Residents Monitoring Survey 2023

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

RMS KPI results

- 17 KPIs from RMS
- 39 measures across those KPIs

Compared to RMS 2022

Combination of ups and downs, most changes within margin of error (i.e. not ‘significant’

- 2 increases larger than margin of error
- 15 increases within margin of error
- 3 no change/ no tracking
- 13 decreases within margin of error
- 6 decreases within margin of error – 4 of these related to one KPI (satisfaction with green/open space)

Longer term trend (five years)

Majority have not clear trends over the long term

- 2 increasing trends
- 24 with no clear trend
- 13 decreasing trends

City Perceptions

- Perceptions of the city overall, the city centre attributes and local suburb attributes mostly stabilised or saw small upward shifts. Long-term trends still downward for many

- Two measures changed by 4% (all others changes were smaller)
    - Agreement that city centre was an easy place to get to
    - Agreement that public areas in local suburban centre ae well utilised 73% down from 77% in 2022 (but this measure has jump around a bit and was 74% in 2021).

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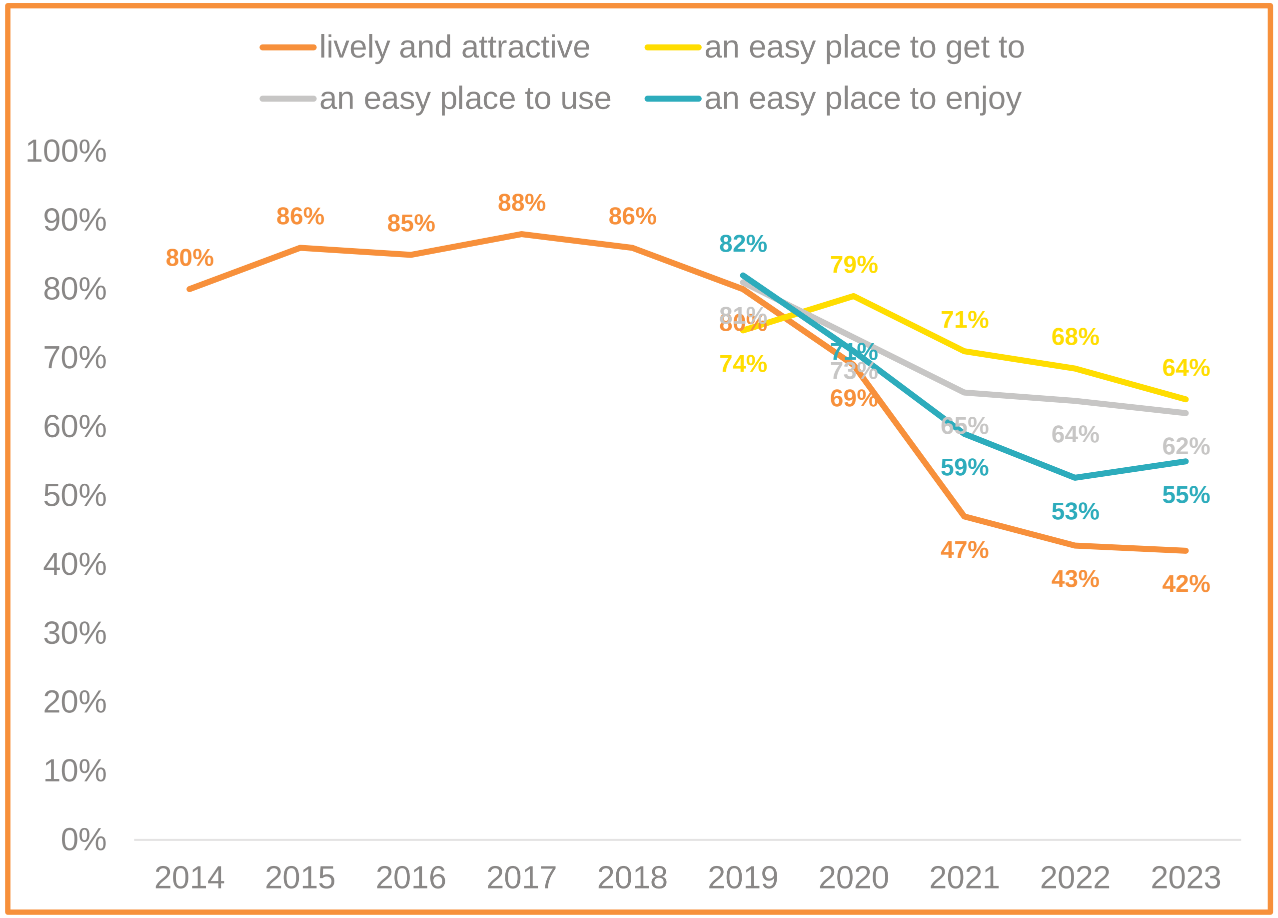
*Now thinking about the look and feel of Wellington's city centre…Please rate your level of agreement with the following statements: Wellington's city centre is… **Total agree***



