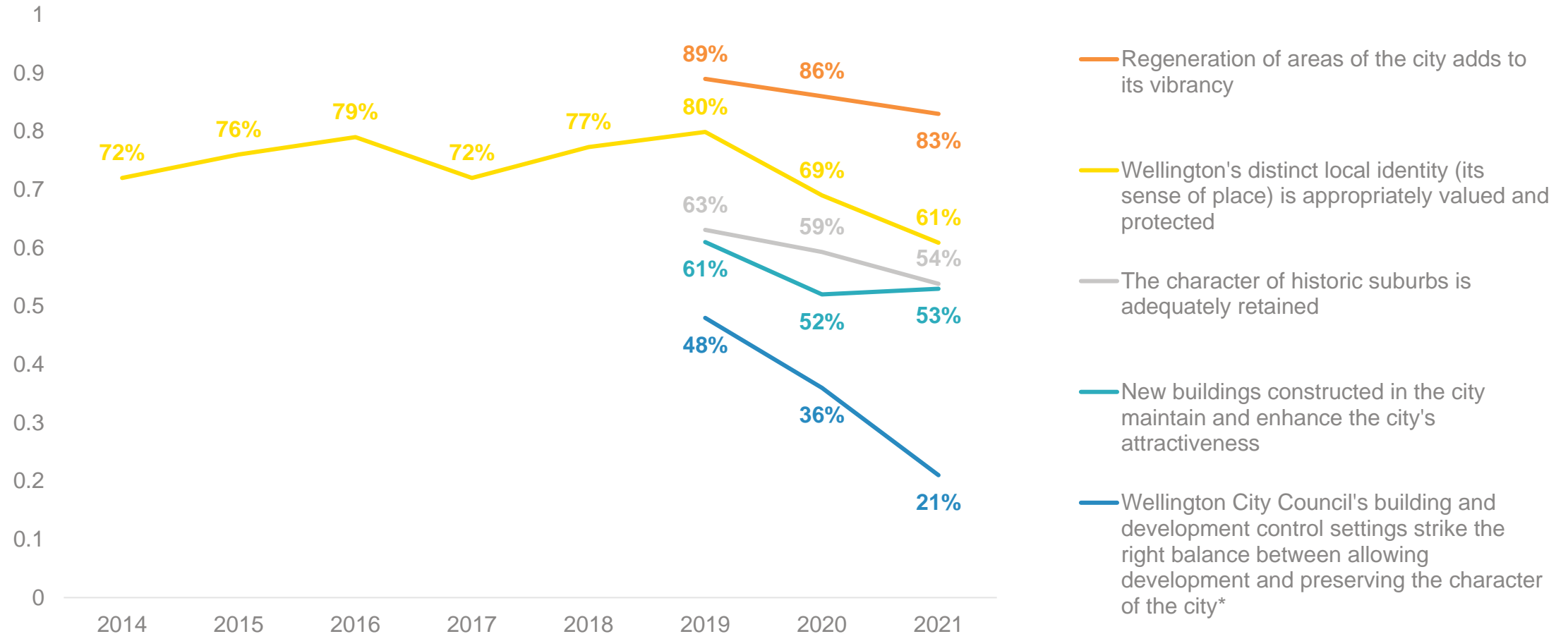




# Urban development activities – tracking



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



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

# Heritage in Wellington

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

## Demographic differences

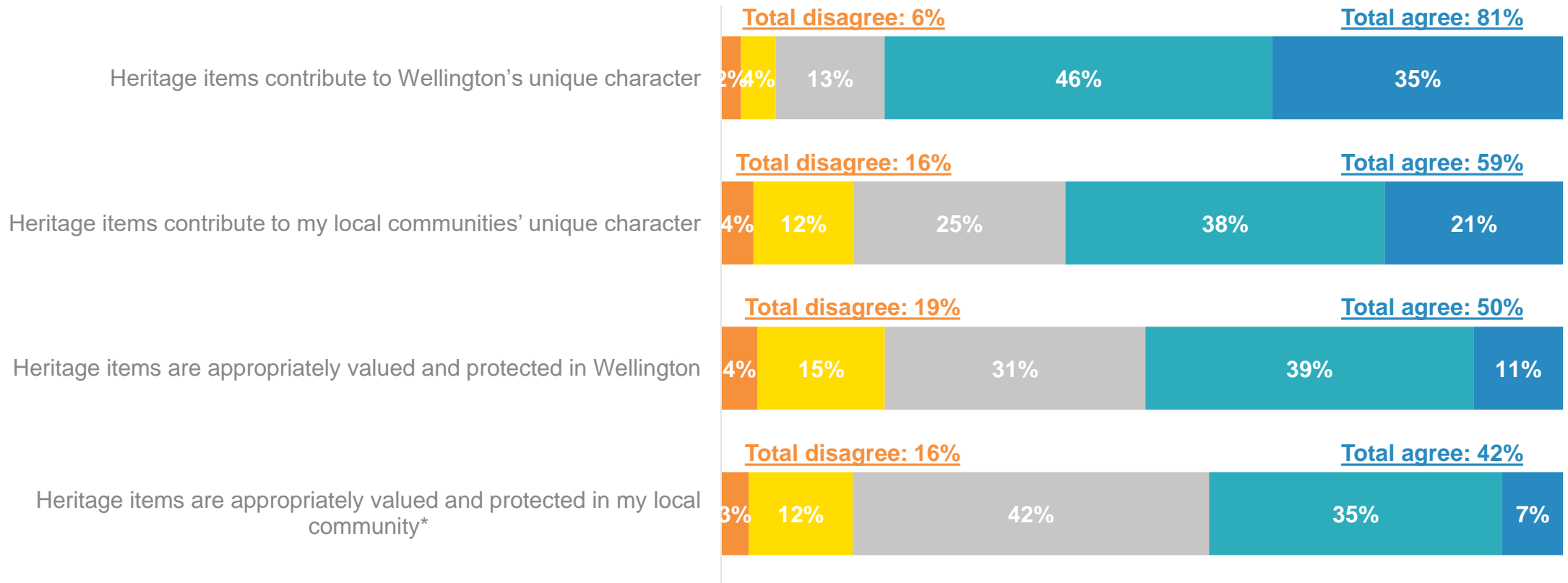
- Respondents aged 45 and over were more likely than respondents under 45 to agree that heritage items contribute to Wellington’s unique character (85% vs 76%) and that they are appropriately valued and protected in Wellington (52% vs 41%).
- Homeowners were more likely than renters to agree that heritage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

# Heritage items in Wellington



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

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

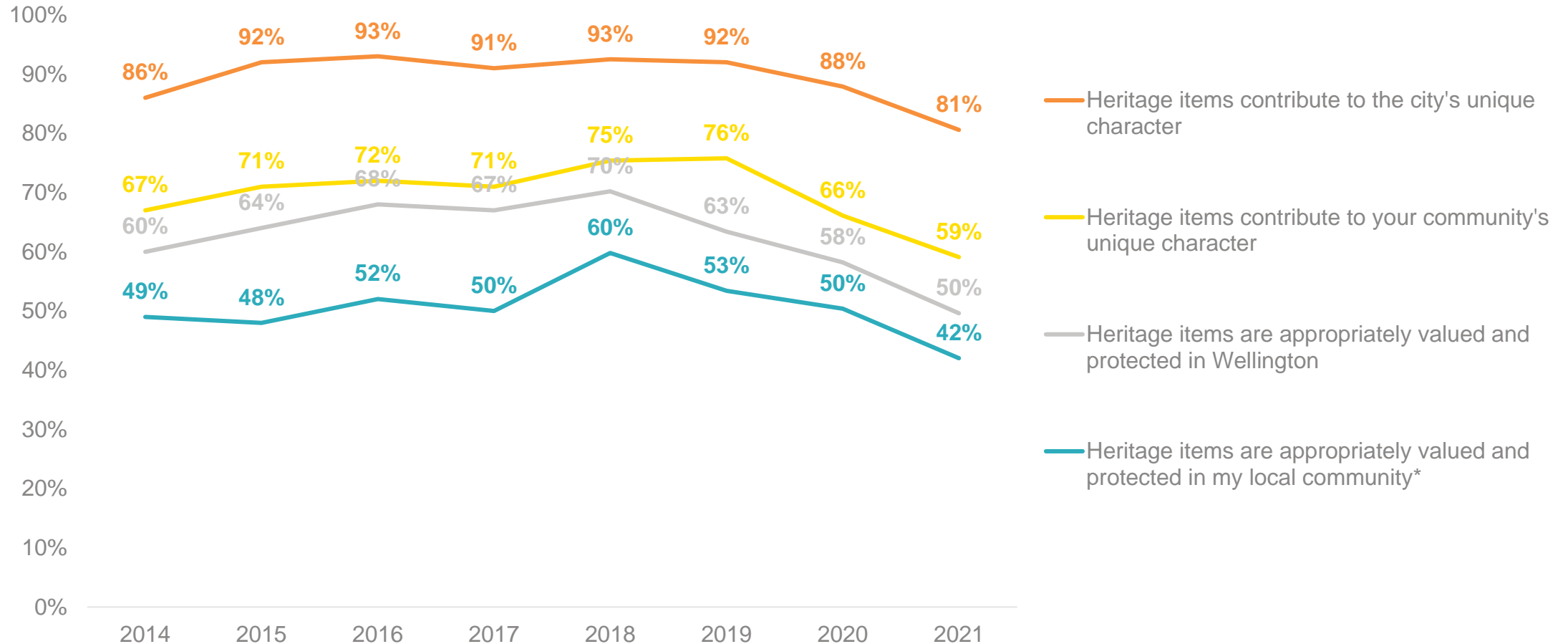


Base: all respondents (excluding ‘don’t know’); \*high proportion of don’t know responses (above 10%) which are excluded from analysis

# Heritage items in Wellington – tracking



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



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

# Civil Preparedness

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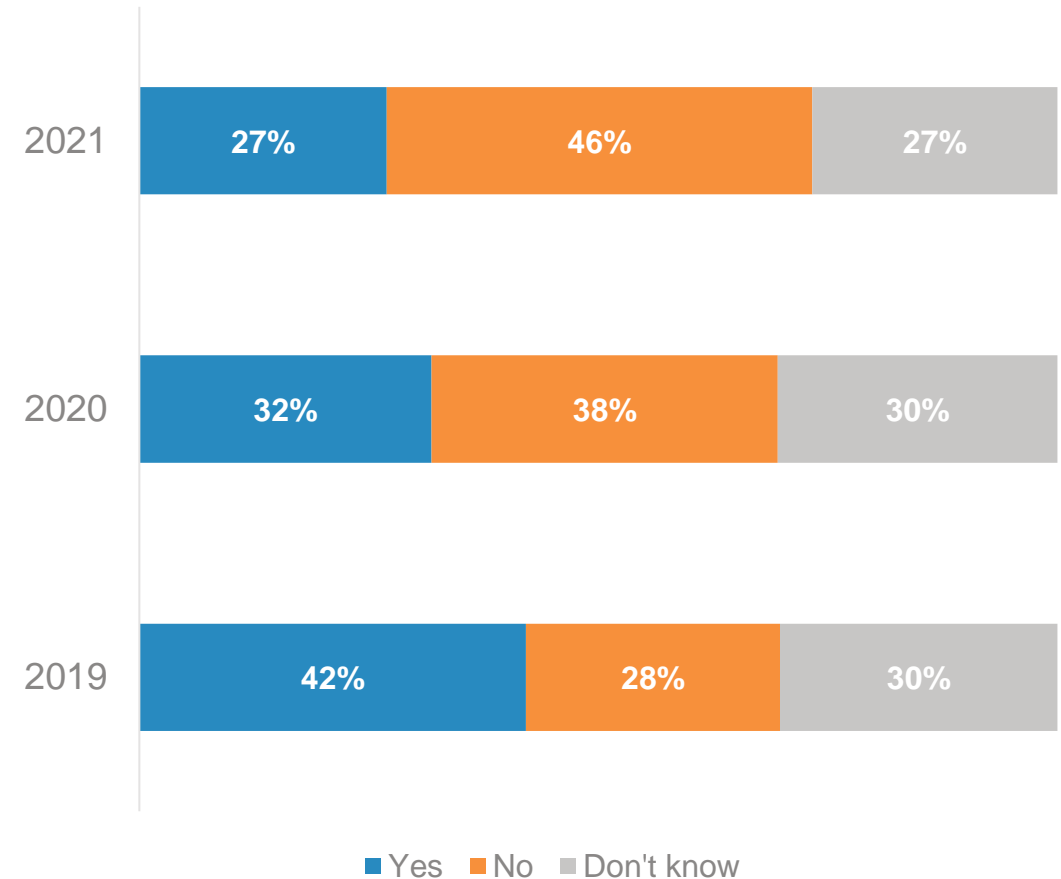
# Wellington City Council progress on building resilience issues

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

## Demographic differences

- There were no demographic differences for this question.

**?** | Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city?



# Resilience information received

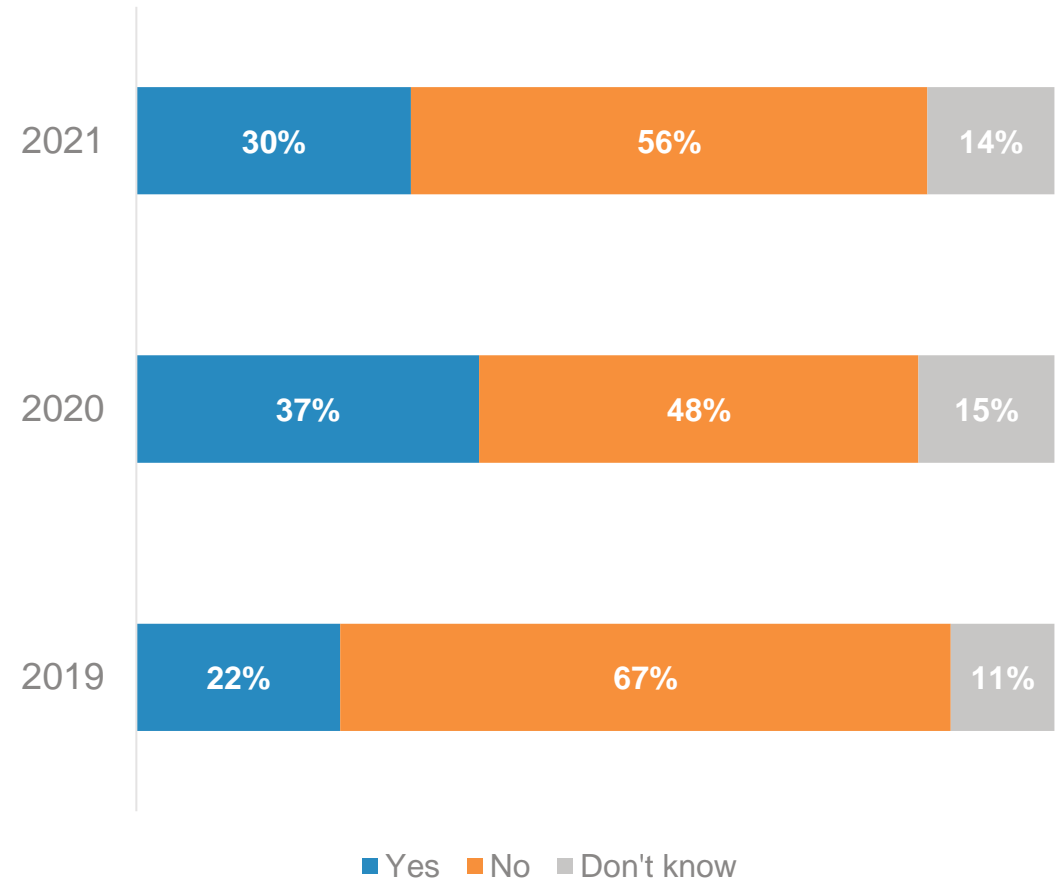
- About a third (30%) recalled receiving some Wellington-specific resilience information in the past 12 months.
- This measure has seen some variability over the past three surveys, with the 2021 result being a little lower than 2020.

## Demographic differences

- There were no demographic differences for this question.



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



# Checking and taking action on seismic resilience

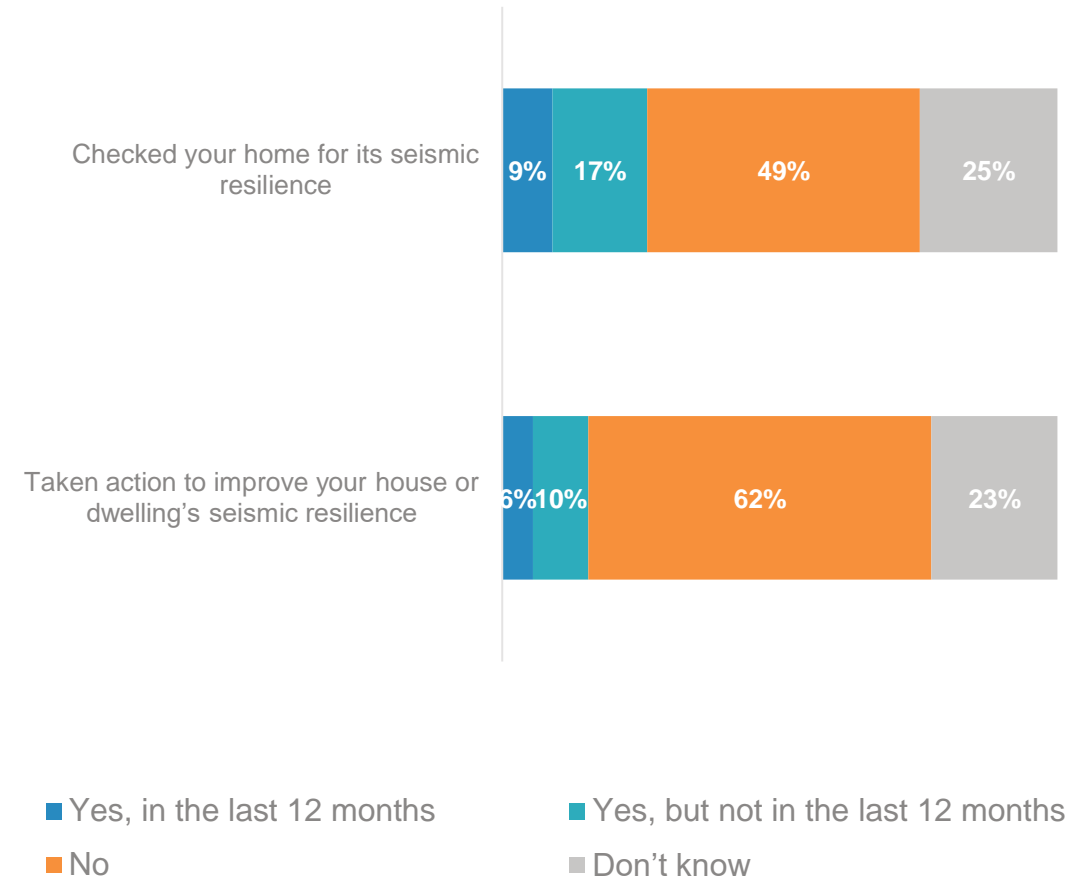
- Around a quarter of respondents (26%) said they or their landlord had checked their home for seismic resilience (9% in the last year, 17% earlier).
- Less than one in five (15%) had taken action to improve their home's seismic resilience (6% in the past year and 10% earlier).
- Tracking against previous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

## Demographic differences

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



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





# Emergency item access

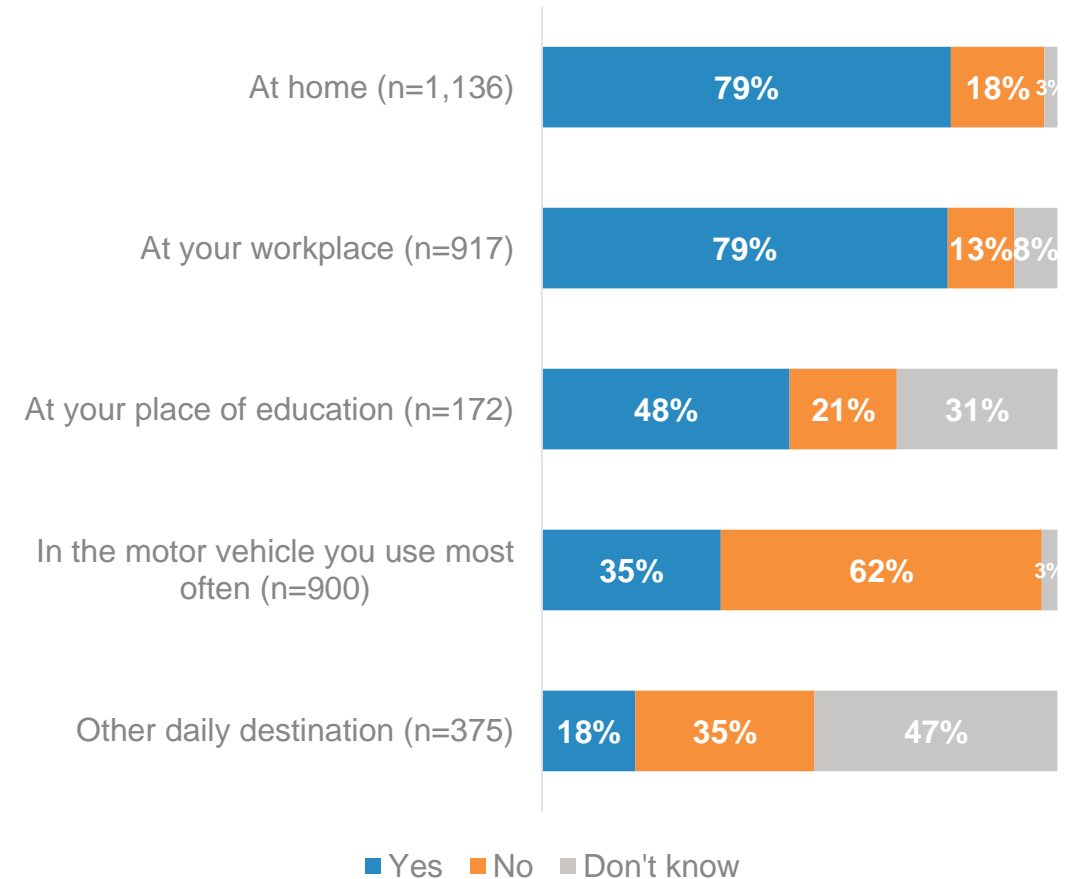
- About three quarters of respondents (79%) said they had access to emergency items in their home or their workplace (where applicable).
- Only about half (48%) of those who had a place of education said they had access to emergency items there.
- About a third (35%) had access to emergency items in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

## Demographic differences

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



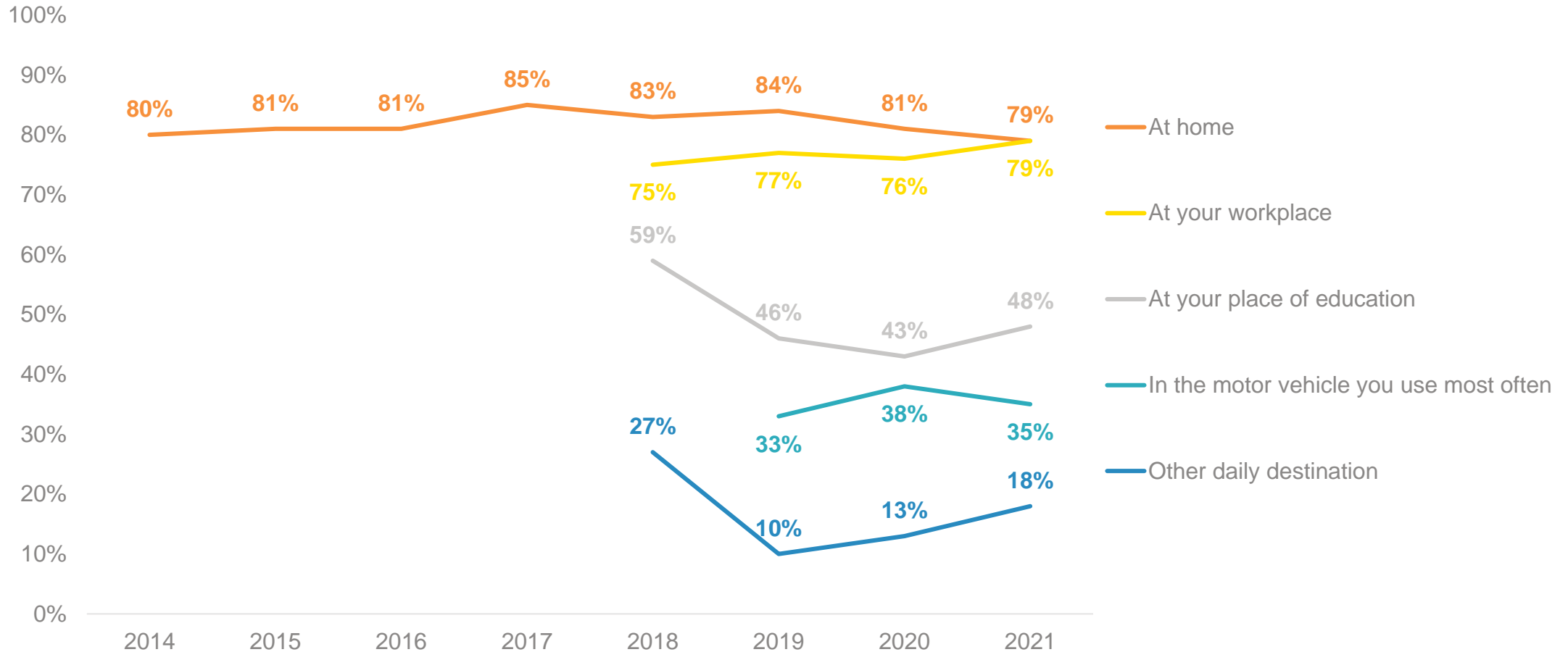
*Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.*



# Emergency item access – tracking



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



Base: all respondents (excluding 'not applicable')

# Safety in an earthquake

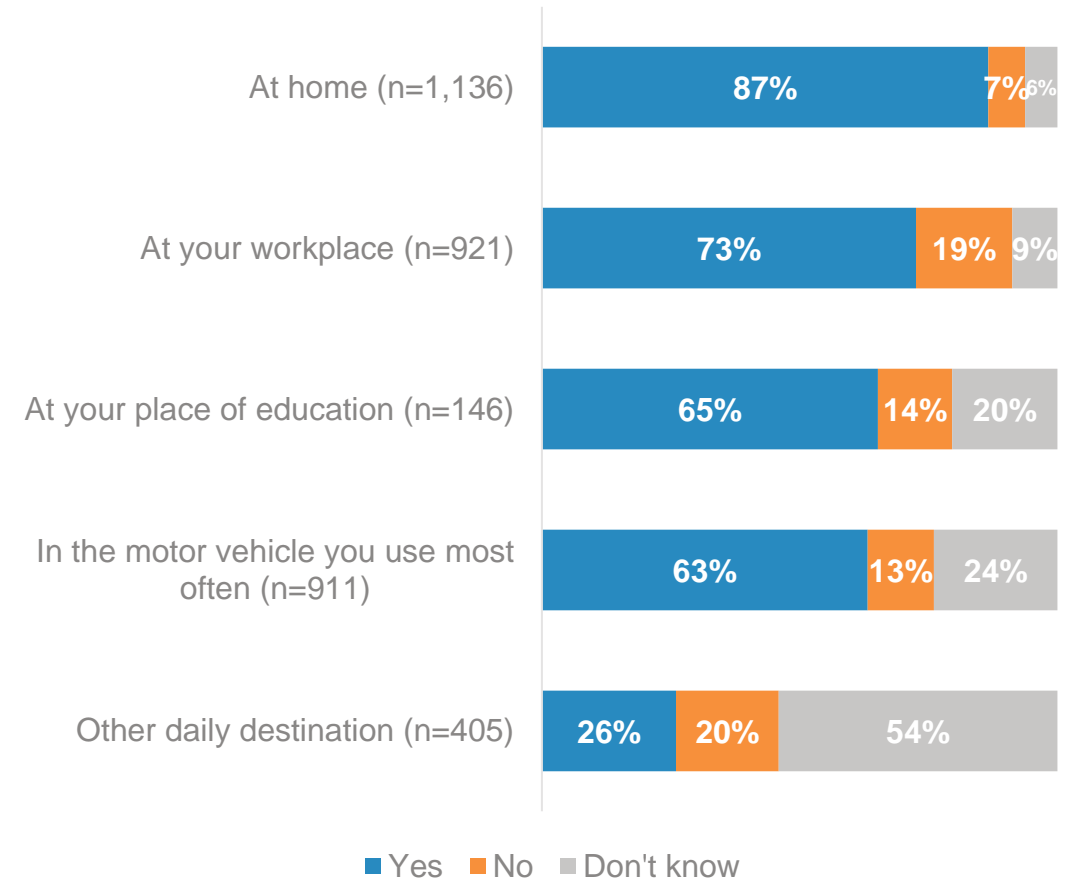
- The large majority of respondents (87%) said they would feel physically safe at home in the event of a moderate earthquake.
- Around three quarters (73%) said they would feel safe at their workplace in a moderate earthquake.
- Lower proportions, but still a majority said they would feel safe at their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

## Demographic differences

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



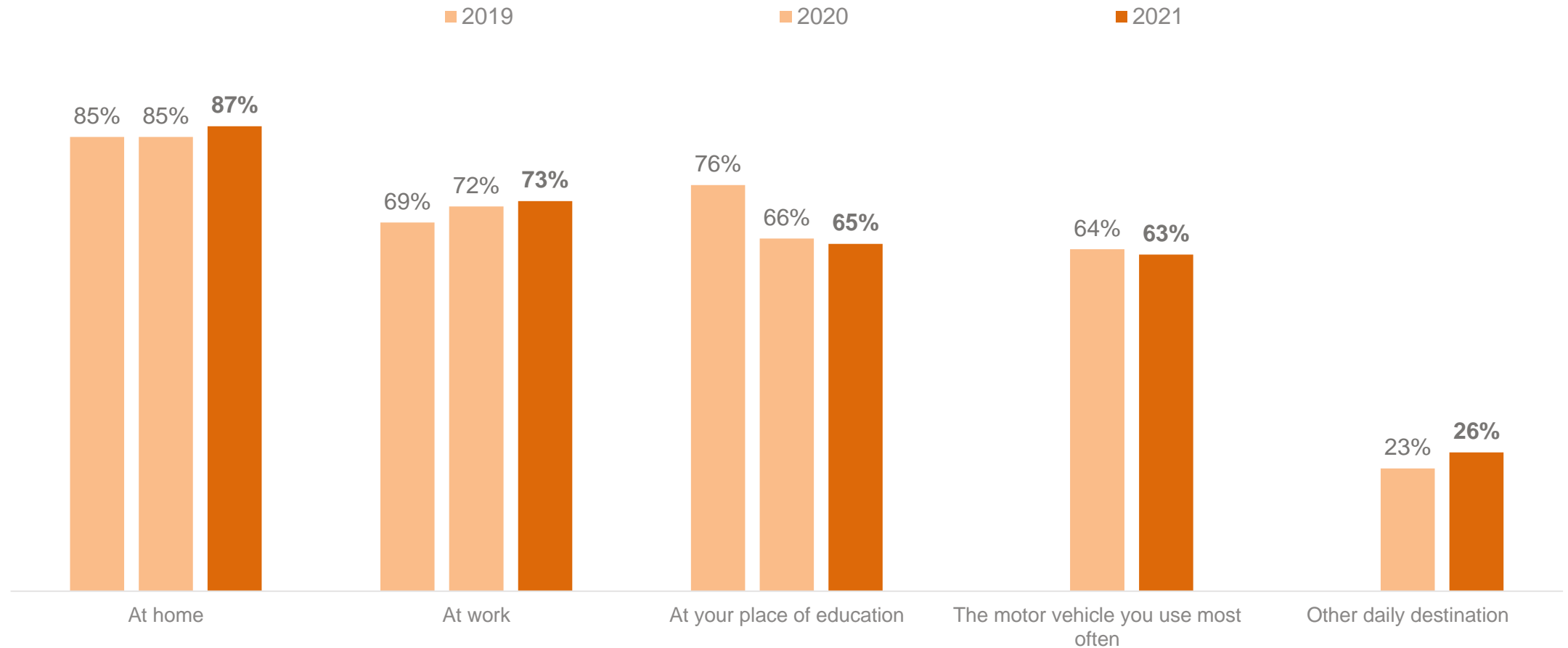
Would you feel physically safe in the event of a moderate earthquake in the following locations



# Safety in an earthquake – tracking



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



Base: all respondents (excluding 'not applicable')

# Transport

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# Getting around the city

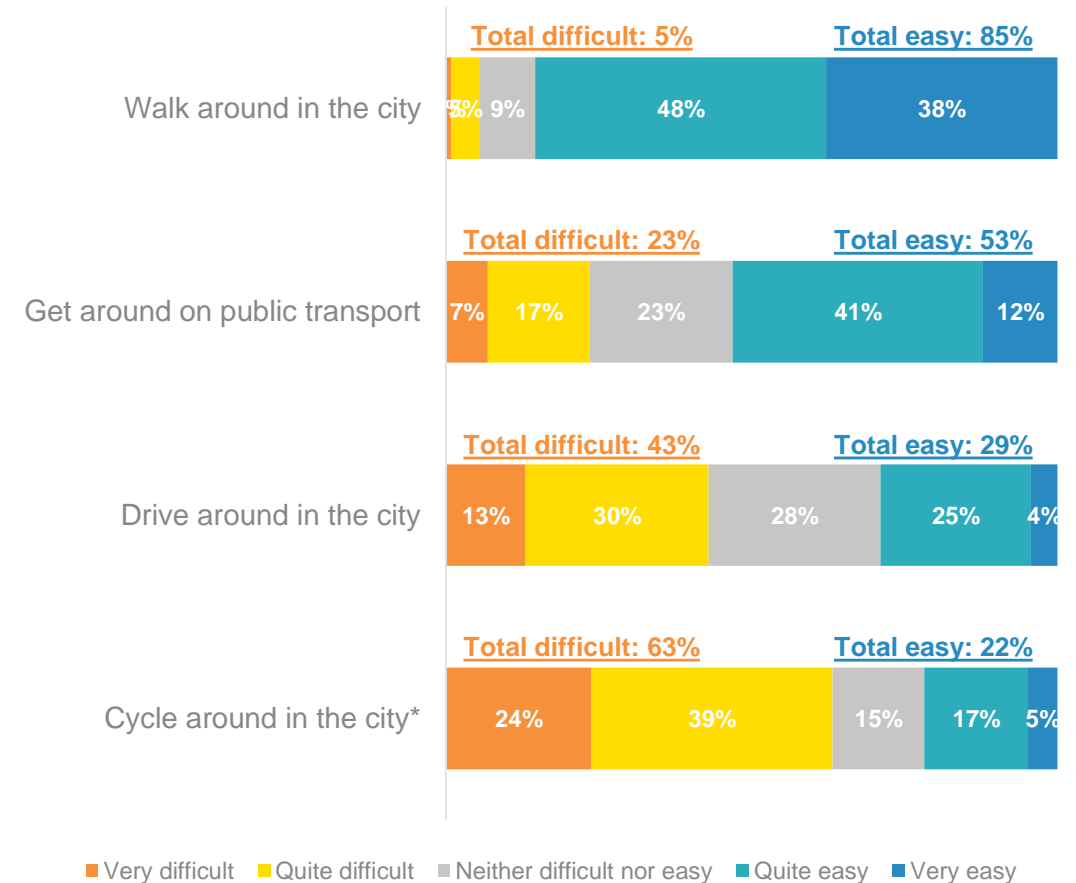
- Walking around the city was viewed as considerably easier than the other forms of transport asked about with 85% of respondents stating that walking around the city was easy.
- Around half (53%) found public transport easy to get around on.
- Similar proportions found driving and cycling around the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

## Demographic differences

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



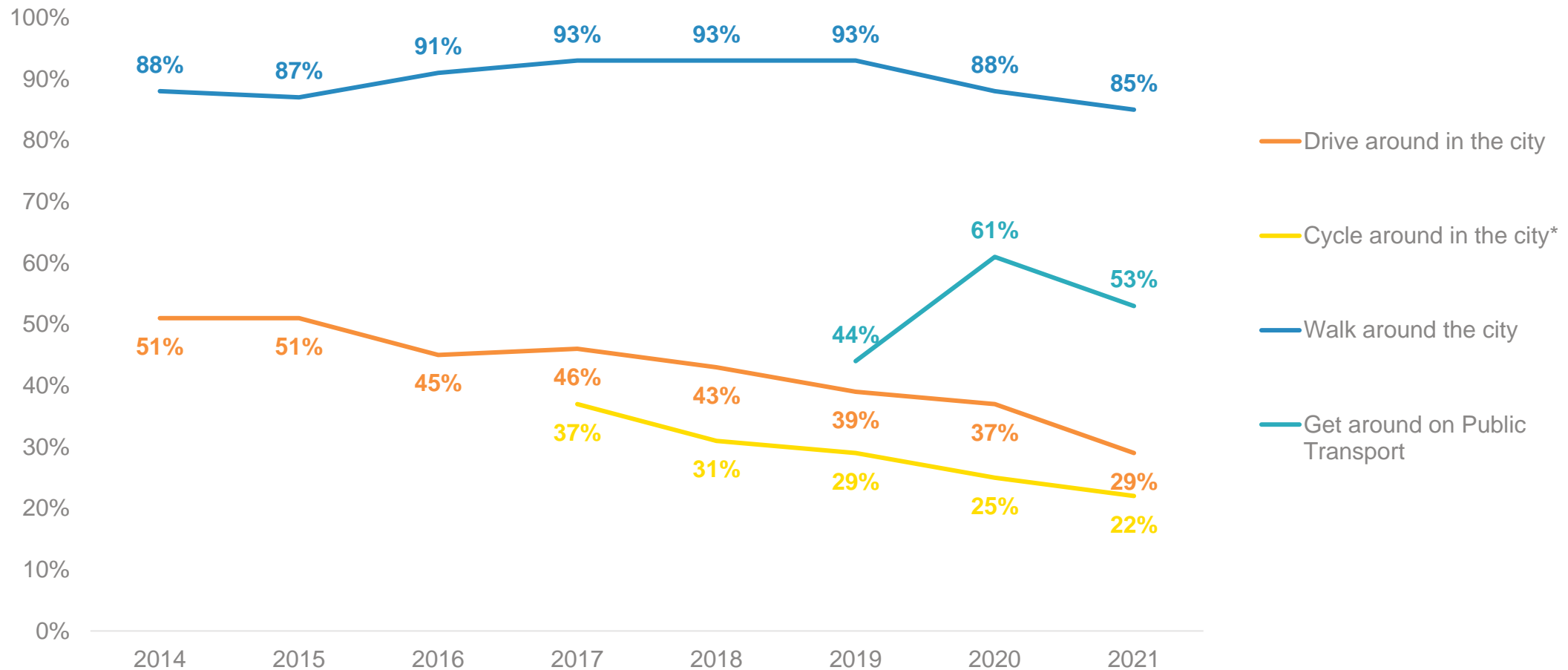
Thinking about the city's transport system and moving around the city. How easy is it to...?



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

# Getting around the city – tracking

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



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

# Transport system allows easy access to the city

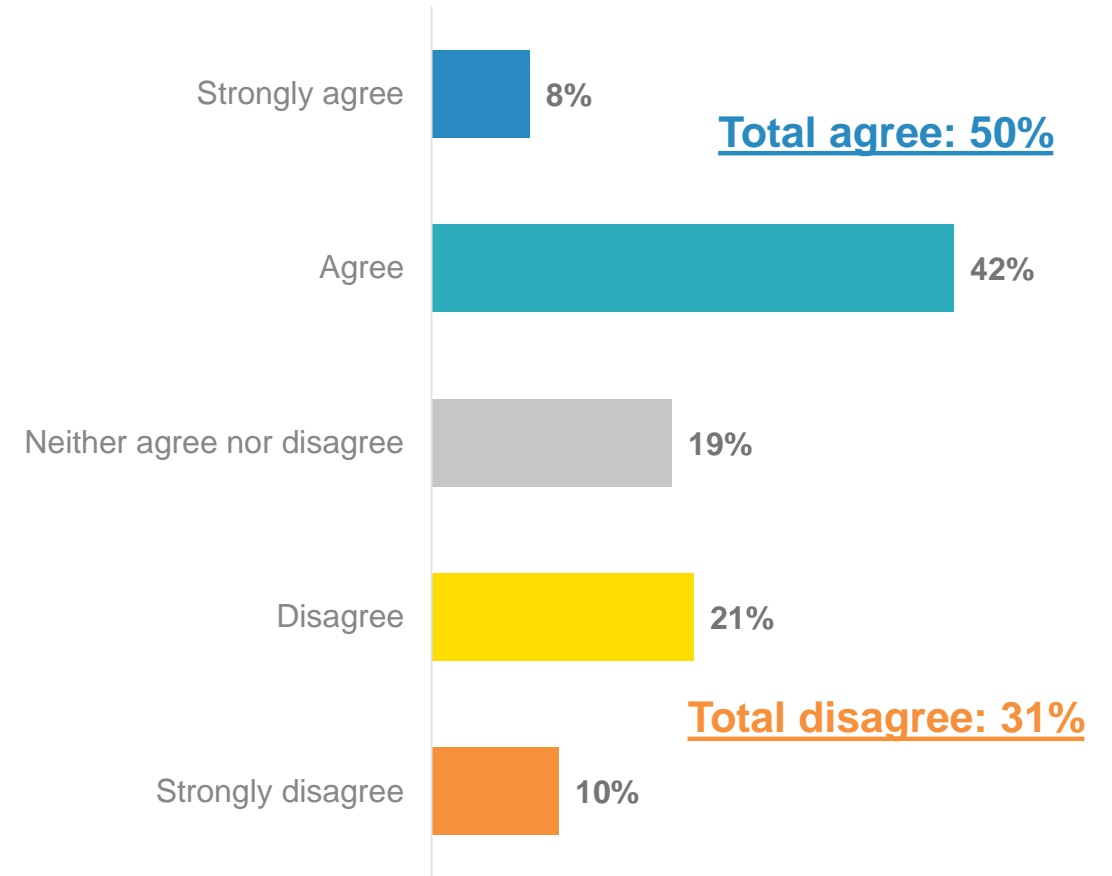
- There was more agreement than disagreement that the city's transport system allows easy access from suburbs to the city with half agreeing and around a third (31%) disagreeing.
- Agreement with this statement was consistent with last year, however it has recovered somewhat compared to a low point of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

## Demographic differences

- There were no demographic differences for this question.



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

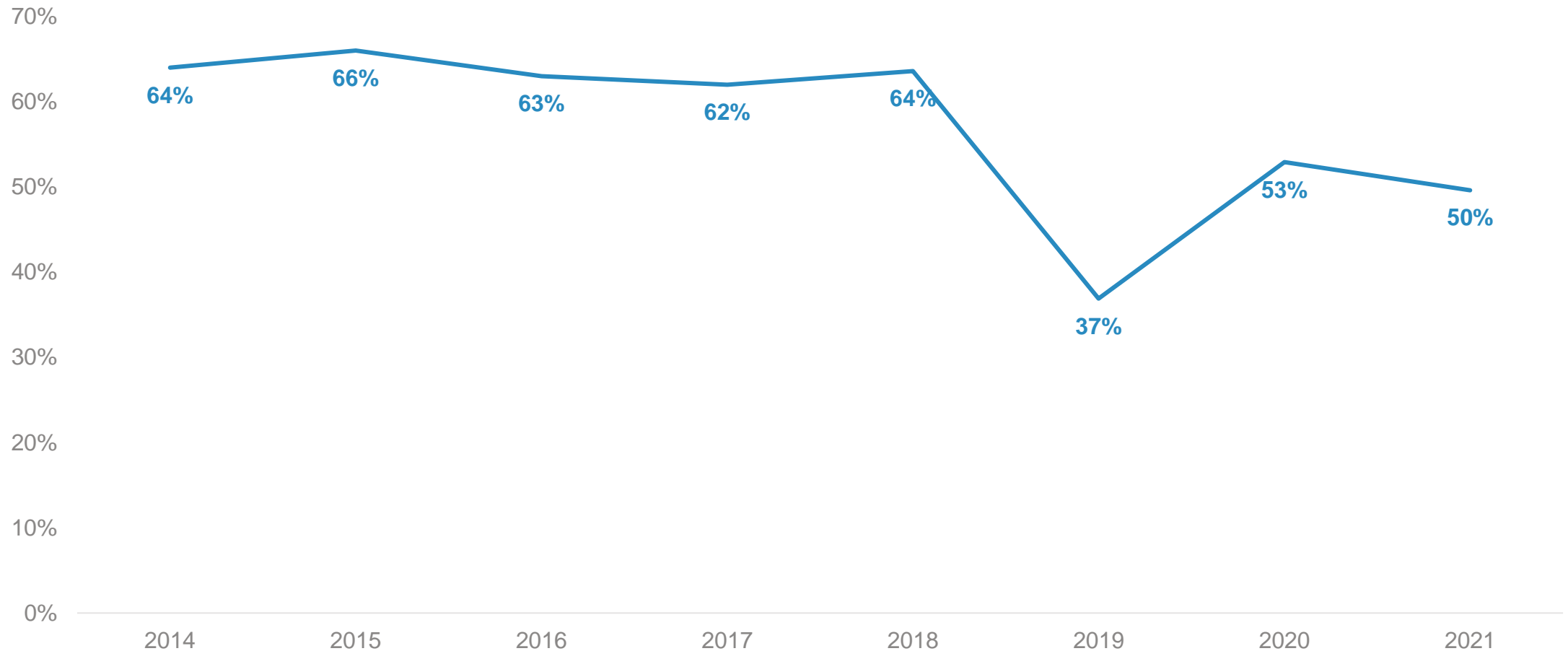




# Transport system allows easy access to the city – tracking



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



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

# Public transport attributes

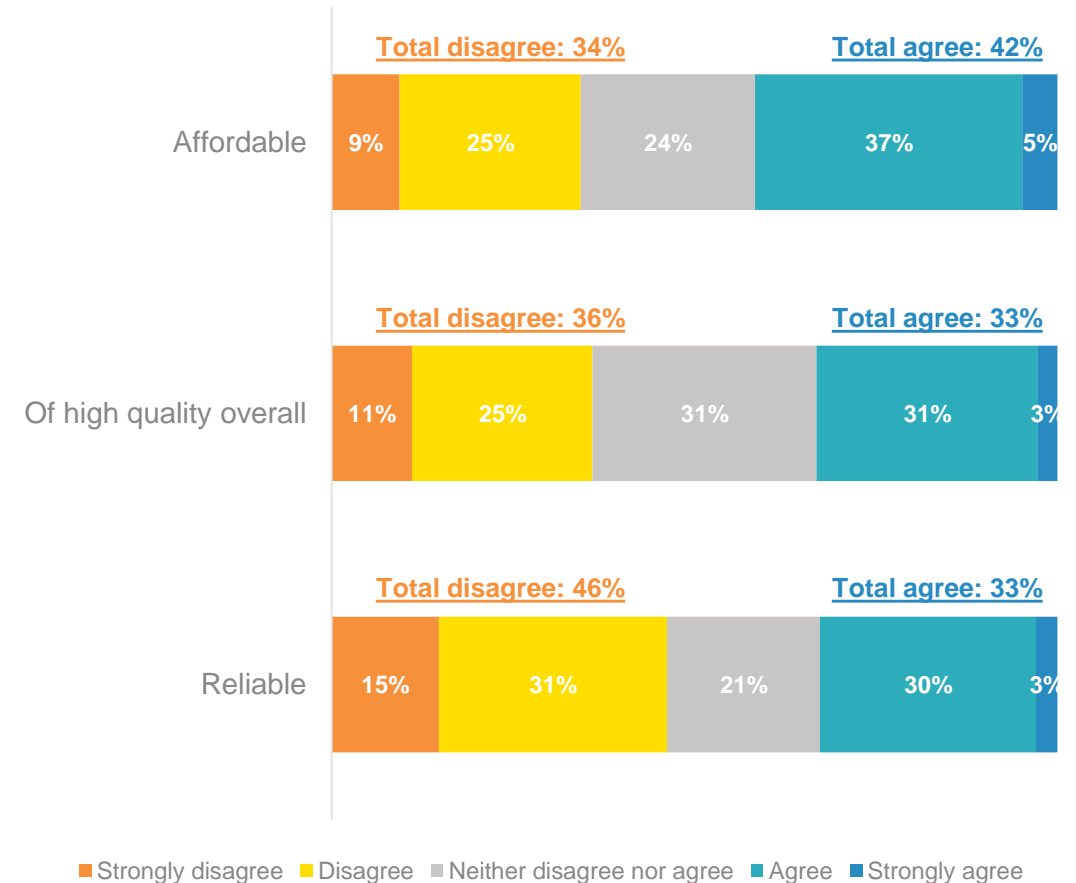
- There was not notably more agreement than disagreement with any of the public transport attributes, however the “affordability” attribute performed the best with 42% agreeing public transport was affordable and 34% disagreeing.
- The same proportion agree that public transport was of high quality and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

## Demographic differences

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



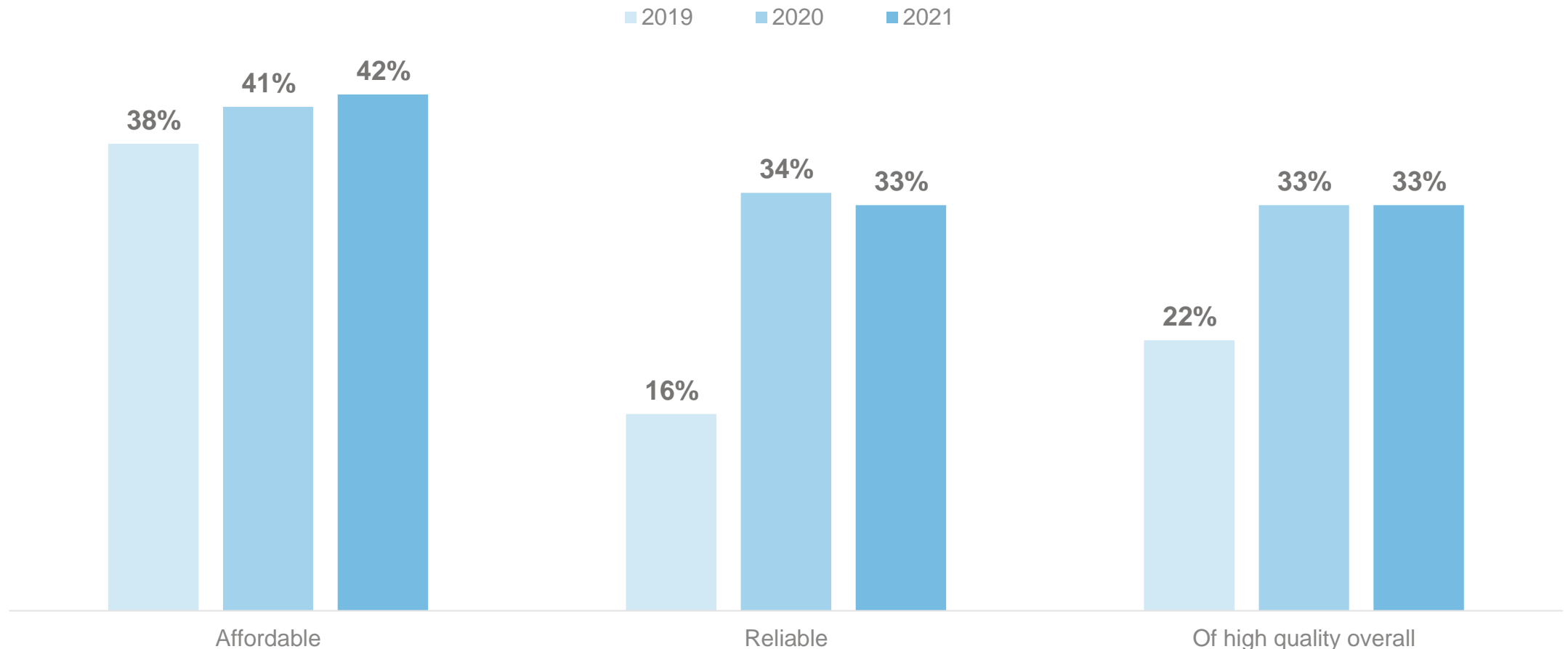
Please rate your level of agreement with the following statement. Public transport in Wellington is



# Public transport attributes – tracking



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



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

# Road condition ratings

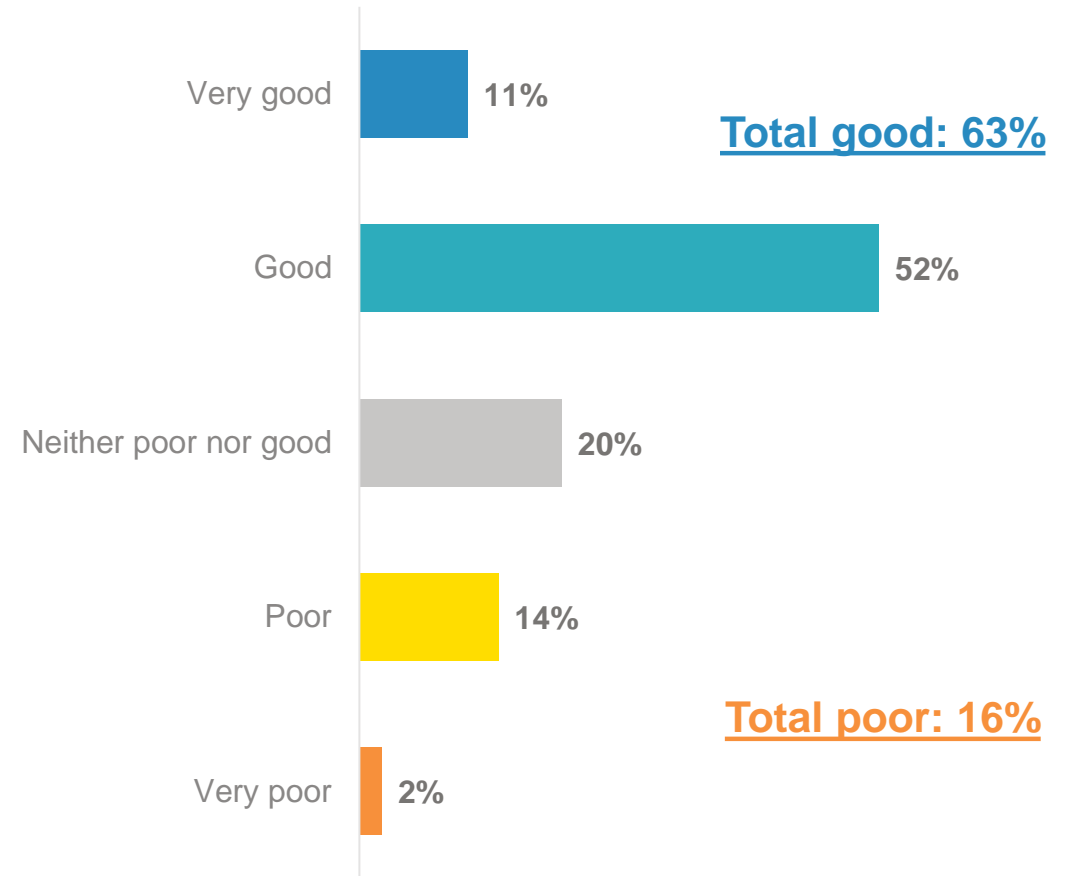
- Around two thirds (63%) of respondents rated the condition of their roads as good, while only 16% rated them as poor.
- 'Good' ratings have been trending down marginally over the past four surveys with 73% rating the condition of the roads good in 2018.
- However, prior to 2018 ratings were in the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

## Demographic differences

- There were no demographic differences for this question.



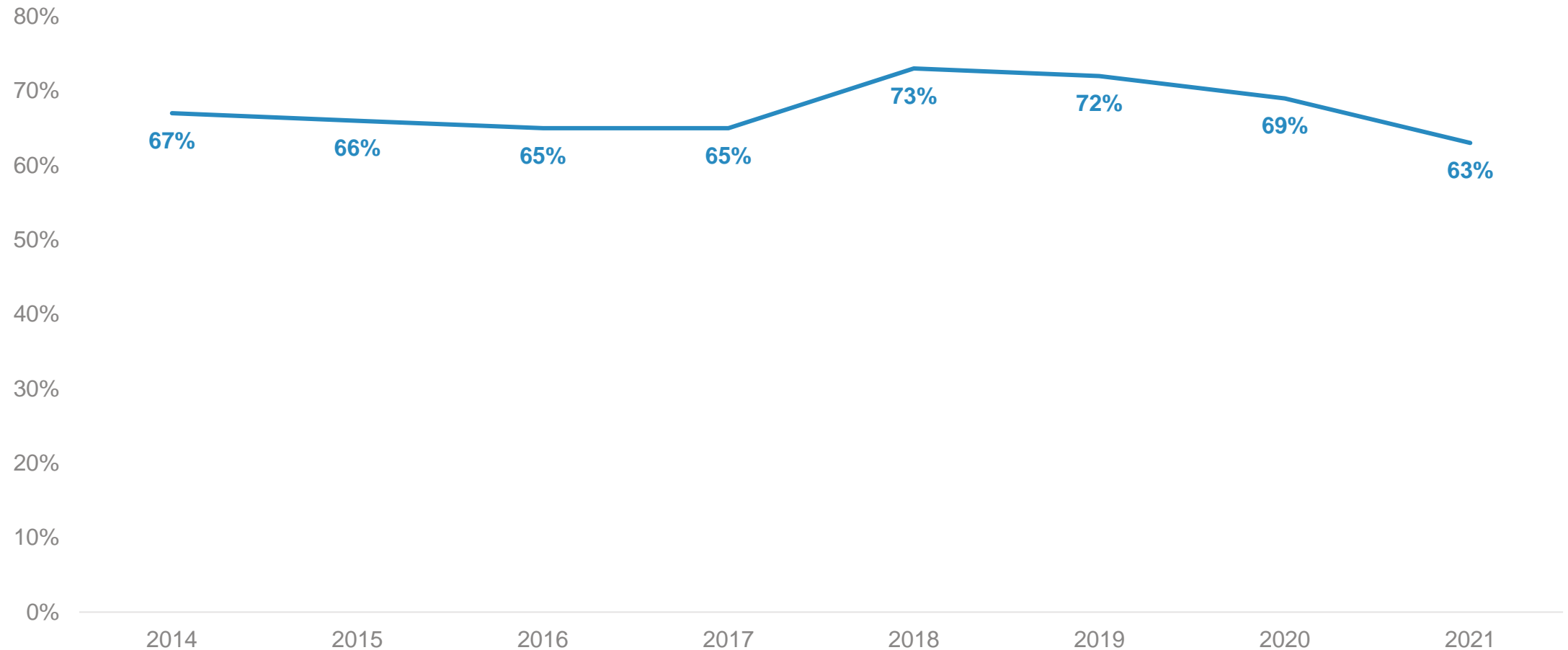
How would you rate the condition of the roads in your neighbourhood?



# Road condition ratings – tracking



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



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

# Street lighting satisfaction

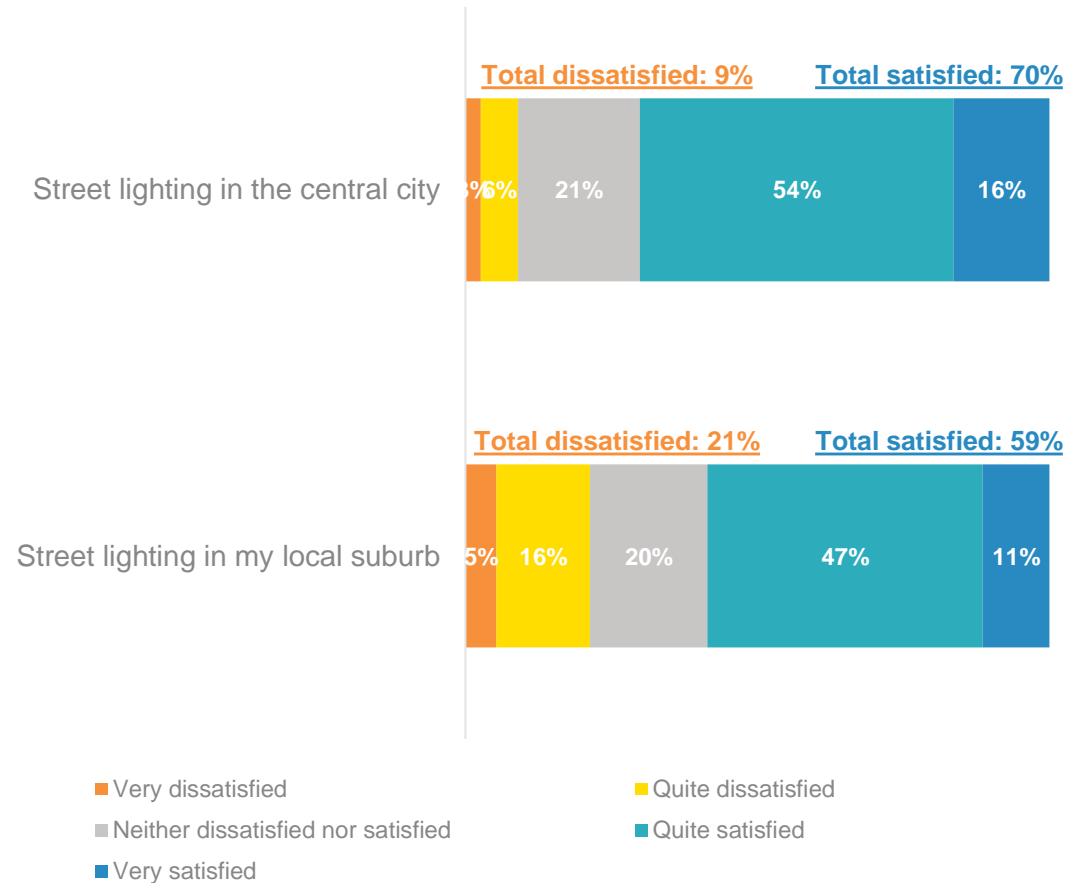
- There was more satisfaction than dissatisfaction with both street lighting in the central city and in local suburbs. However, satisfaction levels were high with street lighting in the central city (70% satisfied).
- Satisfaction with lighting in the central city fell compared to last year where 78%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

## Demographic differences

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



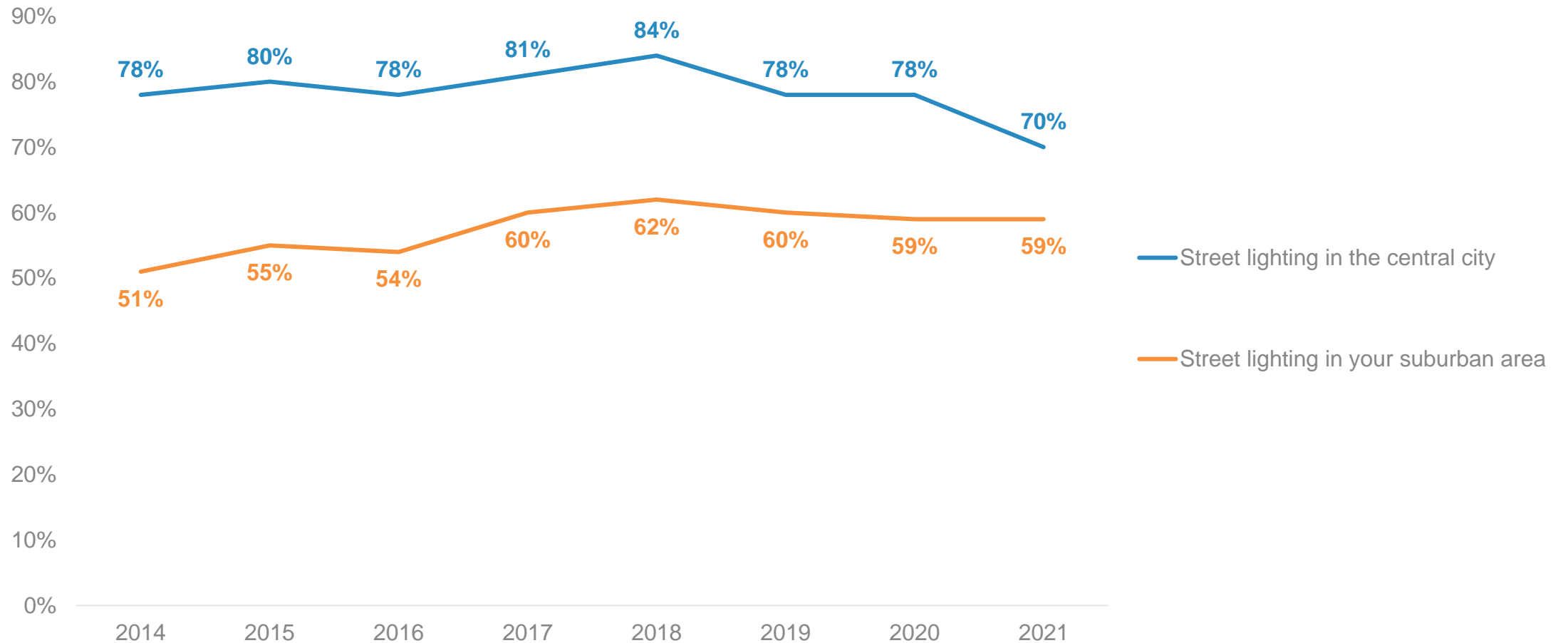
Please rate your level of satisfaction with the following...



