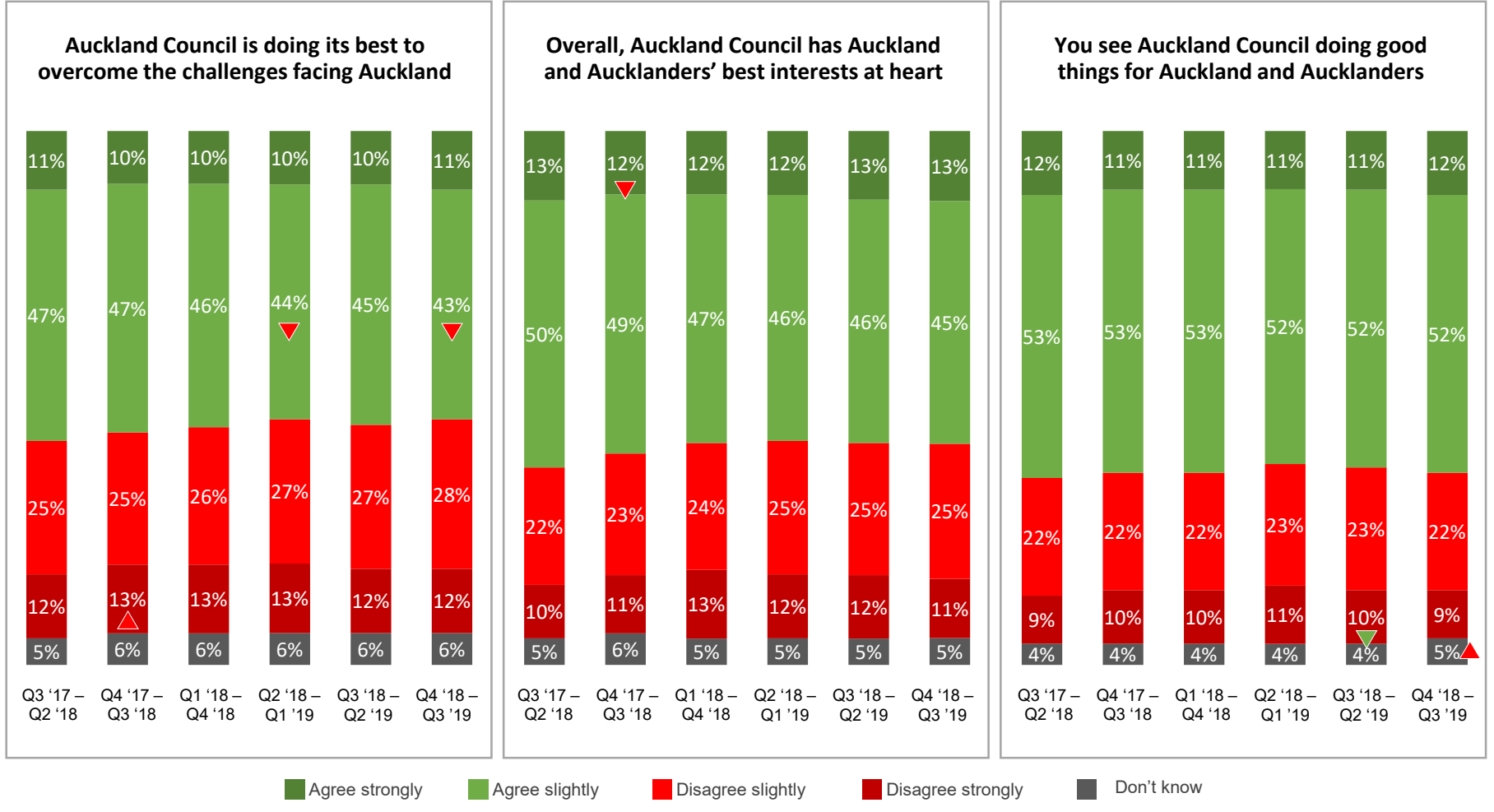


CITIZEN INSIGHTS MONITOR UPDATE

- Latest results based on **Q4 2018 – Q3 2019** (n=3,193 interviews)
- Results based on a four quarter rolling average unless indicated otherwise
- Comparisons made quarterly since baseline Nov-Dec 2015



Stable results for Aucklanders feeling Council is doing its best to overcome challenges, has Auckland's best interests at heart and is doing good things for Auckland and Aucklanders.



