
REPORT 3
(1215/52/IM)

2008/09 DRAFT ANNUAL PLAN: SUMMARY OF CONSULTATION FEEDBACK

1. Purpose of Report

A summary and analysis of the feedback received during the 2008/09 draft annual plan (DAP) is provided. This report should be read in conjunction with the *2008/09 Draft Annual Plan: Prominent Issues and Funding Requests* report.

2. Executive Summary

Formal consultation on the DAP ran from 16 April until 19 May 2008 and resulted in 438 written submissions. Sixty eight people presented their submission to elected members over a four day period. While the majority of submissions focused on the variations to the long-term plan e.g. new initiatives, deferrals and fees and charges, a number made general comments on Council's activities and projects or made funding requests.

This report provides for the formal receipt of the written submissions and presents a summary of these by strategy area. The report includes analysis of the consultation exercise and a summary of the communication tools used throughout the consultation period.

3. Recommendations

It is recommended that the Committee:

- 1. Receive the information.*
- 2. Note that a response will be provided to all submitters regarding the matters they raised in their submissions.*
- 3. Note that submissions have been provided to relevant officers, who will incorporate submitter suggestions into work programmes where appropriate.*
- 4. Receive the submissions that were lodged as part of the special consultative procedure for the 2008/09 draft annual plan.*

4. Background

4.1. Summary of the communication tools used to support the consultation

A variety of steps were taken to ensure that there was a high level of awareness of the DAP and its proposals within the community.

4.1.1 Consultation documents

One thousand copies of the full DAP and over 2,500 copies of the summary document were distributed. They were publicly available in libraries, swimming pools, service centres, on request and were distributed to approximately 400 individuals, community groups and businesses on the annual plan mailing list. Freepost submission forms were distributed with the documents.

4.1.2 Webpage – summary and draft

The DAP featured on the Council's website during the consultation period. The web content included: summary pages of the new initiatives for each strategy; links to the complete publication and summary; and online submission forms.

4.1.3 'Our Wellington' page in the Dominion Post

The 'Our Wellington' page was once again used to highlight the DAP. An editorial feature was included for the opening week of consultation and another midway through the consultation period.

A series of advertisements were run in the 'Our Wellington Page' of the Dominion Post and the City Life papers encouraging people to attend the scheduled DAP public meeting and offering the opportunity to attend one of the regular meetings of community, sports or business groups to outline the draft annual plan.

Public notice of the consultation also appeared in the Dominion Post.

4.1.4 Absolutely Positively Wellington Newspaper

A six page spread on the major matters in the DAP was included in the April issue of the Absolutely Positively Wellington Newspaper. A free post submission form was also included. The paper is provided to every household in Wellington and made available in libraries and service centres.

4.1.7 Meetings

Council agreed to communicate the DAP through Council's existing fora, reference groups, a DAP public meeting, community boards and by offering community groups, sports clubs and organisations an opportunity for Council to attend one of their regular meetings during the consultation period to outline any proposals¹.

¹ This community based meeting approach was adopted in recognition that:

- public meetings based around portfolio areas or wards have not consistently delivered high participation rates
- people often only take an interest when issues directly affect them
- people's free time is increasingly limited

The community based meeting approach was actively promoted through a letter to approximately 80 community groups and a series of advertisements in the 'Our Wellington page' of the DominionPost and the City Life news papers. It was also detailed in the DAP and summary publications.

Although a number of enquiries were received about the possibility of having Council attend community meetings to outline the DAP, no request for Council attendance were made.

A small number of submitters noted the absence of ward based meetings at the hearings subcommittee but seemed aware of the ability to request either a ward meeting or for a presentation at one of their regular community based meetings.

4.1.8 AC Nielsen Survey

An independent survey was undertaken. The Resident Satisfaction Survey in May sought views on the major new initiatives in the plan. The results are included in this report.

4.1.9 Hearings

Sixty eight submitters took up the opportunity to present their submission to the Annual Plan Hearings Subcommittee over a period of four days. The Subcommittee report-back is included on this agenda.

