

Annual Budget 2023/2024

Summary of consultation feedback

24 April 2023



Context

- Auckland Council has a statutory obligation to engage Aucklanders under section 82/82A of the Local Government Act.
- Due to the significance of the decisions to be made on the 2023/24 Annual Budget, a Special Consultative Procedure (SCP) was triggered
- Aucklanders were asked for their feedback on a number of proposals through the consultation process and independent Kantar survey
- Public feedback through this process is one of a range of very important variables for councillor's to consider. However, it is not binding on the decisions that the council will make



Three Phase Plan



Dec-Feb

Objective:

Raised awareness of key topics and upcoming consultation phase



Feb-Mar

Objective:

Made consultation accessible and engaging, drive participation



Apr-Jun

Objective:

Close the loop on decisions made with our communities



Engagement overview – what we did

- Provided options to give feedback in a range of ways that suit Aucklanders – digitally, in person and telephone
- Targeted community engagement to remove barriers to participation and ensure feedback represents all Aucklanders
- Provided opportunities for elected members to interact with the public as the face and voice of council
- Independent Kantar survey with a statistically representative sample of Aucklanders



Engagement Techniques

CHANNELS		
DIGITAL	FACE TO FACE	TELEPHONE
<i>Translations or Interpreters will be made available where possible</i>		
<ul style="list-style-type: none"> • Scheduled feedback sessions for organisations • Feedback forms & other materials • Q&A tool • Emails • Webinars • Webinar recordings with Q&A option • Recorded councillor panel discussions 	<ul style="list-style-type: none"> • Drop-in sessions to talk with elected members, subject matter experts and delegated staff at existing or council organised events (including local board and community partner led events) • Participatory community forums with SME involvement • Comments on display boards at events • Documents in libraries & other council venues 	<ul style="list-style-type: none"> • If community requests, opportunity to talk with council officers who will record feedback for a submission

The above channels provided both verbal and written opportunities to participate



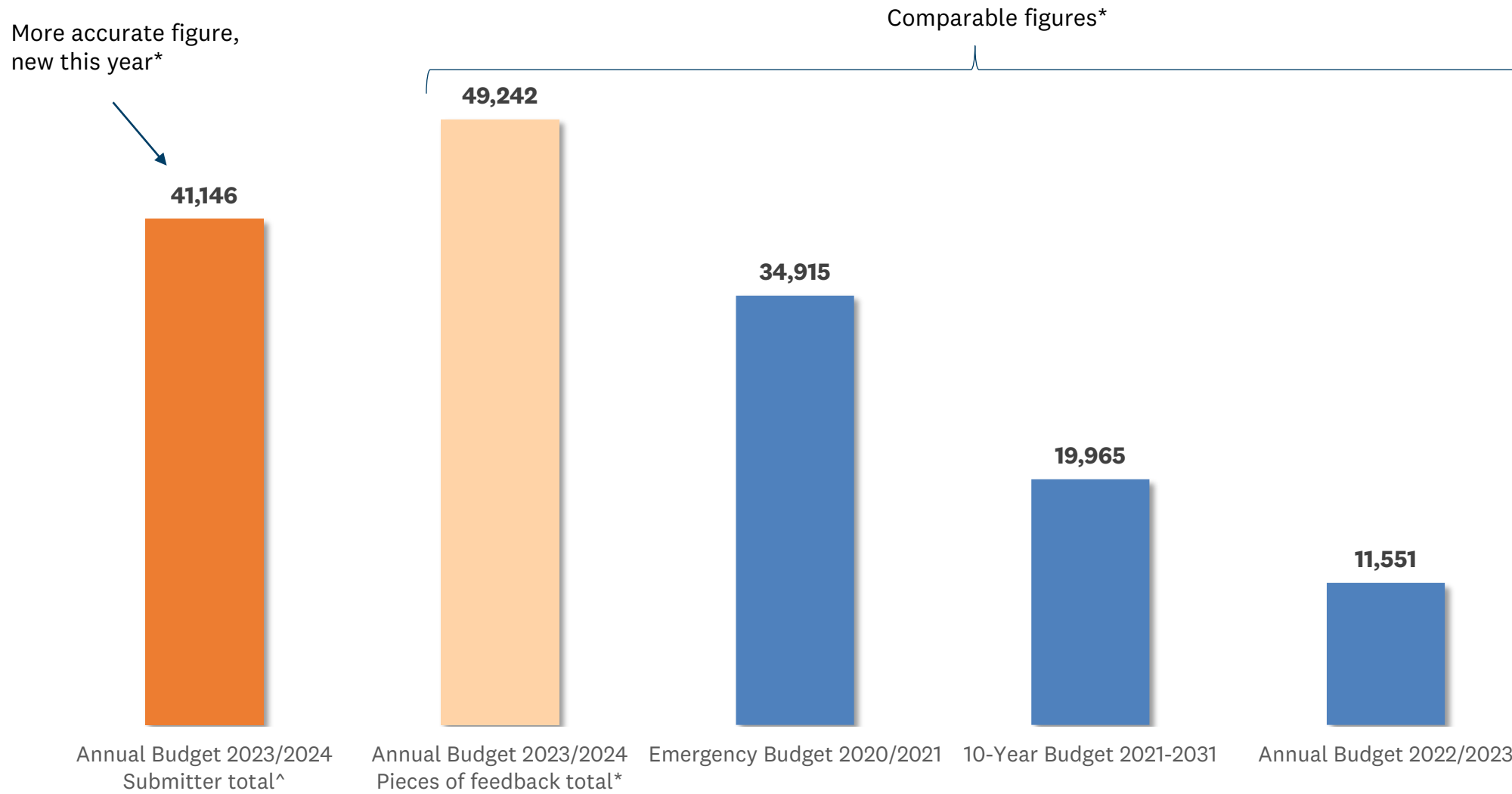
Engagement coverage – reaching wide

Community	Organisations
<p>Community Partners – reaching deeper into the community</p> <ul style="list-style-type: none"> • Youth • Pacific • Asian • Māori • Rainbow • Disability • Ethnic 	<p>Previous submitters</p> <ul style="list-style-type: none"> • Representing areas of interest • Representing views of an organisation with regionwide membership • Talking to points in scope
Local Board networks	Local Board networks
Staff Networks	CCO networks
CCO networks	
Ratepayers	
Library Patrons	
Peoples Panel	
Previous submitters	

