

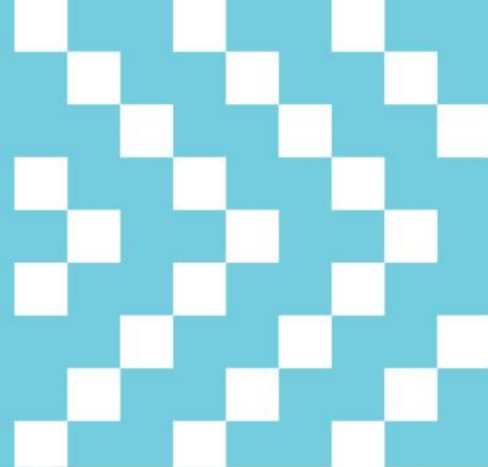
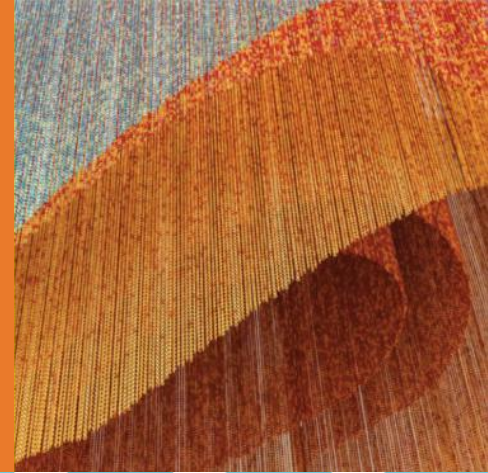
# Kōrero mai | Have your say

## Final consultation results

2026/27 draft  
Annual Plan

10 April – 10 May 2026

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke



# About this summary

## The consultation

The Council is updating its Annual Plan via the usual yearly process which includes consultation. The consultation encourages all residents to have their say on the key changes to the plan.

The formal consultation period was from Friday 10 April until midnight Sunday 10 May.

The public can submit in multiple formats – online, email, hardcopy, verbal, video and audio etc. The intention is to accept feedback in as many forms as possible to remove barriers to participation. Individuals/Groups/Organisations can only submit once.

## Data

**Note:** Participants do not need to answer every question (including their demographics). Data is from Let's Talk and other on-topic submissions, for example, emails stating a preference for a set option. Each chart shows the number of responses with “n=xx”.

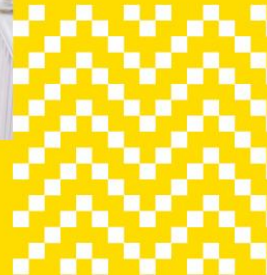
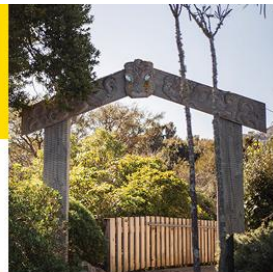
## Consultation promotion

The promotion strategy was to reach Wellingtonians during their daily routines, including commuting, shopping, browsing online, and spending time in their local communities.

We promoted the consultation using radio and online advertising, social media posts, and digital signs in WCC venues, bus shelters and train stations.

## Engagement activities

Engagement activities delivered included the Let's talk consultation page, printed materials in libraries, targeted outreach emails to stakeholders and community organisations and ongoing reminder communications through the consultation period.



# Contents

## Section A. Consultation Results Summary

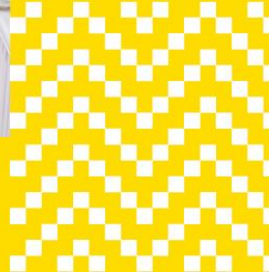
- [Key proposal 1 - Short-term accommodation](#)
- [Key proposal 2 - Cycleways changes](#)
- [Key proposal 3 - Contaminated waste fees](#)
- [Key proposal 4 - Cremation fees](#)
- [Other proposals: Operational expenditure changes](#)
- [Other proposals: New Fees](#)
- [Other proposals: Fee changes](#)
- [Overall Annual Plan](#)
- [Petitions](#)

## Section B. Overview of engagement and promotion activities



# Section A

## Consultation results summary



# Data for this report

The following data includes feedback on proposals from two separate sources.

- **Consultation feedback**
- **Capital Views panel survey feedback**

Participants for both sources did not need to answer every question (including demographics).

## Consultation

The Consultation feedback includes submissions from the Let's Talk website, WCC submission forms (either emailed in or hard copies), email submissions, oral hearing only submissions and video submissions.

Duplicates (where a submitter made more than one submission) have been combined where possible, with the quantitative data only being counted once. Overall, 7 duplicates were found, the majority being those who completed via Let's Talk as well as via email.

## Capital Views Panel Survey

The purpose of the ***Capital Views* panel survey** was to gather feedback from a group of residents broadly representative of Wellington (based on age, gender and ward).

The survey was sent to a randomly selected sample of 3,000 people from the Council's *Capital Views* panel (which contains approximately 11,000 emails).

Throughout the survey fieldwork quota targets for gender, age group and ward were monitored to achieve a sample as close to representative as possible. Post fieldwork the sample was weighted to be in line with gender, age and ward proportions for Wellington City (according to Census 2023).

The final sample for the representative survey was 524 resulting in a maximum margin of error of 4.3% at 95% confidence level. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 4.3%.

# Consultation feedback: Who has participated

2,783

Total Submissions

2574:124

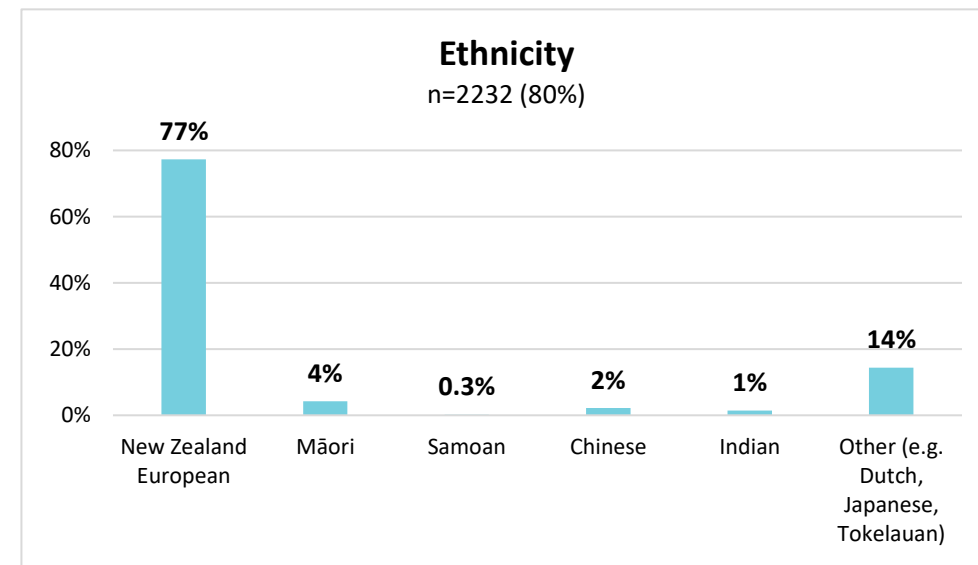
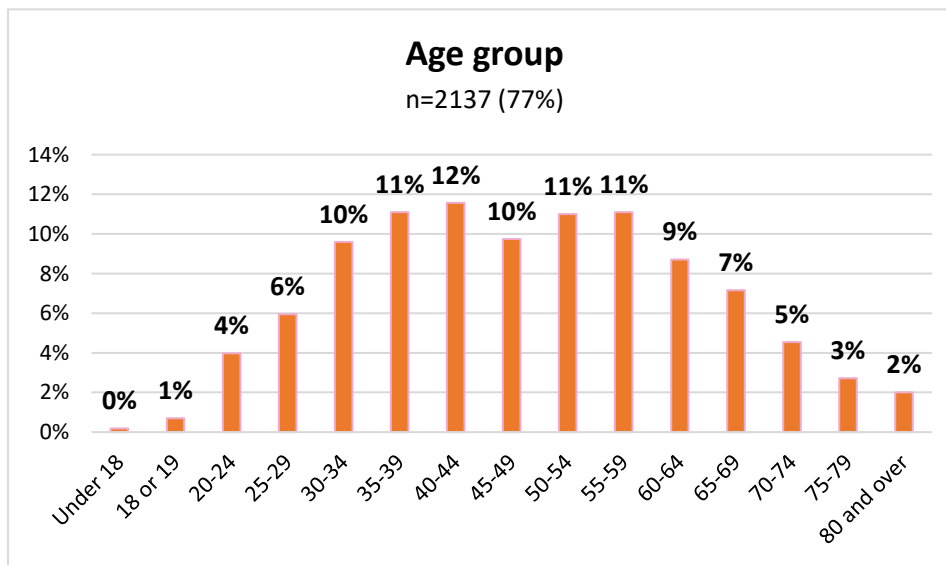
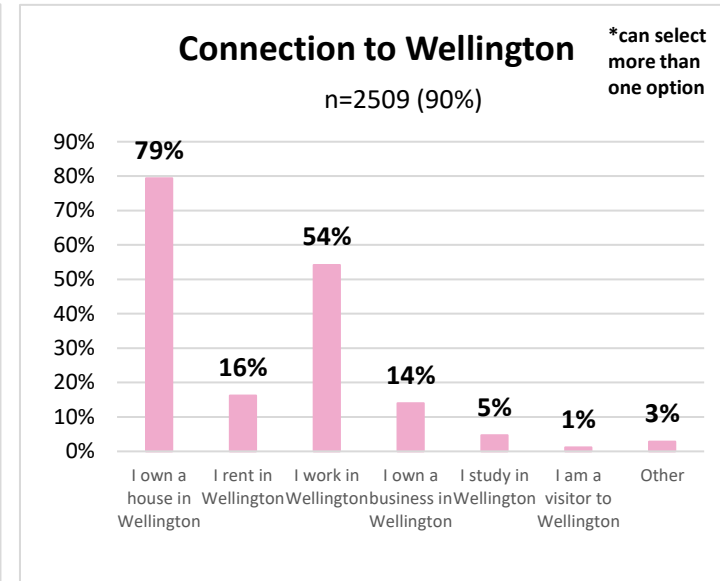
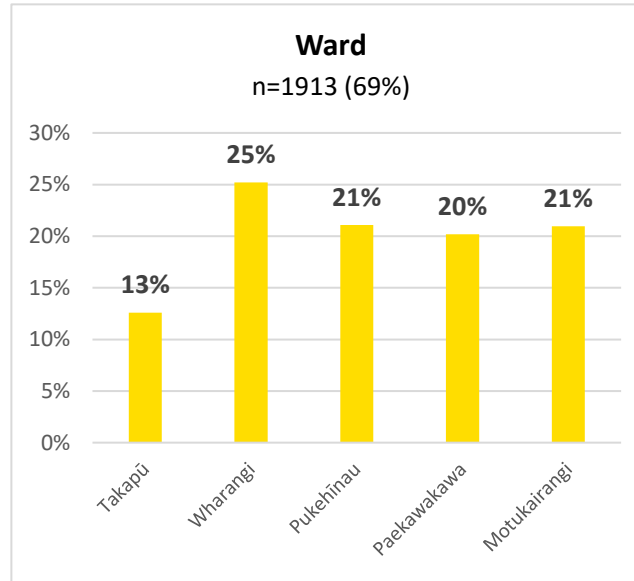
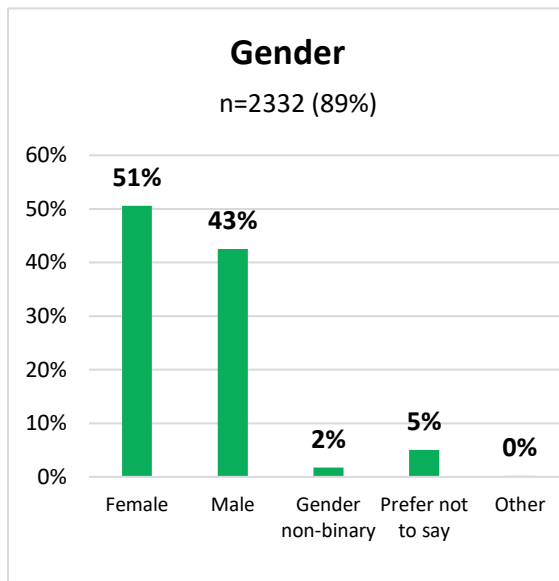
Individuals vs  
Organisations/Groups

199

Oral Hearing  
requests

59

Questions  
received



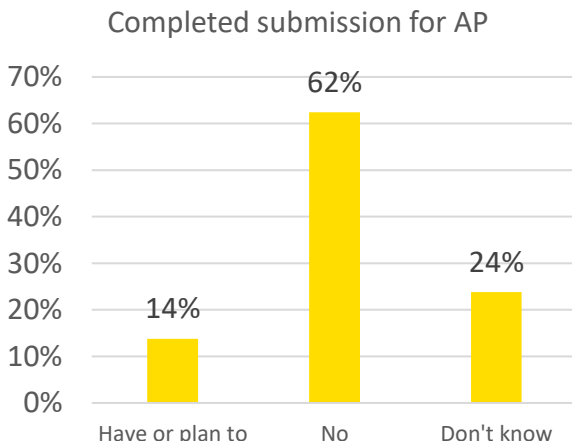
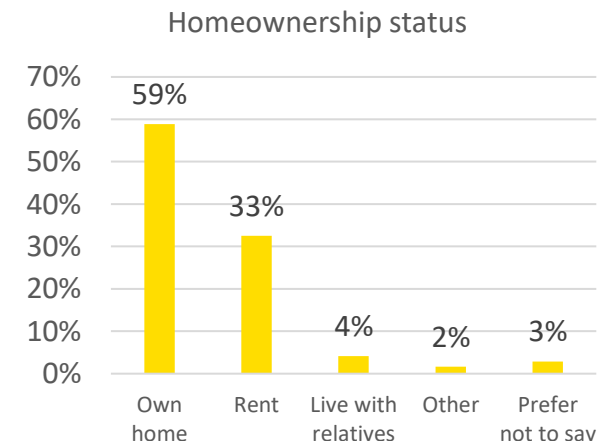
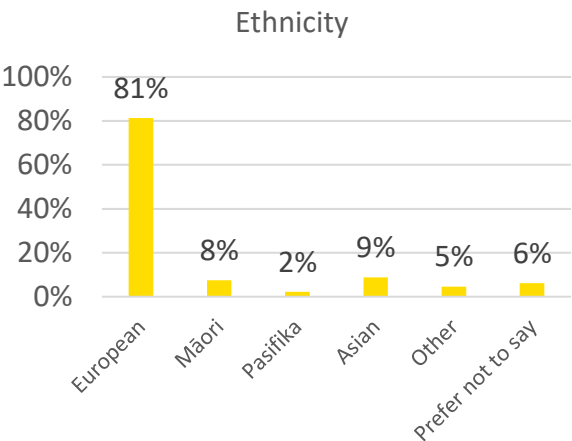
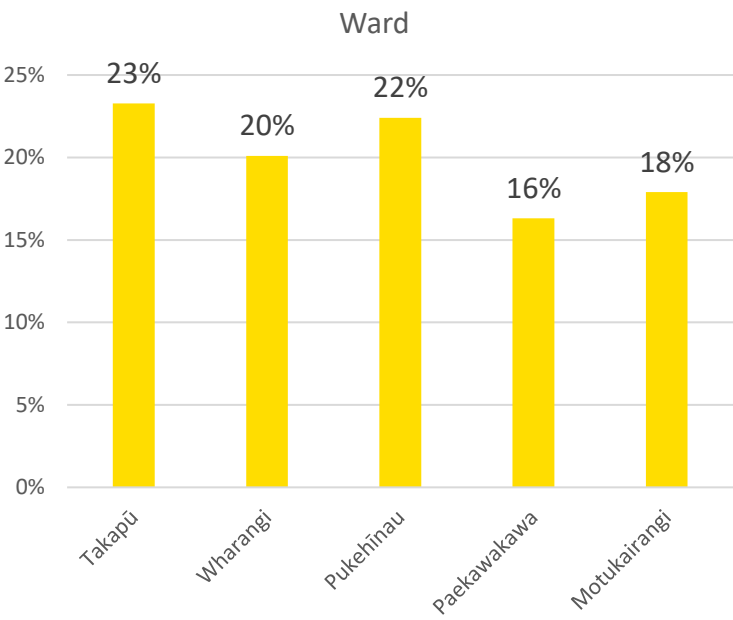
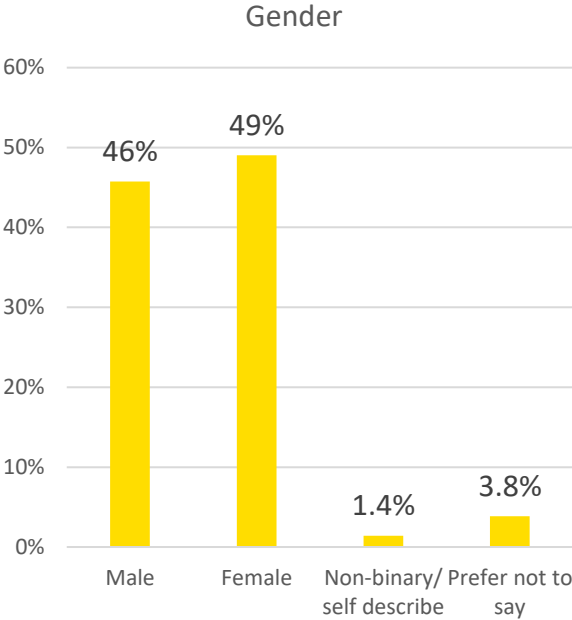
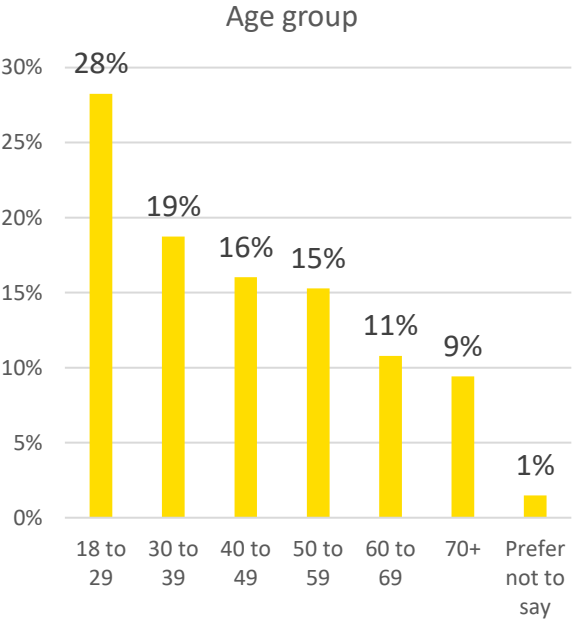
# Representative survey feedback: Who has participated

524

## Total responses to representative survey

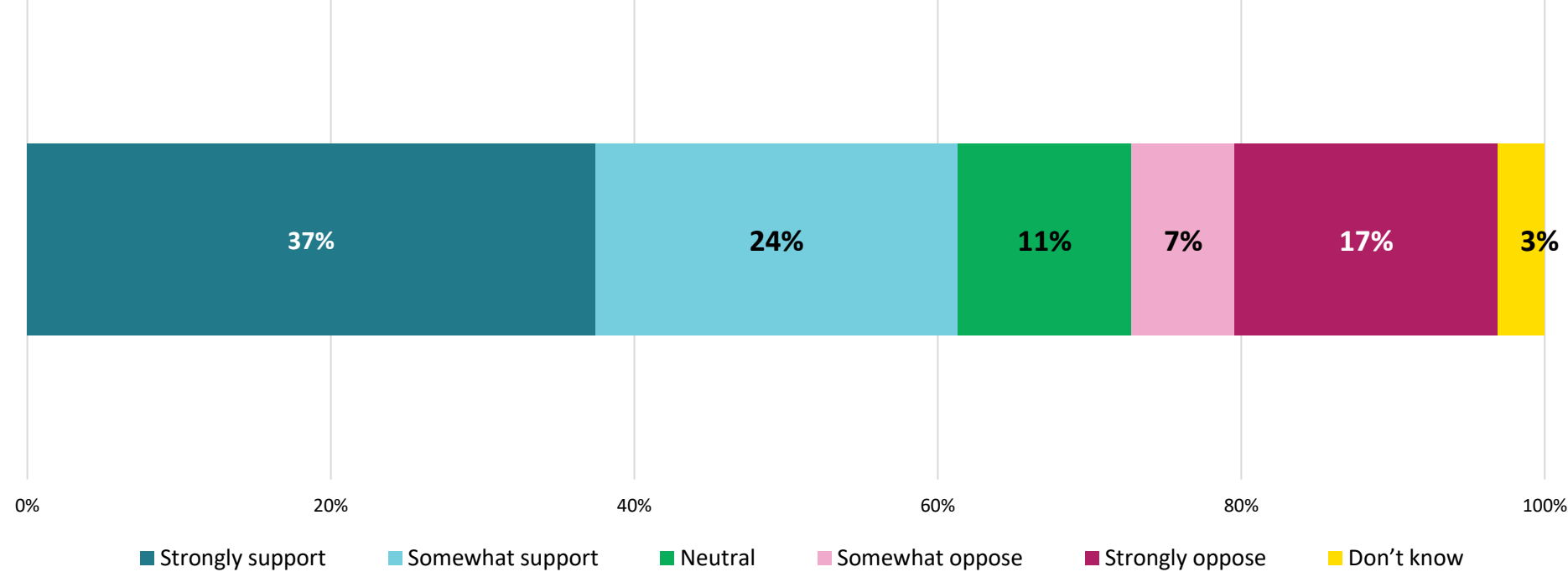
Weighted percentages are shown in graphs. The raw data from the survey is post-weighted using age, gender and ward so the 'weighted' proportions match proportions for adults (18+) within Wellington City (based on Census 2023).

This weighting accounts for small discrepancies in the raw sample compared to a representative sample of Wellington (based on age, gender and ward). This mostly accounts for a small under-representation of respondents aged 18-29 in the raw sample.



