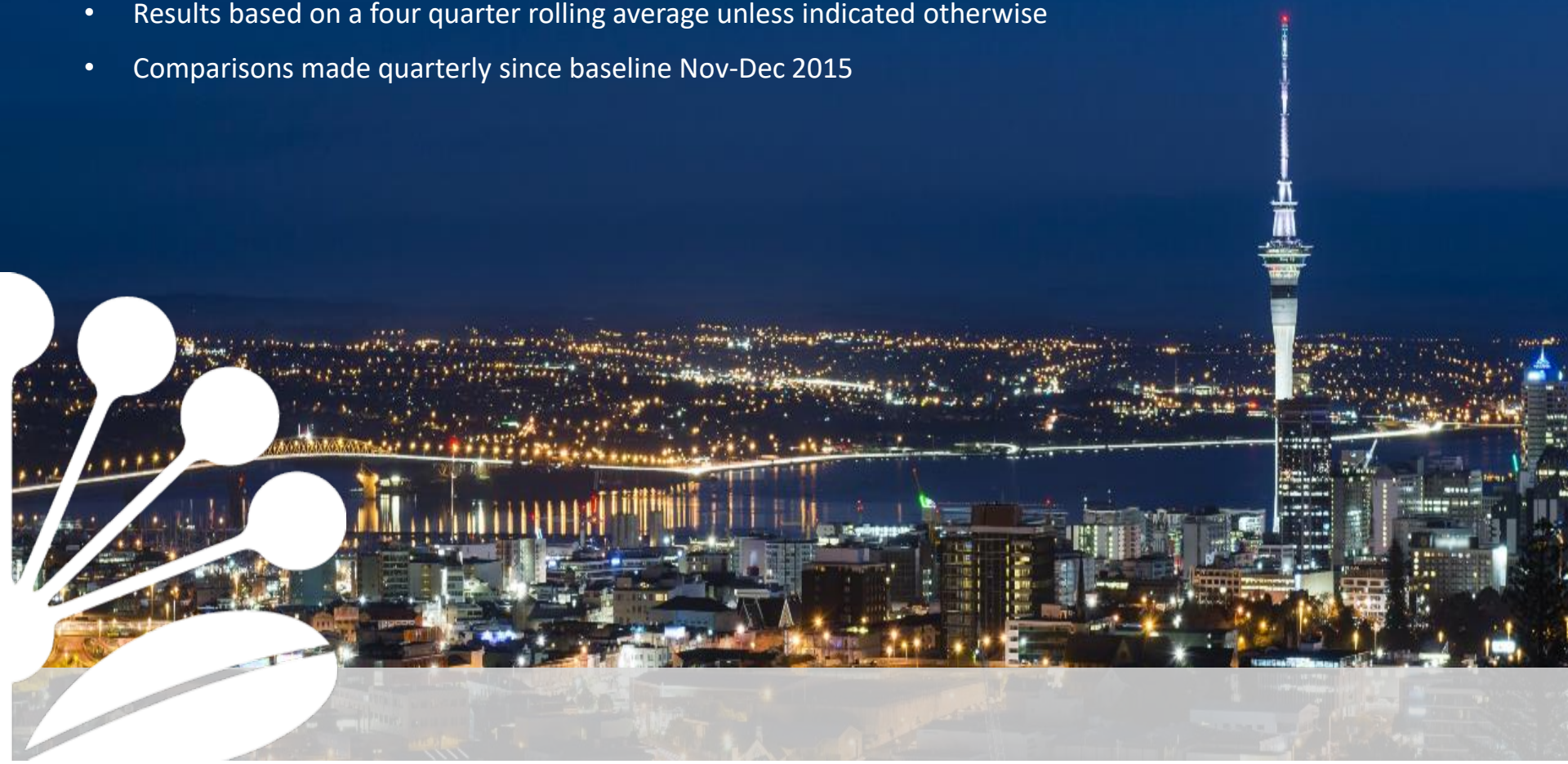
CITIZEN INSIGHTS MONITOR UPDATE

- Latest results: **Q2 2018 – Q1 2019 (n**=3,230 interviews)
- Results based on a four quarter rolling average unless indicated otherwise
- Comparisons made quarterly since baseline Nov-Dec 2015



