

# Residents Monitoring Survey

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Executive summary

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# RMS and the wider performance framework

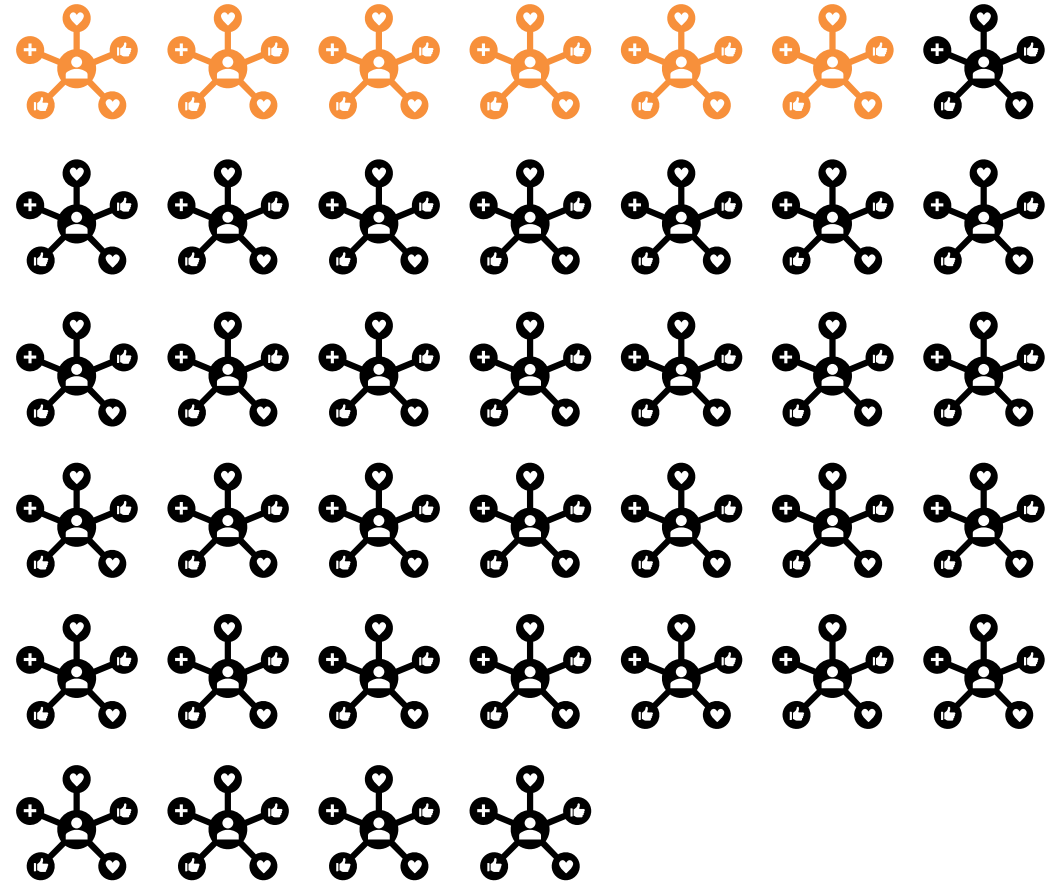
## Key Performance Indicators:

93 total 18 from RMS



## Wellbeing outcome indicators:

39 total 6 from RMS



# Background and methodology

## Background

- The Residents Monitoring Survey (RMS) is an annual survey undertaken by the Wellington City Council (WCC) Research and Evaluation team (R/E team).
- 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.

## Methodology

- The latest RMS was conducted in February 2022 using a random sample drawn from the WCC research panel. This panel (with around 8,000 members) is recruited and managed by *PublicVoice* on behalf of the Council.
- The final sample size for 2022 was 809 for part one and 862 for part two, both 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%

### Survey fieldwork timeline



# City perceptions

## Overview

- City centre attributes – “lively and attractive” and “easy to enjoy” have seen shifts downwards
- Suburban attributes – mostly stable, but ‘lively /attractive’ attributes trend rising over the long term
- General Wellington perceptions – stable from last year but down from earlier results (pre-covid)

## Possible drivers

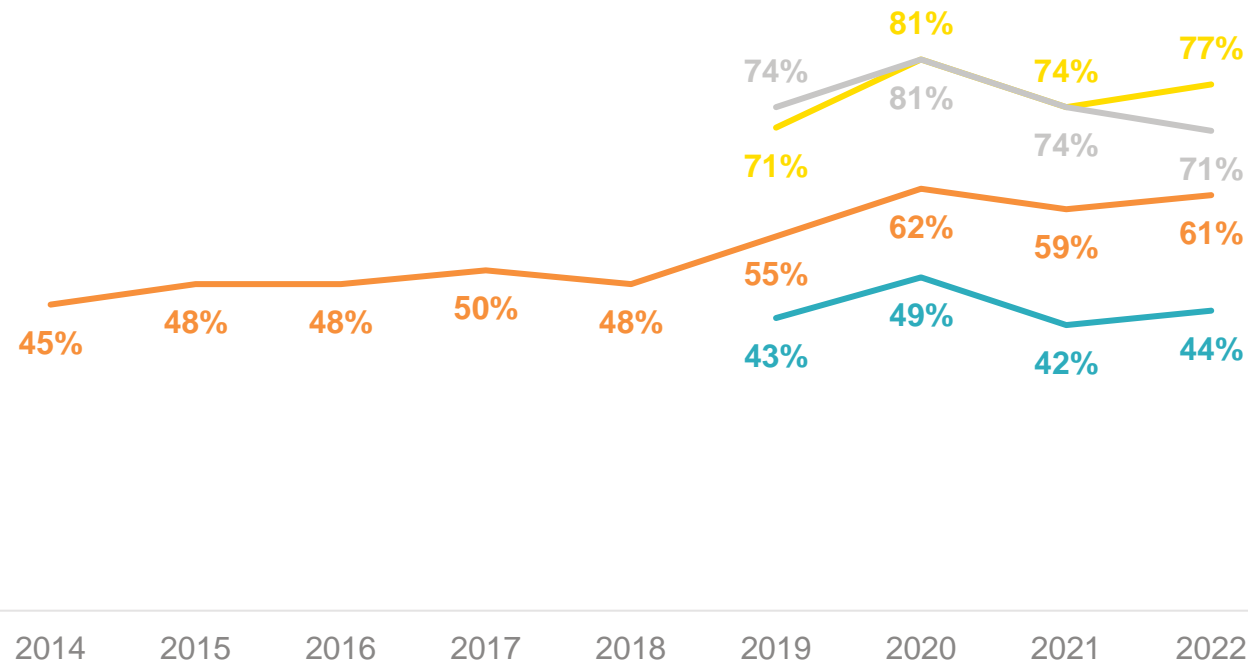
- Covid-19 lockdowns reduced city vibrancy
- Fewer events and festivals
- More closed shops
- WFH
- Parliament protest – significant disruption to the city
- Capital works / disruption

# Suburban attributes – mostly stable, safety down, but attractiveness up



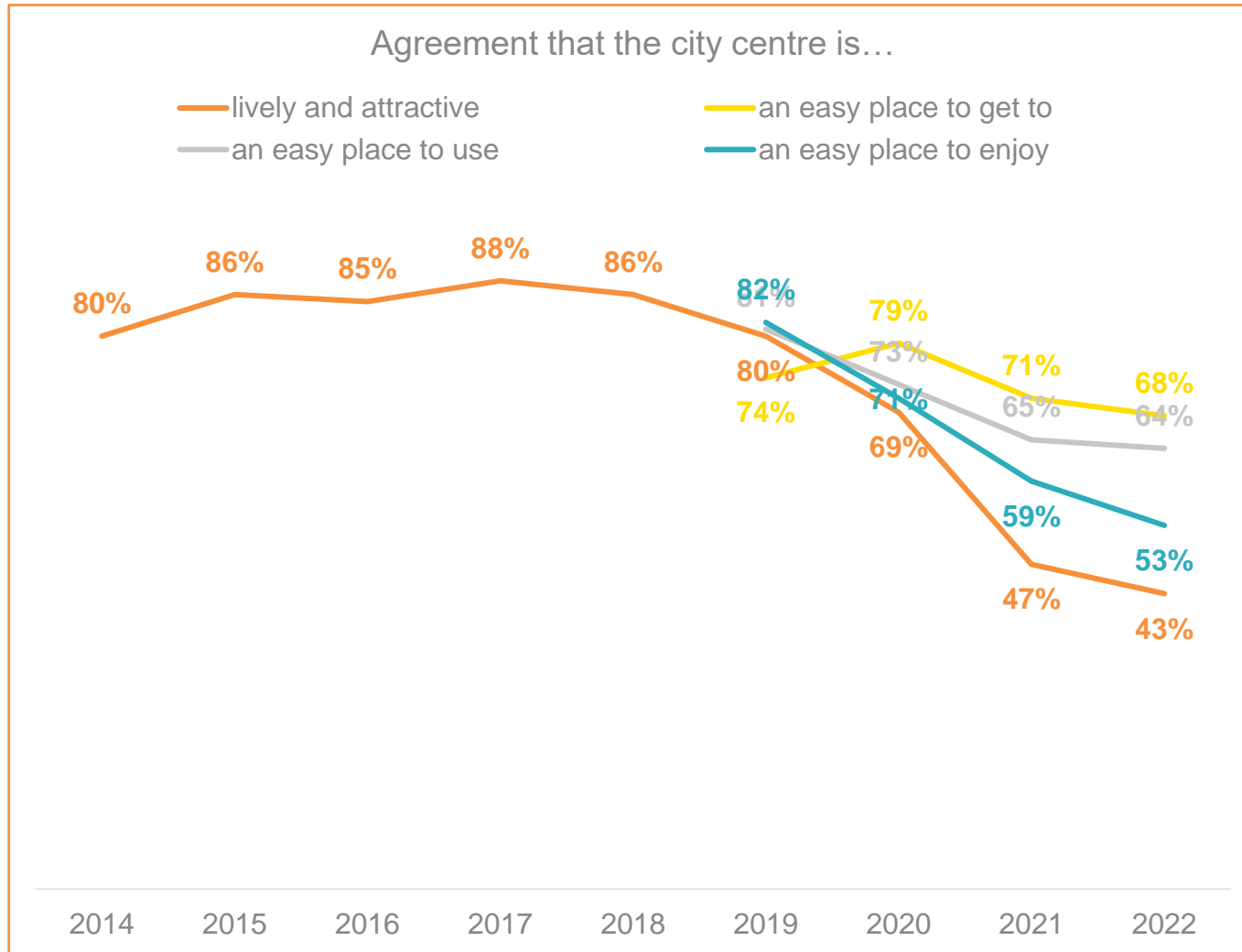
Agreement that...

- Public areas in my local suburban centre are well utilised
- Public areas in my local suburban centre feel safe
- My local suburban centre is lively and attractive
- Public areas in my local suburban centre are well designed



- Strong performance for **“well utilised”**
- Also for **“safety”** – but has declined
- Less strong for **“lively and attractive”** – but improved overtime
- Perceptions of how **“well designed”** local areas are trail behind other attributes

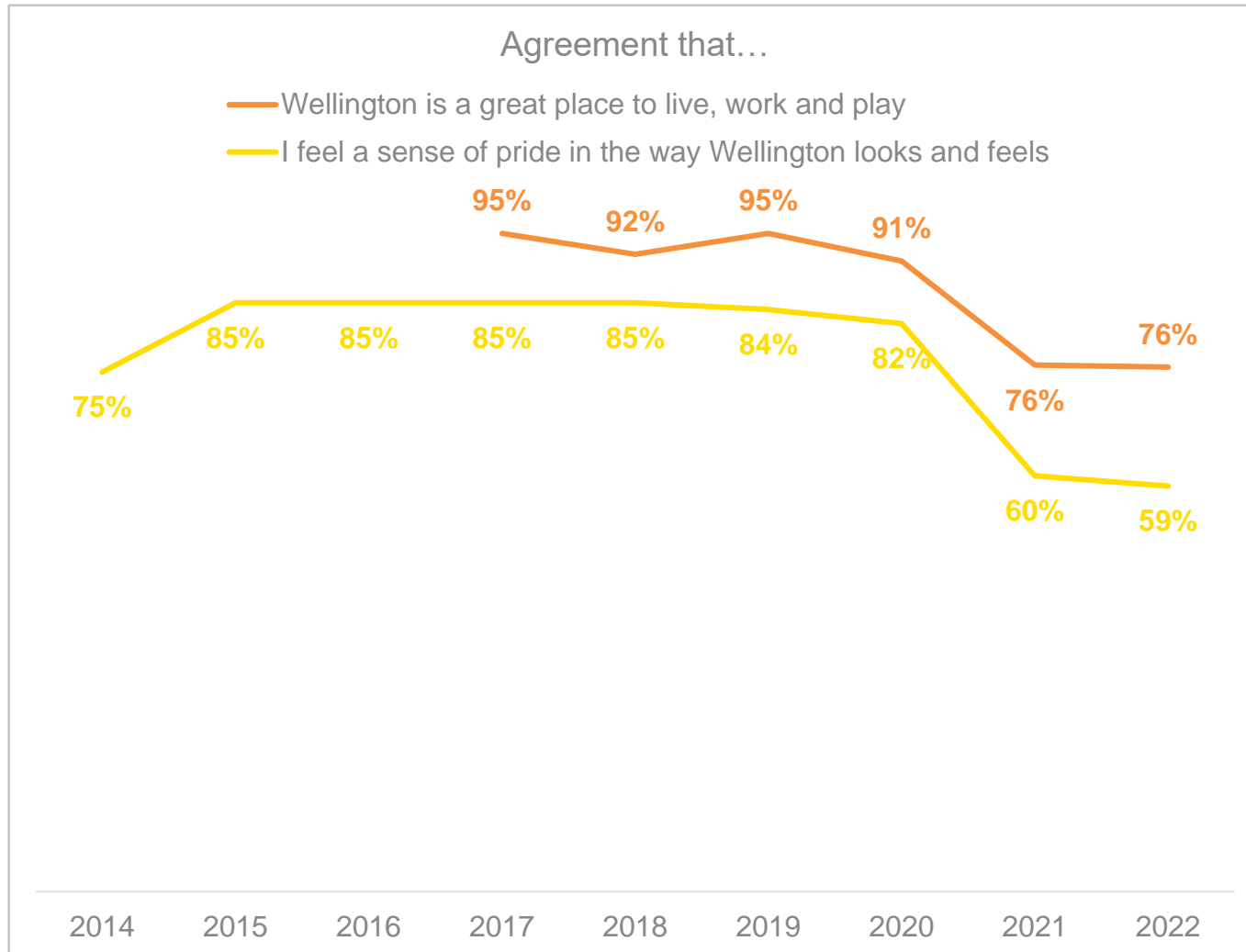
# City centre attributes – “lively and attractive” and “easy to enjoy” have seen significant shifts



