

CITIZEN INSIGHTS MONITOR UPDATE

- Latest results based on a four quarter rolling average: Q4 2017 – Q3 2018
- N3,232 interviews
- Comparisons made to:
 - Baseline (Nov-Dec 2015)
 - Q1 - Q4 2016
 - Q2 2016 – Q1 2017
 - Q3 2016 – Q2 2017
 - Q4 2016 – Q3 2017
 - Q1 2017- Q4 2017
 - Q2 2017 – Q1 2018
 - Q3 2017 – Q2 2018
 - Q4 2017 – Q3 2018





17 minute survey conducted with n=854 Auckland residents aged 15+ between July and September 2018.

4-quarter rolling data achieves a sample size of n=3,232



The maximum margin of error on a sample size of n=854 is +/- 3.4%
The maximum margin of error on a sample size of n=3,232 is +/- 1.7%



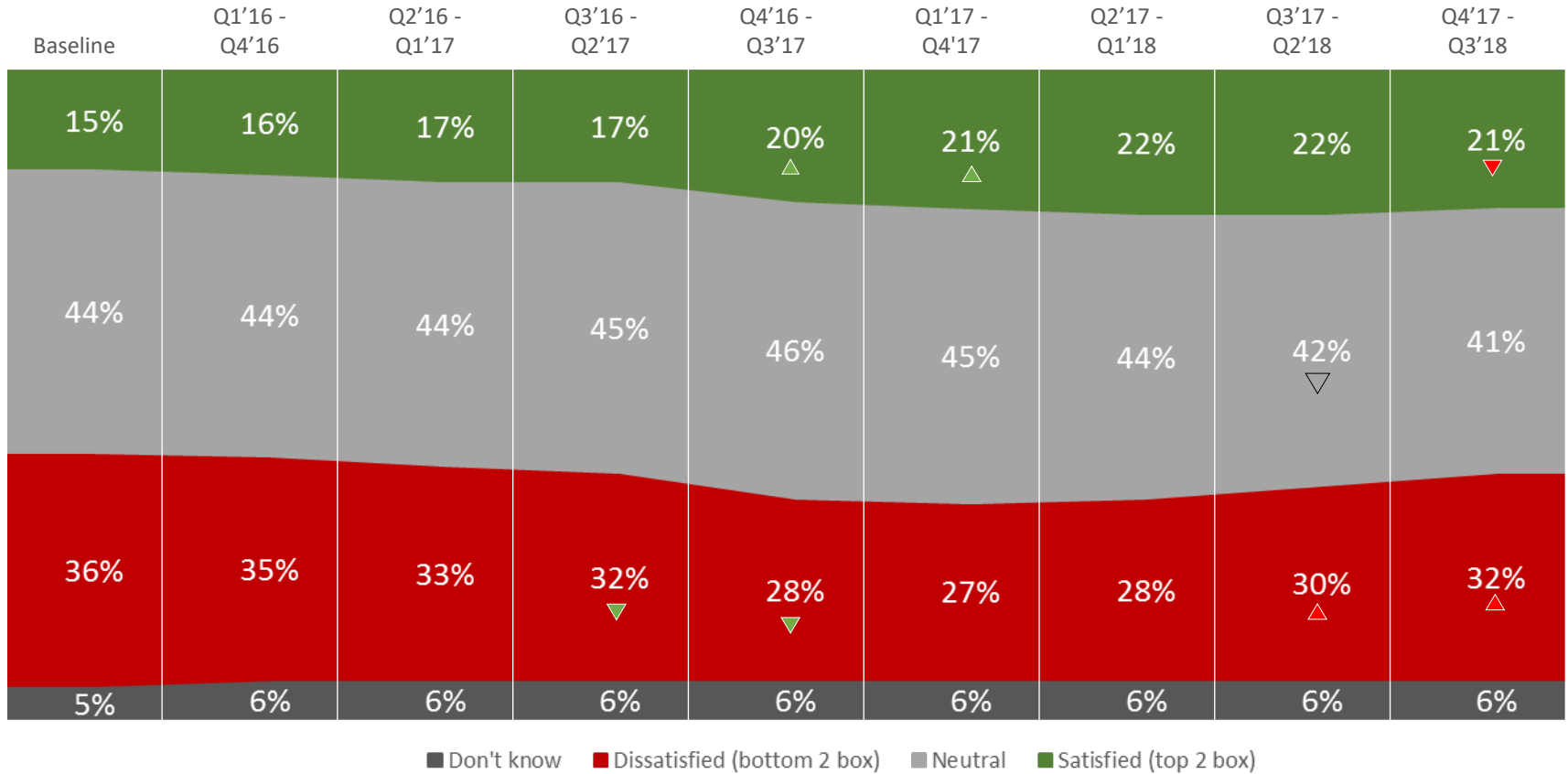
Quotas are set by age, gender, ethnicity and Local Board Area to reflect the profile of the Auckland population aged 15 years and older



