Residents Monitoring Survey

July 2022

Absolutely Positively **Wellington** City Council

Me Heke Ki Pōneke

Introduction

- The Residents Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council (WCC) Research and Evaluation team (R/E team).
- The survey asks a representative sample of Wellington City residents about their engagement and satisfaction with the Council's provision and delivery of services and facilities, as well as Council Controlled Organisations (CCOs). The survey also asks residents about their behaviours and overall perceptions of Wellington.
- The aim of the RMS is to provide statistically representative results on residents' satisfaction with the Council's services and facilities and perceptions of the city.
- The results provide an indication of how the Council is performing from a resident's perspective and allows the Council to monitor and track progress against its Annual Plan and Long-Term Plan. The results also present the opportunity to understand residents' perceptions, measure trends and changes over time, assess existing operational activities of the Council and identify opportunities for improving satisfaction and overall performance.
- This report outlines the results to all questions asked in the Residents' Monitoring Survey 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 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

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

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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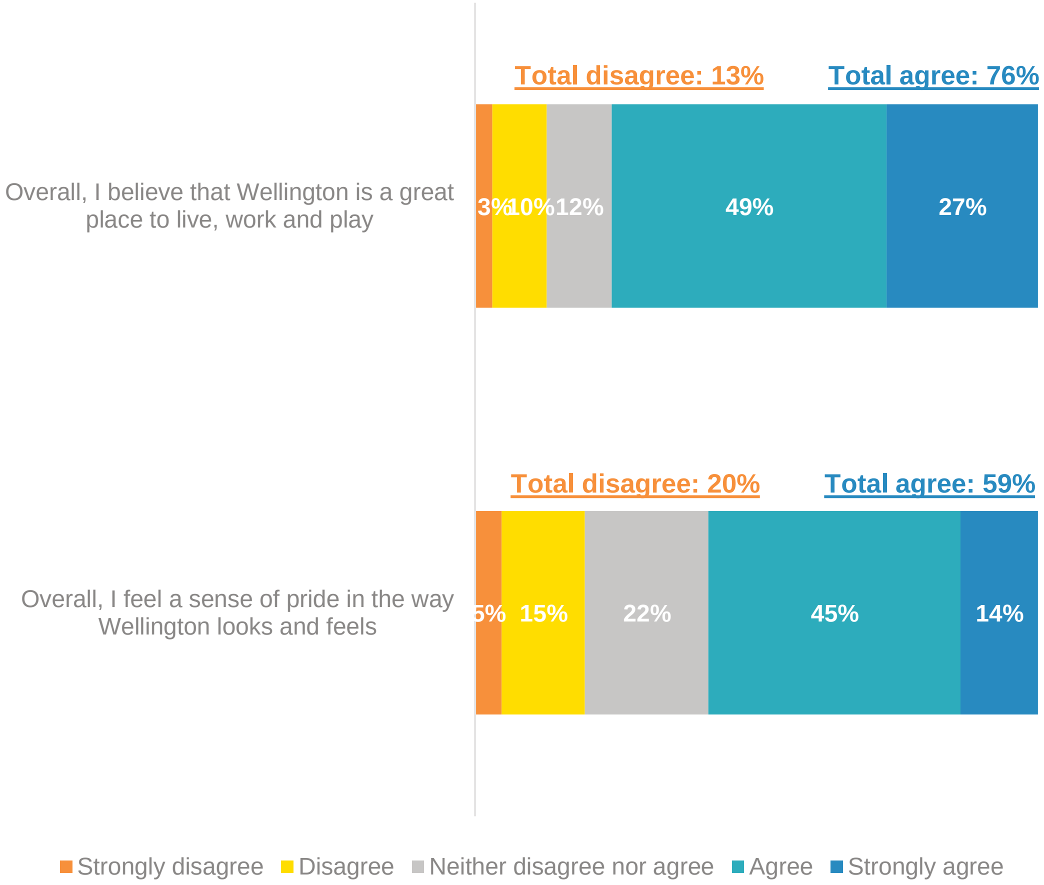
Overall Wellington perceptions

- 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%).

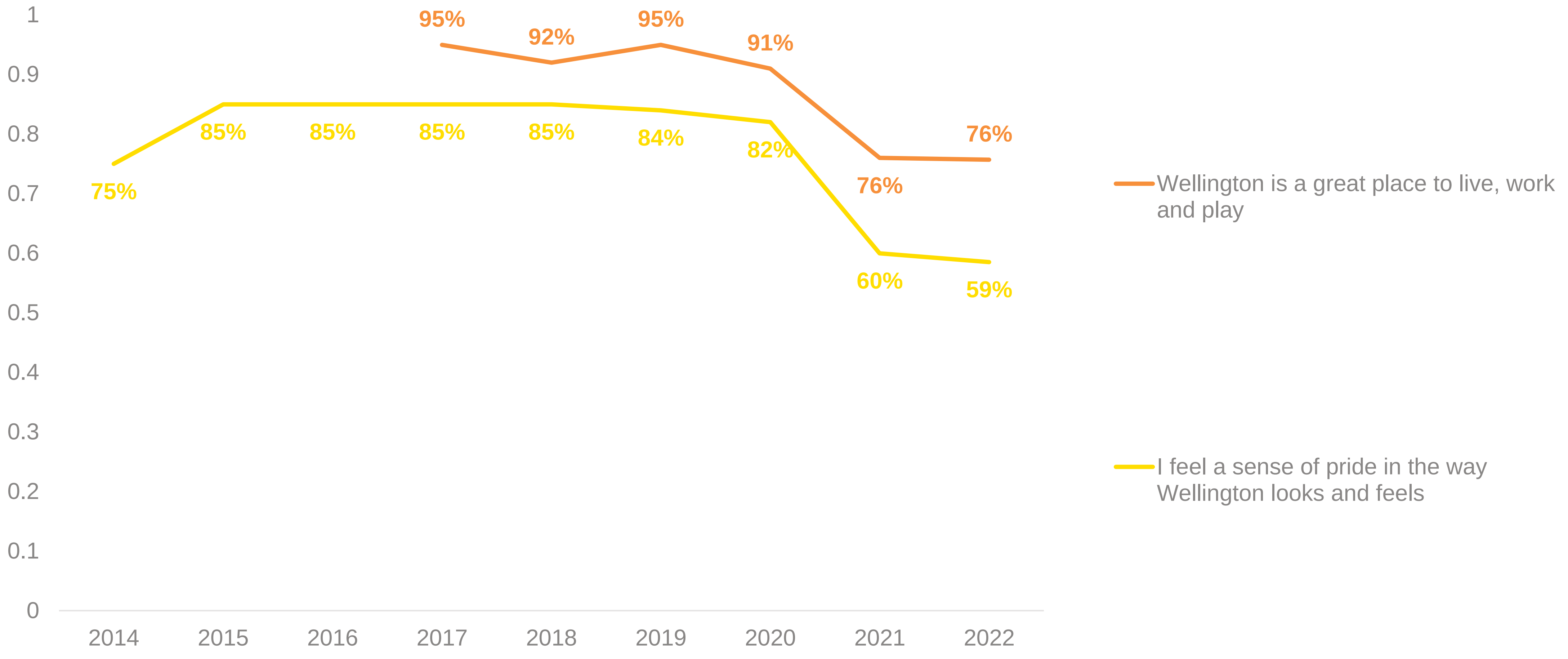
Thinking about the look and feel of Wellington in general…



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

Overall Wellington perceptions – tracking

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



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

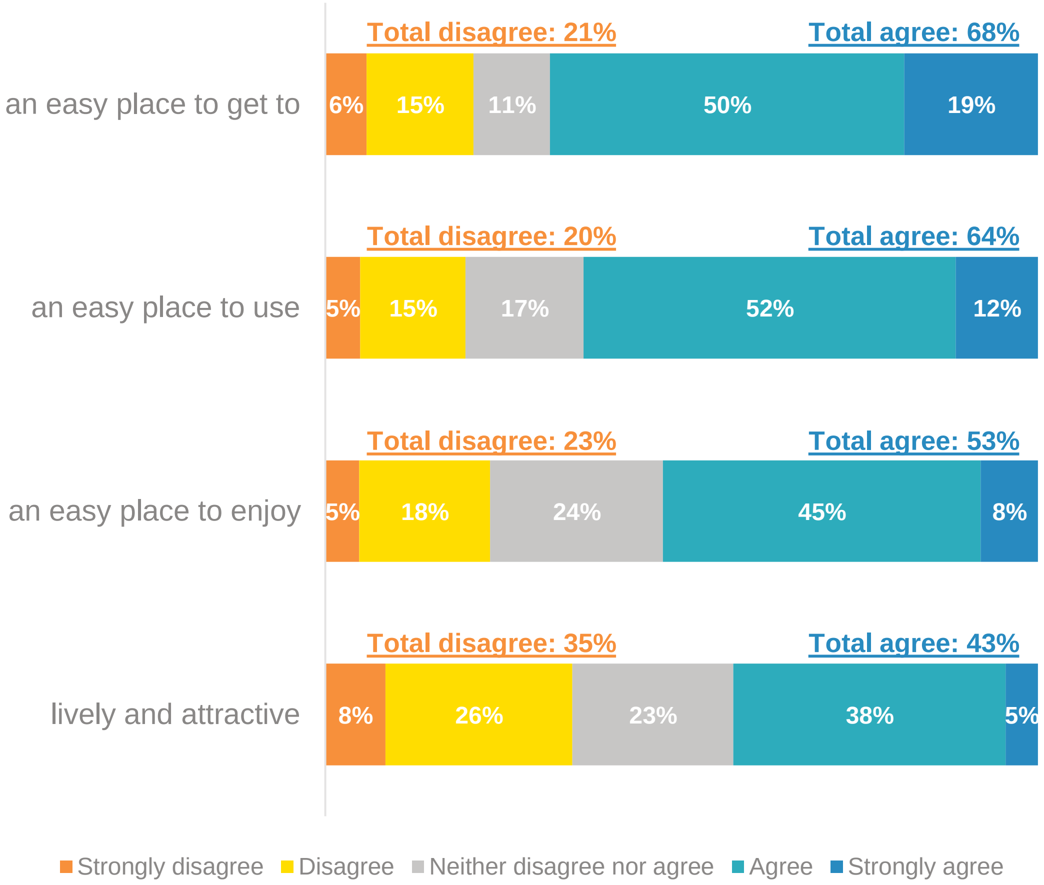
City centre attributes

- Respondents were asked how much they agreed or disagreed with a range of attributes of Wellington's central city.
- The highest level of agreement was with the statements that the city is easy to get to (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 enjoy 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%).

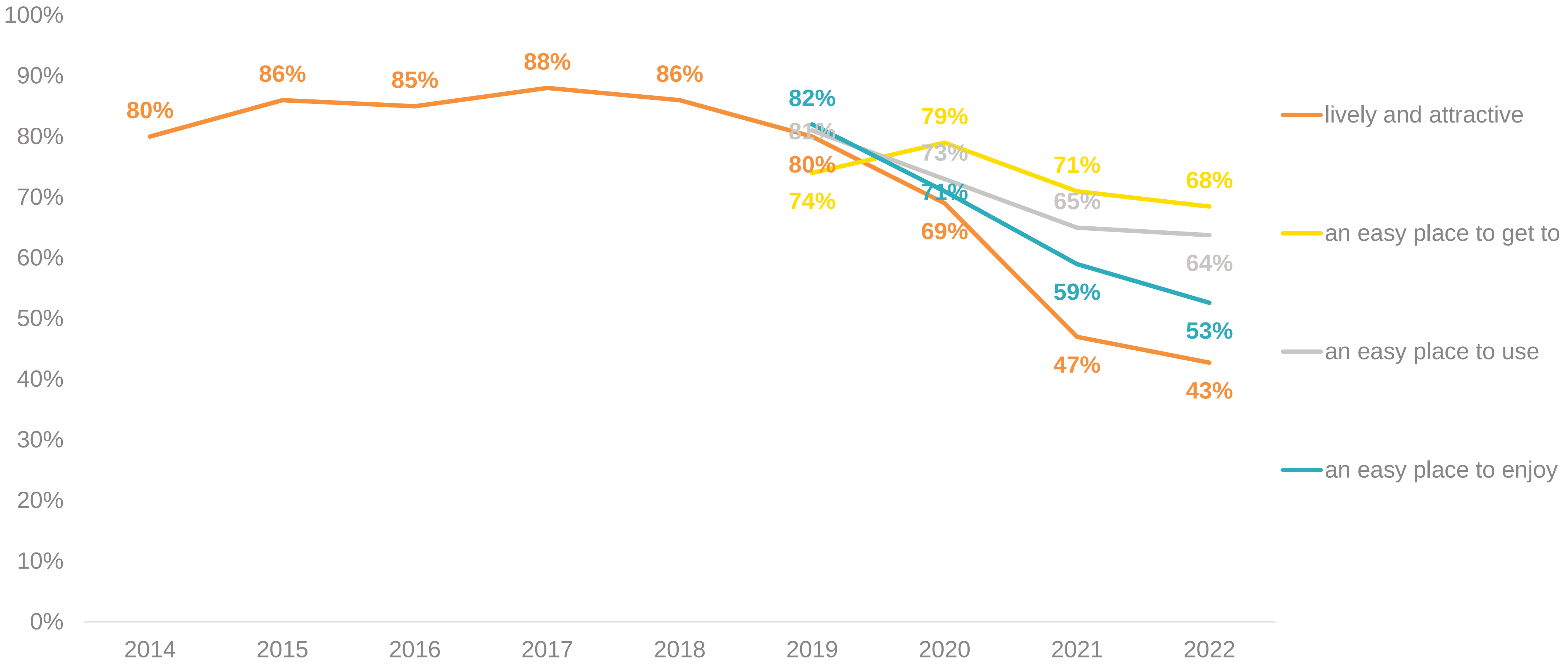
*Now thinking about the look and feel of Wellington's city centre…Please rate your level of agreement with the following statements: **Wellington's city centre is…***



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

City centre attributes – tracking

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



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

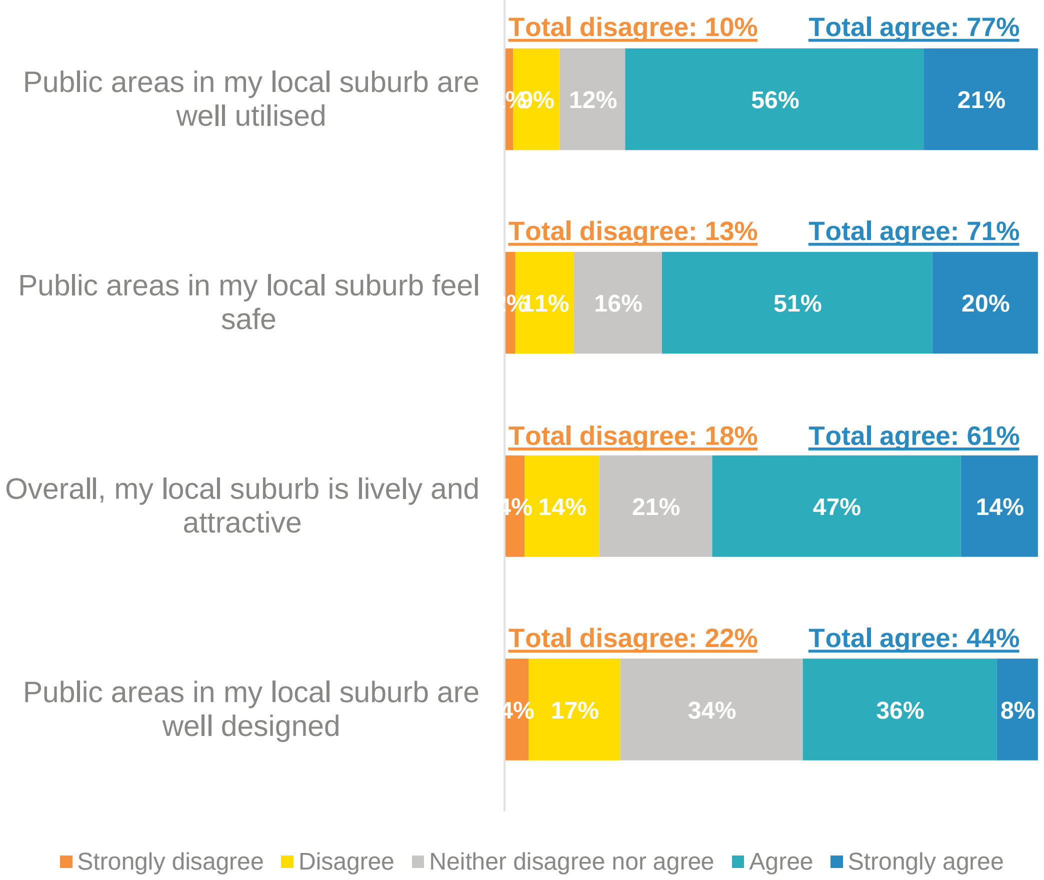
Local suburb attributes

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

- Respondents were asked how much they agree or disagreed with a range of attributes about their local suburb.
- There was the highest level of agreement with the statements that their local suburb is well utilised and public areas in their local suburb feel safe (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

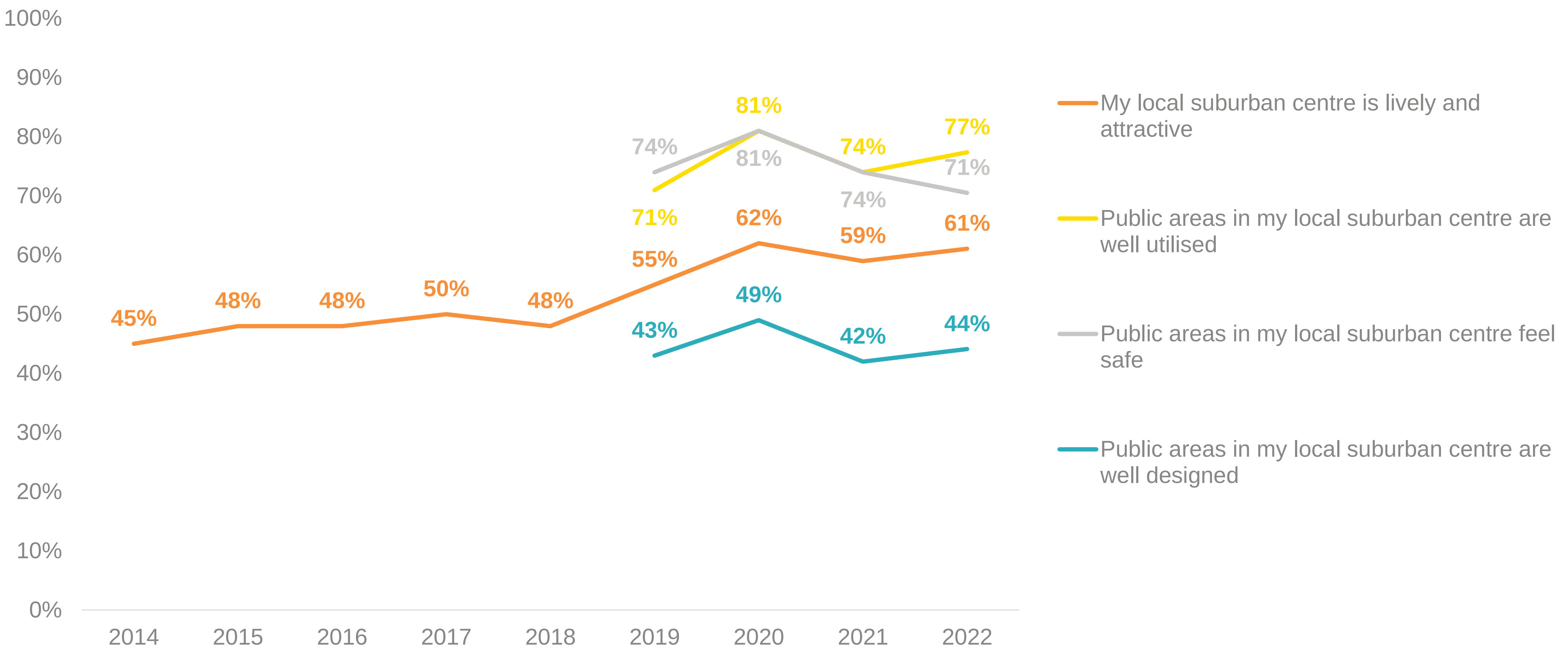
- Respondents in the Lambton Ward were less likely that respondents from other areas to agree that their local suburb feels safe (59% vs 74%).



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

Local suburb attributes – tracking

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



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

Governance

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

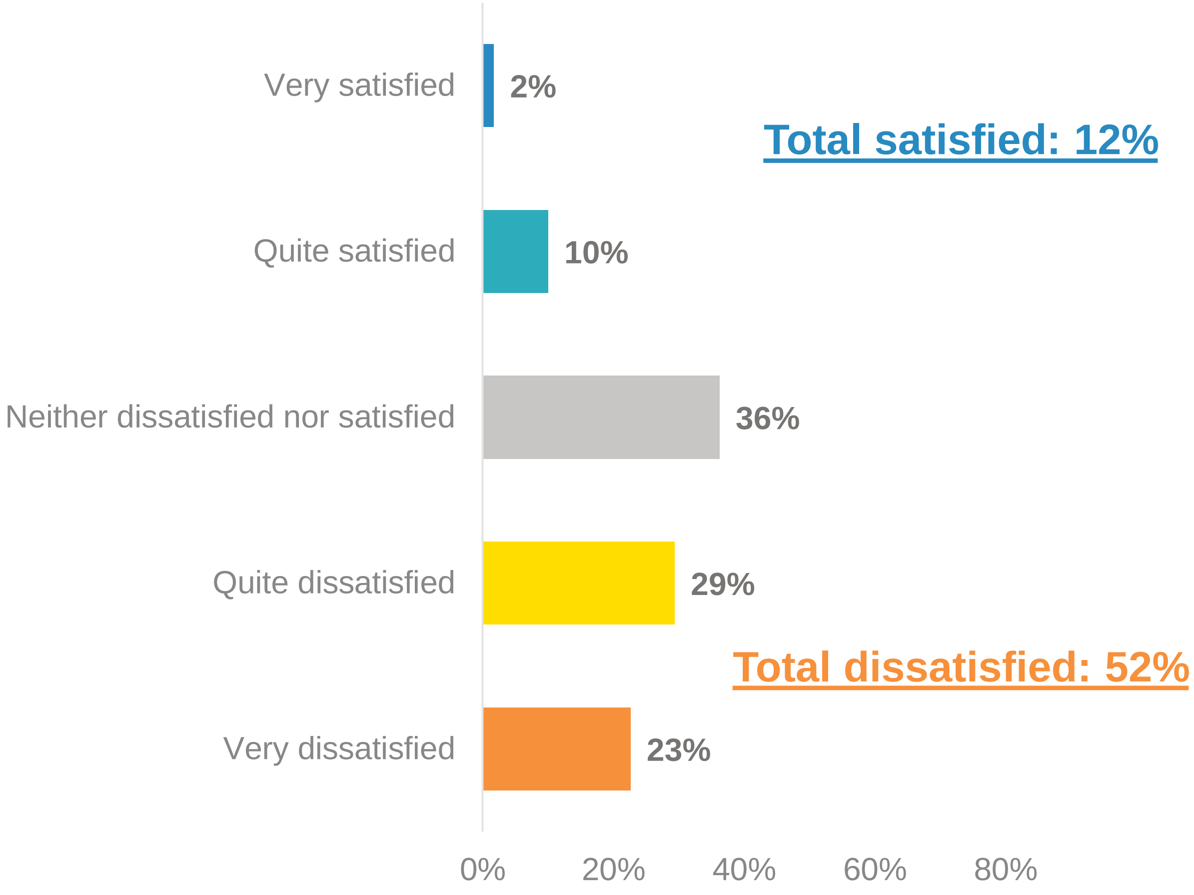
*In the 2022 survey the wording for this question was changed slightly to emphasise the fact we are interested in respondents' satisfaction with the **process** of decision making, rather than the specific outcome. This should be kept in mind when comparing 2022 results to previous results

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?***

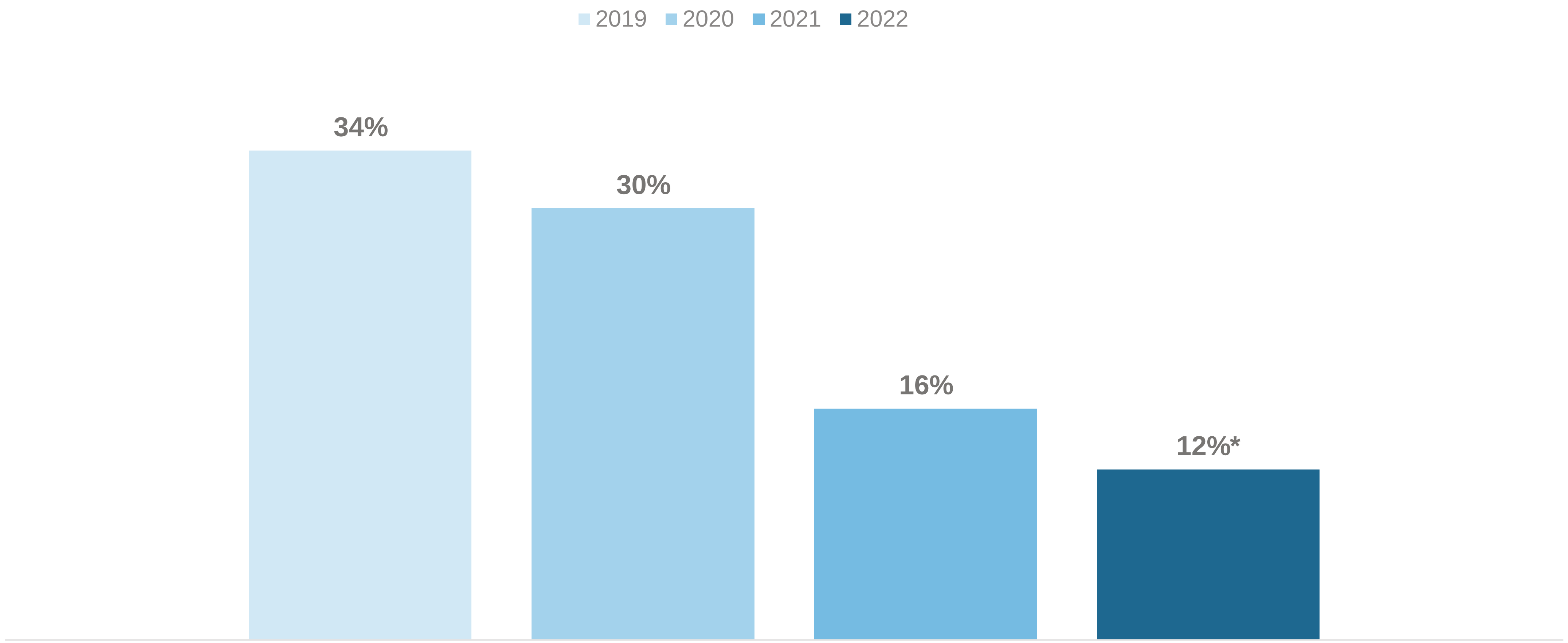
*Overall, how satisfied are you with **the process by which Council makes decisions?***



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

Satisfaction with the Council decision making – tracking

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



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

**Prior to 2022 the question was worded as "Overall, how satisfied are you with how Council makes decisions?"*

The Council’s decision making

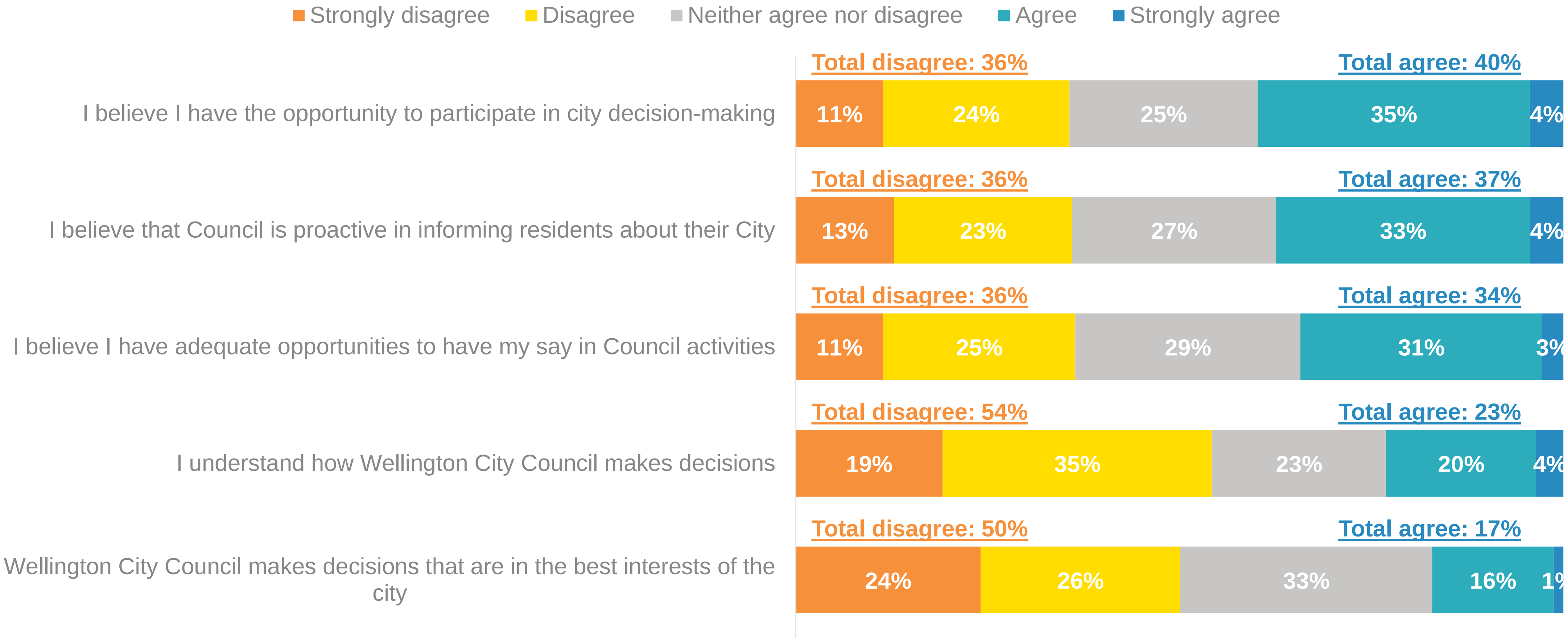
- Respondents were asked how much they agreed or disagreed with various statements about Wellington City Council’s decision making process.
- Agreement was highest with the statement *“I believe I have the opportunity to participate in city decision-making”* where 40% agreed and 36% disagreed.
- There 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

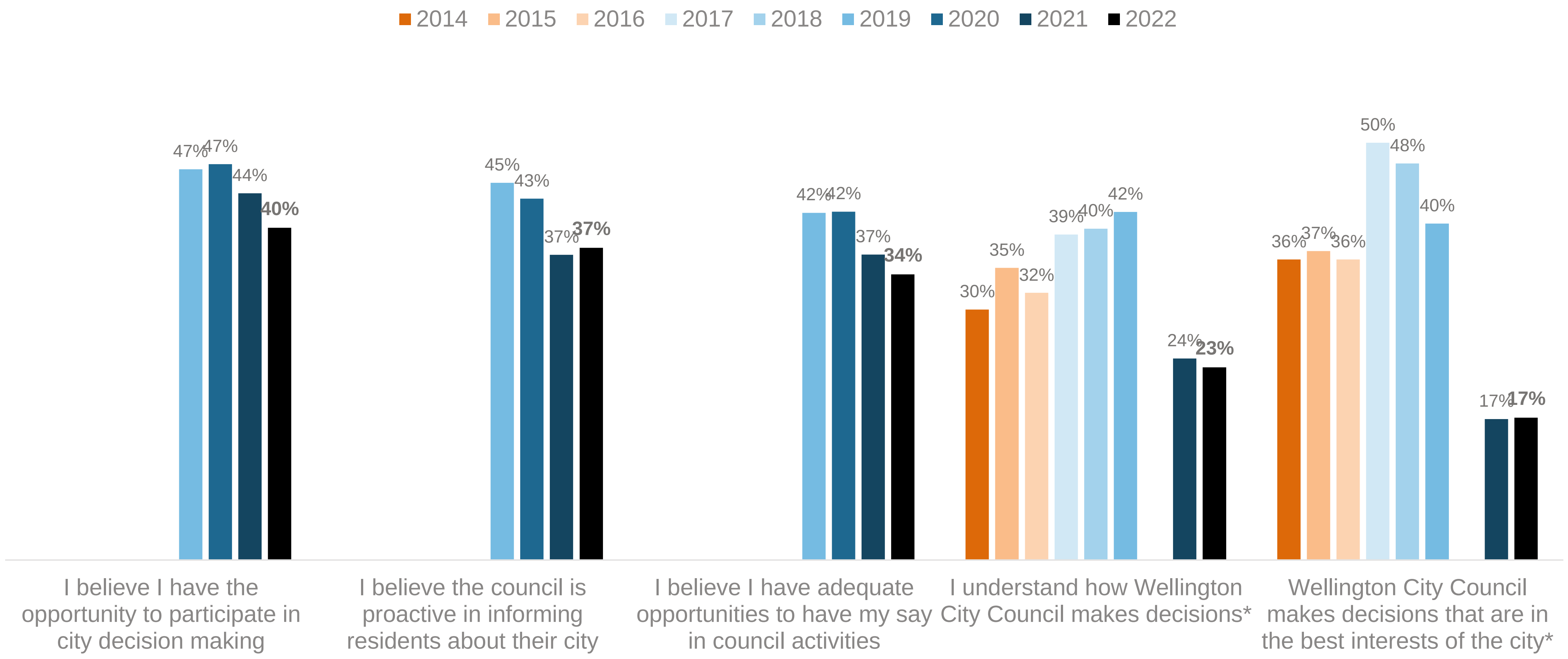
Please rate your level of agreement with the following statements:



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

The Council’s decision making – tracking

*Please rate your level of agreement with the following statements…**total agree***



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

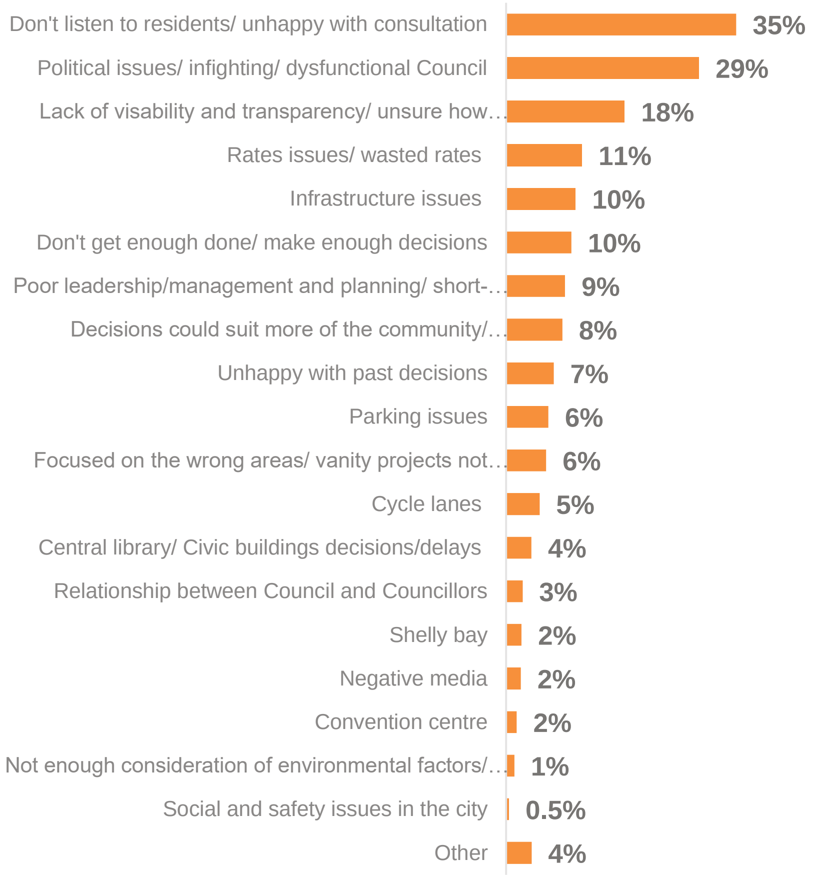
Reasons for dissatisfaction with the Council's decision making

- 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?



Base: Respondents who said they were 'quite dissatisfied' or 'very dissatisfied' with how the Council makes decisions (n=298)

Accessing information from the Council

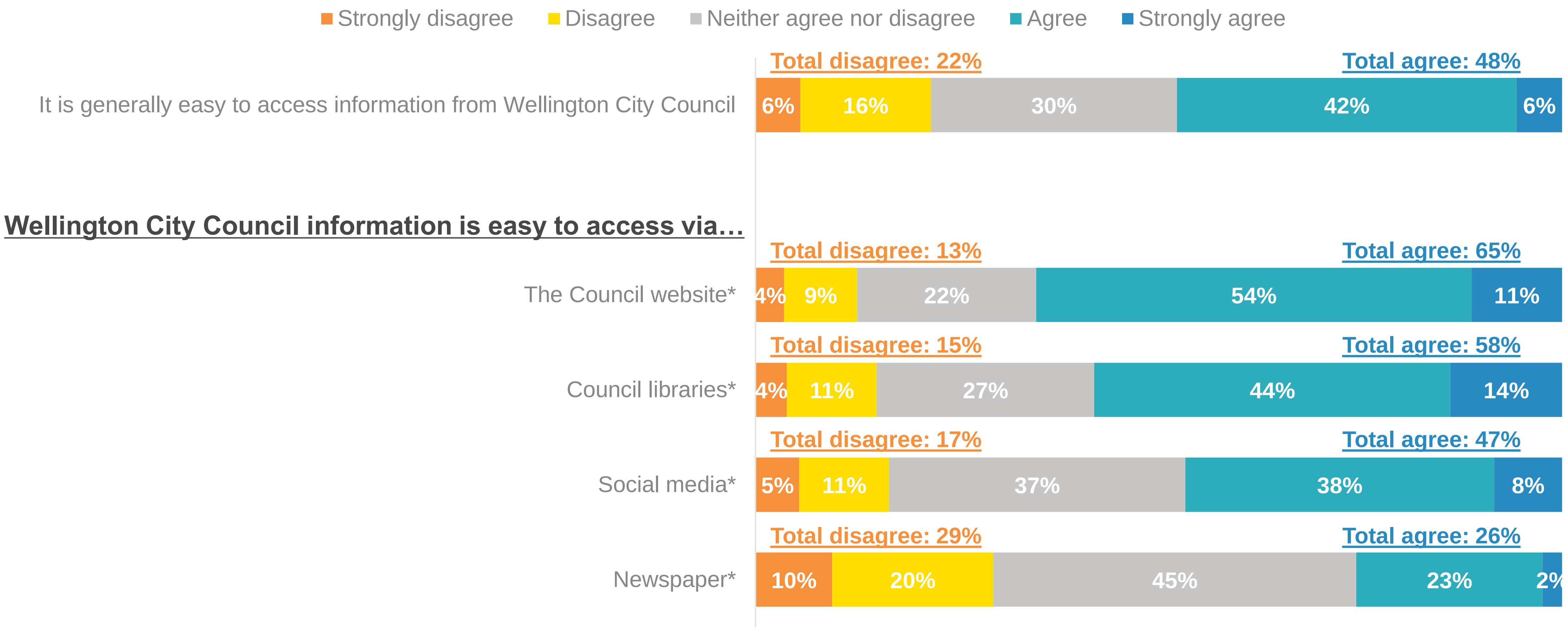
- Overall, about half of respondents (48%) agreed it was generally easy to access information from Wellington City Council.
- In terms of accessing the Council's information via different channels, the website was seen as the easiest (65% agreed it was easy to access the Council information via the Council 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 is was easy to access Council information via the libraries (65% vs 52%) and social media (54% vs 39%).