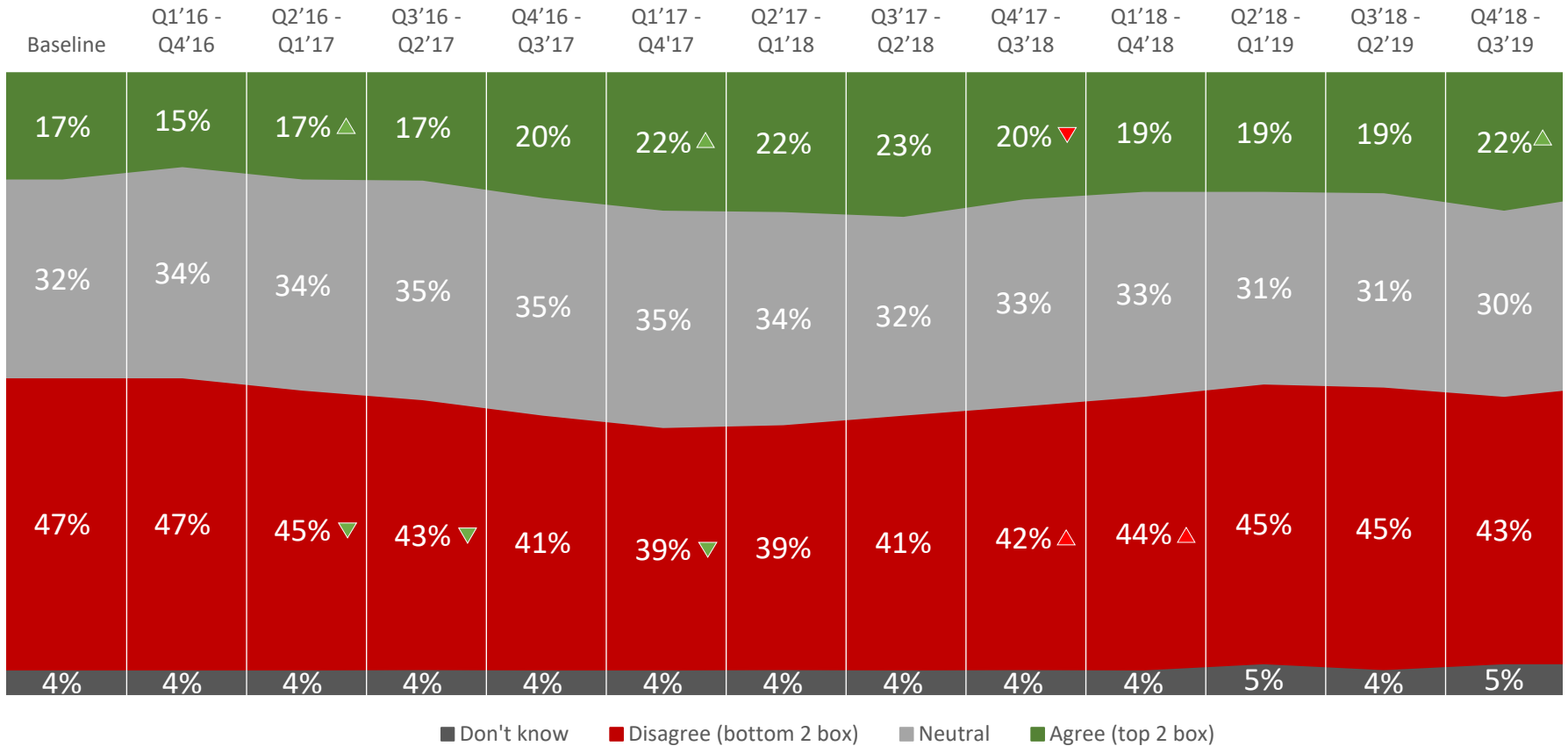
R5b. Do you agree or disagree with the following statements about Auckland Council?

▲ ▼ = 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=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)

Trust is up significantly.

