

CITIZEN INSIGHTS MONITOR UPDATE

Q1 2021

Research Approach – Quarter 1 2021

During Q1 2021 fieldwork the Auckland region went into Level 3 lockdown from 14th – 17th February and then to Level 2 from 17th-22nd February. Then again on 28th February Auckland goes back to Level 3 until 7th March where it stayed at alert Level 2 midday 12th March.



14 minute survey conducted with n=815 Auckland residents aged 15+ between January and March 2021.

4-quarter rolling data achieves a sample size of n=3,069



The maximum margin of error on a sample size of n=815 is +/- 3.4%

The maximum margin of error on a sample size of n=3,069 is +/- 1.8%



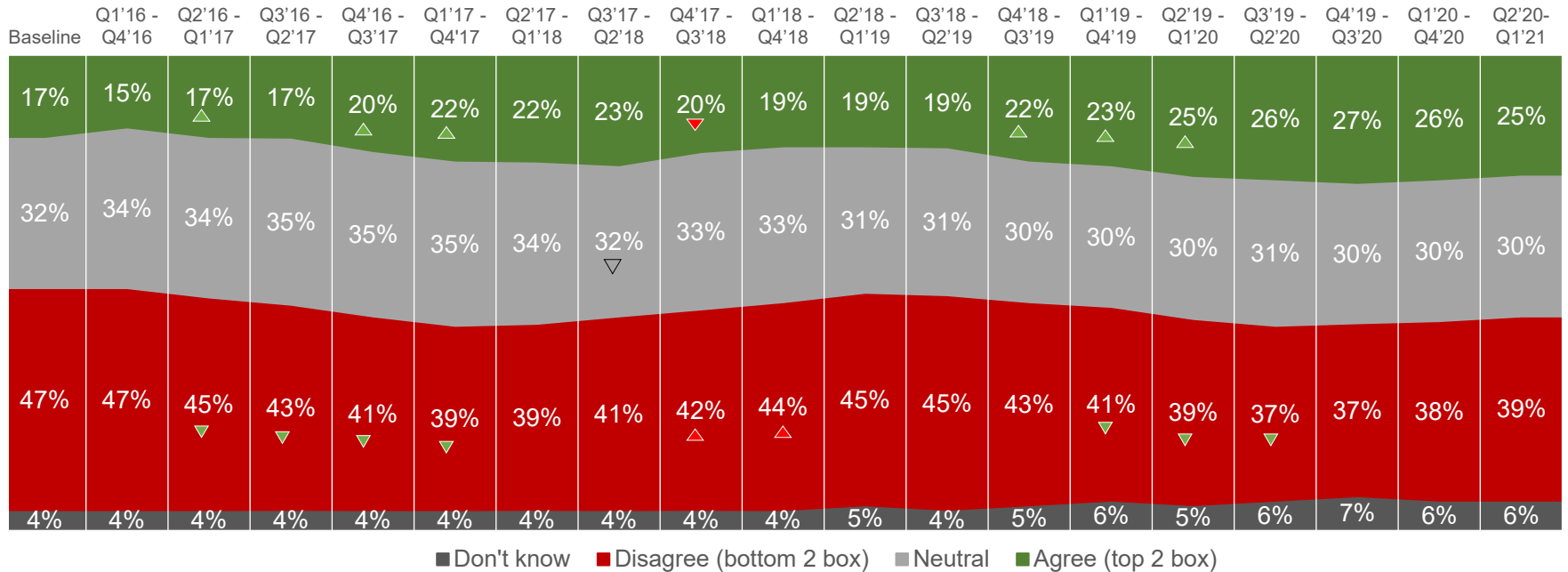
Quotas are set by age, gender, ethnicity and Local Board Area to reflect the profile of the Auckland population aged 15 years and older



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.

Trust in council decision making is slightly down for the second quarter.