COLMAR BRUNTON
A Kantar Company

Auckland Council
Te Kaunihera o Tāmaki Makaurau

Research Approach – Quarter 1 2019

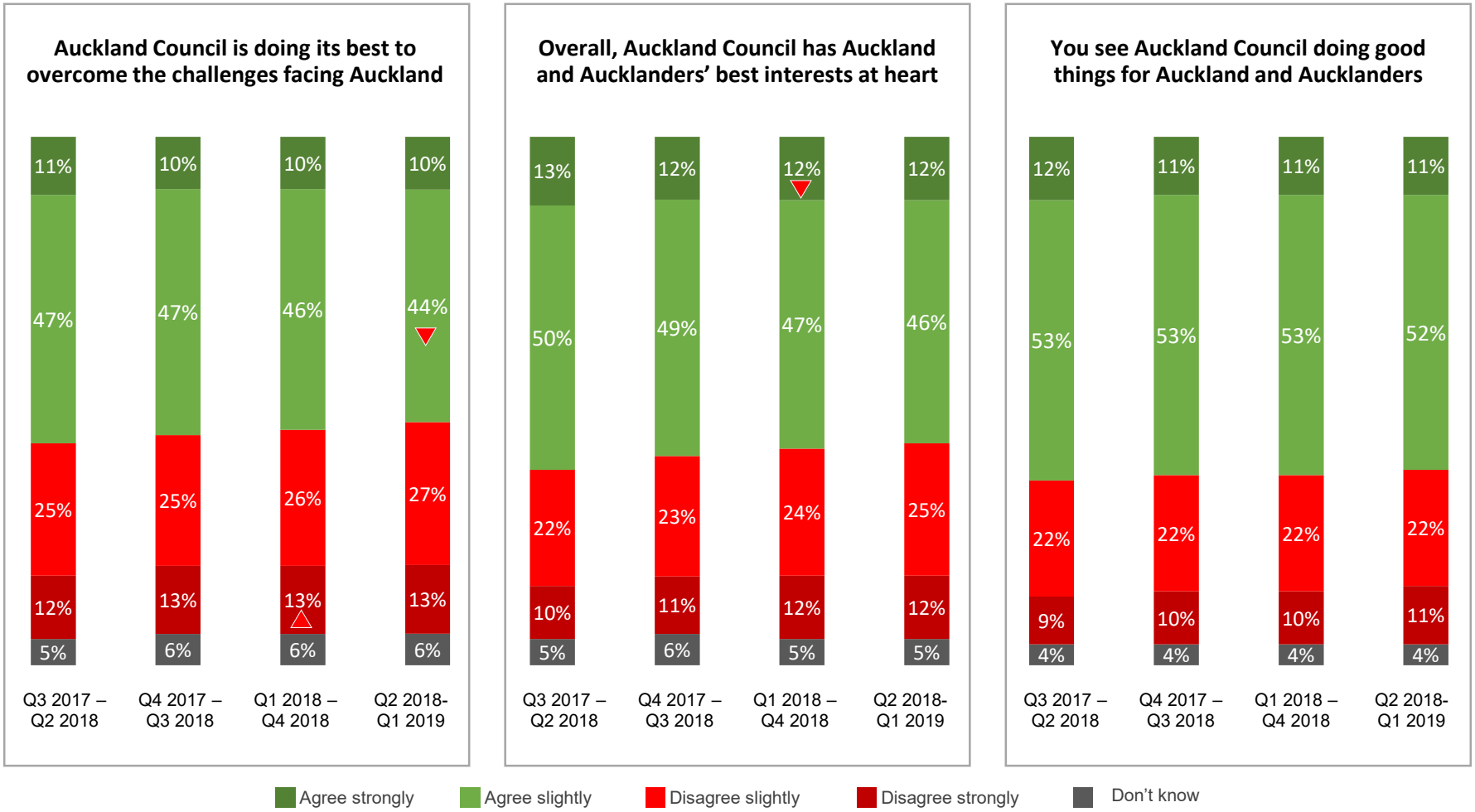
17 minute survey conducted with n=813 Auckland residents aged 15+ between January and March 2019.
4-quarter rolling data achieves a sample size of n=3,230

The maximum margin of error on a sample size of n=831 is +/- 3.4%
The maximum margin of error on a sample size of n=3,230 is +/- 1.7%

Quotas are set by age, gender, ethnicity and Local Board Area to reflect the profile of the Auckland population aged 15 years and older

The data has been post-weighted by age, gender, ethnicity and region from the 2013 Census statistics of the Auckland region. Sample sizes are indicated for the period covering the Citizen Insights Monitor

Aucklanders are optimistic about Auckland Council delivering for Auckland.

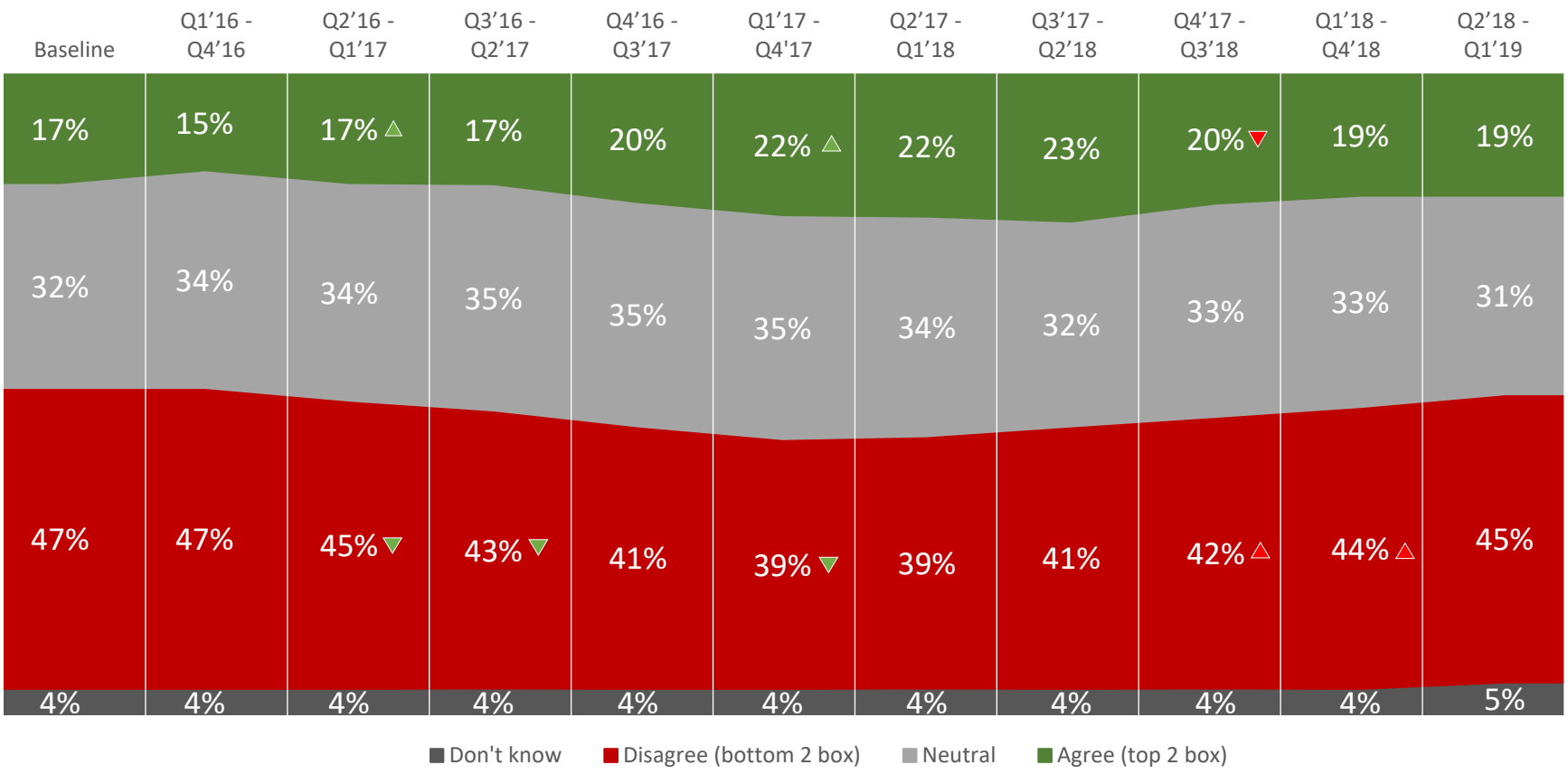


▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

R5b. Do you agree or disagree with the following statements about Auckland Council? Base Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18-Q4'18 (n=3230), Q2'18-Q1'19 (n=3230)