4.1.10 Miscellaneous

In addition to the steps outlined above, the Council issued press releases and officers were encouraged to use their interaction with the community as an opportunity to raise awareness of the DAP and highlight proposals of relevance to the public.

All submissions have been provided to elected members and have also been made available to the public. Once final decisions have been made officers will provide feedback to each submitter regarding the decisions made to the points raised in each submission.

4.2 Analysis of consultation exercise

4.2.1 Total submissions

The DAP received 438 submissions. Fewer submissions were received than for last year's draft annual plan. The smaller number of submissions reflects that this is largely a business-as-usual year with fewer high profile variations/new initiatives.

The percentage of submissions per gender was approximately even with 55 percent of submissions from males.

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- people already contribute to a wide range of groups that meet on a regular basis (sport clubs, schools, community groups).

New audiences continue to be reached with just over a third of submissions coming from first time submitters.²

The following table details the number of submissions received since 2002.

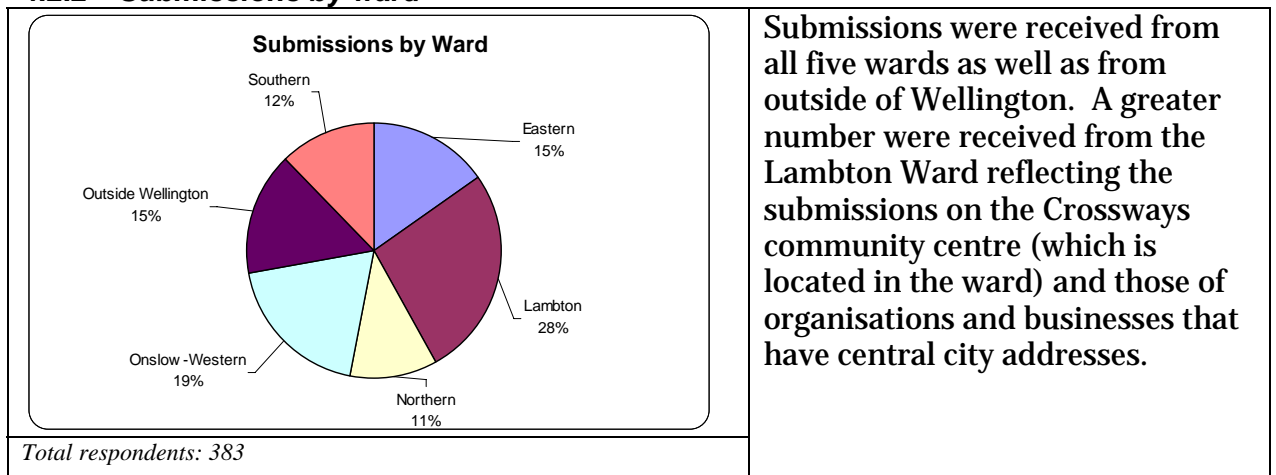
Table 1

DAP 2002	LTCCP 2003	DAP 2004	DAP 2005	LTCCP 2006	DAP 2007	DAP 2008
279	578	479	817	1,368	987	438

A further seven late submissions have been received. All submissions have been provided to elected members.

All submitters who lodged a submission prior to the closing date were given the opportunity to speak at the hearings and 68 submitters took up this opportunity. For more information on the oral hearings please see the separate report of the Hearings Subcommittee on this agenda.

4.2.2 Submissions by ward



Submissions were received from all five wards as well as from outside of Wellington. A greater number were received from the Lambton Ward reflecting the submissions on the Crossways community centre (which is located in the ward) and those of organisations and businesses that have central city addresses.

² 37 percent of those who indicated (n=129) were submitting for the first time.