TRUST IN COUNCIL DECISION-MAKING



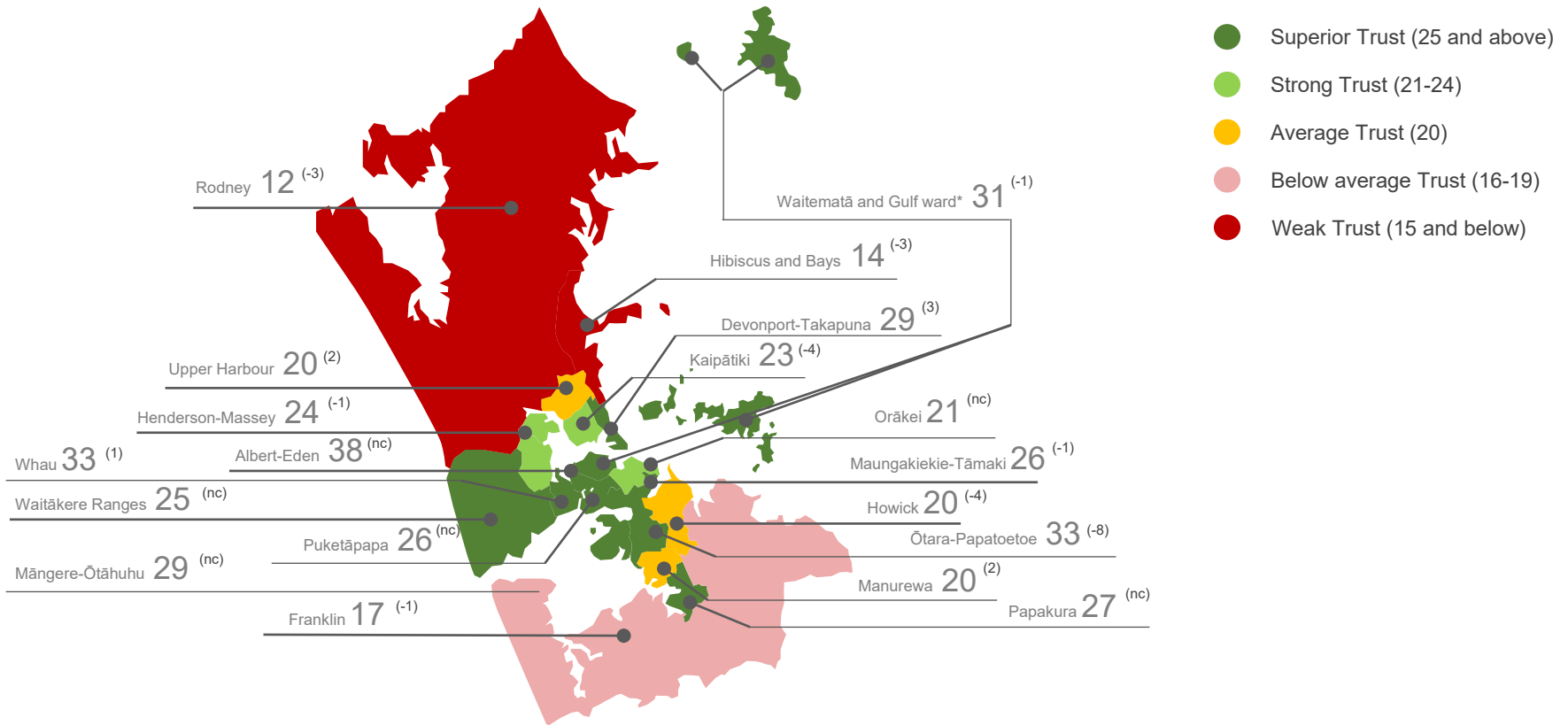
O3 O3 - How much do you agree or disagree with the following statements?

\triangle ∇ = Indicates positive Sig. differences vs. previous period at a 95% CI
 \triangle ∇ = 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), Q2'18-Q1'19 (n=3230), Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193), Q1'19-Q4'19 (n=3198), Q2'19-Q1'20 (n=3201), Q3'19-Q2'20 (n=3,203), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3,070), Q2'20-Q1'21 (n=3069)
 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

There have been some incremental movements at a Local Board level.

