

CITIZEN INSIGHTS MONITOR

Q3 2022

Latest results based on rolled quarters Q4 2021 – Q3 2022
Sample size: n= 3091 (4 quarter roll) & n=820 (Q3 2022)

KANTAR PUBLIC



15-19 minute survey conducted with n=820 Auckland residents aged 15+ between July and September 2022.

4-quarter rolling data achieves a sample size of n=3091



The maximum margin of error on a sample size of n=820 is +/- 3.4%

The maximum margin of error on a sample size of n=3091 is +/- 1.8%



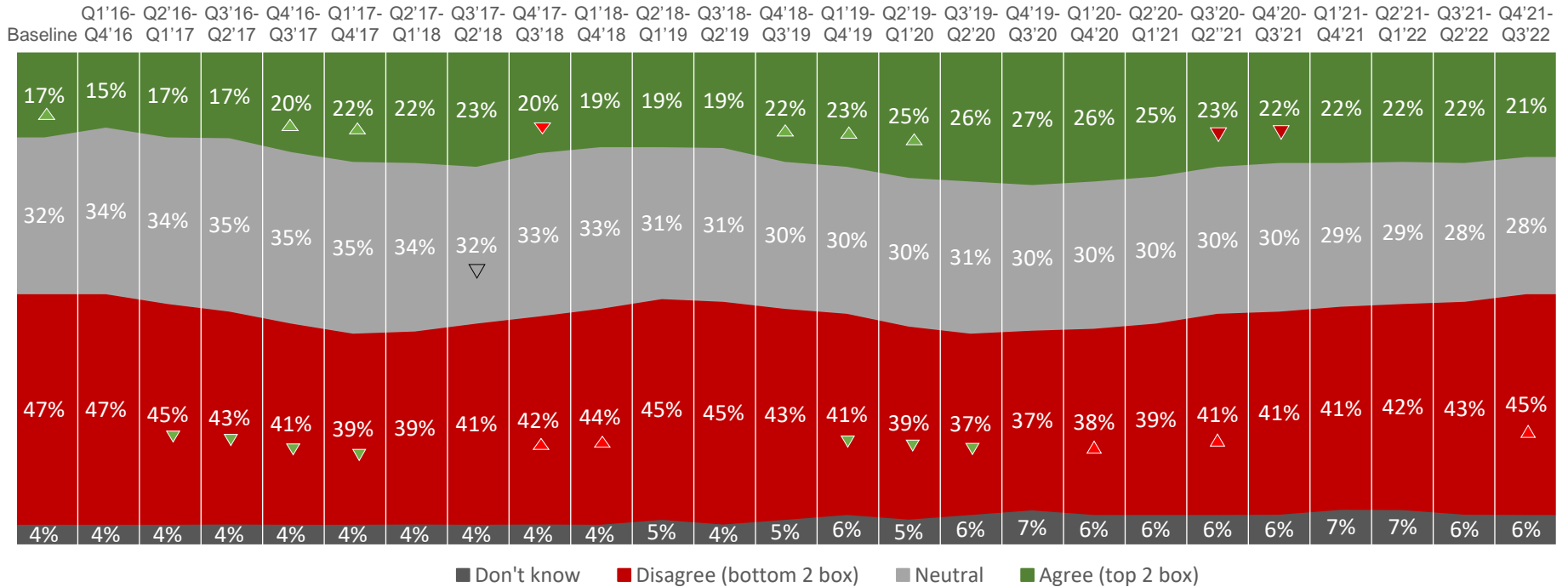
Quotas are set by age, gender, ethnicity and Local Board Area to reflect the profile of the Auckland population aged 15 years and older



The data has been post-weighted by age, gender, ethnicity and region from the 2018 Census statistics of the Auckland region. Sample sizes are indicated for the period covering the Citizen Insights Monitor.

Trust in council decision-making is stable.

TRUST IN COUNCIL DECISION-MAKING



Q3 How much do you agree or disagree with the following statements?