Recreation and facilities

- Usage across the range of recreation centres, pools and community facilities remained similar to earlier surveys
- User satisfaction remained high as we have consistently seen in the past
- Belief that it is easy to access WCC recreation facilities and programmes and agreement Wellington offers a wide range of recreation both remain steady (at 68% and 72% respectively).
- Declared participation in sport and recreation remained similar while over 61% of respondents claimed to do 30 minutes+ of physical activity for 4 or more days a week.

Pools:
77%+ satisfied

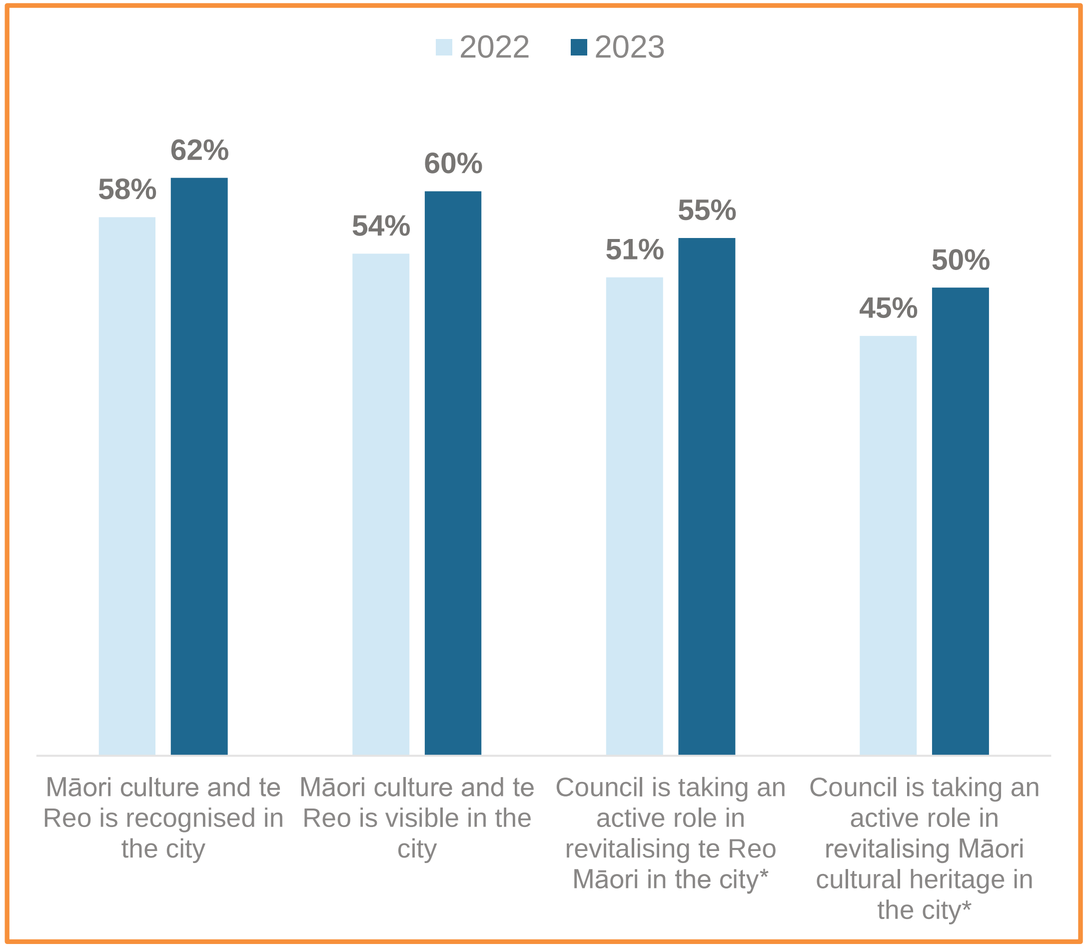
Sport and recreation facilities and sportsfields:
85% satisfied