# Street lighting satisfaction – tracking



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



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

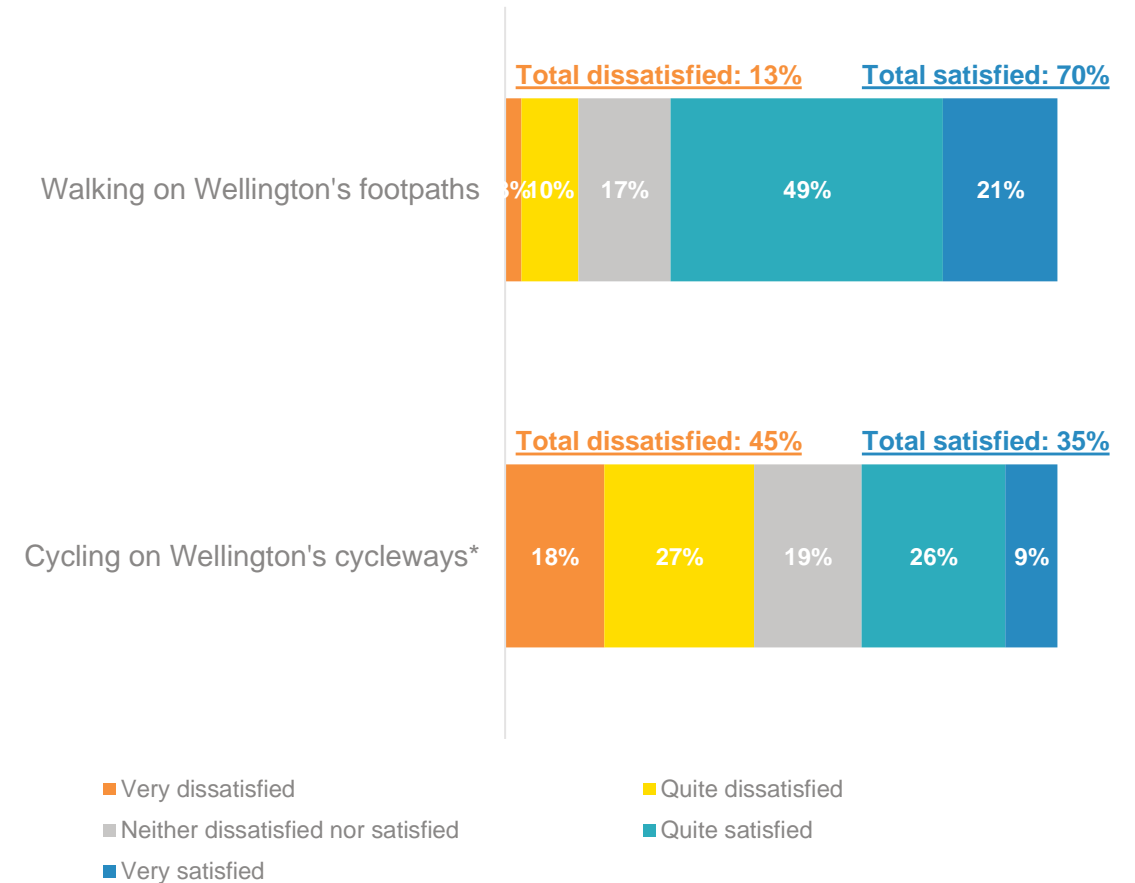
# Footpath and cycleway satisfaction

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

## Demographic differences

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

**?** | How satisfied are you

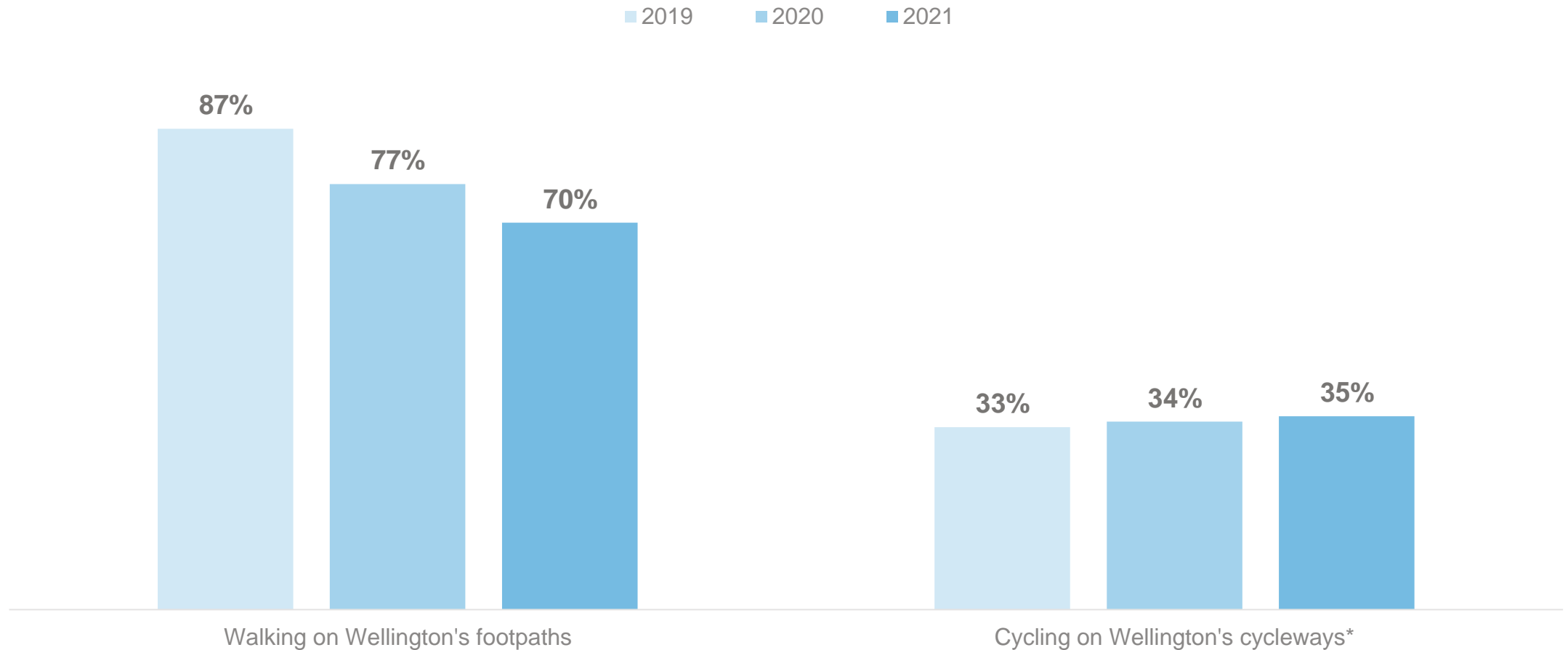


Base: all respondents (excluding 'don't know'); \*high proportion of 'don't know' responses (55%)



# Footpath and cycleway satisfaction – tracking

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



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

# Cycling safety in the city

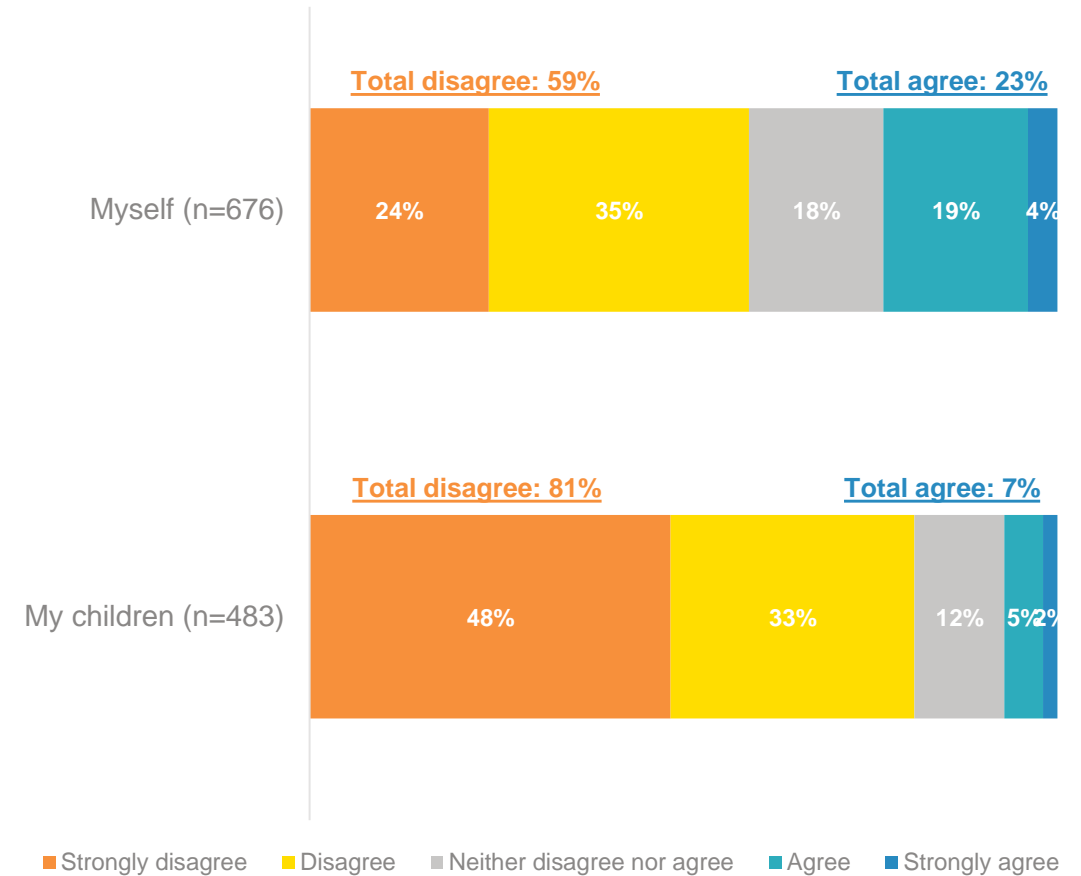
- Around a quarter (23%) agreed that cycling in the city is safe for themselves, while very few (7%) agreed that cycling in the city was safe for their children.
- Agreement with both personal safety and child safety when cycling in the city have remained steady over the past three surveys (since tracking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

## Demographic differences

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



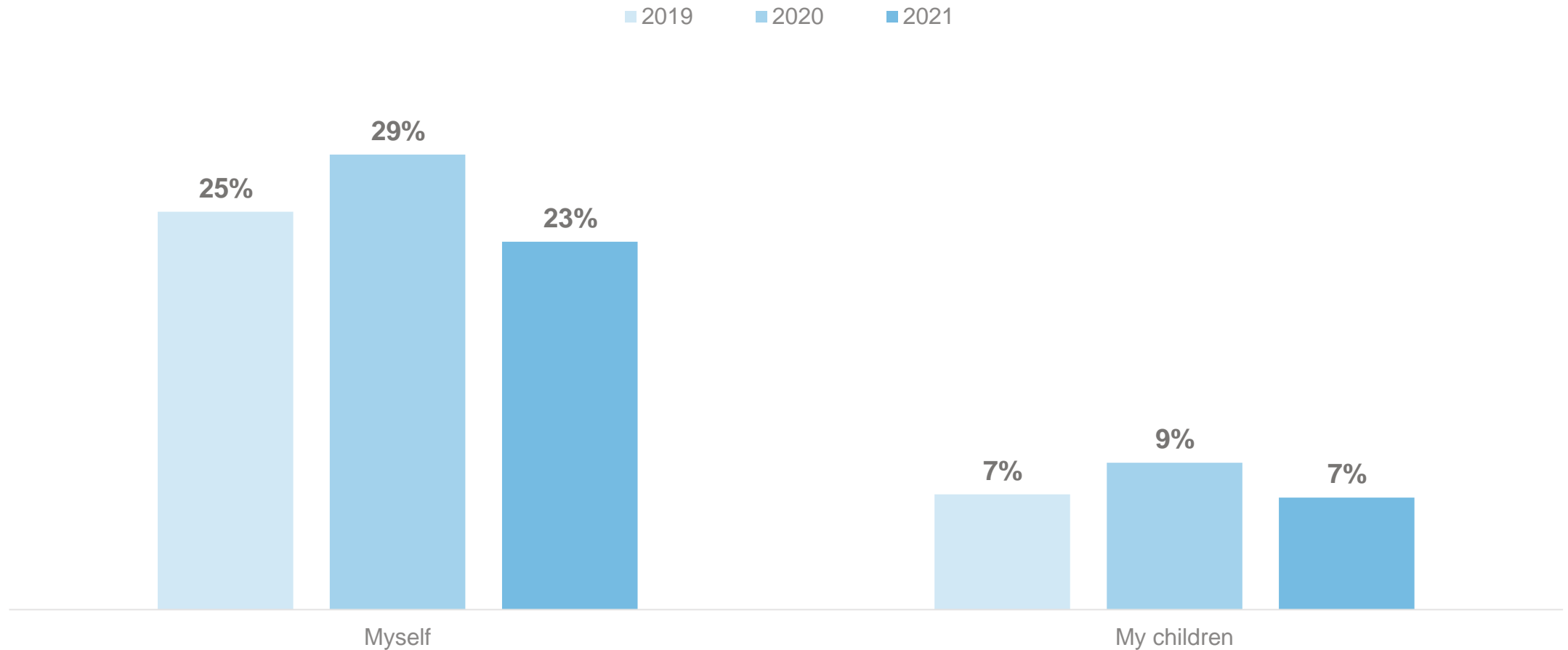
Please rate your level of agreement with the following statements. Cycling in the city is safe for



# Cycling safety in the city – tracking



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



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

# Parking availability satisfaction

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

## Demographic differences

- There were no demographic differences for this question.

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

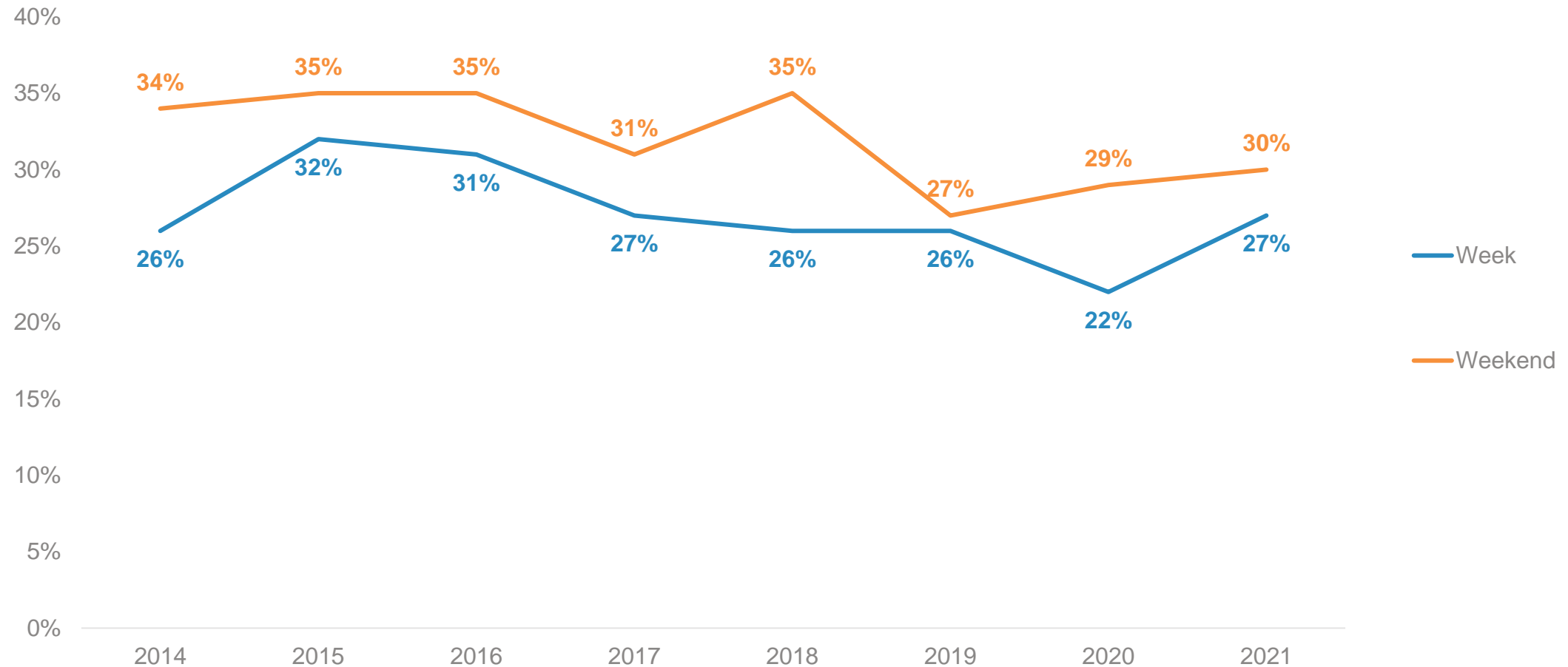


Base: all respondents (excluding 'don't know'); \*High proportion of 'don't know' (17% and 20%)

# Parking availability satisfaction – tracking



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



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

# Parking enforcement fairness

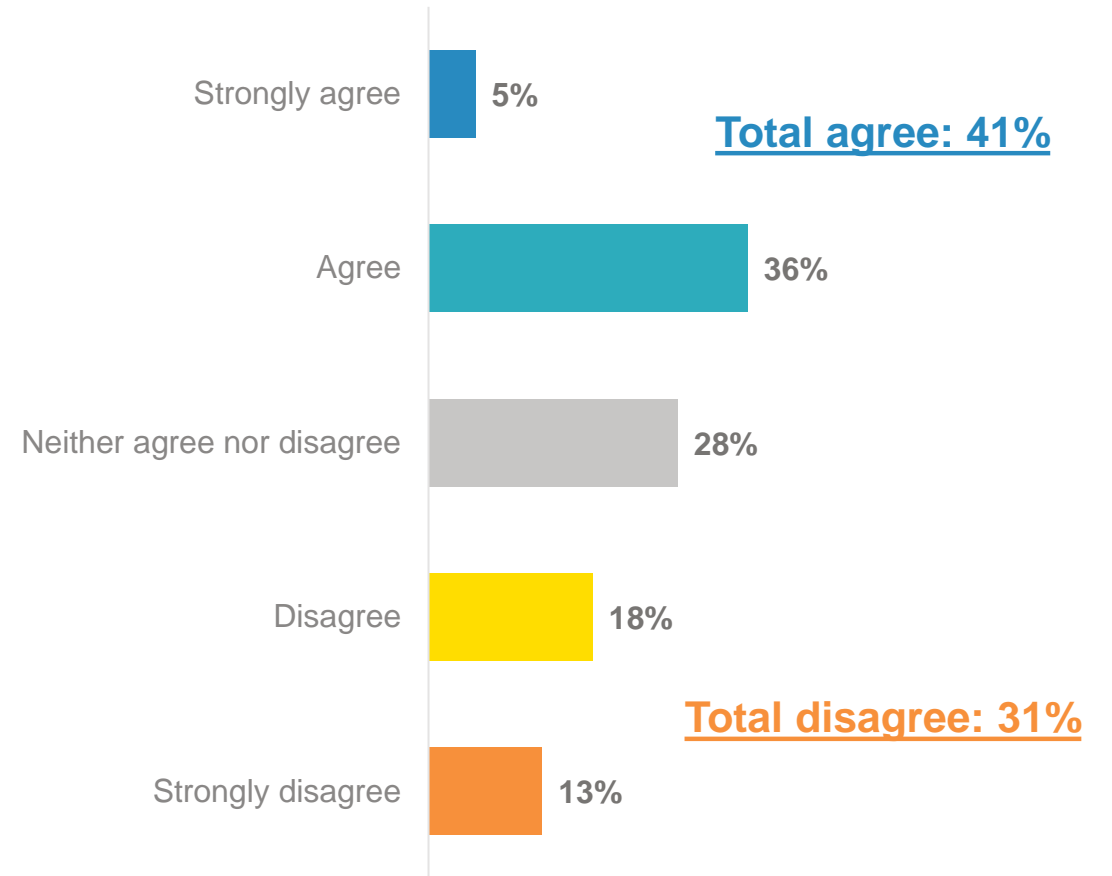
- There was more agreement than disagreement that parking enforcement in the city is fair (41% vs 31%).
- Results have been consistent for the past three surveys, however between 2015 and 2018 around 50% agreed that parking enforcement was fair.

## Demographic differences

- There were no demographic differences for this question.



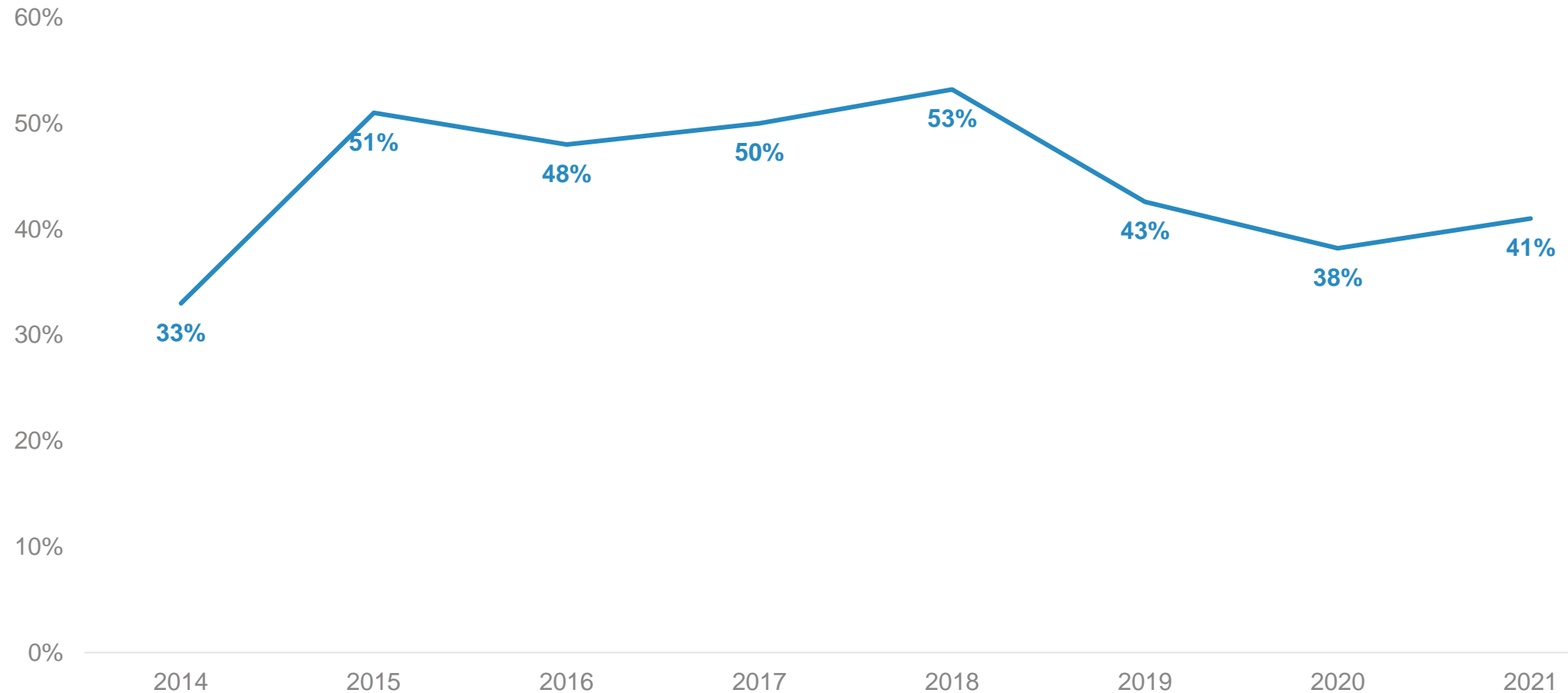
Please rate your level of agreement with the following statement...The city's parking enforcement is fair.\*



# Parking enforcement fairness – tracking



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



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

# Main mode of transport for commuting

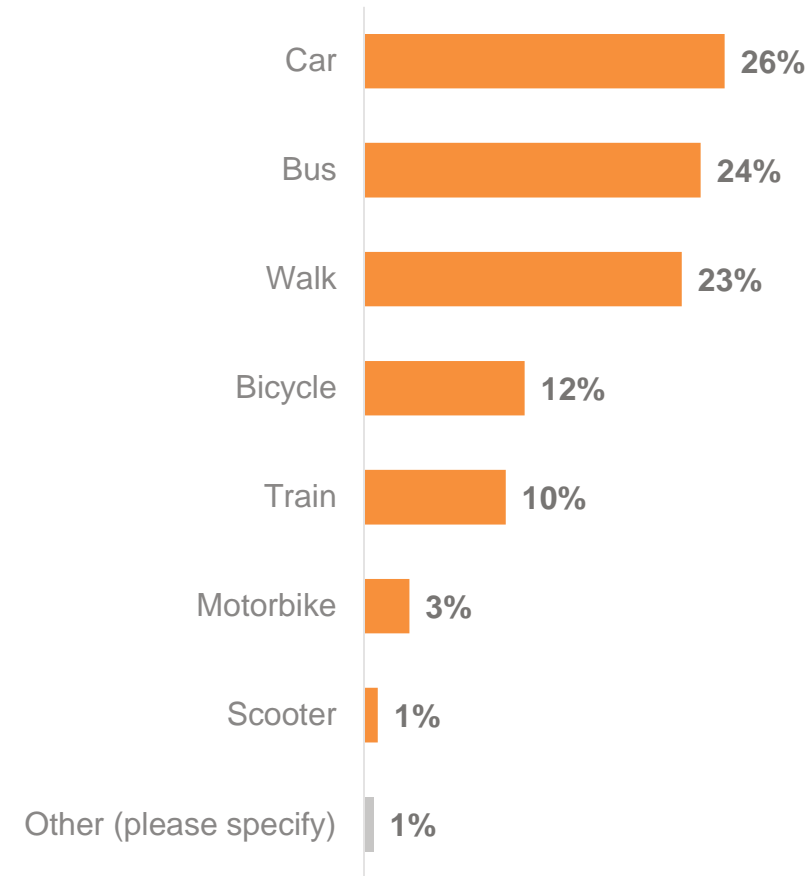
- Among respondents who travel into central Wellington on most weekdays similar proportions said their main mode of travelling was by car, bus or walking (26%, 24% and 23% respectively).
- Bicycle and trains were the main mode for around one in ten, while very few used a motorcycle or scooter.
- There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

## Demographic differences

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



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

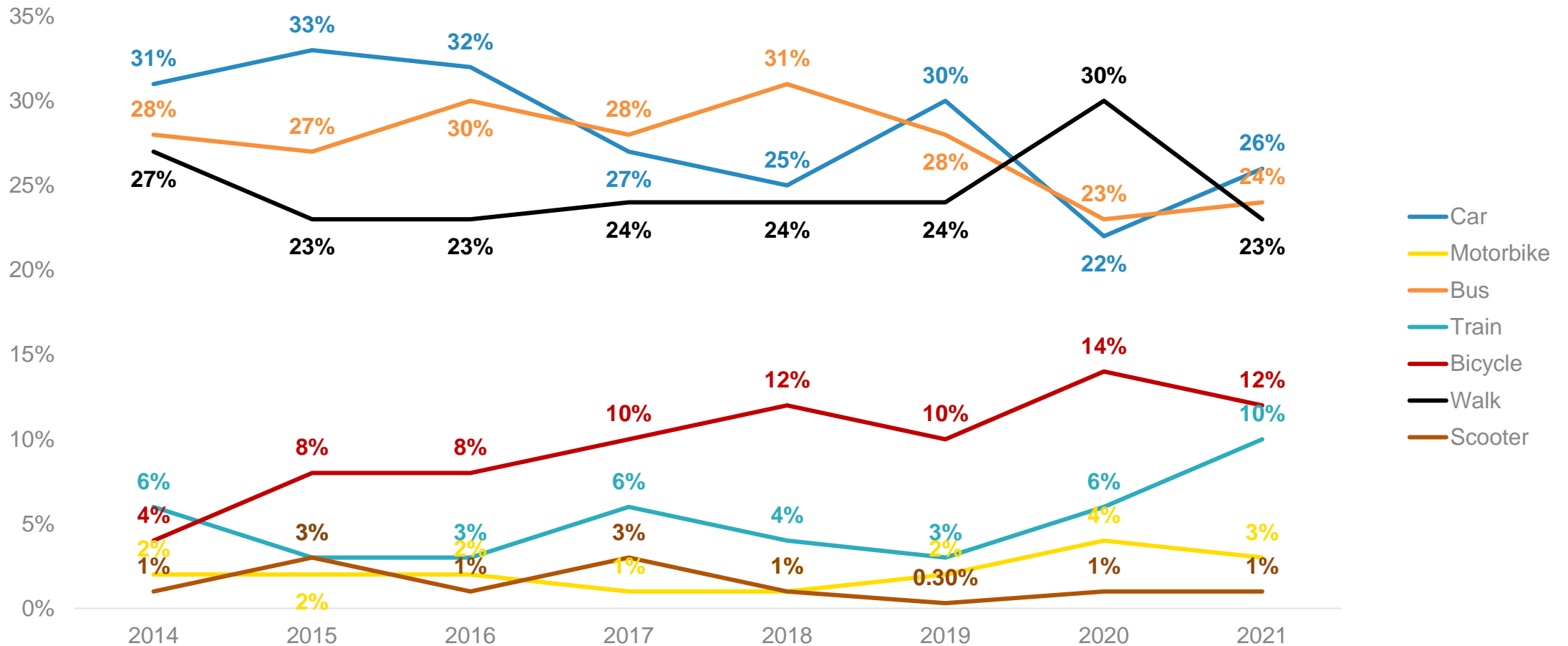




# Main mode of transport for commuting – tracking



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



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

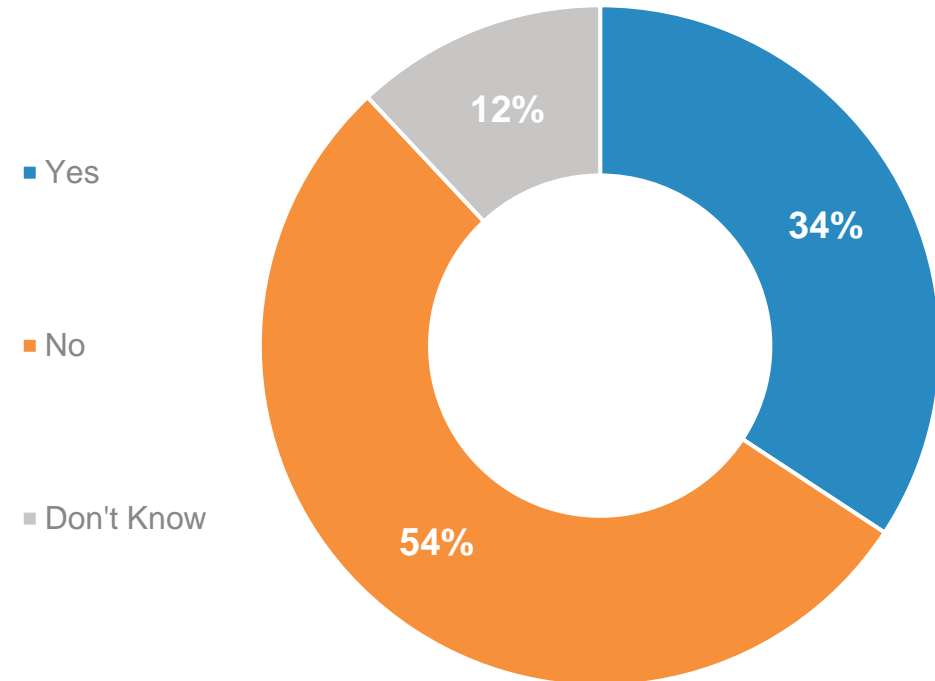
# Are peak travel volumes acceptable?

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

## Demographic differences

- There were no demographic differences for this question.

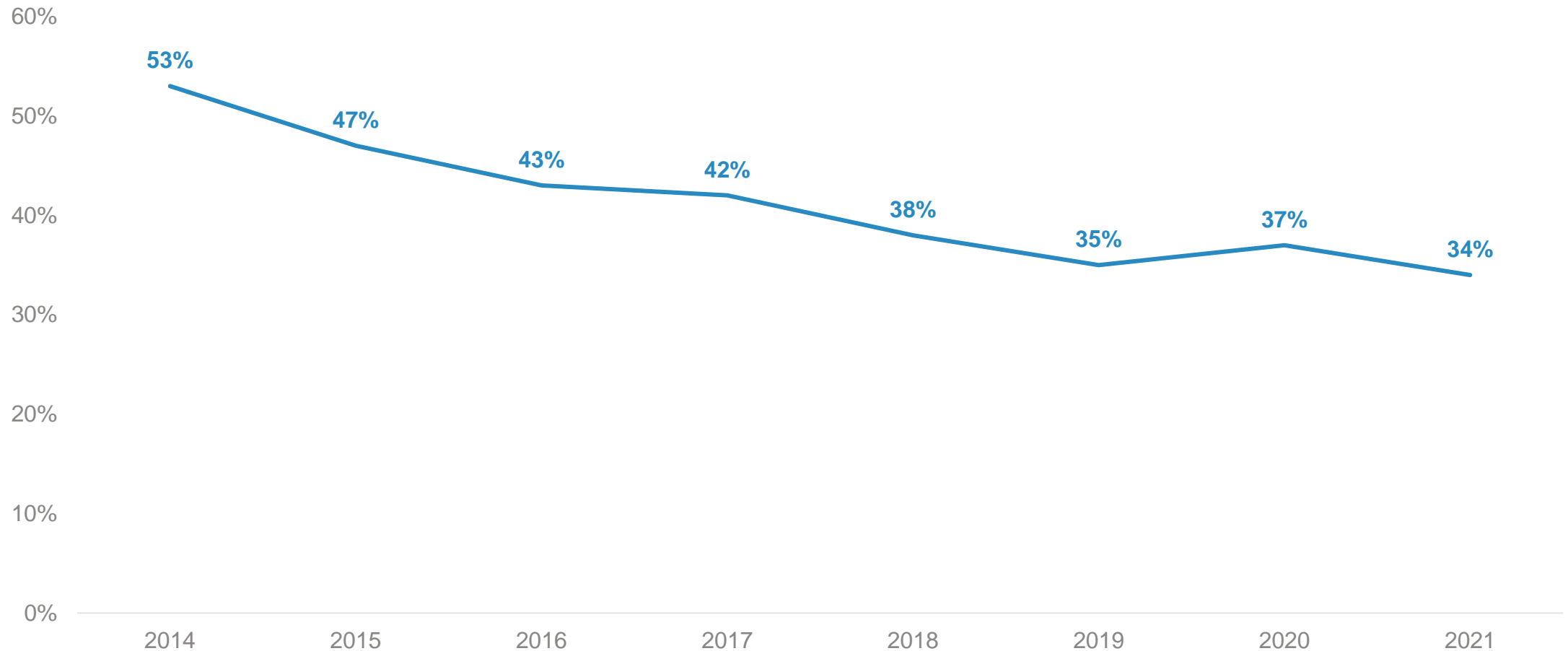
**?** | *Do you believe peak traffic volumes are acceptable?*



# Are peak travel volumes acceptable? – Tracking



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



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

# Waste

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# Kerbside recycling frequency

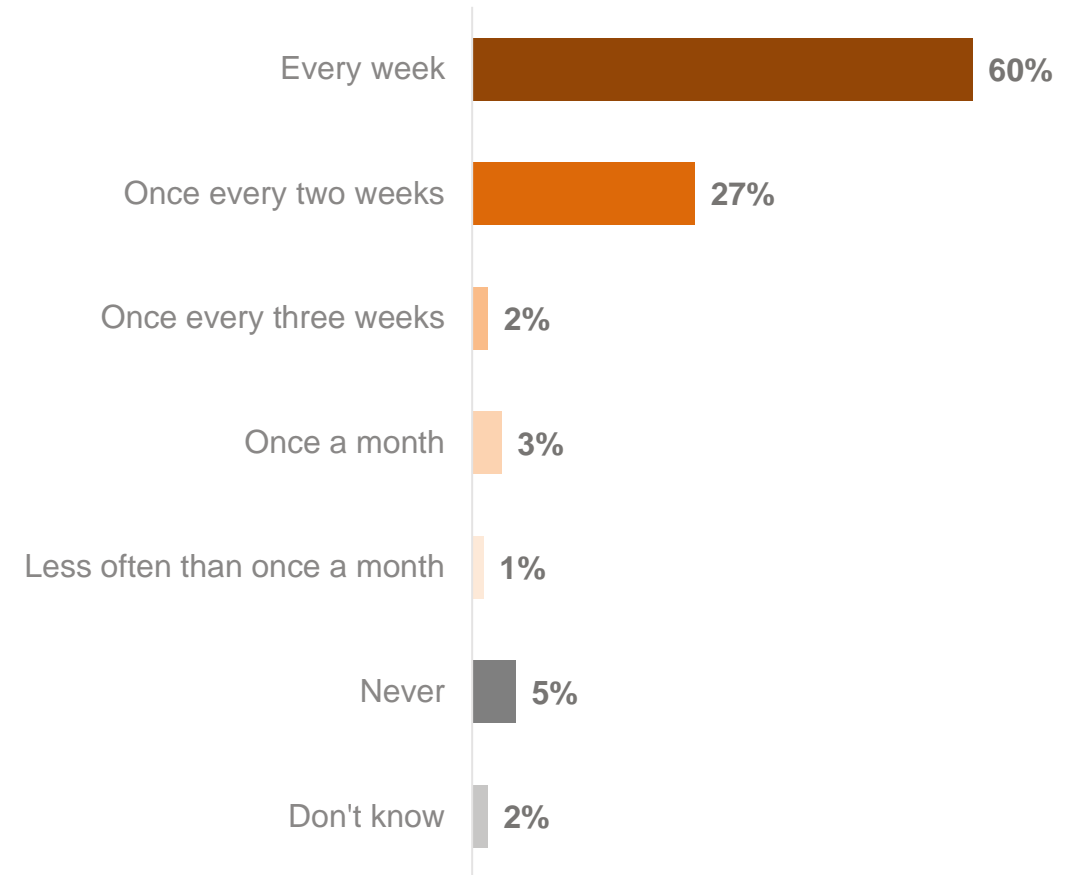
- Six in ten respondents said they put out recycling for Wellington City Council’s kerbside collection on a weekly basis, a further 27% said they put their recycling out fortnightly.
- Almost all respondents (92%) are putting their recycling out at least monthly – this has consistently been the case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

## Demographic differences

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



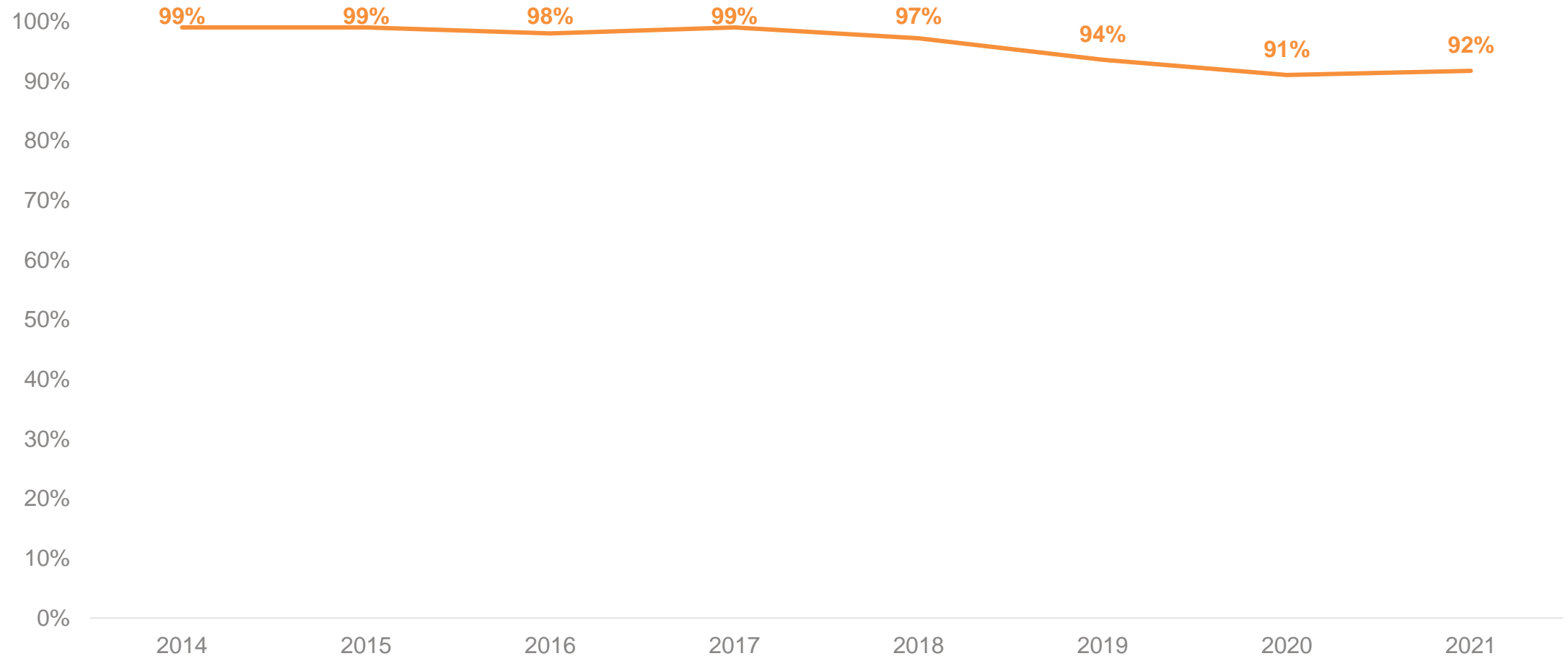
*On average, how often does your household put out recycling for Wellington City Council's kerbside collection?*



# Kerbside recycling frequency – tracking



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



Base: all respondents

# Kerbside recycling satisfaction

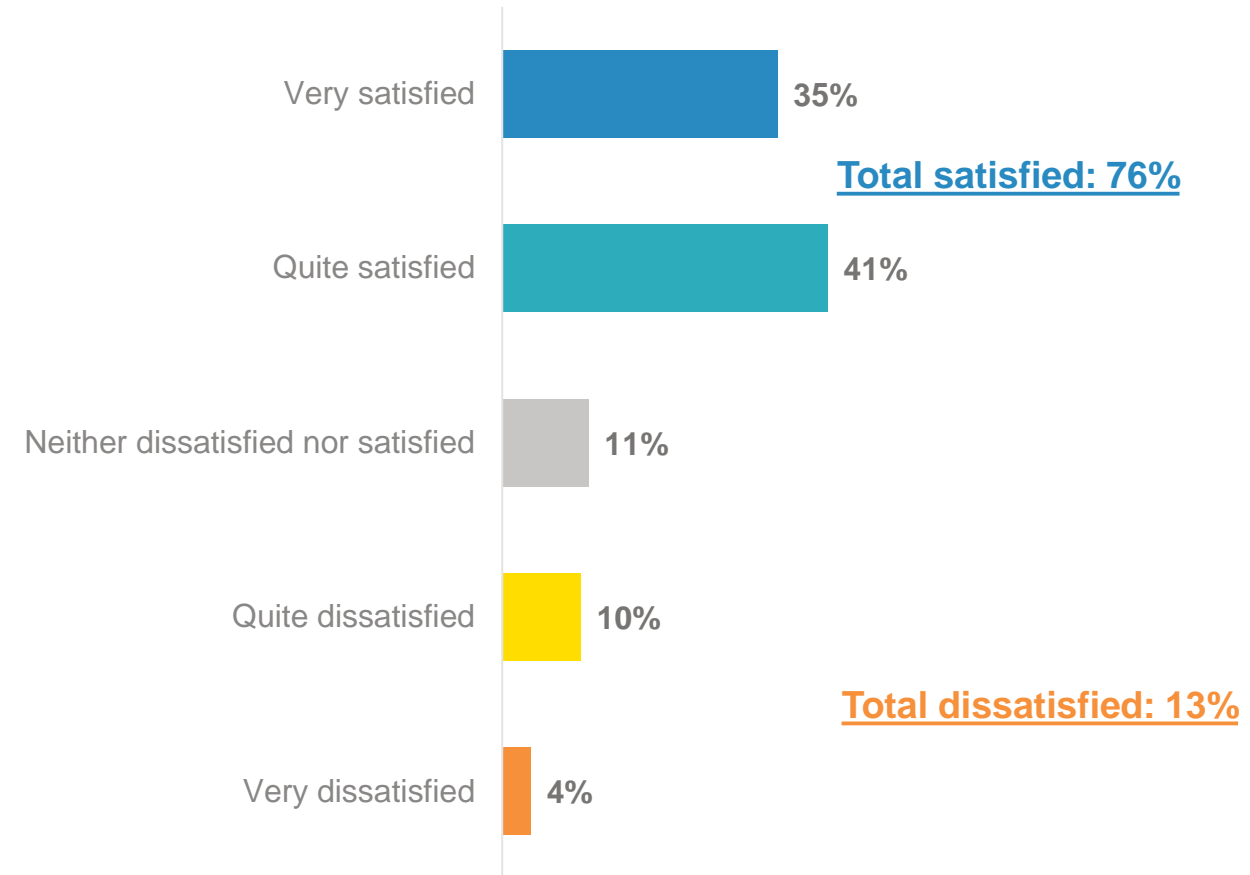
- About three quarters (76%) were satisfied with Wellington City Council's kerbside recycling collection service, levels of dissatisfaction were much lower at 13%.
- There was a low point of satisfaction in 2019 (65%), which has recovered somewhat, current levels are largely inline with tracking prior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

## Demographic differences

- There were no demographic differences for this question.



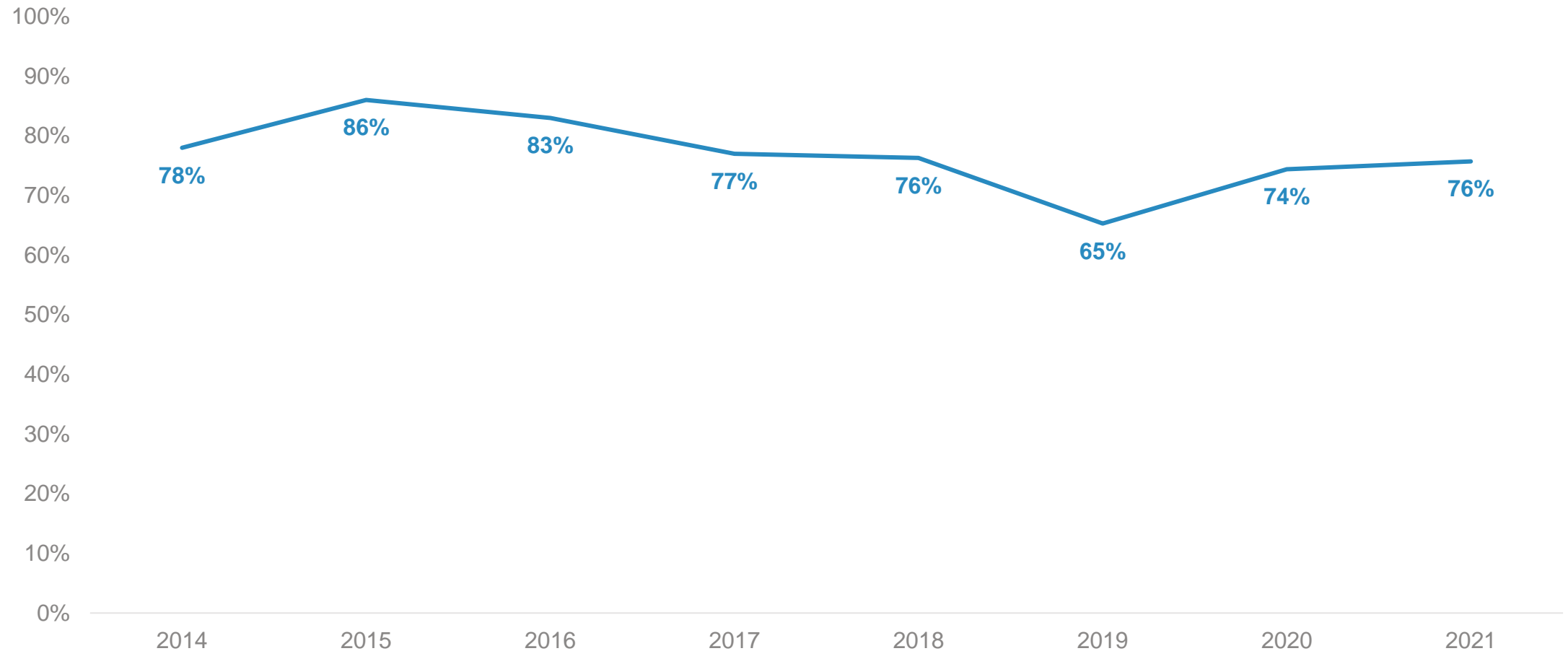
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



# Kerbside recycling satisfaction – tracking



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



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



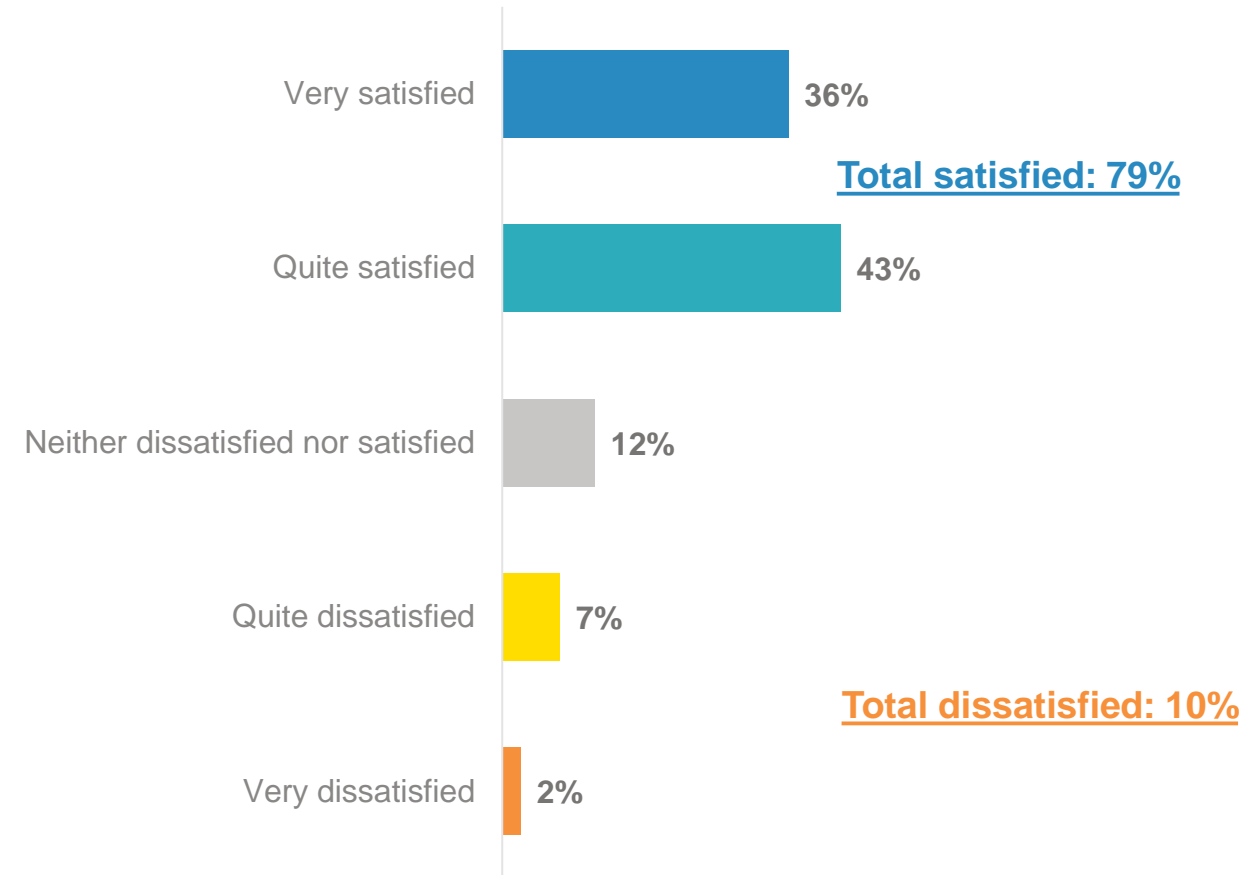
# Kerbside rubbish satisfaction

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

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

## Demographic differences

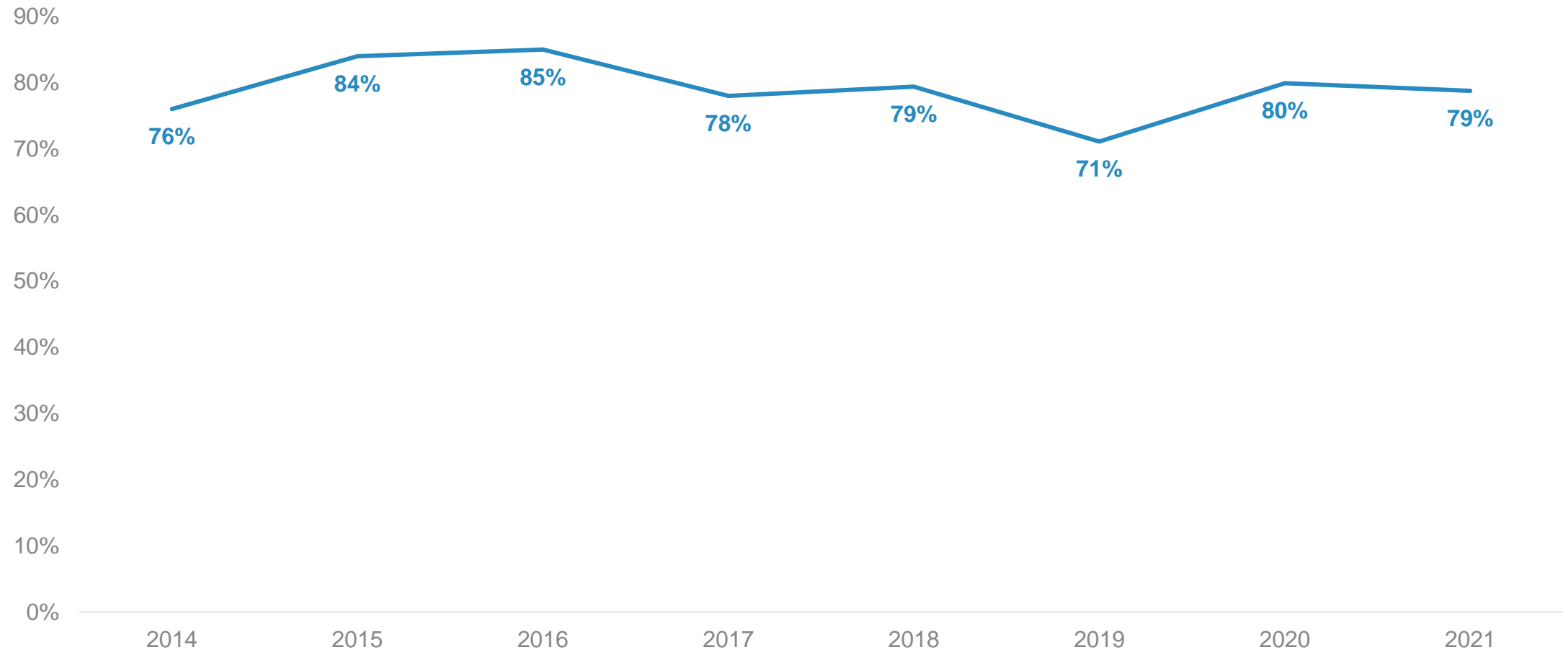
- There were no demographic differences for this question.



# Kerbside rubbish satisfaction – tracking



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



Base: respondents who use the official Wellington City Council rubbish waste bags (excluding 'don't know') (n=743)

# Stormwater management satisfaction

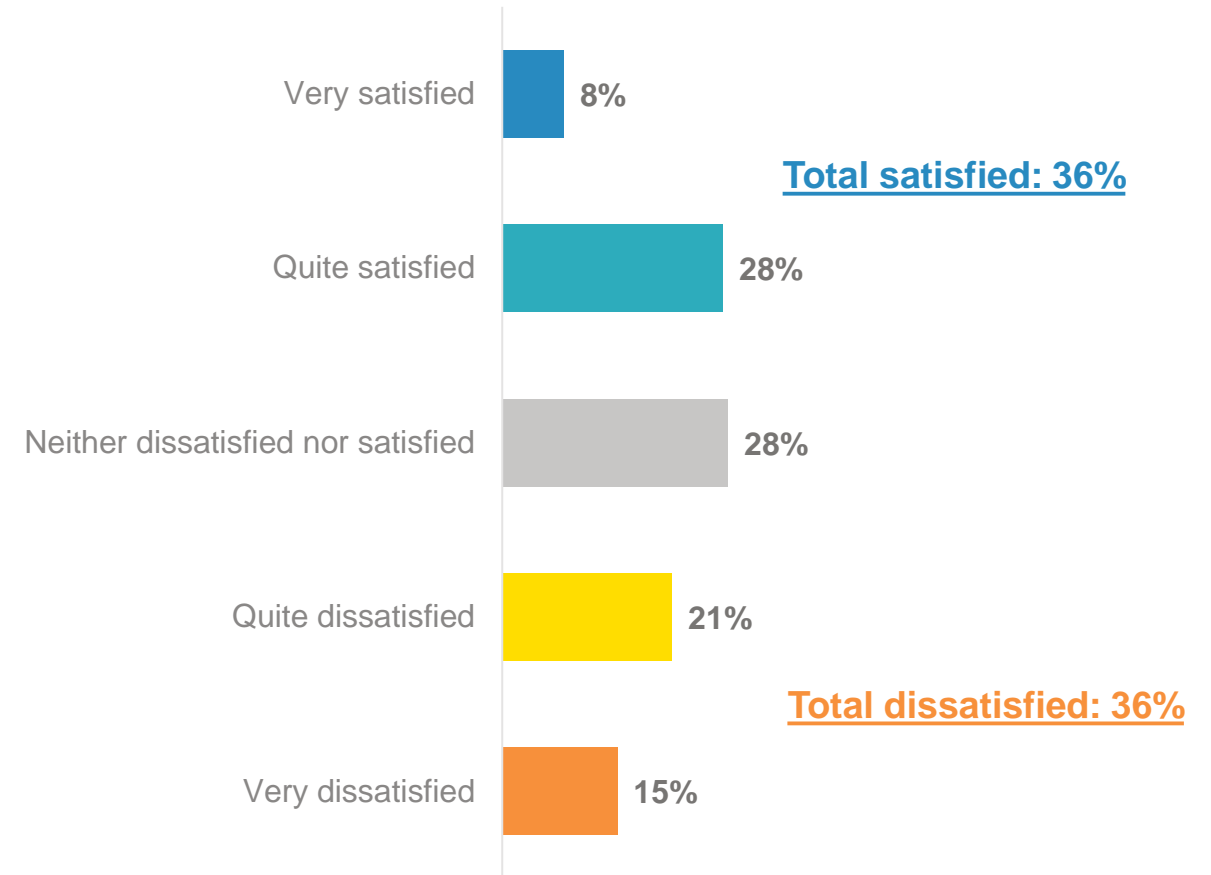
- Views were very much split on storm water management in the city. Equal numbers were satisfied and dissatisfied (36%), while 28% were neither satisfied nor dissatisfied.
  - 15% of respondents were also excluded from the analysis as they did not have a view (selected 'don't know').
- Satisfaction with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

## Demographic differences

- There were no demographic differences for this question.



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

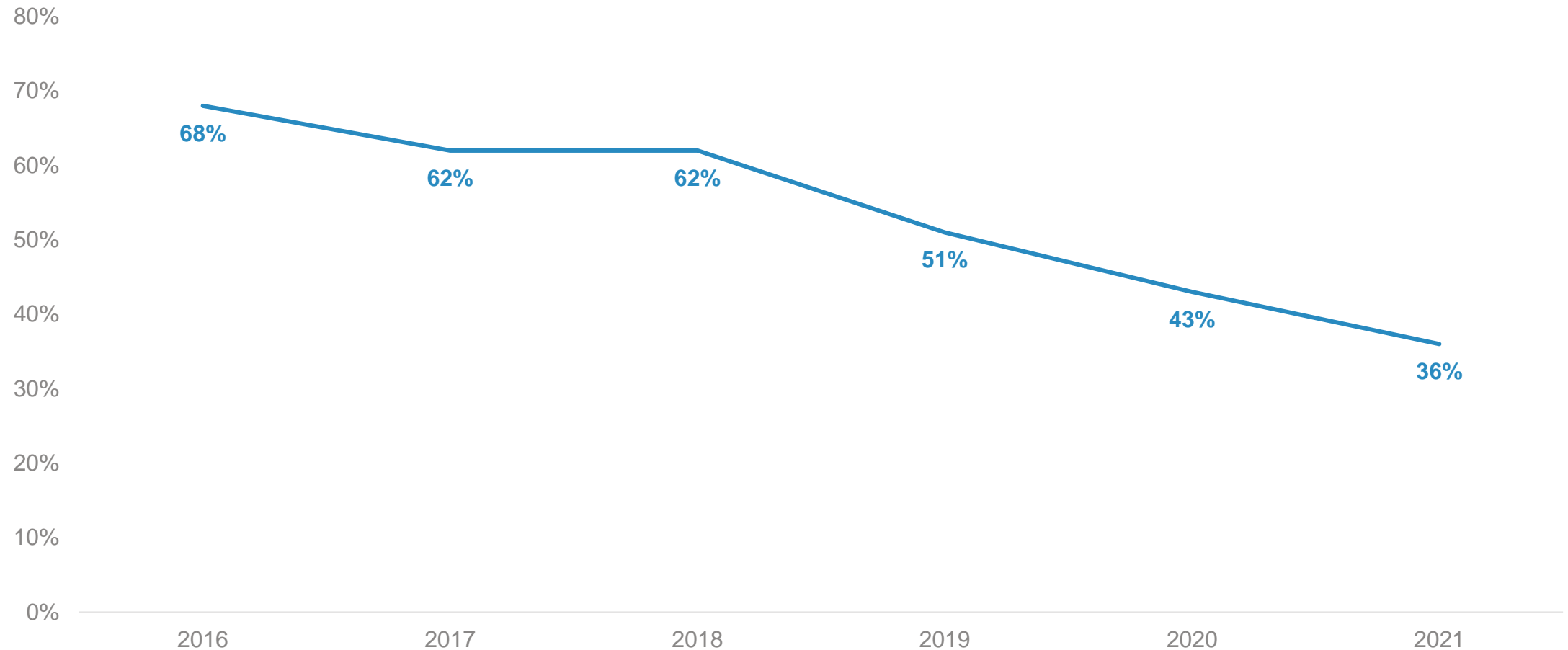


Base: all respondents (excluding 'don't know'); \*High proportion of 'don't know' responses (16%)

# Stormwater management satisfaction – tracking



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



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

# Residents Monitoring Survey

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July 2022

# Introduction

- The Residents Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council (WCC) Research and Evaluation team (R/E team).
- The survey asks a representative sample of Wellington City residents about their engagement and satisfaction with the Council's provision and delivery of services and facilities, as well as Council Controlled Organisations (CCOs). The survey also asks residents about their behaviours and overall perceptions of Wellington.
- The aim of the RMS is to provide statistically representative results on residents' satisfaction with the Council's services and facilities and perceptions of the city.
- The results provide an indication of how the Council is performing from a resident's perspective and allows the Council to monitor and track progress against its Annual Plan and Long-Term Plan. The results also present the opportunity to understand residents' perceptions, measure trends and changes over time, assess existing operational activities of the Council and identify opportunities for improving satisfaction and overall performance.
- This report outlines the results to all questions asked in the Residents' Monitoring Survey 2022. It highlights differences over time, and describes differences by key demographic areas of interest (for example age, gender, ward). Results are presented in graphs with short accompanying text.

