

08 May 2021

File: (21/705)

Report no:**2021-2031 draft Long Term Plan -
Submissions Analysis Briefing**

Purpose of Report

1. The purpose of this report is to provide Council with analysis of the submissions received and the results of engagement activity undertaken during the engagement on the draft Long Term Plan (LTP) 2021-2031.

Recommendations

That the Subcommittee:

- (1) notes the details of the engagement and consultation activity prior to and during the 2021-31 draft Long Term Plan engagement period 6 April to 6 May 2021;
- (2) notes that summarised feedback relevant to the specific consultation questions will be reported in other reports dealing with these issues;
- (3) notes the summary analysis of all the feedback received and related Appendices; and
- (4) notes that a more detailed analysis will be reported to the Subcommittee meeting to be held on 24 May 2021.

Executive Summary

2. One of the biggest challenges Te Awa Kairangi faces is the pressure that a growing population and climate change is putting on our ageing infrastructure and assets. Resilient infrastructure assets are crucial to both support the city's growth and in response to the impacts of climate change and sea level rise.

3. The key focus of the draft LTP 2021-2031 is getting the basics right and to do that, Council is proposing to double its investment in capital projects to \$1.4B over the next decade. Nearly three quarters of this will be spent on core infrastructure – \$582M on our Three Waters network and \$353M on transport projects. Investment in important community infrastructure, including the rebuild of Naenae Pool and Petone Wharf, is also planned as is accelerating efforts to tackle the housing crisis and taking steps to eliminate carbon emissions across all of Council facilities.
4. The proposed draft LTP 2021-2031 aims to strike a balance between planned rates increases, while also including funding to progress key projects and avoiding significant service reductions.
5. Council is proposing an overall 5.9 per cent increase in rates revenue for 2021/22 – this equates on average to \$2.50 per week per residential household. Note that the new waste and recycling services are being funded from a specific targeted rate charged to residential ratepayers receiving the service. This will offset costs for home owners as they no longer need to purchase rubbish bags or pay for a private rubbish collection service. The cost of the new service has been separated out so that ratepayers can see what they're paying for in terms of rubbish (cost varies with size of bin), green waste etc.
6. With financial sustainability and affordability front of mind Council has made \$5.2M in annual savings (\$1M equates to about one per cent of rates). This has helped avoid potentially larger rates increases.
7. Given the importance of the decisions that need to be made considerable effort went into raising awareness of and increasing engagement on the draft 10 year Plan (LTP 2021-2031) process. The community has had multiple opportunities to provide feedback in their preferred settings or through their preferred channels at their pace.
8. For the first time as part of the engagement process, Council undertook early engagement with the community. This started in December 2020 through an online survey on www.haveyoursay.huttcity.govt.nz and face-to-face workshops. This engagement enabled Council to “check in” with our communities to ask them if we were heading in the right direction with the focus on getting the basics right and the six key priorities. A series of hui with Iwi Mana Whenua were held during 2020 in the spirit of our partnership with them.
9. Consultation on the draft 10 year Plan (LTP 2021-2031) began 6 April and closed midnight 6 May 2021. A dedicated web site attracted high numbers of visits with people engaging with the material available. 427 survey forms were completed via Bang the Table (BTT) during the engagement period (337 full forms and 90 single priority forms. An additional 25 paper forms were received.
10. Further hui were held with Iwi Mana Whenua and a number of café style engagement hui were held in our community facilities. People were both surprised and engaged by the informal approach – they enjoyed and

appreciated an opportunity to talk directly to Councillors and senior officers supporting the hui to share their present concerns and ideas for the future. Hui occurred with a range of interest groups across the education, social services, business and community sector.

11. Major enhancements were made to the consultation document (which was designed for the digital environment) and website. The CD reflected a digital first approach to its design and a greater focus was put on using colour, illustrations and photos to engage the reader. Auditor comment on the CD was complimentary of the new design approach.
12. Social media played a key role. There were at least 117 conversations on the Hutt City Council Facebook page relating to the 10 year plan and Facebook polls received 1617 responses
13. The majority of feedback supports the overall direction Council is taking and the six priorities identified. The majority of feedback also supports the 5.9% rates increase, the six priorities and the initiatives proposed.
14. Opinion is split relatively evenly on Petone Wharf. Analysis indicates that the lower level of support for Petone Wharf is related to the desire to reduce the rates increase, rather than fundamental opposition to the project. People preferring a lower level of support for these projects also prefer a lower rates rise. The same people support the three waters and transport investment and are looking for savings elsewhere.

Discussion

Draft LTP 2018-2028

15. Engagement on the draft LTP 2021-2031 built on the progress made in engaging with our community on line via the Council's website during consultation on the draft 2018-2028 LTP. The draft LTP 2018-2028 was much narrower in scope in terms of proposals for community input and promotion focused on traditional channels such as radio and billboard advertising.
16. Some public information sessions and stakeholder meetings were held but were generally poorly attended. Hard copies of the Consultation Document were made widely available. A computer was made available at all libraries, community hubs, the main administration building and public information sessions so the public were able to complete their submission online there.
17. The consultation was successful in driving up online participation with over half (51%) being received online compared to 18% in 2017 for the Annual Plan. 194 submissions were received. The number of submissions was lower than in previous years and was expected given the limited number of consultation topics. Some progress was made on engaging with those who are typically under- represented in civic-decision making processes. Submitters on average were younger and more ethnically diverse than in previous years.

Feedback Received	No. of responses 2021	No. of responses 2018
Haveyoursay online full form	337	194
Haveyoursay single priority form	90	
Full paper feedback form	25	
Single priority flyers	4	
Emails	69	
Physical letters	2	
Facebook Conversations	117	
Post-its from drop-ins	124	
Post-its from Remakery sessions	28	
Post-its from College sessions	25	

2021 -2031 draft 10 year Plan (LTP 2021-2031)

Early engagement December/January 2020

18. The purpose of the early engagement was to assist Council to “check in” with our communities to ask them if we were heading in the right direction with the focus on getting the basics right and the six key priorities to frame the priorities for the draft LTP 2021-2031. Engagement consisted of an online survey and face-to-face workshops and was to:

- Inform our community about the six priorities and the projects and work Council was doing and considering under each
- Get general feedback on these priorities and take note of any ideas our community had relating to the projects and work that might contribute to each and
- Begin to establish our neighbourhood engagement approach through building our network of community champions and/or advocates who will be supported to continue conversations within the community both for LTP and future consultations.

19. The feedback largely supported the six key priorities with most respondents (over 80%) agreeing that investing in infrastructure (90%), caring for & protecting our environment (84%) and being financially sustainable (82%) should be priorities. Around a fifth (20%) of respondents were unsure if increasing housing supply or an innovative, agile economy should be a

priority and over a quarter of respondents were unsure about connecting communities being a priority.

Kanohi ki te kanohi

20. The importance of people being aware of and having the opportunity to comment on the proposed investment in the city and the implications for them demanded a diverse, open and inclusive approach to engagement. We ensure that barriers to participation were removed by combining online and kanohi ki te kanohi engagement. While online engagement is vital in these connected times there continues to be an ongoing need for this to be complemented by more “their place, their pace” engagement with our communities. In response, several enhancements were made to the engagement approach for the 2021-2031 draft LTP consultation.
21. Further hui were held with Iwi Mana Whenua and ten café style engagement hui were held in our community facilities and at the Riverbank Market, Queensgate and the Naenae Market in the first two weeks. People were both surprised and engaged by the informal approach – they enjoyed and appreciated an opportunity to talk directly to Councillors and senior officers supporting the hui to share their present concerns and ideas for the future.
22. Hui with a range of interest groups across the education, social services, business and community sector. Elected members also attended hui with community groups and the Mayor attended a number of hui with various organisations with a range of interest groups.
23. Consultation documents, feedback forms and topic flyers were sent out to all libraries and hubs in week two. Libraries and hubs were sent a pdf of the consultation document and full draft Long Term Plan (LTP) so that sections could be printed as requested.