- General downward trend but “**easy to get to**” and “**easy to use**” performing reasonably well
- Stronger downward trends and more room to improve for “**easy to enjoy**” and “**lively and attractive**”

**Outcomes**  
All four city  
perception  
measures

# General Wellington perceptions stable – but significant shift from earlier results



- No changes compared to 2021 – but significant shifts observed between 2020 and 2021.
- Pre-covid Wellington has generally performed significantly better than other main centres on these measures (Quality of Life 2020)



# City perceptions – work underway

- Full calendar of events and festivals for 22 / 23 to increase city vibrancy
- Venues opening/reopening (St James, Tākina) bringing a more diverse audience into the city
- Return of cruise ships for summer of 22/23 bringing more tourism / people to the city
- Economic Wellbeing Strategy and Action Plan adopted (strong focus on central city vibrancy)
- Half cost PT (temporary) to encourage people into the city
- Pandemic response plan
- 21 LTP investment to:
  - make travel to / from the city easier over time (LGWM / Paneke Pōneke/ bus priority measures)
  - make the city safer (Pōneke Promise)
  - make the city more attractive / vibrant (Tākina Events /St James/ Town Hall/ new Central Library/ Green network plan/Te ngākau)



# Urban Development and Transport

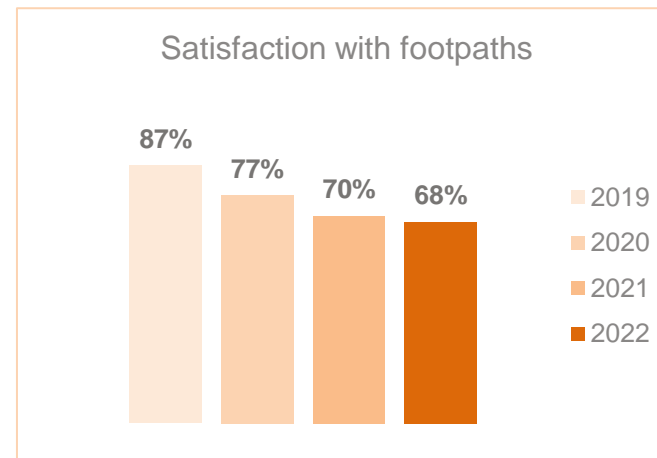
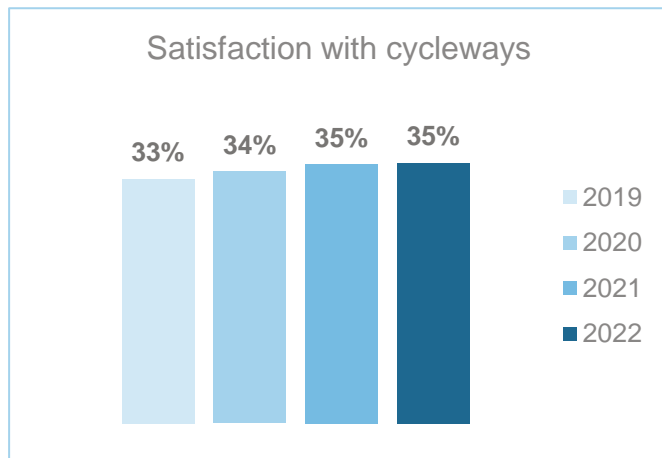
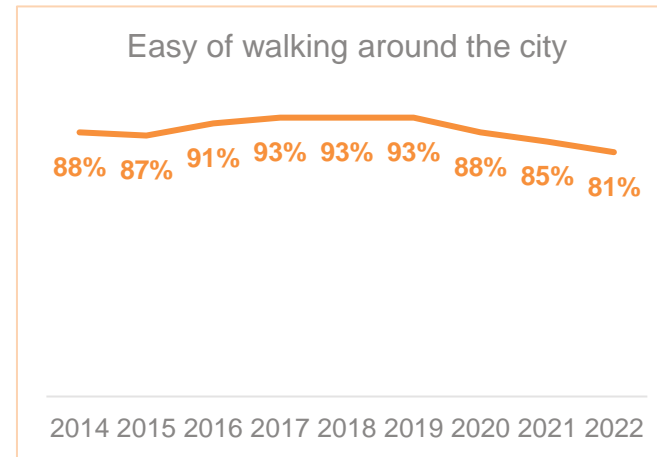
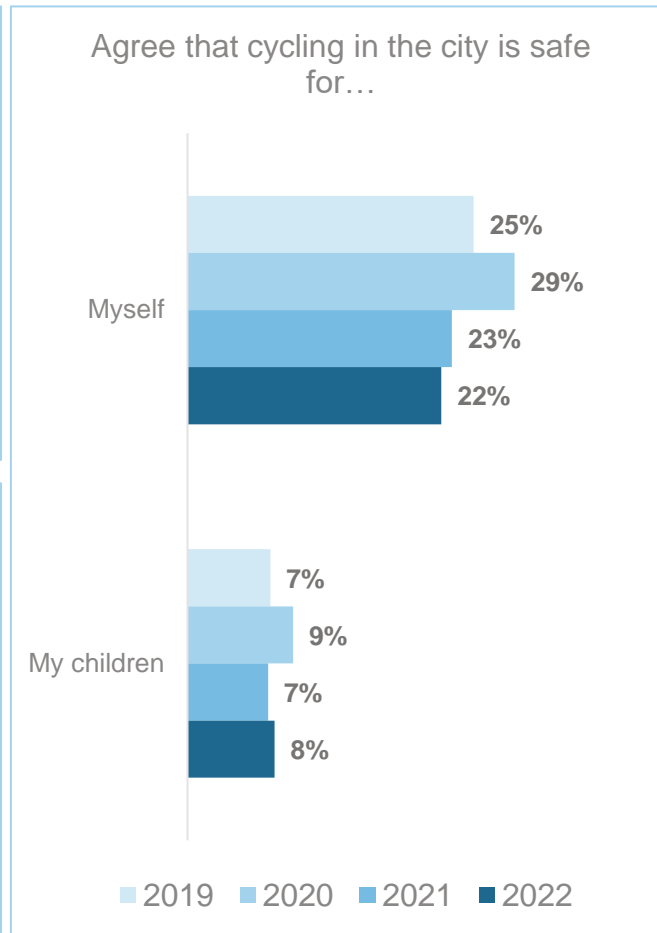
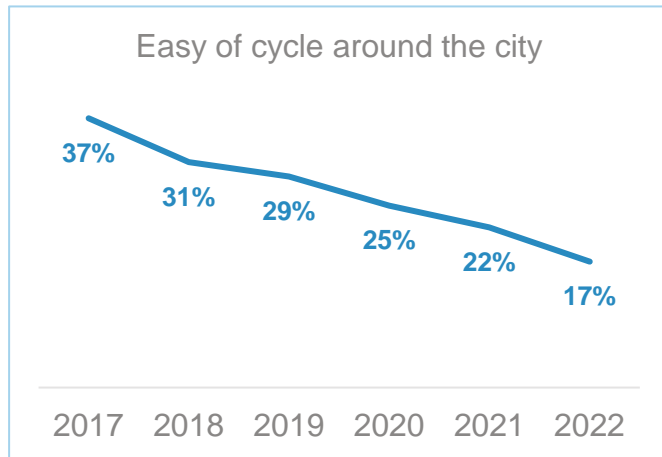
## Overview

- Active transport – ease of walking in the city stable and high, but satisfaction with footpaths declining.
- Active transport – ease of cycling in the city low and declining, but satisfaction with cycleways is stable
- Condition of roads performs well, parking, traffic and ease of driving less strong – parking enforcement and ease of driving the most notable trends overtime
- Development, resilience and heritage – heritage still valued by Wellingtonians, but perceptions have changed

## Possible drivers

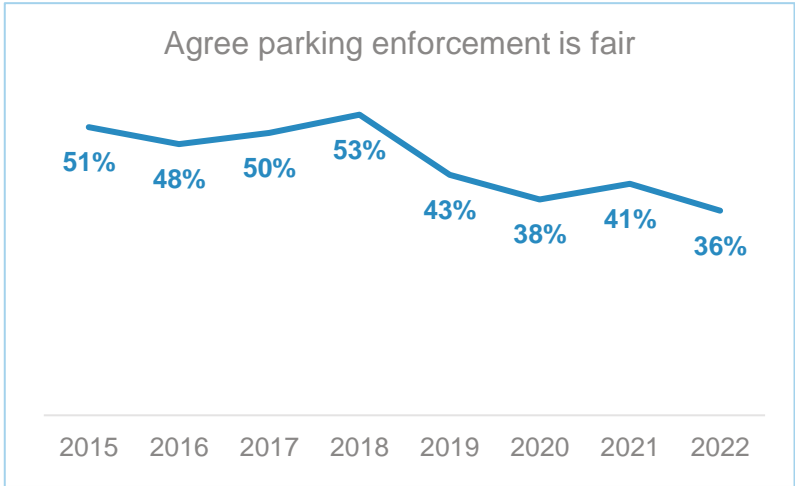
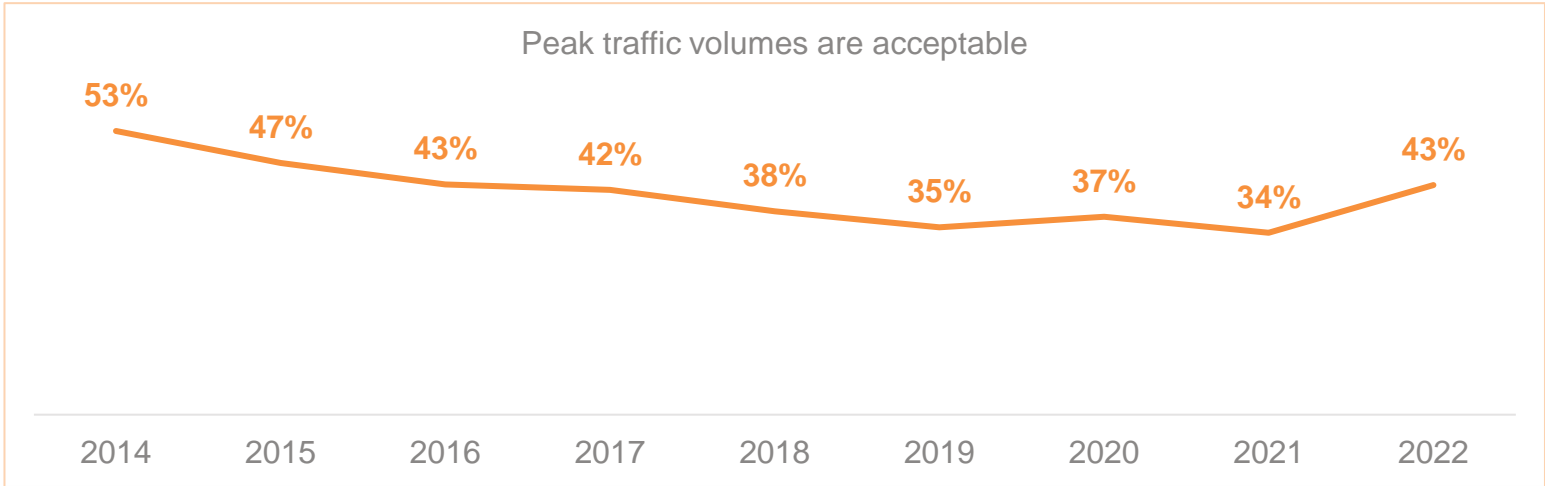
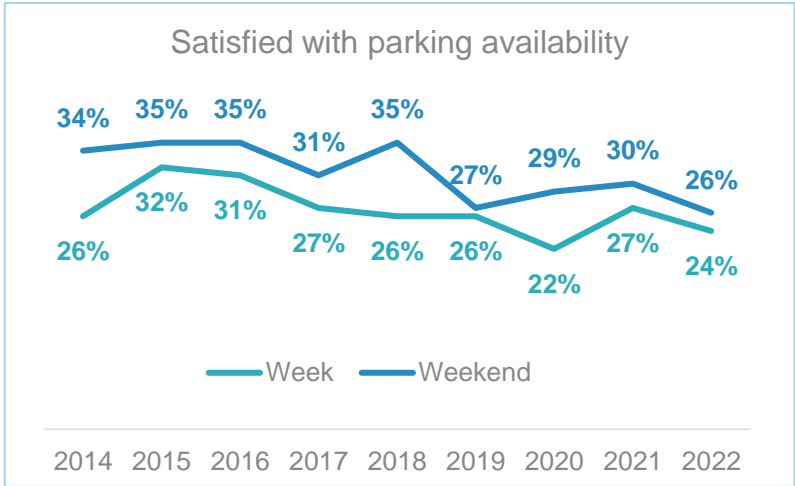
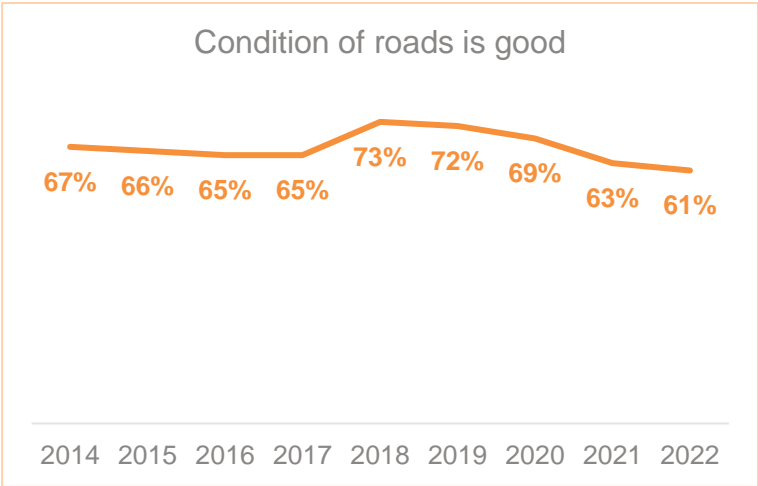
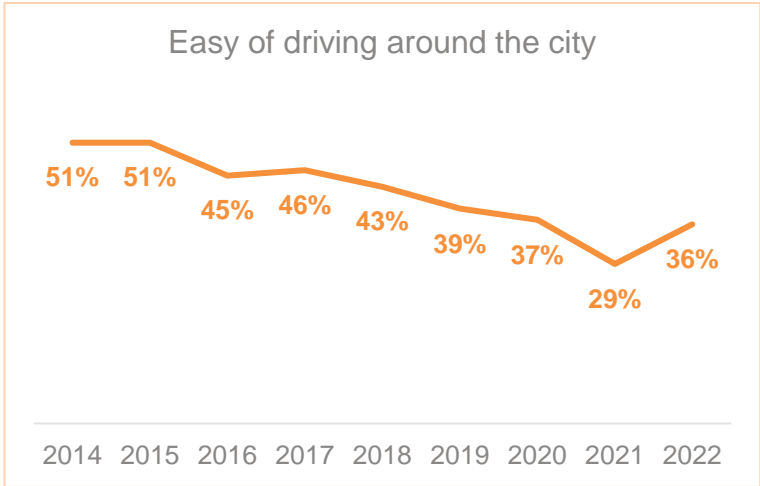
- Active transport - Covid-19 could have impacted easy of driving in the city / congestion perceptions – but not the same for cycling
- How and where we grow as a city discussions will have impacted views on the value of heritage in the city