**Advisory Panels - previous members were invited along with community leaders to participate in workshop discussions*



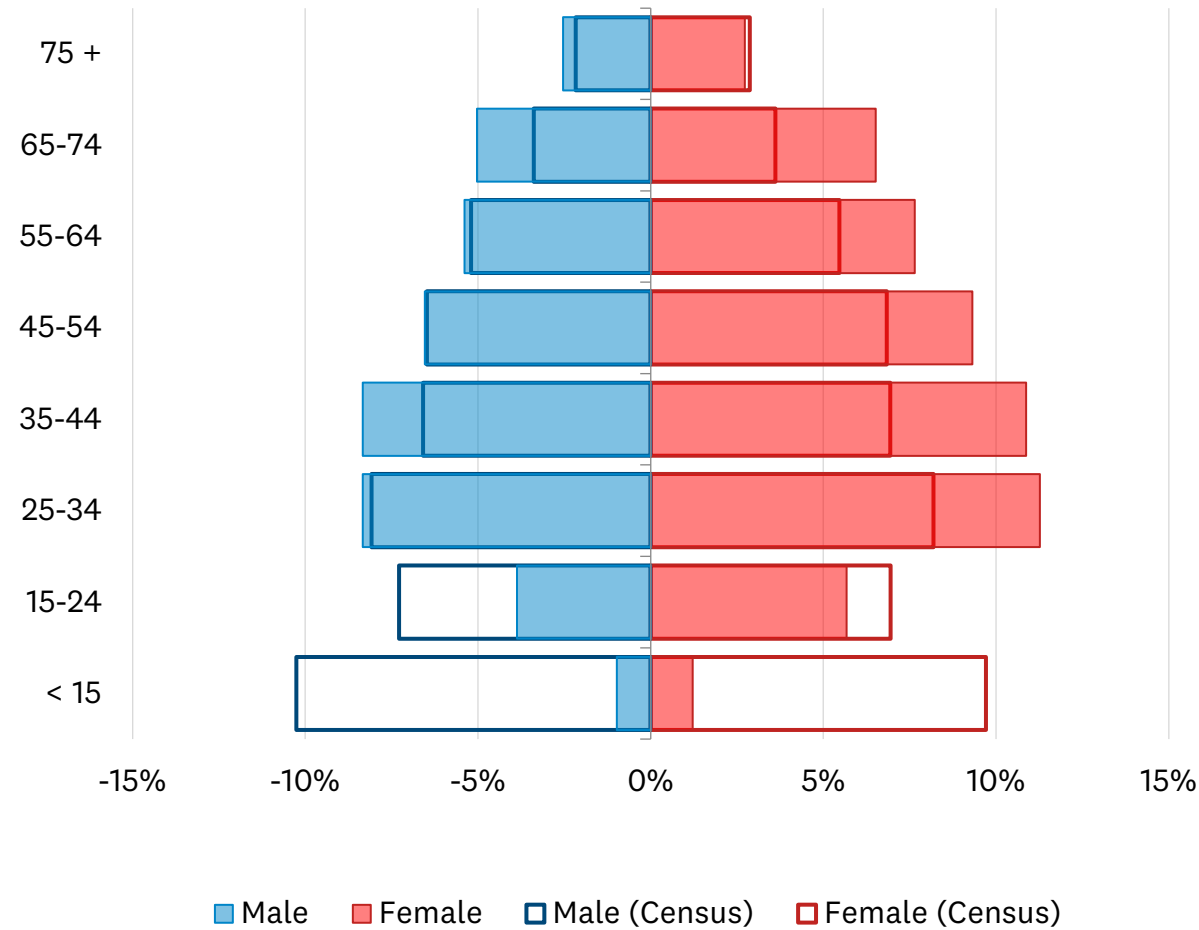
Most submissions ever for single AC consultation



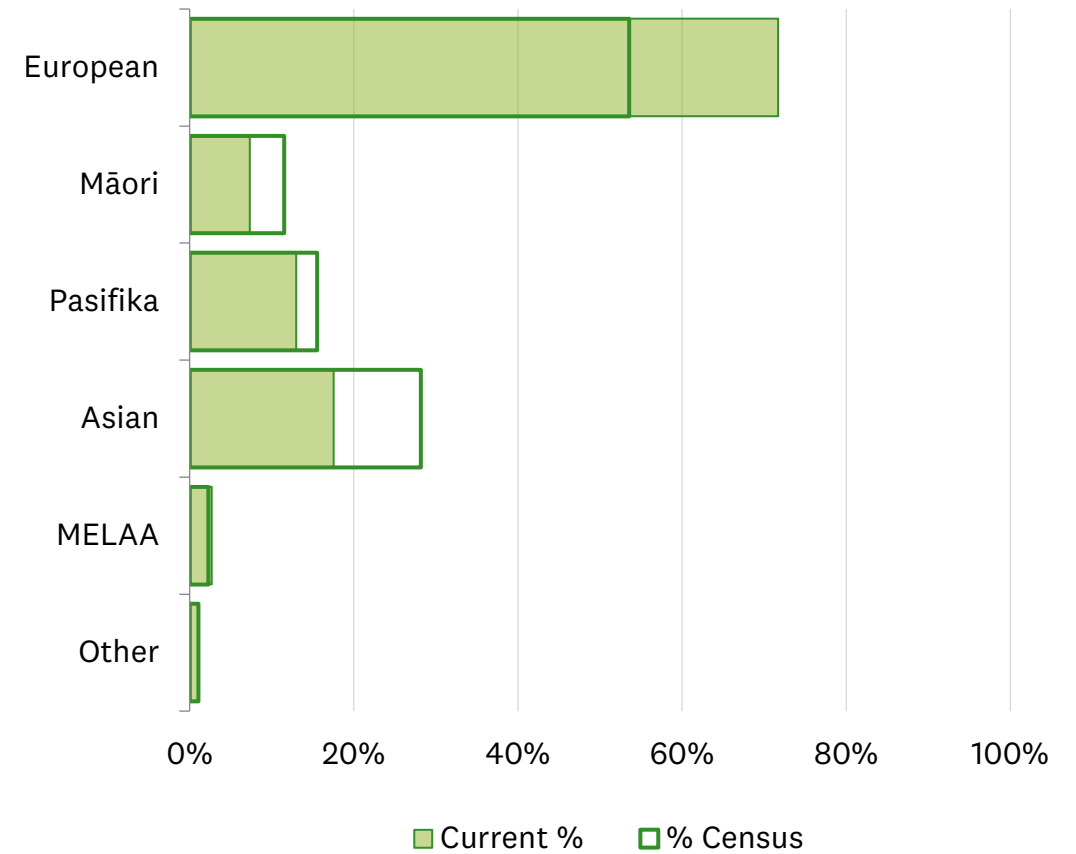
* Previously, each piece of anonymous in-person feedback (such as post-it notes at events) has been counted as one piece of feedback. The total pieces of feedback could therefore exceed the number of attendees at an event. Written submissions have been counted as one piece of feedback per submitter. This year the count of feedback from an event was capped at the number of attendees (which could be lower, if there were fewer pieces of feedback than attendees), to make in-person feedback more comparable to written feedback.



We heard from a wide age range and a record number of submissions from all ethnic groups