Trust in decision-making remains steady this quarter (top 2 box %)

TRUST IN COUNCIL DECISION-MAKING



O3. How much do you agree or disagree with the following statement?

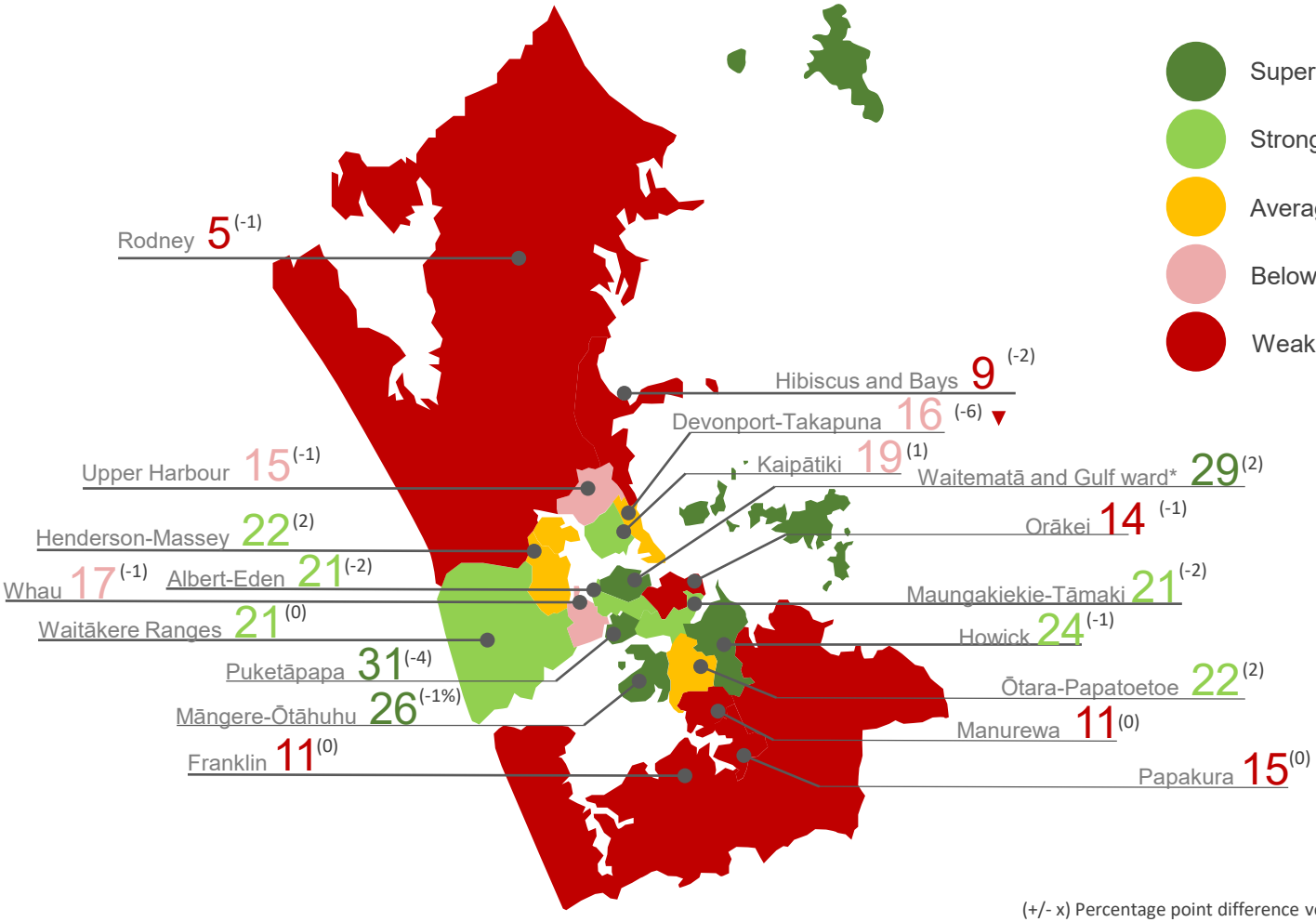
▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18 - Q4'18 (n=3230)

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

Trust in council decision making unchanged by Local Board, with only Devonport-Takapuna weakening significantly. Trust remains highest in Central and South Auckland.

TRUST IN DECISION MAKING SCORES ACROSS THE REGION: LOCAL BOARD AREAS (Q2'18 –Q1'19)



