

Detailed analysis of public feedback

In May we heard from 10,000 people across a range of channels:

- Phone survey (750 people)
- GWRC research panel survey (631 people)*
- WCC research panel survey (643 people)*
- Street survey (1000 people)
- LGWM website survey (2503 people)*
- LGWM website image poll (23,913 responses)*

In each of the surveys, people answered a range of questions and made a number of comments that covered a wide range of topics.

To understand what people told us, we focussed on the comments we received in the online surveys (highlighted with an asterisk above).

In total, we looked at 26,775 comments from 7,922 people.

We read all of the comments from the GWRC, WCC, and LGWM website surveys (14,473 comments).

We sampled (approximately 50%) of the comments received from the online image survey (12,302 comments).

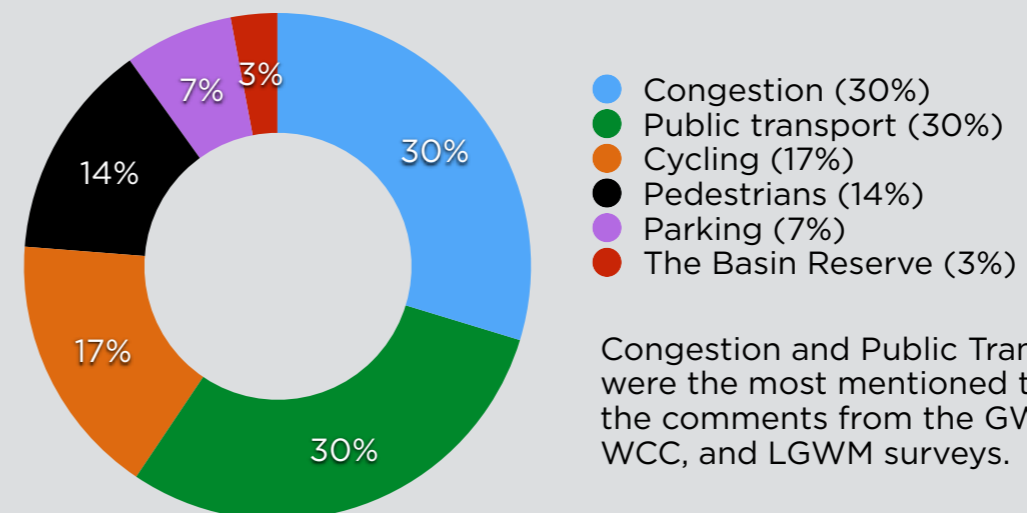
In particular, we wanted to find out what people were saying about the following topics:

1. Congestion
2. Public Transport
3. Cycling
4. Pedestrians
5. Parking
6. The Basin Reserve

The following pages summarise what people said about each of these topics.

