

Citizen Insights Monitor

Oct-Dec Q4 2023

Latest results based on rolled quarters Q1 2023 – Q4 2023
Sample size: n=3,007 (4 quarter roll) & n=626 (Q4 2023)



Research approach – Quarter 4 2023



15-19 minute survey conducted with n=626 Auckland residents aged 15+ between October and December 2023.

4-quarter rolling data achieves a sample size of n=3007



The maximum margin of error on a sample size of n=626 is +/- 3.9%

The maximum margin of error on a sample size of n=3007 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.

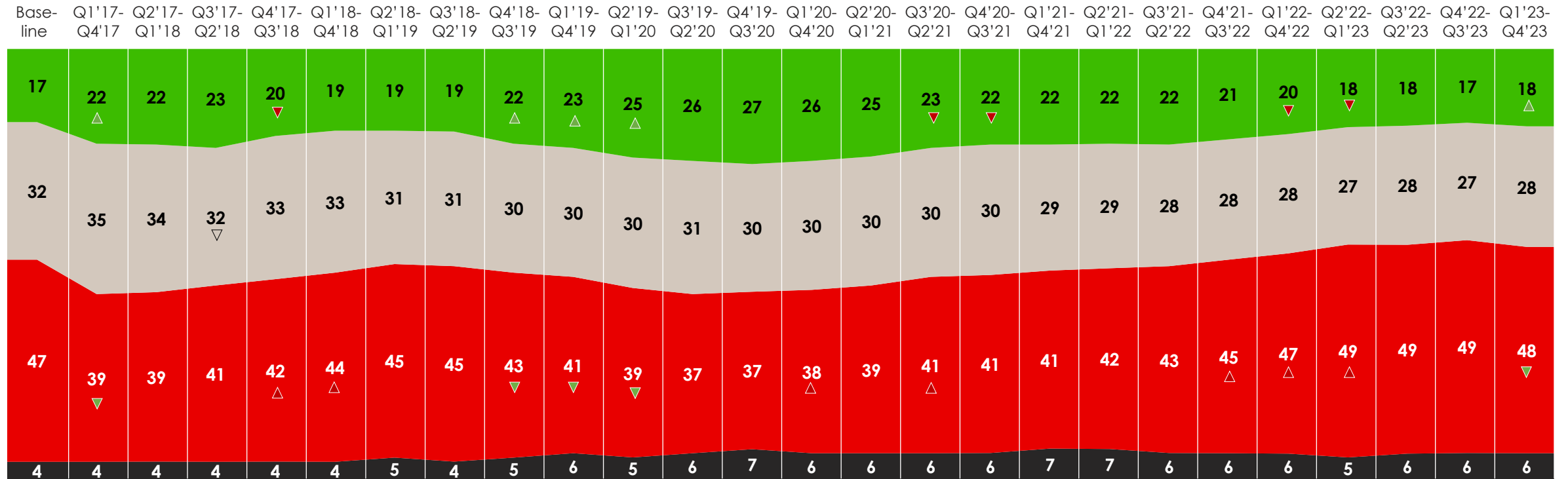
Sample sizes are indicated for the period covering the Citizen Insights Monitor.

Trust in Auckland Council's decision-making

Trust in council decision-making – rolling quarters

%

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



▲▼ = 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); Q1'17-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), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3070), Q2'20-Q1'21 (n=3069), Q3'20-Q2'21 (n=3073), Q4'20-Q3'21 (n=3073), Q1'21-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), Q4'22-Q3'23 (n=3006), Q1'2023-Q4'2023 (n=3007)