# Active transport – ease of walking in the city high, but satisfaction with footpaths has declined. Ease of cycling in the city declining.



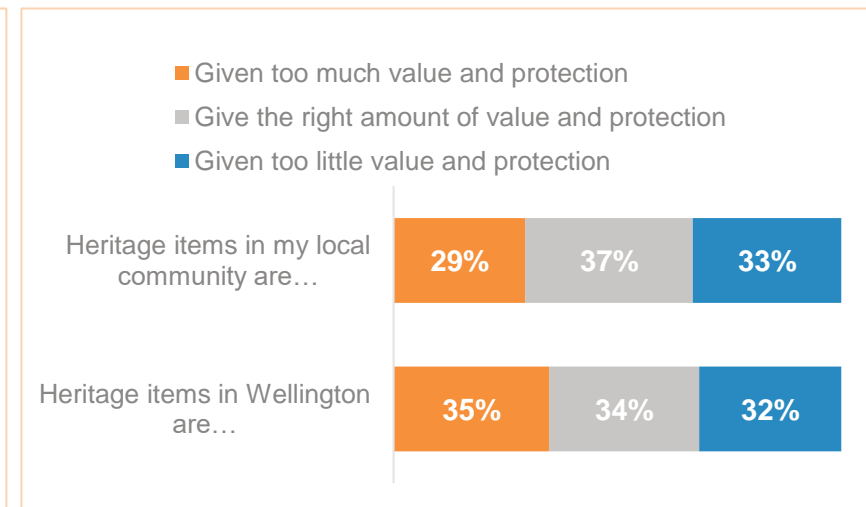
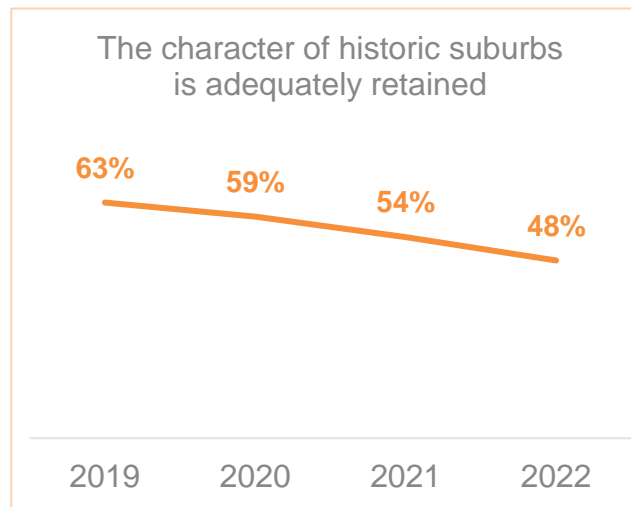
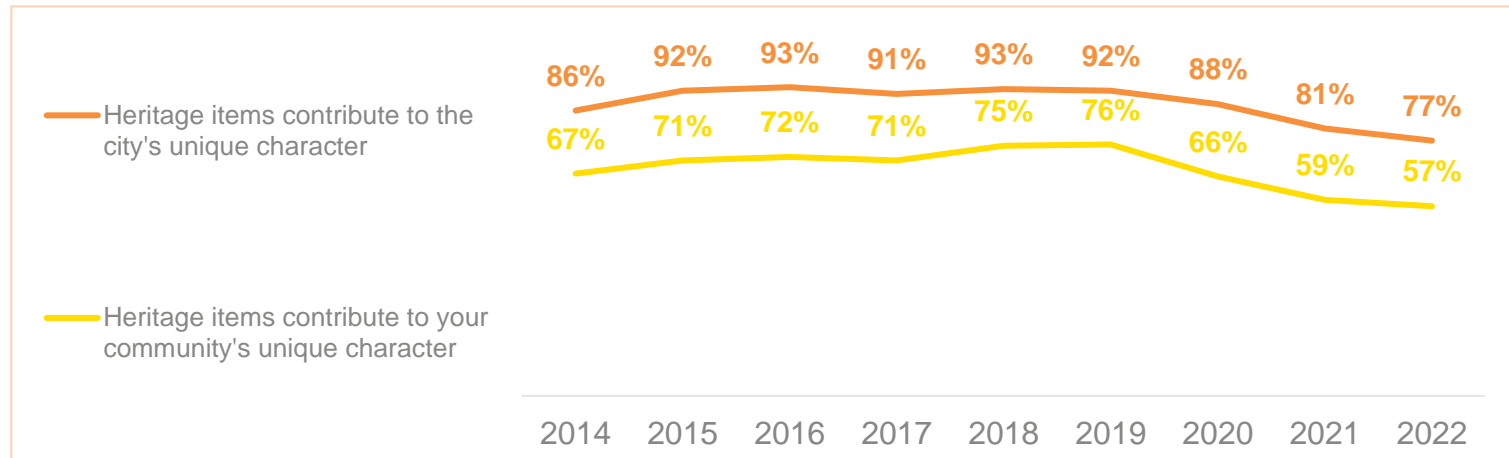
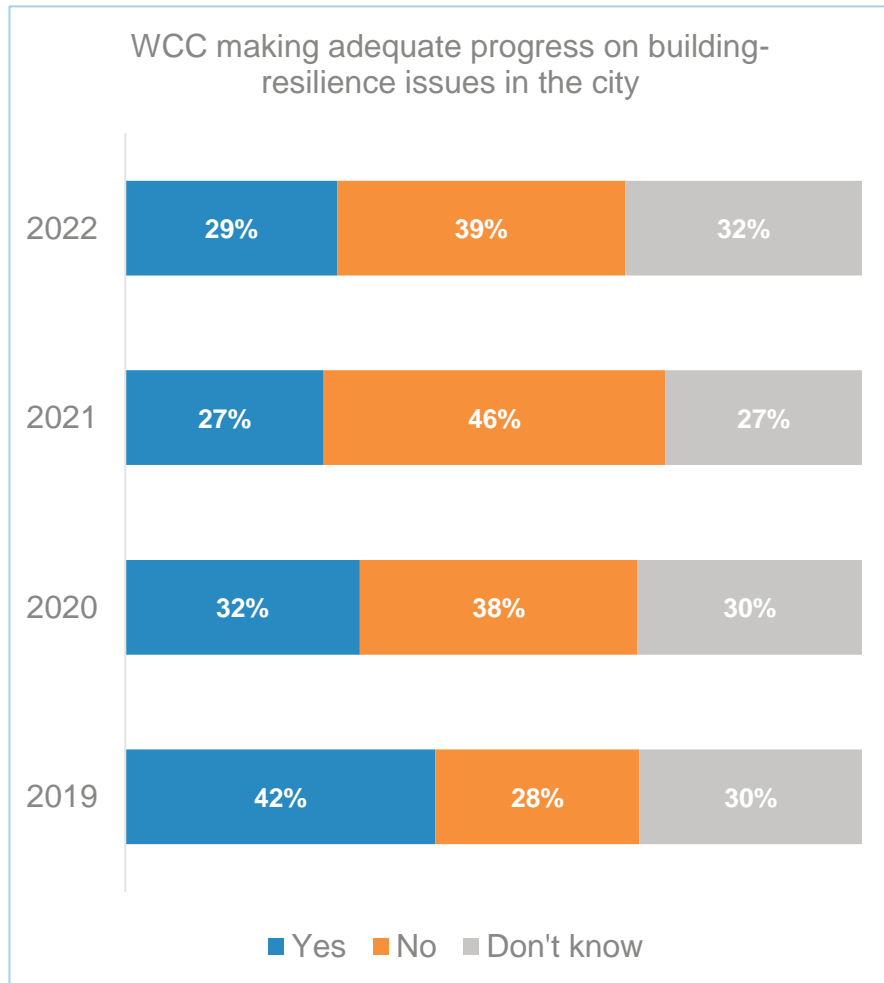
**KPIs**  
Satisfaction with the transport network for walking

# Driving and parking – Condition of roads performs well, parking traffic and ease of driving less strong – parking enforcement and ease of driving the most notable trends overtime



# Development, resilience and heritage – Perception of progress on building resilience stable but low. Heritage perceptions have changed – but balanced views on current level of value and protection

**Outcome**  
Perception of heritage contribution to the city



# Urban development and Transport – work underway

- Planning for Growth / District Plan to allow for housing growth
- LGWM to improve how we move in the city
- Paneke Pōneke – Improve active transport/ bus priority action plan
- Cultural and Heritage strategy
- Green Network Plan
- Cycling specific survey to understand cycling behaviour later this year