# Key proposal 1 – Short-term accommodation (*consultation*)

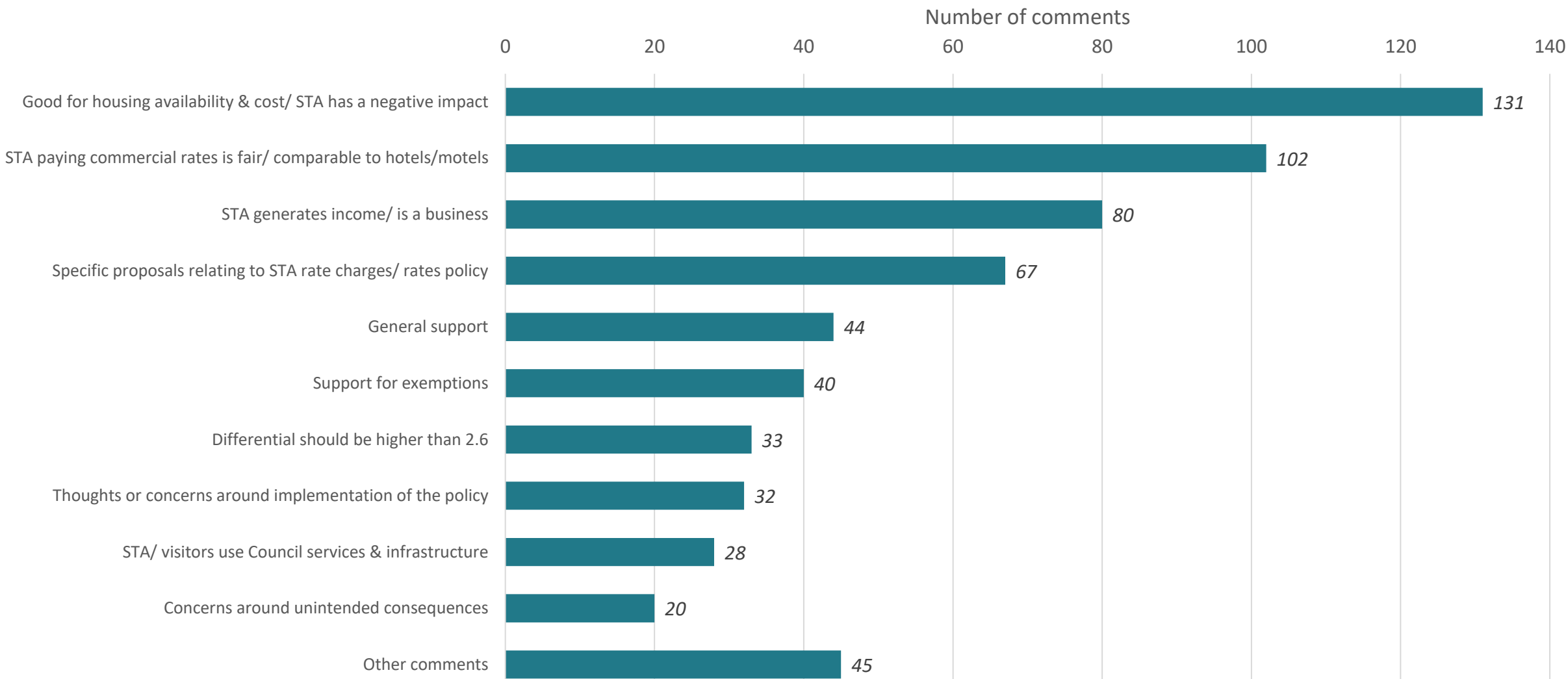
Do you support the proposed short-term accommodation changes?



Total responses n=2423 (87%)

# Key proposal 1 - Short-term accommodation

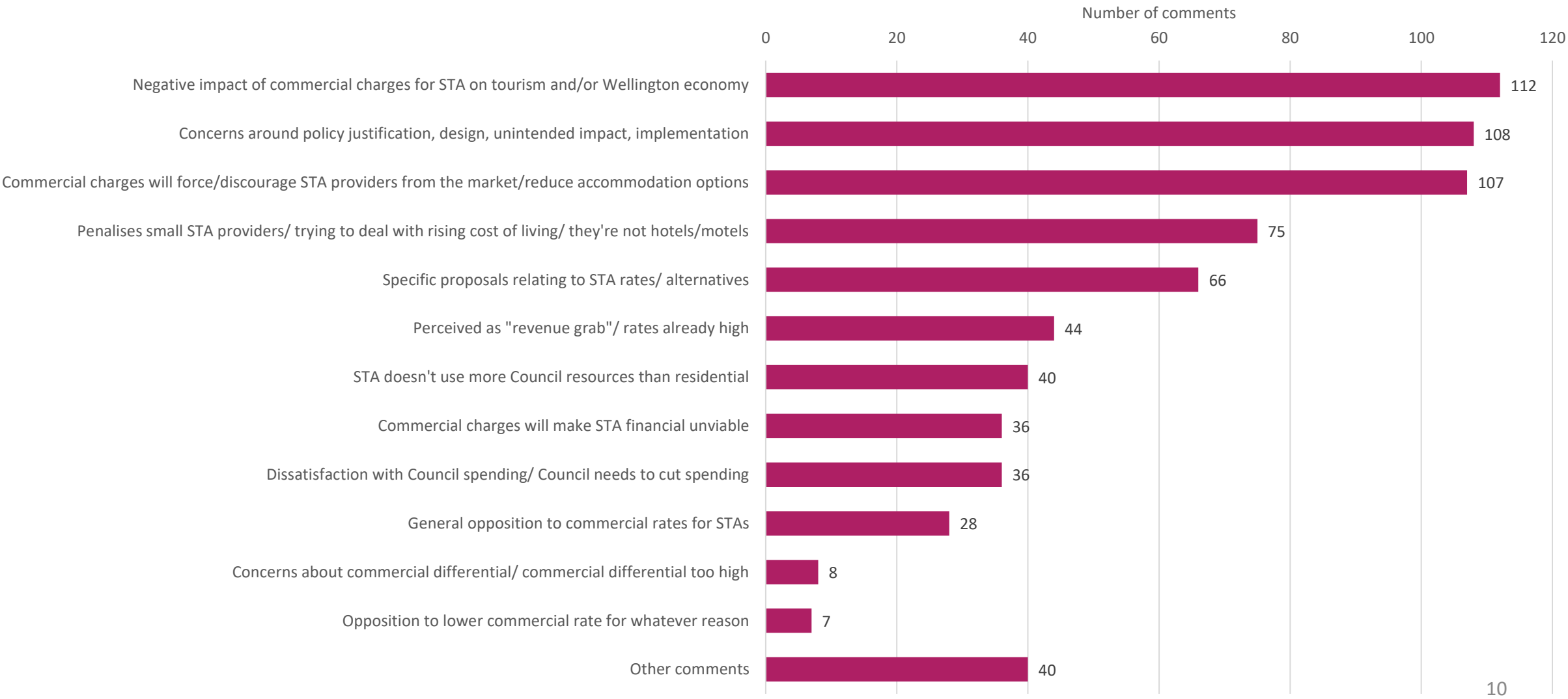
## *Comments from submitters who supported proposal (consultation)*



Total responses themed n= 451, one comment can fall into multiple themes

# Key proposal 1 - Short-term accommodation

## Comments from submitters who opposed proposal (consultation)

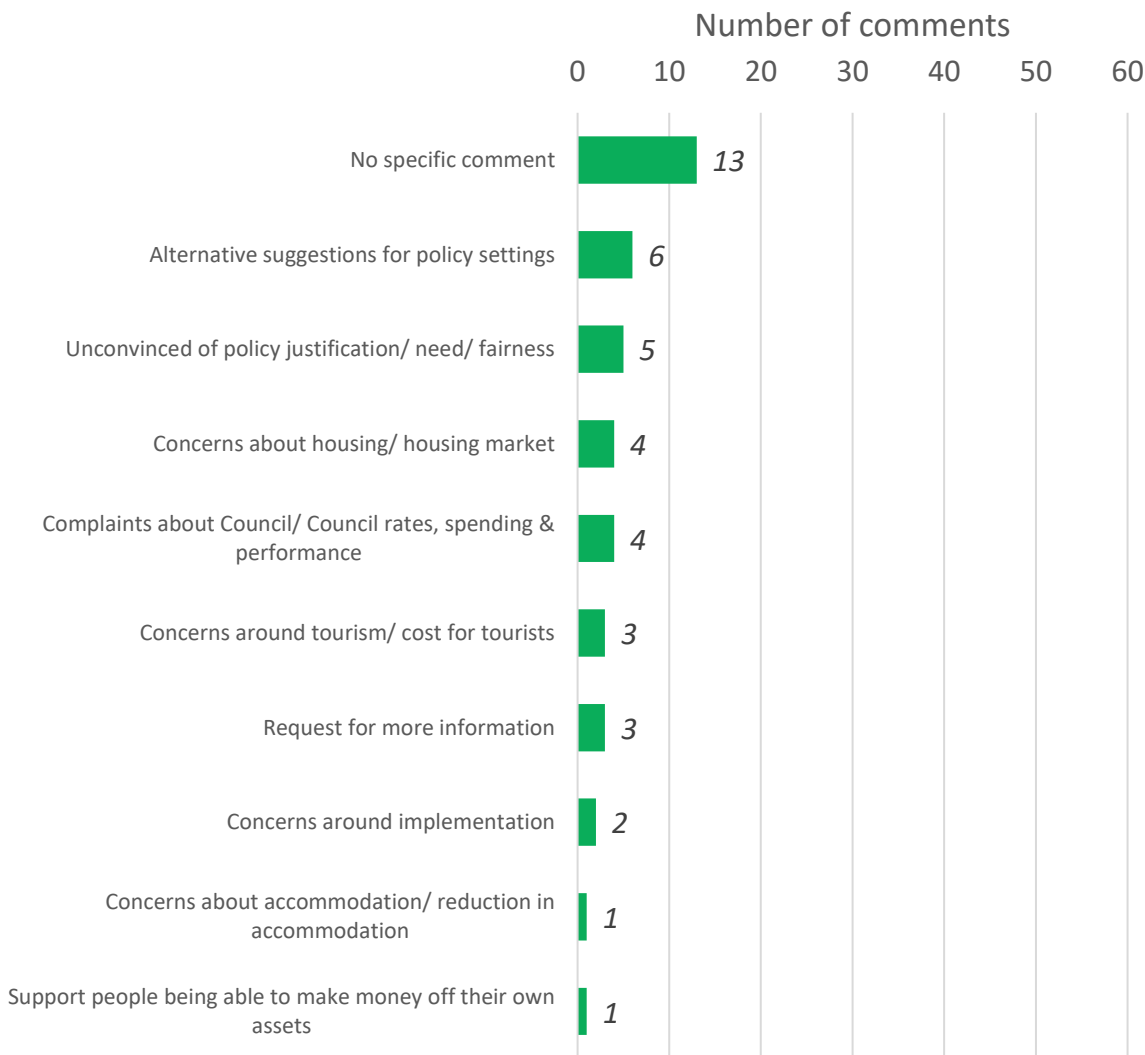


Total responses themed n= 370, one comment can fall into multiple themes

# Key proposal 1 - Short-term accommodation

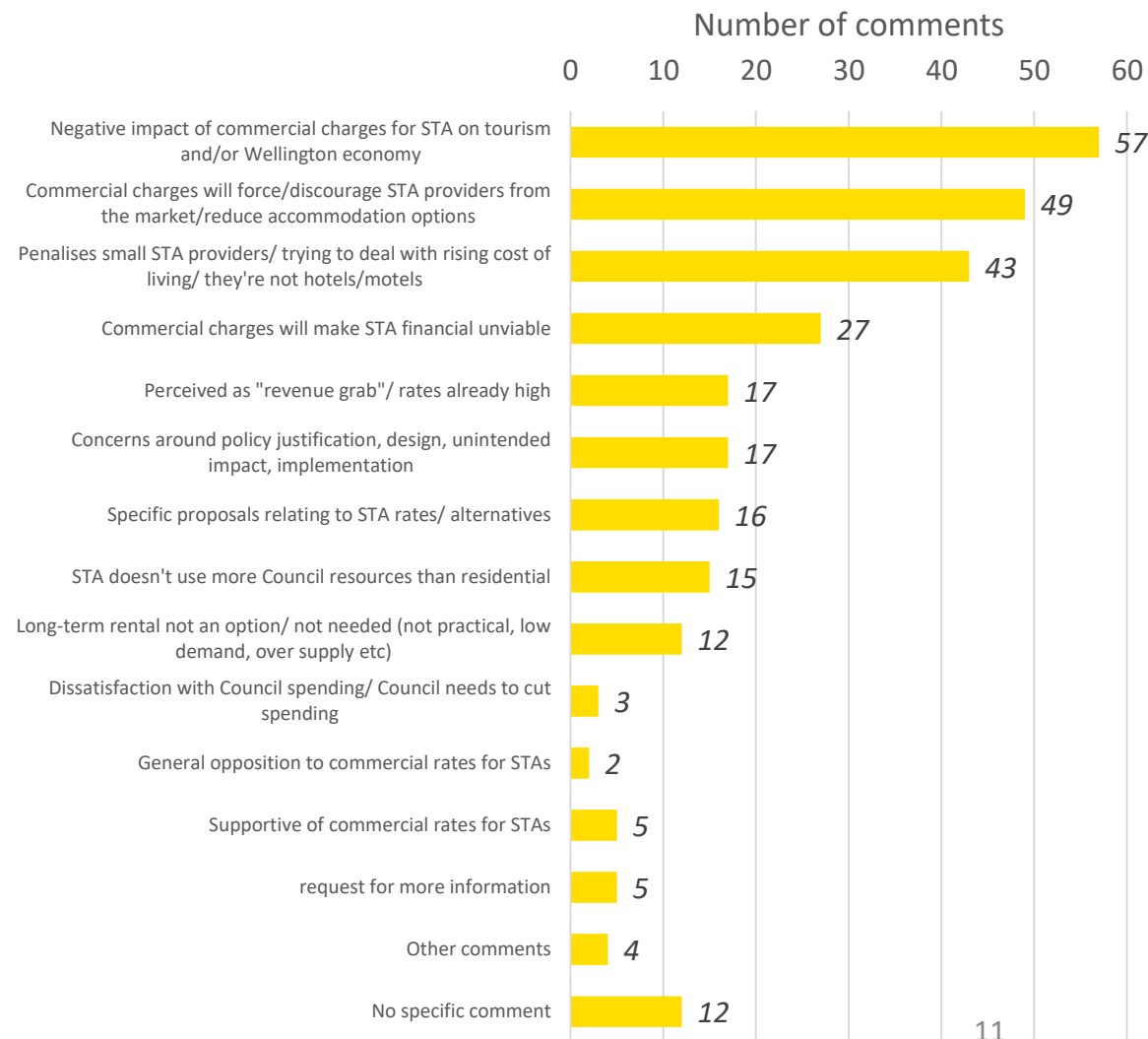
Comments from submitters were, neutral, said “don’t know” or gave no response (consultation)

Submitters who were neutral



Total responses themed n= 36, one comment can fall into multiple themes

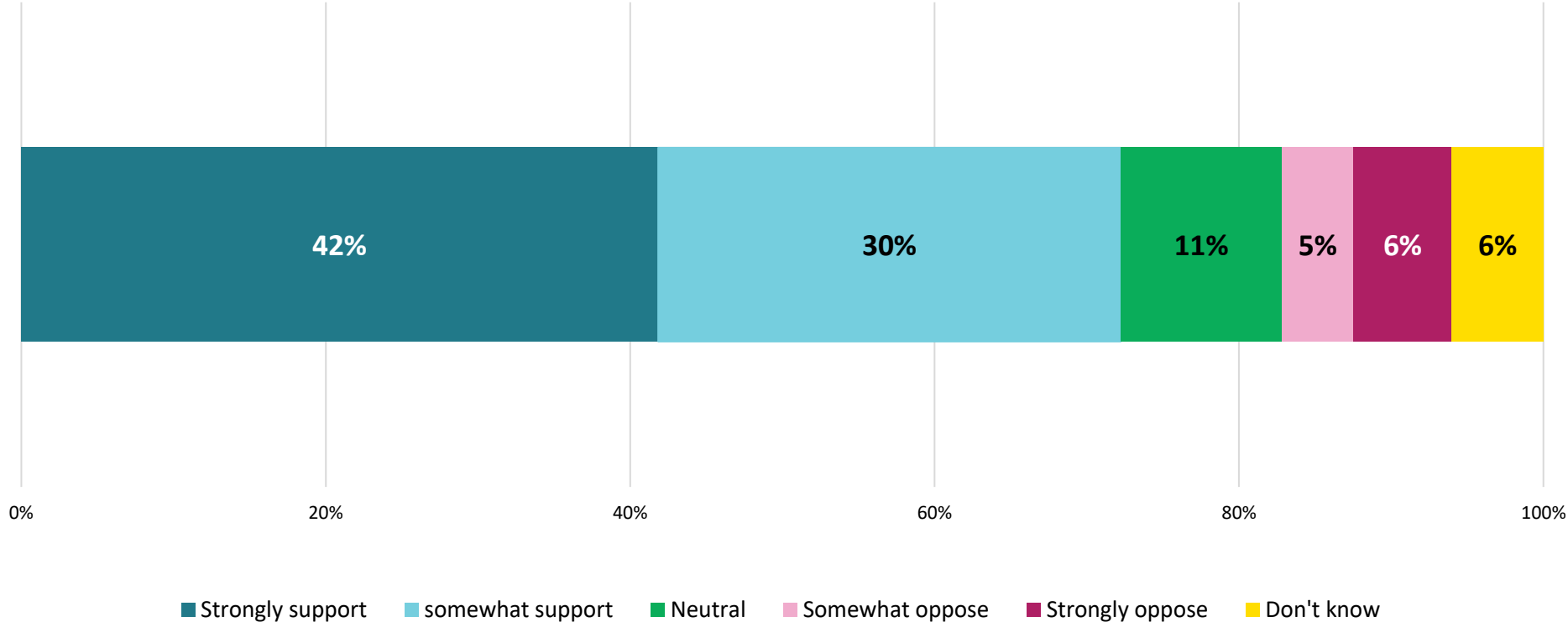
Submitters who said “don’t know” or gave no response



Total responses themed n= 112, one comment can fall into multiple themes

# Key proposal 1 - Short-term accommodation (*representative survey*)

Do you support the proposed short-term accommodation changes?

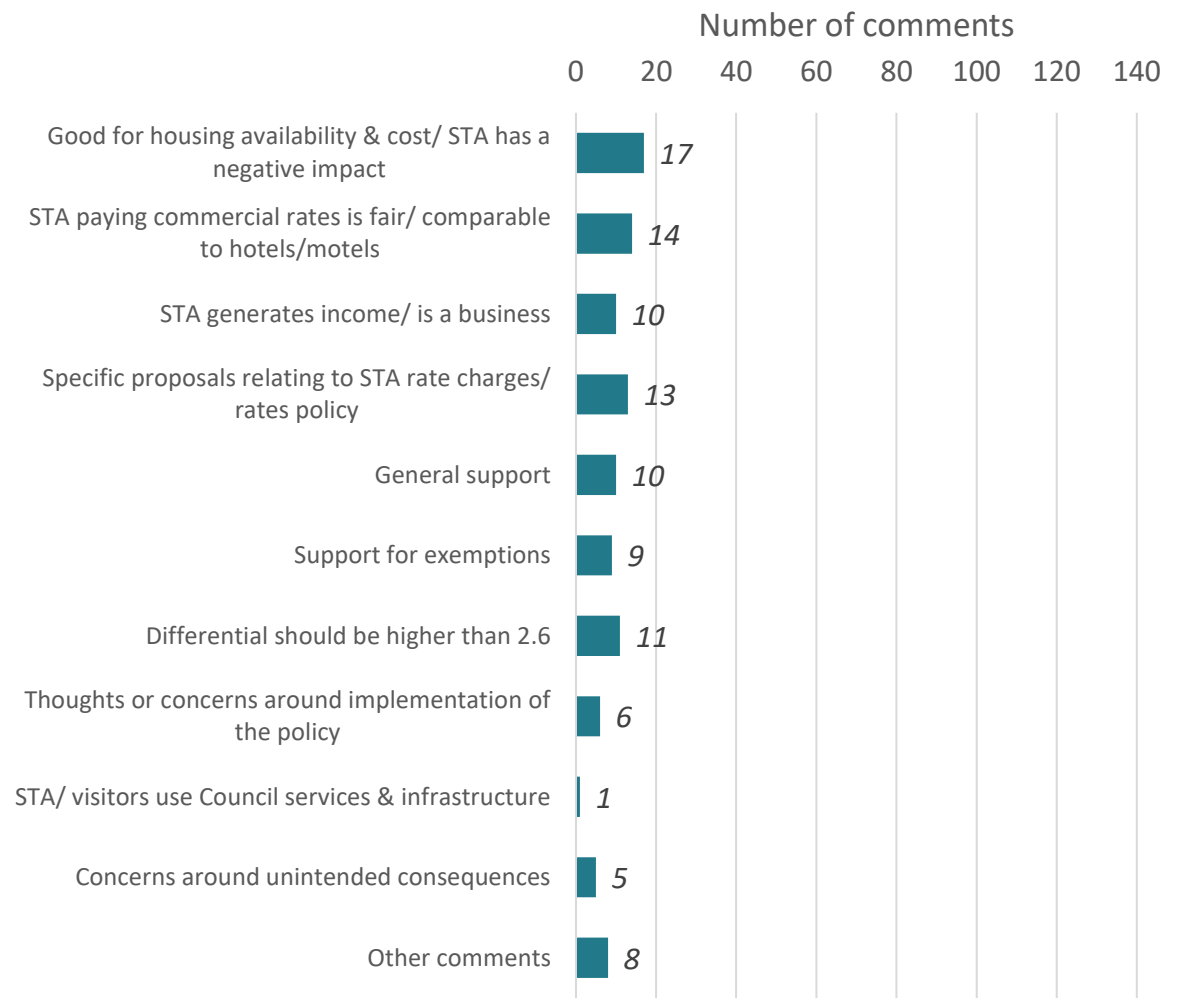


Total responses n= 524

# Key proposal 1 - Short-term accommodation

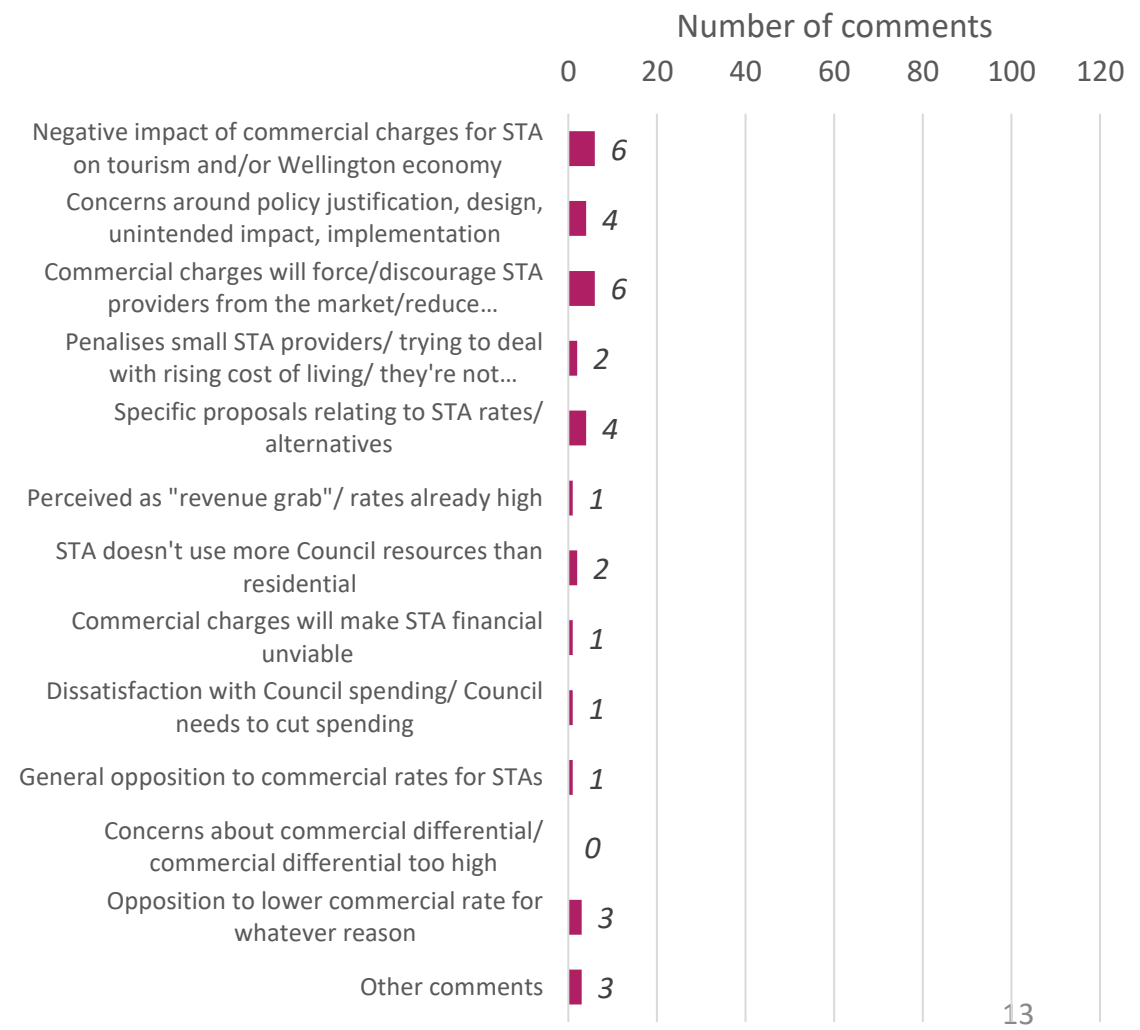
## Comments from submitters split by support or opposed (representative survey)

