

# CITIZEN INSIGHTS MONITOR

Q2 2023

Latest results based on rolled quarters Q3 2022 – Q2 2023  
Sample size: n= 3,011 (4 quarter roll) & n=816 (Q2 2023)

**KANTAR PUBLIC**



*15-19 minute survey conducted with n=816 Auckland residents aged 15+ between April and June 2023.*

*4-quarter rolling data achieves a sample size of n=3,011*



*The maximum margin of error on a sample size of n=816 is +/- 3.4%*

*The maximum margin of error on a sample size of n=3011 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*

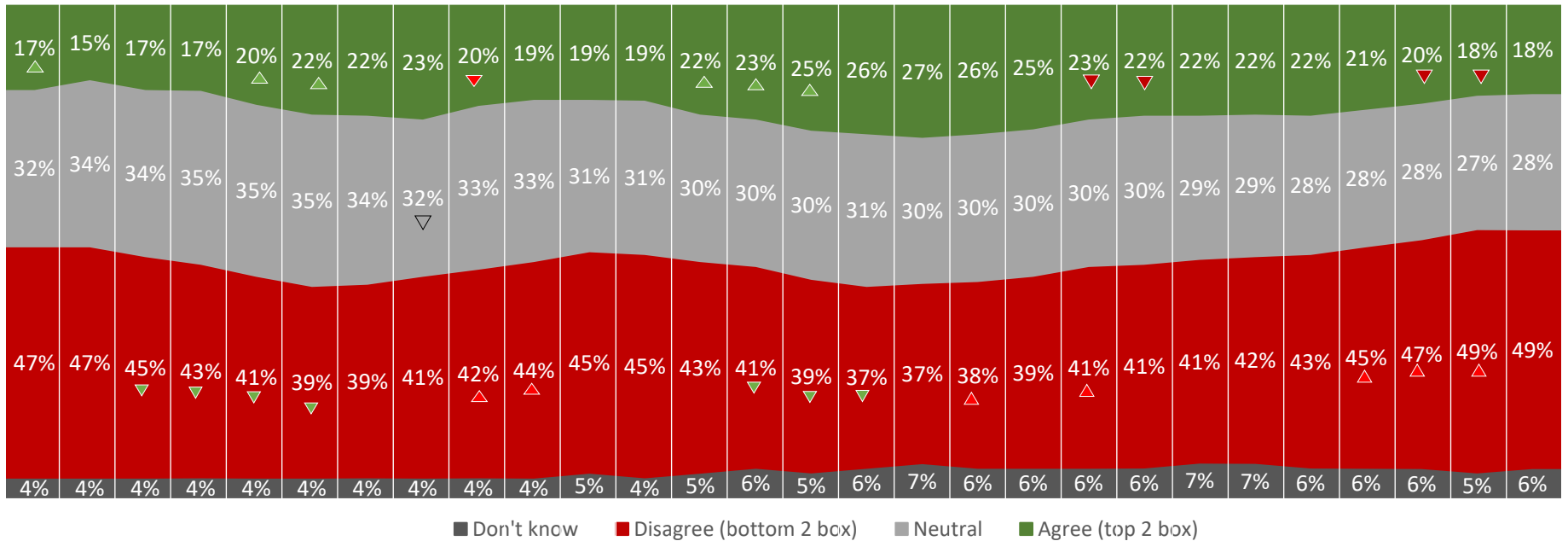


*The data has been post-weighted by age, gender, ethnicity and region from the 2018 Census statistics of the Auckland region. Sample sizes are indicated for the period covering the Citizen Insights Monitor.*

# Trust in Auckland Council's decision-making

## TRUST IN COUNCIL DECISION-MAKING

Base- line 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- Q1'22- Q2'22- Q3'22- Q4'22- Q1'23- Q2'23



■ Don't know ■ Disagree (bottom 2 box) ■ Neutral ■ Agree (top 2 box)

