

Greater Wellington Community Research

2024

Introducing Verian

Verian is the new name for Kantar Public (formerly Colmar Brunton).

Following our divestment from our former parent company, we are now an independent research and evaluation agency, providing evidence and advisory services to government and the public realm, across Aotearoa New Zealand and around the world.

Please get in touch if you have questions or would like to know more.

www.veriangroup.com/nz



Powering decisions
that shape the world.

Methodology



Online
survey

FIELD- WORK

29 February
to
17 March
2024

1,001 residents across the Greater Wellington Region. Quotas were set to ensure a robust sample of residents in each sub region:

● 350	Wellington City residents
● 201	Hutt Valley residents
● 200	Porirua residents
● 200	Kāpiti Coast residents
● 50	Wairarapa residents



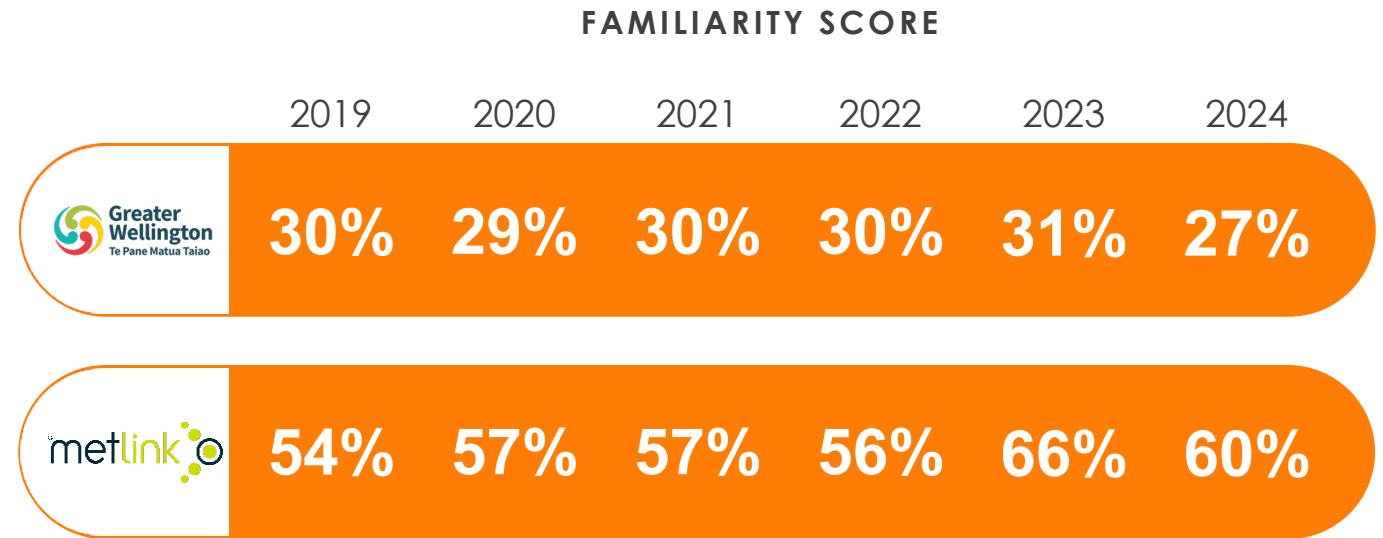
Results are post-weighted to be representative of the regional population by age, gender, ethnicity, and location.

Executive summary

Familiarity

A quarter of those living in the Wellington Region say they have a good understanding of what Greater Wellington does (familiarity). Familiarity of Metlink, currently sits at 60%.

Both of these measures have seen a downturn over the last 12 months.

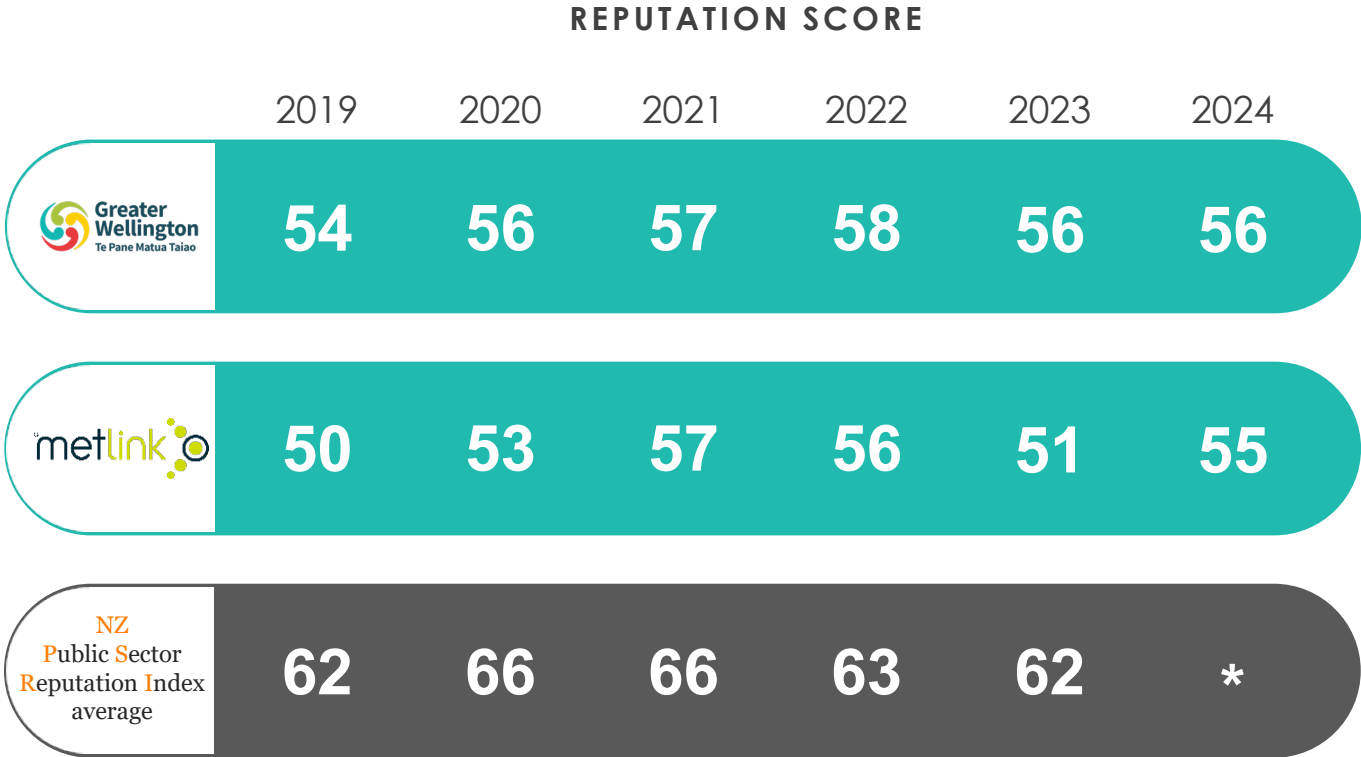


This score represents the proportion of residents who feel they have a good understanding of what the organisation does.

Reputation

Greater Wellington's reputation remains steady into 2024.

Metlink's reputation has recovered, following on from the 2023 dip.

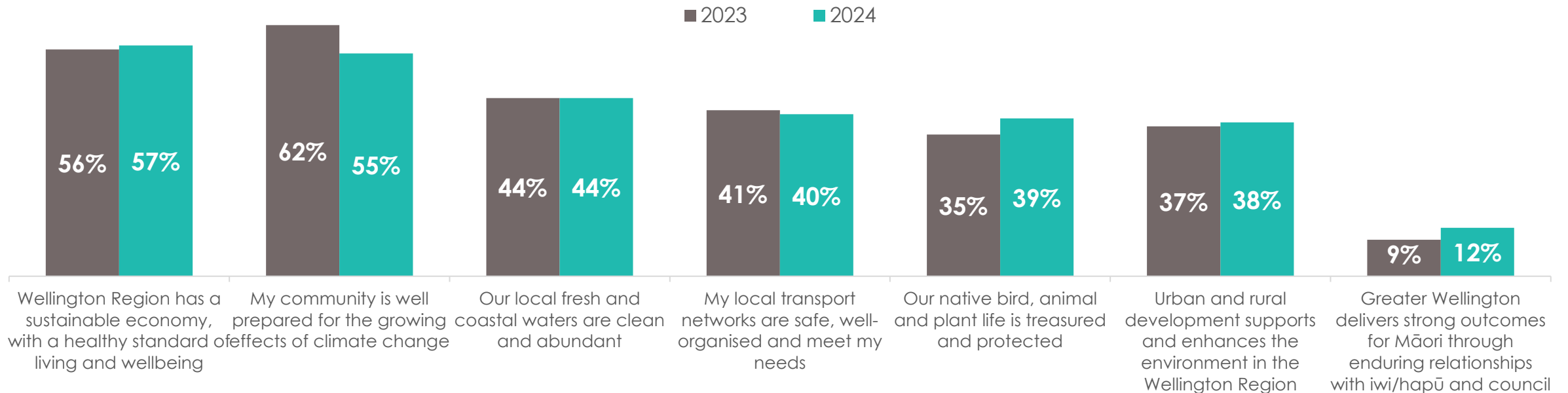


Note: * finding pending. For more information on our Public Sector Reputation Index, see: www.veriangroup.com/insights/thought-leadership/public-sector-reputation-index-nz

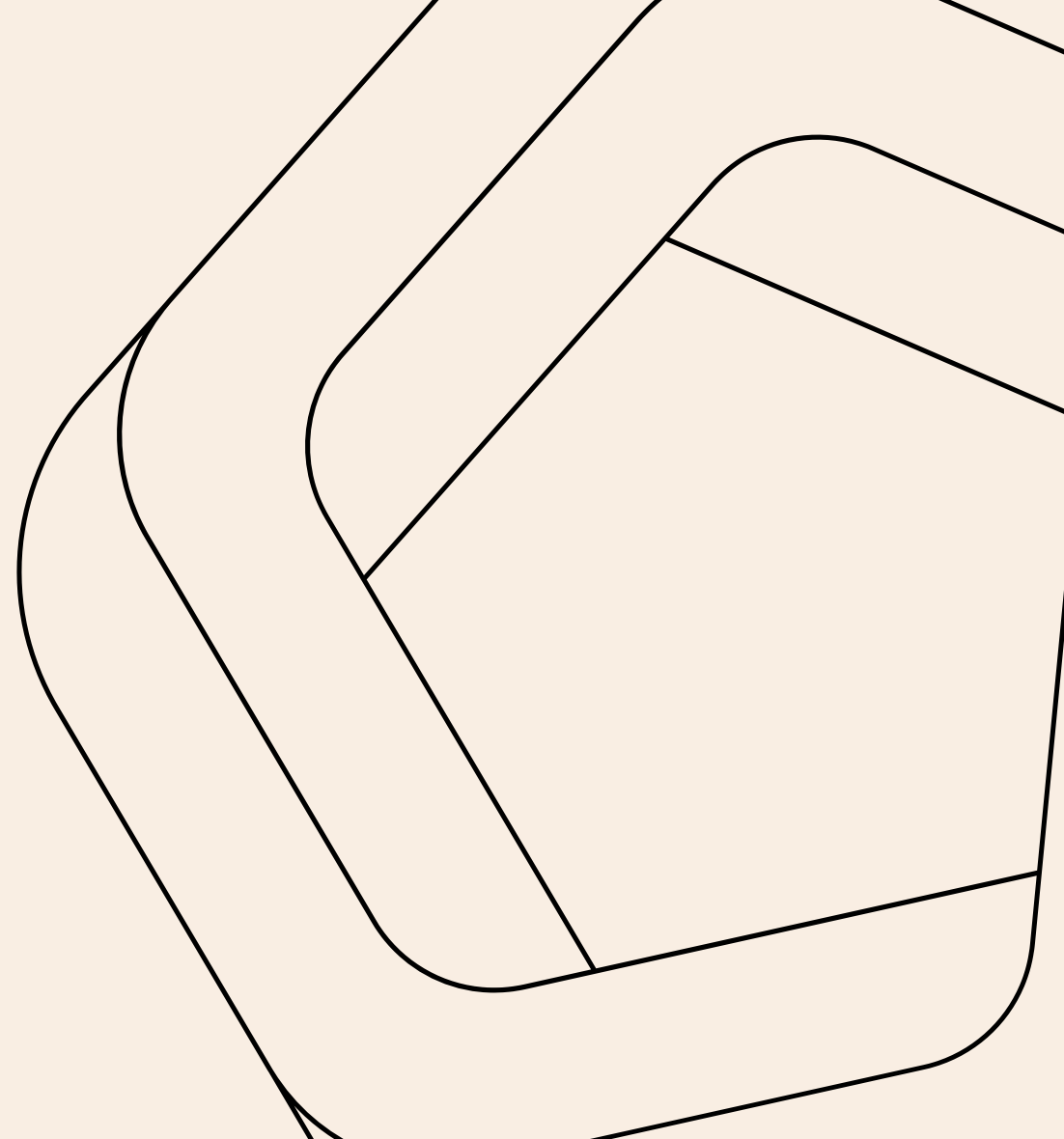
Community outcomes

We asked residents which community outcomes were currently most important to them. Two outcomes resonated particularly strongly with residents. These were 1. ensuring a sustainable economy across Wellington Region, and 2. having a community that is well prepared for the growing effects of climate change.

Nett % (selected as first, second, or third most important)



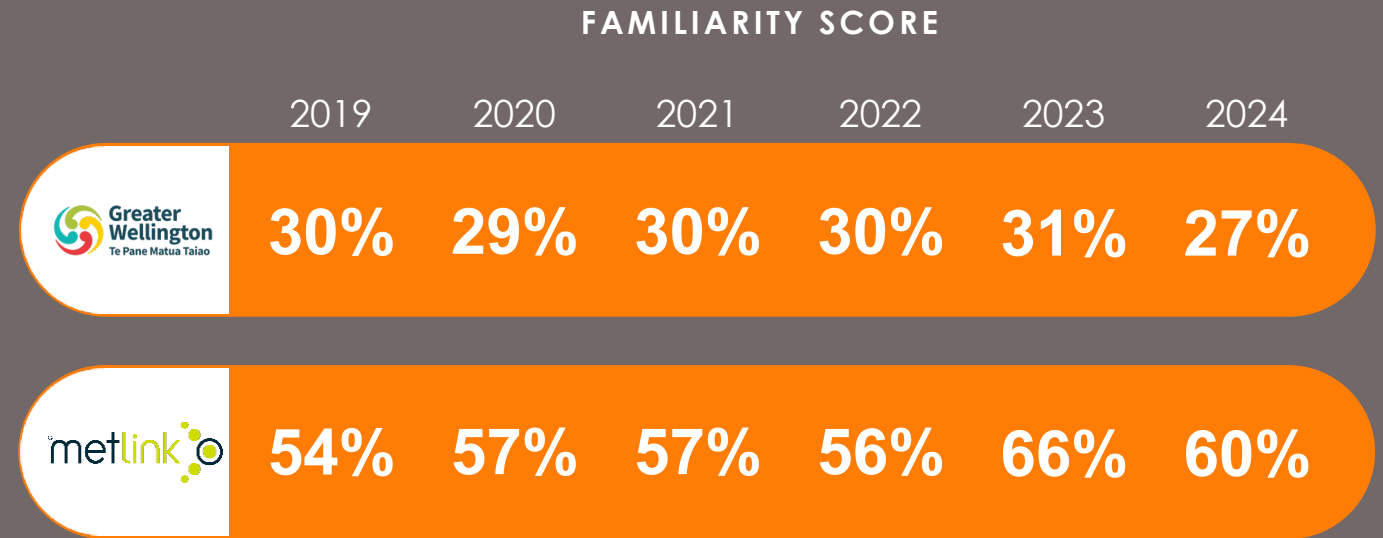
Familiarity



Familiarity of Greater Wellington and Metlink.

Greater Wellington's brand familiarity has declined this year. In 2024, 27% of those living in the Wellington Region say they have a good understanding of what Greater Wellington does, down from 31% in 2023.