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

Satisfaction is down this quarter.

SATISFACTION WITH COUNCIL PERFORMANCE



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

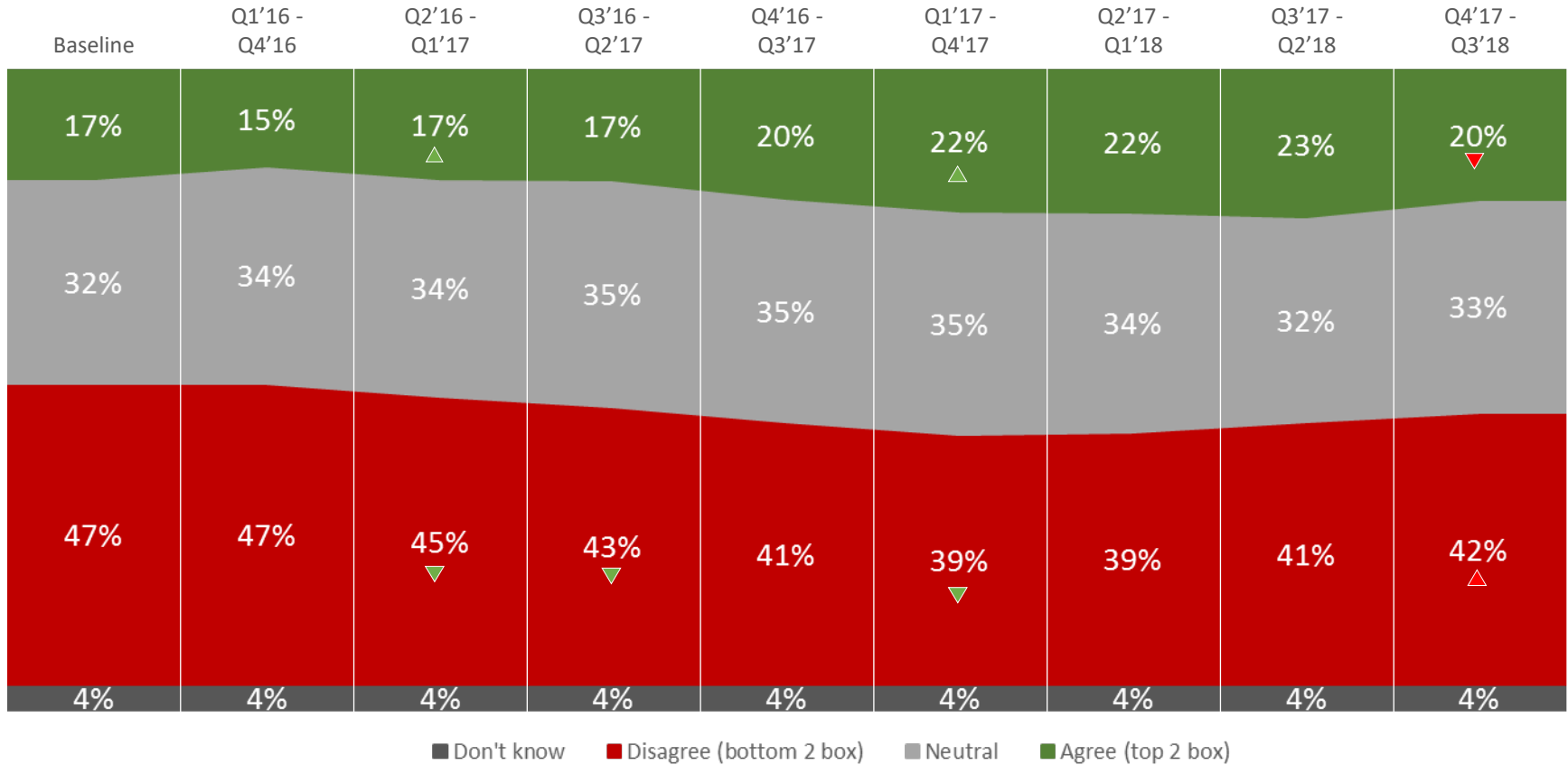
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Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232)