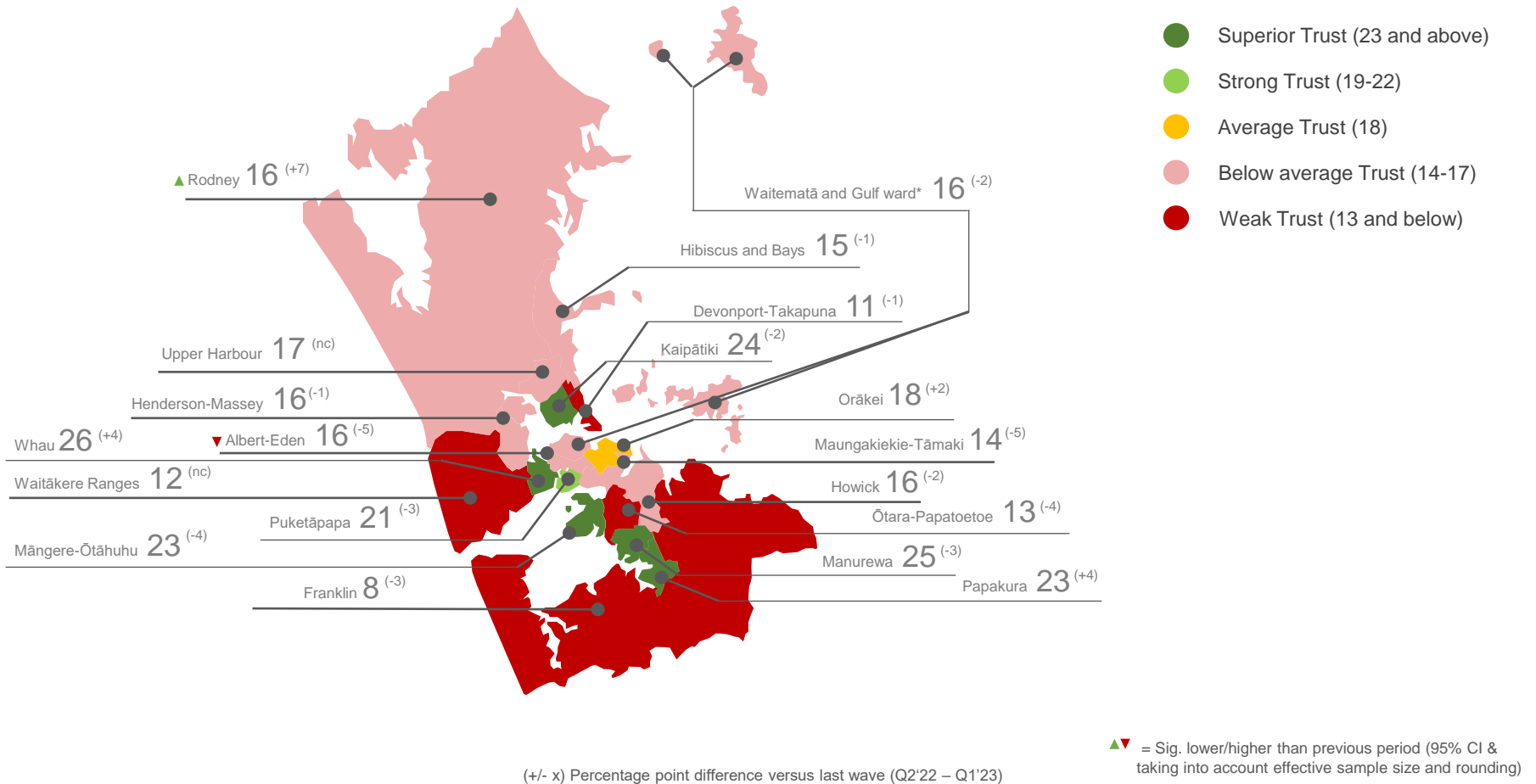
Q3 How much do you agree or disagree with the following statements?

▲ ▼ = 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); Q1'22-Q4'22 (n=3,085); Q2'22-Q1'23 (n=3017); Q3'22-Q2'23 (n=3011).