**Note:** *While this survey provides the opportunity to understand what Wellington residents think about the Council and the city, it is important to note that the results reflect a snapshot of residents' perceptions at one point in time. There are many factors that contribute to an individual's perceptions and so it cannot be assumed that all opinions of all Wellington residents have been captured via this survey methodology. Further research would be necessary to provide a more in-depth and comprehensive understanding of the reasons behind particular results and perceptions.*

# Methodology

- The latest RMS was conducted in February 2022 with the Capital Views Wellington City Council research panel. This panel is recruited and managed by PublicVoice on behalf of the Council.
- Due to the number of questions asked, the survey was conducted in two parts using the online survey tool Voxco. In 2022, part one was 18 minutes long, and part two was 20 minutes long.
- The Research and Evaluation Team were responsible for entire survey process including questionnaire design, survey scripting, survey distribution and quota monitoring. Once the survey was complete, the Research and Evaluation team were responsible for data analysis and reporting.
- For each survey a separate random sample of approximately 1,700 residents was drawn from the Capital Views panel initially. During the fieldwork quotas were monitored and additional booster samples were randomly selected to gather more responses from groups of the population that were underrepresented. In total each survey was sent to around 2,700 residents (with approximately a 30% response rate for each part).
- The final sample size for 2022 was 809 for part one and 862 for part two, which were post-weighted to be representative by age, gender and ward. The maximum margin of error at 95% confidence level was 3.4% for part one and 3.3% for part two. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 3.4% / 3.3%.

## Reporting notes:

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

# Executive Summary

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# Wellington City Council services and facilities



## Where are we performing well?

- **Recreation facilities and sportsgrounds:** 80%+ satisfied
- **Pools:** 75%+ satisfied
- **Libraries, Community Hall/Centres:** 79%+ satisfied
- **Green spaces:** 77%+ believe they are easy/very easy to access and 70%+ satisfied
- **Council delivered events:** 81% satisfied
- **Waste:** Kerbside rubbish/recycling collection, 76%/72% satisfied
- **Experience Wellington:** 90%+ having good/very good experiences across the facilities



## Where have perceptions changed the most?

- **Footpaths:** 68% are satisfied, declined from 87% in 2019.
- **Street lighting in the central city:** 65% are satisfied, declined from 84% in 2018
- **Stormwater management:** 39% satisfied, declined from 68% in 2016
- **Parking enforcement:** 36% agree it is fair, declined from 53% in 2018
- **Council decision making:**
  - 12% satisfied with decision making process, declined from 34% in 2019.
  - 17% agree WCC makes decisions in the best interest of the city, declined from 50% in 2017.
  - 23% understand how WCC makes decisions, declined from 42% in 2019
- **Consultation/ communication:**
  - 34% believe they have adequate opportunities to have their say in council activities, declined from 42% in 2020.
  - 40% believe they have the opportunity to participate in city decision making, declined from 47% in 2020.
  - 37% believe the Council is proactive in informing residents about their city, declined from 45% in 2019.
  - 48% agree it is generally easy to access information from WCC, declined from 58% in 2018



## Where could we improve?

- **Development and resilience:** 29% think we are making adequate progress on building resilience issues in the city; 25% agree that WCC's controls strike the right balance between allowing development and preserving character.
- **Cycleways:** 35% are satisfied with cycling on Wellington's cycleways
- **Parking:** about 25% are satisfied with the availability of week and weekend on street parking

# Wellingtonians perceptions of our city



## Where are we performing well?

- **Suburban centre use:** 77% think their suburban centre is well utilised
- **Arts scene:** 82% agree that Wellington has a rich and diverse arts scene
- **Connection to nature:** 94% agree that Wellington's connection to nature in and around the city improves resident's quality of life
- **Recreation opportunities:** 72% agree that Wellington offers a wide range of recreational activities



## Where could we improve?

- **Cycling safety:** 22% agree that Cycling in the city is safe for themselves, while 8% agree it is safe for their children
- **Ease of driving:** 36% agree that it is easy to drive around the city
- **Suburban centre design:** 44% agree that public areas in their suburban centre are well designed
- **Peak traffic volumes:** 43% believe that these are acceptable



## Where have perceptions changed the most?

- **Live, work and play:** 76% agree that Wellington is a great place to live, work and play, declined from 95% in 2019
- **Pride in Wellington:** 59% feel a sense of pride in the way Wellington looks and feels, declined from 85% in 2018
- **City centre attributes:**
  - 43% agree the city centre is lively and attractive, declined from 80% in 2019
  - 53% agree the city centre is an easy place to enjoy, declined from 82% in 2019
  - 64% agree the city centre is an easy place to use, declined from 81% in 2019
  - 68% agree that the city centre is an easy place to get to, declined from 74% in 2019
- **Perceived safety:**
  - 45% feel safe in Wellington's CBD after dark, declined from 76% in 2019
  - 88% feel safe in Wellington's CBD during the day, declined from 98% in 2019
  - 71% agree that public areas in their local suburban centre feel safe, declined from 81% in 2020
- **Perceived heritage contribution:** 77%/57% agree that heritage items contribute to the city's/their local communities unique character, declined from 92%/76% in 2019
- **Active transport around the city:**
  - 81% agree that it is easy to walk around the city, declined from 93% in 2019
  - 17% agree that it is easy to cycle around the city declined from 37% in 2017

# City Perceptions

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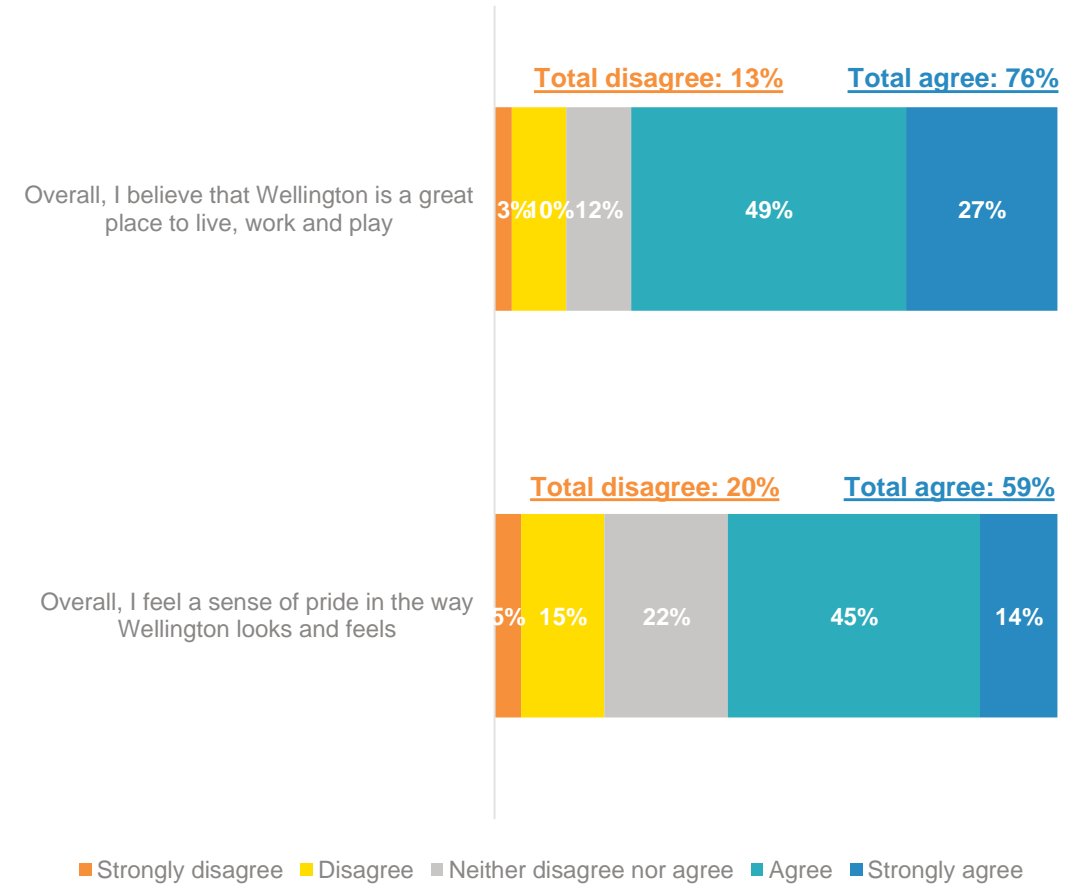
# Overall Wellington perceptions

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

- Around three quarters (76%) of residents agreed that overall Wellington is a great place to live, work and play.
- There was less agreement that respondents felt a sense of pride in the way Wellington looks and feels (59% agreed).
- Agreement with both of these statements fell significantly between 2020 and 2021 – the relatively low levels of agreement have persisted in the 2022 survey.

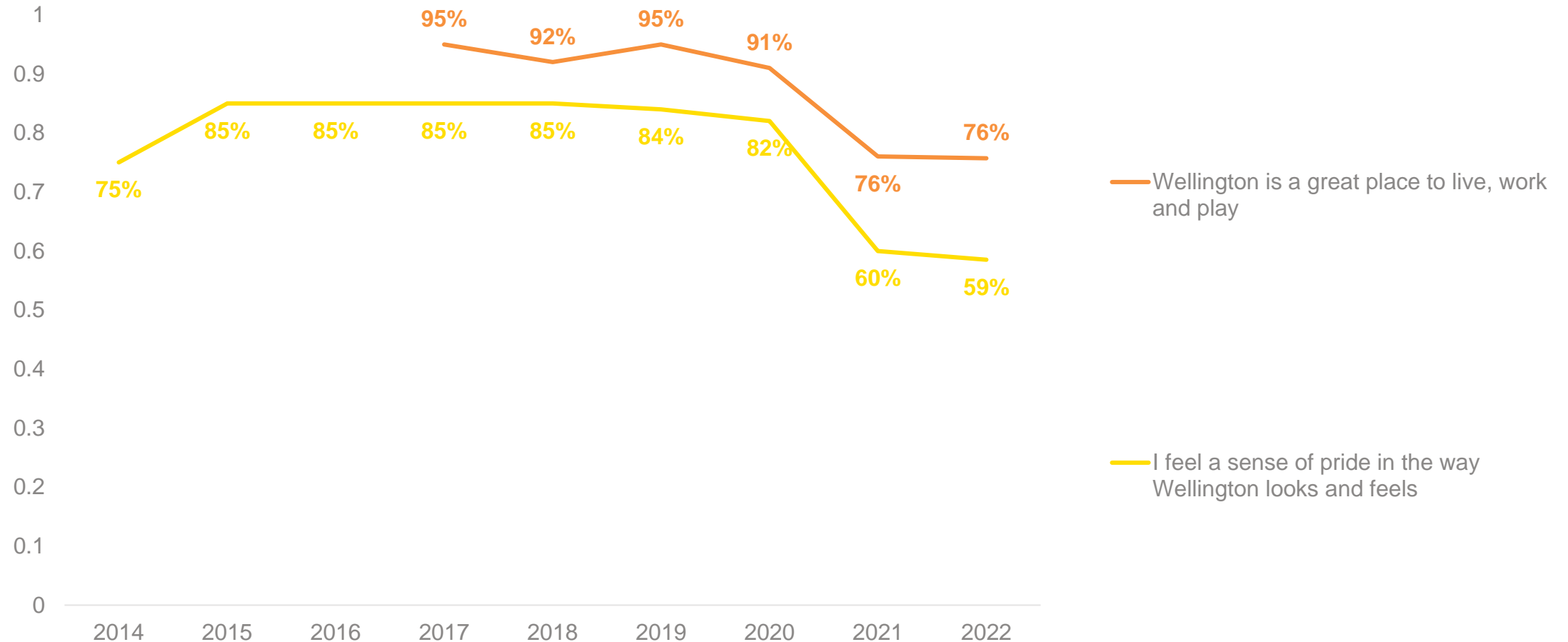
### Demographic differences

- Respondents 45 years and over were more likely than those under 45 to agree that Wellington is a great place to live, work and play (82% vs 71%), and feel a sense of pride in how Wellington looks and feels (69% vs 50%).



# Overall Wellington perceptions – tracking

? Thinking about the look and feel of Wellington in general... Total agree



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

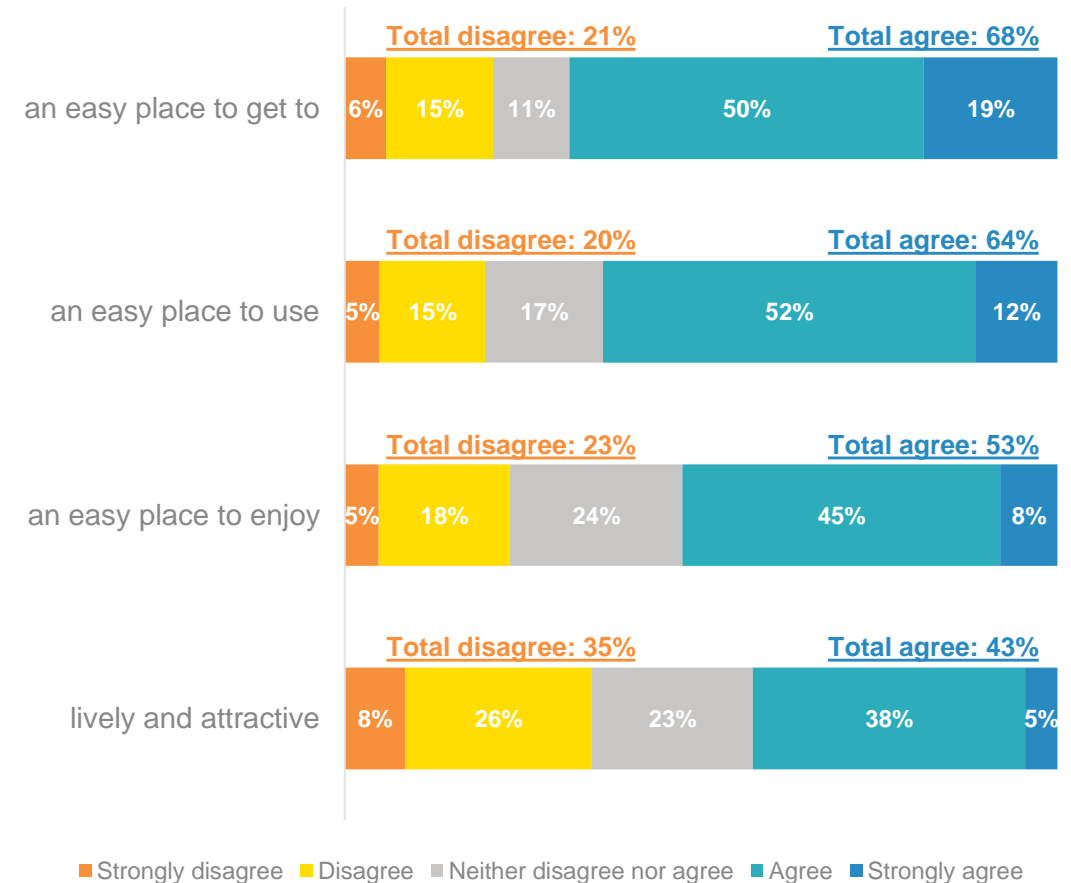
# City centre attributes

- Respondents were asked how much they agreed or disagreed with a range of attributes of Wellington’s central city.
- The highest level of agreement was with the statements that the city is easy to get to (68% agreed) and an easy place to use (64%). About half (53%) agreed that the city centre was an easy place to enjoy, while under half (43%) agreed that it is lively and attractive.
- There is still more agreement than disagreement with all of these attributes, however agreement that the city centre is an easy place to enjoy and is lively and attractive and have both fallen (6% and 4% respectively), a further reduction from already lower levels observed in the 2021 survey. Compared to 2020 agreement with these statements has now fallen 18% and 26% respectively.
- Agreement that the city centre was an easy place to get to and an easy place to use remained steady compared to 2021 (after falling between 2020 and 2021).

## Demographic differences

- Renters were more likely to agree than homeowners that the city centre is an easy place to get to (82% vs 63%) and an easy place to use (75% vs 59%).

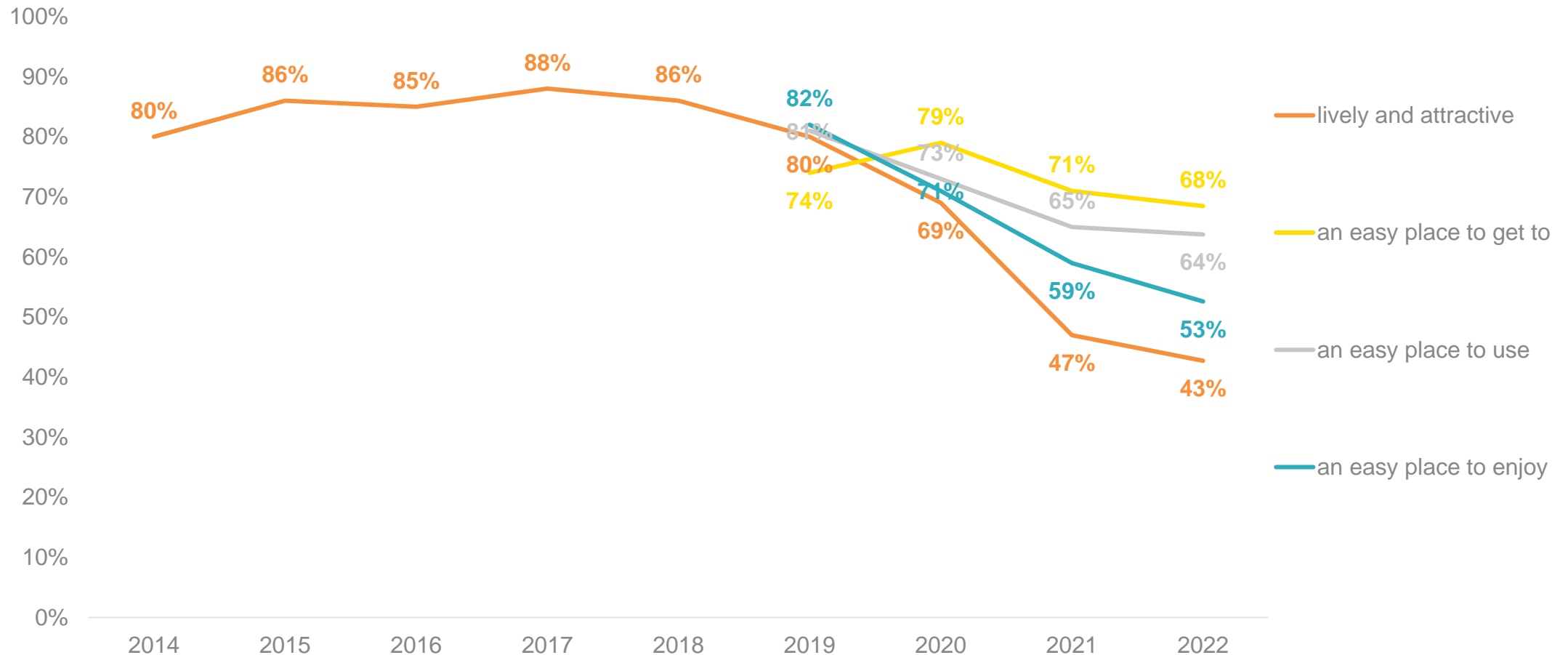
**?** Now thinking about the look and feel of Wellington’s city centre...Please rate your level of agreement with the following statements: **Wellington’s city centre is...**



# City centre attributes – tracking



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



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

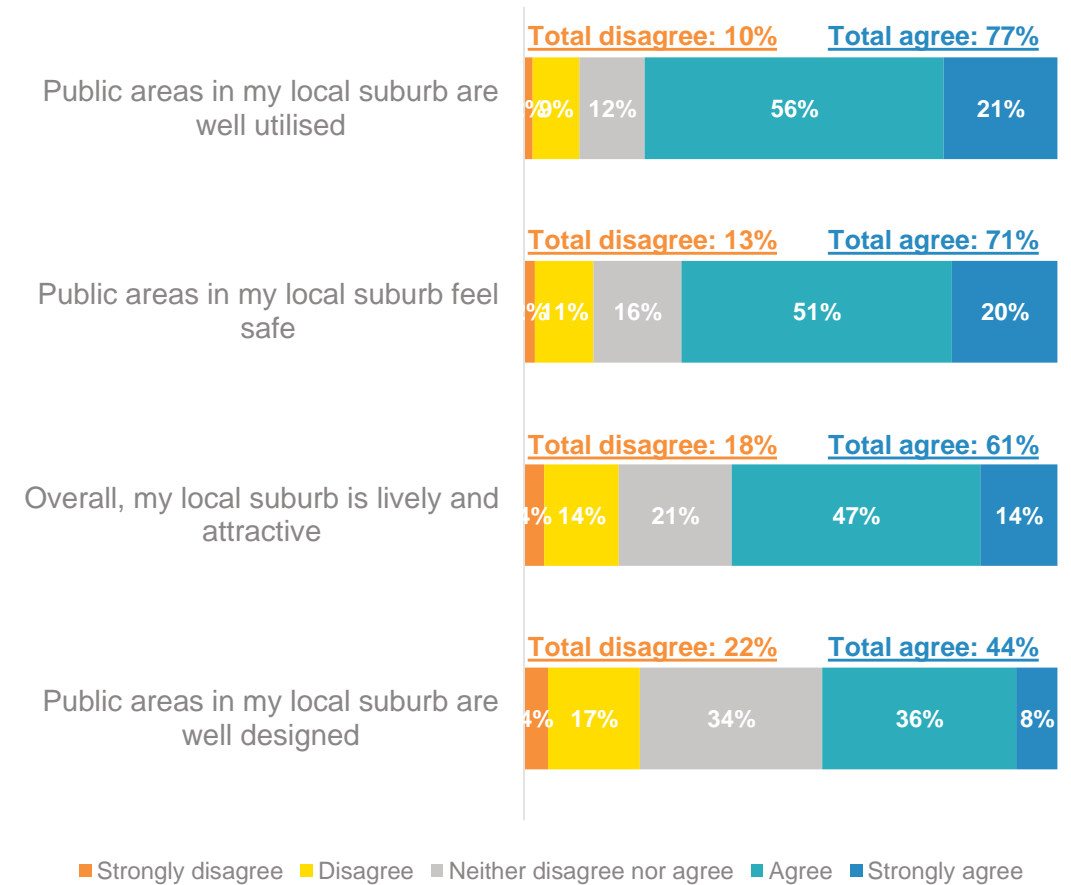
# Local suburb attributes

- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (77% and 71% respectively). Over half (61%) agreed that their suburb was lively and attractive, while less than half (44%) agreed that their local suburb was well designed.
- Results were largely consistent with previous years with some small down movements compared to last year, with no changes of greater than 3%.

## Demographic differences

- Respondents in the Lambton Ward were less likely that respondents from other areas to agree that their local suburb feels safe (59% vs 74%).

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

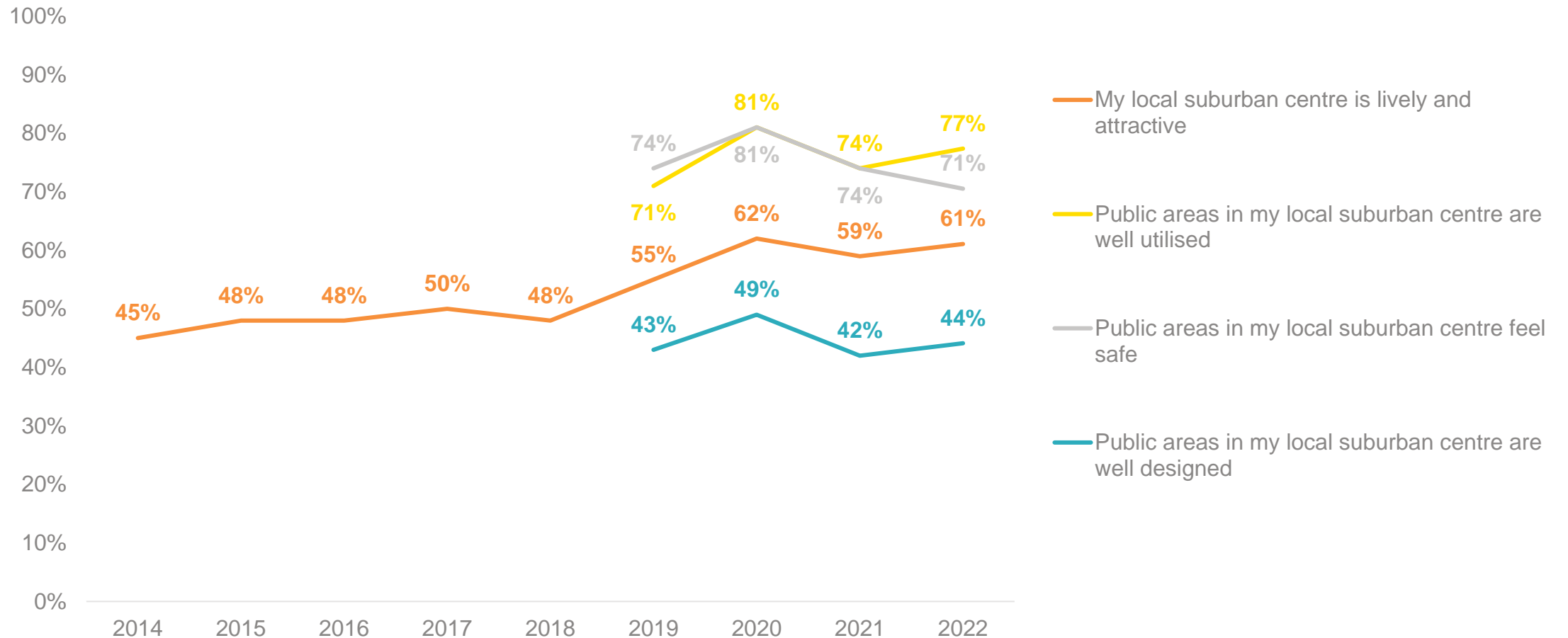




# Local suburb attributes – tracking



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



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

# Governance

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# Overall satisfaction with the Council’s decision making

- There was more dissatisfaction than satisfaction with how the Council makes decisions, with about half (52%) of respondents dissatisfied and 12% satisfied.
- The level of satisfaction fell compared to 2021 (16% to 12%), while the levels seen in 2021 were already much lower than had been observed in the past.\*

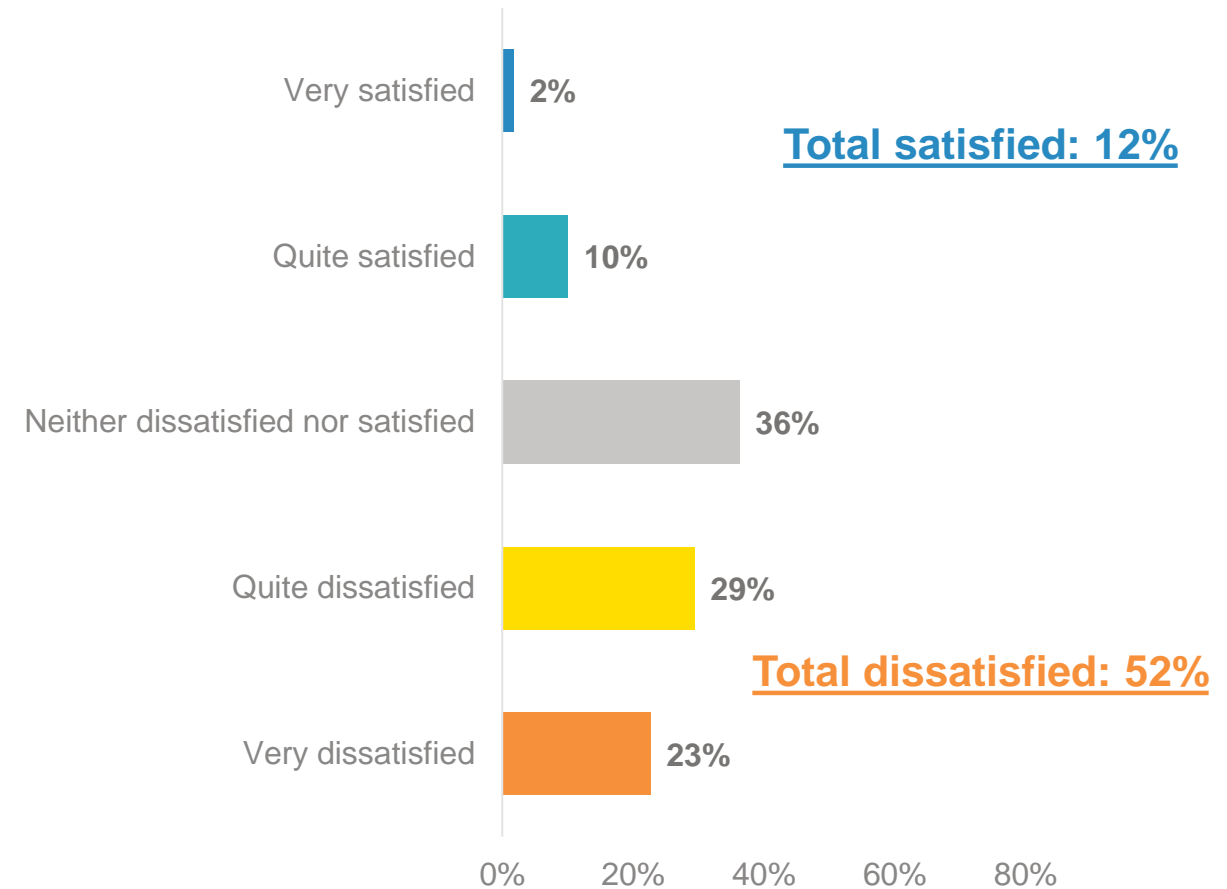
## Demographic differences

- There were no demographic differences for this question

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

2021 question: *Overall how satisfied are you with how Council makes decisions?*  
 2022 question: *The understanding of how Council and Councillors make decisions is important.*  
 Overall, how satisfied are you with the **process by which Council makes decisions?**

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



# Satisfaction with the Council decision making – tracking



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

2019 2020 2021 2022

34%

30%

16%

12%\*

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

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

# The Council's decision making

- Respondents were asked how much they agreed or disagreed with various statements about Wellington City Council's decision making process.
- Agreement was highest with the statement "*I believe I have the opportunity to participate in city decision-making*" where 40% agreed and 36% disagreed.
- There were balanced levels of agreement and disagreement for the statements relating to the Council offering adequate opportunities for residents to have their say in the Council activities and the Council proactively informing residents about the city.
- There was more than twice as much disagreement than agreement with the remaining statements related to respondents understanding how the Council makes decisions and that the Council makes decisions that are in the best interest of the city.
- Agreement was generally consistent across all the statements compared to 2021 – however we saw in last year's survey agreement with these statements was generally lower, and in some cases significantly lower than previous years.

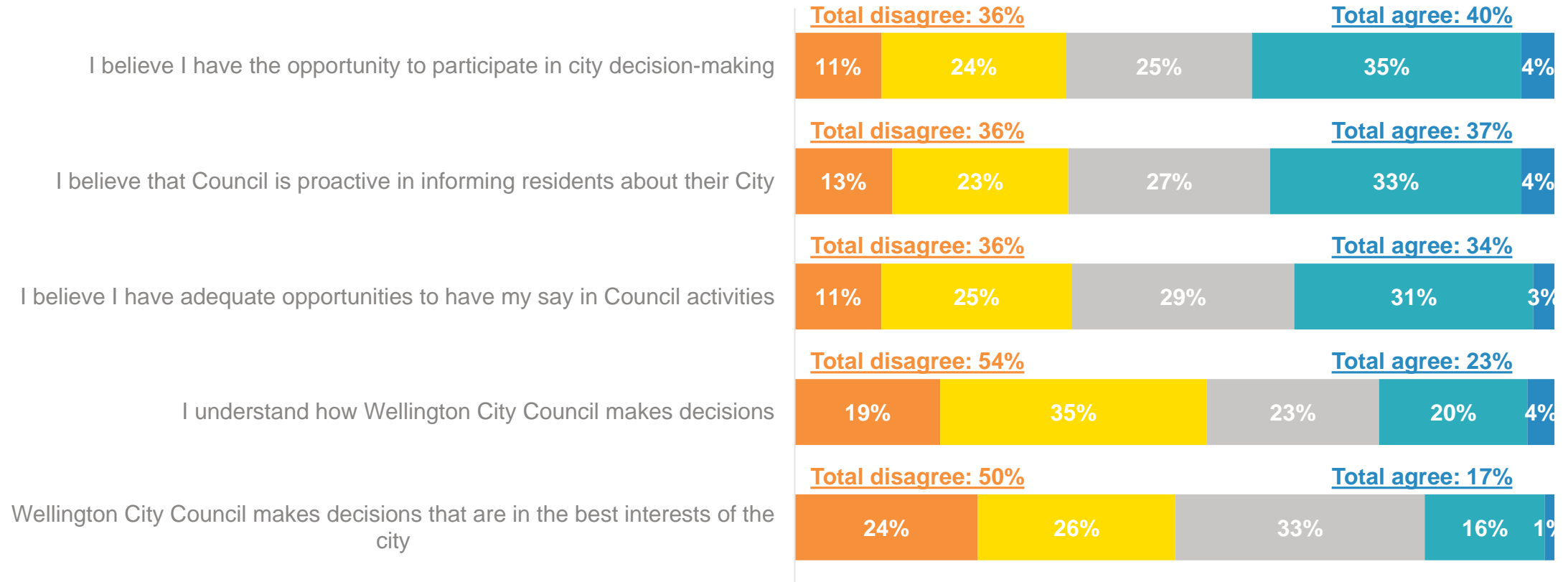
## Demographic differences

- There were no demographic differences for this question.

# The Council's decision making

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

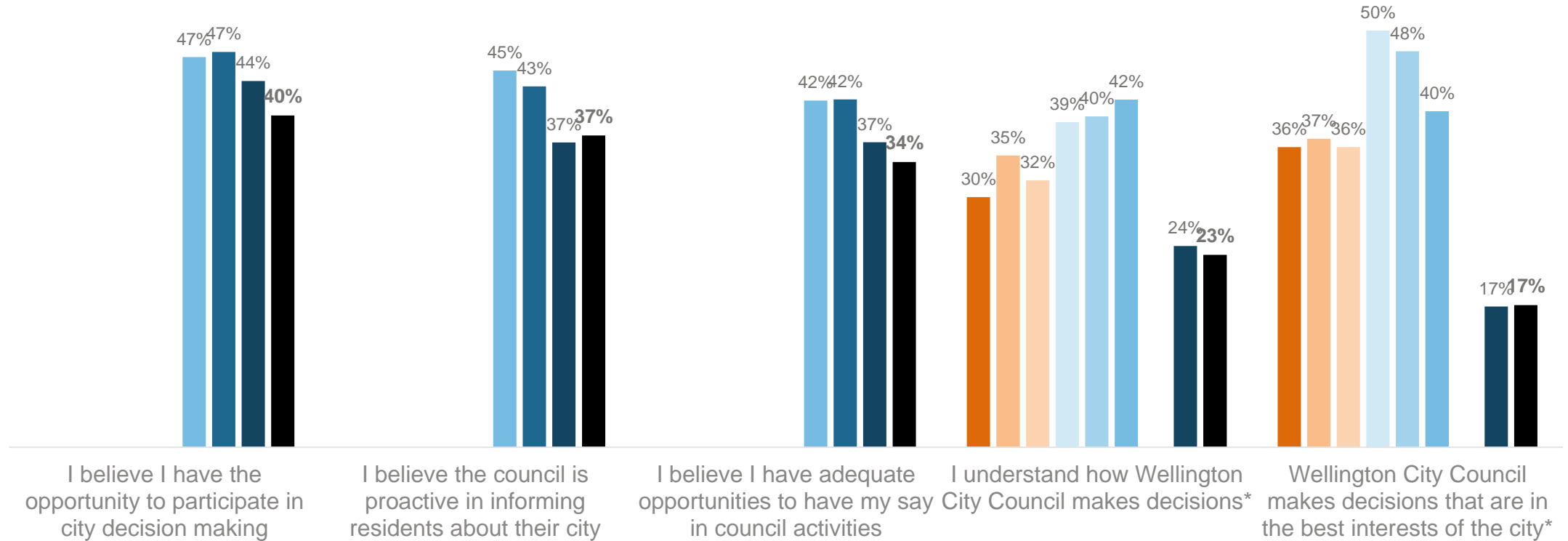
■ Strongly disagree 
 ■ Disagree 
 ■ Neither agree nor disagree 
 ■ Agree 
 ■ Strongly agree



# The Council's decision making – tracking

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

2014 2015 2016 2017 2018 2019 2020 2021 2022



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

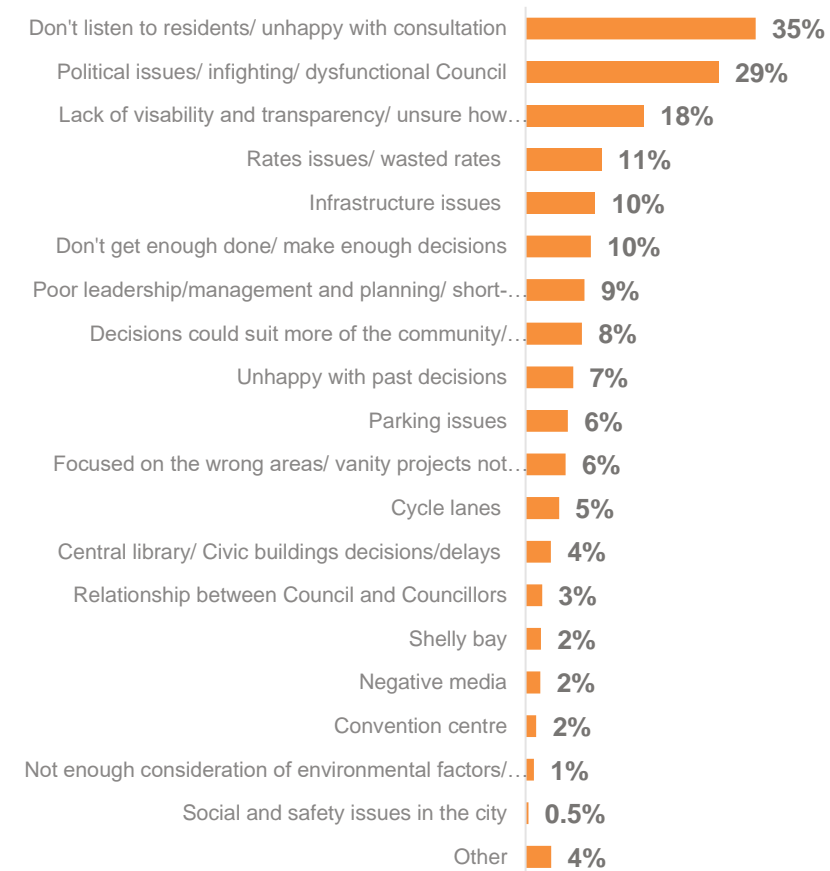
# Reasons for dissatisfaction with the Council’s decision making

- Around a third of respondents who were dissatisfied with how council makes decisions said it was because they felt the council does not listen to residents or they were unhappy with consultation processes.
- A similar proportion (29%) said political issues related to the council like infighting and general dysfunction were the reason for their dissatisfaction.
- About one in five who were dissatisfied blamed the lack of transparency of decision making or being unsure of how the decision making process worked.
- There were a range of other reasons identified by around 10% or less of dissatisfied respondents – many of these related to specific decisions or perceived issues facing the city rather than anything related to the process of decision making.

## Demographic differences

- There were not demographic difference for this question.

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





# Accessing information from the Council

- Overall, about half of respondents (48%) agreed it was generally easy to access information from Wellington City Council.
- In terms of accessing the Council's information via different channels, the website was seen as the easiest (65% agreed it was easy to access the Council information via the Council website). Followed by libraries and social media (58% and 47% respectively agreed it was easy using these channels). About a quarter (26%) agreed accessing the Council's information via newspapers was easy.
- 'Don't know' responses were high, particularly for newspapers, social media, and the Council libraries – results show the views of those who did have an opinion, so these 'don't know' responses are excluded from the analysis.
- Agreement that it was easy to access information from Wellington City Council both generally and via the various channels asked about was a little lower across the board this year compared to 2021.

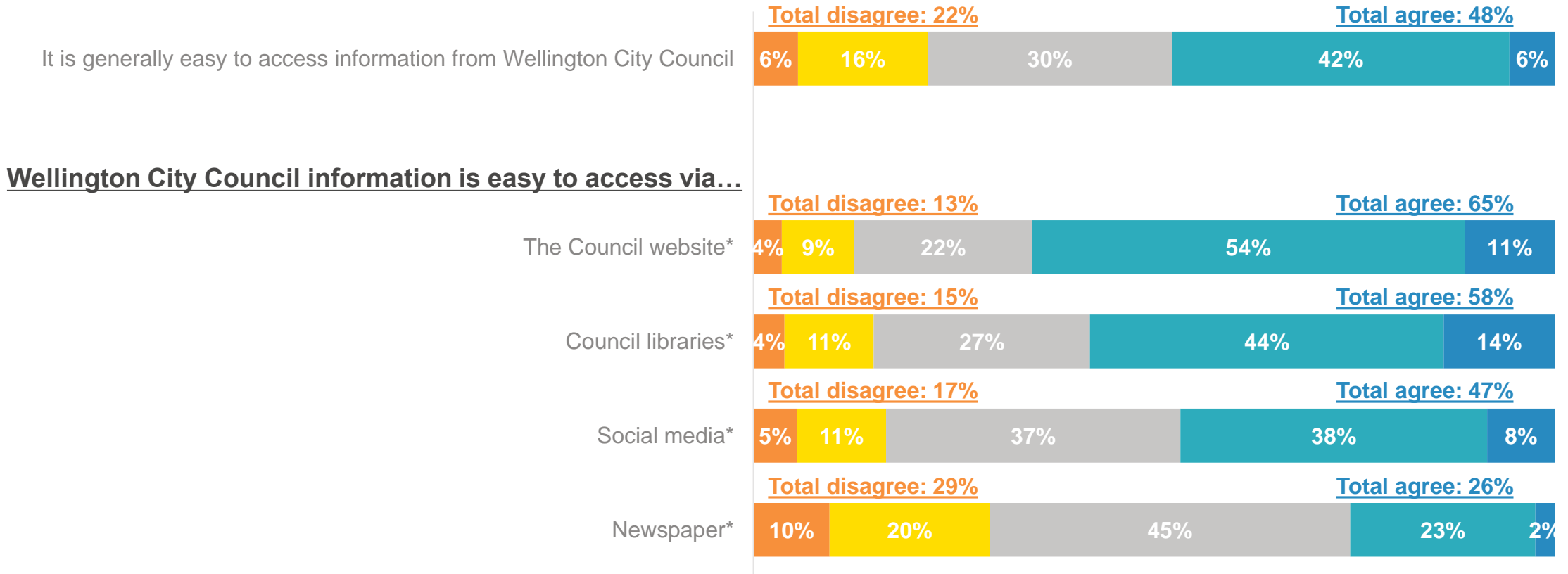
## Demographic differences

- Younger respondents (aged 18-44) were more likely than older respondents (45+) to agree that the Council information is easy to access via the Council website (70% vs 59%) and social media (55% vs 33%).
- Females were more likely than males to agree that it was easy to access Council information via the libraries (65% vs 52%) and social media (54% vs 39%).

# Accessing information from the Council

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

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

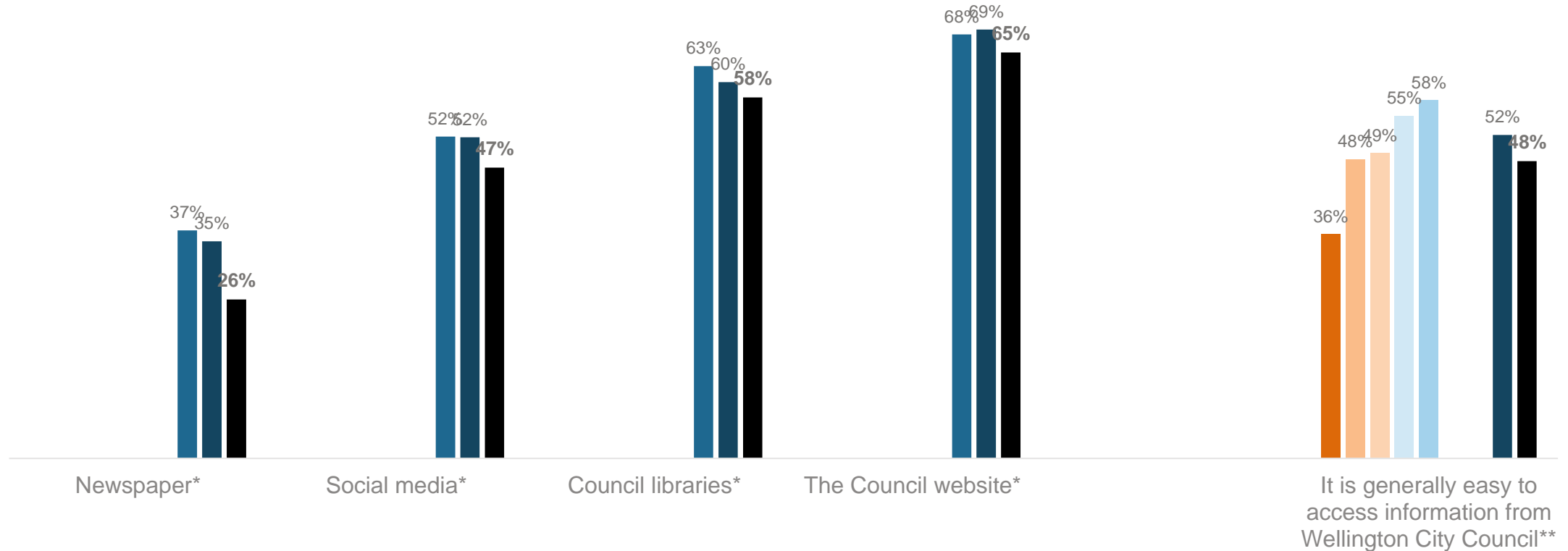


Base: all respondents (excluding 'don't know'); \*'Don't know' responses range from 13% of total sample (for Council website) up to 46% of total sample (for newspapers) – these responses are excluded from analysis.

# Accessing information from the Council – tracking

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

2014 2015 2016 2017 2018 2019 2020 2021 2022



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

# Community and Safety

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# Neighbour interaction

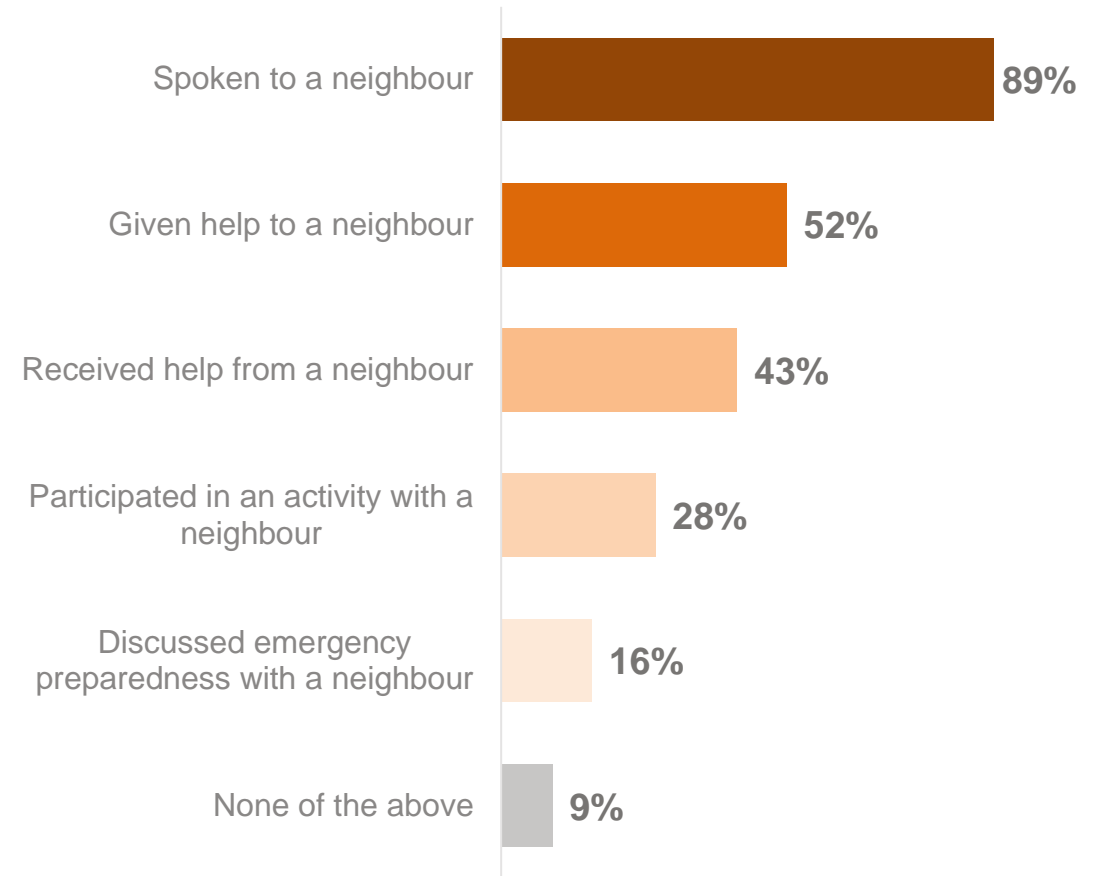
- The large majority of respondents (89%) had at least spoken to a neighbour in the past year.
- Close to half had either given help (52%) or received help (43%) from a neighbour.
- Less common was participating in activities with neighbours (28%) or discussing emergency preparedness (16%)
- The proportion of respondents who said they had received help, given help, or participated in an activity with a neighbour in the past year were 5%-7% lower than 2021.

## Demographic differences

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



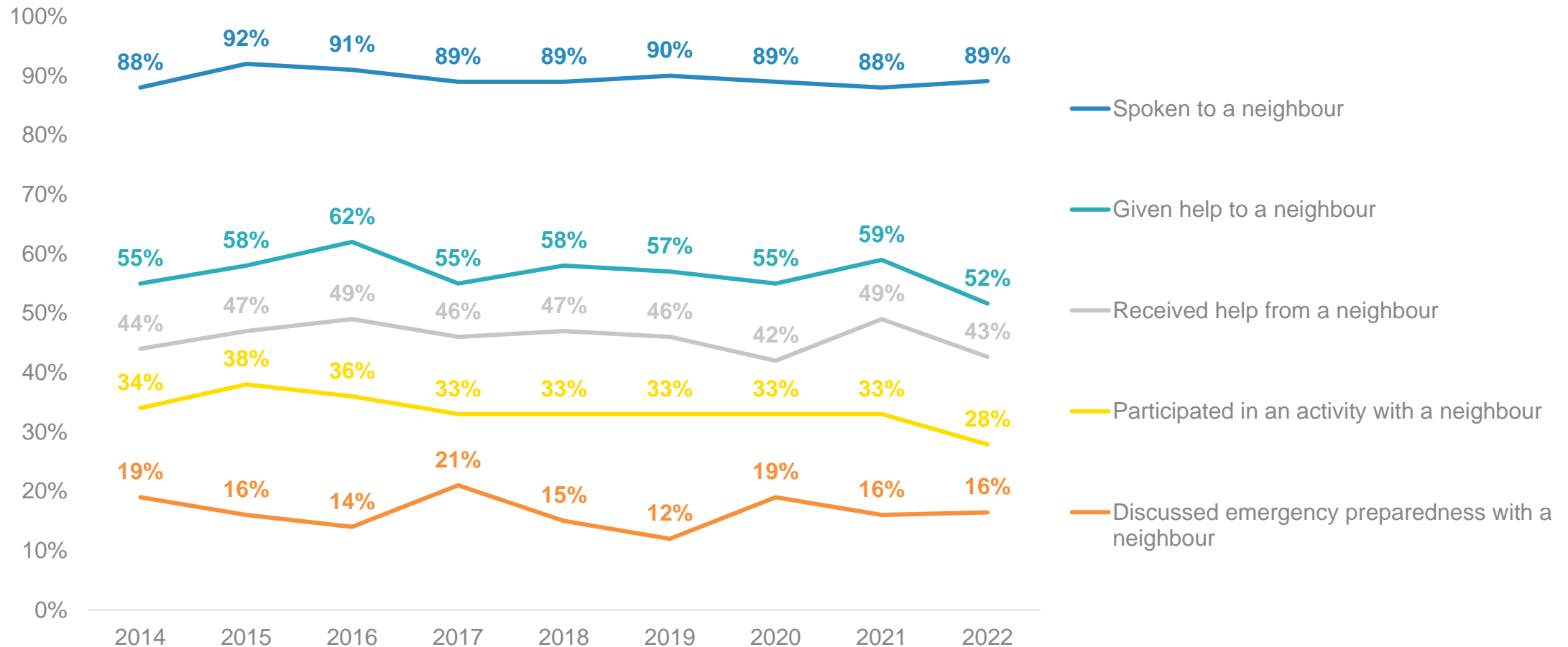
Thinking about interactions with your neighbour(s), have you engaged in any of the following over the last 12 months?



# Neighbour interaction – tracking



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



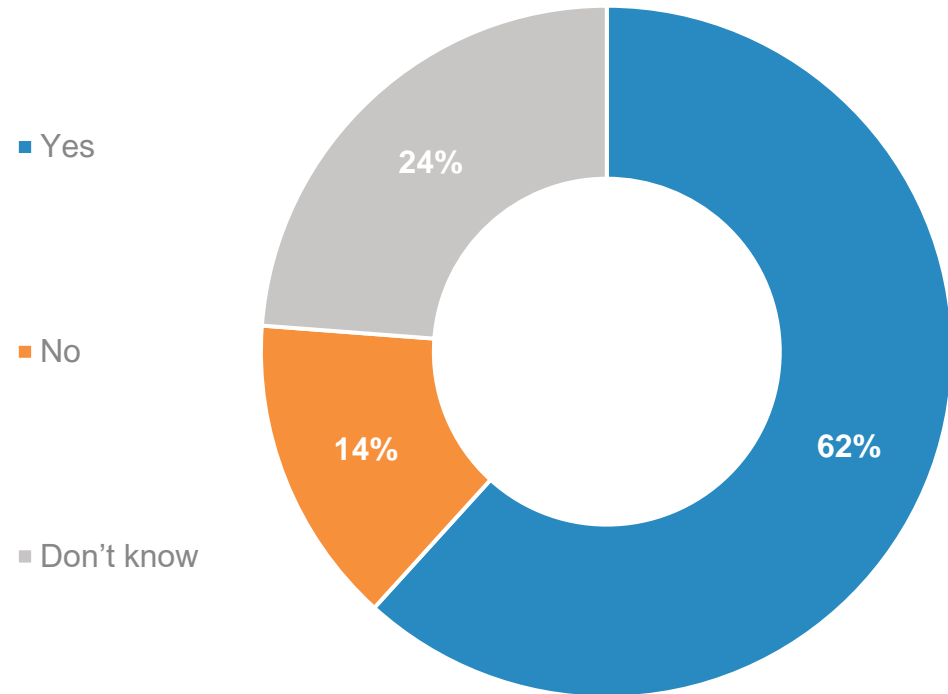
# Relying on a neighbour in an emergency

- Almost two-thirds (62%) of respondents believed they could rely on their neighbours following a natural disaster. While 14% thought they could not and 24% were unsure.
- Results appear relatively stable over the last four years, however this years' results is 5% lower than 2021.

## Demographic differences

- Homeowners were more likely to say they could rely on their neighbours following an emergency compared to renters (76% vs 38%).
- Respondents 45 and over were more likely than those under 45 to say they could rely on their neighbours in an emergency (78% vs 50%).
- Respondents from the Lambton Ward were less likely to say they could rely on their neighbours after an emergency (46%).

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

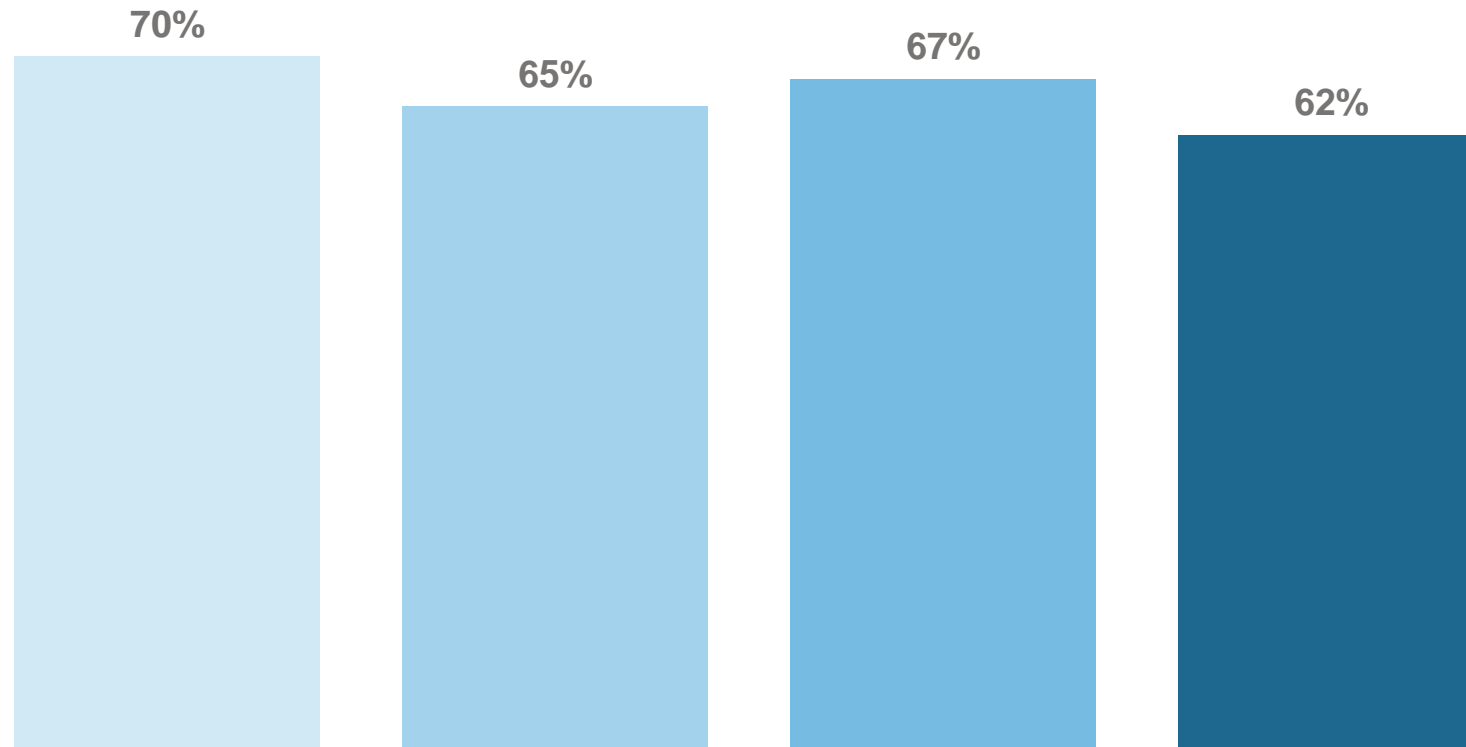


# Relying on a neighbour in an emergency – tracking



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

■ 2019 ■ 2020 ■ 2021 ■ 2022





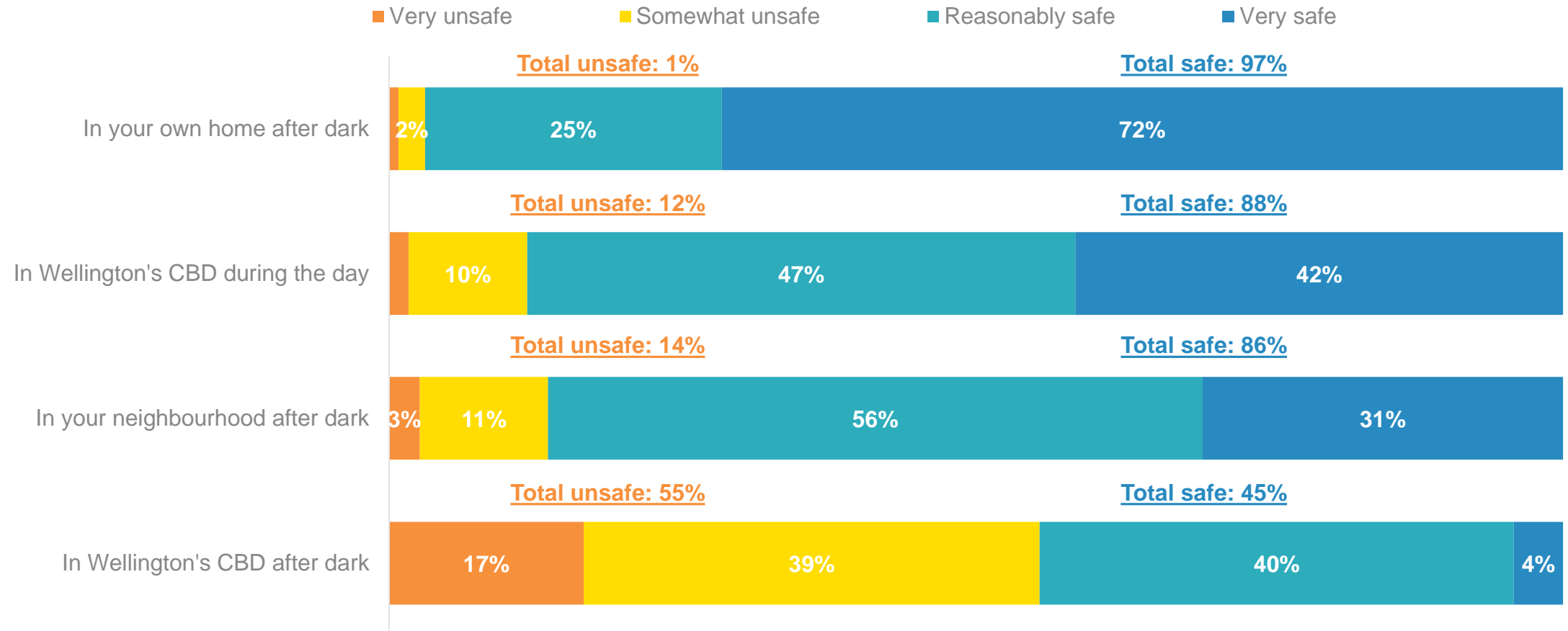
# Safety in Wellington

- Almost all respondents felt safe in their own home after dark (97%) while the vast majority felt safe in the CBD during the day (88%).
- Respondents were asked how safe they felt after dark in their neighbourhood and in the CBD – the vast majority felt safe after dark in their neighbourhood (86%), half as many felt safe in the CBD after dark (45%).
  - Females were less likely than males to feel safe in the CBD after dark (38% vs 52%)
- With the exception of safety at home, safety ratings have trended down since 2019, however the trend is marginal for CBD during the day and neighbourhood after dark. The same cannot be said for perceptions of safety in the CBD after dark which has continued to fall in this year – 45% of respondents in 2022 said they feel safe in the CBD after dark compared to 57% last year 71% in 2020 and 76% in 2019.
- Respondents were asked to identify what makes them feel unsafe in their neighbourhood or the city (from a list of options). The most commonly selected reasons were “*threatening people/ people behaving dangerously*” (61%), “*alcohol and drug problems*” (57%) and “*poorly lit or dark places*” (56%)
- Across all the issues asked about the two that have trended up the most over the past three years are “*threatening people/ people behaving dangerously*”, “*alcohol and drug problems*”. Both have remained relatively steady compared to the 2021 survey, but are up close to 20% compared to 2019.