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 decision-making has declined significantly.

TRUST IN COUNCIL DECISION-MAKING



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

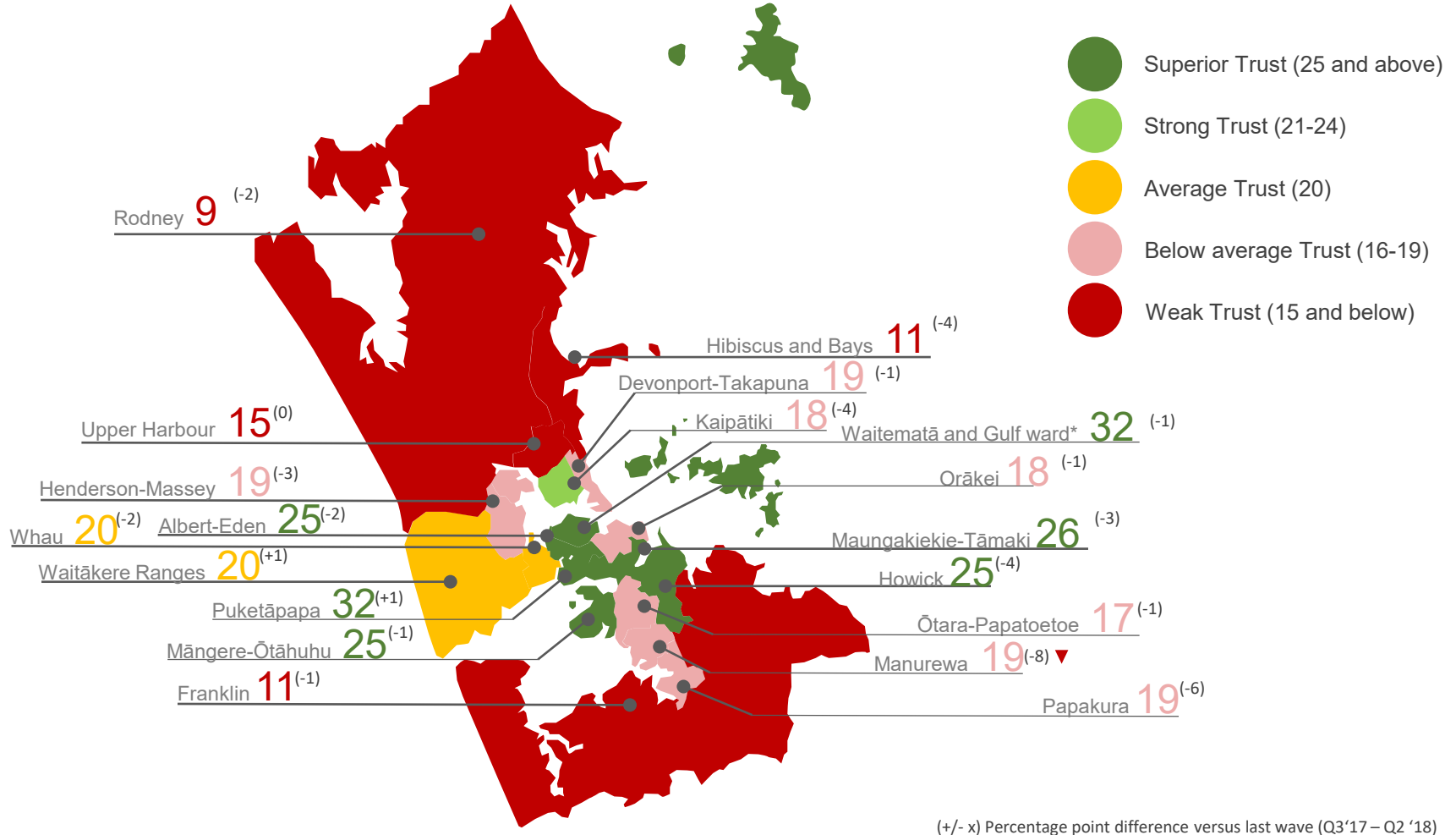
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Trust in council decision making weakening across the majority of Local Boards and significantly in Manurewa. Trust scores remain highest in Central Auckland and South Auckland.