Community facilities + Libraries:
86% satisfied

Events and culture

- At an overall level agreement that Wellington has a culturally rich and diverse arts scene remains steady, but agreement that we are the events capital continued to decline (down 6% to 24%).
- Participation in arts and culture events (both Council and non-Council) remained steady as did satisfaction with Council arts and culture events (at 85%).
- Agreement that Māori culture and te Reo is recognised and visible across the city and Council is taking and active role in revitalising te Reo Māori and Māori cultural heritage in the city have increased across the board.
- CCO visitation and customer experience ratings remained similar to previous years.

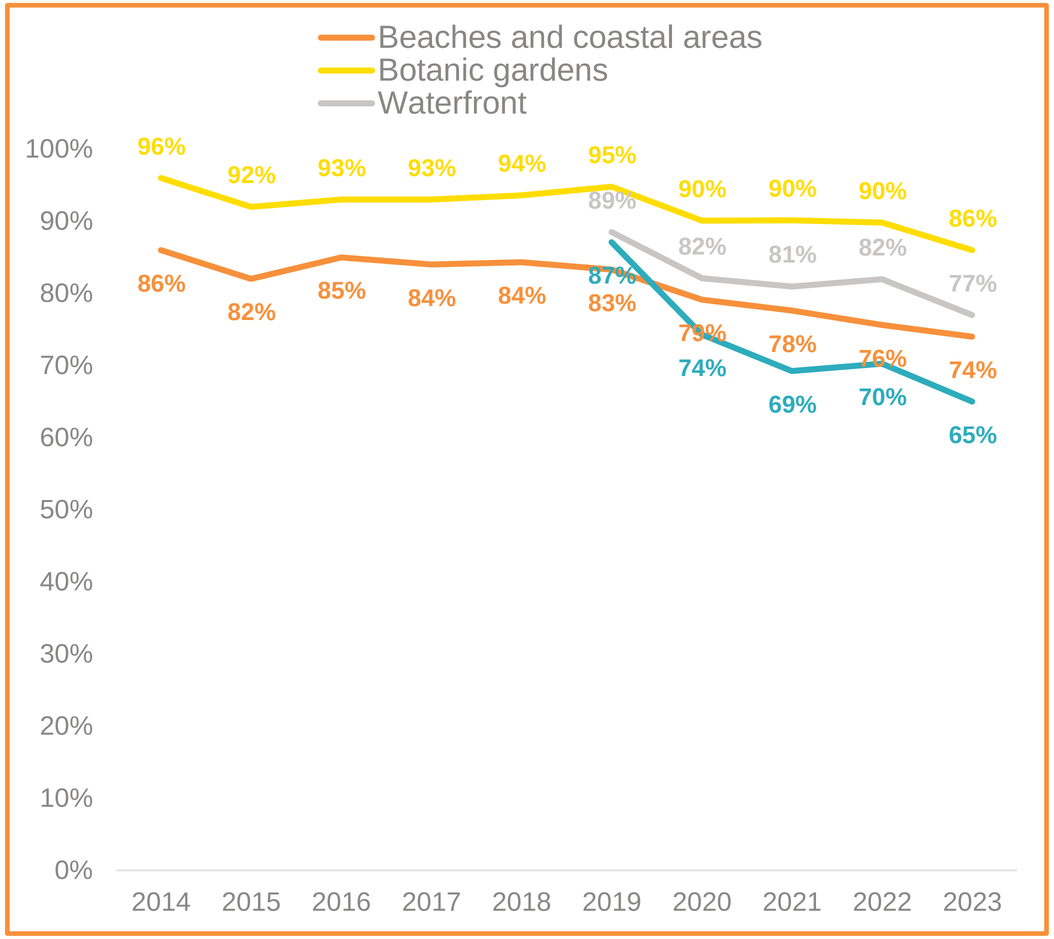
Please rate your level of agreement with the following statements: ***Total agree***



Environment

- Perceived ease of access to our green and open spaces remains high with over three quarters saying each space was easy to access.
- Green and open space usage remained relatively similar across the board compared to 2022 however they were some down trends over the longer term.
- Residents continued to agree highly that Wellington’s connection to nature improved their quality of life. But agreement that our natural environment is appropriately managed and protected has fallen 4% since 2022 and 13% since 2020 (now at 61% agreement).