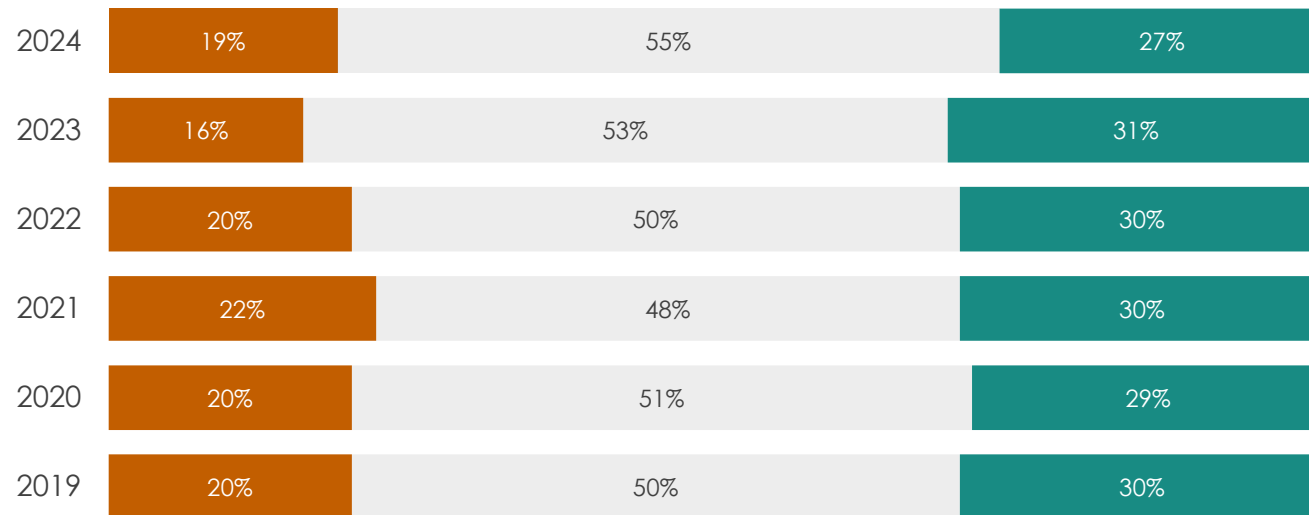
Brand familiarity of Metlink has also declined, down from 66% in 2023, to 60% in 2024.



This score represents the proportion of residents who feel they have a good understanding of what the organisation does.

Analysis - familiarity of Greater Wellington

■ Unfamiliar (0 to 2 out of 7) ■ Somewhat familiar (3 or 4 out of 7) ■ Good familiarity (5 to 7 out of 7)



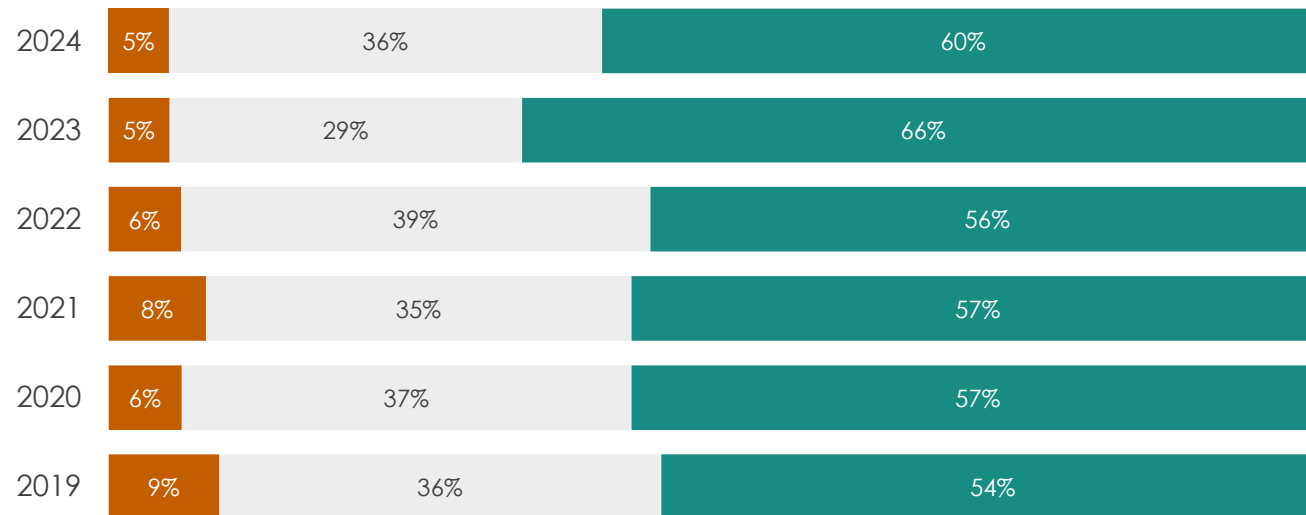
In 2024, familiarity of Greater Wellington is noticeably lower among the following groups:

- Kāpiti Coast residents (20%),
- public transport non-users (18%),
- women (22%), and
- those aged 60 and over (21%).

Since 2023, two groups have had a larger than average drop in familiarity, these are: 1. people aged 60 and over (down 15 percentage points between 2023 and 2024), and 2. those in low-income households (down 14 percentage points).

Analysis - familiarity of Metlink

■ Unfamiliar (0 to 2 out of 7) ■ Somewhat familiar (3 or 4 out of 7) ■ Good familiarity (5 to 7 out of 7)

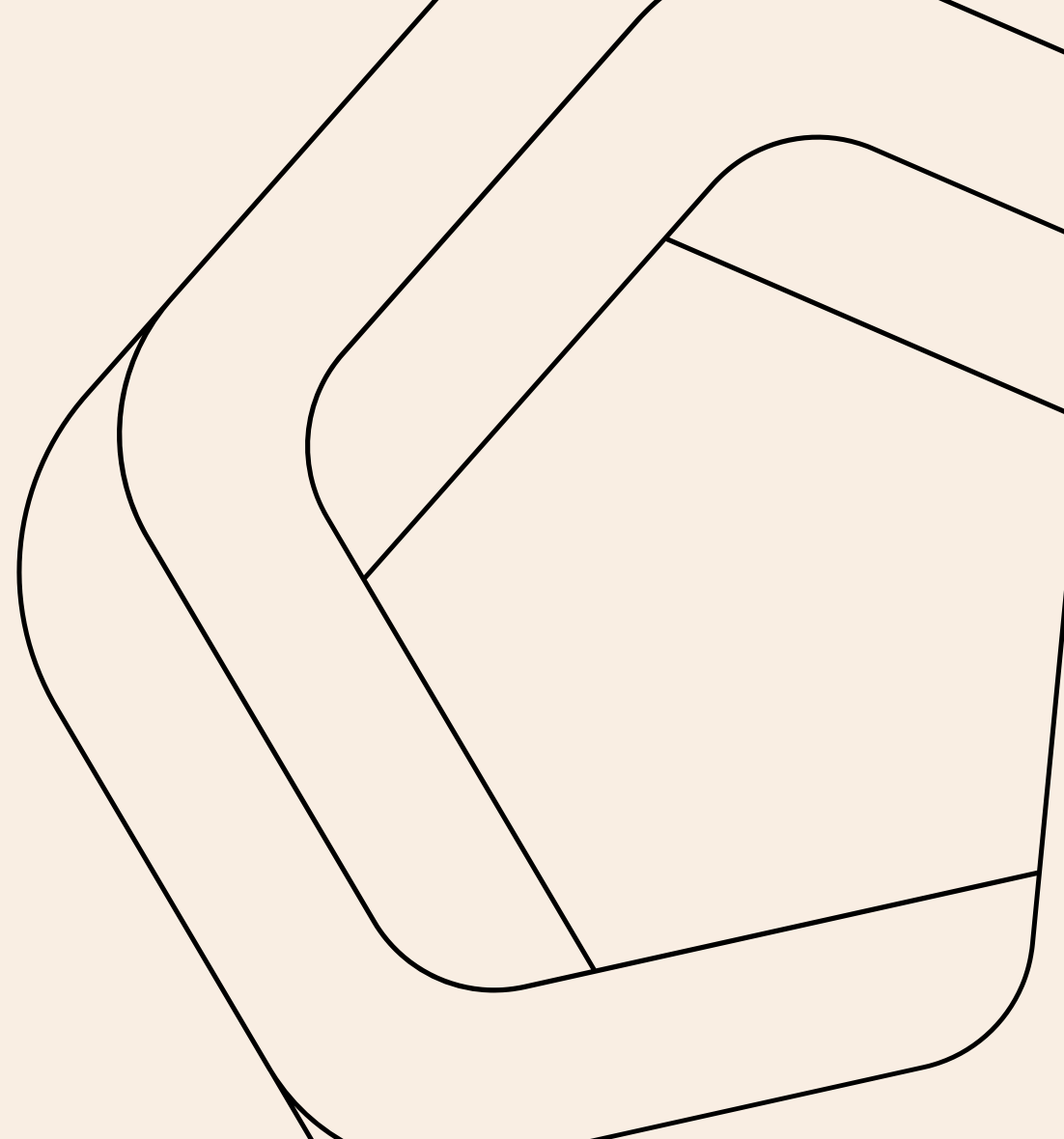


In 2024, familiarity of Metlink is noticeably lower among the following groups: 1. public transport non-users (46%), and 2. women (56%).

Since 2023, three groups have had a larger than average drop in familiarity, these are:

- Porirua residents (down 16 percentage points between 2023 and 2024).
- People aged 60 and over (down 14 percentage points).
- Those with a disability (down 14 percentage points).

Reputation



We use a globally validated approach to measure the reputational strength of Greater Wellington and Metlink. Our Public Sector Reputation model recognises that reputation is built on four key pillars: Trust, Social Responsibility, Leadership, and Fairness.

REPUTATION SCORE



TRUST

- Listens to the public's point of view
- Uses taxpayer money responsibly
- Is trustworthy
- Can be relied upon to protect individuals' personal information



SOCIAL RESPONSIBILITY

- Behaves in a responsible way towards the environment
- Is a positive influence on society
- Has a positive impact on people's mental and physical wellbeing
- Helps people make a worthwhile contribution to society
- Protects our environment for future generations



LEADERSHIP

- Is a forward looking organisation
- Contributes to economic growth
- Is easy to deal with in a digital environment



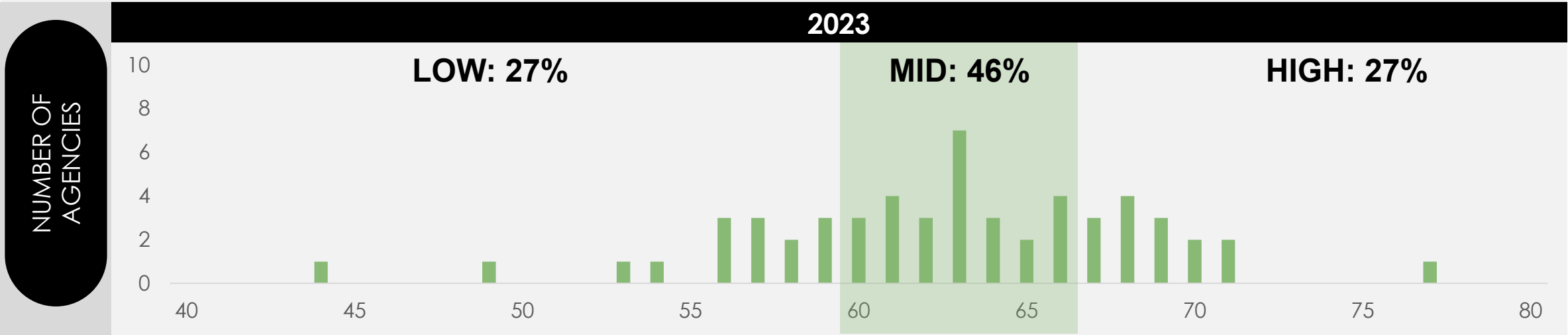
FAIRNESS

- Treats their employees well
- Deals fairly with people regardless of their background or role

Evolution of the Verian reputation framework

In 2023, reputation scores were adjusted to be out of 100. Prior to 2023, reputation scores had been presented as an index, setting the average at 100. Individual agency scores were then shown as a deviation from that average. This change was made to more easily show changes over time and for comparison internationally.

What does the new 'average' look like using this framework?



For more information on our Public Sector Reputation Index, see: www.veriangroup.com/insights/thought-leadership/public-sector-reputation-index-nz

What does a strong reputation look like?