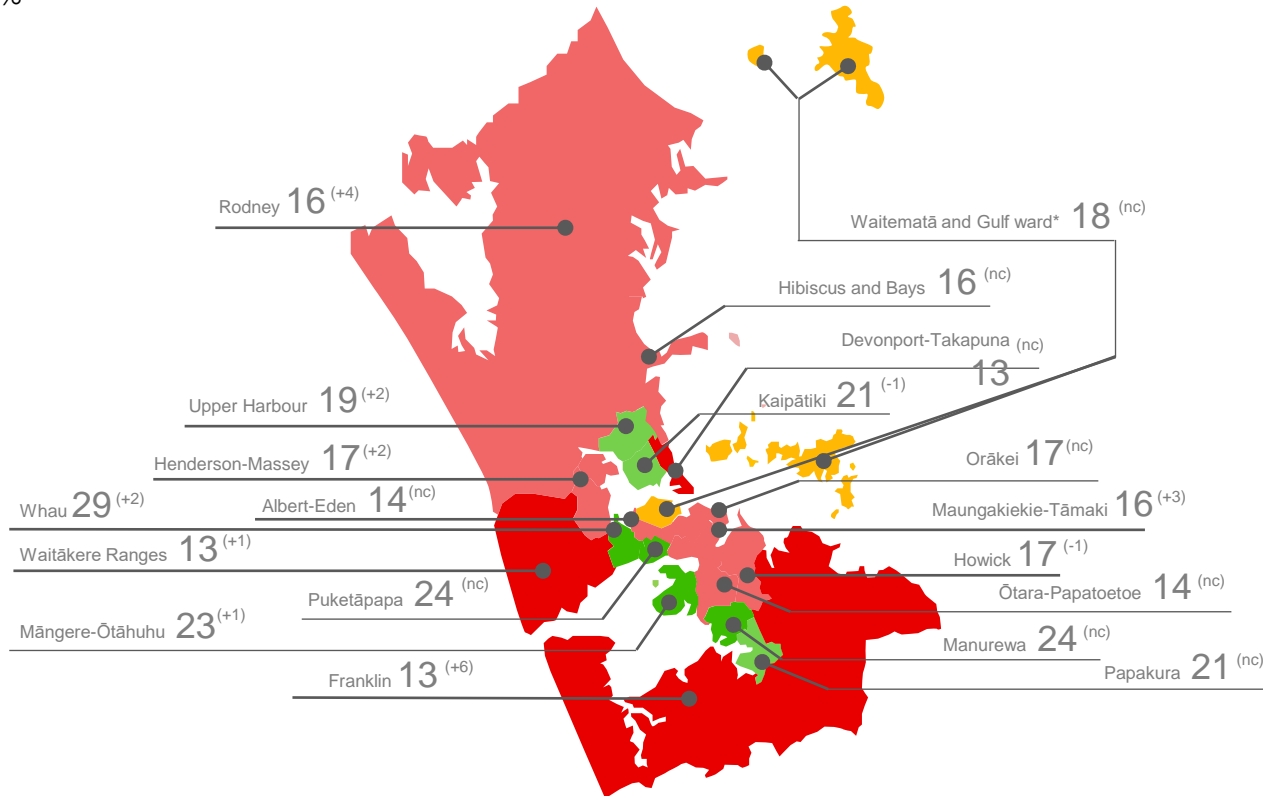
Verian | Auckland Council O3. How much do you agree or disagree with the following statements?

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 Auckland Council’s decision making by Local Board

Trust in council decision-making – local boards (Q1’23-Q4’23 rolling quarter)

%



- Superior Trust (23 and above)
- Strong Trust (19-22)
- Average Trust (18)
- Below average Trust (14-17)
- Weak Trust (13 and below)

(+/- x) Percentage point difference versus last wave (Q4'22 – Q3'23)