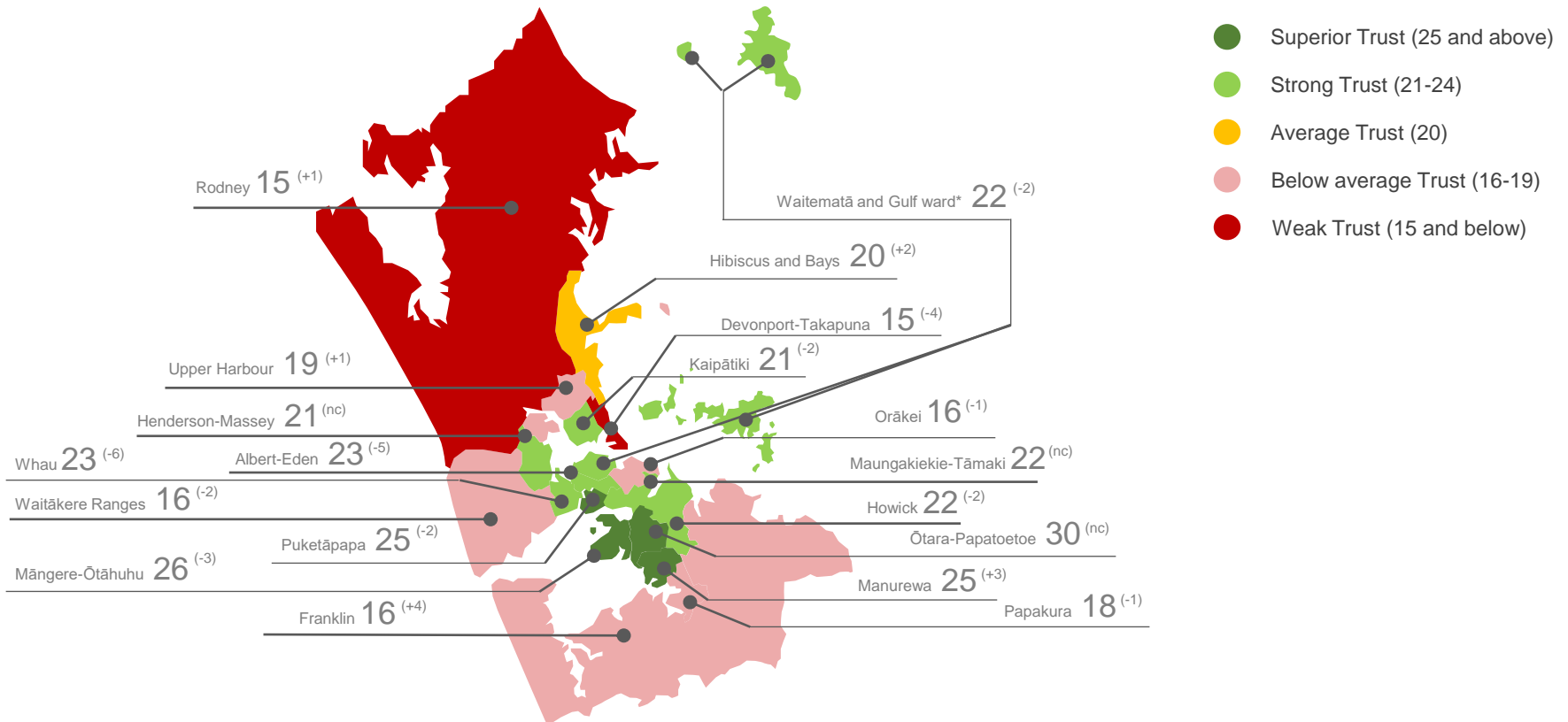
▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

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), Q3'20-Q2'21 (n= 3,073), Q4'20-Q3'21 (n=3073), Q1-Q4'21 (n=3076), Q2'21-Q1'22 (n=3079), Q3'21-Q2'22 (n=3084), Q4-21-Q3'22 (n=3091).

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 is strongest in central local boards and lowest in the rural areas (Franklin and Rodney).