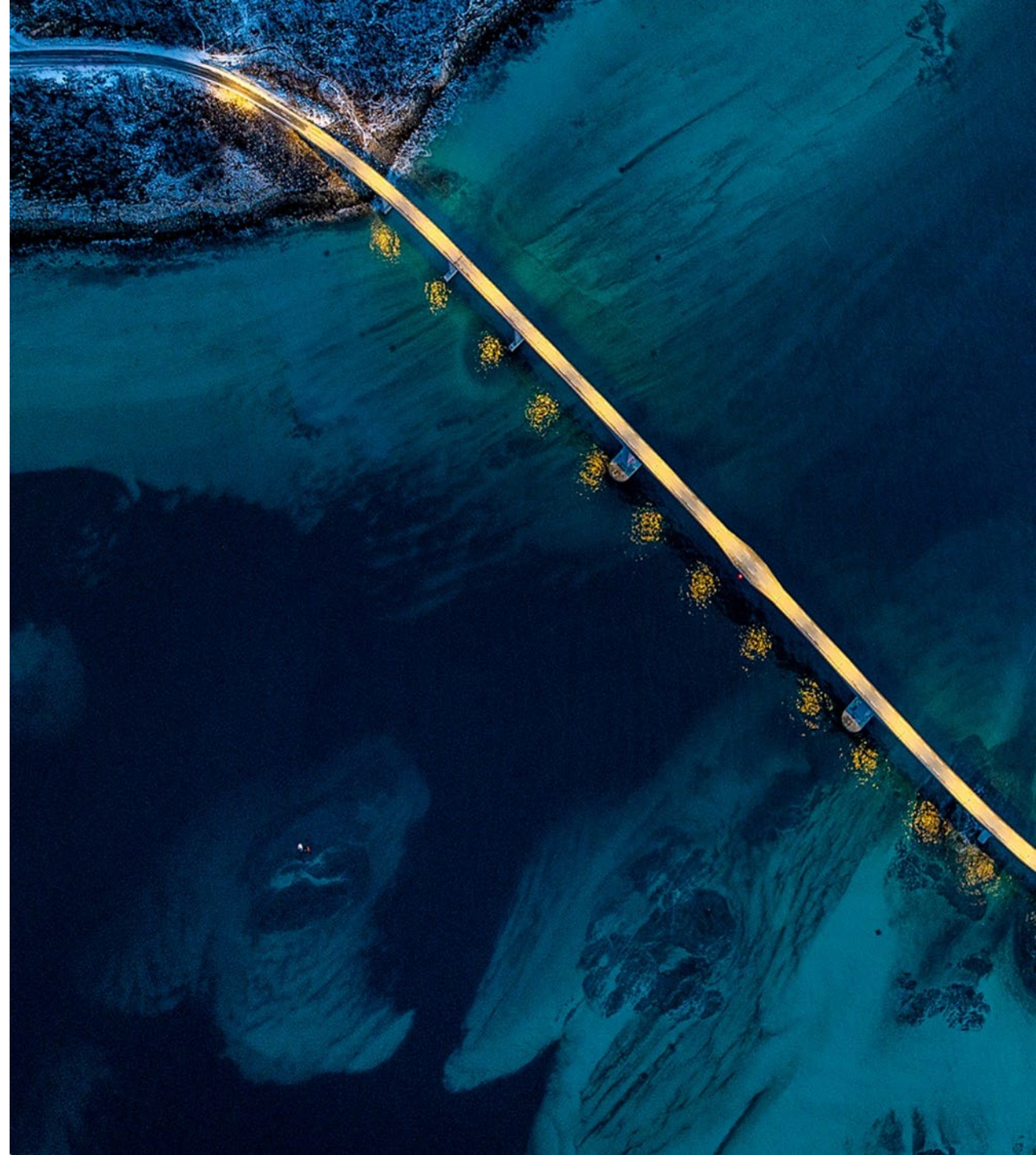


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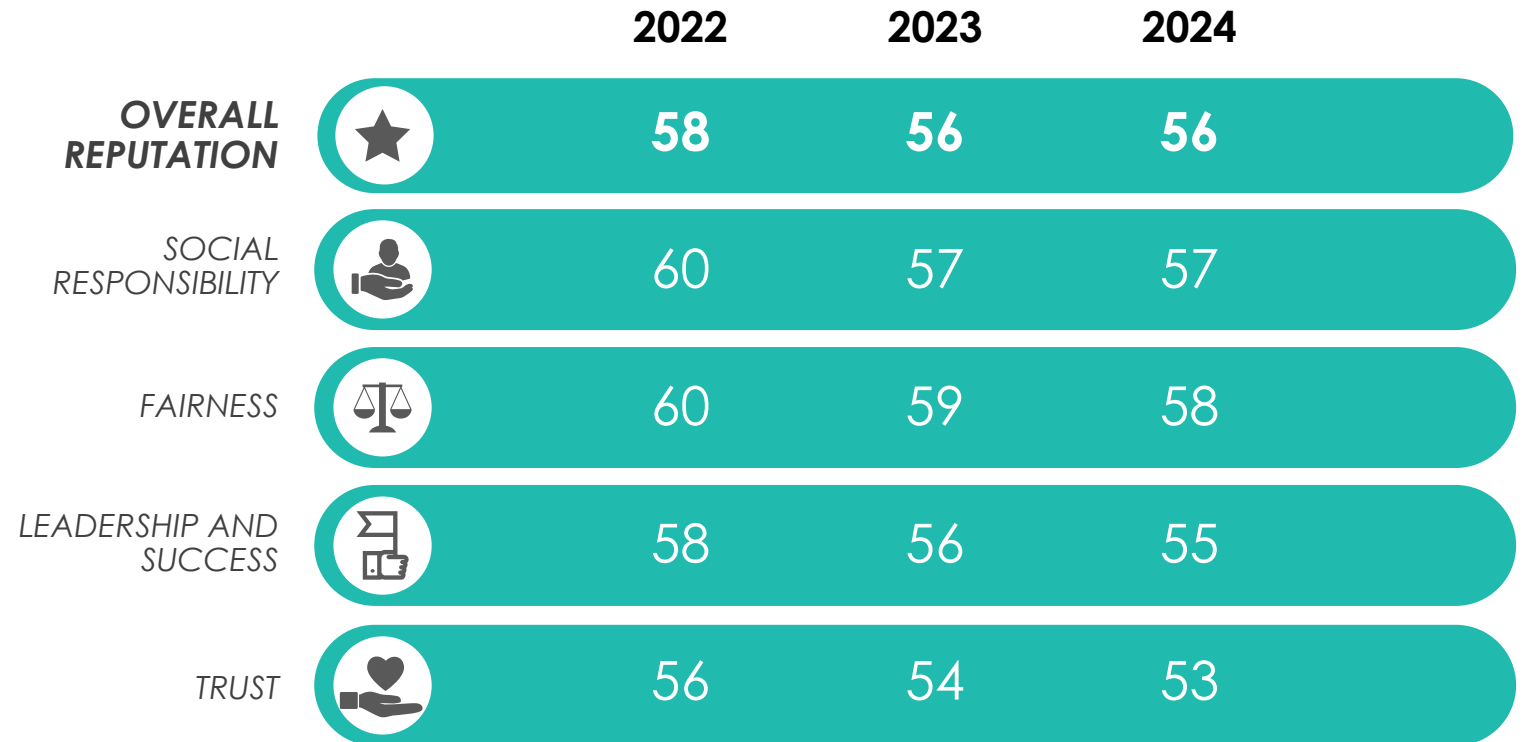
**Greater
Wellington**
Te Pane Matua Taiao

verian 

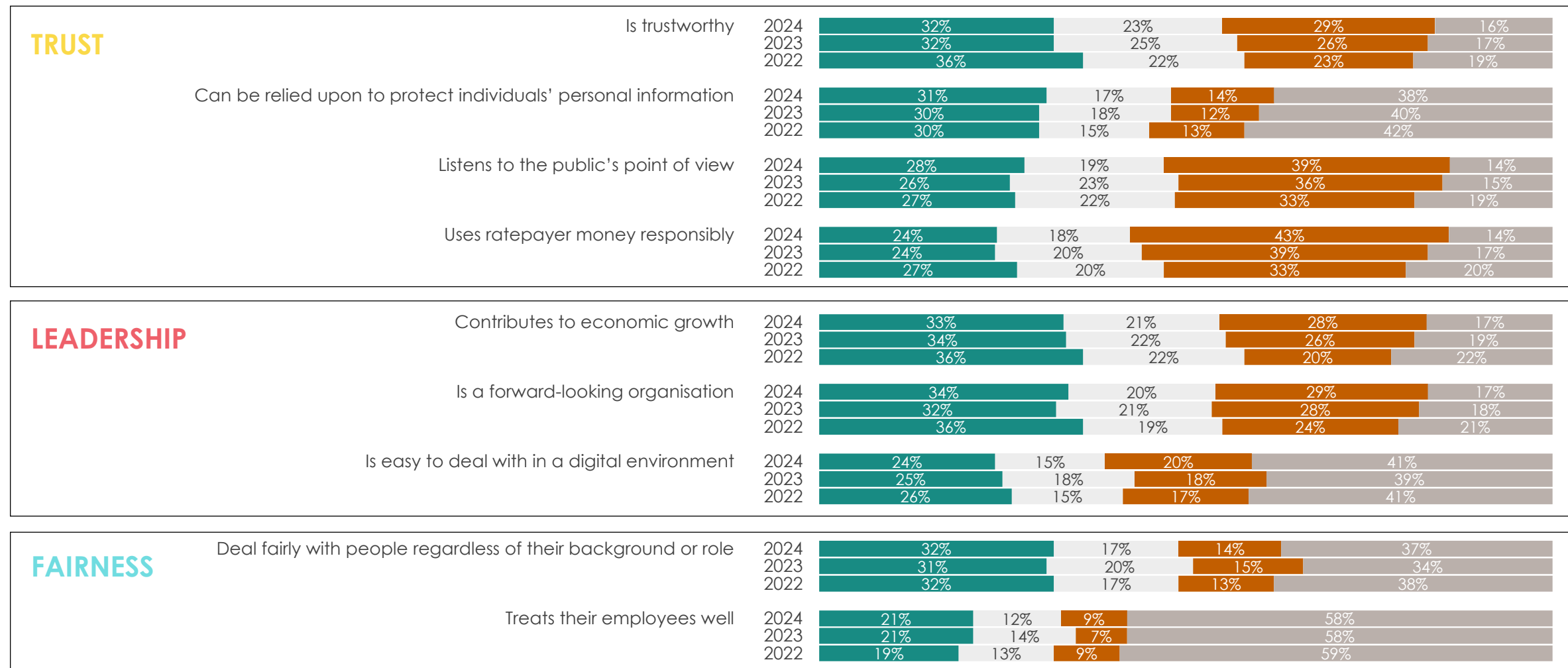


Greater Wellington’s overall reputation holds steady into 2024. This consistency is evident across all four reputation pillars.

In 2023
the average
reputation score
across
New Zealand
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agencies was
62



Despite this stability, when we look at the individual attributes that make up the four pillars of reputation, there is a noticeable increase in polarisation, that is, while the proportion who feel positively about each attribute remains largely unchanged, the proportion who feel negatively is rising.



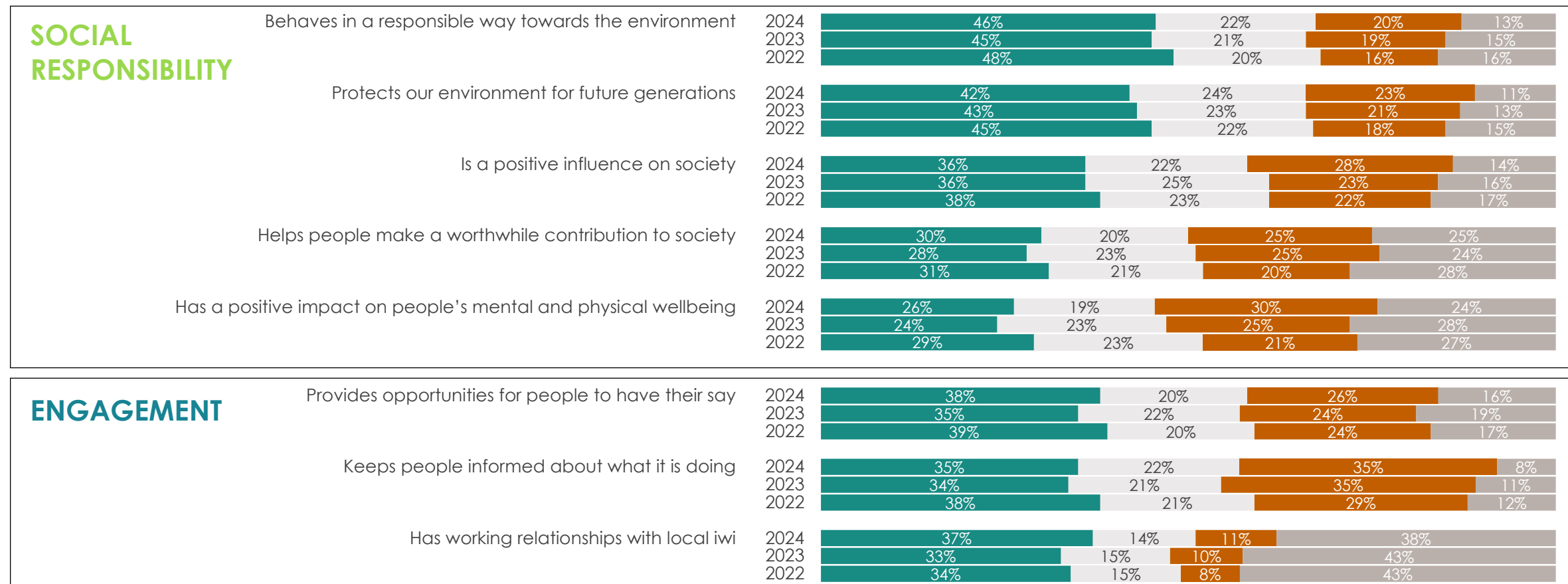
Note: A more detailed breakdown of these results can be found in the appendix.

Base: Aware of Greater Wellington, 2022 n=997, 2023 n=999, 2024 n=994.

Source: D1.

■ Agree ■ Neutral ■ Disagree ■ Don't know

Despite this stability, when we look at the individual attributes that make up the four pillars of reputation, there is a noticeable increase in polarisation, that is, while the proportion who feel positively about each attribute remains largely unchanged, the proportion who feel negatively is rising, cont.



■ Agree ■ Neutral ■ Disagree ■ Don't know

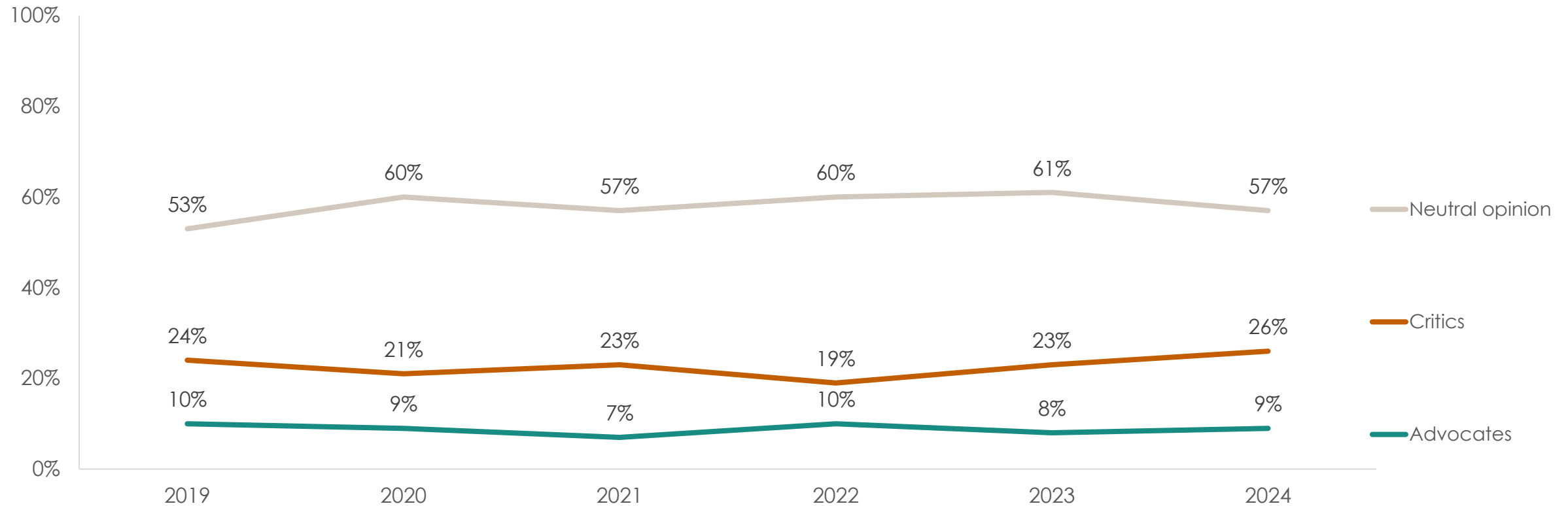
Note: A more detailed breakdown of these results can be found in the appendix.

Base: Aware of Greater Wellington, 2022 n=997, 2023 n=999, 2024 n=994.

Source: D1.

This rise in negativity is also evident when we look at advocacy of Greater Wellington, the proportion of Critics is on the rise, while the proportion of Advocates remains relatively steady.

Advocacy for Greater Wellington



Definition: Critics - I would be critical of them if someone asked my opinion and I think so poorly of them, I would be critical without being asked. Advocates - I would speak highly of them if someone asked my opinion and I think so well of them, I would speak highly of them without being asked.

Base: Aware of Greater Wellington, 2024 n=994 (don't knows are not shown in chart). Source: C1.

Demographic analysis shows that Porirua residents are most likely to advocate for Greater Wellington while Wellington City residents are most likely to be critical of Greater Wellington.

Demographic analysis

- Significantly higher than average
- Significantly lower than average

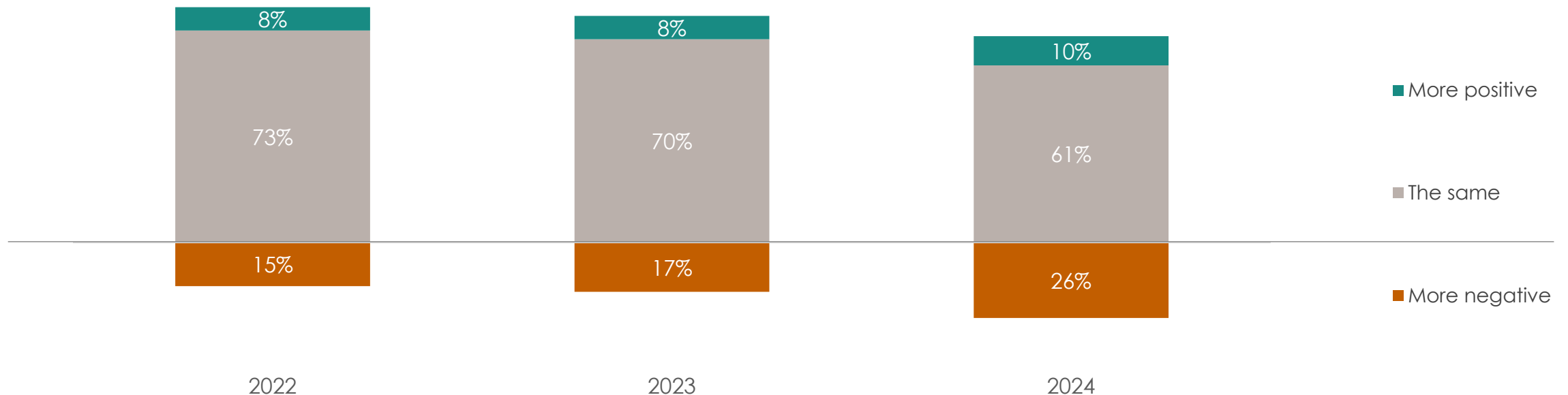
	Location						Public transport use			Gender		Age			Health	House-hold income			
	All residents	Wairarapa	Kāpiti Coast	Porirua	Hutt Valley	Wellington City	Bus users	Train users	Non-users of public transport	Male	Female	18 to 34	35 to 59	60 or over	Long-term health problem or disability	Under \$50,000	\$50,001 to \$100,000	\$100,001 to \$150,000	\$150,001 or more
	(n=994)	(n=49)	(n=200)	(n=199)	(n=200)	(n=346)	(n=417)	(n=378)	(n=210)	(n=434)	(n=560)	(n=159)	(n=499)	(n=336)	(n=144)	(n=156)	(n=225)	(n=195)	(n=225)
Advocates	9%	10%	6%	13%	9%	8%	11%	11%	6%	9%	8%	6%	11%	7%	8%	11%	11%	7%	7%
Critics	26%	31%	17%	21%	20%	32%	26%	24%	26%	29%	22%	29%	25%	25%	32%	24%	19%	26%	30%

Source: C1,C3.

Base: See chart for base sizes.