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



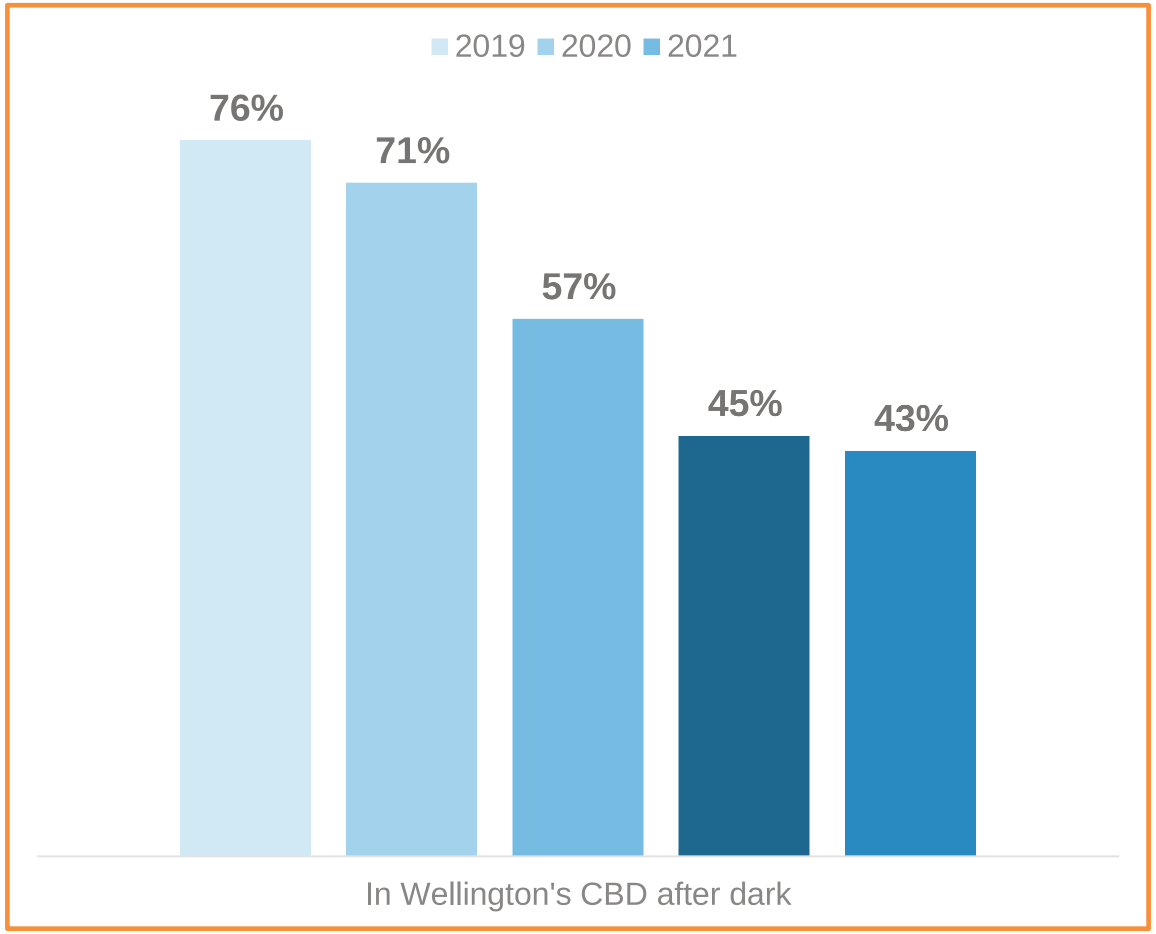
Community and safety

- Perceived safety in Wellington remained largely unchanged compared to 2022 (1-2% changes). As such trend for perceived safety in CBD after dark still downward.
  - Reasons for feeling unsafe also remained similar with threatening people and/or people behaving dangerously remaining top of the list

- Little change across the measures relating to neighbour interaction.