Consultation document and web site

24. Major enhancements were made to the consultation document and web site. A greater focus on using colour, illustrations and photos to engage the reader. A stand-alone web site (microsite) was developed alongside the Consultation Document (CD) to ensure that the look and feel of the latter reflected the microsite closely.
25. The complexity of the rating changes was focused on helping people to understand the issues and choices they were being asked to make. Considerable effort was put into ensuring the information in the CD was accessible for people and to this end a video was developed to support this.
26. There were 5081 page views and approximately 1,800 people visited the microsite primarily direct via social media. There was a 50/50 split this time between mobile and desktop technology.

27. There was food engagement with the Financial Sustainability (approximately 30% of people visiting this part of the site) however the average engagement time seems relatively low (52 seconds) and other page views show a significantly smaller audience navigated the rest of the microsite. 138 people accessed the Mayor's video and 32 people viewed the rates video on YouTube.

Facebook

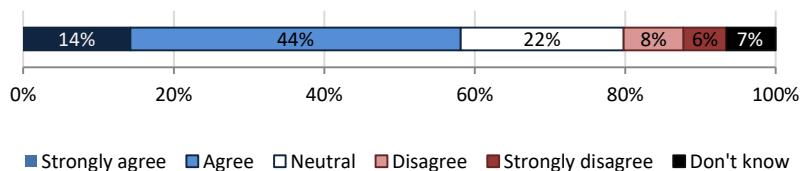
28. The Facebook page messaging reached 27,455 people, had 865 post clicks, 85 reactions, 27 shares and 20 comments.
29. A series of quick polls on Facebook began 27 April with a poll for each priority area and 1617 people responded to these. Analysis of the results is included in the feedback analysis and any questions asked by respondents as part of their feedback collated and sent to relevant officers for a response. The responses were posted on the Have Your Say project page as soon as they were available. Under the Local Government Act we are able to include social media comments as responses.

Overall approach

30. A strong focus was placed on ensuring that the data resulting from the survey can be relied on as a true and accurate record of results. High quality data is essential to support decision making.

Submissions analysis

31. Council received 393 submissions via Bang the Table (BTT) during the engagement period 6 April to midnight on 6 May. There were 71 emails (69) and two physical letters.
32. There was a good response across wards. The majority of submissions came from people under 50 years (62%) with 11% from under 29 years 4% of which were under 20 years.
33. Of these 58% strongly agreed or agreed with the overall approach outlined in the draft Long Term Plan 2021-2031 while 13% either disagreed or strongly disagreed.



34. Support for Council's preferred options ranged from 85% (three waters) to 57% (RiverLink). For Petone Wharf there was a higher level of support for option 2 (52%) There was more support for the CFT and Neighbourhoods and Communities approach proposed by Council than opposition, but both included a high proportion of "don't know" responses.

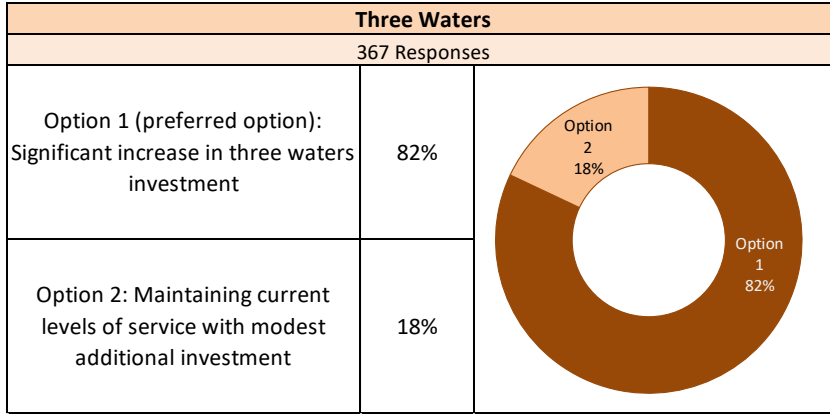
Iwi Mana Whenua

35. Engagement with Iwi mana whenua was a key focus and began prior to the development of the draft LTP 2021-2031, continuing throughout the year and engagement period. Iwi mana whenua support council refocusing on the city's core infrastructure and the prioritisation of spending on three waters.
36. Taranaki Whanui hosted a hui at Waiwhetu mārae 15 October 2020. Iwi mana whenua emphasised the importance of partnership being a “constant” rather than a “once a year” accountability meeting and they welcome the commitment Council and the Chief Executive have made to ensuring constancy in the partnership.
37. They expressed concern about the perceived inequity in funding received by mārae that are open to the community 24/7 compared with funding and support given by Council to community houses. Funding has not been inflation adjusted and mārae are finding it more difficult to meet the needs of their communities. Since 2013, allocated funding has gone from \$160k per annum to \$200k and the funding is shared between seven mārae. The community houses funding was included in contestable community funding in 2019.
38. Other issues raised were protecting and enhancing the natural environment, finding a better, more accessible way of communicating with each other and also addressing barriers to accessing health services.
39. Ngahuru Charitable Trust also hosted a hui on 15 October. They support the move towards the four wellbeings in the draft LTP and also Council's commitment to addressing climate change – the “quadruple bottom line”. They addressed the importance of housing and working with those unable to find safe, secure housing. They support more innovation in the recycling area and working together to get the best value out of our mutual assets, investing in EV stations and addressing congestion. They urge Council to be bold and make the changes that are needed to secure the future for Te Awa Kairangi.
40. Ngāti Toa Rangatira also hosted a hui and have made a submission. They support any opportunity to empower mana whenua to engage in decision-making. They ask that Council give much stronger planning and consideration to climate change impacts and help to shift awareness in our community. They agree with the priority given to bulk infrastructure investment to support additional housing and support the proposed proactive approach to transport investment (as is preferred).
41. They also support efforts to create a more resilient, connected and vibrant city for our community and to this end, support increasing investment in the RiverLink Project.

Three Waters

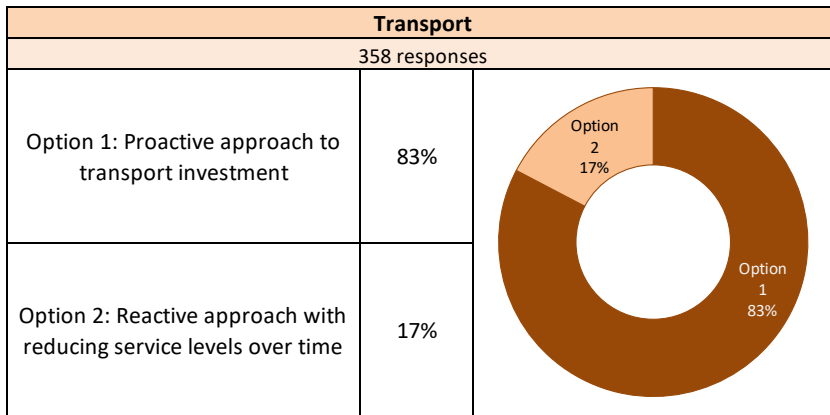
42. There was significant support for an increased investment in Three Waters infrastructure. Some respondents were concerned that the current

infrastructure was not durable for the projected population increased, and noted that resilience and future-proofing was a priority. Some were apprehensive at the thought of water meters, while others considered that to be important in order to identify leakages.



Transport

43. The majority of respondents noted that change was needed to fix current traffic issues in Lower Hutt. There was some concern that the city is too car-centric, and the problems of congestion would only worsen if the roads were not adequate enough to allow more pedestrians and public transport in future.



44. There were mixed views from respondents. Some had the perception that the Cross Valley Connection would reduce the traffic congestion, while others took the view that it would worsen the problem. Several respondents felt that this project was not consistent with Council’s environmental sustainability goals, and wanted a mode shift into increased pedestrian and cycle-oriented infrastructure.