TRUST IN DECISION MAKING: LOCAL BOARDS (Q4'21-Q3'22)



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

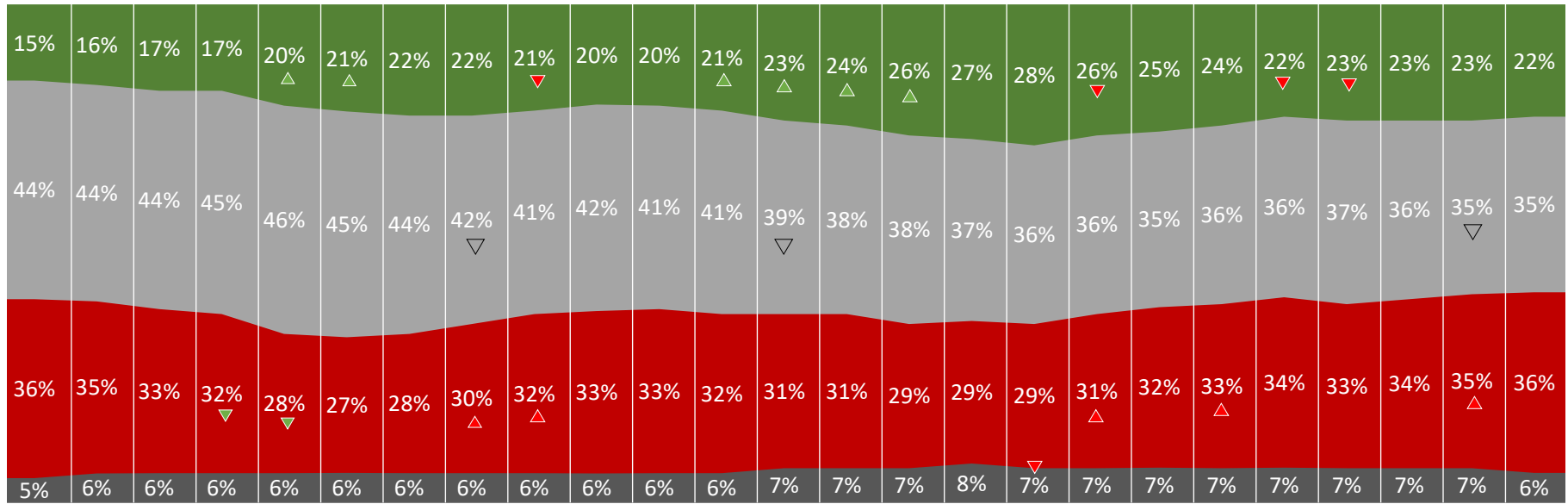
(+/- x) Percentage point difference versus last wave (Q4'21 – Q3'22)

* 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 stable.

SATISFACTION WITH COUNCIL PERFORMANCE

Q1'16- Q2'16- Q3'16- Q4'16- Q1'17- Q2'17- Q3'17- Q4'17- Q1'18- Q2'18- Q3'18- Q4'18- Q1'19- Q2'19- Q3'19- Q4'19- Q1'20- Q2'20- Q3'20- Q4'20- Q1'21- Q2'21- Q3'21- Q4'21-
 Baseline Q4'16 Q1'17 Q2'17 Q3'17 Q4'17 Q1'18 Q2'18 Q3'18 Q4'18 Q1'19 Q2'19 Q3'19 Q4'19 Q1'20 Q2'20 Q3'20 Q4'20 Q1'21 Q2'21 Q3'21 Q4'21



■ 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?