In 2024, a quarter of residents say they feel more negatively towards Greater Wellington than they did 12 months ago. This is an increase of nine percentage points from 2023 findings.

Feelings towards Greater Wellington compared to 12 months ago

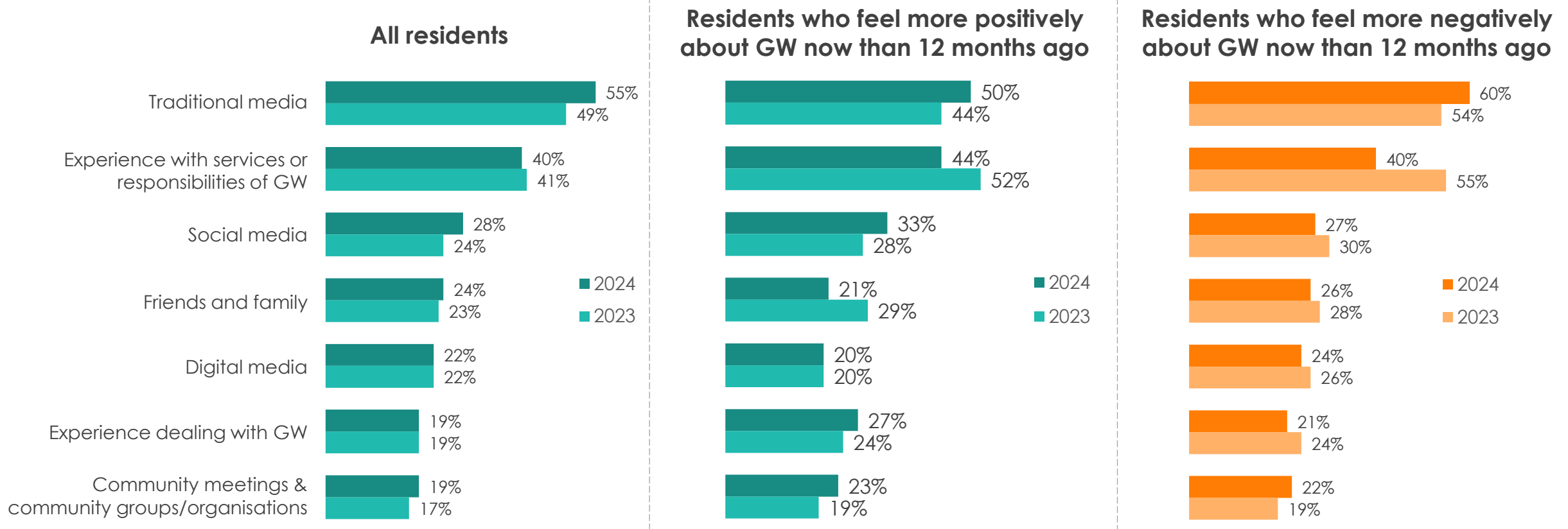


Note: We have observed that when people answer these sorts of questions they only partially base their answers on perceived change and that current disposition strongly influences answers i.e. people who are already negative are more likely to say 'more negative' and people who are already positive are more likely to say 'more positive'.

Base: All aware of Greater Wellington 2024 n=994 (don't knows are not shown in chart). Source: C2.

Traditional media remains the most influential channel impacting residents' perceptions of Greater Wellington and its influence has increased since 2023. In addition to this, traditional media is also particularly influential among those who feel more negatively about Greater Wellington than they did a year ago.

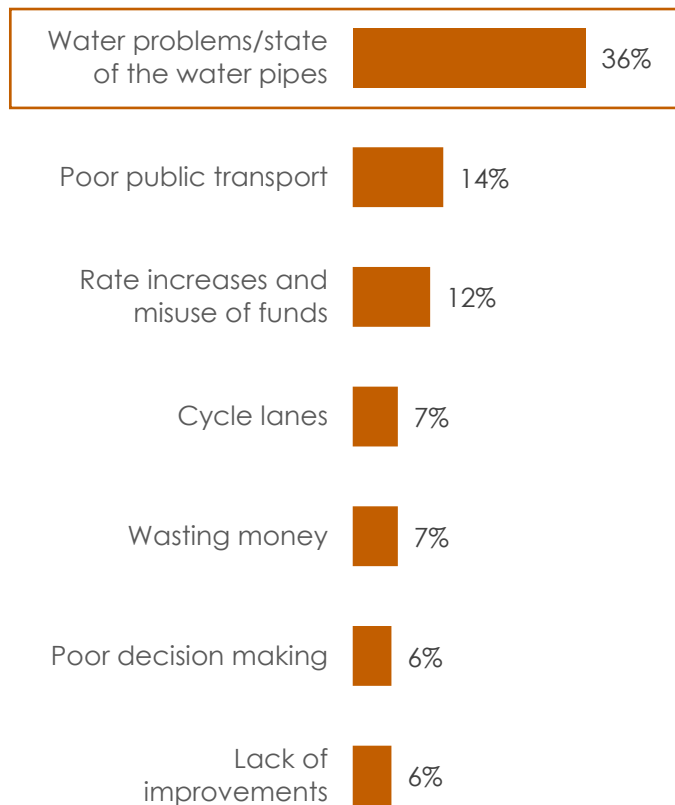
Channels that influence perceptions



Source: D2.

Base: Those aware of Greater Wellington n=994, those who feel more positively now than 12 months ago n=91, those who feel more negatively now than they did 12 months ago n=230. Codes mentioned by less than 5% of respondents are not displayed.

Water problems are now the dominant issue raised by those who feel negatively towards Greater Wellington.



"I feel like they could be doing more towards the water situation in the wellington region. While I don't live in the CBD the horror that has been the Wellington water system over the last 6 months is plain to see. Other than that, the lack of getting stuff done - a city bypass to the airport or a simple rail all the way to the airport? It's not rocket science. Rookie stuff that most other cities have nailed down."

"Water supply and water as a resource is still a huge issue for South Wairarapa and there are constant faults so feel the infrastructure is old and neglected. Feel that the use and storage of water is insufficient, not properly forecast for increased demand and no clear plan on what is our future proofing of this."

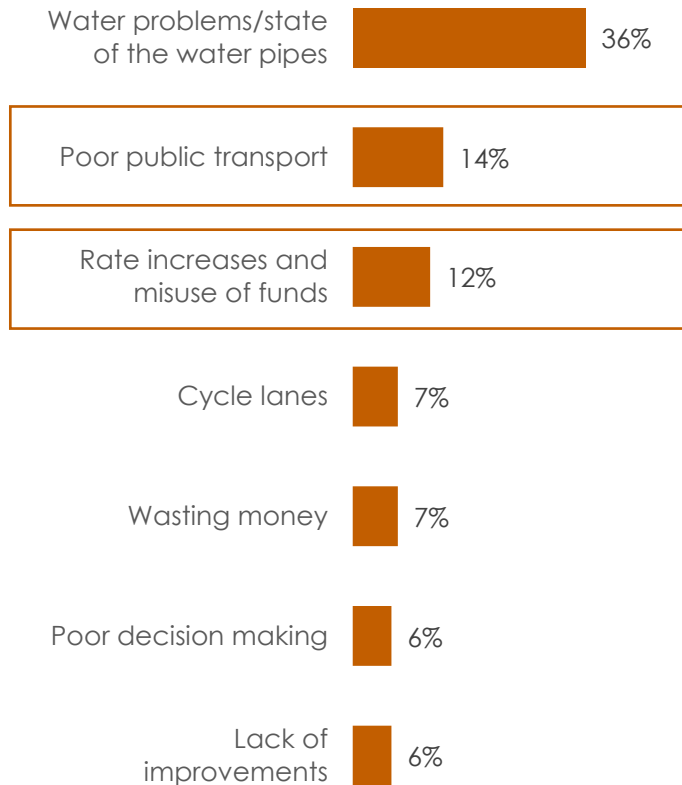
"GWRC asked Wellington regional water users to ration water use, when the biggest "user" of water in the Wellington Region is actually leaks in the system. GWRC needs to sort its stuff out before it expects water users to do their bit."

"Wasting way too much money on vanity projects, such as upgrading library and heritage buildings. Fix the water pipes, stop wasting money and stop raising our rates. Even public consultations don't matter, as I'm positive they'll do whatever they want regardless."

"Water restrictions in Wellington despite the fact that broken pipes are their fault... don't feel it was appropriate to impose them."

"The issue with the water leakages around the city, and the need to reduce water usage is frustrating. There are so many leaks that I see on a daily occurrence, and it's frustrating that these leaks happen for weeks and months on end. The mis-management of infrastructure maintenance is frustrating, and the need for billions of dollars to be able to fix these mistakes is hard on the rate payers."

Rates and public transport are noted as other common reasons for negativity towards Greater Wellington.



“

“Their handling of the Greater Wellington Region’s public transport has been appalling and riddled with mistakes.”

“The experience with re-contracting bus services has been disappointing, achieving integrated ticketing of bus and train services is taking an eternity (it should not be that difficult), prospective regional council rates increases indicate that the Council’s budget is not adequately under control. One gets the sense that the organisation’s effectiveness is slipping, not strengthening.”

“The recent rates rise suggested is excessive and unwarranted in the current economic climate. Also, the poor handling of the introduction of the new bus system.”

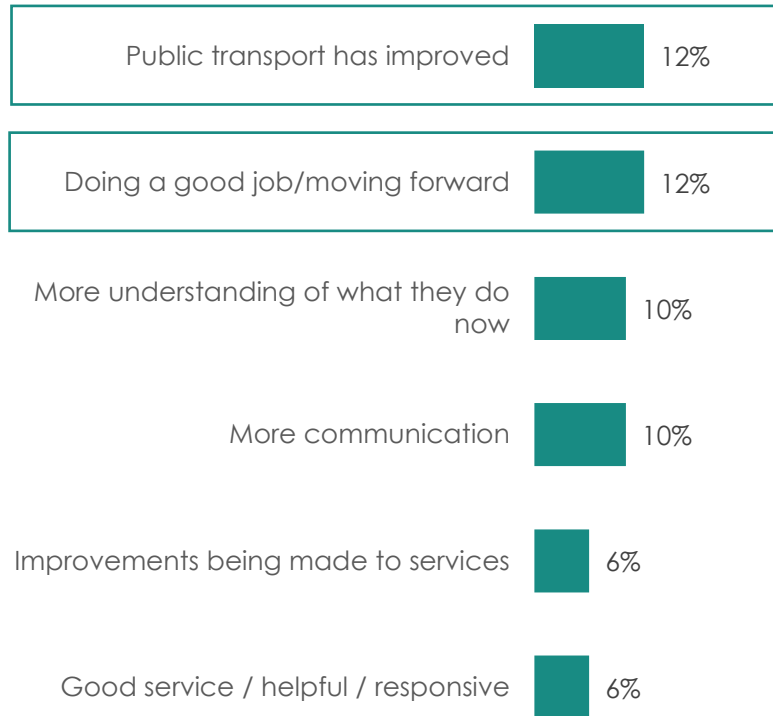
“Pay more and more in rates every year for more congested roads, and what seems to be no real progress towards the city. Water and sewage issues all over the place. Traffic getting worse and worse.”

“I think they’ve been slow to adapt to the current economic conditions and are fast at passing on costs to ratepayers without being more transparent on what internal efficiencies were considered.”

Source: D3a.

Base: Those who feel more negatively towards Greater Wellington, n=230. Codes mentioned by less than 5% of respondents are not displayed.

Those who feel more positively towards Greater Wellington, compared to 12 months ago, primarily attribute this to public transport improvements and residents believing Greater Wellington is doing a good job.



“I see the benefits they are starting to bring to the Wairarapa - increased train services. There is still a long way to go with having a decent Wairarapa bus service though.”

“The trains seem to be getting more reliable. The work they do on flood protection around Te Awa Kairangi.”

“I commute daily by train from Tawa. The services are even better than a year ago.”

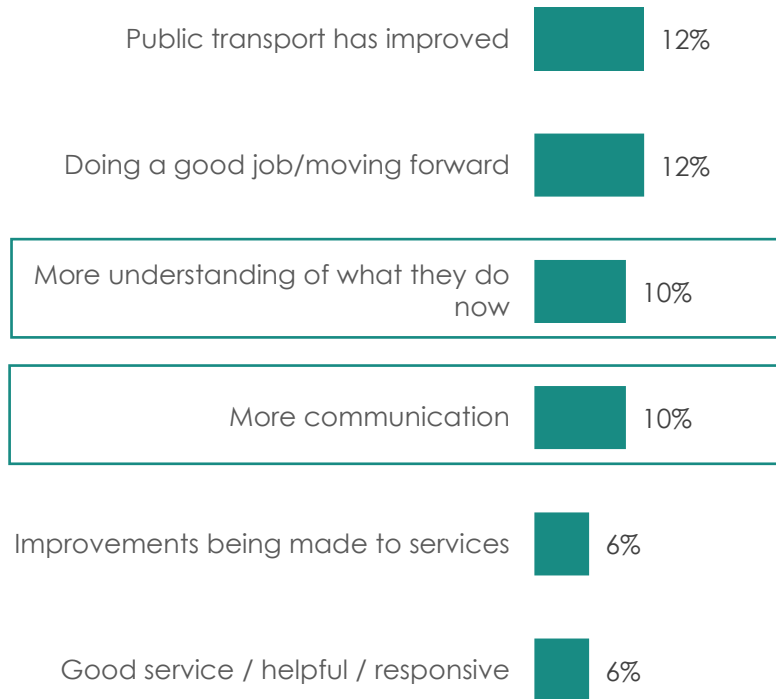
“They have extended the timeframes of buses in South Karori.”

“The main positive is that they have improved the Metlink bus service in the region.”

“The changeover of councillors following the elections in October. Those responsible for the transport mess either stepped down voluntarily or were voted out. There has been a marked change in attitude and efforts made to address the worst problems in the new transport system. More work still needs to be done, however.”

“Feels like they are again thinking progressively rather than just stagnating. Felt like nothing was being done.”

Some residents also mention a greater understanding of Greater Wellington's role and increased communications.



“Because I didn't know exactly what they did, and now I do.”

“I feel I know more, have heard more. Which gives me more appreciation of what they do. It also increases my trust.”

“I have a better understanding of their role and how they contribute.”

“I understand more now their wide-reaching role across the whole greater region including the Wairarapa and the responsibility for environmental matters.”

“Educational information material is well set out, and I have seen stuff without looking for it! Not sure if it was in local paper or what, but I like that information is out for public education. Pest control and response programmes are extensive and impressive!”

“More information has been published in the local Kāpiti papers.”

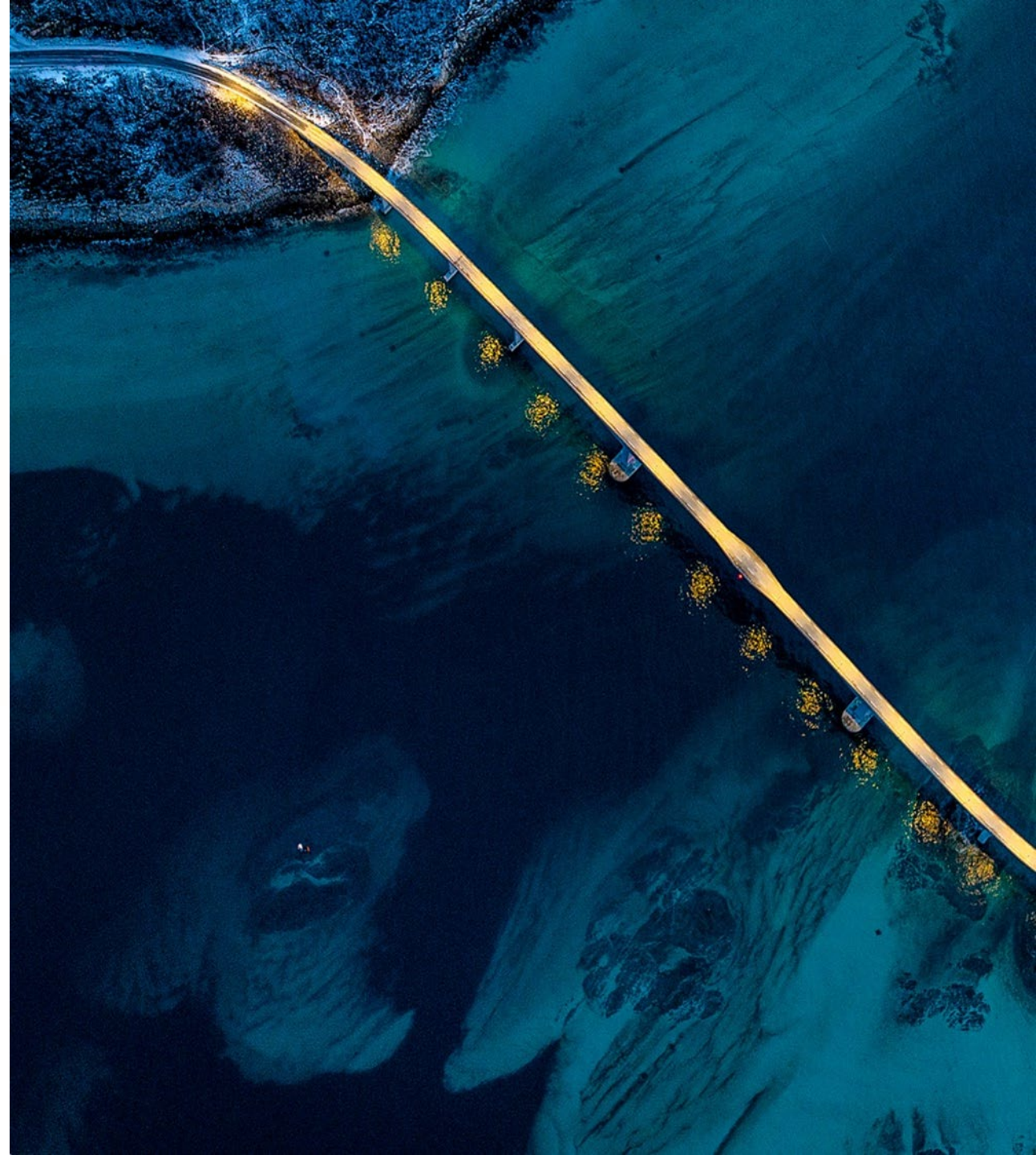
“I feel like I've seen more information from them.”

