

## Questions recorded from Finance and Performance - (Annual Budget 2022/2023)

### Action responses from 2 February 2022 workshop

Councillor name/LB Chair or representative	Note/Action	Response
Cr Walker	Can we reduce/avoid acronyms such as WQTR, NETR to make the rates section of the document easy to read?	Changes have been made as requested with those acronyms replaced in the rates table.
	Climate TR, are we showing the relationship between spend and actual reduction in emissions?  Reducing emissions is bottom line, we should have maximum transparency on that. One of the concerns I have is maybe there are other expenditure that can get the emissions down more & faster, and more economically?	The consultation document describes in several places the relationship between making low emissions transport options available, and the reduction in emissions this will facilitate through replacing private car trips. As noted at the E&CC workshop in developing the Transport Emission Reduction Plan last year, emission modelling is complex, and more work will need to be done. At this point we can't quantify the exact emission measurement as a result of this climate package, but as we work through the Transport Emissions Reduction Plan, we will have better data to share.
Richard Northey	Can we choose words more empowering, i.e. improve the bus services?	We have updated the document removing use of word "patronage" replacing it with "usage". We have also included in the document explanations of how the climate-targeted investments will empower greater use of lower-emissions transport services through the provision of increased frequency and services.
Lisa Whyte	Not everyone knows their LB area, can we put in the suburb to direct the feedback to the right LB?  In SI are we putting in comparison of the rates charges in different cities, to compare with other cities?	We have updated the physical feedback form to include the option for submitters to reference their suburb.  This question was responded to during the workshop.
Cr Coom	Page 24 of CD, what must do/should do. It doesn't refer to the 4 wellbeing, in terms of must do/should do, what's our thinking on this? Because that's what we statutorily have to do. Can I get a clarification on that?	We have included in the consultation document the following text:  "Our prioritisation will be guided by the Auckland Plan 2050 and its legislative requirement for Council to promote Auckland's social, economic, environmental and cultural well-being."  We have also added the following statement for clarification below the prioritisation table: "Note: This table sets out proposed principles and criteria only. There are no actual proposals to make changes to any specific services at this time."
Izzy Fordham	In the past we only had the generic question, some people won't be bothered to answer because it not specific enough, It's difficult to know as an individual board if we are on the right path. Really like us to try this, all LBs will be benefit from it.	Page numbers are referenced in the LB question on the feedback form, directing people to where they can find specific local board information. On the digital platform, users can also jump directly to local board specific information. The platform also provides prompts to navigate users to locally specific questions.  We have also included a full page spread in the consultation document for each LB, compared with only a half-page previously. By providing more locally specific information, it is hoped that this will encourage more people to submit/comment on locally specific information.