# Trust in Auckland Council's decision making by Local Board.

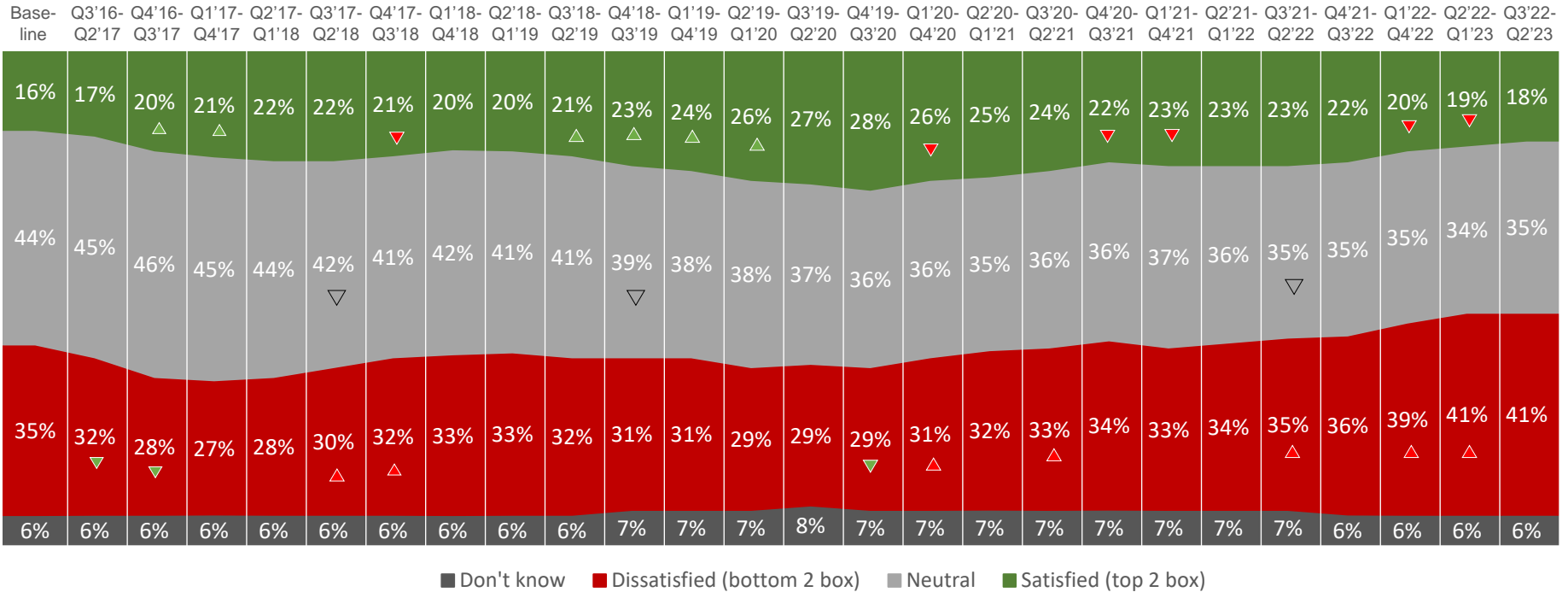
## TRUST IN DECISION MAKING: LOCAL BOARDS (Q3'22-Q2'23)



\* 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 Auckland Council performance