4.2.3 Submissions by age

<table border="1"><caption>Submissions by Age Group</caption><thead><tr><th>Age Group</th><th>Percentage</th></tr></thead><tbody><tr><td><18-29 years</td><td>1%</td></tr><tr><td>18-29</td><td>7%</td></tr><tr><td>30-39</td><td>11%</td></tr><tr><td>40-49 years</td><td>23%</td></tr><tr><td>50-59 years</td><td>23%</td></tr><tr><td>60 years or older</td><td>35%</td></tr></tbody></table>	Age Group	Percentage	<18-29 years	1%	18-29	7%	30-39	11%	40-49 years	23%	50-59 years	23%	60 years or older	35%	<p>Submissions were received from a wide range of age groups. Overall the percentage of submissions received from those less than 29 years of age - and particularly for those under 18 - were low in comparison to the percentage they make up of Wellington's age demographics.</p> <p>This is based on a response rate of 132 submitters who provided this information. 170 submissions were also received on the National Arts Festival for Children new initiative.</p>
Age Group	Percentage														
<18-29 years	1%														
18-29	7%														
30-39	11%														
40-49 years	23%														
50-59 years	23%														
60 years or older	35%														
<p>Total respondents: 132</p>															
<p>These were of a standardised letter format and did not contain a field for submitters to enter demographic data. Despite this, it is clear that the majority of them were from children and consequently the percentage of submitters from that age group is considerably higher than actually shown in the graph.</p>															

4.3 Analysis of submissions and survey results

The analysis process involves officers reading every submission, identifying comments and matching them to an activity, summarising any themes and specific requests. A summary index is then provided to elected members, along with the complete set of submissions, and this summary report is provided.

Initiatives that have received significant comment, requests for new funding or raise new points (that were not considered at the time of adopting the DAP) are reviewed by officers and are discussed in the *prominent issues* report on this agenda.

A response to each comment made in submissions is prepared by officers and provided to the submitters once the final annual plan is adopted.

4.3.1 Residents satisfaction survey

As a supplement to the consultation exercise a residents' satisfaction survey was undertaken by an independent research company (AC Nielsen) on the new initiatives³.

The survey was done on a call back basis. This means that each respondent was provided with and asked to read a summary of the DAP ahead of answering the questions. The maximum margin of error for this survey was +/- 5.3 percent.

³ Initiatives that were included in the DAP as 'items on the horizon' or did not have funding implications for 2008/09 were not included in the survey.

Those surveyed were asked for each new initiative whether Council should, or should not do them. The results are shown in appendix 1.

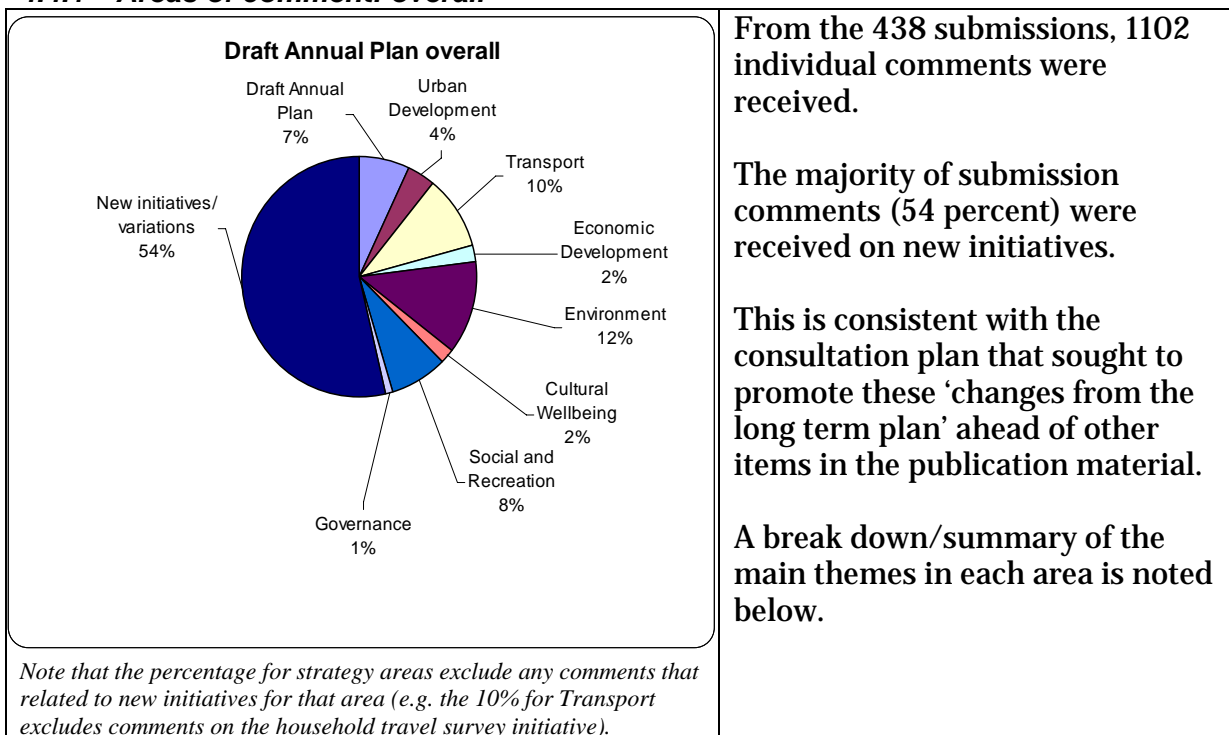
Respondents that were ‘neither for, or against’ either:

- felt that they didn’t have sufficient knowledge or understanding of the topic to form a decision one way or the other (i.e. didn’t know), or
- had enough information to make a decision but did not care whether the initiative is supported or not.

4.4 Summary of submission comments

The following section provides a summary of the main themes raised in submissions.

4.4.1 Areas of comment: overall

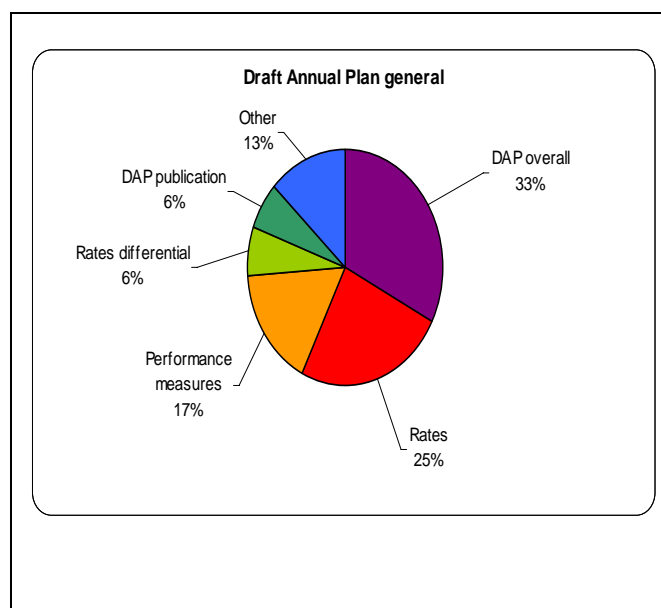


4.4.2 DAP general

Seven percent of the total comments in submissions were of a general nature – they did not relate to specific activities. These comments can be summarised as:

Consultation documents

The DAP publications received favourable comment from a number of submitters who stated it was easier to read and understand, while others recommended more detailed information be provided in future DAP documents and that trend data be made available.



Rates

Rates received 25 percent of all the comments under this section. A number of submitters stated they were happy with the rates increase as outlined in the DAP and one noted that the increase was relatively modest compared to other local authorities. Other submitters opposed the level of increase citing concerns that the cost of living had increased recently and that the increase was an added burden not welcomed at this time.

Rates differential

Submissions on the rates differential were split. Residents tended to be opposed to the notion of the transition, while commercial ratepayers supported the phase-down of the differential.

Performance measures

A mixture of comments were received in relation to performance measures. Many requested that particular performance targets be increased or that performance trend data be included in the draft annual plan.