Accessing information from the Council

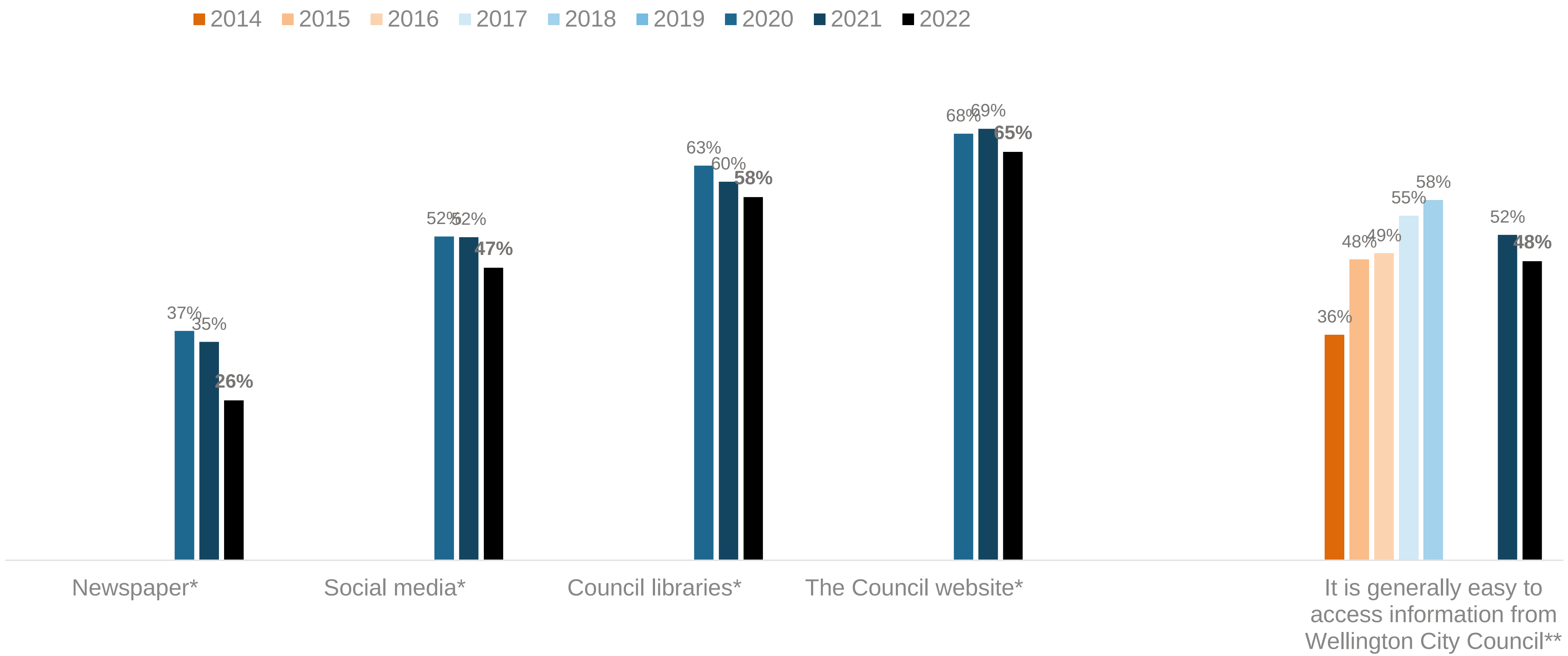
Please rate your level of agreement with the following statements:



*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***



*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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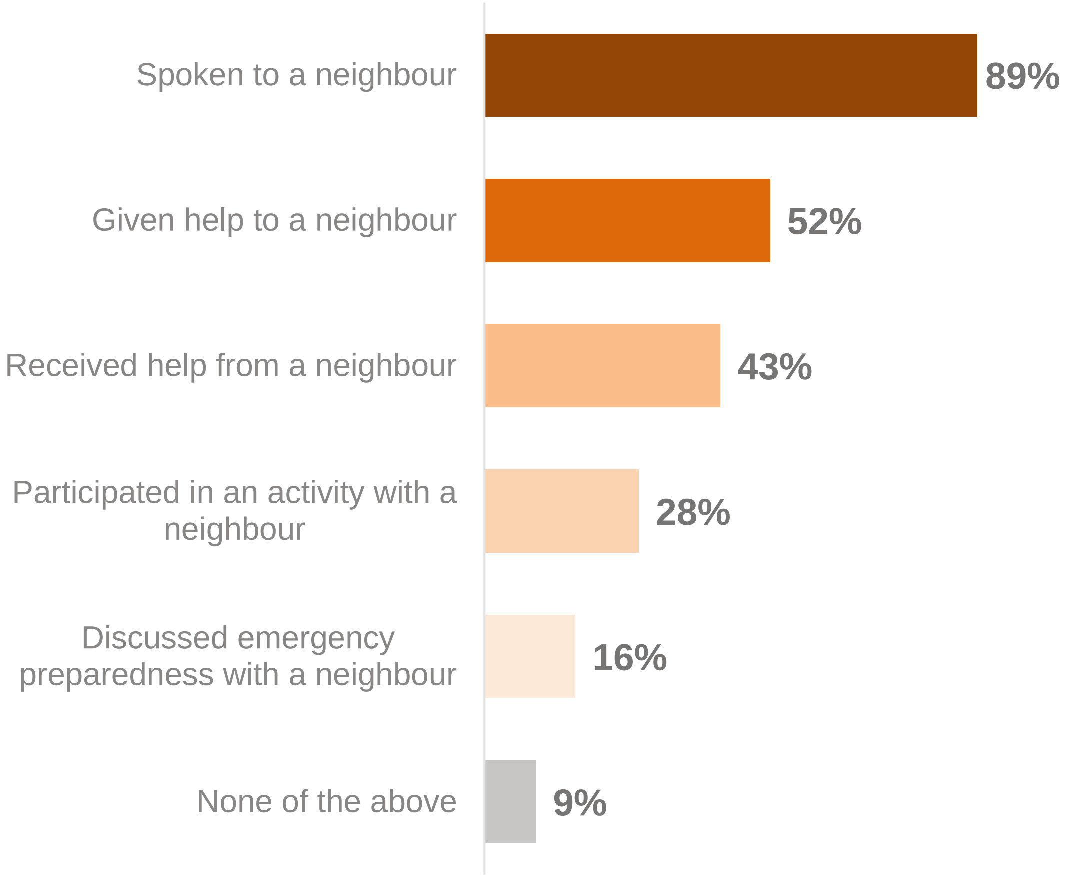
Neighbour interaction

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

- The large majority of respondents (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

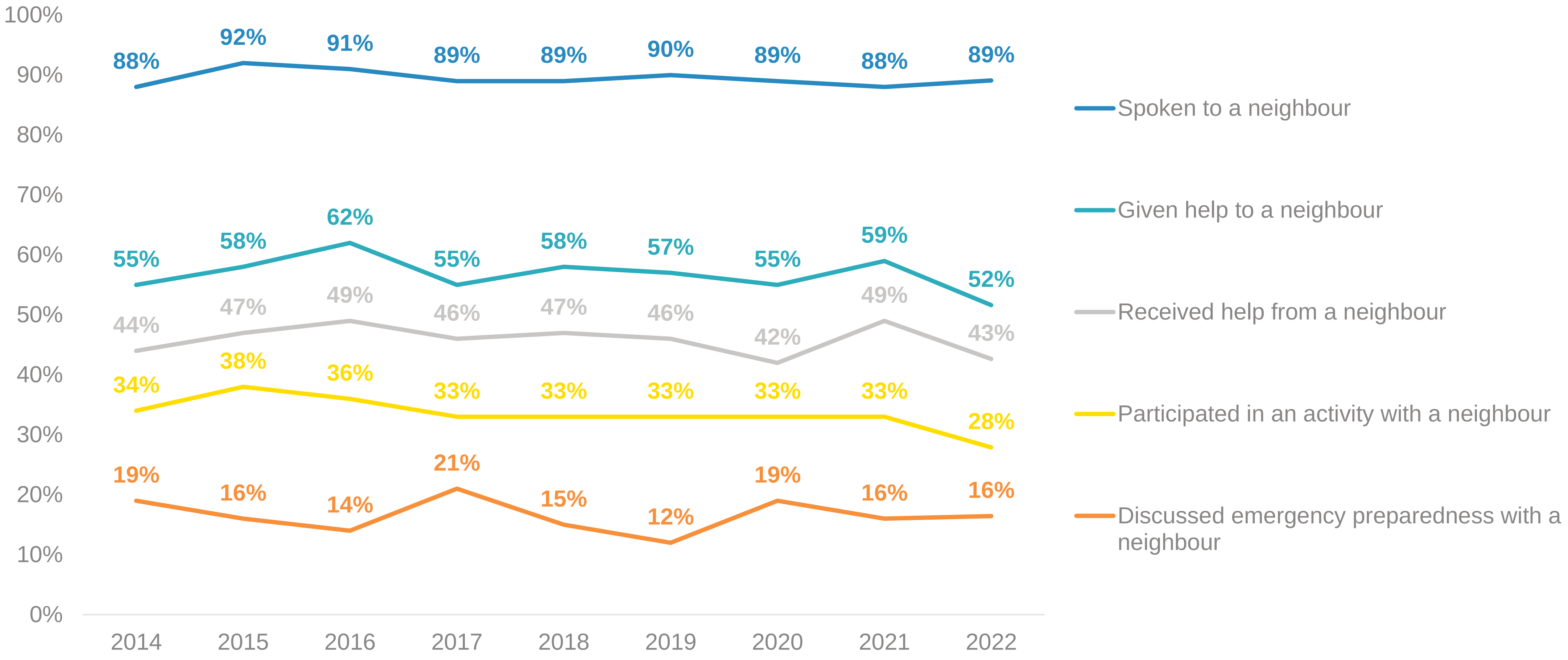
- Homeowners and respondents over 45 were more likely to have interacted with their neighbours in each of these ways.
- Respondents from the Lambton Ward reported lower levels of neighbour interactions.



Base: all respondents

Neighbour interaction – tracking

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



Base: all respondents

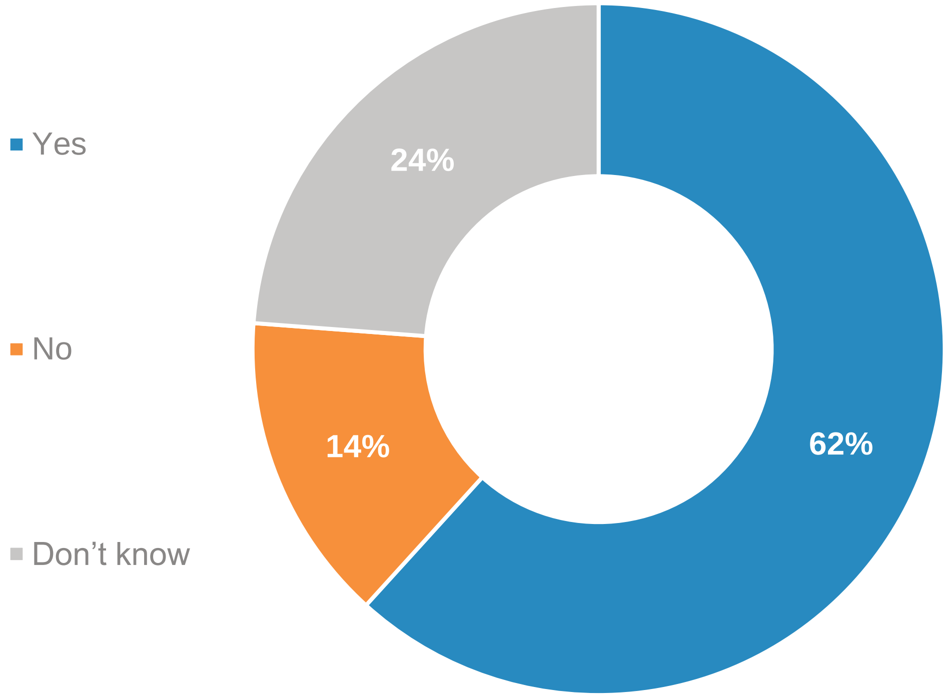
Relying on a neighbour in an emergency

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

- Almost two-thirds (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

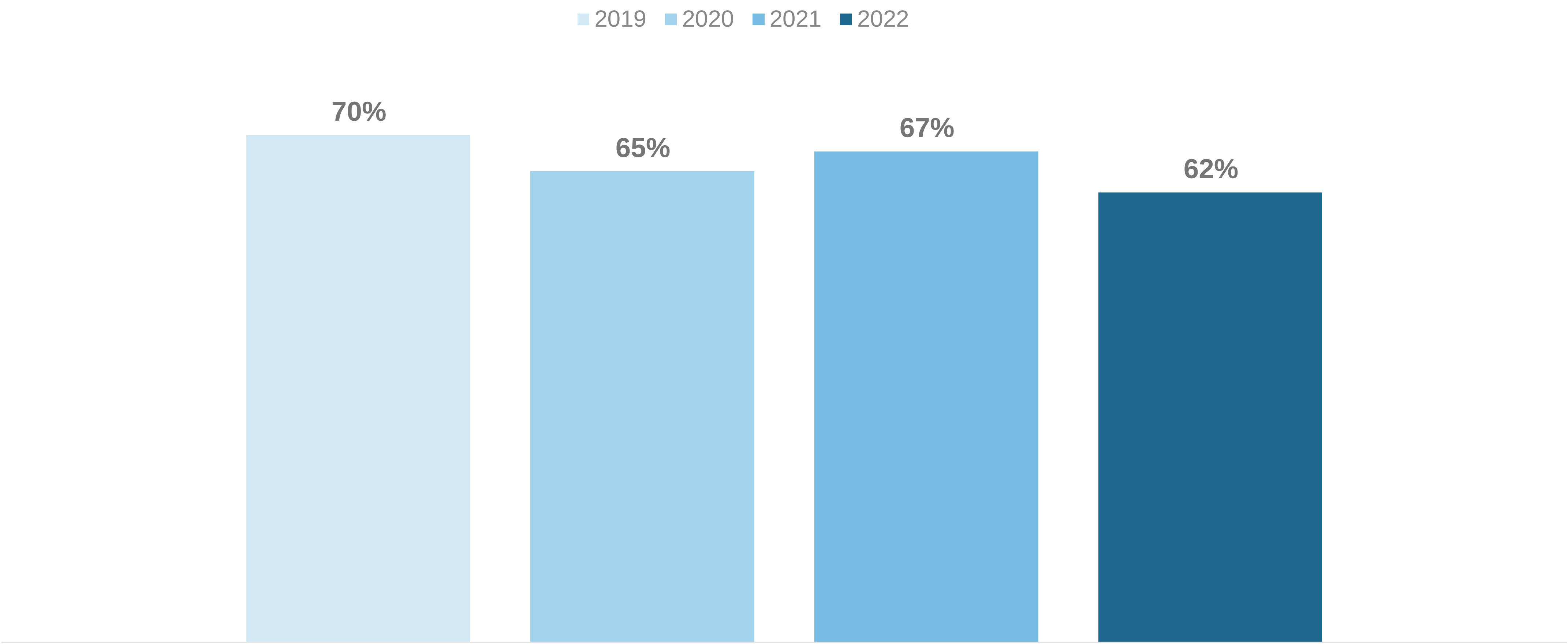
- Homeowners were more likely to say the could rely on their neighbours following an emergency compared to renters (76% vs 38%).
- Respondents 45 and over were more likely than those under 45 to say they could rely on their neighbours in an emergency (78% vs 50%).
- Respondents from the Lambton Ward were less likely to say they could rely on their neighbours after an emergency (46%).



Base: all respondents

Relying on a neighbour in an emergency – tracking

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



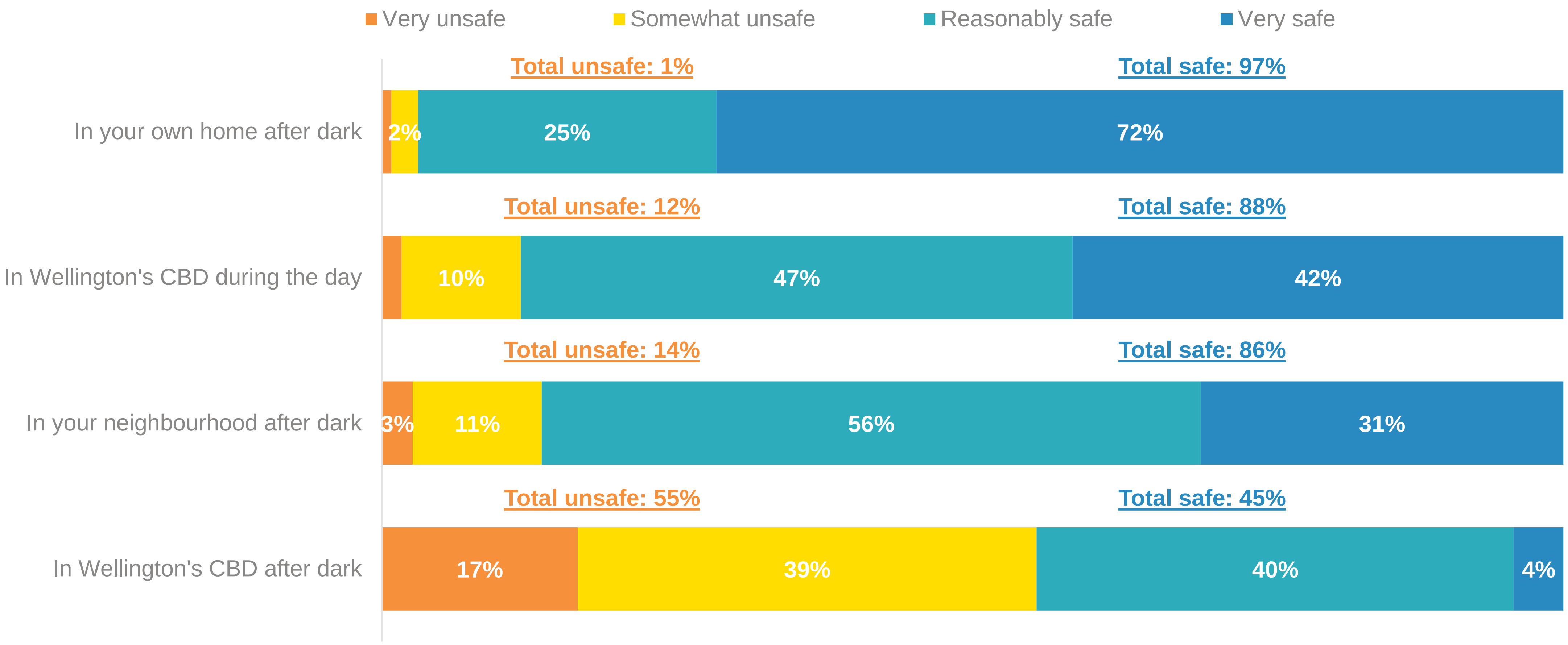
Base: all respondents

Safety in Wellington

- Almost all respondents felt safe in their own home after dark (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 CDB – 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

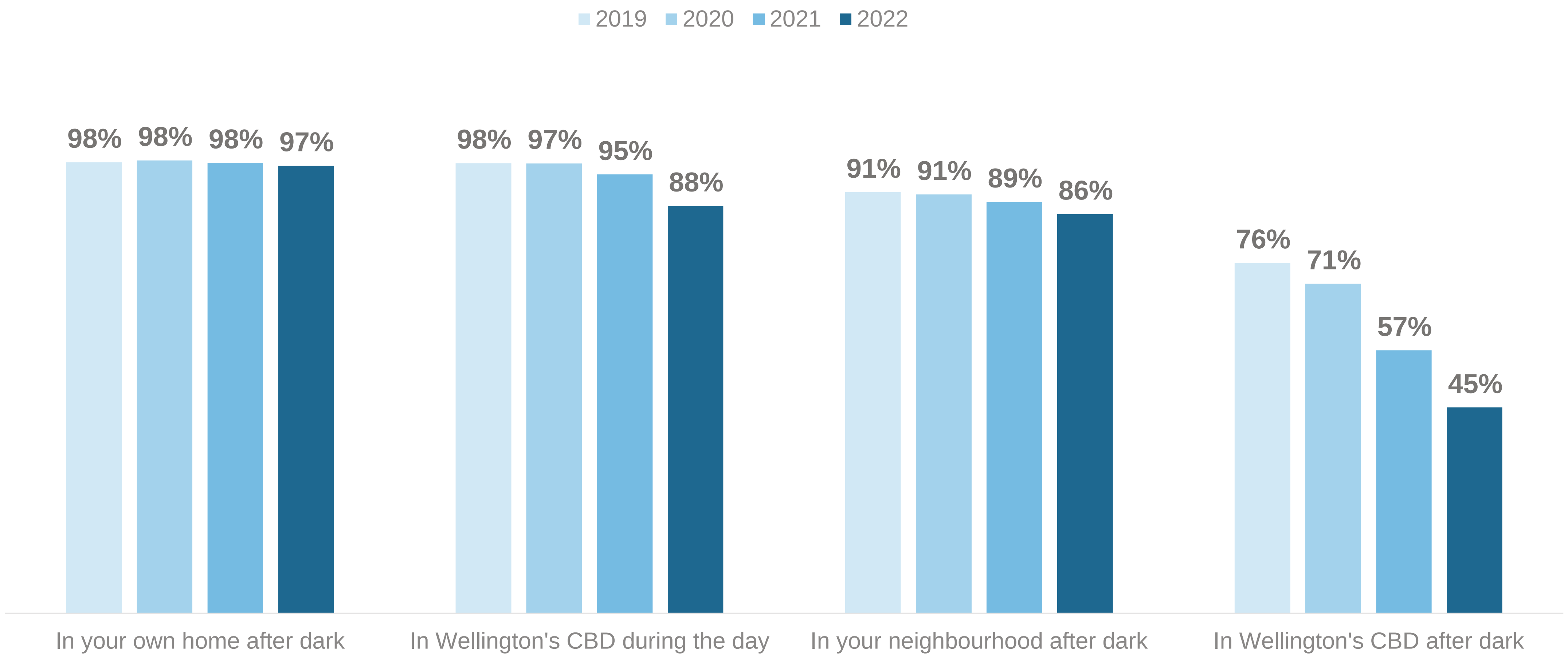
We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations:



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

Safety in Wellington – tracking

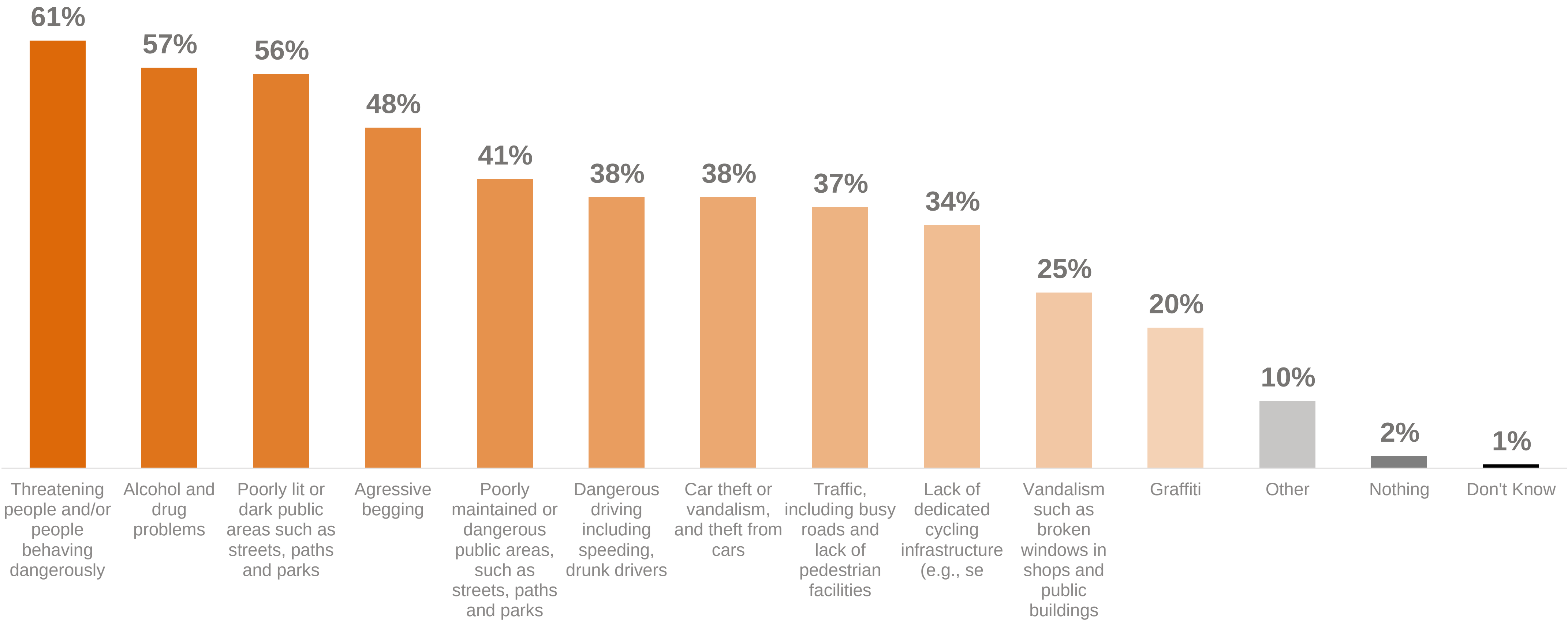
*We are interested to learn about how safe you feel in and around Wellington. Please rate how safe you feel in the following situations: **total 'safe'***



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

Reasons for feeling unsafe

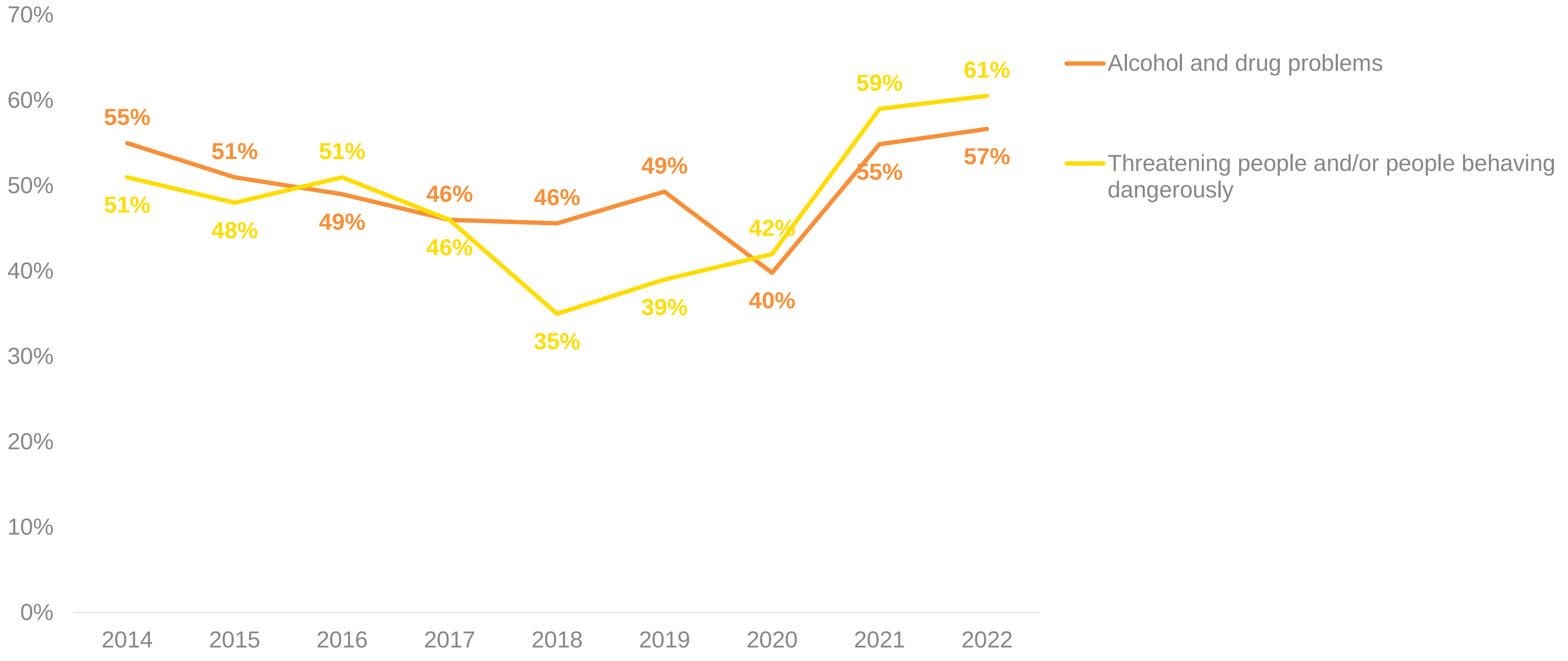
The following list identifies things that can make people feel unsafe in their neighbourhoods or city. Which of the following, if any, do you find particularly concerning in Wellington at present?



Base: all respondents

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

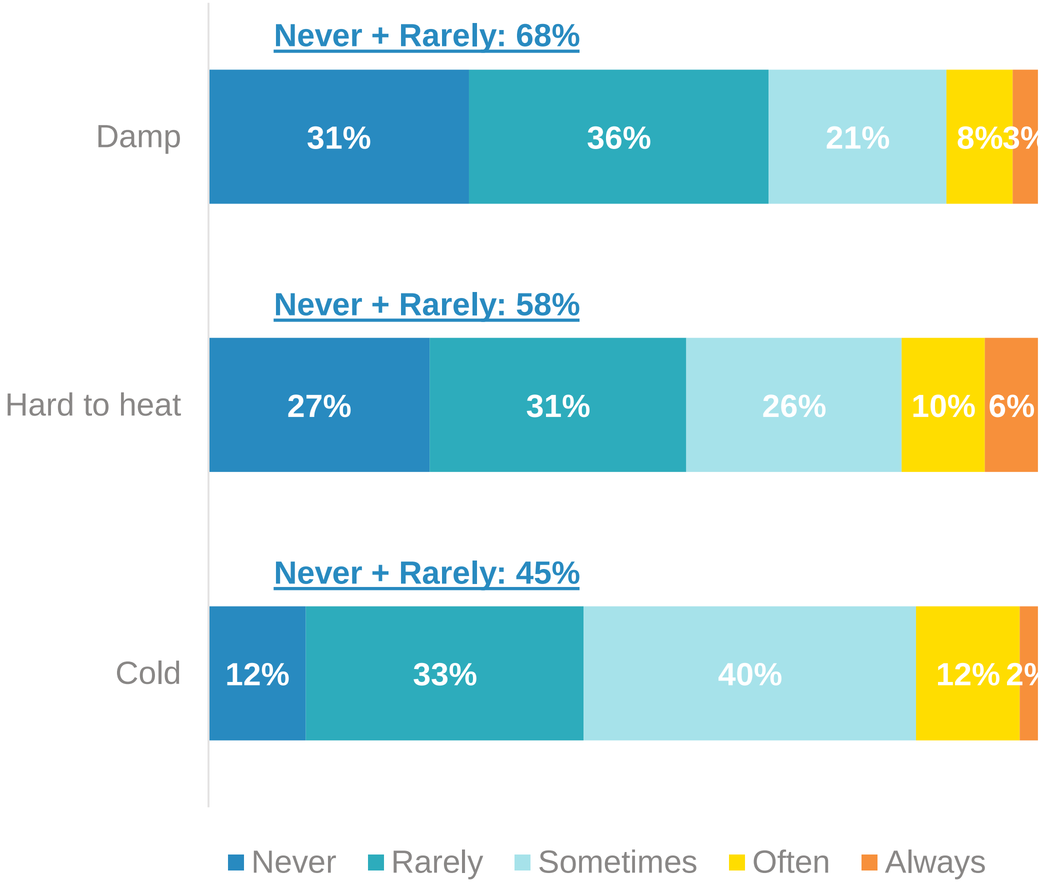
Healthy homes attributes

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

- 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

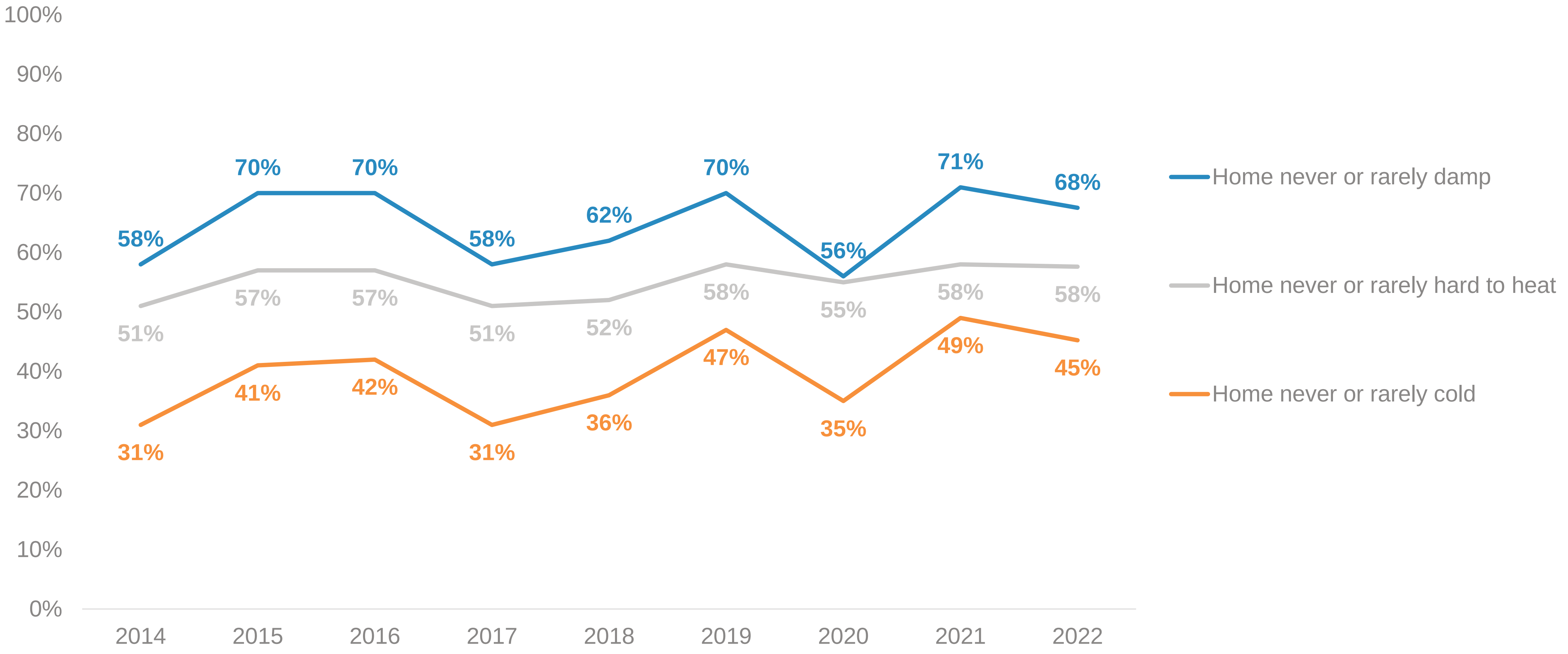
- Respondents aged 60 and over were more likely than respondents aged 18-29 to answer 'never' or 'rarely' for all three of these healthy homes attributes.
- The same was true when comparing homeowners to renters.



Base: all respondents

Healthy homes attributes – tracking

We are interested to learn the 'health' of homes in and around Wellington. Is your home: ***never + rarely***



Base: all respondents

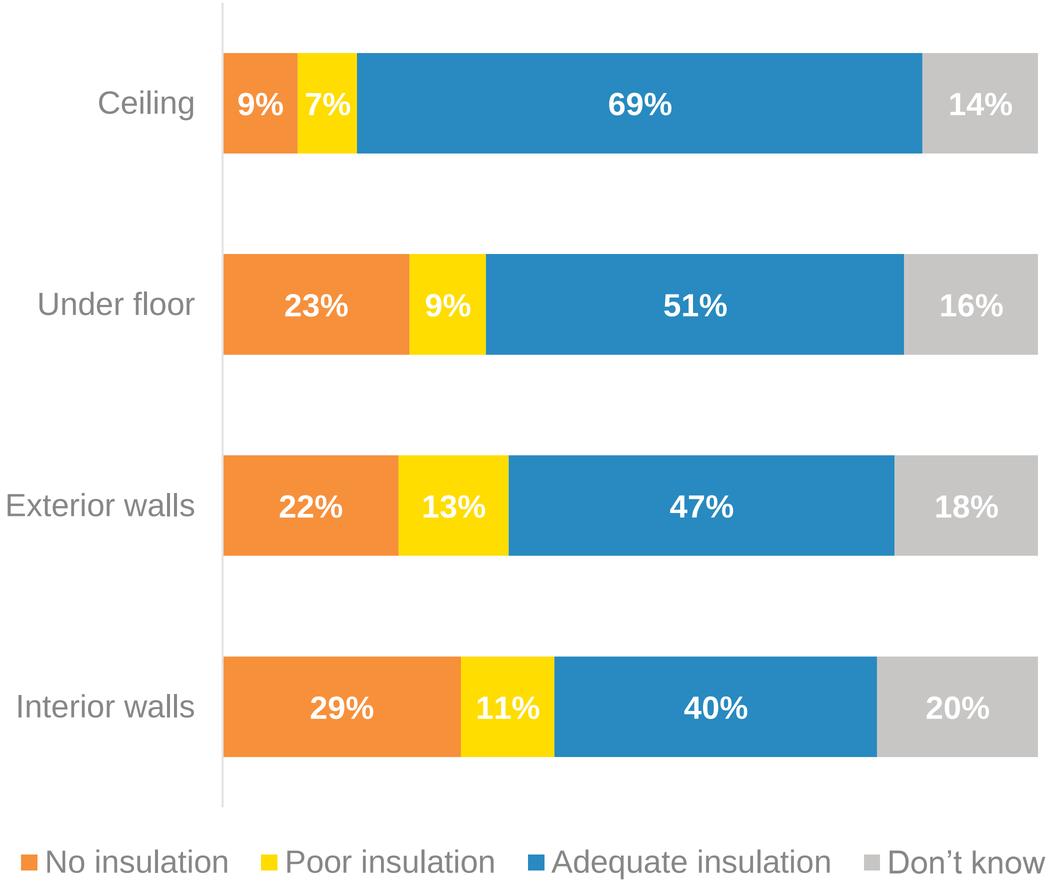
Home insulation

- 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 insultation 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.

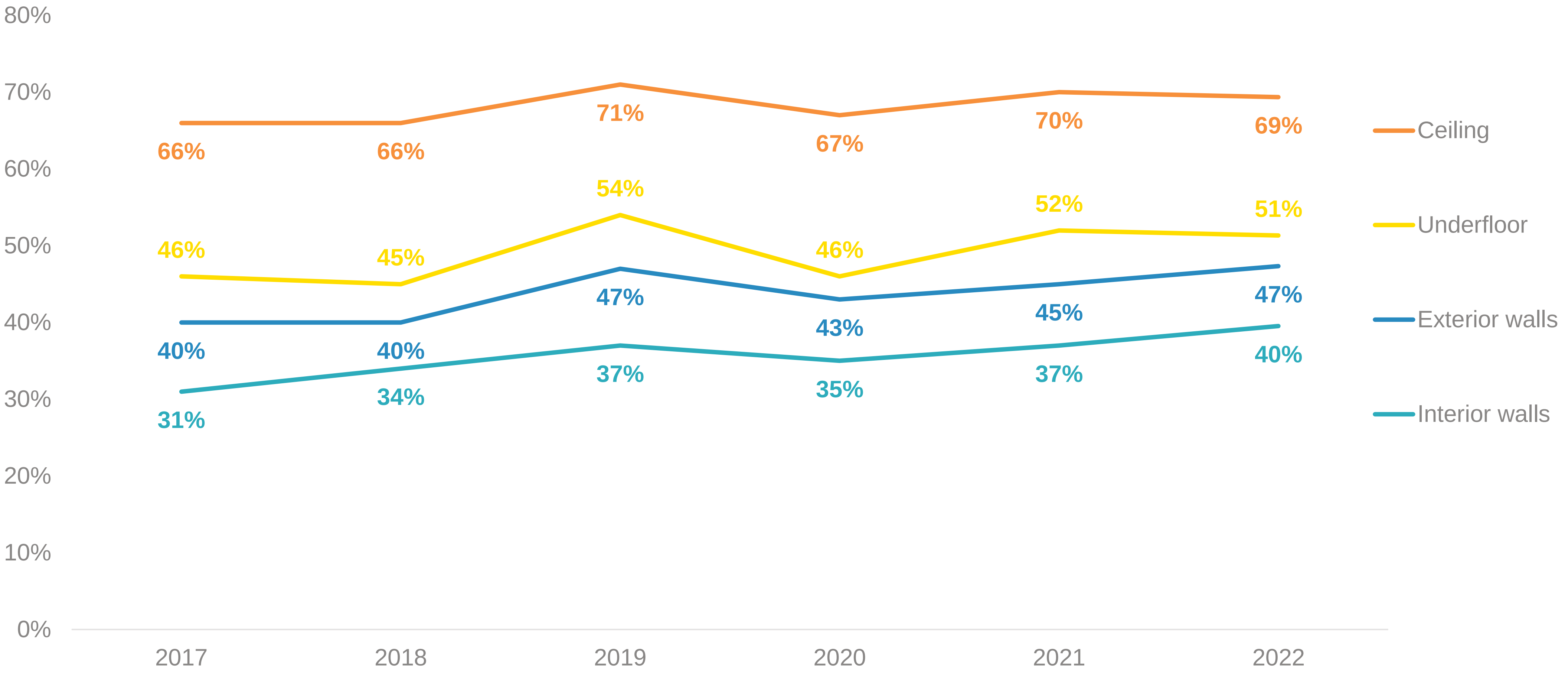
What level of insulation does your home have in the following areas:



Base: all respondents

Home insulation – tracking

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



Base: all respondents

Cultural Wellbeing

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

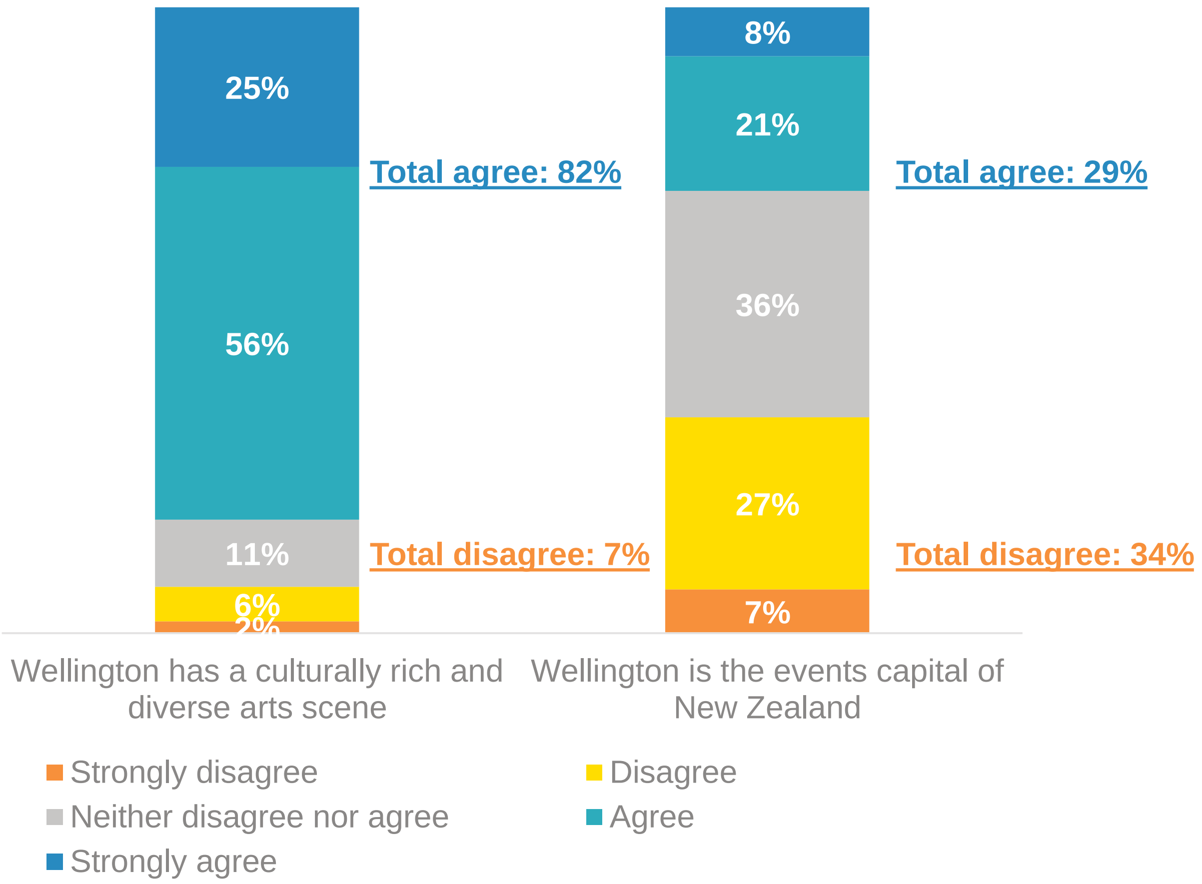
Arts and culture opportunities in Wellington

- 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

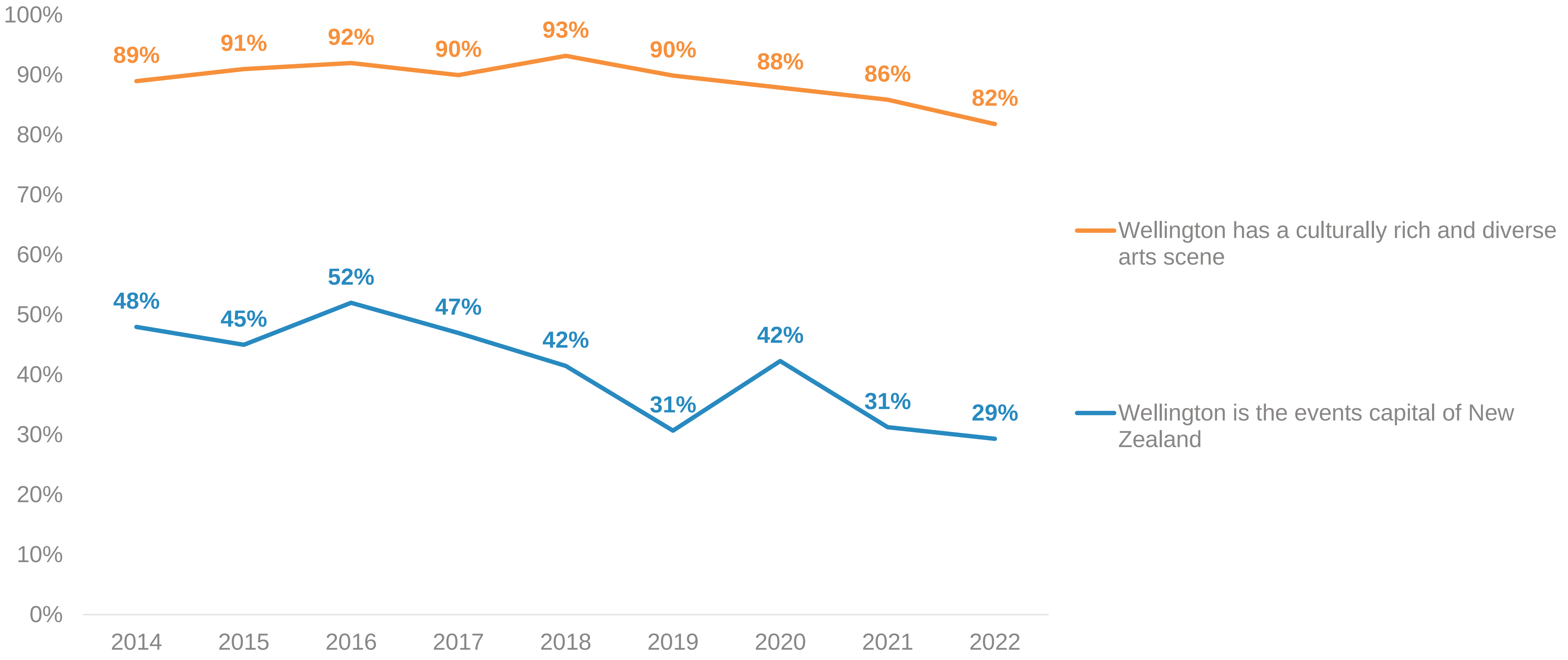
Thinking generally about opportunities for arts and culture in Wellington… Please rate your level of agreement with the following statements:



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

Arts and culture opportunities in Wellington – tracking

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



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

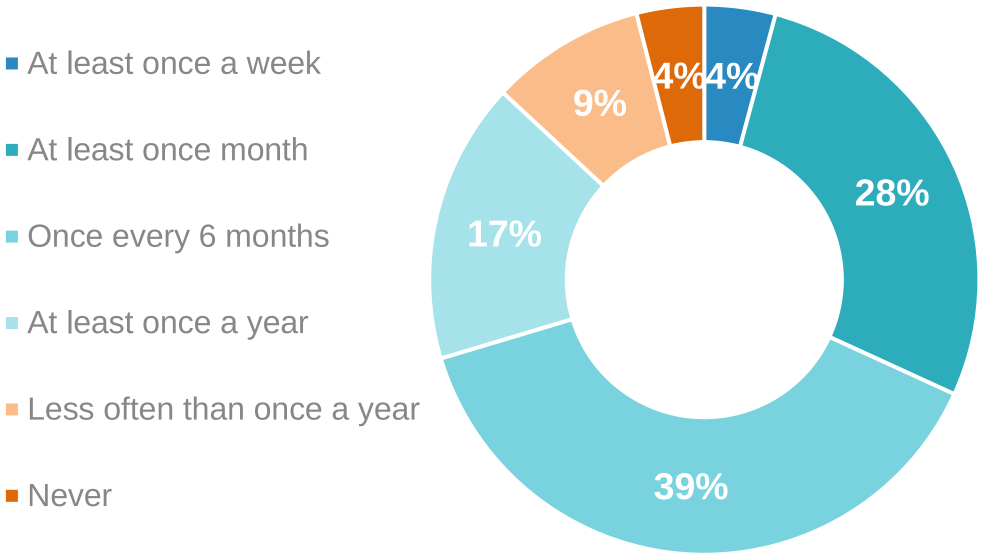
Participation in cultural or arts activities

In general, how frequently do you attend, participate or engage with cultural or arts activities in Wellington?