All feedback with age and male or female gender indicated = 32,062

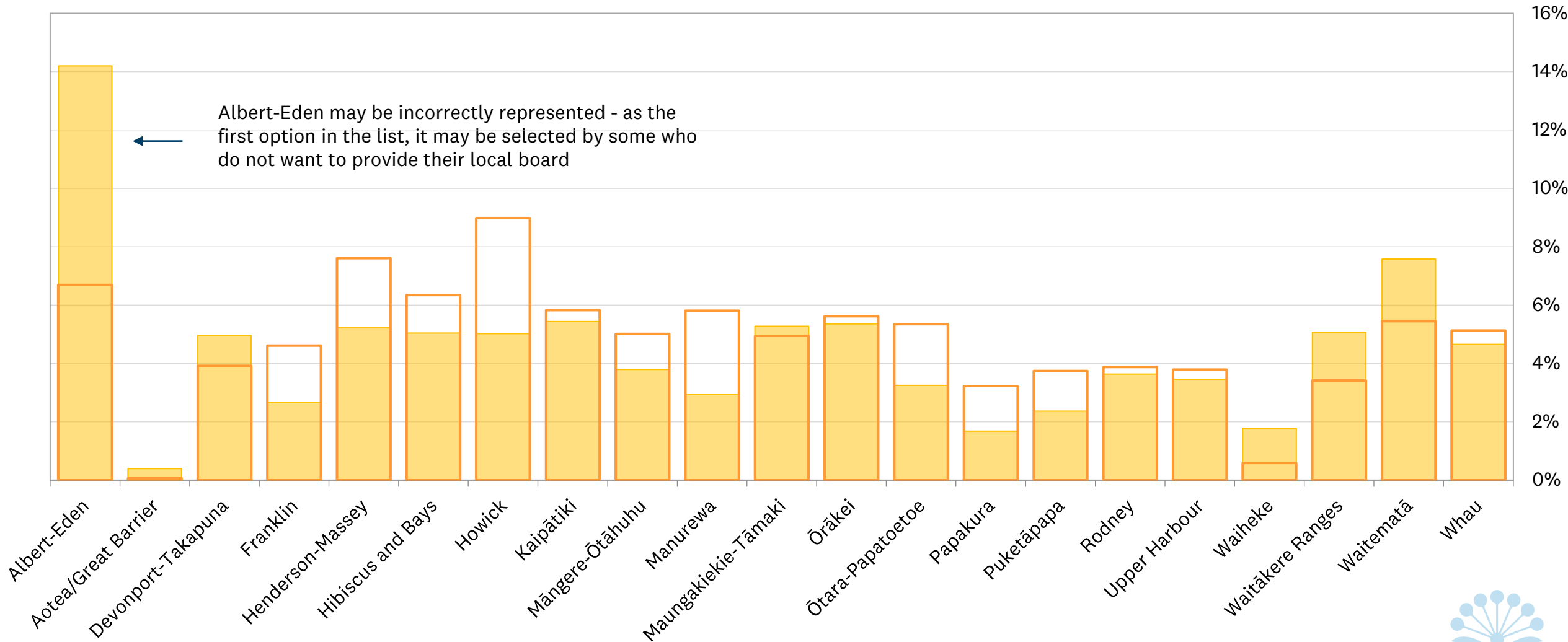


All feedback with ethnicity indicated = 35,456



We heard less from the South and East generally and more from Central and North Auckland

■ % of total received □ % of population



All feedback with a local board indicated (34,337)



Question 1: Operating spending reductions

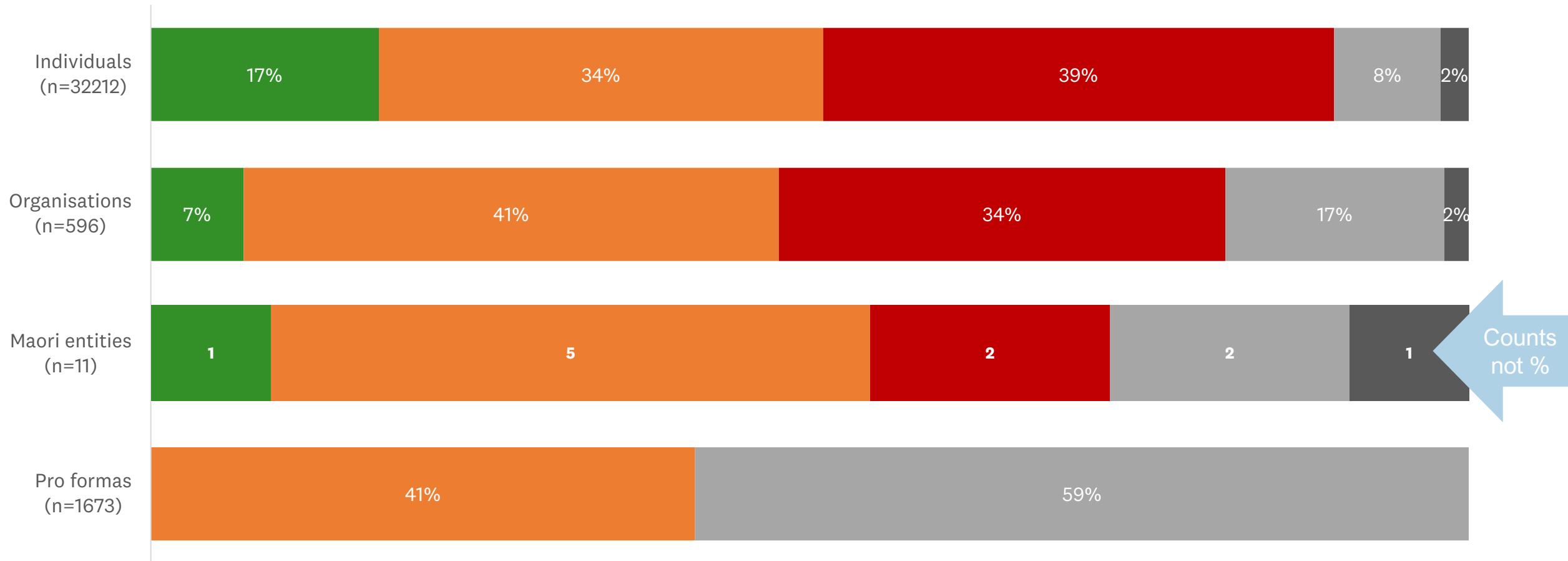
What is your preference on the proposed operating cost reductions?

- Proceed with the proposed reductions
- Do not proceed with **some** reductions and instead further increase rates **and/or** debt
- Do not proceed with **any** reductions and instead further increase rates **and/or** debt
- Other
- I don't know

Tell us why, and which reductions you would not proceed with, if any:



Just over half (51%) of individual submitters supported at least some reductions but supporters of all reductions were a minority