Source: D3b.

Base: Those who feel more positively towards Greater Wellington, n=73. Codes mentioned by less than 5% of respondents are not displayed.

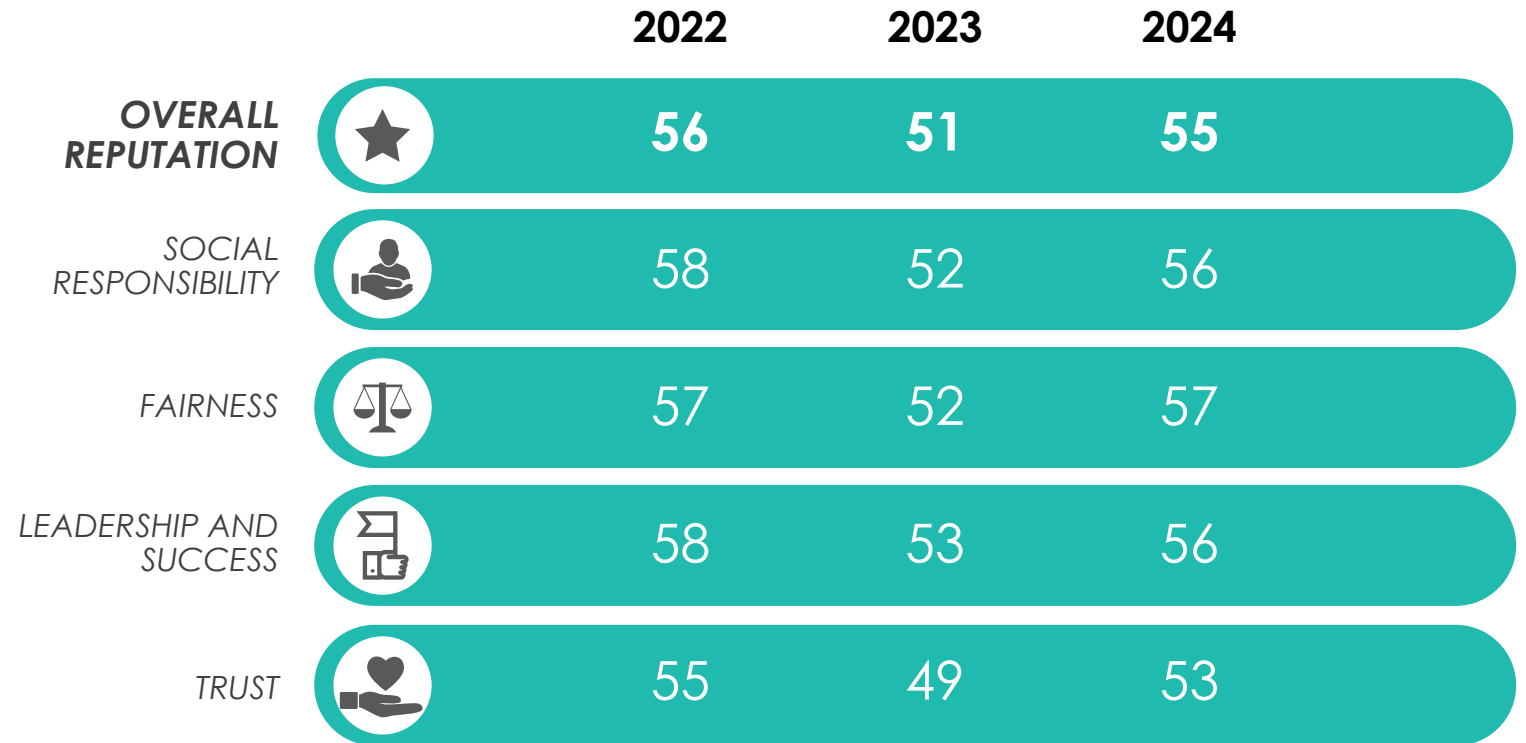
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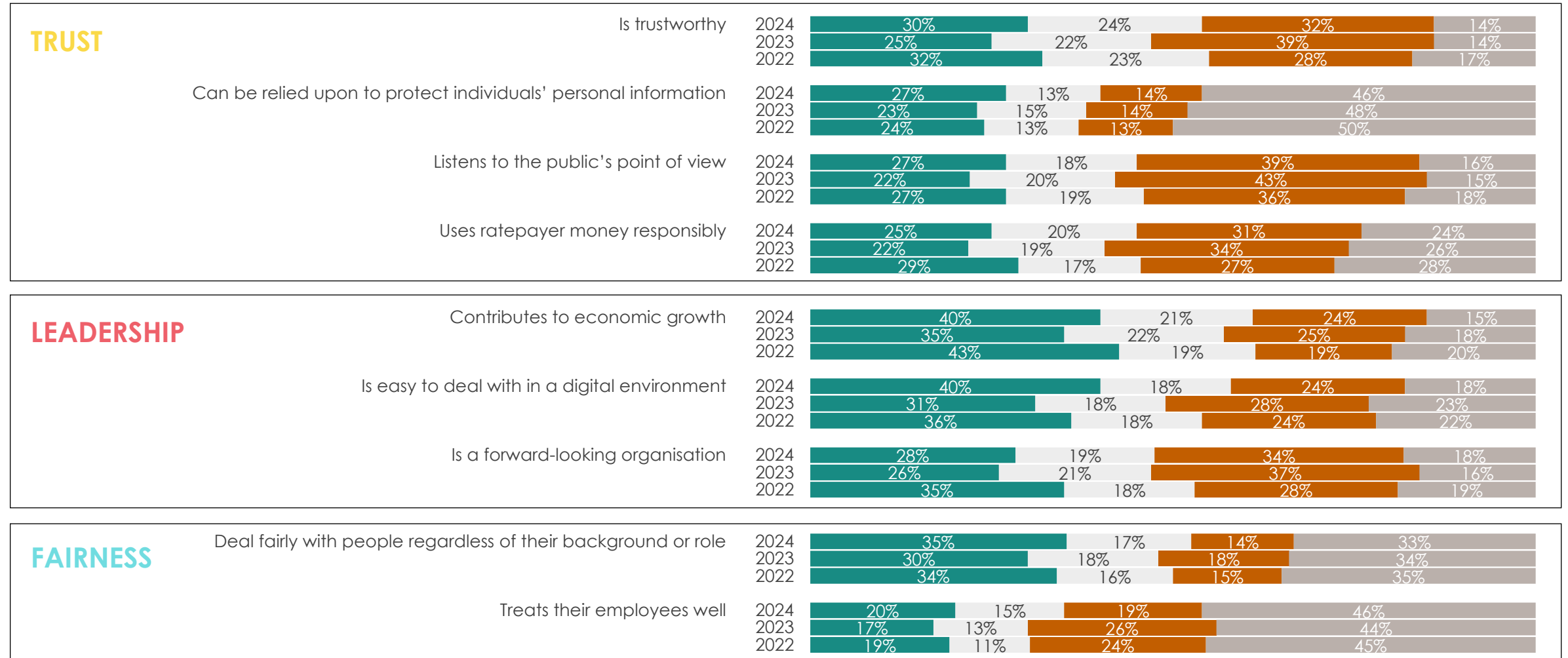


Metlink’s overall reputation has recovered from the dip seen in 2023. This recovery has occurred across the four pillars of reputation.

In 2023
the average
reputation score
across
New Zealand
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agencies was
62



When we look at the attributes that make up the four pillars of reputation, this positive shift is evident across the board. More people feel positively, and fewer people feel negatively, about Metlink, than was the case in 2023.



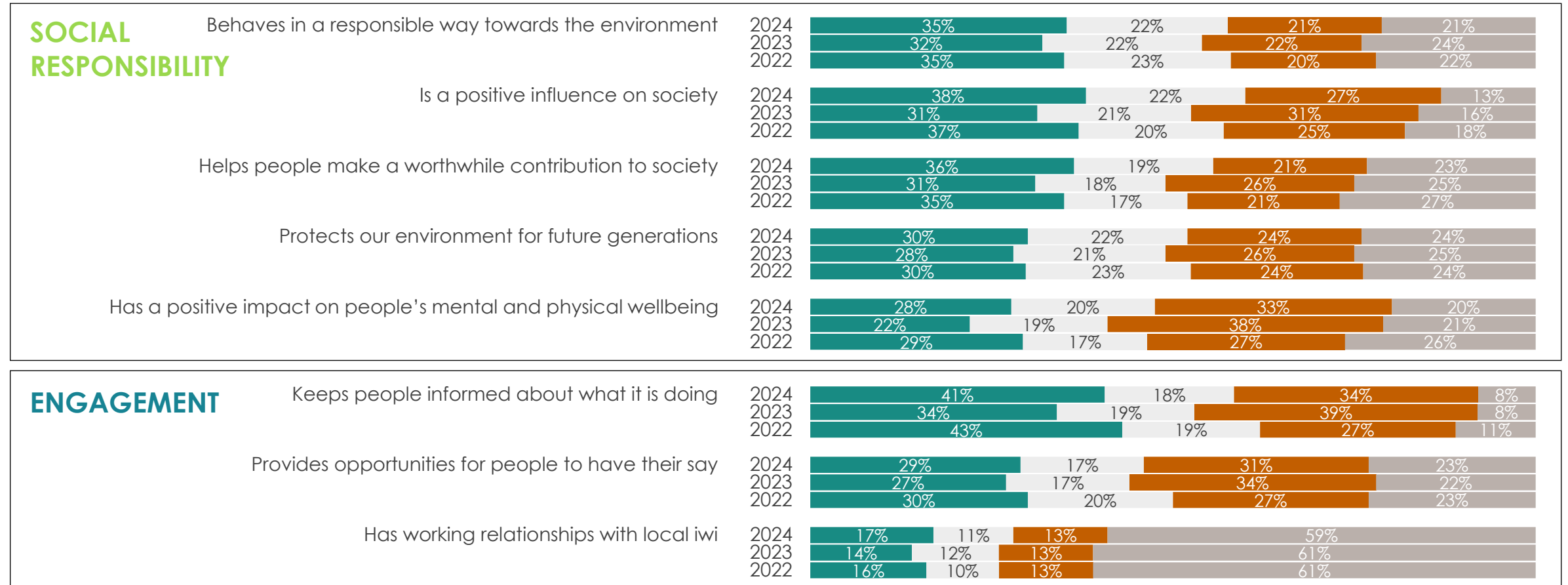
Note: A more detailed breakdown of these results can be found in the appendix.

Base: Aware of Metlink, 2022 n=999, 2023 n=999, 2024 n=1,000.

Source: D4.

■ Agree ■ Neutral ■ Disagree ■ Don't know

When we look at the attributes that make up the four pillars of reputation, this positive shift is evident across the board. More people feel positively, and fewer people feel negatively, about Metlink, than was the case in 2023, cont.



■ Agree ■ Neutral ■ Disagree ■ Don't know

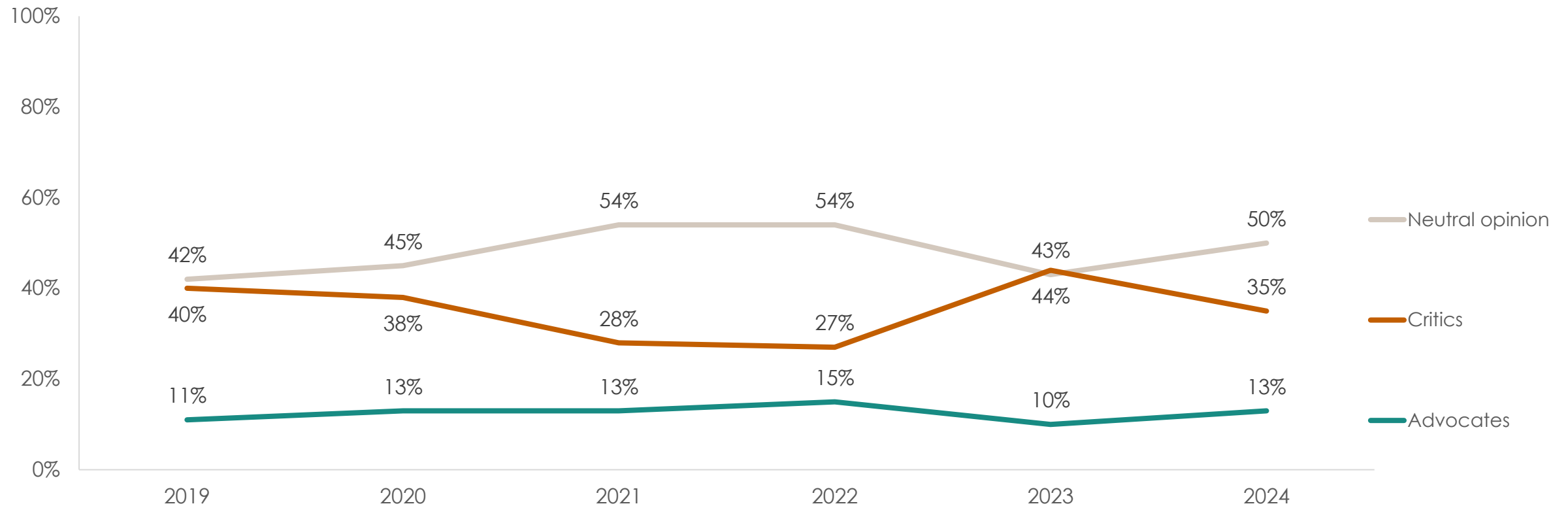
Note: A more detailed breakdown of these results can be found in the appendix.

Base: Aware of Metlink, 2022 n=999, 2023 n=999, 2024 n=1,000.

Source: D4.

Advocacy of Metlink has also recovered from 2023 findings. However, there does continue to be a relatively high proportion of Critics.

Advocacy for Metlink



Definition: Critics - I would be critical of them if someone asked my opinion and I think so poorly of them, I would be critical without being asked. Advocates - I would speak highly of them if someone asked my opinion and I think so well of them, I would speak highly of them without being asked.

Base: Aware of Metlink, 2024 n=1,000 (don't knows are not shown in chart). Source: C3.

Demographic analysis shows that Porirua residents, bus and train users, and those in low-income households are most likely to advocate for Metlink.