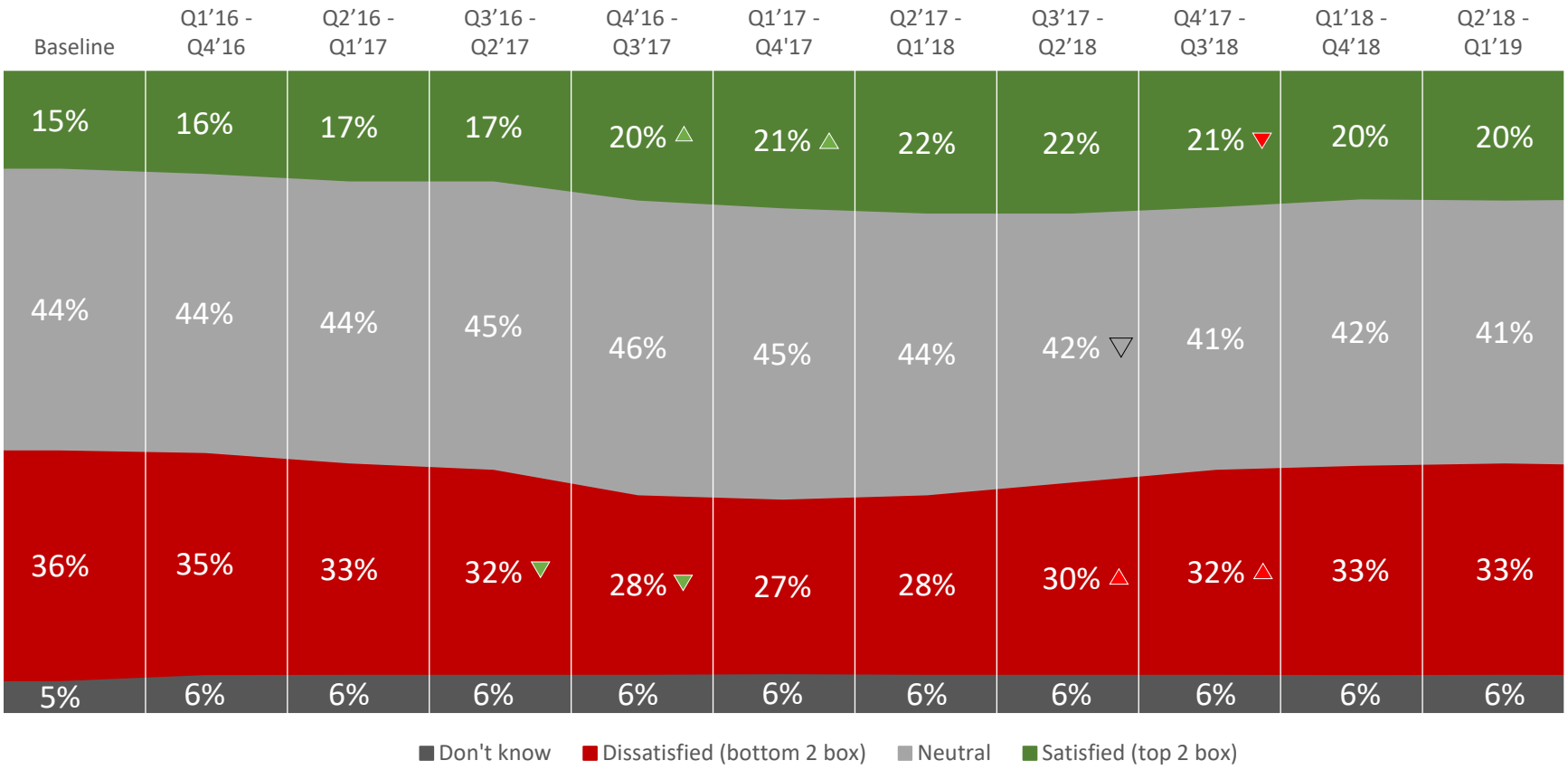
(+/- x) Percentage point difference versus last wave (Q1'18 – Q4 '18)

** Waitematā and Gulf Islands have been reported at the ward level as sample sizes for the local boards of Waiheke and Great Barrier are too small for local board analysis*

▲▼ = Sig. lower/higher trust (95% CI & taking into account effective sample size and rounding)

Satisfaction remains steady.

SATISFACTION WITH COUNCIL PERFORMANCE



O1. How satisfied or dissatisfied are you with the overall performance of Auckland Council over the last 12 months?

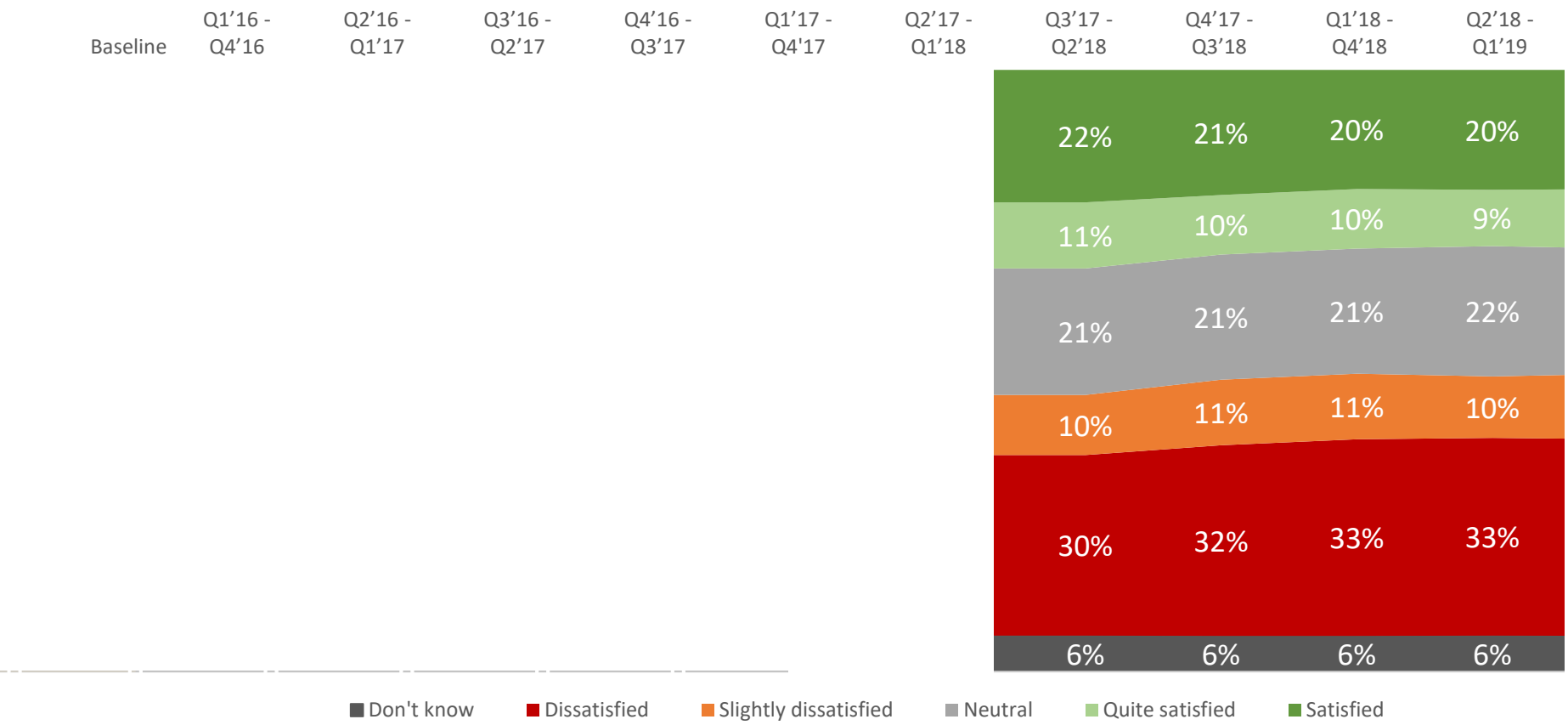
▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18 - Q4'18 (n=3230)