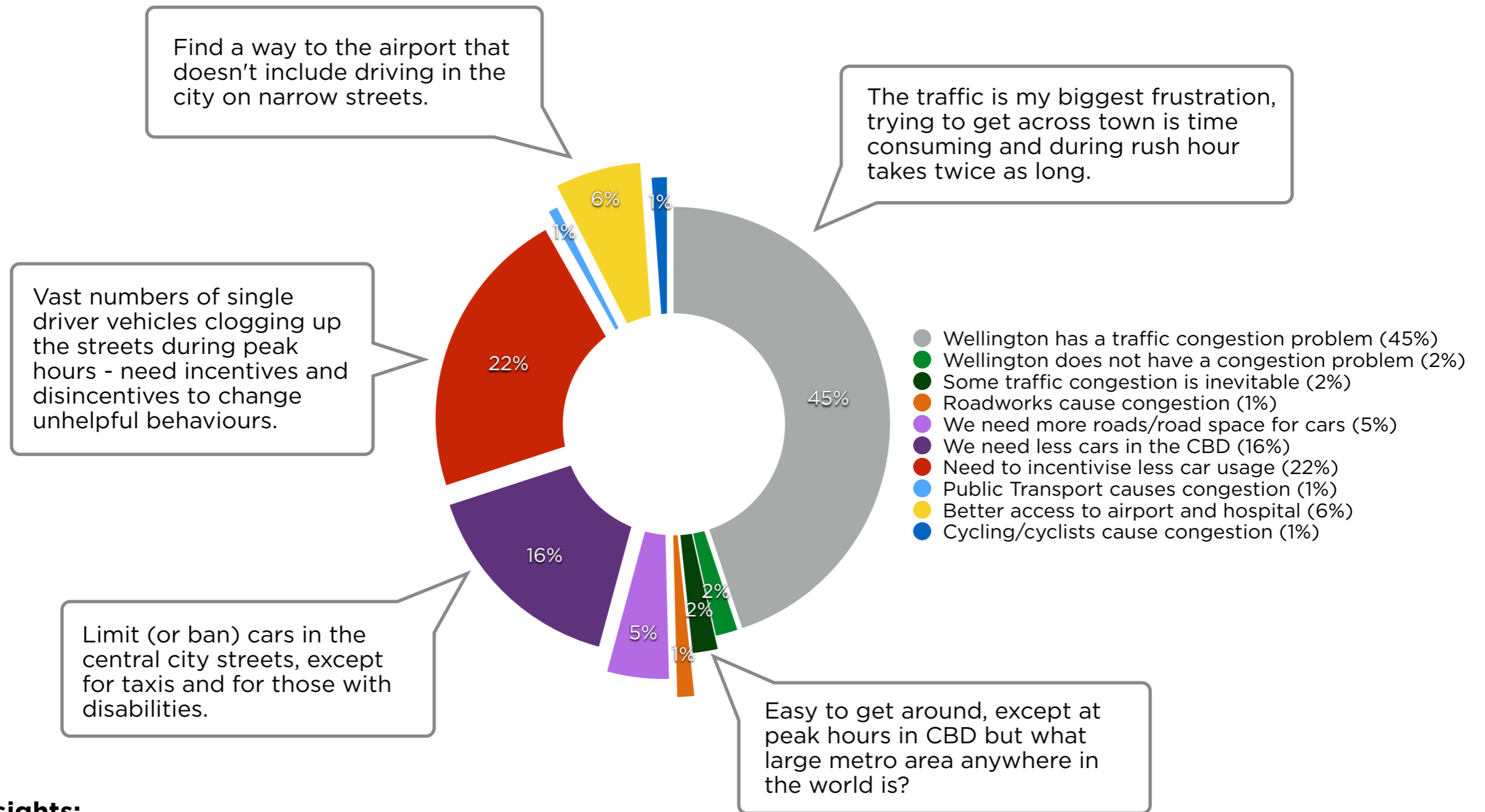
Insights:

% of comments that mentioned our focus topics



Congestion and Public Transport were the most mentioned topics in the comments from the GWRC, WCC, and LGWM surveys.

Congestion comments



Insights:

5% of congestion comments specifically mention building more roads (or more space for cars).