- Almost nine in ten respondents (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.

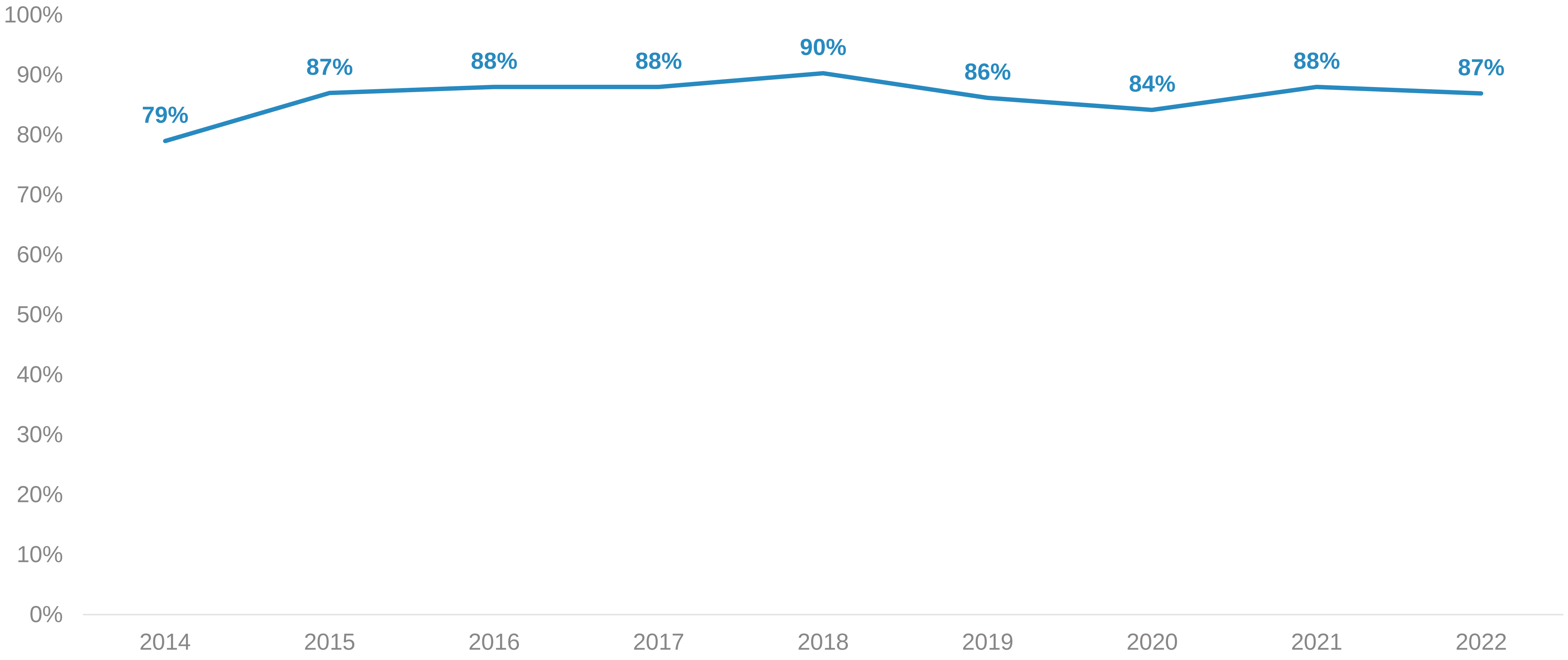
Demographic differences

- 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).



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')

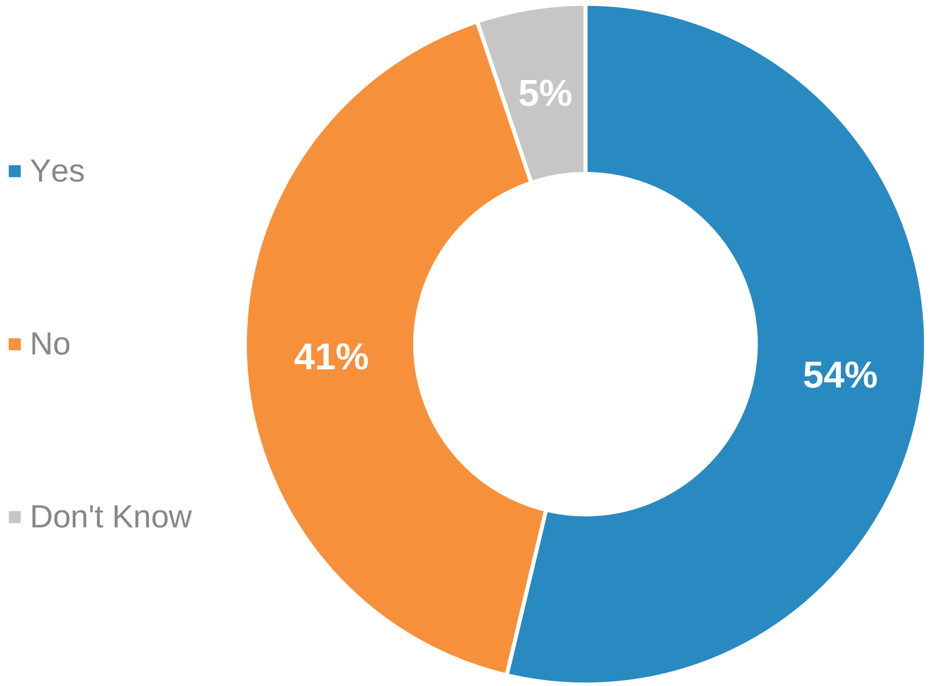
Participation in a Council delivered arts and culture events

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

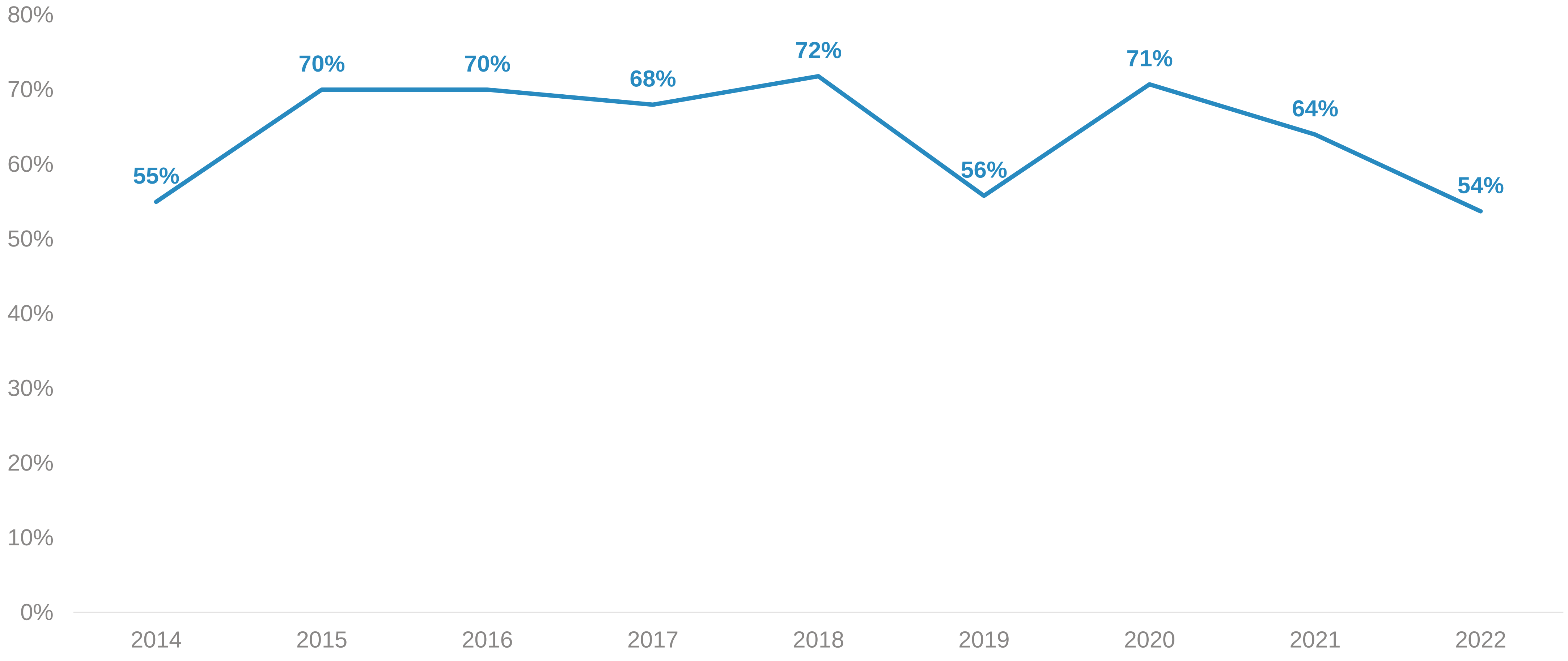
- Respondents aged under 45 were more likely to have attended a Council delivered arts and culture event in the past year compared to those 45 and over (62% vs 42%).
- Northern Ward respondents were less likely likely to have attended a council delivered arts or cultural event in the past year (43%).
- 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%)



Base: all respondents

Participation in a Council delivered arts and culture events – tracking

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



Base: all respondents

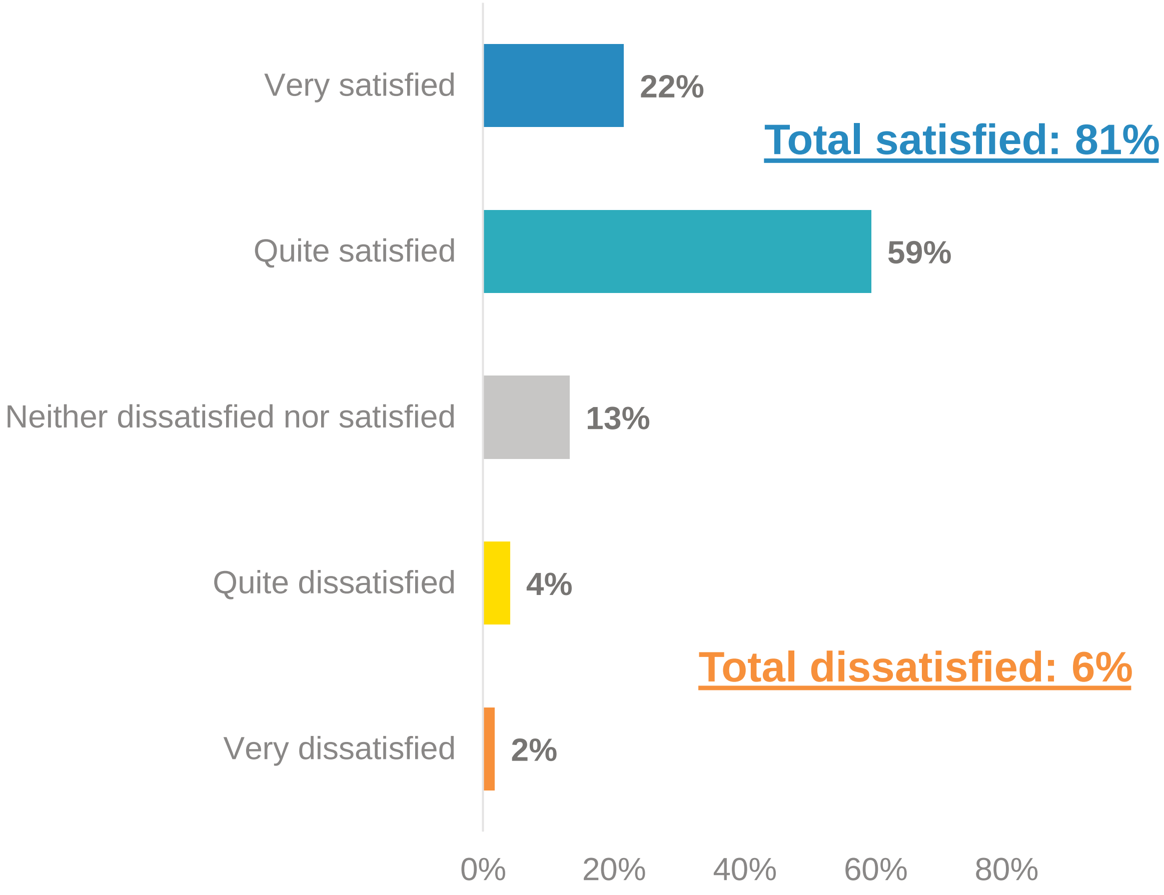
Satisfaction with a Council delivered arts and culture event

- Satisfaction with a Council delivered arts and cultural events was very high among those respondents who said they had attended one in the past year. 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.

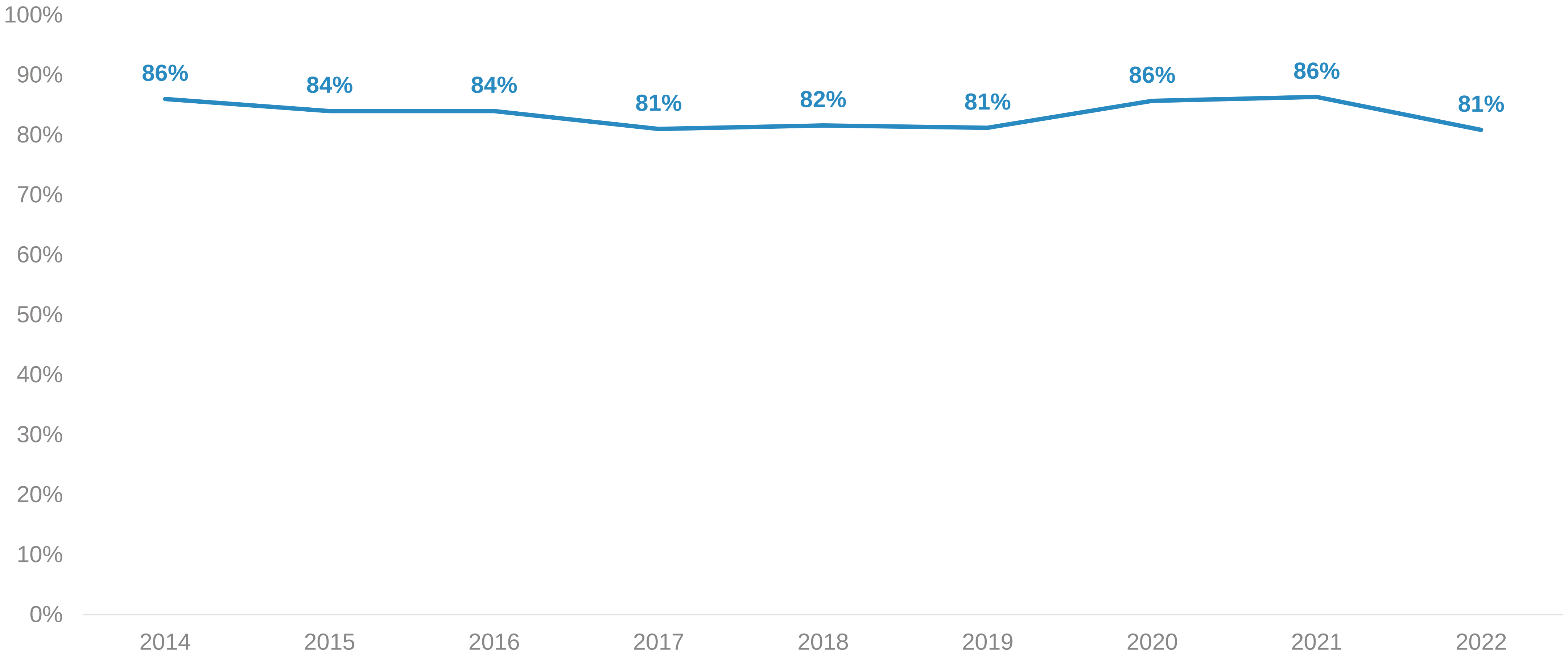
Please rate your overall level of satisfaction with the Council delivered arts and cultural events or festivals you attended.



Base: respondents who said they had attended a Council delivered arts and culture event in the past year (excluding 'don't know') (n=435)

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

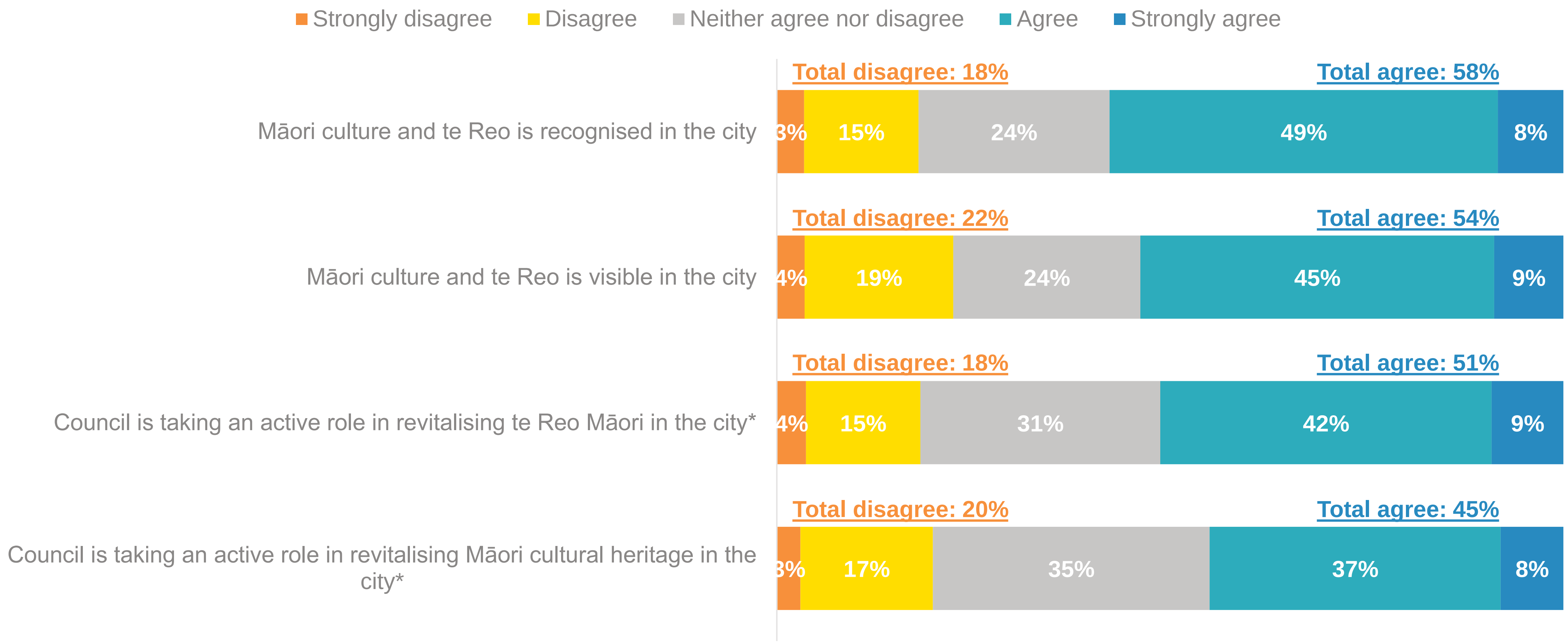
- All four statements relating to Māori culture and te Reo being recognised, visible and the Council taking an active role in revitalising te Reo Māori and Māori culture in the city received a similar level of agreement (around 45-58%).
- Agreement is higher across the board, however the two statements 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:



*Base: all respondents (excluding 'don't know'); *very high proportion of don't know responses (15%-18%) which are excluded from analysis*

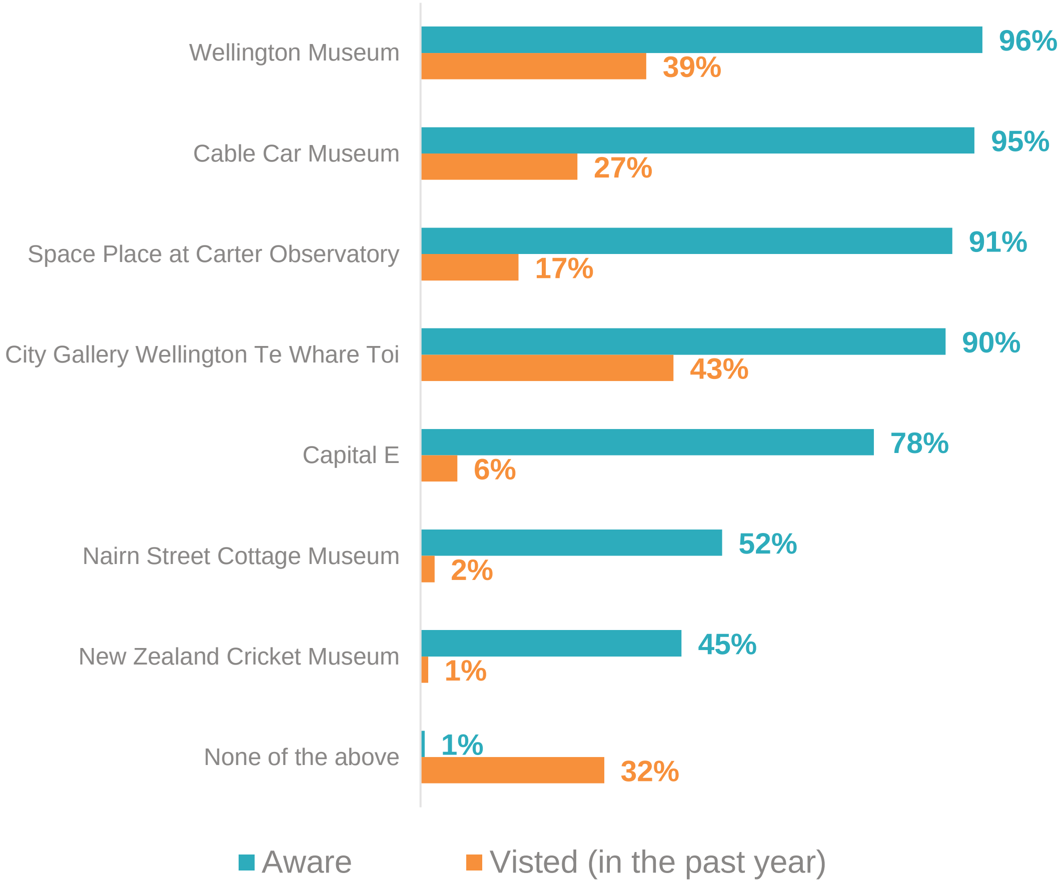
Wellington museums and galleries awareness and visitation

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]?

- 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

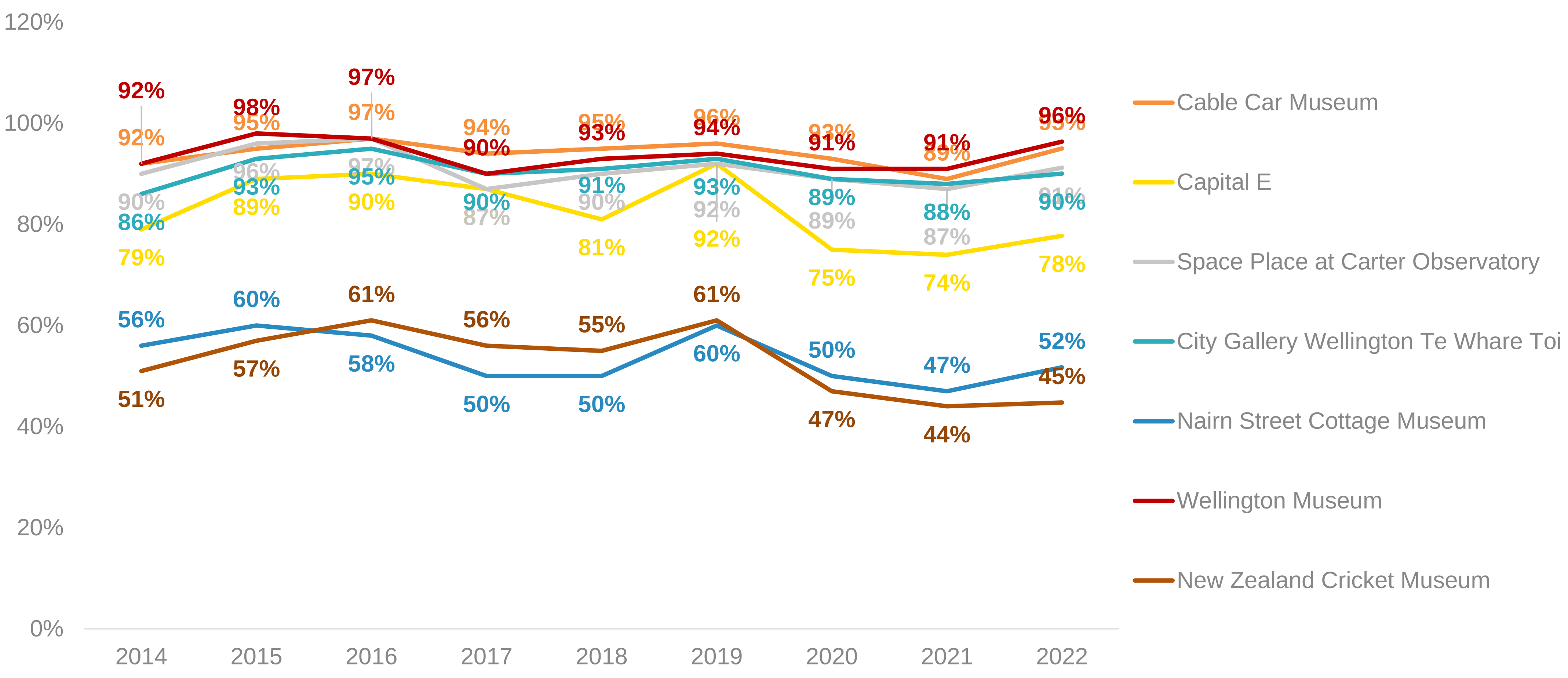
- Awareness was generally higher for females.
- Respondents 45 and over had higher awareness of Capital E, Nairn Street Cottage and NZ Cricket Museum.
- Respondents aged 30-44 were more likely to say they had visited Capital E and Space Place.
- Respondents from the Northern Ward were less likely to say they has visited Te Whare Toi.



Base: all respondents

Wellington attractions awareness – tracking

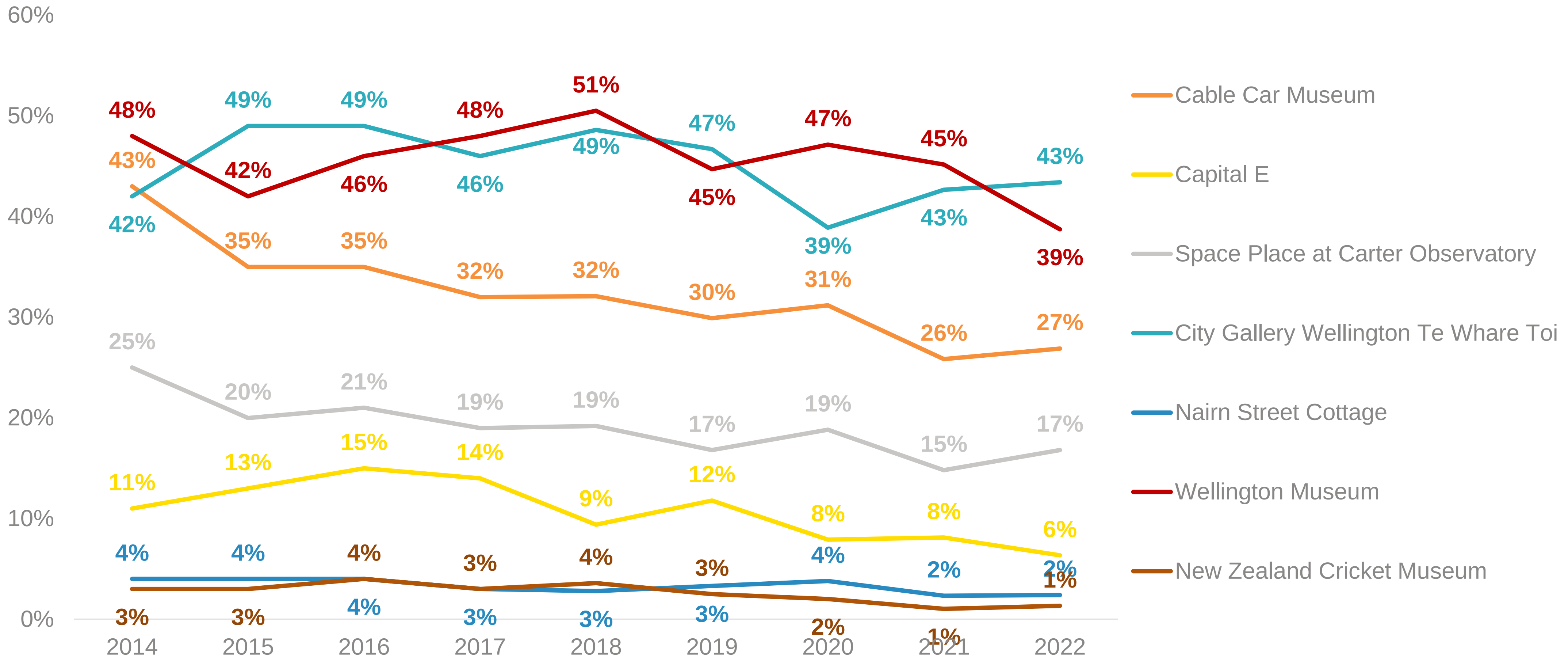
Which of the following Wellington attractions are you aware of?



Base: all respondents

Wellington attractions visitation – tracking

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



Base: all respondents

Wellington attractions experience

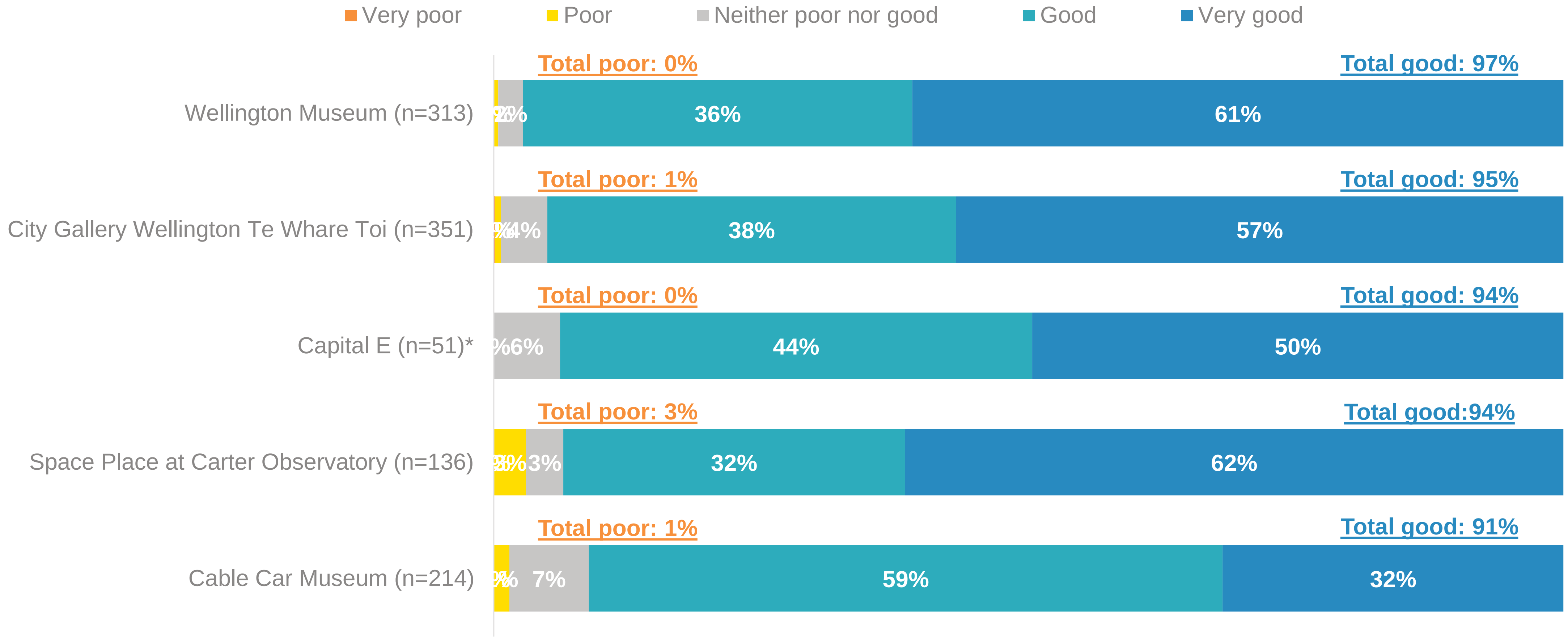
- Satisfaction was consistently high across the museums and galleries.
- Note: sample sizes of respondents that had visited some venues was too low to analyse (Nairn Street Cottage Museum and New Zealand Cricket Museum).
- Results were generally consistent with previous years.

Demographic differences

- There were no demographic differences for this question.

Wellington attractions experience

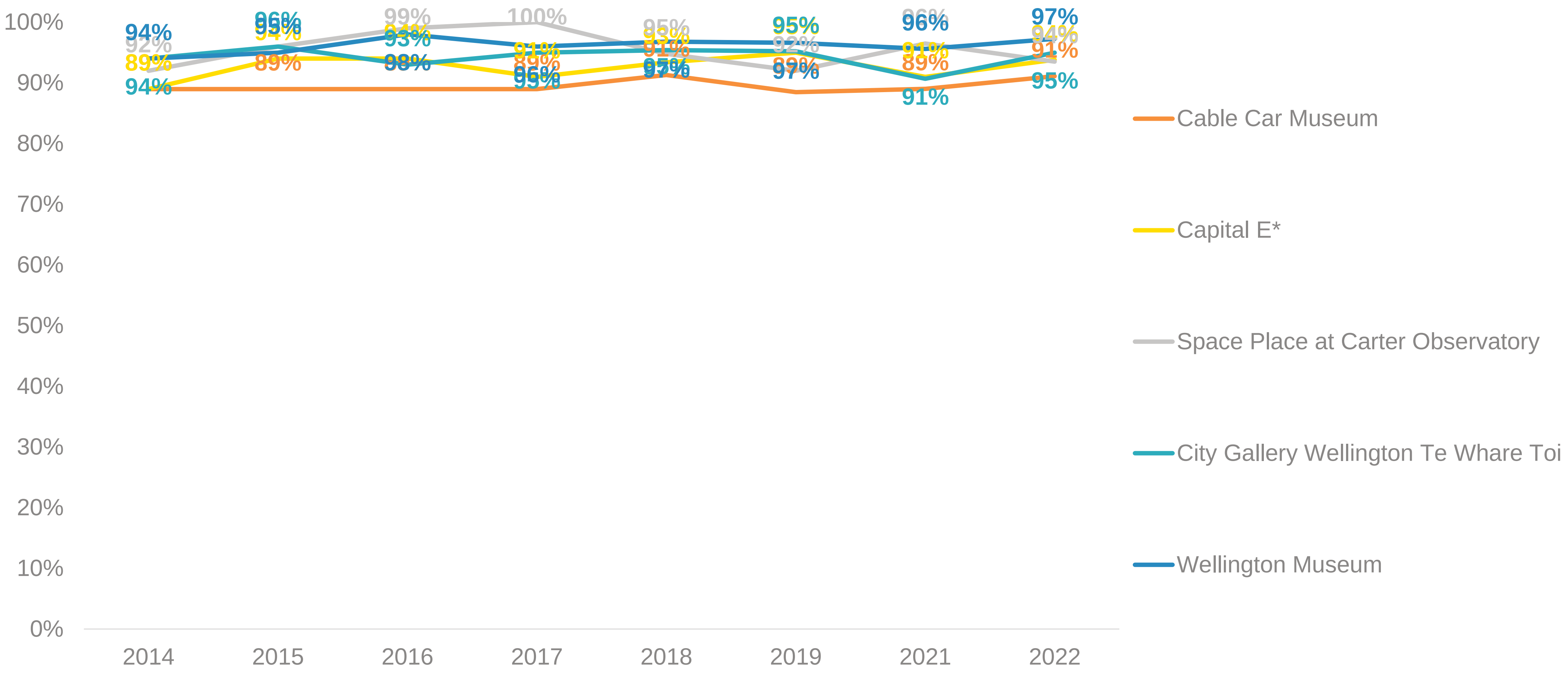
Please rate your overall experience at...



*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*
Nairn Street Cottage Museum and New Zealand Cricket Museum not included as sample size too low (<30)

Recreation

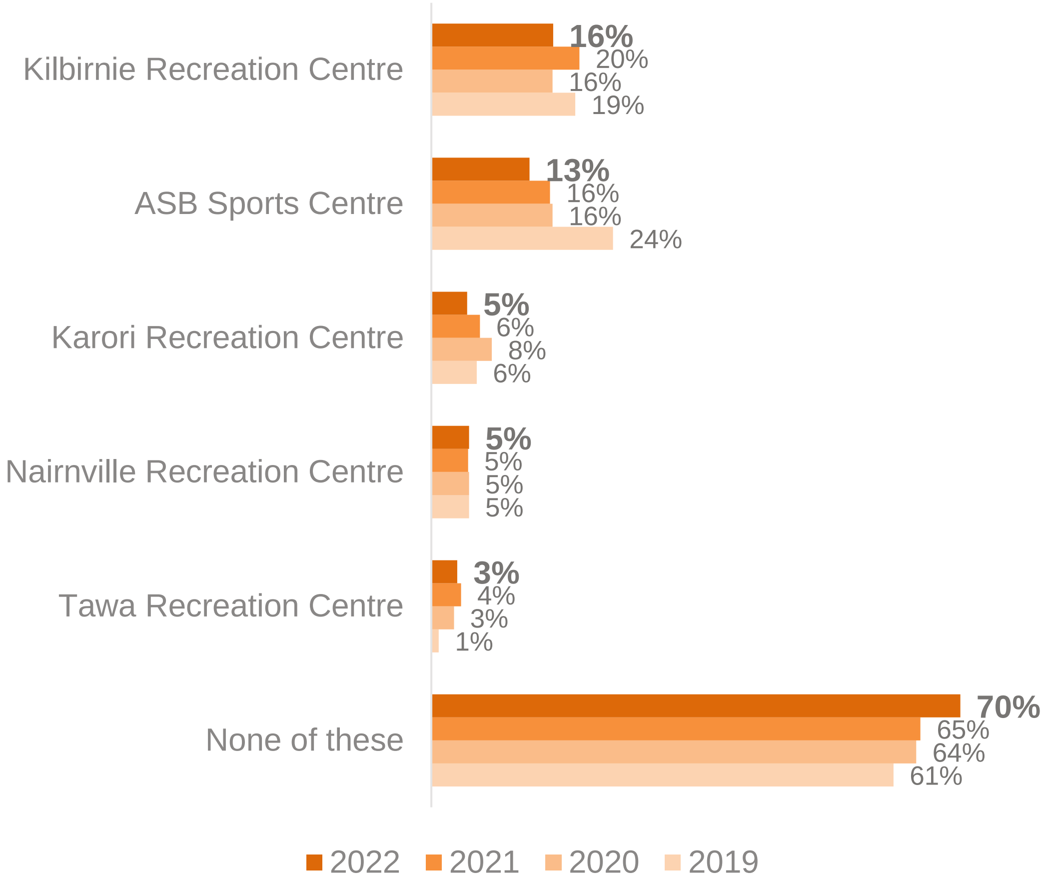
Sport and recreation facilities usage

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").

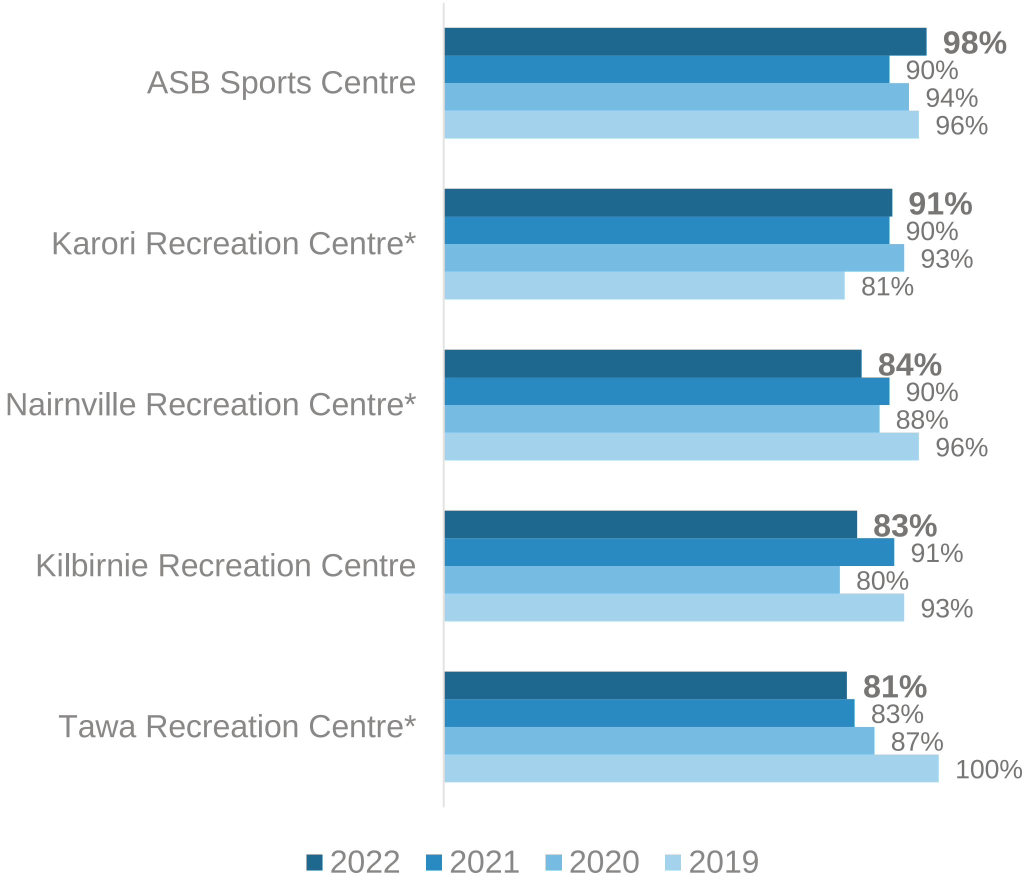


Base: all respondents

Sport and recreation facilities satisfaction

- Respondents who had used each facility were asked to rate their level of satisfaction with them.
- Satisfaction was consistently high across all the facilities.
- It is difficult to determine any up or downward trends, or demographic differences, given the expected variation in results with low sample sizes (as low as n=28 for Tawa and n=133 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=28-133); *small sample size, indicative results only*

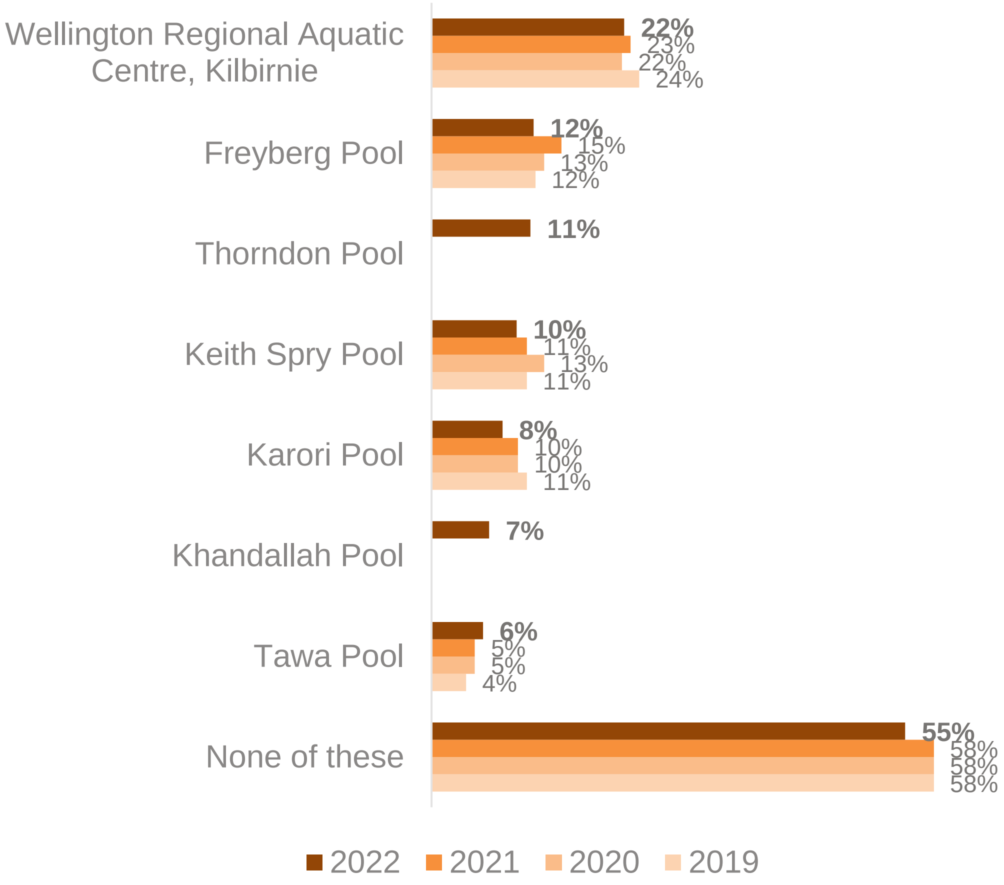
Wellington City Council pool usage

- 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?