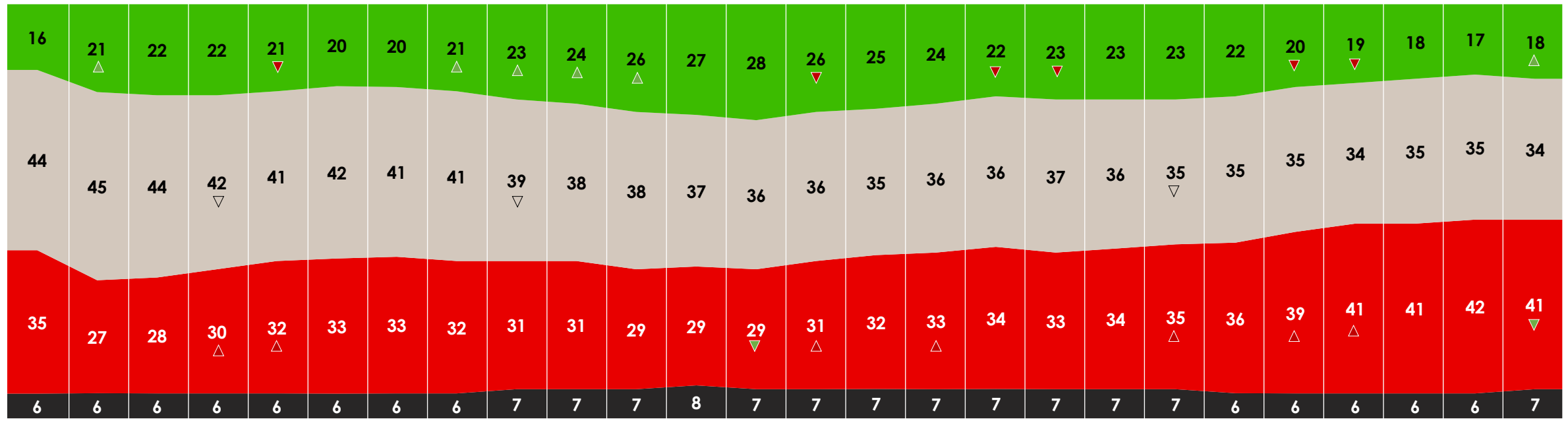
▼▲ = Sig. lower/higher than previous period (95% CI & accounting for effective sample size and rounding)

Satisfaction with Auckland Council's performance

Satisfaction with council performance – rolling quarters

%

Base-line 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- Q3'23- Q4'23



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

▲▼ = 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); Q1'17-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), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3070), Q2'20-Q1'21 (n=3069), Q3'20-Q2'21 (n=3073), Q4'20-Q3'21 (n=3073), Q1'21-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), Q4'22-Q3'23 (n=3006), Q1'2023-Q4'2023 (n=3007)

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

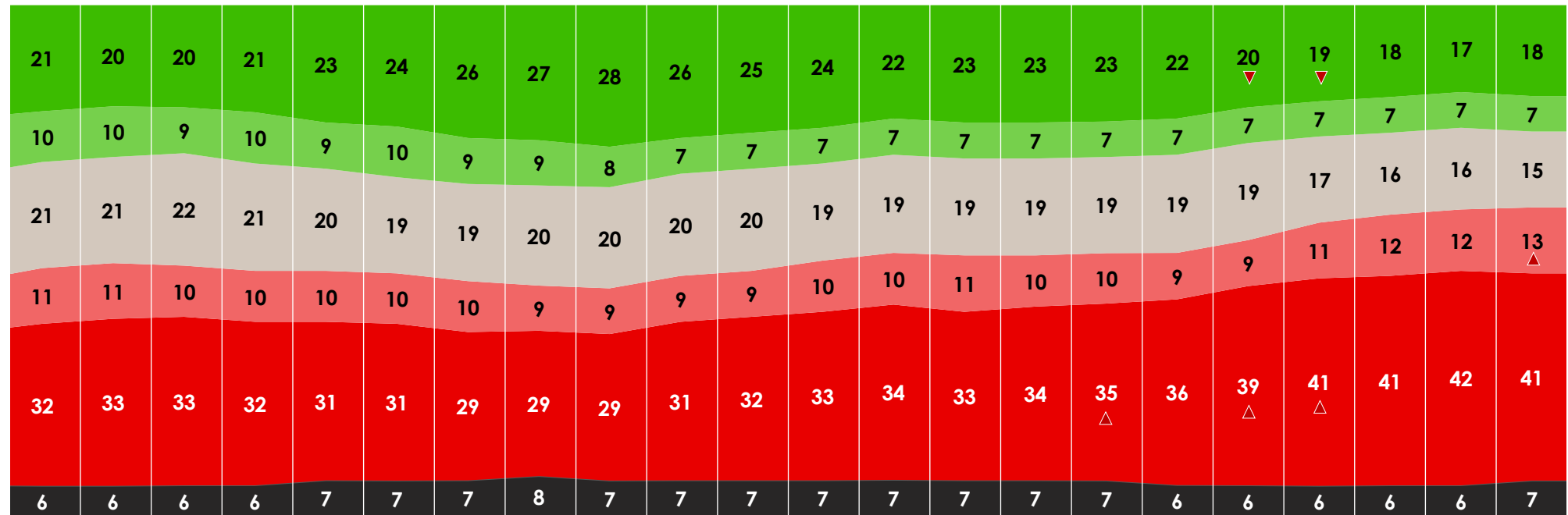
Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not.