Demographic analysis

- Significantly higher than average
- Significantly lower than average

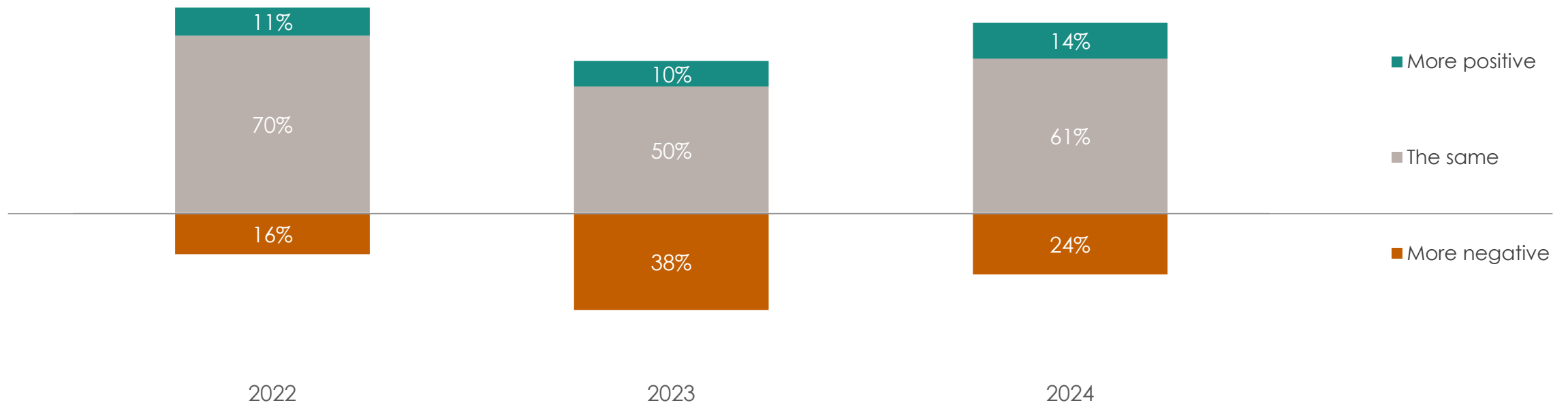
	Location						Public transport use			Gender		Age			Health	Household income			
	All residents	Wairarapa	Kāpiti Coast	Porirua	Hutt Valley	Wellington City	Bus users	Train users	Non-users of public transport	Male	Female	18 to 34	35 to 59	60 or over	Long-term health problem or disability	under \$50,000	\$50,001 to \$100,000	\$100,001 to \$150,000	\$150,001 or more
	(n=1,000)	(n=50)	(n=200)	(n=200)	(n=201)	(n=249)	(n=419)	(n=379)	(n=212)	(n=438)	(n=562)	(n=160)	(n=502)	(n=338)	(n=145)	(n=157)	(n=226)	(n=196)	(n=257)
Advocates	13%	3%	15%	21%	13%	12%	17%	17%	8%	15%	11%	10%	14%	14%	12%	19%	14%	14%	10%
Critics	35%	45%	25%	28%	35%	37%	35%	38%	32%	35%	34%	46%	36%	22%	34%	27%	30%	35%	39%

Source: C2, C4.

Base: See chart for base sizes.

A quarter of residents say they feel more negatively towards Metlink than they did 12 months ago. This is a significant reduction from the 38% who felt this way in 2023.

Feelings towards Metlink compared to 12 months ago

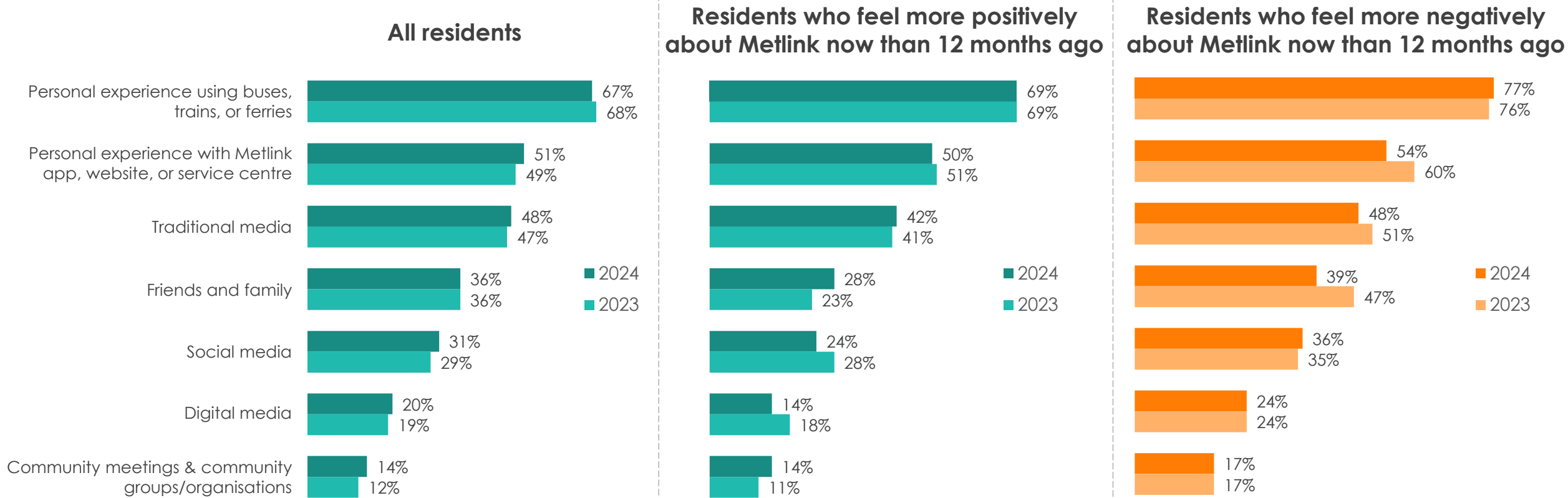


Note: We have observed that when people answer these sorts of questions they only partially base their answers on perceived change and that current disposition strongly influences answers i.e. people who are already negative are more likely to say 'more negative' and people who are already positive are more likely to say 'more positive'.

Base: All aware of Metlink 2024 n=1,000 (don't knows are not shown in chart). Source: C4.

Personal experience, either using public transport itself or interactions via the app, website, or service centre, remain the biggest influence on perceptions of Metlink.

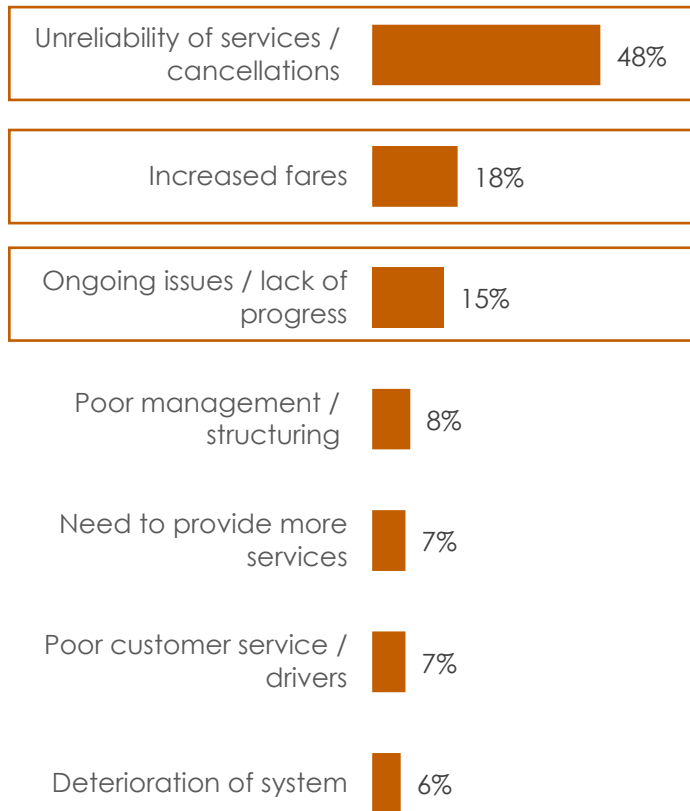
Channels that influence perceptions



Source: D5.

Base: Those aware of Metlink n=1000, those who feel more positively now than 12 months ago n=145, those who feel more negatively now than they did 12 months ago n=215. Codes mentioned by less than 5% of respondents are not displayed.

Of those who now have a more negative opinion of Metlink, nearly half mention unreliable services and cancellations, and a further 15% percent mention frustration with ongoing issues. The increased fares are also an issue for many.



“

“Left standing at the bus stop several times when the bus did not arrive. Our buses used to be extremely reliable and now I just can't trust them to keep to the timetable.”

“I have found some of the train service delays and bus replacements frustrating and off putting.”

“For years, prices have risen, and service has worsened. There has been quite disruptive delays/cancellations and if they do eventually give an explanation for them, it is never a particularly good, informative or convincing one. Now they are also closing the Paraparaumu ticket office on weekends. How hard is it really to run a bus and train network - seriously. Other cities around the world, and even Auckland and Christchurch, manage it better.”

“I was a committed supporter of public transport; now I avoid relying on a bus wherever possible. The new bus system has been frustrating, difficult to understand and UNRELIABLE.”

“Disappearing busses, reports of not treating staff well and giving them a proper wage and breaks. Trains are run well but the busses are a huge negative.”

“The public are still being subjected to cancelled services, not sticking to timetables, and lack of staff to deal with the services they are meant to provide.”

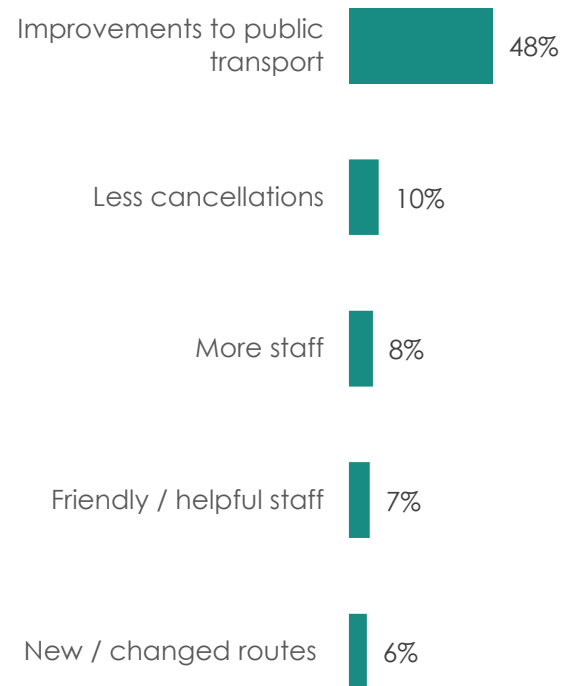
“The prices of trains from Kāpiti practically doubled over night. cheaper now to take my car so train cost is prohibitive.”

“The number of cancellations, delays, and replacements have gotten to the point where it is painful to make use of public transport (particularly trains). It seems to be a different story every day and you never know if everything you need will be running as normal.”

Source: D6a.

Base: Those who feel more negatively towards Metlink, n=349. Codes mentioned by less than 5% of respondents are not displayed on the chart.

Those who feel more positive towards Metlink, compared to 12 months ago, say there have been noticeable improvements to public transport in the region.



“

“The train systems have improved a great deal since I travelled on public transport. They have tidied their trains somewhat.”

“There is less reporting on difficulties from missed buses/trains, plus the introduction of snapper on trains has made it a lot easier to get around.”

“As a train user the new trains and timetables aren't too bad, but Metlink deals poorly with outliers like weather.”

“The changes to the bus network worked extremely well for me, I now catch the bus to work instead of the train, as there are more frequent buses, and they are larger.”

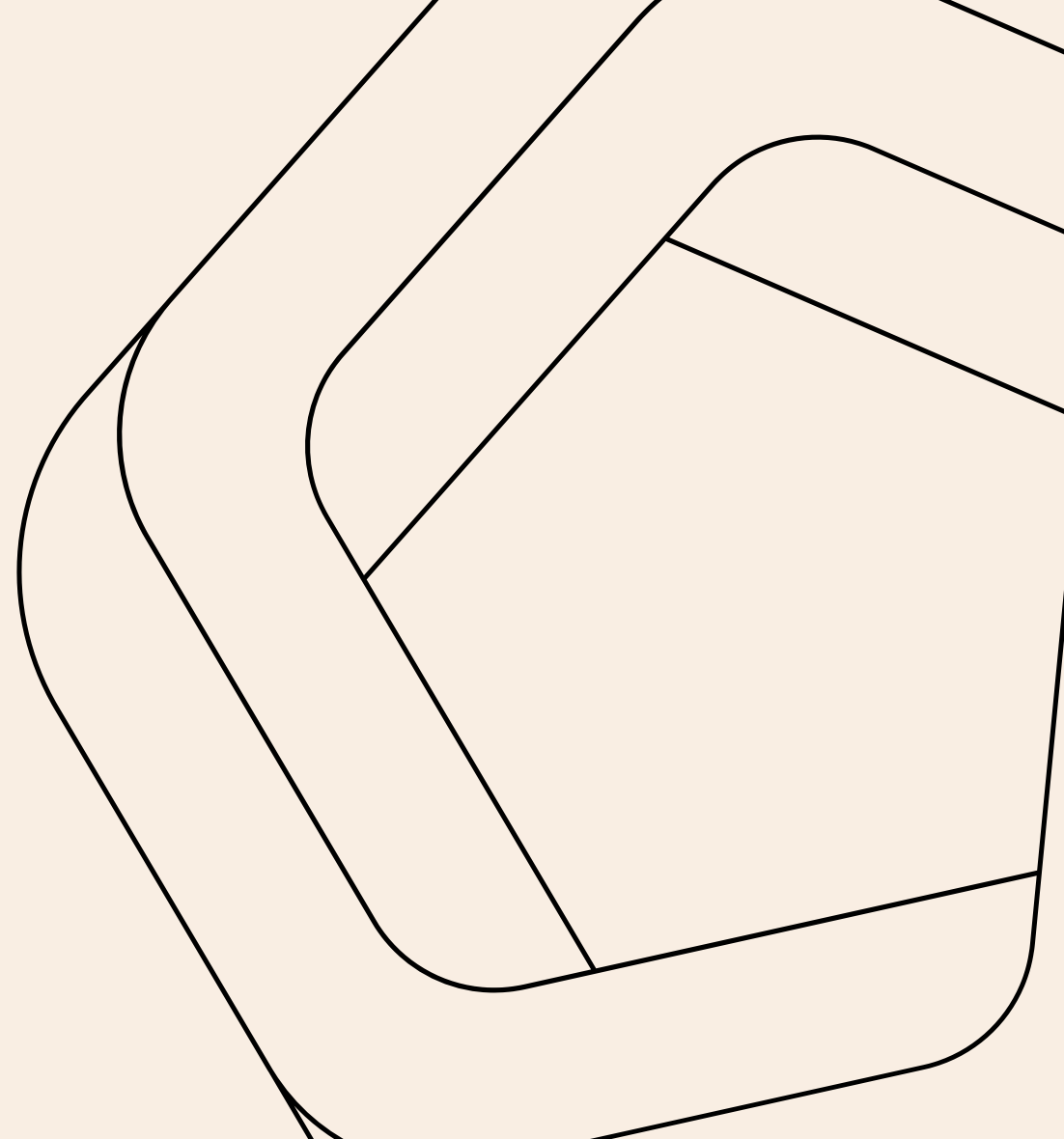
“They seem to be more onto it if there is a breakdown of the trains, they let people know what is happening and they seem faster with getting bus replacements than they used to be.”

“Professional staff, better comms, more reliable service.”

“They have gotten better at communicating when you're on the train and it stops or is delayed. Seems to have been less delays too, but that may be due to the fact I work more from home now.”

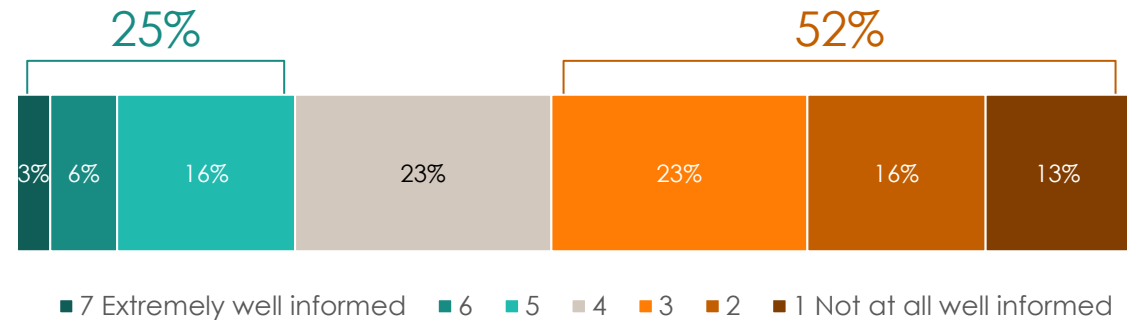
“Doesn't seem to be as many cancellations and when there is, buses are quickly brought in.”