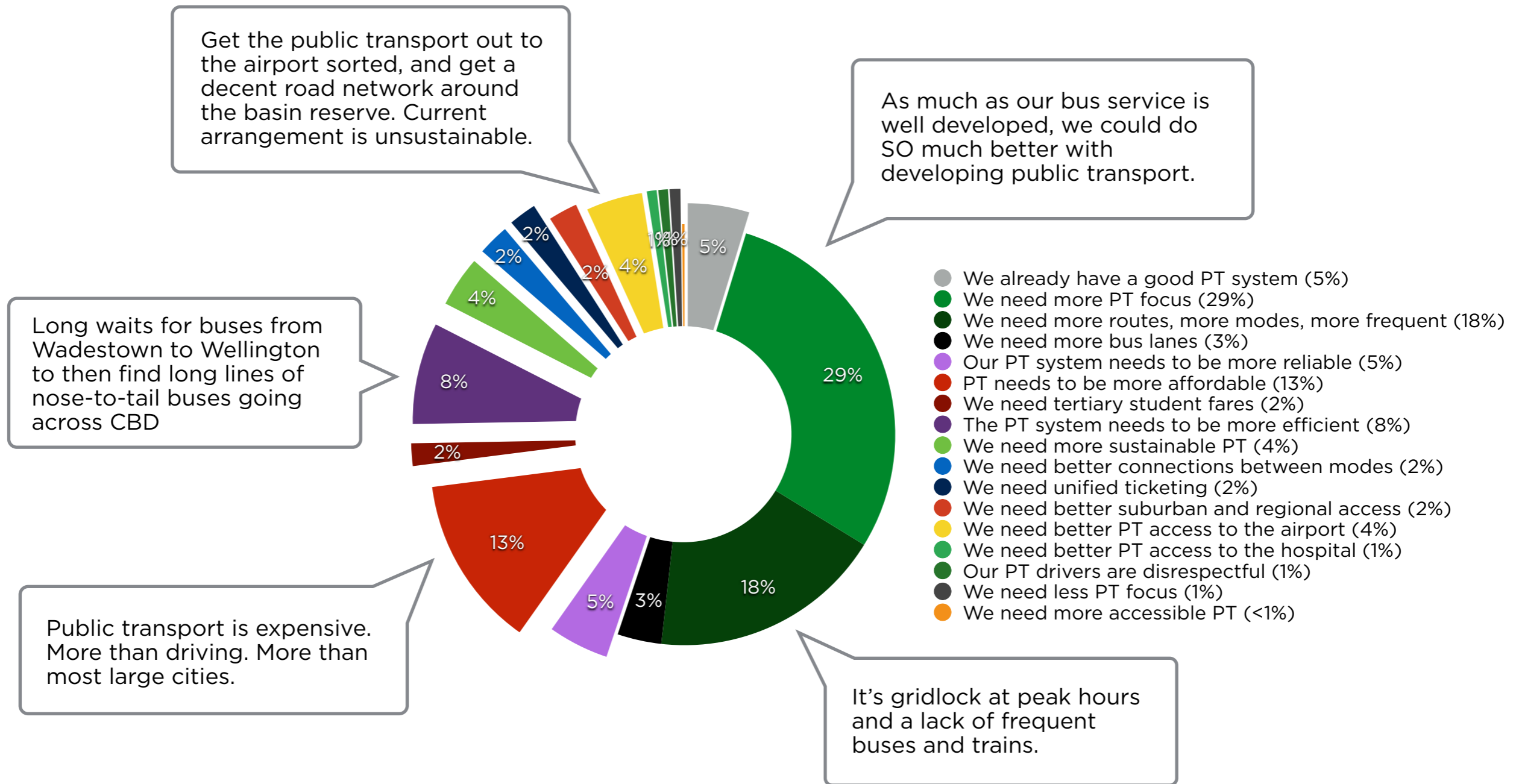
4% of all congestion comments think that Wellington does not have a congestion problem or that congestion is inevitable.

62% of people agreed with the statement "Some congestion is a fact of life" in the online image poll (2534 responses)

48% of people agreed with the statement "People in cars need priority on some roads" in the online image poll (1297 responses)

38% of the comments mention either reducing the number of cars or usage of cars

Public transport comments



Insights:

50% of all public transport comments related to **more of it:** more focus, more routes, more lanes, more modes, more frequent.