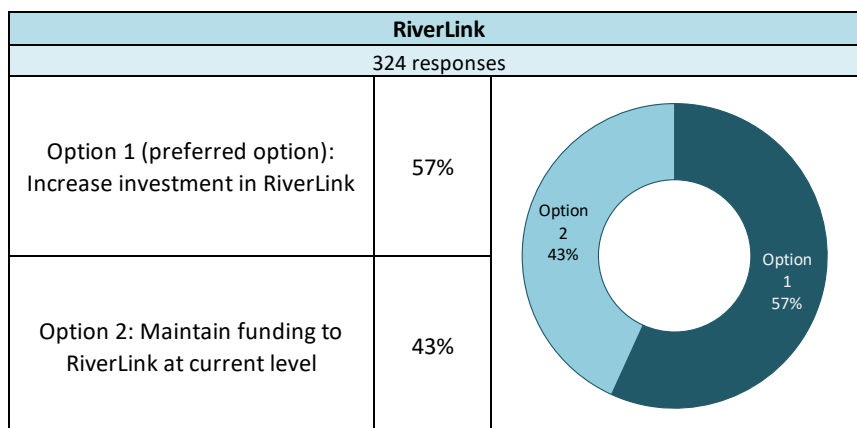
45. Others thought building another road was not necessary and that if we need an east - west connection then can we look at public transport options. It has been proven time and time again that building new roads encourages more car usage and in this instance will just contribute to more congestion elsewhere in our network.

46. There may be some confusion here with people not quite understanding that the first years of the transport programme are focused on public transport and active transport improvements. It would be useful to look at how awareness could be raised – perhaps through the Integrated Land Transport Strategy that is under development currently.
47. A safe transport infrastructure that supports micromobility and cycling is the focus of a majority of these responders. Many are advocating for a mode shift from cars towards walking and active transport with the view that moving away from private car usage is better for the environment as well as for the health of a community's citizens. People have also commented forward that while building a comprehensive cycling and micromobility transport network warrants a large expenditure of money, it is needed to offset the projected intensification of housing. Further comments emphasise the need for equity in cycle path availability in all the suburbs of Lower Hutt.
48. A safe transport infrastructure that supports micromobility and cycling is the focus of a majority of these responders. Many are advocating for a mode shift from cars towards walking and active transport with the view that moving away from private car usage is better for the environment as well as for the health of a community's citizens

RiverLink

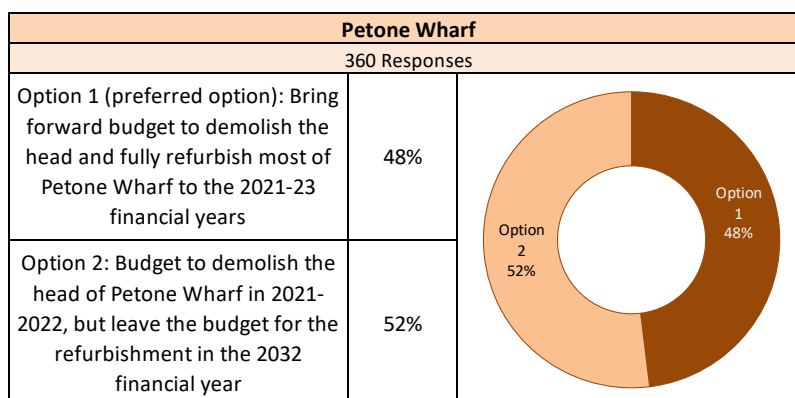
49. RiverLink has been widely supported from its early conception as part of Making Places in 2010. Over time the community has been asked to provide feedback on various aspects of the project from design to the preferred option for flood prevention. Support has continued through a number of engagements since the community agreed a preferred flood protection approach and the three partners to RiverLink – Council, Greater Wellington Regional Council and Waka Kotahi – forming a joint Project Office to deliver the project.
50. When the project was first proposed the estimated cost was \$40m. Since then more work has gone into understanding the costs and benefits of the project and Council wants to take this opportunity to present these new costings and gauge the level of continued support or otherwise.
51. Council and rate payers have already invested considerable time and resources in delivering this “game changing” project for the city and its many communities. Officers have tracked responses during the engagement period and it is worthwhile noting that support for Riverlink was tracking as relatively even between options 1 and 2.
52. Analysis indicates that the lower level of support for RiverLink in this engagement is related to the desire to reduce the rates increase, rather than fundamental opposition to the project. People stating a lower level of support for these projects also support the three waters and transport investment and are looking for savings elsewhere to get a lower rates rise.

53. Feedback about the RiverLink project has shown that the respondents are largely in favour of improving the transport infrastructure. Improved and safe accessibility to active transport and micromobility is highlighted, also in conjunction with better connectivity to public transport. In this context, the Melling Interchange is particularly mentioned as a desirable and positive investment. Of paramount concern is flood protection and resilience.



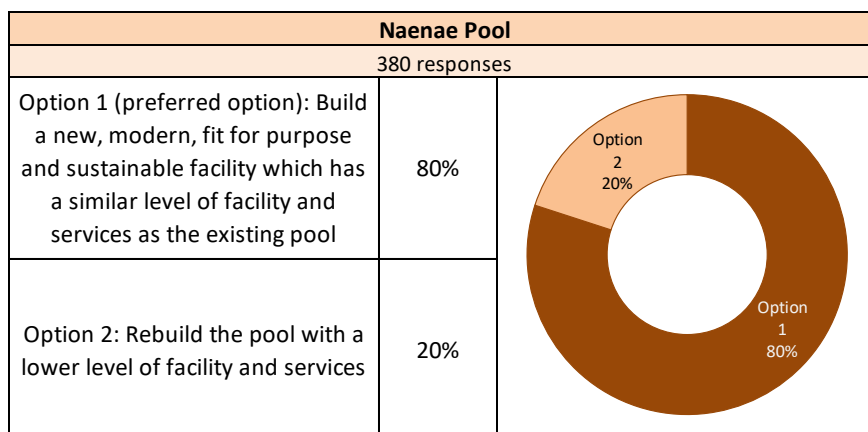
Petone Wharf

54. Some submitters mentioned sea level rise and suggested that Petone Wharf would have a role to play in increasing food resilience while others saw sea level rise as a reason to not invest the wharf. Others saw the wharf as a transport option to reduce congestion. The full refurbishment project will enable a ferry or boat to berth at the wharf. This was the situation before the wharf was closed. In terms of community resilience, the shallow water at Petone Wharf makes it less than ideal for delivery of supplies and so on. It is more likely that the Seaview wharf would be used for this purpose.



Naenae Pool

55. The support for rebuilding the Naenae Pool to the same standard as it prior to its closure (option 1) has steadily increased. The question on Naenae Pool received the most responses. Almost all those who filled out the full form answered this question and many of those who filled out the infrastructure priority formed only filled out this question.

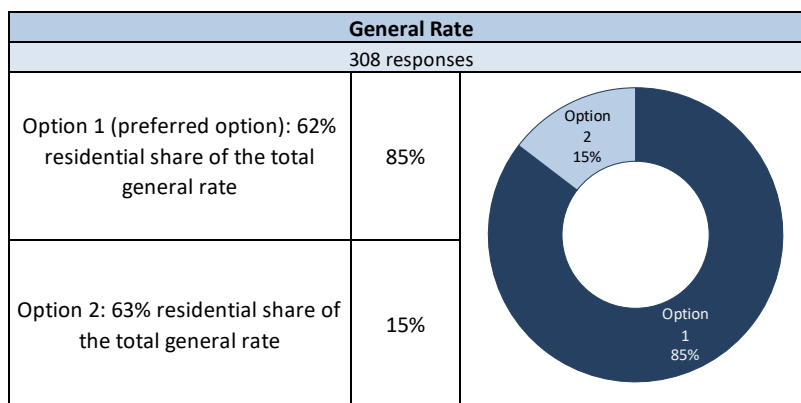


Caring for and Protecting our Environment

56. There was a high level of support for greater investment in responding to climate change impacts. Submitters were keen to see Council taking action sooner to address climate change impacts especially sea level rise. The Cross Valley Transport Connection in particular was seen as being counter-intuitive with prioritisation of active and public transport modes and placing private vehicles at the lowest priority being the preferred approach.
57. Submitters felt that achieving mode shift to active transport is critical to success and that the funding allocated to active modes does not reflect this criticality. They wanted a stronger financial commitment to micromobility, reducing carbon emissions, increasing biodiversity and creating a more connected and healthier city.
58. Submitters supported the focus on EVs as a core way to reduce the 56% of emissions that come from private vehicle use but felt this was not enough. Some felt EVs are an expensive option for Council vehicles at the present time and that Council should wait for them to be less expensive. Sustainable yes but it needs to be economical as well. Others focused on Te Awa Kairangi and the importance of the health of the river for supporting flora and fauna and improve the quality of waterways.