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Cr Hills	<p>Looking at the survey form, can we be clearer about the government funding, it has been mentioned twice, but doesn't really connected, what this fund actually enables?</p> <p>Another question on decarbonize the ferry fleet, can we replace with improving ferry service and buy new electric ferry? Not everyone knows what that mean.</p>	<p>We have discussed this with our subject matter experts who feel comfortable that the question provides enough context given the limitation of space.</p> <p>We have changed "decarbonise services" to "low emission services" noting the new ferries will be a mix of electric and hybrid ferries.</p>
	C&E session	
Cr Sayers	<p>The independent survey could cost another up to \$200K for one question, What's the total cost for the comms and engagement as a whole package?</p> <p>Regarding Independent survey – who makes the call of what question gets priority and who is that decided by?</p>	<p>At this stage we believe the independent survey will cost around \$85,000 to cover the climate topic (this cost is included below in the total engagement budget). Full costs of the survey will be known once the questionnaire has been drafted and piloted. Although it is not expected to be significantly different to what has been quoted.</p> <p>The associated budgets are forecast at the beginning of each budget process, based on previous years spend. The communications budget for 2022/23 is approximately \$201,000 and includes costs associated with the overall marketing campaign, campaign research, video production, collateral for events and a campaign closing the loop with Aucklanders.</p> <p>The engagement budget is approximately \$341,600 and includes costs associated with engaging community partners to conduct engagement with diverse groups, translation services, Have Your Say events, research (including the independent survey), peer-reviewing from University of Auckland, processing feedback, digital services and the printing and distribution of material. This budget also includes direct engagement with mana whenua and mataawaka. These services are all related to supporting engagement with as many Aucklanders as possible.</p> <p>We note that due to current Covid alert levels, the associated costs in the events space are likely to be lower than budgeted.</p> <p>Refer to the response to Cr Watson's question below.</p>
Julie Fairey	<p>Two Mana whenua reps have strong push back on face to face to be vax pass only. Just want to alert how we going to deal with this issue.</p> <p>Suggest having a paragraph on Have Your Say events, to advise the options for unvaccinated population.</p>	<p>We are guided by government guidelines and our own vaccination policy when it comes to accessing our facilities and remain focused on the safety of staff being our priority. We have alternative engagement options for those who are unable to physically attend an event or facility, including our online engagement platform (website), webinars and phone interviews. These options will be advertised as part of our general marketing campaign.</p> <p>Kenneth Aiolupotea will work with Nga Matarae to ensure we are providing an appropriate level of support to mana whenua to engage with this process, and he is happy to get in touch with any members who need further assistance with a particular concern of this nature.</p>

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Lisa Whyte	Can we get some information when hard copies will be available, and what's the nearest location to pickup.	All service centres and libraries across the region will be open and will have hardcopies of the consultation material available. We note local board offices are currently closed under red, however if alert levels change we will provide further advice. If extra copies of consultation material are required, these can be ordered via the <a href="mailto:annualbudget@aucklandcouncil.govt.nz">annualbudget@aucklandcouncil.govt.nz</a> email, or directly through Digital Storefront (DSF).
Cr Cashmore	My question is around Webinars – have we tried to improve the process to attract more people to attend webinars?	Aucklanders will be asked to register for webinars to allow us to gauge potential attendance. If numbers are looking low, we can be flexible and cancel the webinar to avoid unnecessary time commitments from elected members and staff. We will promote webinars using our databases, community partners and social media. Councillors will also be encouraged to promote them through their own social media pages.
Cr Watson	<p>Question regarding reporting of the submissions, this time we will split the reporting category when it comes back, are the public going to be informed in advance/alongside with the consultation?</p> <p>Can the questionnaire from the independent survey be shared with councillors before the end of consultation?</p>	<p>We have included the following text in the consultation document to ensure the public is aware of when feedback reports will be available. Please note, responses will be reported in 4 categories (see below):</p> <p>“All feedback received during the consultation period will be processed and made available to decision makers. A final summary report of all categories of feedback (including summaries of feedback from individuals, organisations, Māori entities and proforma/petitions) will be made publicly available. Noting that it will only be your feedback included in public documents. All other personal details provided will remain private.”</p> <p>The survey questionnaire will be shared with councillors as part of the summary feedback report in April and will be available only to technical experts and survey participants until analysis and reporting is completed. The survey process is an independent process administered by a professional research agency and reviewed by the University of Auckland to ensure it adheres to best practise without undue influence by any other party.</p> <p>Officers provide the agency with the factual information from the Consultation Document, Supporting Information and Feedback Form which elected members will have inputted into and approved, and then allow and support the agency (reviewed by the University of Auckland) to develop the questionnaire. We have confidence in the proven technical expertise and capability of our research experts, agency and University of Auckland who are collaborating on the research approach to ensure value, quality, reliability and accuracy is delivered in terms of the survey design and output. This includes designing the survey questions. This best practise approach has been tested and proven in previous Auckland consultation (such as through the 10-year Budget) where it has been very successful.</p> <p>In terms of the survey questions, they will be carefully structured to align closely to the questions asked in the consultation process to ensure results gained through both processes can be broadly compared.</p> <p>Please refer to the consultation questions for an indication of what the survey questions will closely resemble.</p>