- Healthy homes measures (cold, damp, mould, insulation) mostly a little higher (within MOE) than 2022.

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'***



Transport and infrastructure

- Perceived easy of driving and walking around the city remained similar to 2022. But ease of walking has trended down since 2019. Similarly satisfaction with our footpaths has trended down since 2019, but this years result remained steady (65% satisfied).
- There was an increase in perceived ease of cycling around. While satisfaction with cycleways also improved 6% to 41%.
- There was a drop in perceived ease of getting around by public transport and agreement that the transport system allows easy access from suburbs to city also fell 10% to 40%.
- Road condition ratings were also down 6% to 55%, continuing a downward trend going back to 2018 (where 73% rated the roads as good).
- Street lighting and street cleaning and maintenance satisfaction remained similar to 2022 as did satisfaction with the parking service and peak traffic volumes

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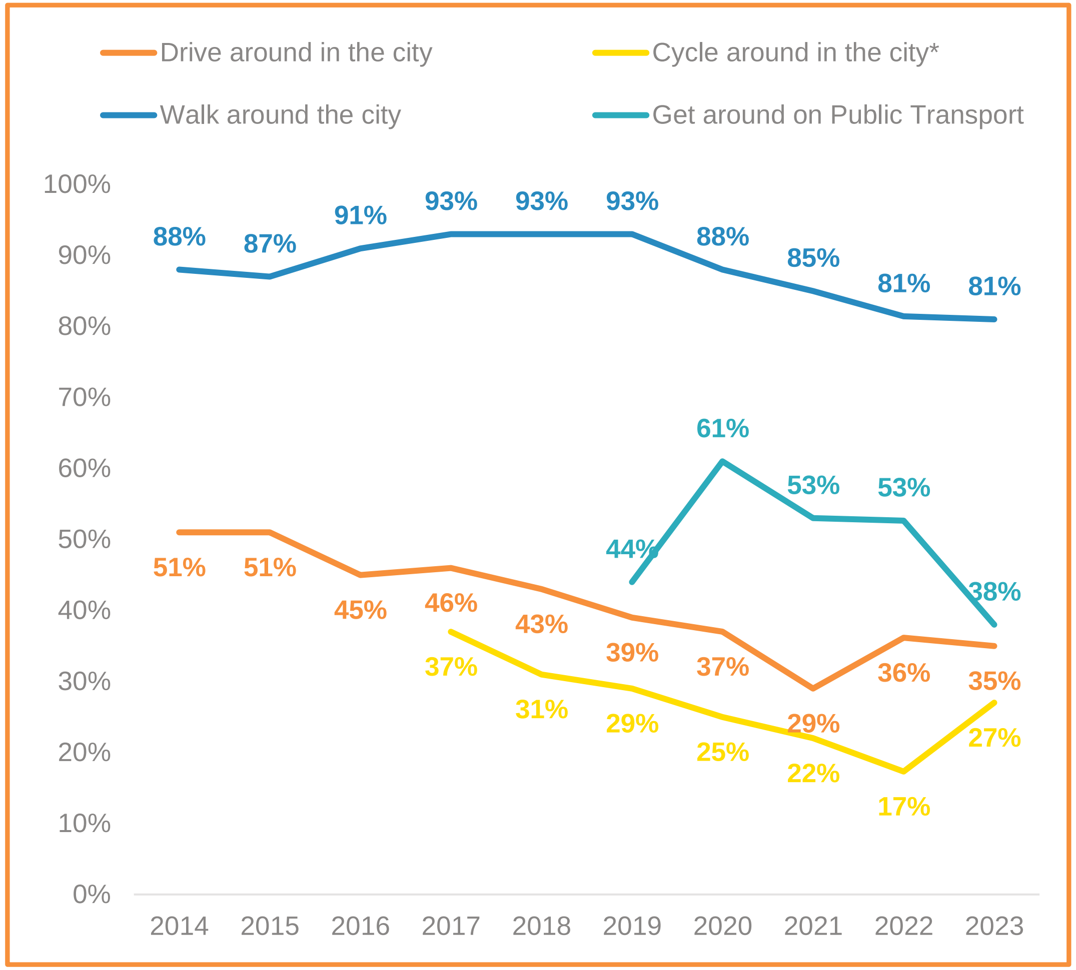
What is your view on the level of value and protection given to heritage items in the Wellington and your local community?