General Rate

59. Support for the general rate was strongly in favour (85%) of option 1 for the rates share between residential and commercial rate payers - 62% residential share of the total general rate. People who supported this option were more likely to be residential ratepayers and 15% of submitters support option 2.



60. The Southend Business group submit that the policy of reducing residential rates to just 60% of the total general rate is based on assumptions that have not been justified and can be challenged. They suggest that if the policy is confirmed, the resulting increase in rates for businesses in the central business district should be applied to development of the business area to improve the attractiveness to residents and other business customers. They are advocating for the rates differential to be de-coupled from the policy target of 60% of general rates to be collected from residential properties.
61. Diversified and Stride also oppose the rating differential and the policy of reducing residential rates to 60% over time. Their view is that there is not an increased burden on residential rate payers where there is a corresponding increase in value (to the residential ratepayer's dwelling/s).
62. They submit that Queensgate provides a range of services to the community to ensure it is an attractive place to work and visit, that it serves an important community function by being a place where friends and family can meet and recreate and that they have invested significant capital in ensuring the centre remains attractive to residents and visitors alike. They are advocating for Council to return to a policy of reducing the commercial share of rates over time reflecting a Council decision in 2012 to reduce the commercial share to 2.29 of the general rate.

Hutt Valley Chamber of Commerce

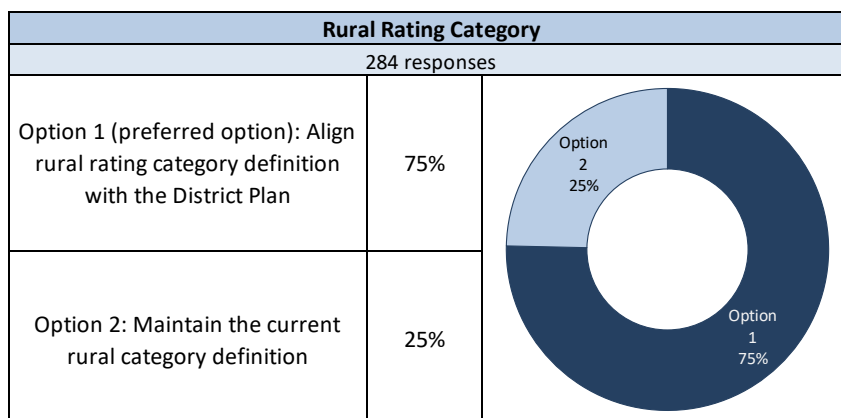
63. The Hutt Valley Chamber of Commerce (HVCC) is the predominant voice for the small to medium enterprise (SME) sector across the Wellington region and in particular the Hutt Valley. More than 90% of their members operate small and medium sized businesses, each employing less than 20 people.
64. The Chamber hosted approximately 75 people at a Mayoral Breakfast on 14 April and another 30 people at a specific workshop focused on the Draft Development and Financial Contributions Policy. They have also run a five-month programme communicating details of the RiverLink project to the business community including the very constructive Spotlight on RiverLink event held in March which provided an effective forum for discussion and feedback.
65. They support council's ongoing commitment to investing in core infrastructure and the approach to identifying significant additional cost

savings. They also support the continued investment in water infrastructure and earthquake resilience and recognise that without these basic elements of infrastructure, businesses cannot operate.

66. **General rate** – the Chamber would like to see a more detailed analysis of the rating differential based on actuals rather than averages, along with consideration of various different segments of the business community. This analysis would give businesses a clearer picture of the impact of the rating differential decisions proposed in the Long Term Plan.
67. They note that in the current economic climate, the business community continues to face ever-increasing costs and this is being reflected in their local business confidence surveys, with interim data from the current survey showing almost 60% of local businesses are seeing costs increasing. They also expect to see this continuing for the next 3-12 months.
68. **Development and Financial Contributions Policy** - the Chamber is in support of some contribution from developers. However their view is that the current change in policy, which will result in large fee increases in some catchments, is being implemented in a very short space of time. This short time frame is causing a major demand spike on local businesses to get developments secured before the proposed fees come into place. Many businesses in the industry are experiencing considerable pressures in delivering services. This issue is addressed in the detailed report.
69. The Chamber is also concerned that the business community is not aware of the proposed Development and Financial Contributions Policy and the extent of the proposed changes to charges.
70. The Chamber supports RiverLink, has asked that more be done to address parking and transport infrastructure and also that Council engage in planning for the impact of Transmission Gully on the congestion and other traffic issues it will cause in Lower Hutt.

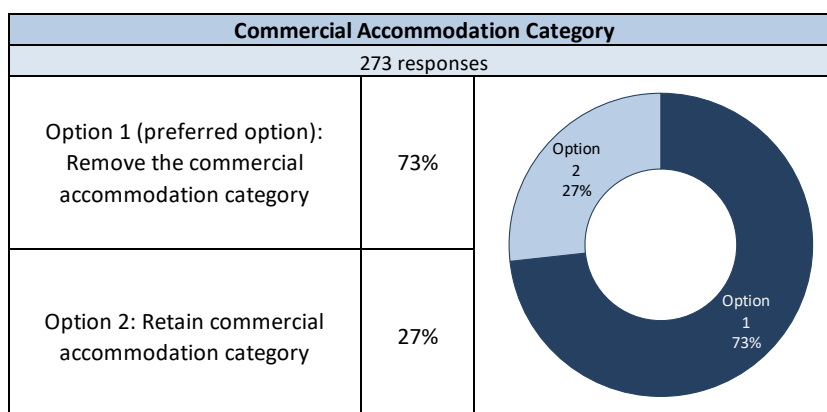
Rural rating Category

71. 75% of submissions supported option 1 - align rural rating category definition with the District Plan with 25 % supporting option 2 - maintain the current rural category definition. All comments made were by people opposing the change. Their concerns mostly relate to their view of the value that they receive minimal value from council services such as community facilities, footpaths, roads, three waters services because of their rural location. The detail for the rural rating category is discussed in a paper being prepared for the subcommittee meeting on 24 May 2021.



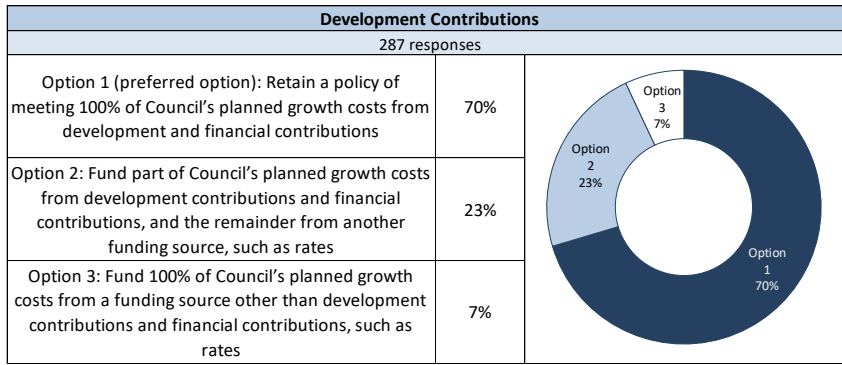
Commercial accommodation category

72. Seventy three percent of submitters preferred option 1 - remove the commercial accommodation category with 27% preferring option 2 - retain commercial accommodation category. There was one comment made with the submitter concerned about a possible knock-on effect of reduced accommodation across Lower Hutt.