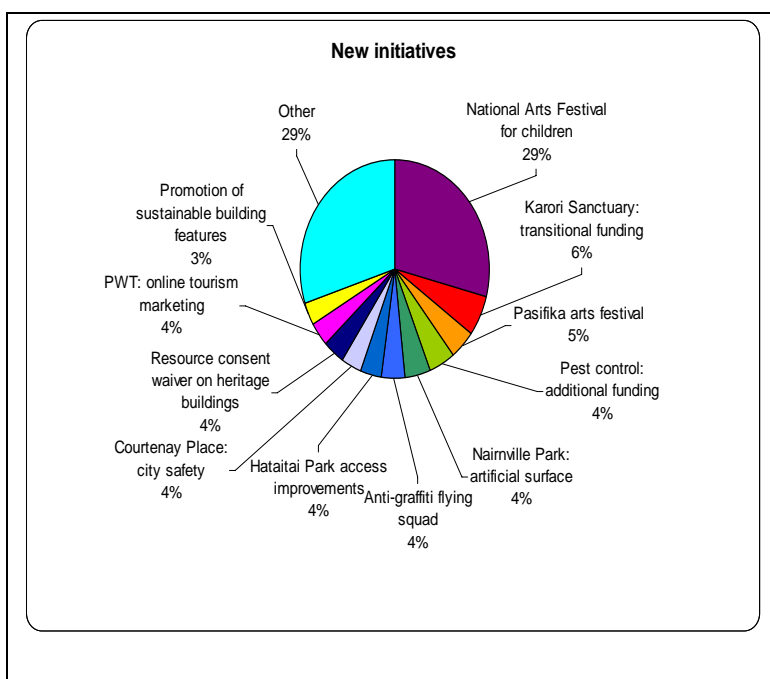
4.4.3 New initiatives

The majority of submitter comments (54%) were received on new initiatives.

National Arts Festival for Children

170 commented in support of the National Arts Festival for Children. They were in the format of a standardised letter and most of them were from children.

The survey had 57 percent in support, 13 percent opposed and 31 percent neither for/or against the proposal.



Karori sanctuary: Transitional funding support

This initiative received 35 comments in total. The majority of comments (23) were in support of the additional funding for the Sanctuary with many viewing the facility as an asset to Wellington and a tourist attraction. Those who opposed the additional funding (11) raised concerns over the Sanctuary's continued reliance on Council funding support and the ability of the visitor centre to make the Sanctuary self sustaining.

68 percent of those surveyed were in support of additional funding being provided, 13 percent were against and 19 percent were neither for/or against the proposal.

Crossways

A total of 27 submitters commented on this item. All of them noted the importance of the facility with the local community and many requested that funding (\$250,000) be allocated in the annual plan to assist the Crossways Community Trust purchase the building.

Project deferrals and savings

This variation to the long-term plan received 26 comments. The vast majority opposed Council's proposed deferrals and savings. The most frequently commented on items were the capital deferrals for bus priority lanes and the Botanical Gardens. Those commenting on the deferral of funding for the Botanic Gardens nursery building noted that this had been deferred previously and questioned the need for it to be deferred again.

A number of submitters also opposed the proposed savings identified for libraries for the purchase of new materials.

Pasifika Festival

A total of 26 submitters commented on this initiative. All submitters stated that the

festival was a great success and supported Council's proposal for the festival to be held annually, apart from one submitter who stated it should be held every two years.

57 percent of those surveyed were in support of an annual Pacifika festival, 15 percent were against and 27 percent were neither for/or against the proposal.

Additional funding for pest control

A total of 23 submitters commented on this part of the draft plan with very strong support for the additional funding.

65 percent of those surveyed indicated support for additional resources, only 8 percent were opposed and 27 percent were neither for/against the proposal.

Nairnville Park: Artificial surface

21 comments were made in relation to placing an artificial surface on the upper field at Nairnville Park. Many of the submissions received came from sports clubs/organisations. The vast majority submitters were in support of the proposal and noted that sportsfields were at capacity and often being overused resulting in poor ground conditions during winter. A number of submitters requested Council install more sportsfields with artificial surfaces. Of those that opposed the proposal, cost was the primary concern.