A deep dive into neutral responses

Satisfaction with council performance – rolling quarters

%

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- Q3'23- Q4'23



■ Don't know
 ■ Dissatisfied
 ■ Slightly dissatisfied
 ■ Neutral
 ■ Slightly satisfied
 ■ Satisfied

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 ▲▼ = Indicates positive Sig. differences vs. previous period at a 95% CI
 NA - not asked Q2 2020

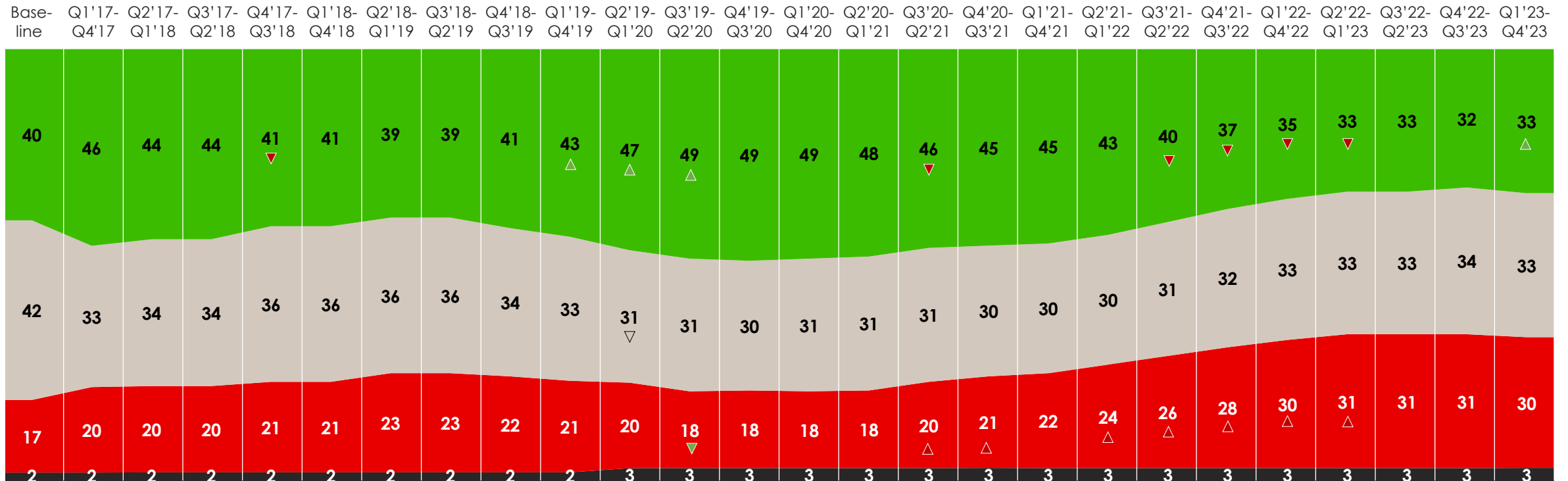
Base: Total sample Q4'17-Q3'18 (n=3232), Q1'18-Q4'18 (n=3230), Q2'18-Q1'19 (n=3230), Q3'18-Q2'19 (n=3230), Q4'18-Q3'19 (n=3193), Q1'19-Q4'19 (n=3198), Q2'19-Q1'20 (n=3201), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3070), Q2'20-Q1'21 (n=3069), Q3'20-Q2'21 (n=3073), Q4'20-Q3'21 (n=3073), Q1'21-Q4'21 (n=3076), 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), Q4'22-Q3'23 (n=3006), Q1'2023-Q4'2023 (n=3007)