# Safety in Wellington



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

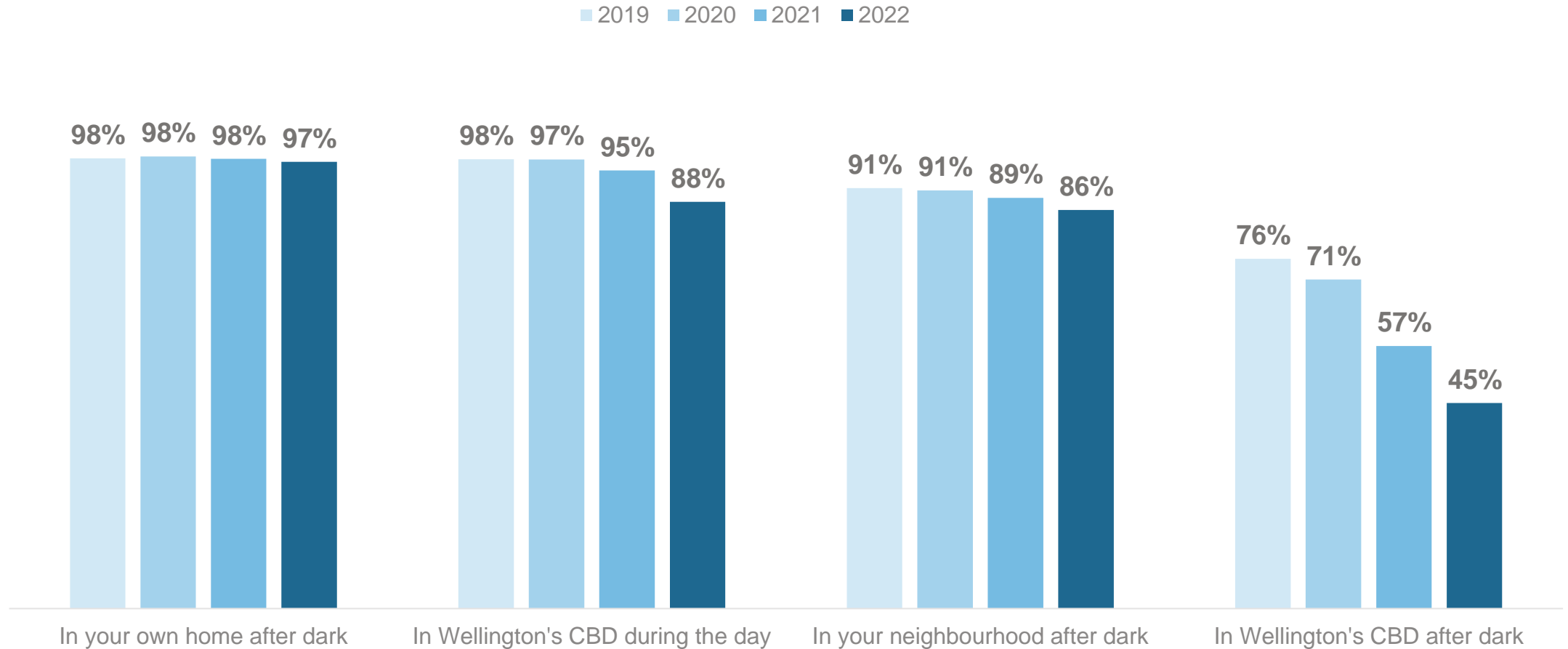


Base: all respondents (excluding 'don't know')

# Safety in Wellington – tracking



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

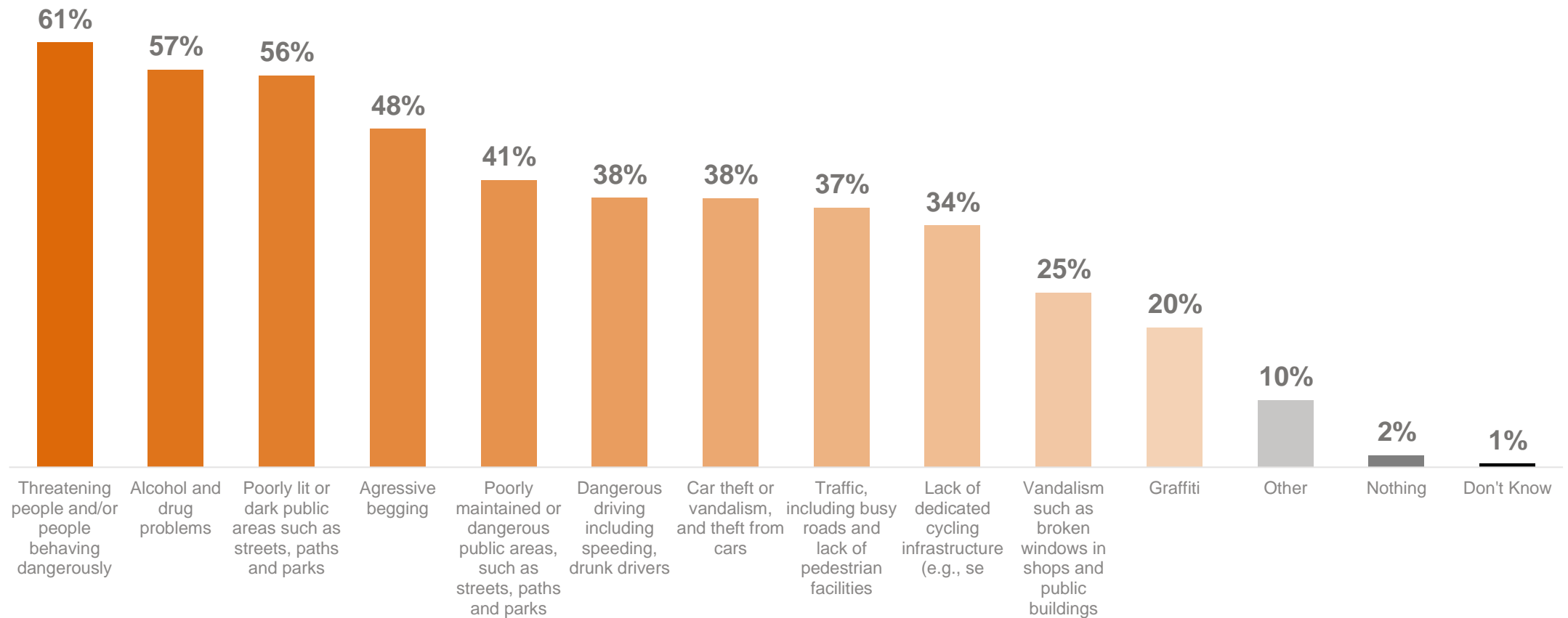


Base: all respondents (excluding 'don't know')

# Reasons for feeling unsafe



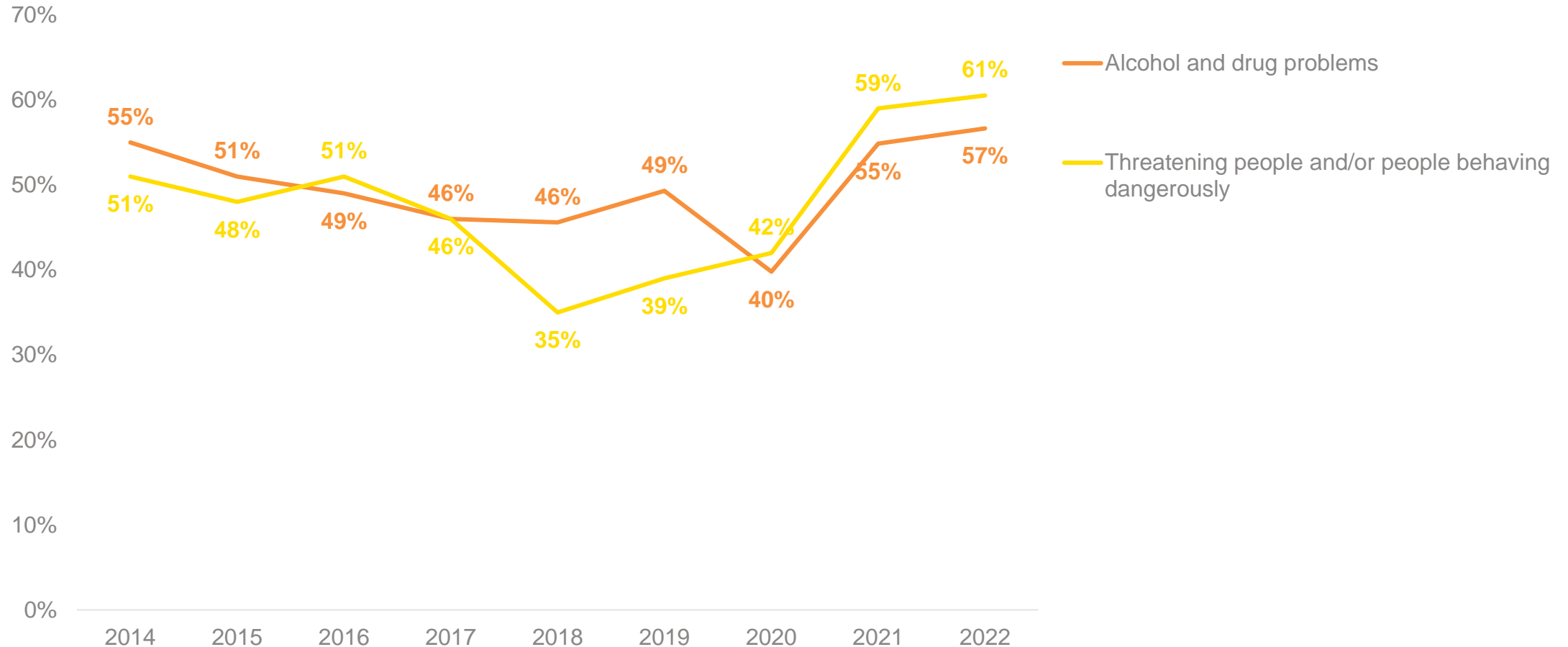
The following list identifies things that can make people feel unsafe in their neighbourhoods or city. Which of the following, if any, do you find particularly concerning in Wellington at present?



# Reasons for feeling unsafe – trends



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



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

# Healthy homes attributes

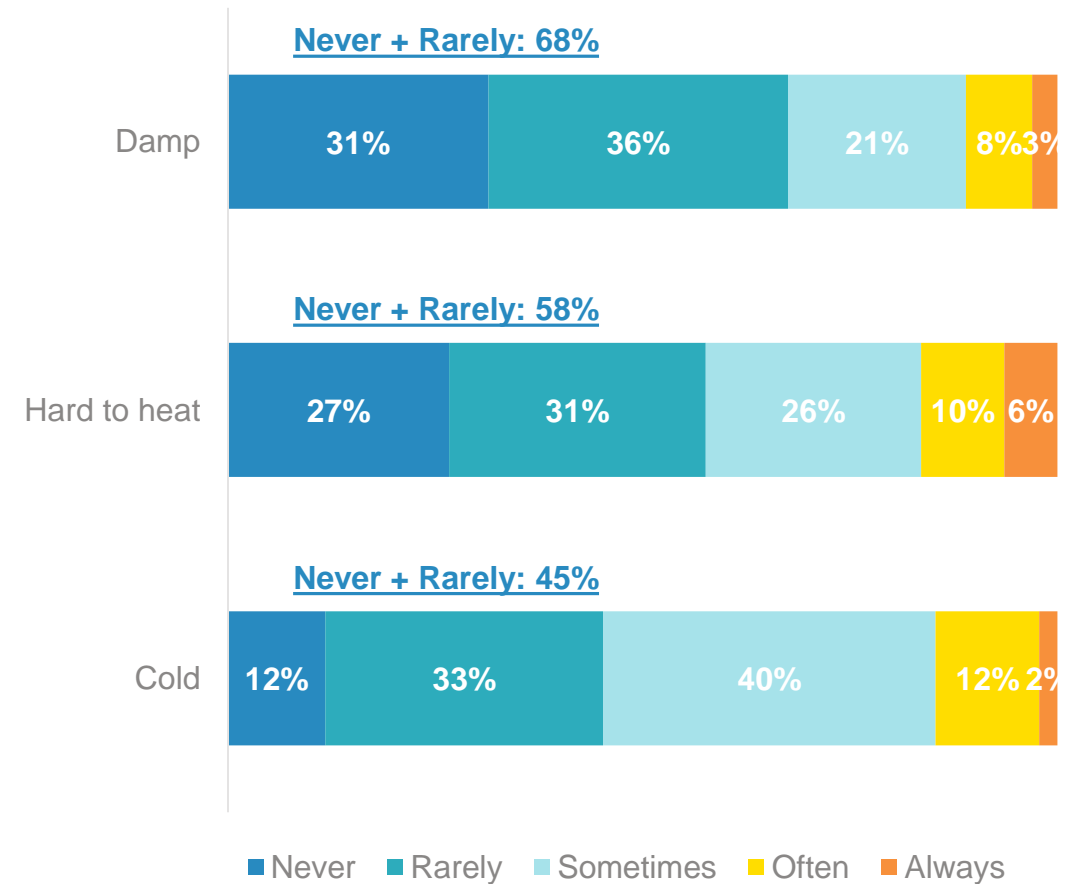
- About two-thirds of respondents (68%) said their home was never or rarely damp.
- Over half said their home was never or rarely hard to heat (58%). While under half (45%) said their home was never or rarely cold.
- There has been some level of variability in this measure since tracking began, and the timing of the survey which has been in both winter and summer months is likely to have played some role in that. The longer term trend of these measures appears to be flat.

## Demographic differences

- Respondents aged 60 and over were more likely than respondents aged 18-29 to answer 'never' or 'rarely' for all three of these healthy homes attributes.
- The same was true when comparing homeowners to renters.



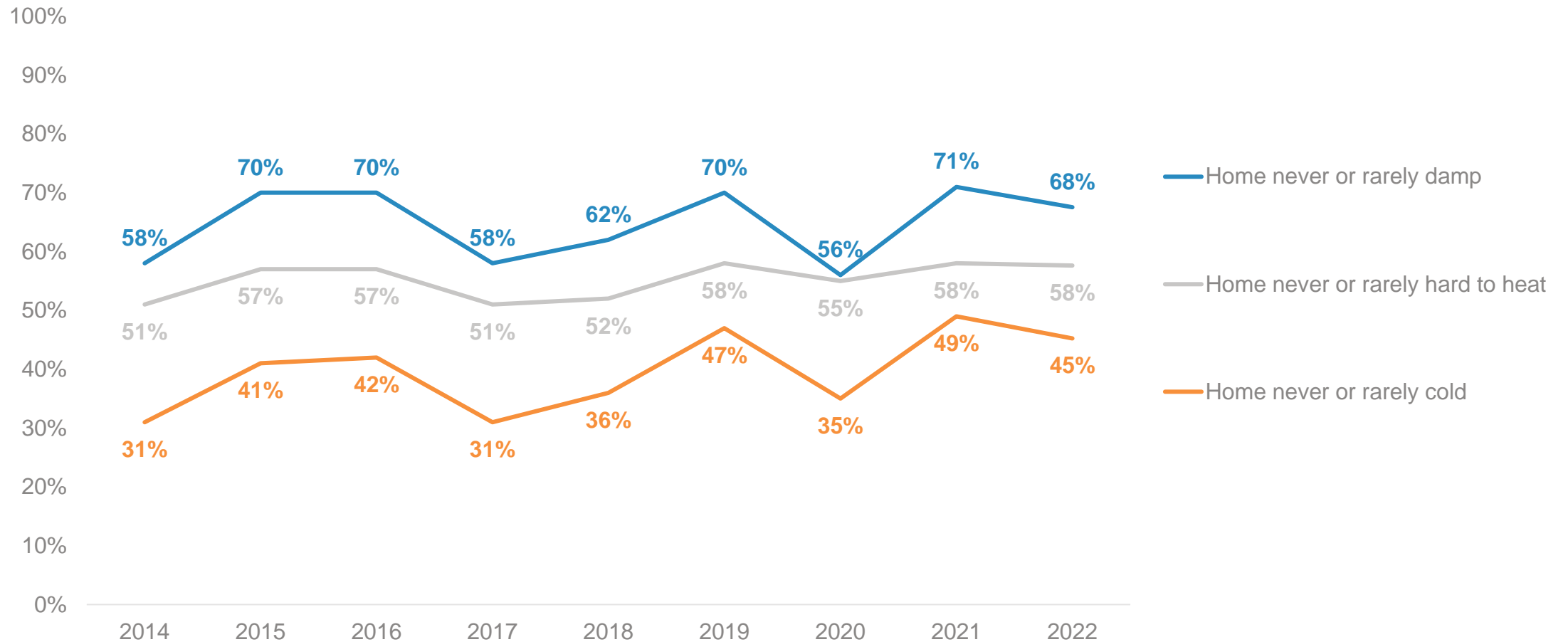
We are interested to learn the 'health' of homes in and around Wellington. Is your home



# Healthy homes attributes – tracking



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



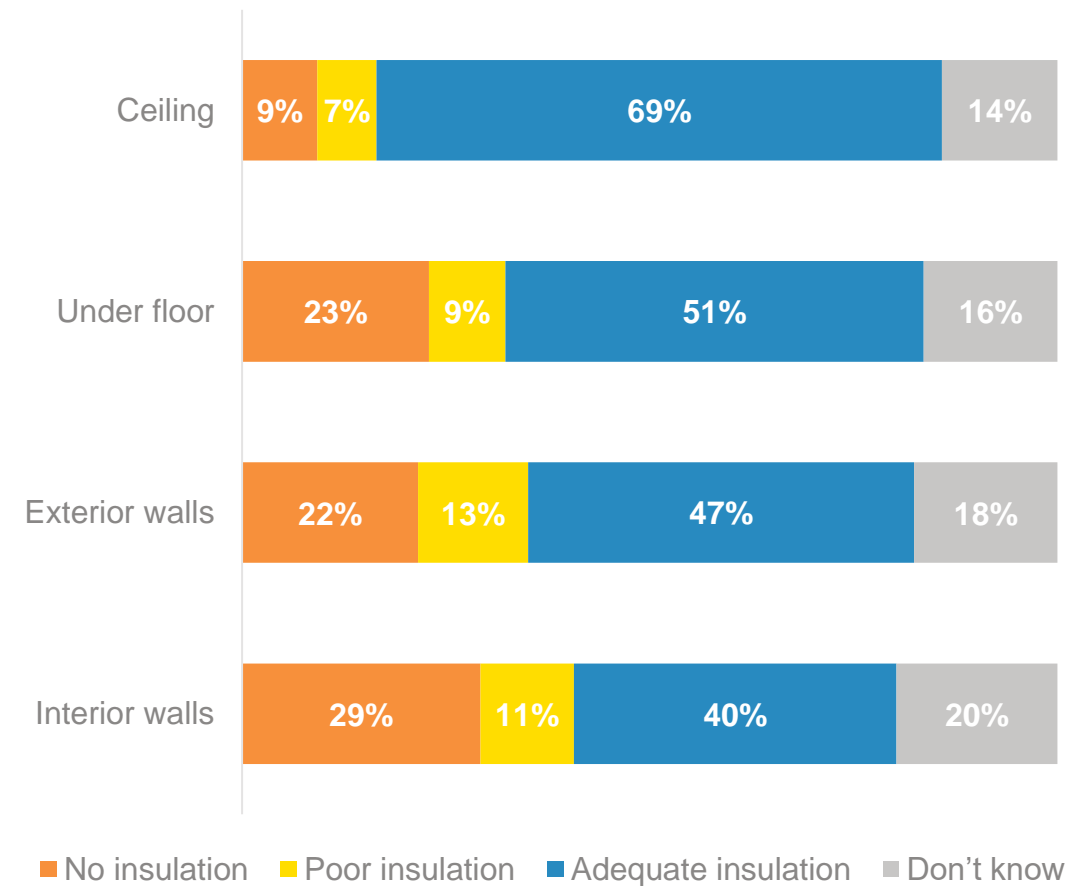
# Home insulation

- Respondents were most likely to say they had adequate insulation in the ceiling of their home (69% reported this).
- Around half reported having adequate under floor insulation (51%) or insulation in their exterior walls (47%) while over a third (40%) said they had adequate insulation in their interior walls.
- Since 2017 the proportion of respondents saying they have adequate insulation in their homes appears to have slowly increased for wall insulation, but remained flat for underfloor and ceiling insulation.

## Demographic differences

- Respondents aged 45 and over were generally more likely than respondents under 45 they have adequate insulation across all areas.
- The same was true when comparing homeowners to renters.

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

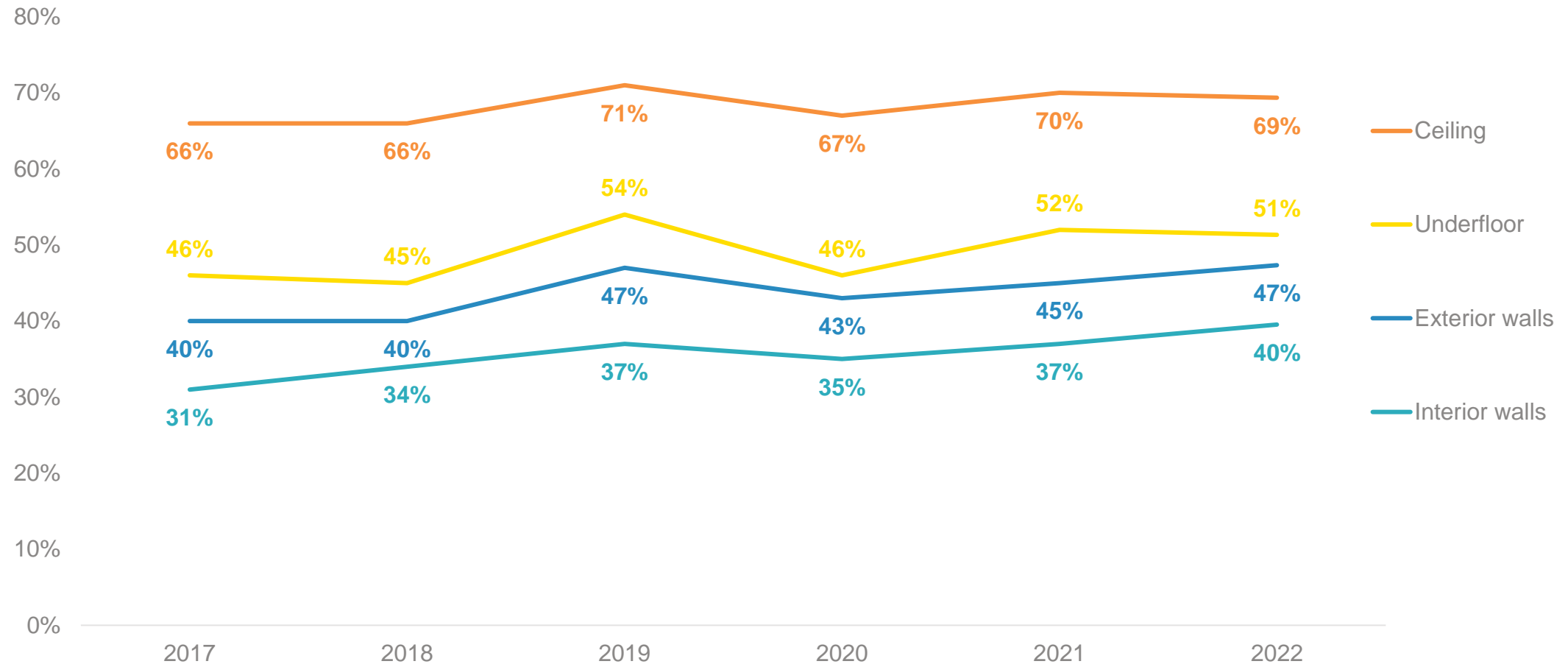




# Home insulation – tracking



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



# Cultural Wellbeing

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# Arts and culture opportunities in Wellington

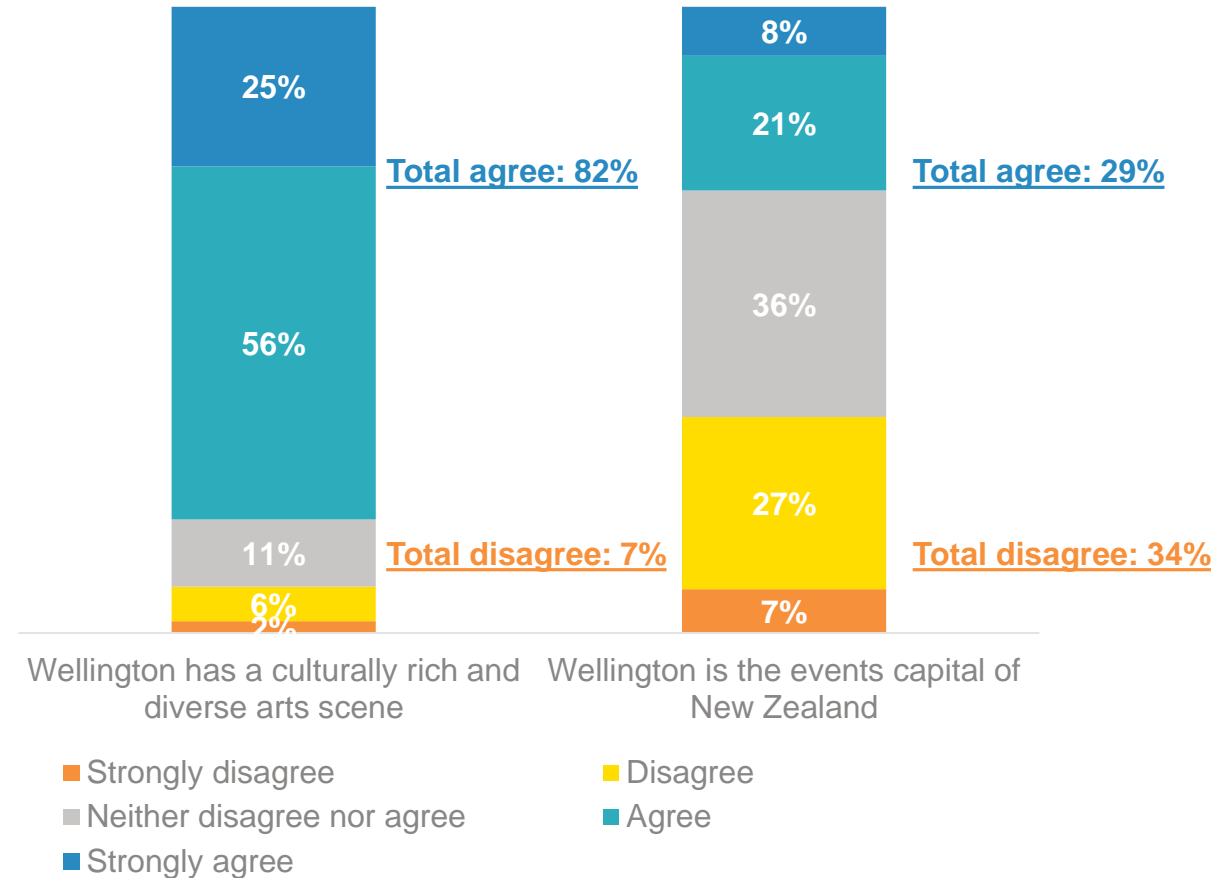


Thinking generally about opportunities for arts and culture in Wellington... Please rate your level of agreement with the following statements:

- There was strong agreement (82%) with the statement “Wellington has a culturally rich and diverse arts scene”.
- Opinions were split on the statement “Wellington is the events capital of New Zealand” with 29% agreeing and 34% disagreeing.
- Agreement that Wellington has a rich and diverse arts scene has seen small but consistent falls in agreement since 2018 – while a very high proportion still agree with this statement, agreement is 11% lower compared to 2018.
- Agreement that Wellington is the events capital has remained steady compared to last year, however tracking shows that agreement levels are down significantly compared to the mid 2010s where around 50% thought we were the events capital.

## Demographic differences

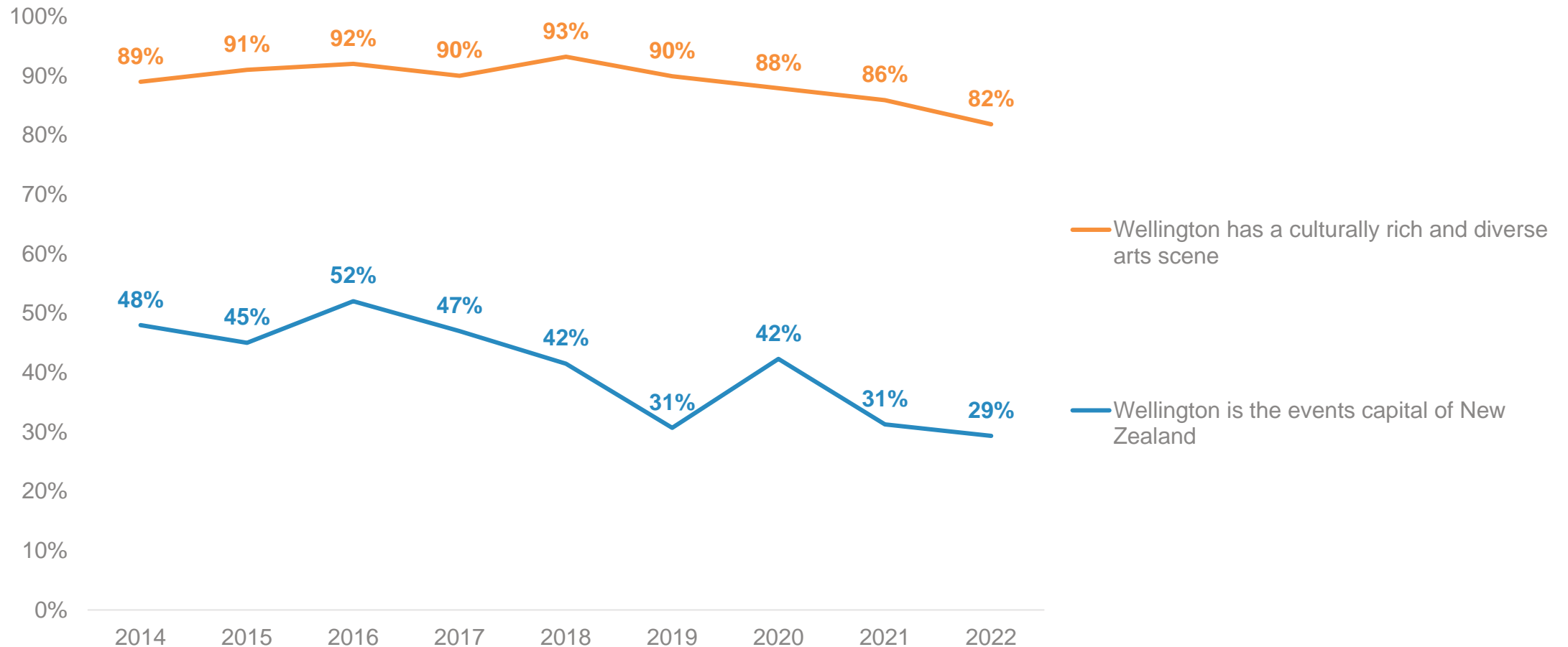
- There were no demographic differences for this question



# Arts and culture opportunities in Wellington – tracking



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



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

# Participation in cultural or arts activities

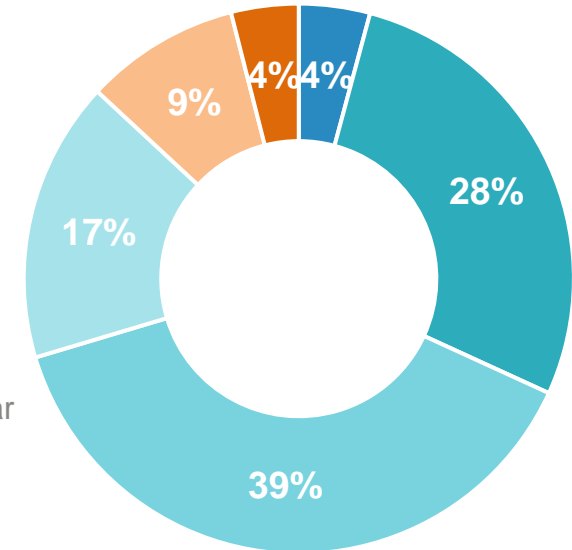
- Almost nine in ten respondents (88%) said they participated or engaged with a cultural or arts activity in Wellington at least yearly.
  - The majority of this group said they participated at least once a month (28%) or once every six months (39%).
- Participation has remained relatively steady compared to previous years.

## Demographic differences

- Respondents 60 and over and respondents from the Northern ward were both less likely to say they participate or engage with cultural or arts activities at least once a year (78% and 77% respectively).

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

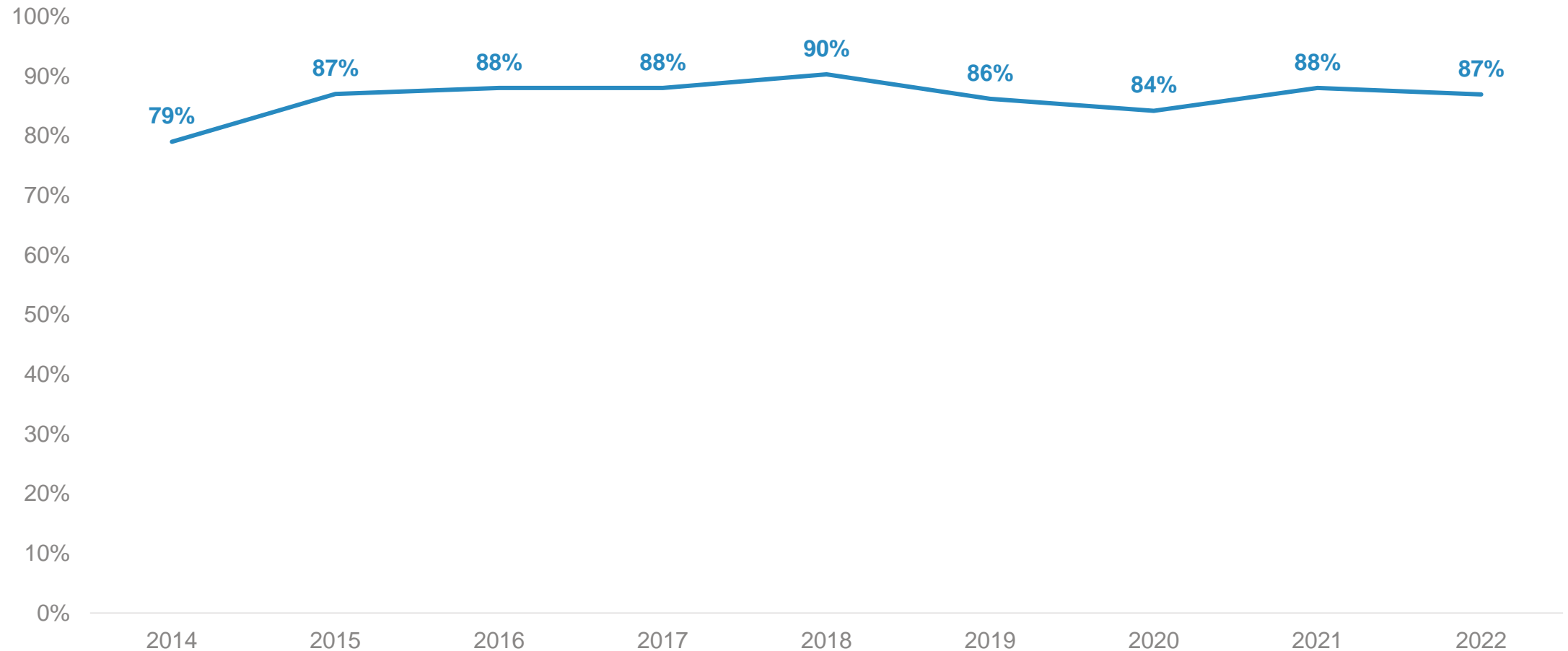
- At least once a week
- At least once month
- Once every 6 months
- At least once a year
- Less often than once a year
- Never



# Participation in cultural or arts activities – tracking



*In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington? At least once a year*



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

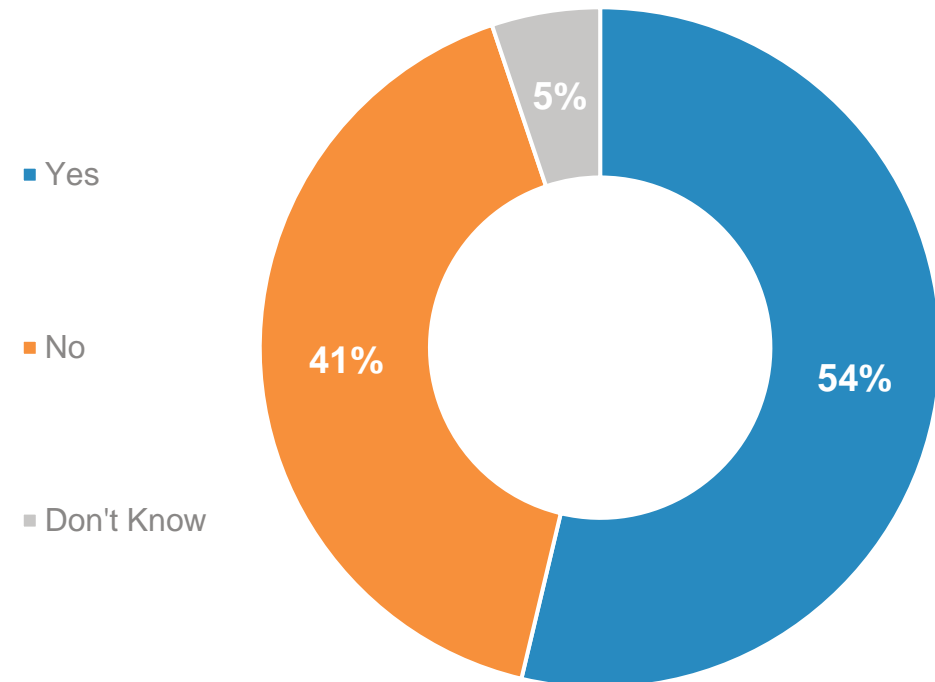
# Participation in a Council delivered arts and culture events

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

- About half (54%) of respondents said they had attended a Council delivered arts or cultural event in the past year.
- Participation levels have dropped steadily over the past two years, however with many cancelled Council events in that time it is likely to have had an impact on the results for this question.

### Demographic differences

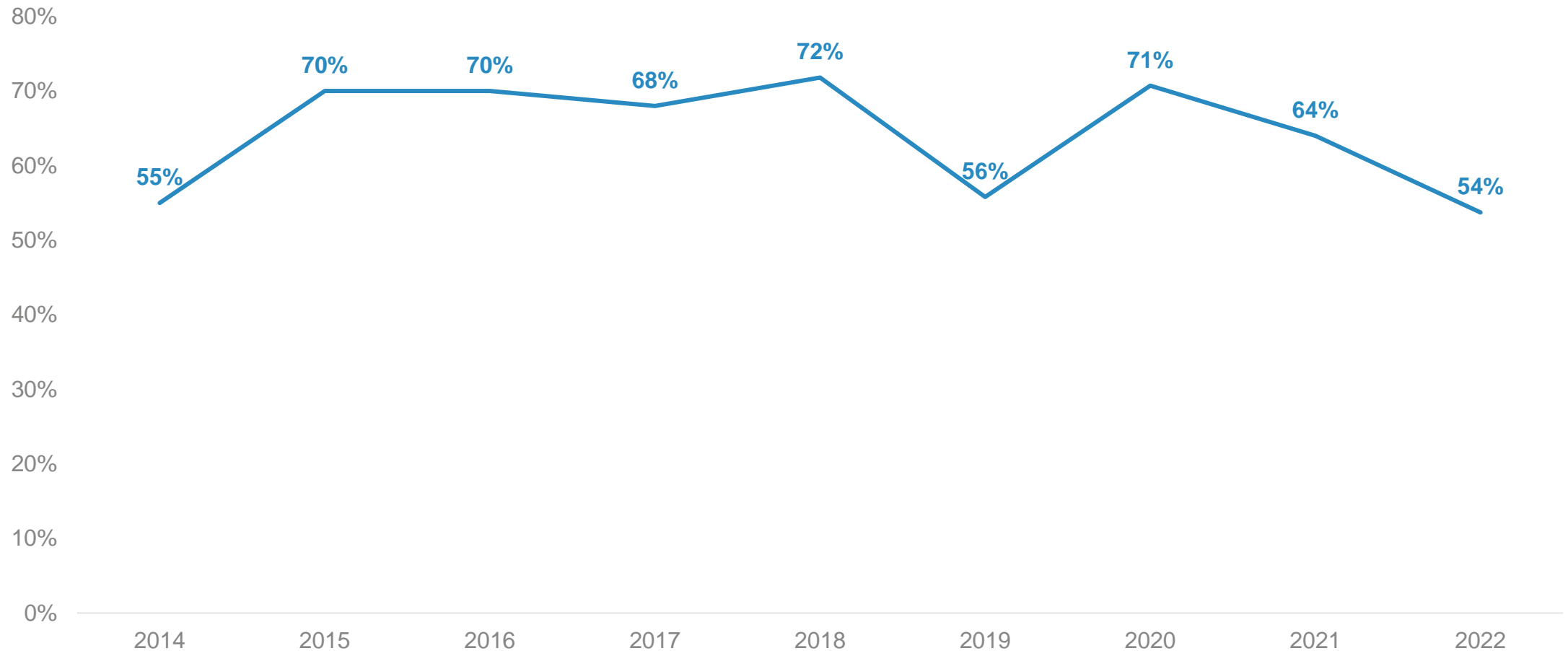
- Respondents aged under 45 were more likely to have attended a Council delivered arts and culture event in the past year compared to those 45 and over (62% vs 42%).
- Northern Ward respondents were less likely to have attended a council delivered arts or cultural event in the past year (43%).
- Renters were more likely than homeowners to say they had attended a Council delivered arts and culture event in the past year (63% vs 47%)



# Participation in a Council delivered arts and culture events – tracking



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





# Satisfaction with a Council delivered arts and culture event

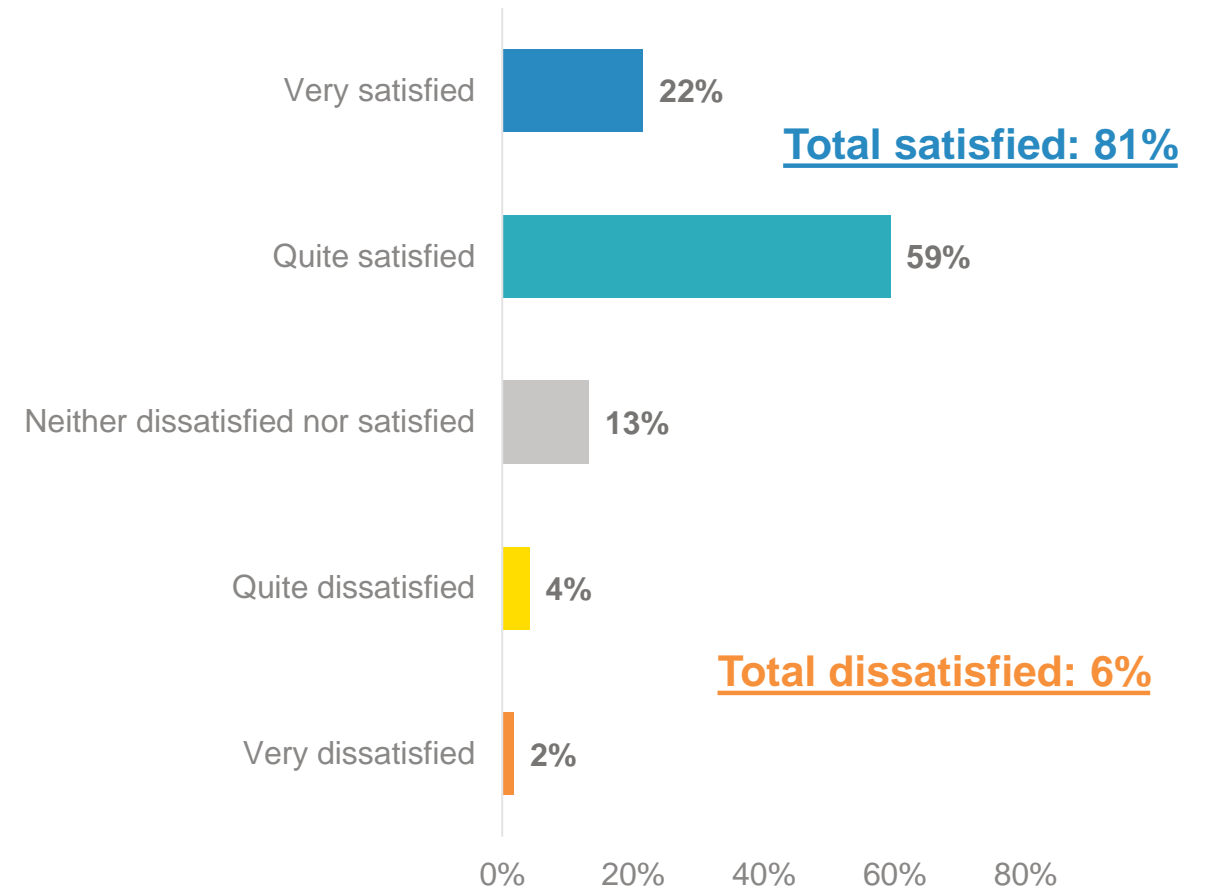
- Satisfaction with a Council delivered arts and cultural events was very high among those respondents who said they had attended one in the past year. 81% were satisfied while on 6% were dissatisfied.
- Satisfaction with these events has remained steady since tracking began in 2014.

### Demographic differences

- There were no demographic differences for this question.



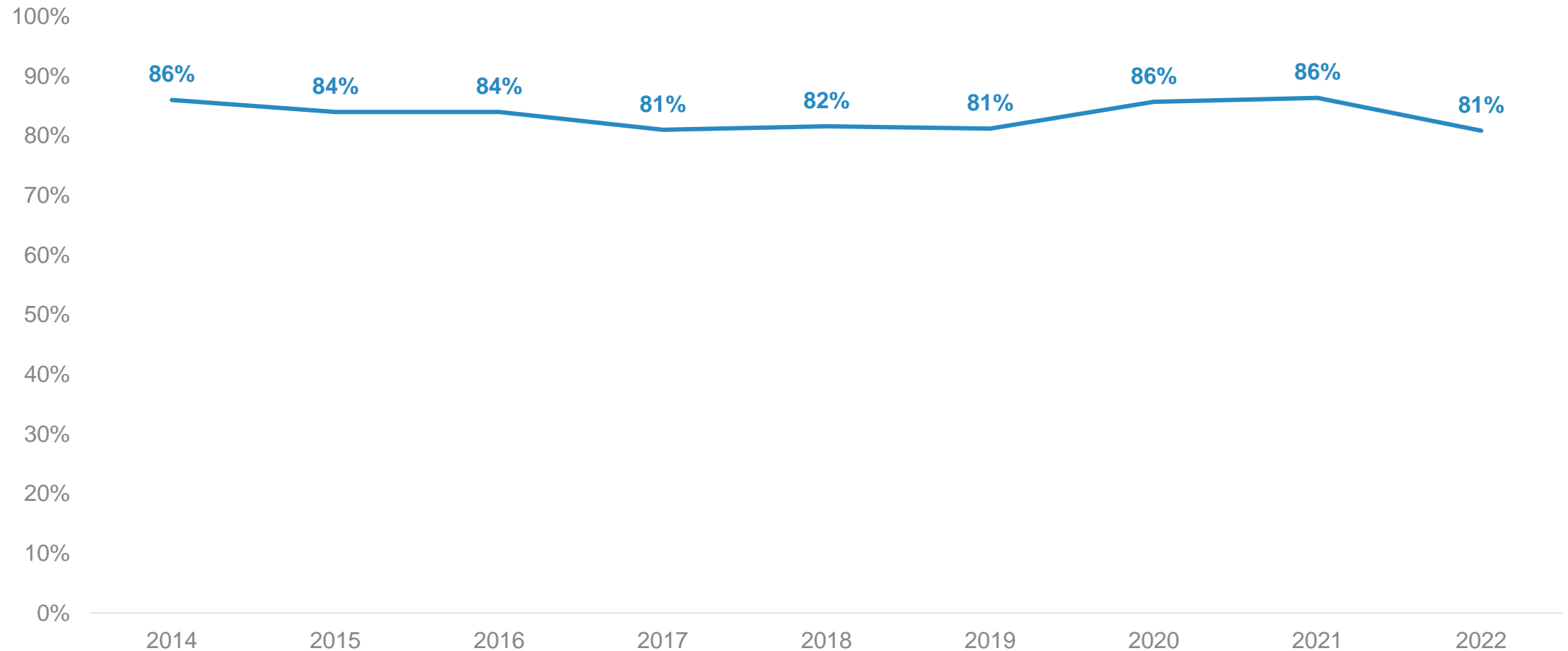
Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



# Satisfaction with a Council delivered arts and culture event – tracking



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



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

# Māori culture in the city

- All four statements relating to Māori culture and te Reo being recognised, visible and the Council taking an active role in revitalising te Reo Māori and Māori culture in the city received a similar level of agreement (around 45-58%).
- Agreement is higher across the board, however the two statements relating to Māori culture and te Reo recognition and visibility in the city have been change slightly (details on the tracking slide) – this change is likely to have had an influence on the results.
- As previously seen there were high levels of uncertainty with both statements relating to the work the Council is doing to revitalise Māori culture and te Reo, with 15%-18% answering 'don't know' (and hence being excluded from the analysis) and about a third of the remaining respondents giving a neutral rating on the agreement scale.

## Demographic differences

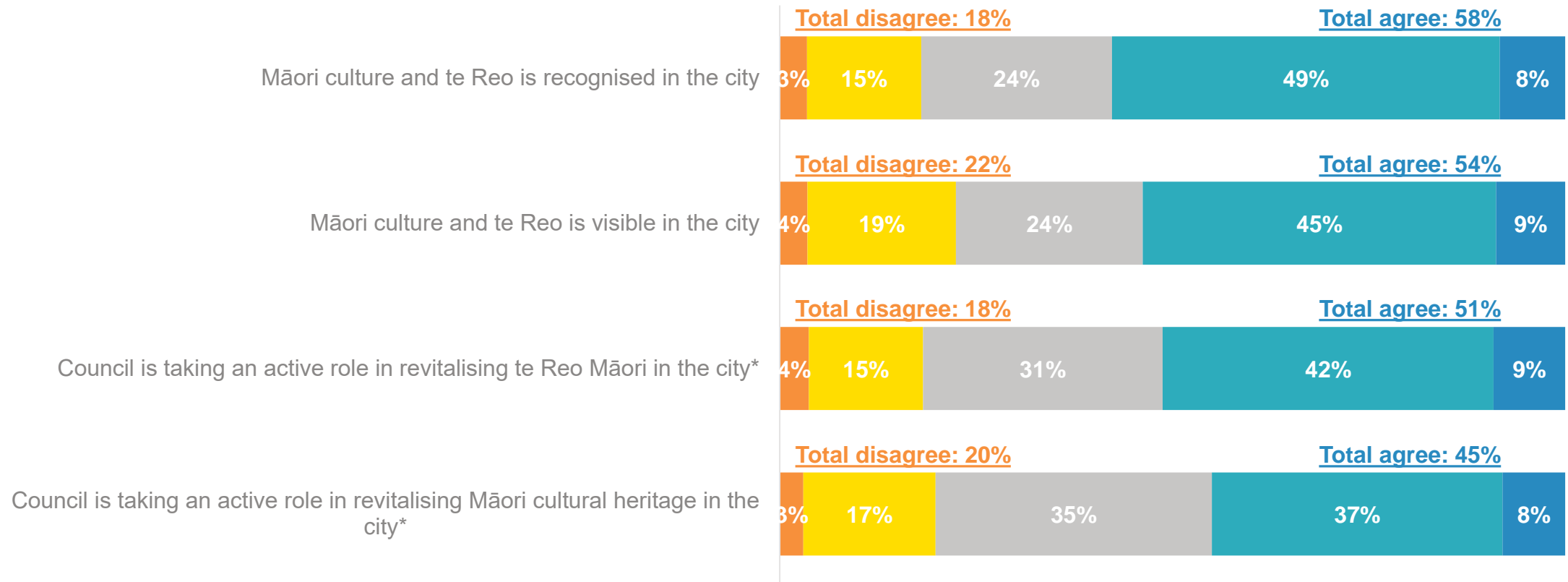
- There were no demographic differences for these questions.

# Māori culture in the city



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

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



Base: all respondents (excluding 'don't know'); \*very high proportion of don't know responses (15%-18%) which are excluded from analysis

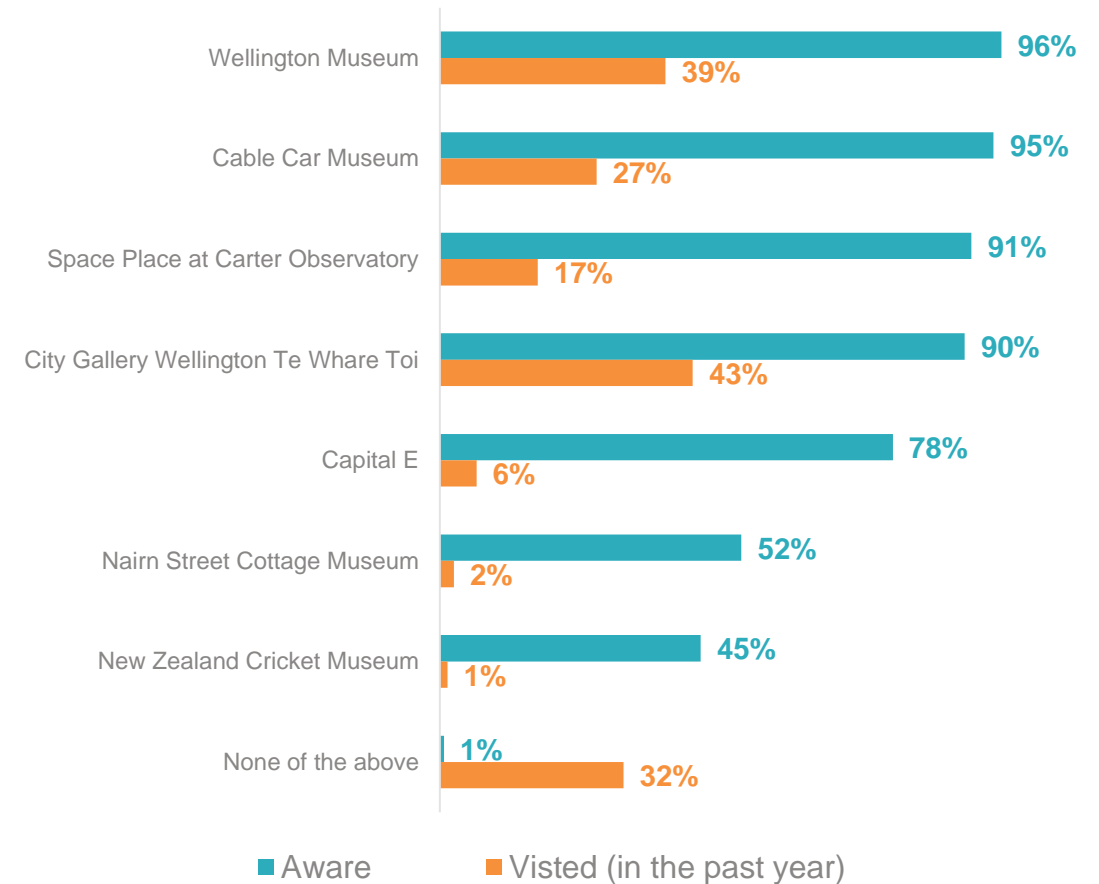
# Wellington museums and galleries awareness and visitation

- The vast majority of respondents (90%+) were aware of Wellington Museum, Cable Car Museum, Te Whare Toi, and Carter Observatory
- Awareness of Capital E is slightly lower (78%), while about half were aware of Nairn Street Cottage and New Zealand Cricket Museums.
- Visitation was highest for Wellington Museum and Te Whare Toi (39% and 43% respectively).
- About a quarter said they had visited Cable Car Museum in the past year and 17% had visited Carters Observatory.
- Awareness and visitation all remained mostly consistent with last year's survey. The one exception was declared visitation of the Wellington Museum which was down from 45% in 2021 to 39% in 2022.

## Demographic differences

- Awareness was generally higher for females.
- Respondents 45 and over had higher awareness of Capital E, Nairn Street Cottage and NZ Cricket Museum.
- Respondents aged 30-44 were more likely to say they had visited Capital E and Space Place.
- Respondents from the Northern Ward were less likely to say they has visited Te Whare Toi.

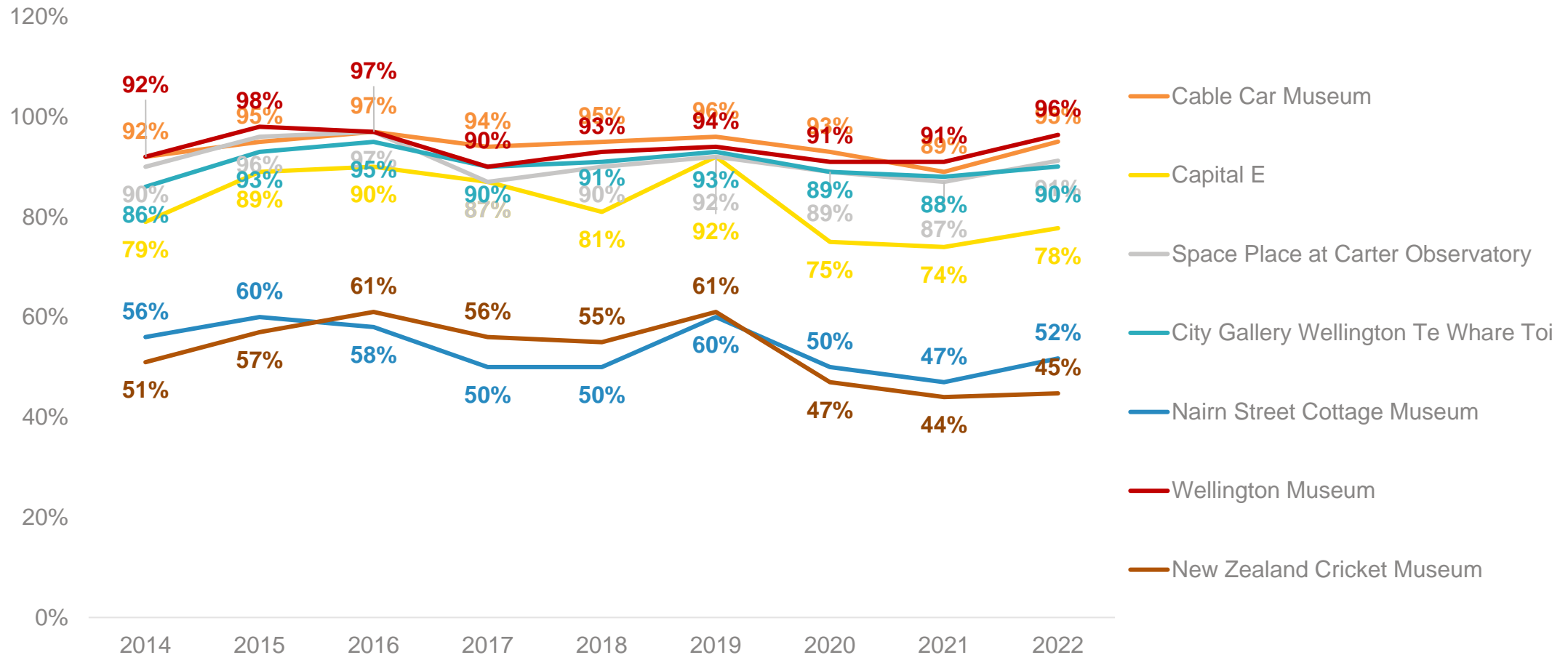
**?** Thinking now to museums and galleries in Wellington. Which of the following museums and galleries [are you aware of/have you been to in the last 12 months]?



# Wellington attractions awareness – tracking



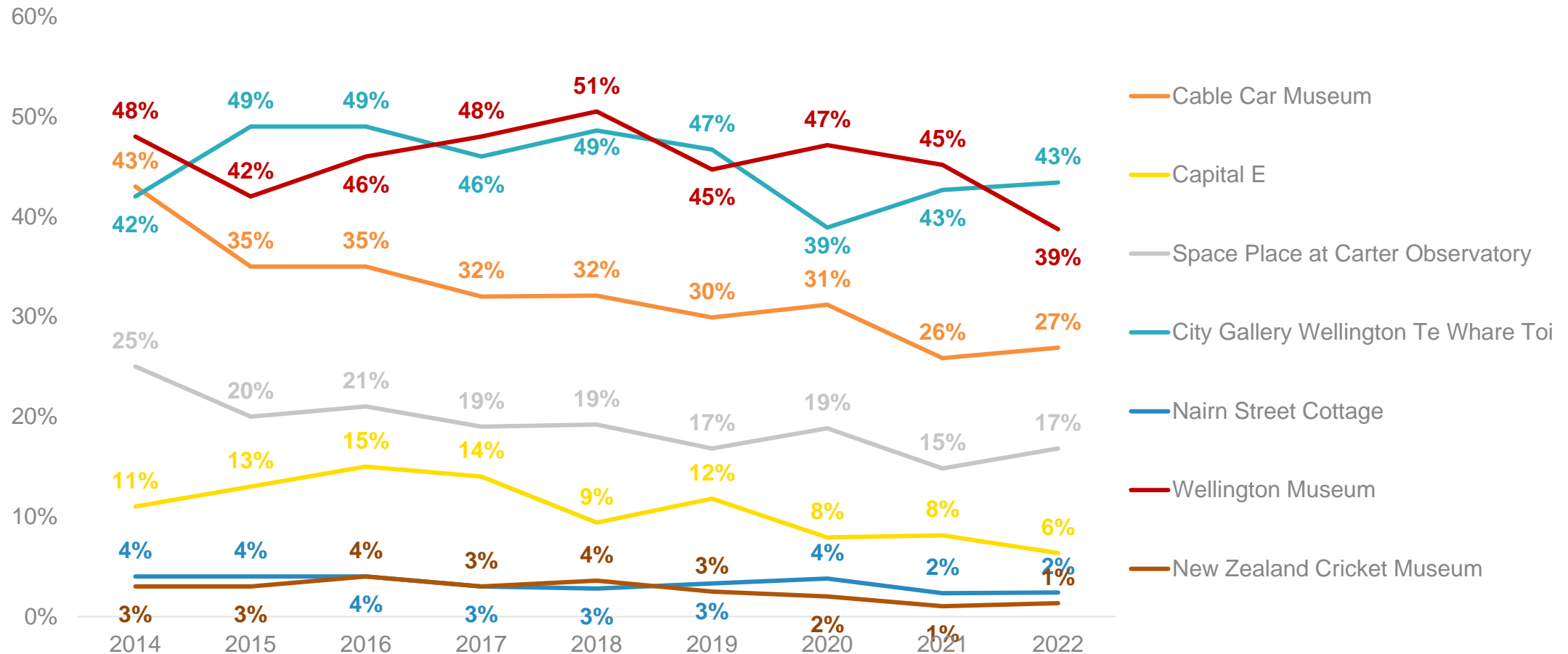
Which of the following Wellington attractions are you aware of?