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

Breaking down “neutrals” shows a more granular view of Aucklanders’ attitudes

SATISFACTION (7 POINT SCALE)

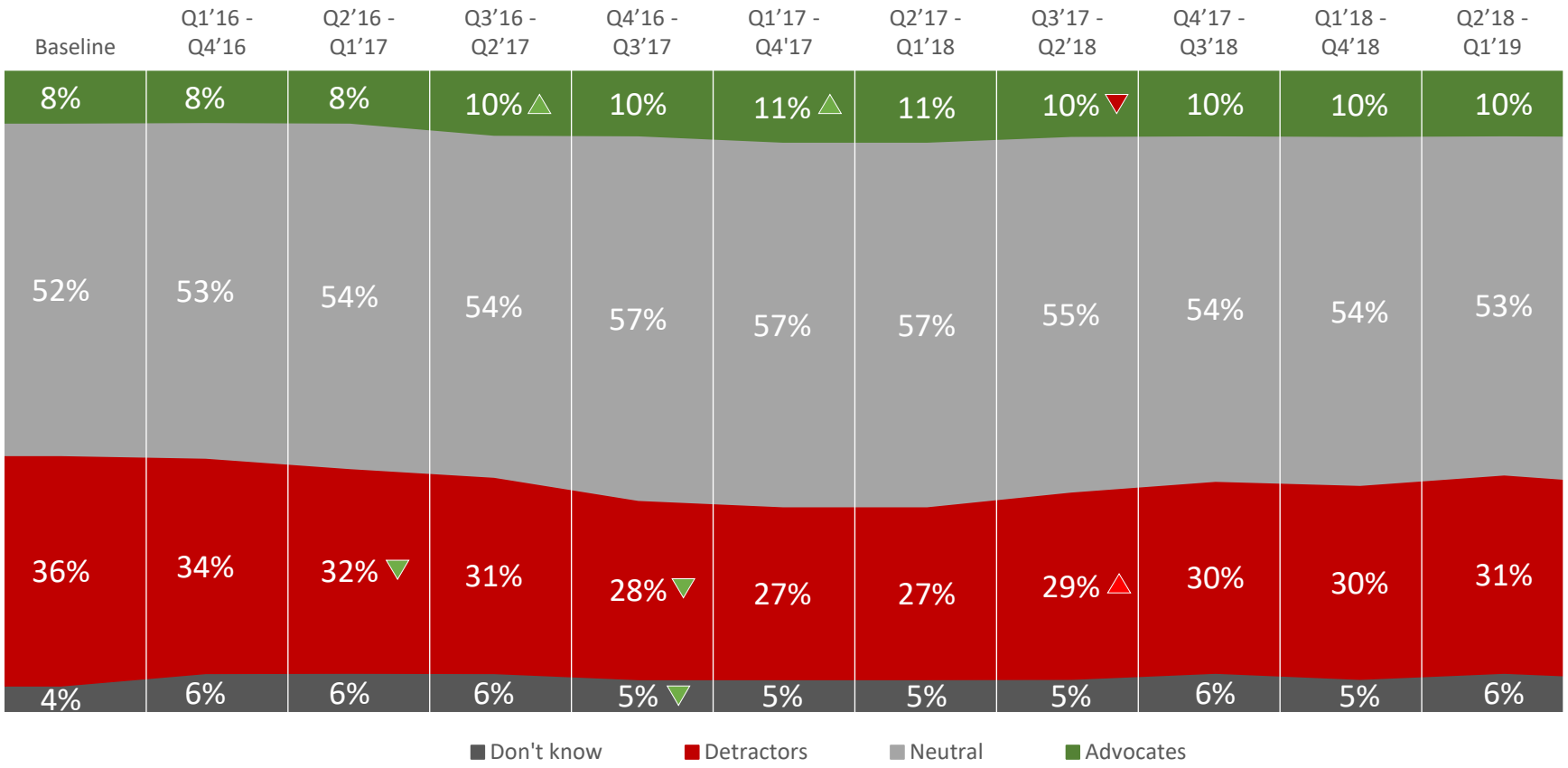


New question added in Q3 2017 for deep dive in Neutral responses.

▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Advocacy remains steady.

ADVOCACY



R5. Which one of the following statements best reflects your opinion of Auckland Council?