TRUST IN COUNCIL DECISION-MAKING



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

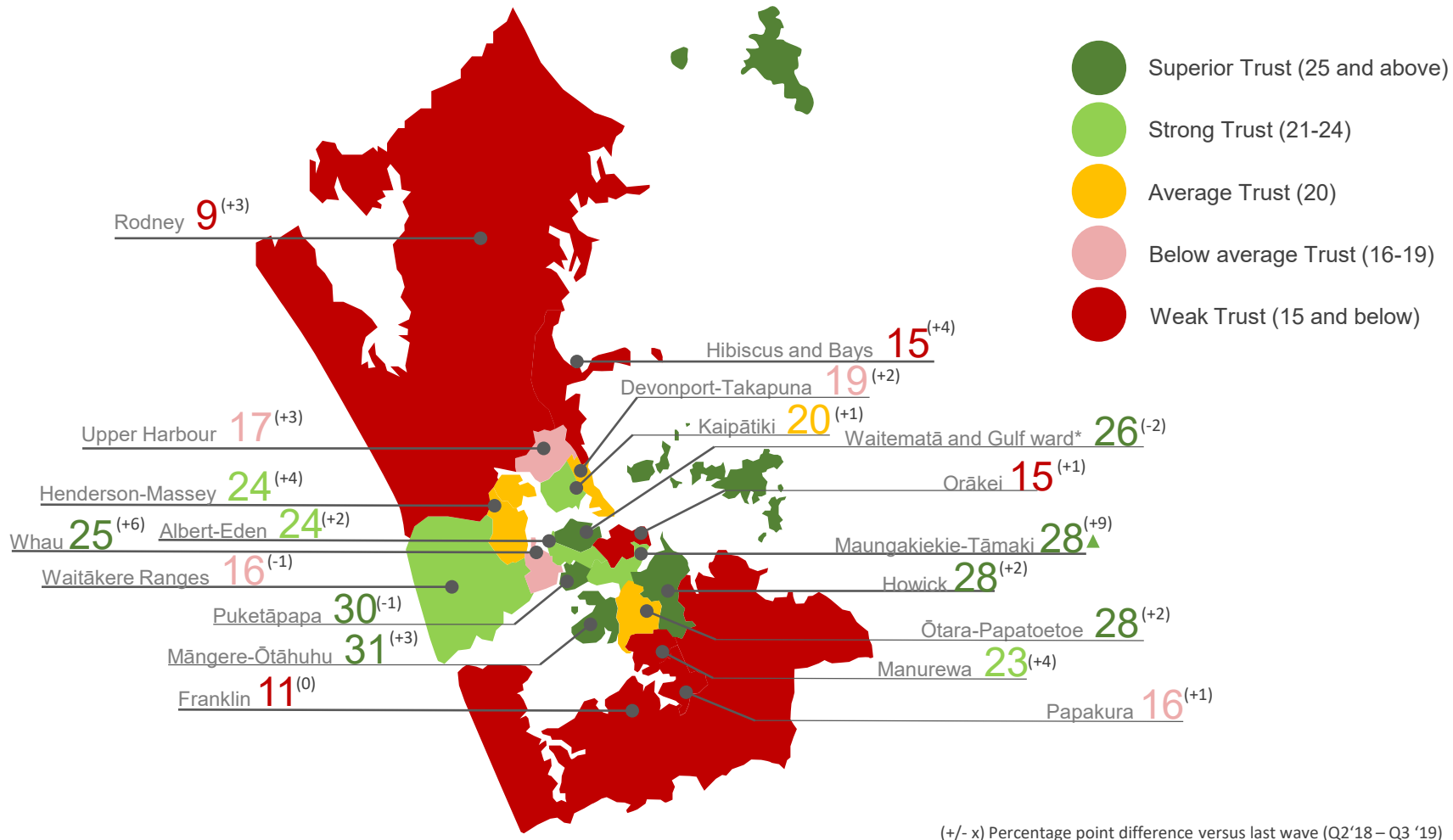
$\Delta \nabla$ = Indicates positive Sig. differences vs. previous period at a 95% CI
 $\Delta \nabla$ = Indicates negative Sig. differences vs. previous period at a 95% CI

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)

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

As a result of an overall significant gain in trust in decision making half of local boards now showed improved trust.