# Wellington attractions visitation – tracking



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



# Wellington attractions experience

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

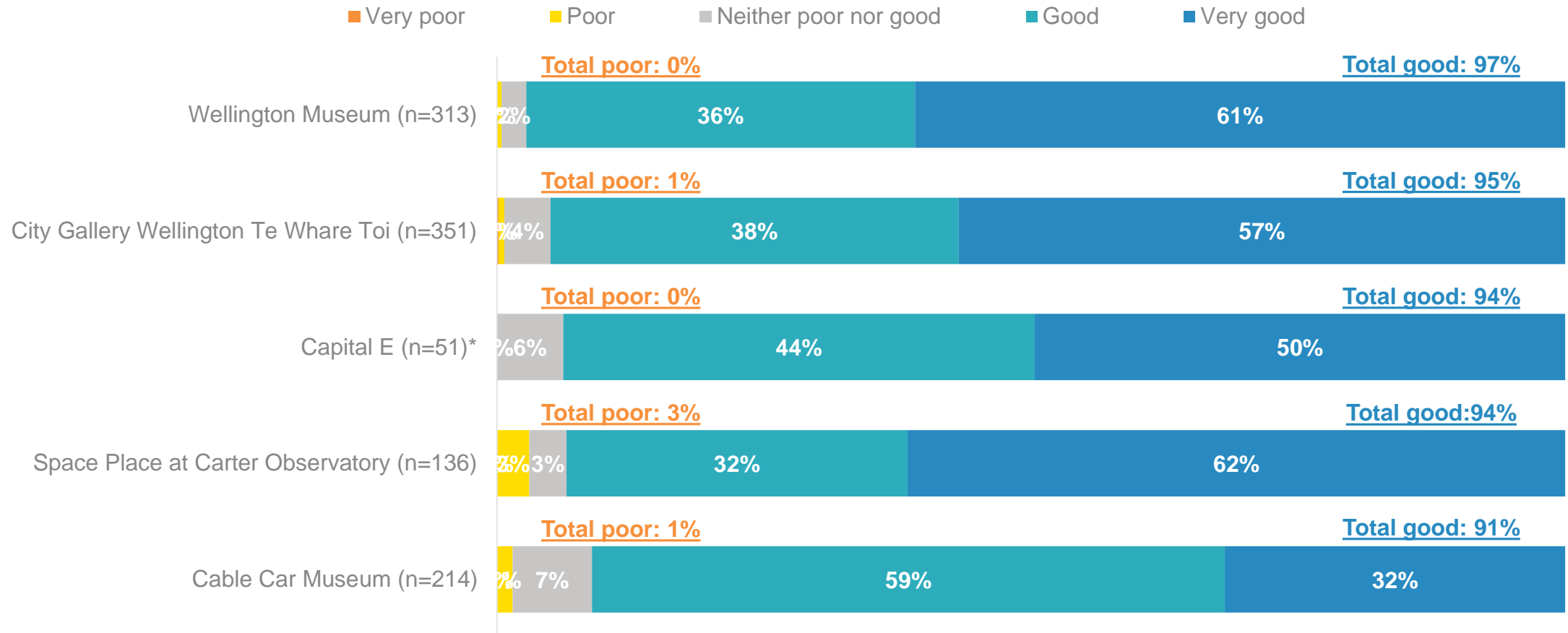
## Demographic differences

- There were no demographic differences for this question.



# Wellington attractions experience

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

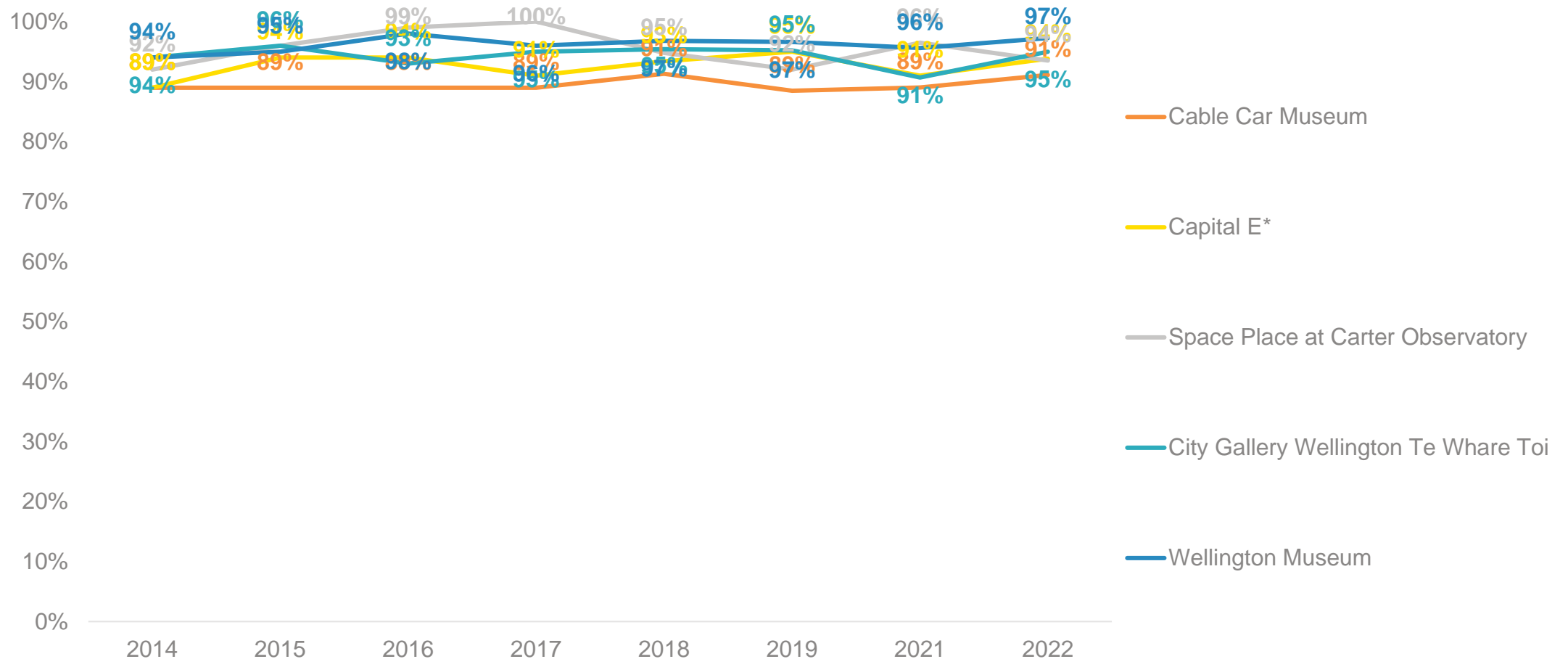


Base: respondents who visited each museum/gallery (excluding 'don't know'); \*low sample size, results indicative only  
 Nairn Street Cottage Museum and New Zealand Cricket Museum not included as sample size too low (<30)

# Wellington attractions experience



Please rate your overall experience at... Total good



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

# Recreation

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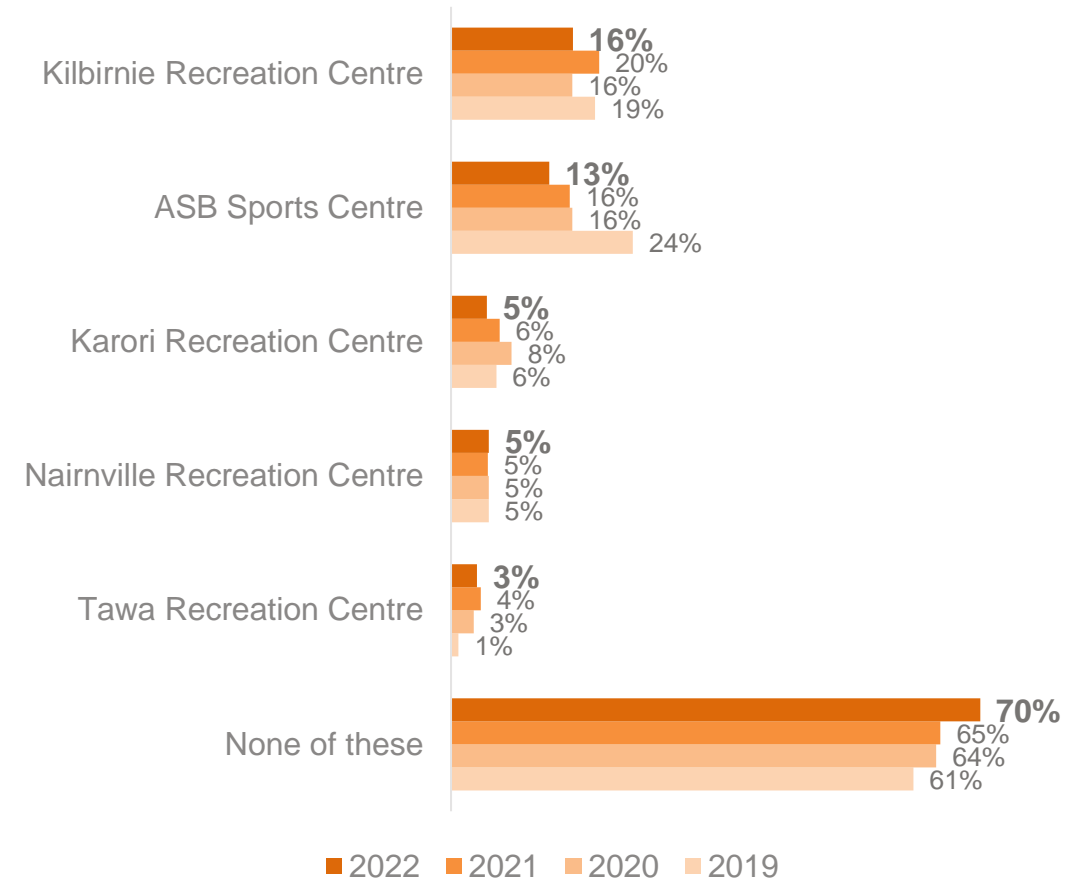
# Sport and recreation facilities usage

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

- Kilbirnie Recreation Centre and ASB Sports Centre were the most used facilities (16% and 13% of respondents had used each one respectively).
  - Usage was a little lower across both of these facilities compared to the 2021 survey – the Covid situation in the lead up to this year’s survey is potentially playing a role here.
- Usage of these and the remaining facilities was much lower, and also largely unchanged compared to 2021.
- Close to three-quarters (70%) had not used any of the facilities listed.

## Demographic differences

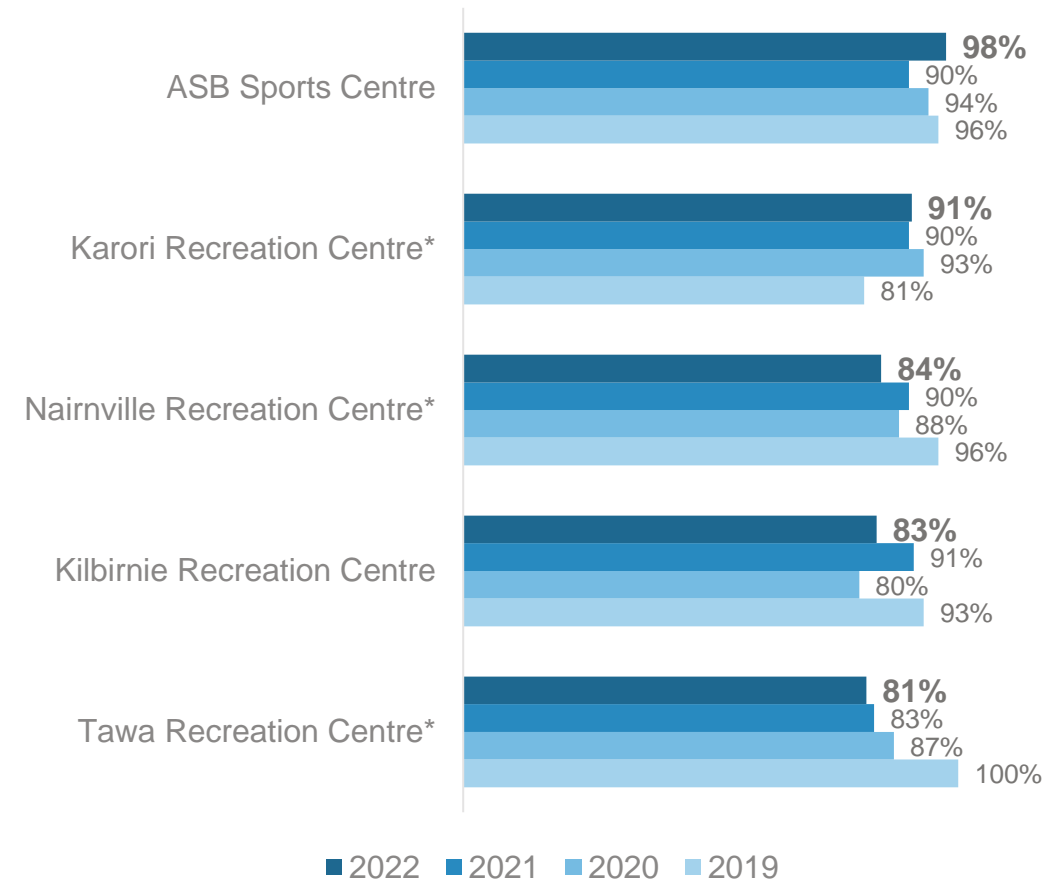
- Usage mostly differed by Ward as you would expect:
  - Eastern Ward respondents were more likely to use the Kilbirnie Recreation Centre (31%) and ASB Sports Centre (22%).
  - Northern Ward respondents were more likely to use the Tawa Recreation Centre (10%).
  - Onslow-Western Ward respondents were more likely to use Karori and Nairnville Recreation Centres (13% and 11% respectively).
  - Southern Ward respondents were more likely to use Kilbirnie Recreation Centre (29%).
  - Respondents aged 30-44 were higher users across multiple centres (and therefore less likely to select “none of these”).



# Sport and recreation facilities satisfaction

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

- Respondents who had used each facility were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends, or demographic differences, given the expected variation in results with low sample sizes (as low as n=28 for Tawa and n=133 for Kilbirnie).



Base: respondents who had used each facility (excluding 'don't know') (n=28-133); \*small sample size, indicative results only

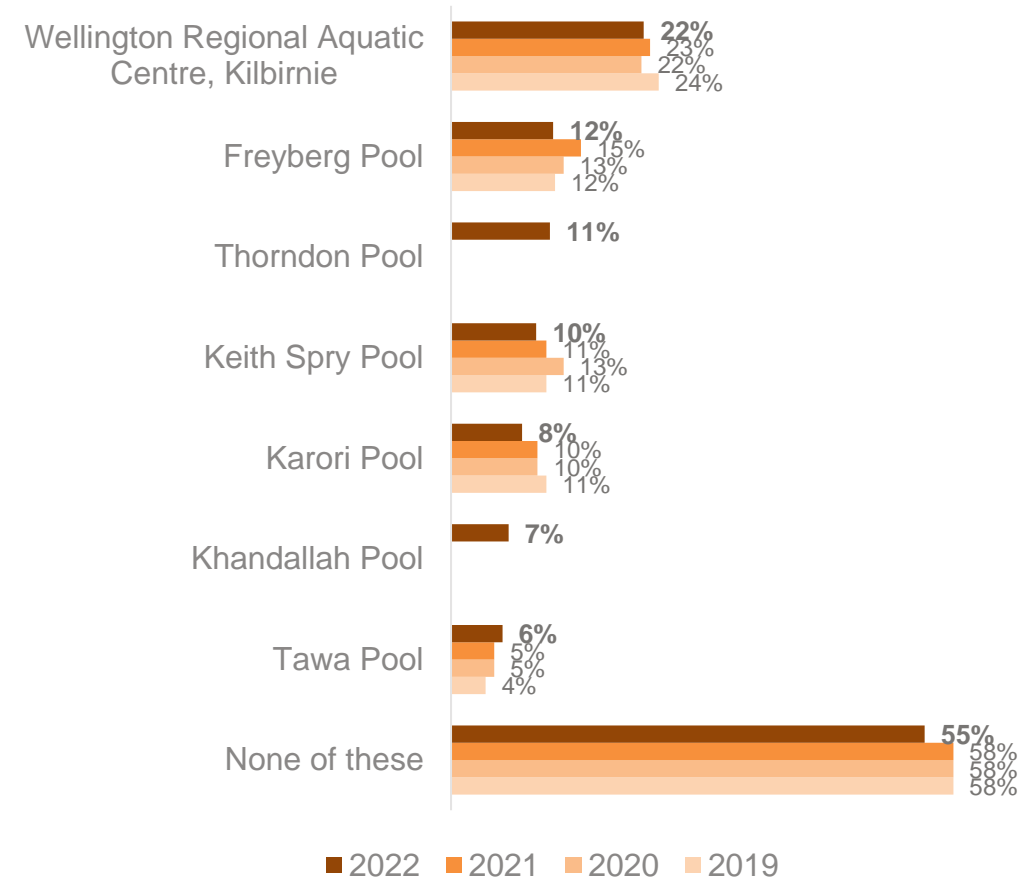
# Wellington City Council pool usage

- Wellington Regional Aquatic Centre was the most used pool by respondents in the past year (22%).
- Freyberg, Thorndon, Keith Spry similar levels of usage, While Karori, Khandallah and Tawa recorded slightly lower levels of usage.
- Over half (55%) had not used any of the WCC pools listed.
- Usage was largely unchanged compared to previous years.

## Demographic differences

- Usage mostly differed by Ward as you would expect:
  - Eastern Ward respondents were more likely to use Wellington Regional Aquatic Centre (44%).
  - Lambton Ward respondents were more likely to use Freyberg (19%).
  - Northern Ward respondents were more likely to use Tawa (22%) or Keith Spry (26%).
  - Onslow-Western Ward respondents were more likely to use Karori (25%) and Khandallah (17%).
  - Southern Ward respondents were more likely to use Wellington Regional Aquatic Centre (36%).
- Respondents aged 30-44 were generally higher users across a number of facilities and hence less likely to answer “none of these” (43%).

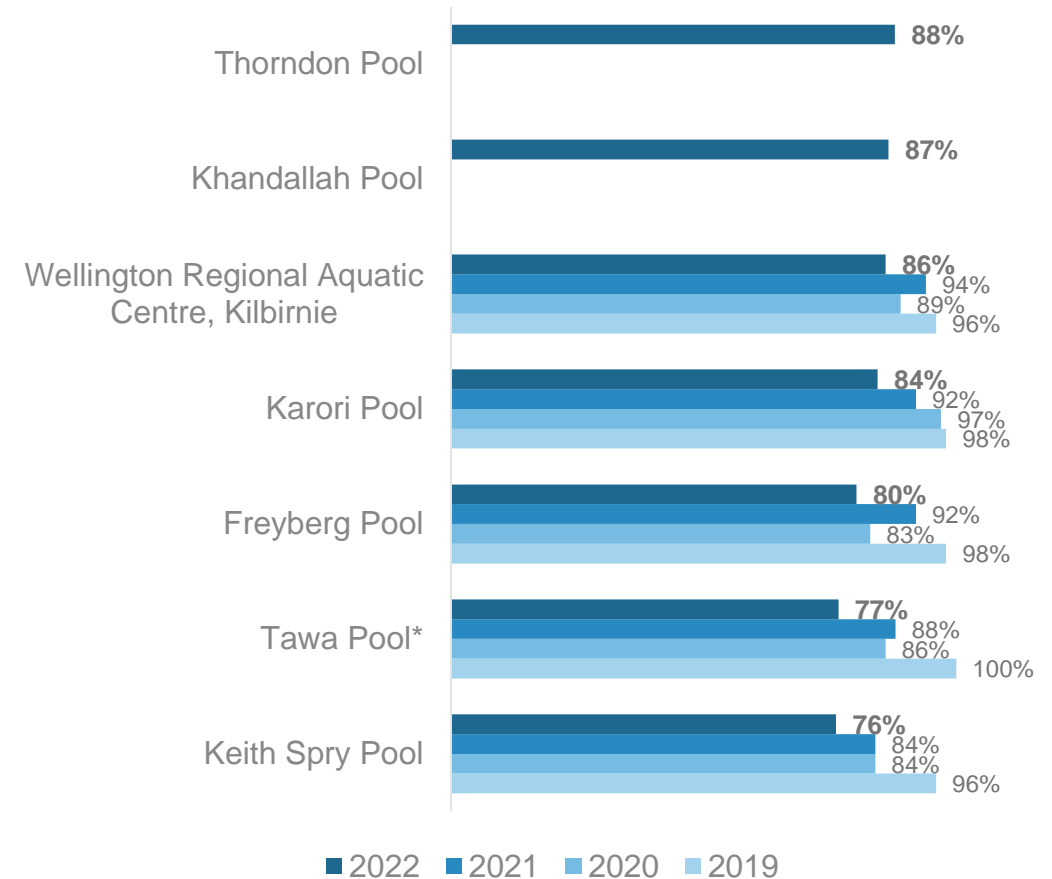
**?** Over the past 12 months, have you used any of the following Wellington City Council pools?



# Wellington City Council pool satisfaction

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

- Respondents who had used each pool were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities (three-quarters or more satisfied with each).
- It is difficult to determine any up or downward trends or demographic differences given the expected variation in results with low sample sizes (as low as n=48 for Tawa and n=180 for Wellington Regional Aquatic Centre).



Base: respondents who had used each pool (excluding 'don't know') (n=48-180); \*small sample size, indicative results only

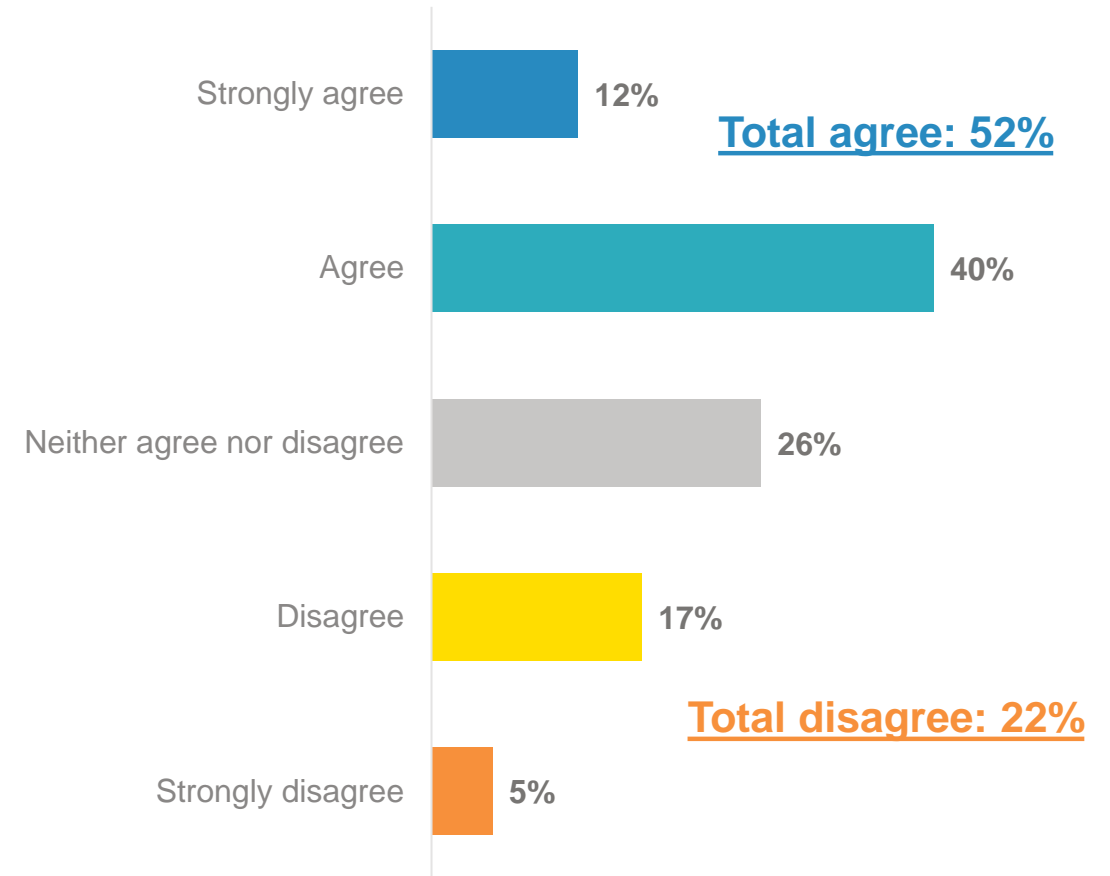
# Wellington City Council pool affordability

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

- About half of respondents (52%) agreed that pool admission charges were affordable.
- About one in five disagreed and 26% were neutral.
- This result is steady compared to the last couple surveys, but is a little lower than when the question was first asked in 2019.

## Demographic differences

- There were no demographic differences for this question.





# Wellington City Council pool affordability – tracking



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

■ 2019 ■ 2020 ■ 2021 ■ 2022

60%

55%

51%

52%

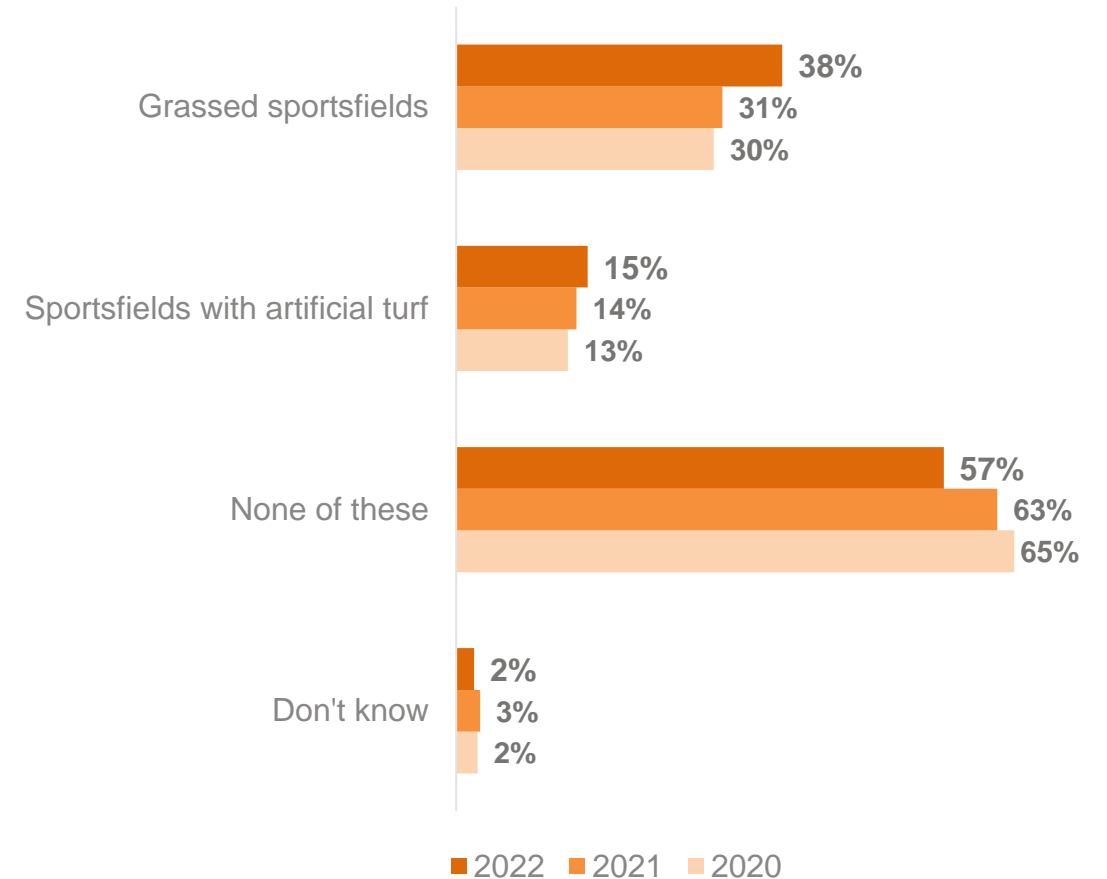
# Wellington City Council sportsground usage

- More than a third of respondents (38%) had used grassed sportsground in the past year, half as many had used artificial turf sportsgrounds (15%).
- Usage of grassed sportsfields was a little higher than in the previous two surveys, usage of artificial turf sportsfields remained steady.

## Demographic differences

- Respondents from Onslow-western Ward were more likely to have used a grassed sportsfield (51%), while Lambton Ward respondents were less likely to have used a grassed sportsground (24%).

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



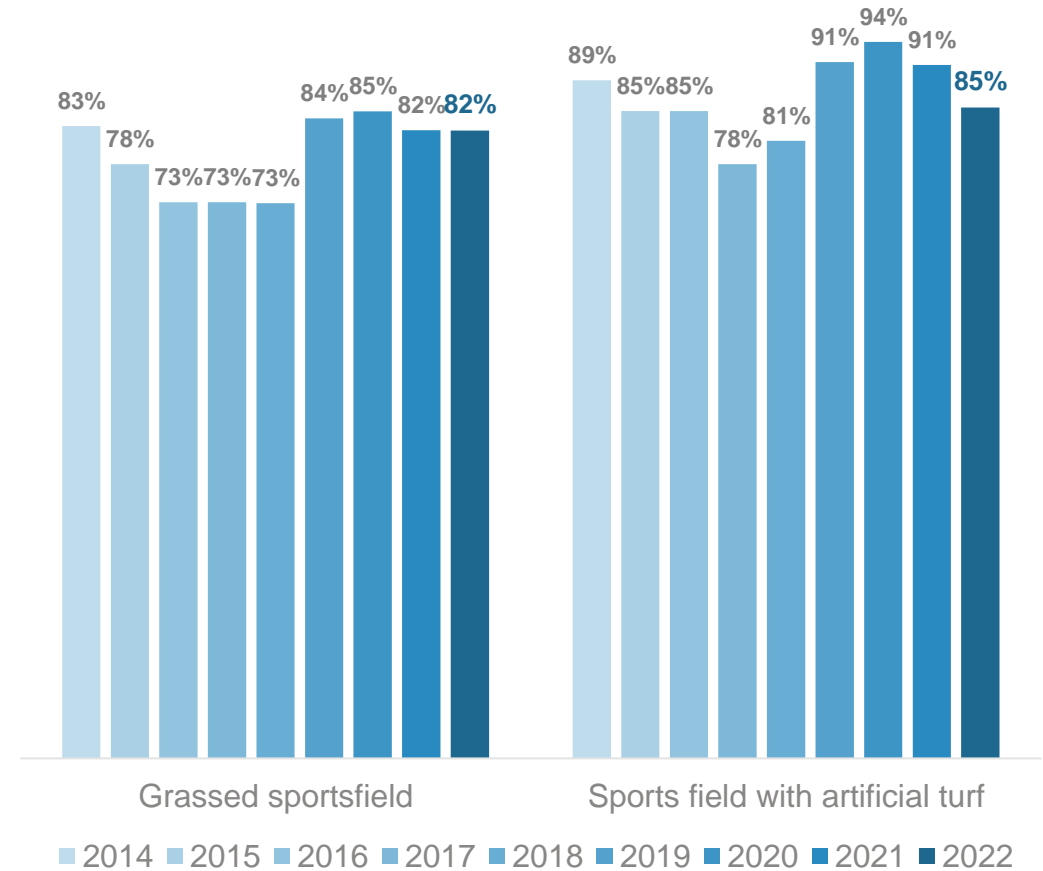
# Wellington City Council sportsground satisfaction

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

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

### Demographic differences

- There were no demographic differences for this question.



Base: respondents who had used each type of sportsfield (excluding 'don't know') (n=123 and 306)

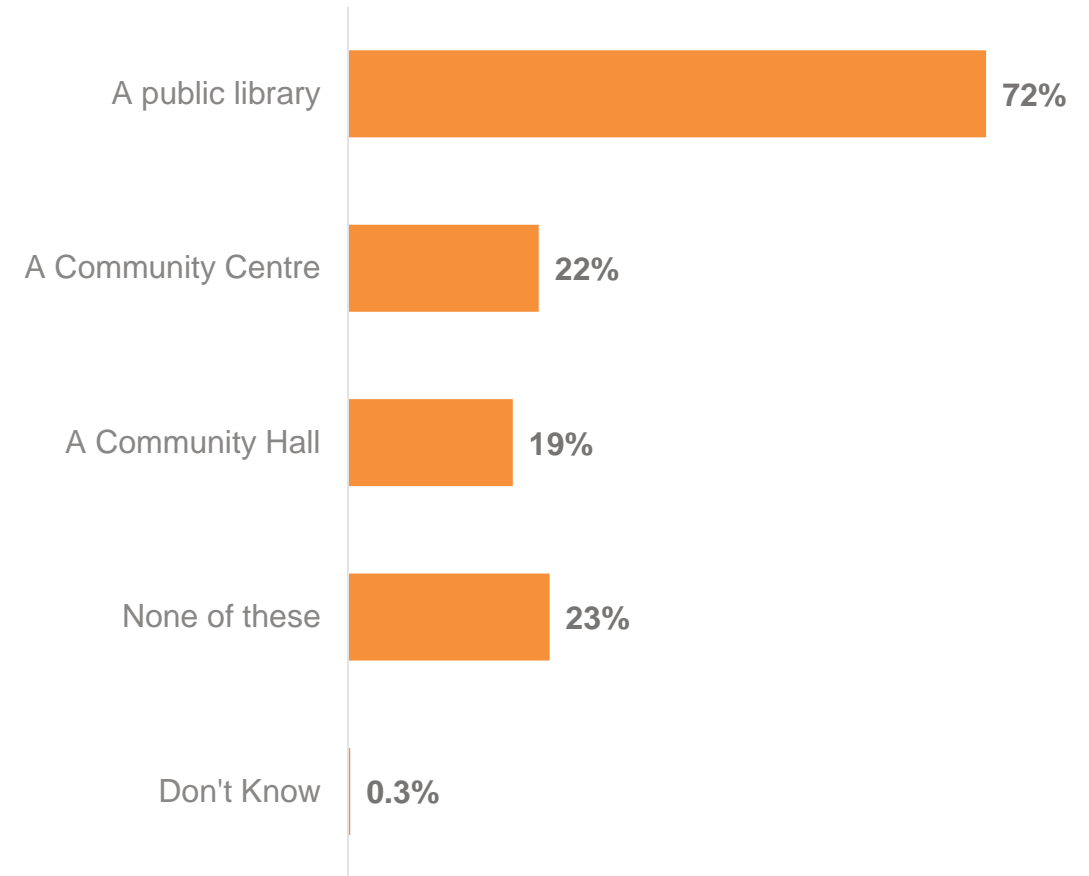
# Wellington City Council community facilities usage

- Libraries were by far the most used with 72% of respondents saying they had used one in the past year.
- Public library usage has remained steady over the past few years.
- Both community hall and community centre usage were tracking slowly up until the 2021 survey, but have dropped down a little this year.

## Demographic differences

- Respondents from the Northern Ward were more likely to say they used a public library in the past year (82%).
- Respondents from the Lambton ward were more likely to say they had not used any of these facilities (37%).

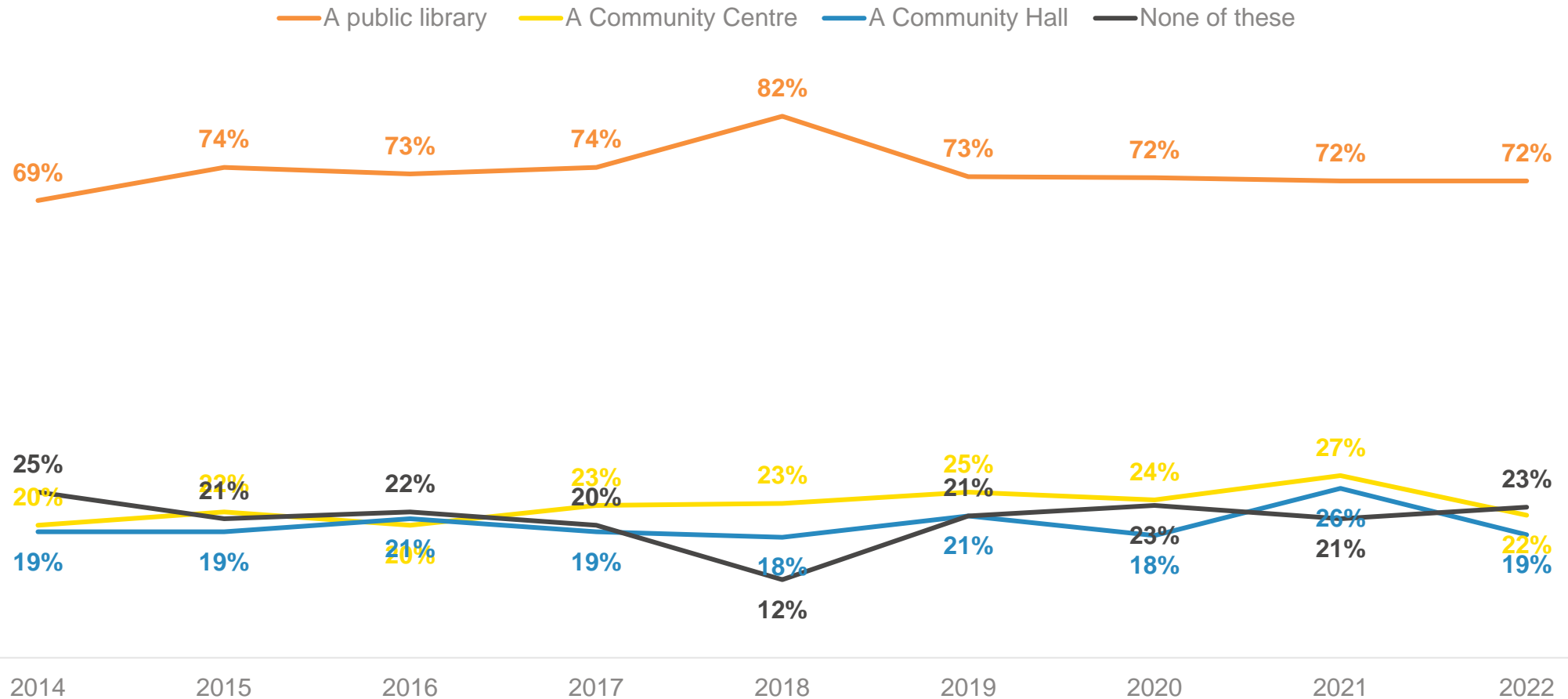
**?** | Have you used or physically visited any of the following Wellington City Council community facilities in the past 12 months?



# Wellington City Council community facilities usage – tracking



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



# Community facilities experience

- Satisfaction was consistently high across the community facilities with around 80% satisfied and 5% or less dissatisfied with their experience at each facility.
- This is a new question for 2022, so there is no tracking to compare to.

## Demographic differences

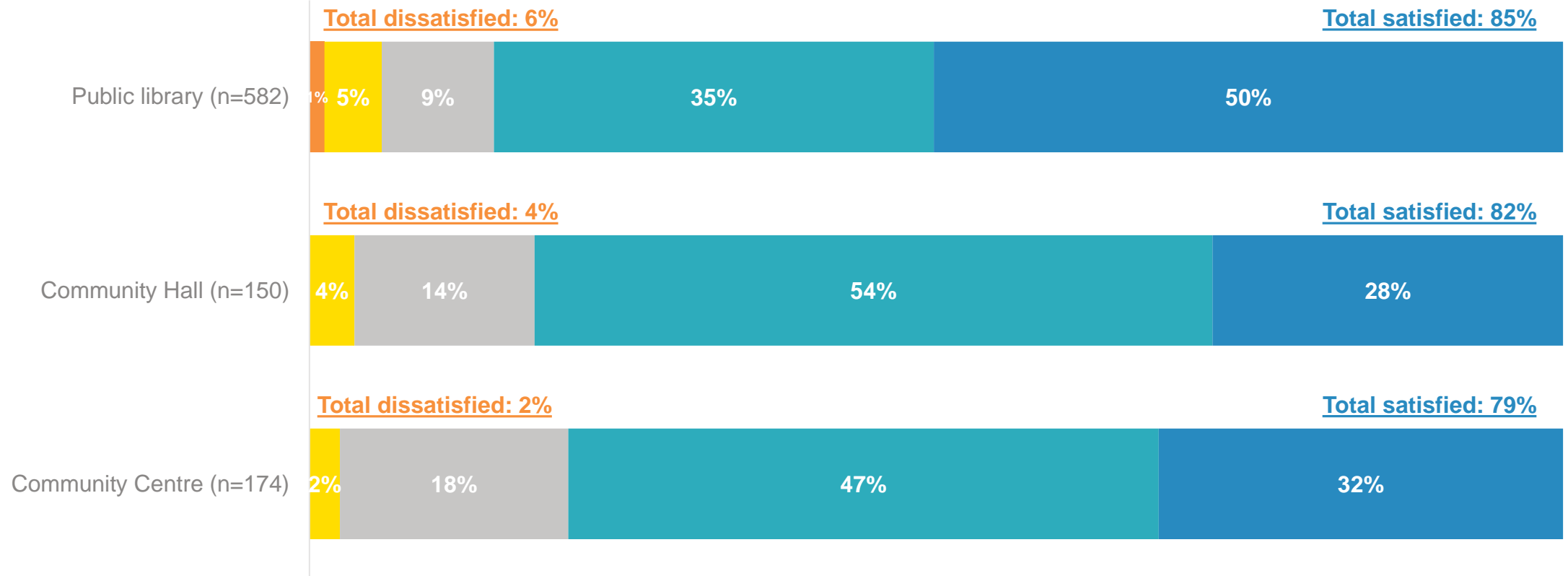
- There were no demographic differences for this question.

# Community facilities experience



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

■ Very dissatisfied 
 ■ Quite dissatisfied 
 ■ Neither dissatisfied nor satisfied 
 ■ Quite satisfied 
 ■ Very satisfied



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

# Library usage frequency (among library users)

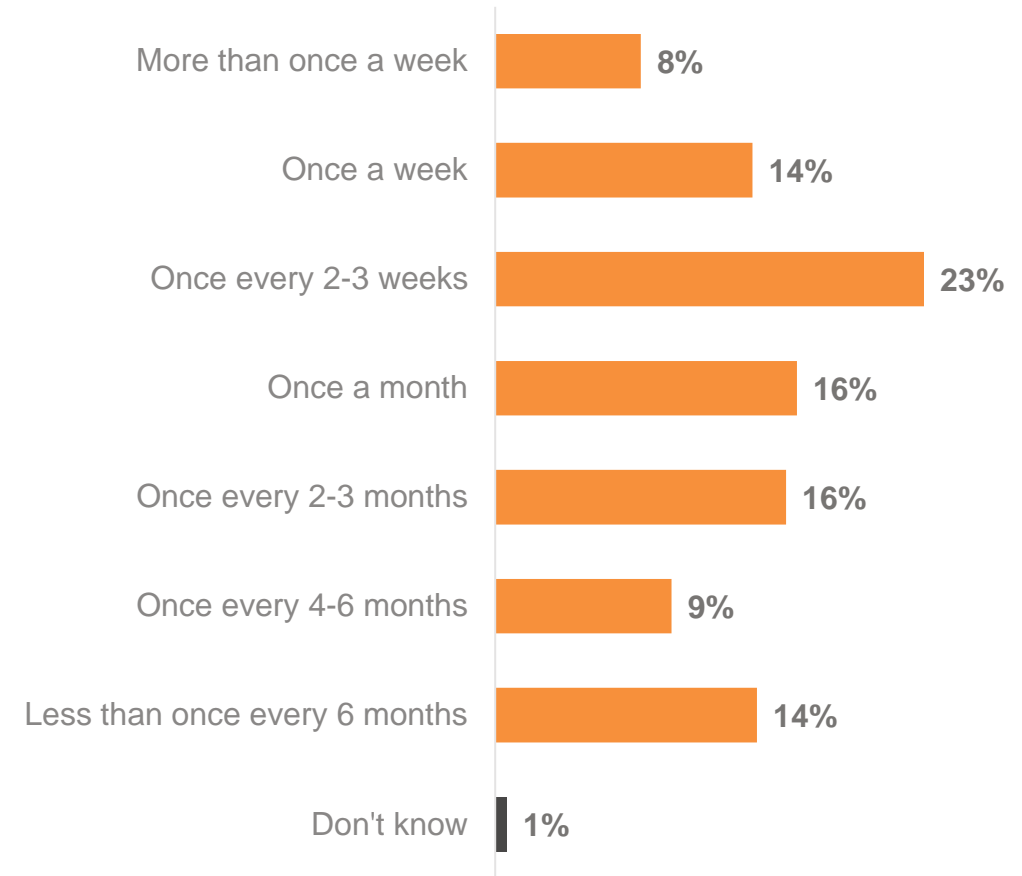


On average, how often would you use or visit a Wellington City Council library?

- Among respondents who had visited the library at all in the past year, almost one in ten said they did so weekly on average.
- More than half of library users said they visited monthly or more on average (60%) – this visitation frequency has remained steady compared to 2021.

### Demographic differences

- There were no demographic differences for this question.

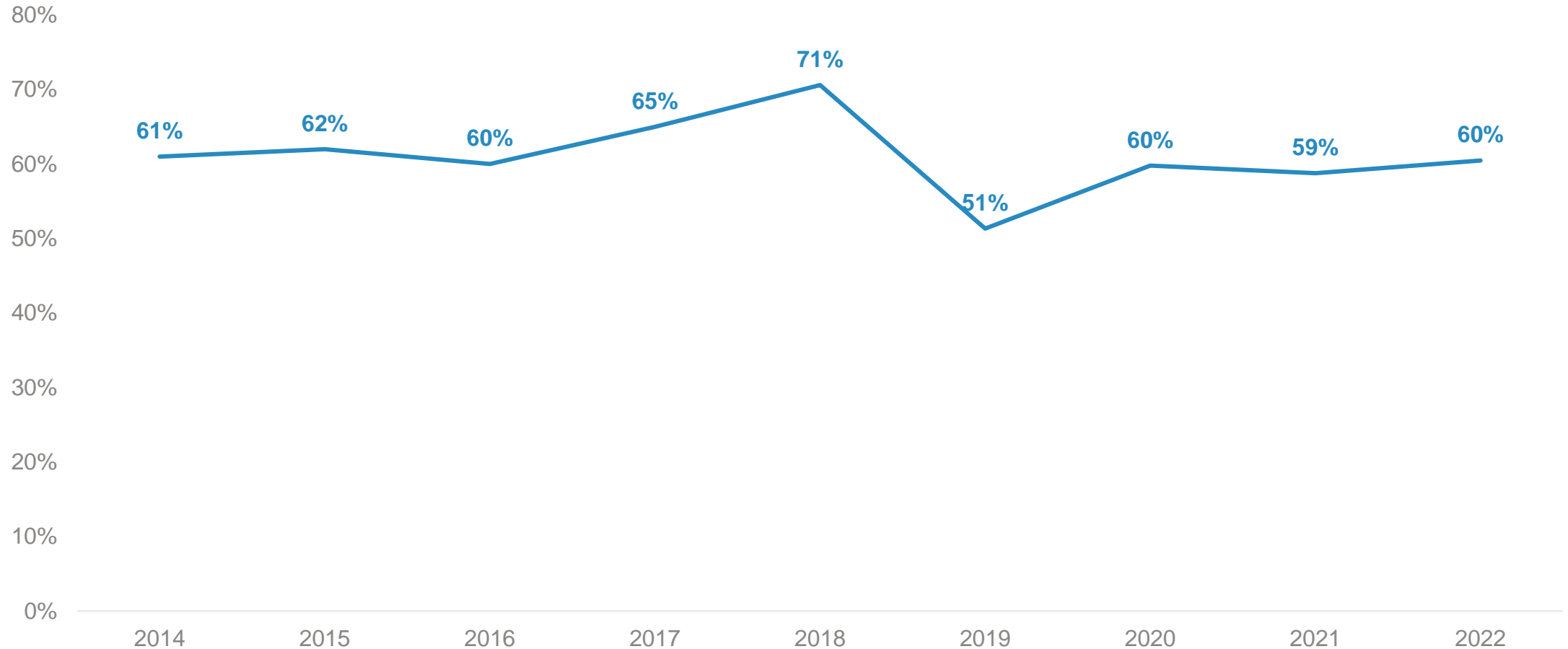




# Library usage frequency (among library users) – tracking



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



Base: Respondents who had used a public library in the past 12 months (n=624)

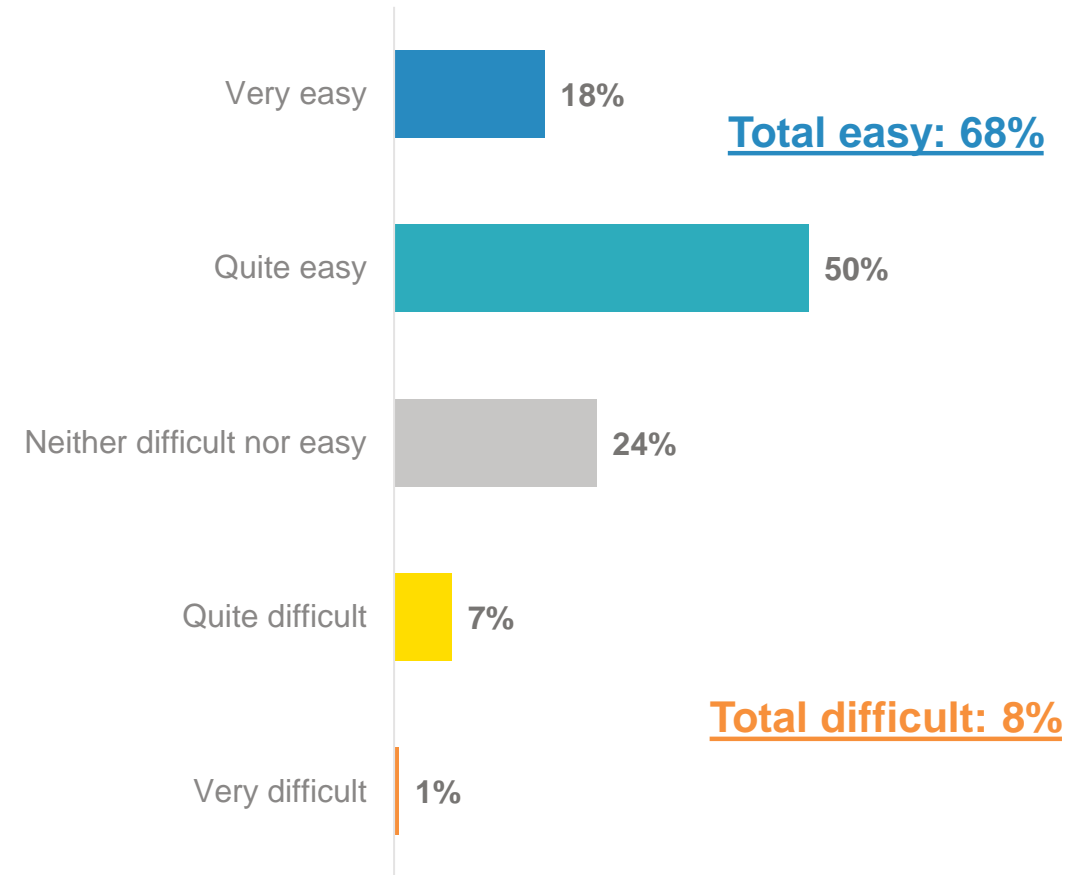
# Access to Wellington City Council facilities and programmes

- About two-thirds (68%) of respondents felt that Wellington City Council's recreational facilities and programmes were generally easy to access.
- Less than one in ten found them difficult to access.
- Results for this question have remained relatively flat since tracking began, however results post 2018 have tended to be higher than results prior.

## Demographic differences

- There were no demographic differences for this question.

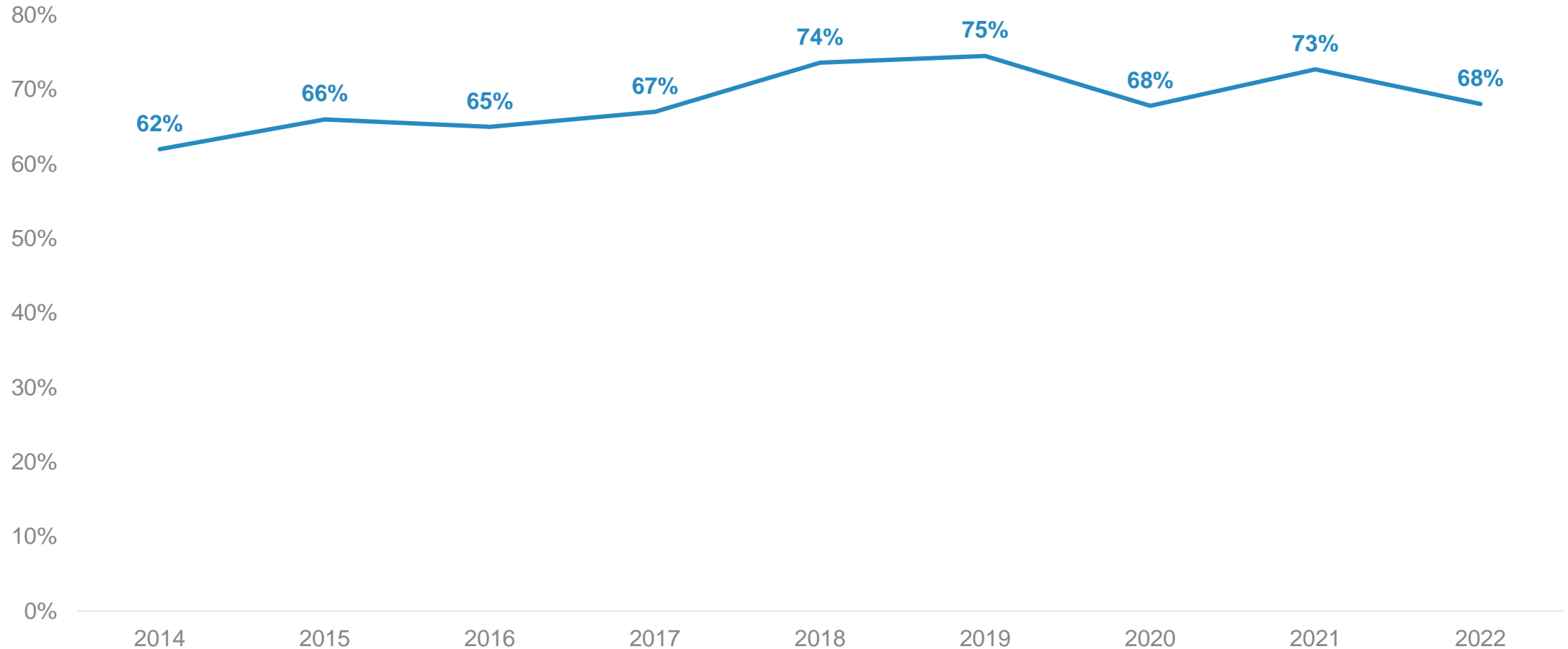
**?** | In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



# Access to Wellington City Council facilities and programmes – tracking



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



*Base: all respondents (excluding 'don't know'); high proportion of don't know responses (23% in 2022) which are excluded from analysis*

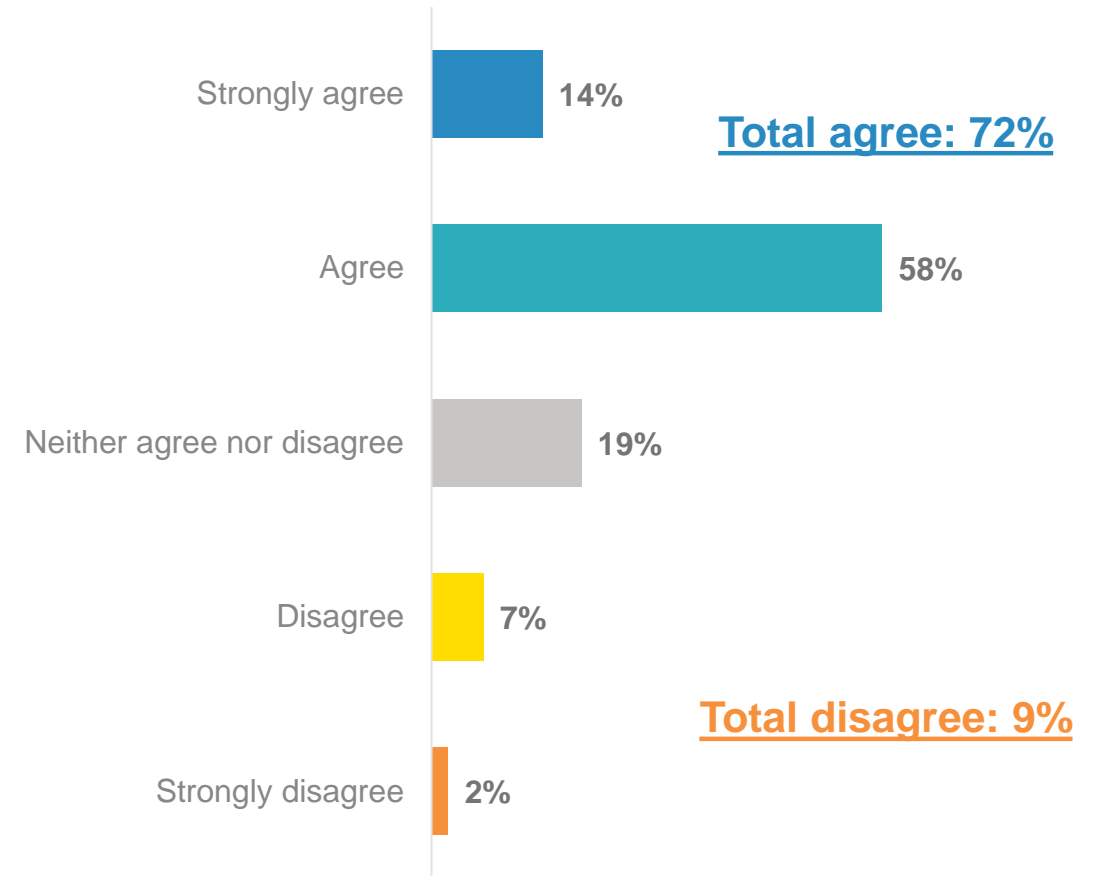
# Wide range of recreational facilities

- Almost three quarters (72%) of respondents agreed that Wellington offers a wide range of recreational activities.
- About one in ten disagreed with this statement.
- Agreement with this statement has trended down over the last few years with 85% agreeing in 2017. However, there was no real change compared to 2021.

## Demographic differences

- There were no demographic differences for this question.

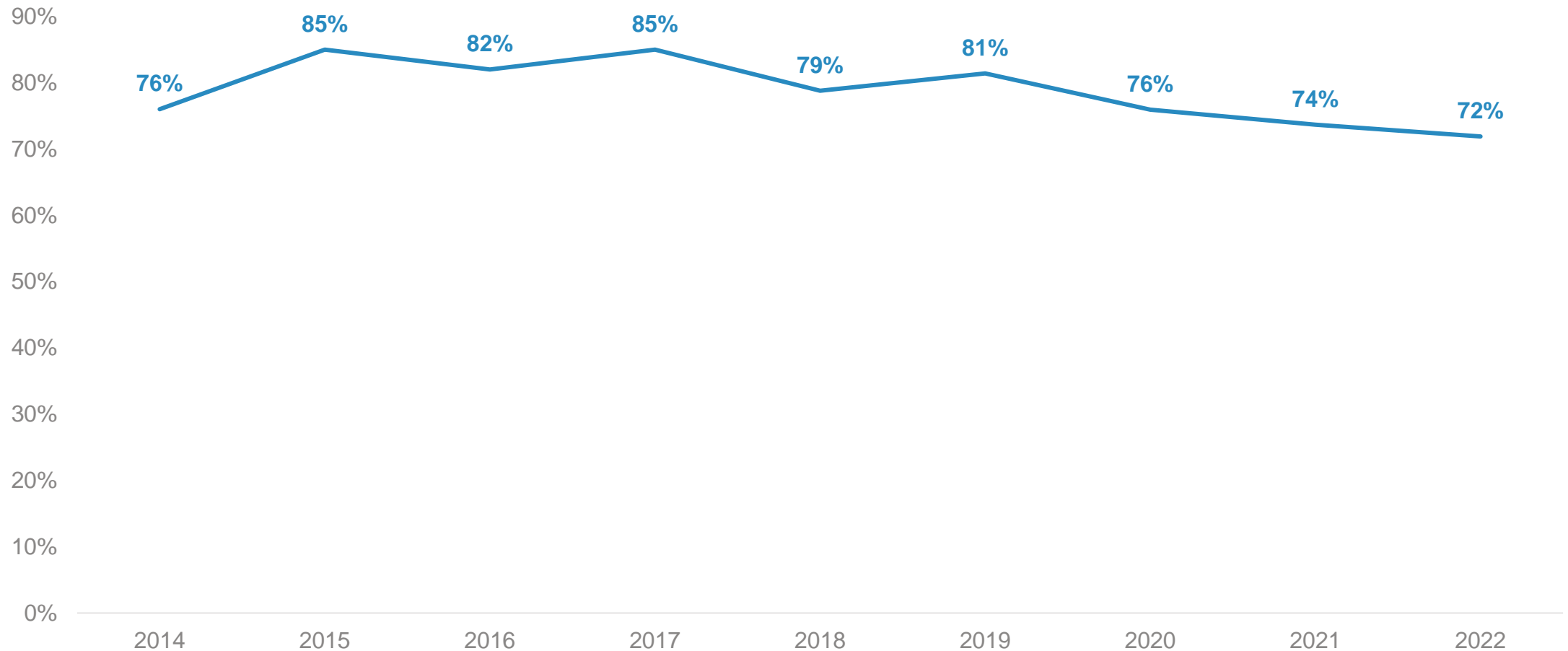
**?** In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities?



# Wide range of recreational activities – tracking



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



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

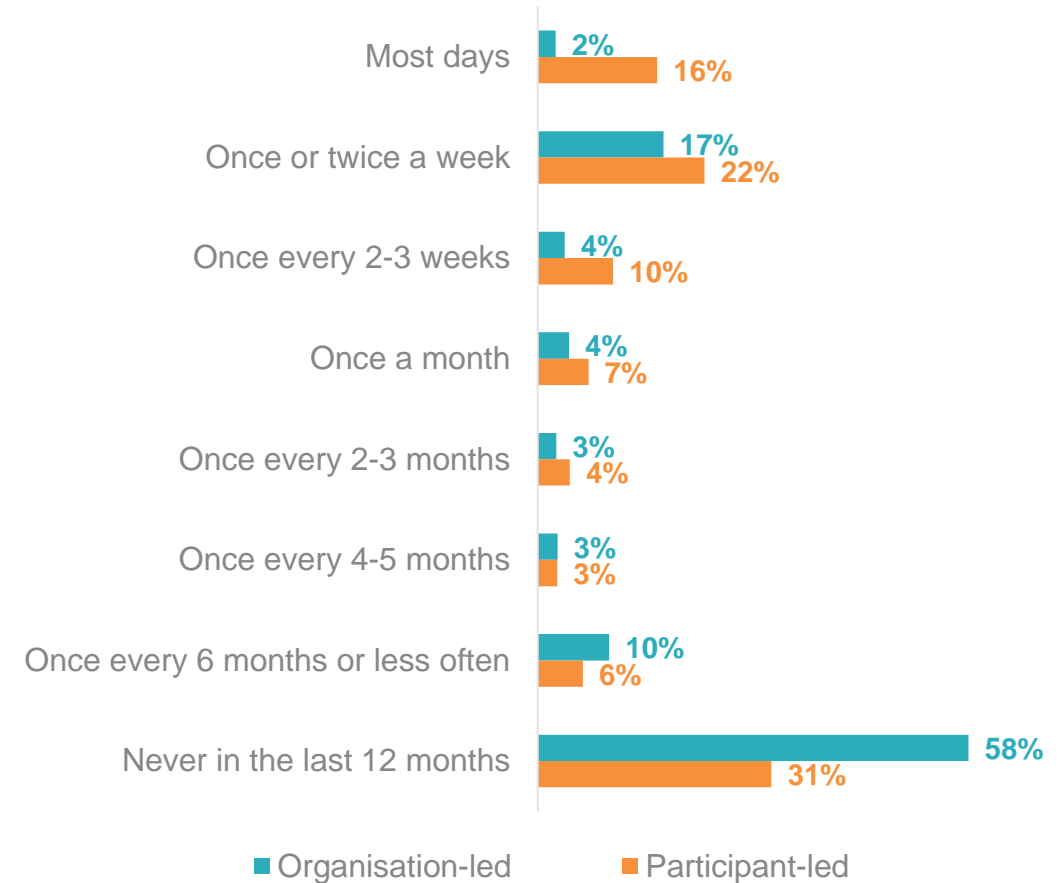
# Participation in sport and recreation

- Respondents were generally more likely to have participated in participant-led sport or recreation in the past year than organisation-led (69% had participated at some point during the past year compared to 42% for organisation-led sport).
- Once or twice a week was the most common participation frequency for both participant-led and organisation-led sport and recreation. While organisation-led sport and recreation was much less likely to be a daily occurrence compared to participant-led.
- Participation in both organisation-led and participant-led sport and recreation remained steady compared to previous years.