# Environment and Infrastructure

## Overview

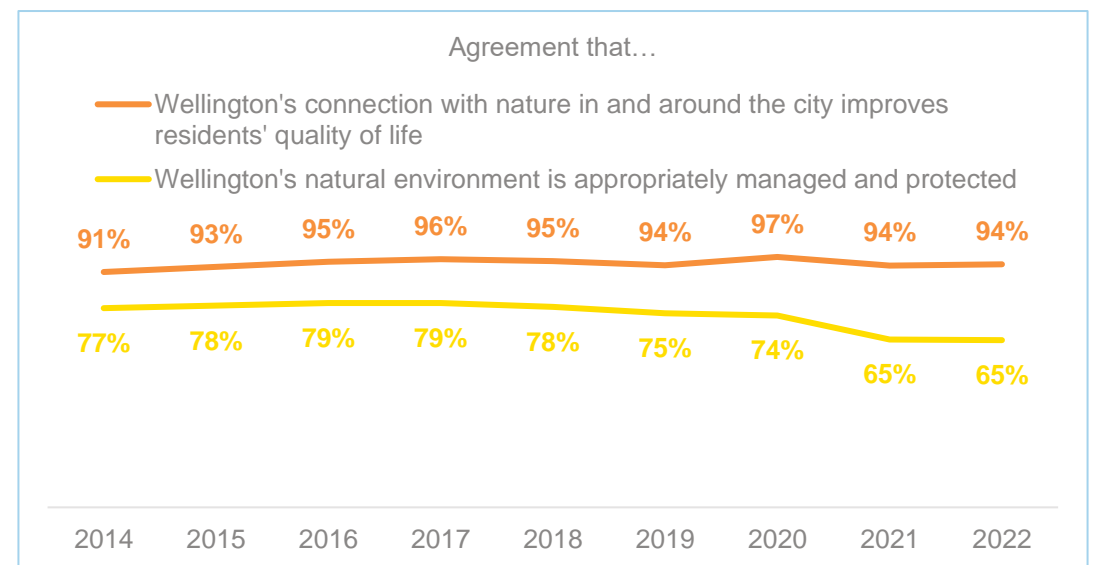
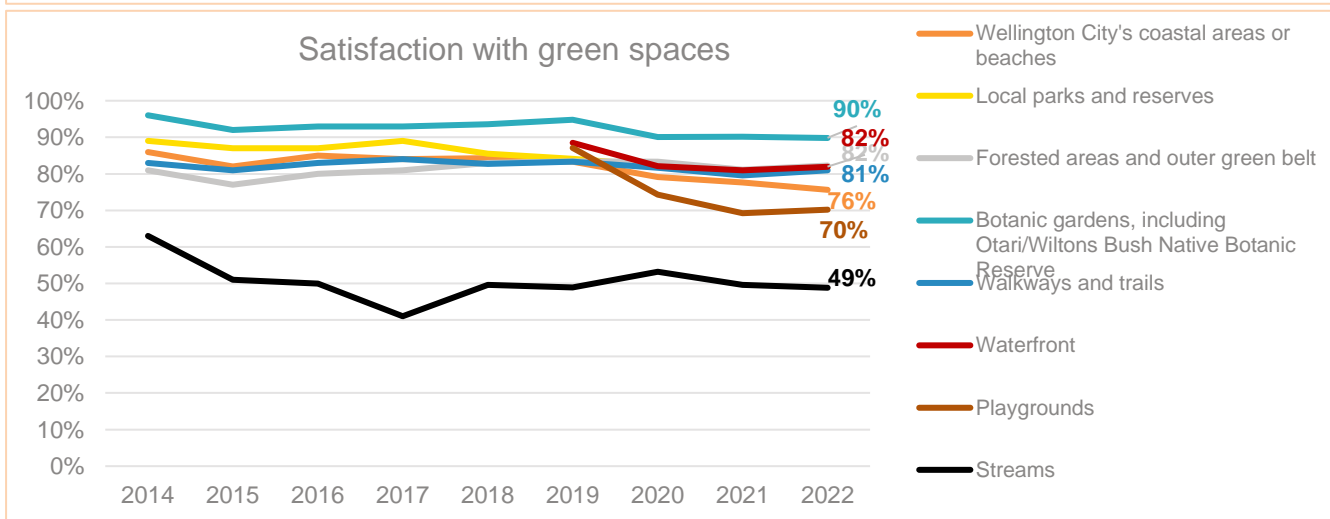
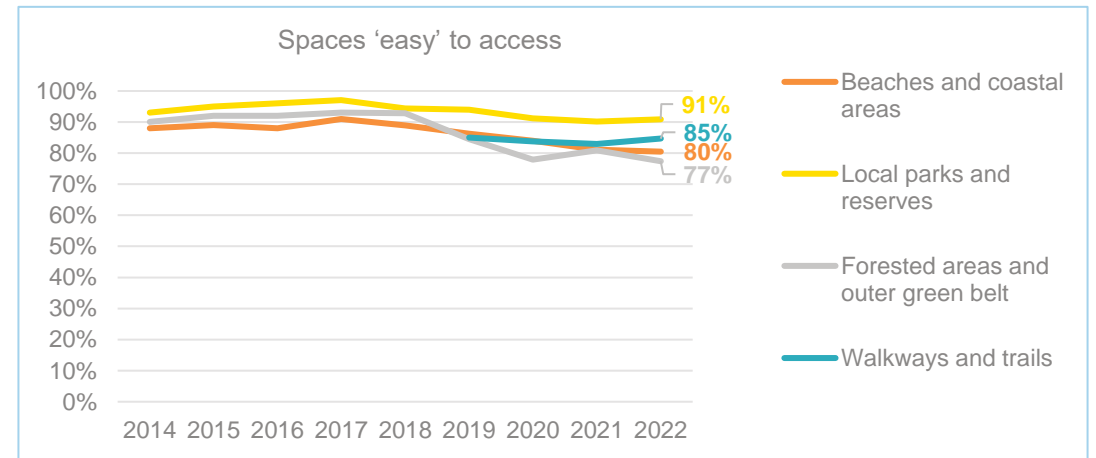
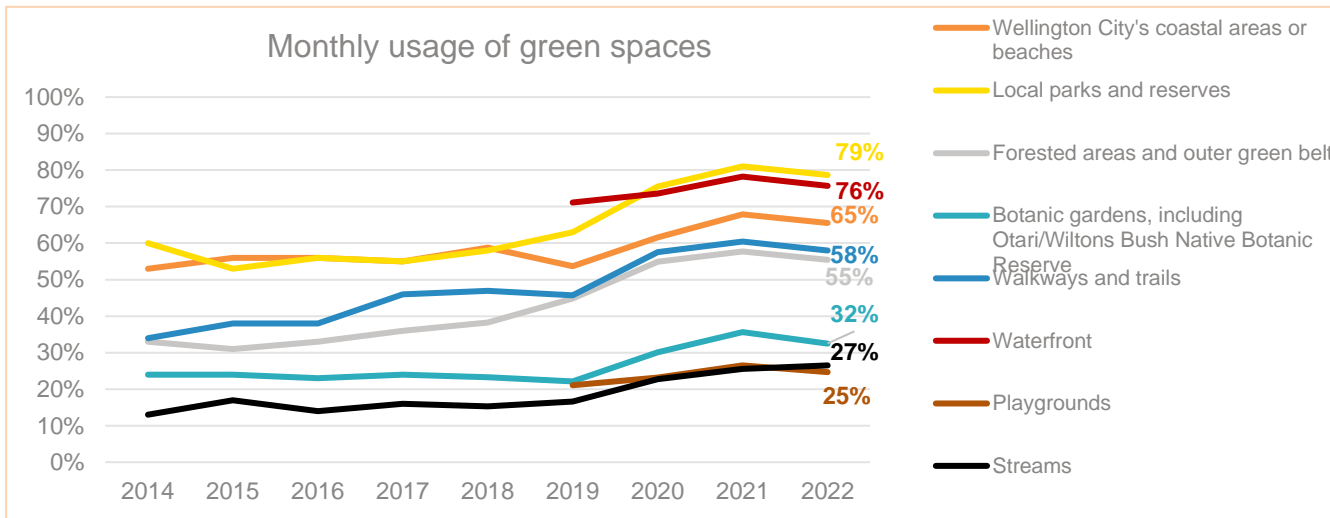
- Environment – Use of open spaces has trended up, and satisfaction and ease of access remain high.
- Resident's continue to place high value on our connection to nature, but perceptions of how it is managed and protected have fallen slightly.
- Residual waste and recycling – satisfaction with kerbside collections (recycling and rubbish) is high and stable.
- Stormwater – less positivity towards stormwater management where satisfaction has fallen significantly since 2016
- Street lighting – Satisfaction with suburban lighting stable, satisfaction with city centre lighting higher, but has fallen over the last few years

## Possible drivers

- Covid-19 and WFH has impact positively on our frequency of getting out into nature
- Issues around three waters infrastructure likely to play a role with both storm water management rating and perceptions of how environment is managed and protected.
- Range of things could be influencing lighting satisfaction levels included: lighting upgrade programme, changing perceptions of safety in CBD potentially, closed/ empty shops, buildings under construction.

# Environment – Open spaces are well used (and use has grown), easy to access, with high levels of satisfaction. Our connection to nature is highly valued, but some change in perceptions of how it is managed and protected

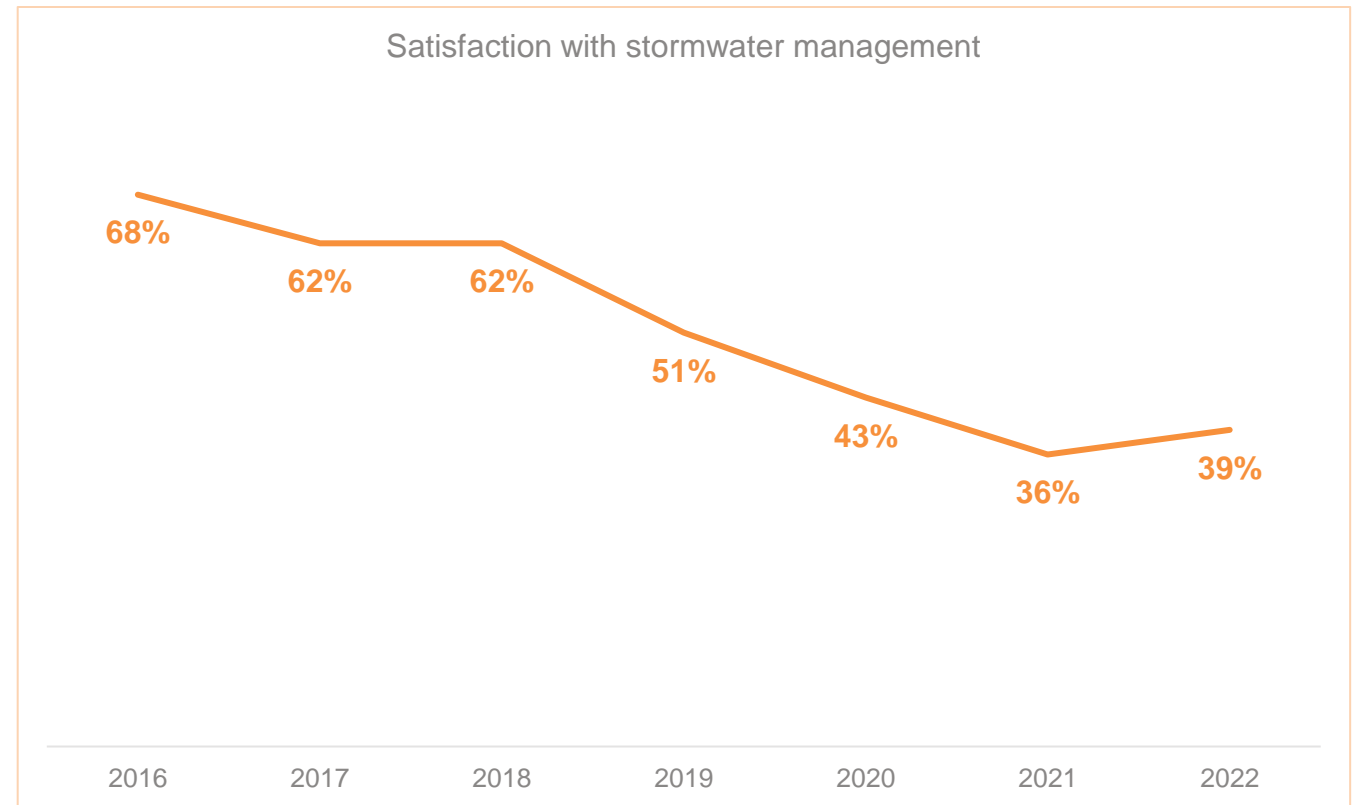
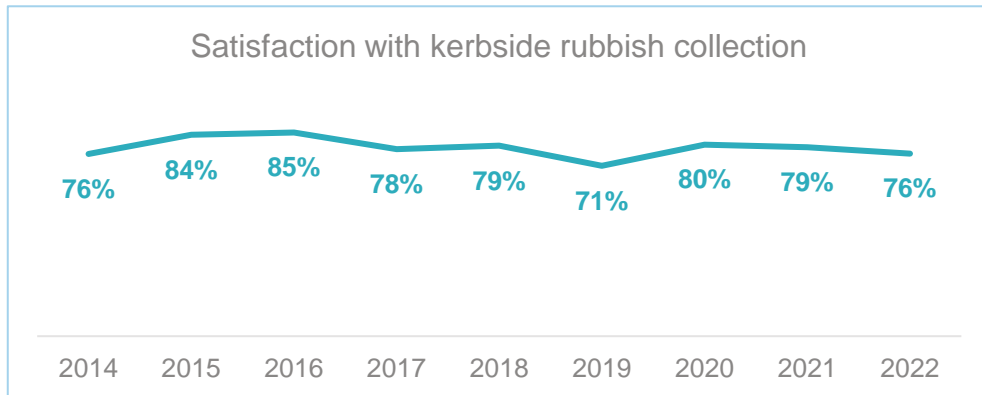
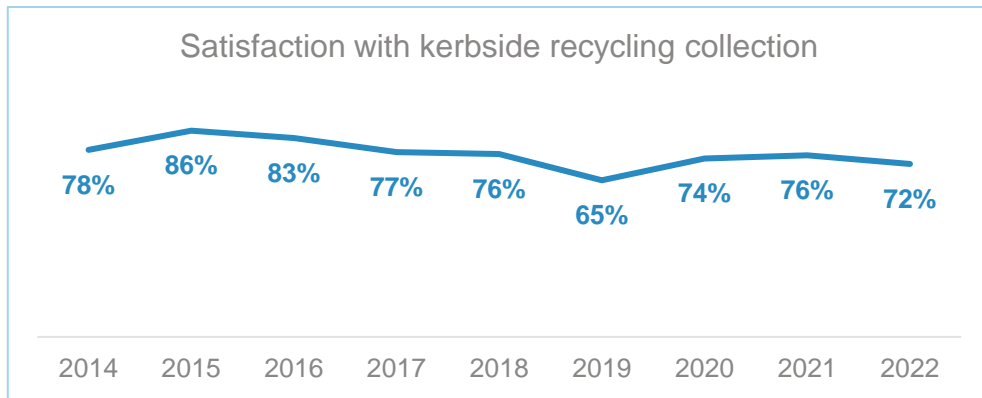
**KPIs**  
 Satisfaction with green spaces  
**Outcome**  
 Open space access