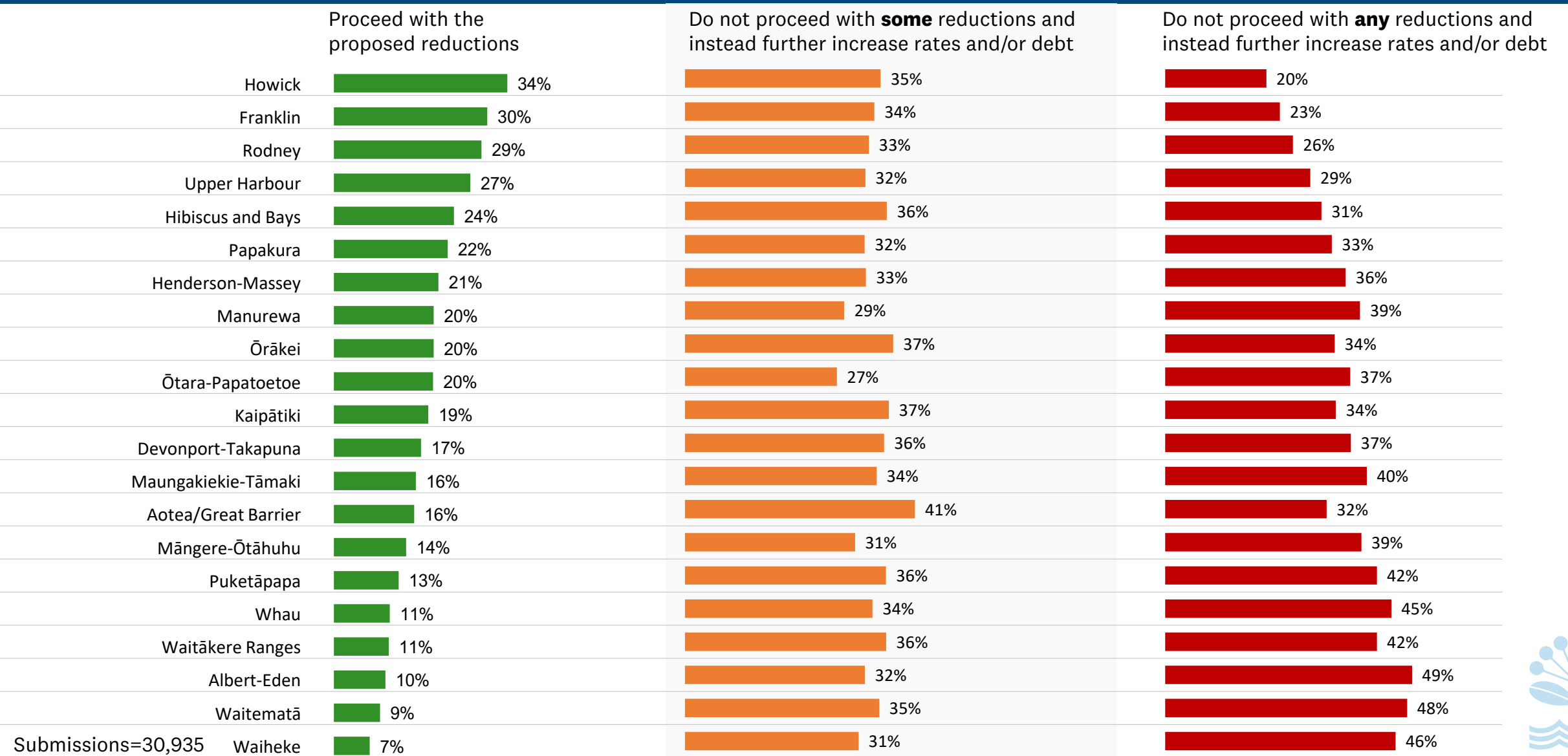
Counts not %

■ Proceed with the proposed reductions
 ■ Do not proceed with some reductions
 ■ Do not proceed with any reductions
 ■ Other
 ■ I don't know

Proforma 'Other' are Auckland Ratepayers Alliance proforma submissions proposing further reductions



Response to the proposed reductions differs substantially across local boards (individual submitters)



Analysis of verbatim feedback to operating spending reductions

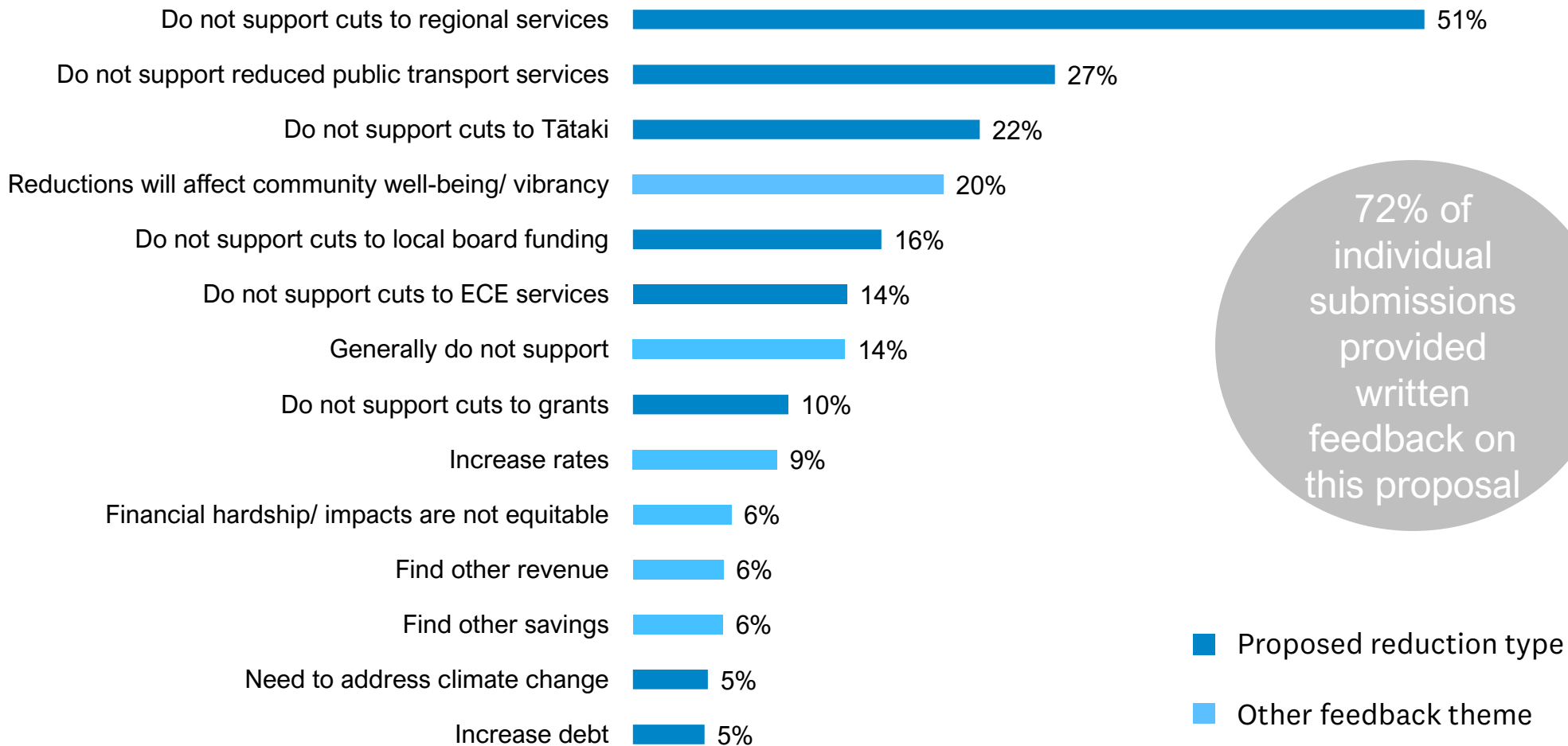
“Tell us why, and which reductions you would not proceed with, if any”

- The spending reductions were presented to the public in terms of the funding mechanism and saving amounts such as “Reducing regional services such as community and education programmes, arts and culture programmes, regional events, economic development ... to save \$20 million” and “Reducing local board funded activities across all boards to save \$16 million”
- Some submissions reference reductions in the same terms as the proposal while others focus on services. Services mentioned may be a sub-set of a proposed saving or straddle more than one savings package.
- For example, CAB is funded through a regional grant while arts and culture is funded through regional services, regional grants and local board funded activities.
- To enable both views, feedback is summarised in two different ways on the following slides:
 1. Which reduction ‘bundles’ submitters would not proceed with (or would, as some submitters expressed support for specific reductions) and other themes e.g. reasons for their response
 2. Services or types of services mentioned, including those funded by Auckland Council but provided by other parties. This second view is a word search-based analysis that doesn’t distinguish what the submitter was saying about the service mentioned. However, the instruction to submitters was “Tell us why, and which reductions you would not proceed with, if any” and most service mentions reflected this focus on reductions they would not proceed with.



Of the reduction bundles presented to individual submitters, regional services cuts had almost double the opposition to the next topic - reduced public transport services

Tell us why, and which reductions you would not proceed with, if any:



Shows the percentage of comments by individual submitters which mentioned specific themes including support or opposition to the specific reduction bundles proposed. Only themes occurring in at least 5% of comments shown. Base: All comments from individual submitters including at events in response to this question (23,324)

Opposition to regional services reductions and reduced public transport was prominent among individual submitters regardless of which option they chose

Four most common themes by response to the proposal ...

Proceed with the proposal

1. Generally supportive
2. Find other savings
3. Do not support cuts to regional services
4. Do not support reduced public transport services

Do not proceed with some ...