## Demographic differences

- Respondents with higher household incomes (\$100k+) were more likely to say they have taken part in participant-led sport in the past year (63%) the same was true for females (61%).

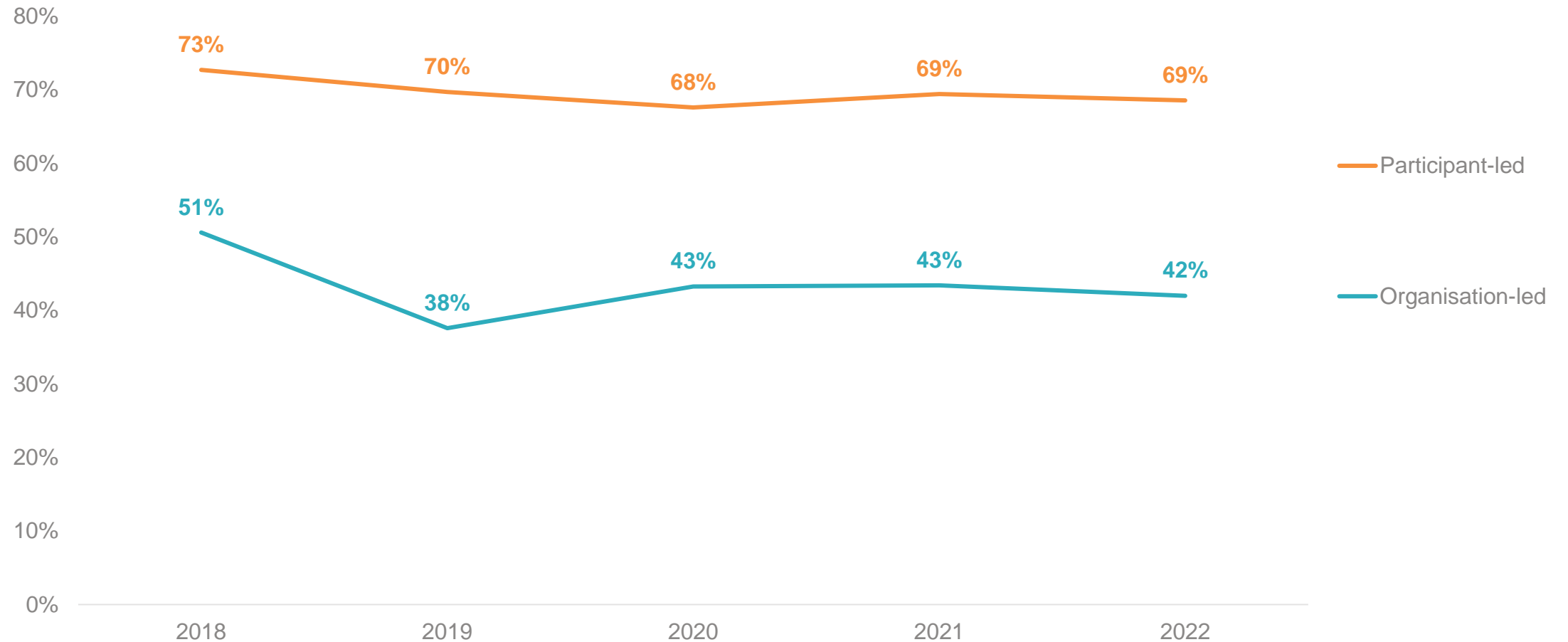
**?** | Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months?



# Participation in sport and recreation – tracking



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



# Barriers to participation in sport and recreation

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

## Demographic differences

- Younger respondents and renters were both more likely to select a range of different barriers for participant-led and organisation-led recreation including “cost”, “lack of motivation”, “don’t know where or who to contact”, “lack of transport options” and “no easy access to facilities or parks nearby”
- Respondents with household income over \$100k and respondents aged 30-44 were more likely to identify “lack of time/ too busy” as a barrier for organisation-led recreation.

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

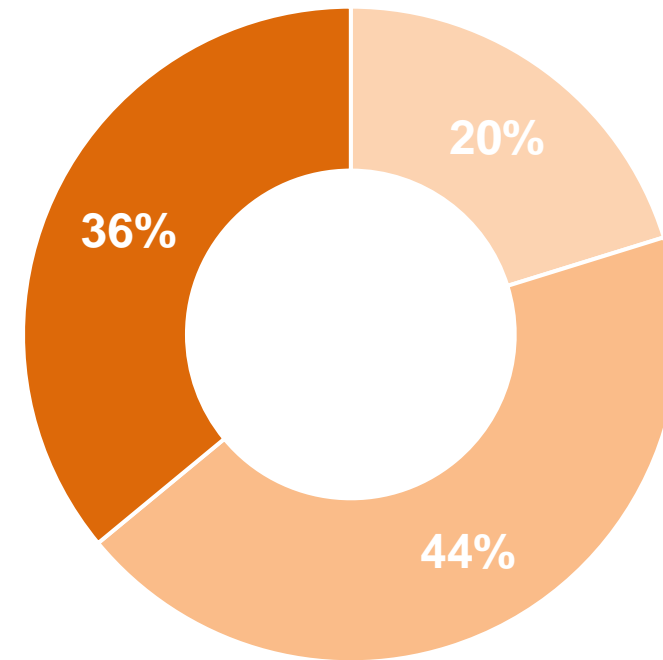




# Weekly participation in physical activity

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

- Over a third of respondents (36%) claimed to participate in five or more hours of physical activity a week.
- A further 44% said they participated in between two and half, and five hours of physical activity a week.
- Physical activity participation (two and half hours or more a week) has been trending up since tracking began from 65% in 2014 to 80% this year (which is unchanged from 2021).

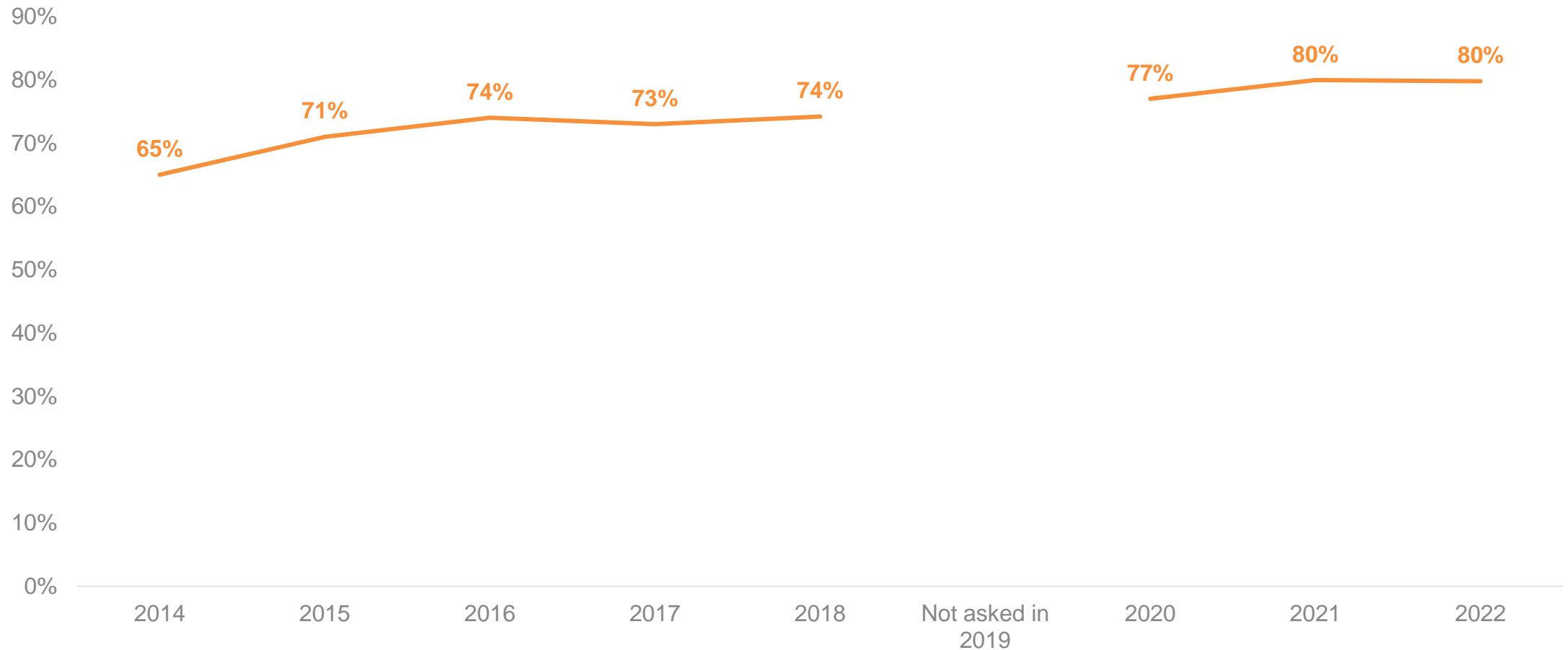


■ Less than 2 and a half hours ■ 2 and a half to 5 hours ■ 5 or more hours

# Weekly participation in physical activity – tracking



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



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

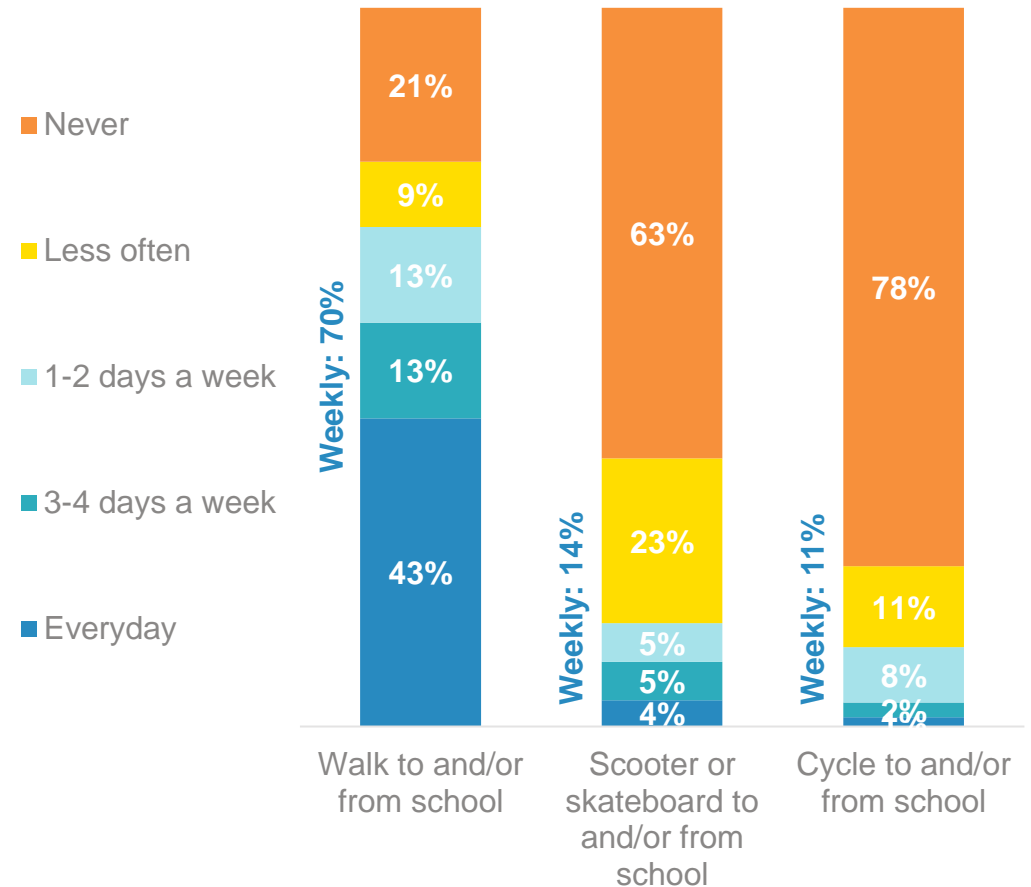
# Children’s transport to school

- Almost two thirds (70%) of respondents with children aged 5-15 in their household said their child/children walk to and or from school at least weekly (43% everyday).
- Scootering or skateboarding to school was less common with 14% saying their child did this weekly, while only 11% said their child cycled to school at least weekly.
- There is generally a lot of variability in the results from this question due to the low sample size (the question is only asked of respondents with children aged 5-15 in their household). So while results have move around a bit this year compared to 2021, the movements are not large enough to draw any strong conclusions.

## Demographic differences

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

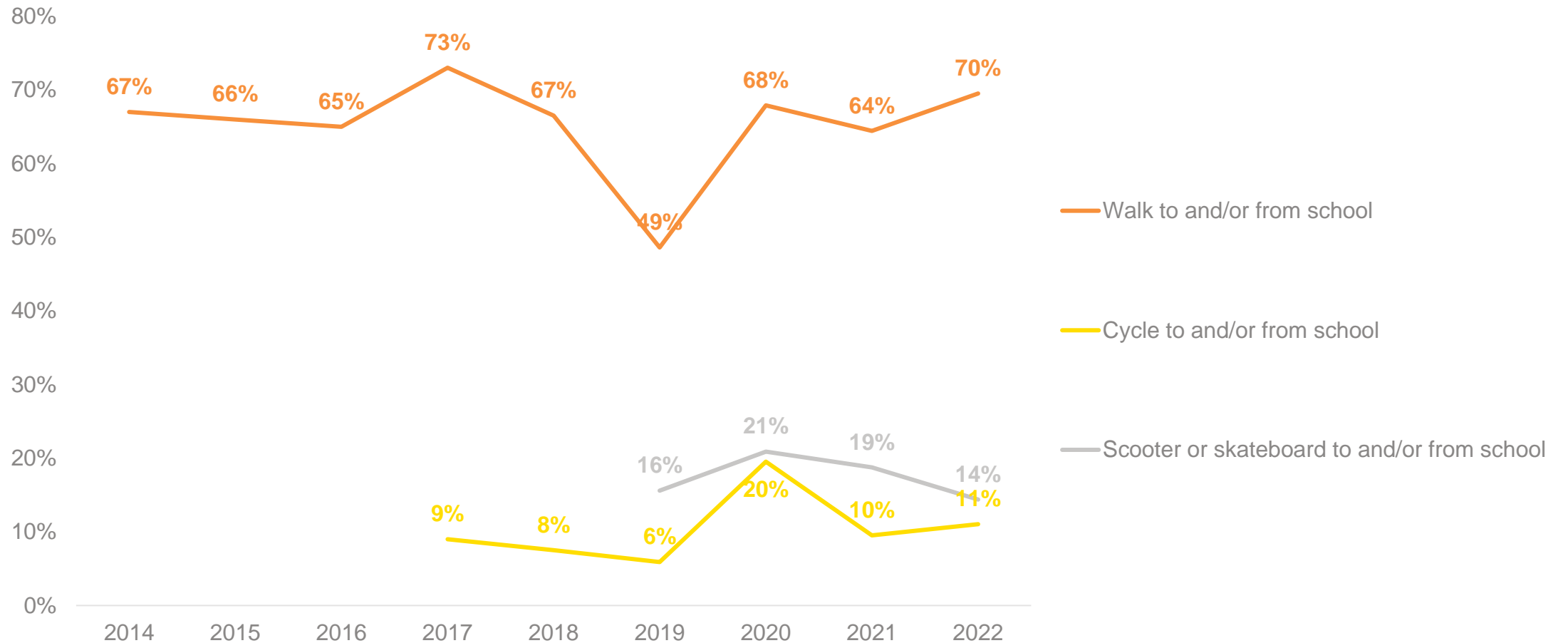
**?** Thinking about how your child/children travel to and/or from school. On average, how often do they...?



# Children’s transport to school – tracking



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



Base: Respondents with children aged 5-15 in their household (excluding 'don't know' and 'not applicable') (n=129-140)

# Environment

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# Green space usage

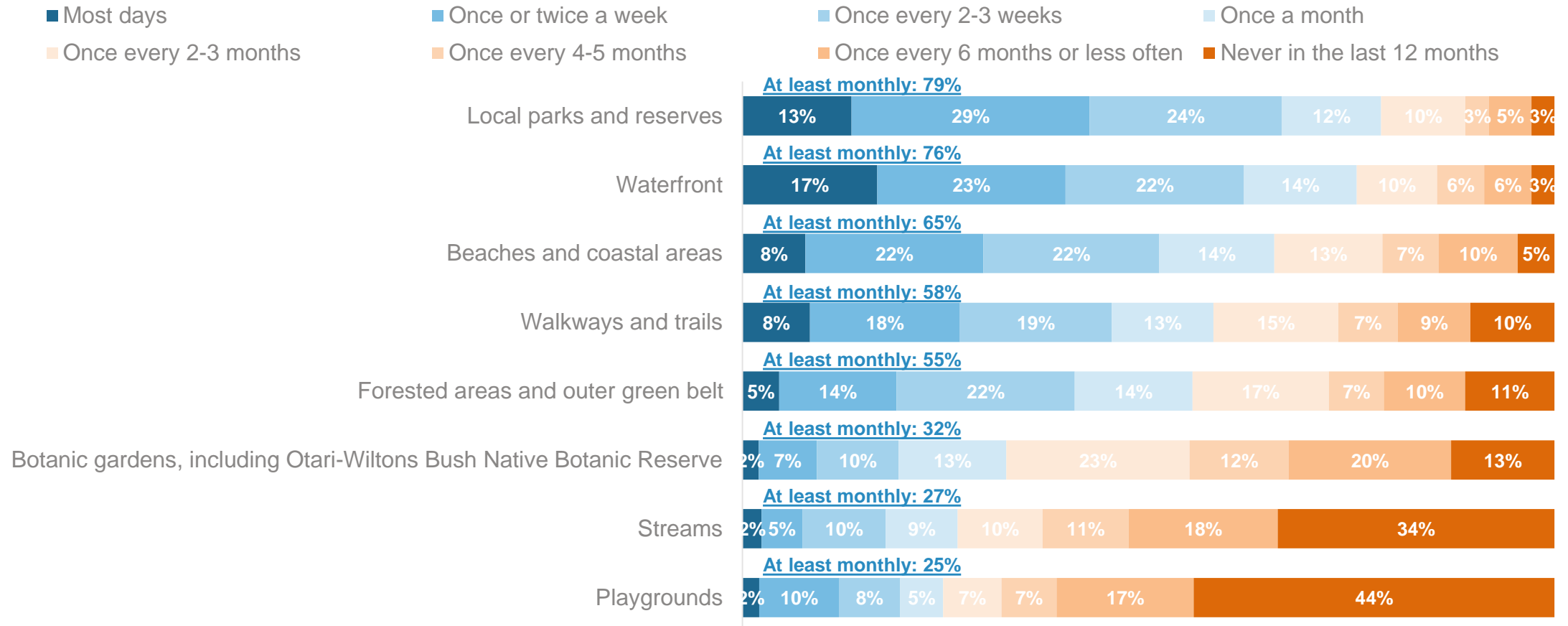
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – around eight in ten said they used these spaces at least monthly.
- Beaches and coastal areas, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents (65%, 58% and 55% respectively used the spaces at least monthly).
- The least used spaces (by between a quarter and a third of respondents) were botanic gardens, playgrounds and streams.
- We saw the monthly usage of all spaces trending up in our tracking, particularly between 2018 and 2021, however results this year show that trend flattening off. While all but one of the monthly usage figures recorded this year are lower than 2021, the differences are not large enough for use to say there has been a decline in monthly usage between 2021 and 2022.

## Demographic differences

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

# Green space usage

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

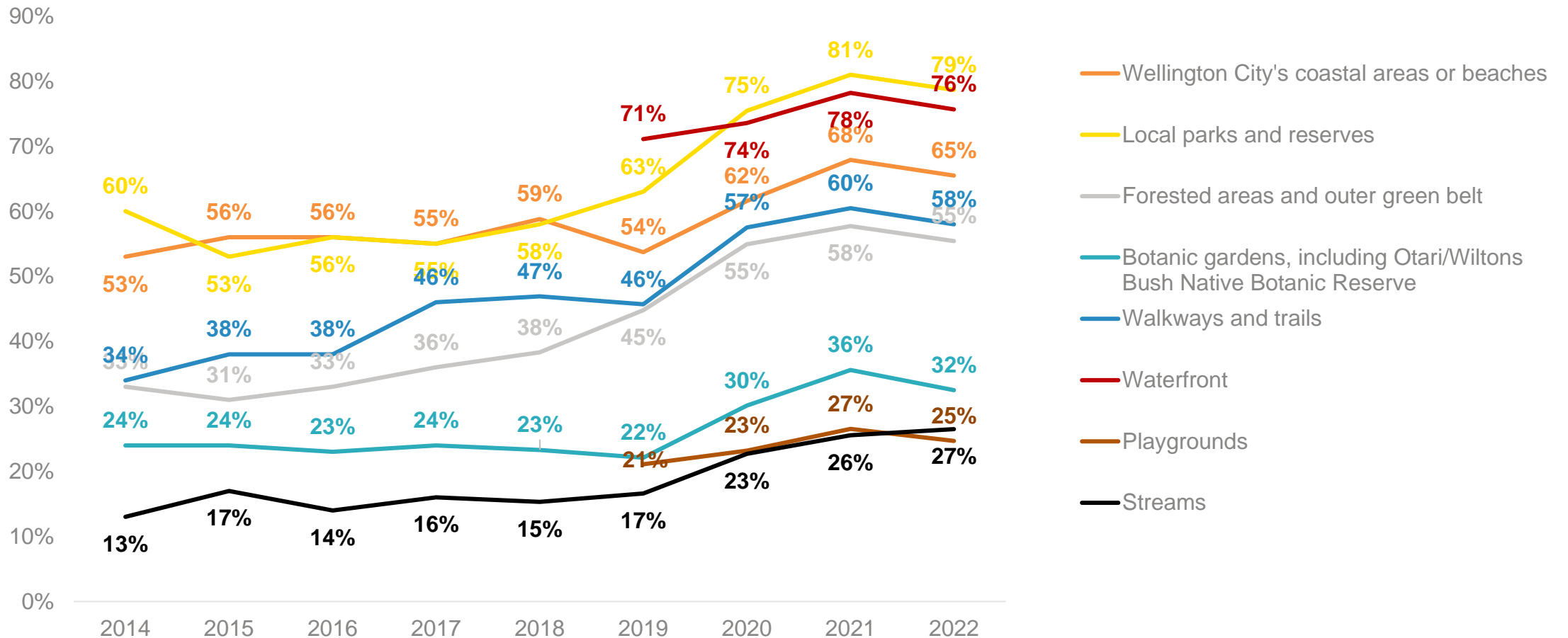


Base: all respondents (excluding 'don't know')

# Green space usage – tracking



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



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



# Green space usage – demographic differences



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

	Local parks and reserves	Waterfront	Beaches and coastal areas	Walkways and trails	Forested areas and outer green belt	Botanic gardens	Streams	Playgrounds
<b>All</b>	<b>79%</b>	<b>76%</b>	<b>65%</b>	<b>58%</b>	<b>55%</b>	<b>32%</b>	<b>27%</b>	<b>25%</b>
Eastern Ward			85%			16%		
Lambton Ward		92%				41%	18%	13%
Northern Ward	71%	59%	46%	44%	42%	23%		34%
Onslow-Western Ward			54%			56%	39%	
Southern Ward			81%			20%		
Male		81%						
Female		71%						
Aged 18-44	82%	83%	72%	62%	61%			29%
Aged 45+	74%	67%	57%	52%	48%			19%
Homeowner		71%				29%		30%
Renter		85%						13%

# Green space satisfaction

- Around eight in ten or more respondents were satisfied with each space (that they had used in the past year), with the exception of playgrounds and streams. Levels of satisfaction for these two spaces were lower – around two thirds (70%) who had used playgrounds were satisfied, while about half (49%) who had used streams were satisfied.
- Satisfaction levels have remained largely unchanged compared to last year.

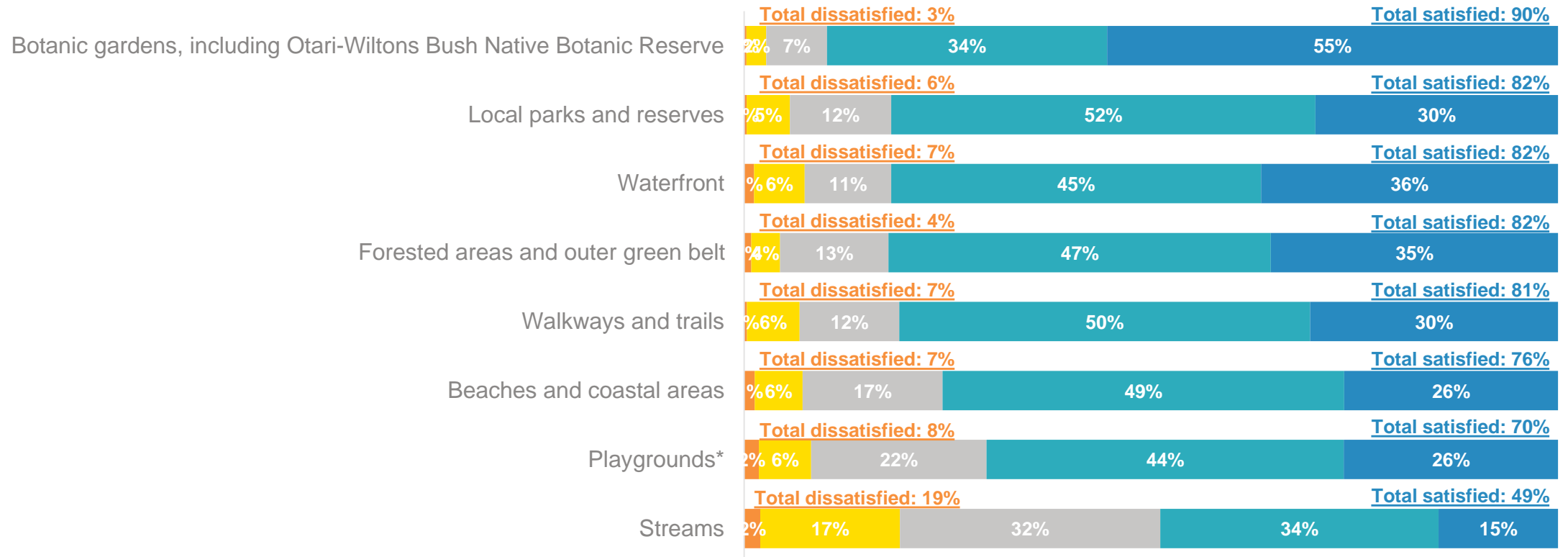
## Demographic differences

- There were no demographic differences for this question.

# Green space satisfaction

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

■ Very dissatisfied    
 ■ Quite dissatisfied    
 ■ Neither dissatisfied nor satisfied    
 ■ Quite satisfied    
 ■ Very satisfied

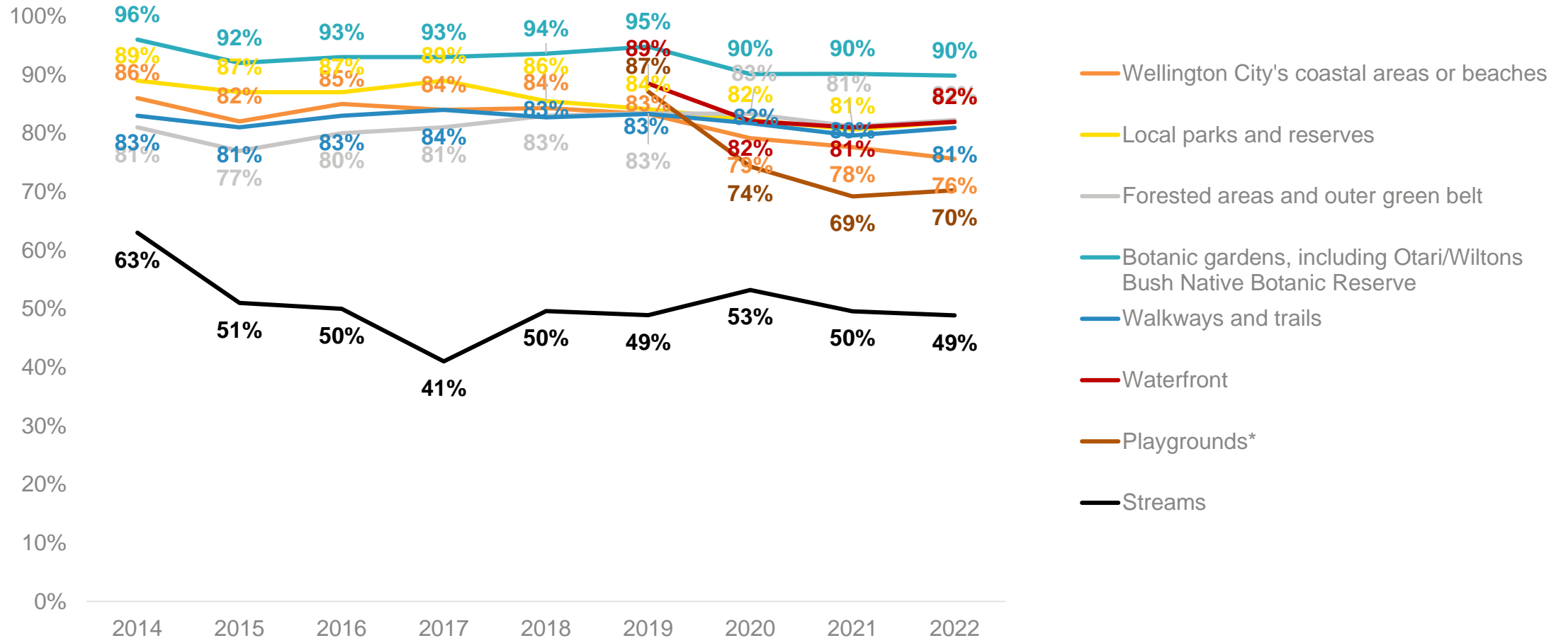


Base: respondents who had used each space in the past 12 months (excluding 'don't know'); \*high proportion of don't know responses (above 10%) which are excluded from analysis

# Green space satisfaction – tracking



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



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

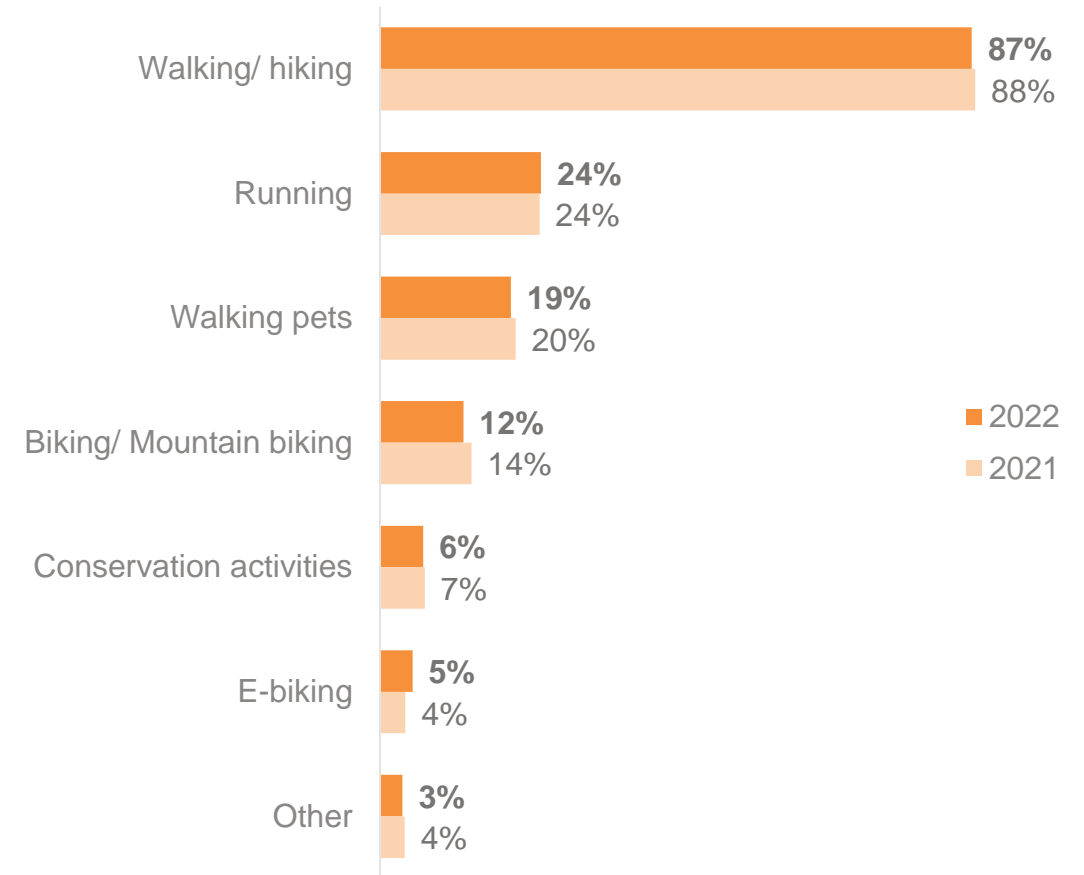
# Forest, greenbelt, walkways and trails usage

- By far the most common ways respondents had used forest areas, greenbelt, walkways and trails was for walking and hiking (87%).
- About a quarter (24%) had used these spaces for running and a fifth had used them for dog walking.
- Other uses such as mountain biking and conservation activities were less common.
- Usage of these areas was unchanged compared to 2021.

## Demographic differences

- Younger respondents (aged 18-44) were more likely than older respondents (aged 45+) to use these spaces for walking/hiking (93% vs 80%) or running (34% vs 11%).
- Males were more likely than females to use these spaces for biking/ mountain biking (18% vs 7%).

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



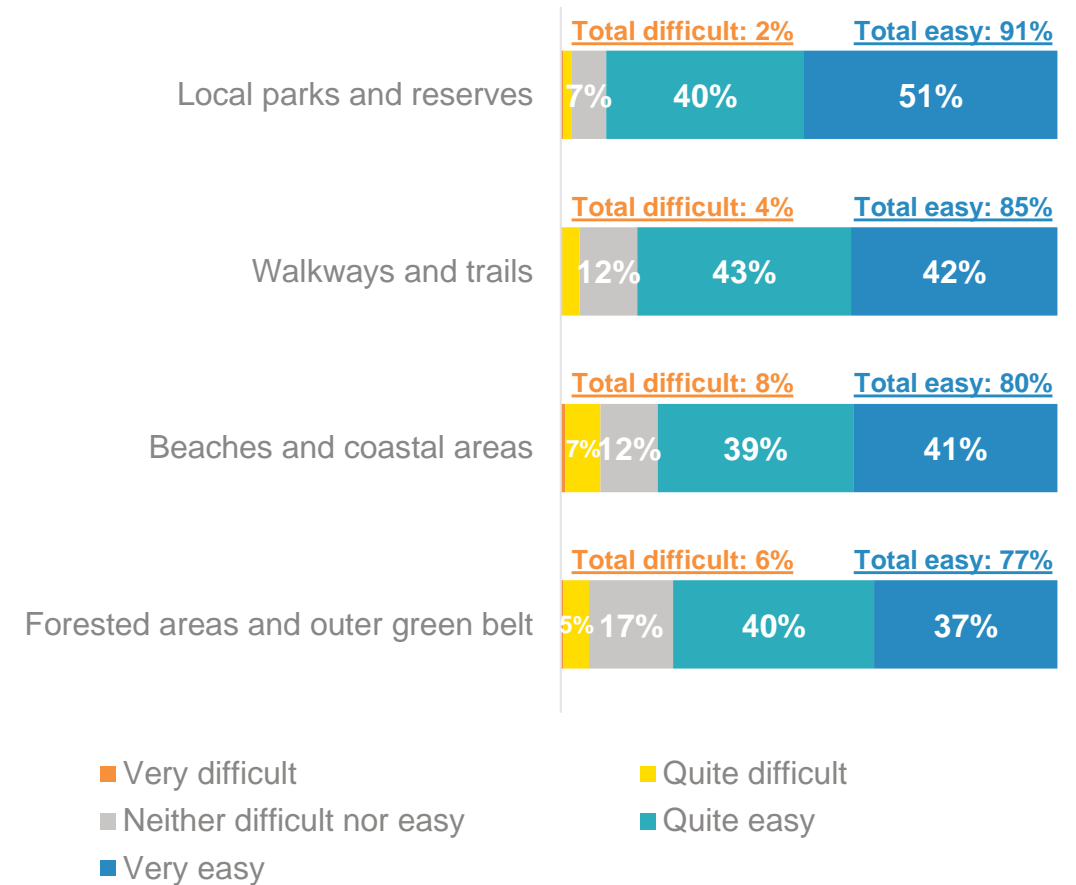
# Ease of accessing green and/or open spaces

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

- More than three-quarters of respondents agreed that all of the green and/or open spaces asked about were easy to access.
- Ease of access ratings have remained steady compared to last year.

### Demographic differences

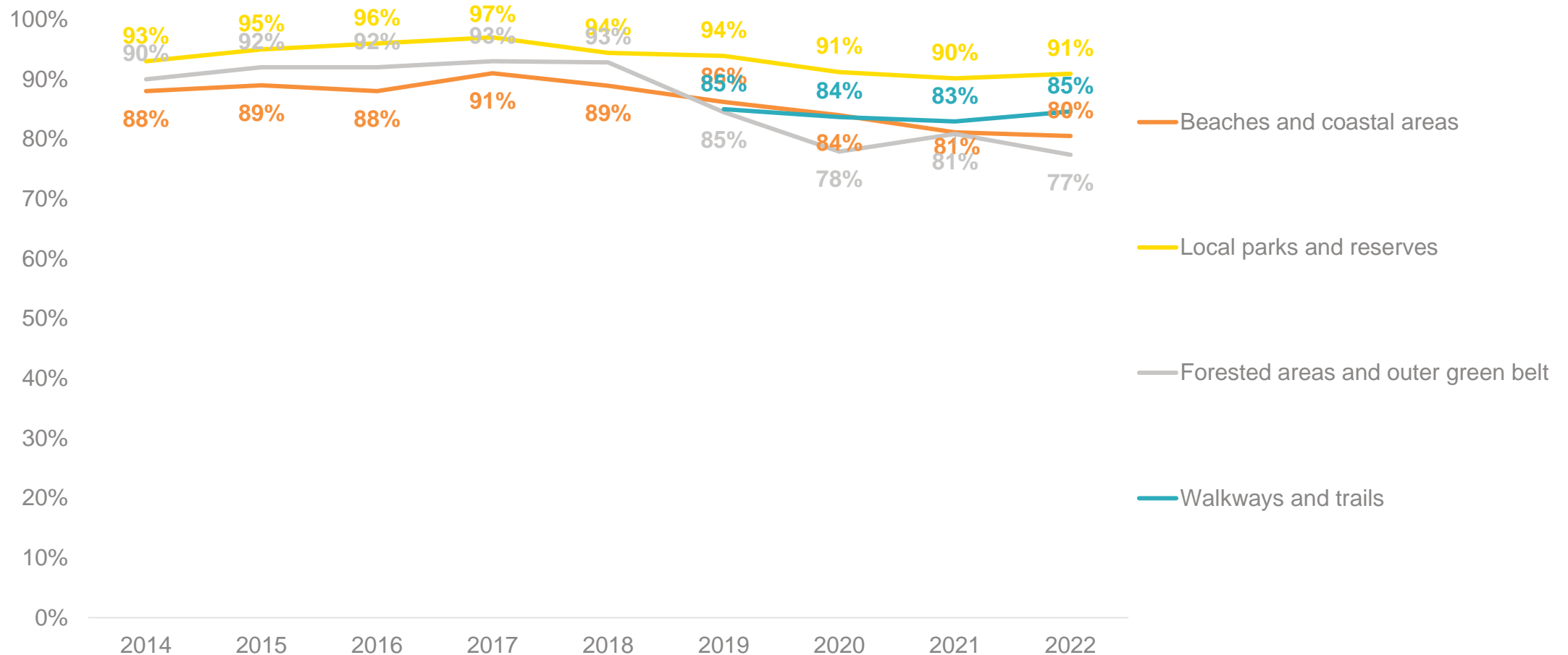
- There were no demographic differences for this question



# Ease of accessing green and/or open spaces – tracking



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



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

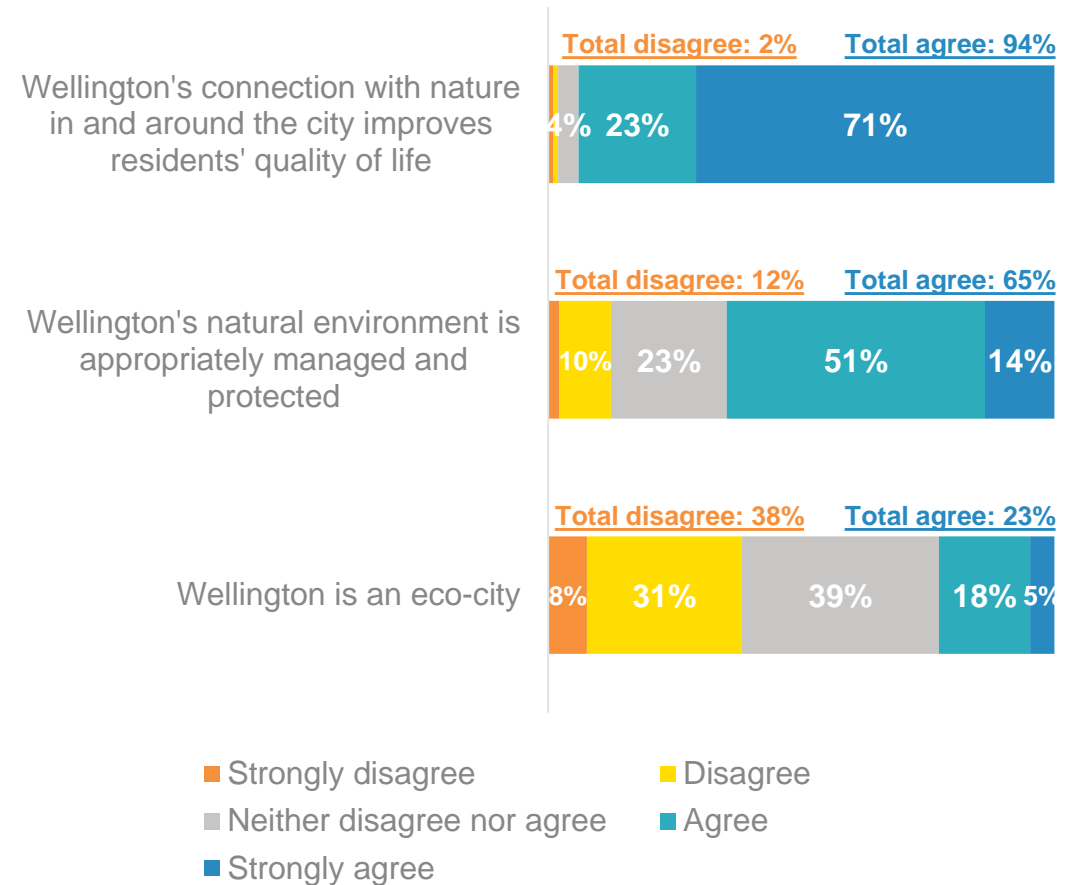
# Wellington's connection to the environment

- Almost all respondents agreed that Wellington's connection with nature improves quality of life (94%).
- There was less, but still majority, agreement that our natural environment is appropriately managed and protected (65%)
- About a quarter (23%) agreed that Wellington is an eco-city.
- We saw agreement that our natural environment was appropriately managed and that Wellington is an eco city drop significantly between 2020 and 2021 – agreement with these measures has stayed consistent with the levels seen last year.

## Demographic differences

- There were no demographic differences for this question.

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

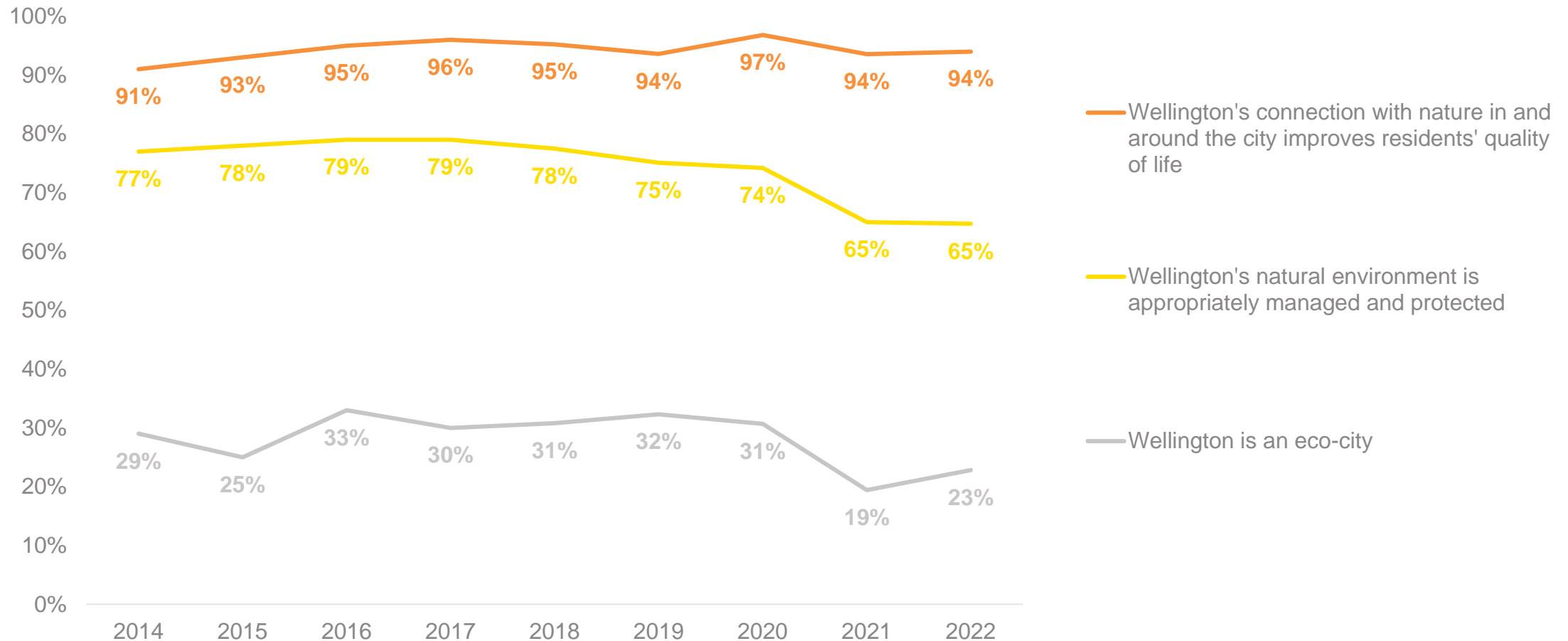




# Wellington's connection to the environment



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



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

# Urban Development

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# Urban development activities

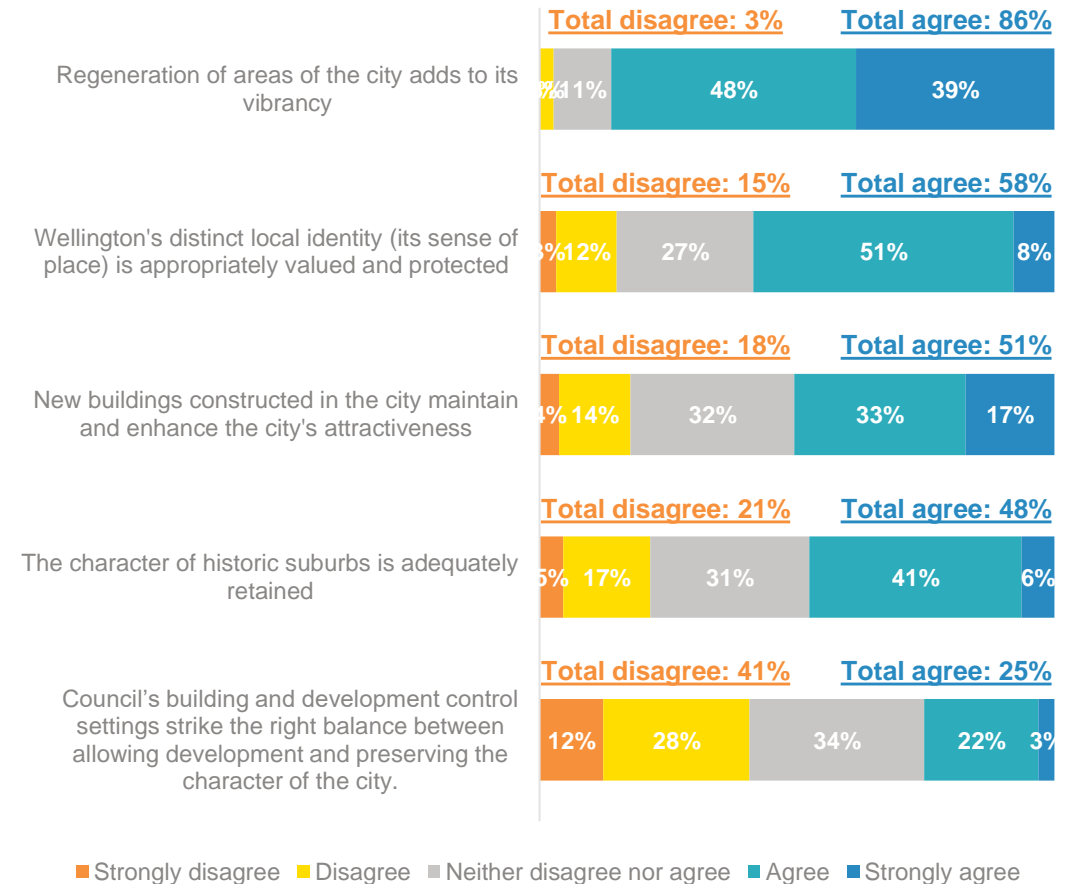
- Respondents were asked how much they agree or disagree with a range of statements relating to Wellington City Council’s wide portfolio of urban development activities and potential impacts of that development.
- There was the highest level of agreement with the statements that regeneration of areas of the city adds to its vibrancy (86% agreed).
- Agreement with two of these statements have trended down over the past four surveys (since 2019)
  - Agreement that our local identity is appropriately valued and protected has fallen from 80% in 2019,
  - While agreement that character of historic suburbs is adequately retained has fallen from 63% in 2019.
- Last years results showed a significant decline in agreement that Council is striking the right balance between allowing development and preserving the character of the city (from 48% agreement in 2019 to 21% in 2021) – agreement with this statement has improved slightly in this years survey.

## Demographic differences

- Males and respondents aged 18-44 and respondents with a higher household incomes (\$100k+) were more likely to agree that new buildings constructed in the city maintain or enhance the city’s attractiveness (57% and 56% and 56% respectively).



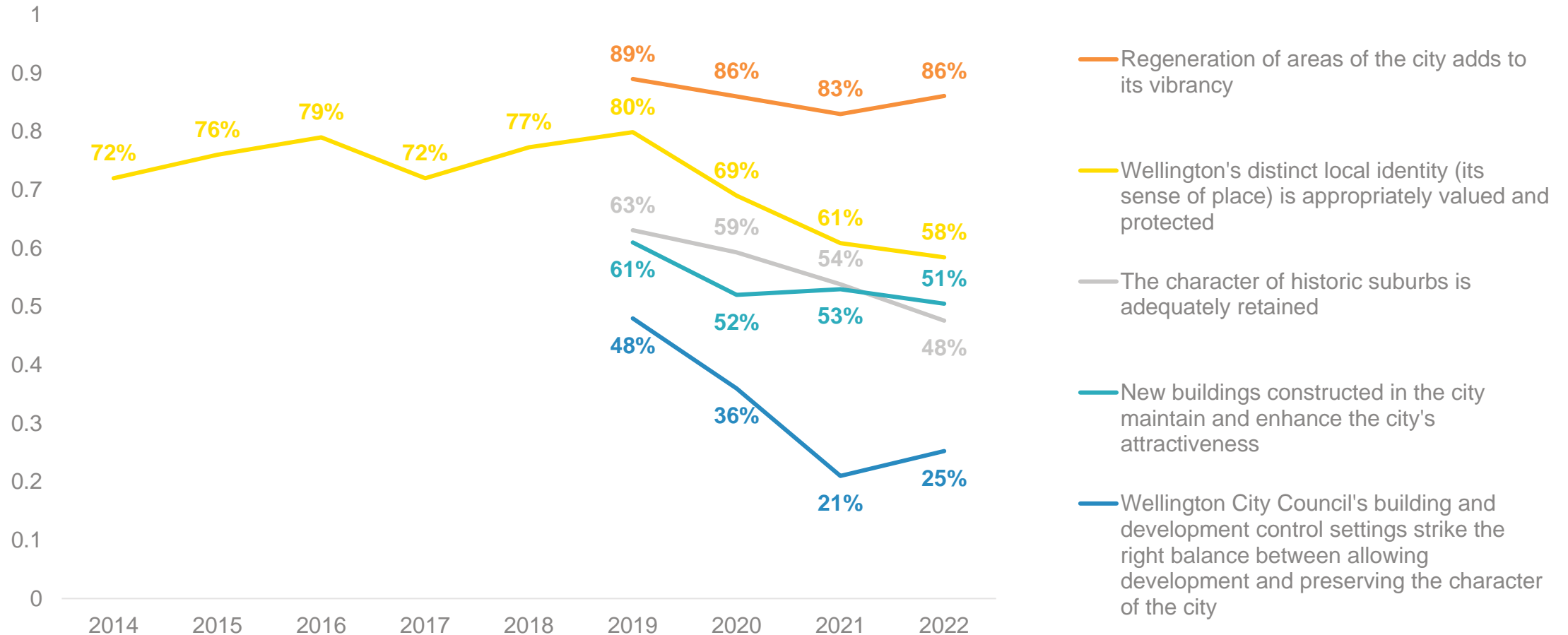
Please rate your level of agreement with the following statements



# Urban development activities – tracking



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



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

# Heritage in Wellington

- Respondents were asked how much they agreed or disagreed with statements about how heritage items contribute to Wellington’s unique character.
- About three-quarters (77%) agree that “*Heritage items contribute to Wellington’s unique character*” (77% agreed only 9% disagreed), while more than half agreed that “*Heritage items contribute to my local communities’ unique character*” (57% agreed, 20% disagreed).
- While the majority do still agree with both of these statements we have seen a steady decline in the level of agreement since 2019 with 15%-19% less agreement in 2022 compared to 2019.
- We also asked respondents how they viewed the level of value and protection given to heritage items in Wellington and in their local communities, opinion was split on both counts with about a third saying heritage items are given too much value and protection, about a third saying they are not given enough value and protection and a third saying they are given the right amount and value and protection.

## Demographic differences

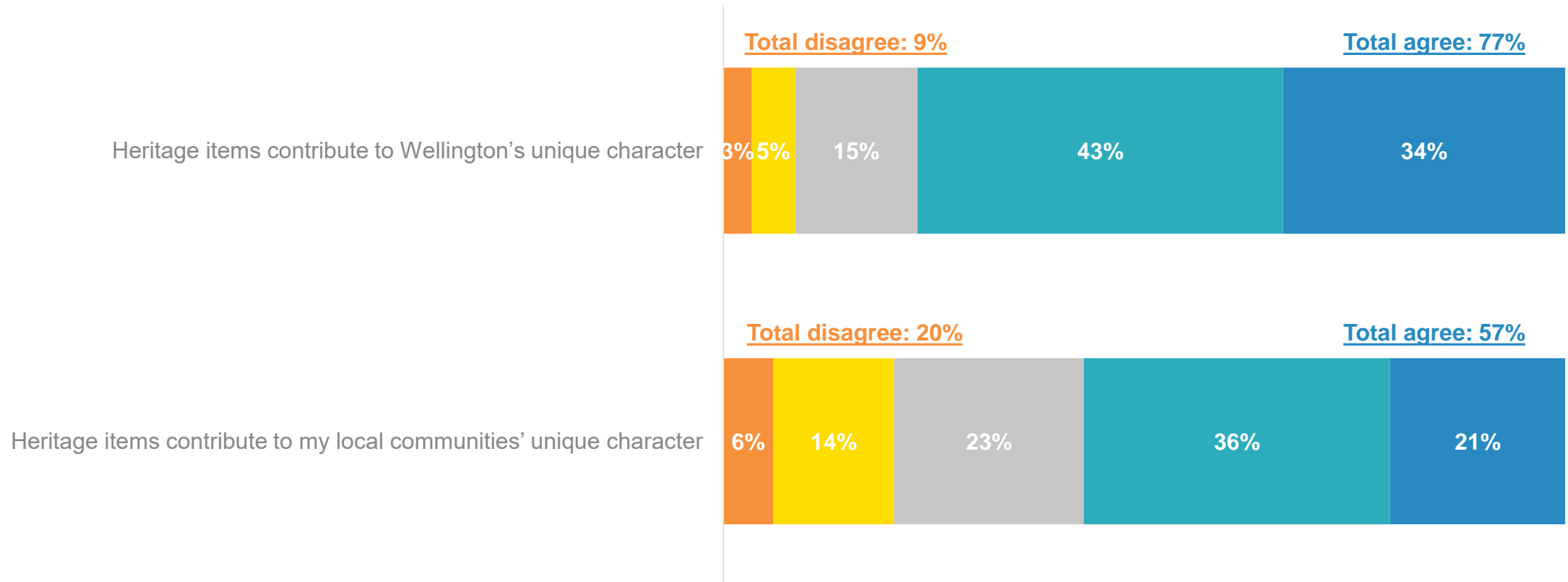
- Respondents aged 45 and over were more likely than respondents aged under 45 to agree that heritage items contribute to their local communities’ unique character (66% vs 51%). Respondents 45 and over were also more likely than respondents under 45 to say that heritage items should be given more value and protection in Wellington generally and in their local community (43% vs 23% for Wellington generally and 44% vs 25% for local community).
- Respondents from the Northern ward were less likely to agree that heritage items contribute to their local communities’ unique character (43%).
- Home owners were more likely to agree that heritage items contribute to Wellington’s unique character (81%).
- Renters were more likely to say that heritage items are given too much value and protection in Wellington generally and in their local community (47% and 44% respectively).
- Respondents from the Northern ward were more likely to say that heritage items are given the right amount of value and protection in their local community (50%).

# Contribution of heritage items in Wellington



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

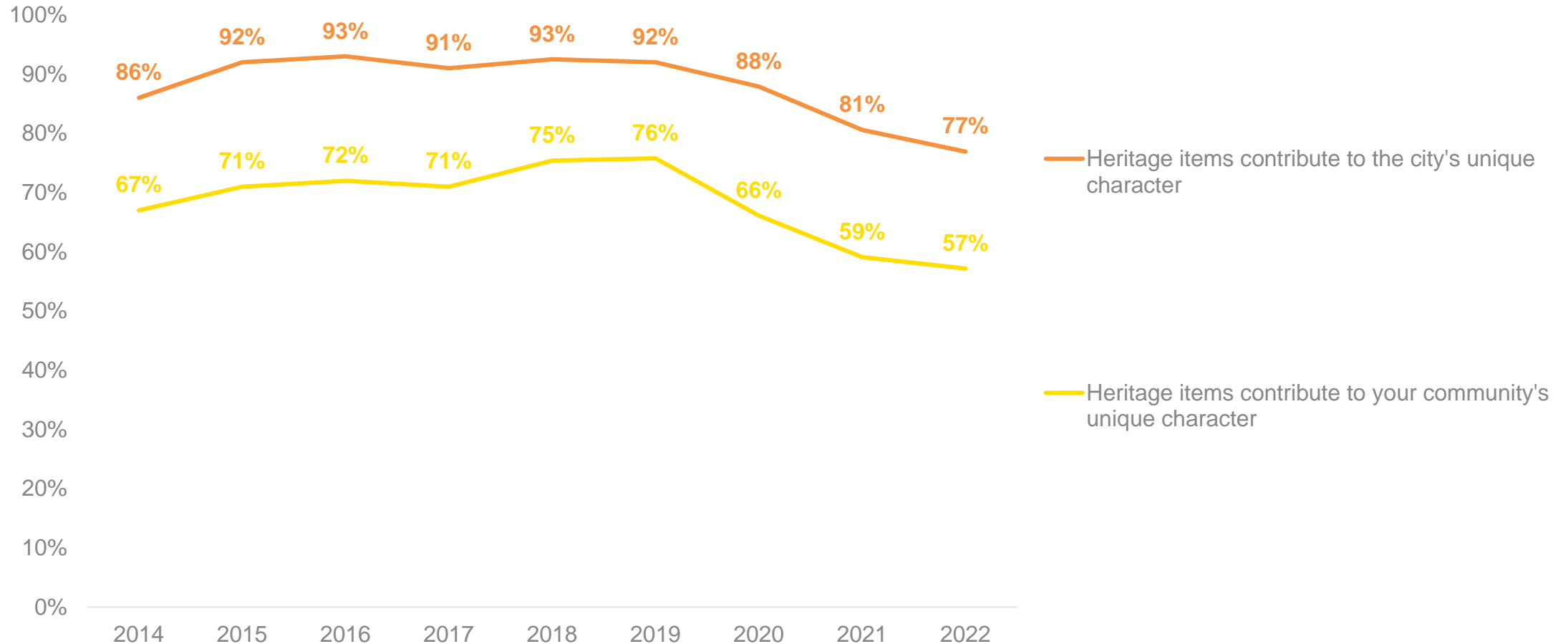
■ Strongly disagree  
 ■ Disagree  
 ■ Neither agree nor disagree  
 ■ Agree  
 ■ Strongly agree



# Heritage items in Wellington – tracking



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



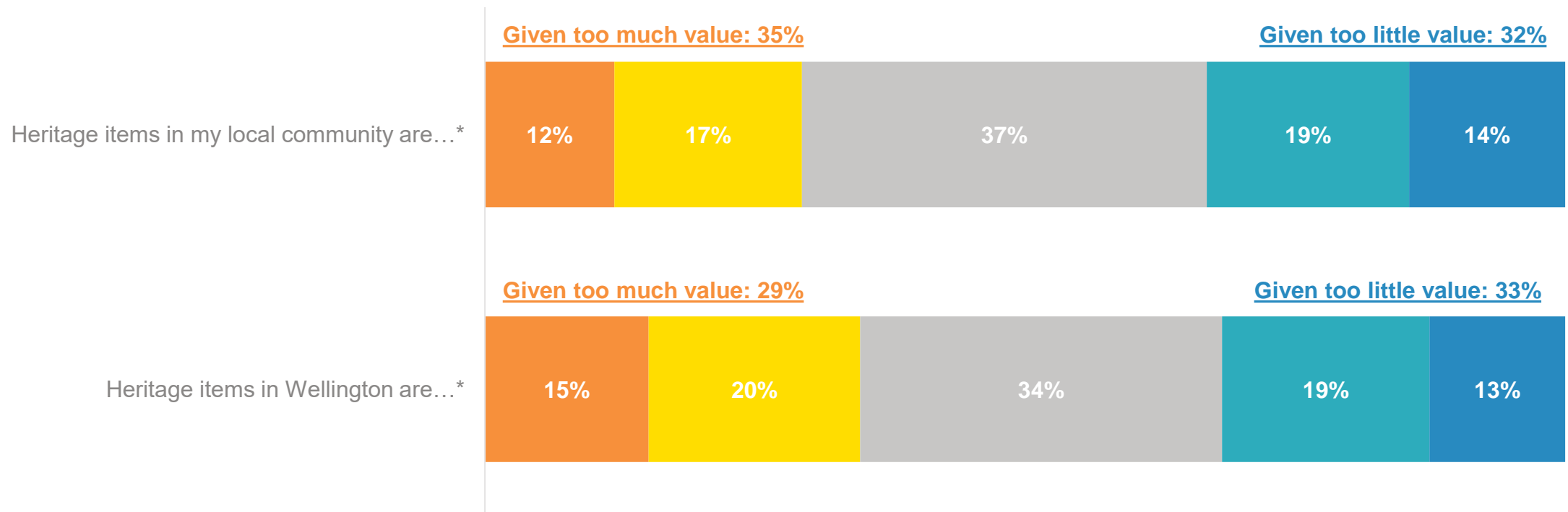
Base: all respondents (excluding 'don't know')

# Protection of heritage items in Wellington



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

- Given far too much value and protection
- Given a little too much value and protection
- Given the right amount of value and protection
- Should be given a little more value and protection
- Should be given much more value and protection



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



# Civil Preparedness

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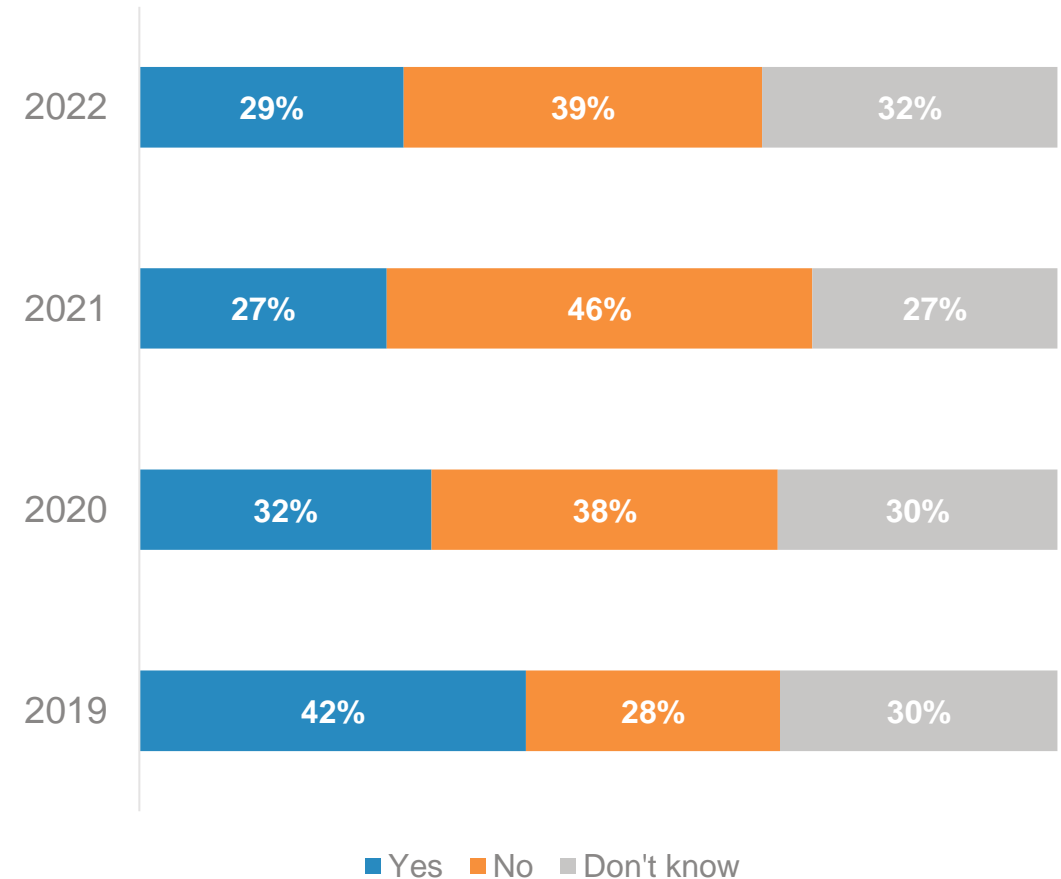
# Wellington City Council progress on building resilience issues

- Almost a third (29%) believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city, while over a third (39%) did not think that was the case.
- Belief that we are making adequate progress on these issue is still significantly lower than it was back in 2019, however it has improved slightly compared to last years survey.