Supported proposal



Total responses themed n= 85, one comment can fall into multiple themes

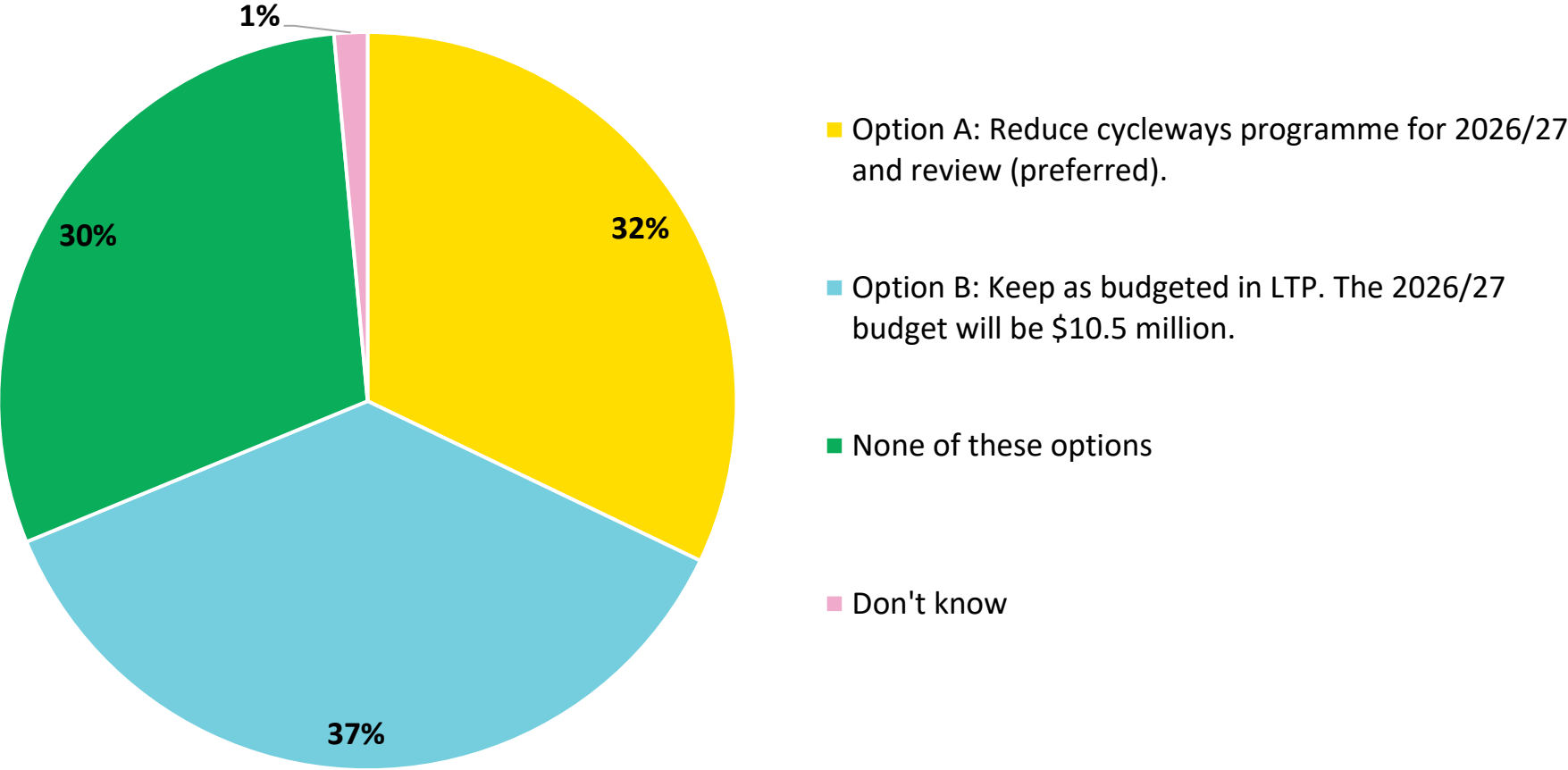
Opposed proposal



Total responses themed n= 26, one comment can fall into multiple themes

# Key proposal 2 - Cycleways changes (consultation)

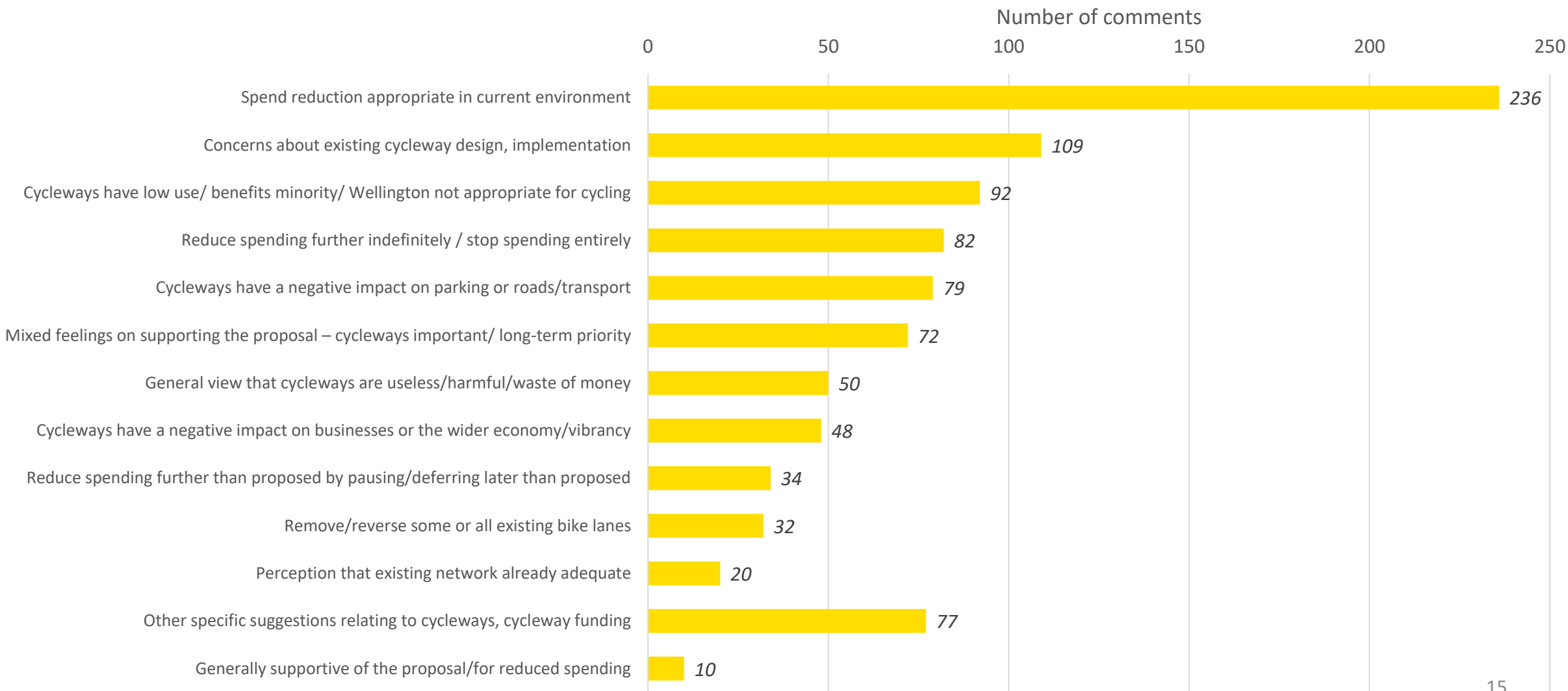
Which of these options do you prefer for the Paneke Pōneke bike network?



Total responses n= 2472 (89%)

# Key proposal 2 - Cycleways changes

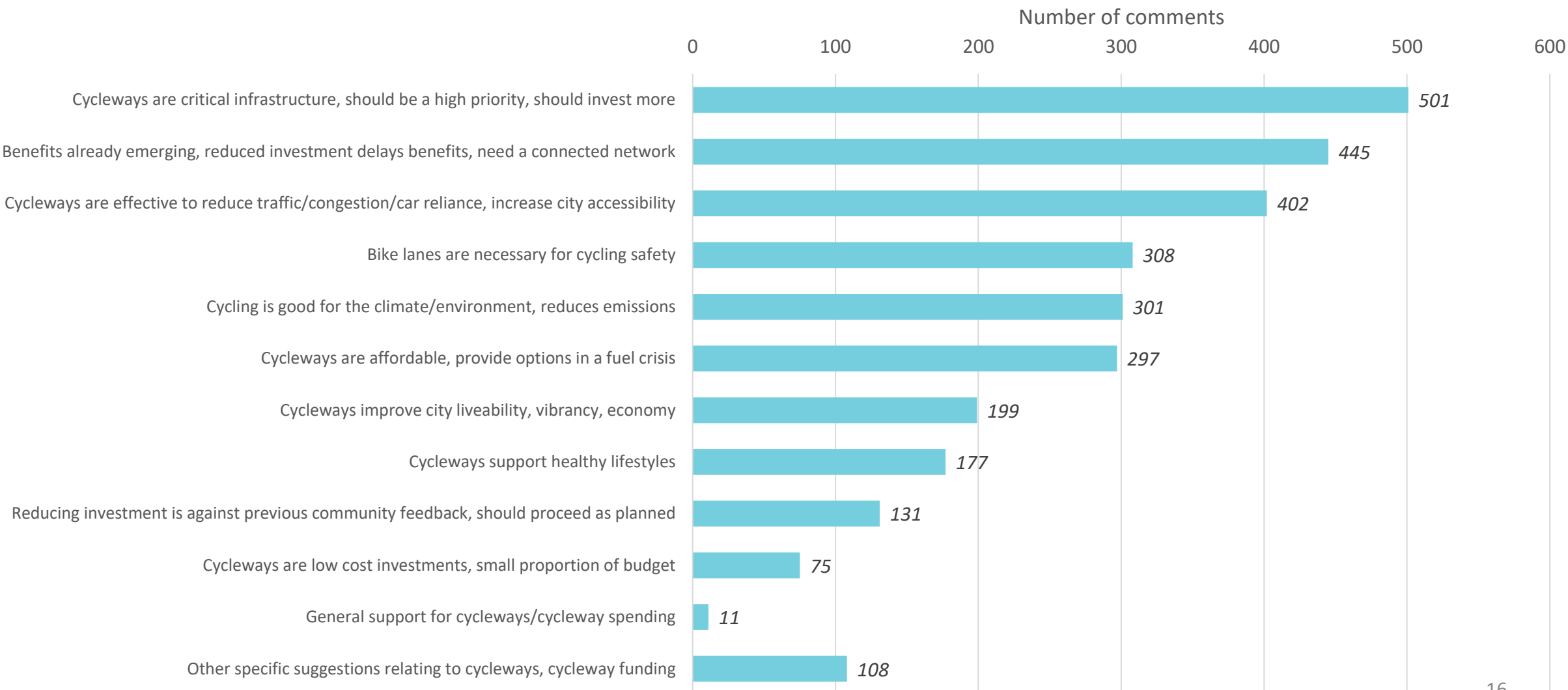
## *Comments from submitters who supported Option A (consultation)*



Total responses themed n= 408, one comment can fall into multiple themes

# Key proposal 2 - Cycleways changes

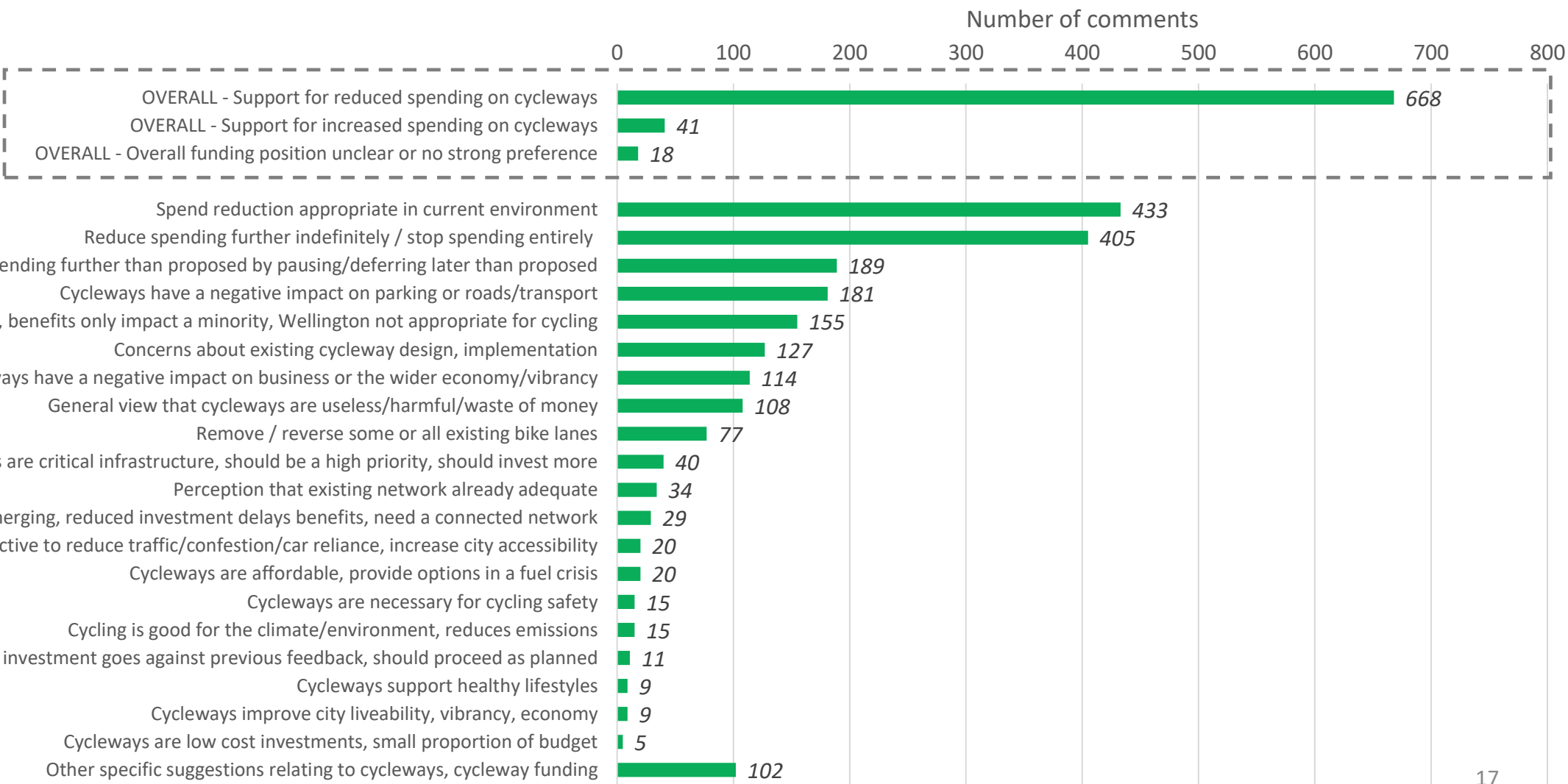
## *Comments from submitters who supported Option B (consultation)*



Total responses themed n= 705, one comment can fall into multiple themes

# Key proposal 2 - Cycleways changes

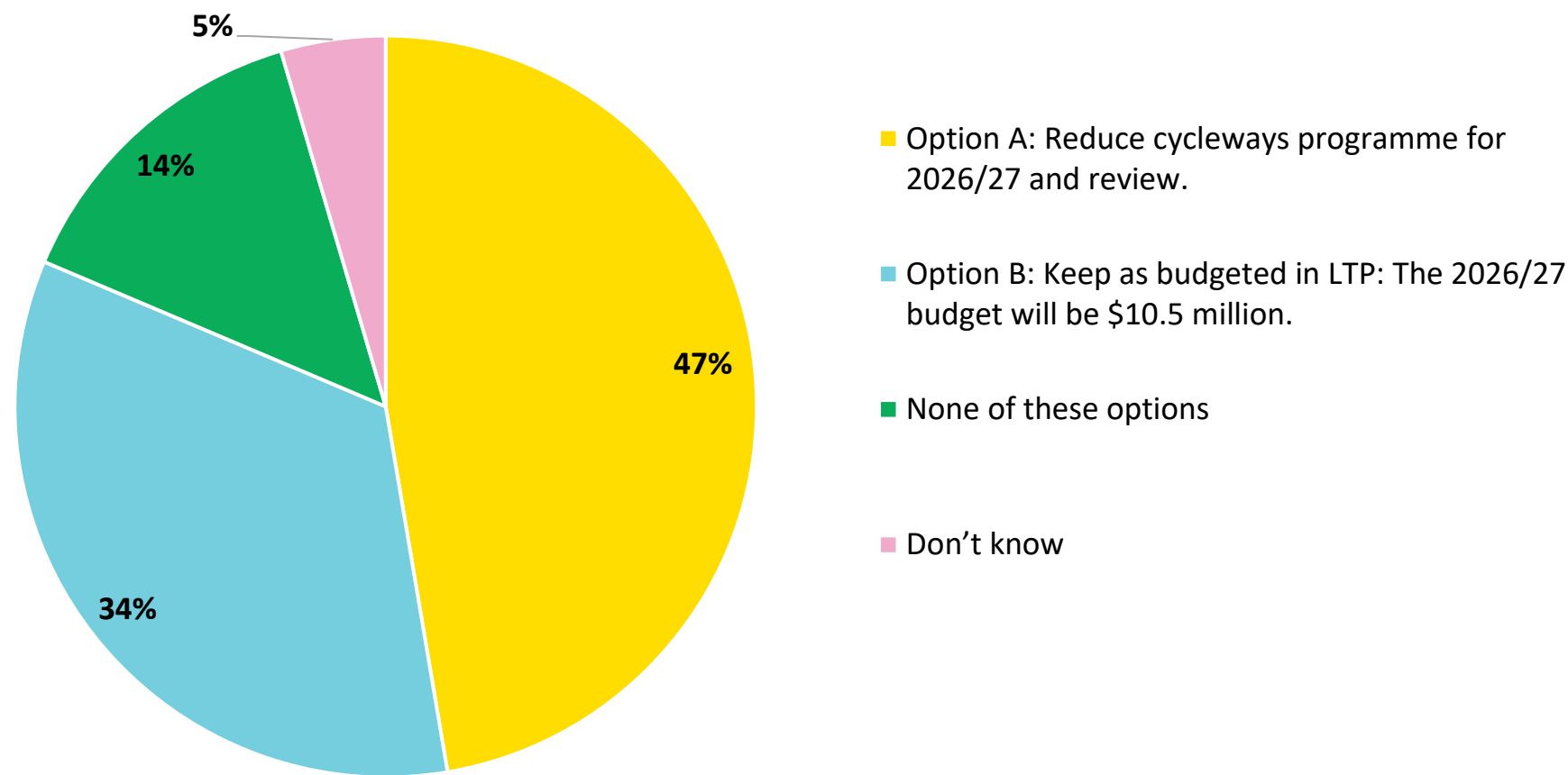
## Comments from submitters who did not support either option (consultation)



Total responses themed n= 730, one comment can fall into multiple themes.