Urban development and resilience

- Agreement that heritage items contribute to Wellington’s unique identity and local communities’ unique identity saw small decreases relative to 2022 but have been consistently falling since 2019

- However when asked about the value and protection given to heritage items, views were split with most falling into the “about right” bucket.

- Agreement with various other urban development and resilience activities including the value of regeneration of city areas, value of new construction in the city, balance between development and preserving character and progress on resilience issues in the city remained similar to previous surveys.

- Various other results relating to civil preparedness including access to emergency items, and safety in emergencies remained similar to previous years

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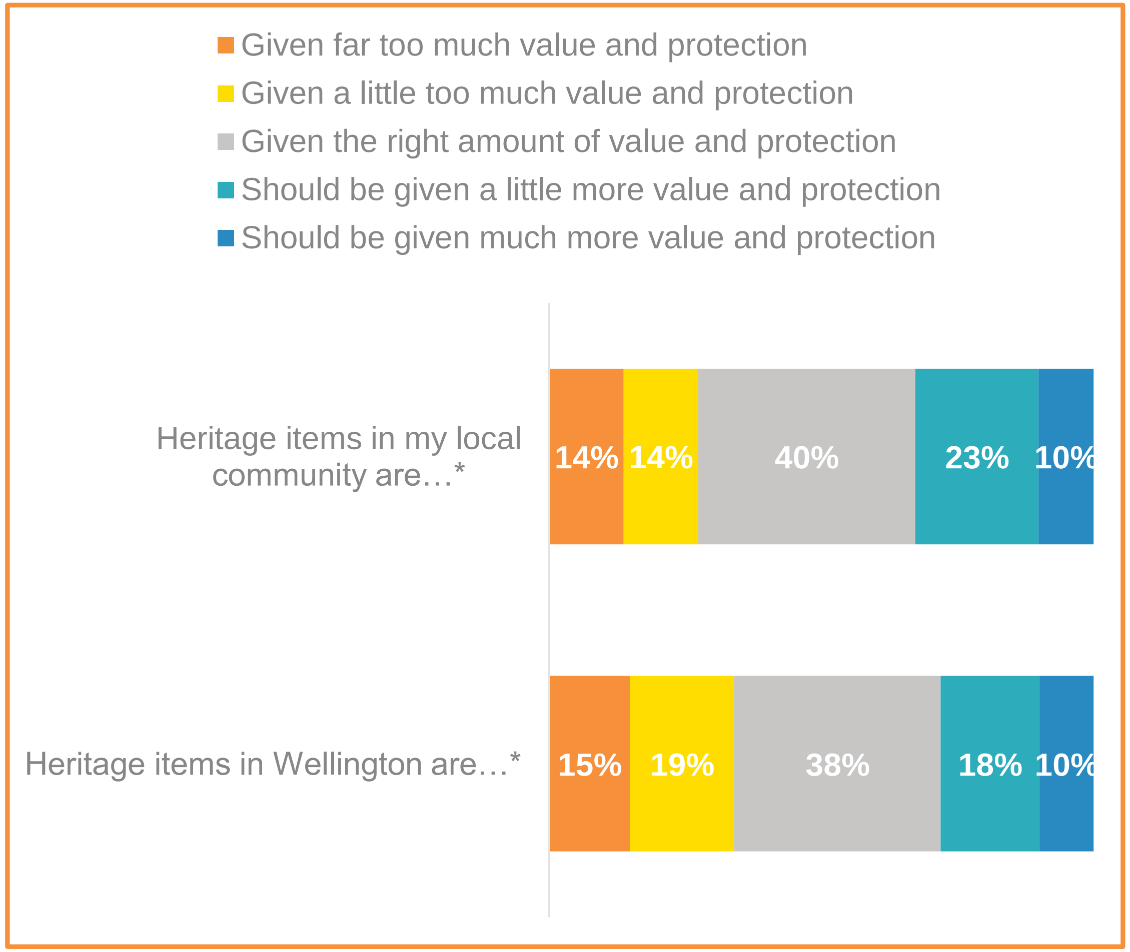