## Demographic differences

- There were no demographic differences for this question.

**?** | Do you believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city?



# Resilience information received

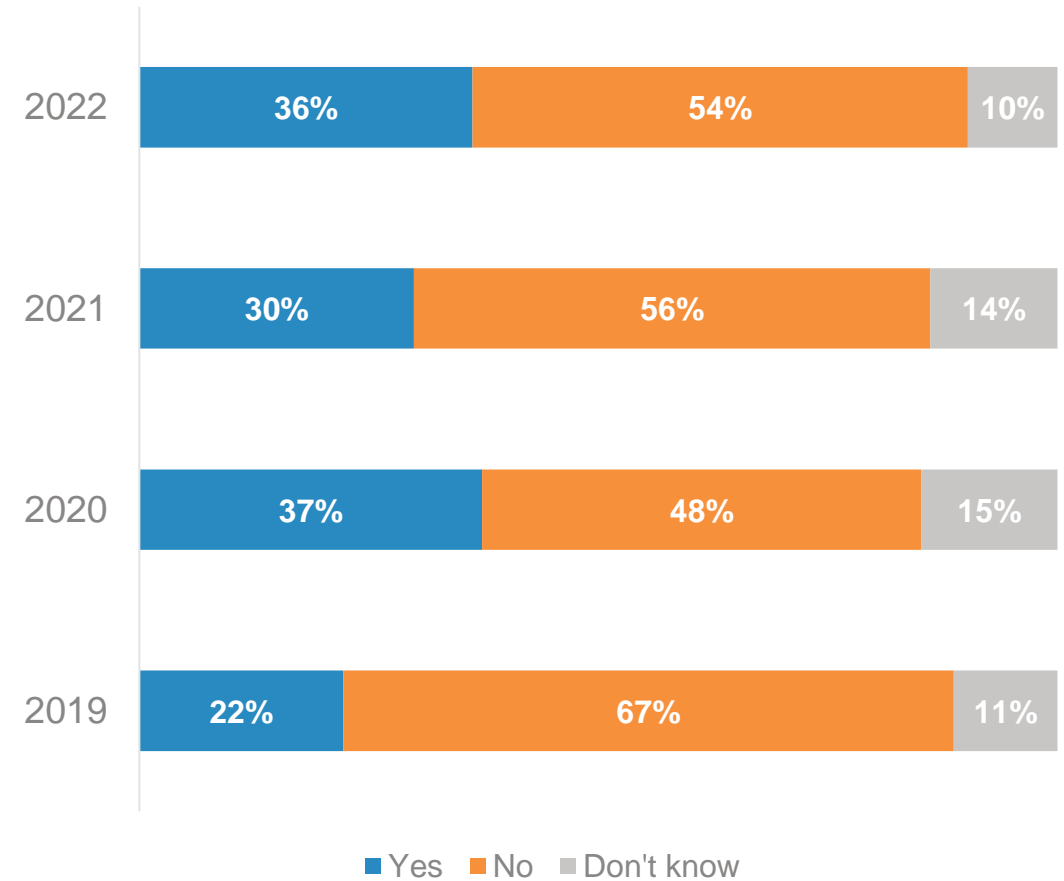
- Over a third (36%) recalled receiving some Wellington-specific resilience information in the past 12 months.
- This measure continues to show a lot of variability but that could well be inline with the amount of information on this topic that has been distributed in the year prior to each survey being run.

## Demographic differences

- There were no demographic differences for this question.



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



# Checking and taking action on seismic resilience

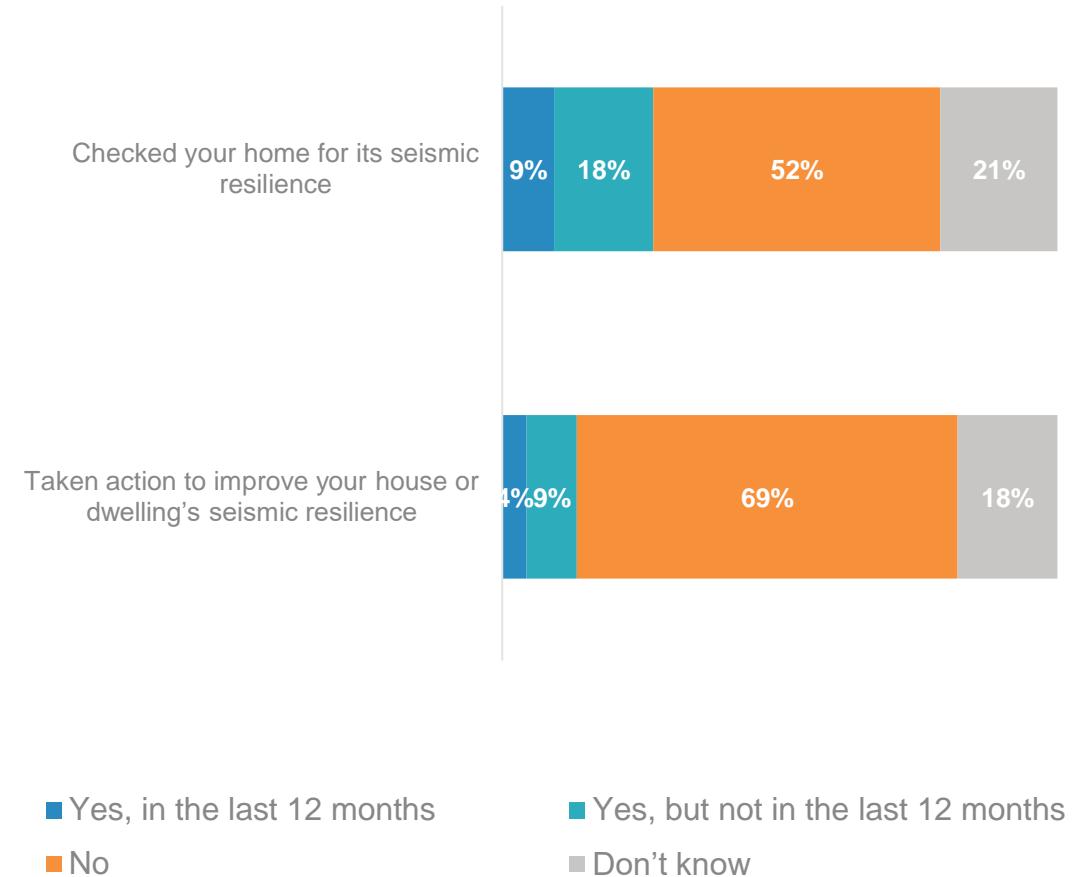
- Around a quarter of respondents (27%) said they or their landlord had checked their home for seismic resilience (9% in the last year, 18% earlier).
- Less than one in five (13%) had taken action to improve their home's seismic resilience (4% in the past year and 9% earlier).
- Results have remained steady compared to last year.

## Demographic differences

- Homeowners were more likely than renters to have checked or had their home checked for its seismic resilience (33% vs 15%). They were also more likely to have take action to improve seismic resilience (17% vs 4% of renters).



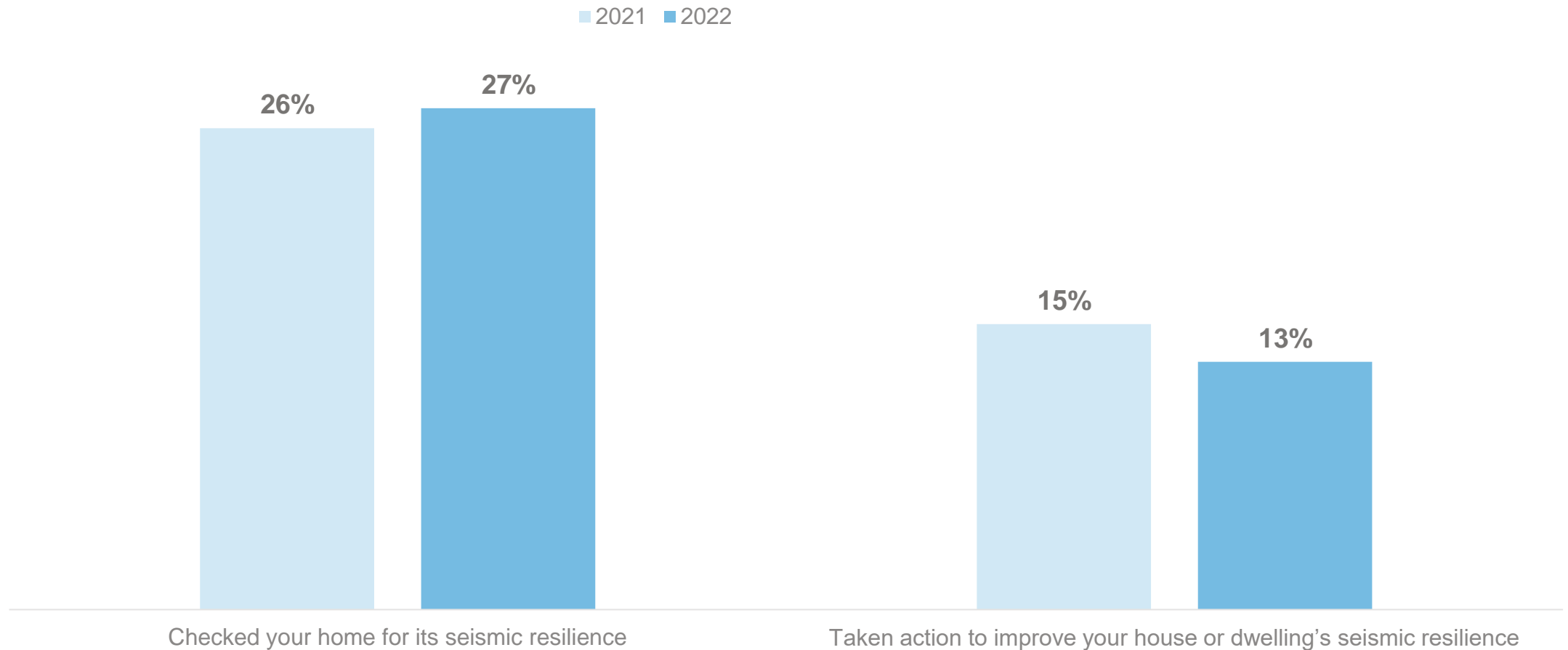
*Thinking about your current home, have you (or your landlord) ever?*



# Checking and taking action on seismic resilience – tracking



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



Base: all respondents (excluding 'not applicable')

# Emergency item access

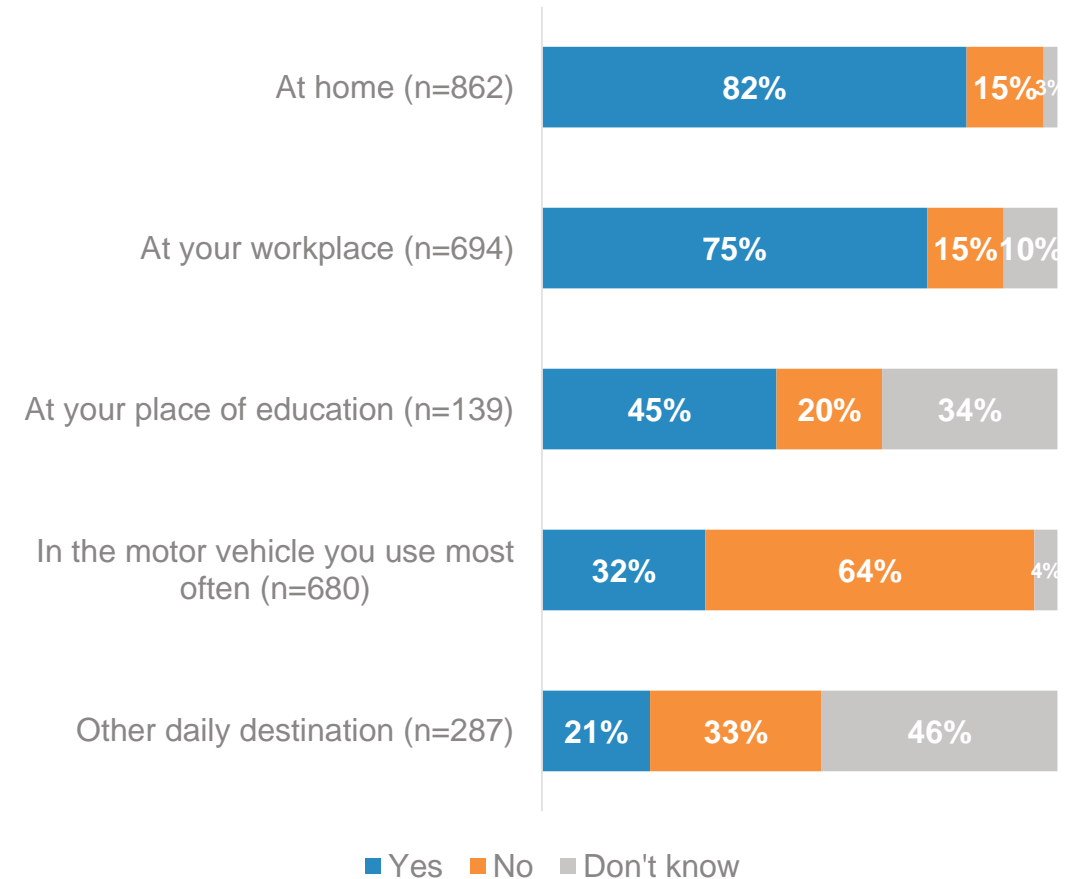
- Three-quarters of more respondents said they had access to emergency items in their home or their workplace (where applicable).
- Less than half (45%) of those who had a place of education said they had access to emergency items there.
- About a third (32%) had access to emergency items in the motor vehicle they used more often.
- Results from this question have remained relatively steady compared to previous surveys.

## Demographic differences

- Respondents over 45 were more likely than respondents under 45 to say they have emergency item access in their home (94% vs 74%), workplace (81% vs 71%) and their motor vehicle (41% vs 23%).
- Homeowners were more likely than renters to have emergency item access in their home (91% vs 61%) and their workplace (84% vs 72%).
- Respondents from the Lambton Ward were less likely to say they have emergency item access in their home (73%).



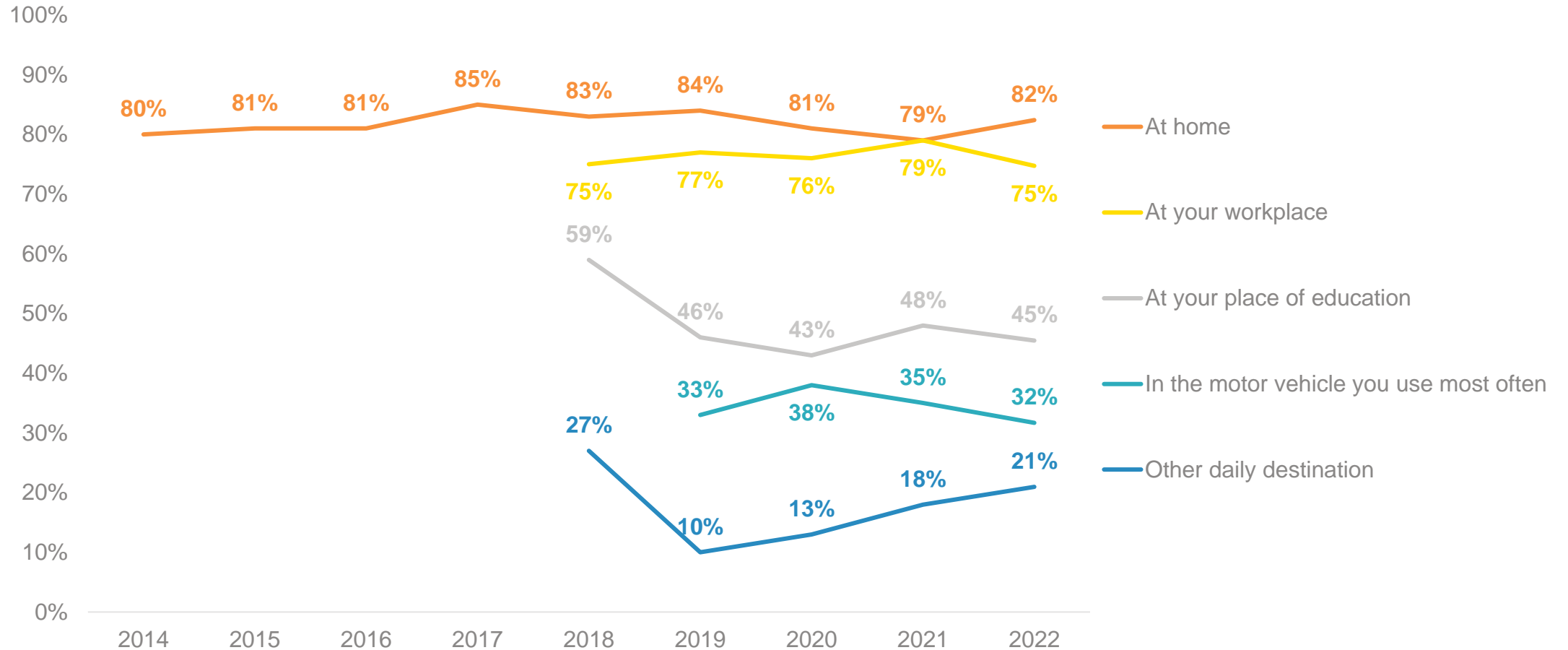
*Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.*



# Emergency item access – tracking



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



Base: all respondents (excluding 'not applicable')

# Safety in an earthquake

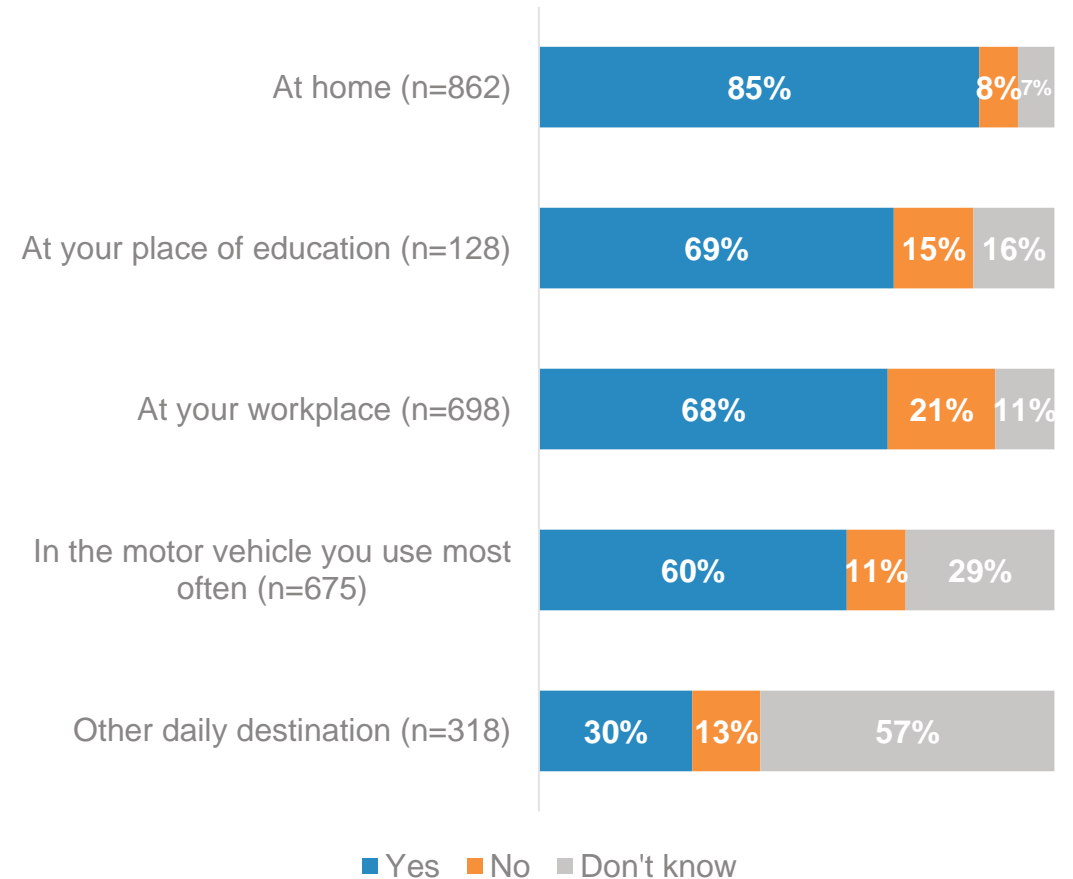
- The large majority of respondents (85%) said they would feel physically safe at home in the event of a moderate earthquake.
- About two-thirds (68-69%) said they would feel safe at their place of education and workplace (where applicable) in a moderate earthquake.
- Lower proportions, but still a majority said they would feel safe in their motor vehicle in a moderate earthquake (60%).
- Results for this question have remained steady over the last few surveys.

## Demographic differences

- Homeowners were more likely than renters to feel safe in their home in the event of a moderate earthquake (93% vs 69%).
- Respondents 45 and over were more likely than respondents under 45 to feel safe in their home in the event of a moderate earthquake (93% vs 80%).
- Respondents from the Northern ward were more likely to feel safe in their home in the event of a moderate earthquake (93%).
- Respondents from the Lambton Ward were less likely to feel safe in their home in the event of a moderate earthquake (75%).
- Males were more likely than females to feel safe in the motor vehicle in the event of a moderate earthquake (71% vs 50%).



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

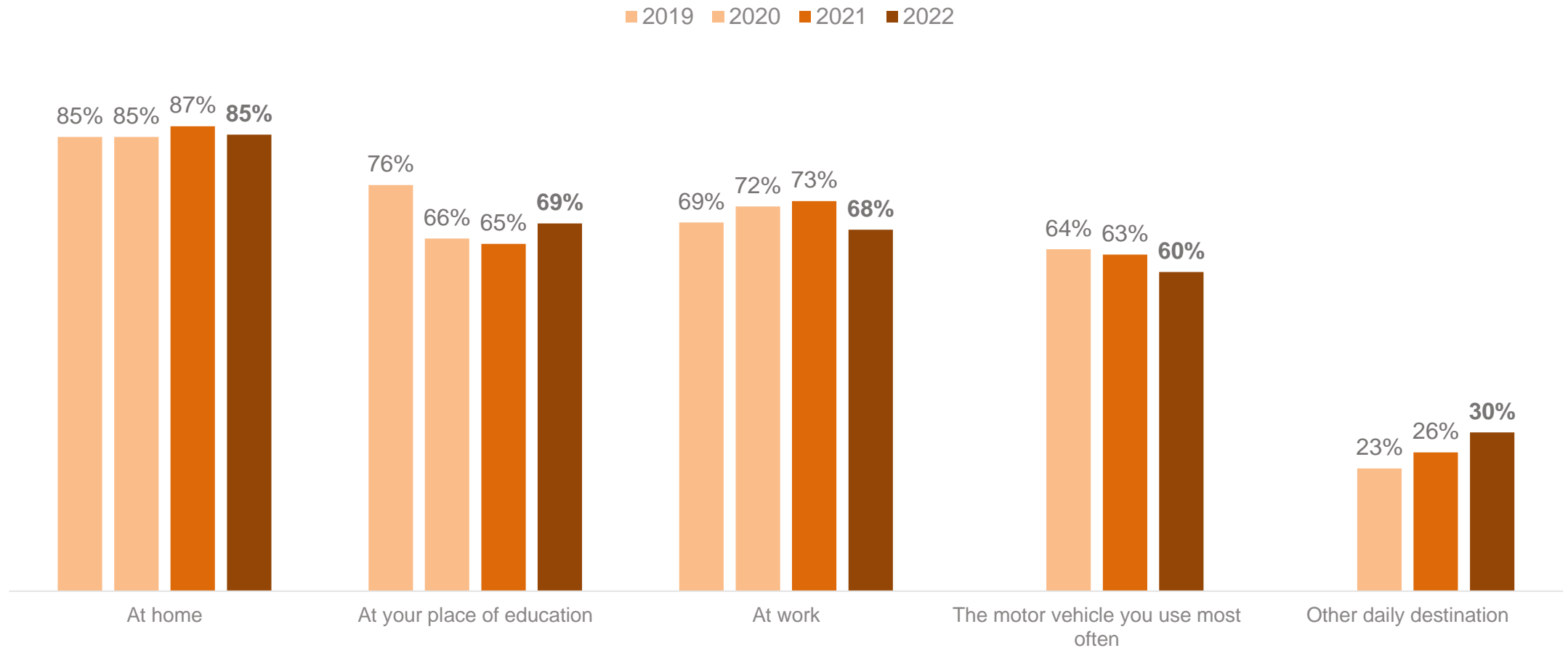




# Safety in an earthquake – tracking



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



Base: all respondents (excluding 'not applicable')

# Transport

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# Getting around the city

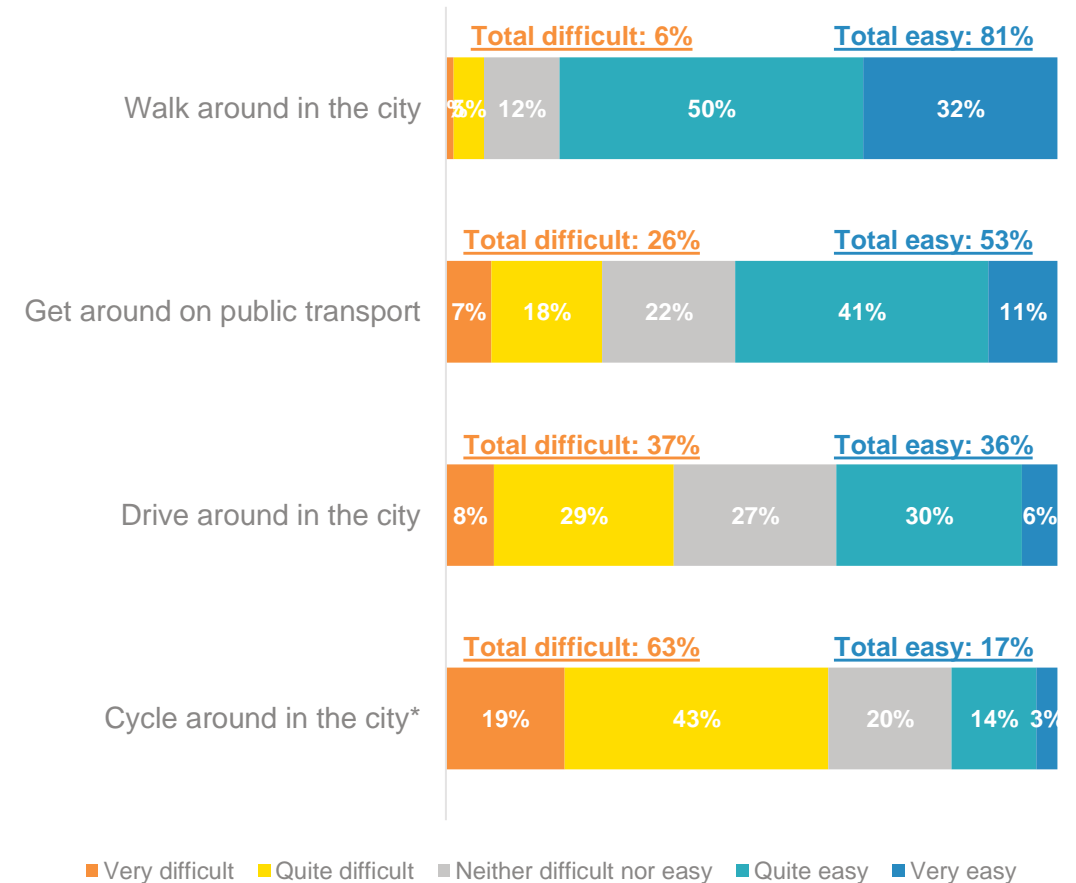
- Walking around the city was viewed as considerably easier than the other forms of transport asked about with 81% of respondents stating that walking around the city was easy.
- Around half (53%) found public transport easy to get around the city on.
- About a third (36%) found driving around the city easy while less than one in five (17%) said cycling around the city was easy.
- Views on the ease of cycling around the city have fallen consistently since tracking of this question began in 2017 when 37% said it was easy to cycle around the city.
- While the vast majority still believe walking around the city was easy, this rating has fallen for the third straight survey – back in 2019 93% said it was easy to walk around the city.
- Views on the ease of driving around the city had fallen almost every year between 2014 and 2021, however this year’s results are higher than 2021 – this could potentially be related to covid and its impact on traffic levels around the city particularly during peak times.
- Views on the ease of getting around on public transport have remained unchanged since 2021.

## Demographic differences

- Respondents 45 and over were more likely than respondents under 45 to say that cycling around the city was easy (26% vs 12%).



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

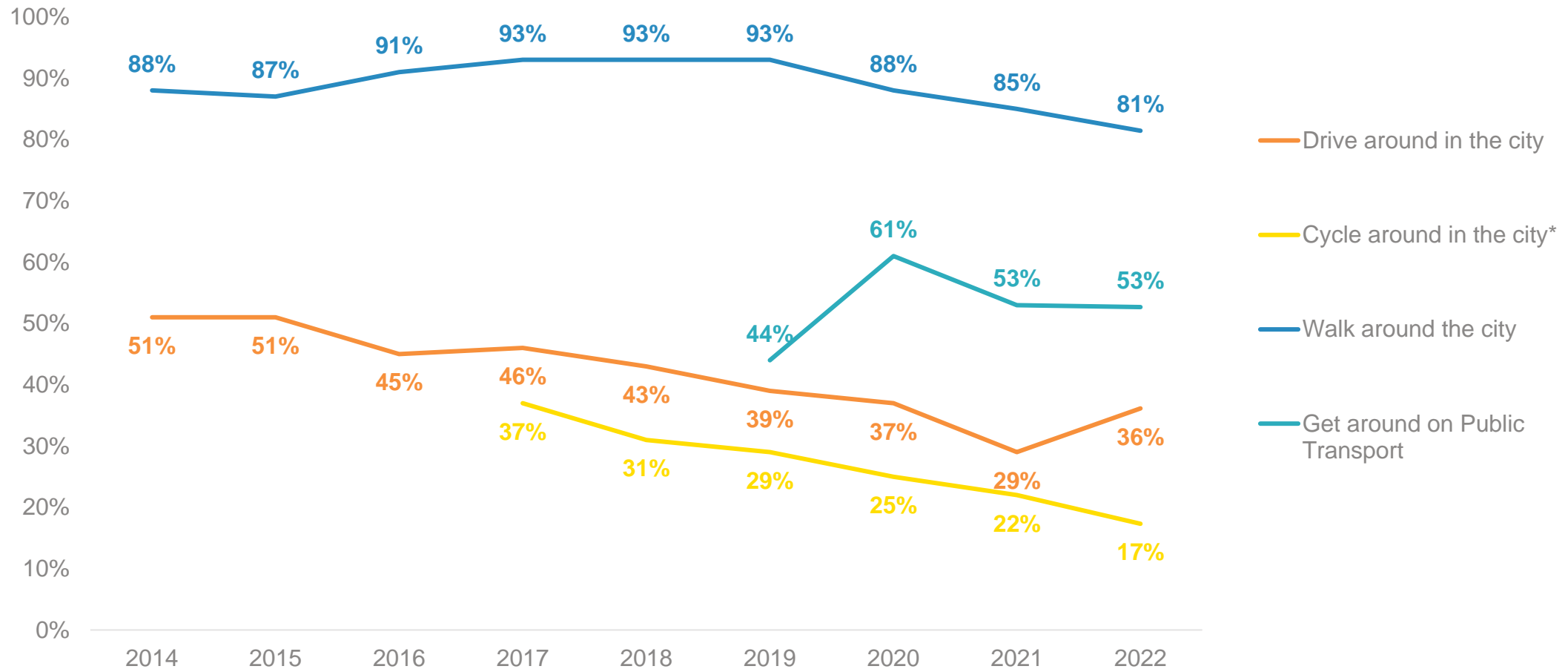


Base: all respondents (excluding 'don't know'); \*high proportion of 'don't know' responses (44%)

# Getting around the city – tracking



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



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

# Transport system allows easy access to the city

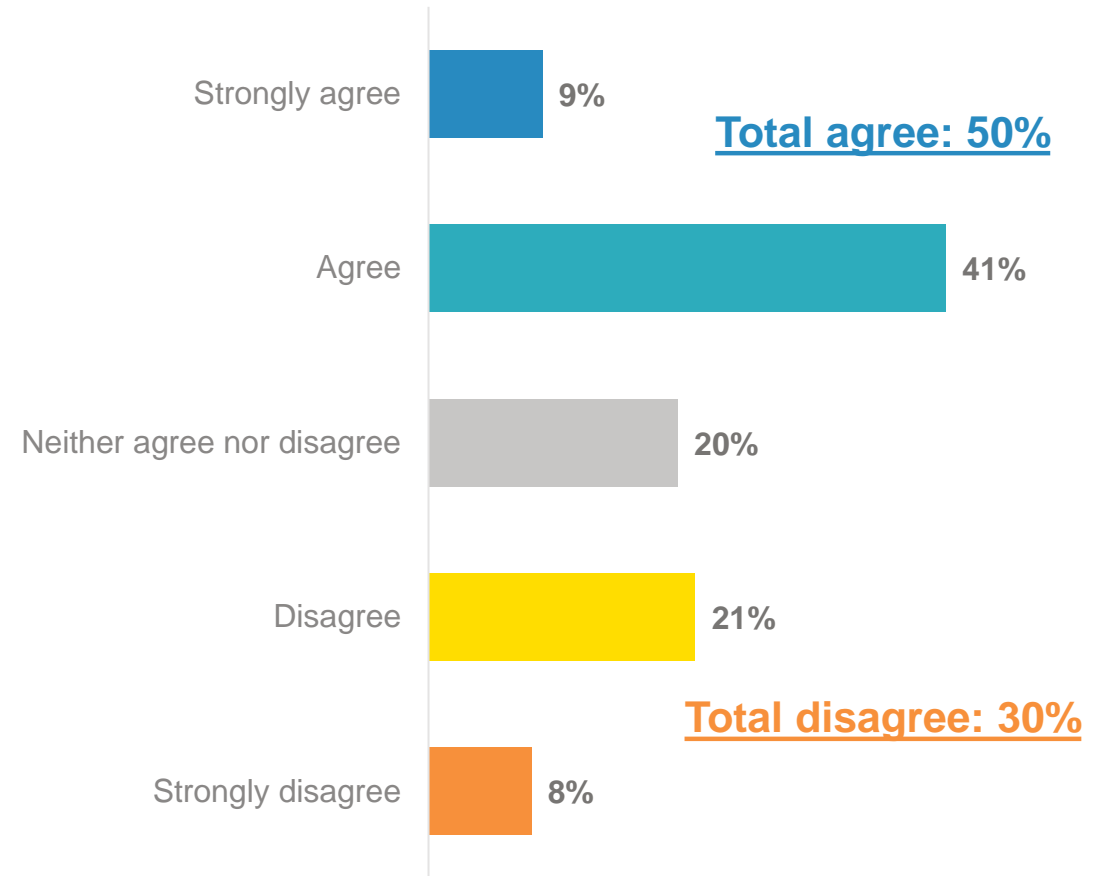
- There was more agreement than disagreement that the city's transport system allows easy access from suburbs to the city with half agreeing and around a third (30%) disagreeing.
- Agreement with this statement was unchanged compared to last year, however it remains at lower levels than previously seen (2018 and prior).

## Demographic differences

- There were no demographic differences for this question.



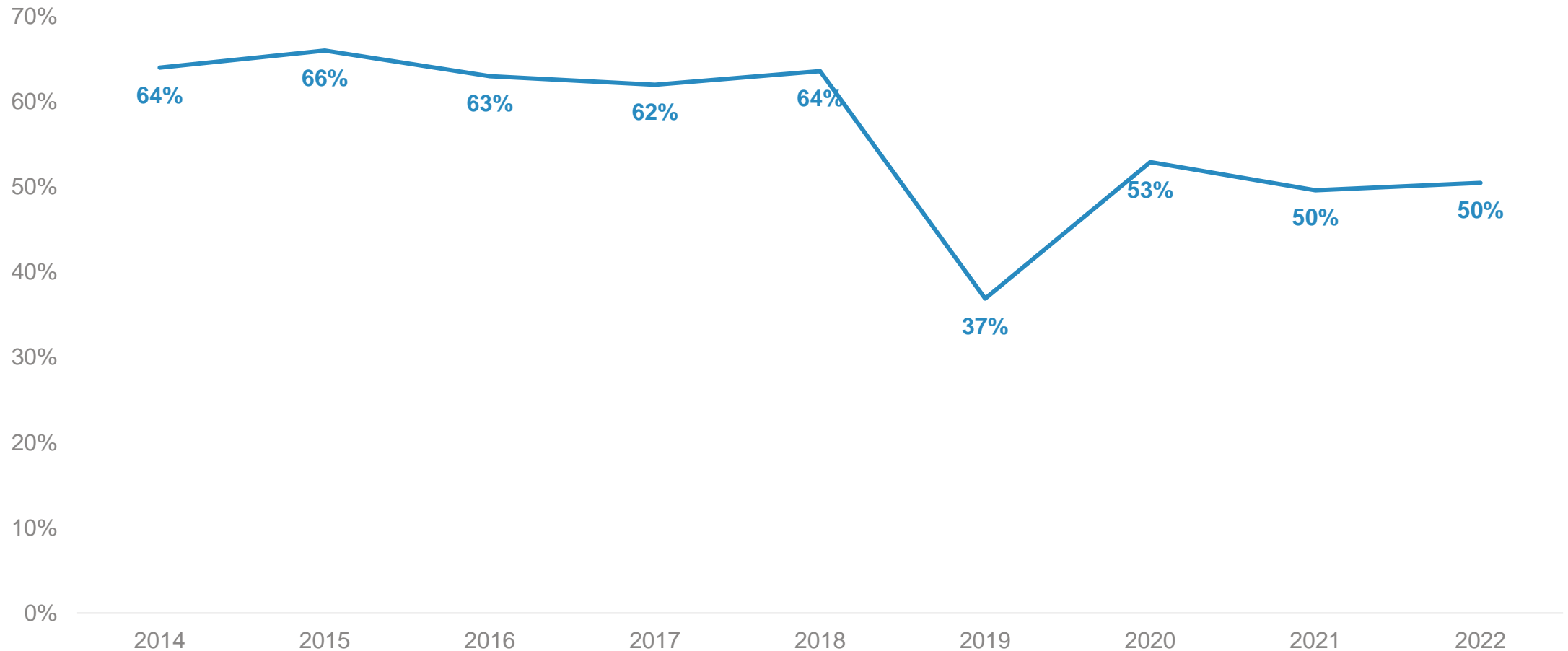
*To what extent do you agree or disagree that the city's transport system allows easy access from the suburbs to the city?*



# Transport system allows easy access to the city – tracking



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



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

# Road condition ratings

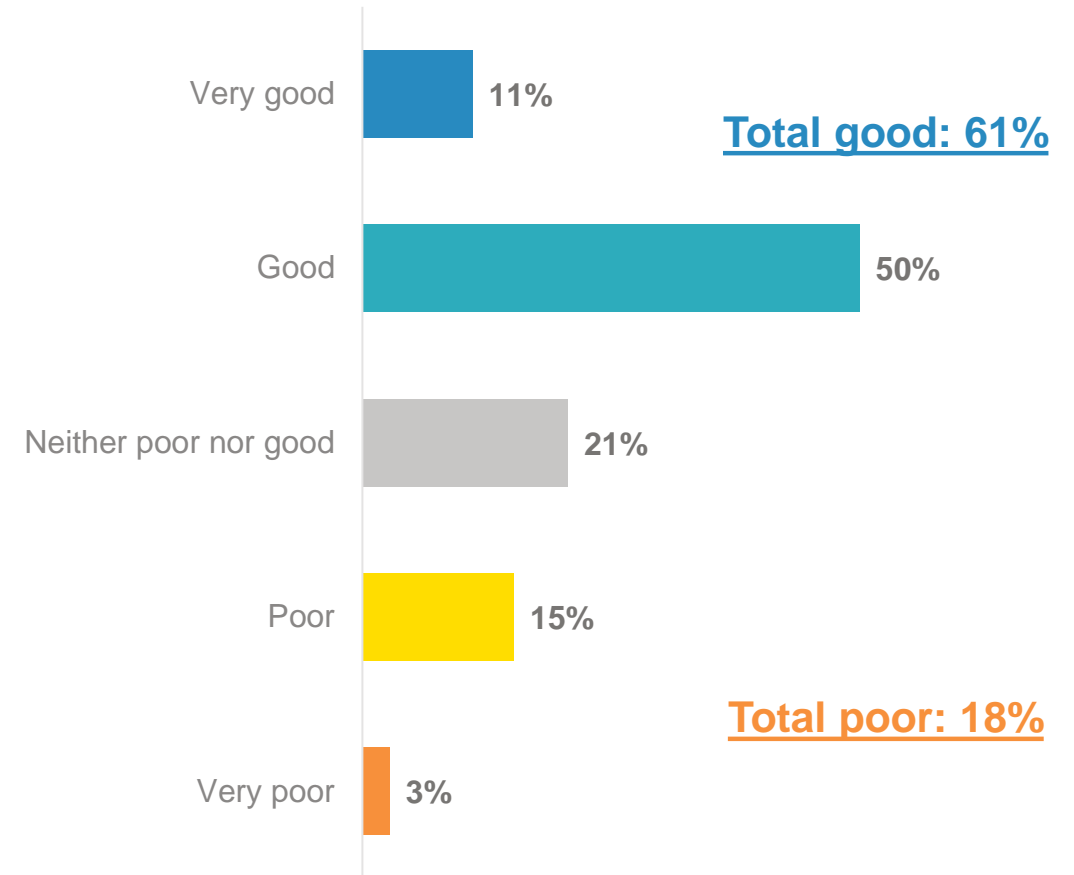
- About six in ten (61%) respondents rated the condition of their roads as good or very good, while only 18% rated them as poor or very poor.
- 'Good' ratings have been trending down marginally since 2018 where 73% rated the condition of the roads as good or very good. However, the current rating is in line with levels seen prior to 2018.

## Demographic differences

- Respondents under 45 were more likely than respondents 45 and over to rate the condition of the roads as good or very good (66% vs 55%).
- The same was true for renters vs homeowners (71% vs 57%).



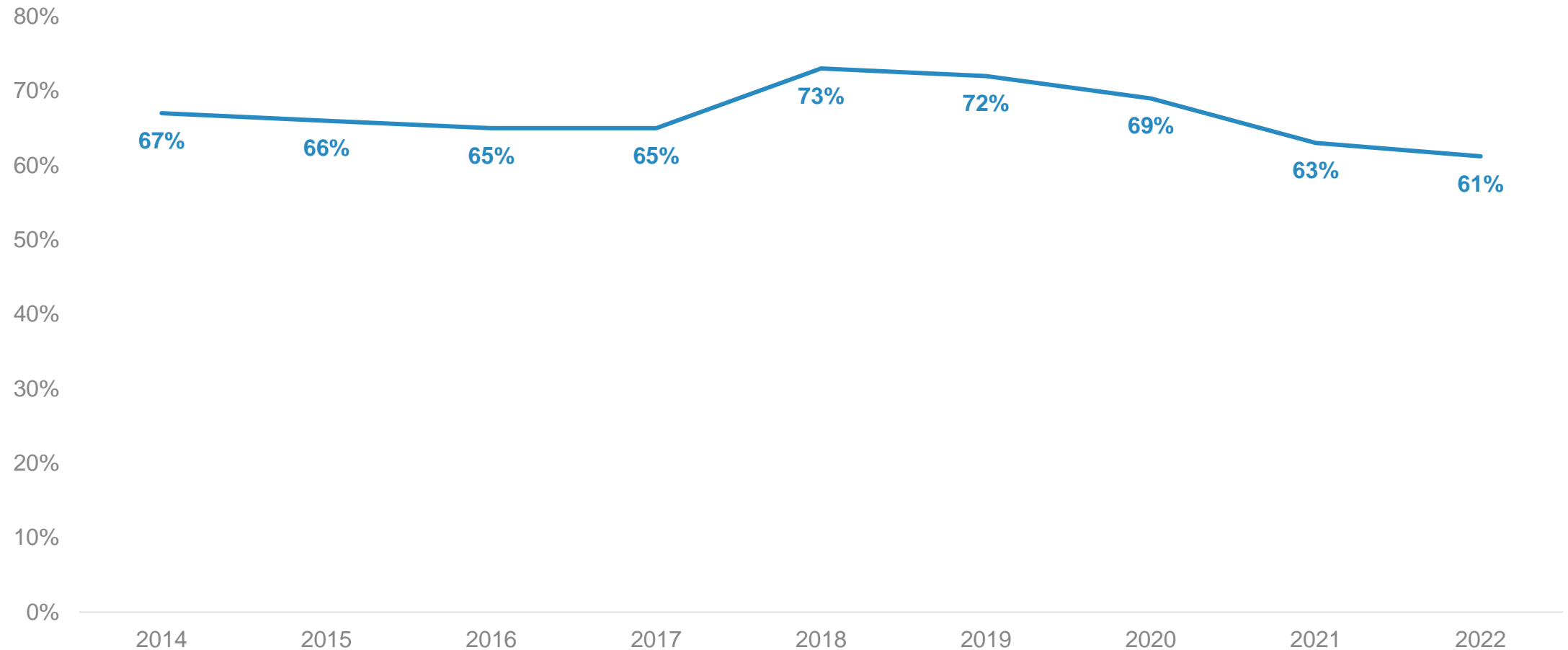
How would you rate the condition of the roads in your neighbourhood?



# Road condition ratings – tracking



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



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



# Street lighting satisfaction

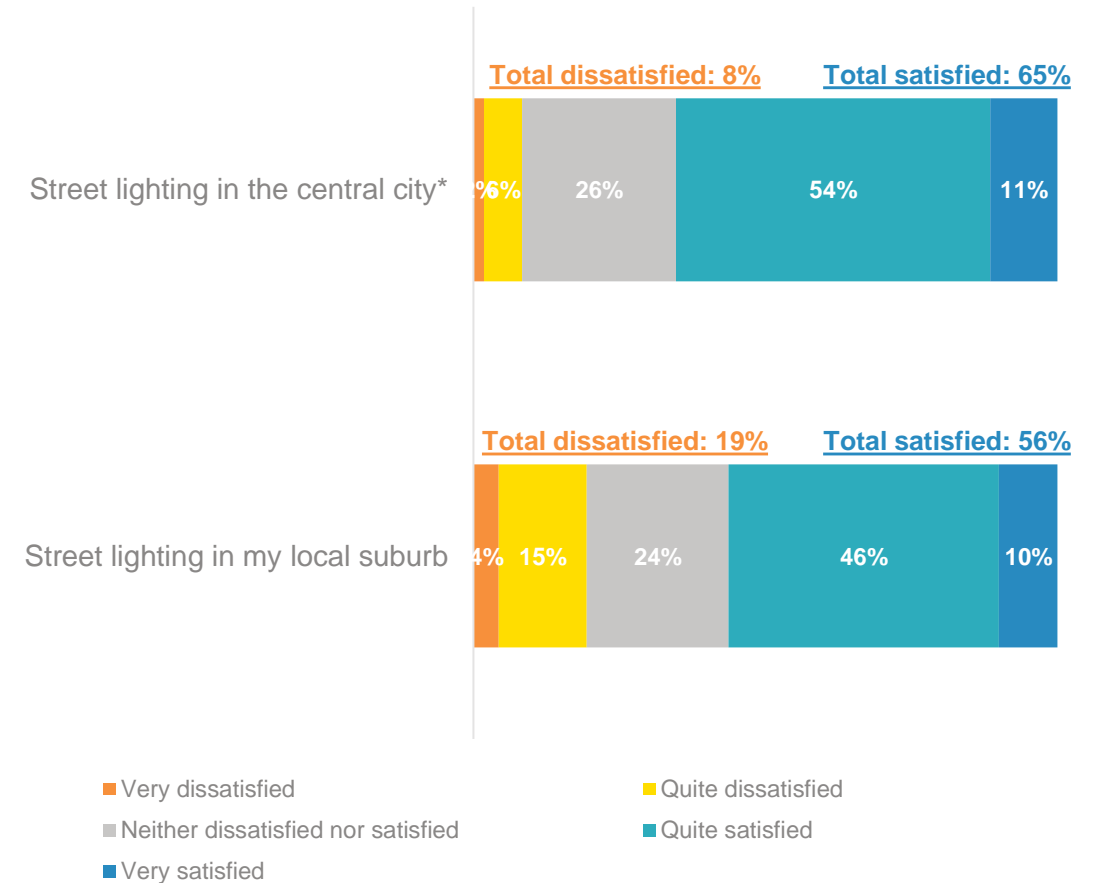
- There was more satisfaction than dissatisfaction with both street lighting in the central city and in local suburbs. However, satisfaction levels were higher with street lighting in the central city (65% satisfied).
- Satisfaction with lighting in the central city has fallen for the fourth consecutive survey – back in 2018 84% were satisfied with lighting in the central city.
- Satisfaction with lighting in respondents' local suburbs remains unchanged compared to last year and the trend is flat going back to 2017. However there was a steady increase in satisfaction between 2014 and 2018.

## Demographic differences

- There were no demographic differences for this question.



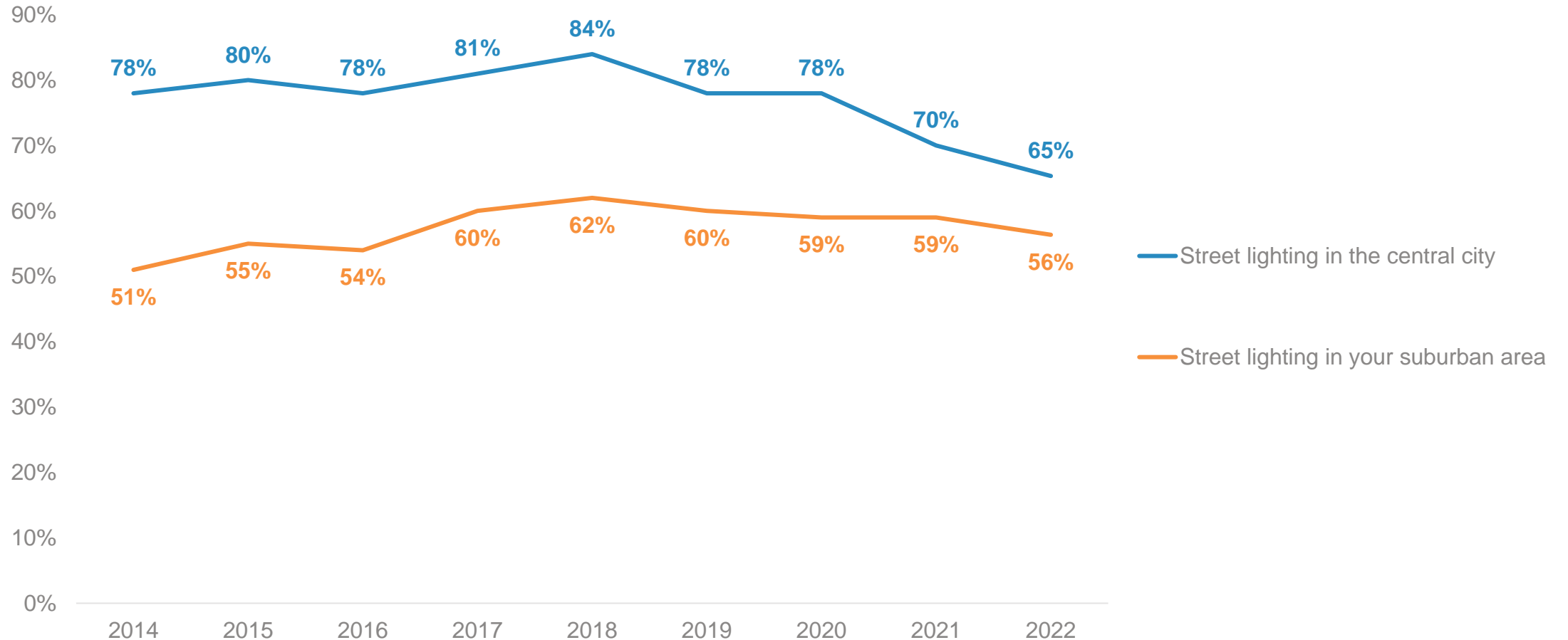
Please rate your level of satisfaction with the following...



# Street lighting satisfaction – tracking



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



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

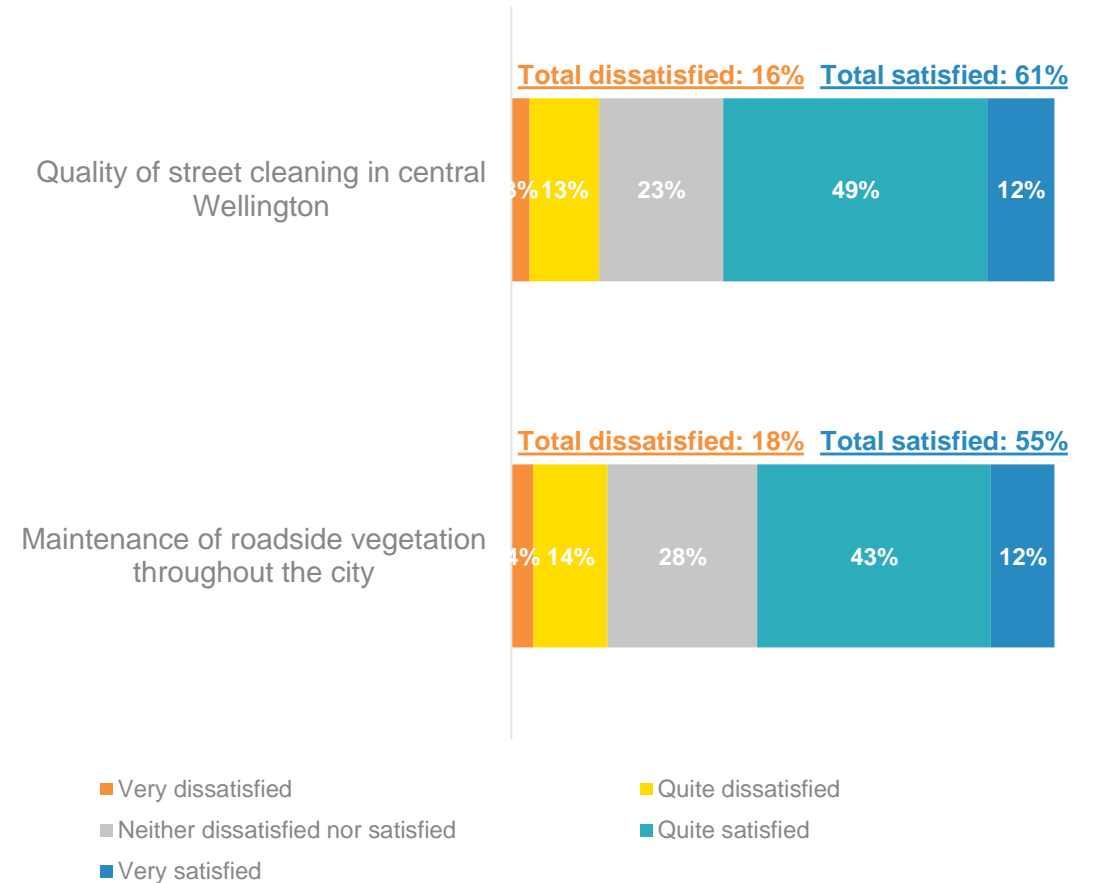
# Street cleaning satisfaction

- There was more satisfaction than dissatisfaction with both the quality of street cleaning in central Wellington and the maintenance of roadside vegetation throughout the city.
- Satisfaction with street cleaning in the central city was marginally higher than with maintenance of roadside vegetation across the city (61% vs 55%).

## Demographic differences

- There were no demographic difference for this question.

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



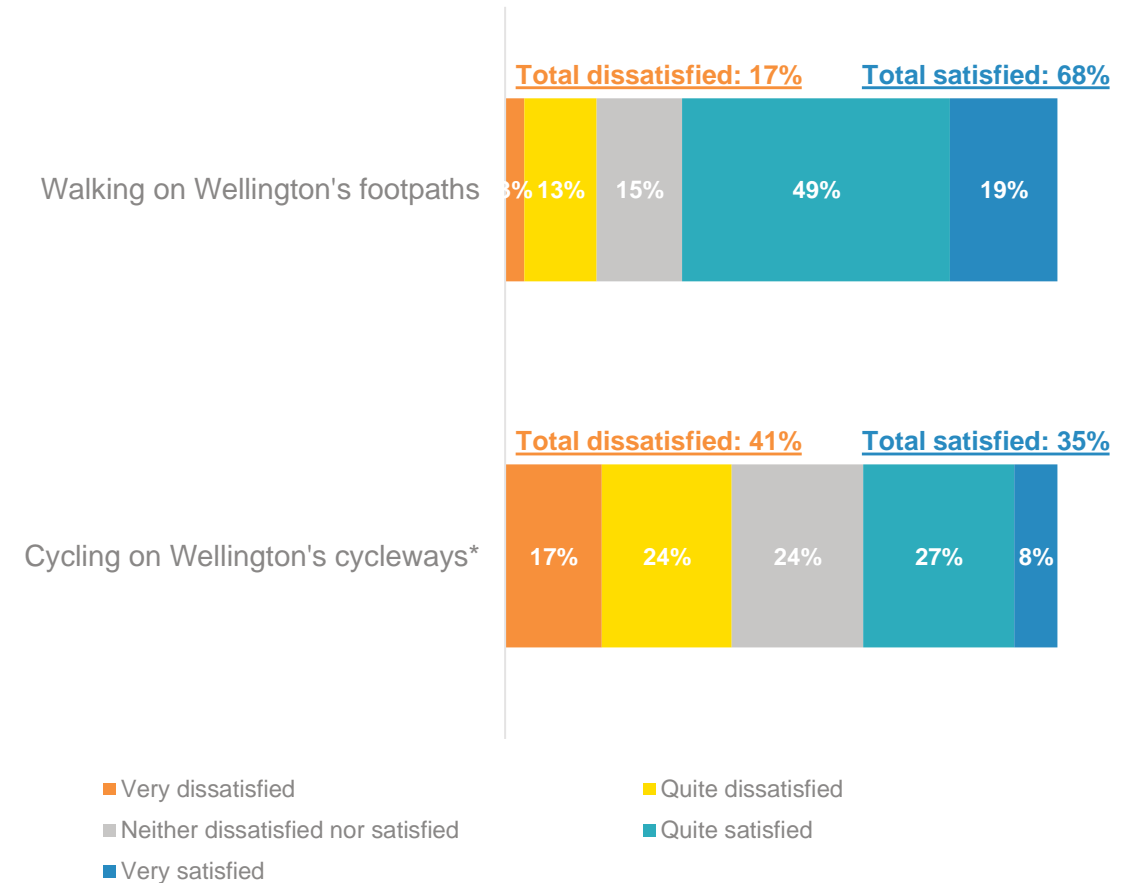
# Footpath and cycleway satisfaction

- About two-thirds of respondents (68%) were satisfied with walking on Wellington’s footpaths.
- There was more dissatisfaction than satisfaction amongst respondents for cycling on Wellington’s cycleways (41% dissatisfied, 35% satisfied).
  - This analysis excluded 58% of respondents who could not give an opinion of cycling on Wellington’s cycleways.
- Satisfaction with walking on Wellington’s footpaths has remained steady compared to 2021, however there does appear to be a downward trend in satisfaction going back to 2019 – this would be consistent with an earlier result that shown a downward trend in the perceived ease of walking around the city.
- Satisfaction with cycling on Wellington’s cycleways has remained steady since tracking began in 2019.

## Demographic differences

- Respondents 45 and over were more likely than respondents under 45 to be satisfied with cycling on Wellington’s cycleways.