# Key proposal 2 - Cycleways changes (*representative survey*)

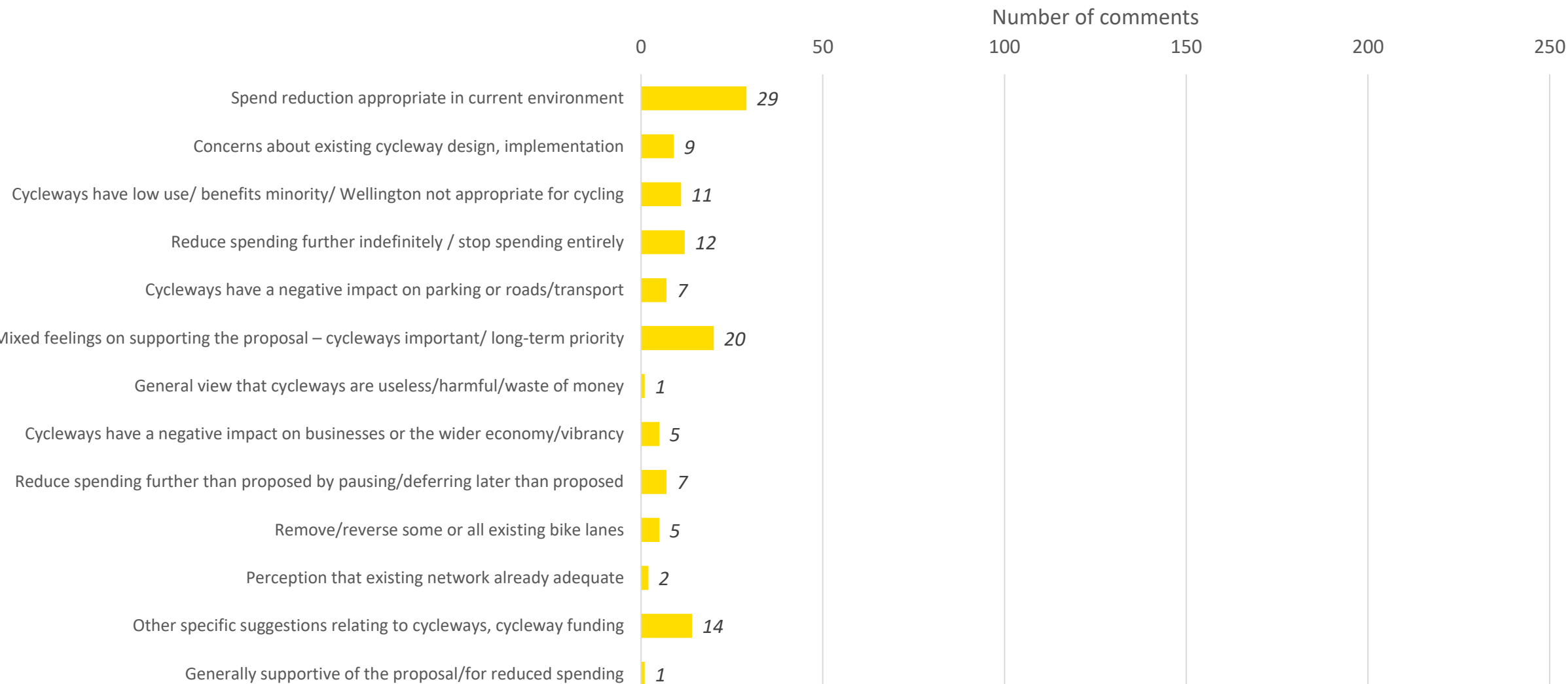
Which of these options do you prefer for the Paneke Pōneke bike network?



Total responses n= 524

# Key proposal 2 - Cycleways changes

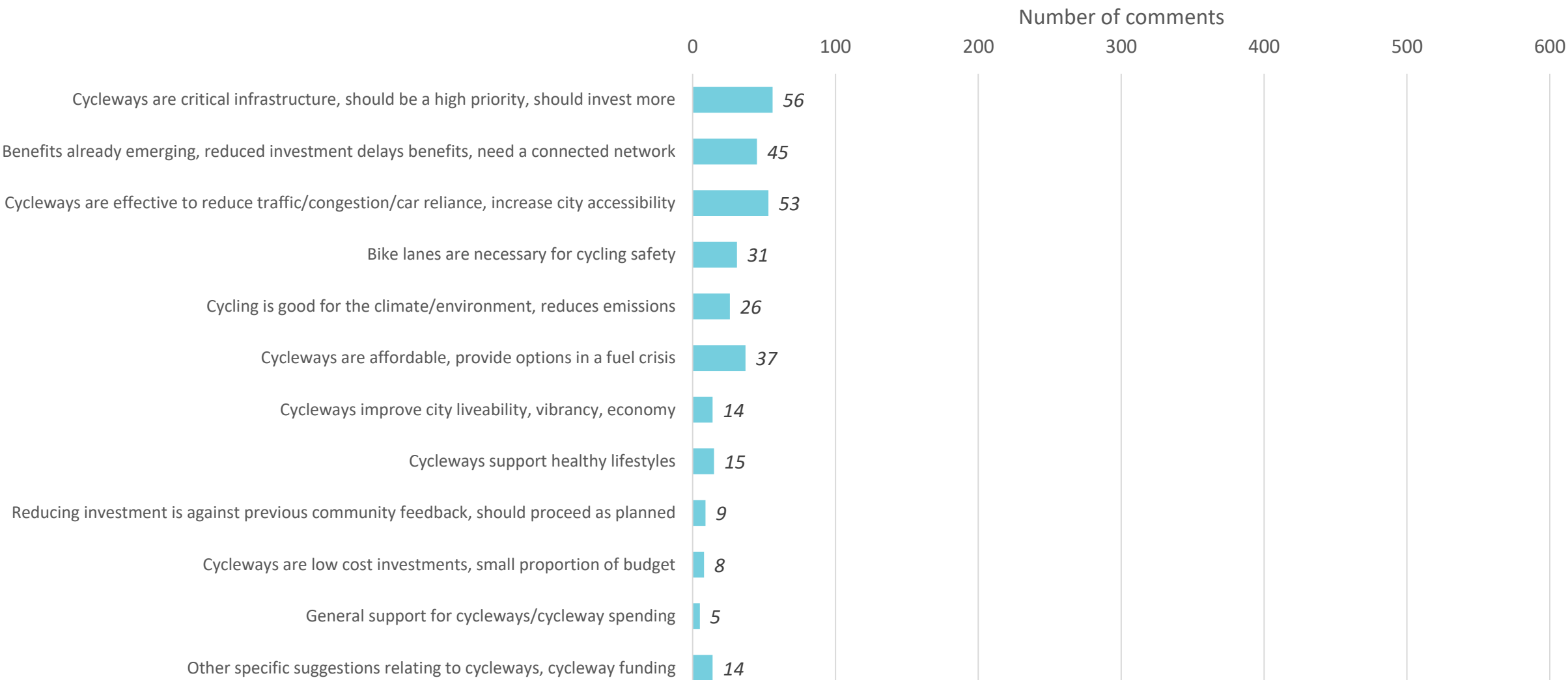
## Comments from submitters who supported Option A (representative survey)



Total responses themed n= 72, one comment can fall into multiple themes

# Key proposal 2 - Cycleways changes

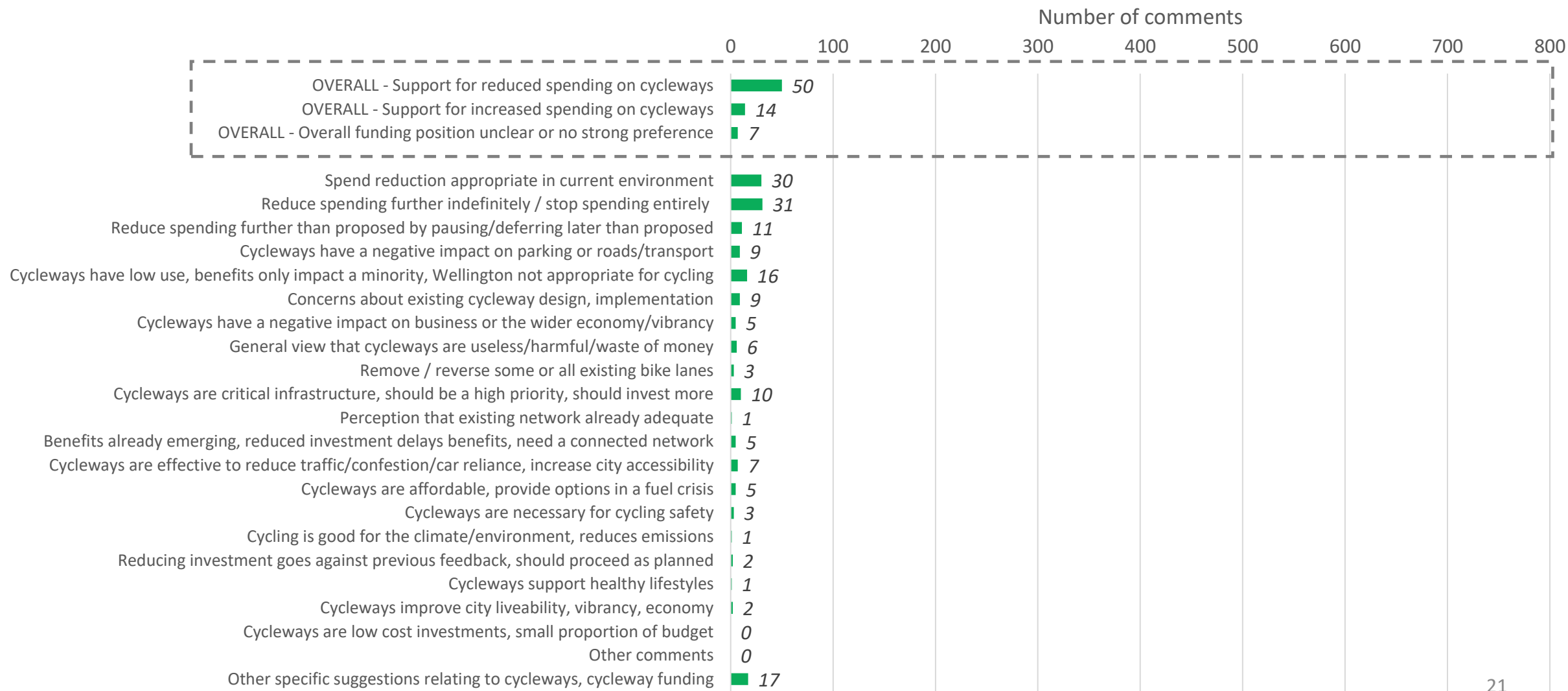
## Comments from submitters who supported Option B (Representative survey)



Total responses themed n= 72, one comment can fall into multiple themes

# Key proposal 2 - Cycleways changes

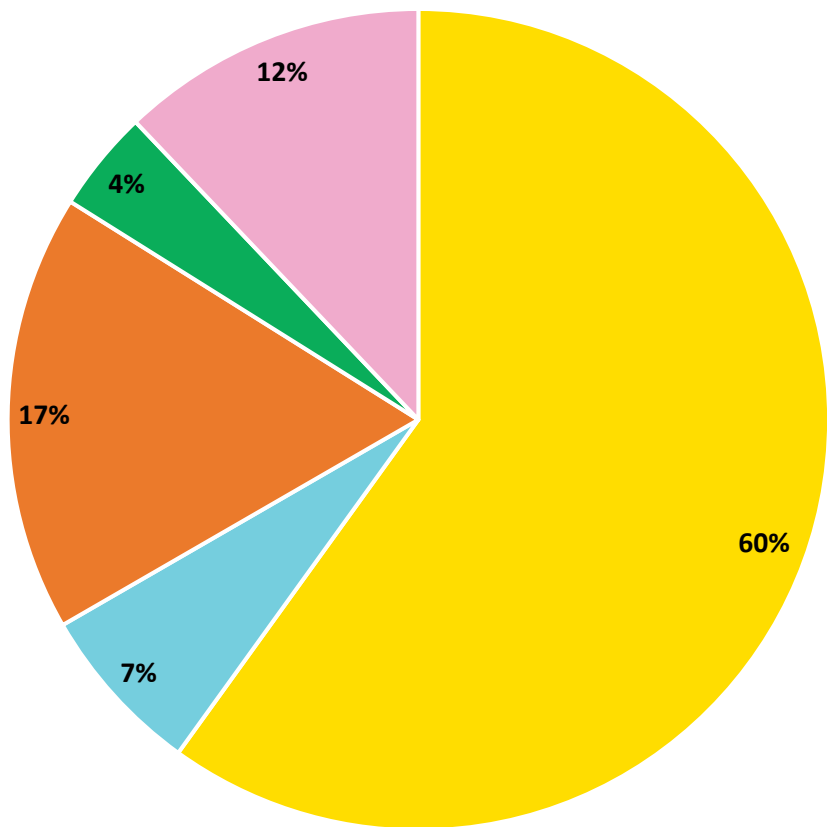
*Comments from submitters who did not support either option (representative survey)*



Total responses themed n= 72, one comment can fall into multiple themes.

# Key proposal 3 – Contaminated waste fees (consultation)

Which of these options do you prefer for Contaminated Waste fees?

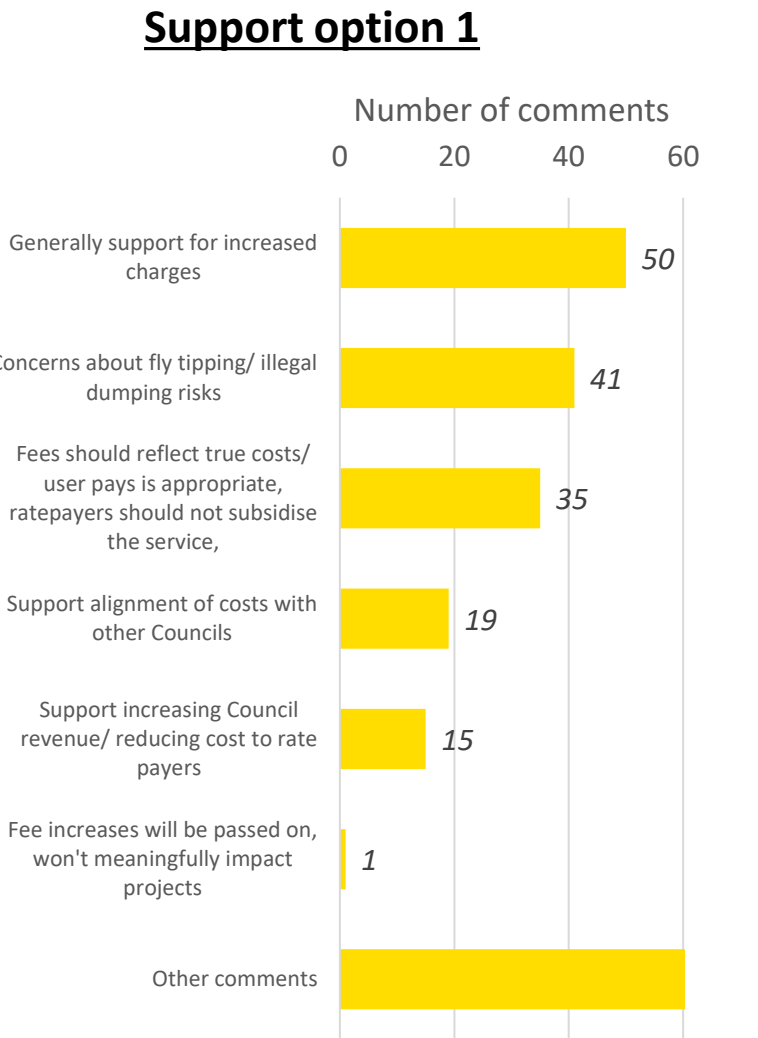


- Option 1: Increase the Contaminated Soil and Special Waste (Asbestos) fee incrementally over the next three years (preferred)
- Option 2: Increase the Contaminated Soil and Special Waste (Asbestos) fees by 5 percent:
- Option 3: Keep fees to inflation increases only
- None of these options
- Don't know

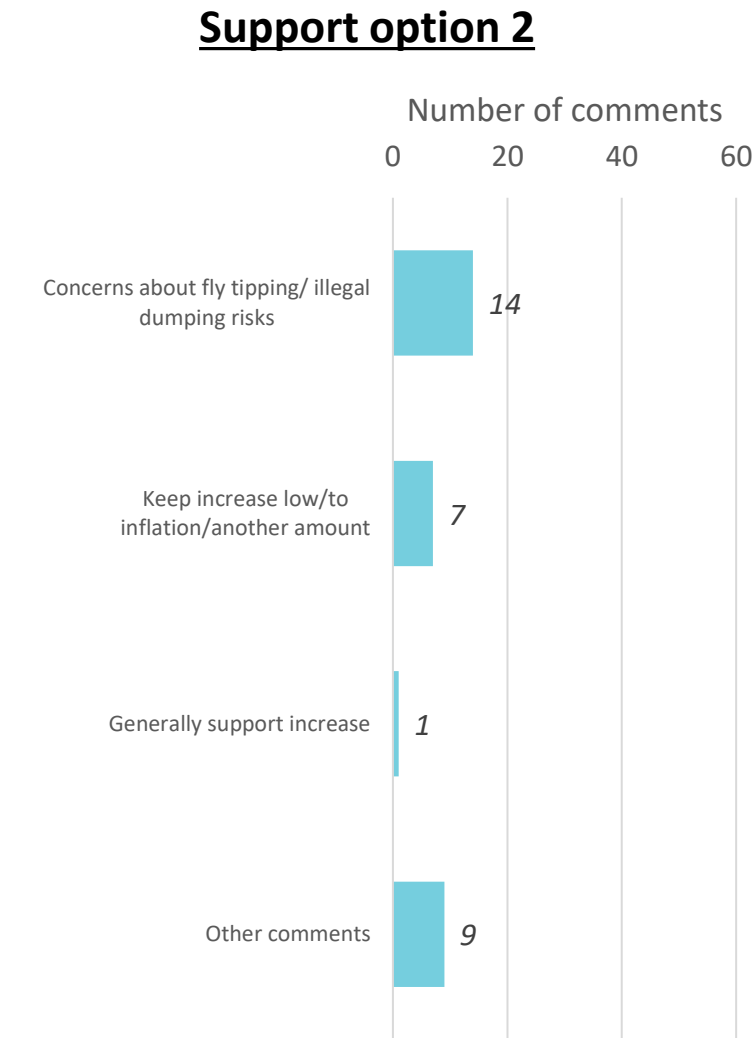
Total responses n= 2349 (84%)

# Key proposal 3 - Contaminated waste fees

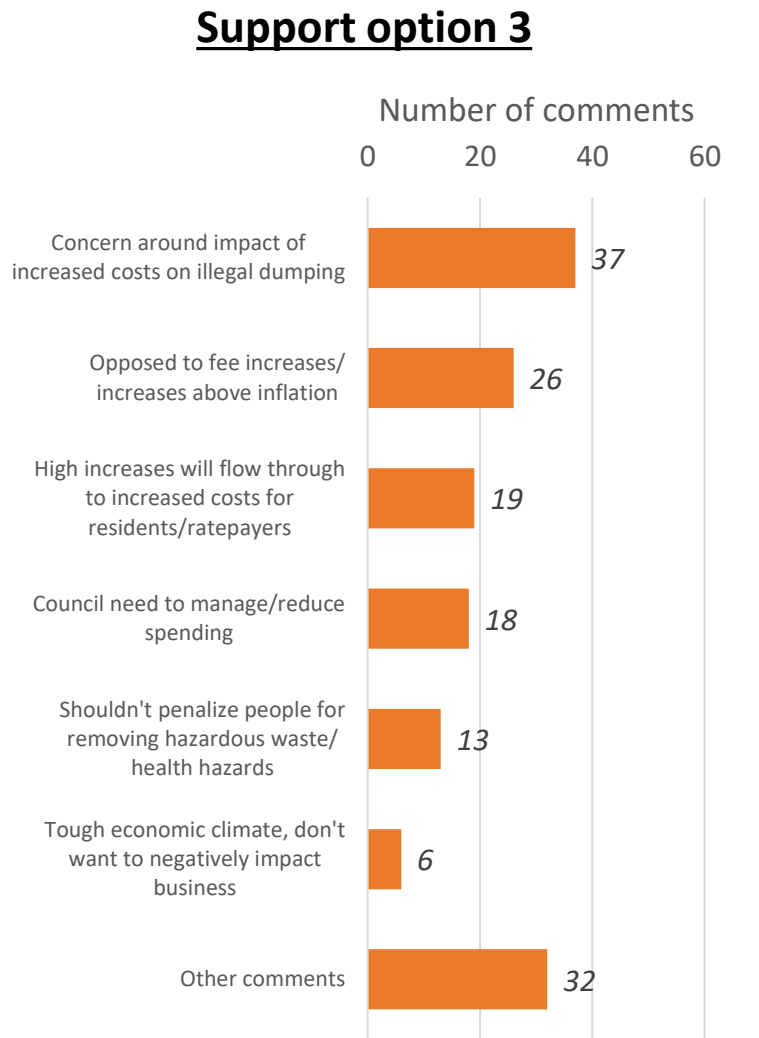
## Comments from submitters split by option support (consultation)



Total responses themed n= 203, one comment can fall into multiple themes



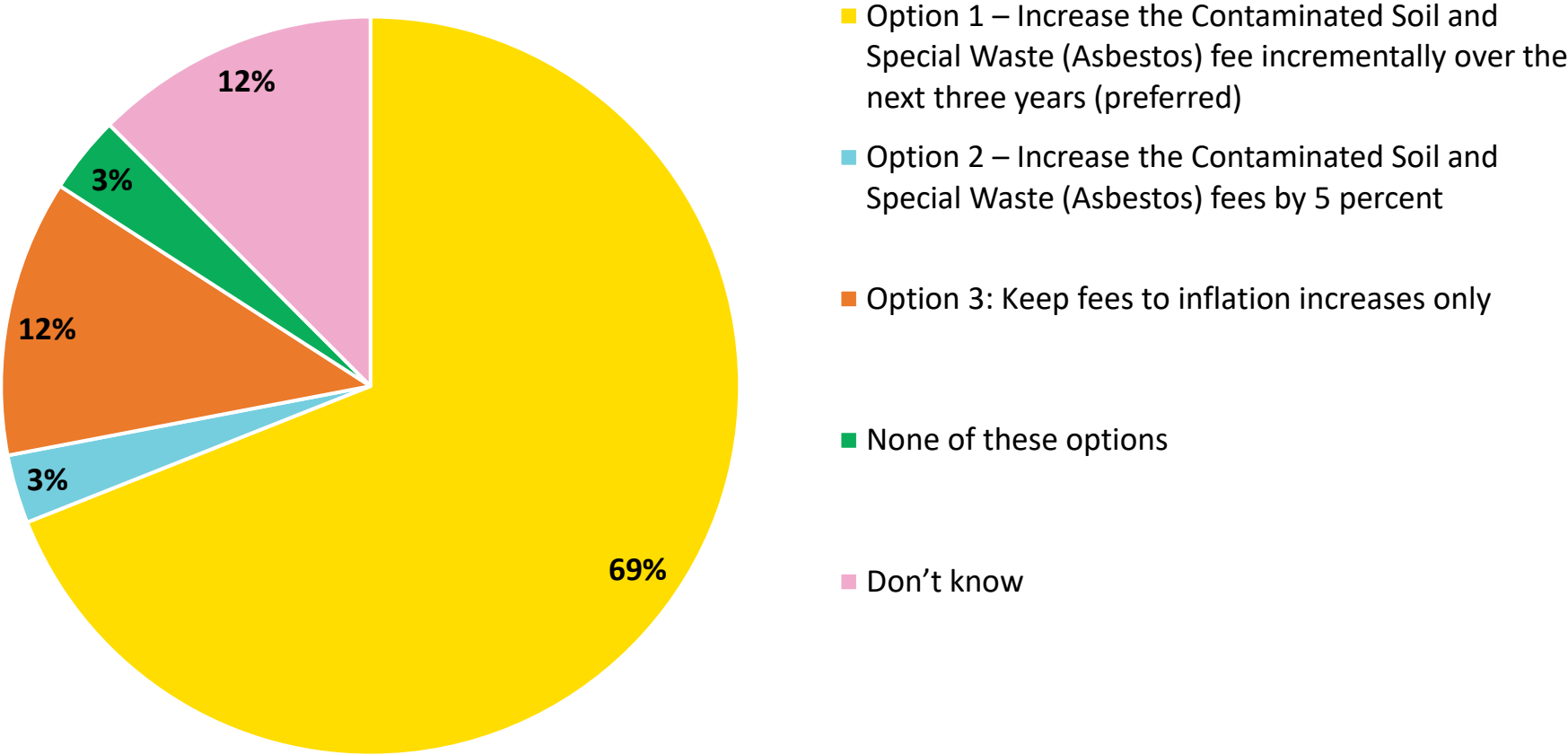
Total responses themed n= 31, one comment can fall into multiple themes