This initiative received the least active support in the survey at 34 percent. 20 percent opposed the proposal and 46 percent were neither for/or against the proposal. This is likely due to the proposal being area specific (while the survey is city-wide) and also partly because the proposal is targeted towards a specific user group.

Anti-Graffiti flying squad

A total of 21 submitters commented on this proposal. The majority supported the proposal to continue to fund the Anti-Graffiti Flying Squad for another year, some questioned whether painting over graffiti was effective in the long term, and others opposed further funding on the basis that graffiti should largely be left to the police to deal with.

Of those surveyed, 66 percent supported this proposal, 12 were against and 22 percent were neither for/against the proposal.

Hataitai Park access improvements

21 submitters commented on this proposal with the majority in support of the proposal with submitters citing safety and parking as their primary concerns. Of those not outright in support, there were concerns that the proposal might be in conflict with the Ngauranga to Airport study or that the new intersection will result in more traffic delays.

53 percent of those surveyed were in support of this proposal, only 10 percent were against and 37 percent were neither for/or against the proposal.

City safety initiatives

A total of 21 submitters commented on this proposal with the majority of submitters in

general support of the proposal. There was a desire by some for the improvements to be completed in fewer than five years while another requested that the Cuba precinct of the city also be looked at for safety improvements. There was strong support for the additional Walkwise component of the city safety package of initiatives although two submitters did state that the appearance of the officers was 'scruffy' and needed to improve.

A smaller number of submitters opposed the proposal citing concerns over cost or that there were no safety concerns to address.

One submitter stated that local businesses should pay for the upgrade.

Strong support for this initiative with 71 percent of those surveyed in support, 12 percent against and 16 percent were neither for/against the proposal.

Resource consent waiver on heritage buildings

21 submitters commented on this proposal. The majority were in support stating that it would assist in the preservation of listed heritage buildings in the city. There were a small number of submitters who were concerned at the approach and stated that it seemed tailored to developers who own substantial buildings rather than private owners of heritage buildings. There were also requests for the Heritage Incentive Fund to be increased.

68 percent of those surveyed indicated support for this proposal, only 9 percent were against and 22 percent were neither for/or against the proposal.

Fees and charges

Submissions on fees and charges were generally confined to marina fees and sandwich boards. There was support for the increase proposed for sandwich boards and opposition to the proposed increase for marina fees. Evans Bay Marina tenants opposed the proposed fee increases and requested that discussions be concluded between Council and marina tenants on levels of service and what areas of the marina should exclusively be paid for by the tenants before further fees were introduced.

Climate change initiatives (transport study, bioreactor, micro wind farm feasibility studies and promotion of sustainable building features)

A total of 50 submitters commented on these four proposals. There was strong support for the promotion of sustainable building features with some requesting that the size of the fund be increased. One submitter requested that the fund be restricted to private homeowners and not developers.

This initiative also had strong support from those surveyed with 73 percent in support, 8 percent against and 19 percent neither for or/against the proposal.

The majority of submitters who commented on the transport study were also in support of the proposal stating that the information was necessary to guide future decision making. A smaller number did not agree with the proposal stating that the information already existed, or that rather than further research, the focus should be on improving public transport.

There was strong support from those surveyed on this initiative with 71 percent support. 13 percent opposed the proposal and 15 percent were neither for/or against the proposal.

There was very strong support for the bioreactor feasibility study. One submitter requested that study be expanded to include all wastewater.

This was also widely supported in the survey with 86 percent support. Two percent were against the proposal and 13 percent were neither for/or against the proposal.

There was good support from submitters on the micro wind farm feasibility study proposal with most submitters in support. One submitter requested that the environmental values of the upper Carey's Gulley area be included in the study to ensure they are considered, and two submitters stated that any development of micro wind farms should ultimately be left to the private sector.

Of those surveyed 67 percent were in favour of the idea, 15 percent were opposed and 19 percent were neither for/or against the proposal.