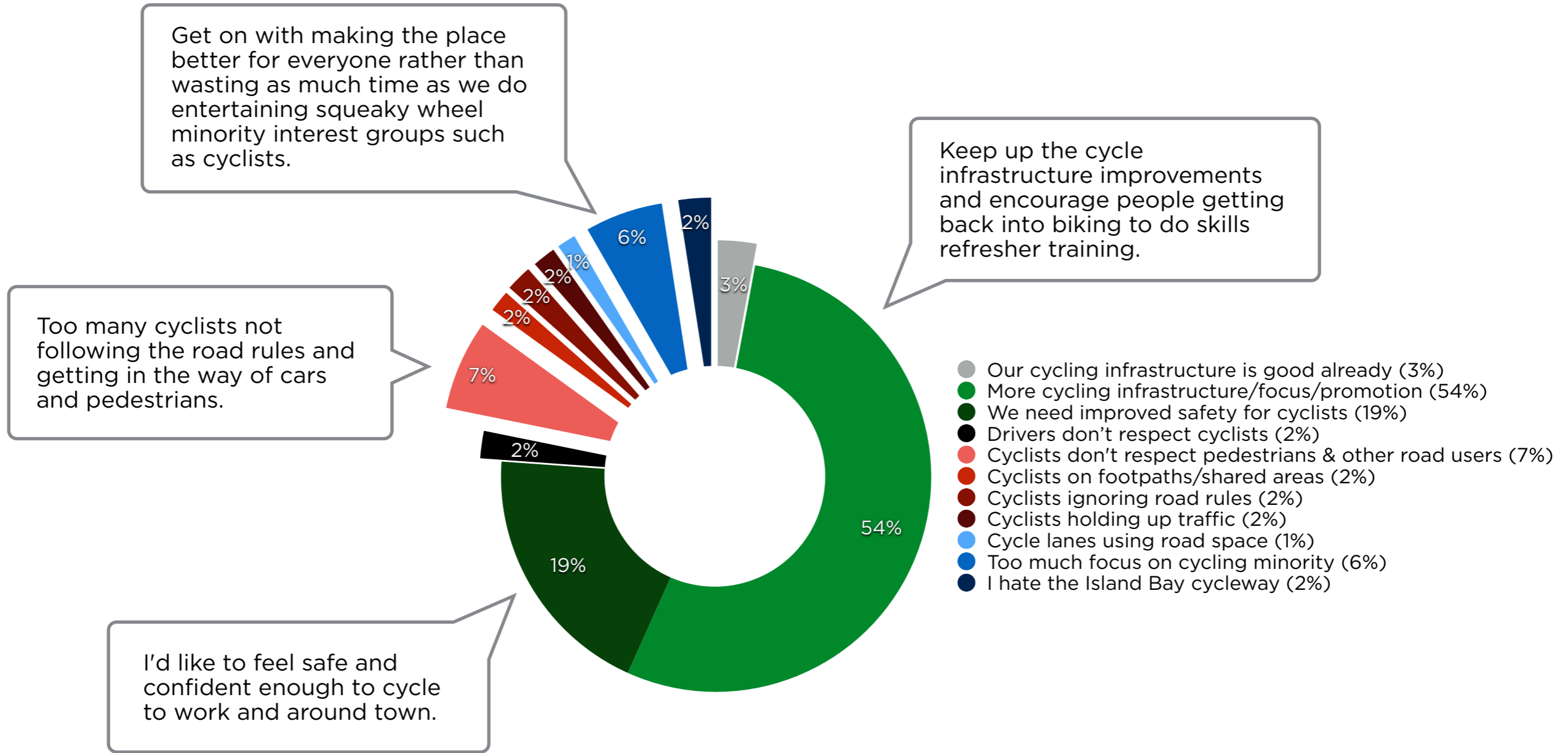
15% of all public transport comments relate to more affordable fares.

Greatest value: across all surveys, people considered "An efficient and affordable public transport system" of most value to Wellington behind only the natural environment and parks/open spaces.

5%

of the comments relate to improving reliability

Cycling comments



Insights:

19% of all cycling comments specifically mentioned making it safer for people on bicycles.