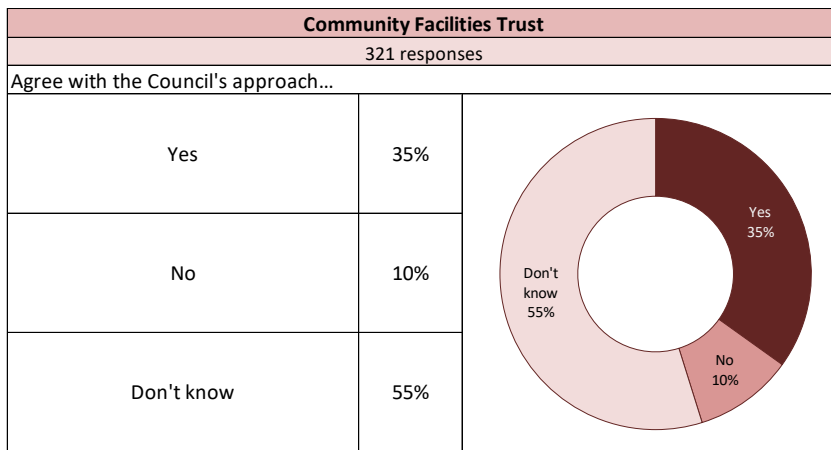
Development and Financial Contributions Policy

73. A full report on the Development and Financial Contributions Policy will be made to the LTP subcommittee on 24 May 2021.
74. Of the 287 people who responded to this question, 70% support the Council's 'growth pays' funding approach in the Policy. The development sector would prefer to see ratepayers making some contribution towards the costs of growth. Their view is that the city benefits directly from development through an increased rating base.



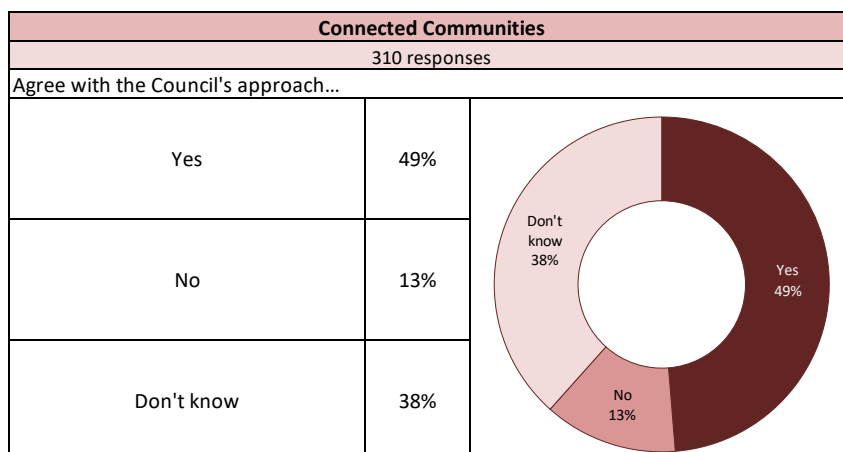
Community Facilities Trust

75. We asked our community if they agree with the approach to addressing the future of the Hutt City Communities Facilities Trust. There was a high number of “Don’t know” responses (55%) however 35% of submitters supported the change. The confusion about who the trust was and what they do was further reflected in the comments with many respondents including comments about libraries, parks and playgrounds.



Neighbourhoods and Communities Strategic Direction

76. We asked our community if they agree with the direction we are taking on connected communities. Forty-nine per cent of submitters agreed however there was a high number of “Don’t know” responses. This is to be expected with the Neighbourhoods and Communities team continuing to work with our diverse communities to develop on the new strategic approach.



Sports

77. There are several submissions from sports organisations requesting funding. Work is continuing on the Neighbourhoods and Communities Strategic approach and an important part of this work is the development of a framework to inform and guide decision making on the level of funding and support given to various sporting organisations. This framework will be developed and agreed by Council before the 2024-2034 LTP.
78. Increased funding of existing projects or funding new initiatives prior to the 2024-2034 LTP will require further rates funding now.

Other

79. Submitters proposed a range of other projects and funding proposals including comments not directly relating to proposed projects in the 10 year plan included respondents' views on what they would like to see in Lower Hutt's future, along with opinions on further actions Council could take. Common themes included were regarding investment in arts and culture programmes, along with strengthened consultation with the public, and expanding the range of resources available to residents and businesses.

Options

80. There are no options to consider.

Climate Change Impact and Considerations

81. There was a high level of support for greater investment in responding to climate change impacts.

Consultation

82. This submissions analysis presents an overview of feedback received during the draft LTP 2021-2031 engagement period of 6 April to 6 May. The engagement activity is outlined in the background and discussion sections of the paper.

Legal Considerations

83. There are no legal considerations.

Financial Considerations

84. There are no financial considerations.

Appendices

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1	10 Year Plan Submissions Analysis Summary	18

Author: Wendy Moore
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Approved By: Matt Boggs
Director, Strategy and Engagement

10 Year Plan – Engagement & Feedback

Feedback received

Feedback Received	No. of responses
Haveyoursay online full form	337
Haveyoursay single priority form	90
Full paper feedback form	25
Single priority flyers	4
Emails	69
Physical letters	2
Facebook Conversations	117
Post-its from drop-ins	124
Post-its from Remakery sessions	28
Post-its from College sessions	25
Post-its from Naenae Clubhouse members	89

Over 900 pieces of feedback were received during the consultation period. In addition to the feedback listed in the table there are also have notes from the seven neighbourhood meetings taken by Research & Evaluation staff, and transcripts from over twenty ‘Community of Interest’ meetings attended by the Mayor and Councillors.

Compared to the Long Term Plan 2018 engagement process the total number of comments received is significantly higher. The biggest increase is in the youth involvement. Not only have we received feedback from two sessions held at Colleges and the Naenae Clubhouse brainstorm but the proportion of those aged under 30 filling out questions online or on paper also increased: 2% in 2018 to 11% in 2021.

Age Group	2021	Age Group	2018
Under 20	4%	Under 18	0%
20-29 years	7%	18-29 years	2%
30-39 years	21%	30-49 years	31%
40-49 years	30%		
50-59 years	19%	50-64 years	32%
60-69 years	12%		
70-79 years	6%	65 years +	35%
80 years +	0%		

Compared to 2018 Wainuiomata residents were more engaged with the process in 2021 and this is evident in the commentary with suggestions on improvements and ideas about things they would

like to see happen in their community. However, residents in the Northern Ward were less likely to have engaged in the process.

Ward	2021*	2018
Central	19%	27%
Eastern	20%	18%
Harbour	22%	16%
Northern	5%	10%
Wainuiomata	13%	8%
Western	21%	21%

*These percentages differ slightly from those in the results as 'other' has been removed from the analysis

What we have heard

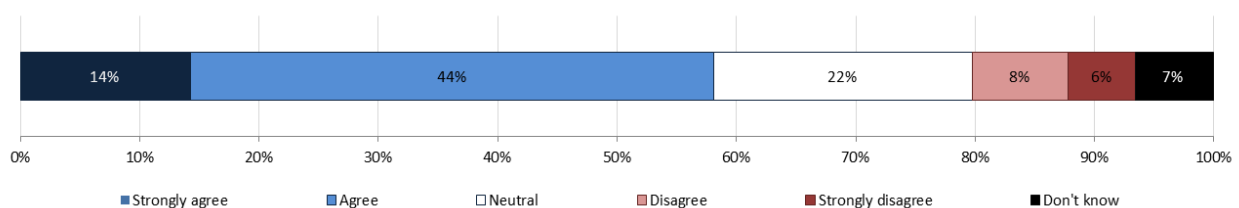
Feedback received

A total of 337 responses received online via the full feedback form, 25 paper feedback forms and 90 short priority forms were also completed. Feedback was also received in the form of emails, letters, flyers, post-its and meeting notes. Nearly 300 pieces of feedback were received outside of the forms; this feedback has also been noted and summarised.