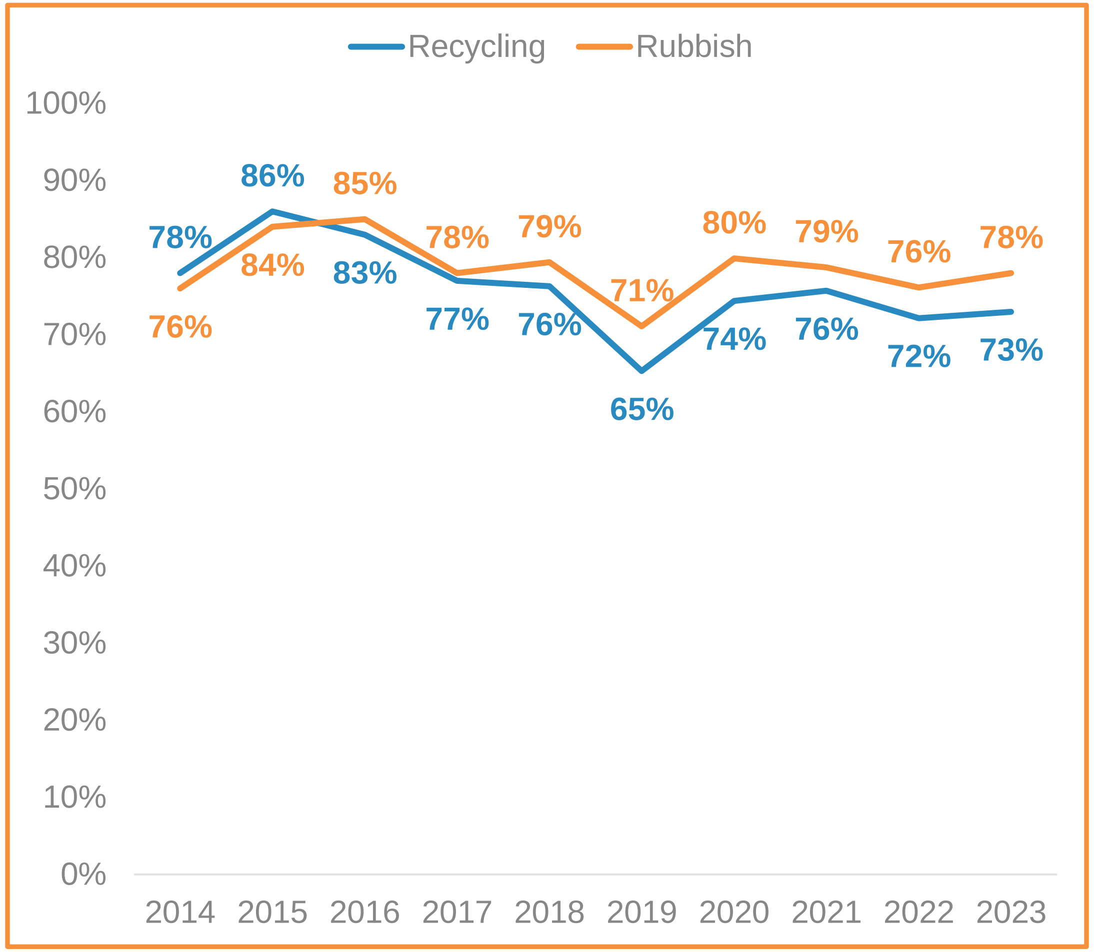
Waste

- Satisfaction with kerbside rubbish and recycling services remained high

- Respondents were asked about their main food scrap disposal method with the largest portion saying they did so in the bin (39%). However over a third (36%) said they used home composting.

- Satisfaction with stormwater management was down 6% compared to 2022, but at similar level seen in 2021 – the longer term trend is still negative (down from 68% in 2016).

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



Governance

- Perceptions around governance, including satisfaction with process of decision making and opportunities to participate have generally increased compared to 2022.
- In two cases, increases were outside margin of error, including for satisfaction with the process of decision making (up 5% to 17% satisfied) and agreement that WCC makes decisions that are in the best interests of the city (up 5% to 22%).
- Long-terms trends for these measures are still downward
- A new question included for this year asked about satisfaction with WCC performance. Results of similar questions asked in cities across NZ showed levels of satisfaction ranging from 32%-55% and dissatisfaction ranging from 21%-32%.

Overall, how satisfied or dissatisfied have you been with the performance of the Wellington City Council over the past year?