O1a: New question added in Q3 2017 for deep dive into neutral responses

Sense of pride living in Auckland

I feel a sense of pride living in Auckland – rolling quarters

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



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Base: Total Sample; Benchmark '15 (n=3015); 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), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3070), Q2'20-Q1'21 (n=3069), Q3'20-Q2'21 (n=3073), Q4'20-Q3'21 (n=3073), Q1'21-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), Q4'22-Q3'23 (n=3006), Q1'2023-Q4'2023 (n=3007)

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

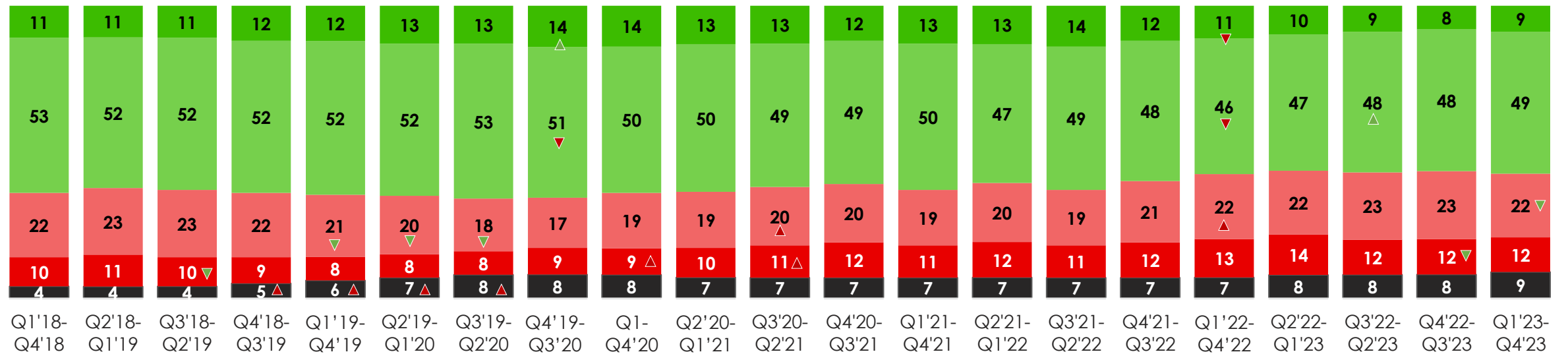
Please note that due to variations in effective sample size and decimal point rounding, percentage point differences of the same value may sometimes be significant whilst on other occasions they are not.