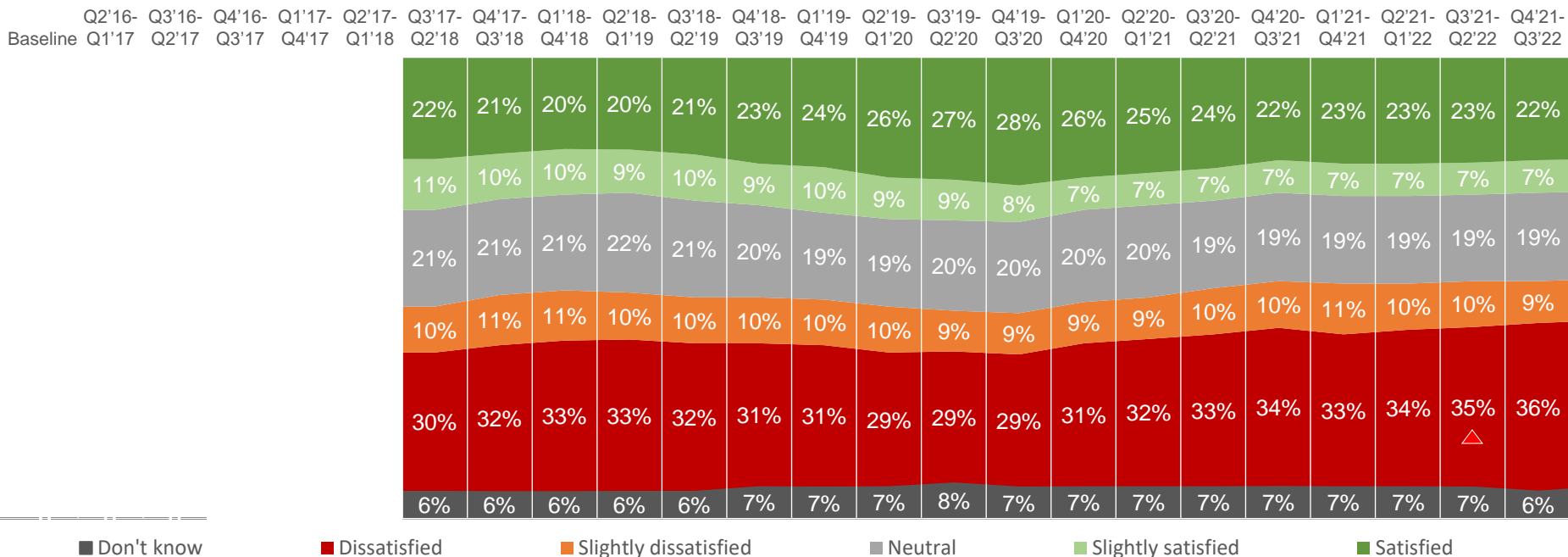
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Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18-Q4'18 (n=3230), Q2'18-Q1'19 (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), Q3'20-Q2'21 (n=3,073), Q4'20-Q3'21 (n=3073), Q1-Q4'21 (n=3076), Q2'21-Q1'22 (n=3079), Q3'21-Q2'22 (n=3084), Q4-21-Q3'22 (n=3091).

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

A deep dive into neutral responses shows three in ten Aucklanders are satisfied with council's performance.

SATISFACTION WITH COUNCIL PERFORMANCE



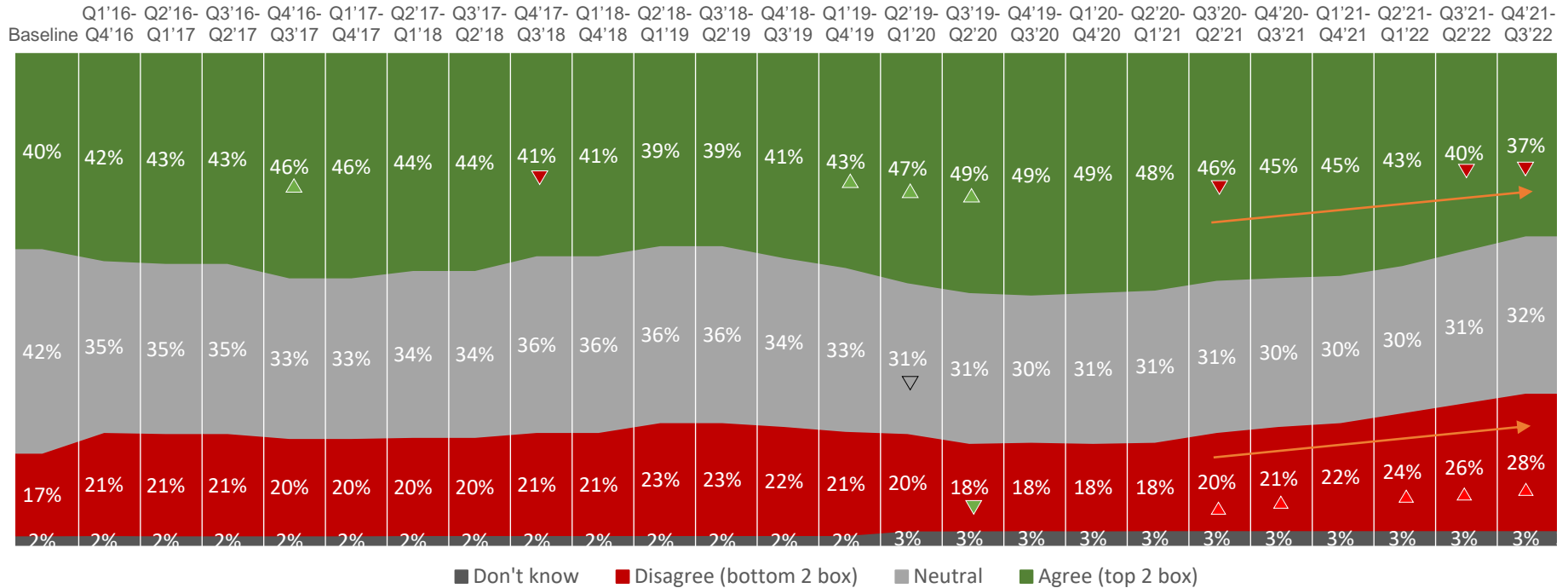
O1 a: New question added in Q3 2017 for deep dive in Neutral responses