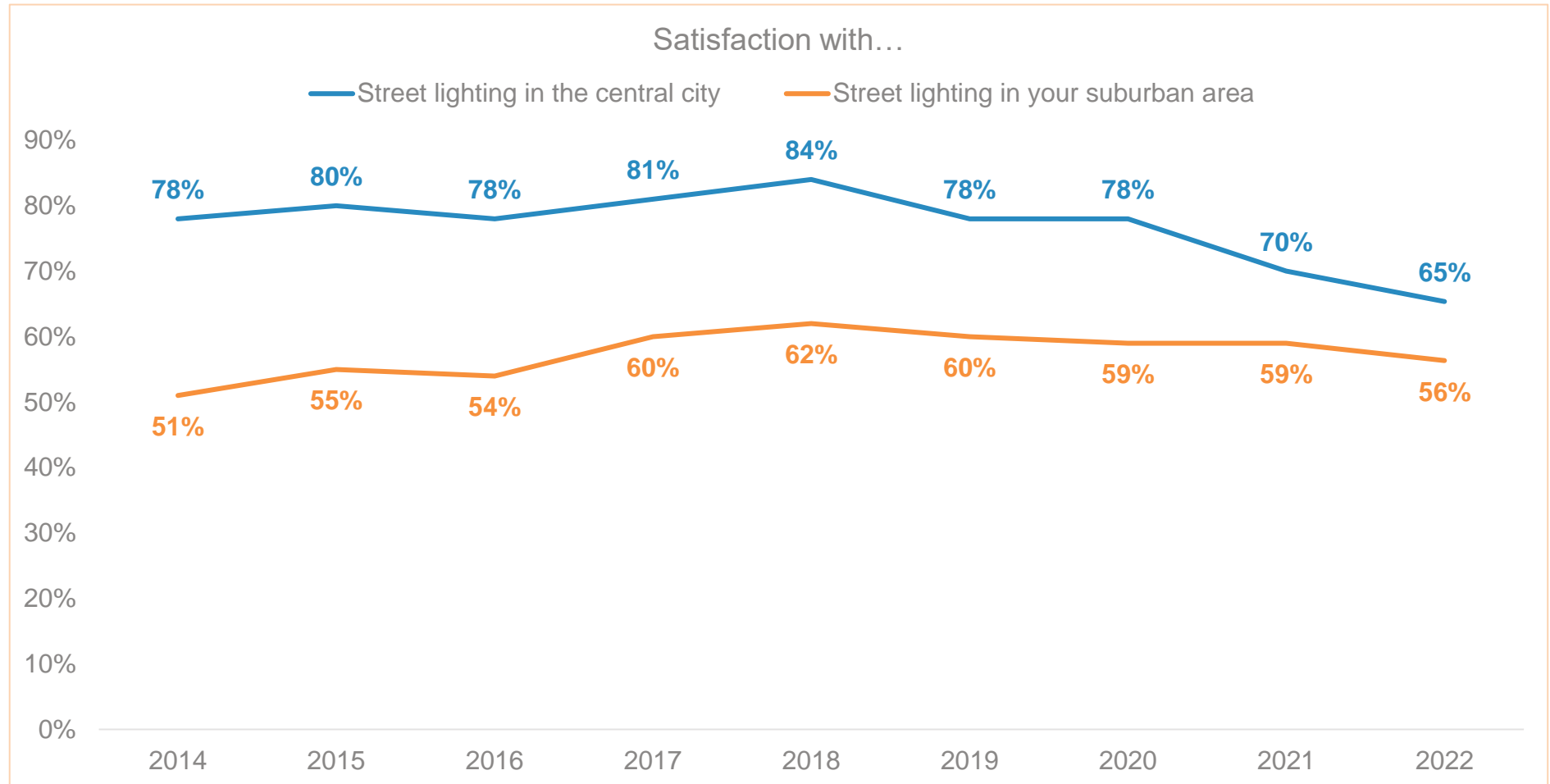
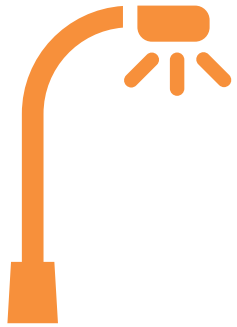


# Waste and stormwater – Satisfaction with rubbish and recycling collection high and steady, satisfaction with stormwater management down since 2016, but steady over the past year

**KPIs**  
Satisfaction with rubbish and recycling and stormwater management



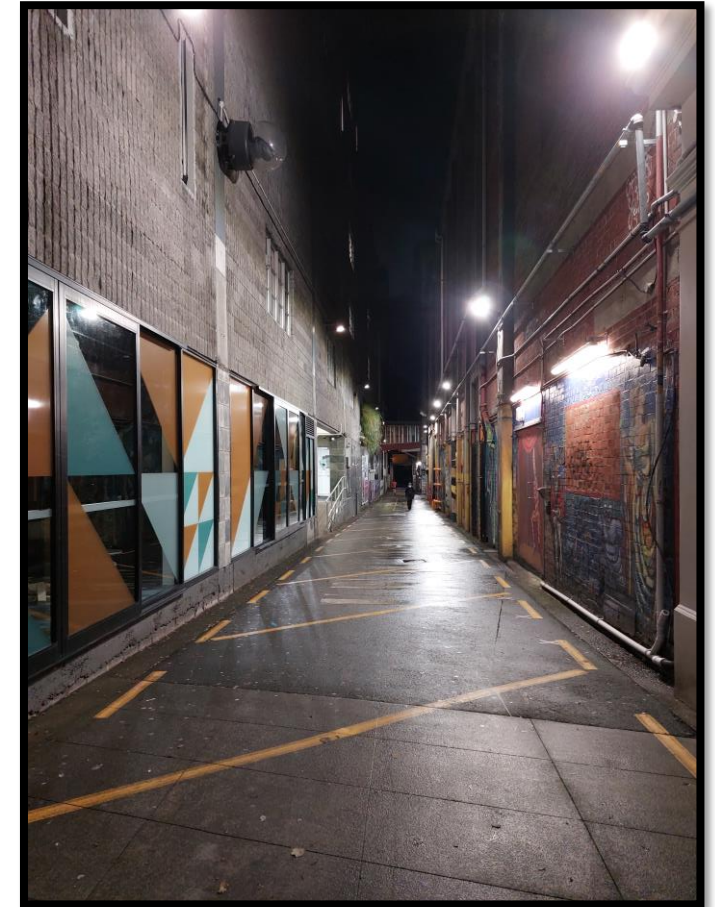
# Street lighting – Suburban street lighting satisfaction stable, higher satisfaction with central city street lighting but level has shifted since 2018



**KPIs**  
Satisfaction with  
central city street  
lighting

# Environment and Infrastructure – work underway

- Significant additional investment in three waters as part of 21 LTP
- Will require further investment in future years aligned to growth of the city
- Investigating green project opportunities on all urban design projects
- Pōneke promise lighting upgrades investment programme underway
- Giving effect to Whaitua



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# Social and Recreation

## Overview

- Facilities and events – Pools, sport and rec facilities, sportsfields, community facilities and Libraries all providing residents with a high quality customer experience
- Recreation opportunities – large majority of resident's continue to agree that Wellington has offers a wide range of recreational activities and our recreation facilities and programmes are easy to access.
- City safety – perceived safety in CBD at night has fallen since 2019 – Police and Hāpai Ake data doesn't paint the same picture. Perceived safety and home, in local neighbourhood and during the day remain high.

## Possible drivers

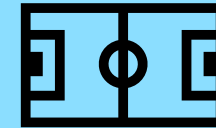
- Recreation – despite Covid-19 and the closure of some facilities utilisation and satisfaction remain high
- Safety – less people in the city, emergence of emergency housing, Parliament Protest and general disruption and uncertainty as a consequence of Covid-19

# Consistently high levels of satisfaction with sport, rec and community facilities and Libraries

**KPIs**  
*Satisfaction with pools, rec centres, sportsfields, community centres and Libraries*



Pools:  
**75%+ satisfied**



Sport and  
recreation facilities  
and sportsfields:  
**80%+ satisfied**

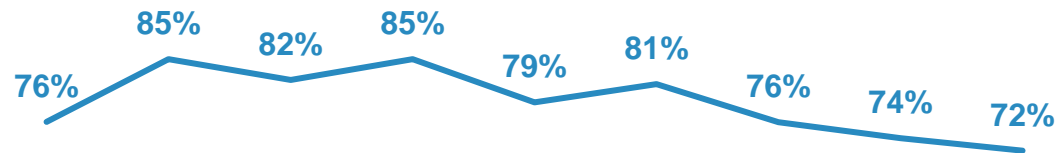


Community  
facilities +  
Libraries:  
**80%+ satisfied**

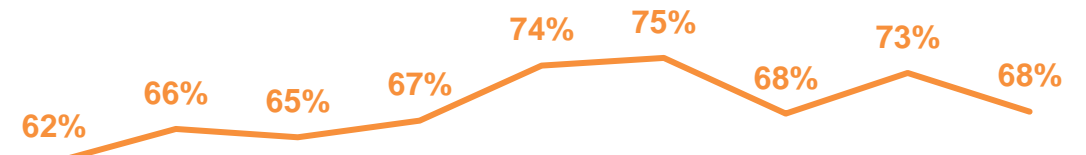
# Recreation opportunities – High levels of agreement Wellington offers a wide range of recreational activities, while our recreation facilities and programmes are generally seen as easy to access