## SATISFACTION WITH COUNCIL PERFORMANCE – ROLLING QUARTERS



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

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

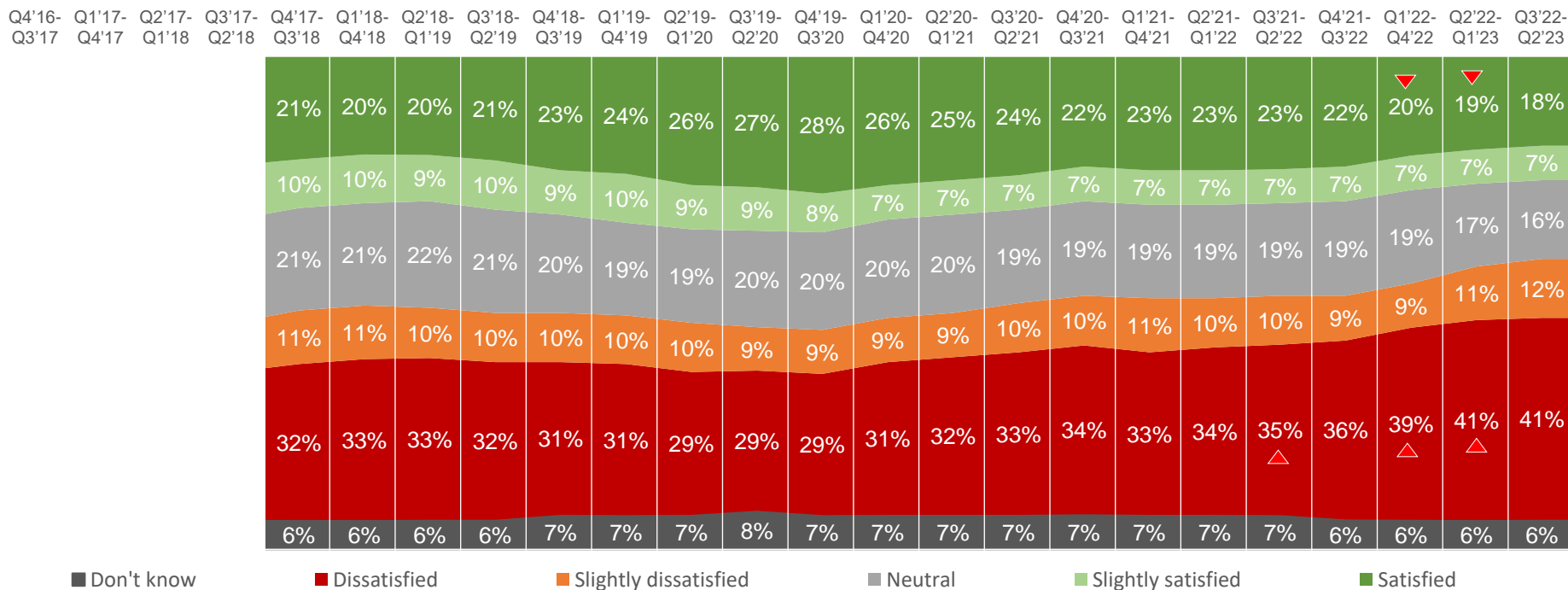
Base: Total Sample; Benchmark '15 (n=3015); Q1'16-Q4'16 (n=3130); Q2'16-Q1'17 (n=3130), Q3'16-Q2'17 (n=3160), Q4'16-Q3'17 (n=3172), Q1'17-Q4'17 (n=3236), Q2'17-Q1'18 (n=3235), Q3'17-Q2'18 (n=3204), Q4'17-Q3'18 (n=3232), Q1'18-Q4'18 (n=3230), Q2'18-Q1'19 (n=3230), Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193), Q1'19-Q4'19 (n=3198), Q2'19- Q1'20 (n=3201), Q3'19-Q2'20 (n=3,203), Q4'19-Q3'20 (n=3198), Q1'20-Q4'20 (n=3070), Q2'20-Q1'21 (n=3069), Q3'20-Q2'21 (n=3073), 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), Q1'22-Q4'22 (n=3085), Q2'22-Q1'23 (n=3017), Q3'22-Q2'23 (n=3011).

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

## SATISFACTION WITH COUNCIL PERFORMANCE – ROLLING QUARTERS



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

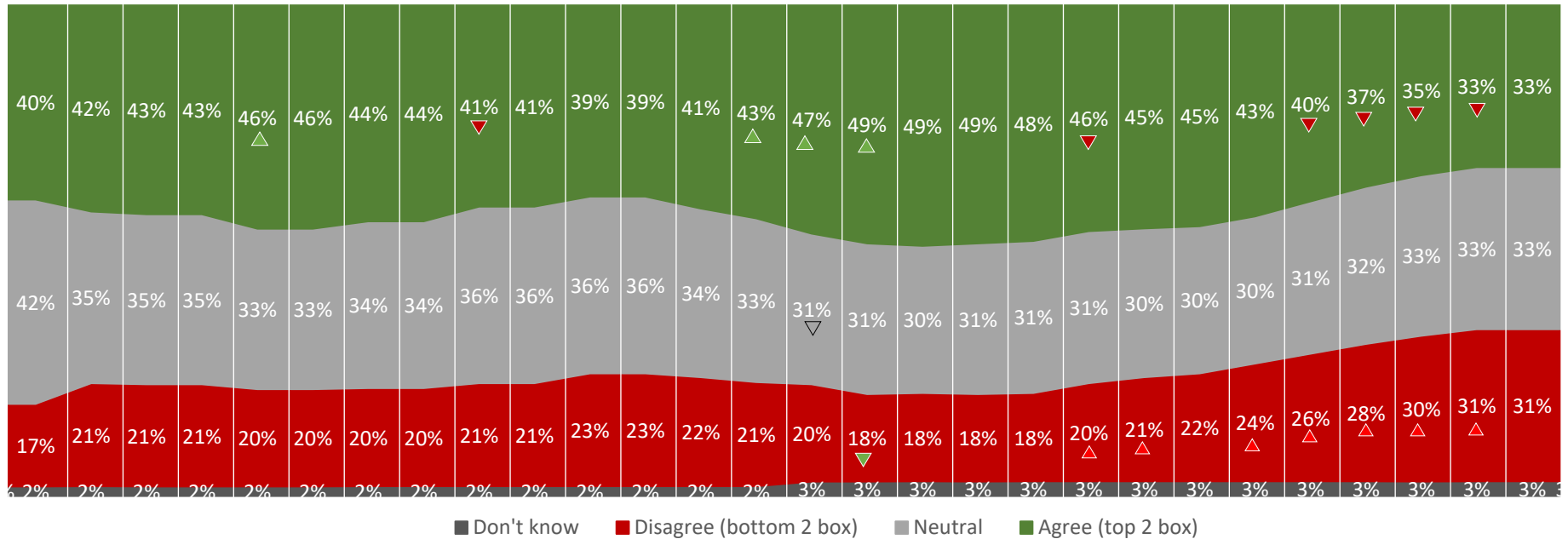
▲▼ = Indicates positive Sig. differences vs. previous period at a 95% CI  
 ▲▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