Aucklanders' perceptions that Auckland Council is doing good things for the city and its residents

You see Auckland Council doing good things for Auckland and Aucklanders – rolling quarters

%

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



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Base: Total sample 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), Q4'19-Q3'20 (n=3,198), Q1'20-Q4'20 (n=3070), Q2'20-Q1'21 (n=3069), Q3'20-Q2'21 (n=3073), Q4'20-Q3'21 (n=3073), Q1'21-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), Q4'22-Q3'23 (n=3006), Q1'2023-Q4'2023 (n=3007)

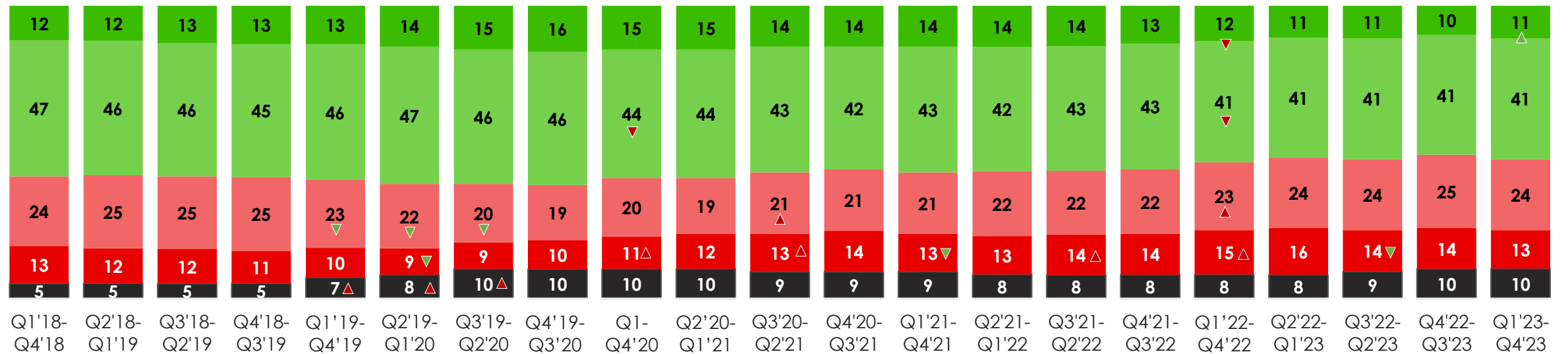
R5b. Do you agree or disagree with the following statements about Auckland Council?

Aucklanders' perceptions that Auckland Council has their best interests at heart

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

%

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



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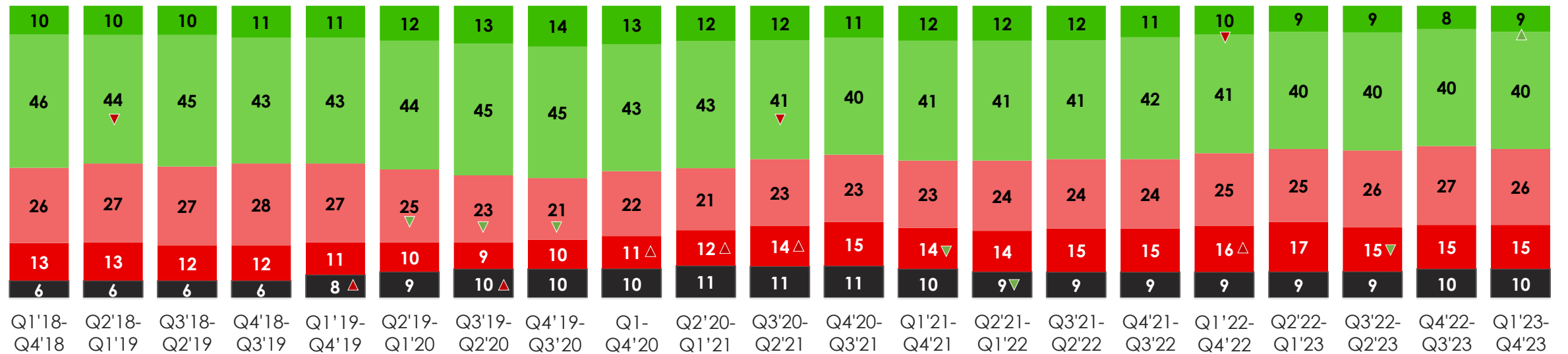
R5b. Do you agree or disagree with the following statements about Auckland Council?