1. Do not support cuts to regional services
2. Do not support cuts to Tātaki
3. Do not support reduced public transport services
4. Do not support cuts to local board funding

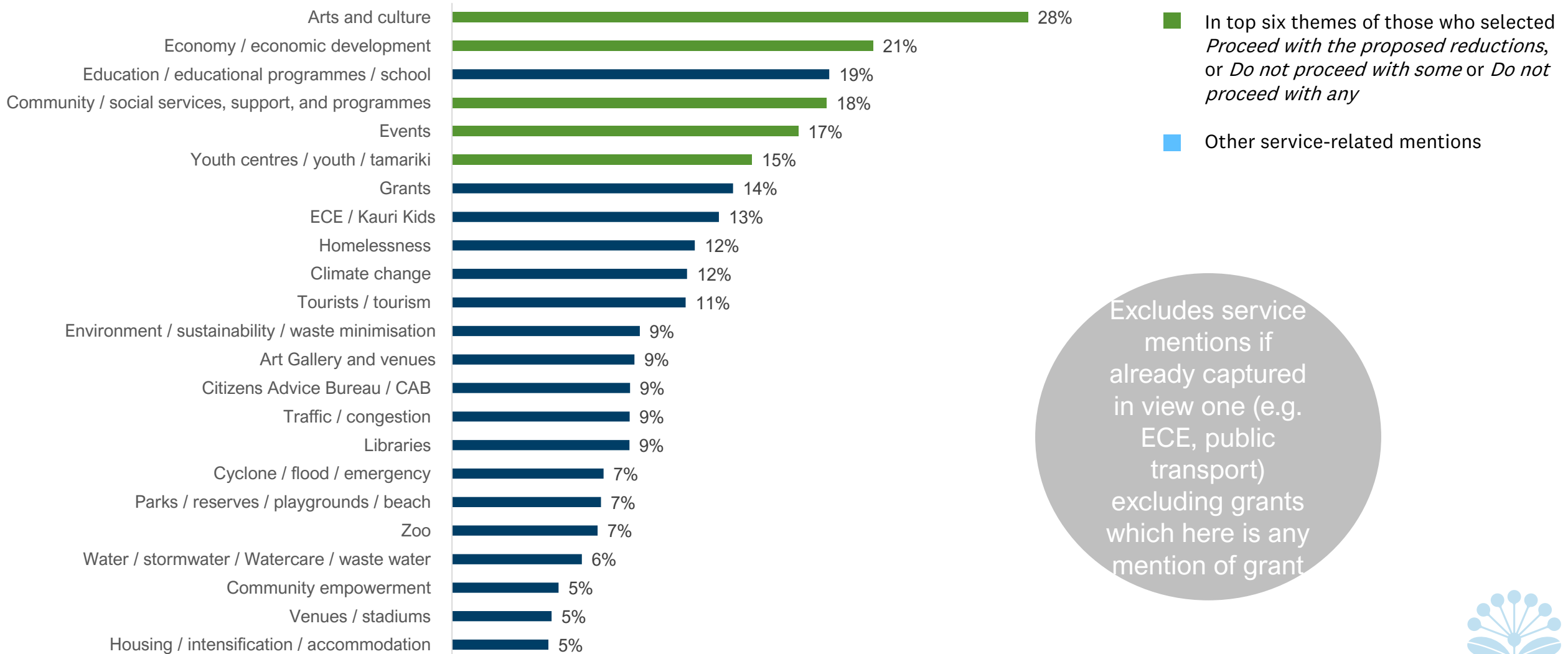
Do not proceed with any ...

1. Do not support cuts to regional services
2. Do not support reduced public transport services
3. Reductions will affect community well-being/vibrancy
4. Generally do not support



View two of spending reductions feedback: by service-related terms

From a service rather than savings bundle view, arts and culture, economic development and educational programmes were mentioned often by individual submitters



Shows the percentage of comments from individual submitters which mentioned services that straddle or are a sub-set of the proposed savings bundles. Only themes occurring in at least 5% of comments shown. Base: All comments in response to this question (23,324)



Question 2: Amending Auckland International Airport Limited (AIAL) Shareholding Policy

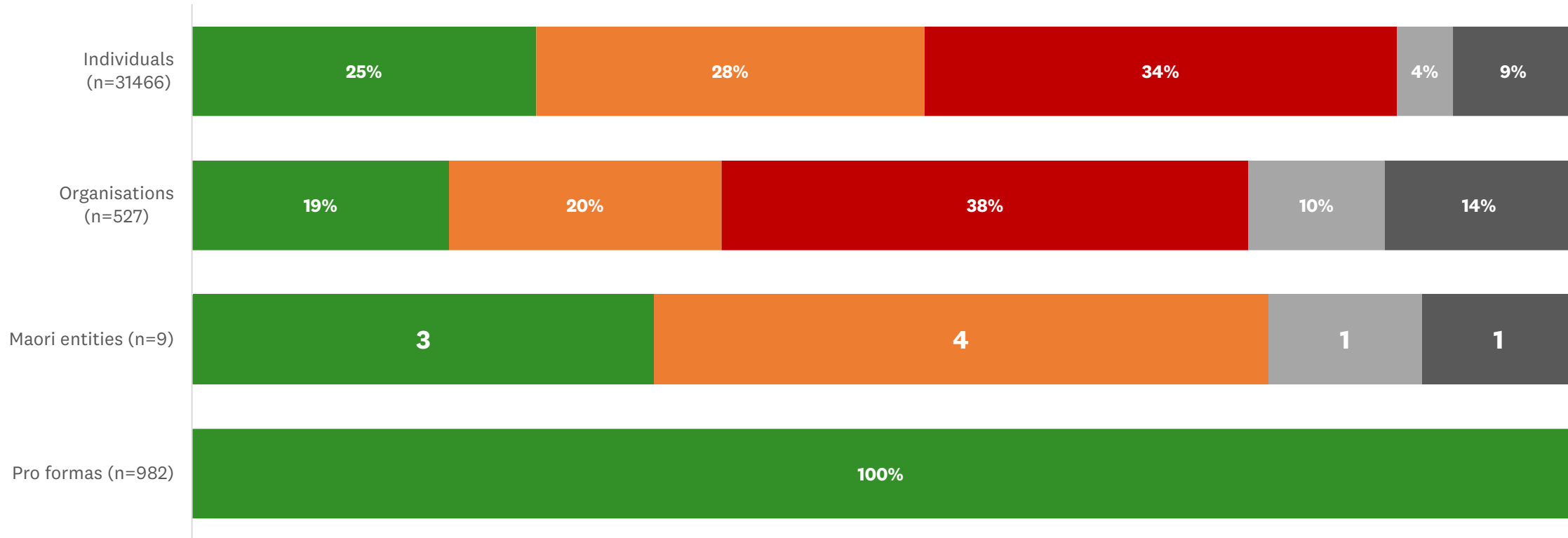
What is your preference on this proposal to change the AIAL shareholding policy to enable the sale of all Auckland Council's shares?

- Proceed with the proposal to enable the **sale of all** our shares in AIAL and use the proceeds to reduce debt and therefore annual interest costs by around \$87 million per year
- Enable a **partial sale** of our shares, maintaining a 10 per cent shareholding in AIAL (reducing our interest costs by around \$40 million per year), and further increase rates and/or debt
- Don't change the policy, keep all our shares and further increase rates and/or debt
- Other
- I don't know

Tell us why:



Just over half (53%) of individual submitters support selling at least some of Auckland Airport shares, but a minority support selling all



- Proceed with the proposal to enable the sale of all our shares in AIAL
- Enable a partial sale of our shares, maintaining a 10 per cent shareholding in AIAL, and further increase rates and/or debt
- Don't change the policy, keep all our shares and further increase rates and/or debt
- Other
- I don't know



Supporters of the AIAL proposal agree with reducing rates and/or debt, others are concerned about control, loss of future benefit and timing of sale, but not all fundamentally opposed

Significant themes by response to the proposal ...