TRUST IN DECISION MAKING SCORES ACROSS THE REGION: LOCAL BOARD AREAS (Q4 '17 – Q3 '18)



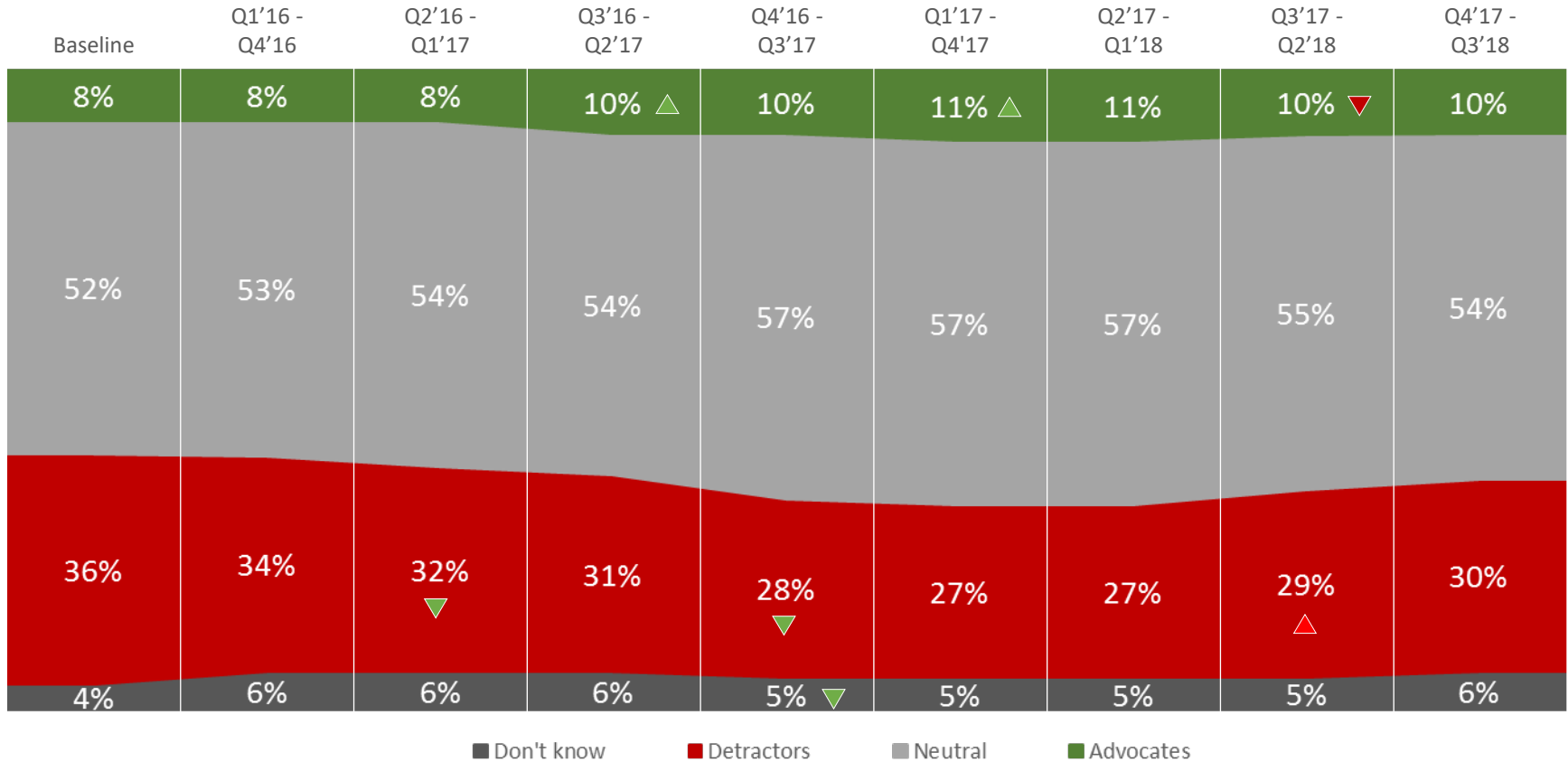
(+/- x) Percentage point difference versus last wave (Q3'17 – Q2 '18)