TRUST IN DECISION MAKING SCORES ACROSS THE REGION: LOCAL BOARD AREAS
(Q4 '18 – Q3 '19)



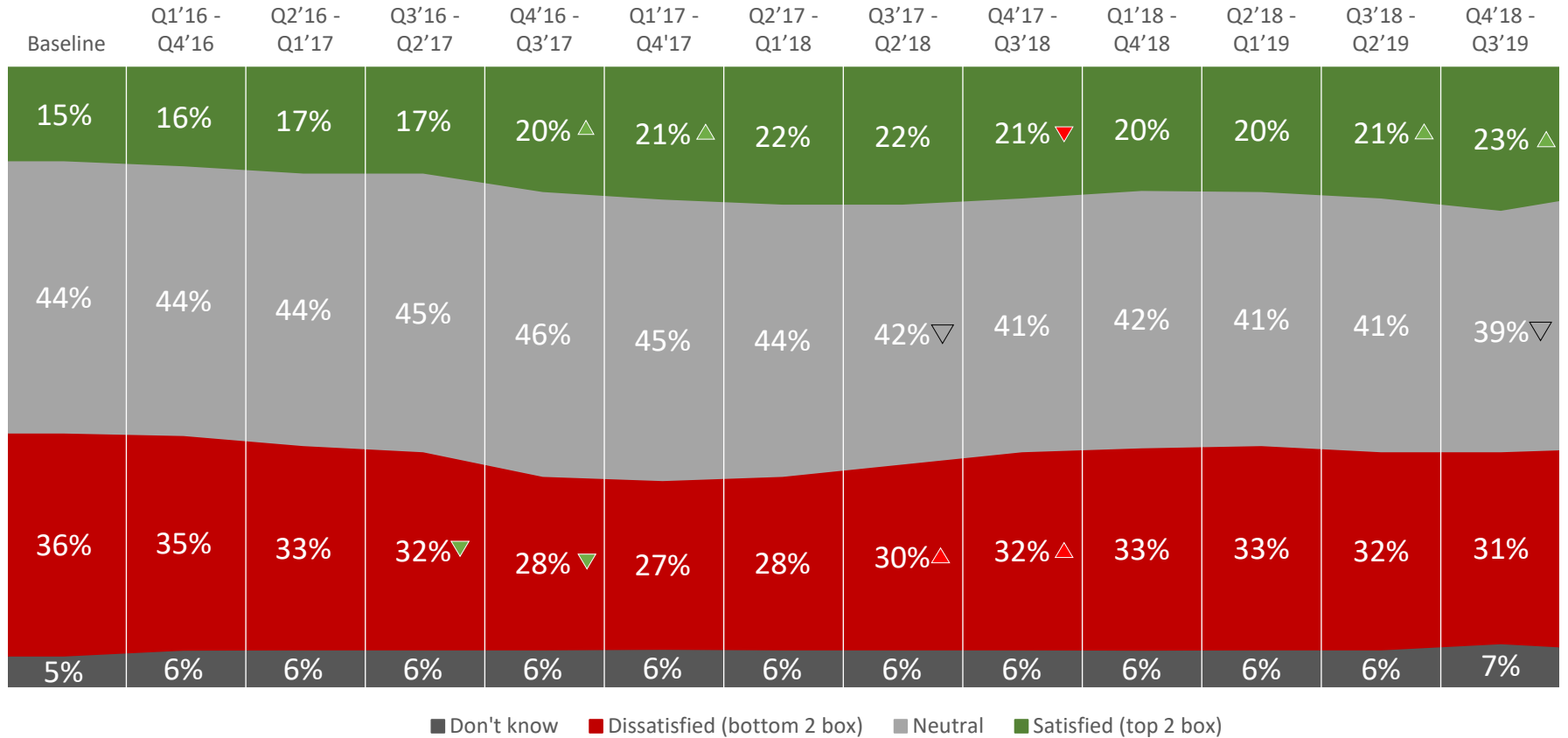
(+/- x) Percentage point difference versus last wave (Q2'18 – Q3 '19)

* Waitemātā 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 is up again.