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

Auckland Council is doing its best to overcome the challenges facing Auckland – rolling quarters

%

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



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

Key Metrics – 4 Quarterly Roll

		BENCH-MARK 2015	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	Q4'22-Q3'23	Q1'23-Q4'23
Advocacy	Advocates (T2B)	8%	10%	10%	10%	11%▲	13%▲	13%	14%	14%	14%	13%	13%	12%	12%	12%	11%	11%	11%	10%	9%	9%	8%	9%▲
	Detractors (B2B)	36%	30%	30%	31%	31%	30%	29%	27%▼	26%	26%	28%▲	30%▲	31%▲	32%	31%	31%	32%	33%	35%▲	37%▲	37%	38%	37%▼
Trust in decision making	Total Agree (T2B)	17%	20%▼	19%	19%	19%	22%▲	23%▲	25%▲	26%	27%	26%	25%	23%▼	22%▼	22%	22%	22%	21%	20%▼	18%▼	18%	17%	18%▲
	Total Disagree (B2B)	47%	42%▲	44%▲	45%	45%	43%	41%▼	39%▼	37%▼	37%	38%▲	39%	41%	41%▲	41%	42%	43%	45%▲	47%▲	49%▲	49%	49%	48%▼
Satisfaction	Total Satisfied (T2B)	15%	21%▼	20%	20%	21%▲	23%▲	24%▲	26%▲	27%	28%	26%▼	25%	24%▼	22%▼	23%	23%	23%	22%	20%▼	19%▼	18%	17%	18%▲
	Total Dissatisfied (B2B)	36%	32%▲	33%	33%	32%	31%	31%	29%	29%	29%	31%▲	32%	33%▲	34%	33%	34%	35%▲	36%	39%▲	41%▲	41%	42%	41%▼
Sense of Pride	Total Agree (T2B)	40%	41%	41%	39%▲	39%	41%▲	43%▲	47%▲	49%▲	49%	49%	48%	46%▼	45%	45%	43%	40%▼	37%▼	35%▼	33%▼	33%	32%	33%▲
	Total Disagree (B2B)	17%	21%	21%	23%	23%	22%	21%	20%	18%▼	18%	18%	18%	20%▲	21%▲	22%	24%▲	26%▲	28%▲	30%▲	31%▲	31%	31%	30%
Seeks residents point of view	Total Demonstrates (T2B)	18%	21%	22%	21%	23%▲	24%	24%	25%	NA	26%	25%	26%	26%	26%	26%	25%	25%	24%	24%	23%	23%	23%	23%
	Total Doesn't Demonstrate (B2B)	46%	39%	39%	40%	38%	39%	38%	36%		34%	36%	36%	36%	37%	36%	37%	38%▲	38%	40%▲	41%	40%	41%	40%
Is an example of good value for ratepayers' money	Total Demonstrates (T2B)	9%	13%	13%	12%	13%	14%▲	15%	16%	NA	18%	17%	16%	16%	15%	15%	16%	15%	14%	14%	13%▼	12%	11%	13%▲
	Total Doesn't Demonstrate (B2B)	58%	51%	52%	52%	51%	51%	48%▼	46%▼		44%	46%▲	49%▲	50%	50%	50%	50%	51%	51%	53%▲	54%	54%	55%	53%▼
Perceptions that council keep people informed on how their rates are being spent	Total Demonstrates (T2B)	19%	25%	25%	25%	26%▲	28%▲	30%▲	32%▲	32%	32%	31%	30%	30%	30%	30%	29%	28%	26%	26%	25%	26%	26%	27%
	Total Doesn't Demonstrate (B2B)	43%	35%	36%	36%	36%	34%▼	33%	31%▼	30%▼	31%	31%	32%	32%	33%	33%	33%	34%	35%	37%▲	38%	37%	37%	36%

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