Total responses themed n= 126, one comment can fall into multiple themes

# Key proposal 3 – Contaminated waste fees (*representative survey*)

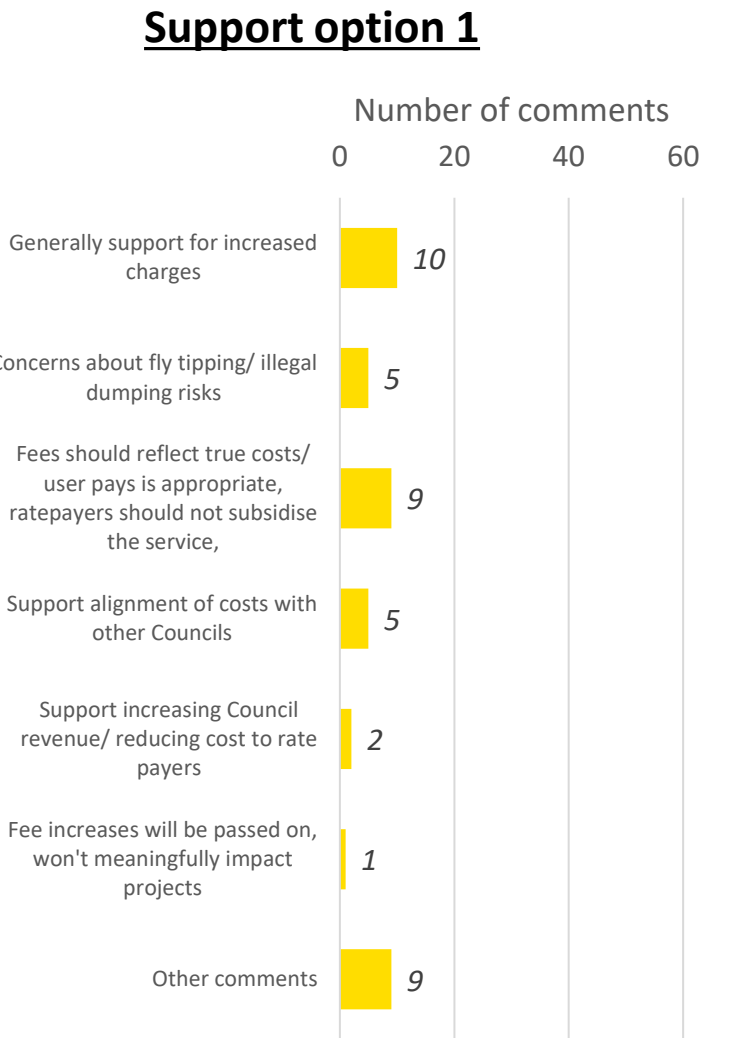
Which of these options do you prefer for Contaminated Waste fees?



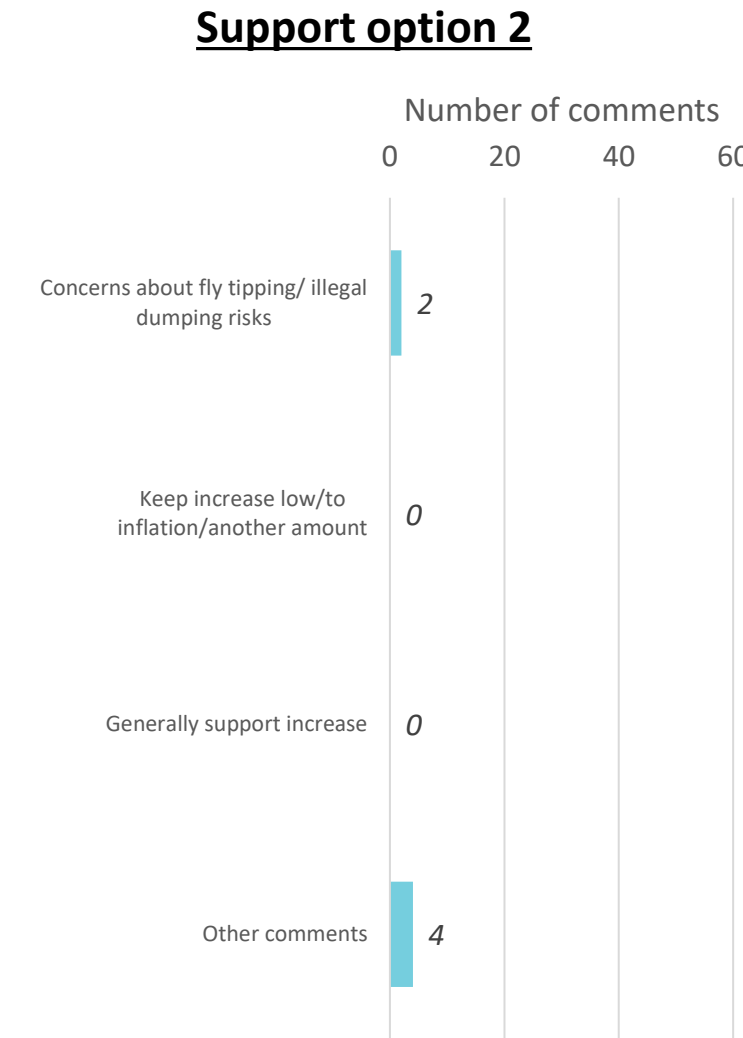
Total responses n= 524

# Key proposal 3 - Contaminated waste fees

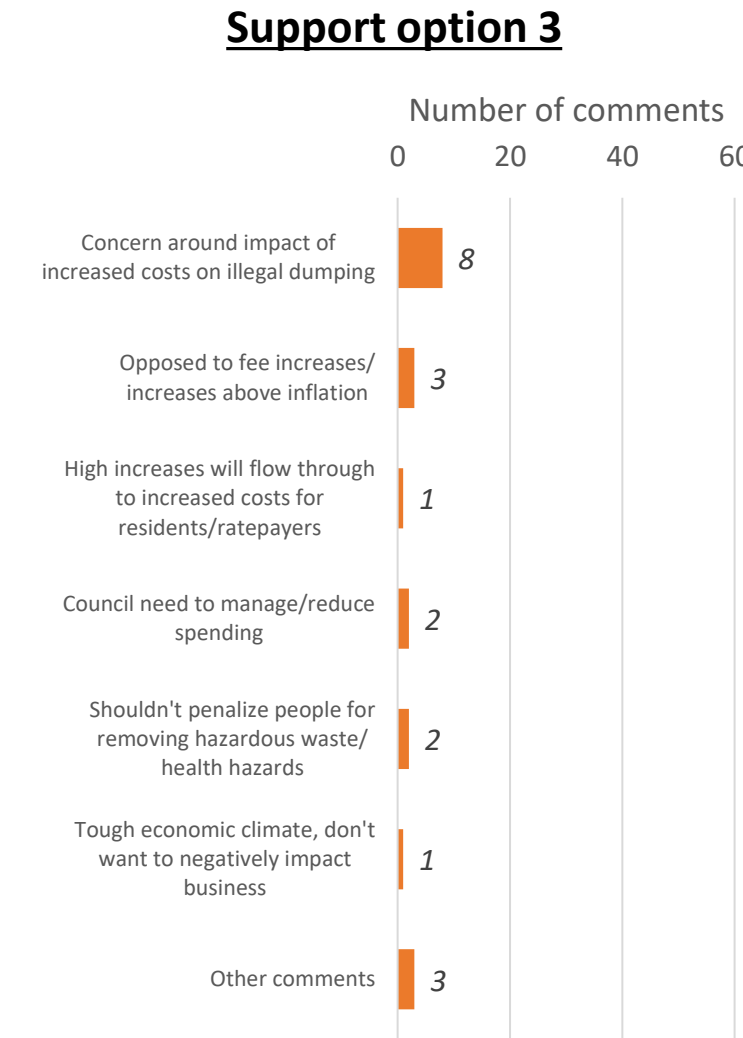
## Comments from submitters split by option support (representative survey)



Total responses themed n= 36, one comment can fall into multiple themes



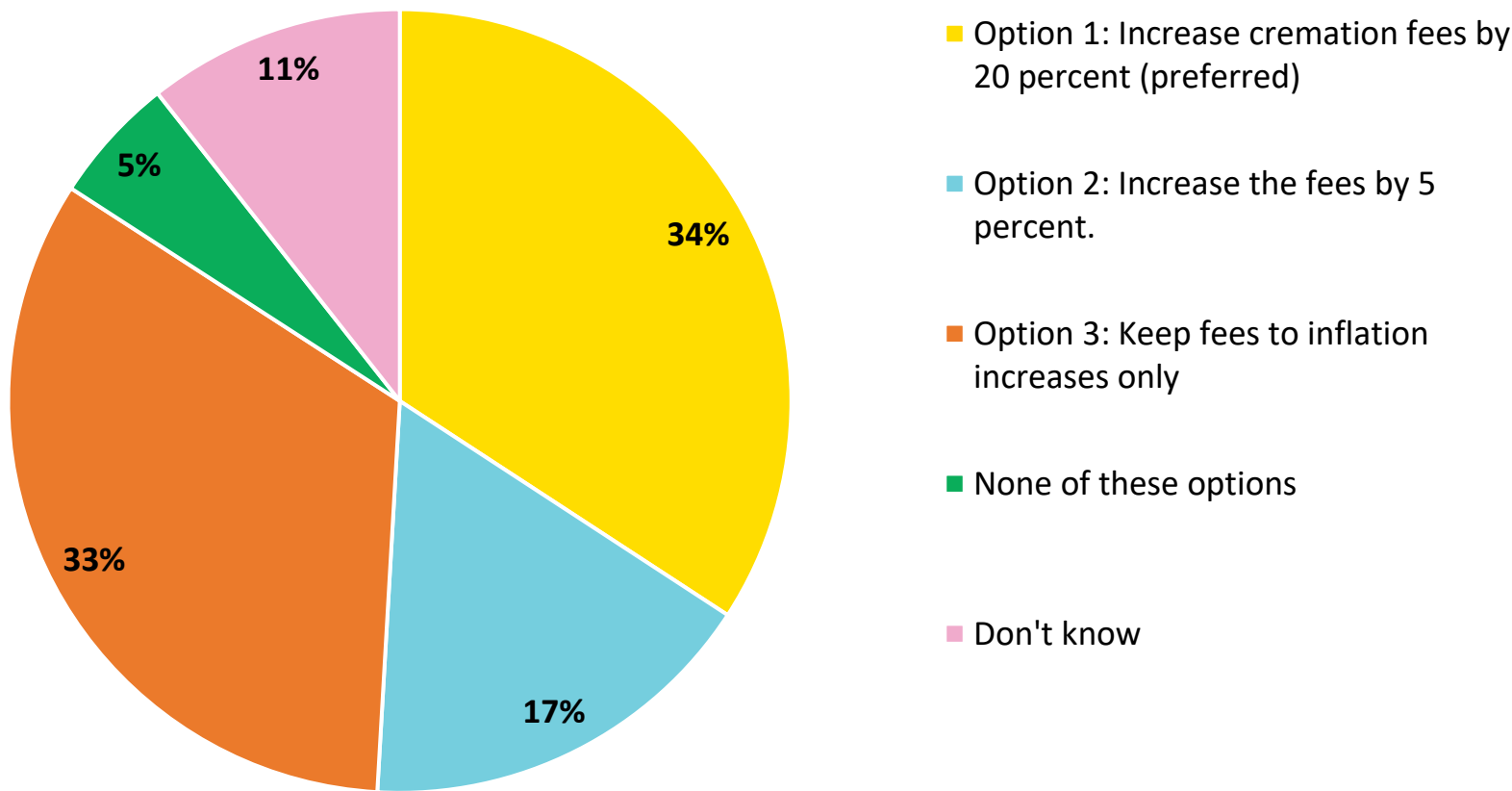
Total responses themed n= 6, one comment can fall into multiple themes



Total responses themed n= 15, one comment can fall into multiple themes

# Key proposal 4 - Cremation fees (consultation)

Which of these options do you prefer for Cremation fees?

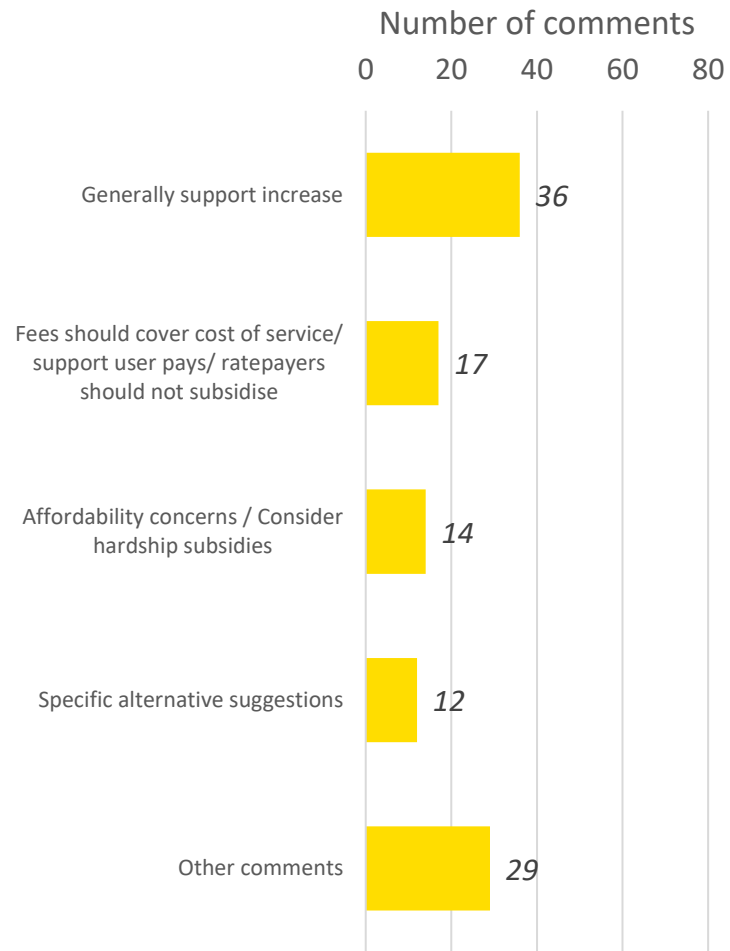


Total responses n=2345 (84%)

# Key proposal 4 - Cremation fees

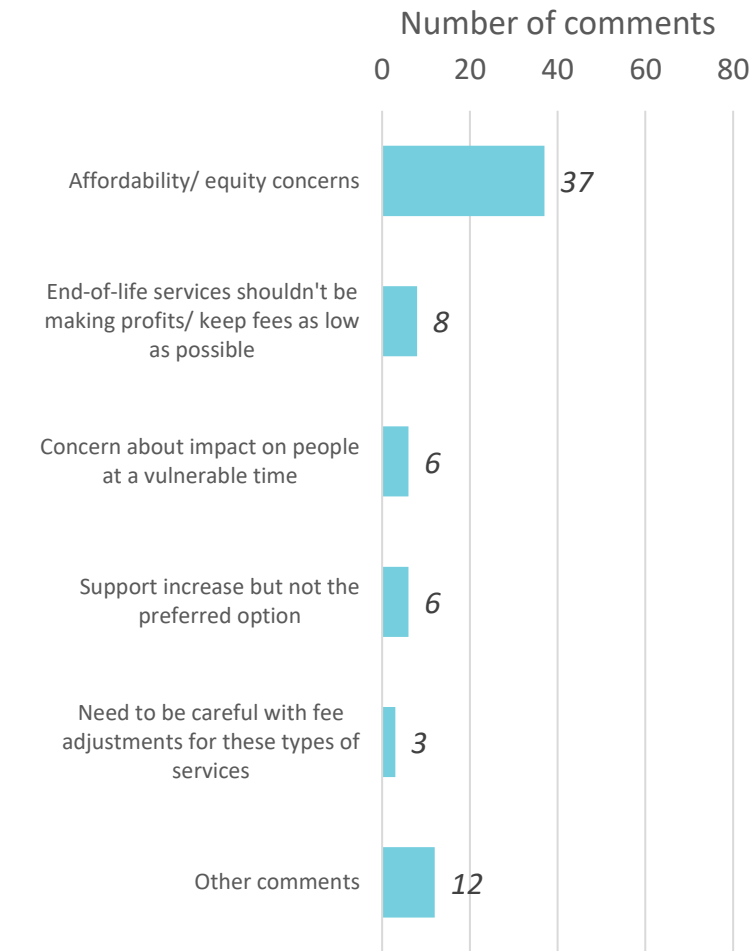
## Comments from submitters split by option support (consultation)

### Support option 1



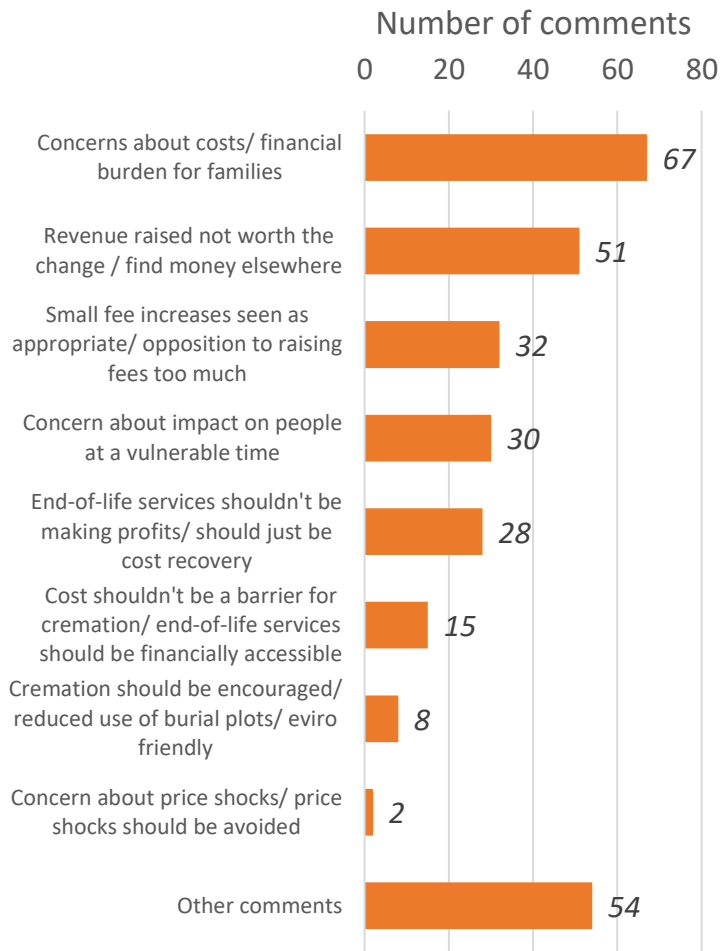
Total responses themed n= 96, one comment can fall into multiple themes