* 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)

Advocacy remains steady this measure.

ADVOCACY



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

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Significant decline in the Accountability and Effectiveness pillar.

PILLAR PERFORMANCE (T2B Scores) – 4 QUARTERLY ROLL

		BENCHMARK 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
40%	ACCOUNTABILITY & EFFECTIVENESS	14%	12%▼	14%▲	15%▲	17%▲	19%▲	19%	19%	18%▼
22%	LEADERSHIP & GROWTH	19%	16%▼	18%▲	18%	20%▲	21%	22%	22%	21%
20%	SOCIAL RESPONSIBILITY & COMMUNICATIONS	19%	17%▼	19%▲	20%▲	22%▲	23%	24%	24%	23%
19%	FAIRNESS & ETHICS	28%	25%▼	27%▲	29%▲	31%▲	33%▲	33%	33%	33%

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)

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.

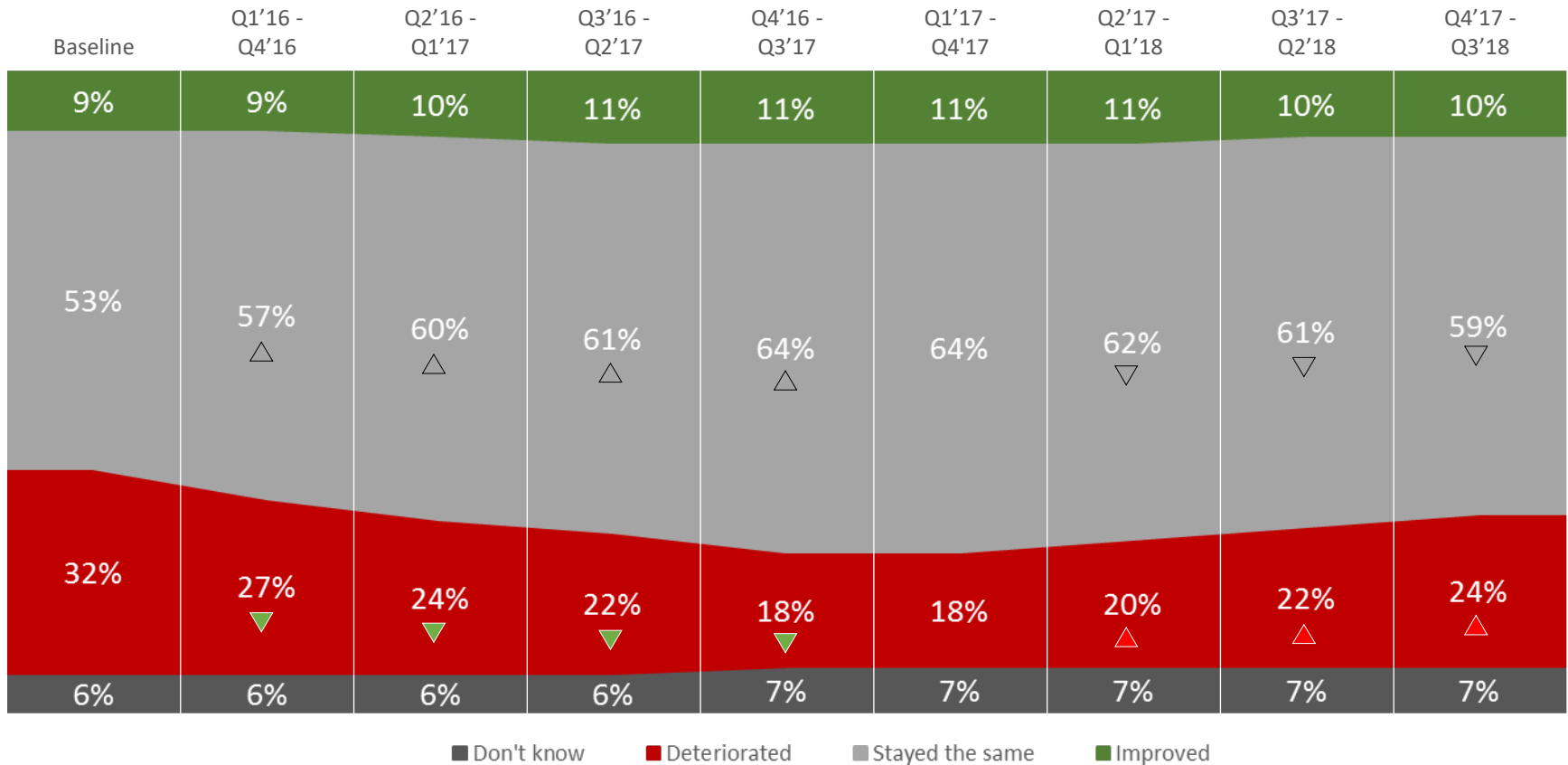
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▲ ▼ = Sig. lower/higher than previous period (95% CI & taking into account effective sample size and rounding)

An overall increase in negative perceptions of Auckland Council.