TRUST IN DECISION MAKING: LOCAL BOARDS (Q2'20-Q1'21)



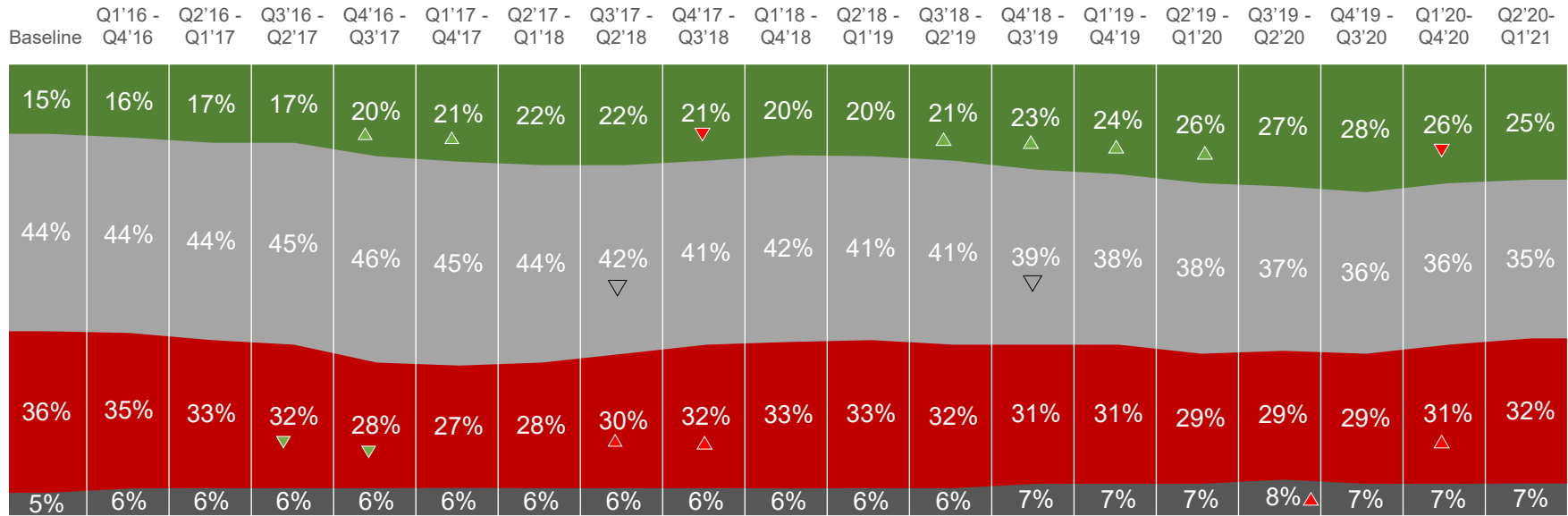
(+/- x) Percentage point difference versus last wave (Q1 – Q4'20)

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

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

Satisfaction with council performance is also slightly down this quarter.

SATISFACTION WITH COUNCIL PERFORMANCE



■ Don't know ■ Dissatisfied (bottom 2 box) ■ Neutral ■ Satisfied (top 2 box)