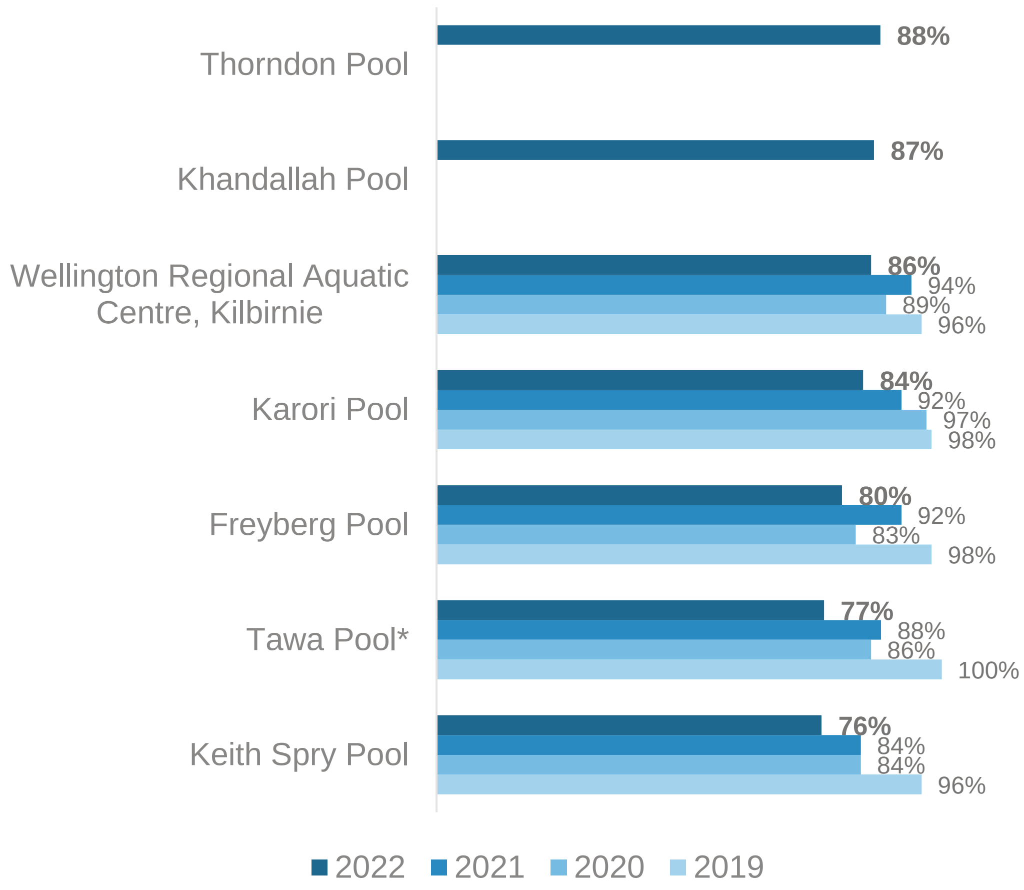


Base: all respondents

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*

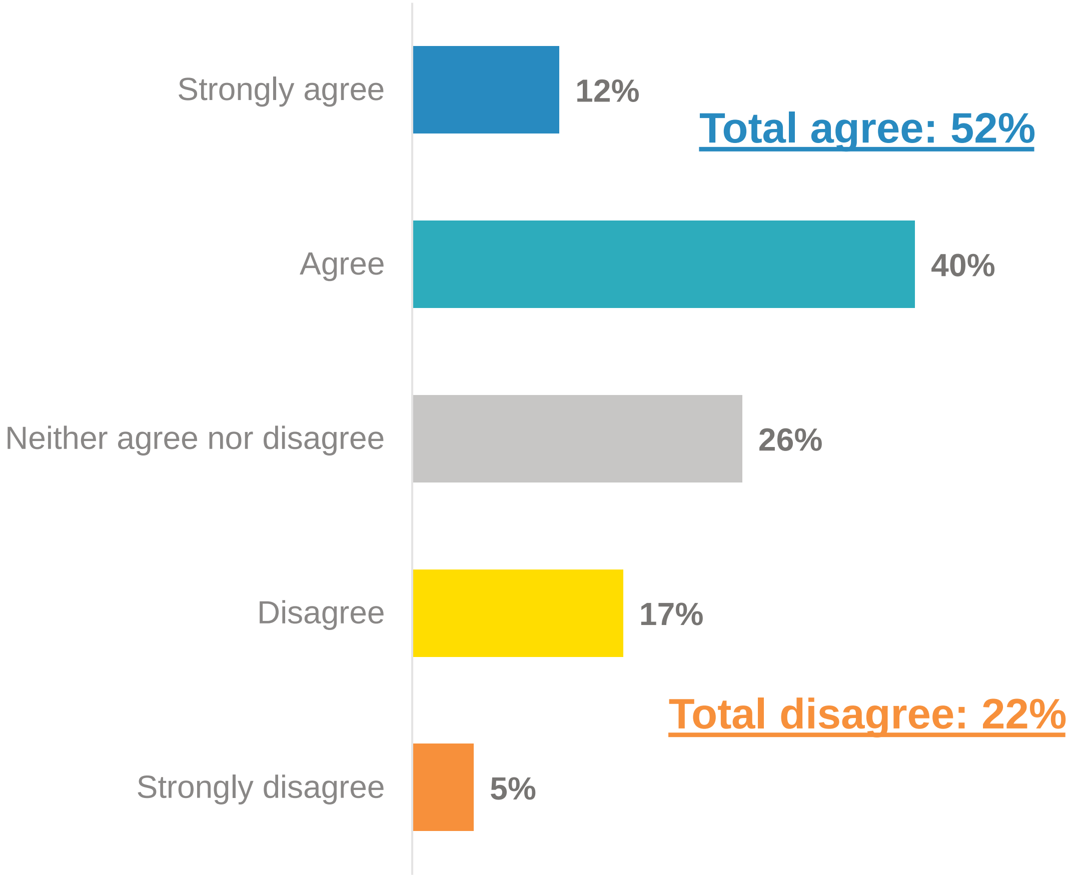
Wellington City Council pool affordability

- 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.

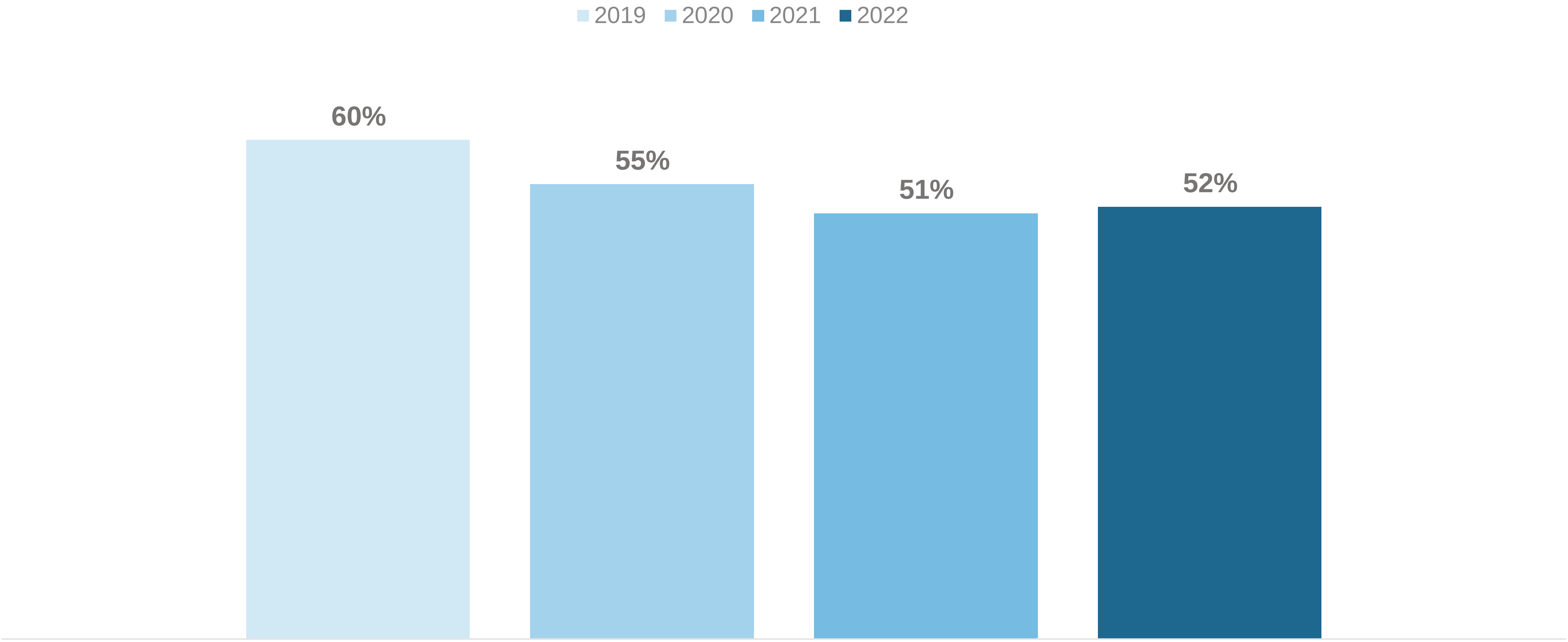
To what extent do you agree or disagree that Wellington City Council pool admission charges are affordable?



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (36%) which are excluded from analysis*

Wellington City Council pool affordability – tracking

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



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (36% in 2022) which are excluded from analysis*

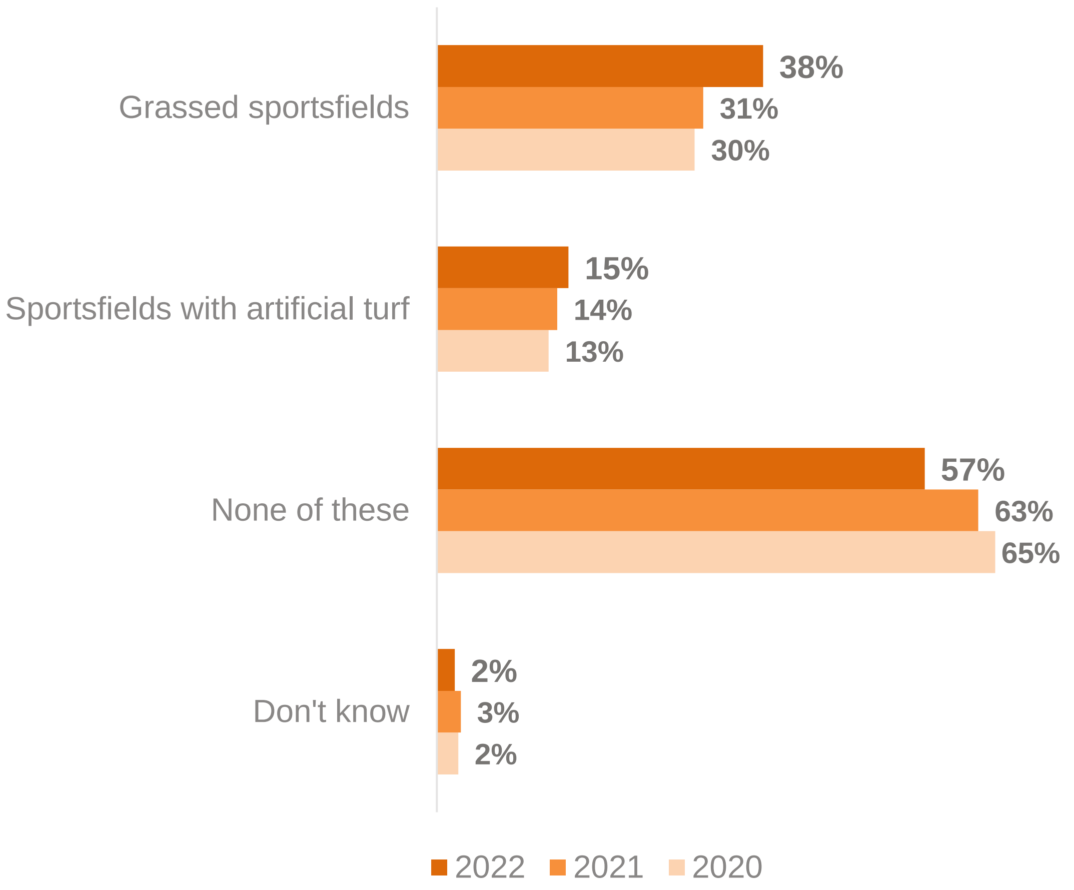
Wellington City Council sportsground usage

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

- 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%).



Base: all respondents

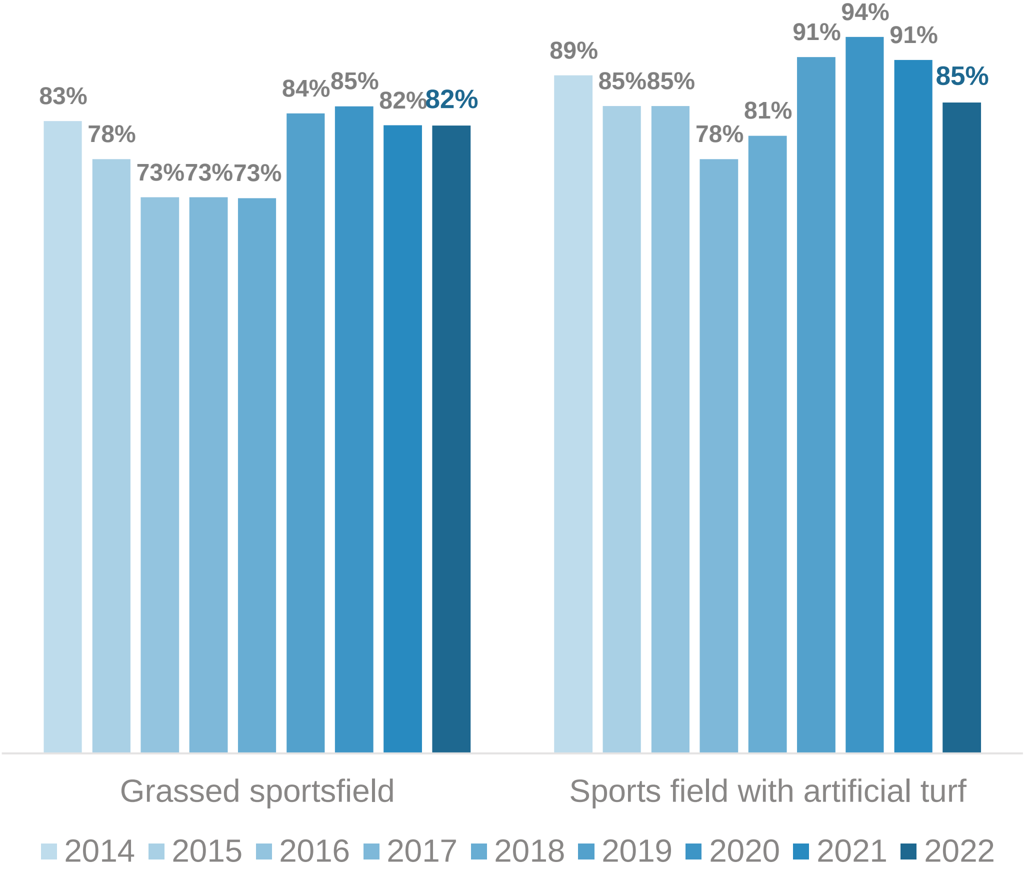
Wellington City Council sportsground satisfaction

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 remined 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)

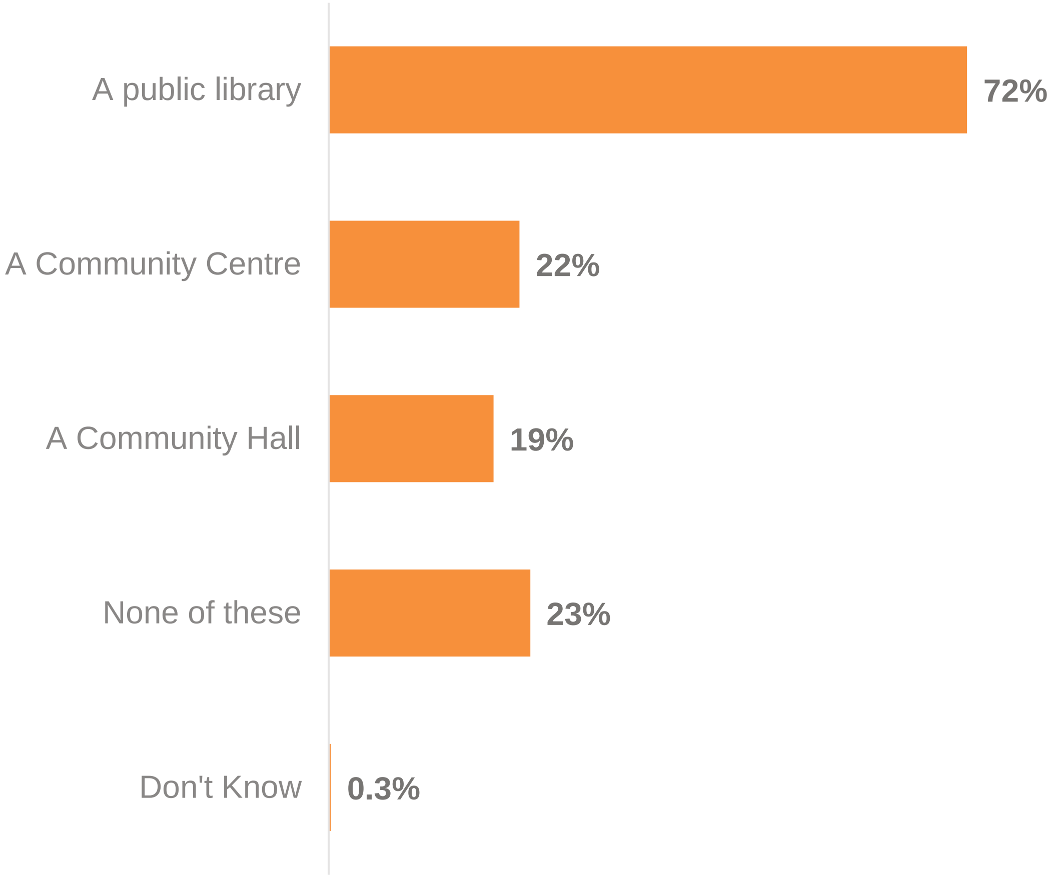
Wellington City Council community facilities usage

- 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%).

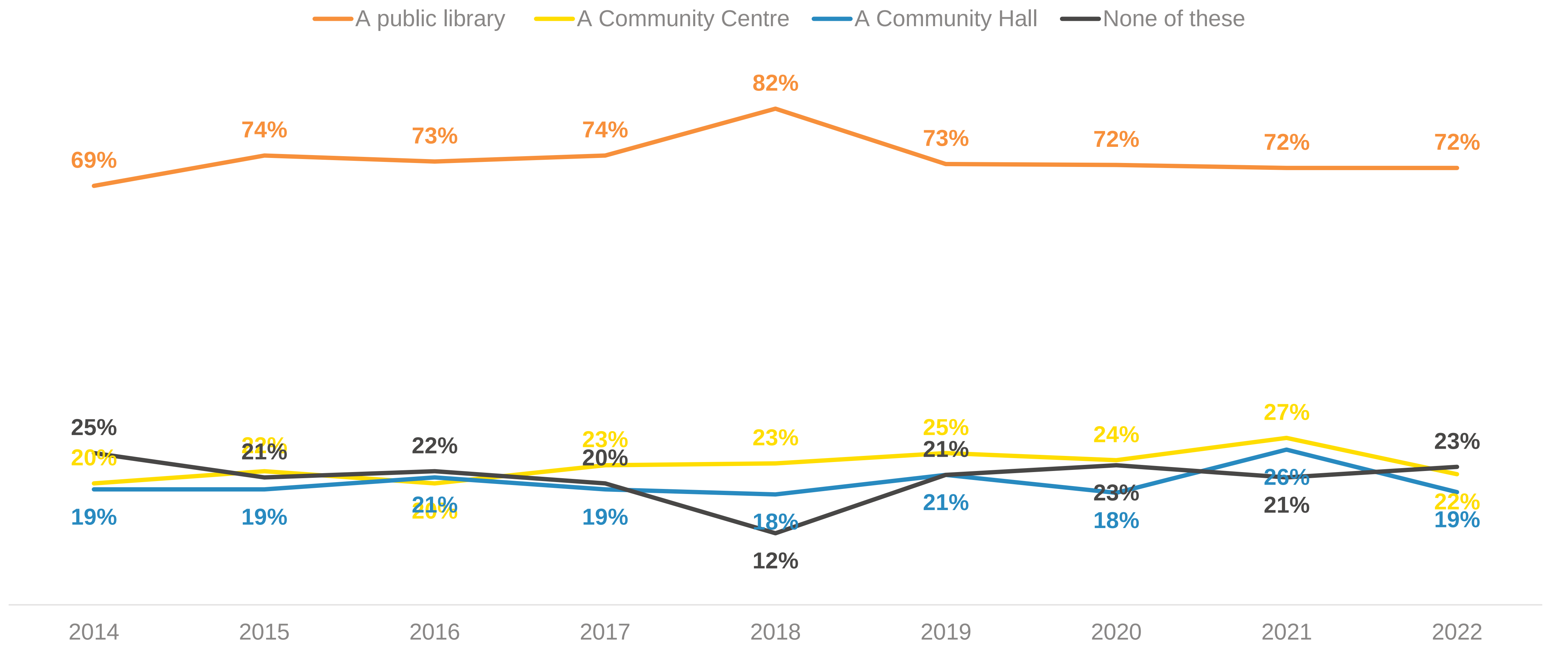
Have you used or physically visited any of the following Wellington City Council community facilities in the past 12 months?



Base: all respondents

Wellington City Council community facilities usage – tracking

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



Base: all respondents

Community facilities experience

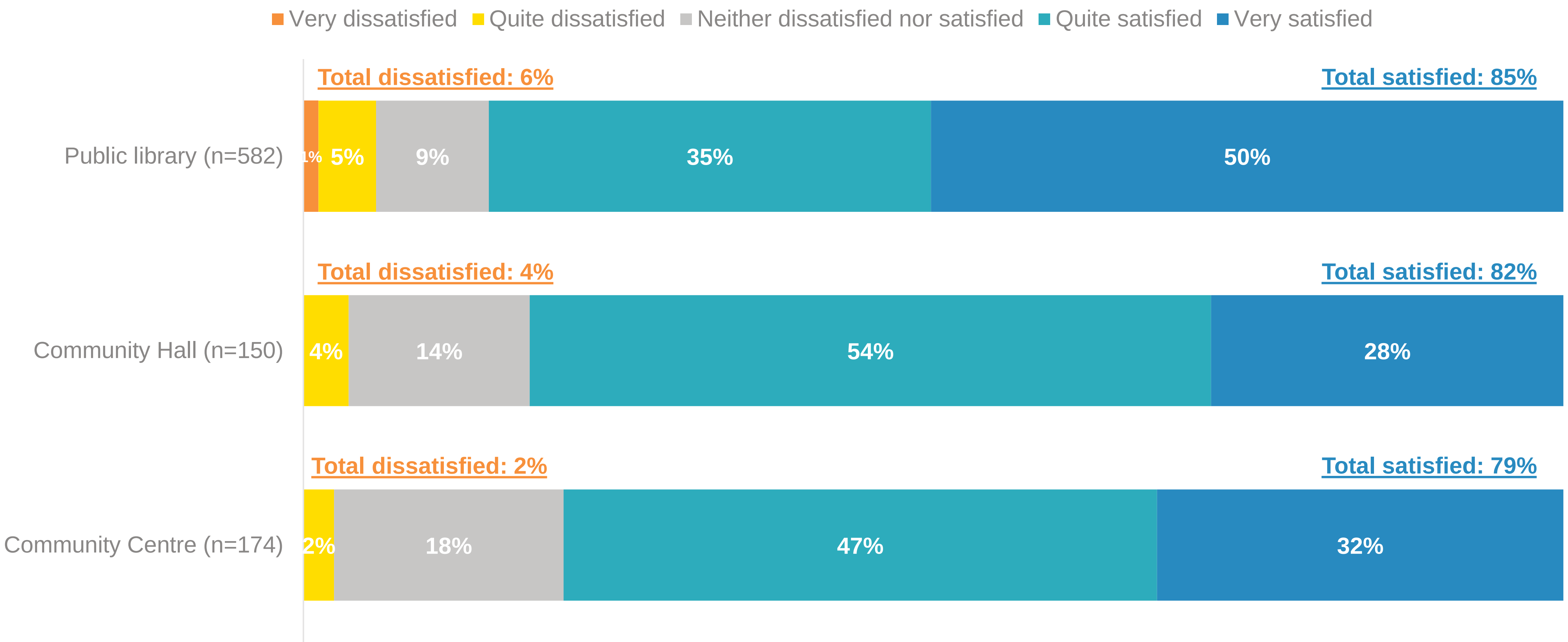
- Satisfaction was consistently high across the community facilities with around 80% satisfied and 5% or less dissatisfied with their experience at each facility.
- This is a new question for 2022, so there is no tracking to compare to.

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?



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

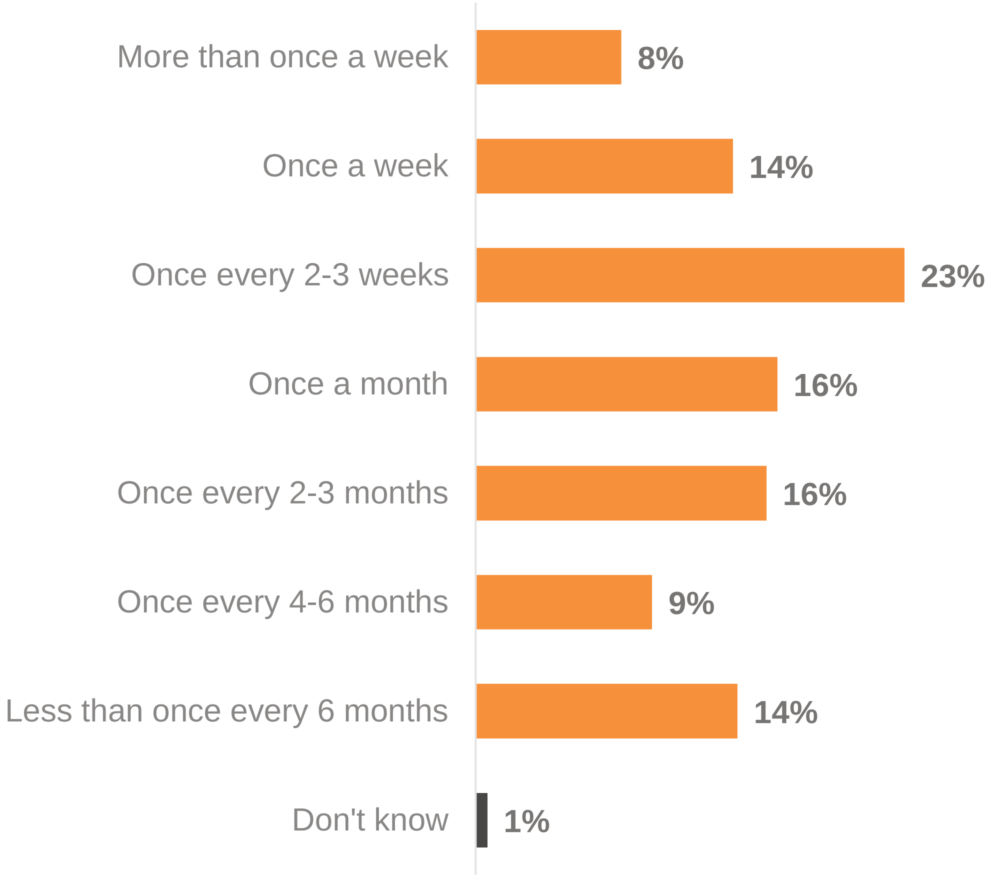
Library usage frequency (among library users)

- 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.

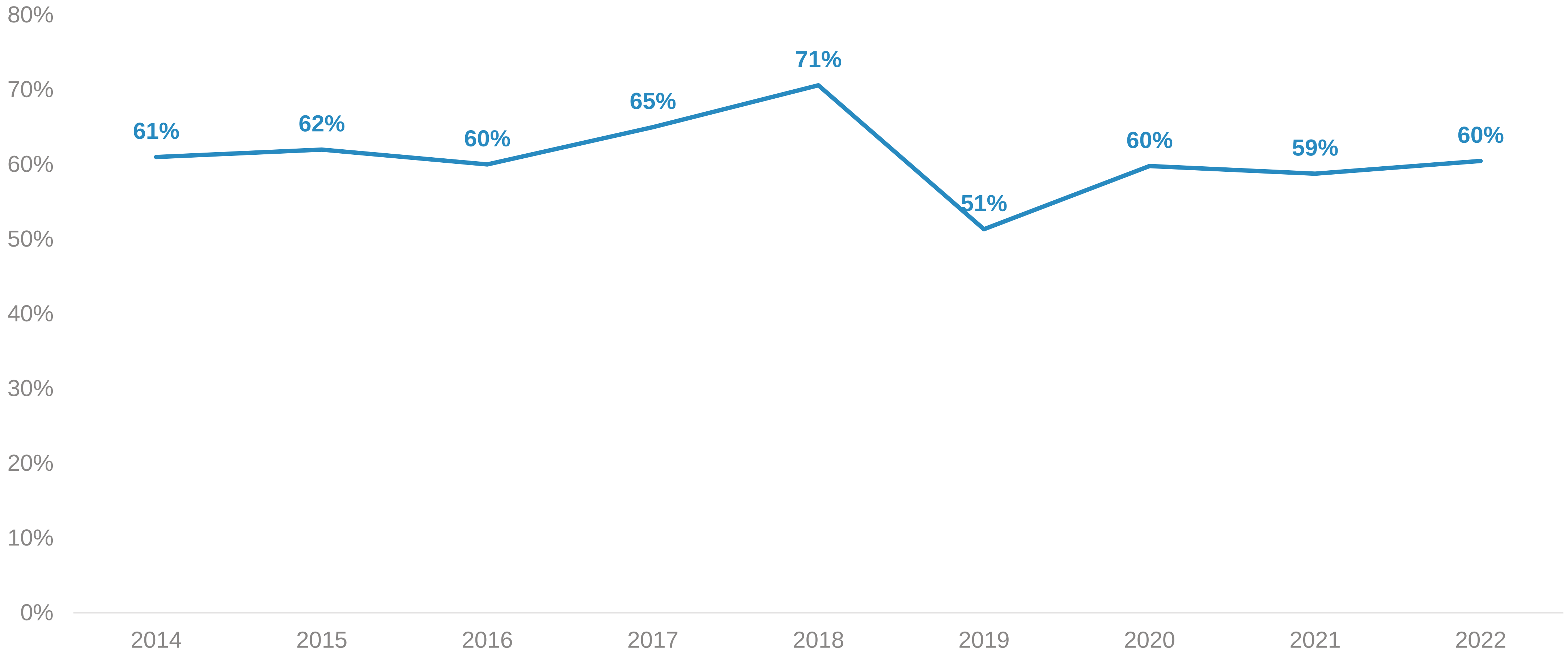
On average, how often would you use or visit a Wellington City Council library?



Base: Respondents who had used a public library in the past 12 months (n=582)

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)

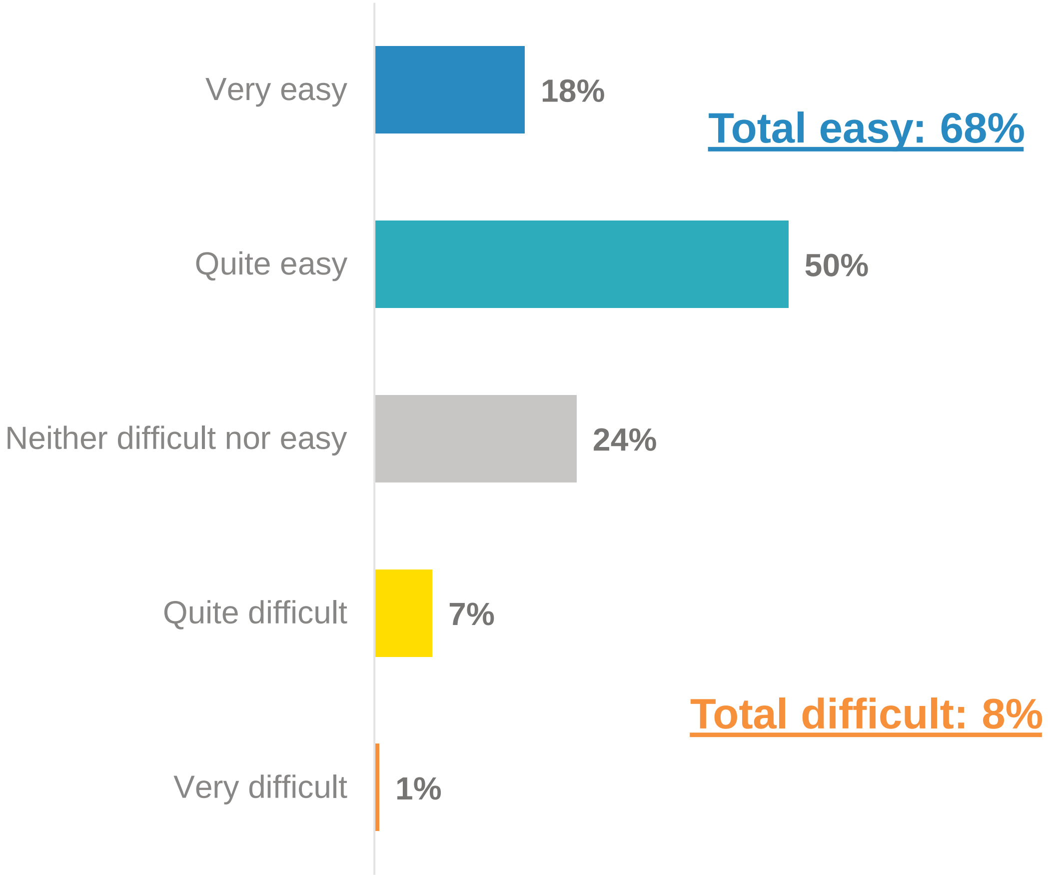
Access to Wellington City Council facilities and programmes

- 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.

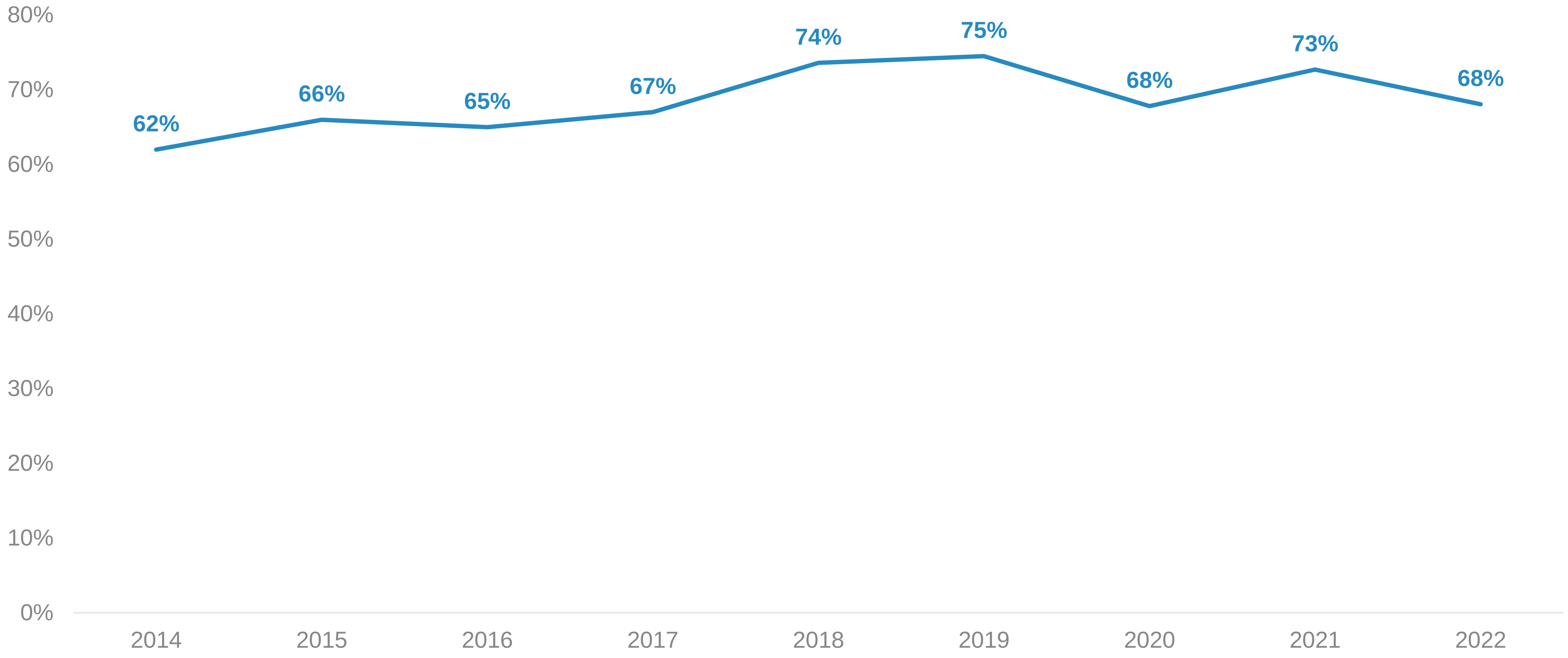
In general, how easy is it to access Wellington City Council's recreation facilities and programmes?



Base: all respondents (excluding 'don't know'); high proportion of don't know responses (23%) which are excluded from analysis

Access to Wellington City Council facilities and programmes – tracking

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



Base: all respondents (excluding 'don't know'); high proportion of don't know responses (23% in 2022) which are excluded from analysis

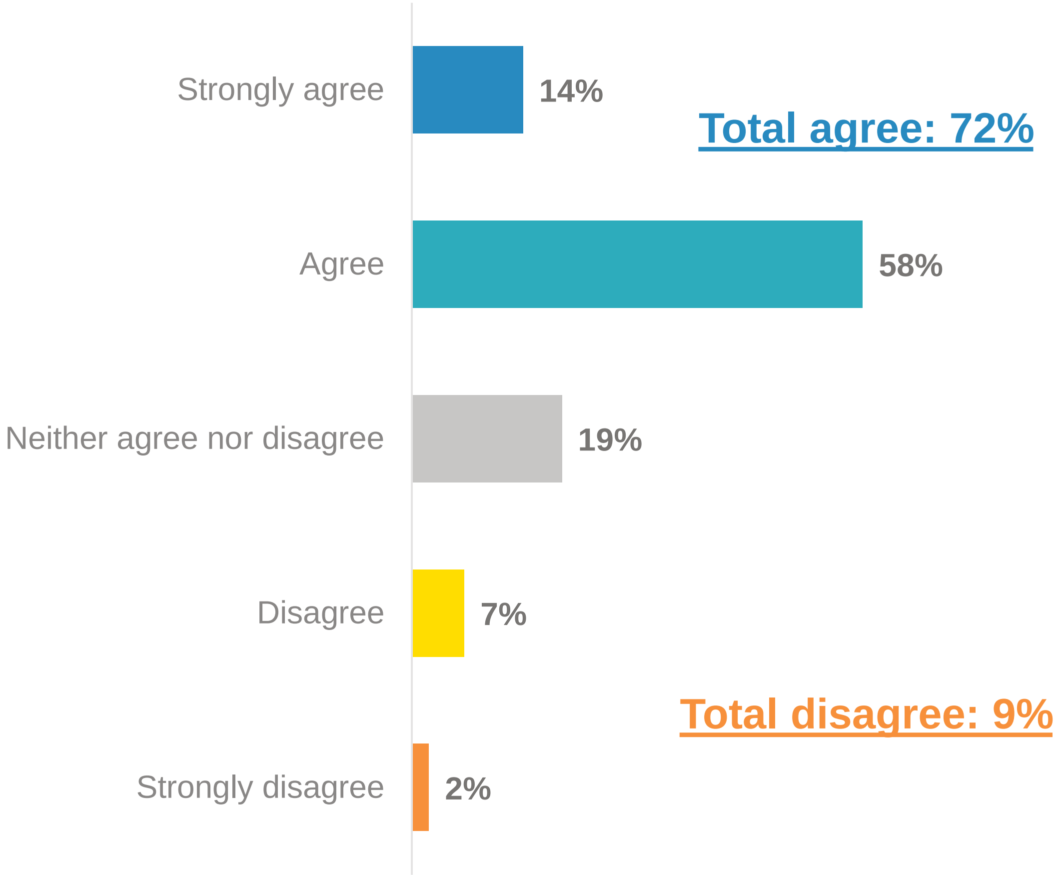
Wide range of recreational facilities

- 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.

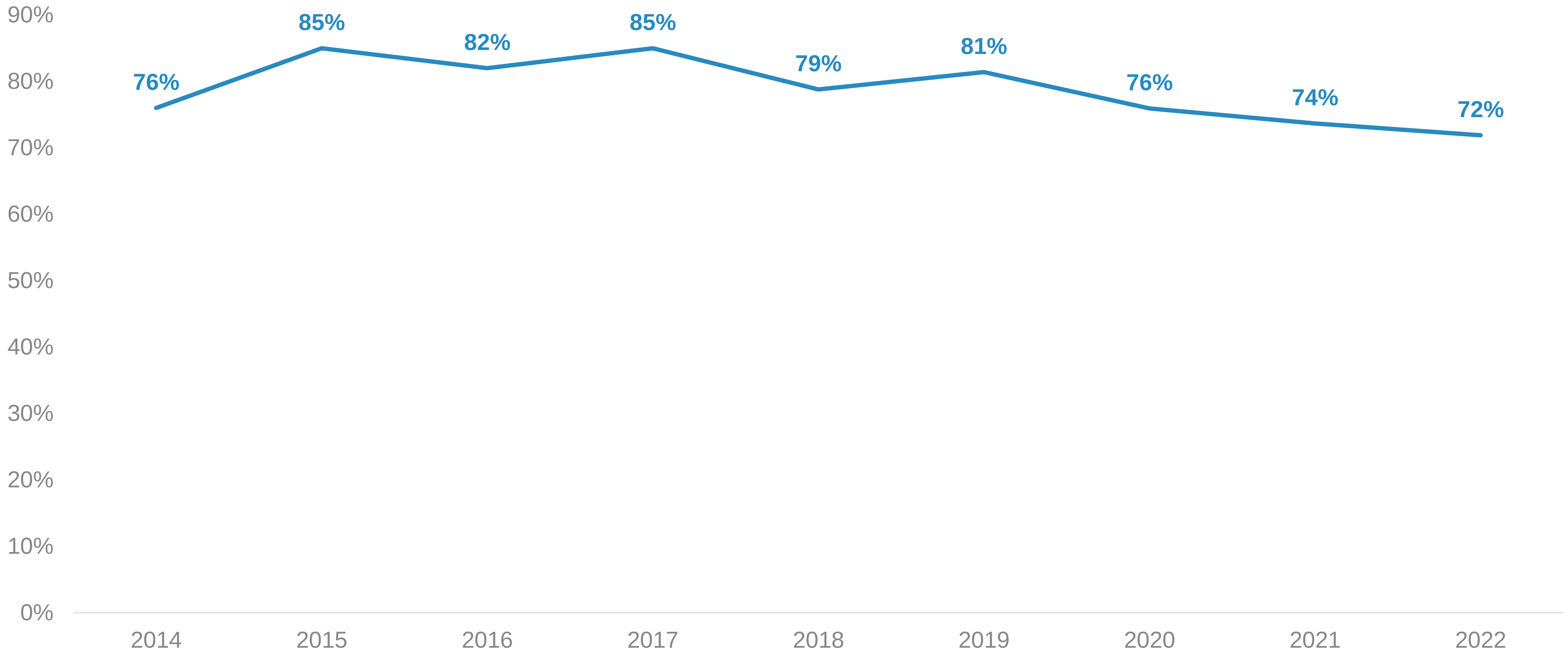
In general, to what extent do you agree or disagree that Wellington offers a wide range of recreational activities?