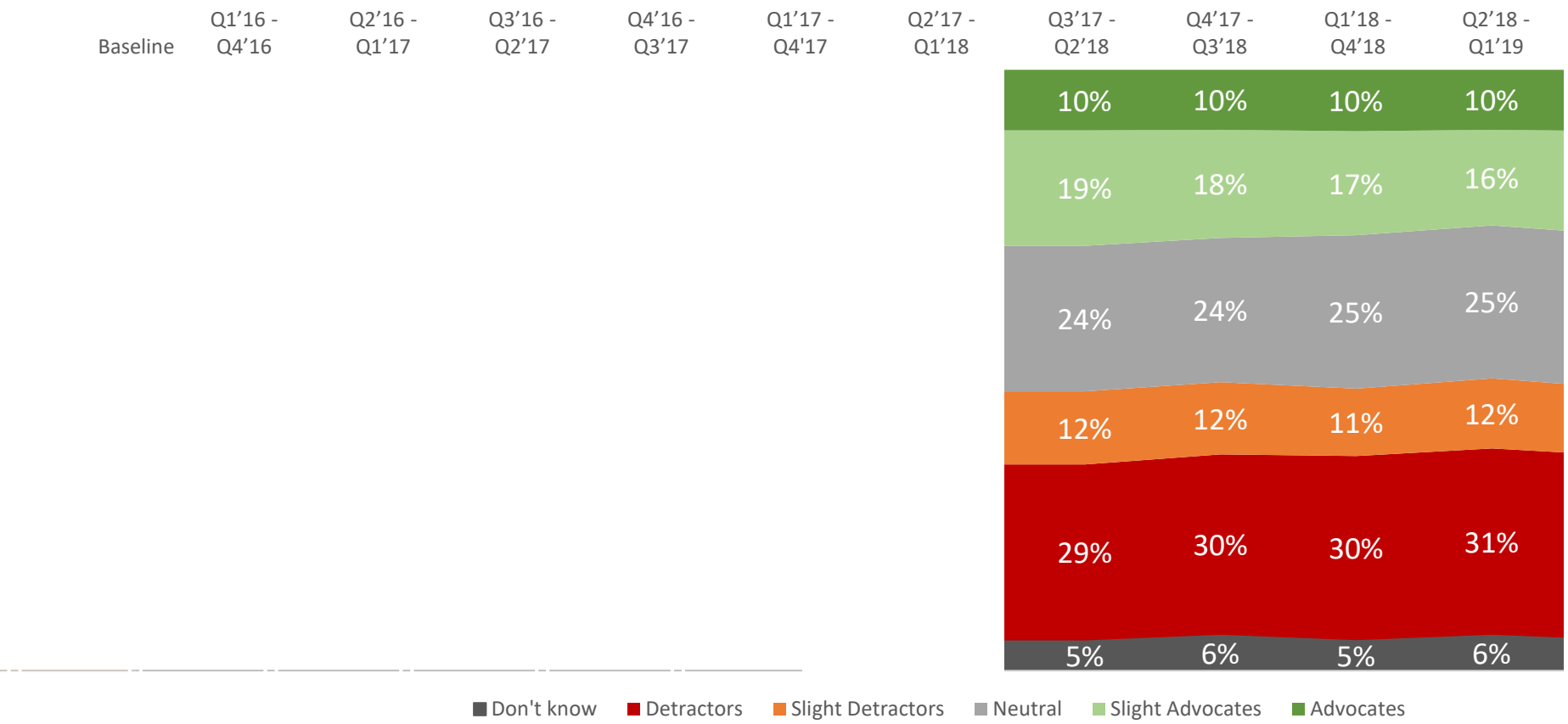
▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18 - Q4'18 (n=3230)

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

Breaking down “neutrals” shows a more granular view of Aucklanders’ attitudes.

ADVOCACY (7 POINT SCALE)



New question added in Q3 2017 for deep dive in Neutral responses.

▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

R5 - Which one of the following statements best reflects your opinion of Auckland Council? Base Q3’17-Q2’18 (n=3204), Q4’17-Q3’18 (n=3232), Q1’18-Q4’18 (n=3230) R5a - Which of the following would best describe your feelings towards Auckland Council? Base Q3’17-Q2’18 (n=1789), Q4’17-Q3’18 (n=1752), Q1’18-Q4’18 (n=1737), Q2’18-Q1’19 (n=1709)

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

No significant changes in the four pillars that drive trust.

PILLAR PERFORMANCE (T2B Scores) – 4 QUARTERLY ROLL

		BENCH MARK 2015	Q1 – Q4'16	Q2'16 – Q1'17	Q3'16 – Q2'17	Q4'16 – Q3'17	Q1 – Q4 '17	Q2'17 – Q1'18	Q3'17 – Q2'18	Q4'17 – Q3'18	Q1 – Q4'18	Q2'18- Q1'19
40%	ACCOUNTABILITY & EFFECTIVENESS	14%	12% ▼	14% ▲	15% ▲	17% ▲	19% ▲	19%	19%	18% ▼	17%	17%
22%	LEADERSHIP & GROWTH	19%	16% ▼	18% ▲	18%	20% ▲	21%	22%	22%	21%	21%	20%
20%	SOCIAL RESPONSIBILITY & COMMUNCIATIONS	19%	17% ▼	19% ▲	20% ▲	22% ▲	23%	24%	24%	23%	23%	23%
19%	FAIRNESS & ETHICS	28%	25% ▼	27% ▲	29% ▲	31% ▲	33% ▲	33%	33%	33%	32%	32%

Base: Total Sample; Benchmark '15 (n=3015); Q1-Q4 '16 (n=3130); Q2 '16-Q1 '17 (n=3130), Q3 '16-Q2 '17 (n=3160), Q4 '16-Q3 '17 (n=3172), Q1 '17-Q4 '17 (n=3236), Q2 '17-Q1 '18 (n=3235), Q3 '17-Q2 '18 (n=3204), Q4'17– Q3'18 (n=3232), Q1-Q4 '18 (n=3230), Q2'18-Q1'19 (n=3230)

R6. How well do you believe Auckland Council demonstrates the following attributes?

* Average T2B score on pillars is a mean of T2B percentages of all statements within a factor.