Metlink communications

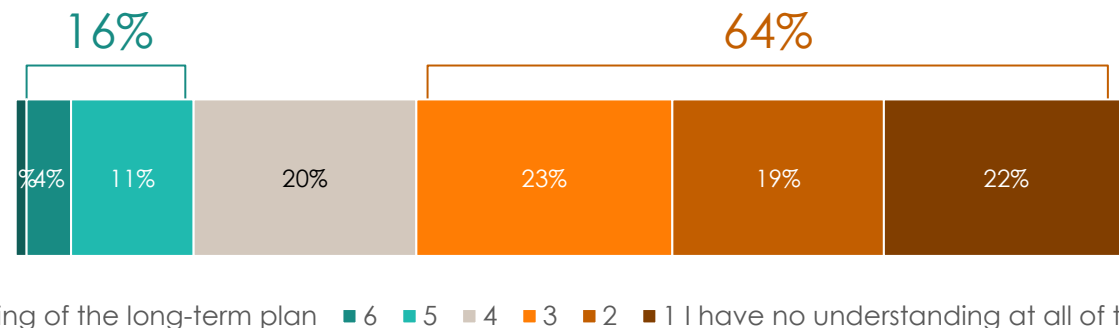


Currently half of Wellington Region residents feel they are not well informed when it comes to the regular maintenance being carried out on the public transport network. Around two thirds say they have little to no understanding about the long-term improvement plans for the network.

How well informed do you feel about the regular maintenance work being carried out on the public transport network in the Wellington region?



When it comes to the long-term plan for improvements to the public transport network in the Wellington region, how would you rate your understanding?



Source: D7-D8.

Base: All residents, 2024 n=1,001.

Kāpiti Coast residents, Porirua residents, and train users are likely to feel well informed about regular maintenance. Train users and men are most likely to feel they have a good understanding of the long-term improvement plans.

Demographic analysis

- Significantly higher than average
- Significantly lower than average

	Location						Public transport use			Gender		Age			Health	Household income			
	All residents	Wairarapa	Kāpiti	Porirua	Hutt Valley	Wellington City	Bus users	Train users	Non-users of public transport	Male	Female	18 to 34	35 to 59	60 or over	Long-term health problem or disability	under \$50,000	\$50,001 to \$100,000	\$100,001 to \$150,000	\$150,001 or more
	(n=1,001)	(n=50)	(n=200)	(n=200)	(n=201)	(n=249)	(n=419)	(n=379)	(n=212)	(n=438)	(n=562)	(n=160)	(n=502)	(n=338)	(n=145)	(n=157)	(n=226)	(n=196)	(n=257)
Well informed	25%	13%	32%	32%	27%	24%	27%	33%	17%	28%	23%	25%	25%	26%	20%	28%	31%	25%	22%
Not that well informed	52%	67%	48%	44%	47%	55%	50%	41%	64%	51%	53%	51%	51%	55%	59%	57%	41%	52%	57%
Good understanding	16%	16%	10%	16%	16%	17%	19%	22%	10%	22%	10%	17%	17%	12%	13%	17%	21%	17%	12%
Little to no understanding	64%	65%	73%	60%	62%	64%	60%	52%	75%	57%	70%	67%	61%	66%	66%	59%	55%	64%	69%

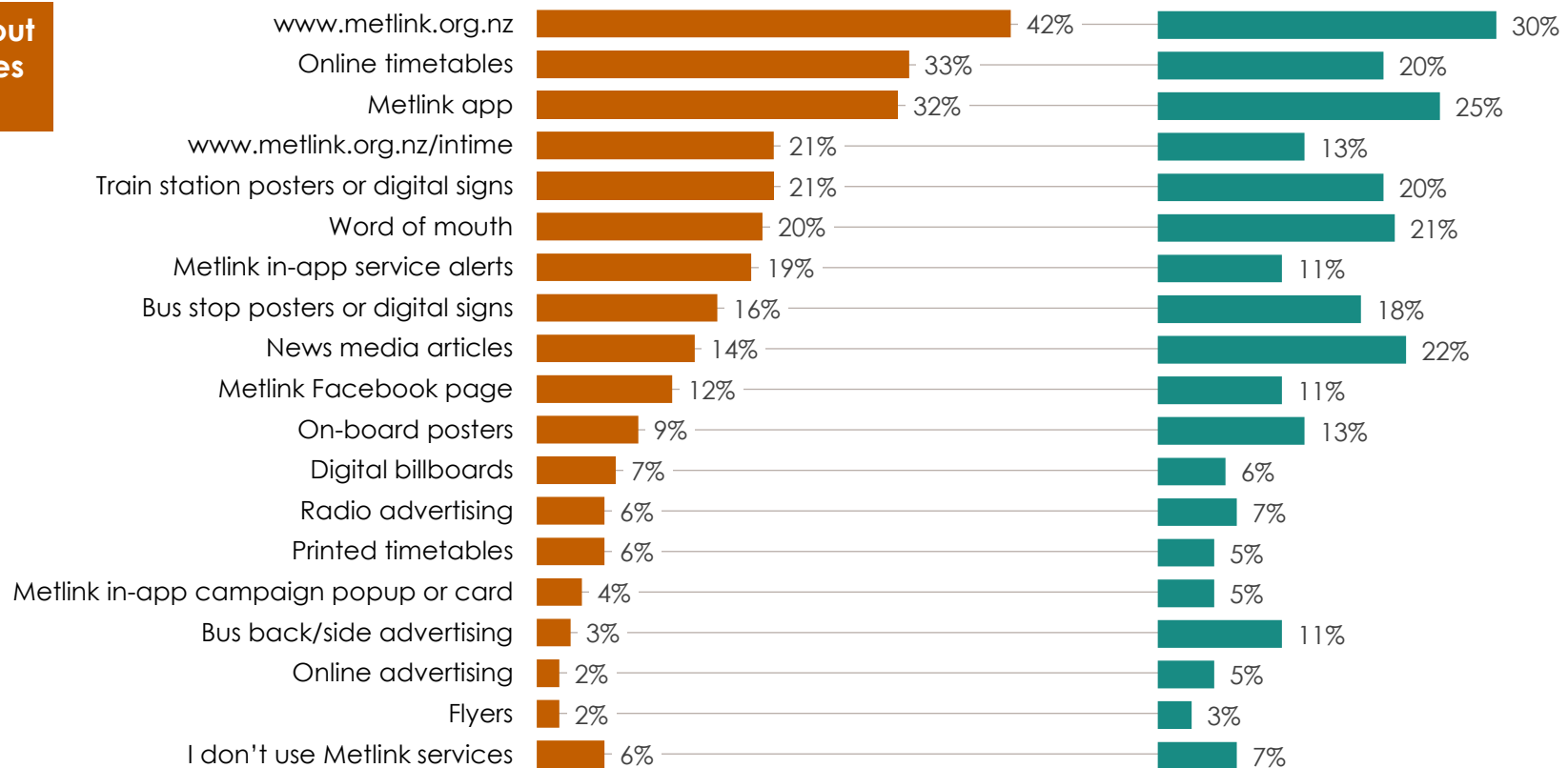
Source: D7-D8.

Base: See chart for base sizes.

The Metlink website, online timetables, and app are the most widely used resources for finding information about services and disruptions.

Sources used to find out about Metlink services or disruptions

Recently seen or heard Metlink information via this source



Source: D9-D10.

Base: All residents, 2024 n=1,001. Codes mentioned by less than 2% of respondents are not displayed.

When it comes to seeking information, the different demographic groups have varying sources. Wellington city residents, and bus and train users tend to have higher engagement across multiple platforms, while those aged 60 and over tend to rely more heavily on online timetables and news articles than average.

Demographic analysis - sources used to find out about Metlink services or disruptions

- Significantly higher than average
- Significantly lower than average

	Location						Public transport use			Gender		Age			Health	House-hold income			
	All residents (n=1,001)	Wairarapa (n=50)	Kāpiti (n=200)	Porirua (n=200)	Hutt Valley (n=201)	Wellington City (n=249)	Bus users (n=419)	Train users (n=379)	Non-users of public transport (n=212)	Male (n=438)	Female (n=562)	18 to 34 (n=160)	35 to 59 (n=502)	60 or over (n=338)	Long-term health problem or disability (n=145)	under \$50,000 (n=157)	\$50,001 to \$100,000 (n=226)	\$100,001 to \$150,000 (n=196)	\$150,001 or more (n=257)
www.metlink.org.nz	42%	38%	40%	42%	41%	44%	42%	41%	35%	42%	42%	46%	45%	33%	43%	38%	40%	39%	47%
Online timetables	33%	37%	32%	41%	32%	31%	35%	43%	21%	35%	31%	30%	31%	40%	36%	36%	29%	30%	36%
Metlink app	32%	24%	23%	26%	31%	38%	42%	44%	14%	35%	29%	37%	34%	23%	21%	27%	32%	35%	33%
www.metlink.org.nz/intime	21%	19%	18%	16%	24%	21%	21%	23%	17%	21%	21%	23%	20%	21%	24%	19%	19%	25%	24%
Train station posters or digital signs	21%	19%	22%	25%	26%	18%	23%	35%	9%	24%	19%	26%	19%	22%	24%	22%	22%	22%	19%
Word of mouth	20%	19%	20%	21%	22%	19%	21%	20%	19%	17%	23%	24%	18%	20%	22%	25%	20%	20%	15%
Metlink in-app service alerts	19%	14%	13%	14%	18%	23%	23%	24%	8%	20%	17%	19%	22%	12%	12%	14%	16%	22%	24%
Bus stop posters or digital signs	16%	6%	12%	13%	15%	21%	24%	18%	8%	18%	14%	15%	15%	18%	16%	16%	20%	16%	12%
News media articles	14%	20%	16%	10%	10%	16%	14%	12%	16%	19%	9%	12%	10%	24%	19%	17%	12%	12%	14%
Metlink Facebook page	12%	11%	11%	14%	11%	14%	12%	15%	9%	11%	13%	15%	15%	6%	9%	10%	17%	13%	11%

Source: D9.

Base: See chart for base sizes.

We asked survey respondents if they had any additional comments about how Metlink lets them know about improvements to the public transport network. Here is what they had to say.

Positive comments provided

"Happy when updates are received through the app."

[Lower Hutt resident, bus and train user]

"I find Metlink services in my area very reliable."

[Porirua resident, train user]

"Twitter account does well in responding to peoples' questions."

[Wellington City resident, bus user]

"Keep improving but thanks for what you've done. Not easy keeping everyone happy."

[Wellington City resident, bus user]

"Pretty good comms."

[Wairarapa resident, bus and train user]

"Please keep up the communication, it's appreciated."

[Kāpiti Coast resident, train user]

"Often I go straight to the timetable of a specific bus service rather than using the journey planner, so having updates available when navigating the is helpful."

[Wellington City resident, bus and train user]

"It has come a long way, and the digital signs are excellent - similar to what NZTA are doing with roading."

[Lower Hutt resident, bus and train user]

"I think you do a great job, and you need more support from central government."

[Wellington City, bus and train user]

"I think they do a good job of providing public transport in the current environment."

[Lower Hutt resident, bus and train user]

"I think it's communicated well for known interruptions."

[Lower Hutt resident, train user]

"I find Metlink services in my area very reliable."

[Porirua resident, bus and train user]

"The radio adverts seem to be the most beneficial. I don't want to have to (or shouldn't have to) go searching for delays / changes whenever I need to use public transport."

[Porirua resident, bus and train user]

We asked survey respondents if they had any additional comments about how Metlink lets them know about improvements to the public transport network. Here is what they had to say (cont.).

Suggestions provided

“Roll out push notifications on the app for when there are problems on the service I use regularly. I don't want to have to check the app every time I travel just in case there's been a problem.”

[Wellington City resident, bus and train user]

“Needs better live information about delays etc.”

[Lower Hutt resident, bus, train and ferry user]

“Need reminders on social media and website to let people know about disruptions.”

[Kāpiti Coast resident, non-user]

“More trains and buses! Cheaper prices! Free travel within city section for people who have used the train.”

[Lower Hutt resident, bus and train user]

“More timely information - not relying mostly on the internet.”

[Wairarapa resident, bus and train user]

“I'd like a lot more information about busses replacing trains in the weekend, what work is being carried out, why will it take 15 years?”

[Wellington City resident, bus and train user]

“I think when they have stopwork meetings, there needs to be more notice to the public other than the digital timetables.”

[Wellington City, bus user]

“It's tricky to find out what you need i.e. train replacement buses on a weekend.

The app doesn't make it as easy to see and understand as it could. It's been good to see someone on platform 10 at Wellington Station directing passengers the last time I caught train replacement buses on a weekend- this was long overdue. More needs to be done to ensure passengers onboard trains and buses know what to do when journeys are split between modes – e.g. there's never an announcement when it's trains from Waikanae to Porirua then buses, until after the penultimate stop, and no directions on where to go when you get off the train to catch the bus at Porirua. It's not obvious to occasional users and I usually end up telling others where to go.”

[Kāpiti Coast resident, bus and train user]

“Important notices at bus stops might be handy. Unless you are using the app or following social media content from Metlink it's easy to miss any updates.”

[Wellington City resident, bus user]

“If you want people to use it more regularly it needs to be far more reliable. We don't need to know what you are planning for the future, all we need is to see the improvements in action. Social media needs to be used more, people are more likely to check the one place, rather than individual websites or apps for all updates that can easily be shared with those who need to know.”

[Kāpiti Coast resident, bus and train user]

“I don't hear anything about improvements and would love to see a high-level timeline/plan.”

[Kāpiti Coast resident,

We asked survey respondents if they had any additional comments about how Metlink lets them know about improvements to the public transport network. Here is what they had to say (cont.).

Negative comments provided

“Public transport is shocking. The buses are late or don't show up. Trains are always replaced by buses. They want people to use public transport more, but it is so unreliable you don't want to waste your time.”

[Porirua resident, non-user]

“My biggest gripe about Metlink is how poorly organised the bus replacement service is especially in emergency situation and especially for infrequent travellers.”

[Kāpiti Coast resident, bus and train user]

“Metlink needs to get its act together to marry up events in the city with their maintenance plans, it's ridiculous that maintenance work is done when there is a major event in the city i.e. Round the Bays fun run and most people only find out about a week before.”

[Kāpiti Coast resident, train user]

“I want Metlink to know that my access to the capital is really impaired by the service we are getting now and have got for at least the last 3 years. As an older person living in the Wairarapa who does not drive this is serious for me. I feel cut off from the things I used to do e.g. going to exhibitions, meeting old friends who live in Wellington or the Hutt Valley and going to medical appointments in the city. The day service was ideal and then I can return on a commuter train but that is so dicey now. Also, it would be good to have more non-rush hour services, not just the one train down late morning. So, I want more than them letting me know in a timely fashion about the improvements and what effects they will have - I want them to get the improvements done in a much faster and efficient way.”

[Wairarapa resident, train user]

“Thank you, you've put a smile on my face by making me think that Metlink improve public transport. I wouldn't even trust a bus put on by Metlink to take me to a meeting about Metlink.”

[Wellington City resident, train user]

“I believe the communication about public timetables and changes is poor, especially the local bus timetable which seem to change daily, and you find out when you get to the bus stop. The app only works for those that can get into it and know how to operate it.”

[Porirua resident, train user]

“We hear about improvements but all we see are delays and cancellations. Need to be clear what the nett benefit will be and when we will start to see that benefit.”