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

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')

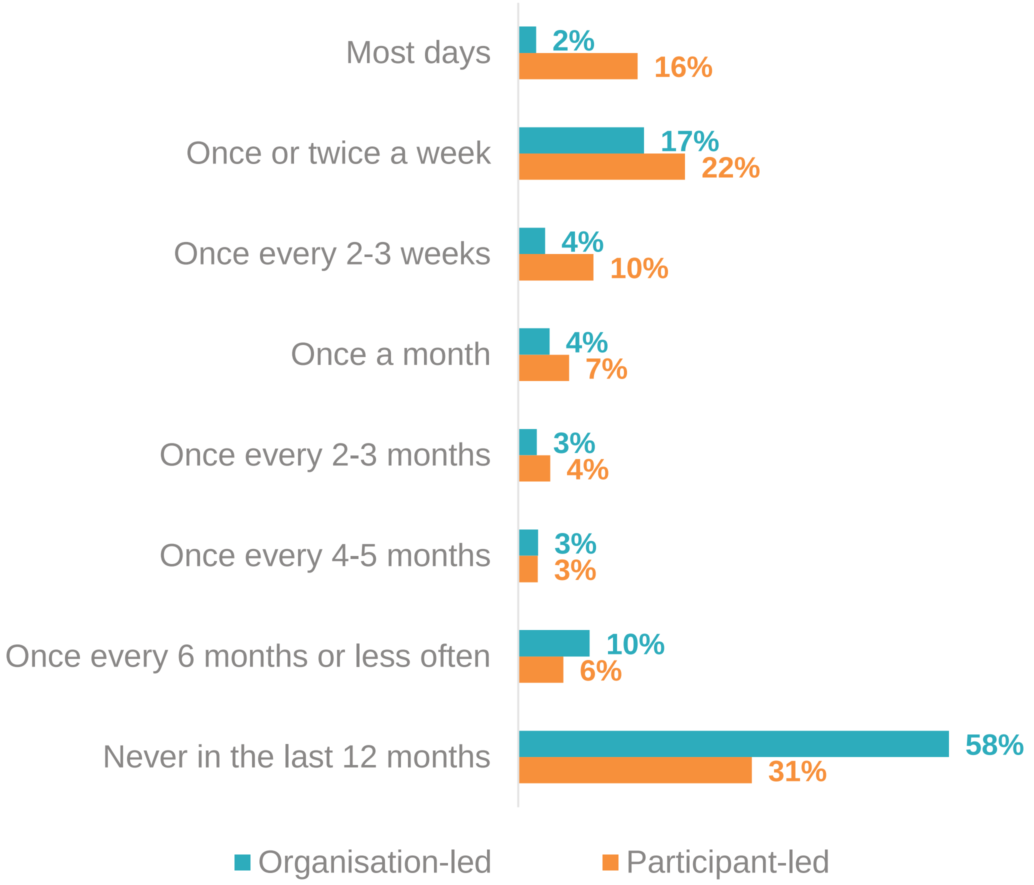
Participation in sport and recreation

- 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%).

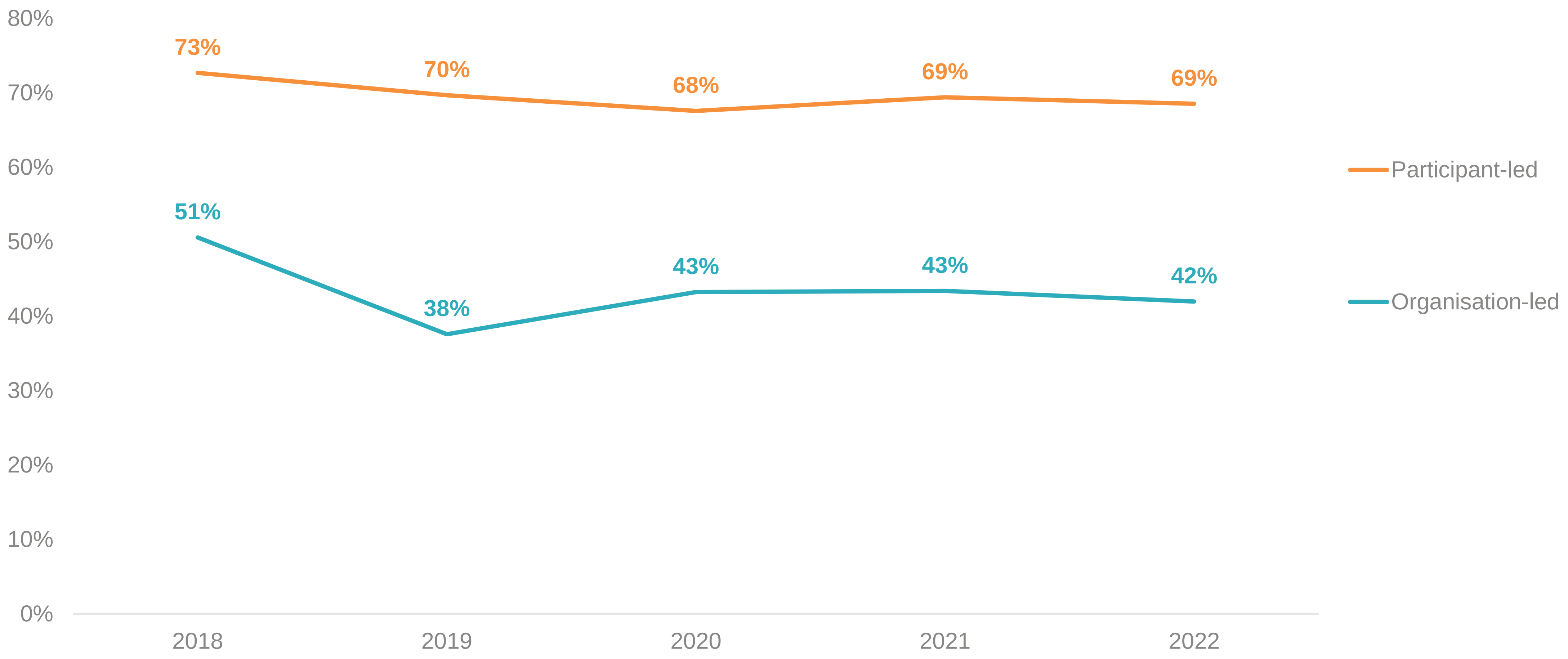
Using the definitions outlined above; on average how often have you participated in organised or informal sport and active recreation in the past 12 months?



Base: all respondents

Participation in sport and recreation – tracking

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



Base: all respondents

Barriers to participation in sport and recreation

What if anything, makes it difficult for you to participate in either of these two types of recreational activity?

- 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

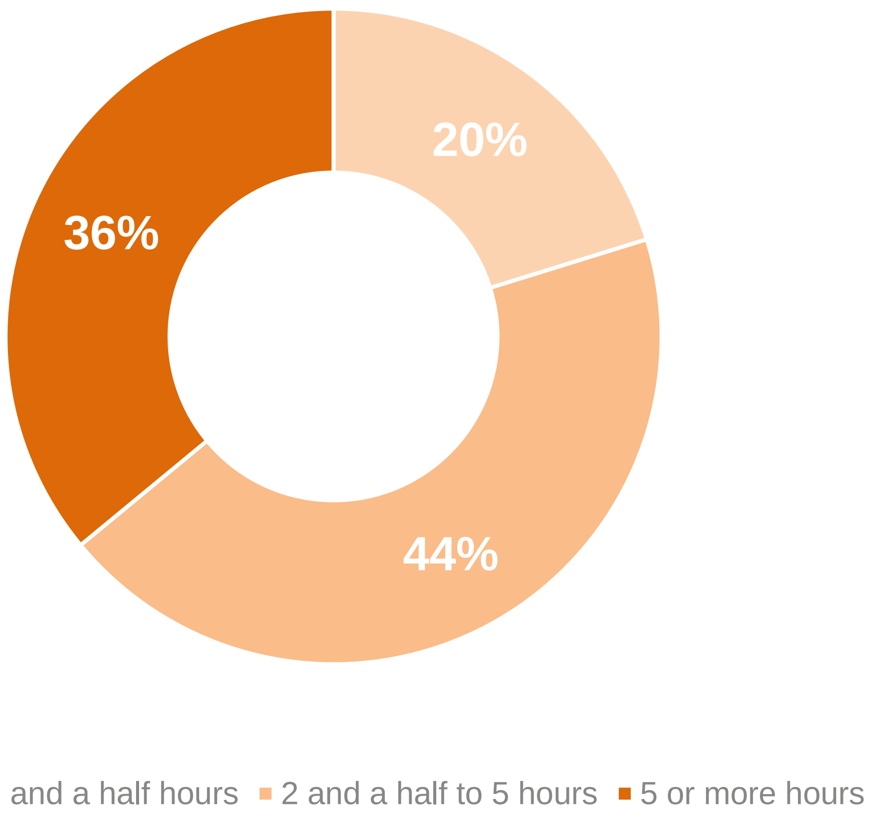
- Younger respondents and renters were both more likely to select a range of different barriers for participant-led and organisation-led recreation including "*cost", "lack of motivation", "don't know where or who to contact", "lack of transport options"* and *"no easy access to facilities or parks nearby"*
- 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.

Base: all respondents

Weekly participation in physical activity

How many hours do you spend participating in some form of physical activity in an average week?

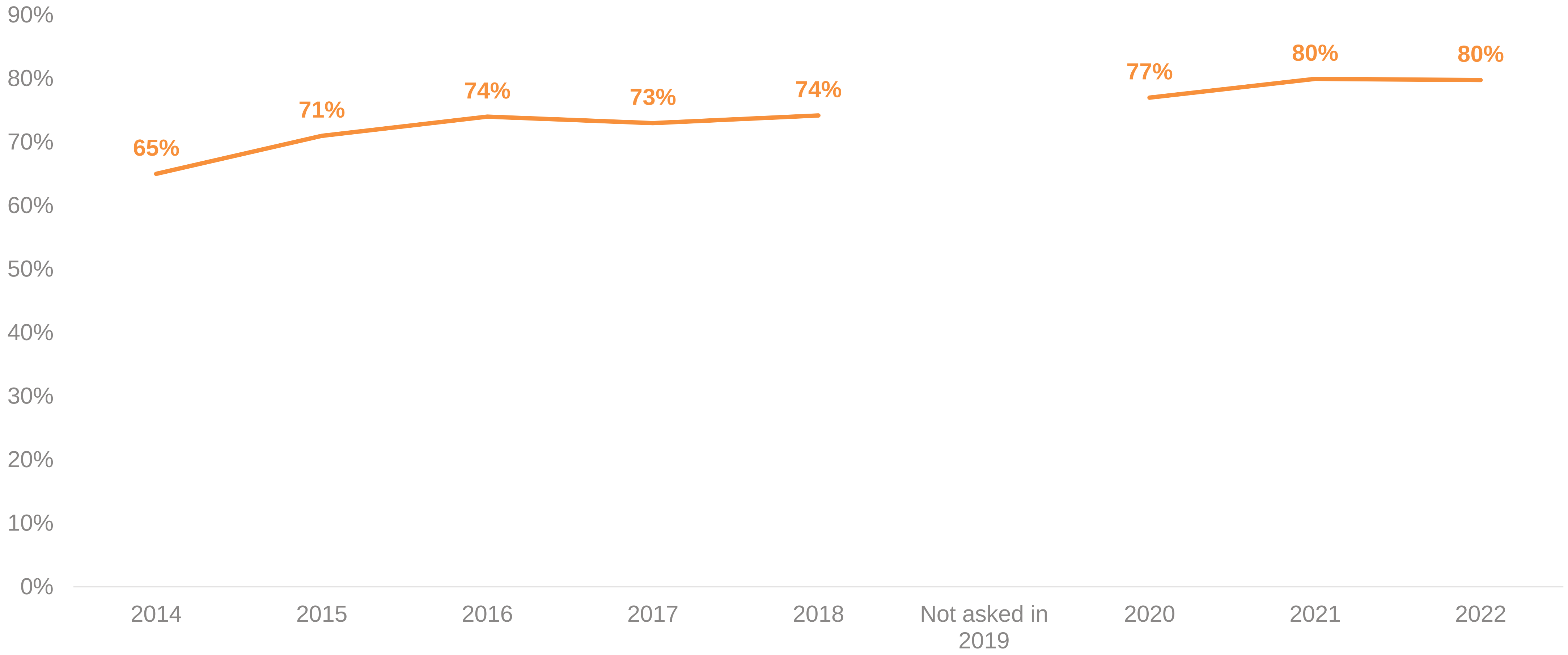
- Over a third of respondents (36%) claimed to participate in five or more hours of physical activity a week.
- A further 44% said they participated in between two and half, and five hours of physical activity a week.
- Physical activity participation (two and half hours or more a week) has been trending up since tracking began from 65% in 2014 to 80% this year (which is unchanged from 2021).



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

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')

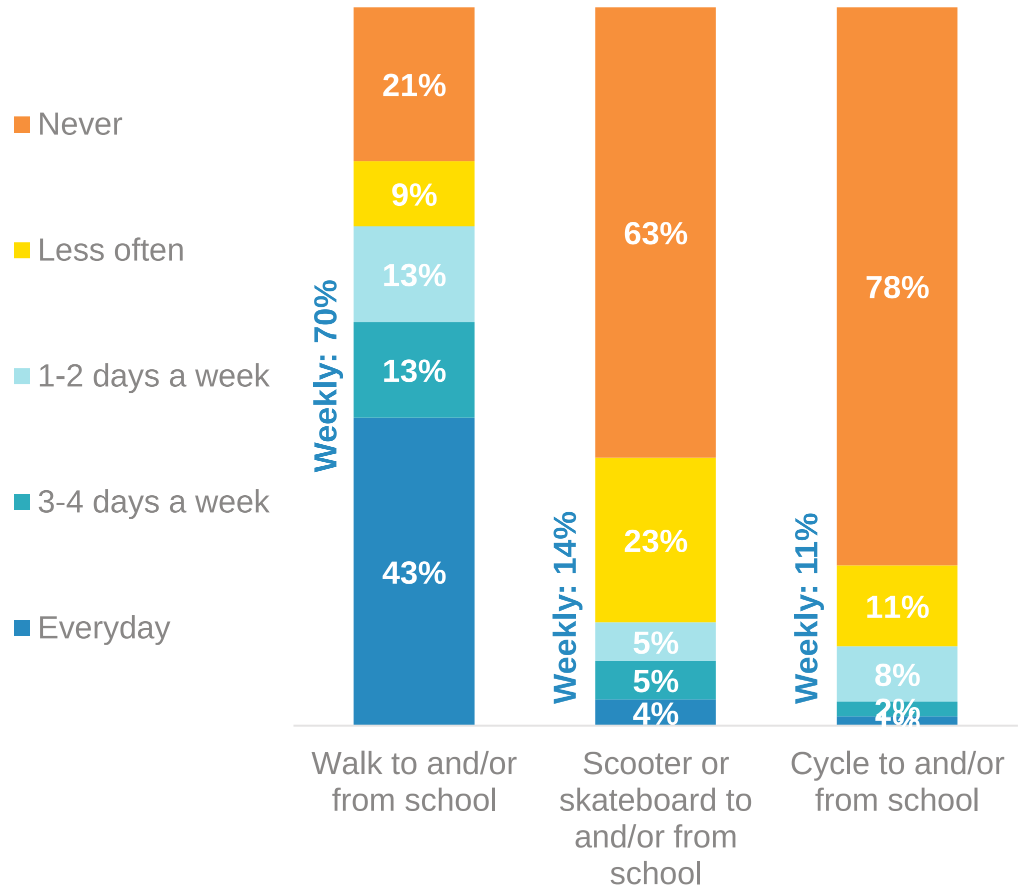
Children’s transport to school

Thinking about how your child/children travel to and/or from school. On average, how often do they…?

- 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

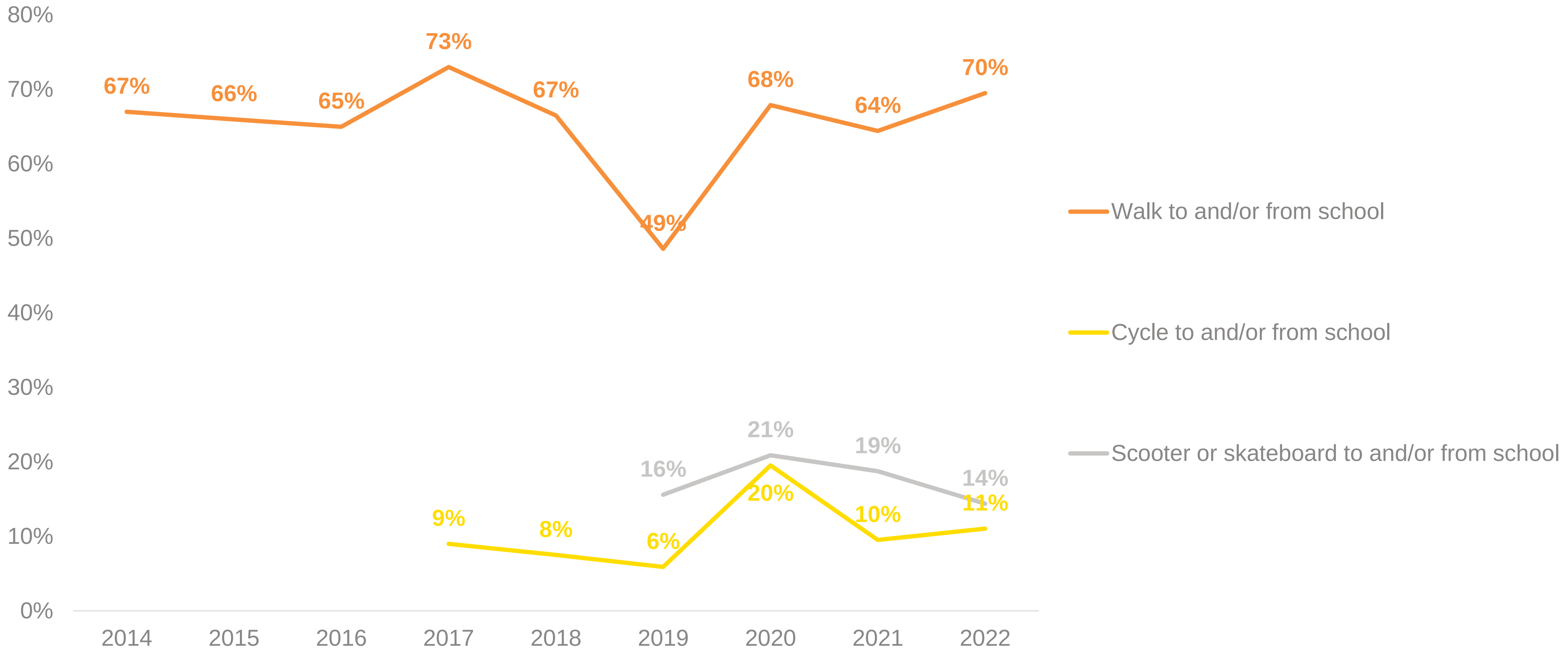
- The small sample size in this question does not allow for any further demographic breakdowns analysis to be undertaken.



Base: Respondents with children aged 5-15 in their household (excluding ‘don’t know’ and ‘not applicable’) (n=129-140)

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

Green space usage

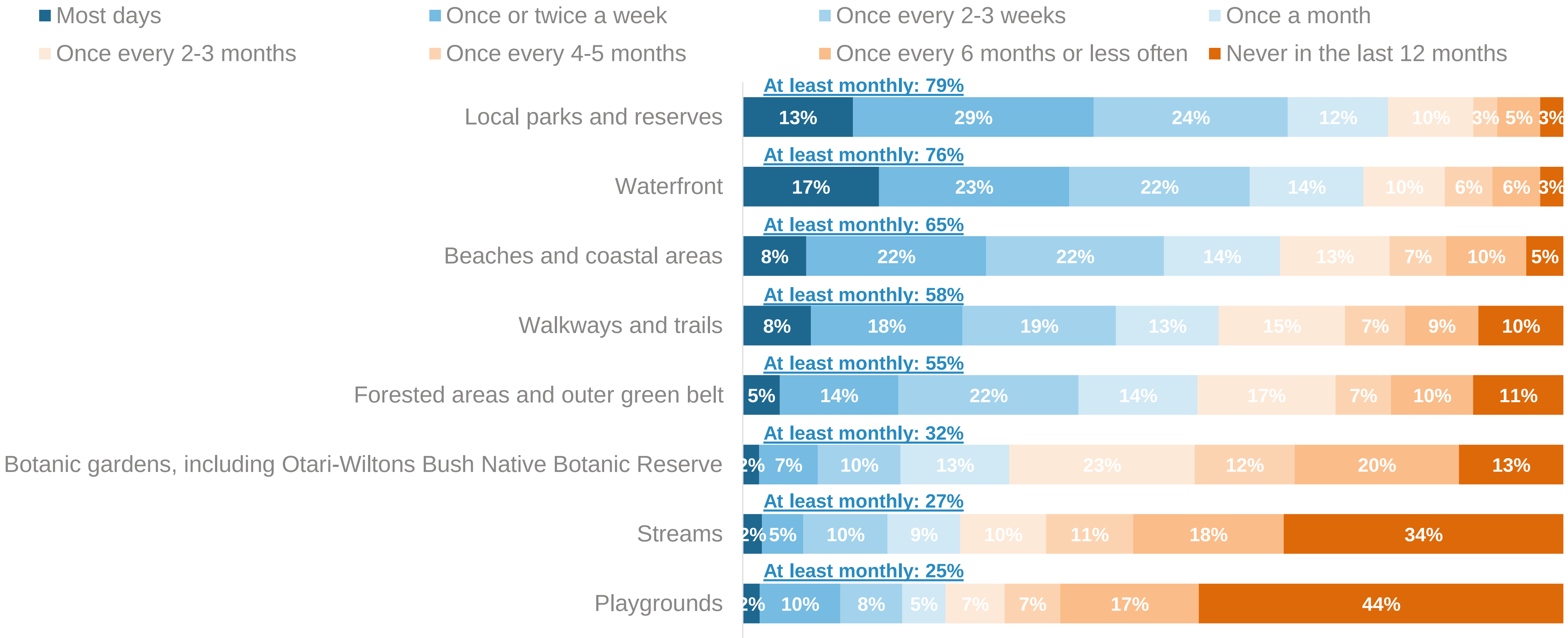
- Local parks and reserves and the waterfront were the most used green/ open spaces by our respondents – around eight in ten said they used these spaces at least monthly.
- Beaches and coastal areas, walkways and trails, forested areas, and the outer green belt were also all regularly used by our respondents (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 bar 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 uses of almost all spaces with the exception of playgrounds.

Green space usage

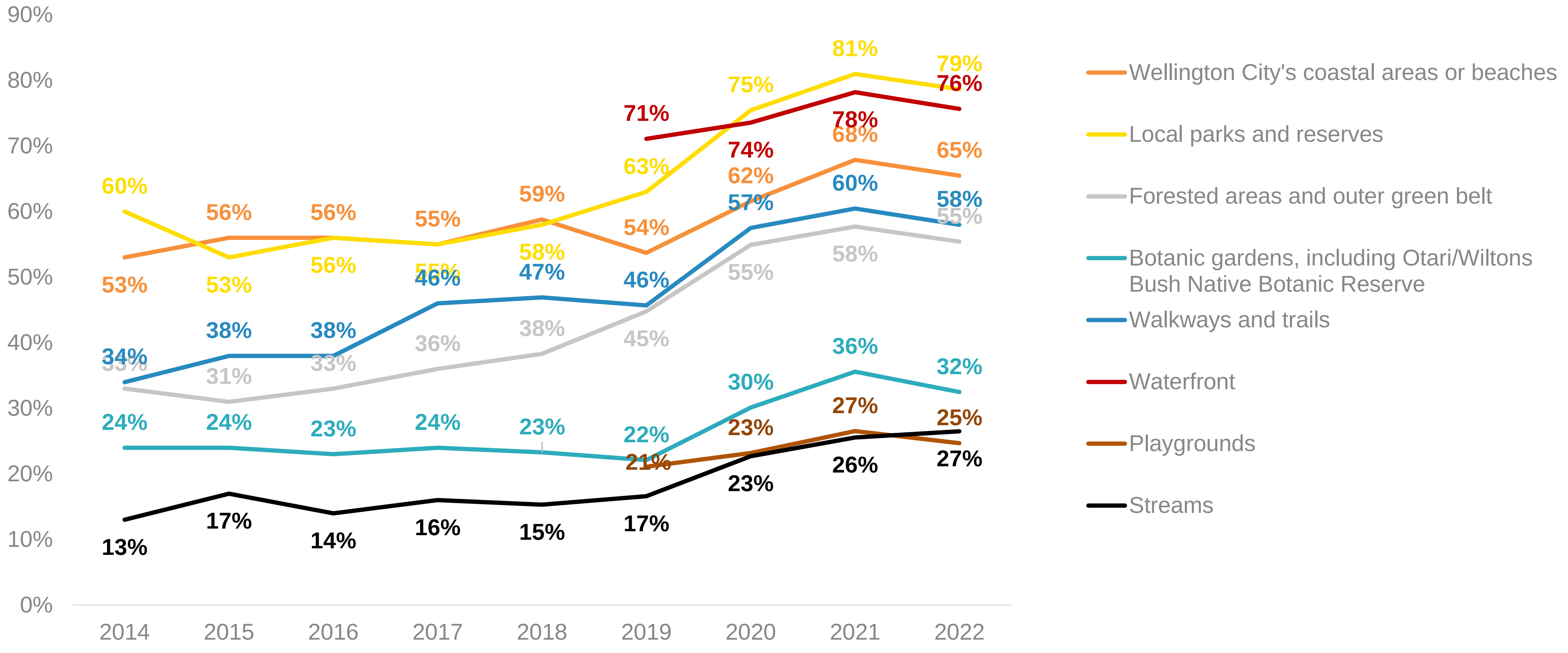
In the past 12 months, how often have you been to the following green and/or open spaces in Wellington City?



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
All	**79%**	**76%**	**65%**	**58%**	**55%**	**32%**	**27%**	**25%**
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%

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

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.

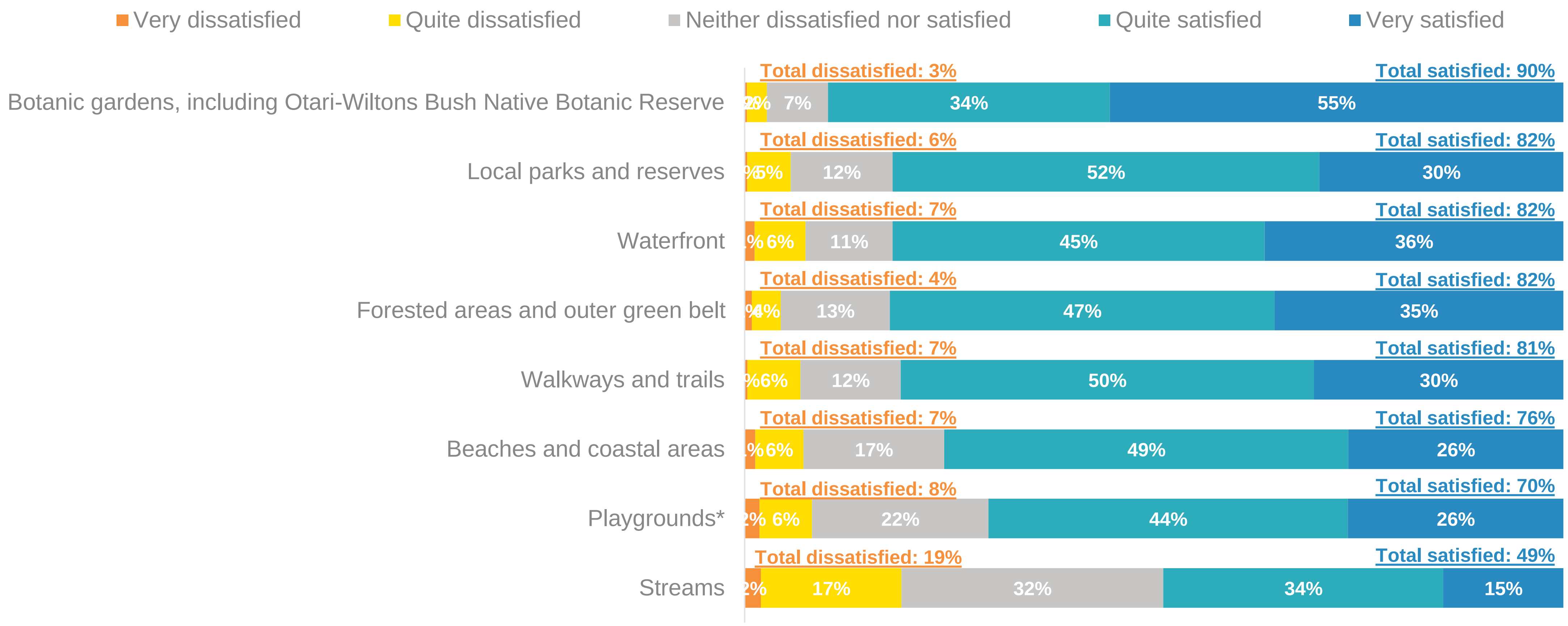
- Satisfaction levels have remained largely unchanged compared to last year.

Demographic differences

- There were no demographic differences for this question.

Green space satisfaction

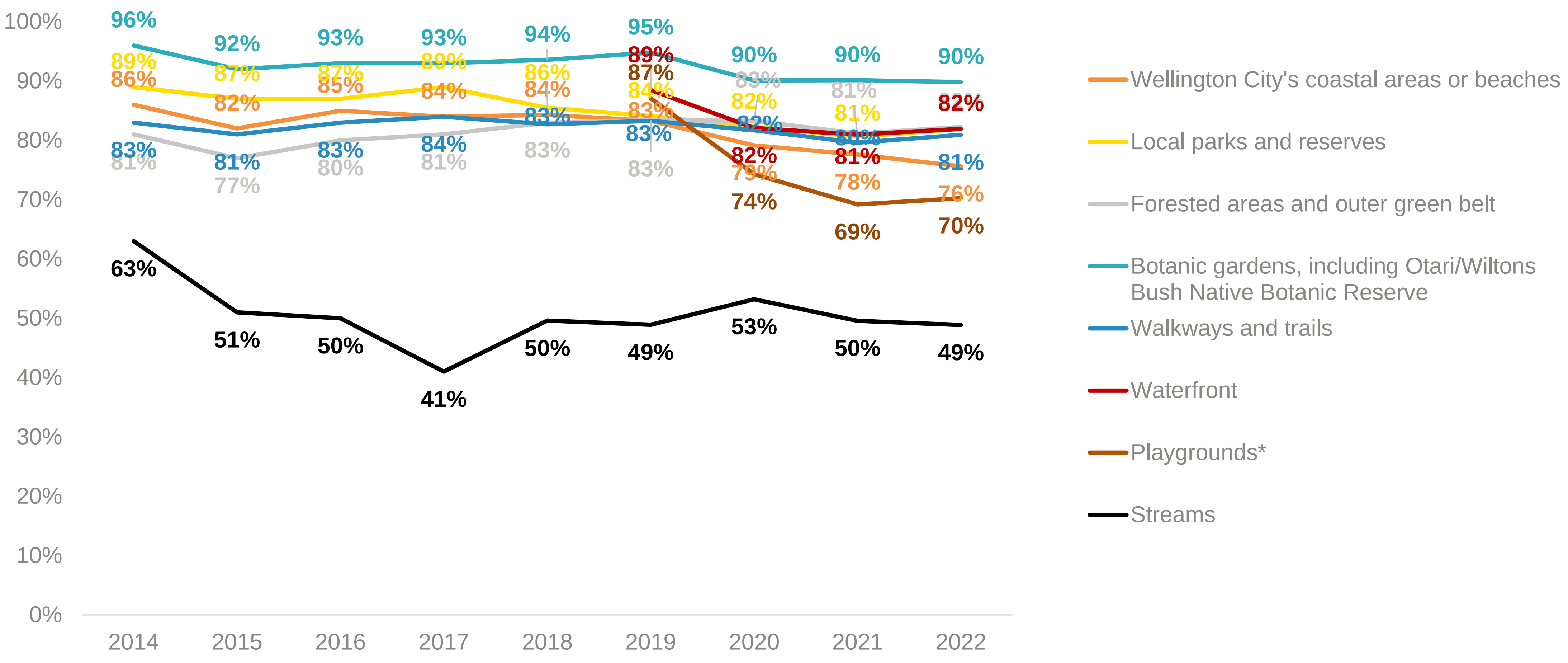
Overall, how satisfied are you with the quality and maintenance of these green and/or open spaces?



*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*

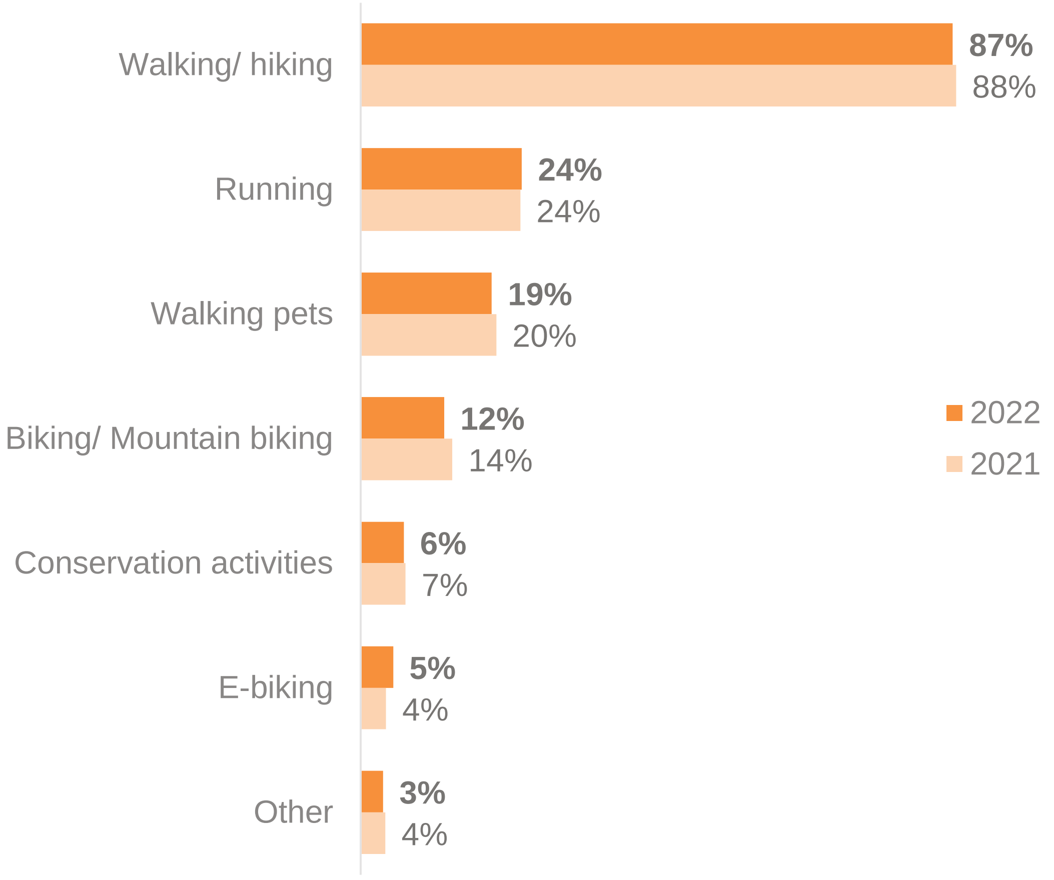
Forest, greenbelt, walkways and trails usage

- 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?



Base: Respondents who had used Wellington's forested areas, outer green belt and walkways and trails

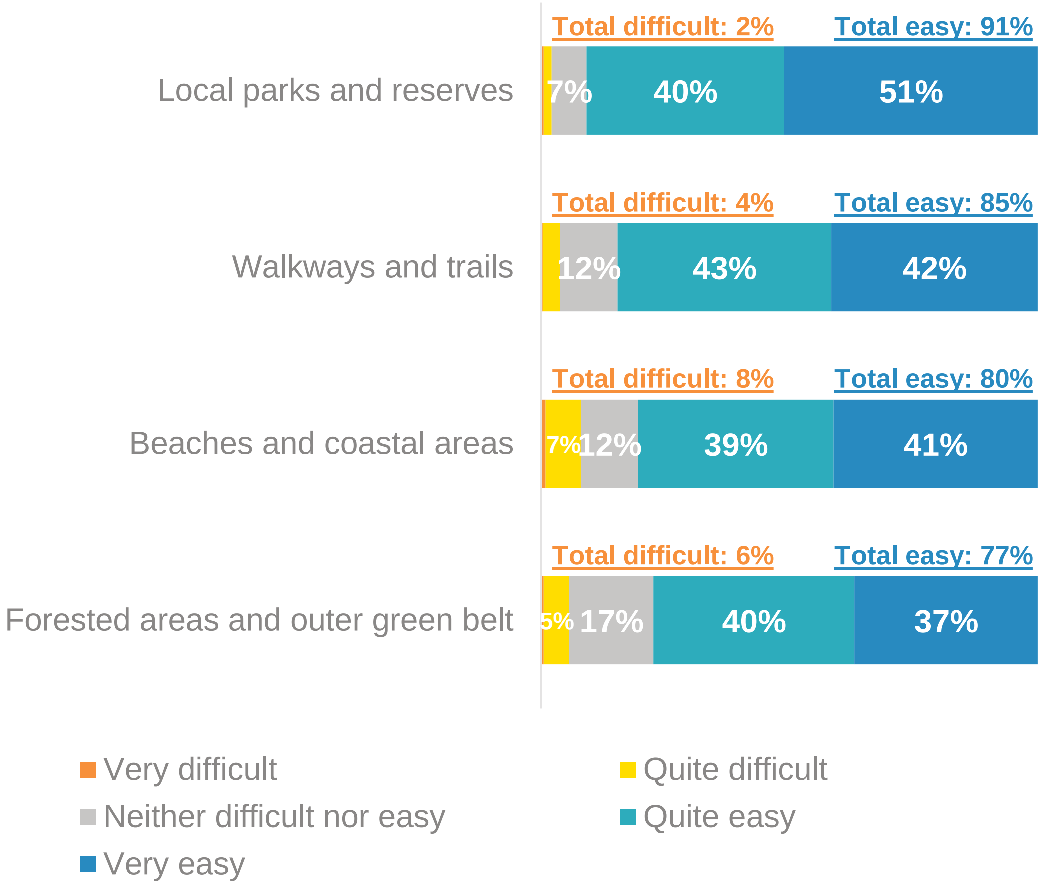
Ease of accessing green and/or open spaces

- 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

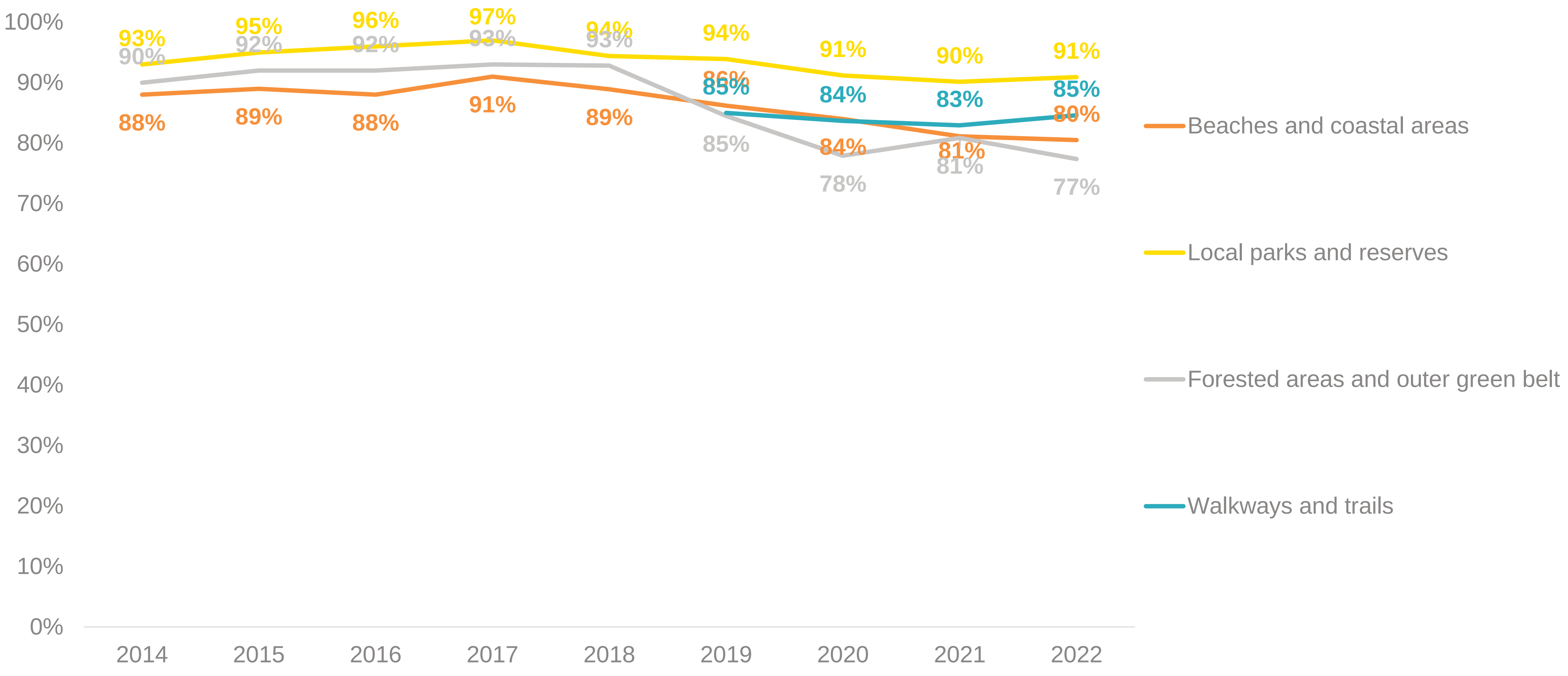
Overall, how easy or difficult is it to access these green and/or open spaces?