Proceed with the proposal

1. Generally supportive
2. Support reducing rates/debt

Enable a partial sale ...

1. Maintain control/influence
2. Keep shares for future benefit
3. Generally supportive
4. Generally do not support

Don't change the policy ...

1. Keep shares for future benefit
2. Generally do not support
3. Maintain control/influence
4. Not the right time to sell

50% of individual submissions provided written feedback on this proposal



Question 3: Managing rates and debt

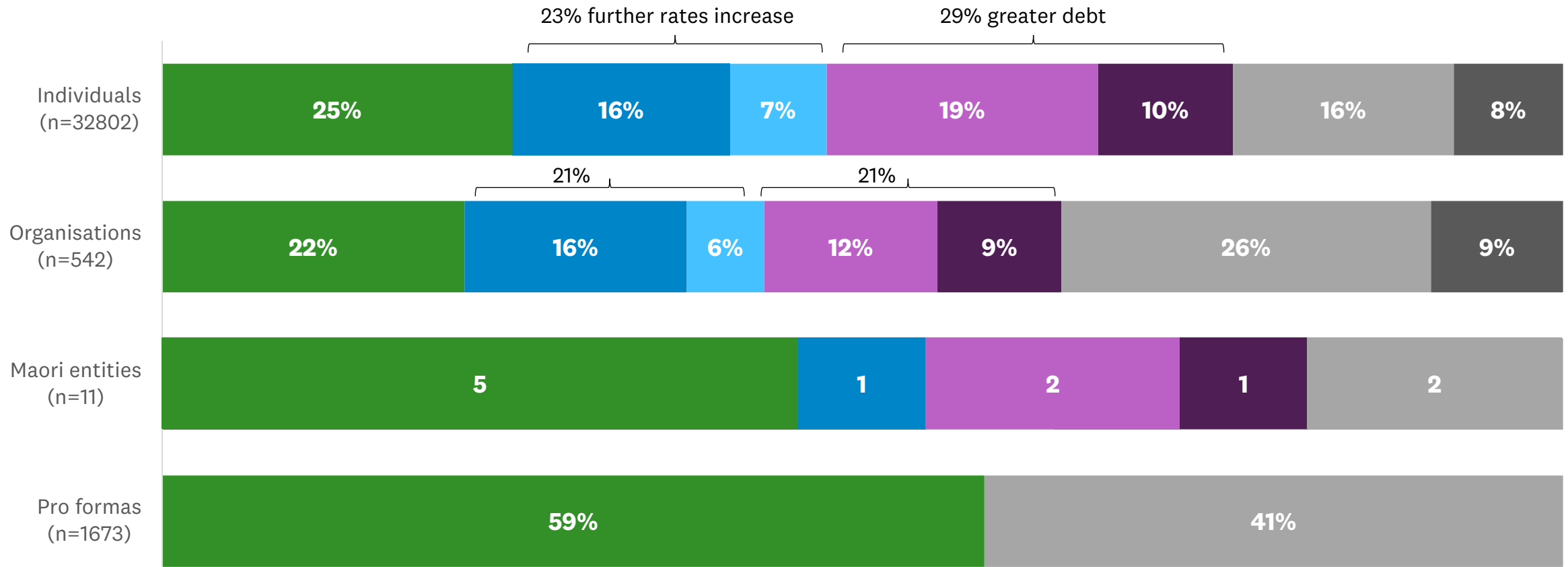
What is your preference on our proposal to manage rates and debt?

- Proceed with the proposed increases to rates (4.66 per cent overall for the average value residential property) and debt (up to \$75 million of additional debt)
- Set a **higher** general rates increase
- Make **greater** use of debt
- Set a **lower** general rates increase and make **greater** use of debt
- Make **less** use of debt and set a **higher** general rates increase
- Other
- I don't know

Tell us why:



Other than the proposed rates and debt package, individual submitters were more likely to choose greater use of debt over higher rate increases. Organisations were more likely to select 'Other'



- Proceed with the proposed increases to rates and debt
- Set a higher general rates increase
- Set a higher general rates increase and make less use of debt
- Set a lower general rates increase and make greater use of debt
- Make greater use of debt
- Other
- I don't know



Written feedback aligned with responses to the proposal. Concerns about debt and financial hardship were also highlighted.

Significant themes by response to the proposal ...

Proceed with the proposal (25%)

1. Generally supportive
2. Increase rates

Further rates increase (23%)

1. Increase rates
2. Generally supportive
3. Can not continue to rely on debt

Further debt increase (29%)

1. Increase debt
2. Financial hardship
3. Generally do not support
3. Increase rates
4. Find other savings

38% of individual submissions provided written feedback on this proposal

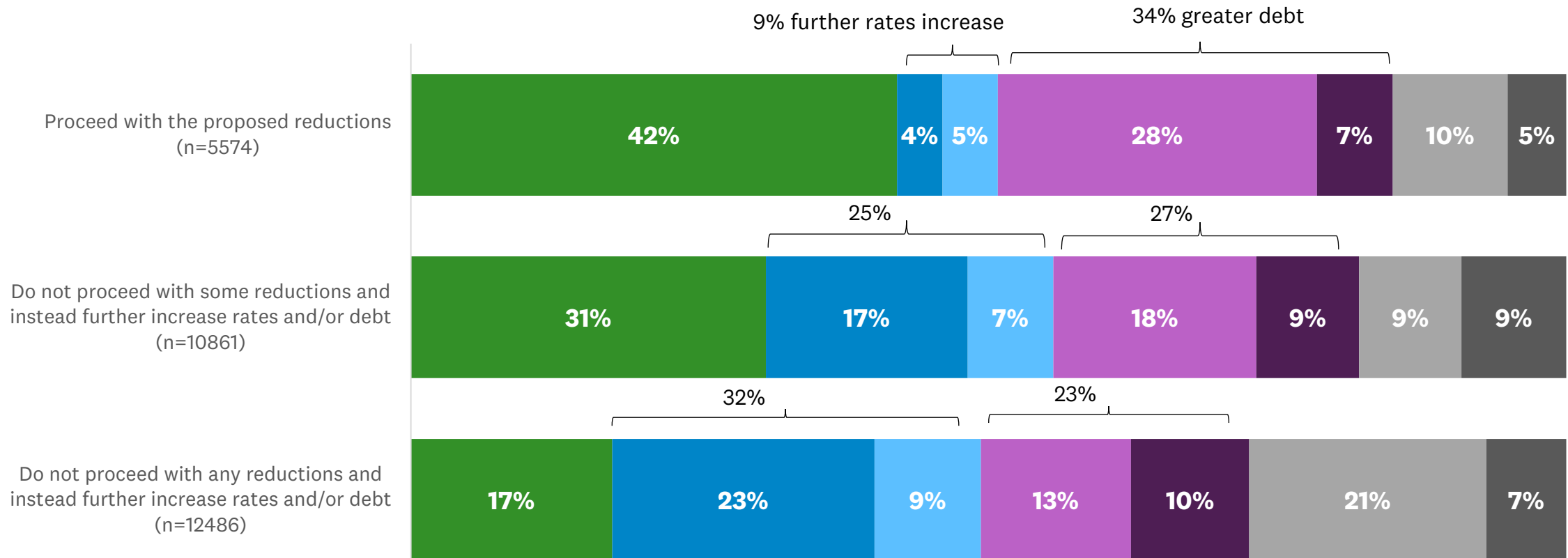


Rates and debt perspectives by response to other proposals

What did submitters who did not support the reductions, OR do not support the sale of all AIAL shares, say about rates and debt?