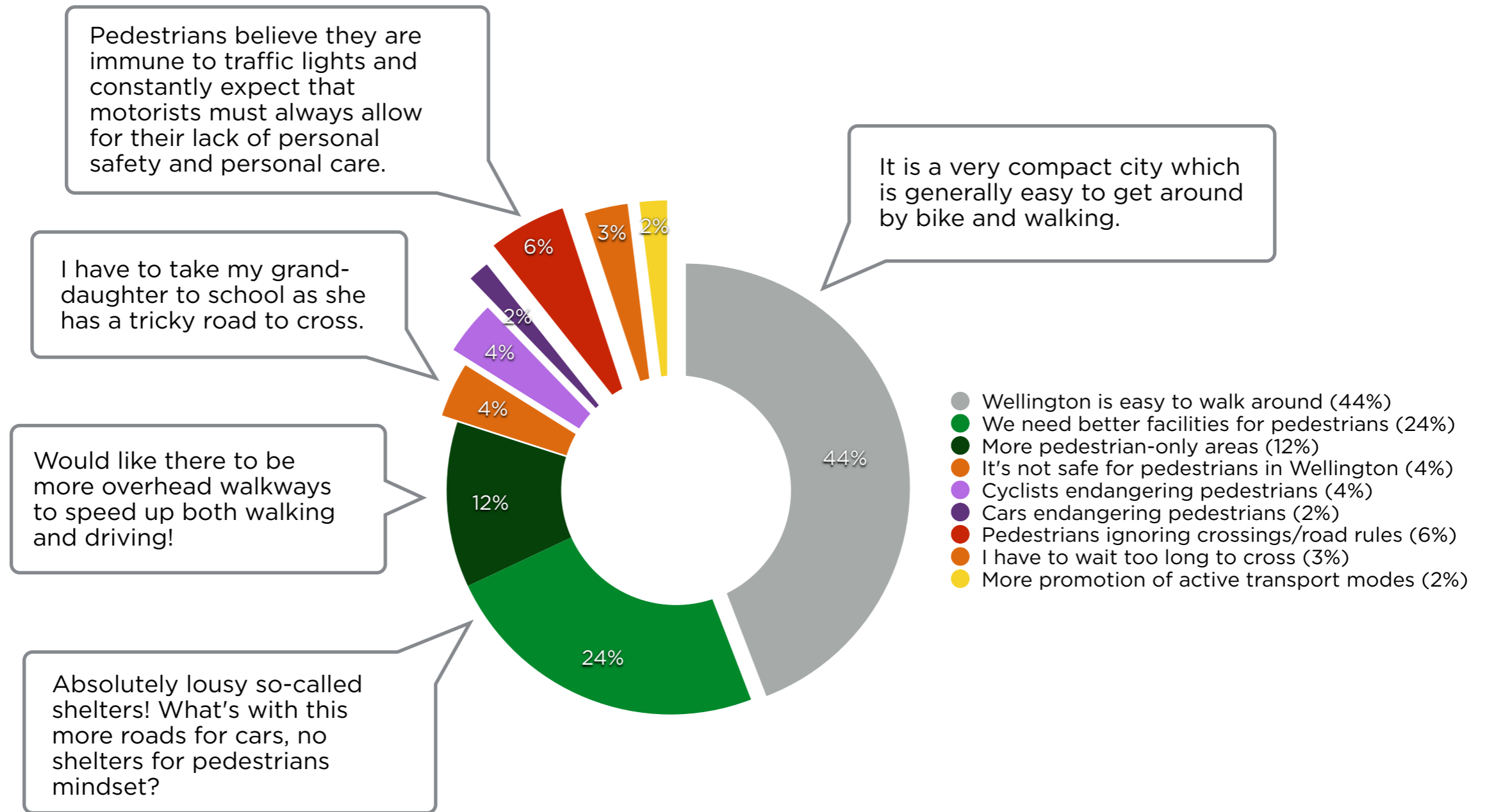
13% of all cycling comments (59% of the negative comments) complained about the behaviour of people on bicycles.

10% of respondents to the web survey (2503 responses) said they ride a bicycle daily.

Greater value: respondents to the web survey rated "Plenty of options for cycling safely around town" as being more important than "Being able to get around and through the city quickly and easily by car"

75% of the comments support more improvements for people on bikes

Pedestrian comments



Insights:

36% of all pedestrian comments refer to wanting better and more pedestrian areas.