### Support option 2



Total responses themed n= 67, one comment can fall into multiple themes

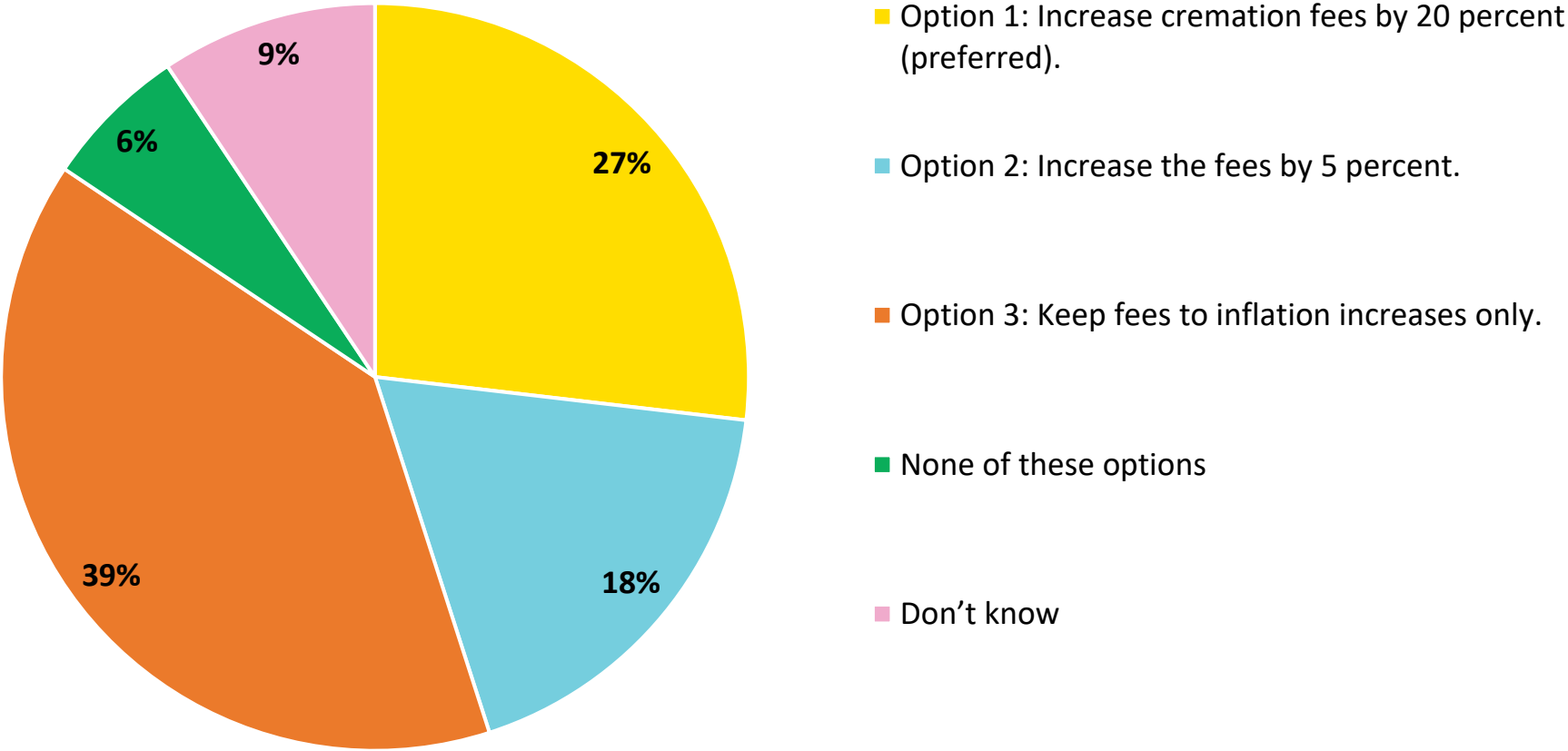
### Support option 3



Total responses themed n= 235, one comment can fall into multiple themes

# Key proposal 4 - Cremation fees (*representative survey*)

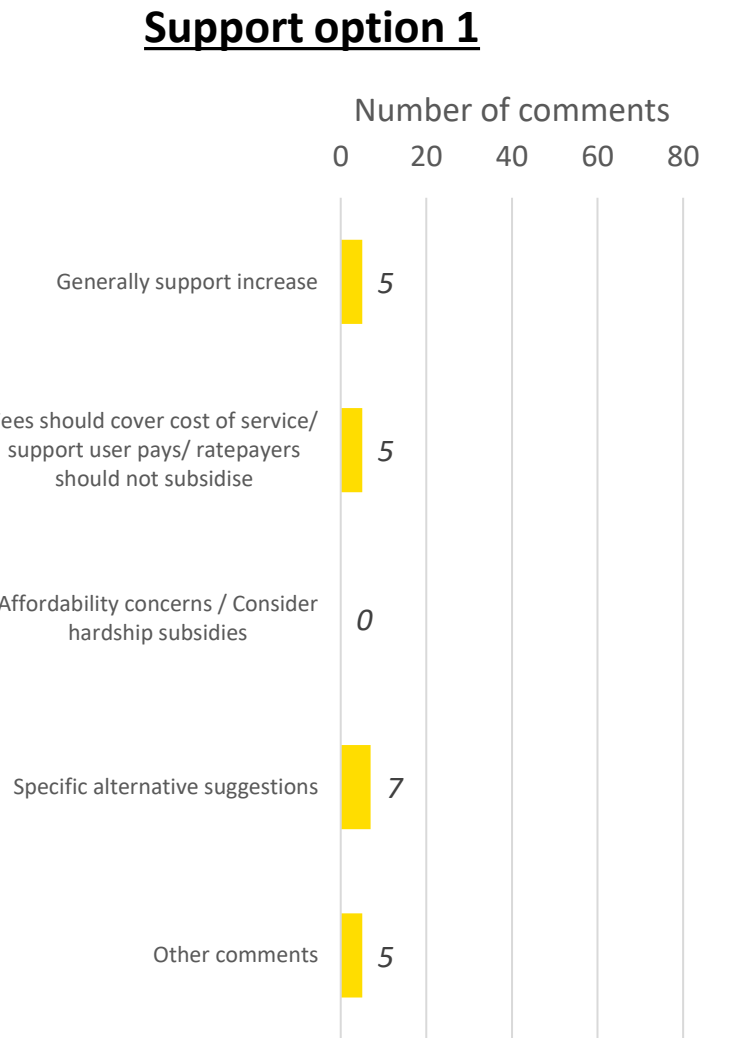
Which of these options do you prefer for Cremation fees?



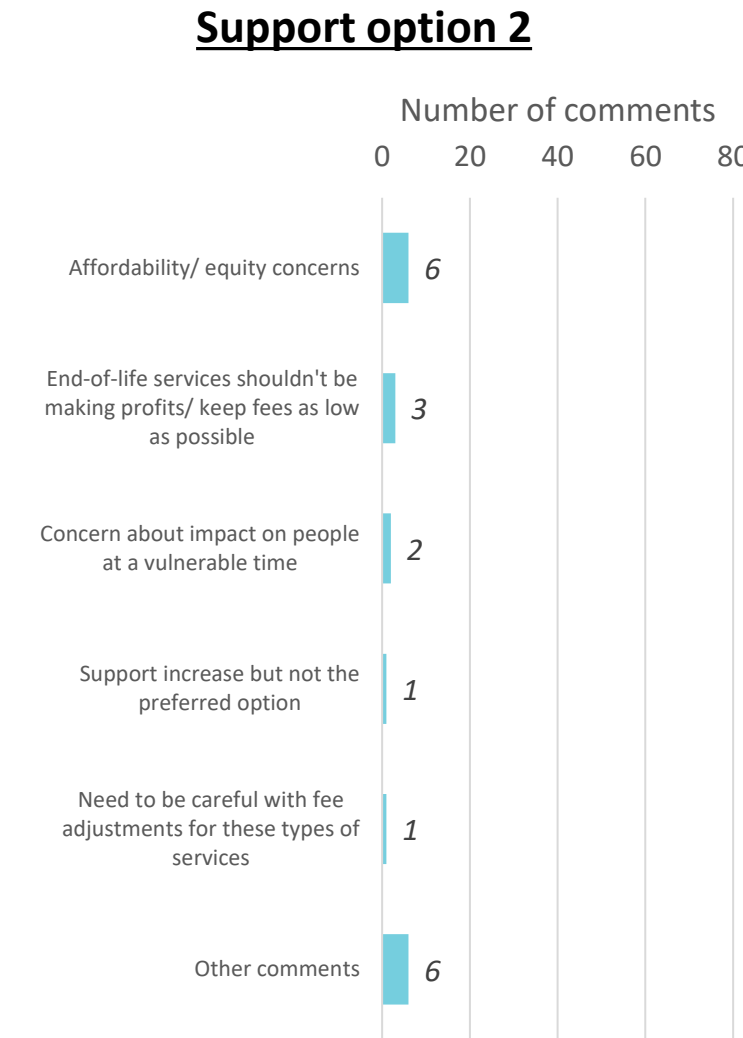
Total responses n= 524

# Key proposal 4 - Cremation fees

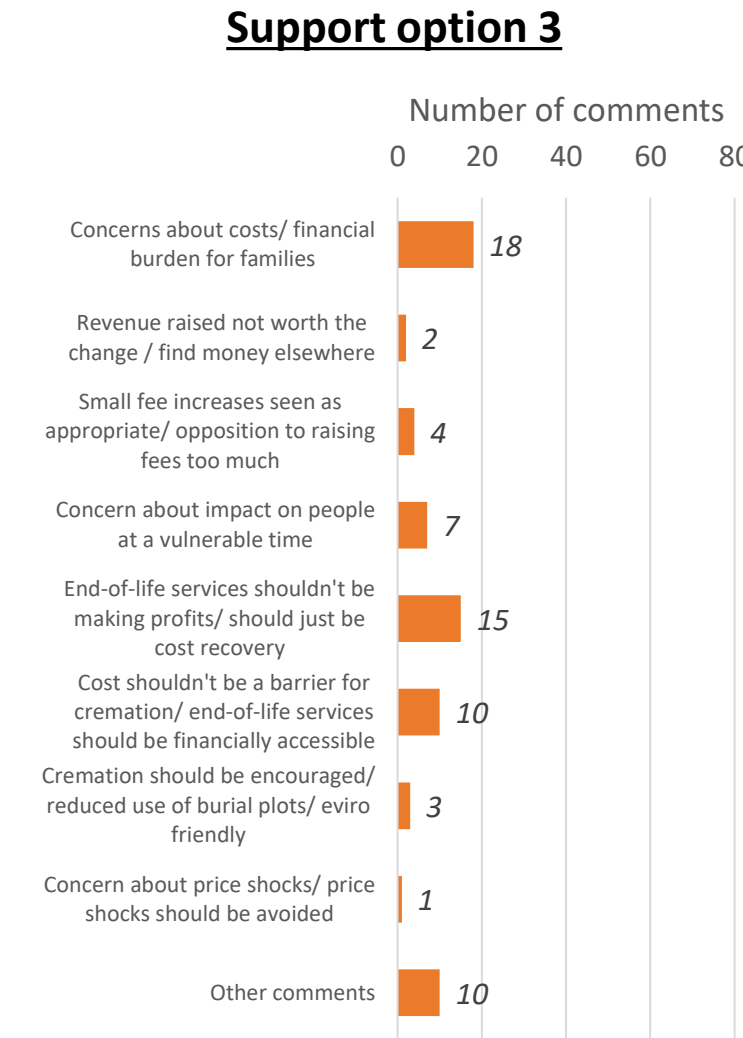
## Comments from submitters split by option support (representative survey)



Total responses themed n= 20, one comment can fall into multiple themes



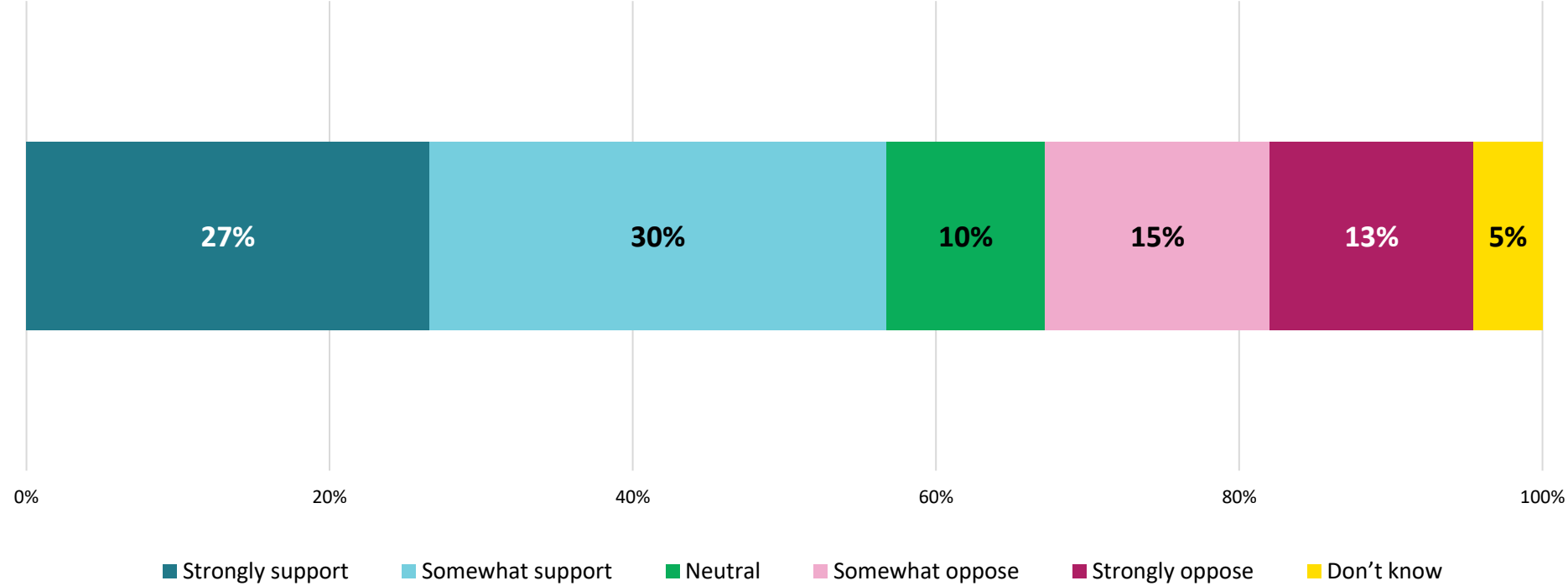
Total responses themed n= 18, one comment can fall into multiple themes



Total responses themed n= 49, one comment can fall into multiple themes

# Other proposals: Operational expenditure changes (consultation)

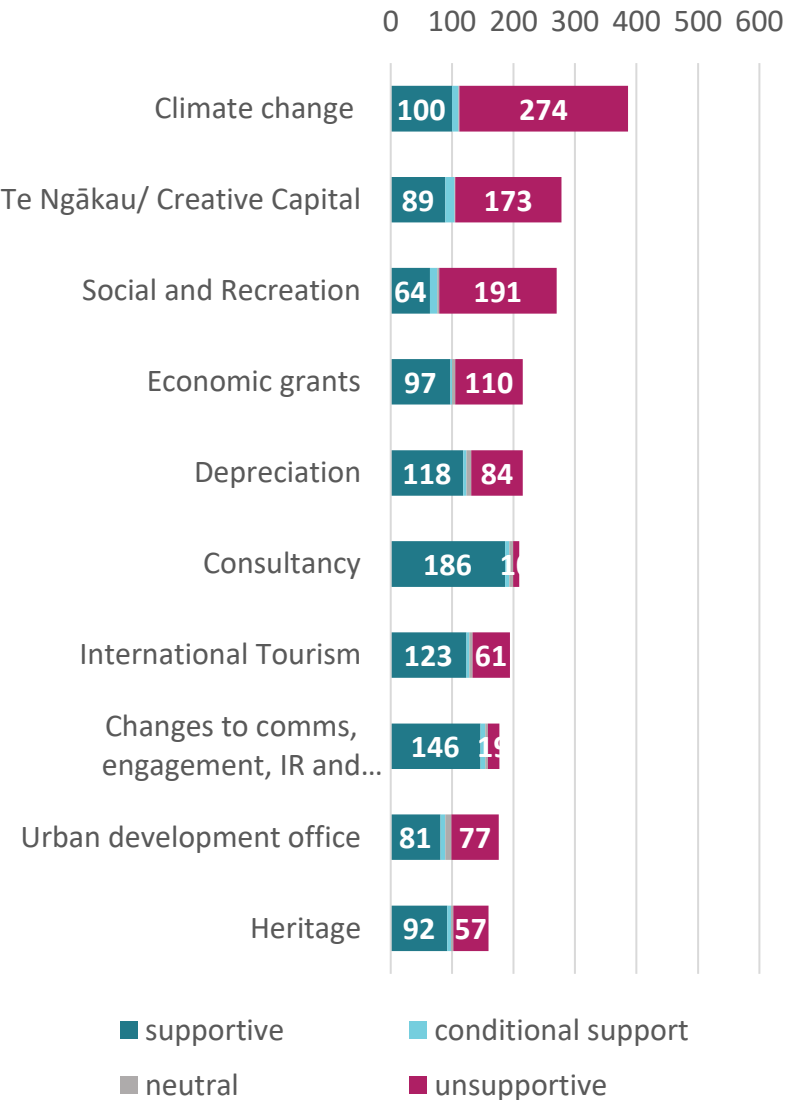
Do you support the proposed operational expenditure changes?



Total responses n= 2407 (86%)

# Other proposals: Operational expenditure changes

*Comments split by opex proposal mentioned and general sentiment noted (consultation)*



Total responses themed n= 773, one comment can fall into multiple themes

## Climate change comments

- Comments in opposition of the climate change proposal cited concerns related to current fuel shortages, general climate change concerns and the cost to current and future Wellingtonians of the proposed changes.
- Comments in support of the proposal suggested that individuals should take their own measures, that Central Government should be funding climate change mitigation or didn't believe mitigations made a difference.

## Te Ngākau/ Creative Capital

- Comments in opposition to the Te Ngākau/Creative Capital proposal argued that arts enriched the city, made Wellington unique, contributed to the economy, enhanced Wellington's identity and social cohesion and made the city a good place to live.
- Comments in support of reductions in the arts area did not always state why, but often preferred funding went to other areas or were in favour of any savings that reduced rates.

## Social and recreation

- Comments in opposition to the social and recreation proposal said these services supported the wellbeing of Wellingtonians, current and future, and contributed to social cohesion and the economy. Social and recreations services made the capital an attractive place to live. Reductions would disproportionately affect the most vulnerable people in the community.
- While comments in support of the proposal preferred spending in other areas, some supported user-pays for services.

## Other proposals: Operational expenditure changes

### *Ōtari Plant Conservation Laboratory (consultation)*

39 submitters talked about funding for Ōtari Plant Conservation Laboratory. Submitters ranged from private submitters to the Botanical Society and Te Papa's plant experts. People said:

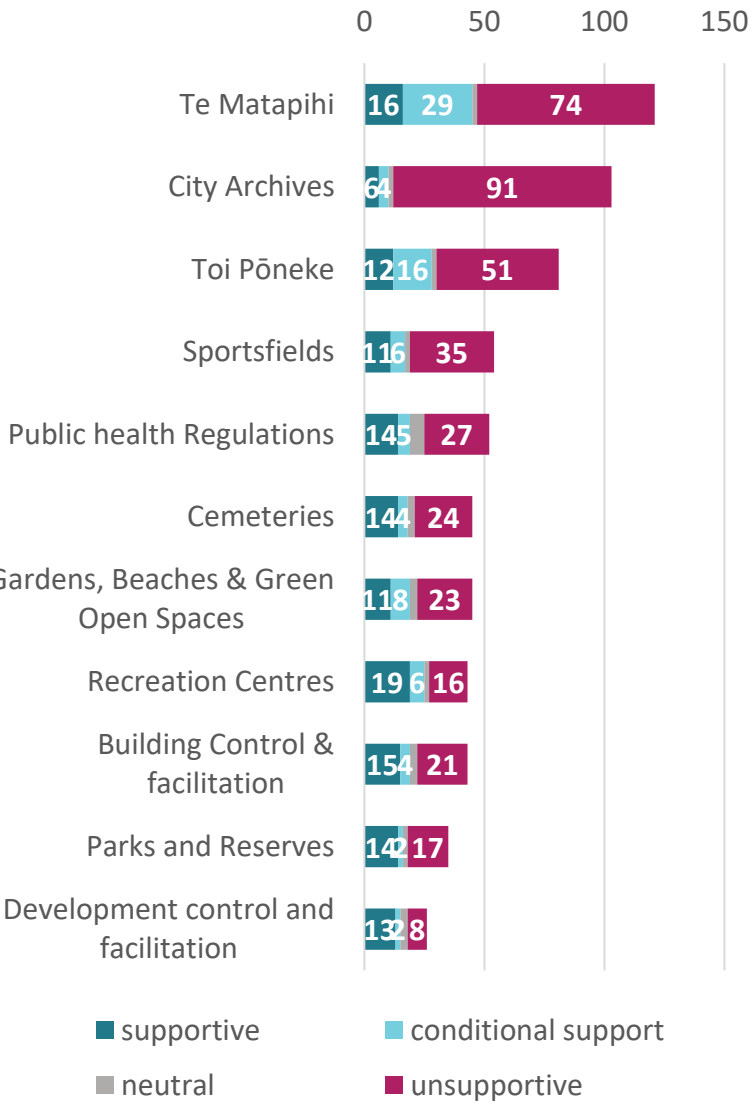
- Ōtari plays a significant role nationally and internationally in conserving New Zealand's native plant species that are under threat (the Lab has worked with Kew Millennium Seedbank for example).
- It is the only native botanic garden in the country and has researched ways of protecting seeds that don't live in usual seed bank conditions.
- Ōtari attracts local and international visitors
- Ōtari is an excellent example of collaboration between the Council, Te Papa, the Department of Conservation and community organisations.
- The funding requested to protect our native species (\$110,000) is small compared to the cost of restoring Begonia House that protects other people's species (already catered for elsewhere in the world).

*"I wish to comment in support of the Ōtari Plant Conservation Laboratory. Although not specifically listed here I understand the plan is to close this facility at a saving of \$211,000. This facility a great example of a true partnership provides multiple conservation outcomes locally regionally and nationally. It supports partnerships with Te Papa, Te Herenga Waka and DOC. At the very least there should be minimum funding left in to fund one FTE. As we look at ourselves as a world class nature city with incredible initiatives such as Predator Free Wellington, Capital Kiwi, Zealandia and many others this important component of that must be retained."*

*"When, however, I read of the cost of the Begonia House restoration relative to the pittance of sustaining the Otari Plant Conservation Lab. and that the latter could be lost for the want of that pittance, I really wonder about the priorities and credentials of those tasked with making these complex decisions. Entertainment aside, and delightful though they are, of what importance, internationally and more importantly to Aotearoa New Zealand, are the offerings of the Begonia House compared to the work of the laboratory?"*

# Other proposals: New fees

## *Comments split by new fee mentioned and general sentiment noted (consultation)*



Total responses themed n= 275, one comment can fall into multiple themes

### Te Matapihi comments

- Comments in opposition were primarily concerned with the impact fees would have on wider public access to these spaces. particularly for the likes of community groups and younger people.
- Comments in opposition, and many of those who were “conditionally supportive” showed some level of support for charging in certain circumstances, for example if the user is commercial or for longer use (i.e. having first two hours free).