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

Ease of accessing green and/or open spaces – tracking

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



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

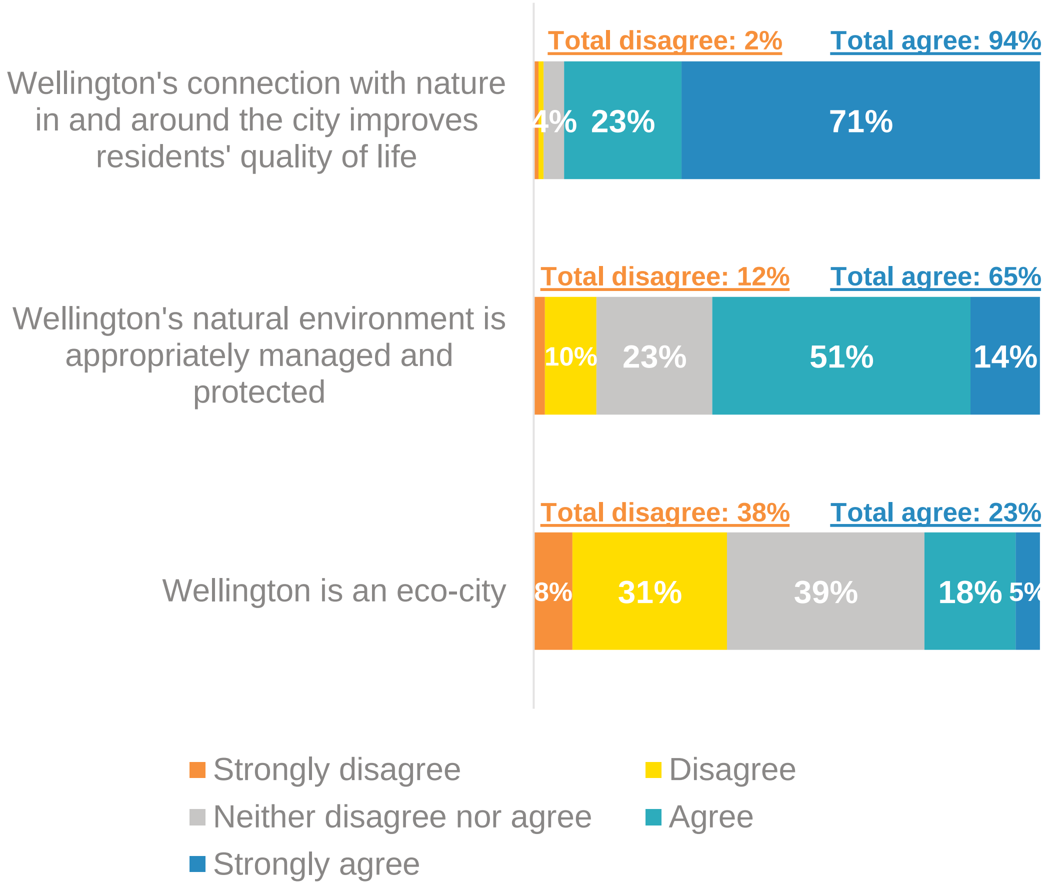
Wellington’s connection to the environment

- Almost all respondents agreed that Wellington’s connection with nature improves quality of life (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.

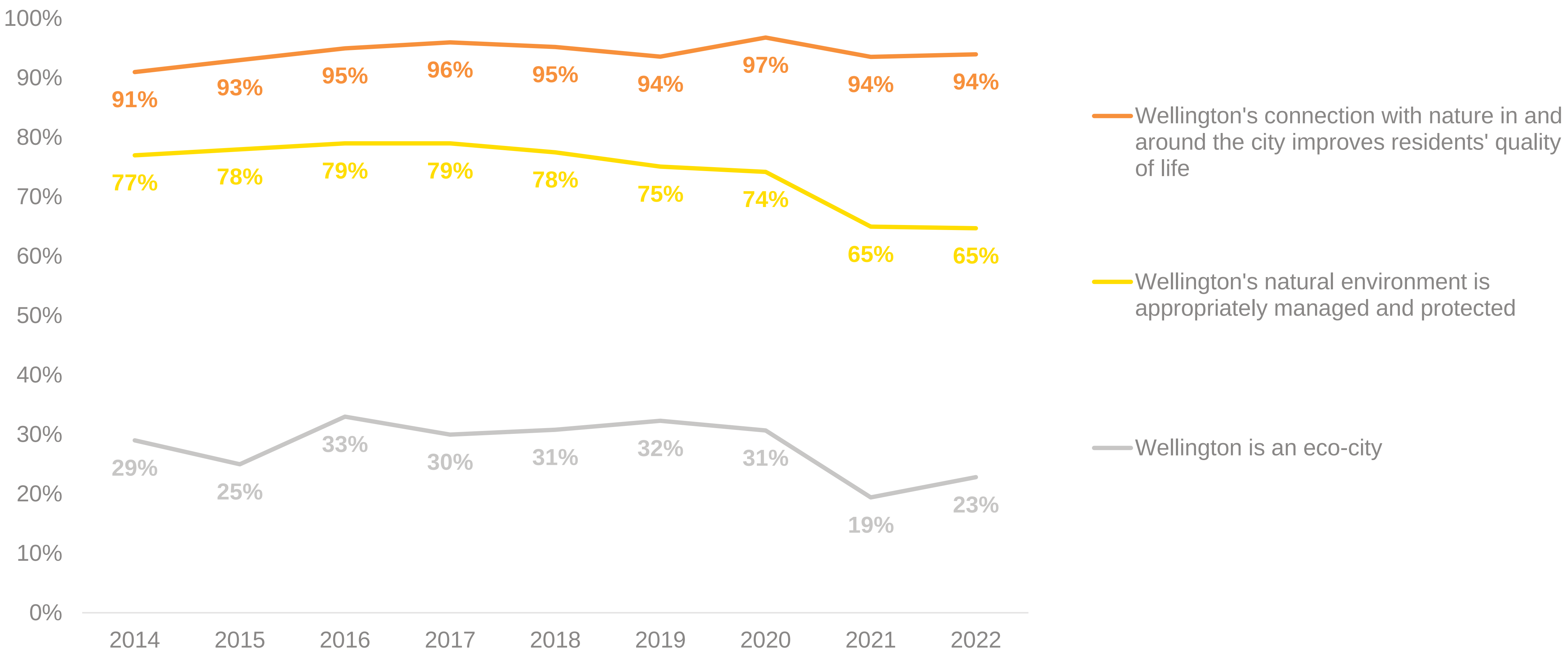
Please rate your level of agreement with the following statements:



Base: all respondents (excluding ‘don’t know’)

Wellington's connection to the environment

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



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

Urban Development

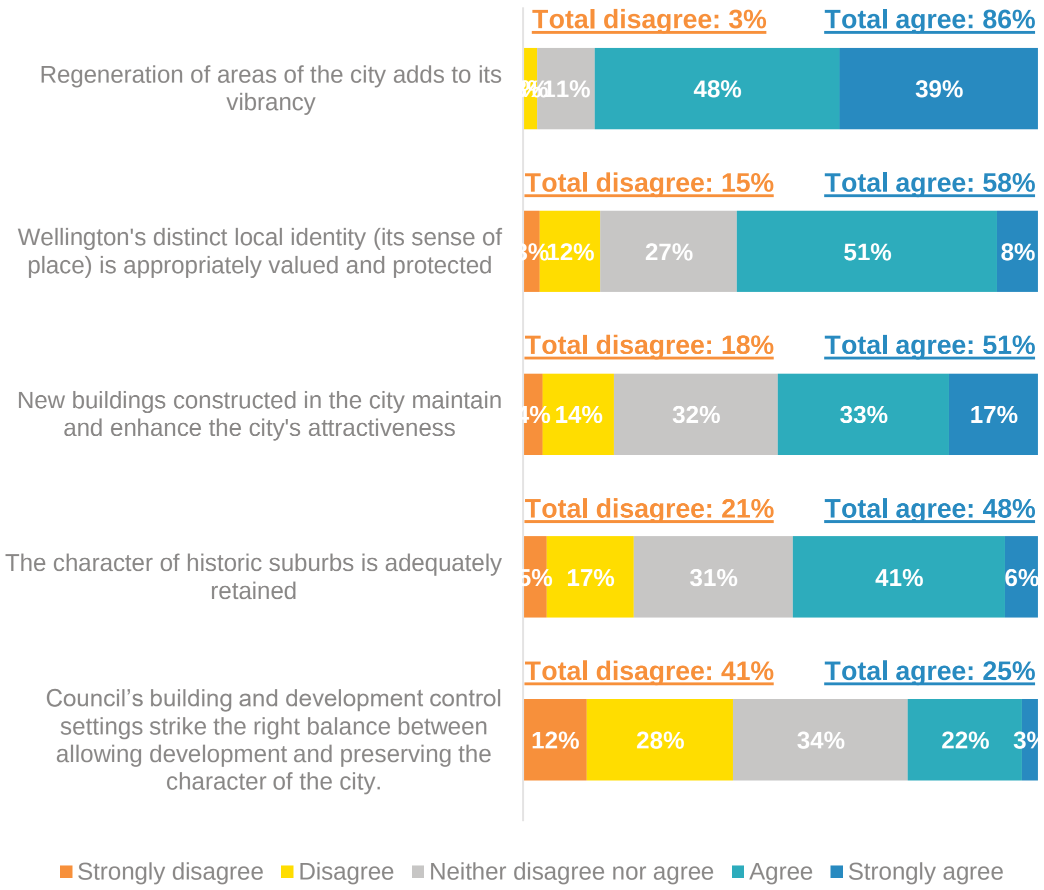
Urban development activities

- 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).

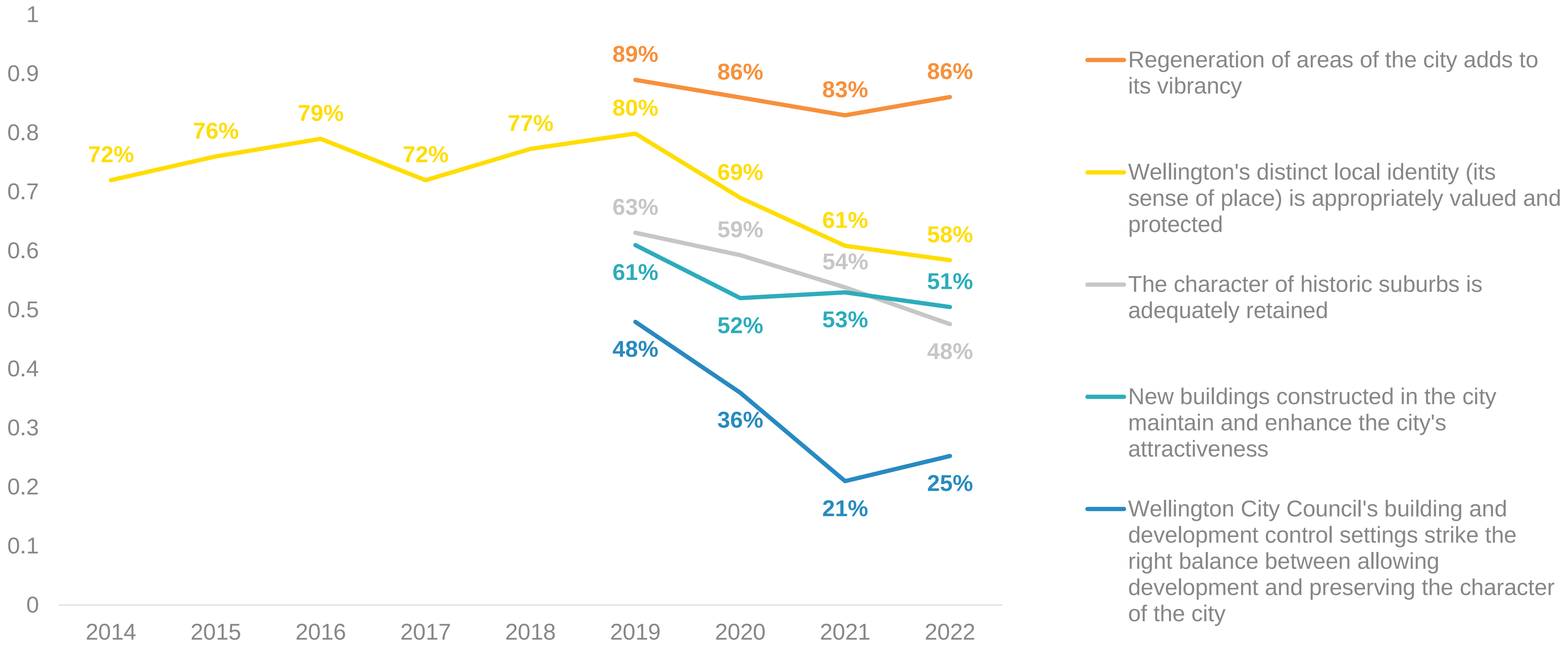
Please rate your level of agreement with the following statements



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

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

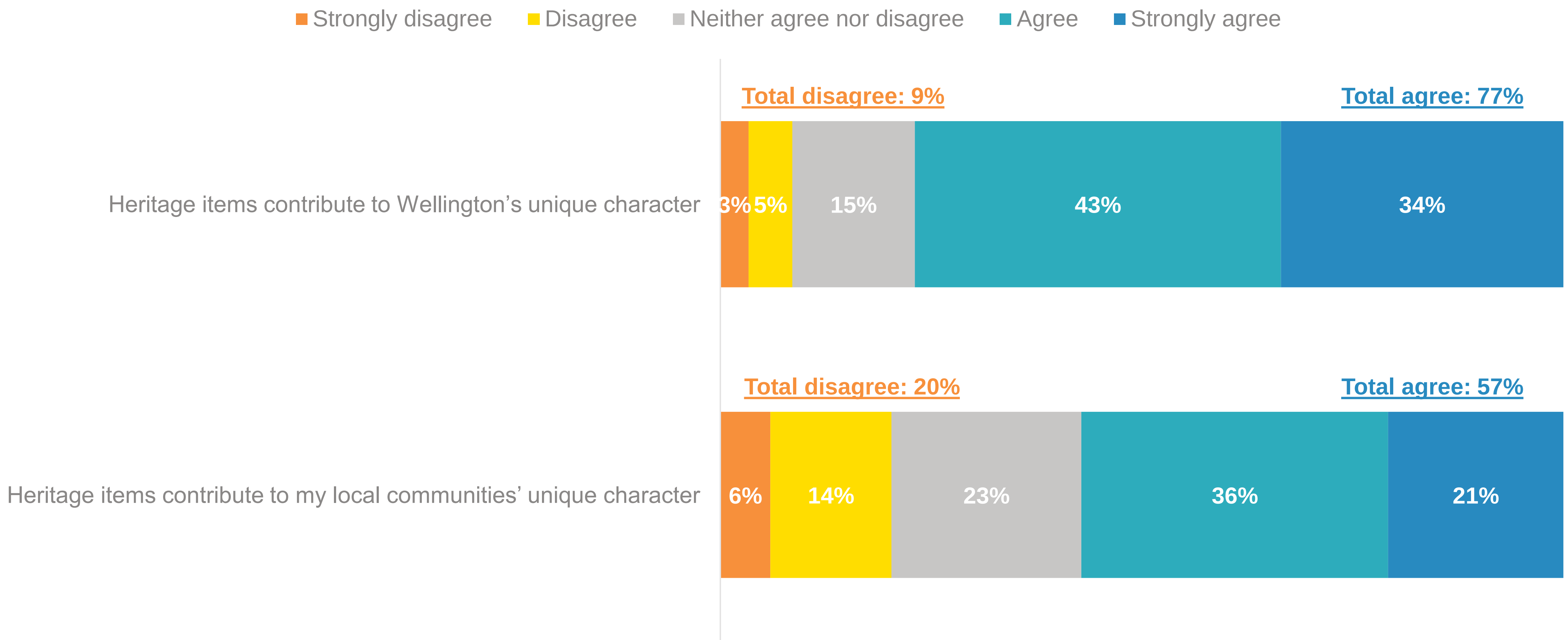
- Respondents were asked how much they agreed or disagreed with statements about how heritage items contribute to Wellington's unique character.
- About three-quarters (77%) agree that *"Heritage items contribute to Wellington's unique character"* (77% agreed only 9% disagreed), while more than half 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

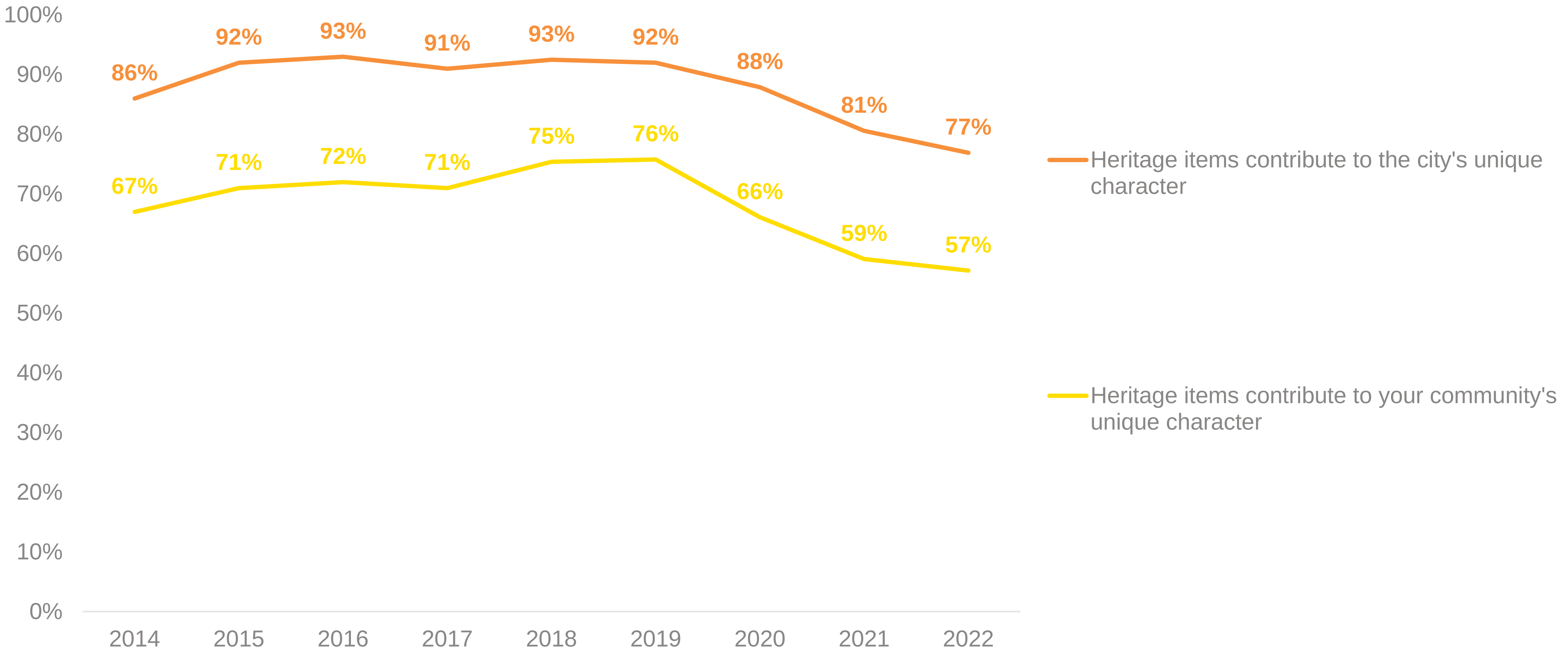
Council protects and manages Wellington's significant heritage items, including buildings, infrastructure, monuments, and sites of significance, statues and other landmarks, to leave a lasting legacy for generations to enjoy. Please rate your level of agreement with the following statements:



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

Heritage items in Wellington – tracking

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



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

Protection of heritage items in Wellington

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

*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (above 10%) which are excluded from analysis*

Civil Preparedness

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

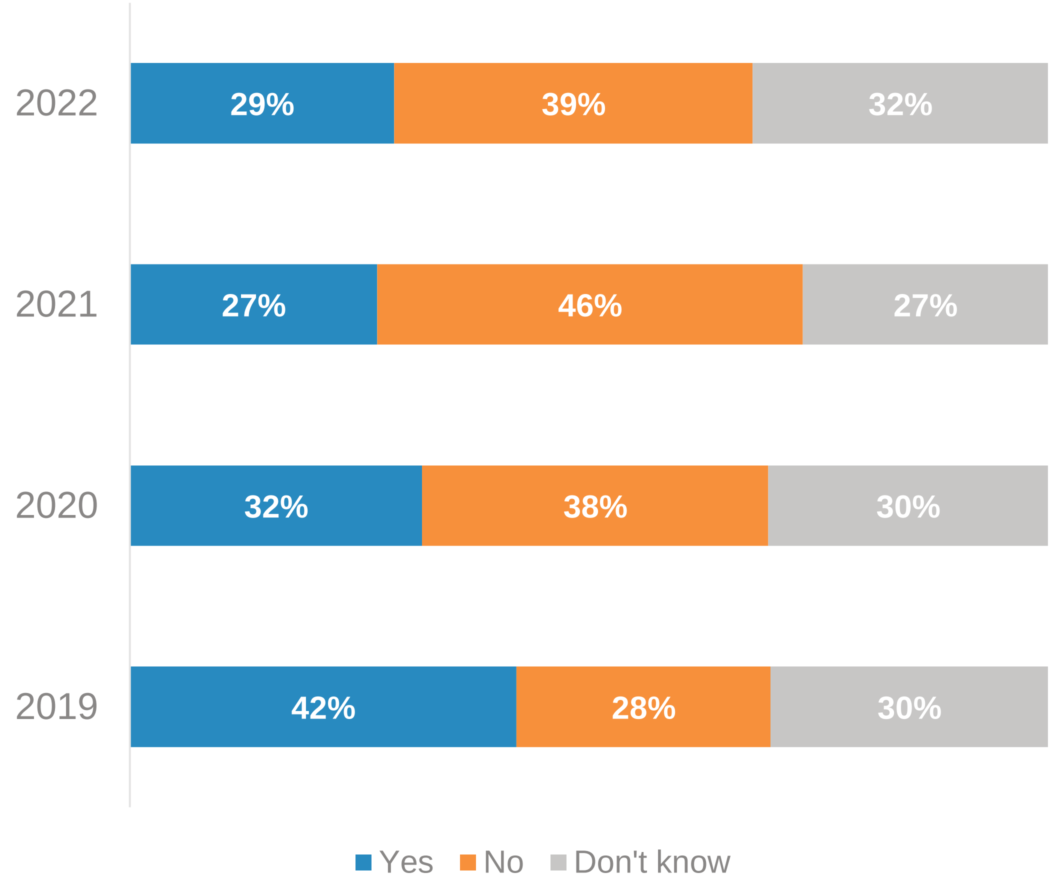
Wellington City Council progress on building resilience issues

- Almost a third (29%) believe that Wellington City Council is making adequate progress on addressing building resilience-related issues in the city, while over a third (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?



Base: all respondents

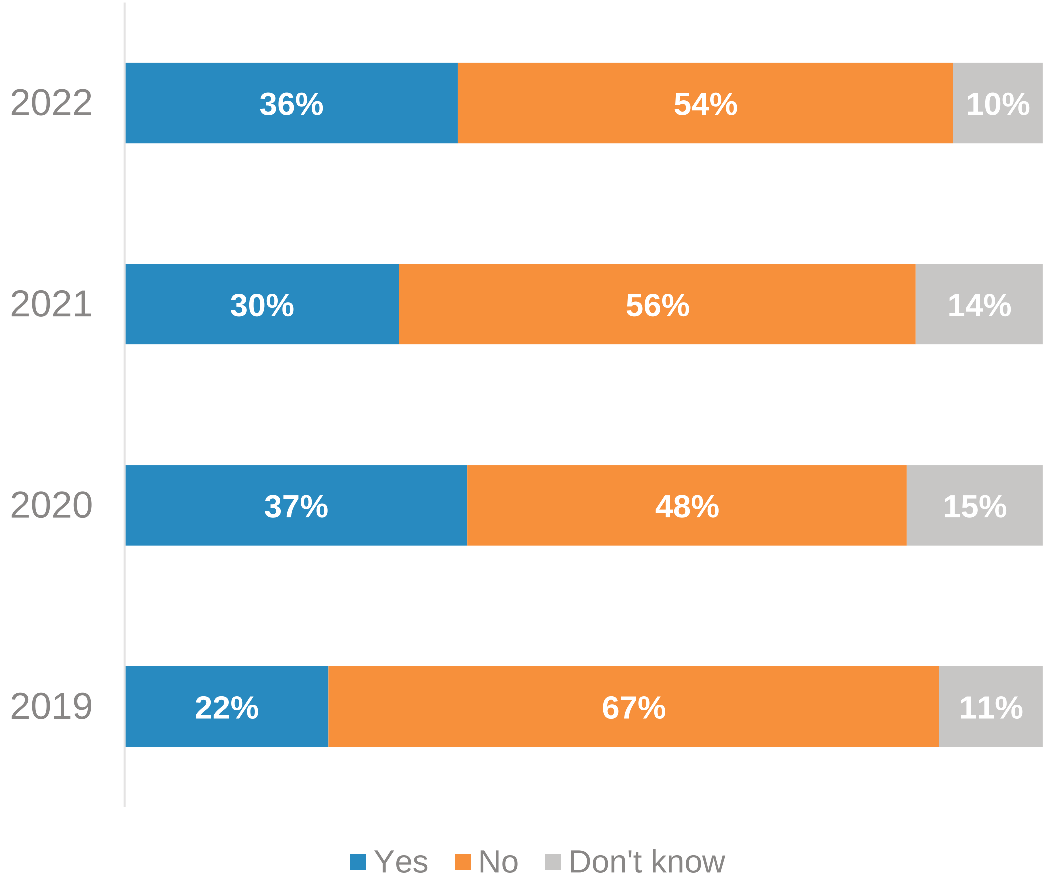
Resilience information received

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

- 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.



Base: all respondents

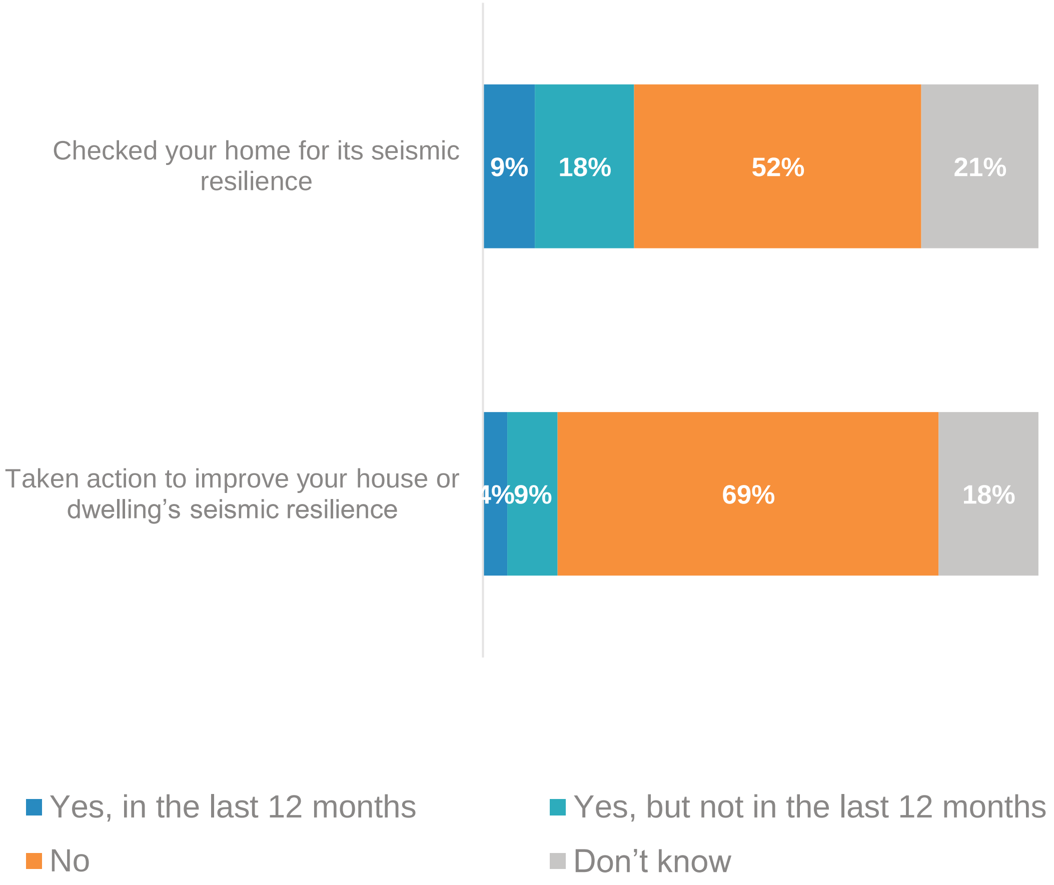
Checking and taking action on seismic resilience

- 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).

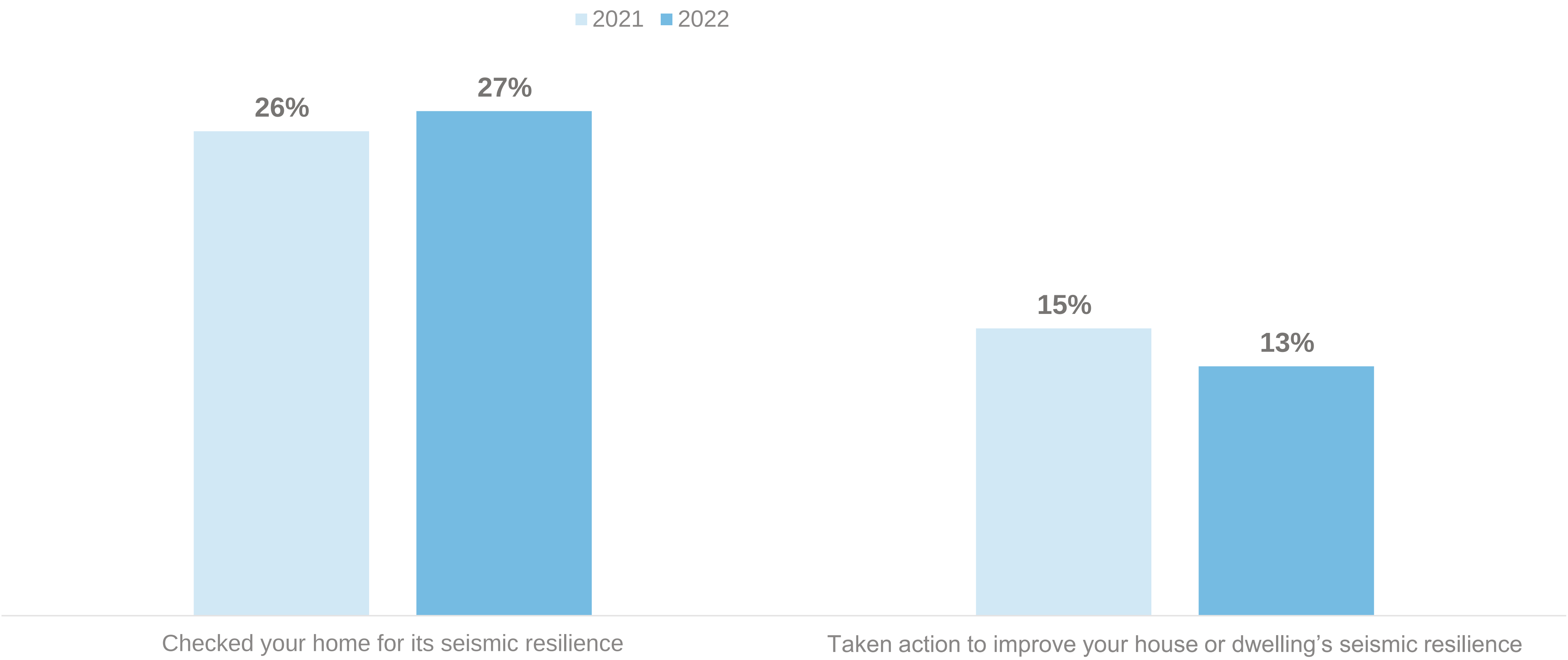
Thinking about your current home, have you (or your landlord) ever?



Base: all respondents (excluding 'not applicable')

Checking and taking action on seismic resilience – tracking

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



Base: all respondents (excluding 'not applicable')

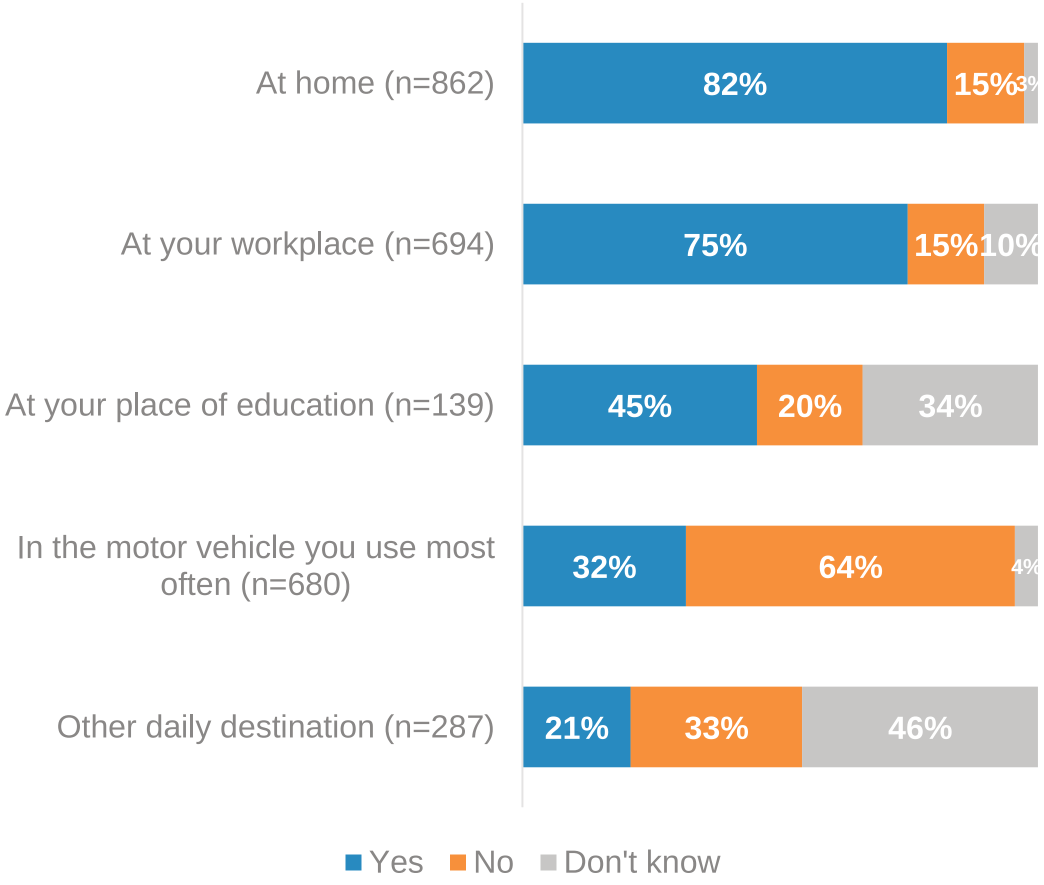
Emergency item access

- 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%).

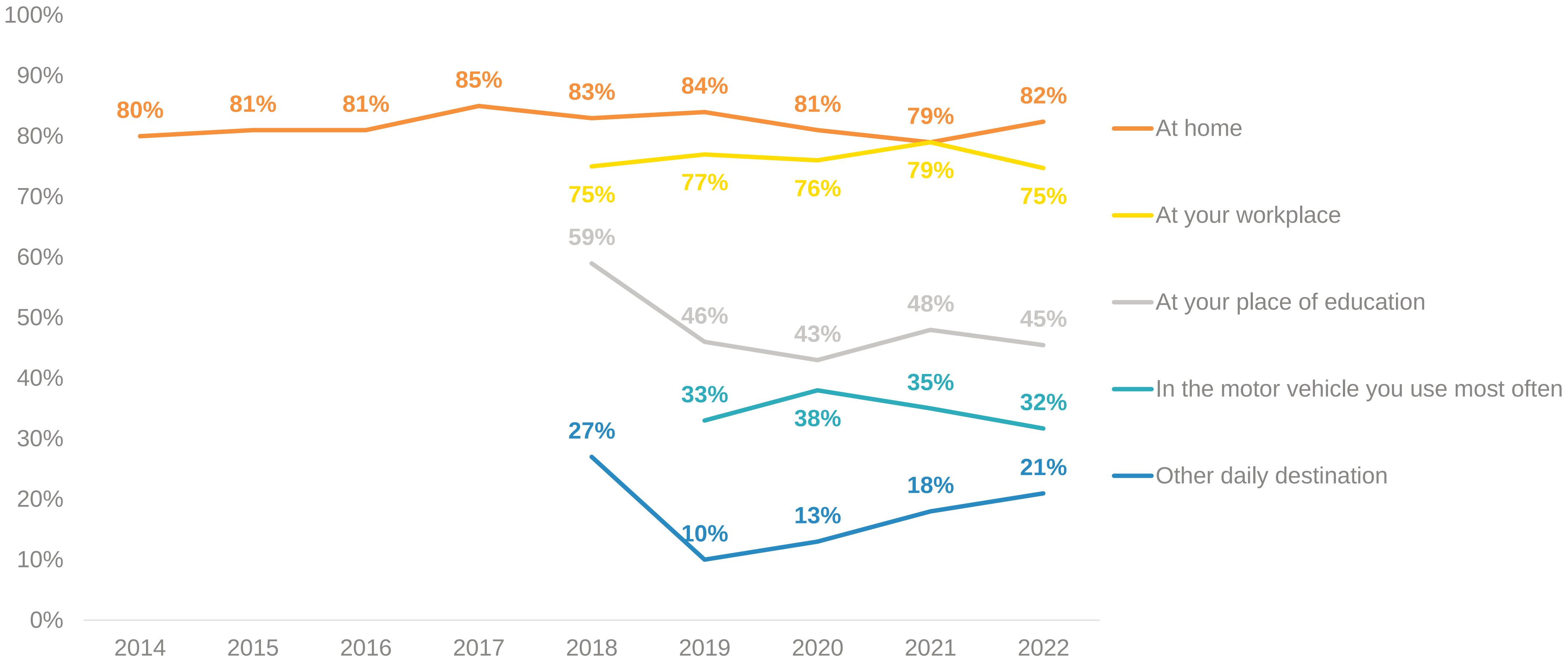
Do you have access to essential emergency items in the following locations...? Note: by emergency items we mean a supply of everyday use items that you can easily find and use when an emergency occurs.



Base: all respondents (excluding 'not applicable')

Emergency item access – tracking

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



Base: all respondents (excluding 'not applicable')

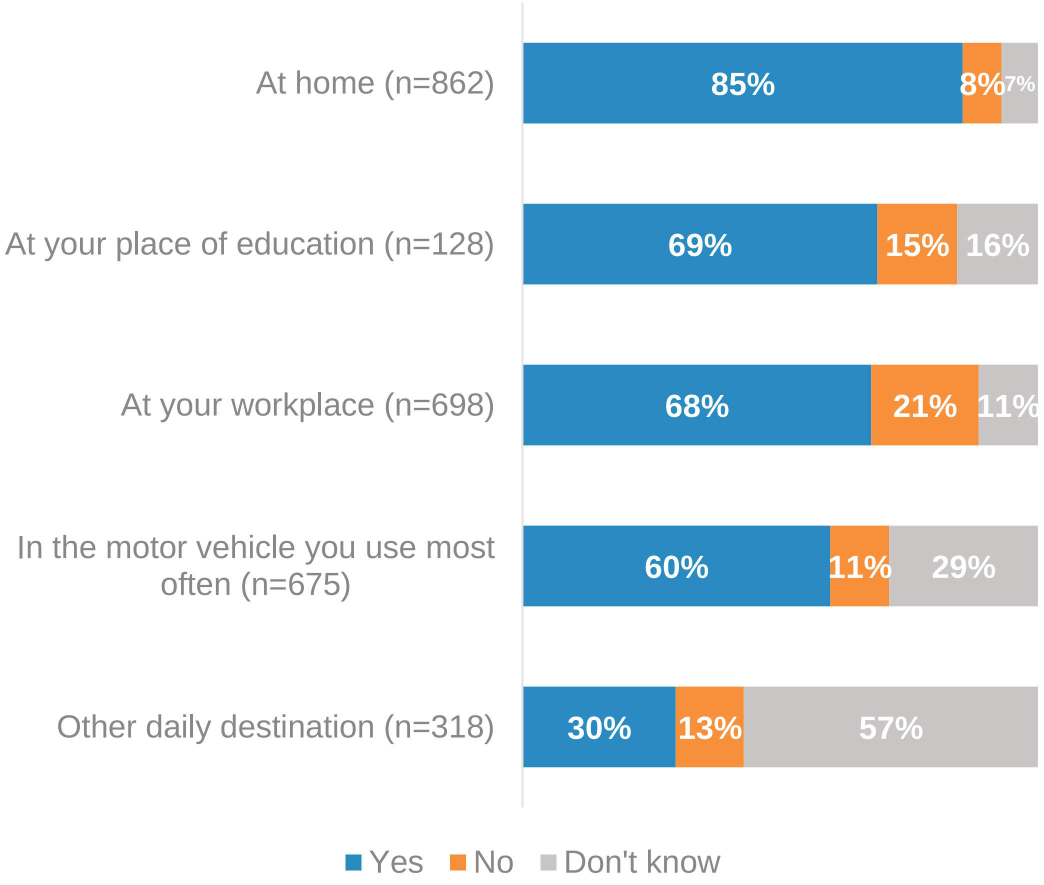
Safety in an earthquake

- The large majority of respondents (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%).

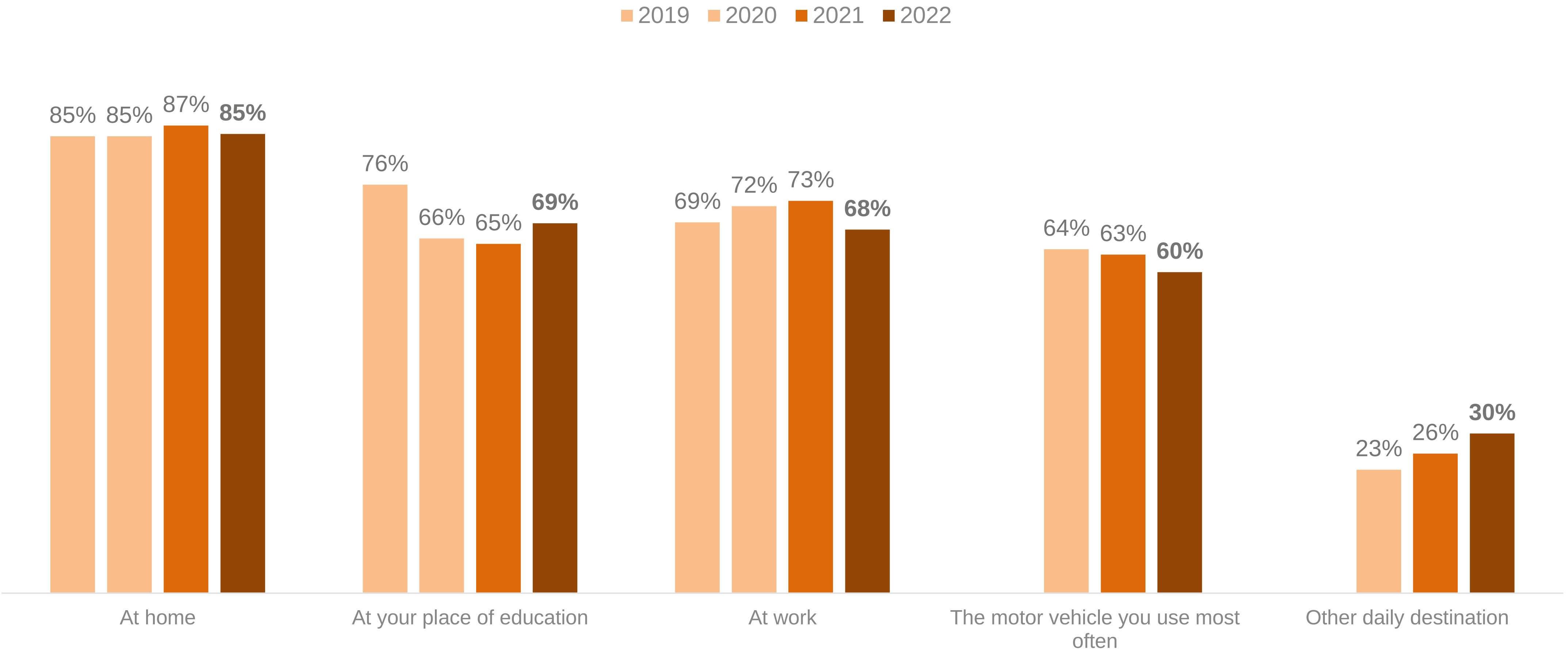
Would you feel physically safe in the event of a moderate earthquake in the following locations



Base: all respondents (excluding 'not applicable')

Safety in an earthquake – tracking

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



Base: all respondents (excluding 'not applicable')

Transport

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

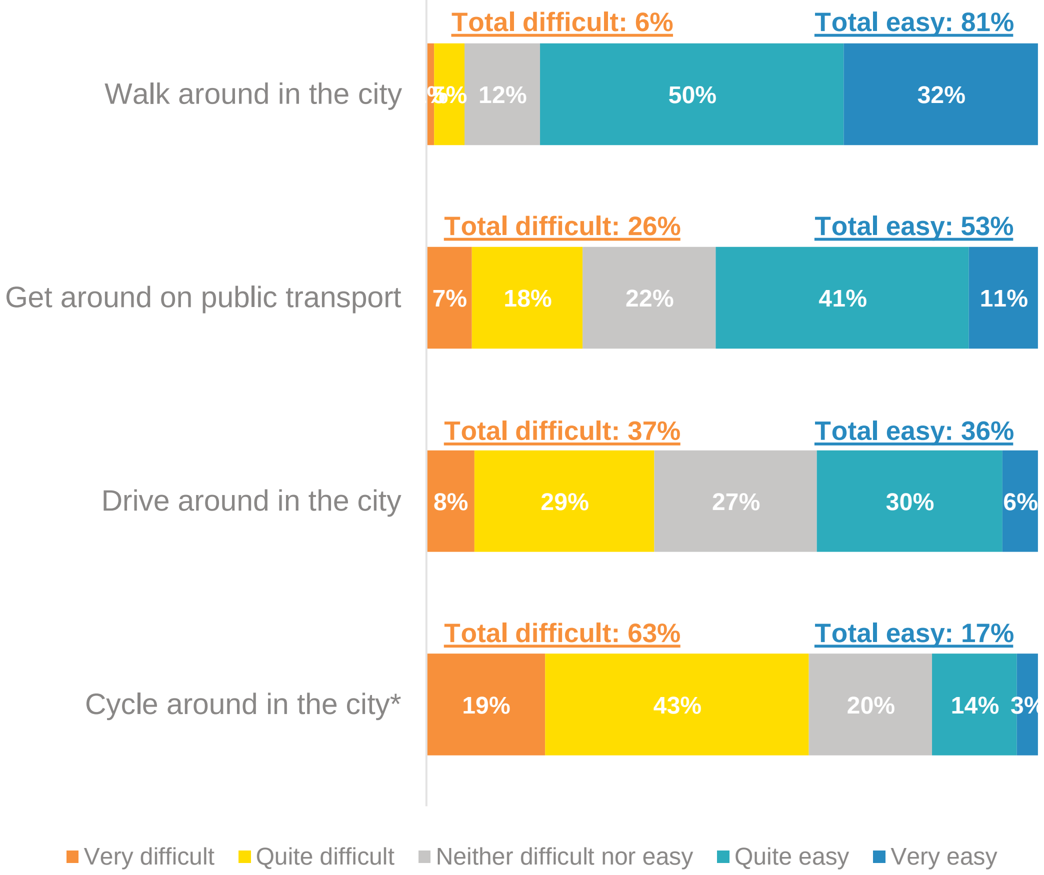
Getting around the city

- Walking around the city was viewed as considerably easier than the other forms of transport asked about with 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%).