Results

The majority of feedback is in support of the overall direction being taken by Council, of the 5.9% rates increase proposed and the initiatives proposed. The two exceptions are Petone Wharf and RiverLink where opinion is split. The lower level of support for these two projects appears to be about wanting to reduce the rates increase, rather than a fundamental opposition to the project itself. The majority of respondents (58%) agreed with general direction being taken by Council and most (80%) either agreed or were neutral: 14 percent disagreed.

Figure 1: Overall agreement / disagreement with the general direction of the 10 year plan

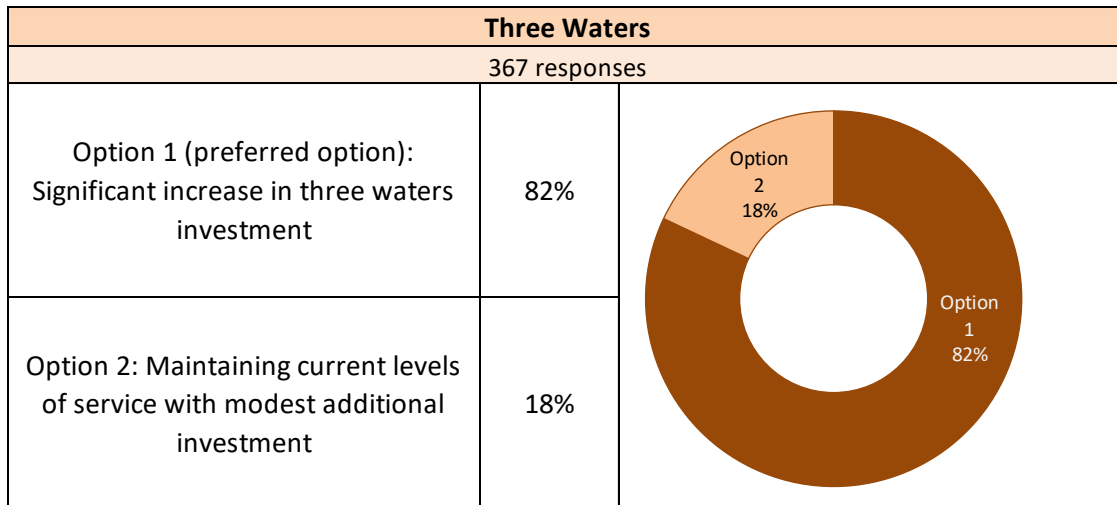


When asked their thoughts on the proposed 5.9 percent rates increase required to cover Council's preferred options 202 respondents clearly indicated whether they thought the increase was ok, or too high: 61 percent were accepting of this increase and a small sub group thought an even higher rise would be acceptable, 39 percent thought the rise was too.

Following are the results for each of the quantitative questions asked, a count of comments received on each project and a summary of these comments. The full comments along with the relevant quantitative result and summary are included in the appendices.

Investing in infrastructure

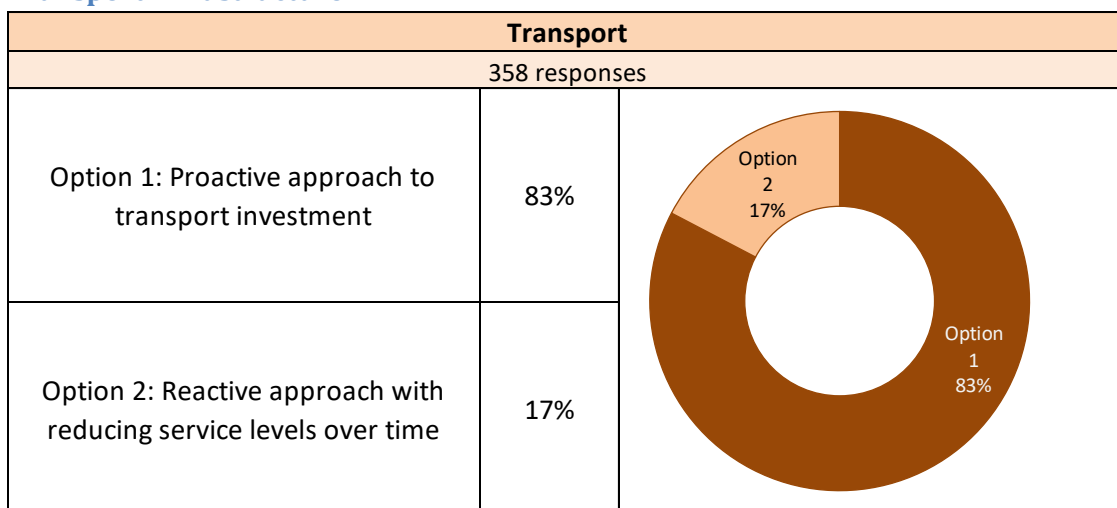
Three Waters



Count of comments: 31

There was significant support for an increased investment in Three Waters infrastructure. Some respondents were concerned that the current infrastructure was not durable for the projected population increased, and noted that resilience and future-proofing was a priority. Some were apprehensive at the thought of water meters, while others considered that to be important in order to identify leakages.

Transport Infrastructure



Count of comments: Transport – General: 77
 Transport – CVC: 21
 Transport-Cycling / Micromobility: 68

General

The majority of respondents noted that change was needed to fix current traffic issues in Lower Hutt. There was some concern that the city is too car-centric, and the problems of congestion would

only worsen if the roads were not adequate enough to allow more pedestrians and public transport in future.

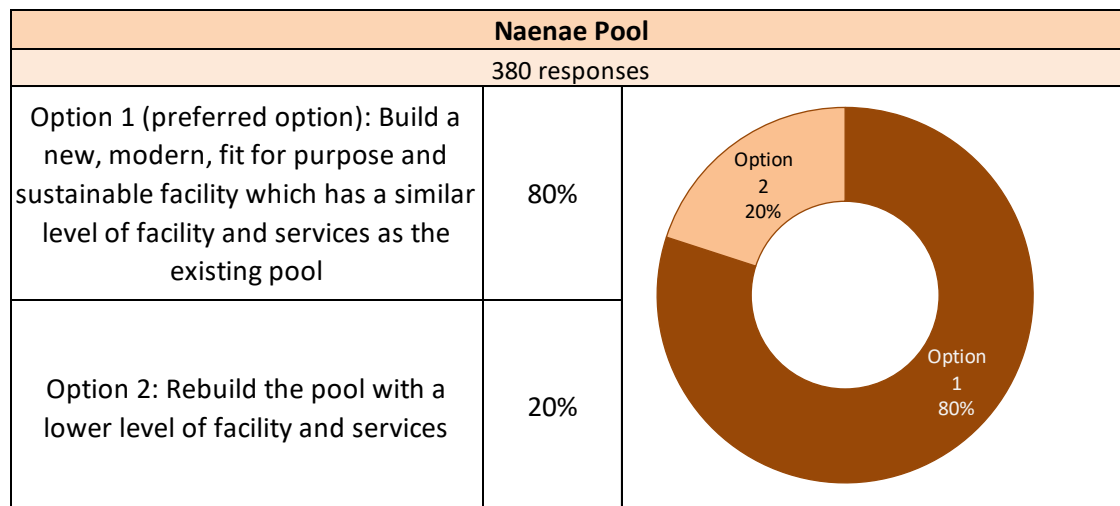
CVC

There were mixed views from respondents. Some had the perception that the Cross Valley Connection would reduce the traffic congestion, while others took the view that it would worsen the problem. Several respondents felt that this project was not consistent with Council’s environmental sustainability goals, and wanted a mode shift into increased pedestrian and cycle-oriented infrastructure.