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), Q1'22-Q4'22 (n=3085), Q2'22-Q1'23 (n=3017), Q3'22-Q2'23 (n=3011).

# Sense of pride living in Auckland

## I FEEL A SENSE OF PRIDE LIVING IN AUCKLAND

Base-line 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-Q1'22-Q2'22-Q3'22-Q4'22-Q1'23-Q2'23



■ Don't know ■ Disagree (bottom 2 box) ■ Neutral ■ Agree (top 2 box)

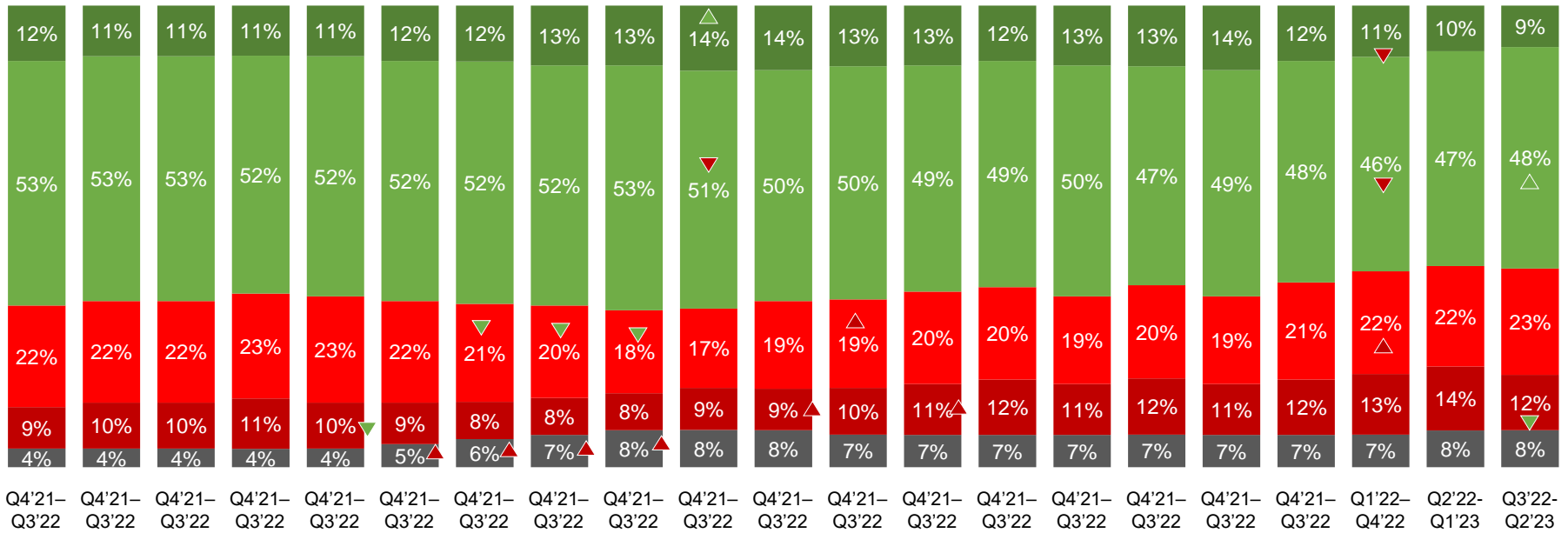
R8 R8 - How much do you agree or disagree with the following statements about Auckland?

▲ ▼ = 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); Q1'22-Q4'22 (n=3,085); Q2'22-Q1'23 (n=3017); Q3'22-Q2'23 (n=3011).