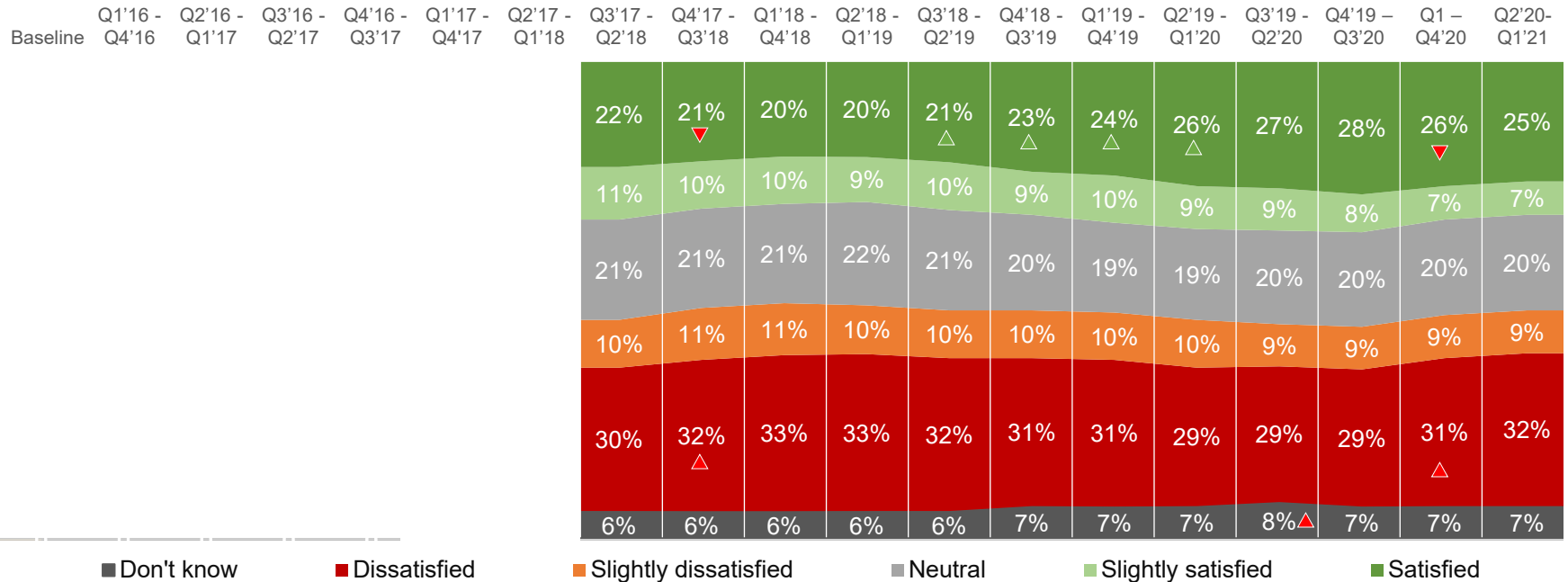
Q1 How satisfied or dissatisfied are you with the overall performance of Auckland Council over the last 12 months?

△ = 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), Q2'18-Q1'19 (n=3230), Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193), Q1'19-Q4'19 (n=3198), Q2'19-Q1'20 (n=3201), Q3'19-Q2'20 (n=3,203), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3,070), Q2'20-Q1'21 (n=3069)
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Satisfaction with Council performance is slightly down this quarter.