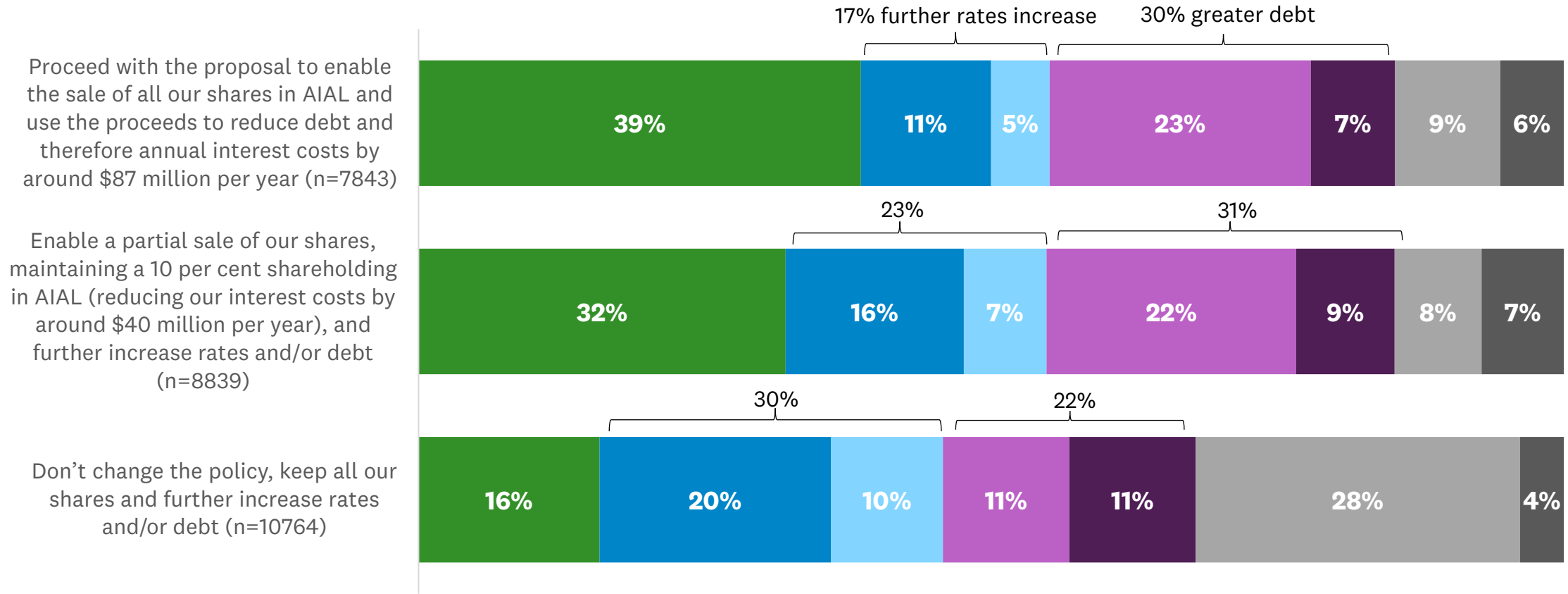
Supporters of the **reductions** are more likely to prefer debt than rates increases, those opposing any reduction prefer rates



- Proceed with the proposed increases to rates (4.66 per cent overall for the average value residential property) and debt (up to \$75 million of additional debt)
- Set a higher general rates increase
- Set a higher general rates increase and make less use of debt
- Set a lower general rates increase and make greater use of debt
- Make greater use of debt
- Other
- I don't know



Similarly, more supporters of the **AIAL policy** change prefer debt than rates, those opposing the airport sale prefer rates



- Proceed with the proposed increases to rates and debt
- Set a higher general rates increase
- Set a higher general rates increase and make less use of debt
- Set a lower general rates increase and make greater use of debt
- Make greater use of debt
- Other
- I don't know



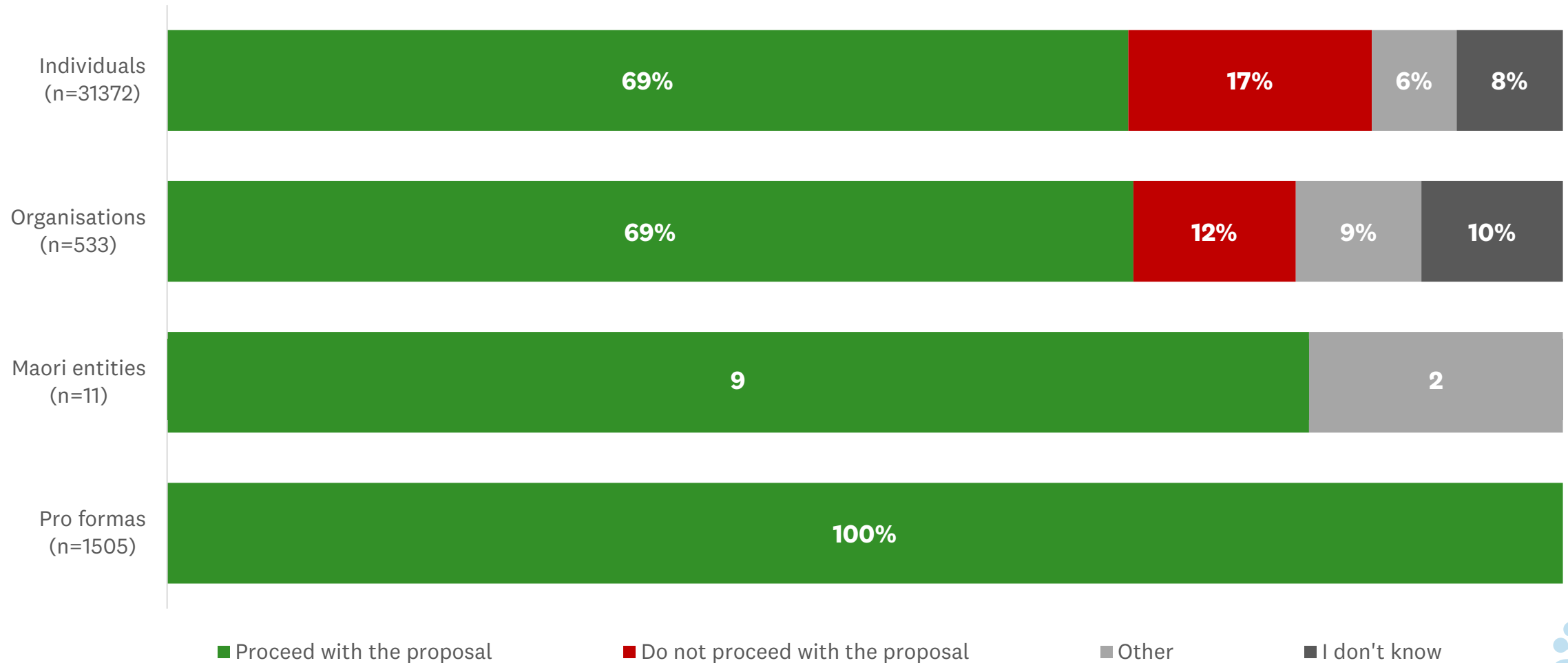
Question 4: Storm response

What is your preference on our proposal to manage the impact of future storms?

- Proceed** with the proposal to increase our operating budget by around \$20 million each year
- Do not** proceed with the proposal
- Other
- Don't know



There is majority support for the storm response proposal



Feedback on the storm response proposal focused on support for the proposal, further investment and the actions that could be taken to prepare or respond

Significant themes by response to the proposal ...

Proceed with the proposal

1. Generally supportive
2. Auckland needs investment now
3. Proposes particular actions

Do not proceed ...