[Wairarapa resident, train user]

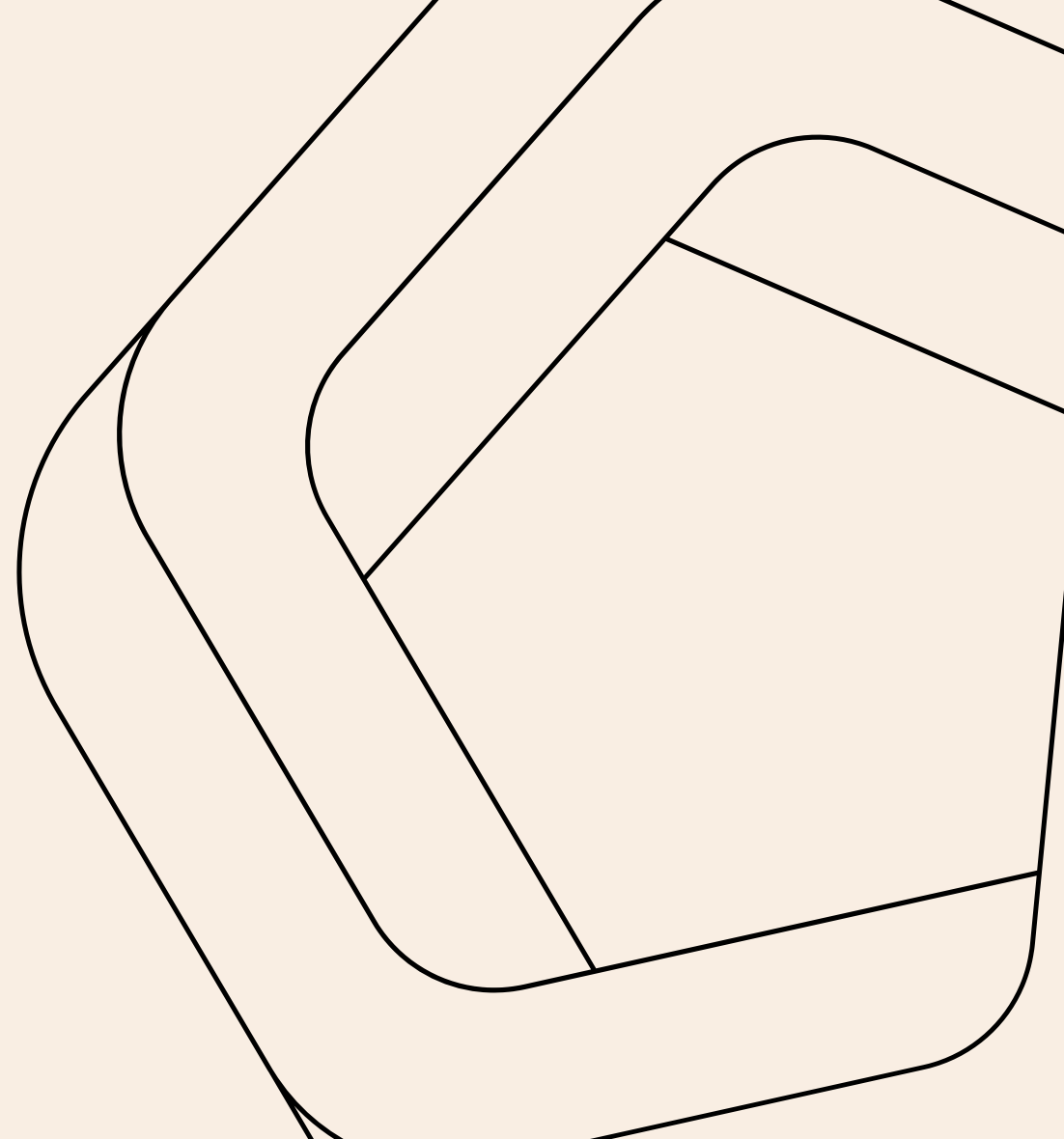
“The lack of a regular on time rail service between Featherston and the Wairarapa makes me cautious about using it to get somewhere at a set time. Have several friends who use it regularly and tell me of their woes. People who have to get the early train to be sure to get to work in time.”

[Wairarapa resident, train user]

“Maintenance on the Kāpiti line on weekends is horrendous. Hate the bus replacements.”

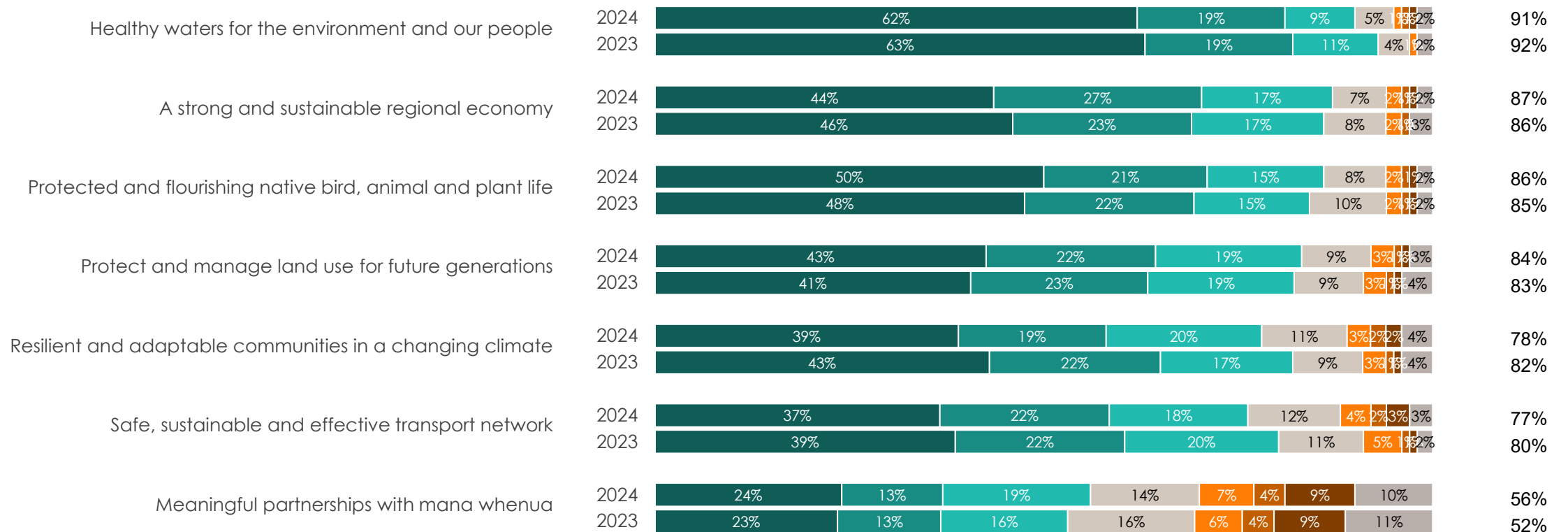
[Kāpiti Coast resident, train user]

Community outcomes



We asked residents how important they felt each of Greater Wellington’s seven community outcomes were. Residents generally say the outcomes are very important, this is particularly true for healthy waters, a strong and sustainable economy, protected and flourishing flora and fauna, and protecting and managing land use.

NETT agree (7,6,5)

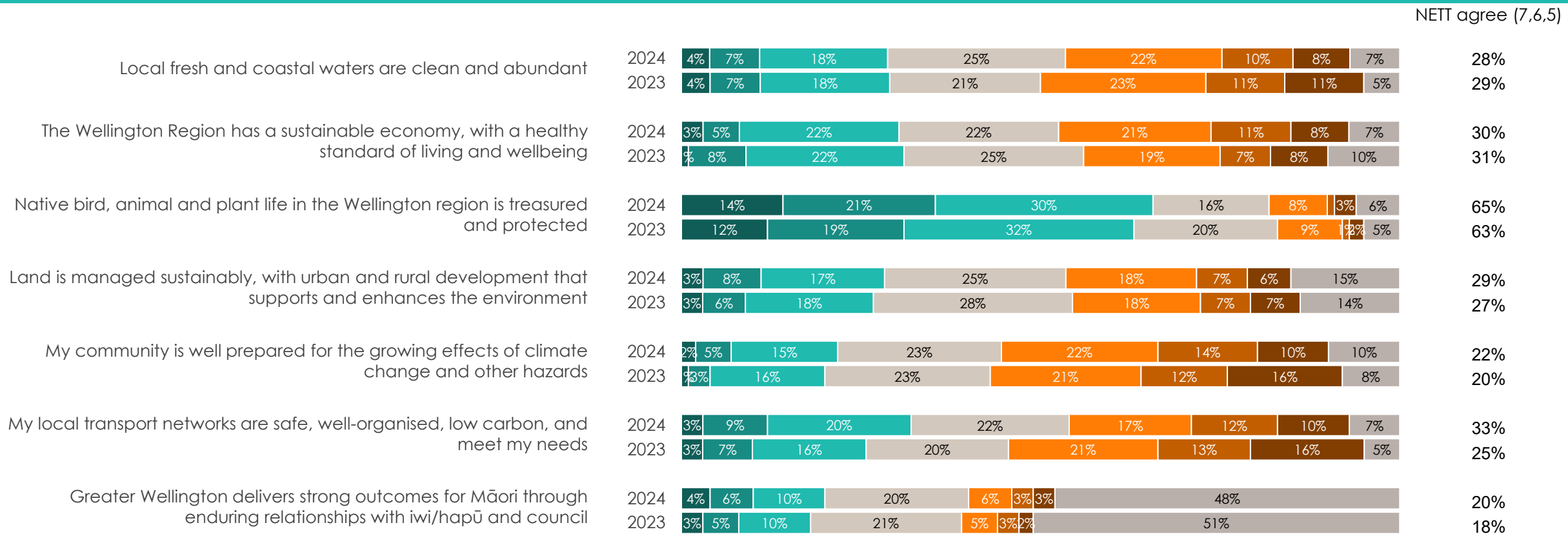


Source: H1b-H7b.

Base: All residents, 2023, n=1000, 2024 n=1,001.

■ 7 Extremely important ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1 Not at all important ■ Don't know

When it comes to how well each outcome is being managed, residents feel there is more work to be done. Protection of our native bird, animal and plant life is the one area where most residents perceive there to already be a successful outcome.



Source: H1a-H7a.

Base: All residents, 2023, n=1000, 2024 n=1,001.

■ 7 Strongly agree ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1 Strongly disagree ■ Don't know

When we plot perceived importance against perceived current state, we can see that the other six community outcomes are currently underperforming against resident's expectations.



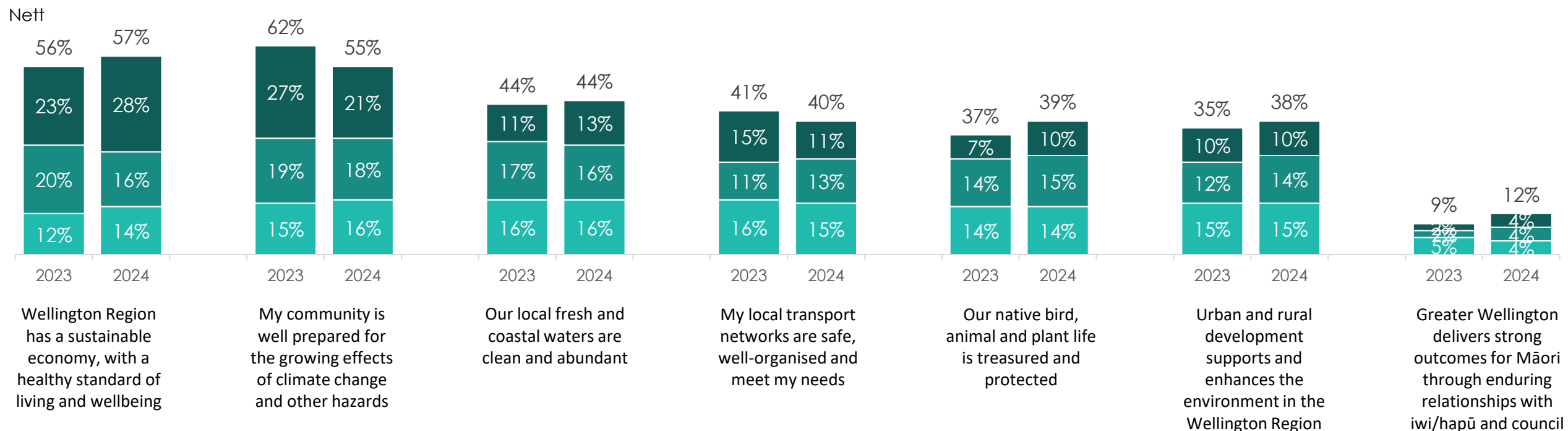
Source: H1a-H7a and H1b-H7b.

Base: All residents, 2024, n=1,001.

When asked to consider personal importance and to then prioritise the seven outcomes, Wellington Region residents felt the most important were ensuring a sustainable economy across the Wellington Region and preparing communities for the growing effects of climate change and other hazards.

Importance of community outcomes

■ First most important ■ Second most important ■ Third most important



Source: H8a-H8c.

Base: All residents, 2023 n=1,000, 2024, n=1,001.

Below are some comments respondents provided about the different community outcomes...

RESILIENT AND ADAPTABLE COMMUNITIES IN CHANGING CLIMATE



“More needs to be done on adapting for future climate change - it is going to keep getting worse. NZ is insignificant in slowing climate change - we need to focus on adapting.”

“We seem too little, quite late. I believe impacted communities need to pay a higher share than less impacted. For example, down the road from where I live the sand washes up onto the Seatoun Beach Road. If the sea rises 50cm the houses will get flooded. People in Miramar shouldn't have to pay to build a sea wall.”

“A short downpour of rain and areas in Porirua flood quickly and slips occur. If we look at the recent events of Auckland, Tairāwhiti and the Hawkes Bay, I don't think we are prepared with anything more than an ambulance at the bottom of the cliff.”

“Managed retreat is now desirable in some areas, it is almost inevitable that coastal communities, and those on flood plains will not be able to get insurance.”

“Climate change is unstoppable, so it is important that the Council makes sure that new homes are built only on flood-free sections.”

STRONG AND SUSTAINABLE LOCAL ECONOMY



“Wellington councils are destroying our city by making it inaccessible to the regions through lack of free parking and crazy cycle lanes.”

“We have been charged high rates for decades in Porirua, some of the highest in Aotearoa, yet basic infrastructure has never been kept up to date or prepared ahead for the future, and yet minimal improvements. BUT, our rates continue to rise hugely every year, extremely irresponsible council. Our harbour and Titahi Bay beach is consistently badly polluted from sewerage, and now a push for 3-5 story homes in Titahi Bay and Porirua!!! What the...! Where is the common sense in this? INFRASTRUCTURE FIRST as ratepayers have been asking for decades.”

“Businesses are not given enough focus by GWR in my opinion. The Wellington Region is slowly dying in terms of new business startups - there are practically none. No one seems to promote Wellington as a region that is good and easy to do business in. We are no longer the coolest little capital city in the world.”

HEALTHY WATERS



“Upgrade stormwater and sewage systems and improvement will be obvious. Also, there must be effort by individual people to stop pollution through disposal of rubbish.”

“Areas where really good things are happening & also areas where huge improvement are needed (but some of this the City council is responsible for, not GWRC e.g. leachate from tip in Owhiro Bay re. stream pollution) “Waters” is a HUGE area for a coastal, harbour region with many rivers and streams. One answer doesn't cover all situations.”

“I think drinking water is clean but not so sure about the harbour due to ongoing issues with aging pipe infrastructure & reports in the media the past few years of raw sewage going into our waterways and seas. I think a longer-term approach is needed and Wellingtonians need to take more responsibility to caring for and maintaining our waterways, beaches & harbours. More educational awareness is required in schools of caring short term and long term for our water usage & valuing potable water.”

“Too often the eastern beaches have wastewater warnings after storms.”

Below are some comments respondents provided about the different community outcomes...

PROTECTING NATIVE FLORA AND FAUNA



"The last few years has seen a noticeable increase in native bird species in and around Wellington, which is very pleasing to see. Active trapping programmes are easy to follow and see progress on."

"It must be working as I see more birds in my back yard i.e. Tui (even magpies last year that I have never seen before) so getting rid of rats and possums is definitely working."

"Our native flora and fauna would do better if the bird life like Canadian geese etc. were culled and a tighter control on the many rabbits and possums that have been allowed to flourish."

SAFE, SUSTAINABLE, & EFFECTIVE TRANSPORT NETWORK



"I am absolutely thrilled that the South Karori bus route is maintained even though economically not beneficial."

"The change to Snapper for ALL services was a step in the right direction, but if using a train plus bus route (or two train lines) you have to tag on and off between services. Weather shelter for the station platform Snapper kiosks. Also, the kiosks readers need regular maintenance (some are not working as well as they did, when new)."

"We need more emphasis on public transport and less on new roading projects which just transfer bottlenecks."

PARTNERSHIPS WITH MANA WHENUA



"It can only get better and I trust that the local iwi are also going to be fair and inclusive to everyone... it works both ways."

Local iwi are the guardians of the land and are heavily invested in meaningful relationships with the council and must be part of the decision making."

"All residents should receive the same consideration. This separate relationship with tangata whenua is too much like co-governance."

LAND CONSERVATION



"Careful planning needed to balance need for housing and the density issues of high-rise type housing that's popping up everywhere."

"We must protect green spaces and not build houses and roads on them. Infill housing and better utilisation of urban land must be considered."

"Urban sprawl is necessary due to increased immigration but it's also important to balance that with protected green space for further generations. I think we need to build up instead of out."

"Don't build in wetlands, they are important for the environment being a carbon sink and expelling and holding water when the surrounding land needs it. Plus, building on them just leads to flooding in later years."

Thank you

Emma Stratton

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Powering decisions
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