Positively Wellington Tourism: Online marketing

Approximately half of submitters who commented on this proposal were in support. Those who disagreed largely cited concerns at the cost. One submitter opposed the Downtown levy being used to fund this initiative on the basis that not all downtown business benefited from tourists.

Of those surveyed 44 percent supported the proposal and 24 percent opposed it. 32 percent were neither for/or against the proposal.

Basin reserve practice wickets

15 submitters commented on this proposal. Just over half supported funding being allocated towards practice wickets while the remainder opposed any funding. One submitter requested that Council wait and see if they are even needed, while another recommended that it should be funded through public subscription rather than rates.

Heritage patent slip

14 submitters commented on this proposal. Five submitters supported the proposal while the remainder either did not believe the return of the Cog Wheel was necessary or that the work was not a priority.

Only 36 percent of those surveyed supported this proposal, 23 percent were opposed and 41 percent were neither for/or against the proposal. The high percentage of those neither for/or against the proposal could possibly be due to the initiative being area specific.

Additional resources for monitoring resource consents

A total of 13 submitters commented on this proposal with the vast majority in support of additional resources being allocated to the monitoring of resource consents.

47 percent support for this initiative of those surveyed with 13 percent opposed and 39

percent neither for/or against the proposal.

Thistle Hall new floor

Of the 12 submitters who commented on this proposal nine were in support, two did not consider it a priority and the costs too high and the remaining submitter stated that 'triggers' to the building act should be dealt with first and then the floor should be replaced.

Scoring stage feasibility study

A total of 11 submitters commented on this with four supporting funding for a feasibility study and in favour of a Scoring stage in Wellington, another four did not support the proposal stating that it was not the role of local government to enter into such ventures, and the remaining three submitters commented that existing buildings should be used eg. Wellington Show Buildings/Michael Fowler Centre.

44 percent of those surveyed supported this initiative with 22 percent opposed and 35 percent neither for/or against the proposal.

Earthquake prone buildings: assessments

A small number (two) of submitters supported the proposal, another two disagreed and thought the owners should be responsible for these costs, another two thought the costs were too high and should be spread across the years differently and the remaining submitter queried why this wasn't included in the long-term plan.

Very strong support for this proposal with 77 percent in support, 7 percent opposed and 17 percent neither for/or against the proposal.

Koura

A small number of submitters commented on this proposal (three) which was included in Council's Draft Annual Plan under a section titled 'on the horizon' without any funding attached. The proponent submitted in support of the proposal, one submitter did not see how this proposal could proceed while the future of Shelly Bay remained unclear and the final submitter believed a larger museum was required combined with the King Kong boat.

4.4.4 Urban Development

The Urban Development area received four percent of the total submission comments. This chart outlines the percentage of comments by activity.

In general, the submissions were supportive of the Council's approach to urban development / urban containment was seen as appropriate. Continued support for heritage development was encouraged.



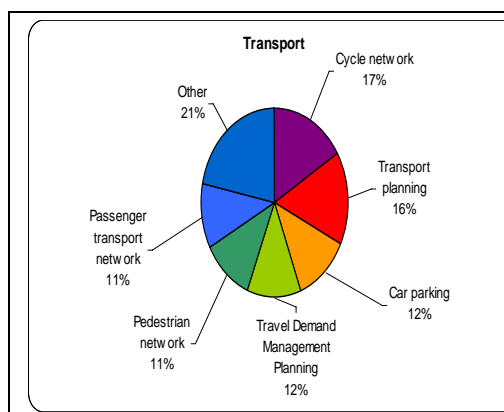
4.4.5 Transport

The Transport area received 10 percent of the total submission comments. This chart outlines the percentage of comments by activity. Comments in this area were often of an operational nature – they referred to the need for specific works (and will be forwarded to officers for response).

Some of the more frequent matters that were raised included:

- encouragement for improvements to the public transport network
- greater support for cyclists and the cycle network
- support for the travel demand management initiatives.

A number of submissions commented on public transport services, and in particular bus services. Where appropriate these have been referred to the Greater Wellington Regional Council.