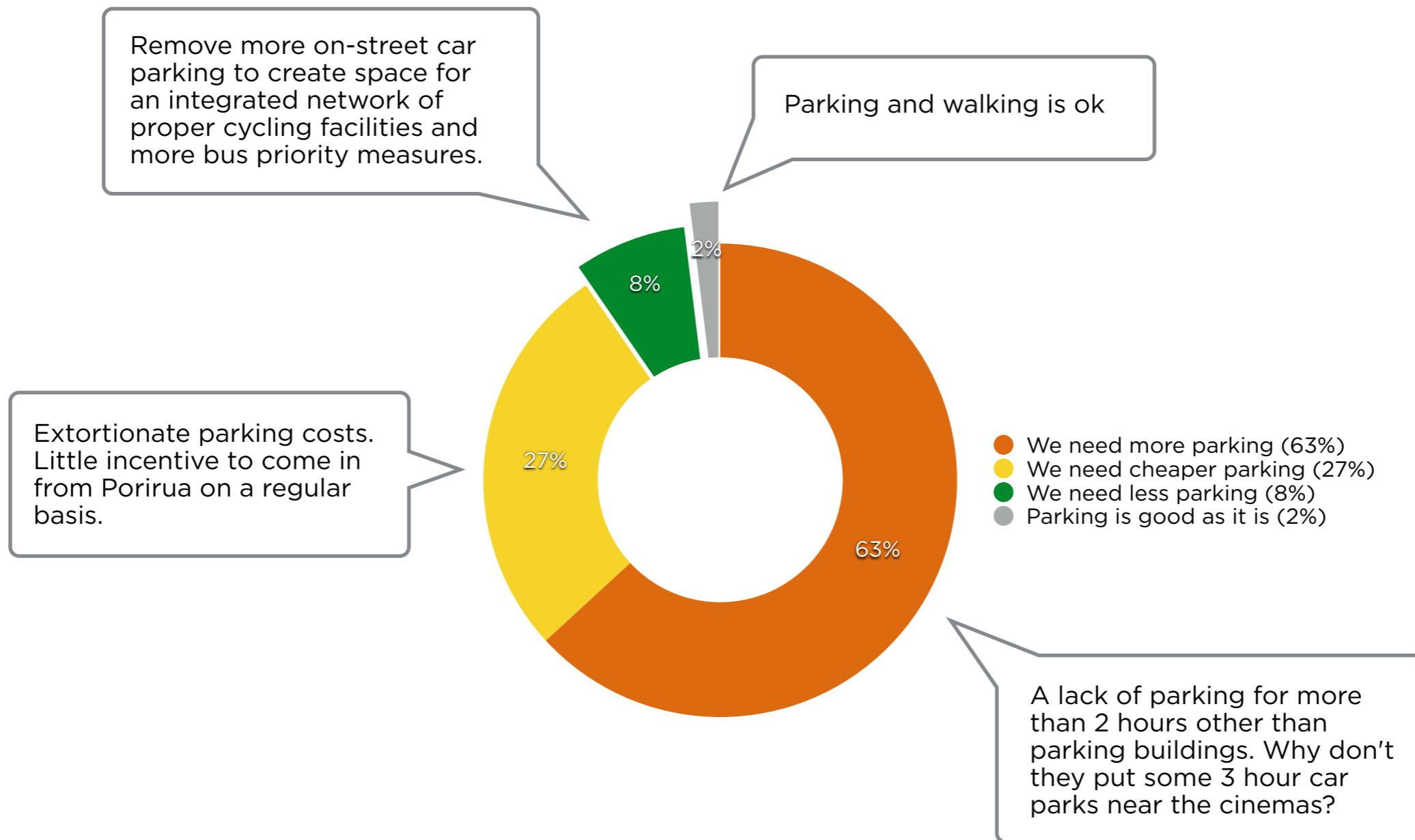
10% of all pedestrian comments specifically mention a lack of safety for pedestrians.

3% of pedestrian comments specifically relate to having to wait too long to cross roads.