SATISFACTION WITH COUNCIL PERFORMANCE



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

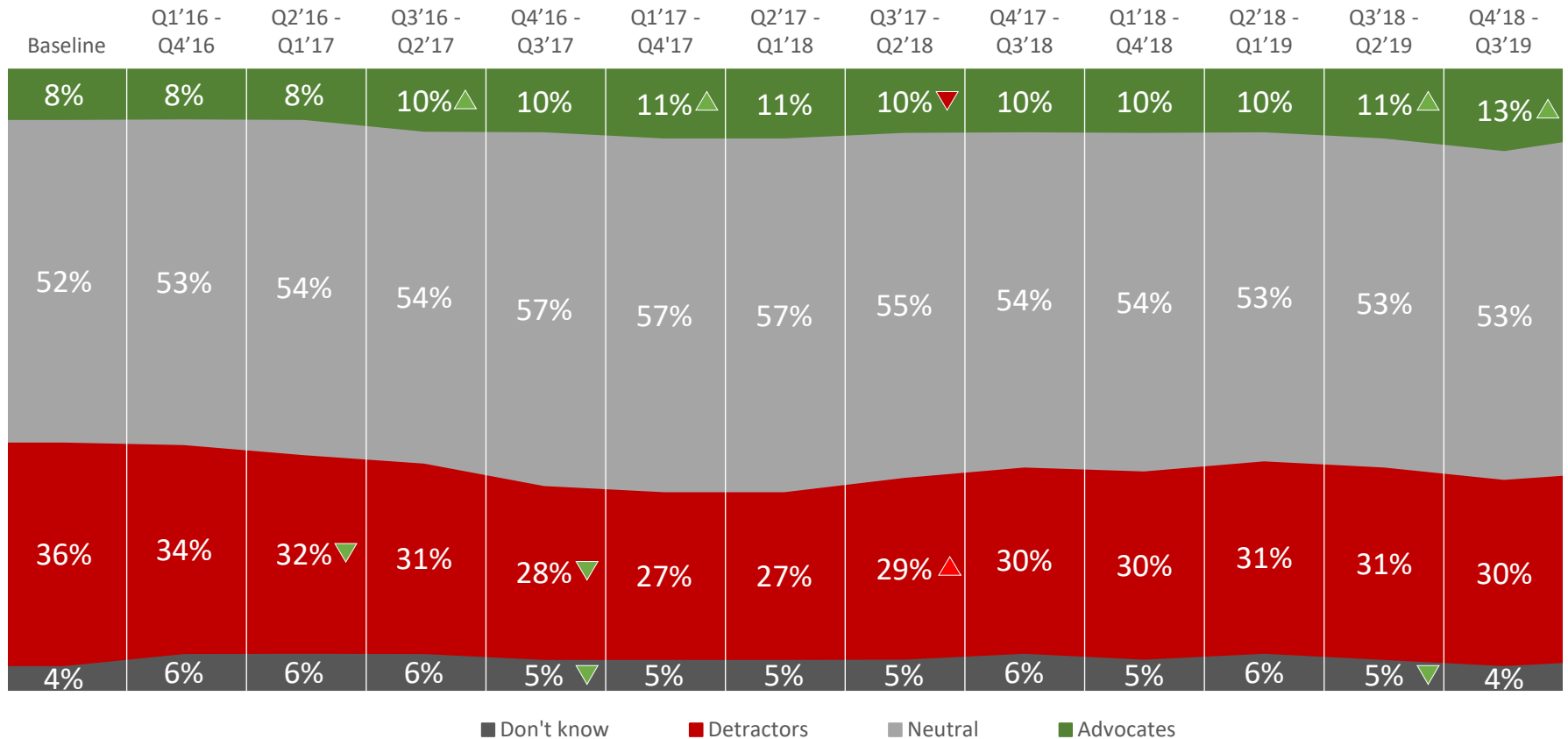
$\Delta \nabla$ = Indicates positive Sig. differences vs. previous period at a 95% CI
 $\nabla \Delta$ = Indicates negative Sig. differences vs. previous period at a 95% CI

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)

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

Advocacy is up again.