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

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), 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), Q3'20-Q2'21 (n= 3073), Q4'20-Q3'21 (n=3073), Q1'21-Q4'21 (n=3076). . O1a - Which of the following would best describe your feelings towards Auckland Council's overall performance over the last 12 months? Base Q3'17-Q2'18 (n=1337), Q4'17-Q3'18 (n=1320), Q1'18-Q4'18 (n=1309), Q2'18-Q1'19 (n=1309), Q3'18-Q2'19 (n=1318), Q4'18-Q3'19 (n=1248), Q1'19-Q4'19 (n=1229), Q2'19-Q1'20 (n=1204), Q3'19-Q2'20 (n=1156), Q4'19-Q3'20 (n=1154), Q1'20-Q4'20 (n=1,092), Q2'20-Q1'21 (n=1076), Q3'20-Q2'21 (n= 1092), Q4'20-Q3'21 (n=1095), Q1'21-Q4'21 (n=1110), Q2'21-Q2'22 (n=3079), Q3'21-Q2'22 (n=3084), Q4-21-Q3'22 (n=3091).

Aucklanders' sense of pride continues to decline.

I FEEL A SENSE OF PRIDE LIVING IN AUCKLAND



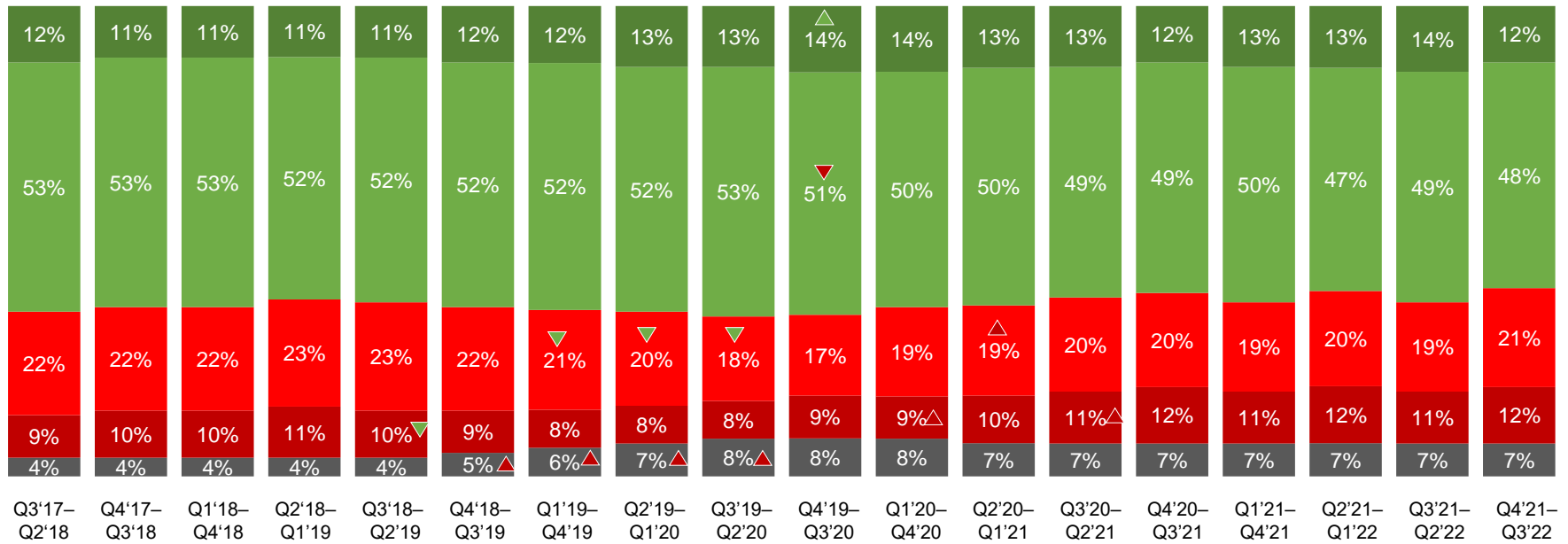
R8 R8 - How much do you agree or disagree with the following statements about Auckland?