4.4.6 Economic Development

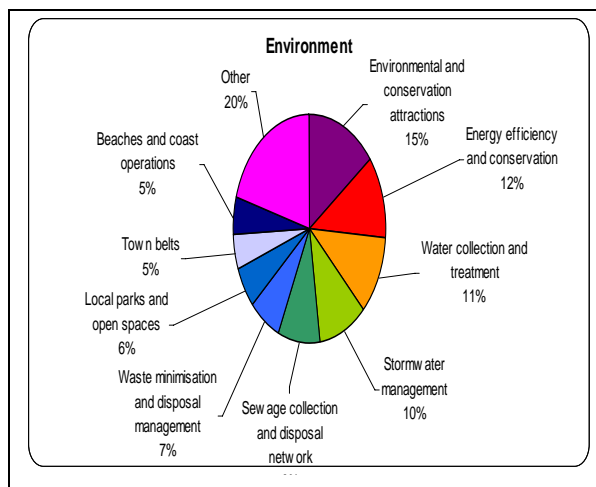
Aside from the new initiatives only a very small proportion (two percent) of submission comments were received in this area. The common theme for those was support of the Council's commitment to tourism attractions and events.

A specific request for funding was received from the NZ Film and Television School. This is discussed in the prominent issues report on this agenda.

4.4.7 Environment

The Environment area received 12 percent of the total submission comments. This chart outlines the percentage of comments by activity.

There were a number of submissions who opposed fluoride being added to Wellington's water supply. They stated this was mass and indiscriminate medication of the general population resulting in significant adverse health effects.



The remaining comments in this area were largely of a specific or operational nature. They are outlined in the submission index (previously distributed) and will be provided to the appropriate officer for response.

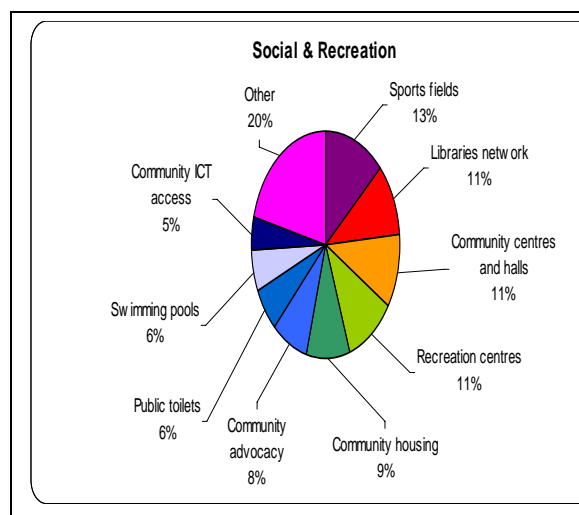
4.4.8 Cultural wellbeing

The Cultural wellbeing area received two percent of the total submission comments. These were largely supportive of the Council's strategy. Specifically there was support for the arts and cultural festivals, city galleries and museums.

4.4.9 Social and Recreation

The Social and Recreation area received eight percent of the total submission comments. This chart outlines the percentage of comments by activity.

Comments were generally in favour of Council services in this area or highlighted demand for services, and capacity issues. The areas most frequently commented on were the need for more deep pool space in Wellington and issues of demand in relation to sportsgrounds.



4.4.10 Governance

While there were a range of comments on the DAP consultation, only one percent of submissions commented on the governance area specifically. Comments

included:

- concern that some officers used 'gatekeepers' to limit contact with the public
- encouragement for the Council's consultation processes to lead to consensus building with the public.

5. Conclusion

The consultation process, including meetings, hearings and submissions, ensured that individuals and groups had the opportunity to participate effectively in the DAP process. This was supplemented by a survey, which gave an indication of how the public views some of the proposals set out in the DAP. The combination of these two data sets will assist the committee to make informed decisions.

Contact Officer: *Baz Kaufman – Senior Corporate Planner*

Do you feel Council should, or should not do each of these proposed new initiatives?