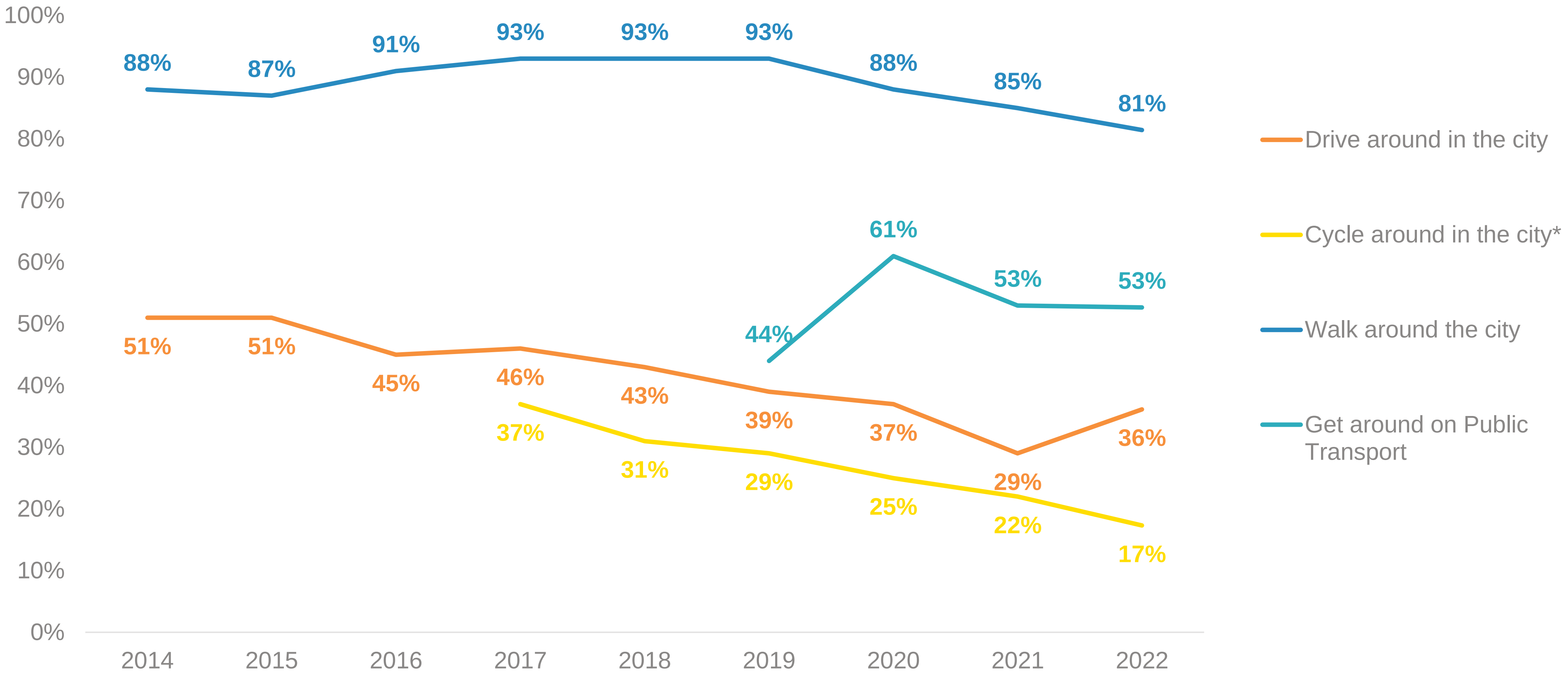
Thinking about the city's transport system and moving around the city. How easy is it to...?



*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)

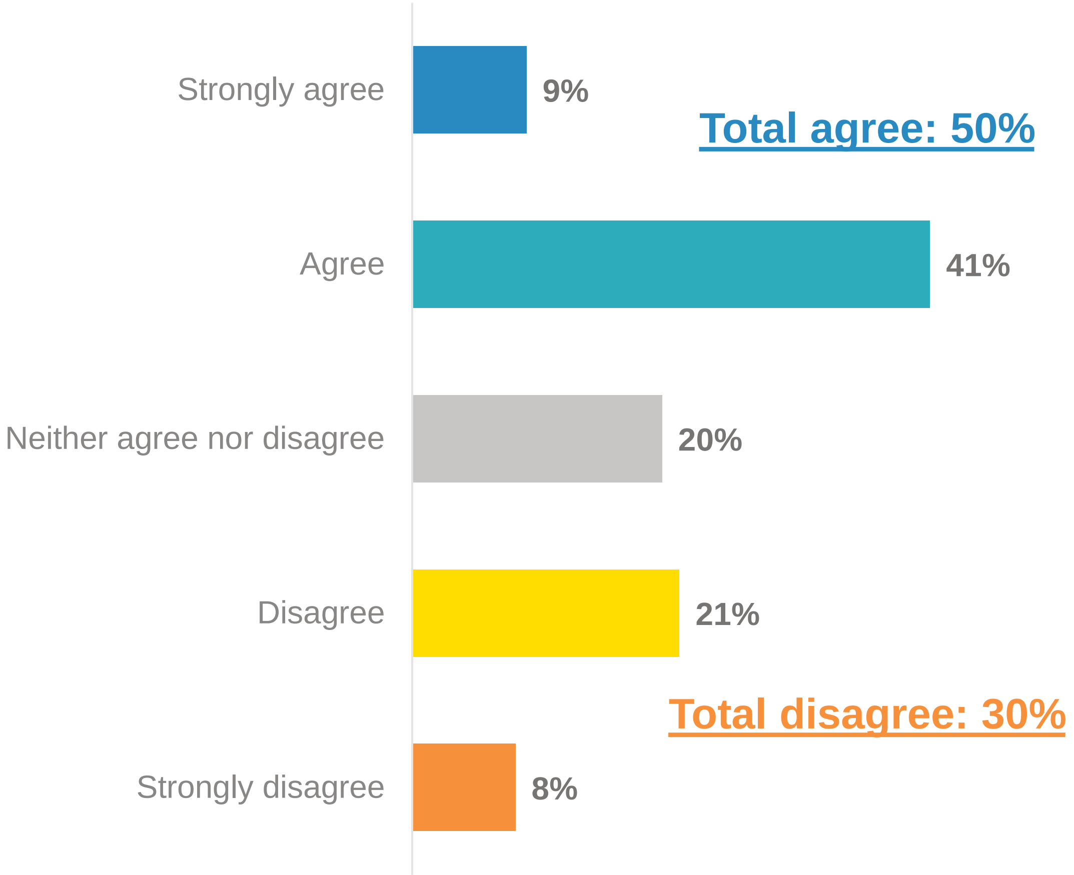
Transport system allows easy access to the city

- 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.

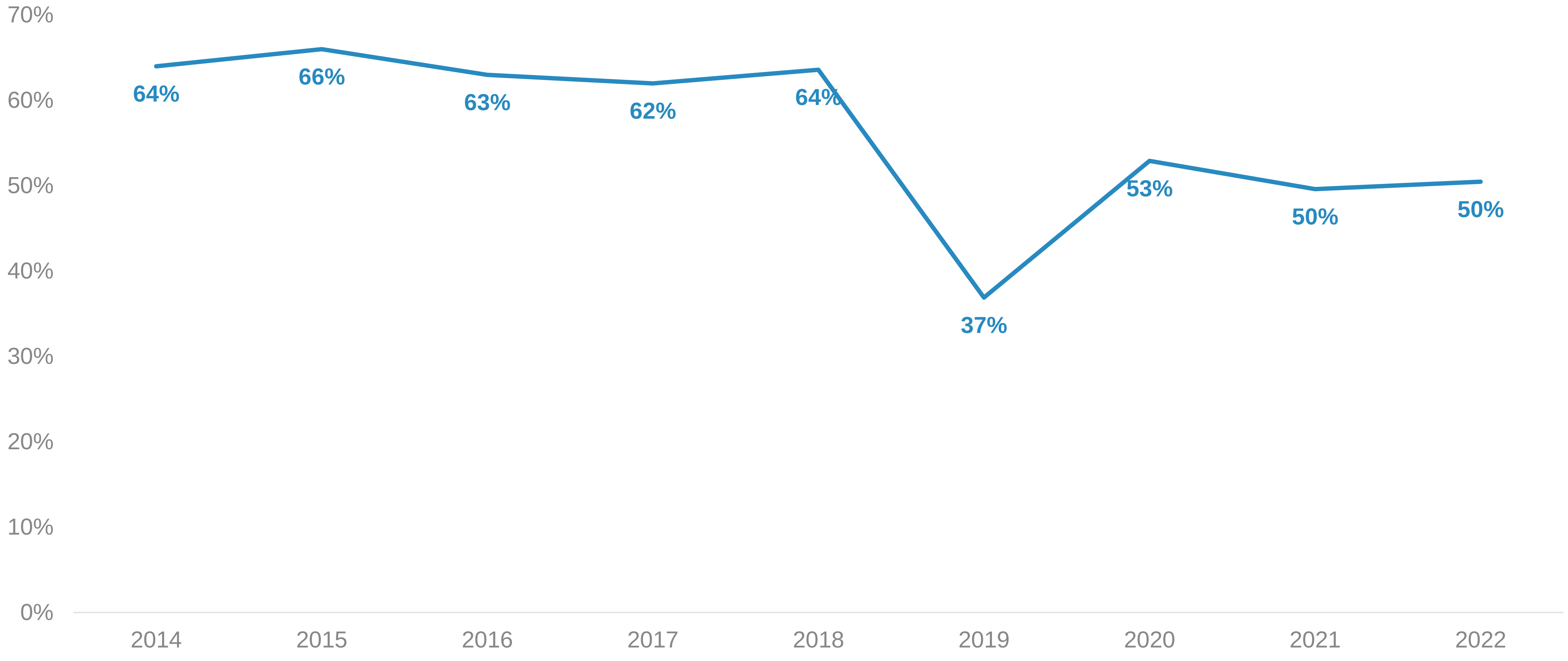
To what extent do you agree or disagree that the city's transport system allows easy access from the suburbs to the city?



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

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')

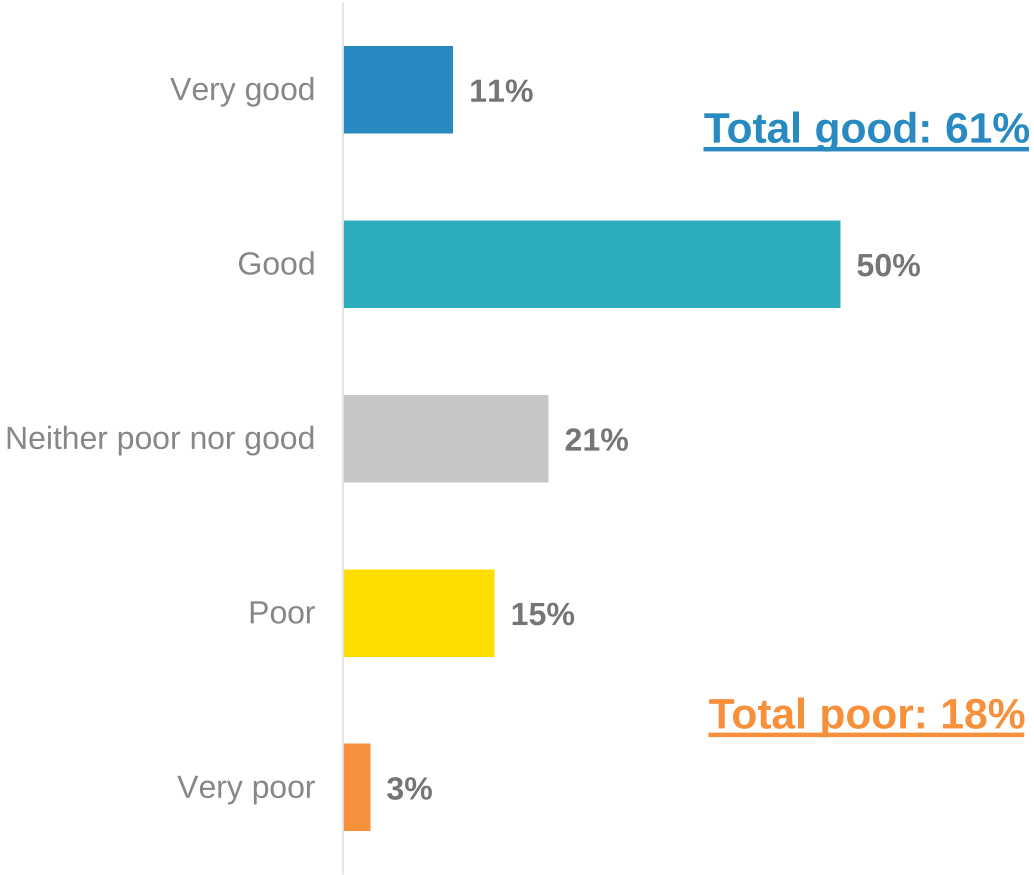
Road condition ratings

- 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%).

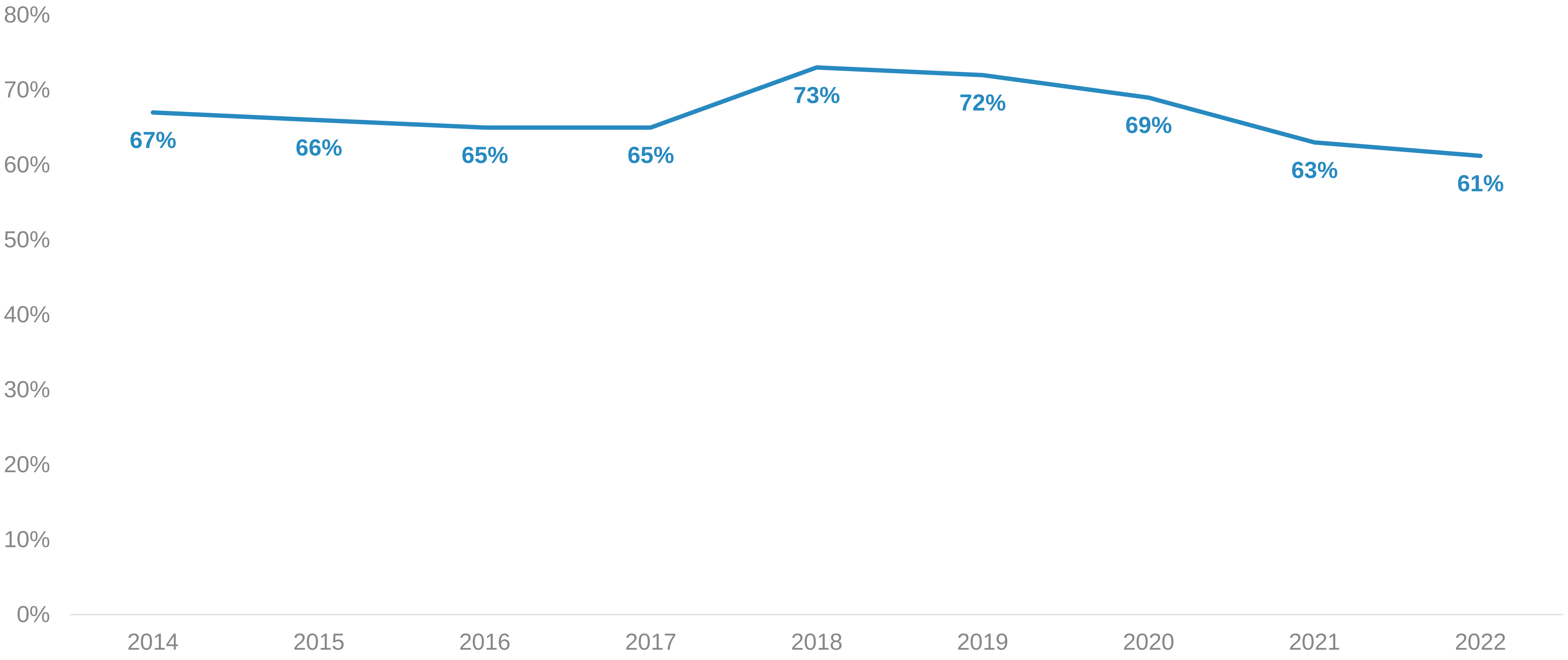
How would you rate the condition of the roads in your neighbourhood?



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

Road condition ratings – tracking

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



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

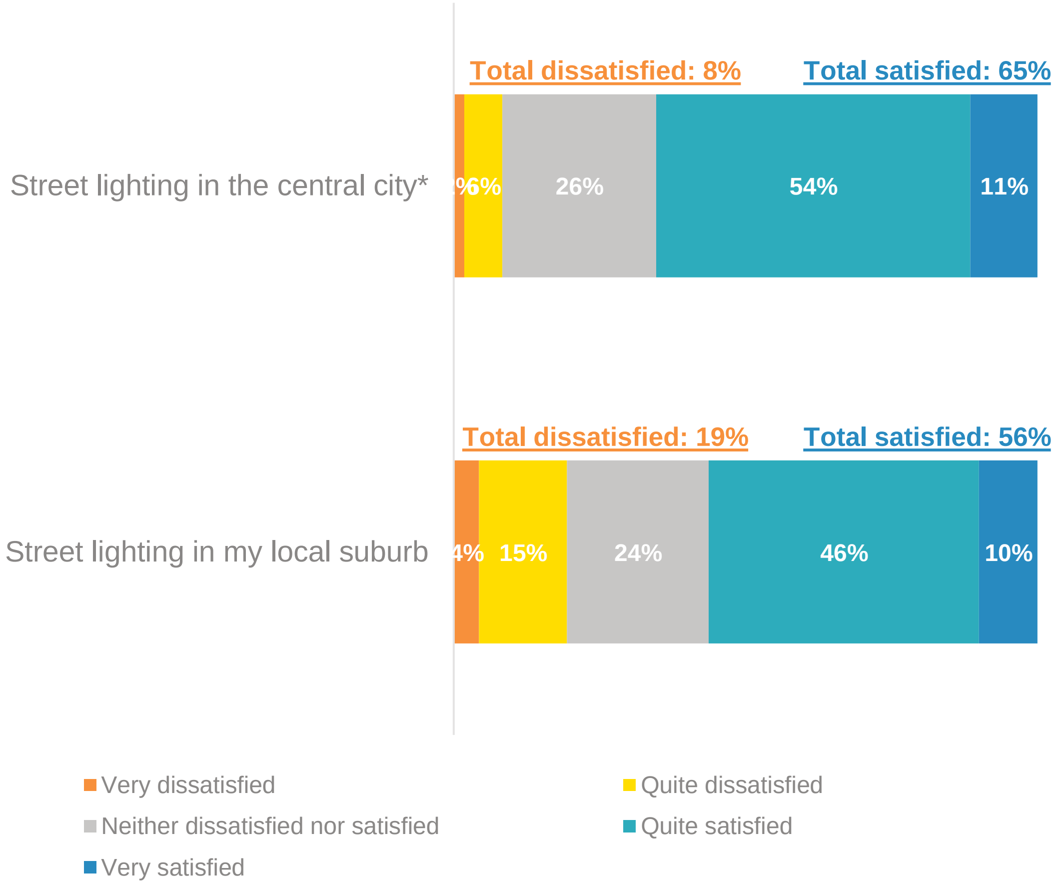
Street lighting satisfaction

- There was more satisfaction than dissatisfaction with both street lighting in the central city and in local suburbs. However, satisfaction levels were higher with street lighting in the central city (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.

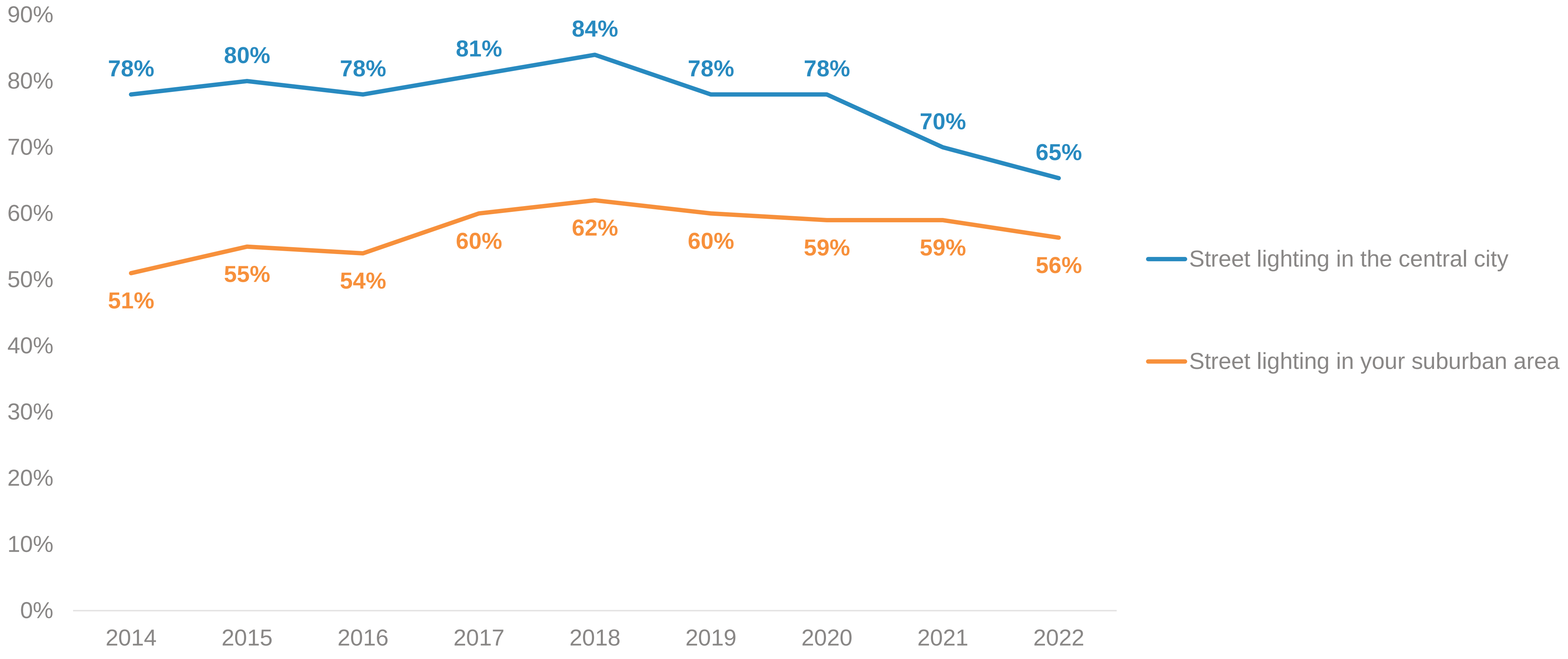
Please rate your level of satisfaction with the following...



*Base: all respondents (excluding 'don't know'); *high proportion of don't know responses (above 10%) which are excluded from analysis*

Street lighting satisfaction – tracking

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



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

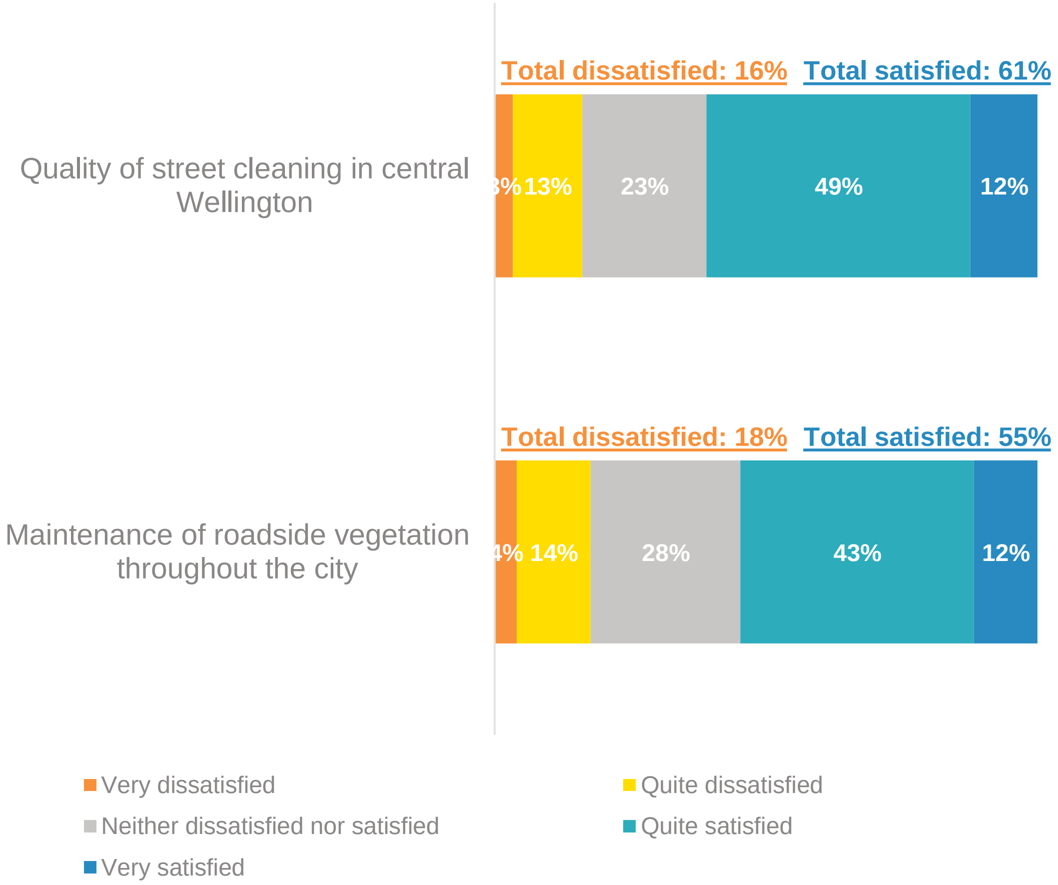
Street cleaning satisfaction

- There was more satisfaction than dissatisfaction with both the quality of street cleaning in central Wellington and the maintenance of roadside vegetation throughout the city.
- Satisfaction 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...



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

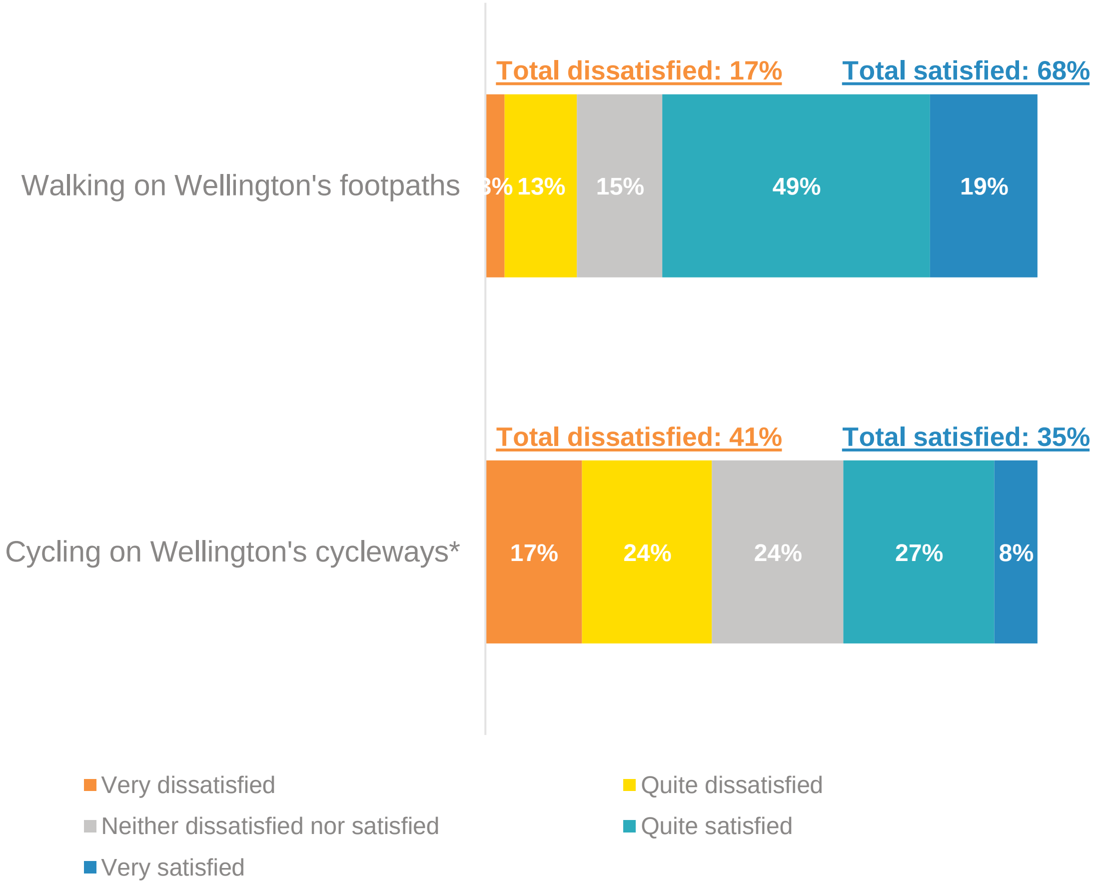
Footpath and cycleway satisfaction

- 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.

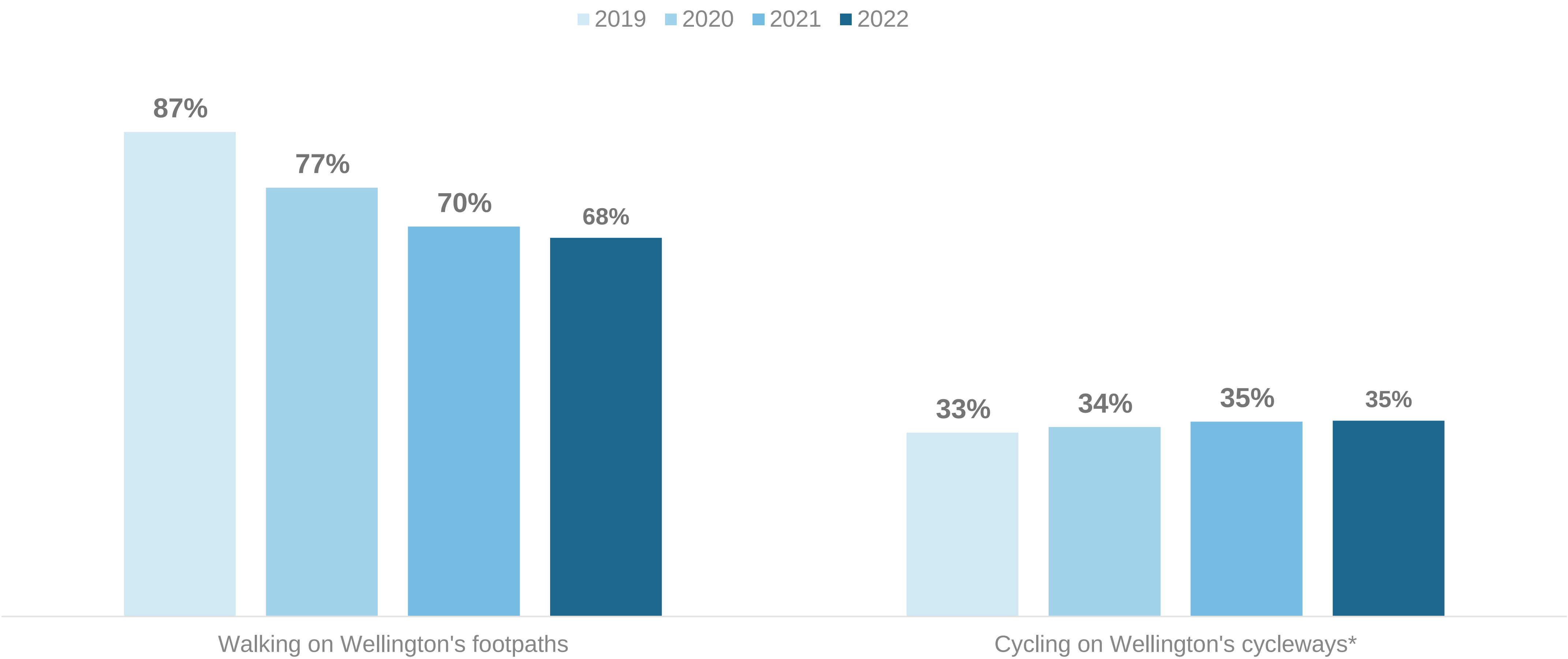
How satisfied are you



*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)*

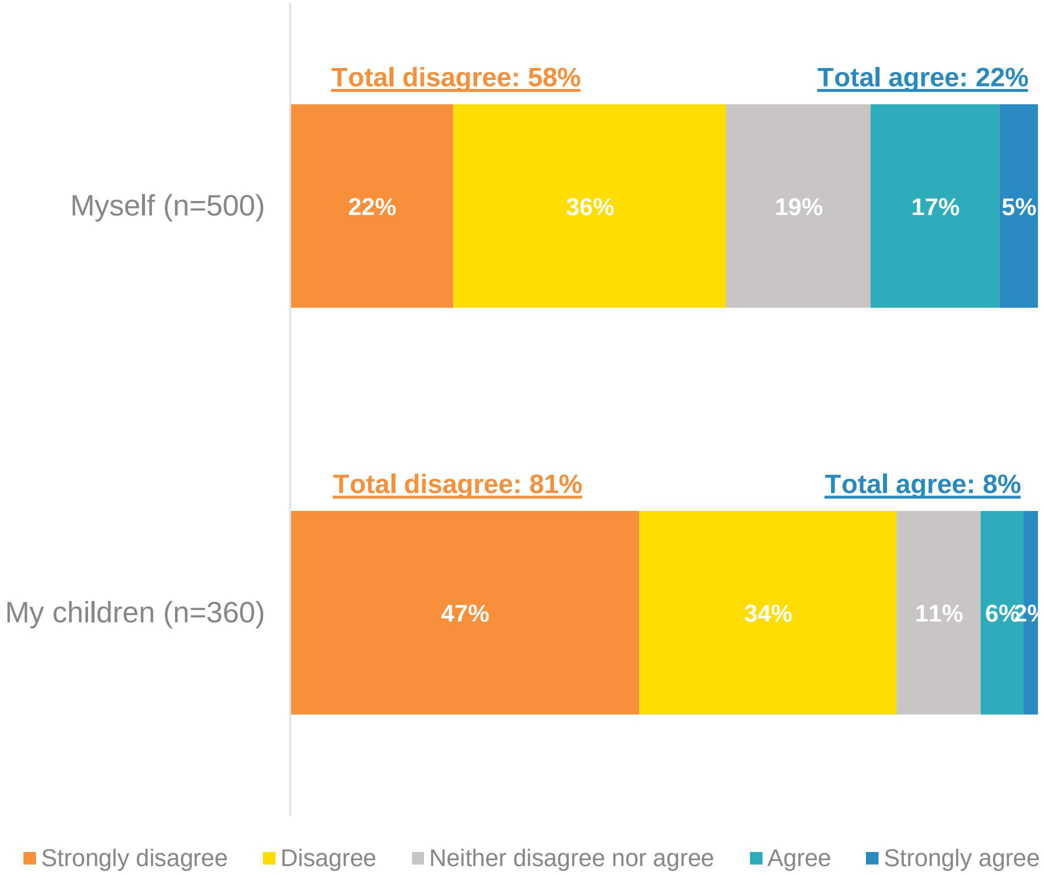
Cycling safety in the city

- 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.

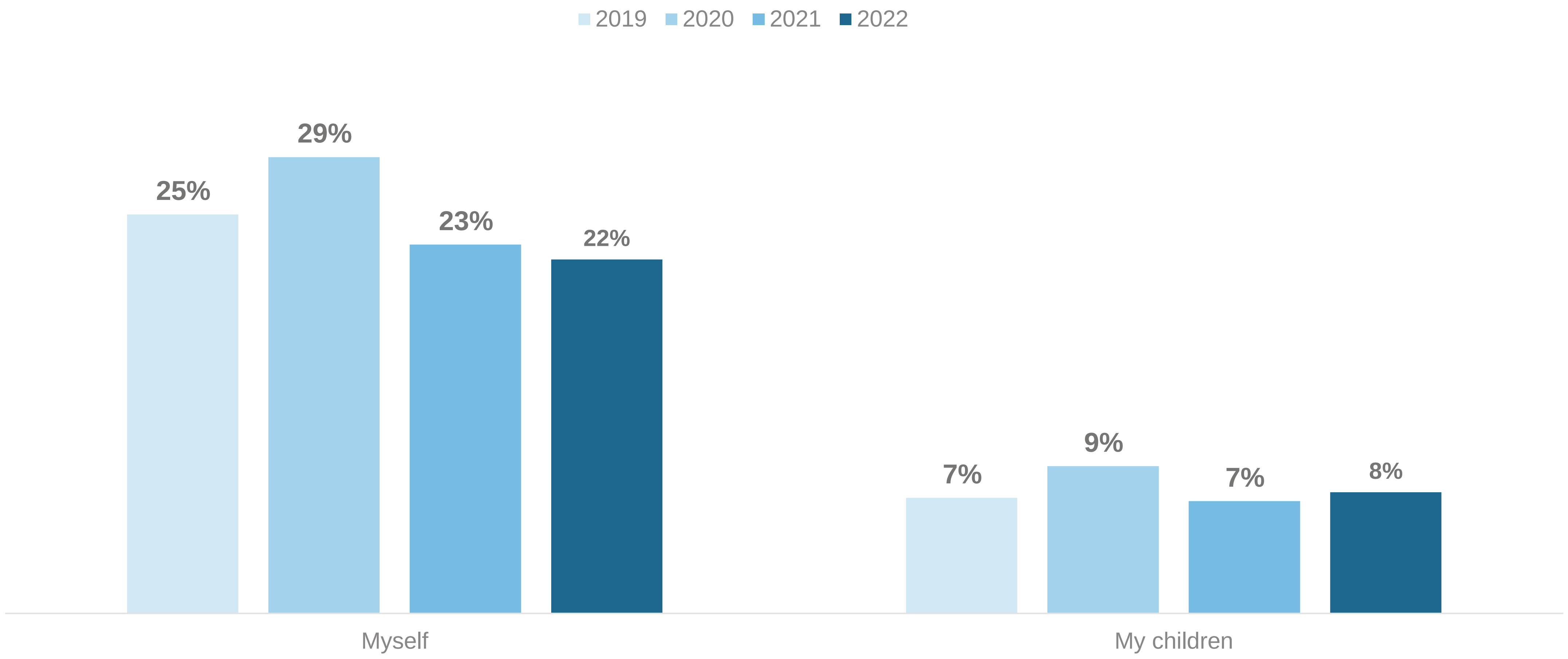
Please rate your level of agreement with the following statements. Cycling in the city is safe for



Base: all respondents (excluding 'not applicable' and 'don't know')

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

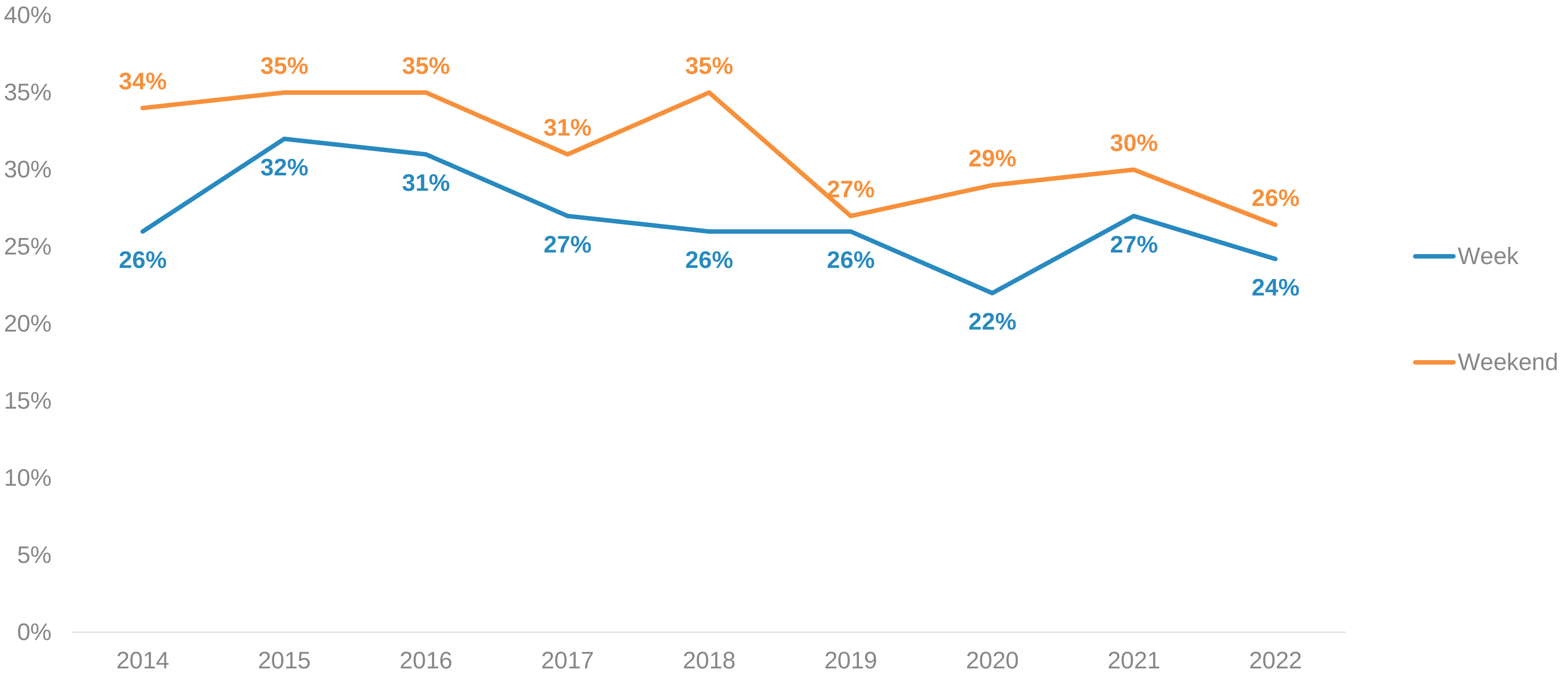
- There were no demographic differences for this question.