MOMENTUM – CHANGE IN OVERALL VIEW OF AUCKLAND COUNCIL



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

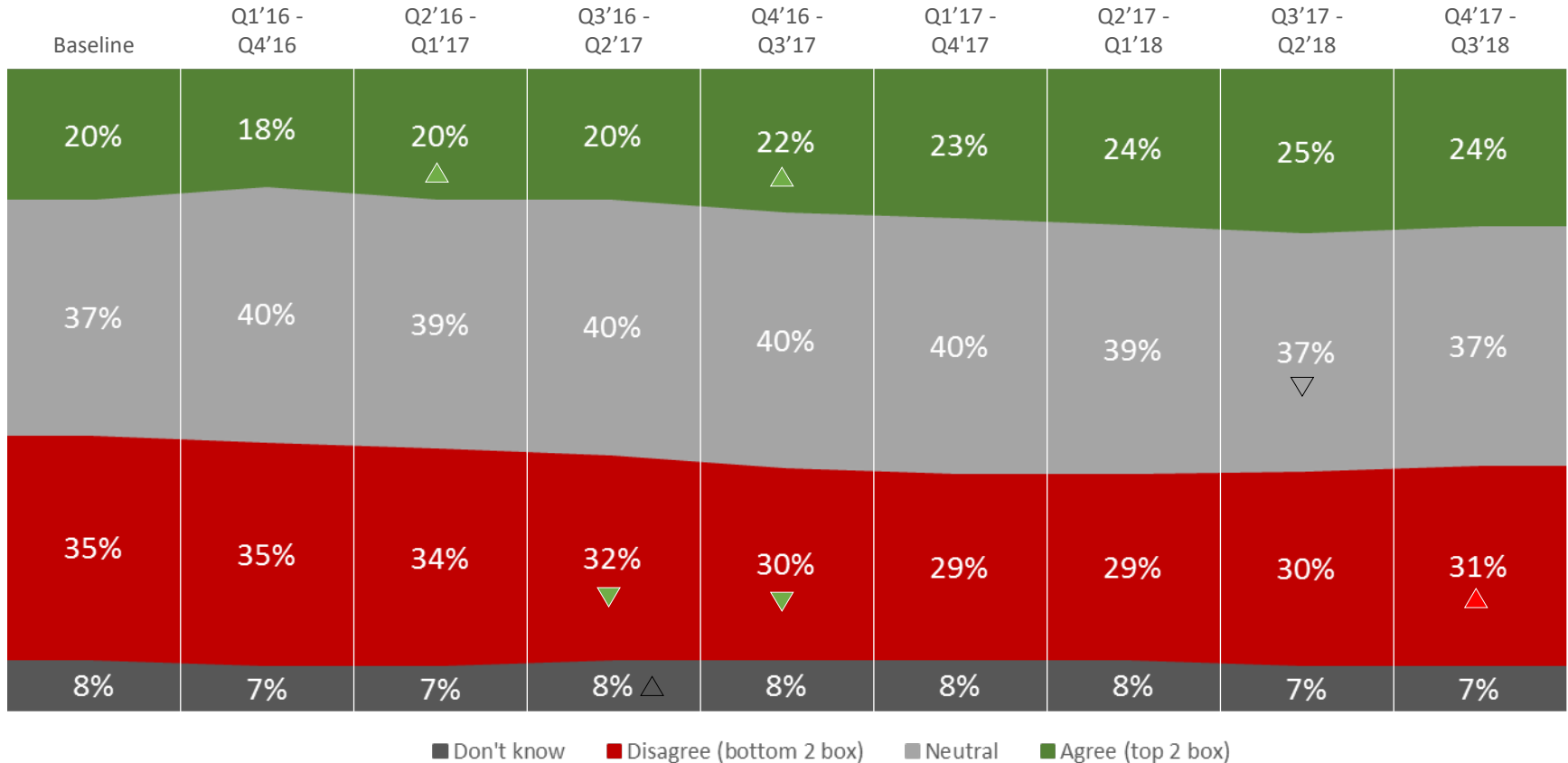
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Base: Total Sample; Benchmark '15 (n=2868); Q1'16-Q4'16 (n=2958); Q2'16-Q1'17 (n=2954), Q3'16-Q2'17 (n=2980), Q4'16-Q3'17 (n=2987), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232)

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

Negative sentiment increased this quarter but the number of residents who believe Auckland Council is going in the right direction remains stable.

