

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 ward¹. 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.

¹ 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
Overall ratings								
Quality of life*	86%	93%	92%	93%	91%	95%		
Community								
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%		
Neighbourly contact								
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%		
Emergency preparedness								
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
Use of WCC recreational and community facilities in last 12 months								
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%		
Satisfaction with WCC recreation facilities								
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%		
Sport and active recreation								
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	
Perception of safety in Wellington City									
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%			
Specific concerns...									
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%		
Perception of safety in an emergency									
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%			
Seismic resilience									
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
General								
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%		
Participation								
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%		
Satisfaction								
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
General								
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%		
Use (at least once a month)								
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%		
Use (in last 12 months)								
WCC outdoor grass sports fields			New 2019			29%		
WCC sports fields which has artificial turf			New 2019			15%		
Satisfaction with quality and maintenance								
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%		
Ease of access								
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%		
Visited in last 12 months								
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
Reduced emissions								
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%		
Kerbside recycling								
Use (at least once a month)	60%	61%	96%	98%	97%	94%		
Satisfaction	78%	86%	84%	77%	76%	65%		
WCC rubbish bags								
Use	58%	63%	59%	63%	67%	68%		
Satisfaction	76%	85%	85%	78%	79%	71%		
Water								
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 is 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
Wellington as a place to live, work and play								
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%		
Look and feel of Wellington city								
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%		
Look and feel of suburb								
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
Heritage Items								
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%		
Housing								
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%		
Waterfront								
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
Getting around								
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%		
Satisfaction								
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%		
Public Transport								
Affordable	38%	46%	41%	45%	45%	38%		
Reliable	New in 2019					16%		
Of high quality	New in 2019					22%		
Cycleways								
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
Weekday travel								
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%		
Peak hour travel								
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%		
Parking								
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
General								
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%		
Council information								
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
Cable Car								
Use (at least once a month)	13%	12%	11%	4%	6%	8%		
Standard and operational reliability is good	92%	92%	94%	94%	94%	90%		
Museums Trust								
Heard of...								
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%		
Value...								
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%		
Visited...								
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%		
Good experience...								
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*² on behalf of WCC and is representative of the Wellington City population in terms of age, gender and council ward³. 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.

² Public Research and Engagement Company

³ 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

Age	
18-29	23%
30-39	20%
40-49	19%
50-64	21%
65+	17%
Gender	
Female	52%
Male	47%
Gender diverse	0.6%
Prefer not to say	0.7%
Ward	
Eastern	18%
Lambton	26%
Northern	21%
Onslow-Western	21%
Southern	14%
Ethnicity	
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	
Social and Recreation							
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%		
Satisfaction with....							
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%		
Cultural wellbeing							
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 attendec	86%	84%	85%	81%	82%		
Urban Development							
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%		
Transport							
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%		
Environment							
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%		
Environment: resources and waste							
Waste reduction							
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%		
Kerbside rubbish							
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%		
Water							
Satisfaction with water supply to property		New in 2016		91%	90%	89%	
Satisfaction with waste water service		New in 2016		84%	82%	82%	
Governance							
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%		
Council website							
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