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

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

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')

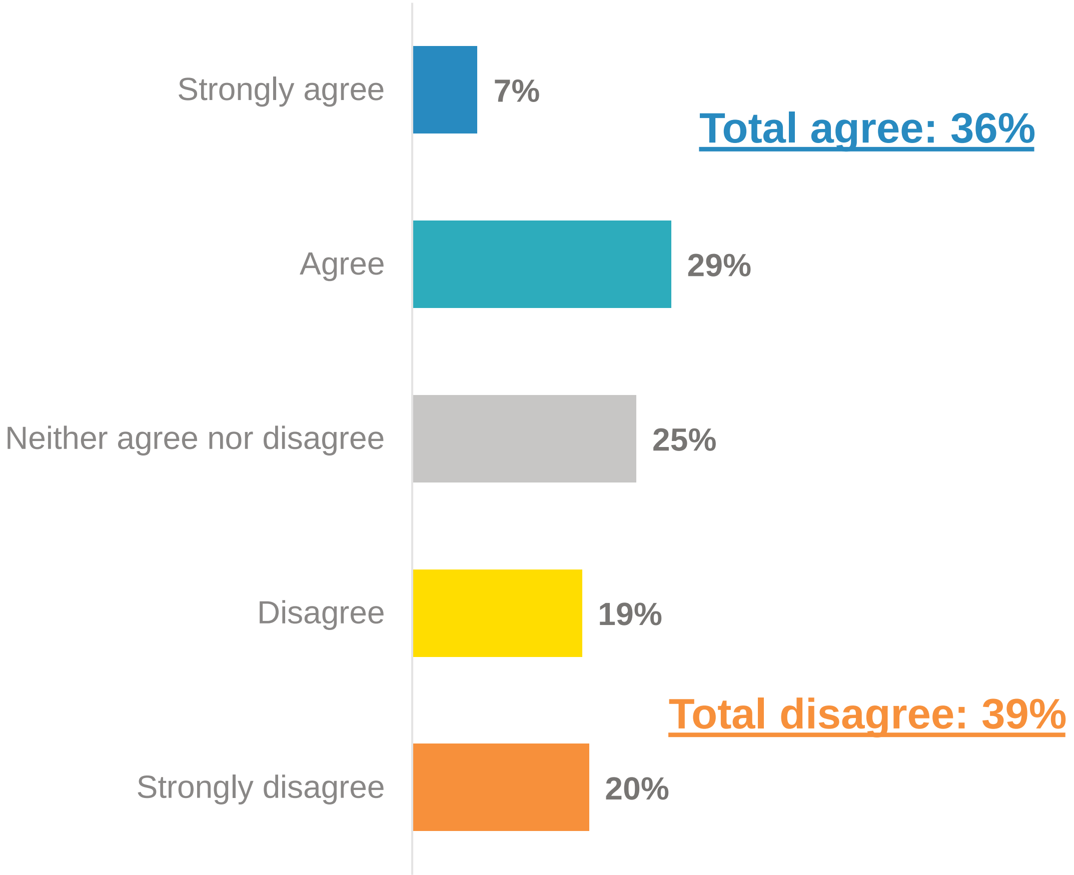
Parking enforcement fairness

- 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.

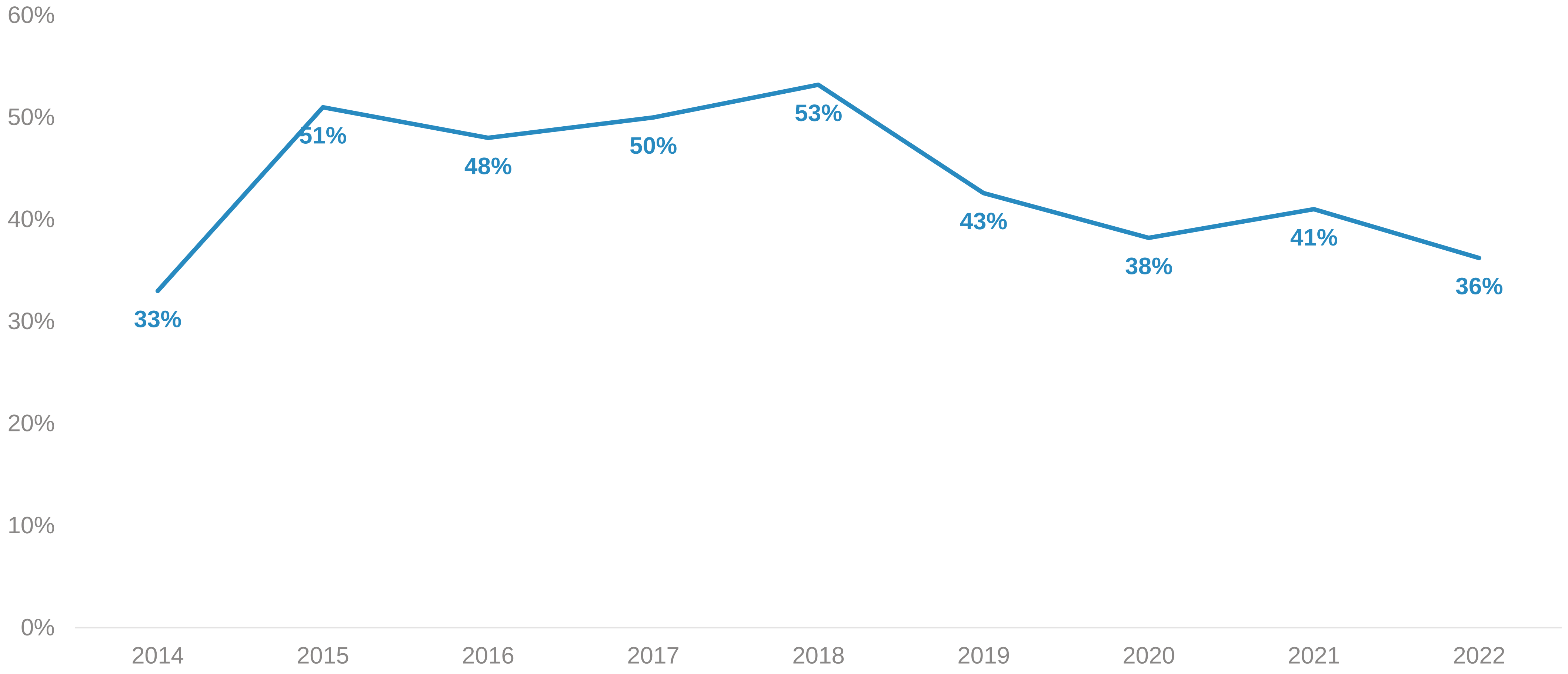
*Please rate your level of agreement with the following statement…The city's parking enforcement is fair.**



*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')

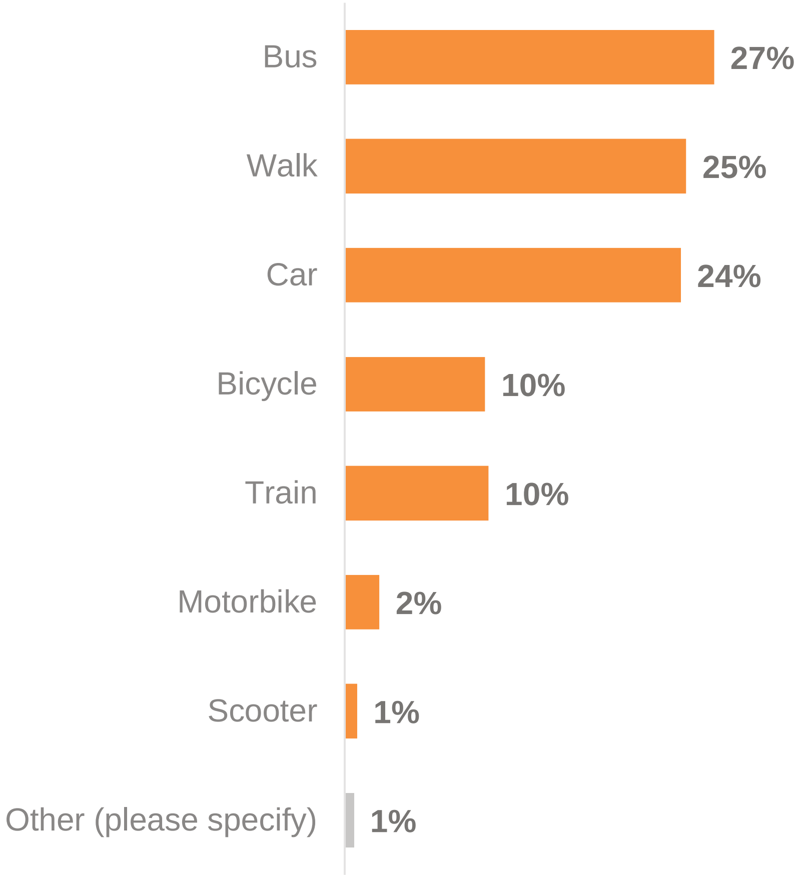
Main mode of transport for commuting

- 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%).

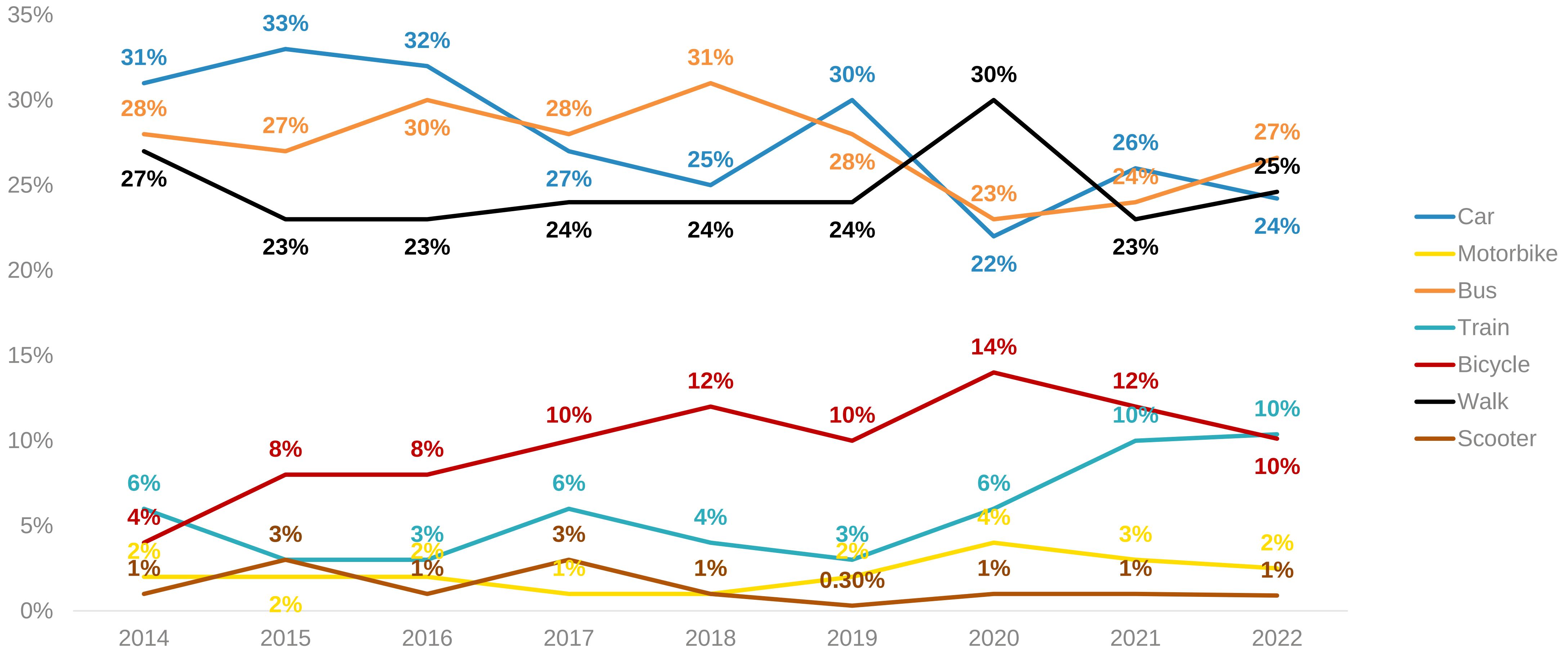
What is your main method of travelling to Wellington on these occasions?



Base: Respondents who travel into central Wellington most weekdays (n=564)

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)

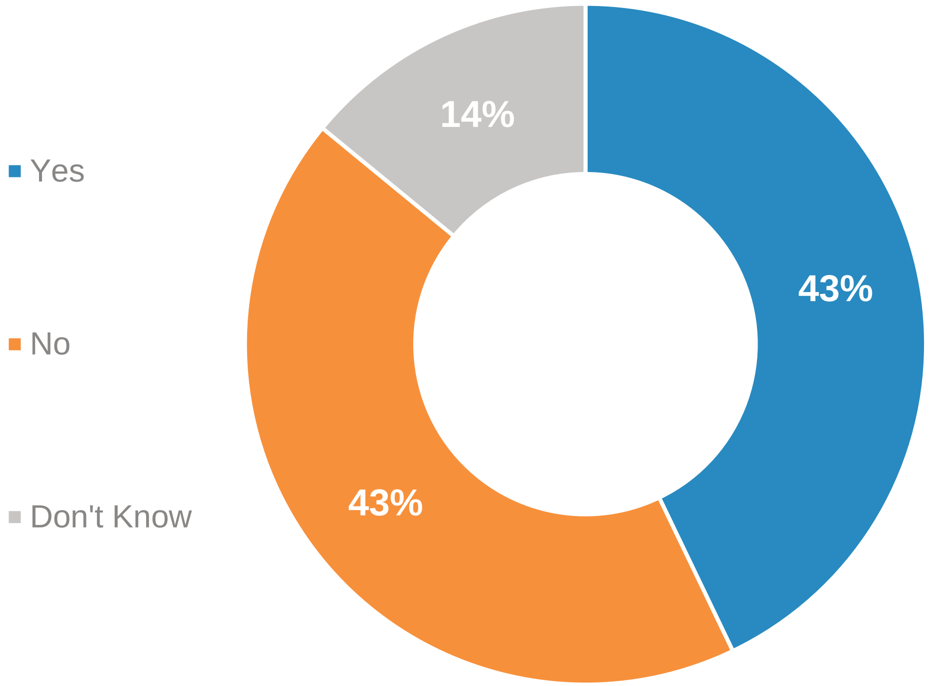
Are peak travel volumes acceptable?

- 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.

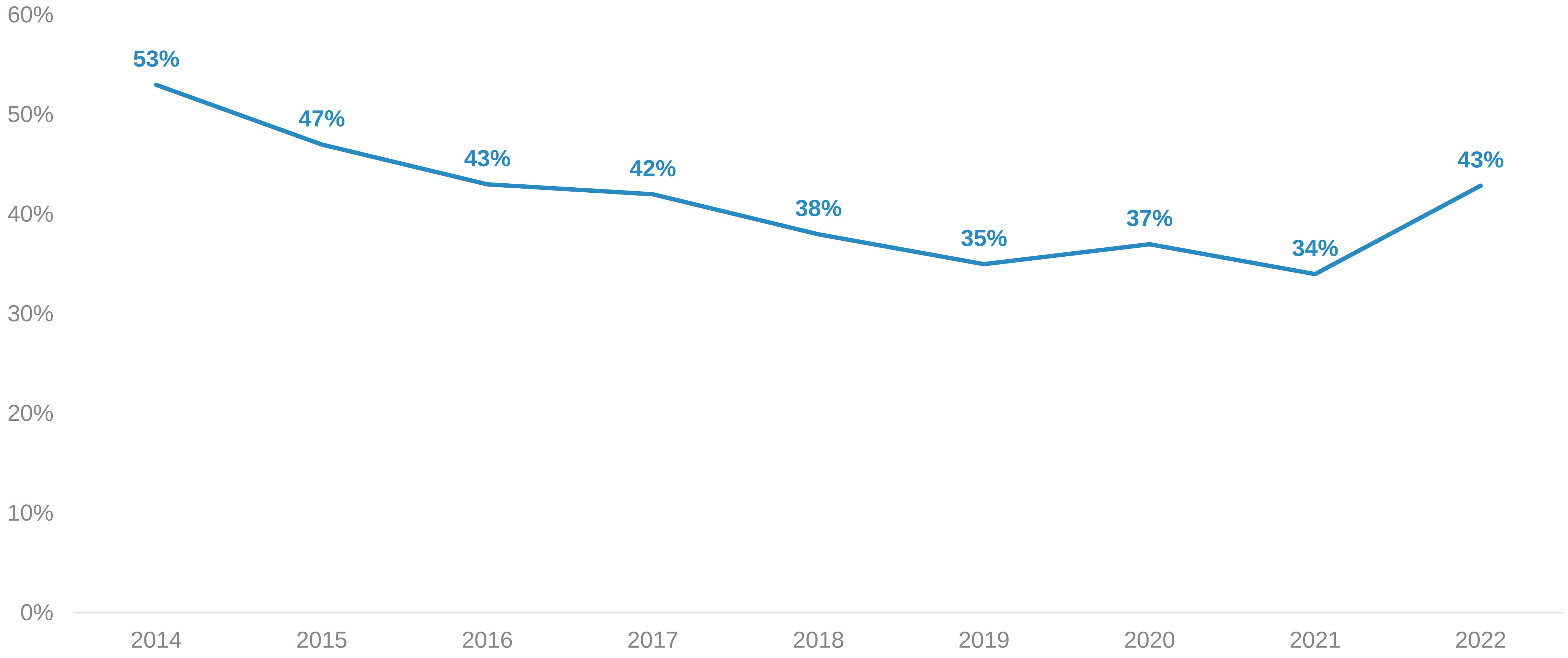
Do you believe peak traffic volumes are acceptable?



Base: respondents who travel into or through central Wellington during weekday peak traffic times, that is between 7-9am or 4-6pm? (n=586)

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

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

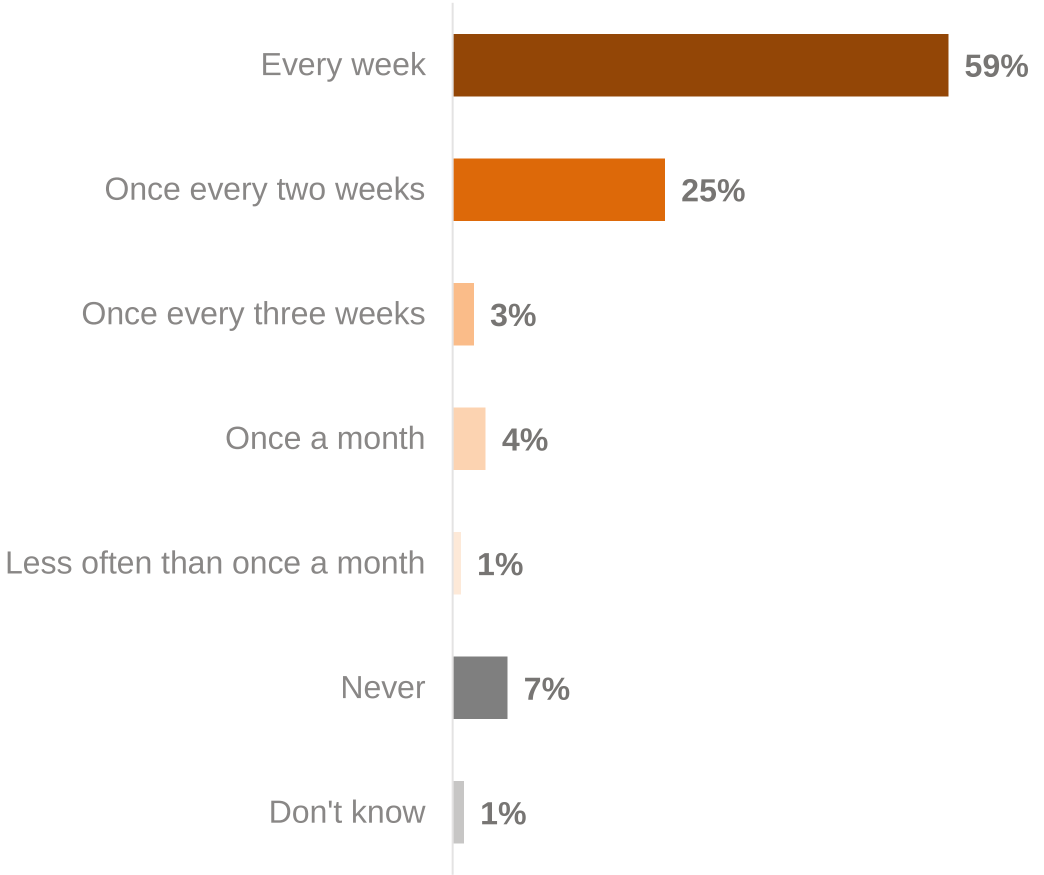
Kerbside recycling frequency

- 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%)

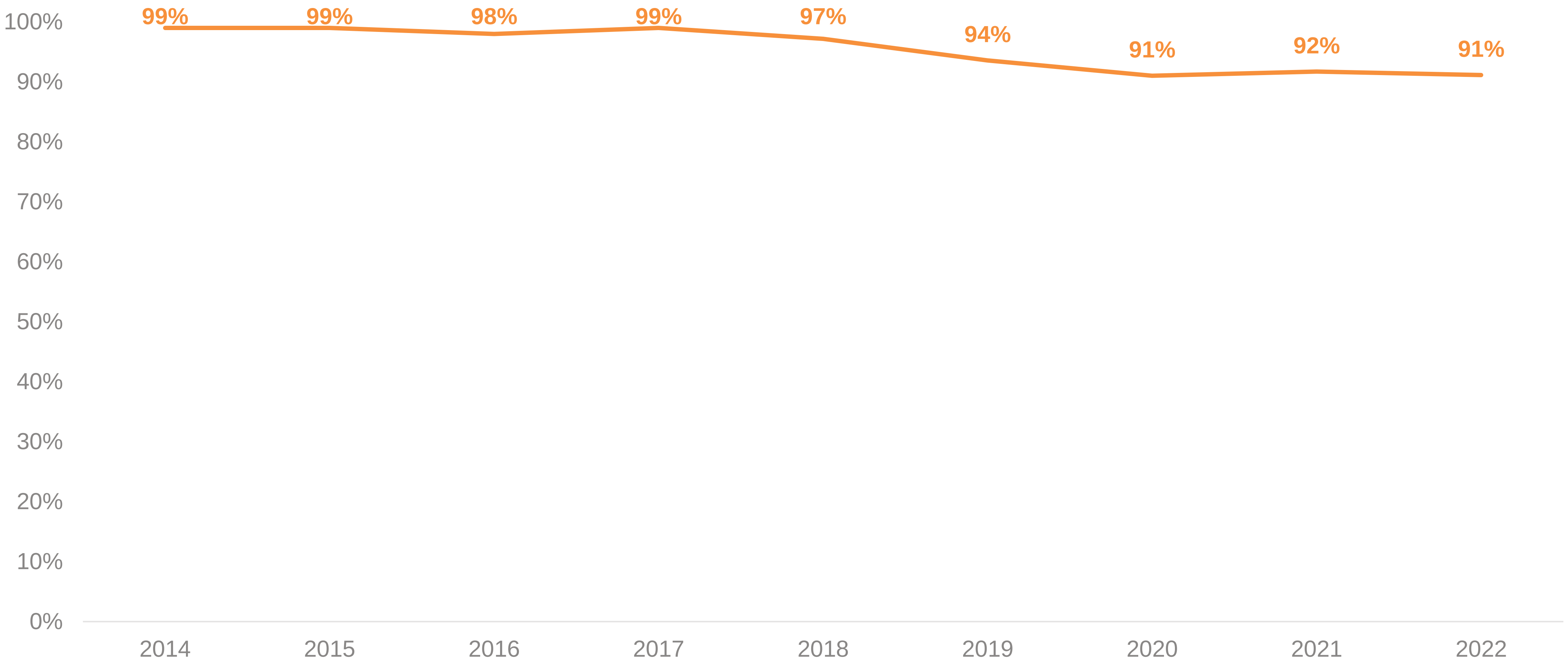
On average, how often does your household put out recycling for Wellington City Council's kerbside collection?



Base: all respondents

Kerbside recycling frequency – tracking

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



Base: all respondents

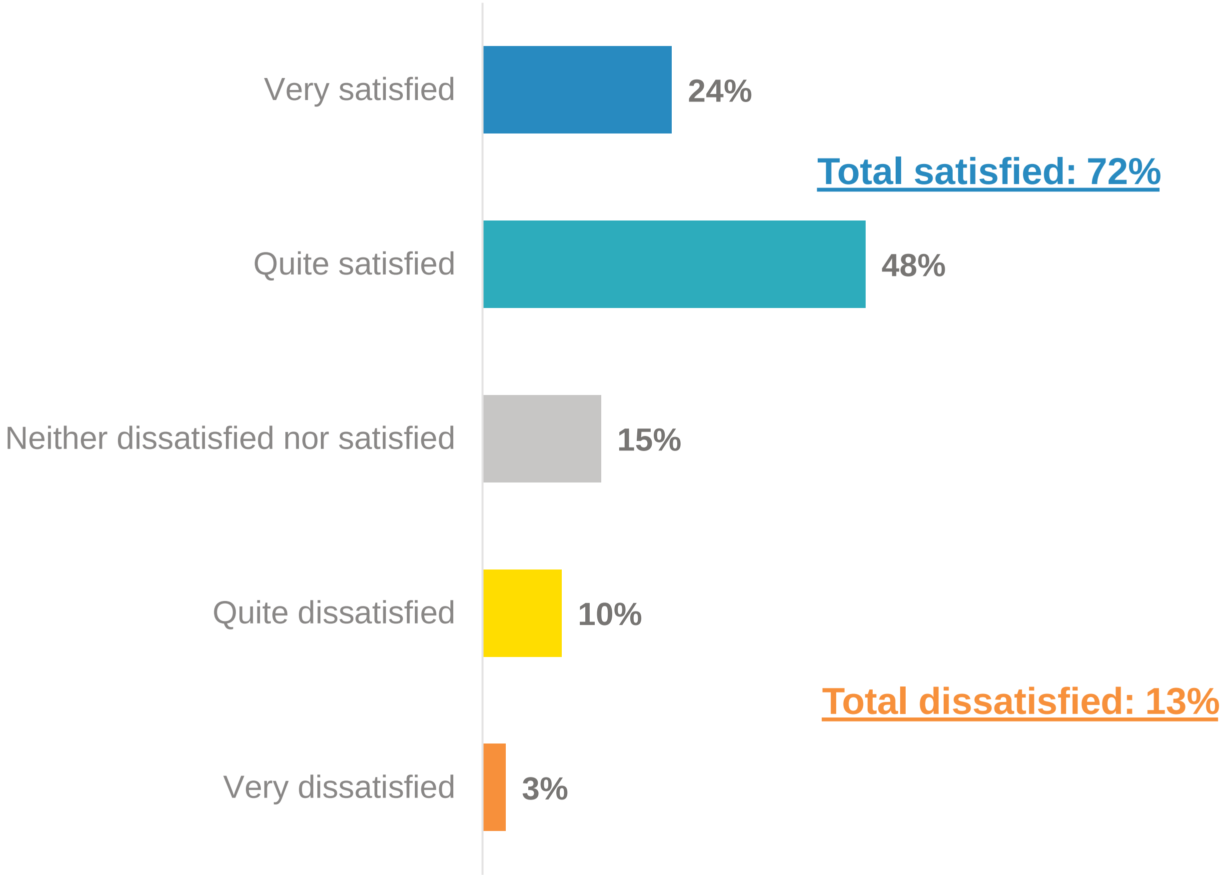
Kerbside recycling satisfaction

- 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.

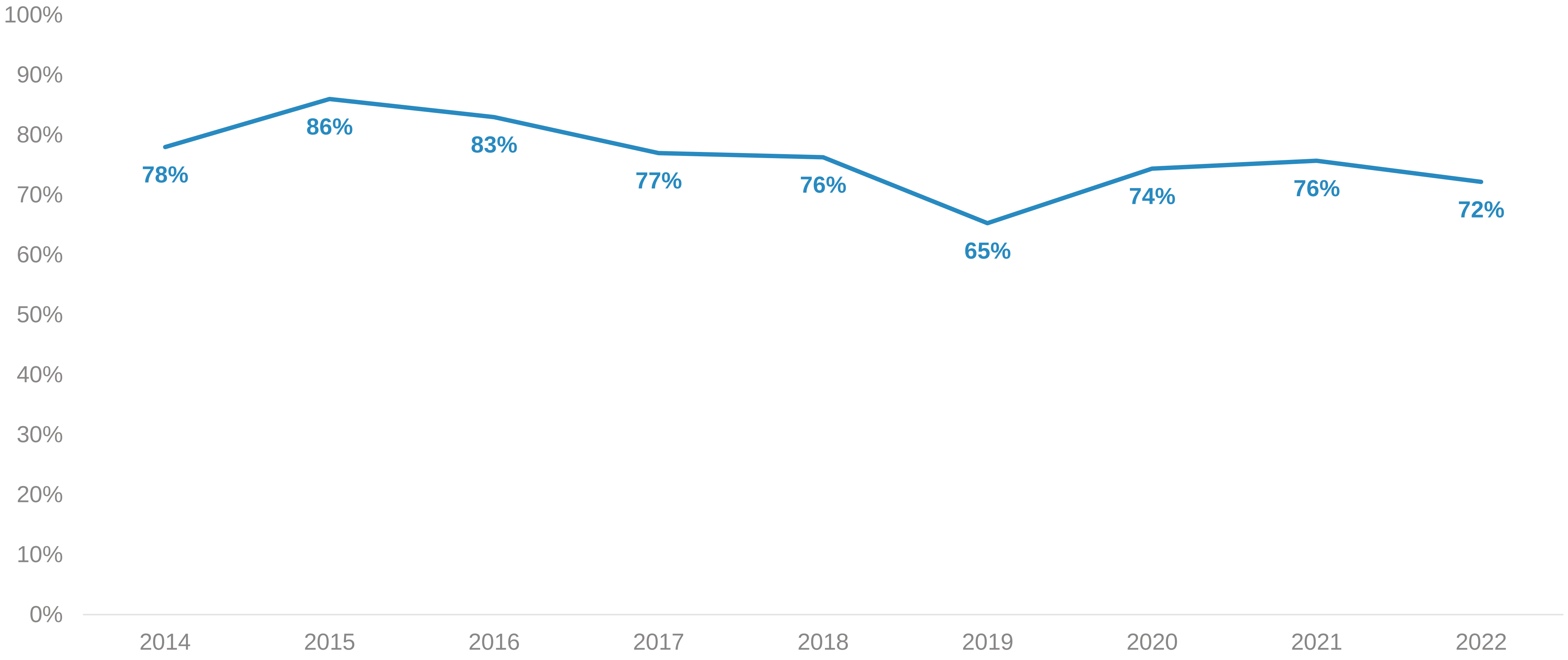
Please rate your overall level of satisfaction with Wellington City Council's kerbside recycling collection service:



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

Kerbside recycling satisfaction – tracking

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



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

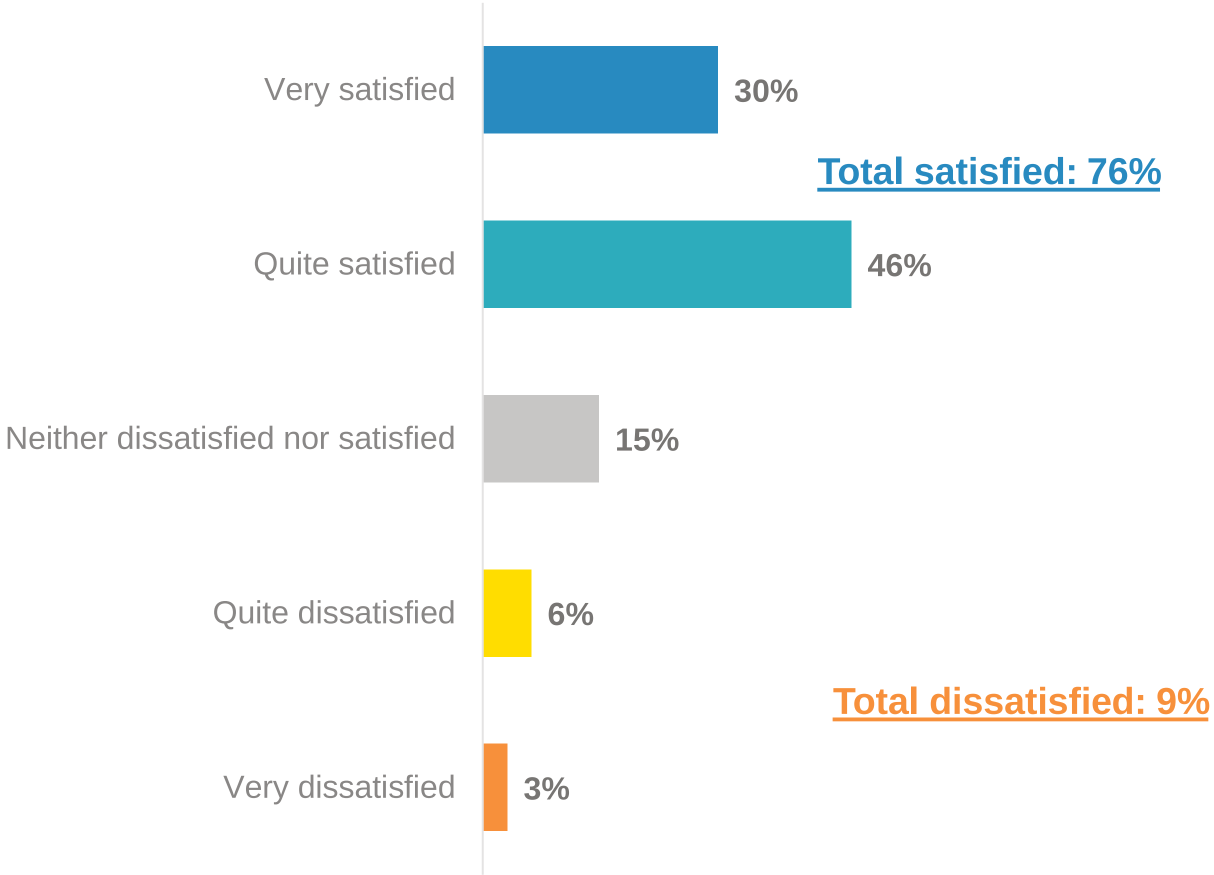
Kerbside rubbish satisfaction

- 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.

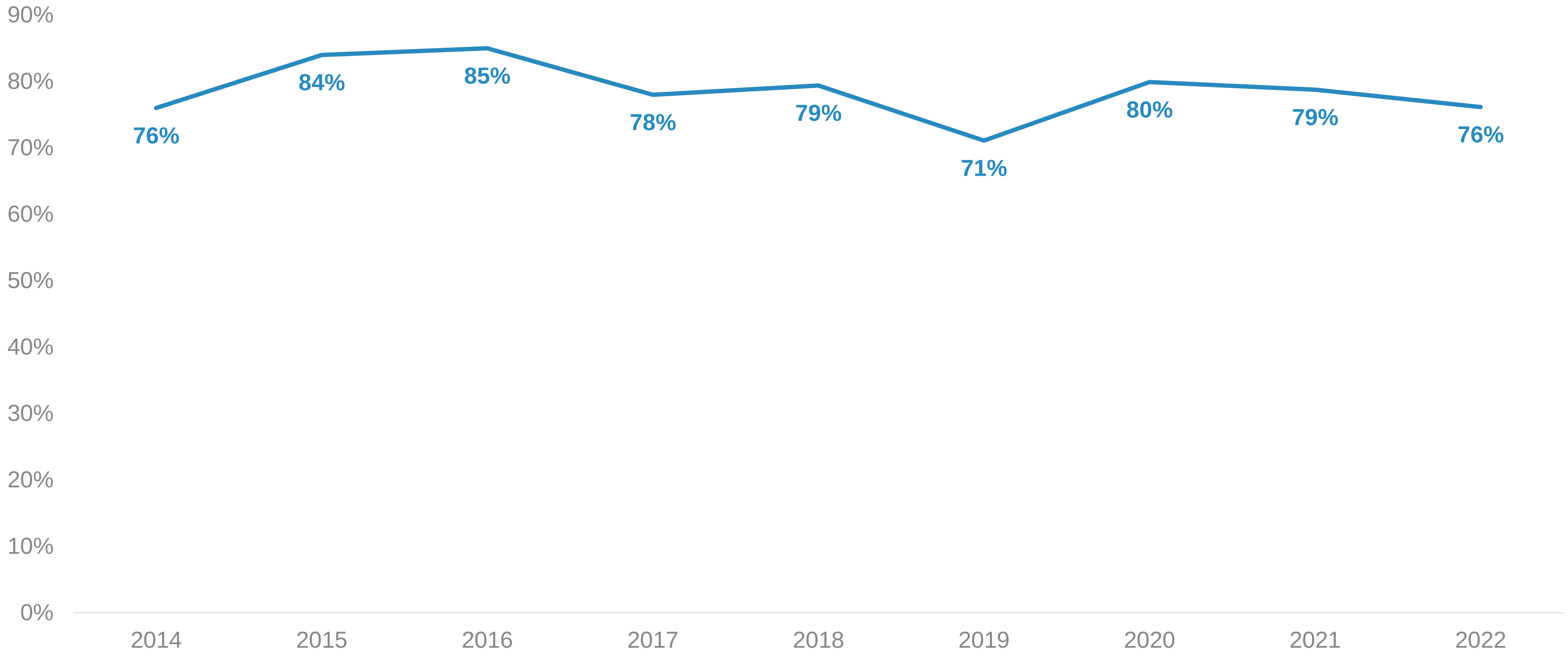
Please rate your overall level of satisfaction with Wellington City Council's kerbside rubbish waste collection service:



Base: respondents who use the official Wellington City Council rubbish waste bags (excluding 'don't know') (n=547)

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)

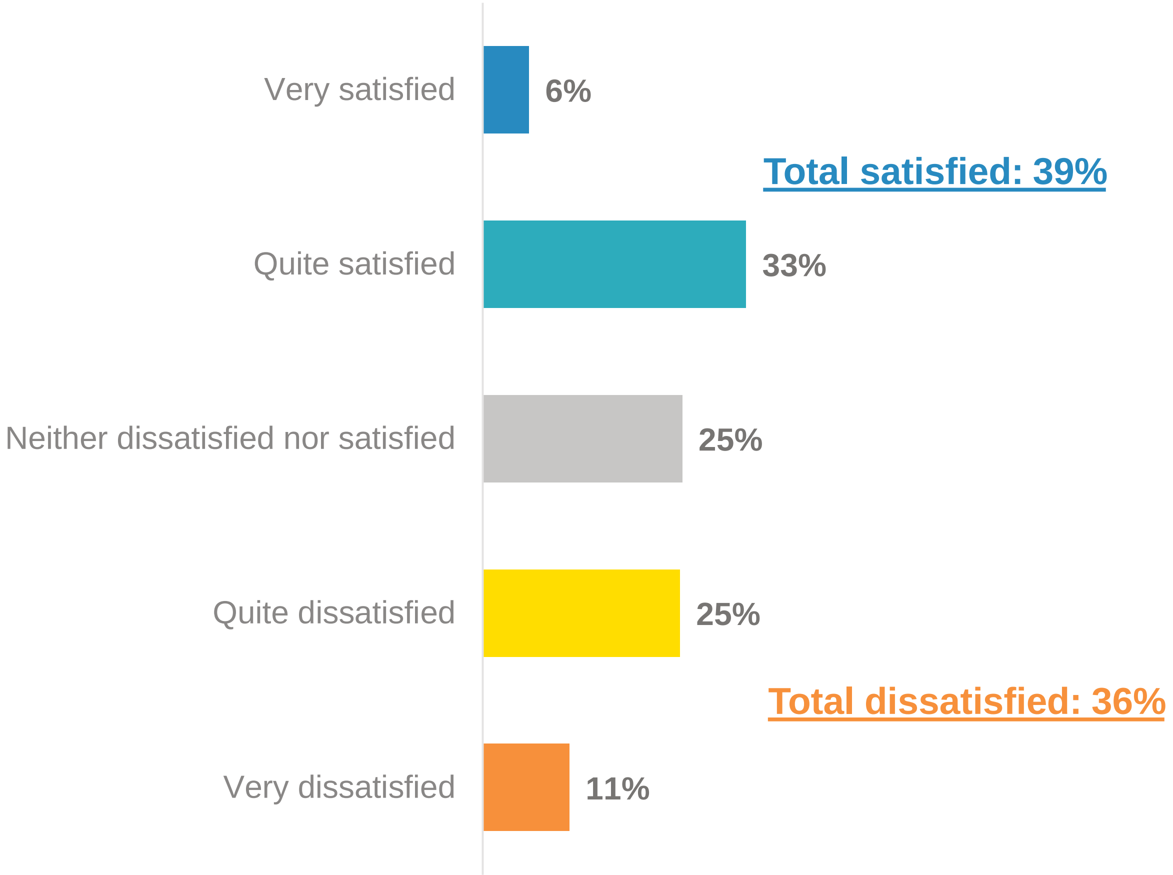
Stormwater management satisfaction

- 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.

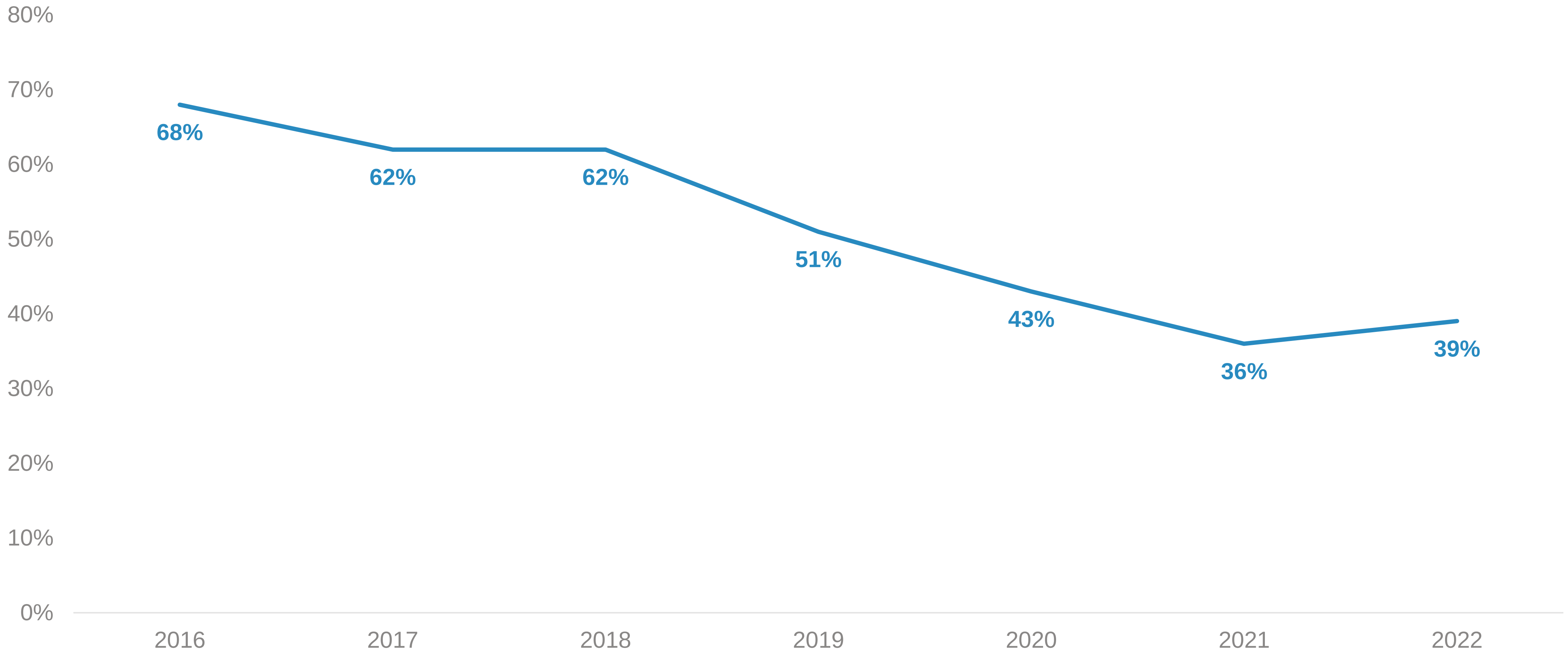
*Please rate your level of satisfaction with the management of storm-water in Wellington City.**



*Base: all respondents (excluding ‘don’t know’); *High proportion of ‘don’t know’ responses (13%)*

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')