# Aucklanders' perception that Auckland 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?

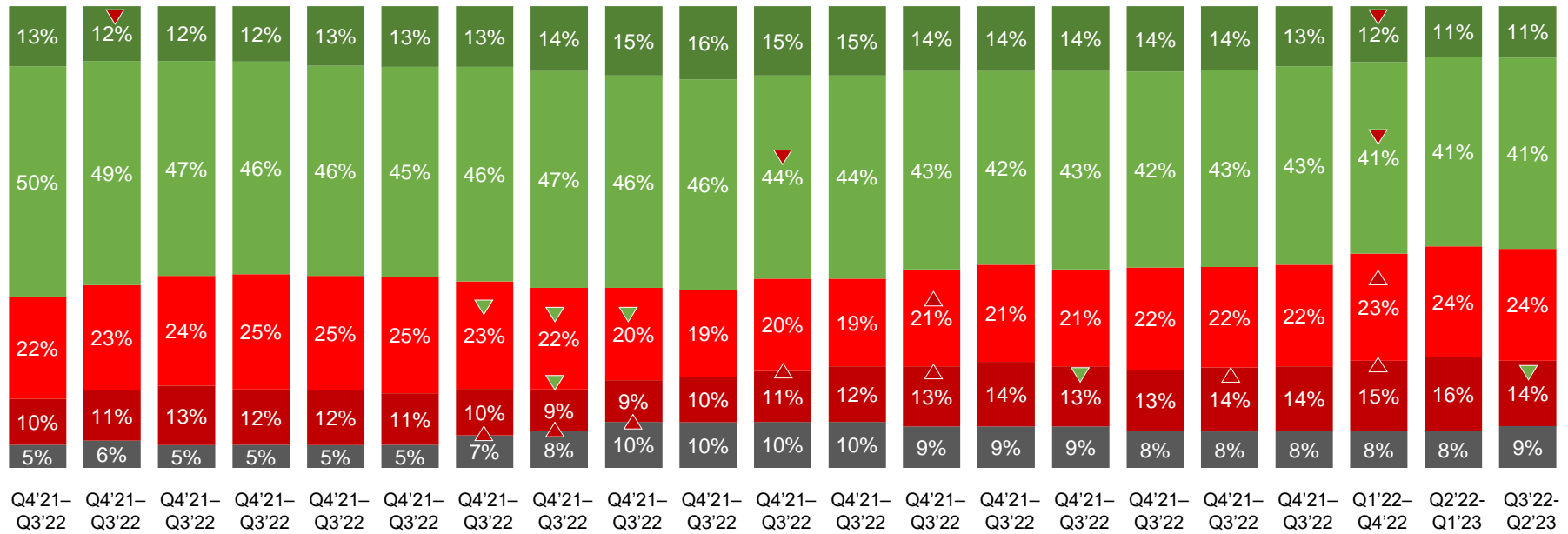
▲ ▼ = Indicates positive Sig. differences vs. previous period at a 95% CI  
▲ ▼ = Indicates negative Sig. differences vs. previous period at a 95% CI

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), Q1'22-Q4'22 (n=3,085), Q2'22-Q1'23 (n=3,017), Q3'22-Q2'23 (n=3,011).