1. Generally do not support
2. Proposes particular actions
3. Find other savings

Other

1. Proposes particular actions
2. Generally supportive

42% of individual submissions provided written feedback on this proposal



Question 6: Other rates, fees and charges

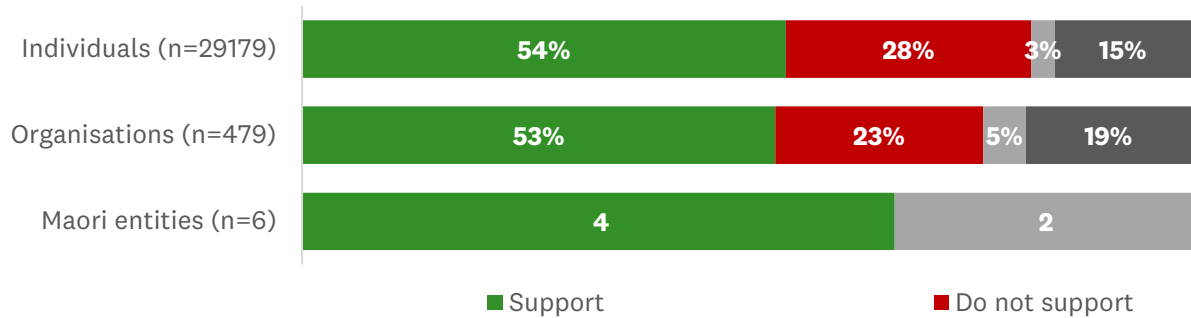
What do you think of these proposals?

Proposal	Support	Do not support	Other	I don't know
Waste management rates changes				
<p>Cost changes in waste management, including:</p> <p>a) a 10.6 per cent base rate increase,</p> <p>b) an option for a new 80L bin in the former Auckland City Council and Manukau City Council areas (80L bin price will be \$143.71), and</p> <p>c) an increase to the 240L refuse bin price (from \$254.15 to \$287.41).</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce a one-off fee of \$40 for those residents wishing to change their bin size.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Extend the food scraps targeted rate to the new areas that will receive the service this year. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to other rates				
<ul style="list-style-type: none"> Swimming Pool/Spa Pool Fencing Compliance Targeted Rate: increases to reflect the actual costs of the service, and an increase in the fee for follow up inspections. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Change which bus services are funded by the Climate Action Targeted Rate from what was planned, to ensure that we can continue to deliver the climate and service outcomes for which the CATR was established. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

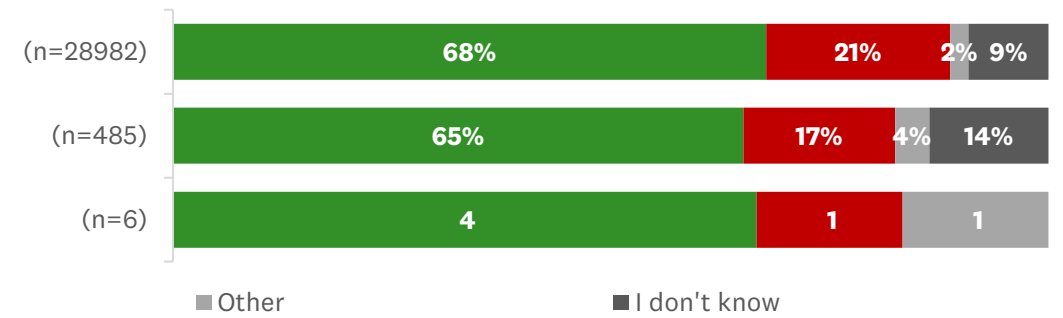


There is more support than opposition to each of the explicit other rates, fees and charges questions

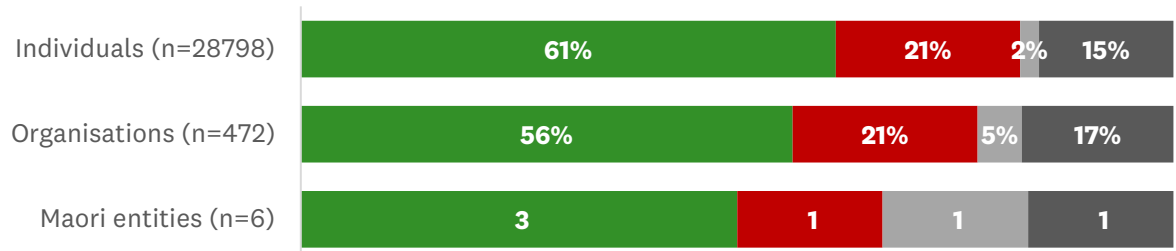
Cost changes in waste management



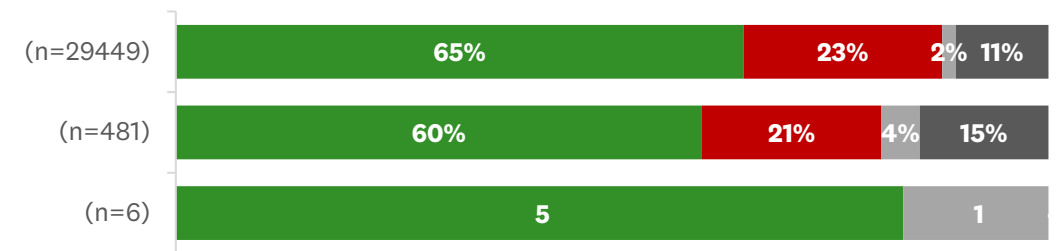
Introduce a one-off fee of \$40 for those residents wishing to change their bin size



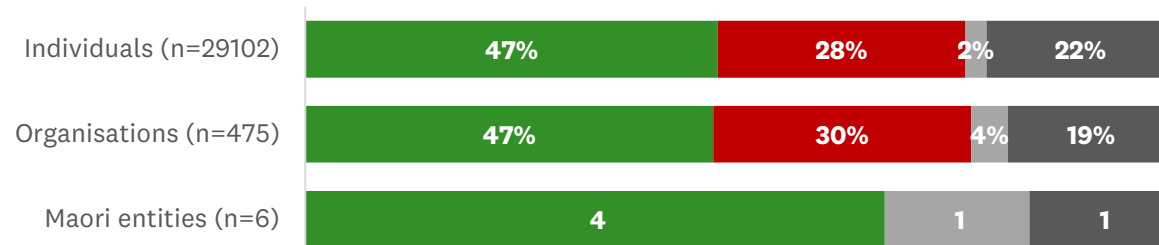
Extend the food scraps targeted rate to the new areas that will receive the service this year



Swimming Pool/Spa Pool Fencing Compliance Targeted Rate



Bus services funded by the Climate Action Targeted Rate



Themes for other rates, fees and charges

Introduction of bin sizes

Smaller bins encourage waste reduction

Those who generate more rubbish should pay more

Larger bins may not be affordable

Swapping bin sizes

No charge for swapping smaller bins – encourages waste reduction

Change should be imposed for swapping larger bins

Cost could encourage illegal dumping

Waste management rate changes

Support

Users of the service should pay for its cost

Waste reduction and recycling should be encouraged

Food scraps target rate

All of Auckland should have food scrap service

Support incentives that minimise waste

Swimming pool inspections

Pool inspections should be user pays

CATR re-prioritisation

Concern for environment and support investment in climate action

Do not support

Increase is unaffordable

Does not encourage waste reduction

Service should be optional

Service is a waste of time and money

Inspections are unnecessary - owners should be responsible

Do not support reprioritization

Do not support climate action

Central government responsibility



Next steps for feedback analysis

Monday, 1st May

Full report with further detail

Anonymised PDFs of submissions