▲ ▼ = 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); Q3'20-Q2'21 (n=3,073); Q4'20-Q3'21 (n=3,073); Q1-Q4'21 (n=3,076); Q2'21-Q1'22 (n=3,079); Q3'21-Q2'22 (n=3,084); Q4'21-Q3'22 (n=3091).
 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

Similar to last quarter, half of Aucklanders feel that council is 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

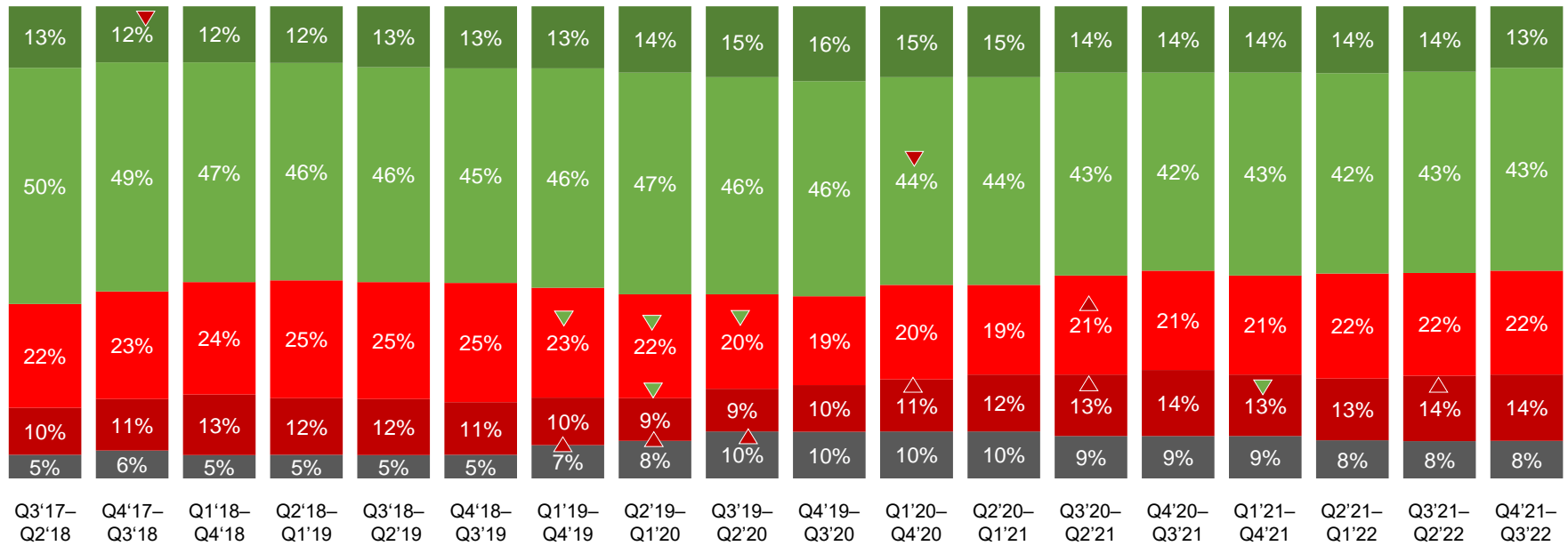
R5 b. Do you agree or disagree with the following statements about Auckland Council?

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

Base: Q3'17-Q2'18 (n=3,204), Q4'17-Q3'18 (n=3,232), Q1'18-Q4'18 (n=3,230), Q2'18-Q1'19 (n=3,230), Q3'18-Q2'19 (n=3,230), Q4'18-Q3'19 (n=3,193), Q1'19-Q4'19 (n=3,198), Q2'19-Q1'20 (n=3,201), 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=3,069), Q3'20-Q2'21 (n=3,073), Q4'20-Q3'21 (n=3,073), Q2'21-Q1'22 (n=3,079), Q3'21-Q2'22 (n=3,084), Q4'21-Q3'22 (n=3,091).