# Aucklanders' perception that Auckland Council has their best interests at heart

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



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

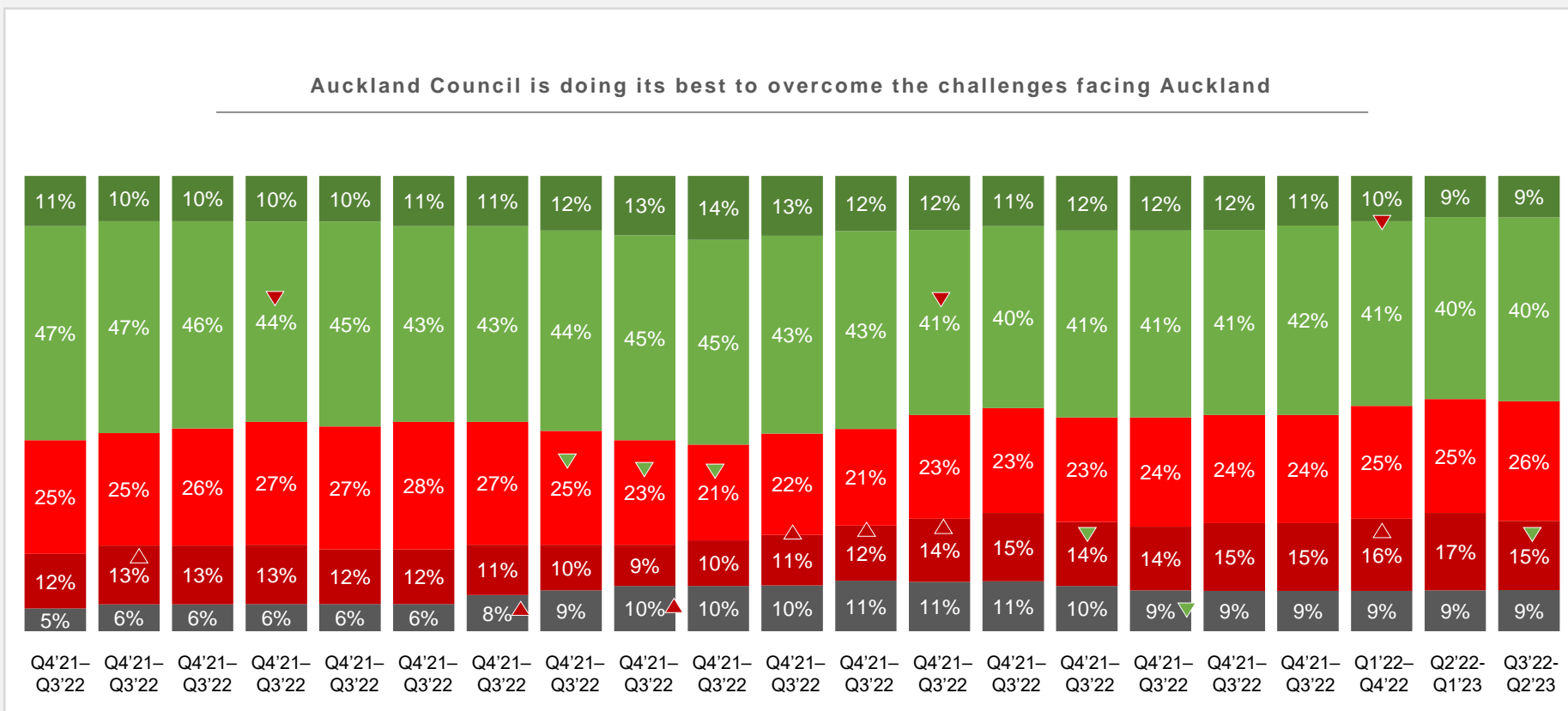
R5 b. Do you agree or disagree with the following statements about Auckland Council?

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

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), Q1'22-Q4'22 (n=3,085), Q2'22-Q1'23 (n=3,017), Q3'22-Q2'23 (n=3,011).

# Aucklanders' perception that Auckland Council is doing its best to overcome challenges

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?