AUCKLAND COUNCIL IS GOING IN THE RIGHT DIRECTION



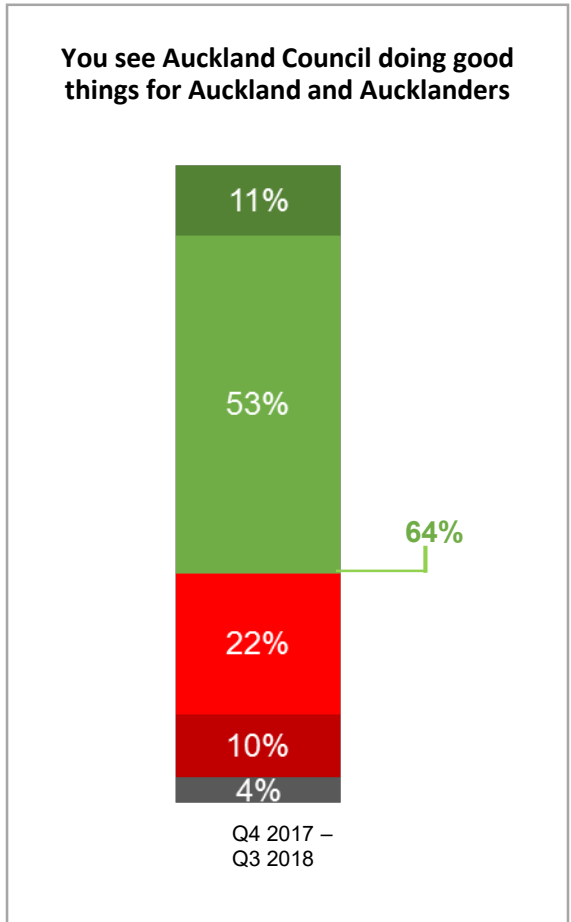
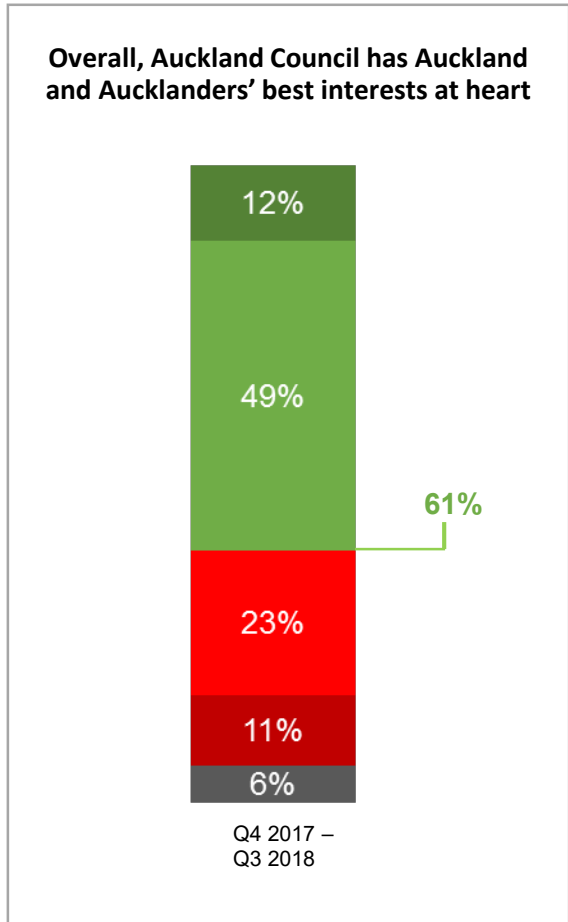
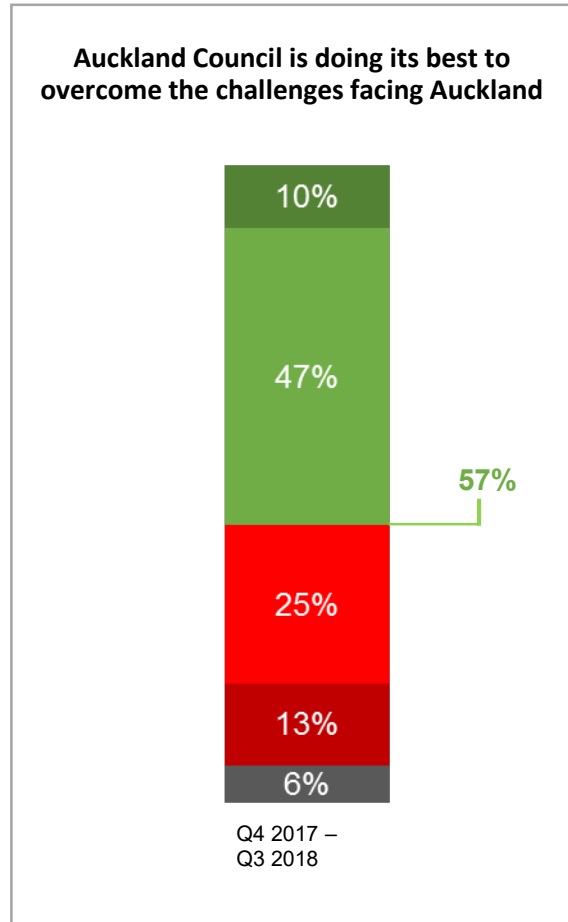
Q. How much do you agree or disagree with the following statement?

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Aucklanders continue to be optimistic about Auckland Council overall.



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

KPI Scorecard

KEY METRICS – 4 QUARTERLY ROLL

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

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