ADVOCACY



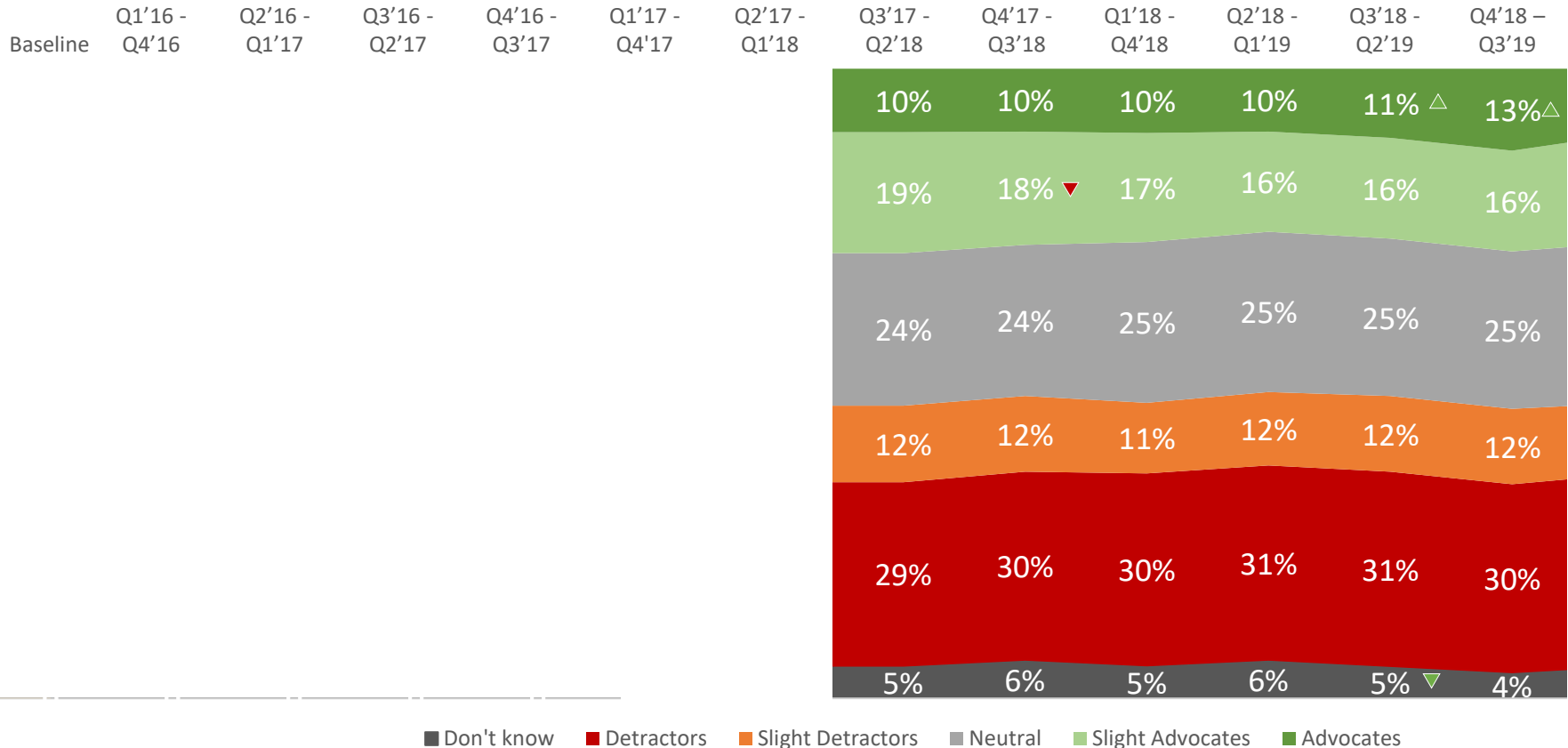
R5. Which one of the following statements best reflects your opinion of Auckland Council?

▲ ▼ = 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), Q2'18-Q1'19 (n=3230), Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193)
 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

With a significant increase in top 2 box *advocates*.

ADVOCACY



R5a. Which one of the following would best describe your feelings towards Auckland Council?

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

\triangle \blacktriangledown = Indicates positive Sig. differences vs. previous period at a 95% CI
 \blacktriangle \blacktriangledown = 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); Q2'18-Q1'19 (n=3230); Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193) R5a - 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), Q3'18-Q2'19 (n=1709), Q4'18-Q3'19 (n=1684)

Significant increases for accountability and social responsibility pillars this rolling quarter.

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

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

* Average top 2 box (T2B) score on pillars is a mean of T2B percentages of all statements within a factor.