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

KEY METRICS – 4 QUARTERLY ROLL

|  |                                 | BENCH -MARK 2015 | 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 | Q1-Q4'22 | Q2'22-Q1'23 | Q3'22-Q2'23 |
|--|---------------------------------|------------------|---------------|-------------|-------------|----------|-------------|-------------|-------------|----------|-------------|-------------|-------------|----------|-------------|-------------|-------------|----------|-------------|-------------|-------------|----------|-------------|-------------|
| Advocacy   | Advocates (T2B)                 | 8%               | 11%           | 10%▼        | 10%         | 10%      | 10%         | 11%▲        | 13%▲        | 13%      | 14%         | 14%         | 14%         | 13%      | 13%         | 12%         | 12%         | 12%      | 11%         | 11%         | 11%         | 10%      | 9%          | 9%          |
|  | Detractors (Bottom 2 Box)       | 36%              | 27%           | 29%▲        | 30%         | 30%      | 31%         | 31%         | 30%         | 29%      | 27%▼        | 26%         | 26%         | 28%▲     | 30%▲        | 31%▲        | 32%         | 31%      | 31%         | 32%         | 33%         | 35%▲     | 37%▲        | 37%         |
| Trust in decision making   | Total Agree (T2B)               | 17%              | 22%           | 23%         | 20%▼        | 19%      | 19%         | 19%         | 22%▲        | 23%▲     | 25%▲        | 26%         | 27%         | 26%      | 25%         | 23%▼        | 22%▼        | 22%      | 22%         | 22%         | 21%         | 20%▼     | 18%▼        | 18%         |
|  | Total Disagree (Bottom 2 Box)   | 47%              | 39%           | 41%         | 42%▲        | 44%▲     | 45%         | 45%         | 43%         | 41%▼     | 39%▼        | 37%▼        | 37%         | 38%▲     | 39%         | 41%         | 41%▲        | 41%      | 42%         | 43%         | 45%▲        | 47%▲     | 49%▲        | 49%         |
| Satisfaction   | Total Satisfied (T2B)           | 15%              | 22%           | 22%         | 21%▼        | 20%      | 20%         | 21%▲        | 23%▲        | 24%▲     | 26%▲        | 27%         | 28%         | 26%▼     | 25%         | 24%▼        | 22%▼        | 23%      | 23%         | 23%         | 22%         | 20%▼     | 19%▼        | 18%         |
|  | Total Dissatisfied (B2B)        | 36%              | 28%           | 30%▲        | 32%▲        | 33%      | 33%         | 32%         | 31%         | 31%      | 29%         | 29%         | 29%         | 31%▲     | 32%         | 33%▲        | 34%         | 33%      | 34%         | 35%▲        | 36%         | 39%▲     | 41%▲        | 41%         |
| Sense of Pride   | Total Agree (T2B)               | 40%              | 44%           | 44%         | 41%         | 41%      | 39%▼        | 39%         | 41%▲        | 43%▲     | 47%▲        | 49%▲        | 49%         | 49%      | 48%         | 46%▼        | 45%         | 45%      | 43%         | 40%▼        | 37%▼        | 35%▼     | 33%▼        | 33%         |
|  | Total Disagree (B2B)            | 17%              | 20%           | 20%         | 21%         | 21%      | 23%         | 23%         | 22%         | 21%      | 20%         | 18%▼        | 18%         | 18%      | 18%         | 20%▲        | 21%▲        | 22%      | 24%▲        | 26%▲        | 28%▲        | 30%▲     | 31%▲        | 31%         |
| Seeks residents point of view  | Total Demonstrates (T2B)        | 18%              | 22%           | 21%         | 21%         | 22%      | 21%         | 23%▲        | 24%         | 24%      | 25%         | NA          | 26%         | 25%      | 26%         | 26%         | 26%         | 26%      | 25%         | 25%         | 24%         | 24%      | 23%         | 23%         |
|  | Total Doesn't Demonstrate (B2B) | 46%              | 39%           | 39%         | 39%         | 39%      | 40%         | 38%         | 39%         | 38%      | 36%         | NA          | 34%         | 36%      | 36%         | 36%         | 37%         | 36%      | 37%         | 38%▲        | 38%         | 40%▲     | 41%         | 40%         |
| Is an example of good value for ratepayers' money                                | Total Demonstrates (T2B)        | 9%               | 14%           | 14%         | 13%         | 13%      | 12%         | 13%▲        | 14%         | 15%      | 16%         | NA          | 18%         | 17%      | 16%         | 16%         | 15%         | 15%      | 16%         | 15%         | 14%         | 14%      | 13%▼        | 12%         |
|  | Total Doesn't Demonstrate (B2B) | 58%              | 48%           | 50%         | 51%▲        | 52%      | 52%         | 51%         | 51%         | 48%▼     | 46%▼        | NA          | 44%         | 46%      | 49%▲        | 50%▲        | 50%         | 50%      | 50%         | 51%         | 51%         | 53%▲     | 54%         | 54%         |
| Perceptions that council keep people informed on how their rates are being spent | Total Demonstrates (T2B)        | 19%              | 25%           | 26%         | 25%         | 25%      | 25%         | 26%▲        | 28%▲        | 30%▲     | 32%▲        | 32%         | 32%         | 31%      | 30%         | 30%         | 30%         | 30%      | 29%         | 28%         | 26%         | 26%      | 25%         | 25%         |
|  | Total Doesn't Demonstrate (B2B) | 43%              | 33%           | 34%         | 35%         | 36%      | 36%         | 36%         | 34%         | 33%▼     | 31%▼        | 30%▼        | 31%         | 31%      | 32%         | 32%         | 33%         | 33%      | 33%         | 34%         | 35%         | 37%▲     | 38%         | 37%         |

▲ ▼ = 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), Q1'22-Q4'22 (n=3,085), Q2'22-Q1'23 (n=3017), Q3'22-Q2'23 (n=3011).

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