Agreement that Wellington offers a wide range or recreational activities



WCC recreation facilities and programmes easy to access

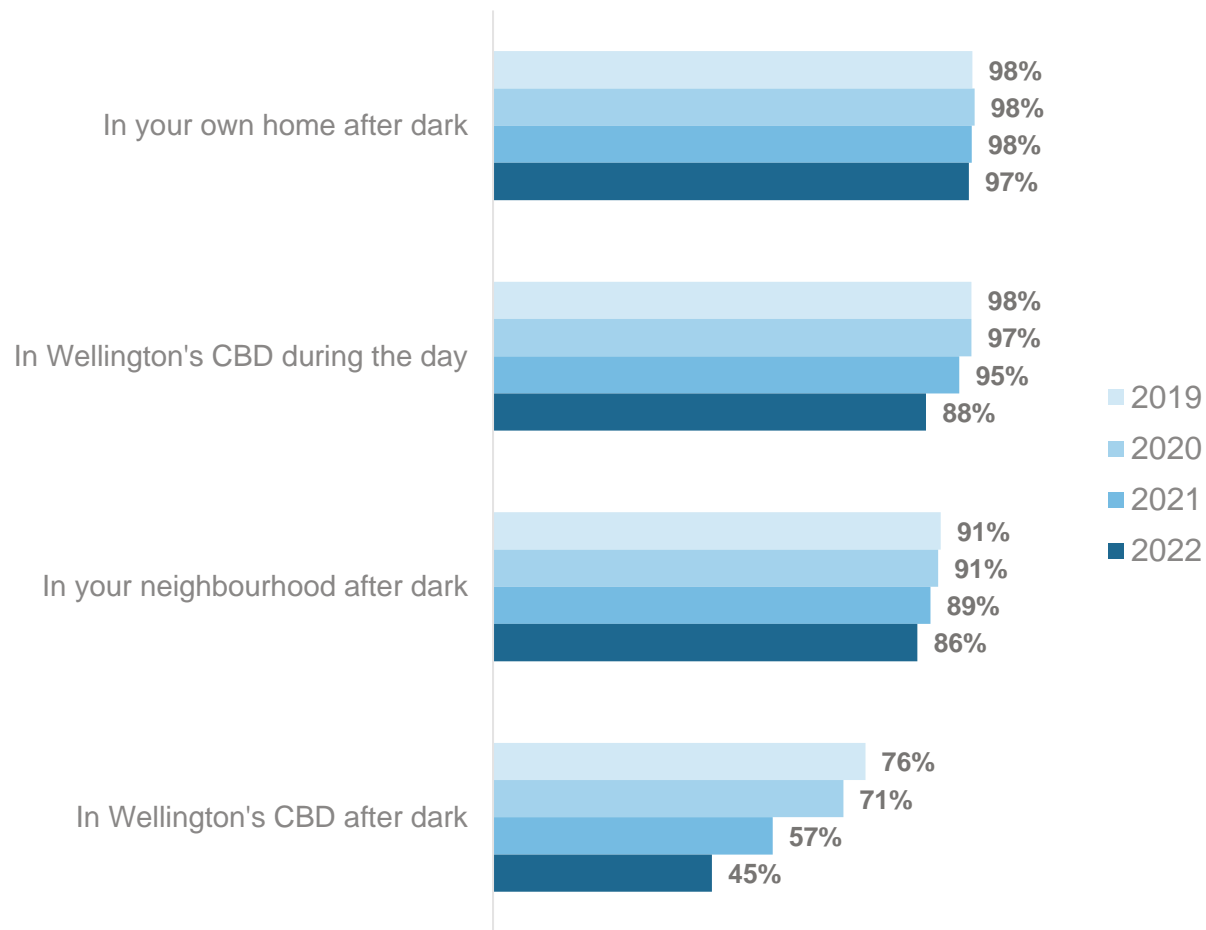


2014 2015 2016 2017 2018 2019 2020 2021 2022

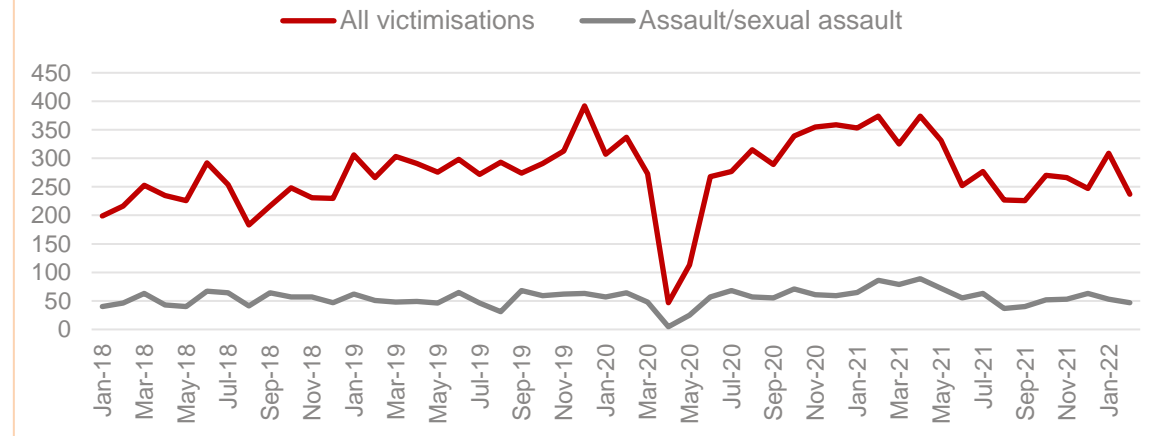
2014 2015 2016 2017 2018 2019 2020 2021 2022

# City Safety – Safety perceptions generally high, but CBD at night perceptions have shifted significantly

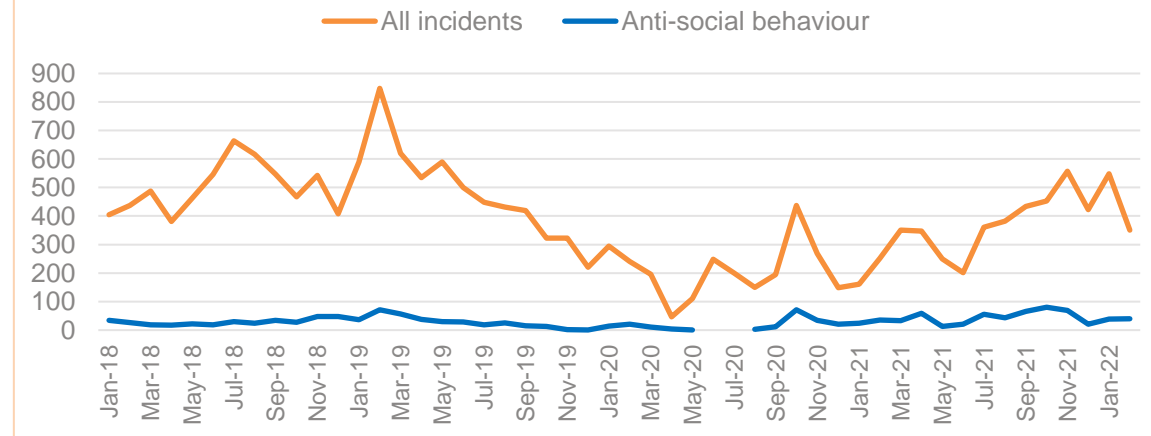
Feeling of 'safety' in following situations



Police victimisation data – Wellington CBD






















City safety incidents (CCTV/Hāpai Ake) – Wellington CBD



# Social and Recreation – work underway

- Investment in community and recreation facilities over many years sees continued high use and high satisfaction levels.
- Work is underway to understand what facilities we need for a growing city that will lead to investment decision as part of the 24 LTP
- Venues opening/reopening (St James, Tākina) bringing a more diverse audience into the city
- Intensification in the city and activating more spaces for people to enjoy
- The Pōneke Promise is underway to improve safety and vibrancy in the city with a range of projects we have led or partnered with other organisations to implement including:

-  A Metlink after-midnight bus service at off-peak prices
-  Opened Te Pokapū Hapori – our new city community centre
-  Increased street cleaning
-  Know Your City Limit alcohol ban campaign to raise awareness
-  More New Zealand Police presence and increased enforcement of the alcohol ban
-  Brighter lighting on Courtenay Place and Opera House Lane
-  Upcoming changes to improve the safety and vibrancy of Dixon Street using CPTED principles
-  Increased support for retail from Hāpai Ake, Wellington Chamber of Commerce & First Retail
-  Opened our community support base Te Wāhi Āwhina supported by partners including MSD
-  A new centralised City Safety CCTV Control Room
-  New transitional housing facility Te Pā Pori from Wellington City Mission

-  Increased funding for Take10 Wellington
-  Co-developed a Safer Venues coordinator role with Hospitality NZ and RespectEd Aotearoa to prevent sexual violence in the hospitality industry
-  Led urban-planning discussions with the Wellington Alliance Against Sexual Violence
-  Collaborated with VUWSA - Victoria University of Wellington Students' Association and MAWSA - Massey Wellington Students' Association for Sex Week 2022
-  Hired a full-time Project Lead for the Sexual Violence Prevention Action Plan
-  Opening a Wellington City Youth Hub
-  Removing Te Aro park toilets and building new ones nearby
-  Developing a campaign to raise awareness of DCM's work support people on their journey to sustainable housing and wellbeing



# Arts and culture

## Overview

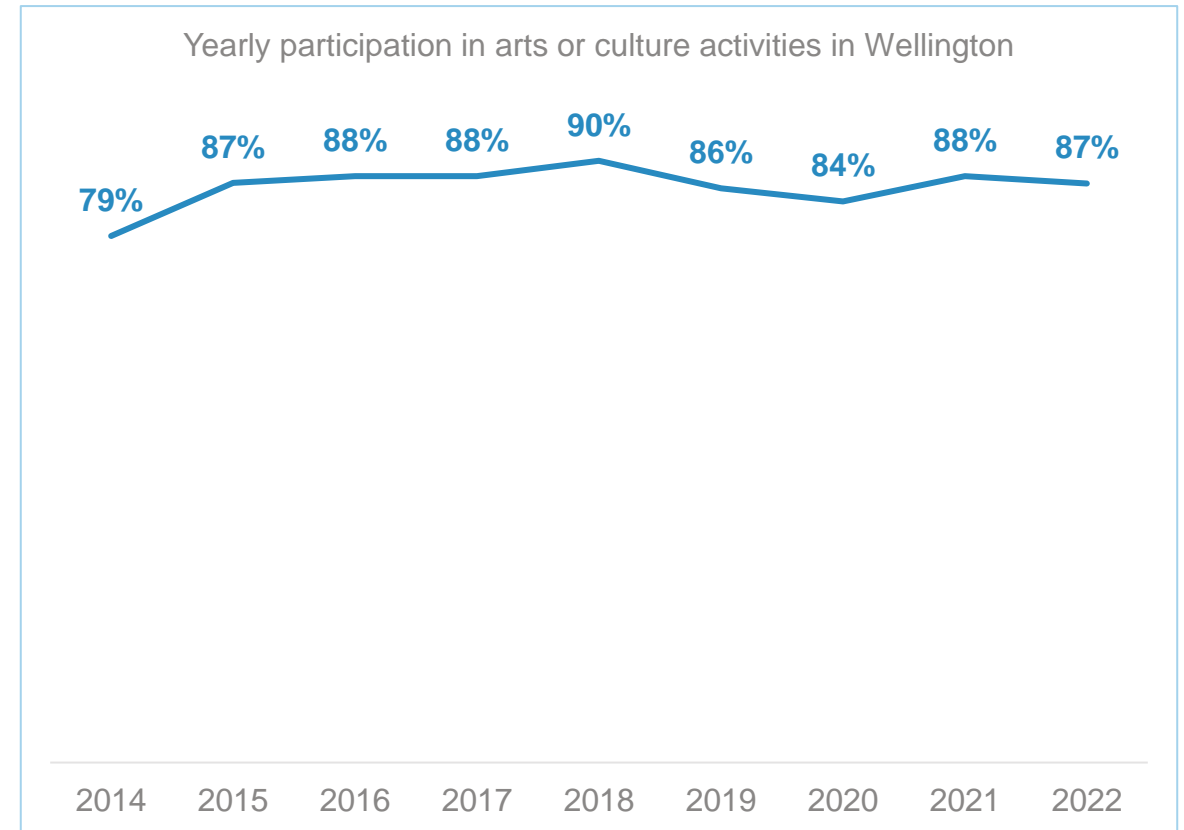
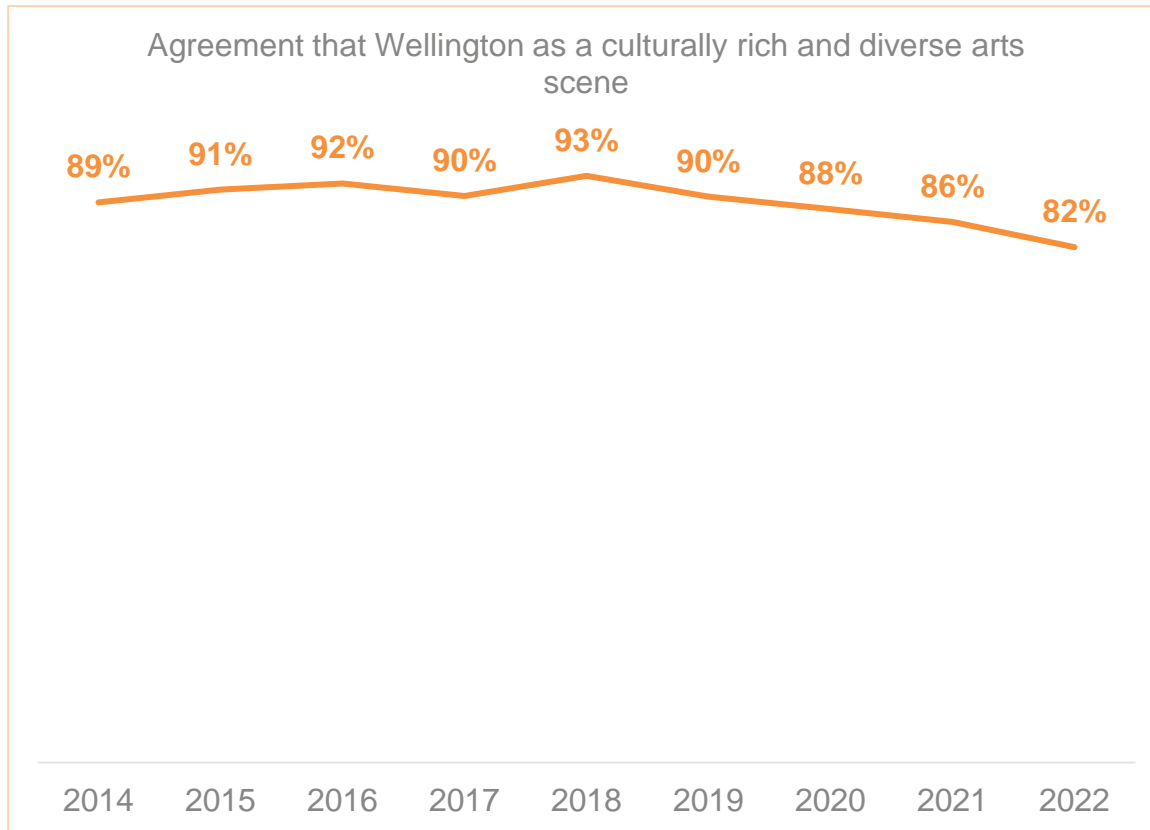
- Arts and culture access – high levels of agreement that we have a culturally rich and diverse arts scene, while almost all residents participating in arts and culture activities at least yearly.
- Council events and experiences – Very strong performance for Council arts and culture events and Experience Wellington facilities.
- Māori culture in the city – much more agreement than disagreement that Māori culture and te reo is recognised and visible and Council is taking an active role in making it happen