Cycling and Micromobility

A safe transport infrastructure that supports micromobility and cycling is the focus of a majority of these responders. Many are advocating for a mode shift from cars towards walking and active transport with the view that moving away from private car usage is better for the environment as well as for the health of a community’s citizens. People have also commented forward that while building a comprehensive cycling and micromobility transport network warrants a large expenditure of money, it is needed to offset the projected intensification of housing. Further comments emphasise the need for equity in cycle path availability in all the suburbs of Lower Hutt.

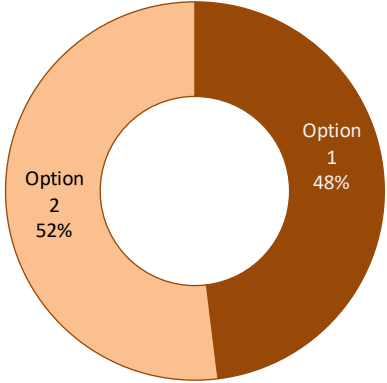
Naenae Pool



Count of comments: Naenae Pool: 175
 Naenae Pool – Don’t build: 17

Many respondents expressed support for a rebuilt pool, with several noting the need to have a drawcard facility in the region for a variety of team sports and swimming events. Some expressed at the frustration at the time it was taking to begin work on the project. Several mentioned ideas of things they would like to see in the rebuild: e.g. extra slides, a spa and sauna, 10 lanes. A small group felt the Hutt was well catered to with pools and there should be more consideration for the overall cost. There were an additional 17 comments noting that they did not want the pool rebuilt at all.

Petone Wharf

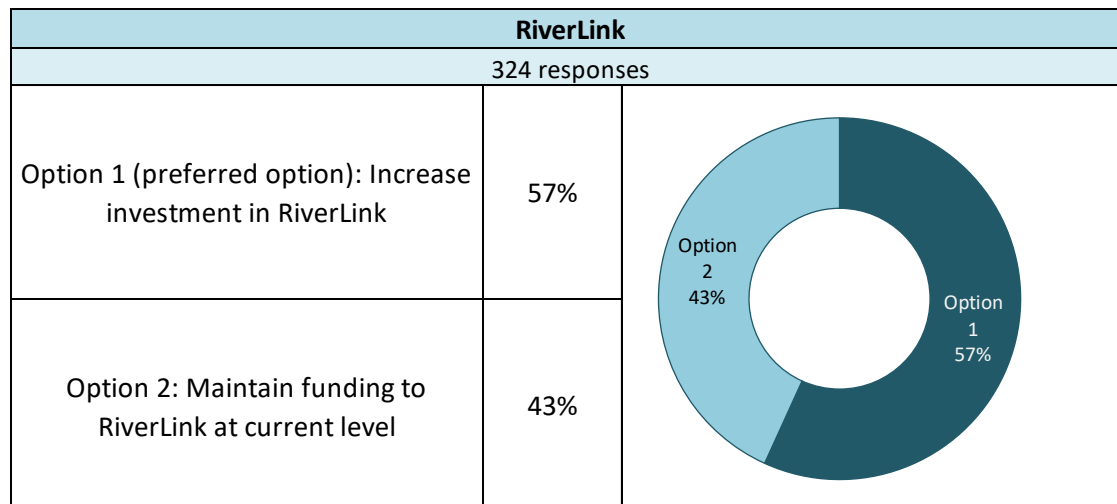
Petone Wharf		
360 responses		
Option 1 (preferred option): Bring forward budget to demolish the head and fully refurbish most of Petone Wharf to the 2021-23 financial years	48%	 <p>A donut chart illustrating the distribution of responses for two options. The chart is divided into two segments: a larger light brown segment representing Option 2 at 52%, and a smaller dark brown segment representing Option 1 at 48%.</p>
Option 2: Budget to demolish the head of Petone Wharf in 2021-2022, but leave the budget for the refurbishment in the 2032 financial year	52%	

Count of comments: 122

There were several comments that talked about the Petone Wharf being an integral part of the historical landscape of Lower Hutt. Ideas about how the wharf could potentially be used as a community and communal space where also included. Concerns were raised about climate change and the future of the wharf. Many comments indicated that the option undertaken should not come at the expense of other priorities which were perceived as being more critical to the community at this time. Some respondents indicated a wish to see the Wharf demolished completely and not replaced.

Economy

RiverLink



Count of comments RiverLink: 97
 Melling: 7

Feedback about the RiverLink project has shown that the respondents are largely in favour of improving the transport infrastructure. Improved and safe accessibility to active transport and micromobility is highlighted. In addition, flood protection and resilience is of major concern. In the interest of effective and efficient connectivity in public and rail transport, the Melling Interchange is particularly mentioned as a desirable and positive investment that is essential to the community.

Innovative, Agile and Attractive Economy

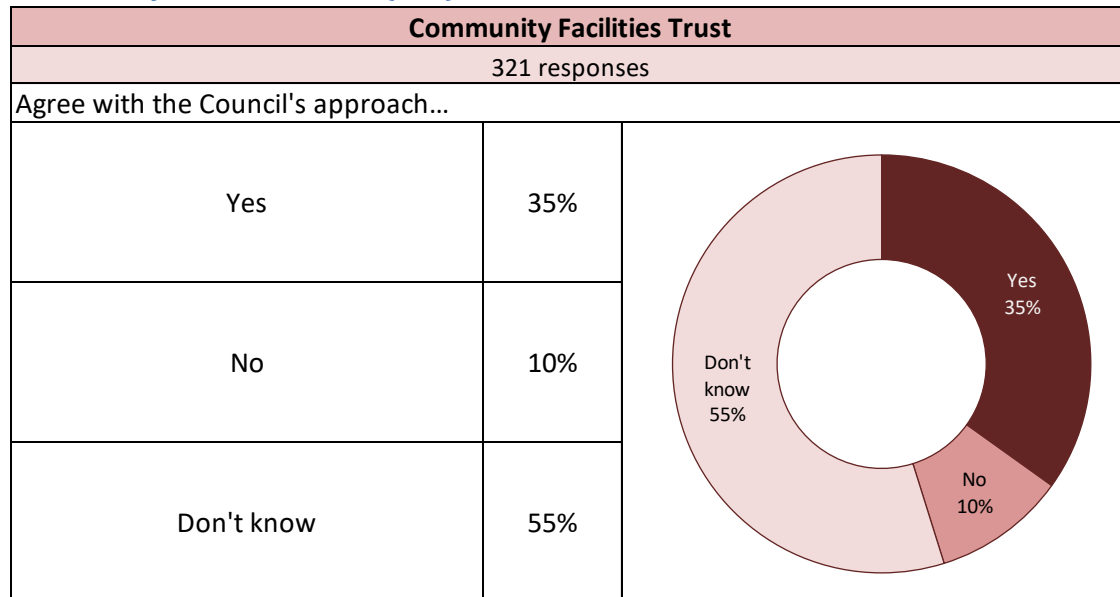
Count of comments Commerce: 21
 Other: 65

The revitalization of the commercial environment in Lower Hutt is seen as a general theme in feedback received. There is emphasis on support for business incubators and hubs as well as interest in making Hutt City a player in the technology sector and a science hub. In addition, there exists the desire for the provision of reliable spaces for pop-up stores and for small business which would give the economy a boost and further assist and enable local communities in their commercial ventures.

The key message taken from this feedback is the necessity of bringing revenue into Lower Hutt by refreshing the economic landscape. This is suggested to be done by supporting the renovation of hubs like pools for local, national and international events, energizing public spaces of commerce like the markets, highlighting local tourist-ready, eco-friendly outdoor activity and attractions, investing in the arts, investing in centres of education and improving amenities and services for families. All of this in combination with renovating and improving the infrastructure for public transport and mobility micromobility is felt to be essential if Hutt City is to thrive and move forward.