▲▼ = Indicates positive Sig. differences vs. previous period at a 95% CI

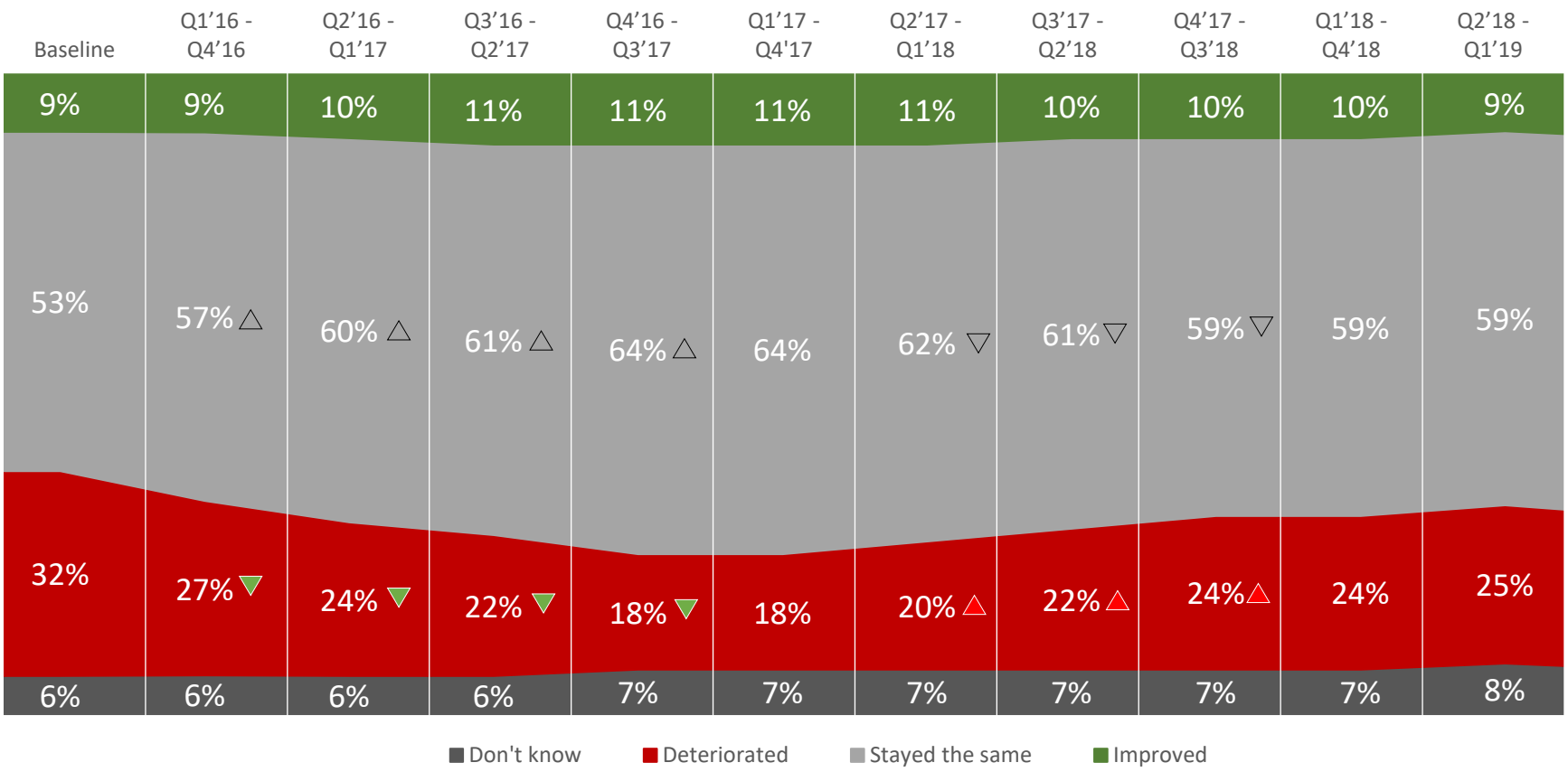
▲▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

▲▼ = Sig. lower/higher than previous period (95% CI & taking into account effective sample size and rounding)

Momentum remains steady.

MOMENTUM



R4. How have your views of Auckland Council changed over the past six months?

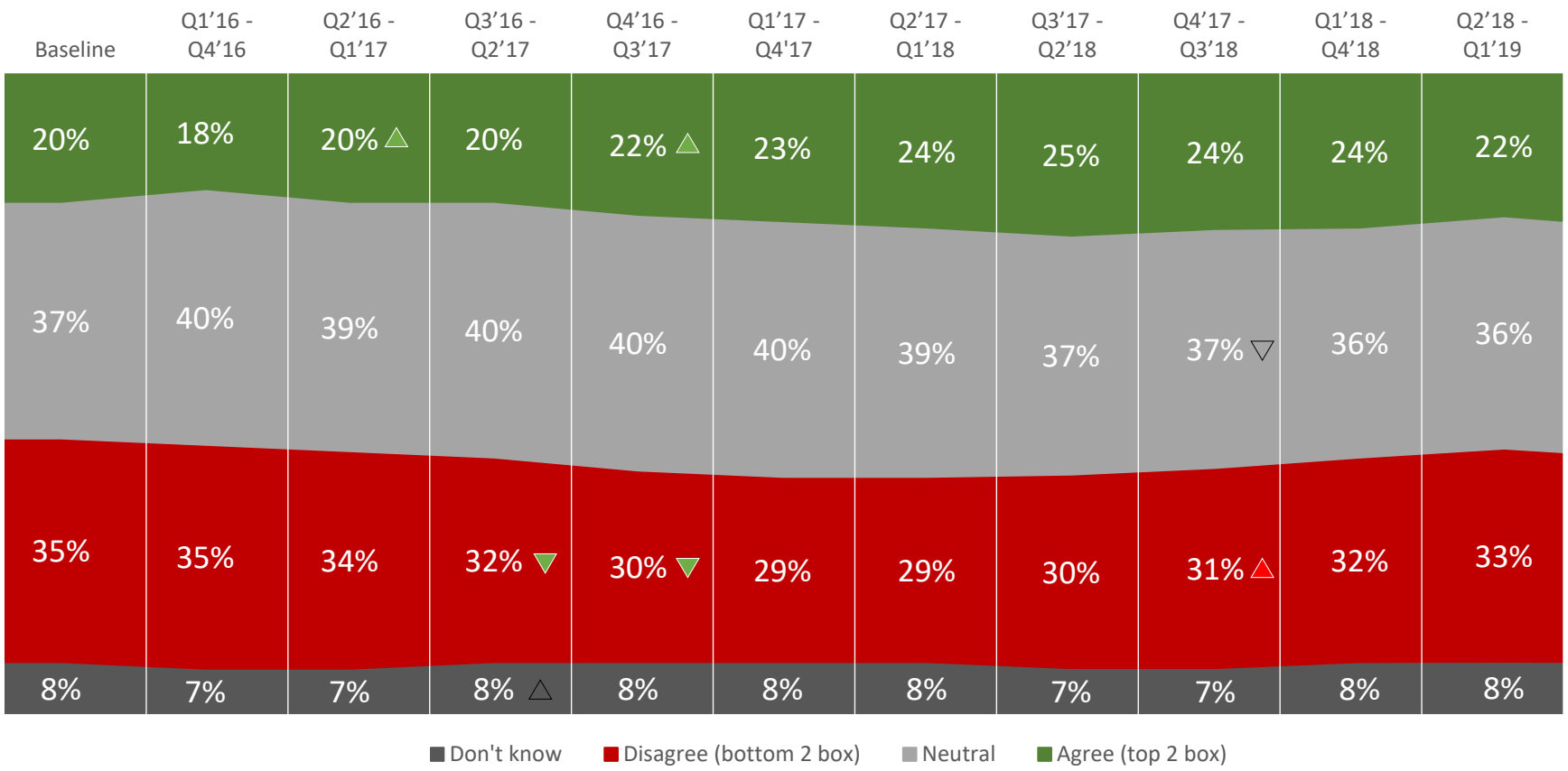
▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Base: Total Sample; Benchmark '15 (n=2868); Q1'16-Q4'16 (n=2958); Q2'16-Q1'17 (n=2954), Q3'16-Q2'17 (n=2980), Q4'16-Q3'17 (n=2987), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18 - Q4'18 (n=3230)