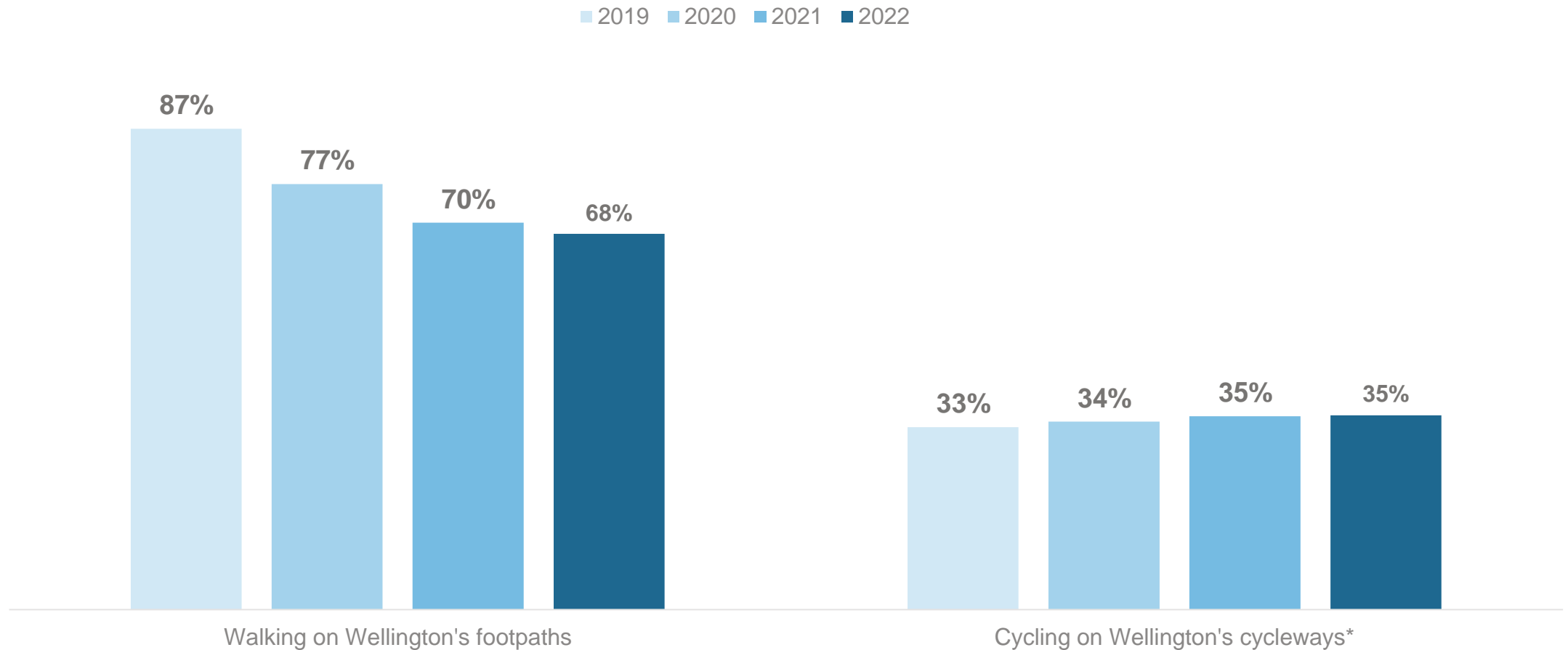
**?** | *How satisfied are you*



Base: all respondents (excluding 'don't know'); \*high proportion of 'don't know' responses (58%)

# Footpath and cycleway satisfaction – tracking

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



Base: all respondents (excluding 'don't know'); \*high proportion of 'don't know' responses (58% in 2022)

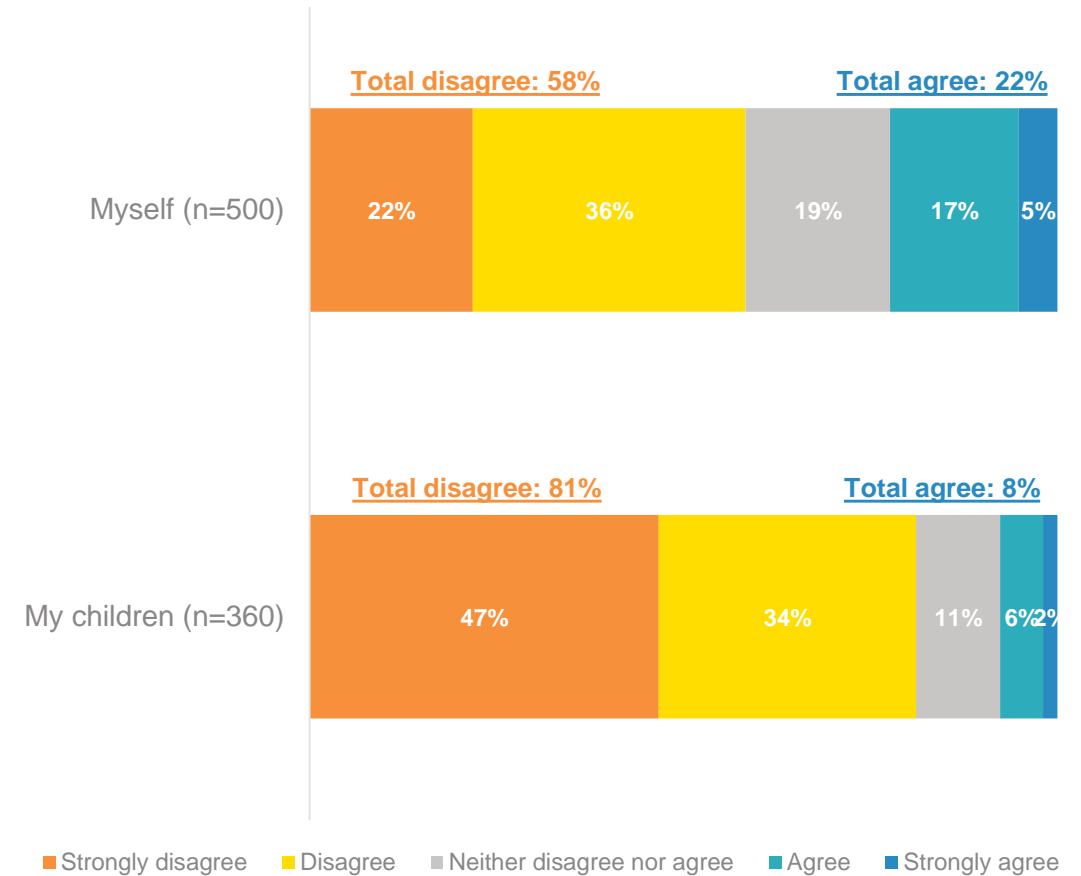
# Cycling safety in the city

- About one in five (22%) agreed that cycling in the city is safe for themselves, while very few (8%) agreed that cycling in the city was safe for their children.
- Agreement with both personal safety and child safety when cycling in the city have remained steady compared to last year.

## Demographic differences

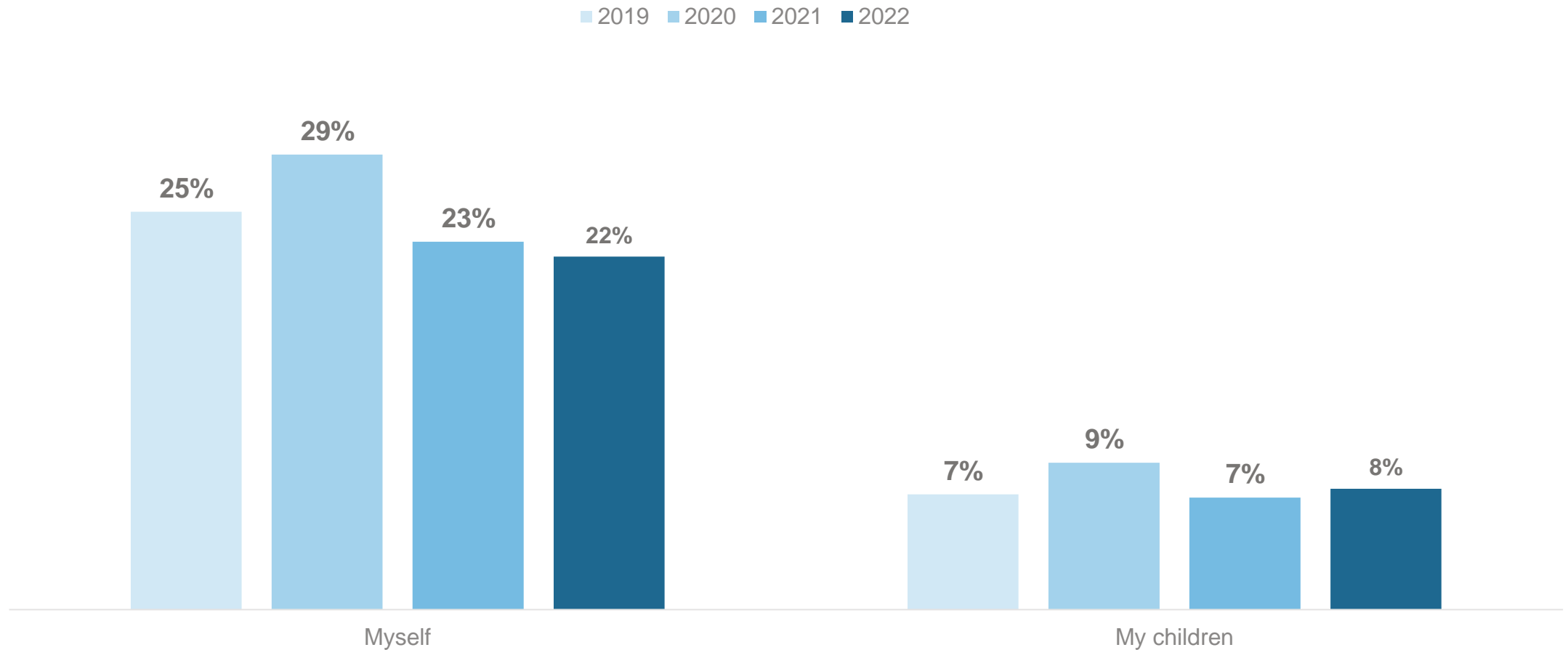
- There were no demographic differences for this question.

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



# Cycling safety in the city – tracking

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



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

# Parking availability satisfaction

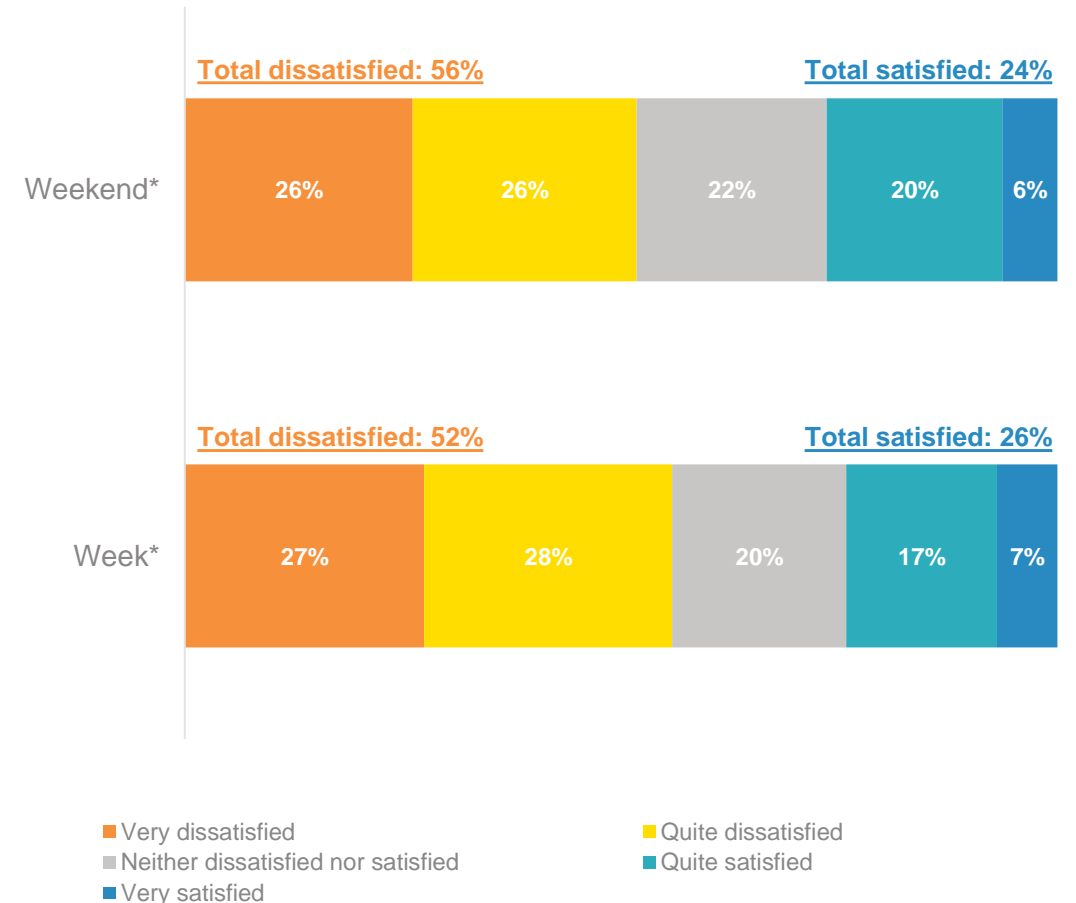
- There was similar levels of both satisfaction and dissatisfaction with the availability of parking during the week and the weekend.
- There was more dissatisfaction than satisfaction for both week (52% vs 26%) and weekend (56% vs 24%) parking availability.
- This year's results are largely consistent with the previous few surveys, however satisfaction appears to be lower now than in the middle of last decade (2015-2016).

## Demographic differences

- There were no demographic differences for this question.



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

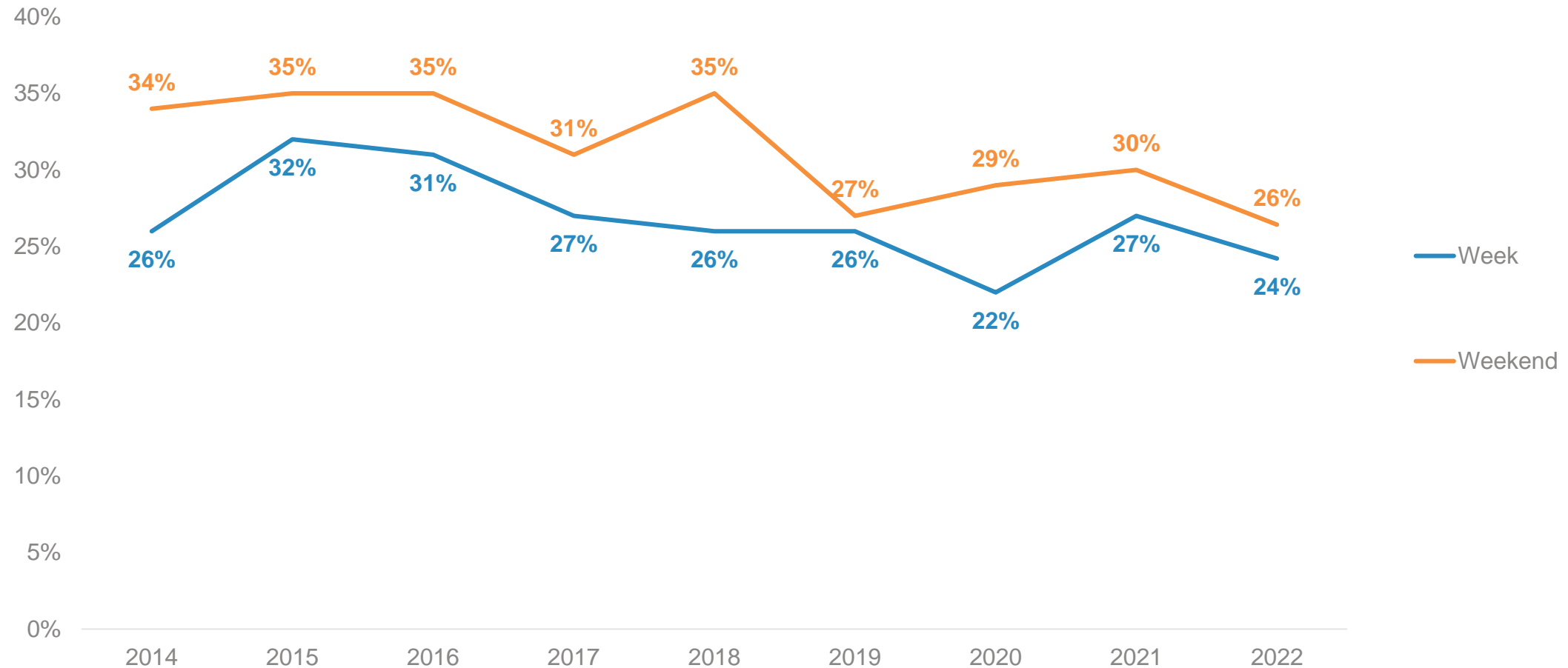




# Parking availability satisfaction – tracking



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



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

# Parking enforcement fairness

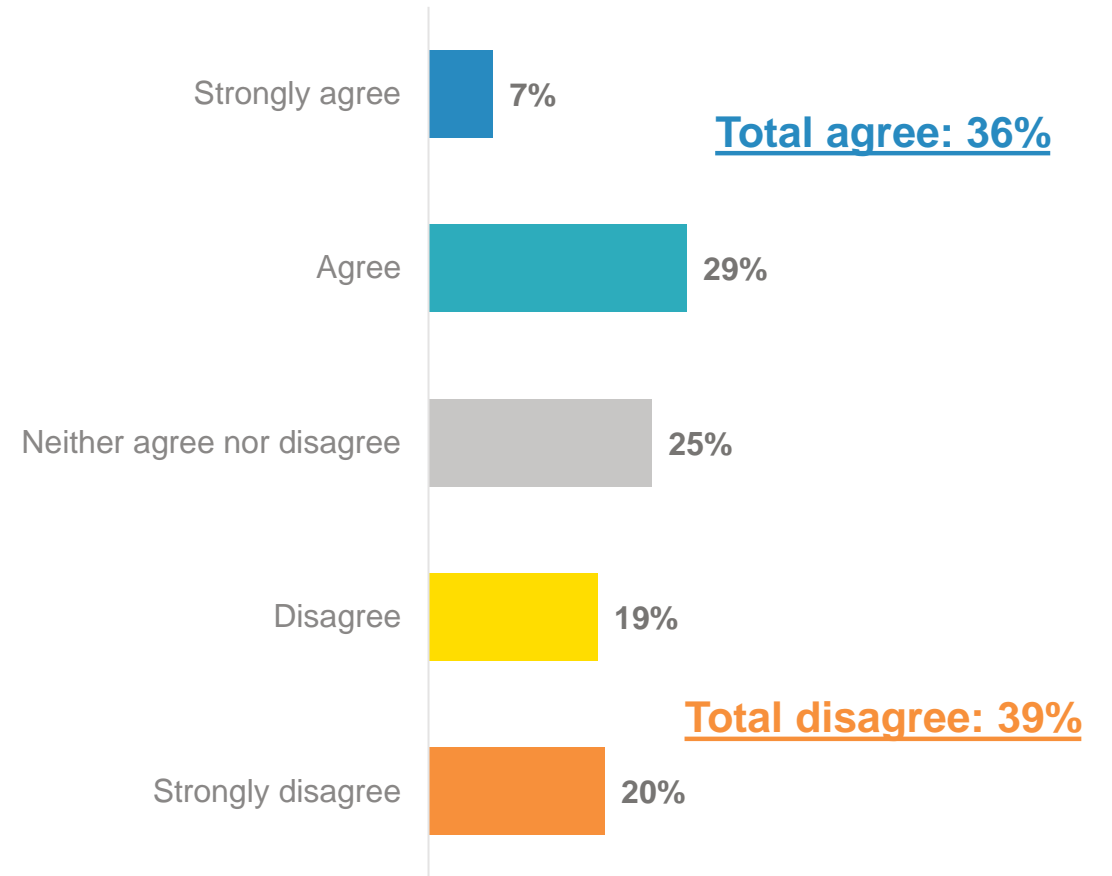
- Opinions were split on how fair the city’s parking enforcement was with 36% agreeing it was fair and 39% disagreeing
- Results have been consistent for the past four surveys, however between 2015 and 2018 around 50% agreed that parking enforcement was fair.

## Demographic differences

- There were no demographic differences for this question.



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

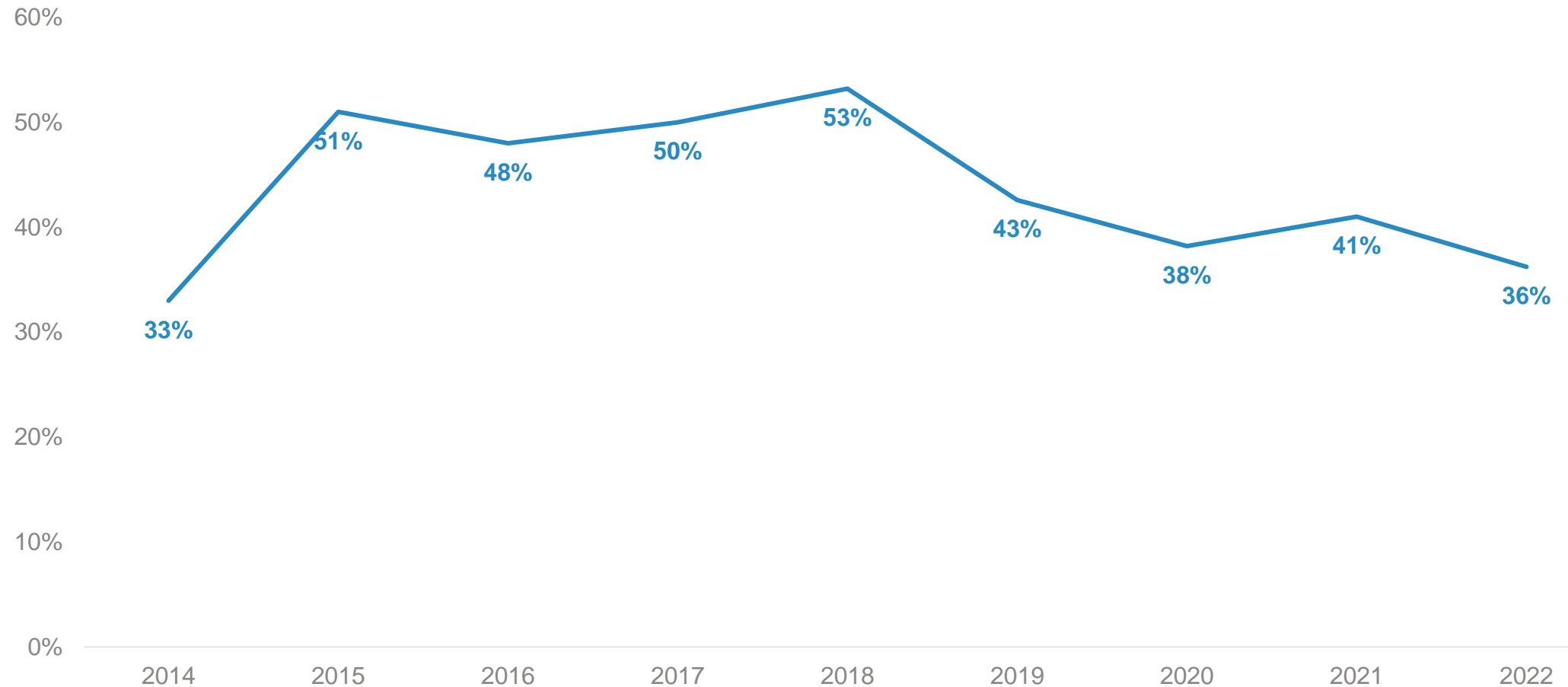


Base: all respondents (excluding 'don't know'); \* High proportion of 'don't know' (14%)

# Parking enforcement fairness – tracking



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



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

# Main mode of transport for commuting

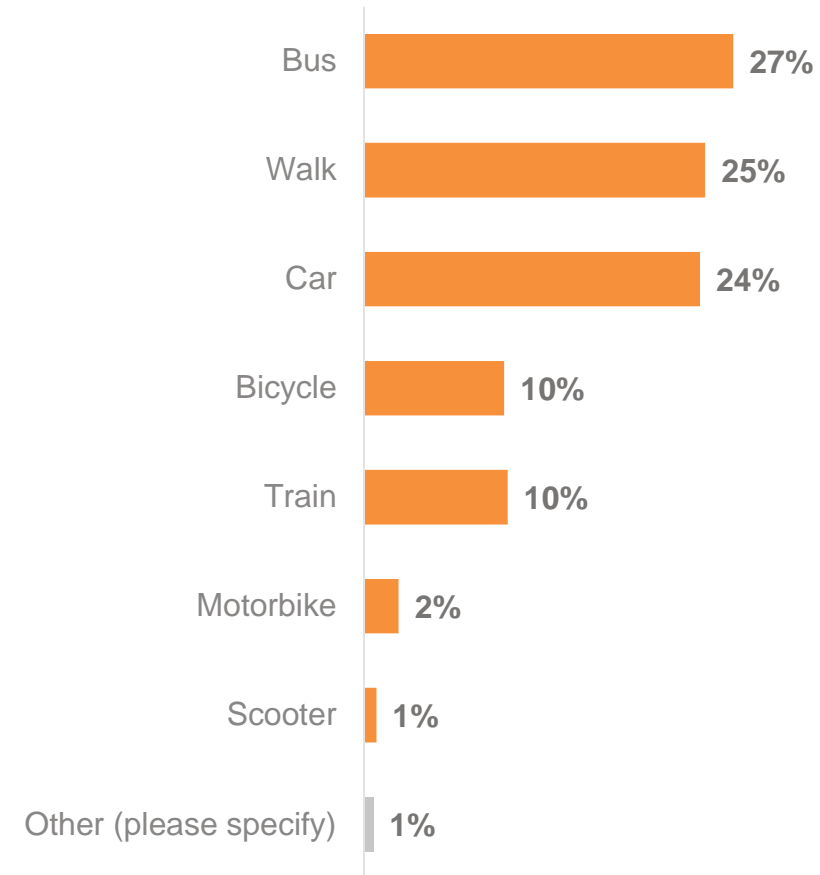
- Among respondents who travel into central Wellington on most weekdays similar proportions said their main mode of travelling was by bus, walking or car (27%, 25% and 24% respectively).
- Bicycle and trains were the main mode for around one in ten, while very few used a motorcycle or scooter.
- There is a fair amount of variation in these results over time so it is difficult to determine any definitive trends. However bicycle numbers appear to be trending upward.

## Demographic differences

- Main method of travel varied significantly by ward as you would expect with Northern Ward respondents more likely to use the car or train, Southern ward respondents more likely to use a bus or bike and Lambton Ward respondents more likely to walk.
- Homeowners were more likely than renters to use a car (30% vs 15%), while the reverse was true for walking (37% for renters, 17% for homeowners).
- Respondents aged 45 and over were more likely than those under 45 to use a car (35% vs 19%).



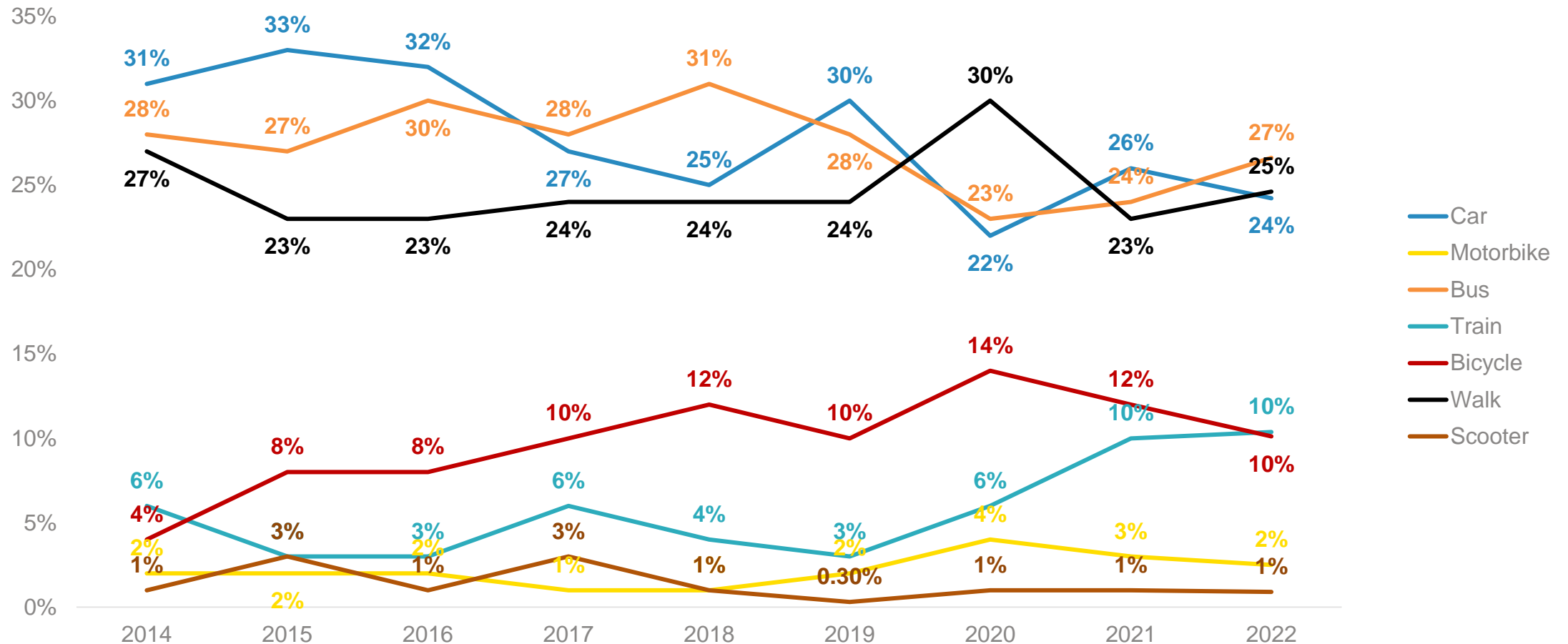
What is your main method of travelling to Wellington on these occasions?



# Main mode of transport for commuting – tracking



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



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

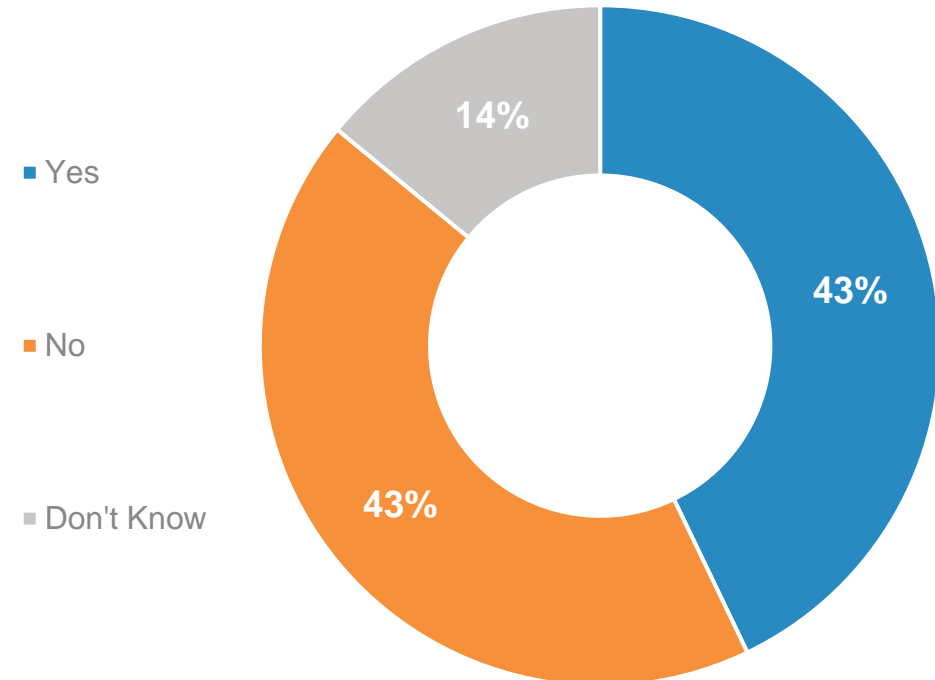
# Are peak travel volumes acceptable?

- About four in ten (43%) respondents who travel into or through central Wellington during peak times believed that peak travel volumes were acceptable.
- This measure has increased significantly compared to last year – likely related to the impact of covid on traffic volumes. It is now back to levels seen in 2016 and 2017.

## Demographic differences

- There were no demographic differences for this question.

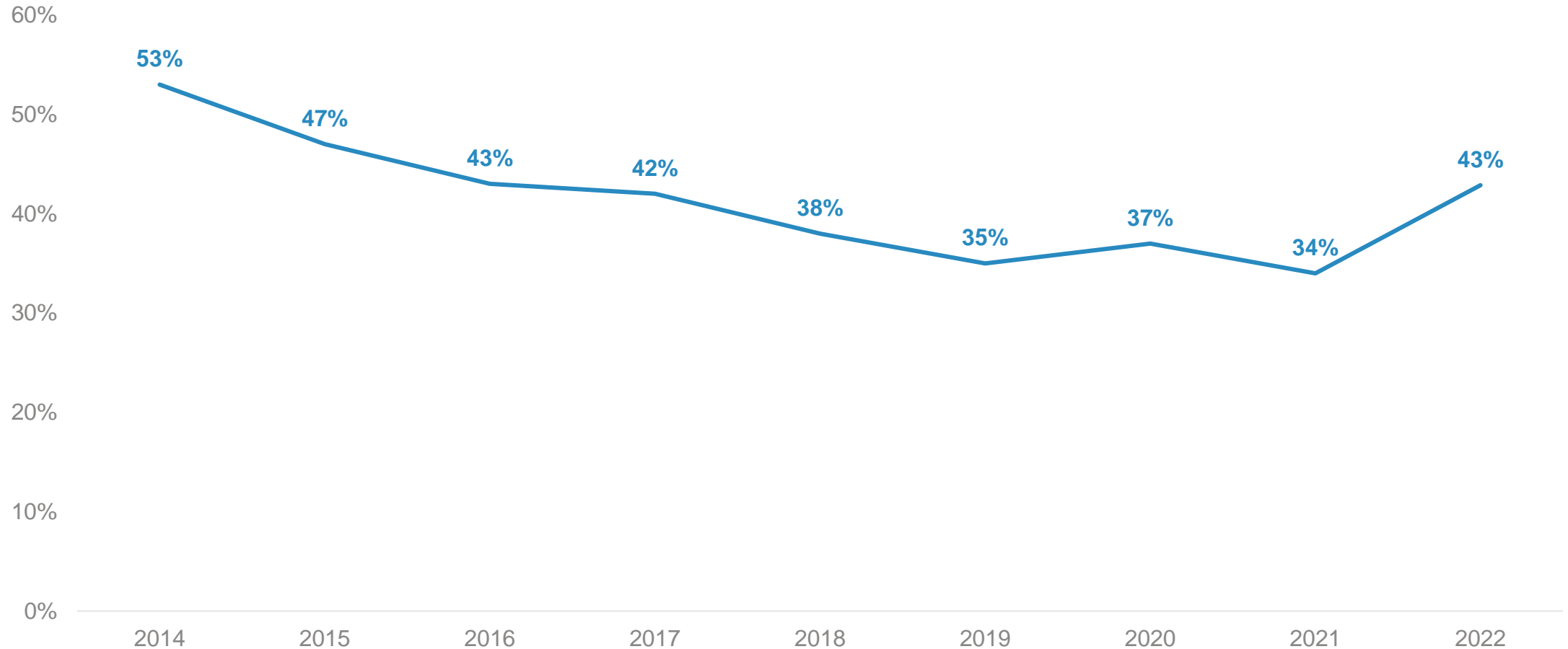
 | *Do you believe peak traffic volumes are acceptable?*



# Are peak travel volumes acceptable? – Tracking



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



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

# Waste

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# Kerbside recycling frequency

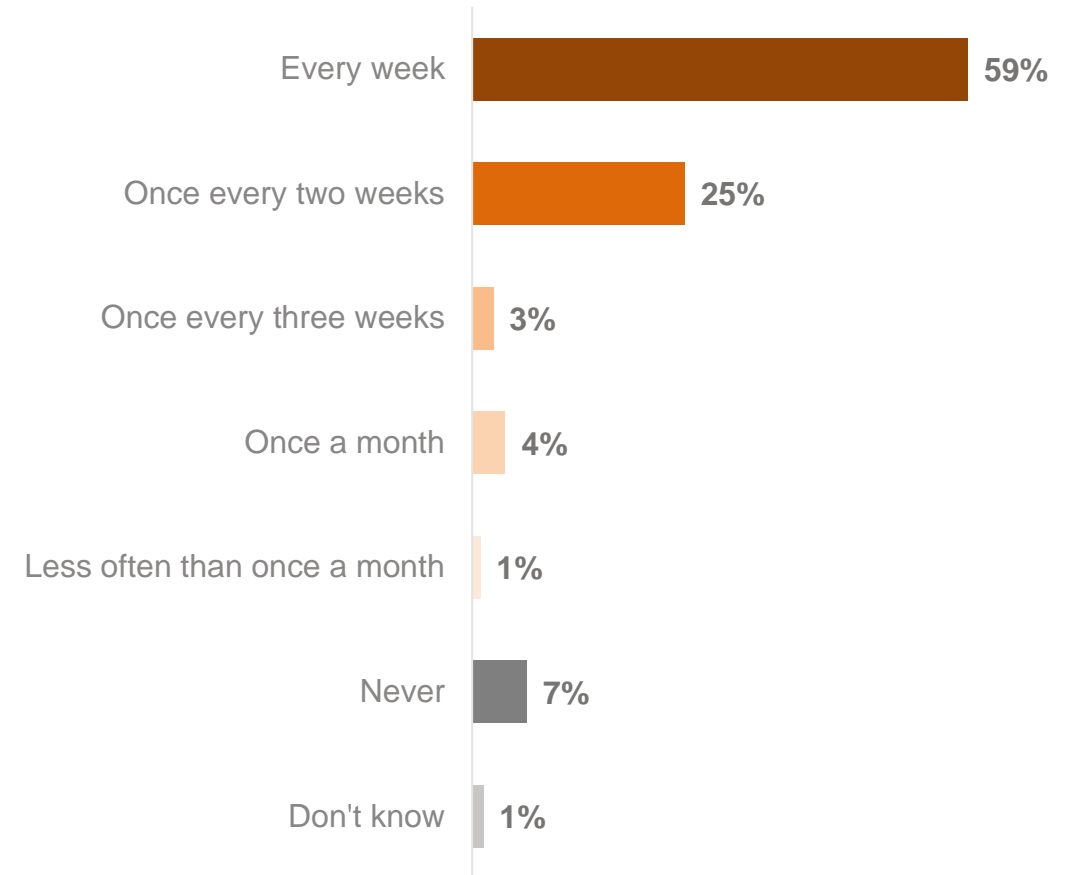
- Six in ten respondents said they put out recycling for Wellington City Council’s kerbside collection on a weekly basis, a further quarter said they put their recycling out fortnightly.
- Almost all respondents (91%) are putting their recycling out at least monthly – this has been unchanged for the last three surveys, however it was higher prior to 2019 where between 97%-99% said they were putting recycling out at least monthly.

## Demographic differences

- Lambton Ward respondents were more likely to say they never put out household recycling for kerbside collection (18%)



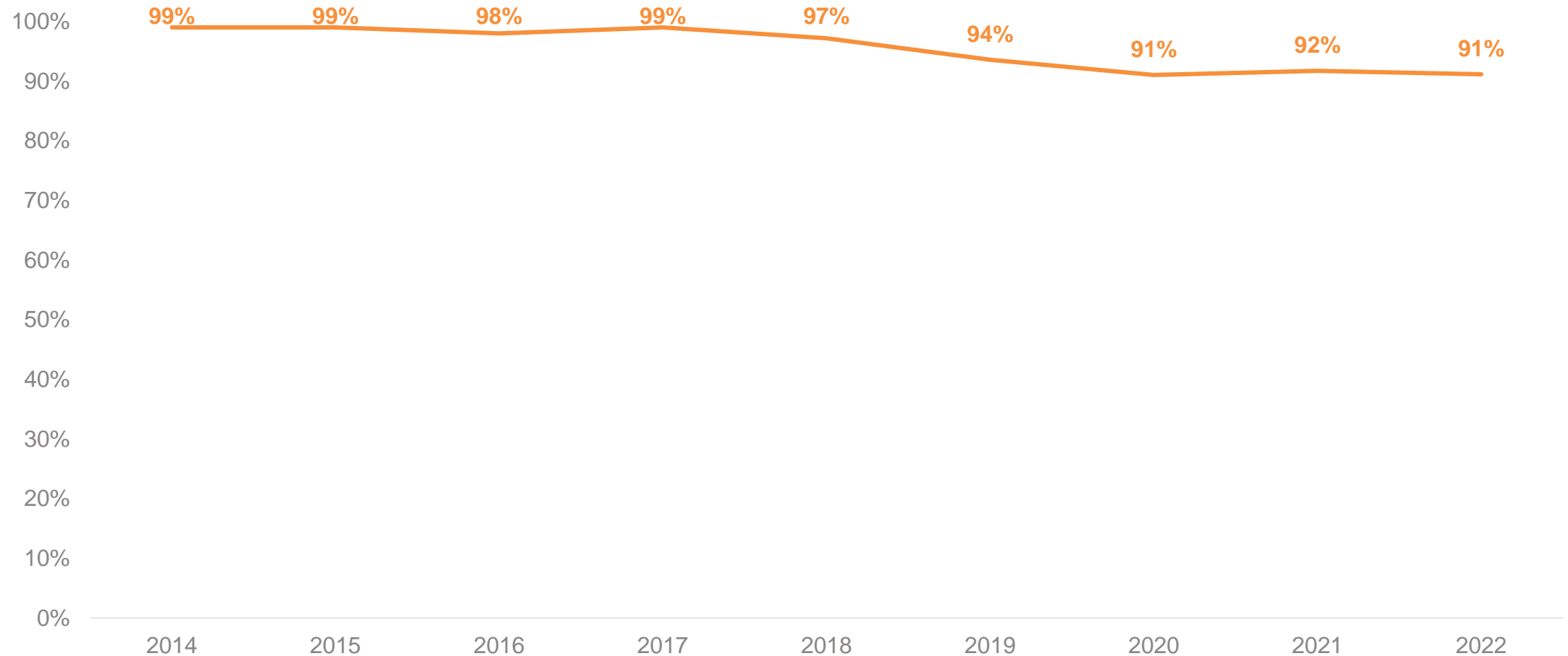
*On average, how often does your household put out recycling for Wellington City Council's kerbside collection?*



# Kerbside recycling frequency – tracking



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



Base: all respondents

# Kerbside recycling satisfaction

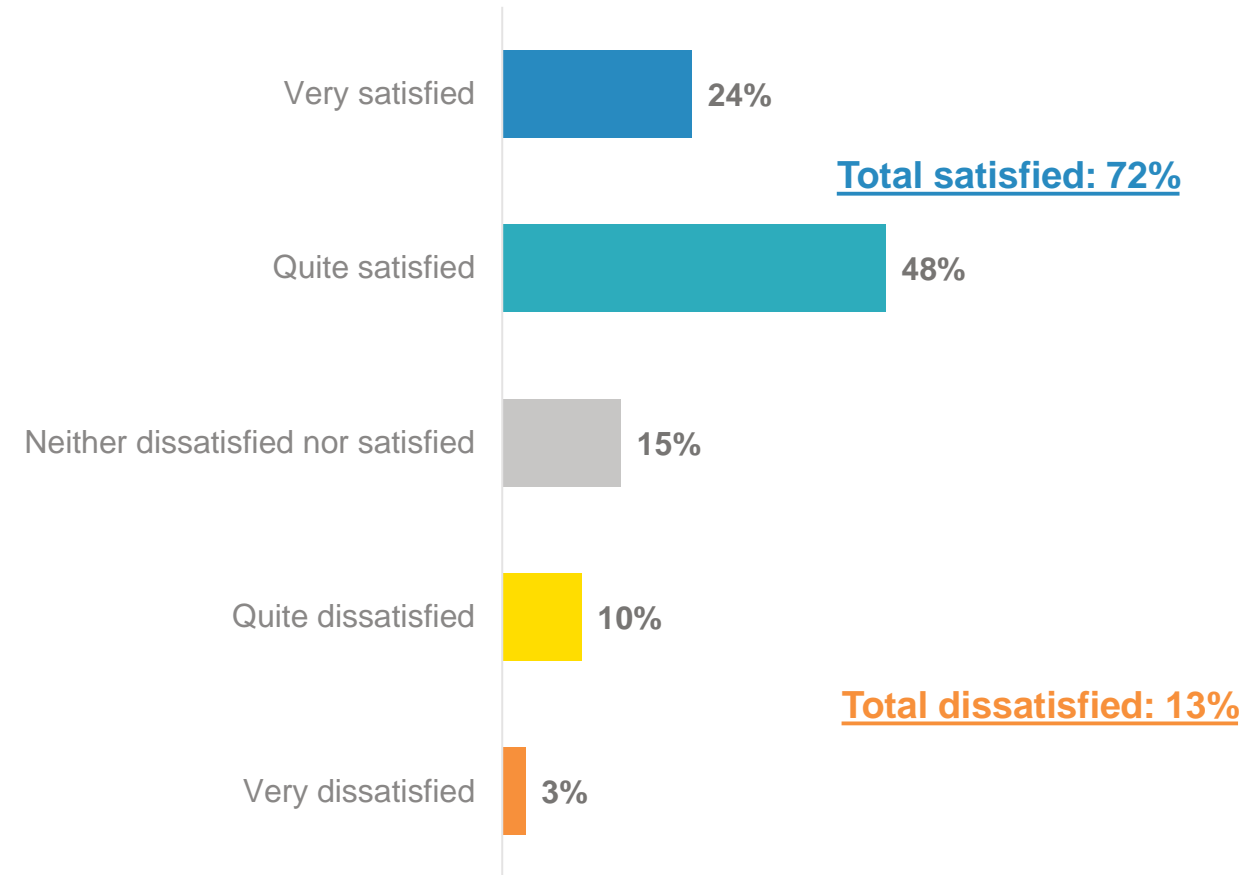
- About three quarters (72%) were satisfied with Wellington City Council's kerbside recycling collection service, levels of dissatisfaction were much lower at 13%.
- Satisfaction is largely unchanged over the past three surveys after we recorded a low point in 2019 (65%).

## Demographic differences

- There were no demographic differences for this question.



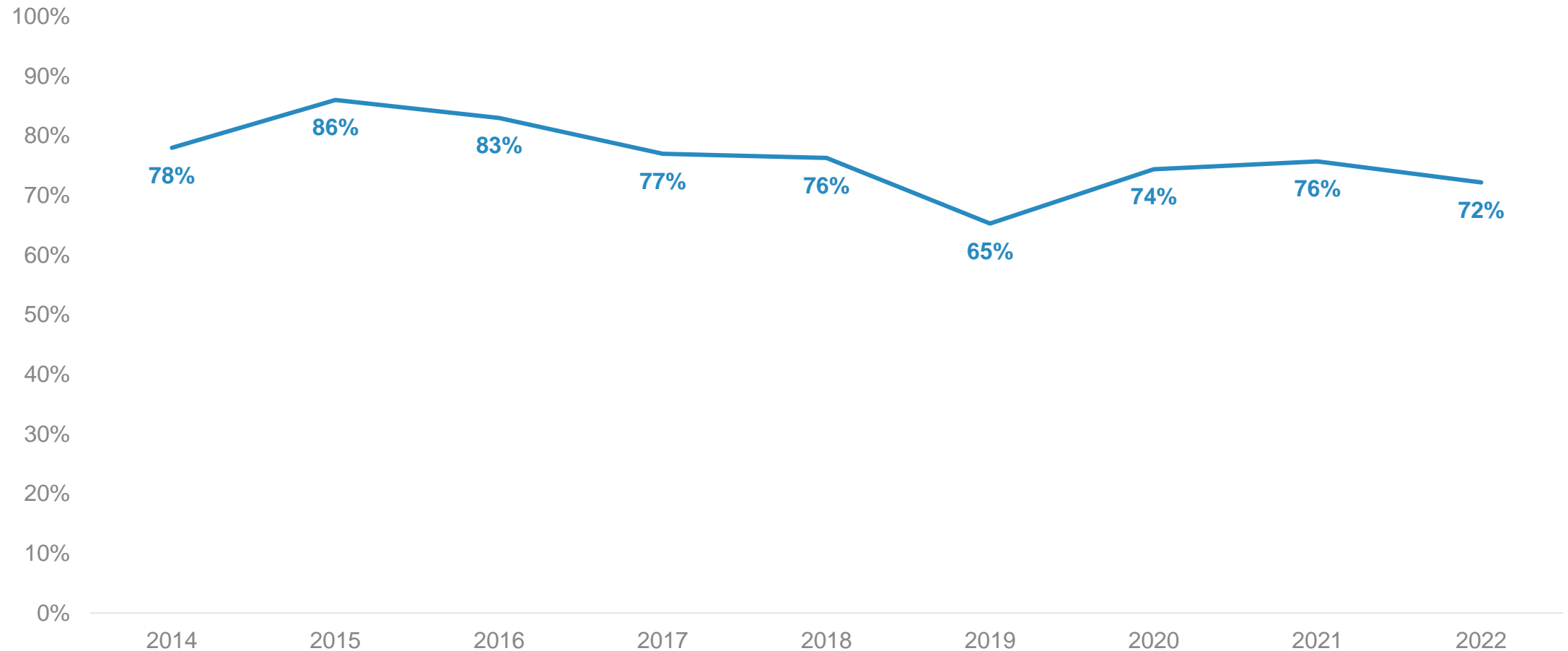
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



# Kerbside recycling satisfaction – tracking



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



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

# Kerbside rubbish satisfaction

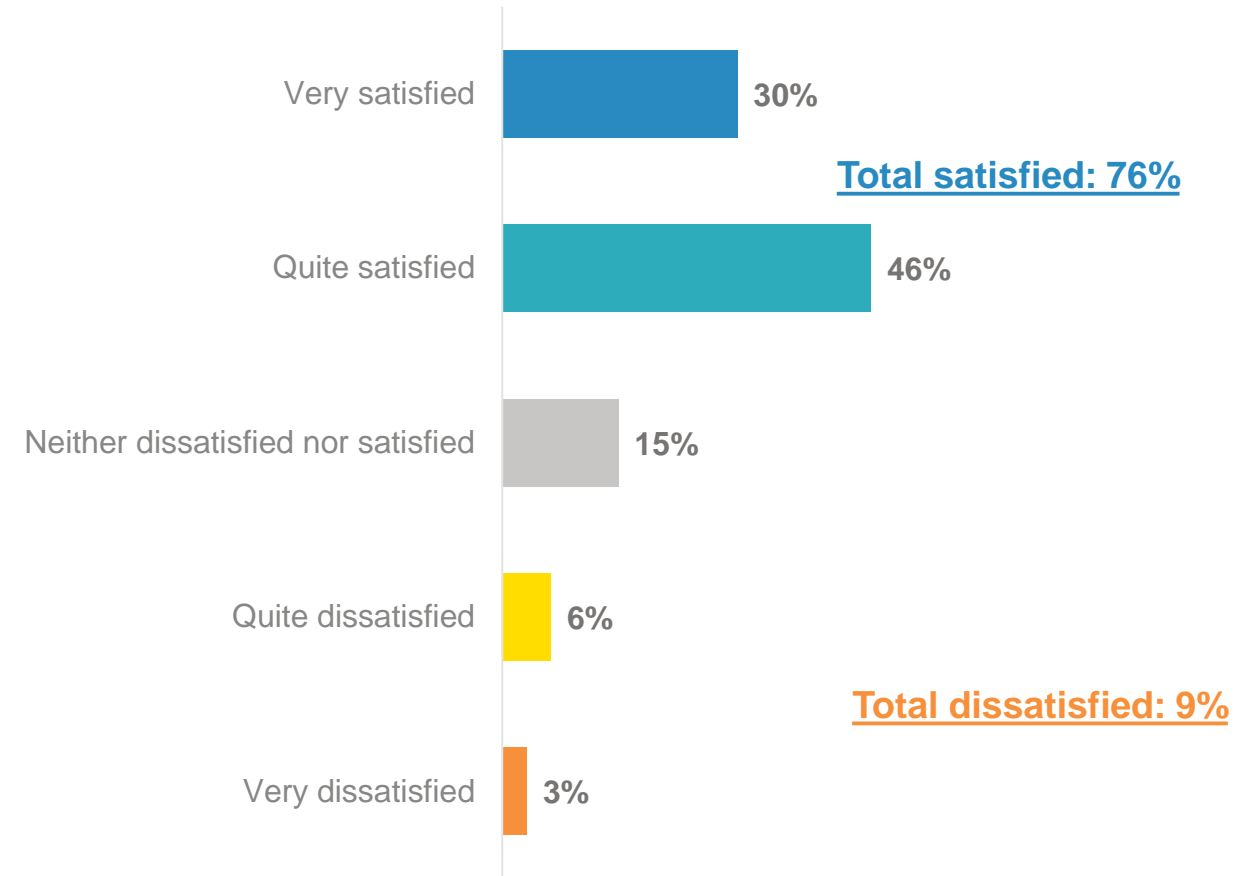


Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish waste collection service:

- About three quarters (76%) were satisfied with WCC's kerbside rubbish collection service, levels of dissatisfaction were much lower at 9%.
- Current results are largely inline with previous tracking, however as seen with kerbside recycling there was a low point in 2019 (71%).

## Demographic differences

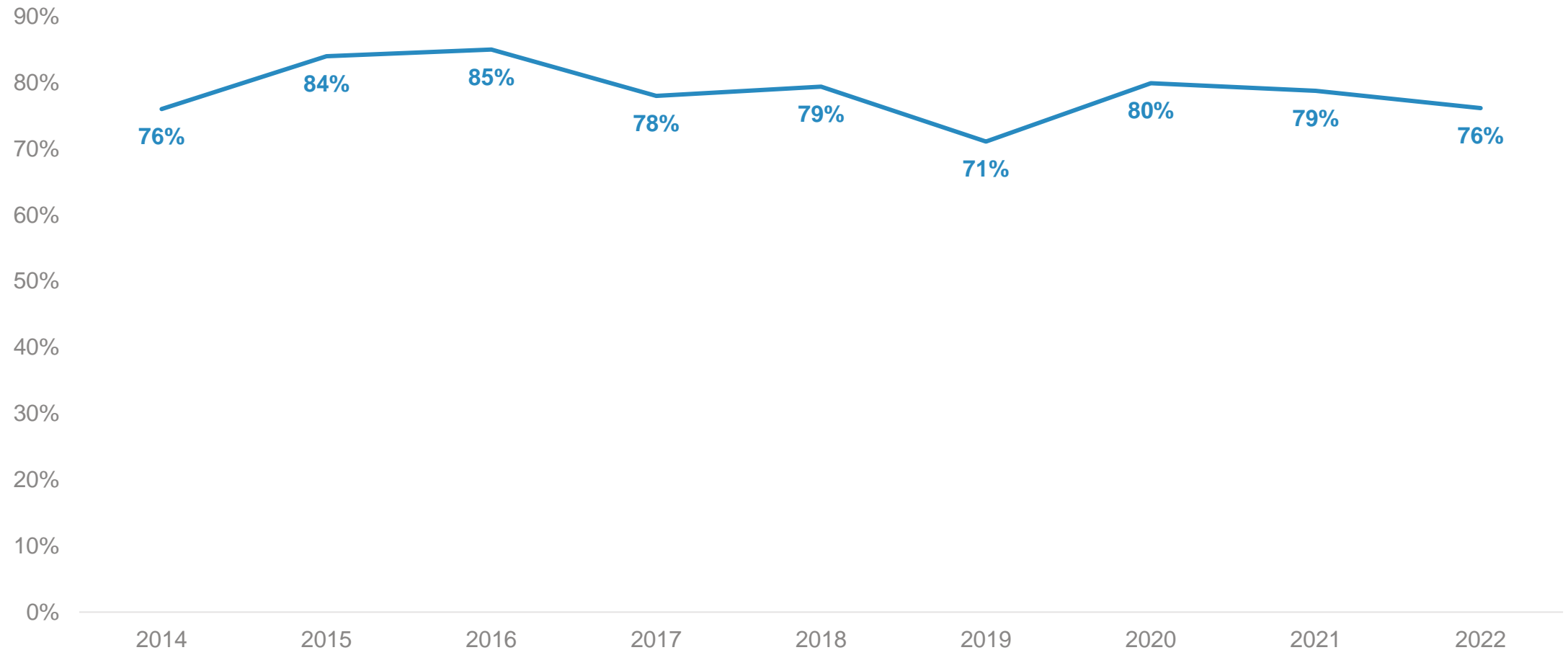
- There were no demographic differences for this question.



# Kerbside rubbish satisfaction – tracking



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



Base: respondents who use the official Wellington City Council rubbish waste bags (excluding 'don't know') (n=547)

# Stormwater management satisfaction

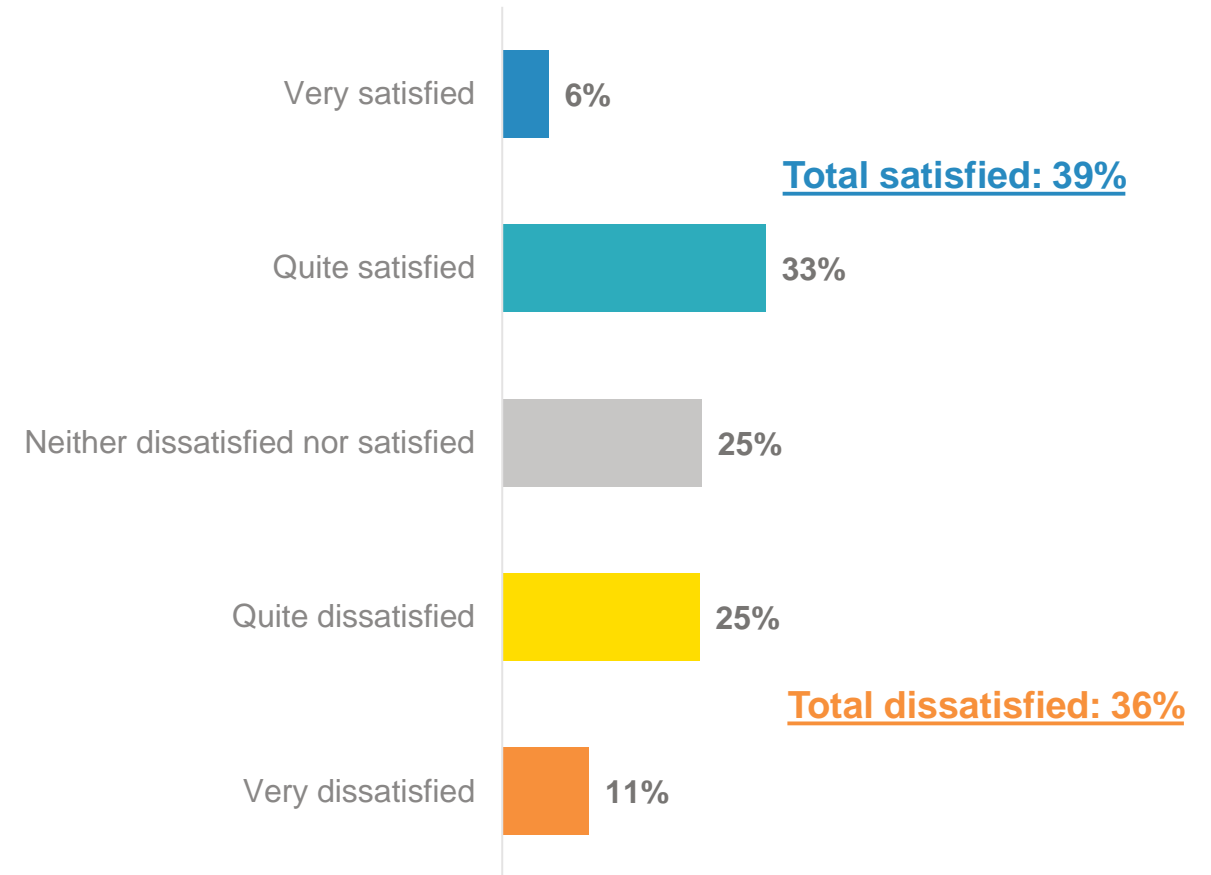
- Views were very much split on storm water management in the city. Similar proportions were satisfied (39%) and dissatisfied (36%), while a quarter were neither satisfied nor dissatisfied.
  - 13% of respondents were also excluded from the analysis as they did not have a view (selected 'don't know').
- Satisfaction with this has been trending down since tracking began in 2016. However this years results has seen that trend flatten off with a slightly higher satisfaction result this year compared to 2021. However, satisfaction levels are still much lower than when tracking began in 2016 (68%).

## Demographic differences

- There were no demographic differences for this question.



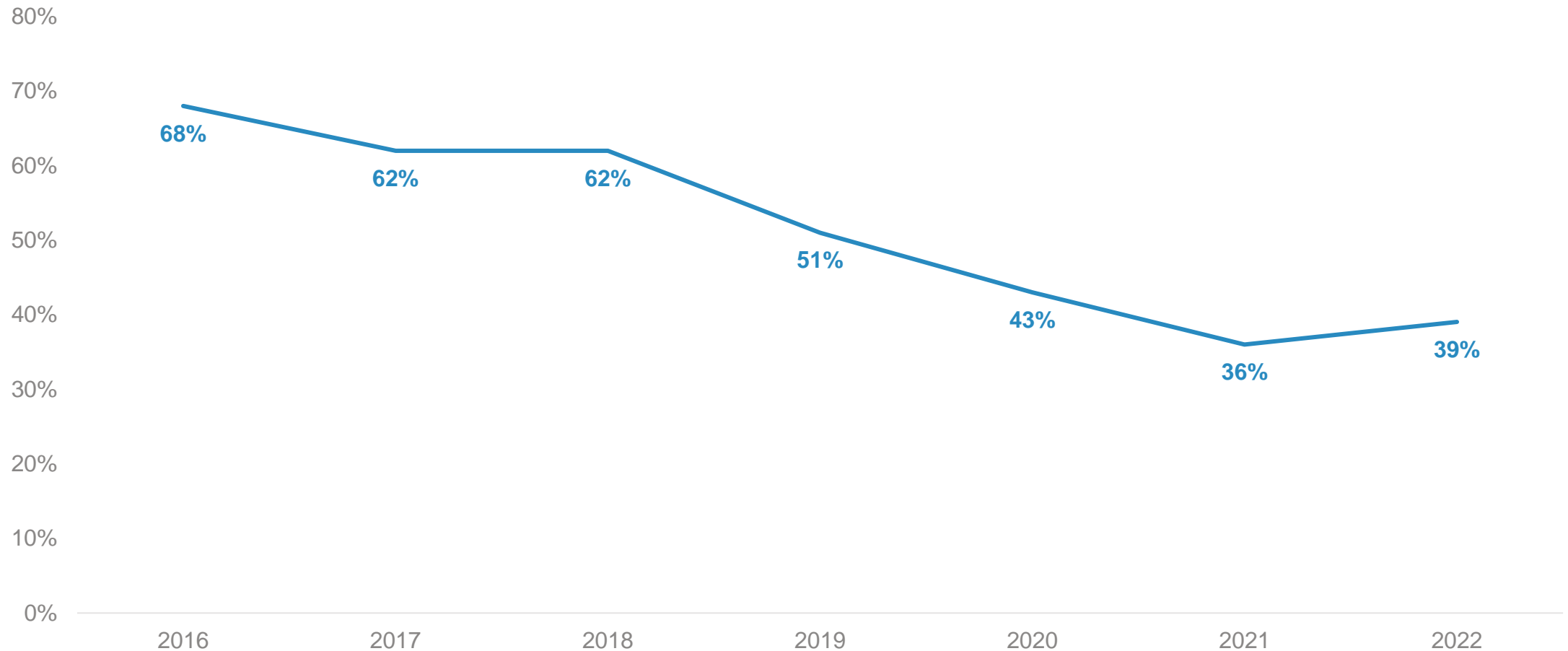
Please rate your level of satisfaction with the management of storm-water in Wellington City.\*



# Stormwater management satisfaction – tracking



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



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