SATISFACTION WITH COUNCIL PERFORMANCE

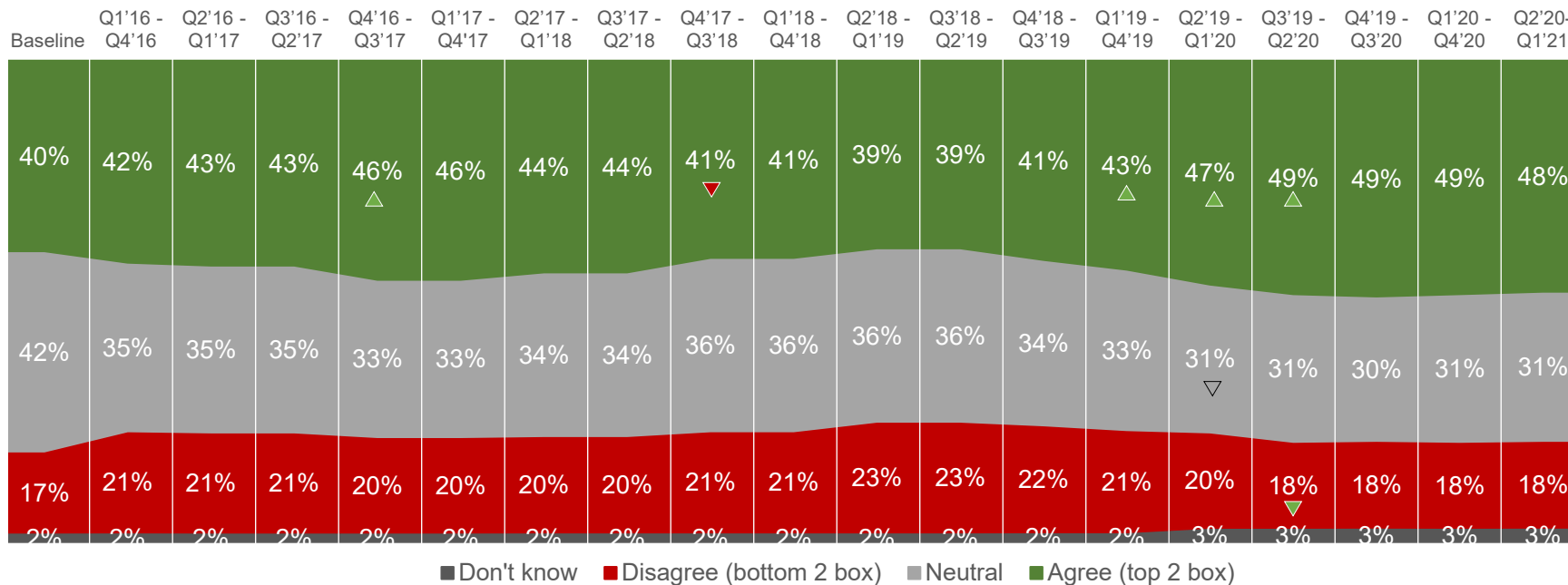


O1 a: New question added in Q3 2017 for deep dive in Neutral responses

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

The proportion of Aucklanders who feel a sense of pride living in Auckland is also stable.

I FEEL A SENSE OF PRIDE LIVING IN AUCKLAND



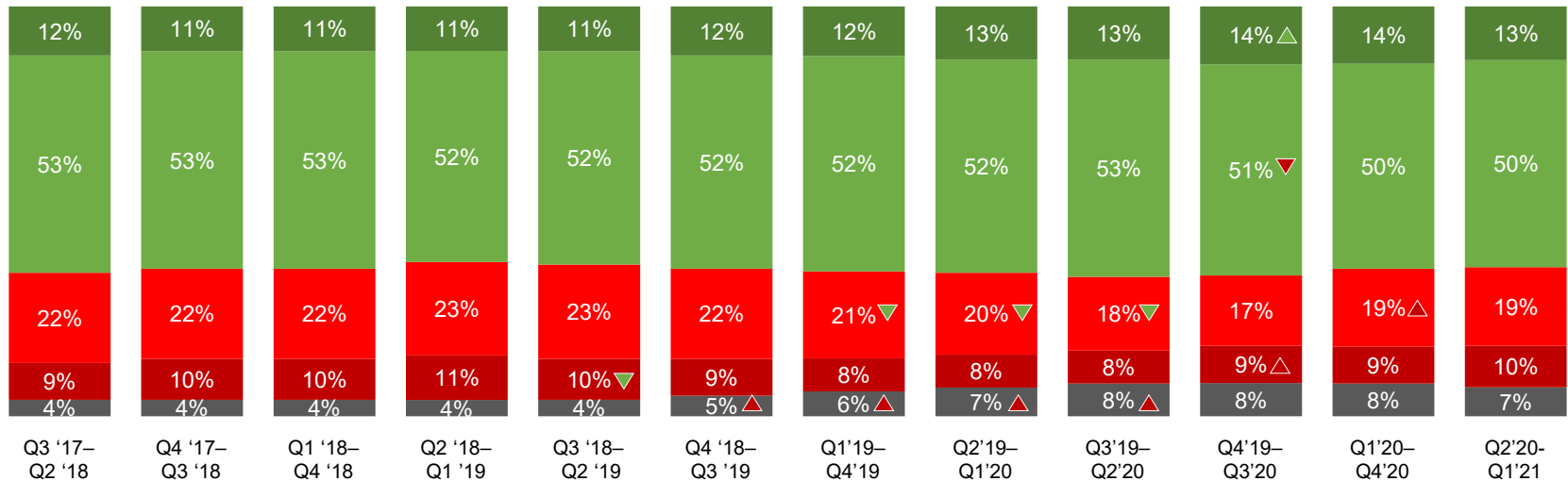
R8 R8 - How much do you agree or disagree with the following statements about Auckland?