### City Archives comments

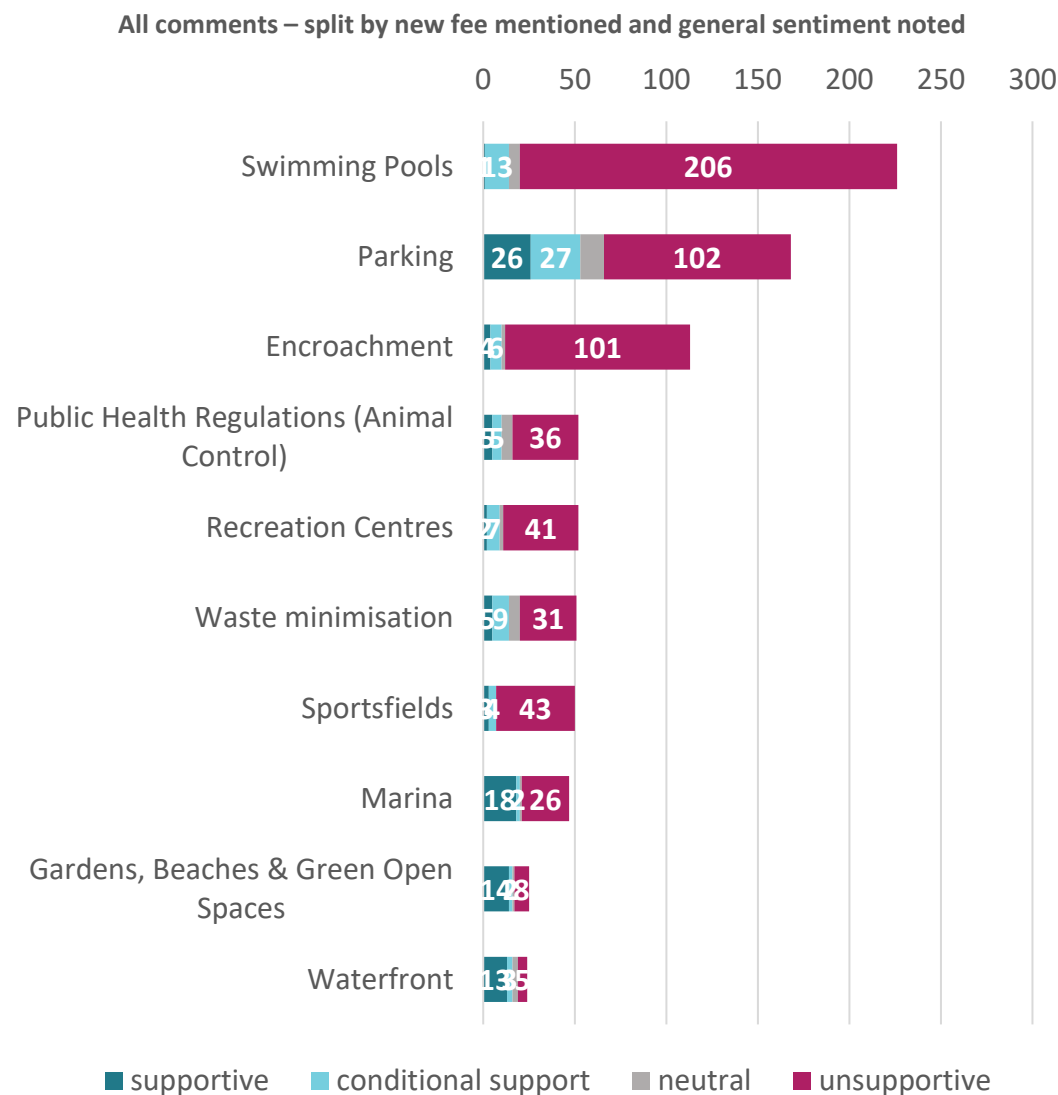
- Comments in opposition saw this information as part of the public good and should remain free and accessible to all. Some submitters could not see the justification for charging for a service they perceived as low/no cost.
- There was some support for charging for the service in some situations, for example for high users or commercial users.

### Toi Pōneke

- Comments in support or conditionally supportive were generally supportive or supportive of user-pays principles. Where more specific reasons were provided support was tempered by concerns about affordability with suggestions that fees should be low or non-existent for some groups (for example, low income).
- Comments in opposition to these fees wanted to ensure these services remaining affordable for the community. There was a view that Toi Pōneke is a public good rather than a revenue source for Council. There were also concerns that charges would have a detrimental impact on the arts sector which is important for Wellington and should be supported by the Council

# Other proposals: Fee changes

## Comments (consultation)



Total responses themed n= 504, one comment can fall into multiple themes

### Swimming pool comments

- Comments that opposed raising Child Swim and School Swim charges were concerned about creating barriers for children learning an essential life skill. Concerns about water safety and high rates of drowning were frequently mentioned. Concerns were also raised about the unequitable impact for low-income families.

### Parking comments

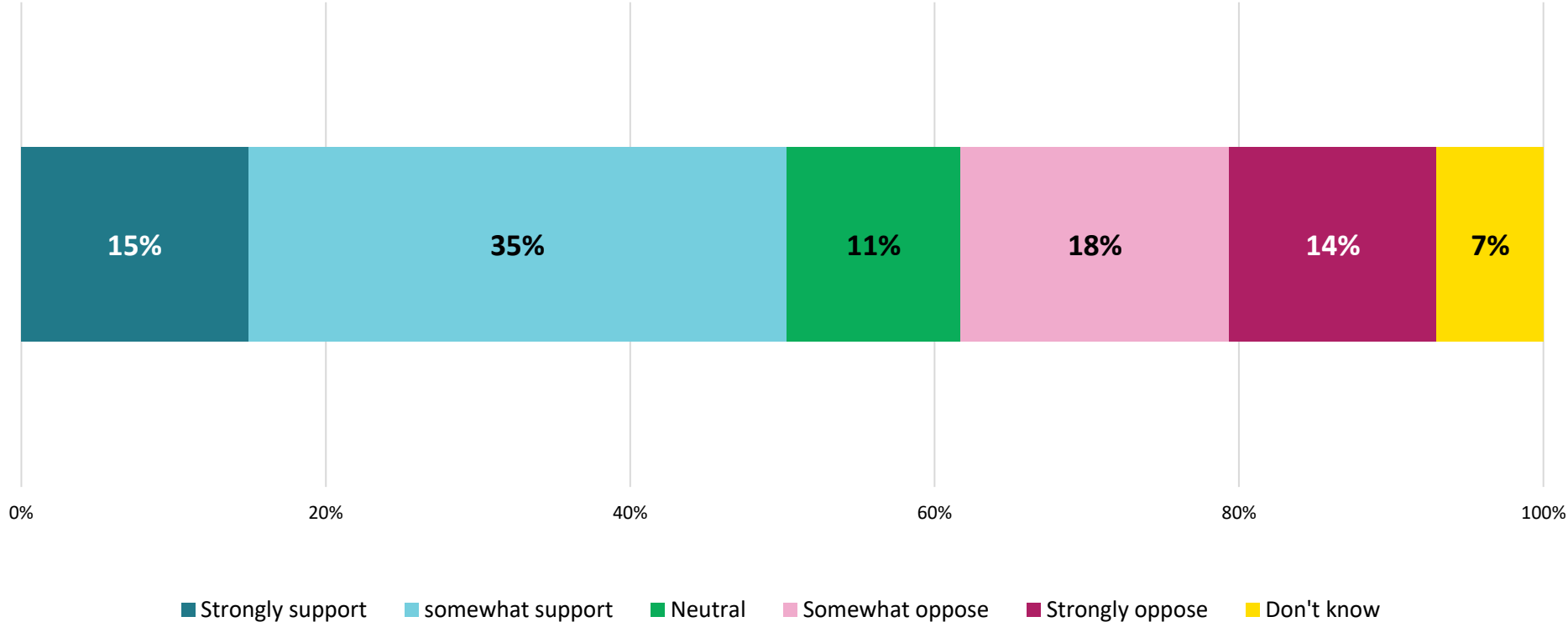
- Comments that oppose increasing parking rates at the specified sites expressed concern at aligning prices to market rates. Many feel parking costs are already high and worried if Council raised parking fees it may bump up overall prices even more. It may also disincentivise people from coming into the city, be unequitable for low-income people and impact accessibility of the city.
- Comments that showed conditional support talked about the need for viable alternatives to driving a private vehicle (e.g. reduce bus fares, improve public transport offering, increase cycle ways).

### Encroachment comments

- Comments that opposed an increase in encroachment fees could not see what the Council is delivering for the cost, e.g. there is no maintenance support provided. They could not see the justification for raising fees and felt landowners help maintain these spaces.

# Other proposals: Operational expenditure changes (*representative survey*)

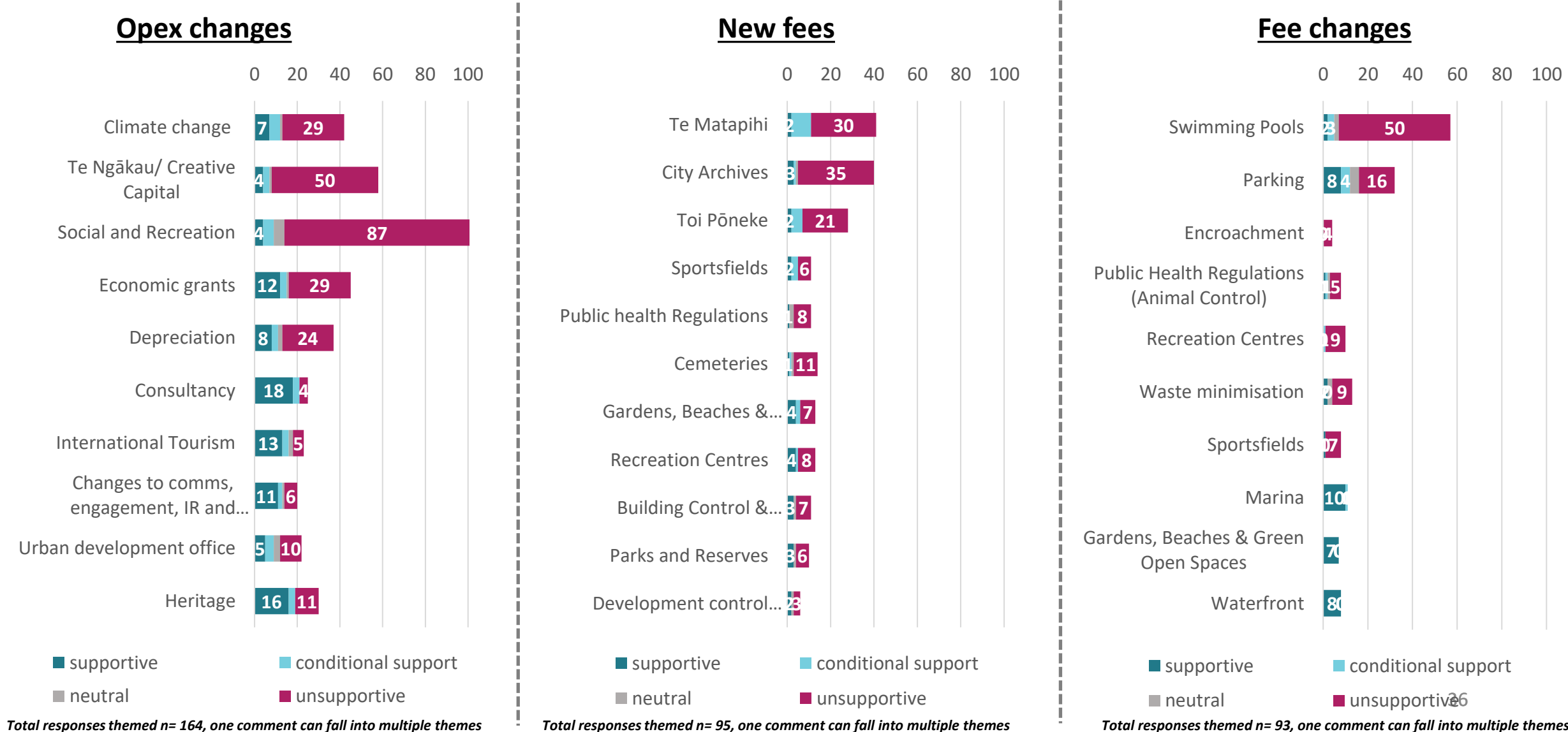
Do you support the proposed operational expenditure changes?



Total responses n= 524

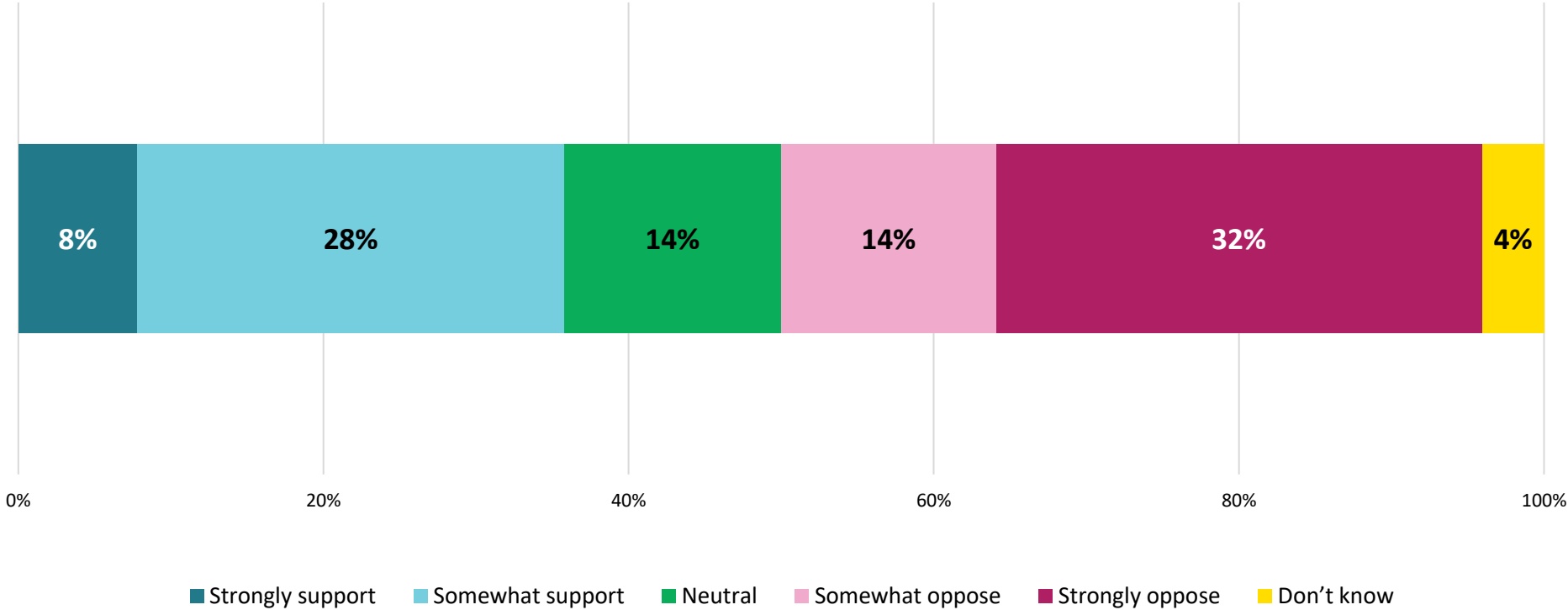
# Other proposals: Opex changes, new fees, fee changes

## Comments from submitters for each area (representative survey)



# Overall Annual Plan (consultation)

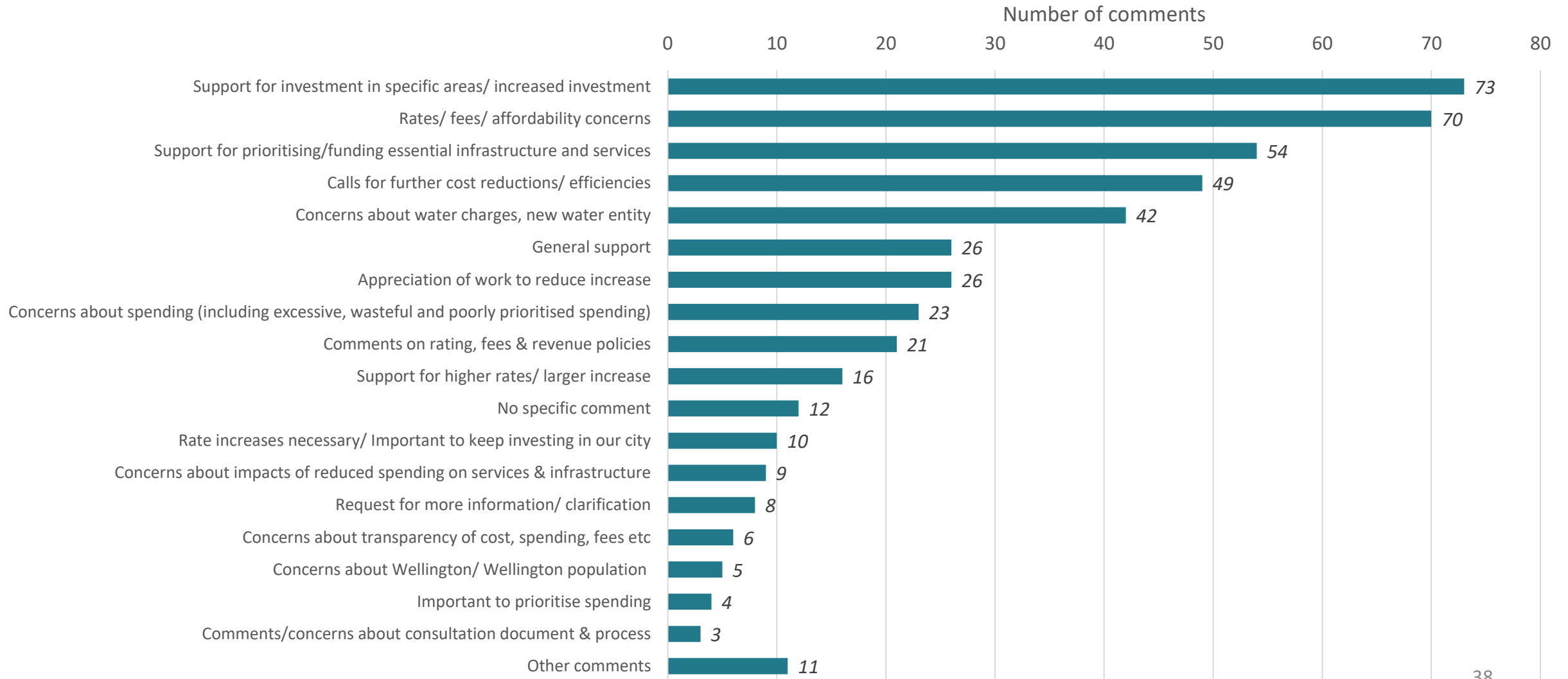
Do you support the proposed 2026/27 budget?



Total responses n=2356 (84%)

# Overall Annual Plan

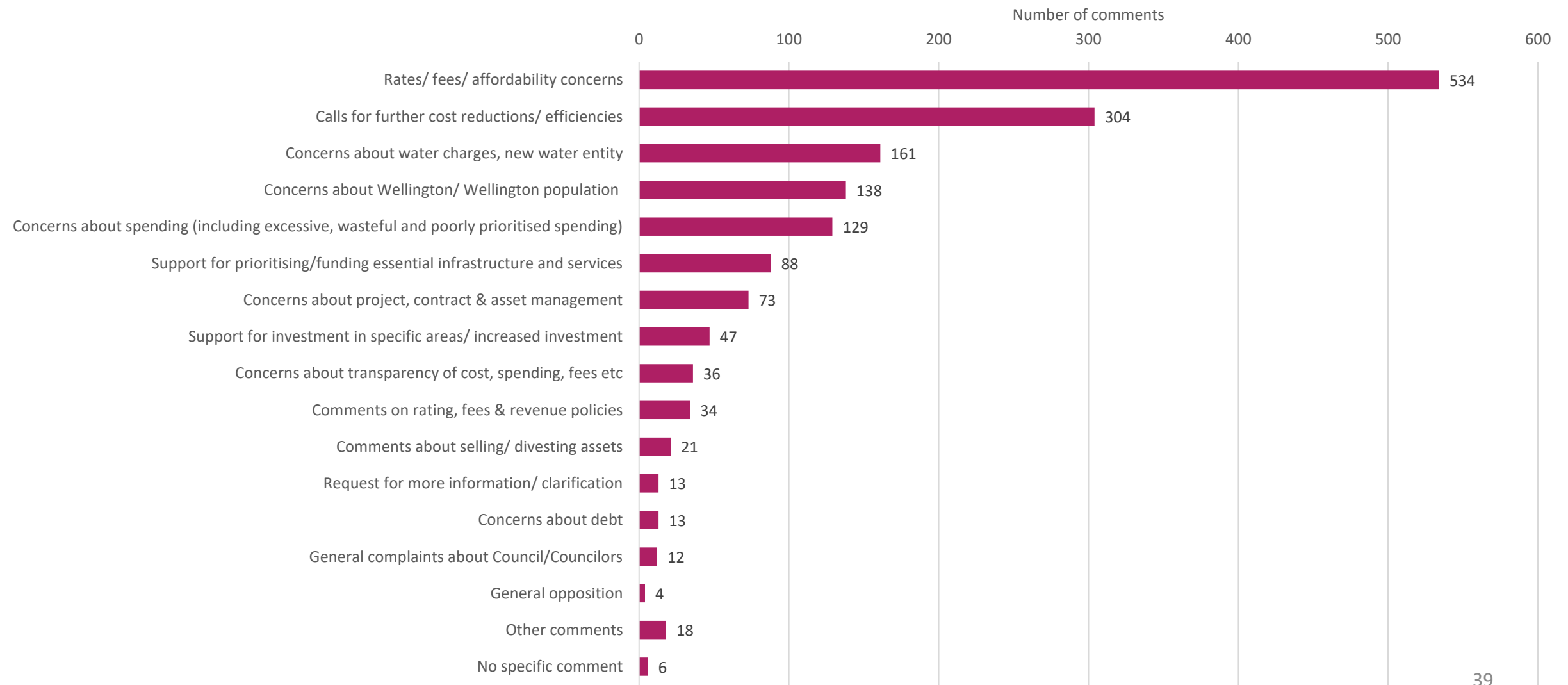
## Comments from submitters who supported Annual Plan (consultation)