Connected Communities

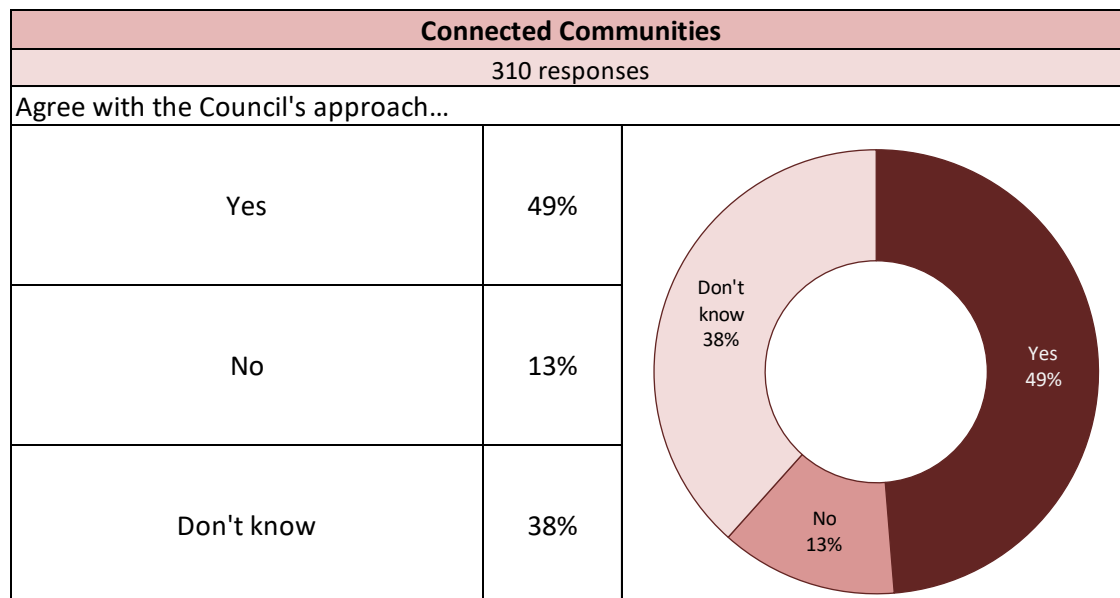
Community Facilities Trust (CFT)



Count of comments: 61

There were a number of supportive comments about the importance of Council facilities. Some respondents emphasised that having a community-run focus was essential, although others were focused on the affordability and disagreed with the premise that more investment was needed.

Connected communities

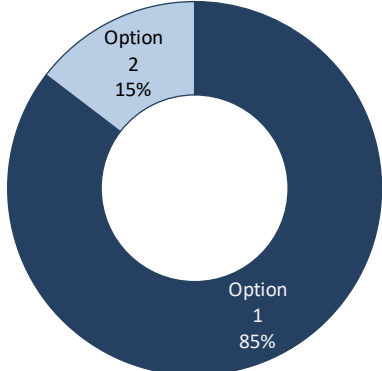


Count of comments: 101

Many respondents felt that Council facilities were a priority to promote community activities, with some emphasising that governance should be in the hands of the community. Wainuiomata and Naenae were highly represented in comments expressing respondents' ideas for further development. There was support for increased consultation between Council and communities.

Financial Sustainability

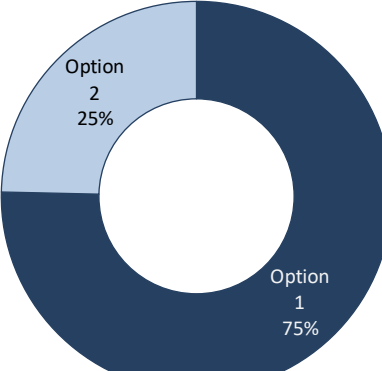
General Rates

General Rate		
308 responses		
Option 1 (preferred option): 62% residential share of the total general rate	85%	 <p>A donut chart with two segments. The larger segment, representing Option 1, is dark blue and labeled 'Option 1 85%'. The smaller segment, representing Option 2, is light blue and labeled 'Option 2 15%'.</p>
Option 2: 63% residential share of the total general rate	15%	

Count of comments: 11

Respondents had some concern for the impact that the rates split would have on businesses, although several felt that it the rating split was due for a change to be fairer to residents. There was mention of the effect that COVID 19 has had on our economy, and how that has affected peoples' ability to afford any potential increases.

Rural Rating Category

Rural Rating Category		
284 responses		
Option 1 (preferred option): Align rural rating category definition with the District Plan	75%	 <p>A donut chart with two segments. The larger segment, representing Option 1, is dark blue and labeled 'Option 1 75%'. The smaller segment, representing Option 2, is light blue and labeled 'Option 2 25%'.</p>
Option 2: Maintain the current rural category definition	25%	

Count of comments: 15

There was some confusion regarding the rural rating changes, with respondents noting that the statements proposing change were not clearly worded. Some pointed out that they do not have the infrastructure to support a change to residential zoning.

Commercial Accommodation Rating Category

Commercial Accommodation Category		
273 responses		
Option 1 (preferred option): Remove the commercial accommodation category	73%	<p>A donut chart with two segments. The larger segment, representing 73%, is dark blue and labeled 'Option 1'. The smaller segment, representing 27%, is light blue and labeled 'Option 2'.</p>
Option 2: Retain commercial accommodation category	27%	

Count of comments: 1

Rates - General

Count of comments: 23

Comments were made regarding Council spending. Some respondents felt that they were not getting value for money, with others felt that the increase needed to be reduced.

Development Contributions

Development Contributions		
287 responses		
Option 1 (preferred option): Retain a policy of meeting 100% of Council's planned growth costs from development and financial contributions	70%	<p>A donut chart with three segments. The largest segment, representing 70%, is dark blue and labeled 'Option 1'. The second largest segment, representing 23%, is light blue and labeled 'Option 2'. The smallest segment, representing 7%, is a very light blue and labeled 'Option 3'.</p>
Option 2: Fund part of Council's planned growth costs from development contributions and financial contributions, and the remainder from another funding source, such as rates	23%	
Option 3: Fund 100% of Council's planned growth costs from a funding source other than development contributions and financial contributions, such as rates	7%	

Count of comments: 27

Comments were evenly divided between those who felt that developers, who make a profit out of developing land, should pay the whole cost and, those who felt that developers providing much needed housing should not have to pay the full contribution.

Housing

Note: Comments about increasing housing supply, caring and protecting the environment, the 5.9 percent rates increase and ideas and thoughts for the city going forward are being analysed externally. This analysis will be made available as soon as possible.

Environment

Note: Comments about increasing housing supply, caring and protecting the environment, the 5.9 percent rates increase and ideas and thoughts for the city going forward are being analysed externally. This analysis will be made available as soon as possible.

Other

Public Transport

Count of comments: 54

Improving public transport connections has been a major thread in feedback from respondents. People stated goals of reducing carbon emissions and the dependence upon cars while prioritizing active transport and its accompanying infrastructure. Links were drawn between the projected intensification in housing in relation to the need for more bus and rail connections. It is hoped that that a heightened focus on a comprehensive and refined public transport system that includes better neighbourhood reach will accompany the higher population density that will inevitably occur.

Accessibility

Count of comments: 29

Feedback about the accessibility has focused generally around the need for accessible infrastructure to enable everyone to get safely everywhere they need to go – whether by foot, cycle, micromobility, wheelchair or walking frame. Concerns for people with mobility issues to be able to visit all public spaces – i.e. hubs, libraries, playgrounds, and pools, public toilets – have also been raised. It is important to the respondents that everyday life journeys as well as attendance at social and community events are more readily facilitated in this way.

Other

Count of comments: 57

Comments not directly relating to proposed projects in the 10 year plan included respondents' views on what they would like to see in Lower Hutt's future, along with opinions on further actions Council could take. Common themes included were regarding investment in arts and culture programmes,

along with strengthened consultation with the public, and expanding the range of resources available to residents and businesses.

Note: Comments about increasing housing supply, caring and protecting the environment, the 5.9 percent rates increase and ideas and thoughts for the city going forward are being analysed externally by Public Voice. This will be made available as soon as possible.