The perception that council has Aucklanders' best interests at heart remains stable.

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



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

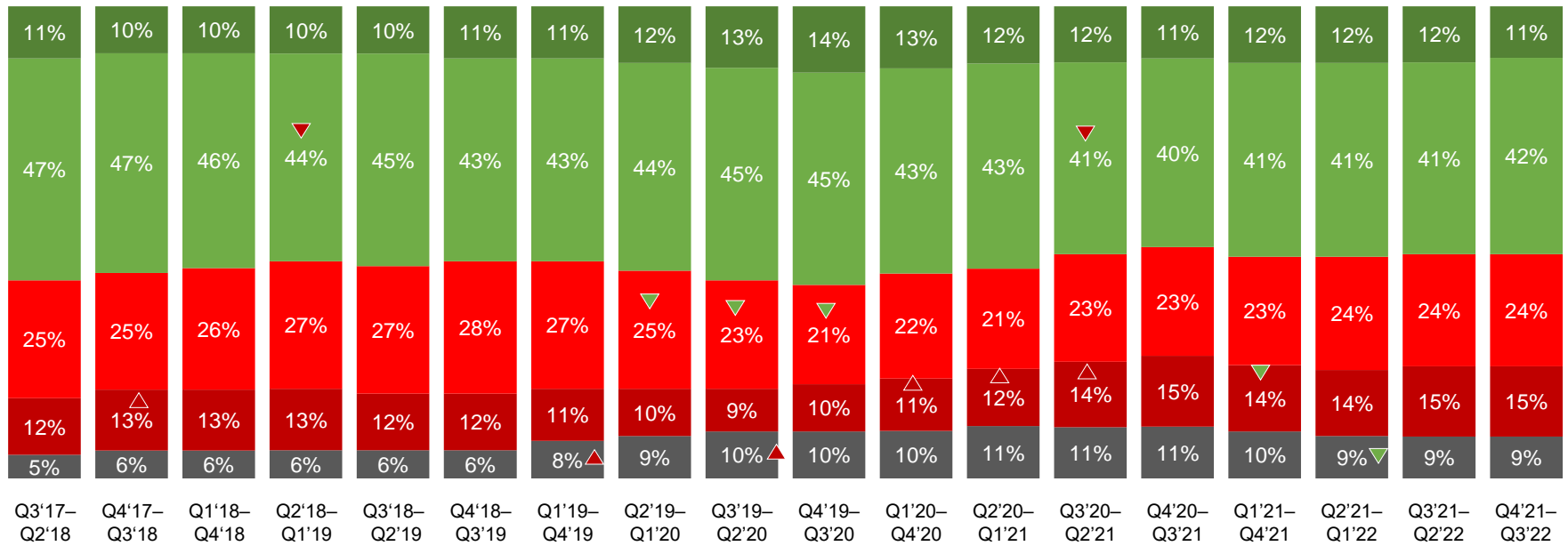
R5 b. Do you agree or disagree with the following statements about Auckland Council?

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Base: Q3'17-Q2'18 (n=3,204), Q4'17-Q3'18 (n=3,232), Q1'18-Q4'18 (n=3,230), Q2'18-Q1'19 (n=3,230), Q3'18-Q2'19 (n=3,230), Q4'18-Q3'19 (n=3,193), Q1'19-Q4'19 (n=3,198), Q2'19-Q1'20 (n=3,201), 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=3,069), Q3'20-Q2'21 (n=3,073), Q4'20-Q3'21 (n=3,073), Q2'21-Q1'22 (n=3,079), Q3'21-Q2'22 (n=3,084), Q4'21-Q3'22 (n=3,091).

Perception that Auckland Council is doing its best to overcome challenges is stable.

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



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?

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Base: Q3'17-Q2'18 (n=3,204), Q4'17-Q3'18 (n=3,232), Q1'18-Q4'18 (n=3,230), Q2'18-Q1'19 (n=3,230), Q3'18-Q2'19 (n=3,230), Q4'18-Q3'19 (n=3,193), Q1'19-Q4'19 (n=3,198), Q2'19-Q1'20 (n=3,201), 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), Q3'20-Q2'21 (n=3073), Q4'20-Q3'21 (n=3073), Q2'21-Q1'22 (n=3079), Q3'21-Q2'22 (n=3084), Q4'21-Q3'22 (n=3091).