## Possible drivers

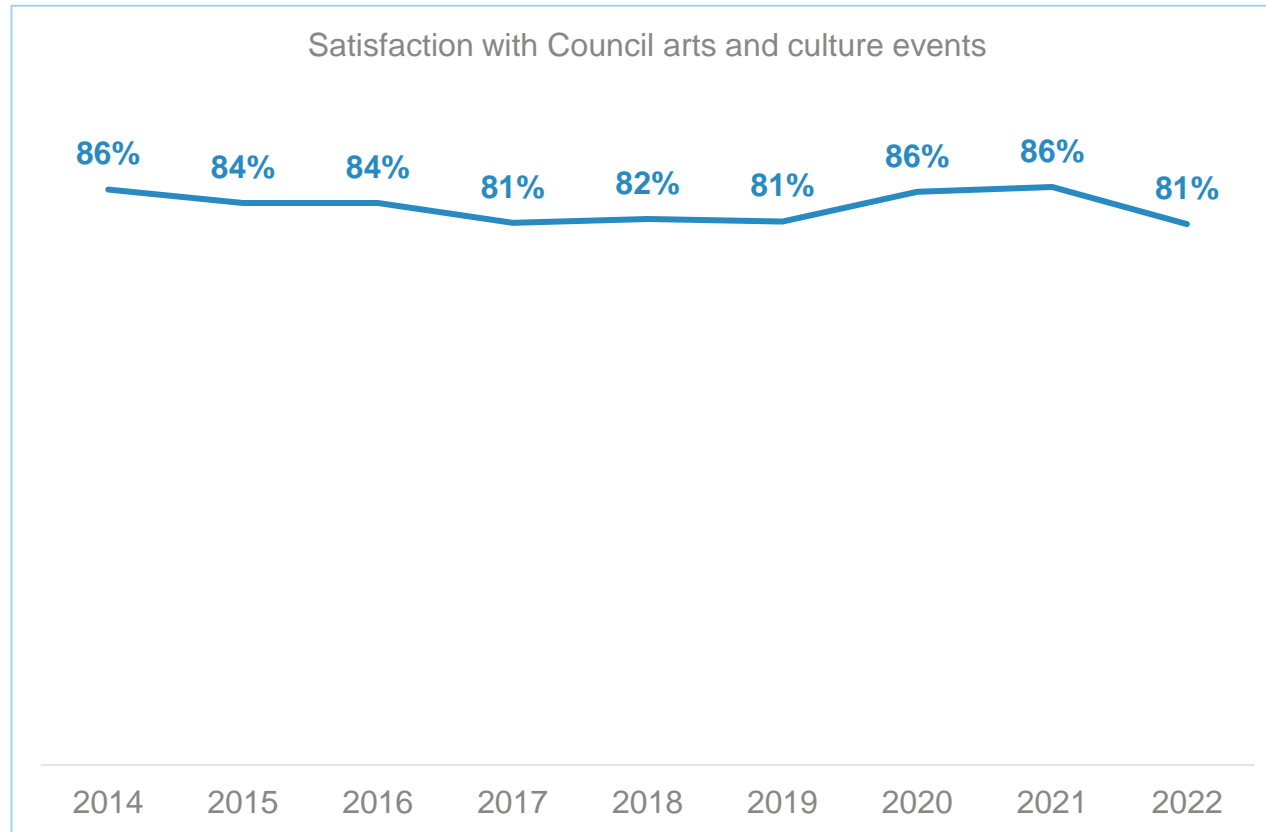
- Stable performance – Aho-tini and investment in earthquake strengthening facilities, and with open borders and less constrictions, has the potential to deliver higher performance results in the future.
- Māori culture in the city – changing societal expectations and Tūpiki Ora and improved representation of mana whenua in decision-making could lead to more positive outcomes in the future.

# Arts and culture access – Residents rate our arts scenes highly and almost all are participating in arts and culture activities every year.

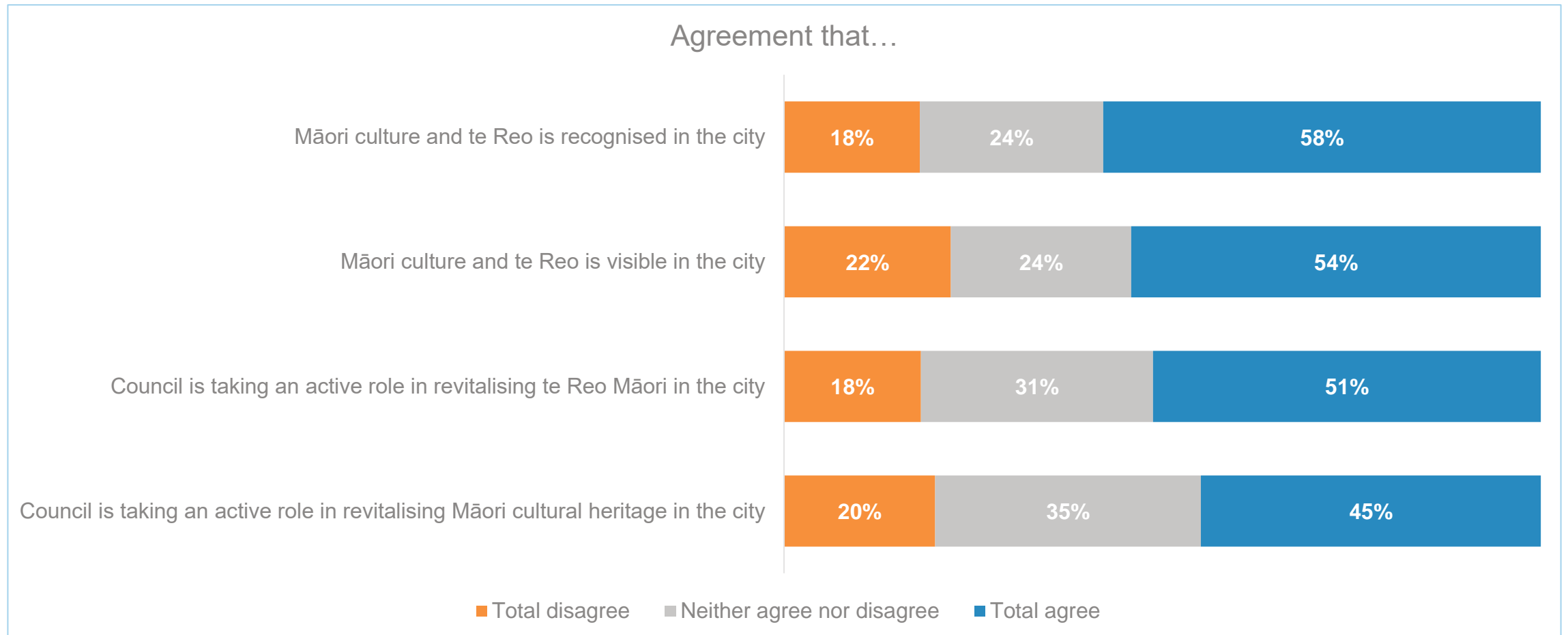
**Outcome**  
Wellington having a rich and diverse arts scene



# Council events and experiences – Very high levels of satisfaction across Council run events and all of our Experience Wellington facilities



**Māori culture in the city** – Much more agreement than disagreement with all statements but higher levels of ‘unsure’ (excluded from graph) and ‘neutral’ on this topic suggesting lower overall awareness of work in the space.



# Arts and Culture – work underway

- Aho tini / Action Plan
- Earthquake strengthening cultural facilities
- Review / next steps Toi Poneke
- Tūpiki Ora



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**Wellington City Council**

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# Governance

## Overview

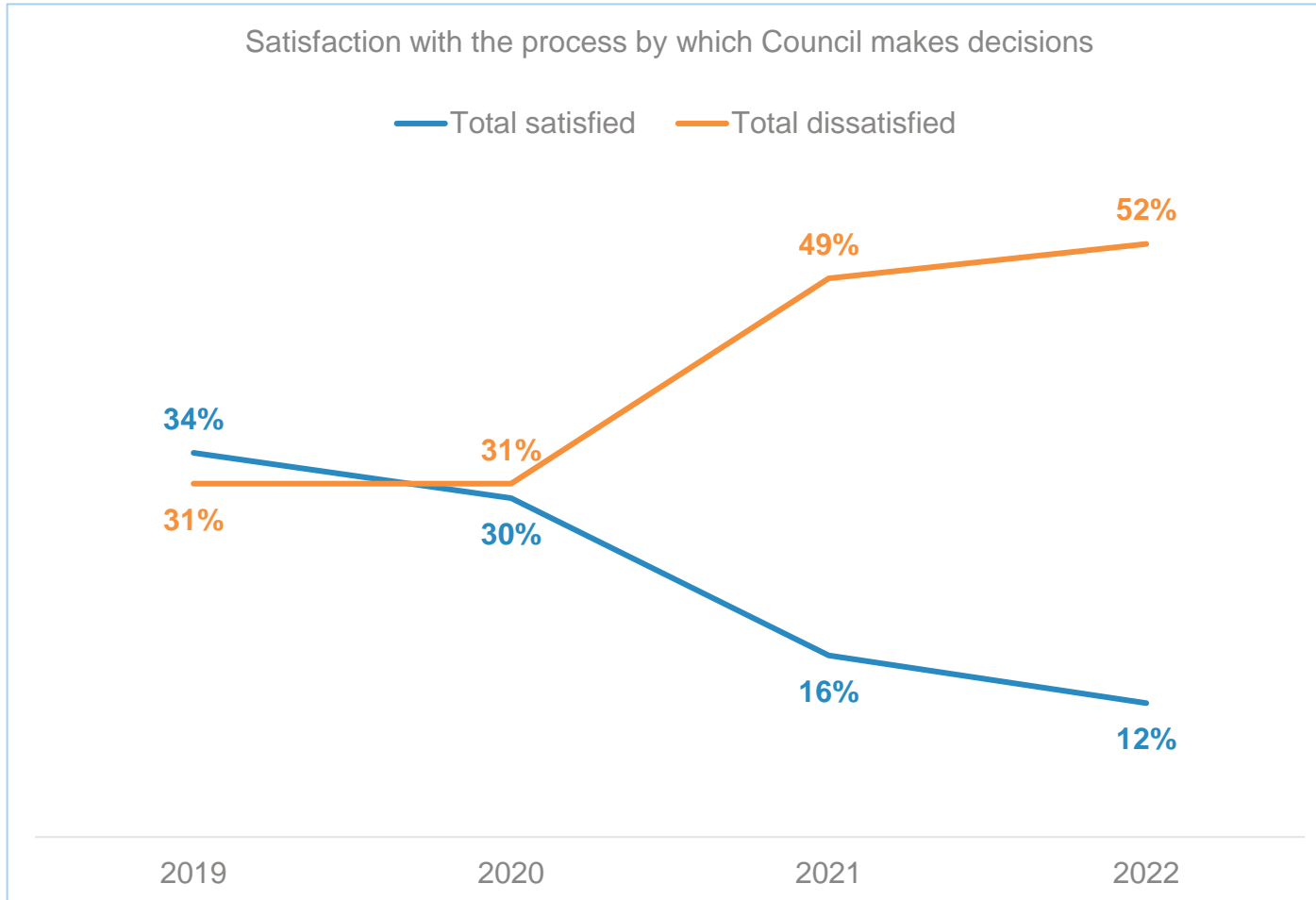
- Decisions making process – satisfaction with the decision making process has fallen since 2020, similar drops for understanding of how decisions are made and belief that decisions are made in the best interest of the city.
- Consultation and communication – Measures on ability to participate in decision making process have fallen since 2020, but by much smaller magnitudes. Perception of ease to access information about WCC has remained relatively steady overtime.

## Possible drivers

- Decision-making process – reasons for dissatisfaction with decisions making process centre on: consultation, the visibility of decisions making, and political issues.
- A likely factor in the results is that many major decisions were made this triennium. Many were about change to how we currently live/move/do things e.g. P4G, LGWM, Cycle network, three waters investment, future of central library/civic square, improved mana whenua representation, climate change investment, future of city housing etc
- They can be difficult conversations that require some element of trade-off and / or considerable investment for future gains
- This places extra attention and pressure on the consultation and decision-making process

# Decision making process – Residents view on this process has shifted significantly since 2020, key reasons (in resident's own words) are shown

**KPIs**  
Satisfaction with Council decision making process



## Reasons for dissatisfaction



Not listening to the public/  
Unhappy with consultation  
(35%)