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

The number of people that believe council is going in the right direction remains steady.

AUCKLAND COUNCIL IS GOING IN THE RIGHT DIRECTION



O3. How much do you agree or disagree with the following statement?

▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18 - Q4'18 (n=3230)
Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not

KPI Scorecard

KEY METRICS – 4 QUARTERLY ROLL

		BENCH-MARK 2015	Q1 – Q4'16	Q2'16 – Q1'17	Q3'16 – Q2'17	Q4'16 – Q3'17	Q1 – Q4'17	Q2'17 – Q1'18	Q3'17– Q2'18	Q4'17– Q3'18	Q1 – Q4'18	Q2'18- Q1'19
Advocacy	Advocates (T2B)	**8%**	**8%**	**8%**	**10%** ▲	**10%**	**11%** ▲	**11%**	**10%** ▼	**10%**	**10%**	**10%**
	Detractors (Bottom 2 Box)	36%	34%	32% ▼	31%	28% ▼	27%	27%	29% ▲	30%	30%	31%
Trust in decision Making	Total Agree (T2B)	**17%**	**15%**	**17%** ▲	**17%**	**20%** ▲	**22%** ▲	**22%**	**23%**	**20%** ▼	**19%**	**19%**
	Total Disagree (Bottom 2 Box)	47%	47%	45% ▼	43% ▼	41% ▼	39% ▼	39%	41%	42% ▲	44% ▲	45%
Satisfaction	Total Satisfied (T2B)	**15%**	**16%**	**17%**	**17%**	**20%** ▲	**21%** ▲	**22%**	**22%**	**21%** ▼	**20%**	**20%**
	Total Dissatisfied (Bottom 2 Box)	36%	35%	33%	32% ▼	28% ▼	27%	28%	30% ▲	32% ▲	33%	33%
Auckland council is going in the right direction	Total Agree (T2B)	**20%**	**18%**	**20%** ▲	**20%**	**22%** ▲	**23%**	**24%**	**25%**	**24%**	**24%**	**22%**
	Total Disagree (Bottom 2 Box)	35%	35%	34%	32% ▼	30% ▼	29%	29%	30%	31% ▲	32%	33%
Momentum	Views Improved	**9%**	**9%**	**10%**	**11%**	**11%**	**11%**	**11%**	**10%**	**10%**	**10%**	**9%**
	Views Deteriorated	32%	27% ▼	24% ▼	22% ▼	18% ▼	18%	20% ▲	22% ▲	24% ▲	24%	25%
Seeks residents point of view	Total Demonstrates (T2B)	**18%**	**17%**	**18%**	**19%**	**20%**	**22%** ▲	**22%**	**21%**	**21%**	**22%**	**21%**
	Total Doesn't Demonstrate (B2B)	46%	44%	42% ▼	42%	40% ▼	38% ▼	39%	39%	39%	39%	40%
Is an example of good value for ratepayers' money	Total Demonstrates (T2B)	**9%**	**7%** ▼	**8%** ▲	**10%** ▲	**12%** ▲	**13%** ▲	**14%**	**14%**	**13%**	**13%**	**12%**
	Total Doesn't Demonstrate (B2B)	58%	57% ▼	53% ▼	51%	49% ▼	48% ▼	48%	50% ▲	51%	52%	52%
Perceptions that council keep people informed on how their rates are being spent	Total Demonstrates (T2B)	**19%**	**19%**	**21%** ▲	**21%**	**23%** ▲	**25%** ▲	**25%**	**26%**	**25%**	**25%**	**25%**
	Total Doesn't Demonstrate (B2B)	43%	42%	39% ▼	36% ▼	34% ▼	32%	33%	34%	35%	36%	36%

▲▼ = Indicates negative Sig. differences vs. previous period at a 95% CI ▲▼ = Indicates positive Sig. differences vs. previous period at a 95% CI

Base: Total Sample; Benchmark '15 (n=3015); Q1-Q4 '16 (n=3130); Q2 '16-Q1 '17 (n=3130), Q3 '16-Q2 '17 (n=3160), Q4 '16-Q3 '17 (n=3172), Q1 '17-Q4 '17 (n=3236) , Q3 '17-Q2 '18 (n=3204), Q4'17– Q3'18 (n=3232), Q1-Q4 '18 (n=3230), Q2'18-Q1'19 (n=3230)

Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not