▲ ▼ = 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=45); Q1'16-Q4'16 (n=1628); Q2'16-Q1'17 (n=1628); Q3'16-Q2'17 (n=1628); Q4'16-Q3'17 (n=1640); Q1'17-Q4'17 (n=1640); Q2'17-Q1'18 (n=1639); Q3'17-Q2'18 (n=1639); Q4'17-Q3'18 (n=1667); Q1'18-Q4'18 (n=1667); Q2'18-Q1'19 (n=1667); Q3'18-Q2'19 (n=1667); Q4'18-Q3'19 (n=1630); Q1'19-Q4'19 (n=2386); Q2'19-Q1'20 (n=3201); Q2'19-Q1'20 (n=3201); Q3'19-Q2'20 (n=3,203); Q4'19-Q3'20 (n=3,198); Q1'20-Q4'20 (n=3,070); Q2'20-Q1'21 (n=3069)
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Stable results for the number of Aucklanders who see council doing good things for the city and its residents.

You see Auckland Council doing good things for Auckland and Aucklanders



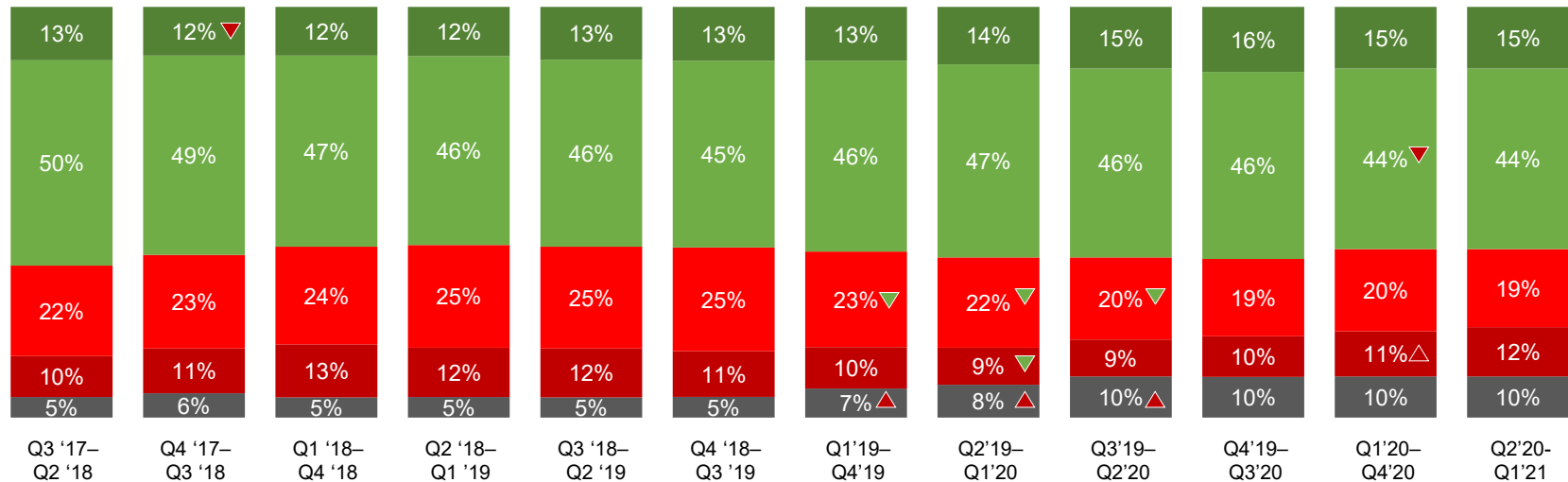
Don't know
 Disagree strongly
 Disagree slightly
 Agree slightly
 Agree strongly

R5 b. Do you agree or disagree with the following statements about Auckland Council?

▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
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Perceptions that council has Auckland and Aucklanders' best interests at heart is also largely stable.

Overall, Auckland Council has Auckland and Aucklanders' best interests at heart



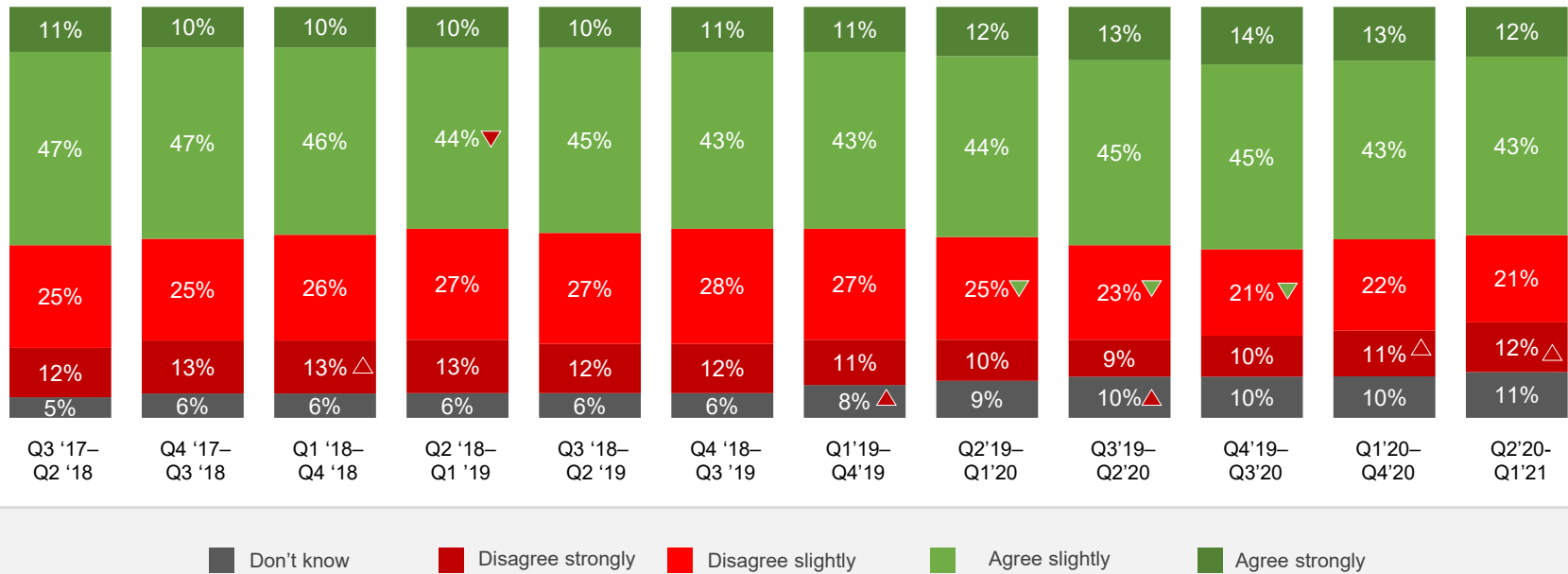
Don't know
 Disagree strongly
 Disagree slightly
 Agree slightly
 Agree strongly

R5 b. Do you agree or disagree with the following statements about Auckland Council?

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

And views that Auckland Council is doing its best to overcome challenges is relatively stable.

Auckland Council is doing its best to overcome the challenges facing Auckland



R5 b. Do you agree or disagree with the following statements about Auckland Council?