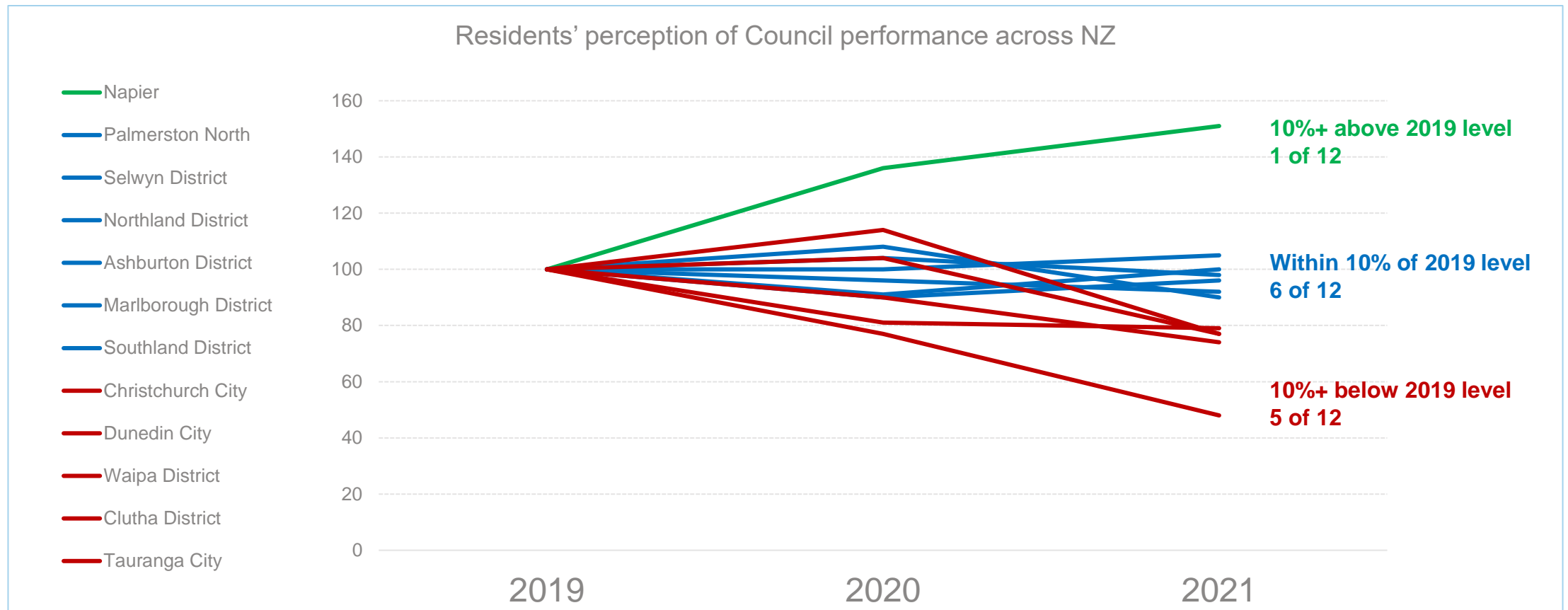


Political issues/ infighting  
(29%)



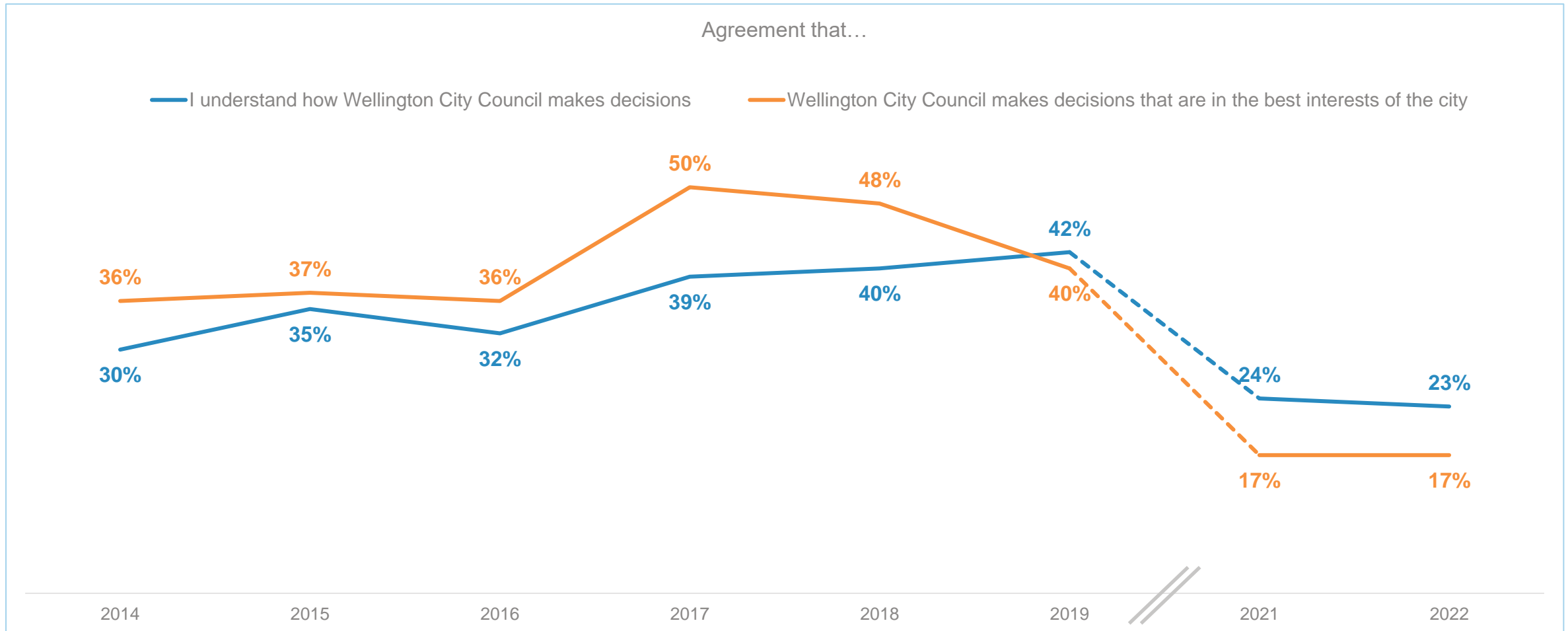
Visibility/ transparency of  
decisions making  
(18%)

# Council performance across NZ – While not directly comparable to question on previous slide, data shows many Councils grappling with falling perceptions of performance from their communities



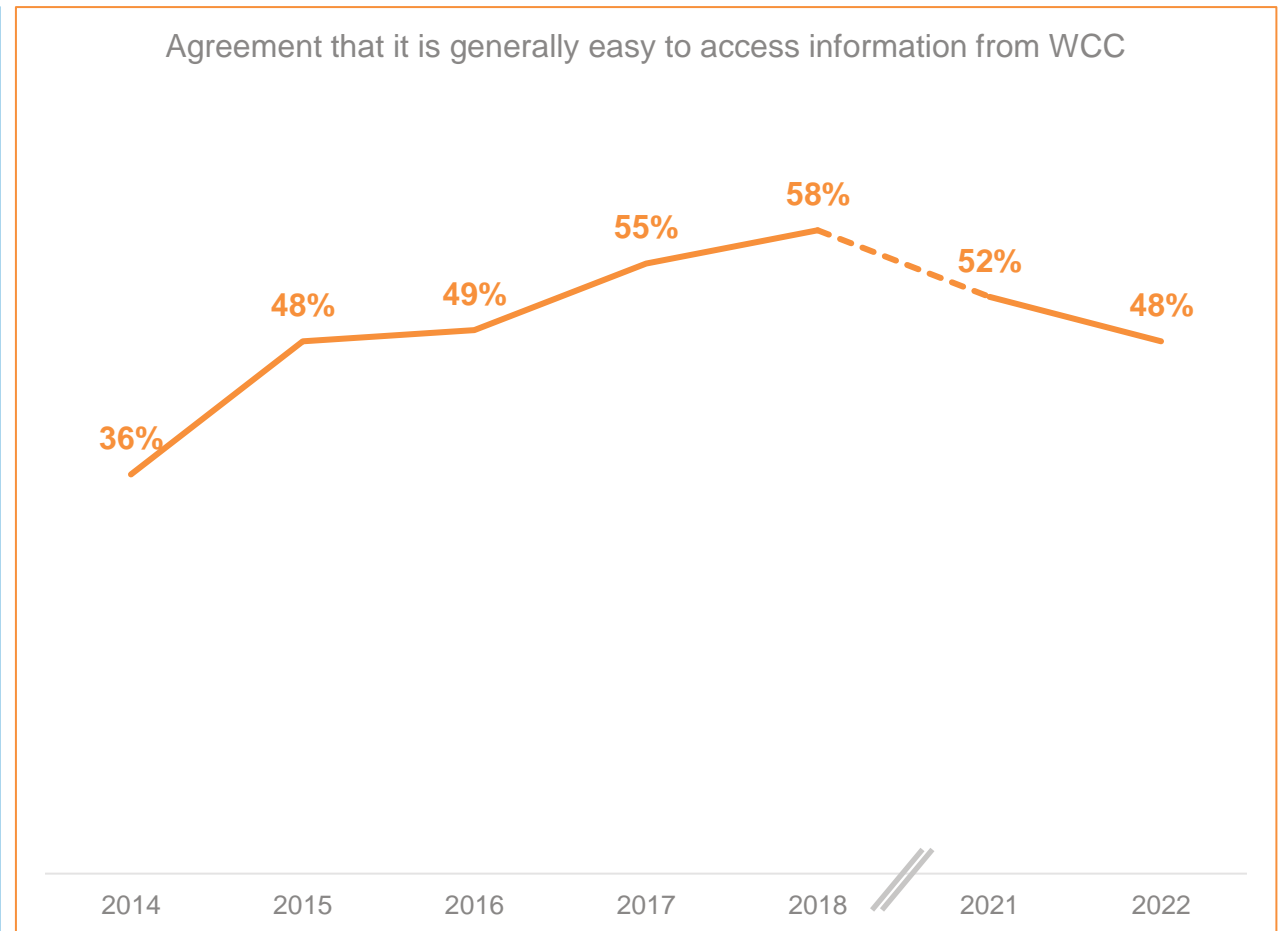
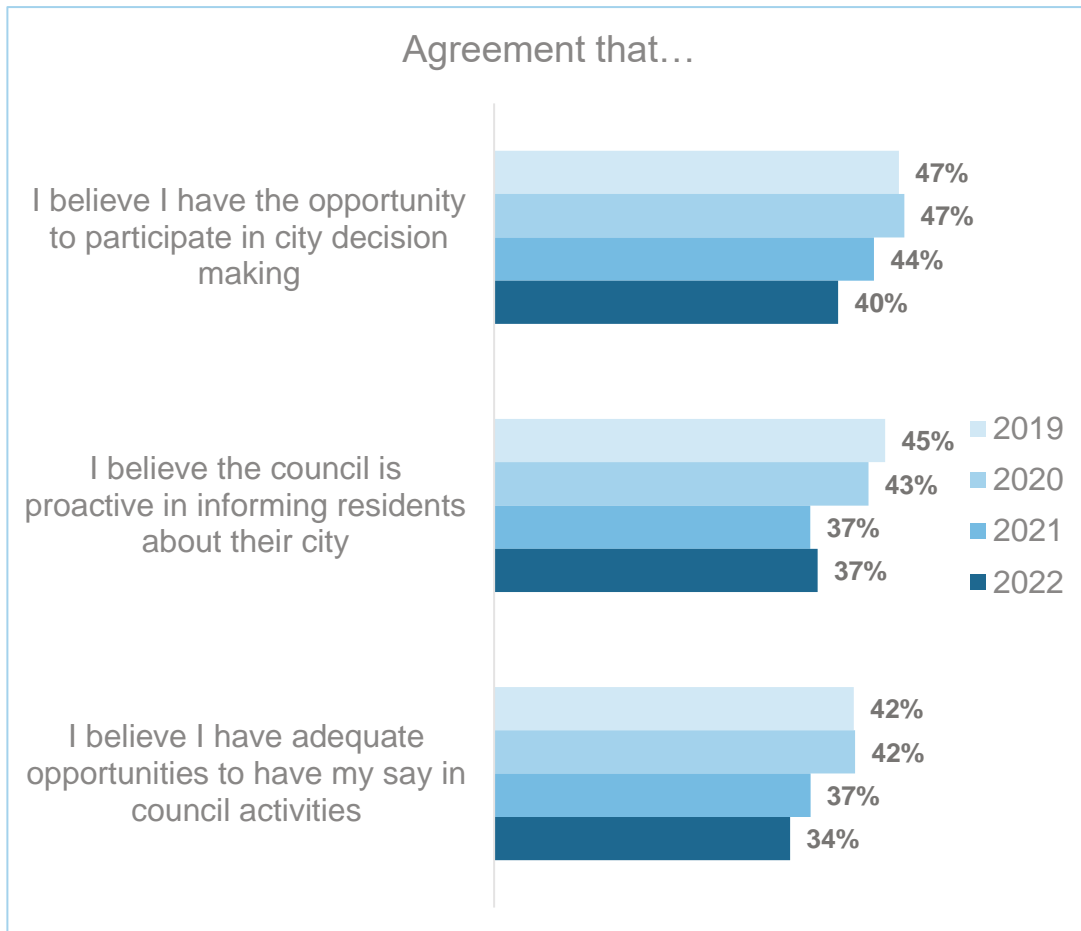


# Additional decision measures – Understanding of how decisions are made and agreement that they are made in the best interests of the city have seen similar change to decision process satisfaction.



# Consultation and communication – Consultation measures have seen some small shifts since 2018, access to WCC information flat steady over the long term

**KPIs**  
 Agree that adequate opportunities to have a say and generally easy to access information about WCC



# Governance – work underway

- 2021 Governance Review – new structure with a focus on committee over portfolios
- 2021 Communications strategy updated – strategic focus on telling our story
- Updated representation arrangements for 22-25 triennium
  - mana whenua representation (continues from second half of 2019-22 triennium)
  - new Māori ward
- Moved to co-development for policy and strategy e.g. Aho Tini, Economic Wellbeing, Tūpiki Ora
- Tākai here – partnership between mana whenua and the Council
- Transparency for Council meetings/workshops/briefings (live streamed/open to public)

# Next steps

- **Media release going out today**
- **Full results will be finalised and made public in July**
- **Some results are an input to the annual report framework which will be presented to Councillors in the months ahead**
  
- **Upcoming Quality of Life study will show how we compare to other cities – due later in the year.**

# Questions?