All key metrics are stable this quarter with the exception of 'Sense of pride' which has decreased for the second consecutive quarter.



KEY METRICS – 4 QUARTERLY ROLL

		BENCH-MARK 2015	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	Q3'20-Q2'21	Q4'20-Q3'21	Q1-Q4'21	Q2'21-Q1'22	Q3'21-Q2'22	Q4'21-Q3'22
Advocacy	Advocates (T2B)	8%	11%▲	11%	10%▼	10%	10%	10%	11%▲	13%▲	13%	14%	14%	14%	13%	13%	12%	12%	12%	11%	11%	11%
	Detractors (Bottom 2 Box)	36%	27%	27%	29%▲	30%	30%	31%	31%	30%	29%	27%▼	26%	26%	28%▲	30%▲	31%▲	32%	31%	31%	32%	33%
Trust in decision making	Total Agree (T2B)	17%	22%▲	22%	23%	20%▼	19%	19%	19%	22%▲	23%▲	25%▲	26%	27%	26%	25%	23%▼	22%▼	22%	22%	22%	21%
	Total Disagree (Bottom 2 Box)	47%	39%▼	39%	41%	42%▲	44%▲	45%	45%	43%	41%▼	39%▼	37%▼	37%	38%▲	39%	41%	41%▲	41%	42%	43%	45%▲
Satisfaction	Total Satisfied (T2B)	15%	21%▲	22%	22%	21%▼	20%	20%	21%▲	23%▲	24%▲	26%▲	27%	28%	26%▼	25%	24%▼	22%▼	23%	23%	23%	22%
	Total Dissatisfied (B2B)	36%	27%	28%	30%▲	32%▲	33%	33%	32%	31%	31%	29%	29%	29%	31%▲	32%	33%▲	34%	33%	34%	35%▲	36%
Sense of Pride	Total Agree (T2B)	40%	46%	44%	44%	41%	41%	39%▼	39%	41%▲	43%▲	47%▲	49%▲	49%	49%	48%	46%▼	45%	45%	43%	40%▼	37%▼
	Total Disagree (B2B)	17%	20%	20%	20%	21%	21%	23%	23%	22%	21%	20%	18%▼	18%	18%	18%	20%▲	21%▲	22%	24%▲	26%▲	28%▲
Seeks residents point of view	Total Demonstrates (T2B)	18%	22%▲	22%	21%	21%	22%	21%	23%▲	24%	24%	25%		26%	25%	26%	26%	26%	26%	25%	25%	24%
	Total Doesn't Demonstrate (B2B)	46%	38%▼	39%	39%	39%	39%	40%	38%	39%	38%	36%		34%	36%	36%	36%	37%	36%	37%	38%▲	38%
Is an example of good value for ratepayers' money	Total Demonstrates (T2B)	9%	13%▲	14%	14%	13%	13%	12%	13%	14%▲	15%	16%		18%	17%	16%	16%	15%	15%	16%	15%	14%
	Total Doesn't Demonstrate (B2B)	58%	48%▼	48%	50%▲	51%	52%	52%	51%	51%	48%▼	46%▼		44%	46%▲	49%▲	50%	50%	50%	50%	51%	51%
Perceptions that council keep people informed on how their rates are being spent	Total Demonstrates (T2B)	19%	25%▲	25%	26%	25%	25%	25%	26%▲	28%▲	30%▲	32%▲	32%	32%	31%	30%	30%	30%	30%	29%	28%	26%
	Total Doesn't Demonstrate (B2B)	43%	32%	33%	34%	35%	36%	36%	36%	34%▼	33%	31%▼	30%▼	31%	31%	32%	32%	33%	33%	33%	34%	35%

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

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

NA - not asked Q2 2020

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), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18-Q4'18 (n=3230), Q2'18-Q1'19 (n=3230), Q3'19-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), Q3'20-Q2'21 (n=3,073), Q4'20-Q3'21 (n=3073), Q1'21-Q4'21 (n=3,076), Q2'21-Q1'22 (n=3079), Q3'21-Q2'22 (n=3084), Q4'21-Q3'22 (n=3091).

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