$\Delta \nabla$ = Indicates positive Sig. differences vs. previous period at a 95% CI
 $\Delta \nabla$ = Indicates negative Sig. differences vs. previous period at a 95% CI

Key metrics are relatively stable this quarter.



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	Q3'18 – Q2'19	Q4'18 – Q3'19	Q1 – Q4'19	Q2'19 – Q1'20	Q3'19 – Q2'20	Q4'19 – Q3'20	Q1 – Q4'20	Q2'20 – Q1'21
Advocacy	Advocates (T2B)	8%	8%	8%	10%▲	10%	11%▲	11%	10%▼	10%	10%	10%	11%▲	13%▲	13%	14%	14%	14%	13%	13%
	Detractors (Bottom 2 Box)	36%	34%	32%▼	31%	28%▼	27%	27%	29%▲	30%	30%	31%	31%	30%	29%	27%▼	26%	26%	28%▲	30%▲
Trust in decision Making	Total Agree (T2B)	17%	15%	17%▲	17%	20%▲	22%▲	22%	23%	20%▼	19%	19%	19%	22%▲	23%▲	25%▲	26%	27%	26%	25%
	Total Disagree (Bottom 2 Box)	47%	47%	45%▼	43%▼	41%▼	39%▼	39%	41%	42%▲	44%▲	45%	45%	43%	41%▼	39%▼	37%▼	37%	38%▲	39%
Satisfaction	Total Satisfied (T2B)	15%	16%	17%	17%	20%▲	21%▲	22%	22%	21%▼	20%	20%	21%▲	23%▲	24%▲	26%▲	27%	28%	26%▼	25%
	Total Dissatisfied (B2B)	36%	35%	33%	32%▼	28%▼	27%	28%	30%▲	32%▲	33%	33%	32%	31%	31%	29%	29%	29%	31%▲	32%
Auckland council is going in the right direction	Total Agree (T2B)	20%	18%	20%▲	20%	22%▲	23%	24%	25%	24%	24%	22%▼	23%	24%▲	25%	28%▲	28%	29%	27%▼	26%
	Total Disagree (B2B)	35%	35%	34%	32%▼	30%▼	29%	29%	30%	31%▲	32%	33%	33%	32%	30%▼	27%▼	27%	27%	29%▲	30%▲
Sense of Pride	Total Agree (T2B)	40%	42%	43%	43%	46%	46%	44%	44%	41%	41%	39%▼	39%	41%▲	43%▲	47%▲	49%▲	49%	49%	48%
	Total Disagree (B2B)	17%	21%	21%	21%	20%	20%	20%	20%	21%	21%	23%	23%	22%	21%	20%	18%▼	18%	18%	18%
Seeks residents point of view	Total Demonstrates (T2B)	18%	17%	18%▲	19%	20%	22%▲	22%	21%	21%	22%	21%	23%▲	24%	24%	25%	NA	26%	25%	26%
	Total Doesn't Demonstrate (B2B)	46%	44%	42%▼	42%	40%▼	38%▼	39%	39%	39%	39%	40%	38%	39%	38%	36%		34%	36%	36%
Is an example of good value for ratepayers' money	Total Demonstrates (T2B)	9%	7%▼	8%▲	10%▲	12%▲	13%▲	14%	14%	13%	13%	12%	13%	14%▲	15%	16%▲	NA	18%	17%	16%
	Total Doesn't Demonstrate (B2B)	58%	57%	53%▼	51%▼	49%▼	48%▼	48%	50%▲	51%	52%	52%	51%	51%	48%▼	46%▼		44%	46%▲	49%▲
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%	26%▲	28%▲	30%▲	32%▲	32%	32%	31%	30%
	Total Doesn't Demonstrate (B2B)	43%	42%	39%▼	36%▼	34%▼	32%	33%	34%	35%	36%	36%	36%	34%▼	33%	31%▼	30%▼	31%	31%	32%

NA - not asked Q2 2020

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