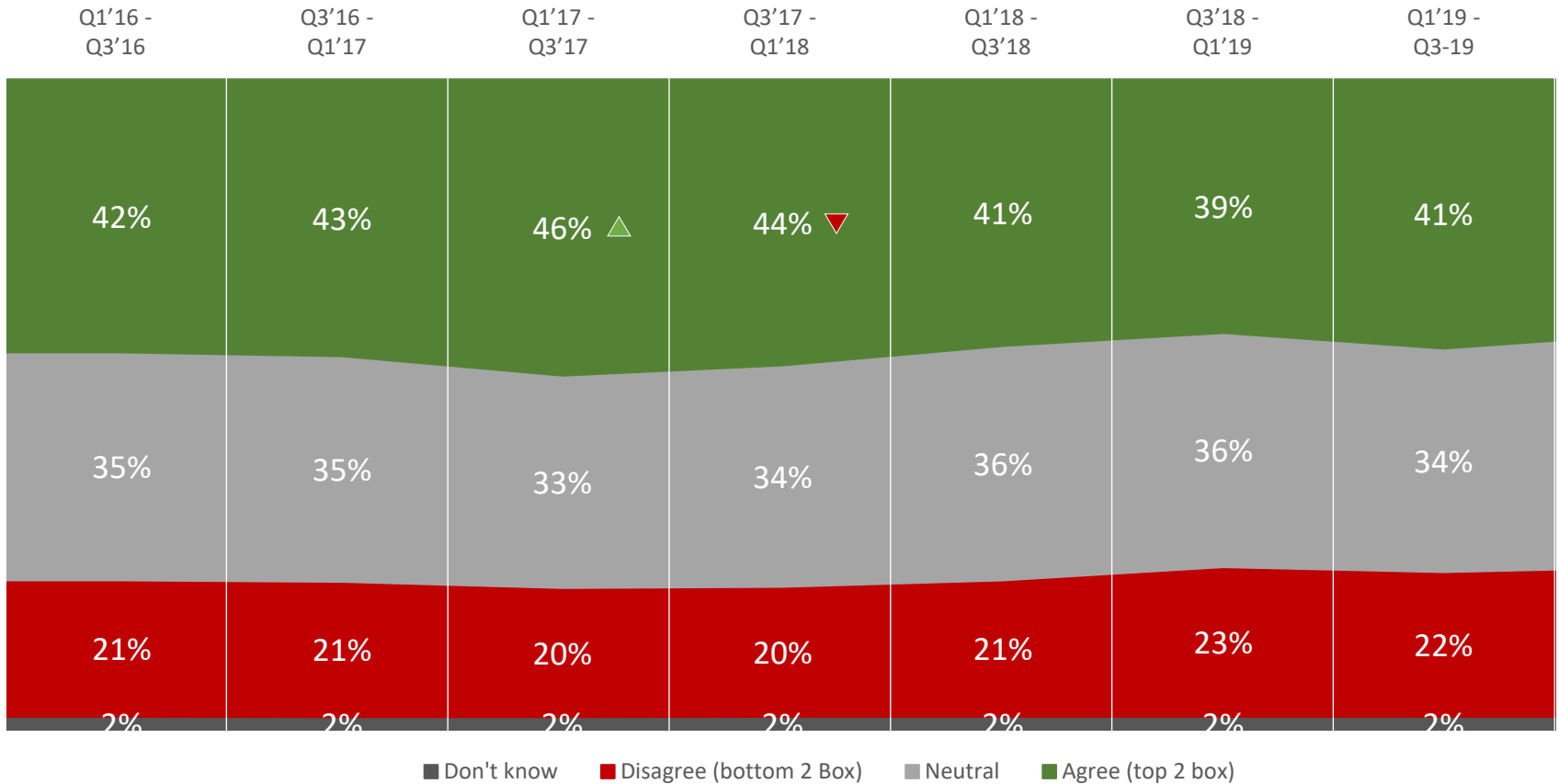
▲ ▼ = Sig. lower/higher than previous period (95% CI & taking into account effective sample size and rounding)

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), Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193)

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

Four in ten feel a sense of pride living in Auckland.

I FEEL A SENSE OF PRIDE LIVING IN AUCKLAND



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

* Asked every second quarter (Q1 and Q3)

▲ ▼ = 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; Q1'16-Q3'16 (n=1628); Q3'16-Q1'17 (n=1628); Q1'17 - Q3'17 (n=1640); Q3'17 - Q1'18 (n=1639); Q1'18 - Q3'18 (n=1667); Q3'18 - Q1'19 (n=1667), Q4'18 - Q2'19 (n=1630)

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

▲ ▼ = 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); Q3'19-Q2'19 (n=3230); Q4'18-Q3'19 (n=3193)

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