Total responses themed n= 338, one comment can fall into multiple themes

# Overall Annual Plan

## Comments from submitters who opposed Annual Plan (consultation)

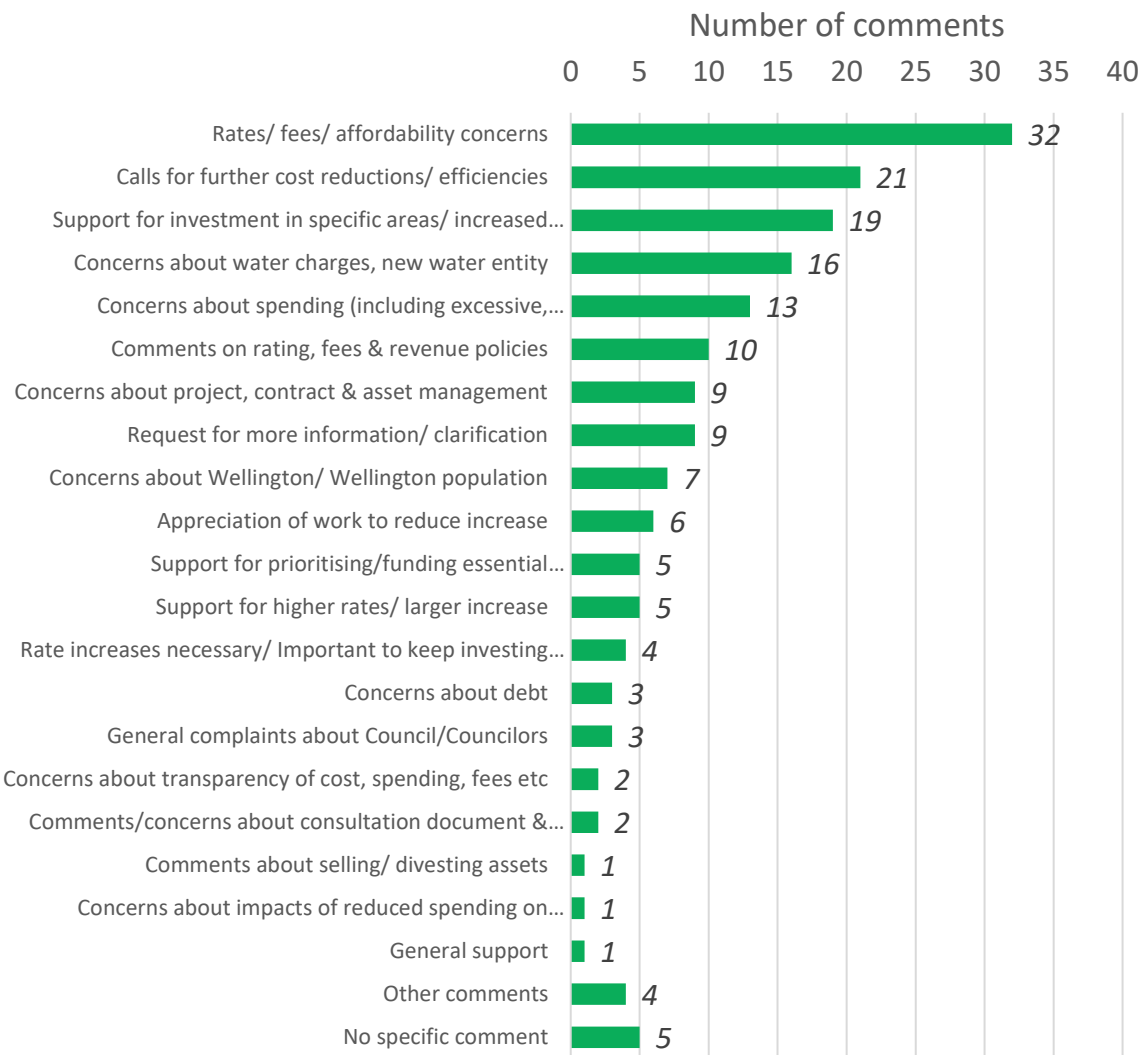


Total responses themed n= 830, one comment can fall into multiple themes

Overall Annual Plan

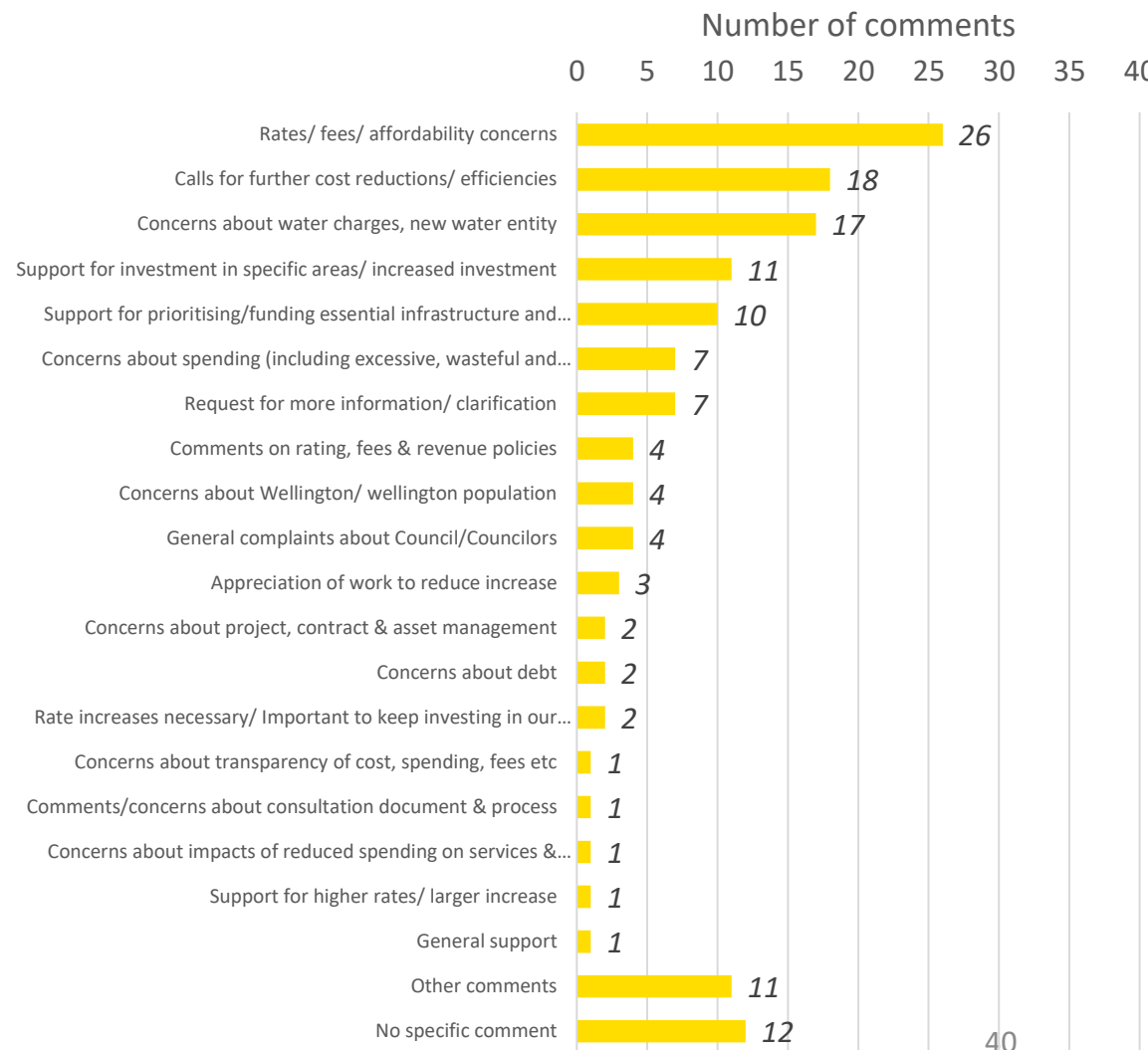
Comments from submitters were, neutral, said “don’t know” or gave no response (consultation)

Submitters who were neutral



Total responses themed n= 36, one comment can fall into multiple themes

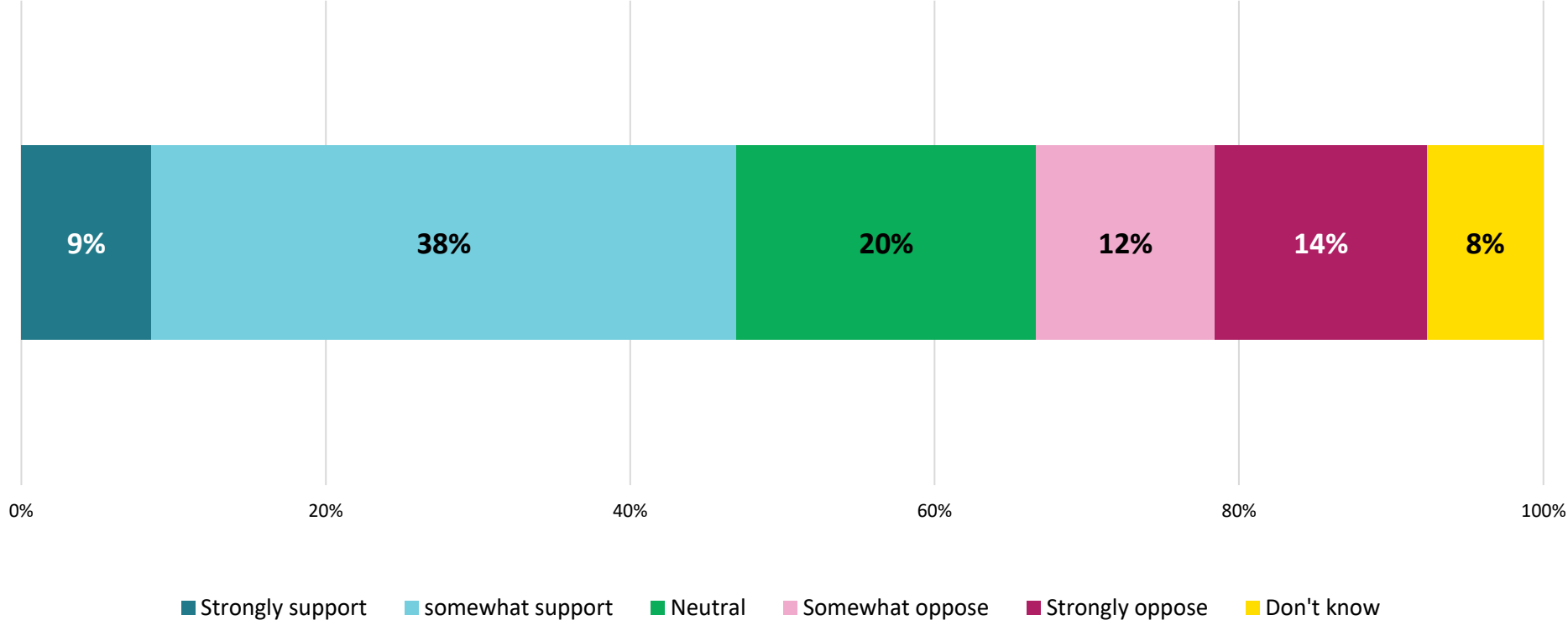
Submitters who said “don’t know” or gave no response



Total responses themed n= 112, one comment can fall into multiple themes

# Overall Annual Plan *(representative survey)*

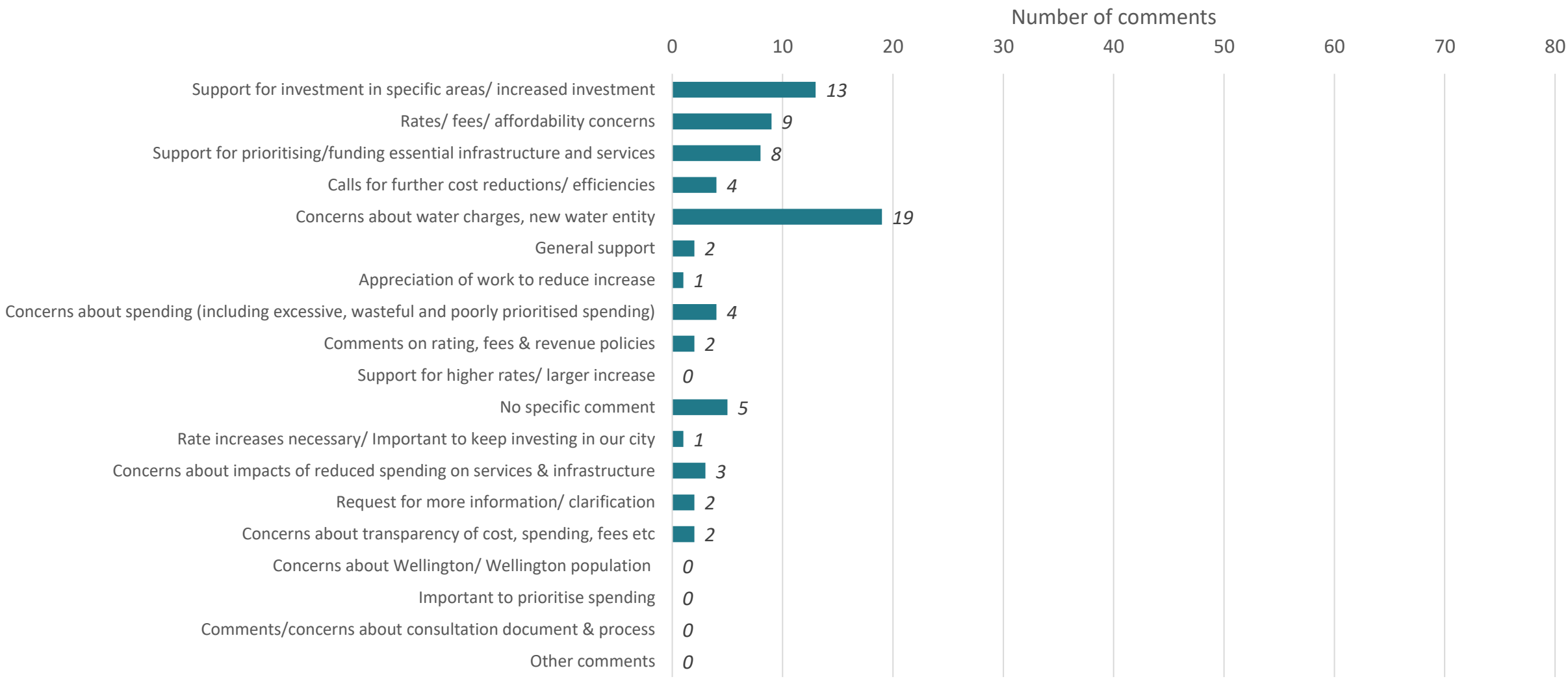
Do you support the proposed operational expenditure changes?



Total responses n= 524

Overall Annual Plan

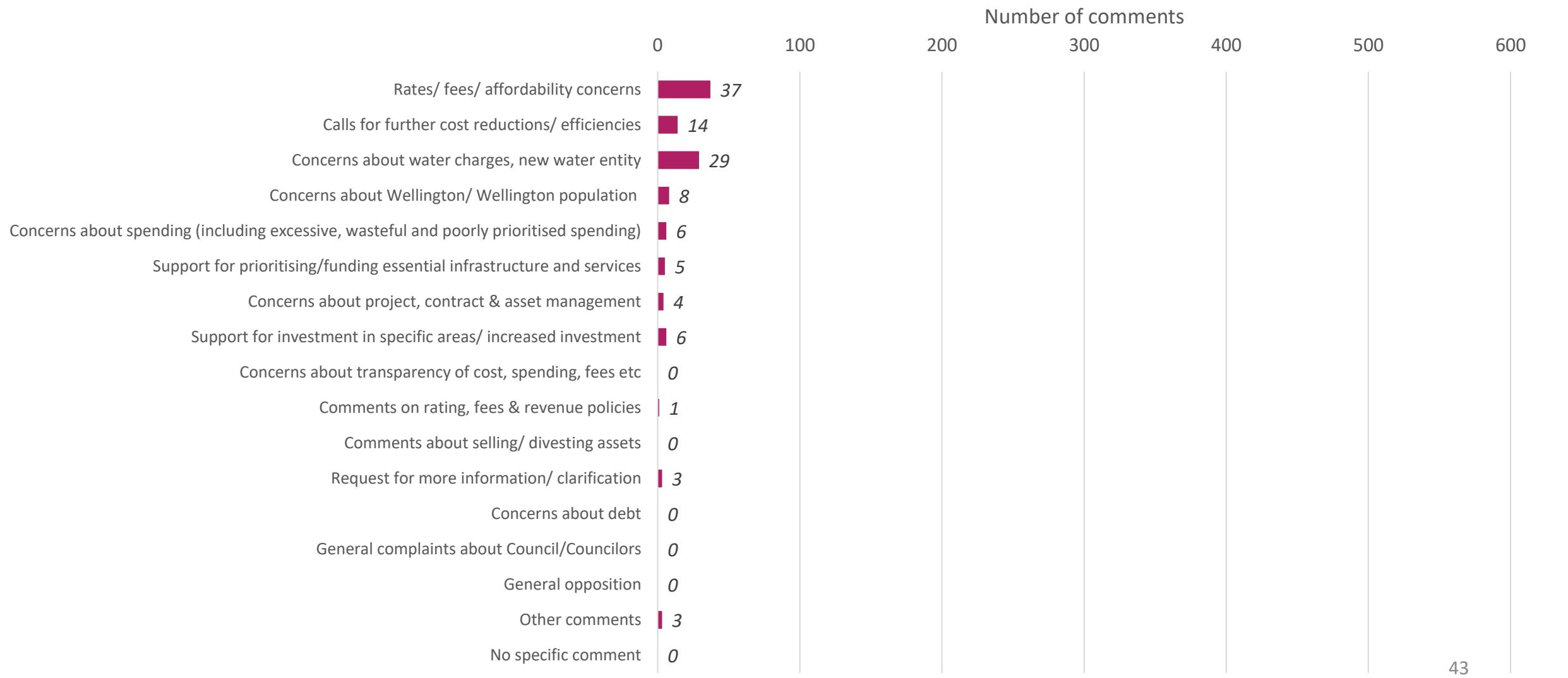
Comments from submitters who supported Annual Plan (representative survey)



Total responses themed n= 65, one comment can fall into multiple themes

Overall Annual Plan

Comments from submitters who opposed Annual Plan (representative survey)



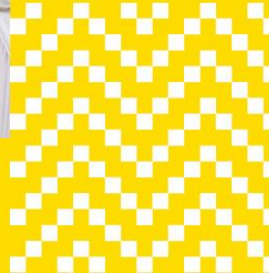
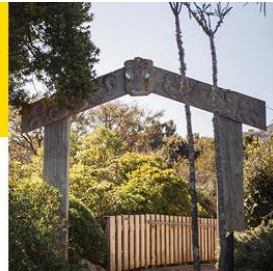
Total responses themed n= 80, one comment can fall into multiple themes

# Petitions

| Submitter name       | Organisation                                                      | Topic                                                   | Submission request                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Full submission details | Total # of signatories         |
|----------------------|-------------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------|
| Kirsten McEwen Mason | Toi o Taraika Arts Wellington / Wellington Independent Arts Trust | Te Ngākau activation budget and Creative Capital budget | <ol style="list-style-type: none"> <li>1. Correct the disparity in proposed arts and cultural funding reductions so that cuts are not disproportionately borne by the arts and culture portfolio compared with other Council departments and programmes.</li> <li>2. Ensure no reductions are made to arts and cultural grants allocations, recognising that these funds directly support independent artists, organisations, and the wider cultural ecosystem.</li> <li>3. Uphold and fully deliver the Aho Tini 2030: Arts, Culture and Creativity Strategy, maintaining Council’s long-term commitments to a thriving and sustainable cultural sector. We ask Council to stand by Wellington’s identity as a Creative Capital and ensure arts and culture are treated with fairness, consistency, and strategic care in all future investment decisions.</li> </ol> | Vol. 5, p78             | 1,044                          |
| Lee Oliver           | VUW School of Biological Sciences                                 | Ōtari-Wilton’s Bush Lions Plant Conservation Laboratory | We propose that at minimum, a budget of \$110,000 is retained for the laboratory, enabling a saving of \$101,000 for the Annual Plan. This will allow the lab to continue operating at a reduced capacity for one year, ensuring the survival of the collections and allowing stakeholders to work together towards a long-term plan for the future of the lab.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Vol. 5, p916            | 26                             |
| Shane Priddle        | Royal port Nicholson Yacht Club                                   | Fee increases, Clyde Quay Boat Harbour                  | <ol style="list-style-type: none"> <li>1. Reclassify the Clyde Quay Boat Harbour, including the historic boat sheds, as a Waterfront Public Space under the Revenue and Financing Policy.</li> <li>2. Withdraw the proposed 20% fee increase for Clyde Quay mooring and boat shed leases as currently formulated, and apply only such user charges as may be properly justified, adjusted at no more than the rate of inflation.</li> <li>3. Engage substantively with users of the boat harbour, including RPNYC, on a fee-setting basis that reflects what the Council actually provides at Clyde Quay and the public character of the boat harbour.</li> </ol>                                                                                                                                                                                                      | Vol.6, p122             | 23                             |
| Miriam Randall       | n/a                                                               | Footpath in Mākara Village                              | <p>Include project in the LTP transport work program under “Safety improvements and interventions outside schools”.</p> <p><b>Stage One:</b> a 500m footpath connecting Mākara Village to Mākara Model School between 445 and 399 Mākara Road.</p> <p><b>Stage Two:</b> extending the path from the school to Mākara Cemetery (approximately 450–700m depending on route).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Vol. 7, p364            | Petition is yet to be complete |

# Section B

Overview of engagement and promotion activities



# Public hui and consultation promotion

## Engagement activities

- The Let's talk page provided clear information on the proposal, supported by the full consultation document.
- Consultation documents were distributed through council's channels including libraries.
- Direct emails and closing reminders sent to 10,135 Let's Talk subscribers, 131 community organisations and groups including WCC Advisory Groups and residents' associations.
- Presentations and workshops were provided to the Tawa and Mākara-Ōhāriu Community Boards

## Promotion activities

- Advertisements were placed along main commuter routes (bus and train).
- Google search and Google display ads were particularly successful.
- Shop Talk TV ads in cafes, bars, and gyms.
- Accurate Traffic radio ads.
- Social media posts.
- Ads displayed on screens in Council facilities.
- Direct emails sent to encroachment, cemetery, waterfront, commercial waste, sports, and recreation customers, advising them of proposed increases to fees and charges and inviting them to submit.

# Promotion: Digital

## Council social media channels

- 6 organic posts and paid boosts – **45,122** reach, **1020** engagements and **1358** link clicks
  - The overall sentiment of feedback leaned negative, particularly towards rates and fee increases, and cycleways.
  - Most Instagram engagement was from 18 – 44-year-olds
  - Facebook engagement was evenly spread across all age ranges.

## Google Display and Google Search advertising

- **639,223** impressions generating **11,196** clicks.

**Have  
your  
say  
Pōneke**

Draft 2026/27  
Annual Plan  
consultation  
now open

**Absolutely Positively  
Wellington City Council**  
Me Heke Ki Pōneke

# Website traffic and interactions

## From where did people click?

- Google search and display ads      36%      (n=7,688)
- Direct email      32%      (n=6,929)
- Social media      20%      (n=4,415)
- Websites      8%      (n=1,816)
- Search engines      3%      (n=540)
- AI assistants      0.02%      (n=4)

**1,132**

**Consultation document downloads**

**12,675**

**First time visitors to Let’s Talk site**

**8,717**

**Returning visitors to Let’s Talk site**