68% of people agreed with the statement "Our city should be more pedestrian friendly" in the online image poll (2585 responses)

44% of the comments mention Wellington is already an easy place to walk around

Parking comments



Insights:

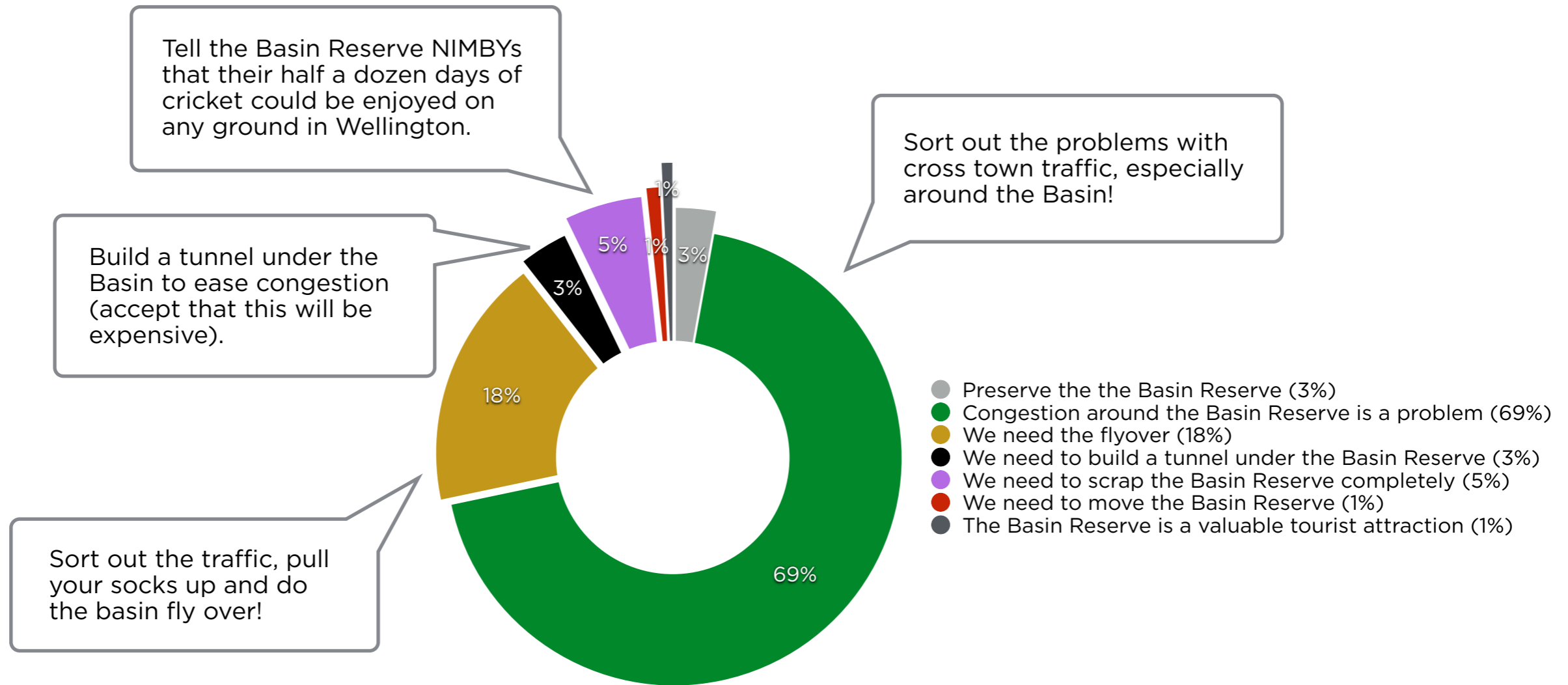
90% of all pedestrian comments refer to needing more and/or cheaper parking.

27% of the comments specifically relate to current parking costs being too high.

4th in the UMR phone survey, respondents ranked "making car parking cheaper and more convenient" the fourth highest transport priority for Wellington, behind better public transport, better for pedestrians, and better connections to the airport.

8% of the comments accept or see benefits in removing some car parking

The Basin Reserve comments



Insights:

69% of Basin Reserve comments relate to congestion around the Basin Reserve, with 18% suggesting the flyover as the solution.

6% of Basin Reserve comments suggested scrapping or moving the Basin Reserve.

A tunnel: 3% of Basin Reserve comments specifically suggest a tunnel as the solution.

Not biggest problem: In UMR's phone survey, only 7% of respondents considered the Basin Reserve to be the worst location in terms of traffic congestion (Urban Motorway/Aotea Quay was rated worst by 37% of respondents).

3% of the comments from the surveys mention the Basin Reserve